



# Strategic Plan of Service

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FY2023-FY2025



## ROCKPORT PUBLIC LIBRARY

### Strategic Plan of Service 2023-2025

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## Acknowledgments

Creating this *Strategic Plan of Service* required many individuals' talents, commitment, energy, and time over several months. We are incredibly grateful to the public for their enthusiastic participation in this process. Their comments and ideas provided the framework of this plan. Their vision of the near future will be realized in new library services, attitudes, and collections for the people of Rockport.

### Board of Trustees of the Rockport Public Library

Lana Razdan, Chair  
Rob Audano  
Cynthia Sharfstein

### The staff of the Rockport Public Library

Cindy Grove, Library Director	Dana Mastroianni, Assistant Director
Gini Nangle, Administrative Assistant	KL Pereira, Youth Services Librarian
Dede McManus, Technical Services Librarian	Brian Audano, Information Services Librarian
Mary Dakin, Library Assistant	Kay Jacques, Library Assistant
Dorothy Geiser, Library Assistant	Emily Souza, Library Assistant
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Holly Herring, Substitute	Nicole Korodi, Substitute
Morgan Clayton, Substitute	
Melissa Hillier, Page	Morgan Brady, Page
Mark Dunn, Custodian	Scott Halkey, Custodian

### We would like to thank the following individuals and organizations for their help and support:

Mitch Vieira, Town Administrator	Pat Brown, Town Clerk
Rockport Police Department	Rockport DPW
Volunteers of the Rockport Public Library	Friends of Rockport Public Library

We would also like to thank the public who provided feedback on our community survey.

## Approval of the Board of the Library Trustees

The Rockport Public Library Board of Trustees accepted and adopted this *Strategic Plan of Service 2023-2025* on September 30, 2021.

## Background/Methodology

This is the second Strategic Plan of Service written for the Rockport Public Library. Work on this plan began in June of 2021 when it was determined to collect data from the community about their ever-changing needs due to the COVID-19 pandemic.

Due to the restrictions in place, it was determined to focus on present needs as our community members see them now and examine how the library may better serve them during this crisis. Since we could not safely meet in a public space for focus groups and because a significant portion of our community does not use online meeting software, the most equitable way to get community feedback was to focus on community surveys.

### Community Survey:

The main community survey (see "Community Survey") was published online and in print on August 18, 2021. The survey was comprised of 11 questions and included checkboxes, dropdowns, and open-ended responses. Surveys were available online through the library's website and social media pages. Surveys were available in print at the Rockport Public Library, 193 responses (see "Community Survey Results") were collected, and those responses were analyzed by the library staff and Trustees.

Survey questions were focused on the effects of the pandemic on immediate community needs. The questions were created based on informal information gathered from the community, conversations with staff, other libraries, and webinars.

The youth survey (see "Youth Community Survey") was published online and in print on August 18, 2021. The survey was comprised of 3 questions that could be written or drawn. . Surveys were available online through the library's website and social media pages. Surveys were available in print at the Rockport Public Library. Eight responses (see "Youth Community Survey Results") were collected, and those responses were collected, and those responses were analyzed by the library staff and Trustees.

### Goals, Objectives, and Activities:

The Rockport community has been severely impacted by the COVID-19 pandemic. The town of Rockport is known as a senior community and a tourist community. In response to this the community has been conservative in COVID-19 restrictions.

The library was encouraged by the community's support in response to the library's request for feedback. With 201 survey responses, the library was excited to create a new Strategic Plan of Service to incorporate the shared information. In reviewing the feedback, it was clear that the community relies on the library for access to information, recreation, and community. The biggest need is an increase of library hours.

Community needs were determined by reviewing the town demographics, current services, library best practices, the Director's professional experience, and feedback from survey responses. The goals, objectives, and activities were created based on the community's needs. On September 30, 2021, the Trustees reviewed and approved this final draft.

Respectfully submitted,

Cindy Grove  
Library Director

## Mission Statement

The Rockport Public Library is a vital resource for ideas, information, and recreation for all community members. It provides universal access to knowledge and lifelong learning through print, online resources, programs, and services. The library will be responsive to the needs of its community, advocate and support the use of appropriate technology, build an excellent collection, commit itself to the highest ideals of library service and the principles of intellectual freedom, and provide a welcoming meeting place for the community.

*Approved by the Rockport Public Library Board of Trustees  
March 26, 2015*

## Vision Statement

The Rockport Public Library will be the Town of Rockport's recognized source of knowledge and information, a dynamic, welcoming destination, and an encourager of reading, creative programs, leading-edge technology, and materials to satisfy every curiosity.

We believe all questions and requests are essential, and we strive for excellence in the quality of answers we offer. We listen to our patrons, surprise them with superior service, and embrace change when it improves our library.

We develop community partnerships that minimize duplication of efforts while exploring budget economies and strengthening our library as a valuable resource for every member of our Town.

We promote the joy of reading and the value of lifelong learning to all.

*Approved by the Rockport Public Library Board of Trustees  
September 29, 2016*

## Library Goals

**Goal 1:** The Rockport Public Library will offer hours to the community that matches community needs.

**Goal 2:** The Rockport Public Library building will be a space that meets the community's needs.

**Goal 3:** The Rockport Public Library will provide excellent services to all patrons.

**Goal 4:** The Rockport Public Library will build an up-to-date collection of materials to meet all the needs of a diverse population of users.

## Strategic Plan of Service 2023-2025

**Goal 1: The Rockport Public Library will offer hours to the community that matches community needs.**

Objective 1: The library will seek support to increase its hours due to patron demand.

Activity 1: The Director and Library Trustees will review information from usage statistics, budgets, surveys, and other sources to create a plan for increasing/adjusting library hours to ensure that the library meets community needs. (FY2023)

Activity 2: The Director, staff and Library Trustees will present a plan for increasing/adjusting library hours to the Town Administration to create a three-year plan for changing library hours to meet community needs. (FY2023)

Activity 3: Implementation of a three-year plan for increasing/adjusting library hours will begin. (FY2024)

**Goal 2: The Rockport Public Library building will be a space that meets the community's needs.**

Objective 1: The library's layout will be welcoming, accessible, functional, and meet the needs of the community.

Activity 1: The library will have a professional evaluation(s) done by library consultants on the current library space's usage, accessibility, and functionality (including signage, shelving, and furniture). (FY2023)

Activity 2: Library staff and trustees will visit other libraries for ideas on layouts and designs of various spaces within the library. (FY2023)

Activity 3: The Library Trustees will review the proposal(s) and create a plan for adjusting the library's layout. (FY2024)

Activity 4: The library will present the proposed layout changes to the community for feedback. (FY2024)

Activity 5: The library will begin implementing a plan for layout changes that will be functional and meet the community's needs. (FY2025)

Activity 6: The library will add comfortable seating throughout the building. (FY2024)

Objective 2: The building will be appropriately maintained and adapted to meet the community's changing needs.

Activity 1: The library will work with the Town to develop a budget and priority list for building repairs and enhancements. (FY2023)

Activity 2: The library will work with the Town to include the library in the Town's green initiatives. (FY2023)

Activity 3: The Library Director will work with the custodian to create a yearly cleaning and maintenance schedule. (FY2023)

Activity 4: The library will research green/environmentally friendly options for building maintenance. (FY2024)

Activity 5: The library's local history room collection and organization will be reviewed to ensure the preservation of materials and that the physical space and public access to the materials are meeting the community's needs. (FY2025)

Objective 3: The library will provide sufficient parking for library visitors.

Activity 1: The library will work with the Town to review current parking issues and discuss possible solutions. (FY2025)

**Goal 3: The Rockport Public Library will continue to provide excellent service to all patrons.**

Objective 1: Staff will provide the best possible services to all patrons.

Activity 1: Training will be made available to all staff at the library on various aspects of customer service. (FY2023)

Activity 2: Staff will be encouraged to participate in training at the library or other professional organizations. (FY2024)

Activity 3: Select staff will be encouraged to participate in specific local organizations and provide feedback to all staff. (FY2025)

Objective 2: Staff will be kept up-to-date on local and professional news.

Activity 1: Monthly staff meetings will be held on the third Tuesday of the month. (FY2023)

Activity 2: Staff will continue to be encouraged to join and participate in professional organizations. (FY2024)

Activity 3: Up-to-date documentation of library procedures will be available in each department. (FY2024)

Activity 4: Before the library opening, a brief meeting will discuss upcoming events, services, or concerns. (FY2025)

Objective 3: Current library services will meet the needs of the community.

Activity 1: The library will review current practices for adjustments that may streamline or enhance services to the community. (FY2023)

Activity 2: The library will review current technology to ensure that it meets the community's needs. (FY2024)

Activity 3: Library services will be promoted through monthly training/information sessions available to the public. (FY2024)

Activity 4: The library will survey the public on the status of current services and ask what additional services they would like the library to offer. (FY2025)

**Goal 4: The Rockport Public Library will build an up-to-date collection of materials to meet all the needs of a diverse population of users.**

Objective 1: The library will encourage staff and public recommendations for collection development.

Activity 1: The public will be encouraged to recommend purchases through suggestion boxes in specific collection areas. (FY2023)

Activity 2: An online tool for recommending purchases will be added to the website or catalog and promoted on social media. (FY2023)

Objective 2: Display areas will promote the library's collection.

Activity 1: Areas for displays will be identified and created. (2023)

Activity 2: Staff will be encouraged to create rotating displays. (2023)

Activity 3: A new book area that is larger and more accessible will be created. (2024)

Activity 4: When providing outreach in the community, small displays will be presented and made available for circulation at those events. (2025)



Objective 3: The library will build and market a teen collection that meets the community's needs.

Activity 1: The library will work with the schools, teen center, and other local organizations to ensure that the library is effectively communicating with teens regarding library events, services, and programs. (FY2023)

Activity 2: Teens will be encouraged to recommend purchases through communication channels identified in the preceding activity. (FY2024)

Activity 3: Specific staff will work with the schools and other local organizations to ensure that the library supports teens' academic and recreational needs. (FY2025)

Objective 4: The library's materials will be available to the public, kept in good condition, and a size that fits the space restrictions of the building.

Activity 1: A Disaster Plan that reflects current recommendations by the NEDCC (Northeast Document Conservation Center) and the MBLC (Massachusetts Board of Library Commissioners) for the library will be created. The Disaster Plan will be presented, approved, and adopted by the Library Board of Trustees. (FY2023)

Activity 2: Staff will be offered training on collection development. (FY2023)

Activity 3: The Information Services Librarian will provide procedures and training for handling lost, missing, and damaged materials to all staff. (FY2023)

Activity 5: Library staff will receive training on the approved Disaster Plan. (FY2024)

Activity 6: Items in circulating and local history collections will be cataloged. (FY2025)

## Rockport: A Community Profile

### History of the Town of Rockport

What is known as Rockport today was once called Sandy Bay. It was part of the First Parish of Gloucester until 1754, when it was set apart as Gloucester's Fifth Parish. The first settler, Richard Tarr, arrived about 1690. The earliest inhabitants were woodcutters who shipped lumber to the Boston area. By 1754 half of the 37 taxpayers were fishermen and the others farmers. The first wharf was built in 1743, followed by others in 1811, 1815, and 1826. The federal government surveyed Sandy Bay and began constructing an offshore breakwater in 1829, but lack of funds delayed work until 1885.

The granite industry began about 1800 and flourished until the 1920s. Local quarries provided blocks for buildings, wharves, and bridges, as well as cobblestones and curbs for city streets up and down the East Coast. During the War of 1812, the bell in the Congregational Church alerted townsfolk of the British approach. To silence the bell, the British fired on the Town, and a cannonball lodged in one of the

supports of the church. A wooden marker now indicates the point of impact, and the church retains the original cannonball. Telegraph wires reached Rockport in 1858, and in 1884 the Town became the American landfall of the trans-Atlantic cable. In the late 19<sup>th</sup> century, Rockport became a nationally recognized art community, and the arts—painting, music, drama, poetry, and sculpture—continue to thrive here. Town heritage is reflected throughout the Town in large paintings produced in the 1940s for the WPA.

The Town became "Rockport" when it was incorporated in 1840. In 1847 a mill was constructed to manufacture cotton duck for sails and yarn for fishing lines. The granite building that served as the machine shop for the mill later became the George Tarr Elementary School and, since December 1993, has served as the town library.

Today Rockport is a seasonal tourist town that triples in size during the summer months. People visit Rockport to enjoy the community's rocky beaches, seaside parks, quarries, and art galleries.

## **Geography and Topography**

- 35 miles northeast of Boston
- Latitude: 42° 39' 20" N
- Longitude: 70° 37' 15" W
- Bordering Areas
  - East - Atlantic Ocean
  - West - Gloucester
  - North - Atlantic Ocean, Gloucester
  - South - Atlantic Ocean, Gloucester
- Total area 17.5 sq. miles
- Land area 10.5 sq. miles
- Significant natural landscapes:
  - Beaches, forests, quarries, open fields, state parks

## **Town Government**

- Board of Selectmen
- Town Administrator
- Annual Town Meeting takes place on the first Saturday in April.
- Fall town meeting takes place on the second Monday in September.
- Town officials are elected by ballot in April.

## **Rockport Population Statistics**

### **Current Rockport Population**

7,216

*(Source: Rockport Town Clerk 8/17/2021)*

### **2020 Rockport Population**

6,992

*(Source: 2020 Census, U.S. Census Bureau)*

### **Age/Sex**

Persons under five years, 3.8%

Persons under 18 years, 14.7%

Persons 65 years and over, 33.7%

Female persons, 56.3%

*(Source: 2020 Census, U.S. Census Bureau)*

### **Race/Ethnicity**

White alone, 97%

Black or African American alone, 0.1%

American Indian and Alaska Native alone, 0.0%

Asian alone, 0.1%

Native Hawaiian and Other Pacific Islander alone, 0.0%

Two or More Races, 1.1%

Hispanic or Latino, 0.7%

*(Source: 2020 Census, U.S. Census Bureau)*

### **Population Characteristics**

Veterans, 2015-2019, 480

Foreign-born persons, 2.9%

*(Source: 2020 Census, U.S. Census Bureau)*

### **Housing**

Owner-occupied housing rate, 2015-2019, 69%

Median value of owner-occupied housing units, 2015-2019, \$536,400

Median selected monthly owner costs – with a mortgage, 2015-2019, \$2,260

Median selected monthly owner costs – without a mortgage, 2015-2019, \$918

Median gross rent, 2015-2019, \$1,360

*(Source: 2020 Census, U.S. Census Bureau)*

### **Registered Voters as of 9/06/16**

Unenrolled 3,938

Democrat 1,601

Republican 493

Other 72

TOTAL 6,104

*(Source: Town Clerk's Office, Rockport)*

### **Families & Living Arrangements**

Households, 2015-2019, 3,324

Persons per household, 2015-2019, 2.16

Living in the same house one year ago, percent of persons age 1 year+, 2015-2019, 91.3%  
Language other than English spoken at home, percent of persons age 5 years+, 2015-2019, 2.9%  
(Source: 2020 Census, U.S. Census Bureau)

### **Computer and Internet Use**

Households with a computer, 2015-2019, 97.3%  
Households with a broadband Internet subscription, 2015-2019, 86%  
(Source: 2020 Census, U.S. Census Bureau)

### **Education**

High school graduate or higher, percent of persons age 25 years+, 2015-2019, 97.3%  
Bachelor's degree or higher, percent of persons age 25 years+, 2015-2019, 56.9%  
(Source: 2020 Census, U.S. Census Bureau)

### **Health**

With a disability, under age 65 years, 2015-2019, 4.2%  
Persons without health insurance, under age 65 years, 0.8%  
(Source: 2020 Census, U.S. Census Bureau)

### **Economy**

In civilian labor force, total, 16+, 2015-2019, 59.4%  
Total accommodation and food service sales, 2012 (\$1,000), 18,432  
Total retail sales, 2012 (\$1,000), 19,799  
Total retail sales per capita, 2012, \$2,803  
(Source: 2020 Census, U.S. Census Bureau)

### **Transportation**

Mean travel time to work (minutes), workers age 16 years+, 2015-2019, 29.1  
(Source: 2020 Census, U.S. Census Bureau)

### **Income and Poverty**

Median household income (in 2019 dollars), 2015-2019, \$85,208  
Per capita income in past 12 months (in 2019 dollars), 2015-2019, \$51,122  
Persons in poverty, 6.7%  
(Source: 2020 Census, U.S. Census Bureau)

### **Tax Rate**

FY2021 is \$9.74 per \$1000 valuation  
(Assessor's Office, August 2021)

### **Newspaper:**

Gloucester Daily Times

Cable TV is available

Bookstores:

[Susie's Stories Rockport](#)

## Rockport Public Library Background Information

### Holdings - Adult

Materials	FY2016	FY2021
Books	31,800	21,843
Print periodicals, newspapers, and other print serials	1,061	1,574
Audio (CDs, cassettes)	3,686	2,735
Film (DVD, VHS)	4,194	3,825
Ebooks	5,544	28,389
Downloadable audio	3,113	12,300
Downloadable video	26	31
Other materials in electronic format	0	194
Materials in microform	107	107
Miscellaneous	190	107

### Holdings – Young Adult

Materials	FY2016	FY2021
Books	1,399	2,204
Volumes of print periodicals, newspapers, and other print serials	10	54
Audio (CDs, cassettes)	26	52
Film (DVD, VHS)	1 (included in Adult)	0
Ebooks	Included in Adult	6,161
Downloadable audio	Included in Adult	1,855
Downloadable video	Included in Adult	102
Other materials in electronic format	0	22
Materials in microform	0	0
Miscellaneous	0	0

### Holdings – Children

Materials	FY2016	FY2021
Books	13,054	12,303

Volumes of print periodicals, newspapers, and other print serials	28	118
Audio (CDs, cassettes)	354	358
Film (DVD, VHS)	347	694
Ebooks	Included in Adult	4,063
Downloadable audio	Included in Adult	1,346
Downloadable video	Included in Adult	68
Other materials in electronic format	0	694
Materials in microform	0	0
Miscellaneous	13	0

In the past the collection size was oversized. There was non-library shelving that was added throughout the building to hold additional materials. The materials also exceeded the weight limits for the floors. In FY16 a large scale weeding project began to bring the collection size down to the 42,378 items that Rosemary Waltos, Building Specialist from MBLC recommended. This project was completed in 2019. Regular weeding as part of the Collection Development Policy is now in effect.

The Rockport Public Library houses a collection of archival historical and genealogical materials—books, manuscripts, microfilm, maps, artifacts, etc. in the Rockport Room. The library also boasts a collection of noteworthy paintings, and sculptures including a sculpture "Spring" by Paul Manship.

#### Library Use

	FY2016	FY2021
Number of Registered Borrowers	6,921	3,971
Circulation of Adult Materials	48,552	38,187
Circulation of Young Adult Materials	1,326	2,137
Circulation of Children's Materials	21,708	10,944
Reference Questions Answered	8,787	4,858
Attendance in Library	156,311	6,585
Program Attendance	3,017	1,252
Interlibrary loan materials borrowed for patrons	9,544	935
Interlibrary loans provided to other libraries	21,905	1,124

Library use between FY2016 and FY2021 show a large change due to the COVID-19 pandemic. In FY2021 the library was solely providing a back porch pickup program and virtual programs from July 2020-early June 2021. The number of registered borrowers was also purged when our consortium changed ILS systems.

## **Library Hours**

Hours Open per Week 36

Sunday 1:00-5:00

Monday 1:00-8:00

Tuesday 1:00-5:00

Wednesday 1:00-8:00

Thursday 1:00-8:00

Friday Closed

Saturday 10:00-5:00

## **Governance**

The Rockport Public Library is a tax-supported department of the Town of Rockport. The Trustees are elected in April. There are 3 trustees who serve staggered three-year terms. The Trustees oversee the operation of the library and determine library policy. The Library Director oversees all library operations and reports to the Trustees and Town Administrator.

## **Library History**

The Rockport Town Hall opened in the winter of 1869. In the year that followed a series of concerts and lectures—including one by Mark Twain—raised \$250 to establishing a town library. The Town accepted the donation and approved matching funds for the project in 1871.

The library opened in the Town Hall with subscribers paying 50 cents/year. By 1886 the library was open two days a week and the collection numbered 2,400 books.

