State of Rhode Island
Office of Library & Information Services

Environmental Assessment Report
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1. Executive Summary

The Office of Library and Information Services (OLIS) is the state library administrative agency for Rhode Island. Its mission is stated below.

> The Office of Library and Information Services strengthens, connects, and empowers libraries to advance knowledge, connect communities and enrich the lives of all Rhode Islanders.

OLIS is preparing a 2023-2027 strategic plan and selected Empower Success Corps (ESC) to help with this project. ESC's role was to develop an environmental scan of the library landscape in RI on which to build the strategic plan. ESC consultants, in collaboration with OLIS staff, collected data for this project, including:

- Research, including review of the OLIS website, the RI Governor's website, US Census Data, Department of Labor website and various current articles.
- Online survey to the RI library community.
- Focus group meetings.
- Telephone interviews with key individuals.

The pandemic that started in 2020 impacted society as a whole, including libraries and library services. The safety measures required by the pandemic forced libraries to close their doors, however, some aspects of innovations such as virtual group meetings and expansion of electronic resources have value going forward.

There were some common themes through the research, survey, focus groups, and interviews:
- Libraries increasingly encounter social issues, which they address through a variety of programs. However, some issues are personal to the patron and require social worker services. Libraries are also concerned about lack of diversity among staff, especially in diverse communities.
- Libraries continue their role as a vital community resource and play a critical role for education of all patrons on how to evaluate potential disinformation.
- Libraries want the public to know what they offer. There should be resources devoted to consistent messaging and that the library is a safe place.
- Libraries are concerned about a growing digital divide; that is, some patrons with little or no access to technology and digital resources. Also, the rapid pace of technological expansion presents a challenge to most libraries and their staff.
- There is a perceived lack of equity in library funding.

The survey, focus groups, and interviews all demonstrated a great respect for OLIS staff. The ESC consultants believe that the libraries will look to the new OLIS strategic plan for leadership and direction on support and priorities.

2. Office of Library and Information Services

The Office of Library and Information Services (OLIS) strengthens, connects and empowers libraries to advance knowledge, connect communities and enrich the lives of all Rhode Islanders.

The mission of the Office of Library and Information Services (OLIS) is based on the fundamental vision that Rhode Island libraries inspire and transform lives. OLIS provides services and programs for all types of libraries, including public, academic, school and special libraries. These services support and strengthen library and information services in the state to ensure that all Rhode Islanders have free and convenient access to library and information resources and services.

OLIS is the state library agency for Rhode Island. It is responsible for developing a statewide plan for library development, interlibrary cooperation, and resource sharing to serve the library and information needs of all Rhode Islanders. In addition, the agency participates in planning and providing access to online government information for state agencies and the public. The agency directly serves the public through the Talking Books Library, the Statewide Reference Resource Center (AskRI), and online directories to Rhode Island government and library services.

OLIS provides professional and technical support services for all types of Rhode Island libraries and their staff, and public library trustees. Service areas include:

- Adult services
- LORI network services
- Children's services
- Comparable statistics for public libraries
- Consultant services

- Young adult services
- Disability information
- Talking Books Library
- Interlibrary loan clearinghouse

OLIS Programs include:

- AskRI (Statewide Reference Resource Center)
- Continuing Education
- Interlibrary Delivery
- LORI Grants
- OLIS Jobline
- Preservation and Disaster Planning

- Public Library Construction Reimbursement
- State Aid to Libraries
- Statistic and Data Collection
- Public Library Comparable Statistics
  - LORI Network Statistics
- Summer Reading Programs:
  - Children's, Young Adult, Adult

OLIS has the statutory authority and responsibility to administer state and federal funding to develop programs that support and advance library services in the state. It is part of the Executive Branch of state government located in the Department of Administration, Enterprise Technology Systems and Support, and operates under the direction of the Chief of Library Services. OLIS works with the Library Board of Rhode Island to establish priorities and policies to carry out its mission.

The Library of Rhode Island (LORI) is the Rhode Island Library network, a virtual library consisting of the collected resources and services available from all Rhode Island libraries. The physical network is coordinated and administered by OLIS.

R.I. General Laws § 29-3.1 establishes the statutory basis for the Office of Library and Information Services. Currently OLIS provides $12.3 million (FY2021) in state aid for library services to all 39 cities and towns in Rhode Island.

RI Office of Library and Information Services Expenditures

Federal Fiscal Year 2021 (Oct 1, 2020-Sept 30, 2021)

Program	State	Federal	Total Cost
LORI	$ 532,273	$ 212,663	$ 744,936
LORI & CARES Grants	$ -	$ 532,893	$ 532,893
Talking Books	$ 279,604	$ 204,457	$ 484,061
Library Development	$ 195,338	$ 125,070	$ 320,408
AskRI	$ 216,565	$ 6,151	$ 222,716
Administration	$ 163,703	$ 5,399	$ 169,101
Data & Research	$ 72,949	$ 44,641	$ 117,590
Reading Programs	$ 25,157	$ 84,949	$ 110,105
Continuing Education	$ 62,271	$ 40,759	$ 103,031
Inclusion & Diversity	$ 20,189	$ 34,749	$ 54,938
Digitization & Preservation	$ 4,553	$ 2,663	$ 7,216
TOTAL	**$ 1,572,601**	**$ 1,294,395**	**$ 2,866,996**

AskRI is primarily funded through State Aid to Libraries; additional funding of $701,052 is not included in the chart above as these funds are not in the OLIS budget.

Rhode Island State Aid to Libraries

The $12M in State Aid to Libraries is administered by OLIS but is not included in the OLIS budget. Administration of this $12M in aid requires substantial resources.

State Fiscal Year 2021 (July 1, 2020-June 30, 2021)

Grant-in-aid to Cities and Towns, Public Library Services	$8,798,411
Grant-in-aid to Institutional Libraries	$62,609
Statewide Reference Resource Center (AskRI)*	$701,052
Public Library Construction Reimbursement	$2,702,866
Total State Aid to Libraries	**$12,264,938**

*AskRI is supplemented with federal funds and state funds in the OLIS budget.

2. Project Objectives

OLIS engaged Empower Success Corps (ESC) to conduct an environmental scan to provide the information necessary for OLIS to develop a strategic plan that is responsive to the evolving library needs of the state. ESC is a not-for-profit organization dedicated to enhancing the impact of nonprofit organizations through high-quality, affordable capacity-building services provided by experienced professionals dedicated to serving the New England community.

The ESC consultants met with OLIS weekly from March 3 to April 7 to plan and coordinate the interviews, focus groups, and surveys, and to review the research conducted by OLIS staff. OLIS maintained a shared folder that contained comprehensive information including reports, data, trends, and contact information lists.

The following sections summarize the findings.

3. Research Methodology

Research for this report included data analysis and opinion research. The data analysis included:
- Comprehensive literature research by OLIS staff;
- Review of the independent evaluation of the 2018-2022 Strategic Plan;
- Analysis of the political climate; and
- Rhode Island demographics.

The subjective research portion of this report included an online survey, focus groups, and interviews:
- An online survey, developed by ESC consultants and OLIS leadership. The survey request was sent to the OLIS mailing list of 590 subscribers and OLIS followed up with reminder emails. The survey became active on March 18, 2022 and was closed on April 2. The questions are in Appendix C.
- Focus groups, conducted via Zoom. There were six focus group with a total of 35 participants. All ESC consultants participated in each focus group.

- Interviews were conducted one-on-one via teleconference. Eight individuals were interviewed.

4. Data Analysis

Review of Independent Evaluation of 2018-2022 Strategic Plan

The Library Services and Technology Act (LSTA) Grants to States program allotment to Rhode Island is approximately $1.2 million per year. In compliance with the LSTA, an independent evaluation of OLIS' performance on its most recent Five-Year State Plan for LSTA Funding was conducted by QualityMetrics. After review, the three major goals of the plan were deemed achieved. These goals were:

GOAL 1 ACCESS: Provide access to library materials and information resources for all Rhode Islanders through physical and virtual spaces

GOAL 2 LEARNING: Support the continuing education of librarians, library staff and trustees, and the development of statewide programming for libraries.

GOAL 3 ENGAGEMENT: Empower libraries to be incubators for economic, educational and cultural development and community discourse.

COVID posed a major obstacle to libraries during this funding cycle, but OLIS pivoted to adapt new technologies and helped libraries where they needed it most. In the reviewers' assessment, OLIS rose admirably to the many challenges presented to State Library Administrative Agencies in fiscal year 2020 and beyond.

The reviewers also concluded that federal funds were inadequate to meet the library and information needs of Rhode Island residents. As a result, OLIS will be challenged to find ways to make these funds transformational in terms of library services, leveraging a relatively small amount of money to accomplish major results by strategically deploying funds and leveraging other public and private monies in support of high-quality library and information services. The reviewers also acknowledged the increased funding from the Coronavirus Aid, Relief and Security Act and the American Recovery Plan Act. OLIS has been successful in disbursing these one-time additional sources of funding. With an at-times reduced staff working primarily off-site, they rapidly disbursed relief funds that enabled Rhode Island libraries to successfully deliver a wide range of services both virtual and in-person during the unprecedented times of COVID-19.

Political Environment – State and Federal

At the federal level, Rhode Island is fortunate to have staunch support for libraries and federal library funding through its congressional delegation, most especially Senator Jack Reed. Senator Reed was the lead sponsor of the Museum and Library Services Act (MLSA), which includes the Library Services and

Technology Act (LSTA), the largest source of federal funding for libraries. MLSA was reauthorized in 2018. Through the Senator's efforts, the annual base grant for state library agencies was increased from $680,000 to $1,000,000, an increase which especially benefits small and less populated states as a portion of federal aid is determined by population. While LSTA has not been fully funded at the authorized level, OLIS has seen its LSTA appropriation increase from $1,082,194 in 2018 to $1,244,847 in 2022, with the base grant currently funded at $833,845. The increase in funding and potential further increases enable OLIS to provide discretionary grants to libraries or to fund expanded or additional statewide projects.

Federal stimulus funding during the pandemic also expanded OLIS' ability to support libraries in their response to and recovery from the pandemic. Again, Senator Reed's advocacy resulted in dedicated federal funding for libraries administered by the Institute of Museum and Library Services. A Coronavirus Aid, Relief, and Economic Security (CARES) Act grant of $95,722 awarded in 2020 was used to help libraries reopen and set up programs to serve the public in accordance with pandemic safety measures. An American Rescue Plan Act (ARPA) award of $2,330,333 further enabled Rhode Island's libraries to recover from the pandemic while positioning them for the future. OLIS provided formula grants to libraries to upgrade library computers and other technology, competitive grants to support and expand community programming, and statewide grants to support digital resources and digital learning. Through strategic deployment of ARPA funds, OLIS strengthened technology and digital resources at libraries statewide, while establishing programs and investing in projects that will benefit libraries and the Rhode Islanders they serve for many years to come.

Socio-Economic Environment – State and Federal

A number of socio-economic trends at both the state and federal level have significant potential impact on RI libraries over the next five years.
• Continued supply chain shortages and other factors have led to inflation rising at the fastest pace in 40 years which will increase library operating and capital costs.
• With the economy at near full employment, libraries will face labor shortages and continued pressure on wages.
• The public is reacting to over two years of living with a pandemic with conflicting demands on protective behavior making it difficult for libraries to establish appropriate protocols. Also, the pandemic had increased (or exposed) a significant increase in behavioral health needs, which libraries may be in a position to address for their communities.
• There is evidence that the pandemic has had a negative impact on educational achievement among school-age children and libraries have the opportunity to not only help students catch up on unfinished learning from the pandemic but also tackle long-standing historical inequities in education.
• Demand for expanded technology usage among library patrons will challenge libraries to keep up financially and with appropriately trained/skilled staff to meet demand.
• Continued income inequality will challenge state and federal policy on the best way to support libraries in various communities.

RI Demographics

Population Trend. Rhode Island grew in population from 2010 to 2020. The change in Rhode Island population by county is in the table below.

Rhode Island Population by County 2010 - 2020[1]				
			Change	
	2010	2020	Number	%
Bristol County	49,875	50,793	918	1.8%
Kent County	166,158	170,363	4,205	2.5%
Newport County	82,888	85,643	2,755	3.3%
Providence County	626,667	660,741	34,074	5.4%
Washington County	126,979	129,839	2,860	2.3%
State Total	1,052,567	1,097,379	44,812	4.3%

Aging Population[2]. The US Census Bureau expects that, by 2034, the population aged 65 and over will represent 23.4% of the total in the United States. (US Census Bureau, n.d.). Currently, Rhode Island's population aged 60 and over represent 23% of its total. The state has the highest percentage of people 85 and over across New England. Rhode Island also has the third-highest percentage of people 85 and over across the United States and the trend is for the aged to continue to represent a high proportion of the population.

	Population by Age										
	0 to 4	5 to 9	10 to 14	15 to 19	20 to 29	30 to 39	40 to 49	50 to 59	60 to 64	65 to 75	75+
Percent change 2020-2030	0.6%	0.9%	0.3%	1.5%	-8.4%	1.6%	11.5%	-20.7%	-11.9%	15.3%	30.2%

Diversity. Rhode Island increased in diversity between 2010 and 2020. The percentage of Rhode Islanders identifying as white alone dropped 8.6% from 2010 to 2020, stemming in part from an increase in the Hispanic or Latino population.

Diversity in Rhode Island[3]	
White alone, not Hispanic or Latino	71.4%
Black or African American alone	8.5%
American Indian and Alaska Native alone	1.1%

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[1] U.S. Bureau of the Census

[2] Ibid.

[3] https://www.census.gov/quickfacts/fact/table/RI/PST045221

Diversity in Rhode Island[3]	
Asian alone	3.7%
Native Hawaiian and other Pacific Islander alone	0.2%
Two or more races	2.9%
Hispanic or Latino	16.3%

According to data from the Migration Policy Institute, there was a slight increase in Rhode Island's foreign-born population who speaks English less than very well between 2000 and 2019.

	2000		2019	
	Foreign Born	U.S. Born	Foreign Born	U.S. Born
Population (age 5 and older)	118,104	867,080	143,775	860,784
Speak only English	15.70%	88.80%	16.20%	87.60%
Speak English "very well"	34.20%	8.40%	42.80%	10.00%
Speak English less than "very well"	50.10%	2.80%	42.00%	2.50%
Population that speaks English less than "very well"	59,170	24,278	60,386	21,520

Languages spoken in Rhode Island other than English include Spanish (123,414 individuals aged 5 and older), Portuguese (29,268), French (9,406), Haitian (8,894), Chinese (including Mandarin and Cantonese) (7,014), Italian (5,879), Khmer (4,795), and others including languages of Western Africa, Arabic, and Indo-European languages.

Educational. In 2019, about 28.4 percent of Rhode Island residents aged 25 years and older had a high school degree or equivalency as their highest level of education.

Educational Attainment in Rhode Island 2019

Category	Percentage
Graduate or professional degree	13.90%
Bachelor's degree	20.90%
Associate's degree	8.60%
Some college, no degree	17.40%
High school graduate, incl. equivalency	28.40%
9th to 12th grade, no diploma	5.70%
Less than 9th grade	5%

A% of Population

Source: Statistica
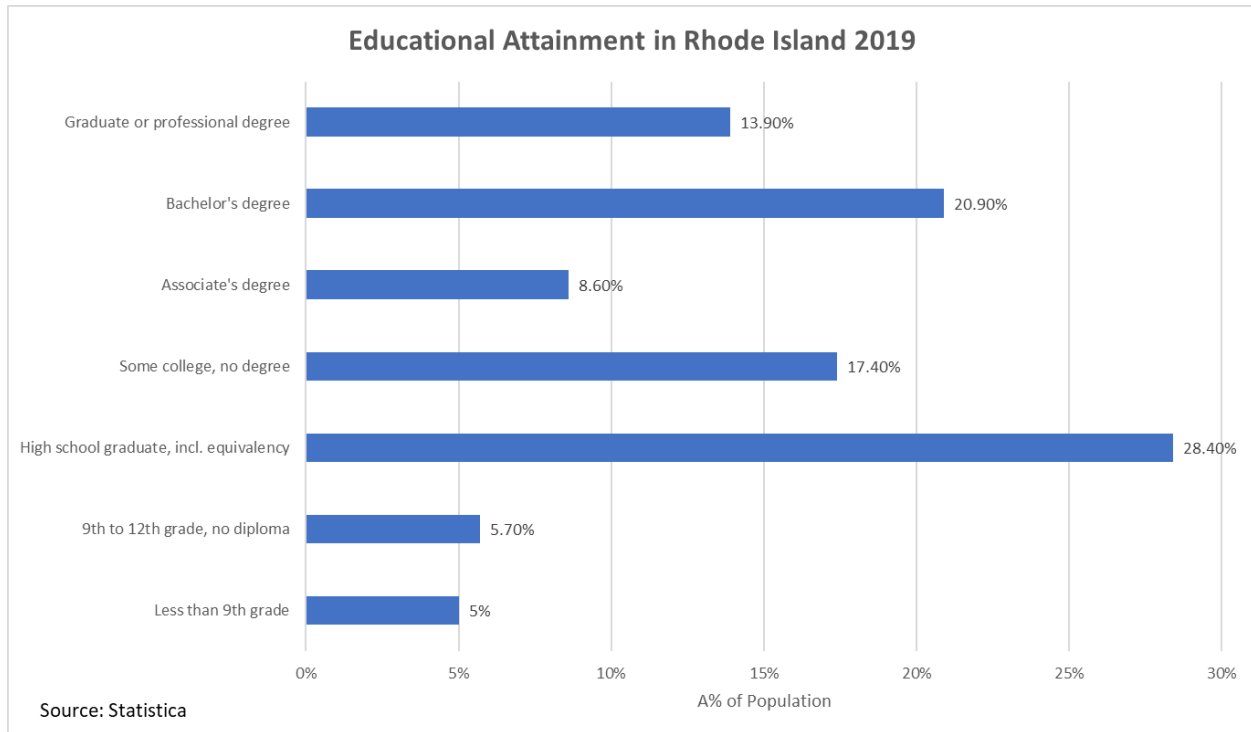
COVID impacted most aspects of education. Despite efforts by school leaders to keep students in school, learning disruptions occurred during 2021 according to a report by the RI Department of Education (RIDE).[4] Also, there were significant differences in the severity of the learning lost by students in urban districts versus those in suburban districts. There was a ten percent decline in participation in English Language Arts (ELA) and math compared to 2019. The RIDE report also finds that:

- The decline of 5.3% in RI Comprehensive Assessment System (RICAS) ELA highlights the importance of parents establishing reading routines for all students – and requires a strong commitment from state and local leaders to improve third grade reading scores.
- The most significant drop in math scores were in RICAS math with a decline of 9.7%. School and local leaders must identify interventions and provide school tutoring support that aligns with the curriculum.

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[4] RI Department of Education report, English Language Arts and Mathematics Assessment Results 2021

esc Empower Success Corps

RI Library Landscape

There are over 170 library systems with over 200 locations in the Library of Rhode Island (LORI) Network, a multi-type resource sharing network that enables member libraries to freely share materials with each other. OLIS provides the interlibrary delivery service for member libraries. As a result, Rhode Islanders have access to materials from all member libraries through their local public school or academic library.

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Library of Rhode Island (LORI) Network

Library Type	Number
Academic	11
Hospital	2
Public	48
School	81
Special (Membership, law, Historical Society)	7
State Depository	17

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All 48 public library systems are members of the Ocean State Libraries consortium. The Rhode Island Library Information Network for Kids (RILINK) is the consortium for school libraries and includes over 200 members, serving over 60% of Rhode Island K-12 students. Six of the state's academic libraries belong to the Higher Education Library Information Network (HELIN) Consortium, whose members cooperate to support the teaching, learning, and research missions of their institutions; HELIN members use OCLC WorldShare Management Services to manage their holdings. Five other academic libraries do not belong to any instate consortium but participate in the Consortium of RI Academic and Research Libraries (CRIARL) which brings together over 20 academic, research, historical, and special libraries in the state.

Additionally, there are other library organizations serving a variety of educational, health, research, literacy, professional, diversity, and advocacy interests. The Rhode Island Library Association is the local chapter of the American Library Association and includes as section the School Librarians of RI and Cornucopia, a library community of color. The University of Rhode Island Graduate School of Library and Information Services is an ALA accredited public university Master's degree program, along the private Simmons University in Boston. There is also an unaccredited program at Southern Connecticut State University. The RI Center for the Book supports reading programs for children, teens, and adults.

National Library Landscape / Macro Trends[5]

The recent pandemic has demonstrated to libraries across the country the valued role they play in their communities. They will continue to be vital in the future and will need to:

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[5] This section is from Library Trends: Staff Presentation to ESC 3/11/2022.

- Strengthen their role as a community hub to provide resources for learning, culture and cohesiveness.
- Support equity initiatives by reaching beyond their physical plant, providing internet access, and removing barriers such as fines.
- Build collaborations with partner organizations to broaden their reach.
- Become more agile in preparing for unknown future disruptions in normal operations.

Library Trends

Community Engagement
There will be continued dependence on libraries as community hubs. This will drive a need for partners to fulfill needs in health services and social work such as navigating the healthcare system, housing needs, literacy, support in aging, employment, and immigration needs. To succeed in this role, libraries will need to develop trust within their community.

Information Literacy
Libraries will need to address the challenge of providing accurate information to the community while modeling and teaching skills necessary to help the community members be discerning information consumers while balancing library values such as intellectual freedom and neutrality.

Digital Equity
Libraries will need to continue addressing the digital divide by ensuring equitable access to internet equipment and training to all individuals in the community, especially groups such as low-income families and seniors who may struggle more with access. This will require collaboration throughout the State and with various stakeholders in the community.

Fine Free
Adopting fine free policies is one way to address inequities and will lead to reevaluation and revision of other policies and procedures that should be revised. These changes may have an impact on operating budgets and relationships within communities.

Mobile Library/Outreach Services
Libraries will build on recent experience by expanding access for patrons where they are rather than depending on all programming at the library location. New forms of outreach such as radio/TV programming, and reference guides for use by community organizations are examples of future creative initiatives.

eBooks
Usage of eBooks is increasing while publishers are charging higher prices, imposing limited-use licenses rather than traditional, single-payment perpetual licenses that accompany physical books. Both State and

Federal legislatures are attempting to regulate eBook lending and pricing, but libraries may need to support advocacy efforts in this area.

OLIS Focus Areas

Resource Sharing

Resource sharing allows for increased access to information and resources. Efforts to create new kinds of library networks and expand controlled digital lending may allow OLIS to further extend the reach of its current resources sharing programs. Although RI based library networks will continue, varied library communities with similar interests will continue to form separate networks beyond the State, e.g. IDS Project, Borrow Direct, Boston Library Consortium and Amigos Library Services.

Increasing in popularity, controlled digital lending (CDL) enables a library to circulate a digitized title in place of a physical one allowing them to control the number of copies it has legitimately acquired and generally employing appropriate technical measures to prevent users from retaining or distributing copies.

Talking Books

There is an expected increase in potential users of talking books driven by an aging population and an expansion of the number of eligible disabilities covered by this resource.

Youth Services

To address the needs of the community's youth, libraries will need to address:

- Equity, Diversity & Inclusion by auditing collections for accurate and inclusive representation; pushing back on attempts to remove diverse books from collections; and changing policies and procedures to remove barriers to access and create more welcoming and inclusive spaces.
- Partnerships that support communities in crisis by focusing on collaboration to create equitable opportunities that meet real needs.
- Learning gaps created by the COVID-19 pandemic by enhancing social and emotional learning for the very young and supporting older children and teens to manage emotional and mental health. Also look for ways to better collaborate and support homeschoolers using both traditional and non-traditional library materials.

Digitization of Local Collections

There has been an increased interest in digitizing library collections during the last decade, particularly those related to local communities. This effort has three major catalysts: communities, academic organizations, and genealogical societies. Communities have created organizations to help other members of their communities learn how to preserve and digitize their history. Academic institutions have also increased their efforts to form new partnerships with local organizations and historically underrepresented communities.

5. Community Research (Survey, Focus Groups, and Interviews)

The ESC consultants conducted research using an online survey, focus groups, and one-on-one interviews. In each case, ESC worked with OLIS to determine the line of questioning.

Online Survey

The online survey was designed collaboratively by OLIS staff and ESC consultants. It was administered via Google forms and OLIS sent a link to the survey to 590 subscribers. OLIS also sent reminders to boost participation. The survey had 150 responses.

The survey response rate is below and is based on the individuals who received the email. On the survey, the name of the library was optional so we could not count the number of individual libraries that were represented in the responses.

Library Type[6]	# Subscribers	# Responses	Response Rate
Public	302	97	32.1%
Academic	63	23	36.5%
School	105	22	21.0%
State or federal government	6	3	50.0%
Membership	11	1	9.1%
Research library (historical society)	24	1	4.2%
Other	79	3	3.8%
Totals	590	150	25.4%

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[6] These values are taken directly from the responses with no editing for library name, if it was provided by the responder. When library names are cross-references, there were minor inconsistencies in identification of library type.
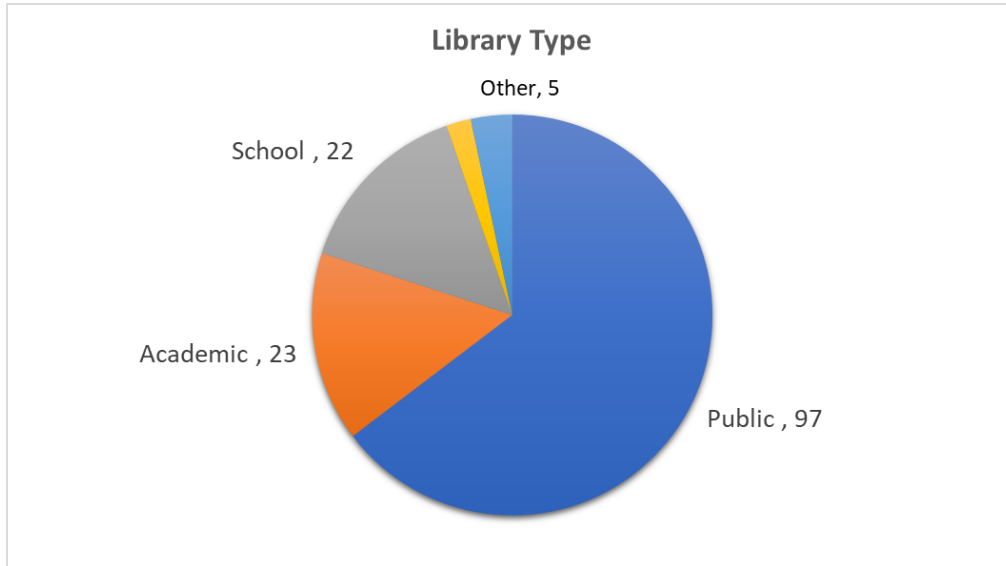
Figure 1 Survey Responses by Library Type

The survey asked for roles of the respondents and the tally is in the table below.

