Blackstone Public Library

Long Range Plan
July 2019 – June 2024

Compiled by:
The Board of Library Trustees
Blackstone, Massachusetts
October 2018
Blackstone Public Library
Long Range Plan
July 2019 – June 2024

Approved by
The Board of Library Trustees

September 17, 2018

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Mission Statement

The Blackstone Public Library provides materials and services to all patrons in their pursuit of informational and recreational enrichment. The library strives to inspire all patrons toward a love of reading and learning and actively supports and cooperates with our school libraries. The Blackstone Public Library is dedicated to being an integral part of the community where people of all ages can meet in a friendly, accessible, and comfortable environment.

Introduction

The previous long range plan on file with the Massachusetts Board of Library Commissioners was filed in September 2013. It was successfully completed in 2018. The Library Trustees’ focus is now expanding outreach and increased circulation with library services and programming to the residents of Blackstone as later detailed in this report.

Methodology

The collection of data for this report is based on several variables:

- The Library Director posted a digital Long Range Plan Survey for the public on the library’s website and Facebook page. Paper copies of the survey were left on the library’s counter, at the Senior Center, and various public spaces in town. Copies of the survey and results can be found in the addendum.
- The library staff conducted casual interviews with patrons at the circulation desk which asked the patrons what needs the library was not meeting for them.
- The Library Director passed out surveys during programming of its current LSTA grant period. Patrons were specific in identifying the types of programming they would like to see added.
- ARIS results have shown a marked decrease in circulation of materials within the library, most markedly books and DVDs. However, eBooks and eAudio, circulation and the use of online tools has increased.

Community and Library Information

Blackstone, Massachusetts covers 10.97 square miles and lies 37 miles southwest of Boston, Massachusetts. It is within the historic Blackstone River Valley and part of the Blackstone River Valley National Corridor. Blackstone maintains a rural landscape on the banks of the Blackstone River. Blackstone is bordered by Bellingham to the east, Mendon to the North, Millville to the west, and Woonsocket and North Smithfield, RI to the south.
The town of Blackstone was incorporated in 1845 after years of petitions and discussions by the members of the South Parish of Mendon. Even at that time the residents were striving to create new markets and a new center for human interest. Blackstone grew from an agrarian parish community into an incorporated town that featured prominently in the industrial growth for Massachusetts throughout the mid and late 1800’s. In 1850, one of the largest textile mills in the country operated along the Blackstone River and, not long after, a second mill was opened. Blackstone experienced continued industrial growth into the early 1900s, but the Great Depression and changes in the economy soon affected the town as it did in the rest of the country. The last mill in Blackstone closed by 1930 and the town of Blackstone began the shift into a bedroom community.

Today Blackstone is classified as a rural economic center by the Massachusetts Department of Education. It is known as a bedroom community for the cities of Boston and Worcester, MA, and Providence, RI. Current growth regulations provide a rural community for residents and help to maintain open space preservation. Traditionally, Blackstone’s leading citizens have valued education, equality, and new ideas. These strong New England values continue to influence growth and expansion of this town.

Blackstone is a small country town with a June 15, 2018 census count of 8,962 residents. This is a decrease of 23 residents from 2013 census population of 8,985. According to the Town’s Assessor, “The Tax Rate for Fiscal 2018 is $19.49 per thousand of valuation. The total value of both Real & Personal Property in the Town of Blackstone for FY2018 is 916,445,216. FY 2017 total value was 887,441,232. This represents a % change increase per parcel of 3.10%. The average residential assessment for Fiscal 2018 Single Family Homes increased by +3.55%. This is based on sales that occurred between Jan. 1, 2016 and December 31, 2016.”

The town of Blackstone’s general fund budget for FY19 is $18,614,799. The FY19 total budget with enterprises was $20,302,355. Blackstone Public Library’s operating budget for FY19 is $502,350. Library spending per capita is $56.05.

The Blackstone Public Library stands at 86 Main Street in Blackstone. The building is entering its fourteenth year since construction. The building is 16,897 square feet and is ADA compliant. It has a 3,688 square foot children’s room which includes a craft/program room, shelving for material, and a children’s sized rest room. The adult area provides comfortable seating, computer carrels, and 3,600 linear feet of shelving for materials. The young adults enjoy group seating, and study tables with computers. The shelves are filled with recreational and curriculum based materials. There are two quiet study rooms, a historical document room, a meeting room that accommodates 80 people, and a kitchen attached to the meeting room. The staff area is separated from the public areas to provide privacy for staff. This area includes a spacious technical services room, offices for the Director and Children’s Librarian, a staff break room and bathroom.