By 1890 the Library Committee was anxious to obtain larger quarters and another library was started in Pigeon Cove. In 1892 the subscription fee was terminated, and the number of patrons rose to 500. In 1893 the Library Committee was replaced by a three-member elected Board of Trustees, and the hours of service were expanded.

In the early 1900s Leander M. Haskins began negotiating with Andrew Carnegie, who was giving libraries to towns that could not afford them. On November 11, 1903 a special town meeting accepted Carnegie's offer to provide \$10,000 to build a free public library building for Rockport. In return the Town agreed to provide a suitable site for the building and to spend at least \$1,000 a year to maintain a free public library. In 1904 town meeting voted 50–7 to purchase land at the junction of Jewett and Cleaves streets for \$2,000.

The Carnegie Library was built in 1907. The 4,369-square-foot structure was built of locally quarried bi-color granite with Greek Revival features, interior paneling and a terrazzo floor under the dome. The building functioned as a library until the fall of 1993. It is now a private residence.

By the 1980s the Carnegie building was bursting at the seams. Franz Denghausen (1911-1987), a local sculptor and benefactor, left a one-million-dollar bequest to provide a new library. The Smithsonian Institution mounted a three-year challenge to that bequest, but in 1990 the funds were received.

On October 28, 1989 the Town had voted to transfer the site once known as the Tarr School to the Library Trustees for conversion to a library. The Rockport Public Library opened in its present location at 17 School Street in December 1993. The ashlar granite building was built in 1864 as part of a mill complex. In 1904 it was converted to a primary school, and in 1938 it was expanded with an addition along Broadway. The building is 15,392 square feet and is part of a National Historic District.

In 2016 the Rockport Public Library completed its first strategic plan and was able to address many of the issues identified in that plan. The library has begun to have building assessments

completed to resolve building issues and to have a functional assessment done to create a library that is able to meet community needs. Some of the issues identified and resolved include a handicap accessible entrance and book drop, safety hazards repaired. The library has a budget that meets current operational needs. The library has funding to begin increase hours for FY22. The library markets the full range of collections and services through a new website, attending community events, and a monthly newsletter. Library service has become a priority with the support of staff trainings, meetings, and active professional involvement.

With the success of our last plan to meet community needs and the possible changes due to time and the pandemic we are eager to once again meet and exceed community needs.



## Community Survey



### 2021 Community Survey

The Rockport Public Library is currently developing a new plan of service. This brief 11 question survey is an opportunity for you to comment on present resources and services and tell us about those you would like to see in the future. Your answers to the following questions will help us create a plan that will reflect the needs of the Rockport community. Thank you for your honest feedback.

1. How often do you VISIT the Rockport Public Library, CALL for information, or USE the Library's website?

☐ Daily      ☐ Monthly    ☐ Weekly    ☐ A few times per year  
☐ Never (Skip to Question 9)

2. What library services have you used in the past year? (Select all that apply)

☐ Technology services (computers, printers, copy machine, fax machine, scanner)  
☐ Internet access (in-person or wireless)  
☐ Books  
☐ Hotspots  
☐ Music CDs  
☐ Books on CD/Playaways  
☐ Back Porch pickup service  
☐ Homebound delivery service  
☐ eBooks, downloadable audiobooks, downloadable magazine  
☐ Streaming movies  
☐ Downloadable music

- ☐ Online databases
- ☐ Virtual library events (such as author talks, lectures, crafts, storytimes, etc.)
- ☐ None of the above

Are there any resources or services not mentioned above that you have used in the past year?

3. Would you like to attend library events in the future?

- ☐ In-person only
- ☐ Virtual only
- ☐ Hybrid (in-person and virtual options)
- ☐ Other (please specify)

4. How has the role technology plays in your life changed because of the pandemic?

- ☐ The role of technology in my life has decreased
- ☐ The role of technology in my life has stayed the same
- ☐ The role of technology in my life has increased

5. What does the Rockport Public Library offer that you value the most?

6. What would make you feel safer when returning to the Rockport Public Library?

- ☐ Information about library cleaning protocol
- ☐ Rules for patrons to ensure public safety
- ☐ Knowing how circulating materials are being handled for safety
- ☐ Social distancing guidance
- ☐ Information about staff safety procedures

- ☐ Information about library's COVID-19 response plan
- ☐ Other (please specify)

7. Are you satisfied with our services during the COVID-19 pandemic? Any suggestions?

8. How can the library better meet your needs in the future?

9. If you do not visit the library or use library services, why not? (Select all that apply)

- ☐ The location is not convenient
- ☐ The hours are not convenient
- ☐ Not enough parking
- ☐ Too much traffic
- ☐ I am not satisfied with the library's collection
- ☐ There is not enough quiet space
- ☐ There is not enough space to talk
- ☐ There is no private workspace
- ☐ I buy my books, movies, music, etc.
- ☐ Unpleasant experience
- ☐ I use another library
- ☐ Not in the habit of using the library
- ☐ The library is closed on days I would like to visit
- ☐ I never hear about library events
- ☐ Other (please specify)

10. Please help us create a library schedule that meets your needs – choose the ideal day and opening/closing times for your library visits.

	Opening Time	Closing Time
Monday		
Tuesday		
Wednesday		
Thursday		
Friday		
Saturday		
Sunday		

Other (please specify)

11. Is there anything else you would like us to know?

### Youth Community Survey

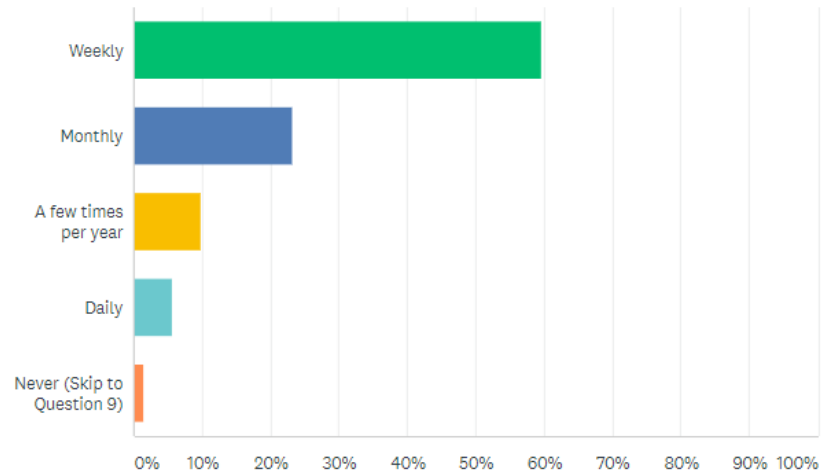
Please complete this survey. The entire family is welcome to participate. Please feel free to write or draw your answers.

1. What are your favorite things about the Children's / Teen Department?
2. What offerings or resources for children and teens would you like to see more of?
3. What days and times are most convenient for programming (like story time, art classes, and clubs)?

## Community Survey Results

How often do you VISIT the Rockport Public Library, CALL for information, or USE the Library's website?

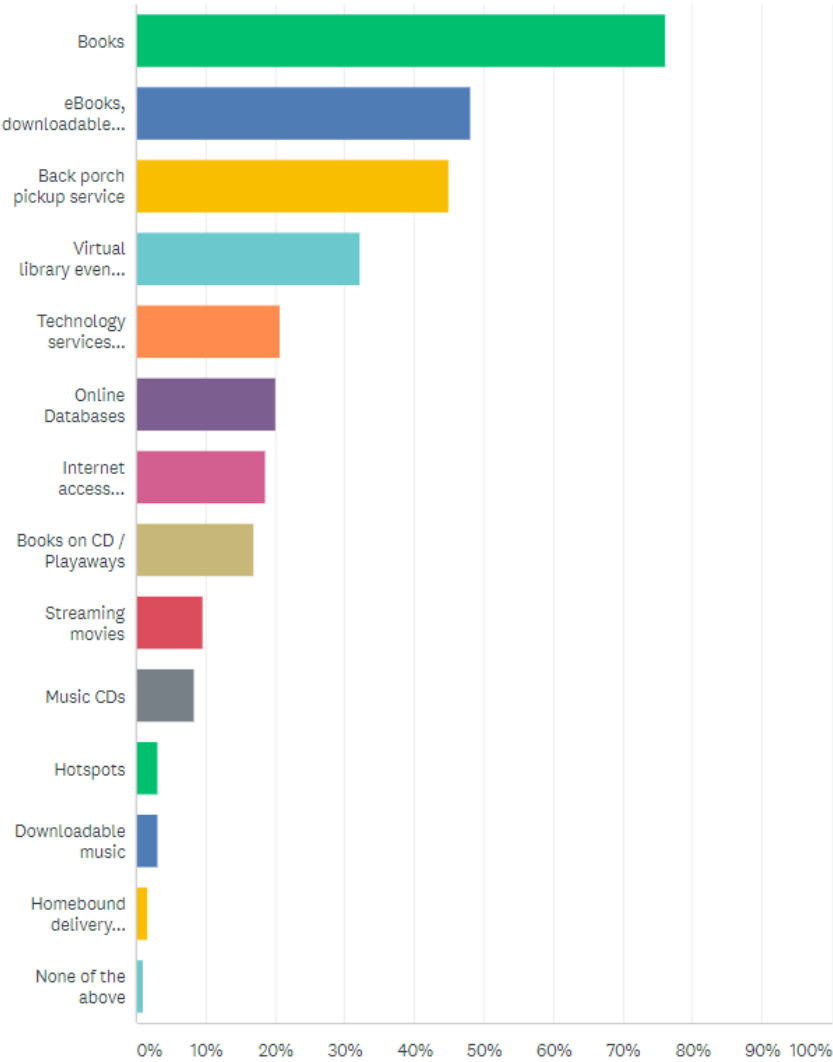
Answered: 193   Skipped: 0



ANSWER CHOICES	RESPONSES	
Weekly	59.59%	115
Monthly	23.32%	45
A few times per year	9.84%	19
Daily	5.70%	11
Never (Skip to Question 9)	1.55%	3
TOTAL		193

What library services have you used in the past year? (Select all that apply)

Answered: 189 Skipped: 4



ANSWER CHOICES ▼	RESPONSES ▼	
▼ Books	76.19%	144
▼ eBooks, downloadable audiobooks, downloadable magazines	48.15%	91
▼ Back porch pickup service	44.97%	85
▼ Virtual library events (such as author talks, lectures, crafts, story times, etc.)	32.28%	61
▼ Technology services (computers, printers, copy machine, fax machine, scanner)	20.63%	39
▼ Online Databases	20.11%	38
▼ Internet access (in-person or wireless)	18.52%	35
▼ Books on CD / Playaways	16.93%	32
▼ Streaming movies	9.52%	18
▼ Music CDs	8.47%	16
▼ Hotspots	3.17%	6
▼ Downloadable music	3.17%	6
▼ Homebound delivery service	1.59%	3
▼ None of the above	1.06%	2
Total Respondents: 189		

Showing 36 responses

- ☐ DVD's games in childens room
 

9/20/2021 9:35 AM
 [View respondent's answers](#)
[Add tags▼](#)
- ☐ I was unaware that homebound delivery service and streaming movies was available!
 

9/20/2021 9:28 AM
 [View respondent's answers](#)
[Add tags▼](#)
- ☐ Book sales
 

9/13/2021 10:03 AM
 [View respondent's answers](#)
[Add tags▼](#)
- ☐ borrowing movies from Library's good DVD collection
 

9/7/2021 7:15 PM
 [View respondent's answers](#)
[Add tags▼](#)

<input type="checkbox"/>	<b>Movies</b> 9/7/2021 9:20 AM	<a href="#">View respondent's answers</a>	<a href="#">Add tags▼</a>
<input type="checkbox"/>	<b>holds and Comm. Catalogue, Overdrive</b> 9/3/2021 6:44 PM	<a href="#">View respondent's answers</a>	<a href="#">Add tags▼</a>
<input type="checkbox"/>	<b>DVDs....and my Rockport Library online account</b> 9/3/2021 9:54 AM	<a href="#">View respondent's answers</a>	<a href="#">Add tags▼</a>
<input type="checkbox"/>	<b>I also come in to read newspapers and magazines.</b> 9/1/2021 4:37 PM	<a href="#">View respondent's answers</a>	<a href="#">Add tags▼</a>
<input type="checkbox"/>	<b>DVD's</b>		
<input type="checkbox"/>	<b>Sitting in reading room for newspapers and magazines like the Vonomidt.</b> 9/1/2021 9:13 AM	<a href="#">View respondent's answers</a>	<a href="#">Add tags▼</a>
<input type="checkbox"/>	<b>Onsite discussion group</b> 9/1/2021 8:44 AM	<a href="#">View respondent's answers</a>	<a href="#">Add tags▼</a>
<input type="checkbox"/>	<b>Looking forward to the return of author events when it's safe.</b> 9/1/2021 8:37 AM	<a href="#">View respondent's answers</a>	<a href="#">Add tags▼</a>
<input type="checkbox"/>	<b>Weekly knitting group</b> 9/1/2021 7:35 AM	<a href="#">View respondent's answers</a>	<a href="#">Add tags▼</a>





Using the consortium to get books from other libraries

9/1/2021 4:37 AM

[View respondent's answers](#)

[Add tags▼](#)



What I used in the past year is different than what I used in years further past! Looking back on 2021 & 2020 my behavior was necessarily different, and I still hope for it to return to a normal pattern at some point. I am answering your question about "the past year" but it is not reflective of what library resources I would normally use in any other time period.

8/31/2021 5:20 PM

[View respondent's answers](#)

[Add tags▼](#)



A book club meeting

8/26/2021 2:53 PM

[View respondent's answers](#)

[Add tags▼](#)



The back porch pickup during the shutdown was a life saver...you folks did a great job!

8/25/2021 10:07 AM

[View respondent's answers](#)

[Add tags▼](#)



For the internet access, I use the genealogy sites and I thank you for the at home ancestry library edition that I use.

8/25/2021 10:03 AM

[View respondent's answers](#)

[Add tags▼](#)



We use the printers at the library

8/24/2021 1:24 PM

[View respondent's answers](#)

[Add tags▼](#)



Dvd

8/23/2021 5:09 PM

[View respondent's answers](#)

[Add tags▼](#)



Reserve books

8/23/2021 1:45 PM

[View respondent's answers](#)

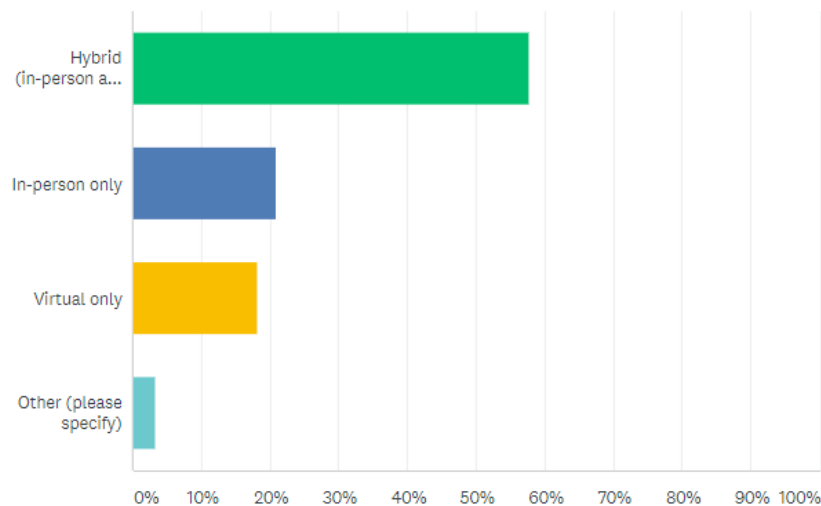
[Add tags▼](#)

<input type="checkbox"/>	<b>witchcraft group</b> 8/23/2021 10:11 AM	<a href="#">View respondent's answers</a>	<a href="#">Add tags▼</a>
<input type="checkbox"/>	<b>Movies (DVD)</b> 8/22/2021 7:04 PM	<a href="#">View respondent's answers</a>	<a href="#">Add tags▼</a>
<input type="checkbox"/>	<b>DVD's</b> 8/21/2021 8:05 PM	<a href="#">View respondent's answers</a>	<a href="#">Add tags▼</a>
<input type="checkbox"/>	<b>I depend on interlibrary loan and use it constantly, periodical subscriptions</b> 8/21/2021 10:36 AM	<a href="#">View respondent's answers</a>	<a href="#">Add tags▼</a>
<input type="checkbox"/>	<b>Children's room</b> 8/21/2021 7:58 AM	<a href="#">View respondent's answers</a>	<a href="#">Add tags▼</a>
<input type="checkbox"/>	<b>No</b> 8/19/2021 4:33 PM	<a href="#">View respondent's answers</a>	<a href="#">Add tags▼</a>
<input type="checkbox"/>	<b>DVD rental</b> 8/19/2021 2:34 PM	<a href="#">View respondent's answers</a>	<a href="#">Add tags▼</a>
<input type="checkbox"/>	<b>"Libby" has been fantastic!</b> 8/18/2021 11:30 PM	<a href="#">View respondent's answers</a>	<a href="#">Add tags▼</a>
<input type="checkbox"/>	<b>DVD rentals, summer reading, inter library loan</b> 8/18/2021 7:10 PM	<a href="#">View respondent's answers</a>	<a href="#">Add tags▼</a>
<input type="checkbox"/>	<b>Movies</b> 8/18/2021 6:04 PM	<a href="#">View respondent's answers</a>	<a href="#">Add tags▼</a>
<input type="checkbox"/>	<b>Which craft circle, Mondays</b> 8/18/2021 4:12 PM	<a href="#">View respondent's answers</a>	<a href="#">Add tags▼</a>

<input type="checkbox"/>	<b>Movies and cd audiobooks</b>	8/18/2021 3:30 PM	<a href="#">View respondent's answers</a>	<a href="#">Add tags▼</a>
<input type="checkbox"/>	<b>No, but there are mani I didn't know you offer.</b>	8/18/2021 2:46 PM	<a href="#">View respondent's answers</a>	<a href="#">Add tags▼</a>
<input type="checkbox"/>	<b>Dvds</b>	8/18/2021 2:12 PM	<a href="#">View respondent's answers</a>	<a href="#">Add tags▼</a>
<input type="checkbox"/>	<b>Getting income tax forms</b>	8/18/2021 1:55 PM	<a href="#">View respondent's answers</a>	<a href="#">Add tags▼</a>

## How would you like to attend library events in the future?"

Answered: 182 Skipped: 11

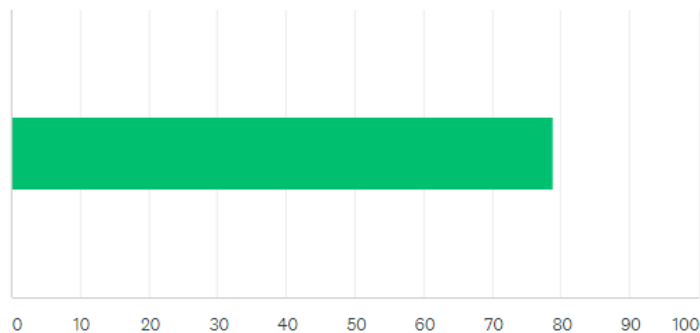


ANSWER CHOICES ▼	RESPONSES ▼
▼ Hybrid (in-person and virtual options)	57.69% 105
▼ In-person only	20.88% 38
▼ Virtual only	18.13% 33
▼ Other (please specify) <a href="#">Responses</a>	3.30% 6

<input type="checkbox"/>	N/A	9/10/2021 6:56 PM	<a href="#">View respondent's answers</a>	<a href="#">Add tags▼</a>
<input type="checkbox"/>	Music, dance, art talks in Denghausen room?	9/9/2021 9:20 AM	<a href="#">View respondent's answers</a>	<a href="#">Add tags▼</a>
<input type="checkbox"/>	Any/all	8/25/2021 9:55 AM	<a href="#">View respondent's answers</a>	<a href="#">Add tags▼</a>
<input type="checkbox"/>	As I get older and Covid isolation increases, I preference for virtual only increases.	8/18/2021 9:54 PM	<a href="#">View respondent's answers</a>	<a href="#">Add tags▼</a>
<input type="checkbox"/>	I don't attend events at the library	8/18/2021 6:04 PM	<a href="#">View respondent's answers</a>	<a href="#">Add tags▼</a>
<input type="checkbox"/>	Appreciated back door pick up but prefer to come in the library	8/18/2021 3:30 PM	<a href="#">View respondent's answers</a>	<a href="#">Add tags▼</a>

