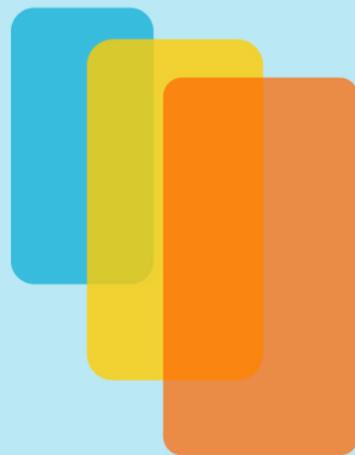




Seekonk Public Library



STRATEGIC PLAN
FY26-FY31

A Message from the Director



A library's Strategic Plan is a road map to the future. It serves to help us set our mission, understand our vision, and establish the goals needed to achieve that mission. Most importantly, the strategic plan is determined by the community, including residents, staff, and the Board of Library Trustees. The entire community had the opportunity to voice their hopes for the future of the library.

The Massachusetts Board of Library Commissioners recommends that every library have a current strategic plan in place to guide library operations. Additionally, a strategic plan is a requirement for eligibility for construction grants or Library Services and Technology Act (LSTA) grants. We are excited to share this plan with the community, and we look forward to creating the library of the future as envisioned by the community.

Kathleen Hibbert
Director



Board of Library Trustees

Alyssa Richard, Chairperson
Kate Capello, Vice-Chairperson
Ann Caldwell, Secretary
Mike Durkay
Sharon Connors
Cynthia Corbett
Fred Slemon

Approved by the Board of Library Trustees 9/17/25

Strategic Plan Contributors

Residents, Town of Seekonk
Teen Patrons
Youth Patrons
Library Staff
Board of Library Trustees

Community Focus Group Participants

Heather Baldassi	Maureen McConnell	Kayla Quadros
Daniel Baldassi	Katie McClintock	Joe Raez
Sarah Jane Lapp	Mandy Mills	Sarah Silva
	Dennis Toprac	

Consultant

Michelle Eberle, Massachusetts Library System

The library wishes to extend its gratitude to Michelle Eberle, Consultant, Massachusetts Library System, for her guidance and encouragement during the planning process, as well as her role as Facilitator for our Community Focus Group Session.

Mission Statement

The mission of the Seekonk Public Library is to enrich lives by fostering lifelong learning and by ensuring every member of the community has access to a vast array of ideas and information.

Vision Statement

The Library enriches lives, broadens horizons, and strengthens community.

Methodology

The library's strategic plan was developed through an inclusive, collaborative process designed to reflect the voices of our entire community. We collected feedback in May 2024 with a town-wide survey and in April 2025 with a facilitated focus group.

The initial planning was slowed down because a building feasibility study took longer than expected and efforts to hire an external consultant were unsuccessful. Planning resumed in April 2025 with the focus group.

Library staff and Trustees each participated in SOAR (Strengths, Opportunities, Aspirations, Results) surveys in May and June 2025 to capture organizational insight and vision. In addition, youth and teens were directly engaged through interactive input activities and targeted feedback sessions, ensuring that their unique perspectives and ideas shaped the plan.

Together, these methods provided a balanced and comprehensive foundation, ensuring that the goals and strategies of the plan are both aspirational and grounded in the real needs and aspirations of the community.



User Needs Assessment



Analysis of community, staff, trustee, and youth input revealed several clear needs:

- [Welcoming, Flexible Spaces](#) – Quiet study, collaborative areas, outdoor seating, and playful family zones.
- [Access to Diverse Resources](#) – Global perspectives, ESL, homeschool support, civic/financial literacy, wellness, and expanded popular titles.
- [Programs for All Ages](#) – Tech, workforce, retirement, parenting, cultural and creative events, innovative experiences like markets and festivals.
- [Youth Engagement](#) – Toys, crafts, imaginative play, animals, rotating kits, and hands-on learning.
- [Teen Priorities](#) – A dedicated teen space, diverse program options, flexible scheduling, social hangouts, and stronger communication.
- [Staff & Trustee Needs](#) – Professional development, internal communication, workplace morale, sustainable funding, and stronger community storytelling.
- [Partnerships & Outreach](#) – Collaboration with schools, Parks & Rec, Senior Center, and town agencies to extend reach.
- [Communication](#) – Improved staff collaboration and public awareness through newsletters, signage, outreach, and social media.

Our Goals

Create a Vibrant, Inclusive Community Hub

- Welcoming civic space for all ages
 - Flexible areas for quiet, collaboration, and creativity
 - Intergenerational programs and events that celebrate community identity
-

Empower Youth & Teen Engagement

- Dedicated teen space designed with youth input
 - Afterschool programs, crafts, storytelling, themed kits, and study support
 - Expanded teen advisory boards and youth voice in library planning
-

Reimagine Facilities and Space for All

- Full building renovation with ADA upgrades
- Outdoor spaces: patio, gardens, play areas, Seekonk Meadows
- Quiet study rooms, vibrant signage, welcoming design
- Explore amenities such as a coffee kiosk or vendor partnership

Expand Programs Partnerships & Innovation

- Programs for adults: jobs, technology, parenting, retirement
 - Literacy initiatives: civic, financial, health, and digital
 - Collaborations with schools, Senior Center, Parks & Rec, and others
 - Arts, culture, and nature events integrated into civic life
 - Innovative pilots: studio space, market days, neighbor connections, and intergenerational opportunities
-

Strengthen Culture, Communication, and Sustainability

- Ongoing staff training, collaboration, and wellness
- Coordinated communication plan across programs and services
- Staff and library advocates as ambassadors supported by newsletters, social media, signage, and outreach
- Stronger storytelling through data and impact
- Growth in grants, sponsorships, and Friends/Foundation support
- Advance library initiatives that are green, inclusive, and financially sustainable for long-term community benefit.

Measures of Success

- Increased program attendance, circulation, and digital resource usage
- Teen and youth participation and satisfaction with new spaces and programs
- Completion of renovation and facility upgrades
- Growth in community partnerships and outreach presence
- Staff satisfaction and retention metrics
- Strong presence across communications platforms and increased visibility



Appendices

Staff SOAR Survey

Trustee SOAR Survey

Community Focus Group SOAR Summary

Teen Library Use Talkback Board

Teen/Tween Library Use Survey

Youth Patron Wishes “What is Your Dream Library” Feedback

Community Survey

Library Staff SOAR Survey - Strategic Plan 2025-2030

We're building a forward-looking Strategic Plan, and your insights are essential. This survey uses the SOAR framework—**Strengths, Opportunities, Aspirations, and Results**—to gather your perspective on how we can grow as a library and a team.

All responses are anonymous.

Please complete the survey by Saturday, May 31.

Strengths

What do you think are our library's greatest strengths?

The staff

What do we do exceptionally well in serving the community?

Children's programming

What aspects of your work or our workplace make you feel proud or energized?

Colleagues

Opportunities

What opportunities do you see for the library to grow or improve in the coming years? *

the building

What new services, partnerships, or community needs could we be addressing?

Having a clean building that isn't gross is where to start

What trends, technologies, or innovations could help us better serve the community?

better physical environment

Aspirations

What is your vision for the library 5 years from now?

I hope the staff is treated better

What kind of library do you want us to become—for our staff, our patrons, and the wider community?

One where staff isn't afraid to make a mistake

What new ideas or "big dreams" would you love to see come to life at the library?

Staff morale is very very bad.

Results

What does success look like for the library in the next 3–5 years?

.....

What measures will indicate we're making a positive impact on the community and our team?

staff won't cry weekly

.....

What would help you do your best work and contribute to the library's success?

management that allows creativity instead of micro managing every decision

.....

Thank you!

Thank you for sharing your insights, ideas, and hopes for the future of the library.

Your feedback is invaluable and will help shape a strategic plan that reflects our shared goals and values.

We appreciate your time and thoughtful input!

This form was created inside of SAILS, Inc..



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All responses are anonymous.

Please complete the survey by Saturday, May 31.

Strengths

What do you think are our library's greatest strengths?

Funding through the Town, Friends, Trust.

What do we do exceptionally well in serving the community?

Providing a wide variety of programming for all ages (cultural, educational, STEM, literacy-based etc).
Establishing new collections such as the "Library of Things" collection and Vox books.

What aspects of your work or our workplace make you feel proud or energized?

On a personal level, I feel that consistent communication with my supervisor and regularly collaborating with her contributes to my sense of accomplishment. I feel that I always have the support needed to excel in my role. Positive interactions with patrons make me feel energized!

Opportunities

What opportunities do you see for the library to grow or improve in the coming years? *

The library logo is "Connect, Learn, Grow" so we can seek out more opportunities to "connect" with residents and the community. This will build on the "personal touch" that the library can provide. Connecting can be as simple as welcoming people as they enter or calling patrons by name or in bigger ways such as reaching out more to those who may be underserved.

What new services, partnerships, or community needs could we be addressing?

Services: consider new and upcoming collections (ex: vinyl?). Consider new spaces such as flex spaces for teens/adults/makers. There is a "loneliness epidemic" in communities. How can we address this in Seekonk?

Partnerships/collaborations with Seekonk Animal Shelter. People love their pets and the library can be a part of, and benefit from the positive feeling that pets bring. Partnerships with PTOs and the public schools could have a higher impact. Partner with community groups whose goals overlap with SPL's.

Community needs: In my opinion, we serve the community well. To continue building on successes, identify groups that are underserved and assess how to serve them better (ex: homeschoolers, adults age 20-39.)

What trends, technologies, or innovations could help us better serve the community?

Trends: stay up to date with popular culture trends and see how SPL can be a part of it (ex: when pop culture events are in the headlines, embrace through social media posts, special programs)

Technologies/innovations: an increased focus on sustainability serves all. AI training for both staff and patrons was successful. What are practical applications for AI for either serving the public or in library work?

Aspirations

What is your vision for the library 5 years from now?

To be on our way to fully realizing the idea of "community engagement" as related to SPL spaces and programming. (Community engagement can help lead programming)

To have the public think of the library as a vibrant "go to" place/space for anyone

To have more residents truly understand the value of Seekonk Library, not just for the public at large but also for themselves personally.

What kind of library do you want us to become—for our staff, our patrons, and the wider community?

for staff: dynamic work environment with better work spaces for staff

for patrons: to become the library of the future with less focus on physical holdings and more focus on a sense of community

for wider community: a lively learning hub and gathering space for friends, families and community groups.

What new ideas or “big dreams” would you love to see come to life at the library?

A patio off the back of the building with a pergola and Adirondack chairs. Music piped in could make a nice touch

Results

What does success look like for the library in the next 3–5 years?

Success would be having the repairs and renovations to the building completed so that time could be spent on the next priorities. Having a marketing plan would be a success, too.

What measures will indicate we’re making a positive impact on the community and our team?

community: More people coming into the library.

-Higher program attendance (or more accurately a trend of higher attendance at programs). -More true engagement from patrons regarding services and programs (how to measure?)

Perhaps imply ask the community, through a simple survey or a one question feedback form, if we're making a positive impact.

team: continued culture of open communication

What would help you do your best work and contribute to the library’s success?

Personally setting aside time for professional development during my work week

Thank you!

Thank you for sharing your insights, ideas, and hopes for the future of the library.

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We appreciate your time and thoughtful input!

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Google Forms

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All responses are anonymous.

Please complete the survey by Saturday, May 31.

Strengths

What do you think are our library's greatest strengths?

Our staff and the Meadows location.

What do we do exceptionally well in serving the community?

Going the extra mile for patrons.

What aspects of your work or our workplace make you feel proud or energized?

Getting to connect with patrons, especially returning patrons.

Opportunities

What opportunities do you see for the library to grow or improve in the coming years? *

Finding ways to reach populations that don't primarily use the library/feel welcome.

What new services, partnerships, or community needs could we be addressing?

More community events where patrons can meet and connect with each other to build stronger community. ("Silent" Book Club-everyone reads their own book but then discusses what they're reading, farmer's/art/etc. market held in the Meadows, etc.)

What trends, technologies, or innovations could help us better serve the community?

Grow more of a presence on social media using things like Instagram Reels and creating more opportunities for advertising and interaction with patrons online.

Aspirations

What is your vision for the library 5 years from now?

A place that offers not only books, but community.

What kind of library do you want us to become—for our staff, our patrons, and the wider community?

A place that feels like a second home, safe and welcoming.

What new ideas or "big dreams" would you love to see come to life at the library?

Merchandise and a library pet.

Results

What does success look like for the library in the next 3–5 years?

A place that offers not only books, but community.

What measures will indicate we're making a positive impact on the community and our team?

Patron population is more diverse and are coming in and staying, not just getting holds and leaving or solely using our online services.

What would help you do your best work and contribute to the library's success?

Brighter, cheerier work areas, everything feels very bland, dull and dark. Think this can also be applied to the library at large as well.

Thank you!

Thank you for sharing your insights, ideas, and hopes for the future of the library.

Your feedback is invaluable and will help shape a strategic plan that reflects our shared goals and values.

We appreciate your time and thoughtful input!

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All responses are anonymous.

Please complete the survey by Saturday, May 31.

Strengths

What do you think are our library's greatest strengths?

technology and staff

What do we do exceptionally well in serving the community?

We try to get the material that patrons are looking for.

What aspects of your work or our workplace make you feel proud or energized?

When a patron tells me they enjoy our library more than any others in the network.

Opportunities

What opportunities do you see for the library to grow or improve in the coming years? *

Hopefully we can better accommodate patrons looking for quiet study and small group meeting needs.

What new services, partnerships, or community needs could we be addressing?

More outreach to to groups we don't see coming in the library. Maybe teen gaming area.

What trends, technologies, or innovations could help us better serve the community?

I wish we were a place to process Passports

Aspirations

What is your vision for the library 5 years from now?

More of a community gathering place than just a place to pick up materials.

What kind of library do you want us to become—for our staff, our patrons, and the wider community?

The place where the community realizes we are vital to their needs.

What new ideas or “big dreams” would you love to see come to life at the library?

Cooking programs and author visits. (popular authors, not local authors)

Results

What does success look like for the library in the next 3–5 years?

People understanding that the library has something for every single person in the community.

What measures will indicate we're making a positive impact on the community and our team?

Foot traffic

What would help you do your best work and contribute to the library's success?

Positive staff morale, team building activities.

Thank you!

Thank you for sharing your insights, ideas, and hopes for the future of the library.

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All responses are anonymous.

Please complete the survey by Saturday, May 31.

Strengths

What do you think are our library's greatest strengths?

Getting material into the hands of our patrons.

What do we do exceptionally well in serving the community?

Information.

What aspects of your work or our workplace make you feel proud or energized?

Knowing that I do my best every day for our patrons makes me feel proud. Our workplace does not entice proud or energized feelings.

Opportunities

What opportunities do you see for the library to grow or improve in the coming years? *

Every day we have an opportunity to reach out to our community. We need more connection outside our building to bring people into our building.

What new services, partnerships, or community needs could we be addressing?

Service for teachers. Have a rotating selection of books for the teachers to have in their classroom "libraries." We choose the titles and bring them back and forth monthly. Circulation increase. Community needs: People need a free, safe environment to meet socially. 1. Share your craft night. 2. Meet your fellow townies, etc. Partnerships: Partner with another local library to bring a craft fair to our Meadows. 3. Climate change: How do you help our planet? Sharing of ideas.

What trends, technologies, or innovations could help us better serve the community?

AI programs. (Introduction to, knowledge of). A book vending machine outside a popular business or town department. Introduce AR - <https://blog.pressreader.com/libraries-institutions/a-new-dimension-augmented-reality-in-libraries>

Aspirations

What is your vision for the library 5 years from now?

