

September 11, 1995

TO: DPL Board of Trustees

FROM: John A. Moorman



RE: User Input Into Library Operations

One of my goals for this year is to develop, by the September 1995 Board of Trustees meeting, an on-going plan for providing user input into library operations and services. In developing this plan, I have consulted with library staff, searched library literature, talked to various library directors, and requested information on similar plans through a national listserv. The following is my proposal as revised by the Personnel, Policies, and Public Relations Committee for Board discussion and input.

Decatur Public Library
Consumer Input Proposal

To be accomplished on a regular on-going basis:

1. The use of a suggestion box near the front door of the main library.
2. Solicitation of comments from library users through direct contacts.
3. Solicitation from library staff of comments made to them about library services and policies.

To be accomplished on an annual basis:

1. The formation of focus groups to discuss library services and needs. These groups would meet as needed. Suggested areas where initial focus groups could be employed: with the determination of where children's room should be located in renovated building, consideration of computer needs and computer related services, service desires of minority communities, and use policies for library materials.

To be accomplished every three to five years:

1. A statistically valid random sample survey of library users. Funding for this survey might come from the Friends of the Decatur Public Library. This survey would be a part of the five year planning process schedule.