

BEAMAN MEMORIAL PUBLIC LIBRARY

S.O.A.R. EXERCISE 2020 - SUMMARY RESULTS

TRUSTEES & FRIENDS BOARDS		STAFF	
STRENGTHS - TOP 3 (in descending order)		STRENGTHS - TOP 3 (in descending order)	
1	Knowledgeable, Proactive Director/Staff Anticipates and Meets Community Needs	1	Good Customer Service; Friendly and Resourceful Staff
2	Strong Leadership from Director	2	Patron-Friendly Facility; Well-Organized, Bright, and Comfortable Space
3	Professional, Friendly, and Approachable Staff	3	Flexible, Creative Staff (e.g., response to Covid challenges)
OPPORTUNITIES - TOP 3 (in descending order)		OPPORTUNITIES - TOP 3 (in descending order)	
1	Need for Better Parking	1	COVID Impact/Innovations; New Community Needs to Meet
2	Continuously Evolving Patron Needs and Interests (all ages)	2	Untapped Teen Population (outreach, go to them)
3	Need for Streamlined Virtual Access to Library Offerings (e.g., online program registration process)	3	Interest in Accessing Tech Services & Devices at Home (e.g., more digital svcs, borrowing devices)
ASPIRATIONS - TOP 3 (in descending order)		ASPIRATIONS - TOP 3 (in descending order)	
1	Be Viewed as a Vital Community Resource	1	Serve as a Popular Community Gathering Place
2	Town Consistently Provides Library with Adequate Funding	2	Community Demonstrates Strong Support of Library
3	Community is Aware of Library's Diverse Offerings	3	Be Visible in the Community (offsite and on-)
RESULTS - TOP 3 (in descending order)		RESULTS - TOP 3 (in descending order)	
1	Increased # Library Visitors	1	Increased # Positive Traditional Circ Stats
2	Town Provides Adequate Funding (yes/no metric)	2	Increased # Positive Online Feedback (soc media engagement, online reviews)
3	Increased # Program Attendees	3	Increased \$ Year-Over-Year Annual Library Budget
ADDITIONAL S.O.A.R. INPUT			
ADDITIONAL STRENGTHS		ADDITIONAL STRENGTHS	
1	N/A - No additional strengths contributed	1	N/A - No additional strengths contributed
ADDITIONAL OPPORTUNITIES		ADDITIONAL OPPORTUNITIES	
1	N/A - No additional strengths contributed	1	N/A - No additional strengths contributed
ADDITIONAL ASPIRATIONS		ADDITIONAL ASPIRATIONS	
1	N/A - No additional strengths contributed	1	N/A - No additional strengths contributed
ADDITIONAL RESULTS		ADDITIONAL RESULTS	
1	N/A - No additional strengths contributed	1	N/A - No additional strengths contributed