



GLADYS E. KELLY
PUBLIC LIBRARY

STAFF SURVEY RESULTS REPORT 2022

SURVEY CONDUCTED 11/14/22 – 11/30/22
TOTAL RESPONSES = 7

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



WORDS

Accommodating
Amazing
Creative
Diverse
Enjoyable
Flexible
Forward-Thinking
Fulfilling (2)
Helpful (2)
Important
Necessary
Patience
Resourceful
Unique
Welcoming (2)

Q2: What do you like the BEST about working at this Library?

1. PATRON INTERACTIONS (4/57%)

- *“Helping people find what they need*
- *“I love being part of an environment where I can converse with people and get to know patrons on a personal level. I love that this is a place people can come without expectations of paying for knowledge or activities, and we have a chance to be creative within the community. So far everyone here has been very welcoming and patient with training new hires, and everyone is also very patient with our patrons!”*
- *“My favorite part about working at the Library is being able to help people. Sometimes simply helping someone with something will have a positive effect on their day or provide them with opportunities they would otherwise not have had.”*
- *“Patron-centered.”*

2. POSITIVE WORK ENVIRONMENT (2/29%)

- *“Flexible schedule”*
- *“The environment and the staff”*

3. STRONG DIVERSE COLLECTION (1/14%)

- *“Excellent varied collection.”*

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

Q3: What do you like the LEAST about working at this Library?

1. INADEQUATE STAFFING/SUPPORT (2/33%)

- *“I think we as staff could use some hands-on or in-person training on dealing with difficult situations, since we do have a homeless population and it is known that there are drug dealers who try to set up shop around the library at times. It seems like we don't have the most reliable relationship with the police from what I've heard, so I would like to feel comfortable that nobody is left alone working downstairs in the lobby and we always have support (I suppose this will be more likely when we are fully staffed).”*
- *“Staffing is tricky but that's a problem that is being worked on.”*

2. MISC. UNIQUE RESPONSES (4/29%)

- *“Because the building is so new, some of the frustrations about the building can't be easily fixed.”*
- *“Disruption”*
- *“It is hard to find a least. I think the least is having to be that bad guy with the teens.”*
- *“Low pay”*

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

Q4: 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.

1. OPTIMIZE SPACE ORGANIZATION AND USAGE (3/50%)

- *"I think the lobby should be utilized for displays, patron question boards, merchandise, etc."*
- *"If we could somehow get more space behind the counter in the downstairs lobby. It is an extremely tight space to move around when there are multiple people working. If there was a way to move the counter forward as there is plenty of open space in the lobby, it would be amazing."*
- *"More organization"*

2. ENHANCE CHILDREN'S AREA (2/33%)

- *"Some way to create a comfortable space for children to have events on - carpet or some other non-slip soft floor space."*
- *"The most important change to me would be to add an additional workstation in the Children's/Young Adult areas of the building. There are many times where it would make sense to have two people working upstairs, however the desk currently can only really support one employee at a time."*

3. IMPROVE TEEN AREA LINE OF SIGHT (1/17%)

- *"A place to better watch over the teen area."*

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

Q5: Please share up to three (3) ideas for new Library programs, materials, resources, or services that you believe the community would find valuable/interesting.

1. PROGRAM IDEAS (11/67%)

- **Misc. Unique Ideas (11):** 90's throw back || A writing/poetry discussion group || Adult learning programs on a regular basis || Cooking programs for various ages || ESL programs || Hands-on/craft nights for adults (scrapbooking journals, knitting, etc.) || Homeless community help/education on local resources - maybe given by police || Info session for low-income residents to get support || RAD class held by the police for adults and children || Roller skate night || Weekly reading times for children on a regular basis

2. COLLECTIONS IDEAS (2/13%):

- **Expand Collection (2):** Cookbook growth || More "library of things" items to offer (i.e., baking supplies, tools, etc.)

3. MARKETING IDEAS (2/13%)

- **Cultivate More Local Collaborations (2):** Collab between the Library and either the Senior Center, or the 55+ community behind town hall. || Collab between the library and the new Samuel Slater Museum

4. TECHNOLOGY IDEA (1/13%)

- **Offer More Technology Programs (1):** Adult tech programs on a regular basis

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

Q6: 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.

****No Additional Feedback/Suggestions Offered****
