

**Wood County District Public Library
2017 Strategic Planning**

Focus Group Sessions Report

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TABLE OF CONTENTS

Table of Contents	2
Executive Summary – Focus Group Session Report	3 - 4
General Introduction to Appreciative Inquiry	5
Focus Group Design and Methodology	5 - 7
Overarching Themes	8 - 11
High Points	8
Values	9
Core Factors	10
Three Wishes	11
Detailed Themes	12 - 19
High Points Detailed	12 - 13
Values Detailed	14 - 15
Core Factors Detailed	16 - 17
Three Wishes Detailed	18 - 22
Appendix – Wishes – Average Votes	22 - 29
Building Wishes	23 - 25
Collection Wishes	25
Equipment Wishes	25 - 26
Finance Wishes	26
Marketing Wishes	26 - 27
Partnership Wishes	27
Programming Wishes	27 - 29
Services Wishes	29
Staff Wishes	29
Resources	30

Executive Summary

Introduction: In September and October 2017, the Wood County District Public Library (WCDPL) organized a total of 4 Focus Group Sessions with key stakeholders and members of the general to gather ideas and suggestions regarding the future of the library, as part of the library's strategic planning process:

1. Two sessions were held with **ADULT** members of the general public (n=41)
2. One session with teenager or **TEEN** members of the general public (n=11)
3. One session with the WCDPL **STAFF** (n=42)

Goal of the Focus Group Sessions: To utilize an Appreciative Inquiry methodology to gather feedback from key stakeholders regarding their **personal experiences** with the library. Specifically what they: (a.) considered to be **High Points** with the library; (b.) what they **Value** most about the library; (c.) what they feel are the **Core Factors** of the library; and (d.) what **Wishes** they have that would enhance the health, impact and vitality of the library. These four categories are the foundation from which the data is collected during the focus group sessions.

Overarching Findings: For each of the personal experience categories with the library, we asked participants to vote on the collected ideas and suggestions from their session that resonated with them or that they felt most strongly represented their thoughts and feelings. From these votes, eight overarching themes were identified through data analysis. The percentages listed below represent the "higher" percentage of votes cast for a particular "overarching theme" during the focus group sessions. The rest of the report provides a more detailed and analysis of the data collected.

Overarching Findings for HIGH POINTS:

1. **Programs and Special Events:** Both **TEENS** - 32.1% and **ADULTS** - 24.1% voted strongly that High Point often occurred during their participation with Library Programs and Special Events.
2. **Customer Service:** Both **ADULTS** - 23.3% and **STAFF** - 34.2% indicated that High Points often happened as a result of some form of Customer Service received from or shared with the Library Staff.
3. **Building – Equipment and Atmosphere:** 49.1% of **TEEN** votes indicated that High Points occurred during their use of Library spaces, because of the positive atmosphere and during the use of library equipment.
4. **Community – Connection / Service / Partnerships:** **ADULT** - 35.3% indicated that their High Points happened as a result of their Community Connections, Community Service, or involvement with Community Partners associated with their involvement with the Library.
5. **Community Support – Financial:** 27% of the votes from **STAFF** members indicate that they have experienced High Points when the community demonstrates their support for the Library through fundraising, participation in programs and events, number of visits, use of resources, the passing levies, etc.
6. **Staff – Team Work:** 15.8% of the **STAFF** votes showed that High Points occurred when the Library team was working well together in their service to the community.

Overarching Findings for VALUES:

1. **Community – Connection / Service / Partnerships:** **ADULT** - 56.2% and **STAFF** - 33.1% demonstrated strong Value in their community connections, community service, and community partnerships surrounding their involvement with the mission and vision of the Library.
2. **Customer Service:** Both **STAFF** - 21.9% and **ADULTS** - 12.4% indicated that high Customer Service was a strong Value for the library and it's patrons.
3. **Building – Renovation / Equipment / Ground / Atmosphere:** **TEEN** - 54.8% of their votes demonstrated a strong Value in the Library building itself, as a physical setting and equipment, as well as a strong Value for it's positive and inviting atmosphere.
4. **Staff – Team Work / Development / Leadership Effectiveness:** **STAFF** - 20.6% of votes indicated a strong Value with the library staff's level of teamwork, employee and team development, and leadership effectiveness.
5. **Library Services and Collection:** **ADULT** - 18.1% showed significant Value in the width, breadth and variety of Library Services and the Library's Collection.
6. **Programs and Special Events:** **TEENS** - 16.7% demonstrated a high Value in the wide variety and high quality of Library Programs and Special Events.

Overarching Findings for CORE FACTORS:

1. **Customer Service:** Both **STAFF** - 32.7% and **ADULTS** - 26.1% indicated that Customer Service is a Core Factor for patron satisfaction and ultimately the success of the Library.
2. **Library Services and Collection:** **ADULT** - 20.9% strongly demonstrated that the quality and quantity of Library Services and the Library Collection are fundamental to the Library's success.
3. **Community Support – Financial:** **STAFF** - 19.7% revealed that financial support of the Wood County community and State support are essential to the success and growth of the Library.
4. **Community – Connection / Service / Partnerships:** **ADULT** - 18.3% showed a strong belief that Community Connections, Service, and Partnerships are core to the Library's growth and prosperity.

Overarching Findings for WISHES:

1. **Building – Renovation / Equipment / Ground / Atmosphere:** All groups, **STAFF** - 47.7%, **TEENS** - 42.5%, and **ADULTS** - 18.2% demonstrated a strong desire for enhancing the Library's building and physical space through renovation, new equipment, expansion and creating more of the positive atmosphere that makes the Library a great place to work, visit, and support.
2. **Programs and Special Events:** Both **TEENS** - 46.3% and **STAFF** - 14% indicated that they desire the growth, expansion and diversification of Library Programs and Special Events.
3. **Staff – Team Work / Development / Leadership Effectiveness:** Both **STAFF** 22.6% and **ADULTS** 11.7% shared a strong aspiration for enhancing and growing Library Staff compensation, teamwork, development, and the continuation and progression effective leadership.
4. **Community Support – Financial:** 29.9% of **ADULT** showed a strong desire for the continuation of financial growth and stability of the Library through state / local and public / private funding sources to insure the Library's financial security.
5. **Marketing and Promotions:** 16.8% of **ADULT** participant votes indicated a strong desire for the growth and expansion of Marketing and Promotional efforts to reach and serve the under represented populations in Wood County.

General Introduction to Appreciative Inquiry

Introduction: Higher Ground Advantage, LLC facilitates strategic planning initiatives using Appreciative Inquiry. Dr. Cavins’ background is in the area of Positive Psychology and he facilitates from the perspective of abundance, not deficit. The WCDPL has had countless successes in its existence and HGA assisted the strategic planning process through the collection and analysis of qualitative feedback, collected through focus group sessions, that will complement other data gathered through the strategic planning process.

Strategic Planning Philosophy: As discussed above, the approach that Higher Ground Advantage, LLC used to facilitate the focus group sessions was guided through Appreciative Inquiry (AI). AI involves the identification and expansion of existing strengths and opportunities rather than dwelling on deficiencies, weaknesses, or threats. A traditional SWOT analysis approach utilizes half of the time in a negative perspective (Weakness and Threats) and the other half from a positive perspective (Strengths and Opportunities). The real challenge with a traditional SWOT analysis is that it is human nature to focus more on the negative than on the positive. The AI philosophy encourages administrators, staff members, and key stakeholders to concentrate on existing positive characteristics for growth.

Appreciative Inquiry Methodology: A common methodology within Appreciative Inquiry is the SOAR model – Strengths, Opportunities, Aspirations, and Results.

