

# ROCKPORT PUBLIC LIBRARY

## **Strategic Plan of Service**

---

2017-2019



**ROCKPORT PUBLIC LIBRARY**

**Strategic Plan of Service  
2017-2019**

**Contents**

Acknowledgments ..... 2

Approval of the Board of the Library Trustees..... 3

Background/Methodology ..... 3

Mission Statement..... 5

Vision Statement ..... 5

Library Goals ..... 6

Strategic Plan of Service 2017-2019 ..... 6

Rockport: A Community Profile ..... 14

    History of the Town of Rockport ..... 14

    Rockport Public Library Background Information..... 20

Focus Group Results ..... 25

Community Survey ..... 30

Community Survey Results..... 46

## Acknowledgments

Creating this *Strategic Plan of Service* required the talents, commitment, energy and time of many individuals over several months. We are especially grateful to the members of the Planning Committee 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, Chairman  
Rob Audano  
Holly Frithsen

### Planning Committee Members

Cindy Grove, Library Director	Holly Frithsen
Camilla Ayers	Brian Audano
Nancy Kearns	Jennifer Olson

### Staff of the Rockport Public Library

Cindy Grove, Library Director	Camilla Ayers, Administrative Assistant
Brian Audano, Library Assistant	Carol Bender, Children's Librarian
Rosemary Bigelow, Technical Services Librarian	Mary Dakin, Library Assistant
Dorothy Geiser, Library Assistant	Andrena Huntsman, Library Assistant
Kay Jacques, Library Assistant	Andrea Nichols, Outreach Librarian
Jean Rees, Library Assistant	Margie Sugarman, Library Assistant
Mari Martin, Substitute	Emily Powers Souza, Substitute
Anna Cloherty, Page	Merry Seppala, Page
David D'Antonio, Custodian	Scott Halkey, Custodian

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

Linda Sanders, Town Administrator	Pat Brown, Town Clerk
Rockport Police Department	Rockport DPW
Robert Kerrigan, United States Postal Service	YMCA Rockport Teen Center
Rockport School District	Ardis Francoeur, Toad Hall Bookstore
Lisa Glover, Nine Lives Café	Loco-Motion Laundromat
Friends of Rockport Public Library	Volunteers of the Rockport Public Library

### We would also like to thank the public who provided feedback at the focus groups and took 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 2017-2019* on September 29, 2016.

## Background/Methodology

This is the first Strategic Plan of Service written for the Rockport Public Library. Work on this plan began in April of 2015 when Library Director Cindy Grove attended a Long Range Planning workshop taught by Deb Hoadley. The trustees and director decided to submit a Strategic Plan of Service in October of 2016 since it was the director's first year at the library.

In October 2015 prospective committee members were invited to join the Planning Committee. The first meeting was held on November 23, 2015. It was decided that the group would meet monthly with the exception of December (holidays) and April (we would be running focus groups) to develop a plan of assessment, oversee the assessment, analyze the results and create goals, objectives and activities based on that information.

### Focus Groups:

The Rockport Public Library held 13 focus groups in February-May 2016. The groups were identified by the members of the Planning Committee. Eleven groups were for specific groups in the community and two were for the general public. The targeted groups were Staff, Trustees, Friends of the Rockport Library, Elementary School Teachers, Middle/High School Teachers, Seniors, Teens, Town Employees, Business Owners, Parents and Book Group Members. All meetings were held at the library with the exceptions of the teacher's groups which met at the schools, Teens group which met at the local teen center and Town Employees which met at town hall.

Members of the Planning Committee hosted the groups. At each meeting one member took notes, one wrote comments on an easel, one gave an introduction and one asked the questions. Every group was asked the same questions.

### Focus Group Questions

1. How do you use the library?
2. What types of information do you use library resources to find? How do you see your information needs changing?
3. What will you need from the library in the next five years?
4. What are your frustrations in using the library?
5. Do you have any other suggestions for us?

We had 109 participants attend these meetings and the feedback (see "Focus Group Results") received was used to create a community survey.

### Community Survey:

The community survey (see "Community Survey") was published online on July 14, 2016. The survey was comprised of 25 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, Toad Hall Bookstore, Nine Lives Café, Town Hall, Post Office, Laundromat, and Teen Center. Surveys were distributed through a town-wide mailing, local farmer's market, train station, and transfer station. Over 400 responses (see "Community Survey Results") were collected and those responses were analyzed by the library staff, Planning Committee and Trustees.

### Goals, Objectives and Activities:

The library was encouraged by the support of the community in response to the library's request for feedback. With over 100 people attending the focus groups and over 400 survey responses, the library was excited to create a Strategic Plan of Service to incorporate the shared information. In reviewing the feedback, it was clear that the community wants more from the library. They would like more hours, staff, books, movies, music, econtent, etc. There were also a significant number of people who were not aware of the services that the library has available. Overall our staff has been providing great customer service, but there are areas of customer service that the library needs to focus on. One of the greatest pieces of the survey was where the public told us what they value most about the library. It was heartwarming and inspirational to hear about the variety of services that the library offers and how important they are to the community.

Community needs were determined by reviewing the town demographics, current services, library best practices, the director's professional experience and feedback from the focus groups and survey responses. The goals, objectives and activities were created based on the community needs. The Strategic Plan of Service was discussed and adjusted after being presented to the staff, Planning Committee, Trustees and Town Administrator. On September 29, 2016 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 members of the community. 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 important 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 will improve 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 be funded at the best possible level to meet the needs of the community.

**Goal 2:** The Rockport Public Library will effectively market the full range of its collections and services to the entire community.

**Goal 3:** The Rockport Public Library building will be a space that meets the needs of the community.

**Goal 4:** The Rockport Public Library will provide excellent services to all patrons.

**Goal 5:** 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 2017-2019

Goal 1: The Rockport Public Library will be funded at the best possible level to meet the needs of the community.

**Objective 1: The library will seek support for increased staff positions that will ensure that the staff is able to meet community needs.**

Activity 1: The Director and Library Trustees will review information from usage statistics, budgets, focus groups, surveys, and other sources to create a plan for increasing/adjusting staff positions to ensure that the library is meeting community needs. (2017)

Activity 2: The Director and Library Trustees will present staffing needs to the Town Administration in order to create a three-year plan for increasing/adjusting staff positions to meet community needs. (2018)

Activity 3: Implementation of a three-year plan for increasing/adjusting staff positions to meet community needs will begin. (2019)

**Objective 2: 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, focus groups, surveys, and other sources to create a plan for increasing/adjusting library hours to ensure that the library is meeting community needs. (2017)

Activity 2: The Director and Library Trustees will present a plan for increasing/adjusting library hours to the Town Administration to create a three-year plan for adjusting library hours to meet community needs. (2018)

Activity 3: Implementation of a three-year plan for increasing/adjusting library hours will begin. (2019)

**Objective 3: The library will seek support to provide the community with accessibility to current technology.**

Activity 1: The library will seek full funding of the Computer Equipment Maintenance budget line item. (2017)

Activity 2: Training on the new ILS system will be provided to the public and staff. (2017)

Activity 3: The library will replace the public scanner that is at the reference desk with another that is always available to the public. (2017)

Activity 4: The library will have a computer technician thoroughly examine the wireless technology to make sure all aspects are working properly. (2017)

Activity 5: The library will purchase a hotspot for staff to provide library outreach services. (2018)

Activity 6: The library will seek funding for staff to offer weekly three-hour one-on-one technology assistance to the public. (2018)

Activity 7: The library will seek funding for ongoing computer replacements. (2018)



Activity 8: The library will provide wireless printing to the public. (2018)

Activity 9: The library will continue to replace computers on a rotating basis every five years. (2019)

Activity 10: The library will survey the community's needs for suggested technologies. (2019)

Goal 2: The Rockport Public Library will effectively market the full range of its collections and services to the entire community.

**Objective 1: The library's website will be a clear and accurate virtual portal to library information and services.**

Activity 1: Review the layout/functionality of the current website design. Perform user testing to research areas of improvement. Update current site or create a new site that is ADA compliant and mobile friendly. (2017)

Activity 2: Specific staff members will be trained and become responsible for different areas of the website. Each staff member will keep sections accurate, user friendly and clean of clutter. (2018)

**Objective 2: The Rockport Public Library will increase its visibility in the community.**

Activity 1: The library will participate in Motif #1 Day and other community events by hosting a table at the events. (2017)

Activity 2: Specific staff members will be responsible for promoting library events and services on the library's social media platforms. (2018)

Activity 3: When providing outreach in the community the opportunity for the public to register for a library card will be available. (2018)

Activity 4: The library will take promotional materials to key locations in town such as the school, teen center, train station, beaches and transfer station. The library will involve the Friends of the Library as much as possible in promoting the library throughout the community. (2019)

Activity 5: The library will work with the community/professionals to create a logo to be used throughout the library and on marketing materials. (2019)

**Objective 3: The Rockport Public Library will increase participation in the monthly email newsletter by 50 percent.**

Activity 1: The library will provide the public an option to sign up for the newsletter while providing outreach and during library programs. (2017)

Activity 2: The library will plan an outreach campaign for library card sign-up month. The option to sign up for the newsletter will be included on the library card application. (2018)

Activity 3: Specific staff members will be responsible for promoting library events and services in the library's monthly newsletter. (2019)

Activity 4: The library will have a monthly newsletter for teen services and programs. (2019)

Goal 3: The Rockport Public Library building will be a space that meets the needs of the community.

**Objective 1: The layout of the library 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 usage, accessibility and functionality of the current library space (including signage, shelving and furniture). Comments from the focus groups and survey will be taken into consideration. (2017)

Activity 2: Library staff and trustees will visit other libraries for ideas on layouts and designs of various spaces within the library. (2017)

Activity 3: The Library Trustees will review the proposal(s) and create a plan for adjusting the layout of the library. (2017)

Activity 4: The library will present the proposed layout changes to the community for feedback. (2017)

Activity 5: The library will begin implementing a plan for layout changes that will be functional and meet the needs of the community. (2018)

Activity 6: The library will seek funding and guidance on creating a teen space that will store a teen collection and provide a space for teens. (2018)

**Objective 2: The building will be properly maintained and adapted to meet the changing needs of the community.**

Activity 1: The library will work with the town to develop a budget and priority list for building repairs and enhancements. (2017)

Activity 2: The library will work with the town to include the library in the town's green initiatives. (2017)

Activity 3: The Library Director will work with the custodian to create a yearly cleaning and maintenance schedule. (2017)

Activity 4: The library will research green/environmentally friendly options for building maintenance. (2018)

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 needs of the community. (2019)

**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. (2018)

Goal 4: The Rockport Public Library will 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. (2017)

Activity 2: Staff will be encouraged to participate in training at the library or other professional organizations. (2018)

Activity 3: Select staff will be encouraged to participate in specific local organizations and provide feedback to all staff. (2019)

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

Activity 1: Bimonthly staff meetings will be held the second Wednesday of the month. (2017)

Activity 2: Staff will continue to be encouraged to join and participate in professional organizations. (2017)

Activity 3: Up-to-date documentation of library procedures will be available in each department. (2018)

Activity 4: Prior to the library opening, a brief meeting will be held to discuss any upcoming events, services or concerns. (2018)

Activity 5: Monthly staff meetings will be held the second Wednesday of the month. (2019)

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

Activity 1: The library will review current practices for any adjustments that may streamline or enhance services to the community. (2017)

Activity 2: The library will review current technology to ensure that it is meeting the needs of the community. (2018)

Activity 3: Library services will be promoted through monthly training/information sessions available to the public. (2018)

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. (2019)

Goal 5: 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. (2017)

Activity 2: An online tool for recommending purchases will be added to the website or catalog. (2019)

**Objective 2: The library will make DVDs and CDs more accessible to the public.**

Activity 1: The location and shelving of the CD collection will be reviewed and adjusted to facilitate locating and accessing items. (2017)

Activity 2: The location and shelving of the children's DVDs, CDs and other nontraditional material will be reviewed and adjusted to make items more accessible to the public for browsing and retrieval. (2018)

Activity 3: The location and shelving of the VHS and DVD collections will be reviewed and adjusted to make items accessible to the public for browsing and retrieval. (2019)

**Objective 3: Display areas will promote the library's collection.**

Activity 1: Areas for displays will be identified and created. (2017)

Activity 2: Staff will be encouraged to create rotating displays. (2017)

Activity 3: A new book area that is larger and more accessible will be created. (2018)

Activity 4: When providing outreach in the community, small displays will be presented and made available for circulation at those events. (2019)

**Objective 4: The library will enhance the econtent available to the public.**

Activity 1: A portion of the library's adult, teen and children's materials budget will be for econtent. (2017)

Activity 2: The Director will work with the consortium to pursue more shared resources for econtent. (2018)

Activity 3: Specific staff members will be responsible for selecting and purchasing econtent. (2018)

Activity 4: The library will survey econtent users on the quality and availability of the collection. (2019)

**Objective 5: The library will build and market a teen collection that meets the needs of the community.**

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. (2017)

Activity 2: Teens will be encouraged to recommend purchases through communication channels identified in the above preceding activity. (2018)

Activity 3: Specific staff will work with the schools and other local organizations to ensure that the library continues to support teen's academic and recreational needs. (2019)

**Objective 6: 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 completed Collection Development policy that reflects current recommendations by ALA (American Library Association) and CREW (Continuous Review Evaluations Weeding) methodology will be presented, approved and adopted by the Library Board of Trustees. (2017)

Activity 2: 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. (2018)

Activity 3: Staff will be offered training on collection development. (2018)

Activity 4: The Library Director will provide procedures and training for handling lost, missing and damaged materials to all staff. (2018)

Activity 5: Library staff will receive training on the approved Disaster Plan. (2019)

Activity 6: Sections of the collection will be assigned to specific staff members for oversight of collection development. (2019)

Activity 7: Ongoing weeding plans will be created for a more effective and systematic weeding of the collections. (2019)

Activity 8: Items in circulating and local history collections will be cataloged. (2019)

## **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 wood cutters 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 construction of 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 cannon ball 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 6,982**

*(Source: Rockport Town Clerk 9/06/16)*

#### **2010 Rockport Population 6,952**

#### **2000 Rockport Population 7,767**

*(Source: 2010 Census, U.S. Census Bureau)*

#### **Age/Sex**

*(Source: 2010 Census, U.S. Census Bureau)*

<b>Ages</b>	<b>Total</b>	<b>Male</b>	<b>Female</b>
<b>0 - 4</b>	262	125	137
<b>5 - 9</b>	298	163	135
<b>10-14</b>	389	219	170
<b>15-19</b>	380	186	194



<b>20-24</b>	283	141	142
<b>25-29</b>	237	120	117
<b>30-34</b>	225	113	112
<b>35-39</b>	293	143	150
<b>40-44</b>	437	188	249
<b>45-49</b>	531	244	287
<b>50-54</b>	639	282	357
<b>55-59</b>	700	317	383
<b>60-64</b>	670	305	365
<b>65-69</b>	525	255	270
<b>70-74</b>	319	137	182
<b>75-79</b>	270	108	162
<b>80-84</b>	234	82	152
<b>85-89</b>	177	56	121
<b>90+</b>	83	21	62
<b>TOTAL</b>	<b>6,952</b>	<b>3,205</b>	<b>3,747</b>

Median age = 51.2 years

### **Race/Ethnicity**

*(Source: 2010 Census, U.S. Census Bureau)*

<b>Race</b>	<b>2000</b>	<b>2010</b>
White	7,591	6,745
Black or African American	21	45
American Indian and Alaska Native	17	5
Asian	35	56
Hispanic or Latino	83	111

Native born = 6,673

Foreign born = 405

### **Language Spoken at Home**

*(Source: 2010-2014 American Community Survey 5-Year Estimates)*

<b>Language Spoken at Home</b>	<b>Estimate</b>	<b>Percent</b>
English Only	6,352	93.8%

Language other than English	420	6.2%
Spanish	197	2.9%
Other Indo-European languages	107	1.6%
Asian and Pacific Islander languages	92	1.4%
Other languages	24	0.4%

### Households by Type

(Source: 2010-2014 American Community Survey 5-Year Estimates)

Households by Type	Estimate	Percent
Family households (families)	1,865	58.3%
With own children under 18 years	605	18.9%
Married-couple family	1,476	46.1%
With own children under 18 years	406	12.7%
Male householder, no wife present, family	99	3.1%
With own children under 18 years	12	0.4%
Female householder, no husband present, family	290	9.1%
With own children under 18 years	187	5.8%
Nonfamily households	1,334	41.7%
Householder living alone	1,157	36.2%
65 years and over	629	19.7%
Households with one or more people under 18 years	708	22.1%
Households with one or more people 65 years and over	1,346	42.1%

Average household size: 2.19

Average family size: 2.90

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

(Source: Town Clerk's Office, Rockport)

Unenrolled 3,537

Democrat 1,480

Republican 537

Other 47  
TOTAL 5,601

### **Educational Attainment**

*(Source: 2010-2014 American Community Survey 5-Year Estimates)*

<b>Educational Attainment</b>	<b>Estimate</b>	<b>Percent</b>
Less than 9 <sup>th</sup> grade	50	0.9%
9 <sup>th</sup> to 12 <sup>th</sup> grade, no diploma	81	1.5%
High school graduate (includes equivalency)	1,284	23.1%
Some college, no degree	902	16.2%
Associate's degree	489	8.8%
Bachelor's degree	1,507	27.1%
Graduate or professional degree	1,252	22.5%

### **Income and Poverty**

*(Source: 2010 Census, U.S. Census Bureau)*

Per capita income \$ 29,294

Median family income \$69,263

Population in poverty 286

### **Tax Rate**

(Assessors Office, September 2016)

FY2016 is \$11.25 per \$1000 valuation.

### **Labor Force**

*(Source: Massachusetts Labor and Workforce Development, August 2016)*

Labor Force 3,604

Employed 3,467

Unemployed 137

### Employed persons 16 years and over

(Source: 2010 Census, U.S. Census Bureau)

Occupation	No. of Residents
Managers and Professionals	<b>1,972</b>
Sales and Office Workers	<b>909</b>
Service Occupations	<b>616</b>
Farming, Fishing, and Forestry	<b>37</b>
Construction and Maintenance	<b>174</b>
Production and Transportation	<b>252</b>

### Rockport Public Schools

(Source: Massachusetts Dept. of Education, [www.doe.mass.edu](http://www.doe.mass.edu), 1/30/08 for all education data)

Grade Level	Grade Span	No. of Schools
Elementary	K-5	1
Middle/Junior High	6-8	1
High School*	9-12	1
<b>Total</b>	<b>K-12</b>	<b>3</b>

\* Rockport also participates in Northshore Regional Vocational Technical School, Middleton, Massachusetts

### Rockport Public Schools Enrollment by Grade

(Source: 2010 Census, U.S. Census Bureau)

Population 3 years and over enrolled in school	1,802
Nursery school, preschool	60
Kindergarten	84
Elementary: grade 1 to 4	505
Elementary: grade 5 to 8	377
High school: grade 9 to 12	399
College, undergraduate	230
Graduate, professional school	147

## Housing and Construction

(Source: Mass. Department of Revenue, Division of Local Services 2016)

Classification	FY2016 Parcel Count
Single-Family Residential	2,382
Multi-Family Residential	292
Condos	523
Apartments	32
Commercial	136
Industrial	16
Misc. Residential and Other Use	247
Vacant Land	525

### Newspapers:

*Gloucester Daily Times*

*Cape Ann Beacon*

Cable TV is available

### Bookstores:

Toad Hall (non-profit bookstore)

## Rockport Public Library Background Information

### History of Library Usage

The first report of the Public Library Committee in 1874 shows that the library had a budget of \$198.32. The total number of books was 889, and the library was open one day a week.

In 1879 the town voted to have the library open on Saturday afternoons and evenings. By 1886 the library collection numbered 2,400 books. There were 715 children in the town between the ages of 5 and 15. Three hundred more books were purchased before the end of the decade. The average yearly expenditure for the library during the 1880s was \$202.

In 1892 the subscription fee was terminated and the library became free. The number of library patrons rose to 500. A donation of 166 children's books was received from the State Free Library Committee in 1895.

By the end of the 1800s the library owned 3,470 books. The hours of service were expanded to include Wednesday afternoons and evenings from May through October. By 1901 the library had added another 1,400 books.

We've grown a lot in the last century! In 2015 our holdings totaled 64,953 books, periodicals, audiobooks, videos, e-books, and downloadable books, music and videos. Circulation of those materials was reported as 71,586 for 2015.

**Holdings - Adult**

<b>Materials</b>	<b>FY2005 (includes YA)</b>	<b>FY2010 (includes YA)</b>	<b>FY2016</b>
<b>Books</b>	30,860	34,041	31,800
<b>Print periodicals, newspapers, and other print serials</b>	Not recorded	948	1,061
<b>Audio (CDs, cassettes)</b>	Not recorded	3,552	3,686
<b>Film (DVD, VHS)</b>	Not recorded	3,602	4,194
<b>Ebooks</b>	Not recorded	0	5,544
<b>Downloadable audio</b>	Not recorded	1,649	3,113
<b>Downloadable video</b>	Not recorded	0	26
<b>Other materials in electronic format</b>	Not recorded	66	0
<b>Materials in microform</b>	Not recorded	107	107
<b>Miscellaneous</b>	Not recorded	317	190

**Holdings – Young Adult**

<b>Materials</b>	<b>FY2005</b>	<b>FY2010</b>	<b>FY2016</b>
<b>Books</b>	Not recorded	Not recorded	1,399
<b>Volumes of print periodicals, newspapers, and other print serials</b>	Not recorded	Not recorded	10
<b>Audio (CDs, cassettes)</b>	Not recorded	Not recorded	26
<b>Film (DVD, VHS)</b>	Not recorded	Not recorded	1 (included in Adult)
<b>Ebooks</b>	Not recorded	Not recorded	Included in Adult
<b>Downloadable audio</b>	Not recorded	Not recorded	Included in Adult
<b>Downloadable video</b>	Not recorded	Not recorded	Included in Adult
<b>Other materials in electronic format</b>	Not recorded	Not recorded	0
<b>Materials in microform</b>	Not recorded	Not recorded	0
<b>Miscellaneous</b>	Not recorded	Not recorded	0

**Holdings – Children**

<b>Materials</b>	<b>FY2005</b>	<b>FY2010</b>	<b>FY2016</b>
<b>Books</b>	14,773	15,195	13,054
<b>Volumes of print periodicals, newspapers, and</b>	Not recorded	35	28

<b>other print serials</b>			
<b>Audio (CDs, cassettes)</b>	Not recorded	287	354
<b>Film (DVD, VHS)</b>	Not recorded	634	347
<b>Ebooks</b>	Not recorded	0	Included in Adult
<b>Downloadable audio</b>	Not recorded	0	Included in Adult
<b>Downloadable video</b>	Not recorded	0	Included in Adult
<b>Other materials in electronic format</b>	Not recorded	12	0
<b>Materials in microform</b>	Not recorded	0	0
<b>Miscellaneous</b>	Not recorded	25	13

In FY15-16 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.

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

	<b>FY2005</b>	<b>FY2010</b>	<b>FY2016</b>
Number of Registered Borrowers	10,269	9,989	6,921
Circulation of Adult Materials	49,509	56,247	48,552
Circulation of Young Adult Materials	With adult numbers	With adult numbers	1,326
Circulation of Children’s Materials	13,333	16,004	21,708
Reference Questions Answered	12,783	13,271	8,787
Attendance in Library	101,568	102,955	156,311
Children’s Programs/Attendance	1,489	1,912	3,017
Interlibrary loan materials borrowed for patrons	6,949	7,957	9,544
Interlibrary loans provided to other libraries	16,922	23,470	21,905

**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

**Library Comparison Data**

There are 70 public libraries in Massachusetts that serve a population between 5,000 and 9,999 residents. There are currently 370 public libraries in the state.

	<b>FY2015</b>	<b>Rockport Rank Population Group</b>	<b>Rockport Rank State</b>
Per Capita Total Appropriated Municipal Income	\$72.11	10/70	41/370
Per Capita Materials Expenditures	17.64	3/70	19/370
Per Capita Total Operating Expenditures	84.20	8/70	34/370
Per Capita Salary Expenditures	43.54	13/70	56/370
Per Capita Holdings	9	8/70	178/370
Per Capita Total Circulation	13	24/70	101/370
Hours Per Year	1,736	52/70	253/370
FTEs (Full-Time Equivalencies per 10,000)	8	10/70	155/370
MLS (Master in Library Science) FTE	2	19/70	203/370
Adult Programs	139	18/70	126/370
Children's Programs	114	53/70	252/370
Meeting Room Usage	353	28/70	203/370



## **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 Oct. 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.

## Focus Group Results

The number in parenthesis is the number of focus groups that provided that response.

### How do you use the library?

Books (10)	Movies (10)	eBooks (8)	Computers (7)
Programs (6)	Audiobooks (5)	Book groups (5)	Databases (5)
OverDrive (5)	Museum passes (5)	Research (5)	Children's room (4)
Community meetings (4)	Interlibrary loan (4)	Library catalog (4)	Magazines (4)
Author programs (4)	Social venue (4)	Bulletin boards (3)	New books (3)
Newspapers (3)	Printers (3)	Children's programs (3)	Movies shown at the library(3)
Quite space (3)	Reading (3)	Reference assistance (3)	Rockport room (3)
Study space (3)	Wi-Fi (3)	Book donations (2)	View art (2)
Browsing stacks (2)	Disc repair (2)	Displays (2)	Field trips (2)
Gardens (2)	Genealogy (2)	Local information (2)	Music CDs (2)
Periodical room (2)	Device advice (2)	Puzzles (2)	Staff assistance (2)
Tax forms (2)	Volunteering (2)	Bathrooms	Biographies
Book club kits	Cookbooks	Mysteries	Children's books
Comfortable seating	Community displays	Contests	Copy machine
Countdown to Kindergarten	Free access to information	Reviewing books before buying	Universal Class
Wowbrary	Elevator	Fax machine	Craft group
Homework help	Information	Internet access	Learning
Literary criticisms	Dewey Decimal System	Play collection	Novelist
Story time	Readers' advisory	School summer reading	Summer reading program for adults
Tables			

### What types of information do you use library resources to find?

Genealogy (6)	Local history (5)	Biographies (3)	General information (3)
Homework resources (3)	Academic research (2)	Art (2)	History (2)
Professional research (2)	Readers' advisory (2)	Book series information	Community information
I do not use the library to find information	Election results	Book title information	History
Legal information	Martial arts	Medical Information	Movie information
Museum information	Musical scores	Recipes	Summer reading lists
Social studies	Spelling	Sports	Travel

Weather  
Current events

Astronomy  
Home building

Religion

Animals

### How do you see your information needs changing?

Do not see needs  
changing (4)  
Less use of databases

More online research (3)  
More free online

More eBooks (2)  
More complicated  
research

Faster access (2)

More education about  
what resources are  
available

More information on  
climate change

More connections  
between libraries

More current events  
research

Needs decreasing  
because more available  
online

More assistance  
navigating information

Maker spaces

### What will you need from the library in the next five years?

Meeting spaces (3)  
Maker space (2)

More eBooks (3)  
Access to current  
technology (2)

Young Adult area (3)  
Access to more new  
books (2)

3D printer (2)  
Additional hours (2)

Additional  
programming (2)  
Language instruction (2)

Shelving adjusted so  
that it is not so high (2)  
More audiobooks (2)

Shelving adjusted so  
that it is not so low (2)  
More books from  
outside of the  
consortium (2)

Home delivery (2)

More databases (2)

Morning hours (2)

Self-checkout (2)

Technology programs  
(2)

Young Adult programs  
(2)

A place that is  
comfortable and  
welcoming (2)

More book groups (2)

A new library that is one  
level

A place to fill a water  
bottle (not town water)

Skype station

Adaptive computer  
screens

Adaptive technology

Additional quiet space

Air conditioning

Another system other  
than grates to close  
library

Automatic doors

Better library catalog

Better paper cutter

Better way to shelve CDs

Drive up book return

Books and programs on  
a single topic

Books in print

Chrome books to check  
out

Device charging station

Displays for personal  
adult collections

DVDs available to the  
public  
eReaders that can be  
checked out

Easier access to  
articles/information  
Friday hours

Electric car charging  
station  
Hobby clubs

Eliminating high shelves  
in Children's Room  
Hold out and available  
to the public

Homework help  
volunteers

iPads

Job seeking workshops

Lecture series

Downloadable  
magazines

More downloadable  
music

More parking

Movies with closed  
captions

New furniture	New media area for Children's room	Options and solutions for age related issues	Police talking about frauds and scams
Programs for seniors	Programs highlighting local residents	Programs on databases	Programs on local history
Programs on technology	Programs on what the library offers	Promoting local clubs and organizations	Recycling
Redesigned entrance to the Children's room	Reference librarian	Solar panels	Soundproofing on the main level
Staff lounge	Staff space to work	Study rooms	Study rooms with projectors
Technology assistance	Video games	Wi-Fi for downtown	Workshops
Young Adult librarian	Large print books	Expanded Wi-Fi	More outdoor benches
Expanded community center role	In-house puzzles	Professional resources	Collaboration between the library and schools
Access to play collection	MLA database	More British and world literature collections	Books and services out in the community
More secondary sources	Friendly staff		

### What are your frustrations in using the library?

Hours (11)	Want earlier hours (6)	Want Friday hours (5)	Want added hours (3)
No teen space (3)	Building needs improvement (2)	Library Catalog (2)	Temperature of library (2)
Need consistent hours (2)	Need more space in the building (2)	Need teen programs (2)	Not enough parking (2)
Not knowing what the library has to offer (2)	Not enough open hours in the Rockport Room (2)	Library is noisy (2)	No drop box for movies, music and audiobooks
Not being able to use the library when programs are going on	Aisles are small	Books that are shelved, but not checked in	Budget resources
Building maintenance issues	Carpet is stained and worn	Discs are scratched	DVD collection is not user friendly
It is hard to get books for book group meetings	ILL requests are sometimes lost	Library needs signage outside	The location of the library in the center of town. Hard to get to in summer months.
Mystery room layout	Closing procedures	Need automatic doors	Need more communication with the public on why things change
Need more library displays	Need more mystery books	Need one key to get into the library	Need study room space
New books notebook should be sorted by title, not month	New book section is close to front desk, which get crowded	No air conditioning	No food policy
No way to track ILL	Not enough current	Not enough hours for	Phone system

requests Plastic covers on magazines are dirty Shelves are too high	movies Poor communication with town government Shelves are too low	staff Program times  Slow computers	Searching for ILLs  Staff are unaware of what is going on in book groups Computer area is noisy
Staff don't always wear name tags Too many places to find books	Staff PAC  Traffic pattern behind the circulation desk	Hard to get a library card Hard to search all electronic resources	When the library buys multiple copies of the same book Hard to borrow books without a library card
Wi-Fi is not good	Too many beach reads, want more classics and literary quality	Closing time is rushed	Need more programming (not just authors) Books missing in a series. Wait time for requested materials
Hard for children to get library cards  Need more communication When audio is available, but not print No segregated teen space	That school choice children cannot get Rockport Library cards Staff needs to be more welcoming Want key chain library cards	Need more current/new adult books  Staff needs to be more approachable Not enough variety in the music	

**Do you have any other suggestions for us?**

Have YA space more user friendly (2)	A book group where people talk about whatever they read	A café in the library	A guide to books about Rockport and by Rockport residents Book club for preteens
Staff recommendation shelf for patrons Carry all books in a series	Better use of reference shelves Coat rack/room	Billiards table  Comfortable lounging areas	Community services opportunities for children Expand social media presences and cross-promote programs
Coordinate with other community groups	Deliver program announcements to the Senior Center	Do not cut any hours that may exclude a group from using the library	Feel that the library is following its mission statement Have the library's annual report out at the library for the public
Faucets in the bathrooms don't run long enough Have book clubs for 21-30 year olds	Feature children's work done at schools Have book clubs at other locations	Features on different authors  Have movie group discussions	Keep the recent changes to the DVD policies
Have a junior friends group	Knitting and craft nights	Library cards given out to elementary school children	

Continue keeping the new books in one location	Like the shelves not being crammed full.	Like using the AV equipment	Maintain core titles
Maintain free programs	Paint and clean the library	Have more activities in the garden	Add more areas to have a conversation
More collaboration with community groups	More collaboration with the Rockport Art Association	More friendly staff in the children's room	More information on online resources
More outreach in the community	More seating in the garden area	Music concerts in the garden	More workspace in technical services
Mystery book group	Name tags	Need a teen space	Need drawers in technical services
Promote the school at the library	Publication of monthly book groups	Put library hours on everything we print	Patrons rely on staff for book suggestions
Rockport Room needs overhauls	Staff are friendly	Staff are knowledgeable	More staff training and enrichment
Times that the book groups meet makes them hard to attend	Update appearance on the main floor	Add video games	Website does not work on Microsoft Edge
More writers groups	Need younger staff members		

# Rockport Public Library Community Survey

The Rockport Public Library is currently developing a new plan of service. This short 25-question survey is an opportunity for you to comment on present Library services and tell us about those you would like to see in the future. Please take 10 minutes to answer the following questions and help us create a plan that will reflect the needs of the Rockport community. If you would prefer a paper survey you can get one at the library or call us at 978-546-6934 to have a copy mailed to you. You may also answer online at [www.rockportlibrary.org](http://www.rockportlibrary.org). Thank you for taking our survey.

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

- Daily       Monthly       Never (Skip to Question 20)
- Weekly       A few times per year

2 Library Hours: Please tell us how we can improve library hours.

Our current year round hours: Monday 1-8, Tuesday 1-5, Wednesday 1-8, Thursday 1-8, Friday Closed, Saturday 10-5, Sunday 1-5.

	Yes	No	No Opinion
I'd prefer that you have more hours in the spring/summer	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I'd prefer that you have more hours in the fall/winter	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I'd prefer that you open at the same time every weekday	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I'd prefer that you close the same time every weekday	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I'd prefer that you were open on Fridays	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I'd willingly pay higher taxes if the library was open more often	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

If you checked Yes to paying for more open hours, with the understanding that it will cost approximately \$4,099-\$4,373 per year in staff costs for each additional weekly hour we are open, how many additional hours per week would you like to see?



3 Library Hours: Please help us rearrange the library schedule - choose the ideal day and opening/closing times for your library visits.

	Opening Time	Closing Time
Monday	<input type="text"/>	<input type="text"/>
Tuesday	<input type="text"/>	<input type="text"/>
Wednesday	<input type="text"/>	<input type="text"/>
Thursday	<input type="text"/>	<input type="text"/>
Friday	<input type="text"/>	<input type="text"/>
Saturday	<input type="text"/>	<input type="text"/>
Sunday	<input type="text"/>	<input type="text"/>

Other (please specify)

4 Services: How satisfied are you with the quality of our services?

	Very Satisfied	Satisfied	Somewhat Satisfied	Not Satisfied	No Opinion/No Experience
Staff experience and expertise	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Meeting rooms	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<a href="#">Museum passes</a>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Library outreach to home bound residents	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Reference help	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Inter-Library loan	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Book club kits	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Telescope lending program	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Disc cleaning service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Community puzzles	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
A quiet space	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
A social space	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Library catalog ( <a href="https://rockport.mvlc.org">https://rockport.mvlc.org</a> )	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Library website ( <a href="http://www.rockportlibrary.org">www.rockportlibrary.org</a> )	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Wowbrary (accessible at <a href="http://www.rockportlibrary.org">www.rockportlibrary.org</a> )	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<a href="#">Online research databases</a>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<a href="#">Online genealogy resources</a> (Ancestry.com, HeritageQuest, American Ancestors)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Online continuing					

5 Services: Are there other services not mentioned above that you would like to see the library offer?

6 Library Website: What are the reasons you use the library website? Check all that apply.

- |  |   |  |
|--|---|--|
| <input type="checkbox"/> Check when the Library is open  | <input type="checkbox"/> Directions to the library      | <input type="checkbox"/> Access ebooks, audiobooks, downloadable music, or downloadable movies |
| <input type="checkbox"/> Use online research tools   | <input type="checkbox"/> Local history                  | <input type="checkbox"/> General research  |
| <input type="checkbox"/> Check program schedule  | <input type="checkbox"/> Contact Library staff/trustees | <input type="checkbox"/> Access databases  |
| <input type="checkbox"/> Program information   | <input type="checkbox"/> Read a Library policy          | <input type="checkbox"/> Access journals/newspapers  |
| <input type="checkbox"/> Browse the Library catalog  | <input type="checkbox"/> View new materials             | <input type="checkbox"/> Reserve a museum pass   |
| <input type="checkbox"/> Use the Library catalog to renew material, place holds or manage your account |   |  |

Other (please specify)

7 Library Website: What specific improvements would you like to see made to the library's website?

8 Programs: How satisfied are you with the quality of our programs?

	Very Satisfied	Somewhat Satisfied	Not Satisfied	No Opinion/No Experience
Adult programs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Teen programs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Children's programs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Comments on our programs

9 Programs: How satisfied are you with the number of programs we offer? Would you like to see more offerings?

	Yes	No	No Opinion/No Experience
I would like you to hold more children's programs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I would like you to hold more teen programs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I would like you to hold more adult programs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

If you answered yes, please tell us about the types of programs you are interested in.

10 Programs: How do you find out about library programs? Check as many as applies.

- Word of mouth
- Bookmarks within the library
- [Facebook](#)
- [Twitter](#)
- [Online monthly newsletter](#)
- Local newspapers
- [Instagram](#)
- Cape Ann TV
- Library fliers within the library
- School announcements
- Library fliers outside of the library
- [Library website](#)
- Other (please list)

11 Programs: How would you like the library to communicate with you about upcoming programs?

12 Building and Grounds: How satisfied are you with the Library building and grounds?

	Very Satisfied	Satisfied	Somewhat Satisfied	Not Satisfied	No Opinion/No Experience
Children's area (second level)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Teen area (main level)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Adult computer area (main level)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Rockport room (local history room - lower level)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Main desk area (main level)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Franz's room/mystery collection area (main level)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Alice & Bill Worden room/periodical area (main level)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Peggy Dirk Brenner room/large meeting room (second level)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Trustees room/small meeting room (second level)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Working space	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

13 Buildings and Grounds: Is there anything we can do to make the Library more accessible and easier to navigate for individuals and families?

- Yes
- No
- No Opinion/No Experience

If yes, please tell us more



14 Collections: How satisfied are you with the quality of our collections?

	Very Satisfied	Satisfied	Somewhat Satisfied	Not Satisfied	No Opinion/No Experience
Downloadable ebooks ( <a href="#">OverDrive</a> , <a href="#">Safari</a> , <a href="#">TumbleBooks</a> )	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Downloadable audiobooks ( <a href="#">OverDrive</a> )	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Streaming movies ( <a href="#">OverDrive</a> )	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Downloadable music ( <a href="#">Freegal</a> )	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Adult books	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Adult audiobooks	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Adult playaways	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Large print books	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Reference materials	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Local history materials	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Adult magazines and newspapers	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Adult and family DVDs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

15 Staff

	Yes	Sometimes	No
Are they knowledgeable?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Are they welcoming?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Are they approachable?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Are they available when needed?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Are they friendly and courteous?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Are they understanding of your needs?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Comments on our staff

16 Staff: Which of the following types of staff assistance are you most likely to use at the library? Choose all that apply.

