

	A	B	C	D
1	Workform H Consolidating and Sorting Sacred Cows			
2				
3	Policies			
4				
5	A. Unit Code	B. Sacred Cow	C. Type of Sacred Cow	D. Recommended Action
6	EIS / WAL	Being open on Sundays	Policy	Close on Sundays
7				
8	EIS / WAL	Being open on evenings in the summer.	Policy	Close on evenings during the summer
9				
10	WAL	Hours: Why can't quads open at 9am? What can't we close on Sunday nights? Why don't we have Summer hours? What if we closed one day per week?	Policy	?
11				
12	EIS	Being open the weekend after a major holiday (ex. Being open on Dec. 26)	Policy	Close LCL for the entire holiday weekend.
13				
14	EIS	Not allowing holiday programming/decorating at LCL.	Policy	Allow and promote holiday programming/decorating at LCL.
15				
16	EIS	Once-a-year book sale.	Policy	Small Friends' bookstore that sells books all year long.
17				
18	EIS	Why can't we sell old magazines on site rather than waiting for the book sale?	Policy	Once magazines have been withdrawn, sell them at the branch. Less boxing/storing/etc. And magazines will be more current when offered for sale.
19				

	A	B	C	D
20	EIS / WAL / SO / GERE	Not requiring a library card for checkout or Internet access.	Policy	Require library card for checkout and Internet access / REQUIRE library cards instead of looking up numbers - OPL does this. Charge for looking up cards / make cards mandatory / Charge for looking up library card numbers or change card system.
21				
22	EIS / MGMT	Children being able to get a library card without a parent present or a parent's permission.	Policy	On one hand, it is nice that kids are able to get a card if a parent never comes to the library. On the other hand, because parents are held accountable for their child's card/fines, it would be nice to involve them from the beginning. We might have less kids getting cards under false names if the parent was present as well. A postcard or special form could be sent home with kids who want a card but parents won't come to the library.
23				
24	EIS	Allowing resident library cards for those temporarily staying at Group Homes/Rehabilitation Centers, etc.	Policy	Develop institutional cards for Group Homes/Rehabilitation Centers,etc. instead of allowing individual cards for those who are only temporary residents of the city/county.
25				
26	MGMT	No special user category for schools, institutions	Policy	Make some... within limits

	A	B	C	D
27				
28	EIS	Lack of marketing and grant-writing staff.	Policy	Hire marketing and grant-writing staff
29				
30	WAL	Why don't/can't non-professional staff (LAllIs) write grants?	Policy	Encourage all staff to work on grants if interested and seek assistance from professional staff on this.
31				
32	EIS	Naming libraries after people.	Policy	Call the libraries something else, like Southwest library (Walt), etc.
33				
34	EIS / NESU / MGMT	Not filtering all of our Internet computers, making us ineligible for e-rate funding.	Policy	Filter all of our Internet computers / 1) Less complicated for customers to make computer reservations; 2) Will save a lot of explaining and intervention by staff. 3) Qualify for e-rate funding. / filter all
35				
36	GERE	Three week check-out period.	Policy	Change everything to a one or two week checkout period with a renewal.
37				
38	NESU	Consistent loan periods for all materials - regardless of format	Policy	
39				
40	NESU / GERE	Reduce loan period for DVD's to 1-week (except maybe series)	Policy	1) Limited quantities of popular DVD's. Reduce loan period to improve turn-around rate and customer satisfaction, with no increase in expenditures.
41				

	A	B	C	D
42	GERE	People are upset that they can't make computer reservations after 30 minutes before closing and it takes our time to explain.	Policy	Find a way to publicize this time frame in a better way.
43				
44	MGMT	Only cardholders can use Internet	Policy	Allow anyone to use Internet. Allow Mission residents and homeless to use guest cards
45				
46	NESU / WAL	Charging for expired holds. Doesn't bring in much money and many times we waive before phone notification does not work.	Policy	Don't charge. Or have fee go on automatically - KOHA?
47				
48	NESU	Shorten time requests are kept on hold shelf	Policy	1) 10 days seems excessive, now that notices do not go out via snail mail; 2) 4-5 days should be plenty for a customer to get a requested item; 3) Will shorten wait time on popular materials.
49				
50	NESU	Looking for Uncataloged PBK holds gobbles time and does not have the best success rate	Policy	Do not allow holds to be placed on uncataloged pbs.
51				

	A	B	C	D
52	NESU	Fine schedule	Policy	1) Stop charging different late fees for youth and adult borrowers. 2) Differences in the fee indicate that adult materials are somehow "more valuable" than youth materials. 3) People who choose not to have children are penalized, because they do not have the option of using their child's library card. 4) Charge one flat fee for items being late. \$.25 was suggested, because it is an easy amount to calculate, and it roughly "splits the difference" in the current youth and adult fees of \$.15 and \$.35 respectively.
53				
54	NESU	Charge fee for ILL	Policy	1) Expensive, time-consuming process and LCL doesn't recoup \$; 2) Service mostly used by LCL staff - is this really serving customer needs; 3) Often cheaper to buy the item than to ILL-- why don't we pursue this option more often?
55				
56	NESU	Differing charges for reference by mail, e-mail, etc. / Why do we treat email and mail customers differently then in house, meebo or text reference customers? / Fees for ref by mail, email	Policy	Eliminate fees for reference / we have a fee structure- let's review it
57				

	A	B	C	D
58	NESU	Need to identify the resources that customers are actually using, otherwise, how can we decide what to cut or to add?	Policy	
59				
60	NESU	Equal funding for AS and YS collections	Policy	1) If youth services is such a focus of the strategic plan, why don't they get equal funding to adult services?
61				
62	NESU	Customers should bring their own headphones/earbuds for computers	Policy	1) Library spends money on headphones that are quickly broken and/or stolen; 2) Public health hazard - could be spreading diseases, lice, etc.
63				
64	NESU	Provide vending machines in facilities for headphones, flash drives, pens, pencils, etc.	Policy	1) Vending machine would provide customers with things they need, but without staff intervention. 2) Save LCL money because we wouldn't be providing these items or creating work-arounds.
65				
66	NESU	Change the library's status from non-profit to Not-For-Profit	Policy	1) Library could monetize anything (earphones, flashdrives, bookbags, etc.) as a way to subsidize budget.
67				
68	NESU	HTTPS:// encryption for content-management system (including KOHA, databases, e-books, Internet traffic)	Policy	
69				

