Mayor's Blue Ribbon Taskforce
Service Model and Service Needs Working Groups
December 3, 2013
North Dade Regional Library

Summary Notes

Meeting began at 3:25 p.m.

Bill Busutil

- Provided overview of the day's process
- For each service need, the appropriate service model for delivery needs to be identified.
- "Who will be served?" by each service need should be included in the discussion and input.
- Provided an explanation of the documents on each table.
    - Service Model Definitions
    - Explanation of the priority service needs.
    - Service Needs/Service Model chart

Each table was assigned one service need and was tasked with determining the best service models for delivering the need and considering what groups will be serviced by each need. (One table was assigned two service needs.)

The resulting ideas were reviewed by the working groups as a whole.

Information from the meeting will be sent to the groups. Members will have the opportunity to see the chart and make sure the suggestions are all represented correctly and accurately.

The meeting ended at 4:30 p.m.

SERVICE NEED: Create a Foundation

Could be addressed under any of the following Service Delivery Models:

Community-Based Libraries	Library Research Centers	e-Libraries	Mobile	Self-Service	Drop Collections	Regional-Based System	Public-Private Partnerships	Virtual/ Web-Based
X	X	X	X				X	

Who will be served? Who will benefit?

Neighborhood children, seniors, people without access to books or computers; students, teachers, researchers.

Other Comments

SERVICE NEED: More Events (Charge a Fee)

Could be addressed under any of the following Service Delivery Models:

Community-Based Libraries	Library Research Centers	e-Libraries	Mobile	Self-Service	Drop Collections	Regional-Based System	Public-Private Partnerships	Virtual/ Web-Based
X	X	X	X	X		X	X	X

Who will be served? Who will benefit?

Neighborhood organizations, parents, local governement, potential new residents, schiools, institutions and senior centers; national, state, & foreighn investors; business community academia, science community, residents who can afford a fee, specialized populations.

Other Comments

SERVICE NEED: Develop Community Cafes-Open Coffee Shops

Could be addressed under any of the following Service Delivery Models:								
Community-Based Libraries	Library Research Centers	e-Libraries	Mobile	Self-Service	Drop Collections	Regional-Based System	Public-Private Partnerships	Virtual/ Web-Based
X	X	X				X	X	

Who will be served? Who will benefit?
Teens, business community, library programs, book clubs, community meetings, visitors, parents, retirees, children's program audience.

Other Comments

SERVICE NEED: Provide Additional Office-Related Services

Could be addressed under any of the following Service Delivery Models:

Community-Based Libraries	Library Research Centers	e-Libraries	Mobile	Self-Service	Drop Collections	Regional-Based System	Public-Private Partnerships	Virtual/ Web-Based
X	X	X	X	X		X		

Who will be served? Who will benefit?

All library patrons.

Other Comments

SERVICE NEED: Government Services Joint Initiatives

Could be addressed under any of the following Service Delivery Models:

Community-Based Libraries	Library Research Centers	e-Libraries	Mobile	Self-Service	Drop Collections	Regional-Based System	Public-Private Partnerships	Virtual/ Web-Based
X	X	X	X	X	X	X	X	

Who will be served? Who will benefit?

Students, seniors, homeless, disadvantaged, tourists, everyone.

Other Comments

SERVICE NEED: Maintain/Enhance Comprehensive & Current Collections

Could be addressed under any of the following Service Delivery Models:

Community-Based Libraries	Library Research Centers	e-Libraries	Mobile	Self-Service	Drop Collections	Regional-Based System	Public-Private Partnerships	Virtual/ Web-Based
X	X	X					X	

Who will be served? Who will benefit?

Students, teachers, researchers, historians, tourists and general public.

Other Comments

SERVICE NEED: Expand Technology Support

Could be addressed under any of the following Service Delivery Models:

Community-Based Libraries	Library Research Centers	e-Libraries	Mobile	Self-Service	Drop Collections	Regional-Based System	Public-Private Partnerships	Virtual/ Web-Based
X	X	X	X	X	X	X	X	X

Who will be served? Who will benefit?

Seniors, caregivers, entrepreneurs; families, job seekers, under employed persons; college students, travelers, business people; homeless people without internet access; children, young adults, adults; library staff, investors, communities, elected officials.

Other Comments

SERVICE NEED: Explore Changes in Operating Hours

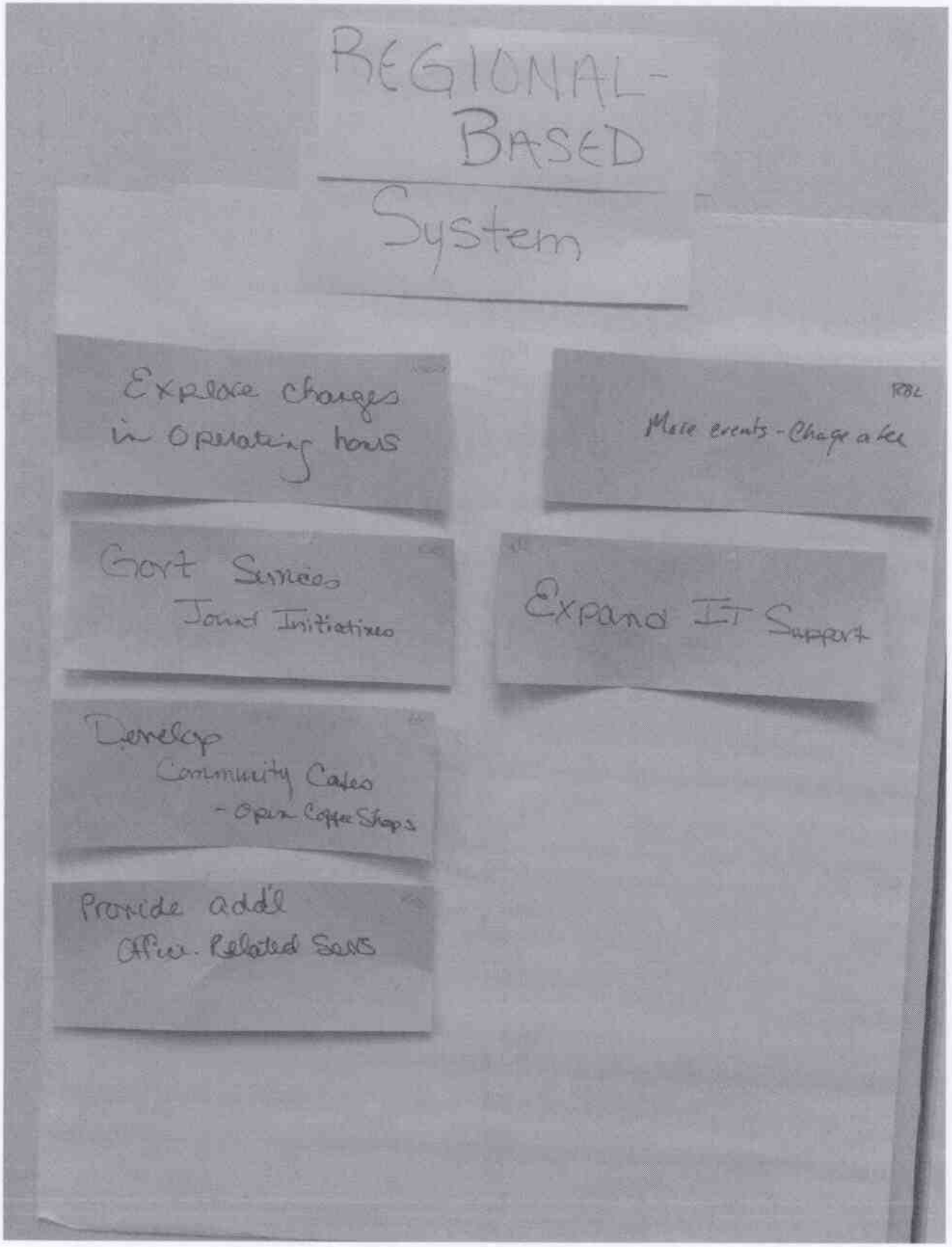
Could be addressed under any of the following Service Delivery Models:

