



Truro  
Public  
Library *est 1894*  
*books and more for our community*

# LONG RANGE PLAN

**FY 2025-2030**

# **TRURO PUBLIC LIBRARY LONG RANGE PLAN**

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## **ACKNOWLEDGEMENTS**

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### **Appreciation**

The Long-Range Plan Committee thanks Katy Ward for her support in digitizing the survey  
and Isaiah Edwards for his assistance in compiling survey results. In addition, we thank  
Galen Malicoat for her diligent editing.

# INTRODUCTION

In creating this five year plan for the Truro Library, the Library Trustees have become aware that discussion is as valuable to the process as the final product. How do you create a document that reflects all of the dynamics that go into a year in the life of the library? Is it more important to address goals in a general way, or to try to include language specific to concerns raised in discussions with the community? An important part of setting out a road map for the next five years is the language chosen to express exactly what kind of library we want to provide for our community. We didn't hurry this process along, and spent a good two years asking, listening, and discussing the information we gathered.

When we started working on this plan we were just emerging from a time of restrictions imposed by the Covid pandemic. It was an ideal time to regroup, to evaluate the new ways we had learned to do business, and to get a good look at how our community had changed. The Library Staff had made many adaptations so that the level of service remained strong during the pandemic. Customer service has always been a priority, and the staff responded with creativity and dedication. Even as other services in the town were reduced and minimal, the Library remained a strong, available lifeline for anyone who needed it.

During the pandemic, changes occurred in our small community. Our population grew significantly, from a little more than 2000 to nearly 2500. Housing prices soared, and housing and food insecurity grew for a significant number of people. The Town Manager retired and a new one was hired. The Select Board worked on new values, goals and objectives for the town. There was significant turnover of staff in many of the town departments. Hiring became difficult because of housing issues. Housing and initiatives to create more in the community are an issue on the Town's current agenda. In line with one of our Library Director's top priorities, responsiveness to the community, our plan seeks to assure that citizens are provided with the information they need to respond to community changes.

The pandemic also opened our eyes to virtual opportunities. Sometimes they work, sometimes they are less than optimal. In adapting to the use of virtual technology and ways to convey information without physical contact, the Library Staff has needed to learn new technologies and modify them for library services. The Truro Library has a small staff, so significant cross training is essential in order to maintain a steady level of service to every population group, from the youngest to the oldest. Staff knowledge and staff training remain a priority.

As we move into the future, we believe it is essential that the Library provide a safe, comfortable, welcoming environment for our community and the many visitors who come to the Outer Cape to enjoy our town.

## BRIEF HISTORY OF TRURO PUBLIC LIBRARY

For nearly two centuries, starting in the early 1700s, Truro's libraries were housed in private homes. The earliest library is said to have belonged to the Town's first minister, John Avery, a learned man who was also a physician. In 1840, a time of economic growth and prosperity for the town, the Truro Library Association, a subscription service, was formed by book minded people and housed in various private homes in North Truro, Truro, and South Truro. Members paid a yearly fee to use these books.

The Truro Public Library with three elected Trustees was created in 1894 by Town Meeting vote after the Commonwealth of Massachusetts passed an act to promote the establishment of free libraries throughout the state. From 1894 until 1912 Truro had no library building. The collection was housed at three locations, in Truro, North Truro, and South Truro. The "main" library was in the pantry of Librarian Laurena A. Ryder (The Solomon Ryder House) on what is now Town Center Road. In their 1905 report to the Town, the Trustees note that "summer people are on the increase, and we hope to keep the library attractive for both the visitor and the town's people." Then, in 1907 they suggested that "The town needs a good snug library building by itself, in which the librarian is present two half days in a week."

During the years between 1894 and 1911 the Library Trustees pursued the task of finding a building suitable for a library. The collection was growing too large for Laurena Ryder's pantry. In 1898 the Trustees reported to the Town that they had "not yet abandoned hope that some generous soul may yet immortalize his name in the gift of a library building." In 1911 they invited residents to give to a fund for a library building. Dr. David Lombard made the first significant contribution of \$200, and later Mr. Elisha W. Cobb came forward with a plan to pay for a building as a memorial to his parents. This beautiful building, opened in 1912 and used as a library until 1999, stands today in Truro Center. It now houses the archives of the Truro Historical Society.

