Conversations 2015-2016

Library: Website:
Library Director:
Phone/Email:
Date of Visit:
Length of Visit:
SCRLC Staff Visiting: **Board/Advisory Committee:**

1. **Has any information changed (e.g. staff, email, website address)? New staff to add to scrlc-l?**

2. **What is going on in your library? Do you have news? Projects making an impact that you would like to share with others? Any challenges and opportunities that your library/library system is experiencing?**

3. **Communication: What do you need to know about SCRLC? How can we improve communication with you and your staff?**

4. **Which of SCRLC's programs would you like to learn more about?**
   a. Educational Services: What CE offerings do you want to attend and how (face-to-face, web, other?)? What prevents you from attending? Any questions about My CE? Lynda.com?
   b. Can we customize learning opportunities for you? Topics that SCRLC can offer training on include digitization, CONTENTdm, reference negotiation, customer service, databases, new media, and generational communication.
   c. New York Heritage digitization program (including Empire Digital Library Network/Digital Public Library of America.
   d. Databases.
   e. Virtual Reference AskUs 24/7 Collaborative Service.

5. **Which of SCRLC's services would you like to learn more about?**
   a. Medical Information Services Program (MIISP) reimbursement of medical articles.
   b. Online meetings, forums and book discussion.
   c. Bibliographic and Referral Center (BARC)-for ILL and union list updating.
   d. Business Services: Can we customize anything? Invoicing? Deposit accounts? Do you prefer email invoices? CampusShip?
   e. Consulting & Development Services: Can provide advice, referrals, conduct focus groups (can help with targeted user groups, e.g. faculty, students, generations, youth, etc).

6. **Thinking of SCRLC's programs and services, what was an activity in which you felt the most engaged?**

7. **SCRLC will be developing a new strategic plan for 2016-2021.**

a. As you look toward the future, what would you see and experience in a transformed SCRLC?
b. Are there programs and services SCRLC should add?
c. Give up?

8. How can SCRLC enhance collaboration for your library?

9. How has SCRLC helped you avoid costs?

10. What else can we do to help you?

11. If SCRLC receives a conservation and preservation grant to evaluate your environment, would you or your member libraries like to participate? (We can take up to 15 sites).

12. Committees – can you recommend staff members who might want to participate on the Advisory Committee or Work Group (Advocacy, Digitization, Educational Services, Hospital Library Services, Technology & Information Services, and Resource Sharing)? Participate in or start a Special Interest Group? (Distance Learning, Information Literacy, Library Assistants, Marketing, Solo Librarians)?

13. Anything else that you would like to share?