

What we like/what could be changed

What we like

Software is better (Spark)
Diversity of questions
More people using the service
Having a service at all is good
Funding has been continued
We're serving more OREGON patrons than with OCLC
The Local option
Expands comfort zone and skills of librarians
Training/Continued Ed.
Documented transcripts for future use
Policy Pages
Helps patrons see libraries as a place for information
Organized email follow-up
Specialist (law, medical)
Patrons
Open access
Serve rural areas with no libraries
Statistics
Collaboration among libraries/librarians
Accepts volunteer librarians
VR summit
Online transcripts

Room for change/enhancement

Collaborative delicious account
Being able to see the whole question
Ability to find open/follow up questions faster by librarian
Display of email questions
Access for patrons using different browsers – not consistent
Better Spark client for Macs
(questions freeze, can't see questions?
Window disappears)
Web-based Spark
Update policy pages – include “last updated” info
Creating videos for using Inet for kids etc
Picture/avatar of librarian so patron can see it
(possible future webcam)
Increase relationship with patrons
Presence on Social networking sites
Mentoring among librarians
Actively recruiting volunteers and library students
Increasing partner libraries
Being able to see raw data
SMS ability
Manage increased growth
Increase participation of private institutions
Increase K-12 school connections
Manage access to different databases
Barcodes for library access
Create a Foundation
Short term ideas for discretionary funding
Spanish language reference – grant?