



# Meekins Library Strategic Planning Survey

Please take a moment to answer this anonymous survey about the Meekins Library. When answering, please consider your experience both before and during the pandemic. Your answers will help inform decisions about library services in the coming years.

**Please return completed surveys by Nov. 30 to the Meekins Library or Town Offices, or mail to: Meekins Library, P.O. Box 772, Williamsburg, MA 01096**

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## 1. How often do you use the Meekins Library (in-person or online)?

- At least once a week
  - At least once a month
  - Less than once a month
  - First-time visitor
  - Never (Skip to question 5)
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## 2. How do you search for books or DVDs? (Check all that apply)

- I don't check out books or DVDs
- I go to the NEW sections and browse or look for NEW stickers
- I look at the NEW ITEMS online in Wowbrary
- I go to my favorite section(s) and browse
- I come in with a list or book in mind and stick to that
- I go to the online catalog
- I browse special displays
- I ask the staff
- Other (Please specify)

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**3. How important is each of the following library services to you?**

	Very Important	Important	Somewhat Important	Not Important	Don't Know/ Not Applicable
Borrowing materials (books, DVDs, music, etc.)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Research assistance from librarians (Reference)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Programs (classes, storytimes, etc.)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Computers, printer, photocopier, fax	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Help using computers, printer, etc.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Community meeting room	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
WiFi/ Internet access	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Interlibrary loan	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Online services (website, catalog, research databases, etc.)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Newspapers and magazines	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Neil Hammer Gallery	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Museum passes	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Quiet space	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Conversation space	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Photo and large document scanner	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Overall, how important is the library to you and your family?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**4. What, if anything, prevents you from using the library? (Check all that apply)**

- The library's hours don't fit my schedule
- I get what I need elsewhere
- I'm too busy
- I can't easily get to the library
- It's hard to find what I'm looking for
- Classes and programs aren't relevant to me
- Classes and programs aren't held at times that I can attend
- Unpleasant past experience
- I have physical accessibility issues navigating the library
- Other (Please specify)

**5. Did you know the library has these FREE ONLINE SERVICES?**

	Yes	No
Downloadable books, audiobooks and magazines (Overdrive/ Libby)	<input type="radio"/>	<input type="radio"/>
Downloadable movies, TV shows, books and magazines (Hoopla)	<input type="radio"/>	<input type="radio"/>
Local History resources - maps, cemetery records, yearbooks, photographs	<input type="radio"/>	<input type="radio"/>
Research Databases - provided by the state of Massachusetts	<input type="radio"/>	<input type="radio"/>
World newspapers including The New York Times and The Boston Globe	<input type="radio"/>	<input type="radio"/>

**6. Have you had any frustrations/difficulties in working with the FREE ONLINE SERVICES above?**

- Yes (Please specify and skip to question 8)

- No (Skip to question 8)
- I don't use the online services

**7. Why don't you use the online services? (Choose one)**

- I didn't know about them
- They can be intimidating; I could use an orientation
- I use other resources
- Other (Please specify)

**8. How do you find out about library events and local events? (Check all that apply)**

	Library Events	Local Events
Library website	<input type="checkbox"/>	<input type="checkbox"/>
Posters and flyers	<input type="checkbox"/>	<input type="checkbox"/>
School communications	<input type="checkbox"/>	<input type="checkbox"/>
Facebook	<input type="checkbox"/>	<input type="checkbox"/>
Email	<input type="checkbox"/>	<input type="checkbox"/>
Texts	<input type="checkbox"/>	<input type="checkbox"/>
Word of mouth	<input type="checkbox"/>	<input type="checkbox"/>
<input type="text" value="Enter another option"/>	<input type="checkbox"/>	<input type="checkbox"/>

**9. What is the best time for you for library events? (Check all that apply)**

	Adult Events	Child/Family Events
Weekday morning	<input type="checkbox"/>	<input type="checkbox"/>
Weekday afternoon	<input type="checkbox"/>	<input type="checkbox"/>
Weekday evening	<input type="checkbox"/>	<input type="checkbox"/>
Saturday morning	<input type="checkbox"/>	<input type="checkbox"/>
Saturday afternoon	<input type="checkbox"/>	<input type="checkbox"/>
Not applicable	<input type="checkbox"/>	<input type="checkbox"/>

10. The library budget currently does not allow for additional operating hours. If that option were to become a possibility in the future, which hours would help you most? (Choose one)

- Monday hours
- Friday hours
- Longer hours on Saturday
- More evening hours
- Don't know/ Not applicable

11. How interested would you be in the library's adding the following?

	Very Interested	Interested	Somewhat Interested	Not Interested	Don't Know/ Not Applicable
Topical community conversations	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
More community events in library's outdoor space	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Scanning for family photographs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Virtual programming	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
More online resources (such as Consumer Reports)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Services for homebound individuals	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

12. Are there any other programs, classes or services you wish the library offered?

13. Please rate your overall experience with Meekins Library's collection.

- Very Satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very Dissatisfied

14. Please rate your overall experience with Meekins Library's customer service.

Very Satisfied

Satisfied

Neutral

Dissatisfied

Very Dissatisfied

15. Is there anything else you would like us to know that we haven't already asked?

16. Please tell us a little about you.

Williamsburg or Haydenville resident

Resident of a nearby town. Zip Code:

Visitor

17. Please select your age range.

12 and under

13 - 19

20 - 39

40 - 59

60+

Thank You!

Thank you for taking our survey. Your response is very important to us.

Please return completed survey **by November 30** to Meekins Library or Town Offices or mail to:

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Williamsburg, MA 01096