



GLADYS E. KELLY PUBLIC LIBRARY

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

TRUSTEES AND FRIENDS BOARDS		STAFF	
STRENGTHS - TOP 5 (in descending order)		STRENGTHS - TOP 5 (in descending order)	
1	Experienced Library Director	1	Staff Customer Service Ability and Desire to Help Patrons
2	Friends' Financial Support and Local Grants	2	Community Embraces How Friendly the Staff is
3	Space, Staff, and Resources are Available to Offer an Array of Programs	3	Provides Free Wi-Fi Access Onsite and via HotSpots
4	The Building	4	Open-Minded Organization is Accepting of Both Patrons and Staff
5	Dedicated Friends Group; Friends' Willingness to Help the Library Grow and Flourish	5	Friends of the Library Support (subsidizes materials and events)
OPPORTUNITIES - TOP 5 (in descending order)		OPPORTUNITIES - TOP 5 (in descending order)	
1	Need to Increase Community Awareness of Library's Offerings	1	Need to Increase Outreach to Local Businesses
2	Need to Develop More Community Partnerships with Organizations that Support Needy Community Members (police, recreation dept.)	2	Growing Population of Non-English/ESL Speakers
3	Need to Increase Access to Library Offerings Beyond the Physical Building	3	Population of 20-50-Year-Old Non-Users
4	Need to Reach Out to Economically Diverse Populations	4	Need to Support Homeless Population
5	Need to Reach Out to Young Families who Cannot Visit the Library	5	Need to Retain New Patrons
ASPIRATIONS - TOP 5 (in descending order)		ASPIRATIONS - TOP 5 (in descending order)	
1	Be Known as the Heartbeat of the Community. We are the Center of The Community. We Welcome Everyone.	1	Community Views Library as a Central Hub ("not just for books")
2	Be an Institution That is Not Only a Great Space But Reaches Beyond Its Physical Space; We Bring the Library's Offerings Out Into the Community	2	Patrons Receiving Tech Support Leave the Library Feeling Confident—Like They Can Do It
3	Be Known as a Community Center Where All Voices are Heard; The Entire Community Knows Who We Are and What We Do.	3	Strong Relationship with the Schools Includes More Regular Communications
4	Be the Prime Educational, Historical, and Cultural Center for the Town	4	Be a Place Where Kids and Adults Can Participate in Hands-On Experiences/Activities
5	Community Views Library as Current and Relevant ("we're not just books")	5	Maintain Strong Connections with Groups that Support Low-Income Residents
RESULTS - TOP 5* (in alpha order)		RESULTS - TOP 5 (in descending order)	
1	10% Increase in # Children's Activities (i.e., school vacation and summer break)	1	See Positive Trends in All Current Circulation and Website Stats
2	20% Increase in # Patrons Using the Library	2	Increased # Attendees at Hands-On Programs/Activities
3	20% Increase in Availability of NY Best Seller Books	3	Increased # People Use Library Space (work, hangout, etc.)
4	All Rooms are Booked 95% of the Time with Library and/or Community Events	4	Increased # Patrons Express Gratitude for Tech Support Received
5	Consistently Increased # Program Attendees (first time and repeat)	5	Increased Positive Program Feedback from Attendees (e.g., surveys)

* The Trustees and Friends of the Gladys E. Kelly Public Library boards' SOAR exercise participants brainstormed a list of results (metrics) independently as a follow-up activity to the groups' real-time session. Their results are not ranked or prioritized. Their results are sorted and listed alphabetically. See the RESULTS page of the *Gladys E. Kelly Public Library SOAR Exercise Results Report 2022* for the full list.