Long-Range Plan
Boxford Town Library

7A Spofford Road
Boxford, Massachusetts 01921
978-887-7323
http://www.boxfordlibrary.org
Boxford Town Library

Board of Library Trustees
Linda Shea, Chair
Jeanette Glesmann, Vice-Chair
Carole Davis
Heidi Ellard
Stephen Harvey
Jane Moody
Charlene Mead, Recording Secretary

Library Director
Kevin J. Bourque

Long-Range Planning Advisory Committee
Kevin J. Bourque, Library Director
Linda Shea, Facilitator, Library Trustee
Thomas Brown, Community Member
Mikka Ebbrell, Community Member
Marci Fleck, Community Member
Colleen Reagan, Community Member
# Table of Contents

- Acknowledgments: Page 4
- Approval and Adoption: Page 4
- About the Boxford Town Library: Page 5
- Boxford Town Library Organizational Chart: Page 8
- Introduction: Page 9
- Methodology: Page 9
- Assessment of User Needs: Page 10
- Mission Statement: Page 11
- Vision Statement: Page 11
- Values Statement: Page 11
- 2019-2023 Goals and Objectives: Page 12
- Appendix
  - Boxford-At-A-Glance: Page 15
  - Library-At-A-Glance: Page 16
  - Library Services and Program Survey 2017: Page 18
  - SOAR Results: Page 22
  - Community Vision Statements and Draft Goals: Page 29
  - Library Services and Program Survey Results: Page 30
Thanks…

The Board of Library Trustees extends their appreciation to the staff of the Boxford Town Library, all of those who served on the Long-Range Planning Advisory Committee and the 157 community members who responded to the Library Services and Program survey. Community pride and involvement is strong in Boxford and your thoughtful answers to our questions helped to shape the goals and direction for Library Program of Services contained in this plan.

Approval and Adoption

The Boxford Town Library Board of Library Trustees approved and adopted this long-range plan at their meeting on August 14, 2017.

____________________________
Linda Shea, Chair
About the Boxford Town Library

History of the Boxford Town Library

The Town of Boxford Library system has a rich history dating back to 1796. Until 1966, two private associations rather than publicly elected Trustees administered both Boxford libraries. During that time those associations privately owned both Library buildings, one in each village. In 1966, the two libraries merged and were governed by one common, publicly elected Board of Trustees. The Town of Boxford did not, in fact, become the sole owner of both buildings, and responsible for fully funding the libraries, until 1982.

East Parish History

In 1796, 111 years after the incorporation of the town, a group of East parish residents formed the Boxford Library Society, which established the first Boxford library available to residents. Many of the society members contributed books from their own private collections as well as funds to purchase new books. Society members held quarterly meetings and books could be borrowed or returned only during those meetings unless a special arrangement was made with the librarian. Only residents who belonged to the society could borrow books. The Boxford Library Society continued to serve Boxford’s library needs for over fifty years.

In 1873, the Boxford Public Library (a second private association) was established in East Parish. Books were purchased through a subscription fund and the first public-access library was in a rented room in a private home at 15 Elm Street. In 1880 the Boxford Public Library association incorporated and purchased the Bacon house, a 12’ x 20’ structure on Elm Street. That building, together with additional space in both the Village Store and a nearby train depot, served as a library for fifty-nine years. In 1940, the entire collection was moved to the Cummings residence, located next to the Bacon House on Elm Street. In 1982, a wing was added to the back of the Cummings residence to improve services to the town. In 2004, the Town voted to endorse the plan by the Library Board of Trustees to apply for a State Construction Grant to build a library on the 10 Elm Street property. In 2010, the Town accepted funds from the MBLC and began the process of design. After design concepts for a 18,500-sq. ft., and later a 14,000-sq. ft. building were rejected, the East Library remained at the 1982 dimensions. In 2013 a second mold remediation was conducted. By December 2014, it became apparent the remediation was unsuccessful. The East Branch Library was closed, due to unhealthy air quality and other facility issues, on December 12, 2014.

West Parish History

Prior to 1881 the only books available to West Parish residents were those owned by Second Congregational Church. In 1881, the church pastor initiated the formation of the West Parish
Library Association. The first library building was a tiny structure located near the church. Nineteen years later, in 1900, the West Parish Library Association was incorporated as the West Boxford Public Library Association and given the building it had been using. The same year, the town voted to divide the dog tax revenue between the East and West libraries, providing the Libraries with their first public funding.

In 1930, Dr. Walter Renton Ingalls donated the construction of a brick building to be known as the Ingalls Memorial Library. The Ingalls building served the West Parish well until 1973. At this point the need for more space prompted a town vote to move the West Boxford Library to the then-unoccupied Gardner-Morse school building. This became the first town-owned library building. The West Boxford Library remained open until budget cuts forced its closure in 2009. The building was utilized by the Library while two mold remediation projects were undertaken at the East Library. Today, the Library uses this building to house its storage collection.

Boxford Town Library Today

Governance
The Boxford Town Library is a department of the town government and is governed by seven elected Board of Trustees serving three-year terms.

The Board’s authority is derived from Chapter 78, Sections 10 and 11 of the Massachusetts General Laws. Section 10 states in part: “The Board shall have the custody and the management of the Library…and all property owned by the town relating thereto. All money raised or appropriated by the town for its support and maintenance shall be expended by the Board, and all money or property which the town may receive by gift or bequest…shall be administered by the Board.”

The Board delegates responsibility for library management, collection development and provision of library services to the public to the Library Director. The Director is an employee of the Town of Boxford appointed by and directly responsible to the Board.

Building
Today the Boxford Town Library has collections in two locations, The Town Hall Library, and the Boxford Town Library Storage Facility in the former West Library, on 188 Washington Street. Following the closure of the East Library, the Library Board of Trustees and the Board of Selectmen developed a plan to continue library services in the town. In February of 2015, the Library Board of Trustees presented a plan to the Massachusetts Board of Library Commissioners calling for relocating the Library to the east wing of Town Hall, located on Spofford Road. The plan was approved and the Library reopened for service on March 2, 2015.

The Library opened with 2,000 sq. ft. of service space and 400 sq. ft. of staff space. Following a facility needs assessment in early 2016, the Selectmen sponsored a warrant article for the expansion of library services in Town Hall. The article was approved and renovation began in November 2016. The renovation was completed in early December 2016 and added an additional 1,600 sq. ft. of service space dedicated to Children’s Services. The Boxford Town Library utilizes the entire first floor of Town Hall and has access to a total of 7,600 sq. ft. of
dedicated and shared space. The renovation enabled the Library to increase the available collection by approximately six thousand items. As a result of the renovation and expansion of 2016, the Town Hall Library currently houses nineteen thousand items, 60% of the overall collection. The Boxford Town Library’s collection consists of thirty-eight thousand, five hundred items as of the end of FY 2017.

In October 2015, the former West Library became the Boxford Town Library Storage Facility, and currently houses 40% of the Library’s overall collection. The storage collection is browse-able through the online catalog and items are available to patrons for circulation by request. A staff member visits the storage facility once a day to pick up materials that have been requested.

The Library is currently participating in the Master Planning efforts of the Town of Boxford. The Municipal Facilities Feasibility and Planning Taskforce, among other tasks, is looking at the best option for the delivery of library services utilizing existing town buildings. The need for a permanent solution for the Boxford Town Library has been a contentious debate in town since 1978.
Boxford Town Library Organizational Chart

Board of Library Trustees

Library Director (MLS) ------------------------------- Friends of the Boxford Town Library

Minutes Secretary (NU – 1 Staff)

Head of Circulation -------- Head of Reference Services -------- Head of Youth Services
(MLS - U5) (MLS – U5) (MLS – U5)

Library Assistant II
(U3 – 1 staff)

Library Assistant I
(U2 - 2 staff)

Library Assistant
(NU – 1 staff)

U = Union Grade
NU = Non Union
Introduction

The Board of Library Trustees of the Boxford Town Library is charged with the duty of overseeing library facilities and services for the residents of Boxford. It is in this spirit that the Board embarked upon a long-range planning process in the spring and summer of 2017. The world in which we live is continually changing and library services must change with it to meet the service needs of the residents of Boxford. It is time for us to look again to be sure that we are using our resources effectively to meet the changing needs of our community, and that we define the ways that we serve the public.