Role	Count	% of Total
Director/Dean/Executive Director	37	24.7%
School Librarian/School Media Specialist/Teacher Librarian	22	14.7%
Youth Services	20	13.3%
Reference/Information Services/Subject Specialist	13	8.7%
Assistant Director/Manager/Branch Head	13	8.7%
Adult Services	10	6.7%
Access Services	9	6.0%
Trustee	6	4.0%
Archives/Special Collections	5	3.3%
Community Engagement/Outreach	3	2.0%
Technical Services/Cataloging/Metadata	3	2.0%
Other (Board President, Children's librarian, circulation assistant, Library member, Maker space coordinator	9	6.0%
Total	150	

Appendix C contains the survey questions and response detail. Below are summaries of portions of the survey. Some of the questions required the responder to answer in free text, which make succinct summarization difficult, but all responses are in the Appendix.

The first question on library services asked to what extent the respondents agreed with a number of statements. The one category outlier was school libraries, who agreed with the statements except for the statement of whether the community was aware of the school library's services, indicating that school libraries feel their services are not recognized in the community.
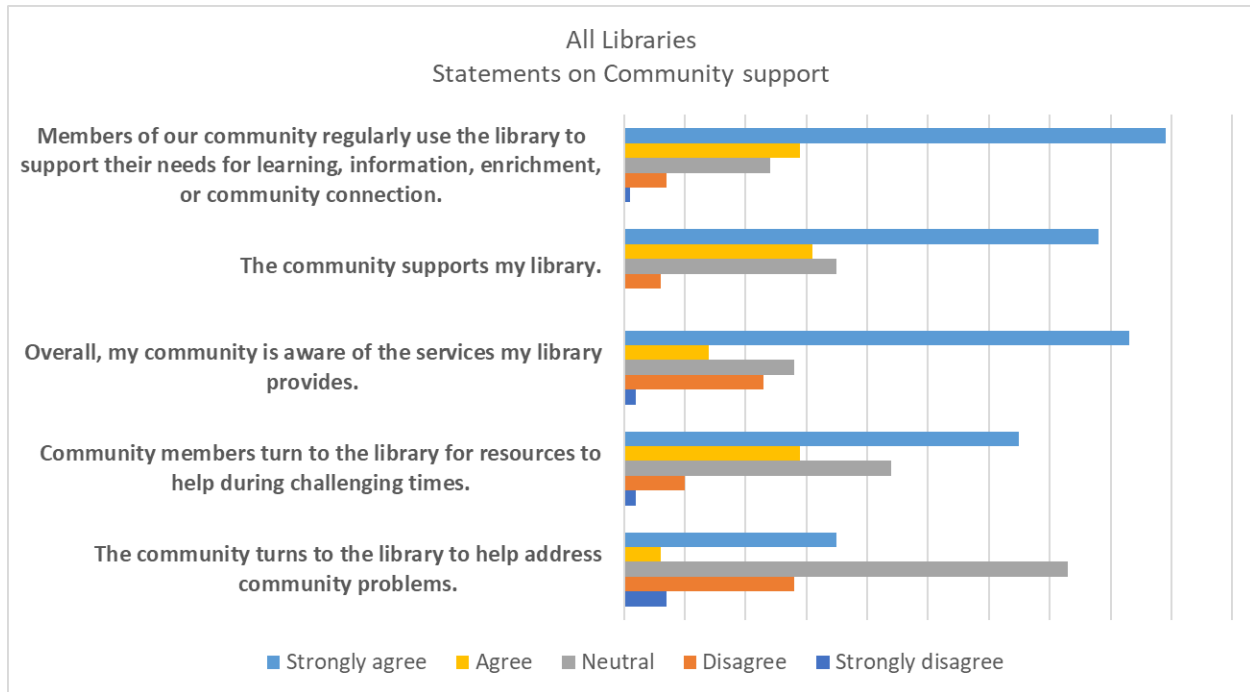
The next question was a text answer, which asked "What challenges or pressing issues do you see facing your community?" 123 respondents answered this question, and the ESC consultants subjectively placed these answers into categories. Some answers addressed more than one category. One third of the text responses cited social issues as a challenge. Examples of social issues include: poverty, homelessness, lack of affordable housing, food insecurity, and mental health issues. One quarter of the responses cited funding or financial issues. Ten percent cited technology access or literacy. Ten percent cited intolerance/polarization of the community.

The survey asked about adequate library services. The category that scored lowest across all library types addressed adequate funding. Academic libraries scored the questions on adequate staff and adequate funding lowest of the major library types, and school libraries scores the question on access to up-to-date technology lowest of the major library types.

A text question asked the respondents to identify programs they considered exemplary. Children's programming was mentioned often. Some of the more common answers addressed technology and digital literacy, clubs, maker space, and access to reference material.

Another text question asked respondents to describe changes occurring in their community that may affect how libraries deliver services in the next five years. Among the answers were the following:

- Need to replicate the in-person offerings in a virtual environment.
- As free pre-kindergarten classes increase, the need for story hour programs will decrease.
- As the income gap grows, there is a need to keep helping residents on the lower end of the income spectrum.
- Need to connect and serve the BIPOC communities.
- May need to expand outreach to the elderly population
- Worry about the far-reaching effects of disinformation campaigns.
- Need for more staff who speak multiple languages.
- Increase in the digital divide – problem for those who need tech education.
- The pandemic has changed the way people engage with brick-and-mortar places.

One question asked if the library partnered with local or statewide organizations for a number of programs. Public libraries most often have these partnerships.

	Adult Ed	Adult Programs	Digital Literacy	Health services	Small business	Social Services	Youth programming	Other	No partners
Academic	0%	5%	0%	0%	0%	0%	0%	52%	43%
Public	42%	58%	34%	40%	21%	44%	70%	9%	6%
School	0%	5%	5%	0%	0%	0%	29%	24%	57%

Figure 2 Does your library partner with organizations?

The questions about OLIS services demonstrated a great respect for OLIS staff and how they serve the libraries (see following graph). The responses are broken out by type of library in the Appendix and in the excel worksheet provided to OLIS, which is separate from this report.

The relative importance of OLIS services differs by type of library.

Importance of OLIS Services by Library Type
Using Weighted Average Scores
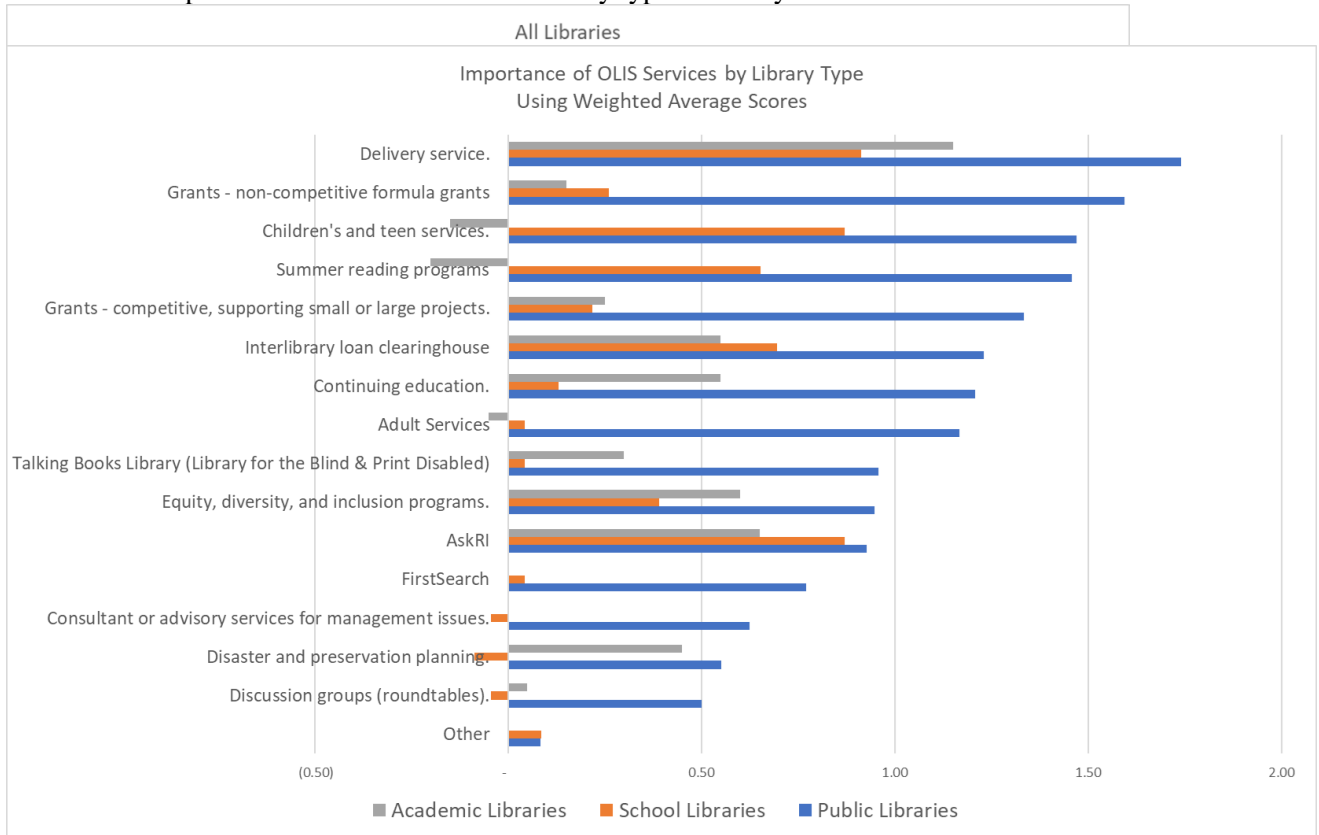
All survey information is found in Appendix C.

Focus Groups

The consultants conducted 6 focus groups including 35 participants invited by OLIS. The groups were organized by common fields; however several sessions were open to any participant on the OLIS distribution list wishing to attend. The groups represented: Small public libraries, the Library Board of Rhode Island, Public Library Directors, Medium and Large Public Libraries (2 sessions), and Youth Services Librarians and School Library Specialists.

> "There is a lot of disinformation coming out. We need to help the community know who to believe and how to evaluate information."

The participants overwhelmingly appreciated the services provided by OLIS and consistently mentioned that staff was knowledgeable and responsive to their requests. Many praised the professional development OLIS provides and urged the continuation of remote offerings due to their convenience. A number of common themes emerged during the discussions. They include concerns about libraries' ability to meet the community need for social services, lack of staff diversity, emerging censorship, a need to increase awareness of library resources and their value through increased communications and marketing, an acute need for staff trained in technology and inadequate staff salaries.

> "People would get advanced degrees if they could afford it. Funding for scholarships is needed."

Interviews

The consultants conducted eight (8) phone interviews including Directors from public and academic libraries, state agencies, Rhode Island Library Association and other community participants invited by OLIS.

> "Staff salaries are too low. They can make more working at Dunkin!"

The interviews provided one on one conversations about the current and future trends of the libraries and offered validation of findings in the online surveys and Focus Groups. Consultants were able to seek further clarification of the ability to meet the community needs for social services and the ability to share resources between small and larger libraries. We continuously heard about the need for professional development training, social services, and the ability to provide adequate resources to help individuals in need. Since COVID the libraries have adjusted to the change in needs and services, while others are struggling with returning to the same level of participation prior to COVID. OLIS is a critical resource to statewide libraries for professional development and their ability to respond to their requests received overwhelming gratitude. Suggestions to improve marketing and communications statewide would be welcomed by most libraries.

> "OLIS is leading the conversation, so let's continue to educate and inform our staff and Directors and meet the community needs."

Other notable comments included the following:

- "Lessons learned by sharing information during Covid became the main reliable resource during difficult times."
- "Focus on improved marketing and communications."
- "Professional Development is critical but let's continue virtual sessions so libraries of "all" sizes can participate."

Strengths, Weaknesses, Opportunities, Threats

Based on research plus the survey, focus groups, and interviews conducted by the ESC consultants, the following strengths, weaknesses, opportunities, and threats were identified. Strengths and weaknesses are internal to an organization, and opportunities and threats are outside influences.

Strengths	Weaknesses
- Well-respected OLIS staff - OLIS is responsive to inquiries - Sharing information/open communications - Professional development/programs - Provided strong leadership during pandemic - OLIS leadership navigates state administration on behalf of libraries - Great facilitators - Promotes a clear message	- Need to get out in the field / more on-site visits are needed - Need for more regular meeting to share information among libraries with OLIS as facilitator - Grant bureaucracy is onerous - Lack of marketing/communications of library programs and services - Need for more opportunities for libraries to share resources and clearinghouse for speakers and professional support - OLIS needs to provide additional support to increase trained library staff
Opportunities	Threats
- Provide strong advocacy for funding libraries - Address diversity by expanding access to digital resources - Expand/enhance remote options for services to constituent libraries - Improve/evaluate emergency preparedness - Provide support to libraries in their role as community resource for social services - Assist libraries in providing a trustworthy/safe space for community engagement/dialogue	- Need for social services overwhelming library staff and identifies insufficient support - High cost of digital material compared with print - Libraries may be perceived as not responsive to DEI issues due to lack of diversity in staff - Increased social polarization may impact library operations - Changes in state and national leadership introduce uncertainty in funding and initiatives - Stress to services due to demographic changes - Potential for additional disruptions from pandemic surge or other natural disasters - Current policy drives inequitable funding for public libraries

6. Conclusion

The ESC team found consistent themes throughout our research, surveys, focus groups, and interviews. Overall, OLIS is viewed as a valued partner. Constituents in the RI library community expressed overwhelming appreciation for the services OLIS provides and the responsiveness of OLIS staff.

Social issues.
Libraries face challenging social issues within their communities, and libraries are not equipped to provide the help that is needed. With aging and more diverse populations, there are library patrons in need of support. Another issue is lack of public transportation in certain communities for patrons to visit the library. In general, there are people who 'fall between the cracks' who need social worker help. Some libraries suggested that a social worker could be hired to be shared among libraries.

The lack of diversity in library staff is seen as an issue because library patrons feel more welcome when staff reflects the community. One barrier to diversity is the problem or hiring and retaining staff given the low pay. Another barrier is that clerical staff who may want to train as librarians cannot afford the tuition to get a Master's degree. Among the suggested solutions to this overall problem were increased salaries, expansion of scholarship programs, or relaxing the education requirement for librarians to allow Bachelor's degree library staff.

Continued effects of the pandemic.
Libraries adapted to the restrictions on social interaction imposed by the pandemic by offering more virtual trainings and programs. Some libraries also became valuable places for the community to distribute Personal Protective Equipment (PPE), health packets, or COVID home tests. Healthcare literacy is now becoming a service offering like English literacy, financial literacy, or digital literacy.

During the pandemic, there was an increase in home schooling, and there are indications that the trend may level off but not decrease. Home schooling impacts libraries due to the need for meeting space and programs for home schoolers.

One benefit of the lessons of the pandemic was the ability to attend meetings virtually. Some librarians encouraged continuing the virtual option to save the travel time when staffing is short. A growth in virtual options may also lead to less reliance on bricks and mortar, or a redesign of library space.

Technology advances, access and literacy
Libraries are struggling to keep up with rapid advances in technology and continue to need support from OLIS for both training and equipment. They are playing a vital role in providing access to on-line resources as well as technology literacy training in many underserved communities.

Libraries' role as resource and educator.
There is a disturbing increase in visibility of intolerance and disinformation. Libraries strive to be a

neutral and safe place for community members to exchange points of view. Unlike clubs or places of worship, which tend to be homogeneous, libraries do not have intrinsic barriers on participation so they can function as a place where it is safe to engage in dialogue. Also, there is a role for libraries to educate the community on how to critically evaluate information. On the other hand, some librarians expressed fear of bringing community members together to discuss controversial topic issues because they are not trained as mediators and want to maintain their neutral perception. Suggestions included training for librarians and a resource list of speakers/moderators who could be called on to lead public discussions.

Staffing issues.
The survey, focus groups, and interviews all cited staffing issues as a problem area for libraries. There is a perception that OLIS is able to have a direct role in this issue so OLIS should make their limitations clear. Nevertheless, low pay was cited as problem for staff recruitment and retention, especially when compensation is compared with neighboring states and even with fast food establishments. Efforts to cultivate future library leaders was also mentioned as a priority as retirements continue to increase.

Marketing and Awareness.
There was support for some type of community awareness initiative, so communities know what libraries have to offer. One librarian commented that at a community meeting, someone stated that libraries were not an essential community service. There was concern that general public messaging could help to get ahead of this type of misconception. One suggestion was targeting people who do not have library cards.

Changing Role/Opportunities for OLIS.
The survey, focus groups, and interviews all indicated strong support for and respect for OLIS in the Rhode Island library community. In addition to facilitating the key themes cited above, some opportunities for OLIS in the coming years include:
- Additional professional development opportunities for staff and Trustees, including virtual offerings.
- Re-introduction of site visits, which were interrupted by the pandemic.
- Continued development and expansion of eBooks and other digital resources.
- Facilitation of outreach efforts to make communities aware of library resources and to make are more diverse population aware of library career opportunities.
- Facilitation of a list of speaker/consultant resources.
- Advocacy for funding equity among the public libraries.

7. Appendices

Appendix A References

National Trends[7]

Data-driven Decision Making
- Yolo County Public Library profile https://www.libraryjournal.com/story/data-driven-strategies-improve-public-service
- East Hampton Public Library - Rising Circulation in the Time of COVID https://www.placonference.org/profile.cfm?profile_name=download&handout_key=73156A1E-FE5B-1D76-E3D5-EB748B4CCC54&xtemplate
- From Alone to Together Again: Using Data to Deliver Value http://publiclibrariesonline.org/2021/08/from-alone-to-together-again-using-data-to-deliver-value/
- Tools
  - Edge http://www.libraryedge.org/
  - Gale Engage and Gale Analytics https://www.gale.com/public/library-marketing-and-management
  - LibInsight https://www.springshare.com/libinsight/

Mobile Library / Outreach Services (Community Engagement)
- Using mobile library vehicles to provide WiFi access http://www.ilovelibraries.org/article/library-bookmobiles-spread-wi-fi-access-their-communities
- Outstanding Outreach https://www.libraryjournal.com/story/Outstanding-Outreach
- Rolling with the Times: Mobile services adapt to COVID (pdf)

Old-School Outreach https://americanlibrariesmagazine.org/2021/06/01/old-school-library-outreach/

Digital Equity
- Special Report: Toward an Equitable Digital Future
https://americanlibrariesmagazine.org/2022/03/01/special-report-toward-an-equitable-digital-future/
  - Getting There Together https://americanlibrariesmagazine.org/2022/03/01/getting-there-together/
  - COVID Research to Homework Help: Town with Little Internet Looks to the Library https://programminglibrarian.org/articles/covid-research-homework-help-town-little-internet-looks-library
  - Filling the Gap: WiFi Hotspots for a Rural Community https://programminglibrarian.org/articles/filling-gap-wi-fi-hotspots-rural-community

Fine Free
- Ending Late Fees: A Case for Equity http://publiclibrariesonline.org/2021/11/ending-late-fees-a-case-for-equity/
- Why Have Libraries Gone Fine Free the Past Few Years? https://www.oif.ala.org/oif/why-have-libraries-gone-fine-free-the-past-few-years/
- Fine Free Status of RI Public Libraries https://olis.ri.gov/stats/pls/operations/FineFreeStatus-report-v3.pdf
- Fine Free Maphttps://www.urbanlibraries.org/resources/fine-free-map /

Fine Free Library Map https://endlibraryfines.info/fine-free-library-map/

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[7] From Library Trends: Staff Presentation to ESC 3/11/2022.

Youth Services
Equity, Diversity & Inclusion:
- [A Book Can Show You the World](#)
- [Taking Equity into Account: Our Experience with Project Ready](#)

Project READY Librarians: The Struggle is Read and Worth It (attached, pg. 13)
- [What Does It Take? Examining the skills needed to reach nondominant youth](#)
- [Equity, Diversity, and Inclusion in Libraries](#)
- [Empowering Youth Services Staff to Address Diversity, Equity, and Inclusion in Literature](#)
- [A Diversity Audit in Real Life](#)

Partnerships to Support Communities in Crisis:
- [COVID-19 Is an Opportunity to Rethink Youth Librarianship](#)
- [Retire Those Legacy Approaches. It's Time to Be Bold and Innovative](#)
- [Wake up, Libraries: Curbside Pickup is NOT the Answer](#)
- [The Right and Wrong Way To Make Decisions in a Crisis](#)
- [Library Staff as Public Servants: A Field Guide for Preparing to Support Communities in Crises](#)
- [Leveraging Community Partnerships to Offer Outdoor Programming](#)

Learning Gaps Created by the COVID-19 Pandemic:
- [Crisis Averted: Shifting to proactive support of teen mental health](#)
- SEL: More Important Than Ever
- [Meeting the Social and Emotional Needs of Children](#)
- [Children's Librarians: Community Champions for Children's Mental Health Storytimes](#)
- [More parents are home-schooling. Some are never turning back](#)
- [A Library System Steps Up Programming for Homeschoolers](#)

Community Engagement:
- [How Public Libraries Help Build Healthy Communities](#)
- [Libraries Struggle with a New Role: Social Services Center](#)
- [Harwood Institute: Libraries](#)
- [Social Workers and Librarians- The Case for Why We are BFFs](#)
- [ALA Libraries Transforming Communities](#)
  - [Wisconsin Libraries Transforming Communities Final Report](#) (Case Studies, p.32)
- [Why Your Library Might Be Hiring a Social Worker](#)
- [99 Percent Invisible Ep. 346: Palaces for the People](#)
- [Social Work Interest Group (Social Worker Task Force, Public Library Association)](#)

Information Literacy:
- [How Librarians Can Fight QAnon](#)
- [Library and Health Organizations Partner on Communities for Immunity to Boost Vaccine Confidence](#)
- [To Tell the Truth: Public Libraries in the Fight Against Misinformation, Disinformation](#)
- [Why Librarians Can't Fight Fake News](#) (PDF)

Digital Divide:
- Aidan Wallace, "[Computer Literacy: The Role of the Public Library in Overcoming Digital Divides in a Rural Community](#)"

- "Public Libraries Help Patrons of Color to Bridge the Digital Divide, but Barriers Remain,""Public Libraries Help Patrons of Color to Bridge the Digital Divide, but Barriers Remain,"
- Leverage Libraries to Achieve Historic Progress Towards Digital Equity for All
- State Government COVID-19 Digital Inclusion Response
- Digital Equity Toolkit: Resources to Help Connecticut Communities Ensure Access for Every Learner,"
- After Access: Libraries & Digital Empowerment: A Report from the American Library Association Digital Inclusion Summit

eBooks:
- Bridging Digital Divides during COVID-19:
- Inside The E-Book 'War' Waging Between Libraries And Publishers
- The Surprisingly Big Business of Library E-Books
- ALA Responds to Macmillan Letter
- Library e-Book Lending Legislation and Partnerships
- After COVID Boom, Ebook Aggregators Face Licensing Questions from Congress
- Publishers Are Changing E-Book Access for Libraries
- Three-in-Ten Americans Now Read e-Books

Library Networks
- White Paper on Controlled Digital Lending of Library Books
- IFLA Position on Controlled Digital Lending

Digitization
- Shore Front Legacy: https://www.shorefrontlegacy.org/
- Diversifying the Digital: http://diversifyingthedigital.org/
- Community Memory Case Studies: Strengthening society through creative engagements: https://www.shiftcollective.us/casestudies2
- Brown is first non-HBCU invited to join national HBCU Library Alliance: https://www.brown.edu/news/2020-11-16/alliance
- Kimberly Toney Inaugural Coordinating Curator for Native American and Indigenous Collections: https://blogs.brown.edu/libnews/kimberly-toney/
- A More Complete Record: The Case for Archival Partnerships: https://projects.iq.harvard.edu/radworkshop2018

Talking Books
- The U.S. joins other countries with large aging populations. https://www.census.gov/library/stories/2018/03/graying-america.html
- Rhode Island Healthy Aging Data Report https://healthyagingdatareports.org/rhode-island-healthy-aging-data-report/
- Library of the future: Aging Advances https://www.ala.org/tools/future/trends/aging
- Creating Aging programs at Brooklyn Public Library https://www.bklynlibrary.org/outreach/older-adults/creative-aging and their partnership with https://www.lifetimearts.org/
- Field test underway for NLS digital book reader https://www.loc.gov/nls/about/news/quarterly-newsletter-news/news-april-june-2021/#test

Appendix B Statutory Basis

Program Summary
Agency: Department of Administration
Library and Information Services
Mission

- Enforce public library and library network standards and exercise general coordination and supervision over interlibrary cooperation and resource sharing in the state, including interlibrary loan and delivery. Distribute state funds for public library development, interlibrary cooperation, and resource sharing in accordance with law and regulation of the library board. Give assistance, advice, continuing education, and counsel to public libraries and to participants in interlibrary cooperation and resource sharing activities.
- Maintain and develop the Library of Rhode Island Network.
- Promote library development statewide by providing for various state and federal grant programs to public and institutional libraries, including funds distributed under the federal Library Services and Technology Act.
- Provide library services to individuals with disabilities through the Talking Books Plus program, including the RI Regional Library for the Blind and Physically Handicapped of the Library of Congress National Library Service.
- Provide for statewide reference service through online services of "AskRI". Coordinate with all other state departments and agencies in the provision of library services to state government and to the public.

