

NLLS Services Discussion Highlights (These are the ones accepted as part of our February 28, 2018 minutes)

Administration

- Improved communications (phone calls/reports) and understanding of NLLS Staff Roles (provide staff pictures)
- Email with the breakdown of online payments from NLLS including more specific details

Information Technologies

- Polaris issues are still not resolved and are affecting the quality of service provided by the member libraries and NLLS needs to have trained staff to handle our issues with Polaris
- More training for libraries on Polaris, Office 365 and newer resources

Bibliographic Services

- Faster cataloguing and return time on orders with some verification of collection codes
- Solutions for issues with new books going to other libraries first

Public Services

- Training for new managers needs to be improved through the use of a mentorship program as mentioned in the NLLS POS with the funding provided by NLLS
- More training on Polaris for NLLS Staff and Library Managers

Marketing

- More tutorials in Niche Academy, radio clips, updated posters and brochures that are customizable, editable and professional looking with access to royalty free images
- Training for Library Managers and NLLS staff plus assistance with the library websites

NLLS Services Discussion Highlights (Full list of two points per small group)

Administration

- Make us more aware of changes.
- Who will be in the position for our library.
- Flowchart of personnel – who does what and their roles, what we are to expect from each department, maybe include a photo.
- Continuity of care – have the same person deal with the entire issue unless another department is needed.
- Phone calls not returned as quickly as they used to be. Do not like the new phone system.
- Question the amount NLLS budgeted for staff travel and conferences. Smaller libraries can not afford to send staff and NLLS is cutting services such as Hoopla.
- Like to see a breakdown of invoices being paid so that the library knows what is being paid. Not all libraries are receiving an email stating EFT notice.
- Help with purchasing computers when ours are outdated. In the past NLLS has applied for grants.
- Getting a hold of people is difficult.
- LMC reports have not been sent out one week prior to LMC meetings

Information Technologies

- More training on website.
- Get rid of "request a book". Too much information required from patrons and too confusing.
- NLLS staff needs to have patience with our lack of IT knowledge.
- Use common language – less tech talk.
- Ongoing issues with Polaris since upgrade that have not been fixed.
- Date and time for Polaris upgrade is awful. Should be done after hours because the backlog and cost to libraries is taxing.
- More training on Office 365
- More training on Polaris for NLLS staff. All NLLS staff should be extremely fluent in Polaris.
- Slow network speed
- Project implementation is weak.

Bibliographic Services

- When books are a hot deal, it would be nice to know if they are part of a series.
- Dislike books going to other libraries first.
- When cataloguing – can they correct obvious errors (or at least question us on them)?
- Taking a long time to get new books.
- Faster cataloguing and processing of new books.
- Difficult to track book allotment expenses in Polaris.

Public Services

- NLLS Staff need to know Polaris and other resources.
- No follow up, level of competence seems low.
- More training on Polaris for libraries.
- More staff and more training on Polaris
- Need trained PS staff or cross trained staff to support libraries.
- Develop a mentorship programs with member libraries to create better training for new library managers. NLLS should help with expenses for this.
- Training needs to be improved. (ex. Daily, weekly, etc. duties)
- School based libraries should get first pick on SRP entertainer because only open limited days.
- Polaris accounts aren't functioning properly.

Marketing

- More tutorials added to Niche Academy.
- Confusion on goals of position.
- Too much stuff (Yammer, Facebook, etc.). Required more concentrated training before usage.
- Would like to see customizable brochures, flyers, Facebook posts that we use for our patrons, funding bodies, on our websites/social media.
- Possibly create a radio clip we can use.
- Please help maintain websites (esp. smaller libraries)
- Need updates marketing materials and an easy way to access.
- Help promoting programing for smaller libraries.
- More access to graphics, ready-made templates, etc. that we can add our own library information to.