What kind of library do you want us to become—for our staff, our patrons, and the wider community?

A clean, quiet environment where people can find answers, be enriched. A library that people talk about in a positive way, where people want to spend time with family and friends.

What new ideas or “big dreams” would you love to see come to life at the library?

.....

Results

What does success look like for the library in the next 3–5 years?

Library is constantly a hub of activity. People want to spend time here. A well maintained aesthetically pleasing building.

.....

What measures will indicate we’re making a positive impact on the community and our team?

Circulation statistics. Community participation. Social media. Happy co-workers.

.....

What would help you do your best work and contribute to the library’s success?

A clean quiet environment. Time set aside for chat sessions with coworkers concerning work. Advertising more. Using social media. Hire an employee to act as a marketer promoting our library.

.....

Thank you!

Thank you for sharing your insights, ideas, and hopes for the future of the library.

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All responses are anonymous.

Please complete the survey by Saturday, May 31.

Strengths

What do you think are our library's greatest strengths?

The friendliness and willingness of staff to assist patrons in their endeavors

What do we do exceptionally well in serving the community?

This library is very welcoming; we show a deep interest in our patrons and are open to pursue their interests with them.

What aspects of your work or our workplace make you feel proud or energized?

The children's storytime programs bring a lot of energy and excitement; even just the concentrated foot traffic before and after the events is very enlivening.

Opportunities

What opportunities do you see for the library to grow or improve in the coming years? *

I would like to see the children's nonfiction area be enlarged to keep up with the increase in homeschooling that I see happening, along with adding a section in adult nonfiction that carries some stand alone history and science curriculum

What new services, partnerships, or community needs could we be addressing?

see above answer

What trends, technologies, or innovations could help us better serve the community?

Aspirations

What is your vision for the library 5 years from now?

- Better use of space to enable quiet areas vs. tutoring spaces.
- More info on the lobby board to see current events--maybe local meetings, happenings, etc.
- Groups meeting in the meeting room or in enclosed spaces to pursue kids' clubs/interests
- More DIY type programming to enable people to grow in skills
- Some social aspects combined with reading--like the programs Michelle was talking about where the elderly are mixing with the children for read-alouds, etc.
- A message board for locals to have an exchange of information and news (would have to be monitored, yes, but it could be billed as informational and newsy); maybe even a list of local familys' needs to arrange swaps and donations outside the library
- Some fostering of high schoolers' extracurricular opportunities--connecting kids to local businesses that need marketing/tech/other help that would provide growth for the business as well as an outlet for students' talents. A liason between Seekonk companies and local teens

That's a start.

What kind of library do you want us to become—for our staff, our patrons, and the wider community?

One integral to the functioning of the community as specifically Seekonk, locally influenced and influencing

What new ideas or “big dreams” would you love to see come to life at the library?

More family involvement and presence; a place of opportunity for students

Results

What does success look like for the library in the next 3–5 years?

An increase rather than a decline in patronage and foot traffic

What measures will indicate we’re making a positive impact on the community and our team?

More response to programming; fewer staff members leaving

What would help you do your best work and contribute to the library’s success?

Good question. Need more time to think about this one.

Thank you!

Thank you for sharing your insights, ideas, and hopes for the future of the library.

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We appreciate your time and thoughtful input!

Google Forms

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All responses are anonymous.

Please complete the survey by Saturday, May 31.

Strengths

What do you think are our library's greatest strengths?

Staff with diverse backgrounds and interests bring unique programming ideas to the library

What do we do exceptionally well in serving the community?

We consider patrons from different angles to try to meet their various needs, i.e. mental/emotional, creative, self-care, intellectual, parenthood, aging, disability, etc.

What aspects of your work or our workplace make you feel proud or energized?

Exploring new ideas and philosophies that might shed light on patrons' needs and interests, identifying patterns that lead to improved services, and feedback from patrons that let us know when our creative attempts at providing resources and services are succeeding.

Opportunities

What opportunities do you see for the library to grow or improve in the coming years? *

Building our own "identity" or "personality" as a library. Not just more effective branding--although that is included--but decorations and signage that demonstrate personal touches and warmth. I think creating a space that feels less like an "institution" like a museum, and more like a comfortable, human-centered community space would make patrons feel more welcome and would give them a "vibe" of the library, which they can respond to with their own interests and personalities. I think this would encourage sincere engagement more than a blank canvas approach that expects patrons to start the "conversation" on their own.

What new services, partnerships, or community needs could we be addressing?

1. More resources for ESL patrons, especially adults. If not our own English classes, then a well-rounded, ready-to-use assortment of print and online references as well as recommendations to relevant nearby institutions that provide classes. 2. More in-person overlap with other town departments so we have a better relationship with them, allowing us to provide a more unified town-wide approach to services. Possibly joint trainings with other departments, or consistent invitations to involve them in our community events. 3. Consideration of schools beyond the two elementary schools, HMS, and SHS. Plenty of Seekonk residents attend other schools like Bristol Aggie and Tri-County, not to mention private schools. This might take some creative thinking, but improving relationships with these schools would strengthen our connection to our kids and families. 4. More technology classes and/or resources, and more job search resources. Computer classes, resume classes, etc.

What trends, technologies, or innovations could help us better serve the community?

1. AI--practice with it and more in-depth trainings on how it can actually help us in our work. 2. Improved ADA access and technology. i.e. an adjustable height computer station, fax machine, and PACs; alternative user interface such as roller balls or touchscreen; screen magnifying software easily accessible on every computer, wheelchair accessible table seating, etc. 3. unisex or all-gender bathrooms, or at least a "family" restroom. 4. Virtual Reality might be used in some way, in programming or as part of specific events to demonstrate the technology as well as to give people opportunities to experience different situations. Things like Augmented Reality and Mixed Reality are getting better and better, which vastly expands opportunities for the imagination and innovation.

Aspirations

What is your vision for the library 5 years from now?

A place where new, innovative things are happening. Comfortable and welcoming enough so it feels like a place for everyone, but with unexpected opportunities to try unfamiliar things. A space that is easy to navigate, that allows patrons to self-orient and feel empowered to find the things they need.

What kind of library do you want us to become—for our staff, our patrons, and the wider community?

A haven for free thought and tolerance. A community center that welcomes everyone, where every single person can enter and feel that this library is for them.

What new ideas or “big dreams” would you love to see come to life at the library?

A modular use of our space that fulfills a variety of purposes. i.e. Study tables and chairs that are easy to manipulate into different arrangements or to move out of the way entirely; possibly even modular or wheeled shelving. Enough staff to allow for more librarian collaboration in programming, so two librarians can co-run a program without leaving a desk uncovered. A more open space that allows for sightlines across the library. A small "studio" space to give designers, makers, crafters, etc. a place to work, collaborate, and learn that doesn't require booking the entire program room. A teen space, obviously. :)

Results

What does success look like for the library in the next 3–5 years?

Library representation at most community events. A public that is aware enough of the public library that we no longer need to point out that our services are free because everyone already knows.

What measures will indicate we're making a positive impact on the community and our team?

Regular patron input, such as suggestions for programming, because it will show that they see the library as a place that can support their interests and needs. Increased volunteerism and involvement in supporting organizations (the Friends and the Trust).

What would help you do your best work and contribute to the library's success?

More freedom to take chances, even if it means the occasional risk of paying for presenters that draw a low turnout. More control over collections within departments. More opportunities for collaboration with coworkers and other libraries, and more professional development. More comfortable workspaces, including desks/chairs, offices, and worktables. More streamlined and effective forms of communication and promotion, i.e. social media interfaces, improved platforms for our website and email newsletters, possibly even an investment in graphics design or templates.

Thank you!

Thank you for sharing your insights, ideas, and hopes for the future of the library.

Your feedback is invaluable and will help shape a strategic plan that reflects our shared goals and values.

We appreciate your time and thoughtful input!

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Google Forms

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All responses are anonymous.

Please complete the survey by Saturday, May 31.

Strengths

What do you think are our library's greatest strengths?

staff service mindset

What do we do exceptionally well in serving the community?

availability in hours, services, and collection

What aspects of your work or our workplace make you feel proud or energized?

support of colleagues

Opportunities

What opportunities do you see for the library to grow or improve in the coming years? *

space to accomodate requests, i.e. private study, small meetings

What new services, partnerships, or community needs could we be addressing?

welcoming incoming residents

What trends, technologies, or innovations could help us better serve the community?

mapping to see households that do not have library cards for focused outreach

Aspirations

What is your vision for the library 5 years from now?

strengthened connections with local organizations

What kind of library do you want us to become—for our staff, our patrons, and the wider community?

a place where we see and think the best of each other, welcoming another point of view

What new ideas or “big dreams” would you love to see come to life at the library?

A beautiful., light-filled space

Results

What does success look like for the library in the next 3–5 years?

building/space rehab, lively staff, increased patron visits and use of materials/services

What measures will indicate we're making a positive impact on the community and our team?

Direct feedback from community and staff

What would help you do your best work and contribute to the library's success?

support for new initiatives, more "let's try it"

Thank you!

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We appreciate your time and thoughtful input!

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Seekonk Library Trustee SOAR Survey - Strategic Plan 2026-2031

Dear Trustee,

Thank you for your dedication to the mission and future of our library. As part of our ongoing strategic planning efforts, we're using the SOAR framework—**Strengths, Opportunities, Aspirations, and Results**—to help guide our vision and priorities.

Your insights are essential. As a trustee, you bring a unique perspective that will help ensure the library continues to grow, adapt, and serve our community in meaningful ways.

Please take a few moments to thoughtfully respond to the questions below. There are no right or wrong answers—just your honest reflections and ideas.

Strengths

What do you believe the library does best?

Patron support is excellent.

What do you value most about the library?

Service and availability of materials.

What makes the library unique?

Leadership and staff.

Opportunities

What new services, resources, or programs could the library offer?

More adult courses in computers, finance and retirement.

Are there any community needs or gaps the library can fill?

Weight loss/ body image programs for all ages.

What trends (social, technological, educational, etc.) can work in the library's favor?

Classes on "Detecting" good news and social media platforms.

How can the library build strong partnerships with other organizations?

Form a "Committee of Outreach Ambassadors" that once a month visit community organizations.

Aspirations

What is our vision for the future?

I want the library to be a community hub incorporating literacy, culture, education, and social interaction.

How can the library make a meaningful difference in our community?

To continue to reflect the needs of the community.

What strategic initiative(s) would help us realize our hopes and dreams for the future?

Partner with sponsors and organizations to continue to create new venues for the community.

Results

How will we know that the library is succeeding?

For each initiative establish measurable goals.

What measures will indicate that the library is on track to achieving our goals?

Establish reasonable objectives.

What resources (staff, funding, technology) do we need to implement our aspirations?

An Aspiration Subcommittee made up of Trustees, Trust and Friends; directed to meet measurable aspirations.

Final Thoughts

Do you have any additional thoughts, suggestions, or concerns you'd like to share?

How would you describe your *dream library* in one word or a short phrase?

A prominent hub of the community.

Conclusion

Thank you for sharing your thoughts and helping shape the future of our library. Your feedback will be a valuable part of our strategic planning process, and we truly appreciate your time and commitment.

Together, we can ensure the library remains a vibrant, responsive, and inspiring resource for generations to come.

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Seekonk Library Trustee SOAR Survey - Strategic Plan 2026-2031

Dear Trustee,

Thank you for your dedication to the mission and future of our library. As part of our ongoing strategic planning efforts, we're using the SOAR framework—**Strengths, Opportunities, Aspirations, and Results**—to help guide our vision and priorities.

Your insights are essential. As a trustee, you bring a unique perspective that will help ensure the library continues to grow, adapt, and serve our community in meaningful ways.

Please take a few moments to thoughtfully respond to the questions below. There are no right or wrong answers—just your honest reflections and ideas.

Strengths

What do you believe the library does best?

Service patrons

What do you value most about the library?

Ability to utilize multiple libraries for reading needs

What makes the library unique?

Staff

Opportunities

What new services, resources, or programs could the library offer?

Program(s) to attract and keep young fathers as patrons.

Are there any community needs or gaps the library can fill?

Civics and personal finance (other than investments)

What trends (social, technological, educational, etc.) can work in the library's favor?

NA

How can the library build strong partnerships with other organizations?

Reach out to them to determine what their needs are

Aspirations

What is our vision for the future?

Improve the facilities and available space to maintain patrons

How can the library make a meaningful difference in our community?

Adult education

What strategic initiative(s) would help us realize our hopes and dreams for the future?

NA

Results

How will we know that the library is succeeding?

Increase in non-children program attendance

What measures will indicate that the library is on track to achieving our goals?

Increasing door counts

What resources (staff, funding, technology) do we need to implement our aspirations?

Community support at all levels

Final Thoughts

Do you have any additional thoughts, suggestions, or concerns you'd like to share?

NA

How would you describe your *dream library* in one word or a short phrase?

Welcoming space where fresh ideas are welcomed and no idea is minimized

Conclusion

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Please take a few moments to thoughtfully respond to the questions below. There are no right or wrong answers—just your honest reflections and ideas.

Strengths

What do you believe the library does best?

Engage with the community

What do you value most about the library?

The community I find there

What makes the library unique?

The staff's relationship with the public. When I am out and talking about the library I am always surprised an how many staff members are named by name, the community appreciates them.

Opportunities

What new services, resources, or programs could the library offer?

I know some financial planning options have been made available, but I would love to see more of those types of programs for adults.

Are there any community needs or gaps the library can fill?

I would love to see the library out a bit more at community events.

What trends (social, technological, educational, etc.) can work in the library's favor?

Online resources although I think they do a great job of advertising those things

How can the library build strong partnerships with other organizations?

Communication and helping each other

Aspirations

What is our vision for the future?

To be a central fixture of the community and meet their needs

How can the library make a meaningful difference in our community?

Offering resources and meeting spaces for the community to grow

What strategic initiative(s) would help us realize our hopes and dreams for the future?

I think the new renovation of the building will help the library grow and be more helpful to the community.

Results

How will we know that the library is succeeding?

Community acceptance

What measures will indicate that the library is on track to achieving our goals?

Door count, online tracking of resources being used by the community.

What resources (staff, funding, technology) do we need to implement our aspirations?

All of the above.

Final Thoughts

Do you have any additional thoughts, suggestions, or concerns you'd like to share?

The library does their very best with what they have. I wish the new building project had passed so we could see our full vision. But I have all the faith in the world that Kate and her staff can make the most of a renovation when it passes.

How would you describe your *dream library* in one word or a short phrase?

Community Spaces

Conclusion

Thank you for sharing your thoughts and helping shape the future of our library. Your feedback will be a valuable part of our strategic planning process, and we truly appreciate your time and commitment.

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Your insights are essential. As a trustee, you bring a unique perspective that will help ensure the library continues to grow, adapt, and serve our community in meaningful ways.

Please take a few moments to thoughtfully respond to the questions below. There are no right or wrong answers—just your honest reflections and ideas.

Strengths

What do you believe the library does best?

The library offers interesting programs for all ages.

What do you value most about the library?

I value the enthusiasm of the staff to be present in the community and to reach as many people as possible.

What makes the library unique?

The library is unique in the way everyone is always welcomed to come and engage as much or as little as they wish.

Opportunities

What new services, resources, or programs could the library offer?

Programming for mixed age groups; like young people leading an activity or craft for older folks and vice versa. The library could offer an interesting people program/event where patrons can meet individually with a variety of people with different backgrounds, interests, and talents.

Are there any community needs or gaps the library can fill?

I'm not aware of any current community needs that the library could fill.

What trends (social, technological, educational, etc.) can work in the library's favor?

Live streaming of events that have reached capacity may help in having a wider audience. A strong social media presence across a variety of platforms could increase awareness of what the library offers.