- Strengths – What can we build on?
- Opportunities – What are our stakeholders asking for? What are positive developing trends?
- Aspirations – What do we care deeply about?
- Results – How do we know we are succeeding?

This “SWOT vs. SOAR” table describes the general differences between the two approaches.

SWOT Analysis	SOAR Approach
Analysis Oriented	Action Oriented
Weakness and Threat focus	Strengths & Opportunities focus
Competition focus- <i>Just be better</i>	Possibility focus- <i>Be the best!</i>
Incremental improvement	Innovation breakthroughs
Top down	Engagement at all levels
Focus on analysis → Planning	Focus on Planning → Implementation
Energy depleting- <i>There are so many weakness and threats!</i>	Energy creating- <i>We are good and can become great!</i>
Attention to Gaps	Attention to Results

Focus Group Session Goal: Higher Ground Advantage, LLC was contracted to facilitate four focus group sessions designed to gather qualitative feedback and suggestions from key stakeholders that will supplement the quantitative feedback collected through community surveys.

Focus Group Design and Methodology

Introduction: As discussed earlier, Appreciative Inquiry is the sign to focus on current and past successes of an organization and build off of those rather than focus on weaknesses or challenges. These focus group sessions were designed to invoke conversation and dialogue between the participants. Each question (Category) brings out positive memories and encourages reflective thoughts about future possibilities for the growth of the Wood County District Public Library.

Focus Group Sessions:

The Wood County District Public Library (WCDPL) organized three - 2.5 hour Focus Group Sessions with key stakeholders and one 2.5 hour session the WCDPL staff to gather thoughts and suggestions. A total of **52 participants** took part in the key stakeholder focus group sessions and **42 participants** participated in the WCDPL staff focus group session.

- 1) WCDPL Key Stakeholders / General Public Session #1 = 20 Participants
- 2) WCDPL Key Stakeholders / General Public Session #2 = 21 Participants
- 3) WCDPL Teen Volunteers – 11 Participants
- 4) WCDPL Staff – 42 Participants

Appreciative Inquiry Discussion Questions and Data Points

The following Appreciative Inquiry discussion questions (Categories) and data points, adapted from Copperrider, et. al. (2008), were utilized to generate conversations around the success of the WCDPL. Specifically, the following questions were designed to gather Strengths, Opportunities, and Aspirations.

- 1) **HIGH POINT:** What would you describe as a high point in your time with the library? Where have you felt most engaged?
- 2) **VALUES:** What is it that you value most about the nature of your involvement or engagement with the library?
- 3) **CORE FACTORS:** What do you feel are the core factors that give life to the library? Without these core factors, the library would cease to exist?
- 4) **THREE WISHES:** What are three wishes you have that would enhance the health, impact and vitality of the library?

Methodology

The following methodology was used spark dialog and gather feedback from participants during the focus group sessions.

- 1) Attendees were asked to self-reflect on each of the four questions and write down key thoughts and ideas using the “Positive Reflections – Strengths Affirmations and Wishes” worksheet.
- 2) Attendees were then asked to discuss with a partner or their table group specific ideas they wrote down on their worksheets during their “self-reflection”
- 3) During the discussion, one member of the table group participants collected themes and key ideas brought out during the conversation.
- 4) After the tables were finished discussing, the session facilitator systematically collected, on flip chart paper, key ideas and suggestions shared during the table discussion.
- 5) After all ideas and suggestions were collected for each of the four questions, participants were asked to “Vote” on the ideas and suggestions for each of the four questions (categories) that resonated with them most. Each participant had 20 stickers (4 Stickers per category)
- 6) After the focus group sessions, the facilitator transcribe the ideas and suggestions into an excel spreadsheet for data analysis.
- 7) Key themes and overarching planning topics were identified using frequencies and percentages during the data analysis process. Data observations and themes are presented in this report.

Participant Feedback and Data Points

A total of 293 ideas and suggestions were collected from the four focus group sessions. The following chart demonstrates the total number of ideas and suggestions for each of the four categories and corresponding focus group sessions. ** Notice due to time constraints we were unable to capture “Core Factors” during the TEEN focus group session.

Participants	High Points	Value	Core Factors	Three Wishes	Total
Adults Combined	23	23	23	38	107
Teens	32	19	N/A	46	97
Staff	11	15	12	51	89
Total	66 (22.5%)	57 (19.4%)	35 (11.9%)	135 (46.2%)	Total 293

Participant Votes

At the end of each focus group session, remaining participants were asked to vote for the ideas and suggestions that they were most interested in for each of the four categories. A total of 1342 votes were cast and the following table indicates the number of votes per category.

Participants	High Points	Value	Core Factors	Three Wishes	Total
Adults Combined	116	105	115	137	473
Teens	53	42	N/A	80	175
Staff	152	160	147	235	694
Total	321	307	262	452	1342

8 Overarching Themes

The next section of this report shares the Overarching Themes that were identified in the review of the data percentages and frequencies. The following table shares the 8 Overarching Themes and indicates the themes with the “highest” frequency and percentage of votes collected for all four categories combined: High Points, Values, Core Factors, and Wishes.

Themes	Total Votes	% of Votes
1. Building - Renovation / Equipment / Grounds / Atmosphere	276	20.6%
2. Community - Connection / Service / Partnerships	214	15.9%
3. Customer Service	213	15.9%
4. Staff – Team Work / Development / Leadership Effectiveness	168	12.5%
5. Programs and Special Events	158	11.8%
6. Support - Financial - Community Support	154	11.5%
7. Library Services and Collection	129	9.6%
8. Marketing and Promotions	30	2.2%

8 Overarching Themes Votes per Category

The next section of this report shares the Overarching Themes as they relate to data frequencies and percentages per question or category.

Overarching Themes - HIGH POINTS

General Public – Adults

Themes	Votes	Total	Mean
Community - Connection/Service/Partnerships	41	116	35.3%
Programs and Special Events	28	116	24.1%
Customer Service	27	116	23.3%
Building - Renovation/Equipment/Grounds/Atmosphere	8	116	6.9%
Library Services and Collection	6	116	5.2%
Staff – Team Work/Development/Leadership Effectiveness	5	116	4.3%
Support - Financial - Community Support	1	116	0.9%
Marketing and Promotions	0	0	0.0%

General Public - Teens

Themes	Votes	Total	Mean
Building - Renovation/Equipment/Grounds/Atmosphere	26	53	49.1%
Programs and Special Events	17	53	32.1%
Library Services and Collection	6	53	11.3%
Customer Service	3	53	5.7%
Community - Connection/Service/Partnerships	1	53	1.9%
Staff – Team Work/Development/Leadership Effectiveness	0	0	0
Support - Financial - Community Support	0	0	0
Marketing and Promotions	0	0	0

WCDPL Staff

Themes	Votes	Total	Mean
Customer Service	52	152	34.2%
Support - Financial - Community Support	41	152	27.0%
Staff – Team Work/Development/Leadership Effectiveness	24	152	15.8%
Building - Renovation/Equipment/Grounds/Atmosphere	17	152	11.2%
Programs and Special Events	12	152	7.9%
Library Services and Collection	6	152	3.9%
Community - Connection/Service/Partnerships	0	0	0.0%
Marketing and Promotions	0	0	0.0%

All Focus Group Data Combined

Themes	Votes	Total	Mean
Customer Service	82	321	25.5%
Programs and Special Events	57	321	17.8%
Building - Renovation/Equipment/Grounds/Atmosphere	51	321	15.9%
Support - Financial - Community Support	42	321	13.1%
Community - Connection/Service/Partnerships	42	321	13.1%
Staff – Team Work/Development/Leadership Effectiveness	29	321	9.0%
Library Services and Collection	18	321	5.6%
Marketing and Promotions	0	321	0.0%