Description
The Office of Library and Information Services, under the direction of the Chief of Library Services, ensures the maintenance and improvement of library and information services to the residents of the state through the development of interlibrary collaboration and resource sharing, provision of services to RI public, academic, health sciences, school and special libraries and their librarians, and the provision of library services to individuals on a statewide scale.
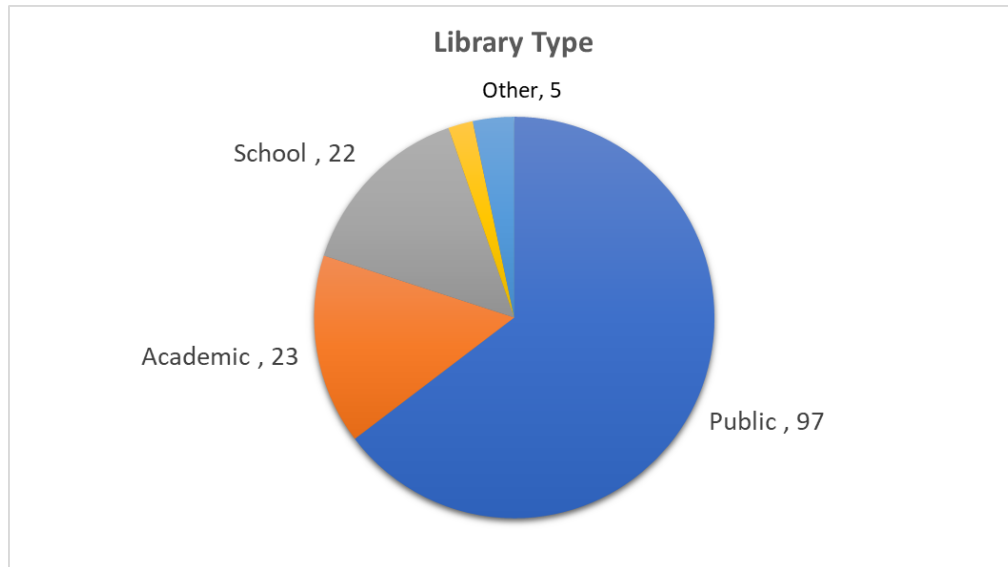
Statutory History
R.I. General Laws § 29-3.1 establishes the statutory basis for the Office of Library and Information Services.

Appendix C Online Survey Questions and Responses
Section I – Demographics

1. What type of library do you represent? (multiple choice)

Respondents were not required to identify themselves or their libraries. However, we noticed that some

respondents incorrectly categorized their libraries when that information was provided. For example, respondents from five public libraries identified their libraries as Academic, and two respondents from college libraries identified their libraries as Public.

2. What is your role in the library? (multiple choice)

Role	Count	% of Total
Director/Dean/Executive Director	37	24.7%
School Librarian/School Media Specialist/Teacher Librarian	22	14.7%
Youth Services	20	13.3%
Reference/Information Services/Subject Specialist	13	8.7%
Assistant Director/Manager/Branch Head	13	8.7%
Adult Services	10	6.7%
Access Services	9	6.0%
Trustee	6	4.0%
Archives/Special Collections	5	3.3%
Community Engagement/Outreach	3	2.0%
Technical Services/Cataloging/Metadata	3	2.0%
Other (Board President, Children's librarian, circulation assistant, Library member, Maker space coordinator	9	6.0%
Total	150	

3. What is the population size of your community/school district/college campus?

	Under 5,000	5,000 - 9,999	10,000 - 19,999	20,000-49,000	50,000 and above
Academic	7	8	5	2	1
Public	7	29	15	36	29
School	17	2	2		

Section II - Your Community and Your Library

1. Please indicate your level of agreement with the following statements about your community:
    a. Overall, my community is very aware of the services my library provides.
    b. Residents of our community regularly use the library to support their needs for learning, information, enrichment, or community connection.
    c. Community members turn to the library for resources to help during challenging times.
    d. The community turns to the library to help address community problems.
    e. The community supports my library.

School Libraries

(Bar chart showing survey responses by category)

Legend: Strongly agree | Agree | Neutral | Disagree | Strongly disagree

Categories (top to bottom):
- The Community Supports my library
- Turning to the library to address community problems
- Turning to the library in challenging times
- Libraries support community needs
- Community Awareness

X-axis: 0% 10% 20% 30% 40% 50% 60% 70%

Academic Libraries

(Bar chart showing survey responses by category)

Legend: Strongly agree | Agree | Neutral | Disagree | Strongly disagree

Categories (top to bottom):
- The Community Supports my library
- Turning to the library to address community problems
- Turning to the library in challenging times
- Libraries support community needs
- Community Awareness

X-axis: 0% 10% 20% 30% 40% 50% 60% 70% 80%

2. What challenges or pressing issues do you see facing your community?

The answers were in text format, so the consultants tried to categorize the answers into the issues in the following table. Some answers addressed more than one issue. The full list of answers is provided below the summary table.

Issue Category	Percent of Respondents
Social & Econ	33%
Access	7%
Health	4%
Intolerance/ polarization / censorship	10%
Outreach/ communic	3%
Education / Educational access	5%
Tech & computer skills/ digital literacy	10%
Publicity / Lack of Awareness	6%
Funding/ Financial	23%
Impact of Pandemic	4%
Need to increase diversity	3%
Population Decline	2%
Information Literacy	2%
Other	7%

What type of library do you represent?[8]	Sect. II Q2. What challenges or pressing issues do you see facing your community?
Academic	decline in student enrollment in colleges
Academic	Transparency and clear, accurate from administration
Academic	Funding for programs across the board; DEI issues.
Academic	Lack of awareness of what the library can provide - partially because our staff has gotten smaller and smaller, so outreach is not as doable as in the past.
Academic	Impact of the pandemic on students/faculty/staff in the short and long term; disconnect between students/faculty/admin on key issues; new upper level administration
Academic	COVID has put a lot of pressure on faculty, staff, and students.
Academic	lack of open resources
Academic	Community members who have difficulty assessing the quality and validity of information.
Academic	professional development in emerging areas of academic library services (PD budget zero'ed out), prioritizing services with significant staff cuts (17 in 2010 to 11 currently)
Academic	Information Literacy

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[8] All tables in this Appendix are sorted by library type.

What type of library do you represent?[8]	Sect. II Q2. What challenges or pressing issues do you see facing your community?
Academic	1.My students are increasingly online and alienated from their learning communities. They are frequently learning independently at home without the company of their peers. 2.My students are overloaded with information to the point that they can look at only the sources they like without ever viewing contradictory information.
Academic	supporting students and faculty in online, hybrid, and in-person all at the same time
Academic	Increasing diversity.
Academic	Working towards a more diverse, equitable, and accessible campus
Academic	Working towards a more diverse, equitable, and accessible campus
Academic	Private interests * COVID * Labor issues * $$$$$$$$ * Glitzy trends over Standard Service
Academic	Private interests * COVID * Labor issues * $$$$$$$$ * Glitzy trends over Standard Service
Academic	Adequate and reliable access to technology like computers and wifi.
Academic	Adequate and reliable access to technology like computers and wifi.
Academic	It is not an option to send ILL requests to RI public libraries via OCLC.
Academic	It is not an option to send ILL requests to RI public libraries via OCLC.
Library Member	Financial
Library Member	Financial
Membership	Our membership skews older, and so the eventual dwindling of that community will be a challenge.
Museum	Visibility
Museum	Visibility
Public	Gentrification and a transient population
Public	Changing population, continued poverty and education challenges
Public	Recapturing a level if normalcy after the pandemic and the growing economic challenges.
Public	community members that value personal rights and freedoms over health and safety of others
Public	Housing crisis, homelessness, drug addiction
Public	We have an increasing population of new immigrants and English language learners who might not know how to access services that could be useful to them.
Public	Lack of internet access, lack of reliable transportation, food insecurity, poverty, most issues stemming from lack of resources.

What type of library do you represent?[8]	Sect. II Q2. What challenges or pressing issues do you see facing your community?
Public	lack of engagement, difficulty forming a cohesive community, struggles with state and local services that only offer online and not in-person or mail access
Public	Housing, and living wages
Public	Agism, bigotry, fear
Public	Future community health issues.
Public	Censorship, homophobia, racism, poverty, digital divide, bigotry, literal neo-Nazis down the street
Public	Septic Issue - No Sewer System
Public	revitalization of our downtown areas; EDI issues; we need better promotion/communication of all the services that are provided across several agencies
Public	Keeping people coming in to take out books now that we are so digital. Keeping our activities relevant. Creating readers not watchers
Public	Access to Library services.We have nine community libraries and are not able to provide enough open hours.
Public	People seeking shelter in the library all day, for heat, bathrooms, etc.
Public	Low income and crime.
Public	While the city is small in size (~12 sqm) it is difficult to reach without private transportation. Consequently, residents in certain parts of the city are isolated from Library services and programs. This means that a branch library would be helpful though the population may not (at first appearance) warrant an additional location.
Public	Navigating in a world where COVID has taken up residence is a challenge. Businesses, organizations, agencies, and schools are trying to keep up with recommendations and mandates that change with the evolution of the virus. This issue is made more challenging with the polarized political landscape that surrounds the virus and the behaviors that accompany it.
Public	Lack of financial support and aging physical infrastructure ; Problems with marketing our services and resources ; Staffing
Public	Reaching the under-served in our community.
Public	Resurface roads and provide affordable housing
Public	lack of tax revenue. Commercial tax base has plummeted
Public	Lack of understanding of what we offer.
Public	affordable housing, having to work more than one job to support themselves/family

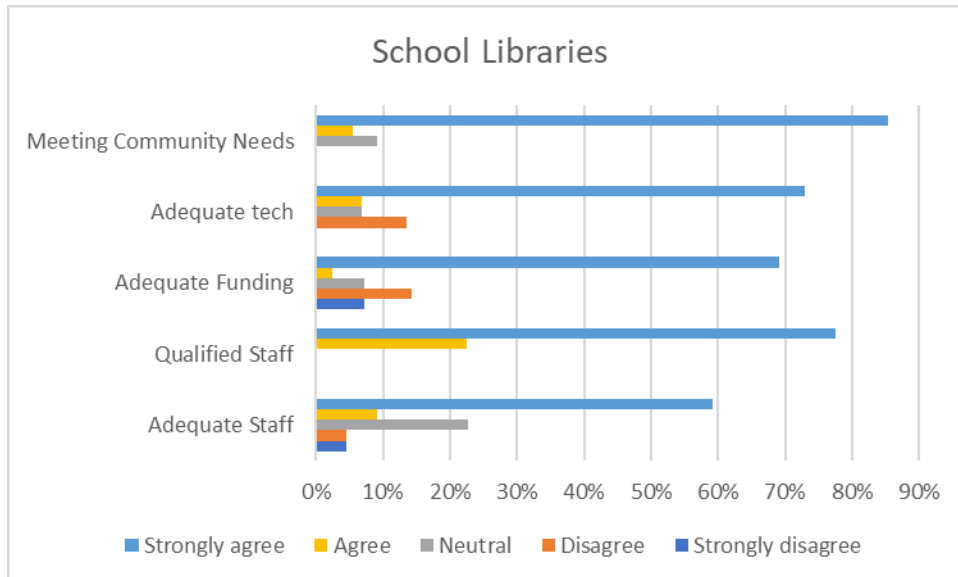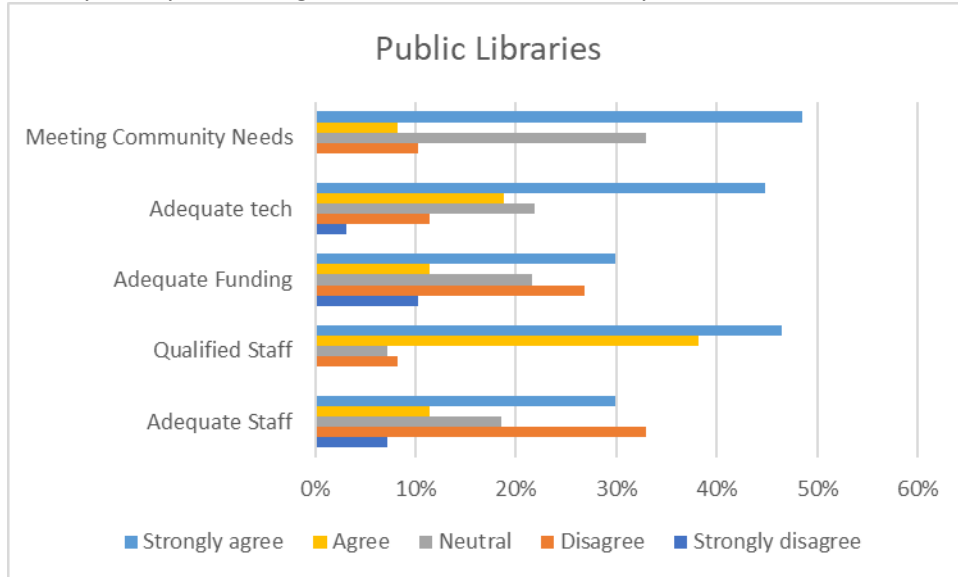| What type of library do you represent?[8]	Sect. II Q2. What challenges or pressing issues do you see facing your community?
Public	Stagnant level funding (lack of support from Town Council) and lack of understanding of Anti-Racism and DEI (also by our Town Council and some community members).
Public	poverty, need for social services, need for advocacy
Public	Access to jobs, closing businesses, high taxes
Public	The first issue is that the community is aging. The second issue is that the parents are not satisfied with how the schools are doing with reading and math. The parents are turning to us to supplement the deficiencies in those programs.
Public	Economic issues including affordable housing
Public	Technology knowledge divide! Seems as though many people that come in lack basic tech skills
Public	Affordable housing for middle income families.
Public	School funding. Our community has several charter schools. The school department seems to feel that the charter schools are preventing them from getting the funding they need. They school department demands more and more of the tax revenue for the schools, leaving little for the other departments, including the library. On the other hand, the school department has eliminated all but one librarian, so the library is serving as the only library.
Public	Access to electronic resources
Public	Parking. The library needs to be easier to get to.
Public	Need for basic computer skills, language barrier, need for information of services for special needs individuals
Public	homelessness unemployment opioid addictions
Public	Homelessness and housing insecurity, food insecurity and hunger, lack of adequate treatment and support for mental illness and mental health, lack of access to affordable childcare, lack of access to healthy food and groceries
Public	Central Providence. Immigrants need support to thrive - language instruction, workforce preparation. Lots of poverty.
Public	parenting skills lacking, poverty, homelessness, unemployment, drug addiction, drug use
Public	Digital Equity and Access; homelessness, racism, violence
Public	Equal Access to opportunity
Public	mental health/well being
Public	Moving towards more insular services, i.e., education / business/ politics
Public	We just experienced a large renovation, as well as Covid, and it is going to take some time to get the large numbers of people that had been using the library back as regular patrons. Although, we offer a wide range of programming, I am hoping that we will be seen as a place to go to discuss local and national civic problems that affect the community

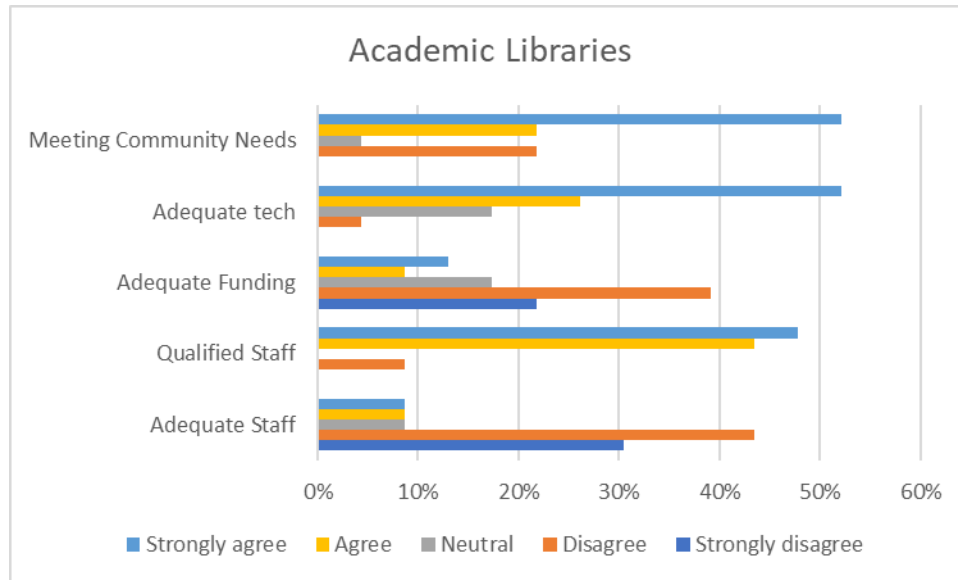| What type of library do you represent?[8]	Sect. II Q2. What challenges or pressing issues do you see facing your community?
Public	Homelessness, addiction, citizenship, workforce opportunities and training
Public	infrastructure
Public	Budgetary constraints, staff wages
Public	Lack of funding overall including building maintenance schools library etc.
Public	Mostly, economic disparity and access to good jobs.
Public	Lack of funding
Public	Funding
Public	1. Increasing immigrant population of both non-English and English (though not first language) speakers. Many are shy about the library and see it as an authority figure of which they have to be cautious. Getting the word out to multiple cultural and other neighborhood associations in multiple languages is time consuming and costly, so assistance with and/or training about this would be wonderful. 2. We need better ways to serve patrons with special needs, those who are neurodivergent/-atypical, dis- or differently abled, through access to training and adaptive and assistive technology. Focused sessions on addressing one target ideal at a time would be most useful (an overall focus on all patrons with these needs wouldn't necessarily be bad, but would feel overwhelming and might not lead to the generation of specific ideas to bring back to the workplace).
Public	Myriad socio-economic (and related) challenges - employment, housing, addiction, incarceration, food access.
Public	Rampant poverty and all of the compounding issues that go with it.
Public	Being a rural community, emergency response is always a consideration. Moreover, though the population is small, our town is geographically huge and there is no town center. The lack of a central hub and
Public	Teen services, information literacy, loneliness/isolation, polarized (little consensus)on social/political issues, unequal access cultural institutions due to financial constraints
Public	Divisiveness among belief systems and misinformation. Spreading services too thin when trying to tighen budgetary belts
Public	We need a centralized, neutral, well-sized space where the community can gather for meetings, programs, and exhibits that does not have to be rented for a fee.
Public	Isolation of the elderly.
Public	Lack of affordable housing, lack of agreement about how best to support local businesses

What type of library do you represent?[8]	Sect. II Q2. What challenges or pressing issues do you see facing your community?
Public	I feel that the first section's questions did not allow for a complete answer. Only SOME of our community uses the library, turns to the library, supports the library. We regularly meet people at outreach events who have no idea what the library does (or will say "I didn't know the library was involved in X" So the questions about "the community" means the community as a whole and the answers are just not going to be accurate, not for any library. As far as challenges or pressing issues, we see people struggling with basic needs: food, childcare, internet access, money. People are having a tough time navigating today's world.
Public	job and home insecurity, digital literacy
Public	Increase of housing costs and the length of the pandemic weigh on peoples' minds.
Public	Changes in demographics. Affordable housing and other land use issues that people need to understand. Costs of development vs. open space. Funding for education. Rising petty crime.
Public	Managing the population growth and expectations from NY pandemic transplants; preparing for climate change; giving a boost to people who need help with broadband access, educational access, and financial improvement.
Public	Mental health/addiction challenges (people coming into the library with mental health issues or altered by substances); poverty; struggling public schools; need to expand programs & services to serve Spanish-speakers (with cultural competence); civics education (media/news literacy)
Public	Polarization, on political and social issues, and even just the benefits/necessity of having a library in town.
Public	Polarization, on political and social issues, and even just the benefits/necessity of having a library in town.
Public	Lack of access and knowledge about technology.
Public	Lack of access and knowledge about technology.
Public	Very few community resources and small tax base.
Public	Very few community resources and small tax base.
Public	Town departments with similar outreach as the library and asking library to not conflict with programming. Outside groups wanting propaganda material added to the library collection.
Public	Town departments with similar outreach as the library and asking library to not conflict with programming. Outside groups wanting propaganda material added to the library collection.
Public	The cost of living; gross inequality and unequal distribution of wealth within the community; budget cuts to education, so the schools suffer

esc Empower Success Corps

What type of library do you represent?[8]	Sect. II Q2. What challenges or pressing issues do you see facing your community?
Public	The cost of living; gross inequality and unequal distribution of wealth within the community; budget cuts to education, so the schools suffer
Public	Censorship, homelessness, income disparity, town has no social services
Research library (historical society)	access to well-curated informaiton
RILINK	librarians spread too thin, material budgets, censorship
RILINK	librarians spread too thin, material budgets, censorship
School	Budgeting. With each passing year, I am given less money to support students who, while in grades 6-8, having learning and reading levels between kindergarten to college. I currently run my library on about $1.75 per student per year and rely on grants and book fairs and the parent teacher group to supplement my collection and purchasing supplies.
School	Our school is underfunded and it is beginning to really take a toll on student achievement and well-being.
School	Encouraging children to read.
School	Money to purchase books and supplies as prices increase due to inflation.
School	Budget and Library as a school district priority is always a challenge
School	Social Emotional issues
School	The above questions are best suited for public libraries. At the public school not all stakeholders are aligned with AASL's vision of school librarianship.
School	Lack of general awareness of Library offerings. This is attributed to my not having a direct line of communication to faculty, due to all staff emails being reserved for administrator's only. Library updates generally are buried in school-wide newsletters making it difficult for information to be retained.
School	Funding
School	Budget supporting all the different communities in the school and different mediums of delivery.
School	Budget
School	We have had some book challenges this year. The socioeconomic demographic is also changing a bit, which presents some educational challenges.
School	We have had some book challenges this year. The socioeconomic demographic is also changing a bit, which presents some educational challenges.
State or federal government	Balancing preservation and timeliness of the collection.
State or federal government	My community is stressed and overworked with patient care giving little time to do study.

3. Please indicate your level of agreement with the following statements about your library:
    a. My library has adequate staff to execute its program of services.

b. My library's staff is qualified and trained to provide the services we offer.
c. My library has adequate funding to execute its program of service.
d. My library has adequate and up-to-date technology for patrons and staff.
e. My library is meeting the needs of the community overall.

Public Libraries

School Libraries

Academic Libraries

Legend: Strongly agree | Agree | Neutral | Disagree | Strongly disagree

Categories (top to bottom): Meeting Community Needs, Adequate tech, Adequate Funding, Qualified Staff, Adequate Staff

X-axis: 0% to 60%

4. What services or programs does your library provide that you feel are exemplary?

What type of library do you represent?	Sect. II Q4. What services or programs does your library provide that you feel are exemplary?
Academic	integration into classrooms and online learning
Academic	Research, Instruction
Academic	wide range of databases, technology lending, online and remote chat services, information literacy instruction
Academic	Research assistance; in-classroom assistance; interlibrary loan; digital repository
Academic	Instruction, reference, collection development, cataloging
Academic	exemplary programs are no longer exemplary because of reduced funding/staffing
Academic	Instruction and Reference, despit deep cuts.
Academic	Easy access to electronic and physical materials thorough our catalog
Academic	Providing access to sources that are not held by my library. Advising faculty and students on copyright issues. Encouraging faculty to learn about open educational resources and incorporate them in their teaching to reduce the financial burden on our students.
Academic	information literacy instruction, maximizing usage data for collection development decisions, special programs.
Academic	Reference support, technology lending and class instruction
Academic	Our information literacy instruction program is excellent. We meet with existing classes in other areas of the college to introduce them to research and information literacy.
Academic	in-person and remote instruction sessions and online materials
Academic	Digital access to services.

What type of library do you represent?	Sect. II Q4. What services or programs does your library provide that you feel are exemplary?
Academic	Information literacy instruction, research support, access to a wide ranging collection of print and other materials for both teaching and research
Academic	Interlibrary Loan * Circulation * Instruction
Academic	Our information literacy initiative to provide instruction to classes throughout the college. As well as our accessibility and resources available to our students.
Academic	Interlibrary Loan
Library Member	Farmers Market
Membership	Close-knit community for our older members; nationally recognized programming; a historic and inspiring space to learn, work, and dream!
Museum	Archival Access
Public	Notary services, resume help, Queer Umbrella, all circulation services, storytime
Public	Youth Services Services and Programs
Public	Great customer service and an excellent selection of book.
Public	Community programs and events, access to technology
Public	fun programs for the family
Public	Diverse, forward-thinking and interesting programming and services
Public	Passport office, ESL classes
Public	I feel we have a robust line-up of programs, both those which are run by staff and by community partners.
Public	connection with current patrons
Public	Take and Make kits, laptop and hotspot lending
Public	tech help, food pantry, music classes, senior cooking program, bookmobile, "Book It Forward" program, 24/7 wifi, nature programs
Public	Teen programming
Public	Distribution center of Covid testing packets. Free wifi.
Public	Drag Queen Story Hour was a big success. We've also done Maker Marketplace and Tarot events that were very popular, in addition to outdoor concerts.
Public	Day to day interactions and circulation, childrens services, reference, historical collections
Public	Children's Services, Technology Access, Printed Resources, Web resources
Public	concerts, hands-on learning, tech help for adults, storytimes, children's programs, English classes
Public	We have a wonderful children's librarian who is offering great programs
Public	children , young adult and adult programs
Public	Available during COVID to support our users.
Public	Town historical books and artifacts.