	A	B	C	D
70	NESU	LCL needs a uniform, philosophic vision	Policy	1) This strategic plan seems to be a way to create a uniform vision, but it's a mechanical and heirarchical process, including but not limited to these "sacred cows"; 2) Staff have input, but ultimately Admin and Management Team will sort and prioritize the "Sacred Cows" and dictate a philosophic vision to staff.
71				
72	NESU	Charge customers for printing from PAC's	Policy	1) Printing costs LCL regardless of the source (PAC or Internet); 2) Why is one type of information deemed "more of a service" than another?
73				
74	MGMT	Checkout limit of 150	Policy	
75				
76	MGMT / NESU	Limits on CDs, DVDs	Policy	
77				

	A	B	C	D
78	NESU / MGMT	Limit of one renewal	Policy	Shorter renewal period. Allow renewals if amount due exceeds \$15 / 1) Customers have a variety of reasons for needing materials longer than 6 weeks. If there are no requests on the item, doesn't it make more sense to have the item remain in use than sit on a library shelf?; 2) Currently, staff manually provide extensions -- this does not statistically credit the library for that usage AND it prevents customers from extending materials without staff intervention.
79				
80	WAL	There should be no limit on the number of "Requested Items" a customer can have on their account	Policy	1) The checkout limit is significantly higher than 25; 2) Customers can place requests on items months in advance, thus using up their "allotted" requests for things that haven't even been published yet; 3) Why is there a limit? -- Current answer: Horizon-imposed.
81				
82	WAL	Why do we allow 25 holds?	Policy	Cut the number down. 10 maybe.
83				
84	MGMT	Children blocked from checkout	Policy	Allow a temp card/overall consistency
85				
86	MGMT	Kids on collection lists	Policy	Exempt them
87				

	A	B	C	D
88	WAL	Checking in items twice.	Policy	Floating collection. Or, send unchecked items to "home" branch for checkin.
89				
90	MGMT	Provide Community Bulletin Boards	Policy	why DON'T we have a place for people to post signs about upcoming events in the community, like events sponsored by a college? We are creating that website with that type of information on it, but that is discriminatory towards those people who don't use a computer to get all their information. Why must all signs hanging in the library be approved by Admin? Do they think library staff isn't capable of making intelligent decisions about these things?
91				
92	OUT	Usability of 14th & N Sts Window area	Policy	Charge a monthly fee to local businesses to use the 14th & N Streets window space for advertising their company
93				
94	WAL	Restrictive posting/distribution of brochures	Policy	Allow distribution of wider range of materials
95				

	A	B	C	D
96	MGMT	Banning policy needs to be tougher	Policy	1) 30-day bannings don't seem long enough; 2) There should be lifetime bans for repeat and/or severe offenders (such as the guy at EIS who solicited the young girl and the guy at Walt trying to find underage girls via the computer)
97				
98	EIS	Paper timesheets - recording by hand	Policy	Institute time clocks or timekeeping software to make timesheets completely accurate.
99				
100	EIS / NESU	In-Service - don't have it, make it optional, or improve the quality of the program	Policy	Discontinue program.
101				
102	ADM / MGMT	Verification process for long distance phone calls.	Policy	Staff need to know policy and be held responsible. Keep long distance phone log by the phone at all times. VOIP; Change Mayor's Administrative Regulation. Examine possibility of no verification if monthly systemwide phone calls are under \$30. Have signed memo from each phone number stating that any calls made during the month have been made for library business. Send photocopy of bills to staff and have them sign attesting that they are calls they made and were for business purposes only.
103				

	A	B	C	D
104	ADM / NESU	No credit card for authorized purchases.	Policy	City Policy - contact Purchasing to update policy. Use cash to cover purchases.
105				
106	MGMT / BMP	Password for paystub access	Policy	Changing so often is a major time waster. City policy however.
107				
108	MGMT	Forms, purchase, conference, vacation	Policy	
109				
110	MGMT	Need for professional travel allowance	Policy	
111				
112	MGMT	Staff paying own dues for professional organizations	Policy	
113				
114	MGMT	Facebook	Policy	Allow more to be posted
115				
116	MGMT	Uniform use of term "minor"	Policy	
117				
118	GERE	Scheduling for certain equitabilities rather than meeting staff and unit needs	Policy	Schedule to make best use of employee strengths and time preferences as much as possible (ie one person working more nights or less if someone else wants
119				
120	BMP	Evaluations, do pre evaluations at 6 months,	Policy	include a growth and learning part with goals
121				
122	GERE	No dress code--confusion as to appropriate wear	Policy	Have staff "uniform" or guidelines systemwide.
123				

	A	B	C	D
124	SO	Staff fax machines	Policy	Allow customers to use and charge a per page charge-- many customers ask for this service
125				
126	Practices			
127				
128	EIS	Allowing sub-standard cleaning of our facilities	Practice	1) Shift to a cleaning company or crew whose shift at least partially overlaps some open hours -- such as you see with school custodians. 2) Noisy/in-depth work is done while the building is closed, and 'maintaining' the clean facilities, while the building is open.
129				3) Would also help any problems be addressed quickly and not just through a series of notes, etc. after the fact.
130				4) Perhaps the presence of custodial staff would also serve to deter some of the vandalism / intentional messes made in the restrooms too.
131	MGMT	Manual exterior door locks	Practice	Automate
132	MGMT	Door Security	Practice	Have branch supervisor enter codes for branch staff
133	OUT	Usability of exterior book drops/returns	Practice	Affix hours/locations QR codes to exterior book drops
134	NESU	Each library needs a staff restroom	Practice	
135	GERE	Front entrance --having to pass through people smoking	Practice	Make library a non-smoking campus - building and grounds.