For many years the book collection of the North Truro branch was maintained in a private residence belonging to Mrs. Elizabeth Small, who served as branch librarian. In 1920 the town hosted a 300<sup>th</sup> anniversary pageant in North Truro celebrating the landing of the Mayflower Pilgrims. The committee staging the pageant decided that leftover funds from the event should go toward the construction of a library building in North Truro. Mrs. Lillian Small donated the land for the project, the library was built and then presented to the Town. The building stood for many years at the corner of Highland Road and Route 6A across from what is now Salty Market. It has since been moved to the DPW yard where it is used as their office.

Of note: From 1894-1938 several generations of Small family women served as branch librarians there.

For nearly 40 years the Little Pilgrim Library served the people of North Truro. The 1950s saw the completion of the State Highway and the development of cottage colonies and motels. The Air Force Station became home to many young families. Circulation of books in North Truro was consistently higher than that at the Cobb. Neither library had running water or toilets, and the Cobb was plagued by its steep stair access. A plan was approved for a new library building on Route 6A in North Truro, and the new Pilgrim Library, a simple Cape

style building was opened in 1961. In subsequent years Pilgrim informally became the “main” library as hours at Cobb decreased and those in North Truro increased. The libraries had always been dependent on book donations to enhance their collections, but as these donations began to exceed need, Pilgrim became the site of annual book sales put on by the Friends of the Truro Library, which formed in 1974 with a goal of bolstering library services with funding and volunteers.

In 1977 the Town hired its first professional librarian. The Town was growing, with an influx of young retirees who made Truro their new home. Demand for library services, books, videos, and cultural events was on the rise. This, as well as the diversification of formats the library offered and the arrival of the PC, made the Trustees realize that their space was inadequate. By 1992 the Trustees began to discuss improving library services, and this came to mean one adequate building. In 1995 the Town applied for a construction grant from the Commonwealth and were awarded \$500,000, to be matched by the same amount from the Town. Fundraising brought in an additional \$414,000. In 1999 a new library building was completed on a Town-owned lot, and for a while was referred to as “The Library in the Woods.” For nearly 25 years, this building has been a hub of cultural activity in the town, and brings together the vision of those first Library Trustees for a nice, snug “reading room,” with the realization of that and more than they could have imagined in 1907.

## COMMUNITY PROFILE

Truro is a community of nearly 2500 residents located on the outer part of Cape Cod between Provincetown and Wellfleet. The Town was incorporated in 1709, and from earliest times consisted of two villages, Truro Center, along the Pamet River, where farmers and merchants lived, and North Truro, where the fishermen settled, many of whom were Portuguese. The current population is about 95% White, with a small but growing population of people originally from Jamaica.

While it is impossible to predict the future we believe the Library will benefit from two upcoming town projects: one of which was the purchase of a large parcel of land for, among other uses, affordable and worker housing, which will help stabilize the population and the economy. The other, to begin work in October, is a 43 unit apartment complex, only a few hundred yards from the Library. We expect our new “walkable” neighbor will increase our access and bring new patrons.

The population of Truro reached a peak of about 2050 residents in the mid-1800s, after which the population declined to a low of 504 residents in 1925. The decline was the result of the silting up of the harbor and the loss of Truro’s fishing fleet. However, the railroad, which reached the Outer Cape in the 1870s, brought summer visitors. From then on the population dynamic began to change, with a swelling of the population in summer when visitors came to the Cape for rest and relaxation. In 1963, with the creation of the Cape Cod National Seashore, 2/3 of Truro land became federal property. Today, summer brings from 15,000-20,000 seasonal visitors who come to Truro to enjoy the National Seashore, the beaches, and outdoor recreational activities the area offers.

Truro uses an open town meeting form of government, led by a Town Moderator and a five-member Select Board, with a Town Manager serving as chief administrator. Truro is represented in the Massachusetts House of Representatives as part of the Fourth Barnstable district, and in the Senate as part of the Cape and Islands district.

