Our Mission

We commit to providing an inclusive environment that fosters learning, community growth, and connection in an ever-changing world

Environmental Scan Results

Total of 703 Respondents

- 74 Popup Invitation
- 615 Social Media Responses
- 14 Website Link Responses

Biggest Day of Responses: January 4, 2021
Our Strengths

- Staff and Volunteers
- Our Collection
- Our Processes (Drive-Up Window/Auto-Renew/Self-Check-Out/Fines)
- Services/Programs & Resources
- Location/Space/Meeting Rooms/Accessibility
- Technology/Computer Lab/Resources/Internet Access

**COMMENTS FROM OUR STRENGTHS SCAN RESULTS**

- Our employees are our greatest assets. The library has great people working for it. Everyone is helpful and friendly.

- *I am thrilled that I can obtain library items at the drive up window! I truly appreciate your library’s selection of materials. When my cozy mystery loving friends are seeking a certain series book, I always recommend Westlake library because of your excellent collection of mysteries.*

- Strengths and assets: 1) Above all the great staff. 2) Wonderful and varied materials on all subjects Working well: 1) Drive up window to pick up materials 2) Computer appointments 3) Great book sales by Friends groups, small gift shop – before COVID 4) Various in person classes in library before COVID.

- A wide variety of materials, books, and materials accessible via computer.

- I truly enjoy how much variety is available. The video games, the playaways/CDs, music, books and movies. It’s a great place to find things I cannot locate elsewhere.
Our Opportunities

Programming/Services
- Digital Content Expansion and/or Further Depth
- Foreign Language Instruction
- Community Reflective Programming & More Services
- Technology Programs (Use of)
- More Programming for Adults during Non-Work Hours
- Continue Zoom classes/Online Program Options
- Various Program Suggestions
- More Programming for Seniors
- Tutoring

Collection
- More hard copies
- More foreign language books
- More copies of popular books
- Continue with the wide selection

Technology
- Expansion of the Technology Resources
- Continuing to stay ahead of Emerging Technology
- Help patrons with new technology
- Expanding technology
"I am so grateful for libraries that evolve overtime. They are so different from when I was a child. At that time there were only books. Libraries are so much more today. For growth and sustainable future oh, I believe you need to see a need in your community. During this time of COVID-19, people are beginning to be fatigued. Many are spending time at home learning to cook or to take up a new hobby. Maybe the library could promote programs for people to grow during these times we are confined to home. Well being is a huge concern for all."

• Continued audio book selections.
• Better organization...updated movies, books, etc...
• Continuing to modify collection and services to best meet the needs of the community.
• Better weeding and selection. Top flight computer updates and training, although it is good now.
• More cultural materials
• Make sure online reading material is current.
• "More kindle book selections. More adult programs, when possible"
• Digital collections.
ASPIRATIONS

Our Aspirations

No. 1 Response:
Already the Best!

More Programs
- Expand existing programs to allow more attendees
- More programs for adults without children
- More programs offered after work
- More variety
- Grow the children’s programming
- More technology classes/instruction
- Online programs
- Adapting to what the community wants/needs
- More breadth of programs

Community-Building
- Become a hub for the community for all things educational and creative
- Be engaging to all ages with programs and events
- Resource in the community for all things: education, economy, mental health, social space, etc.
- THE source for community information
- Maintain a space for conversation and ideas
- Respond to the changing community demographics

More Space
- More space
- Other locations/satellites
- Spaces within other places
- More private rooms/offices
- More outdoor space
- More inviting to all ages

Keep Doing What You're Doing!
- Keep adapting
- Keep being flexible
- Keep both books and digital content
- Keep stocking the collection
- Keep improvising
- Staying up to date with technology
COMMENTS ASPIRATION RESULTS

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- More kindle book selections More adult programs, when possible
- Digital collections
- Better drive through
- Electronic resources and inter-library collaboration
- Keep up the good work in terms of offering interesting classes for adults

More Collection/More Books

- More digital content.
- More hard copy of books.
- Additional copies of popular books.
CHANGE

What **ONE THING** you would ensure **DOESN’T CHANGE** about WPPL?