	A	B	C	D
136	GERE	No way to announce closing, evacuation, tornado warnings, etc. Not efficient use of staff to have to go around and do in person at those times.	Practice	Retrofit building with PA system
137	NESU	Have a coffee shop in each branch	Practice	Have a coffee shop in each branch.
138	GERE	Difficulty in creating new spaces for different usage and collections	Practice	Get comprehensive plan to go forward
139	GERE	Never enough room for amount of face out display	Practice	Rethink shelving and weed collections.
140	NESU	Libraries need improved display units	Practice	1) Staff are expected to increase circulation through displays, but are not provided shelving, display units, or supplies to achieve that goal.
141				2) At Anderson, a flat book truck has been used for a display space for 3 years.
142	NESU	Security system for library materials	Practice	1) How was it determined that loss through theft was less expensive than maintaining a security system?
143				2) If libraries are not using the security system, we should get rid of security gates and de-sensitizing machines.
144				3) Materials security (or lack there-of) should be consistent throughout the LCL system.
145	NESU	Each quadrant library needs 2 public meeting rooms	Practice	With only 1 meeting room, it is challenging to schedule library events without bumping other organizations from the room.

	A	B	C	D
146	NESU	Every public meeting room should be equipped with exactly the same resources	Practice	Consistency will make it clearer to customers and staff what technologies are in each room and how they are used.
147	ADM / NESU	Need 2 staff at service point	Practice	1) For short periods of time, guard could be notified.
148				2) For Sunday Heritage Room hours, Adm. Staff could adjust schedule so that there is a second person on the floor Sunday afternoon.
149				3) Supervisor should schedule as much as possible two on the floor. Sickness will always present a problem.
150				4) Entry by appointment; escort customers to 3rd floor, no weekend hours except by appointment.
151				5) Use aides from public service to serve as second person.
152				6) Staff time might be used more effectively and efficiently if only 1 person were scheduled at the desk during slower times
153				7) Having a staff person away from the desk may provide a safety-net for other staff (security)
154	ADM	Administration hours 8-5, Monday - Friday	Practice	Close at 4:30 like other City Depts. Close Admin at 6 p.m. when building closes. Flex schedules. Poll staff to see if it's advantageous for Admin to be open after 5 or on weekends.

	A	B	C	D
155	EIS	Having bookmobile stops at night in the winter.	Practice	Eliminate evening bookmobile stops in the winter
156	MGMT	Staff required to open facilities	Practice	
157	MGMT	Multiple service desks	Practice	Eliminate most service desks
158	MGMT	Hour-by-hour scheduling	Practice	
159	BMPL	Shorten access to Google docs	Practice	
160	GERE	Not enough volunteers to handle weekend glut	Practice	Do more recruiting specifically for weekend volunteers.
161	EIS / NESU	Not allowing scheduled time for staff to read - keeping up with readers' advisory skills.	Practice	1) It would be helpful to have maybe one hour per week off desk to read books.
162				2) More equity in scheduled "off-desk" time at branches
163	EIS / NESU / WAL	Not making staff training a priority	Practice	1) Provide regularly scheduled system-wide orientation, training, and refreshers on circulation policies, databases, and new technology.
164				2) LCL shouldn't purchase resources if CM staff don't know how to use them and/or can't teach other staff to use them.
165				3) All staff need to receive the same training.
166				4) Create videos/online tutorials all new staff learn from.
167	GERE	We do not make good enough use of staff specialization and waste time having those weaker in areas perform tasks when a tradeoff would facilitate customer service and time management	Practice	
168	NESU	Gate counts	Practice	1) Discontinue keeping gate counts.

	A	B	C	D
169				2) If staff are expected to continue doing this several times each day, they want a concrete explanation of how that data is actually being used.
170				3) If there is no concrete use for the data, no money should be spent on an automated gate counting system.
171	MGMT	Daily stats	Practice	Sampling
172	MGMT	Monthly statistics	Practice	One person do Horizon reports. Door counters
173	NESU	Tax Forms	Practice	It is not part of the new Strategic Plan that we carry Tax Forms.
174	ADM	Paper/E-form distribution system	Practice	1) Print low use forms as needed from website
175				2) Agree to eliminate low use forms; have staff print forms at their locations since they have nice new printers.
176				3) Go through Supply Request list and update to reflect those less commonly used forms to be available online only.
177				4) Also, reflect the most commonly used forms as available from supply. In time we could see what forms to eliminate from the Supply Request list completely.
178				5) Eliminate all paper forms.
179	ADM	Administration staff correcting errors, time sheets and other forms, rather than returning to originator to correct.	Practice	Require supervisors/staff to correct forms. Track errors and follow-up with e-mail.

	A	B	C	D
180	ADM	Administration being the point for answering phone	Practice	1) Revamp phone system to allow for answering and queuing in a designated staff work area.
181				2) Bring back menu system for customers to select 1 for Public Service, 2 for Admin. Etc.
182	ADM	Phones at customer service desks	Practice	Centralize public calls to workrooms
183	EIS	Providing customer courtesy phone.	Practice	Discontinue use of courtesy phone.
184	NESU	New telephone system for all of LCL	Practice	1) LCL needs a phone system that will allow the following: consistent phone capabilities throughout system; ability to forward phones to "busy" when unable to answer (like at EIS and Walt);
185				2) One telephone number for the entire system; "menu" of options for customers, including pre-recorded hours; a centralized phone answering system, with more than 1 staff person.
186				3) Only transfer to branches when it is necessary -- all other questions (hours, locations, PIN, renewal, reference, etc.) done at initial point of contact; standardized recording for holidays, so all branches don't have to do their own.
187	ADM	Centralized Internet computers	Practice	No lab, spread computers throughout building.

