



**Wareham Free Library  
Strategic Plan  
FY 2025 -2029**

**Wareham Free Library  
59 Marion Road  
Wareham, MA 02571**

## **INTRODUCTION**

The Wareham Free Library Board of Trustees and Staff are pleased to present the library's Long Range Plan for FY 2025 through FY 2029. The plan provides the library with a strong framework to meet the needs of the Wareham Community. This plan is based on the responses from our community survey, completed by 107 people. Two community meetings were also held with library stakeholders (trustees, friends and foundation members), residents and library users, taking part in a SOARS (Strengths, Opportunities, Aspirations, and Results) activity.

Library staff also conducted their own SOARS analysis and developed strategies and activities for achieving the goals set forth in this long range plan.

The library worked with Jessica Ellis Wilson, FACMPE of Practical Management and Leadership Consulting. She facilitated, gathered, and organized all data resulting from the community and staff sessions.

## **APPROVAL**

The Wareham Free Library Board of Trustees approved this plan on

\_\_\_\_\_ February 14, 2024 \_\_\_\_\_

## **Appendix**

The results of our general community survey and summary of our community meetings are at the end of this document.

## Standards of Library Service

The legal requirements for state aid to libraries in Massachusetts provide the minimum standards for library service. (Code of Massachusetts Regulations 4.00: Free Public Library Service – Regulations.) The Wareham Free Library currently meets and strives to continue to meet these requirements.

- The library is open to everyone with no charge for normal services.
- The Wareham Free Library is currently open six days a week (closed Saturdays during the summer months of July and August). The library is open 50 hours per week, Monday and Thursday from 9 a.m. to 5 p.m., Tuesday and Wednesday from 9 a.m. to 8 p.m., and Friday and Saturday from 9 a.m. to 3 p.m.
  - (605 CMR 4.01: Regulations 3: Recommended Minimum Hours Open Per Week for libraries in communities with a population of 15,000 to 24,999 – 50 hours per week, including some part of five days, including some evening hours; hours requirement based on hours from Labor Day to Memorial Day, summer hours do not affect compliance.)
- The library employs trained library personnel including a Director with a degree from an approved graduate school of library science and a certificate of professional librarianship issued by the Massachusetts Board of Library Commissioners. The Director, Patrick Marshall, has a Masters of Library and Information Science from The University of Rhode Island and a Certificate of Librarianship from the Massachusetts Board of Library Commissioners, # P5064
  - (605 CMR 4.01: Regulations 4; Libraries in communities with population 10,000 and up.)
- In each of the last three fiscal years, the library has spent just over 15% of its budget on books and other library materials thus meeting, and at times exceeding, the 15% requirement.
  - (605 CMR 4.01: Regulations 5: Libraries in communities with population 15,000 to 24,999 shall spend a minimum percentage (15%) of the library's total annual budget for books and periodicals)
- The library lends books to other libraries in the Commonwealth and extends privileges to the holders of cards issued by other certified public libraries in the Commonwealth on a reciprocal basis.

## **Mission Statement**

The Wareham Free Library provides a comfortable and welcoming place that stimulates people's imaginations, creates young readers, and connects residents to the world.

## **Vision Statement**

The Wareham Free Library is a vital community hub where people and ideas come together. The library sustains itself through excellent customer service, careful stewardship of financial and physical resources, and attention to the ever changing needs of the community.

## **Strategic Priorities**

**Comfortable and Welcoming Place** – We are a place for the entire community to feel welcome and connected. A safe space for sharing information and offering resources that provide clarity and balanced information supporting the inherent dignity and rights of every person.

**Stimulates People's Imagination** – We are a place that, through the breadth and depth of our collection, programs, and services, ignite curiosity and introduce residents to the wider world.

**Creates Young Readers** – We are a place that believes in encouraging children of all ages to become lifelong readers and learners.

**Connects Residents to the World** – We are a place that links our residents, either in person or online, to the greater world beyond.

These priorities evolved from the feedback we received from our planning process and are informed by our library Mission and Vision.

Annually, we will develop specific actions for each area of library service that address the strategic goals outlined in this plan.

The next few pages present more information about each strategic priority along with goals and possible activities.

## Comfortable and Welcoming Place –

*We are a place for the entire community to feel welcome and connected. A safe space for sharing information and offering resources that provide clarity and balanced information supporting the inherent dignity and rights of every person.*

Residents of Wareham love their library and community. Feedback from our planning process showed that visitors to the library found the staff extremely helpful and friendly, and that visits to the facility were generally viewed positively. One area of concern repeatedly mentioned was the physical upkeep of the building.

Our activities in this area will allow us to further make the library a true community center for residents of, and visitors to, Wareham.

**GOAL 1.** We strive to keep the building clean and welcoming for all users.

**Possible Activity 1:** Evaluate furnishings in library and review where items can be replaced and/or rearranged to better meet the needs of library users.

**Possible Activity 2:** Working with Municipal Maintenance Department, devise a plan to provide better lighting in the library, especially in study and reading areas.

**Possible Activity 3:** Working with Municipal Maintenance Department and Town Administration, develop capital improvement plan for library.

**GOAL 2.** Review library policies and establish a schedule for updating, as needed.

**Possible Activity 1:** Staff will review current policies and see where updates are needed.

**Possible Activity 2:** Evaluate areas where policies do not currently exist and create, as needed.

**GOAL 3.** Encourage and create opportunities for volunteers to help out with tasks in the library and beyond.

**Possible Activity 1:** Identify areas where volunteers might be used with regards to specific tasks.

**Possible Activity 2:** Develop ways to show appreciation for volunteers and the work they do for the library.

### Measures of Success:

- Patron stories and feedback
- Patron satisfaction
- Improved lighting within the library
- Volunteer hours worked
- Policies updated
- Building update tasks completed

## **Stimulates People's Imagination –**

*We are a place that, through the breadth and depth of our collection, programs, and services, ignite curiosity and introduce residents to the wider world.*

Wareham residents like the collection, programming and services provided by the library. Residents stated that they made use of all that the library offered, especially book collections, online resources, children's story times, and adult programs. Residents also shared ideas and suggestions for more programming for all ages as well as expanded collections. Possible focus areas included home schooling resources and an expanded "library of things".

Our activities in this area will continue to ensure that we are responsive to our diverse community and establish collections and programs that truly bring people and ideas together, sparking imaginations and creating meaningful conversations and thoughts.

**GOAL 1.** Provide access to collections that inspire exploration and broaden horizons.

**Possible Activity 1:** Review and update Collection Development Policy.

**Possible Activity 2:** Regularly analyze collections and update and/or weed as needed.

**GOAL 2.** Increase ways for community engagement and involvement.

**Possible Activity 1:** Evaluate and update online presence.

**Possible Activity 2:** Increase self-guided activities within the library and out in the local community.

**Possible Activity 3:** Increase involvement at non-library, community events.

**GOAL 3.** Provide ways for artists of all types to use the library to display their talents.

**Possible Activity 1:** Evaluate and update library art show policy.

**Possible Activity 2:** Provide space and opportunities for local artists to show their talents.

**Possible Activity 3:** Outreach with local artists to provide programs, lessons and opportunities to teach others their craft.

**Possible Activity 4:** Devise ways to increase breadth and diversity of programming for all residents.

### **Measures of Success:**

- Patron Feedback
- Program attendance
- Collection usage
- Website hits
- Social media engagement
- Circulation statistics

## Creates Young Readers –

*We are a place that believes in encouraging children of all ages to become lifelong readers and learners.*

The residents of Wareham value the educational, cultural, and social opportunities the library provides to children of all ages. Whether delivered through story hours, special programming, and/or the collection itself, children’s services was listed as a singular priority for many.

Our activities in this area will continue to build on the progress made since the pandemic in increasing the opportunities provided to the young people of Wareham.

**GOAL 1.** We will work to provide opportunities for community programs/outreach to reach children and teens of all ages.

**Possible Activity 1:** Work to develop partnerships with local and regional organizations, such as the Zeiterion Theater for co-branded classes, to provide programming.

**Possible Activity 2:** Seek out volunteers to run programs for older children and teens such as open mic/music programs that appeal to a broad range of participants.

**GOAL 2.** We will evaluate current programming to provide more diverse and “Out of the Box” events & classes.

**Possible Activity 1:** Provide more opportunities for family programming throughout the year.

**Possible Activity 2:** Implement a 1,000 books before kindergarten program at the library to promote reading in young children.

**GOAL 3.** Establish a priority for engaging more teen/tween volunteers and programs to serve this particular population in town.

**Possible Activity 1:** Establish a Teen Advisory Group, working with established teen groups (such as the Honor Society).

**Possible Activity 2:** Host more teen/tween programs such as a game day and/or Lego building challenge.

### Measures of Success:

- Patron stories and feedback
- Increase in children/teen/tween library card holders
- Program attendance and evaluations
- Increased contacts with local groups focused on children/teens/tweens
- Circulation statistics

## Connects Residents to the World –

*We are a place that links our residents, either in person or online, to the greater world beyond.*

Technology continues to change at a rapid pace and Wareham residents make use of the online resources available at the library. Whether provided through equipment, technology classes or general online resources, access to the online world was mentioned frequently.

Activities in this area will ensure that the library is able to strengthen our online presence through the website, social media venues, and other methods. They will also ensure that the library is able to offer a variety of programs and services, not only within the physical library building, but also online which will allow residents to be a part of the greater global community.

**GOAL 1.** Library staff will review current technology and evaluate patron needs.

**Possible Activity 1:** Update public computers to current standards.

**Possible Activity 2:** Install new technologies, such as wireless printing, that have been requested by patrons.

**GOAL 2.** We will work with other town departments and outside groups to increase our ability to connect users with the technology needed.

**Possible Activity 1:** Work with the Town's IT Department to develop a library technology plan.

**Possible Activity 2:** Seek out groups and organizations for potential sponsorship and/or technology programs for the public.