- |   |  |  |
|---|--|--|
| <input type="checkbox"/> Assistance with checking out or renewing library materials | <input type="checkbox"/> Job search or small business support                                    | <input type="checkbox"/> Consumer research (health, finance, how-to)                       |
| <input type="checkbox"/> Reading, listening, and viewing recommendations            | <input type="checkbox"/> Local history and genealogy assistance                                  | <input type="checkbox"/> Instructional services (homework help, computer assistance, etc.) |
| <input type="checkbox"/> Reference and research services                            | <input type="checkbox"/> Accessing government services (tax help, citizenship preparation, etc.) | <input type="checkbox"/> I prefer to find Library resources by myself                      |

Other (please specify)

17 Technology: Which of the library's technology resources do you use? Check all that apply.

- |                                       |  |   |
|---------------------------------------|--|---|
| <input type="checkbox"/> Computers    | <input type="checkbox"/> Fax machine     | <input type="checkbox"/> Wireless internet access |
| <input type="checkbox"/> Printers     | <input type="checkbox"/> Scanner         |   |
| <input type="checkbox"/> Copy machine | <input type="checkbox"/> Internet access |   |

Are there any technology resources not mentioned above that you would like to see the library offer?

18 Library Use: What does the Rockport Public Library offer that you value the most?

19 Library Use: If the Rockport Public Library could do one thing to improve your experience, what would it be?

20 Library Use: If you do not visit or use library services, why not? Check all that apply

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

21 About You: Age Range

- Under 12     35-44     65-74  
 12-17     45-54     75+  
 18-34     55-64

22 About You: Are you a Rockport resident, Cape Ann resident, non-resident Rockport property owner or other visitor? Please choose one.

- Rockport resident     Cape Ann resident     Non-resident Rockport property owner  
 Other (please specify)

23 About You: Do you have internet access at home?

- Yes  
 No

24 About You: Do you currently download ebooks from the library or any other source? This can be onto a Kindle, Nook, iPhone, Android, iPad, tablet, computer, or any other device.

Yes

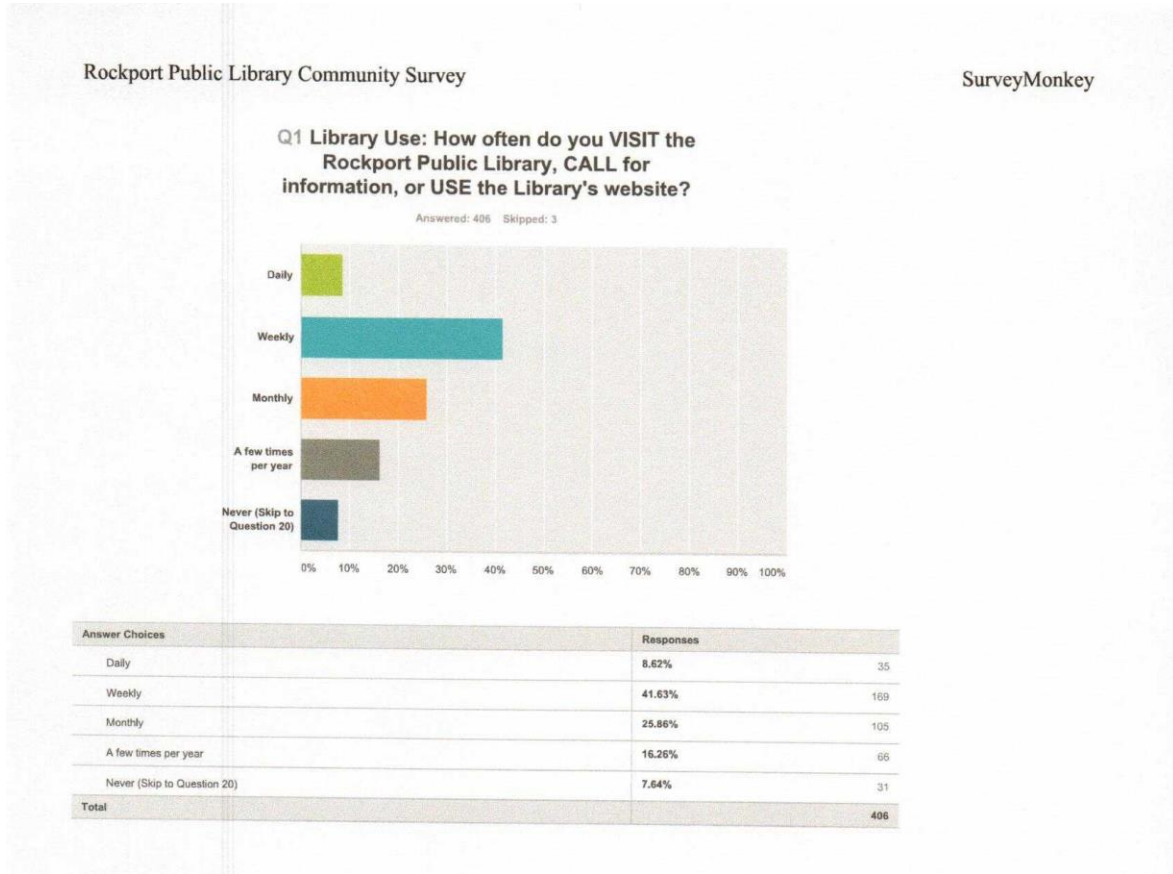
No

Where do you get most of your ebooks from?

25 Is there anything else you'd like to add or have us address?

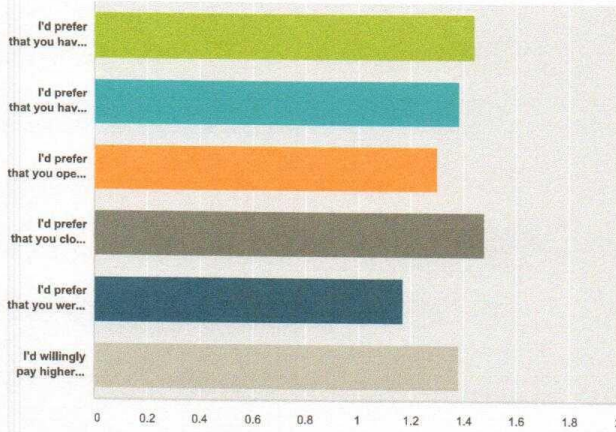
Thank you for responding - your input is very much appreciated! If you have requested a paper copy instead of answering online, please return it to the Library at 17 School Street, Rockport MA 01966, or return it to the library any time. Use the book drop if we are not open. Please feel free to contact Library Director Cindy Grove if you have any questions at 978-546-6934 or [cgrove@rockportlibrary.org](mailto:cgrove@rockportlibrary.org)

# Community Survey Results



**Q2 Library Hours: Please tell us how we can improve library hours. Our current year round hours: Monday 1-8, Tuesday 1-5, Wednesday 1-8, Thursday 1-8, Friday Closed, Saturday 10-5, Sunday 1-5.**

Answered: 376 Skipped: 33



	Yes	No	No Opinion	Total	Weighted Average
I'd prefer that you have more hours in the spring/summer	33.53% 116	26.01% 90	40.46% 140	346	1.44
I'd prefer that you have more hours in the fall/winter	39.08% 136	23.56% 82	37.36% 130	348	1.38
I'd prefer that you open at the same time every weekday	39.53% 136	17.15% 59	43.31% 149	344	1.30
I'd prefer that you close the same time every weekday	29.24% 100	27.19% 93	43.57% 149	342	1.48
I'd prefer that you were open on Fridays	57.91% 205	12.15% 43	29.94% 106	354	1.17
I'd willingly pay higher taxes if the library was open more often	42.25% 150	26.20% 93	31.55% 112	355	1.38

#	If you checked Yes to paying for more open hours, with the understanding that it will cost approximately \$4,099-\$4,373 per year in staff costs for each additional weekly hour we are open, how many additional hours per week would you like to see?	Date
1	Possibly close Tuesday - open Friday? 3-7 or?	9/25/2016 2:43 PM
2	Prefer you open a half-day on Friday	9/19/2016 1:46 PM
3	12	9/19/2016 1:01 PM
4	5 hr.	9/14/2016 3:41 PM
5	1 or 2 hours	9/13/2016 2:27 PM
6	The hours the library is open work well for working people. Staying open Wed & Thu til 8 p.m. is a great convenience.	9/13/2016 2:02 PM
7	Hours are perfect.	9/13/2016 1:31 PM
8	3 hours	9/13/2016 11:53 AM
9	Friday 1 - 8 p.m.	9/13/2016 11:31 AM
10	Please open on Fridays.	9/13/2016 11:08 AM
11	5 hours. If Friday was available (1-6) and 8 hours if Tuesday hours were extended to 8 p.m.	9/13/2016 11:02 AM
12	Six	9/7/2016 6:58 PM
13	5 -10	9/7/2016 6:11 PM



## Rockport Public Library Community Survey

SurveyMonkey

14	7 days a week opening - but shorter more consistent hours so available daily.	9/6/2016 5:49 PM
15	Opening Friday afternoon would be good	9/6/2016 5:40 PM
16	I would like some hours on Fridays, perhaps in place of one of the late nights. Also, perhaps, one or two mornings per week.	9/6/2016 3:23 PM
17	What about volunteers? Fri: 1-5 p.m.	9/6/2016 3:17 PM
18	15	9/6/2016 3:08 PM
19	2-5 hours a week	9/6/2016 3:02 PM
20	Open and close earlier on two weekdays	9/6/2016 2:41 PM
21	Would like to see library opened on Friday from 1 - 8 p.m.	9/6/2016 2:25 PM
22	10	9/5/2016 7:34 PM
23	5	9/3/2016 5:55 PM
24	4 hours on Friday	9/3/2016 1:50 PM
25	I would need to know how much it would cost me as a taxpayer. I don't mind an extra \$50-\$100 a year though. Also I would rather you be open Friday than Sunday.	9/3/2016 1:38 PM
26	I think the current hours are great	9/3/2016 1:11 PM
27	Friday 1-5, 4 hr.	9/3/2016 12:52 PM
28	4 to 7	9/2/2016 9:38 AM
29	Open longer on Saturday busy day.	9/1/2016 5:44 PM
30	At least some hours on Friday and a weekday opening	9/1/2016 2:01 PM
31	Morning hours (8 and onward would be helpful).	9/1/2016 1:59 PM
32	I like the current library schedule.	9/1/2016 1:51 PM
33	4 Hours	9/1/2016 9:37 AM
34	Friday hours -- perhaps same as Tuesday/Sunday	8/31/2016 9:57 PM
35	At least 12	8/31/2016 3:39 PM
36	9 more hours per week	8/30/2016 10:21 PM
37	Open every day Sun-Sat 9-5	8/30/2016 8:53 PM
38	Our library is one of our most important resources. We would go more often if it was open in the mornings and on Fridays as well.	8/30/2016 5:10 PM
39	At least a few	8/30/2016 4:04 PM
40	every day including friday 1 till 8pm, weekends 10am till 8pm	8/30/2016 3:01 PM
41	The hours are good as they are now	8/29/2016 6:34 PM
42	Maybe open one weekday at 10	8/29/2016 6:29 PM
43	Friday 1-5	8/29/2016 6:15 PM
44	Number needed to allow for response to question #3	8/29/2016 6:08 PM
45	Not sure why higher taxes are needed to fund such a small amount of money! Town should find funds somewhere to add to staff.	8/29/2016 5:59 PM
46	Close on Sunday	8/29/2016 5:48 PM
47	Four	8/29/2016 5:05 PM
48	Six, one additional hour for each day	8/29/2016 4:49 PM
49	Mon-Thurs 1-8; Fri 1-5; Sat 10-2	8/29/2016 4:40 PM
50	M-Sunday! All day!!!	8/29/2016 4:34 PM
51	Friday 1-5	8/29/2016 3:37 PM
52	1) 3 hours Friday afternoon, but see # 3. 2) Also, local history & Genealogy - when is it actually open?!	8/28/2016 2:43 PM
53	I'd like to see the hours rearranged so that there are some weekday morning hours.	8/28/2016 2:13 PM
54	5 hr.	8/27/2016 11:37 AM
55	Hours are great!	8/27/2016 11:06 AM
56	6 - 8	8/26/2016 2:43 PM
57	10 hours	8/25/2016 6:35 PM
58	Week day - 3 hours in a.m.	8/25/2016 6:16 PM
59	13 1/2 hours	8/25/2016 2:51 PM
60	10 or so more hours per week ( a couple weekday mornings)	8/25/2016 2:27 PM
61	Make more hrs for those who work [unreadable] !	8/25/2016 2:12 PM

## Rockport Public Library Community Survey

SurveyMonkey

62	Always open at 11 a.m.	8/25/2016 1:28 PM
63	10	8/25/2016 12:15 PM
64	0	8/24/2016 10:50 PM
65	Friday 1-5	8/24/2016 2:25 PM
66	My first preference is raise the existing salaries of all our underappreciated library staff members. I am used to the current schedule, though it would be nice to have more hours.	8/24/2016 2:06 PM
67	I would like to AM hours 1-2times a week, other than just on Sat.	8/24/2016 10:06 AM
68	2-3	8/23/2016 8:42 PM
69	12	8/22/2016 12:03 PM
70	8	8/22/2016 11:11 AM
71	10 - 8 M thru Sat. Sun 1 to 5	8/21/2016 2:51 PM
72	I woud prefer one weekday opening at 10:00 or 11:00 am.	8/21/2016 2:38 PM
73	12 more hours - weekly 10-8; Keep Sat. + Sun. the same	8/21/2016 2:09 PM
74	10-8 Mon-Thurs, 10-5 on Friday	8/20/2016 7:59 PM
75	At least a few mornings a week	8/20/2016 2:31 PM
76	72	8/20/2016 2:20 PM
77	10	8/20/2016 11:21 AM
78	3	8/19/2016 3:08 PM
79	This set of questions would be better asked in a LIKERT Scale so that you could better identify what changes are truly needed/wanted - that said, the library needs more morning hours.	8/18/2016 4:59 PM
80	4-6 hours	8/17/2016 2:16 PM
81	3 hours. FRIDAY 4 - 7 Pm	8/17/2016 2:05 PM
82	5 hrs.	8/17/2016 1:58 PM
83	A vibrant library is a key part of a vibrant town. I am willing to pay for morning hours.	8/16/2016 4:56 PM
84	RPL does a wonderful job of managing hours, staff, resources. If Tuesday could have Sat. hrs. that would be wonderful.	8/16/2016 4:25 PM
85	some weekday morning hours	8/14/2016 2:05 PM
86	0	8/13/2016 3:14 PM
87	8 hours so would be open on Fridays	8/13/2016 2:19 PM
88	12 hours	8/12/2016 9:26 PM
89	15	8/11/2016 1:41 PM
90	4	8/10/2016 9:17 PM
91	6 ~	8/10/2016 4:26 PM
92	12-15 hr/week more	8/10/2016 4:16 PM
93	At least 5 (for Friday) and I'd love to see some morning hours too so maybe a total of 25 more hours. If my taxes increased \$300-400, it would be well worth it as I am a heavy library user. This is a place I'd like my taxes to go (over many other uses).	8/10/2016 4:06 PM
94	5 hrs.	8/10/2016 3:07 PM
95	Five. see below for schedule.	8/10/2016 2:12 PM
96	open at 10 during the week	8/9/2016 3:46 PM
97	Fine. Well, it'd be much easier to remember.	8/9/2016 10:00 AM
98	5	8/9/2016 5:48 AM
99	4	8/8/2016 3:54 PM
100	As many as necessary. Perhaps, you could charge \$1/person to watch a good movie.	8/8/2016 9:38 AM
101	50	8/7/2016 11:13 PM
102	Change some hours to open earlier. But stay open the same amount of hours in total.	8/7/2016 4:32 PM
103	"0"	8/7/2016 4:04 PM
104	3	8/6/2016 1:10 PM
105	7 or more	8/5/2016 5:56 PM
106	30	8/5/2016 1:11 PM
107	5	8/5/2016 12:51 PM
108	5	8/5/2016 9:32 AM
109	5	8/5/2016 8:31 AM

## Rockport Public Library Community Survey

SurveyMonkey

110	6	8/4/2016 11:28 PM
111	4 more on Friday	8/4/2016 5:54 PM
112	I would like 15 more hours per week	8/4/2016 5:39 PM
113	Tuesday 1-8	8/4/2016 5:21 PM
114	more morning hours during business hours, evenings for student doing homework	8/4/2016 3:12 PM
115	10	8/3/2016 1:43 PM
116	open everyday	8/3/2016 11:57 AM
117	Mornings and Fridays	8/2/2016 3:45 PM
118	20-25	8/2/2016 1:41 PM
119	8-20	8/2/2016 11:39 AM
120	morning hours are necessary	8/2/2016 8:04 AM
121	Noon opening would be good	8/2/2016 6:04 AM
122	5	8/1/2016 4:12 PM
123	Open at 10 am and open 10-5 Friday	8/1/2016 1:39 PM
124	i would like at least 2 weekday mornings added	7/29/2016 11:25 AM
125	Even an extra five hours a week would be huge. We especially use the library at up to 8PM at night. Additionally, our children ask EVERY Friday to go to library specifically to rent movies for Friday night. Once the school year starts up our children don't have as much time for the library. Less hours in the winter makes sense.	7/28/2016 6:17 PM
126	8 More	7/28/2016 5:59 PM
127	enough for morning and Friday hours	7/28/2016 8:54 AM
128	4 hrs. - + 3 hr -> 1-5 on Tuesday is not long enough = 1-8 +1hr -> add 1 hr on Sun = 1-6 = 4 hrs.	7/27/2016 1:45 PM
129	I'm basically happy with the schedule.	7/27/2016 1:25 PM
130	4	7/27/2016 7:15 AM
131	Atleast Friday afternoon into night	7/26/2016 6:40 PM
132	12	7/25/2016 11:19 AM
133	I work the same hours the library is open during the week, would like it open one morning a week at least.	7/24/2016 9:02 PM
134	12	7/24/2016 3:12 PM
135	10-20	7/23/2016 6:04 PM
136	8 eight	7/23/2016 3:22 PM
137	5 hours	7/21/2016 5:15 PM
138	7	7/21/2016 3:01 PM
139	the hours are just fine the way they are	7/20/2016 11:16 AM
140	8	7/19/2016 7:36 PM
141	7 hours	7/19/2016 4:48 PM
142	Close Monday. Tues through Fri 2-8. Sat 10-5 Sun 1-5	7/19/2016 4:32 PM
143	8	7/18/2016 10:45 PM
144	as many as needed for morning hours	7/18/2016 7:10 PM
145	4-6	7/18/2016 6:43 PM
146	3	7/18/2016 6:35 PM
147	12 (to allow for morning hours at least 3 weekday days)	7/18/2016 6:07 PM
148	6	7/18/2016 5:54 PM
149	Would like to see library open one morning during the week	7/18/2016 4:52 PM
150	3 hours	7/18/2016 4:44 PM
151	5	7/17/2016 10:20 PM
152	8	7/17/2016 6:57 PM
153	four hours	7/17/2016 2:25 PM
154	15	7/17/2016 12:52 PM
155	10	7/17/2016 10:28 AM
156	5 hours on Friday	7/17/2016 8:03 AM
157	It would be nice to have the library open on a weekday morning even if that would mean closing earlier one day.	7/16/2016 7:37 PM

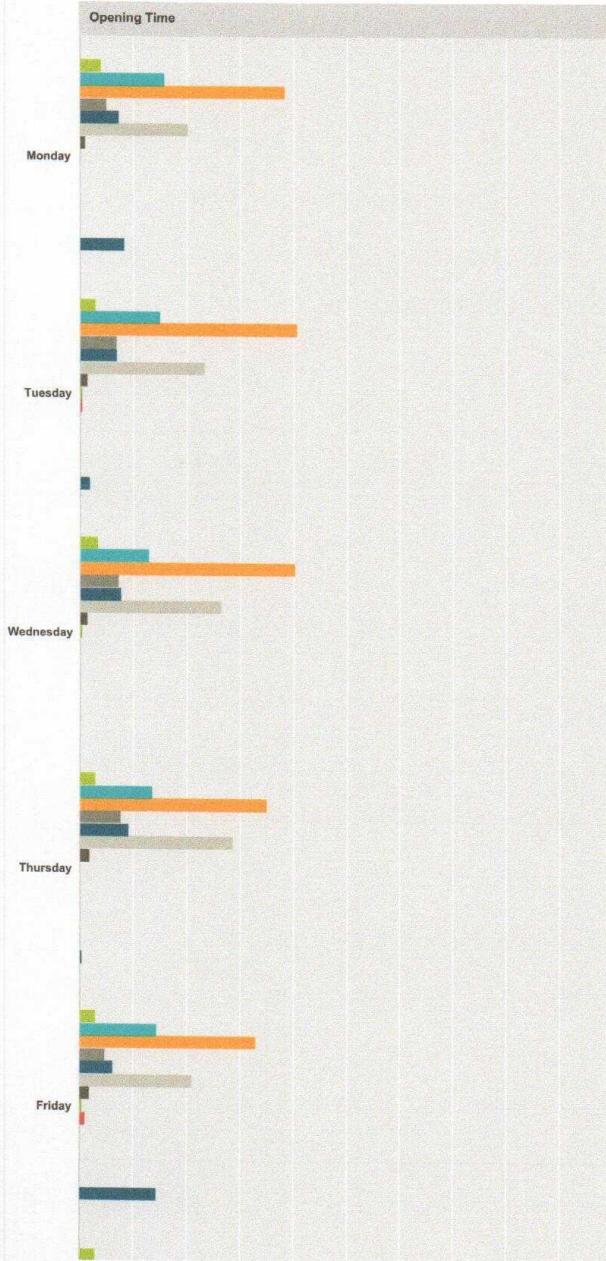
## Rockport Public Library Community Survey

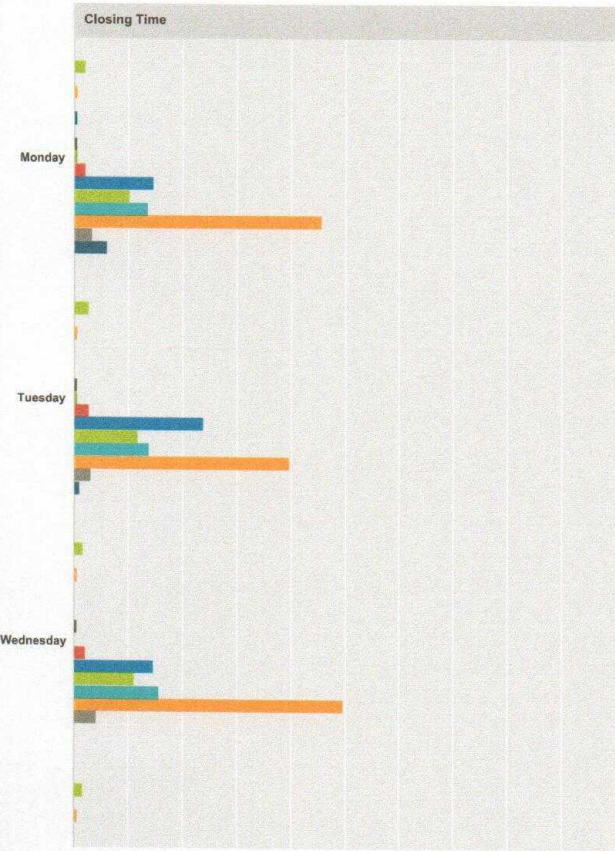
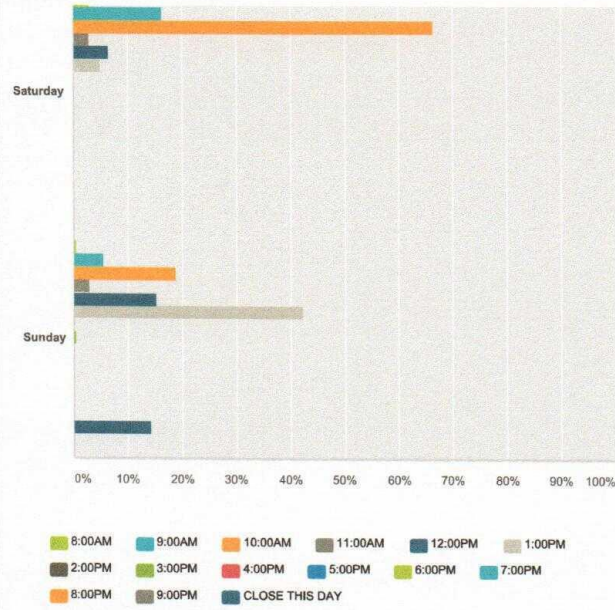
SurveyMonkey

158	No idea how that cost would impact my taxes. I work from home and would love to work quietly some days at the library. But my work day ends at 1 when my kids get home from preschool, so I've never been able to use the library in the morning. (I often need to refer to books for my work, so the library would be a great work space for me.) Also, it would be so nice to be able to bring my kids into the library some mornings. But this is still a hard question to answer since the dollar amount above means nothing to me in terms of how it would affect my taxes. There are so many respondents that will immediately say no to additional taxes. But if it's only a small amount each month, they might feel different. I tend to think the question will not yield accurate responses.	7/15/2016 6:24 AM
159	5 hours on Friday afternoons	7/14/2016 8:27 PM
160	morning hours please!!	7/14/2016 7:12 PM
161	as many as necessary	7/14/2016 5:51 PM
162	The library is such an incredible resource for my young family. It's a place of discovery, meeting place + so much more. The more hours, the better!	7/14/2016 5:16 PM
163	more morning hours would be helpful for families with young children	7/14/2016 4:50 PM
164	Opening at 1 & closing on Fridays is ridiculous & not at all user friendly.	7/14/2016 2:46 PM

**Q3 Library Hours: Please help us rearrange the library schedule - choose the ideal day and opening/closing times for your library visits.**

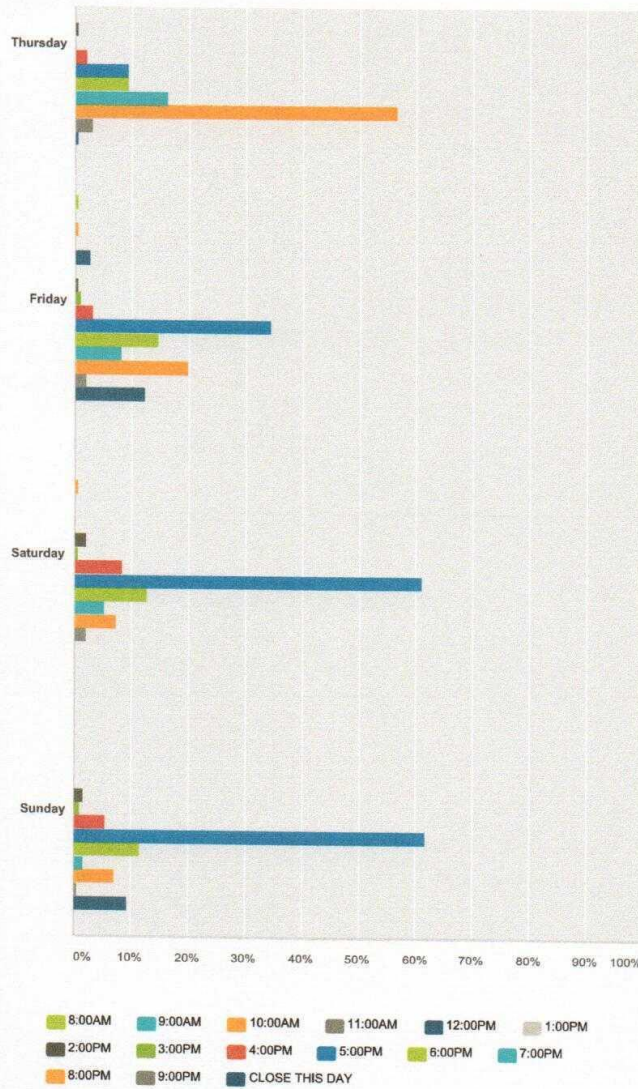
Answered: 235 Skipped: 174





Rockport Public Library Community Survey

SurveyMonkey



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	3.94% 8	15.76% 32	38.42% 78	4.93% 10	7.39% 15	20.20% 41	0.99% 2	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00% 0	8.37% 17	203
Tuesday	2.91% 6	15.05% 31	40.78% 84	6.80% 14	6.80% 14	23.30% 48	1.46% 3	0.49% 1	0.49% 1	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00% 0	1.94% 4	206
Wednesday	3.37% 7	12.98% 27	40.38% 84	7.21% 15	7.69% 16	26.44% 55	1.44% 3	0.48% 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	208
Thursday	2.93% 6	13.66% 28	35.12% 72	7.80% 16	9.27% 19	28.78% 59	1.95% 4	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.49% 1	205
Friday	2.87% 6	14.35% 30	33.01% 69	4.78% 10	6.22% 13	21.05% 44	1.91% 4	0.48% 1	0.96% 2	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00% 0	14.35% 30	209
Saturday	2.97% 6	16.34% 33	66.34% 134	2.97% 6	6.44% 13	4.95% 10	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00% 0	202

Rockport Public Library Community Survey

SurveyMonkey

	0.49%	5.42%	18.72%	2.96%	15.27%	42.36%	0.00%	0.49%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	14.29%	203
Sunday	1	11	38	6	31	86	0	1	0	0	0	0	0	0	29	
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	2.17%	0.00%	0.54%	0.00%	0.54%	0.00%	0.54%	0.54%	2.17%	14.67%	10.33%	13.59%	45.65%	3.26%	5.98%	184
Tuesday	2.65%	0.00%	0.53%	0.00%	0.00%	0.00%	0.53%	0.53%	2.65%	23.81%	11.64%	13.76%	39.68%	3.17%	1.06%	189
Wednesday	1.57%	0.00%	0.52%	0.00%	0.00%	0.00%	0.52%	0.00%	2.09%	14.66%	10.99%	15.71%	49.74%	4.19%	0.00%	191
Thursday	1.67%	0.00%	0.52%	0.00%	0.00%	0.00%	0.52%	0.00%	2.09%	9.42%	9.42%	16.23%	56.54%	3.14%	0.52%	191
Friday	0.54%	0.00%	0.54%	0.00%	2.69%	0.00%	0.54%	1.08%	3.23%	34.41%	14.52%	8.06%	19.89%	2.15%	12.37%	186
Saturday	0.00%	0.00%	0.53%	0.00%	0.00%	0.00%	2.11%	0.53%	8.42%	61.05%	12.63%	5.26%	7.37%	2.11%	0.00%	190
Sunday	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	1.65%	1.10%	5.49%	61.54%	11.54%	1.65%	7.14%	0.55%	9.34%	182

#	Other (please specify)	Date
1	A little quirky but I like the hours. We have them posted at home	9/24/2016 2:42 PM
2	One day a week, open at 11.	9/24/2016 11:18 AM
3	Since I live close to the library and am retired, changing hours is not an issue for me.	9/19/2016 1:52 PM
4	I'd like the hours the same daily - morning hrs. included and only open one evening later - no Sunday hours	9/17/2016 11:57 AM
5	Open at 10 or 11	9/13/2016 2:20 PM
6	Keep as is	9/13/2016 2:02 PM
7	OK as is--see previous comment re: Friday	9/13/2016 11:31 AM
8	I work out of town so I need evening hours during week to get to library & weekend hours. However 3 nights a week is sufficient during week & maybe day hours would be good for families w/kids.	9/7/2016 6:50 PM
9	Close on Sundays. Open on Fridays.	9/7/2016 6:21 PM
10	Fridays are essential - best day to load up on books, movies for the weekend!	9/6/2016 9:37 PM
11	Studies of usage would better answer this than I can	9/6/2016 6:06 PM
12	Closing time would best be determined by volume of patrons in evening hours. I think it goes down a lot after 6 p.m.	9/6/2016 5:40 PM
13	The current other is fine.	9/6/2016 3:12 PM
14	I like the early & late closing times; I am used to the hours from the past budget cuts.	9/6/2016 2:47 PM
15	Any ONE week day AM be helpful	9/6/2016 2:34 PM
16	We understand this is not feasible without budget - but it would be ideal	9/6/2016 2:18 PM
17	Overall closing time is less important than that you are open at least a few mornings!! Why aren't you! Who's there at 7 pm.?	9/3/2016 1:38 PM
18	I think it is fine as is.	9/3/2016 1:19 PM
19	no change in hours	9/1/2016 1:51 PM
20	VERY IMPORTANT TO BE OPEN FRIDAYS! THAT IS WHEN WE ALL WANT TO GET READING/MOVIES FOR THE WEEKEND!!!!!!!	9/1/2016 9:16 AM
21	Current times are fine, but would like Friday hours	8/31/2016 9:57 PM
22	N/A	8/30/2016 2:45 PM
23	I would prefer that instead of opening 1-8 three days a week that one of those weekdays be 10-5 or add one morning a week - maybe on Fridays.	8/29/2016 5:59 PM
24	Total 35 hours	8/29/2016 5:48 PM
25	Any closing time weekdays. Any opening and any closing Sat & Sun	8/29/2016 5:39 PM
26	= same number total hours	8/29/2016 4:40 PM
27	7-11	8/29/2016 4:34 PM
28	This is difficult to understand without knowing the community needs. I'd like to see the library open on weekday mornings and Friday. Is Sunday a heavy usage day?	8/28/2016 2:13 PM
29	If you can't afford that many hours, close Mondays	8/27/2016 12:18 PM
30	M-Th 1 - 8 would seem appropriate	8/27/2016 11:27 AM



## Rockport Public Library Community Survey

SurveyMonkey

31	If you have to close earlier than 8:00 during the week to open earlier. Example: open @ 12 noon - close @ 7:00	8/27/2016 11:21 AM
32	Closed on Mondays	8/26/2016 2:43 PM
33	Could volunteers help to add hours at no extra cost? (This comment by Nancy Delaney)	8/25/2016 6:35 PM
34	Responder indicates 5 or 6 as closing time on Friday	8/25/2016 6:16 PM
35	Close on Monday - open on Friday. Endless times I've wanted to go to Lib. on a Friday	8/25/2016 2:26 PM
36	Tuesday hours open - 9 a.m.-8 p.m.	8/25/2016 2:12 PM
37	Happy with current hours.	8/25/2016 1:50 PM
38	I'm used to the hours just the way they are. I like the fact that the library is open on Sundays.	8/25/2016 1:45 PM
39	Current hours are fine.	8/24/2016 9:17 PM
40	Keep it the same.	8/24/2016 4:01 PM
41	Ok now, use website mostly	8/24/2016 1:12 PM
42	Add morning hours	8/24/2016 1:05 PM
43	earlier on weekdays, weekends are okay	8/24/2016 12:59 PM
44	One or two days a week have earlier hours (for example 8-3)	8/23/2016 11:40 AM
45	9:30-8:00 in the summer is good because people have busier schedules; having more library hours makes it easier to fit library visits into peoples schedules. In the winter its okay to have less hours because schedules are simpler and more flexible.	8/22/2016 9:56 AM
46	Friday is a very important day to be open in my opinion. Many people get into town of Friday	8/21/2016 11:17 AM
47	Variable openings and closings seem to work best for me	8/20/2016 11:19 AM
48	I don't think Fridays (or one other day) being closed is a negative - since SF Library is closed on Saturdays but you guys are open!	8/18/2016 4:59 PM
49	more "coffeehouse" activities in the pm - include boardgames, family night, craft night story times	8/17/2016 1:44 PM
50	I just think it's be great to have one or two morning openings. It's difficult to deal with all the town traffic after!!	8/17/2016 1:30 PM
51	if one day closed, prefer it would be Sunday.	8/16/2016 4:36 PM
52	Close Sundays Memorial Day - Labor Day	8/10/2016 9:17 PM
53	1-6 everyday	8/10/2016 4:30 PM
54	Just stating would like it to be open earlier	8/10/2016 4:16 PM
55	I realize this is asking A LOT of a small community. Obviously, I am coping with current conditions.	8/10/2016 4:06 PM
56	If adding 5 hours is not feasible, open at noon on Tuesdays and Thursdays and at 2 on Sundays.	8/10/2016 2:12 PM
57	no problem with working around library hours	8/7/2016 9:10 AM
58	More hrs Sat so can close on Sun; constant closing times	8/4/2016 8:16 PM
59	varied hours would be fine	8/4/2016 3:12 PM
60	Close on Monday rather than Friday. Hours are fine	8/4/2016 1:10 PM
61	Difficult w/o knowing how many patrons per day now.	8/3/2016 1:43 PM
62	Summer schedule -> Open earlier on weekdays!!	8/1/2016 4:36 PM
63	morning hours are really important with young kids	8/1/2016 4:12 PM
64	i think the library should be open in the mornings some weekdays	7/29/2016 11:25 AM
65	My actual preference would be a 10-8 schedule M-F, but it's probably unrealistic	7/28/2016 5:59 PM
66	I tend to often go to the Gloucester Library because they are open all day.	7/28/2016 11:27 AM
67	no opinion	7/27/2016 1:55 PM
68	Or - 1-8 on T,W,Th,F 10-5 on Sat and 1-6 on Sunday	7/27/2016 1:45 PM
69	I'm happy with it as it is.	7/27/2016 1:25 PM
70	Open earlier in summer during school vacation	7/24/2016 10:01 PM
71	No closed days	7/23/2016 6:04 PM
72	It takes a bit of time to become accustomed to the closed Fridays as a new resident. However, it is easy to plan around one closed weekday.	7/21/2016 5:01 PM
73	Same as now plus 1-5 Friday	7/18/2016 6:43 PM
74	AM opening times for the children's library preferred	7/18/2016 6:07 PM
75	hours are fine with the exception of being open one morning (9 or 10) a week	7/18/2016 4:52 PM
76	There should be one other day with morning hours.	7/18/2016 8:28 AM
77	During the school year, Sunday hours might be helpful.	7/17/2016 10:20 PM
78	9-midnight m-F	7/16/2016 10:28 PM

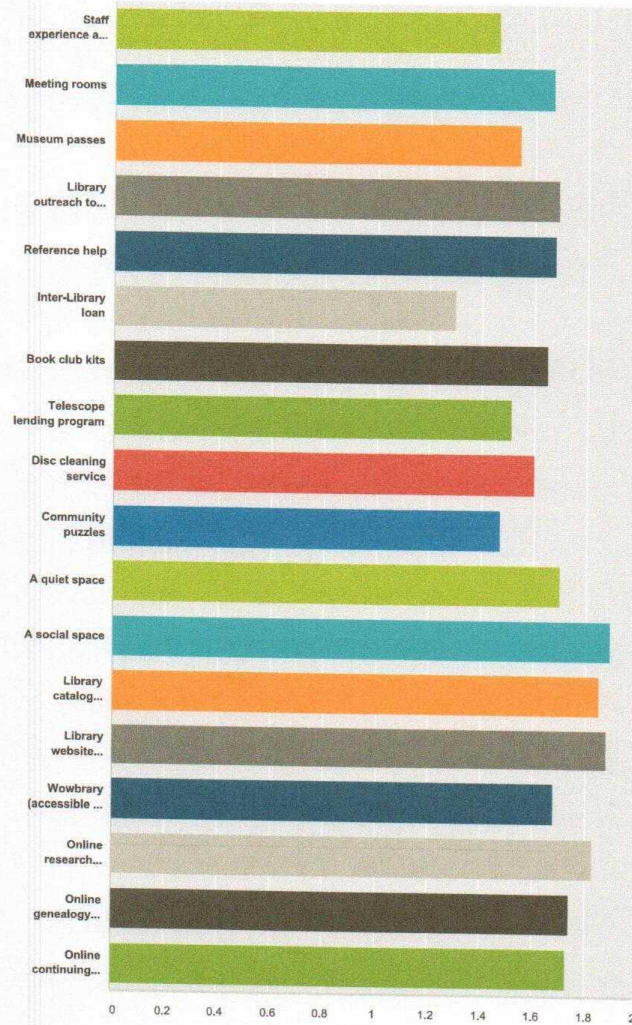
## Rockport Public Library Community Survey