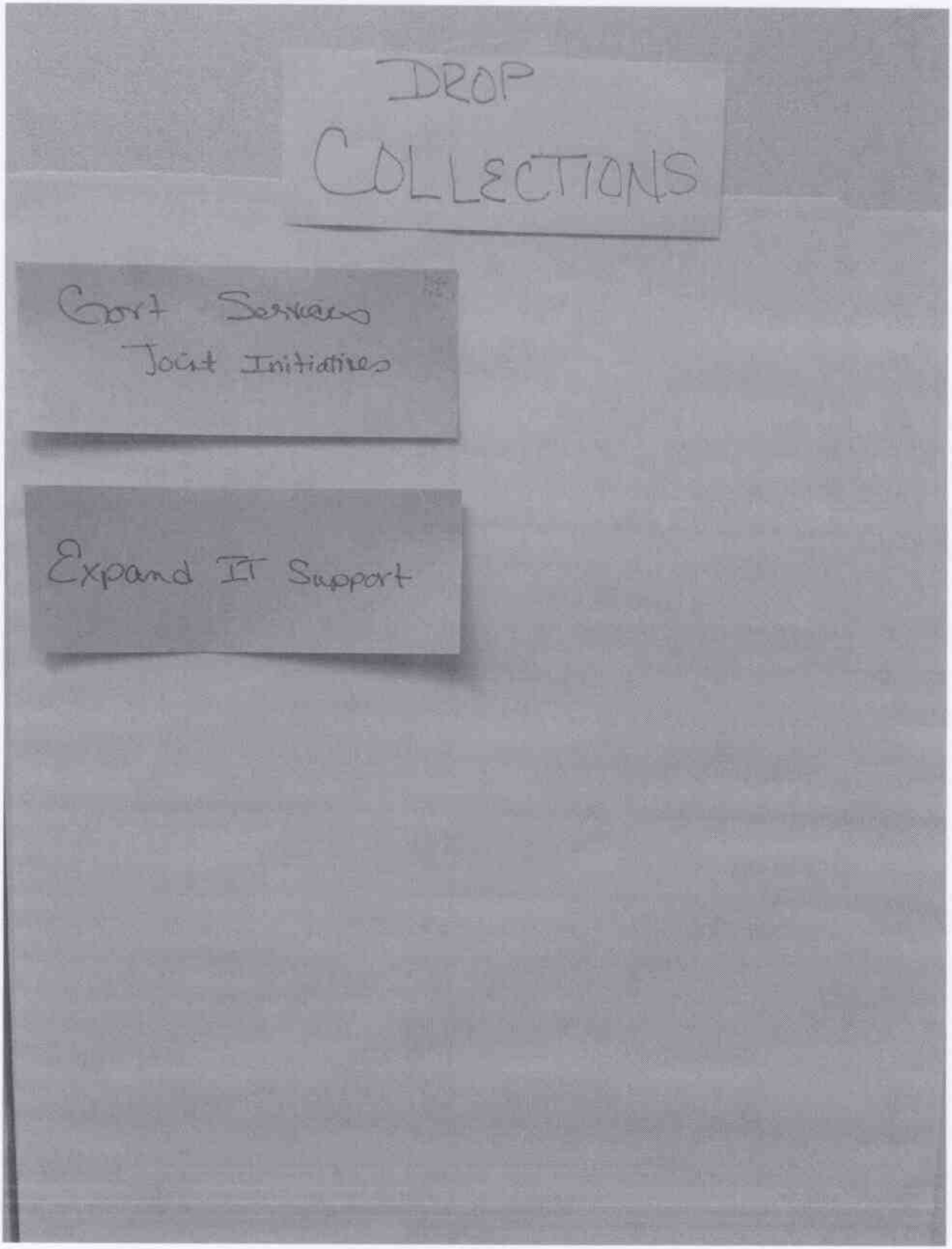
Community-Based Libraries	Library Research Centers	e-Libraries	Mobile	Self-Service	Drop Collections	Regional-Based System	Public-Private Partnerships	Virtual/ Web-Based
X	X		X	X		X		

Who will be served? Who will benefit?

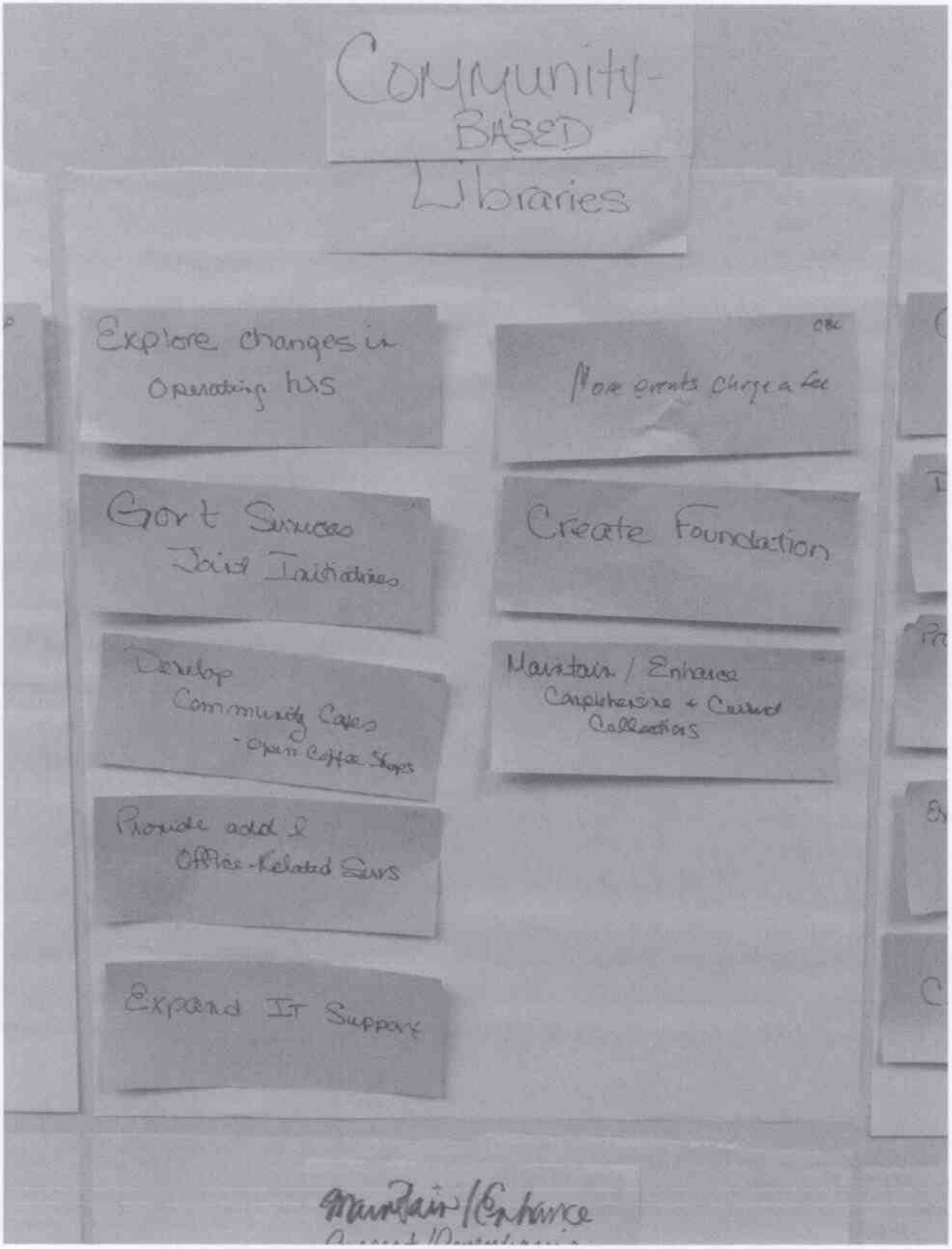
Adults who work days = evening hours; Seniors/older adults = daytime hours; Children & young adults = late afternoon hours; Families/all ages = weekend hours.