**GOAL 3.** We will seek out new ways to promote library resources and events.

**Possible Activity 1:** Staff will investigate and evaluate new and emerging technologies.

**Possible Activity 2:** Staff will make use of social media and other online methods for promoting the library and its resources.

**Possible Activity 3:** Develop a monthly electronic newsletter for announcing library events and programs.

### Measures of Success:

- Patron stories and feedback
- Program attendance
- Website hits
- Social media engagement
- Engagement with outside groups and individuals.



# APPENDIX A: SOAR Analysis Summary

## Strengths – Opportunities – Aspirations – Results

### STRENGTHS

#### Services

- Varied, current collection of books, music, movies, and periodicals available in both traditional and digital formats, as well as access to museum Passes/discounts
- Community meeting / gathering spaces for all ages
- Gallery spaces
- Digital/online access – especially the SAILS network and interlibrary loans and tech support for patrons using digital resources
- Stone Historical archive and access to ancestry/genealogy resources
- Strong programming (the children’s programming received specific kudos, as well as the adult education and concerts, and the book clubs and reading partners)
- Access to business and educational resources like computers, wi-fi, copy & fax machines
- Participation in Dolly Parton’s Imagination Library
- Story walks
- Strong special events (library mini golf, noon year’s eve, and the duck races received specific kudos)

#### Fundraising

- Book & jewelry sales
- Successful fundraising efforts

#### Operations

- Two locations (Main & Spinney) which are accessible and (mostly) well-kept with good natural light (and outdoor space at Main)
- Knowledgeable staff who support each other & the library (Patrick & Miss Marsha received specific kudos)
- Strong support through the “three legged stool” of the Friends, Foundation, and Trustees

#### Community

- Good community presence (public safety resource – warming/cooling/power)
- Quiet space for all
- Engaged in community and solicits engagement from community

**“The staff perseveres through economic adversity and does a lot with very little”**

## **OPPORTUNITIES**

### **Need for 100% municipal funding and more funding overall**

- “more staff, more staff, more staff”
- Volunteer or PT grantwriter

### **More (and more diversified) programming with better advertising of upcoming programs/events**

- Adult education classes (craft/language/maker) – classes for seniors got a specific callout
- Book clubs (cookbook club)
- Movie screenings
- Plays/dramatic performances
- Teen/tween programming and volunteer opportunities

### **More services**

- Expand library collection (all media)
- Bookmobile
- Book carts at hospital (loans or giveaways from book sales/donations)
- “Library of things”
- Maker space
- More hours/more locations (this also came up in “improve library’s presence in community)
- Integration with school system – librarians or mentors for school librarians (the fact the new elementary school does not yet have a library was specifically brought up)
- Creation/upkeep (through community volunteers) of free little libraries
- Mentorships – students, new grads, returning to workplace/career change

### **Better use of existing space – open Spinney, expand into other vacant town buildings (like decommissioned schools)**

### **Improve the library’s presence in community & encourage more community engagement**

- Better social media presence and improved website user experience
- More diversity and engagement with Friends, Foundation, Trustees (and specifically to hold those meetings outside of “business hours” to encourage more participation)
- Dedicated column in Wareham Week
- Develop and encourage relationships with summer residents
- More outreach to historically marginalized and underserved populations
- Better relationships with Town leaders to make library a top priority
- Ensure library remains a safe & welcoming place for all
- Develop and maintain a bench of volunteers with specific, needed skill sets (perhaps via a spreadsheet/online form to begin)

### **Improve physical space/address safety concerns**

- Maintenance/upkeep
- Better lighting
- Courtyard, garden, landscaping
- Visibility/safety concerns entering/exiting Main library
- Disruptive kids/students after school hours

### **More fundraising efforts – (see partnerships, below, as well as just more of existing fundraising events/campaigns)**

- Deepen library “fan base” to encourage becoming community’s “charity of choice” (this also came up under “Improve the library’s presence in community & encourage more community engagement”, above)

### **Partner with community organizations, non-profits, and local businesses**

- Fundraising – raffles, donation jars/buckets, restaurant nights, grocery store points, etc
- Event/programming sponsorships

### **Become a community hub/resource**

- Civics information and education (such as Town Meeting Warrant info sessions)
- Services available through Town departments and throughout larger community
- Minutes/informational displays from Town committees
- A “newcomers” or “new to town” group

## **ASPIRATIONS**

### **Large, multi-floor spaces in multiple areas of town**

- Activity rooms
- Arts/cultural center with gallery space and classes
- Bigger archive/history room (?partnership with Wareham Historical Society)
- Expanded collection
- Expanded museum pass offerings
- Expanded periodical subscriptions
- Bookmobile/book cart in hospital/nursing homes
- Café
- Creator space/artist residencies
- Outdoor space
  - Gardens
  - Murals
  - Playgrounds
- Seed exchange
- Greener buildings/processes – smaller carbon footprint
- Homeschooling resource & class space
- Homework space
- Kitchen/cooking classes
- Library of things

- Maker space – Legos, 3D printer, etc. – also with “checkout” projects to do at home
- Memory café/Human Library
- Music sharing/loan/archive
- Private, soundproof spaces for study, zoom interviews or medical appts, etc.
- Reading nooks
- Conversation spaces
- Device loans
- Standing used bookstore
- Games library (board games/video games/puzzles)
- Workspaces
- Writers room

**100% municipal funding and bigger budget – “more money more money more money”**

- More -and well-paid - staff – FT, PT, grant writer – “every department has a FT librarian, plus tech support and an assistant director” – “more staff more staff more staff”
- Open 12+ hours/7 days a week
- Weekly events & educational programming for all age groups
  - Kids movie nights/sleep overs
- Fully educated staff with script to deal with book challenges (strong sentiment to NOT remove books from circulation)
- Funding for staff professional development
- More volunteers
- High quality maintenance – all buildings in good repair
- Proper funding of all municipal departments so library can be a top priority

**Community hub**

- Business networking groups
- Community groups
- Improved presence/reputation in the community
- Become people’s “charity of choice”
- Collaboration with Gatemen or other local high-visibility teams/groups
- More community support
- Job fairs/resources – including resume/interview classes
- Little free libraries in every neighborhood (volunteer run)
- Mentorships
- Organized trips to museums/places of interest
- “pro bono” room for professional services (volunteers)
- Research and fellowship opportunities for students

**Better transportation**

**Restore High Street Library**

## RESULTS

### **Fiscal sustainability**

- App for donations
- Bigger budget
- Donor retention/sustainability
- More donations/funds raised

### **Expanded services**

- More staff
- More programming
- Improved website/social media user experience
- Open more hours & in more locations

### **Better maintenance/upkeep – fewer “in need of repair” items**

### **Better community engagement**

- More checkouts
- More attendance/website traffic
- More diverse patron demographics
- More engagement from Town leaders/committees (Fin Com, Select Board)
- More engagement/less disruption from teens
- More volunteers
- Online exchange spaces

### **Less empty space**

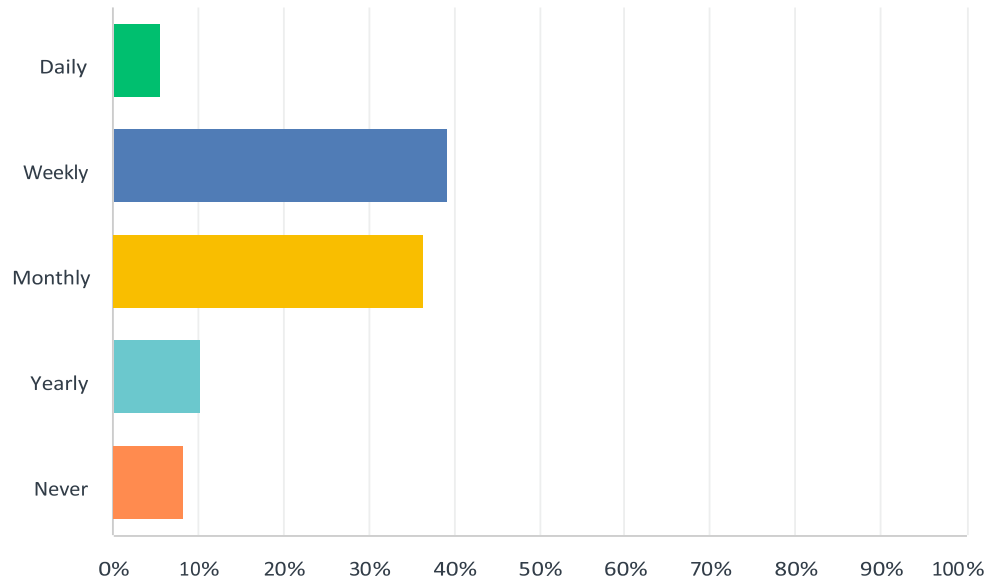
### **Measurable goals**

### **Priority “to-do” list**

## Appendix B: Community Survey May 2023

Q1 How often do you visit /use the services offered by the Wareham Free Library (WFL) or Spinney Memorial Library (SML)

