

STEVENS MEMORIAL LIBRARY S.O.A.R. EXERCISE 2020 - SUMMARY RESULTS

TRUSTEES & FRIENDS BOARDS		STAFF	
STRENGTHS - TOP 5			
1	High Performing, Collaborative, and Flexible Staff	1	Welcoming, Friendly Staff Delivers Great Customer Service (good relationships with patrons)
2	CWMARS Membership; Easily Accessible Supplemental Collection	2	Cohesive Staff Team w Diverse Skillsets; Supportive of One Another
3	Friendly Staff Cultivates a Small-Town Feel (“everybody knows you”)	3	Children’s Programming
4	Recently Renovated, Highly Functional, and Peaceful Interior Space	4	Staff Flexibility/Adaptability (e.g., coping with COVID-related changes)
5	Attractive, Conveniently Located Historical Building	5	Strong Internal Communications and Workflow
OPPORTUNITIES - TOP 5			
1	Need for Free Meeting Space	1	COVID Impact; New Community Needs to Meet
2	Growing Interest in Centralized Source of Community Info and Resources	2	Need to Address Tech/Digital Divide (e.g., older residents, socioeconomic challenges)
3	Increased Interest in Adult Programs (topical education/learning, general interest)	3	Underserved Community Members Unable to Physically Visit Library
4	Growing Interest in Remote Offerings (offsite/home services)	4	Community Need for Technology Support
5	COVID Impact; Discovery of New Community Needs	5	Growing Community Reliance on Convenient WiFi
ASPIRATIONS - TOP 5			
1	Be Viewed as an Essential Community Resource that Delivers Good Value	1	Serve as a Welcoming, Comfortable Community Center (work, studying, socializing, etc.)
2	Deliver Programs that Meet Diverse, Evolving Needs (by age group, interest, etc.)	2	Be Visible in the Community
3	Operate a Welcoming, Inclusive Community Center	3	Be Viewed as a Valuable Community Resource
4	Be a Place Where People Create/Deepen Community Connections and Relationships	4	Library’s Expansive Offerings Attract New Patrons
5	Serve as a Community Information Hub	5	Provide Access to Tech Devices, Services, and Support

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RESULTS - TOP 5			
1	Increased # Positive Traditional Circulation Stats	1	Increased # Positive Traditional Circulation Stats
2	Increased # People/Orgs. Use Library to Collect/Distribute Community Info	2	Increased # Library Visitors
3	Increased # Program Attendees	3	Increased # Program Attendees
4	Increased # Program Waitlists ("sold out" programs)	4	Increased # New Library Users/Visitors
5	Increased Demand for Expanded Hours	5	Increased # Holds
ADDITIONAL S.O.A.R. INPUT (submitted via prioritization survey)			
STRENGTHS			
1	Dedication to the concept of the Library as a community center	1	N/A - No additional strengths contributed
OPPORTUNITIES			
1	Insufficient local adult recreational program offerings; Parks & Rec Dept. doesn't offer adult recreational programming like yoga, tai chi, meditation, etc.	1	N/A - No additional opportunities contributed
ASPIRATIONS			
1	N/A - No additional aspirations contributed	1	N/A - No additional aspirations contributed
RESULTS			
1	N/A - No additional results contributed	1	N/A - No additional results contributed