



CHATHAM COUNTY PUBLIC LIBRARIES STRATEGIC PLAN 2026-2031



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Introduction

Chatham County is one of the fastest growing counties in North Carolina. As it continues to grow it is essential that Chatham County Public Libraries continue to serve as a vital institution for learning and community engagement. To achieve this, Chatham County Public Libraries have created a five year strategic plan to enhance services, expand upon currently offered services, and analyze how the libraries can continue to serve Chatham County residents to their full capacity. Chatham County currently has three library branches in operation, Chatham Community Library located in Pittsboro, Wren Memorial Library located in Siler City, and Goldston Public Library located in Goldston. The Chatham Community Library also serves as the library for the Pittsboro campus of Central Carolina Community College. Together, these branches form the Chatham County Public Libraries System.



The Chatham County Public Libraries Strategic plan was created using a combination of data sources. Community input was the largest driving factor in creating the goals to assess the present needs of Chatham residents. The community data was collected using a community survey and multiple in person public input sessions, both of which were open to anyone who wished to participate. Input was also collected from the Chatham County Libraries Advisory Committee, whose members are appointed by the Chatham County Board of Commissioners, and the three Friends of the Library organizations that reside in Chatham County.

As Chatham County continues to experience rapid growth, the role of Chatham County Public Libraries become increasingly important in supporting education and access to resources for residents. This plan provides direction and targeted service expansion informed by input from the residents that Chatham County Public Libraries is committed to serving.

Message from the Library Director

We are pleased to present the 2026–2031 Strategic Plan for Chatham County Public Libraries. This community-driven roadmap is designed to connect people, inspire curious minds, and empower individuals to grow. With a refreshed vision and mission, we remain committed to providing exemplary service to our communities. Chatham County is growing, which provides an opportunity to work with community partners and other departments, to share resources and amplify impact while guiding elected officials in their decision-making processes.



Christy Bondy, Library Director

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Over the last five years Chatham County Public Libraries has yielded many notable accomplishments:

Expansion of Outreach Services

Eliminating overdue fines

Addition of four storywalks throughout the County

Expansion and renovation of Goldston Public Library

We are proud of these accomplishments and look forward to carrying this plan forward with stalwart determination as we continue providing outstanding library services to our communities.

The plan was developed over several months through surveys, input voting, focus groups, and data analysis with community members. The plan also aligns with the North Carolina Public Library Standards, which guide libraries in providing quality service based on community needs. It will guide our daily work and provide an aspirational framework for the future.

Vision and Mission Statement

Vision Statement:

Empowering our community to connect, learn, and grow.

Mission Statement:

Chatham County Public Libraries is a vibrant hub where people connect, curious minds learn, and the entire community can grow and thrive.



Leadership and Support

Chatham County Board of Commissioners and Management

The Chatham County Board of Commissioners play an important role for the libraries as they are responsible for passing the annual county budget and approving any grant funding received by the libraries, while also providing oversight regarding library funding and long-term planning. The Chatham County Managers Office is responsible for creating the County budget that allocates funding for all Chatham County departments, including the Chatham County Public Libraries. This funding allocation includes the standard operating costs and any expansions.



District 1 Commissioner: Karen Howard



District 2 Commissioner: Amanda Robertson



*District 3 Commissioner:
Mike Roberson*



*District 4 Commissioner:
Katie Kenlan*



*District 5 Commissioner:
Franklin Gomez Flores*

Chatham County Library Advisory Committee

The Chatham County Public Libraries System has an advisory committee comprising of seven members appointed by the Chatham County Board of Commissioners. Their mission is to advise library staff on the operation of the Chatham County Public Libraries. It is important to note that they advise on the actions taken by all three library branches.

Committee Goals:

- **Goal 1:** Represent and respond to current library system needs and issues and identify emerging trends, challenges, opportunities and needs.
 - Strategies:
 - Provide feedback on proposed new policies or revisions to existing policies.
 - Work with the Library Director as needed to advocate for library funding needs.
 - Work with the Library Director to obtain or collect data to identify current needs and emerging trends.
- **Goal 2:** Promote usage of the library services and programs by all residents.
 - Strategies:
 - Identify barriers usage of the libraries and effective ways to address the barriers.
 - Identify and use communications strategies to reach diverse populations.
 - Enhance library facilities to be as inviting and visible as possible.

Friends of the Library Groups

Each of the three library branches in Chatham County are supported by a Friends of the Library organization; the Friends of the Chatham Community Library, the Friends of the Goldston Library, and the Friends of the Wren Memorial Library. The Friends of the Library are individual nonprofit organizations that reside in Chatham County. They are associations of volunteer members who share an interest in supporting the libraries and the vital contributions they make to the community.



What they do:

- Contribute supplemental funding for library projects, equipment and programs that are not budgeted by Chatham County funds.
- Encourage the support of the library by community members, local businesses and government.
- Promote community awareness and encourage the full use of the library, its services and its resources.
- Support the development, growth and improvement of the library resources, services and facilities.



Development of the Plan

Community Survey

On October 16th, 2025, Chatham County released a community survey to the public through various media channels including press releases, Instagram, and Facebook. The survey invited participants to provide feedback and comments to inform the future development of Chatham County Public Libraries. The purpose of this survey was to collect community input regarding desired programs, services, and improvements.



The survey was available to complete in both paper and digital format. Links to the digital survey were provided in the various media releases, while physical copies were available at all three library branches. The survey ran for two months, concluding on December 15th.

Help Plan the Future of Chatham County Public Libraries

Community Input Survey

Chatham County Public Libraries (CCPL) wants to know what you think about our community and its library services. Your valuable feedback will help us develop a strategic plan to guide the library system over the next several years.

This survey includes questions about library use, programs, technology, and community engagement. It should take about 10–15 minutes to complete. All responses are anonymous and will be used to ensure that our planning reflects the needs and priorities of residents throughout Chatham County.

Thank you for your time, input, and support as we work together to strengthen the future of Chatham County Public Libraries.

Focus Group Meetings

Following the conclusion of the survey, a series of eight focus group meetings were held at the Goldston Public Library, Wren Memorial Library, Chatham Community Library, and Chatham Grove Community Center. Each location hosted a public meeting open to all residents, along with an additional meeting at each library branch specifically for the respective Friends of the Library groups. An additional focus group meeting was also held with the Chatham County Library Advisory Committee. These meetings provided an opportunity for residents to share opinions and insights that were unable to be expressed with the survey alone.

