Haverhill Public Library
99 Main Street
Haverhill, MA 01830

Strategic Plan
FY2018 – FY2022

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VISION STATEMENT

The Haverhill Public Library is the institution in the City that connects our community to lifelong learning and enrichment.

MISSION STATEMENT

The Haverhill Public Library is a focal point of our community, meeting the lifelong learning needs of all people. The Library provides exceptional service, materials, and programs to meet the needs of the community.

**THIS STRATEGIC PLAN WAS APPROVED BY
THE BOARD OF TRUSTEES ON
September 15, 2016**

ACKNOWLEDGEMENTS

This plan is the result of the hard work and dedication of many members of the community and library staff.

THE CITY OF HAVERHILL

The City of Haverhill, located 30 miles northeast of Boston on the Merrimack River was established in 1640 as Pentucket; Haverhill was incorporated as a City in 1870. Although originally settled as farm land, the City evolved into a major industrial center through the establishment of saw and grist mills in the late 17th Century, tanneries and boat yards in the 18th Century, and shoe manufacturing in the 19th Century. The City remained a thriving industrial center until the severe depression of the 1930s. In the late 20th and early 21st Century, the City has seen a resurgence of growth, with computer technology and research industries moving into Haverhill's industrial parks and central business district.

According to 2010 U.S. Census Data, the population of Haverhill was 60,879; an increase of 2,000 from the 2000 Census. In 2014 the population had increased to 62,488. The demographics of Haverhill have changed over the years, with 14.5% of Haverhill residents claiming Latino heritage. 20.9% of residents speak a language other than English at home.

From the 1930s through much of the 1970s, Haverhill was in a depressed and declining state, but growth and change have been the major themes of the last few decades. Housing trends in the 20th Century led to the conversion of several old factories into loft apartments and condominiums. Most recently, the removal of the long vacant Woolworth building has led to new development along the river. Harbor Place will welcome additional businesses and a UMass satellite campus to Haverhill and kick start renewal along the river. A recent community scan of the City is attached in appendix A.

THE HAVERHILL PUBLIC LIBRARY

The Haverhill Public Library was established in 1873 in an agreement between wealthy industrialist E.J.M. Hale and the City of Haverhill. The agreement stipulated that Mr. Hale would donate land for a building site and half the money necessary to build and furnish a library if the people of Haverhill would donate the other half. He further stipulated that the City, in accepting this gift, would establish a self-perpetuating Board of Trustees and assume responsibility for the annual operating expenses of the library. The original library building opened on November 18, 1875. In 1965 the Trustees decided to build a new library facility to replace the original building. Construction began in 1966 and the new library opened in June of 1969. A subsequent renovation project, completed in 1997, increased space for materials, seating, and overall size from 30,500 to 44,000 square feet.

The Haverhill Public Library is governed by a seven-member self-perpetuating Board of Trustees. The City is responsible for funding the maintenance of library facilities and staff salaries. As the owners in trust of the Library, the Trustees are responsible for ensuring that the City fulfills its part of the agreement, as well as providing an annual appropriation of funds for the purchase of library materials and other services. Ultimately, the library's Board of Trustees is responsible for the

Library, its facilities and services, policies and procedures.   Since the Library's inception, a priority of the Board of Trustees has been the development of a Library Endowment, the interest from which is used to purchase materials and to supplement the City of Haverhill's budget for the Library.

THE PLANNING PROCESS

The goals of a Strategic Plan are to identify key areas a public library must focus on in order to meet the changing needs of the community and to share that information with all library stakeholders – patrons, staff, and community. The selection of some goals over others does not mean that other aspects of the Library's work are less important. The selection of a goal simply acknowledges that the Library will focus additional effort and resources in that area.

The Haverhill Public Library selected professional consultant Nancy Rea to facilitate the strategic planning process. Nancy used the process outlined in Strategic Planning for Results, written by Sandra Nelson for the Public Library Association and published in 2008 by the American Library Association. This process focuses on assessing the needs of the community that the library serves. The library determines which of these needs can be met by the library and addressed in the strategic plan.

The Library formed a Community Planning Committee to help assess the needs of the Haverhill community in the next five years. Nancy conducted two meetings of the Community Planning Committee to gather input and identify possible service responses and goals for the library. The group also considered a vision for the community of Haverhill.

