

- We are a member of Old Colony Library Network (OCLN), a consortium of 28 libraries stretching from Quincy to Sandwich and west to Walpole. An OCLN library card is necessary to borrow materials. This card is available for free to any resident of Massachusetts. Proper ID is required. A temporary E-card can be applied for and used from our website for online products only.
- We provide circulation of materials borrowed directly from our library, and through interlibrary loan. If we do not own a copy of a title, we can order it for free from another OCLN member library, or through our participation in the Commonwealth Catalog, a statewide network of public and academic libraries. The item is then delivered, also for free, to our library, where the patron can pick it up. Returns of almost all materials may be made at any OCLN library. Patrons may place holds on materials online, 24/7, for pick-up at our library during library hours.
- In addition to the numerous digital resources provided to Thayer Public Library cardholders through the Massachusetts Board of Library Commissioners and the Old Colony Library Network, the library offers a large number of digital services to Thayer Public Library cardholders – not just e-books, downloadable audiobooks, and streaming movies, but also reference resources such as Consumer Reports, Ancestry, MorningStar, and ValueLine.
- The library conducts and hosts a growing number of performances, author talks and book signings, concerts, story times, arts & crafts programs, book clubs, and more every year.
- For all these services and more it costs a resident of Braintree an average of \$41.37 a year to support the Thayer Public Library. A fun fact is U. S. Libraries circulate about the same number of items as FedEx ships per day.
- Library patrons average 7 circulation per visit, value of library services calculates a savings of over \$100 dollars per cardholder each library visit.

Annual Statistics from the Annual Report Information Survey (ARIS) FY2023

- 100,000 estimated people annually walk through our library yearly
- 3,3018 total hours open this year; the library is open 6 days a week including evenings
- 350,804 total circulation of all library items were checked out; 237,144 are physical material (books, magazines and DVD's), 113,660 are electronic content used by library cardholders
- 9 Internet computers with a total of 7,280 use per year; Library provides free wireless Internet for patrons to use personal devices
- 1,450 total programs offered with a combination of in-person onsite, off-site, virtual or hybrid. 10,176 library patrons participated
- 47,302 items went through the OCLN delivery system
- 2,080 hours dedicated to shelving library items

- 3,640 hours dedicated to handling 8,417 reference transactions by two Reference Librarians
- 11,471 registered borrowers, 11,327 are Braintree residents
- 25 staff members, 8 with master's degrees in library science
- Library Express program for homebound residents (partnered with the Department of Elder Affairs)
- 323 individuals used the private study room in the Reference Department.
- 138 uses of Logan Auditorium by outside organizations
- 54 online databases; 18 databases the library purchases independently and most can be accessed from home
- 210 Circulations per hour; service desks handled an average of 2,000 items daily
- \$41.37 total operating per capita

Planning Process and Methodology

As with all library strategic plans, community feedback is vital to creating a plan that is relevant and reflective of the community's needs. There was a call to action at the beginning of 2023, asking for volunteers to join the Strategic Planning Committee to help chart a path for the library's next five years. The commitment was to attend two meetings facilitated by an outside consultant. Almost twenty (20) answered the call.

Library Director, Terese Stano, and Assistant Library Director, Laurie Cavanaugh, spearheaded the planning process and led the efforts to convene meetings, prepare statistics and other background information and review feedback from the meetings and survey to provide insights for the new plan. One of the other things they did was to contract outside consultant, Deb Hoadley of Hoadley Consulting to help facilitate the meetings, analyze the data and work as a team until the Strategic Plan was completed. The initial meeting was held on January 11, 2023.

The first meeting held was with all library staff. This took place on February 13, 2023. Ms. Hoadley led them through two brainstorming exercises to gather information about the library and the community. The first was the S.O.A.R. (Strengths, Opportunities, Aspirations and Results). The second was a Community Visioning Exercise where they discussed challenges and issues in the community and how the library could play a role in potentially filling the gap. The Board of Library Trustees met the same night and went through the same exercises. Both groups were also asked to give "one word" for how they would want the Thayer Public Library and Braintree to be described 15-20 years from now.

On March 11, 2023, the Strategic Planning Committee met for the first time. There were introductions, and a review of why a library needs a strategic plan. There were a few items the committee was asked to read prior to the meeting. One was the library's current strategic plan, one was a fact sheet about the Thayer Public Library and the other two items were articles related to emerging trends in libraries and how public libraries responded to patrons' needs during the pandemic. The group was then led through the S.O.A.R. about the library and then the Community Visioning Exercise and how the library could play a role in helping the town meet some of the challenges and issues residents encounter now in Braintree. They were also asked to give "one word" they would like to hear people describe Braintree 15-20 years from now. With all three groups (Staff, Trustees and the Strategic Planning Committee), the number one word was "Welcoming". Other top words included: inclusive, equitable, accessible and community.