

WHITINSVILLE SOCIAL LIBRARY

S.O.A.R. EXERCISE 2022 - SUMMARY RESULTS REPORT

BOARD OF TRUSTEES		STAFF		STRATEGIC PLANNING ADVISORY COMMITTEE (SPAC)	
STRENGTHS - TOP 3 (in descending order)		STRENGTHS - TOP 3 (in descending order)		STRENGTHS - TOP 3 (in descending order)	
1	Long-Serving Town Institution; Legacy Library (one of 2 social libraries in MA)	1	Customer Service ("everyone's so nice here")	1	Fine-Free for Children's Materials
2	Trustees are Fiscally Conservative, but Like-Minded When Investing in the Library's Future	2	Knowledgeable Staff Operates Effectively; Understand Their Roles/Responsibilities and Do Them Well	2	Super Creative, Nice Staff
3	Good Relationship with the Town (facility, finances, staff resources)	3	Access to Materials (CW Mars, ILL)	3	Free Resources (books, reference materials)
OPPORTUNITIES - TOP 3 (in descending order)		OPPORTUNITIES - TOP 3 (in descending order)		OPPORTUNITIES - TOP 3 (in descending order)	
1	Need More Space	1	Need to Increase Accessibility for At-Risk Patrons; Remove Barriers to Usage (fine-free or fully fee-free)	1	Need for Improved Communications (esp. with older community members)
2	Purchase of Additional Lot Provides Room to Grow	2	Interest in Homebound Delivery	2	Shifting Age Demographics with Changing Needs/Interests (e.g., growth in young families)
3	Need for More Space for Staff (no lunchroom, in the "dungeon")	3	Community is Increasingly Receptive to Spending Money on Town Buildings	3	Underserved Teen Population; Need to Increase Teen Engagement (e.g., support H.S. Silent Reading Program)
ASPIRATIONS - TOP 3 (in descending order)		ASPIRATIONS - TOP 3 (in descending order)		ASPIRATIONS - TOP 3 (in descending order)	
1	Library Remains Operational and Relevant	1	Everyone—Regardless of Their Differences—Feels Welcome at the Library	1	Be Known for Our High-Quality Programming
2	Town Administration Recognizes the Importance of the Library and Meets the Library's Needs	2	Parents & Students View the Library as THE Afterschool Destination—The "It Place" to Be	2	Be Viewed as a Safe, Welcoming Space (physically safe, welcome all)
3	Town Supports Library Expansion (financial, land, other resources)	3	Be the Go-To Hub for Local Information & Resources	3	Be Viewed as an Accessible Library (physically/virtually accessible; welcome different socioeconomic groups, cultures, ages; operate fine-free)
RESULTS - TOP 3 (in alpha order)		RESULTS - TOP 3 (in descending order)		RESULTS - TOP 3 (in alpha order)	
1	Reduced Staff Turnover (x2)	1	There's Always Someone (Patrons) in the Library (Y/N)	1	Continuously Increase # of New Patrons (x3)
2	Increased % of Town Budget is Allocated to the Library	2	Increased Use by Diverse Patrons	2	Increased # of Books/Materials Borrowed (x2)
3	Low % Collection Loss (e.g., impact of fine free policy)	3	Positive Trends in All Existing Circ. & Website Stats	3	Increased # of Program/Event Attendees (x2)

The Board of Trustees and Strategic Planning Advisory Committee SOAR exercise participants brainstormed a list of results (metrics) independently as a follow-up activity to each group's real-time session. Their results are not ranked or prioritized. Their results are sorted and listed alphabetically. See the RESULTS page of the *Whitinsville Social Library SOAR Exercise Results Report 2022* for the full list.