To solicit staff input, Nancy led a focus group with all staff that included an analysis of strengths, opportunities, aspirations, and results (SOAR) of the library, followed by consideration of possible service responses for the library, and finally a vision and possible goals for the library.

The final piece of data came from a Community Survey the Library posted on its website, made available in-house, and distributed to other community locations.

COMMUNITY VISION STATEMENTS

As part of their thinking about the library and the needs of the community that it serves, the Community Planning Committee worked in small groups to discuss the City and developed Vision Statements for Haverhill. These statements reflect the direction in which the group hopes to see the community moving and helped direct the Vision Statement for the library.

1) Haverhill will be a welcoming City to people of all cultures, recognized for its geographic uniqueness, historical, artistic, and cultural resources. Providing opportunities for employment, education, and recreation, Haverhill is a City that honors the past and continually prepares for the future.

2) Haverhill will be a safe community that fosters innovation, civic engagement, and pride for the City; while embracing the diversity, history and beauty of its cultures-past, present, and future.

SERVICE RESPONSES

In their work the Community Committee and the staff looked at eighteen possible roles that the library might fill in the community.

The Community Planning Committee identified five service responses for the library to consider in the new plan.

- Celebrate Diversity: Cultural Awareness
- Visit a Comfortable Place: Physical and Virtual Spaces
- Create Young Readers: Early Literacy
- Know Your Community: Community Resources and Services
- Learn to Read and Write: Adult, Teen, and Family Literacy

Staff identified the following five service responses:

- Celebrate Diversity: Cultural Awareness
- Visit a Comfortable Place: Physical and Virtual Spaces
- Connect to the Online World: Public Internet Access
- Satisfy Curiosity: Lifelong Learning
- Stimulate Imagination: Reading, Viewing and Listening for Pleasure

These services responses guided the development of Goals and Objectives for this plan.

SURVEY SUMMARY

In late 2015, the management team and consultant developed a short survey designed to collect public input for the strategic plan. Copies of the survey were made available at each service desk in the library, as well the Mayor's office. An electronic version was available via links on HPL's website and all social media platforms. The survey was available for two months and consisted of twelve questions addressing issues ranging from the building's cleanliness to collection development to program offerings. We received fifty-two online responses and one hundred sixty-nine paper responses. Our respondents skewed heavily to age 45+ and were overwhelmingly female. Overall, the library received positive ratings on virtually every question, with concerns over bathroom cleanliness and parking issues being the only largely negative areas of feedback. Some respondents continue to favor traditional interactions with staff and are less positive in their feelings toward automation and a move to more electronic resources. Overall, the results of the

survey showed a wide range of valued services and priorities. Complete survey results are in attached Appendix B.

NEEDS STATEMENT

Input from the community survey, the community planning committee, and Library staff guided the focus of this new plan the creation of goals and objectives. During the course of the Library's Strategic Planning process, several areas of need were identified and incorporated into four service goals for the FY2017- FY2021 Strategic Plan. It is the goal of the Trustees and library leadership to work to close the gap in funding and meet the state mandated MAR. HPL is working toward a future where a waiver will be unnecessary.

Service

Outstanding customer service is a hallmark of the Haverhill Public Library, and it is fundamental to the Library's purpose. In fulfillment of its promise to carry out its mission with "exceptional service," our focus must be on delivering services that meet community need and ensure continued community support. Growth and diversification of Library services depend upon the Library's ability to maintain its focus as a customer-driven organization.

Collection

The Library's collection remains a great strength. Funded solely by the Trustees' endowment fund, individual donations, and Library-generated revenue, the collection has remarkable depth. As the diversity of Haverhill grows, it is imperative that the Library's collection reflect the cultural, ethnic, religious, economic, and gender diversity of the community.

Building

It has been nineteen years since the Library's last renovation and expansion, and during that time, use of the facility has increased dramatically. The Library building is reaching its "end of life" point and will continue to need refurbishment and upgrades to meet modern challenges. Keeping facilities functioning well is a constant concern.

Technology

The Library continues to experience an ever-increasing demand for wireless access and for all technology, especially mobile technologies. The Library's forty-two public computers are used by more than 1,200 people weekly. As economic conditions have been slow to improve and the

digital divide continues to grow, the Library faces increased pressure to serve as the community technology center. For many in our community, the Library's technology is the only technology available. We must continually evaluate and upgrade computer services to meet community needs.