Long-range planning is also a requirement of the Massachusetts Board of Library Commissioners (MBLC). Submitting a Long-Range Plan (LRP) is a requirement that ensures our eligibility for certification and for direct grants from the MBLC under the federally funded Library Services and Technology Act (LSTA), as well as any other State-Funded library grants.

This Long-Range Plan is the result of the process begun several months ago. This document will serve as a blueprint for determining library services in Boxford for the next five years. It will guide the Trustees and the staff as they make library service and program decisions in our current facilities. The Long-Range Plan will guide the Trustees and Director as they allocate resources, in the form of taxpayer dollars, for the most effective library services possible.

Methodology

In March 2017, the Library Director attended a Long-Range Planning workshop held at the Hamilton-Wenham Public Library in preparation for completing a Long-Range Plan for the Boxford Town Library. The workshop was led by Kristi Chadwick from the Massachusetts Library System.

The first meeting with community members was set for May 2, 2017, at Boxford Town Hall. The meeting was led by Linda Shea, Chair of the Boxford Board of Library Trustees, and Kevin Bourque, Library Director. A SOAR analysis was conducted to identify the strengths, opportunities, aspirations, and results for the future of the Library. During that same month, the SOAR analysis was repeated with both the Board of Library Trustees, and the Library staff. A Community Vision Statement meeting was held with the LRP team on May 23rd at the Boxford Town Hall. This meeting was led by Linda Shea.

During May, a community survey was conducted. Surveys were available via the Library’s website, as well as in paper form both at the Library and at Town Hall. The deadline for completion was May 31, 2017.

The Library Director looked at the results of all three SOAR analyses, the results of the community vision statement meeting, and the survey results to put together a five-year service

Assessment of User Needs

The Community Vision exercise conducted by Linda Shea during the second Long-Range Planning Committee meeting and the community survey helped determine the goals and objectives for the plan. Both exercises provided the Library with a list of needs and ideas on which to focus. Specifically, we learned that we need to offer a better variety of programs for all ages; and we need to communicate what we are offering in a more effective manner.
Mission Statement

The Boxford Town Library is a community resource where all ages can access materials for their diverse informational needs and personal enrichment, and interact with and learn from each other. Staff and Trustees are committed to providing personal and professional attention to each patron who uses the Library’s services.

Vision Statement

The Boxford Town Library aspires to cultivate community, lifelong learning, and the love of reading.

Values Statements

Informed by the core values of the American Library Association, the Boxford Town Library provides and protects free access to ideas and materials for all patrons.

Recognizing the need for access to the greater community, the Boxford Town Library acts as a portal to other libraries and organizations utilizing a variety of technologies.

Believing in the importance of helping children and youth develop into contributing citizens and lifelong library users, the Boxford Town Library provides library spaces, materials, and programs that educate, entertain, and encourage reading and lifelong learning.

Responding to the need for community connections, the Boxford Town Library provides a gathering place to introduce and exchange ideas through a variety of services and programs.

Realizing the value of wider access to information, the Boxford Town Library fosters connections between patrons, other libraries, and other community organizations.

Understanding that each person’s informational needs are unique, the Boxford Town Library validates patrons’ needs and treats their inquiries with respect and confidentiality.
Goals and Objectives

Goal 1. The Library will be recognized as a vital community, cultural and educational center for all ages where ideas and experiences are freely shared.

Objective 1.1. By the end of FY2020, the Library will examine the possibility of developing an annual Library-sponsored cultural contest encouraging residents to use their creative talents and share them with the community in a competitively judged arena.

Objective 1.2. By the end of FY2019, the Library will examine the possibility of developing an outdoor summer cultural arts entertainment series utilizing the outdoor spaces at the Library.

Objective 1.3. By the end of FY2019, the Library will assess current methods of communication with the schools and enhance means of communication to support greater collaboration.

Objective 1.4. By the end of FY2020, the Library will assess ways to develop more community seating both inside and outside the building.

Objective 1.5. By the end of FY2020, the Library will examine the possibility of developing annual Art Fairs to showcase works of art by local artisans and craftspeople.

Goal 2. The Library will actively develop and maintain community partnerships.

Objective 2.1. By the end of FY2019, the Library will partner with the Council on Aging to provide at least one new service to the senior residents of Boxford.

Objective 2.2. By the end of FY2019, the Library will broaden partnership with the Newcomers and Natives group and Welcome Wagon to provide information on Library programs and services to new residents.

Objective 2.3. By the end of FY2019, the Library Director will meet on a regular basis with the other Tri-Town Library Directors, co-sponsoring at least one annual Tri-Town wide Library event.

Objective 2.4. By the end of FY2023, the Library will develop relationships with community organizations in Boxford and have co-sponsored eight events.

Objective 2.5. By the end of FY2023, the Library will develop relationships with other Town Departments in Boxford and have co-sponsored eight events.

Goal 3. The Library will offer technology that extends and enhances the experience of Library patrons.

Objective 3.1. By the end of FY2019, staff members will be comfortable and confident in their ability to use the new Public Access Catalog and will have tutored at least 100 patrons in its use.
Objective 3.2. By the end of FY2019, the Library will have increased awareness of the availability of Chromebooks for circulation in-house. They will be circulated at least 15 times annually.

Objective 3.3. By the end of FY2019, the Library will increase awareness of online electronic resources accessible through the Library website and through MVLC.

Objective 3.4. By the end of FY2020, the Library staff will create and the Board of Library Trustees will approve and implement an updated technology plan and timeline to guide the growth and maintenance of the Library’s technological tools and services.

Objective 3.5. By the end of FY2023, Library Director and Library Staff will have attended regional and national library technology conference presentations and have identified at least five new technologies to be examined for introduction to the Library.

Goal 4. The Library will provide residents with well-trained Library personnel and a fully staffed Library.

Objective 4.1. By the end of FY2019, the Library will develop and implement a staff-driven professional development program, with each staff member attending at least four trainings a year.

Objective 4.2. By the end of the second quarter of FY2019, the Library and the Trustees will assess the need for a Young Adult staff member and develop a warrant article for the funds necessary to support additional position(s), assessing this staffing possibility annually.

Objective 4.3. By the end of FY2023, the Library collection development staff will have attended fifteen trainings at the state and or regional level on collection development trends and upcoming titles.

Objective 4.4. By the end of FY2023, the Library and the Trustees will have annually assessed the need for additional Library staff (assistants and Librarians) and develop warrant articles for the funds necessary to support any additional positions.

Goal 5. The Library will work to ensure the community is aware of the range of materials, services and programs it offers to the community.

Objective 5.1. By the end of FY2019, the Library will review and modify its Marketing Plan to adapt to the changing methods of communicating to residents, and will then review the plan annually.

Objective 5.2. By the end of FY2019, the Library Director or Department Heads will have provided speaking services to at least two community organizations on an annual basis.

Objective 5.3. By the end of FY2019, the Library will develop a relevant means of marketing services, programs, and resources to teens, and, “Twenty-Somethings.”
Objective 5.4. By the end of FY2023, the Library will have participated in town festivals and events disseminating information about Library programs, resources, and services.

Goal 6. The Library will continue to develop high quality programming for all ages.

Objective 6.1. By the end of FY2019, the Library will develop a database of local artisans, crafts-people, and experts in various fields, for the development of a local speaker program series.

Objective 6.2. By the end of FY2019, the Library will assess the ability to expand the Young Adult program of service.