SurveyMonkey

79	Some morning hours would be great!	7/15/2016 8:11 AM
80	Some mornings (doesn't have to be all) and Fridays.	7/15/2016 6:24 AM

**Q4 Services: How satisfied are you with the quality of our services?**

Answered: 377 Skipped: 32



	Very Satisfied	Satisfied	Somewhat Satisfied	Not Satisfied	No Opinion/No Experience	Total	Weighted Average
Staff experience and expertise	63.37% 237	26.20% 98	7.49% 28	1.34% 5	1.60% 6	374	1.46
Meeting rooms	31.44% 116	28.46% 105	6.50% 24	1.36% 5	32.25% 119	369	1.67
Museum passes	39.39% 143	22.31% 81	5.23% 19	1.38% 5	31.68% 115	363	1.54
Library outreach to home bound residents	9.32% 34	6.03% 22	1.10% 4	1.37% 5	82.19% 300	365	1.69

## Rockport Public Library Community Survey

SurveyMonkey

Reference help	34.15%	24.59%	7.92%	2.19%	31.15%			1.68
	125	90	29	8	114	366		
Inter-Library loan	61.66%	19.30%	1.88%	0.54%	16.62%			1.30
	230	72	7	2	62	373		
Book club kits	7.18%	5.25%	1.66%	0.28%	85.64%			1.65
	26	19	6	1	310	362		
Telescope lending program	6.30%	3.56%	0.55%	0.27%	89.32%			1.51
	23	13	2	1	326	365		
Disc cleaning service	8.52%	5.49%	1.10%	0.55%	84.34%			1.60
	31	20	4	2	307	364		
Community puzzles	8.01%	4.14%	0.55%	0.28%	87.02%			1.47
	29	15	2	1	315	362		
A quiet space	39.02%	27.64%	10.03%	2.71%	20.60%			1.70
	144	102	37	10	76	369		
A social space	22.31%	24.79%	9.37%	3.31%	40.22%			1.89
	81	90	34	12	146	363		
Library catalog ( <a href="https://rockport.mvlc.org">https://rockport.mvlc.org</a> )	34.25%	29.83%	10.50%	5.80%	19.61%			1.85
	124	108	38	21	71	362		
Library website ( <a href="http://www.rockportlibrary.org">www.rockportlibrary.org</a> )	33.24%	33.24%	10.80%	6.37%	16.34%			1.88
	120	120	39	23	59	361		
Wowbrary (accessible at <a href="http://www.rockportlibrary.org">www.rockportlibrary.org</a> )	10.25%	8.86%	1.11%	1.11%	78.67%			1.68
	37	32	4	4	284	361		
Online research databases	11.73%	17.04%	4.19%	0.84%	66.20%			1.83
	42	61	15	3	237	358		
Online genealogy resources (Ancestry.com, HeritageQuest, American Ancestors)	8.38%	10.06%	0.84%	1.12%	79.61%			1.74
	30	36	3	4	285	358		
Online continuing education program (Universal Class)	5.62%	7.58%	0.56%	0.56%	85.67%			1.73
	20	27	2	2	305	356		

#	Comments on our services	Date
1	Wish staff more friendly-they sometimes seem put-out when you ask a question and need help.	9/25/2016 2:43 PM
2	I need to learn more about things above.	9/24/2016 2:42 PM
3	Very good. I find it difficult to locate specific books. Would like a more user-friendly filing system.	9/19/2016 2:15 PM
4	The museum pses have been excellent for taking a car full of friends & guests. Thank you very much for this benefit.	9/19/2016 1:59 PM
5	More services than I realized that library had--maybe a lecture about services would be helpful.	9/17/2016 11:57 AM
6	Sorry--no experience so far	9/17/2016 11:48 AM
7	The staff is outstanding! Knowledgeable, helpful, friendly!	9/14/2016 3:41 PM
8	Very efficient	9/14/2016 3:31 PM
9	Staff very polite, kind & helpful	9/13/2016 2:20 PM
10	Great staff! Helpful bulletin board.	9/13/2016 1:48 PM
11	Would like to see more direct access to children's library catalog search and children's library collection	9/13/2016 1:40 PM
12	Excellent services!	9/13/2016 1:31 PM
13	Great service at present!	9/13/2016 11:31 AM
14	I'm delighted that you offer the telescope lending program, community puzzles, and disc cleaning service, and look forward to utilizing them in the future.	9/13/2016 11:02 AM
15	Thank you!	9/8/2016 2:08 PM
16	Parents with children do not teach them to be quiet, to learn library protocol.	9/7/2016 6:58 PM
17	The services that I use are fine. I don't use many services offered at this time, but when I retire in 5-10 years, I expect to use many more of above options.	9/7/2016 6:50 PM
18	The children's room has been transformed since Carol's arrival. She's welcoming, enthusiastic and an important contributor to our small community. We are lucky to have her in Rockport. Her ability to remember kids' names and interests and recommend books catered to each individual is impressive.	9/6/2016 9:37 PM
19	Went to the library to take out a book of a local church book group. A friend had obtained it at the library through an interlibrary loan--Dracut library. I made three trips to the library being told it had been ordered--it never way. I bought the book. How to correct this?	9/6/2016 6:08 PM
20	It would help if the search function was more forgiving regarding errors in spelling; perhaps some suggestions for alternative/correction	9/6/2016 3:23 PM
21	Cont. ed. program could be improved. Hard to access	9/6/2016 3:17 PM
22	I love the story walk!	9/6/2016 2:47 PM

## Rockport Public Library Community Survey

SurveyMonkey

23	I should make more use of some offerings.	9/6/2016 2:41 PM
24	Excellent	9/3/2016 1:50 PM
25	I didn't even know you had some of the above services.	9/3/2016 1:38 PM
26	I think there is always plenty of helpful staff	9/3/2016 1:11 PM
27	There is a lot available I did not know about.	9/3/2016 12:52 PM
28	Mainly use ebooks, I wish there was more selection.	9/2/2016 4:30 PM
29	I hope/plan to use research databases and universal class soon.	9/2/2016 9:38 AM
30	I didn't know you loaned out a telescope. I've been here since 2008.	9/1/2016 6:28 PM
31	Excellent support for History Book Club + Millbrook Meadow Committee	9/1/2016 4:42 PM
32	An excellent job	9/1/2016 4:28 PM
33	Love the library + staff	9/1/2016 2:01 PM
34	I frequently use interlibrary loan, and am happy with it.	9/1/2016 1:51 PM
35	Catalog and website are not user friendly. Would be great if you had a reference librarian.	9/1/2016 9:21 AM
36	Used ebook loans often and appreciate that choice!!!!	9/1/2016 9:16 AM
37	Your staff is excellent! One of your major strengths...capable, friendly, sense of humor.	8/31/2016 2:46 PM
38	I presently use the childrens portion of the library for my grandson. Carol is amazing. She always finds great books, tapes, etc. for him. He never wants to leave!!	8/31/2016 1:29 PM
39	Momingstar is a great resource	8/31/2016 1:26 PM
40	I'd like to see more direct written materials in or outside the library highlighting programs and services	8/30/2016 10:21 PM
41	improve online access to resources	8/30/2016 8:53 PM
42	We love Carol! She has brought books & expertise in finding titles for my budding reader. She is the nicest, most knowledgeable, most patient librarian ever!	8/30/2016 5:10 PM
43	Whoever selects books + DVDs does a great job (past many years) Thanks!	8/30/2016 4:04 PM
44	I would like to see classes on how to use the above services	8/30/2016 3:11 PM
45	about half of this i did have no knowledge and i would love to lend telescope	8/30/2016 3:01 PM
46	I wish Grolier Online was a database choice.	8/29/2016 6:29 PM
47	I didn't know you had any of the above.	8/29/2016 6:22 PM
48	Why can't the library's book titles be accessed online?	8/29/2016 5:59 PM
49	Always great and timely service. Always leave satisfied.	8/29/2016 4:49 PM
50	Tech help on computers not great. Computers REALLY SLOW!	8/29/2016 4:40 PM
51	Interested in online education - we have that?	8/29/2016 4:35 PM
52	Librarians very cooperative and not knowledgeable! Very unfriendly. Never offer to help! Very rude!	8/29/2016 4:34 PM
53	Did not know about heritage quest	8/28/2016 2:43 PM
54	Inconsistent quality of service and expertise among staff. They should all know how to operate (and fix) copier, printers, fax, scanner, & computers but they don't.	8/27/2016 12:18 PM
55	Only here summer weekends	8/27/2016 11:37 AM
56	I love recycling books through library book sales.	8/25/2016 6:26 PM
57	I don't use online services, so I can't comment.	8/25/2016 6:16 PM
58	Staff are very friendly and helpful!	8/25/2016 2:27 PM
59	Intention to use genealogy resources, telescope, and tech. computer help in the future	8/25/2016 2:26 PM
60	Love them all. Great	8/25/2016 2:12 PM
61	audio/ebook website could use improvements to the book search functions	8/25/2016 10:42 AM
62	One always sees someone one knows here. It is polite to go out to talk! Overall the people at the library are friendly, helpful and knowledgeable, they deserve more money for the terrific service they provide.	8/24/2016 2:06 PM
63	Make it easier to access other networks, eg. Boston Middlesex.	8/24/2016 1:12 PM
64	Almost all the time services are very good and much appreciated	8/24/2016 12:59 PM
65	Website seems busy and disorganized. The library catalog is clunky to use.	8/23/2016 2:56 PM
66	I love the library, but (and this is changing) the staff can sometimes be very cool and intimidating.	8/22/2016 11:11 AM
67	Rockport library has very nice and helpful staff, and does a good job promoting books and reading to kids and teens especially. They really try to make the library more enjoyable by introducing reading challenges and programs. Searching the catalog however is difficult. You have to know the name of the books rather than searching a general category and getting books that fit into it.	8/22/2016 9:56 AM
68	went on to study Spanish to see I was directed to a pay site	8/21/2016 2:38 PM

## Rockport Public Library Community Survey

SurveyMonkey

69	I find the staff friendly, outgoing, very ready to help	8/21/2016 2:09 PM
70	The new services added are excellent!! I love the genealogy databases	8/20/2016 7:59 PM
71	You need a reference librarian!! This is something every library needs to have.	8/20/2016 2:31 PM
72	all the Telescopes please	8/20/2016 2:20 PM
73	Would like to be able to access Ancestry.com with my library number like one of the other Genealogy resources, instead of only being able to use it with the library's wireless internet or public computers.	8/19/2016 3:08 PM
74	I mostly interact with Carol in the Children's Room. She is OUTSTANDING in every way - and I should know - I've been a regular at story hour for 6 years. She is an enormous improvement in terms of welcoming warm personality that is required for such a role (I was never welcomed or felt comfortable in the library under the previous librarian's term). I have to say that sometimes the substitutes for her could smile & be a little more warm? They often seem grim. (but not Emily).	8/18/2016 4:59 PM
75	Great Library	8/17/2016 5:41 PM
76	I wasn't aware of the online C.E. classes. Thank you	8/17/2016 1:58 PM
77	Increase number of museum passes	8/17/2016 1:44 PM
78	Do you have a reference librarian on staff?	8/17/2016 1:30 PM
79	learned how to download ebooks with overdrive - very happy	8/14/2016 2:05 PM
80	Although I have not used all services I am glad you have them because I may very well use them in the future	8/12/2016 9:26 PM
81	Please don't get rid of books - I want to check out a book - go home read it. Not read it online in the library.	8/11/2016 3:48 PM
82	We need free computer classes offered to residents.	8/10/2016 4:26 PM
83	I have found this library to be extremely welcoming and the staff to be very pleasant and helpful. I would love more hours. The reading groups are vibrant. I love the movie	8/10/2016 4:06 PM
84	website difficult & clunky	8/10/2016 3:13 PM
85	The events are great....thank you for having such a wonderful array of offerings.	8/9/2016 10:00 AM
86	Would love more availability of books online.	8/9/2016 5:48 AM
87	Don't use them	8/8/2016 3:41 PM
88	I have enjoyed your Universal Class/es. I spread the news as much as possible. This is, probably, one of the best features you could have offered. Thank you!	8/8/2016 9:38 AM
89	Love the community winter and summer activities and lectures	8/7/2016 11:13 PM
90	If you need a museum pass early in the day, e.g. to visit a site before noon, it may not be available. I have been able to pick one up late the previous day if you are open late at that time. DVDs cannot be returned in the book drop	8/7/2016 4:32 PM
91	Remarkable range of services with a knowledgeable, friendly, inspiring staff!	8/6/2016 11:50 AM
92	I love the library and everyone who works there.	8/5/2016 5:56 PM
93	Pleased	8/5/2016 9:32 AM
94	interface is confusing. catalog is confusing.	8/4/2016 5:21 PM
95	Add more databases	8/2/2016 8:04 AM
96	The library is a wonderful community resource. I use it for reading material and DVR's and appreciate the staff hunting down titles I am interested in.	8/2/2016 6:04 AM
97	Would like to see Trustees room more available to public and book club preparation planning time.	8/1/2016 4:52 PM
98	would love more e-book options	8/1/2016 1:39 PM
99	i have been charged several times for books that were returned ... someone not checking books in properly!	7/29/2016 11:25 AM
100	Everone is very helpful when i request help for the poetry Reading Group. However, I still have the fear that there will be a time when we meet that there will be noone available when i try to use the audiovisual equipment. It is very complicated and very sensitive—it cannot be left to chance; there reall needs to be someone available when a group meets.	7/28/2016 11:27 AM
101	I appreciate how helpful everyone on your staff has been to me + am grateful for all the programs, especially movies.	7/27/2016 1:55 PM
102	If no opinion, it's because I've never used them.	7/27/2016 1:25 PM
103	Brian A has been very helpful with technology questions. His patience and positivity is greatly appreciated.	7/26/2016 6:40 PM
104	Reading and work spaces are uncomfortable.	7/25/2016 9:14 AM
105	Wonderful!	7/25/2016 8:45 AM
106	LOVE childrens librarian Miss Carol! She is always extremely helpful and very knowlegdgable!	7/23/2016 8:04 PM
107	I wish you offered more children's programs in the evening and on weekends so working parents could attend more events.	7/22/2016 11:09 PM
108	The Children's library and programs are the main reason I go to the library. When I'm there I also use that time to check out books for myself.	7/22/2016 5:10 PM
109	I use online download of audio books-works good!	7/21/2016 10:38 PM
110	- Carol is very good with referaces - more clearly defined social space - childres room could use more quiet space	7/21/2016 5:15 PM

## Rockport Public Library Community Survey

SurveyMonkey

111	The Rockport library has found me so many books through inter-library loan!	7/21/2016 5:01 PM
112	unfortunately I'm not aware of some of the services the library offers.	7/21/2016 4:48 PM
113	The right personnel are at the desk and available all the time, with courtesy and professionalism	7/20/2016 6:18 PM
114	I didn't know you had some of these services	7/19/2016 10:35 PM
115	I need to try some out!	7/19/2016 7:36 PM
116	Have gradually turner to more online ebooks as hardcovers are difficult to get in a reasonable period of	7/18/2016 9:36 PM
117	Have gradually turner to more online ebooks as hardcovers are difficult to get in a reasonable period of	7/18/2016 9:36 PM
118	Great online services. Layout of library is not great for talking or finding quiet space. Need a reference librarian.	7/18/2016 7:10 PM
119	Carol is wonderful in the children's room! So helpful!	7/18/2016 6:35 PM
120	The website does not seem to work with newer browsers and can be problematic at times.	7/18/2016 8:28 AM
121	The librarians in the children department are wonderful and very helpful!	7/17/2016 9:09 PM
122	Ms Carol in the children's library could not possibly be better. She is amazing in every way. I have had less experience with the librarians downstairs. But honestly, I've had two very disappointing experiences. Years ago (8 now), I was living in Rockport (and renting) part time, year round. I was told repeatedly that I could not obtain a library card. Also, when I asked about a year ago to be added to a wait list for a popular author reading, I was clearly putting them out (I never did get a call, but I was told by people that did go to the reading that there were plenty of empty seats).	7/15/2016 6:24 AM
123	reference librarian would be helpful	7/14/2016 9:33 PM
124	Helpful friendly staff	7/14/2016 8:27 PM
125	We LOVE the way that the children's programming/catalogue/evrything has been revitalized!!	7/14/2016 7:12 PM
126	I appreciate the online foreign language instruction	7/14/2016 6:40 PM
127	I love the new additions	7/14/2016 5:51 PM
128	It is a poor design that the children's library is right above the Quiet Room!	7/14/2016 5:16 PM
129	need quiet place for tutoring, interviews	7/14/2016 3:29 PM

**Q5 Services: Are there other services not mentioned above that you would like to see the library offer?**

Answered: 88 Skipped: 321

#	Responses	Date
1	More children's programs on a regular weekly schedule - such as a standing music class or storytime. Hard to remember if it is an on-week or off-week. Constantly checking website.	9/21/2016 9:53 AM
2	No.	9/19/2016 2:15 PM
3	emagazines	9/19/2016 1:50 PM
4	no	9/19/2016 9:40 AM
5	Nah	9/14/2016 3:31 PM
6	Nope	9/13/2016 2:27 PM
7	Author talks	9/13/2016 1:48 PM
8	Board game lending	9/13/2016 11:53 AM
9	Not that I can think of	9/13/2016 11:31 AM
10	More opportunities for teens to participate in programming. Minecraft workshop last summer (2015) was a hit with my son, and would love to see more game/technology offerings.	9/13/2016 11:02 AM
11	No	9/13/2016 10:46 AM
12	More young adult programs to get back to reading rather than on computer 24 hr/day	9/7/2016 6:58 PM
13	I would like more talks about birds of Cape Ann and other natural subjects.	9/7/2016 6:32 PM
14	Not really. Just be open on Fridays. Maybe have a way for community members to volunteer and promote it locally to take pressure off staff and reduce budget concerns?	9/6/2016 9:37 PM
15	Desperate need to educate staff on technology on library site and to help people set up their phones or ipads.	9/6/2016 6:06 PM
16	More book clubs needed	9/6/2016 5:49 PM
17	Links to medical and scientific journals & articles	9/6/2016 3:23 PM
18	Increase number of museum passes available.	9/6/2016 2:25 PM
19	Perhaps the Rockport Library could meet/join forces with other libraries in New England.	9/3/2016 1:04 PM
20	no	9/1/2016 6:28 PM
21	I would like to see a professional reference librarian. I would like downloadable magazines.	9/1/2016 9:21 AM
22	Perhaps more of the Great Courses series	8/31/2016 9:57 PM
23	Streaming movies	8/31/2016 3:39 PM
24	N/A at present	8/31/2016 1:29 PM
25	more e-books (see Gloucester for comparison)	8/30/2016 4:04 PM
26	i would prefer more space for books, computers i would moved to community house on broadway street	8/30/2016 3:01 PM
27	N/A	8/30/2016 2:45 PM
28	Adult Education	8/28/2016 4:04 PM
29	Better publication of the service to offer books to homebound	8/28/2016 2:43 PM
30	See my comment on city-wide read on ques. #9	8/27/2016 11:37 AM
31	Afternoon movies on Sunday instead of Saturday.	8/27/2016 11:21 AM
32	Additional research databases, make them easier to search.	8/26/2016 7:53 AM
33	When the library is showing a film, please publicize the film title and not just a short description.	8/25/2016 6:26 PM
34	I thought the library had computer classes. Is it listed?	8/25/2016 6:16 PM
35	Maybe more smartphone classes--since our phones to EVERYTHING!	8/25/2016 2:12 PM
36	bigger choice of ebooks	8/25/2016 10:42 AM
37	Not sure.	8/24/2016 4:01 PM
38	games and puzzles for children to check out	8/24/2016 2:20 PM
39	None that I can think of.	8/22/2016 11:11 AM
40	Add a reference library to provide professional reference assistance.	8/20/2016 2:31 PM
41	more telescopes. teach older adults to read? maybe?	8/20/2016 2:20 PM
42	More youth and LGBTQIA+ programming	8/19/2016 3:08 PM

## Rockport Public Library Community Survey

SurveyMonkey

43	thanks, but no	8/17/2016 1:58 PM
44	performances, workshops	8/15/2016 1:12 PM
45	I know tech help available. Are there "classes" to learn to use online resources.	8/14/2016 2:05 PM
46	Would like classes to familize the the I-pad	8/13/2016 1:53 PM
47	Join NOBLE. Talk to MVLC about expanding audio books	8/12/2016 9:26 PM
48	Help with ancestry	8/11/2016 3:48 PM
49	more old books from 1930-1940	8/10/2016 4:26 PM
50	Very satisfied - 24hr wifi - still able to get schoolwork done after hrs	8/10/2016 4:16 PM
51	I think some teen events/social space & scheduled things would be great. I have 2 teens. Maybe art, listening to new music, teen movie night	8/10/2016 4:06 PM
52	Author talks	8/10/2016 3:07 PM
53	Don't know	8/8/2016 3:41 PM
54	I am not sure of all of your services, as librarians, but, if you don't already, you may want to be in touch with the Boston Public Library. They try to be on top of instructing the uses of all of the latest technology (I-phones, etc.). Perhaps, you could invite one of their instructors to your library - I am sure they would jump for the chance to visit Rockport. Treat them to a lunch.	8/8/2016 9:38 AM
55	Student tutors for homework and personal interest research with scheduled drop off hours synced to bus schedule. Kids and adults	8/7/2016 11:13 PM
56	Staff recommended books. Volunteer services the library could use. Central spot that lists community activities by calendar date	8/7/2016 4:32 PM
57	Looking over possible purchase lists	8/7/2016 4:04 PM
58	Meeting space for non-library related occasions, i.e., tutoring, and a neutral-space for "out-of-home" meetings.	8/6/2016 11:50 AM
59	loan things like framed pictures, tools	8/5/2016 5:56 PM
60	Great book sales!	8/5/2016 9:32 AM
61	Craft and work groups for working individuals; parent groups.	8/4/2016 5:39 PM
62	A lyceum run by volunteers, using great courses.	8/4/2016 5:21 PM
63	More collaboration with Gloucester library/sharing with what they have.	8/4/2016 3:12 PM
64	More book clubs	8/3/2016 11:57 AM
65	Make research articles easier to find.	8/2/2016 8:04 AM
66	i just wish the library was open more, it would be more convenient for me to go in the morning	7/29/2016 11:25 AM
67	The meeting rooms are excellent, but I'm wondering if there could be a smaller room residents of the town could use for tutoring, small discussion groups, etc.	7/28/2016 11:27 AM
68	I can't think of anything.	7/27/2016 1:55 PM
69	* Better wifi connection. Hard to access + it drops off often. Frustrating.	7/27/2016 1:45 PM
70	I can't think of any.	7/27/2016 1:25 PM
71	Socials in the winter	7/27/2016 7:15 AM
72	Book drop at back of library, accessible by car.	7/26/2016 6:59 AM
73	computer classes including coding	7/25/2016 5:46 AM
74	Outside DVD drop box. More museum passes.	7/23/2016 6:04 PM
75	Children's book club. Kids activities like... make your own book, more story hours, quiet games/play. More book club categories... like fantasy/sci fi, historical fiction, classics.	7/22/2016 11:09 PM
76	upgrade the computers	7/21/2016 5:15 PM
77	More lectures. More talks and writers.	7/21/2016 4:48 PM
78	Yes, an Art Loan Program would be great! You could partner with the Rockport Art Association to develop it. I'm an artist and would be happy to donate some of my work to the program.	7/21/2016 3:01 PM
79	museum passes from Institute of Contemporary Art, Harvard University, these could be inter-library exchanges.	7/20/2016 11:16 AM
80	My children are a bit older but in the past most of the museum passes were for places older people would visit	7/19/2016 10:35 PM
81	Don't know.	7/19/2016 7:36 PM
82	I think it's important to PROMOTE the multitude of services currently offered, including downloading of ebooks.	7/19/2016 4:48 PM
83	More childrens' programs: "toddler" story time (in addition to preschool story time), more special performances for toddlers/preschoolers	7/18/2016 6:07 PM
84	I would like to be able to track requests for articles (perhaps by gale number) and ILL that do not go through commonwealth catalog.	7/18/2016 8:28 AM
85	None that I can think of.	7/17/2016 2:37 PM
86	No	7/17/2016 12:26 PM

## Rockport Public Library Community Survey

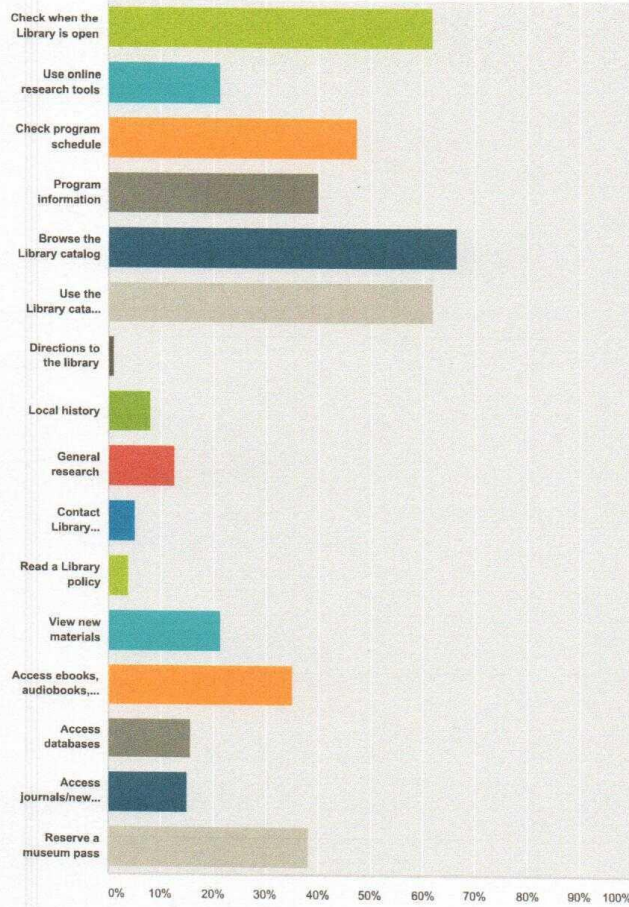
SurveyMonkey

87	I would discourage trying to raise more taxes. The future of libraries is dubious at best but Rockport is currently stuck in the 1980's.	7/16/2016 10:28 PM
88	More tech help	7/14/2016 5:51 PM



**Q6 Library Website: What are the reasons you use the library website? Check all that apply.**

Answered: 319 Skipped: 90



Answer Choices	Responses
Check when the Library is open	61.76% 197
Use online research tools	21.32% 68
Check program schedule	47.34% 151
Program information	40.13% 128
Browse the Library catalog	66.46% 212
Use the Library catalog to renew material, place holds or manage your account	61.76% 197
Directions to the library	0.94% 3
Local history	7.84% 25

Rockport Public Library Community Survey

SurveyMonkey

General research	12.54%	40
Contact Library staff/trustees	5.02%	16
Read a Library policy	3.76%	12
View new materials	21.32%	68
Access ebooks, audiobooks, downloadable music, or downloadable movies	35.11%	112
Access databaes	15.87%	50
Access journals/newspapers	15.05%	48
Reserve a museum pass	38.24%	122
<b>Total Respondents: 319</b>		

#	Other (please specify)	Date
1	I don't use it - maybe I will try it	9/24/2016 2:42 PM
2	Do not use.	9/19/2016 2:15 PM
3	Haven't used it.	9/19/2016 1:59 PM
4	No access to website here	9/17/2016 11:48 AM
5	Summer resident. I do not use the website.	9/17/2016 11:42 AM
6	I will explore the website and use it more in the future.	9/13/2016 1:31 PM
7	Don't use the website (I'm too old-fashioned)	9/13/2016 11:31 AM
8	Employment search	9/13/2016 11:16 AM
9	Renewing material when I can remember my passcode!	9/13/2016 11:02 AM
10	Not online. New to Rockport	9/7/2016 6:58 PM
11	Unable to sign in. I believe patrons need help. I have not been able to have questions answered or books reserved. Unable to access ebooks--wish I could.	9/6/2016 6:06 PM
12	I have tried to download music but without success. I've used the languages (Rocket language) feature successfully.	9/3/2016 1:38 PM
13	I really don't use this service.	9/3/2016 1:11 PM
14	I plan to use more in the future	9/2/2016 9:38 AM
15	I have found the "subject" search on the MVLC site to be not very helpful. Too many hits that are not applicable to my request.	9/1/2016 1:51 PM
16	Don't know enough about downloadable music/movies, more easily accessible info would be good	8/30/2016 4:04 PM
17	the website is not satisfactory	8/30/2016 3:01 PM
18	Have not gone on website	8/29/2016 6:34 PM
19	Access books - Seems to me to be the most logical reason to have a library website. I tried using the website to find out if a book was available and I could not find this service.	8/29/2016 5:59 PM
20	Reserve book	8/29/2016 5:48 PM
21	Do not use	8/29/2016 4:57 PM
22	no experience	8/29/2016 3:37 PM
23	To see if Rockport Library has a certain book.	8/25/2016 6:16 PM
24	print stuff	8/20/2016 2:20 PM
25	language study	8/15/2016 1:12 PM
26	Reserve books or CDs	8/13/2016 2:19 PM
27	The library is a cornerstone of my world, for learning, researching, entertainment, general life enhancement. The web presence helps greatly though I also note announcements, etc. that are posted at the library.	8/10/2016 4:06 PM
28	I find the site very user unfriendly	8/10/2016 3:07 PM
29	Haven't used the website	8/7/2016 11:13 PM
30	I don't use the website - unfortunately maybe you can have a "round-robin" for how to use the website. Monday - 10AM. Tues. 11AM Wed 1 PM. 2etc and change times of another week. I'd like to know the advantages of "how" + "why" to use the WEBSITE!!!	8/7/2016 4:04 PM
31	Don't like Freegal. Can we have online magazines?	8/6/2016 1:10 PM
32	I have not yet used this valuable resource	8/1/2016 4:52 PM
33	check for weather/special events closures	8/1/2016 1:39 PM
34	Genealogy	8/1/2016 12:39 PM
35	use of computers + help from staff.	7/27/2016 1:55 PM

Rockport Public Library Community Survey

SurveyMonkey

36	Website is grossly underutilized by me!	7/27/2016 1:45 PM
37	I never think to go online for these library website services. Will have to utilize these.	7/21/2016 4:48 PM
38	Look up books & movies, reserve books and movies	7/17/2016 10:20 PM
39	Find Top Dog	7/16/2016 10:28 PM
40	I use overdrive app to listen to audio books.	7/15/2016 6:24 AM

**Q7 Library Website: What specific improvements would you like to see made to the library's website?**

Answered: 92 Skipped: 317

#	Responses	Date
1	Simpler, less cluttered design	9/19/2016 1:50 PM
2	Update catalog often	9/14/2016 3:31 PM
3	Direct access to children's room materials.	9/13/2016 1:40 PM
4	Redevelop--does not let me in. Very frustrating. Cannot access ebooks	9/6/2016 6:06 PM
5	It's a little busy - cannot find the telescope loan program mentioned in this survey. Search on website yielded no results.	9/6/2016 3:02 PM
6	I find that if I'm looking for a book I have to go to Amazon first to make sure I have the EXACT title or your site won't find it. That could be improved.	9/3/2016 1:38 PM
7	Many times I have visited the library and I have to check the daily schedule because first, it is never open in the mornings, second it is Friday closed.	9/3/2016 1:04 PM
8	Less information on main page	9/2/2016 4:30 PM
9	Don't know.	9/1/2016 6:28 PM
10	no computer	9/1/2016 3:17 PM
11	This site is much better than many others I have used.	9/1/2016 1:51 PM
12	Way to much information on main page. Looks dated.	9/1/2016 9:21 AM
13	increased hours on Sunday	9/1/2016 8:31 AM
14	A less cluttered user interface; something mobile-friendly.	8/31/2016 3:39 PM
15	N/A	8/31/2016 2:46 PM
16	More/current movies please	8/31/2016 1:26 PM
17	I would like the default to be the catalog and not the site when searching.	8/31/2016 1:05 PM
18	When I look up a title or author I almost never can find it on your website.	8/30/2016 5:10 PM
19	Pls keep main page simple, uncluttered, without moving or flashing sections. (New stuff banner OK) faster to find, get info with fewer distractions, more clarity, simpler.	8/30/2016 4:04 PM
20	website needs to be more clearly set up, to be more interesting, more info,	8/30/2016 3:01 PM
21	N/A	8/30/2016 2:45 PM
22	Nothing, it is perfect	8/29/2016 6:15 PM
23	Put in the name of a book to reserve or see if it is available. Search author's name to see what books are available.	8/29/2016 5:59 PM
24	Made more user-friendly. Twice I thought I had reserved a book only to find it didn't work.	8/29/2016 4:35 PM
25	Friendlier more knowledgeable staff!!!	8/29/2016 4:34 PM
26	Simpler main page.	8/29/2016 10:03 AM
27	Please update it. Hard to know where to find things.	8/27/2016 12:18 PM
28	Would love to see more of the Rockport Room online	8/27/2016 11:43 AM
29	Can't think of any	8/27/2016 11:37 AM
30	More reliable Wi-Fi signal throughout the building and the outdoor seating space/garden.	8/27/2016 11:27 AM
31	I like the organization of the site, but the main page is cluttered. There is may to much crammed in there.	8/26/2016 7:53 AM
32	NA	8/25/2016 6:26 PM
33	No comment. Don't use it.	8/25/2016 6:16 PM
34	?	8/25/2016 2:26 PM
35	Not sure!	8/25/2016 2:12 PM
36	Can't think of any.	8/25/2016 1:28 PM
37	audio/ebook website needs better book search functions which do not require spelling to be exact (e.g. author's name)	8/25/2016 10:42 AM
38	None. It's fine.	8/24/2016 4:01 PM
39	Simpler main page.	8/23/2016 10:05 PM
40	Main page is too cluttered. Actual pages for topics that are now shown in tabs (e.g., books and more, services, events) so the page could be visited for more information rather than just the drop down menu.	8/23/2016 2:56 PM

Rockport Public Library Community Survey

SurveyMonkey

41	Easier search functions	8/23/2016 11:40 AM
42	I think it's a very functional website -- easy to use and navigate.	8/22/2016 11:11 AM
43	N/A	8/21/2016 2:58 PM
44	New fiction and new non fiction highlighted.	8/21/2016 11:17 AM
45	A cleaner, simpler website	8/20/2016 7:59 PM
46	Less clutter on main page	8/20/2016 2:31 PM
47	more attractive to me (I've never been on it)	8/20/2016 2:20 PM
48	link to "Mass Libraries" site listed on your website is no longer correct.	8/20/2016 11:21 AM
49	Better tab and drop-down menu organization. A direct link on the tabs for the library card applications	8/19/2016 3:08 PM
50	I mostly visit library in person!	8/18/2016 4:59 PM
51	Just that it's user friendly thanks + remains so.	8/17/2016 1:58 PM
52	none	8/16/2016 4:56 PM
53	streamlined, modern, available in mobile format	8/15/2016 1:12 PM
54	Different layout on the home page - it's all very condensed/crowded - could be easier to find what you're looking for.	8/13/2016 2:11 PM
55	I've been pretty happy with the website. It is easy to use and seems very functional	8/12/2016 9:26 PM
56	Needs updating and less information on main page	8/11/2016 12:56 PM
57	Basically fine.	8/10/2016 4:06 PM
58	Less clutter. Reorganize the tabs to make meaning clearer	8/10/2016 3:32 PM
59	Declutter main page. You have a calendar of events and then events all over the page, just use the calendar.	8/9/2016 3:46 PM
60	Don't use it	8/8/2016 3:41 PM
61	None, that I am aware of.	8/8/2016 9:38 AM
62	Don't use it - so I don't know!	8/7/2016 4:04 PM
63	none	8/7/2016 9:10 AM
64	Home page is a jumble. Needs reorganization. Hard to know where to look for things.	8/6/2016 1:10 PM
65	Seems fine. . .	8/6/2016 11:50 AM
66	less cluttered; more separation among distinct pieces of information on home page	8/5/2016 12:51 PM
67	A simpler interface	8/4/2016 5:21 PM
68	More intuitive design. more modern design and navigation. Blog.	8/4/2016 3:12 PM
69	Easily accessible and attractive to younger children	8/3/2016 11:57 AM
70	It needs updating	8/2/2016 3:45 PM
71	Site has improved in ease of use in the past year or so, but it is cluttered and looks dated.	8/2/2016 8:04 AM
72	More Genealogy & Local history resources	8/1/2016 12:39 PM
73	None - I think it's Great!	7/28/2016 5:59 PM
74	Needs major updating. Looks old.	7/28/2016 8:54 AM
75	clearer interface, easier search tools	7/27/2016 7:15 AM
76	Simpler	7/26/2016 6:59 AM
77	Make it a bit easier to navigate - and be able to renew books online	7/24/2016 10:01 PM
78	N/a	7/23/2016 6:04 PM
79	Nothing, it is perfect	7/23/2016 3:22 PM
80	Catalogue look less sterile	7/22/2016 12:39 PM
81	Satisfied	7/22/2016 6:49 AM
82	It has its moments of quirkiness; some thought that for a small town with two IT functions, one might find time to maintain a local website	7/20/2016 6:18 PM
83	none	7/20/2016 11:16 AM
84	NA	7/19/2016 7:36 PM
85	None	7/18/2016 9:45 PM
86	It is slow, clunky and dated (not the information, just the look)	7/18/2016 7:10 PM
87	I find it good as is	7/18/2016 6:43 PM
88	I would like to see it work with newer browsers such as microsoft edge. Perhaps it could be better integrated with the Gale Databases (such as academic one file) so that an article could be requested directly on line.	7/18/2016 8:28 AM
89	It's a very confusing, unintuitive, busy website. Also, I know overdrive isn't yours, but it's clunky at best.	7/15/2016 6:24 AM
90	Needs updating	7/14/2016 8:39 PM

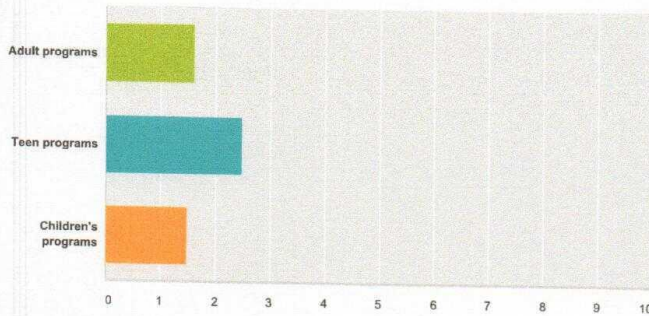
Rockport Public Library Community Survey