	A	B	C	D
188	EIS	Not using mobile technology like hand-held scanners in order to complete inventories of our collections.	Practice	Invest in mobile scanners/software that is compatible with Koha.
189	NESU	Standardize computers throughout system	Practice	1) Service to customers would be equal at all locations;
190				2) Staff training would be more consistent;
191				3) If all computers have same operating system, programs, features, and passwords, maintenance by IT would be greatly simplified.
192	NESU	Improve network speed	Practice	1) Enable customers and staff to accomplish anything they want/need via Internet.
193	EIS	Allowing free printing from PACs.	Practice	All printing should go through Envisionware and should be paid.
194	NESU	Computers should do automatic updates during hours facilities are closed	Practice	
195	NESU	Implement the entirety of the LCL website in HTML 5	Practice	1) No propriety blobs;
196				2) Flash, Silverlight.
197	NESU	Eliminate the need for staff to type in password for Envisionware computers	Practice	1) Staff spend significant time re-booting and typing in passwords for lab computers;
198				2) Can't Envisionware be configured to come back up automatically after a computer is shut down?
199				3) Can't this be done without opportunity for customers to circumvent Envisionware system?
200	MGMT	Manual computer off/on	Practice	automated PAC logins

	A	B	C	D
201	BMPL/ MGMT	Shorten lab passwords	Practice	11 letters too long - make it a five letter password or find a way to do log in automatically
202	NESU	LCL homepage needs to be re-designed	Practice	1) Page is cluttered and difficult to use;
203				2) LCL paid a lot of money to have the page redone a few years ago, to create the mess that we have now; 3) More input from staff into the design and content of page -- not just the purview of one department
204	EIS	Listing the full names of branch libraries on LCL materials and online - it is confusing for customers.	Practice	List the branches as what we actually call them - Walt, Eiseley, Anderson, etc.
205	OUT	Usability of online catalogs	Practice	Bring online catalogs (Horizon/KOHA and World Cat) together under one drop-down menu on LCL's home page.
206	SO	Programs at LCL	Practice	have one page the program page- with everything on it listed day by day-- including library programs and community room programs
207	NESU	Reduce number of databases provided by LCL	Practice	1) Usage of some databases is so low; does it really warrant the expense?
208				2) Often print collections suffer because funding is going toward databases;
209				3) From staff perspective, only a handful of databases are regularly used/useful, including Reference USA, Ebsco, and Automotive;

	A	B	C	D
210				4) Why is LCL paying for databases that clearly do not fit into the Strategic Plan, such as Homework Help and Ancestry.
211	NESU	Eliminate Overdrive	Practice	Provide an e-Pub collection, just like a physical collection
212	MGMT	Staff selected website lists	Practice	
213	NESU / MGMT	Revamp or eliminate BookGuide	Practice	1) Much of this site duplicates information that can be found elsewhere;
214				2) Site design is too clunky and not user friendly.
215				3) Find alternative that is more efficient
216	BMPL	Blank screen savers or number on computer	Practice	Advertize upcoming events on screen savers
217	NESU	Management Team minutes need to be more detailed to be useful/informative	Practice	
218	WAL	Why isn't "scanner" an option? It takes staff time to sign customers up for a requested scanner computer.	Practice	Add scanner option to reservation computer.
219	WAL	Why go through a discussion customer requests specific computer and make them justify request?	Practice	Assign to whichever computer customer wants.
220	WAL	Guest cards. Why go through showing how to sign up for a computer?	Practice	Automatically sign guest up at the staff console.
221	NESU	Purchase portable scanners to inventory collection	Practice	

	A	B	C	D
222	WAL	Purchase of MP3 players, Nooks, etc. for staff to "play" with. Where do these go later?	Practice	More advance planning. Use as summer reading prizes.
223	MGMT	Facebook...professional librarians	Practice	
224	EIS	Computer classes during the day	Practice	Schedule classes at night or on weekends
225	NESU	Cease computer classes throughout system	Practice	1) Time-consuming for staff;
226				2) Training really only useful at the time the customer truly needs it -- and that cannot be scheduled.
227	WAL	After school gaming.	Practice	cut back days/hours
228	GERE	Don't have good staff time/talent utilization to do storytimes	Practice	Have staff responsible for story times on system-wide basis.
229	MGMT	Storytimes...especially flannel boards	Practice	
230	WAL	Schools Out Week crafts	Practice	stop crafts
231	MGMT	Youth programming	Practice	Fewer SR events, Quit e-vanced, Excel, area network
232	MGMT	YS book groups	Practice	
233	NESU	Eliminate summer reading school visits	Practice	1) Ideally, library staff will be in the schools throughout the year, for a variety of literacy-related events; 2) Produce a DVD about summer reading each year that can be sent to each media specialist, then each school can promote summer reading when it is convenient for them;
234				3) Reduces strain on staffing during May.
235	NESU	Eliminate summer reading name die-cuts	Practice	Uses resources of time & materials that could be better used elsewhere.

	A	B	C	D
236	NESU	Eliminate stickers for summer reading booklets	Practice	A stamp would work just as well, and would save money.
237	NESU	Maintain stickers for summer reading booklets	Practice	Stickers hugely popular with kids (and some LCL staff)
238	NESU	Do not offer incentives for summer reading	Practice	1) Save money;
239				2) Research shows that monetary/physical rewards actually discourage participation.
240	NESU / MGMT	One Book, One Lincoln	Practice	1) Is public participation in library-sponsored events high enough to warrant the continuation of this program?
241				2) If program continues, need a new purchasing model so we aren't buying so many items that will have little/no demand after 4-6 months.;
242				3) If program continues, OBOL Committee should follow original parameters set for the program -- book of general interest, at a 9th-10th grade reading level, available in a variety of formats.
243				4) Keeping multiples old OB-OL nominees?
244	MGMT	Adult Book Groups	Practice	
245	MGMT	Outreach events...and more	Practice	Set minimum audience size, volunteers, set standards
246	GERE / MGMT	Writing out hold slips	Practice	Will be enabled by KOHA.
247	GERE	Do not charge for ILL not picked up or returned late	Practice	Charge fees

	A	B	C	D
248	NESU	Improve marketing of ILL service -- have an information sheet about ILL at every location	Practice	Hit-or-miss whether customers are informed about ILL by staff.
249	MGMT	Paper registration forms	Practice	Oral or online
250	MGMT	In-person registration	Practice	Online
251	EIS	No key chain library cards	Practice	Buy key chain library cards
252	WAL	Why can't public service staff occasionally shelve to have better knowledge of collection?	Practice	During busy times (i.e., Summer) public service staff already do some of this. Could do more periodically throughout year.
253	EIS	Putting books back out on the shelf for one more circ no matter how they look, or what condition they're in.	Practice	Pay better to condition of materials and withdraw as needed.
254	EIS	Shelving the j fiction series by author	Practice	Shelve j hardback series together like the jPB series.
255	GERE	Popular series books hard to find--all levels--esp. picture books	Practice	Use more series shelving for picture books - rethink shelving arrangements.
256	OUT	Non-English language items spread out in different areas	Practice	Create a World Language area to include all items in languages other than English (400s, ELL materials, magazines, CDs, etc.)
257	GERE	Not having self-checkin--uses lots of staff and volunteer time to do	Practice	Get self-checkin capability
258	BMPL	LAII / LAIIIs Leave carts that say to be shelved in the circ workroom for days, so the Aides spend an hour or so disturbing them days later.	Practice	