Truro operates the Truro Central School for students from preschool and kindergarten through sixth grade. The Town does not have a middle or high school. Through school choice, students have the option of attending the Provincetown Schools or Nauset Regional Middle School through grade 8, then continuing in Nauset Regional High School or the Cape Cod Regional Technical High School through grade 12. Enrollment for the 2024-2025 is currently estimated at 77 students.

# **LIBRARY PROFILE**

## *Brief Description:*

The Truro Public Library is in North Truro at 7 Standish Way. The Library shares a campus with the Truro Community Center and the Puma Park playground. The Library is a member of the CLAMS (Cape Libraries Automated Materials Sharing). This consortium is one of seven Massachusetts consortia that was formed for the purpose of sharing resources and reciprocity. Such sharing agreements and policies further the capabilities of each town.

## *Library Governance*

The Library is governed by an elected Board of Library Trustees. The Boards' authority is derived from Chapter 78, Sections 10 and 11 of the Massachusetts General Laws. Section 10 states in part that: "the Board shall have the custody and management of the library and of all property owned by the town relating thereto. All money raised or appropriated by the town for its support and maintenance shall be expended by the board and all money or property that the town may receive by gift or bequest shall be administered by the Board..." The Library Board is comprised of five (5) members. Their terms of service are three years and are staggered. The Board members vote amongst themselves for a Chair, Vice Chair, and Recording Secretary.

Responsibility for Library management, collection development, and provision of library services to the public is delegated to the Library Director, who is appointed by the Truro Town Manager, after consultation with the Board of Library Trustees. The Director and all library staff are Truro municipal employees.

## *Facility*

The current 11,623 square foot building was designed by Stephen Hale of Stephen Hale Associates in an open design. Although the lower level of the library was intended for storage, library operations expanded and now both levels are used extensively.

The Community Room has a maximum capacity of 65. The Cobb meeting room, maximum capacity 10, also holds some special collections. Both rooms are available for library programs and meetings, and are available for nonprofit groups by reservation. There is a third meeting room on the lower level that is currently used by the Friends of the Truro Library to house book donations that are available for sale.

Although the Library building project was successful in many aspects, there are limitations in the building that impede optimum operations. The way libraries are used has undergone much change since our building was built in 1999. Although patrons still use the library for quiet reading and solitude, the library is more often used for events, meetings, and community engagement. It is not uncommon for a library event to attract more people than fit in our largest meeting room.



When a crowd is expected, the staff creates a makeshift programming room on the lower level. This plan isn't ideal for several reasons: a) It is not possible to precisely predict event attendance, b) setting up the chairs and equipment on the lower level takes staff time and effort, c) programs being held on the lower level prevent quiet reading or even access to the stacks for the length of time of the program, and d) there are no restroom facilities on the lower level.

Finding space for new materials can also be problematic. For every book added to the collection, one has to be removed in order to fit the allocated book shelf space. Purchasing electronic materials may solve one problem, but it creates another because, unlike a book on the shelf, there is no way to know what is available. This is especially difficult for those who are digitally challenged as well as for those who enjoy a “book in hand.” Managing a collection is truly a balancing act.

The open layout of the entire Library can make it difficult to balance the needs of patrons looking for quiet and privacy and the patrons looking for more social engagement.

### *Truro Library Today*

The Truro Library is a much-loved community resource. The Library has a reputation for its quality programs and superb customer service. Open for almost 2,000 hours in FY24, the Library lent almost 50,000 physical items, and patrons borrowed over 14,000 books in electronic formats. Patrons also borrowed non-traditional items from the “Library of Things”, such as reading glasses, an iron, gardening tools, a telescope, a sewing machine, and a video camera. The Truro Seed Library, Cape Cod's first and one of the first in Massachusetts, “lent” over 1,000 packets of seeds. Over 4,000 children, teens, and adults attended 250 events. The dedicated staff enjoyed the help of over 20 volunteers, who provided over 1,000 hours supporting Library services.

In the words of one patron, the Truro Library is “a part of our lives, providing books, the use of computers, events, and a sanctuary for writing and meditation.”

Assistant Director/Youth Services Librarian Maggie Hanelt places special emphasis on STEAM (Science, Technology, Engineering, Arts, and Math) programs and also manages a highly successful kids' organic gardening group that is co-sponsored with Sustainable CAPE: Center for Agricultural Preservation & Education. This superb organization has supported the Truro Library and vice versa for many years.