## How has the role technology plays in your life changed because of the pandemic

Answered: 186 Skipped: 7



ANSWER CHOICES ▼	AVERAGE NUMBER ▼	TOTAL NUMBER ▼	RESPONSES ▼
Responses	79	14,657	186

# What does the Rockport Public Library offer that you value the most?

Answered: 141   Skipped: 52

**RESPONSES (141)**   **WORD CLOUD**   **TAGS (0)**   Sentiments: OFF ☐

☐ |

Filter: by tag▼

Search responses

Showing **141** responses

<input type="checkbox"/> Children's library	9/20/2021 10:39 AM	<a href="#">View respondent's answers</a>	<a href="#">Add tags▼</a>
<input type="checkbox"/> Quiet spaces to enjoy alone and children's room is excellent	9/20/2021 9:35 AM	<a href="#">View respondent's answers</a>	<a href="#">Add tags▼</a>
<input type="checkbox"/> Being able to talk to a librarian, either to get a book (computer failure) or ask a question specifically about technology	9/20/2021 9:28 AM	<a href="#">View respondent's answers</a>	<a href="#">Add tags▼</a>
<input type="checkbox"/> Books	9/15/2021 12:28 PM	<a href="#">View respondent's answers</a>	<a href="#">Add tags▼</a>
<input type="checkbox"/> Newspapers to read	9/15/2021 8:36 AM	<a href="#">View respondent's answers</a>	<a href="#">Add tags▼</a>
<input type="checkbox"/> Easy access to books I want to read, and helped buy a friendly accessible staff	9/14/2021 9:09 PM	<a href="#">View respondent's answers</a>	<a href="#">Add tags▼</a>
<input type="checkbox"/> Easy access to books I want to read, and helped buy a friendly accessible staff	9/14/2021 9:09 PM	<a href="#">View respondent's answers</a>	<a href="#">Add tags▼</a>
<input type="checkbox"/> Books	9/13/2021 10:03 AM	<a href="#">View respondent's answers</a>	<a href="#">Add tags▼</a>

<input type="checkbox"/>	Books	9/13/2021 8:45 AM	<a href="#">View respondent's answers</a>	<a href="#">Add tags▼</a>
<input type="checkbox"/>	Books, large-print books and inter-library loan	9/12/2021 9:07 PM	<a href="#">View respondent's answers</a>	<a href="#">Add tags▼</a>
<input type="checkbox"/>	Borrowing physical books and ebooks	9/10/2021 2:15 PM	<a href="#">View respondent's answers</a>	<a href="#">Add tags▼</a>
<input type="checkbox"/>	Libby app for audiobooks	9/10/2021 10:56 AM	<a href="#">View respondent's answers</a>	<a href="#">Add tags▼</a>
<input type="checkbox"/>	NA	9/10/2021 6:38 AM	<a href="#">View respondent's answers</a>	<a href="#">Add tags▼</a>
<input type="checkbox"/>	Community / the children's room with programming	9/9/2021 10:01 PM	<a href="#">View respondent's answers</a>	<a href="#">Add tags▼</a>
<input type="checkbox"/>	Freedom, silence, roaming through magazines and sometimes take out past issues	9/9/2021 9:20 AM	<a href="#">View respondent's answers</a>	<a href="#">Add tags▼</a>
<input type="checkbox"/>	ebooks; due to health concerns it's much easier for me to read via tablet (print size, dark background & light text) Community events are also important and much appreciated.	9/8/2021 3:28 PM	<a href="#">View respondent's answers</a>	<a href="#">Add tags▼</a>
<input type="checkbox"/>	Books and magazines that I would not otherwise be able to use	9/8/2021 8:25 AM	<a href="#">View respondent's answers</a>	<a href="#">Add tags▼</a>
<input type="checkbox"/>	Wonderful customer service, but wish the Library was opened in the morning a few days during the week.	9/7/2021 7:15 PM	<a href="#">View respondent's answers</a>	<a href="#">Add tags▼</a>
<input type="checkbox"/>	Books	9/7/2021 11:20 AM	<a href="#">View respondent's answers</a>	<a href="#">Add tags▼</a>
<input type="checkbox"/>	People that help	9/7/2021 9:27 AM	<a href="#">View respondent's answers</a>	<a href="#">Add tags▼</a>

<input type="checkbox"/>	Community	9/7/2021 9:23 AM	<a href="#">View respondent's answers</a>	<a href="#">Add tags▼</a>
<input type="checkbox"/>	Books, books, books!!!	9/7/2021 9:20 AM	<a href="#">View respondent's answers</a>	<a href="#">Add tags▼</a>
<input type="checkbox"/>	A sense of community. There are very few public spaces left that don't require spending money.	9/6/2021 7:04 AM	<a href="#">View respondent's answers</a>	<a href="#">Add tags▼</a>
<input type="checkbox"/>	new books	9/5/2021 11:41 PM	<a href="#">View respondent's answers</a>	<a href="#">Add tags▼</a>
<input type="checkbox"/>	Fast delivery of books Very friendly service in person Help to find books No late fees any more	9/5/2021 5:50 PM	<a href="#">View respondent's answers</a>	<a href="#">Add tags▼</a>
<input type="checkbox"/>	Books	9/4/2021 11:24 AM	<a href="#">View respondent's answers</a>	<a href="#">Add tags▼</a>
<input type="checkbox"/>	Ability to place holds and have access to statewide and more local libraries	9/3/2021 6:44 PM	<a href="#">View respondent's answers</a>	<a href="#">Add tags▼</a>
<input type="checkbox"/>	A wide range of materials and offerings and assistance in accessing them, whether they are available inside the library or online only. Oh, and the high-backed wing chairs in the Quiet area. Unfortunately the room isn't big enough to accommodate more of those!	9/3/2021 9:54 AM	<a href="#">View respondent's answers</a>	<a href="#">Add tags▼</a>
<input type="checkbox"/>	lectures, audio books	9/2/2021 3:55 PM	<a href="#">View respondent's answers</a>	<a href="#">Add tags▼</a>
<input type="checkbox"/>	Information, socialization, and enjoyment	9/2/2021 8:51 AM	<a href="#">View respondent's answers</a>	<a href="#">Add tags▼</a>
<input type="checkbox"/>	The ability to check out books	9/2/2021 8:47 AM	<a href="#">View respondent's answers</a>	<a href="#">Add tags▼</a>
<input type="checkbox"/>	A connection to books	9/2/2021 8:43 AM	<a href="#">View respondent's answers</a>	<a href="#">Add tags▼</a>

<input type="checkbox"/>	BOOKS! Miss the guest speakers.	9/2/2021 6:42 AM	<a href="#">View respondent's answers</a>	<a href="#">Add tags▼</a>
<input type="checkbox"/>	Wonderful employees, great service and of course books,books and more books	9/1/2021 11:13 PM	<a href="#">View respondent's answers</a>	<a href="#">Add tags▼</a>
<input type="checkbox"/>	Books and DVDs including those from other libraries.	9/1/2021 4:37 PM	<a href="#">View respondent's answers</a>	<a href="#">Add tags▼</a>
<input type="checkbox"/>	Great online books	9/1/2021 3:51 PM	<a href="#">View respondent's answers</a>	<a href="#">Add tags▼</a>
<input type="checkbox"/>	Computer use. DVD's to take out. CD's to take out. Friendliness.	9/1/2021 3:06 PM	<a href="#">View respondent's answers</a>	<a href="#">Add tags▼</a>
<input type="checkbox"/>	I love the ability to reserve a book. And I particularly love the fact that librarians call me if my hold is expiring. I don't always check my email to see that the hold is available.	9/1/2021 10:50 AM	<a href="#">View respondent's answers</a>	<a href="#">Add tags▼</a>
<input type="checkbox"/>	The information of the librarians about things from books to goings on in town.	9/1/2021 9:33 AM	<a href="#">View respondent's answers</a>	<a href="#">Add tags▼</a>
<input type="checkbox"/>	Resources. Lovely space to sit or see movies when safe from pandemic fir us/ vulnerable elders. Hospitality- as we went from the mist unhospitable librarians (in the Vrrvrtly system) to your lovely, welcoming and capable staff	9/1/2021 9:13 AM	<a href="#">View respondent's answers</a>	<a href="#">Add tags▼</a>
<input type="checkbox"/>	Museum passes. A nice place to sit and read. More comfortable chairs would be nice.	9/1/2021 9:03 AM	<a href="#">View respondent's answers</a>	<a href="#">Add tags▼</a>
<input type="checkbox"/>	Access to ebooks and audiobooks online.	9/1/2021 8:45 AM	<a href="#">View respondent's answers</a>	<a href="#">Add tags▼</a>
<input type="checkbox"/>	Opportunity for meetings and discussion on topics of interest as well as access to borrowing across libraries	9/1/2021 8:44 AM	<a href="#">View respondent's answers</a>	<a href="#">Add tags▼</a>
<input type="checkbox"/>	It's an outstanding community resource with a friendly, knowledgeable and helpful staff.	9/1/2021 8:37 AM	<a href="#">View respondent's answers</a>	<a href="#">Add tags▼</a>



<input type="checkbox"/>	I love the library - get books all the time - borrowing is awesome - staff awesome - speakers awesome - Love Joe Hill	9/1/2021 7:59 AM	<a href="#">View respondent's answers</a>	<a href="#">Add tags▼</a>
<input type="checkbox"/>	Everything! Would love if you could be open on Friday and closed another weekday.	9/1/2021 7:36 AM	<a href="#">View respondent's answers</a>	<a href="#">Add tags▼</a>
<input type="checkbox"/>	The helpful staff. The access to SO MANY books! (Looking forward to return of movie days.) Finally, the building itself is spacious and beautiful, and a real gem in Rockport.	9/1/2021 7:35 AM	<a href="#">View respondent's answers</a>	<a href="#">Add tags▼</a>
<input type="checkbox"/>	The Childrens' Room and looking forward to using more kids programming as my child grows - especially the Lego Club!! My daughter is 5, entering kindergarten this year, the library will be a valuable resource for her school career	9/1/2021 7:23 AM	<a href="#">View respondent's answers</a>	<a href="#">Add tags▼</a>
<input type="checkbox"/>	The comfortable leather chairs	9/1/2021 7:19 AM	<a href="#">View respondent's answers</a>	<a href="#">Add tags▼</a>
<input type="checkbox"/>	Back porch pickup. Auto renewal. "Device advice"	9/1/2021 7:03 AM	<a href="#">View respondent's answers</a>	<a href="#">Add tags▼</a>
<input type="checkbox"/>	Digital library	9/1/2021 6:48 AM	<a href="#">View respondent's answers</a>	<a href="#">Add tags▼</a>
<input type="checkbox"/>	Digital library	9/1/2021 6:47 AM	<a href="#">View respondent's answers</a>	<a href="#">Add tags▼</a>
<input type="checkbox"/>	Children's library services and activities	9/1/2021 6:35 AM	<a href="#">View respondent's answers</a>	<a href="#">Add tags▼</a>
<input type="checkbox"/>	Access to great books I can order online and pick up at my convenience inside or outside of the library.	9/1/2021 4:37 AM	<a href="#">View respondent's answers</a>	<a href="#">Add tags▼</a>
<input type="checkbox"/>	Gosh! Books! Both physical copies, and e-Books. Read aloud picture books were very useful during 2020. The back porch pick up was great too. THANK YOU!!!	8/31/2021 5:20 PM	<a href="#">View respondent's answers</a>	<a href="#">Add tags▼</a>
<input type="checkbox"/>	ebooks and downloadable audiobooks	8/31/2021 1:16 PM	<a href="#">View respondent's answers</a>	<a href="#">Add tags▼</a>

<input type="checkbox"/>	Children's library services and activities	9/1/2021 6:35 AM	<a href="#">View respondent's answers</a>	<a href="#">Add tags▼</a>
<input type="checkbox"/>	Access to great books I can order online and pick up at my convenience inside or outside of the library.	9/1/2021 4:37 AM	<a href="#">View respondent's answers</a>	<a href="#">Add tags▼</a>
<input type="checkbox"/>	Gosh! Books! Both physical copies, and e-Books. Read aloud picture books were very useful during 2020. The back porch pick up was great too. THANK YOU!!!	8/31/2021 5:20 PM	<a href="#">View respondent's answers</a>	<a href="#">Add tags▼</a>
<input type="checkbox"/>	ebooks and downloadable audiobooks	8/31/2021 1:16 PM	<a href="#">View respondent's answers</a>	<a href="#">Add tags▼</a>
<input type="checkbox"/>	online resources	8/31/2021 10:14 AM	<a href="#">View respondent's answers</a>	<a href="#">Add tags▼</a>
<input type="checkbox"/>	Great variety of books and wonderful staff	8/31/2021 7:08 AM	<a href="#">View respondent's answers</a>	<a href="#">Add tags▼</a>
<input type="checkbox"/>	online books	8/30/2021 3:13 PM	<a href="#">View respondent's answers</a>	<a href="#">Add tags▼</a>
<input type="checkbox"/>	ebooks for my kindle	8/30/2021 12:54 PM	<a href="#">View respondent's answers</a>	<a href="#">Add tags▼</a>
<input type="checkbox"/>	the ebooks and downloadable audiobooks	8/30/2021 10:57 AM	<a href="#">View respondent's answers</a>	<a href="#">Add tags▼</a>
<input type="checkbox"/>	Sense of community and good selection of books	8/30/2021 9:47 AM	<a href="#">View respondent's answers</a>	<a href="#">Add tags▼</a>
<input type="checkbox"/>	Community resources	8/30/2021 7:48 AM	<a href="#">View respondent's answers</a>	<a href="#">Add tags▼</a>
<input type="checkbox"/>	Free books!!!!	8/29/2021 11:57 AM	<a href="#">View respondent's answers</a>	<a href="#">Add tags▼</a>

<input type="checkbox"/>	Current titles and a robust children's section	8/28/2021 9:50 AM	<a href="#">View respondent's answers</a>	<a href="#">Add tags▼</a>
<input type="checkbox"/>	ebooks	8/27/2021 1:40 PM	<a href="#">View respondent's answers</a>	<a href="#">Add tags▼</a>
<input type="checkbox"/>	Great staff who take care of research questions and searches for materials not in library	8/26/2021 2:53 PM	<a href="#">View respondent's answers</a>	<a href="#">Add tags▼</a>
<input type="checkbox"/>	Natural history books, on line courses, the ability to browse the shelves.	8/26/2021 12:46 PM	<a href="#">View respondent's answers</a>	<a href="#">Add tags▼</a>
<input type="checkbox"/>	a virtual collection	8/26/2021 12:19 PM	<a href="#">View respondent's answers</a>	<a href="#">Add tags▼</a>
<input type="checkbox"/>	Books, browsing, magazines, CD's, Fax	8/26/2021 9:10 AM	<a href="#">View respondent's answers</a>	<a href="#">Add tags▼</a>
<input type="checkbox"/>	Inter-library book availability	8/25/2021 9:49 PM	<a href="#">View respondent's answers</a>	<a href="#">Add tags▼</a>
<input type="checkbox"/>	great material	8/25/2021 3:18 PM	<a href="#">View respondent's answers</a>	<a href="#">Add tags▼</a>
<input type="checkbox"/>	Virtual events and programs for children; book bundle/pick up service	8/25/2021 1:46 PM	<a href="#">View respondent's answers</a>	<a href="#">Add tags▼</a>
<input type="checkbox"/>	Friendly good service. In the time of pandemic the ability to access library data bases remotely. It is amazing the things the staff is willing and able to do to help the patrons. It is much appreciated.	8/25/2021 12:49 PM	<a href="#">View respondent's answers</a>	<a href="#">Add tags▼</a>
<input type="checkbox"/>	book club	8/25/2021 10:46 AM	<a href="#">View respondent's answers</a>	<a href="#">Add tags▼</a>
<input type="checkbox"/>	I value all of it. One service not mentioned in Item 2 is the ability to pick up tax forms and pubs.	8/25/2021 10:10 AM	<a href="#">View respondent's answers</a>	<a href="#">Add tags▼</a>

<input type="checkbox"/>	The kind staff and the books	8/25/2021 10:07 AM	<a href="#">View respondent's answers</a>	<a href="#">Add tags▼</a>
<input type="checkbox"/>	At the moment I use ancestry library site	8/25/2021 10:03 AM	<a href="#">View respondent's answers</a>	<a href="#">Add tags▼</a>
<input type="checkbox"/>	Info and entertainment	8/25/2021 9:55 AM	<a href="#">View respondent's answers</a>	<a href="#">Add tags▼</a>
<input type="checkbox"/>	Comprehensive services, caring employees. It is important to have such a library in our community.	8/24/2021 8:40 PM	<a href="#">View respondent's answers</a>	<a href="#">Add tags▼</a>
<input type="checkbox"/>	books	8/24/2021 7:41 PM	<a href="#">View respondent's answers</a>	<a href="#">Add tags▼</a>
<input type="checkbox"/>	Speakers and librarians.	8/24/2021 6:05 PM	<a href="#">View respondent's answers</a>	<a href="#">Add tags▼</a>
<input type="checkbox"/>	Convenience- bring open more hours and on a more regular and consistent schedule would be helpful	8/24/2021 1:24 PM	<a href="#">View respondent's answers</a>	<a href="#">Add tags▼</a>
<input type="checkbox"/>	cd and digital audiobooks, ILL services	8/24/2021 7:30 AM	<a href="#">View respondent's answers</a>	<a href="#">Add tags▼</a>
<input type="checkbox"/>	Books, movies, online classes	8/23/2021 5:09 PM	<a href="#">View respondent's answers</a>	<a href="#">Add tags▼</a>
<input type="checkbox"/>	Books	8/23/2021 1:45 PM	<a href="#">View respondent's answers</a>	<a href="#">Add tags▼</a>
<input type="checkbox"/>	online renewal ,research,items from other libraries..	8/23/2021 10:11 AM	<a href="#">View respondent's answers</a>	<a href="#">Add tags▼</a>
<input type="checkbox"/>	Children's room and events! In the past we loved the museum passes!	8/23/2021 8:06 AM	<a href="#">View respondent's answers</a>	<a href="#">Add tags▼</a>

<input type="checkbox"/>	Children's Books and Craft Projects, Movie Rentals, Book Rentals, Hunting down old manuscripts, Online access to various history, genealogy websites, children's learning, the list is endless. We love RPL!	8/22/2021 7:04 PM	<a href="#">View respondent's answers</a>	<a href="#">Add tags▼</a>
<input type="checkbox"/>	Books	8/22/2021 12:59 PM	<a href="#">View respondent's answers</a>	<a href="#">Add tags▼</a>
<input type="checkbox"/>	The ability to reserve books. Especially that I can reserve them before the pub date.	8/22/2021 10:43 AM	<a href="#">View respondent's answers</a>	<a href="#">Add tags▼</a>
<input type="checkbox"/>	current fiction and non-fiction, books by non-white writers, available copies without huge waits, free parking without having to go around on School St, open on weekends. Love the regional network access.	8/22/2021 8:01 AM	<a href="#">View respondent's answers</a>	<a href="#">Add tags▼</a>
<input type="checkbox"/>	A great institution	8/21/2021 9:17 PM	<a href="#">View respondent's answers</a>	<a href="#">Add tags▼</a>
<input type="checkbox"/>	Amazing resources, kindness and a sense of community	8/21/2021 8:05 PM	<a href="#">View respondent's answers</a>	<a href="#">Add tags▼</a>
<input type="checkbox"/>	Knowledgeable staff,	8/21/2021 4:35 PM	<a href="#">View respondent's answers</a>	<a href="#">Add tags▼</a>
<input type="checkbox"/>	the ability to get just about any book that I request	8/21/2021 3:21 PM	<a href="#">View respondent's answers</a>	<a href="#">Add tags▼</a>
<input type="checkbox"/>	Community and books	8/21/2021 2:06 PM	<a href="#">View respondent's answers</a>	<a href="#">Add tags▼</a>
<input type="checkbox"/>	E books	8/21/2021 1:38 PM	<a href="#">View respondent's answers</a>	<a href="#">Add tags▼</a>
<input type="checkbox"/>	E books	8/21/2021 1:37 PM	<a href="#">View respondent's answers</a>	<a href="#">Add tags▼</a>
<input type="checkbox"/>	personal service, pleasant neighborly atmosphere	8/21/2021 10:36 AM	<a href="#">View respondent's answers</a>	<a href="#">Add tags▼</a>

