



LEARNING REPORT

PROVIDED BY FAST FORWARD LIBRARIES 

Table of Contents

Executive Summary	2
Introduction	9
Library Data	10
Community Data.....	15
Community Survey	21
Community Demographic Data (Appendix A).....	60
Strategic Capacity Assessment Report (Appendix B)	66



Executive Summary

The **Scott County Public Library** (SCPL) launched a strategic planning process in December 2025. As part of the process, the library devoted a significant amount of time listening to community needs and interests to inform and guide the process. This report represents a summary of the data gathered directly and indirectly using various tools and methods from the community and the library's Board of Trustees and staff during this phase of the process.

Sections in the report include:

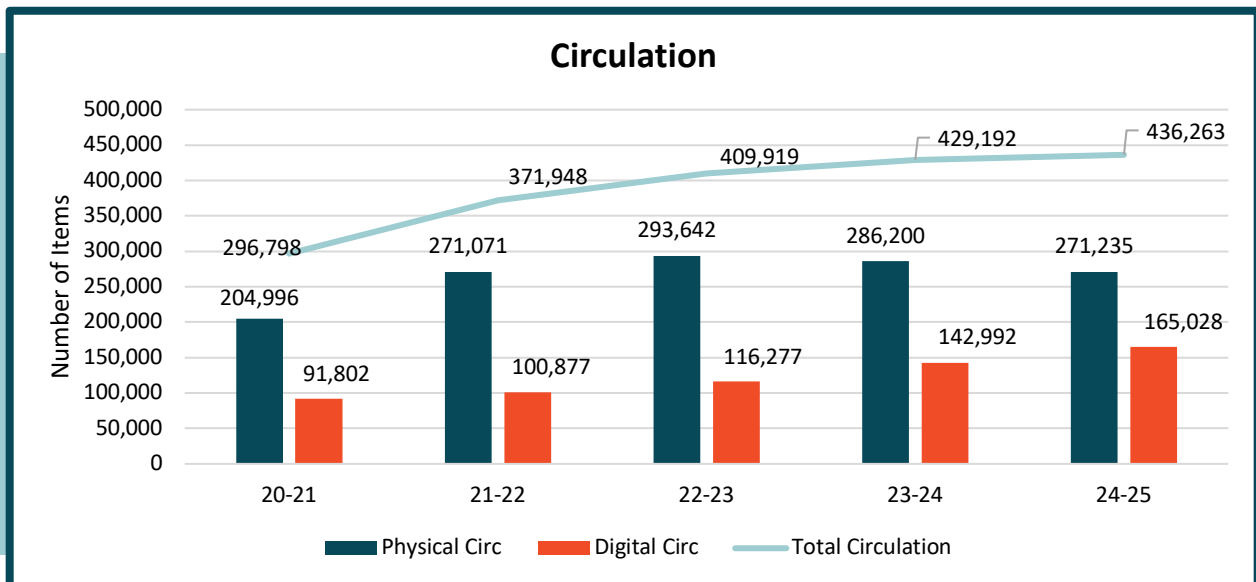
- An introduction and context with library usage statistics and trends and community demographics,
- A summary and analysis of findings from a community survey,
- A summary of community focus groups and interviews, and
- An appendix with community demographic data and findings from a Strategic Capacity Assessment.



Library Statistics

We reviewed internal library data from FY20-21 through FY24-25. Due to the COVID-19 pandemic, some library usage statistics were negatively affected through FY21-22.

- Total circulation increased 47% from FY20-21 through FY24-25, reaching 436,263 items circulated.
 - Circulation of **physical items** increased each year through FY22-23 and then decreased slightly in fiscal years 23-24 and 24-25.
 - Circulation of **digital items** increased each year, reaching 165,028 items circulated in FY24-25.
- Library visitors, represented by **door counts**, were at a five-year low in FY20-21 (65,395). Subsequent years saw a strong increase in visitors with over 192,158 visitors in FY24-25.
- **Programs** increased each year across the five-year period. The largest number of programs was offered in FY24-25 (1,099). **Attendance at programs** was also highest in FY24-25 with 24,716 participants.



In-library technology use increased over the past five fiscal years:

- In-library **Wi-Fi sessions** were lower through FY21-22 (97,358) and were highest in FY23-24 (107,132). Sessions decreased 5% in FY24-25 to 101,686 sessions.
- **Computer use** increased 164% from FY20-21 through FY24-25 (12,772 uses).

There were 24,796 Scott County residents that had cards in FY24-25.

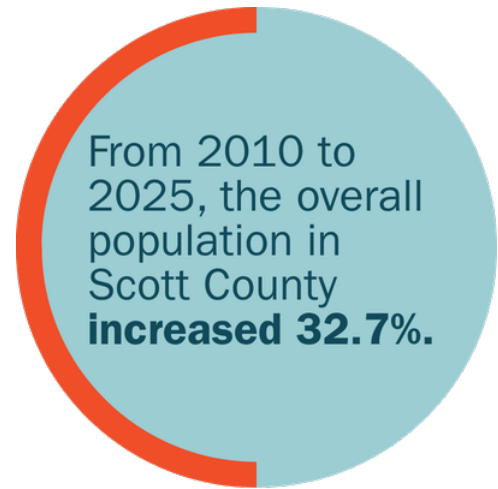
Using this data and the 2024 American Community Survey population of 59,536, the **cardholder rate in FY24-25 was 42%**.



Community Demographics

We reviewed American Community Survey data for Scott County from 2010 and 2024.

- The **overall population** in Scott County increased 32.7% from 2010 to 2024.
- **Median household income** was higher than state and federal levels at \$85,158, reflecting an increase of 46.8% since 2010.
- **Housing values** also increased 81.8% from 2010 to 2024, with the median owner-occupied housing value at \$288,500.
- Demographics from 2024 showed small increases in non-White residents in Scott County. These increases included: 6.6% “two or more races,” 1% Asian, 5.8% Hispanic, 1.6% “some other race alone,” 4.8% Black or African American, and 0.3% American Indian or Alaska Native.
- **School-age children** in Scott County Schools were 12.3% Hispanic, 6.9% Black/African American, 0.9% Asian, and 6.4% “two or more races” during the 2024-2025 school year.
- In 2024, 95.2% of Scott County residents ages 5 and over were reported as **speaking only English**, a 0.9% decrease from 2010. Residents were reported as speaking Spanish (3.1%), other Indo-European languages (1.1%), and Asian/Pacific Islander languages (0.4%).
- In 2024, just 5.8% of residents had less than a **high school degree**.
- A combined 65.1% of residents ages 25 and older held an **associate, a bachelor’s, or a graduate degree** in 2024.



US CENSUS DATA	US 2024	KY 2024	Scott Co. 2010	Scott Co. 2024	2010-2024 Difference
Population	334,922,499	4,534,824	44,868	59,536	+ 14,668
Median Age	38.9	39.1	35.0	36.4	+1.4
Median Household Income	\$80,734	\$63,726	\$58,028	\$85,158	+\$27,130
Homeownership	65.2%	68.3%	68.9%	71.7%	+2.8%
Housing Value	\$332,700	\$205,600	\$158,700	\$288,500	+\$129,800
Below Poverty Level	12.5%	16.1%	13.7% *	10.6%	-3.1%

*2012



Community Survey

A total of **357 individuals** completed a community survey in February and March 2026, representing 0.6% of the 2024 Scott County population of 59,536.

Respondents

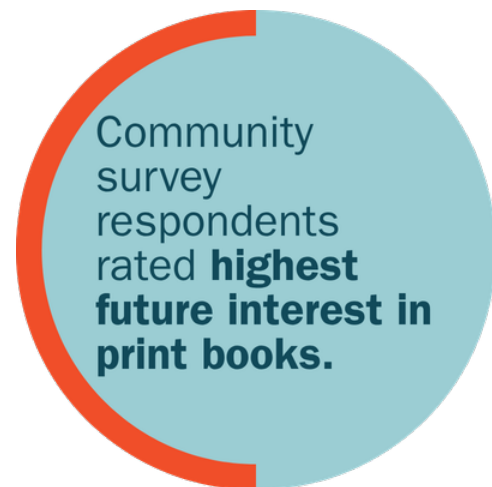
- A majority of respondents indicated they regularly read/use physical books and materials (67.7%), and 54.1% indicated they regularly read/use digital books and materials.
- One-third of respondents indicated they are retired (33.7%) and 38.1% indicated they have or care for children under age 18.
- Nearly three-quarters of respondents (73.1%) indicated they live in Georgetown; 16.2% indicated they live in Sadieville, Stamping Ground, or outside of Scott County.

Satisfaction, Value, Comfort

- A high percentage of all survey respondents indicated they are very satisfied or satisfied with the library overall (92.2%).
- Respondents rated highest satisfaction with the library's overall user-friendliness (94.7%), customer service (94.1%), ease of registering for a library card (93.4%), the atmosphere in the library (92.4%), and library facilities/spaces (91%).
- Respondents rated highest value in getting help from staff (94.1%) and physical materials to check out (89.1%).
- 22.8% of respondents who live outside of Georgetown indicated usage of the mobile/satellite library locations to be very valuable or valuable.
- Respondents indicated highest comfort in checking out materials in the library (96.3%) and asking for help finding materials in the library (93.3%).

Library Services

- Respondents are less aware of online genealogy resources (80.1% unaware or have not used), notary services (59.7%), and reserving or using a meeting or study room (56.7%).
- Respondents are also less aware of the resume/test proctoring service (83% unaware or have not used), use of the recording studio (80.2%), and student book delivery programs (80.2%).
- When asked about future Library services, respondents rated print books as their highest future interest (90.2% very interested or interested), followed by digital and streaming collections (79.4%).



Focus Groups and Interviews

Community focus groups and one-on-one interviews engage diverse communities and discuss library aspirations, community aspirations, and community challenges. A small team of library staff members developed a list of potential interviewees and focus group participants. From that list, **36 people took part in five focus groups, and eight people took part in one-on-one interviews.**

Library Aspirations

Overall, the community envisions a forward-thinking, inclusive library that evolves alongside local needs while maintaining its core role in lifelong learning, community connection, and access to resources. Top aspirational themes from the focus groups and interviews were:

1. **Facilities:** There is strong demand for expanded access through new branches and alternative models like bookmobiles.
2. **Programs:** Residents want diverse programming for all ages, with an emphasis on life skills and workforce development.
3. **Community Connection:** The library is viewed as a central community hub, with a desire for stronger partnerships across organizations.
4. **Core Services:** Residents want a balance between traditional collections and modern technology.
5. **Marketing:** Clearer communication about programs and policies is a major need.



Community Aspirations

The vision for Scott County is a balanced, inclusive, and well-planned county that supports both economic opportunity and a strong sense of belonging. Themes that emerged from the focus groups and interviews were:

1. **Planned Growth:** Residents are concerned that rapid growth is outpacing infrastructure like roads, schools, and utilities.
2. **Human Services:** There is a need for easier, stigma-free access to services through centralized resource hubs.
3. **Inclusive Community Connections:** Residents value a connected, welcoming community built on empathy and engagement.
4. **Economic Development:** There is a strong focus on attracting businesses, diversifying the economy, and creating more job opportunities.
5. **Recreation:** Residents want more local activities, especially for teens and families.



Strategic Capacity Assessment

In **February and March 2026**, Trustees and staff members completed a Strategic Capacity Assessment to consider their capacity to carry out their roles at the library — **37 respondents** completed an assessment.¹

Environmental Scan

Respondents identified **numerous factors** that could impact the future of the library.

- **Global factors** included economic conditions and technological change (particularly AI) as well as global conflicts, pandemics, climate change and shifting demographics.
- **National factors** included book bans, censorship, and legislation affecting libraries as well as funding concerns, economic fluctuations, misinformation, and distrust in institutions.
- **Local factors** were population growth and demographic changes as well as local government decisions about funding and taxes.

Core Operations

In **age-specific services and programming**, programming, services, and resources for children, babies and toddlers, and preschoolers rated highest. Senior services and resources received the lowest rating.

In **patron-facing areas**, respondents indicated highest performance in resource sharing (interlibrary loan) and customer service. Least favorable ratings went to program evaluation and accessible resources.

In **internal processes**, respondents rated operational procedures, overall management of the library, and staff training highest. Staff compensation packages were rated lowest.

Strategic Priorities

Library strengths identified in the assessment were the dedication and friendliness of library staff, collaboration across departments, library programming, and the library facility as a welcoming and safe place for the community.

Respondents **focused on opportunities as well** including but not limited to expanding community partnerships and collaborations, reaching underserved communities through additional outreach efforts, renovations to the building and space usage improvements, technology learning programs, adding staff and increasing staff efficiency, and expanding resources like digital materials.

Working Culture

Overall, staff respondents were **most highly satisfied with** support from their direct supervisors. They also indicated strong satisfaction with collaboration between individuals, team dynamics, sense of belonging, and feeling trusted to do your job. Respondents were **least satisfied with** collaboration between departments and opportunities for promotion.



¹ The Strategic Capacity Assessment Report is included as Appendix B.



Overall Themes

- Community survey respondents noted **high overall satisfaction with the library and noted they highly value the staff's customer service** as well as **print and digital materials**.
- Focus group and interview participants see the library as a **central community hub that can provide traditional and emerging services for a growing population**.
- Focus group and interview participants as well as staff and Board assessment respondents indicated **opportunities for expanded or added facilities that would allow for more makerspace technologies and study rooms**.
- Focus group and interview participants as well as Board and staff assessment respondents indicated the opportunity to **better communicate with the public and market existing library services**. Community survey respondents shared **current services of which they are less aware or have not used**.
- Staff and Board assessment respondents and focus group and interview participants indicated **opportunities for more programming, flexible scheduling, and community partnerships** to reach more audiences.



Introduction

The **Scott County Public Library** serves approximately 59,500 residents in Scott County, Kentucky. The library is located at 104 S. Bradford Lane in Georgetown with satellite locations in Sadieville and Stamping Ground. The library also operates a bookmobile.

The library holds over 116,000 physical books and materials and provides access to over 293,000 digital items as well as a variety of databases and streaming collections. Throughout the year, the library hosts a wide variety of programs and events for all ages and hosted over 24,000 participants at programs in FY24-25. Additional library services include home delivery, meeting and study rooms, an art gallery, book discussion kits, experience passes, a recording studio, and a Kentucky Room with local history and genealogy resources, and experience kits with experience passes.

The library is governed by a five-member Board of Trustees. An active Friends of the Library group manages a used book sale space in the library.



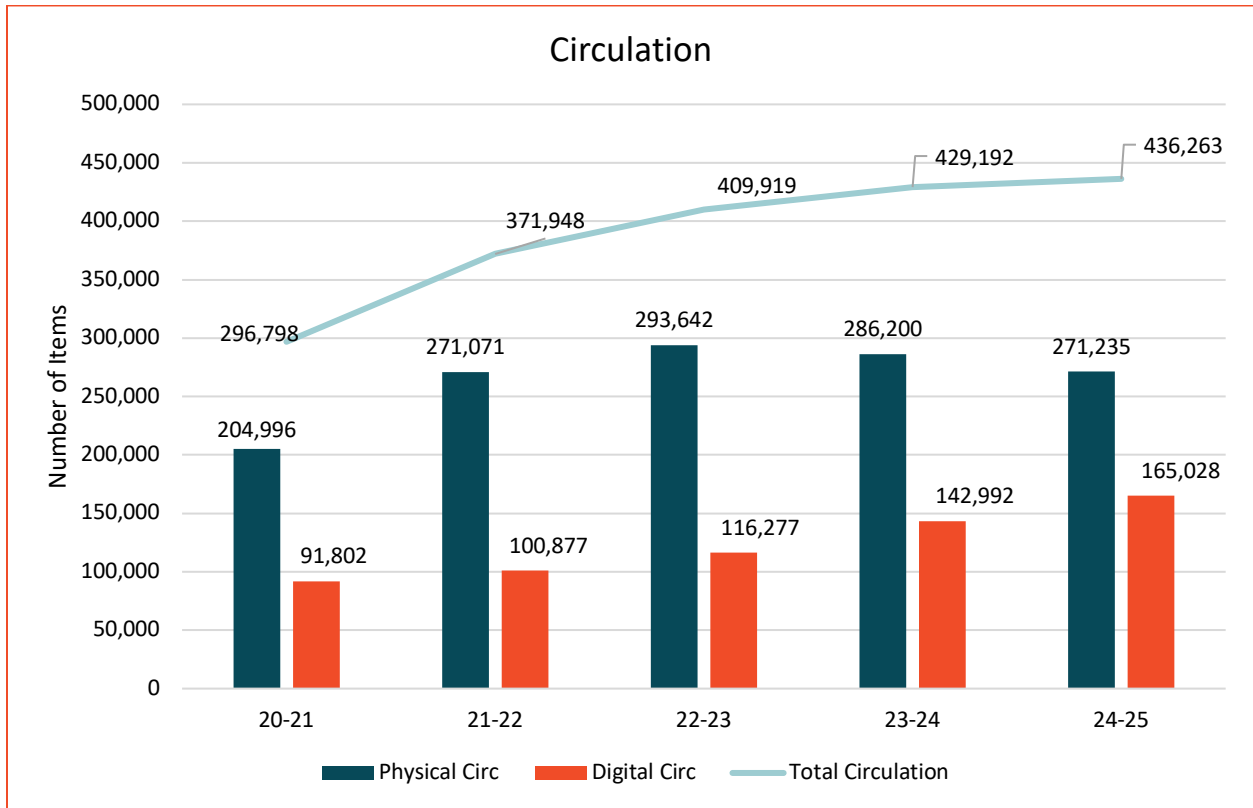
Library Data

This section shows library usage data and trends across five years — from FY20-21 to FY24-25. Like most other public libraries, Scott County Public Library saw some lower usage statistics in fiscal years 20-21 and 21-22 due to pandemic mitigations.



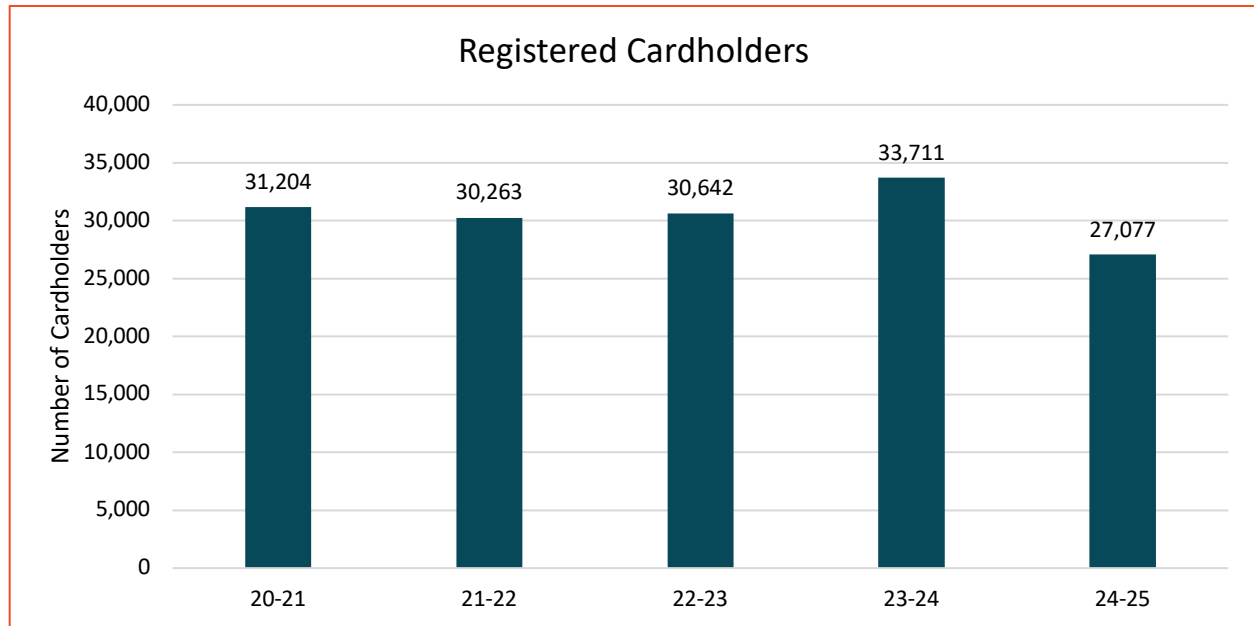
Circulation

- **Total circulation** increased 47% from FY20-21 through FY24-25.
- Although total circulation was lower in FY20-21 at 296,798, coming out of the pandemic the library's total circulation increased each year over the subsequent five fiscal years.
- While **digital circulation** increased each year from FY20-21 through FY24-25, **physical circulation** peaked in FY22-23 at 293,642 before decreasing slightly in fiscal years 23-24 and 24-25.



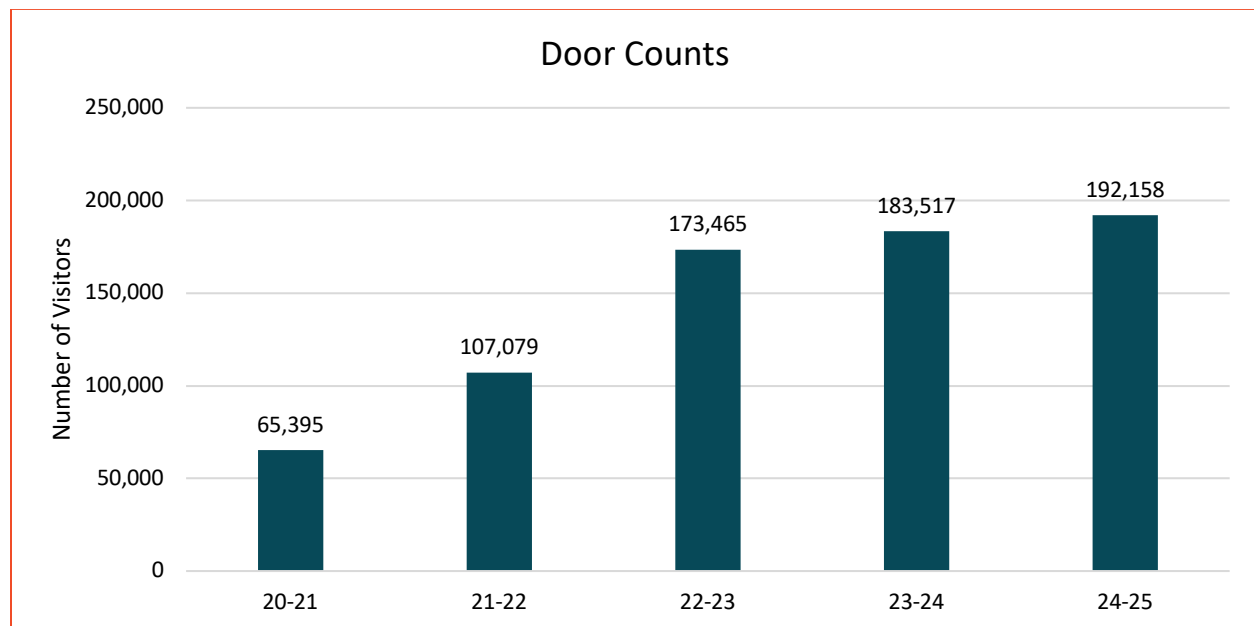
Cardholders

- **Registered cardholders** in the County were highest in FY23-24 before dropping 19.7% in FY24-25.
- There were 24,796 Scott County residents that had cards in FY24-25. Using this data and the 2024 American Community Survey population of 59,536, the cardholder rate in FY24-25 was 42%.