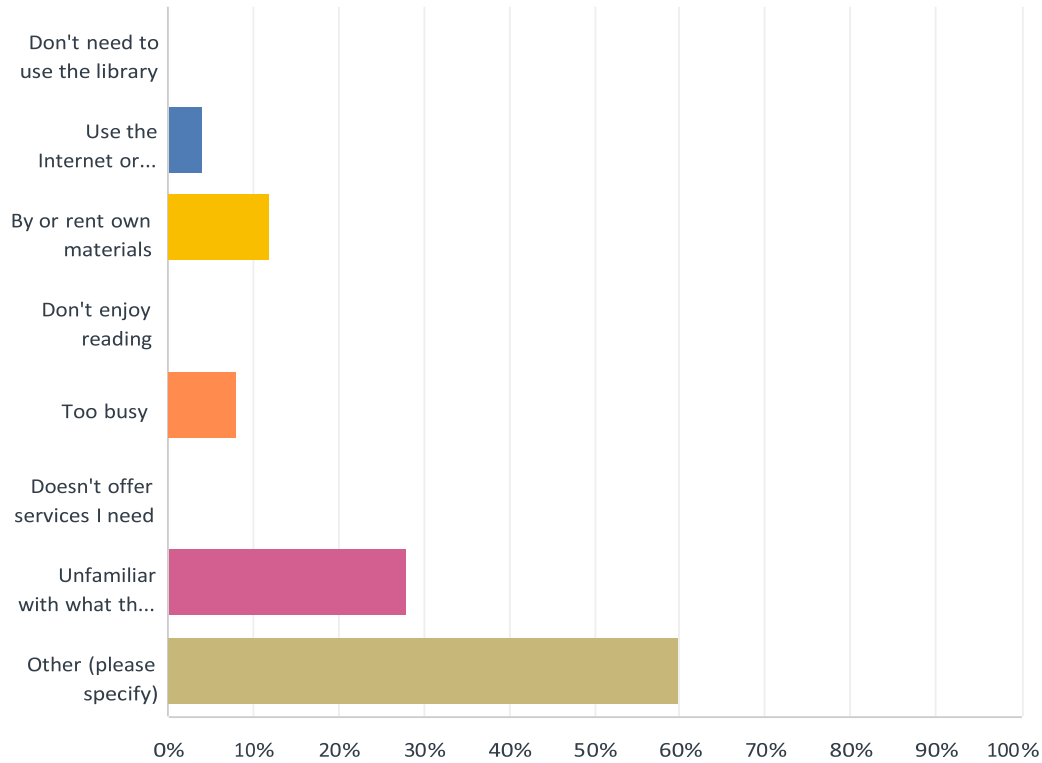
Answered: 107 Skipped: 0



ANSWER CHOICES	RESPONSES
Daily	5.61% 6
Weekly	39.25% 42
Monthly	36.45% 39
Yearly	10.28% 11
Never	8.41% 9
<b>TOTAL</b>	<b>107</b>

## Q2 If you checked "Never" in the question above, please tell us why you don't use the library or its services (check all that apply)

Answered: 25 Skipped: 82



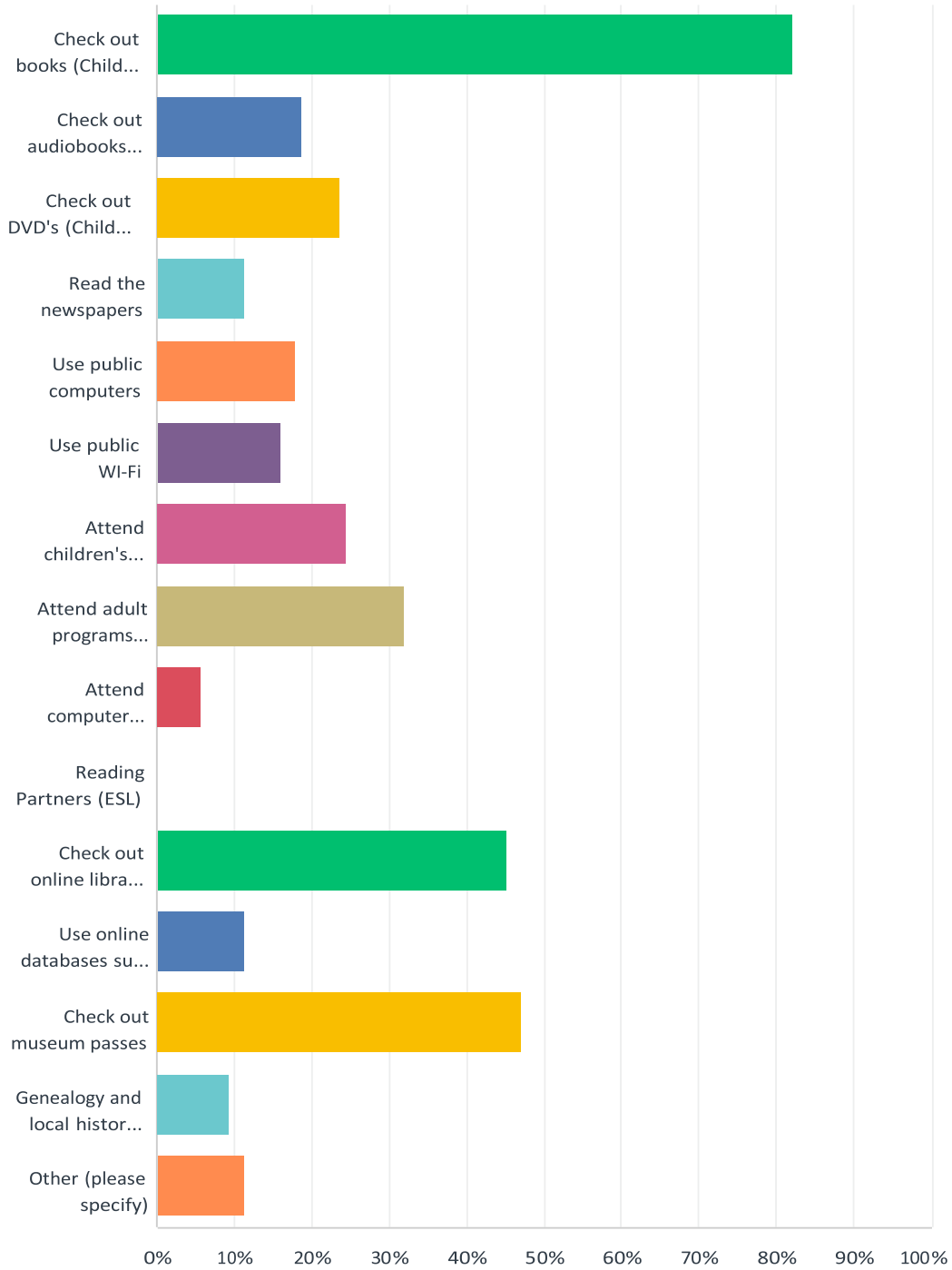
ANSWER CHOICES	RESPONSES	
Don't need to use the library	0.00%	0
Use the Internet or personal device	4.00%	1
By or rent own materials	12.00%	3
Don't enjoy reading	0.00%	0
Too busy	8.00%	2
Doesn't offer services I need	0.00%	0
Unfamiliar with what the library has to offer	28.00%	7
Other (please specify)	60.00%	15
Total Respondents: 25		

#	OTHER (PLEASE SPECIFY)	DATE
1	I Checked Monthly	5/30/2023 10:56 AM
2	Buy is spelled incorrectly	5/24/2023 6:58 PM
3	N/A	5/22/2023 7:55 PM
4	N/A	5/21/2023 3:26 PM
5	N/A	5/18/2023 11:16 PM
6	Didn't know it was available	5/13/2023 12:06 PM
7	Live overseas	5/13/2023 11:59 AM
8	Operating hours are not compatible with my schedule.	5/12/2023 3:28 PM
9	Na	4/21/2023 9:44 AM
10	N/A	4/18/2023 3:50 PM
11	n/a	4/11/2023 9:12 AM
12	Weekly	4/5/2023 3:56 PM
13	I use it	4/4/2023 8:01 PM
14	Covid	4/3/2023 9:29 PM
15	N/a	4/3/2023 3:42 PM



### Q3 What current services do you use at the Wareham Free Library. Check all that apply.

Answered: 106 Skipped: 1



ANSWER CHOICES	RESPONSES
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Check out books (Children and/or adult)	82.08%	87
Check out audiobooks (Children and/or adult)	18.87%	20
Check out DVD's (Children and/or adult)	23.58%	25
Read the newspapers	11.32%	12
Use public computers	17.92%	19
Use public WI-Fi	16.04%	17
Attend children's programs (Story hours, special programs, etc)	24.53%	26
Attend adult programs (concerts, lectures, book clubs, etc)	32.08%	34
Attend computer classes	5.66%	6
Reading Partners (ESL)	0.00%	0
Check out online library materials (eBooks, downloadable audios, etc.) through Overdrive Libby, hOOPLA, etc.	45.28%	48
Use online databases such as Ancestry, Transparent Languages, etc.	11.32%	12
Check out museum passes	47.17%	50
Genealogy and local history collection (Stone Room, etc.)	9.43%	10
Other (please specify)	11.32%	12

