

Please list any additional services that are important to visitors.

- Staff assistance with Reference questions, research, and school assignments.
- Staff assistance with online applications (jobs, unemployment, and others).
- Computer classes (mostly seniors).

a gathering place for community clubs

a meeting place for friends

they do not play here at the library, in reference to above question

a quiet place for business people

a gathering place for parents

a place to exercise

a place to interact with people

etc.

A gathering place to work on group projects or where parents help kids with homework. This is different from conference rooms because they only require the use of a table and chairs and different from study because it does not require a quiet place.

A meeting place for teenagers and others, to ask for help with e-books, patrons who feel isolated come to the library for a sense of community, as a place to drop off children for free daycare, as a communal gathering place

A place for a patron to be able to buy a drink or a cup of coffee.

A safe place for children to read or gather together

Activity like AARP, knitting club, Italian class, chess club, photo contest, AOL to learn about each country, book clubs, book mark contest and among few other things.

All very important:

Programs, services, and materials for children, tweens, and teens.

Programs, services and computer assistance for seniors.

Services for persons with disabilities, including Connections and Talking Books.

Art exhibitions and programs.

Literacy services - early literacy and adult literacy.

Assistance from reference staff in finding information for students, businesspeople, and the general public. Use of our professionally selected collections which should be able to satisfy the informational, educational, and recreational of our community. Use of our special collections, e.g., the Schamberg Collection at NDR, the Florida and Art collections at Main Library, etc., and the expertise of our staff.

Assistance with new technology--ipads, Kindles.

Assistance with homework assignments for children.

Assistance with Readers' Advisory

Baby, Toddler and Preschool Storytimes to assist parent in introducing children to reading before they actually read and write. Classes such as Yoga, Tai-Chi, Citizenship, Crafts (Knitting), Book Discussions, Computer Classes, Gaming, Job Search, Gov't Services such as Affordable Care. Technical Support for many using iPad or other technologies, downloading ebooks. For many patrons we provide a safe place, free A/C, and for some we are important because we LISTEN. In addition, we provide cultural events and we partner with other organizations which in enrich everyones lives. Libraries provide Early Voting sites and library staff are not appreciated enough for what they do beside just open and close the buildings, but they pick up trash, clean filthy bathrooms, clean up blood and are always ready to respond appropriately to emergencies.

Basic internet classes, how to use a computer, how to open an email account, how to use word. A Fax machine, more computers, more library hours.

bathrooms, cafe

Book advice

Community cohesion

Access to local newspapers and magazines

"Safe havens" for community teens

Warmth from storms both literal and metaphoric

Informal networking within the community and city

Literacy programs for infants, toddlers, and preschool children

children's programs

Children's programs, plays, give children educational experiences needed for healthy growth.

Children's/YA programs, Adult programs, Computer classes.

Clean safe environment

Computer basics training
Resumes
Holds
Children's programs

computer classes

Computer classes are very important, both Spanish-language and English-language. Important for teens to have a safe space to socialize, study & read. Also important for library staff to be able to provide resources for homeless, unemployed and other disadvantaged library visitors.

Computer classes/ language classes/ area to have meetings and do homework/ parents are very interested in the story times and the availability of the internet for homework assignments

Connections for the elderly who is homebound, Reading Ready Early Literacy for 3 to 5 year olds, Lead for Adults to learn how to read, and Helping patrons with jobs and resumes.

CONSULTATION WITH AN INFORMATION PROFESSIONAL. Some visitors have no other way/knowledge of obtaining "X" than from consulting with a librarian (X can be investment records, birth certificates, forms to file in court, or any other hard copy tangible, but can also include endless intangibles like revolutionary war research, understanding medical advice, or learning transferable skills in general.)

Copier and fax services (though we don't offer fax). Place holds on books. Socialize with friends, neighbors and staff.

Download of e-books is normally done outside of the Library.

everything, except AOS

For teens and adults to have access to computer classes and keep abreast of the current technology and social media.

free computer classes, to learn another language.

-Free internet access for the community.

-Free technology training classes.

-Resources and programs.

Having a place to go to after school to complete assignments and stay safe.

Help them with resume format, how to use their e-reader device and government website referral

Help with resumes, locations to vote in elections, summer feeding for children, local information for residents and visitors

Help with resumes, summer lunch program for children, voting precinct... so much more..

human contact, friendly staff.

I disagree with the 3rd option for services for this question. Patrons do not visit the library for play.

I think the need of library are very important for everybody.. and personal this is good place for kids and family to go for good reason the Miami dade library is a wonderful place to visit

Improving their literacy skills and children's early literacy programs.

Inner City Library's needs: tutors, support to fill out government application, job applications and school documents, papers and research. The libraries are the place where kids and adults gather to obtain information on any type of resources available to improve the quality of their lives. Computer and resources are not enough as it is.

Interlibrary loans

Electrical outlets

Services to the homebound

Jumpstart, Project LEAD, & Connections

Learn to read programs and children tutoring

Libraries should cater more to children because they need a safe haven to be able to study and socialize with other kids in the community who are looking forward to a bright future. Tutoring programs should also be a very important part of libraries.

Library exhibits; request assistance from staff in locating information and/or searching the Internet

Magazines and newspapers

Mailing books, DVDs and audio books to seniors, homebound, and the visually impaired.

Making a connection in their community, civic pride, a meeting place for teens, free aftercare for children

Many patrons also need assistance on learning to use computers, and how to do resumes and job searches.

Many patrons come to the library to ask staff how to: find books they are interested in, look up information for them, have staff show them how to get started on using the computer, or to print something out, or to scan something. They come to the library for IRS forms, Voters Registrations, "Golden Senior Tickets" books, Bus schedules and other free items. They come to the library for the multitude of free programs, such as Town meetings from local politicians, children's story times, yoga and meditation classes, Young Adult Video Gaming...

Many people love the library

Many people visit the library for the first time to apply online for govt benefits, such as Social Security, Food Stamps, Veteran benefits, unemployment etc. They often need help learning how to fill out the online applications.

Students visit to learn how to perform research according to an instructor's guidelines, that often includes providing sources using proper citations from several different formats including: books, magazines, newspapers, journals and the internet. they often need help on accessing these types of materials.

Many patrons visit the library daily to read newspapers, especially in Spanish.

many times children walk to the library after school to wait for parents that are working -- it's a safe space

Meet people with like interests

Navigating e-government resources (foodstamps, etc.); just in time services like bill payments, travel reservations (printing boarding passes, etc.)

Offer services in tandem with social agencies, ex. social security, one stop career centers, homeless services, etc.

Patrons also use the library to receive instruction on the use of the library's databases and other electronic sources from librarians.

Programming and clinics for tax help, small business, master gardeners home-schooling, genealogical research, book groups, home-work and reading help for students, learning to read for adults, voter registration as well as voting sites. Following Hurricane Andrew, libraries were community site for various kinds of information and help sources. Professional vetted exhibitions at MDPLS have given opportunities to numerous area artists over the years. With partnerships, library has hosted Smithsonian exhibitions, gold and pre-Columbian artifacts from Peru, Howard Bingham photographs of Mohammed Ali...with Ali in attendance for what may have been one of his last public signings, etc. Professional librarians assist with research in local history, grant preparation, cultural information, business and the sciences.

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Project L.E.A.D

JumpStart Program

Connections

Bookmobile

Project LEAD, Bookmobile, Talking Books and Connections - the services for the elderly are super important.

Project LEAD, Jump Start, Connections, Borrow-by-mail,

Project Lead, the get smart program was a much needed service.

Providing a safe haven is in my opinion the most important service the library provides to the individuals and communities. The fact patrons can get educated and use the internet and read and find out about community events is secondary. None the less every one of these services should be performed with top morale because there is no other place like this in terms of neutrality. Wouldn't hurt to keep the halls flowing; Miami needs a good dose of sense-of-community

Provision of materials to the homebound, literacy programs for adults.

Read Newspapers to look for Jobs

Computer and English Classes

Reading Ready

Computer Class

You Media Miami

Creative Class for Adults

Creative Class for Children

Homework Helper

Reference assistance for people who want to learn more, including older patrons who want to learn a new topic.

Research assistance for school and college work that can make the difference between a great grade and a poor grade.

In-depth and patient technology assistance from librarians since mere access will not suffice for many patrons with weak computer skills who need to meet a paperwork or application submission deadline right away.

Reference assistance--staff expertise--very important!

Requesting assistance (food stamps, unemployment); Resume assistance, printing assistance; Tutoring; meeting place; community information

Research help or other assistance given by librarians and library staff members while at the library.

Safe environment.

Safe place for teens and children

scanners,

Secure place to come study.

Up to date library books.

Staff available to help individuals with reference/computer questions.

self motivating programs

Health programs, dance classes, yoga, meditation

Tutoring

-Separate space for different service.

-Free literacy program.

-Move books/stock out of the location.

Service to the homebound (ie. Connections) and services to disabled population ie. Talking Books; Specialized reference including, Spanish language and local history collections.

Services and resources for children, tweens, teens, and families.

Classes to learn technology.

Services and programs for seniors, including technology.

Services for persons with disabilities, including technology, Talking Books and Connections.

Literacy services - early literacy and adult literacy.

Mobile library services to reach unserved areas.

Art programs and exhibitions and art on display in libraries.

SMART program, Adult literacy,

So many times patrons will come in and inquire about something they read online, on the paper or heard on the radio where they were instructed to go to the library either to get something or access something, etc. and half of the time we will have no idea what it is they are referring to. But you can be sure that by the time they leave the library, they will either have the answer they are looking for or the correct, if not better, information from what they originally gathered from the radio or online. We provide priceless things such as excellent customer service, skills such as basic computer skills, resume writing, job search. The library brings the community together may they be residents or visitors.

Speaking to a professional who can interpret the information needs of babies to seniors. To find a trusted place that is an educational safety net for those out of school, to be a meeting site for collaborate ideas, to find a helpful, non-commercial place to explore without solicitation. To be able to afford access to resources that are beyond one's own income and class level.

Special needs programs such connections is very important to the homebound. The LEAD program is very important people who cannot read the library provides that service.

Special Services:

Jump Start - Story kits to pre-schools

Project L.E.A.D. - Adult Literacy Program

Reading Ready- Early Childhood Literacy Program

Connections - Library Service for the homebound

Talking Books - Braille, audio books and magazines for hearing impaired

Bookmobile Service

Volunteer opportunities

Talking Books, Connections (services for the home bound and underserved)

Tax help, computer classes, English classes

Tax preparation, English and citizenship classes.

The children's reading ready programs. The English class and computer classes for seniors.

The Jumpstart program provides materials to day cares, pre-schools and learning centers and benefits the teachers when doing their planning for their classes.

The Library also provides an essential service for individuals to socially engage with other users.

The public expects to find a welcome center and a safe destination. They expect to find accessibility to quantities of books selected by professionals that reflect the local community, taste and needs. They want accessibility to professional assistance. They seek non-biased advice from resources that includes staff's expertise. The public wants a place of respite from commercialism, solicitation, and the use of private information for profit. They want a convenient site that community members can use for their special events.

The public walks into libraries to obtain answers to questions. (Reference) Student visit libraries to get homework help

The staff is a key tool in helping the patrons in any of the above mentioned categories. Without the trained staff members, patrons would be lost in: finding the correct material needed, guided help with the internet, navigating our online databases, and or any other reason a person would come to the library. Staff is the key reason a person has a good or bad experience in the library. Lately due to the staff shortages, bad experiences are becoming more common due to not having enough staff to help the mass amounts of patrons coming in daily.

The staff that guide interact with the public are the most essential service and they aren't even mentioned in one of these questions. The majority of the public has to be taught by library employees how to use available resources or connect them to a wealth of information. A major offering that the library has available is reference research. The general public asks the library to connect them with information they need and it is done by experts. This is an integral part of what the public needs and wants.

To access the reference knowledge of professional librarians with subject expertise. Not everything is on the internet and even if it is sometimes we know how to access it better than a layperson.

To apply for foodstamps, to apply for unemployment, to find information about citizenship, including forms, filing, checking their records, etc. to get forms from the IRS and file their returns, to send and receive emails, to print tickets for air lines or cruiseships, to check prices for different items check status or order them through the internet, to do homework, to have a safe place after school meanwhile the parents are back at home, to meet friends and family, etc.

To ask librarians for assistance in finding good resources.

To ask informational questions.

To do any kind of research on any specific subject;

Information on how to prepare a resume; and

To apply for a job since most of them are done on line nowadays.

To donate books, dvds, & cds.

To get research assistance.

To take free flyers, brochures, newspapers & magazines.

To take tax forms & booklets.

To get directions to tourist sites & other addresses.

To fill unemployment applications, to fill for food stamp applications, to find information and forms for citizenship, to register to vote, to find forms and file for IRS

-To find a safe place for children while parents are working.

-To speak with a librarian with adequate knowledge to find the information you need.

To get help with different websites

Teens interactions with one another

Staff communication with patrons

To be able to use the scanner instead of fax

To get professional guidance from staff on how to conduct research and locate materials and information
to get trained in computer and internet usage, specially for the elderly.

To have a place to meet and socialize as well or study group where they can talk freely

To have a professionally trained Librarian and support staff to provide excellent service.

To have professionally-trained librarians help them navigate the overwhelming amount of information on the internet and enable them to understand that not every necessary resource is available online, nor is all the information found online accurate. Also, to have librarians recommend adequate materials based on the library patrons' needs and to help them properly use the computer for their schooling and/or employment needs.

To have qualified Librarians to provide significant feedback and resources to library customers.

To interact with others.

To learn computer skills.

To obtain information on all subjects;

To consult library staff regarding their research;

To get help using library's print and online resources;

To get help accessing all sorts of government programs, such as unemployment benefit, tax, etc.;

To order requests (for those who do not have computers at home)

To pick up requested items

To browse the collection

To print material from the internet and to make copies on the copy machines

To socialize and meet people

To work on resume's for jobs

To renew items that they have checked out

To use the Zoom reading device for the visibly impaired

To donate items

To provide a safe place for children after school while their parents are at work.

To read Newspapers from other counties, states and countries. To take practice exams such as GED, ACT, SAT, and others. To consult Ready Reference items such as the PDR; Consumer Reports; Value Line. To place Hold on New York Times Best Seller Books; To access and use materials keyed to people with audio, visual and physical disabilities; To learn a new skill, or develop an ability such as beading, writing poetry, or drawing manga.

To search their family histories, to ask about community resources, to learn how to start their own business, patent an invention, or start a non-profit organization.

To see library exhibits; Request assistance from library personnel in locating information and/or using the Internet.

to sign up for government services like food stamps.

To speak with knowledgeable staff to find the answers to their questions that they were unable to find while navigating the internet on their own.

To speak with knowledgeable staff who can help them find out what resources are available to them when they want to learn how to read, or learn English, etc.

To use the microfilm machine, and use some of the library's special collections and reference materials that do not circulate due to their value.

To obtain local newspapers and flyers to find out what is happening in the community.

To read the print newspapers and other periodicals in the library.

To take computer classes and to socialize with friends

To take part in training classes on Saturdays that the library system offers.

To use magazines, newspapers, reference book

To participate in computers classes

To participate in private tutorial

To use the library as a place to study and access school materials online and borrow books in library required by their school to read and research.

Toddler time, assisting patrons with installing Overdrive on their digital devices and instructing patrons on how to use it. Free AC for the homeless, classes such as, computers for beginners, training with basic Microsoft Office products, basic training on the internet and the MDPLS catalog and database, arts and crafts for the kids, especially around the holidays.

Tourists getting information about the area.

Spanish speaking patrons looking for materials to learn English.

Seniors looking for assistance to open an email account.

Use of our special collections, e.g., Shaumburg, Florida, art, and patent & trademark. Attend computer instruction classes.

Use our special collection, e.g., Shaumburg, art, Florida, & patents & trademarks. Computer use classes & instruction in accessing social services.

Use the computer/internet to social programs like filing for food stamps and unemployment insurance

Use the restrooms.

Visitors feel secure and comfortable knowing that the librarians and other staff make themselves available to answer questions, find materials, help them with the computers in searching for reliable sources and using the Microsoft products more effectively. Our students give us positive feedback on how our help has enabled them to do well on their projects and assignments.

We also help patrons get on to job related sites. We show them our databases that help them with resume writing, as well as preparing for exams in different areas for school and career.

Voter's registration; early voting site; Golden Ticket passes for seniors; books for school's required reading and/or "AR" books; to view maps & atlases; to request library materials; to have face-to-face interaction with library staff; a safe space for children after school; genealogy resources; YouMedia for teens; free Wi-Fi; access to reference materials and microfilm; and to view art displays.

YOUmedia Miami

**Think about programs that the Library currently offers.
Please list the 3 programs that you think are the most effective.**

Program 1	Program 2	Program 3
Job Search	Books	Children Programs
Reading Ready	Family Storytime	Computer Training
Reading Ready	Job Search	Computer Classes
children's programs	computer programs	
Reading Ready for Toddlers	Family Storytime	Computer Classes for Adults
Talking books	Reading ready	summer reading
Children's storytimes	Adult computer assistance	tax assistance
Reading Ready Storytimes	Museum Passes	AOS Festival
Connections	LEAD	Reading Ready
SRP Special Programs	Programs that bring people together. Knitting, crocheting, martial arts	It depends on the area
Children's story times	Children's crafts	SAT/college prep
Project LEAD	Talking Books	
storytimes	book clubs	programs generated by public demand
Storytime	Computer Classes	Let's Move
children story time	fitness activities	internet classes
Storytime	Learning computers	Book Club
To borrow books and DVDs	Free use of the internet	A place to study quietly
project lead	computer basics c	job search
Outread	Storytime	
Reading Ready	Storytime	Connections Services
Story time for children	Computer usage	Book discussion groups
Storytime	Yoga	Book discussion groups
Children's program	Adult	Teen programs
Children's storytimes	Special Event	Computer classes
storytime	animals shows	child photography
YOUmedia Miami	Reading Ready	Adult Literacy/Computer Classes
Children Storytime	Computer Classes	AOS
children's programs		
MetLife Art for Seniors	ESOL	Yoga
toddler time	preschool storytime	resume writing
children's storytime	book club	authors visits
Reading Ready	family crafts	museum pass
Toddler Story times		
Art of Storytelling	Computer instruction	Reading Ready programs
Children's Storytime	Kendall Sound Art	Teen T-shirt/Photography

		Contest
Storytime	Book Clubs	depends on the community
English for Adults	Computers for Adults	Storytime for Children
Toddler Storytime	Computer Classes	Database Instruction
yoga	storytelling	computers
SCORE	Toddler Time	Baby Time
Preschool & toddler & Family Story time	Smart programs	Young Adult & Adult programs
Smart Program	Homebound Service	Project Lead
SMART (even though not currently available, still asked for)	Museum Pass Program	Computer classes
Reading ready pre school storytime	Chess club	Italian conversation
Adult computer classes	Reading Ready	Other juvi/teen activities (games, crafts, etc)
children programs	book clubs	internet classes
Adult Literacy	Community Resources	Cultural Events
Email/Internet/Computer classes	Teen Anime/Gaming	Children's arts and crafts
computer classes	job search	adult literacy
Reading Ready	Computer Instruction	Summer Reading
Summer Reading Program	Reading Ready	Bookmark Contest
Reading Ready Storytimes	Computer Classes for Seniors	Yoga
Story time hour	Basic Intro to Computers	eReaders boot camp
children	teens	computer training
Connections		
Summer reading	Meet the author	Book Mark Contest
Reading Ready	Connections	Computer class
YOUmedia	Books, DVDs and the Internet	Community and Family Educational Programs
Children's programs	Computer class	Teen programs
Computer classes	Reading Ready Literacy Program	LEAD
Children's programs	Teen programs	Computer classes
Childrens Programs	Adult Language Programs	Adult Computer Programs
Children- toddlers	adult-guest speakers	Book Club
Story Time	Reading Ready	Project Lead
Reading Ready Early Literacy	Bedtime Storytimes	Book Clubs
AOS	Youmedia	Summer reading
Museum Pass	Summer Reading	Teen Programs
Lead program		
Early Literacy/Reading Ready	Music Programs	Computer Instruction
Reading Ready Programs	Community Assistance (different programs)	Youmedia

stress management	children programs	cultural events
Children's Storytimes	Adult Programming	Young Adult Programming
Summer Reading	Reading Ready	Make a Bookmark
Project LEAD	Talking Books	Connections
spanis progrant		
YOUmedia Miami	Reading Ready	Computer Classes
Computer class	Storytimes	Reading Ready
Reading Ready Storytime	Adult English Classes	Senior Computer Classes
Cultural	Early literacy	Computer classes
Reading Ready	Summer Reading	Children's Bookmark Contest
Children's programs	Computer classes	Income Tax Assistance
computer classes	organic plants programs	musical artist programs
Early literacy	YouMedia	Talking books
Computer Class	Story time	Teen Club
children's story times	computer instruction	
Children program	Computer program	Outreach
Computer training	help patrons create resumes and employment	Feed kids during the vacation
storytelling (weekly)	job assistance	research
storytime	adult programs	book clubs
storytelling	wifi	computer research
children storytime	computer class	language class
Literacy- how to read	How to useComputers	Citizenship
computer classes	town hall meeting	storytelling
Reading ready	Summer reading	Computer classes
Reading Ready	Culture & Language Series	Healthy Lifestyles
Reading Ready literacy programs	Computer usage programs.	Social, cultural and community gathering programs.
Reading Ready	Computer Training	AOS
Childrens Programs	Computer Classes	Citizenship Classes
story hours	computer usage/training	language instruction
Reading ready stories	Computer class	Book discussion group
Computer acces	Free computer classes	On-line databases
Story times	ESOL	Computer help
Reading Ready Storytime	Computer Classes	Book Club
children's program	tax help	adult program
Summer Reading	YouMedia	Adult Computer Classes
children's storytime	AARP tax prep help	LEAD
Computer Classes	Storytelling for baby's and toddlers	Gaming for Teens
reading ready	computer class	english class
Children Programs	Project LEAD	YouMedia
Storytime for kids	Book Clubs	Games: Chess, Anime

Reading Ready Story Times	Teen Book Clubs	Job Searching
Children's Programs	ESOL	Computer Classes
Storytimes (Reading Ready)	Gaming programs -teens	Project Lead
Children's after school programs	Adult educational programs	Project Lead
ESOL classes	Test guidance workshops	Resume/Job Skills workshops
Reading Reference	Art of Storytelling	Computer Classes
Summer reading program	reading ready	computer and resume classes
Cultural and educational including exhibitions, author lectures, Black History, Hispanic Heritage,	Language, reading, writing programs	tax help and other consumer orientated
Children's story times	Computer instruction	Literary programs
computer classes	children's program	job search
Project Lead	Computer Basic	Teen Programs
Reading Ready	Story-telling	Entertainment/Music
Literacy/LEAD	Basic Computer Training	Children's Weekly Programming
story telling	YA gaming	computer classes
Bookmobile	Talking Books	Tax preparation
Basic Internet	Job search	Resume help
Use a computer	Job Search	Kids programs
jumpstart	training sessions	
Computer programs	Reading (children and adults)	Languages (English and Spanish)
art of storytelling	reading ready	black history month
LEAD	Bookmobile	ArtServices
Project LEAD	Computer Training Classes	Connections
computer classes	storytelling	shows
Ready Ready	Job Searching	After school programs for children
Children's Storytimes	Basic Computer Classes	Outside Presenter Adult Programs
Children's programs	Reading Ready	Computer classes
ESOL	Computer classes	Volunteer opportunities
Computer classes	Story times	Resume/job search classes
Computer Class	Teen programs	Children programs
Book Discussion	Storytime	Adult cultural programs
Toddler Time programs	Teen Read Week	Reading Ready
storytimes	bookclubs	special programs for the family like a magic show
Cultural & Language	Literacy Programs (adult and children)	Seniors
Children's	Computer classes	Connections
storytime	Meet the author	Museum passes
Baby Story Time	Toddler Story Time	Summer Reading Program
DMV services	Storytime	Teen programs

