

## Ten Minutes to a Better Library!

We need your help! We are working on a long-range strategic plan to establish library priorities for the next 3-5 years, and we cannot do this properly without YOU, the residents of Holbrook.

Please assist us in planning Holbrook Public Library's future by taking 10 minutes to fill out our survey. And, if you submit a completed survey by July 31, 2022, you will be entered into our raffle to win a \$50 gift card to a local restaurant of your choice.

We would love to hear from EVERY member of your household. Go to [www.holbrookpubliclibrary.org](http://www.holbrookpubliclibrary.org) to take the survey online or to print out additional copies. Surveys will also be available at the Library, Town Hall, and Senior Center. Once we have collected and analyzed the results, we will present our findings to the Town and use this information to guide library planning for the next 5 years.

If you have further thoughts, or anything else you would like to share, Library Director Kimberly Usselman welcomes additional comments at [hpl@holbrook.ocln.org](mailto:hpl@holbrook.ocln.org).

We appreciate your time and feedback very much. Thank you!

-The Holbrook Public Library Staff & Board of Library Trustees

Let's begin...

## 1. Library use

The following questions are about how often you visit specific locations, using this scale:

- 3 - Weekly
- 2 - Monthly
- 1 - Yearly
- 0 - Do not visit

- A. How frequently do you visit the Holbrook Public Library? \_\_\_\_
- B. How frequently do you visit another library? \_\_\_\_
- C. How frequently do you visit the Holbrook Public Library's website? \_\_\_\_
- D. Another library's website? \_\_\_\_
- E. What prevents you from using the Holbrook Public Library more? Choose up to 3

Too busy / no time

I buy what materials I need (or get them as gifts)

My children are grown and I mainly went to the library for them

Programs not of interest and/or I attend programs elsewhere

Wait times too long for popular materials

Loan periods not long enough

It's too hard to find materials I want to borrow

Hours not convenient

Location / parking not convenient

Staff not friendly / welcoming

Blocked account / owe money for materials

Had a bad experience

Disability or physical limitation

Meeting room / space not available

There is nothing preventing me from using the library

Other (please specify) \_\_\_\_\_

## 2. Library Services

A. How often do you use the following library resources? Rank each item on a scale of 1 to 3, where 1 is "always" and 3 is "rarely".

	1 I always use this	2 I sometimes use this	3 I rarely use this	4 I never use this	Didn't know the library offered this
Children's collections					
Teen/Young Adult collections					
Adult collections					
Large Print collection					
DVDs/Blu Rays					
Music CD collection					
Playaways/Audiobooks CDs					
Video Game Collection					
Library of Things Items					
Digital Content (E-books, audiobooks, and magazines think Overdrive, Libby, Hoopla)					
Digital Resources (Tumblebooks, Ancestry, Mango Languages, etc)					
Museum Passes					
Space to relax/work in					
Community Meeting Room					
Public Computers & Printing					
Free Wi-Fi in the library					
Mobile Wi-Fi hotspots					
Photocopier					
Community Bulletin Board					

B. How satisfied are you with the following library resources? Rank each item on a scale of 1 to 5, where 1 is "very satisfied" and 5 is "very dissatisfied".

	1 <i>Very Satisfied</i>	2 <i>Satisfied</i>	3 OK / Neutral	4 <i>Dissatisfied</i>	5 <i>Very Dissatisfied</i>
Children's collections					
Teen/Young Adult collections					
Adult collections					
Large Print collection					
DVDs/Blu Rays					
Music CD collection					
Playaways/Audiobooks CDs					
Video Game Collection					
Library of Things Items					
Digital Content (E-books, audiobooks, and magazines think Overdrive, Libby, Hoopla)					
Digital Resources (Tumblebooks, Ancestry, Mango Languages, etc)					
Museum passes					
Children's area (the physical space)					
Teen/Young Adult area (the physical space)					
Adult areas of the library (the physical space)					
Community Meeting Room					
Public Computers & Printing					
Free Wi-Fi in the library					
Mobile Wi-Fi hotspots					
Photocopier					
Community Bulletin Board					

C. We are considering adding the following services and resources. Circle up to 3 that you think would be most helpful to you and your family.

