

Long Range Plan of the Stoneham Public Library

FY 2003-2007



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The Planning Process

This Library's first long range plan was by any standards a singular success. Those of us who worked on the original plan became great advocates of the process for two reasons. First it provides a well thought out group of goals and objectives to be carried out over a five year period. Secondly it serves as an educational document about the Library for elected and appointed government officials, as well as the public who might not be familiar with the Library's operations or traditions. Librarians understand that the nature of their existence depends on keeping pace with the process of change and providing the best possible service to the community by addressing these changes. Such goals, of course, must reflect the Library's place within the constraints of a municipal budget. The current plan is to expire on June 30, 2002. In September 2001, a committee was formed to draw up a successor document. The group consists of Library Board of Trustees Chair Susan Doucette, Library Director Hugh Williams, Assistant Director Mary Todd, Library Staff Member Mary Cunningham, Local Businessman Steve Rotondi and, representing the Friends of the Library, Mary Doyle and Steve Proverb.

The Committee called upon representatives from the Northeastern Massachusetts Regional Library System (NMRLS) staff who directed us toward a publication entitled The New Planning For Results by Sandra Nelson. At several workshops, NMRLS representatives led the Committee in discussing community vision statements and service responses that directly impact how the Library reacts to the public's requests. In addition, a formal survey was distributed to the public seeking their input on what they wanted to see in their Library. With over three hundred responses, the results of the survey are included in this report.

The Committee identified the following service responses:

Basic Literacy

A library that offers Basic Literacy service addresses the need to read and to perform other essential daily tasks.

Commons

A library that provides a Commons environment helps address the need of people to meet and interact with others in their community and to participate in public discourse about community issues.

Community Referral

A library that offers Community Referral addresses the need for information related to services provided by community agencies and organizations.

Current Topics and Titles

A library that provides Current Topics and Titles helps to fulfill community residents' appetite for information about popular cultural and social trends and the residents' desire for satisfying recreational experiences.

General Information

A library that offers General Information helps meet the need for information and answers to questions on a broad array of topics related to work, school and personal life.

Information Literacy

A library that provides Information Literacy service helps address the need for skills related to finding, evaluating, and using information effectively.

Lifelong Learning

A library that provides Lifelong Learning service helps address the desire for self-directed personal growth and development opportunities.

Local History & Genealogy

A library that offers Local History and Genealogy service addresses the desire of community residents to know and better understand personal or community heritage. The Library staff will draw up an annual action plan that identifies activities that will accomplish the goals and objectives set in this plan. That action plan is not included in this document.

Community Profile

Stoneham, like many of its sister communities in greater Boston, was principally an agricultural center throughout the 18th century until the advent of the industrial age. When cottage industries turned into factory industries in the 1850's, Stoneham became a center for shoe manufacturing. This continued throughout the earlier part of the 20th century. Today, Stoneham, bordered by US Route 93 on the west, US Route 1 on the east and Route 128 (95) on the north is clearly a commuter town. Although some light industry exists within the town, the labor force is primarily focused on the professions, service occupations, and sales and administrative support. Statistics for 1999 indicate that less than 5% of the population falls below the poverty line. With unemployment in December 2001 a mere 3.4% and a per capita income in 1999 in excess of \$35,000 (nearly double that of ten years before) and a median family income of \$64,611, Stoneham, although not affluent, is not an inexpensive place to live. In February 2002 the median price of a single-family home was \$295,000. Stoneham's population has a higher percentage of college graduates than the national average, although less than that of the contiguous communities surveyed. Stoneham has over 9,000 households of which more than 30% include persons over the age of 65. This is up from 25% identified in the first Long Range Plan. Clearly our population continues to get older. About 25% of the households include a person under the age of 18; however, population projections for this age group indicate a level trend in growth. The non-white population, while diverse, represents a small overall percentage of the population. Of the 22,000 citizens in the 2000 US census, fewer than 1,000 were non-white. In this group were roughly 560 Asian-Americans and 400 Hispanic-Americans. The Asian-American population jumped approximately 75% between 1990 and 2000.

