LONG RANGE PLAN
FISCAL YEARS 2024–2028

Georgetown Peabody Library, 2 Maple St., Georgetown, MA 01833

Submitted by:
Sarah Cognata, Library Director
scognata@georgetownpl.org
(978) 352-5728

INTRODUCTION

Every five years, the Georgetown Peabody Library undertakes a comprehensive strategic planning process that enables the Library to assess itself and determine how to best serve the community's evolving needs. This document shares details regarding specific planning activities, community feedback received, and the resulting strategy developed for fiscal years 2024-2028.

ACKNOWLEDGEMENTS

The Board of Library Trustees extends their appreciation to the 198 community members who responded to the Long Range Plan survey. Community pride and involvement is strong in Georgetown and your thoughtful answers to our questions helped to shape the goals and direction for library services contained in this plan. They would also like to thank Greg Pronevitz, the staff of the Georgetown Peabody Library, and all of those who served on the Long Range Planning Committee.

APPROVAL

The Georgetown Peabody Library Board of Library Trustees approved and adopted this Long Range Plan at their meeting on September 14, 2022.

LONG RANGE PLANNING COMMITTEE

Sarah Cognata – Library Director

Sue Clay – Library Trustee and Council on Aging Board Member

Sue Clohecy – Library Trustee

Haley Hart – Circulation Librarian

Mary McHugh – Circulation Library Technician

Gloria Swanbon – Friends Member

Kathy Urner-Jones – Friends Member

Ted Cronin – Community Member

Noel Ogden – Community Member

Nick Prendergast – Community Member

MISSION STATEMENT

The mission of the Georgetown Peabody Library is to be reflective and responsive to the recreational, informational, educational, and cultural needs of the residents and community of Georgetown, Massachusetts. As such, it is a resource dedicated to fostering education and literacy, nurturing lifelong learning, encouraging personal growth and promoting cultural enrichment.

LIBRARY HISTORY

The Georgetown Peabody Library was established through the generosity of philanthropist George W. Peabody (1795-1869), whose mother was born in Georgetown. George Peabody often visited his sister Judith Peabody Russell Daniels, who lived at 25 East Main Street, staying with her when he visited Massachusetts. In 1866, at the laying of the cornerstone of the Peabody Memorial Church, which he donated the necessary fund to build, he announced to those assembled that he was also donating the funds to establish a public library in Georgetown. Built on Library Street, directly behind the Peabody Memorial Church, the wood framed Italianate Library was designed by the Boston architectural firm of Bryant & Gilman, completed in 1867, but not opened until July 3, 1868. This Library served the needs of the public until the late 19th century, when trustees sought to erect a larger Library.

In 1904, construction began on a new library building at Lincoln Park. Lincoln Park was deeded to the town by Milton J. Tenney and Lucy Tenney Brown in memory of their father, George J. Tenney, a Building Committee member for the first Library on Library Street. The Library was designed by the Boston architectural firm of Cooper & Bailey and built by contractor Edwin H. George, and was opened to the public on September 1, 1909.

In July 2001, the Library became a full member of the Merrimack Valley Library Consortium (MVLC) taking advantage of the automated resource sharing, databases, and other online services provided by the consortium. The Library celebrated its centennial on August 18, 2004 which commemorated 100 years since groundbreaking for the Lincoln Park library facility on August 18, 1904.

With town population and demand for services ever increasing over the course of the century, a Library expansion was needed. After years of planning and help from countless citizens, in June 2006, construction began on the library addition and renovation by Beacon Architectural Associates of Boston. This was the first expansion since 1909 and was completed in September 2007. The new 17,000 square foot design was respectful of the original building, preserving both its interior and exterior. The expansion allowed for a new fully accessible main entrance at ground level, expansion into the rear lawn and an interior atrium/lobby preserving the brick facade of the rotunda.

Today, the library loans over 50,000 items annually, to almost 4,000 regular borrowers. The library collection consists of over 66,000 materials including books, magazines, audiobooks, music CDs, movies, board games, hotspots, garden tools, and discounted admission passes to North Shore and Boston area museums.

The library's catalog and most of its databases are available online to homes, businesses and schools throughout the town. Patrons may request items from other libraries either directly, through the MVLC catalog, Commonwealth Catalog, or by making a request to the Circulation or Reference Desks. Patrons also have access to an increasing collection of digital eBooks and audiobooks. The library further enriches the life of the Georgetown community with its lectures, concerts, story hours, book discussion groups, summer reading programs, and art exhibits. Our meeting room spaces are used by a wide variety of community organizations and town departments.

PLANNING METHODOLOGY

The Georgetown Peabody Library began its strategic planning process in March 2021.

In March 2021, Sarah Cognata attended a virtual strategic planning workshop provided by MLS (Massachusetts Library System). At the December 2021 Board of Library Trustees meeting, the Library Trustees reviewed the objectives and goals from the library's FY2018-FY2022 Long Range Plan and agreed on hiring a consultant for new strategic plan.

Greg Pronevitz agreed to act as facilitator for the two long range planning meetings.

The Long Range Planning Committee, comprised of 10 community members, met on Tuesday, April 26, 2022. Following introductions, Sarah Cognata explained the reason for strategic planning and reviewed library and community statistics and reported on library trends. Greg Pronevitz led the SOAR (Strengths, Opportunities, Aspirations, Results) exercise.

Library staff members and the remaining members of Board of Library Trustees added their own suggestions to the SOAR exercise.

The Long Range Planning Committee met again on Tuesday, May 10, 2022. Greg Pronevitz reviewed SOAR notes. Greg Pronevitz led a community visioning exercise, reviewed ideas and consolidated similar vision statements. Committee members voted on statements that were most important to them and that the library can impact.

Sarah Cognata prepared a community survey as part of the planning process. The survey was created through Google Forms. Copies of the questionnaire were made available in the library, Town Hall, and the Senior Center. There were 198 responses submitted, of which 189 were online and 9 on paper.

The Library Director reviewed the results with the library staff on Monday, August 1, 2022. A draft plan was prepared based on those discussions and input. The Board of Library Trustees reviewed the proposed draft at their September 2022 meeting. Survey results and comments can be found at the end of this plan.

ASSESSMENT OF USER NEEDS

Georgetown was originally settled in 1639 as a part of the town of Rowley. Several farmers, finding suitable meadowlands in the western half of the settlement, began settling along the Penn Brook by the middle of the seventeenth century, creating Rowley's West Parish. The village, which became known as New Rowley, grew for many years, with small mills and eventually a shoe company opening up in the town. By 1838, the town was sufficiently large enough for its own incorporation, and was renamed Georgetown.

As of the 2020 United States census, the town of Georgetown has a population of 8,470 people. The racial makeup of the town is 95.8% white, 0.8% Black or African-American, 1.2% Asian, 3.5% Hispanic or Latino, 0.4% American Indian and Alaska Native, and 1.2% of two or more races. The male population is 4,101 (48.3%) while the female population is 4,369 (51.7%). The median age for the male population is 40.9 and the median age for the female population is 42.6.

There are 3,322 households in town. 77.8% of housing units in Georgetown are owner occupied, with a median value of $461,400. The median value is higher than the state median of $381,600. The median household income for Georgetown is $122,600, considerably higher than the state average of $85,843. Georgetown is a highly educated community, with over 52.6% having a bachelor's degree or higher.

Georgetown employs the open town meeting form of government, and is led by a board of selectmen and a town administrator. On the state level, Georgetown is under the jurisdiction of the Central District Court of Essex County, located in Haverhill. Georgetown has its own police department, two fire stations (Central Station in downtown Georgetown and Erie Station in the Northern sector of town), a post office, library, electric department, water department, and highway department.

Georgetown has its own municipal school district and has three schools. The Perley Elementary School is for preschool and pre-kindergarten only, the Penn Brook Elementary School is an elementary school for grades Kindergarten-6, and the Georgetown Middle-High School serves grades 7-12. As of the 2021-2022 school year, there are 1,276 students enrolled in the Georgetown district.

It was evident from the community survey and the discussions at the strategic planning committee meetings that the Georgetown Peabody Library is perceived as a vital part of the community and many survey respondents mentioned that the staff is very helpful. The SOAR exercises conducted by the strategic planning committee members often highlighted the same Strengths, Opportunities, Aspirations and Results.

Over 1,117 people attended 168 programs at the library in FY2022. From story hours, a monthly book club for adults, and a wide variety of programming for many different ages, the library is known for its fun, educational, and creative programs.

After browsing or borrowing library materials, 149 of respondents identified attending a library program as the purpose of a typical visit. Some respondents are looking for more programming, and others are seeking more children's programming at times when working parents can attend. In this regard, the challenge for the library is that there is no line item in the library's budget for programming. Without the support of the Friends of the Georgetown Peabody Library, we would not be able to offer such wonderful programs.

Georgetown Library Number of FTE	5.46

Holdings by Material Type FY22	Total Holdings	Total Circulation
Books	55,147	56,682
Print periodicals, newspapers and other print serials	585	1,615
Audio (compact discs, cassettes, etc.)	5,918	2,360
Video (VHS/Discs/DVDs, etc.)	6,266	7,418
Ebooks	43,993	5,582
Digital audiobooks	12,065	4,615
Streaming video	203	3
Library of Things/Misc.	181	761

Services at Library FY22	Totals
Nonresident circulation transactions	8,057
Total number of people who visited the library	12,833
Total number of reference transactions in library	1,302
Total number of library programs	168
Total attendance at library programs	1,117

GOALS AND OBJECTIVES

GOAL #1

By the end of FY2028, residents will view the Georgetown Peabody Library as a center of collaborative education in the community and a primary source of local information.