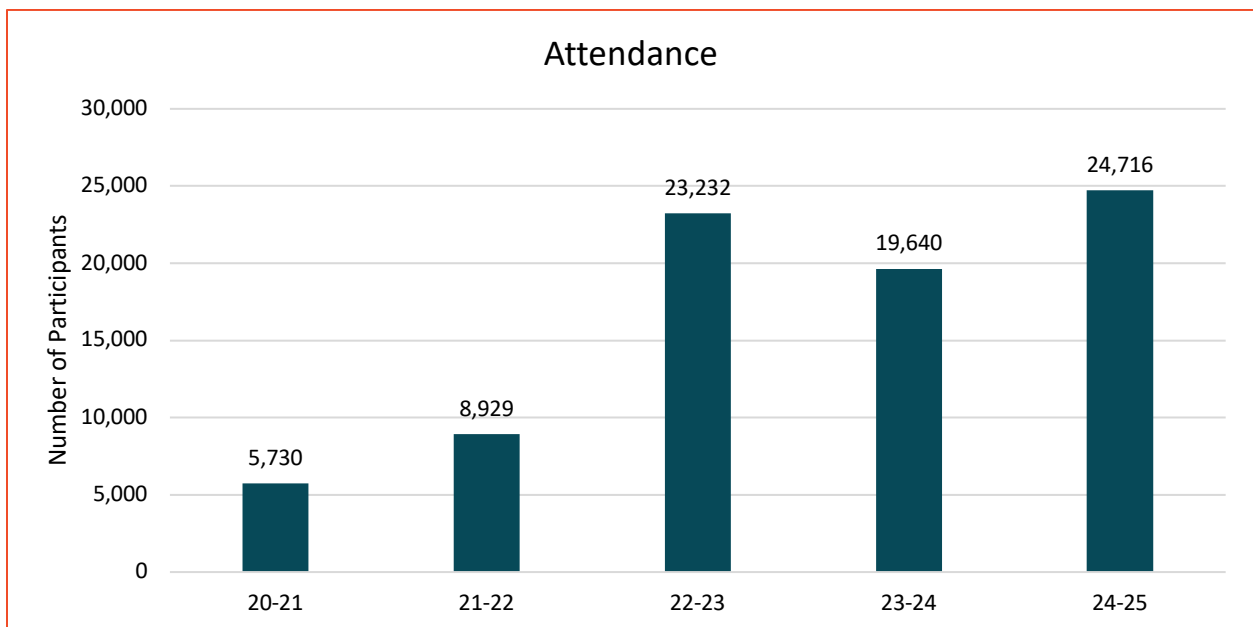
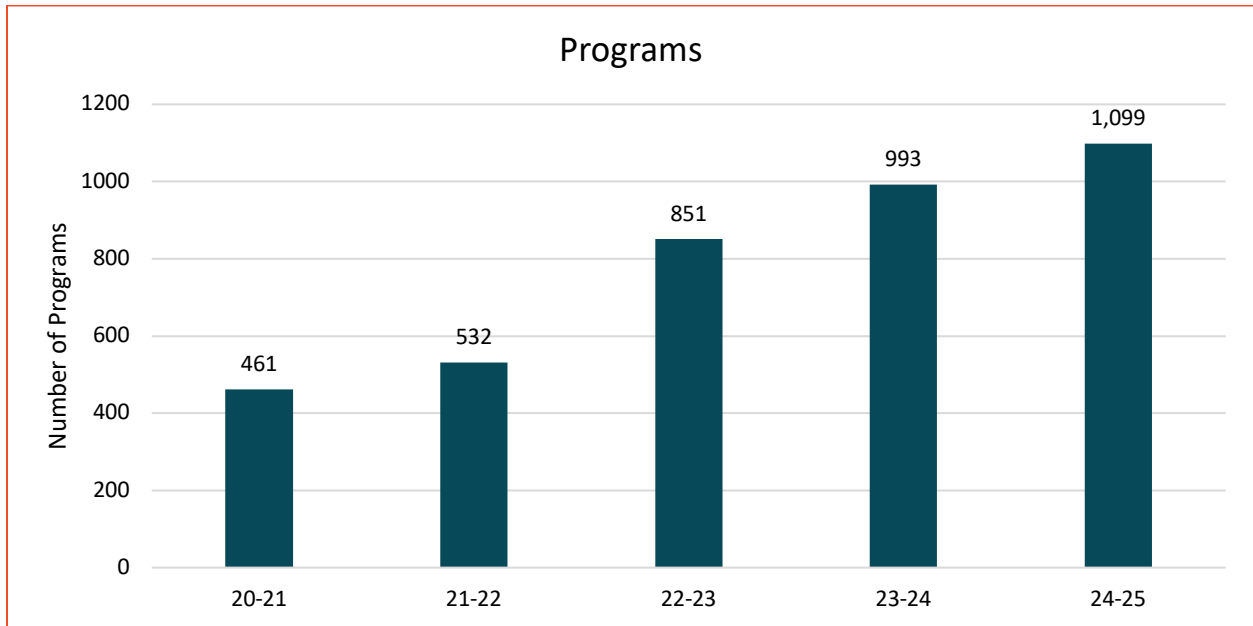
Visitors

- **Library visitors**, represented by door counts, increased each year from FY20-21 through FY24-25 with a total increase of 194%.



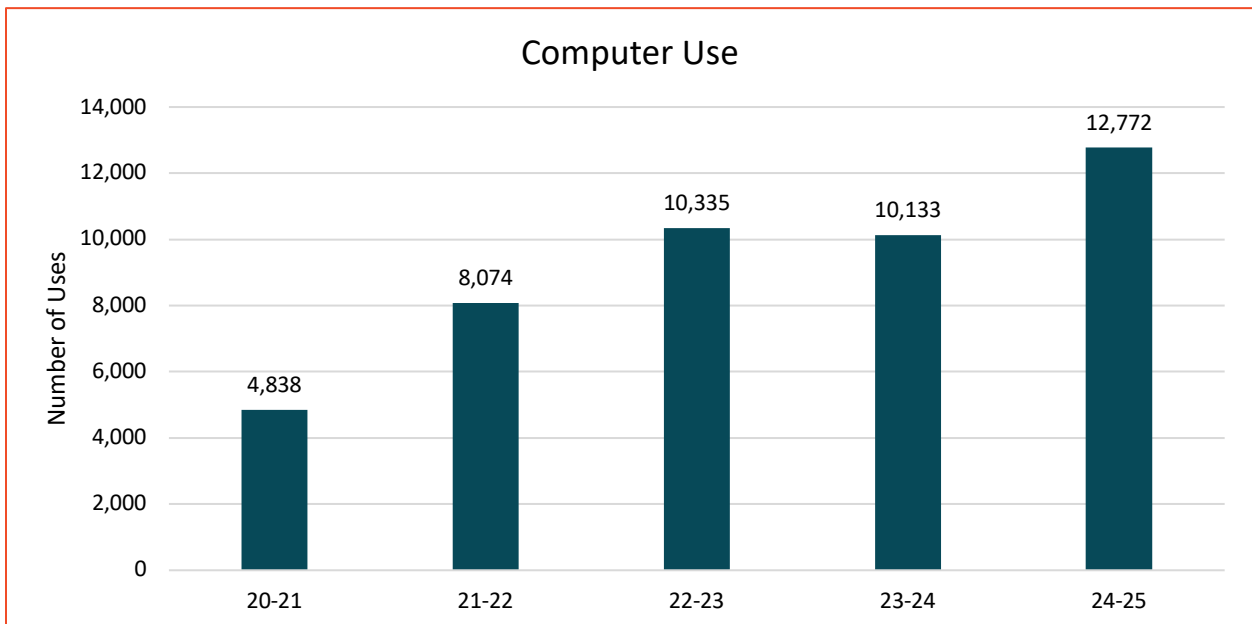
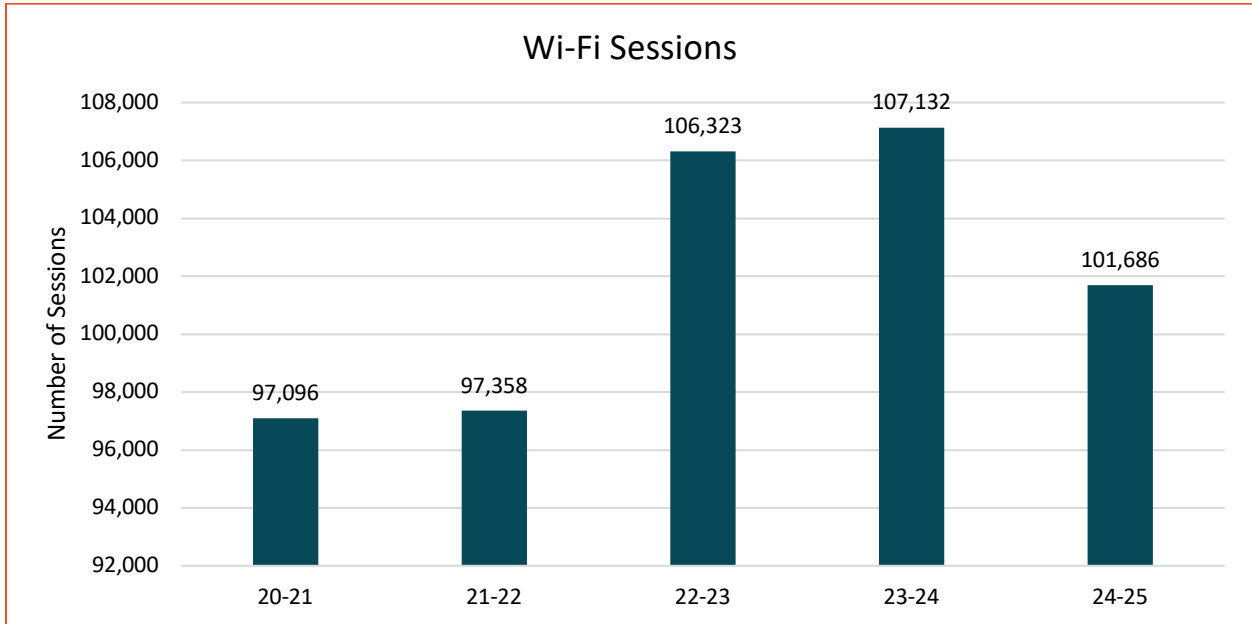
Programming

- **Library programs** increased 138% from FY20-21 through FY24-25.
- **Program attendance** increased significantly coming out of the pandemic, increasing 288% from FY20-21 to FY22-23.
- There was then a 15% decrease in attendance from FY22-23 to FY23-24, but attendance rebounded in FY24-25 reaching 24,716 participants, a five-year high.



Technology

- **Wi-Fi sessions** were lower during the height of the pandemic but increased 9% in FY22-23.
- Sessions remained high in FY23-24 and decreased slightly, 5%, in FY24-25.
- **In-library computer use** rose steadily over the past five fiscal years, increasing 164% from FY20-21 through FY24-25.



Community Data

This section shows community demographic data collected from the American Community Survey for Scott County, KY from 2024 alongside federal and state data.

Demographics reviewed and outlined were income and homeownership data, race and ethnicity, languages, and education levels. This data along with some additional demographics and source information is also included as Appendix A.



Income and Homeownership Data

The population of Scott County increased 32.7% from 2010 to 2024. During this time, median household income increased 46.8% and homeownership increased 2.8%. Housing values increased substantially between 2010 and 2024, 81.8%, and poverty decreased slightly between 2012 and 2024, 3.1%.

US CENSUS DATA	US 2024	KY 2024	Scott County 2010	Scott County 2024
Population	334,922,499	4,534,824	44,868	59,536
Median Age	38.9	39.1	35.0	36.4
Median Household Income	\$80,734	\$63,726	\$58,028	\$85,158
Homeownership	65.2%	68.3%	68.9%	71.7%
Housing Value (Owner-occupied)	\$332,700	\$205,600	\$158,700	\$288,500
Below Poverty Level	12.5%	16.1%	13.7%*	10.6%

*2012



Racial and Ethnic Data

The population of those reported as “White alone” in Scott County decreased just 2.9% from 2010 to 2024 (85.7%) with small increases in Hispanic residents (2.2% increase), those of two or more races (5.2% increase), and those of “some other race alone” (0.7% increase). There was a 1% decrease in those reported as Black or African American during this time.

US CENSUS DATA	US 2024	KY 2024	Scott County 2010	Scott County 2024
Total population	334,922,499	4,534,824	44,868	59,536
White alone	57.4%	81.5%	88.6%	85.7%
Black or African American alone	12.2%	7.6%	5.8%	4.8%
American Indian and Alaska Native alone	0.9%	0.2%	0.3%	0.3%
Asian	6.0%	1.6%	0.8%	1.0%
Native Hawaiian and Other Pacific Islander alone	0.2%	0.1%	0.0%	0.0%
Some other race alone	7.1%	1.7%	0.9%	1.6%
Two or more races	12.6%	6.2%	1.4%	6.6%
Hispanic population	19.3%	5.0%	3.6%	5.8%



School-Age Demographics

Racial and ethnic breakdowns of Scott County School students show a larger degree of diversity among school-age students than is seen in the overall population.

Of students, 73.3% were reported as White, 0.9% were reported as Asian, 6.9% as Black, 12.3% as Hispanic, and 6.4% as “two or more races.”

The percentage of school-age students in the school district who were economically disadvantaged was reported as 46.9%, much higher than the overall county poverty rate of 10.6%.

Data	Scott County Schools 2024-2025
Total Students	9,632
Asian	90 (0.9%)
Black	665 (6.9%)
Hispanic	1,184 (12.3%)
Two or More Races	613 (6.4%)
White	7,059 (73.3%)
Economically Disadvantaged	46.9%
English Learners	6.4%

Languages

Over 95% of Scott County residents ages 5 and over spoke English only in 2024. Just 3.1% of residents speak Spanish — a small increase of 0.8% from 2010 to 2024. Very low percentages of county residents were reported as speaking other languages.

US CENSUS DATA	US 2024	KY 2024	Scott County 2010	Scott County 2024
Population 5 years and over	316,142,548	4,268,599	41,431	55,853
English only	77.7%	93.2%	96.1%	95.2%
Spanish	13.6%	3.4%	2.3%	3.1%
Other Indo-European languages	3.9%	1.7%	1.1%	1.1%
Asian/Pacific Islander languages	3.6%	1.0%	0.5%	0.4%
Other languages	1.2%	0.7%	0.0%	0.1%
Speaks English less than "very well"	8.6%	3.0%	1.2%	1.6%



Education

The percentage of Scott County residents who hold a bachelor’s degree increased 6.4% between 2010 and 2024 (22%), and the percentage of residents holding a graduate or professional degree increased 2% from 2010 to 2024 (12.7%).

Just over 30% of residents hold an associate degree or have some college, and 29.1% have a high school degree or equivalent. These numbers are lower than the state overall which reported that 32.6% of Kentucky residents had a high school degree or equivalent in 2024.

US CENSUS DATA	US 2024	KY 2024	Scott County 2010	Scott County 2024
Population 25 years and older	230,807,303	3,098,758	28,688	39,383
Less than high school graduate	10.4%	11.1%	13.5%	5.8%
High school or equivalent	26.0%	32.6%	31.4%	29.1%
Some college or associate degree	27.9%	28.7%	28.8%	30.4%
Bachelor’s degree	21.6%	16.2%	15.6%	22.0%
Graduate or professional degree	14.1%	11.3%	10.7%	12.7%



Community Survey

As part of their strategic planning process, the Scott County Public Library (SCPL) conducted a community survey (through SurveyMonkey) to learn more about their patrons' experiences with library services, programs, staff, and facilities. **A total of 357 individuals completed the survey representing approximately 0.6% of the 2024 ACS service area population of 59,536.**

Notes About the Survey Responses

- Respondents sometimes note programs or services they want the library to have but are already offered by the library. We have left these comments in the responses. This indicates an opportunity to better communicate about all the library has to offer. In addition, respondents sometimes offer conflicting opinions about what the library should offer or feel strongly about the library offering something that is not feasible due to cost.
- For open-ended questions, responses are summarized and not in any particular order or with any particular weight except where explicitly noted. When analyzing this qualitative data, we hoped to show the breadth of responses provided by respondents.



Overall Findings

Respondents

- A majority of respondents (67.7%) indicated they regularly read/use physical books and materials ($n=239$), and 54.1% indicated they regularly read/use digital books and materials ($n=191$).
- Of respondents, 38.1% indicated they have or care for children under age 18 ($n=136$).
- Of respondents, 33.7% indicated they are retired ($n=119$).
- Of respondents, 73.1% indicated they live in Georgetown ($n=258$), and 16.2% indicated they live outside of Georgetown (in Sadieville, in Stamping Ground, or outside of Scott County) ($n=58$).

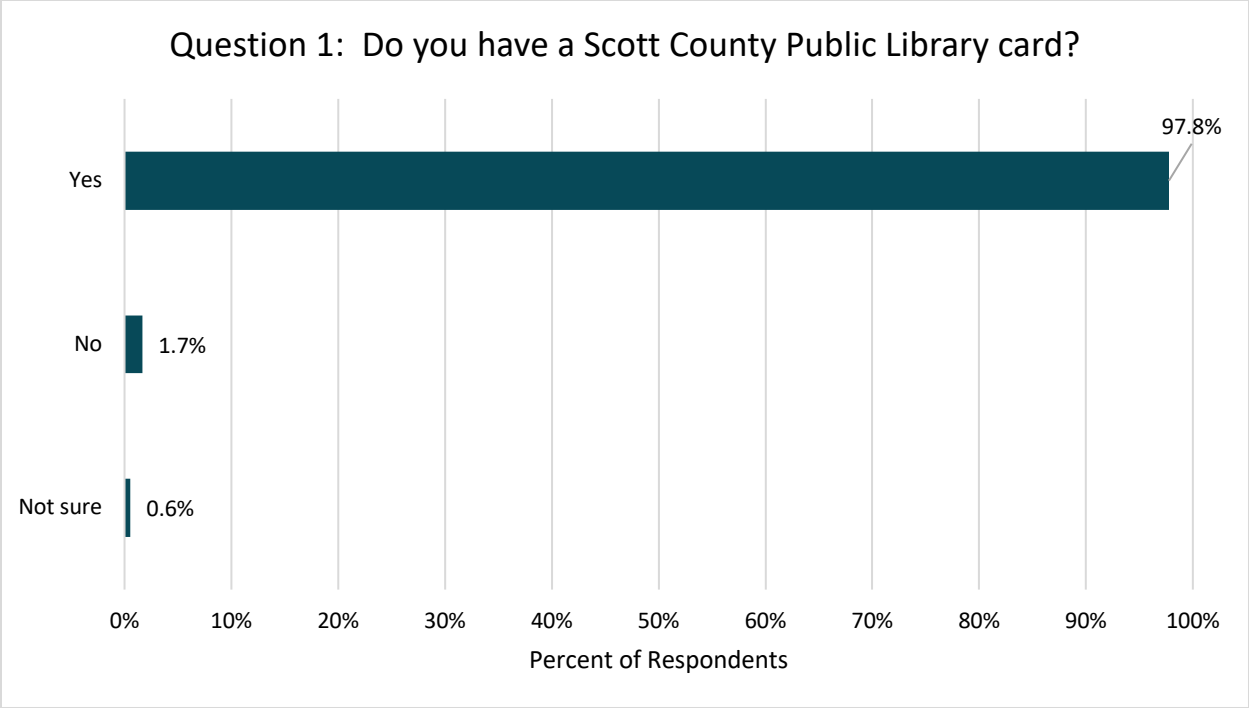
Satisfaction, Comfort, and Value

- Respondents indicated they are highly satisfied with SCPL overall with 92.2% saying they are highly satisfied or satisfied.
- Respondents are most highly satisfied with the library's overall user-friendliness (94.7%), customer service (94.1%), ease of registering for a library card (93.4%), the atmosphere in the library (92.4%), and library facilities/spaces (91%).
- Respondents indicated high levels of comfort in checking out materials in the library (96.3%) and asking for help finding materials in the library (93.3%).
- Respondents find getting help from staff to be of highest value (94.1% very valuable or valuable), followed by physical materials to check out (89.1%), and attending a program (74.7%).
- Of respondents, 22.8% who live outside of Georgetown indicated usage of the mobile/satellite library locations to be very valuable or valuable.

Awareness and Future Interest

- Respondents are less aware of online genealogy resources (80.1% unaware or have not used), notary services (59.7%), and reserving or using a meeting or study room (56.7%).
- Respondents are also less aware of the resume/test proctoring service (83% unaware or have not used), use of the recording studio (80.2%), and student book delivery programs (80.2%).
- Of those who have or care for children, 55.6% indicated they were not aware of Experience Passes in question 7. But in question 9, a large portion of this group (91.1%) indicated they are very interested or interested in them.
- Respondents indicated high interest in print books (90.2% very interested or interested) and digital and streaming collections of eBooks, e-audiobooks, movies, TV shows and music (79.4%).





