

ARKANSAS CITY PUBLIC LIBRARY

Strategic Plan 2025 - 2032

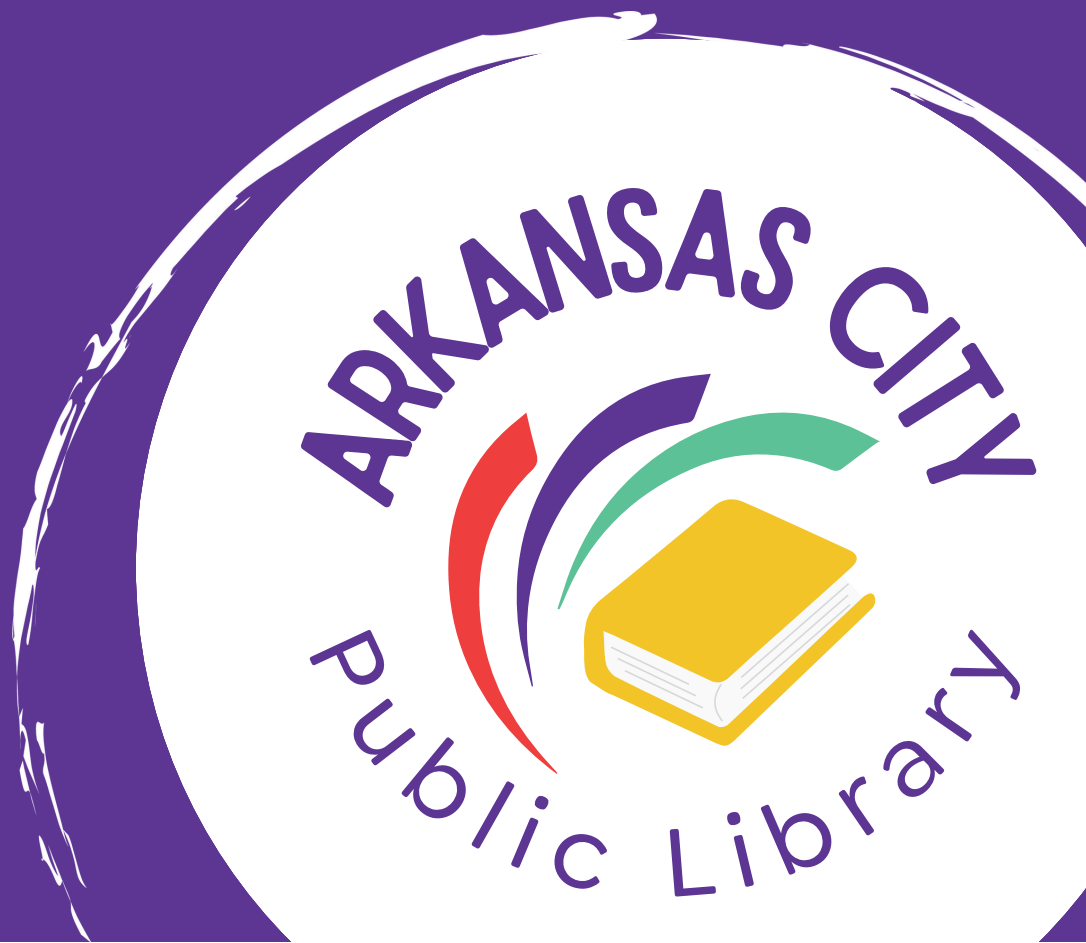


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MISSION

To provide access to information, ideas, and opportunities that fosters curiosity, builds connections, empowers individuals, and strengthens our community.

CORE VALUES

Democracy & Access

We believe libraries are essential to democracy and that equitable access to information is a cornerstone of a free society.

Equity & Inclusion

We believe every person deserves to be seen, heard, and respected. We work to ensure fair access for everyone.

Lifelong Learning

We believe in empowering people to explore, grow, and create through formal and informal learning.

Community Connection

We believe in being a responsive and engaged partner in the life of our community.

Stewardship

We believe in transparency, responsibility, and thoughtful investment in the library's mission and future.

Empathy & Service

We believe libraries should be welcoming spaces where every person feels safe, supported, and valued.



Library Introduction

Arkansas City Public Library's (ACPL) hours of operation are Monday through Thursday, 9:00 a.m. to 7:00 p.m.; Friday, 10:00 a.m. to 6:00 p.m.; and Saturday, 10:00 a.m. to 2:00 p.m. We are closed on Sundays.

According to Census/State records the population of ACPL's Legal Service Area is 11,761 (2024). In addition to City Residents, we also serve non-residents from all over Cowley County, as well as surrounding counties.

ACPL became a member of the South Central Kansas Library System (SCKLS) on June 17, 1967. As a result of SCKLS membership, Kansas Administrative Regulation (KAR) 54-1-8 states that "libraries participating in a regional system of cooperating libraries shall permit any citizen of the territory comprising the system to borrow materials and receive services without charge, subject to reasonable library rules."

As a SCKLS member, ACPL receives an annual grant-in-aid from the system, is eligible to use SCKLS services and programs, and can apply for SCKLS library grants subject to grant guidelines. To be eligible for the SCKLS grant-in-aid, the library is required to maintain and report the number of registered borrowers who reside outside the boundaries of the library's taxing district and the number of interlibrary loans provided to other libraries.

ACPL is funded primarily through municipal funds, accounting for 89% of the budget (2024). The City levies a tax up to 6 mills for the library. Additionally, 7% of our funds come from SCKLS through grant-in-aid funding (2024), 2% from fines and fees (2024), and the rest from donations, State Aid, and operating interest. We also receive various grant funding that helps support our technology and programming needs.

Our **physical collection** of over 34,000 items includes fiction and non-fiction, DVDs, audio books on CD, a variety of periodicals, and nontraditional items such as games. Most of our collections are separated into categories based on age—adult, young adult, juvenile, children, toddlers & babies.

Our **digital resources** include online databases available through the Kansas State Library, which offers peer-reviewed research materials. Popular databases include Encyclopedia Britannica, Learning Express, Mango Languages, Genealogy Connect, NoveList, and AutoMate. Through the State Library, patrons may also borrow digital books, eBooks, and youth materials. Additionally, we subscribe to OverDrive (a resource for e-books, audiobooks, and movies in a variety of downloadable formats), participating in the Sunflower eLibrary Consortium along with 173 other libraries and regional systems in the state. Consortium titles purchased are available to patrons state-wide. ACPL also holds an Advantage account with OverDrive in which all titles purchased are available only to ACPL cardholders.

Libraries Make Us Stronger

The Ark City Public Library exists to improve lives and strengthen the community by providing equal access to ideas, learning, and opportunity. Whether it's through books, programs, classes, or community spaces, we believe everyone deserves the chance to grow, learn, and thrive.

Access is Power

In an age of rising misinformation and inequality, the Library offers open, reliable access to knowledge and tools that help people stay informed, build skills, and engage with their community.

Education is Power

Regardless of age, income, or background, every resident deserves access to educational opportunities. We remain committed to programs that support lifelong learning—from early literacy to summer reading to job and tech skills.

Research is Power

The Library plays a key role in preserving local history and making it accessible. By digitizing newspapers and maintaining our history collections, we serve researchers and curious minds today and tomorrow.

Innovation is Power

The Library evolves to meet the needs of a changing world. With expanded digital offerings, a public Makerspace, and creative programming, we continue to help patrons explore, invent, and grow.

Executive Summary

Purpose of the Plan

This Strategic Plan sets a clear path forward for the Arkansas City Public Library as we grow and adapt to meet the changing needs of our community. Grounded in our core values, the plan outlines key priorities for the next seven years, goals that represent meaningful progress and fresh direction. Achieving them will require focused effort, thoughtful planning, and strategic use of our resources.

Planning Process

This Strategic Plan was developed through a collaborative and community-centered process. Input was gathered from a variety of sources to ensure the plan reflects the true needs and priorities of Arkansas City residents. Engagement efforts included:

- Online Community Survey – Open to all residents to gather broad feedback on library services, usage, and needs.
- Focus Groups – Conducted with three key audiences: general public attendees, USD 470 librarians and early literacy educators, and families who attend storytime.
- Community Voices Committee – A group of engaged citizens that met five times to discuss challenges, opportunities, and future goals.
- Staff and Board Collaboration – Staff and trustees provided insight based on firsthand experience and ongoing interaction with patrons.
- Library Use Data – Statistics on circulation, program attendance, outreach, and other services were analyzed to identify trends and service gaps.
- SWOT Analysis – An assessment of the Library's strengths, weaknesses, opportunities, and threats, informed by both local input and the Guidelines for Kansas Public Libraries 2025–2029. This helped identify key areas for improvement and align strategic priorities with statewide standards and best practices.

Board of Trustees

- Shawna Allison, President
- Lloyd Colston, Vice President
- Katie Boyle, Treasurer
- Emily Mitton, Secretary
- Mitch Reichle
- Latresha Swopes
- Charles Tweedy, City Commissioner

Library Staff

- Mendy Pfannenstiel, Director
- Amy Cook, Assistant Director
- Katy Richerson, Youth Services Coordinator
- Rinny Lozano, Public Services Coordinator
- Kyle Pfannenstiel, Information Services Associate

EXECUTIVE SUMMARY

Mendy Pfannenstiel, ACPL Director



The Arkansas City Public Library (ACPL) is proud to present this Strategic Plan as a roadmap for the next seven years, guiding our efforts to meet the evolving needs of the community we serve. This plan was developed with deep input from residents, educators, library staff, board members, and community stakeholders, reflecting both our shared challenges and our collective aspirations.

Planning began with a comprehensive community survey, followed by a series of targeted focus groups that included the general public, early literacy professionals, and library users. The Community Voices Committee—a group of engaged citizens—met five times to discuss challenges, opportunities, and priorities. Staff and board members provided critical insight, and library usage data helped identify service gaps and areas of high demand.

The resulting plan focuses on five key areas: **Early Literacy, Outreach and Community Engagement, Library as a Space, Rebranding and Marketing, and Collection Development.** Each goal area contains actionable objectives rooted in community feedback and designed to strengthen access, relevance, and long-term sustainability.

The purpose of this plan is not to preserve the status quo, but to grow with intention. Whether it's increasing access to early learning resources, expanding bookmobile services, modernizing our facilities, or offering technology classes to bridge digital divides, every goal aims to enhance the value we provide to Arkansas City residents.

Strategic implementation will be phased over time, with flexibility built in to adapt to changes in funding, staffing, and community needs. Our initial priorities include implementing RFID technology, rebranding the library, adding new full-time staff to reduce workload fatigue, expanding early literacy programs, and digitizing local history materials.

Ultimately, this plan is a reflection of what we heard from the community: the library matters—not just as a place to get books, but as a hub for education, connection, and opportunity. With continued support from city leadership, our board, and our patrons, ACPL will continue to evolve, inspire, and serve for many years to come.

Mendy



FOCUS

Early Literacy

FOCUS

Early Literacy

Goal 1: Increase Access to Early Literacy Resources

Objectives:

- Evaluate and update the library's collection of age-appropriate books, educational toys, and multimedia resources for children aged 0–5 to ensure materials reflect current developmental standards, community needs, and early literacy best practices.
- Expand the library collection of early literacy resources such as books, toys, early literacy kits, music and multimedia materials for babies, toddlers, parents, caregivers and service providers.
- Partner with local organizations (e.g., pediatricians, childcare centers, Homeschools, Head Start programs) to provide families with literacy and education materials and library information.

Goal 2: Provide Diverse and Inclusive Programming

Objectives:

- Offer weekly storytimes tailored to different age groups (e.g., infants, toddlers, preschoolers) and include options for working parents, such as evening or weekend sessions.
- Develop bilingual or multicultural storytimes to serve non-English-speaking families and promote cultural awareness.
- Launch a monthly Family Play Date program, featuring rotating visits from child development professionals (e.g., occupational therapists, speech and physical therapists, early childhood educators, mental health providers) to support parents of babies and toddlers.
- Create a welcoming, play-based early literacy space within the library with interactive materials such as board books, age-appropriate toys, puzzles, dramatic play items, and art stations that encourage exploration, bonding, and developmental growth for young children and their caregivers.

Early Literacy

Goal 3: Build Community Awareness of Early Literacy

Objectives:

- Launch a targeted outreach campaign promoting the importance of early literacy by partnering with local businesses—such as grocery stores, laundromats, and clinics—to create literacy-rich environments and share library resources, storytime schedules, and caregiver tips in everyday community spaces.
- Collaborate with schools and community organizations to promote library programs and resources for early literacy.

Goal 4: Increase Outreach to Underserved Communities

Objectives:

- Utilize the bookmobile to bring early literacy resources and programs to rural areas, low-income neighborhoods, and other underserved populations.
- Partner with local health departments, housing organizations, and food banks to reach families in need.
- Create "pop-up libraries" at community events, providing children with free books and literacy activities.

Goal 5: Measure and Improve Program Impact

Objectives:

- Establish metrics for evaluating program success, such as participation rates, caregiver feedback, and developmental milestones for participants.
- Conduct annual surveys to gather input from families on how early literacy programs meet their needs.
- Use collected data to refine programs and align offerings with evolving community priorities.

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FOCUS

Space &
Furnishings



FOCUS

Space & Furnishings

Goal 1: Enhance the Comfort and Functionality of Existing Spaces

Objectives:

- Replace worn or outdated furnishings with modern, ergonomic furniture suitable for all age groups and activities.
- Redesign current spaces to create designated quiet areas for studying, reading, and working.

Goal 2: Improve Accessibility and Inclusivity

Objectives:

- Address accessibility concerns by upgrading automatic doors, ensuring ADA-compliant pathways, and providing comfortable seating options for individuals with mobility challenges.
- Install adjustable lighting and acoustic panels to improve comfort in shared spaces.
- Create spaces specifically tailored to underserved groups, such as a children's learning corner or a teen-friendly area.
- Implement upgrades in the youth area to meet recommended standards for safety, accessibility, and dedicated spaces for children and teens.
- Address parking limitations to ensure convenient, ADA-compliant access to library services.

Goal 3: Expand Meeting and Collaborative Spaces

Objectives:

- Convert or partition existing space to add at least one small meeting room or study pod.
- Incorporate modular furniture to allow spaces to be easily adapted for group meetings or individual use.

Space & Furnishings

Goal 4: Modernize Technology and Infrastructure

Objectives:

- Upgrade the library's technology infrastructure to support current and future needs, including improved Wi-Fi coverage and computing stations.
- Install interactive technology like smart boards or projectors in collaborative spaces to facilitate meetings and workshops.
- Incorporate new technologies, such as video conferencing equipment, to expand the usability of meeting spaces for hybrid events.

Goal 5: Lay the Groundwork for a Modern Library Facility That Reflects Community Needs and Staff Expertise

Objectives:

- Develop a conceptual design for a new library facility that incorporates key features and space needs identified by library staff.
- Engage the community through a visioning process to gather feedback on the conceptual design and ensure alignment with public needs and priorities.
- Pursue funding opportunities for facility construction, including grants, partnerships, and capital campaign planning.
- Build public awareness of the limitations of the current facility and the long-term benefits of a modern, flexible library space through targeted outreach and storytelling.

Space & Furnishings

Goal 6: Increase Funding and Support for Facility Improvements

Objectives:

- Apply for grants to fund updates to furniture, meeting spaces, and technology upgrades.
- Partner with local businesses or community organizations to sponsor specific projects, such as a quiet study area or updated furnishings.

Goal 7: Create Welcoming and Engaging Spaces

Objectives:

- Redesign the library entrance or lobby to make it more inviting, with updated signage and comfortable seating.
- Add artwork, plants, or other decorative elements to refresh and brighten the interior.
- Install shelving and display units that are more user-friendly and visually appealing.

Goal 8: Monitor and Evaluate Space Usage

Objectives:

- Track patron use of quiet areas, meeting spaces, and other updated furnishings to identify high-demand areas.
- Use surveys and focus groups to gather feedback on the effectiveness of changes and identify further needs.
- Adjust layouts and features based on ongoing community input and usage patterns.
- Develop a multi-phase facility plan to guide future expansion, modernization, and funding efforts.



FOCUS

Local History

FOCUS

Local History

Goal 1: Establish the Library as a Trusted Repository for Local History

Objectives:

- Develop policies and procedures for accepting, cataloging, and preserving historical materials donated by individuals and organizations.
- Create a dedicated space within the library for local history collections, ensuring materials are secure and accessible to the public.
- Build relationships with community groups, such as the Arkansas City Historical Society, to foster collaboration and trust.

Goal 2: Digitize Local Historical Collections

Objectives:

- Inventory and assess all local history materials, prioritizing items for digitization based on their condition, rarity, and historical significance.
- Secure funding through grants or partnerships to acquire scanning equipment and hire staff or volunteers to manage digitization efforts.
- Create an online archive where digitized materials, such as photographs, letters, and maps, can be accessed by the public.

Local History

Goal 3: Increase Public Access to Local History

Objectives:

- Design and host workshops to teach community members how to use the library's historical resources and digital archives.
- Partner with local schools to integrate local history materials into educational programs and research projects.
- Organize exhibits or events showcasing key aspects of Arkansas City's history, using both physical and digital materials.

Goal 4: Preserve Fragile Historical Documents

Objectives:

- Invest in archival-grade storage supplies, such as acid-free boxes and sleeves, to protect fragile documents and photographs.
- Train staff on proper handling, storage, and preservation techniques for historical materials.
- Collaborate with preservation experts to restore or stabilize high-value or at-risk items.

Goal 5: Build Community Trust in Local History Stewardship

Objectives:

- Create a local history advisory committee that includes representatives from the library, historical society, and other community stakeholders to guide decisions about historical collections.
- Regularly communicate with donors and the public about the library's efforts to preserve and share local history, fostering transparency and trust.
- Host public forums to discuss the significance of local history and gather input on how the library can better serve as a steward of community heritage.

Local History

Goal 6: Promote the Library's Role in Preserving Local Heritage

Objectives:

- Develop marketing materials that highlight the library's commitment to preserving and sharing Arkansas City's history, including success stories from past donations.
- Use social media and local news outlets to share digitized materials and promote upcoming historical events.
- Partner with regional and state historical organizations to position the library as a model for local history preservation.