Overarching Themes VALUES

General Public - Adults

Themes	Votes	Total	Mean
Community - Connection/Service/Partnerships	59	105	56.2%
Library Services and Collection	19	105	18.1%
Customer Service	13	105	12.4%
Building - Renovation/Equipment/Grounds/Atmosphere	9	105	8.6%
Programs and Special Events	4	105	3.8%
Support – Financial - Community Support	1	105	1.0%
Staff – Team Work/Development/Leadership Effectiveness	0	0	0.0%

General Public - Teens

Themes	Votes	Total	Mean
Building - Renovation/Equipment/Grounds/Atmosphere	23	42	54.8%
Programs and Special Events	7	42	16.7%
Community - Connection/Service/Partnerships	5	42	11.9%
Customer Service	4	42	9.5%
Library Services and Collection	3	42	7.1%
Staff – Team Work/Development/Leadership Effectiveness	0	0	0.0%
Support – Financial - Community Support	0	0	0.0%

WCDPL Staff

Themes	Votes	Total	Mean
Community - Connection/Service/Partnerships	53	160	33.1%
Customer Service	35	160	21.9%
Staff – Team Work/Development/Leadership Effectiveness	33	160	20.6%
Support – Financial - Community Support	26	160	16.3%
Building - Renovation/Equipment/Grounds/Atmosphere	8	160	5.0%
Library Services and Collection	5	160	3.1%
Programs and Special Events	0	0	0.0%

All Focus Group Data Combined

Themes	Votes	Total	Mean
Community - Connection/Service/Partnerships	117	307	38.1%
Staff – Team Work/Development/Leadership Effectiveness	33	307	10.7%
Customer Service	52	307	16.9%
Building - Renovation/Equipment/Grounds/Atmosphere	40	307	13.0%
Support – Financial - Community Support	27	307	8.8%
Library Services and Collection	27	307	8.8%
Programs and Special Events	11	307	3.6%

Overarching Themes CORE FACTORS

General Public - Adults

Themes	Votes	Total	Mean
Customer Service	30	115	26.1%
Library Services and Collection	24	115	20.9%
Community - Connection/Service/Partnerships	21	115	18.3%
Staff – Team Work/Development/Leadership Effectiveness	16	115	13.9%
Programs and Special Events	12	115	10.4%
Building - Renovation/Equipment/Grounds/Atmosphere	5	115	4.3%
Support - Financial - Community Support	4	115	3.5%
Marketing and Promotions	3	115	2.6%

WCDPL Staff

Themes	Votes	Total	Mean
Customer Service	48	147	32.7%
Support - Financial - Community Support	29	147	19.7%
Community - Connection/Service/Partnerships	25	147	17.0%
Staff – Team Work/Development/Leadership Effectiveness	21	147	14.3%
Library Services and Collection	15	147	10.2%
Building - Renovation/Equipment/Grounds/Atmosphere	9	147	6.1%
Programs and Special Events	0	0	0
Marketing and Promotions	0	0	0

All Focus Group Data Combined

Themes	Votes	Total	Mean
Customer Service	78	262	29.8%
Community - Connection/Service/Partnerships	46	262	17.6%
Library Services and Collection	39	262	14.9%
Staff – Team Work/Development/Leadership Effectiveness	37	262	14.1%
Support - Financial - Community Support	33	262	12.6%
Building - Renovation/Equipment/Grounds/Atmosphere	14	262	10.3%
Programs and Special Events	12	262	4.6%
Marketing and Promotions	3	262	1.1%

** Notice – Core Factors were not captured during the TEEN focus group session due to time constraints.

Overarching Themes THREE WISHES

General Public - Adults

Themes	Votes	Total	Mean
Support - Financial - Community Support	41	137	29.9%
Building – Renovation/Equipment/Grounds/Atmosphere	25	137	18.2%
Marketing and Promotions	23	137	16.8%
Library Services and Collection	17	137	12.4%
Staff – Team Work/Development/Leadership Effectiveness	16	137	11.7%
Programs and Special Events	8	137	5.8%
Community - Connection / Service / Partnerships	7	137	5.1%
Customer Service	0	0	0.0%

General Public - Teens

Themes	Votes	Total	Mean
Programs and Special Events	37	80	46.3%
Building – Renovation/Equipment/Grounds/Atmosphere	34	80	42.5%
Library Services and Collection	8	80	10.0%
Marketing and Promotions	1	80	1.3%
Staff – Team Work/Development/Leadership Effectiveness	0	0	0.0%
Support - Financial - Community Support	0	0	0.0%
Community - Connection / Service / Partnerships	0	0	0.0%
Customer Service	0	0	0.0%

WCDPL Staff

Themes	Votes	Total	Mean
Building – Renovation/Equipment/Grounds/Atmosphere	112	235	47.7%
Staff – Team Work/Development/Leadership Effectiveness	53	235	22.6%
Programs and Special Events	33	235	14.0%
Library Services and Collection	20	235	8.5%
Support - Financial - Community Support	11	235	4.7%
Marketing and Promotions	3	235	1.3%
Community - Connection / Service / Partnerships	2	235	0.9%
Customer Service	1	235	0.4%

All Focus Group Data Combined

Themes	Votes	Total	Mean
Building – Renovation/Equipment/Grounds/Atmosphere	171	452	37.8%
Staff – Team Work/Development/Leadership Effectiveness	69	452	15.3%
Programs and Special Events	78	452	17.3%
Support - Financial - Community Support	52	452	11.5%
Library Services and Collection	45	452	10.0%
Marketing and Promotions	27	452	6.0%
Community - Connection / Service / Partnerships	9	452	2.0%
Customer Service	1	452	0.2%

Detailed Description of the Category Data

Introduction: The next section shares a more detailed picture of the data collect during each of the focus group session, organized by category.

High Points (Detailed)

Question: What would you describe as a high point in your time with the library? Where have you felt most engaged?

General Public – Adults (Combined) - HIGH POINTS

1. **Programs and Special Events (Total Votes = 30):**
 - a. **Children’s Program (13 Votes)**
 - b. **Variety (8 Votes)**
 - c. **Educational Events (7 Votes)**
 - d. **Life Long Learning (2 Votes)**
2. **Community Connection and Service (Total Votes = 28):**
 - a. **Positive Social Experiences (20 Votes)**
 - b. **Opportunities for Volunteering (8 Votes)**
3. **Staff Team / Customer Service (Total Votes = 23):**
 - a. **Positive Attitude (18 Votes)**
 - b. **Response to Needs (9 Votes)**
 - c. **Watching the Staff Work Together (5 Votes)**
 - d. **Reference Desk (1 Votes)**
4. **Community Support / Partnerships / Patrons (Total Votes = 10)**
 - a. **Partnerships with Many Organizations (9 Votes)**
 - b. **Diversity of Patrons that Use the Library (1 Vote)**
5. **Library Services and Collection (Total Votes = 8)**
 - a. **Collection - Accessibility – Quick Access (6 Votes)**
 - b. **Free Access (2 Votes)**
6. **Building/Equipment (Total Votes = 8):**
 - a. **Equipment - E-Card Reader (6 Votes)**
 - b. **Expansion – Growth of the Library Based on Community Needs (2 Votes)**