What type of library do you represent?	Sect. II Q4. What services or programs does your library provide that you feel are exemplary?
Public	Makerspace, story-time, homework help, Girls RULE mentorship, sewing, knitting, anime club, Dungeons & Dragons, garden club, Art in the Afternoon, yoga, computer assistance, resume building, access to a fresh, clean collection/materials that reflects the demographics of the community, Friends of the Library, fun raffles, culture-rich programming about music history, attention to programming/book talks with respect to Social Justice and diversity.
Public	Children's programming is of the highest caliber; deliveries to the homebound; "library of things" is a robust and heavily used resource; book groups remain popular; meeting rooms and technology servicing them.
Public	Our library provides enriching children's programs that entertain and help impart early literacy skills. One particular success is the library's storywalk, an installation on a local walking path. Our adult programming is also entertaining and informative. One particular success is the nature journal program for adults and teens. Our adult programming librarian was asked to speak about it at the New England Summer Reading Summit
Public	After school programming
Public	New Teen center and ESL literacy program and Children's programs for special populations
Public	Digital/Technology education, programming for all ages, autism outreach (children's), community outreach.
Public	Programming for children of all ages
Public	Customer Service
Public	Literacy program, outreach programs, seasonal book mobile,
Public	One on one assistance using a computer and/or the internet, assisting patrons with their tech device or smartphone, providing Information and Referral to agencies, promoting children's literacy via great programming for kids and ESL programs.
Public	I am proud that we are and have been offering programs to address anti-racism and working with our local Anti-Racism Coalition on programming and book discussions. We have been able to host a number of fantastic author talks by well-known authors in cooperation with out Friends Group and local bookstore. We do a lot of hosting of programs with various local organizations including a local Italian-American group, health and wellness instructor, and robotics club to name a few. Thanks to a new(ish) Teen Librarian, Teen participation in programs has increase dramatically.
Public	I'm not sure anything we do is exemplary, but many things are good.
Public	Children's story times, crafting for adults, up and coming technology collections
Public	We provide HomeBound services, Summer Tutoring, Children's programs, Book clubs for all ages.
Public	Informational services, free family events, digital literacy resources
Public	Passport; ESL; reference research; Children's programs
Public	preschool storytimes, adult book groups, intro language program

What type of library do you represent?	Sect. II Q4. What services or programs does your library provide that you feel are exemplary?
Public	Our storytimes are always well attended. We get a lot of praise for our children's programs. People also love our crafts for all ages, whether in person or take home. They also loved our concert series and library-wide programs such as Harry Potter Day, which we hope to bring back soon. We get excellent ratings from those who fill them out.
Public	Book club, craft nights and game nights.
Public	Teen and children services, autism awareness programming
Public	Staff is welcoming and autism programing
Public	sensory-inclusive programming, bilingual program, etc
Public	ESL /citizenship program /Teen Volunteer Program/All Children;s Programing curbside services
Public	Small business classes, computer and technology classes, makerspace for teens and adults, classes for adult English language learners, technology and workforce training classes for teens
Public	Technology education
Public	ESL classes, youth programming
Public	Technology training, digital navigation and career coaching
Public	Education
Public	art programs for adults
Public	programs, access within and without the building to Internet services
Public	We have a wonderful Education Dept. that provides a whole range of programs including English classes, citizenship classes, computer skills classes, and job training. We have an exemplary staff eager to serve the public and we have a huge and wide ranging collection that contains materials not available in other state libraries,
Public	All of our adult and teen education and workforce work
Public	I like the path to citizenship programming.
Public	Our staff
Public	Our entire adult services programming slate, outdoor programming, outreach programming to local business and organizations.
Public	Our strengths are in working with our community partners to inform people of our services
Public	Programming and instruction for all ages - children through teens through adults - and serving many diverse communities of other-language speakers.
Public	Peer to peer instruction
Public	Craft programs, children's programs
Public	Assistance with technology through drop-in tech time and computer classes; assortment of book groups; range of adult programming, both online and in-person
Public	Children and adult programs including storytimes, book talks, grab and go crafts
Public	Quality of programs is high across the board, with a strong emphasis on innovation, meeting actual community needs, and customer service

What type of library do you represent?	Sect. II Q4. What services or programs does your library provide that you feel are exemplary?
Public	Our library has a robust and innovative community publishing program as well as a vibrant adult Roleplaying Game community which are unlike anything else offered in the state. We also have a full time ELL instructor, and our Youth Services department is enthusiastic and driven when it comes to addressing the needs of marginalized youth and engaging with social services and community partners to support families.
Public	Our circulation is high compared to other libraries. I think we do a great job selecting materials that meet residents' needs. In particular, our homeschooling collection is strong and locally well known. For a small library, we also have a panoply of programs that regularly bring people into the building.
Public	Early literacy
Public	Reader's advisory, local history research, technolgy help and youth programming
Public	We are known for our personalized, knowledgable, and exceptional customer service as well as our historical knowledge of the town. Our staff also provides a great deal of on-demand technological assistance (for computers, smart phones, and tablets) in addition to the appointments that are available for one-on-one help.
Public	Our staff cultivates supportive relationships with patrons. We notice when regulars do not come in and reach out to them. We change our program offerings/hours/days frequently to suit patron needs. We make ourselves available to listen. We do this through conversation and engagement not by a barrage of customer satisfaction surveys.
Public	Gathering space for all ages, senior services (tech, homebound service, programming)
Public	ESL & Citizenship classes, computer classes, outstanding kids programs, multiple book clubs.
Public	When we are operating at capacity we do literacy, technical upskilling very well.
Public	Youth services story times and programming are well-loved. And service at the Circulation Desk is exemplary. Patrons love our Circ staff.
Public	story time for individuals and for visiting schools, personalized assistance finding books and technology, craft programs for all ages, conference space
Public	Our services are what many libraries offer, but what sets our services above others is the staffs willingness to go above and beyond to fulfill requests for information, to assist patrons with devices or technology, or locating materials for patrons
Public	The children's programs
Public	Makerspace equipment and activities
Public	Spanish-language GED classes paired with computer training; summer reading program partnership with schools; maker space programs for middle & high school students; community outreach through mobile services; growing Spanish-language programs fostering social & cultural connections; Providence Seed Library, PCL Reads (all city virtual book discussion); partnerships, specifically with Providence Talks, College Unbound, and FabNewport.
Public	Mobile Hotspots, Book Club in a Bag, Home Delivery (to approx. 90 patrons), planning summer outreach, lots of programming, ESL & citizenship classes

What type of library do you represent?	Sect. II Q4. What services or programs does your library provide that you feel are exemplary?
Public	We offer immediate hands on tech help for library resources on an as needed basis. We also offer many crafting programs for all ages that are widely popular.
Public	Children's and senior programming, art/craft programs, technology classes
Public	Storytime and Early Literacy programs
Public	Individualized patron service, innovative use of resources.
Public	Library of Things, Tech Help Desk, tech classes, film screenings, storytimes, book discussions
Public	community programming such as movie matinees and book clubs; early learning programming such as story time
Public	Makerspace, technology instruction, Literary Landmark (Margaret Wise Brown), Wilcox Park
Research library (historical society)	general research and genealogical services
RILINK	support using library management system, libGuide support
School	I believe I provide an enthusiastic and positive space for students. My reader's advisory and using technology to reach students and make them feel like part of the team is something I think I do well. I am a supportive colleague and coteach many units with teachers.
School	In addition to library services, we also run the online learning program. Many of the students in this program are 5th year seniors or 4th year seniors in danger of not graduating. While not every student earns a diploma, we have a very high rate of success with these students.
School	Rhode Island Children's Book Award
School	Library Skills classes for all our students.
School	Access to online resources including eBooks
School	Our collection is up to date and covers a variety of subjects/interests
School	Instruction; book clubs;
School	Digital Citizenship, Cultural Humility, & Research lessons
School	Loaning, Space Usage
School	Use of Chromebooks and book selections
School	Interlibrary loan, availibility of technology
School	We have a student-led book club that is a chapter of Project Lit. It got off to a slow, shaky start just prior to the pandemic, but has blossomed this year.
School	Access to books and informational databases.
School	Information literacy orientation and instruction for all incoming freshmen and new faculty members, more advanced information literacy support/research instruction and support for junior and senior students, strong print and electronic collections for high school level, annual student/faculty all campus reading program on social justice topics ("Read for Change"), Faculty and student book clubs, a Current Events Club, an ongoing

What type of library do you represent?	Sect. II Q4. What services or programs does your library provide that you feel are exemplary?
	student led digital journalism club that focuses on issues related to social justice and poverty ("Our World: 2022).
State or federal government	Digital access, patron access, scanners, outstanding reference sources and staff.
State or federal government	Reference
State or federal government	Flexibility in answering any type of question: medical, consumer health, and general.

5. What additional resources might your library need to meet your community's needs?

What type of library do you represent?	Sect. II Q5. What additional resources might your library need to meet your community's needs?
Academic	staff increase and a repository and a discover tool
Academic	More skill sets to advance digital technologies
Academic	more proactive outreach to faculty, professional development opportunities
Academic	More staff, but OLIS can't help with that... or can they?
Academic	More FTE
Academic	Money, people, space
Academic	Computers
Academic	Additional funding for print and electronic resources. Additional librarian positions to address the needs of our community.
Academic	Access to high quality PD and professional networks-- they fell off somewhat during the pandemic.
Academic	Community Outreach
Academic	Right now we need additional librarians.
Academic	librarians (due to retirement) and funding
Academic	Not necessarily a resource, but more awareness of options for diversifying collections would be immensely valuable.
Academic	E-resources, esp. subscription databases, that are not within our collecting scope (e.g., esp. in the sciences and social sciences) and financially way out of reach
Academic	Cataloging staff
Academic	Controlled Digital Lending * More outreach from Library Admin that reflects what Library does.
Academic	More full-time, permanent librarians.
Academic	Financial resources

What type of library do you represent?	Sect. II Q5. What additional resources might your library need to meet your community's needs?
Library Member	Better infrastructure
Membership	A second tech services librarian would help our staff keep up with our avid readers!
Museum	A dedicated library space
Public	Adequate staffing
Public	staffing
Public	More money for the upkeep of the building and remodeling. Also, more money for books and other items.
Public	Keeping up with building maintenance and more resources for community outreach and going into community
Public	More support from OLIS for non-educational experiences. As a community center, our role is also to provide a space to share cultures, enterainment experiences, and opportunities to socialization.
Public	funding to help with upkeep of our building - many issues with the building structure
Public	Additional staff and funding are extremely needed.
Public	I firmly believe that we should have a Social Worker embedded in the library
Public	I think we need to make our programs more accessible through streaming, closed captioning, ASL interpreters, in addition to providing more resources to access and enjoy programs for our patrons who do not speak or understand English.
Public	money for programming including maker spaces and equipment
Public	We need a lot more funding, so we can pay our current staff adequately and attract talented professionals to our library.
Public	more staff, significantly better training, an assistant director
Public	a full kitchen, more staff
Public	More community teen support , more diversity education, diversity resources & support
Public	remote printing & a third heating zone in the library which we're working on now.
Public	Better technology, more staff to keep the building open AND run programs
Public	Additional digital services and ebooks, renovation for more meeting/work space, newer more diverse technology
Public	Present Resources are meeting present needs
Public	More book discussions, YA programs, coding
Public	More money for programs of a higher caliberâ€¦. Many too expensive for us.
Public	$$$$
Public	Grants are always welcome.thw size
Public	In-person GED to be resumed, food for the after school youth to address food scarcity.
Public	Full time staff members for outreach, HR, and development.
Public	We need more staff in order to provide all the services and materials the community wants and needs.

What type of library do you represent?	Sect. II Q5. What additional resources might your library need to meet your community's needs?
Public	Mainly monetary support, both for current staffs' pay, to hire more staff, and to provide better services
Public	Resources to repair and update aging physical infrastructure Remodel public and staff areas to be more efficient and inviting Greater use of electronic meeting for public.
Public	A re-imagining of the main level to provide more meeting rooms. A generator for the building.
Public	Home delivery service to the elderly
Public	degreed librarians
Public	Meeting Space
Public	Dedicated space for library programming
Public	Could use more money to fund enrichment programs for adults in the arts, music etc. and if more money was available doing more ESL, GED and Citizenship classes.
Public	Marketing. We have a Director of Marketing and Communications but aside from putting up billboard we struggle with reaching the non-user and card holder that only uses us for reading materials.
Public	social worker on staff or social worker office hours, more money for programming supplies and performers/facilitators
Public	Funding to keep up to date and to get a little further along of where we want to be
Public	We need access to more tutors and money to pay them. We also need an additional Children's program person.
Public	funding for programs and staff training
Public	More tech; social work
Public	better training in technology
Public	More quiet study rooms.
Public	a tech person to meet with patrons.
Public	Funds for programming and access to subscription based services like Ancestry, Hoopla and Kanopy.
Public	Financial resources to support needs for staffing and services for impoverished community members
Public	It is hard to find out what their needs are.
Public	Resources help guide parents with challenges in school education and behavioral problems.
Public	community outreach person. example - Help With Finding Employment/help connecting with outreach programs / higher education / basic education and how to apply for these things computer classes of all kinds and levels.
Public	more staff
Public	Additional funding, more staff dedicated to interfacing directly with social support agencies and community groups, more staff in general

What type of library do you represent?	Sect. II Q5. What additional resources might your library need to meet your community's needs?
Public	More funding for education programs, especially those targeted to immigrants and other underserved people
Public	educational toys and games
Public	Funding for more staff so we can extend our service hours and locations
Public	A more cohesive educational network connecting schools, non-profit orgs and other educational opportunities.
Public	bigger budget for presenters
Public	more mobility within community.
Public	We are constantly on the search for grants and other financial resources to support our staff, collection and programming. I have been a librarian for a long time and I have always been sad that libraries are so terribly underfunded. They make such a difference in people's lives and are vital for the development of children.
Public	More staff $$$
Public	Staffing
Public	Space
Public	Minimum state standard for library staff and librarian wages. We have a higher turnover for staff due to low wages, but we cannot increase our staff wages significantly due to public relations. By setting a state standard it helps back up my reasoning for increasing wages.
Public	Staff with more than English as a language. We have handouts etc.
Public	Additional staffing to support additional instruction, programs and services.
Public	Additional funding from the state for programs
Public	Funding for renovations, HVAC upgrades, staff training, technology
Public	More staff who are multi-lingual; more staff who better reflect the non-white makeup of the community (this is a hiring/candidate pool issue that is difficult to address); funding to bring our non-English collections up to date (and training to know how someone who is a non-speaker of the target language can best order new materials in that language).
Public	More staff and bigger budget
Public	Financial support to retain and recruit staff, improve technology and address physical plant issues.
Public	Our library needs more staff funding to combat burnout and retain highly skilled professionals. The staff in our library are severely underpaid at all levels, and hiring has become a struggle that further burdens our overwhelmed staff.
Public	Subscriptions to web services (e.g. email marketing or meeting room management tool) and databases (Kanopy, Ancestry, etc) are very unaffordable for us. We lack the resources to be at the forefront of digital services. We have adequate staff but pay is too low to attract highly skilled applicants.
Public	Better funding, a public campaign to reduce the perception gap between what libraries offer and what the public thinks we offer
Public	Additional staffing would provide opportunites for more outreach

What type of library do you represent?	Sect. II Q5. What additional resources might your library need to meet your community's needs?
Public	We need additional funding for an ADA-compliant extension that will accommodate a community room, a larger collection, and for climate-controlled storage for our special collection.
Public	Better accessibility for mobility impaired to all parts of building and grounds
Public	Data & a plan to use that data. We have subscribed to PolicyMap but do not have anyone dedicated to culling the data, or putting any of it to good use. We are consistently frustrated that we have low card holders and we don't know how to reach more people.
Public	staffing to meet increased demand for services; social workers
Public	More help with technology, training both staff and patrons.
Public	more space for meetings and conferences, quiet use and shelving.
Public	Additional staff, access to resources for training staff with technolgy is always needed
Public	More funding for programs
Public	training for library staff in how to teach and communicate more effectively, training in how to be effective digital navigators
Public	The library needs funding for staff to expand hours of service and outreach into the community. Our libraries are open different hours, which I believe impacts the number of people utilizing the programs/services. With ARPA funds from the city, we are able to open three of our libraries additional, consistent hours (starting in May, 2022). The library needs more staff in the area of marketing/outreach (especially on the ground, person-to-person outreach) targeted to speakers of languages other than English (primarily Spanish). With grant funding, we now have a part time Spanish-language outreach specialist, which is making a huge difference. The library needs more funding to purchase materials; our book & materials budget is quite small for a system our size. The library needs social workers to help patrons access important services (food access, rental assistance, heating assistance, housing, addiction recovery, mental health/therapy, etc.), including one-on-one counseling when needed. With ARPA funds from the city, we are hiring a counselor/social worker for one library where the need is greatest. The library needs more funding to support artists, entrepreneurs, and small businesses as well as to expand adult programming. Our youth programs are much more robust. With more funding, the library could invest in helping clerks and other non-MLIS staff to go to library school. We have started doing this --- but needs significantly more investment - and it will diversify our staff. We could use an outreach vehicle that is more nimble (smaller than the bus we used to use) and flexible to serve multiple purposes -- mobile makerspace, senior center outreach, summer learning, etc.

What type of library do you represent?	Sect. II Q5. What additional resources might your library need to meet your community's needs?
Public	I always thought we needed a shared Science database - there are several available but this seems to be a gap. Probably one geared towards middle school/high school.
Public	Increased wages, so staff can stay in jobs and a library they love
Public	Ability to pay higher salaries and offer more hours. An accessible building
Public	More digital and tech options.
Public	Paraprofessional staff training and funding to pay them a living wage; more technological support
Public	Social worker on staff
Research library (historical society)	digital storage and online collections management infrastructure
RILINK	would like to provide more databases and other digital resources
School	I feel if I had a part time clerk, I could better assist students because I'd have more time. Maintaining, repairing and weeding a collection while shelving and having a full time teaching load is a hard task.
School	We need to have a budget that we are allowed to use to purchase books and supplies.
School	A larger budget
School	As our school population grows, an additional staff person will be needed.
School	audiobooks for all learners
School	Clerical support
School	A full class set of computers
School	Video/Media Arts Lab (coming next year)
School	21st century technology such as head sets for borrowing, overhead projector and screen.
School	Audio books
School	Budget for newer books
School	We are in a catch-22 with ILL delivery. We get delivery 1 day/wk because we have low ILL requests, but students don't request ILL because it takes so long to get the deliveries.
School	More up to date technology
School	More technology, update of the facility and furniture, possible addition of part-time support staff
State or federal government	continuation of the above
State or federal government	Better funding, and space.

6. Please describe any changes occurring in your community that may affect how you deliver services in the next five years.

What type of library do you represent?	Sect II Q6. Please describe any changes occurring in your community that may affect how you deliver services in the next five years.
Academic	A trend toward diminishing support from our institution's administration has caused several cohorts of students to not know about what we offer. Additionally, schools (mostly outside RI) have closed their school libraries, and COVID has decreased the amount of preparation for academic research that students previously received.
Academic	Adding an expanded education program that will likely have some online instruction will mean a need for greater access to a wider range of e-resources and remote support for delivery of curriculum and individual student learning.
Academic	Big renovation, lots of offices moving in. Demographic cliff, changes in institutional strategy
Academic	Budgets
Academic	declining patronage due to decline in student population
Academic	decreasing support and understanding of the library's role from administration
Academic	Enrollment has dropped over the past two years. This will likely result in vacant positions being left unfilled, which will impact how services are offered and how quickly issues can be resolved. Especially in regards to our electronic resources and the purchasing of new materials, as the acquisitions librarian position is vacant and the librarian who formerly held that position was responsible for maintaining access to all of our electronic resources, and communicating with vendors when there was an issue (e.g. if a database went down or there were other issues with access, she had all the contact information for who to reach out to troubleshoot and restore our access).
Academic	Enrollment is likely to expand in the future, and numerous new graduate and continuing education programs are being rolled out.
Academic	On-going changes in copyright laws (especially some of the changes made during COVID)
Academic	Private interests * COVID * Labor issues * $$$$$$$$ * Glitzy trends over Standard Service
Academic	Reliance on digital resources versus print collections
Academic	remote learning, AI, technological and software integration into the curriculum
Academic	Retirements (and other departures), positions not being replaced; money for core services being channeled to innovative
Academic	staffing and technology
Academic	The biggest change in our community is the drastic increase in online students following the pandemic. This means we need to offer a second suite of services that replicates our in person offerings, but is accessible remotely.
Academic	The university is attempting to introduce new interdisciplinary courses of study while struggling to support its existing programs. My guess is that the library will continue to be asked to do more with continued shrinking resources.

What type of library do you represent?	Sect II Q6. Please describe any changes occurring in your community that may affect how you deliver services in the next five years.
Academic	We have had significant turnover in higher administration, so a lot of projects can't really move forward until new people are hired and in place.
Membership	Funding for a membership library is always a little touchy-- it's hard to predict how well we'll be funded from year to year.
Museum	a new museum collections and research center will be built with the centerpiece being the library
Public	--
Public	A larger library is planned so I believe it will have a big impact on the services
Public	affordable housing, burgeoning needs of school district, growth projections.
Public	An increase in the use of programming via Zoom or similar product
Public	As free pre kindergarten classes increase the need for story hour programs will decrease.
Public	as the local income gap grows, we need to keep helping residents who are on the lower end of the income spectrum
Public	Budgetary concerns that may affect library funding.
Public	Changing population with more BIPOC, need to connect and serve these communities. Less reliance on books so need to be more community centers
Public	community is aging and so demographics are changing significantly, and there is a higher proportion of Spanish speakers as the older generation begins to thin out and more immigrants move here
Public	commuter rail, recreational marijuana
Public	condo development close to the library which will increase foot traffic into library
Public	Covid /unemployment/ inflation
Public	COVID caused a lot of businesses to change how they operate & may potentially be closing big offices in our area. This could cause less revenue coming into our town and may cause our annual budget to be decreased - meaning we would ultimately have to slash some of our services offered.
Public	COVID-19 variants
Public	Depends on covid & its variants. At least we know how to deal with a pandemic now.
Public	Don't really know
Public	Elderly population. Might need to go to them.
Public	Focus on diversity, equity, and inclusion
Public	Hundreds of new residents moving to downcity PVD
Public	I am not sure
Public	I am worried about the social instability caused by the polarization in politics at this time and the far reaching effects of disinformation campaigns.
Public	I believe the community is very stable, so we would like to enhance our services rather than change them dramatically. I also feel that the staff may have to go to the community rather then the community come to us. We have discussed doing programs in other areas of the town, doing pop-up

What type of library do you represent?	Sect II Q6. Please describe any changes occurring in your community that may affect how you deliver services in the next five years.
	programs on all sorts of topics, and reaching out to other organizations that our services may compliment what we are doing.
Public	I can foresee the $15 minimum wage increase creating a situation town wide where professionals have their skills, experience, and education devalued by not having equivalent raises granted. In that event, I'm certain it will have a dramatic and negative impact on staffing and the services the library can provide. We have also seen a dramatic increase in the use of the library as a gateway to accessing social services and I expect that trend to continue as the cost of living and housing continues to skyrocket.
Public	I think that libraries in general are going to increasingly offer their services and materials online. I think that the existing digital divide in our community will continue to increase and patrons who rely on access to our technology will continue to grow. I think we will need to continue to increase the number and type of devices we have available and continue to train staff on emerging technologies. Further, to expand the library's online presence, we will need to make our website, social media platforms, and virtual tour of our special collection more robust and discoverable.
Public	I think we need more staff who speak multiple languages (Arabic, Hindi, Mandarin, Khmer, Spanish and Russian are a few I can think of off the top of my head) or at least resources that will be easy for staff to access - like translation software on easily accessible devices at service desks - that will allow us to communicate with patrons in a helpful and friendly manner.
Public	I think we're facing a growing housing crisis that is going to accelerate issues of homelessness and housing insecurity, especially for children and families in our community
Public	If inflation continues, and housing continues to be scarce, and gas prices don't go down, I think people are in for a tough few years.
Public	Increase access and use of electronic data services (public accessible WI-Fi)
Public	Increasing digital divide - big problem for immigrants who need both language and technology education
Public	Increasing expectation that the library provides services and resources that might fall under the umbrella of "social services"
Public	Increasing need for Spanish-language services and programs; increasing need for mental health support; increasing need to support students as the school system is struggling (not new, but necessary).
Public	increasing population, more diverse population
Public	Job application and services online
Public	keeping up with inflation. new administration
Public	Lack of funds, building in serious need of replacement, difficulty marketing our services adequately to let the community know we are here and ready to serve them.
Public	level funding which will which not allow for expanding or acquiring more staff or materials needed to stay current and on trend.

What type of library do you represent?	Sect II Q6. Please describe any changes occurring in your community that may affect how you deliver services in the next five years.
Public	Libraries (and materials) under attack by "concerned" individuals (in reality, small minded bigots)
Public	Makerspace activity has taken off and I project a need for entrepreneurial guidance to be implemented.
Public	Many patrons are becoming digital-only. A budgetary increase for ebooks, databases, and platforms will be necessary.
Public	Meeting the needs of diverse patrons
Public	Need secure funding from the Town and State
Public	New train station = potential for more new patrons as well as more patrons
Public	None that I am aware of.
Public	Not a change, but expect level funding to continue
Public	Not sure
Public	Our community is growing with many newcomers. As the population increases, residents will be looking for services comparable to larger municipalities.
Public	Our community will continue to be very diverse with varying needs.
Public	Our municipal town government is largely comprised of individuals in their late 50s and 60s as they begin to retire the relationships we have forged will inevitably change.
Public	Political (Town Council or Budget Committee elections).
Public	Proposed elementary school complex could expand cooperation for library programs. Affordable housing could increase population and also the variety of services needed,
Public	Remote access to learning resources will continue to grow
Public	Resources are becoming more expensive and library budgets are not rising to meet those needs
Public	Seeking factual information (Non-fiction) online instead of in print.
Public	Skyrocketing real estate and rental prices are driving out mid-level income people. Many staff cannot afford to live in the community they serve. The Library will have to concentrate its services to those who are most feeling the pinch.
Public	The community is changing from a French base to a Spanish Indian Asian base. All public schools are in need of services that address that changing languages.
Public	The lack of school librarians mean more reliance on the public library. We can do that. There is also a demand for more programs for very young children, though no suggestions as to how infants can participate! This town has a lot of home schooled children and stay-at-home moms who sign their children up for everything.
Public	The library may be closed or relocated for renovation
Public	The nearby public schools are not doing well, so there may be more partnerships to promote education and literacy. There are also a lot of young families in the area, so I think our early literacy programs will continue to grow.

What type of library do you represent?	Sect II Q6. Please describe any changes occurring in your community that may affect how you deliver services in the next five years.
Public	The number of families in this neighborhood continue to decrease, making it difficult to get people to attend programs.
Public	The pandemic has changed the way people engage with brick-and-mortar places. Making sure that our technology and skills are continuing to be effective, and finding ways to teach and reach community members to access the library, even remotely, will continue to be a challenge.
Public	The size and budget of the library.
Public	The skyrocketing cost of housing may force out median-wage earners and attract mostly part-time summer residents. That would drastically change the demographics of our community and the services we offer.
Public	The town has a big business coming in that will generate more revenue for the town and create jobs, and the schools will be renovated, which will probably lead to an increase in the town's population and therefore the need for our services
Public	There has been more and more reliance on doing any kind of "computer business" on smart phones and this will only increase. Several times a day we get patrons walking up to the reference desk needing to "get something off their phone" and printed. Even though we already offer several options to achieve this, they don't always work with each phone or situation, and about 90% of the time the patron has no idea how to log into the equivalent desktop app because they don't remember their login/password combinations (their phone "remembers" it for them). Printing is only one issue. Easier and better ways to sync/ping smart phone content with external devices of all kinds is the kind to training we need and for which we would love funding to purchase whatever it takes to make these transfers of information both seamless and easy for our patrons.