Story time for children	Cultural programs	YouMedia
Book groups	Story times for all ages	Author presentations
Services f/t disabled	Services f/t homebound	Bookmobile services
Art of Storytelling	Adult Literacy	Services for Homebound
Connections-Library service for the Homebound	Mobile Libraries-Bookmobiles	Talking Books-Braille, Audio Books & Magazines
loaning books and materials	programing for children and teens	research for adults and college students
computer training	childrens reading programs	
early literacy	computer classes	Cultural programs
L.E.A.D	research database	Computer classes
Children's programs/story time	Income Tax assistance	Computer classes
Databases	Books & ebooks	Cultural Programs
JumpStart	Project L.E.A.D.	Connections
Ready Ready	computer and job search classes	yoga
Project LEAD	Bookmobile	Talking Books
Project Lead	Jumpstart	Connections
Talking Books	Connections	Book Mobile
Reading Ready	Computer classes	Job search/Resume writing assistance
Basic Computer Classes	Project LEAD	Reading Ready
Reading Ready	Summer Reading	Teen Programs
Reading Ready for children	Exercise/Yoga classes	Combined family programs
e government	Job searches	storytimes
Reading Ready Toddler	Reading Ready Pre-school	Spanish Storytime
Project L.E.A.D.	Reading Ready	Jump Start
Teen Anime or Gaming Club	Storytimes	Lego Clubs
project lead	e-book	storytelling
Language Learning Spanish	Language Learning English	SAT/ACT workshops
childrens storytimes	computer classes	resume
Reading Ready	Computer instruction	Project LEAD
Storytimes for Children	English Classes/Conversation Groups	Computer Classes
Children's Story time.	AOS festival	Teen Photography Contest
SMART	Connections	Project LEAD
storytime	computer instruction	crafts
Basic Computers	Basic Internet	Two above in Spanish
Teen Gaming	Children's StoryTime	Citizenship Classes
children storytimes	computer classes	teen programs
Connections	Computer Education	Tax Information
Literacy Programs	Teen Programs	Children Programs
Computer classes	Town Hall meetings	Storytelling
Reading Ready Storytime	Computer classes	Job Search/ Resume Writing

Reading Ready	Teen Poetry Contest	Summer Reading Program
Reading Ready	Job Searching	Cultural
Computer Instruction	Reading Ready Storytimes	Knitting Club for Adults
Computer Classes	Language Classes	Early Literacy
Children's storytimes	book clubs	job assistance
Storytime	Computer Instruction	Yoga/Meditation
computer classes	kids program	aos
Talking books	Project LEAD	Mobile Library
Story time	book club	paws for dogs
Children's program	Adult programs	Teen programs
young adults	all childrens	adult computer classes
computer classes	resume writing	toddler storytime
eBook training		
teens programs	adults programs	children's programs
Storytime	Teen Club	Computer Classes
Teen Read Week	Anything related to popular movies like the Hunger Games	TShirt contest
storytime/reading ready	Computer classes	special presentations
children's storytime	book clubs	baby storytime
Reading Ready Story Times	AOS	Connections
Reading Ready	Natural Library Week	Summer Reading
Reading Ready	Storytime	Classes/Workshops for Older Adults
children's programs	pc classes	outside presenters
Computer classes	ESOL	Children's programs
PC Classes	Children's Programs	Outside Programs
toddler time	computer basics	resume writing
Storytime for children	Book Club Discussions	
Reading Ready	AOS	Summer Reading
Tutoring		
Toddler Time	Basic Computer Training	Summer Reading Programs
Reading Ready	Hob Nob	Book Discussion Club
Basic Computer course	Children's programs	Youth Program
Teen Anime and Gaming Clubs	Storytimes	Citizenship or english classes
LEAD	Black History Month	Art of Storytelling
Reading Ready	Tax Help	Computer Classes
Reading Ready	Summer Reading Program	Book mark contest
Smart Program	Homebound	Project Lead
Computer Instruction	Storytime	Crafts
storytime	Art of Storytelling	Teen videogames
Children's programs	Teen Club	Book Discussion Club
Story Time	Summer Reading Program	Book Club
Book Club for adults	Hora de los Cuentos	Teen Clubs

Toddlers Storytime	Reading Ready	Computer classes
Summer Reading Program	Childrens Storytime	Anything Teen
reading ready	you media	summer reading
Talking Books	Reading Ready	Mobile Library Services
Resume Writing	Literacy/ESL or Learn to read	Story hour
Literacy for every adult in dade	Talking books	Art of story telling
children's story times	museum passes	summer reading program
Reading Ready	You Media	Museum Passes
none	none	none
Summer Reading	Reading Ready	Creative Aging program series for Seniors
children programs	help for taxes from AARP	computer classes
Reading Ready	AOS	SRP
Language Instruction	Computer Classes	Storytimes
Summer Reading	Bookmark Contest	Reading Ready Storytime
Children Storytime	Computer Training	Language Classes
Computer Classes	Children's/YA programs	Adult programs
Early literacy	Reading ready	You Media
reading ready	job search assistance	
Early Literacy (Babies, Toddlers, Pre-School)	Computer Classes	Cultural Programs
reading ready storytime	Teen club: poetry, gaming, anime	comuter skills
childrens' in branch programs	cultural and engraving programs for adults	relevant teens programs that they will come to.
Preschool Storytime	Family Storytime	Toddler Storytime
Storytime	Book Clubs	Teen Gaming
Computer Classe Training	Job Seach	How to Do a Resume
Reading Ready	Summer Reading	Bookmark Contest
Storytime	Project LEAD	JumpStart
children program	book presentation	computer classes
smart	smart	smart
Project LEAD	Jump Start	
project lead	jumpstart	interlibrary loan
English	Tax help	Smal business
Storytimes	Computer Classes	Summer Reading Program
Reading Ready	Computer Literacy Programs	Tax Preparation Program
Summer Reading	Teen Zone	AOS
Children's History times	Connections	Project LEAD
computer program	aspanish program	Intenert program
Reading Ready	Computer	Informational
Reading Ready	Senior Computer Classes	Adult Book Club
Computer classes	Children's reading programs	Project LEAD

Computer and Technology Classes	Yoga. Fitness, Lifestyle Classes	Family Storytime Programs
Storytime	Computer classes	
PROJECT LEAD	CONNECTIONS	TALKING BOOKS
Reading Ready	Computer Classes	Language Classes
Spanish language	Children's programs	Beginning computer instruction
Story times	Book clubs	DMV/FLOW
Adult Literacy	computer literacy	storytime
Reading Ready	Resume Writing	Computer classes
Yoga	Children's Story Time	Basic Computer Classes
comp class	database	
Children's storytime	Computer basics class	Cultural programs
n/a	n/a	n/a
reading ready	you media	outside special programs
Reading Ready	Summer reading programs	YouMedia
Computer Basic	Job/Resume	Arts and Craft
Storytime	Reading Ready	Connections Services
job search	resume help	museums
computer classes for the elderly	Project lead	Mobile library& services for the disabled
computer classes	storytime	arts & crafts
Computer class	open poems	work shops
Project LEAD	Connections	Talking Books
Reading Ready	Projeact L.E.A.D	Art of Storytelling
Lending program	Outreach	Museum Pass
Reading Ready	Computer Training	Book Discussion Groups
Computer /Technology Instruction classes	Children's Literacy/Reading Programs	Summer Reading Program
Storytelling for Children	Educational Programs	Computer Classes
ART OF STORY TELLING	BOOKS BY MAIL	SUMMER READING
BASIC COMPUTER	SPANISH	JOB SEARCHING ON-LINE

Please rate the quality of MDPLS's Collections and Holdings (both print and electronic):	Please tell us how we can improve our collections and holdings
Excellent	Ask for book donations from people from the community.
Excellent	At this point it's nothing to improve.
Excellent	But more material is much needed
Excellent	Electronic collection not that extensive. We need more money to buy more e books.
Excellent	Limit of 25 hold requests pending on your library card account at one time.
Excellent	Our collection has a nice variety and scope of items however the centralized-purchasing process does not do the public any favors. Local librarians do a better job of ordering for a given branch. Their orders are tailored to what is sought after. Centralized ordering fills the shelves with a variety of titles which get little use in the libraries for which they are ordered. This results in a low visibilty of items because they are kept where people do not browse for them, and also it results in more requests and shipping.
Excellent	replacing items is very important, adding new items also a must.
Excellent	The collection is excellent, the art collection, the Reference collection, Florida, Art, Languages. We need a budget to keep updating these materials
Excellent	We have been fortunate to receive lots of donations of books and CD Books which have enhanced our collections since the budget cuts. Most of these donations are books not available in the Library System.
Excellent	We need a bigger materials budget to accommodate our patrons' needs when it comes to materials.
Above Average	adding more books, dvd's, e-books to the collection
Above Average	adding more collection

Above Average	Brag about it! Get the word out on what IS available at the moment instead of promoting an insignificant day long event where the Burkina Faso library board declares they too read. There is no working system to advertise our collections or our services to the general public. In fact to put it blunt; it sucks! Unless an individual peruses through the stacks on a daily basis (or work here for that matter) the average resident would have no idea what really is available. There are a lot of depressed people, snobs, non-English mono-linguals that would love to borrow a FREE copy of a self-help book, a wine encyclopedia or the just translated into Romanian version of Twilight. The majority of people have no earthly clue what is being held in those stacks and its even worse when its actually something good.
Above Average	Buy more Books
Above Average	Buy more new Books and audio books and DVD's
Above Average	Buying new books
Above Average	By buying more books.
Above Average	<p>By increasing,</p> <ul style="list-style-type: none"> •Adult fiction and non fiction •Children's books •DVDs •PS3 and Wii games •CDs •Talking books
Above Average	By weeding too many old books to make shelves more accessible, and more room in the stacks for newer books to come thru leasing or donations.
Above Average	Collections and holdings need to be significantly updated. Should be geared more towards the target communities and demographics.
Above Average	Collections used to be excellent. Restoration of previous budget in order to keep up with the current demands of the community. And in order to repair and replace items that are important to the collection.
Above Average	Due to the tremendous number of patrons still needing and requesting new library books, we need to find the money to increase our book buying budget. Much of our non-fiction collection is over 10 years old, with many books 30 years or older in many of the collections. Topics in the sciences, technology, medical fields, careers are constantly requested and 20 year old books on these fields do not suffice. Many patrons still prefer hard print books over ebooks.

Above Average	<p>e-books collection would be improved by offering newer selection of popular, best-selling titles titles.</p> <p>Continue to invest in keeping non-fiction collection up to date</p>
Above Average	I think that considering that the budget is very small, the collections department does a very good job.
Above Average	I think we need to put emphasis on databases that compete in excellent delivery of materials for both students at grade school level and college level.
Above Average	Increase funding.
Above Average	Keep the money with the Library System to buy materials...don't give it away to Cultural Affairs
Above Average	make sure that we have at least one copy of every book in a series - no matter how long ago they were written. allow multiple copies of AR List books to be kept in the work areas for time periods of extreme high demand.
Above Average	More materials, books on auto mechanics, car engine repair, etc., more materials, books on detective work, forensics, private investigations.
Above Average	More money needs to be allocated to rebuild the currency of our collection and to support serials, e-books and maintaining/acquiring databases. The collection was excellent prior to millage-rate reduction in 2011.
Above Average	MORE new books
Above Average	Need to order more copies and variety.
Above Average	Needs improvement on the audio book collection.
Above Average	Our collections are above average, but the library needs additional funding to update collections.
Above Average	Overall the Miami Dade Public Library System has a very good collection. Over the last few years since the millage rate has been reduced, this has affected the long term quality of the collection, since fewer materials are being purchased and databases have been eliminated. Obviously, more funds need to be put into enhancing the collection. Restoring the library millage rate would definitely go along way towards accomplishing this.
Above Average	Perhaps list the value cost of items being borrowed on checkout receipts (as Broward County Library system currently does)increase outreach efforts to Civic Association , Chamber of commerce , Etc.
Above Average	Restoration of the library budget so that materials, periodicals, and databases can be purchased.
Above Average	selecting better collections

Above Average	Spanish collections need to be updated, and better consideration should be given to those areas where Spanish speaking populations are present and develop collections according to population numbers.
Above Average	We need more \$\$\$ to improve collections and holdings. Our budget is very, very limited these days and we cannot buy many print and electronic books that our customers want. We also need to work on digitizing and cataloging the art collection and many items in the Florida collection (such as photography). We have many things in our collection that need to be more accessible to the public; digitization would make these items accessible.
Above Average	We need to have more money in our materials budget. In past years we have had a good amount of funding and were able to get an adequate amount of materials to fill demand. This year we have abysmal budgets and can only provide a limited selection of materials. Very sad.
Above Average	We need to significantly increase our materials budgets across the board. We need to create or partner to have an ongoing digitization effort.
Average	Acquire more urban books.
Average	All the material is aging because there has not been sufficient budget to keep the collections current
Average	Allow branches to hold booksales or regionals to hold book sales and open up our classes for library staff or mending books, proper cataloging, and processing. Booksale monies can go toward our much needed maintenance, book purchasing, and magazine/newspaper subscriptions of which most of our patrons rely on. (especially the Miami Herald and El Nuevo Herald)
Average	Although the book leasing program was a way to keep current holdings, the cost prevented the library from maintaining it.
Average	Always a long wait for current bestsellers
Average	An effort to obtain more up to date materials would improve the collection immensely. There are a lot of old and yellow materials that need to be withdrawn and made available to the public for possible purchase.
Average	As the Library's Materials Budget has been cut, the quality and quantity of both print resources and online databases has suffered. A collection that was once Above Average has begun to decline and will continue to do so as opportunities to purchase current books and publications go unrealized and that window of opportunity closes.

Average	<p>As was done in the past, collections can be improved by purchasing more materials that the community needs. Librarians used to purchase materials that reflected their communities, this was removed by doing system wide orders. Perhaps librarians can return to ordering materials that reflect the needs of their communities.</p> <p>Collection gaps need to be better identified by improving our monitoring of what people want that we don't have. In the past, in addition to the online form, we also had the paper version that customers could complete to request materials.</p>
Average	<p>Average because although we have access to numerous databases, which are great, not all patrons have access or know technology enough to use them. Many patrons are still afraid to use computers.</p> <p>As far as print materials-- it is poor due to our budget being wiped out. There is constant question, "What happened to your 'New Books'?" what can we say besides "this is what our budget allows us to have!"</p> <p>We are constantly hoping that patrons donate books in GOOD/EXCELLENT condition to add to our collections, but it makes no sense that we are the ones that are supposed to be providing the information, yet we are waiting for some kind souls to donate to us.</p>
Average	Better focus on collection development given our demographics; of course funds would be needed...big problem!!
Average	Book and serials budget have been abysmal. Web page needs to be redesigned to highlight e databases. Even the very word "databases" is a misnomer and contributes to under use of really important resources.
Average	Branches should have an input in what materials to purchase. There should be a centralized file where books in good condition but need to be withdrawn due to lack of space are entered. Currently, each library has its own file and you have to go through each one to see if you can find a book for your branch. This file should be checked prior to placing orders so as to make sure we are not ordering books that another branch is trying to get rid of.
Average	Budget is need it to improve MDPLS collections and holdings in order to be up to communities standards. Some collections hadn't been updated ex. Technology, Science, Medicine, etc
Average	Buy more to increase collection. Weed constantly have staff input and bring community suggestions. Get grants and invite local celebrities, Chamber of commerce, and social/cultural clubs. They can adopt a library, donate time and resources. Be open to the community do outreach and lobby for our Libraries. Most of the population is a library product we grow up using libraries.

Average	Buy or use Loan to have more copies. people have waited more than a year for a title
Average	Collections and holdings have been drastically declining due to budget constraints and directly related to losing support of traditional library users. Electronic resources may not substitute the needs of much of our low literacy, low English language ability population.
Average	<p>databases becoming out of date</p> <p>Eliminating some good databases. Learning Express Library has testing for children. The new one does not.</p> <p>Automobile one helps.</p> <p>Both of these have been high demands in the past. Physical materials was not always returned.</p>
Average	Decentralize collection development so that it can be tailored to branch. Allocate more J/YA collections money to paperbacks that can be curated to local branches/tastes.
Average	Downgraded due to recent and significant budget cuts to material funds
Average	<p>Electronic collection - needs more financial investment and advertisement - so that patrons are aware of its existence and use it more. - e-books could be improved by offering newer, best selling titles</p> <p>Continued investment in keeping print collections up to date</p>
Average	<p>Financial resources are important. Having a sustainable print collection in each library is necessary in maintaining an educated community. Since Miami-Dade County is nearing 3 million residents with various needs, staff must acquire collections that promote freedom of speech, stresses the importance of opposing viewpoints, develops literacy skills, and encourages diversity.</p> <p>There are library technology grants. We need grants that allow us to grow and diversify our print collection.</p>
Average	For now, but it is going to be below average soon, since there is no money to buy new items.

Average	<p>Funding is necessary to provide up-to-date collections and holdings. MDPLS has been providing ebooks since the early 2000s and if MDPLS wants to continue to be 'current' with the e-book movement our collection budget must grow!</p> <p>We have just acquired Zinio, the digital magazine collection, which is a superb and amazing database, but it should NOT supplement our serials collection, which has just been practically eliminated due to lack of money in the Collection Budget.</p> <p>If we want to alleviate the large wait lists for popular DVDs and new titles such as best sellers, we need added funding.</p> <p>Broward County Public Library has been providing BluRays and Video Games (across numerous platforms) for many years now. There is no reason why we do not deserve funding for these new materials. We have already weeded out most of our VHS -- now is the time to advance, but this requires money.</p> <p>The ways to expand our collection are ENDLESS, but we sincerely need an increase in the budget, upwards in the millions to compensate for the size of our system and patronage.</p>
Average	FUNDING!!
Average	have more money in the budget to buy books and other materials
Average	Improve access to digital collections and holdings
Average	In prior years when there were more funds MDPLS use to have an excellent collection. We need more money to fund the collection.
Average	<p>in the past Librarians chose materials for the branch they were assigned to, therefore the collections were varied and covered more. Now the materials are ordered centrally by jst a couple people. This makes each branch a cookie cutter of the next. There is not enough variety.</p> <p>Also since we have NO money for new materials, the collection is becoming outdated and will soon be below average.</p>
Average	<p>Incorporate more donations into collections; more trade paperbacks and bring back the magazines/newspapers.</p> <p>We should add New Times magazine boxes and other racks for "non-traditional" or community interest brochures. Our emedia is on the right track but many databases are balky/ ineffective</p>
Average	Many departments have specialized collections which need to be maintained. Example Florida and Genealogy, Government Documents, Patents...etc.
Average	MDPLS should have more staff to repair and maintain their books
Average	More current non-fiction materials on popular topics
Average	N/A

Average	Need funding to purchase new items and larger databases
Average	Need more current books in audio, both for Children and Adult. Need more interactive program for the community.
Average	newer items more ebooks
Average	Our hardcopy collection has been cut a lot due to funding, and it needs to be updated more often, but with no funding, patrons can not get the latest copies, some collections need updating as soon as possible, more patrons than ever want to download electronically and that also costs a lot of money but with no funding is hard to keep up with the demand.
Average	Place emphasis during weeding on removing worn materials over weeding pristine lower use "dusty shelf" items. Shelves full of beat-up, worn out popular items gives the library a shabby uncared for look.
Average	Popular titles for books and movies should be leased; this way more copies are available to fill holds and reduce waiting time.
Average	<p>Print - New books are very slow to be received at times.</p> <p>Digital - New books take to long - Not enough titles and frustrating incomplete series.</p>
Average	Raise millage rates. Most other geographic areas in the country do not experience the indignation from its community when library support is mentioned like Miami Dade does.
Average	Return collection development funding to prior level to return our collections & holdings to the Excellent quality we maintained before funding levels reduced them to "Extremely Poor" for recent & current print & electronic resources.
Average	<p>The collection needs newer book. also more copies of items are needed. No one wants to wait 6 month to a year to get a book or dvd. We should have what people want like video games for longer time.</p> <p>Our collection should extent beyond "books . we should have a lending library for tools, crafting, In house use for 3-D printers and such. We need to push forward to give the community want it needs.</p>
Average	The collection needs to be updated. Lack of funding has seriously compromised the integrity and relevance of a once outstanding collection. A healthy materials budget allowed us to request materials that were solicited by our customers. The majority of the Miami population still prefers print over digital and is the main reason why people still visit libraries.

Average	The collection suffer from lack of updated materials. Library users are constantly asking when we will have certain fiction titles published more than a year ago and we don't have it. Our material budget is insufficient considering the users demand
Average	The funding level needs to increased and, more importantly, selections need to be made at the branch level.
Average	The long waiting lists for popular books can take months. If I have to wait for more than a month. A long waiting list should prompt the purchase of more items either in print or for download. Also, I would like to be able to do \$1.00 downloads from the library as a way of receiving the items faster. I don't mind paying a little if I can get faster service.
Average	The only was is with more money, which unfortunately, we just don't have.
Average	The specialized collections located at the Main Library such as Cuban Collection, Genealogy, Florida & Patents are above average. Before the budget cuts, MDPLS's overall Collections & Holdings were pretty good. With the budget cuts, there is hardly any monies to buy library materials which makes our collection average.
Average	They should be more user friendly. The library should strive to provide more up to date materials.
Average	This collection is aging due to a lack of funding support. As the collection ages, circulation will diminish as MDPLS does not meet the expectations of our community. The electronic resources are very good at this time but as they are dropped due to lack of budget support, our selection will be average to below average. We have lost Newsbank for all but Florida. We will be losing Mango Languages. We will be losing Learning Express. We will lose the WSJ, etc. While there are substitutions, there was a reason that they were pricier than their competition.
Average	To better serve the community, we need to rebuild our collection in all the subjects as well as purchasing new publications.
Average	Up-to-date science, history, and popular books (bestsellers, etc)
Average	We are not buying much at all this year. The non-fiction collection are getting outdated. I was looking at the electronic children and teen non-fiction. The selection is very poor.

Average	<p>We need additional copies of items that are in great demand year after year- such as classics and items on the summer reading lists. The library is not useful or relevant to kids or parents or useful if we have to tell kids that they have to wait until September or October to read a book from their summer reading list.</p> <p>If we are going to advertise that we have video games available, there should be more games and they should be more recent. The Opposing Viewpoints database is now gone, as is Novelist, Lands and Peoples, and many other databases that were used constantly to enhance the print collection. Many libraries need updated country books, especially countries that are assigned for Hispanic Heritage month, need updated science and health books.</p> <p>Adults are quickly writing the library off when they are number 400 on a best seller list and there are 10 copies in the library system. How can we promote these services when we cannot deliver services in a reasonable amount of time.</p> <p>We constantly lose teenagers because we no longer have the popular paperbacks they want to read, we don't have any of the newest novels they want, and when we do, there are very long waiting lists.</p> <p>Sometimes it takes a very long time to receive titles after they are published- we need to receive new items sooner, or else we will lose these customers to bookstores as we become more irrelevant to them.</p>
Average	<p>We need more common core books, more basic books that have been lost or stolen over the years. Books like basic Philosophy, basic history, basic plumbing. More test books like GED, TOEFEL, ASVAB, SAT, NCLEX, Nursing, . More practical books like AC Repair, plumbing and car repair. More language learning books and materials, esp learning English and Spanish. More readers for kids learning to read (ages 5-7) Expanded graphic novels and comics for kids, teens and adults. More manga-it circulates great! More up to date NOLO law books on Divorce, landlord tenant etc. Any books on Santeria, witchcraft, voodoo. The bible, the torah, the Koran. Any Dummies book circulates well-about any topic. paranormal books. African American Erotic Fiction. Huge demand for Omar Tyree, Zane and other erotic black authors. Huge demand for urban literature as well like Donald Goines. More books for teens like Drama High and more popular paperbacks. magazines and newspapers are very popular and should be well displayed. The Childrens collection is excellent. Any book on gangs, serial killers, or true crime. Access to LYNDIA.com or other databases where you can learn computer skills. Electronic: I've rarely met anyone interested in a database except Learning Express Library or maybe Opposing viewpoints. Ebooks are a big hit though, just hard to use for some.</p>
Average	<p>We need more money to bring our collections up to date. We have not been able to purchase many of the standard ref sources and best sellers due to lack of funds. Not enough copies of electronic books!</p>
Average	<p>We need new books</p>

Average	We need to get a real budget to support the collections. Also libraries that can house them. Small libraries, storefronts should not be the only libraries growing but supplement libraries where we can browse and read.
Average	Weed out the old crummy stuff. A lot of outdated materials in big library collections. This makes the spaces look depressing due to being overcrowded.
Average	With the current budget problems (the last three years) we have some holes in our collection. I also think that we should do a better job of tracking and completing series (both in Polaris and in our collections) so that patrons who get involved in one series can continue it without having to hunt for titles.
Average	With the recent budgetary cuts new books has taken a big hit. I think the collection is more important than the programming and the monies available for such events should be funneled to support new books and branch maintenance.
Average	Without the proper funding, the library is not able to supply the public with what the public wants. I say it is average only because patrons must now wait longer for particular items. As for digital materials, because of the pricey price tags on the licenses not to mention the depleted funds from the library, not too many popular digital materials are available for our patrons. Again, I give it an average rating for not having enough copies (digital and physical) in the system to circulate to it's patrons. But MDPLS, can be excellent again.
Below Average	Better funding -- be it county funds or grants.
Below Average	Budget more for new items, multiple copies of popular items, and replacement of worn out or stolen in-demand items.
Below Average	Buy more materials; improve the delivery system to reduce waiting time; focus attention on database availability to increase usage
Below Average	Collection has aged and very few new books have been bought. Popular adult fiction is the only area current but the number of copies have diminished so wait times have increased. We have completely gotten rid of magazines and some of our more popular databases. So bottom line a bigger budget is needed.
Below Average	Collections needs to be tailored to the community it is serving.