Staff Development

In recognizing that the Library's most valuable resource is a highly-trained, knowledgeable staff, we must continue to provide professional development opportunities for all staff. Technology needs change quickly; the demand for insight into the latest devices and technology trends requires Library staff to constantly upgrade their skills. Leadership will continually assess the need for additional staff, or staff restructuring, to better serve the needs of the public.

Community Involvement

The 21st Century library is often the heart of the community – a place where diverse groups come together to interact and find the resources they need to live their lives. The Library must look for opportunities to partner with community organizations, including service and charitable clubs, educational institutions, other non-profit service organizations, social groups, municipalities, and business organizations promoting the local economy. Community involvement is a valuable part of sharing the Library's message and mission.

GOALS and OBJECTIVES FY2018-FY2022

GOAL #1 Facilities: Library users will have a safe, well maintained, welcoming facility

- **OBJECTIVE:** Routinely evaluate cleanliness of public restrooms
  Actions:
    o Custodian regularly reports conditions to Director
    o Director will report any issues to Board
  Implementation: Director, Custodian, Management Team

- **OBJECTIVE:** By June 2018, conduct a space study to evaluate and upgrade seating and work areas for public use
  Actions:
    o Explore hiring a consultant
    o Visit other libraries
    o Develop space plan
  Implementation: Director, Management Team

- **OBJECTIVE:** By June 2019, update and improve the children's Library and program room spaces to offer more seating and interactive play opportunities
  Actions:
    o Assess current space with new space plan in mind
    o Visit other libraries
    o Develop plan
  Implementation: Director, Head of Youth Services

- **OBJECTIVE:** Annually evaluate the need for new furniture
  Actions:
    o Assess condition of existing furniture
    o Secure funding
    o Order new as appropriate
  Implementation: Director, Management Team, Custodian

- **OBJECTIVE:** By FY2019, improve magazine room
  Actions:
    o Assess current space
    o Secure funding
    o Order any needed shelving or furniture
  Implementation: Director, Management Team

  OBJECTIVE: Annually assess security needs in the Library
  Actions:
    o Review incident reports

      o   Explore possible solutions with Staff and Board
Implementation: Director, Management Team

OBJECTIVE: By June 2017, complete landscaping project
Actions:
      o   Contract for planting needed to complete plan
      o   Schedule work
Implementation: Director, Management Team

GOAL #2 Technology: Library users will have adequate, up-to-date technology to meet their informational needs

- **OBJECTIVE:** Assess annually opportunities for improved social media presence
  Actions:
    o   Assess current social media use
    o   Monitor trends
    o   Consider implementation of new social media
  Implementation: Director, Management Team, IT Specialist

- **OBJECTIVE:** By June 2018, develop a more efficient/effective method for creating email lists for direct patron contact
  Actions:
    o   Explore what other libraries are using
    o   Literature search
    o   Consult with MVLC
    o   Purchase software as appropriate
  Implementation: Director, Management Team, IT Specialist

- **OBJECTIVE:** By June 2020, explore ways to improve HPL website by including more links to in-demand services and products
  Actions:
    o   Monitor trends
    o   Consult with MVLC
    o   Purchase appropriate software
  Implementation: Director, Management Team, IT Specialist

- **OBJECTIVE:** By June 2020, provide additional, up-to-date technology resources for a growing adolescent population
  Actions:
    o   Monitor current trends
    o   Consult with MVLC
    o   Purchase appropriate software
    o   Market resource to adolescent population
  Implementation: Director, Management Team, IT Specialist

- **OBJECTIVE:** By June 2022, digitize photos in the Special Collections
  Actions:
  - o Assess photo collection to select items for digitization
  - o Consult with BPL
  - o Contract for digitization

  Implementation: Management Team, Reference Team

- **OBJECTIVE:** By June 2019, explore online payment of fees/fines
  Actions:
  - o Explore options available
  - o Consult with MVLC
  - o Purchase software as appropriate

  Implementation: Director, Management Team, IT Specialist

GOAL #3 Collection: Library users will have materials with content and format that meets their informational and recreational needs

- **OBJECTIVE:** By June 2020, use current ILS data to assess the breakdown of the HPL collection and develop a shelving plan to reflect demand
  Actions:
  - o Assess ILS capabilities
  - o Purchase any needed software
  - o Develop plan based on data