We also have a growing population of seniors, many of whom have specific health issues. We are already addressing their needs through programming, but we would love additional training on how to best serve them, and additional funding to acquire tools, technology, and materials for our collections that directly benefit them. |
Public	There is a building boom in East Greenwich right now. Single family homes and condominiums are being built at a rapid pace. As the number of town residents increases, the library may need more staff, more materials, more programming. We may need to update our circulation equipment and processes to allow for self-check in the future.
Public	There may be greater expectation to maintain our virtual programming offerings into the future.
Public	Unknown demands on municipal funding, Supply chain issues, esp. for technology,climate issues (severity of storms).
Public	We are a rapidly aging community of mostly retirees
Public	We will be hiring a Tween Librarian come July 1 as well as another part-time computer lab associate to allow our Technology Coordinator to have more programming and outreach time.
Research library (historical society)	Increasing need for mediated access to primary sources

What type of library do you represent?	Sect II Q6. Please describe any changes occurring in your community that may affect how you deliver services in the next five years.
RILINK	RILINK will have a new executive director and other staffing changes, school librarians required to teach curriculums other than Information literacy, movement to control materials included in collections and access to materials
School	An increasing population may lead to a decrease in the amount of time students have access to our library.
School	Can't think of any.
School	change in leadership that might not value Libraries
School	Funding
School	I believe we will continue to feel the impact of covid on students and their academic achievement. We are seeing less interest in school and content/curriculum than before.
School	In my experience, building administration is the biggest factor impacting service delivery in school libraries. I think it's highly likely that within the next 5 years there will be changes in building level administration, which will impact our school library.
School	Increasing ELL population requiring more Spanish Language titles and audio books.
School	N/A
School	Relationship with the Tech Dept to allow conversations and planning for innovative equipment and efficient operation
School	SORA is not working for early elementary
School	We expect our student population to continue to grow as East Greenwich expands.
School	We will likely have a new principal next year. This is a huge unknown - their support (or lack thereof) has a huge effect on the library.
State or federal government	Aging of staff to retirement bringing in younger staff who use the internet for information and not the library as it's too convenient, and assumed to be accurate for their needs.
State or federal government	Funding during inflationary times

7. Please indicate if your library partners with any local or statewide organizations or agencies (excluding OLIS) in any of the following areas. [A partnership is a mutually beneficial arrangement (formal or informal) between the library and another entity where both parties assist or support one another and work together toward a shared goal. Do not include paid contractors or consultants].
    a. Adult education, job search support or workforce development
    b. Adult programming (other than adult education and workforce development)
    c. Digital literacy
    d. Health services or health literacy
    e. Small business support
    f. Social services
    g. Youth programming
    h. Other (please explain)

i. We don't partner with any outside organizations

Public libraries partner more often than other categories of libraries. Youth programming, Social Services, Adult education, Health services, and Digital literacy are the areas of most partnerships.

	Public	School	Academic
Adult Ed	38	0	0
Adult Programs	52	1	1
Digital Literacy	31	1	0
Health services	36	0	0
Small business	19	0	0
Social Services	40	0	0
Youth programming	63	6	0
Other	8	5	11
No partners	5	12	9

8. Please share up to three of the most impactful partnerships you may have and briefly explain how your library works with that organization or agency.

What type of library do you represent?	Sect II Q8. Please share up to three of the most impactful partnerships you may have and briefly explain how your library works with that organization or agency.
Academic	Joseph Holland
Academic	joint programs offered with public library. Archival projects and partnerships across RI
Academic	N.A
Academic	Reciprocal access/borrowing agreements with other libraries; would be impossible to deliver our full curricular range without them.
Academic	Rhode Island Archival and Manuscripts Collections Online (RIAMCO). My library is a partner in this statewide consortium.
Academic	Due to time - I decline to list at this time.
Membership	We have a reciprocal borrowing agreement with RISD (and share our circulation software with them) the helps to define our services; informally, Brown University makes up a large portion of our private membership and its professors often lead book groups and programming for us.
Public	with public schools as well as with anti-racism community group
Public	We partner with local schools which is the most important because we are promoting literacy and use of the library. PVD Young Makers is important because the mayor likes this organization, so we're hoping he will give us more funding.
Public	Collaborate with Parks and Rec to put on large family events around Christmas, Easter, Earth Day, and Summer Fair. Each organization plans, funds, and hosts certain happenings during each big event located at the library and the park across the library
Public	I'm not involved in the arrangement, but we have RIFLI who does ESL and citizenship classes that are pretty popular for our patrons. I think they've helped quite a number of people in our community.

![esc Empower Success Corps logo]

What type of library do you represent?	Sect II Q8. Please share up to three of the most impactful partnerships you may have and briefly explain how your library works with that organization or agency.
Public	For me personally, two of the most impactful relationships I've cultivated have been with the Providence Parks Department and our local homeschooling coop. The former because the partnership enabled us to bring nature programming to children around our city, including in more urban areas as well as do library outreach at local parks and the Roger Williams Zoo, and the latter because I was able to be guided by homeschooling parents in our area to provide programs and material support they needed and wanted rather than guessing at what would be best for them.
Public	Childreach Services- provide space for screenings. Scituate Health Alliance-provide space for Flu Clinic and other lectures during year. Hope Village Review Committee-provide s[ace for meetings
Public	We work with PPL to provide digital literacy programming. We work with Progreso Latino to refer patrons to their ESL program and job services.
Public	The Nature Conservancy (youth nature programs, adult film series) Senior Advisory Committee (book group, memoir writing, cooking program)
Public	Town of Burrillville, Tri-County community action, Beacon Hospice: promote all activities, post in-house volunteer opportunities, maintain good relationship with town departments.
Public	One of our staff runs her own business and has a network of other small business owners to tap into for our Maker Marketplaces and recently a Black Women in Business panel. We've been working with FabNewport as well with the PVD Young Maker program which has provided Makerspace equipment and teen interns to support youth programs.
Public	Sharing historical resources, and adult programming
Public	Public schools: schools bring classes to the library and library staff visit schools to read, host activities, and promote library services. Staff also serve on school committees such as the First Ten committee and PreK School Improvement Team.
Public	The Autism Project , Tri -Town Community Action Agency and the Smithfield schools. The children's librarian partners with the The Autism Project to share resources with patrons in addition to offering Sensory Storytime once a month for children of all abilities. The children's librarian collaborates with the local Head Start classrooms with outreach visits in addition to serving on the School Readiness Committee. The children's department partners with the circulation department in order to and provide an enriching field trip to the library where the children enjoy a read aloud, a tour of the library receive their library card and are able to learn how to successfully check out a book independently.
Public	No detailed knowledge
Public	OLIS, portsmouth Historical Society, Portsmouth garden Club
Public	1) Providence After School Alliance brings youth to gain Makerspace experiences, 2) FabNewport provides a paid training program for teens to assist youth develop a range of skills, including operation of tools to create from start to an end result, 3) we have obtained a health literacy grant and have incorporated youth and adult programs/activities over the course of a few months, some of which we would like to sustain.
Public	Newport Mental Health, Martin Luther King Community Center
Public	We don't have many formal partnerships. Our most impactful partnership is with East Greenwich Community Services. We partner with them for programming space and health

What type of library do you represent?	Sect II Q8. Please share up to three of the most impactful partnerships you may have and briefly explain how your library works with that organization or agency.
	resources (at-home COVID tests). We will also resume our partnership with Literacy Volunteers of Kent County soon.
Public	Family Literacy Initiative
Public	Land Conservation Trust-join adult and children's programs highlighting nature preservation. Local Business Association: Programs, services, and education to support for small local businesses. Prevention coalition: Secured grants for joint programs, library director sits on Board of Directors.
Public	Looking Upwards has helped both the library and the client who organizes & adds up receipts from a local grocery store for a donation from the store to the library
Public	Health Equity Zone (HEZ) -- working to promote health and social well-being in our community. Local historical organizations through Historic Warren -- digitizing our historical collection and cataloging our museum collection, Local art and music organizations -- collaborating on programs
Public	This is really, really tough to choose just 3 - 1. Friends of Westerly Library and Wilcox Park - Change in leadership has forged a stronger partnership with our Friends of the Library. They are now helping us in providing public programs. 2. Westerly Anti-Racism Coalition - Helping facilitate our Community Conversations and book discussion as they relate discussions around race and different cultures (including LGBTQIA). 3. Westerly Schools - Our Head of Youth Services has forged a fantastic partnership with the schools. They help market programs. They include us in grant execution. And helped us build proper lendable backpacks for preschoolers to get ready for Kindergartens. 4. Other - Chamber of Commerce - From holding Business After Hours at the library to free public events in the park including a huge Art Festival in May and a holiday light event in December, United Theatre for Movies in the Park, Chorus of Westerly and Summer Pops, Granite Theatre for theatrical collaborations . The list goes on.
Public	RIFLI, ILSR-ESL classes, Boys & Girls Club-teen workforce readiness
Public	TriCounty for the Health Equity Zone to promote services and programs, the NP school system for book groups, and the small businesses are highlighted every month for prizes.
Public	We have partnered with the SBA to provide programs for people who want to start a business. We have partnered with a senior aging program to provide a program for seniors. We have partnered with Women and Infants to offer babysitting programs for YA's.
Public	Our partnership with Age Friendly Rhode Island has provided our community with valuable information and programming help.
Public	Crafts for Senior Citizens,
Public	Family literacy initiatives that help patrons develop necessary language skills to work and participate in their communities, passport acceptance services, and US Citizenship classes
Public	RIFLi and ILSR use our facility. We also pay toward RIFLI staff at our library. I would love to partner with other organizations.
Public	The Autism Project: Helps promote inclusive programs and recruit families Pawtucket Public Schools: Helps promote library programs and services Agencies: Children's Friends & Progreso Latino promote library programs & services

What type of library do you represent?	Sect II Q8. Please share up to three of the most impactful partnerships you may have and briefly explain how your library works with that organization or agency.
Public	We partner with multiple library systems to offer ESOL and digital literacy programs. Thriving relationships with Pawtucket, Cranston, and Warwick libraries. Also, strong partnership with Roger Williams Universityâ€"University College to offer advanced computer skills classes.
Public	PASA, RIDE, State One-Stop Employment Centers; Skills for RI
Public	Partnership with PVD-Young Makers to offer Maker/STEAM programming to youth. We have been partnering with PVDYM for the last 3 years to train teen interns, who then help to offer Maker/Steam Programming throughout the 10 libraries in Providence.
Public	University of RI
Public	Center for Early Learning Professionals - The librarians in the Children's Dept. have provided frequent trainings for Home and Center Day Care providers to make them aware of the library resources they can use to match their curriculum Providence Promise - We provide Children's programming (both virtual and inperson) to Providence Promise families. They distribute all our summer reading materials to the families and we often give them gift books that we choose not to put in the collection. In return they make their community aware of the many library resources available for families. Stem Advantage - We work with this organization in order to provide stem programs in our newly designed maker space. Stem Advantage provides the library with appropriate curriculum for students ages 6 to 10 using a peer mentor model.
Public	OLIS, PASA, RIDE
Public	Share resources
Public	Local businesses, EBCAP, and URI Master Gardener program.
Public	Connecting for Children and Families serving the most financially impacted of the communities works with the library since its beginnings over 25 years ago CCA Community Care Alliance a recent umbrella organization works with the library and has since its beginnings. Thundermist Health Center has participated in a number of library programs and community wide programs with the library. We have always partnered with the local Education department and have a great relationship with WED. :)
Public	Libraries throughout the state (including in Cranston and Pawtucket, as well as elsewhere) provide space, resources and staff to help our teachers and their students learn English, gain Citizenship, create resumes, look for work, etc. ILSR and RIFLI/PPL share space in Pawtucket, each with different classes, and communicate regularly to accommodate students who need to switch classes for various reasons. RIFLI works each year with Lippitt House Museum on an immigration program that includes classwork, homework and a field trip to their Providence site.
Public	We've been partnering with TriCounty. They've provided a lot of support during COVID, free COVID supplies and rapid tests for people, food for people, Stop and Shop gift cards. Our children's librarian goes there to do a storytime. The schools pass out information about our summer reading programs. Our childrens goes there for visits. We call local food banks for patrons to connect them to services in our community.
Public	Health Equity Zone - we support each other's programming ideas and work together where appropriate; Oak Street Health - they provide us with presenters for health-related topics; AARP for annual Tax Aide appointments.

What type of library do you represent?	Sect II Q8. Please share up to three of the most impactful partnerships you may have and briefly explain how your library works with that organization or agency.
Public	Health Equity Zone - multiple collaborations (principally health related) with other HEZ partner organizations. Job Club RI - resources and support for the unemployed and underemployed. Community Living of RI - programming for young people with intellectual disabilities.
Public	Our library is an active partner with West Bay Community Action where the library functions as a point of access to the social services West Bay offers. We are an active member of the West Warwick Health Equity Zone where we receive grant funding for health and wellness related programs and materials and participate in community outreach. We also partner with outside organizations to help us execute our grant funded publishing projects, the most recent of which was the Tomaquag Museum which helped up with our Indigenous anthology and fellowship. That partnership has lead to a lasting relationship with the Tomaquag Museum where both our institutions cross promote and support programming and outreach efforts.
Public	Town Hall, including EMA and Social Services - we partner on disseminating information and programs and initiatives. Wild and Scenic Rivers - we host meetings and collaborate on programs. Nearby schools - teachers use our resources and we stay in touch to communicate and disseminate information.
Public	We have an relationship with a community health center. We host monthly "office hours" for their public health nurse to meet with patrons in person. We also share publicly heath information on our social media.

We have partnered with RI DEM to offer hunter safety, fishing tips regulations, and boater safety programs.

Our library is directly adjacent to a parcel of land which is used for the Town's Summer Rec Program. We regularly invite summer camp groups to our programs and plan outdoor events that take place on rec center land. |
| Public | Historic Warren: collective of historic organizations in Warren seeking to cross-promote and support one another's missions through grants and sharing of resources. |
| Public | Adult and Children's Programming with the Wood-Pawcatuck Wild and Scenic Rivers Council, 4-H for Children's Programming, URI Master Gardeners/Cooperative Extension Adult Programming |
| Public | We work with Parks and Rec to advertise programs, promote summer reading, and offer some programs at a larger outdoor space.
We work with the Historical Society on programs about our local history. |
| Public | The local Health Equity Zone, The Family Center, RIFLI. |
| Public | We have worked with the Senior Center in order to create a welcoming place for seniors to visit. Specifically, we offer a weekly matinee that attracts dozens of participants, many who come directly from the lunch meal at the Senior Center.

We also work with the Historical Society in order to provide comprehensive historical research documents for patrons of both organizations to peruse for educational and hobbyist purposes. |
| Public | The Johnston Public Schools Early Learning Center sends kids on a regular basis for sessions in the library. The Schools also seek our cooperation for summer learning programs. |

What type of library do you represent?	Sect II Q8. Please share up to three of the most impactful partnerships you may have and briefly explain how your library works with that organization or agency.
Public	In the past the library worked closly with the schools and headstart to provide free books, programs and support with students. Partnership with the municipality on programs and coordinating special services for seniors.
Public	FabNewport - development of Makerspace programs for middle and high school students; Providence Talks - hosts playgroups with a literacy component for 1-3 year olds in our libraries; College Unbound - we are offering our first college course (for free to participants) at one library this Spring (grant funded) as well as credit-bearing learning circles.
Public	1. Regular mobile library visits & programming at Pilgrim Senior Center/2. Partnering with West Bay Collaborative this summer to bring workforce development opportunities to neighborhoods through the mobile library.
Public	Host local historical society talks, host classes by local artists, conduct outreach at town farmer's market and land trust
Public	Our library system does a lot of work with the OneCranston HEZ. They help us provided quality health programming and help us connect patrons to social services in the city.
Public	DHS - food for fines, local farm and garden vegetable distribution Foster Recreation Department - we collaborate on several major programs throughout the year, including our Summer Reading kickoff and finale. CAST - teen nights (currently on hold)
Public	Barrington Land Trust, Atria Assisted Living, Friends of the Library
Public	Frank Olean Center - yearly art exhibit, programs Westerly High School - yearly art exhibit, programs URI Master Gardeners - classes and tours
Research library (historical society)	National Park Service, Rhode Island Black Heritage Society, and Providence Public Library, collaborating on exhibits (in person and online), online resources for students, educators, and researchers, and historical interpretive publications (print and digital)
RILINK	Present at each other's programs, share information on listservs, publish on our website
School	We have a great partnership with Cranston Public Library that I feel benefits our students!
School	Rooster Games, Summer Reading, Children's Programming
School	N/A
School	Barrington Public Library partnership is our most important partnership! Impacts student and teacher access to materials; YA programming; summer reading support; provides additional online resources through local library resources and ASKRI.Org. A lot of our resources and our after school and summer programs come from our Public Library! RILINK is our second most important partnership. Impacts all digital access to eBooks, Library automation software; Library professional development; Library innovation ideas with excellent summer conference. Our ideas come from RILINK! Barrington Education Foundation is our third most important partnership.Impacts financial support for our Library and community support and advocacy for our Library.
School	Have had a good pre-pandemic partnership w/ public libraries in the two towns. need to re-establish this link in the future.
School	Public libraries come to speak with the students about their summer reading program
School	Local young adult librarians are invited to participate with school book clubs and other events.

What type of library do you represent?	Sect II Q8. Please share up to three of the most impactful partnerships you may have and briefly explain how your library works with that organization or agency.
School	Sowams Library works with Barrington Public LIbrary
School	N/A
School	Island Free Library provides the hub for Interlibrary Loan requests. We have also developed our own ILL system for books that are available in either's library, so as not to put a strain on delivery services from off island.
School	Collaborate on the summer reading program
School	Partnering with faculty to host book and author events
State or federal government	NELLCO-a consortium of top legal academic libraries in which we collaborate in ideas and collection development. We also share intellectual up and coming practices that hope to enhance collections and services to the public. A second is with RWU law in which we share an online catalog that was developed to enhance access to the legal community using the strengths of both libraries collections and services. Finally, CRIARL a group of academic and research institutions that share resources and keep open the lines of communication in a small state. Libraries work together to benefit all users not necessarily on a daily basis, but as needed. Collection type and knowledge is essential for all users in the state to have access to the myriad of brilliant works.
State or federal government	Other veteran health sciences libraries, RML/NLM, local libraries when asked.

Section III: Access, Services and Trends

1. Please indicate which of the following collection areas will be important to your library over the next five years. [top 5]
   Maintaining or increasing print collections.
   Evaluating and diversifying your collection to make it more inclusive.
   Access to historical documents and artifacts.
   Increasing eBook collections.
   Maintaining or increasing online databases and learning services.
   Digitizing materials owned by the library.
   Providing access to streaming services.
   Building a library of things.
   Loaning technology (computers, tablets, mobile hot spots, devices such as Roku, etc.).
   Other – please describe.

Responses are in the table below

	Academic	Public	School	Other	Grand Total
Maintaining or increasing print collections.	8	60	15	4	87
Evaluating and diversifying your collection to make it more inclusive.	16	67	17	5	105

	Academic	Public	School	Other	Grand Total
Access to historical documents and artifacts.	10	35	2	5	52
Increasing eBook collections.	21	60	19	3	103
Maintaining or increasing online databases and learning services.	23	45	20	4	92
Digitizing materials owned by the library.	10	39	1	5	55
Providing access to streaming services.	10	51	7	1	69
Building a library of things.	1	41	2	2	46
Loaning technology (computers, tablets, mobile hot spots, devices such as Roku, etc.).	10	53	5	0	68

2. Please indicate which of the following services will be important to your library over the next five years. [top 5]
    Adult education classes (literacy, ESL, GED, citizenship, etc.).
    Job application, resume preparation, or job search assistance.
    Government documents or application filing support (e.g., Social Security, unemployment, emergency assistance).
    Access to historical documents and artifacts.
    Technology or digital literacy classes.
    Technology training (one on one).
    Information literacy training.
    Programs for children and teens.
    Programs for underserved populations (immigrants, veterans, seniors, etc.).
    Other – please describe.

	Academic	Public	School	Other	Grand Total
Adult education classes (literacy, ESL, GED, citizenship, etc.).	1	58	1	3	63
Job application, resume preparation, or job search assistance.	0	45	4	1	50
Government documents or application filing support (e.g., Social Security, unemployment, emergency assistance).	1	42	0	0	43
Access to historical documents and artifacts.	0	0	0	1	1
Technology or digital literacy classes.	10	62	16	4	92
Technology training (one on one).	7	56	8	3	74
Information literacy training.	16	28	19	4	67

	Academic	Public	School	Other	Grand Total
Programs for children and teens.	0	84	17	2	103
Programs for underserved populations (immigrants, veterans, seniors, etc.).	1	60	3	3	67

3. What trends in library and information services do you think will have the most impact on the services your library offers?

| What type of library do you represent?	Sect. III, Q. 3 What trends in library and information services do you think will have the most impact on the services your library offers?
Academic	Intellectual Property, Copyright, Misinformation, Digital Literacy
Academic	Information Literacy, Targeted Marketing, and Outreach/New Programming
Academic	COVID drove us to purchase many ebooks, which is great, but there are access issues, especially for low-er-income users.
Academic	Inflationary costs
Academic	text, email a librarian/just in time support
Academic	The trend toward delivering services remotely.
Academic	online delivery of sessions and materials
Academic	The increased momentum of the move towards digital platforms and instruction.
Academic	OER, other open access resources, formation of consortia, other collaboration
Academic	Ditto
Academic	Information Literacy, Personal/Embedded Librarians
Academic	Maintaining or increasing online databases and learning services.
Membership	Offering virtual programming through the pandemic has been a game changer for us! We are still a pretty anachronistic library, though; it takes us a good 10-20 years to adopt any new technology.
Museum	Maker Space
Public	focus on diversity, equity, and inclusion, focus on social emotional learning, and social media
Public	Millennials/Gen Z preference of printed books. The increase in people's familiarity and level of skill with computers and electronic materials.
Public	I think a trend toward the library being a community hub and not only a place for print materials and media is really going to change how libraries function in the future. When discussing our ideal library, colleagues and I have spoken of the need for free food and laundry services, as well as a full time staff social worker (or two) as part of the overall plan.
Public	Don't know
Public	Lending out laptops and hotspots, programming that addresses digital literacy, building more diverse and inclusive collections.
Public	increased emphasis placed on ebook collections by OSL and OLIS while publishers continue to wring as much money out of libraries as possible means that all libraries are caught between a rock and a hard place: we either need to strongly

What type of library do you represent?	Sect. III, Q. 3 What trends in library and information services do you think will have the most impact on the services your library offers?
	advocate and lobby for changes in ebook publishing, receive more money from state and federal sources to cover the increased costs, or drop ebook offerings significantly
Public	technology
Public	Diversity
Public	The increased need for computer and digital literacy as well as the growing need for diverse collections of varying formats
Public	continued growth of ebooks, digital services, need for access to new technology for population that cannot afford
Public	Technology
Public	As more and more people are working remotely, there is a rising need for quiet space for people to work. Many are coming to the library to find that space.
Public	advancing technology and increasing need for non-traditional services.
Public	Technology training
Public	Diverse and inclusive services, materials and programs.
Public	ESL, Literacy, Job Preparation
Public	If the current sociopolitical issues continue, I think defending intellectual freedom may have an impact on the library services we offer. We may offer more educational programs on censorship, banned books, etc.
Public	Providing better remote access to library services, the challenge of funding adequate print and electronic materials collection, offering work space for patrons.
Public	Digital literacy and safe practices online
Public	libraries as a community hub, continuing education/homeschooling
Public	Updating our online presence
Public	The decline of DVDs and content being available via streaming only when some do not have internet access at home or smart TVs etc. Also, ebook pricing for libraries that are much higher than pricing for individuals. How will we afford to provide to increase access to ebooks with such unfair pricing?
Public	Fast Casual, Resilience, Experiential Retail, Collective Impact, and Aging Advances (lots of people moving to retire here)
Public	library as community center
Public	Moving away from reference and scholarly questions and more towards how to and guides on using technology.
Public	We need to make sure that we stay relevant to the community. I don't think the print collection is going to be the draw for most residents. I think they will come if different things are offered that we may not even be doing now.
Public	Digital literacy
Public	The Shift to digital services
Public	Our patrons are increasingly looking for available eBooks and audiobooks and are frustrated with wait times and short loan periods.
Public	Incorporating social services for underprivileged populations

What type of library do you represent?	Sect. III, Q. 3 What trends in library and information services do you think will have the most impact on the services your library offers?
Public	I wish I knew.
Public	print to digital
Public	Lending digital devices - but must be combined with digital literacy education
Public	ebooks, online research databases that are NOT through Gale/Cengage - patrons do NOT want to use Boolean logic
Public	The trend towards making Libraries a hub for community based learning opportunities.
Public	Digitization, technology innovation, workforce and education trends
Public	Diversifying our collection and programs.
Public	Increase in the homeschool population leading to services directly to homeschool families
Public	The trend toward getting every Rhode Island onboarded with skills to access technology to participate remotely in classes and work (sometimes with teachers; sometimes solo) on subjects like English and Math, preparing for GED tests/college programs, looking for work, gaining Citizenship, etc. Improving accessibility, skills and connectivity in these areas.
Public	digital ebooks
Public	Changing technology requires constant spending and staff training. It's hard for the small and medium size libraries to keep up because their budgets are not large. OLIS funding, through state law, favors the large libraries with big budgets. The funding structure allows the rich to get richer and the poor to stay poor. The law and funding structure desperately needs to be changed. Funding should not be based on what a city or town spends on their libraries. Small, poor towns and cities are falling behind. Their libraries are in horrible condition when compared to the large libraries. Instead of talking about diversity, equity and inclusion OLIS should start doing something about it. Just because a library is lucky enough to have an endowment fund they shouldn't be rewarded with more OLIS funding. The endowment funding should be completely done away with. Do you think that the citizens of Richmond and the citizens of Warwick are having anywhere near the same library experience and access to materials, technology or programs? I can tell you that they're not. It's not fair or equitable and I feel we as librarians in small and medium sized libraries are not being able to provide adequate services to our patrons. It's extremely frustrating. I beg you to please try to fix these problems.
Public	Whether we go the route of adding social services (social worker on staff) to our library; how far away from print acquisitions we stray, in favor of digital resources; how mobile we can make our services and programs to get out into the community and meet patrons where they are.
Public	The move from print and in-person to digital and virtual
Public	The increased reliance on libraries as community centers, creative hubs, and points of access for social services will continue to inform our offerings and areas of focus, especially within our economically disadvantaged community.
Public	Library of things, business support, low-touch or contactless library services

What type of library do you represent?	Sect. III, Q. 3 What trends in library and information services do you think will have the most impact on the services your library offers?
Public	The pandemic has increased the need for outdoor spaces for public programming. It has also increased our patrons' willingness to explore digital offerings. A robust eZone and database collection will become increasingly important.
Public	Digital content in more demand
Public	Decreasing circulation of print collections; difficulty attracting new and younger patrons into the library who are not in the habit of turning to the library as a primary or first source of information or community assistance.
Public	Increased demand for digital materials.
Public	We are in the process of improving our outdoor space and making it more accessible as we see outdoor programming as a trend that will be with us for a while. Many people learned how to access ebooks during the pandemic. That will be a focus for the future. However, we still want to adequately serve our large senior population who are tech averse.
Public	providing more social supports or pathways to social supports
Public	The fact that we are seen as social workers means that patrons come to us for all reasons. We need to be many things to many people.
Public	licensing of electronic material
Public	Access to technology including Internet, Streaming Services, and on-line applications required by employers
Public	expanding WiFi access outside the library, using outdoor spaces for library programs
Public	Serving and welcoming diverse patrons (gender, sexual identity, multicultural); basing services/programs on community aspirations (rather than traditional library services)
Public	Trend to go out into the community and bring services to folks where they live.
Public	Library of things that will bring in more people and help to make us a community center.
Public	As technology companies continue to advance forward, many patrons are left confused and unequipped to understand how to work and maintain their devices. The Library will be able to assist and help patrons who need to understand and operate their devices. More and more patrons are looking for quiet, individual, or small group enclosed spaces for work, school, or personal projects/meetings. We need more space for this endeavor.
Public	Increasing access to streaming/electronic materials.
Research library (historical society)	Using AI to automate cataloging
RILINK	access to digital resources
School	Graphic Novels and technology
School	Technology and information literacy

What type of library do you represent?	Sect. III, Q. 3 What trends in library and information services do you think will have the most impact on the services your library offers?
School	Continued trend towards online resources and expanding diversity of resources to meet the curriculum research needs and personal reading interests of all students
School	Diversifying collections
School	EPIC books
School	As a school library we are more beholden to trends in education, as our services and offerings need to support the curriculum.
School	gamification and virtual reality
School	Ebooks and digital resources
School	The requirement of Media Literacy education.
School	Evolution and increased access of quality streaming resource, VR and emerging technologies, involving students and faculty in basic digital archival projects
State or federal government	Funding and digital access
State or federal government	Attitudes changing over the course of younger customers coming in.