Below Average	<p>Contract vendor-made book selection lists are poor. Most of the books on that list are not the books the library needs, but rather books that the vendors want to unload from their warehouses. This vendor contract model is dangerous for the collection! The library has many books that need replacing due to overused condition or theft. There are many outdated materials that need replacing to the most current version. With dwindling budget in collection development, all of this has been ignored to buy more e-books and electronic products to appease the mayor. While e-books and electronic products have their merit, staff on the front lines see the need for physical actual materials, desperately. Librarian professionals also understand the volatility that surrounds e-books in both pricing and publishing control and are struggling to balance the electronic collection to both fit the library's needs and mitigate the restrictions from the industry. One electronic product that is controversial in scope is Freegal, which demands too large an amount of money for the service it provides. A better balancing of the funds is necessary, but a significant fund increase for materials is crucial if the library is to stay ahead of its community. Our Spanish language materials is so badly in need of funding, it is no wonder the mono-lingual people in this county do not support the library. We need wayyyy more collection to enhance this segment of the population.</p>
Below Average	<p>Due to financial constraints, MDPLS has not been able to purchase many books, DVDs, & e-books for the past several years.</p>
Below Average	<p>Due to lack of funds the collection is outdated, or simply non existent. In current adult fiction are many new authors or publications not available, in children the amount of copies of high demand titles is insufficient or non existent. I think should be a better coordination between MDPS and MDPL so the library know in advance wixh titles will be in demand and maybe some financial help from MDPS to obtain those titles in the needed quantity. Remember the school libraries are closed after school, and many of them doesn't allow the students to check out their reading materials, so many demanded titles have long waiting lists or are totally unavailable at MDPLS. you can go to any regional library to see shelves and shelves totally empty. That is a shame. Electronic sources are OK, but adquisition department is dropping more and more databases for lack of funding. By middle of this year, all magazines and newspaper subscriptions will be over, so we will not be offering them anymore.</p>
Below Average	<p>For a library system this size, the collection and materials has gone down in quality/quantity, but only as a result of an incredibly low budget.</p> <p>It is quite sad the cuts that have been made over the past few years - we are losing patronage due to lack of ability to purchase what they want.</p>

Below Average	<p>Fund the collection better because right now we are steadily losing our capacity to provide for patrons' needs.</p> <p>Less than \$1 million in materials spending per year for a county with 2.5 million residents equates to less than .50 cents in materials per person per year.</p> <p>Remember that only half of this money goes to print resources if that much. The rest goes to databases or OCLC fees.</p> <p>The impact is profound:</p> <p>Fiction is our mainstay for adults and we can only tell them that they're number 400 on the waiting list or that we own no copies at all before they stop bothering to visit the library at all.</p> <p>Children's books wear out and we are short in all areas, especially with popular titles like Diary of Wimpy Kid etc.</p> <p>Only the decline of bookstores has bought us some time because people do not have affordable alternatives if they want to read lots of print books. And e-books are not as cheap as they appear especially for high volume readers.</p> <p>Our non-fiction collection is lurching towards obsolescence as older titles are not being replaced.</p>
Below Average	Funding for databases and children's books and expanded technology
Below Average	have more books available for children who need them for requirement for school.
Below Average	I am sorry to see drastic cuts in funding for library materials.
Below Average	I have had people ask for a certain book(s) that are not available or they have to wait a very long time.
Below Average	In order to increase the quality of the collections, the budget must be increased. Keep in mind that all residents do not have access to e-reader devices. 99% of the residents are working class families and the below income/poverty residents. Patrons need access to legal, medical and governmental information for their lives

Below Average	Increase materials budget
Below Average	Increase the materials budget significantly. Collection is aging and there are fewer material on the shelves. We look extremely poor for a award winning system.
Below Average	It has fallen off with budget cuts
Below Average	It is no wonder why our collection is below average. We have practically no funding. The electronic collection is a joke. If there is ever an ebook I want, I know it will not be in the electronic book website. Also, we have practically no magazines anymore or newspapers. There are frequently books that I want and I can't find a single copy of it in the collection. It came to my attention that years ago, we used to lease our books, which if we continued that would solve the problem of having 20 copies of something that is no longer a best seller and wasted money and shelf space.
Below Average	Less money every year for print books and DVDs. Collections are old, out of date and need major updates. Need money for books on school book lists.
Below Average	Look at buying used books. Just because they are older does not mean they are of lesser value. Plus, we could save money on getting other titles.
Below Average	Many books, especially popular ones, are tattered, while DVDs are scratched and worn. The collection is dated; newer books, especially in 000-600 ranges, are needed. More copies of popular books are also needed, as well as more Spanish books.
Below Average	more current fiction
Below Average	More ESOL and foreign language materials are needed because they are frequently requested and the ones on hand are in poor condition from age and use. The materials in differing formats, such as CD's, books and DVDs should be located in a single area, instead of in 3 different areas as they are now.
	There are many requests for GED study guides. Many of the patrons do not have the technology at home to utilize the online databases, so hard copies are needed.
	Many titles of hardcopies that are considered classics are missing because they have not been replaced after being damaged or becoming lost. there are certain respected titles that one expects to find in any library system.
Below Average	Need \$\$\$
Below Average	Need newer items with enough copies system wide

Below Average	Not only weeding books, but updating the collections with new items according to the needs of local communities.
Below Average	Our budgetary constraints in recent years have had a major negative affect on our collections and holdings, reducing their relevance and usefulness immensely.
Below Average	Our collection is starting to resemble third world libraries' collections. Every day we have more and more complaints from patrons about how poor our collection is, and the deterioration of existing library materials.
Below Average	People need access to electronic and prints and the lack of or long wait period is frustrating for both patrons and staff. Improve with adequate budget
Below Average	Provide more funding for materials budget
Below Average	Purchase less non-fiction and more new fiction. Enable librarians to pick out books for their location.
Below Average	receiving new books in a more timely manner. holds are held for toooo long.
Below Average	Rehire new staff
Below Average	Spend more money and return the responsibility of purchasing materials to the branch librarians.
Below Average	The amount of money spent on books is disgraceful. Patrons have to wait months for a popular book; both electronic and regular because of the lack of library funding.
Below Average	The books are outdated and the library has very few books that are popular or on the New York best selling list./
Below Average	The budget cuts over the past few years are becoming blatantly obvious. We have huge gaps in the collection, especially in adult nonfiction. Many times at Main Library, adults looking for information on particular subjects end up in the Children's Room because the only book on it happens to be for a juvenile audience. At present, the fiction collection is starting to really suffer, especially as most of the popular titles are now done as continuing series, and we don't have the money to complete the sets. The databases that we have dropped recently were good substitutes for the print material, but now we have neither!
Below Average	The budget for collections is a huge embarrassment. MDPLS used to have a collection that effectively served the public in print and electronically. The past couple of years (and especially this year), the lack of money for books, electronic products, DVDs, and magazines is setting the library up for failure.
Below Average	The budget for the collections is an embarrassment. The library used to have a collection that effectively served the public in both print and electronic. The past couple of years (an especially this year), the lack of money for books, DVDs, electronic products, and magazines is setting

the library up for failure.

Below Average	The budget needs to be increased so that we can order ebooks, DVDs, new books, and etc. Staff should be more involved in choosing materials for their branches.
Below Average	The electronic holdings are great; however, the drastic budget cuts to the collection have resulted in a materials budget that is absurdly small for the size of the county. Acquisition of new print materials has been very limited; thus, we might have 250 patrons waiting for one of 10 copies of a new, popular title.
Below Average	The Library has not had an effective materials budget in years. Funding needs to be restored.
Below Average	The online databases are very useful and important. The eBooks are very popular. Within the past 4 years we have neglected to continue updating our print collection in areas that need to be current in order to be relevant, such as computer books, health books etc. Patrons constantly complain that our print collection has been neglected.
Below Average	The only way: To be able to purchase more copies of new titles, acquire new audiobooks, DVDs, language instructional materials and update all non-fiction collections system wide.
Below Average	The significant drop in the materials budget has made it very difficult to keep the collections up to date.
Below Average	To add more item(s) of our collection.
Below Average	Update collections.
Below Average	We have very few new items due to budgeting constraints. The electronic collection is very small for the same reason. Because ordering is centralized, the items we do receive are not as effective as if branches ordered their own items.
Below Average	With no or little funding, the library system cannot meet the demands of the community when it comes to literature.
Extremely Poor	Electronic collections aren't so bad but the print collections are embarrassing. Learning is a lifelong process and books are just as important as hand held devices.
Extremely Poor	Increase funding
Extremely Poor	Library books need to be heavily updated. Also, gaps in collections need to be filled. Children suffer the most from this because there is not updated material to complete assignments. Books on shelves are in bad condition and if taken off the shelves there won't be anything there because there are not new books coming in to replace old material.
Extremely Poor	MDPLS needs additional funds to add new books to the collections.

Extremely Poor	Money. Totally outdated ready reference collection.
Extremely Poor	need to increase new materials
Extremely Poor	Newer titles and larger quantity of popular books and DVDS. The hold for Homeland is ridiculous.
Extremely Poor	The budget MUST be increased
Extremely Poor	The library needs more money to buy items to meet our patrons needs and to fill the gaps we have due to past and current cuts.
Extremely Poor	<p>There are not a variety of book in the collection and the classics are in very poor condition. Popular titles, both for children and adults are not sufficient to meet the demand. The majority Miami-Dade county residents do not have extra money to buy books for their families and they rely on the library.</p> <p>The vast majority of patrons do not own e readers and computers.</p>
Extremely Poor	Used to be above average, materials budget cuts have ruined it.

“I have been sufficiently trained with the skills needed to assist library patrons.”

Please identify specific skills and training that need improvement.

Strongly Agree	<p>While I am sufficiently trained in up-to-date technology, more staff cross training is necessary. However, because our staffing has been SO diluted over the past few years, our professional training and correspondence has severely suffered. We are unable to share resources and cross train between branches due to lack of personnel coverage. While we are encouraged to attend webinars, it is only accepted if it is at no cost to the County due to lack of budget. We are discouraged from leaving facilities for conferences due to lack of money to compensate for Educational Leave and this leaves staff members completely out of the field of Library Science and does not encourage upward movement in the system.</p> <p>Because we have been unable to provide adequate training and encouragement to pursue training, numerous personnel have left to pursue opportunities where there is funding. Funding is necessary to ensure institutional knowledge and retention is kept amongst staff and to ensure Five-Star Customer Service to our patrons.</p>
Strongly Agree	Web design for library website.
Strongly Agree	We try to update our knowledge in daily basis, even when we cannot read during working time, but because we love this profession we find the way to learn, process and and offer updated information to the people who visit the library
Strongly Agree	We haven't had a travel budget for awhile now. I used to pay mostly out of pocket to go to State and National Conferences. I can no longer afford (salary reductions) to pay for myself and there is no money available from the System. SEFLIN seems to be a shell of itself now and rarely offers face to face training. I do not respond well to be trained my a computer.
Strongly Agree	We are 5 star commitmant
Strongly Agree	Unlike the recent "customer service" or "5-Star Training" we had there are many people in the system who do not know the proper way to check out/ look up/ process/ return/ work the circulation desk/ take monies/ process a library card/ process a guest card/ check out a laptop properly/ library policy & procedure/ in general they need to be retrained. Every branch in the system has their own way of doing things that go against policy. Whether its allowing a patron who obviously has a heavy fine on their card to get another whole account so they can continue to check out books.
Strongly Agree	Training of staff in collection development and use of our hard copy and electronic collections.
Strongly Agree	Training in frequently used Spanish phrases common in the course of conducting business in the library would be helpful.

Strongly Agree	Through my education, yes, but there has been no money for training experiences for some time.
Strongly Agree	The only thing I cannot do is sometimes help people with their projects on the computer.
Strongly Agree	tech support
Strongly Agree	<p>-Supports policies, systems and processes that create equal opportunities for all staff members.</p> <p>-Measures and continually improves processes, procedures, programs and services that enhance the ability to manage work flow across all systems, collaboration and integration wherever possible.</p>
Strongly Agree	Staff cross training to optimize staff effectiveness & efficiency. A reinstatement of our internal training program would be a strong step in that direction.
Strongly Agree	Skills and training are not a problem; low morale based on lack of proper salary is the problem.
Strongly Agree	Scanning documents
Strongly Agree	Recruitment and Hiring
Strongly Agree	Outlook training to become more self-sufficient dealing with e-mail application
Strongly Agree	<p>-Organizational,</p> <p>Task and Individual.</p>
Strongly Agree	None
Strongly Agree	Much of what I have learned is due to my own initiative and experience in Customer Service venues in the past.
Strongly Agree	Microsoft training ,Excel Training , Power point training .
Strongly Agree	Librarians require a Master degree.
Strongly Agree	Librarians love technology. We have a great reputation for helping patrons with basic technology problems (Internet sites, e-mail, Word, PowerPoint, even Excel) but we have the intelligence, dedication, and competence to bootstrap patrons if we acquired the high level technology education to teach them coding, web design, Photoshop, e-publishing etc. People do ask for these things and if they knew they could get high quality instruction for free they would beat down the doors.
Strongly Agree	I'm not a computer technician, but I which I could help more in that area. However, staff usually compliment each other in strenghts, so if I can't help someone, I can always refer to a colleague.

Strongly Agree	I think there is always room for improvement. In my experience, it has sometimes been difficult to assist library patrons with mental disabilities. I don't feel that I have ever received proper training for these situations.
Strongly Agree	I have been trained sufficiently to work in all areas of the library and have received several compliments from patrons concerning my skill sets.
Strongly Agree	I have a Master's Degree. This means that when training is not offered, I find resources to keep abreast of current trends and techniques. The lack of funding has resulted in the dismantling of the MDPLS training department in 2011. I suspect this question will be interpreted that staff who answer I do not feel "trained" can be replaced by any volunteer since both would lack skills.
Strongly Agree	I consider myself well trained and constantly improving, not only because of MDPLS, is my own professional interest keep myself informed not only in academic subject, but in current events and technology to offer better service to the library users.
Strongly Agree	I believe that our library system offers 5 Star Customer service. In 2013, MDPLS staff participated in a system wide face to face customer service session. The majority of our co-workers were born to serve other people, and actually enjoy doing so.
Strongly Agree	I believe that I have the right training based on my current role, however I believe that public service staff need a lot more in the way of customer service and outreach training
Strongly Agree	I believe I am sufficiently trained to assist patrons, however, most of this training comes from learning on the job. The most useful training comes while assisting patrons and figuring out solutions and learning new skills from knowledgeable coworkers.
Strongly Agree	How to perform well when you are understaffed, overwhelmed, out numbered, and you can't see your place in the general scheme of things.
Strongly Agree	Hoorah! Hoorah! 5 star customer service. Yeah, we are trained well to assist our patrons but it'd more efficient, if in the future, the people being hired genuinely like books and reading and whatnot. Hire non-creepy geeks and nerds!
Strongly Agree	Every individual working in the library faces the public constantly. I do believe that everyone must be trained in human and public relations to be able to listen attentively and proactively to patron's needs, and provide the service they are looking for, regarding their age, race, creed, nationality or financial status. Employees must keep in mind that a smile goes a long way, and soft tone of voice keeps bringing patrons over and over.
Strongly Agree	Keep up with technology
Somewhat Disagree	The Training budget is poor and basically there is not training available for staff
Somewhat Disagree	Not enough training or time to train
Somewhat Disagree	No training for new employees in last two years. No training in technology.

Somewhat Disagree	No longer being trained. Customers are bringing in edevices and expect to get answers. Same with laptops.
Somewhat Disagree	It would be very helpful for each branch to have a Kendall and/or a Nook so we can be more familiar with their use and also use it to train patrons on their use.
Somewhat Disagree	Interpersonal skills and people skills.
Somewhat Disagree	I, along with other staff, was hired without any training. I had to learn it on the job and on my own, for the most part. Training opportunities are rare because we do not have enough staff to attend a training. As I said, I am not the exception in this case.
Somewhat Disagree	I am lucky enough to be knowledgeable in general computer practices but there are no where near enough trainings to keep up with all the downloadable materials and online resources now available. there is a huge divide in the staff between people who know how to answer computer/online material questions and those who don't. We can not continue to offer patrons new technologies when the staff themselves can't help or teach patrons how to use them. May more trainings needed.
Somewhat Disagree	database usage and how and when to share this with patrons so they are comfortable using databases.
	Resources for homework and project help
Somewhat Disagree	Customer service skills, language (Spanish & Creole)
Somewhat Disagree	A two-hour training on some of the new technology available is not enough unless it can be reinforced. If I don't use it often enough, I tend to forget. However, lately we don't get even the two hour training session!
Somewhat Disagree	A lot of people in the system don't know not only how to treat the public but how to help them public because they have no accurate knowledge of our system and our services
Somewhat Agree	You should offer all employees the opportunity to learn a second language in order better assist our non English speaking patrons.
Somewhat Agree	With significant staff reductions, and the loss of a training department, training opportunities have significantly decreased.
Somewhat Agree	When technology changes I lose some effectiveness in assisting my patrons as I have to figure it out first. Practical explanation or experience in resume writing, saving, emailing, and assistance filing (food stamps and unemployment) would be helpful.
Somewhat Agree	Webinars are offered on a regular basis, but who has time to sit and listen?
Somewhat Agree	We need more training for the new extra duties we have taken over the last 3 years. Regardless of our training we more staff. Each person can only do so much.
Somewhat Agree	Up to date Microsoft and electronic devices resource trainings.
Somewhat Agree	Training with the databases available, reference materials available, and Overdrive.

Somewhat Agree	Training on different kind electronic readers device. (Kindle, I pad, Nook, Dell, etc.) each library should have these devices to deliver quality and excellent service to our patron.
Somewhat Agree	Training in new technology should be on-going; grant writing programs; public speaking
Somewhat Agree	Though I am confident in my ability to assist our customers, technological changes occur so rapidly that it always seems we are playing catch-up. I would like to see our training at the forefront of technological changes instead of learning it after the fact.
Somewhat Agree	There are many wonderful employees at MDPLS that are passionate about going the extra mile to assist patrons in their needs and are wonderful and professional in their abilities. I believe I am one of those people. I don't think this is a reflection of wonderful training or great leadership. many times staff receives mixed signals from administrators. They tell them to enforce one policy, and get in trouble when they do. This is a common complaint among staff- that the admin. does not have their back. If a patron complains about them enforcing library policy, then the employee gets in trouble in many circumstances. Communication between administrators and frontline employees in nonexistent and the policy makers have no idea what the employees needs are.
Somewhat Agree	The reason I marked "Somewhat Agree" is because since library budget had been cut, cross training stop. This harm the standards and improve skills need it to continue providing an excellent service to our patrons. New technological databases are coming up but we still hold back.
Somewhat Agree	Technology training especially to be able to help patrons with ebooks and other computer problems
Somewhat Agree	Technology changes constantly. Staff needs updated training more often in order to keep up with the patrons needs in this aspect of service.
Somewhat Agree	Staff development hardly exist in the system. Restore budget to that we can learn/polish up on skills that has something to do with the changing technology i.e. Tablet 101, downloadable materials, and social media, job search etc.
Somewhat Agree	Since most of the staff come from a different field such as secretaries and administrative secretaries, it was an easy transition to adjust to the library system with the kind assistance of the Branch Manager who took it upon herself to brief us on what was expected of the staff.
Somewhat Agree	Since having been laid off from a full time position in 10/11, and having to start over in 1/13 as a page (due to having been on probation in the FT position) & just now getting scheduled at circulation & reference, I feel it would be helpful to have a Polaris refresher course & specifically a reference (ebooks) refresher course, as well as to be kept in the loop of county emails.
Somewhat Agree	Refresher training on Polaris
Somewhat Agree	refresher training for Polaris
Somewhat Agree	Reference training, Internal customer training

Somewhat Agree	Online resource training is difficult to keep up with and online resources keep drastically changing.
Somewhat Agree	Need training on various electronic formats. Library needs to buy the equipment such as sony readers, kindles, etc so staff can be trained on these electronic readers.
Somewhat Agree	Need training in the use of new technology: How to use Kindle, downloading e-books, etc,
Somewhat Agree	Need to upgrade my computer skills.
Somewhat Agree	Need additional training with things like ObamaCare, business matters, government things
Somewhat Agree	More training on what is the role of the administrators. Overdrive and ebooks training. Need work access to ereaders/ipad/Kindle in order to practice these skills once trained. More computer skill training, for example what our public computers can download and what the restrictions are.
Somewhat Agree	Librarians should be able to show self-sufficiency and be able to train themselves. I do wonder though if admin does a good enough job of communicating what new initiatives have been implemented, e.g. Freegal being active a month before any emails went out.
Somewhat Agree	It's difficult to train patrons on new technology when staff do not have access to that new technology. How can I teach someone how to use their Nook, iPad, or Kindle when I don't have access to one in the building, and each device required different procedures for downloading ebooks. If I successfully show a patron how to download onto his ereader, then I won't remember what I did when the next patron with the same device comes in because that patron might not come in for another month.
Somewhat Agree	It's difficult to assist patrons when staff and materials are lacking!!
Somewhat Agree	I would like more training in how to handle technology questions such as downloading to androids, etc.
Somewhat Agree	I was in college not too long ago; therefore, the lack of tech training on the job has not hurt my competence in that area. However, I see a tech training need for the staff in general, specifically for staff long on the job. Furthermore, some of our professional subject specialists need to attend national conferences and highly specialized training to maintain their abilities; but money is instead being used to fund Art of Storytelling much to the detriment of staff skills. This is problematic in terms of most bang for your buck- the Art of Storytelling festival entertains a thousand people for one day; but a skilled reference staff educates a thousand people in one week.
Somewhat Agree	I understand current library graduates can make webpages. This training has not been offered.
Somewhat Agree	I don't work with patron's directly. I work in support services.
Somewhat Agree	I believe that generally, our staff is well trained. However, with the budget issues, opportunities are less frequent which can hinder our assistance to the patrons.
Somewhat Agree	I am not a Librarian but have assisted when needed

Somewhat Agree	familiarity with Reading Ready dealing with unruly patrons
Somewhat Agree	eReader devices such as nook, kindle and ipads, many staff do not have access to these devices how are we suppose to teach patrons. We need training in the various technical aspects such as word, excel, PowerPoint. We need professional training in nooks, and kindles and similar devices. We need training to come from professional individuals not from staff members.
Somewhat Agree	English speaking staff should be able to understand basic Spanish and Creole/French
Somewhat Agree	Effective use of electronic resources.
Somewhat Agree	E books I cannot help patrons with because even though I've been given instructions on how to download from our website I have never used any of the devices you download onto. We need devices to keep as ref. for practicing and to use as an example for patrons.
Somewhat Agree	Cross-training is definitely needed. With dwindling numbers of employees, those called on to "fill in" have little to no recollection of how others tasks are carried out.
Somewhat Agree	Computer/word processing programs; dealing with speakers of languages other than English;
Somewhat Agree	Computer skills
Somewhat Agree	Can always use more skills
Somewhat Agree	Being able to handle patrons with different types of e-book readers is hard. To really get to know a device, you have to be able to work with it and use the different features. The library should have an Ipad, Android tablets, Kindle, Nook, etc. available for staff to check out and familiarize themselves with.
Somewhat Agree	A training Department is needed to handle the training needs of new employees and or those who need a refresher. Trainings should not be limited to live presentations. The staff would also benefit from using online training that can be accessed at anytime and the pace of the employee.
Strongly Disagree	Very little training offered.
Strongly Disagree	Training in this industry requires continuous training, refresher training and new product and services training. We actually do, do more than just recommend a good book. This is the only government department which assist residents find resources to enhance their lives. Not even the Mayor's office or any commissioner's office can take care of that need or attempt to take care of that need. Assistance is beyond a 311 switchboard. An e-reader can not do this either. It is dedicated staff, service oriented staff and well-trained staff.
Strongly Disagree	The library training department is obsolete as of now. The library system needs to identify training opportunities that can be helpful to employees to enhance their ability to provide better assistance/ services to library users.
Strongly Disagree	I consider it my own responsibility to keep my skills up to date particularly when it comes to technology.