FINDINGS

- **Nearly all respondents indicated they have a Scott County Public Library card (97.8%).**
- Just 2.3% of respondents indicated they do not have a library card or are not sure if they have a card.

Question 2: If you frequently use another public library in the area, please indicated which library and what you like about that library.

Lexington Public Library (most mentioned)

Respondents mentioned:

- Eastside Branch
- Central Library
- Marksbury Family Branch on Versailles Rd.
- Northside Branch
- Beaumont Branch

Reasons people cited:

- Convenient location.
- Good/larger selection of DVDs, media, books, audiobooks, and popular materials.
- Multiple branches.
- Strong programming and services.
- Larger newspapers and magazines selection.
- Homeschool group.
- Self-checkout and holds pick-up.
- Quieter than Scott County.
- Wide selection of digital materials.
- Crafting classes.
- Longer standard checkout (three weeks).
- No late fees.
- Large storytime room and open area for kids to play.
- Friendly employees.
- Extended holds to allow for convenient pick-up.

Jessamine County Public Library

Respondents highlighted:

- Large DVD collection.
- Good selection of TV series and music CDs.
- Helpful for patrons without cable or streaming services.
- Long-arm quilting machine in their maker space.
- Craft classes.
- Fiction shelved by genre.

Franklin County Public Library

Respondents indicated:

- Patrons visit when they are in Frankfort.
- Positive overall experiences.
- Tools and other items for checkout.

Woodford County Public Library

Mentioned specifically:

- Midway Branch is closer to home.
- Good seating area for working on projects.
- Extended renewals and no item limits.
- Purchase new books on request including non-fiction academic monographs.



Question 2: If you frequently use another public library in the area, please indicated which library and what you like about that library.

-continued-

Harrison County Public Library

Respondents referenced:

- Visiting occasionally.
- General library use.

Madison County Public Library

- Good children’s programs.

Paul Sawyer Public Library in Frankfort

- Children’s area – interactive play area.
- Adult programs, e.g., history programs and KY author book fair.
- Used bookstore.
- Friendly, helpful staff.

Fayette County

- More options on Libby, more copies of desired titles.

Anderson County Public Library

- Readily available meeting rooms.

Kenton County Public Library

- More Hoopla books available.

WT Young Library (University of Kentucky)

- Mentioned as a university library resource used by some respondents.

Paris Community Library

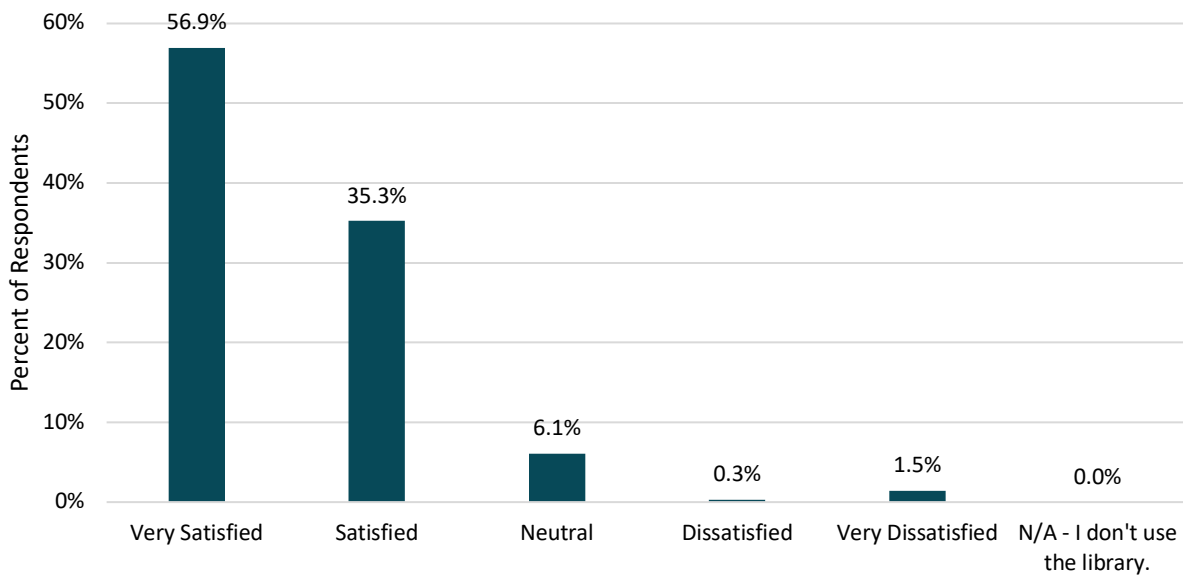
- Have hard-to-get items.
- Convenience.

Georgetown College Library

- Well-designed.
- Helpful staff.



Question 3: How satisfied are you with the Scott County Public Library overall?

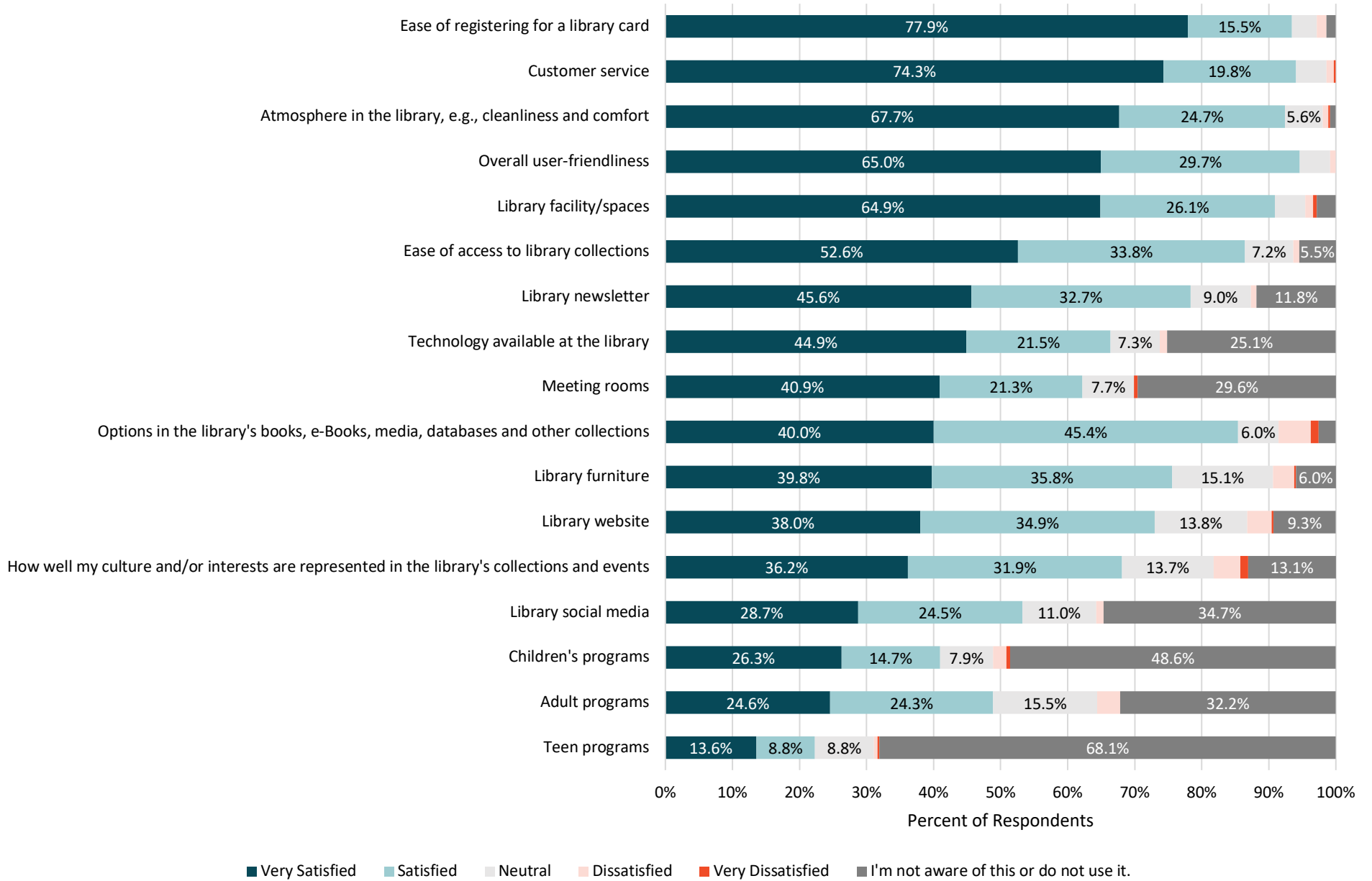


FINDINGS

- **A combined 92.2% of respondents indicated they are very satisfied or satisfied overall with SCPL.**
- 90.2% of respondents who **have or care for children** indicated they are very satisfied or satisfied with SCPL overall.
- 91.9% of those who **regularly read/use digital materials** indicated they are very satisfied or satisfied overall.
- 93.8% of respondents who are **retired** indicated they are very satisfied or satisfied overall.
- 94.7% of respondents who **don't live in Georgetown (live in Sadieville, live in Stamping Ground, or live outside Scott County)** indicated they are very satisfied or satisfied overall, and 91.6% of those who **live in Georgetown** indicated they are very satisfied or satisfied overall.



Question 4: Please rate how satisfied you are overall with the following aspects of the library.



Question 5: For any items that you clicked dissatisfied or very dissatisfied, what can the library do to increase your satisfaction?

Collections and Materials

Many respondents commented on the **library's collection of books and materials.**

Key Themes:

- Desire for **more physical books.**
- Would like **shorter wait time for popular items.**
- Concern that too many titles are **eBook-only.**
- Requests for **older or classic books.**
- Difficulty finding **older titles** due to focus on new releases.
- Materials for **children with dyslexia and other neurodivergences.**

Select Comments:

- "There need to be more physical books on the shelves."
- "I would appreciate if more classic and older books were kept in the library."

Programs and Events

Several responses focused on **library programming.**

Key Themes:

- Interest in **more adult programs.**
- Desire for **evening programs** instead of daytime events.
- Requests for **practical skills workshops** (adulting skills, demonstrations, lectures).
- Interest in **educational talks and community events.**
- **Adult programming ideas** such as board game nights, t-shirt painting, upcycle classes, historical tours and lectures.

Select Comments:

- "I would love to see more evening programs."
- "The library seems to lean more toward children's programs than adult programs"
- "Many classes with registration required fill up as soon as they are posted."

Youth and Teen Services

Some respondents highlighted **needs related to youth programming and services.**

Key Themes:

- **Teen college prep workshops** (ACT/SAT, scholarships).
- Programs for **homeschool students.**
- Expanded **children's services.**
- **More control over story time crowd.**

Select Comments:

- "More teen college prep classes."
- "More programs during the school day for homeschooled children."
- "...bring back the iMovie classes on occasion."



Question 5: For any items that you clicked dissatisfied or very dissatisfied, what can the library do to increase your satisfaction?

-continued-

Facilities and Space

Several comments focused on **library spaces and layout**.

Key Themes:

- Would like a **larger or more separated children’s area with toys that can be sanitized**.
- Better use of library space **for different age groups**.
- Need more **comfortable furniture**.

Select Comments:

- “The children’s area is cramped and busting at the seams.”
- “My family would enjoy a Maker/Creative space similar to JCPL.”

Staff

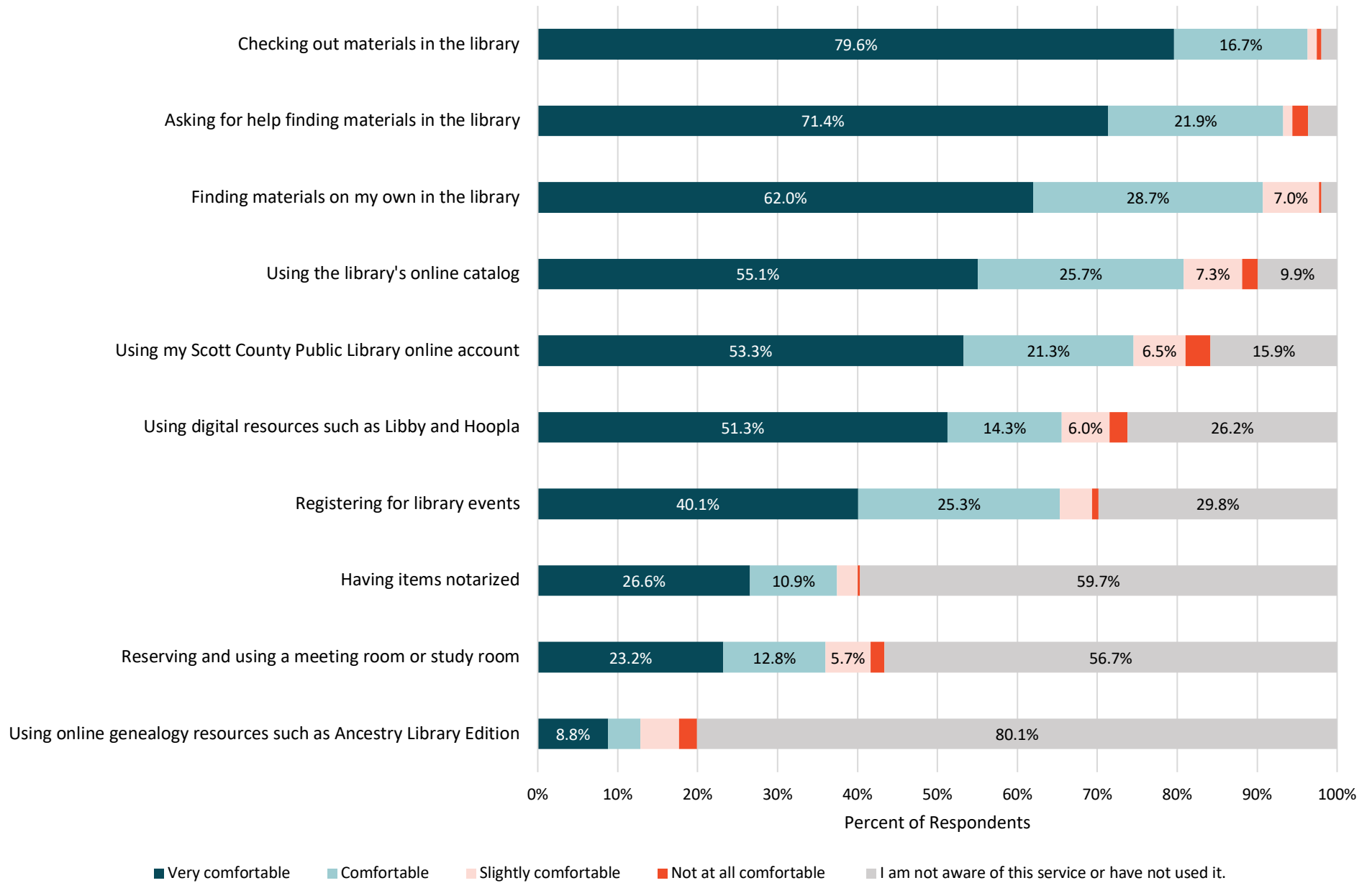
- A few concerns that staff is sometimes not friendly or welcoming.
- Other comments that staff is wonderful and willing to help.

Policy and Content Concerns

- A small number of responses raised concerns about library content or messaging.



Question 6: Please rate your comfort level using the following library services.



Question 6, continued: Please share any other library services that you are not comfortable using. And if you were previously unaware of any of the services above, let us know if you are now interested in using them.

Service Accessibility and Usability (largest category)

Many respondents focused on **how easy it is to access or use services.**

Key Themes:

- Limited time to use services.
- Difficulty accessing or navigating offerings.
- Interest in services but have not yet used them.
- Questions about availability (e.g., notary hours).

Select Comments:

- “I just haven’t had time, but I want to use the genealogy service.”
- “Is there a way to see when [notary services] are available?”

Awareness and Communication

A common theme was lack of awareness of available services.

Key Themes:

- Patrons didn’t know certain services existed (e.g., notary, genealogy).
- Interest in learning more about available resources.

Select Comments:

- “I wasn’t aware that the library had a notary.”
- “I’m interested in the ones I didn’t know about.”

Program and Service Requests

Some responses included requests for expanded or improved services.

Key Themes:

- More children’s activities.
- Improved printing services.
- Additional offerings or enhancements.

Select Comment:

- “Would like to see more kids’ activities on weekends.”

Digital vs. Physical Preferences

A few respondents expressed preferences regarding format of materials.

Key Themes:

- Preference for physical books over digital (e.g., Hoopla).
- Frustration with digital reading experience.

Select Comment:

- “Too much hassle compared to a book in my hand.”

Technology and Account Issues

Some comments focused on account or system usability.

Key Themes:

- Difficulty managing linked accounts.
- Online usability concerns.

Example Comment:

- “I wish my kids’ accounts linked to mine were more easily accessible online.”



Question 6, continued: Please share any other library services that you are not comfortable using. And if you were previously unaware of any of the services above, let us know if you are now interested in using them.

-continued-

Positive Feedback

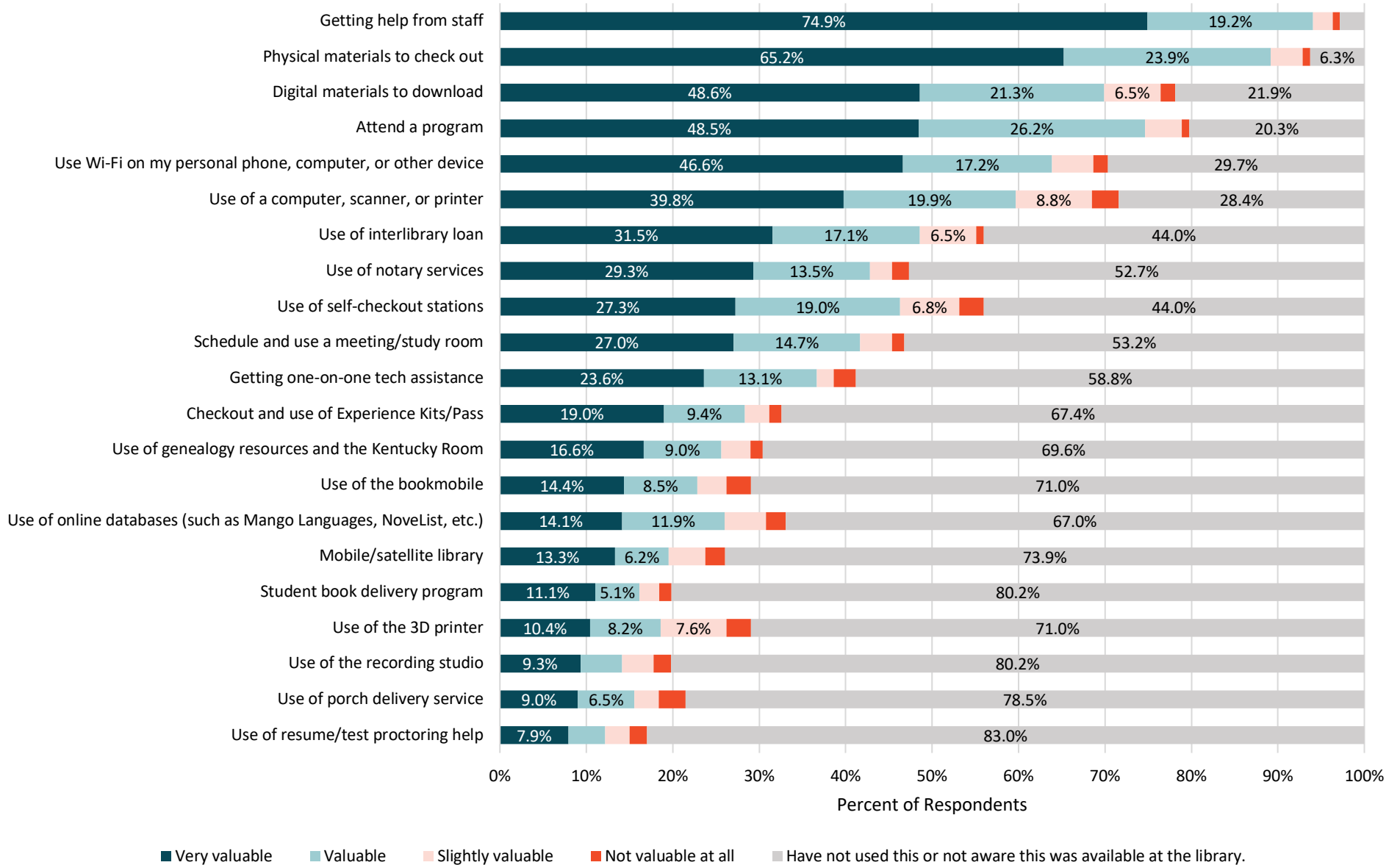
A small number of responses expressed general satisfaction.

Example Comment:

- “The services are good.”



Question 7: Please rate the following library services, collections, and spaces in terms of their value to you and your family.



Question 8: Please indicate below any additional collections, services, and spaces that would be valuable to you and your family.

COLLECTIONS

Book Genres and Informational Requests

Several respondents suggested **specific genres, topics, or authors** they would like to see added.

Select Requests:

- Historical fiction.
- Cozy mysteries.
- Inspirational/Amish romance.
- Specific authors (e.g., Eleanor Romany).
- U.S. History.
- Informational research book.
- Jewish topics.

Select Comments:

- “Thank you for the genre system.”
- “Additionally, there is a strong need for other languages to be represented in the children’s literature section.”

General Collection Expansion

Many comments broadly asked for **more books or expanded collections**.

Select Requests:

- Increasing the number of titles.
- Maintaining genre organization systems.
- Requests for broader variety in available books.

Select Comment:

- “More adult manga.”

Audio and Media Materials

Respondents expressed interest in **additional non-print media**.

Select Requests:

- **Music CDs.**
- Expanded **audiobook collections.**
- More digital **audiobooks through Libby.**

Select Comments:

- “Music CDs would be great.”
- “Increased audiobook offerings on Libby.”

Educational and Homeschool Resources

Some respondents asked for **materials that support education and homeschooling**.

Key Themes:

- Homeschool curriculum.
- Research resources for students.
- High-school-level informational books.

Select comment

- “More books for homeschool students to use for research reports.”