SurveyMonkey

91	Needs updating	7/14/2016 5:51 PM
92	It is clunky and cluttered	7/14/2016 1:42 PM

**Q8 Programs: How satisfied are you with the quality of our programs?**

Answered: 362 Skipped: 47



	Very Satisfied	Satisfied	Somewhat Satisfied	Not Satisfied	No Opinion/No Experience	Total	Weighted Average
Adult programs	30.00% 108	23.89% 86	5.28% 19	0.56% 2	40.28% 145	360	1.60
Teen programs	2.33% 8	4.07% 14	3.78% 13	2.33% 8	87.50% 301	344	2.49
Children's programs	23.21% 81	10.32% 36	3.44% 12	0.29% 1	62.75% 219	349	1.48

#	Comments on our programs	Date
1	Just wish there was more	9/21/2016 9:53 AM
2	Very good	9/14/2016 3:31 PM
3	More author talks (unfamous is ok!)	9/13/2016 1:48 PM
4	While our kids are now adults we thought the children's and teen programs were excellent when they were younger.	9/13/2016 1:26 PM
5	A little more variety for elementary-age children would be great. Besides Lego Club, not too many other weekly options that I'm aware of.	9/13/2016 11:02 AM
6	See above re Carol and the general improvement of the children's room :)	9/6/2016 9:37 PM
7	I seem not to know of programs. Could a listing be mailed? Programs attended have been excellent! "Quarrying" etc.	9/6/2016 6:06 PM
8	The volume of children's programs have gone up in the past couple of years. Carol does a great job of encouraging the children into the library.	9/6/2016 5:40 PM
9	Those I have attended have been fun.	9/6/2016 3:02 PM
10	I have enjoyed the programs I have attended in the past.	9/6/2016 2:47 PM
11	We love Carol's programs.	9/3/2016 6:55 PM
12	What are the adult programs? The movies, book clubs, talks?	9/3/2016 1:38 PM
13	continue	9/2/2016 9:38 AM
14	Programs for pre-school age would be great.	9/1/2016 5:44 PM
15	Very engaging, interesting speakers	8/31/2016 2:46 PM
16	Love all the "goings on" for the children. Love seeing a different children's book displayed outside - what a fun way to read a book!	8/31/2016 1:29 PM
17	more children's programs	8/30/2016 8:53 PM
18	We could use more teen titles in your collection.	8/30/2016 5:10 PM
19	Book sales well run + good frequency, nice selections, thanks. Know about movies, bk clubs, author talks, not sure about any other regular adult programs	8/30/2016 4:04 PM
20	Add a movie evening in the winter for teens.	8/30/2016 2:45 PM
21	Would love to see more children's programming in the summer.	8/29/2016 6:29 PM
22	Enjoy the visiting author presentations	8/25/2016 6:26 PM
23	My grandson loved them. Now he is getting older.	8/25/2016 2:12 PM

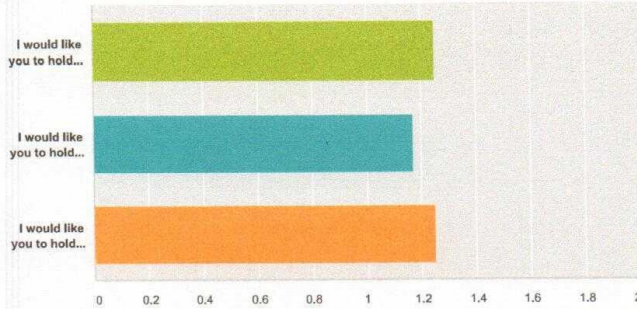
## Rockport Public Library Community Survey

SurveyMonkey

24	The children's programs are fantastic and have increased our usage of the library by 100% (we used to go to Gloucester but not any longer).	8/22/2016 11:11 AM
25	New non-author programs are excellent	8/20/2016 7:59 PM
26	Didn't know there was any but sure they're great	8/20/2016 2:20 PM
27	Would like to see more focus on underserved groups and on LGBTQIA+ themes for those in the area seeking community	8/19/2016 3:08 PM
28	The Children's programs are SO Incredibly EXCELLENT, and my 3 children (ages 10, 7, 2) are always excited to go to the library - both for a program or just to enjoy getting books.	8/18/2016 4:59 PM
29	like addition of Saturday movies	8/17/2016 5:34 PM
30	many happy years using the library	8/17/2016 1:58 PM
31	Carol is a top-notch professional and an asset to the library.	8/16/2016 4:56 PM
32	Cindy and Carol have brought new life to RPL through "cross-pollination" from other sites + new ideas. Love jr!!	8/16/2016 4:25 PM
33	more weekend programs	8/14/2016 2:05 PM
34	Carol Bender is amazing! I have 2 kids and we've taken advantage of several programs. Good stuff and so important!	8/13/2016 2:11 PM
35	Love the programs - wish there were more computer game offerings for kids/teens	8/11/2016 1:41 PM
36	I like the lectures.	8/10/2016 4:26 PM
37	I participate in a terrific Greek Drama reading group and plan to attend the next Emersons Essay group. I am impressed with the various reading groups and find it very special. I would be nice to have a teen analog but would need to be organized by teens and may facilitated by a library staff member.	8/10/2016 4:06 PM
38	more authors	8/10/2016 3:18 PM
39	Would like to see closed captioning on all English (+ other foreign) films	8/8/2016 3:41 PM
40	The children's programs, using the movie room, severely damage the quietness, in the back downstairs, while the adults are trying to do their work.	8/8/2016 9:38 AM
41	Children's programs are varied. however younger children with caregivers would come more frequently if the library was opened earlier.	8/7/2016 4:32 PM
42	I used the display cases for an exhibition Very happy! Would like to read to children - used to do it when Mr. Bentley was here!	8/7/2016 4:04 PM
43	There are a lot of library programs and I think this is a good trend, bringing families in for education and development of skills.	8/6/2016 11:50 AM
44	More teen programs welcomed	8/4/2016 3:12 PM
45	Excellent programming for kiddos!	8/2/2016 8:50 PM
46	more book author visits, if possible	8/2/2016 4:56 PM
47	Favorites: Animal & Magic shows; community display cases	8/1/2016 4:36 PM
48	The programs offered at Manchester Library are more extensive for adults. Westwood Library has offered flower arranging classes for adults. I think the library could collaborate with C.O.A. since the building is handicap accessible.	7/28/2016 6:17 PM
49	LOVE the authors!	7/28/2016 5:59 PM
50	I'd love to see even more lectures and readings.	7/27/2016 1:25 PM
51	Ms. Carol is amazing!!!	7/23/2016 6:04 PM
52	more please, especially evenings and weekends.	7/22/2016 11:09 PM
53	My favorite visiting author was Kevin Cullen. Please continue the visiting authors programs!	7/21/2016 5:01 PM
54	Would like to see more adult programs.	7/21/2016 4:48 PM
55	We'd love to have more programs like ScienceTellers available.	7/19/2016 11:59 PM
56	NA	7/19/2016 7:36 PM
57	More childrens' programs: "toddler" story time (in addition to preschool story time), more special performances for toddlers/preschoolers	7/18/2016 6:07 PM
58	I would like to see more adult discussion groups/book clubs for non-fiction.	7/18/2016 8:28 AM
59	What teen programs?	7/17/2016 10:20 PM
60	Excellent	7/17/2016 10:28 AM
61	We love what you do for kids!	7/15/2016 6:24 AM
62	Summer children's programs are excellent! The magic show this year was fantastic!!!	7/14/2016 10:16 PM
63	Thank you so much to Carol for creating amazing children's programming and making my kids love our library	7/14/2016 7:12 PM
64	The children's programs are wonderful! Carol Bender has really taken the time to get to know what the kids are interested in. The other staff in the children's room are always friendly and helpful.	7/14/2016 4:50 PM
65	I like the additional programs for adults, now we need more for the kids and teens	7/14/2016 1:42 PM

**Q9 Programs: How satisfied are you with the number of programs we offer? Would you like to see more offerings?**

Answered: 355 Skipped: 54



	Yes	No	No Opinion/No Experience	Total	Weighted Average
I would like you to hold more children's programs	22.49% 76	7.40% 25	70.12% 237	338	1.25
I would like you to hold more teen programs	17.35% 59	3.53% 12	79.12% 269	340	1.17
I would like you to hold more adult programs	37.21% 128	12.21% 42	50.58% 174	344	1.25

#	If you answered yes, please tell us about the types of programs you are interested in.	Date
1	More lectures would be good. Talks on issues pertinent to the community.	9/24/2016 2:33 PM
2	For children - music, even a crafting hour sometime on the weekend, etc.	9/21/2016 9:53 AM
3	Mah jongg, bridge, canasta lessons and play	9/20/2016 8:37 PM
4	Finel	9/19/2016 1:46 PM
5	Lectures by authors for teen group as well as adults	9/17/2016 11:57 AM
6	Author talks, writers' panels	9/13/2016 1:48 PM
7	You seem to have many excellent programs already.	9/13/2016 1:40 PM
8	Board game nights for teens	9/13/2016 11:53 AM
9	See comments above.	9/13/2016 11:02 AM
10	I love the author talks, but in reality I am not in town for large periods of time all winter.	9/8/2016 2:08 PM
11	Educational children's programming is great, particularly over summer and school vacations. Perhaps loop in more of the local (Boston/Cambridge) museums, colleges, etc...the Museum of Science event this summer was fantastic.	9/6/2016 9:37 PM
12	Excellent programs and quality is more important than quantity. However, not to contradict--if I know there is a program say the first Wed. of the month--that is helpful. Advanced notice of book groups for those who are not at the library on a regular basis. Could you announce through the Senior Center mailing that comes monthly?	9/6/2016 6:06 PM
13	Book clubs, movies, lectures, readings	9/6/2016 5:49 PM
14	More books. My daughter will be entering that age group soon.	9/6/2016 5:40 PM
15	The author/speaker series is very good and should be extended into the winter months.	9/6/2016 3:23 PM
16	More lectures and author talks/book signing--for children's books too! Group for writers	9/6/2016 3:02 PM
17	Any and all	9/6/2016 2:41 PM
18	Enjoy new craft program	9/6/2016 2:34 PM
19	The kids' programs are great!	9/3/2016 5:55 PM
20	Maybe classes? Genealogy? Local History?	9/3/2016 1:38 PM
21	Perhaps even more authors reading from their works.	9/3/2016 1:19 PM
22	variety	9/2/2016 9:38 AM
23	a book club perhaps for teens	9/1/2016 3:17 PM
24	Lectures by locals or visitors to area	9/1/2016 2:01 PM

## Rockport Public Library Community Survey

SurveyMonkey

25	I have attended a few adult programs and have enjoyed them.	9/1/2016 1:51 PM
26	I enjoy the movie times	9/1/2016 8:31 AM
27	Any kind of teen programs would be a great addition (teen movie nights, board game nights, teen book clubs).	8/31/2016 3:39 PM
28	Love the music programs. So maybe more of those, maybe a puppet show.	8/31/2016 1:29 PM
29	No comment	8/30/2016 10:21 PM
30	It would be great to have more guest speakers.	8/30/2016 5:10 PM
31	professional lecture about literature, specific author, etc.	8/30/2016 3:01 PM
32	See #8.	8/30/2016 2:45 PM
33	More authors for both children and adults.	8/29/2016 6:29 PM
34	Classes, meetings, bonsai & other gardening meeting, learn to knit or crochet	8/29/2016 6:15 PM
35	Author readings / presentations / panel discussions	8/29/2016 6:08 PM
36	gotures	8/28/2016 2:43 PM
37	Cambridge has a program "Cambridge Reads" city-wide book group. One time/year in fall. Does R'port do such a thing? Might be worth investigating to foster book discussion.	8/27/2016 11:37 AM
38	More speakers and films	8/25/2016 6:26 PM
39	Would like a mystery book group.	8/25/2016 6:16 PM
40	Informational lectures & discussion groups	8/25/2016 6:03 PM
41	current events	8/25/2016 2:51 PM
42	Enjoy attending weekly movies. Hope to see year round in place on calendar. Like to see adult sketch, drawing group started (still lifes--non-paint media) and/or art appreciation lectures, movies on subject, demos, etc. Change movie time to 1:00 on Saturday?	8/25/2016 2:26 PM
43	More for 3 - 4 - 5	8/25/2016 2:12 PM
44	Personal Finance	8/25/2016 12:15 PM
45	Speakers are generally very good. Would appreciate more high quality speakers, who are authors of current books.	8/24/2016 12:59 PM
46	I answered "yes" with the understanding that as far as budget, etc., you might be at capacity in what you are offering for children's programming. I am at least hoping it holds at the current level, which has been wonderful.	8/22/2016 11:11 AM
47	Could offer more teen programs and make them known to the town's teens!	8/22/2016 9:56 AM
48	I like the additional fiction book club. Sunday is family day, Patriots, trips to Boston, PEM.	8/21/2016 2:38 PM
49	Perhaps also some young adult-oriented programs?	8/19/2016 3:08 PM
50	computer programming classes	8/19/2016 9:46 AM
51	I feel that Carol offers so many amazing, well planned and very intentional experiences/programs - there are a lot but since its part of our regular social calendar to attend them, there would be room for more, too!	8/18/2016 4:59 PM
52	film groups; more books sales, book reviews	8/17/2016 5:34 PM
53	Basket weaving workshops; book making workshops	8/17/2016 1:58 PM
54	Think tank - foreign language socials - board games for adults.	8/17/2016 1:44 PM
55	We've moved closer to Rockport, so we'll watch more!	8/17/2016 1:30 PM
56	workshops for arts and crafts	8/15/2016 1:12 PM
57	films, speakers, "online resources intro program"	8/14/2016 2:05 PM
58	After work hour programs - for a working parent, day programs are a challenge.	8/13/2016 2:11 PM
59	exposure to instruction on iPad & iPhone	8/13/2016 1:53 PM
60	Never say no to more programs	8/11/2016 10:25 PM
61	Lectures	8/11/2016 12:56 PM
62	More lectures, maybe every week.	8/10/2016 4:26 PM
63	teen lit group; teen current affairs chat; teen movies; teen what's on your Ipad (music); teen how to be healthy (socially, psychologically, physically) - maybe a rotating theme in a discussion/chat group format w/ a facilitator plus special guests for mini presentation + discussion and/or films) + FOOD (a major draw) & a vital ingredient to bring teens out. My voice here is as a parent. We'll see (you'll see) what my teens want. May be different!	8/10/2016 4:06 PM
64	Heard the shore birds and other events like the local history granite industry, Paula Cole, tec.	8/9/2016 10:00 AM
65	See above. Also more teen-adult group events to encourage inter generational communication	8/7/2016 11:13 PM
66	Book Clubs - different topics! I find it difficult to get into a "set" book club!	8/7/2016 4:04 PM
67	Some times there are too many things going on in town. Less programs in summer and more in other months would be good.	8/6/2016 1:10 PM
68	Check with other libraries for suggestions for Teens.	8/6/2016 11:50 AM



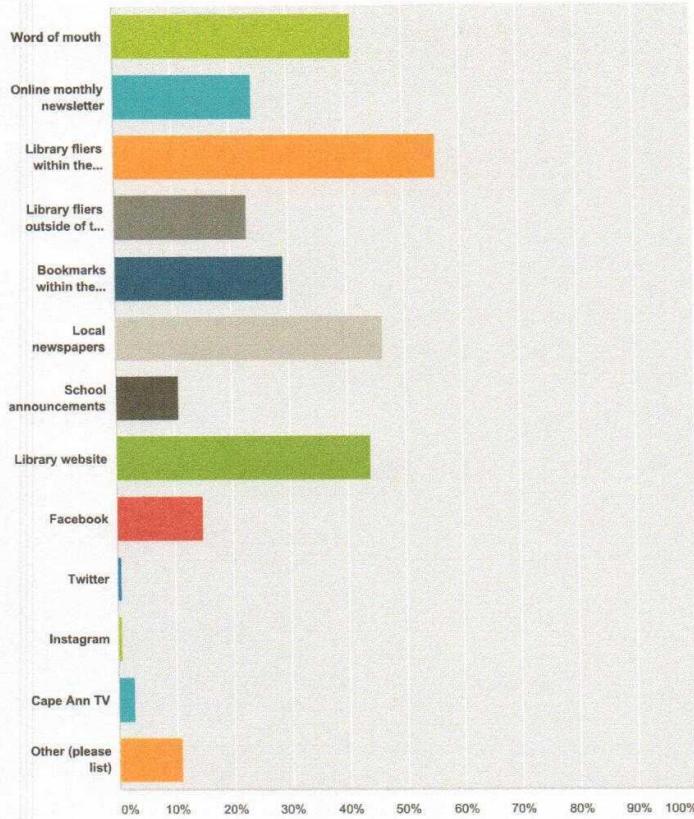
## Rockport Public Library Community Survey

SurveyMonkey

69	gaming clubs, classes on evaluating information (all ages), computer and internet use for adults/seniors, intro to reference/research services	8/5/2016 1:11 PM
70	not sure	8/5/2016 12:51 PM
71	New to town; haven't explored all you have to offer yet	8/4/2016 8:16 PM
72	Teen groups - books, movies, etc. Adult working individual programs. More childrens prog. are always great.	8/4/2016 5:30 PM
73	great courses	8/4/2016 5:21 PM
74	Better communitaction of programs and events in and around town.	8/4/2016 3:12 PM
75	book clubs and writing clubs	8/3/2016 11:57 AM
76	Author readings; writers groups.	8/2/2016 4:57 PM
77	More how to programs	8/2/2016 3:45 PM
78	Programs for kids in the 8-12 range.	8/2/2016 1:41 PM
79	Our teen is disinterested.	8/1/2016 4:36 PM
80	I love the children's programs: I can't participate in most adult programs due to hours (kid's bedtime)	8/1/2016 4:12 PM
81	interactive or more age interesting activities for teen 14-17; how-to and presentations for adults	8/1/2016 1:39 PM
82	We live in an area rich in culture - music, foods, arts. There are many in these fields or hobbyists, who might volunteer their time/talents if asked. Community outreach, seeking "in kind" donations are as valuable as cash donations.	7/28/2016 6:17 PM
83	Non author	7/28/2016 8:54 AM
84	Computer uses - ex. research	7/27/2016 1:45 PM
85	Especially lectures and readings. Thank you for making the movies year around.	7/27/2016 1:25 PM
86	Different book clubs,	7/25/2016 7:10 PM
87	More author readings and lectures.	7/25/2016 9:14 AM
88	computer classes and coding	7/25/2016 5:46 AM
89	Local history ect	7/23/2016 6:04 PM
90	I wouldn't say more kids programs are necessary because I think there are a ton of great ones now. But I would like to see them continue for sure.	7/22/2016 5:10 PM
91	Satisfied	7/22/2016 6:49 AM
92	this that will interest the 10-16 year old range	7/21/2016 5:15 PM
93	writers and lectures for adults. More local authors too!!!	7/21/2016 4:48 PM
94	love the films,the authors,and all.	7/20/2016 11:16 AM
95	ScienceTellers, reading competitions, weekend or pj story times during the school year	7/19/2016 11:59 PM
96	Local Author Roundtable discussions	7/19/2016 4:48 PM
97	Book clubs that allow people with a commute/9-5 job to attend please	7/18/2016 5:54 PM
98	Early History of Rockport.	7/17/2016 6:57 PM
99	More movies for teens and maybe clubs like the Awesome Book Club for the younger kids.	7/17/2016 2:37 PM
100	local history groups	7/17/2016 2:25 PM
101	Self help programs	7/17/2016 10:28 AM
102	An after school Lego program would be great	7/15/2016 8:11 AM
103	perhaps a baby/toddler story hour? More "clubs" for kids and teens	7/14/2016 7:12 PM
104	Serious fiction and non fiction authors.	7/14/2016 6:40 PM
105	More programs not just about books	7/14/2016 5:51 PM
106	Any + all kid's programs would be welcome!	7/14/2016 5:16 PM
107	More child-directed groups. Kids start clubs for their interests. More variety of adult book groups.	7/14/2016 4:50 PM
108	Instructional and local interest	7/14/2016 1:42 PM

**Q10 Programs: How do you find out about library programs? Check as many as applies.**

Answered: 343 Skipped: 66



Answer Choices	Responses	Count
Word of mouth	41.40%	142
Online monthly newsletter	23.91%	82
Library fliers within the library	55.69%	191
Library fliers outside of the library	23.03%	79
Bookmarks within the library	29.15%	100
Local newspapers	46.36%	159
School announcements	10.79%	37
Library website	44.02%	151
Facebook	14.87%	51
Twitter	0.58%	2
Instagram	0.58%	2
Cape Ann TV	2.62%	9
Other (please list)	10.79%	37
<b>Total Respondents: 343</b>		

## Rockport Public Library Community Survey

SurveyMonkey

#	Other (please list)	Date
1	Note sure I receive the online newsletter but I would like it.	9/24/2016 2:33 PM
2	Preschool gives out monthly sheet of children's events	9/21/2016 9:53 AM
3	I used the library very much when my children were young. It also provided me with books I would not have known about otherwise.	9/19/2016 1:59 PM
4	Stopping in to the library.	9/13/2016 1:31 PM
5	I don't	9/7/2016 6:11 PM
6	Unaware of many—since they are included in school announcements. Could they be included with the Senior Center publication?	9/6/2016 6:06 PM
7	Mainly children's programs from Carol & others as part of the FOL	9/6/2016 5:40 PM
8	At preschools	9/6/2016 2:18 PM
9	Email	9/1/2016 4:42 PM
10	Posters are always great, too.	9/1/2016 4:28 PM
11	Coming to the library and seeing the flyers.	8/31/2016 1:29 PM
12	Also check library bulletin board + other boards around town (post office, etc.)	8/30/2016 4:04 PM
13	send emails about events	8/30/2016 3:01 PM
14	Send me an email notification	8/29/2016 5:59 PM
15	friends	8/29/2016 3:37 PM
16	Staff	8/29/2016 10:03 AM
17	Good Morning Gloucester	8/28/2016 3:16 PM
18	GDTimes	8/28/2016 2:43 PM
19	During my occasional visits to the library	8/27/2016 11:37 AM
20	Rob Audano mentions at Rotary meetings	8/26/2016 11:09 AM
21	I am not a big computer user.	8/25/2016 8:16 PM
22	Rockport schools	8/24/2016 1:14 PM
23	Maybe work with the middle school to promote the town library	8/22/2016 9:56 AM
24	Didn't know about online monthly newsletters	8/21/2016 2:38 PM
25	Haven't	8/20/2016 2:20 PM
26	Rockport resident	8/19/2016 9:46 AM
27	I love the flier in the children's room - I input all activities directly into my phone while on site. The monthly newsletter (email) I read carefully & also make calendar locations.	8/18/2016 4:59 PM
28	Loud neighbors and chat chat	8/17/2016 2:16 PM
29	Fliers at town hall	8/9/2016 10:00 AM
30	would like to use library website. I don't watch tv. Don't use these websites too much time + trouble	8/7/2016 4:04 PM
31	I will be paying more attention	8/4/2016 8:16 PM
32	I would like a separate e-mail with just upcoming activities or programs, either individually or monthly or something.	8/1/2016 1:39 PM
33	Email from "Friends of Library"	7/27/2016 1:45 PM
34	Email from Friends of the Library	7/18/2016 10:45 PM
35	This Week in Rockport	7/18/2016 9:45 PM
36	I love the newsletter!	7/14/2016 5:51 PM
37	Carol is wonderful at making sure we know about the many kid's programs!	7/14/2016 5:16 PM

**Q11 Programs: How would you like the library to communicate with you about upcoming programs?**

Answered: 178 Skipped: 231

#	Responses	Date
1	Newspaper and email	9/24/2016 2:42 PM
2	Newsletter/Facebook (not aware of either)	9/24/2016 2:33 PM
3	I like a monthly flyer so I can enter all the dates into my calendar	9/21/2016 9:53 AM
4	Email	9/19/2016 2:21 PM
5	It is a great local asset that I am proud we have.	9/19/2016 1:59 PM
6	Monthly newsletter	9/19/2016 1:50 PM
7	Website or school	9/14/2016 3:31 PM
8	Gloucester Daily Times--numerous times-- not just one announcement. Have an email list to send out monthly like the Community Center does.	9/13/2016 2:02 PM
9	Email updates OK	9/13/2016 1:48 PM
10	Not necessary for I frequent the library	9/13/2016 1:40 PM
11	Website is good way.	9/13/2016 1:31 PM
12	Email	9/13/2016 1:26 PM
13	I need to sign into Facebook site - that would seem to be best for me.	9/13/2016 11:31 AM
14	email would be preferred	9/13/2016 11:02 AM
15	local newspaper	9/13/2016 10:46 AM
16	email	9/8/2016 2:08 PM
17	Website, newspapers, flyers in library.	9/7/2016 6:50 PM
18	Email	9/7/2016 6:11 PM
19	Facebook, email, sign up for snail mail to be sent to home (for families with schools outside local school system)	9/6/2016 9:37 PM
20	Mailing in with Senior newsletter, including a note to check online for changes or to call the library.	9/6/2016 6:06 PM
21	Wish there was an email newsletter	9/6/2016 5:49 PM
22	The newsletter is great.	9/6/2016 5:40 PM
23	Email	9/6/2016 3:23 PM
24	Facebook, email	9/6/2016 3:02 PM
25	Email	9/6/2016 2:41 PM
26	Online to our email	9/6/2016 2:25 PM
27	Email	9/3/2016 5:55 PM
28	email - text	9/3/2016 1:38 PM
29	Publishing monthly activities and delivery to all residents of Rockport. Like a more powerful public relations.	9/3/2016 1:04 PM
30	Email	9/3/2016 12:56 PM
31	newsletter, website, Facebook	9/2/2016 9:38 AM
32	Email	9/1/2016 4:42 PM
33	Online and in newspapers; Electronic posters like the one at 5 comers	9/1/2016 4:28 PM
34	? library email newsletter ? - sorry if you already have one - I haven't accessed it.	9/1/2016 2:01 PM
35	Fliers & bookmarks within the library; fliers at community sites (ie post office); website	9/1/2016 1:51 PM
36	Monthly newsletter	9/1/2016 9:21 AM
37	perhaps develop an e-mail listserve	8/31/2016 9:57 PM
38	Online newsletter	8/31/2016 3:39 PM
39	Don't need to. I check bulletin board, bookmarks.	8/31/2016 2:46 PM
40	email	8/30/2016 8:53 PM
41	Email would be a helpful option.	8/30/2016 5:10 PM
42	Program-specific e-mail lists might be helpful. Text reminders day before or AM of day perhaps. Bkms w/in library + small fliers are good (take home in books)	8/30/2016 4:04 PM

# Rockport Public Library Community Survey

SurveyMonkey

43	Email (jslucas45@comcast.net)	8/30/2016 3:11 PM
44	by email	8/30/2016 3:01 PM
45	G.D. Times	8/29/2016 6:34 PM
46	Emails	8/29/2016 6:29 PM
47	Online news	8/29/2016 6:22 PM
48	Email and Facebook	8/29/2016 6:08 PM
49	email would be wonderful	8/29/2016 4:35 PM
50	email	8/29/2016 3:44 PM
51	online newsletter	8/29/2016 10:04 AM
52	Monthly newsletter	8/29/2016 10:03 AM
53	Email	8/28/2016 4:04 PM
54	Hmm - guess I need to subscribe to the newsletter online	8/28/2016 2:43 PM
55	email, monthly newsletter (electronic)	8/28/2016 2:13 PM
56	Newsletter and website	8/27/2016 12:18 PM
57	email - amicusmjk@gmail.com	8/27/2016 11:37 AM
58	See above	8/27/2016 11:02 AM
59	email	8/26/2016 2:43 PM
60	email	8/26/2016 12:11 PM
61	I like seeing events on social media	8/26/2016 7:53 AM
62	Local paper	8/25/2016 6:26 PM
63	via email or library website	8/25/2016 2:51 PM
64	email	8/25/2016 2:39 PM
65	Email or Twitter.	8/25/2016 2:27 PM
66	Website	8/25/2016 2:26 PM
67	Beacon Newspaper, G.D.T.	8/25/2016 2:12 PM
68	e-mail	8/25/2016 1:45 PM
69	N/A	8/25/2016 1:28 PM
70	Email	8/24/2016 10:50 PM
71	Continue with what I have checked above.	8/24/2016 9:17 PM
72	No opinion.	8/24/2016 4:01 PM
73	email	8/24/2016 1:59 PM
74	OK now	8/24/2016 12:59 PM
75	Newsletter	8/23/2016 10:05 PM
76	website	8/23/2016 8:42 PM
77	Email updates. Programs listed on website.	8/23/2016 2:56 PM
78	The current levels of communication seem great to me.	8/22/2016 11:11 AM
79	email/social media	8/22/2016 9:56 AM
80	N/A	8/21/2016 2:58 PM
81	Email newsletter	8/20/2016 7:59 PM
82	Newsletter	8/20/2016 2:31 PM
83	Flyer drop my door or mail	8/20/2016 2:20 PM
84	Library website and advertisements on the front page of the website; emailed newsletter to subscribers, facebook announcements, school announcements for the kids, and paper fliers inside nad outside the library	8/19/2016 3:08 PM
85	e-mail	8/19/2016 9:46 AM
86	newsletter/email	8/18/2016 4:59 PM
87	Email	8/17/2016 5:41 PM
88	email, flyers; newspaper	8/17/2016 5:34 PM
89	ONLINE	8/17/2016 2:16 PM
90	Text: 978 675 5365	8/17/2016 1:58 PM
91	message.events via FB	8/17/2016 1:44 PM
92	Keep on doing all outreach you now do!	8/16/2016 4:25 PM

## Rockport Public Library Community Survey

SurveyMonkey

93	website, blog	8/15/2016 1:12 PM
94	email	8/14/2016 2:05 PM
95	Email and Facebook are most effective.	8/13/2016 2:11 PM
96	flyers at checkout counter	8/13/2016 1:53 PM
97	email	8/12/2016 9:26 PM
98	In the mail + GDT	8/11/2016 3:48 PM
99	Email	8/11/2016 1:41 PM
100	Newsletter	8/11/2016 12:56 PM
101	By the postal letter carrier	8/10/2016 4:37 PM
102	facebook would be nice - strongly on email	8/10/2016 4:16 PM
103	basically everything in place seems to be working	8/10/2016 4:06 PM
104	Email	8/10/2016 3:18 PM
105	newsletters	8/10/2016 3:13 PM
106	email	8/10/2016 3:07 PM
107	wowbrary	8/10/2016 2:12 PM
108	email	8/10/2016 1:21 PM
109	Newsletter	8/9/2016 3:46 PM
110	No suggestions	8/8/2016 3:41 PM
111	E-mail.	8/8/2016 9:38 AM
112	Email and Facebook	8/7/2016 11:13 PM
113	As a grandmother, I receive e-mails from the Ipswich library children's section concerning their weekly programs. (the grandchildren live in Ipswich)	8/7/2016 4:32 PM
114	Emails - ? anyone else agree? Disagree?! A meeting one morning one afternoon + one evening "concerning concerns" - change for different days	8/7/2016 4:04 PM
115	no change	8/7/2016 9:10 AM
116	Facebook	8/6/2016 11:50 AM
117	email	8/5/2016 5:56 PM
118	Facebook, email	8/5/2016 1:11 PM
119	email, e-newsletter	8/5/2016 12:51 PM
120	email	8/5/2016 8:31 AM
121	Email	8/4/2016 8:16 PM
122	email and notices at the desk	8/4/2016 7:41 PM
123	I'm satisfied with how they're being communicated	8/4/2016 5:39 PM
124	By mail	8/4/2016 5:21 PM
125	email	8/4/2016 3:12 PM
126	email	8/3/2016 11:57 AM
127	Newsletter	8/2/2016 3:45 PM
128	email	8/2/2016 1:41 PM
129	website	8/2/2016 11:46 AM
130	Newsletter	8/2/2016 8:04 AM
131	Email	8/2/2016 6:04 AM
132	Email, book marks, fliers	8/1/2016 4:52 PM
133	See above	8/1/2016 4:12 PM
134	e-mail and fliers in the library, maybe make a program board separate from bulletin boards in entryways	8/1/2016 1:39 PM
135	monthly news letter? is there one?	7/29/2016 11:25 AM
136	Love my email for overdue/renewals on materials still checked out.	7/28/2016 6:17 PM
137	email & newspaper	7/28/2016 11:27 AM
138	I love the online newsletter	7/28/2016 8:54 AM
139	Email, newspapers, fliers in library	7/27/2016 1:45 PM
140	I seem to be learning about programs without trouble now.	7/27/2016 1:25 PM
141	email	7/27/2016 7:15 AM
142	Facebook	7/26/2016 6:40 PM

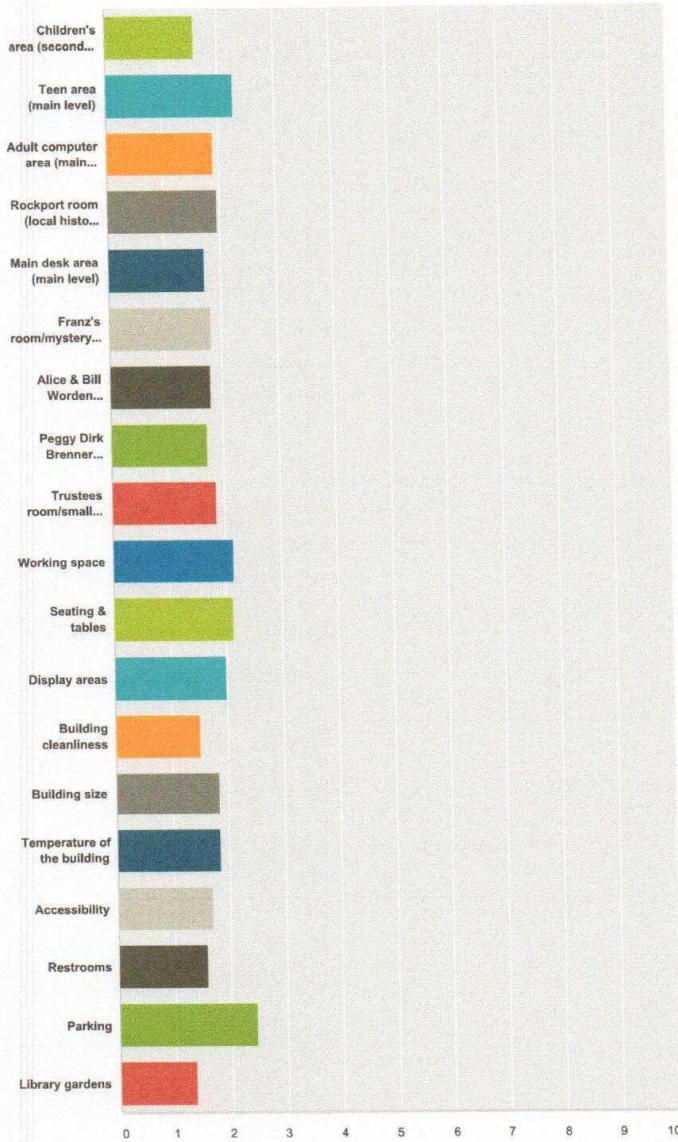
## Rockport Public Library Community Survey

SurveyMonkey

143	Facebook	7/26/2016 6:59 AM
144	Facebook	7/25/2016 7:10 PM
145	Website.	7/25/2016 9:14 AM
146	e-mail	7/24/2016 9:02 PM
147	Email, fliers, word of mouth	7/23/2016 8:04 PM
148	Facebook	7/23/2016 6:04 PM
149	Facebook, email	7/22/2016 11:09 PM
150	Same as currently	7/22/2016 5:10 PM
151	Email	7/22/2016 6:49 AM
152	online newsletter	7/21/2016 10:38 PM
153	email	7/21/2016 5:15 PM
154	Library fliers within the library	7/21/2016 5:01 PM
155	email	7/21/2016 3:01 PM
156	via simple email	7/20/2016 6:18 PM
157	as is	7/20/2016 11:16 AM
158	Email	7/19/2016 11:59 PM
159	Facebook is good	7/19/2016 7:36 PM
160	email	7/18/2016 9:56 PM
161	Website	7/18/2016 9:45 PM
162	Email newsletter	7/18/2016 7:10 PM
163	Website, newsletter or Twitter feed I could sign up for	7/18/2016 6:43 PM
164	Email	7/18/2016 6:07 PM
165	email	7/18/2016 8:28 AM
166	Email & Facebook	7/17/2016 10:20 PM
167	email	7/17/2016 6:57 PM
168	If you do not do this I think that you should send out emails about the upcoming adverts for those who would like that.	7/17/2016 2:37 PM
169	email	7/17/2016 2:25 PM
170	Facebook - the GDT is a joke	7/16/2016 10:28 PM
171	Facebook. And an improved website.	7/15/2016 6:24 AM
172	Facebook	7/14/2016 10:16 PM
173	Email	7/14/2016 6:40 PM
174	Newsletter	7/14/2016 5:51 PM
175	Library website, bookmarks at library	7/14/2016 4:50 PM
176	Email	7/14/2016 2:46 PM
177	Newsletter is great!	7/14/2016 1:42 PM
178	email/newsletter	7/14/2016 1:37 PM

**Q12 Building and Grounds: How satisfied are you with the Library building and grounds?**

Answered: 369 Skipped: 40



	Very Satisfied	Satisfied	Somewhat Satisfied	Not Satisfied	No Opinion/No Experience	Total	Weighted Average
Children's area (second level)	29.72% 107	25.00% 90	3.33% 12	1.11% 4	40.83% 147	360	1.59
Teen area (main level)	10.29% 36	8.57% 30	6.00% 21	6.29% 22	68.86% 241	350	2.27



## Rockport Public Library Community Survey

SurveyMonkey

Adult computer area (main level)	23.03% 82	34.83% 124	11.80% 42	2.53% 9	27.81% 99	356	1.91
Rockport room (local history room - lower level)	15.54% 55	21.75% 77	7.34% 26	3.11% 11	52.26% 185	354	1.96
Main desk area (main level)	42.27% 153	42.27% 153	9.12% 33	3.04% 11	3.31% 12	382	1.72
Franz's room/mystery collection area (main level)	22.25% 79	24.23% 86	7.32% 26	2.25% 8	43.94% 156	355	1.81
Alice & Bill Worden room/periodical area (main level)	25.77% 92	26.89% 96	8.12% 29	2.24% 8	36.97% 132	357	1.79
Peggy Dirk Brenner room/large meeting room (second level)	32.40% 116	30.73% 110	6.70% 24	2.23% 8	27.93% 100	358	1.71
Trustees room/small meeting room (second level)	17.71% 62	19.71% 69	6.86% 24	2.00% 7	53.71% 188	350	1.85
Working space	17.15% 59	25.00% 86	12.79% 44	6.69% 23	38.37% 132	344	2.15
Seating & tables	21.08% 74	35.90% 126	18.23% 64	6.84% 24	17.95% 63	351	2.13
Display areas	22.67% 78	43.02% 148	12.79% 44	4.65% 16	16.86% 58	344	1.99
Building cleanliness	54.96% 194	36.26% 128	5.10% 18	0.57% 2	3.12% 11	353	1.50
Building size	37.01% 131	40.68% 144	12.99% 46	4.52% 16	4.80% 17	354	1.84
Temperature of the building	38.33% 138	41.11% 148	8.61% 31	6.67% 24	5.28% 19	360	1.83
Accessibility	39.22% 140	37.82% 135	7.56% 27	2.80% 10	12.61% 45	357	1.70
Restrooms	42.82% 152	40.56% 144	4.23% 15	1.13% 4	11.27% 40	355	1.59
Parking	19.78% 71	30.92% 111	20.61% 74	20.61% 74	8.08% 29	359	2.46
Library gardens	66.20% 237	25.14% 90	3.35% 12	0.56% 2	4.75% 17	358	1.35

