

## **What are challenges and benefits of serving tourists?**

### **Challenges**

- Tourists want more internet time than our 30 minute/day guest pass allows wireless bandwidth!
- Geneva mentioned in the main chat..."If anyone out there is dealing with a lot of transient individuals (folks who are homeless by choice e.g. Rainbow folks etc, I would be very interested in learning how to accommodate transients but not catering to them at the sake of your other patrons and more traditional guests." potentially losing items to our part-year residents
- inconsistent programming numbers
- Getting them into the library! Lots of people assume that since they aren't residents, they won't have access to our services (NOT TRUE!) Also, constantly being in competition with other Aspen, high profile events (i.e. Aspen Ideas Fest, Music Festival, etc.)
- Sometimes our full time residents feel that their services aren't available because "The Tourists" are using them (computers, mostly):how to get cards to people who are only part time residents
- Letting tourists know about the library before their last day in town.
- Noisier in the library while expectations for quiet space remain
- Staffing for high and low seasons is always a challenge.
- we are for sure a noisy library in the summer as well as our story time activities are in the open part of the building
- Theft, numbers served and balancing with staffing, large parcels...how to fairly deal with backpacks etc.
- visiting extended families and policies regarding checking out books - grandma and grandpa may not be with grandkids to check out books
- Impatience of tourist, "I only need the computer for a few minutes. Can't you make those kids get off [the computers]?"
- we have problems with policies for part time residents as well
- Often, the time we see the most tourists is when they need to print their boarding passes to go back home :(
- dealing with hard feelings...folks whose taxes don't contribute to the library (we are property tax funded)

### **Benefits**

- Goodwill created for community by serving visitors

- We enjoy the diversity that our tourists bring to our small town.
- They keep coming back
- They tell their friends about the library
- They are incredibly appreciate of services and the ability to get a guest library card
- We have a great library and many of our visitors frequent the library for genealogy
- Seasonal visitors come back every summer. Establish relationships w/ them. Making people feel like locals!
- Seeing our facility and using it as one of the decision makers in moving to our community
- Seasonal workers can get a card.
- Meeting people from all around the world!
- We also have a coastal league baseball team and some of those students have classes that need to be taken even while here and our library provides them an opportunity to complete these classes with a proctor
- Lots of great questions, tech troubleshooting. Creates good opportunity for staff learning
- Tourists here often come back. Once they know about the library, they become semi regular patrons. And usually thrilled ones.
- serving a diverse community helps cement the library's vital role in a living, breathing town!
- Some part-time residents have become members of Friends of the Library
- It's also nice to be able to have the newest best seller available when they are number 152 in line at home. :-)
- getting to share our town and our library with others, sharing the passion of libraries, serving the full community
- giving folks a much needed service (wireless and public computer access)
- We have two geocache sites at two of our libraries. Tourists <3 it!