Students at Truro Central School have a semi-monthly “Library Day.” The visits strengthen students' views of themselves as readers, which in turn leads to greater academic success and hopefully, a lifelong love of reading and of libraries.

During the COVID lockdown, the staff purchased some outdoor seating and encouraged people to do some much-needed visiting outside at safe distances. The popularity of groups using the deck for gatherings inspired staff to further develop this area. In addition to the outdoor seating and the Children’s Garden there is a popular rustic “mud” kitchen, a wonderful community playground, and a walkable Edible Forest Path that was created using Community Preservation Corp. funds.

### *Library Collection*

Library holdings number approximately 33,000 + physical items, and over 100,000 electronic materials. Of the 30,000 physical books in the collection, over 10,000 are for children and young adults. 16 mobile hotspots were added in summer 2024 for patrons to borrow.

### *Library Technology*

There are five (5) computers available for public access and anyone may access the wireless network both in and around the library.

The Truro Library maintains membership in the CLAMS (Cape Libraries Automated Materials Sharing) consortium that includes 35 locations on Cape Cod, Martha's Vineyard, and Nantucket. The consortium provides a networked database with access in each member library, thereby allowing patrons to share access to a network with over 1.6 million items. Member libraries benefit from CLAMS' centralized cataloging, staff development, and system support. CLAMS is supported by annual membership dues from each library that are determined by a usage formula (approximately \$ 19,000 for Truro in FY 2023).

Copying, printing, and fax services are available for a small per-page fee. Scanning services are provided at no charge.

The library website, [www.trurolibrary.org](http://www.trurolibrary.org), provides access to electronic resources and the centrally maintained CLAMS catalog. Library staff also maintain a presence on social media.

### *Staffing*

The Truro Public Library employs four (4) full-time and two (2) part-time employees and a part-time clerk during the busy summer months. As of the writing of this report, two employees have their master's degree in library science and one employee is in the process of earning their degree. All employees are college graduates.

Staff compensation was significantly lagging from that of other Cape Cod library employees, but implementation of a Wage and Classification study in 2023, rectified the imbalance. The Truro Public Library has been well-supported by the Truro taxpayers. The FY2025 yearly budget is \$554,525 which comprises 2% of Truro's operating budget. The library is very fortunate to be generously supported by the Friends of the Truro Library. This small but mighty group contributes between \$10,000 and \$20,000 to library operations each year.

## METHODOLOGY

In the summer of 2022, the Board of Library Trustees formed a Long Range Plan Committee that included two Library Trustees, the Library Director, and four people from the community who represented different demographics, including a middle school student, a parent, a senior, and a preschool teacher. The Committee met monthly through the fall and winter to plan and implement a community survey and focus groups.

Patrons had the option to take the Library Long Range Plan survey (*See Appendix A for survey*), either on paper, which was available in the Library, or online. The online survey was made available to residents and part-time residents via a town-wide newsletter distributed monthly by the Town of Truro. A Middle School volunteer tallied the surveys for the committee. The survey ran from mid-winter through early spring of 2023. With the survey, the committee was looking for an understanding the following:

- Demographics and characteristics of respondents
- How often people used the library, and other patterns of use
- How people look for information
- Interests
- How library building and layout works (or doesn't) for patrons
- Use of technology
- Satisfaction with library services, programs, and hours
- How the Library is viewed in the community

During the same period that the survey was available, the Committee conducted nine focus groups, with a goal of having open conversations about community expectations for library services, and to better understand how the library fits in with the lives of residents, how services may be re-thought to meet needs, and how the library works with other community services and businesses. Focus groups were conducted with:

- Library Staff
- Truro Central School staff
- Middle School students
- Parents
- Business/Freelancers/Farmers/Church leaders
- Town leaders (Town Manager, Select Board members, other Town employees)
- Residents (general)
- Non-resident taxpayers (virtual meeting)
- General virtual meeting

(*See Appendix B for Focus Group information.*)

Results from the surveys and from the focus groups were analyzed by the Long Range Plan Committee for common themes and outstanding interests and concerns, both positive and negative. From these the Committee grouped results and created initiatives. The Library Trustees, with the Library Director and Assistant Library Director, continued the process throughout the rest of the year and into 2024, creating specific goals and action plans. The Trustees felt that this was one of the most important parts of the process, as the discussions were thorough and thoughtful and focused on a solid and do-able vision for the Library's future.