Question 8: Please indicate below any additional collections, services, and spaces that would be valuable to you and your family.

-continued-

Children’s Literacy and Learning Resources

A few responses focused on **youth learning and literacy support.**

Key Themes:

- Reading instruction resources for children.
- Dyslexia-related materials.

Select Comments:

- “Resources to teach kids to read.”
- “We really appreciated learning about the preteen section this past weekend.”

SERVICES

Classes and Educational Workshops

Many respondents **suggested classes or learning opportunities.**

Select Requests:

- Tutoring services.
- Financial literacy classes.
- Technology or software classes.
- Science-related educational resources or workshops.
- Genealogy programs.

Select Comments:

- “Tutoring services (reading/math) would be incredibly helpful.”
- “Computer software–based small classes (Excel, iMovie, etc.)”

Technology and Equipment

Several comments focused on **tools and technology available in the library.**

Key Themes:

- Access to educational science tools.
- Specialized printing services (e.g., sewing pattern printer, large format printer).
- Card-capable printing or payment options.

Select Comments:

- “Borrowing tools would be amazing.”
- “More tech support!”

Community and Library Support Services

Some respondents suggested **practical services.**

Common Requests:

- Tax preparation or accounting assistance.
- Services that support everyday life skills.
- Academic Search Complete and JSTOR.

Select Comments:

- “Continue the seasonal seed library! It's great.”
- “Inter library loan seems to be an afterthought. Would love to see it made important.”



Question 8: Please indicate below any additional collections, services, and spaces that would be valuable to you and your family.

-continued-

Health and Wellness Programs

A small number of responses requested health-related programs.

Select Comment:

- “Chair yoga more often.”

Positive Feedback

Some responses expressed satisfaction with current services.

Select Comments:

- “You do a great job. I can't think of anything to add.”
- “In general Scott PL offers a good range of services. And staff are very helpful.”

SPACES

Comfortable Seating and Reading Areas

The most common theme was a **desire for more comfortable and cozy reading spaces.**

Key Suggestions:

- Comfortable seating for reading.
- Quiet areas to focus/study.

Select Comments:

- “I would like to see more comfortable reading areas.”
- “Corners with book nooks that are cozy.”
- “Plenty of peaceful places to focus at the library. Great environment.”

Meeting and Program Spaces

Several responses highlighted **the importance of meeting rooms.**

Key Themes:

- Need for more meeting rooms.
- Meeting spaces that allow food, drink, or art activities.
- Meeting rooms used for programming.

Select Comments:

- “Meeting rooms – more.”
- “The meeting rooms are very valuable for many of my programs.”

Creative or Maker Spaces

Some respondents suggested **creative or specialized workspaces.**

Examples:

- Maker or creative areas.
- Equipment like a computerized long-arm quilting machine.

Space Utilization

A few responses noted **concerns about unused or underutilized space.**

Select Comment

- “Too much empty, unused space in the adult part of the library.”



Question 8: Please indicate below any additional collections, services, and spaces that would be valuable to you and your family.

-continued-

Facility Improvements

A small number of responses mentioned **facility upgrades**.

Example:

- Updated or better-maintained bathrooms.
- More bathrooms near children’s area.

Other Suggestions

A few responses included **unique ideas such as:**

- Bringing back a café space.
- Gaming areas.

PROGRAMS

Arts, Crafts and Creative Programs

The most common request was for **creative and hands-on programming**.

Key Themes:

- Arts and crafts activities.
- Knitting, upholstery, and DIY skills.
- Performances (concerts, plays).
- Unique programs (e.g., Antiques Roadshow-style events).

Select Comment:

- “I like the knitting class... would like more sessions.”

Educational and Skill-Building Programs

Many respondents want **learning-focused programs**.

Key Themes:

- Classes for adults (hobbies, skills).
- Expanded evening offerings.
- Technology skills (Microsoft, Adobe).
- Financial literacy (taxes, retirement).
- Academic subjects (chemistry, music theory).

Select Comment:

- “Educational classes with experts...”

Youth & Teen Programs

Several responses focused on **programming for younger audiences**.

Key Themes:

- Teen college preparation (ACT/SAT, readiness).
- Scheduling challenges for working families.

Select Comment:

- “Book club for kids?”



Question 8: Please indicate below any additional collections, services, and spaces that would be valuable to you and your family.

-continued-

Programs for Special Populations

A few responses highlighted the need for **inclusive programming**.

Key Themes:

- Programs for adults with disabilities.
- Life skills (budgeting, professionalism, social interaction).

Health and Wellness Programs

Interest in wellness-related activities.

Example:

- Yoga programs.

Positive Feedback

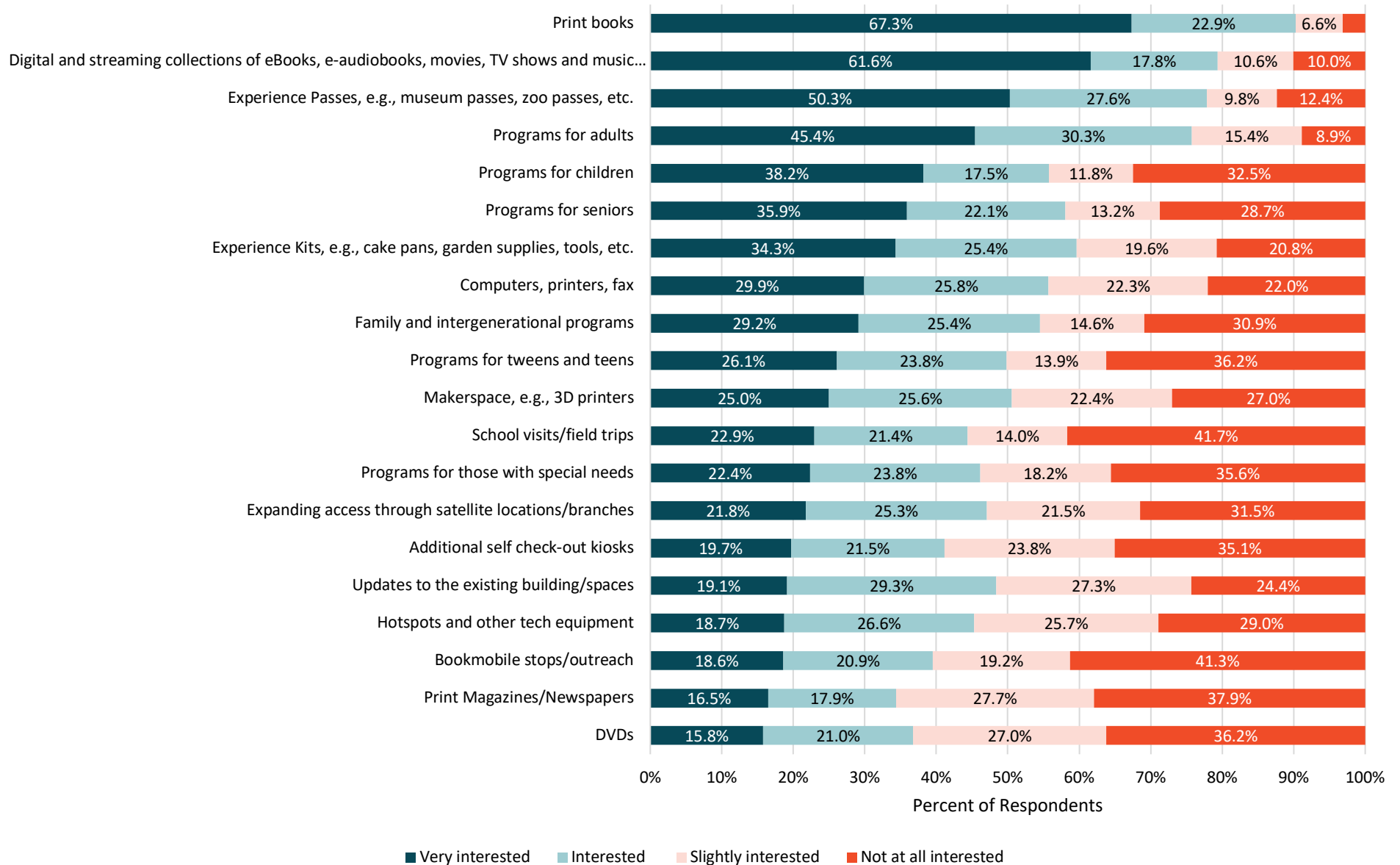
A small number of respondents expressed satisfaction with current programming.

Select Comment:

- “Programming offers a good range of topics... terrific!”



Question 9: We are thinking about where to focus our resources over the next few years. Please rate the items below based on your level of interest for you and your family.



FINDINGS

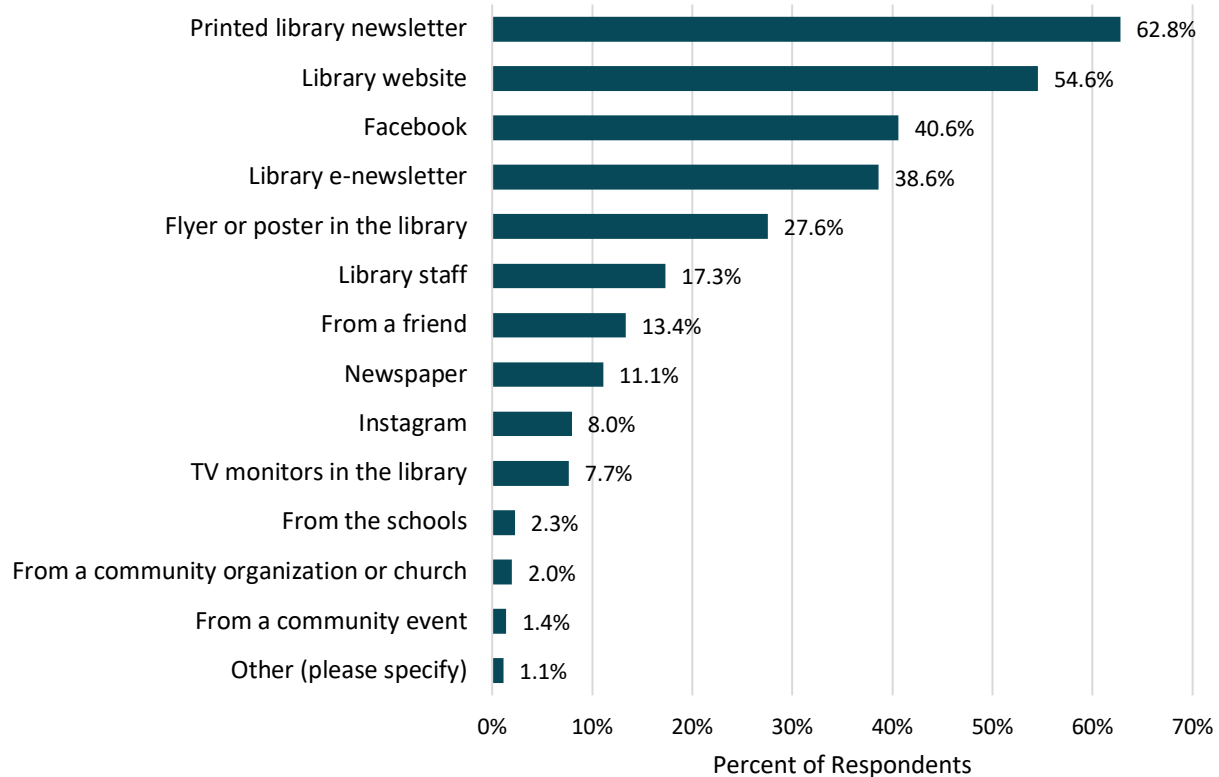
- **Respondents indicated highest interest in print books (90.2% very interested or interested).**
- 79.4% of respondents indicated they are very interested or interested in digital and streaming collections of eBooks, e-audiobooks, movies, TV shows and music, and 77.9% indicated interest in Experience Passes.
- 41.3% of respondents indicated no interest in bookmobile stops/outreach, 41.7% indicated they are not interested in school visits/field trips.
- Only 34.4% of respondents indicated interest in print magazines/newspapers, and 36.8% indicated interest in DVDs.
- **Respondents who have or care for children indicated high interest in Experience Passes (91.1% very interested or interested).** This group also rated high interest in digital and streaming collections (81.3% very interested and interested), programs for children (80.1% very interested or interested) and Experience Kits (70.2% very interested or interested).
- **Retired respondents rated higher interest in programs for seniors (80.3% very interested and interested) and programs for adults (83.8%).** 43.9% of this group indicated they are very interested or interested in print magazines/newspapers.
- **Respondents who regularly use digital materials indicated highest interest in digital and streaming collections of eBooks, e-audiobooks, movies, TV shows and music (94.8% very interested or interested); 90% of this group also rated print books as very interested or interested.**
- **Respondents who don't live in Georgetown indicated lower interest in programs for tweens and teens (41.8% very interested or interested compared to 49.9% of overall respondents).** This group indicated **higher interest in bookmobile stops/outreach (52.7% very interested or interested compared to 39.5% of overall respondents).**

Other (please specify):

- More evening and weekend classes for teens and adults.
- Homeschool opportunities.
- More makerspace options (not just 3D printers).
- Add magazines (e.g., art topics).
- Information on how to use Event/Experience Passes.
- Community garden resources.
- Family bingo with books as prizes.
- More comfortable seating.
- Classes for adults.
- More tech support/help.
- Tool or appliance library.
- Programs for those who are neurodivergent.
- "Is there a library edition for digital graphic design like Adobe?"
- "I clicked these answers based on my family's needs. I think some of these programs are beneficial to other families."
- "The items I checked "not interested" speak for me personally - not saying that I don't think the library should have them."



Question 10: Where do you learn about what is going on at the library? (Select all that apply.)



FINDINGS

- A majority of respondents indicated they learn about the library from the **printed library newsletter (62.8%)**, and the *library website* was indicated by 54.6% of respondents as their method of learning about the library.
- 40.6% of respondents indicated they learn about the library from *Facebook*, and 38.6% indicated learning about the library from the library e-newsletter.
- Only 17.3% indicated they learn about what is going on at the library from *library staff*.
- Respondents **who have or care for children** indicated they mainly learn about the library from the *printed newsletter (63.4%)*, *the library website (53%)*, and *Facebook (52.2%)*.
- A larger percentage of **retired respondents (69.5%)** indicated they learn about the library from the *printed library newsletter*, and only 25.4% of this group learn about the library from *Facebook*.
- Respondents who regularly use digital materials indicated learning about the library from the *printed library newsletter (62.8%)*, *the library website (59.7%)*, and *Facebook (46.6%)*.
- **Respondents who live outside of Georgetown** indicated they learn about the library from the *library website (53.5%)*, the *printed library newsletter (46.6%)*, and *Facebook (41.4%)*.



Question 11: Where else do you learn about community news and events?
<p>Social Media The most common source of information was social media, especially Facebook.</p> <p>Key Platforms:</p> <ul style="list-style-type: none"> • Facebook (by far the most mentioned), specific local accounts/groups. • Instagram. • NextDoor/neighborhood app.
<p>Traditional Media Many respondents still rely on traditional news sources.</p> <p>Key Channels:</p> <ul style="list-style-type: none"> • Radio (WEKU). • TV news. • Print publications (e.g., Georgetown News-Graphic, Lexington Herald-Leader).
<p>Word of Mouth Some respondents learn through personal connections.</p> <p>Sources:</p> <ul style="list-style-type: none"> • Family. • Friends. • “From other homeschool families”
<p>Library Communications A small number referenced direct library outreach.</p> <p>Key Methods:</p> <ul style="list-style-type: none"> • Flyers mailed to homes. • Library-provided materials. <p>Example Response:</p> <ul style="list-style-type: none"> • “We read the flyer that comes in the mail.”
<p>Other, Miscellaneous</p> <ul style="list-style-type: none"> • Billboards, signs around town. • Email.

Question 12: What community needs do you want to be sure the library is aware of, and do you have any ideas about how the library might help address these needs?

Education and Literacy

A major theme was **learning support and literacy services**.

Key Requests:

- Adult literacy programs.
- Tutoring services.
- Educational opportunities for skill-building.
- Teaching social understanding and communication skills.

Community Groups and Activities

Many respondents expressed interest in **community-based activities and social groups**.

Key Themes:

- Hobby groups (e.g., knitting groups).
- Social gatherings within library spaces.
- Opportunities for community connection.

Homeschool and Youth Support

Some responses focused on support for **homeschool families and youth**.

Key Themes:

- Homeschool communities and networking.
- Educational support for students outside traditional schools.
- Bridging connections (e.g., rural/urban, agriculture/city).

Social Services and Basic Needs

Several respondents suggested libraries **provide or support basic community needs**.

Key Themes

- Food pantry access.
- Housing or asylum support resources.
- Safe spaces for vulnerable populations.

Program Improvements

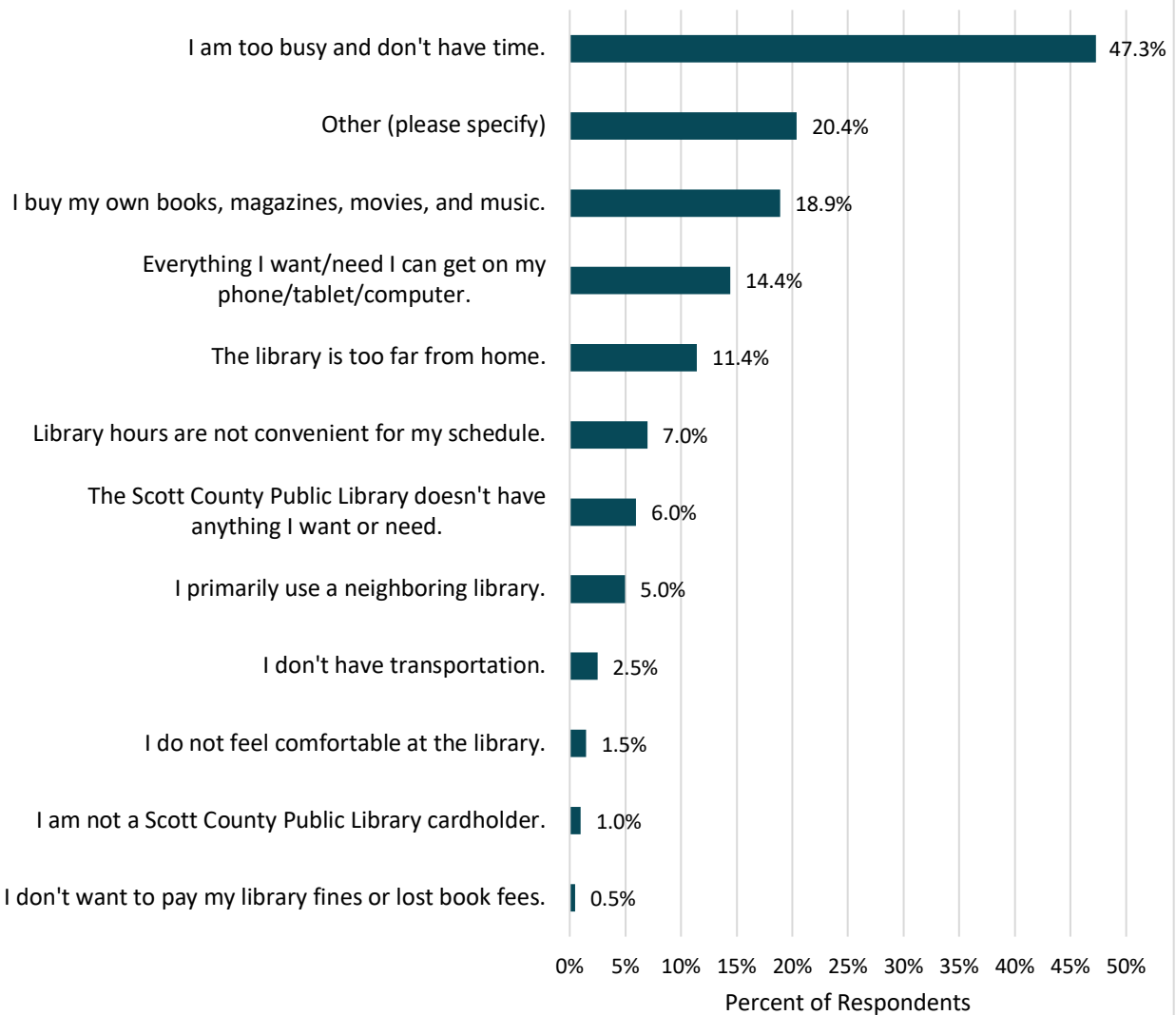
A few comments focused on **improving how library programs are run**.

Key Themes

- Better scheduling and consistency.
- Allowing late arrivals.
- Clearer expectations for events.



Question 13; What, if anything, prevents you from using the Scott County Library more often? (Select all that apply.)



FINDINGS

- **This question was answered by 201 respondents; 156 skipped the question.**
- Of those who responded, 47.3% indicated *they are too busy and don't have time* to use the library more often.
- Only 2.5% indicated they don't have transportation ($n=5$), and just 1.5% indicated they do not feel comfortable in the library ($n=3$). Just one respondent indicated they don't want to pay their fines or lost book fees.
- **One-third of respondents who live outside of Georgetown (33.3%)** indicated the library is too far from home as a reason they don't use the library more frequently.