How can the library build strong partnerships with other organizations?

Inviting organizations to showcase their work and collaboration on events could build partnerships.

Aspirations

What is our vision for the future?

The vision for the future is to continue being a vibrant positive resource for the community.

How can the library make a meaningful difference in our community?

The library could make a meaningful difference in our community by hosting discussions/learning opportunities or a speaker series of practical as well as topical concerns.

What strategic initiative(s) would help us realize our hopes and dreams for the future?

Results

How will we know that the library is succeeding?

We will know that the library is succeeding when programs are regularly at capacity, and people are positive in their communication and recommendations for others to participate.

What measures will indicate that the library is on track to achieving our goals?

Attendance is at or near capacity, circulation numbers are up and feedback is generally positive.

What resources (staff, funding, technology) do we need to implement our aspirations?

It seems that a full complement of staff is always a great place to start.

Final Thoughts

Do you have any additional thoughts, suggestions, or concerns you'd like to share?

How would you describe your *dream library* in one word or a short phrase?

My dream library is a thriving community hub that people want to visit often.

Conclusion

Thank you for sharing your thoughts and helping shape the future of our library. Your feedback will be a valuable part of our strategic planning process, and we truly appreciate your time and commitment.

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Please take a few moments to thoughtfully respond to the questions below. There are no right or wrong answers—just your honest reflections and ideas.

Strengths

What do you believe the library does best?

Te library provides excellent customer service to all

What do you value most about the library?

The ability to find something to read, view, listen to, have notarized, be entertained, or be provided with a service

What makes the library unique?

The above wide range of services smilingly provided in a building that's only slightly more pleasing than a bomb shelter

Opportunities

What new services, resources, or programs could the library offer?

Insist that the school district provide space for tutors. The library should not be providing space for people to run a business (rather badly, judging from the way the students stare into space and the tutors make personal phone calls)

Are there any community needs or gaps the library can fill?

Although the library provides many services to the community, the community doesn't seem to know about them.

What trends (social, technological, educational, etc.) can work in the library's favor?

How can the library build strong partnerships with other organizations?

'Extend invitations to other town organizations—specific invitations, no open-ended ones—so they can see what goes on.

Aspirations

What is our vision for the future?

How can the library make a meaningful difference in our community?

In this political and economic situation the library has to convince the population of Seekonk that it exists for a reason. The taxpayers don't want to spend money even when they say they want something. As long as there is a good ol' boy attitude in town the feeling that the library is a second class citizen will persist

What strategic initiative(s) would help us realize our hopes and dreams for the future?

The library is not seen to be part of education. The town sees children as our future, hence money is spent on tracks, athletics, etc. Librarians in schools are a second thought. although there is a connection with the senior center it's not strong. The library should not be a second thought

Results

How will we know that the library is succeeding?

When people start complaining that it's not open enough hours, they get shut out of a program, their kid gets shut out of a program. There are traffic jams on Newman Ave

What measures will indicate that the library is on track to achieving our goals?

What resources (staff, funding, technology) do we need to implement our aspirations?

We need administration (local, state, and federal) that understands the importance of libraries and funds them appropriately

Final Thoughts

Do you have any additional thoughts, suggestions, or concerns you'd like to share?

.Let SAILS know the catalog is terrible

How would you describe your *dream library* in one word or a short phrase?

.

Conclusion

Thank you for sharing your thoughts and helping shape the future of our library. Your feedback will be a valuable part of our strategic planning process, and we truly appreciate your time and commitment.

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Your insights are essential. As a trustee, you bring a unique perspective that will help ensure the library continues to grow, adapt, and serve our community in meaningful ways.

Please take a few moments to thoughtfully respond to the questions below. There are no right or wrong answers—just your honest reflections and ideas.

Strengths

What do you believe the library does best?

Provide a welcoming environment for all groups in our community

What do you value most about the library?

The Staff

What makes the library unique?

The accessibility and use of the Meadows

Opportunities

What new services, resources, or programs could the library offer?

Expansion and advertisement of the library of things would be great. Children's programming is excellent. Some additional programming for 20 - 50 yo adults would be great.

Are there any community needs or gaps the library can fill?

meeting place / events for young adults are lacking in Seekonk

What trends (social, technological, educational, etc.) can work in the library's favor?

How can the library build strong partnerships with other organizations?

We are getting better at community partnerships especially with other Town agencies. Continuing this partnership especially with Parks and Rec and Human Services would be beneficial.

Aspirations

What is our vision for the future?

A community center or gathering, a place where all are welcome where education and entertainment is available to all.

How can the library make a meaningful difference in our community?

I think we do a great job being open to all groups trying to continue that openness and hopefully being able to create some new spaces for all groups soon.

What strategic initiative(s) would help us realize our hopes and dreams for the future?

Passing the pending renovation plan funding will be a huge help. Increasing the accessibility of the building and making the space(s) more welcoming for all different community groups.

Results

How will we know that the library is succeeding?

I would say the Library has a good "image" in Town already increasing positive feedback from people and other organizations are a good measure of success.

What measures will indicate that the library is on track to achieving our goals?

program attendance, circulation and overall customer satisfaction

What resources (staff, funding, technology) do we need to implement our aspirations?

The new repair / renovation plan will go a long way to helping meet the physical needs of the library. I'm hopeful other community programs will blossom as the building space is improved.

Final Thoughts

Do you have any additional thoughts, suggestions, or concerns you'd like to share?

There has been some internal / staff conflict partially because of perceived lack of support from the Town. I am hoping this will resolve as building improvements and therefore work conditions are improved.

How would you describe your *dream library* in one word or a short phrase?

Welcoming to all.

Conclusion

Thank you for sharing your thoughts and helping shape the future of our library. Your feedback will be a valuable part of our strategic planning process, and we truly appreciate your time and commitment.

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SOAR Summary

Seekonk Public Library

Michelle Eberle, Massachusetts Library System Consultant, facilitated a community focus group on April 26, 2025 including a SOAR exercise exploring the strengths, opportunities, aspirations, and results for library.

Strengths

- Staff: engaged, friendly, helpful, professional, retention
 - Collection: ebooks, accessible, magazines, articles
 - Proximity to meadows, forests, and waterways
 - Programs: Storytimes, Teen Advisory Board, nature, Meet the Candidates, summer concerts, etc.
 - Adaptability during pandemic and tough times
-

Opportunities

- Outdoor space: gazebo, shade, concerts
 - Collaborate with schools: coordinate with curriculum, promote programs, connect with middle school librarian
 - Community partnerships: mental health, early intervention, YMCA, high school volunteers, RISD,
 - Programs: variety of times, publicity, babysitting classes
 - Publicity: tell the library's story, highlight outcomes and outputs to community, social media, mailings, signage
-

Aspirations

- Space: brighter lighting, art display, designated spaces for study, quiet, and socialization, use the outdoors
 - More programs for all ages, intergenerational, concerts
 - Inclusion: bastion for safety, immigration education
 - Serve as a public good, defend civil liberties
 - Facility: generator during storms, entrance by parking
-

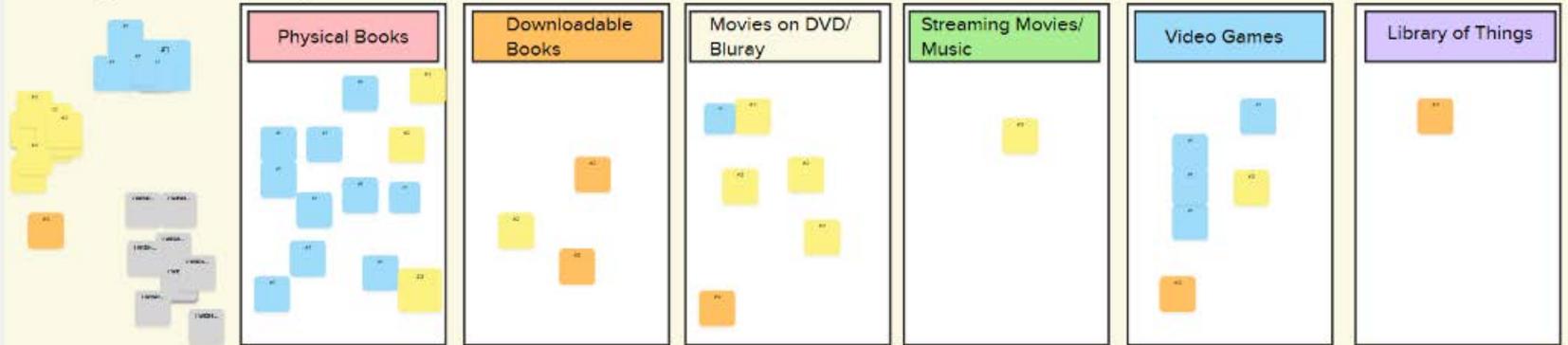
Results

- Community support
 - Increased usage of website
 - Staff retention
 - Social media reposts
 - More board games
 - Use of the outdoors
-

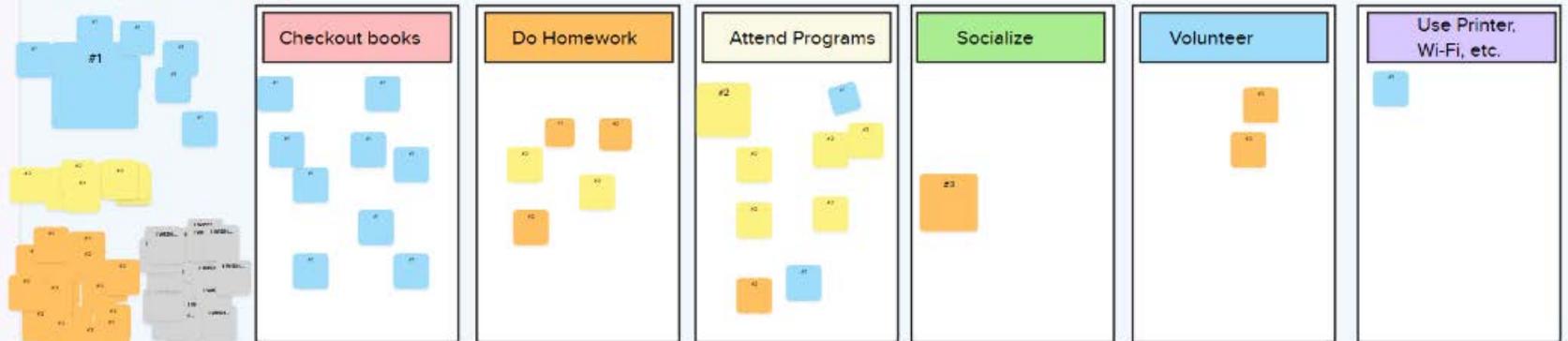
Library Use Talkback Board

For each chart, choose 3 categories that are most important to you. Drag a BLUE sticky note to the most important category, a YELLOW sticky note to the second most important category, and an ORANGE sticky note to the third most important category. Use the GREY sticky notes to share your ideas for improvements at the library. ZOOM IN and/or DRAG the board to get a better look.

What do you GET from the library?



What do you DO at the library?



Teen/Tween Library Use Survey

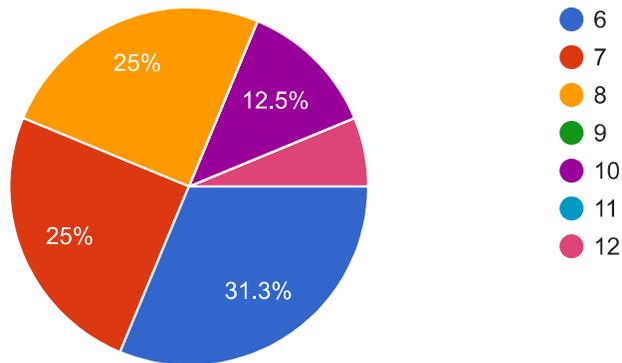
16 responses

[Publish analytics](#)

What grade are you in?

 Copy

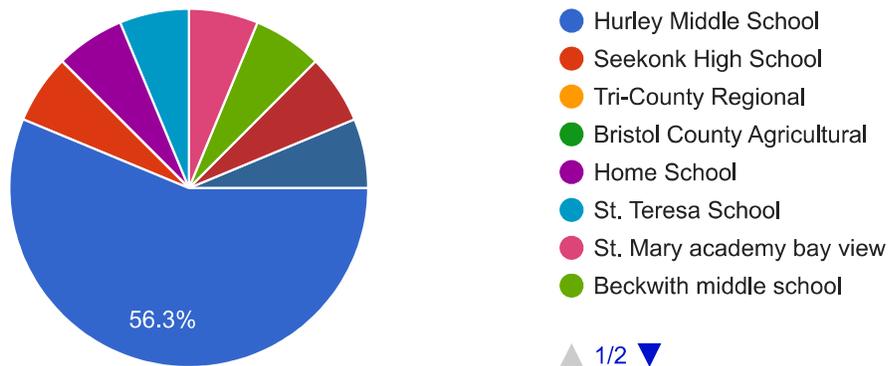
16 responses



What school do you attend?

 Copy

16 responses



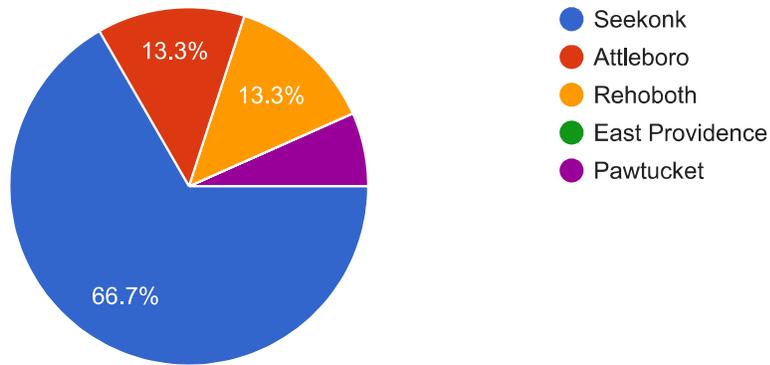
▲ 1/2 ▼



What city or town do you live in?

 Copy

15 responses

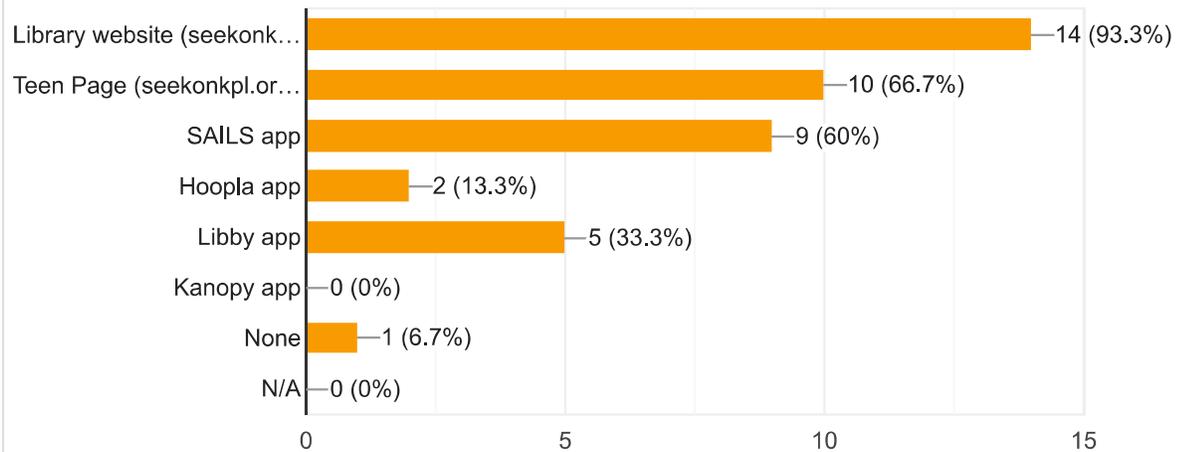


What do you use?

