

# BARRINGTON PUBLIC LIBRARY

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## FIVE-YEAR PLAN 2015-2020

Approved by the Barrington Public Library Board of Trustees, November 20, 2014

## Mission Statement

The purpose of the Barrington Public Library is to provide, without charge, diverse and easily accessible materials, services and programs to educate, inform, enrich and entertain all the residents of Barrington and the greater Rhode Island community. The Barrington Public Library provides equal access to all users and seeks to make available the broadest possible spectrum of information and ideas, through a variety of formats including print and electronic.

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## **Introduction to the Barrington Library Long Range Plan 2015-2020**

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When the townspeople of Barrington, RI voted in 1982 to convert the town's high school to a public library and community center, they showed laudable foresight and wisdom. Since Barrington Library opened in its new location in 1984, it has been one of the busiest public libraries in Rhode Island, despite the relatively small geographic size and population of the town.

Since 1984 the library has continued, every five years or so, to prepare long range plans to guide future decision making. These plans have guided the library through periods of increased commitment to computerization and networking, while always stressing the importance of maintaining traditional library services, such as buying new books and offering a variety of public programs.

The long range plan for the library which will encompass the period of 2015-2020 shares some similarities with former plans. There is still emphasis on the importance of reading, especially with encouraging young children to read, and there is still a focus on public programming for all ages. However, with every year that passes it becomes obvious that public libraries must provide not just a physical presence in their communities, but a virtual presence as well. With the proliferation of online resources and online social networking, libraries have an opportunity and an obligation, greater than ever before, to serve as 24/7 information portals to meet users' needs.

In order to prepare this latest long range plan for Barrington Library, several steps were followed. We began with a user survey, available both online and in the library, to help us determine what library users (and in some cases non-users) enjoyed about library services and what they wished to see improved. The survey questions and a summary of the answers from the 287 completed surveys are appended to the long range plan.

Having collected and collated the survey data, the next step was to form a focus group. The emphasis in forming the focus group was to combine a wide a range of library users in order to create a lively and frank exchange of ideas. The focus group questions and responses are appended. After the focus group session, the comments were again collated and then shared with the various library department heads for their careful consideration when preparing the first drafts of their departmental long range plans.

The library director met with each department head to review their first drafts and suggest any changes or additions. The amended drafts were then combined into one long range plan document to be carefully reviewed and ultimately approved by the Library Board of Trustees.

In reading the new long range plan, it is apparent that the renovation of the second floor of the library is the most pressing challenge of the next two years. The project will encompass a complete redesign of the children's room, a room that has had very little design or refurbishment change since it was built in 1984. The very sought after auditorium and gallery spaces on the second floor also present the opportunity to create more effective use of space, especially flexibility around separating the meeting spaces.

Taken as a whole or reviewed department by department, great care was taken to maintain traditional, popular library services and branch out to offer new technologies and services. That was

also the message that came across clearly in both the survey and focus groups. The summary community statement appears to be: “we love print books and reading and cultural/educational programs, but we also want more technology, books, and better online access. We want our library to improve at informing us on what’s new and available.”

We listened. Our new long range plan will help us create a better library for the citizens of Barrington and its nearby communities. At this time, it is important to thank the many people who contributed to the creation of the Long Range Plan. Their vision, commitment, and hard work made this plan possible.

**Barrington Library Board of Trustees:**

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Daniel Martin, Head of Technology  
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John Achilli, Head Custodian  
Wendy Abel, Library Administrative Assistant

Thanks also to full and part time staff in all library departments who contributed their ideas to the long range plan and to the 287 people who completed the library survey.

Sincerely,  
Deborah Barchi  
Library Director

## **Administrative Director Goals and Objectives**

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### **Goal I: The second floor of the Barrington Library/Peck Center will be renovated**

Objective 1: To secure adequate Funding for the renovation

Activities:

- Work with fundraising consultant to identify major donors and plan fundraising strategy (2015)
- Coordinate and complete capital request for state funds through OLIS (2015-2016)
- Hold at least one public informational program about the renovation prior to town financial meeting (2015)
- Request bond from the town to help begin the project at town TFM (2015)
- Work with fundraiser to create events or programs to raise additional donations, awareness, and anticipation in the community (2015-2016)
- Apply for grants from foundations, especially the Champlin Foundations (2015-2016)
- Request funds from the Friends of Barrington Library (2015-2016)

Objective 2: To hire an outstanding architect, value-added consultants and high quality contractors (ACC's)

Activities:

- Review professional literature about best practices for hiring ACC's and develop an approach for our project(2015)
- Review and follow all local, state, and federal guidelines regarding ACC's (2014-15)
- Prepare all necessary RFP's for ACC's (2015)
- When appropriate engage in formal bid process for ACC's (2015)
- With trustees interview and hire ACC's. (2015)

Objective 3: To insure all renovations are attractive, highly functional, and meet all codes and regulations

Activities:

- Work closely with staff throughout the project to gather the best and most effective ideas for the renovation.( 2015-2016)
- Coordinate meetings between staff and architect to ensure that the architect respects, understands and fully utilizes staff input. (2015-2016)
- Review design concepts and construction documents with trustees, consultants, architects, contractors, town officials and staff regularly and often to ensure continuity and completeness of all aspects of the construction, to help minimize change orders once construction begins. (2015-2016)

Objective 4: To celebrate the accomplishment of the building project and the 100<sup>th</sup> anniversary of the Peck Center.

Activities:

- Make the public aware of the 100<sup>th</sup> anniversary of the Peck School , as of 2016 via print and other media outlets. (2016)
- Ask the town council and our town elected state officials for citations celebrating the 100<sup>th</sup> anniversary(2016)
- Advertise in local and state publications the 100<sup>th</sup> anniversary celebration, particularly targeting past graduates of the school (2016)

- Plan a celebration event featuring speakers and a variety of musical performances to celebrate both the 100th anniversary of Peck School and the renovation of the library (2016)
- Prepare and distribute a publication to honor the 100<sup>th</sup> anniversary (2016)

**Goal II: The effective use of volunteers in the library will be expanded**

Objective 1: To recruit and effectively use volunteers for every department in the library.

