Question 1  What do you believe are the most critical needs of your library in the next three years?

1. For us, as a small library, we need training opportunities for our staff as we begin to implement new initiatives and training for staff moving from one position to another, like cataloging. Our library has been struggling with our municipality to hire full-time staff and we are not receiving approval. We will be doing a renovation soon, and we need to be ready. We would like to be able to identify project-specific help for a short-term; people who would provide short-term services in key areas like preparing for a library renovation, collection management. We are trying to weed and improve our record keeping, at the same time as providing services to the public and these competing needs are difficult to manage in our small library with limited staff.

2.

a. Licensing situation - Adobe (currently using tech money) high pricing. Concern about not always having the money to cover the cost of the resource. The resource is vital to what they are doing.

b. Space - in library, not enough space.

c. Retention of employees (not paid enough, so they keep losing them).

d. Server space - having enough

3. Per their strategic plan, certain areas of challenge—continuing to meet/exceed community expectations, increasing awareness of the library. We are “the best kept secret.” Building sustainable partnerships that are more equal/building stronger community engagement strategies; improving professional development—a national model for large library-system professional development.

Upcoming marketing training sponsored by SEFLIN will help increase library awareness. Just as Collection Development and Customer Service trainings did in the past 2 years.

4.

- Funding
- Supporting student
- Increasing data service needs (education/how data can be used in research and coursework).
  - Digital/Data Literacy education Digital scholarship

Students need more help with technology and learning new technology skills. The library isn’t always the first place people think to go get help with these skills. The library will need to better promote these services. There’s been an increase in public history and public engagement. More interest in local history and local collections. The library wants to play a larger role in community partnerships and preservation of local history.
5. 
- Communication between departments, staff, and community
- Internal communication
- Do a better job of finding out what the actual community what they need
- Cross cultural communication training
- Management training on talking and dealing with staff
- Technology training, managerial training, staff cross training, training on library specific technology
- Training on properly doing Assessment, project outcome surveys

6. Staffing. In today’s “multi gig” economy it is tough to acquire and/or retain funding for fulltime staffing positions with full benefits

7. Quality for our Library Collections: Building recreational topics, developing the Spanish Collection, Updating the existing General Collection for current books, adding specified digital databases for specified academic programs. Extending hours of operation for the weekend and opening the doors for local community in perspective; continue the Information Literacy journey for academic educational programs on side and online.

8. Keeping up with technology – patrons expectations must be kept, maker spaces in all six libraries so staff need training. Print Circ declining – boosting with non-traditional materials, but still would like to see it get better. Funding is still an issue – never enough staff – advocacy for funding is needed.

9. Money for renovations and Advocacy for the library

10. 
- Digitization support and training
- Digitization equipment
- Grant writing help for digitization
- User experience training
- Space planning
- Technology training, both library specific and consumer technology
- Assessment based surveys
- More learning outcome based data

11. 
- Staying up-to-date with changing technologies that would allow our library to stay relevant in the provision of services.
- Implementing a leadership succession plan relying on local recruitment/homegrown leadership.
- Strong advocacy
- Continued growth and funding of digital resources and collections
- Modern, interactive and effective web presence
Question 2  What is your perception of SEFLIN and the services it provides?

1. Our library director and I discussed this: in general we feel that SEFLIN staff are responsive. We are grateful for the opportunity that SEFLIN has provided us in the area of Children’s programming through Supercharged Storytimes. This has been an awesome opportunity that we never would have had on our own. It seems that SEFLIN is in a big transition phase; there seem to be a lot of new things that SEFLIN seems to be trying. While this is not necessarily a bad thing, we are not sure what new things will become more permanent services. We seem to receive multiple surveys about the future of SEFLIN and what we would like to see from SEFLIN. There are new staff and we are not sure what everyone is doing. Regarding the YouMedia opportunity, we could not afford to have the technology and equipment over the summer on our own. This opportunity has given us the chance to see if this is something we would want to have on a permanent basis for our teens. Regarding Supercharged Storytimes, this has been an amazing opportunity for us to learn from national professionals on an 1-on-1 basis; and we would not have been able to have this training without SEFLIN.

2. Overall positive reaction, helpful and have relied on SEFLIN for Digital Initiative when other organization had a lot of confusion (DISK standing committee). Really appreciated the Media Kit. Training is useful. Like both conferences and consistently get good feedback about the conferences.

3. SEFLIN is a major player in our region; a responsive stakeholder. We have improved our interactions with other libraries through SEFLIN; take for example the collaboration with the North Miami Beach Library on Customer Service Training.

4. Think of SEFLIN as an organization that supports a broad range of libraries and types of libraries. Support of libraries. Balancing role in that support, in whatever forms is needed. Will help libraries however they can.

5. Providing valuable training and a Local organization that offers specialized training

6. Not sure.. I have not really thought about this.

7. Providing Leadership in Modern Library Sciences, Tech and Communication Training for Young Librarians and as Continuing Education; Assisting with the local needs within local geographical community and connecting the various Libraries from Public to Academic and Specialized with the one unity and with the similarity of goals to serve our diverse community

8. It sometimes seems more relevant to academic libraries? May be because we are new. Not enough in person in the northern area.

9. Valuable resource, training

10. 

