



MANSFIELD PUBLIC LIBRARY

S.O.A.R. EXERCISE SUMMARY RESULTS REPORT 2023

BOARD OF TRUSTEES		STAFF	
STRENGTHS - TOP 5 (in descending order)		STRENGTHS - TOP 5 (in descending order)	
1	Helpful, Congenial, and Dedicated Staff	1	Proactive, Patient Staff's Supportive, Personalized Interactions with Patrons Cultivate a Sense of Community and Belonging ("patrons feel seen")
2	Creates a Welcoming Environment	2	Collaborative, Welcoming Staff
3	Forward-Looking and Innovative; Consistently Pursues New Ideas and Activities	3	Knowledgeable, Friendly Reference Staff with Great Attitude
4	Library Director	4	Wide Variety of Materials Available in Multiple Formats (physical books, books on CD, online books, audiobooks)
5	Large Variety of Popular Children's Programs	5	Large Number and Variety of Programs and Services
OPPORTUNITIES - TOP 5 (in descending order)		OPPORTUNITIES - TOP 5 (in descending order)	
1	Possible Expansion (COA move)	1	Need for Community Space to Strengthen the Feeling of Community (physical space for meetings, Zoom call space, tutoring space, etc.)
2	Need for a Community Hub (centralized meeting rooms, co-located library, COA, & recreation)	2	Ever-Changing Technology: A Perpetual Need for Knowledge of, Instruction on, and Access to Current Physical Tech Devices
3	Need for Additional Study, Meeting, Tutoring, and Programming Space	3	Need to Promote the Library as a Social Location that Serves as a Gathering Space (e.g., café)
4	Town Offers Numerous Community Events that Library Can Attend/Support (increased visibility)	4	Interest in Strengthening the Library's Connection with the Schools
5	Need for Stronger Relationships/Partnerships with Schools	5	Need to Engage New Adult Populations (e.g., programs targeted for those in their 20's and 30's)
ASPIRATIONS - TOP 5 (in descending order)		ASPIRATIONS - TOP 5 (in descending order)	
1	Be Viewed as a Vital Community Resource	1	Community is Aware of the Library's Offerings and Views the Library as Essential ("more than the just books")
2	Town Approves a Library Expansion	2	Be Known for Having Good Staff and a Welcoming Environment
3	Continually Be Innovative; Pursue New Ideas (programs et al.)	3	Town Administration and Trustees Support and Invest in Staff; Staff Feels Adequately and Fully Supported (financially, training-wise, etc.)
4	Serve as the Community's Hub For Information and Resources	4	Physical Space is Continuously Improved to Meet Evolving Needs; Residents Want to Visit the Library ("a place you want to go to")
5	Every Child in Town has a Library Card	5	Be Known as a Space that Fosters a Sense of Community
RESULTS - TOP 5 (in descending order)		RESULTS - TOP 5* (in descending order)	
1	Every Child Has a Library Card (Y/N)	1	Increased Engagement on Social Media (e.g., # followers, likes, shares, etc.)
2	Town Approves Library Expansion (Y/N)	2	Increased #/% Library Visitors
3	Increased Usage of Offsite Library Programs/Services	3	Increased #/% Meeting Room Reservations
4	Increased # Library Visitors (children vs. adults)	4	Increased #/% of People of All Ages Visit or Use the Library as a Gathering Spot
5	Increased # Social Media Activity and Engagement (likes, follows, shares)	5	Increased Employee Longevity/Retention

* The staff's 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 sorted in descending order by the # of respondents who submitted each result and then alphabetically. See the RESULTS page of the *Mansfield Public Library SOAR Exercise Results Report 2023* for the full list.