BEAMAN MEMORIAL PUBLIC LIBRARY COMMUNITY SURVEY 2020

TOTAL RESPONSES = 197
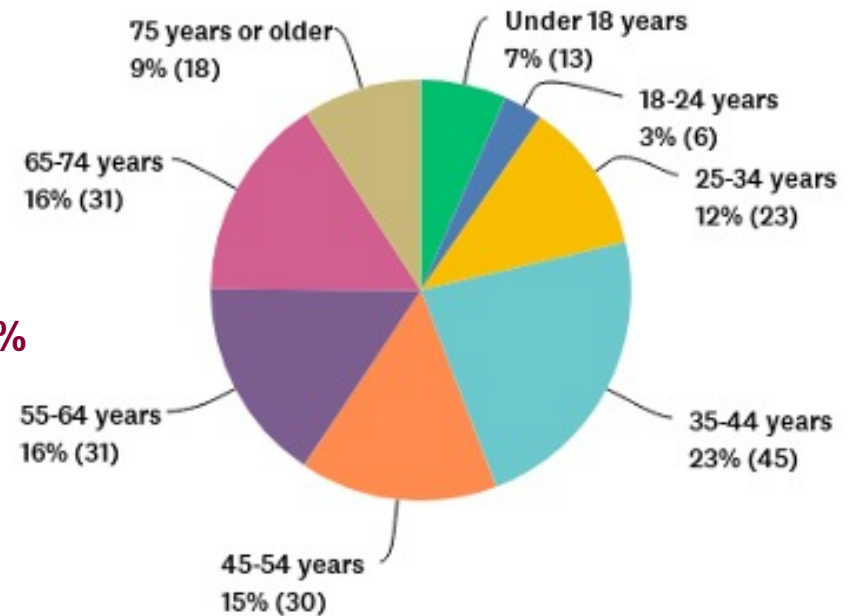Completed 145 || Completion Rate 74% || Avg. Completion Time 9m:35s

Q1: What is your age? (R197)

ANSWER CHOICES	RESPONSES
Under 18 years	7%
18-24 years	3%
25-34 years	12%
35-44 years	23%
45-54 years	15%
55-64 years	16%
65-74 years	16%
75 years or older	9%

25%

OBSERVATIONS

- **56%** of respondents are 45+ years (110)
- **25%** of respondents are 65+ years (49)

75 years or older
9% (18)

Under 18 years
7% (13)

18-24 years
3% (6)

25-34 years
12% (23)

65-74 years
16% (31)

55-64 years
16% (31)

45-54 years
15% (30)

35-44 years
23% (45)

Q2: Please indicate if children in the following age groups currently reside in your household? Check all that apply. **(R197)**
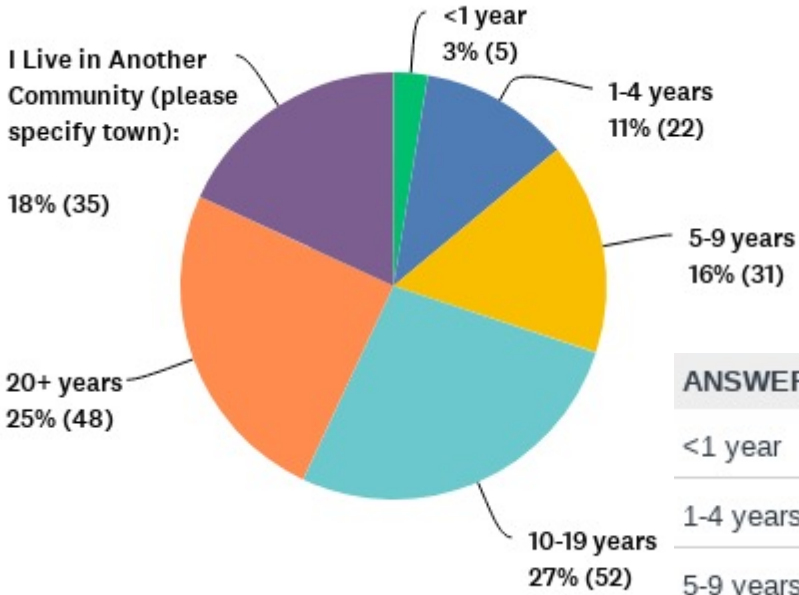
ANSWER CHOICES	RESPONSES	
0-4 Years	16%	32
5-10 Years	28%	55
11-14 Years	20%	39
15-18 Years	15%	29
N/A - No Children 18 Years or Younger Live in My Household	46%	91

→ **35%** of Total Children

OBSERVATIONS

- **54%** of respondents' have at least one (1) child residing in their household (106)
- **155** children live in respondents' households
- **56%** of children in respondents' households are **10 years old or younger** (87)
- **35%** of children in respondents' households are **5-10 years old**—the largest children's age group (55)

Q3: How long have you been a resident of West Boylston? (page 1 of 2) (R193)

OBSERVATIONS

- **82%** of respondents live in West Boylston (158)
- **63%** of residents have lived in West Boylston for 10+ years (100)
- **18%** of respondents live in **12** other communities (35)

See next page for **I Live in Another Community** responses.

ANSWER CHOICES	RESPONSES	
<1 year	3%	5
1-4 years	11%	22
5-9 years	16%	31
10-19 years ← **33%** of Residents	27%	52
20+ years	25%	48
I Live in Another Community (please specify town):	18%	35

Q3: How long have you been a resident of West Boylston? (page 2 of 2) **(R193)**

I Live in Another Community Responses

18% of respondents (35) live in other communities. Of those who live elsewhere, here are the communities they live in:

Top 5 Towns

1. **Worcester 37%** (13)
2. **Holden 20%** (7)
3. **Boylston 9%** (3)
4. **Clinton 6%** (2)
5. **Princeton 6%** (2)

Additional Towns*

- Boston
- Hudson
- Lancaster
- Oakham
- Shrewsbury
- Sterling
- Westborough

* 1 respondent each

NOTE: One (1) respondent indicated they didn't live in West Boylston. However, in the **I Live in Another Community** comment field, they input – *"All my life"*.