Please rate the quality of technology offered to patrons by MDPLS:	Please tell us how we can improve the technology offered to patrons by MDPLS?
Above Average	<p>By providing hands on electronic resource trainings to the staff.</p> <ul style="list-style-type: none"> - Patron instruction (as we do with computers). - Staff training.
Above Average	Although our desktop computers are well maintained and fast, we should look into more tablets. We also need more training on technology
Above Average	As compared to other places that offer free computer access, we have high-quality equipment. However, I'd like to see the software updated more often and better portable devices available.
Above Average	Bring equipment and software up to date.
Above Average	Classes on using smartphones, ipads, kindles, etc. The Databases we have offer training in computer software.
Above Average	Easier Wi-Fi connections. Instruction for staff on ebook readers and such so that staff demonstrations can be done by all.
Above Average	Going back to provide "Computer Basic Training" for all users at all the branches
Above Average	Have up to date computers and sufficient staff to cover for and questions that may arise.
Above Average	I am not aware of too many complaints about technology.
Above Average	I believe that the library tries to offer patrons current technology. However, there are gaps in what patrons are expecting to do on the library computers. there are some things that the library can't afford to offer.
Above Average	If technology is the future we need a nicer budget for buying more up-to-date equipment.

Above Average	<p>In YOUmedia Miami, we offer Apple technology, cameras, music recording equipment, and digital media software. This is a wonderful avenue for teenagers and now adults to learn up-to-date technology.</p> <p>We also have recently updated desktops throughout the system and are now operating on Windows 7 and Microsoft Office 2010.</p> <p>However, our laptops are in desperate need of replacement. They are over 5 years old and are clunky! It is a SHAME that we are offering these to the patrons.</p> <p>However! We are the LARGEST provider of public high speed internet service in the county! This is not to be unaccounted for at all! Many patrons come in with their laptops and tablets and stay outside past closing time to utilize this technology based service.</p> <p>Perhaps with added funding, we can finally circulate tablets and iPads and eReaders like they are doing in other areas. While this may happen soon the coming Northeast Branch, it would be great to have funding to have this implemented at all branches.</p> <p>Technology can be further improved by providing creditcard services to pay fines/fees at the front desk. Several patrons have commented on how this service is SEVERELY lacking.</p> <p>Technology can be further improved if we did not have a limited number of ebooks -- but this required added funding into the Collection Budget!</p>
Above Average	Increase the number of computers to meet the demand. Perhaps a partnership with state departments of Labor, Commerce, Education, or even colleges and universities will bring some relief to staff dealing with patrons using our technology to search for jobs.
Above Average	It could be excellent if we had newer laptops and desktops and we could also provide tablets and newer technology. In addition, if we were able to fix the broken technology it would also be a plus, but since we have less employees and less money it is hard to fix/replace equipment.
Above Average	More access and instruction in newer technology, such as tablet computers.
Above Average	More frequent replacement of computers.
Above Average	More macintosh desktops, acquire apple IPADs, lend preloaded e-readers
Above Average	Our computers need upgrade

Above Average	Our internet access is wonderful and the speed is amazing. However, technological changes and the lack of funding prevent us from having the latest technological equipment. In those year of 2000-2010 the library was on an equipment lease plan that allowed us to replace the hardware more frequently. Hardware and software needs to be replaced and updated quicker. Checking out tablets and e-readers should already be happening.
Above Average	partnering with other
Above Average	Patron desktops and laptops in some branches have been changed but most if not all branches have Microsoft Office 2010 loaded in their computers.
Above Average	Restore budget. We are missing current programs for patrons to download their paychecks, children to view their school assignments etc. Need more scanners that are faster and user friendly. Have more techs available to fix specific computer problems or proper installations at a more manageable time frames. The laptops on the verge of death. Battery packs are no longer charging as much and most of them had seen better days.
Above Average	Tablets and working laptops with new batteries
Above Average	Tablets and working laptops with new batteries
Above Average	The technology (computers, scanners, etc.) that we provide patrons are very good. The laptops that most libraries now have are a bit outdated although the software is up to date. Patrons are always looking for newer technologies to use including tablets and e-readers which could be offered in the future.
Above Average	The technology is fine, it just needs to be constantly kept up to date. For example, our laptops are 3-4 years old - ancient by computer standards. The software is also out of date.
Above Average	The technology offered is great with all that we can afford.
Above Average	until we get more money, we cannot offer the latest
Above Average	Update laptops More versatility in downloading music, movies onto public computers
Above Average	updating software and hardware to the computer/internet system. Newer laptops and PC's to all branches.
Above Average	Upgrade in internet service

Above Average	we need more equipment (computers, laptops, tablets, etc) along with the relevant staff training to assist the public in using these.
Average	all electronic/computer technology is aging and not up to the level needed for even the children to complete their homework assignments.
Average	Allow managers to be able to upgrade programs on computers, allow the installation of other browsers, create a technology committee (not exclusively IT Dept & Administrators)
Average	As with the Materials Budget, the funds allocated for technology have been cut with the same results: the quality of the technology available to patrons is suffering. For example: laptops that should have been replaced/upgraded are still in use and staff and patrons struggle daily to use them.
Average	better laptops and computers
Average	Bring back color printers. offer faxing service;
Average	Computer speed has improved, but patrons demand more easy, fast and accessible technology including FAX and Credit/debit cards payments at locations or over the internet.
Average	Computers/laptops are used on a daily basis and receive much wear and tear. Continue to finance IT staff to maintain and service computers. Patrons complain when internet/computers are slow and/or not equipped with the latest software, plug-in etc.
Average	Continue to invest in IT staff and computer hardware. Computer/laptops are under constant use at many of the branches. Patrons complain that computers & laptops are not always equipped with the latest editions of software/plug-ins. Laptop batteries are used frequently and no longer maintain their full charge.
Average	Customers want fast internet. We need to stay competitive and offer what is currently on the market. For example, form partnerships with companies such as Apple. This way we can offer the latest technology and in turn they receive free advertisement for their products.
Average	Desktop and Laptop computers need to be updated more often with current Plug ins, java, adobe, etc.
Average	E-book readers to borrow, listening or viewing area in house
Average	Fax service. This is constantly asked for by patrons and could easily be a money maker for the library system. We should also develop basic guides to using the computers, internet, the scanner, printing out...

Average	Fund new technologies and integrate them into the training of staff and patrons in their optimal use.
Average	I have had many patrons complain about the age of the computers that we have and the battery life on the laptops.
Average	In order to be in the same competitive mode as library systems throughout the nation. We must embrace and add materials such as tablets that we can offer patrons to check out and use. By offering state of the art technology similar to those at a University level. We need to be as competitive and willing to be front of technology as it becomes available and have staff trained to provide patrons assistance with accessing and using these technology.
Average	Internet is fast enough but in Main Library we need more Computers for patrons
	Patron and Staff computer should automatically turn off after library close and turn on 1 or 2 hours before library opens (to install patches and updates)
Average	It could be better... but again there is no money.
Average	It is hard for them to keep up with out the changes in software with so many computers. Also, hardware needs to be changed to keep up. This must be very expensive.
Average	It's a lifeline but not a life-changer and that's what needs to improve. We offer basic Internet and Microsoft Office on old failing laptops and PC's. Our wireless is pretty fast and people with their own devices really benefit from that. We do not offer access to the truly expensive programs like Photoshop that people need to become true content creators but cannot afford. If we offered those programs including library staff ready to assist with them and you would get a true valued-added contribution to the community.
Average	Laptops are old. Until recently our Facebook page was neglected and we did not have a Twitter account.
Average	Laptops are slow. Everyday patrons complain about them not working.
Average	Library always is catching up to the general public when it comes to technology. All or at least most branches should have Tables, Macs, E-Readers, etc., available for patrons to use in the library.
	Mobile technology should be available for ALL Outreach events.

Average	MDPLS has not kept pace with the progress in the quality of technology offered by other major urban library systems. Our computer hardware offerings to patrons are becoming obsolete & inoperable. Inoperative hardware for patron use is not being replaced.
Average	MDPLS is still behind other state library systems when it comes to technology. Broward County has less residents, but they have better technical options. Our network has weekly disruptions.
	The patron computers were just upgraded to Windows 7 two years ago. Windows 8.1 is currently the latest operating system. Other library systems check out ereaders and ipads to their patrons. We don't. Our laptops (which circulate within the library) are faulty and the batteries rarely last past one hour without needing to be recharged.
Average	More computers and classes for the old generations.
Average	More current stuff
Average	more money for improvements
Average	Most of the libraries around US offer some kind of internet access, databases, word processing, and print-copy services. Our computer systems should be in constant renovation to keep up with the latest technologies. For example are some sites that the school children need to access for their homework that our computers are not capable of handling. Of course, having the needed funding we can upgrade to RFID and the circulation process could be done even with less staff, but are other issues like paying fines with credit or debit cards that should be considered, our statistics should be measured in a more technological way and not resting in tagging in a piece of paper. Not everything could be measured with numbers. The administration should look more at the numbers when implement or made a decision and for that is necessary a professional methods to measure services and procedures, according to standard models in the industry.
Average	Need to look into grant \$\$ to upgrade what we have
Average	Need to upgrade the computers, offer Macs at more locations than YouMedia, and offer fax service
Average	Offer tablets and e-readers for check out as some other libraries have. Reduce the price of printing.
Average	one point of technology we desperately need is not a new computer or program, it is the ability to accept debit and credit cards as form of payment for fines.

Average	Our accounting technology is outdated. Users cannot pay their fines and fees with credit or debit cards or through the internet. I know this is tied to our budget, but we could be more efficient with more updated technology like RFID, copy machines connected to our computers so could be used to print, direct print from usb's without having to open the documents etc.
Average	Patrons would benefit at being able to view CD's and DVDs while using the public computers.
Average	Perhaps partnering with IT companies that would provide tablets, etc., for our patrons as a service to the community, no cost to taxpayers.
Average	Technology needs to stay current with patron needs, especially regarding downloading cookies, accessing upgraded sites such as Yahoo email, etc.
Average	Technology should be updated more often and with the programs patrons are requesting.
Average	The computer equipment needs to be updated.
Average	The laptops we offer are very old and slow. The system patrons use to sign up for the computers is unforgiving and complicated. People should be able to pay their library fees and pay for printing with credit cards. We should offer and charge for fax services, we need more than one scanner at the large branches. We have to teach patrons how to do "work-arounds" just to use their flash drives- they have to ignore a warning box 10 times before their usb drive is read. They can't copy and paste materials from the internet easily. Patrons should be able to print from their own computers. We should have e-readers to lend out.
Average	The library's computers need upgrading. Computer services should be more user friendly, ex., allowing patrons to save to the desktop.
Average	The library's wi-fi is excellent. I can not name a single public space that matches the library for wi-fi. the computers (staff & public) need updating though. And the Envisionware software is not that great.
Average	There is a significant lack of iron plows and stone wheels. Those computers are alright. There should be more though.
Average	To many restrictions. To many steps to complete what should be easy tasks.

Average	Training on different kind electronic readers device. (Kindle, I pad, Nook, Dell, etc.) each library should have one of each for staff training to deliver quality and excellent service to our patron. Also the laptop are prehistoric
Average	Up to date computers, but they cost money....big problem!!!
Average	Update Computers
Average	Use new technology to improve services for both staff and public - tablets and applications
Average	Visit a FedEx-Kinkos. They have copy machines that print directly from a USB or email. They have the ability to release and pay for prints from home. Why doesn't the Library offer Fax services? The databases are WONDERFUL but patrons aren't aware of them or how to use them. We need to work on that. Maybe hold in branch programs to teach patrons to use the databases?
Average	We are not up to date with technology here. Our laptops are falling apart and we don't even except credit cards as a form of payment. That's just pathetic.
Average	We have a great free wi-fi set-up but with additional funding we can do a better job at catching up with technology, such as pads, seamless check-outs etc.
Average	We need better computers that allow patrons to do more. Our computers are very limited--don't allow patrons to download music or watch DVDs (on desktops), internet is often slow. It seems that the IT dept doesn't have the resources to update browsers and plug-ins on a regular basis. Laptops are very run-down and are often breaking down or running slow. With some of these issues, we need to find a balance between keeping our network safe and providing the internet/computer services that patrons need. It's very frustrating trying to help patrons with their computer needs when our technology is sometimes so outdated or not working properly.
Average	We need newer PC's, faster WIFI, more scanners, better microform equipment. We probably should move to tablet rentals vs. laptops.
Average	We need the current version of Windows
Average	We need to improve the services, but service is not only technology

Average	<p>While MDPLS offers more access to internet stations than any other source in this county, the lack of funding has us drifting and relying on our past accomplishments. We've been told by our county leaders that they expect us to be cutting edge and "cool" with 1/2 of the income. The soon to be open NE Branch in Aventura will offer technology that the other locations wont have access to: tablets, Mac products. YouMedia offers technology that the other locations have no access to: cameras, software, etc.</p> <p>Sufficient funding would have allowed a greater distribution based on experienced professional librarians understanding where to match the technology to the community's needs. Underfunding causes MDPLS to make old technology suffice.</p>
Average	<p>Wifi is excellent. Need to be clearer with patrons and staff as to the restrictions for downloading and uploading so patrons are not frustrated. The laptops have very weak batteries and need to be replaced. The laptops themselves are probably 5 years old-should be replaced? Maybe we can have ereaders on site to demonstrate Overdrive to patrons? The computers were super fast a few years ago but seemed to have slowed down? How about some Mac computers? Maybe some tech workshops could be offered. 3D printers? Make the tech amazing so not only the technology desperate visit the library but the entire community- even the well to do.</p>
Below Average	<p>Due to budget constraints, our computers are getting old, our batteries are dying, and there is no money to replace them. We also cannot lend out tablets like other systems are doing.</p>
Below Average	<p>Equipment is old and out of date. Computers cannot access many online programs. No tablets, no Apple products</p>
Below Average	<p>For the most part the computers are the minimum mostly providing Internet and word processing. Cannot use DVDs on desktop computers and color printing is too expensive \$1.25 per page kids cannot afford to print their projects. The laptops are very old and outdated. Most of the time it powers off because the batteries are so used they no longer hold a charge. No new technology as tablets are offered.</p>
Below Average	<p>I have seen better in other library systems. Equipment and programs need to be updated to meet todays requests</p>

Below Average	In today's world, fast communication through current technology is imperative. The library needs to upgrade the current computer technology, and not wait years to provide fast computer information. Current laptops are obsolete. Servers and communication need to be upgraded, and quick maintenance should be available to maintain communication flowing and provide an excellent service to patrons. Planning should be an essential component of the communication system to keep up-to-date with the emerging technology.
Below Average	Laptops keep breaking all the time, they are also very slow to load. Patrons get discouraged. We need to lend our patrons current electronic devices such as ipads, tablets, e readers. We need to offer professional computer classes to these patrons from professional computer graduate individuals that are trained how to teach and use these devices. We are very short staff to be teaching it to our patrons. Offering these class will lure many people to the library because many people are in need of these services to help them use their electronic devices.
Below Average	Many libraries offer ipads, tablets, nooks, kindles. Our computers are getting old.
Below Average	MDPLS has aging computers, which are constantly lacking software updates - simple things too like JAVA or Flash- in order to keep the sites running appropriately. The web security is dubious. The laptops are at end-of-life functionality. We do not even have a simple webfunction to translate our home page. Also MDPLS is behind the curve on offering webdesign, software design, computer programming, and other hi-tech classes.
Below Average	MDPLS needs newer technology such as tablets and IPads.
Below Average	MDPLS should provide tablets for patrons. Laptops are old and often need repair.
Below Average	More computers, scans, express computers. Libraries should have fax services
Below Average	More tablets, more up to date technology, but we need the money and train the staff.
Below Average	Need a call center where questions can be asked and help given. Too many librarians are technologically inept.
Below Average	Provide newer, updated computers.
Below Average	<p>Quality vs. Quantity</p> <p>Why offer laptops if they are useless and broken. Stop offering mediocre technology and focus on useful new technology that is worth having. Ipads, tablets, macs, up to date programs on computers. We don't need 30 useless and out of date libraries but we can use 15 state of the art libraries worth visiting.</p>

Below Average	Technology is in need of an update (software and hardware). Current software offerings must be reviewed. Our offerings are limited.
Below Average	Technology offered is at least 5 years or more behind. The library system has not been able to upgrade equipment and software on a timely basis.
Below Average	The computers update are always behind , by months and years. The prevents people from suing the computers sometimes.
Below Average	The library's technology is still in the 1990's. Many of the patrons are still in the 1980's. We need to make a giant leap forward.
Below Average	The use of our laptop computers is almost a daily struggle. They are old and slow. The batteries are old and do not hold a charge as long as they should. It is very frustration to our patrons and make us look bad.
Below Average	We are behind in everything and most of our laptops and computers are falling apart. The librarians are technology savvy but the technology is what we lack. Most of the time staff uses their own devices in order to assist the public with their needs.
Excellent	However, it would be great if we had more computers, a fax machine for the patrons, and if they could save their work to the computer during their session. Most of the time they don't bring a USB or memory drive. They need to save their work in order to email it to themselves.
Excellent	I believe we have great technology but without the trained staff patrons can not be helped properly, most people who come to libraries do not know much about our technology and need help hands on. we do provide internet, ebooks, digital magazines, online audio books, music. Again, with more funding we can provide more, but it keeps getting cut therefore when patrons ask for a specific copy or book, we have to say sorry not available, due to funding we do not know when it will be bought.
Excellent	<p>Patrons will receive professional service from knowledgeable and approachable staff.</p> <ul style="list-style-type: none"> • Patrons of all ages will find inviting facilities with easy access to resources • Patrons will experience a user-friendly interactive virtual library environment available 24/7

Excellent	There needs to be more technology programs offered system-wide for youth (teens), children and adults. There needs to be dedicated funding in place for the ongoing support of these types of programs. The Miami-Dade Library System should be allowed to partner with other organizations and institutions to broaden the impact and civic engagement connection between the youth in these technology programs and the community!
Excellent	There should be quarterly computer classes and classes on the use of ebooks for seniors by a volunteer. There are constant demands about these.
Excellent	We could offer new equipment besides the laptops and desktops, tablets and ipads could be brought in.
Extremely Poor	Compared to today's standards, the technology is poor and in poor condition. Batteries need replacement due to running low frequently, laptops are limited and often damaged and no budget for replacements or upgrades and the same with desk top computers.
Extremely Poor	Need more technology software that is up to date. Better IT department within the library system. Computer System need more bandwidth.
Extremely Poor	The computer and laptops have not been replaced in at least 7 years and are heavily trafficked. The internet connection constantly crashes. Computers constantly crash. The staff and patron computers are extremely slow. There are always several not working and the IT Dept. is so understaffed that they take forever to solve problems only to be replaced by new ones.
Extremely Poor	THE IT department is highly qualified, but the budget for technology was cut to maintain the existing equipment. The refreshment program for computers and laptops was cancelled years ago, and there is not money to buy new technology or equipment.
Extremely Poor	we are far behind in technology. We have old laptops that come apart while in use by patrons.
Extremely Poor	We need iPads, Thin Clients, Touch Screens that are more navigable
Extremely Poor	While we have a lot of computers available for the public to use, they are not only aging, but they are so restricted that many people cannot use them to access what they need. Programs are blocked, websites are not accessible, many features are not updated - in short, it's very frustrating!

Please rate MDPLS's effectiveness in creating public awareness of library services and resources:

Please tell us how we can improve MDPLS's effectiveness in creating public awareness of library services and resources?

MDPLS needs to find money via grants or donations for the purpose of promoting our services via marketing, advertisement, etc. Many people are shocked when they find out libraries are still in business. It's time we go out and find our customers, not the other way around. We need to learn from the private sector.

Above Average

Advertising in local radio and/or TV seems to get more exposure than just flyers, People take them and toss it

Above Average

Advertising and further outreach not just elementary but middle schools & high schools as well.

Above Average

Better ways to outreach to the public

Above Average

By informing people of the cost involved in providing these services. Also, helping people to become more aware of the importance of providing these services to the underprivileged class.

Above Average

MDPLS does a good job in creating public awareness for Programs like AOS but not so good in promoting our resources. It is probably because of costs but radio, bus, metro-rail, social media are all great places to create public awareness about Library services and resources.

Above Average

Millions of users walk into the library year to year. More than half of the county has a library card. We are being UTILIZED by our patrons. However, it is our continuous goal to gain more users to know about our resources. Outreach has suffered severely due to lack of staffing. Because of personnel coverage, there is no TIME or ability to leave the branch! There needs to be added funding to increase staff so that we can finally have the ability to create that added public awareness.

We are also not integrated into the county's eservices online. If we were integrated and cross advertised on the county website -- perhaps we would finally get that awareness of resources. It seems we have been isolated from county services.

To have our BookMobile at other quirky cultural events in Miami would be a unique way to create public awareness to new users aside from our usual schedule which serves areas that do not have libraries nearby. What about having a BookMobile at concerts, festivals, Wynwood Art Walk -- and

more????

Above Average

More Media

Above Average

Possible TV spots

Above Average

There should be more programs and more articles published in local newspapers regarding what is available to the public at large instead of the negative publicity regarding the cuts to the libraries.

Above Average

We need funding for advertising(various formats) and to provide incentives for word of mouth marketing efforts by staff. We also need dedicated staff with marketing education, experience and creativity to generate the ideas to improve this function

Average

Although many have Twitter and Facebook, not everyone in Miami-Dade County have one of these types of accounts. Not all residents are technologically educated and I truly believe that the library system needs a budget just for marketing. Many people are not aware of the types of services that we provide and I believe the library is doing an OK job considering the lack of funds.

Average

be allowed to educate the public about library services.

Average

Better & more marketing: radio, television, billboards (all things that cost \$)

Average

Billboards, public outreach in the form of presentations and invitations given at schools and club meetings may help to increase awareness of library services. Create more awareness that a library card and services are FREE!

Average

By advertising in the local paper or community newspapers, billboards, and pamphlets which could be informative and schools and colleges.

Average

Create monthly events at the branches to enhance awareness of the different services and resources we have. One for kids, one for adults, and one for seniors.

Average	Currently, public awareness is primarily word of mouth or through direct staff-patron contact. It can be overwhelming to a patron if you give them all this information about our databases and resources at once. We encourage them to browse the databases but how can we communicate how useful they really are? Can we advertise outside of the branch? For example, we have a great DIY database-can we put up flyers at Home Depot near the carpentry or electrical aisles? We have crochet patterns available through Zinio, can we advertise this at Michaels or JoAnn Fabrics? Can we advertise Freegal at Starbucks or Best Buys? We have car-diagrams for mechanics we could advertise this at PepBoys or Advanced Auto parts and the like... We offer so much wonderful information we need to make sure the public is aware of us and how to access our services when they need it.
Average	Doing more outreach. An outreach department with staff to do this type of activity. Also, more public service announcements.
Average	Great question! More high profile events? Maybe get celebrities involved. Offer super innovative programs that get us in the news? For example naming a library "Burger King Library" and getting money from them? Partner with the schools or businesses so more people know about the library?
Average	I believe more outreach should be done to show the importance of the library and the services and resources we have to offer. Many people, after many years of offering, still do not know that the library offers free DVD checkout, free Wi-Fi service, computer access to the internet, the availability of laptops, and many of the programs we have to offer. I feel that if each branch were to connect with the community, not just in schools but more in town hall meetings or at huge public events or attractions like the Miami-Dade County Fair or just having free events to the public at certain Miami-Dade parks after hours. By doing this, we will get more recognition for what we do with the community rather than what the public assume we do like sit on our butts and check in and check out materials.
Average	I don't know what will work but I can tell you what doesn't. Building the "Outreach" department when we don't have enough people to man public service desks is a disgraceful misuse of resources. It doesn't work. It has never worked. It will never work. It is wasteful. Stop doing that.
Average	I think that the library system does a good enough job with making its resources and services know to current traditional library users. The library system needs to do a better job of reaching no traditional users by catering for some of their needs.
Average	I think we need to inform the schools more so the students would be more aware of the services and resources offered.
Average	Improved marketing, outreach to local schools, businesses and organizations
Average	It starts at the top. If the residents of the County perceive that their elected officials do not value the resources of the Library and its services, they question whether they should value them also.
Average	Libraries did a better job of promoting their services when librarians could go out in their communities to visit schools and community organizations. That grassroots contact was best. Branches are simply too short-staffed these days to let anyone out of the building for too long.