Customer Service/Staff
Process/DriveThru/Drop-Off/Checkout/Auto Renew
Collection
Technology
Programs
Location/Space/Layout
Accessibility

What **ONE THING** would you ensure **DID CHANGE** about WPPL?

Nothing-Biggest Response
COVID-19
Programs
Location/Space/Layout
Collection
Technology
What can we work on to improve?

Remove COVID Restraints

Processes
- Smoother or Expanded Drop-Off Area
- Checkout
- Search OhioEase
- Libby Ease
- Online Navigation
- Book Pick-Up
- Hold Timing
- Renewal Clarity
- Due Date Notifications

Collection
- More Large Print Available Items
- More Diversity of Collection
- Not Enough Online Books
- Not Enough in Print

Programming
- More Service-Type Programs
- More Programming at More Diverse Times & Audiences
- Improve Depth & Span
SUSTAIN

What **ONE THING** must WPPL do to be sustainable?

**Programs**
- Attracting programming for more diverse age groups
- Attracting younger generations and more teens/young adults
- Continue Zoom and online options
- Expand depth and breadth of programs

**Technology**
- Access internet to the public
- Access to more online materials
- Accessibility and options for e-readers
- Compete with online opportunities to read books: kindle, ebooks, ipad, ...
- Continue with new technology and programs
- Continue with other partners to have materials online

**Growth**
- Adapt and grow.
- Evolve.
- Engage the public.
- Continue to be flexible and find safe ways to reach people.
- Group discussions regarding needs for the future.
- Grow as center of community activity.
- Remain flexible.
- Remain relevant

**Customer Service**
- Be aggressively client-friendly.
- Be more welcoming.
- Continue being sensitive to and responsive to the library patrons from preschoolers to seniors.
- Continue serving with excellence.
- Continue to offer good service and selection of books and I guess to continue to pass levies.
NEXT STEPS

DISTILL DOWN THE DATA FURTHER TO ASSESS GOALS, OBJECTIVES AND STRATEGIES.

DRAFT GOALS.

DEVELOP OBJECTIVES WITH KEY PERFORMANCE INDICATORS.

Survey Responses - Focus Areas

• Program development & maintenance for quality through time & talent.*
• Collection review & assessment for enhancements/additions.
• Community partnerships & collaborations.**

*Staff development and marketing focus areas will cross-cut the identified focus areas as activities versus individualized goals.
**The Board will work on their self-identified areas of opportunity to improve their capacity to lead the WPPL to success including but not limited to: Building Stronger Connectivity for Board Members to the Work; Developing Internal Board and Staff Leadership Capacity; Engaging & Learning from Similar Libraries; and, Engaging More with the Staff.
Goal Statements

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<thead>
<tr>
<th>No</th>
<th>Strategic Focus Area</th>
<th>Proposed Goal Statement</th>
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<tbody>
<tr>
<td>1</td>
<td>We will strengthen and expand our community partnerships, programs, collaborations, and connections.</td>
<td>We will strengthen and expand our community partnerships and collaborations evidenced by developing guidelines and MOUs with at least 5 existing and new strategic partners by July 2022.</td>
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<td>2</td>
<td>We will proactively evaluate technologies and implement those that support community needs, enhance user experiences, and advance library operations.</td>
<td>We will expand our maker offerings, equipment that facilitates creation of content, through the addition of four new maker-related technologies, with a target of achieving 10 monthly repeat customers in the maker space by the end of June 2022.</td>
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<td>3</td>
<td>We will maximize library resources to use our space efficiently, effectively, and aesthetically.</td>
<td>We will develop a space plan that accounts for current and future use of our building and includes the design of a Maker Space, updated collection space layouts, and enhanced meeting, programming, and reading spaces by December 2021.</td>
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