Q4: Do you have a Library card? (page 1 of 2) (R193)

OBSERVATION	ANSWER CHOICES		RESPONSES	
80% have a BMPL card (155)	YES. I have a Beaman Memorial Library card.	80% ←	73%	141
	YES. I have a Beaman Memorial Library card, but I haven't used it in the last 12 months.		7%	14
	NO. I do not have a library card.		6%	12
	YES. My library card is from (please specify town):		13%	26

See next page for list of **My Library Card is From** responses.

I Live in Another Community Responses

13% of respondents (26) have a library card from another town's library. Of those, here are the towns they have library cards from:

Top Non-Local Library Card Towns

1. **Worcester 19%** (5)
2. **Shrewsbury 15%** (4)
3. **Holden 11%** (3)
4. **Boylston 7%** (2)
5. **Clinton 7%** (2)
6. **Sterling 7%** (2)
7. **Westborough 7%** (2)

Additional Non-Local Library Card Towns Listed*

- Charlton
- Leominster
- Marlboro
- Northborough
- Oakham
- Southbridge
- W. Boylston

* 1 respondent each

NOTE: One (1) respondent indicated they have library cards from both Northborough **and** Shrewsbury.

Q5: In the two years BEFORE the pandemic, did your in-person or online use of the Beaman Memorial Library change? (R191)

Pie chart:
- I Don't Use This Library: 7% (13)
- YES. My Usage Decreased: 9% (18)
- NO. My Usage Remained the Same: 45% (85)
- YES. My Usage Increased: 39% (75)
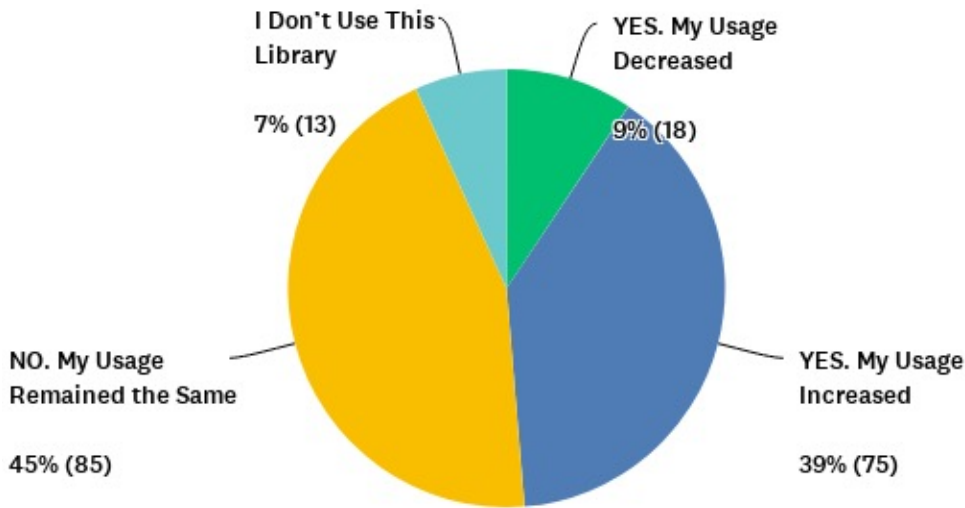
OBSERVATION

A significant majority **(84%)** of respondents' usage **Remained the Same** or **Increased**. (160)

ANSWER CHOICES	RESPONSES	
YES. My Usage Decreased	9%	18
YES. My Usage Increased	39%	75
NO. My Usage Remained the Same	45%	85
I Don't Use This Library	7%	13

84%

Q6: In the two years BEFORE the pandemic, I didn't use the Library because…
(please check all that apply) (R13)

ANSWER CHOICES	RESPONSES	
I Use Another Library (another public library, my school/college library)	62%	8
Don't Need It - I Access the Internet Elsewhere and/or Buy My Own Materials	38%	5
Insufficient Parking	23%	3
OTHER (please be specific):	23%	3
Location Safety Concerns (e.g., cars drive too fast near the Library)	8%	1
Can't Get the Help I Need When I Visit	8%	1
I Have Mobility Challenges (difficulty walking/driving, vision problems)	8%	1
Inconvenient Hours	0%	0
Inadequate Collections (can't find books/materials that interest me)	0%	0
Don't Have Transportation	0%	0
Cannot Afford Fines for Overdue Materials	0%	0
Programs/Services Don't Interest Me	0%	0
Uncomfortable Environment (too crowded, hot/cold, noisy)	0%	0
Don't Feel Welcome	0%	0

OBSERVATION

Of the **7%** of respondents who didn't use the Library, **31%** didn't use it due to location-related issues, including **Insufficient Parking** and **Location Safety Concerns**. (4)

Other Responses (3)

- *"It's not Handicap accessible"*
- *"Beaman Memorial Library is very accommodating"*
- *"I didn't live near the library"*

Q7: You indicated that your in-person or online use of the Library decreased in the two years BEFORE the pandemic. Why did it decrease? (please check all that apply) (R16)

ANSWER CHOICES	RESPONSES	
OTHER (please be specific):	69%	11
Location Safety Concerns (e.g., cars drive too fast near the Library)	13%	2
I Use Another Library	13%	2
Inconvenient Hours	6%	1
Insufficient Parking	6%	1
Don't Need It. I Access the Internet Elsewhere and/or Buy My Own Materials	6%	1
I Have Mobility Challenges (difficulty walking/driving, vision problems)	6%	1
Uncomfortable Physical Environment (too crowded, hot/cold, noisy)	6%	1
Inadequate Collections (can't find books/materials that interest me)	0%	0
Don't Have Transportation	0%	0
Cannot Afford Fines for Overdue Materials	0%	0
Can't Get the Help I Need When I Visit	0%	0
Programs/Services Don't Interest Me	0%	0
Don't Feel Welcome	0%	0

OBSERVATION

Of the **9%** of respondents whose usage decreased, no one (1) reason given was statistically significant. (18)

Other Reasons (11)

1. **Children/Grandchildren Grew Up** (x4)
2. **Too Busy** (x2)
3. **Don't Read** (x2)
4. **Misc. Reasons:**
   - *"Not really sure... sorry!"*
   - *"Haven't had a reason to go"*
   - *"Was out of state"*