Do you access any of the following? Check all that apply.

 Copy

15 responses

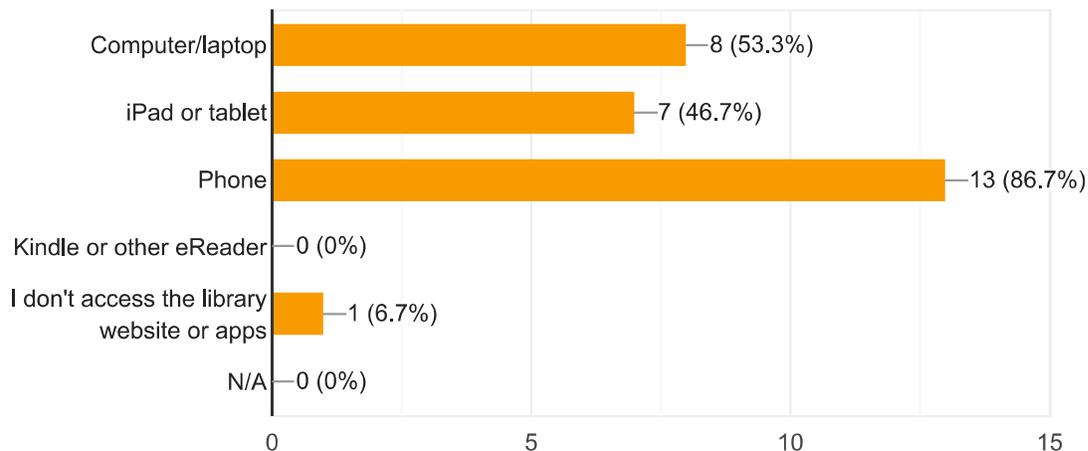


If so, what kind of device do you normally use to access these resources?

 Copy

Check all that apply.

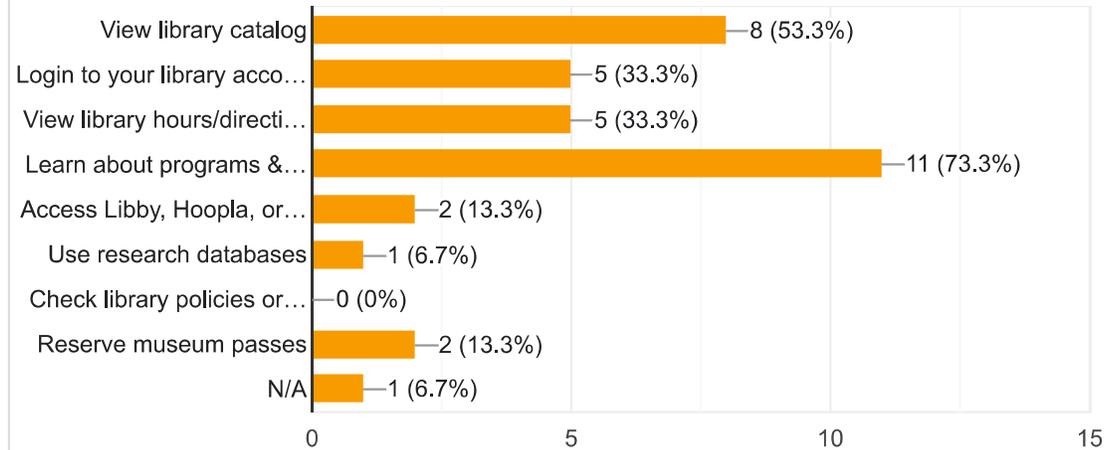
15 responses



If you use the library's website, including the Teen Page, what do you use it for? Check all that apply.



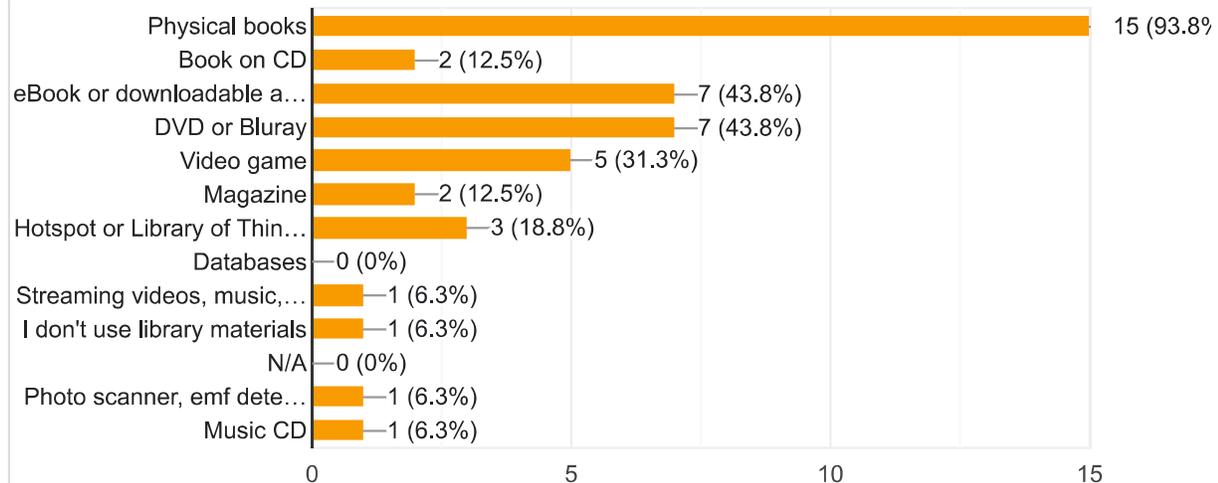
15 responses



Have you ever checked out a library book or other materials from the library, or used any of our online resources? Check all that apply.



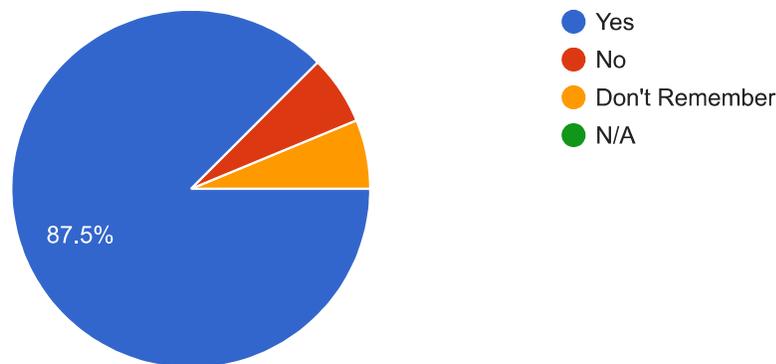
16 responses



Have you ever attended a library program for Teens/Tweens?



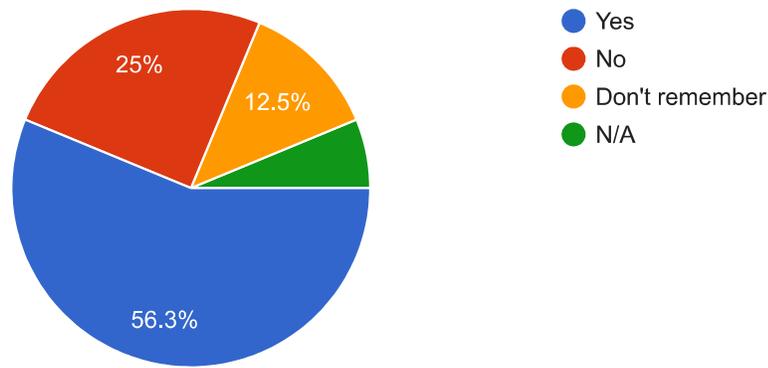
16 responses



Did you attend children's programs when you were in 5th grade or younger (including storytimes)?

 Copy

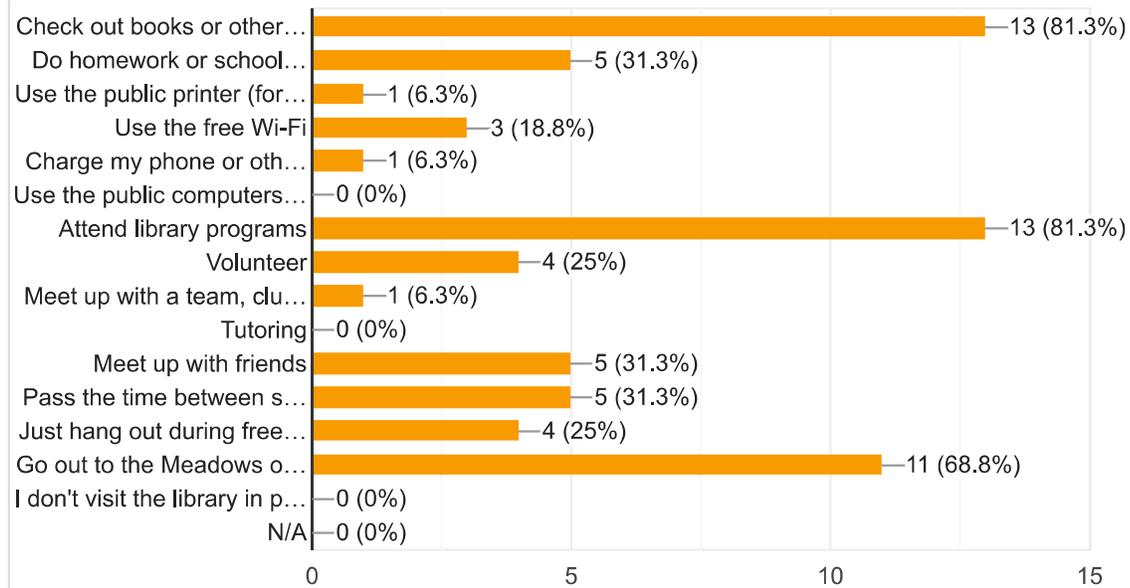
16 responses



What do you usually do when you come to the Seekonk Public Library?
Check all that apply.

 Copy

16 responses



Which of the activities from the previous question (check out books, use Wi-Fi, etc.) are the most important to you when you think of using the public library? List as many or as few as you want.

15 responses

Checking out books.

Programs, meeting up with friends

Check out books, etc and programs

Books, and activities

Checking out and reading books at the Seekonk Library

The different programs and events as well as checking out books

Checking out books and programs and volunteering

Library programs

Checkout books, attend programs, and member benefits (passes etc.)

Check out books

Checking out books

I use it to get my work done

Wifi, books, space, Variety

I believe checking out books and attending programs is the most important.

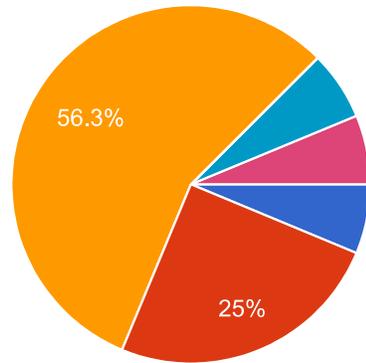
Check out books because the library has always been a place that I one hundred percent know will provide me with either the exact book I am looking for or one that is similar.



If you visit the library in person, how long have you been coming here?

 Copy

16 responses

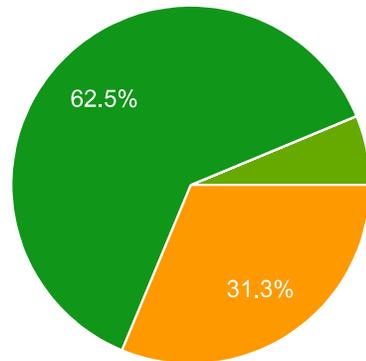


- I only started coming recently
- For the last couple of years
- As long as I can remember
- Not sure
- N/A
- About a year.
- 6+ years

How often do you visit the library in person?

 Copy

16 responses



- 6-7 days a week
- 3-5 days a week
- 1-2 days a week
- Once or twice a month
- Rarely
- Never
- N/A
- It varies but 3-4x a month

What do you think?



What is your favorite thing about coming to the library?

16 responses

I like that I can sit by myself and have quiet for a little bit, but it's also nice to chat quietly with my friends.

Seeing friends, getting books

Selection

Books

The friendly atmosphere and all the books

All the events. I like to learn and create new things. I also like to be able to meet with friends for group projects

Volunteering, checking out books and programs

Making memories

I like browsing physical books and new displays and being able to see available programs on the entry screen.

Getting new books to read

To get new books

It's a quiet environment

I like to walk the trails and participate in library events when I can

People and books

My favorite thing is to attend library programs and check out books.

Getting to pick out a new book and volunteering and interacting with the community.



What would you like to do at the library that isn't currently available to you?

16 responses

N/A

Nothing

I think a couple of outdoor tables closer to the meadows would be nice, especially in the summer and spring.

Nothing

More programs

More activities for teens

Nothing new I can think of

A teen space

DND Club, Art classes for kids

Private room to either study or play an instrument without disturbing others.

Not sure

I would like a teen space

Study rooms for people to use because it is hard if everyone is in the same space.



Do you have any ideas about how to make library services for tweens and teens more relevant or effective?

15 responses

I think a Google form where teens could submit current reads so that there could be something like a "other teens are reading..." Maybe on the website?

Maybe more informal meet ups- to work on homework,
Read or to just be off devices

Variety of program with wide subjects/ interest

Hands on activities

N/A

Maybe by having the tweens fill something out before leaving the current class/event they are at to get an idea for the next month of whats current? Or giving multiple choice

Teen librarian of the month

Not at this time

The time and day to attend teen programs is a challenge. Having the program at different times or days would be helpful, especially during the school year.

NA

Ask them what activities they should like to do

Advertising on social media

Good advertising, bigger variety of events (it's good RN, but maybe we could other events or more events)

No

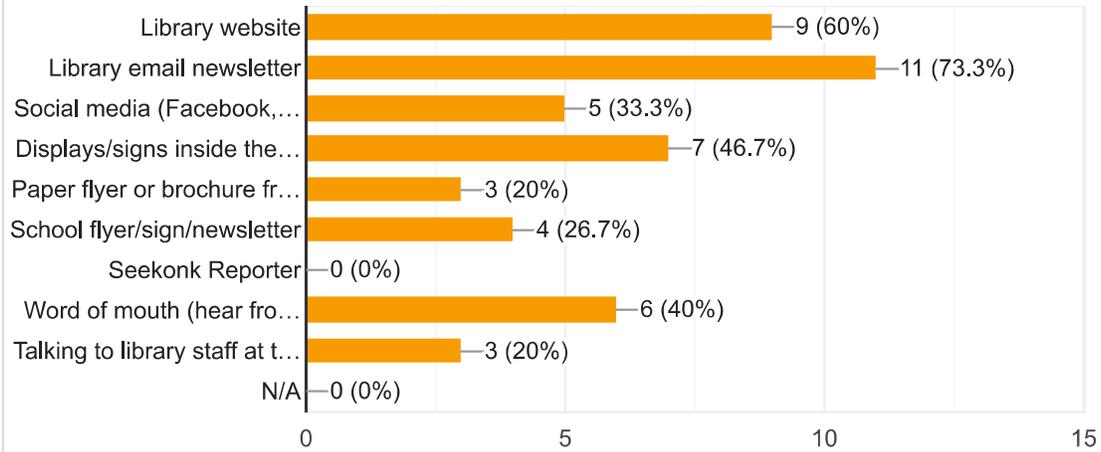
More hands-on crafts



How do you prefer to find out about library programs and events? Please check your top two favorite options.



15 responses



Can you think of other ways the library could advertise its programs and services to the public?