Objective 6.3. By the end of FY2019, the Library will expand scheduling options for programming to allow differing population groups to participate in library programming.

Objective 6.4. By the end of FY2023, the Library will partner with professors from local colleges and universities including; Salem State University, Northern Essex CC, North Shore CC, Endicott College, and UMass Lowell to provide at least ten educational programs for adults.

Goal 7. The Library will continue to develop a collection responsive to the needs of the community.

Objective 7.1. By the end of FY2019, the Library Collection Development staff will have representation at consortium Collection Development meetings.

Objective 7.2. By the end of FY2019, the Library will increase awareness of the library’s service of taking book purchase requests from patrons through the Library website, and use these requests to supplement collection development efforts.

Objective 7.3. By the end of FY2020, the Library will have examined the possibility of developing a service to assist local non-library book clubs in selecting books for discussion

Objective 7.4. By the end of FY2020, the Library will develop a scheme for maintaining both the storage and browsable collection, making sure both collections remain relevant to the community.
### Boxford at a Glance

<table>
<thead>
<tr>
<th>Category</th>
<th>Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>Town Incorporated</td>
<td>August 12, 1685</td>
</tr>
<tr>
<td>Population</td>
<td>8,555</td>
</tr>
<tr>
<td>Number of Residences</td>
<td>2,856</td>
</tr>
<tr>
<td>Registered Voters</td>
<td>6,011</td>
</tr>
<tr>
<td>Area</td>
<td>24.39 square miles</td>
</tr>
<tr>
<td>Population Density</td>
<td>350 persons per square mile</td>
</tr>
<tr>
<td>Average Household Value</td>
<td>$607,635</td>
</tr>
<tr>
<td>Miles of Roads</td>
<td>97</td>
</tr>
<tr>
<td>Number of Named Streets</td>
<td>182</td>
</tr>
<tr>
<td>Tax Rate (FY2017)</td>
<td>$16.31 per thousand</td>
</tr>
</tbody>
</table>

**Sources of Information**
- Local Community Access Cable
- 1 Local Newspaper
- 1 Local Radio Station

**Other Libraries Located in the Community**
- 2 Elementary School Libraries
- Masconomet Junior/Senior High School Libraries
- 1 Document Center
- 1 Preschool

**Public Schools**
- 2 Elementary Schools
- 1 Middle/Junior High School
- 1 High School
- 1 vocational/Technical School

**Private Schools**
- 5 Preschools
- 1 Elementary School

**Approximate Number of Home-Schooling Families**
- 6

**Social Service Providers**
- 1 Daycare Center
- Boxford Council on Aging
- Tri-Town Council on Youth and Family Services

**Community Organizations**
- Sports Associations
- Environmental Groups
- Friends of the Library
- Historical Society
- Agricultural Associations
- Veterans Organizations

*Sources: Library, Town & School Websites. Boxford’s Annual Town Report 2016*
## Library at a Glance FY 2017

### Library Cardholders
6692

### Library Hours
- **Total Hours Opened**: 2,395
- **Weeks Open**: 52
- **Saturdays Open**: 39
- **Total Evening Hours**: 600

### Library Staff
- **Total Number of Employees**: 10
- **Total Full Time Equivalents**: 8
- **Number of Professional Staff (MLS Degrees)**: 4
- **Number of Paraprofessional Staff**: 4
- **Number of Other Employees (Minutes Secretary)**: 1
- **Average Weekly Volunteer Hours**: 10

### Salaries
- **Director**: $72,450 annually
- **Children’s Librarian**: $24.99 per hour
- **Head of Circulation**: $24.99 per hour
- **Head of Reference**: $24.99 per hour
- **Library Assistant II**: $21.00 per hour
- **Library Assistant I**: $18.36 per hour
- **Library Assistant (Non Union)**: $15.50 per hour
- **Clerical (Minutes Secretary)**: $18.92 per hour

### Materials & Resources
- **Books**: 31,210
- **Print periodicals, newspapers & other print serials**: 781
- **Audio**: 460
- **Video**: 3,895
- **Music CD’s**: 1,800
- **Electronic Format**: 109
- **Independently Purchased Databases**: 6
- **Museum Passes**: 18
- **Public Internet Computers**: 3

### Select Usage Data
- **Reference Transactions per year**: 346
- **Readers Advisory Transactions per year**: 121
- **Number of Programs for Children**: 129
- **Attendance at Programs for Children**: 1,802
- **Number of Programs for Young Adults**: 2
- **Attendance at Programs for Young Adults**: 220
<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Number of Programs for Adults</td>
<td>66</td>
</tr>
<tr>
<td>Attendance at Programs for Adults</td>
<td>658</td>
</tr>
<tr>
<td>Inter-Library Loans to Others</td>
<td>12388</td>
</tr>
<tr>
<td>Inter-Library Loans from Others</td>
<td>14988</td>
</tr>
</tbody>
</table>

**Financial Information**

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Payroll FY2017</td>
<td>$327,695</td>
</tr>
<tr>
<td>Other Expenses FY2017</td>
<td>$113,670</td>
</tr>
<tr>
<td>Total Budget FY2017</td>
<td>$441,365</td>
</tr>
</tbody>
</table>
Boxford Town Library
2017 Long-Range Planning Survey

The Boxford Town Library is developing a plan of service for the next five years and we value your input.

We would love to give you the opportunity to win one of 4 gift certificates from local businesses: Benson's Ice Cream, Boxford Community Store, Boxford House of Pizza, and West Village Provisions. At the end of the survey, you will be given the opportunity to provide us contact information. If you would like to be entered into the drawing, please feel free to let us know how we can contact you.

Thank you for spending the time to share your responses.
Sincerely,
Kevin J. Bourque
Librarian

Personal interests
Please answer the following question to help the library understand the resources we need to have to assist you in your reading, entertainment, and learning needs.

1. What is a hobby or pastime you wish you had more time for?
2. What is a hobby or pastime you wish you could learn? Please check all that apply.
   - Camping
   - Sewing
   - Knitting
   - Drawing
   - Exercise
   - Fishing
   - Other:

3. If you could travel anywhere, where would it be? Please check all that apply
   - Asia
   - Africa
   - Europe
   - Other:

4. What movie genres are you most likely to watch? Please select all that apply
   - Action
   - Comedy
   - Romantic Comedy
   - Documentaries
   - Other:

   - Drama
   - Horror
   - Science Fiction
   - Mysteries

Boxford Town Library Long-Range Plan 2019 - 2023
5. What genres of TV series would you most likely watch? Please select all that apply.
   - Science Fiction
   - Comedy
   - Romantic comedy
   - Drama
   - Other: __________
   - Action
   - Adventure
   - Documentaries
   - Mysteries

6. When looking for books to read, my preference is to...
   - Select the newest bestsellers
   - Read everything an author has written
   - Go back and re-read favorites
   - Select whatever I find interesting that day

7. What types of books do you most likely read? Please select all that apply.
   - Mysteries
   - Thrillers
   - Romance
   - Science Fiction
   - Historical Fiction
   - Popular Non-Fiction
   - Biographies
   - Family Stories
   - Humor
   - Poetry
   - Classics
   - Graphic Novels

**Resources and Services**

Please answer the following questions to help the library understand the types of resources and services needed by the community

8. In addition to books, the library currently offers the following items. Please tell us which, if any, you have used. Please check all that apply.
   - Audiobooks on CD
   - Kindles (pre-loaded eReaders)
   - Databases
   - Downloadable Audiobooks
   - TV Series on DVD
   - Movies on DVD
   - eBooks
   - Launchpads (pre-loaded learning tablets)
   - Streaming music
   - Chromebook laptops
   - Music CD's
   - Wii games
   - None of the above
   - Other

9. If there are any items listed above you have thought about using and haven't, please tell us why.

10. When visiting the library, what kind of assistance are you most likely to ask for?
    - Help checking materials out and/or renewing
    - Listening recommendations
    - Consumer Research
    - Reading recommendations
    - Placing a hold or requesting an item from another library
    - Viewing recommendations
    - Technology help (iPad, Smartphone, eReader, etc.)
    - Homework help
    - Local history/genealogy
Help accessing government services
Locating resources to support your hobby or pastime
Purchase trash stickers
Other

11. What kind of assistance or service do you wish the Library offered?

12. The Library offers the following types of programs and events. Please check all the types of programs and events you and/or your family have attended.

