## 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)	
	<b>OPPORTUNITIES - TOP 3</b> (in descending order)		<b>OPPORTUNITIES - TOP 3</b> (in descending order)		<b>OPPORTUNITIES - TOP 3</b> (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		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)	
<b>RESULTS - TOP 3</b> (in alpha order)			<b>RESULTS - TOP 3</b> (in descending order)		<b>RESULTS - TOP 3</b> (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.