## **TRURO PUBLIC LIBRARY MISSION**

To engage our community in literature, in learning, and  
in the transformative power of information.

# STRATEGIC INITIATIVES

Strategic Initiative #1:

*Reconfigure and adapt the current facilities to meet our existing and anticipated needs and uses.*

Strategic Initiative #2:

*Develop young readers and learners.*

Strategic Initiative #3:

*Improve the Library's digital environment.*

Strategic Initiative #4:

*Cultivate an inclusive & engaged community.*

Strategic Initiative #5:

*Diversify and enhance staff knowledge and skills through further professional development.*

Strategic Initiative #6:

*Optimize collections and services.*

## **STRATEGIC INITIATIVE #1**

*CONTINUE TO ADAPT THE CURRENT FACILITIES TO MEET OUR EXISTING AND ANTICIPATED NEEDS AND USES.*

**GOAL: Optimize the use of the existing Library facility.**

### **Objectives:**

1. Re-imagine patron work spaces for lighting, privacy and sound issues.
2. Evaluate staff workspace and reconfigure as needed.
3. Continue to explore the option of using the Lower Area for the Youth Area or Quiet Workspaces.
4. Utilize Massachusetts Board of Library Commissioners (MBLC) expertise as needed.
5. Enhance and work out maintenance plans for outdoor spaces.
6. Increase signage for outdoor spaces and downstairs.
7. Create a directory.
8. Explore grants for quiet work space pods.

### **Outcome Measurement:**

Outcome will be measured by an annual meeting with staff to review progress and development of sub-committees for specific projects as needed.

## **STRATEGIC INITIATIVE #2**

### *DEVELOP YOUNG READERS AND LEARNERS.*

**GOAL: Foster literacy, a love of the written word, and a desire to explore and learn.**

#### **Objectives:**

1. Continue to use Every Child Ready to Read practices (talking, singing, reading, writing, and playing).
2. Offer inter-generational events.
3. Continue to collaborate with Town Departments: Recreation, Council on Aging & Truro Central School.
4. Develop a plan to enhance use by teens (increased programming and homework support).
5. Develop a teen advisory board.
6. Continue and enhance programming that consciously engages young children's imagination, creativity and development.
7. Incorporate elements that foster imaginative play and self-expression in children's area through child-oriented layouts and displays.
8. Assist youth in transitioning from use of the children's collection to YA and then adult materials.

#### **Outcome Measurement:**

Outcome will be measured by exit surveys after programs.

Staff will maintain statistics of types of programs and flyers.

## **STRATEGIC INITIATIVE #3**

### *IMPROVE DIGITAL ENVIRONMENT*

#### **GOAL 1: Improve access to and encourage the use of digital media.**

##### **Objectives:**

1. Evaluate current technology.
2. Receive professional development on technology.
3. Develop a technological competency plan.
4. Provide staff with digital professional development.
5. Promote and provide instruction on the Library's digital resources.
6. Learn about and provide adaptive technologies for a growing senior population as well as community members with differing abilities.

##### **Outcome Measurement:**

Outcome will be measured by quarterly statistics on the use of new databases and tools. In addition, the Library will track participants in programs.

#### **GOAL 2: Provide opportunities for community digital literacy, competence, education, and training.**

##### **Objectives:**

1. Create at least two (2) digital training opportunities for Truro seniors.
2. Provide at least one (1) staff training session on disability awareness.
3. Create programs and materials to offer at least four (4) media mentorship opportunities for families.
4. Pilot a digital help desk to provide assistance in connecting to and using digital resources.
5. Extend the virtual boundaries of the Library to include an interactive presence on all relevant social media platforms moderated by library staff.

##### **Outcome Measurement:**

Follow-up with participants in the training programs will determine if the classes changed attitude, approach, and behavior relating to technology use. The effectiveness of these training sessions will be measured by a focus group or questionnaire completed by participants.