General Public - Teens - HIGH POINTS

1. **Building/Equipment (Total Votes = 26):**
 - a. **Equipment - 3D Printer (9 Votes)**
 - b. **Building - Quiet Spaces in the Library (5 Votes)**
 - c. **Equipment - Giant Books (3 Votes)**
 - d. **Building - Children’s space and Teen Space (Total Votes = 3):**
 - i. **Toys and Trains (2 Votes) & TV & Movies (1 Vote)**

General Public - Teens - HIGH POINTS (Continued)

- e. Equipment - Ellison Machine (2 Votes)
 - f. Building - Atmosphere - How comfortable and welcoming the library is (2 Votes)
 - g. Equipment - Puppet Stage (1 Vote)
 - h. Equipment - Rigamajig Building Set (1 Vote)
2. Programs and Special Events (Total Votes = 16):
- a. Summer Program Snacks (5 Votes)
 - b. Night Time Programs (4 Votes);
 - c. Summer Programs – Reading (3 Votes)
 - d. Clubs (2 Votes)
 - e. Concerts (2 Votes)
 - f. Games (0 Votes)
3. Library Services and Collection (Total Votes = 16):
- a. Audiobooks, Magazines, Variety, Computer Games (5 Votes)
 - b. Local Coupons (1 Vote)
4. Staff / Customer Service (Total Votes = 3):
- a. Positive Attitude (3 Votes)
5. Community Connection and Service (Total Votes = 3):
- a. Positive Social Experience (1 Vote)
 - b. Volunteering (1 Vote)
 - c. Volunteer Snacks (1 Vote)

Staff - HIGH POINTS

1. Customer Service (Total Votes = 47):
- a. Customer Service – Responding to Patron Needs and adding value to their lives (41 Votes) and Changing lives through our service (6 Votes)
2. Community Support / Patrons (Total Votes = 41):
- a. Having Friendly and Appreciative Patrons and Being able to Interact with Multiple Different Generations (33 Votes)
 - b. Financial Support - When the Community Supports us through giving and fundraising (8 Votes)
3. Staff – Team Work (Total Votes = 35):
- a. Working Together - Mutual Respect and Appreciation (24 Votes)
 - b. Problem-solving new and interesting day-to-day challenges (11 Votes)
4. Buildings (Total Votes = 17):
- a. When we expand and grow facilities based on identified needs (17 Votes)
5. Programs and Events (Total Votes = 12):
- a. During our Signature events and programs (12 Votes)

Values (Detailed)

Questions: What is it that you value most about the nature of your involvement or engagement with the library?

General Public - Adults (Combined) - VALUES

1. **Community Service and Connection (Overall Votes = 24)**
 - a. **Connection - Positive Social Experience (22 Votes)**
 - b. **Volunteering (2 Votes)**
2. **Collection and Library Services (Overall Votes = 20)**
 - a. **Collection – High Quality (11 Votes)**
 - b. **Collection - Interlibrary Loan (5 Votes);**
 - c. **Technology – Resources are Current (2 Votes)**
 - d. **Collection - Balancing Old with New (1 Vote)**
 - e. **Collection - Breadth (1 Vote)**
3. **Customer Service (Overall Votes = 16)**
 - a. **Staff Making Tangible Difference (13 Votes)**
 - b. **Free Access (3 Votes)**
4. **Programs and Special Events (Total Votes = 14):**
 - a. **Education - Knowledge Exploration (6 Votes)**
 - b. **Education - Life Long Learning (6 Votes)**
 - c. **Education – Technology Workshops (2 Votes)**
5. **Community Partnerships (Total Votes = 14):**
 - a. **Many Organizations (11 Votes)**
 - b. **Outside Sponsors (2 Votes)**
6. **Patrons (Overall Votes = 10)**
 - a. **Diversity and Inclusion (9 Votes)**
 - b. **Pride in our Library (1 Vote)**
7. **Building - Atmosphere (Overall Votes = 9)**
 - a. **Comfortable and Welcoming (9 Votes)**

General Public - Teens - VALUES

1. **Building/Equipment/Grounds (Overall Votes = 26)**
 - a. **Equipment - Bike Racks (12 Votes)**
 - b. **Building - Teen Spaces (5 Votes)**
 - c. **Equipment - Ellison Machine (2 Votes)**
 - d. **Equipment - Computer Games (2 Votes)**
 - e. **Building - Fun with Stairs and Elevators (1 Vote)**
 - f. **Building - Loud Spaces (1 Vote)**
2. **Programs and Special Events (Total Votes = 7):**
 - a. **Snacks (5 Votes)**
 - b. **Variety (2 Votes)**

General Public - Teens – VALUES (Continued)

3. Community Service and Connection (Total Votes = 5):

- a. Volunteering (3 Votes)**
- b. Positive Social Experience (2 Votes)**

4. Collection and Library Services (Total Votes = 4):

- a. Convenience (3 Votes)**
- b. Variety (1 Vote)**

5. Customer Service (Total Votes = 4):

- a. Staff Responding to Needs (2 Votes)**
- b. Staff Making Tangible Difference (2 Votes)**

Staff – VALUES

1. Customer Service (Overall Votes = 35)

- a. Customer Service - Making Tangible Difference (20 Votes)**
- b. Customer Service - Responding to Needs (15 Votes)**

2. Staff Development (Overall Votes = 33)

- a. Staff Growth and Education - Personal and Professional (19 Votes)**
- b. Working Together - Positivity (11 Votes)**
- c. Working Together - Good Communication (3 Votes)**

3. Programs and Special Events (Overall Votes = 30)

- a. Education - Knowledge Exploration and Life Long Learning (24 Votes)**
- b. Educational Opportunities (6 Votes)**

4. Patrons (Overall Votes = 26)

- a. Friendly, Appreciative, and Fun (26 Votes)**
- b. Diversity and Inclusion (19 Votes)**

5. Collection and Library Services (Overall Votes = 9)

- a. Collection - Expanding - Current & Expanding (5 Votes)**
- b. Connection - Positive Social Experience (4 Votes)**

6. Building - Atmosphere (Overall Votes = 8)

- a. Comfortable and Welcoming (8 Votes)**

Core Factors (Detailed)

Questions: What do you feel are the core factors that give life to the library? Without these core factors, the library would cease to exist?

General Public – Adults (Combined) - CORE FACTORS

1. **Customer Service (Total Votes = 30):**
 - a. **Customer Service - Response to Needs (30 Votes)**
2. **Growing Library Services and Collection (Total Votes = 27):**
 - a. **Technology – Current and Accessible (12 Votes)**
 - b. **Collection - Variety - Needs-Based / Multiple Formats (12 Votes)**
 - c. **Free Access to Knowledge through Library Resources (5 Votes)**
3. **Support – Financial and Partnerships (Total Votes = 18):**
 - a. **Community Partnerships – Collaboration (11 Votes)**
 - b. **Financial - Local and State (4 Votes)**
4. **Programs and Special Events (Total Votes = 17):**
 - a. **Children’s (12 Votes)**
 - b. **Positive Social Experience (5 Votes)**
5. **Staff Development and Leadership Effectiveness (Total Votes = 16):**
 - a. **Leadership - Highly Effective (16 Votes)**
 - b. **Growth – Stability (0 Votes)**
6. **Building Spaces and Atmosphere (Total Votes = 5):**
 - a. **Having good Meeting Spaces for Patrons (4 Votes)**
 - b. **A Comfortable and Welcoming Library Environment (1 Vote)**
7. **Marketing and Promotions (Total Votes = 3):**
 - a. **Awareness (3 Votes)**

Staff - CORE FACTORS

1. **Customer Service (Total Votes = 48):**
 - a. **Having Positive Attitudes while Staff Serves (33 Votes)**
 - b. **Responding to Patron Needs (15 Votes)**
2. **Support - Financial and Ideology (Total Votes = 29):**
 - a. **Having Financial Support - Local and State (20 Votes)**
 - b. **Our Patrons Support and Value the Library (9 Votes)**
3. **Community Service and Education (Total Votes = 25):**
 - a. **Providing Free Access (21 Votes)**
 - b. **Teach Critical Thinking Skills (4 Votes)**
4. **Staff Development and Leadership Effectiveness (Total Votes = 21):**
 - a. **Highly Effective Leadership (15 Votes)**
 - b. **Developing our Staff through the investment of Education (6 Votes)**

Staff - CORE FACTORS (Continued)

- 5. Building Atmosphere (Total Votes = 14):**
 - a. A Comfortable and Welcoming Library Environment (9 Votes)**
 - b. Coffee Available to Staff (5 Votes)**
- 6. Growing Collection (Total Votes = 10):**
 - a. Continuing to Grow Library Collection and Material – Variety of Formats (10 Votes)**

Three Wishes (Detailed)

Questions: What are three wishes you have that would enhance the health, impact and vitality of the library?

