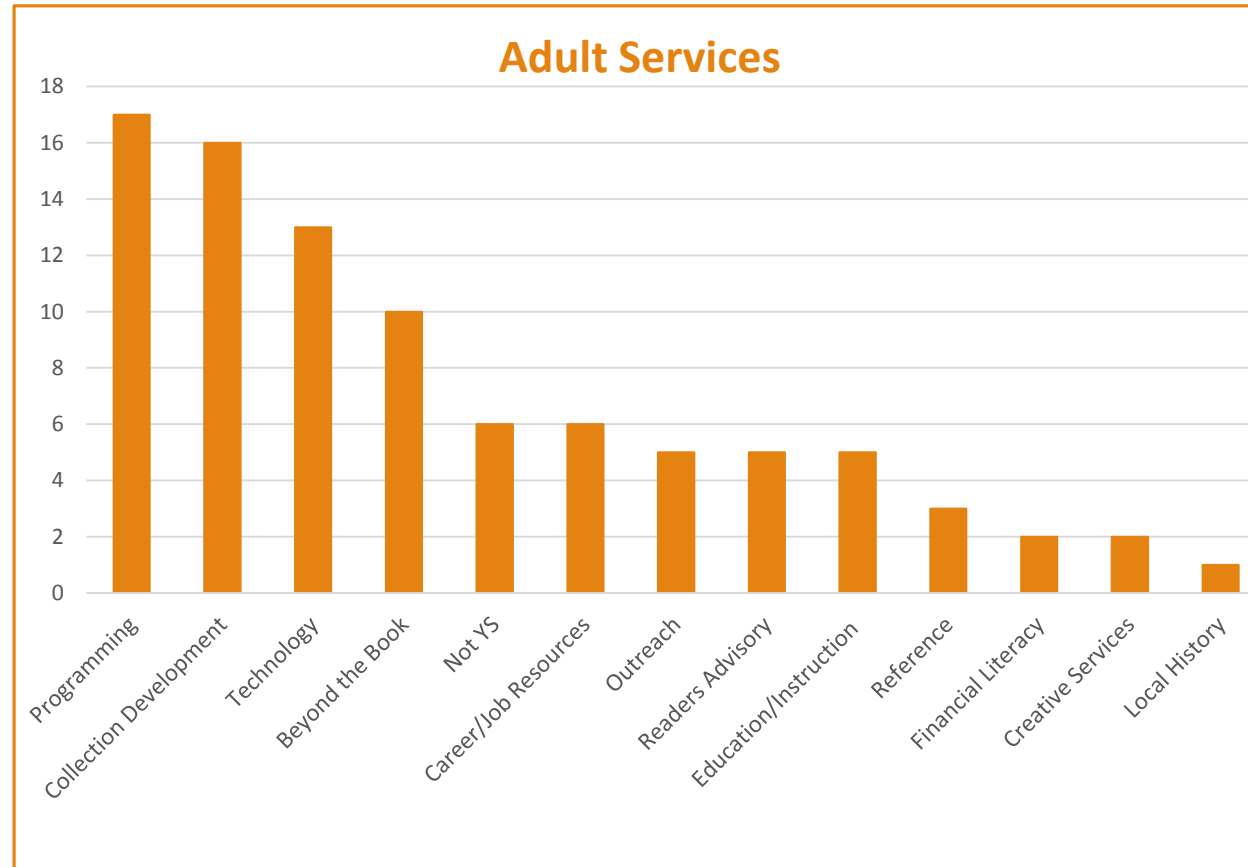


2015 UHLS Adult Services Survey Results

How do you define Adult Services in public libraries? What does AS mean to you in 2015?



UHLS | 2015

2015 UHLS Adult Services Survey Results

In your own words, AS means:

- **Being a trustworthy resource in a community -- serving our adults patrons enthusiastically and with care in all spheres of their lives:**