  Implementation: Director, Management Team, IT Specialist

- **OBJECTIVE:** By June 2018, improve marketing of the HPL collection using displays, signage, and other opportunities
  Actions:
  - o Assess current marketing
  - o Monitor trends and tools
  - o Purchase software or signs as appropriate

  Implementation: Director, Management Team

- **OBJECTIVE**: Annually evaluate and weed to provide room for new material
  Actions:
  - o Assess current collection
  - o Assess current community needs
  - o Weed as indicated

  Implementation: Management Team, Department Staff

- **OBJECTIVE:** Annually staff will evaluate new formats by which materials can be accessed
  Actions:
  - o Monitor trends

     o Purchase new formats as indicated
   Implementation: Management Team, Department Staff

- **OBJECTIVE:** By June 2020, provide a more diverse collection of resources to reinforce the evolving education standards and various learning levels, including for adolescents
  Actions:
  - Assess current collection
  - Monitor trends
  - Purchase materials as indicated

  Implementation: Head of Youth Services

GOAL # 4 Programs/Services: Library users will have programs and services that meet their needs at times that are convenient

- **OBJECTIVE:** By June 2020, develop ongoing, regular program "series" that can be advertised and planned well in advance
  Actions:
  - Determine needs of the community
  - Explore appropriate programming series
  - Contract with presenters as appropriate
  - Schedule and advertise series

  Implementation: Management Team, Adult Services Team

- **OBJECTIVE:** By June 2021, explore ways of better promoting databases and other online services, including to a senior population
  Actions:
  - Assess current databases
  - Determine community needs
  - Consult with MVLC and MBLC
  - Purchase databases as indicated
  - Promote databases to targeted populations

  Implementation: Management Team, Adult Services Team

- **OBJECTIVE:** By June 2021, increase civic related programs to five annually
  Actions:
  - Determine needs/interests of the community
  - Explore possible programs
  - Schedule and promote

  Implementation: Management Team, Adult Services Team

- **OBJECTIVE:** Annually evaluate and continue to build partnerships with other City agencies
  Actions:
  - Assess current partnerships
  - Reach out to other potential partners

   o Plan collaborative projects as appropriate
  Implementation: Director, Management Team

- **OBJECTIVE:** By June 2020, increase number of hands on art events to five annually
  Actions:
    - Assess current events
    - Determine community needs/interests
    - Explore possible events
    - Schedule and promote

  Implementation: Management Team, Head of Youth Services

- **OBJECTIVE:** Annually evaluate and continue to offer innovative literacy and STEAM related programming, both in house and throughout the community
  Actions:
    - Evaluate current offerings
    - Monitor trends
    - Determine community needs and interests
    - Plan, schedule and promote programs

