



THE KEYS TO SUCCESS

What makes a great library? I quote Glen E Holt, a former editor of Public Library Quarterly, who wrote, 'Great libraries provide measurably superior service; have great funding; train and retrain their staffs; integrate their virtual, place and outreach services marketing; serve both the weakest and the strongest among their constituents; provide constituents with education and entertainment; and use virtual tools to offer a full range of timely information and services. These measurable characteristics define a modern library, the library that users want.'

All of these things that Glen mentions above contribute to great library services. I really like how he points out that a library needs to cater for everyone, from those who are highly literate and who have the most resources to those with very little education and meagre resources. A library also cannot be great unless the people who work for it are all aiming to provide superior service. And the library staff can't raise that bar unless they have strong funding that enables them to train and retrain. This is a great reason to keep advocating for more support.

This issue of *INCITE* provides you with a bird's-eye view of what other libraries are doing to provide great services. I hope you'll find at least one idea here that will inspire you to improve the services already in your library, or get you and your colleagues brainstorming about how you could introduce a new service.

I have been inspired by the response from ALIA Members about their library services. You are all so passionate and determined to be the best at what you do. And what I always appreciate most is your willingness to share your stories. You are always open to helping your peers by empowering them to take on a new challenge or run with new ideas. And ALIA works hard to promote and advocate for you. But are you as good individually at blowing your own trumpets? So for my small part towards spreading the word about your fabulous services, I intend to blow your trumpets for you. 🎺

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