Average	Many people are not aware of the services the public library offers. We do many outreach activities but they are not enough.
Average	Marketing has been pretty good for the AOS Festival but we need to be a presence in our community year-round, not just around AOS time or when the library is in crisis. I really believe that many people are not aware (or fully aware) of all the services and resources that we offer. For example, many people do not know about the resources offered in our databases. This is partly the fault of our current website, which is very poorly designed (i.e. very cluttered and not user-friendly). Overall, we need to be more involved in the community, whether through outreach events or radio/TV spots. We can even engage the community through more nontraditional means, such as hosting podcasts that discuss literature, new technologies, etc. We also need the decision-makers within our organization to network with important community figures that can potentially support us.
Average	MDPLS doesn't have a large marketing department. Thus, we have done the best with the resources that we have. We can't launch major TV, print, radio, or internet campaigns. Library staff is also limited in what they can share with the public. We are afraid to say anything that might make us lose our jobs.
Average	<p>MDPLS should cancel AOS and use the AOS grant money to promote the library year round. Why are there only radio spots and banners for AOS and Summer Reading? The library is relevant year-round, and those events are not relevant to the entire community.</p> <p>The Friends of the Library need to be active in each branch- have volunteers staff tables to sign people up, have the Friends of the Library at outreach events, popup booksales at branches- outside small libraries, at regionals and standalones, etc, even at events.</p>
Average	More advertisements
Average	More advertising?, but this takes money...problem!!!
Average	More promotion of library services and resources
Average	Need to advertise in more than three languages. Reach out to embassies in the area.
Average	Our web page could be a lot more user-friendly. Staff liaisons to go out to the public and private schools to develop relationships not only with school librarians but with the teachers. More public services announcements on television networks, radio, in the newspapers (ones you wouldn't miss with a magnifying glass).
Average	Outside of Metro Rail advertising, most ads are aimed at or received by people who are already library users. We need to get out into the community and reach those who Do Not know how we can be of benefit to them.
Average	People need to be informed about the wonderful services and resources that are on the computer from the library and at the library. The people that work in the library are well trained and dedicated to helping all citizens. This is definitely a way to improve everyone's quality of life.

Average	Perhaps list the value/cost of items being borrowed on checkout receipts (as Broward County Library System currently does); increase outreach efforts to Civic Associations, Chambers of Commerce, etc. Explain to the public that since the library budget was slashed in half in 2011 our current holdings have decreased due to a commensurate lack of funding for collection purposes; encourage disappointed patrons to request that the library budget/millage rate be restored to pre-2011 levels (.3822 versus current .1725; encourage restoration to 2006 level millage of .4860 for a sustainable library system for this community for the 21st century and beyond. Better use social media to promote library services, programs/events and resources. Redouble efforts of the Friends of the Miami Dade Public Library System; explore viability of assigning Friends to clusters of branches or to branches (as does the Broward system). Strengthen the Library Advisory Board.
Average	Restore funds. Bring our marketing person back. She was excellent. It feels like MDPLS limits staff from selling the libraries by constantly requiring an approval. Sometimes, the "middle-man" can cause for an opportunity to be lost. Look at NY Library, they are a brand. Sell shirts, key chains, bags, etc. Bring staff morale back up because ultimately word of mouth from staff is the best marketing strategy.
Average	The computer and printed hand outs are very good, I am not sure however about any radio or television announcements.
Average	<p>The Library should participate more in public community events, specially in areas where the branches are located.</p> <p>The library needs to build a very strong sense of being part of the community. It can not be done alone; it needs to build friends of the library groups that would be active within each branch, not working only with the Main Library. This network needs to be expanded. Support from the friends should be in each neighborhood where the library system has a branch; this will add to the library being more visible. Branches should participate, with the assistance of the "Friends of the Library", in events developed in their community. The FOL could make the library more visible as it has been proven in other parts of the United States. Using today's technology, we can disseminate information and develop contacts lists that will help improve awareness of the services offered to the public. Some work is being done by creating e-mail listings, and using Facebook, but we need to be up front and work more aggressively in this area. Through the Outreach Dept. we could extend the arms to reach to all segments of the population.</p>
Average	The library staff has always had a close relationship with area schools and daycares. However, community outreach efforts must be increased to include community events, festivals etc... The library's bookmobile must be part of these outreach events to create awareness. The library MUST have a marketing budget and marketing plan. A business that does not advertise will fail. Transportation advertises on TV, so does Water and Sewer, Parks- why not the library. The same media blitz that occurs for AOS should occur year round.
Average	The library system needs to advertise like businesses advertise. Little outreach trips to schools are just not adequate.
Average	This is a challenge - but there is a strong need to communicate to our community the value of all that the library has to offer - return on investment.

Average	tv ads, mailings to residences about services/programs
Average	Use free spaces in local magazines and newspapers. Outreach on community centers and house more events from nonprofit organization PAL, visit more radio station and use online free space.
Average	We are not doing as much as we should to be effective in creating public awareness we need to be more community advocates and partner with community agencies and be involve more with non-profit agencies and schools making strives in getting across not only our services but crossing their services with ours in order to expose the library. Also, we need to lead in social media, we need to be more aggressive, be on pinterest, instagram, blogs, create programs that patrons can participate using social media is another effective way to make the public aware of the library. We should look at what libraries in other countries are doing they are placing library services at airport, we need to break the language barrier even further lets have programs that bring together different nationalities and cultures together to teach others their culture. Their is so much that we can do look at the NY Public Library, Libraries in North Carolina, look at how university libraries are partnering. Partner with corporations to get exposure. etc.
Average	We can use more community involvement
Average	We have no marketing budget, though many people call or look at our branch calendars to get program times.
Average	We need ads everywhere! On the radio, in the newspaper, on websites other than our own, etc. We also need stronger partnerships with both public and private organizations.
Average	We need to do a better job letting the public know WHO we are and WHAT we do!
Average	We need to do more outreach programs in order to educate the public of the library services and resources provided by MDPLS.
Average	We rely on the press to put in our publicity free. They don't always do. This library has so many people from so many nation. They don't all understand that we are a library not a book store. They have no idea the information they can get at their local library.
Average	We're not up to date in this area as well. I feel like we aren't reaching out the younger adults as well as the others. We reach out to the children and teens and to the seniors, but what happened to those that are in their 20's and 30's. They are being left out and are not finding reasons to come to the library unless they have children. We need to bring things into the library that will entice that age group to want to come to us.
Average	With the dollars allocated they have done an excellent job, imagine what they could do with additional funding hence my average rating.
Below Average	(1)TV commercials. (2)Print advertising by way of news papers, billboards, flyers. (3)How about a 'Community Gathering' at a specified library with the greatest speaker of all, Mr. Raymond Santiago. Advertising is a great thing!

Below Average	<p>1. Post signs and hand out flyers around school, local businesses, public libraries and more high traffic places.</p> <p>2. Continuing to build relationships with local media, and partnering with local businesses and organizations.</p> <p>3. Get community leaders, celebrities, etc. to come to the Library and/or promote our services (for free). (Caroline Kennedy visits libraries regularly).</p>
Below Average	Advertise through billboards, flyers. Partner with local businesses to promote library.
Below Average	<p>Bus advertisement, Radio announcements, Public television.</p> <p>Street banners.</p>
Below Average	by being allowed to tell the public the true state of the problems/issues
Below Average	By the time the major proposed to close the libraries, population didn't even know what was going on, until there were protest
Below Average	Education and awareness about services and funding needs to be improved
Below Average	Hire a professional marketing firm with a track record of proven success to market and promote the library
Below Average	I love the Facebook page. I do think we are lacking in marketing and advertisement. We need newsletters sent out like parks sends out. We have done as much as we can by word of mouth.
Below Average	I think advertising is needed to create a stronger impact to those that have no knowledge of the greatness of libraries. TV commercials, billboards and news papers. If money is an issue for advertising, in this respect, tutors should be charged a monthly fee for the use of the libraries to teach children, as the tutors themselves are receiving payment for their services to these children.
Below Average	I think that this is one area that MDPLS is left behind in many ways. I don't know the reason, but for many years that department has been unable to reach out and work with the media and the industry of Miami Dade. As I say, I don't know the reasons, but that department should be able to maintain relationship with the live economic forces of the city, including the government itself. I have the impression that the marketing department has been hold for many years and just recently began to do something, but they should do much more to let the people know about the library system, the resources and services that we offer. I think each library employee should be able of talk and bring people in, instead of having so many restrictions.
Below Average	Instituting Friends groups for each branch for grassroots support effectiveness. Consistently promoting the library as a whole in addition to individual events, resources & services.
Below Average	It is sad to hear patrons say they did not know there was a library in the neighborhood although the library opened 10 years ago. we need to publicize our services on flyers, newspapers, internet....

Below Average	Keyword is "effectiveness"...much is done about so called signature programs such as AOS...but there is a general disconnect with local communities and most especially with the elderly and Hispanic population...the group which was motivated by local radio and perhaps misinformed regarding library funding as a proportion of the overall county budget.
Below Average	Library needs to be marketed to the Public as to all the things MDPLS offers, not just the Administrative approved programs.
Below Average	Many don't know about all the things the MDPLS offers. Marketing needs to improve.
Below Average	Need better outreach on the services we offer. Also need to offer more services for seniors.
Below Average	Need public information commercials, articles in magazines and community newspapers.
Below Average	No real advertising going on.
Below Average	Not many people know how we are funded. I believe the marketing department should be out there doing what marketing departments do.
Below Average	Partnerships. Partner with the zoo, with Starbucks. Partnerships that will bring people in. ADVERTISE. COMMERCIALS. I know they are expensive. I know. But one main commercial showcasing what we offer can have a big impact. (Not having to do with AOS)
Below Average	Promoting and Advertising on tv, radio, newspapers, social media. Having enough staff to offer more programs.
Below Average	Provide and use talking points about how the library improves a community, particularly its "force multiplier" effect: Patrons and politicians expect a library to DO something for the money, when what it *actually* does is improve the efficiency and general standards of its community.
Below Average	Public service announcements on TV and on radio
Below Average	The bulk of the promotions are done within the library's buildings. There isn't enough outreach into the wider community. Furthermore, the general public seems to have a low awareness of what their tax money funds (in general) and what the library provides with those funds. The percentage of tax income which goes towards the library system versus the whole is greatly overestimated. The lack of understanding regarding the decrease in the budget and how that affects our offerings has also not been adequately explained. The library's promotional efforts should reflect this.
Below Average	The director is very close minded about who we approach and how. We are very limited as to what we can do because the director feels that we should not have anyone's name on the building or solicit anything. We pour tons of money into the Art of Storytelling and put banners up around the county for one day. We should be doing this for our services not for a one day program.
Below Average	The general public still thinks we're only about books. Does the library have a Twitter account? Where are the Friends? Do we only preach to the choir?

Below Average	The Library has tried to expand awareness by using social networking platforms, such as, Facebook. However, not having a marketing budget, has limited the library's ability to reach a broader population group.
Below Average	The majority of the public is unaware of what wonders are available at their disposal in the mdpls. Thus one of the reasons for their discontent with raising the millage.
Below Average	The Miami-Dade Public Library System is hindered by increasing it's effectiveness in presenting a public awareness campaign by the limitations put in place by the Miami Dade County Mayor's office.
Below Average	The public library is such a vastly valuable asset everyone should know about. Our patrons rely heavily on us yet there are many in the general public who are unaware of our great services.
Below Average	There should be more outreach to community events to promote the library. Manager's used to be required to perform outreach at least once per month. That is no longer the case and it shows.
Below Average	Train staff on what our services are
Below Average	TV and radio ads need \$\$\$\$
Below Average	Unsure. More informational classes and tables at community events. Teaming up with Miami Dade County to be featured on their social media and video sites with commercials and such.
Below Average	Using radio and television, as well as social networking and outreach programs working closely with the Miami Dade Public Schools.
Below Average	We need a more effective marketing campaign with local media sources, and a stronger working relationship with the school system to truly promote the library's services.
Below Average	We need more of a presence on Social Media as well as on traditional media.
Below Average	We need to advertise in markets we've never reached. More bus wraps with new information. We need to expand into google and other search engines with paid ads.
Below Average	We need to hire a PR firm. We have not had the financial resources or competent employees to effectively promote us to all parts of the community that are unaware of what a Public Library is and how we can be used.
Excellent	It is excellent work from staff communicating our programs and resources, but we need more MEDIA (TV,Internet,Radio,etc)to advocate the important of our Public Libraries.

Excellent	People in general know we offer, all these services, due to funding in recent years, the library has been forced to make major cuts in staff and collection. When we don't have a specific item or a copy online, then the patron tends to not come back due to our lack of collection. We do help patrons and encourage all the time to come back to us and use our resources, but it hurts when a student is doing a research and before the magazine or newspaper was available and now it is not. If patrons are not given what they request due to lack of collection even if we try they will not come back and go somewhere else, I think we have to fund better our library and collection to give excellent services to our community and with the trained staff.
Excellent	target high service priorities so that you can allocate resources efficiently.
Excellent	The library is part of most social media venues to let the patrons know about our services. I think the word is out there about our services. The issue may be what we are offering. Pinpointing what the community wants. That can be tricky and always changes.
Extremely Poor	A detailed explanation of how much the public really spends on the library from their property taxes. It is from \$5 to \$25 for the average person per year. A first rate City needs a first rate library system.
Extremely Poor	A study has to be made to find out what segment of the county population does not use the library and why. Some people don't use the library because they don't know they have one nearby and it doesn't cost them anything as long as they are residents of Dade County. The library should tap other county departments and have flyers/posters of the library on display in their departments. The library should strive to have a closer working relationship with the neighborhood schools of the branches.
Extremely Poor	Aggressive use of social media, public service announcements on radio and TV are two ways, I know it's been done before but we're talking about an aggressive approach here particularly in the first instance.
Extremely Poor	better marketing
Extremely Poor	For years, MDPLS had a PR professional who only spoke ENGLISH! In a city/county that is tri-lingual and quickly absorbing a fourth and fifth language, what good is a PR professional who only speaks English?! Understandably, the community survey reveals that Spanish or Creole mono-lingual people are not aware of the library or its services, programs, and resources. A PR professional who can effectively reach these people should now be in demand and needs to be contracted; but without a supportive budget, hiring or outsourcing will be frozen.
Extremely Poor	I believe that MDPLS needs to do a better job with its social media aspect. I understand that it is just beginning to post on Twitter, but it needs to engage the public through. Answer questions through it. It could be used as a reference source, a customer service hotline....
Extremely Poor	I think there needs to be a campaign, perhaps a major branding overhaul, and it would be great to hire a real marketing team on a temporary basis to launch this and make it happen.
Extremely Poor	If county made a survey they will realize that a huge part of the community does not know all the programs and services that libraries provide.

Extremely Poor	It is very bad. Like a jewelry store on an oil rig bad.
Extremely Poor	MDPLS needs more robust, activist outreach to our community and a more involved and active advisory board and Friends of the Library organization.
Extremely Poor	More PR needs to be done. Before the budget crisis, there was talk of starting the Geek the Library campaign but it was dropped. I think we should revisit that.
Extremely Poor	More promotion in schools and colleges. Also, some significant radio, television, and newspaper presence.
Extremely Poor	more publicity
Extremely Poor	Most government officials do not know what libraries offer and we lack support in general from the public also. Must people do not understand the role of libraries in their communities.
Extremely Poor	Most of our residents are unaware of the MDPLS services. the library has done a good job in the past of getting the word out but this is a community issue. The mayor's office should make an effort to assist with this effort by obtaining media support and free public announcements on tv ads, bus ads, radio, etc. The staff can not be expected to do it all, meaning the front line staff. In the past, this was possible, there were more staff. Right now we are working deep below staffing levels, we are doing our best but we are human and more and more demands are placed on staff even with less and less staff. We can not continue in this state and while doing a lot, asked to be trained on everything, the public expecting so much, our salaries continue to declined. The Library is the right hand of the County government whether the mayor's office is aware of this or not. This is the only department county resident and our many tourist can rely on for information and it is best department in the county.
Extremely Poor	People who use the library are aware of services, but there is no marketing to non users.
Extremely Poor	Talk to a marketing/PR firm or someone with a background in such. NOT A COUNTY EMPLOYEE.
Extremely Poor	The community is extremely ignorant about the library services and resources, even the county family. As I tell people about the library they have no idea of all the resources we offer the community. There has to be a major, ongoing awareness campaign about the services provided at the public libraries.
Extremely Poor	The library administration does a poor job of informing the communities in Miami- Dade County of the services the library has to offer.
Extremely Poor	The marketing department needs to hire a professional person to write about the services provided by the Library and to represent the Library in our community

Extremely Poor	The only public ads I ever see are for AOS, and the book sale. Most of any publicity is never available in Spanish. Sometimes the promotional materials are either too long and condescending, or so brief and abrupt that they do little to attract anyone's interest. With the recent summer of doom and all the issues of closing libraries, the library system did nothing to help bring any of this information to the public. People either knew about it from the news, the newspapers, the internet, or from vocal staff. Most people, however, didn't know anything about it at all.
Extremely Poor	The strategic plan for public awareness lacks any bold ideas. If the goal is to generate excitement, then past accomplishments cannot be replicated again and again. The administrator who filled the position of Marketing, Outreach and Programming for over a decade, and recently retired, did not meet the needs of this organization. The Graphics Department produces excellent posters and fliers and is to be admired. However, reliance of this marketing focus should be just a small percentage of a strategy. Where are the highway billboards? Where is the Reddit/Facebook/Instagram/Pinterest/etc. campaigns? Where are the television PSAs? Where is our cross pollinating partnerships with cultural and educational institutions on a broad scale? Why aren't librarians encouraged to write for the Herald, Miami Today, etc.? Why aren't members of the Friends of the Library spread throughout the community to speak on behalf of MDPLS about literacy and services? Why when the public demands booksales at their local libraries, we ignore their requests? Why isn't there a "face" of the library, like Ron Magill is the "face of ZooMiami." For a person exploring the miamidade.gov website finding MDPLS events and information seems like an afterthought. The MDPLS Programming Dept. works miracles with almost no budget. There is no cohesive tie between our major AOS program to the Arsht's Family Festival, to the Miami Dade College Book Fair. We have become a separate entity from the county family and from other major institutions around us.
Extremely Poor	There is no real outreach any more. people do not know what is available to them. Teachers do not work with the libraries to coordinate providing materials needed for class.
Extremely Poor	Train staff to promote services, advertise, partnerships with local businesses, outreach, signage in the branches, invite local politicians for a branch tour, corporate sponsorships.
Extremely Poor	TV spots, Library talk shows , radio announcements, More Social media.
Extremely Poor	Very little word of our programs and services gets out to the public. We should be letting potential library users know about all of our resources by advertising in the local newspapers, TV and radio and websites, perhaps as part of partnerships with the local media. We should work out a deal with the Transit department to put ads on buses about our services.
Extremely Poor	We have failed about getting word out.
Extremely Poor	We have no personnel to do proper outreach. We have no moral support from downtown to help us in our efforts.
Extremely Poor	We need to advertise similar to the parks. We need to do mass mailings to every household. We need to have our own library magazine.

Please rate the quality of MDPLS facilities overall:

Please tell us how we can improve the quality of MDPLS facilities overall?

	<p>Establish a fiscally responsible approach to evaluating and recommending building plans, repairs and improvements.</p> <p>Perform strong facility evaluations every 1-2 years. Do not wait until a problem shows up to fix it; prevent it on time.</p> <p>Overall the quality was acceptable as long as funds were there to keep facilities maintained. Now there are problems with shabby furniture, worn equipment, outdated collections, and there is no money and no staff to improve these things. Also, the small store front libraries are a waste of resources. We don't get any bang for the buck there.</p>
Above Average	<p>Be less concerned about how many inches of empty space there are on a shelf. Raise the temperature in the buildings; use less fluorescent lighting and more natural/daylight lighting.</p>
Above Average	<p>Again, proper financial remuneration would go a long way to restoring us to an above average morale which would help restore us to a five star organization</p>
Above Average	<p>Better cleaning services.</p>
Above Average	<p>Better overall maintenance of the physical condition of the facilities. This also includes better security maintenance.</p>
Above Average	<p>Do not open so many branches...maintain and preserve the facilities we already have</p>
Above Average	<p>Facilities overall are pretty good. To solve issues as they arise funds are needed or elimination of older less used locations could be implemented. If needed, quality or quantity.</p>
Above Average	<p>Its ok! Only that some old branches could afford small rehab like Kendall, South Miami (too moldy)</p>
Above Average	<p>Maintenance. We have 50+ facilities in our system. There are varying degrees of newness and outdatedness. If those buildings that are in a state of disrepair can be fixed (new roof, new paint, new air conditioning system), the public is still happy to have that facility in their community.</p>
Above Average	<p>More funding is needed to provide aesthetic improvements and for daily maintenance. Exterior landscaping and signage is greatly needed at many facilities. Interior furnishings need upgrading.</p>
Above Average	<p>-More staff.</p> <p>-More supply</p>
Above Average	<p>Most are in good shape appearance, but other branches could use a makeover.</p>
Above Average	<p>most of the facilities need facelifts. They need new roofs, new furniture, more</p>

	seating, more books, etc
Above Average	<p>Need adequate budget and efficient procurement practices. Need professional engineers or technicians not bureaucrats making technical decisions regarding expensive systems and equipment. Eliminate underused facilities.</p> <p>Security issues and constant problems with homeless and criminal elements must be seriously addressed to make facilities cleaner, safer and more attractive for the general public.</p> <p>Reinstate rules pertaining to food, drink, misbehavior, loitering, baggage brought into the buildings.</p> <p>Apply library rules of conduct with respect to internet use which foster loitering in library facilities.</p>
Above Average	Patrons ask if we have meeting rooms, Study rooms, quiet rooms.
Above Average	Restoring the budget so that facilities improvements and maintenance can continue.
Above Average	Retire old furniture and redistribute the furniture. Check which libraries not use all the computers and relocated them to a library where is need it.
Above Average	Some location are in need of a major overhaul.
Above Average	Some of the buildings could e in better shape
Above Average	Some of the newer branches are wonderful.
Above Average	Take out the carpeting in older buildings. Better signage at Main Library, South Shore and perhaps other branches. Big windows and outdoor courtyards.
Above Average	The MDPLS facilities can be improved by the support that can be provided by dedicated funding (especially a restoration of the millage rate) for the Library System as a whole, in order to provide high quality facilities. These facilities are currently being well-used by the public, and the public and the employees deserve high quality, state-of-the-art facilities. The Miami-Dade Public Library is such an important part of the community and thus, it is it's job to be an institution of higher learning, a provider of resources, a place for knowledge and stimulation and a safe place where young people can learn and find support to become successful adults.
Above Average	<p>The newer branches are in excellent condition. Older branches may need to have furniture re-upholstered or replaced, carpeting steam-cleaned or changed, etc. From my observations, Model City and North Shore are in very bad shape. Both need to be remodeled (and of course there is no money to do that now). North Shore is very dark and uninviting. This is a shame because of its great location in front of the beach. If the building was different--more open and with more windows--it would be a great addition to the area. With regards to cleanliness, we need more cleaning staff, particularly at busy libraries like Main. When Main had sufficient cleaning staff the bathrooms were so clean that they won the New Times Miami award for cleanest public bathroom. Not so long after this, cleaning staff was reduced and the cleanliness of the bathrooms greatly declined. We don't want to be another Walmart or Kmart, with filthy bathrooms and no toilet paper. We need clean bathroom facilities again.</p>

Above Average	Update technology; address maintenance issues of older branches.
Above Average	Updating the Computer. Buy more Books, audio books and DVD's Have more staff working we are currently short staff and need more help.
Above Average	We have beautiful buildings and furnishings which are a valuable asset to the county.
Above Average	We have had problems with AC. In Miami, this is very important. We should not have any long-term lapses. Some branches need more outlets for electronics. The newer branches do a great job of offering this. I know some branches would also feel safer with added security. We can use police crime statistics and incident reports to decide which branches would benefit from a guard.
Average	
Average	Due to cutbacks we are not able to provide all services needed to help our communities. It is so sad.
Average	Due to cuts, the library has not been able to keep up with their facilities. But I reiterate, the system can be excellent, again.
Average	For the most part maintenance of the facilities has always been a priority for MDPLS...but with less funding and the continue wear and tear...maintenance department has done a lot with less. Obviously more money will be needed to maintain these facilities in working condition. It is average because more could be done if more money is put towards making sure that all facilities are kept to staff and patron expectations.
Average	Funding is necessary to improve MDPLS facilities. The roof in South Miami needs replacing. The roof in North Dade Regional needs repair. North Dade Regionals' air conditioning shuts off and needs to be repaired continuously. Similarly in Naranja and Pinecrest. Facilities need care and maintenance and there is no money to fix them!
Average	Handicap accessible bathrooms, ramps, parking automatic doors; more study rooms, tables, newer carpets or furniture, better signs, displays, etc. In some facilities cleaner bathrooms and vending machines.
Average	I believe most of the facilities are kept up as best as they can be with the budget issues. In the facility I am in, leaks abound, carpets need replacing, walls have mold and pieces falling down. Also when it rains rain comes through the sliding glass doors.
Average	I think they try to keep us up to date. But we have so many visitors it is hard for the buildings not to show wear and tear. Some of our furnishings are starting to fall apart. The building was open in 2009.
Average	If there is insufficient monies allocated to maintenance and upkeep of existing facilities, those facilities will continue to decline. Problems need to be addressed while they can still be corrected.
Average	Improve? Some need to be razed. There's only so many band-aids that can be put on 30+ year old structures. Especially ones that were poorly built in the first place.
Average	Invest in upgrading facilities

Average	It depends what Library you visit, We have very new Libraries that are above average and we have buildings like the one I work in where the roof is leaking and the furniture (from the 70s) is falling apart.
Average	limit the bags that the patrons are bringing inside the library
Average	Maintenance is excellent, but there apparently is no money in the maintenance budget.
Average	Maintenance staff is excellent, but there is no money in the budget for maintenance.
Average	Many facilities are in good condition, but others are old and need renovation to be more customer-friendly.
Average	Many facilities have not been updated in 20 years.
Average	Many of the facilities need help. From A/C's being broken, to roof leaking, to some needing some major pressure cleaning, painting, replacement of rugs, and the need to have longer custodial hours. I think the staff are doing their job in trying to keep our buildings as clean as possible, but repairs are out of the hands for the "staff who work public service."
Average	Many of the library system's branches are old. They are not sustainable. We have roofing, parking, lighting, and general repair issues.
Average	Many of the older buildings need renovations
Average	MDPLS has some excellent facilities and some, particularly in our inner city, that need renovation.
Average	MDPLS needs funds for building maintenance. There are many old buildings with leaky roofs and A/C problems.
Average	modernize them put more books
Average	Money is badly needed to maintain our facilities - too may with broken AC and roof leaks; carpets need cleaning or replaced
Average	More areas/rooms to hold meetings and events for a fee. More area for studying that are quiet. The furniture is very old.
Average	More cleaning staff.
Average	More illumination in some branches
Average	More quiet areas.
Average	New branches look excellent, clean. Older facilities look exactly that used, worn.
Average	Newer facilities are much more welcoming and clean. Older facilities/store fronts have a lot to be desired. I think some need a little facelift.
Average	Older ones need updating.
Average	OUTDATED and ugly and some of the buildings are in such bad shape that it's horrible to ask tax paying citizens to have to come to those kind of conditions let alone make the staff work in them day in and day out.