4. Do you feel your library space is adequate to meet the community's needs over the next five years?
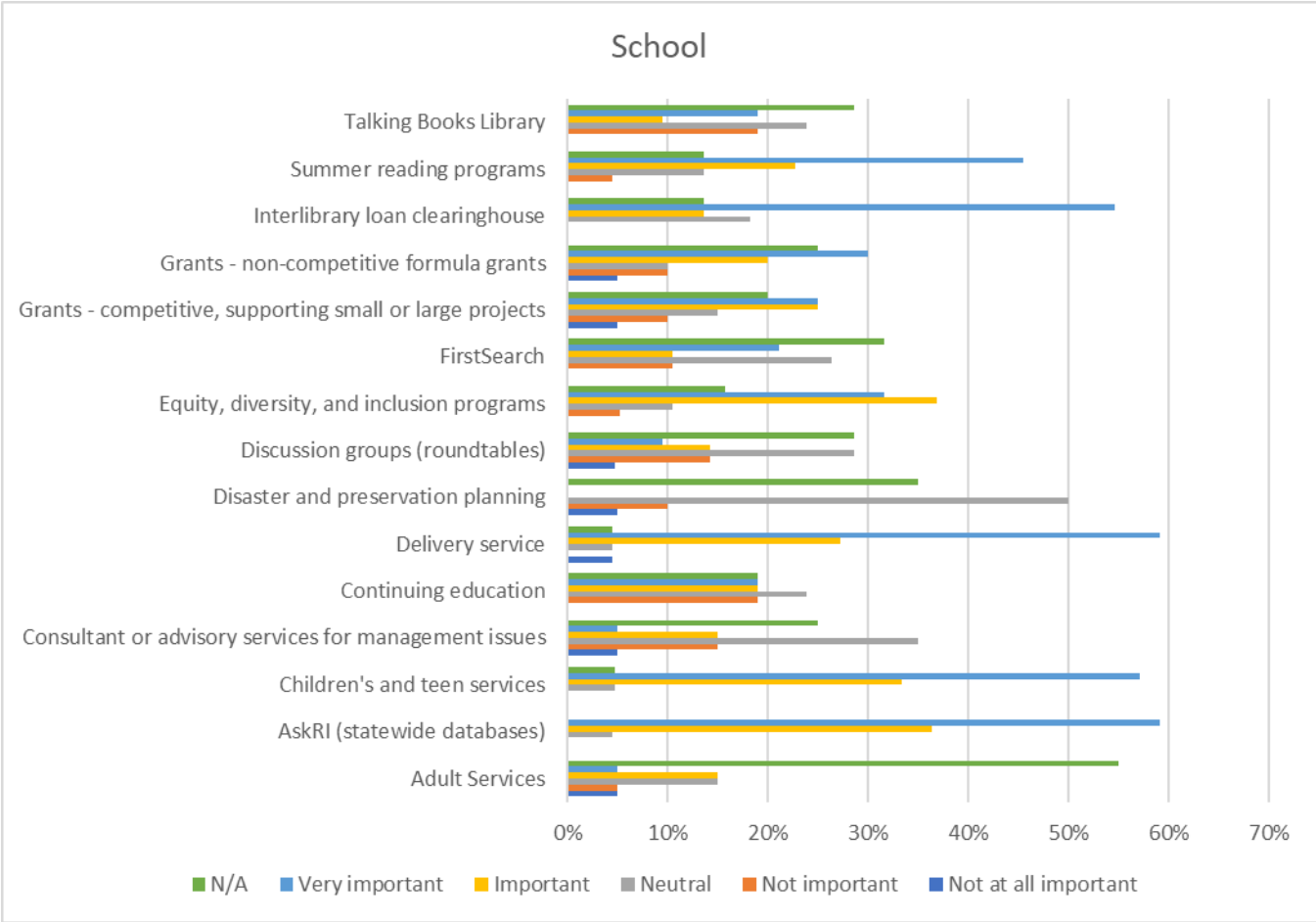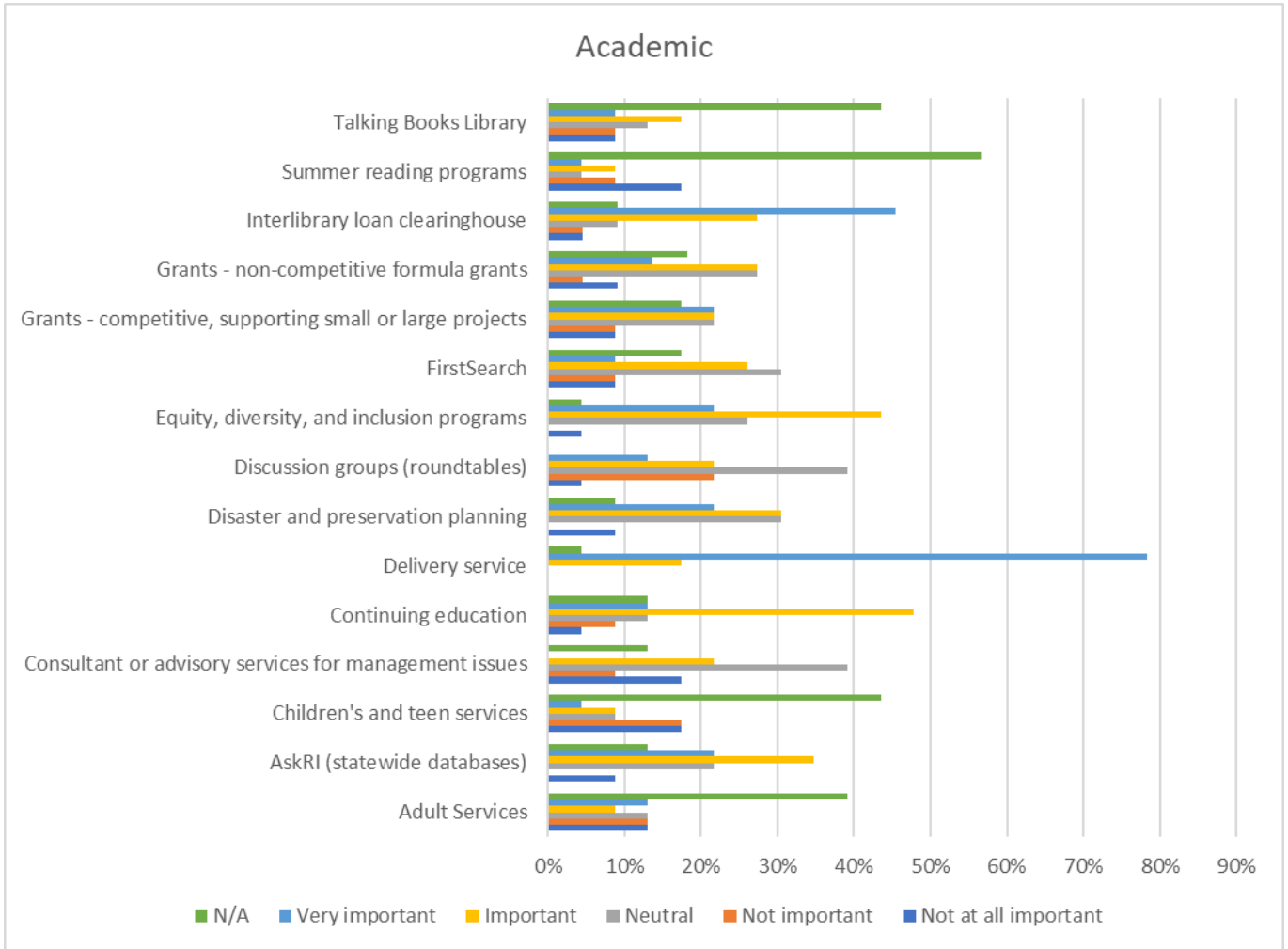   a. Yes / No / Unsure
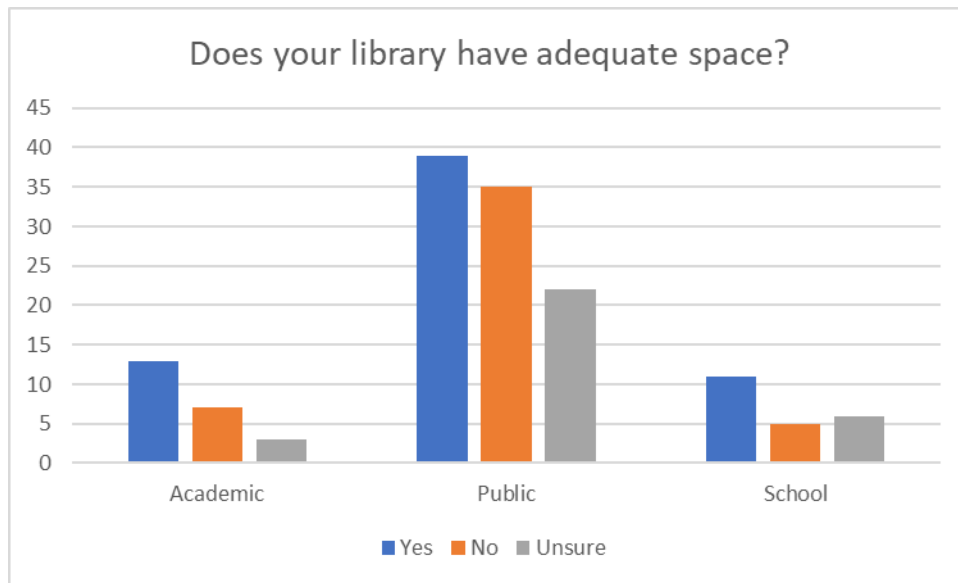
Section IV: OLIS Services

1. Please rate the importance of the following OLIS services and programs to your library or patrons. [Likert scale]
   a. Adult services
   b. AskRI (statewide databases)

c. Children's and teen services
d. Consultant or advisory services for management issues
e. Continuing education
f. Delivery service
g. Disaster and preservation planning
h. Discussion groups (roundtables)
i. Equity, diversity, and inclusion programs
j. FirstSearch
k. Grants – competitive, supporting small or large projects
l. Grants - non-competitive formula grants
m. Interlibrary loan clearinghouse
n. Summer reading programs
o. Talking Books Library (Library for the Blind & Print Disabled)
p. Other – please describe

School

| Category | N/A | Very important | Important | Neutral | Not important | Not at all important |

Legend: ■ N/A ■ Very important ■ Important ■ Neutral ■ Not important ■ Not at all important

Categories (top to bottom):
- Talking Books Library
- Summer reading programs
- Interlibrary loan clearinghouse
- Grants - non-competitive formula grants
- Grants - competitive, supporting small or large projects
- FirstSearch
- Equity, diversity, and inclusion programs
- Discussion groups (roundtables)
- Disaster and preservation planning
- Delivery service
- Continuing education
- Consultant or advisory services for management issues
- Children's and teen services
- AskRI (statewide databases)
- Adult Services

Academic

	N/A	Very important	Important	Neutral	Not important	Not at all important

Chart categories (top to bottom):
- Talking Books Library
- Summer reading programs
- Interlibrary loan clearinghouse
- Grants - non-competitive formula grants
- Grants - competitive, supporting small or large projects
- FirstSearch
- Equity, diversity, and inclusion programs
- Discussion groups (roundtables)
- Disaster and preservation planning
- Delivery service
- Continuing education
- Consultant or advisory services for management issues
- Children's and teen services
- AskRI (statewide databases)
- Adult Services

If you checked "Other" in the previous question, please describe below.
Calendar of events - important
Collection and dissemination of annual survey data
eZone
facilities and technology consultation
Opportunities to update our outdated furniture - to make our spaces more comfortable and inviting as we are a "third space."
School library professional resources
We have found OLIS to be a great source for networking and advertising various needs and offerings in our library. They help with connections with potential partners, advertising new programs, and informing us of new opportunities.

2. What other services could OLIS provide in the future to further strengthen your library and statewide library services?
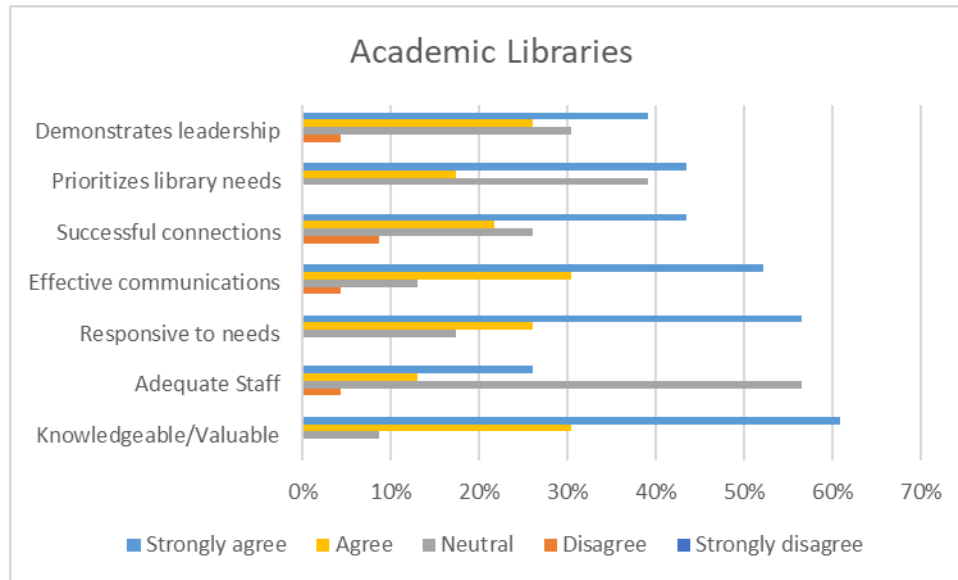
What type of library do you represent?	Sect. IV Q.3 What other services could OLIS provide in the future to further strengthen your library and statewide library services?
Academic	Professional development opportunities for staff
Academic	more continuing education
Academic	More continuing education programming geared towards academic libraries, particularly focused on DEI.
Academic	Statewide access to more subscription databases
Academic	Sorry - going to decline again.
Academic	Have the public libraries join the academic libraries in ILL
Public	Can't think of anything.
Public	Support for entertainment and socialization opportunities. OLIS seems to only support educational opportunities nowm we are more than just schools.
Public	Please go back to paying for Summer Reading performers
Public	Access to PD opportunities for libraries that don't have it in their budget to send staff to conferences would be hugely useful (OLIS does provide this already, but more would be incredible).
Public	More programs addressing how to market to the community, programs that hep us learn how to advocate for more funding from our local government.
Public	more consistent guidance in adhering to procedures and standards across libraries
Public	Continued advocacy for competitive wages for library workers and better funding (i.e. making the state actually pay the 25% they promised yet have never fulfilled)
Public	advocate for library workers. it's important to support librarians professionally, but also as people. profession needs to be lifted up, needs of library workers need to be met financially if it is to be sustainable. the floor needs to be lifted way up if this is to be seen as a valued, sustainable career path and we are going to be talking at all about making libraries better in the state, country, world, etc.
Public	Public relations to increase awareness of the value of public libraries
Public	Information on federal and private foundation funding opportunities.
Public	Not sure what is available.
Public	Maybe a person like Kelly Metzger for competitive grants. Kelly is such a lifeline for the annual survey. When I apply for a competitive grant, I would really appreciate an informed, helpful person with a fluent knowledge of the granting world to answer questions.
Public	Better online databases for patrons (who are not in college) who need access to academic journals and academic databases
Public	assist with access to electronic media services and resources
Public	More education on advocacy, create a pool or clearinghouse of professional library temps, succession planning for OLIS leadership.

What type of library do you represent?	Sect. IV Q.3 What other services could OLIS provide in the future to further strengthen your library and statewide library services?
Public	Board education and training from rules and regs and procedures to what it means to be a Trustees . Updated Trustee Handbook.
Public	Visits to our libraries by OLIS staff to fully understand what we are going through on a daily basis so ideas are backed up by reality and not theory. Speaking with our Town officials so that they understand the processes OLIS needs to comply with so then our libraries are fully supported, especially when it comes to grant spending.
Public	OLIS needs to take the lead on the future of libraries for all of Rhode Island. There does not seem to be any clear cut direction at this point. It would also be helpful if OLIS could provide a list or directory of professional consultants that libraries need from time to time.
Public	Help with advertising our services
Public	Services & Programs that will help public libraries be more inclusive for all
Public	financial classes - from how to balance a checkbook to how to invest in the stock market
Public	Increased salaries for librarians -- the quality of the professional is compromised due to the lack of salary increase. One can make more money as cashier at the mall (requiring high school degree) than with a Master's degree as a librarian. Need to make a living wage.
Public	A stronger statewide summer reading program would be impactful.
Public	CE trustee advocacy
Public	Continue to provide EDI training for all staff, not just directors.
Public	More communication about how the services being offered are being used by the community at large - specific stories, for motivational purposes and as a reminder to all library users of the variety of programs, services and resources that are available to them.
Public	Additional funding. Possibly more grants or grant funds going to small, medium sized and underfunded libraries. Assistance with grant writing. Assistance with public relations and advertising of the great OLIS resources that many residents don't know about. Possibly funding for radio or TV ads on local stations. Assistance with funding for library websites.
Public	More CE/Training directed at "junior" professional staff - with a "hands-on" emphasis to balance the more theoretical skills that recent graduates have acquired
Public	I would love to see OLIS leverage its power as a state entity to advocate for fairer compensation for library workers and library funding. The divide between wealthy and well supported municipal libraries and libraries in economic crisis serving impoverished communities is growing at an alarming rate and intervention is needed.
Public	Library support staff and are desperately underpaid. Work reform is overdue in our society and I believe that will be a huge movement in the upcoming years to raise compensation and benefits of wage-earning workers. Descriptive standardization and wage/salary benchmarking of library positions would help library workers across the board, but especially at smaller libraries. Better pay

What type of library do you represent?	Sect. IV Q.3 What other services could OLIS provide in the future to further strengthen your library and statewide library services?
	would allow us to hire more qualified applicants, raising the standards of library services and improving the field's outlook as a whole.
Public	A professional statewide pay standard for library personnel is long overdue and badly needed if we want to attract a more diversity within the profession. First generation college students will never pick our profession if it doesn't pay nearly the the same amount of pay as other master degrees. We have to quit seeing our profession as an avocation where the ability to do good offsets the need for financial gain. Until then, we will remain an elitist profession.
Public	Perhaps provide a web platform that would support each library's website and allow for greater and equal functionality, regardless of each individual library's budget to support, develop, and maintain a website.
Public	Concrete ways to get more people to use the library & its services. I know it's been said before, but we don't market our libraries sufficiently enough.
Public	statewide digitization services
Public	Create a stronger presence in the community so that residents of RI understand the consortium system and are able to better access all of its services.
Public	Performers Showcase,
Public	More access to funds for programming
Public	Mental health/substance abuse (how to serve patrons in crisis; de-escalation); marketing/advocacy targeted to non-library users (training as well as supporting statewide efforts); implementing information literacy (to battle disinformation about voting, etc.)
Public	A direct way to connect youth services librarians in the public library to school librarians; as easier way for school librarians to borrow from public library collections for school purposes
School	Interlibrary Loan
School	Robust inter library loan that allows schools to borrow from public library and higher education collections as well as access to public library and higher education databases
School	Expanded AskRI offerings
School	More academic databases
School	see above
School	Coordinating with Follett and the school libraries to have our system function smoothly at the state level again. The years lost and the breakdown of RILINK's role with school library resource sharing has taken a huge toll.
State or federal government	Increase membership of all libraries into LORI.

3. Please assess how OLIS is serving your library and the library community by indicating your level of agreement with the following statements:
   a. OLIS staff are knowledgeable and provide valuable assistance to my library.

b. OLIS has adequate staff to execute its mission and support its services.
c. OLIS is responsive to the needs of the statewide library community.
e. OLIS is effective at communicating about its programs and services to the statewide library community.
f. OLIS successfully connects libraries across library types and to outside organizations that can help support library services.
g. OLIS priorities reflect the current needs of libraries.
h. OLIS demonstrates leadership in areas critical to the library community.
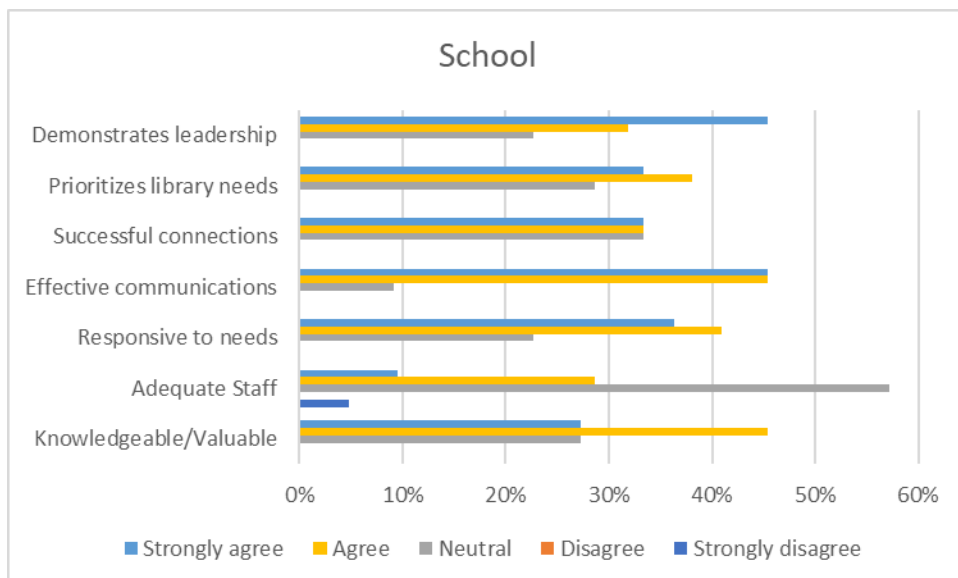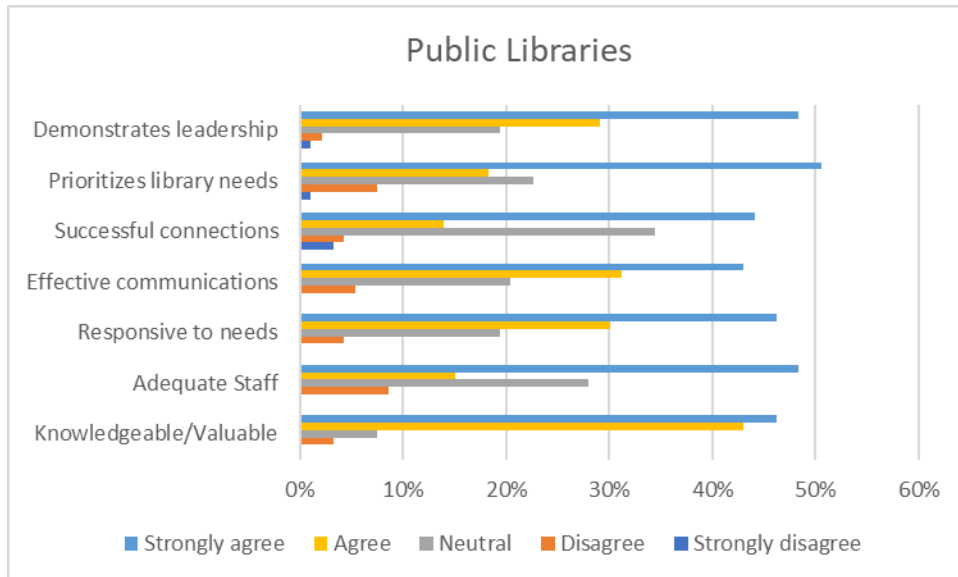
Public Libraries

School

Academic Libraries

4. Please provide comments on any of the above statements that may help OLIS better serve libraries.

What type of library do you represent?	Sect. 4 Q.4Please provide comments on any of the above statements that may help OLIS better serve libraries.
Academic	Easier resource sharing between public and academic libraries.
Academic	I don't have many interactions with OLIS and am unaware of many services that are offered.
Academic	Neutrals were given only because I don't really have a basis of knowledge to answer one way or another.
Academic	OLIS does a great job. I wonder if individual member libraries need to encourage and create more opportunities for their employees to more fully explore and take advantage of everything OLIS offers.
Academic	OLIS does a lot with the little they have. An unfortunate trend with important services like OLIS and Libraries.
Academic	OLIS is generally a very helpful and well-run organization, but its utility to academic libraries is significantly less then its value to public libraries.
Public	It would be helpful if OLIS staff would visit(in person) the public libraries in the state of RI in order to truly see for themselves what the important and amazing work that librarians and library staff is doing in their communities. The OLIS staff could interact with library patrons to meet with them to discover, explore and find out how the public library is delivering services ,story hours and programming !