	A	B	C	D
259	BMPL	The fiction and nonfiction carts behind the check in counter become full, and often Aides have to stop their tasks and get a new cart so it does not over flow-while the LA IIs and IIIs sit there and watch.	Practice	
260	BMPL	When aides (especially in the afternoon) go to the workroom to check in the pull list sometimes the distribution cart is already full of books to be put in the other branches tubs. This means the aides have to spend time putting the LA IIs and IIIS books in the tubs as well as our own from the pull list.	Practice	
261	WAL	Public Service Staff pulling holds	Practice	Aides pull holds also
262	GERE	Too much time spent doing individual scanning of in house use items--how are stats used--are they valuable	Practice	Scan only periodicals where individual uses do impact collection decisions more.
263	WAL	Too many "touches" during check-in.	Practice	Get rid of conveyor system for check-in. Sort items directly to carts so don't have to be resorted after checkin and can take carts to public service desks to checkin. They are then ready to shelve.
264	EIS	Only checking out items at the circ desk	Practice	Allow staff to check out materials at all desks, since we no longer sensitize materials.

	A	B	C	D
265	GERE	Not letting people know ahead of time when items are due	Practice/procedure	Promote use of Library Elf more - link to it. KOHA will have that ability.
266	GERE	Customers clog checkout at closing time	Practice	All customers must be in line by 5 minutes before closing.
267	MGMT	Not checking out current magazines	Practice	
268	MGMT	Video games/can't use self-check	Practice	
269	GERE / MGMT	Magazine check-in takes too long when we have to use volume and issue numbers. It causes mistakes that take time to fix	Practice	Have everyone be able to use month, date to check in magazines.
270	BMPL	Sticker on magazines with a "C" on it and the date	Practice	Don't do anymore
271	BMPL	Writing P for periodicals on all magazines	Practice	Don't do it
272	BMPL	Writing Polley / Polley Stacks on Polley magazines	Practice	Don't do it
273	BMPL	Checking in periodicals- check in twice to get rid of newly received and it says to be shelved	Practice	Why can't we just check it in once?
274	BMPL	Why barcode magazines routed to staff only?	Practice	Why this works for papers- so stop
275	POL	Using magazine binders	Practice	Look for alternatives for when current binders are worn out
276	NESU / BMPL	"Un-cataloged" paperbacks	Practice	1) Staff question the purpose of "un-cataloged" paperbacks.
277				2) When LCL owns hardcover and paperback copies of a title, they are no longer cataloged separately.
278				3) LCL spends money on PB's, and customers use them in the same way as other materials.

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279				4) Staff recommend that ALL adult books be cataloged and handled in the same way. This will make it easier for customers and staff to locate the desired item in a timely manner.
280				5) This will also eliminate the "extra" processing that is done at each branch on un-cataloged PB's. 6) This will also ensure that any "genre" designation is consistent throughout the LCL system.
281	NESU	Complete series	Practice	1) If LCL owns materials in a given series, LCL should be sure to own the ENTIRE series -- not just #2, #6, and #7.
282				2) If LCL owns a series, that entire series should be at a given location. (#2 at Walt, #6 at Gere, and #7 at Eiseley is not effective)
283				3) If LCL owns a series, it should all be classified in the same section -- juvenile, YA, or adult.
284	POL	Different "new" stickers for CDs and books	Practice	Use only one type of sticker and consider stickerless alternatives
285	BMPL	Oversized books on CD kept separate from regular sized books on CD.	Practice	Interfile.
286	NESU	Eliminate "to-go" collections	Practice	1) Penalizes people on waiting lists;
287				2) Is this the most fiscally responsible way to provide access?
288	NESU	Maintain "to-go" collections	Practice	1) Provides equitable access to collection;

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289				2) Everyone has the same opportunities to get these materials.
290	SO	Reference books	Practice	Make them circulating
291	NESU	Eliminate Collection Management reserve storage	Practice	1) Items are not readily available to customers;
292				2) Long delays in filling holds from this collection;
293				3) Inconsistent answers about who is responsible for pulling holds for this collection. If customers can't get the items in a timely manner, what is the benefit of having these materials?
294	GERE	Time and bodies to put together and label boxes for weed and Book Sale items just in time	Practice	Have some boxes pre-assembled and pre-labeled so that items can just be loaded in and handled less and quicker.
295	MGMT	Staff placing customer holds	Practice	Eliminate staff placing customer holds
296	MGMT	Hold process	Practice	Streamline, secret question for PIN
297	NESU	Holds on "suggested titles" need to be reinstated	Practice	1) Placing holds on "suggested" items was great customer service. 2) Not placing holds on suggested titles will discourage customers from making recommendations, which ultimately make our collection better and more responsive to customer wants.

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298				3) Suggestions can be now be misleading if 1 customer places multiple, anonymous suggestions for the same title. Collection Management may think the title is in high demand when it is not.
299				4) As a larger issue, why is a department permitted to unilaterally make a change which has such widespread public service impact?
300	WAL	Suggest a title holds - no more CM involvement	Practice	Can KOHA allow this only if the 25 cap has not been reached? Charge for service. Would up front selection and purchase decrease the amount of suggest-a-title holds?
301	MGMT	Processing	Practice	Fewer or no stickers. Eliminate in-house processing
302	BMPL	Why we send damaged items to the library that owns it? If a customer checked out a book that was sent in transit, then it might be difficult for the customer to get out to a branch that is holding the damaged item.	Practice	
303	SO	Process new books and highlight South in the pocket label and stamp on the bottom	Practice	Do not do highlighting and have TPD include the date added in the collection on the spine label i.e.: Paretsky 12-2010 or745.1 Sch 12-2010
304	POL	Spine titles added to skinny scores	Practice	Modify by linking title & author; process in batch

