



EXECUTIVE SUMMARY

SMALL GROUP WORK
ACTIVITY

SESSION #1 • FEBRUARY 1, 2018

Forty-seven participants attended the first *Speak Up!* community engagement session on February 1, 2018, including, Facilitating Team members, members of the Board of Library Trustees, and several Library employees.

Speak Up! Co-chairs Daniel Russo and Kathryn Hubbard launched the community engagement project sharing their commitment to facilitating a positive conversation and collaborative process. Library Director George Scheetz presented an overview of the programs and services that the Batavia Public Library provides for its community. (To view the presentation **please return to the *Speak Up!* page of the Library website.**) Then, participants worked in small groups to complete the three tasks listed above. Following is a summary of the responses from the groups.

TASK #1: CELEBRATE • SURPRISE • CONCERN

CELEBRATE

Take some time to discuss with members of your group about what Batavia Public Library is doing right—what the Library is doing “well”—to serve the Batavia community. Maybe think of it in terms of completing this statement: “We are proud of our Library because _____.”

BIGGEST SURPRISE

Based on the information provided in the presentation, what was the greatest surprise for your group?

GREATEST CONCERN

Based on the information provided in the presentation, what concerned your group the most?

TASK #2: LOOKING AHEAD: WHAT WOULD YOU LIKE TO KNOW ABOUT THE BATAVIA PUBLIC LIBRARY?

In the coming months, *Speak Up!* sessions will focus on topics important to our library. To make those sessions informative to you, please tell us specific questions or interests that you have about these workshop topics.

TASK #3: OTHER SUGGESTIONS

What other suggestions would your group like to provide to the Facilitating Team as we move forward with this community engagement program?

Community Response Summary

TASK #1: CELEBRATE • SURPRISE • CONCERN

CELEBRATE

Participants at the first *SPEAK UP!* community engagement session identified several items they believe are sources of pride for the Batavia Public Library (BPL). Many groups shared a high level of

overall satisfaction with the Library in key areas including the **variety of services available, staff friendliness and the welcoming environment**. Groups recorded phrases like the following to indicate pride in Batavia Public Library: “Welcoming place – combo of staff & ambiance makes you want to come in,” “We like the personable staff and the pleasant, welcoming environment.”

BIGGEST SURPRISE

Ideas related to Batavia Public Library’s **high state and national ranking** surprised several groups. Groups also mentioned ideas related to **high usage statistics**.

GREATEST CONCERN

Without question the top area of concern from *SPEAK UP!* participants centered on the **financial questions**. Some groups wondered if there is an adequate future budget to maintain facility and operating costs while another questioned if there is available funding to add new programs or facilities improvements.

Another area of concern for several participants was the topic of **changing technology**. Several groups wondered how the library will keep “relevant with new technology” and another mentioned “keeping up with technologies changing.”

TASK #2: LOOKING AHEAD: WHAT WOULD YOU LIKE TO KNOW ABOUT THE BATAVIA PUBLIC LIBRARY?

CES-2: Focus on the Future: Trends in Libraries

A variety of questions were listed related to the future of library services in Batavia or libraries in general. One group mentioned the impact of aging populations on schools and libraries while others mentioned topics related to technology such as aging technology, digitalizing of historical documents, pictures, and data on trends in electronics/technology.

CES-3: Stewards of the Public’s Investment

Most frequently groups mentioned issues and questions related to funding. One group asked, “Where will future funding come from?” Another group asked if the budget is balanced.

TASK #3: OTHER SUGGESTIONS

OTHER SUGGESTIONS

At the end of the workshop, participants were asked to share additional suggestions for the *SPEAK UP!* community engagement program. One group offered ideas to consider that were related to engaging more community with the library.

For a complete listing of all responses please email engage@bataviapubliclibrary.org