

## Library of Excellence Exercise

**Instructions: Think of what it means to be an excellent Library. Write down at least three things that characterize that Library.**

### Comments

User Friendly		
Up to date Technology		
Helpful staff		
An easily navigable website		
Ubiquitous		
Incorporating Modern Technology; i.e Google books		
Provides services to users across distance with ease		
Wireless through all of Ellis & Branches		
More attention to electronic resources		
Technology - cutting edge		
State of the art Technology		
Up to date Technology, services, & materials		
Latest technology advancements		
Easy to use discovery tools & easy to find needed resources		
Mandatory, well established submission of publications & data to Mo-Space		
Adequate campus support for library information resources - digital and print		
Adequate Funding & extra funds to create with new projects		
Unlimited materials Budget		
Will funded resources		
A focus on the Future		
Encourage risk taking research, entrepreneurship		
State of the art Technology		
visionary leadership		
Environment conducive to creativity & learning		
More willingness to try things. "Just do it". Don't always say we don't have funding		
Not afraid to try something wildly new/ not afraid to stop doing the unnecessary		
Proactive Mission focused staff		

Librarians who are actually willing to help you find stuff		
Completely trained efficient, Friendly, cooperative staff		
Better training, better supervision. Management philosophy that sees workers as partners		
Better Communication through out department		
More honesty among staff members		
Employees who feel respected show a more positive attitude to patrons. We do not feel respected when we are paid less per hour than the guy who mows lawns		
pay on par with national average		
Organized units; divisions with clear duties and goals - good communication		
Provide staff with opportunities to increase Education		
Available, qualified, & helpful staff		
Few meetings		
Well paid staff		
more organization in department		
Communications and better pay for staff		
Link departments together so they can help each other		
More staff on committee		
Excellent personnel whose moral is maintained thru adequate compensation & good treatment		
Everyone is nice to other all the time		
All members of staff empowered to suggest/follow through with better patron services		
Personnel are positive competent, & have a can do attitude		
Dissemination of info and decisions to staff in a timely manner		
Friendly, helpful, knowledgeable staff		
More outward looking staff - Don't assume we know what our users want		
Better Communication		
Better communication between upper level management & the rest of libraries staff		
Library staff to fill much need position		

Friendly & helpful staff		
Expertise		
In an excellent Library there is respect for library employees and recognition of the services each person provides		
An excellent library replaces people when the leave. To take stress off of those left behind to do the work		
Money for salary increased		
Open communication between patrons, staff admin		
A well rounded cooperative staff		
Review areas that could be consolidated, e.g. recorded sound collection and special collection		
Excellent Staff; Knowledgeable, courteous, curious mind, professional , and welcoming		
Open access to stacks		
Have a wide selection of materials on a lot of subjects		
Regularly review program needs with campus departments to verify that we are meeting the changing needs of campus programs		
Large collection so that you can always find the book journal you are looking for		
Supervisor resources-electronic and paper collections		
Book collections that are physically borrowable by patrons		
Large and diverse holding		
Use of technology in ways that meets the needs of users		
That helps teachers teach by providing info & technology help as well as providing tutoring		
Library services are integrated into the teaching & learning process on campus		
Seen as part of the research process		
To be the first stop for information on campus. Either online or in person.		
Librarians teach, in partnership with faculty, on how students need to know more about library resources		
An excellent library keeps up with changing new technologies		

Accuracy in cataloging and accessibility		
Global access to & from library resources		
Access: To resources, information, library staff, & Study spaces		
Easy to find things on your own.		
Materials & Resource print & e-res that our patrons will use		
Users have access to resources they need in an expedient manner (Inhose;online;borrowing)		
Quality Information provided in a variety of formats		
As much electronic access to materials as are available by licensing technology		
Efficient fulfillment of patron requests for ILL, purchases, journal access (when permitted by budget)-->if we don't have it, try to get it		
Remove barriers to access; physical, perceived, technical, access--from anywhere at anytime		
variety of depth of resources; increased acquisitions budget; best collection dev. Selectors; latest hardware/software		
Access to the collections--convenient, easy to use		
Offer services in multiple ways--face to face, phone, over web site, through video streaming, on-line chat, text--however the user wants it		
To provide a check-out station downstairs next to the Bookmark Café		
Access to limitless resources		
Provides access to every book and article available throughout the universe		
Easy to find and access information		
More community involvement events (ex: faculty, students)--contests with appealing prizes		
Active donors, retirees, alumni, etc who will invest in our library		
Provide as much assistance as patrons need w/ research technology, locating materials, etc		

A library that truly puts student, faculty, and campus staff needs at the forefront of the libraries' policies, procedures and decisions		
Quick turn-around time for requests		
Above and beyond customer service		
Extended hours (to 2 am) during semester, 24/7 access during exam week		
Excellent customer service--respond to patron needs in a timely manner		
Transparent services		
Every time we say "no" to a patron, see if we can change it to a "yes"		
Patrons feel they can access material easily, w/ little or no training		
Efficient and effective service desks		
Patrons have easy access to help from staff when needed		
Prompt, courteous, relevant service		
Make it easy for patrons to get help. Put up a sign at the reference desk		
Enable and encourage user self-sufficiency. This may mean creating effective access tools, learning tools, FAQ's, easy access to experts		
"Customer" based		
Service--provide needs more than wants		
User-friendly--clear, concise database catalog		
Knows what its users want		
Remain relevant to user needs; work on specialty areas		
Staff provide excellent service		
Emphasize user convenience by delivering as much material to users as possible--ex: e-books, e-journals, e-delivery		
Expand space for students, including study rooms, study tables, etc		
Satisfied customers!		
Is friendly to all users		
Continue to ↑ user outreach programs, both on campus and across the state		
More group study rooms!		

Stacks and common areas that are comfortable/accessible for all patrons, or clearly posted/displayed information about who can assist a disabled patron with locating materials in inaccessible areas		
Physical environment pleasing--easy to navigate, adequate lighting, inviting		
Paint some of the drearier areas. Drabness does not lead to mental stimulation.		
Spaces are flexible with plenty of small group meeting rooms and other collaborative spaces.		
Has ample quiet space for users who need a space conducive to research and study; writing and scholarship		
People want to come here and use our services because it's such an excellent place		
Wide hours of operation		
Library open 24/7		
Welcoming, well lit stacks. Many areas of the stacks are poorly lit. With new and effectively lit stacks patrons will be more inclined to spend time in them and be more effective searching them		
Up-to-date facility; Keep up with technology and replace when necessary; Maintain physical space--don't look shabby (or dirty)		
A study-hall section, closed off from the rest of Ellis that is available 24/7 and appropriately wired for wireless		
Provides space in the library that addresses users' needs and study/research habits/preferences		
Comfortable seating areas		
Environment--facilities, equipment		
Integration of staff with user groups		
Ongoing patron assessments esp of smaller user groups, ex: ?		
Provides the right resources at the right time		
Some unique collections!		

Don't get rid of materials after x amount of time just because you think they aren't popular enough or too old		
A "fullbodied" collection; Outstanding holdings in all formats		
Excellent collection or excellent access to timely, relevant resources		