FOCUS

Outreach &
Community
Engagement



FOCUS

Outreach & Community Engagement

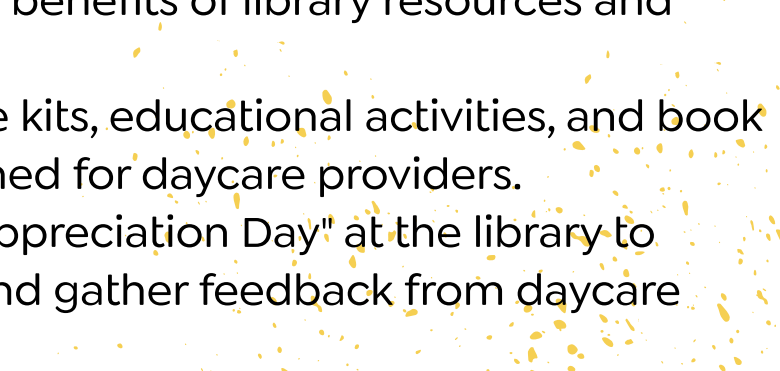
Goal 1: Expand Bookmobile Services

Objectives:

- Develop a designated weekly bookmobile route to deliver library items and provide services such as technology support, library card sign-ups, and program promotion.
- Identify underserved neighborhoods, community centers, and rural areas to include in the new route.
- Promote the expanded bookmobile offerings through social media, local newspapers, and community events to increase awareness and participation.
- Upgrade the bookmobile with necessary features such as climate control, technology charging stations, improved shelving/storage, and ADA-accessible access points to enhance comfort and usability for patrons and staff.

Goal 2: Increase Daycare Participation in Outreach Programs

Objectives:

- Create a targeted outreach campaign to connect with local daycares, emphasizing the benefits of library resources and bookmobile visits.
 - Develop themed storytime kits, educational activities, and book bundles specifically designed for daycare providers.
 - Host an annual "Daycare Appreciation Day" at the library to strengthen relationships and gather feedback from daycare providers.
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Outreach & Community Engagement

Goal 3: Expand Digital Resource Offerings

Objectives:

- Assess community interest in digital platforms such as Kanopy, Hoopla, and PressReader through surveys and focus groups.
- Secure funding for these platforms through grants, partnerships, or reallocation of budgetary resources.
- Provide workshops and online tutorials to educate patrons on how to access and use these digital resources effectively.

Goal 4: Strengthen Partnerships with USD 470 Schools

Objectives:

- Collaborate with school staff to host joint programs and workshops that introduce students and families to library resources.
- Work with schools to integrate library resources into classroom activities, such as research projects and digital learning.

Goal 5: Collaborate with Local Businesses and Workforce Organizations

Objectives:

- Partner with local businesses and workforce organizations to host skill-building workshops, including resume writing, digital literacy, and small business development.
- Utilize the bookmobile to deliver career-focused resources, such as job postings, workforce training information, and entrepreneurship guides.
- Develop a “Library at Work” initiative, bringing library services to local businesses and encouraging employee engagement with library resources.

Community Outreach & Engagement

Goal 6: Promote Outreach Efforts to Increase Community Engagement

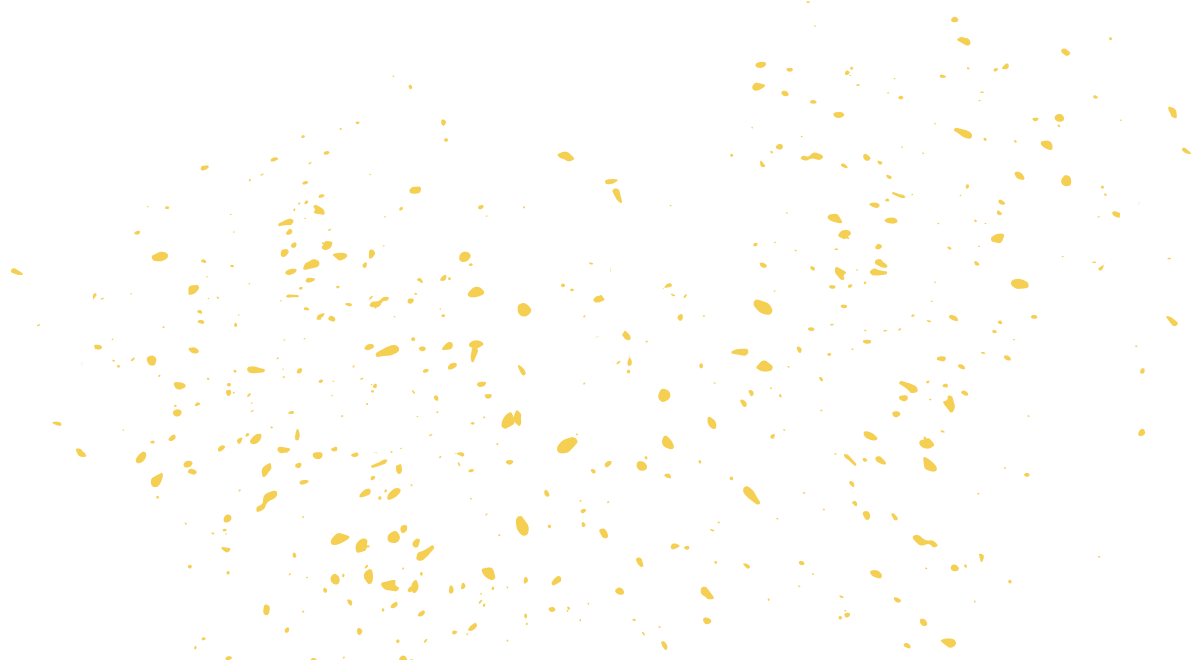
Objectives:

- Launch a multi-channel marketing campaign to raise awareness of expanded bookmobile services, daycare programs, and digital offerings.
- Collect testimonials from patrons and partners to showcase the impact of library outreach programs.
- Measure the success of outreach initiatives through usage statistics, surveys, and feedback from program participants.

Goal 7: Monitor and Evaluate Outreach Effectiveness

Objectives:

- Track participation in bookmobile visits, daycare programs, and digital resource usage to identify trends and areas for improvement.
- Conduct regular check-ins with schools, businesses, and daycares to gather feedback and refine services.
- Publish an annual report highlighting outreach achievements and future goals to maintain transparency and build community trust.





FOCUS

Public Relations
& Marketing

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Public Relations & Marketing

Goal 1: Showcase the Library's Impact Through Storytelling

Objectives:

- Launch the “Community Stories” campaign by collecting testimonials from patrons who have benefited from library services, focusing on diverse age groups and demographics.
- Share stories regularly across social media platforms, local newspapers, and community events to build awareness of the library's value.
- Create a video series highlighting these stories for use on Facebook, TikTok, and YouTube Shorts to reach broader and younger audiences.

Goal 2: Deepen Community Engagement and Feedback

Objectives:

- Create a Library Advisory Committee by evolving the existing Community Voices Committee into a formal group that provides input, promotes advocacy, and represents diverse community perspectives.
- Publish a quarterly “Library Impact Report” to highlight program outcomes, patron stories, usage statistics, and strategic progress.
- Use Advisory Committee meetings as impact sessions, highlighting current initiatives, seeking feedback, and highlighting how library services align with community needs.
- Engage city leaders through presentations and discussions at commission workshops to share impact, gather feedback, share successes, and increase civic understanding and support of the library's role.
- Incorporate live-stream or recorded sessions to engage virtual participants, making these events accessible to more people.
- Develop follow-up plans based on feedback from these sessions to demonstrate responsiveness and build trust.

Public Relations & Marketing

Goal 3: Strengthen Digital and Print Communication

Objectives:

- Publish a monthly email newsletter featuring upcoming events, new resources, and success stories, with a call-to-action to visit or support the library.
- Maintain consistent social media engagement by posting 4-5 times per week, including updates on programs, user tips, and event highlights.
- Write and publish a monthly editorial in the local newspaper to discuss the library's initiatives, impact, and vision, reinforcing its role in the community.
- Develop and launch a new, mobile-responsive library website that enhances user experience by providing intuitive navigation, improved access to digital resources, and updated information about programs and services, ensuring accessibility for all devices and user groups.

Goal 4: Explore Rebranding and Expand Marketing Channels

Objectives:

- Refresh the library's brand by modernizing its visual identity and messaging to better reflect its values, services, and role in the community.
- Adopt a library mascot as a fun, recognizable symbol of the library, and engage the community in a naming campaign to build connection and excitement.
- Develop a marketing plan that includes targeted advertising on video platforms like TikTok and YouTube Shorts, focusing on creative, short-form content to attract younger audiences.

Goal 5: Measure and Refine Public Relations Strategies

Objectives:

- Track engagement metrics, such as social media shares, newsletter open rates, and attendance at "Community Impact Sessions," to evaluate the effectiveness of PR efforts.
- Publish an annual public relations report showcasing achievements, community stories, and future goals to maintain transparency and build public confidence.

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FOCUS

Collection
Development



FOCUS

Collection Development

Goal 1: Tailor the Collection to Community Interests and Needs

Objectives:

- Explore the addition of new formats and collections, such as video games, based on patron interest and usage trends.
- Expand the Library of Things by identifying and acquiring high-interest non-traditional items (e.g., tools, board games, technology kits, kitchen gadgets).
- Designate and furnish a dedicated space within the library to showcase Library of Things items available for checkout, increasing visibility and circulation.
- Regularly run reports to analyze circulation data, patron requests, and usage trends to identify gaps and high-demand areas in the collection.
- Conduct annual community surveys or focus groups to gather input on desired materials and resources.
- Implement a weeding schedule to ensure the collection remains current, relevant, and appealing, with a focus on removing outdated or low-circulation items.
- Work toward allocating at least 12% of total operating expenditures (excluding capital funds) toward materials and resources to align with state guidelines and ensure patrons have access to a strong, relevant collection.

Goal 2: Expand Spanish and Bilingual Offerings

Objectives:

- Audit the current Spanish and bilingual collections to identify areas for improvement, such as children's books, adult fiction, and educational resources.
- Collaborate with local schools, community groups, and cultural organizations to identify relevant titles and authors.
- Allocate a specific portion of the annual materials budget to acquire Spanish and bilingual materials, ensuring ongoing growth of these collections.

Collection Development

Goal 3: Increase Digital Resource Offerings

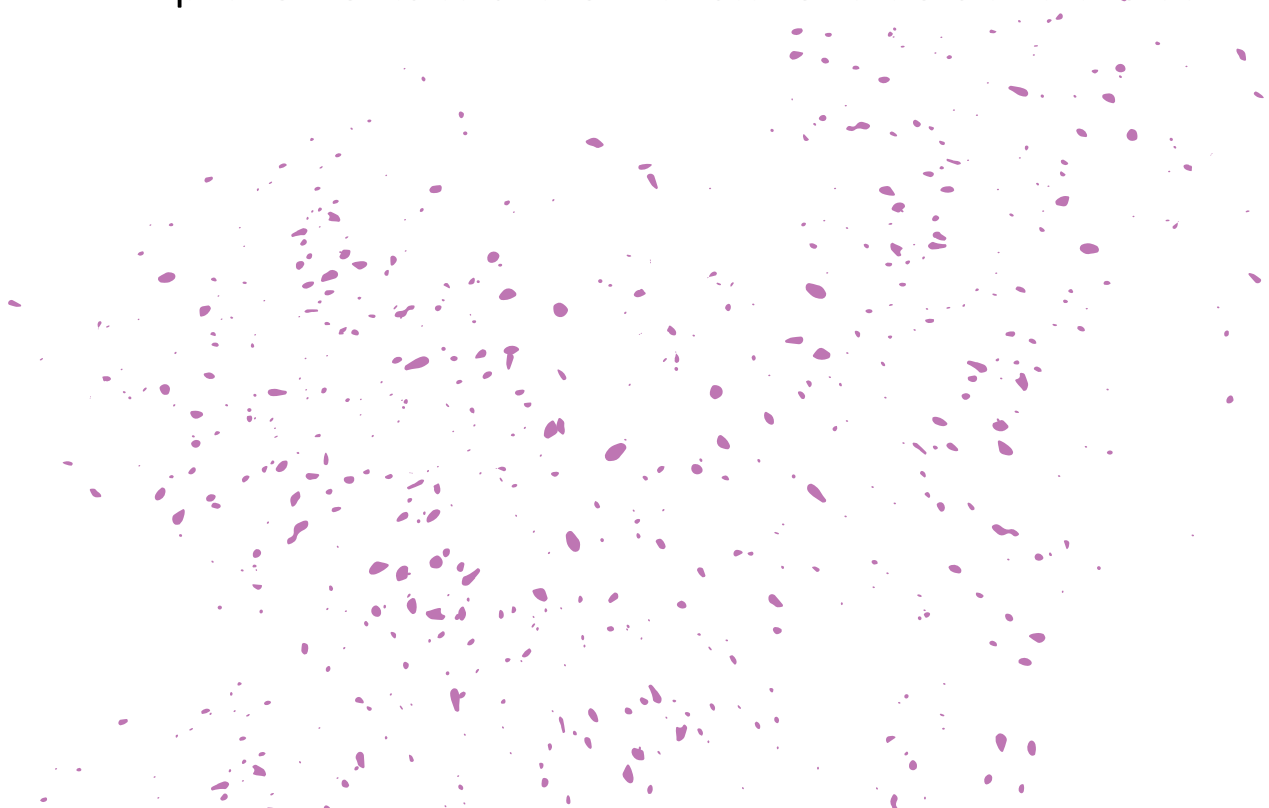
Objectives:

- Evaluate community interest in specific digital platforms, such as Kanopy, Hoopla, and PressReader, through surveys and feedback.
- Explore funding opportunities, such as grants or partnerships, to offset costs of new digital platforms.
- Promote existing and new digital resources through workshops, tutorials, and marketing campaigns to ensure patrons are aware of and know how to use these tools.

Goal 4: Monitor and Evaluate Collection Development Efforts

Objectives:

- Use metrics such as circulation rates, interlibrary loan requests, and patron feedback to assess the effectiveness of collection updates.
- Establish a regular review process to measure progress in expanding Spanish, bilingual, and digital offerings.
- Publish an annual summary of collection development improvements to share with stakeholders and the community.



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FOCUS

Digital Access &
Literacy

FOCUS

Digital Access & Literacy

Goal 1: Enhance Digital Access Through Technology Expansion

Objectives:

- Expand the number of public computers to meet state-recommended benchmarks and accommodate growing patron needs.
- Set up the laptop kiosk in a central, easily accessible location within the library.
- Promote the availability of laptops for in-library use or during classes through social media, newsletters, and signage.

Goal 2: Expand Digital Literacy Programming

Objectives:

- Develop a series of digital literacy classes focused on essential skills such as navigating the internet, using productivity software, managing online security, and accessing e-books.
- Offer specialized workshops on topics like job applications, resume building, and using online learning platforms to support workforce development.
- Collaborate with local schools, businesses, and organizations to provide targeted digital skills training for specific groups, such as students, seniors, or job seekers.

Digital Access & Literacy

Goal 3: Measure and Evaluate Impact

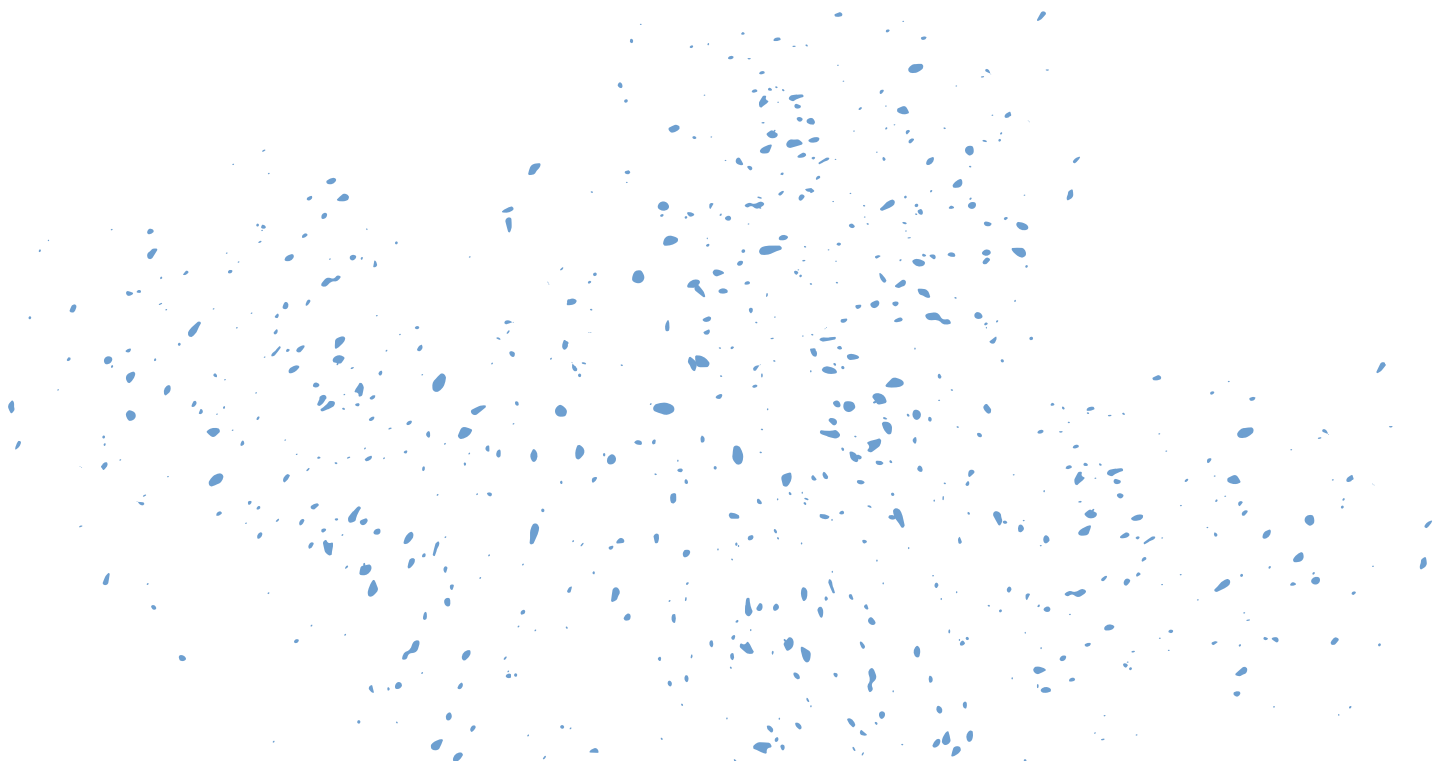
Objectives:

- Track attendance and participation in digital literacy classes, monitoring growth after the implementation of the laptop kiosk.
- Collect feedback from class attendees to assess their learning experiences and areas for improvement.
- Use data on laptop usage and program participation to refine class offerings and justify ongoing investment in digital access initiatives.

Goal 4: Support Outreach and Equity

Objectives:

- Use the laptop kiosk for outreach programs, such as bringing digital literacy classes to underserved neighborhoods or partnering organizations.
- Offer bilingual digital literacy classes to ensure inclusivity for non-English-speaking patrons.
- Work with local organizations to identify and address barriers to digital access within the community.