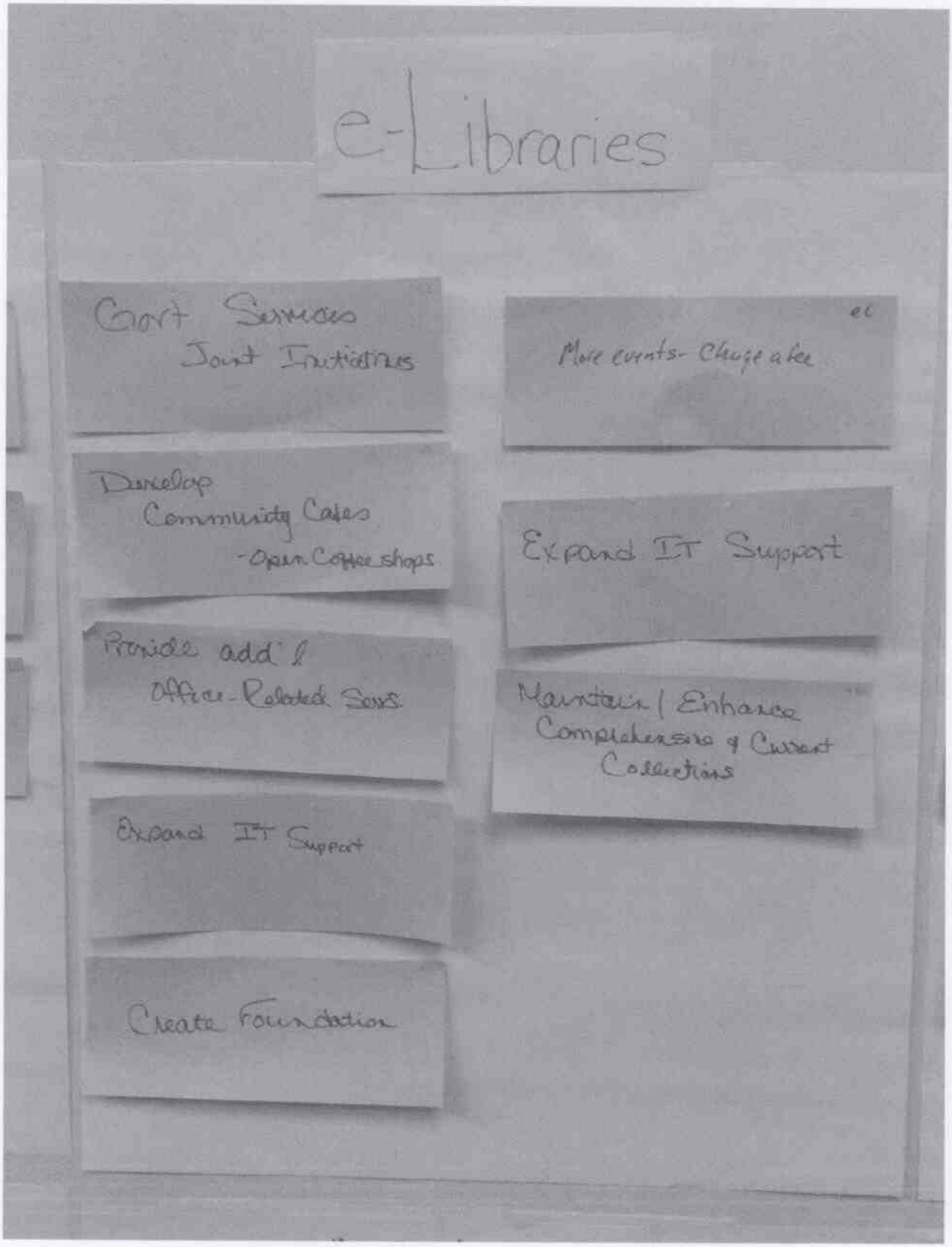
Other Comments

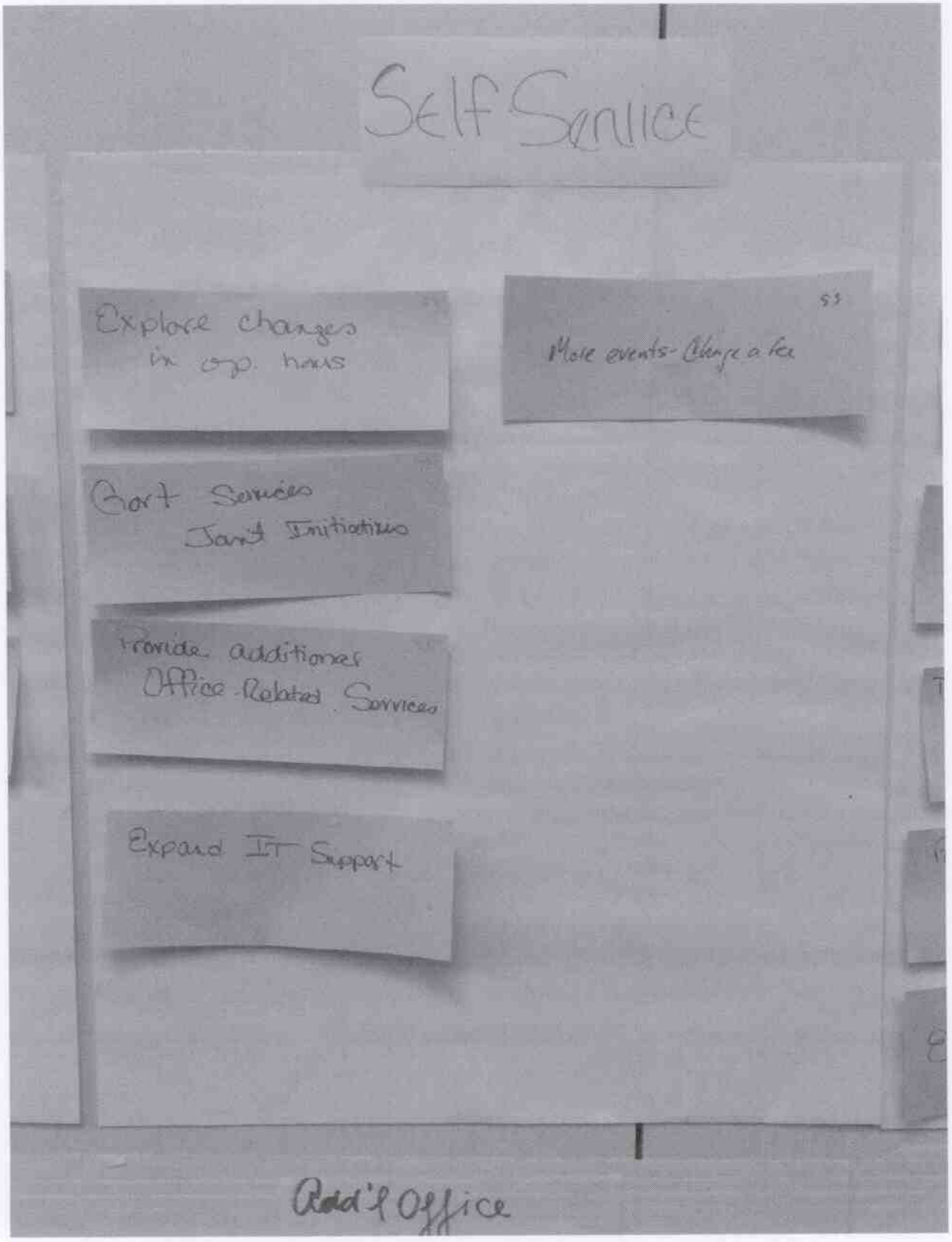

REGIONAL-
BASED
System
Explore changes in Operating hours
RBL
More events - Charge a fee
Govt Services
Joint Initiatives
Expand IT Support
Develop
Community Cafes
- Open Coffee Shops
Provide add'l
Office Related Svcs


