Shrewsbury Public Library

BOARD OF TRUSTEES, FRIENDS OF THE SHREWSBURY PUBLIC LIBRARY BOARD, AND SHREWSBURY PUBLIC LIBRARY FOUNDATION BOARD SURVEY RESULTS REPORT 2022

SURVEY CONDUCTED 10/18/22 – 11/6/22

TOTAL RESPONSES = 21

Q1: What are the first three (3) words that come to mind when you think of our Library?

- Access
- Accessible
- Active (2)
- Adaptive
- Attractive
- Available
- Beautiful (2)
- Beautiful Facility
- Breadth
- Bright
- Center of Community
- Central
- Clean
- Comfortable (3)
- Community (7)
- Convenient
- Democracy
- Education
- Engagement (2)
- Familiar
- Families
- Fortunate
- Full
- Happy
- Hub
- Inclusive
- Information
- Innovative (2)
- Key
- Knowledge Center
- Limitless
- Loud
- Materials
- Meeting Place
- Nice Environment
- Nurturing
- Positive
- Possibilities
- Programming
- Quenching
- Resource (2)
- Resourceful
- Resources (2)
- Rooms
- Staff
- Stimulating
- Variety
- Welcoming (2)
- Well-Connected to Statewide Resources

Q2: We are considering ways to improve the Library's physical space. Name one change—the single most important change—you think we should make to the Library's interior or exterior space. Please be specific.

1. **ADD A GARDEN** (2/14%)
   - *"Creating a community garden."*
   - *"It would be nice to have flower gardens on the grounds of the library to provide beauty and color."*

2. **CREATE FUNCTIONAL EXTERIOR SPACE** (2/14%)
   - *"Small tables with chairs outside for internet access during good weather or when the library is closed."*
   - *"Use some outdoor space (weather permitting and when practical) as reading, social, or program space. Maybe a pergola/garden."*

3. **IMPROVE SPACE CONFIGURATION/LAYOUT** (2/14%)
   - *"Distribute computers throughout the library spaces."*
   - *"Fewer walls. Remove plastic barriers."*

4. **INCREASE COMFORT** (2/14%)
   - *"Add some furniture that is a bit more comfortable rather than good-looking"*
   - *"I don't feel we have many (any?) "cozy" spaces for reading or studying or working inside the library. The furniture and angles of the building are square/blocky/firm. I don't imagine we can bring in pillows or the like, but maybe there's a way to incorporate a few more casual, softer spaces?"*

Note: # of responses presented may exceed the # of responses tallied in the survey because some people addressed multiple topics.

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5. **MISC. UNIQUE INTERIOR IDEAS** (4/29%)
   - *"More places to study"*
   - *"More plants"*
   - *"The front doors are too heavy to open. It feels improper to use the handicap button when I am capable, the doors are over-engineered!"*
   - *"Would like a community coffee house where patrons could buy a coffee, look at a book, meet a friend, and chat."*

6. **MISC. UNIQUE EXTERIOR IDEAS** (2/14%)
   - *"Add EV chargers"*
   - *"Consideration of direct access to the children's room from the lower parking lot. Children and their caregivers could park on the same level as the children's room and avoid taking the stairs or elevator to the lower level. This arrangement could open up parking spots on the upper level for patrons who have mobility issues."*

> ### FEEDBACK – NO CHANGES NEEDED
>
> **"I think it has been very well planned."**
>
> **"The physical space seems very well thought out to me."**

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Q3: Please share up to three (3) ideas for new Library programs, materials, resources, or services that you believe the community would find valuable/interesting. (Page 1 of 2)

1. **PROGRAM IDEAS** (23/46%)

   - **Books/Reading Activities (5):** Author Visits, inc. (well-known and local authors) (4) || Group reading of theatrical scripts (Shakespeare, etc.)

