GLADYS E. KELLY
PUBLIC LIBRARY

BOARD OF TRUSTEES AND FRIENDS OF THE GLADYS E. KELLY PUBLIC LIBRARY BOARD SURVEY RESULTS REPORT 2022

SURVEY CONDUCTED 11/22/22 – 12/12/22
TOTAL RESPONSES = 12

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

WORDS

- Active
- Adaptable
- Attractive
- Beautiful
- Beautiful Building (2)
- Blinding
- Books
- Community (2)
- Community Room
- Education
- Evolving
- Friendly
- Great Workspaces
- Help
- Helpful
- Inclusive
- Informative
- Marketing
- Mind-Blowing
- Modern
- Opportunity
- Potential (2)
- Prize-Winning Books
- Programs
- Progress
- Progressive
- Spacious
- Staff
- Ugly
- Vibrant
- Welcoming (2)
- Well-Known Authors

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. (page 1 of 2)

1. **ADD/IMPROVE PARKING** (4/29%)
   - *"Additional access to the parking lot from the library"*
   - *"Additional Parking" AND "More parking/bigger parking lot"*
   - *Tricky bending exit from parking lot."*

2. **IMPROVE PROMOTIONAL SIGNAGE** (3/21%)
   - *"A colorful well-designed 3D WELCOME board near the front desk that highlights the month's theme, events taking place for the month, what's new…"*
   - *"Better use of lobby space so patrons know what is happening."*
   - *"Create a much more VISIBLE BOARD UP FRONT advertising upcoming events."*

3. **MISC. UNIQUE IDEAS** (3/21%)
   - *"Display place for featured historical artifacts."*
   - *"It's probably too late, but the large Community Room should be sealed off from the main library, allowing access to restrooms but functional when Main Library is closed."*

   (cont. on next page)

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

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. (page 2 of 2)

3. MISC. UNIQUE IDEAS (CONT.) (3/21%)

- *"The library needs to utilize its first-floor wall space. People do not see the games and flyers on the second floor, no one knows about the ukuleles or telescope, etc. Bring those items to the first floor with shelving."*

4. N/A – NO CHANGES NEEDED (3/21%)

- *"From my perspective, the library is still growing and has not reached point of alterations to its physical space."*
- *"I think our library has everything we could possibly need with the children's room, study rooms, community center, etc.. I cannot think of anything we are lacking."*
- *"Nothing."*

> **MISC. RELATED IDEA**
>
> *"Extend hours and make it easier for groups to use."*

Note: # of ideas/topics 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. **PROGRAM IDEAS** (16/48%)

   - **Children's Program Ideas (4):** Bring in authors for younger population or pop fiction - For example RA Salvatore is huge in the D& D world and LOVES coming to signings - he lives in central MA. || Exotic animal (feel a snake!) || Some type of children's program || Tween and teen programming
   - **Language Classes/Activities (3):** ESL Classes || Language conversation groups || Programs in other languages - Portuguese & Spanish
   - **Misc. Unique Ideas (9):** Civic/citizenship programs || First Aid Certification || How to sell items online. || Mentoring programs (life skills, business, how to interview, etc.) || More make it/take it offerings || Respectful debates. || Some type of adult program || Tap into local resources like Nichols College for programming || Travel Group

2. **FACILITY IDEAS** (4/12%)

   - **Makers Space (2):** Maker space (with 3D printers) || Makers/creative space
   - **Misc. Unique Ideas (2):** Expand use of lobby space || More displays from students

3. **TECHNOLOGY IDEAS** (4/12%)

   - **Add Devices (2):** 3D printers || More iPads for students
   - **Misc. Unique Ideas (2):** Support for technology (classes and equipment) || Tech programs (coding, robotics, Minecraft, etc.).

Note: # of ideas/topics 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. COLLECTIONS IDEAS (3/9%)

- **Expand Library of Things (2):** Library of things || More items to check out other than books
- **Misc. Unique Idea (1):** More circulation books

5. MARKETING IDEAS (3/9%)

- **Cultivate New Collaborations (2):** Collaborations with existing organizations in town || Establish collaborative relationship with Worcester Art Museum to offer virtual tours
- **Misc. Unique Idea (1):** Marketing of current and future library programs

6. MANAGEMENT AND OPERATIONS IDEAS (2/6%)

- **Misc. Unique Ideas (2):** Extend hours for community use of facility || Use the town's new 2020 Census data to help drive what resources and materials are needed.

7. SERVICES IDEA (1/3%)

- **Misc. Unique Idea (1):** Integrate more services with seniors, homebound, and different ethnic populations.

Note: # of ideas/topics 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.

STRATEGIC PLANNING IDEA

"Our goal should be to have a diverse patron population that mirrors the census statistics for the Town of Webster."

PROGRAM IDEA

"Provide a babysitting course for 13-year-olds."

MARKETING IDEAS

- *"Create a webpage on the Library website that community organizations/businesses can use to get the word out of their existence and what they do. Create a link to a community calendar of events from this page."*

- *"Get out in the community with new ideas"*

- *"We should not be the best kept secret in town!"*