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FOCUS

Library Funding



FOCUS

Library Funding

Goal 1: Secure Increased Funding Through a Ballot Measure

Objectives:

- Develop a clear, transparent campaign to educate voters on the benefits of expanding tax boundaries and how increased funding will directly improve library services.
- Host town hall meetings and community forums to address questions and build public support for the ballot measure.
- Partner with local organizations, schools, and influential community leaders to advocate for the measure and amplify the library's message.

Goal 2: Strengthen Community Support for Future Funding Efforts

Objectives:

- Utilize Library Advisory Committee to mobilize support for funding initiatives and promote the library's role in the community.
- Build relationships with key community stakeholders, such as school officials, local businesses, and civic organizations, to align their goals with the library's funding needs.
- Create an ongoing feedback loop with patrons through surveys and forums to ensure transparency and demonstrate responsiveness to community needs.
- Advocate for transparent agreements with the City or restoration of local budget authority to ensure the library can plan and allocate funds effectively in line with Kansas statutes.

Library Funding

Goal 3: Expand Funding Options for Sustainability

Objectives:

- Explore alternative funding sources, such as grants, corporate sponsorships, or philanthropic donations, to supplement tax-based funding.
- Explore the creation of a library-run bookstore that sells gently used books, unique stationery, and locally made items—including those created in the library's Makerspace—to generate additional revenue and increase public engagement.

Goal 4: Increase Accountability and Transparency

Objectives:

- Publish an annual financial report detailing how funds are used and their impact on library services and community outcomes.
- Create visual tools, such as infographics or videos, to explain how additional funding would enhance staffing, programming, and digital offerings.
- Maintain open communication with the community to build trust and sustain support for funding initiatives.

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FOCUS

Staffing

FOCUS

Staffing

Goal 1: Hire a Full-Time Early Literacy Librarian

Objectives:

- Define the responsibilities and qualifications for the Early Literacy Librarian, emphasizing expertise in literacy programming and family engagement.
- Develop a portfolio of programs and services specifically for early childhood, including storytimes, caregiver workshops, and partnerships with daycares and preschools.
- Measure the impact of this position by tracking program attendance, literacy kit usage, and community partnerships to demonstrate its value to stakeholders.

Goal 2: Reorganize and Strengthen the Staffing Structure

Objectives:

- Hire an additional full-time staff member to reduce the workload on existing staff and provide greater flexibility in scheduling and program planning.
- Conduct a staffing analysis to evaluate current roles, responsibilities, and titles, identifying opportunities to redistribute tasks and increase efficiency.
- Implement a revised staffing model that aligns with strategic priorities, ensuring that key areas like outreach, programming, and collections receive adequate attention.
- Develop a staff transition and knowledge management plan to ensure smooth role changes, maintain continuity of services, and safeguard institutional knowledge during staff departures or internal shifts.
- Work toward offering competitive wages compared to similar-sized libraries in the state to improve recruitment and retention of qualified staff.

Staffing

Goal 3: Enhance Staff Capacity to Deliver Quality Services

Objectives:

- Provide training opportunities for all staff to improve skills in programming, customer service, and emerging library trends.
- Increase cross-department collaboration to ensure new and existing staff are integrated into strategic priorities, such as digital literacy, early literacy, and outreach.
- Establish regular staff check-ins to gather feedback on workload distribution and program effectiveness, adjusting as needed.
- Develop and implement a structured orientation program for all new employees to ensure consistent onboarding, understanding of policies, and clarity of roles.
- Establish a formal, recurring performance evaluation process for the library director to strengthen accountability, improve communication, and support professional growth.

Goal 4: Governance & Administration

Objectives:

- Develop a formal onboarding process for new trustees, including loyalty oaths, conflict-of-interest statements, and orientation training, to ensure clarity of roles, responsibilities, and legal obligations.
- Set an annual expectation for continuing education activities for all board members to strengthen decision-making, advocacy skills, and awareness of evolving library trends and community needs.
- Create and adopt a comprehensive policy that outlines procedures for staff and patron safety, continuity of operations, and protection of library assets during emergencies or disasters.
- Encourage library board membership in professional organizations and attendance at trustee training events to improve governance knowledge and strengthen regional and state-level connections.
- Create a structured monitoring and reporting process for the Strategic Plan, with annual reviews and community feedback sessions.

FOCUS

Library Technology



FOCUS

Library Technology

Goal 1: Enhance Patron Access to Technology with a Laptop Kiosk

Objectives:

- Acquire and install laptop kiosk bays to provide patrons with easy access to modern, high-performance laptops for in-library use.
- Retire the current virtualization system (Userful) and transition to a simpler, more reliable laptop-based solution.
- Provide training for staff to support patrons using the laptops, ensuring a seamless transition to the new system.
- Promote the laptop kiosk through social media, email newsletters, and in-library signage to maximize usage.
- Expand the number of public computers to meet state-recommended benchmarks and accommodate growing patron needs.

Goal 2: Implement RFID Technology for Streamlined Operations

Objectives:

- Install RFID tags on all library materials and upgrade circulation systems to support RFID-enabled check-in and check-out processes.
- Train staff on the use and benefits of RFID technology to improve efficiency and reduce manual handling.
- Use RFID technology to improve collection management by streamlining inventory, weeding, and locating materials within the library.

Library Technology

Goal 3: Introduce Self-Checkout Systems

Objectives:

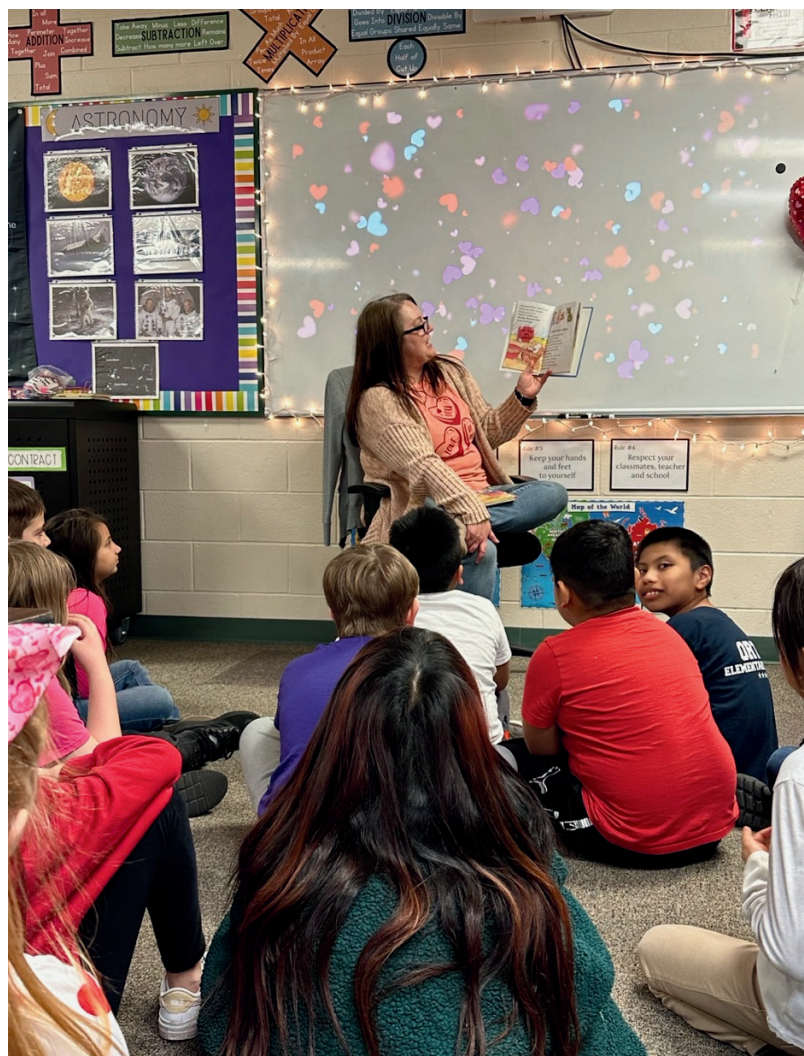
- Procure and install self-checkout kiosks that integrate with the library's ILS and RFID technology for a seamless user experience.
- Create a user-friendly interface for self-checkout systems to ensure patrons of all ages and abilities can easily use them.
- Offer tutorials and demonstrations to patrons during the initial rollout to encourage adoption of self-service options.
- Monitor self-checkout usage to identify potential issues and gather feedback for improvements.

Goal 4: Ensure Accessibility and Inclusivity

Objectives:

- Design all new systems, including laptop kiosks and self-checkout stations, to be accessible to patrons with disabilities, following ADA guidelines.
- Offer multilingual support for self-checkout systems and provide assistance for non-English-speaking patrons.
- Provide headphones, charging ports, and other accessories with the laptop kiosk to support a wider range of user needs.
- Create and maintain a technology plan with a sustainable replacement schedule to support evolving community and library needs.

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“The health of our civilization, the depth of our awareness about the underpinnings of our culture and our concern for the future can all be tested by how well we support our libraries.”

– Carl Sagan

SWOT Analysis

GOVERNANCE & ADMINISTRATION

Strengths

- Upholds Kansas & U.S. Constitutions & amendments.
- Governed by an appointed or elected library board exercising the authorities provided in state statutes.
- Operates under appropriate budget and financial procedures as required by law.
- Liability insurance is maintained by the library board.
- Library records are maintained on file at the library and are available in accord with Kansas Open Records Act (KORA) requirements.
- The library board abides by the Kansas Open Meetings Act (KOMA).
- The library board sets a day and time for all meetings.
- The library board has adopted and has available written bylaws and policies on most topics listed in the “Guidelines for Public Libraries.”

Weaknesses

- Absence of formal loyalty oaths for board members.
- Absence of Safety, Emergency Preparedness, and Disaster Recovery policy.
- Limited ongoing education for board members, resulting in missed opportunities to stay informed about library governance best practices, evolving community needs, and trends in library services.

Opportunities

- Implement standardized onboarding, including loyalty oaths, conflict of interest statements, and training, to strengthen governance and public confidence.
- Develop a comprehensive Safety, Emergency Preparedness, and Disaster Recovery policy to ensure staff and patrons are protected during crises, provide clear procedures for continuity of services, and safeguard library collections and assets.
- Establish a requirement or goal for library trustee orientation & annual board continuing education to strengthen decision-making, advocacy skills, and overall board effectiveness.
- Encourage membership in a professional organization for all members of the library board.

Threats

- Political interference in library governance, such as city leadership overriding the board's budget authority or making unilateral decisions that affect funding or operations.
- Loss of public trust, stemming from misunderstandings, misinformation, or perceived lack of transparency in decision-making.
- Changes in city or state leadership that reduce funding or prioritize other departments, threatening long-term sustainability.

SWOT Analysis

PERSONNEL

Strengths

- Employs sufficient staff to meet service and programming needs.
- Employs a paid library director and delegates management of the library to the library director within the policies and budget approved by the library board, as required by law.
- In 2025 began to spend a minimum of 65% of annual budget on library personnel compensation (wages, KPERS, FICA, health insurance, & worker's comp).
- The board may delegate power to the library director for hiring or termination of library staff as required by K.S.A. 12-1225d
- The board approves and implements a written personnel policy, as well as a clear chain of command statement and an organizational chart.
- An annual salary increase is provided to the library director.
- All employees are paid no less than the minimum wage, annual evaluations are performed, & the library maintains written personnel policies and job descriptions for any volunteers.

Weaknesses

- Director salary falls below the state average for comparable libraries.
- Current staffing levels are stretched thin, limiting the library's ability to expand services, enhance outreach, and fully meet community needs.

Opportunities

- Develop a transition plan in place for adapting to changes in employment, including procedures for changes in email accounts, passwords, documentation, and organizational knowledge.
- Establish an annual performance evaluation process for the library director to strengthen accountability, improve communication, and support professional growth.
- Develop a planned orientation program for all new employees.
- Establish a more structured, ongoing program would ensure all personnel regularly receive professional development to better serve a diverse community.

Threats

- Regional libraries offer director salaries averaging \$75,000/year, significantly higher than our current pay, creating a long-term threat to attracting and retaining qualified leadership.

SWOT Analysis

FINANCE

Strengths

- The board annually reviews the types of income used by the library before beginning budget preparation.
- The library board or its approved delegate presents the approved budget to the local governing body.
- The board and library director review all portions of the local official budget related to the library, and copies are retained on file at the library to comply with the Kansas Open Records Act.
- The board treasurer and the library director develop a monthly financial statement for the library board.
- The library board and library director comply with the audit requirements for the size of the library budget.

Weaknesses

- Current spending on Materials and Resources is only 7%-8% of total operating expenditures—below the recommended 12%.

Opportunities

- Strengthen financial compliance and internal controls by aligning check-signing practices with state guidelines—combining the treasurer and secretary roles would allow checks to be signed by the board president and treasurer/secretary, ensuring proper oversight and adherence to best practices.

Threats

- Loss of local budget authority due to city control over library funds, combined with conflicting interpretations about the city's revenue neutral rate, poses an ongoing threat to the library's financial autonomy and ability to plan effectively.

SWOT Analysis

PLANNING

Strengths

- The board has a current written plan, updated at least every three years and developed with input from members of the broader community in addition to the library staff and library board. The plan includes assessment of community demographics and needs, vision and/or mission statements, goals and objectives, action steps.
- The library assesses the needs of the community and analyzes the demographic data.
- The library board and staff remains informed about current issues, emerging trends, and future developments in library services, technology, and community needs.

Weaknesses

- The library lacks a current, updated technology plan with a sustainable replacement schedule due to disruptions since COVID.
- The library assesses community needs but lacks sufficient funding to provide the necessary personnel, services, programs, and facilities to fully address them.

Opportunities

- Establish a documented process for monitoring implementation of the library's written plan and to annually review the plan, ensuring progress is regularly evaluated and adjustments are made to meet evolving community needs.

Threats

- Reliance on city commission decisions creates uncertainty in yearly budgets, making long-term planning difficult and leaving essential services vulnerable to cuts.
- Persistent misconceptions about how the library is used (e.g., focusing only on door counts or registered patrons) can lead to resistance to funding increases or future ballot measures.
- Lack of funding for additional staff restricts outreach, bookmobile routes, and program expansion, preventing the library from fully addressing community needs.
- Other projects, such as recreation or infrastructure improvements, may receive more political and public support, reducing investment in the library's future.
- The current building's space constraints and deferred improvements may hinder the ability to adapt services, modernize spaces, or plan for future growth.

SWOT Analysis

OUTREACH

Strengths

- The library board and library director constantly advocate for the library, and interacts with local elected officials, city council members, and state legislators.
- The library board and library director stay informed about local, state, and national library issues.
- The library cultivates advocacy through community organizations, patrons, and stakeholders.
- The library is involved in its community, and builds community relationships with families, schools, organizations, and businesses.
- Youth service providers actively collaborate on early childhood development, reading readiness, and summer library projects.
- The library expands services beyond the physical walls of the library through outreach initiatives.
- The library has an accessible public website that contains current information about library services and programs.

Weaknesses

- Limited staffing prevents the library from expanding outreach services, including a dedicated weekly bookmobile route and more frequent deliveries to daycares and apartment complexes.

Opportunities

- Develop a formal marketing plan with measurable outcomes, consistent branding, and a clear promotional message.
- Improve website by making it more user-friendly, visually appealing, and comprehensive, ensuring easier access to services, policies, and program information.
- Strengthen outreach and marketing efforts to better reach non-traditional users and individuals who cannot independently visit the library.

Threats

- Lack of sustainable funding to support additional staffing restricts the library's ability to meet community outreach needs and expand services.

SWOT Analysis

RESOURCES

Strengths

- Utilizes an integrated library automation system that at a minimum provides circulation control and an online public access catalog (OPAC) capable of importing and exporting records in full US MARC format and meets standards (z39.50 server and client compatibility, and NCIP and/or SIP2 patron authentication compatibility) for interoperability with the statewide resource sharing network.
- Annually adds items to its collection equal to but not less than 4% of the total collection.
- Builds a responsive collection that meets community needs and reflects diverse global perspectives in traditional and nontraditional materials and formats.
- Promotes access to electronic content as part of its collection & participates in cooperative arrangements to purchase digital materials.
- Provides youth and adult programming that is free of charge.
- Provides developmentally appropriate programming, such as storytime, summer programs, infant and toddler programs, young adult programs, family programs, special events, and school visits.
- Collect and report statistics and information required by the local library, the library system, the statewide courier, the municipal governing body, and the State Library of Kansas.
- Protects the personal identifiable information of patrons and staff.
- Filters Internet content and has a policy and procedure in place to allow adult users unfiltered access.
- Provides a secure and accessible wireless Internet connection & access to printing, scanning, and faxing.
- Provides free public access to computers, with sufficient bandwidth to provide high-speed Internet access for staff and patrons.
- Open every week, including some hours after 5:00 p.m. or hours on the weekend.
- Facility and property meet the requirements of the Americans with Disabilities Act (ADA) and accessibility guidelines.

Opportunities

- Meets the minimum annual weeding standard but lacks a fully systematic, continuous process due to limited staff time; improving this would enhance collection quality and space management.
- Offers a variety of adult programs but could expand services, particularly by adding more digital literacy classes to meet evolving community needs.
- Collaborates with local agencies for off-site programming but could strengthen partnerships and expand year-round outreach efforts.
- Expand public meeting space to better accommodate community gatherings, programs, and collaborative activities, as current space is limited.
- Improve parking accessibility.

Weaknesses

- Does not provide the recommended number of public access computers (12) for a Major Service Center I.
- Lacks a regular, collaborative building maintenance review involving the director, board, and city representatives.
- Youth services area lacks many recommended features such as a dedicated family restroom, childproofing, a service desk with full visibility, and a separate young adult area, limiting its overall safety, accessibility, and usability.

Threats

- Despite periodic assessments of building needs, lack of funding hinders the library's ability to plan and pursue renovations or new construction.

Storytime & General Public Focus Group Summary

1. Library Space is a Major Concern

- Participants love the library but feel space is limiting—especially for meetings, events, and general seating.
- There is strong interest in a new building or major facility upgrades, including:
 - Better signage for navigation and visibility.
 - More comfortable seating and designated spaces (social areas, study areas).
 - A low-sensory hour for patrons who need a quieter environment.
 - Technology-equipped meeting rooms, including OWL tech for hybrid meetings.

2. The Library is Highly Valued, But Awareness Could Improve

- Participants expressed that the library plays an important role in literacy, well-being, and affordability, especially with the rising costs of daycare and living expenses.
- However, they noted a lack of public awareness about library programs and services. Suggestions for improvement:
 - Reintroduce articles in the newspaper to promote services.
 - Add a calendar to the website for easier event access.
 - Increase outreach to Hispanic residents—suggested working through churches.
 - Bring back monthly email newsletters to keep patrons informed.

3. Programming Needs to Expand

- While participants love current programs, they want more variety, particularly speakers and skill-building workshops such as:
 - CPR/First Aid, safety, etiquette, gardening, and job readiness (resume, interviewing skills).
 - Genealogy/Ancestry research assistance.
 - Mentorship and parenting programs.
 - Evening programs and book clubs to accommodate different schedules.

