3. Expansion of Resources

Goal 3.1: Provide access to an evolving variety of collections, programs, services and technologies based on community needs.
- Provide a diverse, updated, and relevant collection, both in physical and digital formats
- Engage community members to lead diverse programs based on their culture and heritage
- Update and identify funding for existing and emerging technologies
- Review current library services to ensure equal access for all

Goal 3.2: Partner with town departments, schools, local organizations and businesses to broaden the scope of resources available to the community
- Convene a group of interested parties to investigate a centralized option to promote resources in a centralized, accessible way
- Develop intergenerational programs where information and knowledge is shared
- Create opportunities for creative and innovative educational experiences for students, especially tweens/teens

Goal 3.3: Support Braintree's efforts to create thriving businesses and economic growth
- Partner with business organizations to create stronger networks
- Seek ways to continue to demonstrate the value of the library to the business community

4. Staff Development

Goal 4.1: Develop an inclusive team culture
- Foster a culture where diversity and inclusion is expected and valued to provide exceptional customer service to all
- Evaluate organizational structures and workflows for efficiencies and best practices
- Recognize talents and strengths of staff to match future work expectations

Goal 4.2: Provide professional development opportunities
- Support learning and professional growth of all staff
- Empower staff to seek out trainings and opportunities to strengthen their capacity for leadership

Appendix A

These are the summary results of the survey. The survey was distributed in print and online. It was posted on the library's website, on Facebook, and mentioned in the library's email newsletter There were bookmarks with a QR code for patrons and flyers with the QR code for easy access to it online. It was also emailed out to library cardholders. This email may have skewed some of the responses, as they all use the library.

Total responses: 835

Q1: Do you use the library?
Yes   96.98%
No   3.02%

Q2: If you do visit the library, please rate your satisfaction with the following services provided by the library.
Top 5 areas of high satisfaction were:
Helpfulness and friendliness of library staff   94.94%
Ease of finding materials in the library   88.70%
Availability of materials I want   79.33%
Adult print collection (ages 18+)   79.10%
Downloadable collection (eBooks and eAudiobooks)   51.25%

The top areas that had less satisfaction were programs for all ages, especially adult programs. People also wanted to see more newspapers and magazines in the library, as well as more items in the Library of Things.

Q3: How familiar are you with the following services?
Most people were not familiar with any of these services and need to be marketed and promoted more in the coming year(s).
1. Library of Things – Borrow items ranging from a light therapy lamp, blood pressure monitor, and VHS to DVD converter for adults to programmable robots, balance board, and "wiggle seat" for kids. (**73.08% didn't know the library had this service**)

2. Gale Courses and The Great Courses – Go at your own pace with college-level courses and live or recorded instructors on 100+ subjects including writing and publishing, computer skills, and more. **(81.62% didn't know the library had this service)**