Activities:

- Examine all departmental operations along with department heads to determine where and how volunteers could enhance departmental objectives. (2017)
- Speak with colleagues across the state about their use of volunteers (2017)
- Request OLIS and/or RILA to include workshops about the effective use of volunteers in their training and conference schedules. (2016-2017)
- Design recruitment protocols that will ensure the best match of volunteers and library needs (2017)

Objective 2: Create a volunteer handbook

Activities:

- Collect and study volunteer handbooks from other libraries, schools, and other organizations that use volunteers (2017)
- Work closely with Barrington Public Schools to learn how they manage their successful volunteer program. (2017)
- Coordinate with Barrington Public Schools to offer volunteer opportunities for their students in the library (2017)

Objective 3: To annually honor library volunteers

Activities:

- Review best practices from other libraries and local non profits for honoring volunteers (2017)
- Work with library trustees and library friends to determine additional ways to honor volunteers, such as articles in local papers or on our website that focus on the contributions of library volunteers (2017)

**Goal III: The library will explore and integrate new technologies and methods to enhance service to the public**

Objective 1: To support and encourage library staff in the investigation of new technologies

Activities:

- Provide funding for programs outside the library for various staff (ongoing)
- Make accommodations for staff to attend outside programs, including staff coverage in public service areas (ongoing)
- Follow up on as many opportunities as possible for productive and relevant free and inexpensive training (ongoing)
- Encourage more inter-staff training and sharing among staff regarding new technologies (ongoing)
- Working with department heads incorporate the use of new technologies into departmental goals and objectives (ongoing)

Objective 2: To examine existing funding to find more current, creative and consistent ways to fund technologies

Activities:

- Meet with department heads to determine how various components of the existing operating budget might be shifted to accommodate more robust funding for technology. (2015)
- Make discussion of library technology be a feature of budget discussion with town manager and capital budget committee for the town. (ongoing)
- Incorporate the goals of the library's long range technology plan into discussions of future funding support from the Library Corporation and the Friends of the library. (2015)

Objective 3: To commit more consistently to the use of social media and our web page for library information and outreach

Activities:

- Increase input on existing social media sites (ongoing)
- Train at least one person per department on the input to social media sites (2015)
- Director and other appropriate staff will attend professional programs on the effective use of social media (ongoing)
- Increase and publicize opportunities on our library web site for interaction with the public (such as an online book discussion or recommendations) (2015)
- Work with staff and possibly a professional consultant to redesign our web page for ease of use and effectiveness (2015)

**Goal IV: The library will support staff with a wide range of training and support opportunities**

Objective 1. To identify in what areas the staff feel the greatest need for additional training

Activities:

- Discuss with library department heads (2015)
- Discuss with staff at annual full staff meeting (2015)
- Prepare brief survey of interests/needs for training to be distributed to staff (2015)

Objective 2: To identify current and secure additional funding for training

Activities:

- Explore options for training available for free from OSL, OLIS, and other library organizations (ongoing)
- Explore options available for employees through the town hall and/or in conjunction with various town departments (2016)

Objective 3: To Explore options for training through a variety of different formats

Activities:

- Offer a variety of in house training options such as webinars or remote access presentations (2015)
- Working with other local libraries, coordinate training sessions for librarians in the region to help take advantage of shared costs. (2016)

Objective 4: To rewrite and update staff personnel manual

Activities:

- Work with the town's HR manager to review the current manual and update it to be consistent with town personnel policies. (2017)

**Goal V: The library will maintain and expand its consistently high, positive profile in the community**

Objective 1: To increase use of traditional and social network media to inform the public about library programs and services

Activities:

- Follow the proposed activities for involving staff in the use of social media as listed in Goal III, objective 2.
- Actively correspond with local editors and reporters to inform them of interesting activities at the library that might warrant a longer article, photo, or an editorial. (ongoing)
- Continue to follow a careful schedule of release of flyers, newsletters, press releases, and other media outreach regarding the library and its services and materials. (ongoing)

Objective 2: To network and cooperate with various town and community organizations for mutual support and effectiveness

Activities:

- Plan and present at least two programs per year that are created in cooperation with town groups/ committees, including the Preservation Society, the Conservation Committee, the Recreation Department, and the Senior Center. (2015-2020)
- Through contacts with the school librarians and teachers, promote the use of the public library as a site for student projects and meetings. (ongoing)
- Be alert to opportunities to co-sponsor (either with in-kind or financial support) programs in the library or in the community that are consistent with the library's mission. (e.g. our support of the annual Fiddle Festival and our in-kind support of film screenings in the library by various independent film makers) (2015 ongoing)

Objective 3: To develop a specific brand for the library recognizable throughout the community, the state, and to major funders.

Activities:

- Secure funding to pay for the services of a professional to help the library develop a specific logo and brief motto (consistent with the library's mission statement) that will be approved by the library trustees for use on all flyers, newsletters, letterhead and other visual communications (2017)

Objective 4: To improve library signage and informational services

Activities:

- Secure funding for a consultant to assist us in creating consistent, non-cluttered, effective signage that would address design and placement of directional and informational library signage. (2017-2018)
- Work closely with our architect on the 2<sup>nd</sup> floor renovation project to develop effective attractive signage. (2015-2016)
- Develop a wall-mounted map of the library/peck center, found on all three floors (probably near the elevators) to help patrons navigate through the multi-level building (2017-2018)
- Review and if needed update library policy concerning the bulletin board and other display areas for flyers, posters, etc. (2017-2018)

Objective 5: To develop and implement an annual community-wide giving campaign for the library.

Activities:

- Work with a consultant who has successfully planned and implemented annual giving campaigns for libraries (2017-ongoing)
- Coordinate annual giving to the library with the existing friends membership drive to ensure the success of both. (2017-ongoing)
- Prepare an annual report of the library corporation suitable for submission with grants to foundations, corporation, etc. (2017)

## Children's Department Goals and Objectives

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**Goal I: Library users will be able to easily recognize the entrance and path to a warm, inviting Children's area that has the space and technology to support a wide variety of library functions.**

Objective 1: To redesign and renovate the hallways leading to the Children's area so that they are an integral and welcoming, part of the destination.

Activities:

- Consult architect on possibilities such as program displays and corresponding book displays and interactive wall games (2015)
- Choose attractive colors, carpeting and furniture and lighting (2015)
- Investigate signage and other methods to guide patrons to the stairwell (2015)

Objective 2: To redesign and renovate the main area of the children's room to provide access to a wide and changing variety of materials and to facilitate both quiet reading and group activities.

Activities:

- Research and choose modular furnishings (2015)
- Establish a quiet reading area (2015)
- Work with architects to find book bins for picture books (2015)

Objective 3: To redesign and renovate the program room to support story and craft programs which include the latest technological aids.

Activities:

- Hire technology consultant (2015)
- Purchase recommended items (2016)
- Purchase furniture (2016)

**Goal II: Children, ages 0-14, and their caregivers will have access to a wide variety of age appropriate programs.**

Objective 1: To improve current storytime and lapsit programs and add a storytime with a craft component.

Activities:

- Attend workshops for ideas on incorporating new components into story times (2016)
- Examine current programs (2015)
- Add appropriate new activities and technologies into story times (2016)

Objective 2: To provide at least six programs per year for children ages 6-11.

