

Qualitative Data Synopsis

The Strategic Planning Committee, a body of library staff and board members, held three community engagement sessions in order to collect feedback from our patrons. We asked participants questions relating to the role of the library, programming, experiences, technology and space, equity and inclusion, and potential gaps in services or opportunities for growth. The goal of these sessions was to gather information that would inform our eventual priorities for the 2026-2030 Strategic Plan. We also asked library staff members to provide feedback in the same areas. The base questions we posed at our community engagement sessions were:

- What role do you think the library plays in the community / or could play in the community?
- Can you share a positive experience you've had at the library that stuck with you?
- Tell us about a library program that you or a family member has attended or at least one that caught your interest that you may have missed but wanted to attend. What about that program/event drew you to it?
- If you've had a visit to our library extending beyond a half hour, tell us about it, tell us more about how you've used the library, as a physical space, or perhaps its technological resources?
- What should be our top priority over the next five years?

The data collected from these sessions and staff surveys were compiled and analyzed by members of the committee. Themes were developed from the data, noting arising patterns, common sentiments, connections between topics, or other significant feedback. The resulting themes from the data collected using these questions, the subsequent conversations with participants, and feedback from staff were:

- ★ **Cultural Center:** The Library is valued as a destination for enrichment, particularly for programming and events, as well as for collections.
- ★ **Community Building:** Patrons appreciate opportunities to connect with friends and neighbors, as well as the library flexibility to emulate a modern community center and forge partnerships across the community.
- ★ **Money Saving:** There was strongly positive feedback on how the library saves them money through a variety of resources, materials, and services.
- ★ **Library as a Leader:** The Library is seen as a mirror of the values of the community and as a civic anchor, creating space and opportunity for dialogue and informed participation.

- ★ **Accessibility:** Results revealed the imperative to assess and improve the convenience and variety of services to meet the needs of the community.
- ★ **Staff Resources:** There is confidence in library staff and a desire for continued growth and support.
- ★ **Information Gap:** Patrons expressed interest in knowing about what the library offers, but often struggle to locate sources of information.
- ★ **Utilizing Library Space:** How patrons interact with the physical space and deploy the resources available within to suit their needs.