## **STRATEGIC INITIATIVE #4**

### *CULTIVATE AN INCLUSIVE AND ENGAGED COMMUNITY.*

#### **GOAL 1: Collaborate with civic and community organizations and groups**

##### **Objectives:**

1. Create programs that involve collaboration with at least three (3) other community groups on the Outer Cape.
2. Acquire and display community-relevant materials in an unbiased manner that respects a continuum of viewpoints and is in accord with our Material Selection Policy.
3. Host Round Table Conversations on divisive Truro Topics and civility in local politics.
4. Provide Central Communication for available food, Edible Walkway, seeds, fridge and environmentally-minded programs.

**Outcome Measurement:** Outcome will be measured by survey results, questionnaires, a suggestion box, and program attendance.

#### **GOAL 2: Institute initiatives to enhance the community perception of the Library as a warm, accessible, and welcoming place.**

##### **Objectives:**

1. Create an inclusive environment for all ages.
2. Offer early literacy training to parents and care providers in multiple formats.
3. Create a parent group.
4. Offer 2 programs for neurodiverse residents and families.
5. Explore options of teen programming and pilot 2 new programs.
6. Continue collaboration with Council on Aging to develop a home-delivery book program and elderly outreach.
7. Film designated library programs and make those films available on the website and on local television.
8. Create at least two multi-session programs with the goal of building community.
9. Continue programming that encourages engagement or discussions of current topics of interest.
10. Develop year-long multi-sessions programming with focused theme on Truro, past and present
11. Establish an outreach table at local community events.
12. Explore possibility of Truro Library stop on the public transit route.
13. Conduct equity audits and training for library staff to identify and address biases, and increase cultural competency.
14. Diversify library collections, displays, and programming to represent different cultures, identities, and perspectives.

**Outcome Measurement:**

1. Categorize the frequency and types of ways different community groups use the library facilities and services.
2. Communicate with the Selectboard's liaison to raise accessibility and visibility issues.
3. Conduct a diversity audit of the Library's collection.

## **STRATEGIC INITIATIVE #5**

### *DIVERSIFY AND ENHANCE STAFF KNOWLEDGE AND SKILLS THROUGH FURTHER PROFESSIONAL DEVELOPMENT.*

**Goal: Increase the amount and quality of professional development for all staff.**

**Objectives:**

1. Provide opportunities for professional development on technology and AI.
2. Provide opportunities for professional development on child development and literacy.
3. Collaborate with neighboring libraries.
4. Place an emphasis on current trends in libraries when planning programming.
5. Provide neurodiversity service training to staff.

**Outcome Measurement:**

Create a Google Doc to track Professional Development experiences and use of Professional Development information in programs and collections. Survey staff members after professional development opportunities.

## **STRATEGIC INITIATIVE #6**

### *OPTIMIZE COLLECTIONS AND SERVICES.*

**Goals:** Maintain quality, integrity, and diversity of library offerings.

**Objectives:**

1. Optimize browsing opportunities and curated displays.
2. Maximize offerings of the library by keeping the collection vital and of interest.
3. Improve Public Relations in the following areas: themed book recommendations, rotating recommendations from Truro Librarians and Town Staff, the Library of Things, materials related specifically to patrons interested in Citizenship information and intellectual freedom.