Activities:

- Reserve space (ongoing)
- Hire performers (ongoing)

Objective 3: Collaborate with the Young Adult librarian on at least 2 programs each year for children ages 10-14.

Activities:

- Reserve space (ongoing)
- Hire performers (ongoing)

Objective 4: Redesign the Summer Reading Club to include an online component

Activities:

- Examine the product provided by OLIS (2016)
- Have the Technology Coordinator install the program (2016)
- Customize the program to dovetail with the existing in house program (2016)

Objective 5: In conjunction with the redesign of the library's website, establish an interactive online book club for children

Activities:

- Investigate similar clubs in other libraries (2017)
- Create online club (2017)

Objective 6: Facilitate easy access to programming by providing adequate publicity and alternative methods of registration.

Activities:

- Publicize through a variety of mediums (ongoing)
- Explore online registration (2017)

### **Goal III: Children's area users will have access to a diverse collection of current materials and information**

Objective 1: Maintain or increase current levels of selection, deselection, and ordering for existing collections while anticipating changing trends and shifting purchase decisions accordingly.

Activities:

- Review and order items on a monthly basis (ongoing)
- Review donated items for inclusion in the collection (ongoing)
- Weed and clean the collection to maintain attractiveness (2015)
- Increase purchases of high demand and recreational items (2015)

Objective 2: Establish glades - areas to house high demand subjects such as princesses, construction and social values

Activities:

- Visit gladed libraries (2015)
- Identify books already in the collection that need to be reclassified and relocated (2015)
- Select and purchase additional materials (2017)
- Establish areas to house new glades in conjunction with the redesign of the children's area (2015)

Objective 3: Continue to provide prompt, accurate reference service at current levels or above as measured by monthly statistics

Activities:

- Select and purchase appropriate reference tools in a variety of formats
- Attend conferences and workshops to learn about new resources and how to use them (2016)
- Train staff to use new resources (2016)

**Goal IV: The children's department will reach out to aid other community organizations to collaborate in mutually beneficial efforts for children**

Objective 1: Provide area schools with information and services at current levels or above

Activities:

- Meet with school librarians regularly (ongoing)
- Collect and hold subject materials when requested (ongoing)
- Visit schools to promote reading activities (2015)

Objective 2: To maintain good relationships with other community organizations and continue to provide materials and services at current levels as measured by usage and monthly statistics.

Activities:

- Provide programs and tours (2017)
- Collect materials on specific topics for nursery schools and daycares when requested (2016)

Objective 3: To create and maintain effective communication with parents and caregivers to help them take full advantage of the services and materials found in the children's room.

Activities:

- Consistently strive to learn the names and to greet and address parents, caregivers and children by name (ongoing)
- Create and maintain a selection for the children's page that addresses the needs and interests of parents (2015)
- Create an attractive display area in the Children's Room for flyers, bookmarks, and other giveaways to encourage the use of the services and resources in the Children's Room (2015)
- Determine creative ways to use the skills of parents and caregivers for special and/or ongoing volunteer projects (2016)

**Goal V: The children's staff will continue to develop their professional skills and contribute to professional organizations**

Objective 1: To obtain the skills and information necessary to keep current with the demands of our patrons and profession over the next five years

Activities:

- Attend state meetings for children's librarians (ongoing)
- Attend conferences and workshops as needed (ongoing)
- Mentoring library students (ongoing)

Objective 2: To maintain an active role in the library profession

Activities:

- Participate on boards and committees as time allows (ongoing)
- Share professional expertise when appropriate (ongoing)

## **Circulation Department Goals and Objectives**

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### **GOAL 1: Improve the ease with which patrons' informational and recreational needs are met**

Objective: To provide optimal access to collections and other library resources.

Activities:

- With the Technical Services Department, convert the library's collections to an RFID system. (2019)

### **GOAL 2: Provide a pleasant environment for library patrons**

Objective: To maintain a cordial, engaged relationship with patrons.

Activities:

- With other departments, address the focus group's desire that staff wear name tags (2015)
- Provide customer service training for staff (e.g. webinars, programs run by experts in the field) (2015, 2017, 2019)

### **GOAL 3: Promote better use of staff resources**

Objective: To address ways in which staff can perform optimally

Activities:

- Find effective ways to integrate the intra-OSL shared resources function ("pulls list") into the regular workflow of the department. (2015)
- Schedule regular departmental meetings to serve as a communication tool between the Circulation Supervisor and the staff. (2015-2019)
- Conduct annual performance evaluations of circulation staff, as a more formal communication tool between the Circulation Supervisor and staff. (2015-2019)

## Community Services Goals and Objectives

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### **Goal I: Barrington Public Library will provide programs and services for adults and families that seek to inform, entertain and enrich lives.**

Objective 1: To create an alternate programming plan to place into action during the second floor renovation in 2016.

Activities:

- Identify community partners and approach them with ideas for collaborative programming outside of the library. (2015)
- Find small group programming that can take place in the Senior Center or at Town Hall (example: Great Decisions, Memoir Meetup, etc.). (2015)
- Explore possibilities for increased community outreach during the months of the renovation such as school visits to demo eZone, a library table at town events, eBook workshops at Atria Senior Living Center, etc. (2015)
- Offer programs at various times of the day to accommodate different schedules. (2015-2020)

Objective 2: To maximize storage space for library technology and program equipment. [in collaboration with Custodial, IT, Children's, Reference, and Teen Department]

Activities:

- Work with other departments and groups that store their belongings at the library to clean out and organize the Green Room, Projection Booth, Gallery Kitchen and Gallery Storage Closet. (2015)
- Utilize shelving and other means of storage to make the spaces accessible and easy to use for multiple purposes. (2015)

Objective 3: To find an alternative to Google Forms for online program registration through the library's website. [in collaboration with IT, Children's Department, Teen Department, and Reference Department]

Activities:

- Work with other library staff to form a committee to create a new library website. (2015)
- Research web hosting platforms like Wordpress, Drupal and others. (2015)
- Survey the public about website user habits and future needs. (2015)
- Research and find a web designer. (2015)
- Work with the web designer to implement desired changes. (2016)

Objective 4: To engage patrons of all ages by providing more family and generational programming. [in collaboration with Teen Librarian and Children's Department]

Activities:

- Work with the Teen Librarian on programming like a parent/child craft night or a family makerspace program. (2016)
- Work with the Children's Department to increase the offerings of family films at times that are convenient for families (example: after school, matinees during school vacation). (2015-2017)

Objective 5: To offer programming that appeals and fits into the schedule of stay-at-home parents. [in collaboration with Children's Department]

Activities:

- Survey parents to find out their programming needs. (2017)
- Based on survey results implement relevant programming. (2017-2020)

**Goal II: Barrington Public Library will increase opportunities for volunteers and student projects and find new ways to promote library services in the community.**

Objective 1: To increase knowledge of opportunities for high school seniors with their Senior Projects by providing use of the library space and mentorship. [in partnership with Teen Librarian]

Activities:

- Create an application process for senior project proposals. (2015)
- Communicate with the School Department the process for student applications to use the library for a senior project. (2016)
- Advertise this opportunity to students and parents. (2016)

Objective 2: To organize a formal volunteer program. [in collaboration with the Library Director].