13 responses

I think if kids heard about programs during lunch announcements they'd go to them. I have no idea how this would be done but it would be a good way to promote programs.

School website

Text message alerts/reminds from the library

Maybe sending flye4s to the school and have them pass them out monthly

Middle school newsletter.

Facebook? Facebook group? Instagram?

Maybe a poster display or digital display at school to highlight programs since most teen don't actually receive the newsletter, the parents do.

Announce events at the school not just the newsletter.

Creat a YouTube channel.

Send out flyers

Word of mouth, bulletin boards in the community, news paper , make more cat blankets for he shelter, joint activities (EX. Cat blankets and the animal shelter)

No

Sign outside the library that is visible when driving by from either side.



If your school has its own library, how is the Seekonk Public Library different from your school library? Which one do you use more, if either? Can you get things or resources from one that you can't get from the other?

15 responses

Na

My school has had trouble securing a long term librarian, so I never get to check out books. I use the seekonk library for all library books.

No

Seekonk Public Library has more resources and materials for users. For this reason, I use the Seekonk library much more than the one at my school.

I only use the seekonk library. I use the school one if it's during school hours

The seekonk has more books and is more fun to go to.

Seekonk is quieter and smaller than the library I had when I was growing up. But we prefer a small quiet library.

The public library has more options than HMS library. The school library is used more for special classes than a traditional library.

Use SPL more because it has video games and movies and more books.

The public library is why bigger and has a better selection of books. I do use the school library more though

The school's books are a lot more strict

More books, comfier chairs, more people

The Seekonk library is bigger, and is much more available for use. I can get many books that I want to read that I can't get from my school library.

The Seekonk library is different from my schools library because at school the books aren't chosen by what the students want, its up to the librarian. Which is why I like coming to Seekonk more because I feel that the books on display are a lot more relevant to what people are looking to read.



Tell me one thing that would make you more likely to visit the Seekonk Public Library.

15 responses

I would definitely come more often if I wasn't afraid to just hang out. I don't feel like it's promoted as a space to hang out as much as it is for activities.

Programs

Family programs

Activities

Larger book selection as well as the movie and CD's available.

Just keep the fun events comming :)

More TAB

Live music events

The study area is small, usually I see the booths with people who are sleeping or just waiting for a pickup. There is not enough space for kids who may need to do homework or work on a project.

NA

More events

Having a teen space

More events? Or I suppose if the graphic novel were updated more often (Quality is important, but people have books they prefer and genres)

More volunteer opportunities.

More reading competitions so that I am incentivized to read more and keep getting books.



Other Comments?

15 responses

N/A

No

The staff including Carla are awesome !

Thank you

Nonw

Thanks for all you do

Love this library and Carla is the best.

We appreciate the kindness of the staff and the selection of books

Can we have more teen programs with arts and crafts, or some programs that coordinate with what we are learning at school.

NA

Nope!

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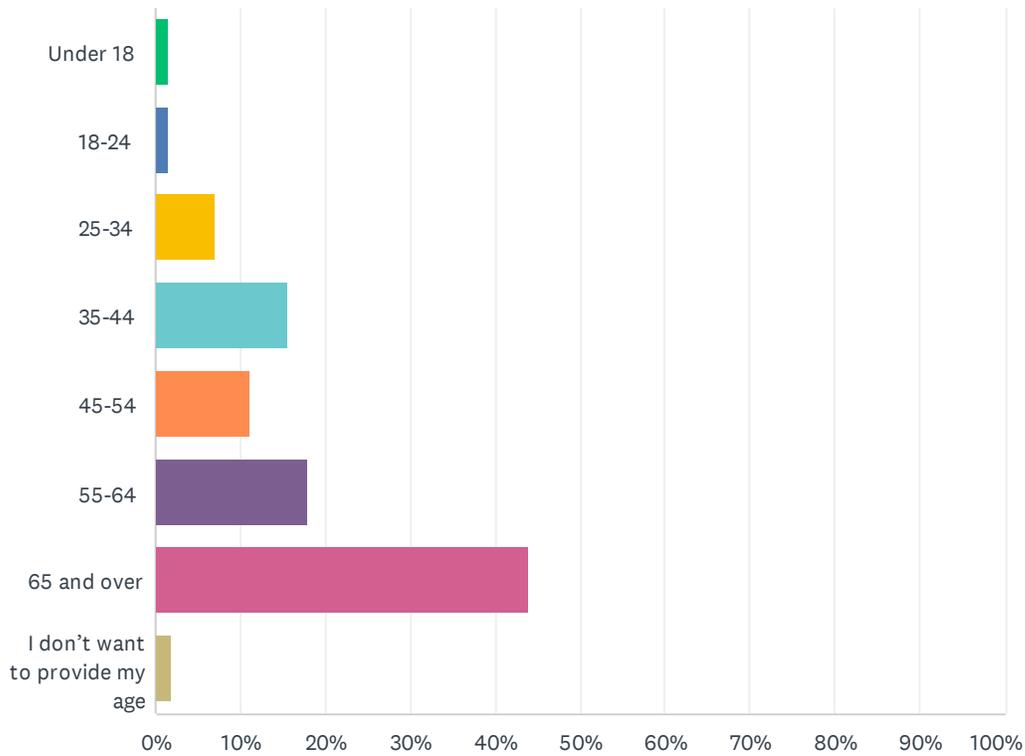
Youth Patron Wishes -What is Your Dream Library?



What do you wish for results. 4/28/25	
Number of patrons wishes	What they wished for.
1	New library building
1	Larger play area.
3	Library fish tank
1	Library dog
1	Library hamster
3	More toys
2	More crafts.
1	Coloring supplies
1	Clubhouse in the room
1	Kid sized play kitchen.
3	More dollhouse stuff.
2	Two wished more books
1	A sleepover.

Q1 Please select your age range:

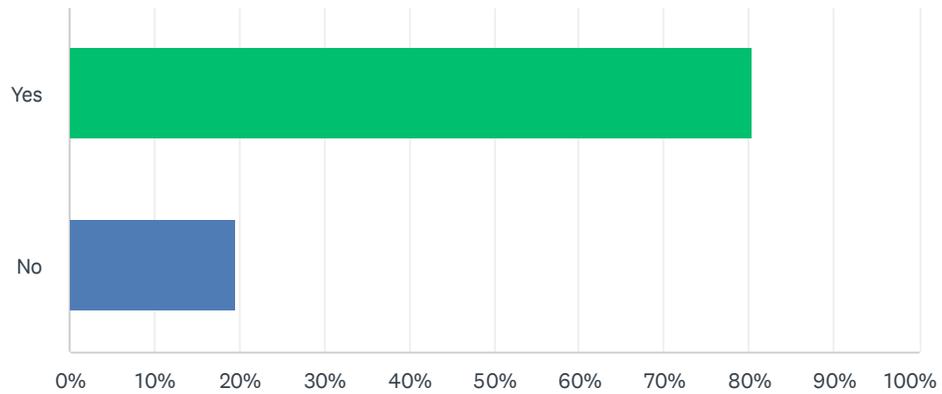
Answered: 426 Skipped: 3



ANSWER CHOICES	RESPONSES	
Under 18	1.41%	6
18-24	1.41%	6
25-34	7.04%	30
35-44	15.49%	66
45-54	11.03%	47
55-64	17.84%	76
65 and over	43.90%	187
I don't want to provide my age	1.88%	8
TOTAL		426

Q2 Are you a Seekonk resident? (must respond)

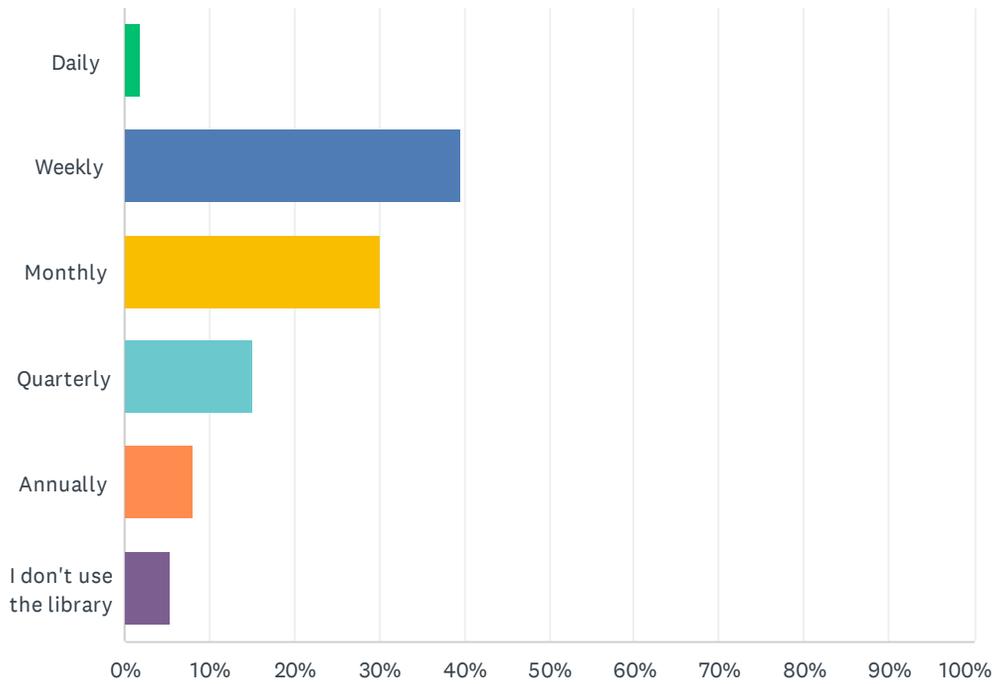
Answered: 427 Skipped: 2



ANSWER CHOICES	RESPONSES	
Yes	80.33%	343
No	19.67%	84
TOTAL		427

Q3 How frequently do you use Seekonk Library? Select one.

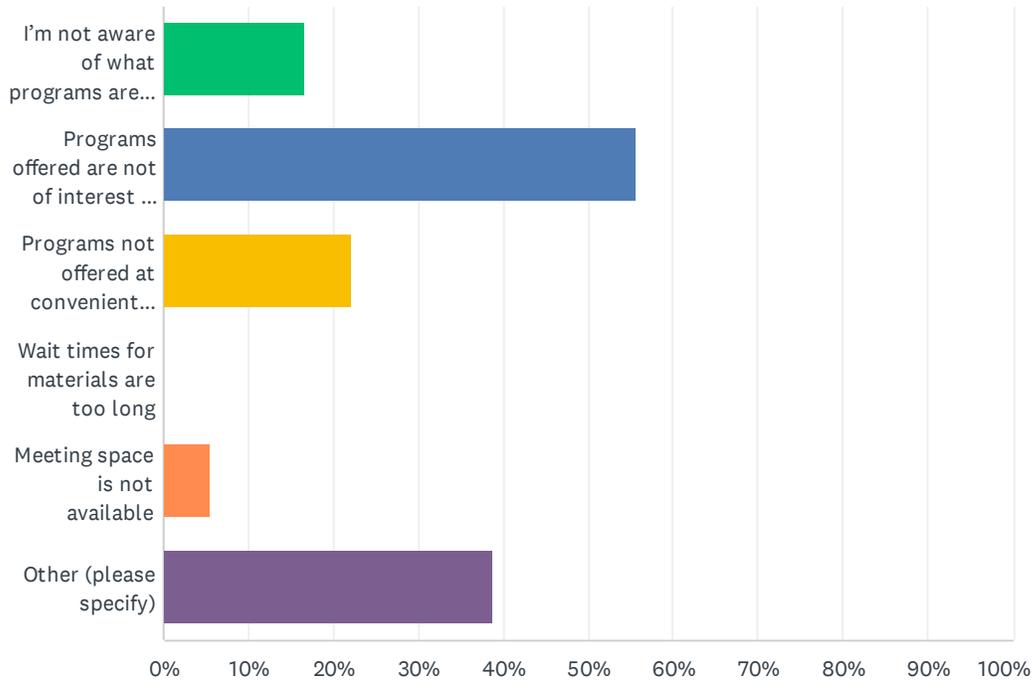
Answered: 419 Skipped: 10



ANSWER CHOICES	RESPONSES	
Daily	1.91%	8
Weekly	39.62%	166
Monthly	30.07%	126
Quarterly	15.04%	63
Annually	8.11%	34
I don't use the library	5.25%	22
TOTAL		419

Q4 If you don't use Seekonk Library, please indicate why (check all that apply):

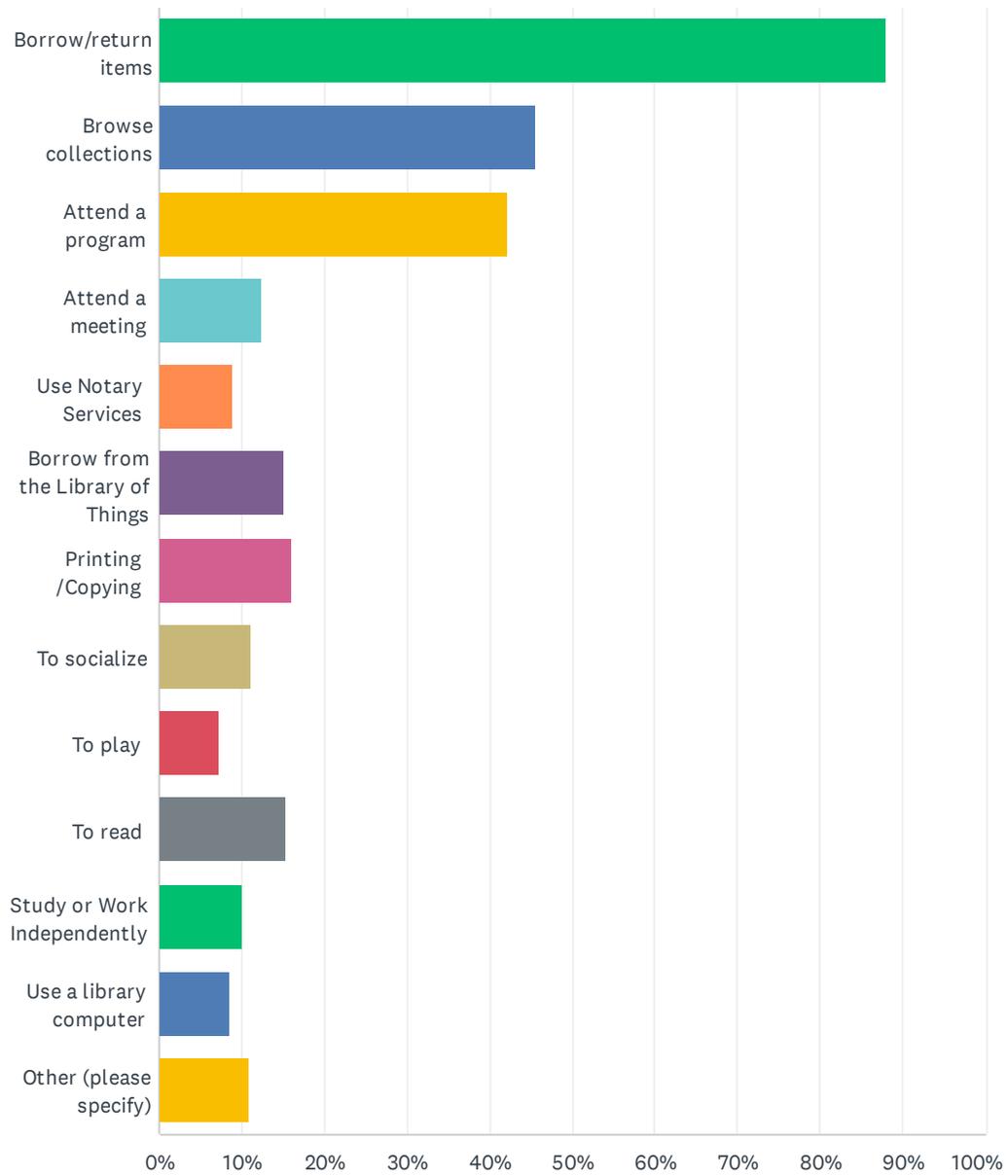
Answered: 18 Skipped: 411



ANSWER CHOICES	RESPONSES	
I'm not aware of what programs are offered	16.67%	3
Programs offered are not of interest to me	55.56%	10
Programs not offered at convenient times	22.22%	4
Wait times for materials are too long	0.00%	0
Meeting space is not available	5.56%	1
Other (please specify)	38.89%	7
Total Respondents: 18		

Q5 Why do you use Seekonk Library? Check all that apply.