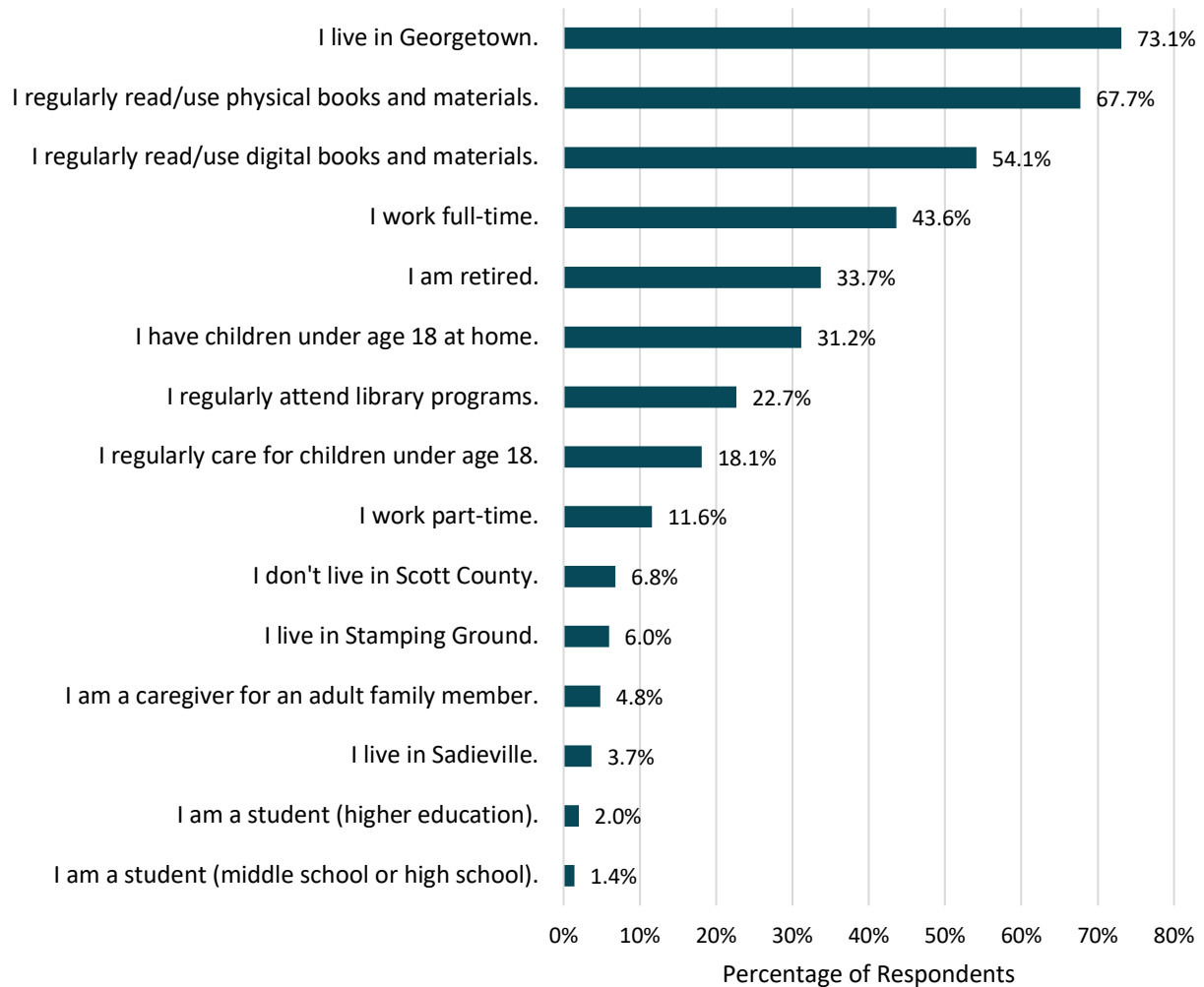


Respondents shared other things that prevent them from using the library more often, including:

- Programs of interest aren't offered after work hours.
- Hard to bring kids through the library to the children's area.
- Busy schedule.
- Some books on display don't align with our world views.
- Lack of interest in the children's area.
- Don't agree with materials in the teen area.
- Mostly use digital books and materials.
- Not interested in programs offered.
- The library location isn't convenient.
- The audiobooks I want aren't available.
- Book collection is small.
- I don't know how to access interlibrary loan.
- Long wait time on new materials.
- My own health issues.
- I'm not aware of the journals and academic articles SCPL has.
- Bad weather.
- Need a space for my autistic child.
- Would like more fun adult programming.
- Not regularly in Georgetown.



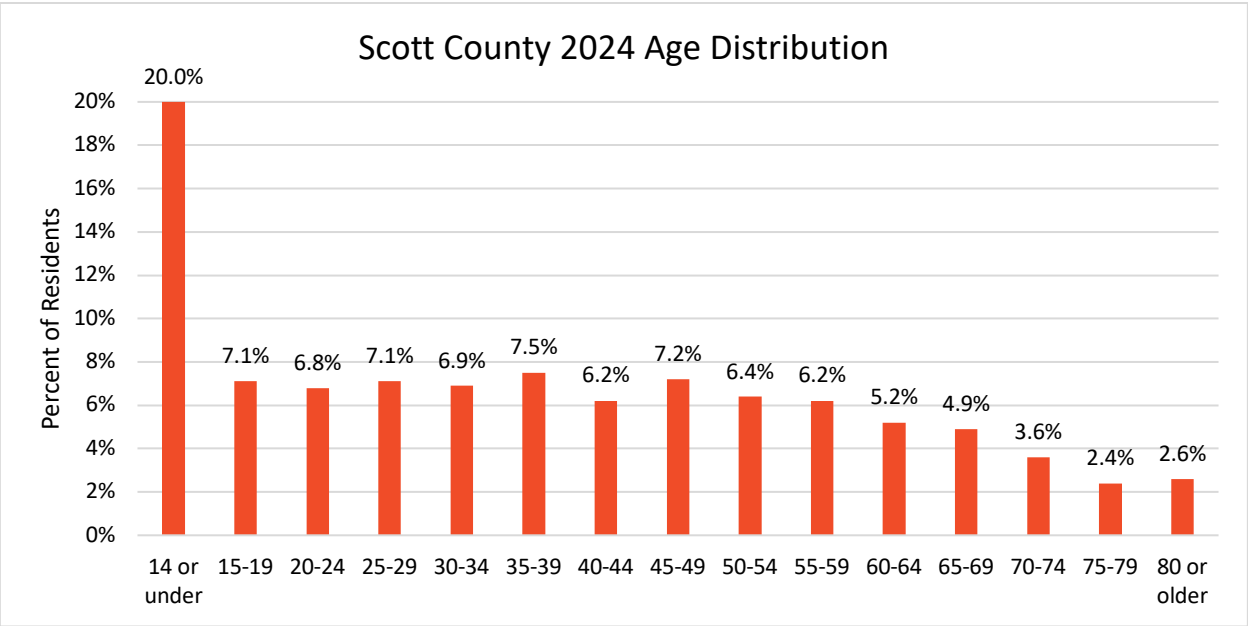
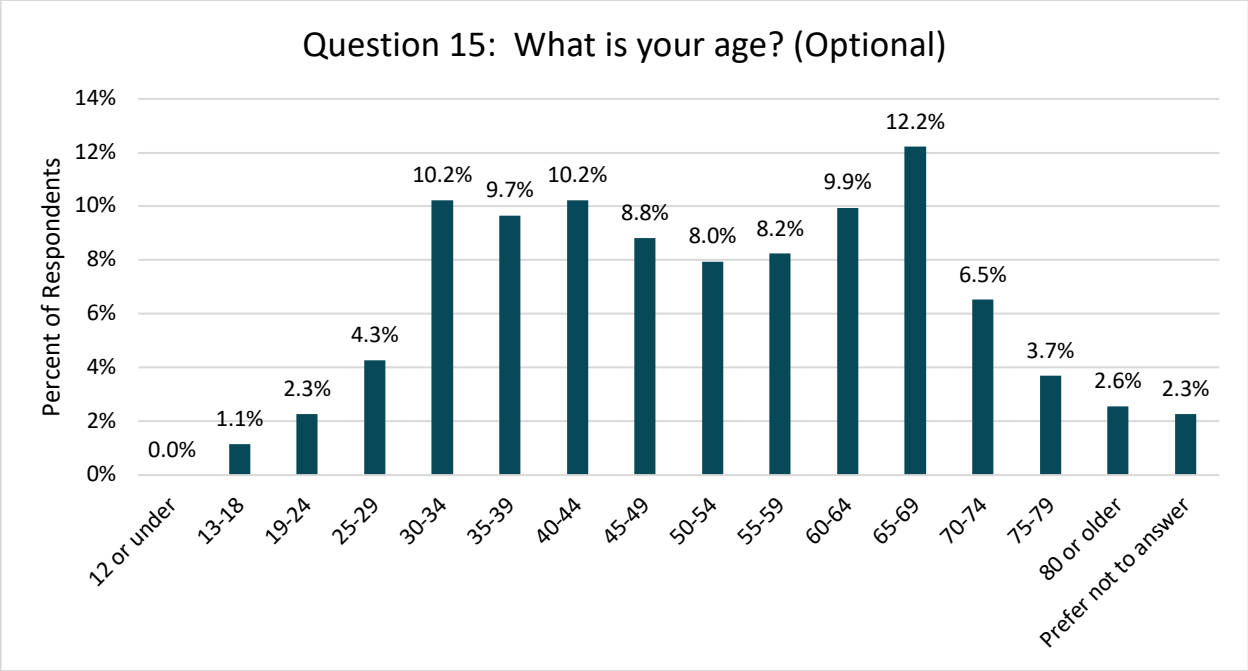
Question 14: Please choose all statements below that describe you.



FINDINGS

- **73.1% of respondents indicated they live in Georgetown.**
- Just over two-thirds of respondents (67.7%) indicated they regularly read/use physical books and materials.
- Over half of respondents (54.1%) indicated they regularly read/use digital books and materials.
- 38.1% of respondents indicated they have children or care for children under age 18 (some chose both options).
- Over half of respondents (55.2%) indicated they work full-time or part-time, and one-third of respondents indicated they are retired (33.7%).
- A combined 9.7% of respondents indicated they live in Stamping Ground or Sadieville, and 6.8% indicated they don't live in Scott County.
- Under one-quarter of respondents indicated they regularly attend library programs (22.7%).

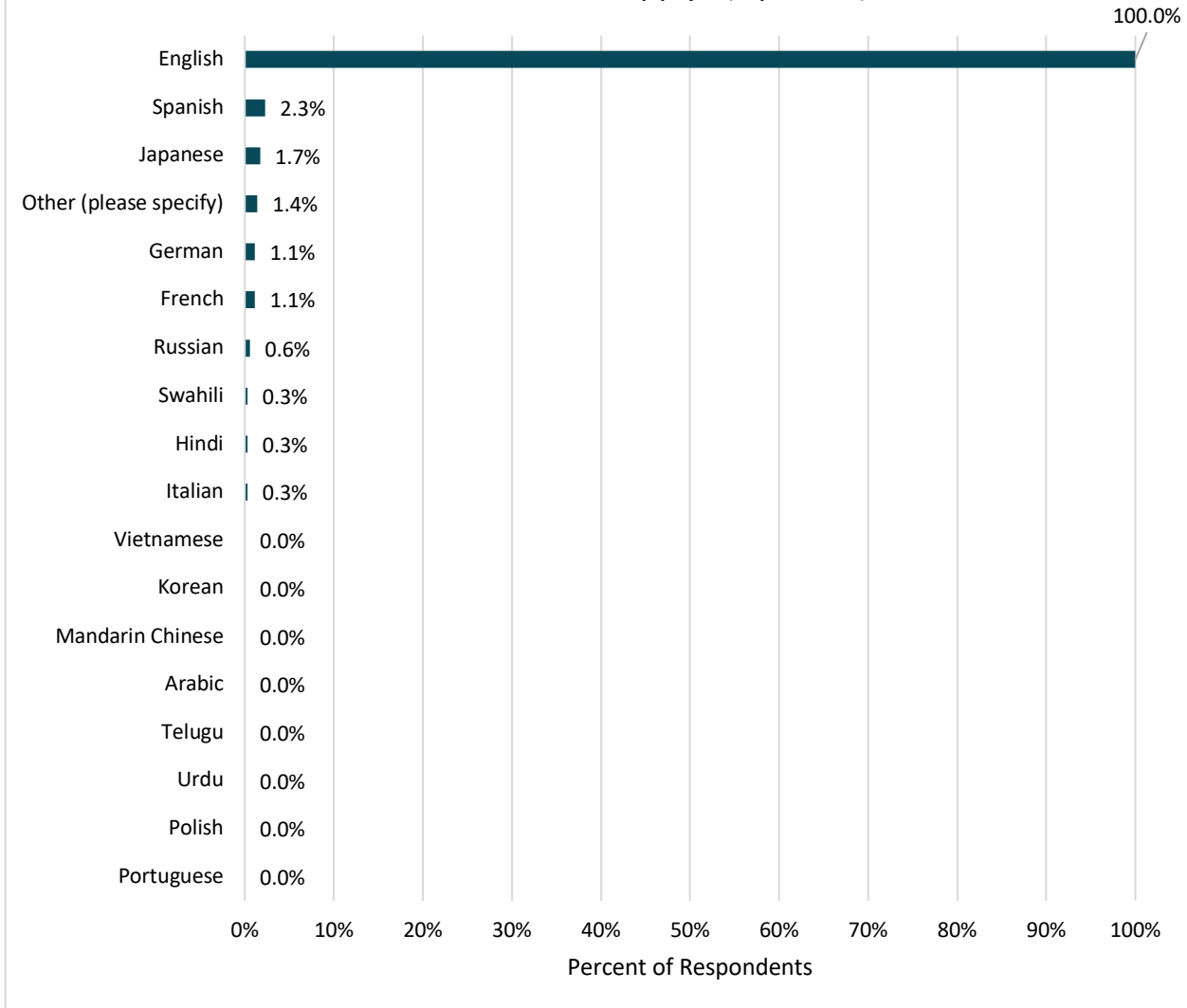




FINDINGS

- **A larger percentage of survey respondents were ages 60 or over:** 34.9% of survey respondents were ages 60 or older, and 18.7% of County residents who were ages 60 or older in 2024.
- **Over half of survey respondents were ages 30-59 (55.1%),** and 40.4% of residents were ages 30-59 in 2024.
- **Just 7.7% of survey respondents were ages 29 and under,** but 41% of residents were ages 29 and under in 2024 with the largest group of residents being children ages 14 and under (20%).

Question 16: What languages are spoken in your home?
Please check all that apply. (Optional)



FINDINGS

- All respondents indicated they speak English at home.
- Respondents also indicated speaking the following languages not included above: Hungarian, Afrikaans, Tamil, Kannada, Luxembourgish
- In total, respondents indicated speaking **13 languages** in addition to English.

Focus Groups and Interviews

In support of the Scott County Public Library's strategic planning process, **36 people took part in five focus groups, and eight people took part in one-on-one interviews.**

Advantages of Small-Group Community Feedback

Most library strategic planning efforts include community surveys to learn what is most important to area residents. While beneficial, surveys are typically completed by people who are already aware of library services. **To hear opinions from people *not* represented in that group, other methods are required. This is where focus groups and one-on-one interviews come in.** These methods ensure the library hears from diverse people who may not typically respond to a survey or be aware of the library and allows the library to hear from targeted stakeholders within the community.



Methodology and Process

Community Mapping

Participants for focus group and interviews were identified by a small team of library staff and Board members with deep and diverse connections to the community. After extensive brainstorming, this team selected potential participants to ensure a wide diversity of opinion was represented. Invitations to participate in interviews and focus groups were issued by this group.

Interviews

Eight interviews were scheduled for 30 minutes, lasted 20-35 minutes each, and were conducted by Zoom or phone. Interviewees represent a mix of individuals from government, education, youth, faith, tourism, and community organizations. Interviews were loosely structured according to the SOAR method which collects Strengths, Aspirations, Opportunities, and Results. Due to time constraints, emphasis was placed on the opportunities and aspirations portions of the method. The SOAR method comes from the Aspen Institute's *Rising to the Challenge: Re-Envisioning Public Libraries*, (2014) and resulting *Action Guide for Re-Envisioning Your Public Library* (2017).

Participants were asked about themselves, their community, and their library:

- What do you do for a living? How do you spend your days?
- Where do you live? How long have you lived there?
- What do you want for your community?
- What is an ideal future for your community 10 years down the road?
- Do you yourself utilize the library? How often, and in what ways?
- What do you want for your library?
- What is an ideal future for the library 10 years down the road?

Focus Groups

Five in-person focus groups were completed. Four in-person and one virtual focus group took place from February 26 to March 4, 2026. Focus groups lasted 55-75 minutes. Participants included educators, homeschool families, local government representatives, nonprofit staff and volunteers, and the business community.

Focus groups were roughly structured according to the Harwood Institute's Aspirations Exercise. Focus group questions center wholly on the *community* the library serves, not the library itself. By asking participants about the wider community the library gets information about community needs and wants and is more easily able to craft innovative, out-of-the-library-box goals for the coming years.

The facilitator asked people to brainstorm and discuss the following questions:

- What are your aspirations for your community?
- What challenges do you face in trying to reach those aspirations?
- What needs to change to overcome those challenges to achieve your aspirations?

Focus Group Limitations

Focus groups always have talkers and listeners. To ensure that everyone had a chance to share their thoughts, the facilitator consciously invited quieter participants to engage in the process and started with round-robin discussions.



Focus Group Strengths

Each interviewee and member of a focus group was open and honest about their opinions and ideas. Participants were respectful of others' opinions, even when those opinions varied.

Focus group participants were able to dig deep into topics as they bounced ideas off each other, expanding upon some ideas and quickly moving away from others. Even when people disagreed with each other, they were not disagreeable. Healthy conflict helped elevate resulting conversations within some of the focus groups.

People who did more listening to the discussion often encapsulated the conversation for the group when given the opportunity. The facilitator and participants alike found their summaries very useful.



Focus Group and Interview Feedback Summaries

Library Aspirations

As a community-centered institution there is a strong desire for Scott County Library to grow its facilities with expanded access through new branches and renovation of existing locations.

Residents value the library as a vital social hub and want it to deepen community partnerships that are integral in offering diverse, flexible programming for all ages. The library must balance traditional services with emerging technologies and digital resources. Improved communication and marketing are seen as essential to increasing awareness and participation.

Overall, **the community envisions a forward-thinking, inclusive library that evolves alongside local needs** while maintaining its core role in lifelong learning, community connection, and access to resources.

Top Library Aspirations
<p>1. Facilities</p> <ul style="list-style-type: none">• Strong demand for additional branches (especially in Stamping Ground, Sadieville, and northern parts of the county) to reduce long travel times.• Interest in alternative access models like bookmobiles, home delivery, and tech-enabled services.• Concerns about the current building being overcrowded, inefficient, or needing reimagining over expansion.• Requests for more study rooms, better parking, clearer layouts, and easier-to-find spaces (like meeting rooms).• Emphasis on accessibility, specifically mobility-friendly spaces, lower shelving for children, and inclusive design.• Better signage and easier navigation within the building.• Interest in making the library more welcoming, visible, and easy to use for all community members.
<p>2. Programs</p> <ul style="list-style-type: none">• Desire for a wide variety of programs for all ages, including youth, teens, adults, and seniors.• Interest in practical life skills and workforce development programs like financial literacy, “adulting 101,” and job reskilling.• Continued support for core offerings like summer reading, yoga, homeschool partnerships, and after-school programs.• Requests for more flexible program scheduling that includes evenings and weekends, to accommodate working families.• Demand for enrichment opportunities such as guest expert speakers, writing and public speaking clubs, and diverse cultural programming and celebrations.• Frustration with registration systems filling quickly and inefficiencies from no-shows.



Top Library Aspirations

-continued-

3. Community Connection

- Strong emphasis on the library as a social hub and central gathering place for the community.
- Desire to expand partnerships with schools, nonprofits, Parks & Rec, Extension, and higher education.
- Interest in outreach services, including programs in parks, schools, and senior living facilities.
- Continued importance of providing meeting space and supporting community organizations.
- Vision for the library as a center for civic engagement, cultural events, and community celebrations.

4. Core Services

- Keep up with emerging technology on topics like AI education, makerspaces, 3D printing, and recording studios.
- Expand digital offerings (eBooks, audiobooks, apps) while maintaining strong physical collections.
- More hands-on tech help and digital literacy support.
- Expand resources like the Library of Things, free printing, and accessible materials formats (braille, audio).
- Introduce new technologies and help the community learn how to use them effectively.

5. Marketing

- Need for clearer communication about program registration, availability, and policies.
- A comprehensive marketing plan to increase awareness of services, programs, and spaces.



Community Aspirations

Scott County is an area experiencing rapid growth and working to manage it thoughtfully while preserving its more rural identity.

Residents prioritize investment in infrastructure, affordable housing, and proactive planning to ensure growth improves rather than diminishes the quality of life. People want easier access to services, information, and community resources, delivered in an inclusive and stigma-free way. People want more opportunities for social interaction, recreation, and cultural engagement that bring the community together.

Overall, the vision is for a balanced, inclusive, and well-planned county that supports both economic opportunity and a strong sense of belonging.

Top Community Aspirations
<p>1. Planned Growth</p> <ul style="list-style-type: none">• Widespread concern that rapid population growth is outpacing infrastructure like roads, schools, utilities, and emergency services.• Proactive, “smart growth” planning that balances development with preserving small-town character.• Expanded housing options, including affordable homes, senior housing, and starter homes.• Better public transportation (expanded bus hours/routes) and improved walkability and cycling across the county.• Align needed growth in infrastructure, schools, and services with continued residential and economic growth.
<p>2. Human Services</p> <ul style="list-style-type: none">• Desire for easier, stigma-free access to human services.• Better communication and awareness of available human service programs, nonprofits, and assistance opportunities.• Volunteer coordination and clearer pathways to getting involved in community support efforts.• Improved access to basic needs like food, housing, clothing, and healthcare-related services.• Inclusive services for people with disabilities and more support for vulnerable populations.
<p>3. Inclusive Community Connections</p> <ul style="list-style-type: none">• Strong vision of a connected, welcoming community built on empathy, civic engagement, and social interaction.• Desire for more events, activities, and shared spaces that bring families, kids, and neighbors together.• Ensure people of all abilities, backgrounds, and income levels feel valued and integrated.• Maintain a safe, supportive environment where people feel comfortable asking for help.• Preserve small-town charm while fostering a culture of openness, tolerance, and belonging.



Top Community Aspirations

-continued-

4. Economic Development

- Attract and retain businesses, diversify industry beyond major employers, and expand job opportunities.
- Interest in supporting local businesses, filling vacant store fronts, and encouraging residents to shop locally.
- Stronger collaboration between education and industry to create career pathways for students.
- Retain young people post-graduation and attract new residents and talent to the area.
- Recognize that economic growth should improve overall quality of life and community sustainability.