DROP
COLLECTIONS
Joint Initiatives
Expand IT Support

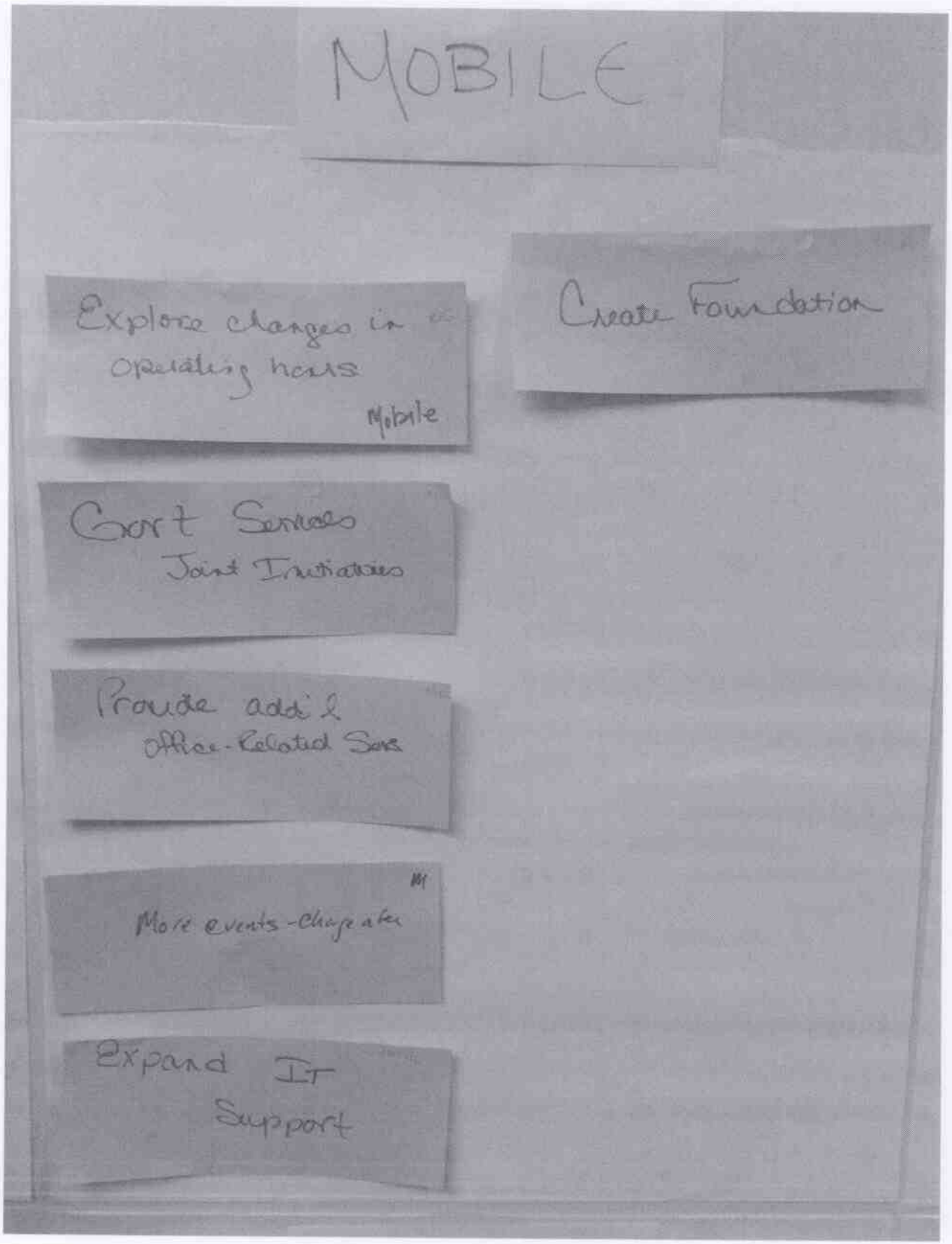
PUBLIC-
PRIVATE
PARTNERSHIP
Gov't Services
joint Initiatives
PPP
More events - Charge a fee
Develop
Community Cafés
- Open Coffee Shops
Expand IT Support
Create Foundation
Maintain / Enhance
Comprehensive + Current
Collections

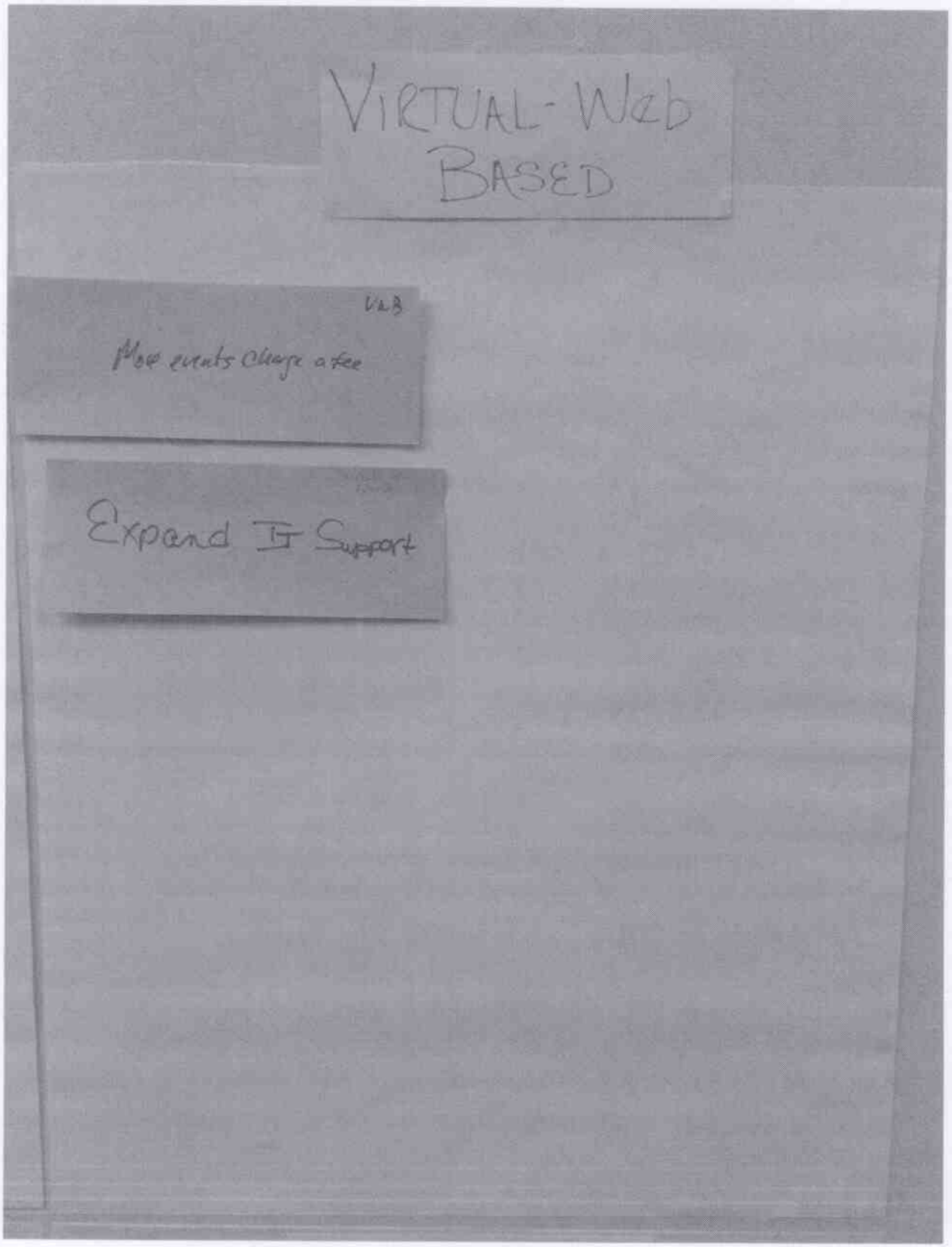

Community-
BASED
Libraries
Explore changes in
Operating hrs
Now events charge a fee
Sort Services
Joint Initiatives
Create Foundation
Develop
Community Cafes
- Open Coffee Shops
Maintain / Enhance
Comprehensive + Curated
Collections
Provide add'l
Office-Related Svcs
Expand IT Support
Maintain/Enhance

