What deliverable changes happen because of the library?
-or-
Why is it good that people use the library?

- The library as an institution stimulates inquiry and encourages lifelong learning
- Encourages literacy beyond reading; new technology is a prime example
- Creates and supports independent thinking and learning
- The library is an equalizer to society in general; it provides resources to those who may not otherwise have access to them
- Facilitates a well-informed and engaged populace

What does a library deliver to its users?

- An investment in the populace in terms of access to information and technology
- A curated set of information
- Continued access to emerging technology, i.e. 3D printing, artificial intelligence
- Free access to said technology and information.
- Resources to teach its patrons things that they may not learn in school; financial literacy, for example.
- A community space, or a neutral meeting ground

What are some noticeable trends that could impact how people view and use the library?

- The increasing need for instant gratification and perpetual accessibility
- Libraries are becoming increasingly accommodating for traditional use, as well as “new use” in the form of makerspaces, for example
- The population, young people in particular, are becoming more politically aware and active
- A technological divide. Technology is evolving so quickly that it’s easier than ever to be left behind
- Despite the advances in technology, there is still a great demand for printed material
- Students are graduating in debt and with fewer career prospects. They need the library
- Delivery services are becoming more prominent

What challenges do we face as an organization and an entity?

- **Awareness.** People simply don’t know the extent of our resources and services
- We need to be sure that the staff are keeping up on their education. Encourage regular attendance at conferences and webinars. In other words, invest in our staff
- We as an organization need to be flexible, adaptable, and experimental, and be willing to fail
- We need to encourage cooperation with other library systems, schools, colleges, and universities
• We may want to consider partnerships outside of education. The business community, for example
• Customer service needs to continue as a priority, not only in terms of interpersonal conduct, but in the environment that we provide to our patrons
• We need to continue demonstrating to the city administration our value to the community – that we are good stewards of their tax dollars
• The very definition of the word “library” is obsolete. How do we convey that we’re moving beyond “a building or room containing collections of books, periodicals, and sometimes films and recorded music for people to read, borrow, or refer to.”?
• New funding models should be explored
• How should our leadership model change in the future, if at all?