

THE BEST WE CAN BE

What makes a great library service? *INCITE* offers some inspirational thoughts to help you think about how you can get the best out of your services and benefit your members.

SUPPORTING YOUR COMMUNITY

Libraries anchor themselves in communities by providing spaces dedicated for people to gather. Consider how you are using your outside spaces, could you transform one into a community garden or weekend market? Look at what relationships you have with local businesses. How can they help you to benefit your community? Look into why some segments of your community have difficulty engaging with your library. How can you reach out and support these people?

PEOPLE

Some of the best ideas can come from open and free brainstorming sessions with those on the front line of your library. Are you engaging with every level of staff in your library? Don't be afraid to engage up – if you discover an issue in your library talk to your manager. What training could the staff at your library take on to help improve the service they offer? Find out what courses ALIA offers you as a member and how they can help you to improve your skills and your library. Time is valuable but networking is invaluable. Can staff have better opportunities and time provided to network with their peers? Networking builds shared knowledge, ideas and enthusiasm, which will result in better services for your community.

TECHNOLOGY

Technology is ever changing and improving. Is your community aware of the technology your library has available, such as 3D printers? Are there simple learning tools to help your members engage with your technology? Visiting other libraries and networking with your peers is a great way to find out what new technology is proving its worth. Find new ways to improve your members' usage of your e-resources through reaching out to those in the community who may not be aware of these services. Investigate what services are local businesses offering that your library could offer as well.



COLLECTIONS

What collections do your library hold that don't get much viewing? Research ideas on how you can make your members better aware of the lesser known items in your collection and how they can access them. What new items are being sought by members from other organisations that your library could provide?

PLACE AND SPACE

Why not walk outside and take a fresh look at your library. Put yourself in your members shoes. Is it a welcoming place? When you first enter what takes your eye? How can you improve organisation to make it easier for users to navigate and discover your services? Are there any improvements you could make to help members better navigate through your library? How can you create change and assist users make new discoveries.

MARKETING

Successful in-library and digital marketing means constantly changing and providing new eye-catching material to entice members. What is your strategy to market your collection and resources and what improvements can be made? Creating a calendar of deadlines for uploading new content and rotating the prominence of your varying services will continually educate and surprise your members. Be sure to get involved in ALIA and LIS marketing campaigns and community events.

STRATEGY

Contact review of your library strategy plan will ensure it meets the needs of your community of users. What are the key objectives of your organisation or council? Are you helping to achieve these using all your resources? Continually assess your performance and services to ensure you're on track.