OBJECTIVE: Provide lifelong learning opportunities with educational, cultural, and recreational programs for all ages.

- The Library will coordinate and provide quarterly inter-generational programming. **(FY25)**
  Implementation: Library Staff
- The Library will implement a Cookbook Club for adult patrons. **(FY26)**
  Implementation: Library Staff
- The staff will meet at least once annually with area daycares and/or preschools to identify opportunities for collaboration and support. **(FY: All)**
  Implementation: Children's Room Library Staff
- The staff will identify organizations in town to coordinate annual community-wide events. **(FY25, FY26)** *Implementation: Library Staff*
- The Library will implement a program for drop-in tech assistance at the library and provide off-site presentations. **(FY: All)** *Implementation: Library Staff*

OBJECTIVE: Preserve the history of Georgetown and surrounding area through the Library's historical collections.

- The Library will collaborate with the Georgetown Historical Society and continue to improve the Local History Room collection by cataloging and documenting items for ease of access for patrons and staff alike. **(FY: All)**
  Implementation: Reference Librarian, Georgetown Historical Society
- The Library will display selected historical artifacts at the library and other appropriate local venues. **(FY25)** *Implementation: Reference Librarian, Georgetown Historical Society*
- The Library will research opportunities to renovate a space in the attic to be used by the Georgetown Historical Society as storage for certain historical items. **(FY26, FY27)**
  Implementation: Reference Librarian, Georgetown Historical Society

OBJECTIVE: Develop strategic partnerships with the schools in Georgetown to support student learning.

- The staff will meet with school administration and/or librarians to discuss how the library can support their students. **(FY: All)**
  Implementation: Children's Room Library Staff, Teen Librarian
- The staff will offer tours of the library for Georgetown teachers and students. **(FY: All)**
  Implementation: Children's Room Library Staff, Teen Librarian

GOAL #2

By the end of FY2028, residents will be more aware of the variety of collections, services, and programs offered by the Georgetown Peabody Library.

OBJECTIVE: Hold library programs at a variety of times and places to meet the needs of all users.
- The Library will offer at least four programs per year for children during evening or weekend hours. **(FY: All)** *Implementation: Children's Room Library Staff*
- The Library will offer at least three programs per year for tweens and teens during evening or weekend hours. **(FY: All)** *Implementation: Teen Librarian*
- The Library will offer at least four programs per year for adults during evening or weekend hours. **(FY: All)** *Implementation: Library Staff*

OBJECTIVE: Get the word out – make sure people are aware about all the library has to offer!
- The Library will work with local real estate agents to become aware of new residents in town and send out 'welcome' postcards. **(FY: All)**
  Implementation: Library Director, Circulation Librarian
- The Library will design a model for "pop-up" library service at school and community events. **(FY25)** *Implementation: Library Staff*

OBJECTIVE: Provide physical and digital collections that meet demand and stimulate interests.
- The Library will evaluate museum pass usage annually and consider addition of new passes to meet user interests. **(FY: All)**
  Implementation: Library Director, Friends of the Library
- The Library will purchase a minimum of two items to add to the 'Library of Things' collection annually. **(FY: All)** *Implementation: Library Staff*

OBJECTIVE: Update the library's digital presence to make information on the library and its resources easy to find.
- The Library's website will be reviewed annually to see if any sections can be updated to make it more user friendly. **(FY: All)** *Implementation: Library Staff*
- The Library will update its social media on a regular schedule. **(FY: All)**
  Implementation: Library Staff

GOAL #3

By the end of FY2028, the Georgetown Peabody Library will be funded at a level that reflects the needs and expectations of the community.

OBJECTIVE: Evaluate effectiveness of current library hours and consider possibilities for expanding services outside of those hours.
- The Library will receive town funding to be open an additional 7 hours on Thursdays. **(FY24)** *Implementation: Library Director, Board of Library Trustees*
- The Town will approve an additional part-time staff member to assist on Saturdays and other miscellaneous hours. **(FY25)**
  Implementation: Library Director, Board of Library Trustees
- The Library will conduct a feasibility study to evaluate possible changes to open hours, considering usage, survey results, budget impact, staff impact, and need for equitable service to all residents. **(FY26)** *Implementation: Library Director, Board of Library Trustees*

OBJECTIVE: Gain Town approval and support to fund for our operating expenses and future capital projects.
- The Library will receive town funding for increased staff salaries. **(FY24)**
  Implementation: Library Director, Board of Library Trustees
- The Town will approve and support a programming budget whether through a new line item or increased funding in our 'Other Services' line item. **(FY26)**
  Implementation: Library Director, Board of Library Trustees
- The Town will approve the Library's Capital Improvement Request to replace the existing HVAC units. **(FY27)** *Implementation: Library Director, Board of Library Trustees*
- The Town will approve the Library's Capital Improvement Request to replace the current carpeting in the building. **(FY28)** *Implementation: Library Director, Board of Library Trustees*

GOAL #4

By the end of FY2028, Georgetown residents will find leading-edge technology incorporated into the programs, services, and operations of the Georgetown Peabody Library.

OBJECTIVE: Develop an ongoing technology plan that includes replacement schedules and allows for implementation of emerging technologies.
- The Library will offer a new museum pass reservation system. **(FY24)**
  Implementation: Library Staff
- The Library will investigate adding a print management system for the public internet computers. **(FY25, FY26)** *Implementation: Library Staff*
- The Library will begin to replace the public computers and staff computers. **(FY26, FY27)**
  Implementation: Library Director
- The Library will conduct a feasibility study for patron self-checkout service. **(FY28)**
  Implementation: Library Director

<u>GOAL #5</u>

By the end of FY2028, the Library will be an example and resource for sustainability and climate resources through programming, education, and collection management.

OBJECTIVE: Reduce the Library's carbon footprint.
- The Library will work with the Town to install electric vehicle charging stations at the library. **(FY25)** *Implementation: Library Director*
- The Library will identify long-term planning and funding for landscaping maintenance. **(FY25)** *Implementation: Library Director*
- The Library will work with the Town to identify potential green improvements and funding opportunities. **(FY26, FY27)** *Implementation: Library Director*
- The Library will investigate energy-efficient options for the HVAC replacement. **(FY27)** *Implementation: Library Director*
- The Library will investigate adding solar panels to library's rooftop. **(FY28)** *Implementation: Library Director, Board of Library Trustees*

OBJECTIVE: Support efforts by local residents and organizations to respond to and prepare for climate change and other environmental concerns.
- The Library will create displays highlighting collections related to current environmental issues at least twice per year. **(FY: All)** *Implementation: Library Staff*
- The Library will host lectures or show documentaries on topical issues at least once a year. **(FY25)** *Implementation: Library Staff*
- The Library will circulate relevant tools as part of our "Library of Things" collection and publicize their availability regularly. **(FY25)** *Implementation: Library Staff*

FY24 ACTION PLAN – APPENDIX A

GOAL #1

By the end of FY2028, residents will view the Georgetown Peabody Library as a center of collaborative education in the community and a primary source of local information.

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- The staff will meet at least once annually with area daycares and/or preschools to identify opportunities for collaboration and support.
  Implementation: Children's Room Library Staff
- The Library will implement a program for drop-in tech assistance at the library and provide off-site presentations. *Implementation: Library Staff*

OBJECTIVE: Preserve the history of Georgetown and surrounding area through the Library's historical collections.
- The Library will collaborate with the Georgetown Historical Society and continue to improve the Local History Room collection by cataloging and documenting items for ease of access for patrons and staff alike.
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OBJECTIVE: Develop strategic partnerships with the schools in Georgetown to support student learning.
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  Implementation: Children's Room Library Staff, Teen Librarian
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By the end of FY2028, residents will be more aware of the variety of collections, services, and programs offered by the Georgetown Peabody Library.

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- The Library will offer at least four programs per year for adults during evening or weekend hours. *Implementation: Library Staff*

OBJECTIVE: Get the word out – make sure people are aware about all the library has to offer!

- The Library will work with local real estate agents to become aware of new residents in town and send out 'welcome' postcards.
Implementation: Library Director, Circulation Librarian

OBJECTIVE: Provide physical and digital collections that meet demand and stimulate interests.

- The Library will evaluate museum pass usage annually and consider addition of new passes to meet user interests. *Implementation: Library Director, Friends of the Library*
- The Library will purchase a minimum of two items to add to the 'Library of Things' collection annually. *Implementation: Library Staff*

OBJECTIVE: Update the library's digital presence to make information on the library and its resources easy to find.

- The Library's website will be reviewed annually to see if any sections can be updated to make it more user friendly. *Implementation: Library Staff*
- The Library will update its social media on a regular schedule. *Implementation: Library Staff*

GOAL #3

By the end of FY2028, the Georgetown Peabody Library will be funded at a level that reflects the needs and expectations of the community.

OBJECTIVE: Evaluate effectiveness of current library hours and consider possibilities for expanding services outside of those hours.