- Book discussion groups
- Poetry circle
- Lego Club for Kids
- Toddler Storytime
- Preschool Storytime
- Holiday parties for kids
- Author visits
- Knitting group
- College admissions and preparation
- Cookbook Club
- Local History
- Summer Reading events
- Writing group
- None of the above
- Other

13. Are there any types of programs and events you would like the Library to offer?

14. How do you learn about our events, programs, and services?

- BCAT TV
- In-library posters and flyers
- Library flatscreen TV
- Library Facebook page
- Library Twitter account
- Library Pinterest Account
- Library website
- Tri-Town Transcript
- Boston Globe North
- The Salem News
- Friends of the Library emails
- Posters and flyers posted around town
- Other:

The Library Experience

Please answer the following questions to help us understand your experience using the Library

15. On average, how often have you visited the Boxford Town Library in the past twelve months?

- A few times each week
- Weekly
- A few times a month
- Once a month
- I only visit other libraries
- I don’t visit libraries

16. Please rate how welcoming you find the Library space in Town Hall

I don’t know 1. 2. 3. 4. 5. Very Welcoming

17. If there are any ways we could make the library space more welcoming, please let us know

18. Please tell us about our Library staff, are they knowledgeable

- Always
- Sometimes
- Never
- Not Applicable
19. Are the Library staff welcoming and friendly?
   Always
   Sometimes
   Never
   Not Applicable

20. Are the Library staff able to find what you looking for, either in house or elsewhere?
   Always
   Sometimes
   Never
   Not Applicable

21. What is the one thing you like most about your experience using the library?

22. Is there anything we can do to improve your experience using the library?

**Information about you**

23. Choose the age range you fit into
   Under 12
   12-18
   19-35
   36-49
   50-65
   66-79
   80 and over
   I prefer not to answer

24. What is your preferred language?
   English
   Spanish
   Other:

25. Gender
   Female
   Male
   I prefer not to say
   Other:

To be entered into our drawing for One of four Prizes, please provide us with your name

Your answer

And either your email address or your phone number.
SOAR Meeting Results

**Strengths**

**Value**

- Diversity (age) of the clientele
- Patrons are positive
- Staff are positive
- Children’s space!!
- Great Programming
  - Children’s programs!!
  - Adult programs
  - Brings people together that might not have met otherwise
- Helpful staff!!
- Strong staff
- Staff is welcoming!!
- Clean, pleasant, comfortable welcoming space!!
- Space is intimate, able to connect with staff
- Space is intimate, able to connect with the community
- Small town feel!!
- Community meeting place, always bumping into people you know
- Location at Town Hall is convenient!!
  - Close to Four Mile Village
  - Great parking
- Staff commitment to quality customer service
  - Want customers to leave satisfied
- Staff working together as a team,
  - Making decisions that positively impact the library
  - Flexibility
  - Willingness to help each other out
- Museum passes
- Hold system is great
- Friendly, welcoming staff
- Open many hours as compared to other town libraries of our population size
- Easy Access
- Part of a consortium (MVLC)
- Being in Town Hall
- Being near Spofford Pond School
- Many new books
- Director’s / Staff’s willingness to answer questions
- Director’s responsiveness
- Wi-Fi access
• Cable access
• Kindles, and downloadable books

Proud Achievements
• Healthy environment for staff
• Children’s Garden and Pergola
• Circulation is on an upward track
• School busses stop at Town Hall
• Expanded library space to entire first floor of Town Hall
  o New children’s room
  o New Adult Reading Room
• Director has stayed (Retention of Director)

To build upon
• Ability to make community connections at programs
  o For parents (parent’s night, movie night, Dads & Donuts, weekend children’s programming)
• Collaborations
  o (BAA/ softball out back)
  o COA, WBIS
• Use of community service
  o Masco students for backpack flyers, etc.
• Vacation week programming
• Develop programming range
• Supportive Friends Group
• Relationship with schools and community organizations

Proud of…
• Staff’s willingness to go the extra step to ensure the patron gets what they are looking for when they come in.
• Goodwill Director has engendered with the community

Major themes
• Great Staff
• Programming
• Library Space

Opportunities
• We should invest in some of the latest innovations for libraries
• Draw people going to other towns back to Boxford library
• Partner more with community groups
• Patrons are asking for
  o More Adult Space!
  o More study/library meeting rooms
  o More PC’s
- Less cramped PC’s

- Programming
  - Programs geared towards men
  - YA programs to draw in that age group
  - More programs like, “Cookbook Club”
  - More Author’s luncheons / presentations
  - Rethink / rework homework club

- Technology
  - Purchase suggestions from our website
  - Invest in improvements in technology
  - Tech Help

- Age Groups
  - Teens
    - Develop programming
    - Create program of service for Teens
  - Seniors
    - Outreach to homebound
    - Programming on days COA is closed (Friday)
    - Programs at Four Mile Village
    - Tech Help
  - Children
    - Build on the “art table,” expanding creative options
    - STEM/STEAM programming for kids

- Marketing
  - Cable access
    - Broadcast
      - Library Events
      - Programs
      - Monthly Library Conversations
        - services, resources, books, events
  - Cross-marketing
  - Town Festivals
    - Earth Day
    - Apple Festival
    - Winterfest
  - Aggressive use of social media
    - Facebook
      - Boxford 2.0
      - Boxford Parents
      - Boxford Library Discussion
      - Town of Boxford
      - Library
o Utilize school’s options
  ▪ Backpack flyers
  ▪ Principals’ blogs
o Develop an, “Hook,” to get new people into the library
o Making sure people know we are here (in Town hall, that there is a library)
o Build awareness of collections
  ▪ Travel collection
  ▪ Resources available
  ▪ Classes on how to use the library

• Collaborations
  o Residents
    ▪ Express where there are needs for involvement
    ▪ Gather expertise from the community
      • Programming
      • Developing library services, resources, etc.
      • “Neighbor Series,” learning from your neighbor
  o Town Departments
    ▪ COA
    ▪ Fire Department
      • Presentations
      • Programs
      • Fire Truck visits
    ▪ Parks
  o Community Organizations
    ▪ West Boxford Improvement Society
    ▪ BTA/BOLT
    ▪ Giving Tree
    ▪ BAA
    ▪ Boxford Garden Club
    ▪ Topsfield-Boxford Newcomers & Natives

• Outdoor Space
  o Farmer’s Market
  o Local Artisan Fair
  o UPS/FedEx drop-off

• Proximity to Spofford Pond School
  o Develop connections
    ▪ Physical
      • Path between school and Town Hall
    ▪ Academic
      • Better outreach to school
      • Better communication between teachers and library

• Things to focus on
Boxford Town Library Long-Range Plan 2019 - 2023

- Teens
- Homebound
- Community partnerships
- Programming
- Library Environment (user experience)
- Communication

Major themes

- Developing community partnerships
  - Schools
  - COA
  - Community organizations (see list)
- Marketing
- Technology
  - Website development
  - Investing in library innovations