  Implementation: Head of Youth Services

- **OBJECTIVE:** Staff will annually be offered development or training opportunities to enhance their skills and ability to serve the community
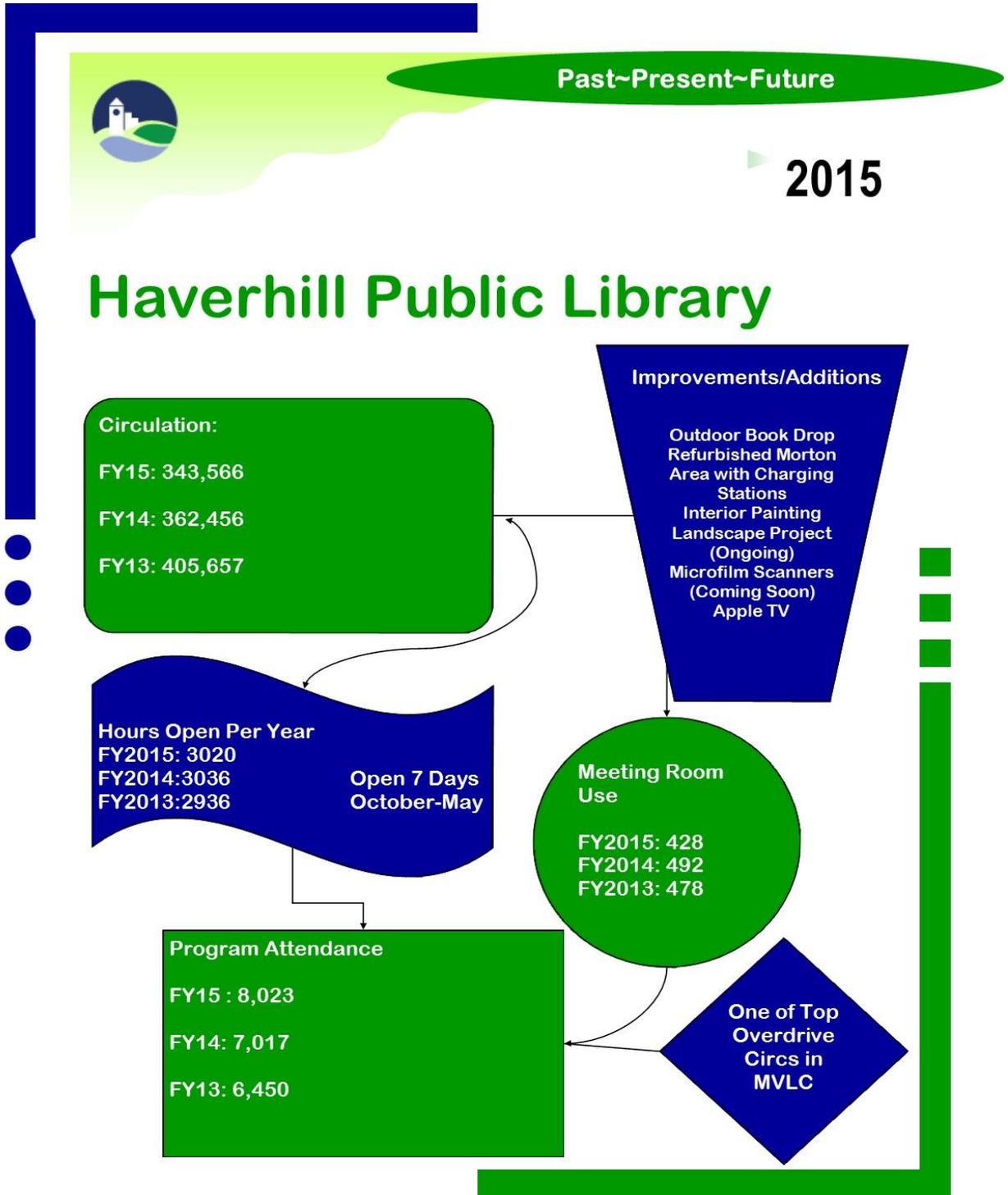 **Actions:**
    - Assess Staff training needs/interests
    - Monitor training opportunities
    - Make Staff aware of opportunities
    - Provide follow-up evaluation and opportunities to use new skills

  Implementation: Director, Management Team

FUTURE OF THE STRATEGIC PLAN

The Trustees and Staff of the Haverhill Public Library are dedicated to an ongoing planning, implementation, and evaluation effort, with formal collection of data; an annual review; and development of recommendations for future Action Plans.

Past~Present~Future

2015

Haverhill Public Library

Improvements/Additions

Outdoor Book Drop
Refurbished Morton
Area with Charging
Stations
Interior Painting
Landscape Project
(Ongoing)
Microfilm Scanners
(Coming Soon)
Apple TV

Circulation:

FY15: 343,566

FY14: 362,456

FY13: 405,657

Hours Open Per Year
FY2015: 3020
FY2014:3036
FY2013:2936

Open 7 Days
October-May

Meeting Room
Use

FY2015: 428
FY2014: 492
FY2013: 478

Program Attendance

FY15 : 8,023

FY14: 7,017

FY13: 6,450

One of Top
Overdrive
Circs in
MVLC

Haverhill

2015

Population 2014
62,488

⬆ 2.6% from 2010

86% White
14.5 % Latino
20.9% Speak Language other than English at home

Median Age: 38
28.7% hold 4 year degree

4.5% unemployment
4.7% in Massachusetts

Average Commute: 28.7 min
Median Household Income: $60,271
Median PerCapita Income: $29,899
Median PerCapita Income in Massachusetts: $57,000

Major Projects:

Harbor Place
Hunking School

Appendix B

<u>Survey Results</u>
Number of Responses:
Paper: 169
Online: 52

Haverhill Public Library is seeking input from you in order to plan for future services. Your input is welcome whether you are an avid library user or you have never visited. By completing this short survey of only 12 questions, you will be helping to shape the Library's Strategic Plan, and guide the Library's future services.