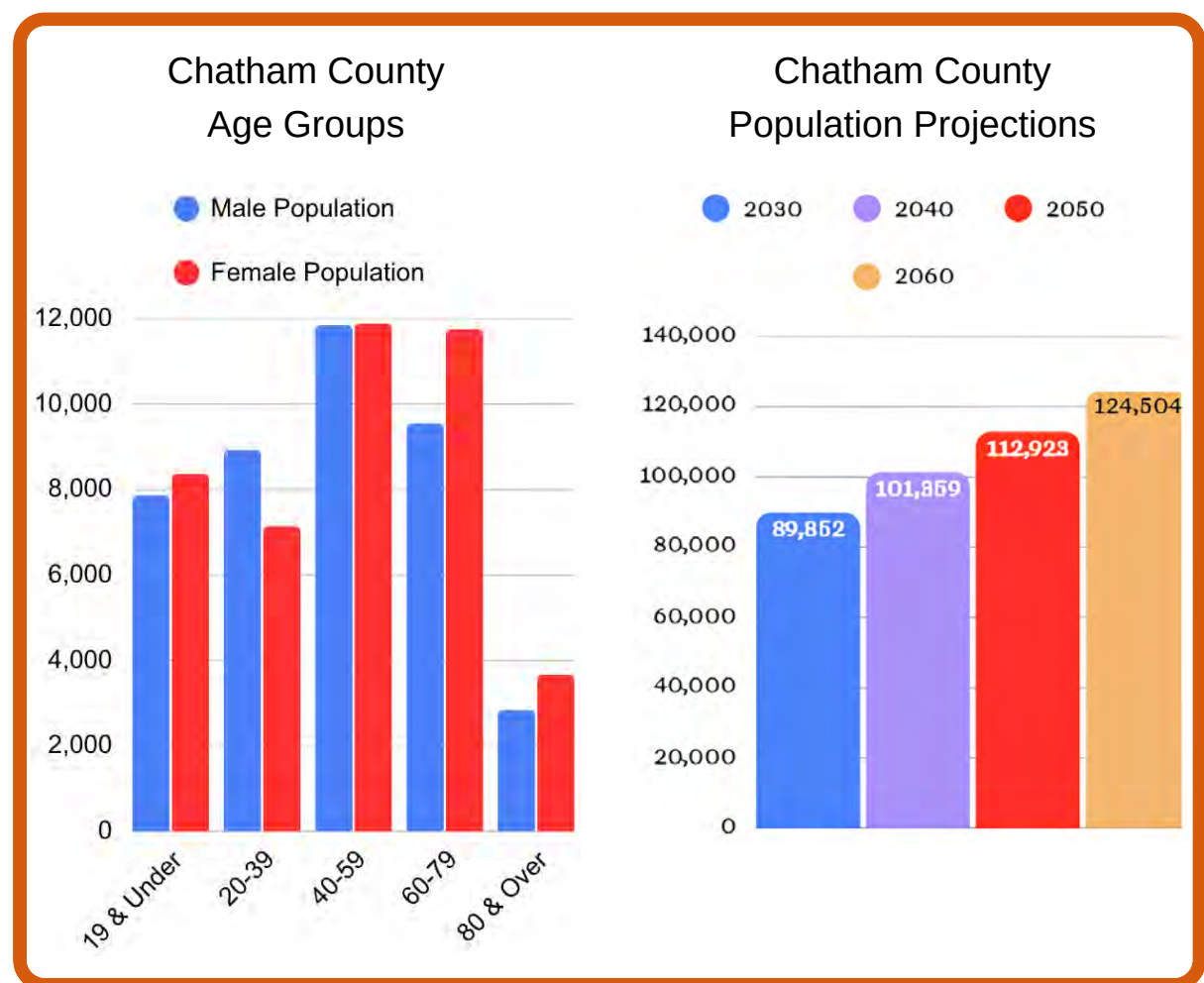


Writing and Review

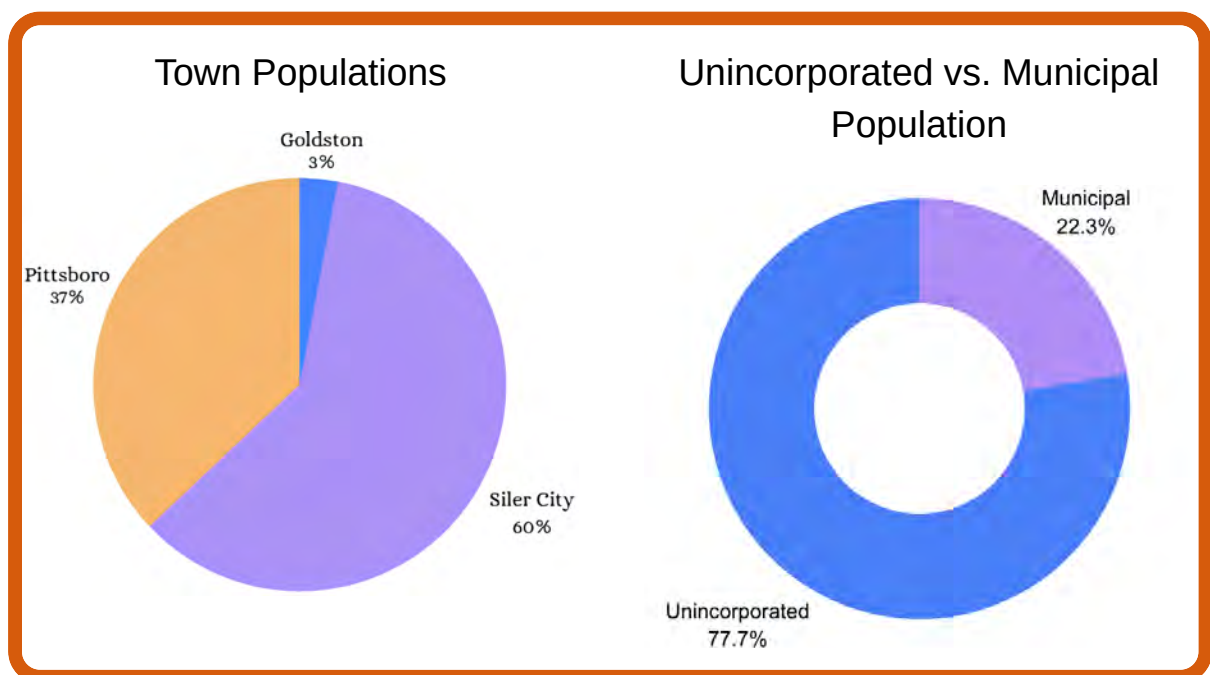
Using the data collected from the community survey and focus group meetings, the Library Strategic Plan leadership team identified seven focus areas to guide the creation of the goals. These goals were subsequently reviewed by Chatham County Public Libraries staff. The writing of the plan was then completed by the leadership team comprising of staff from the Chatham County Manager's Office and Chatham County Public Libraries. Once writing was complete the plan was reviewed by the Chatham County Libraries Advisory Committee before being presented to the Chatham County Board of Commissioners.