What type of library do you represent?	Sect. 4 Q.4 Please provide comments on any of the above statements that may help OLIS better serve libraries.
Public	"The needs of the statewide library community" covers a very wide range of institutions - particularly from a funding perspective. OLIS should take whatever steps that are within its purview to work towards closing that funding gap.
Public	changing the unique hours requirement would be helpful with staffing issues. Having to be open so many hours does not allow for weekly staff meetings or trainings for staff because we don't have enough staff to cover the service areas.
Public	during the pandemic needed more empathy/support for those in the trenches, though we appreciate the guidance originally given since you had the state contacts.
Public	I don't know enough about what OLIS does to answer the above.
Public	I have no direct interaction with OLIS
Public	I have really appreciated OLIS's leadership around coping with the pandemic; so grateful for the guidance, clarity and thoroughness to all information. I was grateful to have empathetic, listening, caring colleagues to consult with at OLIS throughout the pandemic and appreciated the efforts to connect libraries and pull us together to support one another and respond.

I sometimes feel like there is overlap between OSL and OLIS --- fabulous in most cases, but might need some clarification on roles as we come out of the pandemic.

I would like to have OLIS lead a conversation about how school and public libraries can cooperate more closely to support RI students, without attempting to take the place of the school librarians. I think OLIS could have a role in convening some discussion groups around collaboration (like the Limitless Libraries at Nashville Public Library).

The grant programs that OLIS has offered in the past couple years have been amazing --- and my library has been fortunate to receive funding to try some new and exciting initiatives that we would not have been able to do without the grant funding. OLIS staff have been incredible in supporting the implementation of the grant programs! |

What type of library do you represent?	Sect. 4 Q.4Please provide comments on any of the above statements that may help OLIS better serve libraries.
Public	I think sometimes there can be a disconnect among RI public libraries with regards to what services are offered. For instance, I am often asked about which libraries provide museum passes to which institutions and I either have to rely on my own prior knowledge or randomly Googling libraries, hoping one will turn up a useful result. This is similar to programs and other services, it's currently very difficult to know what libraries offer notaries, chess clubs, assistance with resume-building and submission, have a current book sale running, etc. It would be helpful to have a central hub to quickly access this information.
Public	I very much appreciate library delivery service, grant in aid, summer reading programming, and prof development opportunities. These ongoing services are vital. Much of the time, however, I feel in the dark as to what OLIS is working on. Staff at OLIS are paid substantially more than the majority of library workers in our state, and I wonder what they are working on to earn those salaries much of the time. It would be nice to be updated a little more about what projects OLIS is working on to make things better for libraries and library workers and what has been accomplished.
Public	In a very small or small library most employees are part-time. Grant writing responsibilities fall on the Director with or without help from Board Members or other staff. Attending meetings/watching videos to learn how to apply, obtaining credentials (including UEI identifiers, etc.) writing the actual applications, tracking expenditures and then restating goals in a final report are all time consuming. A six hour commitment from a director making $30 p/h lessens the value of the grant by $180, when there are many other responsibilities vying for her/his time. Small grants of <$1000 seem barely worth it, other grantors at this amount have much easier application processes. The larger $10,000 grant idea is also difficult. For example, our library explored the idea of an outdoor AV system. Family Movies Under the Stars would have been popular in this community. What staff member(s) would be willing (and have the necessary skill set) to move, set-up, run, and breakdown equipment, after dark, weekly during the good weather. We are having a difficult enough time finding and keeping warm bodies to staff our building during regular hours and covering much deserved and needed vacations during the summer. Also there is an obvious incentive to make the effort for a noncompetitive grant than for a competitive one. Larger noncompetitive grant amounts would be better.

What type of library do you represent?	Sect. 4 Q.4Please provide comments on any of the above statements that may help OLIS better serve libraries.
Public	It would be good if OLIS staff got out more and visited the libraries and talked with the staff. I can't say that I've ever had a visit from an OLIS staff member in the libraries I've worked in during my 16 years working in public libraries. Look at the old furniture, copy machines, buildings, parking lots, etc. at many libraries. You'll really start to see the inequality in libraries and the services they are able to offer to their communities. Why should people in Barrington have a wonderful experience while in the poor inner cities and rural areas people have only limited hours, staff and services.
Public	More active in public relations not just internal communications with the library community
Public	OLIS along with OSL provided vital support in the beginning of the pandemic. I'm confident that they will help to navigate challenges libraries may face in the future. More staffing would always be welcome at OLIS.
Public	OLIS needs to listen better and then ask more useful questions when determining how to act on specific issues, what services to offer, how to better fill staff needs at individual libraries, etc.; too often it feels like OLIS is off in the weeds with pet projects and state-mandated initiatives, rather than addressing the conversations and problems libraries are actually having
Public	OLIS needs to stop scheduling meetings with less than two weems notice. They need to support entertainment, socialization opportunities, and cultural experiences/exchanges.
Public	OLIS works very hard; there seems to be a regular need for more staffing, however. An ideally staffed OLIS (whatever that is) would benefit libraries overall.
Public	OLIS's proved the value of their leadership role during the pandemic. Their guidance was absolutely crucial for me.
Public	paying attention to details in terms of grant applications passwords
Public	Since I've only been in my position as director for four months, I'm still learning the role of OLIS and all it has to offer. It would be great if we had a director mentor program that could connect a more experienced director with someone starting out.
Public	There is often a lot thrown our way at the same time. We need more in touch experiences and in person support. Please come see what we do and see why what works at one library does not translate to others libraries so well.
School	As mentioned above, the RI school library system needs a more integrated and efficient communication and resource sharing platform

What type of library do you represent?	Sect. 4 Q.4 Please provide comments on any of the above statements that may help OLIS better serve libraries.
School	Delivery this year has been very slow and inconsistent for school libraries. Improved services on this front would be appreciated.
School	I wonder how OLIS can better support or advocate for school libraries. Professional staffing and adequate budgets/resources are an ongoing challenge for RI school libraries. Having a dedicated school library liaison at OLIS or RIDE to communicate both the need for and the value of successful school libraries would be monumental.
School	OLIS - as a RI State Department - could be more of a leader and advocate for Libraries in RI. Maybe develop more community partnership with RIPBS, etc. The OLIS program managers are excellent, very helpful!
State or federal government	More frequent meetings for director's, and staff to share ideas.
State or federal government	Very attentive to individual libraries needs when necessary.

5. Please share any final thoughts you may have.

What type of library do you represent?	Sect. IV Q.5 Please share any final thoughts you may have.
Academic	A number of years ago, there was an extraordinary effort to bring the public libraries and academic libraries into a closer working relationship. Sadly, it was short lived as several academics left HELIN and the consortium moved away from III Sierra, creating a less cohesive working relationship. In a state this size, it should be simple enough to bring all the players (public, academic) together into a single library system. It would allow for greater efficiency, cost savings, and expand services for all library patrons. Personalities, perceived self-importance, and costly duplication of services need to set aside in order that the respective leaders of both the public and academic libraries find a way to create a true single library experience for all Rhode Island citizens,
Academic	Thank you for this survey opportunity and all the great work OLIS does on behalf of RI libraries.
Academic	Keep up the good work!
Academic	The interactions I've had with OLIS have all been very positive, and I would like to know how I can know more about statewide programs and participate more in the community support of these programs.
Academic	I choose to decline.
Museum	The survey should be focused on the other types of libraries in the state such as small, private or non public libraries and or academic institutions. We feel as though this was geared toward public libraries, therefore the answers provided didn't quite match our institution or the data you were collecting. Perhaps different surveys for different types of OLIS affiliated institutions.

What type of library do you represent?	Sect. IV Q.5 Please share any final thoughts you may have.
Public	in general OLIS needs to be a more constant, responsive presence for RI libraries, especially when OSL is so much more present but unfortunately totally scattershot; having a more centered, consistent, guiding authority would help libraries work together and offer more useful materials and services to patrons
Public	Thank you for this opportunity to participate
Public	OLIS does expand the resources we have to serve our community.
Public	Our library works well in partnership with OLIS
Public	OLIS is fantastic. The staff is helpful and knowledgeable. I think the state of RI needs to give you more money for additional staff. You do so much and you could really use more people.
Public	Many public libraries were decimated during the pandemic give them more time to rebuild
Public	I often feel that the standards are not truly reflective of how libraries operate on a daily basis in the real world. I think the staff to patron ratios are too high and that the current standard is an ideal scenario for staffing but less staff could successfully be employed to run libraries well. It puts a burden on libraries to secure funding for a staff quota that in my opinion has always been too high.
Public	Thank you for taking the time to gain feedback and thoughts from member libraries for your Strategic Plan.
Public	OLIS is a good resource but I feel like it missed a lot of opportunities during the pandemic to rally for us to our respective city and town officials. We need more backing from OLIS to explain why grants are done a certain way and help us prove our worth. We also need to fight for a state minimum salary so our cities and town's need to comply accordingly with budgetary items.
Public	changing the unique hours requirement would be helpful with staffing issues
Public	OLIS is instrumental in all that we as public libraries do for resources and communication.
Public	The main strength of my own library is the dedication and creativity of the staff, and - for the same reason - my experiences to date with OLIS have been nothing but positive. As you move through the planning process, you should be cognizant not only of the needs and aspirations of RI libraries, but also of the outstanding staff in your own organization who support them.
Public	I think the guidance & support from OLIS during the Covid crisis was incredible, and invaluable. Karen did an excellent job. I think people would like more of that in regards to other issues libraries are facing. Censorship issues, materials challenges, municipal struggles, guidance on writing contracts. Perhaps monthly or bimonthly Zoom calls on a particular topic?
Public	I can not thank OLIS staff enough for amazing leadership, guidance and support! OLIS is a statewide treasure.
Public	Thank you to everyone at OLIS, for all of your hard work and valuable service you provide.
Public	Thank you

What type of library do you represent?	Sect. IV Q.5 Please share any final thoughts you may have.
School	I cannot say enough about how supported I feel by OLIS. I feel like school libraries are often overlooked by large agencies (like school departments as a whole) but OLIS provides so many opportunities for us to be a part of something. You give us incredible opportunities for access to databases, books, programs like KRARI and grants. I am extremely appreciative of what you do for us.
School	To OLIS - Thank you for all you do! Libraries are vital to our democracy!
School	I appreciate all the work that you do to ensure access to digital materials for all Rhode Islanders!
School	I am very concerned about the current climate of book challenges in the state, not to mention Follett's proposed "module" to inform parents about what books their students are checking out. This flies in the face of library values, ALA and AASL positions, and the library Bill of Rights. I, personally, would have a difficult time continuing to work with a vendor that doesn't support librarians. I think it's important to think about other options in our state.
School	Thank you for all you do!
State or federal government	Great steady communication and access to services.
State or federal government	
State or federal government	Our OLIS staff and services are a gemstone within the RI State Services. Essential, and responsive to our needs.

Section V: Optional Information

1. Optional: your name_____

2. Optional: name of your library_____

Appendix D Focus Group Detail

<u>Library Board</u>
What trends do you see happening now in your community, the state and the nation that may impact libraries?

- 3 things: 1) library as communal spaces, hobbyists, used as educational resource 2)rapid acceleration of technology, 3)political. In schools, trends toward book banning and curriculum and trend may continue in other areas of public domain, including libraries.
- Much more diverse population in some areas. Will see acceleration of collection development to draw in that population and address that population.
- increasing home values, and fewer school age children. Shoreline communities may have to change their focus. Changing populations based on affordability.

What are the biggest challenges that you see libraries facing in the next 5 years? What role can OLIS play in supporting libraries through these challenges?

- Learning to know how communities are changing. Economic diversity, cultural diversity, e.g. southern Asians and have libraries have little resources to know what they need. Libraries have to hope that town has good sense of where to go to understand what is needed and adapt. (Cumberland, Lincoln)
- Libraries are brick and mortar and consideration must be given to how the space is used. May have classrooms and workshops. Idea of creating more space. Rethinking spaces within the physical structure. Also, pandemic allowed remote communications, so how should this be integrated. Does it go beyond the space? Staffing, time, hours to accommodate this. All this requires resources.
- Thinking about wide range of opportunities in programming. Some libraries have wide offerings, and some have very little. So need to carry on with zoom and other tech. Need to know what that would look like in the future. Small communities have less resources
- One challenge is that there is all the new tech, how fast do you go? Still have a core group of traditional library users. Don't want to leave them behind.
- OLIS could find ways that some learning can be done in a way of sharing. OLIS can help to gain info they need and have collections of resources to share among each other. OLIS can direct research on a broad scale or construct resources. Eg. OLIS used to have a resource library that moved to URI. Maybe every library doesn't have to buy everything, or bulk purchases among libraries.
- OLIS being central resource so many libraries could access resources, or central purchaser. Getting the libraries access to resources.
- Help libraries to coordinate with other state agencies. Resources could be found in planning or other departments, so OLIS could liaise.

What is the library's role in creating change and fostering social connections in the community?

- Key for libraries and OLIS to understand how communities are changing. Diverse and pipeline of communities coming into other communities. Not OLIS' responsibility but identify communities and work with them in context of resources. In Cranston, there are Cambodians, Central Falls, Cape Verdeans, and each communities have different desires. Lots of motivations for adult learners. Libraries are the center of that or other cultural centers. English, math, help with forms.

- Had to increase number of notaries on staff for gov't forms especially for immigrants. Demand has increased. Other places such as banks don't do it anymore. Have some refugee families.
- Consultant asked about social issues and mental health. It's a great idea but has to be a distinct line of who is social worker and who is a librarian. Maybe social workers shared among libraries. It is needed. Mental health and access to social services is a problem.
- What can OLIS do to support this? You need to have ability to liaise someone and that's where OLIS comes in. People come to the library because of trust. OLIS would identify the people
- Librarian could have workshop to understand the language and understand what they could do
- If this moved forward, having OLIS be the point initiator so it happens and coordinates. Otherwise the libraries who have space and funding get the benefits. But what about the small libraries who don't have the space. So no one gets missed in the resource.

What do you believe are the key opportunities for OLIS to lead libraries forward?

- Need to figure out with the lots of covid money, figure out how to resource all the libraries.
- Opportunity is to take a step back and do more site visits and get into the field. No libraries are the same as they were 2 years ago. Need to make those connections. OLIS has to see where they are and may help start conversations. Next 5 years will be reteaching communities to use the library again.
- Get community to understand breadth of services. So communication work for OLIS. Ads on buses but that's just in the city. Promotion and communication are two of the biggest challenges and opportunities. Need to cut through the noise. Need to step back and assess tech to understand what is best.
- There isn't a central repository of what is going on with all the libraries in a convenient way. Central catalog of what is going on.
- OLIS has done good job of lifting up educational experiences in the public library. Opportunity to look at libraries as cultural centers. Funding from OLIS has to be tied to education opportunities, (with mini grants) if you want to do other stuff, you're on your own. Need to expose people to cultural side. New experiences as well as educational.
- Grant in aid (general); and mini grants to which libraries apply and educational outcomes have to be part of it but it needs to be broader. For example, performers are not eligible for mini grants.
- Music also brings people into the library, it is a PR moment.

What are OLIS strengths (list 12) in supporting the libraries?

- Great job of running educational programs for professionals and nonprofessional staff and for trustees.
- OLIS staff is excellent and great at communicating priorities. So OLIS runs well. Strong organization.
- OLIS is fully staffed but used to have 37 and now are full staffed at 13.
- OLIS collects data and that is very helpful in hiring ; can use info with the town.

What are OLIS weaknesses (list 12) in supporting the libraries?

- Communication and marketing
- Sometimes they pick the ball up and run with it, and those in the field are playing catch up. Short notice for meetings. Zoom meetings could eliminate travel time.

How can OLIS best facilitate the continued development of a strong and connected library network?

- OLIS has coordinated significantly. Would be helpful (fell apart recently) coordinating across library types. Coordinate programs and services across library types. (Helen used to do this). academic libraries are not always addressed by OLIS. Schools are more difficult because it's driven by the city or town.

What role could OLIS play in supporting and fostering diversity in libraries?
- Data collection could include stats on diversity. Would help guide library strategies. Bringing in books of different languages, etc. Data as a tool for OLIS.
- Overlay demo data about who is coming in (especially other countries), OLIS could pull together meta data managers. Income data sets, etc.
- How could OLIS support libraries as a place to help communities have difficult conversations, expand perspectives? Thing to do is to create a balanced panel. OLIS may help libraries find experts. Refer libraries to certain people, e.g censorship. Share among libraries so each is not alone.
- OLIS has a performers database. OLIS could build a facilitator database, with costs.
- Maybe OLIS could tap into the Speakers Bureau, maybe OLIS could tap into that and be the clearinghouse.
- 2 possibilities: library holds meeting, or community group using library space for something and how is that monitored? Scan of libraries – what they do and do not allow in their libraries
- Some of this is judicial precedent or federal law. OLIS as clearinghouse for model policy, so individual libraries don't have to do it.

Is there anything else we have not discussed that would be helpful to OLIS in developing its strategic plan?
- in coming years, small libraries will have diminishing returns. How is OLIS going to help small libraries to consolidate? Will see more of this especially with new tech and the need for experts.
- OLIS could help build collaboration.
- For example, Foster has 2 libraries, with separate boards. There are probably 6 communities in that situation
- Lack of diversity on the library board. Could be done by looking at structure of the board. Maybe add seats directed at omitted population.
- Maybe Karen could have discretionary picks for the board.

Public Library Directors (Invited)

What trends do you see happening now in your community, the state and the nation that may impact libraries?
- Communities need more social services and is difficult for libraries to provide. Librarians are not equipped to handle and is outside their skills or interest. Also, librarians are not paid well so adding tasks may not be fair.
- Challenge especially in school libraries re: critical race, gender issues. Movement of conservative views that have impacted libraries. Becoming more and more visible
- The idea of libraries providing social services and staff is underpaid. Have brought issue to the town.
- Complete lack of racial diversity in library staff in RI but issue is that education required may not draw in population to work at libraries. That trickles into users as well. At PLA there is a

program perhaps OLIS could do – how to train staff regarding challenges. "libraries represent everyone" training on how to respond.

- Another one is general civics education. There is a lot of disinformation coming out. Who do you believe and how to evaluate information. Also, working on equalizing services for Spanish speakers. They have funds from OLIS to do this. but may need a bilingual library. Not a monolithic community. May be a lot of fear of libraries and may not understand that it's for children, not just academic. And message that it's not related to government.

What are the biggest challenges that you see libraries facing in the next 5 years? What role can OLIS play in supporting libraries through these challenges?

- if OLIS could loosen standards – if they could staff with more bachelor degree students and not degreed librarians, they could meet more needs. Graduate librarian education has little racial diversity.
- There is a lack of marketing for public libraries. We have some resources but could approach it with a statewide approach, then consistent message to the public about all libraries
- Agree that it's an OLIS role to market. There is a communication package
- Challenge is reaching the nonuser. Doing it at statewide level would make it more accessible
- Would also help with funding (state marketing)
- Was at a meeting last night and someone said libraries were not essential. So there is a perception problem. need to get ahead of that with messaging.
- Need more cultural competence workshops. Training on sensitivity to outreach. How to work with other populations.
- Trustee training is important. Need an updated handbook and workshops. Need to educate board members on some basics.
- Shared a link: Molina.org/getinvolved/committees/intellectualfreedom

What is the library's role in creating change and fostering social connections in the community?

- A huge role. They are the educational piece, that neutral place for people to come together.
- Agreed. Organizations may have a table at the library. It's a trusted place to access services. For example, they have a monthly clinic for victims of domestic violence.
- People are coming together and programs are free so there are connections established. Lot of people are saying they want to make friends, and run into people in the community. Not homogenous such as expensive restaurant or same faith.
- Need to get out of the building. They have a grant to do a mobile library. There should be statewide mobile outreach rather than library by library.
- Old RIPTA bus that they wrapped with library logo; went into libraries with technology and books and kindergarten readiness program. Everyplace Maker Space – brought to rec camps and set up activity stations. They do a lot of outreach. They go into senior housing, etc for outreach. Some staff walks the neighborhood and handed flyers to people with strollers (kids programs). Go to farmers markets and hand out books. And postering in the neighborhood.
- Go to Farmers Market. Partnershp with the new Cat Café in town – a book club. Has also worked with animal sanctuary in town. Doing well with getting in touch with businesses, especially art businesses.
- Moderator: To what extent do you rely on partnerships to expand and how could OLIS support
- Partner w Land Trust (story walks) and businesses. Reach a broader audience when you partner. Senior center could benefit.

- OLIS could provide hands-on support to help create partnerships. Dealing with other org that have different culture and funding model. Sounds easy but run into issues when expectations don't mesh. OLIS could do steps such as template partnership agreement, etc. i.e. professional components
- OLIS could train
- Has to be CE program and partner it with marketing. Need a partnership and need to promote it.
- OLIS could act as the connector. For example, talking with Children's Wishes (collect costumes). Would be better as a statewide connecting so OLIS could play role there
- Has a staff of 30 people and need people in the building all the time. They have a student who does outreach. Feels that even small libraries are open 60 hours per week so need to lower standards of hours to allow staff to go outside the building. Low number in town with library cards. Financial reality is that staff needs to be in the building to be open the hours that they are.
- Would love to see more integration between school and public libraries. All books on same network so make it seamless to access libraries. This could be a role for OLIS to coordinate. There may be a problem in how this is received by the school boards. Could be a partnership. Any school child should have a public library card. Provide an automatic library card.

What do you believe are the key opportunities for OLIS to lead libraries forward?
(The answers are embedded in answers to other questions.)

What are OLIS strengths (list 12) in supporting the libraries?
- OLIS makes good connections with the legislature. Karen works well with legislative committee for RILA and has good connection with state government
- Karen's availability is outstanding. During beginning of pandemic, Karen's role was so important and they looked forward to the weekly calls.
- Karen spent a lot of time with him when he began. Karen always is very responsive. Info on OLIS website is astounding. Unfailing helpfulness and patience. A valued professional resource.

What are OLIS weaknesses (list 12) in supporting the libraries?
- OLIS could look at public service aspect when building or assessing programs. They used to give funding to all libraries for performers and now it's a grant process. If a library has no staff to submit grant they don't get the help. Assess impact of policy change on library types.
- Too much crossover from OSL and OLIS. Better define the titles and roles. There is some confusion as to who does what. Karen and Steve need to work together on that.
- LORI standards are not helpful and not responsive to their community. But this is a little thing.

How can OLIS best facilitate the continued development of a strong and connected library network?
- OLIS does this now. Partnership with OSL strengthens this. There is a strong connection among libraries
- OLIS works with other types of libraries. But not a point where all the libraries come together. OLIS could facilitate this
- OLIS could have a director's retreat now that we are coming out of COVID. Foster collegiality.

What role could OLIS play in supporting and fostering diversity in libraries?
- OLIS is doing that now in providing the interns that are in library schools. That could be expanded and make connection with the university.

- Lot of potential for library clerks to become librarians but school is expensive. Should foster this to reach out to a more diverse population. (similar to education for teacher aids)
- Diversifying staff is a major thing – need librarians that look like the community. E.g. greeting people in Spanish.
- OLIS could make connections between groups that serve particular demographics. E.g. Asian community is growing. Maybe helping make partnerships with other organizations
- There are 5 community colleges in the state. If people could use community colleges to make a connection with public libraries. OLIS could explore this.

Is there anything else we have not discussed that would be helpful to OLIS in developing its strategic plan?
- All kinds of libraries in RI and some have more resources than others. Would like to see more of a level field and sharing of resources. Some have an embarrassing amount of resources. Would like to see something facilitated that they could help another library that does not have the same level of services.
- Karen is doing a fantastic job. The support is always there.
- it was helpful about job descriptions and jobs. Maybe other areas for collaboration to make it easier to fill out the annual report to tell a more unified story.
- Looking at standards. The way that they operate has changed with the pandemic. Could outreach of virtual offering count toward the hours.

Medium and Large Public Libraries (directors and staff, open meeting)

What trends do you see happening now in your community, the state and the nation that may impact libraries?
- Concerned about childrens services. Hear about prek schooling but they do a lot of story hour programs. After school programs – lot of opportunities to stay after school for activities and that's a hit to library programs. i.e. competition with schools
- Competing with schools that have robust after school programming and recreational resources. So libraries have to partner to see who is better positioned to help children
- Have talked with boss about having a social worker at the library. Need that resource.
- Another is not seeing social service needs.
- See people with mental health and housing issues. They work with a local agency for people to get help. Her concern is that when libraries try to have a role, it doesn't seem effective.

What are the biggest challenges that you see libraries facing in the next 5 years? What role can OLIS play in supporting libraries through these challenges?
- Libraries used to have robust programs but now people can stay at home and be entertained. Seems like interaction with people is limited in a digital world.
- Want professional development and would be good to have more robust info and workshops
- Numbers have dropped off since covid and have not picked up.
- Programs will have to be live and recorded so reach more people.
- Have children's programming virtually but doesn't bring people into the building
- Moderator: Does the library have the tech capability and resources to present more programming?

- Mixed bag. Circulation numbers are coming back up but lots of people are using ezone for e readers. But some people just want the social interaction; e.g Tuesday matinees. Need resources to bring in professional presenters. Need to present quality programs.

What is the library's role in creating change and fostering social connections in the community?
- It can be a role and has been tried in the past, but our community is not diverse.Moderator asked about diversity in perspective? Ans: yes. But not sure of the library' role. Afraid of bringing the groups together. Interactions on social media is alarming.
- Sees lots of people who come in just to say hello.
- Would like library to be a community connector. Not many teens anymore after school. OLIS could help libraries bring more people in.
- We have a space for teens. They reach out to schools to let them know about events. Reaching out to schools have been showing some results.

What do you believe are the key opportunities for OLIS to lead libraries forward?
- Thanks OLIS for all the help throughout COVID.
- OLIS could help with publicity. There are a lot of opportunities; OSL are in the same network; so some services are similar and need to get the word out. Even simple things like ebooks. People don't know about it.
- Would like to see OLIS fund programs to engage with the community. Either seasonal or semiannual competitive grants in engaging in the community. Need well thought out programs to meet the interests of the community. Maybe you get points for engaging with another community group. Guidelines about what you would have to do to get funding (grants).
- Moderator asked about developing partnerships with other organizations. What would OLIS' role be in optimizing use of partnerships.
- The talent of OLIS and other librarians could brainstorm on ideas on partnerships.
- In beginning of covid, worked with 2 other libraries on virtual programs. OLIS could bring in resources such as speakers; sharing with other libraries.
- Moderator: is there a need to play a role in expanding access to tech and web?
- They have tech kits to take classes. More funding for equipment is needed.

