
THE BEDFORD CITIZEN

Submitted by Lynne O'Connor, incumbent candidate for Library Trustee



Lynne O'Connor

Lynne invites voters to contact her via email

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TWO BEDFORD CITIZEN QUESTIONS FOR LIBRARY TRUSTEE CANDIDATES

Q1: Give an example of a situation in which you played a role in helping people of different opinions or perspective develop a mutually agreeable solution to a problem. This could be an example from work, volunteer commitments or a previous experience in a public role. How was this accomplished? What did you learn?

In my profession as a management consultant an essential part of my role is to help clients develop solutions to address various opportunities or challenges, such as which new products or services they will introduce to achieve company growth goals. As a result, I'm constantly working with teams to arrive at solutions that not only meet the company's stated goals but also achieve a level of buy-in that supports successful implementation of recommendations. Some keys to success in this process are giving constituents a voice in this process in order to understand their specific issues and building a shared vision of what the team's goals are. I've learned that once people align on their destination and have established common ground, it's much easier to work toward a solution.

Q2: Technology is driving rapid changes in library services. The Bedford Library has already adopted many new ways of meeting users' needs, greatly expanding the "traditional" library role. How do you envision the Library moving forward in the next five years, to balance patrons' growing demands against the town's budget constraints?

As the role of libraries is evolving, The Bedford Library remains squarely focused on meeting on users' needs in the context of rapidly changing technology. The Library

professional staff and Trustees are committed to providing our community with excellent resources and high quality customer service; adopting new technologies is clearly an important element to accomplishing these goals. Some of the technology advances come as a result of being part of the Minuteman Library Network in which new technologies are deployed system wide as part of our membership and do not represent incremental cost. Other investments are library specific, such as the recent decision to deploy a self-service check-out option for patrons. Consistent with their both prudent and customer-centric approach to investment decisions, the Library Director and staff carefully assess the costs and benefits and typically build a test and learn phase in before making a decision. In this instance, the staff researched available systems, visited other libraries using the system and how it impacted operations and levels of customer service, and evaluated both savings from freeing up the circulation desk staff to focus on tasks other than check-out as well as patron benefits of added convenience. From an overall budget standpoint many of these decisions involve reallocating budget vs. expanding the overall budget. As a Trustee, I've been impressed by the Library Director's commitment to being fiscally conservative in managing the budget while ensuring that key investments are made in order to continuing to deliver excellent service.

Lynne's Candidate Statement

In many ways the library is the "heart and soul" of the community – a vibrant place of learning and discovery where all generations can gather. Bedford Library's friendly and helpful staff work tirelessly to create a welcoming environment and to provide valuable resources and programming. It's been my privilege to serve as a Library Trustee for the past 12 years as the library has continued to increase services to the community and to respond effectively to changing technology and to our residents' evolving needs.

As an interested resident, a parent and a business leader, I've welcomed the opportunity to work with our outstanding Library Director and contribute my knowledge and perspectives to guiding library policy and operations. Among my contributions, I've led development and analysis of two town-wide surveys to assess residents' needs as part of our strategic planning process and to evaluate ongoing enhancements to our excellent service. I'd appreciate your support as I seek re-election as a Library Trustee to continue serving the community in this important volunteer role.