Activities:

- Create an application process for volunteers to match their skills with a library need. (2017)
- Advertise the library's volunteer needs. (2017)
- Work with other department heads and the library director to revitalize the Volunteer Breakfast or Volunteer Recognition Event. (2018)

Objective 3: To create library branding, which includes a professional library logo, colors and tag line for use on the library's website, flyers, letterhead, business cards, social media and library "swag".

Activities:

- Research funding sources to pay a professional for their design work. This will most likely coincide with the library website re-design. (2017)
- Collaborate with other department heads and library director on the direction of the logo and how it will be used within the library. (2017)
- Create a marketing plan for library programs that incorporates adult, teens and children's programming to maximize exposure to all the opportunities available to local residents [in collaboration with Teen Librarian and Children's Department]. (2017)

Objective 4: To promote awareness and appreciation of library services in the community.

Activities:

- Celebrate National Library Week and other American Library Association sponsored events that honor the library. (2015-2020)
- Be a part of the team to plan a celebration for the 100 year anniversary of the Peck School/Library Building and library re-dedication after the second floor renovation. (2016)
- Build upon local partnerships and community event participation by working closely with schools and businesses and attending functions where the library can promote its services. (2017-2020)

## **Reference Department Goals and Objectives**

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### **Goal 1: Maintain a relevant, well-balanced collection**

Objective: To provide a collection of informational, educational and recreational materials and resources for library patrons in a variety of formats

Activities:

- Continue collection development of adult fiction, nonfiction and reference materials, including deselection of outdated and damaged materials, using review media and collection development guides (ongoing)
- Solicit library material suggestions from patrons in-house and through website form (ongoing)
- Consider replacement of print reference and nonfiction materials in certain subject areas, i.e. medical, with electronic resources (ongoing)
- Reevaluate budget allocation to reflect changing needs of type of library materials (2015)
- Expand large type print materials collection (ongoing)
- Expand and promote eBooks collection (ongoing)
- Expand A/V collection (ongoing)
- Deselect current VHS collection to allow for A/V growth (2015)
- Explore possibility of relocating current East Bay Literacy collection (2015)
- Create a print “map” of library’s main floor to help patrons identify location of materials and services (2016)
- Create new signage for main floor (2017)
- Relocate computer subject area materials to bookshelves in public Internet area (2015)
- Promote library materials through new booklists, displays and BookLetters (ongoing)
- Evaluate museum pass usage and solicit suggestions for future venues of interest (ongoing)

### **Goal 2: Offer literary and technology programming for adults and work with the Community Services Librarian to promote all library programs**

Objective: To increase the amount of quality literary and technology programming for adults based on community needs.

Activities:

- Utilize online registration for library programs and communicate program information to patrons (ongoing)
- Publicize monthly Homebound book delivery services (ongoing)
- Support upcoming programs with appropriate displays and booklists (ongoing)
- Expand the number of book discussion groups to meet community needs (2015)
- Solicit suggestions for future programs and evaluate current programming (ongoing)
- Collaborate with the Community Services Librarian to provide adult programs of interest to the Barrington community (ongoing)
- Explore the possibility of collaboration with the senior center to provide computer classes (2015)

- Develop an annual “Library Open House”/Library 101 to promote library services and resources (2016)
- Explore the possibility of working with Barrington High seniors and/or National Honor Society students on future programs (2016)
- Explore opportunities for community outreach and collaboration (ongoing)
- Solicit suggestions for literary and technology programming and evaluate current Reference Department programming (ongoing)

**Goal 3: Utilize new technologies and social media to promote and expand library services**

Objective: To connect library patrons with resources and materials through the use of new technology, administered by skilled library staff

Activities:

- Provide weekly staffing for the Tech Help Desk (ongoing)
- Create a “Business Center” area with a fax machine, scanner and color copy printer (2015)
- Adapt new technologies for library practices, i.e. utilize Twitter, Facebook and Tumblr accounts to promote library activities and resources (2015)
- Explore electronic resources for updated reference materials (ongoing)
- Work with IT coordinator to provide all public access Internet computers with identical software and interface, including desktop shortcuts to commonly-used electronic resources (2015)
- Streamline current website for easier use (2015)
- Create new web pages for Readers Advisory Services (2015)
- Explore new software for the creation of new website (2015)
- Utilize new features in BookLetters to promote new materials and booklists (2016)
- Explore “branding” possibilities for promotional purposes (2017)
- Encourage staff to attend appropriate OLIS and OLS workshops to develop and improve technology skills (ongoing)

## Technical Services Goals and Objectives

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### **GOAL 1: Improve the ease with which patrons' informational and recreational needs are met**

Objective: To provide optimal access to collections and other library resources

Activities:

- Investigate the cost efficiency of obtaining pre-processed books from vendors in order to get materials onto the shelves more quickly. (2017)
- Investigate additional vendor batch loads to further streamline the ordering process. (2015)
- Keep abreast of the progress being made in the area of digitization on the OSL level by joining the consortium's Digitization Task Force. (2015)
- With other department heads, work to improve the library's website, including selection of a new platform and shared responsibility for making library information available through it. (2015-2016)
- Working with the Reference Department, look for ways to resolve competing space needs in the Audiovisual area, including the deselection of the VHS collection in two stages, and the creation of a healthy balance of audiovisual titles in both physical and digital formats, based on trends in how the community accesses these titles, commercial availability of same, and awareness of the digital divide. (2015-2016-2017)
- Devise a selection policy for audiovisual items to guide purchases in this area. (2015)
- Assess the affordability of converting the library's collections to an RFID ("radio frequency ID") system, including the application for grant monies to fund the conversion. (2018)
- With the assistance of the Circulation department, convert the library's collections to an RFID system. (2019)
- Working with the Children's Department, develop "glades" for select sub-collections to improve access to materials in the renovated Children's Room, including the designation of these glades in the online catalog and on the books themselves. (2016-2017)
- Compile quarterly reports when items are removed from the new book shelves, to advise selectors which titles had little to no circulation while they were on display as "new." (2015-2019)
- Compile reports that compare circulation of library materials relative to materials budget allocation, as a way of ensuring that resources are being expended according to patterns of patron use/demand. (Ongoing)
- As a member of OSL's Cataloging Task Force and Database Management Committee, develop or amend policies which will result in an efficient, uncluttered, user-friendly online catalog. (2015-2019)
- Use the BookLetters service to promote to the public newly cataloged items and library calendar of events. (2015-2019)

