



LLNJ Community Workshop  
Monroe Public Library  
February 1, 2017

**1. Context: What's happening in the world right now that is having--or will have--a big effect on libraries in New Jersey, their people and the people they serve? Consider all scales (global, national, local) and opportunities as well as challenges.**

- A new governor in 2018.
- Major changes/possibly of major cuts to federal funding; an opportunity and a challenge; forced reinvention.
- A new congress and President.
- People are being spurred into action.
- People being willing to become engaged in the process.
- Healthcare, concerns re: the ACA.
- Declining enrollment at colleges and universities.
- Technology, Jobs, Economy, Health Care, Aging Population, Seasonal Services, MakerSpace, STEAM, Evolution of Services.
- Kids are tech savvy, sophisticated, Pink Hats - need for facts - real vs fake news, reference people help to evaluate information people see on the Web.
- New degree - Librarianship/Social work. Libraries are beginning to have social workers on staff.
- Lack of student visa.
- Library services are/have to change in relation to community needs. Different populations use the library during the day and at night. More academic needs seen at the public library.
- Opportunities for libraries to be proactive in the information literacy area. We are a trusted resource. People need information immediately.
- Overcoming divisiveness, even in our own institution, as well as the community.
- Desire for community.
- Librarians providing job/career centers. NJ becoming more and more diverse. How do libraries serve these populations? Partnering with community organizations to provide expertise in areas such as children with special needs.
- NJLA is working on core values statements. What are our common values?
- We can agree on the need for civility, right?
- Planning can be difficult because facts on the ground change so rapidly.
- Libraries can be part of providing community in areas that do not have that sense of community.
- When you put out values, you make a value judgement.
- Fake news budget challenges disappearance of middle class, free floating anxiety, climate of distrust,

demographic changes, meeting the needs of patrons, technological unknowns, access to the library and to materials, political views of librarians,

fear of professional values not being supported.

- Need to broaden outreach.

**Themes and further conversation:** anxiety, people are worried because times are uncertain, how to serve diverse populations, technology, information literacy, expanding to jobs/health care, libraries taking on more roles, libraries are positioned to help in these areas of anxiety, rate of change, social workers could help anxiety in libraries as a service, increased atmosphere of confrontation... need to clarify and project our values to our communities in non-confrontational ways, re-thinking and reframing of what citizenship means, information and the ways it is used (e.g. fake news), community, the library is a community center and open to all, connecting to other organizations to be part of the larger community.

**2. Envisioning our future: It's 2025 and libraries of all types are thriving hubs of their communities. Draw a picture describing what's happening. What do libraries look/feel like? Where are they? Who is in and around them? What are they doing? How are libraries connected to the rest of the community and the world? Who are our partners/collaborators? What services do they offer and for whom? What new skills do librarians have and what new roles do they take on?**

[\[Link to photos on site here\]](#)

**3. Strategic Analysis: Thinking about our conversation so far, what is working really well that we want to KEEP? What isn't working that we might do well to ABANDON? What might we INVENT or REINVENT that would make a big difference to our success?**

#### KEEP

- Resource sharing.
- Cutting edge professional development.
- Delivery.
- Reciprocal borrowing.
- Professional development, learning, passion.
- Positive collaboration between librarians, min funding, positive patron relationships.
- Broadband internet connectivity and wifi access.
- LLNJ's multi-type library association.
- Emphasis on human customer service.

- Relationship with publishers/aggregators re: subscription pricing.
- Barriers to access.
- Outdated customer service attitudes.
- Fee based sharing.
- Rules restricting public computer access.
- "This is the way we've always done it."
- Outdated modalities.
- Antiquated practices, unreceptive thinking, lack of cooperation.

#### INVENT

- Repositories for e-book collections.
- Statewide library card.

#### ABANDON

- Cloning technology.
- Statewide library card, additional funding, political support, next Gov. will be a former librarian!
- Statewide access.
- Common classes in commonly taught library/computer skills.
- Sharing our different programs for common use.
- Policies that should reflect the needs of patrons.
- Funding models.
- Discounts program (Maybe a task force of consortia and LLNJ to negotiate common discounts).
- Look at statewide technology needs and how to address the needs going forward.
- New ways that school and public librarians interact.

#### REINVENT

- Library grad school curriculum.
- Digital collections (shared).
- Relationship with publishers/aggregators re: subscription pricing.
- Library and funding models.
- Library school education.
- Fine structure.
- Use of space, services and programs.
- NJLA.

***4. Thinking about what we've learned so far, what is an action step/project/initiative that we might start today to create the desired future for LLNJ and its members and stakeholders? Include a 5-6 word catchy title and 50 word description of the project.***

1. **Expand MentorNJ.**
2. **Shared statewide ILS.**
3. **Know Your Cultural Communities:** cultural education/professional development for staff.
4. **Technology Bootcamp:** for experienced users—not for patron, but for library staff.
5. **Statewide Library Card:** continue the conversation with NJ Consortia, NJSL, LLNJ, NJLA. Look at other state models. Start a small pilot project.
6. **Statewide eBook Platform:** look to a pilot project in Massachusetts.
7. **Get Out There and Do It! Community Outreach:** little free libraries; express social media; community target programs; transportation; school liaison
8. **Get 'em in the door or go to where they are: Pop-up Library!** Off site services; service concierge; library dogs.
9. **Copy "Reading Well" program from UK:** get every student a library card (a la "Connected" program). Pilot Test LL provide money for borrowable technology. Add Delivering the Library to you librarian. Ref. Westerville Library.
10. **More wireless hotspots** for libraries.
11. **Reinvent NJ Digital Highway/Digital Public Library of America (DPLA).**

12. **Creating an informed citizenry:** create template for use throughout the state to teach the members of our communities how to identify fake news; additional outreach to vulnerable communities.
13. **Use teens to provide tutoring assistance:** peer to peer tutoring. Way to connect with the young adult community.