5. Recreation

- High demand for more things to do locally, especially for teens, families, and young adults.
- Interest in expanded parks, green spaces, trails, and outdoor recreation opportunities.
- Desire for more arts and cultural amenities, including public art, live music, and galleries.
- More entertainment options like movie theaters, bowling alleys, community events, and family-friendly venues.
- Create spaces and activities that encourage in-person connection over screen time.



Community Challenges

The community faces significant challenges around communication, with no clear, trusted system for sharing information and connecting people to resources. Social and cultural divides, along with declining engagement and volunteerism, make it difficult to build community cohesion and collective action. Financial constraints and resistance to increased taxation limit the community's ability to expand services and plan for growth. Barriers to access and lack of inclusion prevent some groups and individuals from fully participating in community life. **Together, these challenges point to a need for stronger collaboration, more inclusive practices, and better systems for communication and engagement.**

Top Community Challenges
<p>1. Communication Gaps</p> <ul style="list-style-type: none">• No centralized hub for community information, resources, or needs.• Difficulty spreading accurate information; social media misinformation and unreliable local channels create confusion.• Challenges in reaching people effectively with targeted, timely communication about services and events.• Lack of consistent updates to resource guides and limited awareness of available programs and support.• Few structured ways (e.g., ambassadors, networking events) to share information through trusted, word-of-mouth channels.
<p>2. Community Division</p> <ul style="list-style-type: none">• Persistent divides (e.g., homeschool vs. public school communities) and “us vs. them” mindsets.• Limited willingness to engage across differences; people avoid face-to-face conversations or opposing viewpoints.• Cultural barriers like NIMBYism (Not In My Backyard), resistance to change, and prioritizing personal convenience over community good.• Declining volunteerism and low participation in community-building efforts or events.• Digital lifestyles reduce empathy, connection, and meaningful in-person interaction.
<p>3. Funding Constraints</p> <ul style="list-style-type: none">• Lack of funding for public services, nonprofits, and community initiatives.• Resistance to paying higher taxes limits the county's ability to expand infrastructure, services, and programs.• Competing priorities such as essential services (police, fire, roads) take precedence over community amenities.• Limited staffing and workforce shortages are affecting service delivery and growth.• Insufficient fundraising culture and limited financial and community support for local organizations.



Top Community Challenges

-continued-

4. Barriers to Inclusion

- Stigma around seeking help, especially for those needing social or human services.
- Limited access to resources for certain groups, including homeschool families and individuals with disabilities.
- Lack of inclusive programming, like internships and camps, for people with developmental or emotional disabilities.
- Inequities in access to extracurriculars, educational support, and community opportunities.
- Broader challenges with diversity and inclusion, making it harder to attract and support a more racially, culturally, and socio-economically diverse population.



Necessary Changes

Necessary changes identified in the focus groups and interviews reflect a need for stronger programmatic coordination, clearer access to information, and more intentional collaboration across the community.

There are calls for additional public spaces for community connection, like more dedicated community, recreation, and senior centers. There is also a strong focus on preparing for the future through workforce development, education, and business engagement. At the same time, foundational issues like transportation, housing, and childcare must be addressed to support a growing population.

Overall, the community is seeking more connected, forward-thinking systems that improve both quality of life and long-term sustainability.

Top Necessary Changes
<p>1. Easy Access to Information</p> <ul style="list-style-type: none">• Create a single “clearinghouse” for education programs, community services, and opportunities.• Establish a dedicated county homeschool or education staff position to guide families and answer questions.• Improve coordination between nonprofits through shared learning like shadowing programs and regular networking opportunities.• Increase data collection and storytelling to better communicate community needs and impact.• Ensure information shared publicly, including social media, is accurate, fact-checked, and easily accessible.
<p>2. Community Spaces and Connection</p> <ul style="list-style-type: none">• Develop a true community center to complement the library, with space for recreation, athletics, and large gatherings.• Expand opportunities for social interaction through more frequent and varied community events.• Add more public amenities like parks, natural play areas, and large event venues.• Address loneliness and social isolation by creating more inclusive, welcoming environments.• Ensure events and services are offered at varied times (day, evening, weekends) to increase participation.
<p>3. Workforce Development</p> <ul style="list-style-type: none">• Strengthen career pathways for students, especially in skilled trades and local industries.• Create or expand vocational training aligned with future workforce needs in Scott County.• Encourage stronger involvement from local businesses in training and community investment.• Provide professional development opportunities to area nonprofits and service agencies like grant writing and skill-building programs.• Improve forecasting of job trends so residents can prepare for future employment opportunities.



Top Necessary Changes

-continued-

4. Meeting Basic Needs

- Upgrade infrastructure across the county, including roads and public utility systems.
- Expand and improve public transportation with more routes, longer hours, and point-to-point shuttle service.
- Increase access to and availability of essential needs like housing and childcare, with an emphasis on affordability.
- Explore innovative housing solutions like diverse housing types and supportive intentional communities.
- Align project funding timelines with realistic implementation expectations.



Community Demographic Data (Appendix A)

This appendix shows community demographic data as well as links to data sources.



Income and Homeownership Data

US CENSUS DATA	US 2024	KY 2024	Scott County 2010	Scott County 2024
Population	334,922,499	4,534,824	44,868	59,536
Median Age	38.9	39.1	35.0	36.4
Median Household Income	80,734	63,726	58,028	85,158
Homeownership	65.2%	68.3%	68.9%	71.7%
Housing Value (Owner-occupied)	332,700	205,600	158,700	288,500
Below Poverty Level	12.5%	16.1%	13.7%*	10.6%

Sources:

ACS 2024 5-Year Estimates for US, KY, and Scott County [DP04](#), [S1901](#), [S0601](#), [S1701](#)

ACS 2010 5-Year Estimates for Scott County [DP04](#), [S1901](#), [S0601](#)

*ACS 2012 5-Year Estimates for Scott County [S1701](#)



Racial and Ethnic Data

US CENSUS DATA	US 2024	KY 2024	Scott County 2010	Scott County 2024
Total population	334,922,499	4,534,824	44,868	59,536
White alone	57.4%	81.5%	88.6%	85.7%
Black or African American alone	12.2%	7.6%	5.8%	4.8%
American Indian and Alaska Native alone	0.9%	0.2%	0.3%	0.3%
Asian	6.0%	1.6%	0.8%	1.0%
Native Hawaiian and Other Pacific Islander alone	0.2%	0.1%	0.0%	0.0%
Some other race alone	7.1%	1.7%	0.9%	1.6%
Two or more races	12.6%	6.2%	1.4%	6.6%
Hispanic population	19.3%	5.0%	3.6%	5.8%

Sources:

ACS 2024 5-Year Estimates for US, KY, and Scott County [S0601](#)

ACS 2010 5-Year Estimates for Scott County [S0601](#)



Employment & Poverty

US CENSUS DATA	US 2024	KY 2024	Scott County 2010	Scott County 2024
Civilian Labor Force (16+)	170,199,520	2,152,038	23,769	31,495
Employed	161,297,155	2,047,296	22,023	30,140
Unemployed	8,902,365	104,742	1,746	1,355
Armed Forces	1,293,765	14,127	41	67
Not in Labor Force	98,688,351	1,462,491	10,298	14,945
BELOW POVERTY LEVEL	US 2024	KY 2024	Scott County 2012	Scott County 2024
All People	12.5%	16.1%	13.7%	10.6%
Under 18 years	16.1%	20.3%	20.8%	13.7%
18 to 64 years	11.6%	15.4%	11.8%	9.3%
65+ Years	10.8%	12.8%	7.1%	10.6%

Sources:

ACS 2024 5-Year Estimates for US, KY, and Scott County [DP03](#), [S1701](#)

ACS 2010 5-Year Estimates for Scott County [DP03](#)

ACS 2012 5-Year Estimates for Scott County [S1701](#)



Education

US CENSUS DATA	US 2024	KY 2024	Scott County 2010	Scott County 2024
Population 25 years and older	230,807,303	3,098,758	28,688	39,383
Less than high school graduate	10.4%	11.1%	13.5%	5.8%
High school or equivalent	26.0%	32.6%	31.4%	29.1%
Some college or associate degree	27.9%	28.7%	28.8%	30.4%
Bachelor’s degree	21.6%	16.2%	15.6%	22.0%
Graduate or professional degree	14.1%	11.3%	10.7%	12.7%

Sources:
 ACS 2024 5-Year Estimates for US, KY, and Scott County [S0601](#)
 ACS 2010 5-Year Estimates for Scott County [S0601](#)

Language

US CENSUS DATA	US 2024	KY 2024	Scott County 2010	Scott County 2024
Population 5 years and over	316,142,548	4,268,599	41,431	55,853
English only	77.7%	93.2%	96.1%	95.2%
Spanish	13.6%	3.4%	2.3%	3.1%
Other Indo-European languages	3.9%	1.7%	1.1%	1.1%
Asian/Pacific Islander languages	3.6%	1.0%	0.5%	0.4%
Other languages	1.2%	0.7%	0.0%	0.1%
Speaks English less than "very well"	8.6%	3.0%	1.2%	1.6%

Sources:
 ACS 2024 5-Year Estimates for US, KY, and Scott County [S0601](#), [S1601](#)
 ACS 2010 5-Year Estimates for Scott County [S0601](#), [S1601](#)

School-Age Demographics

Scott County Schools 2024-2025	
Total Students	9,632
Asian	90 (0.9%)
Black	665 (6.9%)
Hispanic	1,184 (12.3%)
Two or More Races	613 (6.4%)
White	7,059 (73.3%)
Economically Disadvantaged	46.9%
English Learners	6.4%

Source: [Kentucky Dept. of Education School Report Cards](#)

Disabilities

US CENSUS DATA	US 2024	KY 2024	Scott County 2015	Scott County 2024
Total Civilian Noninstitutionalized Population	329,980,753	4,454,667	49,941	59,221
Hearing Difficulty	3.6%	5.0%	3.4%	4.1%
Vision Difficulty	2.5%	3.6%	2.4%	3.0%
Cognitive Difficulty	5.6%	7.7%	4.7%	6.7%
Ambulatory Difficulty	6.7%	9.4%	6.9%	7.3%
Self-Care Difficulty	2.6%	3.3%	2.2%	2.7%
Independent Living Difficulty	5.9%	7.9%	5.2%	6.8%

Sources:

ACS 2024 5-Year Estimates for US, KY, and Scott County [S1810](#)

ACS 2015 5-Year Estimates for Scott County [S1810](#)



Strategic Capacity Assessment Report (Appendix B)

This appendix is Scott County Public Library's Strategic Capacity Assessment Report which provides summaries and findings from a Strategic Capacity Assessment completed by Board and staff members.



Table of Contents

Introduction	2
Key Takeaways	3
Environmental Scan	6
Core Operations Assessment	9
Strategic Priorities	21
Working Culture	23



Introduction

Scott County Public Library is engaging in a strategic planning process and asked for staff and Board input through Fast Forward Libraries' proprietary Library Strategic Capacity Assessment.

During February and March 2026, Fast Forward Libraries conducted the Assessment to consider various elements of staff and Board capacity to carry out their roles at the library. **Four Board members and 33 staff completed the Assessment for a total of 37 participants.**

The Assessment consisted of four parts:

- **Environmental Scan:** Identifies various factors at play around the globe, nationally, and locally that may impact how the library serves the community.
- **Core Operations Assessment:** Evaluates how well the library is performing in key areas and provides an opportunity for feedback on how these operations can be improved.
- **Strategic Priorities:** Ascertains current library strengths and identifies potential opportunities for future impact in the community.
- **Working Culture:** Helps to understand about how staff members work together and touches on potential areas for organizational development.

Report Use

The Assessment report is designed to provide the strategic planning process with a summary of the feedback garnered from library staff and Board members specifically on the areas noted above. The report summarizes all responses but purposefully does not provide any recommendations or editorialization — the purpose of the report is to provide data for robust discussions during forthcoming Strategic Planning Workshops and future meetings.

Note About Survey Responses

- Respondents sometimes supply feedback that is contradictory or may be technically incorrect. These comments are still included in the report. These responses may indicate an opportunity to better communicate with staff and the Board.
- Respondents sometimes offer suggestions about library operations that may not be feasible due to cost or legal restrictions.
- For open-ended questions, responses are summarized and not in any particular order or with any particular weight except where explicitly noted. In an analysis of qualitative data, we hoped to show the breadth of responses shared and provide representative summaries.



Key Takeaways

Participation

In February and March 2026, four Board members and 33 staff members completed the Library Strategic Capacity Assessment for the Scott County Public Library — **a total of 37 participants**.

Environmental Scan

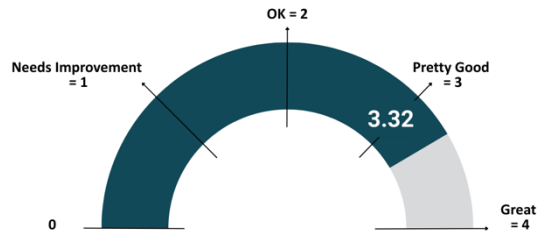
Respondents identified several global, national, and local factors that may impact library services now or in the future, in tangible and intangible ways.

Environmental Factors	
Globally	Respondents most frequently mentioned economic conditions and technological change (particularly artificial intelligence) as global factors that may influence the library. Respondents also identified global conflicts, pandemics, climate change, and shifting demographics as global factors that could affect library funding, the cost and availability of materials and technology, and the services needed by the community.
Nationally	National political issues — particularly book bans, censorship, and legislation affecting libraries — and funding for libraries and education were identified as national factors that may influence the library. Respondents also identified economic pressures, misinformation and declining trust in institutions, and increasing reliance on digital resources as issues that may affect the library.
Locally	Most-mentioned local factors were population growth and demographic change and local government decisions about funding, taxes, and policies . Respondents also identified local economic pressures, infrastructure and transportation challenges, housing affordability, and changing community needs.

Core Operations Assessment

Respondents ranked a variety of library elements within the areas of services and programming by age-group, patron-facing areas, and internal processes, based on the library's perceived performance.

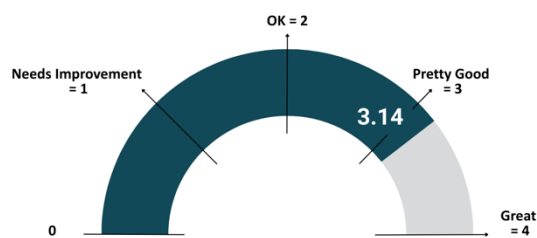
Services and Programming



Overall Themes

- On average, children's programming rated highest, while senior services and resources rated lowest.
- Respondents most frequently suggested expanding and better targeting programs for young adults, teens, and seniors and offering a wider variety of programs.
- Respondents identified space limitations, accessibility needs, staffing levels, and community partnerships as factors that may affect the library's ability to expand programs and services.

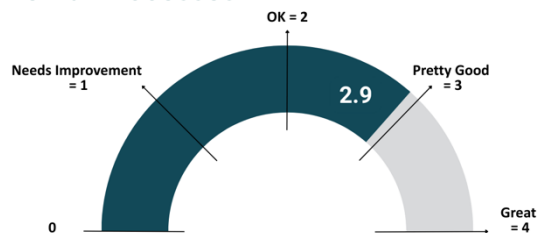
Patron-Facing Areas



Overall Themes

- On average, customer service rated highest, while program evaluation rated lowest.
- Respondents most frequently suggested improving collections — especially new releases, large print materials, and accessible formats — and strengthening marketing and communication about library services to improve the patron experience.
- Respondents also identified better program evaluation, increased accessibility, stronger safety procedures, and expanded technology and service offerings as areas for improvement.

Internal Processes



Overall Themes

- On average, financial health rated highest, while staff compensation packages rated lowest.
- Respondents most frequently suggested improving staff compensation, PTO, and benefits as well as strengthening communication and alignment between leadership and the Board.
- Respondents also identified clearer policies and procedures, stronger data-informed decision-making, improved facilities and maintenance, and expanded staff training and collaboration as areas to improve.



Strategic Priorities

Respondents identified the library’s strengths and areas where there are opportunities to have increased impact in the community.

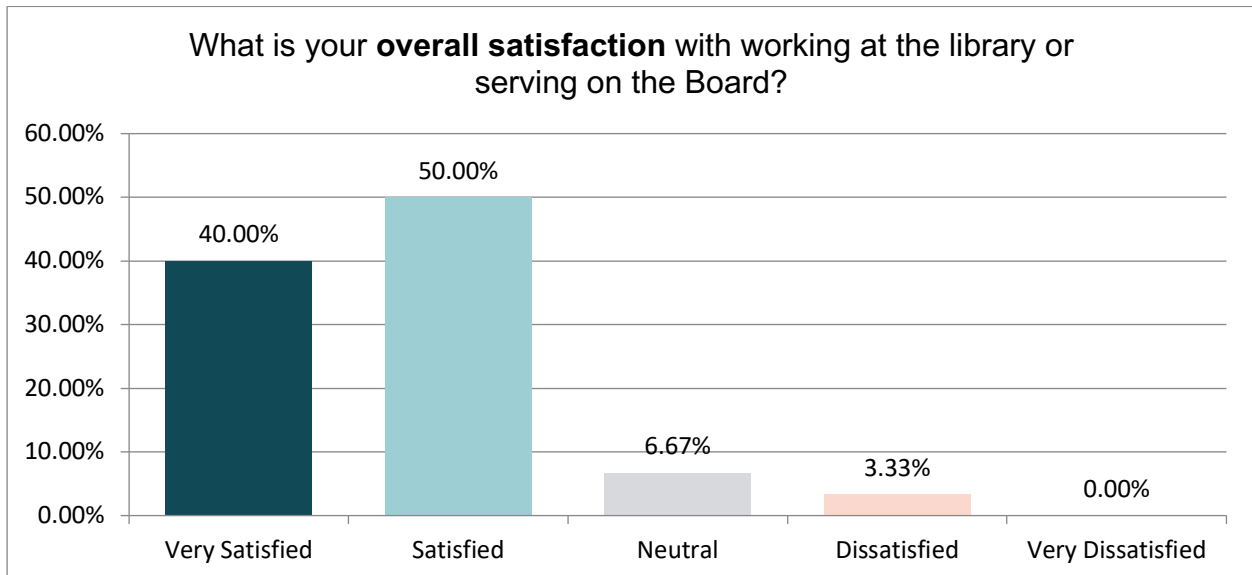
Strengths

- Staff and customer service.
- Programs and community engagement.
- Welcoming community space.
- Collections, technology, and resources.

Opportunities

- Community partnerships and outreach.
- Facilities, space, and building improvements.
- Programs and learning opportunities that are responsive to community needs.
- Expanding services, resources, and collections.
- Better planning, added staffing, and expanded organizational capacity.
- Emergency preparedness.

Working Culture



Of respondents, 90% (n=27) reported they were either “Very Satisfied” or “Satisfied” with working at the library or serving on the Board.

In addition to reporting on their overall satisfaction, respondents were asked to report on a variety of elements of the working culture at the library and on the library Board. Suggestions for improvement included improving internal communication and collaboration across departments and increasing staff inclusion in decision-making processes to strengthen workplace culture. Respondents also identified workload balance, staffing levels, competitive compensation, and clearer opportunities for advancement as factors that may improve morale, retention, and overall organizational effectiveness.



Environmental Scan

Staff and Board respondents were asked to consider the environment in which the library operates — the world, country, and local community — and identify outside factors that may influence how the library operates in the future. Responses are summarized below.

When you consider the global environment in which the library operates — what are some outside factors that may influence the library?

Economic Conditions and Global Events

- Many respondents mentioned inflation, cost of living, and overall economic conditions as global factors that may affect the library and its community.
- Respondents noted that tariffs, wars, geopolitical tensions, and supply chain disruptions could increase the cost of library materials, printing, shipping, and technology.
- Some respondents also pointed out that changes in the local economy, including shifts involving major employers or housing markets, may affect the tax base and demand for library services.

Technology, Artificial Intelligence, and Information Access

- Many respondents identified artificial intelligence (AI) and rapid technological change as significant global influences.
- Respondents noted concerns about AI-generated content, inaccurate or incomplete information, data privacy, and policies governing AI tools.
- Some respondents also mentioned technology supply issues and the growing reliance on digital and video formats for information.

Global Health, Climate, and Environmental Factors

- Several respondents mentioned global pandemics, such as COVID-19, as events that can disrupt library services and community access.
- Respondents also identified climate change, extreme weather, and environmental sustainability as global issues that may affect community needs and library infrastructure, including potential demand for warming or cooling shelters.

Community Demographics and Social Trends

- Respondents noted that the community is becoming more globally connected and culturally diverse, increasing the need for multilingual resources or bilingual staff.
- Respondents also mentioned poverty, accessibility of resources, and broader political or cultural trends as factors that may influence how community members use the library and the types of information they seek.



When you consider the national environment in which the library operates — what are some outside factors that may influence the library?

National Politics, Legislation, and Book Challenges

- Many respondents mentioned national political issues, legislation, and political polarization as factors that may influence libraries.
- Respondents frequently referenced book bans, censorship, and challenges to library materials, particularly around materials related to diversity or differing viewpoints.
- Several respondents noted that national political trends or policies could influence state or local legislation, which may affect library operations, collections, or programming.
- Some respondents also mentioned immigration policies, enforcement actions, and broader political climate issues as factors that may affect whether some community members feel comfortable using public spaces like the library.

Funding, Economic Pressures, and Government Support

- Many respondents mentioned funding levels for libraries, education, and arts programs as an important national factor.
- Respondents noted that federal or national funding cuts, changes to grants, or shifting government priorities could affect staffing, programs, and available resources.
- Several respondents also referenced inflation, cost of living, tariffs, and broader economic conditions as factors that may increase costs for materials or create additional needs in the community.
- Some respondents suggested that economic downturns or housing and income pressures could increase demand for library services and assistance.

Trust in Information, Media, and Misinformation

- Some respondents identified misinformation, fake news, and declining trust in institutions as national trends that may affect libraries.
- Respondents noted that these trends may increase the need for reliable information and trusted resources, while also contributing to challenges around contested information and public debate.
- Several respondents also mentioned the influence of AI and social media on how information is created, shared, and interpreted.

Changing Access to Services and Community Needs

- Respondents noted that changes in how services are delivered nationally, such as government services moving online, may increase demand for library technology and assistance.
- Several respondents mentioned increasing demand for digital or online resources, including e-resources and support for completing online forms or applications.
- Respondents also suggested that changes in education priorities and national discussions about information access may shape expectations for library collections, services, and programs.