#	Comments on our building and grounds	Date
1	Great shape in and out. Basement area does need work however	9/24/2016 2:42 PM
2	meeting rooms tend to overheat	9/24/2016 2:33 PM
3	Garden is a wonderful place to sit and read while waiting for library to open.	9/24/2016 11:18 AM
4	Nice grounds	9/19/2016 2:15 PM
5	The recent book display in the garden was an appealing presentation I enjoyed. Good for children. Nice to have seating & shade while waiting for opening time. Nice & neat.	9/19/2016 1:59 PM
6	Many different areas and not all work well.	9/19/2016 1:50 PM
7	Parking can be a problem on most days.	9/19/2016 1:01 PM
8	Building seems a little small--maybe restructuring of areas.	9/17/2016 11:57 AM
9	Buildings in good condition. Grounds have never been so beautiful & cared for.	9/17/2016 11:48 AM
10	Love the reading/storybook garden.	9/14/2016 3:31 PM
11	Cushions for the chairs for viewing movies would be a great addition! Parking is simply at a premium in Rockport.	9/13/2016 2:02 PM
12	Need local authors & new releases prominently displayed	9/13/2016 1:48 PM
13	The grounds are delightful and very well kept - a peaceful oasis.	9/13/2016 1:40 PM
14	Facilities are very nice.	9/13/2016 1:31 PM
15	More power (outlets) please.	9/13/2016 1:26 PM
16	Please monitor parking lot better. Too many tourists use it.	9/13/2016 11:08 AM
17	Parking is difficult when there are meetings in tehbuilding. With the exception of summer tourists parking in library spacing, parking is fine. It would be helpful if there was one (15 min) spot for quick drop-off and checking out.	9/13/2016 11:02 AM
18	It would ge good to have a book drop in the rear in addition to the front, as that's where it's easier to park.	9/8/2016 2:08 PM
19	The grounds are awesome. I love the story book trail. Great idea.	9/7/2016 7:04 PM
20	Worden Room - Seats at comers block access to paperback section & magazines. I would like them moved so I can browse books without feeling like I'm invading persons space.	9/7/2016 6:50 PM

Rockport Public Library Community Survey

SurveyMonkey

21	Not enough parking in busy summer months. Building is not big enough—perhaps the basement break room could be better used for the public.Great garden!	9/7/2016 6:15 PM
22	Beautiful building, clean, attractive. We are lucky to hae our library. I was pleased that we could use a trustee rom for a R.H.S. reunion planning session. Thank you! I enjoy the book sales you have.	9/6/2016 6:06 PM
23	More parking? or somehow not have to use meters in front	9/6/2016 5:49 PM
24	The quiet areas need to be more quiet. I couldn't work @ library while attending NSCC. Sorry—tried many times to make it work.	9/6/2016 3:17 PM
25	Hard to find parking in summer, but that is not library's fault, rather a town-wide problem.	9/6/2016 3:02 PM
26	Pleasant	9/6/2016 2:41 PM
27	Ramp to book drop would be helpful.	9/6/2016 2:34 PM
28	Unhappy with inability to enforce library parking only. Being a Rockport resident & frequenst library user, tourists parking in the lot is a big problem and solutions need to be sought.	9/6/2016 2:10 PM
29	The kids and I loved the storywalks this summer!	9/3/2016 5:55 PM
30	Parking has become a HUGE problem. I think some of this could be alleviated by opening the library in the morning so everyone wasn't there at the same time in the afternoon. But this summer you simply can't park. Everybody is aware of this (as I'm sure you are). You have to double park along the side. Ihae seen & spoken to people parking and going to Front Beach. Last week, while I was double parked, I saw two separate people come down from the bank and get into their cars that were parked in your parking lot. While I don't think this is a problem in winter, it should not be allowed in summer. I know this is a challenge for you too, but I believe you have to post library only - 30 minuted. You maye ven have to keep passes for parking in the library for the staff to monitor.	9/3/2016 1:38 PM
31	a problem - parking. Could the parking spaces in front of the building be annexed from the city?	9/3/2016 1:19 PM
32	I would like to see less parked cars from persons that are not using the library	9/3/2016 1:11 PM
33	Ventilation in meeting rooms needs to be improved. Cords for the blinds in Friends Room are broken. The Reading Garden is a wonderful space to sit down with a friend and chat.	9/3/2016 12:52 PM
34	I mainly use what is available from the library online	9/2/2016 4:30 PM
35	No wifi anymore. That's a shame.	9/1/2016 6:28 PM
36	Normally I walk. small parking lot, but then again, this is Rockport. :-)	9/1/2016 5:44 PM
37	more outside space for reading and contemplation in good weather?	9/1/2016 4:28 PM
38	When evident that an adult program will be very popular, the Brenner Room can't accomodate everyone. Somehow a repeat would be nice even if it is a "taped" presentation at a later date.	9/1/2016 3:17 PM
39	Love the gardens + little park out back	9/1/2016 2:01 PM
40	The library is generally well kept. The plantings outside are beautiful! However, the privit on the corner of Broadway & School St. blocks the line of vision when driving onto Broadway.	9/1/2016 1:51 PM
41	Gardens are wonderful. Building needs updating and better heating/cooling. More comfortable seating. More work space.	9/1/2016 9:21 AM
42	No true "study" room - or anywhere dedicated to quiet work. Teen space needs to be more isolated from computers. Children's area is better but still has a poor/confusing layout (no fault for this belongs to Carol though). Shelving across from main desk for new books is too compact/cluttered.	8/31/2016 3:39 PM
43	Very well kept, Love all the flowers!	8/31/2016 2:46 PM
44	cleanest bathroom around!	8/31/2016 1:26 PM
45	The heatis too hot in the winter. It's not comfortable to wear winter clothes, i.e., sweater and long johns when the heat is turned up. I make my visits short. What teen area?	8/30/2016 5:10 PM
46	Garden/outdoor seating always lovely, labelling is nice. Comfortable chairs in Franz's room much appreciated + valued. A/C great in summer, climate generally well managed, thanks. Overall well Kept up + clean, thanks.	8/30/2016 4:04 PM
47	Sometimes I can't find space in the parking lot.	8/30/2016 3:42 PM
48	library needs more space, more for books, less for computers, they needs to be moved to community center	8/30/2016 3:01 PM
49	Add central air conditioning for patrons and staff.	8/30/2016 2:45 PM
50	Gardens: Beautiful! Wish there was more parking!	8/29/2016 6:29 PM
51	The plants outside look lovely	8/29/2016 6:15 PM
52	New titles localton is cramped and, especially with fiction, hard to access. Shelves loo low. Too near checkout area.	8/29/2016 6:08 PM
53	Would love to see more parking. Maybe get sticker from library to put on window for parking. Member at Library at [put in time] for 1 hr. Like computer time.	8/29/2016 5:48 PM
54	I know there isn't room but more parking spots would be helpful	8/29/2016 4:49 PM
55	Limited space - a larger site would require more taxes. You do a great job with what is available.	8/29/2016 3:37 PM
56	Building needs a review of usefulness of space. Temperatures are to hot or cold. Building is musty. Rugs and walls are dirty.	8/29/2016 10:03 AM
57	Audio can be a problem in Brenner room	8/28/2016 2:43 PM

## Rockport Public Library Community Survey

SurveyMonkey

58	Too much noise at main desk. I have always wished you had better display space to focus on authors who have won prizes or (alas) died. Nominees and winners of National Book Awards, Pulitzers and Nobels.	8/27/2016 12:18 PM
59	Rockport Room open more	8/27/2016 11:43 AM
60	All good.	8/27/2016 11:37 AM
61	I would like to see computer section pushed back & shelving of books put in its place. Just a switch in the 2 areas. I don't like having to go through the quiet computer space where people are trying to concentrate on their work to look for a book or video.	8/27/2016 11:21 AM
62	Limited parking	8/26/2016 2:43 PM
63	Garden area is spectacular	8/26/2016 1:50 PM
64	The computer area/main desk area is noisy. The mystery room is much better without all those extra shelves. I wish there were more comfortable seating areas.	8/26/2016 7:53 AM
65	Why is parking restricted after 10:00 a.m. when the library is only open at 10:00 a.m. one day each week? Why not restrict parking only when library is open?	8/25/2016 6:26 PM
66	Sometimes restrooms are closed for a long period o time -- periodical room is too cold & drafty in the winter	8/25/2016 6:16 PM
67	More parking spaces for those using the library. Sometimes there is nothing available.	8/25/2016 6:03 PM
68	Could use more poetry	8/25/2016 2:39 PM
69	The building and grounds are very well maintained. In an ideal world (where there was more funding for libraries) I would like to see updated and more comfortable furniture for working and reading.	8/25/2016 2:27 PM
70	New hand dryers in restrooms too loud. Adult computer area - should remain quiet area - sometimes too much talking & distractions - maybe too close to main front desk?	8/25/2016 2:26 PM
71	All is beautiful	8/25/2016 2:12 PM
72	Sometimes people using RAA studio park in RPL parking spaces. Gardens=wonderful! Like the roing story!	8/25/2016 1:45 PM
73	In summer months, the building is very warm and I have noticed fewer air conditioners than in the past. It is a bit hot and stuffy if you sit a while. Unless you sit quite close to a air conditioner, you don't get a lot of coolness. I hope the ladies behind the circulation counter are cool. Sad the library windows are so big and have difficulty in opening. I love fresh air.	8/24/2016 9:17 PM
74	Parking is sometimes an issue.	8/24/2016 4:01 PM
75	would love more comfortable chairs in reading rooms but realize space is limited. Love the story book outside this summer	8/24/2016 2:20 PM
76	The library staff do seem a bit "crammed in". Overall, I think the building and its location work extremely well.	8/24/2016 2:06 PM
77	The parking area should be better monitored, particularly in the summer, for parking by non-library users. This is really being abused.	8/24/2016 12:59 PM
78	Building needs updating. New furniture.	8/23/2016 10:05 PM
79	Exterior and grounds are nice. Interior of the building feels dated. Might there be more interesting/efficient ways to organize/display books and dvds?	8/23/2016 2:56 PM
80	the holly bushes on Broadway need to be kept trimmed at least 12" lower. It's hard to see oncoming traffic up Broadway. Get your guy who mows to keep them down. The stone benches on Broadway are not user friendly. Get the town to raise them so the seats are about 20" high. Senior citizens who could use them can't - they can sit but they can't get up!!! Little kids could manage to scramble up on higher benches. The town would have the right equipment to lift the stones and put higher stone blocks in place of the low ones there now.	8/22/2016 12:03 PM
81	The gardens are beautiful. The temps in the Brenner room (and children's room) can get a little wonky, but that is a minor thing. It would be wonderful to have more work space, but I understand space is limited.	8/22/2016 11:11 AM
82	Teen area not really defined as a space. I wouldn't have known about it until my friend showed me where it was	8/22/2016 9:56 AM
83	Summer tourists take advantage of lot for visit parking.	8/21/2016 2:38 PM
84	I think the library is the right size for the community it serves	8/21/2016 2:09 PM
85	Building need more maintenance and updating. Get rid of the suspended ceilings	8/20/2016 7:59 PM
86	Building looks cold and institutional, also smells bad. Very few spots to sit and read comfortably. Thank you for consolidating the new book sections, that was so odd and not user friendly.	8/20/2016 2:31 PM
87	Need more parking in Rockport in general	8/20/2016 2:20 PM
88	Non-gendered bathrooms should be included for families and those who are uncomfortable or feel unsafe using binary-gendered bathrooms. Could also use some additional parking; the lot is often full	8/19/2016 3:08 PM
89	I love the book in the garden this year! So great! grounds always look good. Temps in Brenner room too hot in winter - we are always sweating in sweaters	8/18/2016 4:59 PM
90	Beautiful garden! I am amazed at the healthy growth of the fir tree. I wish it was decorated on Christmas! Thanks	8/17/2016 1:58 PM
91	make building more eco friendly - reduce carbon footprint	8/17/2016 1:44 PM
92	Constant parking problems!	8/17/2016 1:30 PM
93	Gardens are beautiful	8/16/2016 4:56 PM
94	Computer area needs to be cleaner. People sometimes leave dirty tissues by computers + it's been dusty before. I carry more wipes these year - sound would be great. Perhaps another waste basket, too.	8/16/2016 4:36 PM

## Rockport Public Library Community Survey

SurveyMonkey

95	Wish we had more space but not likely! Excellent organization of available space!	8/16/2016 4:25 PM
96	ok. nice gardening + story cards in back	8/14/2016 2:05 PM
97	Coming in with a stroller is a challenge. I have to go to the back of the building. Need a changing table in the restrooms.	8/13/2016 2:11 PM
98	beautiful flowers	8/13/2016 1:53 PM
99	Building needs serious help. It smells moldy. Plus it looks dated...in a bad way.	8/11/2016 12:56 PM
100	They are o.k.	8/10/2016 4:37 PM
101	Restrooms needs fan. Or Aircondition.	8/10/2016 4:26 PM
102	I noticed an exhaust smell/air quality issue on the Broadway st side both downstairs in the stacks and in the large meeting room. What is that? It is like a big truck or lots of traffic idling outside the building which is not the case. When the AC units are running in the large room upstairs it can be hard to hear speakers even when they are amplified.	8/10/2016 4:06 PM
103	Outside wifi access and sitting area is wonderful.	8/10/2016 2:12 PM
104	Building layout does not work well. Have kids and programs downstairs. They are noisy (which i understand) and the sound carries to the quiet areas of the library.	8/9/2016 3:46 PM
105	Parking is sometimes an issue	8/9/2016 5:48 AM
106	Could it be possible to have cars in lot identified as being library users. It is frustrating to see so many out of town cars taking up spaces.	8/8/2016 3:54 PM
107	The gardens are beautiful	8/8/2016 3:41 PM
108	The grounds are very nice. Unless, you build up, I can't see how you could improve the size, unless you transfer the children's activities to another building - such as the one across the street.	8/8/2016 9:38 AM
109	The outside grounds are beautiful. I often sit there when I visit and just read or admire the plantings. Unfortunately on weekends it is often hard to find a parking space outside the small reserved lot. But that is only during the high tourist months.	8/7/2016 4:32 PM
110	Need more parking - I use the lot across the street which is illegal!	8/7/2016 4:04 PM
111	History room should be open more. Main desk is noisy and covered with too many things: money box, book group notices, bookmarks, etc.	8/6/2016 1:10 PM
112	Garden is particularly appreciated, as well as surrounding plantings. Parking is good, as is building size.	8/6/2016 11:50 AM
113	Gardens are beautiful.	8/5/2016 5:56 PM
114	Table/desk surfaces could be lower or seats higher	8/4/2016 5:54 PM
115	It's not easy having to go through main library (quiet area) with little kids. More meeting areas definitely needed.	8/4/2016 5:39 PM
116	more comfortable seating in periodical room would be great. More outlets in other seating areas, away from main computer area for those who wish to work in a quieter section.	8/2/2016 4:56 PM
117	Building needs better temperature control. It is not very welcoming. I love the new books in front of the desk. I never understood why there was two sections, a book is not new after 6 months or a year.	8/2/2016 3:45 PM
118	flowers gorgeous and story path is great; parking is challenging (often v. full) but not sure what you could do about that ALTHOUGH having book return on parking side would at least let me return books even when I can't get a space; now have to block road on other side	8/2/2016 11:59 AM
119	ELEVATOR VERY MILDEWEY SMELLING-WOULD HATE TO GET STUCK IN IT!!	8/2/2016 11:46 AM
120	more parking	8/2/2016 11:39 AM
121	Building is in terrible condition. Smells like something is seriously wrong. It is cluttered and closed up. No teen space. Children's room is upstairs, which is not great for children or adults on main level. I dont like the books separated in different rooms. It is confusing. The building is also not heated/cooled properly, which may be why it smells so bad. You should open some windows. I don't like paying to borrow DVDs when I already pay taxes, plus having to wait for staff to see if they are even in. I rarely visit the library anymore. It is just a sad building. I use online resources.	8/2/2016 8:04 AM
122	Sometimes it can be a little warm in the winter	8/1/2016 4:52 PM
123	Allow people to use the trustees room AS AVAILABLE. My 10-year old says the trees outside make his hands orange!?	8/1/2016 4:36 PM
124	wonderful building beautiful grounds	8/1/2016 4:22 PM
125	Parking is difficult for programs	8/1/2016 4:12 PM
126	parking in summer is taken by tourists and the buidng could be larger to accomodate a seperate space for teens/young adult (squishy chairs and chargers with YA books in one section)?	8/1/2016 1:39 PM
127	Loved the outdoor story pasted through gardens. Art/Sculpture garden would be fun to incorporate. Installing a sculpture for children, would make the exterior more welcome for kids!	7/28/2016 6:17 PM
128	The gardens are AMAZING!	7/28/2016 5:59 PM
129	We need to be able to open the windows in hot weather. And if we must have the airconditioner on, it needs to be quiet enough so that those attending a meeting can hear.	7/28/2016 11:27 AM
130	Recent improvements have been wonderful but this building needs some serious updating. Looks like the 90s.	7/28/2016 8:54 AM
131	Sometimes many staff take parking spaces. Could they park in the town lot when working a long shift? Often zero spaces available on Summer afternoons. Thank you Garden club volunteers!	7/27/2016 1:45 PM

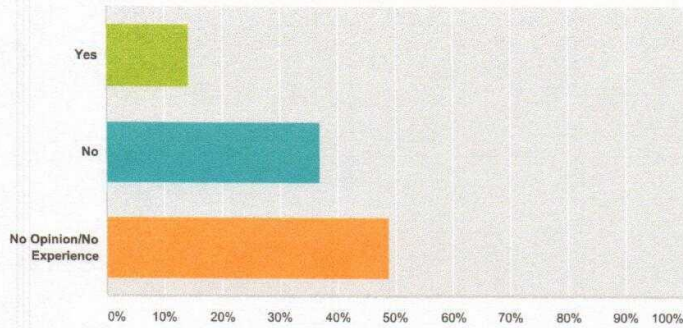
## Rockport Public Library Community Survey

SurveyMonkey

132	I wish people NOT using the library could be limited more successfully.	7/27/2016 1:25 PM
133	I don't like the limited parking and enjoy other libraries where their parking is larger	7/26/2016 6:40 PM
134	Put drop box by Parking lot Not out front	7/26/2016 1:29 AM
135	Seems that people who are not using the Library are parking in lot. It would be impossible to police I know.	7/22/2016 6:49 AM
136	need more parking and teen space	7/21/2016 5:15 PM
137	In summer, the parking spots are often taken by tourists.	7/21/2016 5:01 PM
138	So often people both residents + non residents utilize the library parking lot to walk downtown. There aren't enough spaces to begin with.	7/21/2016 4:48 PM
139	The Rockport Room should be open every day, not just one day a week.	7/21/2016 3:01 PM
140	On site parking should be limited to local stickered vehicles. Countless times, especially in high season on site parking is rare. A portion of school street should be reserved for stickered parking, and meter attendants should so note and penalize offenders	7/20/2016 6:18 PM
141	lovely	7/20/2016 11:16 AM
142	It is hot and humid. Not enough parking. No good quiet or social space, they are to many spaces throughout the building.	7/18/2016 7:10 PM
143	The display shelves across from the main desk are difficult for two people to browse at a time	7/18/2016 6:43 PM
144	Have attended a few summer evening programs and the room was very warm	7/17/2016 6:57 PM
145	I would like more parking options and a bigger building even though this is very roomy.	7/17/2016 2:37 PM
146	I think the library does well within its limited space. However, parking is a problem, especially when people from out of town who do not use the library take up spaces. Perhaps some kind of Library parking pass could be used for some of the metered spaces just in front of the entrance. Could an arrangement be made to use some of the spaces at the Housing Building next door	7/17/2016 2:25 PM
147	It's difficult to find parking in the summer.	7/17/2016 12:52 PM
148	Good job considering the size of the space	7/17/2016 8:03 AM
149	Very nice building	7/16/2016 10:28 PM
150	The air conditioners are so drafty in the winter!	7/16/2016 7:37 PM
151	several people park in the lot who don't live here but are visiting. I've seen people walk away and there is not an available space. I resent having to pay the expensive meters.	7/15/2016 10:09 AM
152	The interior is dated and could use a renovation, but it's fine. Bathroom in children's room, at times, seems to be out of order. Not ideal with small children. Parking could definitely be better, but you're in downtown rockport, so I realize very little can be done (but I'd like to see tourists that park there, and don't use the library, get a ticket).	7/15/2016 6:24 AM
153	Wish there was more parking! Most times I have to park in the town lot because it is difficult to find spots. Also there are usually empty staff parking spots???	7/14/2016 10:16 PM
154	So many spots are loud or quiet. Minimize the various spots. Front entrance gets crowded	7/14/2016 8:39 PM
155	Odd layout. Need more space. Sometimes smelly	7/14/2016 5:51 PM
156	More display areas might be good. A larger display case for the club lego creations would be good. Also some updated/more kid friendly furniture in the children's room.	7/14/2016 4:50 PM
157	Need central air conditioning and comfortable seating	7/14/2016 1:42 PM

**Q13 Buildings and Grounds: Is there anything we can do to make the Library more accessible and easier to navigate for individuals and families?**

Answered: 317 Skipped: 92



Answer Choices	Responses
Yes	14.20% 45
No	36.91% 117
No Opinion/No Experience	48.90% 155
<b>Total</b>	<b>317</b>

#	If yes, please tell us more	Date
1	Books on top and bottom shelves are hard to reach.	9/19/2016 1:50 PM
2	Not a super, big deal, but more parking. The lot is often full and you have to park out front and pay at the meters.	9/13/2016 2:20 PM
3	Announcements of activities ongoing or upcoming should be displayed near the entrances.	9/13/2016 2:02 PM
4	More parking	9/13/2016 1:48 PM
5	Post signs which say parking for library patrons only. Parking for a day of shopping will not be tolerated. I would also suggest posting a sign: "Police take notice."	9/13/2016 11:16 AM
6	I liked the way the new arrival books were before the recent changes -- to hard to find.	9/13/2016 11:08 AM
7	I was unaware of lower level space or the teen area. Clearly, I need to wander more in the building!	9/13/2016 11:02 AM
8	see above	9/8/2016 2:08 PM
9	Not much space - but what there is is being well used.	9/7/2016 7:04 PM
10	I think accommodations are reasonable though I know steps and weight of doors (outside doors) can be difficult for elderly/handicapped.	9/7/2016 6:50 PM
11	Of course more parking--always a town problem.	9/6/2016 6:06 PM
12	Need more parking or enforced library parking only	9/6/2016 2:10 PM
13	Getting another building to expand the facility; and more parking will be helpful due to the fact that Rockport is a tourist town, always busy.	9/3/2016 1:04 PM
14	???	9/2/2016 9:38 AM
15	I used to love sitting in your garden on Fridays surfing the web.	9/1/2016 6:28 PM
16	It's great as it is.	9/1/2016 4:28 PM
17	an additional entrance for children's room.	9/1/2016 3:17 PM
18	I love that the shelves are not so crammed and hard to use.	9/1/2016 9:21 AM
19	Seems fine.	8/31/2016 9:57 PM
20	Add more parking spaces. Upgrade or replace old handicap ramp.	8/31/2016 3:39 PM
21	I love how beautiful the building & grounds are. Lovely flowers! I love the bike rack too. As long as the paint is maintained the building looks awesome. I love the new fire escapes as well!	8/30/2016 5:10 PM
22	Understandable when books have to be shelved on their sides, but it's hard to see/deal with them, especially on lower/higher shelves (extremes).	8/30/2016 4:04 PM

## Rockport Public Library Community Survey

SurveyMonkey

23	Nice job in gardens.	8/29/2016 5:48 PM
24	Keep ramp boards fastened flat and clear of ice in winter.	8/27/2016 12:18 PM
25	Keep Art Assoc, tourists and Chenin Iiu out of parking area	8/26/2016 1:50 PM
26	There has been a lot of cleaning and organizing done (which is excellent) but still feels cluttered in some areas.	8/26/2016 7:53 AM
27	Nicely landscaped.	8/25/2016 6:26 PM
28	ALL IS IDEAL!	8/25/2016 2:12 PM
29	Perhaps a book drop on back porch - as well as front porch	8/25/2016 1:45 PM
30	More parking	8/25/2016 12:15 PM
31	The gardens and sitting area is pretty, but I do wonder about your parking. I hear people say you should have spaces . This might be a sore spot but could you make the gardens a little smaller and accommodate a few more parking spaces. Don't know how this could be done and still keep the pretty garden and sitting space.	8/24/2016 9:17 PM
32	more comfortable chairs	8/24/2016 2:20 PM
33	The R.G.C. does a super job and deserves more thanks and credit.	8/24/2016 12:59 PM
34	The work recently done to make shelves less crowded is great.	8/23/2016 10:05 PM
35	parking for more cars	8/23/2016 8:42 PM
36	The outside storiwalk is genius. Maybe some of the meter parking can be free to library patrons during library hours.	8/22/2016 9:56 AM
37	Thank you for getting rid of those horrible bookshelves. The books are sometimes hard to reach and I hate using the stools.	8/20/2016 2:31 PM
38	More parking!	8/17/2016 1:30 PM
39	See above!	8/13/2016 2:11 PM
40	Please tow cars in summer who are not using library!	8/11/2016 1:41 PM
41	Open access to both front doors.	8/11/2016 12:56 PM
42	Maybe some way to increase parking	8/10/2016 4:16 PM
43	Better parking. More room for talking + more room for quiet.	8/10/2016 3:32 PM
44	Get 2 or 3 of the School St. angle parking spots for parking during Library open hours. Also ask town for spots in town parking lot for employees	8/10/2016 2:12 PM
45	Books on top and bottom shelves are hard to access.	8/9/2016 3:46 PM
46	It seems just fine.	8/8/2016 9:38 AM
47	Caregivers with young children have some difficulty with space in the children's room if they are using strollers.	8/7/2016 4:32 PM
48	Don't know - looks good!	8/7/2016 4:04 PM
49	Problems seem site related. More parking; better maintenance of ramp. Don't let children act like the walks, ramps and stairs are a play area.	8/6/2016 1:10 PM
50	See above	8/4/2016 5:39 PM
51	Children's room needs a cozy reading area and better stroller accessibility.	8/2/2016 8:50 PM
52	Books on high shelves are hard to reach.	8/2/2016 3:45 PM
53	How would someone in a wheelchair even get though the doors?!	8/2/2016 8:04 AM
54	you are already perfect!	8/1/2016 4:02 PM
55	The front of building on Broadway is underused. Adding a small courtyard area here might encourage people to congregate here. On barn lane, if the pavement was increased up to the building. Maybe we could pick up another parking spot.	7/28/2016 5:17 PM
56	Adjust the height of the shelves	7/28/2016 8:54 AM
57	not that I can think of.	7/27/2016 1:25 PM
58	You would have to find a new location	7/26/2016 6:40 PM
59	Drop box by parking lot	7/26/2016 1:29 AM
60	Add book dropbox on side of building where parking lot is located.	7/25/2016 9:14 AM
61	relocate children's area downstairs.	7/22/2016 11:09 PM
62	The building looks great	7/22/2016 5:10 PM
63	- Drive by book drop - make more handicap	7/21/2016 5:15 PM
64	There is a need to prevent non library goers to STOP parking in the library lot!	7/21/2016 4:48 PM
65	The Rockport Room should be open every day, not just one day a week.	7/21/2016 3:01 PM
66	Couldn't disability accessibility be made more advantageous?	7/20/2016 6:18 PM
67	More parking	7/18/2016 6:07 PM
68	make sure parking area is used only by library patrons	7/18/2016 2:56 PM

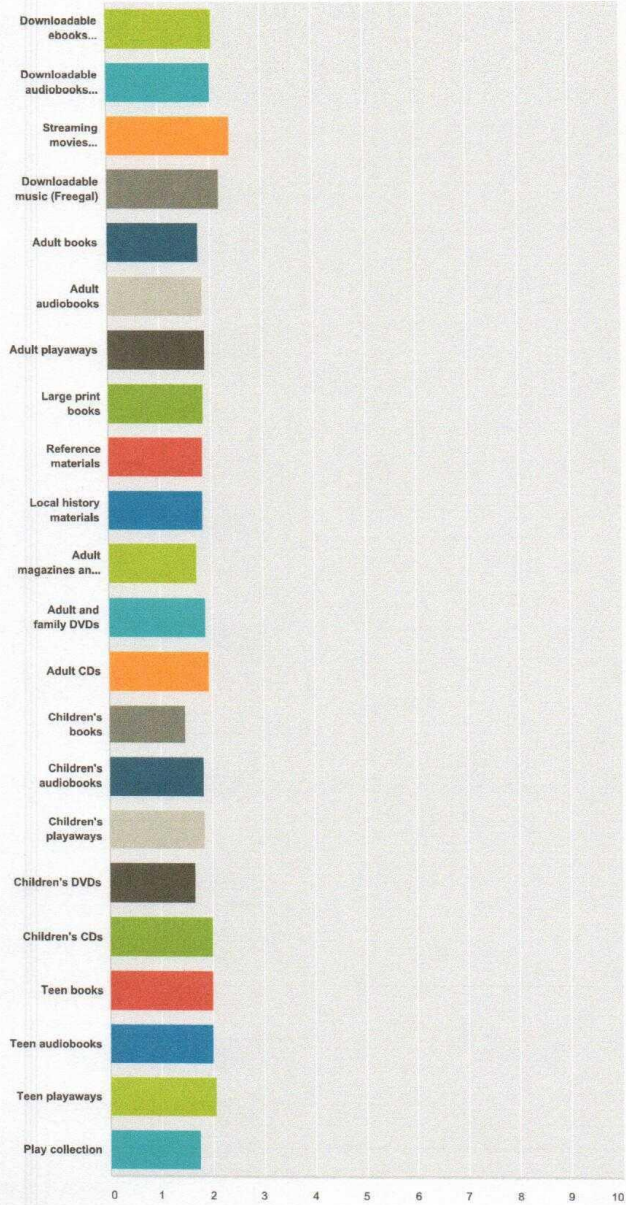
## Rockport Public Library Community Survey

SurveyMonkey

69	The small meeting room upstairs gets very hot.	7/17/2016 10:20 PM
70	I think giving the space good use has been made in terms of accessibility	7/17/2016 2:25 PM
71	Open until midnight	7/16/2016 10:28 PM
72	More parking which I realize will never happen.	7/15/2016 8:24 AM
73	Add book drop out back	7/14/2016 8:39 PM
74	Make DVDs accessible.	7/14/2016 5:51 PM

**Q14 Collections: How satisfied are you with the quality of our collections?**

Answered: 354 Skipped: 55





Rockport Public Library Community Survey

SurveyMonkey

	Very Satisfied	Satisfied	Somewhat Satisfied	Not Satisfied	No Opinion/No Experience	Total	Weighted Average
Downloadable ebooks (OverDrive, Safari, TumbleBooks)	10.03% 34	19.17% 65	10.62% 36	0.88% 3	59.29% 201	339	2.06
Downloadable audiobooks (OverDrive)	7.74% 26	17.86% 60	6.55% 22	0.89% 3	66.96% 225	336	2.02
Streaming movies (OverDrive)	3.29% 11	7.19% 24	2.10% 7	3.89% 13	83.53% 279	334	2.40
Downloadable music (Freegal)	5.14% 17	6.34% 21	5.14% 17	1.81% 6	81.57% 270	331	2.20
Adult books	33.14% 114	38.37% 132	9.30% 32	2.33% 8	16.86% 58	344	1.77
Adult audiobooks	14.16% 47	15.06% 50	4.52% 15	2.11% 7	64.16% 213	332	1.85
Adult playaways	4.86% 16	6.08% 20	1.52% 5	0.91% 3	86.63% 285	329	1.89
Large print books	10.18% 34	10.18% 34	4.49% 15	0.90% 3	74.25% 248	334	1.85
Reference materials	16.42% 55	22.09% 74	5.97% 20	1.49% 5	54.03% 181	335	1.84
Local history materials	12.61% 42	19.52% 65	2.40% 8	2.10% 7	63.36% 211	333	1.84
Adult magazines and newspapers	24.18% 81	30.15% 101	5.07% 17	0.90% 3	39.70% 133	335	1.71
Adult and family DVDs	22.42% 76	24.78% 84	8.26% 28	3.24% 11	41.30% 140	339	1.87
Adult CDs	15.57% 52	16.17% 54	8.08% 27	2.69% 9	57.49% 192	334	1.95
Children's books	22.92% 77	16.67% 56	0.89% 3	0.60% 2	58.93% 198	336	1.49
Children's audiobooks	8.11% 27	9.31% 31	3.30% 11	0.60% 2	78.66% 262	333	1.83
Children's playaways	5.07% 17	7.16% 24	1.79% 6	0.60% 2	85.37% 286	335	1.86
Children's DVDs	12.84% 43	12.24% 41	1.49% 5	1.19% 4	72.24% 242	335	1.68
Children's CDs	6.01% 20	7.81% 26	1.80% 6	2.10% 7	82.28% 274	333	2.00
Teen books	7.14% 24	8.93% 30	4.17% 14	1.49% 5	78.27% 263	336	2.00
Teen audiobooks	3.32% 11	5.14% 17	0.91% 3	1.21% 4	89.43% 296	331	2.00
Teen playaways	2.71% 9	3.01% 10	1.51% 5	0.90% 3	91.87% 305	332	2.07
Play collection	3.95% 13	3.34% 11	1.22% 4	0.30% 1	91.19% 300	329	1.76

#	Comments on our collections	Date
1	Good work!	9/24/2016 2:42 PM
2	Need more genres in movies and music. Make movies browseable.	9/19/2016 1:50 PM
3	Very great variety	9/14/2016 3:31 PM
4	I'm less familiar with the teen area.	9/13/2016 1:40 PM
5	My visits are primarily focused on children's materials, especially audio. I would love to see more in this general area because all three of my kids (ages 9-12) love them! We have enjoyed many happy hours as a family listening together to a story.	9/13/2016 11:02 AM
6	There's a good selection. I often jot down book titles when I read a review and only find about 50% of them in the library or in the MV collection.	9/8/2016 2:08 PM
7	I mainly use the library for "real" books - seldom borrow DVDs - LOVE the puzzle table!	9/7/2016 7:04 PM
8	Downloading problems when trying from home. Cannot access ebooks.	9/6/2016 6:06 PM
9	I should make myself more familiar with what you have. Do more outreach in community to let people know about services.	9/6/2016 5:49 PM

## Rockport Public Library Community Survey

SurveyMonkey

10	I find it difficult to find books.	9/6/2016 3:08 PM
11	Didn't know I could stream movies from your site! It would be really great if you devoted more space to new books—all that space on mystery books & only a few shelves to new books? Also, it's pretty obvious that whoever is choosing the new books is getting things only they are interested in (true for DVDs too) & this does not make for a current, or varied or interesting or dynamic section.	9/3/2016 1:38 PM
12	I'm pretty old and creaky for some of this, but I'm glad it's there.	9/3/2016 1:19 PM
13	It is impossible to get newly released books. It is very rare that I can find a recent (last 5 years) book on my collection of book reviews—though inter-library loan is quite efficient.	9/3/2016 12:52 PM
14	Please add more ebooks	9/2/2016 4:30 PM
15	Love the Safari program and the inter-library loans of computer books.	9/1/2016 5:44 PM
16	Interlibrary loan supplements the RPL collection very well.	9/1/2016 1:51 PM
17	More variety needed in the movies and music. There is a lot of British movies and classical music. More ebooks and rotate the new book section more often. A book that is six month old is not new anymore.	9/1/2016 9:21 AM
18	General collection is excellent - still very little catering to teens.	8/31/2016 3:39 PM
19	have tried 2 playaways, one had a dead battery and the second had poor sound	8/31/2016 1:26 PM
20	I would like to see more paperback mysteries. I like to always have a book with me for train, waits, etc. Too hard to carry a hardcover.	8/31/2016 1:05 PM
21	More—we could use more teen books, more children audiobooks, more DVDs. The DVD collection on the main floor seems dated.	8/30/2016 5:10 PM
22	Have always found DVD collection very good. Always been w/ adult collection/ILL process when needed. Fine w/ rarer occasions I've used/needed other collections.	8/30/2016 4:04 PM
23	library needs more books and space for more books, needs to keep art books and not sale it for few dollars in order readers just look at it in library, need to have a special sign, label for the most popular and the best books	8/30/2016 3:01 PM
24	Very small and very outdated. Not sure if this is a viable thing to continue (DVD & CD) as there is so much online streaming. I'd like more diversity in adult book selection.	8/29/2016 6:22 PM
25	Would like to see stronger adult backlist	8/29/2016 6:08 PM
26	I am very satisfied with your movie collections for adults and FREE take out service.	8/29/2016 5:59 PM
27	Since videos - have used library less & less. Need to renew "download" technology. Find I use library less & less for reference material. Need more current info on areas of study.	8/29/2016 5:32 PM
28	Some incomplete series in collection but they're delivered quickly from elsewhere. Love how quickly new books/movies arrive in the library/catalog.	8/29/2016 4:49 PM
29	Need more information on what these options are - how to use them, what they do.	8/29/2016 4:35 PM
30	Great mystery selection - but wish it was larger. No experience with other collections. My one experience to get a book was unsuccessful thru interlibrary - maybe not available here at all.	8/29/2016 3:37 PM
31	Add more ebooks and downloadable audiobooks.	8/29/2016 10:03 AM
32	Downloadable books seem limited in range: mostly best-sellers. Freegal is awful—hard to search and then just one tune at a time. I wanted the Brahms Requiem—the whole thing!! Not possible.	8/27/2016 12:18 PM
33	Have a list so we request specific CDs	8/27/2016 11:43 AM
34	All of the above [collections] are satisfactory.	8/27/2016 11:27 AM
35	Need more large prints.	8/27/2016 11:21 AM
36	rotate newer books more frequently	8/26/2016 1:50 PM
37	Diversify the music collection. I love the OverDrive book, please add more. Thank you for making DVDs free!	8/26/2016 7:53 AM
38	Don't know where play collection is. Not enough well-known authors e.g., library does not have Graham Greene's most well-known books.	8/25/2016 6:16 PM
39	If a book is not available, the library has been very helpful in obtaining it through the inter-library exchange.	8/25/2016 6:03 PM
40	I think the collections are terrific, but (again, with funding availability) I would like to see more world affairs publications.	8/25/2016 2:27 PM
41	Need more for 3rd, 4th, 5th grades. Also more adults mag and newspapers, adult and family DVDs and teen books and audiobooks	8/25/2016 2:12 PM
42	How does one stream movies? What are playaways?	8/25/2016 1:45 PM
43	I am going to learn more about the download-ables!	8/24/2016 2:06 PM
44	Quality new book collection could be expanded and made easier to use. Also- a bit more "adventurous" in acquisition.	8/24/2016 12:59 PM
45	Interlibrary often took too long for a short assign. period. My children have left Rockport after college degrees. However, research texts were limited and not tied to Rockport H.S. curriculum. ALSO: Some assignments were for books only both for RHS and St. Johns.	8/21/2016 2:38 PM
46	The adult selection is good. The interlibrary loan is terrific - very quick saves space; the art section is wonderful.	8/21/2016 2:09 PM
47	Thank you for making the DVDs free! I love using OverDrive	8/20/2016 7:59 PM
48	I love the online books! Keep adding more titles!!	8/20/2016 2:31 PM