4. Technology & Digital Resources Need Expansion

- Interest in expanding digital services such as tech lending and training.
- Requests for:
 - Technology checkout (devices like tablets, laptops, or Wi-Fi hotspots).

- Classes to help with computer use and digital literacy.
- More digital resources (e-books, databases, Ancestry tools, etc.).
- Self-checkout and RFID improvements to streamline access.

5. Special Populations Need More Services

- Participants identified key groups that could benefit from expanded outreach:
 - Hispanic community—suggest partnering with churches.
 - Young adults—more programs tailored for teens and early career individuals.
 - Individuals with disabilities—suggestions included low-sensory hours and resources for vision/hearing-impaired patrons.

6. Funding & Growth Opportunities

- Participants recognized the need for more funding and suggested:
 - Sponsorships from businesses to support technology and facility upkeep.
 - Exploring FEMA funding for infrastructure improvements.
 - Collaborating with local childcare centers, fire and police departments for joint programming.

Final Summary:

The community appreciates the library's services but sees space limitations, programming gaps, and technology needs as key areas for growth. Improved awareness efforts, expanded programming, and stronger community partnerships will be essential in making the library more accessible and impactful. Funding strategies should be explored to address facility improvements and technology expansion while continuing to support underserved populations.

Educator Focus Group Summary

1. Libraries Play a Critical Role in Literacy and Community Support

- Libraries promote literacy across all ages and serve as an information hub for the community.
- They provide access to books and resources for those who may not be able to purchase them.
- Libraries support personal choice in reading, allowing individuals to explore diverse topics and interests.

2. Community Challenges & How the Library Can Respond

- Cost of living, daycare, and cyclical poverty create financial barriers for families.
- Many parents work full-time and struggle to attend daytime programs—suggestions included extended hours, more evening and weekend events.
- There is a growing English as a Second Language (ESL) population—suggestions included adding bilingual books for parents to read to their children.
- Internet and printing access remain essential for families who lack these resources at home.

3. Awareness & Program Promotion Needs Improvement

- Some participants were very familiar with Facebook updates and USD 470 Pre-K partnerships, while others were unaware of available programs.
- More outreach through schools was suggested—possibly working with Alisha Call to promote programs through school communication channels.
- Additional program advertisements via word-of-mouth, school reminders, and expanded Facebook engagement would help reach more families.

4. Space & Facilities: Mixed Opinions on Needed Improvements

- Some participants love the current children's area, while others believe the library should be larger and modernized to improve appeal and reduce crowding.
- Suggestions for improvement included:
 - Front-facing shelving for picture books.
 - Brighter colors, comfortable seating, and improved lighting.
 - More activity areas and interactive spaces.

5. Collection & Material Suggestions

- The current toys, blocks, train set, puzzles, and play areas are appreciated.
- Suggestions for new materials included:
 - Board games, puppets, storytelling props, and STEM kits.
 - More bilingual books for families with English as a second language.

6. Partnerships & Collaboration Opportunities

- Library partnerships with USD 470 Pre-K are strong and highly valued, particularly for storytimes and literacy engagement.
- Interest in more collaborations with early childhood programs and agencies to encourage more families to visit the library.
- More promotion of summer reading programs in elementary schools would help boost participation.

7. Ideas to Support Early Literacy & School Readiness

- Providing take-home literacy kits (e.g., backpacks with books and activities).
- Bookmobile outreach to young families.
- Assisting families with signing up for Dolly Parton's Imagination Library.
- Creating "beginning reader" book bags for families to check out.

8. Future Library Vision & Facility Updates

- Some participants prefer general maintenance and restoration of the current library, while others envision a new building with an open, modern layout.
- Key suggestions for a renovated library:
 - Single-level facility with larger meeting spaces for community use.
 - More open floor space, bright colors, and improved seating.
 - Updated shelving and lighting for better browsing experiences.

9. Most Important Library Services & Programs

Participants ranked their top three services as:

- Early literacy programs (storytimes, toddler programming, reading incentives).
- Adult literacy support.
- Homebound/mobile library services for those who cannot visit in person.

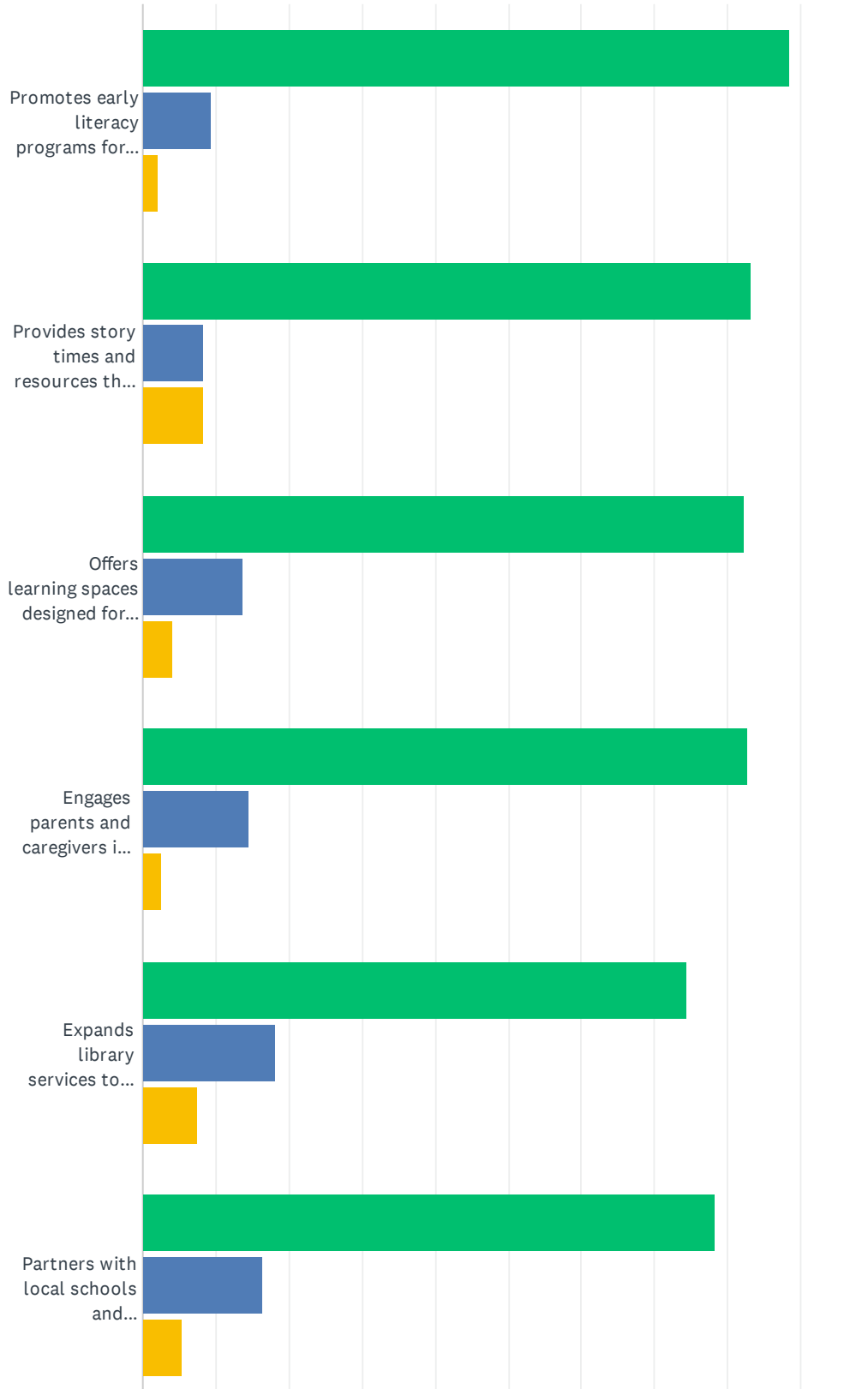
Final Summary:

This focus group strongly supports the library's role in early literacy and community access, but sees a need for more outreach, expanded hours, and bilingual resources. While opinions on facility updates vary, there is a clear desire for more interactive children's spaces and modernized features. Partnerships with schools and community agencies should be expanded, and marketing efforts should be enhanced to reach more families, particularly through school communication channels and local networks.

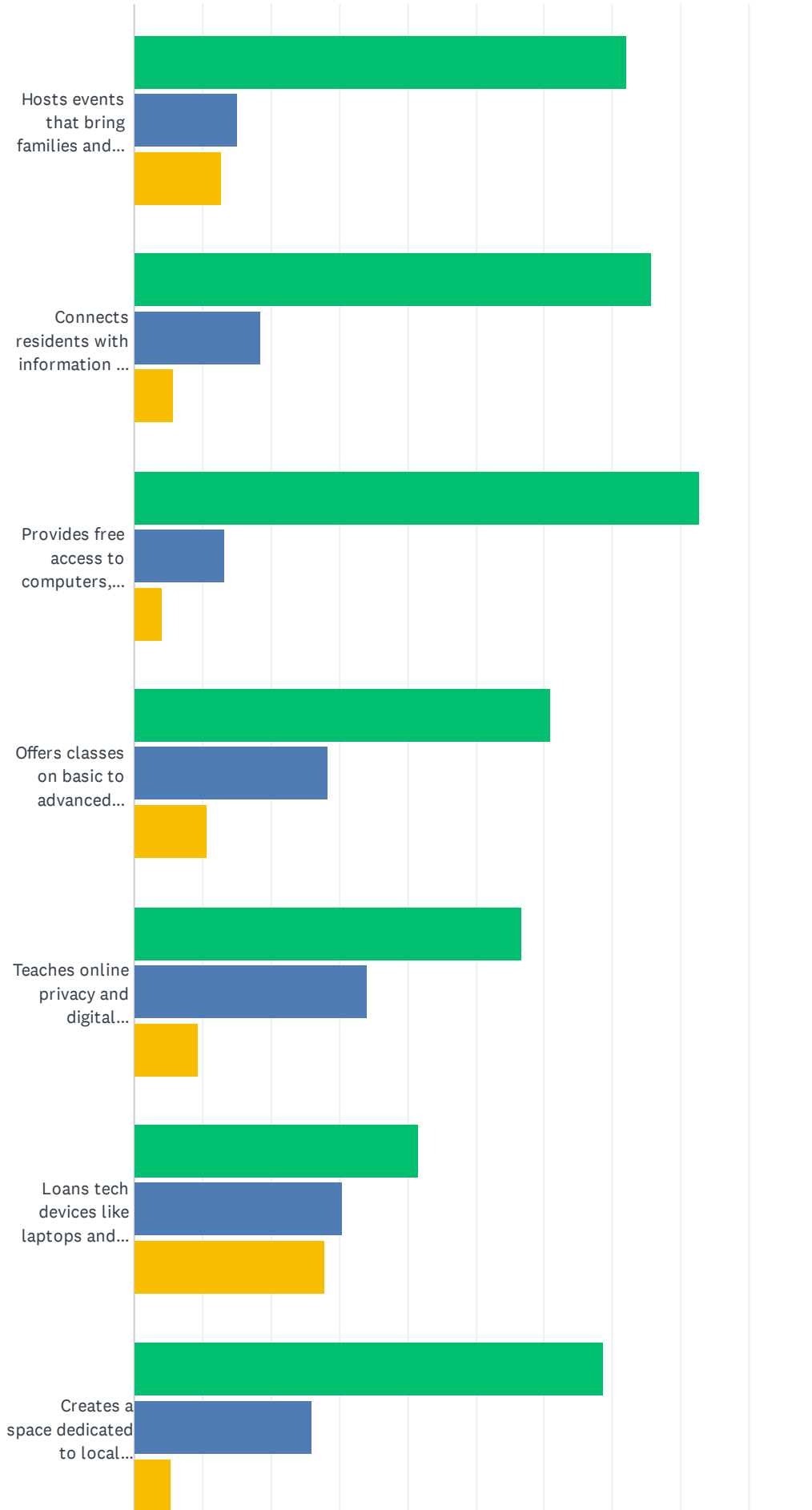
2024-25 Community Library Survey

Q1 How important or unimportant to your community is it that the Ark City Public Library does each of the following?

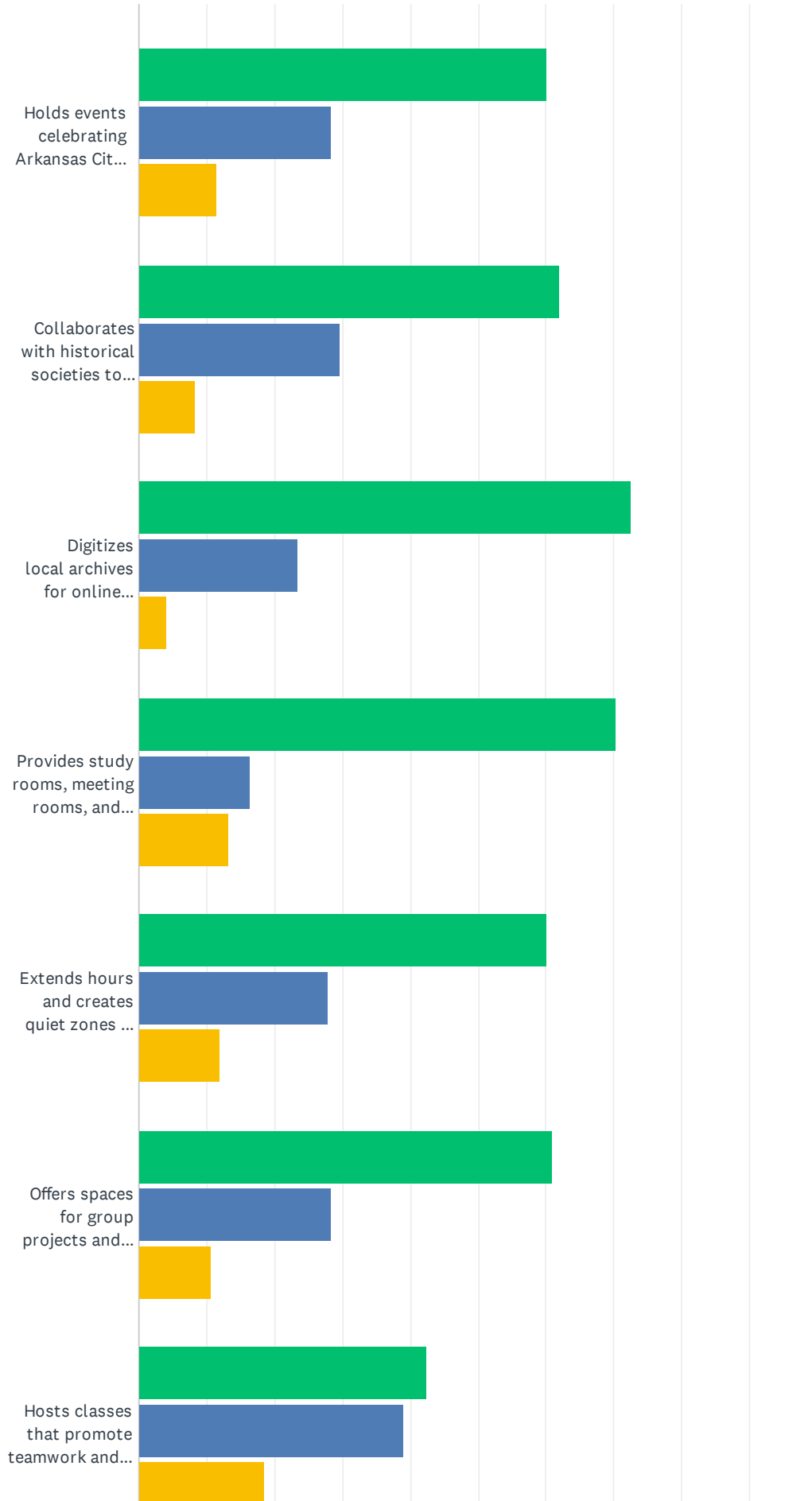
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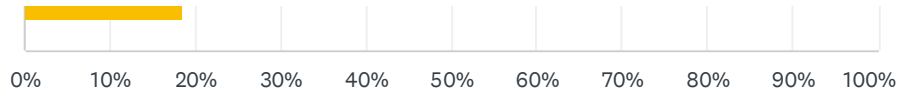
2024 Community Library Survey