Aspirations

- Reach our community and make an impact
- Expand copier scanning capability
- Build upon our stakeholders
- Qualify for grants
  - LSTA
  - Cultural Council
- Communicating the Library to the community
  - Return to quarterly print newsletter mailed out to the community (modelled after COA)
  - Broader involvement in school Open Houses (Cole & Spofford)
  - Concentrated outreach to preschools
  - Focused communication on newcomers
    - New Houses sold list
    - Newcomers & Natives
- Begin circulating unique items
  - Cake pans
  - Binge boxes
  - Seed library
  - Telescopes
- Programming
  - Art Displays
  - Garden Club floral displays
  - Contests (judged and prized)
    - Photography
    - Poetry
- Essay / Prose
  - Continue current caliber, high quality
  - Open time for gaming
    - Game nights
    - Afternoon games
    - Perpetual jigsaw puzzle
- Staffing
  - Serve children’s population better
  - More children’s staff
    - Additional Children’s Library Assistants
- Abandon
  - Coming up with new ideas for moving library
  - Constructing a new building
  - Director to stay out of politics
- Reinvent
  - The public image of the Library
  - The word, “Library,” from a negative conversation topic to a positive topic
  - Library as a, “Real,” community meeting space
  - Concept of what a Library is
    - From book depository
    - Resource for the town
  - Teen program of service
    - Teen advisory board
    - Teen volunteerism in the library
    - Teen leadership
      - Teens planning
        - Programs
        - Fundraising
        - Displays
        - Book suggestions for purchase
- Hopes
  - Director to advocate for staff retention issues
  - Have the entire collection in one place
  - More robust service to the elderly and homebound
  - PC Area – quieter, more comfortable, more private
  - More study spaces
  - More comfortable seating option
  - More resources for teens
    - Separate space
    - Privacy

Major themes
- Programming
  - Expand audiences and maintain high quality
• Teen program of service
  o Resources, staffing for, programming to
• Increase staff for additional service
• Appropriate library space
  o Appropriate space for different audiences (Teen, Youth, Adult, etc)
  o Comfortable seating and study spaces
• Reaching out to the community
  o Meaningful impact
  o To the elderly and homebound

Results
• Successful achievement of Long-Range Action Plan Goals
  o Action plan eval. to show completion of action items
• Usage increase
  o Attendance
    ▪ Door count
    ▪ Program attendance
  o Circulation
    ▪ Items checked out
    ▪ Items used in-house
  o Library Card
    ▪ Used within a year
    ▪ New account creation
• Public perception/Community Support
  o How to measure?
    ▪ People voting for library sponsored Town Meeting Articles
    ▪ Funding for library maintained and/or increased
    ▪ Every program has a champion (patron who tells the world about how
great a program is at the library)
• Support for staff
  o Retention of staff
  o Retention of Director
• Who is responsible for achieving these?
  o Library staff (Director, Department Heads, and Library Assistants)
  o Selectmen
  o Trustees
    ▪ Build stronger connections with Town Government
    ▪ Build stronger connection within the community
• Resources needed
  o LSTA grants
  o Additional funding for staff
  o Friends to continue fundraising for programming
Capitalization of community involvement
- Volunteers
- Local speakers / expertise

**Draft Mission Statement**
The Boxford Town Library is a community resource where all ages can access materials for their diverse informational needs and personal enrichment, and interact with and learn from each other. Staff and Trustees are committed to providing personal and professional attention to each patron who uses the Library’s services.

**Draft Vision Statement**
The Boxford Town Library aspires to cultivate community, lifelong learning, and the love of reading.

**Draft Goals**
- The Library will be recognized as a vital community and cultural center where ideas, experiences, and resources are freely shared.
- The Library will actively pursue and maintain community partnerships.
- The Library will work to make sure the community is aware of the programs, services, and resources.
- The Library will offer technology that extends and enhances the library experience of library patrons.
- The Library will develop and maintain a collection relevant to the community.
- The Library will continue to develop high quality programming for all ages.
- The Library will provide residents with a fully trained staff and a fully staffed library.
### 2017 Long-Range Plan Survey Results

#### Personal interests

1. What is a hobby or pastime you wish you had more time for?

<table>
<thead>
<tr>
<th>Activity</th>
<th>Number of Responses</th>
</tr>
</thead>
<tbody>
<tr>
<td>art</td>
<td>6</td>
</tr>
<tr>
<td>baking</td>
<td>1</td>
</tr>
<tr>
<td>beading</td>
<td>1</td>
</tr>
<tr>
<td>Being outdoors</td>
<td>1</td>
</tr>
<tr>
<td>birdwatching</td>
<td>1</td>
</tr>
<tr>
<td>Chess</td>
<td>1</td>
</tr>
<tr>
<td>Civil War Reenacting</td>
<td>1</td>
</tr>
<tr>
<td>Cooking</td>
<td>2</td>
</tr>
<tr>
<td>crafts</td>
<td>3</td>
</tr>
<tr>
<td>Creative writing</td>
<td>1</td>
</tr>
<tr>
<td>Cross Stitch</td>
<td>1</td>
</tr>
<tr>
<td>Cycling</td>
<td>3</td>
</tr>
<tr>
<td>Dance</td>
<td>3</td>
</tr>
<tr>
<td>Drawing</td>
<td>2</td>
</tr>
<tr>
<td>exercise</td>
<td>7</td>
</tr>
<tr>
<td>Financial Analysis/Investing</td>
<td>1</td>
</tr>
<tr>
<td>Furniture refinishing, chair caning</td>
<td>1</td>
</tr>
<tr>
<td>Gardening</td>
<td>23</td>
</tr>
<tr>
<td>genealogy</td>
<td>1</td>
</tr>
<tr>
<td>Going to the theater</td>
<td>1</td>
</tr>
<tr>
<td>golf</td>
<td>3</td>
</tr>
<tr>
<td>hiking</td>
<td>8</td>
</tr>
<tr>
<td>Home improvement</td>
<td>1</td>
</tr>
<tr>
<td>horses</td>
<td>1</td>
</tr>
<tr>
<td>Ice Skating</td>
<td>1</td>
</tr>
<tr>
<td>knitting</td>
<td>4</td>
</tr>
<tr>
<td>learning a new language</td>
<td>1</td>
</tr>
<tr>
<td>metalsmithing</td>
<td>1</td>
</tr>
<tr>
<td>motorcycle riding</td>
<td>1</td>
</tr>
<tr>
<td>Mtn biking</td>
<td>1</td>
</tr>
<tr>
<td>Music</td>
<td>1</td>
</tr>
<tr>
<td>Outdoor recreation</td>
<td>1</td>
</tr>
<tr>
<td>Painting</td>
<td>5</td>
</tr>
<tr>
<td>Photography</td>
<td>7</td>
</tr>
<tr>
<td>Playing music</td>
<td>4</td>
</tr>
<tr>
<td>pottery</td>
<td>1</td>
</tr>
</tbody>
</table>
2. What is a hobby or pastime you wish you could learn? Please check all that apply.

Other*
Bass Guitar
Bridge
Butterfly Collection
Cycling (2)
Doll making
Genealogy Research
Home Improvement
Horse Riding
Meditation
3. If you could travel anywhere, where would it be? Please check all that apply

- Other*
- Australia (9)
- Arctic Circle
- Caribbean (2)
- Dominican Republic
- Galapagos Islands
- Greenland
- Iceland (2)
- New Zealand (5)
4. What movie genres are you most likely to watch? Please select all that apply

![Movie Genres Diagram]

- Other*
- Action
- Comedy
- Documentaries
- Drama
- Horror
- Mysteries
- Romantic Comedy
- Science Fiction

Other
- Children's (5)
- Christian
- Family (2)
- History
- Inspirational

5. What genres of TV series would you most likely watch? Please select all that apply.

![Television Genres Diagram]

- Other*
- Action
- Comedy
- Documentaries
- Drama
- Mysteries
- Romantic Comedy
- Science Fiction

Other
- DIY (5)
- Family
- Fantasy
- Nature
- PBS (5)
Reality (4)
Sports (4)
Travel (2)

6. When looking for books to read, my preference is to...

7. What types of books do you most likely read? Please select all that apply. *

Other
Children’s
Literature
Cookbooks (2)
DIY
Fantasy (2)
History (3)
Paranormal
Philosophy
8. In addition to books, the library currently offers the following items. Please tell us which, if any, you have used. Please check all that apply.