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305	POL	Colored dots on score spines	Practice	Only dot areas of most shelving confusion to aides & volunteers
306	NESU	Improved communication between cataloging and staff who purchase materials	Practice	1) Staff who order for collections are not informed when a title is removed from the catalog.
307				2) Improved communication might result in fewer gaps in series and improved replacement of classics.
308	NESU	Buying/distribution patterns for the collection should be clearly outlined	Practice	1) Staff shouldn't have to wonder, "Why did South get this and Bethany didn't?";
309				2) Why do some locations get multiple copies of an item that some branches do not get at all?;
310				3) If buying patterns are not consistent from quadrant to quadrant, staff and customers should know why (and "there isn't enough money" isn't a good enough answer -- there is never enough money for everything, it's all about what priorities have been set -- and by whom;
311				4) Staff should have input about those priorities.
312	NESU	Reduce Management Team meetings to 1/month	Practice	1) Due to number and classification of staff, these are really expensive meetings;
313				2) Can't objectives be reached in another, less time-consuming, less expensive way?

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314	NESU	End of Period deposit schedule for Bethany Branch	Practice	1) Friday is a busy morning at Bethany Branch. Staff recommend that End of Period deposits be sent to Administration on Tuesday or Wednesday instead.
315				2) The Friday morning deposit was a hold-over from when Friday was the only morning that Bethany Branch was open and able to participate in delivery.
316	NESU / MGMT	Consistent proctoring policy throughout system	Practice	1) Why do only Walt and NESU do proctoring?
317				2) Since education-support is not in the Strategic Plan, should any branches be doing this?
318	NESU	Create a "flexibility department"	Practice	1) Money gets designated for certain resources, such as databases;
319				2) If that money cannot be changed, can other funds originally allocated for databases be spent on other things that staff deem more necessary?
320	ADM	No Christmas or Holiday decorations	Practice	Allow secular decorations only with approval. Develop guidelines for holiday decorations and purchases. Leave as is, too much clutter in library now.
321	MGMT / SO	Inservice Day	Practice	focus on reviewing policies and procedures with all staff so everyone on same page
322	MGMT	No dress code	Practice	Establish dress code for all staff

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323	NESU	Get rid of "dead weight" on staff	Practice	1) Some staff just don't "get" customer service- yet they remain on staff for years;
324				2) Library staff never get fired;
325				3) Staff are more worried about job loss due to the budget than to their actual job performance.
326	NESU	Sacred Cows need to be taken seriously	Practice	1) If these "Sacred Cows" lists from throughout the system are "watered down," changed, or ignored, then this entire process has been a huge waste of time and resources;
327				2) Library has spent thousands of salary dollars on the "Sacred Cows" process and the Strategic Plan;
328				3) Staff need to see visible, measurable responses to Cows so they do not get disillusioned and frustrated.
329	NESU	Implementation of Eureka ideas (and Sacred Cows) needs to be faster and better communicated	Practice	Staff get complacent if they sense their suggestions are consistently ignored and/or rejected.

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330	NESU	Staff need to stop surfing the web for personal reasons during work time	Practice	It is taken as an absolute right by some staff, consumes conservatively 10 hours a week, and surely if those hours were pitched in to helping other staff instead or generally maintaining the library, it would free up their own and others' time. Seriously, there are people who might just as well be taking 2 hour lunches or 1 hour breaks and it seems to me that it comes mostly at the LA IIs' expense, i.e., they have to do more of the "dirty work" as a result. This is so easy to fix; we're not supposed to use the internet for personal use and everyone knows that.
331	NESU	Eliminate "fiefdoms"	Practice	1) Certain individuals and/or departments make unilateral decisions that affect the entire system;
332				2) There needs to be staff input and accountability;
333				3) People who do not work front-line customer service often make decisions that negatively impact service to customers (ex: No holds on suggested titles; Limited video streaming on computers; etc.)
334	NESU	Libraries should be about openness and transparency	Practice	Staff perception of things happening "behind closed doors"

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335	WAL	Communication - make it better!	Practice	Have people from mgmt come regularly to branches to train, share info, etc. (Example: Suzy coming to talk about eReaders.) RSS feed for staff on homepage, IM, etc to keep updated.
336	BMPL	Work like a giant organism instead of site based thinking.	Practice	Get rid of tunnel vision and treat the system as one
337	BMPL	Top down management	Practice	
338	BMPL	Streamlining done at one end that makes it more complicated at other end	Practice	
339				
340				
341	Procedures			
342				
343	A. Unit Code	B. Sacred Cow	C. Type of Sacred Cow	D. Recommended Action
344	EIS	Not leasing more of our collections (ex. Books to Go)	Procedure	Lease more of our collections from a vendor.
345	WAL	Multiple copies of books on the shelf.	Procedure	Get more Books to Go instead and then weed these heavily.
346	EIS	Buying hundreds of copies of OBOL titles only to have a major stockpile that is no longer used after 2-3 months of announcing the winner.	Procedure	Buy less copies or lease copies.
347	EIS	Not using more automated ordering in Adult collections.	Procedure	More automated ordering in adult collections - like youth services is doing

	A	B	C	D
348	NESU	Dual system for cataloging of Young Adult materials	Procedure	1) It is a positive step that YA materials are now cataloged as such, but this change reaps little benefit if older YA materials aren't re-cataloged. Staff continue to change individual items to "Display YA" status, wasting time and much more prone to error. 2) Assign a staff person to retro-actively change the cataloging for YA materials so they are consistent. 3) The staff person assigned to this task would not have to be a cataloger. It could be an LAII or LAIII who does this as a special 1-time project. Mary Sauer and Karen McCoy volunteer to do it.
349	NESU	During processing of new materials, stop highlighting AND in green and stop highlighting BETH in purple	Procedure	1) NESU staff have all agreed that this is unnecessary and has ceased doing it.
350	EIS	Not providing any security for our DVD collections.	Procedure	Purchase a DVD library vending machine to eliminate DVD thefts from collections - would also work for video games.

