



# AUBURN PUBLIC LIBRARY

## STRATEGIC PLAN 2026-30 INPUT

### STAFF MINI-SURVEY RESULTS SUMMARY REPORT 2025

#### INTRODUCTION

As part of the Auburn Public Library (APL) strategic planning process, **Library staff members** were invited to participate in a brief survey designed to gather their perspectives on the Library's current operations and future priorities. The survey sought input on new programs and services, facility improvements, and ways the Library can better serve the community over the next five years.

Staff play a vital role in shaping the Library's success, as they engage daily with patrons, programs, and operational needs. Grounded in both professional experience and direct community interaction, their insights provide a unique internal perspective that helps identify realistic opportunities for growth, innovation, and continued excellence in serving the community.

#### **1. Please share up to five (5) ideas for new Library programs, materials, resources, or services that you believe the community would find valuable/interesting.**

**FEEDBACK OVERVIEW:** Staff responses reflect a thoughtful awareness of the community's diverse needs and the Library's potential to expand its role as both a **learning hub** and **community gathering space**. Their ideas emphasize **technology education**, **facility improvements**, and **responsive service models** designed to meet residents where they are.

#### **KEY THEMES AND HIGHLIGHTS**

- **Technology Instruction and Support:** Staff identified a clear and ongoing demand for programs that **help patrons develop and strengthen their digital skills and confidence**.
  - **Computer classes** covering basics, internet security, and safe browsing practices.
  - **Adult-focused technology programs** with flexible, Q&A, or class-style formats.
  - **Instructional sessions** on how to use personal devices, software, and online tools.
- **Facility Improvements and Space Expansion:** Staff expressed a desire to **improve the Library's physical environment** to better accommodate current and future use.
  - **A larger Children's Room** to support increased program participation and provide more space for interactive learning and play.

**OBSERVATIONS:** Staff ideas suggest opportunities for the Library to **align its program development and facility planning** with community priorities. Expanding **digital literacy offerings** would support residents of all ages, especially older adults, students, and job seekers, while ensuring **equitable access to technology and training**. Continued investment in **technology infrastructure**, **staff expertise**, and **outreach** will be essential to sustain these

services. Additionally, **evaluating space needs**, particularly in the Children's Room, could enhance the Library's capacity to host programs and support interactive learning. Incorporating staff perspectives into pilot initiatives and long-term planning will help ensure that new programs and services are both practical and impactful for the Auburn community.

## 2. What could the Library do to improve its space over the next five years?

**FEEDBACK OVERVIEW:** Staff noted that the Library's **existing space is well utilized but increasingly challenged** by growing program attendance and community demand. Their ideas focus on practical ways to **expand capacity, improve users' experience, and adapt spaces** for changing patron needs.

### KEY THEMES AND HIGHLIGHTS

- **Space Expansion and Reconfiguration**
  - Staff expressed a strong interest in **expanding overall square footage** to accommodate continued program growth.
  - Several suggested a **larger or reconfigured Children's Room** to support increased participation and activity-based learning.
- **Study and Meeting Spaces:** Staff recommended **adding more meeting rooms and quiet study areas** to provide flexible spaces for individuals, small groups, and community partners.
- **Facility Enhancements for Comfort and Accessibility**
  - Suggestions included **adding more electrical outlets and charging stations** for patrons using personal devices.
  - **Improving signage and wayfinding** was also identified as a simple but valuable enhancement to help patrons navigate the collection more easily.

**OBSERVATIONS:** Staff input highlights the importance of **aligning future facility planning** with the Library's service priorities and community growth. As program participation continues to increase, the Library may need to **evaluate the feasibility of expanding or reconfiguring its space** to better accommodate demand. **Enhancing the number and flexibility of meeting and study areas** could improve the Library's ability to serve multiple audiences simultaneously. Meanwhile, small-scale upgrades, such as **adding charging stations, improving signage, and updating furnishings**, would further **enhance user comfort and accessibility**. Integrating these ideas into a long-term facilities plan would help ensure the APL remains both welcoming and adaptable to future needs.

## 3. What could the Library do to better serve the community over the next five years?

**FEEDBACK OVERVIEW:** Staff recognized that the Library is already valued as **a welcoming and dependable community resource**, and they emphasized maintaining this strong foundation while **expanding programs and resources to reach broader audiences**. Their

suggestions focus on growth through **diversity of offerings, greater digital access, and expanded outreach** that deepens community engagement.

## KEY THEMES AND HIGHLIGHTS

- **Program Diversity and Expansion**
  - Staff recommended continuing to offer a **wide variety of programs** that appeal to multiple age groups and interests.
  - Suggestions included **expanding outreach programs, children's activities, and community education opportunities.**
- **Digital and Technology Growth**
  - Staff encouraged the Library to **keep pace with evolving technology by maintaining up-to-date resources and expanding its digital collection.**
  - Increasing community awareness of **digital materials** was viewed as an important complement to **maintaining the traditional physical collection.**
- **Innovative Services and Community Connection**
  - Introducing a **Library of Things** was suggested as a creative way to expand lending beyond books and media.
  - Continued **focus on outreach efforts** was encouraged to ensure programs and services reach those who may not currently use the Library.

**OBSERVATIONS:** Staff input underscores the importance of building on the Library's current strengths while pursuing thoughtful growth. Continued **investment in diverse programming** will ensure that the Library remains relevant and responsive to all segments of the community. **Expanding outreach initiatives**, particularly those targeting families and non-users, could further strengthen community connections. **Enhancing the Library's digital collection and technology resources** will also be key to meeting the needs of patrons who rely on online access and emerging formats. **Exploring creative lending and engagement models**, such as a Library of Things, could provide new opportunities for the community to connect with the Library in meaningful and practical ways.

## CONCLUSION

Staff feedback underscores a **strong shared commitment to providing high-quality library services** and a **clear vision for ongoing improvement**. Their ideas reflect a balance between maintaining the Library's current strengths, such as offering welcoming spaces and diverse programs, and pursuing thoughtful enhancements in technology, outreach, and facility design to meet future needs.

The themes emerging from the staff survey will help guide APL's next strategic plan by informing priorities for programming, space planning, technology investment, and community engagement. Staff perspectives, rooted in firsthand experience and a deep understanding of patron needs, will remain essential as the Library works to implement these goals and continue serving as a valued community resource.