- The Library will receive town funding to be open an additional 7 hours on Thursdays.
Implementation: Library Director, Board of Library Trustees

OBJECTIVE: Gain Town approval and support to fund for our operating expenses and future capital projects.

- The Library will receive town funding for increased staff salaries.
Implementation: Library Director, Board of Library Trustees

GOAL #4

By the end of FY2028, Georgetown residents will find leading-edge technology incorporated into the programs, services, and operations of the Georgetown Peabody Library.

OBJECTIVE: Develop an ongoing technology plan that includes replacement schedules and allows for implementation of emerging technologies.
- The Library will offer a new museum pass reservation system.
  Implementation: Library Staff

GOAL #5

By the end of FY2028, the Library will be an example and resource for sustainability and climate resources through programming, education, and collection management.

OBJECTIVE: Support efforts by local residents and organizations to respond to and prepare for climate change and other environmental concerns.
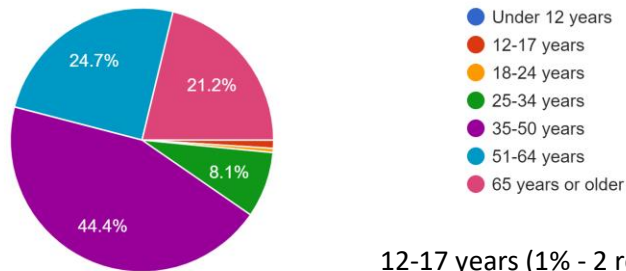- The Library will create displays highlighting collections related to current environmental issues at least twice per year. *Implementation: Library Staff*

SURVEY RESULTS – APPENDIX B

A town-wide survey was conducted in May-June 2022 using both online and paper surveys. A total of 198 responses were received with most responses coming from the online survey.
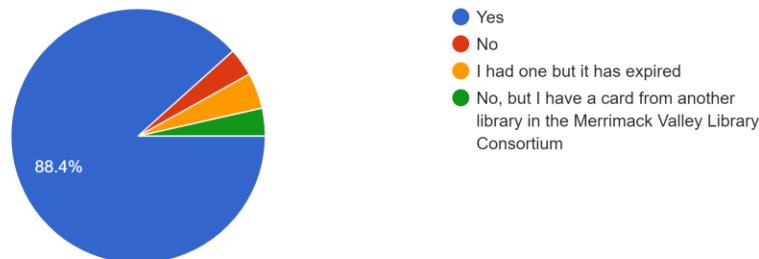
What is your age?
198 responses

- Under 12 years
- 12-17 years
- 18-24 years
- 25-34 years
- 35-50 years
- 51-64 years
- 65 years or older

12-17 years (1% - 2 responses)
18-24 years (0.5% - 1 response)
25-34 years (8.1% - 16 responses)
35-50 years (44.4% - 88 responses)
51-64 years (24.7% - 49 responses)
65 years or older (21.2% - 42 responses)
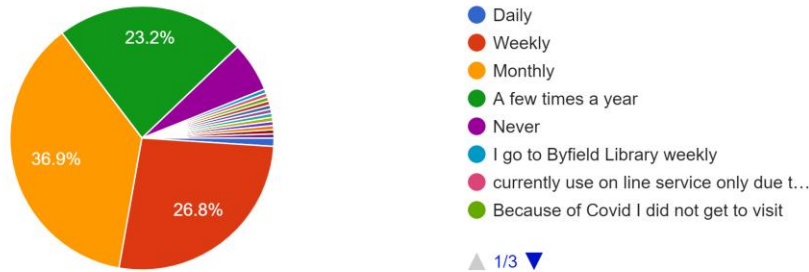
Do you have a Georgetown Peabody Library card?
198 responses

- Yes
- No
- I had one but it has expired
- No, but I have a card from another library in the Merrimack Valley Library Consortium

Yes (88.4% - 175 responses)
No (3.5% - 7 responses)
I had one but it has expired (4.5% - 9 responses)
No, but I have a card from another library in the Merrimack Valley Library Consortium (3.5% - 7 responses)

On average, how often do you visit the Georgetown Peabody Library?
198 responses

- Daily
- Weekly
- Monthly
- A few times a year
- Never
- I go to Byfield Library weekly
- currently use on line service only due t…
- Because of Covid I did not get to visit

▲ 1/3 ▼

Daily (1% - 2 responses)
Weekly (26.8% - 53 responses)
Monthly (36.9% - 73 responses)
A few times a year (23.2% - 46 responses)
Never (6.1% - 12 responses)

Additional comments:
I go to the Byfield Library weekly (0.5% - 1 response)
Currently use online service only due to needs at home (0.5% - 1 response)
Because of COVID I did not get to visit (0.5% - 1 response)
Approx. twice per month (0.5% - 1 response)
Every other week (0.5% - 1 response)
Haven't been in a while but plan at once a week (0.5% - 1 response)
Moved to Georgetown recently and want to go but cannot during the week (0.5% - 1 response)
When I can (0.5% - 1 response)
Weekly in the summer, occasionally during school year (0.5% - 1 response)
Before the pandemic, weekly (0.5% - 1 response)
Since COVID I have not visited (0.5% - 1 response)
Weekly prior to COVID (0.5% - 1 response)

If you do not use the library regularly, why not?

I don't need to use it — 7 (7.1%)
I don't have a library card — 5 (5.1%)
I don't have transportation — 0 (0%)
I use the library at my school/college — 2 (2%)
I use a neighboring town's public library — 13 (13.1%)
I buy my own books and other reading materials — 18 (18.2%)
The library doesn't have the services I need — 5 (5.1%)
The library doesn't have the materials I need — 1 (1%)
The library doesn't have the space I need — 2 (2%)
I don't know what the library has to offer me — 12 (12.1%)
Library hours are not convenient for my schedule — 54 (54.5%)
The available programs aren't suitable for my needs — 2 (2%)
I have physical challenges (difficulty walking/driving, vision problems) — 1 (1%)

Additional Comments:

- ▶ Call what I want to read online and pick up. Wife uses more often
- ▶ Monthly is all I need
- ▶ I use the app to borrow eBooks
- ▶ They provide a lot of services that I can use online from home.
- ▶ I moved to town right before COVID and haven't used the library since then. Plan to visit the library again
- ▶ I use eBooks in additional to physical books so I don't go to the location as often
- ▶ I am not a fast reader
- ▶ I use Libby often, especially for audio books
- ▶ Taking care of a sick person
- ▶ I use digital downloads via Libby using my Peabody library card
- ▶ I have a BPL CARD
- ▶ I use Libby app for my books
- ▶ I have not had time to do what I want at the library.
- ▶ I get digital content through the library more often than physical
- ▶ In the summer, I take my kiddo on Saturday mornings to the Rowley Library since they are open and working M-F, sometimes it is difficult to come to GPL.

- ▶ Family issues
- ▶ Mostly use Libby
- ▶ I use the Libby app
- ▶ I mostly use Libby online for audio books
- ▶ Weekdays are hard for working parents with kids who love to read
- ▶ Not open on Saturdays
- ▶ Just relatively new to town
- ▶ I just don't read as often which is sad ☹
- ▶ COVID
- ▶ I wish there were more daytime hours and programming to utilize with my daycare aged kids. For ex. I did a baby signing class at the library in Salem when we lived there. Also reading programs, having play dates at the library- more of that stuff. I think a lot of people that are stay at home parents or work PT/have off hours would engage with more of this type of programming. I work PT and was so excited to use the library and my kids love it- but the hours are limited and I wish more programing. Maybe a moms meet up group about literacy, baby signing, early reading programs (my 5 yr old does Nat Geo pre readers and loves them)- stuff like that would be awesome!
- ▶ I also have a small library where I live

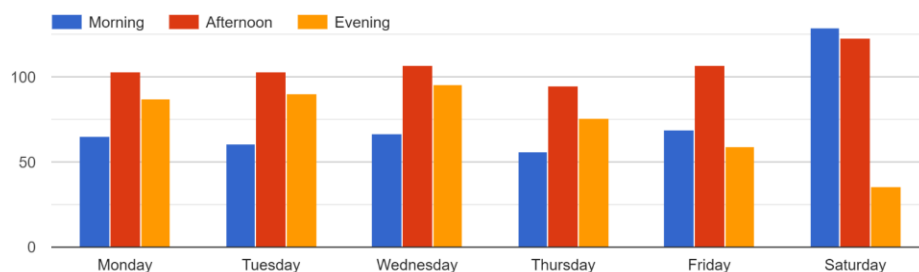Would you prefer that the library be open on Thursdays?
198 responses
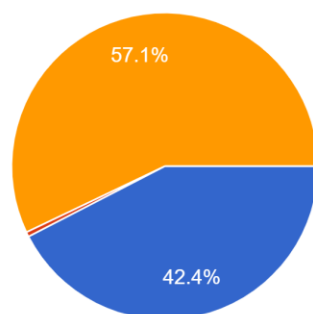
- ● Yes
- ● No
- ● Would not make a difference to me

Yes (42.4% - 84 responses)
No (0.5% - 1 response)
Would not make a difference to me
(57.1% - 113 responses)

Which open hours would be most valuable to you? Select as many as are applicable.