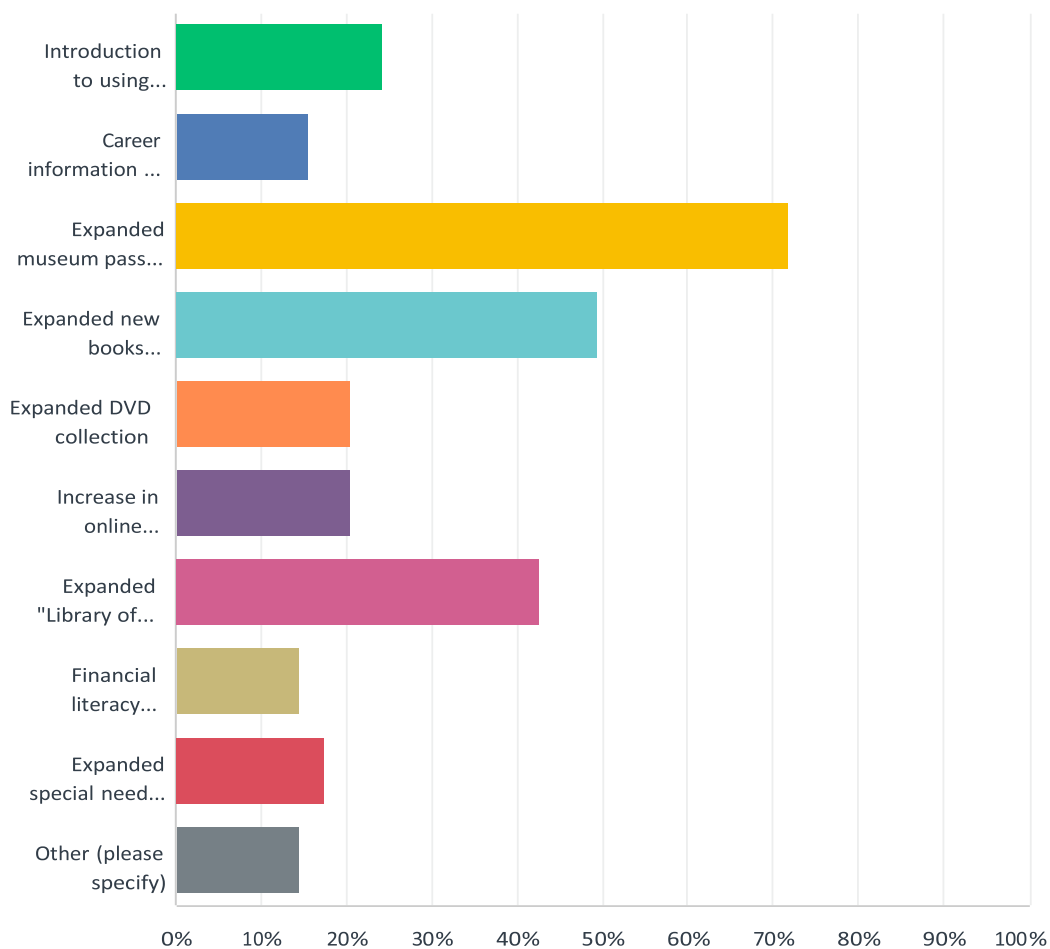
Total Respondents: 106

#	OTHER (PLEASE SPECIFY)	DATE
1	use printer for emails (no printer at home)	5/7/2023 9:53 PM
2	Access to Books from Surrounding Towns and the Commonwealth Catalog	4/30/2023 5:57 PM
3	Read books with child in the library	4/17/2023 10:00 PM
4	I use the copier machine and to fax important papers	4/12/2023 6:42 AM
5	Ancestry library	4/11/2023 11:54 AM
6	Sit and read	4/11/2023 9:12 AM
7	Guild meetings	4/11/2023 8:14 AM
8	Friends book sale	4/6/2023 11:45 AM

9	Book sale	4/6/2023 7:19 AM
10	Browse	4/5/2023 9:59 AM
11	Have a quiet place to do schoolwork	4/3/2023 2:53 PM
12	Use the meeting room monthly	4/3/2023 1:11 PM

## Q4 Which of the following services would interest you if offered at the WFL? Check all that apply.

Answered: 103 Skipped: 4



ANSWER CHOICES	RESPONSES
Introduction to using library online resources (Libby, hOOPLA, databases, etc.)	24.27% 25
Career information for teens and adults	15.53% 16

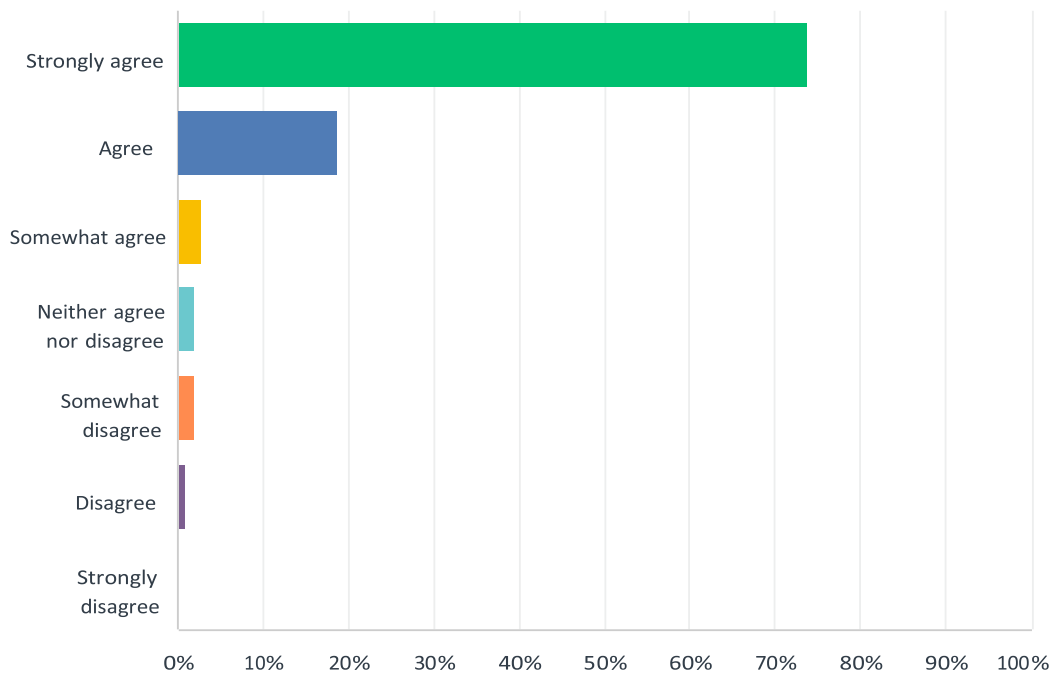
Expanded museum pass collection	71.84%	74
Expanded new books collection	49.51%	51
Expanded DVD collection	20.39%	21
Increase in online children's services. (Tumble Books, databases, etc.)	20.39%	21
Expanded "Library of Things" collection (binoculars, musical instruments, puppets, etc.)	42.72%	44
Financial literacy services (Improving credit score, budgeting, etc.)	14.56%	15
Expanded special needs/ diversability accommodations and services.	17.48%	18
Other (please specify)	14.56%	15

Total Respondents: 103

#	OTHER (PLEASE SPECIFY)	DATE
1	More options for homeschooling families	5/29/2023 7:54 AM
2	Library of things like items you can borrow for a few days	5/18/2023 11:16 PM
3	Video games	5/13/2023 12:42 PM
4	Homeschool Resources, phonics tools (such as reading phones, etc), children's reading space	5/13/2023 12:01 PM
5	expanded computer knowledge as necessary/miss Stephen Miller	5/7/2023 9:53 PM
6	Child programs	5/4/2023 6:05 PM
7	More Book Clubs	4/30/2023 5:57 PM
8	Craft classes	4/18/2023 3:50 PM
9	i would love lectures, maybe courses.	4/11/2023 2:10 PM
10	Ancestry library edition to be available thru our home computers via WFL	4/11/2023 11:54 AM
11	Outreach to community and schools	4/11/2023 8:14 AM
12	Cafe	4/6/2023 6:22 PM
13	History of neighborhoods like Swift's Beach.	4/5/2023 9:59 AM
14	hot spot lending	4/5/2023 8:25 AM
15	More adult programs - book club, art or craft program, talks, etc.	4/3/2023 3:43 PM

## Q5 Overall, my library visits are positive experiences.

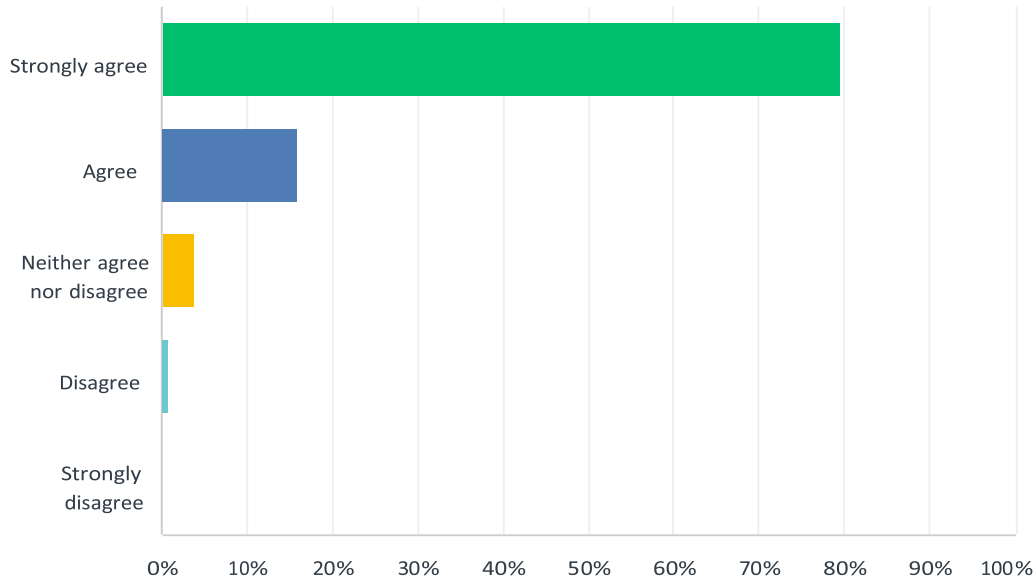
Answered: 107 Skipped: 0



ANSWER CHOICES	RESPONSES	
Strongly agree	73.83%	79
Agree	18.69%	20
Somewhat agree	2.80%	3
Neither agree nor disagree	1.87%	2
Somewhat disagree	1.87%	2
Disagree	0.93%	1
Strongly disagree	0.00%	0
<b>TOTAL</b>		<b>107</b>