Demographics

Chatham County is one of the fastest growing counties in North Carolina. The rapid population growth of the County highlights the need for a strategic plan that accounts for shifting demographics and increasing service demands. In 2025 the total population for Chatham County was estimated at 84,207. According to the North Carolina Office of State Budget and Management Demographer's Office, Chatham County can expect to have a population of almost 113,000 by 2050. This is a 34% increase in the total population.

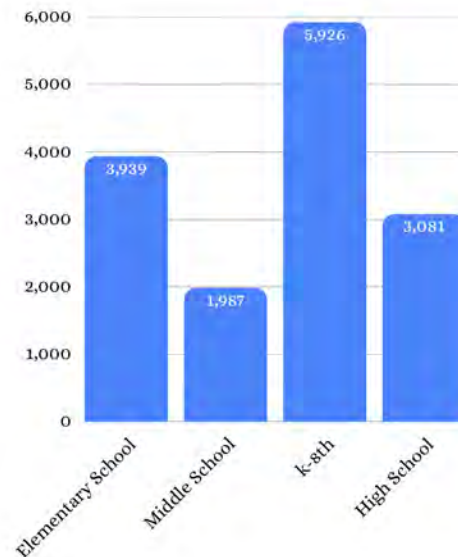


As mentioned previously, Chatham County has three municipalities, each of which is served by a library branch. The Town Populations chart below illustrates the percentage of the total Chatham County population residing within each municipality. However, these municipalities do not represent the entirety of the population served by the Chatham County Public Libraries system. The Majority of Chatham County's population live in unincorporated areas outside these municipalities. This highlights the importance of maintaining equitable access to library resources across the entire community, ensuring all residents are served. Chatham County is also home to portions of Cary and Apex as certain areas of those municipalities have been annexed into Chatham. According to 2024 estimates from the North Carolina Office of State Budget and Management Demographers office, the Town of Apex has 40 residents residing in Chatham and the Town of Cary has 4,409.



While public libraries serve all members of the community they play an especially important role in the education of youth. According to data collected from the North Carolina Department of Public Institution Statistical Profile, Chatham County has over 9,000 students enrolled in the Chatham County Public Schools system. Public libraries provide additional opportunities for education and are vital in fostering literacy, academic support, and lifelong learning skills. Through access to books, digital resources, tutoring programs, and safe learning environments, Chatham County Public Libraries help reinforce classroom learning and supports the overall development of the County's youth population.

2025 Chatham County Public School Enrollment by Grade

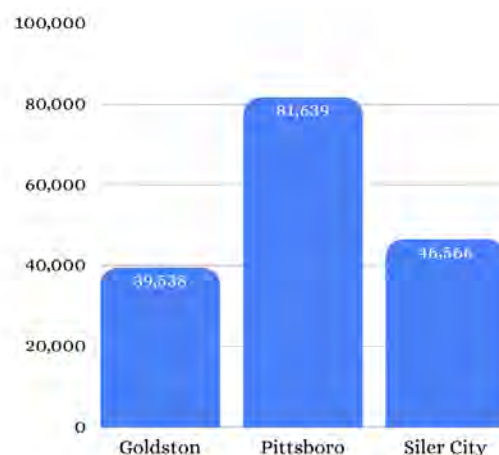


Chatham County recognizes that continued population growth presents opportunities and challenges for service delivery. As the population expands, Chatham County Public Libraries will use this plan to ensure that resources and public services keep pace with increasing demand.

Language Other Than English Spoken at Home



2024 Average Household Income

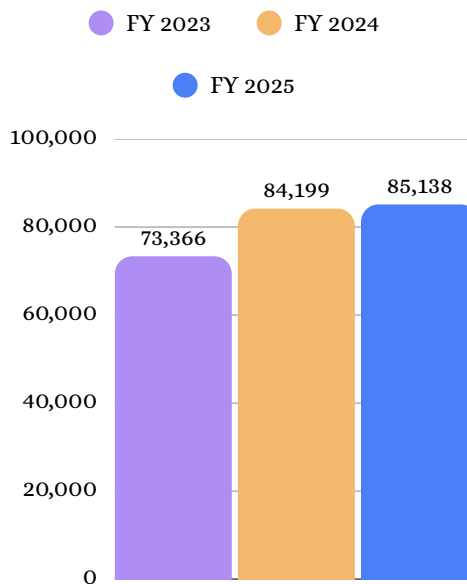


Library Profile

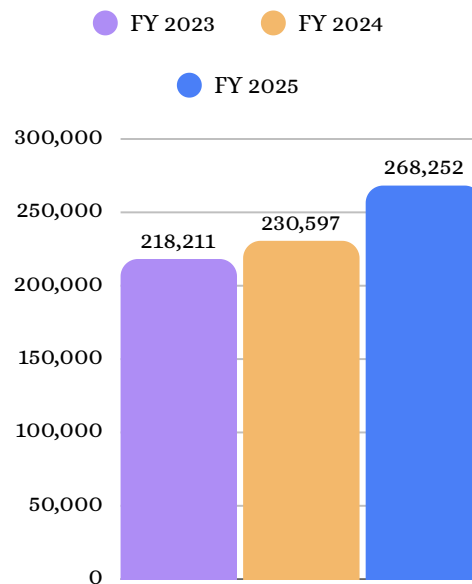
Total Library Card Holders:
28,352

Money Saved by Users:
\$5,067,700.45

Library Visitors



Total Circulation



Reference Desk
Tech Assistance in
FY 2025



1,378



30

FY 2025

Technology Classes

Computer Usage
between FY 2023 and
FY 2025



28% Increase

Asset Inventory

Chatham County Public Libraries offer a variety of programs and services. Below are the types of programs and services currently provided.

- Book Lending
- Audio Book Lending
- Entrepreneurial Mindset Training
- Book Clubs
- Computer Classes
- Adult Educational Programs
- STEM Learning Kits
- E-Book Lending
- Interlibrary Loans
- Children Programs
- Teen Programs
- Early Literacy Digital Services
- Digital Research Databases
- Technical Assistance



7 Focus Areas

After analyzing all the feedback received from the various community input sessions and the extensive amount of survey responses, the data was organized into seven key focus areas. These focus areas include Collections, Programs and Services, Community, Adaptability, Communication, Staff, and Facilities. Each of these seven areas are equally important, as they work together to support the library's overall mission. The goals in each focus area represent the priorities of the Chatham County Library system for the next five years. By establishing clear focus areas, the plan becomes more intentional and impactful, allowing for targeted strategies that drive meaningful outcomes.



Focus Area 1: Collections

Collections refer to the collections of resources Chatham County Public Libraries have available. This includes books, e-books, magazines, audiobooks, and online databases. Library collections play a vital role in supporting and strengthening the community. By providing access to a wide range of educational, information, and recreational resources, libraries can promote lifelong learning and intellectual curiosity among all age groups.