General Public – Adults (Combined) - THREE WISHES

1. **Support - Financial - Community Support (Overall Total Votes = 41):**
 - a. Financial Security (19 Votes)
 - b. Fundraising (11 Votes)
 - c. Endowment (8 Votes)
 - d. Continual Levy (2 Votes)
 - e. More Local and State Funding (1 Vote)
2. **Building – Renovation/Equipment/Grounds (Overall Total Votes = 26):**
 - a. Equipment - Continue to Innovate Cyber Security (5 Votes)
 - b. Install Charging Stations (4 Votes)
 - c. Specialty Areas - Tween Only Space (4 Votes)
 - d. Improve Atrium Acoustics (3 Votes)
 - e. Expansion - Conduct a Needs-Based Feasibility Study (3 Votes)
 - f. Add a Local Artist Display (2 Votes)
 - g. Meeting Spaces (Large and Small) (2 Votes)
 - h. Parking Lot - More Handicap Space for Baby boomers (2 Votes)
 - i. Food and Beverage - Bring Back Coffee Cart (1 Vote)
 - j. Equipment - Adult Toilet - Children's Area (0 Votes)
 - k. Equipment - Children's Area Gate (0 Votes)
 - l. Physical Educational Map with Author / Book / Genre on the Map (0 Votes)
3. **Marketing and Promotions (Overall Total Votes = 23):**
 - a. Attracting New Users (7 Votes)
 - b. Market Study - Surrounding Communities (7 Votes)
 - c. New Family Resources Packets (5 Votes)
 - d. New Users - Under Served Population (4 Votes)
 - e. Welcome BGSU Students Campaign (0 Votes)
4. **Library Services / Collections / Community Service (Overall Total Votes = 18):**
 - a. Value Added Services - Tangible Help - Resume Writing, etc. (6 Votes)
 - b. Variety - Online / Electronic Resources - Website Improvements (4 Votes)
 - c. Complete Series - All Book Series (3 Votes)
 - d. Expand Book Mobile Services (2 Votes)
 - e. Free Access - Amnesty Weeks - Fine Free (2 Votes)
 - f. Classic Series - Children Area (1 Vote)
 - g. Diversity - Balance Traditional with Alternative (0 Votes)
 - h. More Science Fiction (0 Votes)

General Public - Adults (Combined) – THREE WISHES (Continued)

5. **Staff (Overall Total Votes = 16):**
 - a. **Growth - Create a Succession Plan (8 Votes)**
 - b. **Leadership - Highly Effective - Keep the Director (5 Votes)**
 - c. **Compensation - Higher Pay for Quality Staff (3 Votes)**
6. **Programs and Special Events (Overall Total Votes = 13):**
 - a. **Partnerships – Expand with Schools and Teachers (4 Votes)**
 - b. **Guests - Author Visits (3 Votes)**
 - c. **Social - More Intergenerational Programs and Resources (3 Votes)**
 - d. **Partnerships - Youth Horizons, Reader Theater, etc. (2 Votes)**
 - e. **Partnerships – Bring Back Common Read (1 Votes)**

Teens – THREE WISHES

1. **Building – Renovation/Equipment/Grounds (Overall Total Votes = 34)**
 - a. **Improve Teen Spaces (Total Votes = 19):**
 - I. **In General (9 Votes)**
 - II. **High School Only Space (9 Votes)**
 - III. **Add More Teen Book Shelves (1 Vote)**
 - b. **Specialty Areas - Science Room (5 Votes)**
 - c. **Install Charging Stations (3 Votes)**
 - d. **Specialty Areas - Planetarium (3 Votes)**
 - e. **Specialty Areas - Baking Exploration Space (1 Vote)**
 - f. **Equipment - More Bike Racks (1 Vote)**
 - g. **Equipment - Check-out Options (Finger Print) (1 Vote)**
 - h. **Equipment - More Ellison Machine Dies (1 Vote)**
 - i. **Equipment - Technology - Less Computers (Save Money) (0 Votes)**
 - j. **Checkout - Move Book Drop Off (0 Votes)**
 - k. **Checkout - Vacuum Book Retriever (0 Votes)**
 - l. **Expand Children Spaces (0 Votes)**
 - m. **More Quiet Spaces (0 Votes)**
 - n. **Sales Area - Add Food Court (0 Votes)**
 - o. **Building - Expansion - New Construction - Indoor Amusement Park (0 Votes)**
 - p. **Specialty Areas - Bigger Craft Area (0 Votes)**
 - q. **Specialty Areas - Courtyard - Welcoming and Comfortable (0 Votes)**
2. **Programs and Special Events (Overall Total Votes = 37)**
 - a. **Night Time Programs - Lock-in / Movies / Snacks, etc. (12 Votes)**
 - b. **Guest (Total Votes = 8):**
 - i. **Guests - YouTuber (4 Votes)**
 - ii. **Author Visits (3 Votes)**
 - iii. **Multiple Visits by one Guest (1 Vote)**
 - iv. **Teen Authors (0 Votes)**

Teens – THREE WISHES (Continued)

- c. Crafts - Woodworking, Basket Weaving, Bath Baum Making, Make it / Break it Workshops (4 Vote)
 - d. Field Trips - Other Libraries, Museums, etc. (3 Votes)
 - e. Contests - Drawing / Writing; Display Art; Kids Inventions (1 Vote)
 - f. Games - Board Games (2 Votes)
 - g. Technology - Virtual Reality Programs (2 Votes)
 - h. More Variety - Ask Kids (1 Vote)
 - i. Summer - Reading Incentives (1 Vote)
 - j. Food and Beverages - Add Weekend Breakfast (1 Vote)
 - k. Food and Beverage - Offer Sunday Sundaes (1 Vote)
 - l. Concerts - Variety - Jazz Band, Steel Drum, Rare Instruments (1 Vote)
 - m. Special Events – Like the “Stuffed Animal Sleepover” (0 Votes)
 - n. Teen Book Clubs - Evenings (0 Votes)
- 3 Library Services / Collection (Overall Total Votes = 8)
- o. Transportation from School to Library (4 Votes)
 - p. Collection - Special - Teen Books - More Variety - Ask Teens (3 Votes)
 - q. Extending Operation Hours (1 Vote)
- 4 Marketing and Promotions (Overall Total Votes = 1)
- r. Book Announcements - Ribbon Cutting (1 Vote)
- 5 Support - Financial - Community Support (Overall Total Votes = 0)
- s. Fundraising – Kids Bake Sale (0 Votes)
- 6 Staff (Overall Total Votes = 0)