## Q6 Overall, I am confident that I can receive help when I need it from the library staff.

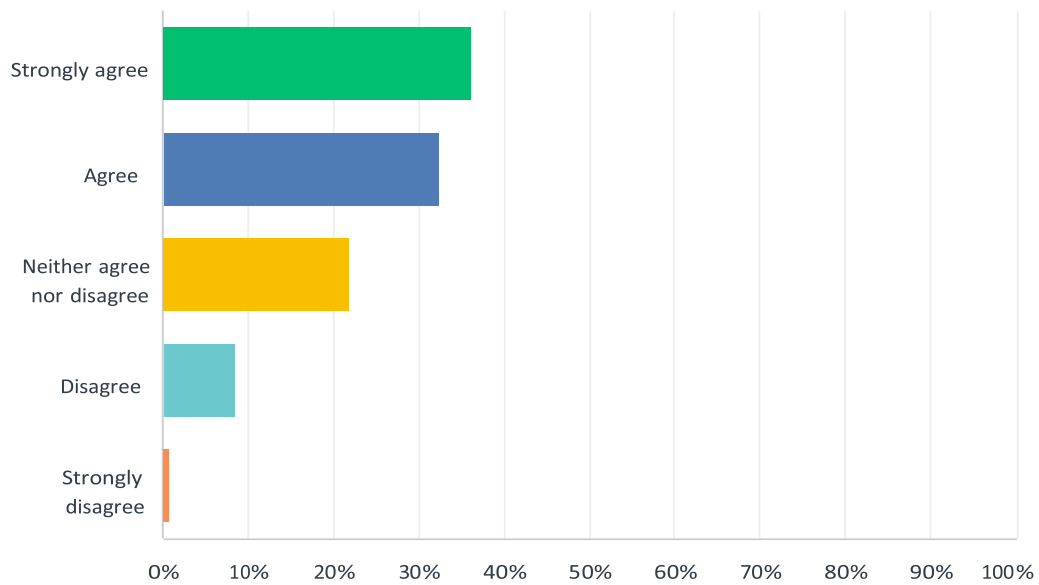
Answered: 107 Skipped: 0



ANSWER CHOICES	RESPONSES
Strongly agree	79.44% 85
Agree	15.89% 17
Neither agree nor disagree	3.74% 4
Disagree	0.93% 1
Strongly disagree	0.00% 0
<b>TOTAL</b>	<b>107</b>

## Q7 The furniture and sitting areas of the library meet my needs.

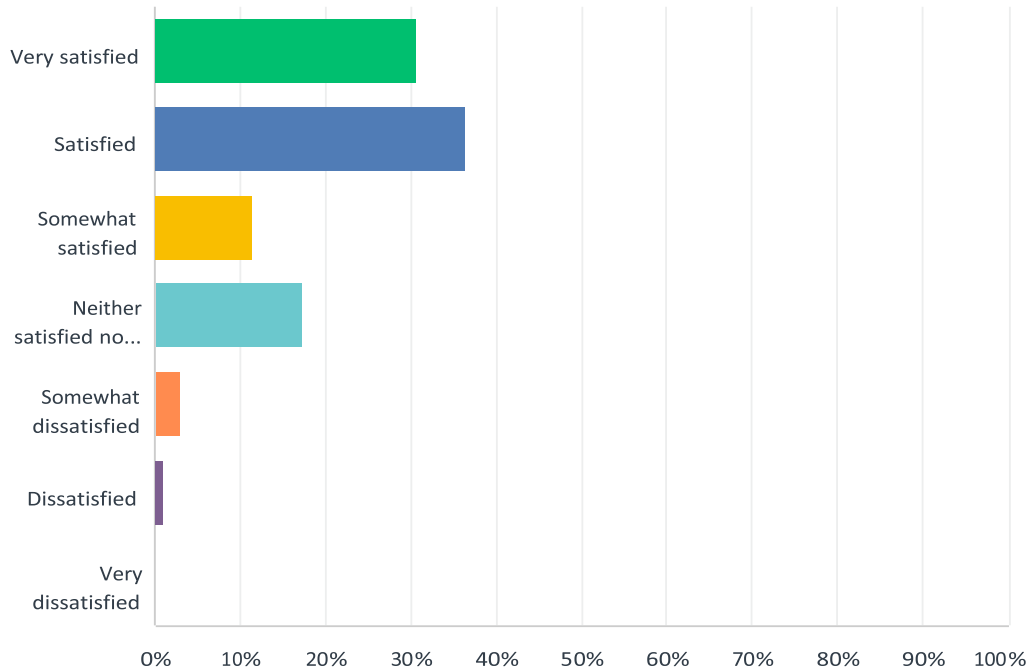
Answered: 105 Skipped: 2



ANSWER CHOICES	RESPONSES	
Strongly agree	36.19%	38
Agree	32.38%	34
Neither agree nor disagree	21.90%	23
Disagree	8.57%	9
Strongly disagree	0.95%	1
<b>TOTAL</b>		<b>105</b>

## Q8 Overall, how satisfied are you with the adult, children and teen programs offered by the WFL

Answered: 104 Skipped: 3

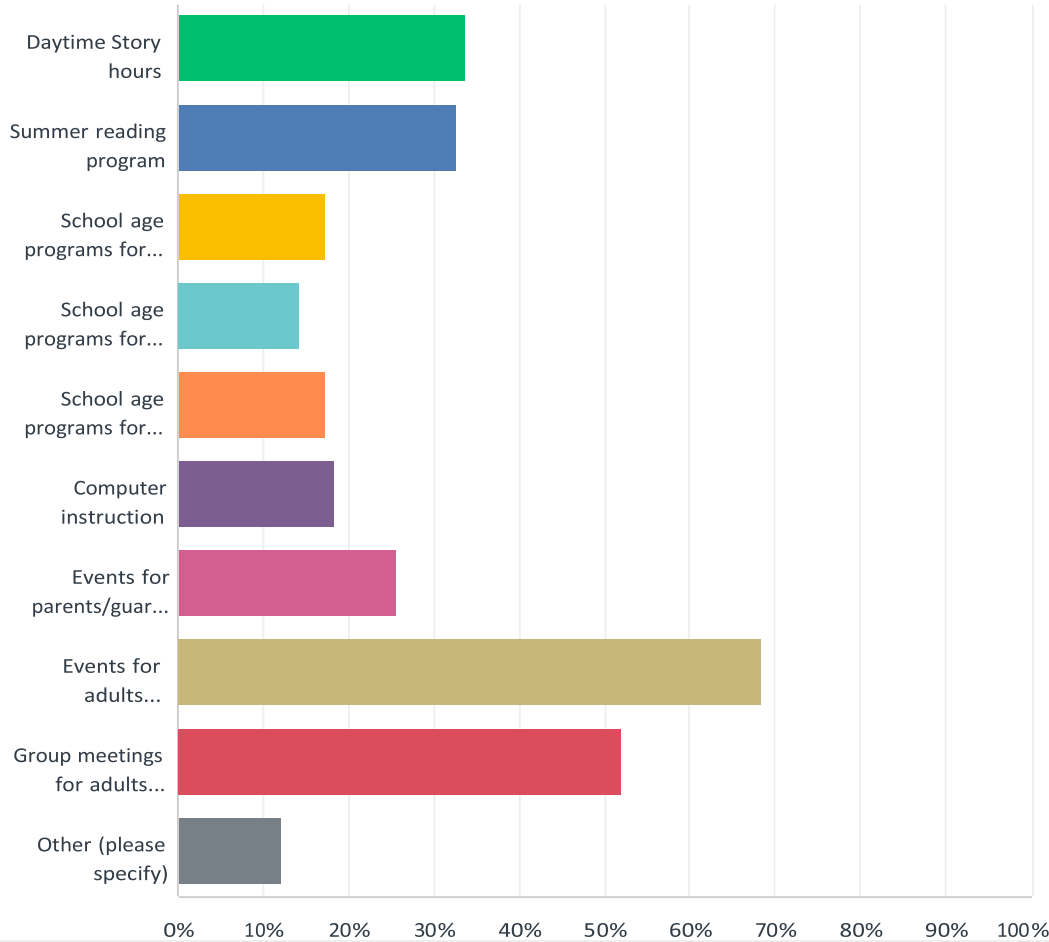


ANSWER CHOICES	RESPONSES	
Very satisfied	30.77%	32
Satisfied	36.54%	38
Somewhat satisfied	11.54%	12
Neither satisfied nor dissatisfied	17.31%	18
Somewhat dissatisfied	2.88%	3
Dissatisfied	0.96%	1
Very dissatisfied	0.00%	0
<b>TOTAL</b>		<b>104</b>



## Q9 Please indicate which programs you would like to see added or expanded upon at the library. Choose all that apply.

Answered: 98 Skipped: 9

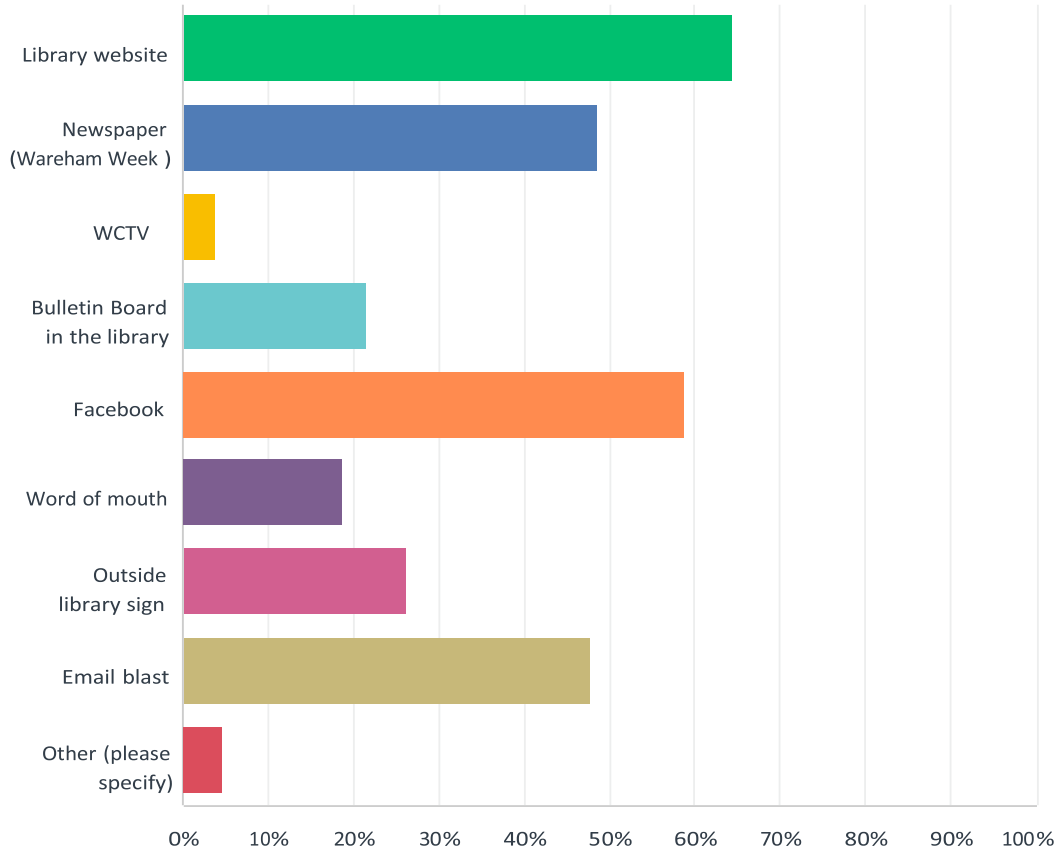


ANSWER CHOICES	RESPONSES
Daytime Story hours	33.67% 33
Summer reading program	32.65% 32
School age programs for grades 1 to 3	17.35% 17
School age programs for grades 4 to 6	14.29% 14
School age programs for grades 7+	17.35% 17
Computer instruction	18.37% 18
Events for parents/guardians (talks, workshops, etc.)	25.51% 25

