

AGENDA
Exeter Public Library
Long-range Plan Committee Meeting
December 18, 2025
5:15 PM

Zoom Link: <https://us06web.zoom.us/j/87251896472>

1. Rollcall: Jenny Medlock (Trustee Chair), Julia Lanter (Library Director), Shelby Lennon, Jan O'Brien, Kaye "Scheids" Scheidler, Mark Giuliani, Manon Kotkowski, Kristen Murphy, Amanda Kelley, Chandra Boudreau
2. Review minutes
 - a. [October minutes](#)
 - i. Manon motioned to accept the minutes.
 - ii. Jan seconded.
 - iii. Approved.
 - b. [November minutes](#)
 - i. Jan motioned to accept the minutes.
 - ii. Mark seconded.
 - iii. Approved.
3. Review of Teen Sub-Committee Meeting
 - a. Teen Survey Draft 1
 - i. The Teens developed the questions and the order in the meeting. They are taking a month to edit it. They are also considering and asking their friends "what would you expect a library to ask you?"
 - ii. Manon suggested the question: "Where do you hear about library events?"

- iii. Julia asked if the teens would be willing to differentiate video and board games in question 4. Chandra will bring it to them.
- iv. Julia asked if this would be brought to PEA teens? Chandra said she will work with the library to see about bringing it there.
- v. Jan said the order is similar to senior surveys and it was a smooth way to ask the questions.
- vi. There was a question about how the survey would be distributed. Chandra said they are hoping to include it in the SAU 16 newsletter, table at the high school and middle school, put paper copies in the libraries and common teen hangout spots. Mark also offered to include it in classes at the library and the library newsletter. Chandra also noted the teens do not want QR codes instead focusing on a link or paper surveys. Jan also recommended the Parks and Recreation site. Julia also mentioned town outlets.
- vii. Jan also recommended utilizing volunteer groups like Kiwanis survey group and Key Club.

4. Review previous Long-Range Plan Materials

- a. Julia presented an updated timeline to reflect the additional meeting and progress already made.
- b. Julia brought previous stakeholder considerations from the last long range plan team. They listed this on oversized posters.
- c. Julia also brought previous long range plan books for members to look at.

5. Review Stakeholders map

- a. Stakeholder mapping is a way to think about the different people who interact with the library starting in broad groups, narrowing it down to more specific groups then points of contact.
 - b. Julia led a stakeholder mapping exercise using a flower visual tool.
 - i. Stakeholder groups (Inner petals): Nerds, Book lovers, seniors, students, age brackets, income brackets, location, opinion, internal partners, external partners, tax payers, non patrons (potential patrons), visitors/tourists, researchers, writers, temporary visitors, instruction participants, heat relief seekers, venue renters, other libraries, teachers, little students, adults with and without children, new adults/college students, creatives
 - ii. Stakeholder subcategory (Next level petals): itinerants, interests, groups, housing status, education level, disability, learners, in need, meetings/third space,
 - iii. Points of contact- take this home and think about, including people who don't come to the library
6. Identify Key Question Topics
- a. We need to start thinking about survey questions
 - b. Traditional demographic questions
 - i. Who are they?
 - c. Habits
 - i. What do you utilize here?
 - ii. How do you currently use the library?

- d. Are you a reader? Do you want to get back into reading?
 - i. What are people's media needs?
- e. Satisfaction
 - i. Amanda noted this is a theme we keep going back to. Is this the overarching question the survey is trying to answer?
 - ii. Schieds suggested if we are directly asking if people are satisfied it should be a yes or no question. Gradients are less helpful. Manon suggested maybe adding a neutral option too.
 - iii. Amanda said that all of the questions should lead back to identify if they are satisfied.
- f. Value
- g. Facilities
 - i. Staff
 - ii. Hours
 - iii. Accessibility
- h. What kind of communities are you a part of?
 - i. How involved in these communities are you?
- i. Are you involved in or have you heard of any of these groups?
- j. We discussed coming up with a question to determine emotional connection with libraries.
- k. The goal of the Long Range Plan is to create a plan on how to better serve the community.
- l. How do they find out about things in the community?

- m. Who questions allow for breakdown of understanding , allow for tracking survey participants
 - i. This should be the first question
 - n. How did they hear about our services and events?
 - i. Make sure we include an “I don’t” option
 - o. Are you hearing about the library?
 - p. Where do you go to hear about local information?
 - i. The library will share a publicity list where they normally post things, but also make sure to include an opportunity for them to say their own.
 - q. How do you describe your relationship with the library?
 - i. Use check boxes with options of emotional and opinion type words
 - ii. This should be question 2
 - r. How do they use the library and emotional resonance are important questions
 - s. Homework- brainstorm some questions on a shared document
 - i. Keep in mind demographics as you are thinking of questions
7. Draft Survey Language
- a. Tabled
8. Demographics
- a. Who are we trying to capture in this survey
 - b. Tabled