<input type="checkbox"/>	Books and museum passes	8/21/2021 7:58 AM	<a href="#">View respondent's answers</a>	<a href="#">Add tags▼</a>
<input type="checkbox"/>	As the pandemic allows, I'd like more community programs after school like LEGO club.	8/21/2021 7:58 AM	<a href="#">View respondent's answers</a>	<a href="#">Add tags▼</a>
<input type="checkbox"/>	a safe haven	8/20/2021 6:52 PM	<a href="#">View respondent's answers</a>	<a href="#">Add tags▼</a>
<input type="checkbox"/>	A wide range of offerings for such a small community. SO greatly appreciated.	8/20/2021 2:06 PM	<a href="#">View respondent's answers</a>	<a href="#">Add tags▼</a>
<input type="checkbox"/>	Great service provided by efficient, knowledgeable, and kind people.	8/19/2021 4:33 PM	<a href="#">View respondent's answers</a>	<a href="#">Add tags▼</a>
<input type="checkbox"/>	access to books from many libraries Pleasant, knowledgeable staff	8/19/2021 3:09 PM	<a href="#">View respondent's answers</a>	<a href="#">Add tags▼</a>
<input type="checkbox"/>	access to books from many libraries Pleasant, knowledgeable staff	8/19/2021 3:08 PM	<a href="#">View respondent's answers</a>	<a href="#">Add tags▼</a>
<input type="checkbox"/>	Recently published books, ILL	8/19/2021 2:34 PM	<a href="#">View respondent's answers</a>	<a href="#">Add tags▼</a>
<input type="checkbox"/>	Children's room and activities. Borrowing books.	8/19/2021 11:33 AM	<a href="#">View respondent's answers</a>	<a href="#">Add tags▼</a>
<input type="checkbox"/>	The research room in basement is wonderful source of town history. The vinyl puzzles mosaic squares were a very nice touch. what might be pleasant would be large jigsaw puzzles. I have a 6,000 piece Sistine Chapel that's maybe a big much for one person.	8/19/2021 7:28 AM	<a href="#">View respondent's answers</a>	<a href="#">Add tags▼</a>
<input type="checkbox"/>	Libby, and contactless ways for folks to still utilize the wonderful services you offer!	8/18/2021 11:30 PM	<a href="#">View respondent's answers</a>	<a href="#">Add tags▼</a>
<input type="checkbox"/>	Community events	8/18/2021 10:41 PM	<a href="#">View respondent's answers</a>	<a href="#">Add tags▼</a>

<input type="checkbox"/>	Easily accessible children's books & accessible audiobooks from home devices	8/18/2021 10:32 PM	<a href="#">View respondent's answers</a>	<a href="#">Add tags▼</a>
<input type="checkbox"/>	knowing it is there	8/18/2021 10:08 PM	<a href="#">View respondent's answers</a>	<a href="#">Add tags▼</a>
<input type="checkbox"/>	The availability to so many new books and other library materials through interlibrary loans.	8/18/2021 10:08 PM	<a href="#">View respondent's answers</a>	<a href="#">Add tags▼</a>
<input type="checkbox"/>	Books and book groups.	8/18/2021 8:23 PM	<a href="#">View respondent's answers</a>	<a href="#">Add tags▼</a>
<input type="checkbox"/>	Friendliness. Helpful people. A very important place, for our small town, to feel at home. And very welcomed.	8/18/2021 8:22 PM	<a href="#">View respondent's answers</a>	<a href="#">Add tags▼</a>
<input type="checkbox"/>	Being able to research books online, put a hold on them, and then being notified that the books are available.	8/18/2021 8:16 PM	<a href="#">View respondent's answers</a>	<a href="#">Add tags▼</a>
<input type="checkbox"/>	Current books	8/18/2021 8:05 PM	<a href="#">View respondent's answers</a>	<a href="#">Add tags▼</a>
<input type="checkbox"/>	Books for my children	8/18/2021 7:29 PM	<a href="#">View respondent's answers</a>	<a href="#">Add tags▼</a>
<input type="checkbox"/>	Access to Books from other libraries.	8/18/2021 7:20 PM	<a href="#">View respondent's answers</a>	<a href="#">Add tags▼</a>
<input type="checkbox"/>	Book check-outs, kids activities, e-books	8/18/2021 7:10 PM	<a href="#">View respondent's answers</a>	<a href="#">Add tags▼</a>
<input type="checkbox"/>	On line account to manage book loans from wherever and pickup at the library, and fantastic librarians!	8/18/2021 6:04 PM	<a href="#">View respondent's answers</a>	<a href="#">Add tags▼</a>
<input type="checkbox"/>	Best selling novels	8/18/2021 4:45 PM	<a href="#">View respondent's answers</a>	<a href="#">Add tags▼</a>

<input type="checkbox"/>	A quiet respite	8/18/2021 4:12 PM	<a href="#">View respondent's answers</a>	<a href="#">Add tags▼</a>
<input type="checkbox"/>	Books	8/18/2021 4:00 PM	<a href="#">View respondent's answers</a>	<a href="#">Add tags▼</a>
<input type="checkbox"/>	Getting materials from other libraries	8/18/2021 3:30 PM	<a href="#">View respondent's answers</a>	<a href="#">Add tags▼</a>
<input type="checkbox"/>	Books	8/18/2021 3:28 PM	<a href="#">View respondent's answers</a>	<a href="#">Add tags▼</a>
<input type="checkbox"/>	Books to read on my kindle	8/18/2021 2:57 PM	<a href="#">View respondent's answers</a>	<a href="#">Add tags▼</a>
<input type="checkbox"/>	Availability of books from the while library system and the staff!	8/18/2021 2:56 PM	<a href="#">View respondent's answers</a>	<a href="#">Add tags▼</a>
<input type="checkbox"/>	Books! And a paper repository of all kinds of knowledge. Digital information is fragile, subject to capricious or manipulative revision, and ephemeral. I deeply appreciate printed materials and the discovery of new material parked in proximity to the material that originally drew me in. It's in this conversation among authors sharing a shelf where I've found my most valued epiphanies.	8/18/2021 2:46 PM	<a href="#">View respondent's answers</a>	<a href="#">Add tags▼</a>
<input type="checkbox"/>	Books	8/18/2021 2:12 PM	<a href="#">View respondent's answers</a>	<a href="#">Add tags▼</a>
<input type="checkbox"/>	Books	8/18/2021 2:10 PM	<a href="#">View respondent's answers</a>	<a href="#">Add tags▼</a>
<input type="checkbox"/>	Wonderful selection of books!	8/18/2021 2:02 PM	<a href="#">View respondent's answers</a>	<a href="#">Add tags▼</a>
<input type="checkbox"/>	interlibrary loan and knowledgeable librarians	8/18/2021 2:00 PM	<a href="#">View respondent's answers</a>	<a href="#">Add tags▼</a>
<input type="checkbox"/>	Accessibility to many resources	8/18/2021 1:58 PM	<a href="#">View respondent's answers</a>	<a href="#">Add tags▼</a>



- ☐

That it EXISTS, that it is in the center of town and has protected parking, that the staff are so friendly and helpful, that you can get ANYTHING AT ALL you want to read, that there is back porch pick-up, that there is buck-a-book, that knitting group is hosted, that it's cool and comfy in there, and that once upon a time, there were free movies. Craft projects and the children's room are great, too.

8/18/2021 1:55 PM

[View respondent's answers](#) [Add tags▼](#)
- ☐

Books!!!! And the wonderful, kind staff ☺

8/18/2021 1:53 PM

[View respondent's answers](#) [Add tags▼](#)
- ☐

Books

8/18/2021 1:45 PM

[View respondent's answers](#) [Add tags▼](#)
- ☐

Books, books and books!

8/18/2021 1:42 PM

[View respondent's answers](#) [Add tags▼](#)
- ☐

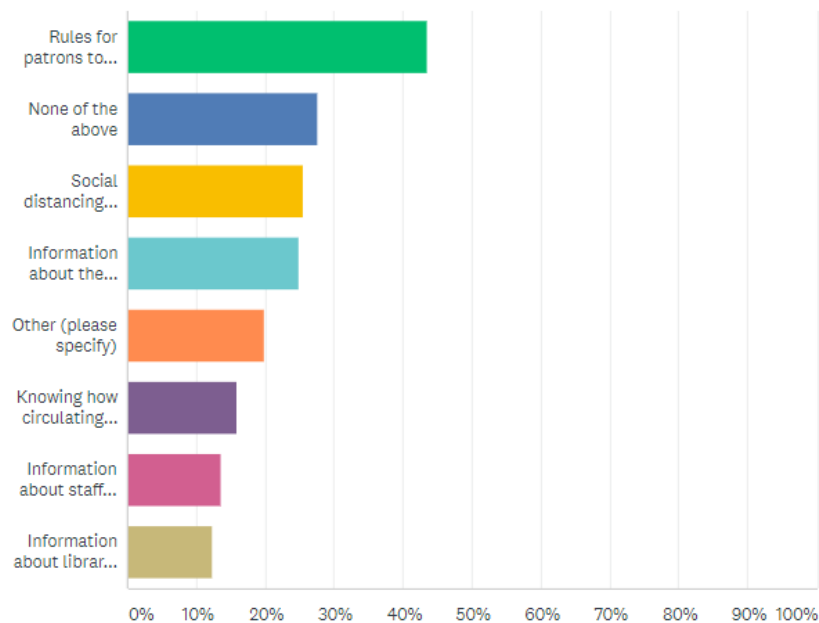
great staff, materials and a place to call home

8/18/2021 1:13 PM

[View respondent's answers](#) [Add tags▼](#)

## What would make you feel safer when returning to Rockport Public Library? (Select all that apply)

Answered: 177   Skipped: 16



ANSWER CHOICES	RESPONSES	
▼ Rules for patrons to ensure public safety	43.50%	77
▼ None of the above	27.68%	49
▼ Social distancing guidance	25.42%	45
▼ Information about the library's COVID-19 response plan	24.86%	44
▼ Other (please specify) <a href="#">Responses</a>	19.77%	35
▼ Knowing how circulating materials are being handled for safety	15.82%	28
▼ Information about staff safety procedures	13.56%	24
▼ Information about library cleaning protocol	12.43%	22
Total Respondents: 177		

☐ Adults being vaccinated  
9/20/2021 10:39 AM [View respondent's answers](#) [Add tags▼](#)

☐ I feel safe as is a the library  
9/20/2021 9:35 AM [View respondent's answers](#) [Add tags▼](#)

☐ I am not worried about this  
9/15/2021 12:28 PM [View respondent's answers](#) [Add tags▼](#)

☐ Requiring staff to have vaccination and booster shots  
9/13/2021 10:03 AM [View respondent's answers](#) [Add tags▼](#)

☐ i already feel safe  
9/10/2021 10:56 AM [View respondent's answers](#) [Add tags▼](#)

☐ I feel comfortable returning to the library now  
9/9/2021 10:01 PM [View respondent's answers](#) [Add tags▼](#)

☐ You decide...Covid and social distancing are not my cup of tea!  
9/9/2021 9:20 AM [View respondent's answers](#) [Add tags▼](#)

☐ I always feel safe in our Library  
9/7/2021 7:15 PM [View respondent's answers](#) [Add tags▼](#)

<input type="checkbox"/>	I do feel safe in the library	9/5/2021 5:50 PM	<a href="#">View respondent's answers</a>	<a href="#">Add tags▼</a>
<input type="checkbox"/>	I feel safe	9/2/2021 8:43 AM	<a href="#">View respondent's answers</a>	<a href="#">Add tags▼</a>
<input type="checkbox"/>	I feel quite safe.	9/1/2021 11:13 PM	<a href="#">View respondent's answers</a>	<a href="#">Add tags▼</a>
<input type="checkbox"/>	They are doing a great job presently.	9/1/2021 3:06 PM	<a href="#">View respondent's answers</a>	<a href="#">Add tags▼</a>
<input type="checkbox"/>	Especially about circulation of clean air. Would love if only proven vaccinated were allowed, butvrealizevyhstsxacyoen drivdion.	9/1/2021 9:13 AM	<a href="#">View respondent's answers</a>	<a href="#">Add tags▼</a>
<input type="checkbox"/>	Continue to adhere to CDC guidelines.	9/1/2021 8:37 AM	<a href="#">View respondent's answers</a>	<a href="#">Add tags▼</a>
<input type="checkbox"/>	The library is doing a good job. I have no criticism.	9/1/2021 7:19 AM	<a href="#">View respondent's answers</a>	<a href="#">Add tags▼</a>
<input type="checkbox"/>	Feel Completely Safe	8/31/2021 7:08 AM	<a href="#">View respondent's answers</a>	<a href="#">Add tags▼</a>
<input type="checkbox"/>	Timed appointments for children and families	8/25/2021 1:46 PM	<a href="#">View respondent's answers</a>	<a href="#">Add tags▼</a>
<input type="checkbox"/>	I really appreciate how careful the library has been in regard to public safety.	8/25/2021 12:49 PM	<a href="#">View respondent's answers</a>	<a href="#">Add tags▼</a>
<input type="checkbox"/>	I don't come in that often, I suppose if the rooms were crowded, I'd be concerned that I'd be jammed up against someone	8/25/2021 10:03 AM	<a href="#">View respondent's answers</a>	<a href="#">Add tags▼</a>
<input type="checkbox"/>	Masking	8/24/2021 8:40 PM	<a href="#">View respondent's answers</a>	<a href="#">Add tags▼</a>

<input type="checkbox"/>	masks required at all times for public and staff; knowing the HVAC exchange rate	8/24/2021 7:30 AM	<a href="#">View respondent's answers</a>	<a href="#">Add tags▼</a>
<input type="checkbox"/>	Specific guidance for patrons not wearing mask properly or asking them to leave	8/23/2021 5:09 PM	<a href="#">View respondent's answers</a>	<a href="#">Add tags▼</a>
<input type="checkbox"/>	I trust the staff uses proper protocol	8/23/2021 1:45 PM	<a href="#">View respondent's answers</a>	<a href="#">Add tags▼</a>
<input type="checkbox"/>	I feel 100% comfortable visiting the library.	8/22/2021 10:43 AM	<a href="#">View respondent's answers</a>	<a href="#">Add tags▼</a>
<input type="checkbox"/>	I doubt the plexiglas helps at all; impedes air circulation and makes communication difficult	8/21/2021 10:36 AM	<a href="#">View respondent's answers</a>	<a href="#">Add tags▼</a>
<input type="checkbox"/>	I already feel safe with our high level of vaccination in Rockport.	8/21/2021 7:58 AM	<a href="#">View respondent's answers</a>	<a href="#">Add tags▼</a>
<input type="checkbox"/>	Mask mandate when necessary	8/21/2021 7:58 AM	<a href="#">View respondent's answers</a>	<a href="#">Add tags▼</a>
<input type="checkbox"/>	Rockport following state guidelines and not going beyond that	8/19/2021 1:56 PM	<a href="#">View respondent's answers</a>	<a href="#">Add tags▼</a>
<input type="checkbox"/>	A vaccination policy	8/18/2021 11:30 PM	<a href="#">View respondent's answers</a>	<a href="#">Add tags▼</a>
<input type="checkbox"/>	I'm happy with how it's going	8/18/2021 7:29 PM	<a href="#">View respondent's answers</a>	<a href="#">Add tags▼</a>
<input type="checkbox"/>	I'm satisfied that the proper cleaning will be done	8/18/2021 6:11 PM	<a href="#">View respondent's answers</a>	<a href="#">Add tags▼</a>
<input type="checkbox"/>	All good. Rules are clear and sensible	8/18/2021 6:04 PM	<a href="#">View respondent's answers</a>	<a href="#">Add tags▼</a>

☐ requiring masks of all staff and people in the library.

8/18/2021 2:46 PM

[View respondent's answers](#)

[Add tags▼](#)

☐ I feel safe as things are now.

8/18/2021 2:12 PM

[View respondent's answers](#)

[Add tags▼](#)

☐ Hand sanitizer all over so that I'm neither leaving nor picking up germs from books I handle.

8/18/2021 1:55 PM

[View respondent's answers](#)

[Add tags▼](#)

Are you satisfied with our services during the Covid-19 pandemic? Any suggestions?

Answered: 136   Skipped: 57

☐ Very. You did an amazing job.

9/20/2021 2:05 PM

[View respondent's answers](#)

[Add tags▼](#)

☐ Yes

9/20/2021 10:39 AM

[View respondent's answers](#)

[Add tags▼](#)

☐ Opened later than should have for the public

9/20/2021 9:35 AM

[View respondent's answers](#)

[Add tags▼](#)

☐ Yes

9/20/2021 9:28 AM

[View respondent's answers](#)

[Add tags▼](#)

<input type="checkbox"/>	Yes definitely satisfied. I feel like the library has been a bright spot during covid and all of the staff should be applauded for a job well done	9/14/2021 9:09 PM	<a href="#">View respondent's answers</a>	<a href="#">Add tags▼</a>
<input type="checkbox"/>	Yes definitely satisfied. I feel like the library has been a bright spot during covid and all of the staff should be applauded for a job well done	9/14/2021 9:09 PM	<a href="#">View respondent's answers</a>	<a href="#">Add tags▼</a>
<input type="checkbox"/>	Require staff to be vaccinated and wear masks, and continue mitigation procedures.	9/13/2021 10:03 AM	<a href="#">View respondent's answers</a>	<a href="#">Add tags▼</a>
<input type="checkbox"/>	Yes. Loved back porch pick up.	9/13/2021 8:45 AM	<a href="#">View respondent's answers</a>	<a href="#">Add tags▼</a>
<input type="checkbox"/>	Yes!	9/12/2021 9:07 PM	<a href="#">View respondent's answers</a>	<a href="#">Add tags▼</a>
<input type="checkbox"/>	Yes I am and I have no suggestions	9/10/2021 2:15 PM	<a href="#">View respondent's answers</a>	<a href="#">Add tags▼</a>
<input type="checkbox"/>	Cindy was amazing. Thank you for everything. Her leadership was incredible.	9/10/2021 10:24 AM	<a href="#">View respondent's answers</a>	<a href="#">Add tags▼</a>
<input type="checkbox"/>	Yes	9/10/2021 6:38 AM	<a href="#">View respondent's answers</a>	<a href="#">Add tags▼</a>
<input type="checkbox"/>	Yes. It's time for the library leadership to steer the library in a new and productive direction. It's felt like a lack of leadership there for a year+	9/9/2021 10:01 PM	<a href="#">View respondent's answers</a>	<a href="#">Add tags▼</a>
<input type="checkbox"/>	Yes, love your friendly staff! Gloucester staff are way too strict! Have no "laissez-faire", etc. too many rules and regulations can't go to "cook-a-book" meeting and eating if I do not register or sign up first! Yuk!	9/9/2021 9:20 AM	<a href="#">View respondent's answers</a>	<a href="#">Add tags▼</a>
<input type="checkbox"/>	Yes, the ebook offerings and loans were a lifesaver.	9/8/2021 3:28 PM	<a href="#">View respondent's answers</a>	<a href="#">Add tags▼</a>
<input type="checkbox"/>	Yes	9/8/2021 8:25 AM	<a href="#">View respondent's answers</a>	<a href="#">Add tags▼</a>

<input type="checkbox"/>	Very satisfied with services.	9/7/2021 7:15 PM	<a href="#">View respondent's answers</a>	<a href="#">Add tags▼</a>
<input type="checkbox"/>	Yes	9/7/2021 11:20 AM	<a href="#">View respondent's answers</a>	<a href="#">Add tags▼</a>
<input type="checkbox"/>	Yes	9/7/2021 9:23 AM	<a href="#">View respondent's answers</a>	<a href="#">Add tags▼</a>
<input type="checkbox"/>	Yes	9/7/2021 9:20 AM	<a href="#">View respondent's answers</a>	<a href="#">Add tags▼</a>
<input type="checkbox"/>	Yes	9/6/2021 7:04 AM	<a href="#">View respondent's answers</a>	<a href="#">Add tags▼</a>
<input type="checkbox"/>	Very grateful and satisfied	9/5/2021 5:50 PM	<a href="#">View respondent's answers</a>	<a href="#">Add tags▼</a>
<input type="checkbox"/>	Yes	9/4/2021 11:24 AM	<a href="#">View respondent's answers</a>	<a href="#">Add tags▼</a>
<input type="checkbox"/>	yes. I think you all did everything you could do to keep the public safe.	9/3/2021 6:44 PM	<a href="#">View respondent's answers</a>	<a href="#">Add tags▼</a>
<input type="checkbox"/>	Yes! Back porch pickup was an invaluable service.	9/3/2021 9:54 AM	<a href="#">View respondent's answers</a>	<a href="#">Add tags▼</a>
<input type="checkbox"/>	Very satisfied.	9/2/2021 6:08 PM	<a href="#">View respondent's answers</a>	<a href="#">Add tags▼</a>
<input type="checkbox"/>	yes	9/2/2021 3:55 PM	<a href="#">View respondent's answers</a>	<a href="#">Add tags▼</a>
<input type="checkbox"/>	Very satisfied. Love the added online resources	9/2/2021 11:50 AM	<a href="#">View respondent's answers</a>	<a href="#">Add tags▼</a>

