



BIGELOW FREE PUBLIC LIBRARY

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

BOARD OF TRUSTEES & FRIENDS OF BFPL BOARD	STAFF
STRENGTHS - TOP 5 (in descending order)	STRENGTHS - TOP 5 (in descending order)
1 Discounted Passes (museums, parking, etc.)	1 Large Variety and Quantity of Free Services (e.g., printing, computers, “not just books”)
2 Large Variety of Programs, Especially Musical, Cooking, and Children’s Programs	2 Staff Commitment to Helping Patrons; Staff Goes “Above and Beyond” to Answer Questions and Provide Resources
3 Helpful Staff Goes to All Ends to Satisfy Patrons’ Requests	3 Wide Selection of Programming Available in Different Formats (virtual, passive, and live)
4 Centralized Location Enables More People to Visit (kids, seniors, non-drivers)	4 Library’s Smaller Size Enables Staff Get to Know Patrons Personally and Understand Their Interests
5 All Services are Free	5 Collaborative Staff Works Well Together
OPPORTUNITIES - TOP 5 (in descending order)	OPPORTUNITIES - TOP 5 (in descending order)
1 Library’s 150th Anniversary	1 Need for Increased Community Awareness of Library Offerings (“Library is more than just books”)
2 Growing Online Capabilities Offer Increased Convenience	2 Need to Improve Wi-Fi Access (stable, stronger signal)
3 Need to Communicate Better with the Community—to Improve Marketing Efficiency and Effectiveness	3 Changing Community Demographics; Need to Serve Non-Native English Speakers and Foreign Language Speakers
4 Need for Off-Site Services (go where the people are)	4 People are Experiencing a Lot of Change in the Community and the World (stress, mental health challenges, etc.)
5 Town’s Population Growth	5 Increased Need for Job Seeker-Related Resources for All Ages (new skills are required to be competitive)
ASPIRATIONS - TOP 5 (in descending order)	ASPIRATIONS - TOP 5 (in descending order)
1 Attractive, Well-Maintained, Organized, and Professional Physical Space Welcomes its Target Demographics and is Better Utilized (e.g., children’s room)	1 Everybody Feels that the Library is There for Them; There’s Something for Everyone
2 Building Accommodates Contemporary Community Aesthetic, Space, and Functional Needs (e.g., café, more tech functionality)	2 Library Offerings are Current and Continuously Updated to Meet Community Needs
3 Library Reflects the Community’s Diversity; Offers Multi-Lingual, Multi-Cultural Services, Materials, and Programs	3 Be a Welcoming Space for Everyone; A Place to Relax, Read, and Gather with Friends
4 It is a Modern, Technologically Adept Library with a Nostalgic Feel and Friendly Staff. It is Beloved and Visited by All Generations.	4 Library Receives the Funding Necessary to Continually Grow the Resources it Offers
5 Library Dismantles Preconceptions of What a Library Is (offer offsite activities, “not just a book warehouse”)	5 Building Offers Convenient Access to Bathrooms (e.g., bathroom upstairs)
RESULTS - TOP 5* (in alpha order)	RESULTS - TOP 5 (in descending order)
1 Children's Area is Decluttered (Y/N)	1 Upstairs Bathroom (Y/N)
2 Increase # Teens/Gen Z Visits/Event Participation	2 Increased Town Funding
3 Increase #/Variety of Modern Technology	3 Increased Support at Town Meeting of Library Budget; Passes without Conflict
4 Increased # Collaborations/Presence at Community Organizations' Events	4 Increased # of Grants Received
5 Increased # Library Visitors/Foot Traffic	5 Fewer Wi-Fi Resets

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