- Faxing Services
- Notary Services
- Passport application services
- Community visibility / mobile library (be at community events such as school events, the Farmer's Market, town parades, etc - so that people can get library cards and check out items)
- More Things in the Library of Things
- Virtual Community Calendar for the entire town to use
- 3D Printer (available to use at the library)
- Home Delivery for those that are Home Bound
- Video Games (different systems - We have Wii, WiiU, XBox One, XBox360, PS3, PS4 games)

D. Are there any services or resources you wish we had?

E. Do you have any other comments for us about our services, resources, or space?

### 3. Library Programs

A. Do you attend our Adult Programs? Circle: Yes / No

B. If yes, which adult programs have you attended?

C. What other types of Adult programming would you like the Library to offer?

D. Do you or your children/grandchildren attend our Youth Programs? Circle: Yes / No

E. If yes, which children's or teen programs have you/they attended?

F. What other types of children's or teen programming would you like the Library to offer?

## 4. Library Hours

A. What hours do you and your family visit the library? Please check off all that apply.

Open hours	My family / I use the library during this time
Tuesday afternoons	
Tuesday evenings	
Wednesday mornings	
Wednesday afternoons	
Thursday afternoons	
Thursday evenings	
Friday mornings	
Friday afternoons	
Saturday mornings (not open Saturdays during the summer)	
Saturday afternoons (not open Saturdays during the summer)	
Monday mornings (open Mondays during the summer)	
Monday afternoons (open Mondays during the summer)	

B. If funding became available to open the library for more hours, when would you MOST like us to add hours? Circle up to 3.

These are time frames we are not open
Monday mornings
Monday afternoons
Monday evenings
Tuesday mornings
Wednesday evenings
Thursday mornings
Saturdays in the summer

## 5. Communication Preferences

A. Where do you get information about community and library events? Check off all that apply.

	Holbrook Library	Town of Holbrook
Facebook		
Instagram		
Website		
Word of Mouth		
Flyers hung various places		
Town Blast E-mails		
E-newsletter		
HCAM		
Outside Sign		

Other: \_\_\_\_\_

B. Do you have any other suggestions of places the library can be advertising its programs / services?

## 6. Final Thoughts!

A. Where does the Holbrook Library excel?

B. What improvements to the Holbrook Library should we prioritize?

## 7. Demographics

To help us best serve Holbrook's population, please tell us a bit about yourself. All questions are optional if you do not wish to answer.

- A. Do you have a library card? Circle:  
Yes  
No
- B. Do you live in Holbrook? Circle:  
Yes  
No  
If not, what town do you live in? \_\_\_\_\_
- C. Are you signed up for the Holbrook Library's e-newsletter? Circle:  
Yes  
No
- D. What race(s)/ethnicity(ies) do you identify with?
- E. Do you speak, read, and/or write languages other than English? Circle:  
Yes  
No  
Prefer not to answer  
If yes, what languages? Are you fluent?  
\_\_\_\_\_
- F. What level of education have you completed? Circle the highest level you have finished:  
Ended school before completing high school degree  
Finished high school, or diploma equivalent  
Some college  
Bachelor's degree  
Graduate or professional degree  
Prefer not to answer



OPTIONAL

## PLEASE DETACH THIS PAGE FROM THE SURVEY

All survey answers are confidential and will be kept separate from any identifying information.

If you would like to register for the Holbrook Library's e-newsletter, please leave your email address here:

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Raffle:

To be entered into our raffle to win a \$50 gift card to a local restaurant of your choice, please fill in your information below and submit your completed survey by July 31, 2022.

Name: \_\_\_\_\_

Address: \_\_\_\_\_

Zip Code: \_\_\_\_\_

Email: \_\_\_\_\_

Phone: \_\_\_\_\_