The building sits within a historical overlay district for Main Street, Blackstone. The building exterior is granite and brick to comply with Massachusetts Historic Commission guidelines for this historic district. It is a beautiful addition to Main Street. The exterior
is nicely landscaped and provides 43 parking spaces for patron use. There is a book drop for public use.

The library is open 35 hours per week. The library maintains the same hours all year long:

Sunday  Closed
Monday  9 A.M. to 8 P.M.
Tuesday  12 P.M. to 8 P.M.
Wednesday Closed
Thursday  12 P.M. to 8 P.M
Friday  10 A.M. to 2 P.M.
Saturday  10 A.M. to 2 P.M.

There are nineteen library employees:
- One full-time Library Director
- One full-time Children’s Librarian/Assistant Director
- One full-time Senior Library Technician/Head of Circulation
- One part-time Young Adult Librarian
- Five part-time Shift Supervisors
- Five part-time Circulation Library Technicians
- Three Substitute Circulation Library Aides
- One full time Custodian
- One substitute Custodian

Full time for union and non-union employees is 33.5 hours per week. The Young Adult Librarian position is 16 hours per week, shift supervisors positions are 18 hours per week, and the part-time circulation positions average between 5 to 18 hours per week.

As of August 2018, the library’s collection is 70,042 items. This copy count includes print materials, magazines, audio books, music CDs, DVDs and videos. Counts do not include Overdrive titles purchased for C/W MARS or Commonwealth eBook Collection titles. It also includes downloadable eBooks, audio books, and video from Recorded Books and Hoopla, and online resources for our patrons such as Mango Languages. These items are purchased with the library’s operating budget and gift and grant donations. The collection count also includes museum pass subscriptions purchased and donated by the Friends of the Blackstone Public Library, gift and grant donations, and other organizations.

The total number of registered borrowers as of August 2018 is at 5,973. This includes town residents, residents of other towns with certified libraries, and out of state card holders. The number of borrowers, who are residents of Blackstone, is 5,346.

The Blackstone Library is part of the Massachusetts Library System (MLS). "The Massachusetts Library System, a state-supported collaborative, fosters cooperation, communication, innovation, and sharing among member libraries of all types. The MLS
promotes equitable access to excellent library services and resources for all who live, work, or study in Massachusetts.” Membership in the MLS allows your library:

- Advisory services to provide you and your library staff the opportunity to maintain currency and increased knowledge in the field of librarianship.
- Continuing education for you and your library staff at one of the many workshops held throughout the Commonwealth or at your library.
- Delivery Services are provided to support resource sharing amongst Massachusetts libraries
- Full-text online database access that includes magazine, journal, newspaper, and reference titles for library users of all ages.
- Statewide materials and supply cooperative participation that will save your library money on books, audiovisuals, and needed administrative and technical services supplies.

The Blackstone Library receives Inter-library loan delivery from Optima four times per week and continues to participate in reciprocal borrowing with other certified Massachusetts libraries within the Central Western Massachusetts Resource Sharing Network (C/W MARS). Through the library’s membership in C/W MARS, our patrons have access to the card catalogs of hundreds of Massachusetts libraries. The library also contracts PC Reservation through C/W MARS. This is a computerized patron computer reservation system. Because the library has patron computers, PC Reservation manages patron access to the computers. The patron computers are available to all patrons during the library's operating hours.

The Children’s Librarian provides enrichment through story-time, craft sessions, and other children’s programming. These programs are supported through some operating budget dollars, grant funding, and the generosity of the Friends of the Blackstone Library. The library participates in the Massachusetts summer reading program.

The Friends of the Blackstone Public Library is a dedicated group of volunteers. Their main objective is to support library programming and provide additional financial support. The Friends group provides museum passes to the patrons of the library, and supports the purchase of these passes through fundraising and their ongoing book sale. The Friends group is a strong voice in library advocacy.