2024 Community Library Survey



2024 Community Library Survey



■ Important
 ■ Not Sure
 ■ Unimportant

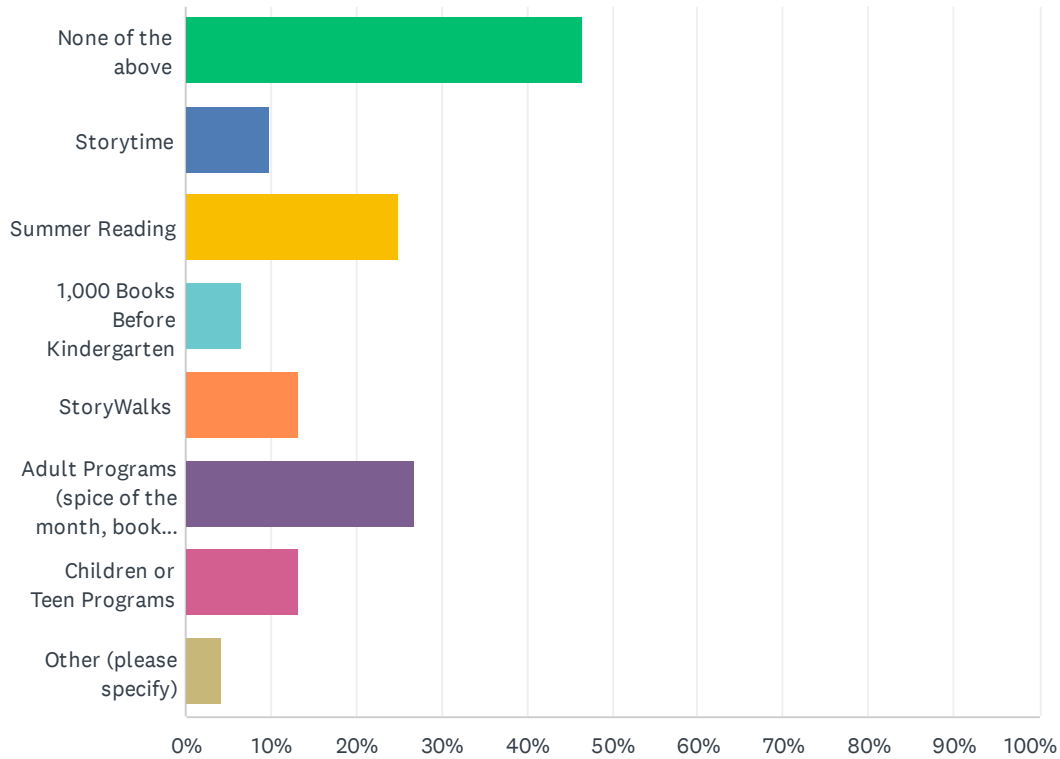
| # | FEEL FREE TO COMMENT. | DATE |
|----|---|---------------------|
| 1 | Our local museum is a joke. We need an organization that focuses on Ark City history and is more accessible to the public. | 12/31/2024 10:23 AM |
| 2 | Maybe a tutorial on accessing and using ebooks. | 12/21/2024 8:53 AM |
| 3 | There is one thing that I would like to mention the automatic doors when you push the button it opens but if you're a slow Walker like I am with my cane. The door is closed rather quickly. When I come in with my family the toddler goes first the able-bodied husband chases after toddler and I come in last in line and by that point the door has started to shut so I have to push the button again to make it through the door. | 12/13/2024 2:27 PM |
| 4 | Our library is very important. | 12/12/2024 12:38 PM |
| 5 | Provide a quiet place of solitude where they can for the moment step away from the din of life and - out of the weather - relax with a newspaper or book. | 12/12/2024 11:42 AM |
| 6 | Provide classes or study pathways for vocational aptitudes | 12/12/2024 10:49 AM |
| 7 | The library is an sacred space for all ages to be safe and to be able to learn and grow in comfort of their community. As for the library itself it is wonderful yet small I understand ark City is about traditions and preservation but the large parking lot behind it could be used to harbor a much larger space for more readers and general public. More space more opportunities to advance the younger generations to succeed in their and our future. | 11/22/2024 10:34 PM |
| 8 | All of these are important, but prioritizing allows the library to do some things REALLY well, while partners can do other pieces really well. Early literacy is tied to all sorts of outcomes (ex. Graduating high school, post secondary success, healthier behaviors) - the library must help shoulders this effort in new, creative ways. | 11/22/2024 8:17 AM |
| 9 | Would love to see more things for teens to do. Especially during the summer | 11/15/2024 7:05 PM |
| 10 | The library is extremely important to our community. | 11/15/2024 1:17 PM |
| 11 | The ACPL is one of the most important resources in town. You have my full support. I am filling this out just so I can type something for you to consider, that is why my answers are all neutral. Here is my idea... Only offer your services for people in the AC City Limits who pay the taxes for it. If their drivers license says they live outside of the city limits, simply do not serve them. I do not care if that sounds extreme, if county people do not want to share the tax burden with those of us in town, fuck'em. Let them build their own library over in Parkertown or where ever. If they are not paying taxes for the library they do not get to use it. Pretty simple and affective. | 11/7/2024 8:19 AM |
| 12 | Our library is, and has been for many years, a cornerstone for Ark City. | 11/6/2024 11:54 PM |
| 13 | Perhaps to extend services for visually impaired individuals. Ex: large l.e.d./lighted magnifiers, Large signs for visually impaired. More quiet rooms. More momtoring when children or teens are in attendance. | 11/6/2024 9:13 PM |
| 14 | I wanted to put "very" in front of each of the "important" or substitute "critical." | 11/6/2024 8:55 PM |
| 15 | The only problems I see with the library is that it is hard to find a parking place!!! | 11/6/2024 8:51 PM |
| 16 | You all do a fabulous job offering services that can be life changing for many | 11/6/2024 8:35 PM |
| 17 | Thanks for being in the community! | 11/6/2024 6:49 PM |
| 18 | The library hours need expanded on Saturdays for usage not the hours currently offered. | 11/6/2024 5:52 PM |

2024 Community Library Survey

| | | |
|----|---|--------------------|
| 19 | I don't believe you are doing much for early literacy now. It's not the best program. | 11/6/2024 11:36 AM |
| 20 | Offer classes and opportunities later the. 5pm | 11/6/2024 8:57 AM |
| 21 | In my opinion, the library should focus on community support related to communication, resources and literacy to the extent that is not already covered by schools and museums and to the extent that interest in service has been shown. | 11/6/2024 8:17 AM |
| 22 | I don't think it's the library's job to provide tech or tech support/learning. It would also be nice to see the library provide services for older children. | 11/6/2024 8:10 AM |

Q8 Which library programs have you participated in within the past 12 months? (select all that apply)

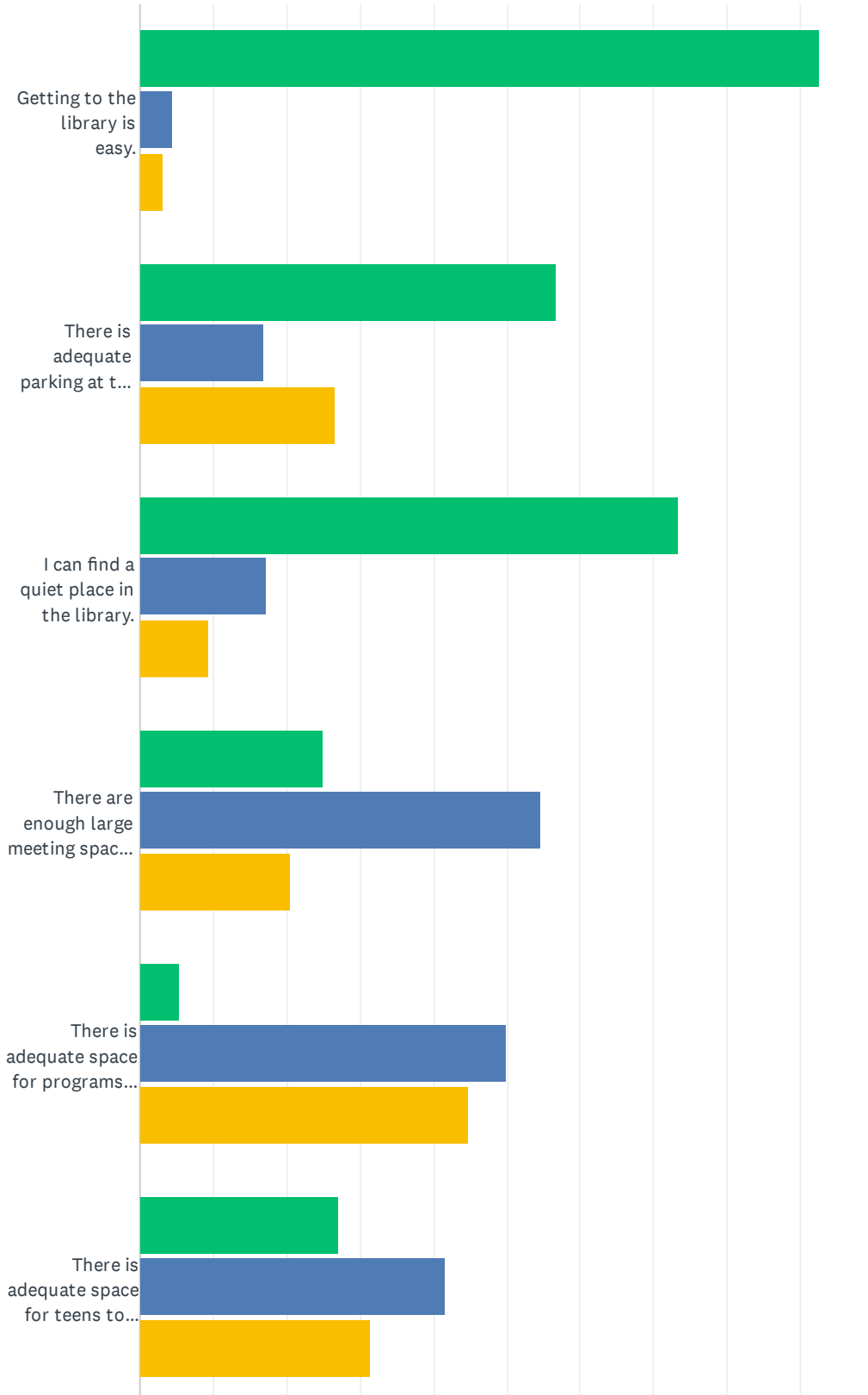
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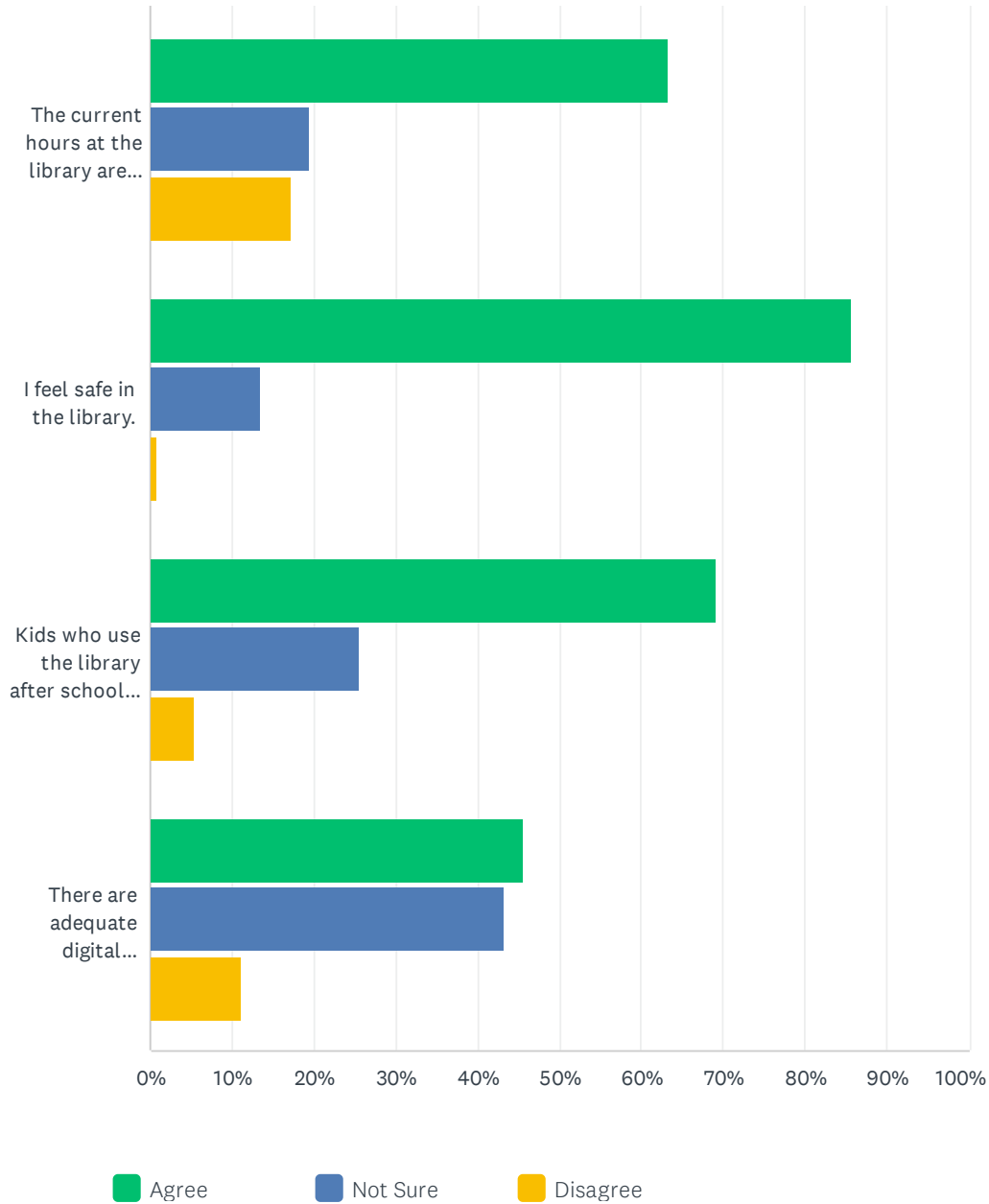
| # | OTHER (PLEASE SPECIFY) | DATE |
|---|---|---------------------|
| 1 | Mostly, teens just want cool spaces to hang out in. | 12/31/2024 10:53 AM |
| 2 | summer egg roll demo | 12/12/2024 4:43 PM |
| 3 | I personally haven't participated in these, but I find value in them. | 11/15/2024 9:36 AM |
| 4 | Have used, but not in the last 12 months | 11/7/2024 4:08 PM |
| 5 | Winfield Ted talks | 11/7/2024 7:22 AM |
| 6 | Library/Bookmobile at community events | 11/6/2024 9:05 PM |
| 7 | Spice of the month club | 11/6/2024 6:27 PM |
| 8 | I've taken the spice of the month, but would not think less of the library if the money were allocated to other things. | 11/6/2024 8:36 AM |
| 9 | Take and go craft | 11/6/2024 8:12 AM |

Q2 How much do you agree or disagree with each of the following statements?

Answered: 316 Skipped: 0



2024 Community Library Survey



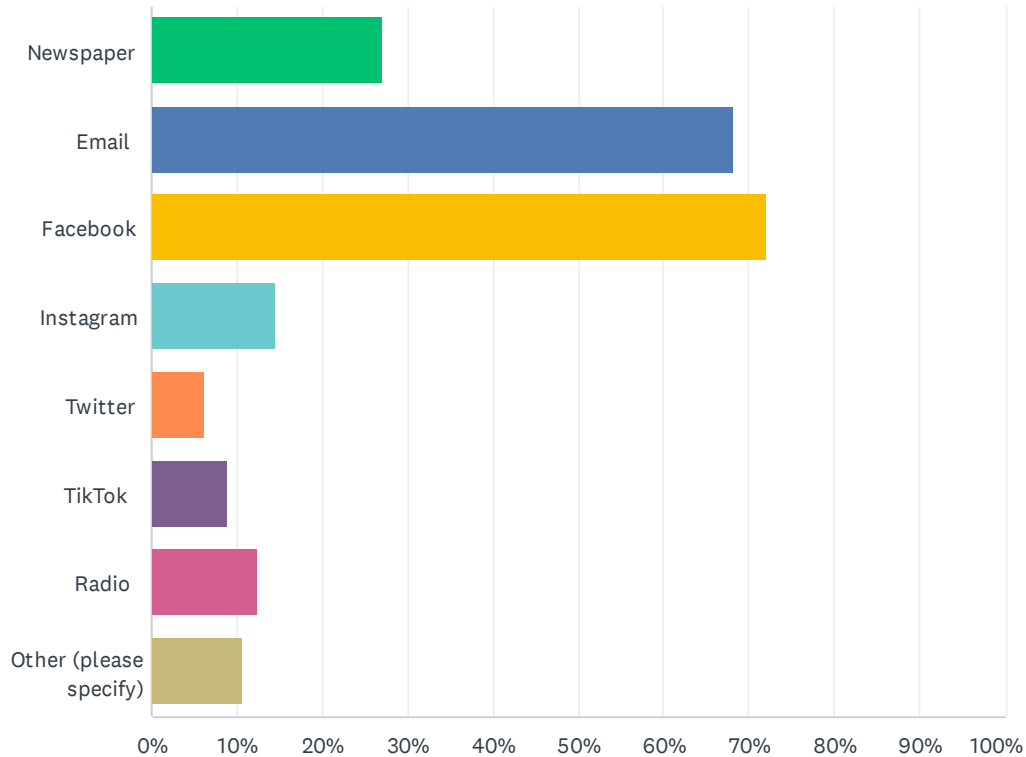
| # | FEEL FREE TO COMMENT. | DATE |
|---|--|---------------------|
| 1 | As a teen, I wish we had our own space at the library. Lots of my friends feel like we don't have a cool place to hangout inside. | 12/31/2024 10:50 AM |
| 2 | So sad that the ballot measure failed. I live outside of the City and supported it. The increase in taxes wasn't that bad! | 12/31/2024 10:34 AM |
| 3 | Wish there were more digital options, like Hoopla or Kanopy. | 12/31/2024 10:15 AM |
| 4 | My husband goes to work after the library opens and gets off before the library closes. I am unable to drive so the only time we are able to go is on one of his days off. | 12/13/2024 2:27 PM |
| 5 | Not sure it's possible to provide a quiet library that includes space for teen socializing. | 12/12/2024 11:42 AM |
| 6 | The library Was my safe space when I grew up there in Ark City. My Only safe space. | 12/12/2024 10:49 AM |
| 7 | I have reliable transportation. Others might not. | 11/22/2024 8:17 AM |
| 8 | Wish we had more history books for kids to use for research papers | 11/15/2024 7:05 PM |

2024 Community Library Survey

| | | |
|----|--|---------------------|
| 9 | Would like to see longer Saturday hours | 11/15/2024 10:31 AM |
| 10 | Adding Hoopla or Kanopy would be great. And we could really use a teen space in town for kids to hangout at and stay out of trouble. | 11/15/2024 9:35 AM |
| 11 | . | 11/7/2024 10:26 AM |
| 12 | Whats with the safe space question? | 11/7/2024 8:54 AM |
| 13 | I wish the library stayed open longer on Saturdays | 11/7/2024 7:20 AM |
| 14 | Sometimes older teens and adults going to and fro is bothersome. Safety is a concern and more monitoring on a consistence manner would be nice. Security Cameras would also be nice. | 11/6/2024 9:13 PM |
| 15 | I love Sunday hours! It one of my favorite times to visit the Winfield library. | 11/6/2024 7:53 PM |
| 16 | I don't think you are utilizing the space in the library well. | 11/6/2024 11:36 AM |
| 17 | The downtown library is small but seems to optimize the space that is available. It would be nice to have more private study and group meeting spaces, but not at the expense of resources (esp if a list of alternate local public meeting/silent study places could be made readily available to patrons). | 11/6/2024 8:17 AM |

Q3 How would you prefer to receive news and updates about library programs & services? (check all that apply)