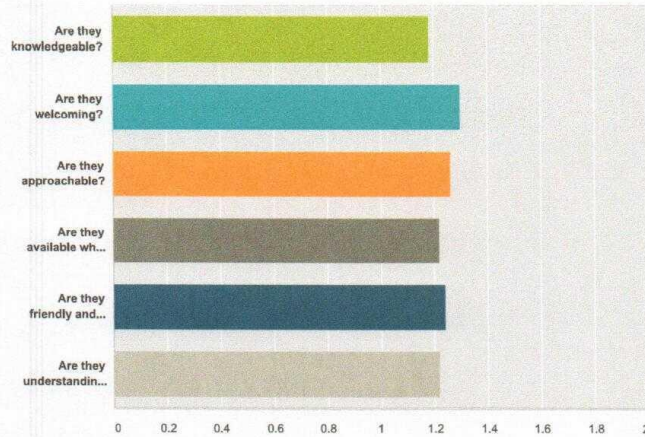
## Rockport Public Library Community Survey

SurveyMonkey

49	Sorry I don't use them	8/20/2016 2:20 PM
50	Most of the materials I check out have to come from other libraries. Would appreciate more diversity and more current music options, as well as culturally significant works by people of color and LGBT community members to increase diversity of collection	8/19/2016 3:08 PM
51	Carol has added amazing new selection since she arrived & we have noticed! So MANY great books!! I support her vision for whatever else she feels is needed - more children's books w/CDs, more high quality toys, continuing to improve the book selection!	8/18/2016 4:59 PM
52	Thank you for keeping up with the current publications.	8/17/2016 1:58 PM
53	I would like to see the collection organized by library of congress classification.	8/15/2016 1:12 PM
54	Would love to know which children's books are new/popular.	8/13/2016 2:11 PM
55	Senior citizen	8/13/2016 1:53 PM
56	Now that Gloucester music is gone, it's more important than ever to have a better CD collection than what's been at the library.	8/11/2016 3:48 PM
57	I like the econtent, please add more.	8/11/2016 12:56 PM
58	I feel that with interlibrary loan, my current needs are met, and within the collection (RKPT LIB) I am always finding excellent and interesting books. Love the NEW BK area & the theme cart that changes!	8/10/2016 4:06 PM
59	I just use ebooks and downloadable audiobooks. Please add more titles!	8/9/2016 3:46 PM
60	Never use!	8/8/2016 3:41 PM
61	Children's DVD's are kept in large drawers that are hard to handle. I love that you still date stamp when books are due!	8/7/2016 4:32 PM
62	Just know books + book services. Haven't had had time to know about other library services + collections etc.	8/7/2016 4:04 PM
63	would like to see more display of new books, videos, and CDs	8/7/2016 9:10 AM
64	New titles not available soon enough as ebooks or downloadables. Titles dated. Your shelves are half empty & seem full of authors like Grisham, Steven King, Evanovich & other best sellers. Hard to find gems by lesser knowns.	8/6/2016 1:10 PM
65	It would be nice for the Play Collection to be more available/explorably.	8/6/2016 11:50 AM
66	It's very difficult having to bring many # to front desk for them just to check if DVD's are in	8/4/2016 5:39 PM
67	perhaps more nonfiction is needed	8/4/2016 5:21 PM
68	Need more popular music and DVD's	8/2/2016 3:45 PM
69	you buy a good variety, esp. more science fiction than some other local libraries	8/2/2016 11:59 AM
70	I just use online resources. These are great, but need more.	8/2/2016 8:04 AM
71	Would like to see more recent releases of adult DVD's.	8/1/2016 4:52 PM
72	please add the magazine outside to your selection	8/1/2016 4:22 PM
73	wish i had more choice of audiobooks. i hate that they have to be returned and sometimes i'm not done!!!	7/29/2016 11:25 AM
74	Our children as they get older seem to be requesting more books on inter-library loan.	7/28/2016 6:17 PM
75	Need more ebooks and downloadable audiobooks. Thanks for making movies free!	7/28/2016 8:54 AM
76	A few people seem to keep newspapers for an inordinant length of time, chatting rather than reading them. Would like newspapers kept/stored for 2 weeks (downstairs) so they could be accessed if you can't get to library during the week - ex. on vacation.	7/27/2016 1:45 PM
77	Again no experience with the "no opinion" services	7/27/2016 1:25 PM
78	Would love downloadable magazines through Overdrive, preferably Nook over Zinio platform.	7/25/2016 9:14 AM
79	expand all areas for the 9-16 age range	7/21/2016 5:15 PM
80	please continue to add Newbery/Caldecott winners to the collection of children's books.	7/21/2016 5:01 PM
81	We stopped getting DVD's years ago when the library started charging for them	7/19/2016 10:35 PM
82	Need more online content.	7/18/2016 7:10 PM
83	I appreciate recent improvements to the teen/kids sections. Please continue stocking new, "hot" YA & kids!	7/18/2016 5:54 PM
84	I think it would be nice to build on the local history collection and also have exhibits on local history both from the collection but also loan materials from other sources	7/17/2016 2:25 PM
85	perhaps a larger selection of Overdrive movies, otherwise...great!	7/17/2016 12:52 PM
86	why aren't there more new art books, of all kinds. this isan artist's area	7/15/2016 10:09 AM
87	Would love to see more audio book options on overdrive (and for improved user experience on that app) and more playaway options for kids.	7/15/2016 6:24 AM
88	Wish fiction collection, both back and front list were larger	7/14/2016 6:40 PM
89	I've almost always been able to find what I need or request it from another library. I'm veryhappy with the children's collection, but I think there's always room to keep adding new titles.	7/14/2016 4:50 PM

**Q15 Staff**

Answered: 364 Skipped: 45



	Yes	Sometimes	No	Total	Weighted Average
Are they knowledgeable?	82.83% 299	16.34% 59	0.83% 3	361	1.18
Are they welcoming?	72.25% 263	25.00% 91	2.75% 10	364	1.30
Are they approachable?	75.76% 275	22.04% 80	2.20% 8	363	1.26
Are they available when needed?	79.56% 288	19.34% 70	1.10% 4	362	1.22
Are they friendly and courteous?	77.41% 281	20.94% 76	1.65% 6	363	1.24
Are they understanding of your needs?	80.23% 284	17.80% 63	1.98% 7	354	1.22

#	Comments on our staff	Date
1	Some of the staff is very friendly and welcoming, and some of the staff appears that they would rather be somewhere else and are annoyed with everyone at the library. One librarian was visibly put off that I was checking out a large stack of books. There seems to be often be some complaining and frowny faces at the main desk.	9/21/2016 9:53 AM
2	The main desk staff are hit or miss. I met the new director and she seemed very enthusiastic. I am hoping that she can help with this.	9/19/2016 1:50 PM
3	One of the best staffs I have interacted with at a library.	9/19/2016 1:01 PM
4	Occasionally staff seems too busy to physically direct people to needed areas in library. Frequently hs feel of old time librarians - lots of directing people to be quiet.	9/17/2016 11:57 AM
5	They all do such a good job!	9/17/2016 11:48 AM
6	The staff is outstanding. Always willing to help.	9/14/2016 3:41 PM
7	Very kind	9/14/2016 3:31 PM
8	Sometimes people have a lot on their minds but courtesy is also appropriate no matter what else is happening in one's life.	9/13/2016 2:02 PM
9	The staff is always helpful and very welcoming.	9/13/2016 1:40 PM
10	Very good and responsive.	9/13/2016 1:31 PM
11	We love the folks at the library.	9/13/2016 1:26 PM
12	Flaky but loveable.	9/13/2016 11:53 AM
13	I/we love Carol in children's section. She is so personable and knowledgeable. You can tell she is well-suited for her role and loves interacting with children and parents alike!	9/13/2016 11:02 AM
14	The good outweigh the "not so great"	9/13/2016 10:46 AM

## Rockport Public Library Community Survey

SurveyMonkey

15	I always enjoy having someone greet me and seem interested that I am visiting. This isn't always the case.	9/8/2016 2:08 PM
16	Always helpful, courteous and approachable.	9/7/2016 6:50 PM
17	Staff is first rate!	9/7/2016 6:11 PM
18	10/10	9/6/2016 9:37 PM
19	Lovely welcoming staff--I feel the only area to improve upon is technology understanding--helping people to use the library website and to access ebooks.	9/6/2016 8:06 PM
20	It would be nice to have nametags used more often	9/6/2016 3:23 PM
21	Great bunch!	9/6/2016 3:08 PM
22	No real complaints, but no standout performances either. Pretty neutral--not overtly welcoming	9/6/2016 3:02 PM
23	Some of the staff members are not warm or welcoming. They do not smile or greet you in a friendly way. These individuals should not be in children's library because it is an awkward and inappropriate fit. I also think they should all wear name tags.	9/6/2016 2:18 PM
24	We love Carol! She's a very special person and we are lucky to have her in our community.	9/3/2016 5:55 PM
25	Great people	9/3/2016 1:50 PM
26	Most of your staff is great--very friendly. There are a couple of grumpy ones though. And while they try to be helpful, you get the feeling they don't want to be bothered doing much. On many occasions when I've asked a question I'm told "I don't know. It's always been like that." End of story. You get the feeling they don't want to make the smallest effort outside of the little world.	9/3/2016 1:38 PM
27	They are one SUPER group.	9/3/2016 1:19 PM
28	The library is a social center. Contact with the staff may be the only human interaction those of us living alone may have in a day. Staff members are friendly, more eye contact, and have become friends over the years.	9/3/2016 12:52 PM
29	I do not usually visit the library because of past experiences, but today I met the library director outside of the library. She is special and we are so lucky to have her.	9/2/2016 4:30 PM
30	Never a bad experience	9/1/2016 5:44 PM
31	Camilla provides excellent assistance to Hist. Book Club	9/1/2016 4:42 PM
32	Wonderful!! Thank you for all you do	9/1/2016 2:01 PM
33	Marge and Kay are exceptionally pleasant and helpful.	9/1/2016 1:51 PM
34	Cindy is amazing. She is so receptive to new ideas and has brought the library far in a short amount of time. Other staff members are also wonderful, but some I do avoid. They are just not willing to help.	9/1/2016 9:21 AM
35	It depends on who you ask for help. A lot of the shorter-tenured staff members are very easy to approach and always willing to help. A few of the longer-tenured members, on the other hand, can be very cold or dismissive (i.e. telling me to just look in the catalog when I ask them where a book is, or telling me they're in the middle of something when they're alone at the desk and I ask for help). Not all of them though. And Carol upstairs is terrific - she does a wonderful job and keeps track of every child (somehow).	8/31/2016 3:39 PM
36	They are a great group!	8/31/2016 2:46 PM
37	I usually only see Kay & Carol - they are great!	8/31/2016 1:29 PM
38	Fantastic	8/31/2016 1:26 PM
39	Some staff not very friendly...	8/30/2016 9:16 PM
40	Carol is YES to all of these questions! The staff on the main floor is hit or miss on these questions. It depends on their mood I guess. It would be nice if they were more cheerful.	8/30/2016 5:10 PM
41	stuff is great and couldn't be better	8/30/2016 3:01 PM
42	I think the library has a very good, courteous staff	8/29/2016 5:59 PM
43	All ready to help	8/29/2016 5:05 PM
44	A truly wonderful staff that always greets me by name when I enter the building.	8/29/2016 4:49 PM
45	Always a pleasant experience	8/29/2016 4:35 PM
46	They are terrific, always!	8/28/2016 2:43 PM
47	Knowledge and abilities seem to vary widely. When I ask for help, I'm looking for more than a Google look-up	8/27/2016 12:18 PM
48	They are more interested in the computer than waiting on customer & being courteous. They need to go to customer service training so they know how to treat people that come into the PUBLIC LIBRARY.	8/27/2016 11:21 AM
49	Outstanding staff	8/27/2016 11:11 AM
50	The very best--friendly, knowledgeable and accommodating	8/26/2016 1:50 PM
51	There are some really great staff and then there are some that I now avoid. I recently met the new director and she was wonderful. I love what she is doing and hope she can use this information to make needed changes.	8/26/2016 7:53 AM
52	Very helpful.	8/25/2016 6:03 PM
53	Yes - for many, many years. They are all the best.	8/25/2016 2:12 PM
54	Excellent staff	8/25/2016 1:45 PM
55	Childrens area better than main desk	8/25/2016 12:15 PM

## Rockport Public Library Community Survey

SurveyMonkey

56	I do praise the ladies with their talking/listening with your occasional patrons who are gabbers. They are very pleasant/patient and are never rude to the gabber. Nice job!	8/24/2016 9:17 PM
57	Great staff!	8/24/2016 2:20 PM
58	The staff are uniformly GREAT!	8/24/2016 2:06 PM
59	Main level staff rarely smile and are off-putting. Children's librarian(s) have always been pleasant.	8/24/2016 1:14 PM
60	Thanks and support. There are a great group of people	8/24/2016 12:59 PM
61	Cindy is wonderful! What a knowledgeable and passionate professional!	8/23/2016 10:05 PM
62	Some desk staff need more encouragement for friendly and courteous service	8/23/2016 5:17 PM
63	Ms. Carol is super friendly and helpful.	8/23/2016 11:40 AM
64	As mentioned, the atmosphere is changing, but with the exception of the children's room staff and a few staff members downstairs, the spirit is often one that seems almost intimidating and unfriendly.	8/22/2016 11:11 AM
65	There has been an improvement in the friendliness and pleasantness but there are still some that don't know how to smile. When I have asked if books are in or similar authors, was directed to computer. Sometimes questions occur after arrival at library so I couldn't use electronics at home.	8/21/2016 2:38 PM
66	You've got some of the best working for you.	8/21/2016 2:09 PM
67	The new director has brought a new life into the library. She is so nice and I see her around the library all the time. She has made some great changes (DVDs, new books, and more). I assume she is why we are doing this survey as well. I am excited for the future of the library.	8/20/2016 7:59 PM
68	There are a few staff members that are great, but others won't even look you in the eyes. It makes me feel terrible to bother them.	8/20/2016 2:31 PM
69	good people	8/20/2016 2:20 PM
70	As I stated before, Carol is amazingly warm & approachable & knows all the parents & kids BY NAME - whoah!! I wish that the subs in the Children's library would wear a smile - (not Emily - she is great!)	8/18/2016 4:59 PM
71	Nice!!!	8/17/2016 5:41 PM
72	very helpful in checking out telescope	8/17/2016 5:34 PM
73	Wonderful helpful group.	8/17/2016 1:58 PM
74	Sometimes there's hardly eye contact or a smile. Other times, someone (esp. the new blond/red headed lady) is VERY nice and helpful. She really went out of her way to find something for us.	8/17/2016 1:30 PM
75	This is a difficult question to answer. Main desk can be less welcoming than children's area, which is extremely welcoming	8/16/2016 4:56 PM
76	Excellent staff! A shoutout to Brian for his Tech Help sessions!!	8/16/2016 4:25 PM
77	Carol is wonderful!	8/15/2016 1:12 PM
78	The Rockport library is so lucky to have such a wonderful staff!	8/11/2016 3:48 PM
79	Carol in Children's is great!	8/11/2016 1:41 PM
80	Some are very nice.	8/11/2016 12:56 PM
81	The staff is very great, nice and helpful	8/10/2016 4:16 PM
82	no bad experiences. Always cheerful & helpful. This adds to the excellent general social vibe that this library gives.	8/10/2016 4:06 PM
83	Very hit or miss	8/9/2016 3:46 PM
84	The most irritating thing that the public notices is how loud they are behind the desk. It's very abnormal to hear them carry on; it's, almost, as if they were at a club rather than a library. At the same time, they look down on the public for, barely, speaking.	8/8/2016 9:38 AM
85	I am new to Rockport and do not know peoples' names. I know many do not like name tags. But I would like to acknowledge someone by their name. And some of the staff in the children's room could smile a little more.	8/7/2016 4:32 PM
86	Fabulous - But I cantell if I use up too much of their time + "want" too much"	8/7/2016 4:04 PM
87	Talk too loud. Spend too much time with friends. Don't like haring their conversations.	8/6/2016 1:10 PM
88	Great Staff! One good reason to come to the Library often.	8/6/2016 11:50 AM
89	Sometimes a few seem a bit grumpy; not sure they understand tenets of customer service	8/5/2016 12:51 PM
90	Carol is phenomenal. The front desk with a few exceptions are not welcoming, especially toward children (the future of the library)	8/4/2016 5:39 PM
91	100%, A+	8/4/2016 5:21 PM
92	The best!	8/2/2016 8:50 PM
93	Carol Bender is an incredible resource. She is knowledgeable, friendly, approachable and clearly loves her work and the kids. She makes the children's library a wonderful, welcoming place. I love that she not only greets everyone by name, but also remembers what kinds of books they like! Do whatever you can to keep her on board!!	8/2/2016 1:41 PM
94	you have lovely people working for you, esp, Margie & children's librarian	8/2/2016 11:59 AM
95	There have been a few staff members who were helpful, but not always. It is hard to ask for help if you feel like you are going to be treated poorly and not get the help you need. Why would I bother?! I go to another library for research help, they know what they are doing and nice.	8/2/2016 8:04 AM

Rockport Public Library Community Survey

SurveyMonkey

96	Some a re wonderful, some rather unapproachable	8/2/2016 6:04 AM
97	There has been a little pushback when time has been requested to use the Trustees room for 1-2 hours in order to meet to prepare for book chats.	8/1/2016 4:52 PM
98	Carol is the best!	8/1/2016 4:36 PM
99	As a patron of the library for almost 35 years I have been consistently impressed with the quality of the staff. They are critical to the success of the library and much appreciated	8/1/2016 4:22 PM
100	Carol Bender is fantastic in the Children's room.	8/1/2016 4:12 PM
101	You staff is one of the best features. They are always willing to go that extra step to help out or find what is needed. Thank you Rockport Library Staff, current-past-and future!	8/1/2016 1:39 PM
102	Carol is welcoming and doing an amazing job in Children's room. I don't feel welcomed at the main desk, efficient, yes. We still miss Linda Johnson and Gunilla Cauffield.	7/28/2016 6:17 PM
103	With very few exceptions, the staff goes out of their way to help!	7/28/2016 5:59 PM
104	Sometimes I feel that through no fault of their own, the staff are overworked and not available.	7/28/2016 11:27 AM
105	They are always helpful, friendly + I appreciate all of them.	7/27/2016 1:55 PM
106	Thanks!	7/27/2016 1:45 PM
107	They're always friendly and helpful.	7/27/2016 1:25 PM
108	You can tell when you have catches them at a bad time. I will stay friendly even if they seem annoyed. I do have to say that sometimes my fines are high and they feel bad but I don't. I never mind paying fines. It goes to a great cause! I love libraries so no matter what I will always use them. Brian and the new children's librarian are constantly pleasant and easy to chat with	7/26/2016 6:40 PM
109	I think we have the best library staff on the north shore.	7/25/2016 12:43 PM
110	Always helpful, courteous, patient	7/25/2016 8:45 AM
111	Not friendly downstairs. Very friendly upstairs	7/23/2016 6:04 PM
112	In years past there were very supercilious librariansbut the current ones are very nice.	7/23/2016 2:02 PM
113	Special shout out to Carol as she goes above and beyond every day. She knows so many of the kids by name and takes a genuine interest in them.	7/22/2016 5:10 PM
114	carol is exceptional!	7/21/2016 5:15 PM
115	They're fabulous!	7/21/2016 5:01 PM
116	although I do not frequent the library enough I have always been pleased with the staff.	7/21/2016 4:48 PM
117	I think staff should wear name tags of some sort. I volunteer at Shalin Liu, and it always feels great when patron address me by name because I'm wearing a name tag. The library staff that I know by name... Kay, Margie and Cindy are great!	7/21/2016 3:01 PM
118	Comments here can be associated with individuals who are entitled to the occasional bad hair day; some personalities are more approachable than others; but most times, the staff can be seen as very suitable to a small town library where everybody knows you name. Only one toxic personality can be thought of, and not bad at all for non professionals	7/20/2016 6:18 PM
119	you have an amazing staff on desk.	7/20/2016 11:16 AM
120	We always feel welcomed by a friendly and helpful staff.	7/19/2016 11:59 PM
121	Carol is just wonderful and we come back weekly because she makes our library experience enjoyable.	7/19/2016 10:44 PM
122	I had a difficult time obtaining a library card. It was only through the intervention of another staff person that the librarian who was working with me allowed it. She was quite suspicious that I didn't live in Rockport. It was an inauspicious beginning.	7/18/2016 10:45 PM
123	Not the most welcoming	7/18/2016 9:36 PM
124	Not the most welcoming	7/18/2016 9:36 PM
125	Some staff are amazing and others may need more training.	7/18/2016 7:10 PM
126	Carol is all of the above but the downstairs staff is not always very welcoming	7/18/2016 6:35 PM
127	Carol Bender is wonderful! Always incredibly welcoming, friendly, and knowledgeable.	7/18/2016 6:07 PM
128	Great staff!	7/18/2016 4:52 PM
129	It would be nice if the staff wore nametags.	7/18/2016 8:28 AM
130	I think it is hard to generalize. On the whole all of the staff are friendly. However, at closing time at any day of the week everyone seems to be in a rush and can seem annoyed at questions that come up at the end of the shift. Some staff chat away with some patrons while ignoring others. This really isn't a fair statement of the overall quality of service which is high, but these are two areas where some improvement might be worth looking at.	7/17/2016 2:25 PM
131	Wonderful staff!	7/17/2016 12:52 PM

Rockport Public Library Community Survey

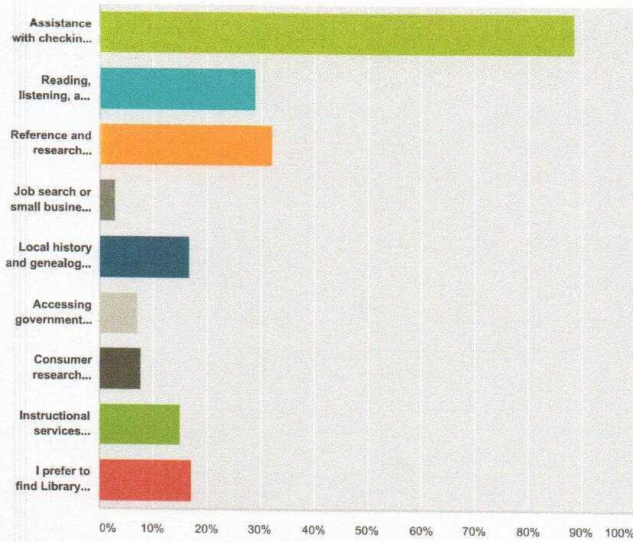
SurveyMonkey

132	Unfortunately, I have not found some of the staff to be helpful. One woman who someone called her Marge was very rude to me when I asked her if they had a book. She snapped at me, and told me where to go and look for it. I figured she was having a bad day, until months later when I had another encounter and she was abrupt again.	7/15/2016 8:04 PM
133	Mari and Kay are wonderful	7/15/2016 8:11 AM
134	I would say yes to all of the above for Ms Carol, and no to all the staff I've encountered in the main level.	7/15/2016 6:24 AM
135	Great	7/14/2016 8:27 PM
136	Carol in the children's room is amazing. Many of the other staff tend to be unfriendly and/or hard to approach. When other people cover in the Children's room they often appear not to like children much at all...	7/14/2016 7:12 PM
137	We love Miss Carol! What a boon to your library - she is AWESOME.	7/14/2016 5:16 PM
138	I always enjoy interacting with the staff. They are friendly and helpful. My children especially love Carol Bender. She's so patient and helpful, and genuinely interested in what everyone has to tell her. She's gone above and beyond by taking the time to get to know my kids and regularly point out books/movies/programs that will be of particular interest to them.	7/14/2016 4:50 PM
139	The children librarian Carol is absolutely fantastic!	7/14/2016 12:52 PM



**Q16 Staff: Which of the following types of staff assistance are you most likely to use at the library? Choose all that apply.**

Answered: 340 Skipped: 69



Answer Choices	Responses
Assistance with checking out or renewing library materials	88.53% 301
Reading, listening, and viewing recommendations	29.12% 99
Reference and research services	32.06% 109
Job search or small business support	2.94% 10
Local history and genealogy assistance	16.76% 57
Accessing government services (tax help, citizenship preparation, etc.)	7.06% 24
Consumer research (health, finance, how-to)	7.65% 26
Instructional services (homework help, computer assistance, etc.)	15.00% 51
I prefer to find Library resources by myself	17.06% 58
<b>Total Respondents: 340</b>	

#	Other (please specify)	Date
1	Finding books in the stacks - unable to bend down to retrieve lower books.	9/24/2016 2:33 PM
2	Museum passes	9/19/2016 1:59 PM
3	Finding books that I somehow missed, even though they were right in front of me.	9/13/2016 2:20 PM
4	Finding a title.	9/8/2016 2:08 PM
5	Locating books not in the system. 3 people helped but no success obtaining a book outside of the system.	9/6/2016 6:06 PM
6	Carol is always so helpful.	8/31/2016 1:29 PM
7	Really not sure of reference/research sources available at library that might not be available to gen. public via internet?...	8/30/2016 4:04 PM
8	help me with museum passes and i wish there will be more passes and to more places	8/30/2016 3:01 PM
9	Help on computer - sometimes have trouble. Young man that is there is a great help. (Volunteers from school)	8/29/2016 5:48 PM
10	Ordering books from other libraries	8/28/2016 2:43 PM

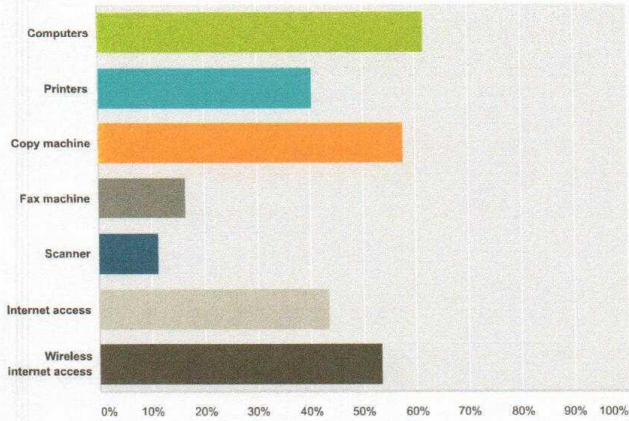
## Rockport Public Library Community Survey

SurveyMonkey

11	Generally rely on my own ability to find what I need/want	8/27/2016 12:18 PM
12	Be willing to help at copy machine if a question should arise, not read the directions.	8/27/2016 11:21 AM
13	I ask for assistance depending on who is at the desk.	8/26/2016 7:53 AM
14	They are always very very helpful.	8/25/2016 2:12 PM
15	Kay is the best	8/24/2016 1:51 PM
16	Please give praise to Brian for his one on one sessions on use of tech usage. He is helpful, patient, knowledgeable.	8/21/2016 2:38 PM
17	I try not to bother them because they are often unpleasant.	8/20/2016 2:31 PM
18	Staff helped me get organized with a card issue early on and solved a problem.	8/10/2016 4:06 PM
19	help w/accessing material from other MVC libraries	8/10/2016 2:12 PM
20	Need to take website exploration class + various "usage" topics - Please have them - email us! PLEASE!	8/7/2016 4:04 PM
21	I would utilize staff more (with the exception of Carol) if they were more approachable	8/4/2016 5:39 PM
22	finding books/genres as library changes	8/2/2016 11:59 AM
23	I don't bother with your staff anymore.I use another library	8/2/2016 8:04 AM
24	Need help using audiovisual equipmen when necessary.	7/28/2016 11:27 AM
25	I really wish you had a reference librarian. They are SO HELPFUL. Circulation staff just don't know sometimes.	7/28/2016 8:54 AM
26	Sometimes they help finding books the catalog says is available but not where I expect to find it. It's easier with the limitation of the new book area.	7/27/2016 1:25 PM
27	interlibrary loan	7/21/2016 5:01 PM
28	I think a reference librarian would be helpful.	7/18/2016 7:10 PM

**Q17 Technology: Which of the library's technology resources do you use? Check all that apply.**

Answered: 266 Skipped: 143



Answer Choices	Responses
Computers	61.65% 164
Printers	40.60% 108
Copy machine	57.52% 153
Fax machine	16.54% 44
Scanner	11.28% 30
Internet access	43.61% 116
Wireless internet access	53.38% 142
<b>Total Respondents: 266</b>	

#	Are there any technology resources not mentioned above that you would like to see the library offer?	Date
1	It would be great if the computer in the childrens room had games for children. (PBS or the like)	9/21/2016 9:53 AM
2	Book sales. Museum passes	9/19/2016 1:59 PM
3	Nah	9/14/2016 3:31 PM
4	Nope.	9/13/2016 2:20 PM
5	Color copy machine, Photo duplicator.	9/13/2016 2:02 PM
6	I use the computer to access the card catalog only.	9/8/2016 2:08 PM
7	Support connected with library email.	9/6/2016 6:06 PM
8	I have at home.	9/6/2016 5:49 PM
9	Have all of above at home.	9/3/2016 1:38 PM
10	I love the wireless.	9/2/2016 4:30 PM
11	Do you have wireless access again?	9/1/2016 6:28 PM
12	no	8/31/2016 2:46 PM
13	Didn't realize there was wifi...	8/30/2016 4:04 PM
14	I don't need it, but I understand that many people do, but library doesn't have space for it. I would move all these stuff into community house or find another additional space for library, or I would fill out meeting rooms etc with books and find additional space for meetings, clubs, computer, services, but library is first about books, knowledge, then about services	8/30/2016 3:01 PM
15	I use these rarely but have never had any issues using these great resources.	8/29/2016 4:49 PM

## Rockport Public Library Community Survey

SurveyMonkey

16	Printer that can work from my tablet. You need stronger wifi.Half the time it doesn't work outside—a problem for me on Fridays.	8/27/2016 12:18 PM
17	Great - since we need another tower here on Cape Ann	8/25/2016 2:12 PM
18	I don't use your computers much, only occasionally. Sometimes if I am outside, I might use WIFI service.	8/24/2016 9:17 PM
19	No, everything is fine.	8/24/2016 4:01 PM
20	not as of today.	8/17/2016 1:58 PM
21	Didn't realize all this available	8/13/2016 1:53 PM
22	I wonder if it might be possible for a couple people (or one) to view documentaries (DVDs) if there were a viewing room for that. OR to listen to music OR to practice a language	8/10/2016 4:06 PM
23	borrowable e-readers	8/10/2016 2:12 PM
24	Watch movies? with earphones - ? - thank!!!	8/7/2016 4:04 PM
25	A printer to send to from hand-held device.	8/6/2016 1:10 PM
26	How to get Device Advice appointments.	8/6/2016 11:50 AM
27	I find it clumsy...slow. Prefer to use homebased computer services but sometimes want to do something while at libray and it's not a good user experience	8/5/2016 12:51 PM
28	no	8/4/2016 5:21 PM
29	kindle rental, camera, laptop rental	8/3/2016 11:57 AM
30	Didn't know fax and scanner were available to us. Would like more reliable wireless internet access.	7/27/2016 1:45 PM
31	Kindle and overdrive help as well as password	7/26/2016 6:40 PM
32	Ipads and kindle	7/21/2016 5:15 PM
33	I was told you did not have a scanner,when requested.	7/20/2016 11:16 AM
34	3-D printer	7/18/2016 6:43 PM
35	The wireless connection could be stronger and more widespread	7/17/2016 2:25 PM

**Q18 Library Use: What does the Rockport Public Library offer that you value the most?**

Answered: 274 Skipped: 135

#	Responses	Date
1	Bright open place - good collection and groups. helpful staff- art displayed	9/24/2016 2:42 PM
2	Books!	9/24/2016 2:33 PM
3	Magazines, DVDs, computers	9/24/2016 11:18 AM
4	A wonderful collection of children's books for all ages of young readers and thoughtful selections displayed.	9/21/2016 9:53 AM
5	Books	9/19/2016 2:21 PM
6	Books	9/19/2016 2:15 PM
7	Some free chairs at book sales	9/19/2016 1:59 PM
8	Familiarity with the building	9/19/2016 1:52 PM
9	Community center	9/19/2016 1:50 PM
10	I can't afford to buy book and DVDs, so I'm happy my taxes can help fund such an incredible resource like the Rockport Library. For the Kids and adults like me it helps enrich our lives with educational material as well as wonderful leisure reading/watching.	9/19/2016 1:01 PM
11	Warm welcome and assistance	9/17/2016 11:48 AM
12	Easy availability of materials here and ILL	9/17/2016 11:42 AM
13	The ability to order books through the MVLC is a HUGE asset for the Rockport library patrons.	9/14/2016 3:41 PM
14	The school summer reading section	9/14/2016 3:31 PM
15	BOOKS	9/13/2016 2:27 PM
16	Books	9/13/2016 2:10 PM
17	Email list of events like the Community Center does--monthly.	9/13/2016 2:02 PM
18	Public lectures. Available Internet	9/13/2016 1:48 PM
19	The children's room is rich in current and old favorites in its collection of books & CDs & DVDs. DVDs / Adult library / Books / Adult CDs: classical / wonderful collection	9/13/2016 1:40 PM
20	Computers for public use.	9/13/2016 1:31 PM
21	Wide variety of services locally!	9/13/2016 1:26 PM
22	Books & movies & music CDs	9/13/2016 11:53 AM
23	Newspaper/magazine array	9/13/2016 11:31 AM
24	A great novel fiction collection including newly published books	9/13/2016 11:16 AM
25	Recently released books	9/13/2016 11:08 AM
26	The location, size, and collection. I also enjoy interacting with the staff. Also, the hours--especially in the afternoon/early evenings which give flexibility to people who can't access the library during business hours.	9/13/2016 11:02 AM
27	Inter-library access. Books!	9/13/2016 10:46 AM
28	-books available in hard copy and electronic versions -the ability to place a hold on a title	9/8/2016 2:08 PM
29	Books, books and more books! Inter-library borrowing is great.	9/7/2016 7:04 PM
30	Cost savings, newspaper, current book, DVD, book clubs, author presentations	9/7/2016 6:58 PM
31	Adult books, interlibrary loans, evening & weekend hours, parking, location. Beautiful, well maintained building & grounds & programs for community. Though I don't take advantage of them currently because of work. I plan to when I retire and am glad they are available to community. The library is my favorite town space/service.	9/7/2016 6:50 PM
32	A quiet place to look at what's new. Library sale. Nice magazine area.	9/7/2016 6:32 PM
33	Availability - all services	9/7/2016 6:21 PM
34	Books. Feels like a community center.	9/7/2016 6:11 PM
35	Children's Room	9/6/2016 9:37 PM
36	It is growing and changing with he times.	9/6/2016 6:06 PM
37	Recent books - just published	9/6/2016 5:49 PM
38	Books - Adult (new especially) and children's. I tend to browse the shelves near the circ. desk for easy access.	9/6/2016 5:40 PM
39	Relatively rapid access to books on reserve	9/6/2016 3:23 PM
40	Quiet environment	9/6/2016 3:12 PM

## Rockport Public Library Community Survey

SurveyMonkey

41	Books & computers/printers. Magazines	9/6/2016 3:08 PM
42	Audio books for long drives. On-line language program	9/6/2016 3:02 PM
43	Books. I take advantage of the books; I could take advantage of more.	9/6/2016 2:47 PM
44	Besides materials, a pleasant place to go to.	9/6/2016 2:41 PM
45	Current novels & mysteries - Interlibrary loans - museum passes - helpful staff - Great cookbook & knitting sections: basic & new	9/6/2016 2:34 PM
46	A quiet place to read newspapers & periodicals and do research. Enjoy attending library's community programs. Borrowing digital books & museum passes.	9/6/2016 2:25 PM
47	Children's room and children's programs	9/3/2016 5:55 PM
48	Access to materials throughout the MVLC	9/3/2016 1:50 PM
49	I think the sense of community there is great.	9/3/2016 1:38 PM
50	Easy access to a ll books, even current ones, pleasant, warm and knowledgeable personnel.	9/3/2016 1:19 PM
51	The hours are very useable	9/3/2016 1:11 PM
52	Everything	9/3/2016 1:04 PM
53	Convenient in-town location	9/3/2016 12:56 PM
54	It is a pleasure to be there. I always run into someone I know. It's a happy place.	9/3/2016 12:52 PM
55	ebooks	9/2/2016 4:30 PM
56	books	9/2/2016 9:38 AM
57	The quiet, and the range of books/periodicals	9/1/2016 6:28 PM
58	meeting rooms	9/1/2016 4:42 PM
59	A sense of place for local citizens A collective life of the mind and spirit.	9/1/2016 4:28 PM
60	It's there!	9/1/2016 3:17 PM
61	free wifi newspapers - daily	9/1/2016 2:01 PM
62	children's services	9/1/2016 1:59 PM
63	Audiobooks MVLC & RPL website Periodicals Interlibrary loan "courtesy reminder" on book returns is helpful.	9/1/2016 1:51 PM
64	Having such a wonderful Library with such a lovely and helpful staff, here in Rockport gives me a small town, secure sense of well-being.	9/1/2016 1:40 PM
65	Free materials (online and print)	9/1/2016 9:21 AM
66	Computers and Internet access	8/31/2016 9:57 PM
67	An outstanding collection of books and other media (and easy access to other material shared between dozens of libraries).	8/31/2016 3:39 PM
68	1. Close to Home 2. The staff 3. Computers, copy, printer, fax machines 4. Books, DVD's	8/31/2016 2:46 PM
69	A place where reading is so beautifully displayed, a friendly child space & staff who it is noticeable that they love what they do!	8/31/2016 1:29 PM
70	free reading materials, especially magazines. Access to printer and copier.	8/31/2016 1:26 PM
71	Books	8/31/2016 1:05 PM
72	Location and hours open	8/30/2016 10:21 PM
73	Online book ordering	8/30/2016 9:16 PM
74	children's books	8/30/2016 8:53 PM
75	Currently we value the children's room and teen novels the most. I also have very much enjoyed doing research in the genealogical room in the basement.	8/30/2016 5:10 PM
76	Books, periodicals, technology, resources, other media...	8/30/2016 4:04 PM
77	Convenience - close to home.	8/30/2016 3:42 PM
78	Customer Assistance	8/30/2016 3:04 PM
79	BOOKS, BOOKS, BOOKS	8/30/2016 3:01 PM
80	Catalog Holds/Phone Calls Dropbox	8/30/2016 2:45 PM
81	Great Public Meeting Room	8/29/2016 6:34 PM
82	Interlibrary loans	8/29/2016 6:29 PM
83	Location and books obviously	8/29/2016 6:22 PM
84	Wireless Internet	8/29/2016 6:15 PM
85	Inter-library loan	8/29/2016 6:08 PM
86	Speakers Museum Passes Mystery collection	8/29/2016 5:39 PM
87	Community programming	8/29/2016 5:32 PM