Monday mornings (65 responses); Monday afternoons (103 responses); Monday evenings (87 responses)
Tuesday mornings (61 responses); Tuesday afternoons (103 response); Tuesday evenings (90 responses)
Wednesday mornings (67 responses); Wednesday afternoons (107 responses); Wednesday evenings (96 responses)
Thursday mornings (56 responses); Thursday afternoons (95 responses); Thursday evenings (76 responses)
Friday mornings (69 responses); Friday afternoons (107 responses); Friday evenings (59 responses)
Saturday mornings (129 responses); Saturday afternoons (123 responses); Saturday evenings (36 responses)

Do you use the following digital library resources?

Free ebooks, audiobooks, magazines, streaming TV, movies (i.e. Libby/Overdrive/Kanopy/Freegal/Tumblebooks)
Yes – 103 responses, No – 63 responses, I didn't know this was offered – 32 responses
Foreign language learning (i.e. Mango Languages)
Yes – 10 responses, No – 127 responses, I didn't know this was offered – 61 responses
Online newspaper access (Newsbank/US Newstream/America's News)
Yes – 16 responses, No – 128 responses, I didn't know this was offered – 54 responses
Consumer Reports Online
Yes – 23 responses, No – 97 responses, I didn't know this was offered – 80 responses
Genealogy resources (Ancestry/Heritage Quest/MyHeritage)
Yes – 20 responses, No – 98 responses, I didn't know this was offered – 61 responses
Local history digital materials (Georgetown annual reports/newspapers/yearbooks)
Yes – 32 responses, No – 122 responses, I didn't know this was offered – 44 responses
**Reading recommendations (Novelist)**
Yes – 61 responses, No – 83 responses, I didn't know this was offered – 54 responses

Are there other online resources that you would like the library to offer?

- Do you offer computer learning skills for beginners?
- None that I can think of as what is offered may become useful and seems to cover it.
- Newspapers.com (online archive service)
- Be open Sunday
- No, but more audiobooks would be welcome
- Discount museum tickets
- We absolutely love the library!
- Possibly book club perhaps once per month? For teens, as well
- Digital Theatre Plus (Though I'm not sure it's available outside of school libraries)
- New York Times – especially recipes
- Technology training
- Easy to access information (a 1 page) on how to access all of the above digital resources. If you have it already, I don't know where to find it.
- LinkedIn Learning (formerly Lynda.com) online courses
- We love all the kids opportunities. The more the merrier
- More audiobooks!
- Babysitting- so I can actually pick out a book for myself! Just kidding (kind of)! I utilize the eBooks extensively for this reason. We love our library!
- Not at this time
- Computer and printing services
- Printable tax forms for 1040 federal and state found easily during tax season

- I would like to attend events if they were in evening or Sat
- Libby
- If you have access to research databases like ProQuest, IEEE, EBSCO, and the like
- Late afternoon story time during the school year for working parents to bring their kids to. Usually it's during the day when some under 5s are at daycare/school. Book club for moms. Maybe post offerings on the towns FB page?
- Some educational apps for toddlers/preschoolers
- There's so many families in GT and having them show up and utilize the library is key! Especially for kids 5/6 and under that are more likely to use the library during the day (especially during the winter months!). Story time, drag queen story time! (Google it they're amazing!), Baby signs classes, mommy & me play dates, maybe some child development classes, dress up playtime, sing along program, maybe some hands on science programs and hands on sensory play. Using the outside of the library as well when it's nice out. I wish the library was open during the summer even if limited time during the day during the week with programming so people are more likely to use the library.

# How would you evaluate the library's services in the following areas?
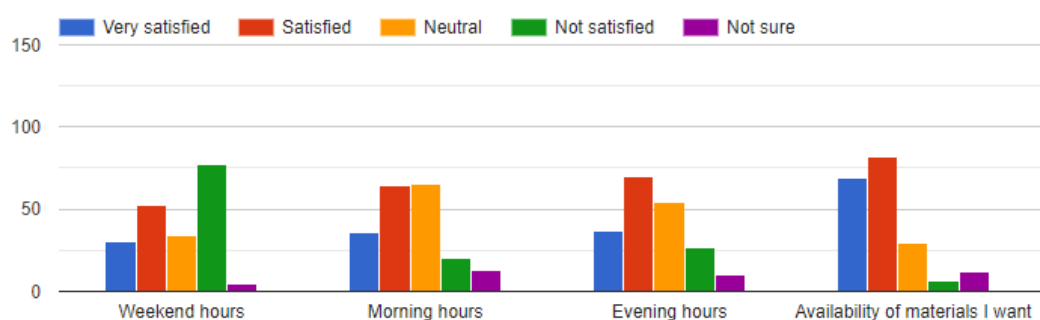
Weekend hours – Very satisfied (30 responses); Satisfied (52 responses); Neutral (34 responses); Not satisfied (77 responses); Not sure (5 responses)
Morning hours - Very satisfied (36 responses); Satisfied (64 responses); Neutral (65 responses); Not satisfied (20 responses); Not sure (13 responses)
Evening hours - Very satisfied (37 responses); Satisfied (70 responses); Neutral (54 responses); Not satisfied (27 responses); Not sure (10 responses)
Availability of materials I want - Very satisfied (69 responses); Satisfied (82 responses); Neutral (29 responses); Not satisfied (6 responses); Not sure (12 responses)
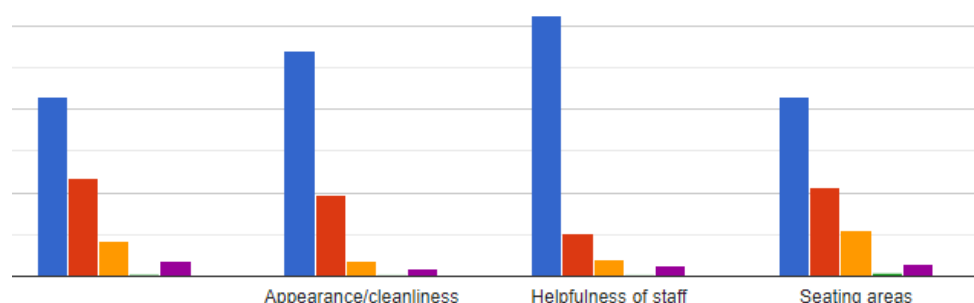

Ability to obtain materials from other libraries – Very satisfied (108 responses); Satisfied (59 responses); Neutral (21 responses); Not satisfied (0 responses); Not sure (9 responses)
Appearance/cleanliness - Very satisfied (135 responses); Satisfied (49 responses); Neutral (9 responses); Not satisfied (0 responses); Not sure (5 responses)
Helpfulness of staff – Very satisfied (156 responses); Satisfied (26 responses); Neutral (10 responses); Not satisfied (0 responses); Not sure (6 responses)
Seating areas – Very satisfied (108 responses); Satisfied (53 responses); Neutral (0 responses); Not satisfied (2 responses); Not sure (7 responses)

**Legend:** Very satisfied | Satisfied | Neutral | Not satisfied | Not sure
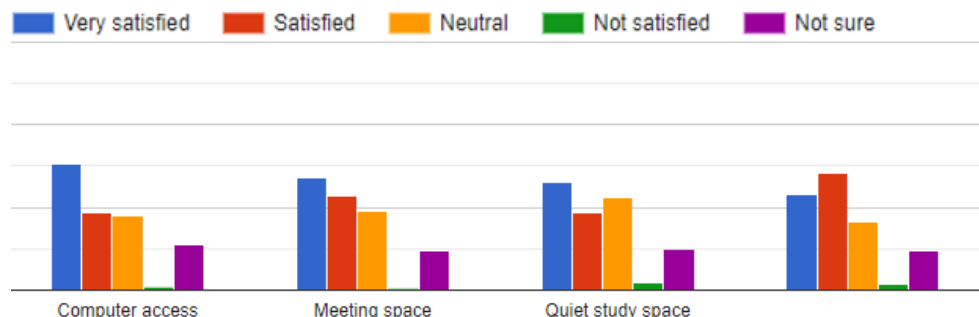
Computer access - Very satisfied (76 responses); Satisfied (47 responses); Neutral (45 responses); Not satisfied (2 responses); Not sure (28 responses)

Meeting space - Very satisfied (68 responses); Satisfied (57 responses); Neutral (48 responses); Not satisfied (0 responses); Not sure (24 responses)

Quiet study space – Very satisfied (65 responses); Satisfied (47 responses); Neutral (56 responses); Not satisfied (5 responses); Not sure (25 responses)