Average	Provide/reinstate security & custodial personnel.
Average	Repair any that have major issues such as multiple roof leaks
Average	Restore budget. Let the system keep fees paid for community and meeting rooms instead of the Commissions.
Average	Retrofit the older libraries or close them down. The infrastructure is inadequate to the digital age.
Average	small libraries should be closed and staff sent to medium or regional branches , remember that there is only half of the staff that it used to be in MDPLS
Average	Some branches are beautiful and awesome while others are in disrepair. We have no money to fix leaky roofs, get rid of rodents or update older facilities.
Average	Some excellent, some need renovation.
Average	Some facilities are in excellent condition (the new libraries) other are almost inhabitable (remember the old Hispanic and South Miami) I think is unacceptable open a library to the public without air conditioned, with mold in the walls and dusty furniture and shelves. The main value is not stay open over all means,it is been operating with dignity, with enough staff and the right conditions, so we can offer an excellent and professional service
Average	Some facilities has extremely old and dirty looking furniture. Also, our library shelves and collections need to be fixed to better serve our patrons.
Average	Some libraries are beautiful and some are falling apart. I can not believe new libraries are being opened while some have holes in the roof and bathrooms with mold. We are never going to get the patrons we need in here with the state of some of these libraries. We need clean, bright, cozy, inviting, pretty libraries. Not dirty, smelly, cold, moldy, out dated libraries. Stop opening little hole in the wall libraries and focus on making the ones we do have worth visiting. Stop patching up and start renovating.
Average	Some libraries are rundown. Security has been cut so deeply that only a few libraries have guards. As many libraries deal with very difficult populations, security is needed. No money for maintaining buildings - many libraries are run down.
Average	Some of the libraries are excellent while others need refurbishing. Little things like getting rid of clutter can make a big difference especially in the older branches.
Average	Some of the MDPLS facilities are brand new, LEED certified, beautifully designed buildings; some of the rest are older, outmoded, energy-inefficient buildings. Some of these older buildings lack the electrical capacity to handle a circuit of multiple computers (a must in this day and age) or lack separate bathrooms for children (a safety issue). These older library buildings need to be updated and/or corrected to address these needs. Also, building security warrants a high priority and should be tacked on as an obligatory capital expense, not an operating expense.
Average	Some Public Libraries need major repairs, but over all the new libraries are in really beautiful shape
Average	Some should be closed because they have little space, poor statistics and no parking, some need repairs... and it is going to be worst in the future with the lack

	of money.
Average	The condition of facilities has improved due to a strong effort over the years by the library system to renovate older facilities and/or build new ones.
Average	The facilities are very much in need of improvement from tables and chairs to carpet to roofs and HVAC. Painting and many cosmetic and structural issues need to be addressed.
Average	The new buildings are great, however our older facilities need major repairs. Roofs leak, Air-conditioners do not work, interiors need to be painted, carpeting needs to be changed. 2000-2010 was truly a missed opportunity to renovate all of our existing facilities. We kept adding new buildings while our existing ones were falling apart. Many of our older buildings are an embarrassment.
Average	<p>The newer buildings seem to be looked after and tended to. The older buildings are disregarded. Carpets look disgusting at some branches. West Dade has had numerous leaks for years it is impossible to get rid of the damp smell in some areas and the bathrooms. What are the patrons breathing in? What are the employees breathing in?</p> <p>New, bright signage up front, new, bright signage in libraries. Repaint the interiors of some buildings. North Dade's children's department is dark and depressing with sad, old furniture inside. West Dade's children's dept doesn't have enough chairs for the tables.</p>
Average	There are some facilities that need renovation and upgrades.
Average	There are some libraries that are either too cold or too hot making it uncomfortable.
Average	There are some libraries that are old and does not look clean and nice, like West Kendall Regional. The number of hours given to cleaning staff is not enough to keep properly clean libraries.
Average	There is a serious unbalance between the newer facilities and the older ones. Carpeted buildings smell from age, dirt and mold. There is zero money for maintenance and it is showing. The money that was meant to renovate was spent for operations over the last three years. This means that roof leaks go unrepaired. A/C that only works intermittently ruins the collection from high humidity. Walls that show wear and tear remain unpainted. The lack of attention to these issues make the public feel unwelcomed in tattered surroundings. This lack of maintenance is a misuse of the tax dollars that were spent purchasing these materials and buildings.
Average	There is room for improvement.
Average	<p>They were doing very well. They had a maintenance plan to do things to update things so the building would not fall apart.</p> <p>Now they are having to wait for projects.</p>
Average	We are not maintaining our facilities in a timely manner due to budget cuts.
Average	We need to hire more staff for the maintenance department so they can take care of requests faster.

Average	<p>We need to offer a special bus service free of charge that can take patrons and staff to branches.</p> <p>We need to have quiet zones, teen zones.</p> <p>We need to update the look of the overall appeal make it more like Barnes and nobles.</p>
Below Average	Again, the budget constraints do not allow for the repair of many of the problems facing our older buildings. Many of them leak, have HVAC issues, mold, etc. The focus in the last few years when we did have money was in opening new facilities. Our older facilities need a lot of repair.
Below Average	Aging facilities...no money for roofs and air conditioners
Below Average	All services are deteriorating. Staff is constantly being shuffled amongst various libraries. Buildings are falling apart. Very little maintenance.
Below Average	I feel that with additional funding, our buildings can be better maintained. Additionally with the increased funding, some branches should be closed and consolidated with nearby branches. I understand the need for the residents to have easy access, but I still feel that some areas have too large of a concentration of branches and they should be consolidated. In turn those employees can be sent to other branches to supplement the shortage of staff.
Below Average	Increase budget of the maintenance dept.
Below Average	Increase the budget to allow for upgrades and maintenance to the facilities that were originally to be paid for by the reserves that were used for operating expenses.
Below Average	Increase the Maintenance Budget in order to fully repair buildings, including leaks & A/C units.
Below Average	increase the sources of revenue/find new sources of revenue
Below Average	Main Library resembles a Greyhound bus station at times. Other buildings show their wear and tear. Better to fix a problem ASAP rather than letting it get bigger and / worse. Find the money, cause it's somewhere!
Below Average	Many branches are falling apart & they need to be repaired.
Below Average	Many of our branches are getting old and though maintenance tries to patch things up, many branches have leaks from roofs, streaks on walls and ugly interiors.
Below Average	old facilities are in need of repair. The regionals are in need of repair and updates. not all the money for small little libraries, which are important but not the core of the system. It seems that all effort was now placed in the small little facilities and the regional and medium libraries were not neglected.
Below Average	Older facilities look dated and need attention (Coral Gables), delayed repairs and replacement of worn and damaged furnishings make places look shabby, unattractive or neglected landscaping sends a 'stay away' message (Virrick Park - City of Miami may be responsible but library is the agency which ends up looking crappy, so library should do something about this.)

Below Average	Outdated look, hygiene is lacking, patron code of conduct should be more strict, feng shui off in a lot of the branches; not too inviting.
Below Average	Repair facilities, upgrade bathrooms, increase custodian services, restore security services in the regionals.
Below Average	Significant improvement are necessary in most branches. Improvements typically made to public areas. Staff areas should be maintained as well.
Below Average	Some facilities need serious upgrades such as a new roof or bathroom facilities.
Below Average	Some of the older facilities need serious repair or outright closure! Storefront facilities are also pretty useless.
Below Average	The inner-city branches are old and smelly and needs a make-over. Seem the administration put more interest in the facilities in libraries in affluent and Hispanic neighborhoods.
Below Average	The newer branches are excellent. Many of the other branches are much older and in need of repairs. Roof leaks, air condition problem, plumbing and flooring are all items that need attention in these older buildings.
Below Average	The older buildings sometimes give off unclean vibes so much so that people do not want to linger in the building. Also, the lack of technological access (power plugs) becomes a problem when during busy times patrons with laptops outnumber the available plugs and tables. Also, any libraries with the capability should offer quiet study rooms that are completely quiet (like Miami Beach, South Dade and West Kendall). With the current need for libraries to be community centers, this quiet attitude gets lost on occasion. We should find solutions to offer quiet areas whenever possible.
Below Average	They used to be great, but every year more funding is taken and now we have no security guard, custodial staff is minimal which leaves problems, half of our service desks are unstaffed leaving patrons without assistance or assistance that takes forever. With this lack of staff also comes whole Dept.s that are left unattended for days at a time, leaving the Children's Dept.s to be trashed and all kinds of incidents to occur, it also leaves staff stretched way too thin and the morale is at an all time low. Staff that used to have a cheery demeanor with the public and an attitude to excel, has now been replaced by thin patience and an ambivalence.
Excellent	At Main Library we have many issues with homeless, they create most of the "Accident reports" we have. They just come to use the computers and hang around doing almost anything they want. Main library can be more suitable for everybody if we had all the computers on first floor and Books on Second floor
Excellent	More time to able to help patrons
Excellent	To have them maintain open
Excellent	With the large number of people visiting the libraries on a daily basis, it proves that libraries are here to stay and serve the communities with 5-star excellence.

Extremely Poor	As we continue to build facilities, the current ones are falling apart. Staff are asked to work for weeks in buildings with no air conditioning. This is inhuman in south florida with the extreme heat. As a result staff become sick, mold builds and fans are distributing with are thick with dirt and dust. Roofs are leaking constantly in several buildings, plumbing issues.
Extremely Poor	Maintenance has to be done in many buildings. Old rugs and floors replaced. The cleanliness is awful and very substandard. Dust covers shelves in most branches. the furniture is broken and torn. Outlets are few in most branches and tables are old. Ideally a renovation would be great, but in reality just the basic replacing of a 30 plus year old dirty carpet would benefit the community.
Extremely Poor	<p>Many of our libraries appear filthy. We require improved janitorial services. Maintenance is evidently required in many of our facilities. It is apparent that a policy of costly annual quick-fixes and cheap repairs has replced an approach defined by more costly initial and lasting repairs.</p> <p>Security detail has been decreased in error!Branches need the support of their security personnel to maintain a safe and comfortable environment for patrons and staff.</p>
Extremely Poor	Moldy carpets and falling apart furniture. The space is beautiful but the furniture inside are outdated and in very poor condition or completely broken.
Extremely Poor	Most of us have holes in our roofs, old carpeting, old bathrooms facilities, ceiling tiles broken, leaks everytimes it rains.
Extremely Poor	The facilities are disgusting. West Dade Library is filthy. The private study areas stained, walls filthy. Main Library unsanitary and is in terrible condition. The homeless people deter everyone from visiting. The smell of urine and body odor consume the building making it useless to most people. 70% of the facilities are dated and need major facelifts. The carpet in all of the branches is unsightly and downright carcinogenic. The spaces are not airy or clean.
Extremely Poor	The libray does not have the budget to adapt existing facilities to the changes demanded by the patrons, such as new furniture, new decorations, paint the facilities, etc

Please rate the quality of MDPLS customer service:	Please tell us how we can improve the quality of MDPLS customer service?
Above Average	<p>.</p> <ol style="list-style-type: none"> 1. Spend money on necessary resources--collections, laptops 2. Increase security 3. Let customers pay by credit card
Above Average	<ol style="list-style-type: none"> 1. Spend money on necessary resources--collections, laptops 2. Increase security 3. More staff!!!! 4. Let customers pay by credit card
Above Average	5 Star Service Inspired employees to better serve community
Above Average	Ability to accept debit/credit cards, renovations to facilities, increase hours of operation (requires increase to staffing)
Above Average	<p>Accountability in hiring and evaluation practices to avoid keeping an unfit employee.</p> <p>Recognize performance and professionalism with special compensation in time or salary.</p>
Above Average	<p>Although I believe that MDPLS library staff pursues excellence on a daily basis, there is always room for improvement. Happy people give off happiness! Aim to boost morale among the staff, and the service will improve. I spoke with staff members that have been in the system for 20 or more years. They spoke about the fun staff use to have in the past. This is why they stayed for so long. Teambuilding among staff should be a priority for 2014.</p>
Above Average	<p>Although the staff have received extensive training in C.S. you cannot do a good job if you have only two to three people running a branch all day. It is stressfull and overwhelming</p>
Above Average	<p>Considering the many factors that the remaining staff have lived through since 2011 and that the morale is at an ultimate low, we come to work and provide great service, we provide a smile and we are proud to serve our community. Our paychecks are smaller and for some we are doing double sometime triple duty, we pick up trash, we clean toilet (fecal matter, vomit, blood from floors and walls), we mop floors, we are security guards and we do it with pride.</p>
Above Average	<p>Consistently offering five-star quality. Providing the ability to more readily answer all incoming calls to larger branches -- centralized switchboard if calls go unanswered at the branch.</p>
Above Average	Customer Service training has been a top priority for the Library System.

Above Average	Customer service training should be an ongoing process - trainers should include outside experts who can share best practices from other industries (outside of libraries)
Above Average	Despite reduced staffing and pay cuts, the remaining staffers still give customers one-on-one service day in and day out.
Above Average	Despite staff shortages, library employees try very hard to deliver a good customer service experience.
Above Average	each library as community center, should create programs that meet the needs of each neighborhood
Above Average	Even with the shortage of staff and the increased stress we try to offer the best to the patrons with the same dedication.
Above Average	For the most part it's good. Yearly customer service trainings would be good for a refresher to staff.
Above Average	Generally, the staff does a good job even though staff has been cut and staff on the desk are multi-task. For example, answering the phone, helping patrons and taking care of delivery.
Above Average	Good leadership in any organization is key to keeping workplace morale up and effective employees.
Above Average	Happier staff make happier workers!
Above Average	Help supervisor to train their staff according to the locations and the demographic of each library. Elevate the moral of your staff by giving respect and appreciate their effort to deliver good customer service. Manners also apply to administrators.
Above Average	Hire people with the correct mindset and fire those who are erroneously hired.
Above Average	I believe staff provide great customer service compared to the quality of resources that are sometimes available.
Above Average	I truly believe, that overall, the bulk of our patrons are very happy with the service provided by the MDPLS staff.
Above Average	If there is enough staff to cover all the different aspects of the library's service, there will be an improvement on the quality of the customer service. right now employees are working with low morale and are having hard time providing services knowing that administration don't care about employees.
Above Average	In the past, MDPLS has provided relevant and timely training classes. Additionally, staff morale was generally good. Currently, the morale is low and training has basically been suspended, yet service remains Above Average because most staff genuinely want to serve the public despite everything that has happened in the past two years.
Above Average	It could be excellent with more staff. Right now staff is overworked.

Above Average	It's imperative that we have in the library a strong contingent of pages to reshel materials constantly circulating not just outside the library but in house too. For an excellent customer service experience, a strong page presence is essential. Pages are one of the fundamentals for excellent customer service.
Above Average	Most branches provide excellent customer service. From answering the constantly ringing telephone within 3 rings, to walking with the patrons into the stacks to find exactly what they are looking for. If it could be purchased, an automated system would be helpful in answering calls. If when patrons first call a branch, it would quickly identify the branch, the address and hours it would help. Then during office hours, give the patron options to talk to staff in English or Spanish. A live library employee would then talk directly to patrons that was fluent in that language.
Above Average	Our customer service is excellent. Even in this difficult time of shortages, our staff treat the public with courtesy, is always helpful and professional. MDPLS has been improving customer services every year through many trainings and making emphasis in the importance of the way we handle our customers
Above Average	Our customer service can't be excellent because we are short staffed everywhere and the employees' morale is too low. There is very little incentive to go out of our way.
Above Average	Our staff has to make a greater effort to promote our programs and in some cases improve the service to our patrons.
Above Average	Please hire more staff to help us provide better service. It is hard to give one on one attention these days to customers due to few people working.
Above Average	Provide staff training as future needs enhances so that customer service stays at 5 stars.
Above Average	Reduced staffing is affecting service and staff are feeling the pressure and frustration of not being able to meet customers' needs and requests
Above Average	Service has been impacted by lack of staff.
Above Average	Staff are, on average, heavily invested in creating a pleasant and positive atmosphere. The difficulty in obtaining materials and computer time in an efficient manner is a large obstacle, however library users have been uncommonly understanding in the face of this. Administrative policies and approaches to customer service have not been helpful. Administration is out of touch with their customer base and their workforce. The library's policy of centralizing and standardizing programming, services, and resource allocation has created a mediocre library system. Decentralizing library services and creating a library system which tailors its offerings to the community who immediately surrounds it would create a more dynamic and interesting destination for the community.
Above Average	Stop threatening library staff each and every fiscal year with layoffs and budget cuts that affect morale.
Above Average	the community have been growing and we have less employee to accomplish the demand of work and customer service.

Above Average	The one area where the library system has always excelled has been in customer service. Years past, when the county conducted department surveys and secret-shoppers, the library always was in the high 90's in customer service satisfaction. The fire department was the only department that scored above and only by 1-2 percentage points. Despite the success, the library further committed itself to a Five-Star customer service training for all staff. Our customer service WAS excellent and a great example to other county departments. Even though our customer service is still good, you cannot expect the same customer service from a staff of 22 to a current staff of 10. Unfortunately, those extra 15- 20 minutes that you were able to spend for personalized service with customers are more infrequent since you have another 3-4 customers waiting for assistance. For this reason I believe we were excellent and are now above average.
Above Average	The quality varies widely depending on available staff, stress levels and patron attitudes. For the most part, I think everyone tries their best to provide quality customer service.
Above Average	To be excellent - need more staff.
Above Average	To improve customer service and bring it back up to excellent, improve staff morale by hiring more staff and ending furloughs and 5% contribution to health insurance. Most of all, end the budget uncertainly staff has lived with for the past several years.
Above Average	Training is already given on a fairly regular basis.
Above Average	We are very much understaffed
Above Average	We can still improve :)
Above Average	We do the best with what we have.
Above Average	We need more staff so we can spend quality time helping patrons with their needs. Many times I feel I have not helped a patron completely because I had to stop and help another patron.
Above Average	We try our level best to offer the best customer service as possible but there are some patrons who you just can't seem to satisfy no matter what you do.
Average	Additional staffing would improve customer service.
Average	Although we continually stride for a five-star customer service experience, the shortage of staff and the continual employment worries take there toll. I commend my co-workers for their continual efforts.
Average	Depends on several factors to include the ethnic background should be reflective of the neighborhood the employees are serving.
Average	Forget Nordstrom as a model. Use Disney World and its customer service "magical experience for clients" precepts.
Average	Hire more people.
Average	I feel that some people in the customer service area are overworked, undersupported and sometimes just unfortunately downright rude.

Average	I regret to say, we need to hire new employees who are trainable. There are too many staff who do not give personalized service, or even friendly service. We are a customer service industry, but too many people have not bought into that. Secondly, we have legions of very highly paid people who have no interactions with customers at all. Some people haven't dealt with a customer in 10 years or even 20 years. What are they doing here? That has got to change.
Average	I think moral is low. We have been in a "we don't want to pay taxes" atmosphere for around 5 years.
Average	improve discipline
Average	Moral is low; some staff feel the threat of job-loss every year and therefore, don't care about customer service.
Average	Morale. Library Administrators may not be aware of the importance morale can have on performance but the staff is the real face of the library. If staff feels insignificant or are discouraged by bad management practices it will affect their customer service ability. Communication and a sense of community are just as important behind the scenes with business practices as they are to the public. It starts with the Administration. They carry encouragement and morale to branch managers who in turn carry it to their employees. The current intra-office customer service standard is shame publicly - praise privately (if at all). There appears to be a real disconnect in the area priorities when it comes to morale.
Average	More staff would allow us to help patrons quicker or spend more time with patrons that need additional assistance.
Average	more training classes for the staff, employees moral very low
Average	Not enough professional staff on public service to give quality service; no one to set examples and standards for the sometimes less-educated, and always demoralized paraprofessionals who are trying to provide service while always looking over their shoulders for a pink slip. The atmosphere is poisonous for staff, and whoever reads this knows that this toxic environment comes across in a variety of ways when customer service is considered.
Average	not enough staff, hire more people. People come to the library for the service however we don't have enough people to provide it.
Average	not only staff shortage and now mayor wants to cut 250 more library staffs on next fiscal year which almost happened this year, Patrons have to wait longer for their services. We used have enough staff that every patron need help, one of us was there to assist. County has 7 billions of dollars and mayor want to cut some libraries which a lot of patrons including my self are too poor to have all the technologies at home and don't make enough to survive, also books which we can't afford to buy every time school requires assignment to complete. Please I wish mayor realize staffs who work as library assistant I II and III which we only make 25,000.00to 35,000.00 per year just because our parents and my self who couldn't afford to go to college, we work a lot if not more than people who have degrees. Still we don't give up because without this job, we have nothing to give to our children and grand children.

Average	Pay the workers what they were promised in our contract and restore our pay and benefits instead of letting the mayor and his friends go on foreign junkets paid for by public funding
Average	The library needs enough staff in each branch to function well if you have a small staff that's over worker ,you're going to have poor customer service because the staff is too tired to help the way they should so please more staff in each branch.
Average	There are pockets of staff with high levels of customer service skills and some that, probably due to lack of training, don't always provide the correct answer or in a polite way. I think low morale due to staff shortages and impending layoffs has created a poor work environment which is mostly to blame - lack of feeling of team/family/working together.
Average	they need more staff in the libraries, staff can barely do what they used to do before, remember from more than 700 employees, is been reduced considerably, and besides that, every position that gets retired, that position is eliminated, all libraries are working with a minimum staff
Average	Towards the patron > OK. From our management to us > needs a complete makeover.
Average	training and practice
Average	We cant. I don't know who does the hiring but some people should not be working here. Absolutely no customer service. Start weeding out the useless bitter employees and start rewarding the hardworking dedicated employees.
Average	We cater to a multi lingual, multi ethnic community. We are doing alright bearing that in mind it could a whole lot worse. We should be allowed to vent in creative forms to keep the humors flowing.
Average	We try. Staffing levels sometimes makes it impossible to serve the public in a timely manner. This happens when you only have two people in the building because everyone else is at lunch. Some patron's need more time then others.
Below Average	Money to restore services and staff. Can only do bare minimum now.
Below Average	Our previous quality of customer service was average to above average. Current funding levels have left us unable to sustain that service level, due to our reduced collection development (reference materials, circulating collection, electronic resources, etc.), reduced programming and reduced staffing levels.
Below Average	Since the Library has seen significant reductions in staff over the past 4 years, the remaining staff are doing the jobs of three or four people. Since we are so time pressed, we cannot offer adequate customer service to our patrons.
Below Average	Staff needs more training, but are doing their best with the level of staff remaining on the Table of Organization. Need more staff!!!!
Below Average	The Library needs to re hired more staff.