Local Issues

Since the last Long Range Plan, taxpayers have voted a debt-exclusion bond that would see forty million dollars in state/municipal funds go for the complete reconstruction of all the elementary schools. There is understandable taxpayer anxiety since this project has incurred six million additional dollars in cost overruns. This, coupled with the need for a

new fire station and a new and/or renovated middle school, will test the limits to which taxpayers will allow their government to go.

Redevelopment in the downtown portion where the Library is located has been nothing short of a miracle. The Town Common is now a reality. Through the generous philanthropy of the Symes family, live theater has been successfully restored to the downtown. This unique institution is something of a rarity for a bedroom community. It has greatly enhanced the downtown, brought in at least three first class restaurants, and fostered pride amongst our citizenry.

Very recently two local business owners have put forth bold proposals that would change the face of the downtown substantially for the better. The Paicopolos family, owners of Highland Printing, and the Cahill family, owners of McDonough's Liquors, have proposed razing their buildings and replacing these with a mixed combination of residential/commercial space. Although still in the planning stage, public opinion on this subject has been positive. Moreover, changes could be in store for the Dow block, Stoneham Square's most prominent property. The fifty year owner of this property has recently sold it to a real estate group.

Given the positive changes in recent years, notably the Chase block rehab, the Library addition and more recently the Common, expanded public parking and the renovation of the former Stoneham Cooperative Bank, the Committee is in agreement that the most important area to be addressed next is the commercial development of the site of the former Boston Regional Medical Center. Putting this property on the tax rolls for the first time will bring in much needed revenue to the local government.

Library Profile

Governance

The Library is an agency of the municipal government of the Town of Stoneham. The six-member Board of Library Trustees, elected by the voters, sets policy for the Library and is authorized by the Town Charter to appoint all Library personnel.

History

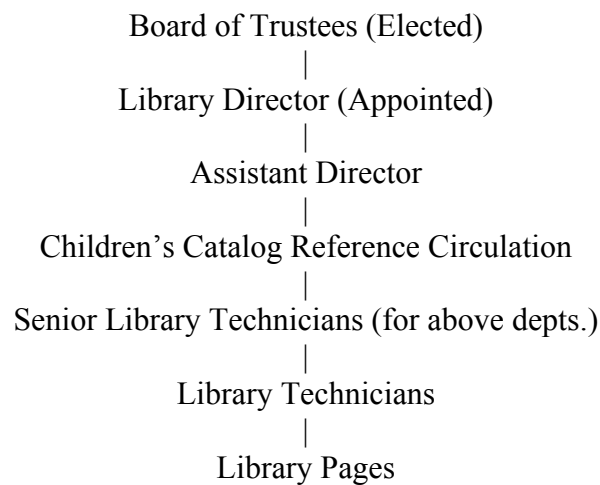
Stoneham's Library was established in 1859 by vote of the Town Meeting. Its antecedents were several private libraries scattered throughout the town. Between 1859 and 1904 the Library was located in several venues, first in an area provided by one of the Library's co-founders; later in the still-existing Dow and Chase buildings. A gift by the Carnegie Foundation in 1903 established the Library at its present Main Street address. A further gift in 1931 by local philanthropist, Annie H. Brown, provided a children's division that was to constitute the Library's physical plant for the next fifty years.

In 1980/81, the town meeting authorized the expenditure of nearly two million dollars for land acquisition, construction and furnishing of the present plant. An anonymous gift of forty thousand dollars in 1985 enabled Stoneham to join the North of Boston Library

Exchange (NOBLE) an automated library network. Membership could not have come at a better time in light of the severe financial cutbacks, especially in the book budget, that the Library was to experience from the late 1980's through the early 1990's. While the Library continues to be a source of recreational and serious reading for youths and adults alike, the advent of on-line information and rapidly changing information caused the Library to divert some of its limited resources to in-house technology and reference. As of this writing, (March 2002), the town again faces a budget crisis not seen since the early 1990's.

Staffing

The Library Director, Assistant Director, Reference, Children's and Catalog librarians have Master of Librarian-ship degrees. The staffing structure is:



Library Operating Hours

Adult Services

Monday – Thursday	10-9
Friday	10-5
Saturday	10-5
Sunday	2-5

Junior Library

Monday	1-9
Tuesday – Thursday	10-6
Friday	10-5
Saturday	10-5
Sunday	2-5

Winter hours total sixty-one and summer hours total fifty-one per week. The entire Library is closed on Saturdays and Sundays from June 15 to Labor Day.