Integrating Wellness into Life®



Goals

The collections goals focus on the advancement of materials available for check out and expanding access to information.

Collections Goal 1:

Maintain and expand physical and digital collections.

Collections Goal 2:

Conduct a diversity audit of all collections to ensure that all points of view are represented.

Collections Goal 3:

Create and maintain a Library of Things collection that provides residents with access to items and resources they can borrow for temporary use.

Collections Goal 4:

Expand access to library databases and research resources across a variety of topics.

Focus Area 2: Programs and Services

As one of the primary public facing departments in Chatham County, the public libraries system provides a multitude of programs and services. Library programs and services are essential components that expand the role of the libraries. By addressing a variety of needs, programs and services help reduce barriers to information, increase opportunities for learning, and foster community engagement.



“

I think there's always going to be a demand for even more youth programming, catered to various interests.

”





Goals

The programs and services goals focus on the expansion and enhancement of library programs and services.

Programs and Services Goal 1:

Expand educational programs and services.

Programs and Services Goal 2:

Increase access to maker, creative, and STEM-related resources and programs.

Programs and Services Goal 3:

Enhance and expand intergenerational and partner-based programs.

Focus Area 3: Community

Public libraries play a key role in the community as they offer an ideal location for collaborative learning. They provide opportunities for social interaction, cultural enrichment, and civic engagement through programs, events, and shared spaces. By offering equitable access to education, technology, and services, public libraries help reduce barriers and ensure that all community members can participate.

“

I would like to see the library become an even more important center for social interaction in the future.

”



Goals

The community goals focus on how the libraries can improve their ability to foster connections in the community and continuing to serve as a vital hub for the community.

Community Goal 1:

Evaluate library hours to determine whether current service hours best meet the needs of residents.

Community Goal 2:

Explore expanding outreach staffing to strengthen community engagement and coordinate partnerships.

Community Goal 3:

Expand outreach efforts to residents who may not regularly visit library locations.

Community Goal 4:

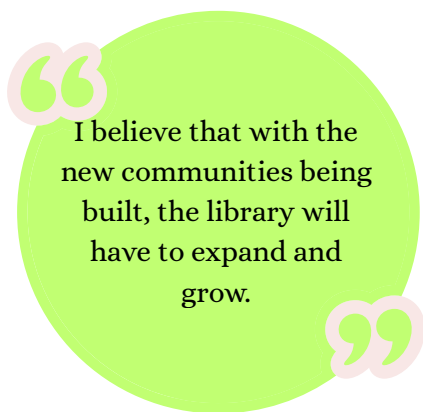
Strengthen partnerships with public schools, private schools, and homeschool families to better support student learning.

Community Goal 5:

Build or expand partnerships with government agencies, peer libraries, and community organizations to connect residents with library services and develop programs that respond to local needs.

Focus Area 4: Adaptability

Chatham County has one of the fastest growing populations in North Carolina. As the community continues to expand it is essential for Chatham County Public Libraries to adapt in order to meet the needs of future residents. The need for adaptability will be based on population growth, demographics shifts and evolving technology. These factors will help inform the planning of new collections, programs, services, and physical spaces. By proactively addressing this focus area, public libraries can continue to provide equitable access to information and support education.



Goals

These adaptability goals focus on Chatham County Public Libraries preparing for changes in technology including artificial intelligence(AI). Being proactive will allow the library system to provide innovative services to the community.

Adaptability Goal 1:

Develop programs and resources that help residents understand emerging technologies, including AI, online safety, privacy, and misinformation.

Adaptability Goal 2:

Maintain and expand digital inclusion services, including technical assistance, drop-in computer assistance, and training on both existing and emerging technologies.

Adaptability Goal 3:

Expand language access and services that support non-English speaking residents.

Focus Area 5: Communication

Effectively communicating with the community is essential to the functions of Chatham County Public Libraries. Providing the community with updated and relevant information is required for residents to be aware of the programs and services offered by the libraries. Chatham County Public Libraries are constantly acquiring new collections, creating new projects, and expanding programs; effective methods of communication that reach a wide range of residents will help ensure these resources are widely known, accessible, and fully utilized.



[Subscribe to a Library Newsletter](#)



Goals

The communication goals focus on enhancing how Chatham County Public Libraries connect with residents and strengthening community engagement throughout the County.

Communication Goal 1:

Develop a consistent marketing approach for promoting library services.

Communication Goal 2:

Expand multi-lingual communications.

Communication Goal 3:

Expand utilization of community partners to share library information with residents who may not receive traditional library communications.

Focus Area 6: Staff

Chatham County Public Libraries staff are the backbone of all the work the libraries do to serve the community. Chatham County is committed to investing in staff to ensure positive development, continuous learning, and professional growth. Well supported staff are better equipped to deliver high-quality programs and offer meaningful services that benefit the community.

“

The library is very well organized, and the staff are always very friendly, helpful and professional.

”



Goals

The staff goals focus on the expansion and development of staff to better deliver services to the community.

Staff Goal 1:

Expand staff office and support spaces to ensure library staff have the workspace and operational areas needed to effectively support library services.

Staff Goal 2:

Prioritize staff development and training.

Staff Goal 3:

Strengthen and maintain working relationships between Friends of the Library organizations, advisory committees, and library staff.

Staff Goal 4:

Develop a staffing plan that supports appropriate staffing levels and advances the library system toward exemplary status under the North Carolina Public Library Standards.

Staff Goal 5:

Develop an internship program that builds interest in library careers and creates pathways for future library staff.

Focus Area 7: Facilities

While Chatham County Public Libraries offer multiple online resources, the physical spaces provided are essential for serving the community. Physical spaces provide residents with opportunities to interact with other members of the community, fostering collaboration and a sense of belonging. By maintaining and enhancing these physical spaces, Chatham County Public Libraries can continue to serve as a community hub for collective learning.



As Chatham County continues to grow, it may be helpful to have a larger space.

Goals

The facilities goals focus on improving currently existing library facilities in Chatham County and exploring the possibility of adding additional facilities in the future.

Facilities Goal 1:

Explore long-term library system expansion needs and coordinate future growth through the County Capital Improvement Process.

Facilities Goal 2:

Develop dedicated spaces for teens and young adults.

Facilities Goal 3:

Develop and improve outdoor library spaces.

Facilities Goal 4:

Expand access to meeting and program spaces.

Facilities Goal 5:

Ensure library facilities are accessible, welcoming, and responsive to the needs of all residents.

Facilities Goal 6:

Ensure library facilities include sensory-friendly spaces and accommodations that support residents with diverse needs.