Q8: BEFORE THE PANDEMIC, how frequently did you or your family attend Library programs in an average month? (R166)
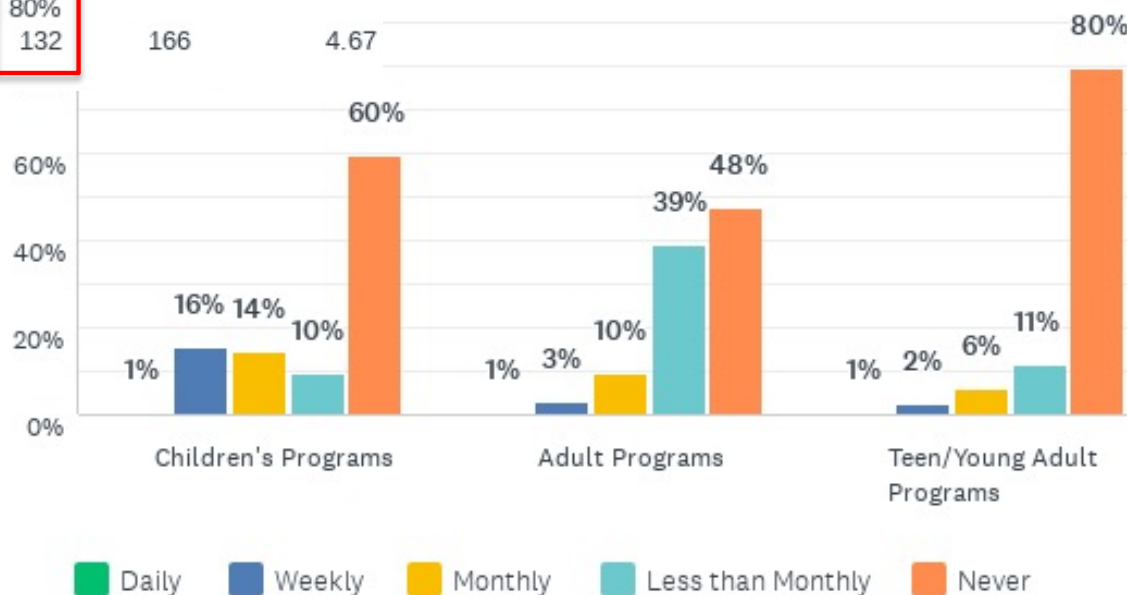
	DAILY	WEEKLY	MONTHLY	LESS THAN MONTHLY	NEVER	TOTAL	WEIGHTED AVERAGE
Children's Programs	1% 1	16% 26	14% 24	10% 16	60% 99	166	4.12
Adult Programs	1% 1	3% 5	10% 16	39% 65	48% 79	166	4.30
Teen/Young Adult Programs	1% 1	2% 4	6% 10	11% 19	80% 132	166	4.67

Most Frequently Attended Programs - Children's

31% of respondents attend **Children's Programs at least** monthly, which is at least 2x the frequency of respondents' attendance at Adult or Teen/YA Programs.

Least Frequently Attended Programs – Teen/YA

- Teen/YA Programs are the least frequently attended programs. **9%** attend **at least** monthly.
- A large majority **(80%)** of respondents have never attended a **Teen/YA** Program.

Legend: Daily · Weekly · Monthly · Less than Monthly · Never

Q9: BEFORE THE PANDEMIC, how frequently did you or your family use the following digital resources on the Library's website (streaming, downloadable, etc.)? (R166)

	DAILY	WEEKLY	MONTHLY	LESS THAN MONTHLY	NEVER	UNAWARE OF SERVICE	TOTAL	WEIGHTED AVERAGE
Overdrive (ebooks/audiobooks/magazines/movies)	11% 18	5% 8	16% 26	14% 24	33% 55	21% 35	166	3.69
Newsbank - Newspapers & News Magazines	2% 4	4% 7	2% 3	11% 19	46% 76	34% 57	166	4.43
Gale (research databases, Boston Globe)	1% 2	1% 2	5% 8	13% 22	42% 69	38% 63	166	4.50
Freegal (streaming & downloadable music)	1% 1	1% 2	1% 2	7% 11	48% 80	42% 70	166	4.74
Mango Languages	1% 1	1% 1	1% 2	7% 12	47% 78	43% 72	166	4.76
Newsbank - Genealogy	1% 1	1% 1	1% 1	6% 10	42% 69	51% 84	166	4.77
Tumblebooks (ebooks for kids)	1% 1	0% 0	3% 5	5% 8	55% 91	37% 61	166	4.79
Chilton (car repair)	1% 1	0% 0	0% 0	2% 4	49% 81	48% 80	166	4.91

Most Frequently Used Digital Resources*
1. Overdrive 31%
2. Newsbank 8%
3. Gale 7%

* % Used At Least Monthly

Least Frequently Used Digital Resources*
1. Chilton 97% 2. Tumblebooks 92% 3. Newsbank - Genealogy 92% * % Never Used + Unaware

Q10: Please rate the Library's staff on their… (R164)

	POOR	ADEQUATE	GOOD	VERY GOOD	EXCELLENT	TOTAL	WEIGHTED AVERAGE
Child-Friendliness	0.0% 0	0.8% 1	1.7% 2	9.1% 11	88.4% 107	121	4.85
Helpfulness	0.0% 0	0.0% 0	3.1% 5	17.5% 28	79.4% 127	160	4.76
Friendliness	0.0% 0	1.9% 3	2.5% 4	18.5% 30	77.2% 125	162	4.71
Knowledge	0.0% 0	0.6% 1	4.4% 7	20.1% 32	74.8% 119	159	4.69
Availability	0.0% 0	0.6% 1	3.1% 5	25.6% 41	70.6% 113	160	4.66

A negligible # of people rated the staff as **Adequate** in any service category.

OBSERVATIONS:

- All categories of staff service was rated **Excellent** by <u>at least</u> **70%** of respondents.
- **Child Friendliness** was the staff's highest service category. **98%** of respondents rated the staff's **Child Friendliness** as **Very Good** or **Excellent**. (118)
- Staff service was not rated **Poor** in any category.