Availability of digital/downloadable resources – Very satisfied (58 responses); Satisfied (71 responses); Neutral (41 responses); Not satisfied (4 responses); Not sure (24 responses)
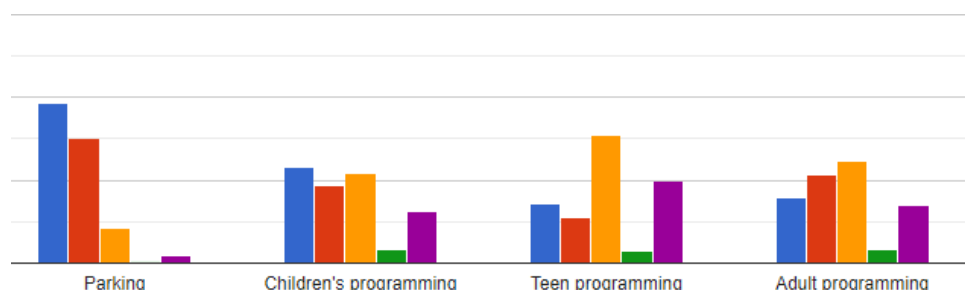
Parking - Very satisfied (97 responses); Satisfied (75 responses); Neutral (21 responses); Not satisfied (0 responses); Not sure (5 responses)
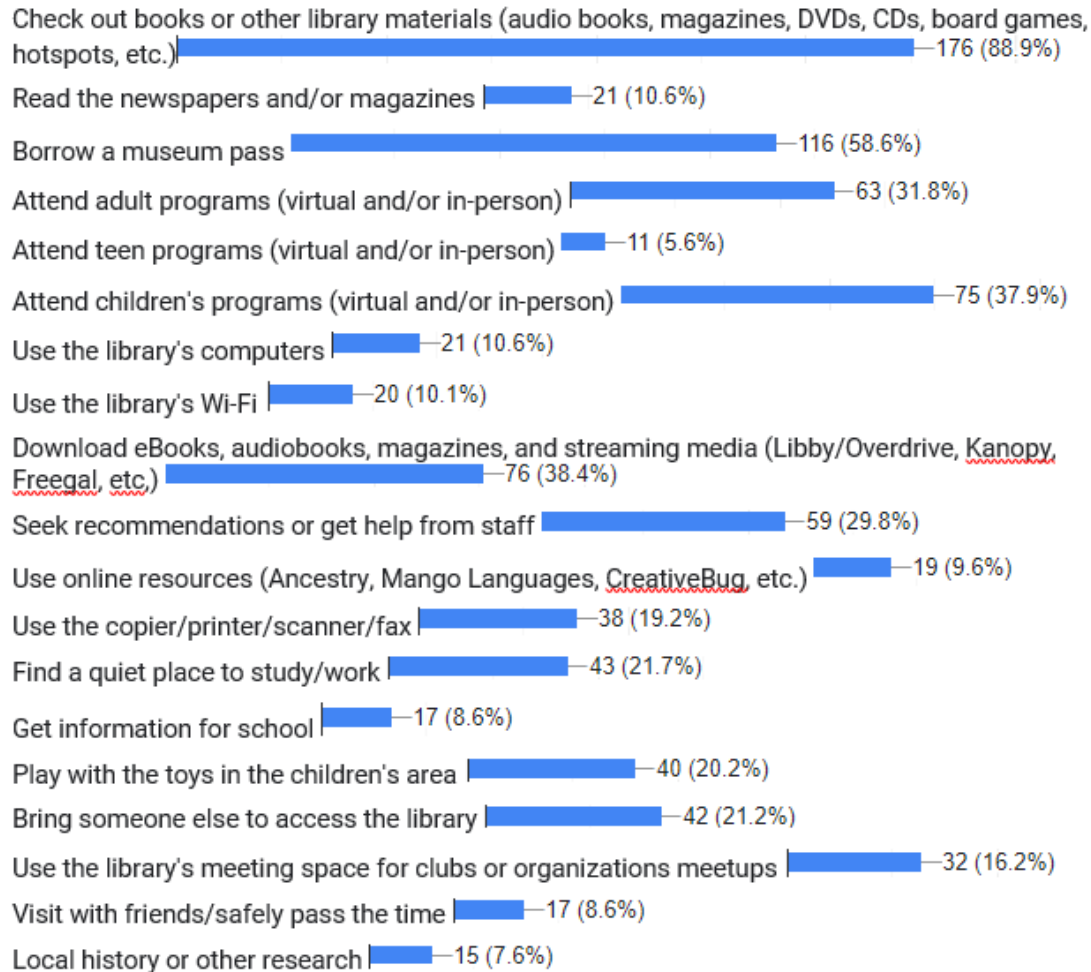
Children's programming - Very satisfied (58 responses); Satisfied (47 responses); Neutral (54 responses); Not satisfied (8 responses); Not sure (31 responses)

Teen programming – Very satisfied (36 responses); Satisfied (28 responses); Neutral (77 responses); Not satisfied (7 responses); Not sure (50 responses)

Adult programming – Very satisfied (40 responses); Satisfied (53 responses); Neutral (62 responses); Not satisfied (8 responses); Not sure (35 responses)
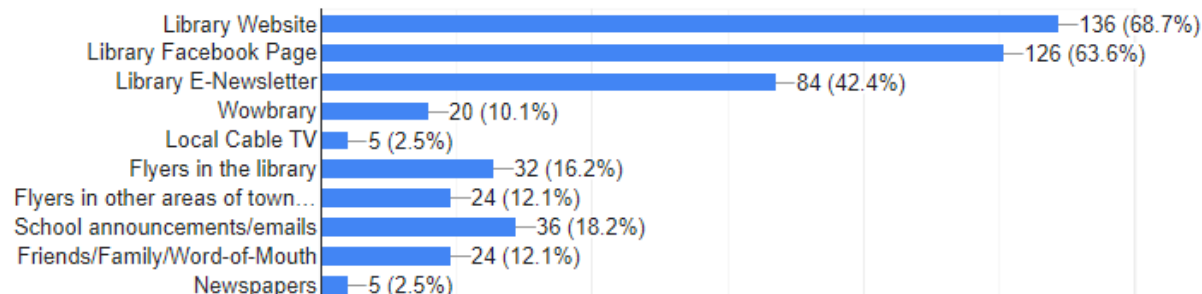
What are your main reasons for using the library? Select as many as are applicable.

198 responses

Check out books or other library materials (audio books, magazines, DVDs, CDs, board games, hotspots, etc.) —176 (88.9%)

Read the newspapers and/or magazines —21 (10.6%)

Borrow a museum pass —116 (58.6%)

Attend adult programs (virtual and/or in-person) —63 (31.8%)

Attend teen programs (virtual and/or in-person) —11 (5.6%)

Attend children's programs (virtual and/or in-person) —75 (37.9%)

Use the library's computers —21 (10.6%)

Use the library's Wi-Fi —20 (10.1%)

Download eBooks, audiobooks, magazines, and streaming media (Libby/Overdrive, Kanopy, Freegal, etc.) —76 (38.4%)

Seek recommendations or get help from staff —59 (29.8%)

Use online resources (Ancestry, Mango Languages, CreativeBug, etc.) —19 (9.6%)

Use the copier/printer/scanner/fax —38 (19.2%)

Find a quiet place to study/work —43 (21.7%)

Get information for school —17 (8.6%)

Play with the toys in the children's area —40 (20.2%)

Bring someone else to access the library —42 (21.2%)

Use the library's meeting space for clubs or organizations meetups —32 (16.2%)

Visit with friends/safely pass the time —17 (8.6%)

Local history or other research —15 (7.6%)

How do you prefer to find out about Library updates, programs, and events? Select as many as are applicable.

198 responses

Library Website	136 (68.7%)
Library Facebook Page	126 (63.6%)
Library E-Newsletter	84 (42.4%)
Wowbrary	20 (10.1%)
Local Cable TV	5 (2.5%)
Flyers in the library	32 (16.2%)
Flyers in other areas of town...	24 (12.1%)
School announcements/emails	36 (18.2%)
Friends/Family/Word-of-Mouth	24 (12.1%)
Newspapers	5 (2.5%)

Additional comments:
Instagram – I'm not on Facebook (0.5% - 1 response)
Online apps like MVLC mobile (0.5% - 1 response)
Talk with library staff (0.5% - 1 response)
Instagram (0.5% - 1 response)
In person – through staff (0.5% - 1 response)
Georgetown FB pages (0.5% - 1 response)
Facebook – not sure if the library or Georgetown pages (0.5% - 1 response)
Email (0.5% - 1 response)

## How important are these library services to you?
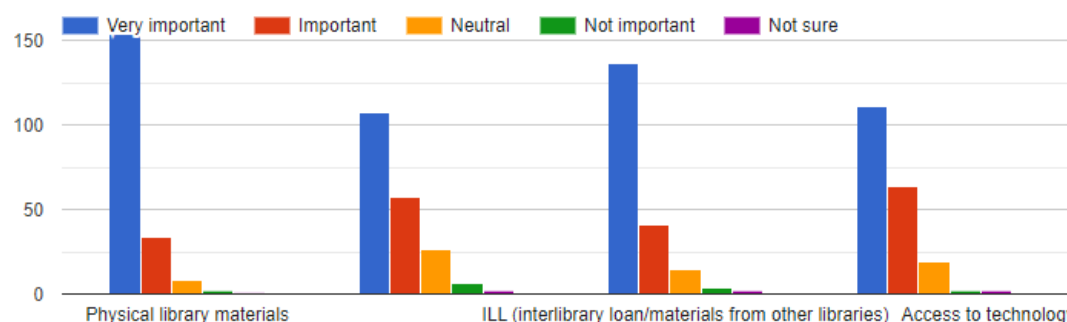
Physical library materials - Very important (154 responses; Important (34 responses); Neutral (8 responses); Not important (2 responses); Not sure (0 responses)
Free eBooks, audiobooks, magazines, and streaming movies/TV- Very important (107 responses; Important (57 responses); Neutral (26 responses); Not important (6 responses); Not sure (2 responses)
ILL (Interlibrary loan/materials from other libraries) - Very important (136 responses; Important (41 responses); Neutral (15 responses); Not important (4 responses); Not sure (2 responses)
Discounted passes to museums and area attractions - Very important (111 responses; Important (64 responses); Neutral (19 responses); Not important (2 responses); Not sure (2 responses)