Staff – THREE WISHES

1. Building – Renovation/Equipment/Grounds/Expansion (Overall Total Votes = 112)
- a. Renovation - Language Learning Area and Resources (11 Votes)
 - b. Renovation - Walbridge - Study rooms at Walbridge (8 Votes)
 - c. Renovation - Art gallery / rotating / local artists (8 Votes)
 - d. Renovation - Commercial kitchen-workshops (7 Votes)
 - e. Renovation - Going Green (5 Votes)
 - f. Renovation - Improve Teen Spaces (5 Votes)
 - g. Renovation - Maker Spaces (5 Votes)
 - h. Renovation - Carter House - Youth oriented community garden (5 Votes)
 - i. Renovation - Improve Signage (4 Votes)
 - j. Renovation - More Storage & Work Space (4 Votes)
 - k. Renovation - Sales Area (Total Votes = 4): Add Cafe' & Book Sales (2 Votes); Permanent Book Sales (2 Votes)
 - l. Renovation - 2nd Floor Makeover (3 Votes)
 - m. Renovation - Courtyard - Outdoor eating area expanded (3 Votes)

Staff – THREE WISHES (Continued)

1. Building – Renovation/Equipment/Grounds/Expansion (Continued)

- n. Renovation - Drive Through Checkout (3 Votes)
- o. Renovation - Repairs - Roof Leaks (3 Votes)
- p. Renovation - More Collection Space (2 Votes)
- q. Renovation - Re-Purpose the Atrium (2 Votes)
- r. Renovation - Music Room (2 Votes)
- s. Renovation - Carter House 2nd Floor (1 Votes)
- t. Equipment - Purchase a Laminating Machine (6 Votes)
- u. Equipment - Purchase Tablets, Computers, etc. for Checking out (2 Votes)
- v. Equipment - Food and Beverage - Vending Machines - Food and School Supplies 0
- w. Equipment - Install Projection Screen in Atrium (5 Votes)
- x. Equipment - Install Water Bottle Fountain (5 Votes)
- y. Grounds - Parking Lot - Improve Safety (6 Votes)
- z. Expansion - New Construction - Surrounding Properties (3 Votes)

2. Staff (Overall Total Votes = 54)

- a. Compensation - Wages and Work on Schedule (45 Votes)
- b. Growth - Education - Cross Training and Other Opportunities (6 Votes)
- c. Working Together – More Proactive Communication Between Staff and Departments (2 Votes)
- d. Growing Customer Service - Availability - Signage to Clarify Willingness to Help (No Wrong Door, etc.) (1 Vote)

3. Programs and Special Events (Overall Total Votes = 35)

- a. Guests - Author Visits (9 Votes)
- b. Concerts – More variety with concerts in the Atrium Space - True Performance (8 Votes)
- c. Social - Intergenerational Social Programs (4 Votes)
- d. Education - Life Skills Classes (3 Votes)
- e. More Multicultural (3 Votes)
- f. New Movies Tuesday (3 Votes)
- g. Community Partnerships - Coordinate Collaborative Programming (2 Votes)
- h. More Teen Programs (1 Vote)
- i. More Tween Programs (1 Vote)
- j. Interdepartmental Collaboration (1 Vote)
- k. Special - Did You Know Magazine Browse (0 Votes)

4. Library Services/Collection/Community Service (Overall Total Votes = 20)

- a. Library Services - Self-Check-out Services (11 Votes)
- b. Collection - Special - Expand Local History Resources (7 Votes)
- c. Library Services - Professional In Residence (Artist, Experts, etc.) (1 Votes)
- d. Library Services - Tool Lending - Home Fix it Tool Borrowing (1 Vote)

5. Support – Financial (Overall Total Votes = 11)

- a. Continue to be Good Stewards of our Finances (8 Votes)
- b. Community Support - Endowment (3 Votes)

6. Marketing and Promotions (Overall Total Votes = 3)

- a. Attract New Users (3 Votes)
- b. Marketing Study – Seek out New Channels and Opportunities (0 Votes)

Appendix – Wishes – Average Votes - Explained

Introduction: A collective total of **135** or 46.2% of all ideas and suggestions gathered during the focus group sessions were collected for the Wishes category. The remaining tables report the following information regarding the collected Wishes:

1. **#** - All 135 Wishes ideas and suggestions are listed regardless of the # of votes
2. **Macro Theme** - The cluster of similar ideas are the Macro Themes
3. **1 Word** – A word that describes the main theme for each cluster of ideas
4. **Votes** - The number of votes each idea received during the four focus group sessions.
5. **Session** – Which session ideas were collected from, represented by colors, as well. **Blue** represents **TEENS**, **Green** represents **ADULTS** (Session 1 and 2), and **Purple** represents **STAFF**.
6. **n** – Sample size of the people who actually voted at the end of the focus group sessions.
7. **Total Votes** – Total number of votes cast for Wishes during each focus group session. Note that this may not equal 4 X the sample size, because participants may have used more or less than four votes on the wishes.
8. **Total Ideas** – Total number of ideas collected for wishes during each focus group session.
9. **Mean** – Is the average between the number of votes per idea or suggestion divided by the total number of suggestions.

** Notice that “Adult #2” sample size of (21), is not the same on the tables (12). This is because 9 participants in this session had to leave the focus group session before the voting began. Only 12 participants voted.

Appendix – Wishes – Average Votes

Building - Wishes

#	Macro Theme	1 Word	Votes	Session	n	Total Votes	Total Ideas	Mean
1	Building - Renovation - Improve Teen Spaces	Building	9	Teens	11	58.63	46	15.4%
2	Building - Renovation - Teen Spaces - High School Only Space	Building	9	Teens	11	58.63	46	15.4%
3	Building - Renovation - Specialty Areas - Science Room	Building	5	Teens	11	58.63	46	8.5%
4	Building - Renovation - Specialty Areas - Tween Only Space	Building	4	Adults 2	12	48	14	8.3%
5	Building - Renovation - Language Learning Area and Resources	Building	11	Staff	42	168	51	6.5%
6	Building - Expansion - Conduct a Needs-Based Feasibility Study	Building	3	Adults 2	12	48	14	6.3%
7	Building - Renovation - Improve Atrium Acoustics	Building	3	Adults 2	12	48	14	6.3%
8	Building - Renovation - Install Charging Stations	Building	3	Teens	11	58.63	46	5.1%
9	Building - Renovation - Specialty Areas - Planetarium	Building	3	Teens	11	58.63	46	5.1%
10	Building - Renovation - Install Charging Stations	Building	4	Adults 1	20	80	24	5.0%
11	Building - Renovation - Specialty Areas - Art gallery / rotating / local artists	Building	8	Staff	42	168	51	4.8%
12	Building - Renovation - Specialty Areas - Study rooms at Walbridge	Building	8	Staff	42	168	51	4.8%
13	Building - Renovation - Specialty Areas - Commercial kitchen-workshops	Building	7	Staff	42	168	51	4.2%
14	Grounds - Parking Lot - Improve Safety	Building	6	Staff	42	168	51	3.6%
15	Building - Renovation - Going Green	Building	5	Staff	42	168	51	3.0%
16	Building - Renovation - Improve Teen Spaces	Building	5	Staff	42	168	51	3.0%
17	Building - Renovation - Specialty Areas - Maker Spaces	Building	5	Staff	42	168	51	3.0%
18	Building - Renovation - Specialty Areas - Youth oriented community garden-at the Carter house	Building	5	Staff	42	168	51	3.0%
19	Building - Renovation - Add a Local Artist Display	Building	2	Adults 1	20	80	24	2.5%
20	Building - Renovation - Meeting Spaces (Large and Small)	Building	2	Adults 1	20	80	24	2.5%