This survey can also be found online at haverhillpl.org. Thank you for your participation!

Please indicate all Library services you have used in the past year. (Choose all that apply)

- ☐ Borrowed materials (books, movies, CDs, large print, video games, etc.)**153**
- ☐ Used materials in the library (newspapers, magazines, reference books, etc.)**95**
- ☐ Used Library computer access (Library computers or Wi-Fi access, online catalog)**91**
- ☐ Used other Library technology (scanner, photocopier, fax, microfilm reader, etc.)**66**
- ☐ Downloaded e-books, e-audio, and/or video **30**
- ☐ Requested materials from another library **126**
- ☐ Attended events, programs, or meetings **70**
- ☐ Viewed exhibits by local artists **56**
- ☐ Used local history resources (Special Collections)**39**
- ☐ Used Library facilities (chairs, tables, meeting rooms, restrooms, etc.)**95**
- ☐ Accessed the library's website or online catalog from home/mobile device **83**
- ☐ Downloaded and used the library's mobile app **30**
- ☐ Accessed the library's social media (Facebook, Twitter, Pinterest, etc.) **22**
- ☐ Used your library account to renew or request items from home/mobile device **93**
- ☐ Received one-on-one or group computer training **14**

What days and times do you usually come to the library? (Circle all that apply)

Monday: Morning **53** / Afternoon **55** / Evening **53**
Tuesday: Morning **48** / Afternoon **57** / Evening **55**
Wednesday: Morning **42** / Afternoon **50**
Thursday: Morning **42** / Afternoon **61** / Evening **65**
Friday: Morning **52** / Afternoon **59**
Saturday: Morning **53** / Afternoon **58**
Sunday: Afternoon **63**

What do you typically do when you visit the Library? (Choose all that apply)

- ☐ Check out books or other materials **138**
- ☐ Use Library computers or Wi-Fi **63**
- ☐ Study and/or do homework **25**
- ☐ Attend classes **10**
- ☐ Get help from Library staff **63**
- ☐ Read or browse **99**
- ☐ Volunteer **7**
- ☐ Attend programs **42**
- ☐ Visit with friends **16**
- ☐ Spend time with my children **28**
- ☐ Use restrooms **70**
- ☐ Other (please specify) _____
- ☐ -buy books on sale (2)
- ☐ -post flyers for work
- ☐ -read newspapers
- ☐ -use maps
- ☐ -check activities notices
- ☐ -attend meetings
- ☐ -friends shop
- ☐ -fax, copy, etc.

Which of the following types of staff assistance are you most likely to use at the Library? (Choose all that apply)

- ☐ Assistance with checking out or renewing library materials **83**
- ☐ Reading, listening, and viewing recommendations **34**
- ☐ Reference and research services **52**
- ☐ Job search or small business support **6**
- ☐ Local history and genealogy assistance **23**
- ☐ Accessing government services (tax help, citizenship preparation, etc.)**12**
- ☐ Consumer research (health, finance, how-to) **9**
- ☐ Instructional services (homework help, computer classes, ESL assistance, etc.) **11**
- ☐ I prefer to find Library resources by myself. **35**
- ☐ Other (please specify) _____

Please rate the following library facilities from "Excellent" to "Don't Know/Don't Use".

	Excellent	Good	Fair	Poor	Don't Know/ Don't Use
Children's Room	☐48	☐19	☐4	☐2	☐71
New Books Area	☐78	☐34	☐2	☐1	☐11
Study Spaces	☐29	☐34	☐9	☐1	☐66
Young Adult Area	☐23	☐20	☐1	☐3	☐86

Computer Area	☐32	☐41	☐4	☐5	☐51
Public Restrooms	☐23	☐52	☐36	☐14	☐19
Quiet Building Space	☐34	☐44	☐19	☐5	☐39
Building Entryway	☐34	☐61	☐23	☐3	☐9
Parking	☐33	☐56	☐29	☐20	☐7
Safety and Lighting	☐48	☐72	☐18	☐13	☐2
Meeting Rooms	☐32	☐28	☐9	☐2	☐68

What method of advertising Library services and events would be most likely to draw your attention? (Choose all that apply)