ly (e.g. computers, printers, scanner, copiers, fax)   Research/information services
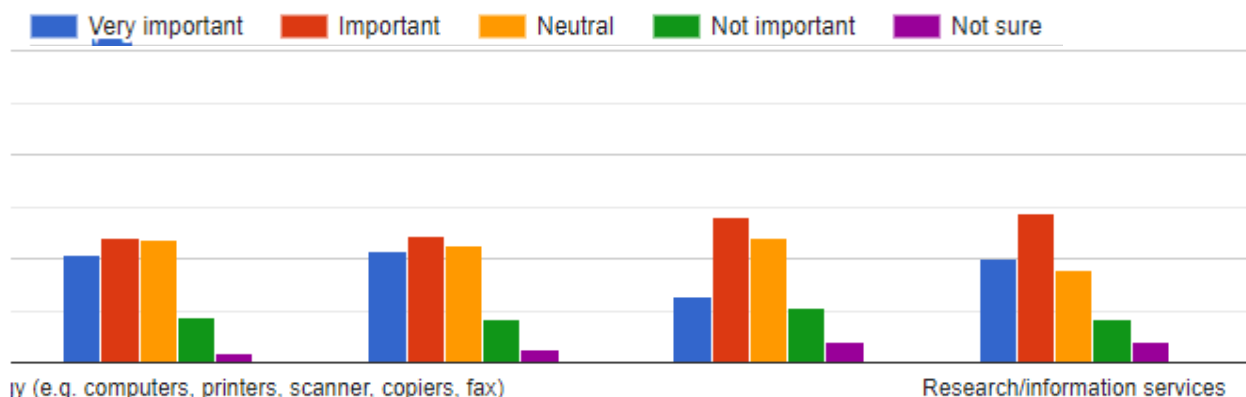
Access to technology (e.g. computers, printers, scanner, copiers, fax) - Very important (52 responses; Important (60 responses); Neutral (59 responses); Not important (22 responses); Not sure (5 responses)
Access to internet/Wi-Fi network - Very important (54 responses; Important (61 responses); Neutral (56 responses); Not important (21 responses); Not sure (6 responses)
Online newspapers, genealogy resources, language learning tools, and other databases - Very important (32 responses; Important (70 responses); Neutral (60 responses); Not important (26 responses); Not sure (10 responses)
Research/information services - Very important (50 responses; Important (72 responses); Neutral (45 responses); Not important (21 responses); Not sure (10 responses)

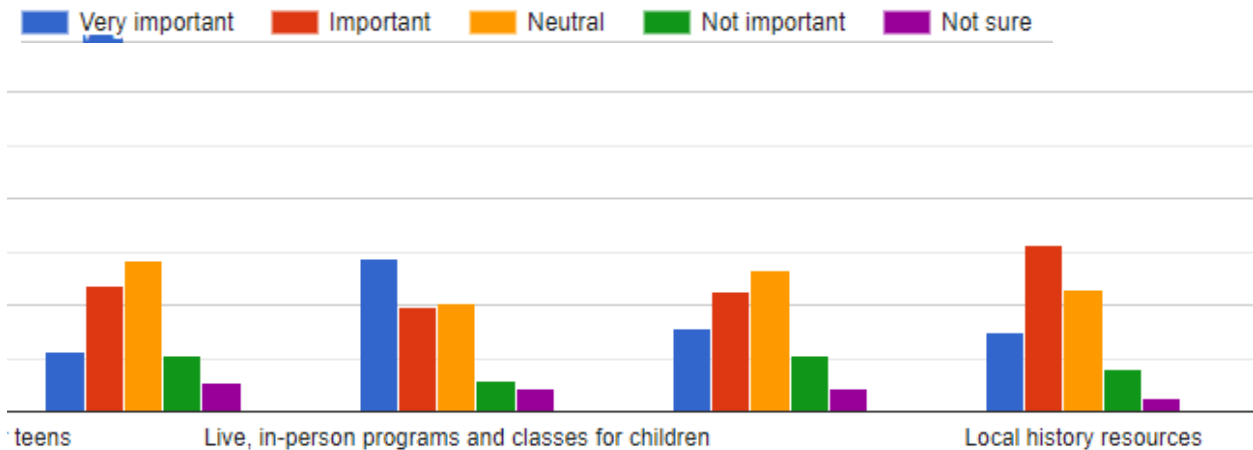Live, in-person programs and classes for adults   Live, in-person programs and classes
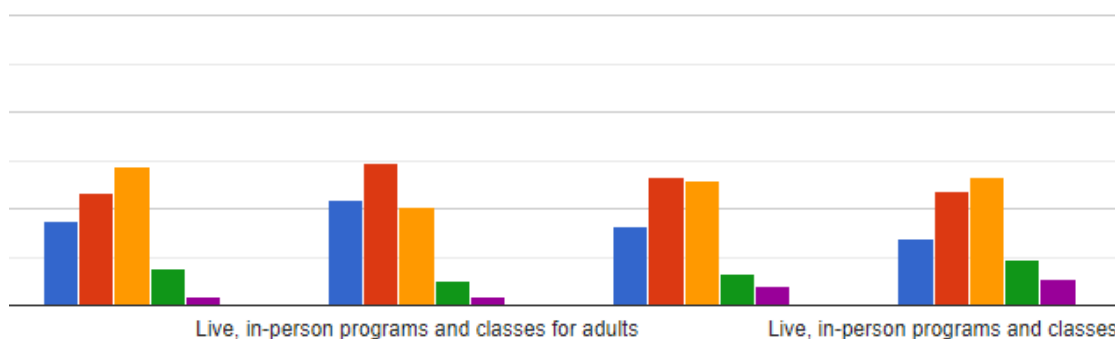
Access to library's meeting space for clubs or organizations - Very important (44 responses; Important (58 responses); Neutral (72 responses); Not important (19 responses); Not sure (5 responses)
Live, in-person programs and classes for adults - Very important (55 responses; Important (74 responses); Neutral (51 responses); Not important (13 responses); Not sure (5 responses)
Virtual programs and classes for adults - Very important (41 responses; Important (66 responses); Neutral (65 responses); Not important (16 responses); Not sure (10 responses)
Live, in-person programs and classes for teens - Very important (35 responses; Important (59 responses); Neutral (66 responses); Not important (24 responses); Not sure (14 responses)

Virtual programs and classes for teens - Very important (28 responses; Important (59 responses); Neutral (71 responses); Not important (26 responses); Not sure (14 responses)
Live, in-person programs and classes for children - Very important (72 responses; Important (49 responses); Neutral (51 responses); Not important (15 responses); Not sure (11 responses)
Virtual programs and classes for children - Very important (39 responses; Important (56 responses); Neutral (66 responses); Not important (26 responses); Not sure (11 responses)
Local history resources - Very important (37 responses; Important (78 responses); Neutral (57 responses); Not important (20 responses); Not sure (6 responses)

Curbside services - Very important (22 responses; Important (59 responses); Neutral (70 responses); Not important (38 responses); Not sure (9 responses)
Access to Library of Things - Very important (51 responses; Important (72 responses); Neutral (58 responses); Not important (10 responses); Not sure (7 responses)

What do you value most about the library?

- Books
- Access to physical books
- Staff
- information
- Interlibrary loans
- Just that it is there, especially for residents that really need it.
- Free materials (passes, DVDs, and books)
- The ability to request books ahead of time and come in and pick them up at the desk
- eBooks
- Wonderful librarians, great access to digital media, fast interlibrary loans
- Being able to read brand new books and authors very soon after publication
- I use the Libby all of the time, so probably appreciate this the most, but the physical library is most important as an open and comforting space for all as well as for access to multiple services.
- We love Susan and Kathy's love for helping our students to find resources for researches, books they love, and suggestions for wider reading. The inter-library loan and Libby are invaluable to us, though we'd like to see a wider selection of children's book publishers represented in the audio book choices.
- The librarians
- The librarians! They are an incredible resource, from helping me find info I need, to recommending an author I might like, to pointing out other resources related to what I'm taking out (for instance, sharing info on The Library of Things garden implements when taking out gardening books).
- getting books and information on travel
- Friendliness of the staff

- It's role as a key community resource
- Love our library! There are always great activities for the kids!
- The staff!
- Children's programming, place to meet up with other young families, being access to so many physical books for free and ILL
- The staff is amazing
- Availability of reading material
- Connecting to books and people
- The selection of books available
- Access to books and museum tickets
- Inter library loan system--I can get any book any time and do not have to drive far for it.
- Books and online books
- The selection and the staff
- That there is always something new to read, friendly staff, feels like a place I belong-reminds me of happy memories of going to library as a child
- The service is free to the community
- The librarians
- Has materials that I need
- Current book titles
- Children programs
- Reserving books online and having them ready for pick up, children's room and staff, museum passes
- Libby
- Easy availability of books, including those from other libraries
- Children programs and museum passes
- Ability to pick up non virtual items, interlibrary exchange, museum passes, chat with the librarians.
- Clean space and online resources
- Books for all
- inter-library available books
- Fills a valuable niche by offering books, eBooks, museum passes & resources
- All the free resources.