Q11: Please rank the following Library SERVICES from the MOST (1) to LEAST (8) important to you and your family. (R151)

	1	2	3	4	5	6	7	8	TOTAL	SCORE
Friendly, Knowledgeable, and Helpful Staff	19.87% 30	27.15% 41	22.52% 34	15.89% 24	7.95% 12	2.65% 4	2.65% 4	1.32% 2	151	6.10
Online Access to Your Account and the Library Catalog	33.77% 51	11.92% 18	17.88% 27	7.28% 11	12.58% 19	4.64% 7	7.28% 11	4.64% 7	151	5.81
Convenient Hours	18.54% 28	19.21% 29	19.21% 29	13.25% 20	6.62% 10	13.91% 21	6.62% 10	2.65% 4	151	5.48
Services for Young Children and Families	11.26% 17	13.91% 21	6.62% 10	9.27% 14	10.60% 16	13.91% 21	16.56% 25	17.88% 27	151	4.09
Museum Passes (paid for by The Friends)	1.32% 2	10.60% 16	10.60% 16	20.53% 31	14.57% 22	20.53% 31	13.91% 21	7.95% 12	151	4.07
Resources for School-Aged Students, Including Outreach to Schools	9.27% 14	7.28% 11	7.95% 12	13.25% 20	11.92% 18	11.26% 17	21.85% 33	17.22% 26	151	3.81
Cultural Resources and Programs	2.65% 4	3.31% 5	10.60% 16	16.56% 25	21.19% 32	13.25% 20	13.25% 20	19.21% 29	151	3.61
Reliable Access to Computers, Wi-Fi, Copying, and Printing Services	3.31% 5	6.62% 10	4.64% 7	3.97% 6	14.57% 22	19.87% 30	17.88% 27	29.14% 44	151	3.03

3 Most Important Services*

1. Friendly, Knowledgeable, and Helpful Staff **70%**
2. Online Access to Your Account and the Library Catalog **64%**
3. Convenient Hours **57%**

* % Ranked 1st, 2nd, or 3rd

3 Least Important Services

1. Reliable Access to Computers, Wi-Fi, Copying, and Printing Services **67%**
2. Cultural Resources and Programs **46%**
3. Resources for School-Aged Students, Including Outreach to Schools **50%**

* % Ranked 6th, 7th or 8th

Q12: Please rank the following POTENTIAL new Library services from the MOST (1) to LEAST (8) interesting to you and your family. (R157)

	1	2	3	4	5	6	7	8	TOTAL	SCORE
Digital Materials (online, downloadable, & streaming resources)	35.03% 55	17.83% 28	14.65% 23	11.46% 18	7.01% 11	7.01% 11	4.46% 7	2.55% 4	157	6.11
Self-Checkout	19.75% 31	17.83% 28	15.29% 24	10.83% 17	8.92% 14	6.37% 10	10.19% 16	10.83% 17	157	5.15
Digital Programming (virtual events)	7.64% 12	17.83% 28	19.75% 31	12.10% 19	14.65% 23	12.74% 20	8.28% 13	7.01% 11	157	4.85
Text Message Program Registration Confirmations & Reminders	12.10% 19	17.83% 28	13.38% 21	15.29% 24	13.38% 21	7.01% 11	7.64% 12	13.38% 21	157	4.82
Homebound Delivery	11.46% 18	10.83% 17	8.92% 14	11.46% 18	9.55% 15	12.74% 20	11.46% 18	23.57% 37	157	4.01
Lending Technology Devices	3.18% 5	7.01% 11	8.92% 14	15.92% 25	21.02% 33	26.11% 41	10.19% 16	7.64% 12	157	3.98
Baking & Crafting Tools (sewing kits, knitting needles)	6.37% 10	8.28% 13	10.19% 16	12.10% 19	12.74% 20	11.46% 18	21.02% 33	17.83% 28	157	3.76
Home Improvement Tools	4.46% 7	2.55% 4	8.92% 14	10.83% 17	12.74% 20	16.56% 26	26.75% 42	17.20% 27	157	3.32

3 Most Interesting Services*

1. Digital Materials (online, downloadable, & streaming resources) **68%**
2. Self-Checkout **53%**
3. Digital Programming (virtual events) **45%**

* % Ranked 1st, 2nd, or 3rd

3 Least Interesting Services

1. Home Improvement Tools **61%**
2. Baking & Crafting Tools (sewing kits, knitting needles) **50%**
3. Lending Technology Devices **44%**

* % Ranked 6th, 7th or 8th

Q13: Please share up to three (3) ideas for new Library programs, materials, resources, or services that you or your family would find valuable/interesting and indicate the age group for each. (R69)

TOP 5 IDEA FOCUS AREAS

1. **Deliver Additional Interesting Programs for All Ages (x121 || 78%)**

2. **Grow the Collections** (physical, digital, and non-traditional "Library of Things) **(x10 || 6%)**

3. **Increase Support/Instruction on Current Technology (x10 || 6%)**

4. **Expand Services Offered (x7 || 4%)**
   - **Misc.:** Book reviews/suggestions (x3), Tutoring (x2), copying/faxing, etc.

5. **Misc. Ideas**
   - **Misc.:** Coffee area, electronic sign, community center, update parking, offer Sunday hours in winter,

NOTE: **69** responses presented **159** ideas. See the supplemental ***BMPL Ideas and Input Report 2021*** for details.

Q14: How do you prefer to hear about Beaman Memorial Public Library news

(e.g., programs, collections, and services)? Please select up to three (3) choices. **(R149)**

ANSWER CHOICES	RESPONSES	
Library Monthly e-Newsletter	72%	107
Library Website	46%	68
Library Quarterly Newsletter (printed)	40%	60
Facebook	40%	60
Flyers/Signs in Library	17%	26
Town Sign Board	11%	16
OTHER (please be specific):	10%	15
Local Paper	9%	13
Word-of-Mouth	7%	11
Twitter	1%	2
Local TV Station (WBPA)	0%	0

Respondents expressed a very strong preference for receiving BMPL news via the Library's monthly e-newsletter.