Conclusion

The combination of the 7 focus areas will be essential for the future development of Chatham County Public Libraries. Collections, programs and services, community, adaptability, communication, staff, and facilities are universally essential for the overall success of Chatham County Public Libraries.

While the libraries already provide extensive programs and services, it remains committed to expanding its offerings and continuing to meet the evolving needs of the community. The substantial volume of community feedback received for this plan demonstrates a strong level of interest and demand among library participants. This strong engagement underscores the library's vital role in the community.

Chatham County Public Libraries are highly aware of the economic and demographic shifts the County is currently experiencing. Moving forward, this plan will serve as a guiding framework to ensure the library system remains responsive, innovative, and aligned with the priorities of the community.



Acknowledgements

Leadership Team

Carolyn Miller – Chatham County Deputy County Manager

Christy Bondy – Chatham County Library Director

Brenton Hart – Chatham County Strategic Initiatives Manager

Sidney Cheek – Chatham County Policy and Research Intern

Berenice Malagon (Graphic Design) – Communications & Marketing Specialist

Chatham County Library Advisory Committee

Margaret Goldston – Committee Chair, At Large Member

Pierre Wertheimer – At Large Member

Ashley Tittlemore – District 1

Lauren Franklin – District 2

Lisa Padgett – District 3

Linda Ellington – District 4

Leslie Ocampo – District 5

Chatham County Public Libraries Staff

Rita Van Duinen – Chatham Community Library Branch Manager II

Juana Gomez-Soriano – Goldston Public Library Branch Manager I

Tabatha Weaver – Wren Memorial Library Branch Manager I

Dana Haven – Reference & Instruction Librarian

Amanda Girelli – Library Business Manager

Cara Wagner – Technical Services Librarian

Katy Henderson – Youth Services Librarian

Mary Mills - Library Circulation Manager

Thaddeus Draheim – Outreach Coordinator

Ngaere Pearce – Youth Services Assistant II

Kathleen Pierce – Youth Services Assistant II

Katherine Willis – Reference Assistant

Susan Brinkley-Clayton – Library Assistant II

Cindee Campbell – Library Assistant II

Amy Clement – Library Assistant II

Beth Everage – Library Assistant II

Ross Kotoris – Library Assistant II

Chelsea Lancaster – Library Assistant II

Andrea Benitez – Library Assistant I

Jon Woolard – Library Assistant I

Appendix 1: Community Survey



Community Input Survey

Chatham County Public Libraries(CCPL) wants to know what you think about our community and its library services. Your valuable feedback will help us develop a strategic plan to guide the library system over the next several years.

This survey includes questions about library use, programs, technology, and community engagement. It should take about 10-15 minutes to complete. All responses are anonymous and will be used to ensure that our planning reflects the needs and priorities of residents throughout Chatham County.

Thank you for your time, input, and support as we work together to strengthen the future of Chatham County Public Libraries.

Library Use and Communication

Please share how you typically use the library, whether you visit in person, access online resources, or take part in programs and events, and how you prefer to receive updates about library news and activities.

1. Which library branch do you use most frequently? You may select more than one.

- | | |
|--|--|
| ☐ Chatham Community Library | ☐ Wren Memorial Library |
| ☐ Goldston Public Library | ☐ I don't use the library |

2. How often do you visit your library in a typical year?

- | | |
|--------------------------------------|---|
| ☐ Daily | ☐ Weekly |
| ☐ Monthly | ☐ A few times a year |
| ☐ Hardly Ever | ☐ Never |

3. If you are not a regular library visitor, please tell us why not. Check ALL that apply.

- | | |
|--|--|
| ☐ I am a regular library user | ☐ I prefer to purchase my own material |
| ☐ I am a 'virtual' library user (download e-books/e-audiobooks) | ☐ My children are grown |
| ☐ I haven't used the library since I was a child | ☐ It's hard for me to get to the library due to no transportation |
| ☐ The library's hours are not convenient | ☐ Staff are unwelcoming |
| ☐ My library card doesn't work | ☐ I couldn't find what I wanted |
| ☐ I use my own technology | ☐ I never think of the library as an option |
| ☐ I am too busy to use the library | ☐ I do not feel safe at the library |
| ☐ I owe fees | ☐ Parking is too challenging |
| ☐ The library doesn't have the facilities I need | ☐ Other (please specify) _____ |

4. If you are a regular library visitor, please tell us why and what you enjoy most. Check ALL that apply.

- | | |
|---|--|
| ☐ Find a book | ☐ Find a DVD or CD |
| ☐ Attend a library program | ☐ Attend a meeting |
| ☐ Use the printer / photocopier / scanner | ☐ Use a library computer |
| ☐ Use library wi-fi | ☐ Read alone |
| ☐ Attend storytime | ☐ Access databases |
| ☐ Meet up with friends | ☐ Use a meeting room |
| ☐ Education help (tutoring, reference questions, etc.) | ☐ Use a study room |
| ☐ Volunteer time and/or services | ☐ Get help accessing online services |
| ☐ Visit and/or play in children's area | ☐ Search for jobs |
| ☐ Use library space for remote work or school | ☐ Just enjoy spending time at the library |
| ☐ Get business help | ☐ Learn technology |
| ☐ Use local history and genealogy resources | ☐ I am not a regular library user |
| ☐ Other (please specify) _____ | |

5. Thinking about the library branch(es) you frequent the most, please indicate how strongly you agree or disagree with the following statements.

	Strongly Disagree	Somewhat Disagree	Neither Agree or Disagree	Somewhat Agree	Strongly Agree	Don't Know / No Opinion
The library has enough space for my needs	☐	☐	☐	☐	☐	☐
The library has enough space for the needs of the community	☐	☐	☐	☐	☐	☐
The library's furniture is comfortable	☐	☐	☐	☐	☐	☐
The library is a welcoming and safe place	☐	☐	☐	☐	☐	☐
The library is clean and well-maintained	☐	☐	☐	☐	☐	☐
The library is easy to navigate, and I can find what I need	☐	☐	☐	☐	☐	☐
The library staff is knowledgeable and helpful	☐	☐	☐	☐	☐	☐
The library has up-to-date technology	☐	☐	☐	☐	☐	☐
The library is an important part of the community	☐	☐	☐	☐	☐	☐
The library seems easily accessible and usable for those with physical or mobility challenges	☐	☐	☐	☐	☐	☐
Library hours are adequate for my needs	☐	☐	☐	☐	☐	☐
Library collections are adequate for my needs	☐	☐	☐	☐	☐	☐
The library's location is convenient for me	☐	☐	☐	☐	☐	☐
The library treats all users equitably	☐	☐	☐	☐	☐	☐
The library's services and offerings respond to a wide variety of interests, experiences, and backgrounds	☐	☐	☐	☐	☐	☐
The library seems easily accessible and usable for those with emotional, cognitive, or neurosensory differences	☐	☐	☐	☐	☐	☐

**6. Please mark your preferred methods of finding out about library news and events.
Check ALL that apply.**

- | | |
|--|--|
| ☐ Library website | ☐ Social media (Instagram, Facebook, Nextdoor) |
| ☐ Monthly electronic newsletter | ☐ Emails from the library |
| ☐ Posters/flyers/calendars at the library | ☐ Local newspaper |
| ☐ Digital signage at the library | ☐ Radio |
| ☐ Word of mouth (friends or neighbors) | ☐ Other organizations (schools, other County agencies or local non-profits) |
| ☐ Library presence at community events | ☐ Posters/flyers outside of the library |
| ☐ Other ideas and/or comments:
----- | |

The Role of the Library

Chatham County Public Libraries play an important role in supporting learning, connection, and community life. We are interested in hearing your perspective on how the library contributes to the broader community and what roles you believe it should continue to serve in the future.