## Technology Goals and Objectives

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### **Goal 1: The technology department will provide up to date, efficient and effective solutions for all library technology needs.**

Objective 1: To update and maintain current library technology needs

Activities:

- Ongoing replenishment and rotation of existing systems and hardware to carry forward to full implementation of VDI for public computing in the next two years (2015-2017)
- Ongoing updating software and implementation of upgrades for staff and administrative needs (2015-2016)
- Upgrades and replacements to existing server solutions for our domain and local network (2015-2017)
- Envisionware administrative console and client version upgrade in the next 2 years (2016-2017)
- Ongoing upgrade and maintain technical support contracts for all existing hardware and software solutions for 5 years (2015-2020)

Objective 2: To replace existing devices with new equipment

Activities:

- Test and roll out VDI (Virtual Desktop Infrastructure) beginning winter 2014/2015 for public access internet stations (2015-2018)
- Purchase new keyboards and mice for all public machines throughout building (2016)
- Add new Envisionware server and console in IT Department 2015-2016)
- Add new Envisionware Staff Console in Children's Department (2015-2016)
- Upgrade theater digital playing devices to current specifications (2016-2020)
- Upgrade all Ethernet Cable in Building to Cat-6e to be compliant with new statewide bandwidth requirements (2017-2020)
- Install a minimum of 14 new Ethernet drops in critical areas of the library for greater access to high-speed internet for staff and programming (2017-2020)
- Purchase new high end media projector cart with dedicated devices and mobile projector (2014)
- Add additional program laptops for staff and program use (2016-2017)

Objective 3: To introduce new technology and new ideas

Activities:

- Move phone room equipment to server rack and purchase a backup device to receive full capability with existing phone system architecture (2017-2020)
- Re-examine RFID products to see if there is a new cost effective solution (2017-2020)
- RFID exploratory research for library inventory and circulations needs (2017-2020)
- Look to new vendor options for ongoing technology needs (2016-2020)
- Seek more cloud based server technology to further streamline and build efficiency (2016-2020)
- Select a new HTML5 Website package that will include hosting and integrated mobile device platform for our page (2016-2017)
- Create high visibility space and station for an e-zone customer touch screen experience (2015)
- Add new dedicated phone line and install a fax24 pay as you go station for patron use (2015)

## **Young Adult Goals and Objectives**

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### **Goal I: Teens will have access to the latest materials in print and e-format**

Objective 1: To develop and maintain the most current and diverse collection of YA materials in all formats that are relevant to the community

Activities:

- Attend statewide YART meetings (ongoing)
- Monthly selection of materials (ongoing)

### **Goal II: Teens will know what the library offers at any given time and be able to contact the teen librarian with questions or suggestions for programs and materials they would like to see offered.**

Objective 1: To develop a better online presence through various social media outlets such as tumblr, instagram, twitter and facebook. (2015)

### **Goal III: A Makerspace will be created in the library**

Objective 1: To create (in conjunction with IT Dept.) a Makerspace in the library by acquiring equipment such as a 3D printer, vinyl cutter and heat press for screen printing.

Activities:

- Research the cost and space needed for said equipment as well as locate grants that will defray the cost. (2015)
- Join AS220 to learn to use equipment(2015)
- Prepare workshops during set hours where teens can use the 3D printer to make items such as figurines, chess pieces, etc... (2016-17)
- Teach teens can make screen printed shirts using their own art work (2016-17)

### **Goal IV: Collaboration with school librarians will be increased**

Objective 1: To establish permanent partnerships and collaborations with middle and high school teachers and librarians.

Activities:

- Screening educational documentaries on subjects students are covering in school, such as foreign language films and more (2015)
- Coordinate special tutoring and homework help nights (2015)
- Coordinate with art teacher and have students create art, such as re-designing a favorite book cover, fan fiction depictions, photographs, mixed media, etc... to be displayed in our gallery. (2016)
- Teacher and Student suggestions (ongoing)

**Goal V: Teens will have access to monthly science and technology programs**

Objective 1: To provide STEM Programming where teens will work in groups on laptops that will be provided.

Activities:

Prepare and lead the following for teens:

- Arduino workshops (2015-2017)
- Scratch workshops (2015-2017)
- Model workshops (2015-2017)
- Gaming (2015-2017)

**Goal IV: Teens will have ample volunteer duties at the library.**

Objective 1: To establish tasks and guidelines for teen volunteers.

Activities:

- Instruct teens how to create a bibliography (2016)
- Instruct teens how to shelf read (2015)
- Instruct teens on how to help design a program (2016)

## Summary of Survey Results

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### How often have you visited the Barrington Public Library in the past year (12 months)?

Answered: 287      Skipped: 0

Answer Choices	Responses
Once or twice	12 4.18%
Between 3 and 10 times	46 16.03%
11 times or more	213 74.22%
I have not visited the library in the past 12 months	<u>16</u> 5.57%
<b>Total</b>	<b>287</b>

### For the resources you use when you visit the library, how IMPORTANT are these to you?

	Do not use	Not at all important	Slightly important	Moderately important	Very important	Total
<b>Children's Room</b>	38.68% 94	0.41% 1	5.35% 13	9.47% 23	46.09% 112	243
<b>Teen Room</b>	48.52% 115	2.11% 5	8.86% 21	11.39% 27	29.11% 69	237
<b>Adult print book collections (fiction or non-fiction)</b>	5.26% 13	0.81% 2	7.69% 19	12.96% 32	73.28% 181	247
<b>Electronic books (Overdrive)</b>	36.64% 85	4.31% 10	17.67% 41	14.66% 34	26.72% 62	232
<b>DVD or videotape collections</b>	12.08% 29	2.08% 5	27.50% 66	31.25% 75	27.08% 65	240
<b>Computers for research or personal use</b>	38.82% 92	10.97% 26	18.99% 45	15.19% 36	16.03% 38	237
<b>Wireless network</b>	34.04% 80	3.40% 8	11.91% 28	14.89% 35	35.74% 84	235
<b>Current newspapers and magazines</b>	19.25% 46	5.86% 14	26.36% 63	24.69% 59	23.85% 57	239
<b>Reference materials</b>	15.19% 36	5.06% 12	26.16% 62	28.27% 67	25.32% 60	237
<b>Assistance from the library staff</b>	2.93% 7	1.26% 3	15.48% 37	30.96% 74	49.37% 118	239
<b>Museum passes</b>	19.75% 48	6.17% 15	16.87% 41	25.10% 61	32.10% 78	243
<b>Meeting rooms</b>	46.78% 109	10.73% 25	17.60% 41	11.16% 26	13.73% 32	233
<b>Other (please specify below)</b>	52.63% 40	0.00% 0	0.00% 0	5.26% 4	42.11% 32	76