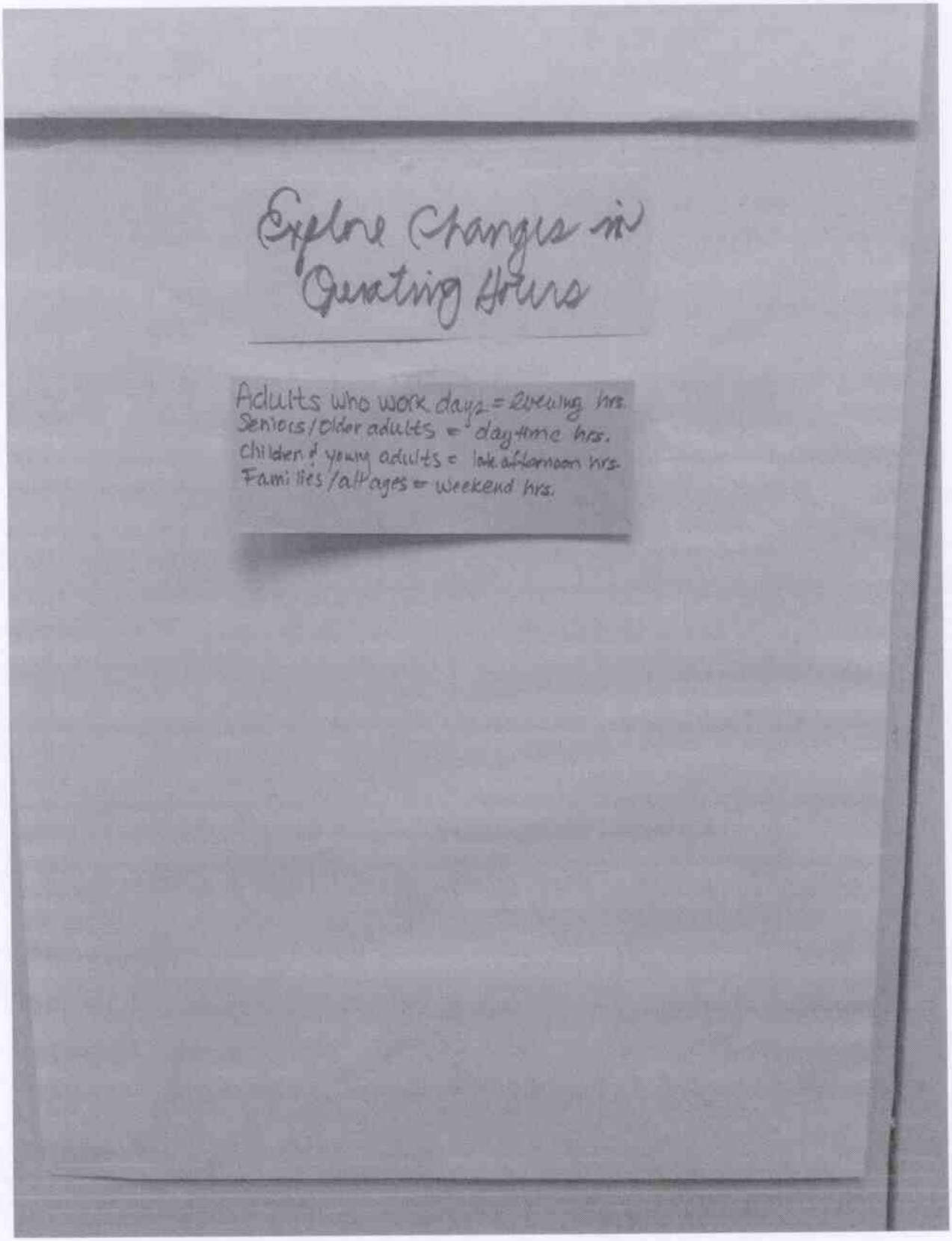

e-Libraries
Cont Services
Joint Initiatives
More events- Charge a fee
Develop
Community Cafes
-Open Coffee shops
Expand IT Support
Provide add'l
Office-Related Svcs
Maintain / Enhance
Comprehensive & Current
Collections
Expand IT Support
Create Foundation

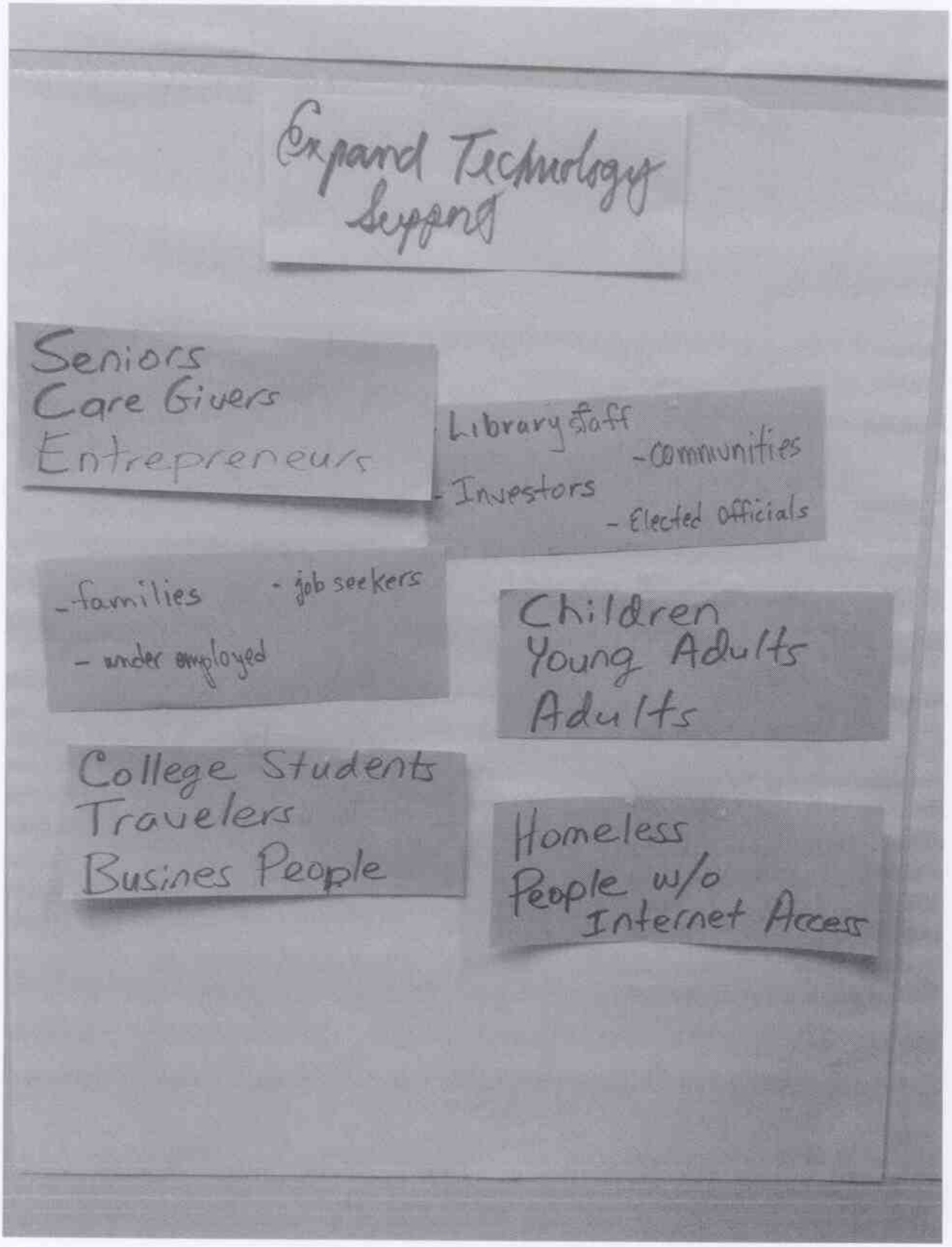

Self Service
Explore changes in op. hours
More events - Charge a fee
Sort Services
Joint Initiatives
Provide additional Office Related Services
Expand IT Support
Add'l Office