Collection

As of June 30, 2001 the combined book collections totaled 77,690. Periodical subscriptions totaled 236. Videocassettes, audiocassettes, computer software, compact discs, films and museum passes totaled 3,301.

Careful selection of books and materials is one step toward accomplishment of the Library's mission statement. All materials are selected by the library staff; recommendations from members of the Board of Library Trustees and the general public are welcomed. However, the Library resists at all times efforts of any individuals, organizations or pressure groups to dictate purchases or to remove so-called "objectionable" books from the shelves. Guided by standards of purpose and quality, collections are built to meet the needs and interests of the people of Stoneham. The collections contain materials of permanent or timely value, of authoritativeness, of high standards of quality in content, format and binding, as well as materials addressing all sides of controversial issues. Because circumstances limit the total number of titles purchased yearly, the Library staff makes use of standard review vehicles, such as ALA Booklist, used by librarians across the United States. The book selection policy of the Stoneham Public Library has as its cornerstone the Library Bill of Rights and the Freedom To Read statement of the American Library Association. (Copies of these documents are available at the Library.)

Several trends in collection use in Stoneham have become apparent in recent years. Although the "best seller" reader remains the model consumer of popular titles, actual circulation of these works has declined while a noticeable demand for non-book materials is on the increase.

Our children's collection, although good, can always be improved with a future infusion of capital. Praise is to be given for programming in that department that promotes reading among youth as well as computer literacy.

Circulation

For the year ending June 30, 2001 the Stoneham Public Library circulated more than 115,000, more than 90% of these to residents of the town. ILL reciprocity for that year showed Stoneham to be a net borrower of materials from libraries within and outside of the NOBLE consortium.

Out of the town population of slightly over 22,000 people, approximately 15,000 are registered as library borrowers. We determined that an average of 3,000 people per week come through the front door. This includes those associated with the more than eighty civic, social, cultural and municipal groups that meet in various Library rooms over the course of a year.

Funding

The MBLC compares libraries across the state according to population groupings assessed on a per capita basis. The following table (based on Massachusetts Public

Library Data for March 2001) relates Stoneham to the group average. (Entries are dollar values, except for percentage figures)

	STONEHAM	GROUP
Total operating income	31.10	32.52
Municipal appropriation	29.50	29.71
Salary expenditures	17.81	20.41
Salary (% of total budget)	61%	68%
Material expenditures	4.59	5.16
Materials (% of total budget)	16%	18%

In order to maintain eligibility for State Aide to Public Libraries, libraries in the Stoneham population group (15,000-24,999) must expend 15% of the library's total budget, excluding health insurance costs, on library materials. This MUST be maintained to ensure future cherry sheet monies for the library.

Library Issues

While the Library enjoys high praise for its genial staff, modern building, state of the art technology and ever improving collections, the Committee has identified several on-going issues facing the Library over the next five years.

- **Physical Plant**

Carpeting needs to be replaced. It will be twenty years old next year.

In light of the new technology, the main floor furnishings should be reconfigured.

There is a need for high-speed printers for public use at PC stations.

Wireless technology may alleviate the furnishings configuration.

Exterior trim on the building must be painted.

Thermal glazing that with age has become translucent must be replaced.

Trees on the property need to be pruned yearly.

Non-tax funding sources must be pursued.

The Friends of the Library will be encouraged to donate one major item to the Library each year.

Locations for quiet study areas should be explored.

Acoustic and air quality consultants' studies should be implemented.

Recognizing that at the conclusion of this plan the Library's future space needs will not have been discussed in a generation, the Long Range Planning Committee urges the Trustees, in conjunction with the Selectmen, to establish a committee to address the Library's space needs for the next twenty-five years.

- **Collections**

Knowing that the use of non-book materials is increasing at a rate faster than books, direct more funds toward that collection.

Direct additional funds toward multiple copies of best sellers to reduce the waiting time patrons must endure.

Direct additional funds to expand the young adult collection and explore future space needs for YA Services.

Direct additional funds to preservation of local documents.