Needs Assessments

The Board of Library Trustees is constantly striving to improve library services. The Trustees continually review their policies and create new or edit older policies based on library activity and concerns. They are forward thinking and strive to keep the library current with new technology and new ideas in library outreach. The Board accomplishes these goals even within the confines of a limited operating budget. The Trustees are strong advocates for the library’s place in the community.
In the strategic planning process, the Trustees and the Library Director determined that library services must match the needs of the community. To achieve community involvement and a community voice, the Director developed a survey for the patrons of the library and the public (non-library users). This questionnaire (see appendix 1) was available on paper at the library and various community businesses and town departments, and on the library’s website and Facebook page. The survey was available to the public for two months. After the results were carefully scrutinized, the long range plan goals were developed based on patron responses.

There were 220 surveys completed by the public. The library received excellent results in the areas of customer service. Results from the survey are below:

- 86% of the survey participants are Blackstone residents.
- 91% of the participants had a current Blackstone library card
- 95% of the participants were library users with visits as follows:
  a) 36.1% visited the library once a week
  b) 33.3% visit the library once a month
  c) 13.4% visit 2 to 4 times per week
  d) 6% visit once per year
- The average age range for users is as follows:
  a) 26.9% are 40 to 50 years of age
  b) 19.5% are 30 to 40 years of age
  c) 16.7% are 60 to 70 years of age
  d) 15.7% are 50 to 60 years of age
- Hours of operation are the most important part of library use at 74.9%, with the collection of materials coming in second at 55.3%
- 71.2% find the library’s hours convenient, with 11.6% finding the hours inconvenient
- Patrons would prefer the following hours added to the library’s schedule:
  a) 43.6% would like the library to be open on Wednesdays from 12 p.m. to 8 p.m.
  b) 37% would like the library to be open on Saturdays from 10 a.m. to 5 p.m.
  c) 29.8% would like the library to be open on Fridays from 10 a.m. to 5 p.m.
- 49.1% of our patrons order books and other materials from home using their library account, while 30.6% do not, and 20.4 did not know this was available
- Only 49.3% are familiar with eBook and eAudio content
- 55.9% of our patrons are not familiar with online content and tools, with only 27.5% using these resources.
- 86.9% of our patrons are not familiar with the streaming services offered by the library on its webpage
- Only 67% of the patrons taking this survey have attended programs at the library with many suggestions for future programs
- Patrons would like to see clubs added to library programming
  a) 51.4% would like a cooking club
b) 32.6% would like a photography group

c) 29.6% would like a homework group

d) 21.5% would like a writing group

- 87% of participants consider the library a community center, while 5.3% do not, and 7.7% are unsure.
Library Goals

Long Range Plan

1. Increased outreach opportunities for all age groups
   • The Children’s Librarian will provide new outreach services at the following locations:
     1) Story-times at daycares and nursing homes
     2) Pop-up story-times at surprise locations in town
     3) Meet and greet opportunities at the library for new parents in town
     4) Instructional tours for groups such as Cub Scouts, Daisies, etc.
   • The Young Adult Librarian will expand outreach program for young adults and tweens
     1) Train a staff member to assist with outreach programs
     2) Visit the middle school and high schools
     3) Participate in job fairs at various venues in town
   • The Head of Circulation will expand the homebound program for adults
     1) Train staff members for the homebound program
     2) Increase opportunities at senior housing and nursing homes in town
     3) Distribution of services provided by the Talking Books Library in Worcester
   • The Library Director will increase opportunities for library outreach
     1) Pop-up library card registrations at various venues in town
     2) Traveling book clubs at restaurants, parks, sporting events, voting venues, and schools
     3) Participate in fairs in town to promote online resources provided by the library

2. Creation of group and club opportunities for all ages
   • The Children’s Librarian will create a book group for children that will meet monthly
   • The Young Adult Librarian will research and create clubs that are of interest to the young adult population.
     1) Investigate grant funding or sponsorship of clubs
     2) Investigate grant funding for a tutor for the creation of a homework club
   • The Library Director will create programming of interest to adults, such as a cooking club, travel club, and business club.
     1) Investigate grant funding or sponsorship of clubs
     2) Train staff members to oversee meeting