#	Macro Theme	1 Word	Votes	Session	n	Total Votes	Total Ideas	Mean
21	Grounds - Parking Lot - More Handicap Space for Baby boomers	Building	2	Adults 1	20	80	24	2.5%
22	Building - Renovation - Improve Signage	Building	4	Staff	42	168	51	2.4%
23	Building - Renovation - More Storage & Work Space	Building	4	Staff	42	168	51	2.4%
24	Building - Expansion - New Contraction - Surrounding Properties	Building	3	Staff	42	168	51	1.8%
25	Building - Renovation - 2nd Floor Makeover	Building	3	Staff	42	168	51	1.8%
26	Building - Renovation - Drive Through Checkout	Building	3	Staff	42	168	51	1.8%
27	Building - Renovation - Repairs - Roof Leaks	Building	3	Staff	42	168	51	1.8%
28	Building - Renovation - Specialty Areas - Courtyard - Outdoor eating area expanded	Building	3	Staff	42	168	51	1.8%
29	Building - Renovation - Specialty Areas - Baking Exploration Space	Building	1	Teens	11	58.63	46	1.7%
30	Building - Renovation - Teen Book Shelf Spaces	Building	1	Teens	11	58.63	46	1.7%
31	Grounds - Equipment - More Bike Racks	Building	1	Teens	11	58.63	46	1.7%
32	Building - Renovation - More Collection Space	Building	2	Staff	42	168	51	1.2%
33	Building - Renovation - Re-Purpose the Atrium	Building	2	Staff	42	168	51	1.2%
34	Building - Renovation - Sales Area - Add Cafe' & Book Sales	Building	2	Staff	42	168	51	1.2%
35	Building - Renovation - Sales Area - Permanent Book Sales	Building	2	Staff	42	168	51	1.2%
36	Building - Renovation - Specialty Areas - Music Room	Building	2	Staff	42	168	51	1.2%
37	Building - Renovation - Carter House 2nd Floor	Building	1	Staff	42	168	51	0.6%
38	Building - Expansion - New Contraction - Indoor Amusement Park	Building	0	Teens	11	58.63	46	0.0%
39	Building - Renovation - Checkout - Move Book Drop Off	Building	0	Teens	11	58.63	46	0.0%
40	Building - Renovation - Checkout - Vacuum Book Retriever	Building	0	Teens	11	58.63	46	0.0%
41	Building - Renovation - Expand Children Spaces	Building	0	Teens	11	58.63	46	0.0%
42	Building - Renovation - More Quiet Spaces	Building	0	Teens	11	58.63	46	0.0%

#	Macro Theme	1 Word	Votes	Session	n	Total Votes	Total Ideas	Mean
43	Building - Renovation - Sales Area - Add Food Court	Building	0	Teens	11	58.63	46	0.0%
44	Building - Renovation - Specialty Areas - Bigger Craft Area	Building	0	Teens	11	58.63	46	0.0%
45	Building - Renovation - Specialty Areas - Courtyard - Welcoming and Comfortable	Building	0	Teens	11	58.63	46	0.0%
46	Building - Renovation - Physical Educational Map with Author / Book / Genre on the Map	Building	0	Adults 1	20	80	24	0.0%

Collections - Wishes

#	Macro Theme	1 Word	Votes	Session	n	Total Votes	Total Ideas	Mean
47	Collection - Special - Teen Books - More Variety - Ask Teens	Collections	3	Teens	11	58.63	46	5.1%
48	Collections - Variety - Online / Electronic Resources - Website Improvements	Collections	4	Adults 1	20	80	24	5.0%
49	Collection - Special - Expand Local History Resources	Collections	7	Staff	42	168	51	4.2%
50	Collection - Special - Complete Series - All Book Series	Collections	3	Adults 1	20	80	24	3.8%
51	Collection - Special - Classic Series - Children Area	Collections	1	Adults 1	20	80	24	1.3%
52	Collection - Special - Diversity - Balance Traditional with Alternative	Collections	0	Adults 1	20	80	24	0.0%
53	Collection - Special - More Science Fiction	Collections	0	Adults 2	12	48	14	0.0%

Equipment – Wishes

#	Macro Theme	1 Word	Votes	Session	n	Total Votes	Total Ideas	Mean
54	Equipment - Cyber Security	Equipment	5	Adults 2	12	48	14	10.4%
55	Equipment - Purchase a Laminating Machine	Equipment	6	Staff	42	168	51	3.6%
56	Equipment - Install Projection Screen in Atrium	Equipment	5	Staff	42	168	51	3.0%
57	Equipment - Install Water Bottle Fountain	Equipment	5	Staff	42	168	51	3.0%
58	Equipment - Check-out Options (Finger Print)	Equipment	1	Teens	11	58.63	46	1.7%
59	Equipment - More Ellison Machine Dies	Equipment	1	Teens	11	58.63	46	1.7%
60	Food and Beverage - Bring Back Coffee Cart	Equipment	1	Adults 1	20	80	24	1.3%

#	Macro Theme	1 Word	Votes	Session	n	Total Votes	Total Ideas	Mean
61	Equipment - Purchase Tablets, Computers, etc. for Checking out	Equipment	2	Staff	42	168	51	1.2%
62	Food and Beverage - Vending Machines - Food and School Supplies	Equipment	0	Staff	42	168	51	0.0%
63	Equipment - Technology - Less Computers (Save Money)	Equipment	0	Teens	11	58.63	46	0.0%
64	Equipment - Adult Toilet - Children's Area	Equipment	0	Adults 1	20	80	24	0.0%
65	Equipment - Children's Area Gate	Equipment	0	Adults 1	20	80	24	0.0%

Financial – Wishes

#	Macro Theme	1 Word	Votes	Session	n	Total Votes	Total Ideas	Mean
66	Support - Financial - Financial Security	Financial	19	Adults 2	12	48	14	39.6%
67	Support - Financial - Community Support - Fundraising	Financial	11	Adults 2	12	48	14	22.9%
68	Support - Financial - Community Support - Endowment	Financial	8	Adults 2	12	48	14	16.7%
69	Support - Financial - Continue to be Good Stewards	Financial	8	Staff	42	168	51	4.8%
70	Support - Financial - Community Support - Continual Levy	Financial	2	Adults 1	20	80	24	2.5%
71	Support - Financial - Community Support - Endowment	Financial	3	Staff	42	168	51	1.8%
72	Support - Financial - More Local and State Funding	Financial	1	Adults 1	20	80	24	1.3%
73	Support - Financial - Community Support - Fundraising - Bake Sale	Financial	0	Teens	11	58.63	46	0.0%

Marketing – Wishes

#	Macro Theme	1 Word	Votes	Session	n	Total Votes	Total Ideas	Mean
74	Marketing and Promotions - Attracting New Users	Marketing	7	Adults 2	12	48	14	14.6%
75	Marketing and Promotions - Market Study - Surrounding Communities	Marketing	7	Adults 1	20	80	24	8.8%
76	Marketing and Promotions - New Family Resources Packets	Marketing	5	Adults 1	20	80	24	6.3%
77	Marketing and Promotions - New Users - Under Served Population	Marketing	4	Adults 1	20	80	24	5.0%
78	Marketing and Promo. - New Users	Marketing	3	Staff	42	168	51	1.8%
79	Marketing and Promotions - Book Announcements - Ribbon Cutting	Marketing	1	Teens	11	58.63	46	1.7%