<input type="checkbox"/>	Yes	9/2/2021 8:51 AM	<a href="#">View respondent's answers</a>	<a href="#">Add tags▼</a>
<input type="checkbox"/>	Yes...no suggestions	9/2/2021 8:47 AM	<a href="#">View respondent's answers</a>	<a href="#">Add tags▼</a>
<input type="checkbox"/>	Yes. Backdoor pickup was a blessing.	9/2/2021 6:42 AM	<a href="#">View respondent's answers</a>	<a href="#">Add tags▼</a>
<input type="checkbox"/>	Good job	9/1/2021 11:13 PM	<a href="#">View respondent's answers</a>	<a href="#">Add tags▼</a>
<input type="checkbox"/>	Yes. I think the library did a good job.	9/1/2021 4:37 PM	<a href="#">View respondent's answers</a>	<a href="#">Add tags▼</a>
<input type="checkbox"/>	Very. You did an amazing job!!!	9/1/2021 3:51 PM	<a href="#">View respondent's answers</a>	<a href="#">Add tags▼</a>
<input type="checkbox"/>	Yes. Terrific job!	9/1/2021 3:06 PM	<a href="#">View respondent's answers</a>	<a href="#">Add tags▼</a>
<input type="checkbox"/>	Very satisfied!	9/1/2021 10:50 AM	<a href="#">View respondent's answers</a>	<a href="#">Add tags▼</a>
<input type="checkbox"/>	yes. No suggestions.	9/1/2021 9:33 AM	<a href="#">View respondent's answers</a>	<a href="#">Add tags▼</a>
<input type="checkbox"/>	Yes! Very responsible! And even offering meditation etc. to help deal with!	9/1/2021 9:13 AM	<a href="#">View respondent's answers</a>	<a href="#">Add tags▼</a>
<input type="checkbox"/>	Satisfied.	9/1/2021 9:03 AM	<a href="#">View respondent's answers</a>	<a href="#">Add tags▼</a>
<input type="checkbox"/>	Yes... Paper cups by water	9/1/2021 9:01 AM	<a href="#">View respondent's answers</a>	<a href="#">Add tags▼</a>



<input type="checkbox"/>	Very satisfied. I have especially valued virtual book club meetings.	<a href="#">View respondent's answers</a>	<a href="#">Add tags▼</a>
	9/1/2021 8:45 AM		
<input type="checkbox"/>	Yes	<a href="#">View respondent's answers</a>	<a href="#">Add tags▼</a>
	9/1/2021 8:44 AM		
<input type="checkbox"/>	We are absolutely satisfied.	<a href="#">View respondent's answers</a>	<a href="#">Add tags▼</a>
	9/1/2021 8:37 AM		
<input type="checkbox"/>	AWESOME	<a href="#">View respondent's answers</a>	<a href="#">Add tags▼</a>
	9/1/2021 7:59 AM		
<input type="checkbox"/>	totally satisfied	<a href="#">View respondent's answers</a>	<a href="#">Add tags▼</a>
	9/1/2021 7:52 AM		
<input type="checkbox"/>	Yes. Fabulous job.	<a href="#">View respondent's answers</a>	<a href="#">Add tags▼</a>
	9/1/2021 7:36 AM		
<input type="checkbox"/>	Yes.	<a href="#">View respondent's answers</a>	<a href="#">Add tags▼</a>
	9/1/2021 7:35 AM		
<input type="checkbox"/>	Yes- you did a great job!	<a href="#">View respondent's answers</a>	<a href="#">Add tags▼</a>
	9/1/2021 7:23 AM		
<input type="checkbox"/>	Yes	<a href="#">View respondent's answers</a>	<a href="#">Add tags▼</a>
	9/1/2021 7:19 AM		
<input type="checkbox"/>	Yes	<a href="#">View respondent's answers</a>	<a href="#">Add tags▼</a>
	9/1/2021 7:03 AM		
<input type="checkbox"/>	Satisfied. Thank you for all your efforts.	<a href="#">View respondent's answers</a>	<a href="#">Add tags▼</a>
	9/1/2021 6:48 AM		
<input type="checkbox"/>	Satisfied. Thank you for all your efforts.	<a href="#">View respondent's answers</a>	<a href="#">Add tags▼</a>
	9/1/2021 6:47 AM		

<input type="checkbox"/>	Yes! THANK YOU for the back porch pick-up service and the virtual events. When I re-enter the library, I am glad to see the plastic barriers and staff wearing masks.	8/31/2021 5:20 PM	<a href="#">View respondent's answers</a>	<a href="#">Add tags▼</a>
<input type="checkbox"/>	Yes	8/31/2021 1:16 PM	<a href="#">View respondent's answers</a>	<a href="#">Add tags▼</a>
<input type="checkbox"/>	Very. Please continue to be cautious.	8/31/2021 10:14 AM	<a href="#">View respondent's answers</a>	<a href="#">Add tags▼</a>
<input type="checkbox"/>	YES	8/31/2021 7:08 AM	<a href="#">View respondent's answers</a>	<a href="#">Add tags▼</a>
<input type="checkbox"/>	Very. You have outstanding leadership.	8/30/2021 3:13 PM	<a href="#">View respondent's answers</a>	<a href="#">Add tags▼</a>
<input type="checkbox"/>	Yes, very.	8/30/2021 12:54 PM	<a href="#">View respondent's answers</a>	<a href="#">Add tags▼</a>
<input type="checkbox"/>	Very, you did an incredible job. Thank you so much!	8/30/2021 10:57 AM	<a href="#">View respondent's answers</a>	<a href="#">Add tags▼</a>
<input type="checkbox"/>	Yes	8/30/2021 7:48 AM	<a href="#">View respondent's answers</a>	<a href="#">Add tags▼</a>
<input type="checkbox"/>	Yes	8/30/2021 7:48 AM	<a href="#">View respondent's answers</a>	<a href="#">Add tags▼</a>
<input type="checkbox"/>	Yes	8/29/2021 11:57 AM	<a href="#">View respondent's answers</a>	<a href="#">Add tags▼</a>
<input type="checkbox"/>	Yes. I would like all staff to have the vaxx mandate as condition of employment	8/28/2021 9:50 AM	<a href="#">View respondent's answers</a>	<a href="#">Add tags▼</a>
<input type="checkbox"/>	Very. Love the added online resources	8/27/2021 1:40 PM	<a href="#">View respondent's answers</a>	<a href="#">Add tags▼</a>

<input type="checkbox"/>	Felt that your pick up was wonderful and very safe.	8/26/2021 2:53 PM	<a href="#">View respondent's answers</a>	<a href="#">Add tags▼</a>
<input type="checkbox"/>	Unfortunately I have laid low during the pandemic. But the picking up of library materials by the backdoor system really is nice.	8/26/2021 12:46 PM	<a href="#">View respondent's answers</a>	<a href="#">Add tags▼</a>
<input type="checkbox"/>	Yes	8/26/2021 12:19 PM	<a href="#">View respondent's answers</a>	<a href="#">Add tags▼</a>
<input type="checkbox"/>	Back porch pickup was very appreciated	8/26/2021 9:10 AM	<a href="#">View respondent's answers</a>	<a href="#">Add tags▼</a>
<input type="checkbox"/>	yes!	8/25/2021 9:49 PM	<a href="#">View respondent's answers</a>	<a href="#">Add tags▼</a>
<input type="checkbox"/>	yes	8/25/2021 3:18 PM	<a href="#">View respondent's answers</a>	<a href="#">Add tags▼</a>
<input type="checkbox"/>	Yes; More virtual options for programs.	8/25/2021 1:46 PM	<a href="#">View respondent's answers</a>	<a href="#">Add tags▼</a>
<input type="checkbox"/>	Yes. I appreciate how hard the staff has worked to accommodate the publics needs and wishes.	8/25/2021 12:49 PM	<a href="#">View respondent's answers</a>	<a href="#">Add tags▼</a>
<input type="checkbox"/>	satisfied	8/25/2021 10:46 AM	<a href="#">View respondent's answers</a>	<a href="#">Add tags▼</a>
<input type="checkbox"/>	Yes	8/25/2021 10:10 AM	<a href="#">View respondent's answers</a>	<a href="#">Add tags▼</a>
<input type="checkbox"/>	Excellent! The turn around from the time of the request to pickup was great.	8/25/2021 10:07 AM	<a href="#">View respondent's answers</a>	<a href="#">Add tags▼</a>
<input type="checkbox"/>	Yes	8/25/2021 10:03 AM	<a href="#">View respondent's answers</a>	<a href="#">Add tags▼</a>

<input type="checkbox"/>	Yes	8/25/2021 9:58 AM	<a href="#">View respondent's answers</a>	<a href="#">Add tags▼</a>
<input type="checkbox"/>	Yes	8/25/2021 9:55 AM	<a href="#">View respondent's answers</a>	<a href="#">Add tags▼</a>
<input type="checkbox"/>	Yes.	8/24/2021 8:40 PM	<a href="#">View respondent's answers</a>	<a href="#">Add tags▼</a>
<input type="checkbox"/>	yes	8/24/2021 7:41 PM	<a href="#">View respondent's answers</a>	<a href="#">Add tags▼</a>
<input type="checkbox"/>	Yes	8/24/2021 6:05 PM	<a href="#">View respondent's answers</a>	<a href="#">Add tags▼</a>
<input type="checkbox"/>	Service at the library should match service at any regular retailer in town. If stores can be open for in person shopping (with masks and distancing only if absolutely necessary) then the library should be open as well. If you can go to the grocery store, you can go to the library. Should be no different.	8/24/2021 1:24 PM	<a href="#">View respondent's answers</a>	<a href="#">Add tags▼</a>
<input type="checkbox"/>	yes.	8/24/2021 7:30 AM	<a href="#">View respondent's answers</a>	<a href="#">Add tags▼</a>
<input type="checkbox"/>	Yes	8/23/2021 5:09 PM	<a href="#">View respondent's answers</a>	<a href="#">Add tags▼</a>
<input type="checkbox"/>	Yes	8/23/2021 1:45 PM	<a href="#">View respondent's answers</a>	<a href="#">Add tags▼</a>
<input type="checkbox"/>	yes	8/23/2021 10:11 AM	<a href="#">View respondent's answers</a>	<a href="#">Add tags▼</a>
<input type="checkbox"/>	Yes! Wonderful!	8/23/2021 8:06 AM	<a href="#">View respondent's answers</a>	<a href="#">Add tags▼</a>
<input type="checkbox"/>	Yes, extremely satisfied.	8/22/2021 7:04 PM	<a href="#">View respondent's answers</a>	<a href="#">Add tags▼</a>

<input type="checkbox"/>	Yes	8/22/2021 12:59 PM	<a href="#">View respondent's answers</a>	<a href="#">Add tags▼</a>
<input type="checkbox"/>	More than satisfied: grateful, appreciative, impressed.	8/22/2021 10:43 AM	<a href="#">View respondent's answers</a>	<a href="#">Add tags▼</a>
<input type="checkbox"/>	Yes	8/21/2021 9:17 PM	<a href="#">View respondent's answers</a>	<a href="#">Add tags▼</a>
<input type="checkbox"/>	Yes	8/21/2021 8:05 PM	<a href="#">View respondent's answers</a>	<a href="#">Add tags▼</a>
<input type="checkbox"/>	wonderful!	8/21/2021 3:21 PM	<a href="#">View respondent's answers</a>	<a href="#">Add tags▼</a>
<input type="checkbox"/>	Yes	8/21/2021 2:06 PM	<a href="#">View respondent's answers</a>	<a href="#">Add tags▼</a>
<input type="checkbox"/>	splendid work everybody	8/21/2021 10:36 AM	<a href="#">View respondent's answers</a>	<a href="#">Add tags▼</a>
<input type="checkbox"/>	Yes except the librarians could be a little more friendly. Brian and Holly are very friendly but others not so much.	8/21/2021 7:58 AM	<a href="#">View respondent's answers</a>	<a href="#">Add tags▼</a>
<input type="checkbox"/>	Satisfied. Children's program out in the garden would be nice.	8/21/2021 7:58 AM	<a href="#">View respondent's answers</a>	<a href="#">Add tags▼</a>
<input type="checkbox"/>	yes	8/20/2021 6:52 PM	<a href="#">View respondent's answers</a>	<a href="#">Add tags▼</a>
<input type="checkbox"/>	Couldn't be happier with what was offered over the last year and a half.	8/20/2021 2:06 PM	<a href="#">View respondent's answers</a>	<a href="#">Add tags▼</a>
<input type="checkbox"/>	yes	8/19/2021 3:09 PM	<a href="#">View respondent's answers</a>	<a href="#">Add tags▼</a>

<input type="checkbox"/>	yes	8/19/2021 3:08 PM	<a href="#">View respondent's answers</a>	<a href="#">Add tags▼</a>
<input type="checkbox"/>	No. I believe you should have been open and in-person last year like private businesses.	8/19/2021 1:56 PM	<a href="#">View respondent's answers</a>	<a href="#">Add tags▼</a>
<input type="checkbox"/>	Great thank you	8/19/2021 11:33 AM	<a href="#">View respondent's answers</a>	<a href="#">Add tags▼</a>
<input type="checkbox"/>	Yes Wonderfully responsive	8/19/2021 10:02 AM	<a href="#">View respondent's answers</a>	<a href="#">Add tags▼</a>
<input type="checkbox"/>	I think you probably did as best you could in dealing with an environment that is exactly contrary to what you want during a epidemic....lots of people sharing space indoors for hours at a time.	8/19/2021 7:28 AM	<a href="#">View respondent's answers</a>	<a href="#">Add tags▼</a>
<input type="checkbox"/>	You rose to the occasion, thank you for all you have done.	8/18/2021 11:30 PM	<a href="#">View respondent's answers</a>	<a href="#">Add tags▼</a>
<input type="checkbox"/>	Yes	8/18/2021 10:41 PM	<a href="#">View respondent's answers</a>	<a href="#">Add tags▼</a>
<input type="checkbox"/>	Yes	8/18/2021 10:32 PM	<a href="#">View respondent's answers</a>	<a href="#">Add tags▼</a>
<input type="checkbox"/>	yes	8/18/2021 10:08 PM	<a href="#">View respondent's answers</a>	<a href="#">Add tags▼</a>
<input type="checkbox"/>	The library did an outstanding job during the pandemic.	8/18/2021 10:08 PM	<a href="#">View respondent's answers</a>	<a href="#">Add tags▼</a>
<input type="checkbox"/>	Yes!	8/18/2021 8:23 PM	<a href="#">View respondent's answers</a>	<a href="#">Add tags▼</a>
<input type="checkbox"/>	Yes!	8/18/2021 8:22 PM	<a href="#">View respondent's answers</a>	<a href="#">Add tags▼</a>

<input type="checkbox"/>	Yes, am very satisfied. However, I do wish that re-opening could have taken place sooner, that the ventilation situation might have been addressed earlier.	8/18/2021 8:16 PM	<a href="#">View respondent's answers</a>	<a href="#">Add tags▼</a>
<input type="checkbox"/>	Yes	8/18/2021 8:05 PM	<a href="#">View respondent's answers</a>	<a href="#">Add tags▼</a>
<input type="checkbox"/>	Yes - would have been great to open a bit sooner but understand safely of staff and visitors was/is a priority	8/18/2021 7:29 PM	<a href="#">View respondent's answers</a>	<a href="#">Add tags▼</a>
<input type="checkbox"/>	Yes	8/18/2021 7:20 PM	<a href="#">View respondent's answers</a>	<a href="#">Add tags▼</a>
<input type="checkbox"/>	Yes	8/18/2021 7:10 PM	<a href="#">View respondent's answers</a>	<a href="#">Add tags▼</a>
<input type="checkbox"/>	Yes	8/18/2021 6:11 PM	<a href="#">View respondent's answers</a>	<a href="#">Add tags▼</a>
<input type="checkbox"/>	Yes	8/18/2021 6:04 PM	<a href="#">View respondent's answers</a>	<a href="#">Add tags▼</a>
<input type="checkbox"/>	Yes	8/18/2021 4:45 PM	<a href="#">View respondent's answers</a>	<a href="#">Add tags▼</a>
<input type="checkbox"/>	Yes, I believe the library served to town as best possible in this situation.	8/18/2021 4:12 PM	<a href="#">View respondent's answers</a>	<a href="#">Add tags▼</a>
<input type="checkbox"/>	Yes	8/18/2021 4:00 PM	<a href="#">View respondent's answers</a>	<a href="#">Add tags▼</a>
<input type="checkbox"/>	Yes and am very thankful	8/18/2021 3:30 PM	<a href="#">View respondent's answers</a>	<a href="#">Add tags▼</a>
<input type="checkbox"/>	Yes	8/18/2021 2:56 PM	<a href="#">View respondent's answers</a>	<a href="#">Add tags▼</a>

<input type="checkbox"/>	I don't know! I thought the library was closed.	8/18/2021 2:46 PM	<a href="#">View respondent's answers</a>	<a href="#">Add tags▼</a>
<input type="checkbox"/>	Satisfied	8/18/2021 2:12 PM	<a href="#">View respondent's answers</a>	<a href="#">Add tags▼</a>
<input type="checkbox"/>	I think you did the best you could under the circumstances.	8/18/2021 2:12 PM	<a href="#">View respondent's answers</a>	<a href="#">Add tags▼</a>
<input type="checkbox"/>	yes	8/18/2021 2:10 PM	<a href="#">View respondent's answers</a>	<a href="#">Add tags▼</a>
<input type="checkbox"/>	yes	8/18/2021 2:00 PM	<a href="#">View respondent's answers</a>	<a href="#">Add tags▼</a>
<input type="checkbox"/>	Yes	8/18/2021 1:58 PM	<a href="#">View respondent's answers</a>	<a href="#">Add tags▼</a>
<input type="checkbox"/>	Yes.	8/18/2021 1:55 PM	<a href="#">View respondent's answers</a>	<a href="#">Add tags▼</a>
<input type="checkbox"/>	Yes, very careful and thorough.	8/18/2021 1:53 PM	<a href="#">View respondent's answers</a>	<a href="#">Add tags▼</a>
<input type="checkbox"/>	Yes	8/18/2021 1:45 PM	<a href="#">View respondent's answers</a>	<a href="#">Add tags▼</a>
<input type="checkbox"/>	Yes!	8/18/2021 1:42 PM	<a href="#">View respondent's answers</a>	<a href="#">Add tags▼</a>
<input type="checkbox"/>	Yes now that it is open.	8/18/2021 1:38 PM	<a href="#">View respondent's answers</a>	<a href="#">Add tags▼</a>
<input type="checkbox"/>	Yes	8/18/2021 1:27 PM	<a href="#">View respondent's answers</a>	<a href="#">Add tags▼</a>



## How can the library better meet your needs in the future?

Answered: 100   Skipped: 93

☐

More in-person events...authors, movies, etc.

9/20/2021 9:35 AM

[View respondent's answers](#)

[Add tags▼](#)

☐

Offer technology classes for people over 60+. Answer questions on how to. Offer service (to pay \$\$) per hour of individual service.  
Example=streaming movies online

9/20/2021 9:28 AM

[View respondent's answers](#)

[Add tags▼](#)

☐

Change hours as years ago when the library was opened until 8:00 p.m. every night.

