

## SAUGUS PUBLIC LIBRARY SOAR ANALYSIS 2019 - SUMMARY

BOARDS - TRUSTEES/ NEW FRIENDS/FOUNDATION		STAFF	
<b>STRENGTHS - TOP 3</b> (in descending order)		<b>STRENGTHS - TOP 3</b> (in descending order)	
1	Strong Leadership, Management, and Governance (director, staff, trustees)	1	Highly Trained, Stable Team of Collaborative, Experienced Staff
2	Numerous, Diverse Community Programs that Appeal to Young Children and Adults	2	Great Customer Service (staff goes above-and-beyond)
3	Innovative Programs and Services; Organizational Willingness to Take Calculated Risks	3	Well-Maintained, Current Collections (digital/non-digital materials, ILL, summer reading books)
<b>OPPORTUNITIES - TOP 3</b> (in descending order)		<b>OPPORTUNITIES - TOP 3</b> (in descending order)	
1	Willingness to Modernize and Optimize Library Space	1	Information Gap; Patrons and Community Unaware of Library Offerings
2	Unexplored Benefits of Stronger Staff and Board Relationships (Trustees, New Friends, and Foundation)	2	Flexible/Reconfigurable Space can Accommodate Diverse Needs
3	Untapped and/or Underserved Local Constituencies (teens, seniors, non-English speakers)	3	Increasing Need for Convenient, Low Cost Access to Technology (devices, classes, services)
<b>ASPIRATIONS - TOP 3</b> (in descending order)		<b>ASPIRATIONS - TOP 3</b> (in descending order)	
1	Serve as a Place of Continuous Learning	1	Town Budget Supports Regular Library Growth (staff, programs)
2	Deliver Innovative Programming and Technology	2	Community Views Library as a Critical Community Resource
3	Be Known as a Valuable Community Resource	3	Offer "Fantastic" Customer Service
<b>RESULTS - TOP 3</b> (in descending order)		<b>RESULTS - TOP 3</b> (in descending order)	
1	Steady, Measurable Progress towards Achieving Strategic Plan Goals	1	Increased Town Budget (at least annual cost-of-living increases)
2	Increased Financial Support from Town	2	Increased Traditional Circulation Stats (demographics, program attendance, borrowing, etc.)
3	Increased Number of Community Partnerships	3	Increased # Staff
<b>ADDITIONAL SOAR INPUT - 2019</b>			
<b>ADDITIONAL STRENGTHS:</b>		<b>ADDITIONAL STRENGTHS:</b>	
1	Community presence	1	Outreach at the public schools regarding Summer Reading
2	Always open to suggestions and comments!	2	Local history
<b>ADDITIONAL OPPORTUNITIES:</b>		<b>ADDITIONAL OPPORTUNITIES:</b>	
1	N/A	1	N/A
<b>ADDITIONAL ASPIRATIONS:</b>		<b>ADDITIONAL ASPIRATIONS:</b>	
1	N/A	1	N/A
<b>ADDITIONAL RESULTS:</b>		<b>ADDITIONAL RESULTS:</b>	
1	N/A	1	N/A