

APPENDIX D
LIBRARY STAFF INTERVIEW

Library Staff Interview

Two members of the Board of Trustees met with the Acton Memorial Library (AML) staff on two consecutive days in October 2006 to collect their thoughts on the services now provided and those they thought would be candidates for the next five year long range plan. The discussion divided into major categories of the AML service areas: circulation, reference, children and young adult, plus general ideas on items they would like to see fixed. The staff was pleased that the AML was becoming more of a community center.

Circulation

There was discussion on ways to speed up the check-in and check-out process, particularly for the checkout of audiovisual materials. Concern was also voiced on security and "slippage". One point pressed home was the value of staff-public contact to facilitate service and provide feedback about the library, especially library collections. Underlying the discussion was the point that the staff is working "flat out" and feel they cannot accommodate the continued increase in circulation.

Reference

Staff stressed the advantages of obtaining a professional designer to upgrade the web site. It was felt that it would be very helpful to have an information technology person on staff who could maintain the computers. They would like to see an increase in digitized Town records available through the Library website (perhaps using volunteer assistance for transcription). They would like a better way of searching databases. They would like to continue replacing the VHS with DVDs. Several staff stressed the need for increased foreign language materials. They felt that the foreign language deposit collections from the Boston Public Library do not meet the Acton demand. They suggested that a professional designer might be helpful in designing interior signage.

Children

The space for story hour is not large enough. There is concern about front door safety. Some children waiting in line at the circulation desk wander about, setting off the front door and then the child is free to go outside. This has happened several times and to date fortunately adult intervention has prevented serious consequences.

Young Adult

The part time staff member charged with maintaining the young adult section is overwhelmed with her concurrent duties as computer expert and finds the hours available to devote to the YA section is severely limited. She suggest that transferring to the Town's server would provide help from the Town's IT person and/or reduce the need to have a full time Library staff IT person.

General Concerns

Staff stressed the need for more staff and the need for more Library only parking.

Staff suggested making laptops available for in-house use. It would cut down on the need for more computers and would also solve the problem of limited spaces to where plugs are available. They suggested that the Library might "rent out" MP3s that are filled with the stories requested by patrons and that the Library track the Minuteman Library Network's research into down-loadable movies.