Below Average	The staff is great but they can only go so far. Everyone is always doing many things at the same time and can not provide 100 percent satisfaction. Patron keep coming back and are super patient with us but they shouldn't have to received mediocre service.
Below Average	The staff's morale is poor and this stems from the administration not caring and supporting their staff. The administration is unaware of what is happing at their libraries and have NO communication with staff. Based on this and on bad attitudes, staff does not go the extra mile to help patrons. Staff has been stretched so thin they have nothing else to give. Also, administration puts in place practices that go completely against customer service. You cannot train someone customer service, one class is enough, but it is up to the administration to foster goodwill among the staff and staff will naturally feel more compelled to provide better service.
Below Average	We have very low morale due to the recent problems of library closings and the mayor taking away our monies. Its also hard to maintain a good level of customer service when he are so short handed that we can't finish our work as quickly as we used to to help everyone.
Below Average	We need more staff in order to provide better customer service
Excellent	Adding more staff!
Excellent	All staff have gone to 5 Star Customer Service trainings. Most of the staff to multiple trainings. Customer Service is our number one priority. It is the one thing staff have control over and we pride ourselves on the excellent customer service we provide.
Excellent	Although staff has been steadily depleted, the high standard of customer services (FIVE STAR) has been maintained. Kudos to the staff!
Excellent	Although the Miami-Dade Public Library System has been plagued by a plummeting budget and, in my opinion, a lack of support and understanding of the importance of the Library in general, the Library staff has, nevertheless continued to provide incredibly high, 5-Star customer service, kindness and continues to be an important place for the citizens of Miami Dade County.
Excellent	Although we are short of staff
Excellent	considering we are at the lowest staffing and working for less \$, the customer service remains very high standard
Excellent	Despite monetary problems that led to layoffs, severely slashed budgets for services and materials, and plummeting staff morale, I have seen library staff continue to try their best to help members of the community with their needs. I, for one, am here because I love helping people and feeling like I am making a difference in people's lives. There are many more staff like me. This is why we continue to provide the best service we can, despite our diminishing pay and higher workload.

Excellent	Despite the county administration's opinion of the library, staff continue to offer excellent service. In fact, this is the only department you can rely on for quality service. Other dept. service is poor and uncaring. Don't take my word, call one. In fact, try reaching the mayor office. You can not even email him. County officials should be accountable and accessible to the public. Staff morale is low at the library, library administration (downtown) offers no communication or leadership.
Excellent	Despite the lack of funding and possibly staff morale -- we have done much with practically nothing. It is time to finally encourage the staff to pursue training so that we can provide MORE customer service with an expanded knowledge on online resources, materials, and ways to answer patrons' questions! We continuously get questions on technology because we are the friendliest face of the county -- we do not judge. We are the open doors to the public. We continue to provide these services and answer our patrons questions, but such customer service can be improved with investment in the staff and facilities.
Excellent	Excellent customer service is provided but staff has to keep up with the current knowledge of electronic resources for further expertise. Restoring the millage rate is necessary to provide these services. This will enable having the right amount of staff at each location.
Excellent	For the most part is still excellent. But Restore staff morale. Because We still love our jobs.
Excellent	From all of the County Departments, Miami Dade Public Library has one of the best customer service policy and staff from the moment they are hired they learn it...not only this is the case, but librarians and paraprofessionals are in contact with the public day in and out. Their number one role is to serve the public, they feed on the public and the public feel welcome and appreciative for the services that gain at the library. When a phone rings no more than 3 rings are accepted, for the most part staff answer on the 1st or 2nd ring. A smile, a welcome is the first thing that staff offers to patrons. In comparing library staff with other county employees, library staff see in a patron an opportunity to teach, nurture and serve with gratitude the public.
Excellent	From what I have seen, I think most of us do all we can do to help our patrons. It is in our nature.
Excellent	Having more staff. Cutting staff hours/jobs declines customer service.
Excellent	Hire more staff!! Hire a bus service to take staff to meetings; especially when we have to cover other branches. Allow staff to work near their homes not miles away.
Excellent	I believe that as an Library employee, I go above and beyond how I help patrons everyday.
Excellent	I see five star customer service every day.

Excellent	If nothing else, we care. Maybe too much. Maybe if we didn't care so much, the last two/three years would have been different? Maybe the public would have noticed the pain we were in sooner? Either way, I firmly believe that we do provide the best service possible.
Excellent	I've visited libraries all over the country and I believe that people here at MDPLS are especially friendly outgoing and tolerant.
Excellent	Librarians and library staff have gone above and beyond in customer service. Through dwindling materials and resources, staff has been faced with "pulling a rabbit out of the hat"; some even going as far as buying books and supplies out of their own pockets to keep a quality level that they can work with. At this point, to improve customer service, one would have to increase staff support and morale.
Excellent	MDPLS has always provide excellence in customer service throughout all their branches, but at times patrons become very demanding and/or complainers no matter what we do for them
Excellent	More staff
Excellent	More staff
Excellent	More training.
Excellent	Patrons keep returning to the libraries not only to borrow materials but also to chat with the staff who has become an acquaintance through the years. I believe that it depends on which Branch they visit. Overall, they all seemed very satisfied.
Excellent	Restore our pay and our budget so we aren't fearing for our jobs and doing the work of 4 people. Morale couldn't get any worse around here. It's hard to be nice under the circumstances.
Excellent	Staff bend over backwards with patrons on a daily basis and provide not 5 star customer service, but many times 6 and 7 star customer service. There is always room for improvement, but when you lose over half of your staff and are stretch beyond your means, customer service will always be adversely impacted.
Excellent	Staff has strived to maintain excellent service for our patrons, while dealing with the challenges of less staff as well as job uncertainty.
Excellent	Staff strive to provide 5-star customer service even though the patrons are rude and unreasonable at times.
Excellent	<p>-State your original understanding, including the promise you heard and the standards you expected.</p> <p>-Identify the flaw, gap or oversight you experienced.</p> <p>-Explain the consequences you have suffered: costs, anxiety, adverse impact.</p> <p>-Request specific remedial action and/or compensation.</p> <p>-Make a suggestion for improvement by helping the other party to do a better job the next time.</p>

Excellent	Supervisors: back up the staff. Employees maintain a great customer service attitude even if co-workers are less in numbers, responsibilities are more and money is disappearing.
Excellent	The reason librarians chose this career is to work with the public on the front lines. Five star service is not just a campaign. This is why the public wants and trusts their librarians and library staff.
Excellent	The staff do an excellent job. This quality of service will suffer as people retire or move away and are not replaced.
Excellent	Those who provide customer service do an excellent job but with limited resources we can only do so much. If programming takes a hit, those in public service who are presenting limited programming to our patrons are also taking a hit. It all trickles down.
Excellent	Training
Excellent	We are giving the best customer service that our aging resources will allow.
Excellent	We deliver 5 star service even when we are short of employees. Most Library users want to find the book they are looking for. There is so much it can be done with low budget.
Excellent	We do the best job we can with what we have
Excellent	We have been to trained and work in a system where the patron is always first, we always do our best and make sure patrons leave happy. We have trained professionals who know how to do research and assist patrons when needed. Customer Service is our first priority.
Excellent	We offer 5 star service, often ignored or taken for granted. This is commended since the staff has been pulled in all directions. We need more staff and need to be open more hours, as we did before. We need more professional staff. The LAs are great but many times due to lack of staff they are placed in situations that should be managed by professional librarians.
Excellent	We try to the best of our ability to make sure the patron leaves with a smile on their face even though these days it's extremely difficult due to the staff shortages.
Excellent	When I visit any library I always get treated with excellent service and the staff always helps me out with any computer related questions.
Excellent	You can't. Given the fact that employees come in day in and day out with all that has been going on, striving to provide the best excellence that they can to their patrons even knowing there is a possibility of downsizing the system and a certainty of layoffs. What I call true loyalist.

Extremely Poor

This is not the fault of the employees who do herculean tasks, but it is the fault of the Mayor for thinking a system can get by on less than half its employees and funding. Staff is stretched beyond belief and given little to hope for. Staff are relentlessly plagued with a fear of losing their jobs and nobody has faith that they will even be around for very long. Everybody has crushed spirits in the library system and feels like they are seen as completely dispensable, like they are asked to give the world and keep giving and never supported and that they are so unimportant to the policy makers that they don't care after all of their contributions if they lose their homes, families, livelihood, etc. So basically, the morale has been the lowest it could possibly be for the past three years. That mixed with less than half the staff, a high level of empty service desks, skeleton crew library branches, etc. and how do you think customer service is going to be?

Underserved Populations

adults

Adults

Adults, working adults. We need better extend the hour as before so working people can visit regionals. A small neighborhood library does not provide the same experience that a regional, medium library. even do a great variety of services are offer its not enough. this

African Americans communities libraries.

African-Americans

ages 20-40

All of the low income areas in our communities.

All Patrons with Special Needs

All populations need our services, those not able to afford the new technology equipment, those who can't afford to have Wi-Fi in their homes, those who can't go to a bookstore and buy a book, those who can afford to go to the bookstore and buy a book but are paying for library services so why not?, those who need information, those who want to learn how to use computer programs, those who want to read, those who....

American history and American culture. So many people have no knowledge of who our Founding Fathers are, how this country was built, formed and came into existence from day one.

As it was made obvious from the community surveys that monolingual and elderly do not support the library, a marketing campaign focused at this target audience would be a wise venture for the library.

Children and People who do not how to use a computer

Children and teen don't have the resources to complete their work. The underprivileged communities suffer the most because the library does not have resources to help the grow and learn and become better individuals.

Children and their parents, the lower income communities, the unemployed communities.

Children need tutoring again.

College students.

Eldery, Teens, Spanish speakers

Families with Children with disabilities would benefit from Hands-on art related programs.

Family/Kids programs on Saturdays

Folks stuck in the digital divide.

French and Kreyol population

Full-time working people are not accommodated. The hours are not friendly to them nor are the services.

gays and lesbians

General public, schools, government agencies. Seek out the help of the wealthy and the famous.

Growing senior population

Haitian community, African American community, Inner city residents.

Haitian community. Little River and Model City have no employees that speak Haitian Creole to help the Haitian community.

Have more programs for seniors where they can just gather and socialize. Homeschooled children is another segment.

High school students. We can help them with applying for college and filling out their financial aid.

Hispanic and Haitians, the communication needs to address this segment of the population that speak other languages

Hispanics

Homeless. They come but there are no real policies or procedures that address this group.

I believe that 20 somethings need to be reached out to. I believe that there are communities in the south and west that could receive more attention.

I believe the library could be doing more for seniors. Though we are on the right track with the creative aging programs I think year round programs like these could benefit the senior population. I also believe that the library must do more to lure the upper-middle class and higher class of our community. Those people who have all the technology they could want and could purchase books need something more to make the library viable to them. Whether it is poetry wine tastings, library art collection galas, bringing authors, like books and books etc.....

I cannot write more because I don't have time to do it. Sorry, but in 15 minutes I cannot do it.

I don't think we reach out to the homeless and the uber poor in a proactive way. I think we should partner with some of the local agencies to improve in this area.

I feel that the less affluent areas need more help than we are giving them. I am constantly asked if the library gives tutoring for kids, this is an area that I feel truly needs help.

I have seen dedication in all staff to serve the users of our library and the community. We try to make all people feel welcome and important.

I have worked in many libraries in the county and most can not seem to spark the interest of the teens. Ways are needed to draw them to the library.

I mentioned previously that the Spanish speaking population needs to have better services regarding collections according to the Spanish population concentration.

I think it would help to have more programs for seniors.

I think libraries are open and offer services to everybody without distinction.

I think that the whole library system as a whole is very underserved and is not appreciated as much

I think the most underserved group are the ones who restrict themselves to print resources and perhaps veterans of the more recent wars.

I think we need to focus more on adult programs- specifically the adults who are just out of our teen service age (20's-30's) who are just starting out.

I think we provide an equal vast service to all classes and/or population

Illegal immigrants, Those who don't have an ID or legal status, they do work, pay taxes and improve our economy but they do not have the same privileges as a standard resident

Immigrant population unaware of the library's free services.

Immigrants and low income areas. Includes Allapattah, Edison, Little River, Model City, Culmer,

Immigrants and the inner-cities.

Immigrants both legal and illegal. They are the most under represented and vulnerable of our populace. As a safe haven it should be maintained that way and encouraged to keep being so. It can't all be about the kids. A close second would be young professionals. Again, it can't all be about the kids.

Immigrants with poor English language skills, particularly parents...need support with materials and programs to support literacy skills and life skills.

Support teens and work force with materials to develop practical skills and professional skills.

In recent years libraries have tried to bridge the gap to Teens. This is great and always a challenge. What about literary adults? Generation X to the Millennial Generation. It feels like there is not a lot of focus on this group. Also, Libraries could be doing more to help the Homeless and Homeless Prevention. We are a place from the homeless to sit and rest and use computers and other facilities but could we be doing more to give them direction on how to keep them safe and healthy?

In the branches I have worked, people from many different backgrounds have been served.

Increase Spanish materials

Inner City Community

Inner City residents

Inner city residents, business people, innovators & inventors, job seekers, and students. More proactive outreach to all these groups would enhance our ability to serve our community.

Librarians and library paraprofessionals

Library patrons wanting a space for quiet study, reading, etc. are being marginalized by the library's policy of allowing all kinds of phones, loud talk and food at our locations. Libraries should be libraries, not food kiosks or Internet cafes. We have eliminated many serious library users to make a point about technology; both segments can be served with ADHERENCE TO PROPER GUIDELINES.

Little Haiti

men 21-65.

Middle school age children

More branch locations in North Dade but twice the library usage in South Dade...

N/A

n/a

n/a

n/a

Needs more computer classes for the elderly, and programming.

Non English speakers

none

opa-locka branch, south dade branch,

Our Hispanic population needs more materials. Foreign Language books are very expensive, so we are unable to meet the demand of our public.

Our middle class population is being underserved, more quality programs at a minimal cost would bridge this gap.

Patrons in the more 'urban' communities could stand for more attention.

People for all different backgrounds use the Library.

People who does not have the means to get internet or access to a computer or printer, need to get informed daily or kids who do not have access from home to do their homework.

Please restore the millage rate to pre -2006 levels so that the library system's excellent staff can use their expertise to grow this system to meet the 21st century needs of our diverse community.

Population in the south. Non-English speaking communities. They don't have a voice to reach out the commissions or mayor.

Readers - book group members - retirees who chose to stay here rather than flee the state.

Homebound, elderly - grossly underserved

regular customer

Reincorporating the SMART program would be extremely helpful for children in Miami Dade County. They need all the homework help they can get.

Retired people. Children between 6 and 12 years of age.

Senior Citizens

Senior citizens

Senior citizens are underserved from my point of view. Also, the system could do more to serve the population of the functionally illiterate in the County. The literacy program is great but needs to be expanded greatly.

seniors

SENIORS > they make up a large portion of our residential population, but we have very little in any programs geared towards them.

seniors and teens

Seniors, and Teens

Seniors, It is hard for elder population to adapt to the technological era. MDPLS should create programs designated to incorporate them to computers, self check out, catalogs, implement a better collection for their reading.

seniors. adults. homebound. Connections and talking books are overwhelmed.

some of the inner city libraries, poorer areas and new immigrants need better service and awareness

South Miami-Dade County. Most of the library programming is held in inner city or centralized locations. Not much is performed in the south-end of the county.

Spanish speakers, children and teens

Staff

Students and Employees

Students and their parents continually ask us about tutoring help.

Teenagers -- while hard to connect with, I feel that we need to try harder to do so by offering more programs and exciting teen events.

Teenagers and College students are underserved.

Teenagers, students, college-age people who are technology-driven

Teens in general. While many use the library, we are not engaging them to have conversations about what we are and what we do for them.

Teens need more attention.

Teens, adults, elderly.

The Adult population needs more attention. Especially those individuals that speak other languages. They need computer knowledge and skills, literacy programs, and reading materials.

the affluent

The census shows that the Homestead/Florida City area has more than doubled in population over the last 20 years. When funds are available Florida City area could use a library.

The County Mayor and his advisors.

The elderly

The elderly are in need of more and more help. Support groups would be good, more ADA compatible or friendly areas, cheaper rates or discounted rates for cards belonging to people of a certain age or an automatic enrollment into Connections or Talking Books should be offered for anyone who is over 60 years old. They also have a hard time getting around for those who are still mobile and refuse to go into a nursing home. More programs for them would be good. And a YOGA program for ALL branches for children and adults and an elderly exercise program too.

The elderly.

The general public needs to be informed about how their taxes work.

The Hispanic population, especially arrivals from Central and South America, especially the poor, who don't have the experiences of public libraries in their countries. The readers who packed up and moved to Barnes & Noble Bookseller stores - we should try to get them back!

The inner city libraries are very UNDERSERVED.

The inner-city branches needs more attention because of the poverty rate and the educational level of most individuals within these communities.

The kids and elderly are usually the ones that need more attention and/or are underserved.

The libraries need to offer more computer classes.

The Library Branches that are located in the inner cities should receive more attention as to supplies and activities to keep the children and adults off the street. They should have access to the libraries during working hours and after school.

The library should provide more programs, resources and technology for youth ages 13-5 years old.

The library system has done a good job expanding to all county areas, including inner city and low income communities. As long as they remain open we can do a good job helping those communities.

The Library system has libraries in most areas of Dade County.

The low income communities need more resources than what they are being provided today. Also people need to realize these families can't afford the things wealthy people take for granted such as cell phones, computers, cars, etc. Library is a facility they come to in order to help them out in time of need and to improve their way of life.

The lower class needs more attention, the senior citizens and the children.

The lower income, non English speaking patrons need to understand what services we provide. In addition, the higher income, wealthier need to be addressed and we need to have services that would pull them in. Such as well known author talks after hours.

The more affluent can be better served by targeting programs and promotions to them. More special events like "Miami Moments." Better publicity about fund raising events. Affluent young professionals might also be targeted for special programming/fundraising.

The poor and the most needy don't even know we are around, which goes back to the lack of funding in the marketing/public relations section.

The poor, teens, and the poor need more attention.

The seniors in the community need help learning the new electronic tablets and readers. The children in the community need to be able to borrow books to increase their reading skills. The college students need reference sources to help them with their education. The adults in the community need library resources to help them make decisions about their life, such which is the best computer to buy.

The south side of the county is underserved, programs are continuously offered in the same few branches and only in a small part of the county. The Spanish collection (books and DVDs) in branches and regionals are abysmal.

The southern branches need some attention and upgrades

The tax paying citizens. Many patrons are uncomfortable and order their items to be picked up so that they do not have to experience the overwhelming amount of homeless in certain branches. The homeless are deserving as well although they are intimidating to some patrons and staff

The volunteers should be trained properly if they are going to be shelving books or other items in place of the pages, while the pages are being abused on various desks.

The Youth (teens, tweens and children), are desperately in need of MORE technology and educational programming on a daily basis. We expect our young people to excel and succeed, yet, we do not provide youth, technology, social and educational programming, such as YOUmedia, Reading Ready and other youth and children's programs, with dedicated funding and adequate staffing to run these types of programs. Therefore, our community and our young people suffer.

There are two segments where people are underserved--the homeless/mentally disabled and those in higher economic brackets that already have plenty of money to spend on books and computers. For the homeless/mentally disabled (often go hand in hand) we need to be able to offer them resources and we need to receive training to know how to deal with these customers. On the other side of the spectrum, there are those people that don't feel like they need the library because they can afford books, computers, etc. We need to find out what it is they DO need help with (maybe more advanced computer classes? workshops on setting up their new tablets?) and work on offering programs and services that fill these needs. Our community is VERY diverse. There is no one template for what our libraries should be like.

They need more programs, more technology

Those who English is the second language. Working class, skill workers and people with little or none computer knowledge.

those with mobility problems, who can't drive at night, or no longer drive; the homeless; those in shelters, assisted living or retirement centers; visitors to Miami-Dade county.

toddlers and Senior

Tutoring for children and teens

Tweens (ages 8-11), Long-term unemployed, Moms returning to the workforce

Tweens are a service that we need to focus on. We also need to have more access in the Northern area of Miami-Dade County, where branches are more spread out than in the Southwestern area of the county.

Underserved populations: Teens 12-19. People of color in low income communities impacted by the digital divide. Males 50+; Females 55+

Unfortunately we have many children and teens who desperately need us and we need to let them know we are here. For many the Library is there home, it frees them from the problems at home. I wish we could do more for them by increasing programming, setting up additional YOUmedia sites, partnering with food centers and providing meals linked to a learning program not just a free meal.

Upper class and middle aged segments are underserved. We have had to drop a lot of programming that was the sole reason upper class citizens would come to library, to attend these programs. Middle aged citizens are also affected by the programming loss. Staffing shortages need to be eliminated. Raise the mileage and figure out how to return this once award winning system back to it's former glory.

Urban communities

We are known for serving the underprivileged, however, middle-class, families, college kids, etc., some have the attitude that the library is for the poor and doesn't have something for them. They think we still live in the era of VHS tapes and have nothing current. They are the ones who are voting and paying taxes and don't have a clue what we offer.

We could have social workers and representatives from Gov agencies like Citizenship to meet with patrons. More books in Spanish! That would make us unique and maybe get us some press. Teens need their own space in the large libraries.

We must reach out to the elderly population and have more outreach and programming geared towards that demographic. We also need to include programming relating to naturalization, immigration, and intergration.

We need better promotion of our services through the public schools in Miami Dade.

We need more hard copy materials for patrons to check out.

we need more programs for elders, and special programs that attract teens to the libraries

We need to have more programs targeted to our elderly population. Some of them are so lonely that they come to the library to share their experiences with other people. Activities like: dominos, storytelling, musical instrument play, etc. will help the elderly cope with their emotions.

We need to keep on the road we were on before all of the millage cuts and downsizing. Hours need to be restored at all locations. We are one of very few organizations that help from birth to death and everyone in-between. Cutting staff leads to less hours open, less in-house programming for children and teens.

We need to offer more programs for the elderly and children with special needs

We need to put more emphasis on our elderly population. As the baby-boomer generation continues to increase, for the next 18 years more baby boomers will be retiring and more of them will be requiring the library for different reasons; entertainment, to acquire information, to learn technology, to access online services, to learn different skills and to use the library as a place they can come and enjoy and relax. In addition, more grade schools are requiring that students get a library card because in order for students to access books that they are assigned to read or access information that the source is authoritative not just any online google source. They want students to use the databases or physical periodicals or journals to gain information needed for research. In florida, students with the new testing requirements (doing away with FCAT) they will be focusing their studies more on math and sciences. More students are already looking for materials that are non-fiction nature to meet their school assignment requirements. Which means that we need to be equipped with more materials that students can use to meet their academic needs.

We should be able to provide more services and programs for adults and seniors and for new immigrants(working in partnerships with organizations that serves them)

When libraries were threatened with closures in the summer of 2013, only those in the inner cities were slotted. Really?

With the shift towards Egovernment, federal and state agencies have been redirecting those in need to apply for benefits online. However, the population group that is in most need of those benefits are often computer illiterate and are unable to fill out those online applications on their own.

young people

Young people in their 20s and 30s who think the library is only for school-age children. Think young people who live downtown.

Please provide any additional comments that could help us improve the quality of MDPLS.

1. Decent budget

2. County govt recognition of the library as a vital service

Thanks for asking!

1. Maintaining a good and relevant collection 2. Creating great and attractive public spaces for study and recreation. 3. Hiring and keeping knowledgeable staff who excel in providing great Library service.

adding more staff to assist all patrons and adding more collection

Additional funds to improve the collections and facilities so that staff have better resources to work with.

Additional staff should be placed in the Haitian communities. Staff should be able speak and write Haitian Creole.

Administration can't forget that staff members are more important than the patrons and treating staff with an "I care" attitude leads to staff treating patrons with an "I love my job" attitude.

Administration needs to actually value their employees and treat them with respect instead of saying they appreciate us and recognize all of our hard work. Transferring people from one end of the county to the other makes no sense. We also need to stop pandering to patrons that are abusive and do not follow our rules. This is not fair to patrons who adhere to our policies.

Administration needs to be more diverse. Branch personnel should have more input into decision making. Candidates for hire into administrative positions should be required to pass a basic intelligence test.

all we need is our money back

Always try to back up your employees.

AOS is a wonderful program however it is an expensive program which benefits a limited number of people. I think it would be more effective to use the money to improve the prizes for the summer reading program. The summer reading program is accessible to more people and is very effective in encouraging people to read. Building literacy is very important.