What are OLIS strengths (list 12) in supporting the libraries?
- Delivery/resource sharing. Sharing materials. Interlibrary loans. And education for professional development.
- OLIS has minimum standards. She asks that they review salaries. But not sure of OLIS' role in this. there should be some standard in terms of the paraprofessionals – they don't receive the pay they should be receiving. Paraprofessionals sometimes do a job that is professional.

What are OLIS weaknesses (list 12) in supporting the libraries?
- Doesn't see an OLIS role in salaries. But paraprofessionals only get minimum wage.
- Need to work on the funding formula. Change instead of based on town funding but also population.

How can OLIS best facilitate the continued development of a strong and connected library network?
- They (OLIS) do a good job of working with OSL

What role could OLIS play in supporting and fostering diversity in libraries?
- Funding ibooks.
- Wants to hear from OLIS about what they (OLIS) think they could do.

Is there anything else we have not discussed that would be helpful to OLIS in developing its strategic plan?
- Funding always seems to be difficult for OLIS. Libraries should help OLIS with this.
- Libraries are afraid they will become obsolete and OLIS should work to try to remain relevant.

Small Public Libraries (directors and staff, open)

What trends do you see happening now in your community, the state and the nation that may impact libraries?
- Becoming even more community centered, offering free services. For example, tutoring or things they already do, but will happen more frequently.
- With covid, libraries have become a drop off center for health packets, testing kits, so getting people from community they haven't seen before, and from neighboring communities.
- Looking to bring in social worker. Arizona has nurses on staff. Have looked at mental health services. Handed about 8k masks and hundreds of test kits. Started doing mask drop offs at schools for teachers. Opportunity to make themselves more valuable in the community.
- Financial literacy, digital literacy, and now healthcare literacy. People are getting conflicting information about covid, so help with health literacy classes as part of program
- Test kits, and childrens books for pedi waiting room. Staff is all trained to administer Narcan. Big role in public health going forward.
- Also new technologies, maker spaces, virtual reality will affect us.
- Community center that can help people with health and technology.
- Rise in home schooling
- Need for elder services

What are the biggest challenges that you see libraries facing in the next 5 years? What role can OLIS play in supporting libraries through these challenges?
- re health, librarians are not health care workers, so OLIS could intervene to get other health groups to participate in libraries, such as social worker or nurse there once a week
- Partnering with a nursing hotline, can reference people to the healthline, link to these services.
- Partnerships to help the community.
- Being able to hire staff versed in technology to be the forerunners to help the library staff.
- Elder services: Access to social workers. Wonder if patrons are getting the help they need. See them after 2 years of covid. But need to steer clear of privacy issue.
- Libraries may be the one place they see that something is amiss
- Some seniors may not be able to drive – transportation services Can Senior Vans bring people? Not a town library so the town may not want to transport there.
- Maybe once a month, a social worker to visit the library, they see people in need. People may fall through the cracks.
- How to connect to resources to help elders.
- Seniors who are not mobile – challenge to reach them? Cindy; bring books to nursing homes but can't be going out all the time.

- Others besides elders fall through the cracks.
- Has a bookmobile but has fallen into disrepair. Would cost $200$400k to get a new one. Need advocating to the new generation of bookmobiles. can only do so much as an individual libarary.
- Sometimes reinventing the wheel so OLIS should connect them. E.g. write policies that are shared. Need more help to share best practices. Share bookmobile regionally.
- Has no room to store a cooking station. Could write a grant, but no room. Need OLIS coordination for this kind of thing – sharing among libraries.

What is the library's role in creating change and fostering social connections in the community?
- One participant sees the usefulness of this but need to have staff that are good with people and with people who may not respect that. She has some prejudiced people and wouldn't be comfortable shutting them down.
- Moderator: is it a vital role? Yes. They are here to bridge gap between people who have resources and those who do not.
- OLIS should have a group of professionals who is not a member of the library team and have community conversation but not leading it. OLIS could help in giving them names of contacts to help for a low cost.
- OLIS has offered training on how to handle difficult people but don't know that even with training, Cindy would not be comfortable in a role of dealing with difficult people.
- OLIS has done legal advice and support well. OLIS clarified ADA laws re library protection re masks. Maybe expand this.

What do you believe are the key opportunities for OLIS to lead libraries forward?
- Important for everyone on staff to be offered these educational services. They should all be able to attend the workshops. Likes the idea of special consultants but may be hard to afford at an individual library level.
- Speakers bureau at URI that used to charge $50

What are OLIS strengths (list 12) in supporting the libraries?
- Training sessions – High utilization. Will start requiring staff to go 12 times a year. Zoom is easier timewise.
- Appreciate accessibility and support of staff. Always prompt and helpful reponses. But OLIS could advocate to get towns to fund staff. Can't pay much.
- Nice job of "I read" program summer program. The intro meeting is coordinated well. Rad across RI is a good program.
- Appreciates the training. Would love to keep on zoom for time considerations.
- Really supports zoom meeting to avoid travel time.

What are OLIS weaknesses (list 12) in supporting the libraries?
- They put out a lot of grant opportunities, but so time consuming (intro to grant, writing the grant, etc.)
- We have been fighting this a long time. State funding is unfair. They favor the large libraries and the richer communities. If the community contributes a lot, they get more state funding. The league of women voters took this up with the Lib Board of RI. Poor, small libraries don't get

much money. Funding favors the rich. Moderator: does OLIS control the distrib of funds? No. Wants advocacy to change state laws.

- PPL gets lots of funds, but Olneyville has little funding. So even in Providence, it's not perfect.
- Participant from wealthy community: May have extra money and for example, spends on ebooks. Would be good to be dispersed more equitably.
- Renovations. Had to wait 2 years to get appl from OLIS for reimbursement. Slowed them down considerably.
- OLIS has been promised a new RI trustee handbook.
- Has never had a visit from OLIS. Would be a good thing to visit and talk with them. OSL visits.

How can OLIS best facilitate the continued development of a strong and connected library network?
- Cooperate across libraries re policies (mentioned before)
- Maybe go to a statewide website for libraries or opt in so individual libraries don't have to have their own.
- Used to teach website development. We can have a statewide template that libraries can adapt to their own use. Have a bunch of templates libraries can drop things into.
- Website is lacking, no way to update. Applied for a grant from Champlin or Levy for $3k and got $2k but it was well worth it.

What role could OLIS play in supporting and fostering diversity in libraries?
- Having more resources in Spanish. In Hispanic culture, a library in latin America, it is a different concept (genealogy) so have to introduce the Western concept of library. Literature has not caught up with that. Focusing on privacy aspect as well.
- Any community or culture that governments are not to be trusted, to send the message that the library is a safe place (no bribes, no ulterior motive).
- Hispanic population is not homogeneous. Views can vary widely. Challenge for olis is finding the speakers who can address that.
- Diversity in general, young people round table; education on terminology. Need workshops.

Is there anything else we have not discussed that would be helpful to OLIS in developing its strategic plan?
- Statewide advertising. All the great online resources are underutilized because people don't know about them. Overdrive or databases.
- Broad reach of a parent org. OLIS could function sort of as a chamber of commerce

Youth Services Librarians and School Library Media Specialists (open)
What trends do you see happening now in your community, the state and the nation that may impact libraries?
- Book bans are a trend. Agreed by all.
- Parents are limiting access of their children to subjects or content.
- Virtual space and ways that it can remain a piece of the library. And programs
- Hiring social workers and eliminating catalogues

What are the biggest challenges that you see libraries facing in the next 5 years? What role can OLIS play in supporting libraries through these challenges?

- Trends speak to libraries filling different types of roles. Staff being pulled in different directions. Libraries are filling many roles. Not having enough staff hours is always a challenge. OLIS could advocate for helping for more staff through funding sources. Collaborate with other disciplines such as social workers so libraries are not doing all the piece themselves.
- How do we pay our part time staff for jobs they are asked to do when they can make more money elsewhere?
- Seeing burnout in the industry. Supporting staff could be tools they could use
- Legislation with right to read. They are going through lots of training to become quasi reading teachers in the school. Adding this to the curriculum school teachers have to do. The state has required the right to read, but then there is no support after the training. So OLIS could continue the conversations through roundtables or other continued training.

What is the library's role in creating change and fostering social connections in the community?
- Encouraging children to know each other; children are learning how to behave in a group. Also helping parents to connect with each other. Parents are stressed and libraries are uniquely situated to connect parents and teach children social skills.
- Home schooling.
- Have been successful in circulating activity kits so OLIS could fund things that exist in the library. E.g. telescopes, etc.
- School tools. Microscopes, telescopes, and open play programs so they need grants to buy toys or tools for this. or manipulatives for story time
- Temperature scans or patron specific information. Poll everyone with library card to see what people want.
- Find out what populations do not have library cards. Map that population to target outreach.
- Cooperation exists and network among libraries exists.

What do you believe are the key opportunities for OLIS to lead libraries forward?

What are OLIS strengths (list 12) in supporting the libraries?
- Appreciates that they have access to databases that AskRI pays for. Her school would not pay for. Would always like more. OLIS also helps with sharing resources. Other states don't have that.
- Professional development changes paid for.

What are OLIS weaknesses (list 12) in supporting the libraries?
- Likes the roundtables (children and youth). Maybe spread out the roundtables or trainings more. OLIS is very responsive when asked for help.
- Would like to see more from OLIS re: advocacy to see more funding for libraries. There is a lot of equity issues in the way that funds are distributed to libraries. Rich libraries get richer and poor get poorer. There is a growing gap.
- If there is money for a lobbyist, that would be helpful. Even in city government.
- Between public and school libraries, should be a better way to connect. Database or directory to identify specialists working with schools / or public libraries. Resources may miss each other.
- If OLIS could keep some things virtual, that would be helpful. Hard to get away
- If OLIS found a way to connect with URI and identify MLIS student who need job experience and make that known.
- OLIS was doing this last spring.

- There is a grant program to match students with libraries. Not sure if funds are still available.

- We have listserv , but a forum provides opportunity to share ideas.
- Would like to see more collaboration with school librarians. Benefit to allowing meetings either virtual or in person so they could collaborate. Take advantage of RI being small.

How can OLIS play in supporting and fostering diversity in libraries?

What role could OLIS play in supporting and fostering diversity in libraries?
- OLIS needs to invest in getting more diversity in librarianship. There are few librarians of color.
- Professional development opportunities in hiring process and for those responsible for creating a welcoming culture.
- Advocating for library staff. Especially for library support staff, the pay is too low (disgraceful).
- People would get advanced degrees if they could afford it. Funding for scholarships needed.
- Health services are starting with loan forgiveness. Should be applied to libraries.
- If OLIS couldn't find grants, then could find opportunities and let people know.
- Librarian degree requirements. Number of people realized that if they didn't get a degree, they could go nowhere. Support for that is vital.
- OLIS could do a salary audit. Losing people to MA and CT.

Is there anything else we have not discussed that would be helpful to OLIS in developing its strategic plan?
- Wants to thank OLIS. They have gotten money for grants. Karen's leadership is remarkable. Wants this to continue. Money is coming from OLIS, not the towns.
- Grant funding that spans multiple years would be helpful to program longevity. Or workshops to learn how to sustain a program after a program's funding runs out. Recent addition of legal name in library card – add legal name and preferred name. (This is OSL)
- Applying for grants has been only way she can do innovative programs. Appreciates that OLIS tweaked the way applications are done; it's easier now.
- OLIS has done great job of connecting with schools. Having transparency in hierarchy of services.
- Don't often get grant money for updating of physical space; would be nice to add that.

Small Public Libraries (directors and staff, open)

What trends do you see happening now in your community, the state and the nation that may impact libraries?
- Becoming even more community centered, offering free services. For example, tutoring or things they already do, but will happen more frequently.
- With covid, libraries have become a drop off center for health packets, testing kits, so getting people from community they haven't seen before, and from neighboring communities.
- Looking to bring in social worker. Arizona has nurses on staff. Have looked at mental health services. Handed about 8k masks and hundreds of test kits. Started doing mask drop offs at schools for teachers. Opportunity to make themselves more valuable in the community.
- Financial literacy, digital literacy, and now healthcare literacy. People are getting conflicting information about covid, so help with health literacy classes as part of program

- Test kits, and children's books for pediatric waiting rooms. Staff is all trained to administer Narcan. Big role in public health going forward.
- Also new technologies, maker spaces, virtual reality will affect us.
- Community center that can help people with health and technology.
- Rise in home schooling
- Need for elder services

What are the biggest challenges that you see libraries facing in the next 5 years? What role can OLIS play in supporting libraries through these challenges?

- re health, librarians are not health care workers, so OLIS could intervene to get other health groups to participate in libraries, such as social worker or nurse there once a week
- Partnering with a nursing hotline, can reference people to the Healthline, link to these services.
- Partnerships to help the community.
- Being able to hire staff versed in technology to be the forerunners to help the library staff.
- Elder services: Access to social workers. Wonder if patrons are getting the help they need. See them after 2 years of covid. But need to steer clear of privacy issue.
- Libraries may be the one place they see that something is amiss
- Some seniors may not be able to drive – transportation services Can Senior Vans bring people? Not a town library so the town may not want to transport there.
- Maybe once a month, a social worker to visit the library, they see people in need. People may fall through the cracks.
- How to connect to resources to help elders.
- Seniors who are not mobile – challenge to reach them? Cindy; bring books to nursing homes but can't be going out all the time.
- Others besides elders fall through the cracks.
- Has a bookmobile but has fallen into disrepair. Would cost $200$400k to get a new one. Need advocating to the new generation of bookmobiles. can only do so much as an individual library.
- Sometimes reinventing the wheel so OLIS should connect them. E.g. write policies that are shared. Need more help to share best practices. Share bookmobile regionally.
- Has no room to store a cooking station. Could write a grant, but no room. Need OLIS coordination for this kind of thing – sharing among libraries.

What is the library's role in creating change and fostering social connections in the community?

- One participant sees the usefulness of this but need to have staff that are good with people and with people who may not respect that. She has some prejudiced people and wouldn't be comfortable shutting them down.
- Moderator: is it a vital role? Yes. They are here to bridge gap between people who have resources and those who do not.
- OLIS should have a group of professionals who is not a member of the library team and have community conversation but not leading it. OLIS could help in giving them names of contacts to help for a low cost.
- OLIS has offered training on how to handle difficult people but don't know that even with training, Cindy would not be comfortable in a role of dealing with difficult people.
- OLIS has done legal advice and support well. OLIS clarified ADA laws re library protection re masks. Maybe expand this.

What do you believe are the key opportunities for OLIS to lead libraries forward?
- Important for everyone on staff to be offered these educational services. They should all be able to attend the workshops. Likes the idea of special consultants but may be hard to afford at an individual library level.
- Speakers bureau at URI that used to charge $50

What are OLIS strengths (list 12) in supporting the libraries?
- Training sessions – High utilization. Will start requiring staff to go 12 times a year. Zoom is easier timewise.
- Appreciate accessibility and support of staff. Always prompt and helpful responses. But OLIS could advocate to get towns to fund staff. Can't pay much.
- Nice job of "I read" program summer program. The intro meeting is coordinated well. Rad across RI is a good program.
- Appreciates the training. Would love to keep on zoom for time considerations.
- Really supports zoom meeting to avoid travel time.

What are OLIS weaknesses (list 12) in supporting the libraries?
- They put out a lot of grant opportunities, but so time consuming (intro to grant, writing the grant, etc.)
- We have been fighting this a long time. State funding is unfair. They favor the large libraries and the richer communities. If the community contributes a lot, they get more state funding. The league of women voters took this up with the Lib Board of RI. Poor, small libraries don't get much money. Funding favors the rich. Moderator: does OLIS control the distribution of funds? No. Wants advocacy to change state laws.
- PPL gets lots of funds, but Olneyville has little funding. So even in Providence, it's not perfect.
- Participant from wealthy community: May have extra money and for example, spends on eBooks. Would be good to be dispersed more equitably.
- Renovations. Had to wait 2 years to get appl from OLIS for reimbursement. Slowed them down considerably.
- OLIS has been promised a new RI trustee handbook.
- Has never had a visit from OLIS. Would be a good thing to visit and talk with them. OSL visits.

How can OLIS best facilitate the continued development of a strong and connected library network?
- Cooperate across libraries re policies (mentioned before)
- Maybe go to a statewide website for libraries or opt in so individual libraries don't have to have their own.
- Used to teach website development. We can have a statewide template that libraries can adapt to their own use. Have a bunch of templates libraries can drop things into.
- Website is lacking, no way to update. Applied for a grant from Champlin or Levy for $3k and got $2k but it was well worth it.

What role could OLIS play in supporting and fostering diversity in libraries?
- Having more resources in Spanish. In Hispanic culture, a library in Latin America, it is a different concept (genealogy) so have to introduce the Western concept of library. Literature has not caught up with that. Focusing on privacy aspect as well.

- Any community or culture that governments are not to be trusted, to send the message that the library is a safe place (no bribes, no ulterior motive).
- Hispanic population is not homogeneous. Views can vary widely. Challenge for OLIS is finding the speakers who can address that.
- Diversity in general, young people round table; education on terminology. Need workshops.

Is there anything else we have not discussed that would be helpful to OLIS in developing its strategic plan?
- Statewide advertising. All the great online resources are underutilized because people don't know about them. Overdrive or databases.
- Broad reach of a parent org. OLIS could function sort of as a chamber of commerce

Interviews with Key individuals at various organizations

What trends do you see happening now in your community, the state and the nation that may impact libraries?

- Response to Covid was great from OLIS, access to WiFi and broadband, libraires provided WiFi in parking lots, computer access must be increased and training.
- Social services – assistance to make the appropriate connections
- Cost of eBooks $15.00 – Limited time – Licensing expensive, no negotiations
- Streaming media (Netflix etc.) movies students not attending/digital expensive
- Budgets and Legislative efforts
- Covid – All Libraries had to change their approach on services and Digital access
- Know who has access to internet and computers and who uses it. There is a huge divide in many communities.
- Many underprivileged have no access – how do you balance.
- Social services – Homeless, addiction needs, libraries are a warm place to go
- Public should be better prepared
- Senior Citizens struggled with technology and missed the in person contact (interaction)
- Programs – Teens and Tweens need more innovation, education programs not crafts, learn from programs
- Early Learning and Children lack of innovation
- Library Centers – important after the pandemic. People need more collaboration and interaction.
- Social services needed (crisis situations, homelessness) need satellite offices.
- Literacy is very important
- Media intake and news where do people get their news, social media, tic Tok etc.
- News on social media not reliable
- Library vs. Community needs – difficult to plan but must know the community needs to facilitate.
- Strong struggle books vs. digital ("change with the times & direct or get left behind")
- Ways people can access information
- Staff turnover, especially in leadership as baby boomers retire; not enough Gene and other staff are too young to have needed experience.
- Drop in circulation, may be temporary due to pandemic, but is significant
- General workforce trends, such as midcareer changes
- Political and societal divides; sensationalism futures division
- Library wages are too low ("Dunkin' pays more!) Need more advocacy. Plenty of people want to be librarians and graduate programs have increasing enrollment. They won't stay in the profession if the pay remains so low.
- Virtual services need to remain and grow
- Community social support will remain important for immigration, homelessness, financial literacy, healthcare, etc.

How might libraries adapt in response to these trends?
- Print & digital – Where is going in the future, Ocean State Libraries is a resource and sharing information. Digital has a powerful voice but very expensive licensing, publishing fees and how do libraries justify the expense. Where will the funding come from?
- Budget & Funding – (Legislation needed to get better reasonable rates
- Streaming – strong opinions on merging and will require negotiations
- Fast check out of books
- Peers program that meets needs of the community
- Senior Citizens, High School (new ideas) and understand the needs
- OLIS could help to clear the path to get everyone to buy into "innovation"
- Professional development
- RI invest in multimedia type task force – media literacy (bring everyone in to talk.)
- How do we bring in new library users? Educational information and media sources – expand outreach
- Avoid public statements as cultures change
- Libraries should not give strong statement.
- Staff being asked to lead and guide the conversation about cultural changes
- Create structure and guidelines to address cultural changes so all libraries deliver a consistent message.
- Need to develop the next generation of library leaders who understand the principles of collaboration
- Libraries need to be more data driven to identify and address emerging issues, e.g. circulation drop
- Fill the role of connector to bridge the communication divide
- Invest in marketing

What traditional library services may be less relevant five years from now?
- Many patrons interested in virtual options and others looking for in person connectivity. Need a balance in services.
- Print still the same – reference services transforming – complex situation (needs tie to form)
- Need reading media, in person needs
- Digital – always needed but print is very important to in person connections
- eBooks – important (easier transition for people)
- Print vs. Digital (archives files) expectations of facilitating and they want books too.
- Concerns, less books, less money or slashed budgets/ 50% information online
- Face to face reference resource – go to remote
- Research servicesCon
- Virtual structure (conferences and professional services)
- Brick & mortar buildings – redefine space
- Media check out (less and less)
- In person service
- Media (e.g. VHS became DVD and will now become obsolete)
- Physical footprint will be less important
- Online sources will replace traditional reference services
- All services will still be needed

What are the biggest challenges that you see libraries facing in the next 5 years?

- Marketing Get the word out and improve outreach for libraries
- Staffing and Brick& Mortar buildings – Best use for the community and maintain good staff.
- eBooks, media, social services, funding, and grants
- Capacity issues – not fully back to service level – demand increasing now
- Staffing levels – very low – Libraries leaving their jobs (public service)
- Funding & directly related to purpose
- Makerspaces for 3D printer and other innovations
- Ever changing technology assistance
- Digital print – physical space requirement.
- Staying relevant and stay with mission and always reassess
- Digital infrastructure
- eBooks and cost – more digital content
- How to handle political/social divide, e.g. banned books, various hate groups will strain the relationship with the library
- Lack of staff expertise, especially in marketing, technology/cybersecurity
- Budget challenges; library leaders are ill equipped to fight to compete with other municipal departments, like police and fire
- Leaders are averse to change and are clinging to the profession of the past
- Need to identify the nonusers
- Data skills
- Recruiting diverse staff and supporting them through training

What is the library's role in creating change and fostering social connections in the community?

- Libraries are the center to community, and they should reflect the needs of the community and be aware of the changing needs.
- Challenge to bring community leaders together to discuss needs and options. Example: DEM in to discuss Climate change and offer current and informative programs.
- Build up good space, partnerships, social cohesive (health zone)
- West vs. East racial programs/build up partnerships and clen up neighborhoods – Equity and training
- Doors open – expand Education Programs and get speakers in various languages.
- Learning circles – like minded fields – share ideas and conversations
- Undergoing DEI initiatives – involve community, stakeholders, and staff
- Library a place where change happens, find information, deep reading,
- Social services important – after covid very important
- Student needs counsel services, advance helplines, and training
- Role of libraires is very important – follow change, keep in step and not in the forefront.
- Step out of the box but with a good plan – be careful, pay attention to change and assist

What do you believe are the key opportunities for OLIS to lead libraries forward?

- OLIS is the central place for resources, sharing information, staffing needs and lead the libraries in difficult times. Bring libraries together for a common need, OLIS works together with small and large libraries and share responsibilities.
- Aggregate purchases, (bulk buying) professional development, statewide eBooks

- Marketing and improve communications, share opportunities between larger and smaller libraries
- OLIS leading statewide eBooks – funding needed (needed after Pandemic)
- Libraires want to use technology for contactless check out books
- Professional Development and wellness
- Keep up with state and federal mandates, monitor National trends, and federal funding source.
- Best practices
- Professional development – staffing
- Facilitate discussion and partners
- Cultivate new leaders
- Help libraries understand their role in the today's world
- Push for innovation
- Continue the community of care they have created; the library community in RI is connected and a wonderful force for goodness. Keep the community strong and economically viable!

What are OLIS strengths (list 12) in supporting the libraries?
- Discuss and share information, offer professional development, webinars, always helpful.
- Statewide delivery – books from anywhere – great
- Professional development, Trustee training, Speakers, and funds
- Great team
- Distribution of library funds and grants – great
- Virtual – professional development
- Covid library connections and always helping everyone.
- Promotion of clear Mission and Vision
- Leadership and facilitator
- Always responsive
- During Covid they kept everyone informed and provided current and accurate information
- Staff is great and very helpful
- Karen is wonderful and always responds to questions.
- Karen made fantastic hires; built a fantastic team
- Karen is well connected and can navigate skillfully on behalf of libraries
- Karen is wonderful.
- Bringing libraries together on issues and programs

What are OLIS weaknesses (list 12) in supporting the libraries?
- Statewide to digitize historical materials, local documents and archives trying to save photos and history.
- Lack of staff, assign liaison and visit libraries a couples times a year.
- Zoom classes should continue
- Infrastructure weakness because they need more staff and funding
- Understaffed
- More communications and marketing
- Could use more staff to accomplish more
- Too focused on public libraries at expense of public academic libraries

How can OLIS best facilitate the continued development of a strong and connected library network?

- Access to information and sharing opportunities.
- Funding, eBooks platform, standard digital locations
- During Covid – weekly updates and meetings – very helpful.
- Coordinate updates periodically throughout the year with all libraries
- eBooks project – resource sharing issues with Public vs. Universities
- Focus – marketing and outreach
- Strategically bring in more patrons and make an impact.
- Social media – needs staff each day.
- Invest in new library directors
- Continue efforts to respond to increasing eBook and audiobook costs

What role could OLIS play in supporting and fostering diversity in libraries?

- It's a struggle for everyone. Diversity should reflect the community needs; High Schools should also guide youth to be aware of the resources at the library which will bring everyone in.
- Book banning – is concerning and they need guidance on the appropriate way to handle in a consistent manner.
- Professional training, robust plant to recruit individuals of color and backgrounds.
- URI – grad program – program to recruit library – free grad school and cohorts.
- "Lead the conversation" Professional support to train the staff and Directors. Scholarship for librarians to be better trained
- Train paraprofessionals and librarians on the community needs and professional training
- Keep finger on the pulse and trends.
- Good to share the statewide information, create structure to enhance knowledge of diversity.
- Discussion groups
- Attract diverse candidates to the profession; expand internships
- Improve services to marginalized communities; use data and outreach
- Provide training to raise awareness, understanding and empathy, even training on appropriate preferred names/terminology
- More professional development; assist attendees to understand what action they should take with what they have learned

Is there anything else you would like to offer that we have not covered?

- There are many nonprofit organizations that are providing services that OLIS, and libraries could share to improve programs for the future. (RI Center for Books)