3. Expand Young Adult Collection
   • The Young Adult Librarian will determine a percentage of the budget to be used for large print collection.
   • The Young Adult Librarian will determine relevant materials to be added to the Library of Things Collection.
4. Increase Hours
   - Evaluate current hours in relation to usage and public requests
   - Evaluate available full-time and part-time staff hours
   - Investigate other sources of funding for increased hours
   - Bring hours into alignment to make them easier for patrons to remember

5. Increased Public Awareness of Online Resources
   - Train staff on all of the online resources the library has purchased.
   - Re-train staff on Overdrive and other eBooks and eAudio platforms
   - Schedule training sessions to demonstrate resources for patrons
   - Schedule weekly drop-in tech days for patrons
   - Continue to increase public profile through the webpage, Facebook, Twitter, regular cable, newspaper, etc.
   - Send the information about these resources to Selectmen for reading at their televised meetings
   - Schedule technology events during National Library Week
   - Create YouTube videos that are “how to” instructions about the library’s collection of online resources
   - Share online resources when doing outreach at venues such as the senior center or schools

6. Increase Library Use Statistics
   - Increase print circulation
     1) The Departments Heads will conduct a collection evaluation
     2) The Department Heads will streamline purchasing to reflect the evaluation
     3) The Director will offer special events to increase circulation quarterly
     4) The staff will produce more displays reflecting current events to encourage borrowing
     5) The staff will make collections available for borrowing that coincide with library programs
   - Increase walk-in statistics with special events and programming
   - Increase museum pass usage
   - Increase program attendance for adults by 10% compared to the previous fiscal year

Addendum

Long Range Plan Survey Questions
Blackstone Public Library's Long Range Plan Survey
Help us with our upcoming goals by taking our survey!

1. Are you a Blackstone resident?
   Mark only one oval.
   ☐ Yes
   ☐ No

2. Do you have a current Blackstone library card?
   Mark only one oval.
   ☐ Yes
   ☐ No

3. Are you a library user?
   Mark only one oval.
   ☐ Yes
   ☐ No

4. How often do you visit the library?
   Mark only one oval.
   ☐ Two to four times per week
   ☐ Once a week
   ☐ Once a month
   ☐ Once a year
   ☐ Never
   ☐ Other: ____________________________

5. Please select your age
   Mark only one oval.
   ☐ 5 to 10 years
   ☐ 11 to 17 years
   ☐ 18 to 30 years
   ☐ 30 to 40 years
   ☐ 40 to 50 years
   ☐ 50 to 60 years
   ☐ 60 to 70 years
   ☐ 70 to 80 years
   ☐ 80 plus
6. Which items are important to you when using the library? Choose no more than 3. 

Check all that apply.

☐ Accessibility
☐ Hours of operation
☐ Collection of materials
☐ Accessing online content from home
☐ Programming
☐ Technology
☐ Staff assistance
☐ Home delivery for homebound patrons
☐ Museum passes

7. Do you find the library's hours of operation convenient?

Mark only one oval.

☐ Yes
☐ No
☐ Not sure
☐ Other:

8. What additional hours would you prefer? Pick no more than two.

Check all that apply.

☐ Tuesdays from 10 a.m. to 8 p.m.
☐ Thursdays from 10 a.m. to 8 p.m.
☐ Fridays from 10 a.m. to 5 p.m.
☐ Saturdays from 10 a.m. to 5 p.m.
☐ Wednesdays from 12 p.m. to 8 p.m.
☐ Other:

9. Do you make use of our statewide delivery service which allows you to borrow items from other libraries?

Mark only one oval.

☐ Yes
☐ No

10. Do you use your library account from home to order books and other materials?

Mark only one oval.

☐ Yes
☐ No
☐ I did not know that this was available.
11. What is your preferred book format? Please check only one item.  
Mark only one oval.

☐ Hardcover book
☐ Softcover book
☐ Paperback
☐ Large print
☐ Audio book
☐ Playaway
☐ eBook
☐ eAudio book
☐ Graphic Novel
☐ Braille
☐ Other: ________________________________

12. The library has a special collection of large print, audio books, graphic novels, and sci-fi/fantasy. What other collections interest you?  
Mark only one oval.