Encourage use of e-mail reference inquiries.

Maintain an on-going weeding program and identify subject areas to be especially targeted.

Contingent upon funding, develop a literacy program.

- **Personnel**

There is an urgent need for a part-time young adult librarian. This segment of Stoneham's reading population (age 12-16) is completely unserved.

There is insufficient custodial staff at the Library.

Reference service should be available at all times during the Library's operating hours.

The Board of Retirement's policy dealt a severe blow to future recruiting of Library personnel when it pulled twenty hour positions from the Town's pension fund. This impacted five permanent library positions and, until changed, will continue to hit the Library harder than any other local agency. For example, should the Catalog Librarian's position become vacant, the Committee anticipates great difficulty in recruiting candidates willing to make any long term commitment to the Stoneham Public Library.

There is a need for regular staff meetings with formal agendas.

The Committee strongly recommends that the Library Board of Trustees reengineer the pay structure of the general library staff to have parity with other professional employees within the town, particularly the School Department. In light of the current inadequate salaries at the Library, the Committee is concerned that the future recruitment of qualified professional and support staff will be in jeopardy.

Vision Statement

The people of Stoneham will view the Library as the principal information provider for all of our citizens.

The people of Stoneham will view the Library as a welcoming institution that promotes recreational reading and provides unbiased research resources.

The people of Stoneham will view the Library as the principal instructor in state of the art information.

The people of Stoneham will view the Library as a nurturing component of a Town that supports the moral, ethical and successful future of our youth.

Mission Statement

A free public library is essential to the preservation and growth of our democratic institutions. The mission of the Stoneham Public Library is to ensure that all people of Stoneham have free and open access to recorded information and ideas.

The Stoneham Public Library promotes these ideals by focusing on its independent learning role. The library is committed to cost-effective information delivery using

traditional materials and state-of-the-art technology. In addition, our staff is dedicated to effective public services in a welcoming atmosphere.

Survey Overview

A survey was developed for distribution throughout the town of Stoneham and included concerns expressed by the Committee, library staff and library patrons. Copies were disseminated via the local weekly newspaper, the Stoneham Independent, were available in both the Adult and Junior Libraries; and also via the Library's internet website. In excess of 300 responses were received. A copy of the survey, including responses, is included as an appendix to this document. Major recommendations included:

- Increase collection of bestsellers
- Increase collection of adult fiction and non-fiction
- Expand video collection
- Expand collection of books on tape and CD
- Expand magazine and newspapers collections.
- Provide more computers
- Increase computer and library instruction
- Provide suggested reading lists
- Establish a quiet study area
- Establish a café or social area
- Implement services aimed at young adults

Respondents also acknowledged the following strengths:

- Helpful and knowledgeable staff
- High speed internet connections
- Excellent children's programming/ILL service

Goals & Objectives

1. Basic Literacy Response:

A library that offers BASIC LITERACY service addresses the need to read and to perform other essential daily tasks.

Service Response: BASIC LITERACY

GOAL 1: The Library plans to provide a reading literacy program available to anyone in the community.

Objective 1: The Library will provide book and non-book materials to support ESL and GED candidates. (FY 2003)

Objective 2: Contingent upon funding, the Library will develop an adult literacy program. (FY 2007)

2. Commons Response:

A library that provides a COMMONS environment helps address the need of people to meet and interact with others in their community and to participate in public discourse about community issues.

Service Response: COMMONS

GOAL 2: The Library will provide residents with a modern, clean, safe, and inviting facility which encourages learning and leisure reading, provides access to up-to-date electronic resources and fosters community discourse.

Objective 1: Add gutters and downspouts; and repair roof shingles on the south building. (FY 2003)

Objective 2: Trees on the property will be pruned annually. (FY 2003)

Objective 3: Wireless technology will be provided. (FY 2003)

Objective 4: The Library will initiate an ongoing PC replacement program and high speed printers will be added for public use. (FY 2003)

Objective 5: Exterior and interior windows will be washed annually. (FY 2003)

Objective 6: The east monumental window will be repaired to prevent water damage. (FY 2004)

Objective 7: Library carpeting will be replaced. (FY 2004)

Objective 8: More lighting will be provided in the extreme southeast exterior of the building. (FY 2004)

Objective 9: New computer stations will be established for the main level of the Adult Services Division. (FY 2005)

Objective 10: Consider designating an area in the Library where the public may consume food and drink. (FY 2005)

Objective 11: Thermal glazing on the windows will be replaced. (FY 2006)

Objective 12: The exterior trim will be painted. (FY 2007)

3. Community Referral Response:

A library that offers COMMUNITY REFERRAL addresses the need for information related to services provided by community agencies and organizations.