## Rockport Public Library Community Survey

SurveyMonkey

88	The ability to read and grow my knowledge of the world and offering great movie selections for everyone.	8/29/2016 4:49 PM
89	A quiet environment where I can take my time and discover interesting books.	8/29/2016 4:35 PM
90	Sense of community, convenience	8/29/2016 3:44 PM
91	Mystery Selection Also love your book sales	8/29/2016 3:37 PM
92	children books, online overdrive	8/29/2016 10:04 AM
93	Access to information and a community center.	8/29/2016 10:03 AM
94	A place to donate used books	8/28/2016 4:04 PM
95	Comfortable, gracious setting, helpful staff, open stacks	8/28/2016 2:43 PM
96	Willingness to review its role in the community and how it have a stronger role	8/28/2016 2:13 PM
97	Ability to bring in books from other libraries, if not available at RPL.	8/27/2016 5:15 PM
98	Make reading materials available	8/27/2016 4:57 PM
99	Internet access & downloadable books.	8/27/2016 12:18 PM
100	Books - Novels	8/27/2016 11:43 AM
101	We always attend the annual book sale & love it	8/27/2016 11:37 AM
102	Internet access	8/27/2016 11:27 AM
103	I love the book fairs. The children's summer reading program in Millbrook Meadow The author's book night Public movies in the winter	8/27/2016 11:21 AM
104	Being part of the Merrimack Valley Consortium, interlibrary loans are great. I can get any book I want. I also enjoy Overdrive,--reading on my Kindle.	8/27/2016 10:56 AM
105	Inter-library loans	8/26/2016 2:43 PM
106	books	8/26/2016 1:50 PM
107	There are so many great things, it is impossible to choose between them.	8/26/2016 7:53 AM
108	Genealogy help and resources	8/25/2016 6:35 PM
109	Books and interlibrary loans	8/25/2016 6:26 PM
110	A place to get books to read	8/25/2016 6:16 PM
111	The semi-annual book sale. Large print books	8/25/2016 5:56 PM
112	The periodical reading area and the availability of the computers	8/25/2016 2:51 PM
113	Printing	8/25/2016 2:39 PM
114	Staff and collections - a terrific collection of books (especially for a relatively small town library).	8/25/2016 2:27 PM
115	First, I love the library! I enjoy the movies, quiet room, use of computers . . . mystery book selections.	8/25/2016 2:26 PM
116	Books Magazines DVDs Programs	8/25/2016 2:12 PM
117	We're both avid readers. The ability to utilize the entire collections of area libraries is amazing.	8/25/2016 1:50 PM
118	- friendly service - use of P.B. Friends room - speakers - interlibrary loan - friendly atmosphere - comfortable building	8/25/2016 1:45 PM
119	Rockport Poetry Readers Summer writing workshop with Jim Scrimgeour	8/25/2016 1:21 PM
120	Convenient central location within walking distance of most of the town	8/25/2016 1:11 PM
121	great kids area and help	8/25/2016 12:15 PM
122	ebooks	8/25/2016 10:42 AM
123	I do like to read and I take out a few books a month. It is nice the library is near by. It would be a shame if the library closed.	8/24/2016 9:17 PM
124	Great magazine selection, newspapers, cd's, and a great selection of fiction & non-fiction.	8/24/2016 4:01 PM
125	Books!	8/24/2016 2:20 PM
126	Free books that I can borrow as long as I return them.	8/24/2016 1:59 PM
127	Walking distance from home :)	8/24/2016 1:51 PM
128	We mostly use the Children's Room.	8/24/2016 1:48 PM
129	website	8/24/2016 1:12 PM
130	Being there!	8/24/2016 12:59 PM
131	Accessibility	8/24/2016 10:06 AM
132	Resources quickly available	8/23/2016 10:05 PM
133	a variety of media	8/23/2016 8:42 PM
134	Inter library loan	8/23/2016 5:17 PM
135	Good selection of adult books and dvds for requesting/borrowing. I LOVE the Meet the Author Series.	8/23/2016 2:56 PM
136	Books and interlibrary loans.	8/23/2016 11:40 AM

## Rockport Public Library Community Survey

SurveyMonkey

137	Print books are still (and always will be!) my favorite resource, followed by access to periodicals that are cost-prohibitive to personally subscribe to. Next are the audiobooks and DVDs.	8/22/2016 11:11 AM
138	Books DVDs playaways	8/22/2016 9:56 AM
139	Get new books that I otherwise would not ever know about	8/21/2016 2:58 PM
140	A town needs a library - a good one like ours. It's the busiest place in town - well, maybe the dump is busier!	8/21/2016 2:09 PM
141	I love the access to resources	8/20/2016 7:59 PM
142	The resources	8/20/2016 2:31 PM
143	Computers and printers	8/20/2016 2:20 PM
144	knowing it is there when I need it.	8/20/2016 11:21 AM
145	A place to get pleasure and education-oriented books, ebooks, and videos for free, and a resource for accessing other libraries' more extensive collections without having to travel as far for pick-up.	8/19/2016 3:08 PM
146	An AMAZING CHILDREN'S LIBRARIAN - we hold her so dearly to our hearts!! Please give her more power to make decisions within the children's program - she is more than worthy of this.	8/18/2016 4:59 PM
147	Book source	8/17/2016 5:41 PM
148	Space + community support through education.	8/17/2016 2:16 PM
149	Community space/resources	8/17/2016 2:05 PM
150	new publications.	8/17/2016 1:58 PM
151	Knowledgeable staff	8/17/2016 1:44 PM
152	You're there! - free books, DVDs, CDs,...! But it's very difficult to return DVDs and CDs because the library has to be open.	8/17/2016 1:30 PM
153	Free access to all citizens	8/16/2016 4:56 PM
154	A professional, friendly, knowledgeable staff that remembers your name! You guys are awesome -	8/16/2016 4:36 PM
155	a well-balanced & current collection with many additional ways to access materials & resources online	8/16/2016 4:25 PM
156	Access to information. Connection to MVLC.	8/15/2016 1:12 PM
157	books	8/14/2016 2:05 PM
158	Children's Programs Movie nights Local Author readings/visits	8/13/2016 2:11 PM
159	Books by authors I enjoy + staff is very congenial	8/13/2016 1:53 PM
160	Books + knowledgeable people.	8/11/2016 3:48 PM
161	Location and charming building	8/11/2016 1:41 PM
162	I can't imagine life without the library - for books, book sales, research, travel guide, computers when necessary - DVDs - everything you need right in the middle of town.	8/11/2016 1:17 PM
163	Access to free ebooks	8/11/2016 12:56 PM
164	newspapers + magazines	8/10/2016 4:37 PM
165	clean environment	8/10/2016 4:26 PM
166	The work space, I use the work space to get my college work done	8/10/2016 4:16 PM
167	Books! Dvds. A place to come and explore and enjoy. In part, we chose to move to Rockport (with our teens) because we loved the library right away, and we can usually tell a lot about a community based on its library.	8/10/2016 4:06 PM
168	Audio Books	8/10/2016 3:07 PM
169	A quiet place during the summer; a warm place during the winter and a welcoming place year round	8/10/2016 2:12 PM
170	staff and availability of books	8/10/2016 1:21 PM
171	The collection and access.	8/9/2016 3:46 PM
172	The events and speakers	8/9/2016 10:00 AM
173	Books and online books	8/9/2016 5:48 AM
174	A friendly, welcoming place where I feel I belong.	8/8/2016 3:54 PM
175	Movies	8/8/2016 3:41 PM
176	The computers and printers - the movies - and, any special speakers invited for interesting topics.	8/8/2016 9:38 AM
177	Community activities	8/7/2016 11:13 PM
178	A large selection of books through its association with the library consortium.	8/7/2016 4:32 PM
179	museum passes - didn't know I could do it online! -	8/7/2016 4:04 PM
180	Nice place to go to be out of the house. Books and magazines, movies and programs.	8/6/2016 1:10 PM
181	Community resource of material, arts, programs and place for sociability.	8/6/2016 11:50 AM
182	Books available through inter-library loan combined with lovely caring local staff	8/5/2016 5:56 PM
183	eBooks, work space, print books and magazines	8/5/2016 1:11 PM



## Rockport Public Library Community Survey

SurveyMonkey

184	Access to wide range of information through various resources	8/5/2016 12:51 PM
185	Books!	8/5/2016 8:31 AM
186	Wireless internet; Reference help; quiet work area; friendly environment	8/4/2016 8:16 PM
187	Accessibility to my home, the collection, ordering books through MVL.C.	8/4/2016 7:41 PM
188	A comfortable setting to work and access informational/intellectual resources	8/4/2016 5:54 PM
189	The children's library interlibrary loan Children programs	8/4/2016 5:39 PM
190	Books	8/4/2016 5:21 PM
191	Access to books.	8/4/2016 3:12 PM
192	fiction selection	8/4/2016 1:10 PM
193	small town feel, friendly	8/3/2016 1:43 PM
194	BOOKS OFCOURSE!!	8/3/2016 11:57 AM
195	Books :)	8/2/2016 8:50 PM
196	Book selection and computer access	8/2/2016 4:56 PM
197	Access	8/2/2016 3:45 PM
198	A free, welcoming place to come with my children--whether it's to get books/movies or attend a program and engage with the community.	8/2/2016 1:41 PM
199	variety of books that is different than what is on offer next door at Sawyer	8/2/2016 11:59 AM
200	A place where it is acceptable to leave one's cell phone behind- as well as a place where children can freely choose what THEY like to read.	8/2/2016 11:46 AM
201	Online resources	8/2/2016 8:04 AM
202	Books to borrow, DVR's to borrow, tips on interesting books and movies	8/2/2016 6:04 AM
203	Book groups	8/1/2016 4:52 PM
204	1. Books, both at Rockport and via Merrimac Valley 2. Daily newspapers 3. Community space	8/1/2016 4:36 PM
205	periodicals Knowledgeable and friendly staff an important part of the fabric of the community	8/1/2016 4:22 PM
206	Children's programs, parenting books, interlibrary loan	8/1/2016 4:12 PM
207	Books. Books. More books. Paper, audio, e-, large print, and access to other library collections through the interlibrary loan program.	8/1/2016 1:39 PM
208	Borrowing books.	7/31/2016 2:32 PM
209	Kids programs; Summer Reading; DVD and book rentals.	7/28/2016 6:17 PM
210	Great opportunities to read/listen to books that interest me! Availability is easy w/ online holds	7/28/2016 5:59 PM
211	A chance for those with similar interest to get together for a discussion.	7/28/2016 11:27 AM
212	New adult sci/fantasy books, though I haven't been there lately, in years passed always happy to discover new authors and books there that enriched my life.	7/28/2016 10:25 AM
213	Access to information	7/28/2016 8:54 AM
214	An excellent staff, always ready to help. movies. friendliness of everyone there.	7/27/2016 1:55 PM
215	Book loans Newspapers and Magazines	7/27/2016 1:45 PM
216	current books and DVDs Interlibrary loans for both the above lectures + readings	7/27/2016 1:25 PM
217	Small Town service with a great intra - library loan service	7/27/2016 7:15 AM
218	A sense of community where you can go and seek answers or ideas.	7/26/2016 6:40 PM
219	Book selections	7/26/2016 6:59 AM
220	Access to lots of books.	7/25/2016 12:43 PM
221	Books in stacks and ebooks. Access to databases for research. Would love to see more of all of those things.	7/25/2016 9:14 AM
222	YEs	7/25/2016 8:45 AM
223	Books / programs for my children	7/24/2016 10:01 PM
224	The children's library and programs	7/23/2016 8:04 PM
225	Internet	7/23/2016 6:04 PM
226	Wireless Internet Access	7/23/2016 3:22 PM
227	It's huge and cool and full of BOOKS!	7/23/2016 2:02 PM
228	A sense of community and a place to engage my children in reading and research.	7/22/2016 11:09 PM
229	I love the sense of community that Carol has brought to families with young kids. Under her stewardship the library feels like a fun and stimulating environment where kids love to learn. I can't say enough about her positive and warm nature!	7/22/2016 5:10 PM
230	A wonderful resource of endless information and programs.	7/22/2016 6:49 AM

## Rockport Public Library Community Survey

SurveyMonkey

231	audio books and ebooks A function room for community gatherings (Peggy Brenner Room)	7/21/2016 10:38 PM
232	Friendly service.	7/21/2016 9:05 PM
233	Books	7/21/2016 5:15 PM
234	High quality printed materials	7/21/2016 5:01 PM
235	I always find the latest best sellers + am put on a list if unavailable	7/21/2016 4:48 PM
236	Interlibrary loan	7/21/2016 3:01 PM
237	Location, internal comfort, access to any material that one would expect to find in a library. For Town size, the library is far and away the most approachable town service. In fact, I'd consider the Library as Rockport's jewel.	7/20/2016 6:18 PM
238	Knowledge,information,and a welcoming atmosphere.	7/20/2016 11:16 AM
239	Children's books	7/19/2016 10:44 PM
240	New Books section....	7/19/2016 4:48 PM
241	Overdrive and the Meet the Author programs	7/18/2016 10:45 PM
242	location	7/18/2016 9:56 PM
243	Books, audio books, museum passes, author presentations, meeting space	7/18/2016 9:45 PM
244	Periodicals museum passes and ebooks	7/18/2016 9:36 PM
245	Periodicals museum passes and ebooks	7/18/2016 9:36 PM
246	Access to information.	7/18/2016 7:10 PM
247	Good collection of books, physical and online	7/18/2016 6:43 PM
248	The children's resources and programs	7/18/2016 6:07 PM
249	A nice selection of books & DVD's. I also like the Saturday movies.	7/18/2016 5:54 PM
250	Access to hard copy books. Any book that I read about, I know I can get.	7/18/2016 5:26 PM
251	Online catalog search, holds, lists, Freegal	7/18/2016 5:00 PM
252	DVDs	7/18/2016 2:56 PM
253	Access to research material, Commonwealth Catalog as well as access to material from college and other libraries that do not seem to participate in Commonwealth catalog.	7/18/2016 8:28 AM
254	The poetry groups! : ) And an occasional "quiet" place to work. It's not always quiet.	7/17/2016 10:20 PM
255	Ability to order and renew books on line.	7/17/2016 6:57 PM
256	I like the books the most and movies, playaways, and audiobooks. I love the new Teen section.	7/17/2016 2:37 PM
257	It is a great resource for the town all year long. Access to current books, esp hard covers that are expensive to buy. Good magazine coverage. Good book clubs	7/17/2016 2:25 PM
258	Excellent choice of books	7/17/2016 10:28 AM
259	Books!	7/17/2016 8:03 AM
260	Books	7/16/2016 10:28 PM
261	Book clubs	7/15/2016 10:13 PM
262	I get out a book or two a month. Maybe about 2x a year reserve a museum pass.	7/15/2016 8:04 PM
263	the librarians and the calm atmosphere, how quickly requested books arrive, that art books can come from mass art or other art schools	7/15/2016 10:09 AM
264	Childrens room. I might use the main level more with some changes.	7/15/2016 6:24 AM
265	Inter-library loan program and the website	7/14/2016 10:16 PM
266	Ebooks	7/14/2016 8:39 PM
267	Great community spot. Vital in my kids early childhood Made them feel community	7/14/2016 8:27 PM
268	We mainly use it as a resource for our children. In the past few years we could not be more pleased with the warm feeling and great childrens programming. We would love to see more morning hours for young children.	7/14/2016 7:12 PM
269	Inter library loan	7/14/2016 6:40 PM
270	Great books	7/14/2016 5:51 PM
271	Children's space; adult computer access.	7/14/2016 5:16 PM
272	Children's books and programs.	7/14/2016 4:50 PM
273	reading material	7/14/2016 3:29 PM
274	Great services!	7/14/2016 1:42 PM

**Q19 Library Use: If the Rockport Public Library could do one thing to improve your experience, what would it be?**

Answered: 227 Skipped: 182

#	Responses	Date
1	Probably some staff could talk more quietly to each other. Staff wear name tags	9/24/2016 2:42 PM
2	One day a week, open at 11 a.m.	9/24/2016 11:18 AM
3	I'm very happy with my experience but I would have to say perhaps some weekend children's events. I know they cost money, but the puppet show last year was amazing and my kids still talk about it. I would be willing to pay a small fee to attend events like that.	9/21/2016 9:53 AM
4	Relaxed seating areas: i.e., couches & chairs	9/19/2016 2:21 PM
5	Make it easier to locate specific books. Same hours open each day.	9/19/2016 2:15 PM
6	More hours	9/19/2016 1:50 PM
7	I doubt parking could be improved but that has always been my one issue when coming to the library.	9/19/2016 1:01 PM
8	Improve display for new books (both nonfiction & fiction). Difficult to read titles & look at books when more than one person is in the area. Forces reader to get close to shelf & read info on the spine of book. Display like Sawyer Free is user friendly. It is a two tier round table with fiction on one and nonfiction on the other. You can see front of book & pick it up & scan it.	9/17/2016 11:57 AM
9	Nothing	9/14/2016 3:31 PM
10	Keep on doing what you do.	9/13/2016 1:40 PM
11	It is my responsibility to go to the website more often for info on book discussion groups and author nights.	9/13/2016 1:31 PM
12	For one, more morning hours.	9/13/2016 1:26 PM
13	Increase the collection	9/13/2016 11:53 AM
14	Honestly, can't think of anything	9/13/2016 11:31 AM
15	I enjoy going to the library & choosing books to read. My experience at the Rockport Library is great the way it is.	9/13/2016 11:16 AM
16	Stay open on Fridays	9/13/2016 11:08 AM
17	More comfortable chairs available for patrons to use. There are more tables w/chairs than stand-alone chairs for quiet reading.	9/13/2016 11:02 AM
18	More hours. More parking!	9/13/2016 10:46 AM
19	Friendlier staff, more of the books I am seeking (thought I know it's not possible to please everyone!)	9/8/2016 2:08 PM
20	Are there puzzles to loan? Never thought to ask.	9/7/2016 7:04 PM
21	People at desk that are so disres Using checking in & out	9/7/2016 6:58 PM
22	Relocate the new book collections to area that is more private for browsing. I do not like it in lobby. It is crowded, distracting w/checking in and out and not comfortable to browse w/books so low to ground & place to sit & read through front cover.	9/7/2016 6:50 PM
23	I like it the way it is. Maybe more documentary films.	9/7/2016 6:32 PM
24	Increase speedy access to technical research materials	9/7/2016 6:11 PM
25	Open on Fridays and invest in the Children's Room and programming.	9/6/2016 9:37 PM
26	No question help me to access information at home through the library website.	9/6/2016 6:06 PM
27	More outreach to let people know of services	9/6/2016 5:49 PM
28	Open for a few hours on Friday	9/6/2016 3:23 PM
29	More computers	9/6/2016 3:12 PM
30	Getting word out about programs and events	9/6/2016 3:02 PM
31	So many steps for librarians to check out books. How about auto/self scanning?	9/6/2016 2:34 PM
32	Expand museum pass program	9/6/2016 2:25 PM
33	Open in the mornings.	9/3/2016 1:38 PM
34	I can't think of a thing.	9/3/2016 1:19 PM
35	I am very happy	9/3/2016 1:11 PM
36	More activities, seminars, presentations, movies	9/3/2016 1:04 PM
37	Expand size and parking	9/3/2016 12:56 PM
38	Don't use lowest shelf for books--cull out collection if more space is needed. Many books are very old. How are books selected for purchase?	9/3/2016 12:52 PM

## Rockport Public Library Community Survey

SurveyMonkey

39	more training for staff	9/2/2016 4:30 PM
40	I recently retired, so my library needs will be changing and increasing.	9/2/2016 9:38 AM
41	Upgrade your computers. They can be very slow.	9/1/2016 6:28 PM
42	longer, more uniform hours	9/1/2016 4:42 PM
43	It can't create more parking, so I won't ask.	9/1/2016 4:28 PM
44	Morning hours. Quiet reading time in the morning is beneficial to children.	9/1/2016 1:59 PM
45	I believe it is important to maintain the reliable and helpful staff you already have in place by supporting them in every way, including annual pay increases.	9/1/2016 1:40 PM
46	Add more ebooks	9/1/2016 9:21 AM
47	Meets my needs pretty well now.	8/31/2016 9:57 PM
48	Add more streaming services/ebook platforms - not to replace books entirely, but to keep up with digital progress and expand your collection.	8/31/2016 3:39 PM
49	N/A	8/31/2016 2:46 PM
50	Move computers away from front desk (sometimes noisy and distracting). I was taught that libraries were "quiet areas"	8/31/2016 1:26 PM
51	Improve overall way finding, display and cohesiveness in what the library offers. Visit Hamilton Wenham library and others.	8/30/2016 10:21 PM
52	improve access through internet	8/30/2016 8:53 PM
53	Keep on supporting Carol. She has filled the children's room with fabulous new books and works hard to expand the teen collection. My only real complaint is access. Please expand your hours!~	8/30/2016 5:10 PM
54	Just keep adding to the collections! more e-bks would be nice (along the lines of usual/past library acquiring).	8/30/2016 4:04 PM
55	Open earlier in the day during the week.	8/30/2016 3:42 PM
56	Parking	8/30/2016 3:31 PM
57	Nicer customer service by the longer-employed staff.	8/30/2016 3:04 PM
58	1. MORE BOOKS,2. PROFESSIONAL LECTURES ABOUT LITERATURE, MOVIES, AUTHORS, DIRECTORS 3. MORE PASSES 4. LET ME KNOW BY EMAIL ABOUT EVENTS, 5. MOVIE CLUB	8/30/2016 3:01 PM
59	See comments on point 14	8/29/2016 6:22 PM
60	Everything is great there	8/29/2016 6:15 PM
61	Increased hours, especially mornings and Fridays	8/29/2016 6:08 PM
62	Online website book access to see if a book is available.	8/29/2016 5:59 PM
63	Open in the morning on some weekdays.	8/29/2016 5:39 PM
64	Teach use of resources - how to download DVDs - music - how to use technology	8/29/2016 5:32 PM
65	Just continue these great services that so many people benefit from	8/29/2016 4:49 PM
66	Open on Friday - it seems that is the day I always want to go	8/29/2016 4:35 PM
67	Better friendlier and knowledgeable staff!!!	8/29/2016 4:34 PM
68	easier online navigate, one newsletter, easier to subscribe, links back to website	8/29/2016 10:04 AM
69	Training for staff	8/29/2016 10:03 AM
70	Improve language instruction materials	8/28/2016 4:04 PM
71	It would be nice to locate music CDs more easily	8/28/2016 2:43 PM
72	Have morning and Friday hours	8/28/2016 2:13 PM
73	Offer computer and smartphone classes	8/27/2016 4:57 PM
74	More reliable wifi service. Comfortable quiet area to read.	8/27/2016 12:18 PM
75	More CDs	8/27/2016 11:43 AM
76	Tow away all the tourists who park in the lot.	8/27/2016 11:27 AM
77	I would enjoy more books on Overdrive. I miss the new books being available in the room to the left of the desk (Fmz's room??). You had a nice selection and I often discovered books I would not have otherwise read. Wandering the stacks to find a new book is not feasible. New books section is too small.	8/27/2016 10:56 AM
78	Open on Fridays and weekday mornings	8/26/2016 2:43 PM
79	Add online magazines?	8/26/2016 7:53 AM
80	Open on Friday Consistent open hours	8/25/2016 6:35 PM
81	More consistent hours	8/25/2016 6:26 PM
82	A bigger library with a larger adult collection. I am also a member of the Sawyer Free Library.	8/25/2016 6:16 PM
83	Longer hours especially in the morning(note-I believe the Gloucester Public Library opens at 8:30AM most mornings)	8/25/2016 2:51 PM
84	Open earlier, or offer more poetry	8/25/2016 2:39 PM

Rockport Public Library Community Survey

SurveyMonkey

85	Make seating/tables more comfortable.	8/25/2016 2:27 PM
86	See below #20	8/25/2016 2:26 PM
87	To have more access More hours	8/25/2016 2:12 PM
88	Make an arrangement with town regarding use of metered parking spaces directly opposite library on School St. (sticker, pass card for window) to allow free parking for patrons when main lot is filled.	8/25/2016 1:50 PM
89	We love our library	8/25/2016 1:45 PM
90	More technologically competent staff	8/25/2016 1:11 PM
91	Update interior - make it someplace I want to spend more time at. More comfortable furniture.	8/25/2016 12:15 PM
92	greater variety of ebooks	8/25/2016 10:42 AM
93	Put a clock in the room that has the fiction and non fiction books. I like to know what time it is. I noticed the clock disappeared where it was in the corner near the Bios book section. How about a coffee station. Only have 3-4oz cups. You don't want people hanging on just for coffee. Then again you might have a Food law regarding this practice.	8/24/2016 9:17 PM
94	Discontinue charging for DVD's & VHS.	8/24/2016 4:01 PM
95	More comfortable reading area	8/24/2016 2:20 PM
96	Expand the teen selection selection? That is, if its possible.	8/24/2016 1:59 PM
97	Friendlier librarians.	8/24/2016 1:14 PM
98	More new titles in non-fiction	8/24/2016 12:59 PM
99	Add AM hours. Monitor reading are	8/24/2016 10:06 AM
100	More ebooks	8/23/2016 10:05 PM
101	Devote a section to books recommended on the Indie Next List ( <a href="http://www.indiebound.org/indie-next-list">http://www.indiebound.org/indie-next-list</a> ) and/or staff recommendations. Update this section monthly.	8/23/2016 2:56 PM
102	Easier search function for books on website and more recommendations.	8/23/2016 11:40 AM
103	I love going to the library to read, write and study (aka hang out), and would love it if there were a few more places in which to do this.	8/22/2016 11:11 AM
104	N/A	8/21/2016 2:58 PM
105	Better hours	8/21/2016 2:51 PM
106	Get rid of some of old fiction that shows it hasn't been checked out in years. The same applies to tour books. They supply little except for places to visit that don't change that much	8/21/2016 2:38 PM
107	maybe open more hours	8/21/2016 2:09 PM
108	I think the new director has a good grasp on what she is doing and what Rockport needs. I look forward to seeing what she does next!	8/20/2016 7:59 PM
109	Hire more professional staff	8/20/2016 2:31 PM
110	hiring collegiate entrepreneurs to paint the interior	8/20/2016 2:20 PM
111	host more lectures/slide talks on a wide range of topics in the arts and sciences.	8/20/2016 11:21 AM
112	Become more of a community third space, probably through additional young adult and adult programming.	8/19/2016 3:08 PM
113	Be open more during morning hours - hold an additional story hours (for age groups? maybe?) To see it be Tues/Thurs 10am - on would be ideal.	8/18/2016 4:59 PM
114	Probably more open hours.	8/17/2016 5:41 PM
115	enlarge collection of new works improve collection of playaways Join Minuteman Network	8/17/2016 5:34 PM
116	just relax. a little,	8/17/2016 1:58 PM
117	expand hours	8/17/2016 1:44 PM
118	Offer at least one weekday morning	8/17/2016 1:30 PM
119	Loosen up overdue policies and card requirements. Have a "food for fines" program so income is not a barrier to use. SEE ALA policies about fines as a barrier to use.	8/16/2016 4:56 PM
120	Have more copies of Overdrive bestsellers available	8/16/2016 4:25 PM
121	Enlarge the academic music books collection.	8/15/2016 1:12 PM
122	more winter activities films, speakers, etc.	8/14/2016 2:05 PM
123	Better/more frequent communication about upcoming events.	8/13/2016 2:11 PM
124	Join NOBLE if possible or broaden access to audiobooks and e-books	8/12/2016 9:26 PM
125	The only books you have on the countries in South America are in the children's library + the most recent is 1994-96 - we need more recent adult books.	8/11/2016 3:48 PM
126	I wish there could be a reading room with comfy chairs - just for reading. You could get a voucher (just like the computers) & have a quiet, undisturbed hour.	8/11/2016 1:17 PM
127	Add emagazines	8/11/2016 12:56 PM
128	Stay open more hours	8/10/2016 4:37 PM

## Rockport Public Library Community Survey

SurveyMonkey

129	more people willing to help me with job search and resume download on computer	8/10/2016 4:26 PM
130	N/A	8/10/2016 4:16 PM
131	Even more seating (cozy for reading), maybe some casual social space especially for teens. (nooks)	8/10/2016 4:06 PM
132	Better displays	8/10/2016 3:07 PM
133	open on Fridays	8/10/2016 2:12 PM
134	better arrangement of new books...seems cluttered and in small area. Hard to see books that are not standing upright instead on their sides	8/10/2016 1:21 PM
135	A new building that is open and has much more user friendly space.	8/9/2016 3:46 PM
136	More events and speakers	8/9/2016 10:00 AM
137	More ebooks	8/9/2016 5:48 AM
138	Not sure	8/8/2016 3:41 PM
139	Having the staff keep quiet, unless it's legitimate library business.	8/8/2016 9:38 AM
140	More community inter generational activities	8/7/2016 11:13 PM
141	Open earlier in the day during the week.	8/7/2016 4:32 PM
142	I feel that to have to purchase all the books in one month, at one budget, and not be able to "overlap" is a problem. Are there books purchased that don't get taken out? They are bought and it is a mistake?!	8/7/2016 4:04 PM
143	I liked having the Franz's room contain recent new books for several months after they were shifted from the main desk area. It was easy to browse recent books rather than use the catalog to find them in the main collection.	8/7/2016 9:10 AM
144	A place to talk	8/6/2016 11:50 AM
145	Be open Fridays	8/5/2016 5:56 PM
146	private work spaces to be able to eat in and security leave laptop while visiting restroom.	8/5/2016 1:11 PM
147	Provide more comfortable seating such as the wing backed chairs with hassock so adults have a warm, inviting space to read.	8/5/2016 12:51 PM
148	Better seating in children's room	8/5/2016 8:31 AM
149	Stronger wifi so we can connect while in the parking lot (we have a small dog that is always with us)	8/4/2016 8:16 PM
150	Improve staff friendliness (esp. w/children) + their willingness to help	8/4/2016 5:39 PM
151	A simpler catalog	8/4/2016 5:21 PM
152	better communication with residents.	8/4/2016 3:12 PM
153	more space for art books	8/4/2016 1:10 PM
154	Be open regular hours	8/3/2016 1:43 PM
155	Have a larger selection of books especially newer books	8/3/2016 11:57 AM
156	Open earlier during the week!	8/2/2016 8:50 PM
157	Reduce hours during the week and open at least four hours on Friday	8/2/2016 4:56 PM
158	Update building, add parking	8/2/2016 3:45 PM
159	the new book turn around is a DISASTER, sorry, but I come in for the new books and now they are moved off the new shelf so fast that I often never get a chance to see them. Can see by tiny size of new books compared to old! Did anyone check to see how long new books stay checked out before changing the policy- w/a generous check-out period, it only takes a few patrons and I never get a chance to see what's new. I wish you'd change the policy back; I am definitely not using the library as often as I used to (switched to Sawyer)	8/2/2016 11:59 AM
160	Nothing really. Visiting the library is my children's favorite part of the week. It is a safe haven-like coming home.	8/2/2016 11:46 AM
161	New building, staff training or new staff	8/2/2016 8:04 AM
162	Expand new book collection	8/2/2016 6:04 AM
163	Free computer classes for dummies and/or introductions to streaming/downloading ebook technology. For those of us who are not computer literate	8/1/2016 4:52 PM
164	Check in and reshelve the periodicals I check out more accurately so they do not show up as overdue, hence I must locate them to prove returned	8/1/2016 4:22 PM
165	morning hours	8/1/2016 4:12 PM
166	Books?!	8/1/2016 4:02 PM
167	Access to more dedicated parking in the summer. There are days I do not go to the library in the summer because I can not find a space in the lot or around the town. I would also like to see activities/lectures for adults (ie: how to use GIMP, or virtual walking tour of different areas. Though you might have offered it and I missed it?)	8/1/2016 1:39 PM
168	Have everyone on staff yell "Bill!" when I walk in the door. You know like "Norm!" on Cheers.	7/31/2016 2:32 PM
169	be open more hours... even if the staff was minimal. i can't deal with looking through those catalogs for a movie. it would be a lot easier if the system was computerized. and are you still charging for movies? they were free at my old library. i don't take out movies for the above reasons.	7/29/2016 11:25 AM

## Rockport Public Library Community Survey

SurveyMonkey

170	Create a Winter Reading Program that's as fun to encourage reading at home over the winter. Increasing use of technology among our children.	7/28/2016 6:17 PM
171	Be open for "longer"!	7/28/2016 5:59 PM
172	Have an AV expert on call for setting up equipment for a meeting; we could reserve a time with him/her in advance. When Debbie was her, I always checked to be sure that she would be there before my Poetry Reading Group in case there was a problem. Now, even if there is someone there they may be busy with something else and not available.	7/28/2016 11:27 AM
173	More hours, more professional staff, building improvements.	7/28/2016 8:54 AM
174	I can't think of anything at the moment.	7/27/2016 1:55 PM
175	Have more consistent daytime hours. Close on Monday, not Friday. Encourage staff parking in Rockport Lot. Not referring to the designated staff parking spaces.	7/27/2016 1:45 PM
176	improve parking	7/27/2016 1:25 PM
177	A few staff members need a little training about how to deal with all types of patrons.	7/27/2016 7:15 AM
178	Building is dated	7/26/2016 6:40 PM
179	More seating	7/26/2016 6:59 AM
180	Move drop box and open on Fridays	7/26/2016 1:29 AM
181	Not sure. When the new children's librarian came, she had new ideas so, maybe we could send out the staff occasionally to see and hear what other libraries are doing. And more personal outreach to the schools, to let the kids know what they can get/do at the library. Maybe the same is true of visiting the senior center.	7/25/2016 12:43 PM
182	Downloadable magazines.	7/25/2016 9:14 AM
183	open more hours and I would use it more...except for the weekends I work the same hours that the library is open	7/24/2016 9:02 PM
184	More family programs. More parking!	7/23/2016 8:04 PM
185	Longer hrs cheaper fines	7/23/2016 6:04 PM
186	Nothing	7/23/2016 3:22 PM
187	The stairs outside are a little difficult.	7/23/2016 2:02 PM
188	Allow movie rentals to be dropped off in a slot like the books can be.	7/22/2016 5:10 PM
189	Open on Friday	7/22/2016 6:49 AM
190	none	7/21/2016 10:38 PM
191	More quiet space.	7/21/2016 9:05 PM
192	Teen Space 10-17	7/21/2016 5:15 PM
193	Asking the police to ticket tourists who park in the library spaces during library hours.	7/21/2016 5:01 PM
194	MORE PARKING	7/21/2016 4:48 PM
195	Develop an Art Loan Program.	7/21/2016 3:01 PM
196	New books of size and importance, re: history, biography, the sciences should be afforded perhaps four weeks lending. Thorough reading and understanding can require much more than a casual read. And, limit the number of "new" books permitted for lending, as in, only three at a time, or some such.	7/20/2016 6:18 PM
197	Encourage ideas for greater communications.	7/20/2016 11:16 AM
198	Be open later. I get home from work at 5. It would be nice to be able to take my children on Fridays after work/school.	7/19/2016 11:59 PM
199	Have more library staff like Carol.	7/19/2016 10:44 PM
200	Open on Friday	7/19/2016 4:48 PM
201	Improve the ease of use with Overdrive	7/18/2016 10:45 PM
202	more variety and extensive audio books on cd	7/18/2016 9:56 PM
203	More comfortable temperature in meeting rooms - too hot now	7/18/2016 9:45 PM
204	Comfortable seating better computer links better easy to use catalogue	7/18/2016 9:36 PM
205	Comfortable seating better computer links better easy to use catalogue	7/18/2016 9:36 PM
206	Add hours	7/18/2016 7:10 PM
207	I think the library does a great job	7/18/2016 6:43 PM
208	More childrens' programs: "toddler" story time (in addition to preschool story time), more special performances for toddlers/preschoolers	7/18/2016 6:07 PM
209	1. Ability to have input into what materials, particularly CDs & DVDs, that could be available through the library. 2. More weekly Freegal downloads.	7/18/2016 5:00 PM
210	one morning opening a week!	7/18/2016 4:52 PM
211	There seems to be more and more ebooks that are available only for certain libraries or under certain conditions. It would be nice to have them available (including for a reasonable rental fee.)	7/18/2016 8:28 AM
212	Add more quiet study space.	7/17/2016 10:20 PM
213	Have ebook readers to borrow.	7/17/2016 6:57 PM

## Rockport Public Library Community Survey

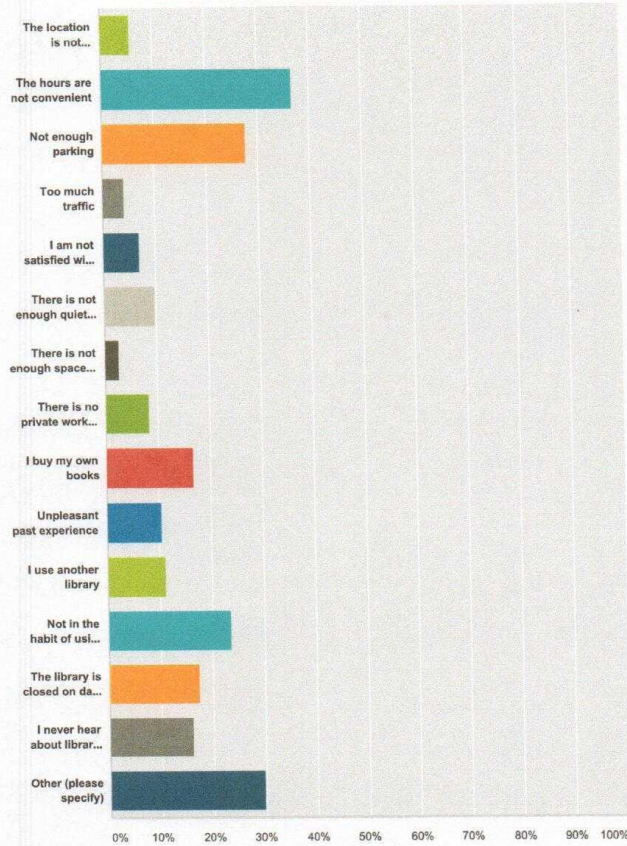
SurveyMonkey

214	Get more books for many places but mostly for the teens.	7/17/2016 2:37 PM
215	Better hours	7/17/2016 2:25 PM
216	Move new fiction somewhere else that is more accessible and roomy.	7/17/2016 10:28 AM
217	additional tables for working	7/17/2016 8:03 AM
218	Hire more courteous, knowledgeable and approachable staff.	7/15/2016 8:04 PM
219	contemporary art books	7/15/2016 10:09 AM
220	Offer morning hours and be open on Fridays...	7/15/2016 8:11 AM
221	More pleasant and friendly people at the main desk.	7/15/2016 8:24 AM
222	Open on Fridays! My kids don't usually have homework on the weekends and they both love to read. They have sports on Saturdays and family errands on Sundays and it is sometimes difficult to make it there on the weekend. Also parking is more difficult on the weekend.	7/14/2016 10:16 PM
223	More ebooks	7/14/2016 8:39 PM
224	Staff being more friendly and approachable. More programming/talks on parenting issues/current interests.	7/14/2016 7:12 PM
225	Reposition new titles. Much too hard to access lower shelves. Location cramped	7/14/2016 6:40 PM
226	More community-wide programs/partnerships with other community groups (Shalin Liu, etc.)	7/14/2016 4:50 PM
227	More hours. Open earlier, open Friday please	7/14/2016 2:46 PM



