



BEAMAN MEMORIAL PUBLIC LIBRARY STAFF SURVEY 2020

TOTAL RESPONSES = 11
Completed 11 || Completion Rate 100%

Q1: Please share three words that describe your job.



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

- **POSITIVE PATRON/COMMUNITY INTERACTIONS (x7 || 44%)**

- *“I feel...a sense of pride and community in helping library patrons as a librarian...”*
- *“Engaging with families and helping to fill their library needs in not only materials but in programming/activities for them to enjoy for free.”*

- **STRONG STAFF TEAM (x6 || 38%)**

- *“I enjoy the people I work with both in and out of the Library. It is a really great community of people.”*
- *“Everyone is kind patient and flexible.”*

- **ENJOYABLE JOB DUTIES & RESPONSIBILITIES (x3 || 19%)**

- *“I enjoy the tasks I was hired to do and the environment I work in.”*

NOTE:

- The # of comments/ideas offered may exceed the total # of survey responses, because multiple topics may be discussed in one comment.
 - If more than one comment was made about a particular topic, the number of similar responses received is presented in parentheses. For example (x5) indicates 5 comments were made about the topic listed.
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Q3: What do you like the LEAST about working at this Library?

- **OPERATIONS & PROCEDURAL CHALLENGES (x3 || 33%)**

- *“Night hours”*
- *“The building closing checklist is very long and tedious”*
- *“Slightly overbearing rules for staff”*

- **INADEQUATE INTERDEPARTMENTAL SUPPORT (x2 || 22%)**

- *“Lack of support from other departments.”*
- *“Things that are dependent on departments outside of the library often take a long time to get done.”*

- **FACILITY ISSUES (x2 || 22%)**

- *“I am not a fan of the basement. It does not feel like a part of the library, it feels like a basement. If money were no object I would remodel. :)”*
 - *“Parking”*
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Q3: What do you like the LEAST about working at this Library? (page 2 of 2)

- **MISC. FEEDBACK**

- Covid-19 Challenges (closure, health concerns) (x2)
 - Community/Patrons (*“Rude patrons”, “People thinking I read all day at work.”*) (x2)
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Q4: Please share up to three (3) ideas for how the Library could improve its space (interior and/or exterior).

- **INCREASE AND IMPROVE PARKING (x8 || 31%)**
 - Add parking
 - *"Parking is a huge issue as well as speed of traffic"*
 - **UPGRADE INTERIOR DESIGN AND DÉCOR (x5 || 19%)**
 - *"Painting Children's area bright colors"*
 - *"Less clutter"*
 - *"Rearrange for more meeting/activity rooms"*
 - *"More adult shelving space"*
 - *"A quality electronic sign board"*
 - **EXPAND AND ENHANCE TEEN SPACE (x4 || 15%)**
 - *"More private but welcoming teen space"*
 - *"Teen specific gathering space"*
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Q4: Please share up to three (3) ideas for how the Library could improve its space (interior and/or exterior). (page 2 of 2)

- **IMPROVE EXTERIOR SPACE (x4 || 15%)**

- Create garden spaces (x2)
- *"In my dreams, a beautiful iron fence surrounding the front yard for safety and achieving more of a contained outdoor space."*
- *"Support from DPW for maintaining plantings and gardens"*

- **MISC. IDEAS**

- *"Money for more custodial hours"*
 - *"Budget for keeping up with repairs"*
 - *"Facilities manager assisted projects."*
 - *"Re-do the plumbing system and add a better drainage system to minimize leaks and floods."*
 - *"Remodel the basement"*
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Q5: Please share up to five (5) ideas for new Library programs, materials, resources, or services that you believe the community would find valuable/interesting.

- **OFFER NEW PROGRAMS (x12 || 48%)**
 - Offer age-specific (e.g., teens, seniors) as well as intergenerational programs (x3)
 - *“Bring programming to people”*
 - Several specific ideas offered. Will be included in the final *Ideas and Input Report*
 - **STRENGTHEN MARKETING/COMMUNICATIONS (x4 || 16%)**
 - Increase outreach with schools (e.g., jr/sr high, after school care) (x2)
 - Collaborate with senior center (*“Sharing resources/programs with senior center”*)
 - *“The programs aren't new, but it would be great to do a new campaign to let people know HOW MUCH the library offers for free.”*
 - **AUGMENT TECHNOLOGY OFFERINGS (x3 || 12%)**
 - *“Circulation of hotspots and chromebooks”*
 - Provide computer and tech support
 - Offer technology classes
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Q5: Please share up to five (5) ideas for new Library programs, materials, resources, or services that you believe the community would find valuable/interesting. (page 2 of 2)

- **EXPAND SERVICE OFFERINGS (x3 || 12%)**

- “Afterschool tutoring/ help”
- Provide offsite access to collections (x2)
 - *“Offer outreach programs (book/item deliveries on a regular basis) to assisted living, nursing homes, elderly housing and people who cannot physically get to the library. We could have a van and a mobile library!”*
 - *“Traveling library. Bring new books and a checkout station to WB events (like the fall festival).”*

- **MISC. IDEAS (x3)**

- Expand Collections:
 - *“Library of Things”*
 - *“Materials in languages other than English”*
 - *“Better parking situation”*
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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.

“If the library continues to be busy once we open again, and the hub of the community which truly doesn't have a town center like most New England towns, we will be seen as “the place to be” in our community.”

NOTE: Individual ideas collected via the staff survey will be presented in the final *Ideas and Input Report* for the project.