- ▶ Resources & friendly staff
- ▶ It is a resource for many, many free items - books, magazines, movies, inter library loans, services are available for almost everything. Our library has grown with the times and has proven that they are modern and up to date, as well as holding on to the "old library" that I grew up with during the times that you "whispered" in the library. Thank you to George Peabody, who felt it very important that people have a place to improve their mind, for school and work, and for their own pleasure often escaping into other worlds in their imagination.
- ▶ Quiet, beautiful space with friendly, helpful staff. It's my happy place
- ▶ Digital resources (books/classes)
- ▶ The Librarians
- ▶ Friendly staff and always helpful
- ▶ Being able to browse and have a place for my child to learn to love. Museum passes are great and STEM projects too. Children's summer reading program
- ▶ Staff and how helpful they are
- ▶ The staff. The library is a great resource for books and stuff, but the real value to my family is Cathy in the children's section and Sarah overall. It's such an important part of the community and the staff is a huge piece of that.
- ▶ It's value to a community due to the library's importance in helping educate ourselves.
- ▶ The children's area and the librarians!
- ▶ Free, unbiased resource for information in various formats
- ▶ I love that you're able to borrow the garden tools. They also had the take and make kits which my 9 year old loved.
- ▶ Existence
- ▶ Offered resources for research
- ▶ It's calming to be there. I can really focus while working there. The e-

- books are so valuable to my whole family, especially my 91-year-old grandmother who can't drive but loves to read. She reads several books a week and downloads them to her iPad.
- ▶ Young children's books
- ▶ Discovering books and materials in a shared physical space promoting the wonders of literacy.
- ▶ The staff knowledge
- ▶ The wonderful library staff and huge amount of resources through the MVLC
- ▶ The materials I can borrow.
- ▶ Access to resources
- ▶ The employees
- ▶ Friendly, helpful staff & volunteers. Easy parking. The ILL system.
- ▶ Help from the librarians on using technology
- ▶ Getting books that I want to read.
- ▶ Ability to access the books I want to read and the fabulous library staff
- ▶ I really value the wonderful people that work there. They are amazing resources who make great reading recommendations for my family. Especially for my kids. They always have suggestions and my kids love going there. They used to love playing there to and all the children's programs. Now they are too old for that but hopefully will get into some of the teen programs.
- ▶ Children's librarians
- ▶ The staff! They are amazing and so helpful and it's the best thing about this library (and we LOVE the library)
- ▶ Our librarians
- ▶ The staff and the welcoming environment
- ▶ Really nice and helpful staff, ability to reserve books from other local libraries, great kids section
- ▶ community resource
- ▶ The helpfulness of the staff and the sense of a community hub
- ▶ The children's room and programs

- Being able to come to the library with my children to play with toys and read books
- All of it.
- The helpful staff.
- Libby and a quiet space.
- Ability to access if needed
- Helpfulness of staff
- Access to reading materials but also a central public space for our town.
- Accessibility
- Books, eBooks and audiobooks
- Lovely historic building. GREAT staff
- It's a great service and resource for the community! I love the digital library resources. My sons enjoy the kids and teens resources and programs.
- Children's programs
- Meeting space the library staff
- A safe space for my children
- The staff, they are all excellent and helpful
- Children's room Staff recommendations and creation of programming.
- There is so much there for free, the patron does have a responsibility to take care of the materials while they are on loan. The librarians are so helpful and knowledgeable, amazing that they know so much!
- The opportunities to educate a public with diverse needs
- Access to books for my young children!
- Books/DVDs and museum passes
- The staff – they are exceptional and children activities
- Loans and programs
- The staff are invaluable. The kids section is our most frequented, but we also enjoy the selection of cool board games
- The staff is wonderful!
- The homey feeling
- Quiet work space
- Staff, quiet place to work
- The great staff and materials
- Free access to all and non-censorship or banning of literature
- Finding different genre without committing to buying the book
- A fantastic resources for my kids
- The helpfulness of the staff!
- Access to books for my kids
- The books
- Resources, museum passes, quiet space
- Looking for books with my kids
- Reliable community resource for children and elders. Also Wi-Fi, computer access and printing services for elders and low income population.
- We're new here. The few times we've gone we enjoyed the proximity, the helpfulness of the stay, the toys for our boy and the ability to check out books for e-readers and intra-library borrowing. We would prefer Saturday hours extend into the summer.
- Books for kids
- Books
- Accessibility and extended hours
- The knowledgeable and helpful staff, the connection to resources, community programming
- Friendly staff and I love when the books I request come in!
- I love getting my weekly fiction. Thank you!
- Books
- I use both ILL and the Commonwealth Catalog a lot. Allows me to explore questions and ideas. Love having access to the latest fiction and nonfiction and to audio books for driving time. The library is an integral part of our Georgetown community.
- being able to search and reserve books online
- Lovely building, great staff, good collection and Interlibrary loan program

- Books, and kind and knowledgeable staff!
- Friendly, helpful staff; free meeting space
- Friendly atmosphere, online services
- Free access to education is amazing and it's great exposure to books for my child
- Book availability
- Children's experience
- Staff
- Access to books
- It has resources that cannot be obtained elsewhere, and is a treasure to the town
- Access to physical books
- The children's area and the amazing staff!
- Resources
- Convenience, staff
- Service & location
- I value the librarians first and foremost
- Learning, classes & programmers place for kids to meet up and learn &
- play during winter month in particular. Library passes!!
- Online book holds
- The extensive collections; books (fiction), CDs, magazines
- The staff; underpaid and yet happy and helpful
- I love the friendly and helpful staff
- Access to all the books, book club, and the take & make kits for adults
- Love the staff, love the programs/kits/book club
- Personal contact with friendly staff, ability to order books from other libraries, ordering online ahead of pick up.
- The people are all wonderful
- The library has been a very important part of my and my families lives for many years. Your guess at my age is (or should be) high. I'm in my 80s! Your library has been a very important part of family development for us

Please share up to three (3) ideas for new Library programs, materials/resources, or services that you and/or your family would find valuable/interesting and which would help improve your Georgetown Peabody Library experience over the next five years.

- Opening Thursday afternoons!
- Not sure what is currently offered but I know older people who struggle with online bills paying, shopping and generally using apps.
- 1 - Would love to see even more local authors and musicians' events 2 - The lawn space is amazing and would love to see more community events that draw people there (community picnic day? craft fairs again, outdoor movie nights on big screen) 3- It would be fun to have not only events but also figure out ways to link to other local businesses to give visibility. Haven't 100% thought this one out clearly but say a community picnic day with pre-made picnic snack baskets available from Hatters. Or outdoor movie night with special movie night dinner deal from Village Pizza etc. Or maybe a meditation class with special essential oil combo kits created by Scala just for the event
- I would like a local candidate's night. I find online resources a bit limited.
- Kids movie on the grass on a weekend night, hosting a meet the librarians for adults or kids with a tour once or twice a month (or sign up as needed)
- Access to newspaper archives via newspapers.com or a similar service

- I'm not sure if this would be in the scope of things the library could offer but some sort of after school homework group or study group for each grade.
- My sister's library keeps a running tally on their receipt on how much money they've saved by checking books/items out of the library instead of purchasing direct. I've always thought that was neat!
- More programs for adults and children
- Kids weekend programs
- More discounted tickets for families
- Older child/teen programming. Community clubs/programs
- In the area I used to live, *every* library had an attached or adjacent playground, which really made the library a hub for parents and kids. Most of the renovated libraries had coffee shops as well, but when I was a new mom, it was the playground, along with story times that made the library a vital part of my week.
- Financial education, local job postings, features of more diverse topics on books
- Do you have a bike rack? I would note that I really enjoy the art gallery/shows, too.
- Use of outdoor space for concerts, etc.,
- Book club, teen summer reading group, adult classes
- 1. Virtual genealogist to discuss research options & methods, 2. book club/s,3. Meeting space/host for special interest groups
- More adult classes/presentations in the evening for folks that still work full-time
- 3-D printers. Annual Georgetown Town Reports digitally accessible (after 2012)
- Bigger library space, more copies of popular texts, parking expansion
- Children's learning classes or Children's book club for ages 8+. Game night for ages 8+, more integrated activities with Penn Brook like grade reading challenges, grade level or class book clubs. Children volunteer days.
- Expanded hours and programming
- Virtual book group,
- Older kids book club, paint night- parent and me would be fun or even just for parents,
- A semi-sectioned-off place where I could take a Zoom meeting (using headphones) in the library without feeling like I am annoying everyone while talking to my computer...maybe you have this, and I just haven't been there recently? More plays to read, or live readings of plays, would be really cool. Example: I was looking for MAZ AND BRICKS by Eva O'Connor and I ended up not reading it because I only found it on Amazon. Going to see a show at the theatre can be really expensive - readings are much more affordable and still have the oral storytelling aspect. A PechaKucha night with presentations from a few local organizations would be cool too! To generalize this idea: I'd love community gathering events/ways for younger people to meet. I am constantly hearing about senior center events/group meetings for older people, but I have no idea if there's anything for people in their 20s-30s. Most people in my age bracket seem to connect from having their kids in school, but I don't have kids. Event brainstorm: dogs on the lawn, craft fair, comics and jazz reading afternoon, book-to-screen (adapted-from-a-book film screening), tall lattes and short stories event (partner with local coffee roaster?)...
- Weekend programming for young children during winter especially. Mornings are best.
- Increased hours, writing groups for adults.
- College counseling, college financial aid counseling, financial literacy for teens
- Thursday hours; yoga or meditation-style class offering on a regular basis
- Psychic readings, finance awareness for all ages, political awareness.
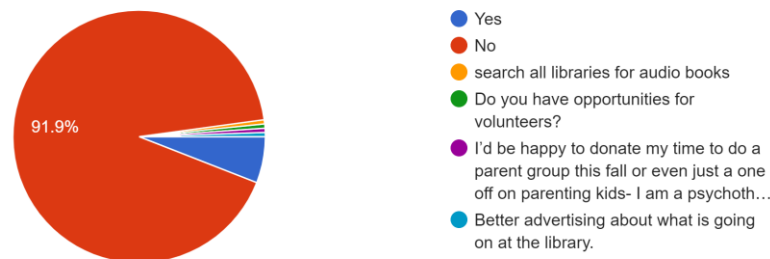- Consistent hours open