Top Preferred BMPL News Sources
1. Library Monthly e-Newsletter **72%**
2. Library Website **46%**
3. TIE - Library Quarterly Newsletter (printed) **40%**
3. TIE – Facebook **40%**

Other News Sources (16)

1. Email **(x9)**
2. School Communications **(x4)**
3. Misc.:
   - *"Tasteful, electronic sign board - at the library"*
   - *"Text message"*
   - *"Selectmen Agendas"*

Q15: Please share any additional feedback or suggestions you have for the Beaman Memorial Public Library and how it can improve over the next five years. (R46)

ADDITIONAL GENERAL FEEDBACK AND MISC. IDEAS

- **Feedback About the Library (x22 || 42%)**
  - Positive (x20 || 38%)
  - Mixed/Critical (x2 || 4%)

- **General Feedback and Ideas About Other Focus Areas (x27 || 51%)**
  - Programs (x8 || 15%)
  - Facility (x7 || 13%)
  - Management & Operations (x5 || 9%)
  - Collections (x3 || 6%)
  - Services (x2 || 4%)
  - Marketing
  - Technology

- **Misc. Comments/Ideas (x3 || 6%)**
  - *"I want to be able to come back inside browse on my own down and use my laptop in a quiet place"*
  - *"Continue to stay current and flexible!"*
  - *"I wish you would reopen, even on a limited basis. I have friends in NY and VA, and libraries are open for both of them. It's disheartening that all these libraries in central Mass remain essentially closed."*

NOTES:
- **1** N/A response
- **46** responses presented **63** comments/ideas. See the supplemental *BMPL Ideas and Input Report 2021* for details.

# Q16 and Q17: Focus Group Participant Recruiting Questions

Q16: Are you interested in learning more about participating in the Library's virtual Focus Group? (R148)

YES
21% (31)

NO
79% (117)
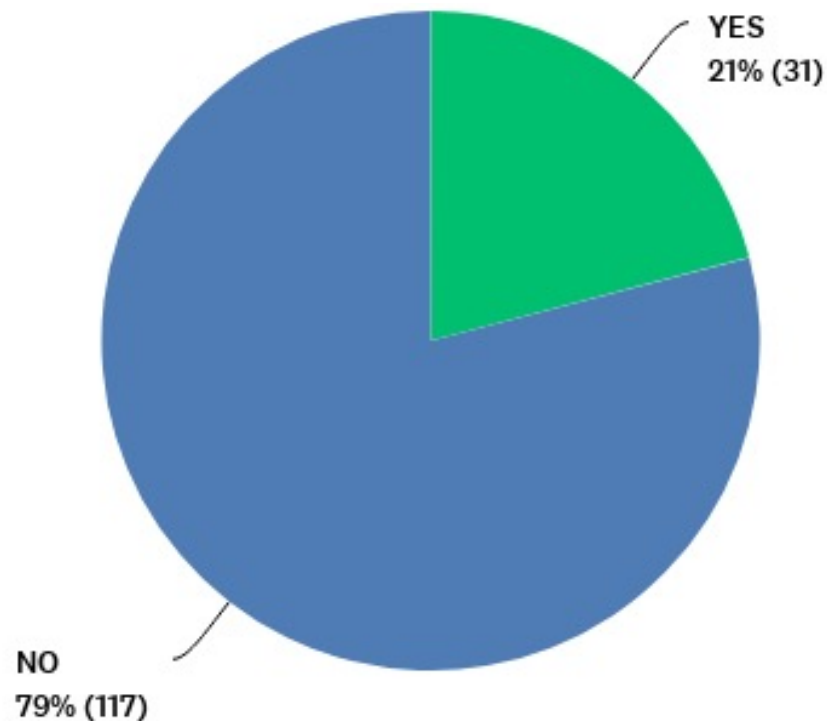
Q17: You indicated you would like to learn more regarding the Library's virtual Focus Group. To receive additional details, please provide your name, phone number, and email address below. (R30)

30 respondents provided their contact information.

Q18: Are you willing to answer a few additional questions regarding the Library's facility, non-English language resources, overdue fines, etc.? (R147)

NO
27% (39)

YES
73% (108)
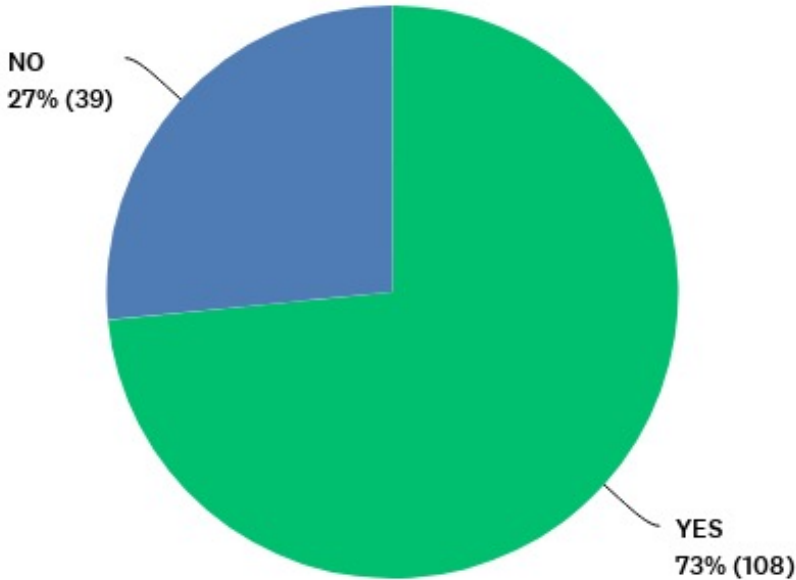
OBSERVATION

A significant majority of respondents (**70%**) agreed to answer additional questions.

Providing respondents with an option to continue answering questions proved to be an effective way to gather additional community feedback without negatively impacting the survey's completion rate.