- ☐ Posts or banners on Library website **55**
- ☐ Library emails **85**
- ☐ Library social media **20**
- ☐ Posters and signs in the library **104**
- ☐ Posters and signs posted in the community **49**
- ☐ Non-Library sources (TV, radio, newspapers, local blogs) **32**
- ☐ None of these are important to me **12**
- ☐ Other (please specify) _____
  -mailed to me
  -outdoor signs/banners

Which of the following types of programs would you be most likely to attend? (Choose all that apply)

- ☐ Activities and programs for children **26**
- ☐ Activities and programs for teens **10**
- ☐ Library events (author readings, book talks, etc.) **85**
- ☐ Cultural events (music, film, dance, drama) **81**
- ☐ Consumer, health, finance, employment, or other informational topics **45**
- ☐ Arts and crafts events **58**
- ☐ Civic engagement and current events presentations and discussions **53**
- ☐ None of these are important to me **17**
- ☐ Other (please specify) _____
  -Arts and Crafts in the AM too
  -book club
  -language classes
  -book sales

In a typical month, which of the following best describes how often you visit the Library's web site/online catalog? (Choose only one)

- ☐ Once or twice **42**
- ☐ Once per week **35**
- ☐ Two or three times per week **31**
- ☐ Almost every day **9**

☐ Multiple times per day **3**
☐ I never visit the Library's website **29**

Which of the following online resources are most important to you? (Choose all that apply)

☐ E-books, e-audio, and video for download **36**
☐ Streaming content (music and video) **24**
☐ Online classes or programs **19**
☐ Reference databases **36**
☐ Online games **8**
☐ Online catalog and library account access **96**
☐ None of these are important to me **29**
☐ Other (please specify) _____

What does the Library offer that you value most?

-Children's room activities (3)
-Access to great books and convenient online sources
-reading and matinees, library gift shop
-books (14)
-great resources and materials (14)
-staff (10)
-community programs
-obtain books from other libraries (14)
-variety (2)
-bestsellers (4)
-free
-used book sale
-location
-books on request
-online accessibility
-daily newspapers
-business and stock info
-staff recommended reading
-movie showings
-music selection (2)
-new nonfiction
-love everything
-1 on 1 contact with others
-everything is perfect
-audiobook holdings (3)
-Spanish holdings
-museum passes

-genealogy databases (2)
-teen events
-free internet (3)
-place to study and research

Free books, music, video, newspapers, magazines, etc.

Requesting material from other libraries, new books area, evening and weekend hours

Books, movies, TV shows, computer access, craft classes, speakers, books on CD

Books

Excellent books

It's amazing variety of reading material

Access to consortium materials

Current books

Easy to approach staff

Internet access

Books

Books, audiobooks, magazines, online access, interlibrary loans

Borrowing books, access to computer/copier

Books, magazines, online access

I can't live without books

Wonderfully helpful and professional staff

Love the library for all that it offers

Books on racks when entering

Books with relevant material

I value access to Wi-Fi and access to recent DVDs. I also like all the online material available including audiobooks and periodicals.

I like the categories section, i.e. new fiction, new mystery, etc. Especially like the "staff recommendations".

Books, interlibrary loan, reference, special events

Large print books

Access to hard copy books, quiet

Access to great books – and I read the NY Times and Wall St. Journal about 3-4 times a week. Keep them, please!

Good books to read, quiet place to browse and read

Reference and computer access

Books!

-fax, copy, scan
-eBooks

- Books and resources
- Accessibility to the librarians, they are always polite and helpful
- Accessibility of the library staff whenever I have a question or problem
- Great collection of books, speakers, music, quiet space, newspapers, movies. Priceless and free for all
- Access to free books, movies and magazines. Love the new book section, both fiction and non-fiction as I may not otherwise know of new publications
- Internet and inter-library loan
- Books, films, music, events
- Many wonderful children's books, adult fiction, audio cds
- Emails recommending books, large/multi-library search capability
- Videos, pcs, newspapers
- Friendly staff
- Knowledgeable people to help me
- A friendly "living room" with people who care about community
- New books and older books on how to do things, Christian books and music, non-fiction books, art classes, movies, children programs
- Books, movies, music
- Manga
- Teen events (anime club, Doctor Who club, other teen and food events)
- Anime and manga
- Books