Events for adults (concerts, lectures, etc.)	68.37%	67
Group meetings for adults (book clubs, genealogy meetings, etc.)	52.04%	51
Other (please specify)	12.24%	12
Total Respondents: 98		
<b>#</b>	<b>OTHER (PLEASE SPECIFY)</b>	<b>DATE</b>
1	Sunday hours	5/30/2023 6:31 AM
2	Homeschool groups during school day	5/29/2023 7:54 AM
3	Expanded(better) collection of new non-fiction books	5/19/2023 10:41 AM
4	All good with what's available	5/18/2023 11:16 PM
5	LGBT events.	5/15/2023 7:26 PM
6	All of the CURRENT programs are WONDERFUL. It would be great if we could have MORE of what you're already providing for the people of Wareham.	4/30/2023 5:57 PM
7	The WFL does a fantastic job with many of those noted above	4/11/2023 11:54 AM
8	Support all ages of local Authors	4/10/2023 11:32 PM
9	Need zoom meetings for those that want to participate, but cannot physically make it the library	4/6/2023 12:58 PM
10	Friends' meetings during after work hours	4/5/2023 10:01 PM
11	Cell phone instruction!	4/5/2023 9:59 AM
12	Research - use of Stone Research Room	4/4/2023 12:51 PM

# Q10 What is the best way to let you know about what is going on at the library. Choose all that apply.

Answered: 107 Skipped: 0



ANSWER CHOICES	RESPONSES	
Library website	64.49%	69
Newspaper (Wareham Week)	48.60%	52
WCTV	3.74%	4
Bulletin Board in the library	21.50%	23
Facebook	58.88%	63
Word of mouth	18.69%	20
Outside library sign	26.17%	28

Email blast	47.66%	51
Other (please specify)	4.67%	5

Total Respondents: 107		
#	OTHER (PLEASE SPECIFY)	DATE

1	Instagram - create a fun/engaging account w/ cool library things	5/19/2023 9:33 PM
2	Text	5/13/2023 11:25 AM
3	Facebook preferred	4/21/2023 9:44 AM
4	I get alotnof info from postings around town. Specifically the bulletin boards at the YMCA. Some flyers hung up at area businesses/convenience stores would be a great addition.	4/18/2023 9:31 AM
5	I'm trying to use word of mouth to inform OTHERS about library.	4/5/2023 10:01 PM

## Q11 What do you love about the Wareham Free Library?

Answered: 88 Skipped: 19

#	RESPONSES	DATE
1	I love that if i am looking for a book i can most of the time find it	5/30/2023 10:56 AM
2	Books	5/30/2023 6:31 AM
3	It's a great place	5/29/2023 7:54 AM
4	The employees are great. Also, the fact that we have state certification again which enables us to have a much better selection of materials to borrow.	5/27/2023 9:21 AM
5	Friendliness and accessibility	5/24/2023 3:51 PM
6	Helpful staff, quick fulfillment of material within sails network.	5/22/2023 7:56 PM
7	Staff is pleasant and knowledgeable. Good selection of new books.	5/22/2023 6:04 PM
8	Staff is always friendly. If materials are not available they can be ordered within network.	5/21/2023 3:27 PM
9	I am really enjoying the collaboration with hoopla and Libby	5/20/2023 7:53 PM
10	The staff are great & it feels like they are always brainstorming ways to keep the library up to date. The children's room top shelf book displays are always on theme & so inviting. Ms Marcia has so much patience & kindness & warmth for new little library friends!	5/19/2023 9:33 PM
11	Convenient, pleasant employees, open daily.	5/19/2023 10:41 AM
12	It's free and many options and various things to find there	5/18/2023 11:16 PM
13	Beautiful facility and friendly and comfortable atmosphere	5/15/2023 8:46 AM
14	Staff is wonderful	5/13/2023 2:32 PM
15	Miss Marcia and it's close, easy to use and good collection	5/13/2023 12:42 PM
16	Story time and imagination library	5/13/2023 12:21 PM
17	It's free	5/13/2023 12:06 PM
18	Miss Marcia is wonderful with the children. I truly love the activities offered for young kids. The children's section is secluded and bright.	5/13/2023 12:01 PM
19	Staff and the availability of online services!	5/13/2023 11:59 AM
20	Events	5/13/2023 11:55 AM
21	The books	5/13/2023 11:25 AM

22	Staff	5/13/2023 11:25 AM
23	All	5/13/2023 11:20 AM
24	Miss marcia	5/13/2023 11:13 AM
25	I cant rely on getting my favorite books there.	5/13/2023 11:07 AM
26	Everything	5/13/2023 10:57 AM
27	Lots of natural light, good range of books in the collection, within walking distance of downtown	5/12/2023 3:28 PM
28	The staff	5/11/2023 7:06 PM
29	The staff	5/8/2023 5:57 PM
30	The people who work there, first of all. The atmosphere is pleasant and welcoming. Everyone 5/7/2023 9:53 PM is eager to help when asked.	
31	The staff & the ability to obtain books from other libraries	5/6/2023 7:09 PM
32	Space that always provides assistance when needed and provides a peaceful and safe environment for people to read, relax, and study without any unreasonable disruptions.	5/4/2023 8:17 PM
33	how friendly the staff is	5/4/2023 4:45 PM
34	The welcoming atmosphere and access to books	5/4/2023 4:16 PM
35	Staff	5/3/2023 5:54 PM
36	Books! Book Sales!	5/1/2023 11:09 AM
37	I love, Love, LOVE that we have our ACCREDITATION back! That is HUGE! But I really LOVE the people who work and volunteer at OUR library. They are wonderful. I always feel welcomed, wanted, and helped each time I visit. You folks don't get enough thanks for all that you do to support this town...especially the kids. THANK YOU!	4/30/2023 5:57 PM
38	I can take my time and browse the offerings. The quick search and place hold online features, garden to sit and read in	4/29/2023 4:04 PM
39	Genealogy research	4/29/2023 9:06 AM
40	All the efforts to improve and expand. And the staff!	4/27/2023 5:36 AM
41	Have not yet been	4/22/2023 1:44 PM
42	Ms hickey always makes the library a special event	4/21/2023 9:44 AM
43	The people who work there. I feel like they are my family. I also love being able to reserve books online from a variety of libraries and pick them up near my home. Our library is a beautiful jewel and without the library and the personnel I would be so sad. Never leave us. ❤️	4/18/2023 3:50 PM
44	I love how the staff are so friendly, helpful and knowledgeable. The library's atmosphere is lovely and relaxing. I love how the entertainment offerings are unexpected and thoroughly enjoyable while educational.	4/18/2023 3:01 PM

45	The children's area and activities. All of the staff/librarians I have met have been welcoming and patient. Especially when there are little kids making a lot of noise!	4/18/2023 9:31 AM
46	Everyone is so friendly and helpful. I love the children's area but it would be great if you have a lego/duplo spot similar to another library that we know. I LOVED blind date with a book even though I didn't end up liking the book, I gave it a try when I normally would not have picked it up.	4/17/2023 9:30 PM
47	The people who work there. The children's library space.	4/15/2023 6:34 PM
48	the accessibility	4/12/2023 12:04 PM
49	It is a quiet place to read and go on the computer and it also helps going places for children and u can fax papers and to make copies library helps me out alot and I rent movies to	4/12/2023 6:42 AM
50	The always friendly and helpful staff as well as the eclectic selection of books and movies	4/11/2023 7:22 PM
51	I remember the days it wasn't open so I love that it is there at all	4/11/2023 2:10 PM
52	The staff are all so nice and knowledgeable. The library provides numerous different books etc on a variety of subjects. I also like that we are part of sails. That way if it's not available at WFL we can still get what we want.	4/11/2023 11:54 AM
53	It's filled with a world of books!	4/11/2023 9:12 AM
54	Staff, Public computers,interlibrary loans for access to new and varied resources	4/11/2023 8:14 AM
55	I'm going to put this here because you really didn't put a area on this survey for it. You REALLY need better social media people. The Book pick is cool but that's about all you posted. Kids are off next week and nothing been said or what stories will be covered. Or any extras for the week such as arts & crafts to go with the stories, any thing else for the kids to do.	4/10/2023 11:32 PM
56	Comfortable size, nice staff	4/7/2023 6:51 PM
57	It has a wealth of information and resources that are available to everyone in a time where such things are increasingly unaffordable (books, internet, etc.).	4/6/2023 6:43 PM
58	That the staff is friendly and knowledgeable. They are very helpful and remember me everything I come in.	4/6/2023 6:22 PM
59	Everything	4/6/2023 6:00 PM
60	Museum passes, book sales, contests	4/6/2023 12:58 PM
61	Ease of parking. Selection of books.	4/6/2023 11:45 AM
62	Small and clean,nice staff	4/6/2023 7:19 AM
63	It is the town department that openly welcomes you and is glad that you are here. Have met many wonderful people here.	4/5/2023 10:01 PM
64	The staff is usually very friendly and helpful Current DVD's that aren't horror or murders	4/5/2023 3:56 PM
65	Miss Marcia love of learning and she inspire kids to learn	4/5/2023 12:54 PM
66	Great staff!	4/5/2023 11:00 AM
67	It's a nice place to visit	4/5/2023 9:59 AM