ANSWER CHOICES	RESPONSES	
YES	73%	108
NO	27%	39

Q19: Please tell us if you AGREE or DISAGREE with each of the following statements about the Library. The Beaman Memorial Public Library is IMPORTANT because… (R108)

	DISAGREE	AGREE	TOTAL	
It supports literacy and lifelong learning	1% 1	99% 107	108	Close to unanimous agreement
It provides access to informational resources	2% 2	98% 106	108	
It enhances the community's quality of life	2% 2	98% 106	108	These are the two lowest rates of agreement. While the #s are low, they are 2-3x higher than the disagreement rates for the other 3 statements.
It helps preserve local history	5% 5	95% 103	108	
It provides a place for people to connect with each other	6% 6	94% 102	108	

OBSERVATIONS

- **≥94% Agree** with **all** the statements.
- **Highest Rate of Agreement (99%):** It Supports Literacy and Lifelong Learning.
- **Lowest Rate of Agreement (94%):** It Provides a Place for People to Connect with Each Other.

Q20: Please tell us if you AGREE or DISAGREE with each of the following statements about the Library. The Beaman Memorial Public Library is NOT IMPORTANT because… (R108)

	DISAGREE	AGREE	TOTAL
People can connect on the Web	73% 79	27% 29	108
People can find what they need elsewhere	80% 86	20% 22	108
People have many other community activities and opportunities	81% 87	19% 21	108
People prefer to buy their own books, movies, newspapers, and music	94% 101	6% 7	108

A significant majority of respondents disagree with this statement

OBSERVATIONS
- **≥73% Disagree** with **all** the statements presented.
- **Highest Rate of Agreement (27%):** People can Connect on the Web
- **Lowest Rate of Agreement (6%):** People Prefer to Buy Their Own Books, Movies, Newspapers, and Music

Q21: When describing the Library's FACILITY (building and grounds), would you say it…

(Consider the facility's size, space configuration/usage, furniture/fixtures, interior/exterior appearance, etc.)

(R108)
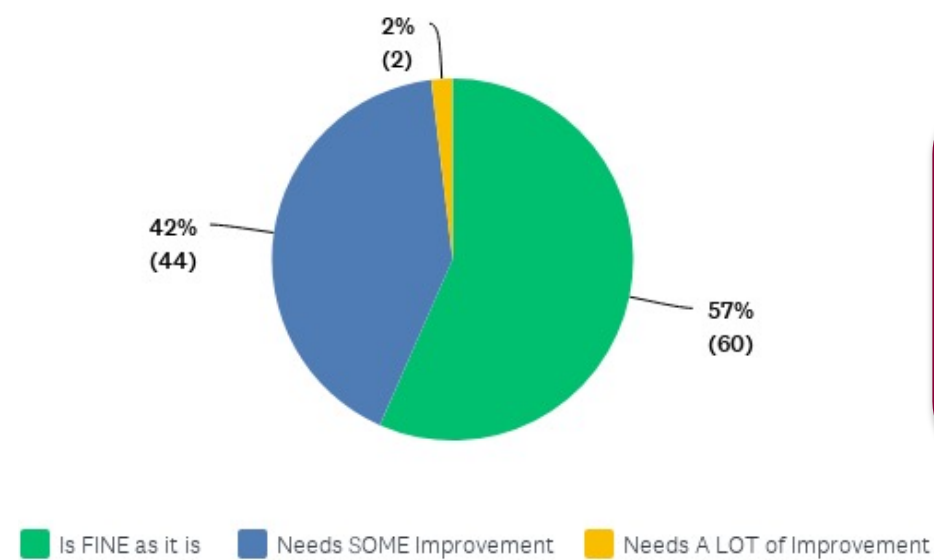
OBSERVATIONS

- A majority of respondents (**57%**) believe the facility is **FINE** as it is.
- **44%** of respondents believe the facility needs **SOME** or **A LOT** of improvement.

■ Is FINE as it is   ■ Needs SOME Improvement   ■ Needs A LOT of Improvement

ANSWER CHOICES	RESPONSES	
Is FINE as it is	57%	60
Needs SOME Improvement	42%	44
Needs A LOT of Improvement	2%	2

NOTE:

2 respondents haven't visited the Library.

Q22: You indicated that the Library FACILITY needs SOME or A LOT of improvement. To assist the Library in allocating or reconfiguring additional space to meet current and future needs, please rank the following in order of MOST (1) to LEAST (8) important to you. (R45)

Parking improvements represent the top priority for facility changes

	1	2	3	4	5	6	7	8	TOTAL	SCORE
Additional Onsite Parking	51.11% 23	22.22% 10	8.89% 4	0.00% 0	6.67% 3	6.67% 3	2.22% 1	2.22% 1	45	6.71
Designated Parking for Quick Visits (e.g., 15 minutes)	15.56% 7	24.44% 11	20.00% 9	8.89% 4	6.67% 3	8.89% 4	8.89% 4	6.67% 3	45	5.38
Clearly Marked Parking Spaces	11.11% 5	22.22% 10	24.44% 11	11.11% 5	8.89% 4	11.11% 5	6.67% 3	4.44% 2	45	5.33
Quiet Workspace for Individuals	4.44% 2	6.67% 3	17.78% 8	15.56% 7	20.00% 9	11.11% 5	15.56% 7	8.89% 4	45	4.20
Makerspace for Children	4.44% 2	8.89% 4	8.89% 4	11.11% 5	13.33% 6	20.00% 9	20.00% 9	13.33% 6	45	3.73
Comfortable, Welcoming Teen Area Seating	6.67% 3	11.11% 5	4.44% 2	11.11% 5	15.56% 7	15.56% 7	15.56% 7	20.00% 9	45	3.73
Group Meeting Space	2.22% 1	2.22% 1	8.89% 4	20.00% 9	17.78% 8	22.22% 10	20.00% 9	6.67% 3	45	3.71
Enhanced Signage in the Library	4.44% 2	2.22% 1	6.67% 3	22.22% 10	11.11% 5	4.44% 2	11.11% 5	37.78% 17	45	3.20

3 Most Important Facility Improvements*

1. Additional Onsite Parking **82%**
2. Designated Parking for Quick Visits (e.g., 15 minutes) **60%**
3. Clearly Marked Parking Spaces **58%**

* % Ranked 1st, 2nd, or 3rd

3 Least Important Facility Improvements*

1. Enhanced Signage in the Library **53%**
2. Group Meeting Space **49%**
3. Comfortable, Welcoming Teen Area Seating **51%**

* % Ranked 6th, 7th or 8th

Q23: If you have a suggestion for a potential improvement that wasn't listed in the last question, what's the single most important change you think the Library should make to its interior or exterior space?