	A	B	C	D
351	NESU	Treat all formats consistently	Procedure	1) Video games kept behind desk. Staff time/work intensive. Prevents use of self-check. 2) Other formats are just as expensive and prone to theft (DVD's, music CD's, books on CD, etc.). 3) Either have EVERYTHING behind the desk (closed stacks) or have EVERYTHING in the library (open stacks). 4) Mixture of closed/open stacks is inconsistent and gives higher priority to certain items in collection.
352	NESU	System-wide inventories should be performed on a set schedule	Procedure	1) Need to improve the accuracy of the catalog; 2) Need to show fiscal responsibility for materials. Admin inventories furnishings -- shouldn't library materials be an even bigger priority, since this more directly impacts customer service?
353	SO	Two Dragonball Z series - one in jPB and one in YA PB	Procedure	Put them together for easier searching?
354	POL	Using old song index on index cards	Procedure	Hold off on decision until after Koha is up and running
355	POL	Cataloging using uniform titles	Procedure	Ditch those 240s, 130s, 730s; make sure the info is in a searchable field
356	EIS	Not allowing current periodicals to check out.	Procedure	Allow all periodicals to check out.

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357	BMP	New Book Check In	Procedure	I've noticed quite a few "layers" in new book check in process, which could possibly be streamlined. At BMPL collections staff label all new items with several colored strips and tags indicating which branch they are going to etc. Unless the collections staff uses these labels, as far as new book check in at BMPL by circulation, these tags are unnecessary as we simply stamp the bottom of all books regardless of destination. If the tags are necessary to indicate new books for the branches, do they need to be specified by color to each branch? Some time must go into color coding these books. Also, as LCL is one system, all branches could adhere to a standard new book check in to save staff time. All books can be labeled new universally outgoing from BMPL new book check in staff. Doing the entire process at the point of origin instead of re-doing this work at each branch could save staff time and finally could rid us of the color coded tags all together.
358	EIS	Checking In/Processing periodicals at each location.	Procedure	Have centralized checking in/processing of periodicals at one location - avoids having each location search each issue for vol. numbers, etc.

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359	NESU	Check in magazines by date only	Procedure	1) Copy/volume information often inaccurate, staff spend a lot of time correcting; 2) Magazines listed by month/year in catalog would be much more useful to customers and staff;
360				
361	EIS/WAL	Allowing holds on PBs	Procedure	Interfile or catalog PBs, or don't allow holds. Pull records from OCLC to put in bib record
362	NESU	\$.50 fee for "Expired Hold"	Procedure	1) How can LCL charge customers when we are knowingly using a notification system that does not consistently notify every phone customer? 2) Stop charging this fee until LCL has a reliable notification system.
363	WAL	Holds pulled at another location when a copy is available at location customer wants to pick it up at.	Procedure	Let customers place copy specific holds. KOHA?
364	WAL	Hold slips	Procedure	Automatically printed forms with KOHA?
365	SO	Holds	Procedure	Labor intensive-- is there an easier way to do them? Talking about writing name on slip of paper, inserting, shelving?
366	MGMT	Holds process	Procedure	
367	WAL	ILLIAD -- "Jeanne Rocks!" Problems with ILLs not being picked up and change in library card numbers.	Procedure	Tie ILLIAD (or some other system) to Horizon account so a change in the card doesn't necessitate new ILLIAD account. Charge for ILLs not picked up. Charge postage for all ILLs.

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368	MGMT	InterLibrary Loan	Procedure	Fees, limits, or elimination of. Replace Illiad/OCLC for better system. Charge fee if not picked up
369				
370	MGMT	Library Cards	Procedure	biometrics, keychain cards, hold pickups by other or common number, RFID, Patron check in
371	SO	Registration of folks for library cards	Procedure	want to be able to do it at Outreach events- will be possible with KOHA
372	GERE	Looking up library card numbers--people take for granted that they do not need to have cards with them	Policy/procedure	Charge for looking up library card numbers or change card system.
373	MGMT	Checking in twice/transporting	Procedure	Floating collections
374				
375	GERE	Not letting people know ahead of time when items are due	Practice/procedure	Promose use of Library Elf more - link to it. KOHA will have that ability.
376	EIS	Not allowing downloading of all Overdrive products within LCL buildings.	Procedure	Allow downloading of all Overdrive products within LCL buildings.
377	EIS	Not allowing printing from the wireless network.	Procedure	Should upgrade Envisionware to allow paid wireless printing.
378	EIS	Service desks	Procedure	Provide staff with mobile technology to assist customers.
379	EIS	Not having RFID	Procedure	RFID
380	EIS	Not allowing customers the option to check in their own materials.	Procedure	Allow customers to check-in their own materials
381	EIS	Not providing ear buds, etc. for sale to the public.	Procedure	Sell ear buds, paper, flash drives, etc. in vending machine.
382	EIS	Not budgeting to keep our technology up to date and/or working right.	Procedure	Budget money to keep our technology up to date and/or working right.

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383	EIS	Allowing cash-only vend printing.	Procedure	Be able to add \$ to your library card to use for vend printing.
384	GERE	No ability to scan barcodes in stacks-- need to be taken to service desk	Procedure	Have wireless access to circ module and portable equipment.
385	GERE	Staff time used to bring up computers	Procedure	Have master control computer - Rod has solution.
386	MGMT	Limit on Interent sessions	Procedure	Allow more sessions, shorter sessions
387	BMP	Computers log off by themselves in lab- why can't all of them	Procedure	
388	NESU	Telephone computer reservation system	Procedure	1) Either replace or discontinue this service. It is not user-friendly, and customers end up calling for staff assistance anyway. 2) What are the statistics on use of this service? It seems that many customers tried to use it, got frustrated, and don't use it anymore.
389	MGMT	Landline telephone system	Procedure	cell/mobiles (need phone for customers)
390	MGMT	Phones: busy signales, messages	Procedure	New phone system and listing
391				
392	EIS	Prime Time Program. Too staff-intensive and serves a limited customer base.	Procedure	Discontinue program or scale down LCL involvement.
393	EIS	Even Start Program. Too staff-intensive and serves a limited customer base.	Procedure	Discontinue program or scale down LCL involvement.