68	Free. Librarians knowledgeable/helpful. Programs/lectures are interesting/diverse. I can access other area libraries.	4/5/2023 9:03 AM
69	location and plenty of parking	4/5/2023 8:25 AM
70	Employees are helpful and nice, very good book sales.	4/4/2023 8:01 PM
71	The quietness.	4/4/2023 7:48 PM
72	Staff	4/4/2023 12:59 PM
73	Lot of different things happening there.	4/4/2023 12:51 PM
74	Free	4/3/2023 9:29 PM
75	Mrs Hickey is great. We also love the book sales. I enjoyed the kids programs when my grandchildren were younger.	4/3/2023 7:31 PM
76	That we are fortunate enough to have one in town and that the Friends of The Library help with their fundraisers to defray costs.	4/3/2023 7:16 PM
77	Everything	4/3/2023 5:55 PM
78	That I can read all of the books that I want to read! When I recommend a new e-book it's almost always purchased and I would not be able to read all of these books without you!	4/3/2023 5:45 PM
79	That it's nearby	4/3/2023 5:26 PM
80	The people	4/3/2023 3:47 PM
81	Mrs. Hickey's story time! And Kathy's selections :)	4/3/2023 3:43 PM
82	Everything	4/3/2023 3:38 PM
83	The staff, diversity of the collection and state park pass! If the library doesn't have something available on site, they are willing to go elsewhere to locate the book/dvd for me. Great access to services.	4/3/2023 2:53 PM
84	Friendly, caring environment	4/3/2023 2:23 PM
85	Books! Book Sale!	4/3/2023 2:16 PM
86	That it is there!!!! As an avid reader, I appreciate that I can reserve a book online on the WFL website and am notified when it is available for pickup. When we plan to travel, I am able to download any number of books to read while traveling. I would be lost without the WFL and I live in Plymouth. WFL is more convenient, more friendly and just much easier for me and my family.	4/3/2023 1:52 PM
87	Always Welcoming & accommodating	4/3/2023 1:11 PM
88	Books, audiobooks, dvds, book clubs	4/3/2023 1:06 PM



## Q12 What would you like to see in the future at the Wareham Free Library?

Answered: 81 Skipped: 26

#	RESPONSES	DATE
1	an expansion to the young adults literature sections	5/30/2023 10:56 AM
2	Sunday hours	5/30/2023 6:31 AM
3	We would love more groups geared to the homeschool families.	5/29/2023 7:54 AM
4	More programs	5/27/2023 11:59 AM
5	Perhaps a little longer hours on Friday. More author talks in the late afternoon versus 7 pm.	5/27/2023 9:21 AM
6	More hours	5/24/2023 3:51 PM
7	Expanded digital content, ie audiobooks on Libby. Interesting adult events	5/22/2023 7:56 PM
8	More concerts and authors .	5/22/2023 6:04 PM
9	The building could use some updating. Would like to have a returns slot at the circulation desk, as well as self checkout which can be utilized at busy times. More events and seminars for the community.	5/21/2023 3:27 PM
10	More new releases	5/20/2023 7:53 PM
11	Fresh & Modern ideas for more engagement in reading. (Murder mystery night / read a book & have a themed event at the end or book related scavenger hunts where you're given a clue to try to find the book to read next etc etc. and most importantly a borrowing shed/closet with useful tools/hobbies/cooking instruments. Good for the community but can also be paired with a recommended read or DVD. Books are play & the library can reflect that in small playful ways.	5/19/2023 9:33 PM
12	More written books, less computer books.	5/19/2023 10:41 AM
13	Maybe a donation based thrift store with profits going to the WFL	5/18/2023 11:16 PM
14	More diversity of events. Events geared to minority community members.	5/15/2023 7:26 PM
15	More adult events/social events, weekly book clubs, interest groups, social groups	5/15/2023 8:46 AM
16	Larger selection of new books	5/13/2023 2:32 PM
17	Bakeware	5/13/2023 12:42 PM
18	Playground crafts	5/13/2023 12:21 PM
19	More activities	5/13/2023 12:06 PM
20	Always enjoy more kids programs! I think keeping up with newer book titles for both kids and adults would be helpful.	5/13/2023 12:01 PM

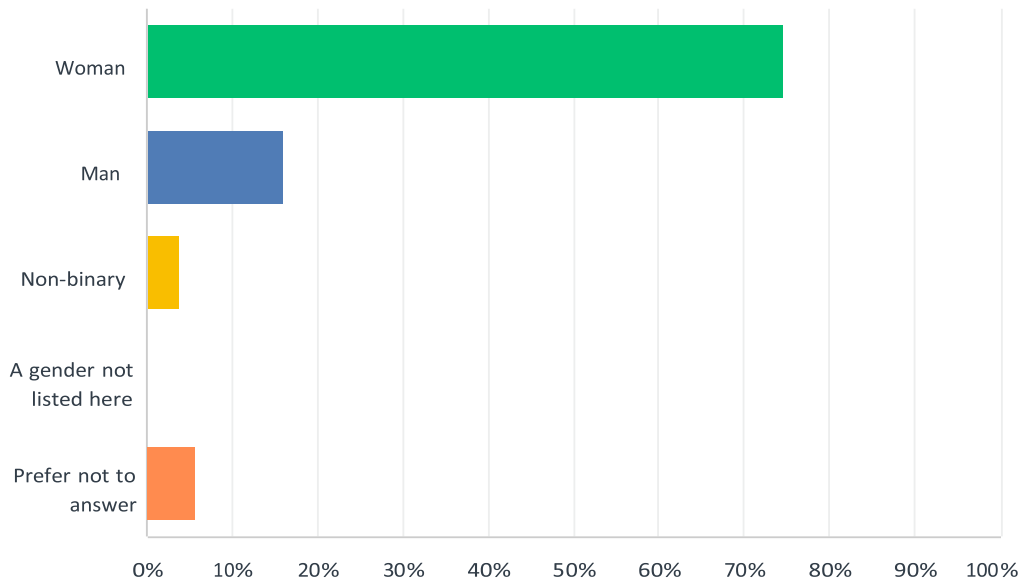
21	Never goes away	5/13/2023 11:59 AM
22	Adults workshops	5/13/2023 11:55 AM
23	Outside garden	5/13/2023 11:50 AM
24	I don't know	5/13/2023 11:25 AM
25	Adult programs	5/13/2023 11:25 AM
26	Any	5/13/2023 11:20 AM
27	More activities for children under 4 years of age	5/13/2023 11:07 AM
28	Reduction of price for scanning, \$1/page is insane	5/12/2023 3:28 PM
29	The building needs updating. The Town should have a higher budget and high priority for the Library	5/11/2023 7:06 PM
30	Concerts!	5/8/2023 5:57 PM
31	The new carpeting! (hope it doesn't have that new carpet smell:) Thoroughly enjoyed the Peeps and would love to see more intergenerational ideas like the Peeps!	5/7/2023 9:53 PM
32	More choices of Christian literature	5/6/2023 7:09 PM
33	repair outside of building	5/4/2023 4:45 PM
34	Complete series having all the books	5/4/2023 4:16 PM
35	More , and better computers to access	5/3/2023 5:54 PM
36	Comfortable reading nooks.	5/1/2023 11:09 AM
37	I worry about the upkeep of the building...at least from the outside. Libraries should be treated as SACRED buildings because they truly are...and I say this as a Christian. Public Libraries EQUALIZE us and give EVERYONE the opportunity to Learn and Succeed and the building itself as well as the contents need to be protected at all costs.	4/30/2023 5:57 PM
38	Building maintenance improvements- the refreshed entrance foyer was a welcome update	4/29/2023 4:04 PM
39	Summer concerts and access to the Stone Research room	4/29/2023 9:06 AM
40	More childrens events on Saturdays	4/22/2023 1:44 PM
41	I would love backpacks like the mattapoisett library has to take out for the kids	4/21/2023 9:44 AM
42	Maybe some travel nights. Crafting nights. More author events. Movie nights. All in all I have nothing negative to say.	4/18/2023 3:50 PM
43	Cannot think of anything specific at the moment - perhaps more passes to museums.	4/18/2023 3:01 PM

44	I wish you guys would have an outdoor playground. Here's why: there is a huge homeschool community here in the area and we would love to set up more programs at the library. It would be nice to be able to reserve a room for a homeschool group each week and when we had breaks the kids could enjoy some fresh air playtime before getting back to a lesson. I know you have swings but it would be so great to expand that. Also as mentioned above, I know you have coloring stations but a little lego and duplo table would be amazing as well.	4/17/2023 9:30 PM
45	An expanded selection of items for borrowing.	4/15/2023 6:34 PM
46	more vents and ability to check out materials other than books.g. childrens puzzles, activities	4/12/2023 12:04 PM
47	Anything that will help people	4/12/2023 6:42 AM
48	Perhaps an even bigger selection of new and old movies	4/11/2023 7:22 PM
49	I think it should be the core of the community with expanded programing at every level. I am often surprised at the books you don't have-- the collection needs to be greatly expanded. Also we need a real reading room with comfortable places to just sit and read or study. This is critical!!	4/11/2023 2:10 PM
50	Ancestry library version available at home on the web site so we don't need to come in as much or tie up a computer especially during school vacations and summertime.	4/11/2023 11:54 AM
51	Continued support of the staff	4/11/2023 9:12 AM
52	Refreshed interior, addl. computers	4/11/2023 8:14 AM
53	Playground equipment should be up dated and inclusive for the special needs children in this town. Or a game night for the special needs children/ adults. So they feel like part of the town,	4/10/2023 11:32 PM
54	Honestly, not sure	4/7/2023 6:51 PM
55	New books that are inclusive of all political viewpoints (I'm neither liberal nor conservative, but see the library's current collection as more left-leaning. As a place that people go to for all types of information, I think it would be helpful to try not to skew the collection one way or another.).	4/6/2023 6:43 PM
56	More recent books. Alot of the books are old, but when doing research you need to be able to have more recent material. Also maybe just a little cafe and snack area	4/6/2023 6:22 PM
57	Repair the facade on the front of the building before it falls on someone	4/6/2023 6:00 PM
58	Zoom meetings because some people don't have vehicles or can't attend due to late hours. People can still enjoy the events via the internet	4/6/2023 12:58 PM
59	Keep it going	4/6/2023 7:19 AM
60	Something to engage the Teens that come into the library after school.	4/5/2023 10:01 PM
61	Opening spinney Longer hours	4/5/2023 3:56 PM
62	More adult furniture	4/5/2023 12:54 PM
63	Nothing.	4/5/2023 11:00 AM