At this time when funding is so critical, MDPLS should be applying for grants that fund operations and collection development not programming. All of our current grants support programs. We have no money to fund improvements to our facilities; we cannot afford new books, magazines or other library materials; we cannot upgrade our technology and we cannot afford to hire new staff to replace all the many who are leaving. Yet we can spend money on programs? Programming is important in a library system but it is not the most important service libraries provide. It is not essential and not the primary reason people visit libraries.

Better books, more staff members, better media, better schedules.

Better communication with the Administration. Be able to have an input or suggestions to improve morale.

Bring us back to the way we were.

But again we need to publicized our services and make people feel that libraries are important for the future of our kids and the well being of the people, over all our elders.

Cancel AOS, and refres the administration

Close the smaller store-fronts that suck up money due to being rental properties and trim budgets at the admin level; it's too top heavy for a public-service based entity. If MDPLS wants to keep providing "excellent customer service", focus on keeping the staff that actually works with the public.

Collaborate with partners; extend library services to the media; start an aggressive campaign to let people know what we are doing--go to radio, TV, community newspapers, government offices. Even our sister agencies in the County are unaware of what we do.

Could close some of the libraries and get together staffs on the libraries are remaining opened to avoid any laid off and make a better environment to bring to our patrons the best customer services ever.

County has 7 billions of dollars and mayor want to cut some libraries which a lot of patrons including my self are too poor to have all the technologies at home and don't make enough to survive, also books which we can't afford to buy every time school requires assignment to complete. Please I wish mayor realize staffs who work as library assistant I II and III which we only make 25,000.00to 35,000.00 per year just because our parents and my self who couldn't afford to go to college, we work a lot if not more than people who have degrees. Still we don't give up because without this job, we have nothing to give to our children and grand children. I guess Mayor and his family along with commissioners can afford every technology that store can offer. I my self don't have internet, computer, tablets, cell phone, and fancy TV because I can't afford it. Please don't close Library down and keep all the staffs if not more staffs would go really far with services Library has to offer. What about county slogan "DELIVERING EXCELLENCE EVERYDAY" If mayor and commissioners cut 250 library staff, how can we deliver excellence everyday.

County services are disjointed, we need better communication within and between departments to provide better services. County government should have a better handle on how to promote services across departments. Materials and services are highly overpriced. Purchasing orders for supplies are consistently outrageously marked-up. This is a tremendous drain on our government's ability to provide excellence.

Development of more strategic partnerships with various groups within the community. Improving relationships with stakeholders(staff and members of the community). Communication is a key factor in this process.

Do not give up security unless you are ready for a PR nightmare. Children use the library and they need to be kept safe. Collection development and materials drive the system and need to be restored. And losing staff at this point will be crippling to the system. Consider these points.

Don't cut hours, maintain professional staff

each branch should have more flexibility in scheduling their activities, and also count with small funds from the local sale of donated books to cover incidental expenses. Local used book sales are also a way of atracion of public libraries

employee appreciation

employment stability. Make employees feel valuable so they can serve the public better

Every patron should be treated the same.

Feedback and suggestions from staff should be encouraged and supported. Currently they are not. Staff are worth the salaries they are paid. They are intelligent and smart and eager to learn and very helpful to county residents. We need a budget with supports the staff and the constant demand for services from our residents. Please approve a property tax increase. It makes sense.

Fewer locations with more staff and better materials, PC's etc. to better serve the communities.

Focus was taken away from the rich history of this segment of the population. For example, very little is presented to highlight the culture and history of the great people who helped build this country. Poor programming for Black History Month is offered--it was better years ago,

from a budget of 7 billion dollars of Miami-Dade, the major and the commissioners should find a way to redistribute the money collected and help to support the MDPLS, If the way is distribute the money to the different departments is not right, then they should look for a better distribution of that money. There is more than 315 million dollars every year in miscellaneous, Where that money goes? Why can not be used to solve problems? When something is broken, then needs to be fix. That's the way is the redistribution of the money that people from Miami-Dade pay in taxes, needs to be change the way is distribute to the departments

Get a better Public Library Employee survey.

Get out from under the County millage cap! Find the legislator who pushed this through and make him undo it!

Get rid of top heavy management that has lost touch with what's going on and move them back into a working environment

Given the present situation, the library should look for partnerships with the private sector when possible, even if it means renegotiating contracts with them every 3 years or so. 49 branches may be too much, maybe concentration on quality versus quantity should become our new focus.

have more patience

Hire more staff. Close the small libraries (which are mostly slow and not busy) and transfer staff to the regionals that are short and very very very busy.

Hire pages, reduce bureaucracy, too many supervisors and managers. One manager can run several branches at a time. offer early retirement to those who have been in then system too long to save jobs for other with less than five years. Libraries just need library assistants 3 who can perform the jobs of library assistants 1 and 2 and a librarian.

Hours are essential in providing service to the public. Because our hours have dropped, patrons are severely inconvenienced. Despite it being nearly four years since our service hours have been cut by nearly 400, patrons still come up to our doors past closing time because they expect the library to be open! This deters patrons from coming back if we are not available when we should be! Staffing is necessary to expand these hours, which means funding is necessary.

If we do not want to fall behind on services and be considered outdated, we must have the appropriate budget.

I believe we need to market ourselves more. We need to contact local celebrities/athletes. We need to have more people come into our doors anyway possible. Maybe contact local high schools and/or colleges and ask if they could have groups perform at libraries. Have fund raising galas at night. Ask for donations, not the friends, US!

I feel that our Miami-Dade Public Library System needs much more support from our Miami Dade County Mayor's office. I feel that our community deserves to have a library system that is supported and is given the tools to be a world-class library system. This will GREATLY benefit our community, because by providing a world-class library with numerous resources and program, our community will be a world leader in innovation, education and exploration, instead of a being seems as lacking support from it's own community and it's own government.

I feel that the small and medium libraries. should have every other Friday and Saturday off. that way management don't have to worry about staff being short at a branch! esp culmer should have every Saturday off. we would have more people on Friday's, because the kids are in school. Saturday's are very slow.

I previously mentioned the employee training in areas of human and public relations. Please refer to it.

Thank you.

I really just don't know.

I strongly suggest private enterprise participation, private companies could advertise their names for example, even go as far as naming branches after company names. Examples, La Carreta Restaurant West Dade Regional Library, FedEx North Dade Regional Library. In both cases, both enterprises would have space to do business in, around the library in exchange for such, the name brand promotion for covering all if not most of costs to maintain open the libraries in question. An aggressive search for funding, again in the private sector, benefactors who would front a large percent of our operational costs in exchange for naming rights, as in previous example.

I think Quality over Quantity is preferred. The public does not want to close branches so we have to adapt to continue to provide a quality service. There are a lot of good ideas on the Idea Machine. Here's a few: Use the money from the Annual book sale for hard resources (books, DVDs, etc.), not for programs. Start the year round book sale to get more out of our donated materials. Reconsider sending surplus to County Store--can't we sell it our selves? Have Library Fundraisers. Work with the bookstores. They had a holiday drive to buy a book for children, why not buy a book for libraries? We can put up a list of new books we need and see who will donate it. Use the internet community to stay on top of the times. Use Reddit and TedTalks, try to make it work with our needs. Think--'how can we use this to make Libraries better?' whenever confronted with a new fad or gadget.

I think security personnel should be brought back to the library system. Our library staff strives to provide the ultimate in customer service. However, we do deal with the public and the public is "like a box of chocolates. You never know what you're gonna get." Because we deal with the public and because we never know when we may encounter a particularly disruptive, disturbed or dissatisfied individual we need trained personnel in place to deal with situations that may arise. Also these individual can be tasked with the keeping of the peace, I.e. quieting noisy patrons or patrons who speak too loudly on the cell phones. This way the staff can devote themselves providing great customer service. I believe this would shed an even more positive light on the staff as they would be perceived as the good guys because all correction would be in the hands of the security staff.

I think staff in smaller and medium branches should have every other friday or say off.

I think we need more of a back to basics approach to library services. With a shrinking staff, and very little funding, we need to focus greater efforts on a few things instead of trying to keep all of the balls in the air.

I would like to know why this past year when the library was looking at reducing staff by 40% the majority of cuts were to come from public service staff, while staffing levels in administrative, behind the scenes positions were to be kept intact.

I would like to see more databases and resources for job seekers such as Treehouse.com. More emphasis on technology training for staff and the public. Much more money for materials such as books for children, teens and adults. Dynamic and creative leadership from the top willing to change and try new ideas

improve collections

Improve people skills with staff and public.

Improve staff morale by placing employees to work closer to home or at least ask where they would like to work.

In order to improve the quality of MDPLS we need to involve all the staff in the planning and future of the library system. This should not only be a one-time deal as is being done with this process, but an ongoing conversation in the daily operations of the system. Professional branch staff should be treated as professionals and allowed a place at the table in the future decisions of this library system.

Increase hours of service and staff

Increase programming in the urban areas & Increase the awareness of the programs the libraries offer.

In order to improve the quality of MDPLS, the mileage rate has to be raised. A major department cannot function for long if it does not have the means.

Integrate more technology and media into broadcasting and promotion of the library system.

Internal customer service is extremely important MDPLS is notorious for bad customer service amongst each branch, especially when you call an urban library branch. This corporate mindset needs to change.

It will be important to add pilot computers with virtual-demo-training for patrons. This can allow them to learn about searching engines, download e-books, etc. Better signs to guide sections and departments. More staff for one on one assistant. Most important of all, it will be a healthy budget to accomplish improvements.

Its great that you are asking feedback from staff!

I've been faced with layoffs twice now... why is it that I'm just being asked for my opinions???? This boggles me. I feel as if I've been ostracized every time I've given my opinions in the past. I have been a part of this system since my childhood and I've been able to see how it has changed and let me tell you... it has not been for the better. We are a country that is a democracy, I feel that this system is being ran as a dictatorship. We have no say in who leads our system. Administration is chosen only by administration. We should be given the opportunity to choose our own leaders. It is done in other systems and works very well, why not here? Some of the recent hires in administration have been part of the demise of the morale of the library staff and during layoffs, to see the administration not get touched but 30% of frontline staff be eliminated is outrageous. The morale is so low and since all these recent events, we have not been confronted by our fearless leaders once... not once!!!! How can you expect us to keep trudging through the mud without hope for light ahead. I feel lost and in the dark. In the past year I took part in being part of library advocates and every time I've spoken in community meetings, I was fearful of what would happen to me. This does not speak well for the administration. We should not fear to speak our minds, but yet we do! You need to be made more

Laptops are very old and breaking up. about 50% of Desktops are 3 or 4 years old. Breaking all the time. Need to be refresh.

Libraries are not safe places, we are free and open to the public. To do away with security puts the general public as well as staff in danger.

Libraries should have a larger budget not only for employees but also for supplies which has been dwindling since the last year. For the last 3 years, it has been a struggle for employees with the furlough days unpaid plus having to pay 5% from their salary for health insurance (which was supposed to be a temporary measure). Some of us had to file chapter 13 Bankruptcy because of insufficient income. How does the Mayor expect us to survive these kinds of hardships for 2014? I wish he would reconsider and have a heart to help staff working in the Library System who, in spite of these hardships, are delivering excellence every day. Not so much to make the Mayor look good, but to stay strong and friendly with all patrons, so God will deliver us some day soon.

Make more awareness to the general public about library facilities as a source of entertainment, education, general information services and technology

Make the library the second home, a place where we can help children with their school projects, and adults with spaces to meet and study. Patrons are always asking for a fax machine. The library provides great services.

MDPLS is a great system. They are still providing excellent service, even in the midst of budget constraints and employee worry.

MDPLS needs a major overhaul. The county needs to invest in the library and revamp the buildings, collection and administration. I suggest an independent company look into how we can improve because our administration lacks leadership and innovation and integrity. They are not in the know about current librarianship trends. Due to the branch staff this system is still afloat, some of the staff is giving all they can despite the unethical and biased administration only giving favoritism to yes men and punishing others on their whims. Most of the exceptional staff left the system due to this behavior. The administration also does not allow for any feedback or suggestions to make the library a better place because some of the staff really care about it. This is an unfortunate situation, but some good, like this survey came out of it. Thank you for this opportunity and please do not punish us for speaking freely.

MDPLS needs additional funds for Children's and family programs.

MDPLS not only needs to continue the services and programs they are currently providing but they need to provide more because more is needed and more is expected from the community. As more people have less access to computers at home due to economic hardship libraries have become their second home and a place they can count on meeting their needs for education, entertainment and solace. More research on books, materials and technology is necessary to continue being one of the top library systems in this country. We must move forward not backwards...the future of our children depend on the education they receive and it all starts at the library when parents bring their child to their first story time.

MDPLS was a great library system but with all the budget cuts, the quality is dwindling. We need an administration that actually cares for this library system. Laying off staff does not improve the quality of MDPLS, on the contrary. We need the mileage to be reinstated to the way it was prior to 2008 in order to bring back MDPLS back to what it was, a great library system.

More and new computers for patrons to use.

more books; paper and e-books! more tablets!

More laptops and pc. More videos and more newspapers and magazines

more learning programs for the youth and adults

More programs such as lunchtime programs, technology workshops and book clubs hosted at the library.

More Staff

More staff. Employees are overworked with much more to do and less staff.

More Staffing, More Materials, More Technology

More thing for the toddler interact with

n/a

Need to put serious thought into improving morale. With the losses and budget concerns, morale seems to be at a low in some areas.

new books in timely manner.

New director with technology and partnerships at the forefront of growth.

New ideas. More efficient and less costly administration. Identify basic core of public need/ and cultivate community support. Try to be nimble and modern, yet resourceful for frills. Foster open communication and input from mid level professionals and front line...Commit to setting priority to provide respectable collections, service and facilities and find sustainable funding...maybe by incorporating libraries into general budget for less politicizing of funding.

New Management. There is so much mistrust and negative satisfaction between staff and library management. It is partially their guiding leadership that got us into this mess. We need solutions, not blame. They rarely ask for input from the staff and don't follow up on any ideas offered by the staff. It seems that they are simply here to cash a paycheck & cause as much havoc as possible. Imagine, a branch supervisor who doesn't visit here branches.

New materials such as books, children's and teen programs.

none

Our library system needs an administration that cares about the future of the library and it's staff. Has has the passion to implement new ideas and face the challenges that the future brings.

Partner with sports teams in particular players. Reach out to them and explain our plight. These players are making millions and many of them are looking for tax write-offs. Actively pursue the entertainment industry as well. The Estefan's, the Iglesias's, the Brame's, The Ziff's, Arsht's, to name a few.

Please join www.CALMmiami.org

Please perform an internal audit of the library spending. In addition, how staff is retain, and the interview process for promotions. Also, the level of administrative staff compare to the front-line staff who provide the services to communities everyday. The staffing level is very low compare to what is needed to run a branch in a efficient manner.

Please restore our millage.

Please restore the millage rate to pre-2006 levels so that the library system's excellent staff can use their expertise to grow this system to meet the 21st century needs of our diverse community.

Please stress to the decision makers that search engines will never replace libraries and people. Libraries are symbols of an educated and civilized society. They encourage people to be social, and seek assistance for any problem. My love of serving people, researching, and solving problems are viable reasons why I am still here. To prevent further and future chaos, decision makers should always keep their subordinates informed.

Quality will improve with additional funding in order to improve collections, hire new librarians and offer related training.

Rebrand, marketing campaign, push the word out to people who don't know what we offer.

Regardless of how many scenarios we develop to Save the Library system, "Funding" is always the end-result. Yes we can consolidate branches and still keep the work-force intact and even increase staff; We can provide some much TLC to remaining branches; We can provide the latest technology and gadgets; We can increase our collection and electronic databases and I can go on and on and the the end-reult will always be "Funding"

I might not need to visit a Library Branch, but in place of my 1 there was over 6 million visitors that entered our doors and over 4 million virtual visitors.

Remind us that we are doing a good job. Let us vent! For the love of God just let us bitch, dealing with public can be a piece of work. Get rid of our existing hierarchy because its under their mandate that we've been put through this whole mess and they have failed to defend us twice already. I think that last one would make us feel a world better. In fact my own personal morale gets a false boost just writing about it. I'd even ignore everything previous to that suggestion.

Restore our millage to historical levels. We are badly underfunded. Come into a library and see how busy we are!

Restore salary and benefits to the employees

Restore the budget to the 2009 level by starting in 2014-2015 at \$60M and increasing each year 14% until the goal is met. Once the goal is met increase the budget by 4% each year to sustain staffing, services, materials, and facilities of a world class library system.

Restore the budget to what it was several years ago. With a 50% or more reduction of staff and funding, it is impossible to have the quality we had before.

RFID system wide. Yes high cost upfront plus implementation but we can eliminate the circ desk to have additional staff to be free to do more. Jamie LaRue spoke at the SEFLIN 2013 Conference on what he did for his libraries. We need to follow his example!!!!

Stable funding would stabilize services and staff providing those.

Staff are proud to serve the community, but from time o time it would be nice for the upper head to actually thank us personally for the job we're doing.

Remember, many of us are taxpayers too, we elect the officials, we pay their salaries too, but lately staff are feeling a bit underappreciated, taken for granted and disrespected. Time to change that as well.

Thanks you for letting us voice our opinions.

Stop the cuts. Increase the millage so the best and brightest of our employees don't move on to where they are better appreciated. Stop moving staff so far from their home (can't afford the gas)and so often because they are so stressed they don't know where they are going from one day to the next.

Stop trying to hinder us instead help us. If its funds we need stop letting the friends of the library do everything we can all pitch in and throw a fundraiser, walk-a-thon, tele-thon anything to help the library get the monies needed to stay efficient and sufficiently staffed.

The county slogan is Delivering Excellence Everyday which is hard on the workers without enough staff for helping the patrons. The moral would be more energetic if the library had sufficient staff working.

The groups mentioned above are underserved due to the lack of updated collections necessary for their school projects. Also SAT workshops should be widely offered. When they were offered SAT workshops were practically the most popular teen program.

The library is great learning resource for the population of Dade County. People still need and read books. The internet use is important because in Dade County there are lots of family that cannot afford to have computers at home. The Library is a safe heaven for lots of individuals. Parents enjoy family time at the Library. Libraries should provide activities for the elderly as Yoga, Meditation, Tai Chi. Also more community activities for children at the Library. The Tutoring program was excellent. We have Art of Story Telling that takes a lot of energy from everyone in the system the whole year just for ONE day of festival. Perhaps that money should be use to bring tutors and more learning experiences for families and the elderlies at the Library

The library staff is top heavy with administrators that get paid exorbitant salaries for doing nothing. They also are petty and do not care to make the library system better by listening to employees about the state of affairs. Instead they punish staff by moving them far from their home if they vocalize a complaint. This is a well known reason staff never speaks up about anything, because it is a common practice to be moved and punished.

Also I would recommend fully funding the libraries and giving back the stolen money that was taken from the employees without their consent.

We also need more staff. It is a dark comedy the way we are currently operating.

The more affluent can be better served by targeting programs and promotions to them. More special events like Miami Moments. Better publicity about fund raising events.

The older libraries that are at least 20 years or more needs a lot of remodeling, they look like they are from the 1970's the bathroom are in need of improvement very much for staff as well as patrons new furniture is also needed a total facelift is a must if these libraries are going to be around in the years to come. There is also a concern about security in these libraries, times are not the same therefore security or even a police office is needed now more than ever.

The one way we can improve the quality of MDPLS is by our local officials to educate the public on what it means to raise the millage for the library system and how much it will cost. I use to think that paying the public paid hundreds of dollars to keep the doors open. When I was told that some people pay close to a couple dollars per year just in taxes to the library I was shocked. I believe if people really knew how much they were paying and where the money is going to, they would be more than glad to raise the millage for the library. Just my opinion.

The people of the Miami-Dade community need to see the library, its services and staff as vital to the life of this community. While some may not use the library there are others that do. The library needs to be a resource that is not expendable. Changes are probably needed to what the library has been in the past and what perceptions the community has of it. Changing to meet today's needs yet not eliminating

The public staff has been requested to do more and more, with little appreciation from the county officials. During these past few months we also realized how little the community knows about the library services in general. Even when libraries are busier than ever, there is great number of citizens that are not library users and are ignorant of the services offered at the library. This has affected the staff morale negatively. To add, the working situation for the MDPLS staff is very difficult. We are constantly asked to do more with less staff; we are often transferred, and ask to work at different locations in the count far from home. There is the perception that we are a computer hub, easy replaced by any other Wi-Fi service offered by parks and other office. While that is great, for every computer used at the library, the staff assists them in many other ways. We should be working with the right level of security; library security was eliminated. Same with cleaning staff, their hours cut drastically. The public staff has been made responsible for maintaining the facilities clean during working hours, even when hundreds of people come daily to our buildings. The staff on daily basis cleans bathrooms and collects garbage from outdoors and parking areas. When we get a visit from a commissioner I and the bathroom is not sparkling clean, he/she complains to our administration and we get reprimanded. Nevertheless, the commissioners do not support us with the necessary budget to provide for all those support services. The staff was expected to clean bathroom and pick up garbage during the presidential election. Professionals are constantly asked to work extra hours, often, going from place to place to help due to lack of staff. Often librarians are required to work 9 hours since they are unable to leave the building at lunch time because we are all short of staff. This is our daily reality. Nevertheless, the commitment of the staff to serve the public is to be admired. They come and always give the extra mile when serving the public. I would like for my family to live in a community that value libraries. For that we need the financial backing of our elected officials. I hope that from this survey and the committee report, a clear direction will be given to MDPLs to continue moving and growing the system in the right direction. Thank you for the opportunity to express our concerns.

The structure of the entire organization should be streamlined starting from the top.

There needs to be more community outreach and advocacy. The Library system cannot survive without the support and trust of the public.

They need to order more new books.

This is about programming. I think we should be asking more authors and illustrators to visit the libraries. We are a place filled with books. Oral stories do not highlight the collection that we own. I think we should be more involved with the book fair in November and with Books and Books.

To fund the library a little bit more

To remain relevant and offer cutting edge technology, the Library needs to be fully funded. At its current rate of trying to "make do" with what we have, branches will have to close because staffing levels will not be there to support the facility or serve patrons.

Train staff on how to treat staff and help in building morale despite shortages. Also, staff placement on certain departments should be considered based on the person and if it's a department they enjoy. If you place someone who doesn't like children in the children's department to do story time the quality of that program will not only diminish but my deter patrons from even attempting to see a children's program. Ask your employees which departments they feel they would fit best in. If you enjoy your job you will do it better than expected.

Treat the staff better. Give our 5% contribution back. Remember that library employees are also county residents and tax payers.

Uniformity of customer service to all patrons.

Use our creativity for outreach. Less focus on AOS and more on year-round outreach. AOS is so exhausting that no one has energy to do much else.

We can improve the quality of our library system by garnering additional funds and by finding out what our community's needs are and addressing those needs. We need to market ourselves better and be a constant presence in people's lives. We need to be flexible, innovative and customer-service and technology-oriented. This is how our library system--and libraries in general--will survive.

We definitely need to have the millage rate restored. Right now the amount of services the libraries provide to the communities are very limited, the staff is overworked, and that is recognized by the patrons.

We need better promotion of our services through the public schools and Day Care in Miami Dade.

We need money to improve the library; improvement won't come without increasing the mileage. It's impossible to continue to do more with less. Otherwise, quality can be improved by closing some branches in order to increase staffing at remaining branches while increasing the maintenance and collection budgets.

We need more funding and more staff to help patrons better for our collections and to give an excellent customer service, we are understaff right now and patrons more than ever need hands on assistance in person, over the phone and online.

We need more library pages.

We need our mileage to be restored to what it use to be. We need more staff, training, and technology. We need more entire staff feedback and a new way of thinking of how we run our library system. We need to be shown that we are important to our administration and to our elected officials. The patrons of the library show us support and make us love what we do, why can the administration understand the we as important if not more so then we are. We are the frontlines of the library, once broken down, the entire system will collapse.

We need to increase the millage rate for the Library department to cover all the necessities as we where doing in 2008.

We need to respect ourselves before we can expect the public to respect us. We try so hard to make everything "free" and "always make the customer right" or not have any complaints that we devalue ourselves. The things worth having cost. We need to stop waiving fines, stop letting patrons abuse staff. We need an administration that supports and backs up staff. If we let people walk all over us they will never value the system. If we have facilities worth visiting people will think twice before getting kicked out. If we do not waive those fines, people will think twice about destroying books. We need to think of a business model even though we are not selling anything.

We should get Starbucks or equivalent quality coffee house or snack bar into the Regional or medium sized libraries. This would both assist our patrons who like eating and drinking while studying at the library, as well as bringing in additional people to the library to use the snack bar and then discover additional library services.

You have to increase the library's funding. You can't do more or the same with less.