**Outcome Measurement:**

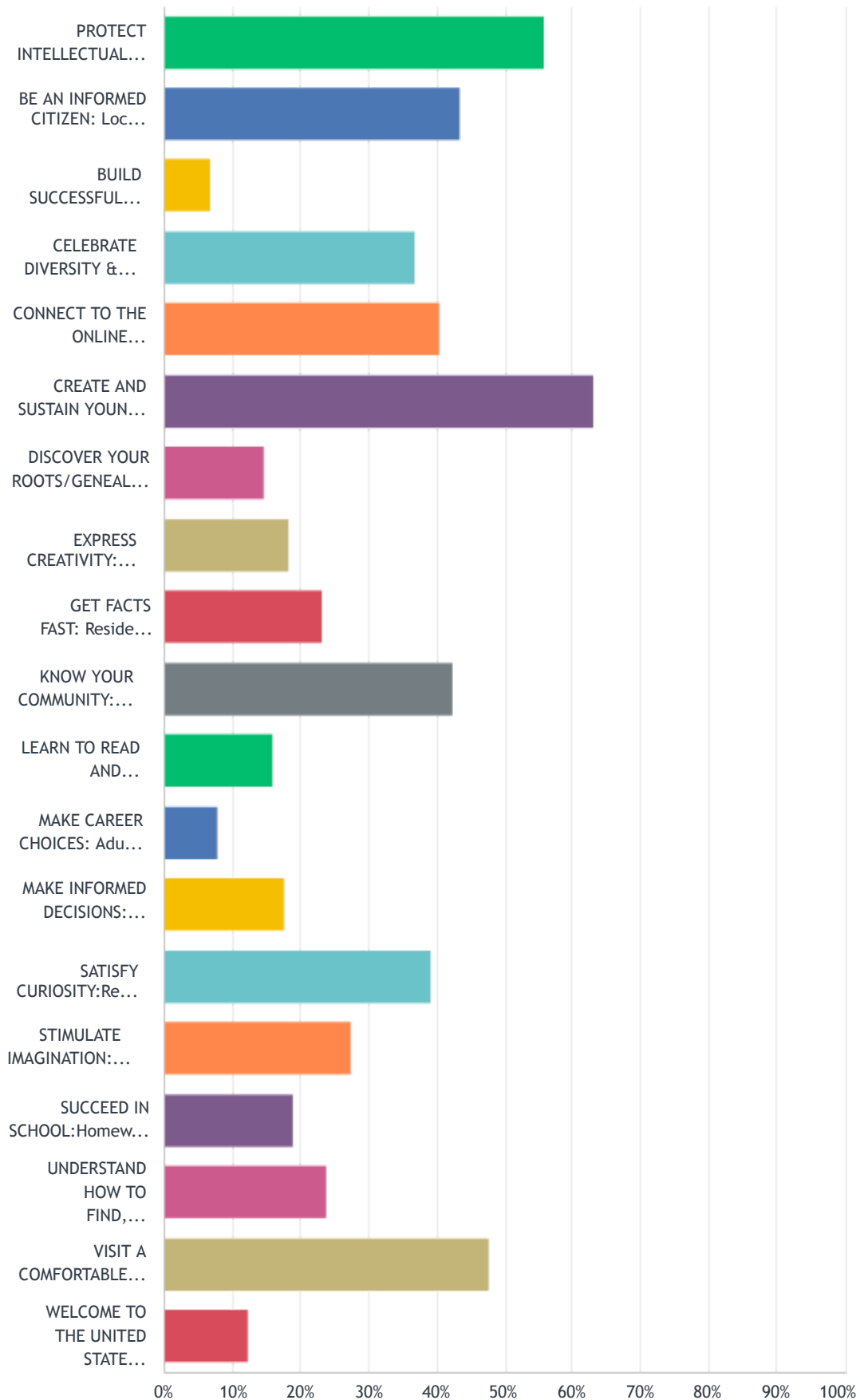
Outcome will be measured by continued tracking of Circulation Statistics and Program Attendance. In addition, surveys of patrons regarding quality of collection will be completed annually. Staff attendance at professional development opportunities related to collection development and programming.

## **APPENDIX A: Partial Survey Results**

The survey was conducted in the fall and winter of 2022 and 2023. The survey was created by a subcommittee consisting of two trustees, Kait Blehm and Martha Magane in combination with a number of community members.

\*To explore the results of the entire survey, please ask staff at the Library's front desk.