   - **DEI/Foreign Language (4):** Holiday Mixer party with all holidays celebrated together || Maybe more foreign language conversation groups (I'm not sure how popular they'd really be). || More educational programs (i.e., foreign language) || More programming around diversity, equity, inclusion, and programming. I personally think SPL's recent push in that area is its biggest strength

   - **Targeted by Age Group (4):** After-hours programs for the 20-40-year-olds || Better programming to attract adults ages 25-40 || Night program for adults || Young adult social programs

   - **Misc. Unique Ideas (10):** Civics/government workshops || Cooking classes || Local history presentations || More featured lecture series that are endowed || Murder Mystery dinner play || Offer workshops as a lending service || Open coffee house/music at night || Partner with the SPS on a high-powered speaker program that includes student input || Perhaps a televised program (invitation to a new and interested resident, getting to know your library, different age level presentations) would be helpful. || Writing workshops

2. **TECHNOLOGY IDEAS** (8/16%)

   - **Technology Instruction (4):** Technology Instruction (4): Instruction on using reference databases || Intergenerational technology teaching (teens teaching seniors) || More computer instruction || More educational programs (i.e., computer technology)

   - **Misc. Unique Ideas (4):** Full at-home use of Ancestry.com || More programs aimed at digital technology, especially for seniors || Online newspaper subscriptions || Technology programs on an ongoing basis

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Q3: Please share up to three (3) ideas for new Library programs, materials, resources, or services that you believe the community would find valuable/interesting. (Page 2 of 2)

3. **MARKETING IDEAS** (6/12%)

   - **Outreach (3):** Invitation to new and interested residents (getting to know your library, different age level presentations). || Invite other government or school groups to meet at the library || Invite other towns' libraries to visit

   - **Misc. Unique Ideas (3):** Even more connection/collaboration between the SPL and school libraries/schools in general. || More collaboration with schools and senior center || Need more Friends - update the marketing!

4. **SERVICES IDEAS** (5/10%)

   - **Misc. Unique Ideas (5):** Mobile Library || More book sales rather than more $ per book! || [Director] has talked about pop-up sites to increase accessibility. Yes! Or a mini branch near Coolidge, for those who rarely make it to the center of town? Or, a Laundromat Library. (www.ecpubliclibrary.info/kids/laundromat-libraries) || Themed pop-up book sales around the library || Tutoring programs (collaboratively with other organizations, maybe an opportunity for SHS kids to tutor)

5. **FACILITY IDEAS** (4/8%)

   - **Misc. Unique Ideas (4):** Adirondack chairs scattered in the grass outside, welcoming community members to sit and read || Co-working space || Library garden || Makerspace

6. **MISC. UNIQUE IDEAS** (4/8%)

   - **Misc. Unique Ideas (4):** More electronic licenses for recent release popular books || Resources for employment and housing searches || Take greater advantage of grant opportunities || Volunteer opportunities for disabled

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Q4: Please share any additional feedback or suggestions you have for the Library and how it can better serve the community over the next five years.

PROGRAM IDEAS (7)

- *"Astronomy night"*
- *"Bring back author focus. Back in the day did one on Mark Twain."*
- *"Bring back DIY activities that were very engaging (in the interim space at Glavin)"*
- *"Imagine virtual training sessions (online education classes based on curricula that SPL supports, continuation of certificate programs from community colleges at the SPL)"*
- *"More relevant self-help programming for diverse demographics"*
- *"Workshops on Implicit Bias for all stakeholders. Offer these types of workshops as a lending service."*
- *"Would like it to be better viewed by the community. To attract more patrons by having a coffee house, open mic night, movies."*

COLLECTION IDEA

"There is a real need to add to the newspaper and periodical availability. The selection is limited for a library of our stature."

COMMENTS/FEEDBACK (4)

- *"I feel our Library is a treasure for all of Shrewsbury and surrounding communities as it is."*
- *"Continue on the current path!"*
- *"Doing a good job and engaged in continual improvement is a key to success.*
- *"So excited about the Human Library and encourage the SPL to keep opening minds and offering programs that increase and encourage respect for all kinds of people. Overall, I love our library and think staff and management do a terrific job facilitating a wide range of programming + keeping the library a warm and welcoming place for all. I am also grateful the library is open so many hours during the week!"*

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