7. What do you think are the three most important overall issues facing the Chatham County community as it pertains to libraries?

8. What is the library's role in the community? Do you think the library should be involved in the following areas?

	Strongly Disagree	Somewhat Disagree	Neither Agree or Disagree	Somewhat Agree	Strongly Agree	Don't Know / No Option
Culture and leisure	☐	☐	☐	☐	☐	☐
Children and youth (services, activities, entertainment)	☐	☐	☐	☐	☐	☐
Teen and young adult (book clubs, gaming, volunteering)	☐	☐	☐	☐	☐	☐
Community and civic purposes	☐	☐	☐	☐	☐	☐
Connecting community members to social services	☐	☐	☐	☐	☐	☐
Youth education support (school partnerships, summer reading programs, homework help)	☐	☐	☐	☐	☐	☐
Life-long learning	☐	☐	☐	☐	☐	☐
Arts (arts displays, arts programming and classes)	☐	☐	☐	☐	☐	☐
Jobs and career support	☐	☐	☐	☐	☐	☐
Technology instruction	☐	☐	☐	☐	☐	☐
Providing access to technology (computers, printing)	☐	☐	☐	☐	☐	☐
Providing access to new/emerging technology (coding, robotics, AI)	☐	☐	☐	☐	☐	☐
Health and wellness activities and support	☐	☐	☐	☐	☐	☐
Services and programs for local businesses and entrepreneurs	☐	☐	☐	☐	☐	☐
Offering programs and services outside of the library	☐	☐	☐	☐	☐	☐
Promoting the value of reading and literacy (Summer Reading Program, book clubs, literacy activities)	☐	☐	☐	☐	☐	☐
Providing opportunities for creative pursuits (Makerspace)	☐	☐	☐	☐	☐	☐
Financial literacy and other life skills	☐	☐	☐	☐	☐	☐

Library Services, Facilities, and Programs

Please share your thoughts on the importance of library services, the features and condition of library facilities, and the value of programs offered. Your input will help guide future

decisions about what to maintain, enhance, or add to better serve Chatham County residents.

9. Please rate the IMPORTANCE of the following library services?

	Don't Need	Nice to Have but Not Critical	Must Have	Don't Know / No Opinion
Adult programs (classes, author talks, crafts, movies, cultural events, health, career, etc.)	☐	☐	☐	☐
Children's programs (storytimes, reading programs, crafts, movies, etc.)	☐	☐	☐	☐
Teen programs (book clubs, crafts, movies, gaming, and social events, etc.)	☐	☐	☐	☐
STEM/STEAM (Science, Technology, Engineering, Arts & Math) programs for youth and young adults	☐	☐	☐	☐
24/7 access to library materials (in a vending kiosk, lockers for holds, pickup, etc.)	☐	☐	☐	☐
Computer access	☐	☐	☐	☐
Digital content (24/7 access to downloadable books, magazines, movies, etc.)	☐	☐	☐	☐
Technology for digital creativity and production (Photoshop, video cameras, green screens, etc.)	☐	☐	☐	☐
Meeting rooms (places for groups to gather, learn, and collaborate and support larger events)	☐	☐	☐	☐
Outreach to various organizations within the community (senior centers, schools, etc.)	☐	☐	☐	☐
Small group meeting spaces/study rooms (spaces to meet, learn, and collaborate)	☐	☐	☐	☐
Training on new technology, equipment, and software/apps	☐	☐	☐	☐
Creative spaces or maker labs	☐	☐	☐	☐
Access to Wi-Fi	☐	☐	☐	☐
Access to physical materials for browsing and checkout	☐	☐	☐	☐
Non-traditional items to checkout (blood pressure kits, musical instruments, STEM kits, tools, etc.)	☐	☐	☐	☐
Wireless printing	☐	☐	☐	☐
Multilingual materials and services for non-native English speakers	☐	☐	☐	☐
Auditorium for author visits, movies, etc.	☐	☐	☐	☐
Book clubs and other programs held outside of the library	☐	☐	☐	☐

10. What key services are we missing? What would you like to see?

11. Please rate the IMPORTANCE of library facilities' features to you.

	Extremely Unimportant	Somewhat Important	Neither Important or Unimportant	Somewhat Unimportant	Extremely Important	Don't Know / No Opinion
Readily accessible collections of books and other materials	☐	☐	☐	☐	☐	☐
Areas and furnishings for plugging in and using your own technology	☐	☐	☐	☐	☐	☐
Separate computer training / instruction area	☐	☐	☐	☐	☐	☐
Dedicated space for video and/or audio / music production	☐	☐	☐	☐	☐	☐
Creative spaces or maker labs (3D printers, laser cutters / etchers, sewing machines, etc.)	☐	☐	☐	☐	☐	☐
Sustainable, energy-efficient green buildings	☐	☐	☐	☐	☐	☐
Improved points of service (e.g. desk locations, self-checkout, etc.)	☐	☐	☐	☐	☐	☐
Quiet spaces	☐	☐	☐	☐	☐	☐
Social spaces for informal gathering and collaboration	☐	☐	☐	☐	☐	☐
Study rooms for 1-4 people	☐	☐	☐	☐	☐	☐
Medium-sized meeting spaces for 10-30 people	☐	☐	☐	☐	☐	☐
Meeting and program rooms for up to 100 people	☐	☐	☐	☐	☐	☐
Children's area that supports development, literacy, play and imagination	☐	☐	☐	☐	☐	☐

Teen area that supports literacy, collaboration, creativity and social connections	☐	☐	☐	☐	☐	☐
"Bookstore-like" displays for new and popular materials	☐	☐	☐	☐	☐	☐
Exhibit space and display area	☐	☐	☐	☐	☐	☐
Outdoor gathering / seating area	☐	☐	☐	☐	☐	☐
Food and drink area with seating	☐	☐	☐	☐	☐	☐
Convenient parking	☐	☐	☐	☐	☐	☐
Good pedestrian / bicycle access	☐	☐	☐	☐	☐	☐
Close to schools	☐	☐	☐	☐	☐	☐
Sensory and/or calming rooms	☐	☐	☐	☐	☐	☐
Family-use / single-use restrooms	☐	☐	☐	☐	☐	☐
Private breast-feeding area	☐	☐	☐	☐	☐	☐
Audio books and/or assistive reading tools	☐	☐	☐	☐	☐	☐

12. Have you or anyone from your household attended programs at any of the Chatham County Public Library branches? Check ALL that apply.

