

# SARGENT MEMORIAL LIBRARY

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

TRUSTEES, FOUNDATION, & FRIENDS BOARDS		STAFF	
<b>STRENGTHS - TOP 5</b> (in descending order)		<b>STRENGTHS - TOP 5</b> (in descending order)	
1	Welcoming, Energetic, Creative, and Adaptable Staff	1	Local Support, including Financial (community, Library admin., trustees, Friends of SML, town admin.)
2	Director's Ability to Plan, Identify Trends, Be Flexible, and Be a Proactive Thinker	2	Committed, Helpful, Adaptable Staff
3	Ability to be Nimble, Change, and Provide Extra "Touches" (e.g., craft kids, curbside delivery, and other enhancements that met needs during pandemic)	3	Diverse Collections (esp. children's); Library's Commitment to Adding New Materials
4	Excellent Collection	4	Children's Offerings (collection, programs, space)
5	Physical Structure, Location in Town, and the Grounds	5	Library Leadership (director)
<b>OPPORTUNITIES - TOP 5</b> (in descending order)		<b>OPPORTUNITIES - TOP 5</b> (in descending order)	
1	Interest in Bringing More of the Community Together	1	Need for Space Optimization (physical layout/configuration, shelving organization)
2	Interest in Expanding the Availability and Diversity of Programs and Resources	2	Need to Assess Library's Role in the Community
3	Need to Increase Awareness of the Library's Offerings	3	Interest in Understanding Community's New/Evolving Space Needs
4	Everyone's Need to Utilize Digital Resources (enhanced accessibility)	4	Elementary-Aged Children are Already Onsite (e.g., school drop off/pick up location)
5	Changing Demographics (e.g., Sr. Citizens, ESL)	5	Underserved Tween Population
<b>ASPIRATIONS - TOP 5</b> (in descending order)		<b>ASPIRATIONS - TOP 5</b> (in descending order)	
1	Serve as an Open, Welcoming Place for Everybody	1	Is Inclusive and Accessible to All, Including Underserved Populations (non-English speakers, people with differences)
2	Be a Safe Haven for Everyone	2	Library's Program and Services Meet the Community's Interests and Needs
3	Be Known as the Community's Go-To Resource for Knowledge, Skills, Information, and Resources ("more than books")	3	Be Viewed as a Valuable Community Resource
4	More People Utilize the Library's Space, Especially Currently Underserved Populations	4	Is a Place that People Want to Go
5	Serve as a Community Center—a Magnet for the Community	5	Serve as a Community Partner with Other Organizations and Town Departments
<b>RESULTS - TOP 5</b> (in descending order)		<b>RESULTS - TOP 5</b> (in descending order)	
1	Increased # of Library Visitors	1	Receive Consistent Budget Funding
2	Positive Trends in All Traditional Circ. and Website Site Stats	2	Increased # Attendees at Collaborative Programs (e.g., co-sponsored/organized programs)
3	Increased # of New Library Cards	3	Increased Positive Feedback (program reviews, surveys, partner feedback)
4	Increased # of Collaborations with Community Groups (e.g., BCT, United Way)	4	Increased # Positive Traditional Circulation & Website Usage Stats
5	Increased Borrowing/Usage of Diversity-Focused Materials, Programs, and Services	5	Increased \$ Foundation Donations and # Donors