- Recently attended Vickie Murphy's wool appliqué class – it was <u>wonderful</u>. She is an excellent instructor and the class was enjoyable. I am glad/proud my library offers events such as these.
- Books
- Audio books
- Computer access
- ESL books
- Magazines – save money when I don't have to purchase at store
- Friendly staff
- Personalization. People are caring, eager to help, courteous, they even smile which (believe it or not) can be seldom experienced in other public places
- Books, resources, computers
- Large variety of resources
- Borrow books, cds, movies. Wi-Fi
- Reading materials and children's books
- Good books for me to read and videos to borrow

Up to date web programming books, large collection, pleasant to search stacks. Clean, well maintained facility. Friendly, professional staff

If the Library could do one thing to improve your experience, what would it be?
-coffee shop
-more kids programming options that don't conflict with work
-open Friday night
-cranky librarian
-nasty bathrooms (4)
-miss rental books
-better parking (3)
-no more paper backs
-need book sale notifications
-noise (2)
-increase number of new books on display
-simplify downloading eBooks
-City should recognize value of staff
-more movies (2)
-more author talks
-way to recommend purchases, contact info for buyers on staff
-always a good experience
-clean carpet
-more contact with staff
-better communication on new titles (email)
-brighter lights
-more audiobooks
-more recommendation lists

-allow longer computer time if no one is waiting
-get rid of loiterers (2)
-have more complete series of books
-its great
-upgrade public computers (2)
-more local authors and their books
-photo or knit club meet on weekends
-more tech classes
-perfect as is
-more staff, more maintenance staff
-increase number of eBooks
-higher DVD shelving
-delivery service
-improve shelving of CDs
-lower price of faxing

More materials – cleaner / more library staff to help kids/teens navigate the Library and get more out of valuable resources

Simplify e-book borrowing / extend e-book catalog

More large print books

Limit loitering outside

More audiobooks for download (e-audio)

Clean restrooms

Parking space is awkward

Entranceway occasionally has people loitering / smoking / speaking loudly. I usually come in morning and this does not seem to be a problem but the few afternoons I have come in is when this might occur

Better snow/ice removal in parking lot

More computer classes / New books arrange so easier to view without walking in circles

Move the young adult area, preferably upstairs with the children's area and away from the computers. My teen daughters and I feel very uncomfortable and unsafe with the YA adult section where it is

Get more books on business success

Reduce the noise/disturbance caused by people using the library and a social meeting place who carry on conversations, often with foul language, as though they were at a party or bar. It is also very distressing to see notices in the restrooms admonishing people not to drink or shoot up. This is

a library, not a rehab center or homeless shelter. I also see most periodicals have disappeared with a limited selection available online with those lucky enough to have the technology and bandwidth.

I think more categories would be helpful especially for handicapped. This would be helpful for my daughter who takes suggestions from library staff more readily than her parents.

Minimize socializing/disturbance by those using library as a shelter

Parking

You're doing it

Cleaner, nice restrooms and more quiet independent reading/writing/study areas
- The library could be cleaner – especially the restrooms and computer area.
- The library could keep magazine section stocked – not interested in online mags
- More comfortable chairs
- None – love our library, great city resource
- Open on Sunday
- Restore the Fine Woodworking and other home related magazines
- Fix the restrooms so toilets flush properly
- Sometimes I have come in and was approached about my cell rudely. I don't mind being approached but it is important how it is done.
- Stay open later more often
- Maybe monitoring outside so bikes don't get stolen.
- More teen events
- Dogs
- Better parking
- More MP3 audio books
- Computer classes need to be well known by public
- How to be a volunteer
- More magazines
- Strictly enforce no smoking near the entrance. Littered cigarette butts also look awful
- Nothing, just remain open! I've been coming here for over 30 years. I love everything about this library!
- More weekend hours in summer, this is when I do the most reading
- Lower faxing charges. $5 for 3 pages is a lot.
- More staff to assist in all areas
- Not have people change their clothes in the bathroom and wash up

Select your age range:

- Under 18 **4**
- 18-24 **1**
- 25-34 **7**
- 35-44 **11**
- 45-54 **32**
- 55-64 **32**
- Over 65 **49**
- Prefer not to specify **18**

Select your gender:

- Male **39**
- Female **108**
- Prefer not to specify **5**