9/15/2021 8:36 AM

[View respondent's answers](#)

[Add tags▼](#)

☐

Just keep doing what you're doing

9/14/2021 9:09 PM

[View respondent's answers](#)

[Add tags▼](#)

☐

Just keep doing what you're doing

9/14/2021 9:09 PM

[View respondent's answers](#)

[Add tags▼](#)

☐

procedures. In better condition, and definitely cleaner. Weed more often. More fiction and mystery sections.

9/13/2021 10:03 AM

[View respondent's answers](#)

[Add tags▼](#)

☐

More books

9/13/2021 8:45 AM

[View respondent's answers](#)

[Add tags▼](#)

☐

Can the non-Rockport residents parked in library parking be ticketed?

9/12/2021 9:07 PM

[View respondent's answers](#)

[Add tags▼](#)

<input type="checkbox"/>	NA	9/10/2021 6:38 AM	<a href="#">View respondent's answers</a>	<a href="#">Add tags▼</a>
<input type="checkbox"/>	I really wish there were some more weekday daytime hours before 1 pm.	9/9/2021 10:01 PM	<a href="#">View respondent's answers</a>	<a href="#">Add tags▼</a>
<input type="checkbox"/>	"The Hand Maiden" very Margaret Atwood strict rules and regulations - "A New Society"	9/9/2021 9:20 AM	<a href="#">View respondent's answers</a>	<a href="#">Add tags▼</a>
<input type="checkbox"/>	If it were open a few more hours	9/8/2021 8:25 AM	<a href="#">View respondent's answers</a>	<a href="#">Add tags▼</a>
<input type="checkbox"/>	Increase your hours so the Library is opened by 10 am a few mornings during the week.	9/7/2021 7:15 PM	<a href="#">View respondent's answers</a>	<a href="#">Add tags▼</a>
<input type="checkbox"/>	I don't know	9/7/2021 11:20 AM	<a href="#">View respondent's answers</a>	<a href="#">Add tags▼</a>
<input type="checkbox"/>	Open in the morning	9/7/2021 9:23 AM	<a href="#">View respondent's answers</a>	<a href="#">Add tags▼</a>
<input type="checkbox"/>	buy a greater variety of books	9/5/2021 11:41 PM	<a href="#">View respondent's answers</a>	<a href="#">Add tags▼</a>
<input type="checkbox"/>	I would be very happy if the tech help sessions with Brian could resume and I would like to refresh in a Zoom meeting or via webinar my knowledge of downloading books - - how to watch a movie, how to attend a conference - - I like to increase my tech abilities:)	9/5/2021 5:50 PM	<a href="#">View respondent's answers</a>	<a href="#">Add tags▼</a>
<input type="checkbox"/>	Parking/tourist park in the lot and nothing is being done about it.I have had to go home on occasion because there were no spots especially on weekends.Artist in the past have also used it for parking for there classes.I think that has been addressed.	9/4/2021 11:24 AM	<a href="#">View respondent's answers</a>	<a href="#">Add tags▼</a>
<input type="checkbox"/>	I would like the library to offer morning hours. Perhaps at least one or two days per week. More cauthor talks. Lectures about climate change and other important topics for townspeople.	9/3/2021 6:44 PM	<a href="#">View respondent's answers</a>	<a href="#">Add tags▼</a>

<input type="checkbox"/>	More frequent notices to remind/inform patrons about what is available in online resources and how to access them.	9/3/2021 9:54 AM	<a href="#">View respondent's answers</a>	<a href="#">Add tags▼</a>
<input type="checkbox"/>	Continue with online access to materials and databases	9/2/2021 11:50 AM	<a href="#">View respondent's answers</a>	<a href="#">Add tags▼</a>
<input type="checkbox"/>	N/A	9/2/2021 8:51 AM	<a href="#">View respondent's answers</a>	<a href="#">Add tags▼</a>
<input type="checkbox"/>	It can have a larger book selection	9/2/2021 8:47 AM	<a href="#">View respondent's answers</a>	<a href="#">Add tags▼</a>
<input type="checkbox"/>	I miss the saturday movies	9/2/2021 8:23 AM	<a href="#">View respondent's answers</a>	<a href="#">Add tags▼</a>
<input type="checkbox"/>	I think that you're doing great.	9/2/2021 6:42 AM	<a href="#">View respondent's answers</a>	<a href="#">Add tags▼</a>
<input type="checkbox"/>	Please continue or increase virtual programs.	9/1/2021 4:37 PM	<a href="#">View respondent's answers</a>	<a href="#">Add tags▼</a>
<input type="checkbox"/>	Continue adding online content	9/1/2021 3:51 PM	<a href="#">View respondent's answers</a>	<a href="#">Add tags▼</a>
<input type="checkbox"/>	Remain open!	9/1/2021 3:06 PM	<a href="#">View respondent's answers</a>	<a href="#">Add tags▼</a>
<input type="checkbox"/>	I would like the library to be open more often in the morning, preferably weekdays rather than Saturday.	9/1/2021 10:50 AM	<a href="#">View respondent's answers</a>	<a href="#">Add tags▼</a>
<input type="checkbox"/>	more parking. Sometimes I have to drive around a couple of times. Sometimes, I have to go home and change my plans for the next day. Sometimes I go to the Gloucester Library. When Summer is over, that will be easier.	9/1/2021 9:33 AM	<a href="#">View respondent's answers</a>	<a href="#">Add tags▼</a>
<input type="checkbox"/>	Would love a mahjong group- in the garden while still warm.	9/1/2021 9:13 AM	<a href="#">View respondent's answers</a>	<a href="#">Add tags▼</a>

<input type="checkbox"/>	Better seating.	9/1/2021 9:03 AM	<a href="#">View respondent's answers</a>	<a href="#">Add tags▼</a>
<input type="checkbox"/>	More hours	9/1/2021 9:01 AM	<a href="#">View respondent's answers</a>	<a href="#">Add tags▼</a>
<input type="checkbox"/>	We're completely happy with the current services.	9/1/2021 8:37 AM	<a href="#">View respondent's answers</a>	<a href="#">Add tags▼</a>
<input type="checkbox"/>	I would love an increase travel section - but always easy to access from other libraries	9/1/2021 7:59 AM	<a href="#">View respondent's answers</a>	<a href="#">Add tags▼</a>
<input type="checkbox"/>	See open on Friday. Mostly because I love to read especially on weekends. And often think I'll go get books on Friday.	9/1/2021 7:36 AM	<a href="#">View respondent's answers</a>	<a href="#">Add tags▼</a>
<input type="checkbox"/>	I hope I can continue to unload (donate) my own (too many) books to the library!	9/1/2021 7:35 AM	<a href="#">View respondent's answers</a>	<a href="#">Add tags▼</a>
<input type="checkbox"/>	Given the pandemic, I'm am satisfied with all precautions and way the library operates.	9/1/2021 4:37 AM	<a href="#">View respondent's answers</a>	<a href="#">Add tags▼</a>
<input type="checkbox"/>	I consider myself fairly well-informed on trends in the book industry, and tend toward reading middle grade, YA, and the so-called "women's fiction" (or romance) categories - the newest, trendiest, future or current bestsellers are not always on the library's radar. I tend to get these books through the MVLC process, and it works! But cozy mysteries and craft books only go so far for the local populace.	8/31/2021 5:20 PM	<a href="#">View respondent's answers</a>	<a href="#">Add tags▼</a>
<input type="checkbox"/>	Add more ebooks and downloadable audiobooks	8/31/2021 1:16 PM	<a href="#">View respondent's answers</a>	<a href="#">Add tags▼</a>
<input type="checkbox"/>	Add more online resources	8/31/2021 10:14 AM	<a href="#">View respondent's answers</a>	<a href="#">Add tags▼</a>
<input type="checkbox"/>	Add more ebooks	8/30/2021 3:13 PM	<a href="#">View respondent's answers</a>	<a href="#">Add tags▼</a>
<input type="checkbox"/>	continue adding econtent	8/30/2021 12:54 PM	<a href="#">View respondent's answers</a>	<a href="#">Add tags▼</a>

<input type="checkbox"/>	Add more econtent	8/30/2021 10:57 AM	<a href="#">View respondent's answers</a>	<a href="#">Add tags▼</a>
<input type="checkbox"/>	Keep smiling. :)	8/30/2021 7:48 AM	<a href="#">View respondent's answers</a>	<a href="#">Add tags▼</a>
<input type="checkbox"/>	Stay the same	8/29/2021 11:57 AM	<a href="#">View respondent's answers</a>	<a href="#">Add tags▼</a>
<input type="checkbox"/>	Continue adding online resources	8/27/2021 1:40 PM	<a href="#">View respondent's answers</a>	<a href="#">Add tags▼</a>
<input type="checkbox"/>	Open in the morning at least one day per weekday.	8/27/2021 9:45 AM	<a href="#">View respondent's answers</a>	<a href="#">Add tags▼</a>
<input type="checkbox"/>	More on line materials of all types.	8/26/2021 2:53 PM	<a href="#">View respondent's answers</a>	<a href="#">Add tags▼</a>
<input type="checkbox"/>	Become part of the Noble network which would provide a larger selection of materials.	8/26/2021 12:46 PM	<a href="#">View respondent's answers</a>	<a href="#">Add tags▼</a>
<input type="checkbox"/>	add more virtual content	8/26/2021 12:19 PM	<a href="#">View respondent's answers</a>	<a href="#">Add tags▼</a>
<input type="checkbox"/>	Will be loyal whatever you do	8/26/2021 9:10 AM	<a href="#">View respondent's answers</a>	<a href="#">Add tags▼</a>
<input type="checkbox"/>	Keep on doing a great job	8/25/2021 9:49 PM	<a href="#">View respondent's answers</a>	<a href="#">Add tags▼</a>
<input type="checkbox"/>	better seating choices	8/25/2021 3:18 PM	<a href="#">View respondent's answers</a>	<a href="#">Add tags▼</a>
<input type="checkbox"/>	Offer morning and Friday hours, rather than Sunday hours.	8/25/2021 1:46 PM	<a href="#">View respondent's answers</a>	<a href="#">Add tags▼</a>

<input type="checkbox"/>	Keep up the good work.	8/25/2021 12:49 PM	<a href="#">View respondent's answers</a>	<a href="#">Add tags▼</a>
<input type="checkbox"/>	Not sure	8/25/2021 10:10 AM	<a href="#">View respondent's answers</a>	<a href="#">Add tags▼</a>
<input type="checkbox"/>	I'm happy	8/25/2021 10:07 AM	<a href="#">View respondent's answers</a>	<a href="#">Add tags▼</a>
<input type="checkbox"/>	Put a clock in the stacks room near the fire alarm, because I like to see the time. You can get a clock for under \$20	8/25/2021 10:03 AM	<a href="#">View respondent's answers</a>	<a href="#">Add tags▼</a>
<input type="checkbox"/>	More morning hours	8/25/2021 9:55 AM	<a href="#">View respondent's answers</a>	<a href="#">Add tags▼</a>
<input type="checkbox"/>	Keep doing what you do. Many thanks.	8/24/2021 8:40 PM	<a href="#">View respondent's answers</a>	<a href="#">Add tags▼</a>
<input type="checkbox"/>	See above	8/24/2021 1:24 PM	<a href="#">View respondent's answers</a>	<a href="#">Add tags▼</a>
<input type="checkbox"/>	more expansive digital language learning resources, continued expansion of digital collections	8/24/2021 7:30 AM	<a href="#">View respondent's answers</a>	<a href="#">Add tags▼</a>
<input type="checkbox"/>	I'd like to learn about streaming movies and downloading books	8/23/2021 5:09 PM	<a href="#">View respondent's answers</a>	<a href="#">Add tags▼</a>
<input type="checkbox"/>	Already does	8/23/2021 1:45 PM	<a href="#">View respondent's answers</a>	<a href="#">Add tags▼</a>
<input type="checkbox"/>	Morning hours for young families!	8/23/2021 8:06 AM	<a href="#">View respondent's answers</a>	<a href="#">Add tags▼</a>
<input type="checkbox"/>	More morning hours	8/22/2021 9:22 PM	<a href="#">View respondent's answers</a>	<a href="#">Add tags▼</a>

<input type="checkbox"/>	You folks seem to cover it all. My family and I are truly grateful.	8/22/2021 7:04 PM	<a href="#">View respondent's answers</a>	<a href="#">Add tags▼</a>
<input type="checkbox"/>	Keep up the good work.	8/22/2021 10:43 AM	<a href="#">View respondent's answers</a>	<a href="#">Add tags▼</a>
<input type="checkbox"/>	Working from home this year I wished there were more days with morning open hours	8/22/2021 8:01 AM	<a href="#">View respondent's answers</a>	<a href="#">Add tags▼</a>
<input type="checkbox"/>	More morning hours!	8/21/2021 4:35 PM	<a href="#">View respondent's answers</a>	<a href="#">Add tags▼</a>
<input type="checkbox"/>	Open on Fridays!	8/21/2021 2:06 PM	<a href="#">View respondent's answers</a>	<a href="#">Add tags▼</a>
<input type="checkbox"/>	Expanded genealogy resources	8/21/2021 1:38 PM	<a href="#">View respondent's answers</a>	<a href="#">Add tags▼</a>
<input type="checkbox"/>	Expanded genealogy resources	8/21/2021 1:37 PM	<a href="#">View respondent's answers</a>	<a href="#">Add tags▼</a>
<input type="checkbox"/>	I dream of more open hours, but it's excellent that the library is open both weekend days and three evenings	8/21/2021 10:36 AM	<a href="#">View respondent's answers</a>	<a href="#">Add tags▼</a>
<input type="checkbox"/>	More museum passes and maybe some more information about online services and streaming instructions	8/21/2021 7:58 AM	<a href="#">View respondent's answers</a>	<a href="#">Add tags▼</a>
<input type="checkbox"/>	Keep up the good work. Nothing in particular. Happy as it is.	8/20/2021 2:06 PM	<a href="#">View respondent's answers</a>	<a href="#">Add tags▼</a>
<input type="checkbox"/>	more of the same more talks of historic nature (beyond Cape Ann info)	8/19/2021 3:09 PM	<a href="#">View respondent's answers</a>	<a href="#">Add tags▼</a>
<input type="checkbox"/>	more of the same more talks of historic nature (beyond Cape Ann info)	8/19/2021 3:08 PM	<a href="#">View respondent's answers</a>	<a href="#">Add tags▼</a>

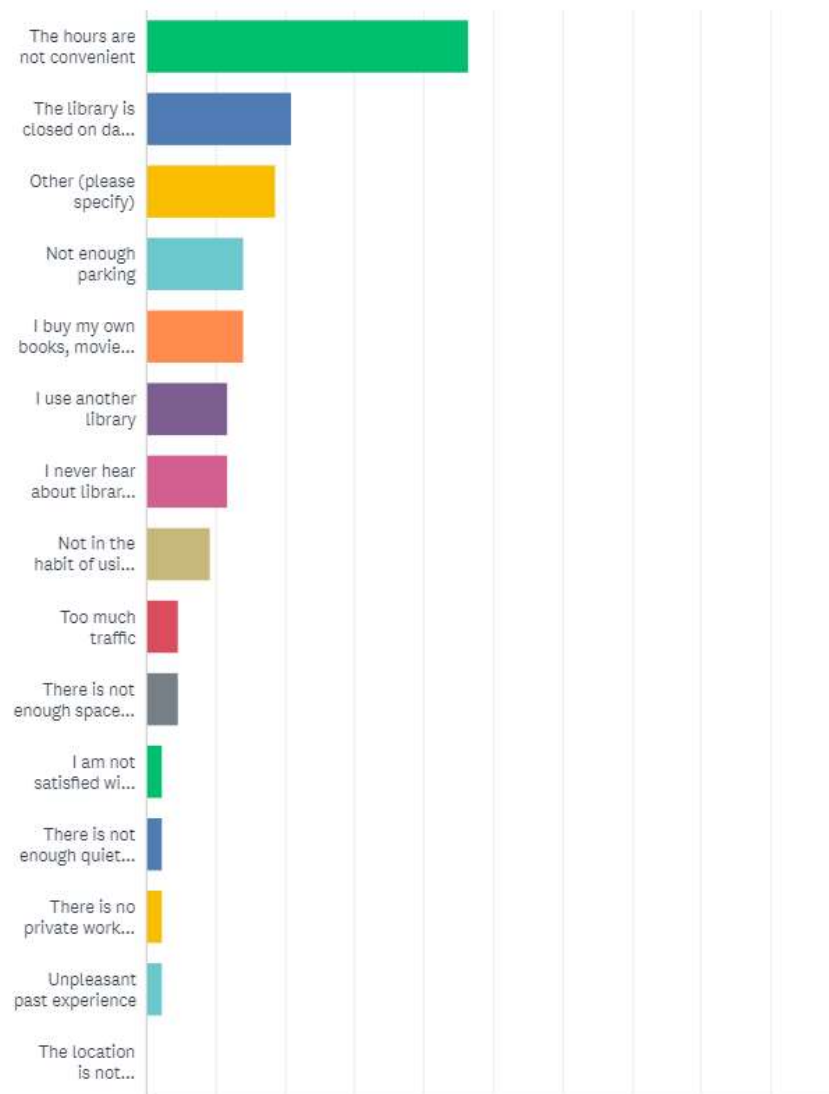
<input type="checkbox"/>	Some AM hours during the week. Friday opening.	8/19/2021 2:34 PM	<a href="#">View respondent's answers</a>	<a href="#">Add tags▼</a>
<input type="checkbox"/>	Remain open	8/19/2021 1:56 PM	<a href="#">View respondent's answers</a>	<a href="#">Add tags▼</a>
<input type="checkbox"/>	Please stay open!	8/19/2021 11:33 AM	<a href="#">View respondent's answers</a>	<a href="#">Add tags▼</a>
<input type="checkbox"/>	If there is one thing I would like to see it would be more digitalization of resources. It would be great to leave my parents 5,000 Kodachrome slides to some future generations, rather than moldy cardboard boxes at the dump. It would be tremendous to access town history through a google like data base. I would love to peruse videos of town meetings...where people like the towns economic development committee chairperson found out about a vision for Rockport first published 35 years before (ha, ha, ha). In general...I would like some wall space for temporary amatuer art....similar to the hospital. In general...more resources devoted to uniquely Rockport history...government...etc. The stuff you would never find anyplace else.	8/19/2021 7:28 AM	<a href="#">View respondent's answers</a>	<a href="#">Add tags▼</a>
<input type="checkbox"/>	I think Covid/ hesitancy to go into building/ be around people may be with us for a while. Finding/ continuing ways to offer services and to have the ability to easily transition as new situations may arise are key.	8/18/2021 11:30 PM	<a href="#">View respondent's answers</a>	<a href="#">Add tags▼</a>
<input type="checkbox"/>	Not require a card on me when I go	8/18/2021 10:41 PM	<a href="#">View respondent's answers</a>	<a href="#">Add tags▼</a>
<input type="checkbox"/>	I would like to see the library opened a few mornings during the week.	8/18/2021 10:08 PM	<a href="#">View respondent's answers</a>	<a href="#">Add tags▼</a>
<input type="checkbox"/>	More audiobooks. Add a mystery book group.	8/18/2021 9:54 PM	<a href="#">View respondent's answers</a>	<a href="#">Add tags▼</a>
<input type="checkbox"/>	I do wish you were open on Fridays...when I might need a good book for the weekend 😊.	8/18/2021 8:16 PM	<a href="#">View respondent's answers</a>	<a href="#">Add tags▼</a>
<input type="checkbox"/>	Not sure	8/18/2021 7:20 PM	<a href="#">View respondent's answers</a>	<a href="#">Add tags▼</a>



<input type="checkbox"/>	Be open more hours	8/18/2021 7:10 PM	<a href="#">View respondent's answers</a>	<a href="#">Add tags▼</a>
<input type="checkbox"/>	Maintain funding	8/18/2021 6:04 PM	<a href="#">View respondent's answers</a>	<a href="#">Add tags▼</a>
<input type="checkbox"/>	Keep doing what they are doing. Being personable and helpful to all members of our community.	8/18/2021 4:45 PM	<a href="#">View respondent's answers</a>	<a href="#">Add tags▼</a>
<input type="checkbox"/>	Earlier hours for parents with children in school.	8/18/2021 4:12 PM	<a href="#">View respondent's answers</a>	<a href="#">Add tags▼</a>
<input type="checkbox"/>	N/a	8/18/2021 2:56 PM	<a href="#">View respondent's answers</a>	<a href="#">Add tags▼</a>
<input type="checkbox"/>	I'm not sure why I don't know about so many of the services. You might be meeting my needs better than I knew. So maybe more visible promotions?	8/18/2021 2:46 PM	<a href="#">View respondent's answers</a>	<a href="#">Add tags▼</a>
<input type="checkbox"/>	N/A	8/18/2021 2:12 PM	<a href="#">View respondent's answers</a>	<a href="#">Add tags▼</a>
<input type="checkbox"/>	possibly add book-sharing beyond the Merrimac valley - such as to colleges.	8/18/2021 2:10 PM	<a href="#">View respondent's answers</a>	<a href="#">Add tags▼</a>
<input type="checkbox"/>	more open hours	8/18/2021 2:00 PM	<a href="#">View respondent's answers</a>	<a href="#">Add tags▼</a>
<input type="checkbox"/>	The day may come when I will need home book delivery.	8/18/2021 1:55 PM	<a href="#">View respondent's answers</a>	<a href="#">Add tags▼</a>
<input type="checkbox"/>	I would love to see the library open on more mornings.	8/18/2021 1:53 PM	<a href="#">View respondent's answers</a>	<a href="#">Add tags▼</a>

## If you do not visit the library or use library services, why not? (Select all that apply)

Answered: 43 Skipped: 150



☐

expand to morning hours please

9/15/2021 12:28 PM

[View respondent's answers](#)

[Add tags▼](#)

☐

Na

9/13/2021 10:03 AM

[View respondent's answers](#)

[Add tags▼](#)

☐

I visit when I can and if I need something I want order a book or just hang out...thank you.