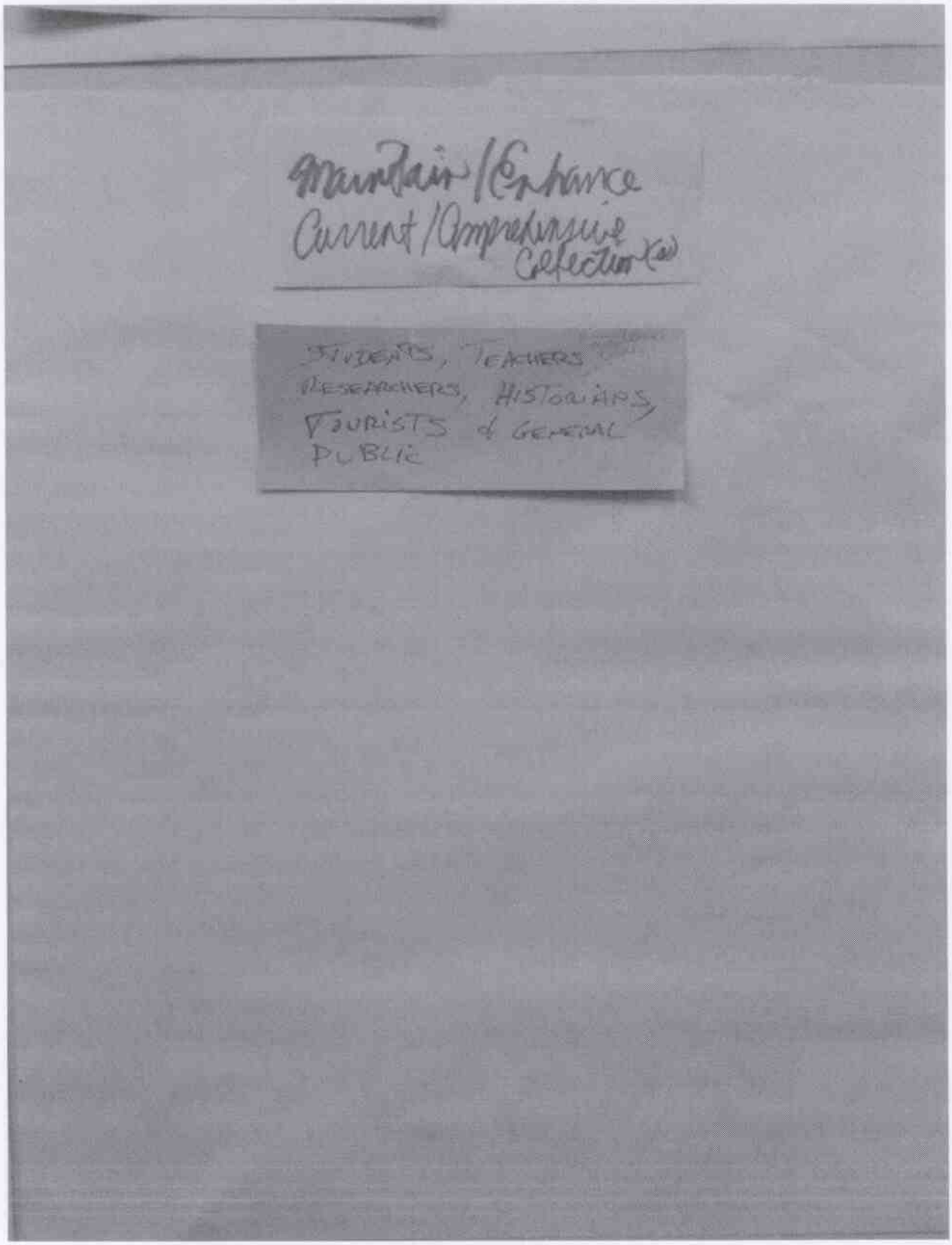
LIBRARY
Research
CENTERS
Explore changes in operating hours
More events. Charge a fee
Sort Services Join Initiatives
Create Foundation
Develop Community Cafes - Open Coffee Shops
Maintain / Enhance Comprehensive + Current Collections
Provide addl Office-Related Svcs
Expand IT Support

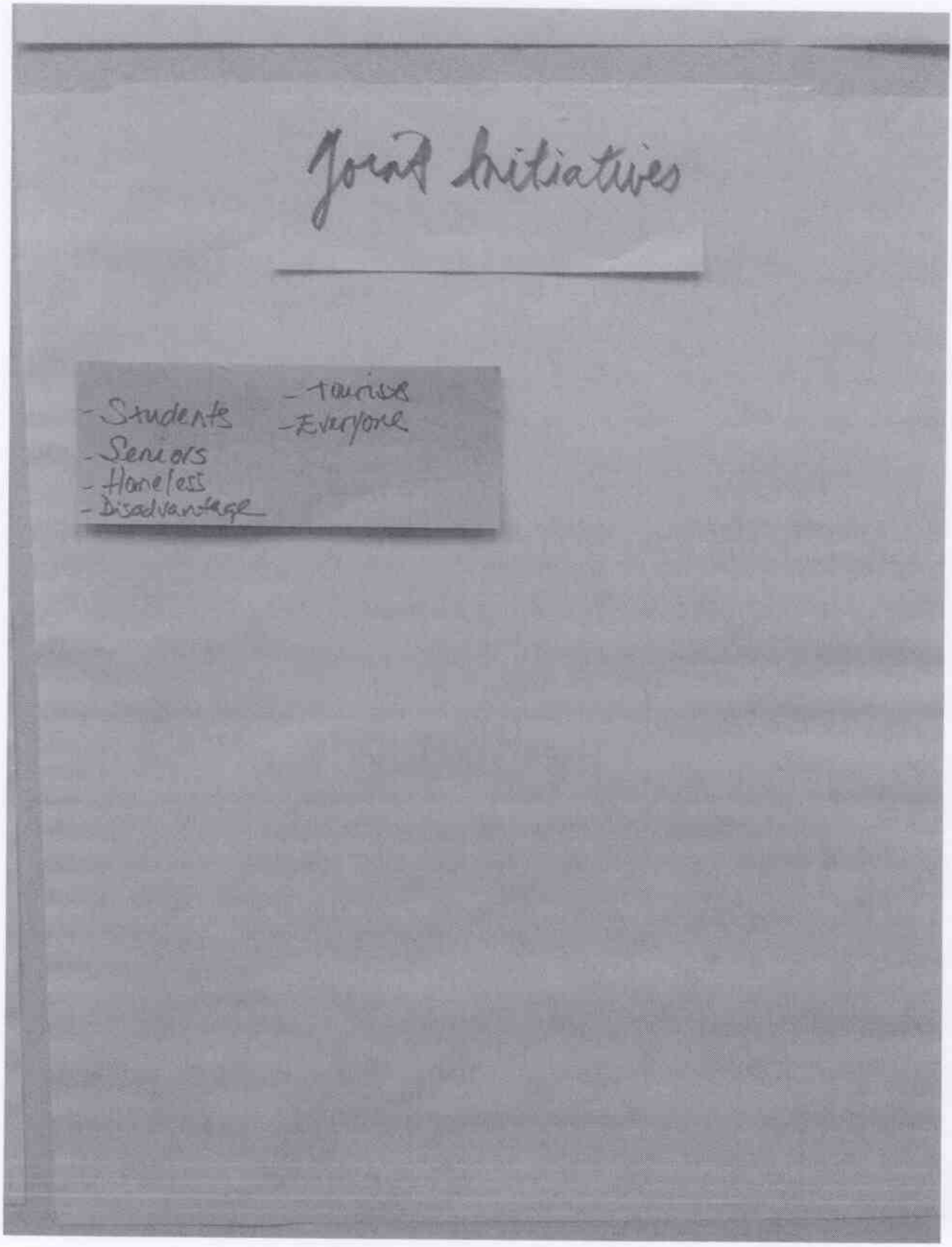

MOBILE
Explore changes in operating hours
Mobile
Create Foundation
Govt Services
Joint Initiatives
Provide add'l
Office-Related Sers
More events - Chapter
Expand IT
Support