When you consider the local environment in which the library operates — what are some outside factors that may influence the library?

Local Government, Politics, and Funding

- Many respondents mentioned local government decisions, taxes, and funding policies as factors that may influence the library.
- Several respondents also referenced local political dynamics, book challenges, and community debates about public funding as issues that may affect the library.
- Some respondents expressed concern that budget pressures in other areas (such as schools or local government) could lead to attempts to redirect library funding.

Population Growth, Demographic Change, and Community Needs

- Many noted rapid population growth in Georgetown and Scott County as a major local factor.
- Respondents said growth may bring greater diversity, more bilingual or ESL patrons, and a wider range of age groups, which may change service needs.
- Respondents also noted increasing demand related to homeschooling resources, community gathering space, and services for unhoused residents.

Local Economy and Cost of Living

- Many respondents identified local economic conditions, inflation, and cost of living as factors that may affect both library funding and community needs.
- Respondents noted that changes in employment or major employers, such as Toyota, could influence the local tax base and the demand for services.
- Several respondents mentioned that housing affordability and economic pressures may increase reliance on library services, technology, and assistance.

Infrastructure, Access, and Community Partnerships

- Respondents mentioned local infrastructure challenges, including transportation, sidewalks, parking, roads, and utilities, as factors that may affect access to the library.
- Several respondents noted limited physical space at the current library location, including parking and expansion constraints.
- Some respondents also pointed to the need for stronger community partnerships and greater awareness of library services and programs.
- Respondents noted that serving rural areas of the county and communities farther from Georgetown may require additional outreach to ensure equitable access.

Community Environment and Local Conditions

- Respondents mentioned weather and harsh weather events as factors that may affect operations and access.
- Some respondents also described community divisions, differing values, and changing social dynamics as local issues that may influence how the library serves the community.
- Several respondents noted that the library serves as one of the few central public gathering spaces in the community.



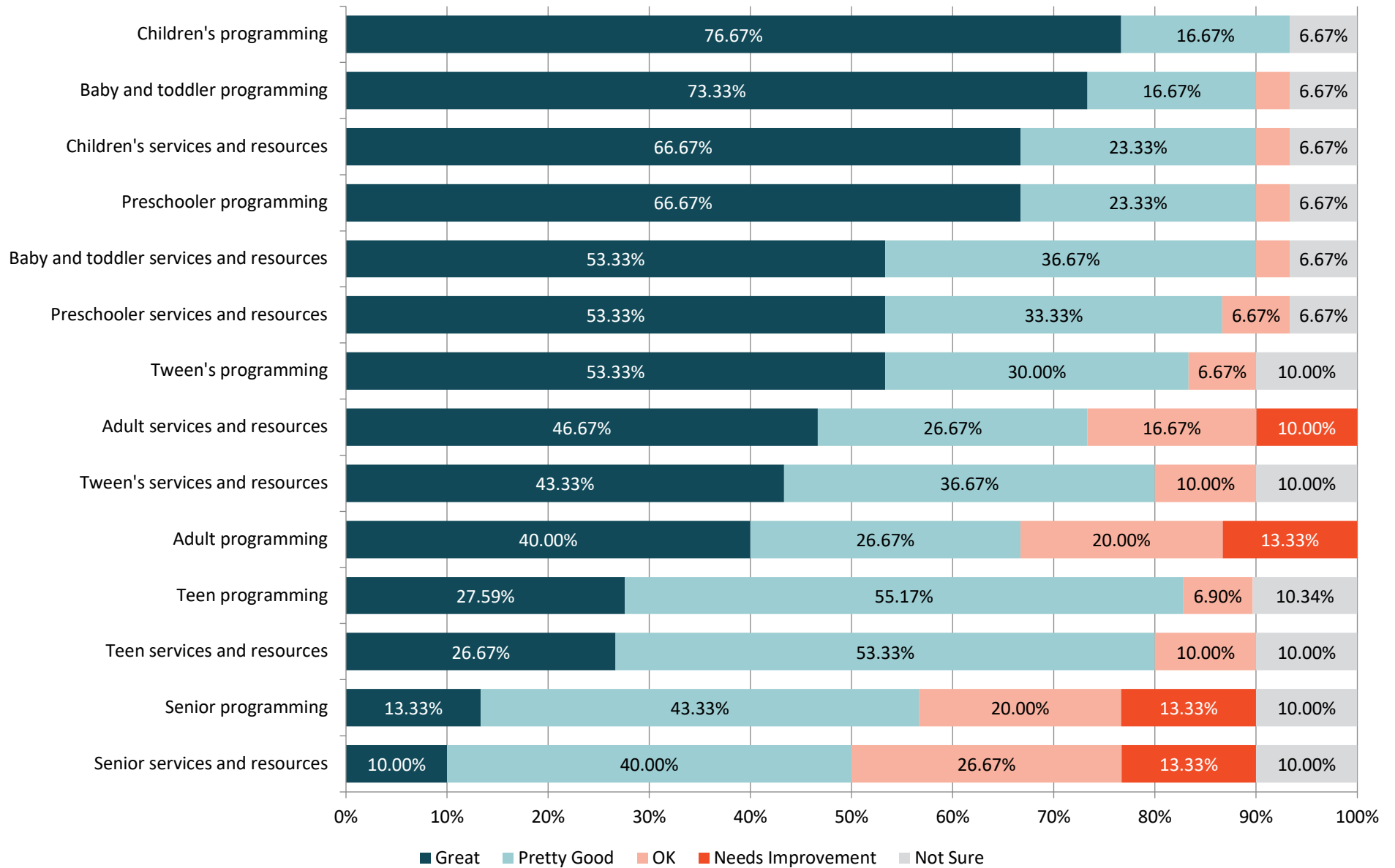
Core Operations Assessment

Assessment participants were asked to rate how well the library is doing with various core operations — specifically services and programming by age group, patron-facing areas, and internal processes.

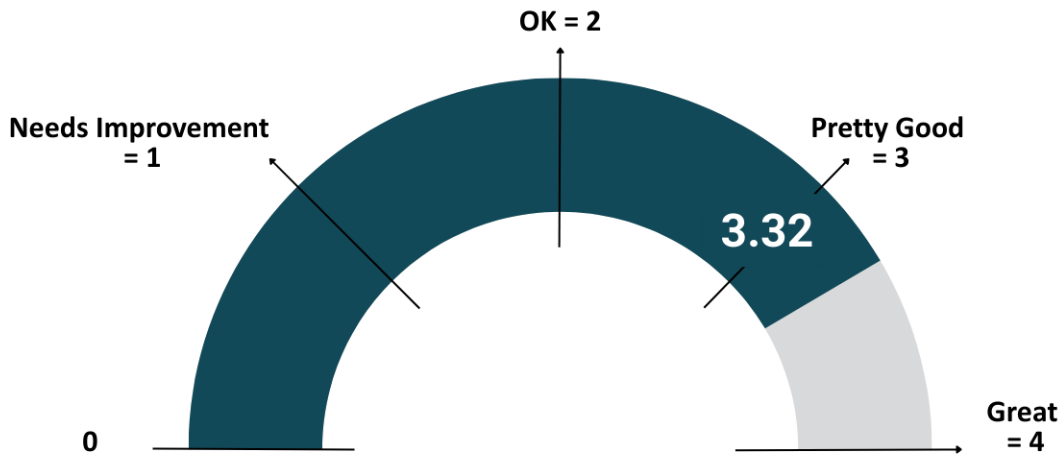
Respondents were also asked to provide feedback about how the library can evolve these aspects to be more robust.



Rate how well you feel the library is doing in providing **services and programming to each age group.**



Services and Programming: Weighted Average



FINDINGS

- Participants responded most positively to **children’s programming**, with 93.34% reporting that the library was doing “Great” or “Pretty Good” in this area. This area also received the most “Great” rankings (76.67%).
- **Four areas were tied for the** second highest level of positive ratings with 90% of respondents selecting “Great” or “Pretty Good” in baby and toddler programming, children’s services and resources, preschooler programming, and baby and toddler services and resources.
- **All but three areas** (senior services and resources, senior programming, and adult programming) received more than 70% positive ratings (either “Great” or “Pretty Good”).
- Respondents responded least favorably to **senior services and resources** with 40% reporting that the library was doing “OK” or “Needs Improvement” in this area.
- **Senior programming** and **adult programming** were tied for the second-most least favorable ranking with 33.33% of respondents selecting “OK” or “Needs Improvement” in these areas.
- **Three areas were tied for** the most “Needs Improvement” rankings with 13.33% of respondents ($n=4$) selecting this option for senior programming, senior services and resources, and adult programming.
- **Teen programming** received the most “Not Sure” ratings with 10.34% ($n=3$) — this unfamiliarity indicates an opportunity for increased communication or reevaluation of this area.
- On average, all programs and services combined were ranked 3.32/4 by respondents.



For anything that you rated "OK" or "Needs Improvement" in the above section about age-specific services and programming, what can the library do to improve?

More Targeted Programming for Different Age Groups

- Many respondents suggested creating more programming targeted to specific age groups, particularly young adults (19–25), Gen X, Millennials, teens, and seniors.
- Respondents noted that adult programming often appeals primarily to retirees, leaving fewer offerings for younger adults or working-age patrons.
- Several respondents recommended more clearly defined senior services and programming, rather than grouping seniors with general adult programs.
- Respondents also suggested developing more appealing spaces and programs for tweens and teens to help bring them into the library and build community.

Greater Variety and Innovation in Programs

- Many respondents called for greater variety in programming, including more hands-on, skill-based, and interactive activities.
- Suggested ideas included career and life skills workshops, financial literacy, public speaking, interview preparation, small business support, and new types of book clubs or interest groups.
- Respondents encouraged the library to try new ideas, experiment with different types of programs, and move beyond traditional discussion or craft programs.
- Some respondents also suggested more multigenerational programming that encourages mentorship, life skills, and interaction across age groups.

Expanded Partnerships and Community Collaboration

- Several respondents recommended building stronger partnerships with local organizations, professionals, and educational institutions to expand programming.
- Respondents suggested working with local experts, Georgetown College, the Carnegie Center, and other community partners to offer classes, speakers, and specialized programming.
- Some respondents also recommended working with local senior service providers to improve access and outreach for older adults.

Facilities, Accessibility, and Space Limitations

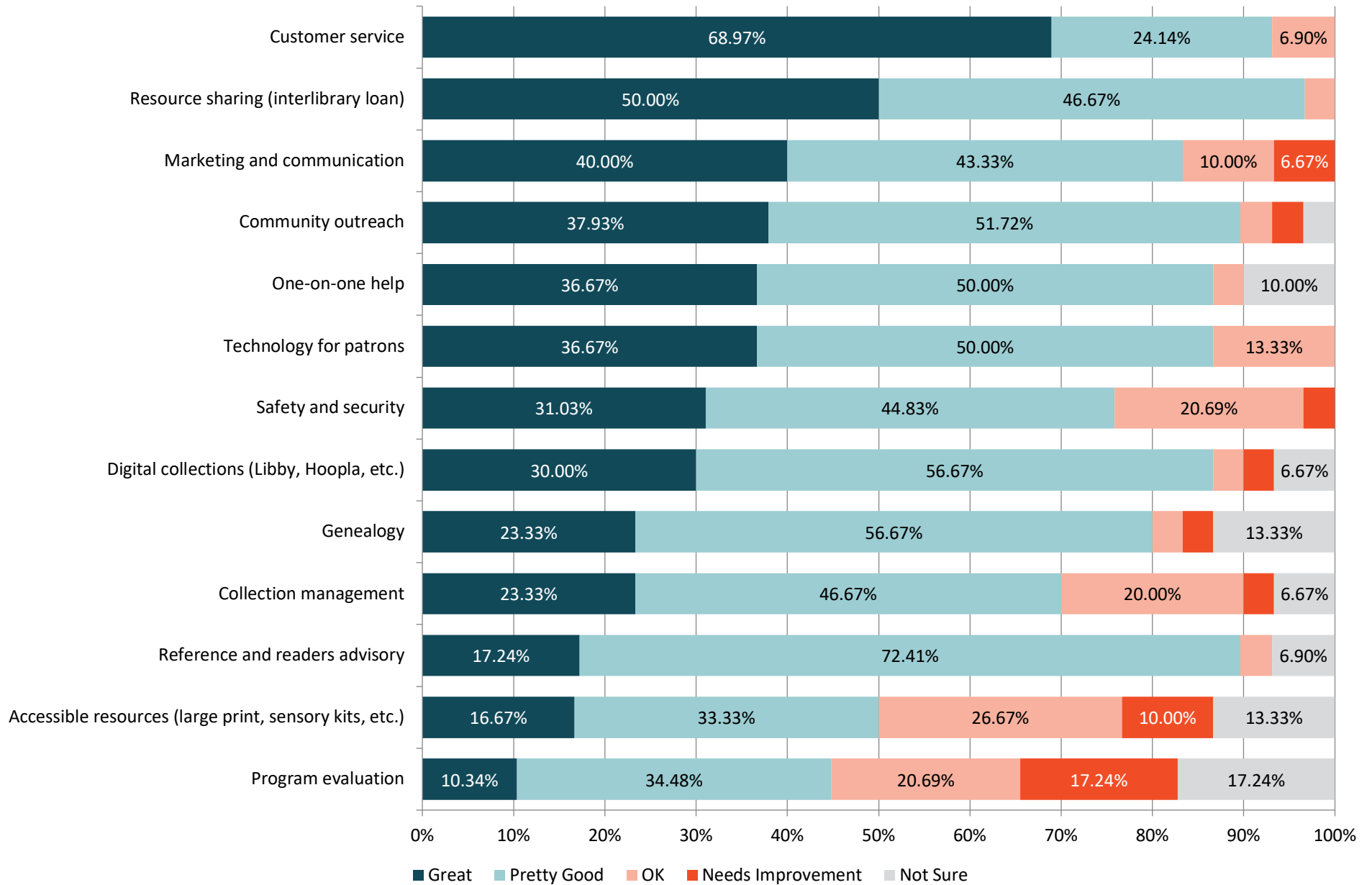
- Many respondents noted that limited space in the current building restricts programming, particularly for children, teens, and large group activities.
- Respondents also mentioned the need for more accessible spaces and resources for seniors, including improved building navigation, accessible technology, and large-print materials.
- Some respondents suggested additional rooms or flexible spaces, including areas for nursing mothers, STEM activities, and larger programs.

Scheduling, Staffing, and Resources

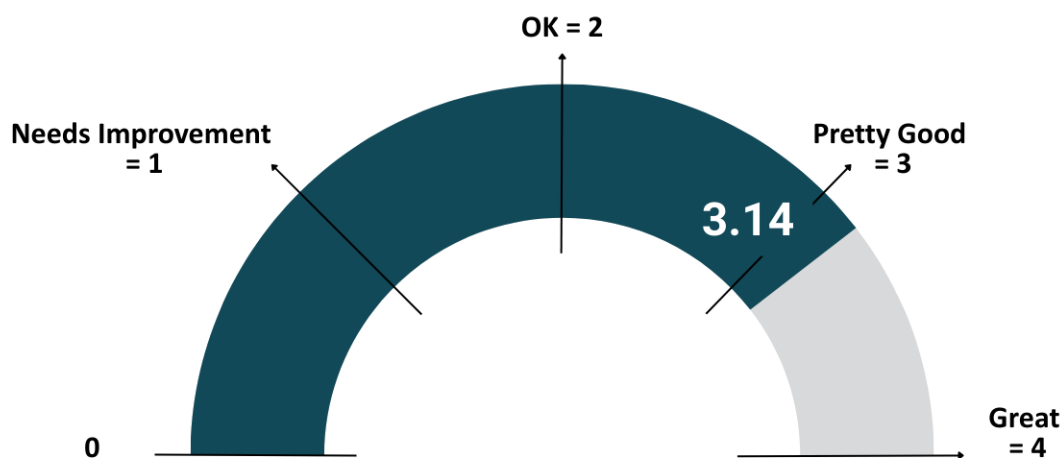
- Respondents noted that limited staffing and funding may restrict programs offered.
- Several respondents suggested more weekend and evening programs to better serve people who work during the day.
- Some respondents also mentioned the need for updated nonfiction materials and additional resources to support programming and services.



Rate how well you feel the library is doing in each patron-facing area.



Patron-Facing Areas: Weighted Average



FINDINGS

- **Resource sharing (interlibrary loan)** was rated most positively by respondents with 96.67% reporting that the library was performing “Great” or “Pretty Good” in this area. It also received the second-highest number of “Great” ratings (50%). This area received no “Needs Improvement” ratings.
- **Customer service** was also rated highly with 93.11% of respondents ranking this area as “Great” or “Pretty Good.” This area had the highest number of “Great” ratings with 68.97%.
- **Program evaluation** received low marks with 37.93% of respondents selecting either “OK” or Needs Improvement.” This area had the most “Needs Improvement” rankings with 17.24%. It also had the most “Not Sure” rankings with 17.24%.
- **Accessible resources** (large print, sensory kits, etc.) also garnered low marks with 36.67% of respondents reporting that this area is “OK” or “Needs Improvement.”
- **Five areas received zero “Needs Improvement” rankings:** customer service, resource sharing (interlibrary loan), one-on-one help, technology for patrons, and reference and readers advisory.
- Only three areas rated less than “Pretty Good” (3/4) on average: **program evaluation** (2.46/4), **accessible resources** (large print, sensory kits, etc.) (2.65/4), and **collection management** (2.96/4).
- On average, all patron-facing areas combined were ranked 3.14/4 by respondents.



For anything that you rated "OK" or "Needs Improvement" in the above section about patron-facing services, what can the library do to improve?

Collections and Materials

- Many respondents suggested expanding and updating library collections, particularly new releases, large print books, and print materials that patrons continue to request.
- Respondents noted that wait times for popular titles and limited print purchases can affect patron satisfaction.
- Several respondents recommended reviewing collection decisions more carefully, including considering how specific groups use certain materials before removing them.
- Respondents noted a need for more materials in foreign languages, accessible formats, and sensory kits, also suggesting that the Bookmobile have adequate large-print selections.

Marketing, Communication, and Awareness

- Many respondents suggested improving marketing and communication about library programs, services, and resources.
- Respondents noted that some patrons are unaware of services the library already offers, suggesting the need for clearer promotion.
- Several respondents recommended more direct engagement with patrons, including gathering feedback at programs, taking photos, sharing patron stories, and highlighting staff services.
- Respondents also suggested improving in-building communication and outreach beyond social media, since some audiences may not use those platforms.

Program Evaluation and Patron Feedback

- Many respondents noted that the library lacks a system for evaluating programs.
- Respondents suggested developing better ways to gather patron feedback, since traditional surveys often receive low response rates.
- Several respondents recommended collecting feedback directly from patrons during or after programs and using that information to guide improvements.

Accessibility and Facility Improvements

- Respondents shared ideas to improve building accessibility and navigation, including clearer signage, wider aisles, accessible seating, ramps, and improved counter heights.
- Several respondents noted the need for more accessible resources and technology, particularly for seniors and patrons with disabilities.
- Respondents also mentioned sight lines that may affect both accessibility and safety.

Safety, Security, and Staff Support

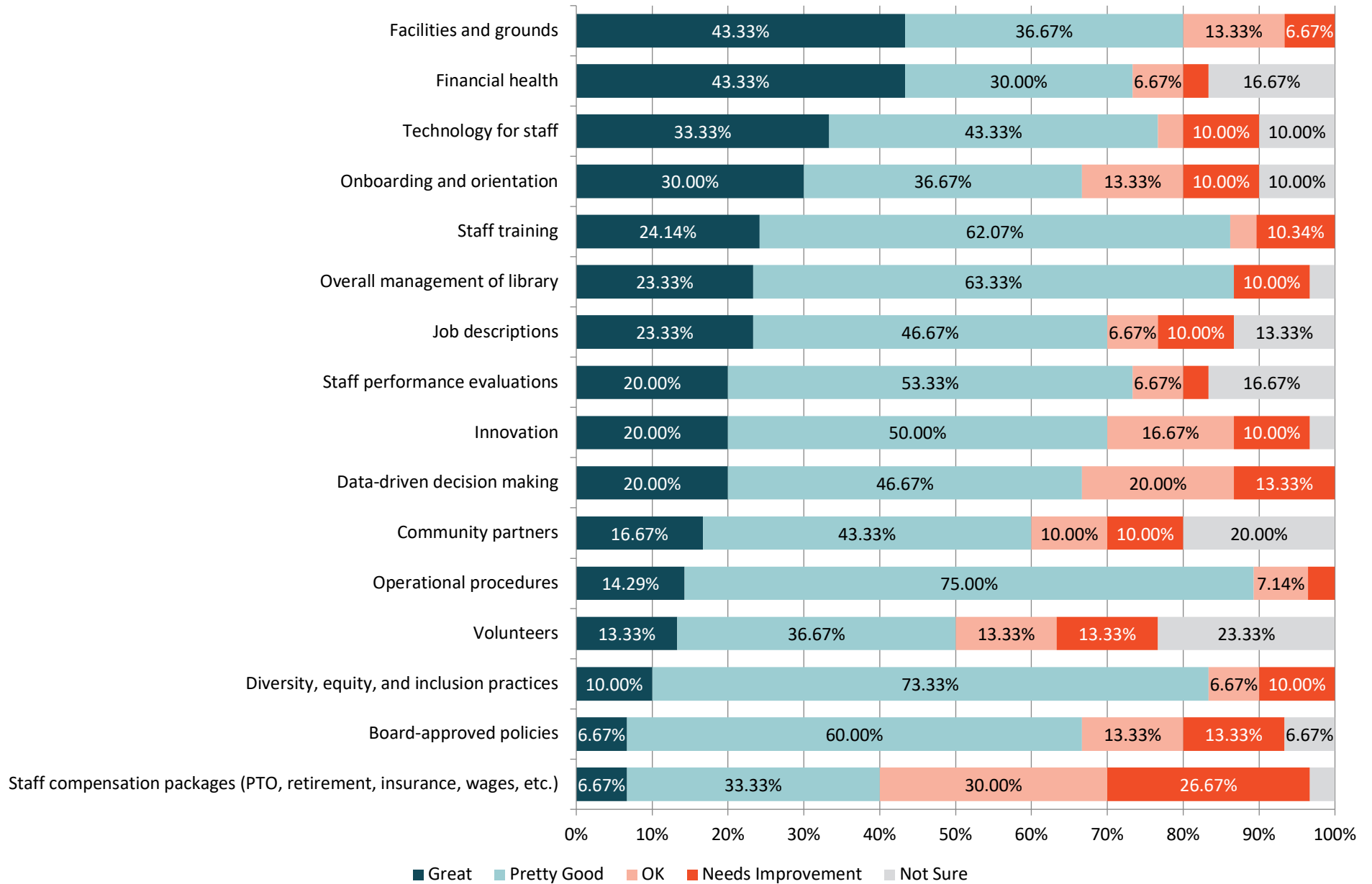
- Some respondents suggested strengthening safety procedures, patron conduct policies, and staff training related to security.
- Respondents mentioned the need for clear safety protocols and better incident-response tools.
- A few respondents also suggested clarifying what assistance staff are authorized to provide, which may increase confidence in patron interactions.