☐ Travel
☐ Romance
☐ Self-help
☐ Christian
☐ Language Learning
☐ Western
☐ LGBTQ
☐ Other: ________________________________

13. Are you familiar with our eBook and eAudio content?  
Mark only one oval.

☐ Yes
☐ No
☐ Maybe

14. If you answered yes, please select all that you use.  
Check all that apply.

☐ Overdrive through CWMARS
☐ One Click Digital
☐ Zinio Magazines
☐ Comics Plus
15. Are you familiar with our online content and tools?
   Mark only one oval.
   ☐ Yes
   ☐ No
   ☐ Maybe

16. If you answered yes, please select all that you use.
   Check all that apply.
   ☐ A to Z databases (World Culture, World Food, USA, Maps)
   ☐ Chilton Car Manuals
   ☐ Legal Forms
   ☐ Price It!
   ☐ Universal Class
   ☐ Testing & Education Reference Center
   ☐ Atomic Training
   ☐ Mango Languages
   ☐ Artist Works
   ☐ Miss Humblebees Academy
   ☐ Cypress Resume
   ☐ Massachusetts Statewide Databases

17. Are you familiar with our streaming services?
   Mark only one oval.
   ☐ Yes
   ☐ No
   ☐ Maybe

18. If you answered yes, please check all that you use.
   Mark only one oval.
   ☐ Qello Concerts
   ☐ Indie Flix
   ☐ Hoopla

19. Please rate the front desk customer service:
   Mark only one oval per row.

<table>
<thead>
<tr>
<th>Great</th>
<th>Average</th>
<th>Needs improvement</th>
<th>Poor</th>
<th>N/A</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
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<tr>
<td>Choose one</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
</tbody>
</table>
20. Do you find our staff friendly and helpful?
   Mark only one oval.
   ☐ Yes
   ☐ No
   ☐ Maybe

21. Please rate the children's room services:
   Mark only one oval per row.

   Excellent  Good  Fair  Needs improvement  Poor  N/A
   Choose one

22. Please rate the young adult services:
   Mark only one oval per row.

   Great  Good  Fair  Needs improvement  Poor  N/A
   Choose one

23. Please rate the adult services:
   Mark only one oval per row.

   Great  Good  Fair  Needs improvement  Poor  N/A
   Choose one

24. Please rate the administrative services:
   Mark only one oval per row.

   Excellent  Good  Fair  Needs improvement  Poor  N/A
   Choose one

25. Please rate your ability to find items on the shelves
   Mark only one oval per row.

   Excellent  Good  Fair  Needs improvement  Poor  N/A
   Choose one

26. Please rate the cleanliness of the building:
   Mark only one oval per row.

   Excellent  Good  Fair  Needs improvement  Poor  N/A
   Choose one

27. Please rate the outdoor space including benches and gardens:
   Mark only one oval per row.

   Excellent  Good  Fair  Needs improvement  Poor  N/A
   Choose one
28. Do you feel that there is adequate parking?
   Mark only one oval.
   ☐ Yes
   ☐ No
   ☐ Other: ____________________________

29. Do you feel that there is adequate lighting in the parking lot?
   Mark only one oval.
   ☐ Yes
   ☐ No

30. Please rate the handicapped accessibility:
   Mark only one oval per row.
   
<table>
<thead>
<tr>
<th>Excellent</th>
<th>Good</th>
<th>Fair</th>
<th>Needs improvement</th>
<th>Poor</th>
<th>N/A</th>
</tr>
</thead>
<tbody>
<tr>
<td>Choose one</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
</tbody>
</table>

31. Please rate the variety of programs offered:
   Mark only one oval per row.
   
<table>
<thead>
<tr>
<th>Excellent</th>
<th>Good</th>
<th>Fair</th>
<th>Needs improvement</th>
<th>Poor</th>
<th>N/A</th>
</tr>
</thead>
<tbody>
<tr>
<td>Choose one</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
</tbody>
</table>

32. Please rate the level of comfort and safety you have in the building:
   Mark only one oval per row.
   
<table>
<thead>
<tr>
<th>Excellent</th>
<th>Good</th>
<th>Fair</th>
<th>Needs improvement</th>
<th>Poor</th>
<th>N/A</th>
</tr>
</thead>
<tbody>
<tr>
<td>Choose one</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
</tbody>
</table>

33. Please rate the library’s webpage:
   Mark only one oval per row.
   
<table>
<thead>
<tr>
<th>Easy to use</th>
<th>Just okay</th>
<th>Needs improvement</th>
<th>Poor</th>
<th>Never used it</th>
</tr>
</thead>
<tbody>
<tr>
<td>Choose one</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
</tbody>
</table>