(Page 1 of 2) **(R11)**

ADDITIONAL FACILITY IMPROVEMENT IDEAS

- **Accessibility and Safety (x3)**
  - Conduct *"A thorough accessibility review of the space (by someone other than our local building inspector) and the Library's programs/policies."*
  - *"Easier entrances for the handicapped or people who just have a hard time with stairs."*
  - *"Work with the town to slow down traffic on both streets by the library."*

- **Misc. Exterior Improvements (x4)**
  - *"Provide an outdoor reading area; perhaps with a covering to block the sun.*
  - *"Mow/rake/make pleasing the front lawn and shrubbery. It always looks untended, tired, worn out."*
  - *"When the library is "back to normal" the number one facility need is to bring back the parking…"*
  - *"…Why not build up the sidewalk on Newton St. and place an electronic crosswalk in to actually stop the speeding traffic as they wave to the pedestrians as they blow by them IN THE CROSSWALK!..."*

Q23: If you have a suggestion for a potential improvement that wasn't listed in the last question, what's the single most important change you think the Library should make to its interior or exterior space?
(Page 1 of 2) **(R11)**

ADDITIONAL FACILITY IMPROVEMENT IDEAS (cont.)

- **Configuration/Layout (x2)**
  - *"**Utilize the first floor space better**. How often does the director use his/her office? Can the directors office be better used as public space?'*
 - *'**More space for fiction** besides the front room'*

- **Misc. Interior Improvements (x2)**
  - *"Change the shelving in the **adult section** to **bring more of the collection to eye level**."*
  - *"The doors going in/out are super hard to open! Especially if you have an armload of stuff. My wish list would include an **automatic door opener**."*

NOTES:
- **1** N/A response
- **11** responses presented **12** ideas. See the supplemental ***BMPL Ideas and Input Report 2021*** for details.

Q24: Are you interested in accessing non-English language materials or attending non-English language programs? (R107)

ANSWER CHOICES	RESPONSES	
YES	23%	25
NO	77%	82
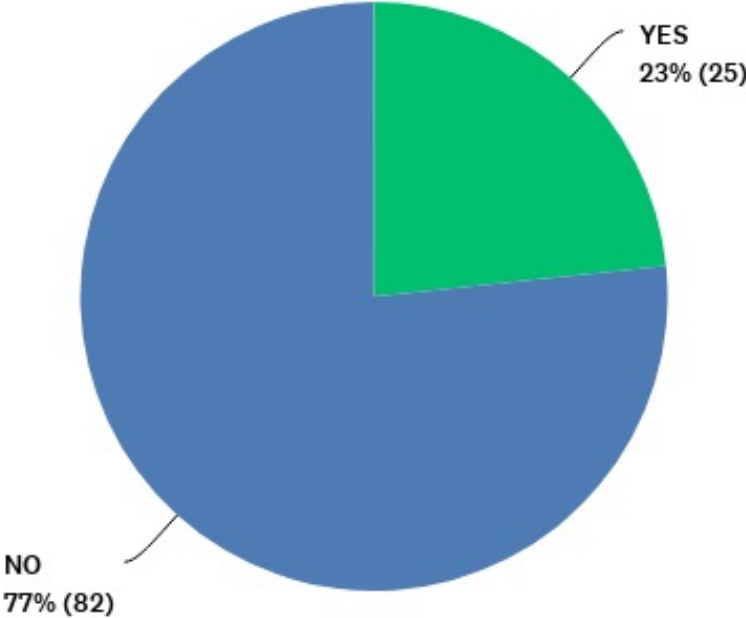
YES 23% (25)

NO 77% (82)

OBSERVATION

77% of respondents **not** interested in accessing non-English language materials and programs.

Q25: When considering potential non-English language materials and programs, which language would you and your family find MOST valuable/interesting? Please be specific (e.g., Mandarin vs. Chinese). **(R24)**

TOP 3 NON-ENGLISH LANGUAGES

1. **Spanish (x17 || 52%)**
   - *"…from Spain or South/Central America."*
   - *"in terms of learning it, not going to programs run in another language."*

2. **French (x4 || 12%)**
   - *"…in terms of learning it, not going to programs run in another language."*

3. **Italian (x2 || 6%)**

OTHER NON-ENGLISH LANGUAGES LISTED*

- Albanian
- Arabic
- Baby Sign Language
- Chinese
- Latin
- Norwegian
- Portuguese (Brazilian)
- Russian
- Tamil
- Twi

* 1 respondent each

NOTE: **24** responses presented **13** non-English languages

Q26: Please share up to three (3) ideas for non-English language programs, materials, resources, or services that you and your family would find valuable/interesting. Be as specific as possible and indicate the age group for each **(R24)**

IDEAS FOR NON-ENGLISH LANGUAGE RESOURCES BY FOCUS AREAS

- **Programs (x36 || 67%)**

- **Collections (x10 || 19%)**
  - Audiobooks in French and Spanish with written copies available
  - Spanish audio language learning materials
  - Spanish language children's books
  - Spanish language instructional videos for children (such as Muzzy)
  - Books and eBooks on learning the languages
  - Language-learning books, CDs, and DVDs
  - Reading the language - materials

- **Services - Individual Tutorial Instruction in French**

- **Technology - Computer Software to Support Learning**

NOTES:
- **5 N/A responses**
- **24** responses presented **53** ideas. See the supplemental ***BMPL Ideas and Input Report 2021*** for details.