- Audiobooks
- Chromebooks
- Databases
- Downloadable Audiobooks
- Ebooks
- Kindles w/ Preloaded ebooks
- Launchpads
- Movies on DVD
- Music CDs
- Streaming music
- TV Series DVDs
- Wii Games

9. Are there any items listed above you have thought about using and haven't, please tell us why.
- audio books on CD-husband doesn't like to listen to them while driving
- Audio books. I just need to figure out how to do it.
- Chromebook laptops--haven't had the time to ask for help
- Chrome books - didn't know you had them.
- databases - not sure what's available
- Databases for research: not sure how to remotely access them
- Didn't know it was available
- Didn't know they were there
- Downloadable audiobooks - I did not know library had this offering
- Downloadable Audiobooks - got hung up in the complicated system
- Downloadable audiobooks - haven't quite figured out how! my husband loves to listen to books on audio during his commute. Would this work for him? A launchpad would be interesting for my kids, especially my 15yo with autism.
- Downloadable audiobooks - I just haven't need to / gotten to it so I haven't looked into it.
- Downloadable audiobooks because I am not able to use them in my car.
- eBooks
• Ebooks
  • eBooks -- I don't know and have not asked how to access them.
  • Ebooks - just haven't looked into how to get set up to receive books
  • Ebooks not sure how
  • ebooks not sure of how
  • ebooks, it would be nice to have it on my computer, audiobooks, they would be awesome for nighttime
  • eBooks, Launchpads, Streaming Music, and other online resources - I don't know how to access them online easily - I just have to take a few minutes to figure it out
  • ebooks--easier to order from Amazon
  • Haven't used the ebooks or the downloadable audiobooks because I am still shaky on how to find material and download them on my tablet or nook
  • I am not tech savvy
  • I didn't know you had T series on DVD.
  • I didn't realize you had video games- I will check it out for my kids
  • I don't tend to watch much TV or use a lot of technology in general
  • I have a nook and have an account with Barnes & noble and download all the authors books that I like.
  • I'm forgetful.
  • kindle e-readers and ebooks. I don't know why not. Still happy reading paper books, I guess, though I do own a kindle.
  • Kindle. Just don't have time to browse
  • Kindles and Movies on DVD mostly because I feel too busy to find the time.
  • Kindles; just hasn't risen to the top of the mental heap yet
  • lack of time
  • lack of time to learn how to use and access
  • Launchpad- afraid to open that can of worms with the kids!
  • launchpads and kindles - haven't had the time
  • Movies on DVD. No time to get to library
  • No, but will use Wii games in the future
  • Not into a lot of tech stuff
  • Not sure how
  • streaming music but i don't know how to use it
  • Streaming music but just haven't had time.
  • Streaming music I just haven't spent the time looking into service.
  • Streaming music, Chromebooks: have not had the time to come over and take the time to learn how to use them.
  • Streaming music, downloadable audiobooks. There is nothing holding me back from trying the other media types. I will eventually, after i get through some current books I have lined up to rent.
  • technical difficulties
  • Tried Kindle, but books pre-loaded did not interest me
  • TV series - because I forget or don't have time to watch them
  • uncertain how to request and use the resources
When I have tried to access books online, they weren't available (long wait)
wii - limited selection nothing my girls interested in. laptop - not available
Wii games - didn't know you carried; streaming music - forgot you carried

10. When visiting the library, what kind of assistance are you most likely to ask for?

<table>
<thead>
<tr>
<th>Assistance Provided</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>Viewing Recommendations</td>
<td>100</td>
</tr>
<tr>
<td>Placing a hold or requesting an item from...</td>
<td>60</td>
</tr>
<tr>
<td>Homework Help</td>
<td>40</td>
</tr>
<tr>
<td>Local history / Genealogy</td>
<td>20</td>
</tr>
<tr>
<td>Reading Recommendations</td>
<td>140</td>
</tr>
<tr>
<td>Technology help</td>
<td>80</td>
</tr>
<tr>
<td>Help Accessing Government Services</td>
<td>60</td>
</tr>
<tr>
<td>Listening Recommendations</td>
<td>40</td>
</tr>
<tr>
<td>Purchase trash stickers</td>
<td>20</td>
</tr>
<tr>
<td>locating resources to support your hobby...</td>
<td>60</td>
</tr>
<tr>
<td>Help checking materials out and or renewing</td>
<td>40</td>
</tr>
<tr>
<td>Consumer Research</td>
<td>100</td>
</tr>
<tr>
<td>Other*</td>
<td>0</td>
</tr>
</tbody>
</table>

Other
Social Events (2)
Books for kids school projects (4)
Info on library events (4)
Seasonal / holiday events for kids

11. What kind of assistance or service do you wish the library offered?

- "Discover your library services" -- trainings about how to use the services.
- A little more room to sit. Cozier atmosphere
- Access to electronic journals (Science, Nature, medical journals)
- All the assistance and services that any town full of intelligent voters/citizens would offer through funding a library with enough space (e.g. 14,000 - 18,000 sq. ft.) and enough staff and annual budget to facilitate the diverse offerings that our neighboring towns offer.
- Am happy with what you have now.
- Anything where you can offer classes that folks can get hands on advice, support, knowledge
- Assistance on how to use iphones, digital photography, and other technology as they evolve
- better and more sophisticated book selection - too much terrible popular fiction
- Book club, recommendations based off specific titles or holidays, social activities
- Book recommendations, especially for young adults (and especially for YA boys, since most YA books are geared toward girls)
- Cafe
- Can't think of anything else at moment
- Chess or arts not available a lot here
• Children programs like dancing and music
• classes or learning series
• Classes to learn something
• coffee
• Community events
• Community outreach
• computer classes for dummies
• Cozy spaces to sit and read
• Current Services are Excellent
• dedicated meeting and study rooms
• Faxing
• Guides for book clubs.
• Have more knowledge to recommend a children's book or series. Children's librarian is often not there and no one can help with recommendations.
• help or a class on editing/copying old vhs tapes to dvd
• Hm, maybe a list of local businesses (landscapers, handymen, etc.)
• Hmm fun mommy and me type activities for my almost 3 yr old
• homework club
• Homework Help
• hoopla
• I find the staff to be helpful to what I need
• I have noticed that when people are use your computers, it appears they are cramped. Don't have much privacy.
• I just wish I felt more comfortable asking for repeat sessions on how to locate books to put on my tablet and how to arrange and download ebooks and more
• I loved the film and lecture on a photographer this year. Would love more.
• I wish the library had more places to study.
• I'd love to see more educational/hands on workshops taught by local experts/authors (esp. nature-oriented, kids/families/holidays). Very interested in kids nature study - materials and activities.
• instruction on researching topics on the internet
• library dedicated study rooms
• Library meeting rooms for group projects
• Maker space room. laser cutting, 3D printing/CAD/3D modeling
• Meeting rooms & study rooms
• Meeting space for community groups
• Mobile app to manage my library account
• More adult programs, creative ones
• More available kids activities and storytimes in the evenings and weekends for working parents to be able to participate in
• More book displays
• More children’s activities afternoon/weekend
• more children's activities, more toys/things to do out
• more comfortable quiet reading places,
• More evening talks, lectures
• More for children with special needs.
• More kid’s activities
• More Kid’s programs
• More passes to local museums and art galleries
• more robust homework club and/or options and space for 6-8 graders to do projects together
• more seating and study space
• More seating for adults
• More staff picks, more themed displays, visual reminders of services offered.
• peer reading program (older kids read with younger)
• Plan trips and have lecture to follow
• Programs for older kids
• Recommendations for young adult reading. The young adult category is very broad and it would be helpful to have recommendations for age groups within that category.
• Recommended reading for different age groups
• SAT and ACT prep for teens
• Scanning documents
• self checkout
• sell lottery tickets
• Sheet music
• study rooms for students
• Tech help, certain hours or days of the week
• Technical assistance on how to use electronic resources: audio books, etc.
• They already offer more things than I am able to use
• Weekend activities for kids. It's difficult for working parents to participate in your current programs.
12. The library offers the following types of programs and events. Please check all the types of programs and events you and or your family have attended.