34. Please rate the library’s Facebook page:
   Mark only one oval per row.
   
<table>
<thead>
<tr>
<th>Great</th>
<th>Average</th>
<th>Needs improvement</th>
<th>Poor</th>
<th>N/A</th>
<th>Never used it</th>
</tr>
</thead>
<tbody>
<tr>
<td>Choose one</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
</tbody>
</table>

35. Please rate the library’s selection of adult materials (books, DVDs, audio, reference, magazines, & newspapers):
   Mark only one oval per row.
   
<table>
<thead>
<tr>
<th>Great</th>
<th>Average</th>
<th>Needs improvement</th>
<th>Poor</th>
<th>N/A</th>
</tr>
</thead>
<tbody>
<tr>
<td>Choose one</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
</tbody>
</table>
36. Please rate the library's selection of young adult materials (books, audio, reference, magazines):
   *Mark only one oval per row.*

<table>
<thead>
<tr>
<th>Choose one</th>
<th>Great</th>
<th>Average</th>
<th>Needs improvement</th>
<th>Poor</th>
<th>N/A</th>
</tr>
</thead>
</table>

37. Please rate the library's selection of children's materials (books, DVDs, audio, reference, magazines):
   *Mark only one oval per row.*

<table>
<thead>
<tr>
<th>Choose one</th>
<th>Great</th>
<th>Average</th>
<th>Needs improvement</th>
<th>Poor</th>
<th>N/A</th>
</tr>
</thead>
</table>

38. Please check all the services you have used or currently use at the library:
   *Check all that apply.*

   - Faxing
   - Scanning
   - Copying
   - Printing
   - Computers
   - Wireless Internet
   - One to one tech classes
   - Quiet studies
   - Meeting room

39. What services would you like to see added?

   __________________________________________________________
   __________________________________________________________
   __________________________________________________________
   __________________________________________________________
   __________________________________________________________
40. How do you hear about the library’s events and new materials?  
*Mark only one oval.*
- Blackstone Enlightener
- blackstonepubliclibrary.org
- Facebook
- In person
- Large outdoor sign in front of the building
- The CALL
- The Valley Breeze
- Multiple sites listed
- Other: ________________________________

41. Have you attended musical, instructional, art, and craft programs at the library?  
*Mark only one oval.*
- Yes
- No
- I want to, but am unable to attend.
- Additional comment: ________________________________
- Other: ________________________________

42. What types of children’s programs would you like to see added:  
__________________________________________________________________________
__________________________________________________________________________
__________________________________________________________________________
__________________________________________________________________________

43. What types of young adult programs would you like to see added?  
__________________________________________________________________________
__________________________________________________________________________
__________________________________________________________________________
__________________________________________________________________________

44. What types of adult programs would you like to see added?  
__________________________________________________________________________
__________________________________________________________________________
__________________________________________________________________________
__________________________________________________________________________
45. The library currently has a book group, and a knitting group. What other ongoing groups would you like offered? Please select all that apply.
  Check all that apply.
  □ Cooking club
  □ LGBTQ group
  □ Writing group
  □ Scrapbooking group
  □ Photography group
  □ Drawing group
  □ Quilting group
  □ Homework club
  □ Other: ____________________________

46. What type of outreach services would you like to be added?
  Check all that apply.
  □ Traveling book group
  □ Traveling story-time
  □ Traveling library card sign-up
  □ Bookmobile
  □ Other: ____________________________

47. Do you participate in the library's annual summer reading program?
  Mark only one oval.
  □ Yes
  □ No

48. If you answered yes, please select an option below:
  Mark only one oval.
  □ Children's summer reading
  □ Young Adult summer reading
  □ Adult summer reading

49. If you answered no, please tell us why?
  Mark only one oval.
  □ Not interested
  □ Not enough time to read
  □ I did not know about it
  □ Not convenient
  □ Other: ____________________________
50. Do you feel that there are enough adequate quiet areas in the building?
Mark only one oval.
☐ Yes
☐ No
☐ Maybe

51. Do you consider the library a community center?
Mark only one oval.
☐ Yes
☐ No
☐ Maybe

52.

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