Technology and Service Development

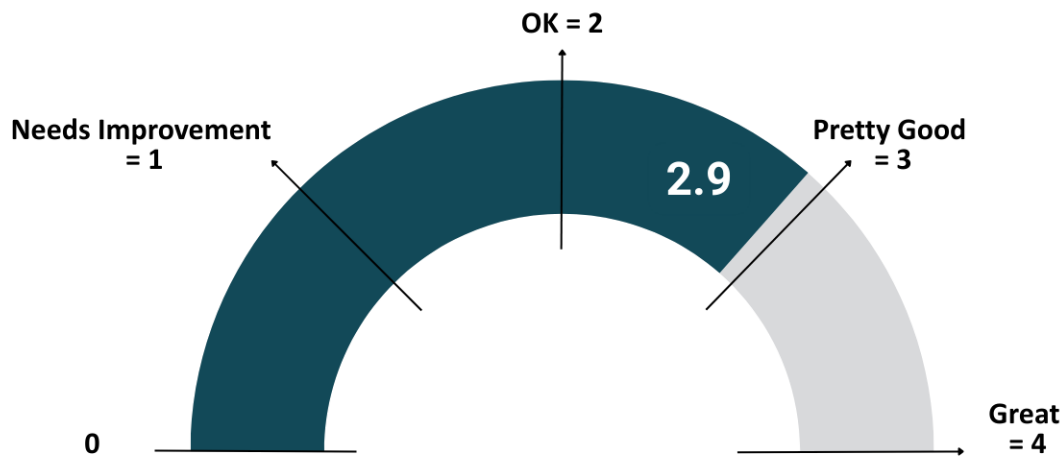
- Respondents suggested expanding technology-related services and resources, including increased promotion of digital resources.
- Some respondents also recommended exploring new services such as a makerspace to broaden offerings and attract more patrons.



Rate how well you feel the library is doing in each area related to **internal processes**.



Internal Processes: Weighted Average



FINDINGS

- Of respondents, 89.29% gave the library a “Great” or “Pretty Good” ranking for **operational procedures** — the highest positivity rating. Notably, this area received a majority of “Pretty Good” rankings with 75% selecting this option.
- **Overall management of the library** and **staff training** also performed well with 86% of respondents selecting “Great” or “Pretty Good” in these areas.
- **Financial health** and **facilities and grounds** had the highest number of “Great” ratings with 43.33% of respondents selecting this option.
- **Staff compensation packages** (PTO, retirement, insurance, wages, etc.) had the least favorable rankings with 56.67% of respondents selecting “OK” or “Needs Improvement” in this area.
- **Data-driven decision making** had the second-highest level of negative rankings with 33.33% ($n=10$) of respondents selecting “OK” or “Needs Improvement” in this area.
- **Staff compensation packages** had the highest number of “Needs Improvement” rankings with 26.67% ($n=8$).
- Three areas were tied for the second-most “Needs Improvement” rankings with 13.33% ($n=4$) selecting this option: Board-approved policies, volunteers, and data-driven decision making.
- **Volunteers** had the highest level of unawareness with 23.33% of respondents selecting “Not Sure.”
- Financial health had the **highest weighted average** with 3.36/4.
- Staff compensation packages had the **lowest weighted average** with 2.21/4.
- On average, all internal operations topics combined were ranked 2.9/4 by respondents.



For anything that you rated "OK" or "Needs Improvement" in the above section about internal processes, what are ways the library can improve in these areas?

Staff Compensation, Benefits, and Retention

- Many respondents suggested improving staff compensation, wages, and benefits to better align with the cost of living and comparable libraries.
- Respondents frequently mentioned increasing PTO and sick leave accrual, noting that current leave policies may make it difficult for staff to maintain healthy work-life balance.
- Several respondents suggested reviewing benefit structures, including combined leave banks, leave donation programs, or updated policies recognizing domestic partnerships.
- Respondents also noted that competitive compensation and benefits may help attract and retain qualified staff.

Governance, Leadership, and Decision-Making

- Many respondents mentioned communication and alignment between library leadership and the Board as an area for improvement.
- Respondents suggested that Board decision-making processes and responsiveness to proposed changes may affect the library's ability to adapt and innovate.
- Some respondents recommended greater Board familiarity with the library's day-to-day operations when making policy decisions.
- Several respondents also suggested strengthening internal communication about policies, procedures, and operational decisions.

Policies, Procedures, and Organizational Clarity

- Respondents noted opportunities to update or clarify policies and procedures, including staff roles, operational guidelines, and workplace policies.
- Some respondents suggested improving access to internal procedures and documentation, so staff can easily locate guidance when needed.
- Respondents also recommended reviewing job descriptions and evaluation processes to ensure they accurately reflect staff responsibilities and performance expectations.
- Several respondents suggested more frequent performance evaluations or improved feedback processes.

Data-Informed Planning and Staff Input

- Many respondents recommended strengthening data-informed decision-making when evaluating programs, resources, and services.
- Respondents also noted that data should be used alongside staff experience and patron feedback when making operational decisions.
- Some respondents suggested developing clearer plans or frameworks for how data is collected and used in decision-making.



For anything that you rated "OK" or "Needs Improvement" in the above section about internal operations, what are ways the library can improve in these areas?

-continued-

Staffing, Training, and Internal Collaboration

- Respondents suggested improving staff onboarding, cross-training, and opportunities for collaboration across departments.
- Some respondents noted that staff may occasionally be assigned to roles they are not fully prepared for, suggesting a need for better role alignment or training.
- Respondents also recommended increasing staff input in operational decisions and improving communication around procedures and expectations.

Facilities, Maintenance, and Operational Support

- Several respondents noted that building maintenance, cleanliness, and facility upkeep could be improved.
- Respondents mentioned issues such as building systems, furnishings, layout limitations, and general upkeep as factors affecting daily operations.
- Some respondents also suggested improving landscaping and overall facility appearance.

Volunteers, Partnerships, and Innovation

- Respondents noted that the adult volunteer program is still developing and suggested expanding volunteer recruitment and engagement.
- Some respondents suggested rebuilding community partnerships that may have declined in recent years.
- Several respondents also mentioned opportunities to encourage more innovation and risk-taking in programming, services, and operations.



Is there anything else you'd like to share about the library's core operations that has not already been covered?

Board Engagement and Governance

- Many respondents suggested improving Board engagement and familiarity with library operations.
- Respondents noted that more regular use of the library or use of services, may help the Board better understand operational needs.
- Several respondents suggested increasing Board presence at library programs or activities to better understand services and community demand.

Leadership Transition and Organizational Direction

- Several respondents noted that the library is currently adjusting to leadership changes, including the transition to a new director, suggesting the organization may still be in a period of adjustment as new priorities, processes, and planning approaches develop.
- Some respondents expressed optimism that recent leadership changes may support improvements and more data-informed planning.

Staffing Structure, Workload, and Internal Accountability

- Respondents noted concerns about imbalances in workload and expectations across staff or departments, with some staff taking on more responsibilities than others.
- Suggestion to review the division of labor, expectations for desk duties and back-of-house tasks, and overall workload distribution.
- There was a suggestion to incorporate staff input into management evaluations

Administrative Process

- One suggestion was to align pay periods with work schedules (“I've never understood why we have a Monday-Sunday work week yet get paid for Sunday-Saturday.”).



Strategic Priorities

Respondents were asked to share current library strengths and potential opportunities for future impact.

What are the library's current strengths? Or, what does the library do well that makes an impact in the community?

Staff and Customer Service

- Many respondents identified library staff as the library's greatest strength, noting their dedication, friendliness, and willingness to help patrons.
- Respondents frequently highlighted strong customer service, including help with reference questions, technology assistance, notary services, and personalized recommendations.
- Several respondents also noted that staff work collaboratively across departments and remain committed to meeting community needs, even when resources are limited.

Programs and Community Engagement

- Many respondents highlighted the variety and frequency of programs offered by the library.
- Respondents especially noted children's and youth programming, which were described as popular and well attended.
- Several respondents also mentioned creative and innovative programming, including events for families and adults.
- Respondents frequently noted the library's outreach efforts and partnerships with community organizations, as well as efforts to reach rural areas and expand services through satellite locations.

Welcoming Community Space

- Respondents described the library as a welcoming, safe, and trusted place for the community.
- Several respondents emphasized the importance of the library as a community hub, offering meeting rooms, public gathering space, and services such as voting locations, vaccination sites, and public events.
- Respondents also noted that the facility and atmosphere help make patrons feel comfortable and included.

Collections, Technology, and Resources

- Respondents identified the library's collection and ability to locate materials through purchase or interlibrary loan as strengths.
- Many respondents highlighted the library's technology resources and technology staff, including the Tech Hub and support for computers, printing, scanning, and digital tools.
- Several respondents also noted the library's integration of new technologies, such as makerspace-style equipment and recording or podcast tools.



Where are there opportunities for the library to make a greater impact in the community? Put another way, what might be a stretch, but would position the library as a vital community resource?

Community Partnerships and Outreach

- Many respondents suggested expanding partnerships with community organizations, schools, parks and recreation, local governments, and businesses.
- Respondents noted that stronger collaboration could help increase the library’s visibility and position it as a vital community resource.
- Several respondents recommended reaching underserved or currently underrepresented communities, including through outreach efforts such as Free Little Libraries or expanded programming in different areas of the county.
- Some respondents also suggested supporting local businesses and entrepreneurs, including programs or resources that help small businesses grow.

Facilities, Space, and Building Improvements

- Many respondents identified space limitations and building layout challenges as opportunities for improvement.
- Respondents suggested renovations, updated furniture and shelving, improved lighting and HVAC systems, and better use of existing space to improve comfort and flow.
- Several respondents also mentioned the need for additional programming rooms, study spaces, and areas for children and teens.
- Some respondents recommended long-term facility planning, such as building renovations, a new branch, or additional satellite locations to serve the growing population.

Programs, Learning Opportunities, and Community Needs

- Respondents suggested expanding programming that responds to community needs, including literacy initiatives for children and adults.
- Several respondents recommended more programs focused on digital literacy and technology skills, such as using online resources, databases, or emerging technologies like AI.
- Respondents also suggested offering more diverse programs, demonstrations, and events that attract a wider range of community members.

Services, Resources, and Collections

- Some recommended expanding e-resources and technology to meet growing demand.
- Respondents also mentioned opportunities to reintroduce or expand physical media and other specialized resources that may become increasingly relevant.
- A few respondents suggested reducing or eliminating fees to lower barriers for patrons.

Planning, Staffing, and Organizational Capacity

- Respondents noted that expanding services may require additional staffing or volunteers, particularly to support programming and outreach.
- Some suggested reviewing policies and procedures to improve efficiency and free staff time.
- Respondents also recommended continuing modernization efforts and building on recent organizational improvements.

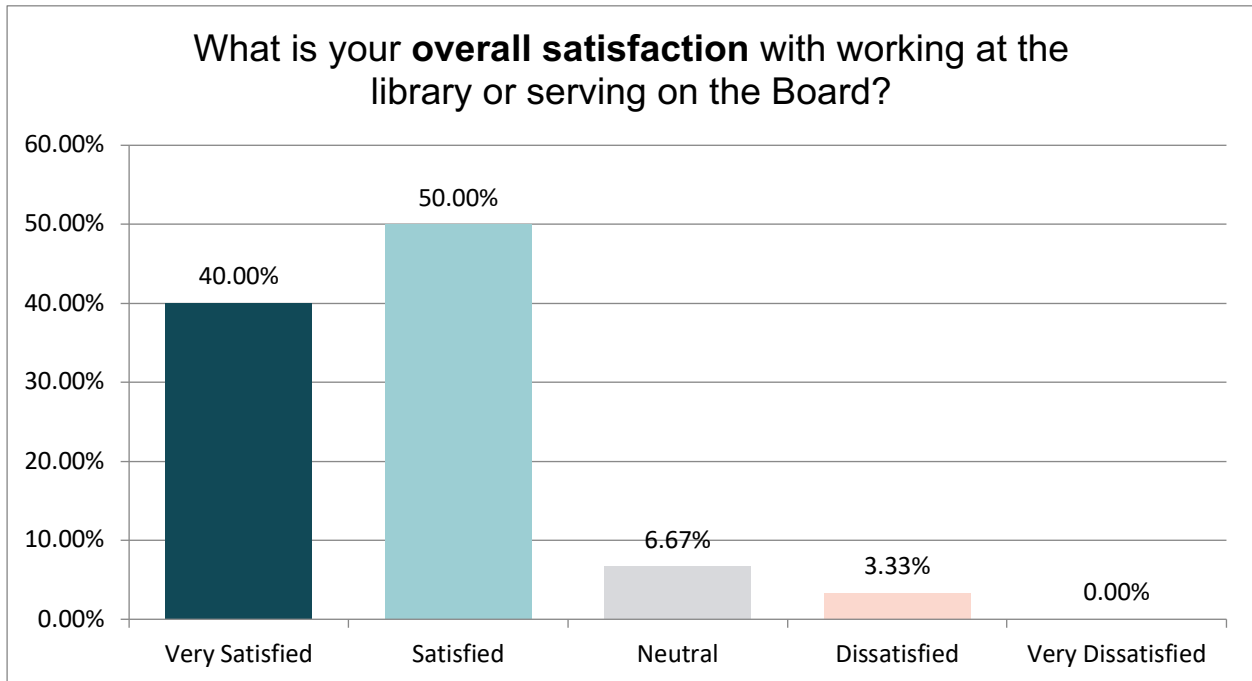
Emergency Preparedness and Community Support

- Some respondents suggested developing plans for the library to serve as a hub during emergencies or disasters, given regional risks and the library’s central role in the community.



Working Culture

Participants were surveyed to learn more about how staff members work together and to help us understand potential areas for organizational development.

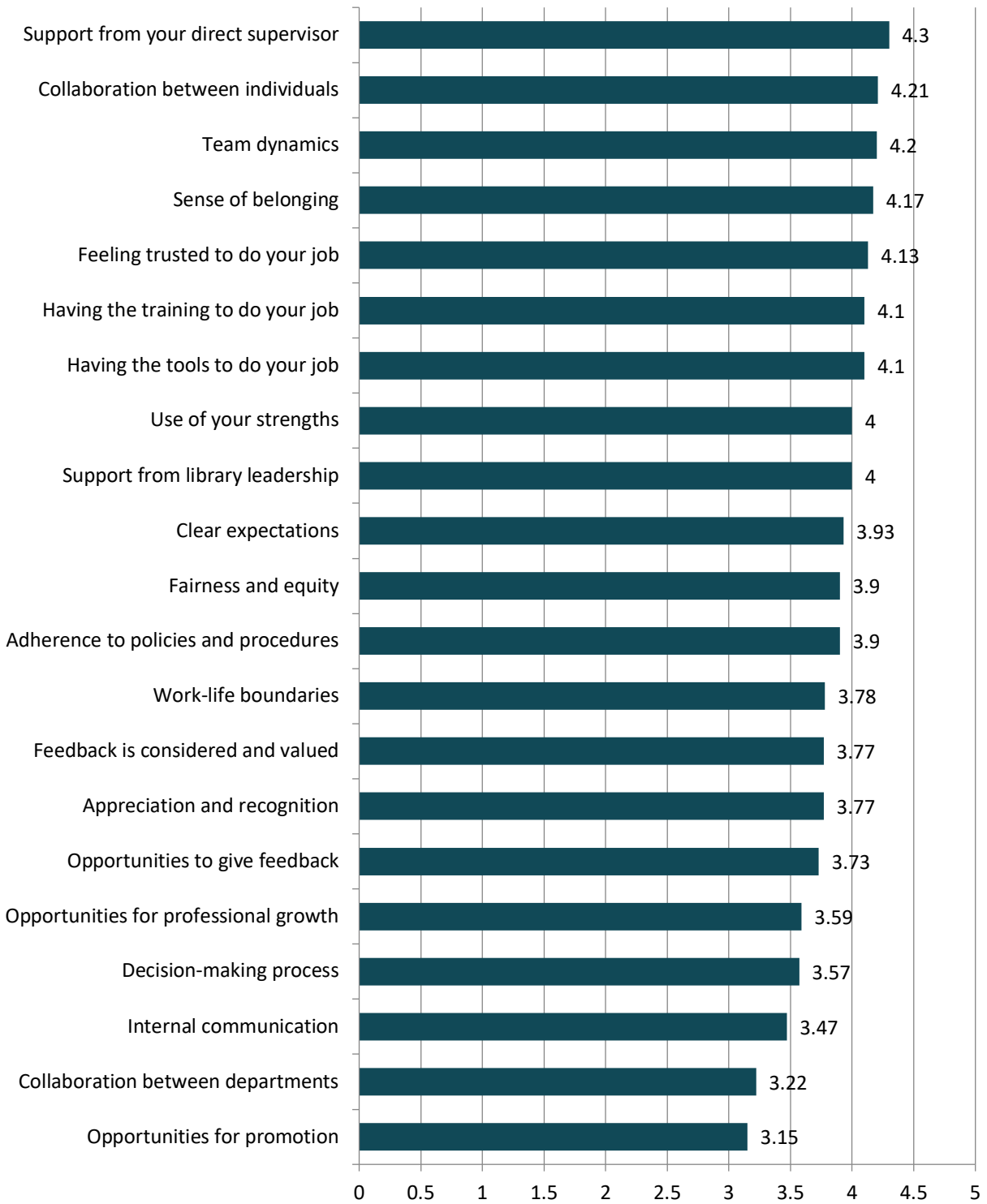


FINDINGS

- Of respondents, 90% ($n=27$) reported they were either “Very satisfied” or “Satisfied” with working at the library or serving on the Board.
- The most respondents selected “Satisfied” (50%, $n=15$).
- Of respondents, 6.67% ($n=2$) reported they were “Neutral” with working at the library or serving on the Board.
- One respondent reported they were “Dissatisfied” and no respondents reported being “Very dissatisfied.”



Please rate how satisfied you are with these elements of the library's **working culture**.



Weighted Average

1= Very Dissatisfied, 2= Dissatisfied, 3= Neutral, 4= Satisfied, 5= Very Satisfied



FINDINGS

- Respondents were most satisfied with **team dynamics** and **collaboration between individuals**, with 86.6% of respondents selecting either “Very satisfied” or “Satisfied.”
- Respondents were also satisfied with **having the tools to do your job** and **having the training to do your job** with 83.3% selecting either “Very satisfied” or “Satisfied.”
- **Support from your direct supervisor** had the most “Very satisfied” rankings with 46.6% selecting this option. **Feeling trusted to do your job** had the second most “Very satisfied” rankings with 43.3%
- **Decision-making process** had the most “Neutral” selections with 36.6% selecting this option.
- Respondents reported highest levels of dissatisfaction (the summation of “Dissatisfied” and “Very dissatisfied” rankings) with **internal communication** (23.3%). This area had the highest number of “Dissatisfied” rankings with 20% of respondents selecting this option.
- **Collaboration between departments** the most “Very dissatisfied” ratings with two respondents selecting this option. No other area received more than one “Very dissatisfied” ranking.
- **Support from your direct supervisor** had the highest overall average ranking (4.3/5).
- **Opportunities for promotion** had the lowest overall average ranking (3.15/5)
- On average across all areas, respondents rated the library’s working culture at 3.86/5.



How can the library improve the working culture?

Internal Communication and Collaboration

- Many respondents suggested improving communication between departments and across the organization.
- Respondents noted that staff are not always informed about program changes, policy updates, staffing changes, or operational decisions, and suggested broader communication with all staff.
- Several respondents recommended more opportunities for cross-department meetings, staff days, and collaboration to help coordinate programming and share information.
- Respondents also noted that scheduling differences and departmental separation can make communication more difficult.

Staff Inclusion, Feedback, and Transparency

- Many respondents suggested that staff would benefit from greater inclusion in decision-making and more opportunities to provide feedback before changes are implemented.
- Respondents recommended clearer and more transparent communication about decisions, expectations, and available tools or procedures.
- Some respondents also suggested creating leadership training opportunities and clearer communication channels to support staff development.

Workload, Staffing Levels, and Role Clarity

- Respondents noted concerns about imbalanced workloads and unclear expectations across departments or roles.
- Several respondents suggested reviewing the division of labor and staffing levels to reduce stress and prevent burnout as community demand grows.
- Respondents also mentioned the importance of clarifying job responsibilities and ensuring staff have the tools and authority needed to perform their work effectively.

Compensation, Benefits, and Work-Life Balance

- Many respondents again highlighted competitive wages, benefits, and PTO as factors that affect morale and retention.
- Respondents noted that adequate compensation, schedule flexibility, and sufficient leave time could help support staff well-being and improve workplace culture.

Career Development and Advancement

- Several respondents noted limited opportunities for promotion or advancement within the organization.
- Respondents suggested that clearer pathways for advancement, leadership development, and succession planning may help staff feel more supported in their careers.

Leadership, Governance, and Organizational Transition

- Some respondents mentioned the importance of supporting the new director and allowing time for leadership changes to take effect, noting that the library is still adjusting to recent administrative transitions.
- Respondents acknowledge Board influence on operational decisions, noting that governance decisions impact the pace of organizational improvements.