GOAL 3: The Library will actively encourage local groups to post information regarding their organization at the Library for dissemination to local residents.

Objective 1: The Library will continue to provide a display area for local groups to distribute their materials. (FY 2003)

Objective 2: The Library will compile a list of local organizations, their contact persons and addresses as a reference guide for local citizens. (FY 2003)

Objective 3: Maintain ongoing relationships with community organizations and other municipal agencies. (FY 2003)

4. Current Topics & Title Service Response:

A library that provides CURRENT TOPICS AND TITLES helps to fulfill community residents' appetite for information about popular cultural and social trends and their desire to satisfying recreational experiences.

Service Response: CURRENT TOPICS AND TITLES

GOAL 4: The Library will make available to all residents more popular items in more

formats and greater numbers to alleviate long waiting periods and enhance their overall library experience.

Objective 1: \$2,000 will be budgeted for the purchase of materials devoted to young adult patrons. (FY 2003)

Objective 2: The Library shall purchase 10% more popular titles in videocassette and DVD formats. (FY 2005)

Objective 3: The Library will expand the current collection of audiobooks in both cassette and CD formats by 10%. (FY 2005)

Objective 4: The Library will purchase more copies of bestsellers when requests reach a 5:1 ratio to the number of copies owned. (FY 2006)

Objective 5: The Library's weeding policy will be reviewed and updated and a major weeding project will be undertaken in both Adult Services and Junior Library. (FY 2006)

5. General Information Response:

A library that offers GENERAL INFORMATION helps meet the need for information and answers to questions on a broad array of topics related to work, school and personal life.

Service Response: GENERAL INFORMATION

GOAL 5: The Library will make its resources available to the maximum number of residents during the maximum number of hours. This includes both on-site and remotely.

Objective 1: The Library will continue to support the Stoneham School Department's summer reading program. (FY 2003-2007)

Objective 2: The Library will actively advertise the availability of e-mail Reference service and Reference-On-Call services both in house and four times per year in the local newspapers. (FY 2003)

Objective 3: In order to provide continued exemplary service to the community, staff meetings with agenda will be scheduled on a quarterly basis in order to ensure a well-informed workforce. (FY 2003)

Objective 4: Contingent upon funding, Reference Service will reflect the Library's hours of operation. (FY 2004)

Objective 5: The Library will consider offering a quiet study area within the confines of the existing building. (FY 2004)

Objective 6: Contingent upon funding, the Library will explore the possibility of being open on Saturdays year-round. (FY 2004)

Objective 7: Contingent upon funding, a professional Young Adult position will be added to the current staff. (FY 2007)

Objective 8: The Library Trustees will meet with the Board of Selectmen to discuss the future space needs of the Library and the need for expansion during the next 25 years. (FY 2007)

Objective 9: The Library Trustees will appoint a space needs committee with a special emphasis on a Young Adult Services area. (FY 2007)

6. Information Literacy Response:

A library that provides INFORMATION LITERACY service helps address the need for skills related to finding, evaluating and using information effectively.

Service Response: INFORMATION LITERACY

GOAL 6: The Library will answer the need of residents to continue to acquire the skills necessary for proficiency in the use of electronic resources.

Objective 1: The Library will increase the number of computer classes available to adults by 25%. (FY 2006)

Objective 2: The Library will publicize the availability of on-line databases for the library and home use both in-house and in the local newspapers on a quarterly basis. (FY 2003)

Objective 3: The Library will encourage the public to set up their own e-mail accounts with the Library's assistance. (FY 2004)

Objective 4: The Library will apply for LSTA Grant monies when applicable. (FY 2003-2007)

7. Lifelong Learning Response:

A library that provides LIFELONG LEARNING service helps address the desire for self-directed personal growth and development opportunities.