**For the resources you use when you visit the library, how SATISFIED are you with each of these?**

	Do not use	Not at all satisfied	Slightly satisfied	Moderately satisfied	Very satisfied	Total
<b>Children's Room</b>	34.08% 76	0.45% 1	7.17% 16	24.22% 54	34.08% 76	223
<b>Teen Room</b>	49.51% 101	0.49% 1	7.84% 16	19.12% 39	23.04% 47	204
<b>Adult print book collections (fiction or non-fiction)</b>	5.96% 14	0.00% 0	3.83% 9	31.49% 74	58.72% 138	235
<b>Electronic books (Overdrive)</b>	44.50% 89	6.00% 12	11.00% 22	23.00% 46	15.50% 31	200
<b>DVD or videotape collections</b>	16.14% 36	4.48% 10	20.18% 45	39.46% 88	19.73% 44	223
<b>Computers for research or personal use</b>	50.48% 105	0.96% 2	5.77% 12	16.83% 35	25.96% 54	208
<b>Wireless network</b>	36.32% 73	1.00% 2	3.48% 7	23.88% 48	35.32% 71	201
<b>Current newspapers and magazines</b>	29.05% 61	0.48% 1	5.24% 11	29.52% 62	35.71% 75	210
<b>Reference materials</b>	25.70% 55	0.00% 0	5.61% 12	33.18% 71	35.51% 76	214
<b>Assistance from the library staff</b>	5.70% 13	1.32% 3	5.26% 12	18.42% 42	69.30% 158	228
<b>Museum passes</b>	27.98% 61	1.38% 3	6.42% 14	27.52% 60	36.70% 80	218
<b>Meeting rooms</b>	57.65% 113	3.06% 6	4.59% 9	19.90% 39	14.80% 29	196
<b>Other (please specify below)</b>	58.18% 32	5.45% 3	10.91% 6	10.91% 6	14.55% 8	55

**Overall, how would you rate your level of satisfaction with the Barrington Public Library?**

Answered: 250 Skipped: 37

<b>Answer Choices</b>	<b>Responses</b>	
Not at all satisfied	1	0.40%
Slightly satisfied	7	2.80%
Moderately satisfied	45	18.00%
Very satisfied	<u>197</u>	78.80%
<b>Total</b>	<b>250</b>	

**Have you attended a program or event at the Barrington Public Library in the past 12 months?**

Answered: 248 Skipped: 39

<b>Answer Choices</b>	<b>Responses</b>	
Yes	149	60.08%
No	<u>99</u>	39.92%
<b>Total</b>	<b>248</b>	

**How would you rate your level of satisfaction with library programs and events?**

Answered: 149 Skipped: 138

<b>Answer Choices</b>	<b>Responses</b>	
Not at all satisfied	0	0.00%
Slightly satisfied	9	6.04%
Moderately satisfied	51	34.23%
Very satisfied	<u>89</u>	59.73%
<b>Total</b>	<b>149</b>	

**Have you accessed the library's web site or online resources and services from home in the past 12 months?**

Answered: 257 Skipped: 30

<b>Answer Choices</b>	<b>Responses</b>	
Yes	221	85.99%
No	<u>36</u>	14.01%
<b>Total</b>	<b>257</b>	

**How would you rate your level of satisfaction with the library's web site?**

Answered: 221 Skipped: 66

<b>Answer Choices</b>	<b>Responses</b>	
Not at all satisfied	4	1.81%
Slightly satisfied	20	9.05%
Moderately satisfied	91	41.18%
Very satisfied	<u>106</u>	47.96%
<b>Total</b>	<b>221</b>	

## What services could the library offer that would make you more likely to use the library?

Answered: 129 Skipped: 158

- More adult programs
- Computer Courses (i.e. Microsoft programs, etc.) Community Service programs Team Building for Adults & Teens Program
- Scholarships/Grant opportunities (funded) by the community and the info provided for high school, undergrad/Graduate programs by the library.
- I would like to see more programs that teach basics on the computer ie excel for beginners.
- Enforced quiet/study areas Story time on weekends for working parents
- Your services are great. However, the space itself is not as attractive as it good be (e.g., the children's room, the teen room). And, there times when it is difficult to find a (quiet) seat!
- Our family loves the library and uses its services all the time (both in town as well as Overdrive). My two suggestions are: 1. Please provide more audio book selections, both for children and adults. My children have ADHD, and listening to audio books has created a voracious appetite for reading that was not possible for them with print books! #2. Is it possible for home computers and android devices to remember login information? I constantly have to re-enter our 11 digit number which is somewhat inconvenient... Thank you!!
- Streaming video links to the college and university libraries
- Subscriptions to more consumer and business magazines
- Make the meeting rooms more accessible (similar to the Bristol or Jamestown) for all w/ easy or drop in sign up and no fee.
- Larger e-book collection
- More on-site resources for visually impaired
- Nursery,Pre/School Fair - where parents could come to meet representatives from the various schools in the area. It would save countless hours.
- More guest speakers on interesting topics
- More space for book sales. a wonderful service and opportunity
- More classes geared toward adults
- More books on cd.
- More short creative writing, poetry and art courses More frequent local history lectures
- Provide a greater number of books for sale
- Lounge area with coffee
- The library is perfect just the way it is.
- More of you're (sic) already doing. Beyond that, I think the staff is creative and ambitious, and I'm confident they will generate more ideas. PS: Applaud what you're doing to extend outreach with your monthly delivery program to the homebound. PS: if you need volunteer drivers, please post a notice in the library.
- Have monthly exhibitor able to have a live presentation of their work, perhaps an evening event to visit with interested people.
- Self check out in the children's area so you can check your books out while your children are playing and avoid having them run around while you check out books downstairs at the circulation desk.
- Meeting rooms.
- Tutoring in computer use at a variety of times during the day and evening
- More children's programs, multi-age programs
- Programming that fits the schedule of people who work 9-5. There have been several programs I wanted to attend, but because they were scheduled during the week, during working hours, I couldn't. Please keep in mind that many people who use the library work full time.