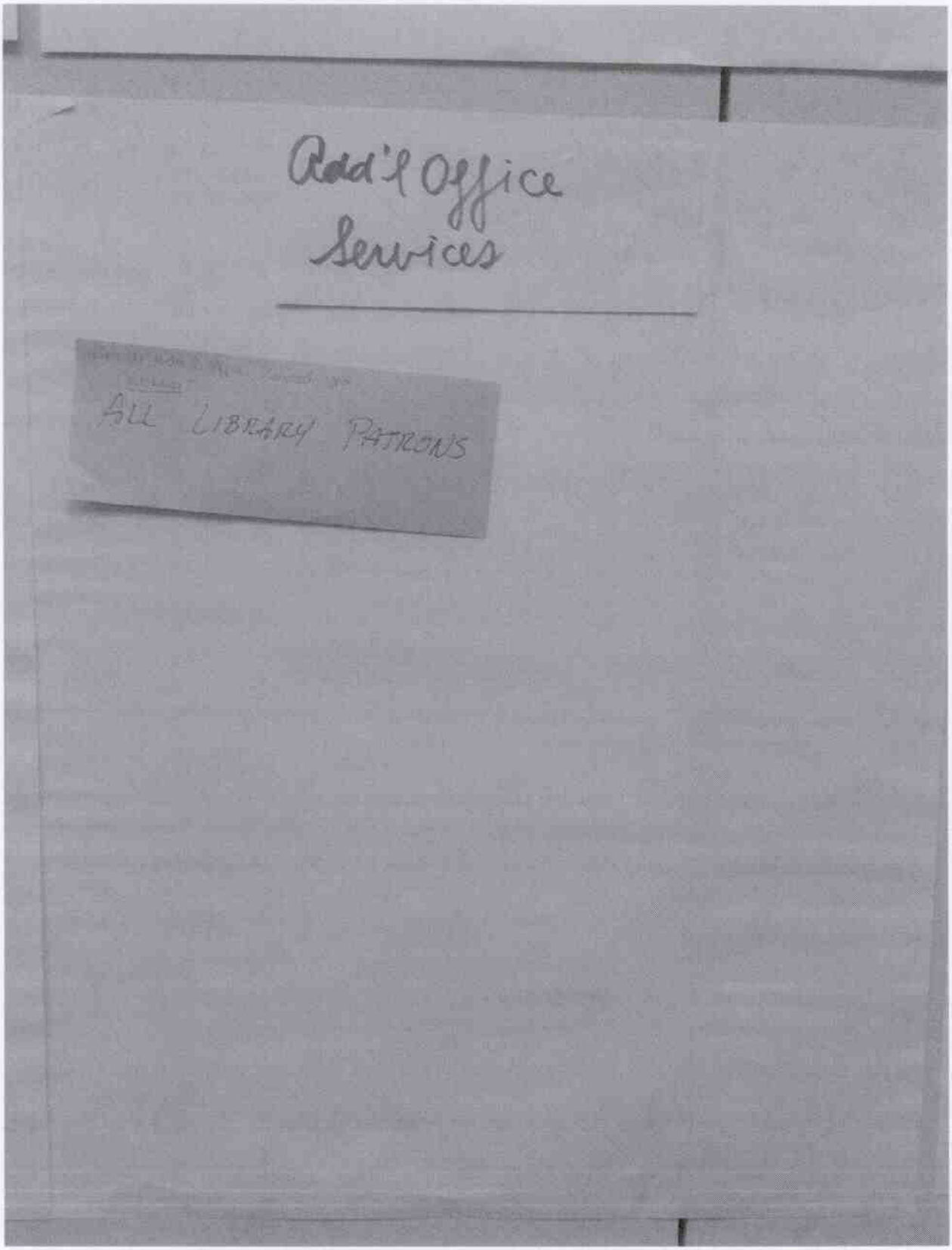

VIRTUAL - WEB BASED
V&B
Most events charge a fee
Expand IT Support

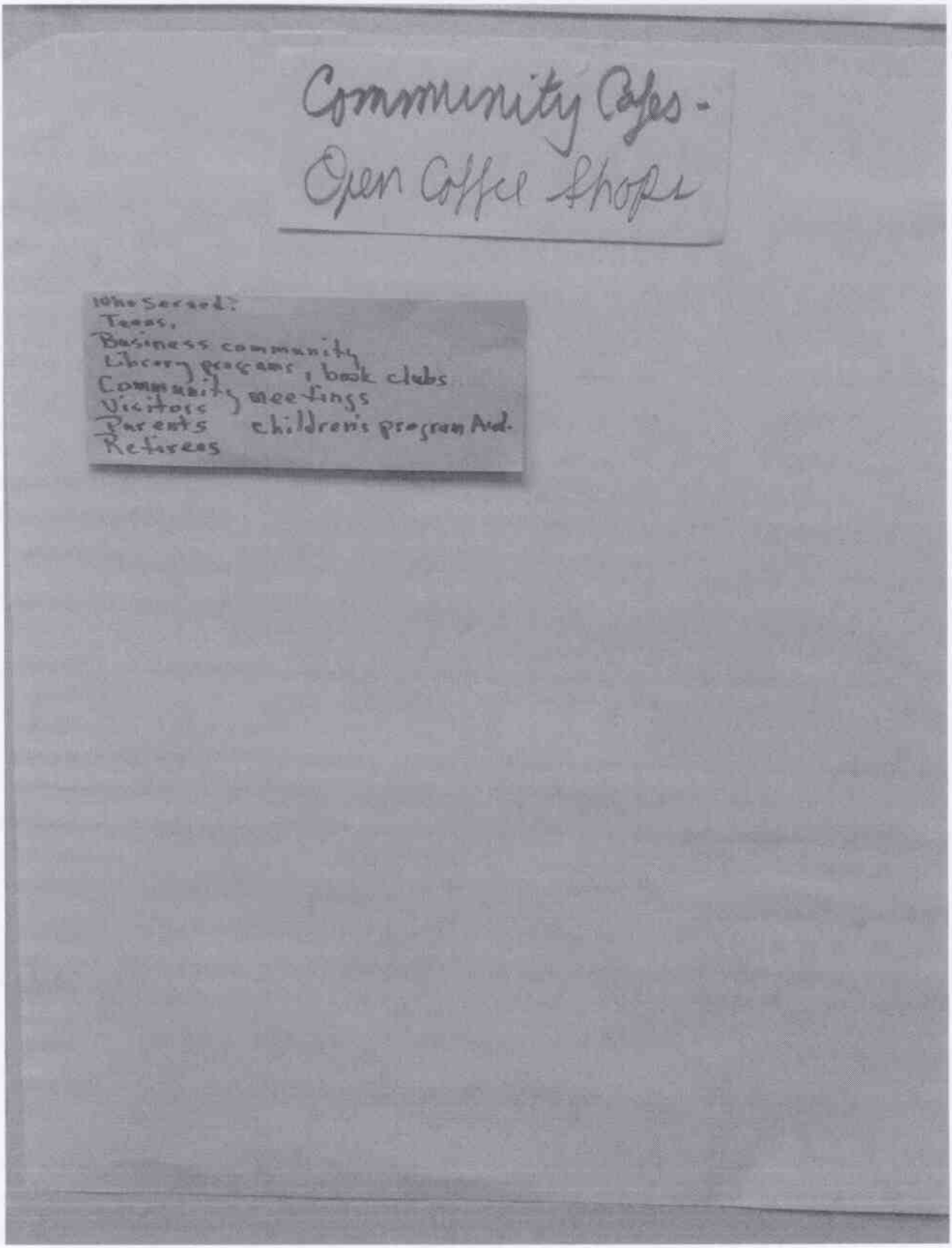

Explore Changes in Operating Hours
Adults who work days = evening hrs.
Seniors/older adults = daytime hrs.
children & young adults = late afternoon hrs.
Families/all ages = weekend hrs.