- ▶ (A) Visiting authors' lectures, (B) magazine give one/take one box, (C) wild animals & their handlers' visits. (Reptiles, birdies & other small animals)
- ▶ Thursday hours
- ▶ I really liked the adult take and make program. Maybe having an option to do small projects like those in a group setting with someone to guide us through. Perhaps these could be done at the same time our child is in a program like book club.
- ▶ Open 6 days a week all day please :)
- ▶ Computer tech classes; more Library of Things; more comfy seating areas
- ▶ Drop in tech help; resume writing/employment search help; community volunteer opportunities
- ▶ Loved the pickup kids for kids and adults last year and would love for that to continue. We got so much enjoyment out of it for all age groups.
- ▶ Puzzle swap, Seed library, Trustees of Reservation or Zoo New England passes
- ▶ More family friendly events! You do a great job already
- ▶ We need weekend hours! Losing Saturdays in the summers is devastating for a working parent with young kids. We come every-other to every Saturday!
- ▶ More copies of newly released books, more programming for teens, overall more in person events.
- ▶ Author discussions, variety of speakers, variety of books
- ▶ More classes/activities
- ▶ Open on Thursdays, open in the mornings, open Saturday morning
- ▶ Online classes
- ▶ I think We, as a society, need to move away from virtual programming for children. In person activities to promote hands on learning and connection.
- ▶ A 3D printer would be really cool to have access too! I think some friendly competitions with donated prizes would drive engagement. You could have writing or crafting contests or cooking or engineering (like the pinewood derby!)
- ▶ Open more hours
- ▶ More children's story times during non-school hours, STEM kits, museum passes
- ▶ Expand children's programming; more options for children's audio books that aren't CD; expanded hours
- ▶ Bilingual books; books written in various languages
- ▶ Better hours.
- ▶ Summer Saturday hours! Bring back Lego nights. A parents' afternoon, say 5:30-6:30- where a staff member is available to entertain kids for 15 minutes while Mom runs upstairs and chooses some books for herself.
- ▶ I wish we had passes to the Boston Children's museum
- ▶ Game night, book swap, tween/teen volunteer program
- ▶ More stem programs for teens, More adult activities like genealogy
- ▶ Live music, more adult author events
- ▶ Summer weekend hours for the summer. Paid Subscription for Auction results sites for art, antiques, Collectables.
- ▶ Hours on Saturday
- ▶ Weekend hours with a morning children's program, as a working mom I cannot attend those during the week
- ▶ Saturday hours year round, computer area for current high school and college students separate from adult use area. Also maybe utilize the outside grounds for book speakers etc.

- ▶ I want to see more of what they currently offer, but can rarely get there when it's actually open
- ▶ Family music offerings in your meeting space, plant sale fundraisers on your lawn, art shows, more performances on the lawn. Book sales. Movie nights. Book clubs. Create a community meeting space in addition to resources.
- ▶ Kids math sessions, arts n crafts for kids, history of Georgetown
- ▶ Any activities that get kids excited to visit the library. How about a stargazing event? Maybe rent a big telescope for a weekend and look at the planets. Or a foraging expedition for kids and one for adults. Have foraging books on hand and go for a walk in the woods. Or a magic show.
- ▶ More children's programs, author readings, and longer extended hours
- ▶ Anything that continues to foster love of reading and learning in my kids and connection to community- contests, opportunities to try new things, activities and events etc
- ▶ I wish the interface between the Georgetown library and the larger scope where books come from was easier to navigate.
- ▶ 1. Would love us to co-sponsor more of the online learning opportunities being developed by libraries in the consortium. 2. Collaboration with the youth center, especially around diverse voices/ideas in YA lit (and I know some of this is happening already.) 3. Maybe some cross-generational programs (seniors and little ones)
- ▶ better hours- I can never remember if it is open in the morning or afternoon
- ▶ More regular and standardized hours; open Thursdays!
- ▶ I can't even keep up with everything you have now!
- ▶ local author events; bus trips to other local library events
- ▶ My kids are grown now, but we used to love the Curious Creatures programs! As an adult, I used to enjoy the band performances that used to happen on the green Continue to highlight staff recommendations and have adult 'how to' programs
- ▶ More evening and weekend hours for this working family!
- ▶ Gardening series, meet author
- ▶ More kids programming
- ▶ More day time morning children's programs
- ▶ Library open on Thursday
- ▶ Expanded hours during vacation weeks especially early mornings and weekends when we can go to the library.
- ▶ 1) A space to practice and learn musical instruments (guitar, keyboard, violin, etc.) 2) in person language classes, like Italian, Spanish 3) Not sure if this happens already but what about having monthly exhibits in areas of knowledge, like science, mathematics, philosophy, music, astronomy, neuroscience, to learn about these topics and showcase some of the books or resources you have?
- ▶ I am surprised at how much I learned the library has to offer! As a parent of young children, I'm always looking for early mornings things to do with them in the summer and on the weekends during the school year. 1. Early childhood program (story/activity) between the hours of 3-5. Maybe just 1-2 times per month to see if it's attended well. 2. Posting on the town FB pages would remind people of monthly events or just what there is to offer. 3. Switching up the schedule a little more during the year when it's summer vs school year. Some are available with kids to use the library more in the summer. During the winter some are looking for a place indoors to take their children, especially early mornings and after naps! Just some ideas… I know you all are amazing and that the pandemic has made things more challenging. Thank you!

- ▶ More live programs for toddlers/preschoolers on the weekends More passes to variety of museums and activities Improved children's area (e.g. Plaistow library)
- ▶ Sustainable lifestyle education, organic gardening, Georgetown history speakers
- ▶ Please open the library on Saturdays because I work M-F 9-6 and am unable to access the Library during weekdays.
- ▶ 1. Early childhood programming- Baby signs classes, music classes, play times, etc. more hands-on resources for child learning like dress up area, sensory learning station, art section with smocks, STEM area, early reading area with resources for parents as well as kids (books, videos, etc.). With no community center in GT having the library also have some of these types of resources would be phenomenal & I do think people would really utilize them. 2. Teen/adult programming & learning courses- ex. Learn how to write a Children's book, language learning classes, guest speaker series, CPR/1st aid courses & babysitting courses for teens, etc. 3. museum passes- never enough museum passes!
- ▶ Mobile library unit
- ▶ More in-person programs
- ▶ Nature guest speakers

Do you have any questions or would you like to learn more about the library?
186 responses

Legend:
- ● Yes
- ● No
- ● search all libraries for audio books
- ● Do you have opportunities for volunteers?
- ● I'd be happy to donate my time to do a parent group this fall or even just a one off on parenting kids- I am a psychoth…
- ● Better advertising about what is going on at the library.

91.9%

No (91.9% - 171 responses)
Yes (5.9% - 11 responses)

Additional comments:
Search all libraries for audiobooks
Do you have opportunities for volunteers?
I'd be happy to donate my time to do a parent group this fall or even just a one off on parenting kids – I am a psychotherapist who works with kids and parents.
Better advertising about what is going on at the library

What information would be helpful?

- ▶ How to better search for online audiobooks at all libraries
- ▶ You are wonderful about all information
- ▶ Info on events... but I'm going to subscribe to your newsletter now!
- ▶ Do you think that any of the staff/volunteers would mind working on Sundays? It has always been my favorite time to visit the library. (Evenings are nice too.)
- ▶ Genealogy and ancestry.
- ▶ I am a teacher, and oftentimes I check out books on various subjects or topics to enhance the learning of my students. The library plays a vital and supportive role in my career. I value all the librarians at GPL. The only significant drawback I have experienced is the fact that the GPL isn't open enough. Its existing hours do not serve me, and I end up putting my desired books on hold at another nearby library, such as in Boxford or Middleton.
- ▶ Weekend hours
- ▶ I need to be more intentional about knowing what's going on and what's being offered.
- ▶ I only found out about this survey because of a Facebook post. If you have an email newsletter, please add me.
- ▶ More weekend availability
- ▶ How can I be helpful if I have small amounts of time to donate (one shot, discrete tasks)?
- ▶ Being able to apply for a library card online without having to come in. Mine expired and I just want to renew it but the library hours don't work with my schedule so I haven't been able to get there.
- ▶ I just need to get more knowledgeable about what already exists
- ▶ Genealogy - didn't know about these resources