Answered: 395 Skipped: 34

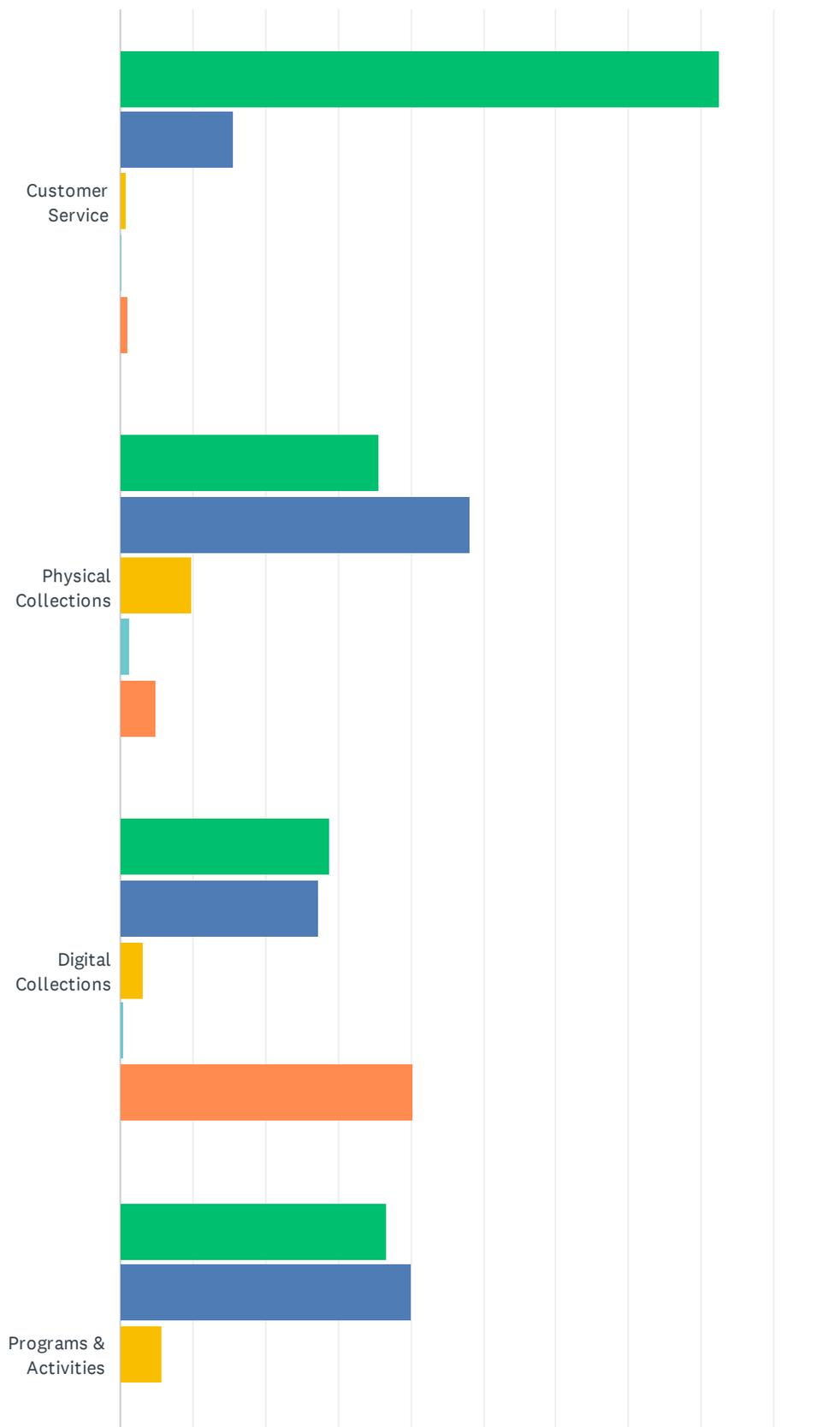


Seekonk Community Survey

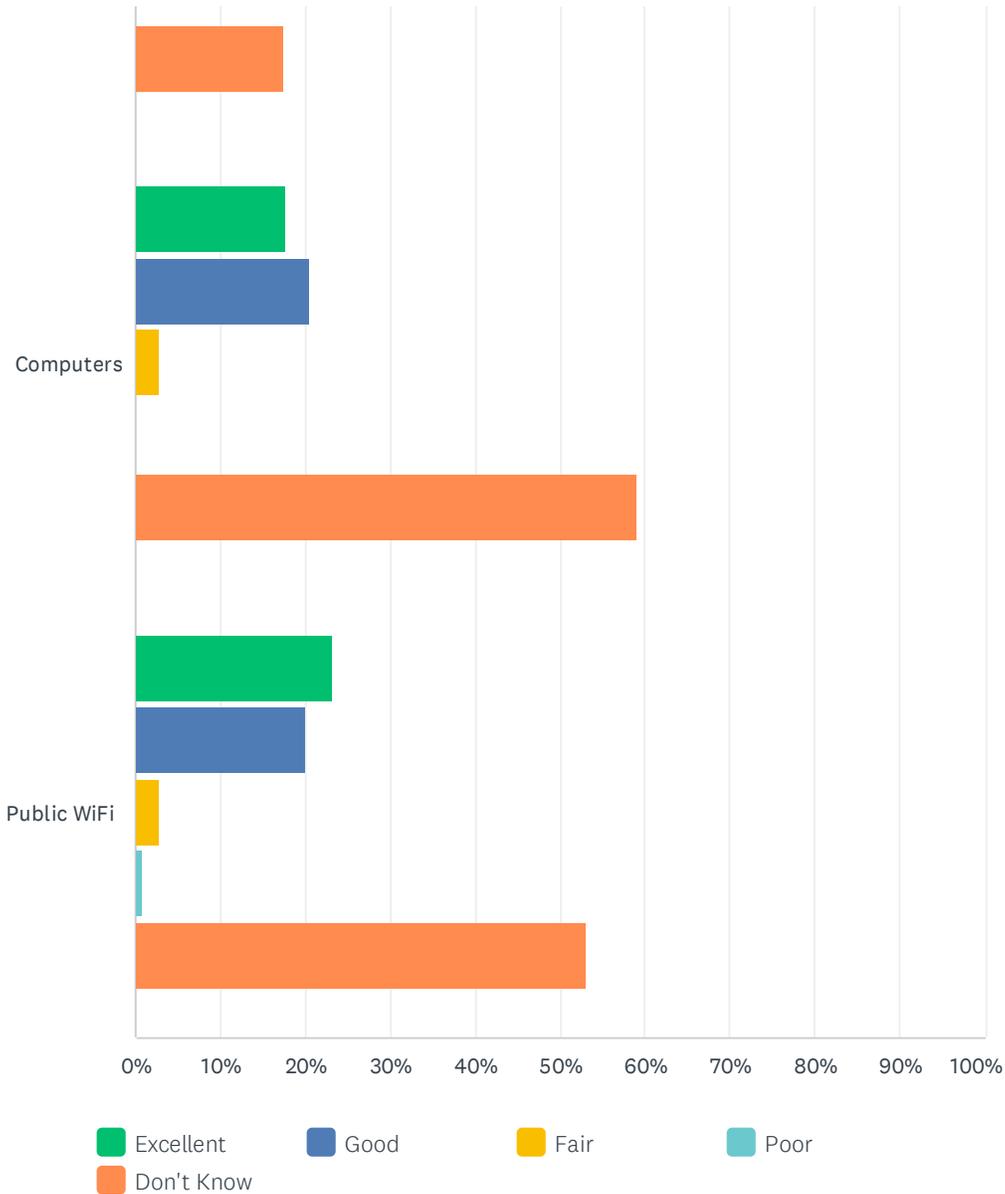
ANSWER CHOICES	RESPONSES	
Borrow/return items	88.10%	348
Browse collections	45.57%	180
Attend a program	42.28%	167
Attend a meeting	12.41%	49
Use Notary Services	8.86%	35
Borrow from the Library of Things	15.19%	60
Printing /Copying	15.95%	63
To socialize	11.14%	44
To play	7.34%	29
To read	15.44%	61
Study or Work Independently	10.13%	40
Use a library computer	8.61%	34
Other (please specify)	10.89%	43
Total Respondents: 395		

Q6 Please rate Seekonk Library on the following:

Answered: 388 Skipped: 41



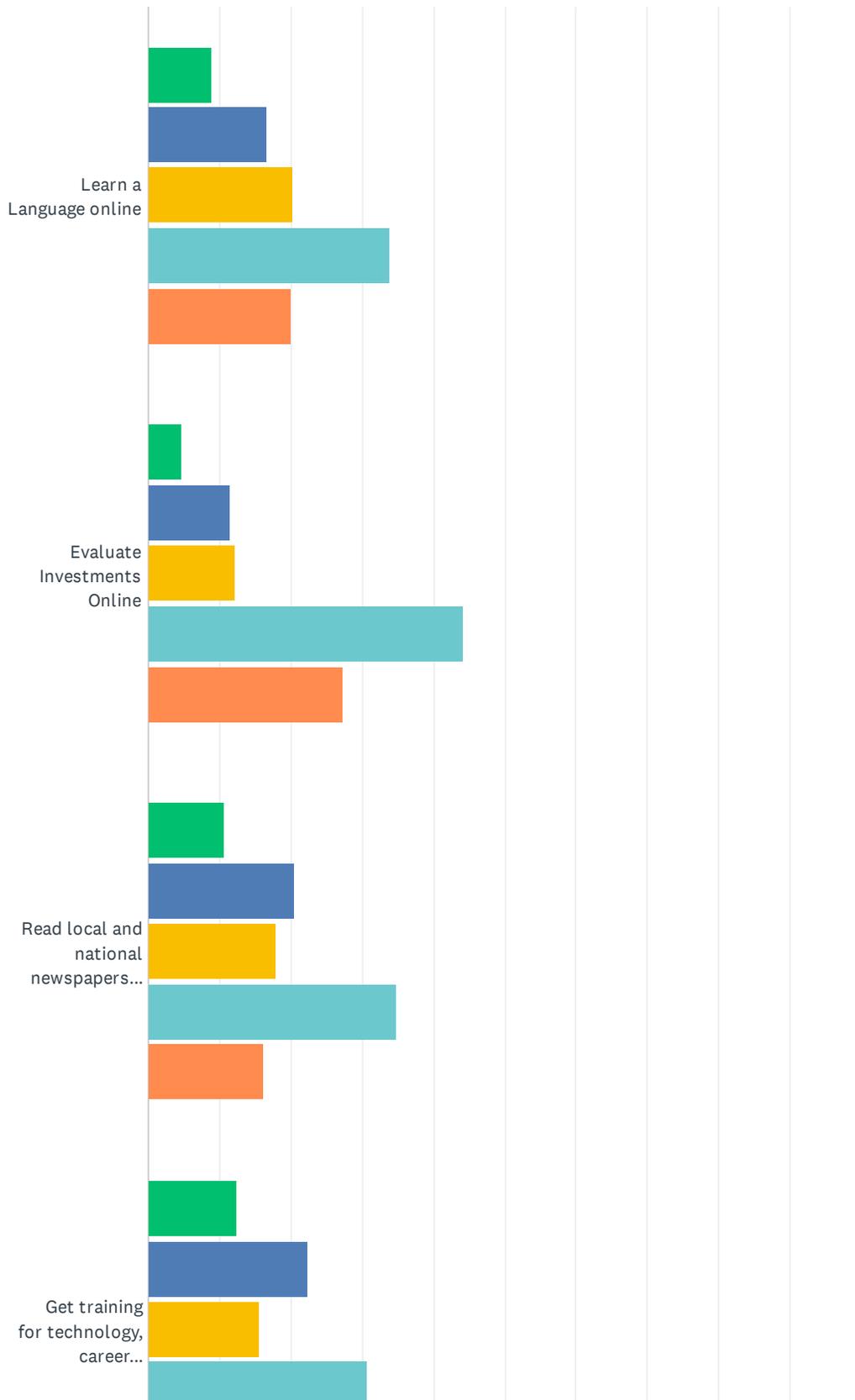
Seekonk Community Survey



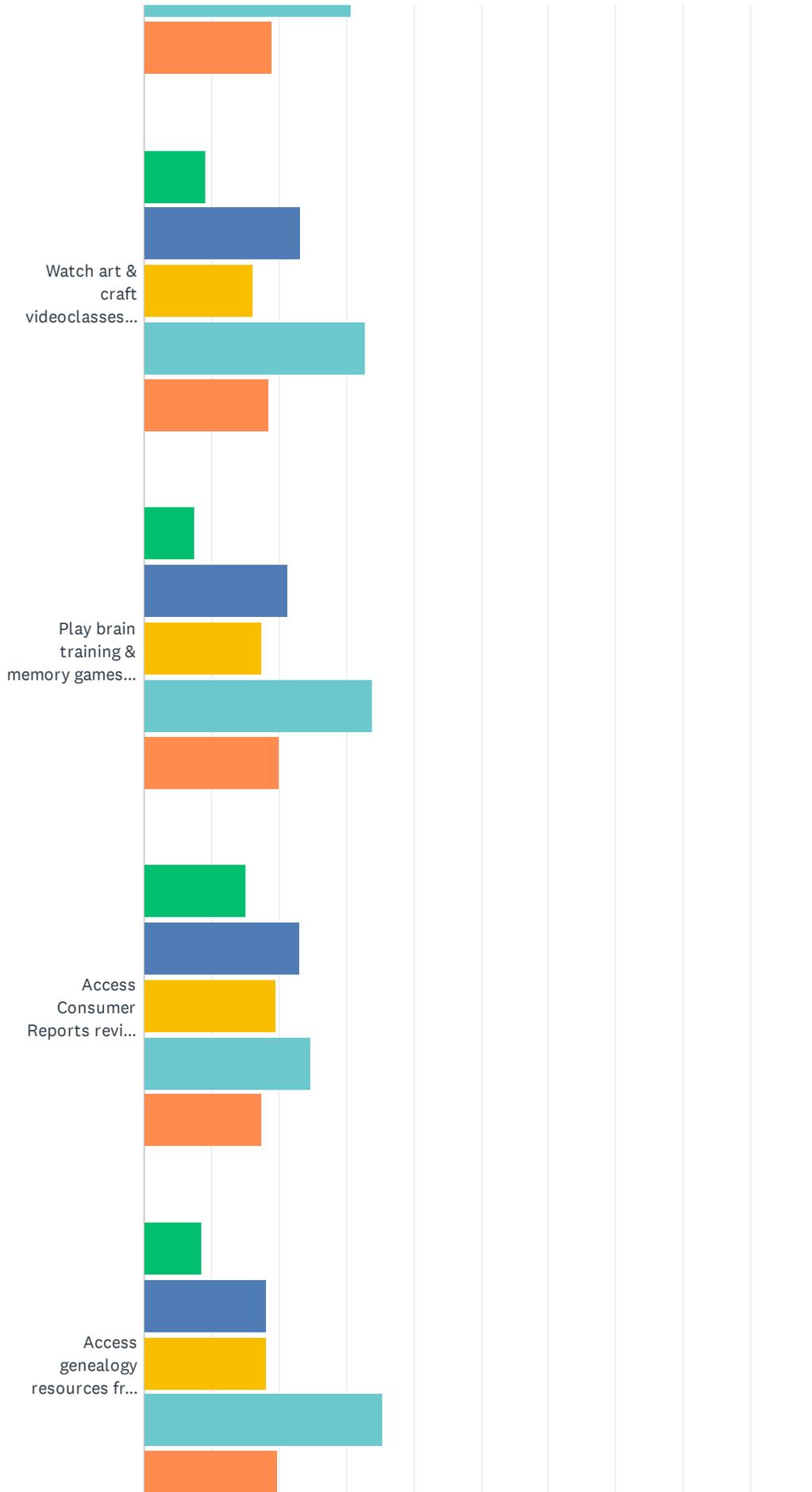
	EXCELLENT	GOOD	FAIR	POOR	DON'T KNOW	TOTAL	WEIGHTED AVERAGE
Customer Service	82.43% 319	15.50% 60	0.78% 3	0.26% 1	1.03% 4	387	1.18
Physical Collections	35.68% 137	48.18% 185	9.90% 38	1.30% 5	4.95% 19	384	1.76
Digital Collections	28.68% 109	27.37% 104	3.16% 12	0.53% 2	40.26% 153	380	1.59
Programs & Activities	36.65% 140	40.05% 153	5.76% 22	0.00% 0	17.54% 67	382	1.63
Computers	17.79% 66	20.49% 76	2.70% 10	0.00% 0	59.03% 219	371	1.63
Public WiFi	23.32% 87	20.11% 75	2.68% 10	0.80% 3	53.08% 198	373	1.59

Q7 How Important are these online Seekonk Library services to you?