64	Computer and cell phone instructions. Financial instructions for people who need it.	4/5/2023 9:59 AM
65	More lectures from local experts on current events.	4/5/2023 9:03 AM
66	wifi Hot Spot lending	4/5/2023 8:25 AM
67	The Book Page free copies again for patrons. More books without long long waiting lists. Adult summer reading as well as kids. More daytime programming. Include seniors.	4/4/2023 8:01 PM
68	Friendly staff	4/4/2023 7:48 PM
69	More support from the town! Coordination with other town departments and orgs (COA, transportation, Gleason Y, Buzzards Bay Coalition, Onset Bay Association, etc.) Better use of Spinney.	4/4/2023 12:59 PM
70	More programming for tweens/teens. Building improvements. Different kinds of programming than what is offered now. It's good but it's geared to specific kinds of families and people. Expand. Broaden the experiences.	4/4/2023 12:51 PM
71	Less aimless teens making a lot of unpleasant and obscene noise	4/3/2023 9:29 PM
72	More groups	4/3/2023 5:26 PM
73	Perhaps programs geared towards the elxerly	4/3/2023 3:47 PM
74	More programs for adults would be nice. We love the library!! Keep up all of the good work.	4/3/2023 3:43 PM
75	More activities for teens	4/3/2023 3:38 PM
76	More arts, creative programs, and maker space type activities for young adults/adults.	4/3/2023 2:53 PM
77	Book groups, music & art programs in person or via zoom	4/3/2023 2:23 PM
78	More information for accessing help(physical, financial).	4/3/2023 2:16 PM
79	Access to books that I am unable to secure w/WFL. I search online, Hoopla, local libraries and the SAILS network but there are still some that are very elusive. I read everything by one Author, and move on to another. I keep a spreadsheet to track what I read as not everything comes through SAILS. Weird but find I am not alone!!!	4/3/2023 1:52 PM
80	Bigger selection of museum/activity discount passes. Some type of weekly after school club or meet up for elementary kiddos	4/3/2023 1:11 PM
81	Drop in help or appts for help with Apple products, iPad, iPhone	4/3/2023 1:06 PM

# Q13 Which of the following options most closely aligns with your gender?

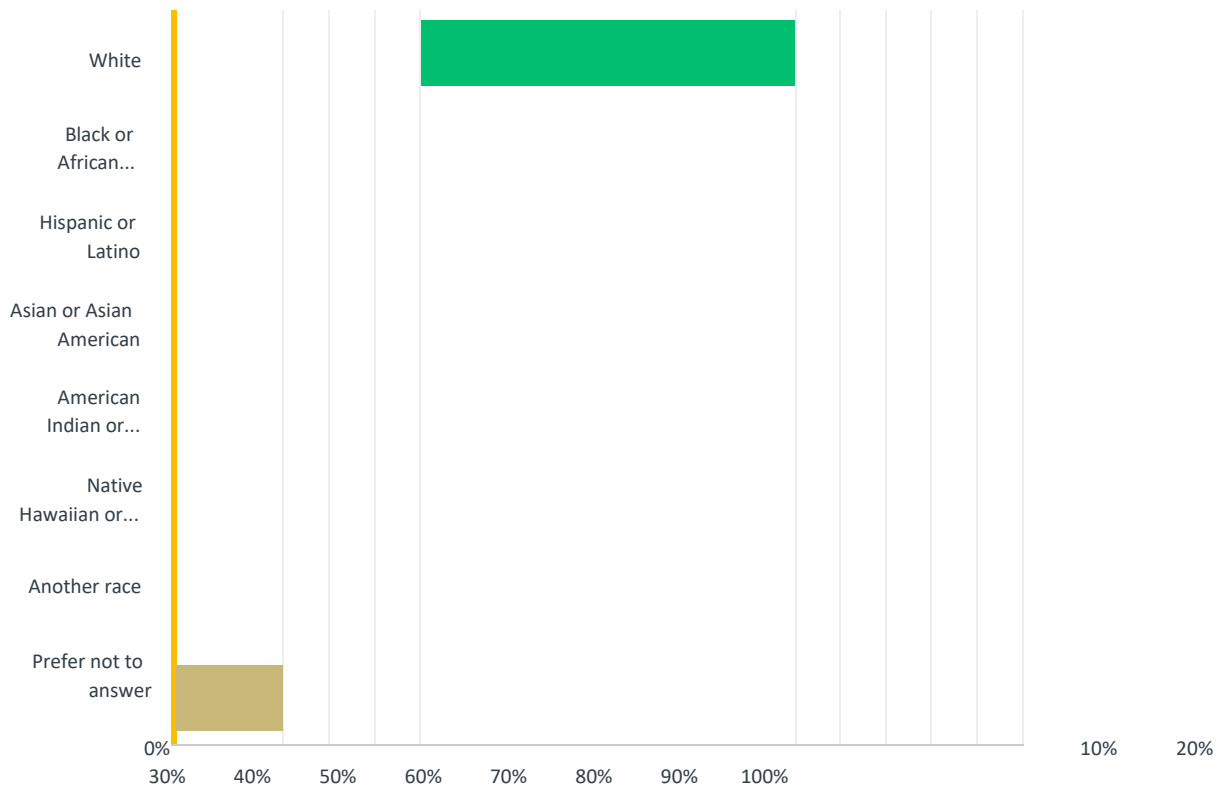
Answered: 106 Skipped: 1



ANSWER CHOICES	RESPONSES	
Woman	74.53%	79
Man	16.04%	17
Non-binary	3.77%	4
A gender not listed here	0.00%	0
Prefer not to answer	5.66%	6
<b>TOTAL</b>		<b>106</b>

## Q14 With which race/ethnicity do you identify?

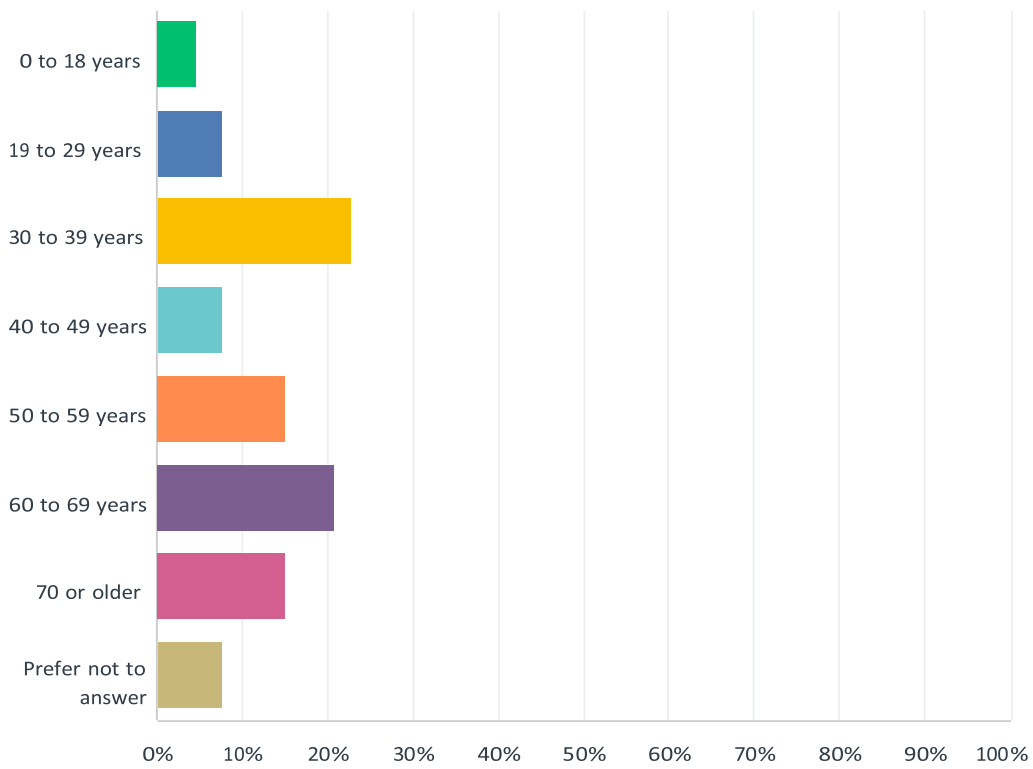
Answered: 106 Skipped: 1



ANSWER CHOICES	RESPONSES	
White	83.96%	89
Black or African American	1.89%	2
Hispanic or Latino	0.94%	1
Asian or Asian American	0.00%	0
American Indian or Alaska Native	0.00%	0
Native Hawaiian or other Pacific Islander	0.00%	0
Another race	0.00%	0
Prefer not to answer	13.21%	14
<b>TOTAL</b>		<b>106</b>

## Q15 Please check the appropriate age bracket below.

Answered: 105 Skipped: 2



ANSWER CHOICES	RESPONSES
0 to 18 years	4.76% 5
19 to 29 years	7.62% 8
30 to 39 years	22.86% 24
40 to 49 years	7.62% 8
50 to 59 years	15.24% 16
60 to 69 years	20.95% 22
70 or older	15.24% 16
Prefer not to answer	7.62% 8
<b>Total Respondents: 105</b>	