- | | |
|--|---|
| ☐ Yes, adult programs | ☐ Yes, children's programs |
| ☐ Yes, teen programs | ☐ Yes, multi-generational programs |
| ☐ Yes, virtual programs | ☐ No, we don't attend any programs. Please specify why not:_____ |

13. Do times for programs meet your needs?

- | | |
|--|--|
| ☐ Yes | ☐ No |
| ☐ I don't attend library programs | ☐ N/A or don't remember |
| ☐ If you answered No, what times are better for you?
_____ | |

14. What types of library programs interest you the most? Check ALL that apply.

- | | |
|---|---|
| ☐ Book clubs/discussions, author programs | ☐ Cultural awareness programs |
| ☐ Movie nights | ☐ Game nights (board games, trivia, etc.) |
| ☐ Arts & crafts programs | ☐ How-to classes/workshops (play an instrument, gardening, make or fix things, etc.) |
| ☐ Job search and employment | ☐ Small business/startups/entrepreneurship |
| ☐ Life skills (financial literacy, adulting, etc.) | ☐ Technology classes (computers, and other electronic devices, smartphones, etc.) |
| ☐ Social media apps (Facebook, Instagram, X, etc.) | ☐ Travel |
| ☐ Musical performances | ☐ Health and wellness (fitness, self-defense, mindfulness, healthy eating, etc.) |
| ☐ Programs for Seniors | ☐ Genealogy and history programs |
| ☐ Comic Con & Fandom programs | ☐ Maker lab activities (3D printing, sewing, robotics, etc.) |
| ☐ Storytimes (baby, toddler, pre-school, foreign language) | ☐ Parenting workshops and programs |
| ☐ Cooking/food | ☐ Science-related programs (STEM) |
| ☐ Anime/Manga club | ☐ Homework help |
| ☐ Summer reading | ☐ Holiday programs |
| ☐ Video gaming/e-sports | ☐ Teen Advisory Group |
| ☐ Exhibits | ☐ English language learning (ELL) |
| ☐ Other (please share specific examples here) | ☐ |
| ☐ _____ | |

Community Representation

Chatham County Public Libraries aim to reflect the diversity and richness of our community through fair and inclusive services that foster belonging and connection for all. Please share your thoughts on how well the library represents and serves the full range of people in our community.

15. For the library branch you use most frequently, do you feel it addresses your and your community's representation?

	Strongly Disagree	Somewhat Disagree	Neither Agree or Disagree	Somewhat Agree	Strongly Agree	Don't Know / No Opinion
Materials	☐	☐	☐	☐	☐	☐
Diversity of staff	☐	☐	☐	☐	☐	☐
Programming	☐	☐	☐	☐	☐	☐
Policies	☐	☐	☐	☐	☐	☐
Facilities	☐	☐	☐	☐	☐	☐
Outreach	☐	☐	☐	☐	☐	☐
Community partnerships	☐	☐	☐	☐	☐	☐
Marketing	☐	☐	☐	☐	☐	☐
Community engagement	☐	☐	☐	☐	☐	☐

16. What do you think is your library's main role in best representing the richness of the community? Check ALL that apply.

- ☐ Education (e.g. Programs, speakers, distribution of information)
- ☐ Materials that address equity, diversity, inclusion, and social justice
- ☐ Place for community engagement
- ☐ Staff training and hiring practices
- ☐ Link to other community organizations and services
- ☐ The library doesn't have a role
- ☐ Other (please specify)_____

Additional Information

To help us better understand your responses, we would like to gather some additional information about you. These details provide more context around your answers, ensuring that our planning efforts are inclusive and representative of the community.

All questions in this section are optional. Your input will help us strengthen library programs, resources, and planning efforts.

17. Do you have a library card with Chatham County Public Libraries?

- ☐ Yes
- ☐ No, please explain: _____
- ☐ Not Sure

18. What is your Zip Code?

19. What town or community best describes where you live?

- | | |
|---|---|
| ☐ Pittsboro | ☐ Siler City |
| ☐ Goldston | ☐ Bonlee |
| ☐ Moncure | ☐ Bennett |
| ☐ Bynum | ☐ Fearington Village |
| ☐ Galloway Ridge | ☐ Apex |
| ☐ Cary | ☐ Silk Hope |
| ☐ Chapel Hill | ☐ Briar Chapel |
| ☐ Other (Please Specify) | |

20. If you are willing please take the opportunity in the questions below to share more information about yourself so we can ensure we're hearing from a broad set of voices? These questions are completely voluntary.

What is your age?

- | | | | | |
|-----------------------------------|--------------------------------|----------------------------------|---|--------------------------------|
| ☐ Under 18 | ☐ 18-25 | ☐ 26-35 | ☐ 36-45 | ☐ 46-55 |
| ☐ 56-65 | ☐ 66-75 | ☐ Over 75 | ☐ Prefer not to answer | |

What is your race/ethnicity?

- | | |
|---|--|
| ☐ White | ☐ Black or African-American |
| ☐ Hispanic, Latino, or Spanish | ☐ Asian |
| ☐ American Indian or Alaska Native | ☐ Native Hawaiian or Other Pacific Islander |
| ☐ Other (Please Specify) _____ | ☐ I prefer not to answer |

What is your highest formal education level?

- | | | | |
|--|---------------------------------------|---|--|
| ☐ High School/GED | ☐ Some College | ☐ Associate's Degree | ☐ Bachelor's Degree |
| ☐ Graduate or Professional Degree | | | |

21. Is there something we've forgotten to ask? Please provide any additional thoughts, ideas, and/or suggestions you may have about Chatham County Public Libraries.

Appendix 2: Community Survey Summary Report



Dear Reader,

The Chatham County Public Libraries System is developing a new five-year strategic plan to guide future goals and priorities. Between October 15 and December 15, 2025, the library conducted a comprehensive community survey, receiving more than 680 responses. This feedback helped identify community needs and informed the direction of the planning process.

Community Input Survey

The survey results will help the library:

- Assess current strengths and weaknesses.
- Identify opportunities to enhance or expand services.
- Establish priorities for the 2026–2031 strategic plan.

What Is a Strategic Plan and Why Is It Important?