## Library Strategic Planning Survey



## Library Strategic Planning Survey

ANSWER CHOICES	RESPONSES	
PROTECT INTELLECTUAL FREEDOM: Residents will feel confident that librarians will uphold their right to privacy and protect their freedom to read without censorship.	55.83%	91
BE AN INFORMED CITIZEN: Local, National, and World Affairs- Residents will have the information they need to support and promote democracy, to fulfill their civic responsibilities at the local, state, and national levels and to fully participate in community decision-making.	43.56%	71
BUILD SUCCESSFUL ENTERPRISES: Business owners and nonprofit organization directors and their managers will have the tools they need to develop and maintain strong, viable organizations.	6.75%	11
CELEBRATE DIVERSITY & CULTURAL AWARENESS: Residents will have programs and services that promote appreciation and understanding of their personal Heritage and the heritage of others in the community.	36.81%	60
CONNECT TO THE ONLINE WORLD/PUBLIC INTERNET ACCESS: Residents will have high-speed access to the digital world with no unnecessary restrictions or fees to ensure that everyone can take advantage of the ever-growing resources and services available through the internet.	40.49%	66
CREATE AND SUSTAIN YOUNG READERS/EARLY LITERACY: Children from birth 2 Age 5 will have programs and services designed to ensure that they will enter School ready to learn to read, write, and listen.	63.19%	103
DISCOVER YOUR ROOTS/GENEALOGY & LOCAL HISTORY: Residents and visitors will have the resources they need to connect the past with the present through their family histories and understand the history and traditions of the community.	14.72%	24
EXPRESS CREATIVITY: Residents will have the services and support they need to express themselves by creating original print, video, audio, or visual content in a real-world or online environment.	18.40%	30
GET FACTS FAST: Residents will have someone to answer their questions on a wide array of topics of personal interest.	23.31%	38
KNOW YOUR COMMUNITY: Residents will have a central source for information about the wide variety of programs, services, and activities provided by Community agencies and organizations.	42.33%	69
LEARN TO READ AND WRITE: Adults and teens will have the support they need to improve their literacy skills in order to meet their personal goals and fulfill their responsibilities as parents, citizens, and workers.	15.95%	26
MAKE CAREER CHOICES: Adults and teens will have the skills and resources they need to identify career opportunities that suit their individual strengths and interests.	7.98%	13
MAKE INFORMED DECISIONS: Residents will have the resources they need to identify and analyze risks, benefits, and alternatives before making decisions that affect their lives.	17.79%	29
SATISFY CURIOSITY: Residents will have the resources they need to explore topics of personal interest and continue to learn throughout their lives.	39.26%	64
STIMULATE IMAGINATION: Residents who want materials to enhance their leisure time will find what they want when and where they want them and will have the help they need to make choices from among the options.	27.61%	45
SUCCEED IN SCHOOL: Homework Help- Students will have the resources they need to succeed in school.	19.02%	31
UNDERSTAND HOW TO FIND, EVALUATE, AND USE INFORMATION: Residents will know when they need information to resolve an issue or answer a question and we'll have the skills to search for, locate, evaluate, and effectively use information to meet their needs.	23.93%	39
VISIT A COMFORTABLE PLACE: Residents will have safe and welcoming physical places to meet and interact with others or to sit quietly and read and will have open and accessible virtual spaces that support social networking.	47.85%	78
WELCOME TO THE UNITED STATES: New immigrants will have information on citizenship, English language learning (ELL), employment, public schooling, health and safety, available social services, and any other topics that they need to participate successfully in American life.	12.27%	20

## Appendix B: Focus Group Information (2022-2023)

### Invitation:

*The Truro Public Library trustees are gathering the community's input as we write the library's 5-year plan. Your thoughts on this are crucial in this process as the plan will shape the library's focus and programming for the near future. We appreciate you taking the time to join the conversations and we look forward to hearing from you!*

### Conversation Agenda

1. Facilitators introduce themselves
2. Invite group to introduce themselves
3. Share History of library-We will provide a brief paragraph for you to read
4. Have individuals choose 6 Most Important Topics

*Group Norms: We are looking for your personal feedback but please be respectful of others. We are working on a long-range plan on how the community wants to see the library in the future. We want to hear everyone's thoughts but we are not looking to solve town issues. We are excited to hear from everyone!*

### Guiding Questions

1. What do you like/value about the library?
2. What role does the library play in the community?
3. Is the library important to you ? If so, what do you value? If not, why not?
4. What do you want to see in the library in the future?
5. How can the library serve so all voices can be heard?
6. How can the library support democracy and civic engagement in town?
7. What would you like to see changed in the town and how can the library help support that?
8. What sort of collaborative events would you like the library/school/rec departments to host (if any) in order to create an intergenerational community?
9. In terms of the library's physical layout, do you have thoughts on changing anything? For example, the children's area moving downstairs?
10. If there was an endless cash flow, what would you wish for in the library?
11. Are there any questions? Areas we didn't cover for discussion?