**Q20 Library Use: If you do not visit or use library services, why not? Check all that apply**

Answered: 144 Skipped: 265



Answer Choices	Responses
The location is not convenient	5.56% 8
The hours are not convenient	36.81% 53
Not enough parking	27.78% 40
Too much traffic	4.17% 6
I am not satisfied with the library's collection	6.94% 10
There is not enough quiet space	9.72% 14
There is not enough space to talk	2.78% 4
There is no private work space	8.33% 12
I buy my own books	16.67% 24
Unpleasant past experience	10.42% 15

# Rockport Public Library Community Survey

Survey

I use another library	11.11%	16
Not in the habit of using the library	23.61%	34
The library is closed on days I would like to visit	17.36%	25
I never hear about library events	15.97%	23
Other (please specify)	29.86%	43
<b>Total Respondents: 144</b>		

#	Other (please specify)	Date
1	I am here seasonally. If I were here more in the winter, I would definitely use the library.	9/24/2016 11:20 AM
2	I only use the library here, but sometimes hours or parking are inconvenient.	9/13/2016 2:20 PM
3	I am a non-resident summer visitor and use another library part of the year.	9/13/2016 1:48 PM
4	I frequent the library.	9/13/2016 1:40 PM
5	Just moved to town last year, still getting oriented.	9/11/2016 9:09 PM
6	No morning hours; would prefer access online to borrow/download	9/11/2016 2:01 PM
7	I find the above just reasons not to use the library	9/7/2016 6:58 PM
8	I live 40 minutes from Rockport (but I teach at the school)	9/3/2016 1:28 PM
9	It is terrible that such an important day of the week such as FRIDAY the library is closed.	9/3/2016 1:04 PM
10	New school employee this year.	9/3/2016 10:47 AM
11	I know our library offers so much that I've just not taken advantage of. This survey has prompted me to visit more often and learn more about all the many library offerings! Thank you!	9/1/2016 1:40 PM
12	I live in another town.	9/1/2016 11:43 AM
13	It smells - very stale; too warm; not inviting atmosphere - aesthetics + customer service; layout doesn't offer easy access to Children's area.	8/31/2016 2:39 PM
14	Every other town on Cape Ann & beyond has at least 9-5 hours of operation and is open 6-7 days/week. I'd like to see Rockport expand its availability.	8/30/2016 5:10 PM
15	Also use Gloucester library since I'm there frequently (live in Rockport); Limited use since not a GL resident.	8/30/2016 4:04 PM
16	I tend to use another library that is closer to my work.	8/29/2016 6:29 PM
17	The library is closed on mornings I would like to visit	8/29/2016 5:39 PM
18	When I retire, may use resources more	8/29/2016 5:32 PM
19	Very unfriendly staff!!!	8/29/2016 4:34 PM
20	Not a habit	8/28/2016 4:04 PM
21	Only use on occasion. Mostly I do buy books - used - better world books	8/27/2016 11:37 AM
22	Closed on Friday - often want to go. Would like "quiet area" computer stations, too many distracting conversations	8/25/2016 2:26 PM
23	I use it every day!	8/25/2016 2:12 PM
24	I use a reader program - Overdrive - to borrow books from the library	8/24/2016 6:26 PM
25	I love that it is open on Sundays	8/24/2016 2:20 PM
26	Open earlier when the traffic and parking is not so bad.	8/20/2016 2:33 PM
27	I use the internet	8/20/2016 2:09 PM
28	I always always end up having time to visit the library on Fridays, for which it is closed the whole day. I need to get into a habit of preparing for weekend reading and hold pick-ups on Thursdays or Wednesdays instead.	8/19/2016 3:08 PM
29	I actually may go to an event there about once a year	8/17/2016 1:47 PM
30	E-mailing events would be helpful.	8/8/2016 9:38 AM
31	Can't remember - they get me anything - even if it's outside our consortium! - No matter how long it takes. Library users - recommendations posted under categories history biography science metaphysics etc.	8/7/2016 4:04 PM
32	slow wireless, clumsy PCs. Free parking is hit or miss and street parking difficult in summer; street should be free for residents with parking stickers. Hours are inconsistent from day to day and often I walk up only to have the locked door remind me to double check in the future	8/5/2016 12:51 PM
33	Haven't had time to utilize your services yet...new to town.	8/4/2016 8:16 PM
34	I use the library but the above are also some issues.	8/4/2016 3:12 PM
35	Building is depressing (maybe even sickly) and I don't feel welcome	8/2/2016 8:04 AM
36	The library building is horrible. It smells moldy and like old books. It is humid and hot all the time. You have an unfriendly staff. I go to Hamilton-Wenham, I suggest you take a look at that building and talk to their staff.	8/1/2016 3:24 PM
37	The collection is far better than my previous local collection in Cambridge.	7/27/2016 1:25 PM

Rockport Public Library Community Survey

SurveyMonkey

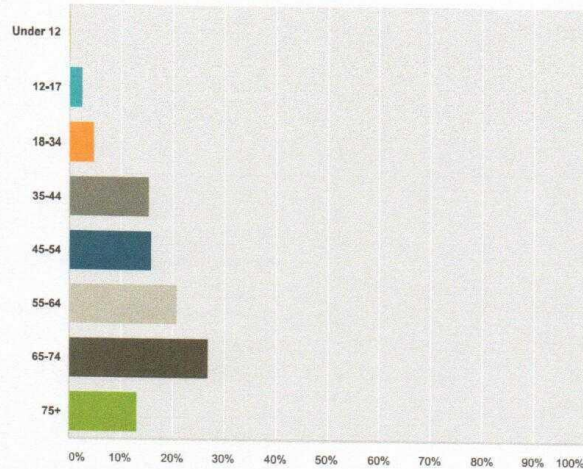
38	make it possible to drop DVDs,(with cushioning materials) into book return deposit during non-hours.	7/20/2016 11:16 AM
39	I can find most anything on the internet off my home computer	7/19/2016 4:32 PM
40	I would use it more often if there were morning hours available.	7/18/2016 6:07 PM
41	My job keeps me informed about new book releases so when the library doesn't have a new hit release, I'll likely buy it.	7/18/2016 5:54 PM
42	You don't have a broad dvd collection	7/17/2016 10:20 PM
43	I use the library.	7/17/2016 2:37 PM

Rockport Public Library Community Survey

SurveyMonkey

Q21 About You: Age Range

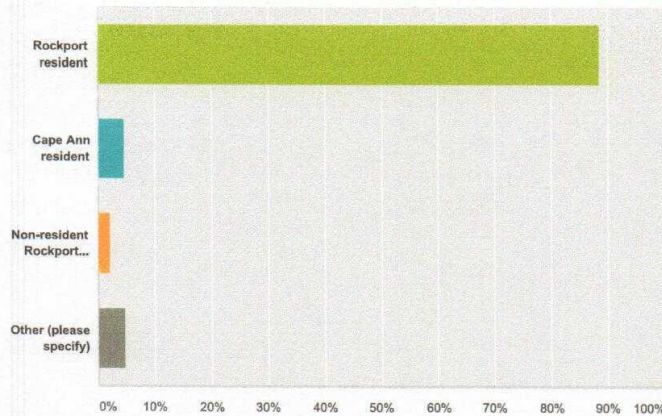
Answered: 396 Skipped: 13



Answer Choices	Responses
Under 12	0.25% 1
12-17	2.53% 10
18-34	4.80% 19
35-44	15.40% 61
45-54	15.91% 63
55-64	20.96% 83
65-74	27.02% 107
75+	13.13% 52
<b>Total</b>	<b>396</b>

**Q22 About You: Are you a Rockport resident, Cape Ann resident, non-resident Rockport property owner or other visitor?  
Please choose one.**

Answered: 395 Skipped: 14

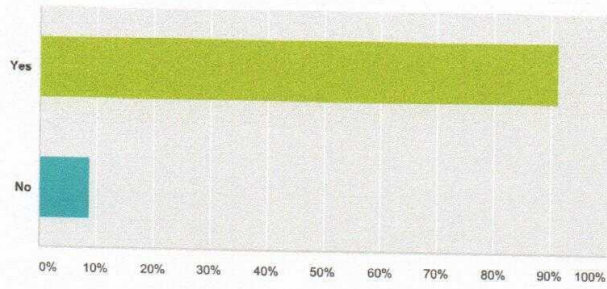


Answer Choices	Responses	Count
Rockport resident	88.61%	350
Cape Ann resident	4.56%	18
Non-resident Rockport property owner	2.03%	8
Other (please specify)	4.81%	19
<b>Total</b>		<b>395</b>

#	Other (please specify)	Date
1	Annual visitor -- long-term stay	9/13/2016 1:48 PM
2	Summer resident	9/3/2016 5:55 PM
3	Teacher at RES, but live 40 minutes away	9/3/2016 1:28 PM
4	Live outside of Rockport. Work at RHS	9/1/2016 3:53 PM
5	year round renter - live in Newton + up in Rockport all summer + long weekends rest of year (Thurs - Sun) Husband returns Dec 28th so might be up more after that	9/1/2016 2:01 PM
6	We just moved to Rockport three years ago.	9/1/2016 1:40 PM
7	Beverly resident	9/1/2016 8:55 AM
8	Gloucester resident/Rockport teacher	9/1/2016 7:58 AM
9	Hamilton	8/29/2016 10:03 AM
10	Come only in the summer - so "sometimes" resident is most appropriate	8/27/2016 11:37 AM
11	Weekends now because I work in Boston, home in Rockport weekends. plan retire in 1 year??	8/14/2016 2:05 PM
12	Rent in Rockport and have most long weekends May -> October	8/13/2016 2:19 PM
13	I'm a non-resident Rockport property owner who is in Rockport year round.	8/10/2016 2:12 PM
14	Mostly the winter months; however, have had a P.O. Box for over 10 years.	8/8/2016 9:38 AM
15	Gloucester -> Lanesville	8/7/2016 4:04 PM
16	not a resident but i stay here often with family who are residents	8/3/2016 11:57 AM
17	My son attends Rockport schools	7/17/2016 10:20 PM
18	Gloucester	7/14/2016 5:51 PM
19	live in another town	7/14/2016 1:42 PM

**Q23 About You: Do you have internet access at home?**

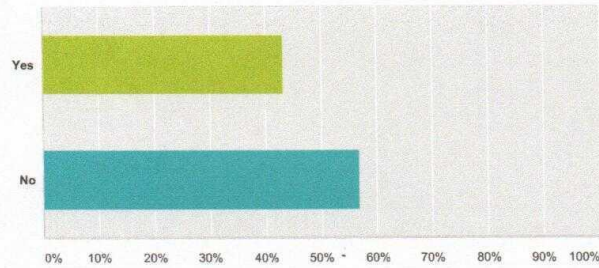
Answered: 395 Skipped: 14



Answer Choices	Responses	
Yes	91.14%	360
No	8.86%	35
<b>Total</b>		<b>395</b>

**Q24 About You: Do you currently download ebooks from the library or any other source? This can be onto a Kindle, Nook, iPhone, Android, iPad, tablet, computer, or any other device.**

Answered: 392 Skipped: 17



Answer Choices	Responses
Yes	43.11% 169
No	56.89% 223
<b>Total</b>	<b>392</b>

#	Where do you get most of your ebooks from?	Date
1	I prefer traditional printed books.	9/24/2016 2:33 PM
2	Other library consortiums and university libraries	9/24/2016 11:26 AM
3	I like a real book.	9/19/2016 1:59 PM
4	Don't use e-books	9/17/2016 11:57 AM
5	Kindle, iPad, iPhone	9/14/2016 3:31 PM
6	Audible	9/13/2016 2:27 PM
7	Amazon? My dad does it for me.	9/13/2016 2:20 PM
8	Amazon or library where I live 9 months	9/13/2016 1:48 PM
9	I do not use them.	9/13/2016 1:40 PM
10	Amazon? from the Kindle ordering process	9/13/2016 1:31 PM
11	Library and Kindle	9/13/2016 1:26 PM
12	Occasionally buy books for Kindle app on phone	9/11/2016 9:09 PM
13	iTunes	9/11/2016 2:01 PM
14	MVLC Overdrive	9/8/2016 2:08 PM
15	Amazon: purchase onto Kindle. I would use ebook option more if I could understand what is available & how to use. I tried once and was frustrated & I work w/technology all the time but directions, access to collections wasn't straightforward when I tried. Maybe you could have a screen capture recording showing actual steps that I could play from website/or classes at night.	9/7/2016 6:50 PM
16	Few. iPhone	9/7/2016 6:11 PM
17	Unable to go through your site.	9/6/2016 6:06 PM
18	Amazon. I didn't know you could download books from the library.	9/6/2016 5:49 PM
19	Don't	9/6/2016 3:08 PM
20	Amazon and B&N	9/6/2016 3:02 PM
21	Library	9/6/2016 2:25 PM
22	Library website	9/6/2016 2:10 PM
23	Not books, but music & movies: amazon, spotify, pandora, netflix, hulu, HBO—the usual sources	9/3/2016 1:38 PM
24	Amazon	9/3/2016 1:28 PM
25	My wife uses this service, I don't.	9/3/2016 1:19 PM

## Rockport Public Library Community Survey

26	Only occasionally, when traveling - Amazon.com. When I browsed library collection, looked like all mysteries, which I don't care for.	9/3/2016 12:52 PM
27	Library	9/2/2016 4:30 PM
28	Google play	9/2/2016 9:38 AM
29	Kindle when on sale.	9/1/2016 5:44 PM
30	Amazon	9/1/2016 4:42 PM
31	Itunes	9/1/2016 4:28 PM
32	I only read hard copy books.)	9/1/2016 3:53 PM
33	library	9/1/2016 2:01 PM
34	Library and Amazon.com	9/1/2016 9:21 AM
35	Boston Public Library, online freebees	9/1/2016 9:16 AM
36	NOBLE and Amazon	9/1/2016 7:58 AM
37	Amazon Kindle	8/31/2016 9:57 PM
38	Kindle	8/31/2016 3:39 PM
39	N/A	8/31/2016 2:46 PM
40	Library	8/31/2016 1:05 PM
41	Overdrive or buy used at Amazon	8/30/2016 10:21 PM
42	amazon	8/30/2016 8:53 PM
43	Don't!	8/30/2016 5:10 PM
44	amazon for kindle app on tablet. Would be nice to borrow e-bks from lib., easier to read via device	8/30/2016 4:04 PM
45	Amazon	8/30/2016 3:11 PM
46	Amazon	8/30/2016 3:04 PM
47	Do not like ebooks. Have Kindle on an iPad - Do not use it. Prefer books.	8/30/2016 2:45 PM
48	Don't get them	8/29/2016 6:15 PM
49	Amazon	8/29/2016 6:08 PM
50	I DO NOT LIKE to read ebooks. I believe many people still like reading real books which is why libraries are still very important!	8/29/2016 5:59 PM
51	Trouble downloading	8/29/2016 5:48 PM
52	Own iPhone	8/29/2016 5:39 PM
53	Kindle and Amazon	8/29/2016 5:32 PM
54	Library or Amazon	8/29/2016 4:24 PM
55	Amazon	8/29/2016 3:44 PM
56	audible.com	8/29/2016 10:04 AM
57	Library and Amazon.com	8/29/2016 10:03 AM
58	Amazon	8/28/2016 4:04 PM
59	Overdrive Audiobooks	8/28/2016 3:16 PM
60	Boston Public library. Rockport was not compatible - Mac/Apple for some time	8/28/2016 2:43 PM
61	Google or Amazon	8/27/2016 5:15 PM
62	Library overdrive	8/27/2016 12:18 PM
63	I like real books.	8/27/2016 11:43 AM
64	Amazon	8/27/2016 11:02 AM
65	Rockport Library	8/27/2016 10:56 AM
66	Don't use e-books	8/25/2016 6:35 PM
67	I don't use them. [I'm OLD FASHIONED - very 20th century] I like books--the real thing!	8/25/2016 6:16 PM
68	Amazon - Kindle.	8/25/2016 2:27 PM
69	I really like to hold a book/magazine still so--your library has them all and more. Thank you	8/25/2016 2:12 PM
70	This library	8/25/2016 1:50 PM
71	I didn't know I could download ebooks onto my (new) iPad! Wow!	8/25/2016 1:45 PM
72	N/A	8/25/2016 1:28 PM
73	Amazon	8/25/2016 1:21 PM
74	library	8/25/2016 10:42 AM
75	I don't read books from a computer. Hard on the eyes.	8/24/2016 9:17 PM

## Rockport Public Library Community Survey

76	99.9% come from the library	8/24/2016 6:26 PM
77	I do not use e-books.	8/24/2016 4:01 PM
78	Amazon.com	8/24/2016 2:06 PM
79	I prefer actual books, not ones on a screen.	8/24/2016 1:59 PM
80	Tumble books, OverDrive	8/24/2016 1:48 PM
81	Amazon	8/24/2016 1:14 PM
82	Library, Amazon.com	8/23/2016 10:05 PM
83	kindle	8/23/2016 8:42 PM
84	I just started getting books from the library.	8/22/2016 11:11 AM
85	Kindle, iPad	8/21/2016 2:38 PM
86	I don't have access or want it. I prefer a hands-on paper edition	8/21/2016 2:09 PM
87	Library, Amazon.com	8/20/2016 7:59 PM
88	Amazon.com	8/20/2016 2:34 PM
89	Library, Amazon.com	8/20/2016 2:31 PM
90	Itunes	8/20/2016 2:20 PM
91	Overdrive collection	8/19/2016 3:08 PM
92	My husband uses audible.com - but I will tell him about this opportunity!!	8/18/2016 4:59 PM
93	Amazon	8/17/2016 5:34 PM
94	iPhone, kindle, other	8/17/2016 2:16 PM
95	Amazon	8/17/2016 2:05 PM
96	Kindle	8/17/2016 1:58 PM
97	N/A do not read e-books.	8/17/2016 1:47 PM
98	Amazon	8/16/2016 4:56 PM
99	Overdrive + Kindle	8/16/2016 4:25 PM
100	?? via overdrive to ipad I'm a novice at it. Twice so far	8/14/2016 2:05 PM
101	Guttenberg Project (free online)	8/13/2016 2:11 PM
102	Overdrive through library	8/12/2016 9:26 PM
103	I read only real, physical books	8/11/2016 1:17 PM
104	Library and Amazon.com	8/11/2016 12:56 PM
105	I don't get e-books	8/10/2016 4:37 PM
106	I would like to learn how to download Books.	8/10/2016 4:26 PM
107	nowhere - I'll eventually try this library service	8/10/2016 4:06 PM
108	Audible.com, kindle	8/10/2016 3:07 PM
109	overdrive	8/10/2016 2:12 PM
110	Library	8/9/2016 3:46 PM
111	Library	8/9/2016 5:48 AM
112	I like to hold the physical book.	8/8/2016 3:54 PM
113	Don't look to use this - downloading is my problem!	8/7/2016 4:04 PM
114	Libraries	8/6/2016 1:10 PM
115	OverDrive, iBooks,	8/6/2016 11:50 AM
116	Nook and Overdrive	8/5/2016 1:11 PM
117	not as often as I should!	8/5/2016 12:51 PM
118	But I will be	8/4/2016 8:16 PM
119	library - overdrive	8/4/2016 5:39 PM
120	no place	8/4/2016 5:21 PM
121	University library, free online	8/4/2016 3:12 PM
122	amazon	8/3/2016 11:57 AM
123	Library-overdrive	8/2/2016 8:50 PM
124	Amazon	8/2/2016 4:57 PM
125	Prefer REAL books!	8/2/2016 11:46 AM



## Rockport Public Library Community Survey

126	OverDrive, Amazon	8/2/2016 8:04 AM
127	I don't understand the technology of ebook apps + worry about the cost of such things. Would love to have it explained in an understandable format.	8/1/2016 4:52 PM
128	overdrive	8/1/2016 1:39 PM
129	Amazon	7/31/2016 2:32 PM
130	buy from amazon	7/29/2016 11:25 AM
131	Still love to turn the pages of a book!	7/28/2016 6:17 PM
132	Kindle	7/28/2016 10:19 AM
133	library, Amazon.com	7/28/2016 8:54 AM
134	NA	7/27/2016 1:45 PM
135	I don't use them and doubt I ever will.	7/27/2016 1:25 PM
136	Amazon	7/27/2016 7:34 AM
137	Amazon	7/27/2016 7:15 AM
138	Library and Amazon	7/26/2016 6:40 PM
139	Kindle	7/25/2016 7:10 PM
140	I generally don't get ebooks. I like the physical book.	7/25/2016 12:43 PM
141	From the library! Love this service and am very grateful for it. Appreciate the 21-day borrowing option.	7/25/2016 9:14 AM
142	Audible, but I would prefer to get it from you guys!	7/24/2016 9:02 PM
143	amazon	7/23/2016 8:04 PM
144	I don't	7/23/2016 3:22 PM
145	Amazon kindle	7/22/2016 11:09 PM
146	Amazon and the library	7/21/2016 10:38 PM
147	Amazon	7/21/2016 3:01 PM
148	Overdrive	7/20/2016 7:02 AM
149	Amazon	7/19/2016 7:36 PM
150	Apple	7/18/2016 10:45 PM
151	Library if timely	7/18/2016 9:36 PM
152	Library if timely	7/18/2016 9:36 PM
153	Library, Amazon.com	7/18/2016 7:10 PM
154	Rockport and other libraries; buy from Amazon or B&N	7/18/2016 6:43 PM
155	Through my job (for free)	7/18/2016 5:54 PM
156	Overdrive from both Rockport and Boston Public Library and Amazon/Kindle	7/18/2016 5:26 PM
157	Boston Public Library.	7/18/2016 8:28 AM
158	Na	7/17/2016 10:20 PM
159	Overdrive	7/17/2016 2:37 PM
160	iBooks	7/17/2016 12:26 PM
161	Library	7/17/2016 10:28 AM
162	mostly amazon but going to learn about library offerings	7/17/2016 8:03 AM
163	iTunes and Amazon. But I should (and will try to remember) to take out from library. But I read slowly so I would definitely need more than the time allowed.	7/15/2016 6:24 AM
164	iBooks	7/14/2016 9:42 PM
165	Library	7/14/2016 8:39 PM
166	Rockport and Boston libraries	7/14/2016 8:27 PM
167	Amazon	7/14/2016 6:40 PM
168	library, amazon.com	7/14/2016 5:51 PM
169	Library	7/14/2016 1:42 PM

## Rockport Public Library Community Survey

### Q25 Is there anything else you'd like to add or have us address?

Answered: 129 Skipped: 280

#	Responses	Date
1	It would be good to have a program explaining how to down load ebooks, How to navigate the website, things that some of us are not familiar with. How to reserve a book from home.	9/24/2016 2:42 PM
2	I am not aware of a section for art books.	9/24/2016 2:33 PM
3	No. I think you have great services and I look forward to using them more in the future.	9/24/2016 11:20 AM
4	Thank you!	9/24/2016 11:18 AM
5	No. – Thanks!	9/19/2016 2:15 PM
6	Thank you for doing this survey.	9/19/2016 1:50 PM
7	No. I am very satisfied with the Rockport library & its staff & access to the MVLC. Thank you!	9/14/2016 3:41 PM
8	Nah	9/14/2016 3:31 PM
9	Thank you for welcoming non-residents! Garden is spectacular!	9/13/2016 1:48 PM
10	No.	9/13/2016 1:40 PM
11	You are one of the best services our town provides!	9/13/2016 1:26 PM
12	Keep up the great service!	9/13/2016 11:31 AM
13	More vigilant monitoring of the parking situation to ensure that library patrons are able to access them--rather than tourists using the spaces as free and convenient parking for downtown.	9/13/2016 11:02 AM
14	NO!	9/13/2016 10:46 AM
15	Would like online access to library resources.	9/11/2016 2:01 PM
16	Thank you for surveying patrons and for all the wonderful resources you provide.	9/8/2016 2:08 PM
17	Yes, parking on weekends in summer. Some way to check that tourists/visitors are using slots - maybe a time limit/time check or video camera that police can view periodically. I know/realize it is probably impossible.	9/7/2016 6:50 PM
18	I think the library is very nice. Good job!	9/7/2016 6:32 PM
19	We LOVE the library!	9/7/2016 6:11 PM
20	Keep up the good work and improvements and invest in children's books, programming and the children's room in general.	9/6/2016 9:37 PM
21	In conclusion, I would be delighted to be able to access e-books through the website. Barbara Reed / 978-546-2474 I would like to thank you for this survey. Progress is made when understanding of patrons is addressed. Keep up the good work! I want to use the library more.	9/6/2016 6:06 PM
22	The survey is too long to be effective.	9/6/2016 3:17 PM
23	I love that the mystery section now arranged alpha & easier to follow!!! Online renewals & requests are a wonder!	9/6/2016 2:34 PM
24	Please put in (or move) the book drop in the back so that you don't have to stop traffic to return a book. (In the winter you can park in front of the library but not summer. --Renew DVDs online and/or make a separate drop for them. It's very hard to return a DVD when the library doesn't open until 1 and there's no drop of parking. Renewing online would help that. Also, why are DVDs \$1 late fee and books 10 cents? Thank you for caring enough about your patrons to do this!	9/3/2016 1:38 PM
25	I hope this isn't too long a questionnaire. Is there anything we have about the authors and other speakers who opine publicly.	9/3/2016 1:19 PM
26	Perhaps hiring more personnel so the library will operate at least 6 days a week from 9 a.m. to 5 p.m., every day this it's open. I think that the specific day that it's closing and the specific hour that it is open is very confusing. Therefore I don't visit it more frequently.	9/3/2016 1:04 PM
27	After filling out this questionnaire, I think I need an orientation to the services the library offers in the electronic age. What do you think? It could be fun.	9/3/2016 12:52 PM
28	No.	9/3/2016 10:47 AM
29	I just want to say again how wonderful it was to meet the new director. I told her that I was hearing great things about her, but now I can confirm it. She told me about some of the new things you have and I will give them a try.	9/2/2016 4:30 PM
30	Keep on with the good work at the library!	9/2/2016 9:38 AM
31	Nice job.	9/1/2016 5:44 PM
32	more assertive focus on local natural and social features, i.e. Year of the Islands Year of the Quarries Year of the Harbors Year of the Wharfs Year of the Churches And impacts on the community.	9/1/2016 4:28 PM
33	I like the "Friends" book sales, from both the purchasing and donating side.	9/1/2016 1:51 PM

## Rockport Public Library Community Survey

34	Although my husband and I are "friends of the library", and he is actually on the Board, I have not taken advantage of the many wonderful offerings of our precious library! This survey has actually "jogged" me to visit more often, and learn more about all that is offered.	9/1/2016 1:40 PM
35	This survey shows that the library is moving in the right direction.	9/1/2016 9:21 AM
36	Thank you for asking for the community's opinions on the library! The library is a wonderful part of our town.	8/31/2016 3:39 PM
37	No	8/31/2016 2:46 PM
38	I love to learn through this questionnaire that you have online access to Ancestry.com. I can't wait to log in to use this most valuable tool! I love that you have so many more resources than I was aware of. The books I'm interested in reading myself aren't in your collection so downloading may get me back in the reading game. Thanks for all you do! We love Rockport's library!	8/30/2016 5:10 PM
39	Don't change too much! Thanks for all the hard work, friendly service, and many mundane things that keep the library going.	8/30/2016 4:04 PM
40	1. MORE BOOKS,2. PROFESIONAL LECTURES ABOUT LITERATURE, MOVIES, AUTHORS, DIRECTORS 3. MORE PASSES 4. LET ME KNOW BY EMAIL ABOUT EVENTS. 5. MOVIE CLUB	8/30/2016 3:01 PM
41	We like the library very much - Especially, the reading rooms. The staff are always helpful. The grounds/park look very nice. We're very satisfied with the library, as it is.	8/30/2016 2:45 PM
42	This survey is TOO LONG. I think you would have gotten more responses, if you had asked fewer questions with fewer choices. Some people will look at the length of this survey and throw it away.	8/29/2016 5:59 PM
43	Children's learning programs, easy play on computer. CD/DVD.download. Unfamiliar on how to download to Kindle.	8/29/2016 5:48 PM
44	Thank you for this survey. It shows you care.	8/29/2016 5:39 PM
45	Thanks!	8/29/2016 4:40 PM
46	Thanks for putting this out there for input. I hope you get adequate responses.	8/29/2016 4:35 PM
47	Better staff!!!	8/29/2016 4:34 PM
48	Thank you for your great service. Being fairly new, I haven't investigated all you have to offer. Mysteries, Movies, Book Sales are great. Charlotte Jennings 22 Bayridge Lane Rockport	8/29/2016 3:37 PM
49	no	8/29/2016 10:04 AM
50	Hours, parking, building upgrades and customer service training for staff are biggest issues in my opinion.	8/29/2016 10:03 AM
51	What volunteer opportunities are there at the library?	8/28/2016 2:13 PM
52	Always a friendly pleasant experience.	8/27/2016 5:15 PM
53	I think Rockport does a great job as is.	8/27/2016 11:37 AM
54	Thanks for all that you do!	8/27/2016 11:06 AM
55	Once the "new" book section was moved, I stopped coming in to browse. I generally order books online. Finding a new book or author I hadn't heard about was fun. I can't get that experience from wandering the stacks. I realize that space is a big issue. I do love this library and thank you!	8/27/2016 10:56 AM
56	Keep up all the great work! The library is heading in a great direction.	8/26/2016 7:53 AM
57	I wonder if there would be more services and less costs if merged with Gloucester library.	8/25/2016 6:35 PM
58	No. Doing a good job. Keep it up.	8/25/2016 6:26 PM
59	The free parking lot is terrible, but I don't see how that can change. I've seen tourists park in the library and stay (probably in desperation) & then go about their tourist thing. WOULD LIKE A.M. HOURS WEEKDAYS.	8/25/2016 6:16 PM
60	No	8/25/2016 5:56 PM
61	THANK YOU FOR BEING THERE!	8/25/2016 2:26 PM
62	Well sure. But that's for another day. Thank you all again.Aug. 25, 2016	8/25/2016 2:12 PM
63	Looking forward to learning more about iPad use during Thursdays when a volunteer teaches such.	8/25/2016 1:45 PM
64	People ask me if books authored by me are in the library. Only in the Rockport room although I have offered to give circulating copies as well as the books for the Rockport Room. Perhaps you could have a shelf or two for books by Rockport authors that can circulate. Seems to me it would be fair to ask authors to donate their books and offer a donation towards cataloging costs. People are NOT impressed when they cannot get my books in the library. Sharon R. Chace	8/25/2016 1:21 PM
65	I sometimes look at the Young Adult section and find it hard to get to the books. You have a heavy table between certain shelves. You have to be thin to see the books. I am glad I am not too tubby for I would never fit. Also you have crawl around a big chair. Maybe a bench seat might be better. I have noticed the last several months, could be a year now, that mystery books seem not to fit in the shelves and are tipped over. I have difficulty seeing the titles so I don't take books out in that area. Also I notice "Where to find books" slips attached to the shelves. How long will that stay?	8/24/2016 9:17 PM
66	Not at the present time.	8/24/2016 4:01 PM
67	Glad DVD's are now free	8/24/2016 2:20 PM
68	no.	8/24/2016 1:59 PM
69	Thanks for this survey and all you do. The inter-library loan program is very important in my mind, for our small library. The staff is great.	8/24/2016 12:59 PM
70	Thank you for providing this opportunity for input!	8/23/2016 2:56 PM

## Rockport Public Library Community Survey

71	No, but THANK YOU for this survey! We love the library and appreciate your services more than you can know! :)	8/22/2016 11:11 AM
72	N/A	8/21/2016 2:58 PM
73	I have not been in the habit of using the library, but today I met the nicest librarian ever....at the dump! She not only convinced me to take a survey, but also to give the library a try!	8/20/2016 8:05 PM
74	My biggest concerns are the hours	8/20/2016 7:59 PM
75	Add earlier hours. I am not able to access the library because of the hours. I REALLY wish I could use the library. PLEASE PLEASE PLEASE PLEASE add morning hours!!	8/20/2016 2:34 PM
76	Thank you for asking these questions. I wish you the best in implementing the changes needed.	8/20/2016 2:31 PM
77	Vocalize the events more they could be fun	8/20/2016 2:20 PM
78	Gloucester has more convenient hours in the morning	8/20/2016 2:11 PM
79	I use the Gloucester Library	8/20/2016 2:10 PM
80	I totally believe in the good the library does for our town. However, my lifestyle and work schedule preclude me from using its services at this time.	8/20/2016 8:11 AM
81	Would love to see more fliers and postings about interest groups that meet at the library or on the North Shore. Youth seeking LGBTQIA+ meeting groups might benefit for additional coverage of nAGLY and other groups...	8/19/2016 3:08 PM
82	I think it would be great to see more flexibility for Carol to carry out her vision/ideas for the children's programs...for instance, I learned from a friend (not Carol) that her daughter wanted a small "library b-day party" but the request for Carol to read a book to this girl and her friend went unapproved b/c of "precedent." (Why not start a little reading-day program - ? You could charge \$ even!) Anyway - when I heard that I was dismayed that Carol doesn't have that kind of oversight in the Children's room.	8/18/2016 4:59 PM
83	You guys are doing great. If Rockport Library offered computer/Technology classes for the elderly Rockport citizens, I think they would like that and I think could make money: examples: what is facebook, Snapchat, ETC. People are always asking about this stuff. Media Literacy.	8/17/2016 2:16 PM
84	Travel information	8/17/2016 1:58 PM
85	N/A	8/17/2016 1:47 PM
86	Have a satellite café at the library - allow an outdoor seating area, and certain areas indoors. Maybe offer cultural outings via the library - have CATA provide transportation. Library can arrange tickets/trips - activities coordinator position?	8/17/2016 1:44 PM
87	Can you have a return box for CDs and DVDs? (padded?) or is it a security problem?	8/17/2016 1:30 PM
88	I would like to see the relationship between the elementary school and the library be nourished and improved.	8/16/2016 4:56 PM
89	Having a deadline date for this survey might have been helpful, as people would respond in a more timely manner. Also, no use someone completing the survey if results have already been tabulated.	8/16/2016 4:36 PM
90	Cudo's to the FOL for their Book Sales + support of RPL -	8/16/2016 4:25 PM
91	Offer opportunities/workshops for kids to learn how to use e-resources and audiobooks/ebooks	8/12/2016 9:26 PM
92	No - just please don't fade out the printed matter. Not everyone is enamored with computer + the new technology. Thank you for doing this. I think it's a great idea + I hope you make the library better than it is today. Susan Waller, Artist 184R Granite St. #2	8/11/2016 3:48 PM
93	I love the new books in one location!!! So much easier to find a good book.	8/11/2016 12:56 PM
94	I admire the way the space is used now: a diversity of seating/use possibilities that give it a cozy home-like feel. Don't change that! I like it as it is but only have shared my "wish list" with you, esp pertaining to teens (to get them to the library, and make them feel at home for reading, exploring, learning, hanging out.)	8/10/2016 4:06 PM
95	This is a wonderful small-town library that also serves a big summer tourist population. Cindy is doing a great job of continuing the wonderful things that Hope did during her time at the library. Has there been any thought of renaming the library to honor Hope?	8/10/2016 2:12 PM
96	Really satisfied with all I use	8/8/2016 3:41 PM
97	No. But, you may want to ask the builder across your street, on the corner, if he will sell his building. It's just an eyesore for the Town. Then, maybe the townspeople may help with the cost because it would make more sense. Thank you, for your inquiry.	8/8/2016 9:38 AM
98	Teach us to download from internet - or how to download a book or reference you want to read!	8/7/2016 4:04 PM
99	Just know that the Library is very appreciated and this survey will help to assess how to make it even better!	8/6/2016 11:50 AM
100	No. Thanks for doing the survey. Please provide feedback to community re findings and plans.	8/5/2016 12:51 PM
101	Survey too damn long. why?	8/5/2016 9:32 AM
102	nope.	8/5/2016 8:31 AM
103	To collaborate on developing a cultural "campus" in downtown Rockport that includes both free + paid intellectual/academic offerings	8/4/2016 5:54 PM
104	Thank you for doing this. I hope that you will be able to correct these issues.	8/2/2016 8:04 AM
105	I primarily use the catalogue and not the website and was unaware, until this survey, of all of the offerings available. I will take a good look at the website now. Also, I think the public library is just about the best use of taxpayer money, for enriching the community.	8/2/2016 6:04 AM
106	Thanks for the Saturday and Wed. movies year round.	8/1/2016 4:52 PM

## Rockport Public Library Community Survey

107	Because of its vital role in the community it is important that the town fully support the full range of needs of the library	8/1/2016 4:22 PM
108	Only two complaints: 1. I do NOT like the location of "new books". 2. Library Book Sale - prices of paperbacks too confusing! Otherwise, you are just perfect!	8/1/2016 4:02 PM
109	Why did you ever think it would be a good idea to put the Children's room on the second floor????!!!!	8/1/2016 3:24 PM
110	We are fortunate to have such a great building for our library. I think the children's room could be reworked, layout wise to accommodate additional seating or workspace. Very thankful to the "friends of the Library" for all the support they give.	7/28/2016 6:17 PM
111	Thank you for all the help in organizing the Poetry Reading Group! Would just like to know there is someone there in case the AV equipment doesn't cooperate!	7/28/2016 11:27 AM
112	Please continue the hard work to keep our library strong. I have a new baby, and I am looking forward to bringing her to the library - SFL was a big part of my childhood, I want RPL to be a big part of her's.	7/28/2016 10:25 AM
113	Love the new updates!!	7/28/2016 8:54 AM
114	no	7/27/2016 1:55 PM
115	Thank you for asking for our input. "Could you have a one hour workshop describing your website and available downloads, "playaways" (??), tumblebooks, etc.?"	7/27/2016 1:45 PM
116	I love John Kieran's books and portrait.	7/27/2016 1:25 PM
117	I use e-resources the most, because of the 24-hour access and the shared databases. Any expansion in the latter area would be grand, particularly more online access to scholarly journals.	7/25/2016 9:14 AM
118	would like to be able to return movies outside of library hours	7/24/2016 9:02 PM
119	Longer hrs. Dvd upgrades for children and outside drop box for DVDs	7/23/2016 6:04 PM
120	Nothing	7/23/2016 3:22 PM
121	The late director was a massive force in the library, seen, conversational, questioning, a person of the community. The current director is obviously professional, but a slight personal touch would be a plus.	7/20/2016 6:18 PM
122	Thank you for your kindness.	7/20/2016 11:16 AM
123	I really need to use the library more.	7/19/2016 7:36 PM
124	More talks by visitors on different topics	7/18/2016 6:43 PM
125	Please add me to your email newsletter/ mailing list: k.serpa@gmail.com	7/18/2016 6:07 PM
126	I would like a bigger more intricate Teen section.	7/17/2016 2:37 PM
127	I think you are doing a wonderful job with the budget that you are given in a bright and airy building!	7/17/2016 10:28 AM
128	Thank you for asking these questions!	7/15/2016 6:24 AM
129	PLEASE ADD MORE HOURS	7/14/2016 5:51 PM