Answered: 316 Skipped: 0



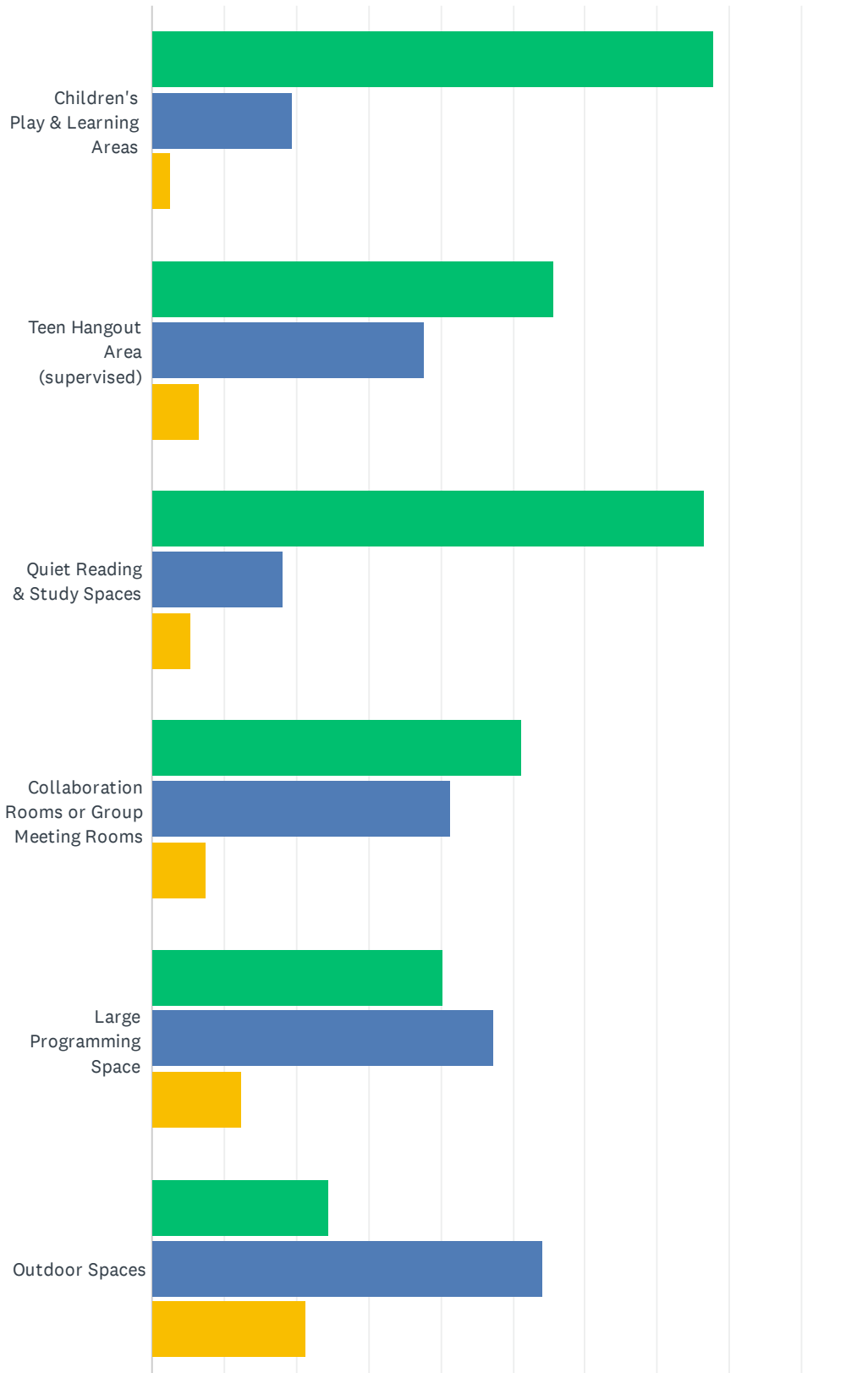
| # | OTHER (PLEASE SPECIFY) | DATE |
|----|--------------------------------------|---------------------|
| 1 | Teens don't use Facebook! | 12/31/2024 10:50 AM |
| 2 | Nextdoor | 11/22/2024 10:34 PM |
| 3 | Text | 11/22/2024 8:17 AM |
| 4 | website | 11/16/2024 12:30 PM |
| 5 | Monthly calendar in print | 11/15/2024 7:05 PM |
| 6 | Text | 11/15/2024 9:54 AM |
| 7 | Newsletter | 11/8/2024 1:53 PM |
| 8 | Flyer | 11/7/2024 3:40 PM |
| 9 | x | 11/7/2024 9:32 AM |
| 10 | Whatever is the most cost affective. | 11/7/2024 8:19 AM |
| 11 | Mailer (not in newspaper) | 11/6/2024 9:53 PM |
| 12 | Mail | 11/6/2024 9:40 PM |
| 13 | Snail mail | 11/6/2024 9:13 PM |
| 14 | Chamber | 11/6/2024 9:05 PM |

2024 Community Library Survey

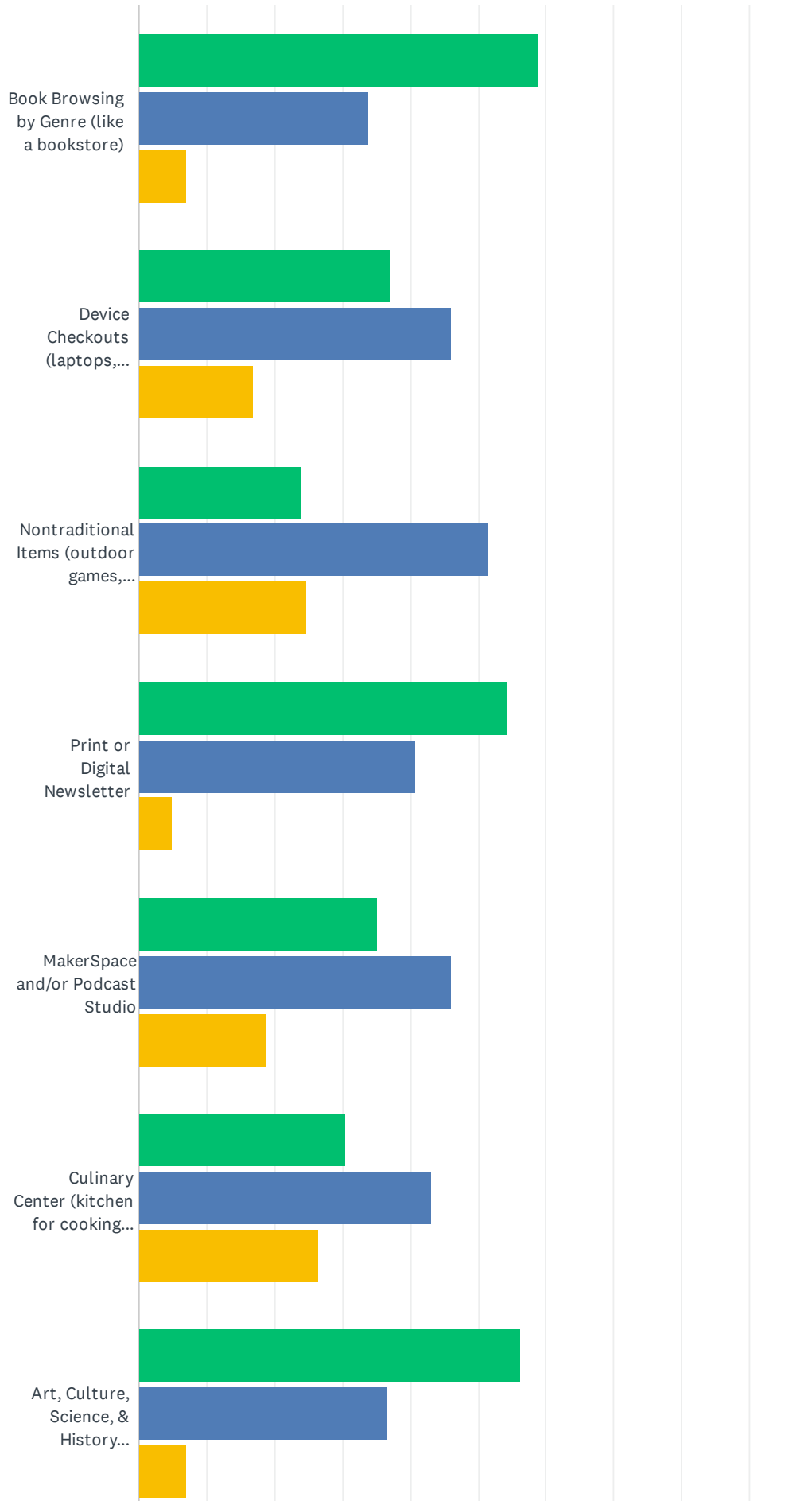
| | | |
|----|---|--------------------|
| 15 | Email | 11/6/2024 8:35 PM |
| 16 | Texts | 11/6/2024 8:31 PM |
| 17 | By mail | 11/6/2024 5:52 PM |
| 18 | TV. News | 11/6/2024 4:51 PM |
| 19 | Mailers or posted around town or just on your website!! | 11/6/2024 3:28 PM |
| 20 | x | 11/6/2024 1:33 PM |
| 21 | Text | 11/6/2024 11:36 AM |
| 22 | Mailers | 11/6/2024 9:18 AM |
| 23 | Text | 11/6/2024 9:11 AM |
| 24 | Posted flyers in public places (ex. downtown) and listed in the free ad-funded paper (I don't pay for the newspaper). | 11/6/2024 8:17 AM |

Q4 What types of spaces and amenities should the library have or would you like to see at the library? (Please rate the importance of each.)

Answered: 316 Skipped: 0

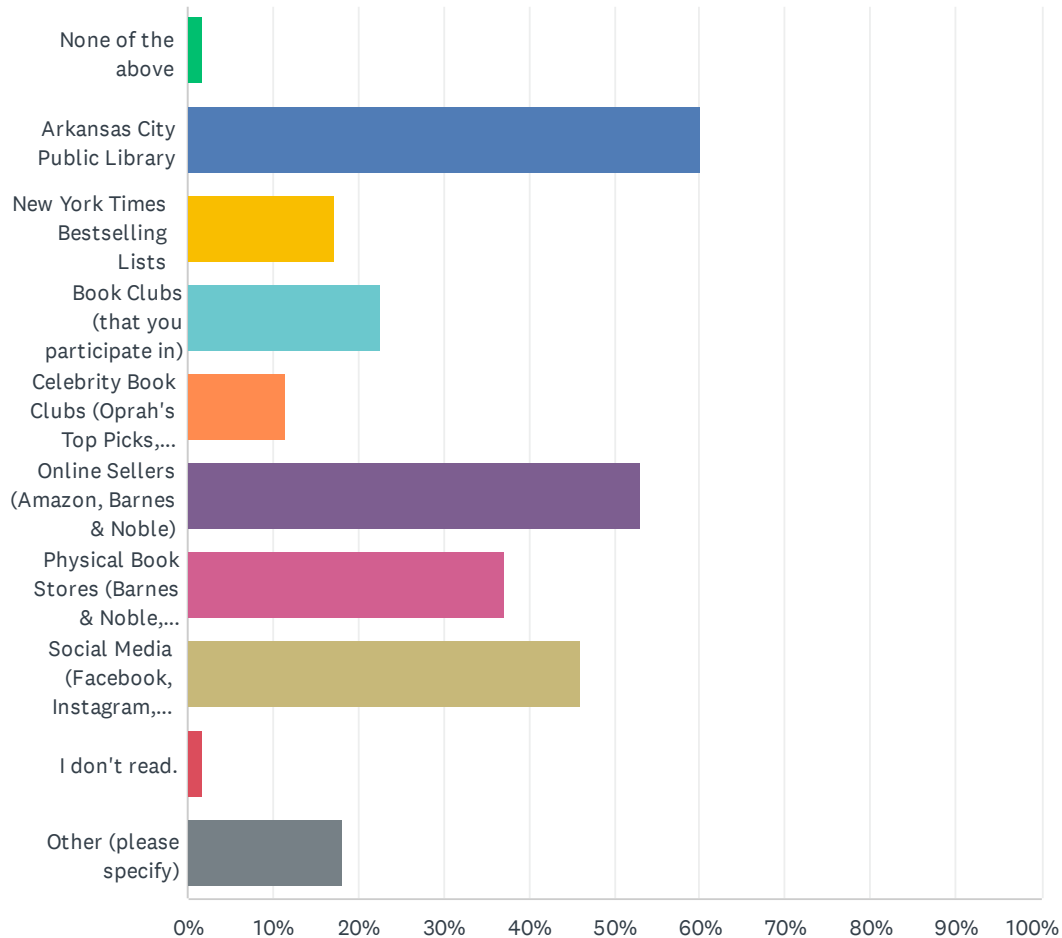


2024 Community Library Survey



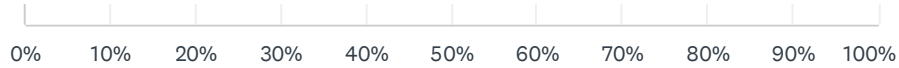
Q5 Where do you discover books that you would like to read? (check all that apply)

Answered: 316 Skipped: 0



| # | OTHER (PLEASE SPECIFY) | DATE |
|----|--|---------------------|
| 1 | Cowley College Library | 12/20/2024 6:03 AM |
| 2 | The Libby app or Kindle which I guess is Amazon. | 12/13/2024 2:27 PM |
| 3 | Cowley College Library & State Library of Kansas (Cloud Library) & Audio Books | 12/12/2024 1:51 PM |
| 4 | NPR, Audible | 12/12/2024 12:25 PM |
| 5 | Airports | 12/12/2024 12:02 PM |
| 6 | Kindle | 12/12/2024 11:22 AM |
| 7 | Book stores | 12/12/2024 10:49 AM |
| 8 | Podcasts | 11/16/2024 11:22 PM |
| 9 | Any New Books extension from Google Chrome & Goodreads website | 11/15/2024 7:15 PM |
| 10 | I often have an interest in a topic and then try to research books that are available on it. | 11/15/2024 12:40 PM |

2024 Community Library Survey



■ Valuable
 ■ Some Value
 ■ No Value

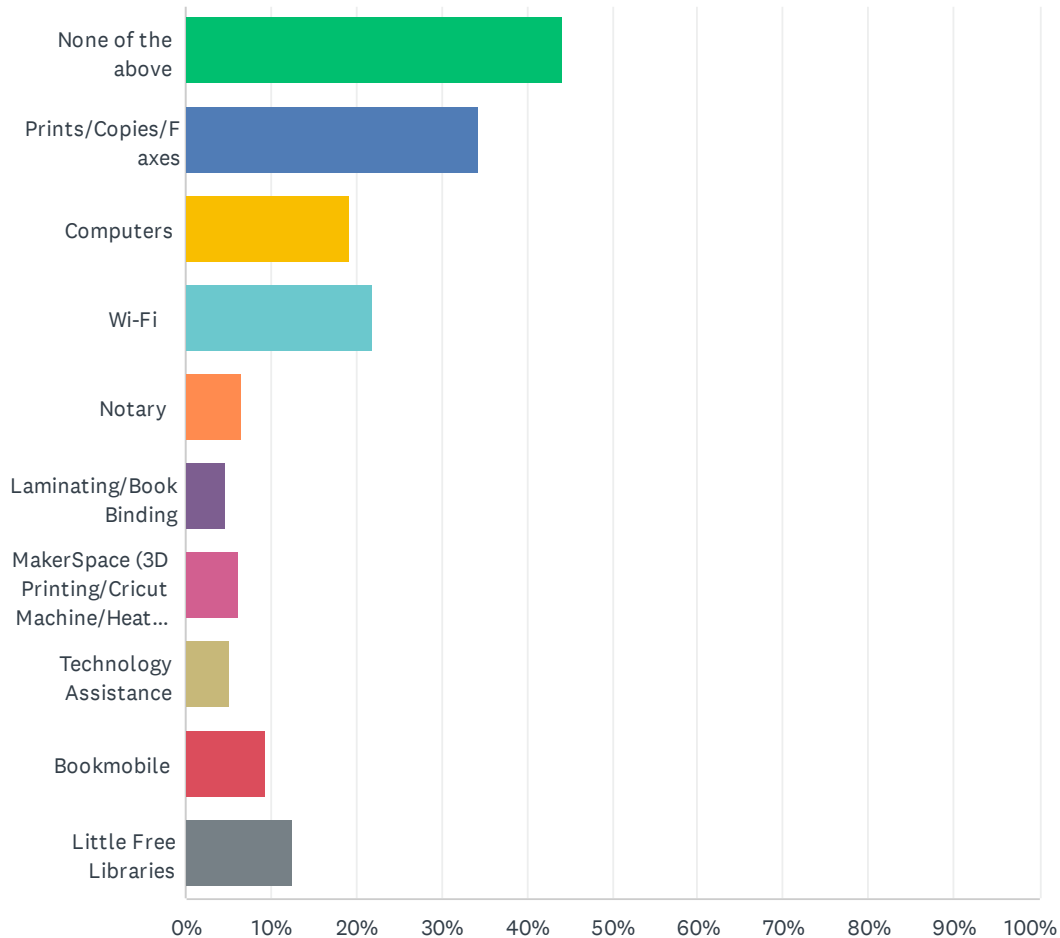
| # | OTHER (PLEASE SPECIFY) | DATE |
|----|---|---------------------|
| 1 | I wish we had a new library! The building it's in right now is great, but we need a more modern space. Does the City want to grow and attract new residents and employers or do we want to want to be a bedroom community that never improves? | 12/31/2024 10:34 AM |
| 2 | Vocational options for the trades. | 12/12/2024 10:49 AM |
| 3 | Outreach to help struggling families have Internet and/or computers, laptops, tablets and printers etc | 11/22/2024 10:34 PM |
| 4 | A lot of places in town charge to attend classes, so it's nice that the library offers programs for free. And you also offer outdoor games, which saves people from having to purchase them. | 11/15/2024 9:35 AM |
| 5 | Book clubs and adult events would be amazing. Also more story times for kids who have parents who work. So not necessarily in the middle of the day. | 11/13/2024 7:30 PM |
| 6 | I marked 'no value' if the item was low priority for me. | 11/7/2024 10:29 PM |
| 7 | Focus on being a library not everything else. You cant do that well when you try to be everything to everyone. | 11/7/2024 8:54 AM |
| 8 | I think cooking will be more susceptible to critters. | 11/6/2024 9:13 PM |
| 9 | The birford provides some of these services. Promote each other rather than duplicating services. | 11/6/2024 3:59 PM |
| 10 | All these ideas sound great, I love this! | 11/6/2024 8:47 AM |
| 11 | All of these are valuable, but whether they should be the responsibility of the library, I'm not sure. For them to be valuable, the community must use them. That requires awareness, training and availability. I look for library fundamentals at the library (organization, etc), not a bookstore...though the ability to sponsor a book sale booth in a local business that could help fund the library would be nice. The library misses opportunities to engage the public in reading, literature, culture, local awareness (community resources). Going into Halloween, there was an empty table in the lobby without featured Halloween books, Halloween bookmarks, fall themed cookbooks and crafts and other featured items of engagement that were expected of me as a school librarian. | 11/6/2024 8:17 AM |