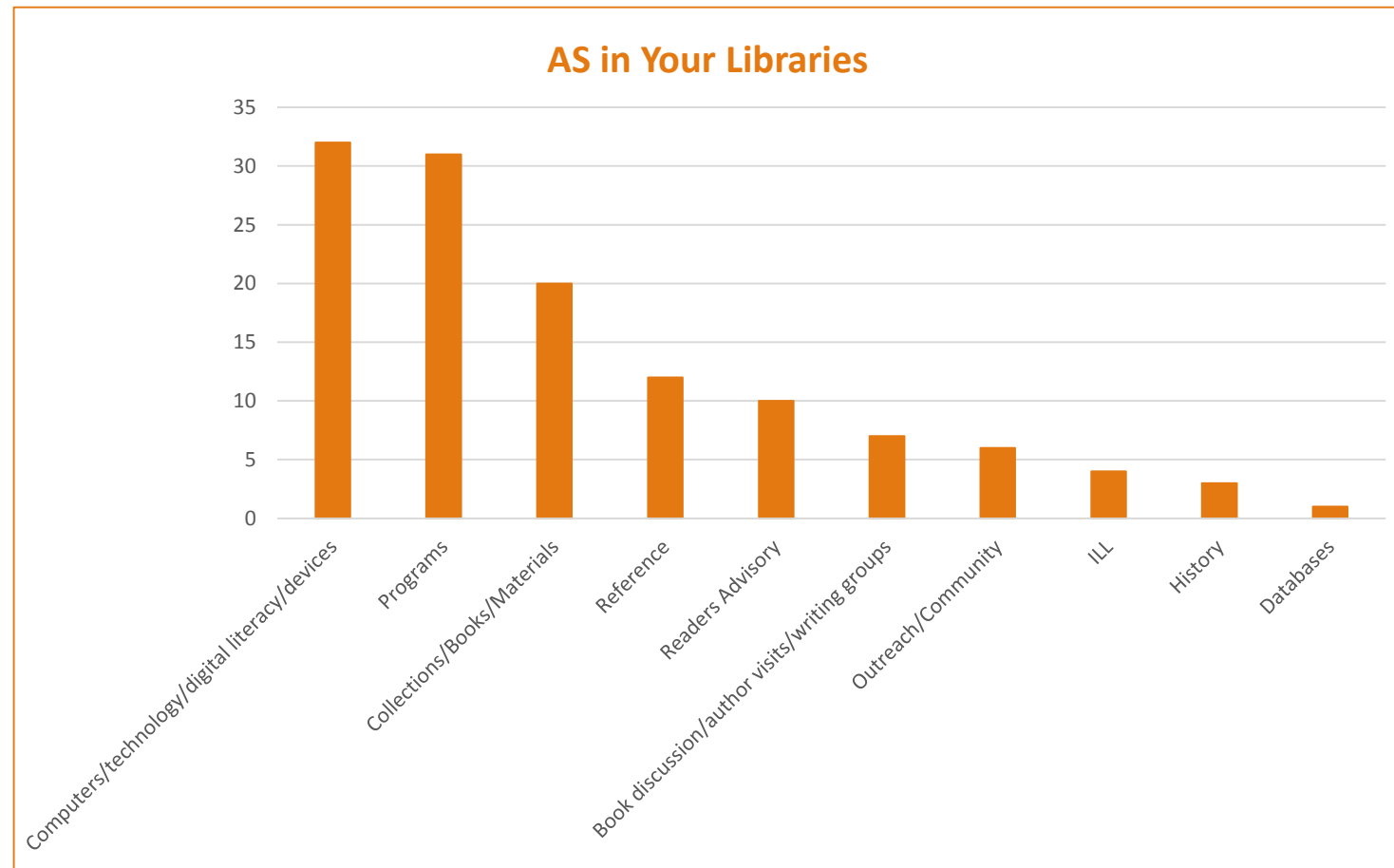
*Including **collection development**, **readers' advisory**, **programming**, space for creation and creativity, meeting space, providing a "third space" for relaxation and recreation, providing referrals for community services, **digital literacy**, information literacy, financial literacy, help for job-seekers, **reference** service, **local history** resources, serving as a conduit for people in a community to interact, accessibility for disabled patrons, **outreach** to adults unable to visit in person (i.e. homebound), etc.*

- *The most important thing is that we know that our profession has moved **beyond just books**...*
- **Outreach** -- *joining with other organizations to determine what services are needed and how we all can help provide, together.*
- *Adult Services sometimes receives less attention than youth services, but it actually encompasses a larger demographic. Adult services is all the programs, materials, and reference help that we provide to our patrons who are 18 and older. This is a broad group that has diverse needs.*



2015 UHLS Adult Services Survey Results

What does "Adult Services" currently include at your library?



2015 UHLS Adult Services Survey Results

What are your (or your director's/supervisor's) current top three priorities for improving services to adults at your library?