9/9/2021 9:20 AM

[View respondent's answers](#)

[Add tags▼](#)

☐

None

9/5/2021 5:50 PM

[View respondent's answers](#)

[Add tags▼](#)

☐

Very annoying not t find parking when spots are full but few people are in the library. These people need to be ticketed. Sometimes I just give up and go home!

8/30/2021 9:47 AM

[View respondent's answers](#)

[Add tags▼](#)

☐

I live in Saugus

8/25/2021 10:46 AM

[View respondent's answers](#)

[Add tags▼](#)

☐

Both could improve.

8/24/2021 6:05 PM

[View respondent's answers](#)

[Add tags▼](#)

☐

It seems whenever I go to the Rockport library it's closed. That is why I prefer the Sawyer Free Library.

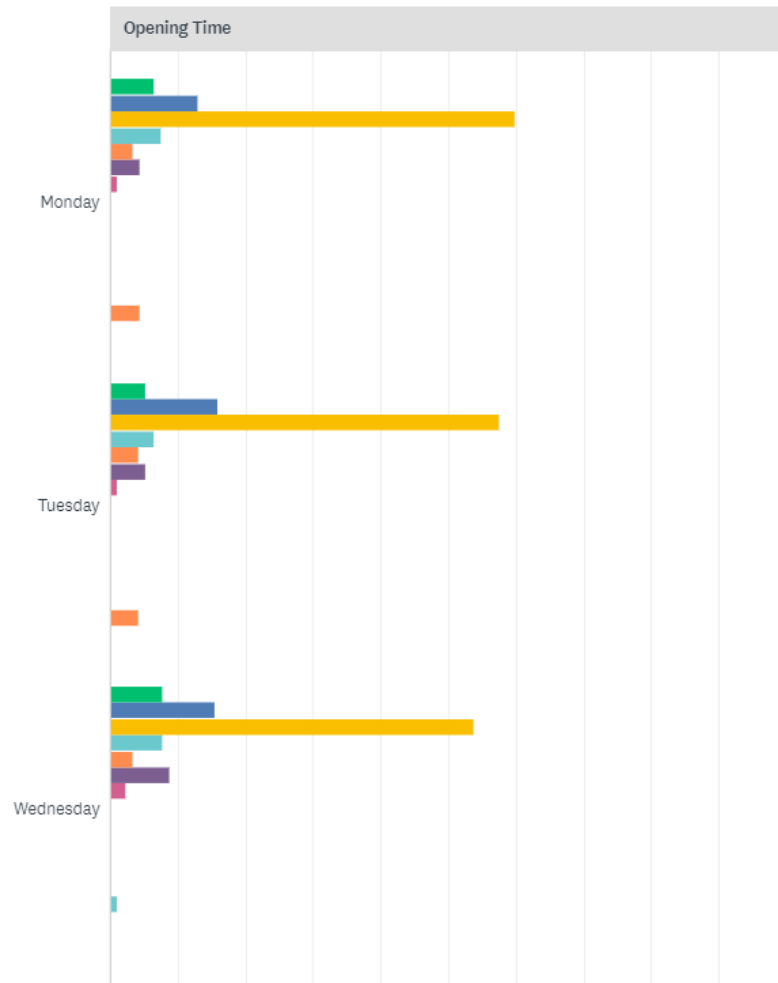
8/19/2021 12:46 PM

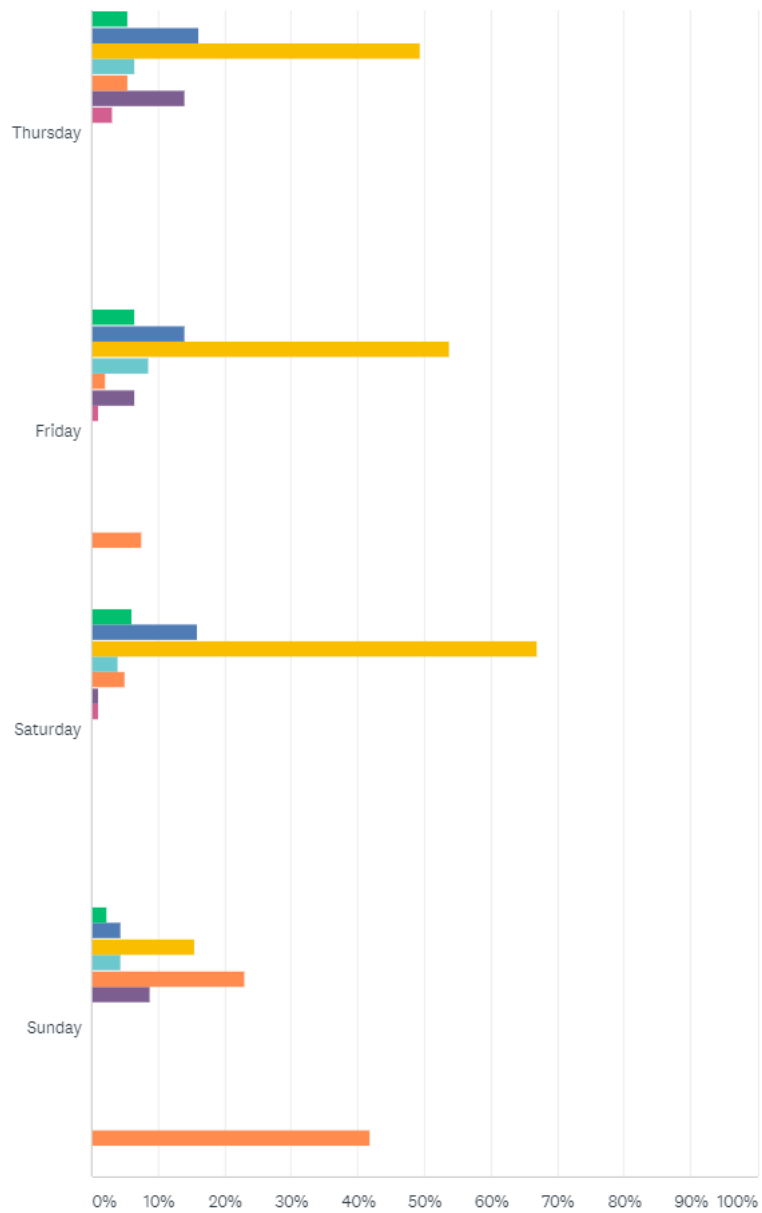
[View respondent's answers](#)

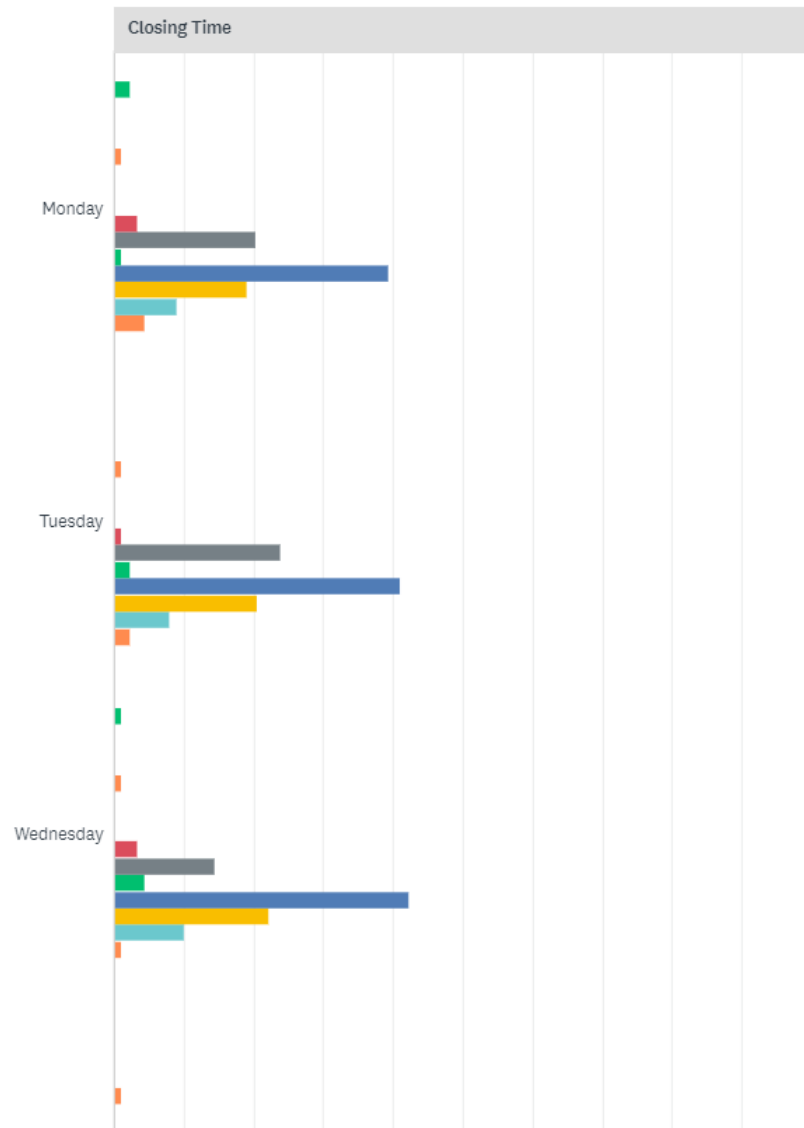
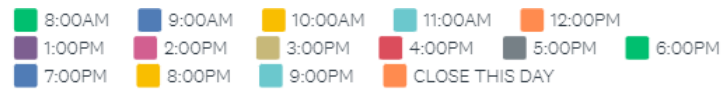
[Add tags▼](#)

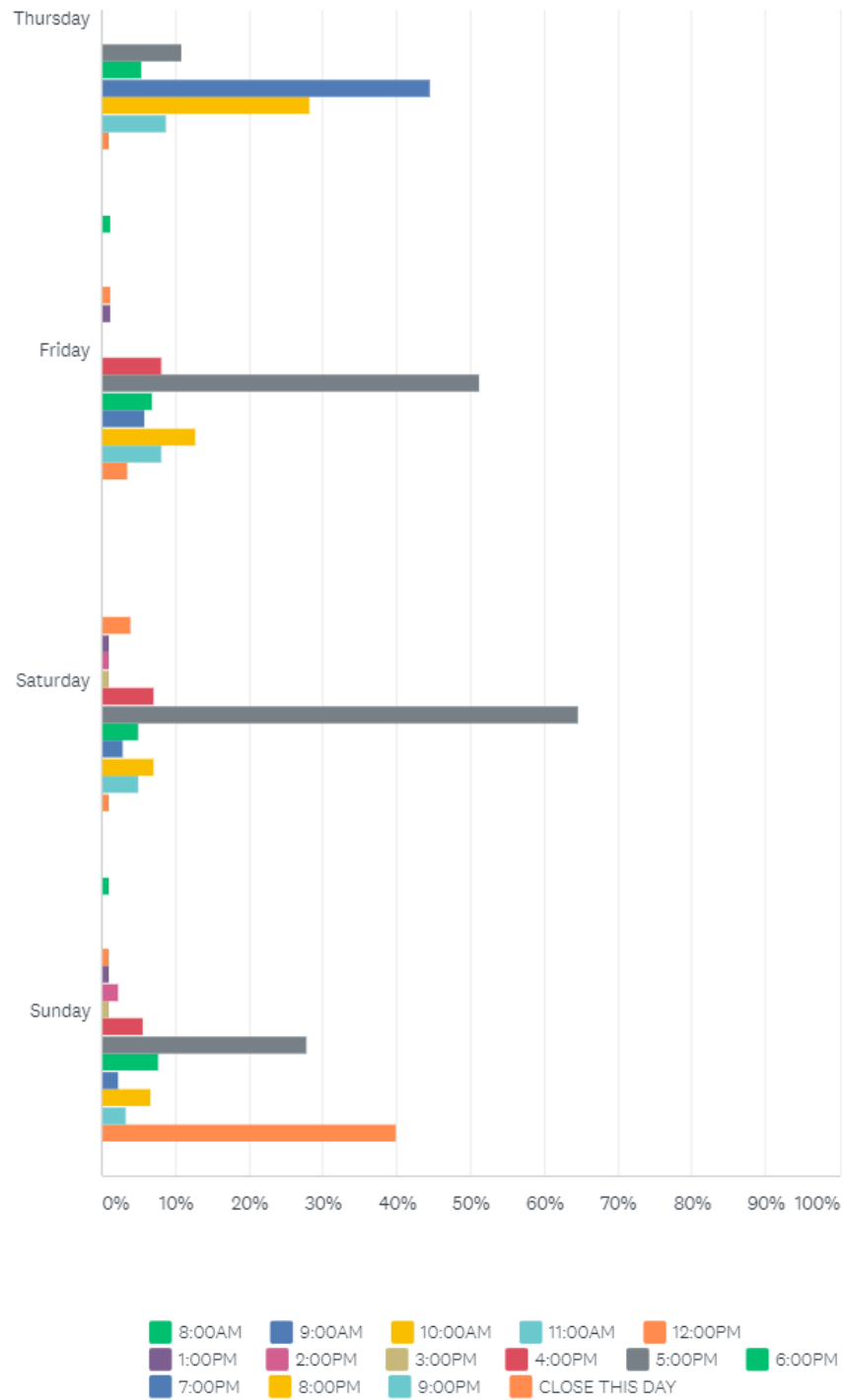
Please help us create a library schedule that meets your needs - choose the ideal day and opening/closing times for your library visits.

Answered: 110 Skipped: 83









Opening Time																
	8:00AM *	9:00AM *	10:00AM *	11:00AM *	12:00PM *	1:00PM *	2:00PM *	3:00PM *	4:00PM *	5:00PM *	6:00PM *	7:00PM *	8:00PM *	9:00PM *	CLOSE THIS DAY	TOTAL *
Monday	6.52% 8	13.04% 12	26.78% 22	7.6% 7	3.26% 3	4.35% 4	1.89% 1	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00% 0	4.33% 4	92
Tuesday	5.32% 3	10.64% 15	27.45% 54	5.32% 6	4.35% 4	3.32% 3	1.89% 1	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00% 0	4.33% 4	94
Wednesday	7.6% 7	15.35% 14	33.85% 42	7.6% 7	3.30% 3	8.79% 8	2.33% 2	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00% 0	1.00% 1	0.00% 0	91
Thursday	5.32% 3	16.13% 15	45.46% 48	6.45% 6	5.32% 5	13.69% 13	3.33% 3	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00% 0	93
Friday	6.45% 6	13.89% 13	33.76% 30	8.67% 8	7.15% 7	6.45% 6	1.89% 1	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00% 0	7.03% 7	92
Saturday	8.00% 8	16.00% 16	27.00% 27	4.00% 4	5.00% 5	1.00% 1	1.00% 1	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00% 0	100
Sunday	2.02% 2	4.40% 4	15.38% 14	4.40% 4	23.08% 21	8.79% 8	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00% 0	41.78% 38	91

Closing Time																
	8:00AM *	9:00AM *	10:00AM *	11:00AM *	12:00PM *	1:00PM *	2:00PM *	3:00PM *	4:00PM *	5:00PM *	6:00PM *	7:00PM *	8:00PM *	9:00PM *	CLOSE THIS DAY	TOTAL *
Monday	3.33% 2	0.00% 0	0.00% 0	0.00% 0	1.12% 1	0.00% 0	0.00% 0	0.00% 0	3.37% 2	20.15% 18	1.72% 1	36.33% 33	15.10% 17	8.99% 8	4.49% 4	69
Tuesday	0.00% 0	0.00% 0	0.00% 0	0.00% 0	1.14% 1	0.00% 0	0.00% 0	0.00% 0	1.14% 1	23.86% 21	2.27% 2	40.31% 38	30.43% 28	7.95% 7	2.97% 2	58
Wednesday	1.71% 1	0.00% 0	0.00% 0	0.00% 0	1.11% 1	0.00% 0	0.00% 0	0.00% 0	3.33% 3	34.44% 32	4.44% 4	40.22% 38	20.22% 20	10.00% 9	1.71% 1	90
Thursday	0.00% 0	0.00% 0	0.00% 0	0.00% 0	1.09% 1	0.00% 0	0.00% 0	0.00% 0	0.00% 0	10.87% 10	8.43% 8	44.57% 41	28.28% 26	8.70% 8	1.00% 1	90
Friday	1.89% 1	0.00% 0	0.00% 0	0.00% 0	1.89% 1	1.89% 1	0.00% 0	0.00% 0	8.14% 7	31.19% 28	5.90% 5	5.91% 5	12.39% 11	8.14% 7	3.49% 3	68
Saturday	0.00% 0	0.00% 0	0.00% 0	0.00% 0	4.04% 4	1.01% 1	1.01% 1	1.01% 1	5.07% 5	64.85% 64	5.06% 5	3.03% 3	7.07% 7	5.06% 5	1.01% 1	98
Sunday	1.17% 1	0.00% 0	0.00% 0	0.00% 0	1.17% 1	1.17% 1	2.02% 2	1.17% 1	3.86% 3	77.79% 72	7.79% 7	2.02% 2	6.97% 6	3.33% 3	40.00% 36	98

Showing 52 responses

☐

Current times work for us

9/20/2021 10:39 AM

[View respondent's answers](#)

[Add tags](#)

☐

Times are always hard to pick and choose. Closed on Monday or Tuesday rather than Friday. Closed on Monday...open Friday afternoon...Closed in the summer, traffic is horrible.