Q27: Please indicate the reason(s) you may have had overdue Library items in the past (before the pandemic). Why did it happen? Please check all that apply. (R106)

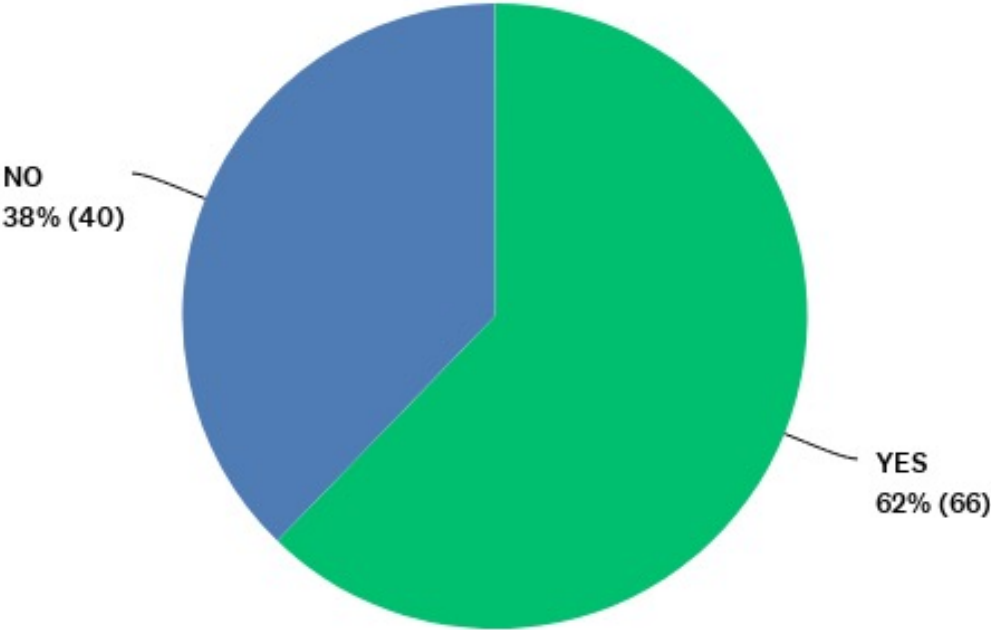| ANSWER CHOICES	RESPONSES	
Not Finished with the Item(s)	46%	49
Forgot to Return Item(s)	43%	46
Too Busy to Return Item(s)	29%	31
N/A - I've Never Had Overdue Library Items	25%	26
Misplaced the Item(s)	14%	15
Thought Item(s) Had Been Returned	14%	15
OTHER (please be specific):	8%	9
Didn't Know Item(s) Can be Returned After Library Hours	3%	3
Didn't Know Item(s) Can be Renewed	2%	2
Library Location is Inconvenient	0%	0

3 Top Reasons for Late Returns

1. Not Finished with the Item(s) **46%**
2. Forgot to Return Item(s) **43%**
3. Too Busy to Return Item(s) **29%**

Other Reasons Listed

1. *"Sometimes returns were made after hours in the drop-box, but counted as overdue."*
2. *"Library closed when trying to return"*
3. *"Thought due on different date"*
4. *"Missed email reminder"*
5. *"Mostly I just forget. I do find the library emails helpful."*
6. *"Movies are only 1 week"*
7. *"I only read a few minutes at nigh before bed; therefore it may take me a little longer than six weeks to finish a book."*
8. *"Parking is not very good esp. on a busy Saturday"*
9. *"Children!"*

Q28: Do you think the Library should assess a late fee for overdue items? (R106)

NO
38% (40)

YES
62% (66)

OBSERVATION

62% of respondents think BMPL should assess late fees.

ANSWER CHOICES	RESPONSES	
YES	62%	66
NO	38%	40

Q29: You indicated that you don't think the Library should charge late fees for overdue items. Why not? Please check all that apply. **(R40)**

ANSWER CHOICES	RESPONSES	
Discourages Borrowers from Using the Library	70%	28
Library is Supposed to be Free	35%	14
OTHER (please be specific):	33%	13
Projects a Negative Image in the Community	10%	4
I Cannot Afford to Pay	3%	1

OBSERVATION

A significant majority (**70%**) of respondents believe that assessing late fees **Discourages Borrowers from Using the Library**. It received 2x more selections than the 2nd most popular option.

Q29: You indicated that you don't think the Library should charge late fees for overdue items. Why not? Please check all that apply. (R40)

<u>Other Reasons Cited</u>

1. *"It can come from the town taxes."*
2. *"I like the current system as I think it's welcoming"*
3. *"It seems a bit petty."*
4. *"I heard the late fees don't even go to to the library…they go into the town general fund. If straight to the library..yes too fees."*
5. *"I would donate to Friends yearly in place of fines."*
6. *"Suggested donation typically brings in more funds"*
7. *"Find another way to encourage young people to use library"*
8. *"A fine for the cost of the book could be levied after a period of time."*
9. *"I understand why a fee may be necessary, may be one should be implemented if the item is overdue for longer than 2 months or something along those lines...fines for overdue books used to intimidate me when I was younger and discourage me from borrowing books, as it often took me a long time to finish them."*
10. *"If the money goes to the library, maybe OK, but if it goes into a general budget, then I'm not OK with fines. It is a hassle for library staff."*
11. *"Asking for a donation instead would likely bring in more revenue than a standard fee. For example, if I bring a book in a week late, I'm likely to put $5 in a donation cup, which would in theory be more than the fee. Also, some patrons would be discouraged from checking out materials for fear they would end up with a fine."*
12. *"This was tough - without fees, materials won't be returned. With fees, people don't return, Right?"*
13. *"Has more impact on people that need the library most and may not be able to pay fines."*

Q30: Does the potential for incurring late fees for overdue items impact your use of the Library? (R106)

ANSWER CHOICES	RESPONSES	
YES. I Use the Library Less Frequently to Avoid Late Fees.	7%	7
NO. My Library Usage Isn't Impacted by Potential Late Fees.	93%	99
TOTAL		106

OBSERVATION

93% of respondents' Library usage is not impacted by the Library assessing late.

Q31 and Q32: Friends of the Library Questions

Q31: Are you currently a member of the Friends? (R106)

ANSWER CHOICES	RESPONSES	
YES	42%	45
NO, but I would like to learn more about the Friends group.	16%	17
NO. I'm not interested in learning more about the Friends group.	42%	44

Q32: To learn more about the Friends or to join the group, please provide your name, phone number, and email address below. (R17)

17 respondents provided their contact information.