#	Macro Theme	1 Word	Votes	Session	n	Total Votes	Total Ideas	Mean
80	Marketing and Promotions - Marketing Study - New Channels and Opportunities	Marketing	0	Staff	42	168	51	0.0%
81	Marketing and Promotions - Welcome BGSU Students Campaign	Marketing	0	Adults 2	12	48	14	0.0%

Partnership – Wishes

#	Macro Theme	1 Word	Votes	Session	n	Total Votes	Total Ideas	Mean
82	Community Partnerships - Expand Partnerships - Schools and Teachers	Partnerships	4	Adults 1	20	80	24	5.0%
83	Community Partnerships - Common Read	Partnerships	1	Adults 1	20	80	24	1.3%
84	Community Partnerships - Coordinate Programming	Partnerships	2	Staff	42	168	51	1.2%

Program – Wishes

#	Macro Theme	1 Word	Votes	Session	n	Total Votes	Total Ideas	Mean
85	Programs and Special Events - Night Time Programs - Lock-in / Movies / Snacks, etc.	Programs	9	Teens	11	58.63	46	15.4%
86	Programs and Special Events - Guests - YouTuber	Programs	4	Teens	11	58.63	46	6.8%
87	Programs and Special Events - Guests - Author Visits	Programs	9	Staff	42	168	51	5.4%
88	Programs and Special Events - Field Trips - Other Libraries, Museums, etc.	Programs	3	Teens	11	58.63	46	5.1%
89	Programs and Special Events - Guests - Author Visits	Programs	3	Teens	11	58.63	46	5.1%
90	Programs and Special Events - Night Time Programs - Movies	Programs	3	Teens	11	58.63	46	5.1%
91	Programs and Special Events - Concerts - True Performance	Programs	8	Staff	42	168	51	4.8%
92	Programs and Special Events - Partnerships - Youth Horizons, Reader Theater, etc.	Programs	2	Adults 2	12	48	14	4.2%
93	Programs and Special Events - Guests - Author Visits	Programs	3	Adults 1	20	80	24	3.8%
94	Programs and Special Events - Social - More Intergenerational Programs and Resources	Programs	3	Adults 1	20	80	24	3.8%
95	Programs and Special Events - Education - Crafts - Woodworking, Basket Weaving, Etc.	Programs	2	Teens	11	58.63	46	3.4%
96	Programs and Special Events - Games - Board Games	Programs	2	Teens	11	58.63	46	3.4%

#	Macro Theme	1 Word	Votes	Session	n	Total Votes	Total Ideas	Mean
97	Programs and Special Events - Technology - Virtual Reality	Programs	2	Teens	11	58.63	46	3.4%
98	Programs and Special Events - Social - Intergenerational Social Programs	Programs	4	Staff	42	168	51	2.4%
99	Programs and Special Events - Education - Life Skills Classes	Programs	3	Staff	42	168	51	1.8%
100	Programs and Special Events - More Multicultural	Programs	3	Staff	42	168	51	1.8%
101	Programs and Special Events - New Movies Tuesday	Programs	3	Staff	42	168	51	1.8%
102	Food and Beverage - Add Weekend Breakfast	Programs	1	Teens	11	58.63	46	1.7%
103	Food and Beverage - Offer Sunday Sundaes	Programs	1	Teens	11	58.63	46	1.7%
104	Programs and Special Events - Concerts - Variety - Jazz Band	Programs	1	Teens	11	58.63	46	1.7%
105	Programs and Special Events - Contest - Drawing / Writing - Display Art	Programs	1	Teens	11	58.63	46	1.7%
106	Programs and Special Events - Education - Crafts - Bath Baum Mkg.	Programs	1	Teens	11	58.63	46	1.7%
107	Programs and Special Events - Education - Make it / Break it	Programs	1	Teens	11	58.63	46	1.7%
108	Programs and Special Events - Guest - Multiple Visits	Programs	1	Teens	11	58.63	46	1.7%
109	Programs and Special Events - More Variety - Ask Kids	Programs	1	Teens	11	58.63	46	1.7%
110	Programs and Special Events - Summer - Reading Incentives	Programs	1	Teens	11	58.63	46	1.7%
111	Programs and Special Events - Interdepartmental Collaboration	Programs	1	Staff	42	168	51	0.6%
112	Programs and Special Events - More Teen Programs	Programs	1	Staff	42	168	51	0.6%
113	Programs and Special Events - More Tween Programs	Programs	1	Staff	42	168	51	0.6%
114	Programs and Special Events - Concerts - More Variety	Programs	0	Staff	42	168	51	0.0%
115	Programs and Special Events - Special - Did You Know Magazine Browse	Programs	0	Staff	42	168	51	0.0%
116	Programs and Special Events - Concerts - Variety - Steel Drum / Rare Instruments	Programs	0	Teens	11	58.63	46	0.0%
117	Programs and Special Events - Contest - Kids Inventions	Programs	0	Teens	11	58.63	46	0.0%
118	Programs and Special Events - Guests - Teen Authors	Programs	0	Teens	11	58.63	46	0.0%
119	Programs and Special Events - Special - Stuffed Animal Sleepover	Programs	0	Teens	11	58.63	46	0.0%

#	Macro Theme	1 Word	Votes	Session	n	Total Votes	Total Ideas	Mean
120	Programs and Special Events - Teen Book Clubs - Evenings	Programs	0	Teens	11	58.63	46	0.0%

Services – Wishes

#	Macro Theme	1 Word	Votes	Session	n	Total Votes	Total Ideas	Mean
121	Library Services - Value Added Services - Tangible Help - Resume Writing, etc.	Services	6	Adults 2	12	48	14	12.5%
122	Library Services - Transportation from School to Library	Services	4	Teens	11	58.63	46	6.8%
123	Library Services - Self-Check-out Services	Services	11	Staff	42	168	51	6.5%
124	Community Service - Free Access - Amnesty Weeks - Fine Free	Services	2	Adults 1	20	80	24	2.5%
125	Library Services - Expand Book Mobile Services	Services	2	Adults 1	20	80	24	2.5%
126	Library Services - Extending Operation Hours	Services	1	Teens	11	58.63	46	1.7%
127	Library Services - Professional In Residence (Artist, Experts, etc.)	Services	1	Staff	42	168	51	0.6%
128	Library Services - Tool Lending - Home Fix it Tool Borrowing	Services	1	Staff	42	168	51	0.6%

Staff – Wishes

#	Macro Theme	1 Word	Votes	Session	n	Total Votes	Total Ideas	Mean
129	Staff - Compensation - Wages and Work on Schedule	Staff	45	Staff	42	168	51	26.8%
130	Staff - Growth - Create a Succession Plan	Staff	8	Adults 2	12	48	14	16.7%
131	Staff - Leadership - Highly Effective - Keep Michael	Staff	5	Adults 2	12	48	14	10.4%
132	Staff - Compensation - Higher Pay for Quality Staff	Staff	3	Adults 1	20	80	24	3.8%
133	Staff - Growth - Education - Cross Training and Other Opportunities	Staff	6	Staff	42	168	51	3.6%
134	Staff - Working Together - Proactive Communication Between Staff and Departments	Staff	2	Staff	42	168	51	1.2%
135	Staff - Customer Service - Availability - Signage to Clarify Willingness to Help (No Wrong Door, etc.)	Staff	1	Staff	42	168	51	0.6%

Resources

Cooperrider, D. L., Whitney, D., & Stavros, J. M. (2008). *Appreciative inquiry handbook: For leaders of change*, 2nd ed. San Francisco: Berrett-Koehler.