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394	NESU	Eliminate system-wide preschool storytime kits	Procedure	1) Each storytime only needs 2-4 books, so selecting 10 possibilities for a kit is excessive; 2) More local control over topic means that storytimes can more closely relate to other events, such as Read -Across-America Day, holidays, beginning of summer reading, etc.
395	NESU	If Preschool Storytime kits continue, they need to be of a higher, more consistent quality	Procedure	1) If a presenter gets a poor quality kit, they basically have to make the storytime from scratch anyway - which doesn't save time or resources.
396	WAL	School visits - take so much time and put pressure on non-YS staff.	Procedure	Do school visits only to "targeted" schools. And/or visit schools on a rotating basis - every other year for example.
397	WAL	Book groups.	Procedure	
398	EIS	Book talks: Too staff-intensive and serves a limited customer base	Procedure	Discontinue program.
399	MGMT	Computer classes	Procedure	
400				
401	ADM	Inability to post/distribute community information	Procedure	Revise Library Board Policy to enable broader range. Expand posting space to accommodate more postings. No change, too hard to apply across the board.
402	EIS	Taking/tracking gate counts manually.	Procedure	Buy gate systems/counters that allow online access to statistics.
403	GERE	Using Allen wrenches to lock and unlock doors	Procedure	Change lock types to that doors can be unlocked automatically and in groups as needed.

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404	GERE	No automatic doors	Procedure	Install automatic sliding doors for exterior and interior lobby.
405	GERE	No space in meeting rooms for staff to store materials used on a regular basis for programs--transporting materials back and forth takes time	Procedure	Make storage space in meeting rooms.
406	GERE	Not having quick and in-building control of temps	Procedure	Training on system to better plan and manipulate building temps. Get new system.
407	GERE	Having to change clocks at time change twice a year--has to be done before opening	Procedure	Make sure we get clocks that update themselves and all computers update themselves.
408	NESU	Facility maintenance should be based on quality and long-term results	Procedure	1) It seems we often do the cheaper "quick fix" rather than the "long-term" more permanent fix, which may actually save money over time (ex. Removing all manual flushes from toilets, patching rather than replacing carpeting)
409	SO	Holds shelf too low at South	Procedure	Will change it so we only use top shelves of both sides and may move shelf 90 degrees.
410	POL	Keeping surplus shelving	Procedure	Keep only custom blue shelving pieces
411	POL	Public service desk	Procedure	Look for deskless options for staff ps computer & Polley phone
412				
413	EIS	Not budgeting money for working security cameras/recording systems at all locations.	Procedure	Budget money for working security cameras/recording systems at all locations.

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414	EIS	Not having at least two people scheduled at all locations (including bkm) at all times.	Procedure	Have it budgeted so that there are at least two people scheduled at all locations (including bkm) at all times (excluding meals).
415	GERE	Continuing the motions of going through and de-sensitizing all items to indicate that security system is being used	Procedure	
416				
417	EIS	The idea that changing library hours is a huge deal. Many libraries change their hours seasonally, or as needed.	Procedure	Be more flexible with LCL hours.
418	MGMT	Sunday hours...early/late	Procedure	
419				
420	EIS	Not allowing online payments-have to come into a building	Procedure	Accept online payments
421	WAL	Fine payments -- pay fines online and have credit card readers at the desk.	Procedure	Faster for both staff and customers. Easier for customers.
422	EIS	Too many different fine and fee amounts	Procedure	Use a flat damaged item fee (such as \$15) for missing parts, regardless of the item type. Have a food for Fines - Food Bank drive.
423	MGMT	Waiver Forms	Procedure	Find a more efficient process. Eliminate waiver of fines and fees

	A	B	C	D
424	NESU	Daily counts of money drawer	Procedure	1) Staff recommend that money only be counted on the days when the End of Period deposit is being sent to Administration. 2) A significant amount of staff time is spent at opening and closing counting the cash drawer. This is particularly challenging at closing, when so many tasks need to be completed. 3) As long as deposits consistently match the cash register receipt, why do we count the money so often? 4) If expected to count money twice a day, every location should have a coin counter.
425	BMP	Found change	Procedure	Currently we tape all found change to p-slips and put next to the register. This seems silly for pennies etc. Further, if you find several pennies it can be cumbersome. In my time here of 1 year, I've never encountered a person asking if we found their change. Is there an easier way to deal with found money?
426	ADM	Food/Snak purchases not standardized.	Procedure	Have a standard list of allowable food.snack and other items that are allowed for programs. Issue guidelines for food purchases so it is equal throughout system; use RFP process for caterers/snack suppliers.

	A	B	C	D
427	ADM	Staff ignoring purchasing policy	Procedure	Compile a guide that staff can refer to emphasising Library purchasing practices are based on City policy. Require staff to view Purchasing video, send all purchase requests outside of City contracts to Purchasing.
428	OUT	Printing off the Supply Request form, manually entering info on the form, submitting it to 3rd floor	Procedure	Make the current online supply request form interactive
429				
430	ADM	Time in/Time out recorded on time sheets	Procedure	Check with Personnel to see if only hours worked are needed. May need to keep schedules as a result. Review correct method for recording minutes
431	NESU	Implement electronic timesheets for staff	Procedure	1) Eliminate paper waste; 2) Streamline timesheet process; 3) City expects staff to use electronic paystubs -- why won't they accept electronic timesheet?
432	WAL	evaluation process - time consuming	Procedure	Stop requiring (or greatly reduce) narrative.
433	MGMT	Volunteer policies	Procedure	
434	MGMT	Exact in-house use counts	Procedure	Eliminate, are they used, is it worth the time

	A	B	C	D
435	NESU	Statistics	Procedure	1) Why do we try to note them at all, why the specific categories, why the breakdown by hour? Since they are not scientifically accurate anyway, why not just use the stats generated by Horizon for searching, and from our database queries, and so on? Also, there is software designed for libraries to keep track of internet searches. Why not invest in something like this?
436				
437	EIS	Some LCL staff lack a front-line staff perspective.	Procedure	Administrators/non-public service staff should spend time working as front-line staff, in order to give them a different perspective.
438	NESU	Need a democratic, meta-contextual editing process for the "Sacred Cows" from across the system	Procedure	1) If all staff give Sacred Cow input, and only 2-3 people make all the decisions about what to do with the cows, how much input have front-line staff actually had?; 2) A variety of staff need to be in on the decision-making process.
439	MGMT	City Orientation	Procedure	