Out of 28 responses:

Top Priority:

8 = Programming

6 = Technology (equipment & services)

5 = Increase patron-centered service

Second Priority:

6 = Outreach (traditional and marketing)

5 = Programming

5 = Increase resources & materials

Third Priority:

12 = Outreach (traditional and marketing)

3 = Collection Management

2 = Programming



2015 UHLS Adult Services Survey Results

What kinds of professional development opportunities would help you grow services to adults at your library?

Outreach/Community Engagement Opportunities	89.3%	25
Opportunities to Collaborate With Libraries of a Similar Size	64.3%	18
Social Media Best Practices	64.3%	18
eContent Readers/Apps and OverDrive Marketplace Training	60.7%	17
Emerging Technologies Forums (3D Printing, MakerSpaces, etc.)	60.7%	17
Grant Writing	60.7%	17
Readers Advisory and/or Book Discussion Best Practices	60.7%	17
Collection Development	50.0%	14
Managing Volunteers	50.0%	14
Customer Service Training	46.4%	13
Programming Tool Kits	46.4%	13
Public Speaking/Presentations/Elevator Speeches	42.9%	12
Local History Resources	39.3%	11
Navigating Civil Service	39.3%	11
Paraprofessional/Support Staff Training	39.3%	11
Reference Services/Reference Interview	39.3%	11
Soft Skills Workshops	39.3%	11
Multigenerational Workplaces	32.1%	9
Weeding	32.1%	9



2015 UHLS Adult Services Survey Results

Are there topics you would like to see presented as a group discussion or as an opportunity to learn from each other?

- Program ideas that worked well/Quickie program sharing session at each ASAC meeting
- Program sign-up issues—no shows, angry patrons when programs are full,
- Showing the community your library's relevancy in the face of funding challenges
- Reaching out to aging adults and caregivers
- Anything to do with social services, mental health etc. /free or low cost/frequently refer patrons to
- A literacy roundtable to see how libraries are handling literacy issues
- Library service trends and how we are adapting

2015 UHLS Adult Services Survey Results

Are there topics you would like to see presented as a group discussion or as an opportunity to learn from each other?

- Ideas for reaching and engaging patrons
- Marketing techniques/ PR/publicity roundtable -- including traditional PR and social media, but also exchanging ideas about less-obvious ways of helping to spread awareness about library programs and services
- Promoting & enriching local history collections and encouraging use of/audiences for the collections in unexpected ways
- Nitty-gritty stuff like how to help people with technology: remembering passwords, uploading files, how to be resilient when yahoo changes their email interface yet again, etc.
- Surviving Sierra- how to do things, neat tricks, comparing notes, sharing shoulders to cry on, etc.
- Customizing of Encore and Sierra for the staff working the public service/reference/information desk.



2015 UHLS Adult Services Survey Results

Is there a recent presenter you've seen or a program you've attended that you would like us to explore bringing to UHLS?

- Guilderland's beer brewing or other programs that can be done at medium size locations
- How to navigate Medicare and healthcare system
- Bethlehem's Mental Health First Aid for Teens workshop
- Diversity training
- Polly Farrington – any subject
- Bonsai gardening
- the author of the book "Presence" who did a TED talk
(Peter Senge? "Are Great Leaders Born or Made" TED talk)

2015 UHLS Adult Services Survey Results

Do you have a specialized area of expertise you would be willing to share on a panel at an ASAC meeting?

- Making effective fliers
- How to do "everything" in a small library. Management tips and tricks.
- Programming
- eContent
- Local history/genealogy, preservation of historical materials, working with volunteers
- Organizing author events

2015 UHLS Adult Services Survey Results

How often are you willing to attend ASAC meetings?

Out of 26 responses:

Answer Choices–	Responses–%	Responses– #
Monthly	23.08%	6
Every other month	57.69%	15
Quarterly	19.23%	5
Occasionally or as needed	0.00%	0
Total	100%	26

2015 UHLS Adult Services Survey Results

How often are you willing to attend ASAC meetings?

Thursday mornings	66.7%	18
Friday mornings	51.9%	14
Tuesday mornings	44.4%	12
Tuesday afternoons	40.7%	11
Monday mornings	37.0%	10
Monday afternoons	33.3%	9
Wednesday mornings	25.9%	7
Wednesday afternoons	25.9%	7
Friday afternoons	25.9%	7
Other (please specify)	18.5%	5
Monday - Thursday evenings	11.1%	3
Saturday afternoons	3.7%	1
Saturday mornings	0.0%	0

AS Survey Discussion

Surprises?

Excited about anything?

Thoughts for moving forward?