- Brings various libraries in the region together
- Without SEFLIN there wouldn’t be a lot of cross collaboration
• SEFLIN helps build a shared library identity in the region

11.
• SEFLIN provides an effective platform for networking
• Supports and promotes collaboration
• Budgetary benefits that make valuable subscriptions affordable
• Great hub for exchange of information and ideas
Question 3  What does SEFLIN do particularly well?

1. SEFLIN offers a great service in offering variety and quality through its training and workshops. We see SEFLIN continually trying to identify library needs. SEFLIN is timely and responsive to members; it does a great job getting back to people. Your responsiveness is great; it is personal and human.

2. Both Regional and Virtual Conferences are strong and get good reviews. Training is good.

3. The training is quality and exceeds our expectations. In addition, we view the Regional Conference as a tremendous opportunity for staff, new and seasoned. We send our new librarians to the Regional Conference. It is a great opportunity for them as participants. You also provide a forum through the Regional Conference for professional development for staff to present at the conference and this year a number of our staff are presenting and over 54 people from MDPLS will be attending the conference.

Having the conference in our region makes it possible for us to send many staff, rather than only a few to a State or national conference.

When I moved to the area in the early 1990’s and began introducing technology to the libraries, SEFLIN was a key resource in this area and instrumental to our success in introducing emerging technologies. “We had email thanks to SEFLIN; our first email accounts were due to SEFLIN.”

4. The flexibility to meet the needs of their members, Providing workshops, SEFLIN is a very nimble organization and is able to change as demand changes

5. Offers great training opportunities. Training courses taken through SEFLIN are often better than ones taken from other places, such as ALA

6. Online training for busy libraries/librarians. Group buying power. Communicating what SEFLIN has to offer to those groups.

7. Unite Libraries and Librarians from different backgrounds

8. Training, meeting the needs of the libraries for training

9. Stays abreast of trends, topics are diverse

10. 

- Training and webinars
- Building bridges between libraries

11. SEFLIN brings together professionals and workers from all type of libraries to create a sense of community. This is particularly well achieved through its Annual Conference, and ongoing meetings.
Question 4 How could SEFLIN improve their services?

1. Continuing to offer opportunities to the librarians and to the technical staff, who handle a lot of details on a daily basis. We would like help in building the confidence of the technical staff; and provide them with more opportunities in areas like customer service, cataloging, supervisory skills, dealing with difficult patrons; communication skills and building their confidence in working with the public and other library staff. Keeping the human element in our communications with SEFLIN is important; and please do not raise fees.

2. Easier way to search for training, (rename shop). Confusion in recognizing that that is where the training is located. Not enough marketing, more visual presence. Employees coming out in person helps. Would like to see a bigger presence of SEFLIN staff at varied conferences. Would like to see both Regional and Virtual Conference separating Academic and Public Conferences. So different conference for Academic and Public Libraries providing the opportunity to cover more in depth topics for each. SEFLIN possibly providing ALA training opportunities at a reduced rate through group rate training of members participating in training.

3. That becomes more of a challenge. Developing a clear vision that engages the members to contribute more to SEFLIN. The members need to contribute more to share more resources; take for example the success we and North Miami Beach had when we collaborated. SEFLIN can be the entity that brings the libraries together to collaborate and share resources.

4. More coordination with other MLCs and what they’re doing. Coordinate with statewide initiatives, especially those with local impact. Surveys after every service (lending equipment, webinars, conferences, etc.)

5.  
   - Help connect libraries to community and community organizations
   - Offer mentorship programs/opportunities
   - Technology training for consumer level technology, such as website building, coding, new services and device support
   - Provide informational sessions to help local staff keep up with library trends and LIS educational developments

6. Maybe move the Training Coordinator meetings back online (through SEFLIN connect)? Now that the meetings are in-person and are located all over the place we are not able to participate due to staffing coverage and time constraints.

7. Extend the helping hand to School Librarians and Media Specialists; Include Libraries by Geographical Location from National Chain Colleges/Universities.

8. Better collaboration for shared purchases, and Increase reciprocal borrowing

9. Better communication and marketing
10. 
- Continue site visits
- More networking opportunities, even on small scale
- Bigger push for resource sharing

11. Develop a SEFLIN scholarship program. Continue exploring ways to grow and strengthen the One Card concept. I think there are still obstacles that prevent easy flow.
question 5  what should seflin look like in 3-5 years?

1. we hope that seflin will not get rid of the human element; we would like to see better organization within seflin so we know what roles people have and the programming and services offered. we hope for continued good communication. we would like to see more staff development specifically for technical staff and support for certification of professional staff like there is for it staff.

2. be the forum for us to contribute to the organization, to collaborate and participate to move the profession forward and ultimately our services to the public, which is our ultimate goal. to group ourselves with other public libraries on common goals and with academic libraries for shared goals. collaboration and communication will ultimately benefit all of us within seflin.

3. should continue its method of work as far as keeping track of what needs are in the community. continue to balance services between different types of organizations

4. continuing to be a wonderful advocate and support for libraries in the south east florida area!

5. extend services working with new wave librarians graduated from online schools and teaching them that what we do matters; less ‘me’ and more ‘us’ and ‘how i can help you?’ or customer services to various groups and communities within southeast florida.

6. more participation from public libraries, more collaboration between the libraries

7. don’t change too much, be a place where we can all gather

8.

- more business and vendor partnerships
- provide a library internship program or support

9. seflin will reflect the collaborative needs of the library community, provide a space for dialogue, be an umbrella for negotiation beyond subscriptions, support joint programming efforts, etc.