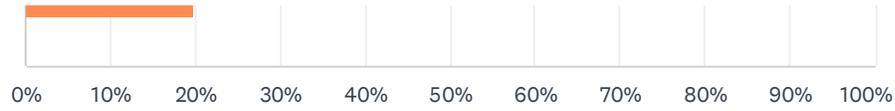
Answered: 377 Skipped: 52



Seekonk Community Survey



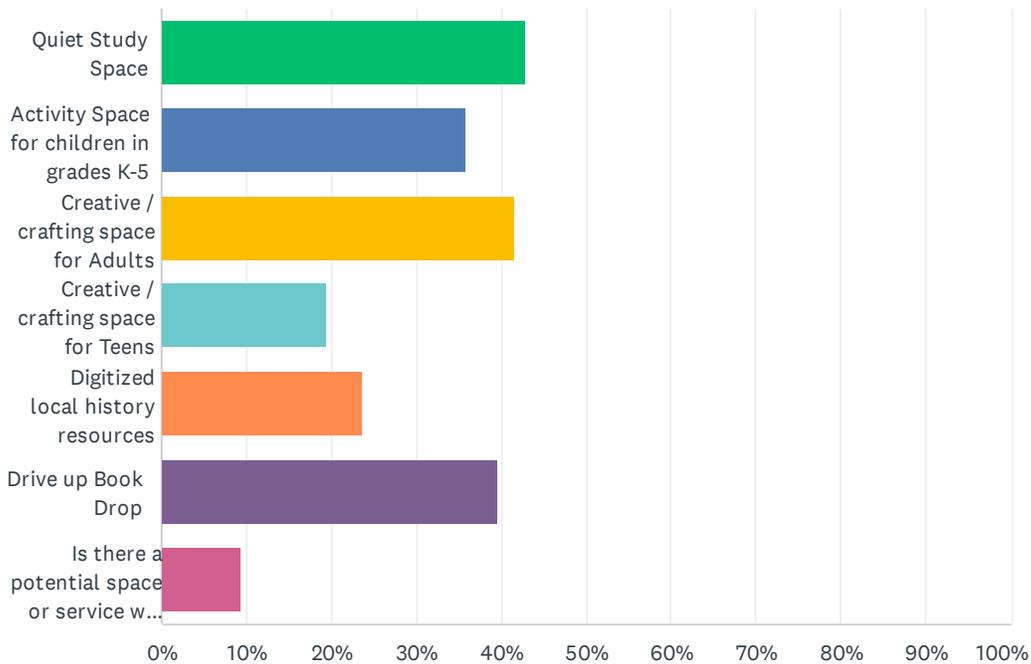
Seekonk Community Survey



	VERY IMPORTANT	IMPORTANT	SOMEWHAT IMPORTANT	NOT IMPORTANT	I DON'T KNOW	TOTAL	WEIGHTED AVERAGE
Learn a Language online	9.04% 33	16.71% 61	20.27% 74	33.97% 124	20.00% 73	365	3.39
Evaluate Investments Online	4.70% 17	11.60% 42	12.15% 44	44.20% 160	27.35% 99	362	3.78
Read local and national newspapers online	10.75% 40	20.43% 76	18.01% 67	34.68% 129	16.13% 60	372	3.25
Get training for technology, career transitions, and other interests	12.26% 45	22.34% 82	15.53% 57	30.79% 113	19.07% 70	367	3.22
Watch art & craft videoclasses taught by experts	9.17% 33	23.33% 84	16.11% 58	32.78% 118	18.61% 67	360	3.28
Play brain training & memory games online	7.38% 27	21.31% 78	17.49% 64	33.88% 124	19.95% 73	366	3.38
Access Consumer Reports reviews online	15.22% 56	23.10% 85	19.57% 72	24.73% 91	17.39% 64	368	3.06
Access genealogy resources from Ancestry.com	8.42% 31	18.21% 67	18.21% 67	35.33% 130	19.84% 73	368	3.40

Q8 Of the following potential library spaces and services, which would you/your family value most? Select up to 3.

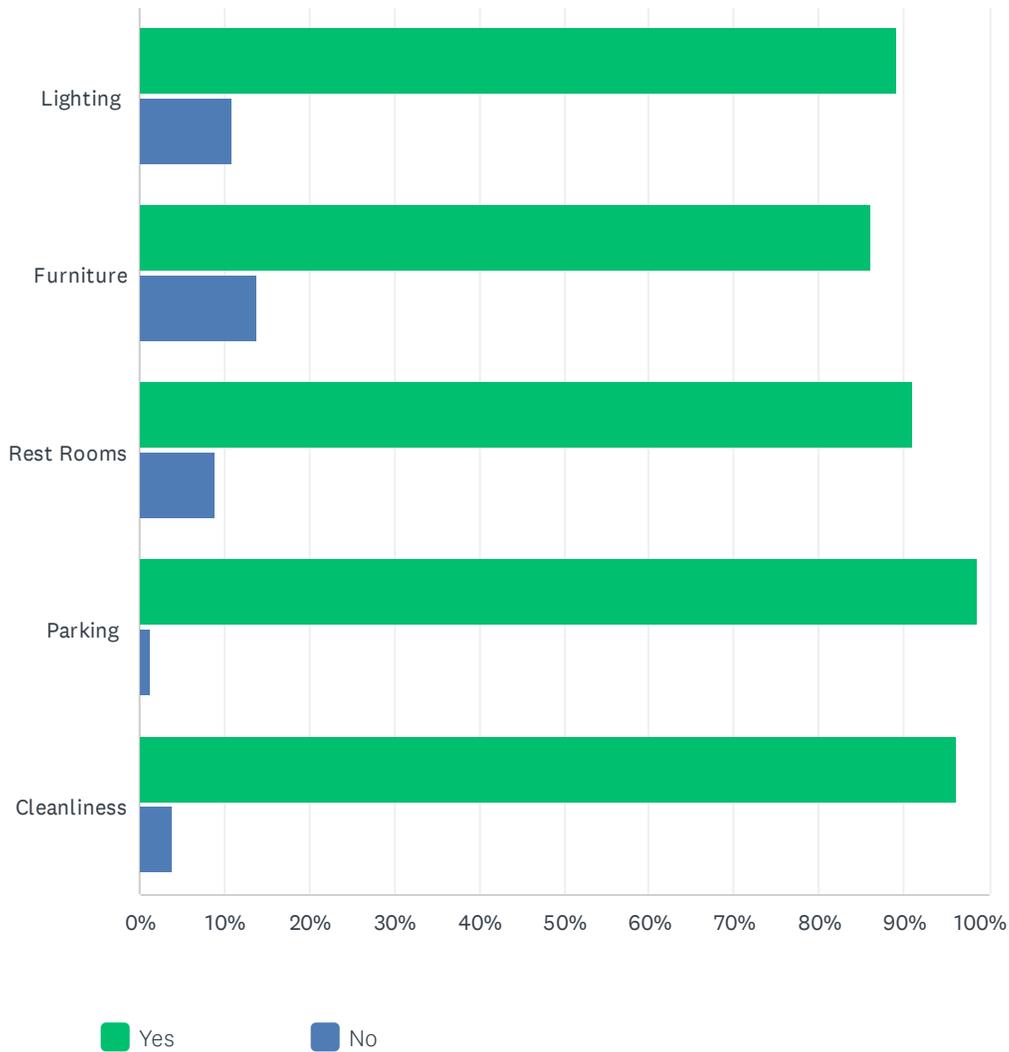
Answered: 376 Skipped: 53



ANSWER CHOICES	RESPONSES	
Quiet Study Space	42.82%	161
Activity Space for children in grades K-5	35.90%	135
Creative / crafting space for Adults	41.49%	156
Creative / crafting space for Teens	19.41%	73
Digitized local history resources	23.67%	89
Drive up Book Drop	39.63%	149
Is there a potential space or service we haven't named that you would value?	9.31%	35
Total Respondents: 376		

Q9 Do the following Seekonk Library building elements meet your needs?

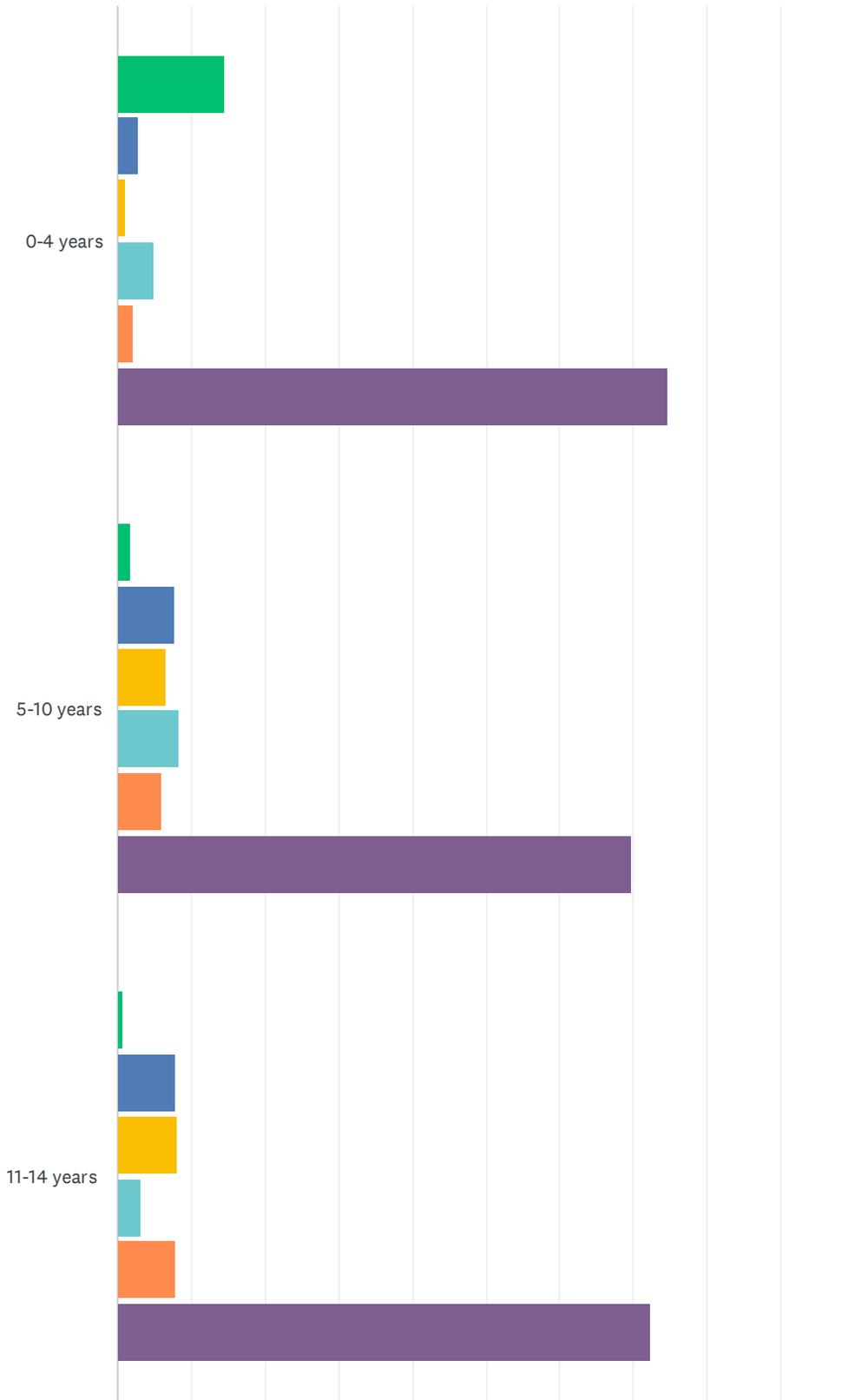
Answered: 372 Skipped: 57



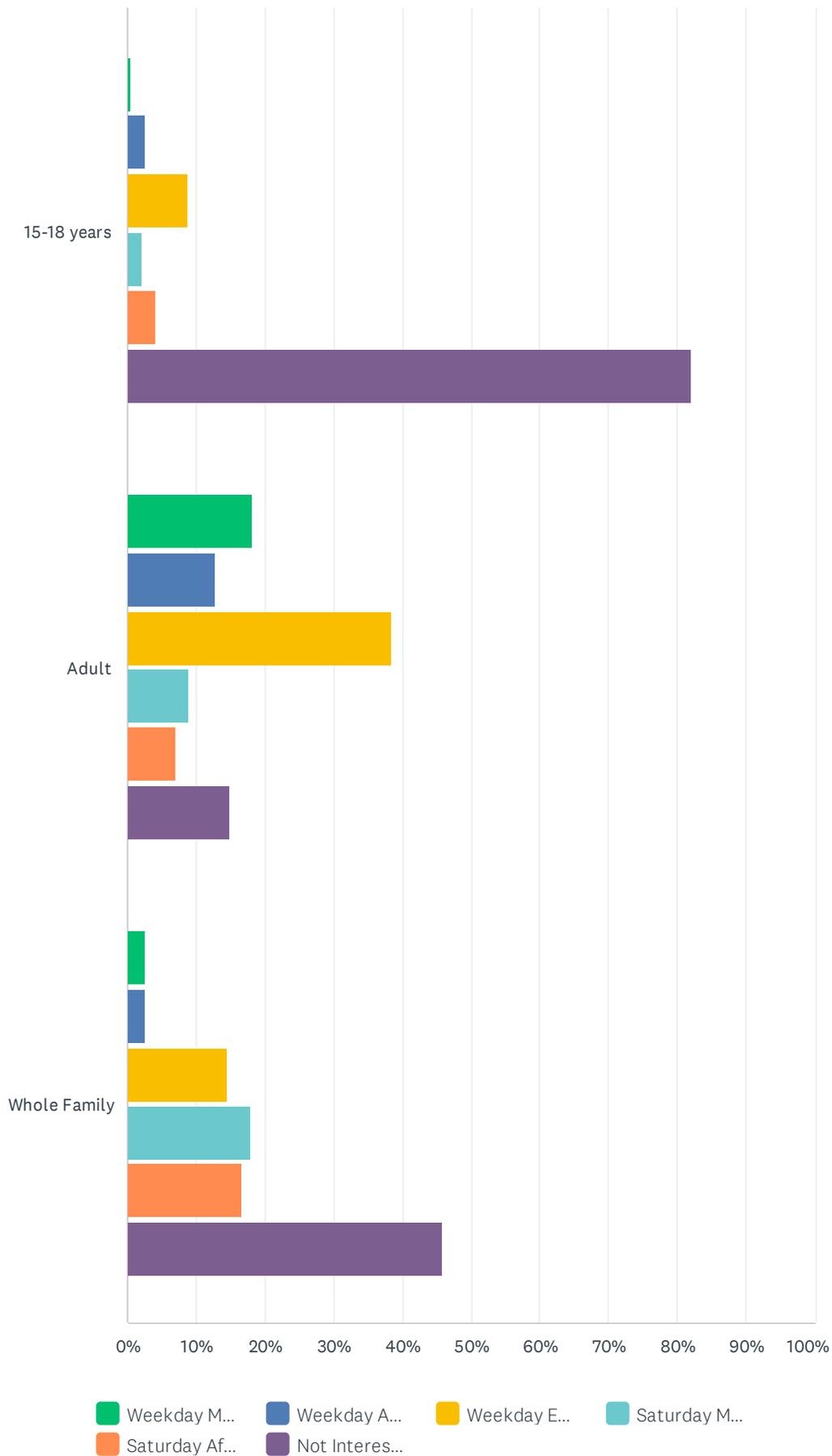
	YES	NO	TOTAL	WEIGHTED AVERAGE
Lighting	89.13% 328	10.87% 40	368	1.11
Furniture	86.19% 312	13.81% 50	362	1.14
Rest Rooms	90.96% 332	9.04% 33	365	1.09
Parking	98.66% 367	1.34% 5	372	1.01
Cleanliness	96.21% 355	3.79% 14	369	1.04

