

Ideas for further research

Civica Library Roadshow (2018) feedback

What customers want

- What do customers want to see in a **capital city Library**
- Are libraries pushing their own agenda - **do customers really want the services we think they do?**
- Would like to get further information on **what people like about the library** and what they don't like.
- Would like to see **what appeals to different communities** and different socioeconomic groups.
- **Educational sector** research

Community Engagement

- For public libraries in a local government context we are being asked to work far more with partners and the community so anything on **community led engagement** and working outside the walls of the library building.

User experience

- **Personalisation**
- **Impact** of maker / digital media labs in libraries
- **Evaluation of user experience of the multiple digital platforms** for reading/viewing digital media from libraries
- How people **use** digital library services
- **dig deeper with the research** - the web engagement vs physical engagement

Engaging non-users

- exploring non-web-users, and their interactions (**expectations/satisfaction**) with both online and physical services, resources, spaces.
- I think **the 'non user' experience** would be an interesting path to follow, what can we do to draw people in to our online presence.
- How to **reach and engage non-library users**.

Library staff development

- The **evolving skill-set** of library professionals needed for service provision
- research around **best practice for staff development**. I feel the future success of libraries is about excellent staff development and engagement.

Social impact/wellbeing

- I work in a **regional public library** and we work with and for our local communities. A significant trend that we have noticed over the years is the loss of school librarians and the resultant diminishing of school libraries. **We have been forced to support schools much more heavily** and while we happily do this, its not part of our scope. I would really love to see some research done on the effect of this trend to see whether the anecdotal evidence of serious depletion of school libraries (especially in smaller schools) is in fact the case and the effect this may have on **literacy rates** and the ability for children to learn research skills.
- Connecting the dots with research on **loneliness** by John T. Cacioppo and others with the turn by libraries towards an **emphasis on online interactions**.
- More on the importance of libraries in providing **social engagement opportunities** and reducing social isolation especially as we move to higher density and solo living
- Digital inclusion, **digital divide**, and information literacy.
- Community **connection** and social isolation

Technologies

- What other **technological initiatives** out there for public libraries to use to improve the services?
- review of **electronic resource management** systems.
- **new technologies**
- How customers use the **Spydus search** etc
- Why is it so difficult to have library content indexed in Google?
- **the impact of the rapidly changing technology** - privacy and data management, community using open source data from our organisations to create apps and other uses, drones and robotics and driverless cars - will our housebound services in the future be delivered by drone, or a driverless vehicle with a robotic or drone device taking the items out of the vehicle into the house or nursing home. The possibilities are endless and it's hard to work out what to focus on.

Advocacy and funding

- How libraries are using the **ALIA standards and guidelines** to capture and report on value and return on investment
- Effective ways of **evaluating your Library Service** and using the results to **advocate** for library funding and support
- Reasons behind why people ask the same things of libraries at least in Australia. e.g. more DVDs, more books, more spaces for people, more activities for children. **How can we use this qualitative data to push for further funding?** This kind of research has been done before but doesn't mean much in **council strategic plans**

Evaluation

- how to link library help to **academic success**
- **evaluation of programs and events** in libraries

Collections

- the emerging Collection to creation role of libraries and **interest in and value of digital curation** of Local Studies collections
- **Library Collections for the 21st Century** including online services and databases
- Given that conservatively probably 80% of the budget for libraries is there for the housing and circulation of physical items, maybe someone should survey or do some analysis on physical books - their past, current and possible future. Who's reading now, who may continue or not to read in what form etc. **Some analysis/Surveying of what we spend the greater budget/staff time on - i.e. Library stuff.**