9/20/2021 9:28 AM

[View respondent's answers](#)

[Add tags](#)

☐

Na

9/13/2021 10:03 AM

[View respondent's answers](#)

[Add tags](#)

☐

I think every library should be open as early and late as possible everyday (including Sunday) for patrons who are homeless and are looking for work



	9/10/2021 2:15 PM	<a href="#">View respondent's answers</a>	<a href="#">Add tags▼</a>
<input type="checkbox"/>	One or two days a week- any weekdays- please open at 9 or 10 am or something		
	9/9/2021 10:01 PM	<a href="#">View respondent's answers</a>	<a href="#">Add tags▼</a>
<input type="checkbox"/>	Like 10:00 - 6:00 also like 1:00-8:00 whatever		
	9/9/2021 9:20 AM	<a href="#">View respondent's answers</a>	<a href="#">Add tags▼</a>
<input type="checkbox"/>	Add morning hours and remove Sunday hours		
	9/9/2021 8:36 AM	<a href="#">View respondent's answers</a>	<a href="#">Add tags▼</a>
<input type="checkbox"/>	I like the current schedule. The evening and weekend hours are appreciated.		
	9/8/2021 3:28 PM	<a href="#">View respondent's answers</a>	<a href="#">Add tags▼</a>
<input type="checkbox"/>	I am so used to your hours, I just rescheduled my time. I do like Sundays being open		
	9/7/2021 9:20 AM	<a href="#">View respondent's answers</a>	<a href="#">Add tags▼</a>
<input type="checkbox"/>	I would like to have more regular times		
	9/5/2021 5:50 PM	<a href="#">View respondent's answers</a>	<a href="#">Add tags▼</a>
<input type="checkbox"/>	Current hours seem quite generous and reasonable.		
	9/3/2021 9:54 AM	<a href="#">View respondent's answers</a>	<a href="#">Add tags▼</a>
<input type="checkbox"/>	open more mornings		
	9/2/2021 3:55 PM	<a href="#">View respondent's answers</a>	<a href="#">Add tags▼</a>

<input type="checkbox"/>	Morning hours are a plus for some of us.	9/2/2021 6:42 AM	<a href="#">View respondent's answers</a>	<a href="#">Add tags▼</a>
<input type="checkbox"/>	Retired. Times are just with me as is.	9/1/2021 11:13 PM	<a href="#">View respondent's answers</a>	<a href="#">Add tags▼</a>
<input type="checkbox"/>	Generally broader hours would be good.	9/1/2021 4:37 PM	<a href="#">View respondent's answers</a>	<a href="#">Add tags▼</a>
<input type="checkbox"/>	I don't care-- as long as they remain open a LOT.	9/1/2021 3:06 PM	<a href="#">View respondent's answers</a>	<a href="#">Add tags▼</a>
<input type="checkbox"/>	I would really like more morning hours during the weekdays. Not every day, but maybe 2 days a week.	9/1/2021 10:50 AM	<a href="#">View respondent's answers</a>	<a href="#">Add tags▼</a>
<input type="checkbox"/>	The hours are fine.	9/1/2021 9:33 AM	<a href="#">View respondent's answers</a>	<a href="#">Add tags▼</a>
<input type="checkbox"/>	Library closed on Friday seems strange.	9/1/2021 9:03 AM	<a href="#">View respondent's answers</a>	<a href="#">Add tags▼</a>

Is there anything else you would like us to know?

Answered: 73   Skipped: 120

<input type="checkbox"/>	Cindy is amazing. She is so helpful all the time.	9/20/2021 2:05 PM	<a href="#">View respondent's answers</a>	<a href="#">Add tags▼</a>
<input type="checkbox"/>	Excellent resource for the town and especially children. Libraries are instruments of learning and a community gathering place. Have always frequented libraries wherever I've lived and enjoy the Rockport Library very much.	9/20/2021 9:35 AM	<a href="#">View respondent's answers</a>	<a href="#">Add tags▼</a>
<input type="checkbox"/>	I prefer old fashioned written newsletter (email) is ok. At least have it printed and available at the desk. Get Rockport High School students involved in the Children's Library. They can use time as Community Service that is required. Suggestion: reading a book on Saturdays to grades 1-5. Dressing up and drawing the characters in the book they are reading to the children. This can be outdoors. Get parents involved. I loved taking my children when they were little.	9/20/2021 9:28 AM	<a href="#">View respondent's answers</a>	<a href="#">Add tags▼</a>
<input type="checkbox"/>	The Director is outstanding. I have reached out to her many times for help and she is so kind and helpful. She never brushes me off on others. Thank you so much.	9/15/2021 1:14 PM	<a href="#">View respondent's answers</a>	<a href="#">Add tags▼</a>
<input type="checkbox"/>	I visit the library randomly, but it is closed all day on Friday. Hours on weekends are too short.	9/15/2021 8:36 AM	<a href="#">View respondent's answers</a>	<a href="#">Add tags▼</a>
<input type="checkbox"/>	The director is a godsend. She has transformed this library so much in so many amazing ways.	9/13/2021 11:24 AM	<a href="#">View respondent's answers</a>	<a href="#">Add tags▼</a>
<input type="checkbox"/>	Nope	9/13/2021 10:03 AM	<a href="#">View respondent's answers</a>	<a href="#">Add tags▼</a>
<input type="checkbox"/>	Keep up the amazing work.	9/10/2021 10:24 AM	<a href="#">View respondent's answers</a>	<a href="#">Add tags▼</a>
<input type="checkbox"/>	No	9/10/2021 6:38 AM	<a href="#">View respondent's answers</a>	<a href="#">Add tags▼</a>
<input type="checkbox"/>	You are all perfect...thank you!!!	9/9/2021 9:20 AM	<a href="#">View respondent's answers</a>	<a href="#">Add tags▼</a>
<input type="checkbox"/>	Just that your work is appreciated!	9/8/2021 3:28 PM	<a href="#">View respondent's answers</a>	<a href="#">Add tags▼</a>

<input type="checkbox"/>	I am very happy with the services offered by our Rockport Library and the helpful staff.	9/7/2021 7:15 PM	<a href="#">View respondent's answers</a>	<a href="#">Add tags▼</a>
<input type="checkbox"/>	You have been wonderfully helpful and accommodating. Thank you!	9/7/2021 9:27 AM	<a href="#">View respondent's answers</a>	<a href="#">Add tags▼</a>
<input type="checkbox"/>	Thank you for doing a great job!	9/7/2021 9:20 AM	<a href="#">View respondent's answers</a>	<a href="#">Add tags▼</a>
<input type="checkbox"/>	please stop discarding so many books	9/5/2021 11:41 PM	<a href="#">View respondent's answers</a>	<a href="#">Add tags▼</a>
<input type="checkbox"/>	I would like to get emails for specific events, I like to learn about library developement in other countries or how to reach out here in New England. I like to know more about helping kids or illiterate grown ups to read . . .	9/5/2021 5:50 PM	<a href="#">View respondent's answers</a>	<a href="#">Add tags▼</a>
<input type="checkbox"/>	All the newer employees smile and are gracious. One woman who has been there for many years always has a scowl or unfriendly look. Doesn't say hello or make one feel welcomed. I always hope she is not working the day I visit.	9/3/2021 6:44 PM	<a href="#">View respondent's answers</a>	<a href="#">Add tags▼</a>
<input type="checkbox"/>	Rockport Library staff is the best!	9/3/2021 9:54 AM	<a href="#">View respondent's answers</a>	<a href="#">Add tags▼</a>
<input type="checkbox"/>	Thanks for all you do!	9/2/2021 3:55 PM	<a href="#">View respondent's answers</a>	<a href="#">Add tags▼</a>
<input type="checkbox"/>	No	9/2/2021 8:47 AM	<a href="#">View respondent's answers</a>	<a href="#">Add tags▼</a>
<input type="checkbox"/>	Appreciate your friendly helpful staff.	9/2/2021 6:42 AM	<a href="#">View respondent's answers</a>	<a href="#">Add tags▼</a>
<input type="checkbox"/>	I'm pretty happy with the library's collections and staff.	9/1/2021 4:37 PM	<a href="#">View respondent's answers</a>	<a href="#">Add tags▼</a>
<input type="checkbox"/>	The Rockport Public Library is the BEST!!	9/1/2021 3:51 PM	<a href="#">View respondent's answers</a>	<a href="#">Add tags▼</a>

<input type="checkbox"/>	Libraries represent civilization. They also enable people to get out and feel part of society. One can always LEARN. Take that away, and what do we have?	9/1/2021 3:06 PM	<a href="#">View respondent's answers</a>	<a href="#">Add tags▼</a>
<input type="checkbox"/>	Please tell every staff person... thank you.	9/1/2021 9:13 AM	<a href="#">View respondent's answers</a>	<a href="#">Add tags▼</a>
<input type="checkbox"/>	You are doing an exceptional job. We love visiting the library. It's an oasis. THANK YOU!	9/1/2021 8:37 AM	<a href="#">View respondent's answers</a>	<a href="#">Add tags▼</a>
<input type="checkbox"/>	Thank you for all you do	9/1/2021 7:59 AM	<a href="#">View respondent's answers</a>	<a href="#">Add tags▼</a>
<input type="checkbox"/>	You offer creative programs. Thank you.	9/1/2021 7:36 AM	<a href="#">View respondent's answers</a>	<a href="#">Add tags▼</a>
<input type="checkbox"/>	We love our library!!!	9/1/2021 7:23 AM	<a href="#">View respondent's answers</a>	<a href="#">Add tags▼</a>
<input type="checkbox"/>	I enjoy the library email of events and hope to attend more in the future.	9/1/2021 4:37 AM	<a href="#">View respondent's answers</a>	<a href="#">Add tags▼</a>
<input type="checkbox"/>	I would like to join a book club, especially if there is one that is not too intense for lack of a better term.	8/31/2021 1:43 PM	<a href="#">View respondent's answers</a>	<a href="#">Add tags▼</a>
<input type="checkbox"/>	You are an amazing library. So responsive. I had a question and was shocked at the fact that the Director reached out to me and was so supportive and helpful.	8/31/2021 10:14 AM	<a href="#">View respondent's answers</a>	<a href="#">Add tags▼</a>
<input type="checkbox"/>	I think you should close on Sunday and open Fridays.	8/30/2021 3:13 PM	<a href="#">View respondent's answers</a>	<a href="#">Add tags▼</a>
<input type="checkbox"/>	You have been amazing during the pandemic. Thank you so much!	8/30/2021 12:54 PM	<a href="#">View respondent's answers</a>	<a href="#">Add tags▼</a>
<input type="checkbox"/>	The director has done an amazing job! Thank you!!	8/30/2021 10:57 AM	<a href="#">View respondent's answers</a>	<a href="#">Add tags▼</a>

<input type="checkbox"/>	We need more hotspots. Also DVD's with multiple disks need more that one week for checkout	8/30/2021 9:47 AM	<a href="#">View respondent's answers</a>	<a href="#">Add tags▼</a>
<input type="checkbox"/>	I am very concerned about the lack of RPL use by RPS students and overall low rate of library cards in that community	8/28/2021 9:50 AM	<a href="#">View respondent's answers</a>	<a href="#">Add tags▼</a>
<input type="checkbox"/>	I am don't visit or borrow things from the library, but I am a very active user of the online services	8/27/2021 1:40 PM	<a href="#">View respondent's answers</a>	<a href="#">Add tags▼</a>
<input type="checkbox"/>	Offering more mini courses for on line research services.	8/26/2021 2:53 PM	<a href="#">View respondent's answers</a>	<a href="#">Add tags▼</a>
<input type="checkbox"/>	The library has been amazing during the pandemic. Thank you so much!!!	8/26/2021 12:19 PM	<a href="#">View respondent's answers</a>	<a href="#">Add tags▼</a>
<input type="checkbox"/>	'Tis a lovely library with nice folks	8/25/2021 3:18 PM	<a href="#">View respondent's answers</a>	<a href="#">Add tags▼</a>
<input type="checkbox"/>	I love the library. Thank you for all you do for the community.	8/25/2021 12:49 PM	<a href="#">View respondent's answers</a>	<a href="#">Add tags▼</a>
<input type="checkbox"/>	Not at this time	8/25/2021 10:10 AM	<a href="#">View respondent's answers</a>	<a href="#">Add tags▼</a>
<input type="checkbox"/>	Could use some more comfortable chairs to sit and read	8/25/2021 10:07 AM	<a href="#">View respondent's answers</a>	<a href="#">Add tags▼</a>
<input type="checkbox"/>	Have you changed your chairs near the computers? No cushions...hard on hind end...one way to time the occupants	8/25/2021 10:03 AM	<a href="#">View respondent's answers</a>	<a href="#">Add tags▼</a>
<input type="checkbox"/>	Thank you for the survey. And the building is very special.	8/24/2021 8:40 PM	<a href="#">View respondent's answers</a>	<a href="#">Add tags▼</a>
<input type="checkbox"/>	please bring back adult summer reading programs!	8/24/2021 7:30 AM	<a href="#">View respondent's answers</a>	<a href="#">Add tags▼</a>

<input type="checkbox"/>	Please keep doing what you are doing. Thanks	8/23/2021 1:45 PM	<a href="#">View respondent's answers</a>	<a href="#">Add tags▼</a>
<input type="checkbox"/>	wonderful helpful cheerful staff. I like improved disability access .	8/23/2021 10:11 AM	<a href="#">View respondent's answers</a>	<a href="#">Add tags▼</a>
<input type="checkbox"/>	I enjoy, appreciate and value all of the services you provide, for all ages levels. Everyone I've been in contact with, has been very helpful and eager to assist. We are a multi-generational family and feel you offer so much to each of us.	8/22/2021 7:04 PM	<a href="#">View respondent's answers</a>	<a href="#">Add tags▼</a>
<input type="checkbox"/>	we have been fortunate not to lose power often these past 3-4 years (Pigeon Cove) but before that I relied on library for wireless access if our power or cable went down. Super helpful for work.	8/22/2021 8:01 AM	<a href="#">View respondent's answers</a>	<a href="#">Add tags▼</a>
<input type="checkbox"/>	You really need more morning hours!!	8/21/2021 4:35 PM	<a href="#">View respondent's answers</a>	<a href="#">Add tags▼</a>
<input type="checkbox"/>	love you guys	8/21/2021 10:36 AM	<a href="#">View respondent's answers</a>	<a href="#">Add tags▼</a>
<input type="checkbox"/>	Although my kids are starting to outgrow the children's room, it would be great if you could get people in there that are a bit more enthusiastic with children. Carol and Molly were both great at this and we've only had a couple experiences with the new person but even the subs tend to be very quiet and not outgoing. For little ones coming into the library, I always found outgoing librarians who really embrace the children and ask them questions about what they are reading and what they like really help children learn to love reading. They look forward to coming back to the library which means they tend to read more.	8/21/2021 7:58 AM	<a href="#">View respondent's answers</a>	<a href="#">Add tags▼</a>
<input type="checkbox"/>	Bravo to Cindy and staff for their exemplary response to the pandemic and extraordinary efforts to keep their patrons/public informed and safe.I am grateful, thank you	8/20/2021 6:52 PM	<a href="#">View respondent's answers</a>	<a href="#">Add tags▼</a>
<input type="checkbox"/>	Just how appreciative I have been with what you offered to patrons during Covid. I took part in several craft classes and enjoyed them very much.	8/20/2021 2:06 PM	<a href="#">View respondent's answers</a>	<a href="#">Add tags▼</a>
<input type="checkbox"/>	Some of the summer hostings in the Brenner Room are pretty sweltering. Enough AC for special events?	8/19/2021 7:28 AM	<a href="#">View respondent's answers</a>	<a href="#">Add tags▼</a>
<input type="checkbox"/>	Thank you for all that you do (including this survey),the staff and all involved are superstars!	8/18/2021 11:30 PM	<a href="#">View respondent's answers</a>	<a href="#">Add tags▼</a>

<input type="checkbox"/>	Stay open evenings so people can have a safe place to socialize and read or research instead of a bar or empty home	8/18/2021 10:41 PM	<a href="#">View respondent's answers</a>	<a href="#">Add tags▼</a>
<input type="checkbox"/>	I love our library	8/18/2021 10:08 PM	<a href="#">View respondent's answers</a>	<a href="#">Add tags▼</a>
<input type="checkbox"/>	I appreciate the library staff - always attentive me and helpful.	8/18/2021 8:23 PM	<a href="#">View respondent's answers</a>	<a href="#">Add tags▼</a>
<input type="checkbox"/>	I love the library!	8/18/2021 8:22 PM	<a href="#">View respondent's answers</a>	<a href="#">Add tags▼</a>
<input type="checkbox"/>	I appreciate you!	8/18/2021 8:16 PM	<a href="#">View respondent's answers</a>	<a href="#">Add tags▼</a>
<input type="checkbox"/>	No you have been doing a fine job meeting my needs during the pandemic	8/18/2021 7:20 PM	<a href="#">View respondent's answers</a>	<a href="#">Add tags▼</a>
<input type="checkbox"/>	You do a fantastic job!	8/18/2021 6:04 PM	<a href="#">View respondent's answers</a>	<a href="#">Add tags▼</a>
<input type="checkbox"/>	Thank you for remaining open in these difficult times	8/18/2021 4:00 PM	<a href="#">View respondent's answers</a>	<a href="#">Add tags▼</a>
<input type="checkbox"/>	I love our library and the staff	8/18/2021 3:30 PM	<a href="#">View respondent's answers</a>	<a href="#">Add tags▼</a>
<input type="checkbox"/>	Thank you to the staff for being there for us through this pandemic it was very much appreciated.	8/18/2021 2:56 PM	<a href="#">View respondent's answers</a>	<a href="#">Add tags▼</a>
<input type="checkbox"/>	I love having a library in town even when I don't visit regularly. I visit erratically, but when I come I'm grateful to have this resource so close by. The staff has always been lovely and helpful.	8/18/2021 2:46 PM	<a href="#">View respondent's answers</a>	<a href="#">Add tags▼</a>
<input type="checkbox"/>	I think the librarians are all splendid .... pleasant and helpful.	8/18/2021 2:12 PM	<a href="#">View respondent's answers</a>	<a href="#">Add tags▼</a>





Keep up the great work!!!!

8/18/2021 2:10 PM

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It's getting hard for me to read titles on higher shelves. The round step stools that steady down when you step on them are good, but I could use a little stepladder with side rails and wide steps. I've seen them in catalogs.

8/18/2021 1:55 PM

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Thanks you for all your serviced

8/18/2021 1:45 PM

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## Youth Community Survey Results

Please complete this survey. The entire family is welcome to participate. Please feel free to write or draw your answers.

1. What are your favorite things about the Children's / Teen Department?

the fun Books that are my  
age or reading.

2. What offerings or resources for children and teens would you like to see more of?

maybe more grat. activities?

3. What days and times are most convenient for programming (like story time, art classes, and clubs)?

Don't know

Please complete this survey. The entire family is welcome to participate. Please feel free to write or draw your answers.

1. What are your favorite things about the Children's / Teen Department?

That there are books that are good for 10-12 year olds and not just kids and not just teens.

2. What offerings or resources for children and teens would you like to see more of?

I would like to see more mangas.  
And maybe <sup>a couple more</sup> fantasy but not too fantasy books.

3. What days and times are most convenient for programming (like story time, art classes, and clubs)?

Probably around 3:00-5:00. Because it's after kids finish school.

Please complete this survey. The entire family is welcome to participate. Please feel free to write or draw your answers.

1. What are your favorite things about the Children's / Teen Department?

The large assortment  
of books of varying  
genres.

2. What offerings or resources for children and teens would you like to see more of?

Some more learning courses,  
particularly in videogame design.  
A while back they did one  
in programming is great.

3. What days and times are most convenient for programming (like story time, art classes, and clubs)?

After 3, before 6.

Please complete this survey. The entire family is welcome to participate. Please feel free to write or draw your answers.

1. What are your favorite things about the Children's / Teen Department?

I really enjoy the mangas in the teen department. I also enjoyed the Lego Club.

2. What offerings or resources for children and teens would you like to see more of?

I would like to see a wider selection of mangas and an upgraded version of the "Teen corner" downstairs.

3. What days and times are most convenient for programming (like story time, art classes, and clubs)?

Since I'm in middle school, 3:00-4:00 are the best times for me.

Please complete this survey. The entire family is welcome to participate. Please feel free to write or draw your answers.

1. What are your favorite things about the Children's / Teen Department?

the Events

2. What offerings or resources for children and teens would you like to see more of?

reading to animals

3. What days and times are most convenient for programming (like story time, art classes, and clubs)?

friday 4:30

Please complete this survey. The entire family is welcome to participate. Please feel free to write or draw your answers.

1. What are your favorite things about the Children's / Teen Department?

Big hate books

2. What offerings or resources for children and teens would you like to see more of?

~~Playdoh~~  
Nothing

3. What days and times are most convenient for programming (like story time, art classes, and clubs)?

Around 3:30

Please complete this survey. The entire family is welcome to participate. Please feel free to write or draw your answers.

1. What are your favorite things about the Children's / Teen Department?

- Friendly Staff
- Book choices

2. What offerings or resources for children and teens would you like to see more of?

- more clubs / classes
  - sewing
  - art
  - book
- offer babysitting courses

3. What days and times are most convenient for programming (like story time, art classes, and clubs)?

- After school hours 3:30 -  
for school age children



Please complete this survey. The entire family is welcome to participate. Please feel free to write or draw your answers.

1. What are your favorite things about the Children's / Teen Department?

games, crafts to take home, excellent selection of materials for young children. our two girls - ages 4 and 7 love it!

2. What offerings or resources for children and teens would you like to see more of?

Movies.

3. What days and times are most convenient for programming (like story time, art classes, and clubs)?

Saturday & Sunday afternoons and evenings  
during school vacation weeks and the summer