Service Response: LIFELONG LEARNING

GOAL 7: The Library will offer residents the opportunity to broaden their knowledge base by providing access to programs and informational handouts.

Objective 1: The Library will provide booklists on various topics with an emphasis on current events. (FY 2004)

Objective 2: The Library will offer adults an instructional program on the use of online databases such as EBSCO, Infotrac, and others. (FY 2005)

8. Local History & Genealogy Response:

A library that offers LOCAL HISTORY & GENEALOGY service addresses the desire of the community residents to know and better understand personal or community heritage.

Service Response: LOCAL HISTORY & GENEALOGY

GOAL 8: The Library will endeavor to preserve any items of historical significance it houses in order to help maintain the historical integrity of the community.

Objective 1: The Library, in conjunction with the Town Clerk's office, will spend up to \$5,000 from the Apalakis Fund on preservation of the Town's historical documents. (FY 2004)

Objective 2: The Library will actively pursue microfilming items of importance to local history, including but not limited to street lists, maps, photos, etc. (FY 2005)

Objective 3: The Library will work to find proper storage for items of local historical significance currently stored in the Stoneham Room (FY 2006)

Appendix A: Glossary

ALA	American Library Association
CD	Compact Disc
DVD	Digital Video Disc
ESL	English as a Second Language
GED	General Equivalency Diploma
ILL	Inter-Library Loan
LSTA	Library Services and Technology Act
MBLC	Massachusetts Board of Library Commissioners
NMRLS	Northeastern Massachusetts Regional Library System
NOBLE	North Of Boston Library Exchange
PC	Personal Computer
YA	Young Adult

Appendix B: Survey Results

STONEHAM PUBLIC LIBRARY USER SURVEY 2001

We invite any resident of Stoneham to complete the form below and submit it to the library, either by mail, in the book depository or at the main desk. We encourage your involvement in our evaluation process. Your answers will help us to determine the direction the library takes over the next five years. We appreciate your input. Please respond by December 1, 2001

Name (Optional) _____

Telephone (Optional) _____

E-Mail (Optional) _____

1. HAVE YOU USED THE SERVICES OF THE STONEHAM PUBLIC LIBRARY IN THE PAST 12 MONTHS?

270 YES (91%)

18 NO (6%)

3 NA (3%)

If YES , proceed to question 3.

If NO, proceed to question 2.

2. WHY DON'T YOU USE THE LIBRARY MORE OFTEN? (Mark all answers that apply)

6 Hours are inconvenient

5 Library is too noisy

0 Have vision problems

0 Need help with English

2 Collection needs work

2 Need transportation

4 Have problems walking

2 Don't know how to use library

____ Other (Please specify in box below)

2 Parking

2 Too Busy

1 Haven't had the need

3. WHAT DAYS ARE MOST CONVENIENT FOR YOU TO USE THE LIBRARY? (Mark all answers that apply)

167 Monday (56%)

170 Thursday (57%)

165 Sunday (56%)

168 Tuesday (57%)

168 Friday (57%)

168 Wednesday (57%)

192 Saturday (65%)

4. WHAT HOURS ARE MOST CONVENIENT FOR YOU TO USE THE LIBRARY? (mark all answers that apply)

142 Mornings (48%) 209 Afternoons (71%) 178 Evening (60%)

5. IF FUNDS WERE AVAILABLE, WHAT WOULD YOU LIKE THE LIBRARY TO PURCHASE MORE OF? (Mark all answers that apply)

124 Adult Non-Fiction (42%)	132 Adult Fiction (45%)
51 Young Adult Materials (17%)	28 Large Print Materials (9%)
73 Books on Tape (25%)	52 Books on CD (18%)
95 Videos (32%)	34 DVDs (11%)
37 Music CDs (12.5%)	92 Computer (31%)
___ Other ((Please specify in box below))	

4 More Museum Passes	1 Science & Technology Books
3 More Magazines	1 Foreign Language Films
2 Update Reference Material	1 Foreign Language Instructional CD's
2 More Mysteries	
2 New Craft & How-To Books	
1 More Computer Instruction Books	
1 How-To Videos	