**Programs Attended**

- Other*
- Author visits
- Book Discussion Groups
- College Admission and Preparation
- Cookbook Club
- Holiday Parties for Kids
- Knitting Group
- Lego Club for Kids
- Local History
- Poetry Circle
- Preschool Storytimes
- Summer Reading Events
- Toddler Storytimes
- Writing Group

Other:
- Art Exhibits
- Teenage book club
- Greeting card craft making
- Gardening
- Crafts
- Kids events (2)
- Lectures
- Egg Decorating
- Kid’s animal,
- Science presentation (2)
- Concerts (2)

13. Are there any types of programs and events you would like the library to offer?

- A class on editing/copying old VHS tapes to DVD
- A few more programs on tech-related subjects
- Adult learning classes
- Adult life enrichment speakers
- Art programs: drawing, painting, etc. Computer programs: navigating the internet, MS office, etc.
- Beth is doing a great job!
- Books
- Community Gardens
- Dance club
- Drama events, plays of local interest
- Events for kids in evenings or on weekends (Can't make mid-week)
- Foreign language socials
- Foreign language studies
- “How to” presentations on how to use electronic resources
- I liked the random presentations that you have held over the years.
- I think the range of programs is great
- I think you do a wonderful job. More of it would be even better especially author talks, writing groups, book clubs. Didn't know about the local history option until this survey.
- I wish there was still a place for art shows. I miss those.
- I'd love to see more educational/hands on workshops taught by local experts/authors (esp. nature-oriented, kids/families/holidays). Very interested in kids nature study - materials and activities. Connecting learning with local nature.
- lecture series on current events
- lectures from locals who have expertise in some area
- local artist display/reception
- Maker Space, DIY
- Maybe art
- modern crafting, not so folksy/ country
- more Author Visits....
- More for elementary school children. Movie nights.
- more how to, craft, creating
- More kids’ programs
- more kids’ programs: magic shows, animal adventures, star wars, bubbles, jump rope experts, etc
- More variety of when kid’s events are offered
- movies showings for the community
- My old library offered knitting lessons, craft projects, photography, and other events for the older kids 8-14. Everything is focused toward the toddlers/ pre-schoolers in town.
- Painting classes for first graders
- preparation for SAT’s and ACTs, reading groups for teens
- Programs for children on the Autism spectrum.
- Programs for older kids
- school aged boy’s programs
- Stem, Steam, tween programs
- Things related to home, organic gardening and landscape layout
- Tours: library sponsored tours to Europe, southwest, etc
- using technology (kindles, phones, cameras, internet resources)
- We love the family events
- We love the ones you have!
- Workshops: How to make something.
14. How do you learn about our events, programs, and services?

![Marketing Outlets Chart]

Other:
- Boxford Parents FB page (10)
- Selectmen meetings
- School Backpack flyers (3)
- Word of Mouth (4)
- School Principal's blogs (5)

The Library Experience

15. On average, how often have you visited the Boxford Town Library in the past twelve months?

![Library Visit Chart]

<table>
<thead>
<tr>
<th>Library Visit Category</th>
<th>Occurrences</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>A Few times a week</td>
<td>16</td>
<td>11</td>
</tr>
<tr>
<td>Weekly</td>
<td>21</td>
<td>14</td>
</tr>
<tr>
<td>A few times a month</td>
<td>18</td>
<td></td>
</tr>
<tr>
<td>Once a month</td>
<td>23</td>
<td></td>
</tr>
<tr>
<td>I only use other libraries</td>
<td></td>
<td></td>
</tr>
<tr>
<td>I don't use libraries</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
A few times a month  46  29  
Once a month  58  36  
I only use other libraries  7  4  
I don't use libraries  9  6  

16. Please rate how welcoming you find the Library space in Town Hall

![Library Space Welcoming Scale, 1-5](image)

17. If there are any ways we could make the Library space more welcoming, please let us know
- A larger building with just a Library
- A larger space, it feels very cramped in there
- A reading room
- Also, get more space! The Town hall is large enough to accommodate more Library space (Even though there is more space it still seems too crowded.
- As a new Boxford resident, I find it very welcoming!
- be just a Library
- because of the limited space, it's not a place that I find conducive to sitting and reading for a while
- Better location a new Library building
- Better privacy for studying
- books to leave and take/exchange in the hallway
- bright colors
- build a new library
- Children's Room
- Connect the town sites somehow so that it feels more cohesive.
- convenient location, good library hours
- cookies
- Cozy (quiet and isolated too) spaces to sit and read, quiet desk space to work at in small groups, carrels
- cozy reading areas
• Doors easier for families, children, and people with disabilities. More seating. Vending machines. The staff is excellent and welcoming.
• Employees and volunteers should wear their name tags. You know our names. We should know to whom we are speaking
• Enlarge the space for adult resources
• Entryway signage
• fireplace, coffee bar
• Get rid of the offices in town hall and then it into a library lol
• Glad you have a larger children's space now
• Hang art work by locals as the old library did
• Have a larger collection on site, become a full library vs boutique
• Have a larger space with more amenities such as workshop space for classes
• Have more space. Put waste baskets in the adult reading room. Have more books to browse
• Haven't been in for a while (behind in my reading) so not sure of latest configuration. Used to be awkward getting to non-fiction books, but I think that is fixed now. Also not sure if checking out is intuitive (I may have visited while in transition)
• I always feel welcome! I love the colorful displays and smiling staff!
• I haven't been since the updates. Would visit before I comment.
• I like the library at Town Hall
• I miss the reading spaces
• I think the library should take over more of town hall. It's very nice looking from the outside but rather cold and unwelcoming on the inside.
• I think the staff does an excellent idea of welcoming everyone of all ages.
• I think you've been very creative with your spaces.
• I think you've done a great job with what you have. If there were more space, I'd like to see more work tables / desks.
• I wish the adult side was brighter. I think it was a mistake to close the shutter window where librarians used to sit behind.
• in a new modest sized building
• it has improved so much with the new children's wing
• It is fine-any bigger is better
• It is much more welcoming than it was and I can't think of anything else to make it more welcoming unless it had a fireplace and a cup of tea to offer me as I walked in, and that's not very likely.
• It was nice to extend the size of the children's room, but having the children's room across the way is horrible. With all of the town hall traffic and the front door right there, it makes me very nervous to leave the girls alone in the children/teen room alone to browse for a book while I get me own book. Also having the bathroom right in the children's room creates potential risk to children in there. The children's library is often not staffed and unfortunately there are crazy people in the world who target children.
• It would be great to have a library/community center building
• It's nice like it is
• it's welcoming and cozy just not enough space
• Just by having it be larger (hopefully we will get there!)
• Kind of crowded
• Library is very welcoming
• make it bigger
• Maybe because I know it previously was offices, but the library space just feels like temporary space. You've done a great job with what you have but its own building would be amazing. Or even having the library on the second floor instead of the first-you walk in the building and there's the information desk/lobby and it's awkward having the library split in half that way. But again, I know there have been endless limitations, and I think the library staff have been amazing sports about it all.

• Meeting rooms
• Meeting rooms and study rooms
• More colorful
• more comfortable seating
• more events for teens
• More places to sit and read
• More places to sit and read through items in a cozy chair or two. There are either no chairs, construction or they are in the entrance area. (not cozy or private enough to want to stay and look through books.) I tend to go in and get right out now. Before (E Boxford) I used to sit in the chairs and read magazines and books. It was also much closer to my house before. It is now far and less convenient. I don't travel over that way and out of site is out of mind.