2024 Community Library Survey

| | | |
|----|---|---------------------|
| 11 | Winfield Library | 11/15/2024 12:15 PM |
| 12 | My company weekly announcements | 11/15/2024 10:31 AM |
| 13 | Fan fiction sites | 11/15/2024 10:27 AM |
| 14 | Online audio books...listen while I work. | 11/9/2024 1:33 PM |
| 15 | Recommendations from friends and family | 11/7/2024 10:29 PM |
| 16 | The read aloud revival website | 11/7/2024 3:40 PM |
| 17 | Don't use TikTok | 11/7/2024 3:19 PM |
| 18 | Search engines, the library has not carried books i would read for a long time. You focus on book clubs and fiction too much and threw out non fiction as a priority. | 11/7/2024 8:54 AM |
| 19 | National Public Radio | 11/7/2024 8:19 AM |
| 20 | Recommendations by friends | 11/7/2024 7:20 AM |
| 21 | Goodreads app | 11/6/2024 9:53 PM |
| 22 | Goodreads | 11/6/2024 9:32 PM |
| 23 | Industry journals/Podcasts/friend recommendations | 11/6/2024 8:55 PM |
| 24 | Friend recommdation | 11/6/2024 8:38 PM |
| 25 | Friends/family book sharing | 11/6/2024 8:35 PM |
| 26 | Everand, Scribd, Libby | 11/6/2024 8:10 PM |
| 27 | Reading apps | 11/6/2024 7:46 PM |
| 28 | Friends | 11/6/2024 7:38 PM |
| 29 | Cloudlibrary | 11/6/2024 7:21 PM |
| 30 | i don't really take time to read much. | 11/6/2024 6:56 PM |
| 31 | Little Free Libraries | 11/6/2024 6:49 PM |
| 32 | Today show Jenna's book club & also USA paper top non fiction and fiction books to read. | 11/6/2024 5:52 PM |
| 33 | I homeschool curriculum suggestions | 11/6/2024 3:28 PM |
| 34 | x | 11/6/2024 1:33 PM |
| 35 | Recommendations from friends | 11/6/2024 11:36 AM |
| 36 | Friends / Good Reads | 11/6/2024 11:07 AM |
| 37 | Reading takes you place! | 11/6/2024 8:47 AM |
| 38 | Any library/book store/book section that I go to. I scan shelves - front faced books catch my attention as do some titles/bindings. I belong to library and special interest/education Facebook groups that often recommend books. Most of the ones that I seek, I have to buy or get through interlibrary loan so the books that I most often check out at ACPL are ones that I saw while scanning shelves. I also belong to Winfield Library and visit Ponca and Wichita libraries. For in-depth research, I use the college library. | 11/6/2024 8:17 AM |
| 39 | Cloud library | 11/6/2024 8:10 AM |
| 40 | Library apps | 11/6/2024 7:43 AM |
| 41 | Goodreads | 11/6/2024 7:08 AM |

Q6 Which library services have you used in the past 12 months? (select all that apply)

Answered: 303 Skipped: 13



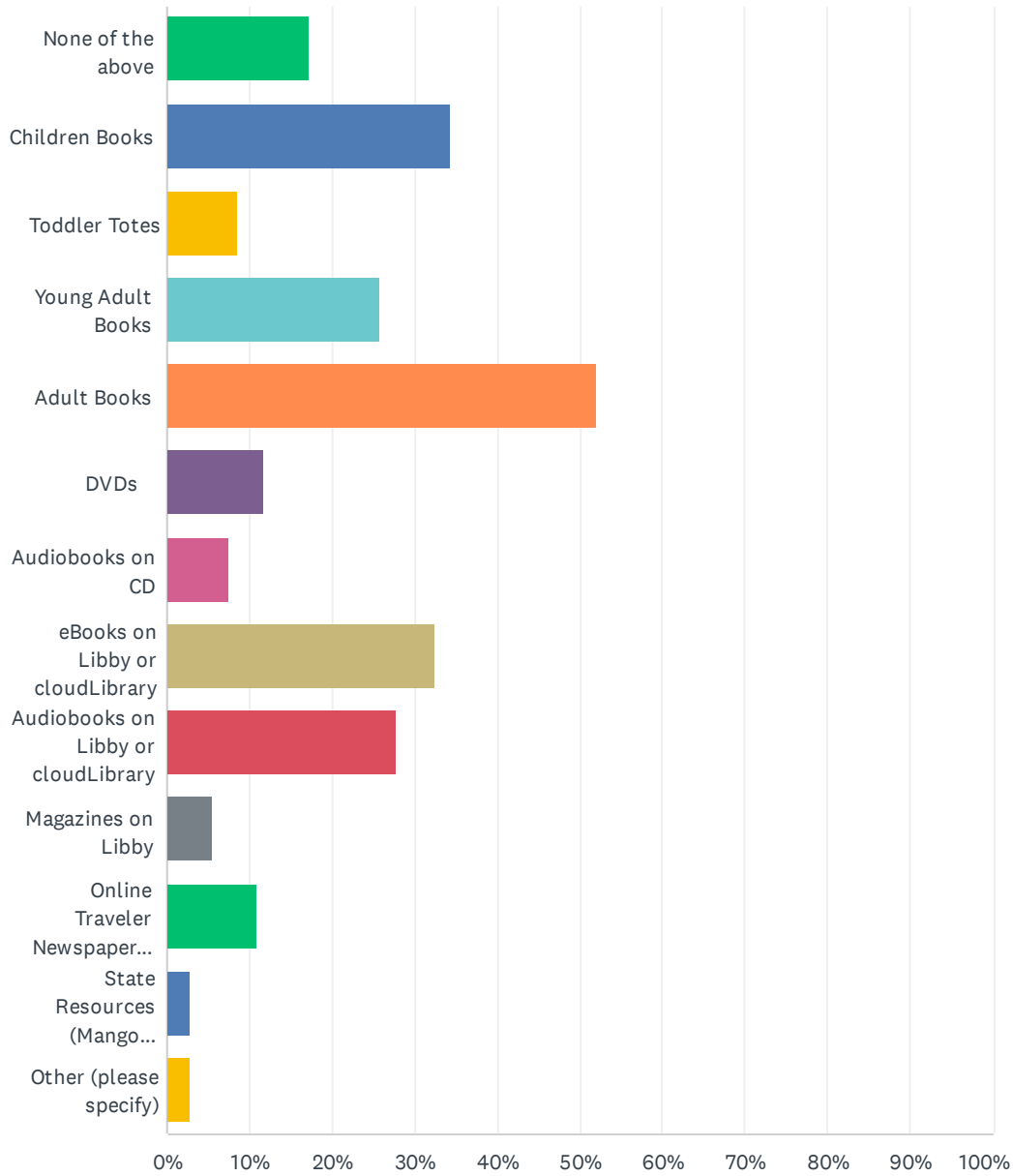
| # | OTHER (PLEASE SPECIFY) | DATE |
|---|--|---------------------|
| 1 | Would be cool if we had gaming rooms for teens. | 12/31/2024 10:53 AM |
| 2 | E books | 12/12/2024 5:11 PM |
| 3 | A quiet place to relax, escape the weather and read a newspaper or magazine.and read a magazin | 12/12/2024 11:54 AM |
| 4 | Libby | 12/12/2024 11:24 AM |
| 5 | Safe spaces | 11/22/2024 10:35 PM |
| 6 | Checking out books, participating in special events | 11/15/2024 9:42 AM |
| 7 | Meeting Rooms | 11/8/2024 1:55 PM |
| 8 | Used space | 11/8/2024 8:06 AM |
| 9 | Have used, but not in the last 12 months | 11/7/2024 4:08 PM |

2024 Community Library Survey

| | | |
|----|---|--------------------|
| 10 | ILL | 11/7/2024 3:21 PM |
| 11 | Book checkout/Yard Games checkout/Meeting room | 11/6/2024 9:05 PM |
| 12 | Librarians speaking to an offsite group. | 11/6/2024 8:55 PM |
| 13 | Children's Story Time, Summer Reading Activities | 11/6/2024 8:53 PM |
| 14 | Playroom toys and puzzles | 11/6/2024 7:51 PM |
| 15 | Toddler Play Area | 11/6/2024 7:18 PM |
| 16 | relaxed and read magazines | 11/6/2024 7:00 PM |
| 17 | The meeting room | 11/6/2024 6:27 PM |
| 18 | Libby app | 11/6/2024 2:52 PM |
| 19 | x | 11/6/2024 1:34 PM |
| 20 | I would like to use the maker space and book binding I just never remember to schedule it. | 11/6/2024 11:40 AM |
| 21 | Kids/Teen Programming | 11/6/2024 11:09 AM |
| 22 | Meeting room | 11/6/2024 10:47 AM |
| 23 | I checked out books, audiobooks and DVDs. I displayed a collection homemade bookmarks (made them free to patrons and offered ideas for making their own). I used the tables out front (tried to clean some of the graffiti off of them that made it look like the street owned them instead of the library and its patrons). Used the computer daily when my home computer was down. Renewed my State of Kansas Library Card. | 11/6/2024 8:36 AM |
| 24 | Traditional book check out / make and take programming | 11/6/2024 8:20 AM |
| 25 | Take and go craft | 11/6/2024 8:12 AM |
| 26 | Libby app | 11/6/2024 7:46 AM |

Q7 Which library resources/collections have you used in the past 12 months? (select all that apply)

Answered: 303 Skipped: 13

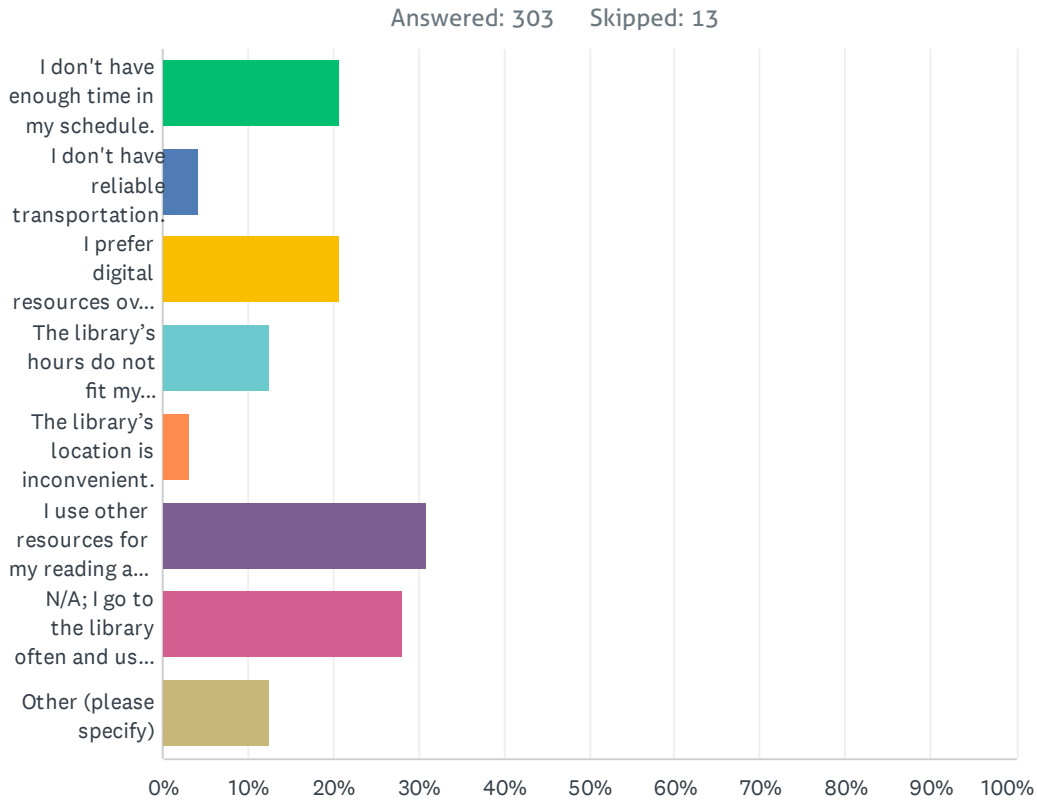


| # | OTHER (PLEASE SPECIFY) | DATE |
|---|--|-------------------|
| 1 | Show and tellcraft and cooking seminars | 11/9/2024 1:38 PM |
| 2 | Have used, but not in the last 12 months | 11/7/2024 4:08 PM |
| 3 | Meeting room | 11/6/2024 9:15 PM |
| 4 | Little kids play area | 11/6/2024 7:48 PM |
| 5 | Magazines and newspapers | 11/6/2024 6:50 PM |

2024 Community Library Survey

| | | |
|---|------------------|-------------------|
| 6 | The meeting room | 11/6/2024 6:27 PM |
|---|------------------|-------------------|

Q9 If you do not use the library often (on-site), please select all that apply.



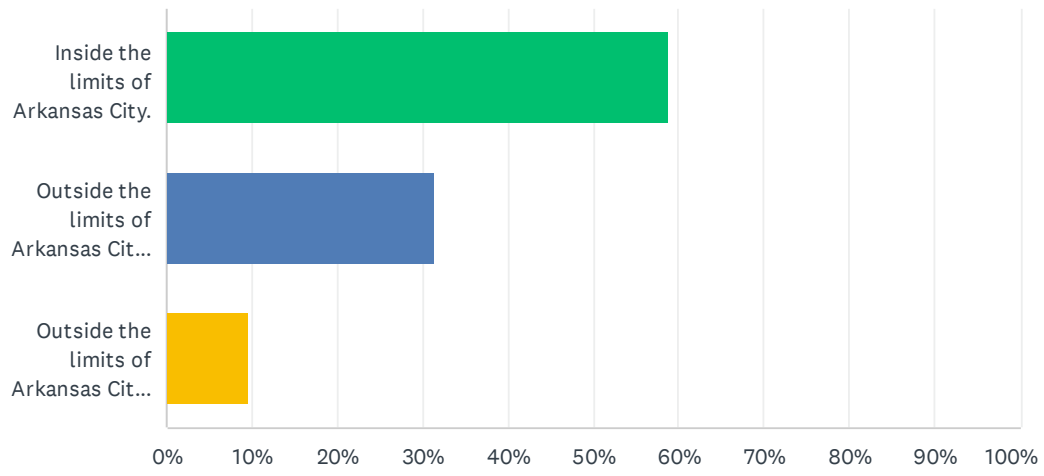
| # | OTHER (PLEASE SPECIFY) | DATE |
|----|---|---------------------|
| 1 | I usually come to the library at least once or twice a month. | 12/31/2024 10:35 AM |
| 2 | I only come to Ark City on visits. But when I do it's nice to be able to check out a book | 12/12/2024 4:47 PM |
| 3 | I do very little inside the city of Arkansas City. I typically go to larger cities north or south | 12/12/2024 12:04 PM |
| 4 | School is in season now so he has books from school | 12/12/2024 11:57 AM |
| 5 | As a handicapped individual, I make as much use of library offerings as I can. | 12/12/2024 11:54 AM |
| 6 | I love the library and think it is invaluable--I just have other resources for reading materials, etc. | 12/12/2024 11:07 AM |
| 7 | I dont live close to there currently but I support it. | 12/12/2024 10:50 AM |
| 8 | I frequently buy books | 11/16/2024 12:33 PM |
| 9 | accessibility, specifically restrooms | 11/16/2024 8:42 AM |
| 10 | Haven't made it a priority, but will to ensure it's remaining in our community. | 11/15/2024 1:19 PM |
| 11 | Live in Winfield | 11/15/2024 12:17 PM |
| 12 | When I need to make use of the library, I need make use of it for a long while then I might not need it for monthes after | 11/15/2024 10:32 AM |
| 13 | I use the library | 11/15/2024 9:37 AM |
| 14 | I don't see the events advertised very well! I have no idea that they are happening. | 11/13/2024 7:32 PM |

2024 Community Library Survey

| | | |
|----|---|-------------------|
| 15 | x | 11/7/2024 9:33 AM |
| 16 | You dont have anything i would read, i go to the library for books specifically non fiction. Your shelves for non fiction are a joke. | 11/7/2024 8:56 AM |
| 17 | I stick with my library in my home, but I understand the importance of ACPL. | 11/7/2024 8:20 AM |
| 18 | I use it as needed | 11/7/2024 7:22 AM |
| 19 | I use it more in the summer when I have more free time | 11/7/2024 6:37 AM |
| 20 | I use the library for resources I don't want to purchase to keep. Sometimes I forget about the many great resources (like State resources and language). My child is grown but we used the library A LOT when she was young (especially before Pre-K!) | 11/6/2024 9:05 PM |
| 21 | My church and the Senior Center both have libraries where I obtain books. | 11/6/2024 8:55 PM |
| 22 | Just retired. Plan to now use library | 11/6/2024 7:41 PM |
| 23 | I enjoy her. Of the month and cooking activities.. | 11/6/2024 6:27 PM |
| 24 | I use the library on a as needed basis. | 11/6/2024 5:55 PM |
| 25 | x | 11/6/2024 1:34 PM |
| 26 | I have a large library of books at home. Most of what I read is not available/featured at the local library. I did appreciate the few carpentry/metal work books that I hadn't seen before that were in ACPL's inventory. In terms of other reasons that I might come to the library - resources and programs. The programs for adults haven't been hands-on. I'm a hands-on type of person. But, since the library isn't an art council, I can go other places for that. If I'm disappointed/discouraged, it's related to the makerspace. (Again, I'm not sure if the library is the right entity to house/manage a robust makerspace, but here are my thoughts, so far...it's underused.) I am a tinker and love makerspaces. MakeICT has a good one. Ponca Library seems to have an active one. We're a smaller library. I'm not sure if the library really wants people engaging with the equipment out of fear that we'll damage it. Overly protecting/not actively inviting people to engage with the resource makes it more like a printshop than a makerspace (where people are trusted to openly and freely - with guidelines - encouraged to use the equipment). Ex. I tried to access the makerspace several times. I got a demonstration of the Glow Forge but never found a way to actually use it myself. I was always told that I had to talk to someone later to access it and "later" never seemed to be available. I specifically wanted to use the 3D printer and GlowForge (I have a sewing machine/laminator at home). I wanted to create my own items but kept being told to download someone else's designs online to print. I'm a designer. I don't feel write just printing things from online. I tried to use TinkerCad on the library computers to just create a basic cube. I've used AutoCad in the past. TinkerCad kept giving me errors about compatibility with the library machines and wouldn't perform correctly. I asked the library staff to recommend alternate design programs for the output devices in the makerspace (programs that would work on at least one of the public computers), but they had no recommendations. | 11/6/2024 8:36 AM |
| 27 | I browse books on the library's website, reserve then pick up my selections | 11/6/2024 8:07 AM |

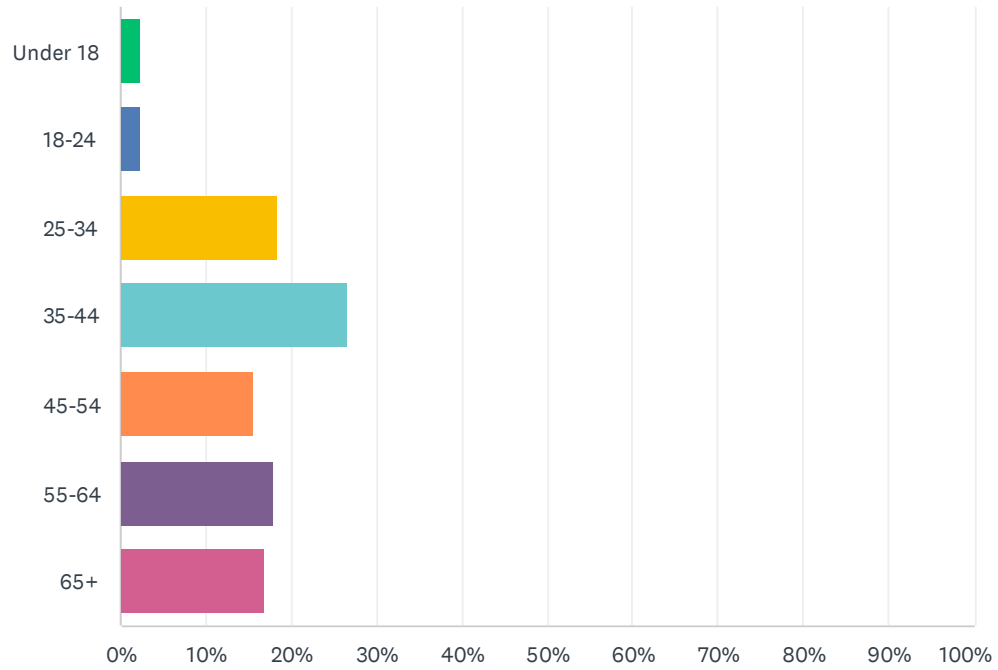
Q10 Where do you live?