- We love the children’s room. My 3 year old daughter loves to go there to play and to read books. She loves visiting Rudy. I find the book organization in the children’s room very frustrating. She likes certain book series and I get annoyed and frustrated digging through slightly organized racks of books. How am I supposed to teach my child about finding books if they are all in a jumble. What happened to alphabetical order by author.
- More copies of books available
- I personally love the teen room and what you guys have growing there. I think that and the children’s section are very important parts of the library that need to be extended.
- Better story-time...less videos, more songs, more stories. A felt board for stories? Better children’s programming during the week.
- More story-time, offer a Lego Club
- Faster access for electronic books.
- Bingo
- Nothing. Staff is excellent. I love in Warren and hardly use the library. My whole family is completely satisfied.
- The Web “LAN” system confuses me. I would like to see town members have a direct link to the computer catalog system of the Barrington Library.
- More teen programs, and preteen programs.
- I’m a working mom, will love to do some of the courses you offer, but will need child care during classes.
- Social areas.
- I’m a big fan of the online audiobooks and ebooks but more selection would be nice
- Evening book groups for adults; more speakers of interest to the community
- Evening discussion groups, book groups.
- More books for sale
- I’d like to see more proactive attention given to families in the children’s library. Very often when you ask the staff a question it feels as if you’re bothering them. When I’ve asked for help finding a book, I’ve been told to use the catalog and look on the shelf. Typically, by the time I ask for help, I’ve already done those two things. Quite frankly, I’ve actually seen the children’s library staff playing games of solitaire on the computer while there are patrons in the room. Also, I feel the staff conducting story hours can be brusque with both children and parents. In general, I would appreciate a more friendly children’s library staff.
- I think Barrington offers wonderful services to its patrons
- More poetry writing/publishing workshops.
- At the moment, cannot think of any. The interlibrary loan has been very helpful. Ongoing book sale is a great idea, being placed next to the reference desk and on the way to the periodicals, newspapers and armchairs.

**How important is the Barrington Public Library to you and your family?**

Answered: 246 Skipped: 41

Answer Choices	Responses	
Not at all important	0	0.00%
Slightly important	3	1.22%
Moderately important	18	7.32%
Very important	<u>225</u>	91.46%
<b>Total</b>	<b>246</b>	

**To what extent do you think the library contributes to the quality of life in Barrington?**

Answered: 243

<b>Answer Choices</b>	<b>Responses</b>	
Does not at all contribute	0	0.00%
Contributes slightly	4	1.65%
Contributes somewhat	20	8.23%
Contributes very much	<u>219</u>	90.12%
<b>Total</b>	<b>243</b>	

**When you think of the Barrington Public Library, what words first come to mind? (Please enter as many as you like.)**

Answered: 202 Skipped: 85

- The wonderful people who work there!!
- Added comment from #10: We love the Barrington Public Library! It and the staff is past of our family ;) 12. Quiet, Friendly, Supportive, Informative, Calming, Relaxing, Enjoyable, Welcoming, Safe, Clean
- Fabulous resource and my favorite thing about Barrington!
- User friendly, great staff, clean, comfortable,
- Bright,clean,up to date,varied
- Peace, stimulation, joy
- Great collections, pleasant staff
- Note on Question 10: This is one of the best libraries in our little state!-one of heaviest use (circ.) of all the towns. Response to
- Question 12: Great place to visit. Nice building-particularly post renovation. Programs-great place for them+nice variety.
- Friendly helpful staff - ability to request new book to buy for library. ability to request out of library books. good newspapers and magazines. Friends booksale - continuous sale in library - visually appealing.
- ...how much we love the library and what a huge DAILY impact you have on our family... Keep up the wonderful work you do - happy reading!!
- Resource accessible
- Excepting reference, the employees are stuck up, snotty - if you ask a question, the answer is "look it up!
- Invaluable.
- Well-staffed, helpful
- Has been a great resource for my family. It's been a helpful, pleasant place to go - all during the year.
- Big, accessible (hours), great collection
- Comfortable and user friendly. Good staff.
- Asset to the Community.
- Wonderful source of information.
- Opportunity (for exploring interests) Wealth (of info) Explore (shelves, titles)
- I like to reserve books online and pick them up. This is very helpful. The library seems heavily staffed. Do we really need all those employees?
- Complete Extensive
- Excellent selection of books, magazines and DVDs. Friendly and helpful staff members.
- Friendly comfortable well-lit open spaces plenty of books on hand
- Excellent resources; helpful pleasant staff

- Valuable resource
- Love the online reservation of titles and availability
- Community resource
- Asset to the town. Adds to the quality of life. Well run.
- Place of repose with books. Events. Books on sale.
- Resource depository for variety of interests Center for research on traveling - hobbies - general info
- Essential to the town's culture
- Knowledgeable staff, friendliness, helpfulness creative programs,
- Friendly helpful staff
- Comforting, reliable, fun to poke around, friendly, pleasureable
- Really nice
- Relaxing, yet stimulating. "Alive". Trusted resource. Comfortable (in all senses) environment. "Enmeshing" (as w/ the supermarket, I can't run in for just one thing). A community jewel.
- You aim to please. Community institution.
- Great!
- Good selection, easy access
- One of my favorite trips each week. A great community resource.
- I love it! One of my favorite places! A refuge. A respite. Quiet.
- Very comprehensive, courteous, helpful, respectful. Many options offered, comfortable.
- Elitist
- Substantial, relaxing, center of information, comfortable
- It's a haven. Most important - the books and the knowledgeable and courteous staff.
- Community
- Best library in RI
- Books, educational,

**Are there any other comments or suggestions about the Barrington Public Library that you'd like to share?**

Answered: 121 Skipped: 166

- It's a great resource for people of all ages.
- You are awesome! Thank you for being there for me! I love coming to library for my work & personal time.
- Need trash barrels outside. I hate to see so many coffee cups and litter dumped on the stairs.
- I drive from Bristol to use the Barrington Library and have for the past 16 years. It was most important to me while my kids were in school. They have since graduated college. I count on inter-library loan!!
- On line reserve requests were all lost in Jan 2014; just tried to recreate...very disappointed in this discovery today 2/28/14
- The free wi-fi is wonderful!
- More e-books
- More e-books need to be offered.
- Wonderful resource! I use it at least weekly to borrow books and ebooks.
- Be more helpful
- Very impressed. I love the universal classes and the attitude of the staff. They are wonderful!
- The research department is very helpful.