Q10 When do you/your family prefer to attend in-person programs for the following age groups?

Answered: 363 Skipped: 66



Seekonk Community Survey

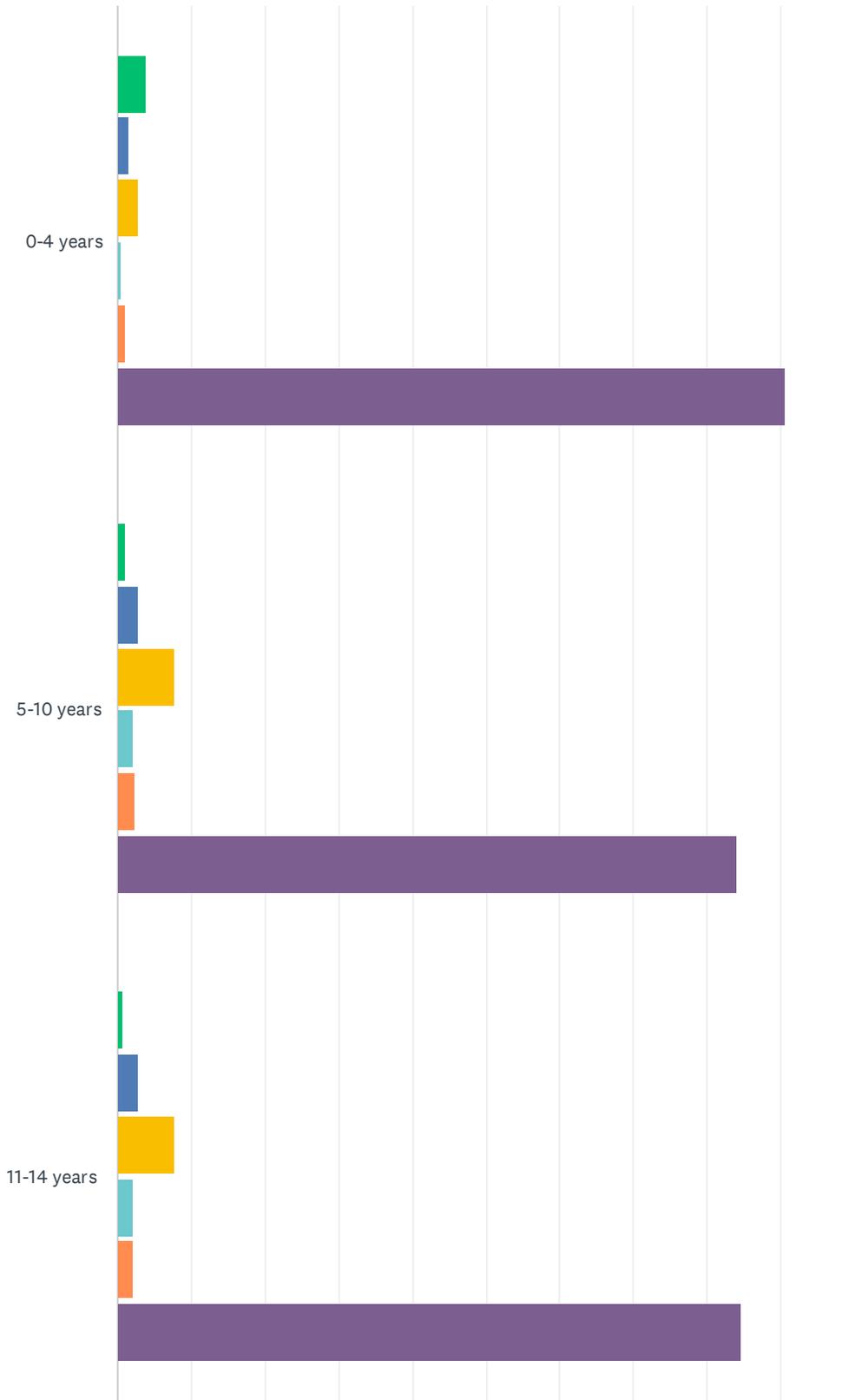


Seekonk Community Survey

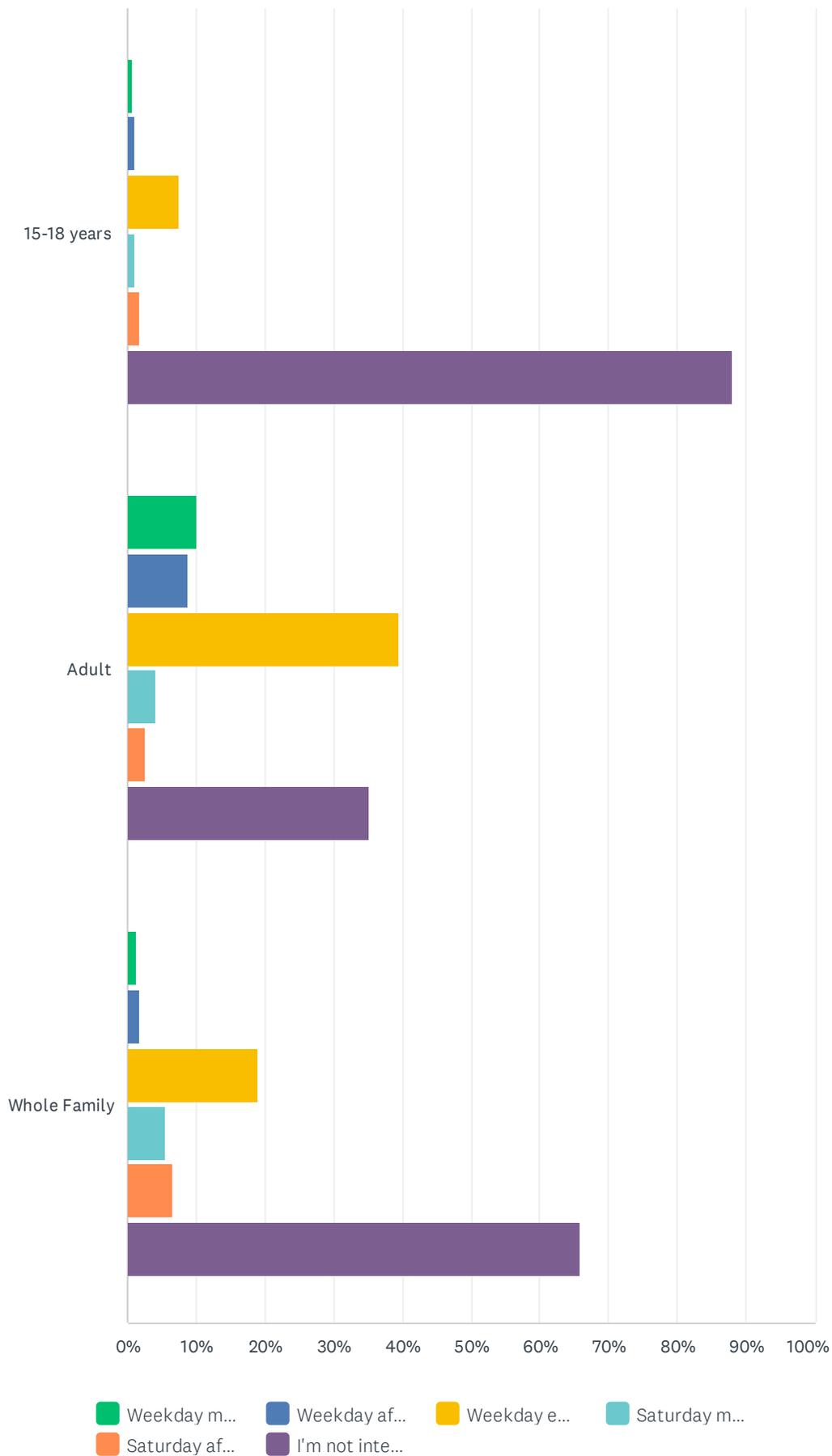
	WEEKDAY MORNINGS	WEEKDAY AFTERNOONS	WEEKDAY EVENINGS	SATURDAY MORNING	SATURDAY AFTERNOON	NOT INTERESTED IN IN-PERSON PROGRAMS FOR THIS AGE GROUP	TOTAL	WEIGHTED AVERAGE
0-4 years	14.58% 42	2.78% 8	1.04% 3	4.86% 14	2.08% 6	74.65% 215	288	5.01
5-10 years	1.74% 5	7.64% 22	6.60% 19	8.33% 24	5.90% 17	69.79% 201	288	5.18
11-14 years	0.71% 2	7.83% 22	8.19% 23	3.20% 9	7.83% 22	72.24% 203	281	5.26
15-18 years	0.37% 1	2.56% 7	8.79% 24	2.20% 6	4.03% 11	82.05% 224	273	5.53
Adult	18.02% 62	12.79% 44	38.37% 132	9.01% 31	6.98% 24	14.83% 51	344	3.19
Whole Family	2.55% 7	2.55% 7	14.55% 40	17.82% 49	16.73% 46	45.82% 126	275	4.81

Q11 When do you/your family prefer to attend virtual programs for the following age groups?

Answered: 351 Skipped: 78



Seekonk Community Survey

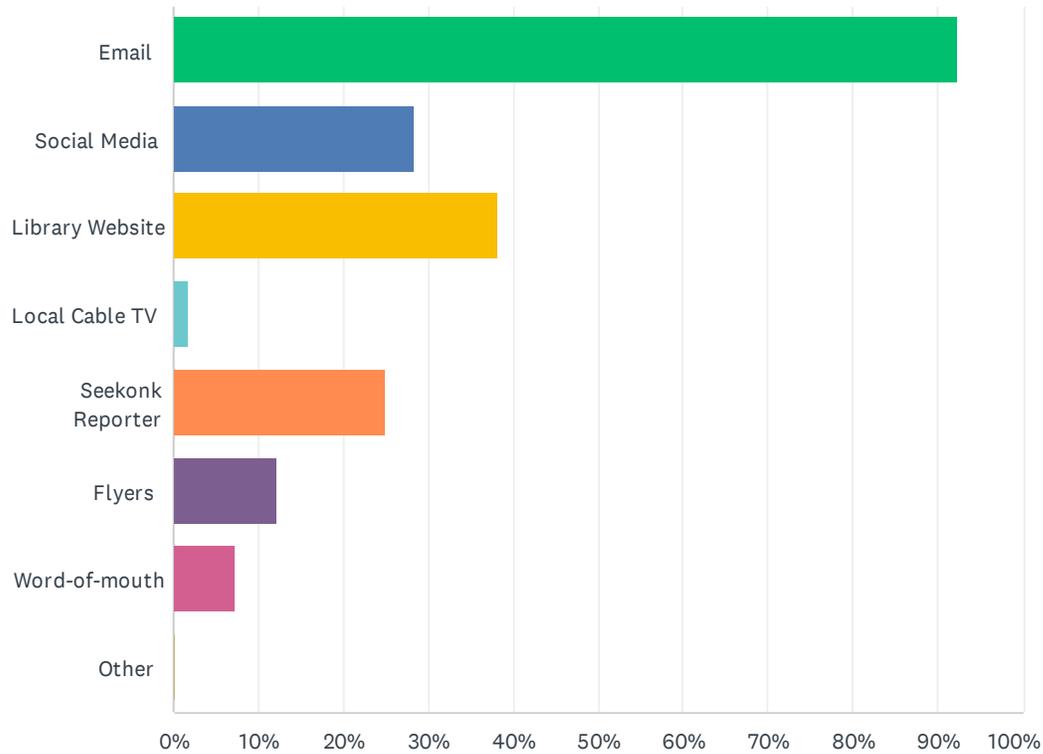


Seekonk Community Survey

	WEEKDAY MORNINGS	WEEKDAY AFTERNOONS	WEEKDAY EVENINGS	SATURDAY MORNING	SATURDAY AFTERNOON	I'M NOT INTERESTED IN VIRTUAL PROGRAMS FOR THIS AGE GROUP.	TOTAL	WEIGHTED AVERAGE
0-4 years	3.86% 11	1.40% 4	2.81% 8	0.35% 1	1.05% 3	90.53% 258	285	4.73
5-10 years	1.04% 3	2.77% 8	7.61% 22	2.08% 6	2.42% 7	84.08% 243	289	4.66
11-14 years	0.70% 2	2.81% 8	7.72% 22	2.11% 6	2.11% 6	84.56% 241	285	4.67
15-18 years	0.71% 2	1.06% 3	7.42% 21	1.06% 3	1.77% 5	87.99% 249	283	4.75
Adult	9.94% 34	8.77% 30	39.47% 135	4.09% 14	2.63% 9	35.09% 120	342	3.44
Whole Family	1.38% 4	1.72% 5	18.97% 55	5.52% 16	6.55% 19	65.86% 191	290	4.34

Q12 How do you prefer to receive information about Seekonk Library services and events?

Answered: 369 Skipped: 60



ANSWER CHOICES	RESPONSES	
Email	92.41%	341
Social Media	28.46%	105
Library Website	38.21%	141
Local Cable TV	1.63%	6
Seekonk Reporter	24.93%	92
Flyers	12.20%	45
Word-of-mouth	7.32%	27
Other	0.27%	1
Total Respondents: 369		

Q13 Please share one improvement you would make to the library:

Answered: 229 Skipped: 200

Q14 How can we better serve you and the Seekonk community?

Answered: 157 Skipped: 272

Q15 What three words describe the Seekonk library?

Answered: 259 Skipped: 170