

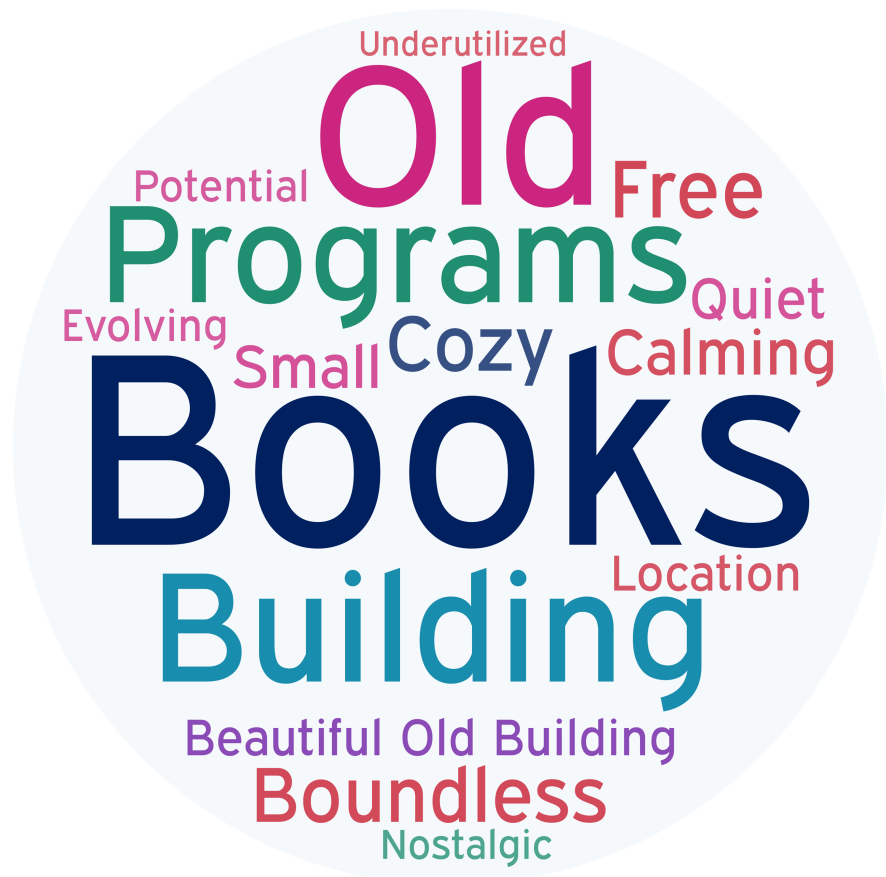


**BOARD OF TRUSTEES AND FRIENDS OF THE BIGELOW
FREE PUBLIC LIBRARY SURVEY RESULTS REPORT 2022**

Conducted 9/28/22 – 10/11/22

TOTAL RESPONSES = 6

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



WORDS

- Beautiful Old Building
- Books (2)
- Boundless
- Building
- Calming
- Cozy
- Evolving
- Free
- Location
- Nostalgic
- Old
- Potential
- Programs (2)
- Quiet
- Small
- Underutilized

RESPONDENT COMMENT

“Beautiful old building, but in need of major renovation.”

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. CLEAN/DECLUTTER/ORGANIZE SPACE (4/50%)

- *“De-clutter”*
- *“I would love to see the back storage room upstairs decluttered and made into the director's office.”*
- *“More organization. Has to be physically appealing to the eye inside and outside.”*
- *“The children's area needs to be cleaned out, and organized, and the space needs to be better utilized. The desk in the teen area needs to move to a better, more discreet location, kept tidy, and the general space used for patrons to enjoy. Old photos, cards, and drawings taken down, have someone paint a colorful mural.”*

2. REPAIR/FIX BUILDING ISSUES (2/25%)

- *“Fix basic issues we have in the library.”*
- *“Fix building issues.”*

3. MISC. UNIQUE IDEAS (2/25%)

- *“Include comfortable furniture for children to sit and read.”*
- *“Move the circulation desk, so it's no longer a barrier to the potential space behind it now the old collection is leaving the building.”*

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

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. FACILITY IDEAS (7/39%)

- **Offer a Café/Coffee Shop (3):** A cafe/coffee cart || Cafe/coffee shop within library - it would attract people || Small cafe with drink/pastry options
- **Add Functional Space (2):** A study room || Exterior patio with seating and landscaping
- **Misc. Unique Ideas (2):** A new, modern screen for showing films in the Community Room. || Upgrade the old stacks, make them ADA accessible, and expand library space to that area.

2. PROGRAM IDEAS (6/33%)

- **Misc. Unique Ideas (6):** CPR/ First Aid course offerings || If you come to a program raffle for book, etc. || More finance-type programs (e.g., planning for retirement; budgeting in retirement; available financial support programs throughout the life cycle, etc.) Possibly cosponsored with other town departments, agencies, non-profit groups, etc. || More multilingual programs, materials, and resources || Series of programs on the effects of climate change in the local community || Summer camp ideas

3. MANAGEMENT AND OPERATIONS IDEAS (2/11%)

- **Misc. Unique Ideas (2):** Better hours for students || More benefits to having a library card

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

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)

4. TECHNOLOGY IDEAS (2/11%)

- **Misc. Unique Ideas (2):** Free Wi-Fi | | New technology installed in children's area and community room

5. MISC. UNIQUE IDEA (1/6%)

- **Misc. Unique Ideas (1):** Staff book suggestions with a short paragraph as to why they liked the book

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

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.

MARKETING IDEA

“Has to be marketed so more people know it's not just books. Maybe a "meet the library" day? :)”

MANAGEMENT AND OPERATIONS IDEA

“More staff, which means increased town funding for the library. Without more staff any 5-year list of aspirations will remain a paper record only.”

RESPONDENT COMMENT

“I believe we can, with hard work, and dedication, make many of these items a possibility. I'd love to preserve the library we have while making improvements and adding new services to draw in all generations of people for them to enjoy. Bring the library into the 21st century. I'm excited!”

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