Answered: 297 Skipped: 19



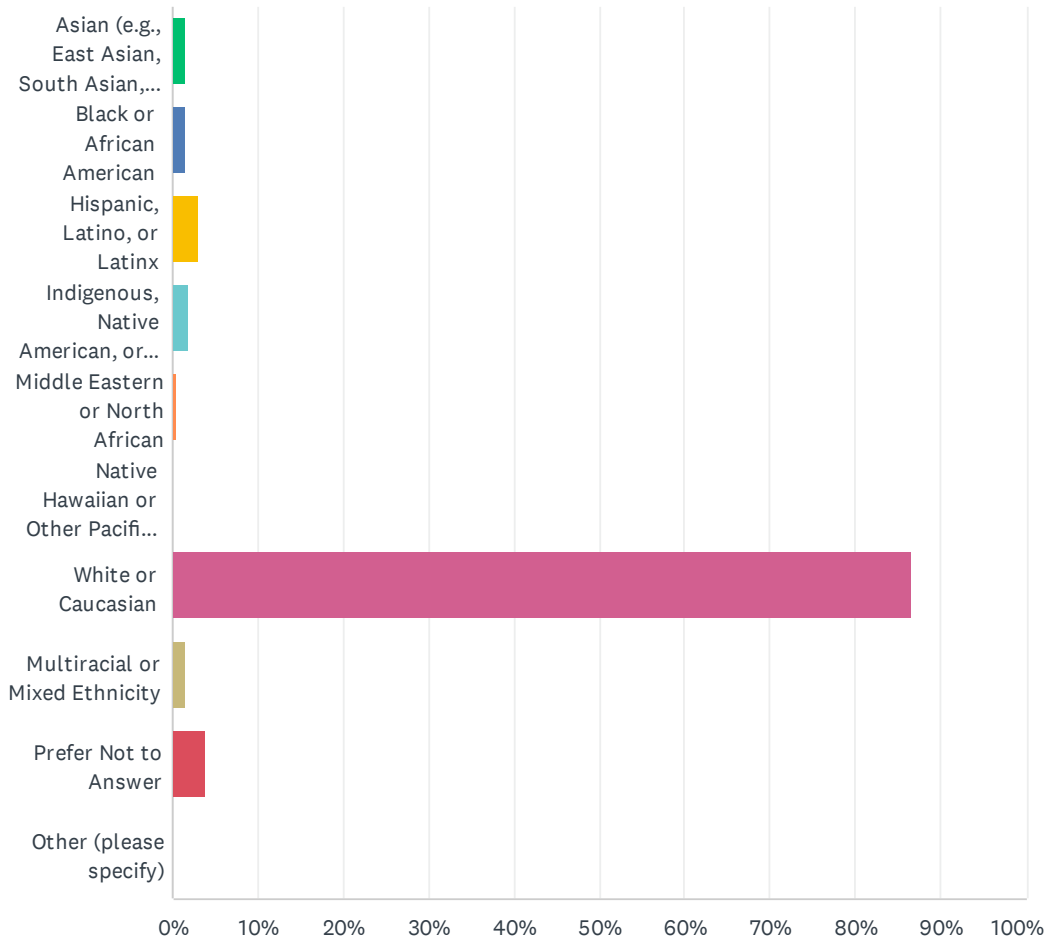
Q11 What is your age?

Answered: 297 Skipped: 19



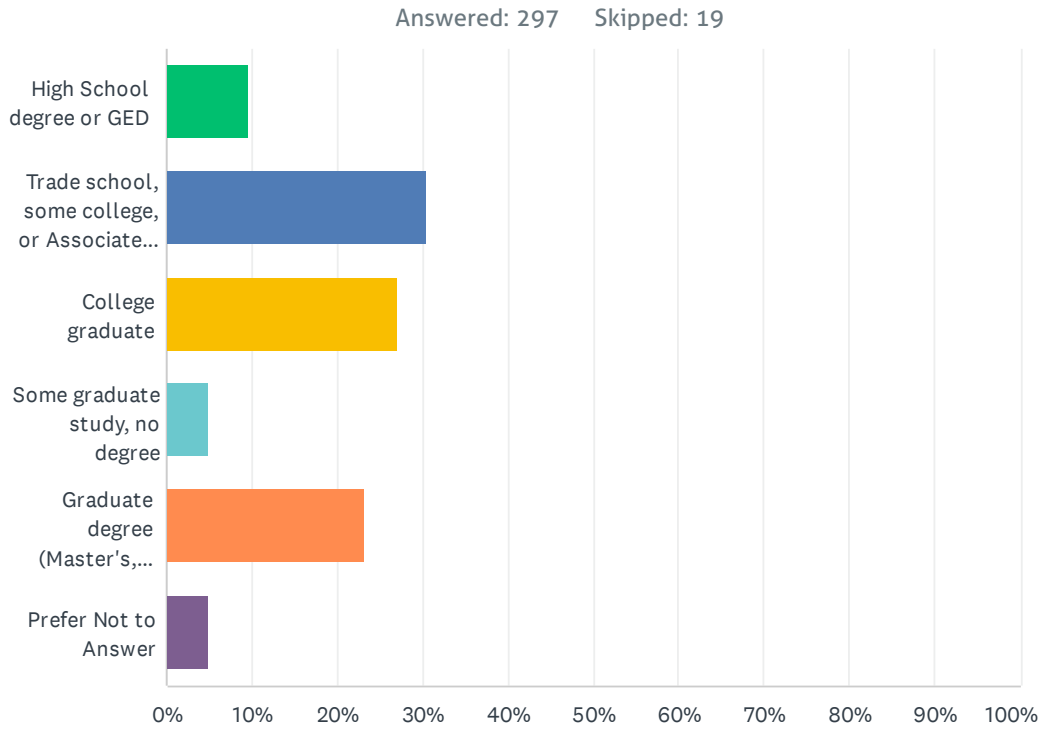
Q13 Are you...?

Answered: 297 Skipped: 19



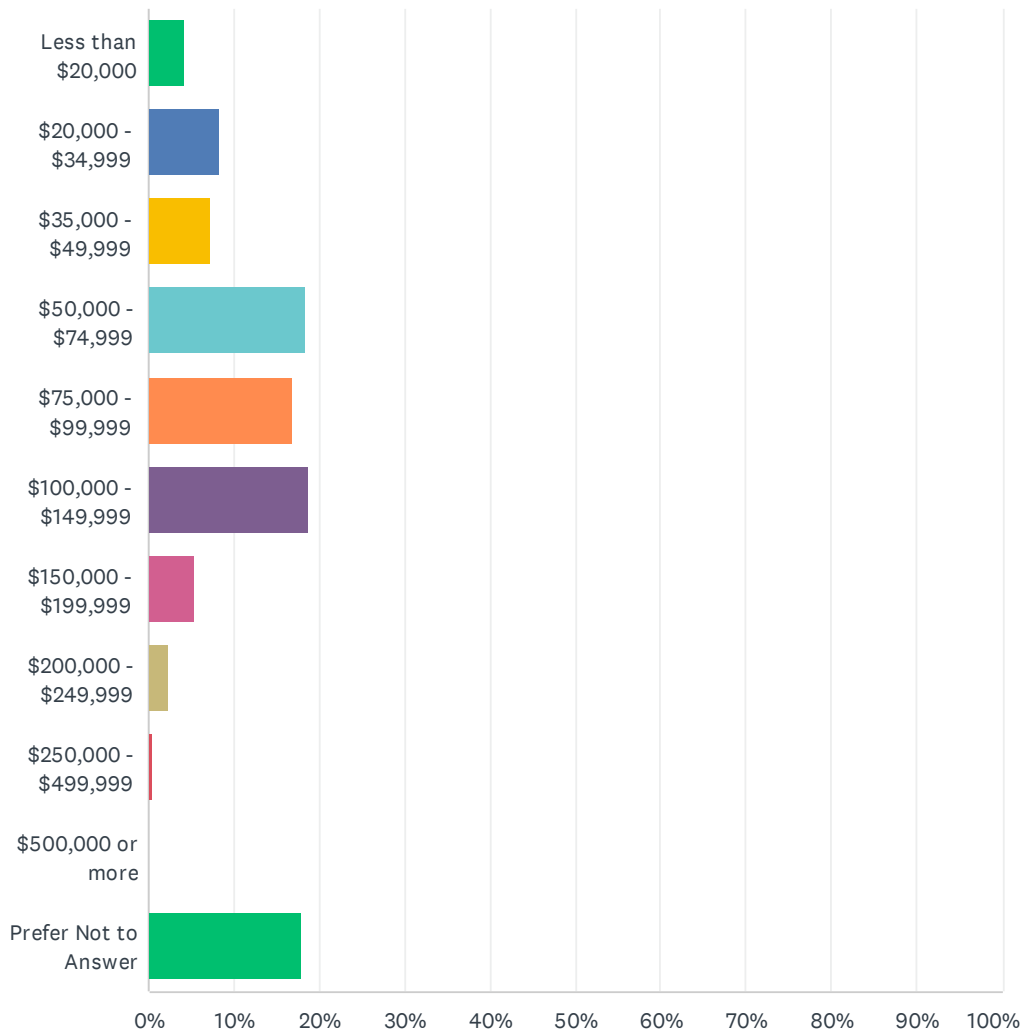
| # | OTHER (PLEASE SPECIFY) | DATE |
|---|-------------------------|------|
| | There are no responses. | |

Q14 What is the highest level of education you have completed?



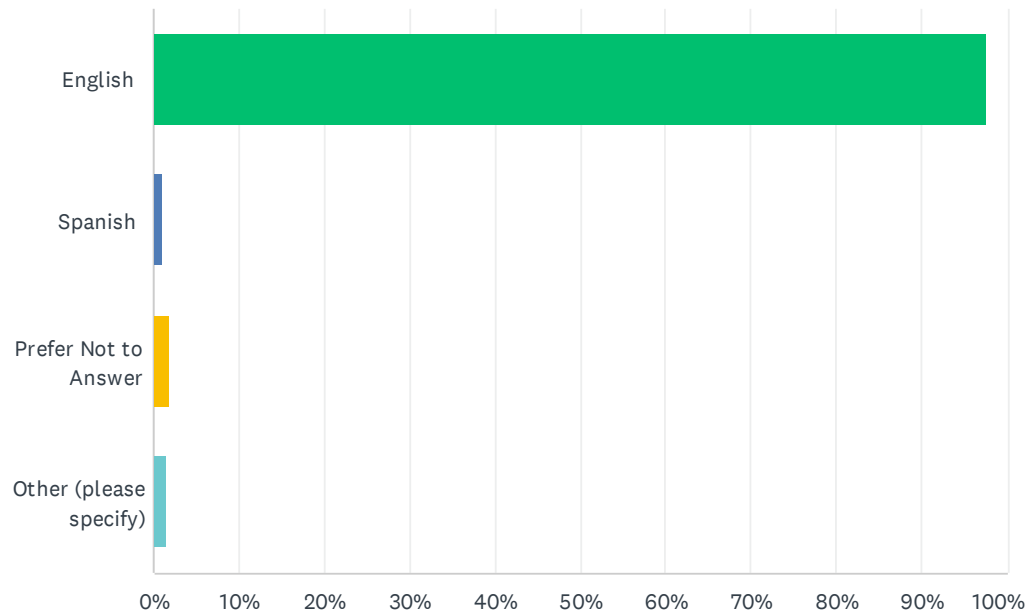
Q15 What was your 2023 annual household income?

Answered: 297 Skipped: 19



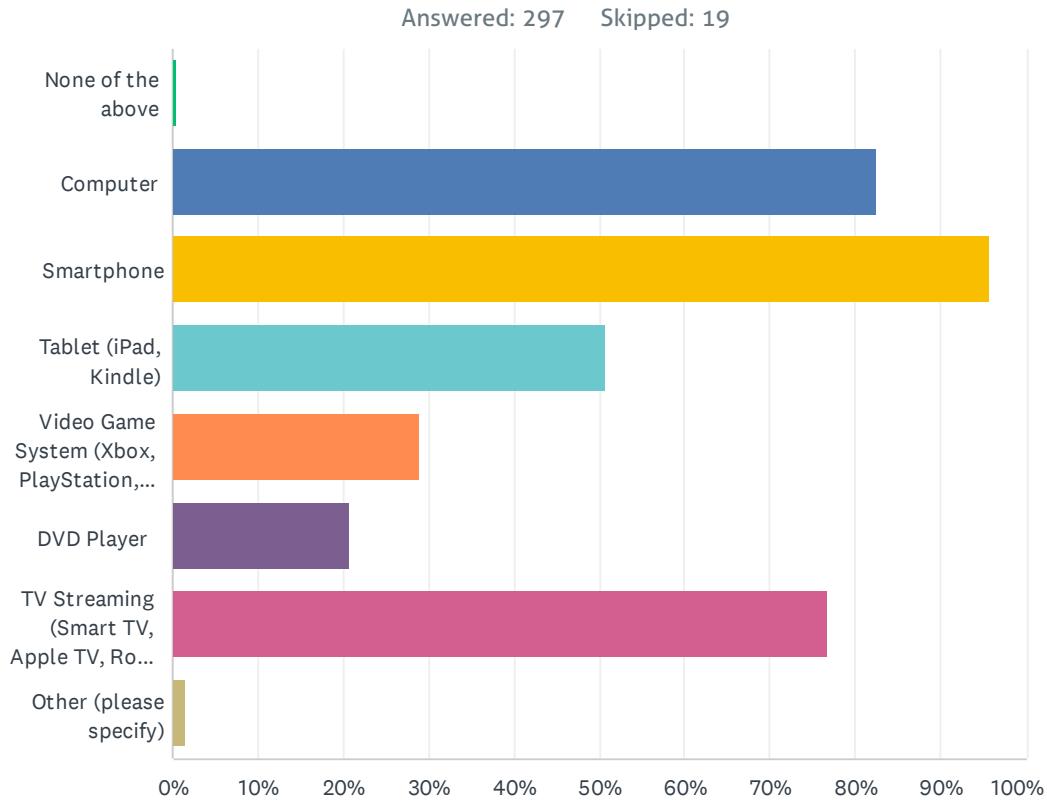
Q16 What language(s) do you primarily speak at home?

Answered: 297 Skipped: 19



| # | OTHER (PLEASE SPECIFY) | DATE |
|---|------------------------|-------------------|
| 1 | German | 11/6/2024 8:25 PM |
| 2 | Some German | 11/6/2024 9:08 AM |
| 3 | Portuguese | 11/6/2024 8:21 AM |

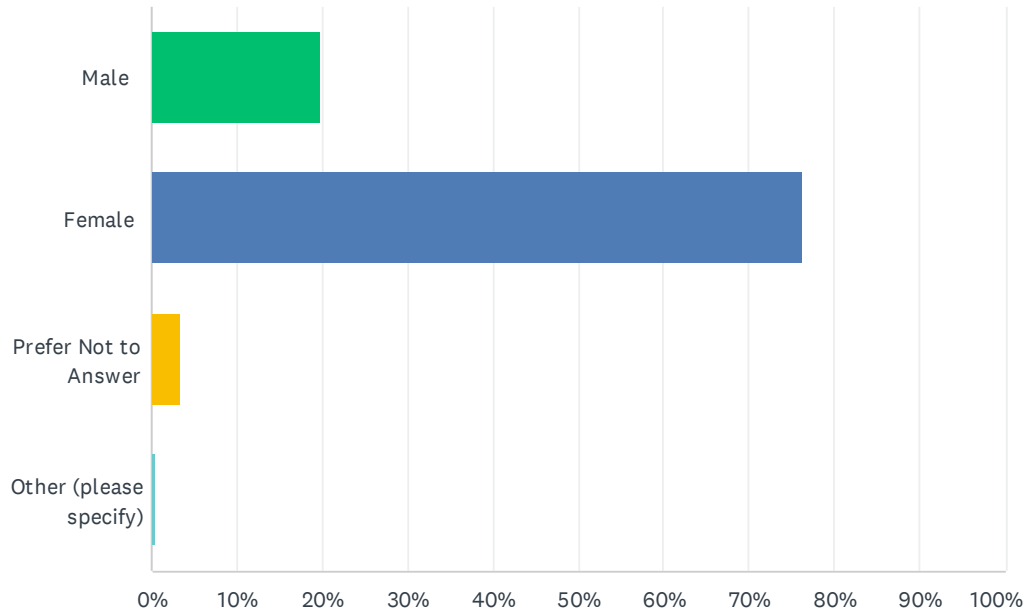
Q17 Which technology devices/services do you regularly use at home?



| # | OTHER (PLEASE SPECIFY) | DATE |
|---|---|---------------------|
| 1 | Typewriter | 11/22/2024 10:36 PM |
| 2 | Not relevant to a library focus...focus..focus | 11/7/2024 8:58 AM |
| 3 | When the computer is down, I rely heavily on DVDs. Otherwise, the technology I use is task specific (building, designing, creating, etc). I get most of my news from the local radio channel and individual accounts on Facebook. I am a heavy user of physical books. I know how to access/use ebooks. I do not like them. I do access/use YouTube to access DIY/how-to/skills-related videos. I'm not looking for entertainment, I have my cozy mysteries, advanced readers and children's fiction (illustrated books, comic strips, mystery, cultural awareness through fiction, etc mainly) to keep my entertained. | 11/6/2024 8:43 AM |

Q12 What is your gender?

Answered: 297 Skipped: 19



| # | OTHER (PLEASE SPECIFY) | DATE |
|---|------------------------|--------------------|
| 1 | 1 | 11/7/2024 10:32 PM |



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