- Great children's room and we are looking forward to growing into the teen room.
- Keep up the good work, best use of our tax money.
- Please consider the Pre-School, Nursery School Fair. It saves so much time for everyone!
- Wonderful resource
- Thank you for all you do
- Additional shelves for book sale material
- More programs, more substantive, varied and top drawer programs such Laurie Burke put on. A first class reading area.
- Monitoring newspaper so they aren't swiped (sp?)
- A very helpful staff. Community outreach should continue to be emphasized. Expand book sales and publicize.
- More e-books and e magazines - easier to navigate checkout process. Only show books available
- I love the library!!!!
- Please do not diminish the availability and services now available
- Everyone who works and has worked at the library (30 year patron) has been the BEST!! Helpful and friendly
- We're lucky to have you. Suggestion: Extend the monthly service for shut-ins through collaboration with East Bay Nursing homes and RI Veterans' Home in Bristol.
- Get more funding!
- Self check-out in the children's area would make life much easier for parents with little children.
- Increase your Sunday hours to year-round
- You are doing a good job. Keep it up!
- The children's area seems so small, any way we can expand?
- I come to the library at least once per week. The staff is great, and I say that as someone who worked in libraries for 12 years. Keep up the good work and thank you!
- Please be very careful not to weaken any of the core strengths when making changes.
- The Overdrive online book selection is extremely lacking. Most of the books are ancient, and therefore aren't under copy write anymore. More best sellers would be wonderful.
- The Barrington Library is a great place for people to read, study homework, or simply go and check out some books. Overall, I am very satisfied with this library
- PLEASE KEEP THE LIBRARY OPEN ON SUNDAYS DURING THE SCHOOL YEAR
- Some areas of your library are showing their age. Regular maintenance and painting would help. Your restrooms are particularly unsightly.
- I have been in to the library a lot and feel slightly discriminated against for my age and look, mostly by the staff.
- All of the DVDs are scratched
- Needs a slight make-over. Would like the Children's Room librarians to be more child-friendly
- It's just really nice.
- I would not change a thing. Very satisfied.
- More space for books for sale
- I hope that we never loose this Town meeting place~
- Keep up the great work.
- Love the library, we are there at least once a week.
- More selection on the online overdrive ebooks and audiobooks
- Update the interiors it is very outdated

## Focus Group Results

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We had 19 participants attend our library long range plan focus group on Tuesday, June 24 at 7 PM, along with 5 library trustees and the library director. Vince Wicker, the Chairman of the library board led the discussion.

The focus group participants were asked to respond to and discuss a series of questions. A library trustee wrote down the various responses on large sheets of paper which were then posted on the walls. Once discussion was completed, focus group participants were given 12 colored stickers to place next to the responses they felt were most important to them.

The library director took back the completed sheets so she could collate the responses. Listed below are the comments and suggestions made by focus group participants, along with the number of stickers placed next to the suggestions by the participants. Please note that some comments had no stickers next to them, but that does not mean that those comments are unimportant or will not receive consideration when the long range plan is compiled.

The library director and the library department heads will be considering all the focus group suggestions and will incorporate many of them in the long range plan. Throughout the process we will be updating the focus group on the progress of the long range plan. For those who were unable to make the focus group meeting, but who are still interested in providing feedback, please feel free to send your suggestions and comments regarding the long range plan to the library director: [director@barringtonlibrary.org](mailto:director@barringtonlibrary.org)

**Thanks to all focus group members for their excellent, well-thought-out suggestions and their obvious interest and love of the library!**

The top “vote getters” among the focus group participants to the question: **What would make the perfect library?**

Children able to get their public library card at school 9  
Expanded availability of E books 6  
A central site for information about community services 6  
Lots of places to sit and read 4  
Programs to meet people, discuss and debate 4  
Able to borrow cake pans, equipment, tools and other unusual items, especially of interest to teens 4

***Other suggestions for the perfect library:***

Librarians to guide your research 1  
Access to free library cards for non-state resident teachers who teach in RI 2  
Cheerful, well-lit, welcoming environment 2  
Consider uses of alternate community spaces for current activities  
Daytime use of meeting rooms by individuals if room not otherwise occupied 1  
Programs that bring people of different ages together 3  
Lots of alternate times and other options for successful programs  
Keep up the current level of excellence by making changes as needed 3  
Helpful signage to assist with finding things 2  
Conference/meeting area for users to hold private conversations 2  
Excellent periodical selection 1

A vibrant place  
Space to spread out and work 2  
A safe haven for different points of view/diversity 2  
Expanded access to all university libraries 2  
Something of interest for all age groups  
Lots and lots of books on the shelves 2

Top vote getters to the question : **What do you think about the library's location?**

Have a book drop you can access from your car 8  
Don't have a book drop you can access from your car! 3  
A book mobile 3

***Other responses regarding location:***

A larger facility  
Keep all the collections under one roof 2

The top vote getters to the question: **How has your use of the library changed over time?**

Kids increasingly need technology to do homework 3

***Other responses regarding how your library use has changed over time:***

Come in just to pick up reserved items and don't browse as much  
Types and use of materials and programs change as children grow up  
Internet access now essential  
Need more charging outlets 1

The top vote getters for the question: **How and when do you use the library now?**

To get books 5  
To attend movies and programs 4  
ILL 3  
Reserve books online 4

***Other responses to the question "How and when do you use the library now?"***

Book displays  
Programs 2  
Want more programs for grades 4 to 5 2  
Online resources 2  
Use of programs keep changing with time  
More discussion groups 1  
Want feedback from online book ordering suggestions  
Use the library to cool off with air conditioning  
Reading programs  
Night and weekend hours are important  
Research  
Quiet place to work  
Use the catalog before coming in, although not really user-friendly format  
Databases 2  
Story hours 2  
Great Decisions group

Top voters to the question: **What would you like to change about the library?**

- Offer more library “swag” and branding 5
- Name tags for the staff 5
- More programs for adults that fit within the school hours 4
- Crafts with story times 4
- Allow students to get their public library cards at the schools 3
- Advertise more on social media 4

***Other responses to the question” What would you like to change at the library?”***

- Improve the user friendliness of the online catalog and the E zone catalog 1
- Improve interpersonal skills of staff 2
- Change the shelf organization of the fiction titles (confusing right now) 2
- More book sorting and storage for donations 2
- Set measurable goals for increased teen participation 2

Top votes for the question: **What should NOT change about the library?**

- All the books! 17
- The current site/location 5
- Stable source of funding 6
- Interlibrary loan 4

***Other responses to the question “What should not change about the library?”***

- Continue weeding 2
- Beautiful place, good building maintenance
- Good lighting 1
- Comfortable 1
- Cell phone policy
- Feels safe

Top votes to the question: **What could you live without in the library?**

- Café/vending machines 3

***Other responses to the question “What could you live without in the library?”***

- Self check machine
- Fewer adult books so long as it would mean expanding the YA collection
- Borrowing movies since there is so much instant streaming
- Be careful about changing technology too quickly
- Is the circ staff overstaffed? Are 3 needed at desk?

Top Votes to the Question: **What do you think about the library staff?**

- It would be nice to be greeted by name by the staff, especially when checking out items 8
- Increase opportunities for volunteers to help out at the library 6
- More outreach to teens by the staff 4
- More outreach to teens via free food at programs! 4

***Other responses to the question “What do you think about the library staff?”***

The staff are very friendly and helpful

YA and children’s librarians do a good job of working closely with the schools 1

Sometimes staff don’t seem fully engaged; could be more involved in outreach

Do the staff feel supported?

More staff outreach to various community groups and individuals