6. PLEASE MARK BELOW THE ITEMS THAT YOU OR ANY MEMBER OF YOUR FAMILY BORROWED OR USED IN THE PAST TWO YEARS.

185 Adult Non-Fiction (62%)	184 Adult Fiction (62%)
71 Books on Tape (24%)	85 Rental Books (29%)
75 Museum Passes (25%)	108 Videos (36%)
106 Jr. Library Materials (36%)	79 Interlibrary Loan Services (27%)
101 Magazines/Newspapers (34%)	18 Music CDs (6%)
85 Internet (29%)	22 Large Print Materials (7%)
52 Story Times (18%)	73 Personal Computers (25%)
109 Reference Services (37%)	43 Meeting Rooms (15%)

7. WITHIN THE LAST 12 MONTHS, HOW OFTEN HAVE YOU VISITED THE STONEHAM LIBRARY?

77 Once a Week	(26%)
80 Twice a Month	(27%)
42 Once a Month	(14%)
69 Other	(23%)
NA	(9%)

8. IS THERE A SPECIAL SERVICE OR PRODUCT THAT WOULD MAKE THE LIBRARY MORE READILY ACCESSIBLE TO YOU?

- 1 Braille Typewriter
- 4 English language classes
- 37 Scanner (13%)
- 11 Transportation (4%)
- 26 Library Instruction (9%)
- ___ Other (Please specify in box below)

- | | |
|-------------------------|--------------------------------|
| 2 Laptop Stations | 1 Library Instruction for Kids |
| 2 Color Copier | 1 Programs for Kids 6 – 10 |
| 1 Fax Machine | 1 Computer Classes for Kids |
| 1 Babysitting | |
| 1 Study Groups for Kids | |

9. WHAT SERVICES WOULD YOU LIKE TO SEE THE LIBRARY OFFER OR OFFER MORE OF? (Please mark all that apply)

- 97 More Computer Classes (33%)
- 29 More Book Display Areas (10%)
- 53 Quiet Study Areas (18%)
- 49 Book Discussion Groups (17%)
- 48 Home Delivery Service (16%)
- 15 Adult Literacy Program (5%)
- 23 More Signs (8%)
- 113 More Bestsellers (38%)
- 26 Young Adult Programs (9%)
- 54 Open Earlier (before 10:00) (18%)
- 89 Café or Social Area (30%)
- 104 Suggested Reading Lists (35%)
- ___ Other (Please specify in box below)

- | |
|---------------------------------------|
| 7 More Outside Lighting |
| 4 NO Café |
| 4 Extended Checkout Period |
| 4 Open Saturdays All Year |
| 2 Branch Library |
| 1 Daytime Book Discussion Group |
| 1 Open Reference 5:00 – 6:00 each day |
| 1 More Adult Programs |
| 1 Railing by the Ramp |

10. PLEASE INCLUDE ANY COMMENTS OR SUGGESTIONS CONCERNING ANY ASPECT OF LIBRARY SERVICES NOT MENTIONED ABOVE. . .

- | |
|--|
| 3 Fix the Leaks |
| 3 Redecorate with some Color |
| 1 Suggestion Box |
| 1 Redecorate the Junior Library |
| 1 Shelves are Too High |
| 1 Storage for the Documents in the Stoneham Room |

11. DO YOU HAVE ACCESS TO THE INTERNET AT HOME?

185	YES	(63%)
80	NO	(27%)
	NA	(10%)

12. TO HELP US BETTER ANALYZE YOUR RESPONSES, PLEASE CONSIDER FILLING OUT THE DEMOGRAPHIC INFORMATION BELOW. YOUR RESPONSES WILL BE KEPT COMPLETELY CONFIDENTIAL.

Sex

72	Male	(24%)
197	Female	(67%)

Age

35	18-30	(12%)
81	31-45	(27%)
69	46-59	(23%)
36	60-69	(12%)
42	over 70	(14%)
	NA	(9%)

Education Level

66	High school	(22%)
54	Some college	(18%)
103	College deg.	(35%)
54	Post Grad.	(18%)
	NA	(6%)

Thank you for participating in our survey. Please return it to the library by December 1, 2001. Also consider attending any or all of our planning meetings. We appreciate your time and your input.