A strategic plan provides a clear roadmap for an organization's future, outlining key goals and the actions needed to achieve them. It strengthens decision-making, aligns staff and resources, and helps the organization respond effectively to change. This plan is also required by the State Library of North Carolina and will guide the library system through the 2026–2031 period.

The next phase of the planning process is conducting focus groups with key stakeholders, including regular and non-library users, students, seniors, and community members across Chatham County. These discussions will support the development of SMART goals aligned with the North Carolina Public Library Standards.

Strategic Plan Priority Areas

- Programming
- Collections
- Staffing & Facilities
- Technology
- Outreach & Partnerships

The S.M.A.R.T. Framework

- **Specific:** Goals should be clear and well defined.
- **Measurable:** Goals must include quantifiable criteria to track progress.
- **Achievable:** Goals should be realistic and aligned with available resources and timelines.
- **Relevant:** Goals should support broader organizational objectives.
- **Time-bound:** Goals need a defined timeline to ensure accountability.

Thank you for your time and commitment in shaping the library's mission for the next five years.

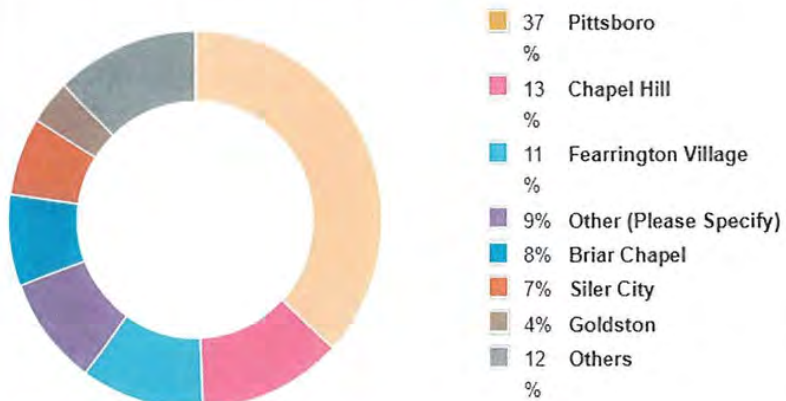
Sincerely,

Christy M. Bondy

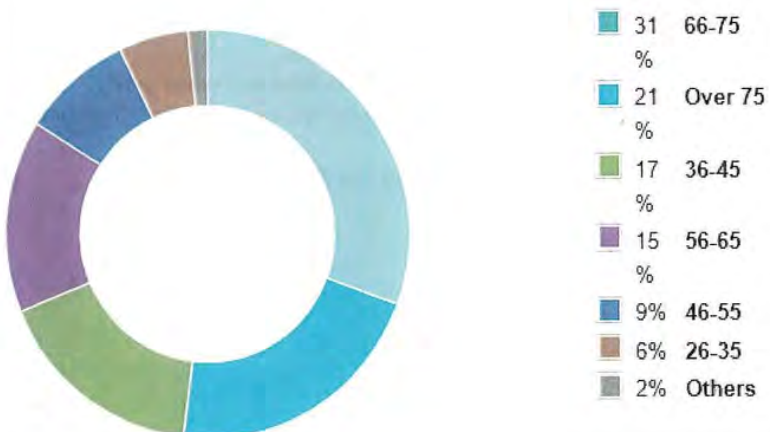
Christy M. Bondy, Library Director

SURVEY RESPONDENTS (DEMOGRAPHICS)

19. What town or community best describes where you live?



What is your age?



[illegible]

[illegible]

Do times for programs meet your needs?



PROGRAMMING

Themes:

- Several respondents commented that program times are not convenient for working families
- Many respondents appreciated the variety and quality of library programming

Quotes:

- *"We have LOVED the programs we've attended - drawing, gardening, etc!"*
- *"I would like to have more programs, classes and gatherings for middle aged people - not just kids and seniors (both of which are also important.)"*
- *"The hours when the majority of programming is held is only accessible to those with flex schedules and does not also accommodate working parents of school aged children."*

COLLECTIONS

Themes:

- The need for more materials in various subject areas
- Long wait times for popular titles (especially digital titles)
- Representation in collections

Quotes:

- *"Personally as a virtual heavy user, I imagine that more and more use is shifting to the virtual catalog, so continuing to expand those resources is valuable to me... There are often very long waits for semi-popular books and gaps in access to books within a series."*
- *"Materials that address the broad diversity of issues, that are NOT selected based on censorship or partisanship, that give representation to every issue and groups, and that contribute to educate and enlighten our community."*
- *"I also wish there were more nontraditional things to check out like cake pans, puzzles, games, etc."*

STAFFING & FACILITIES

Staffing

Themes:

- The need to anticipate and plan for rapid growth in the area
- Many respondents expressed appreciation for the staff at their home branches

Quotes:

- *"With the explosion of growth happening and planned to happen, it seems that significant funding needs to be put aside for future 1) expansion (facilities and job positions), 2) purchasing and 3) programming."*
- *"My household loves our library and uses it regularly. Every staff member we've interacted with has been knowledgeable and gone out of their way to be helpful -- even if it hasn't technically been their job."*
- *"The services and programs are available in several languages. However, there is almost no bilingual staff, especially in direct customer service, for example, at the Siler City Library, where more than half the population is Hispanic."*

Facilities

Themes:

- Many respondents cited the distance to a library branch as a barrier. There were several comments about needing a new library branch in the northern part of Chatham County.
-

Quotes:

- *"Having study rooms and being open on the weekends is essential for students. I spent countless hours in the library on the weekend studying and it was helpful for me to have a quiet space and a whiteboard for learning."*
- *"More study rooms and community spaces beyond Chatham Community Library."*
- *"A few more book drop / return locations throughout the county (with pickup lockers would be amazing!)"*

TECHNOLOGY

Themes:

- Keeping up with technology

Quotes:

- *"I would love to have access to Adobe Creative suite, cameras, and other digital arts technology, similar to what the Chapel Hill Public Library has. In addition, a large-scale scanner."*
- *"A really well-stocked and technologically advanced makerspace with drop-in hours, one-day classes, extended classes over the course of a few weeks, etc."*

OUTREACH & PARTNERSHIPS

Themes:

- The need to reach underserved areas and populations
- Opportunities to partner with area organizations

Quotes:

- *"I think a strong effort needs to be made to bring library services to the underserved areas of the county. I would like to see the same geographical reach that Chatham County Parks and Recreation has applied to Library Services in this county. Harpers Crossroads, Bennett, Albright township, Moncure, New Hill, etc., are all in need of library services in my opinion. There are county parks that serve those areas but not libraries. It's time to bring back Bookmobiles."*
- *"Outreach to schools sharing resources, classes, and activities/programs available for families. Submit upcoming events in school newsletters [online or print] as a regular feature."*