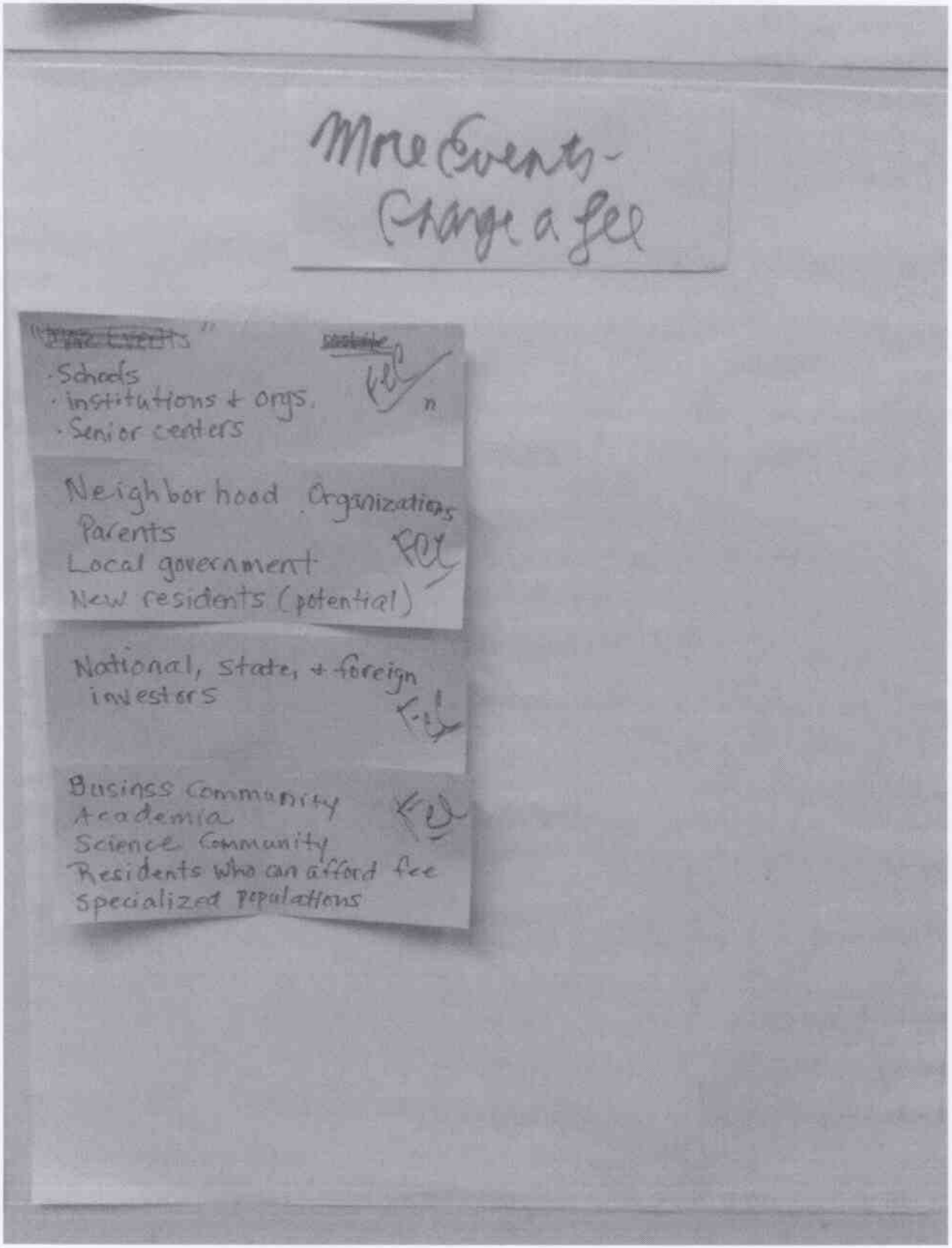

Expand Technology Support
Seniors
Care Givers
Entrepreneurs
Library staff
- Investors
- communities
- Elected officials
- families
- job seekers
- under employed
Children
Young Adults
Adults
College Students
Travelers
Busines People
Homeless
People w/o
Internet Access

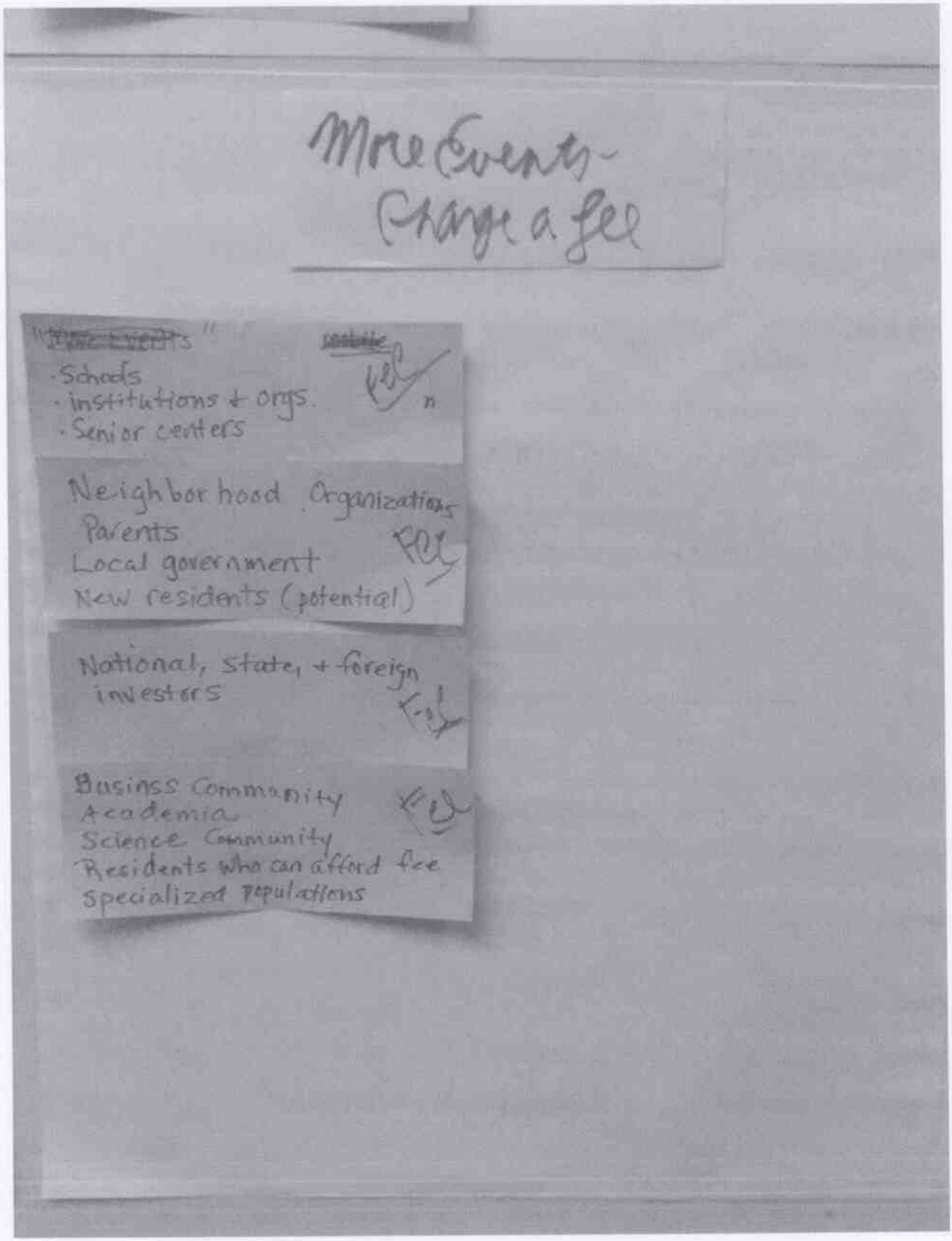

Maintain/Enhance
Current/Comprehensive
Collection(s)
STUDENTS, TEACHERS
RESEARCHERS, HISTORIANS,
TOURISTS & GENERAL
PUBLIC


Joint Initiatives
- Students
- Seniors
- Homeless
- Disadvantage
- Tourists
- Everyone


Add'l Office Services
ALL LIBRARY PATRONS


Community Cafes -
Open Coffee Shops
Who Served:
Teens.
Business community
Library programs, book clubs
Community meetings
Visitors
Parents children's program Aid.
Retirees


More Events -
Charge a fee
"Free Events"
Schools
Institutions & orgs.
Senior centers
Neighborhood Organizations
Parents
Local government
New residents (potential)
National, state, + foreign investors
Business Community
Academia
Science Community
Residents who can afford fee
Specialized Populations


More Events -
Charge a fee
· Schools
· institutions + orgs.
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Neighborhood Organizations
Parents
Local government
New residents (potential)
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Residents who can afford fee
Specialized populations