• More seating areas
• More signage for different sections
• More sitting area
• more sitting spaces; more toys for kids
• More space
• more space
• More space and a larger collection would be more welcoming
• More space and friendlier staff.
• More space! Everything feels so close/on top of eachother
• Never been
• New location
• Not really, you have done a really great job!
• Not within the current micro-environment.
• Out of your control--you do the best you can with the space you are given. If I had my way, you'd have your own damn building!!

• Reading nooks
• Should be larger - the staff desks are proportionally too large
• Some additional small reading areas
• Space seems cramped, sad for children, check out desk seems to dominate and cut up their space
• spaces for children with special needs, esp Autism Spectrum
• study rooms dedicated for library use
• Study rooms for older students
• The library needs to be out of town hall.
• The staff does a great job with the space they have.
• We need a better facility... a devoted space which is aesthetically pleasing and has ample room for staying and reading, study spaces for kids and adults, etc.
• WE NEED A NEW LIBRARY
• When I have ever asked a question, people have always been lovely and informative.
• When you enter the library first thing you see is staff sitting facing you. perhaps have them to the side?
• Wish the town had its own state of the art library building!
• wish we had larger library
• Would like to see more adult space
• you are doing the best you can. the entry spot is a bit confusing because its not super clear whether it’s the library or the town hall stuff with the person at the desk. Everyone who has ever been there is very nice, it’s just the space itself that is sort of funky. its better now that there are two sides open though.
• You have done a great job with the space you have.

18. Please tell us about our library Staff, are they knowledgeable

<table>
<thead>
<tr>
<th>Staff knowledge</th>
<th>Occurrences</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Always</td>
<td>116</td>
<td>71</td>
</tr>
<tr>
<td>Sometimes</td>
<td>19</td>
<td>13</td>
</tr>
<tr>
<td>Never</td>
<td>1</td>
<td>1</td>
</tr>
<tr>
<td>Not Applicable</td>
<td>21</td>
<td>15</td>
</tr>
</tbody>
</table>
19. How welcoming is the library staff?

Perception of Staff Welcoming

<table>
<thead>
<tr>
<th>Perception</th>
<th>Occurrences</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Always</td>
<td>128</td>
<td>78</td>
</tr>
<tr>
<td>Sometimes</td>
<td>14</td>
<td>11</td>
</tr>
<tr>
<td>Never</td>
<td>1</td>
<td>1</td>
</tr>
<tr>
<td>Not Applicable</td>
<td>14</td>
<td>10</td>
</tr>
</tbody>
</table>

20. Are the library staff able to find what you looking for, either in house or elsewhere?

Are Staff Able to Locate Materials?

<table>
<thead>
<tr>
<th>Response</th>
<th>Occurrences</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Always</td>
<td>117</td>
<td>75</td>
</tr>
<tr>
<td>Sometimes</td>
<td>21</td>
<td>13</td>
</tr>
<tr>
<td>Never</td>
<td>0</td>
<td>0</td>
</tr>
</tbody>
</table>
21. What is the one thing you like most about your experience using the library:

- All of the library staff are great
- Always can get what I am looking for
- Always friendly; I mostly reserve materials via the online catalog
- availability of lots of information, visual and tactile presentation
- Being able to reserve a book.
- Books
- Books and videos.
- Chatting with other patrons and the staff, seeing if they have read anything interesting recently.
- Children's programs are great!
- close to home
- Community
- Computer
- convenience; quiet
- Convenient
- convenient hours- I appreciate the 8pm closing time.
- Convenient location
- digital library
- digital library, interlibrary loan
- Do not use the Library
- Ease of access. Close to school
- Easy Childrens access
- everyone is so friendly and welcoming
- Exposure to books I normally would not read
- Family time
- Featuring books; book recommendations by staff. Ease of reserving books.
- Friendly
- Friendly and helpful atmosphere
- Friendly knowledgeable staff
- Friendly people!
- friendly, helpful staff
- getting new books to read!
- great people
- GREAT PLACE TO BE
- Hanging out there with my child while he gets engrossed
- Hard to say; love the library in general.
- Helpful
- Helpful people
- Helpful staff
- Helpful staff and larger space
• hours when i can go
• How friendly everyone is.
• I can order any book I a want and I get it fast.
• I feel very comfortable here
• I like the wonderful staff the most. They are so gracious and helpful. They make the whole experience a pleasure
• I love audiobooks and being able to access them easily is wonderful.
• I love the wealth of knowledge the librarians have when it comes to locating resources
• I love when they recognize me and chat briefly--nice, small town feel.
• I loving having access to eBooks and audiobooks.
• ILL
• It is a comfortable and friendly place to be.
• It is a welcoming space with helpful staff members
• it is close, I can usually get the book, audiotape I need, generous about due dates and children's book recommendations
• It's a pleasant spot
• It's calm and peaceful, easy to use
• it's easy and familiar
• It's welcoming
• knowledgeable and friendly staff
• Library director is friendly
• Library passes to museums
• Location
• Love the poetry and book clubs
• manageable size, books Im looking for are usually available
• museum passes
• Never been
• nice employees. i usually find something online and pick it up.
• Nice, friendly staff
• Picking up requested items
• Ready access to books throughout Essex County
• really quiet
• seem to be able to get what I want
• Small, intimate space. Very child friendly.
• Small-town feel
• spending time with my kids and encouraging their love of reading and trying new things
• Staff
• staff are always helpful
• Staff friendliness. "Usually" should be an option in the previous question -- I would have checked that instead of "Sometimes". "Always" does not allow for the occasional time that the request cannot be met.
• staff friendly and helpful
• Story hour
• that it is in our town and i don't have to drive elsewhere...
• That we still have one.
• the book clubs
• the children's DVD selection is good
• The expanded space allows for more browsing of more books on the shelves.
• The Fact that it still exists
• the helpful staff that always get the materials I want
• The helpful, friendly staff, they always get me the materials I request
• the hours are great!
• The kids know Josh. It's like visiting a friend. He's very helpful.
• the librarians are almost always willing to find books that are not common for me from other libraries, some that are far away!
• The librarians are good about answering my questions and finding what I need
• The library staff recognize me when I go in and are very helpful
• The library staff, very welcoming and helpful
• The location
• The many books and dvds TO browse thru. Miss the art though.
• The new kids space is very easy for my kids to use to find a fun book and they love going to the library
• The pleasant welcoming staff always ready to assist & find what is requested.
• The small town feel
• the staff are great
• The staff is amazing
• The staff is kind and attentive.
• the staff is very accommodating and helpful especially in getting materials from other libraries through the consortium
• The staff is very nice and understanding of little kids running around!
• The staff!
• The terrific staff!
• there are a couple of employees who are very helpful.
• Trash stickers
• Very personal experience/thoughtful staff
• We are a homeschooling family and greatly appreciate the inter-library loan system! We use many materials each week with our lesson plans.
• We love the storytimes and other kid's events
• When I do go which isn't often I like the staffs willingness to help.
• wonderful, knowledgeable helpful staff

22. Is there anything we can do to improve your experience using the library?
• add an addition to hold more events and books
• add reading spaces and art and history classes
• Better facilities and increased space
• better hours on Fridays!
• bigger space
- Borrowing a holiday book for MORE than 1 week.
- build a library
- Build a new library as other towns have done. The good citizens of Boxford desire and deserve one.
- change the hours to be open when the kids get out of school. My children like to go to the library especially on Fridays after I pick them up from Spofford to get books, movie, or materials for a school project. Very often you are close and I have to take them to Topsfield library.
- Could there perhaps be a foreign language discussion group (allowing different levels)
- create a better place for teens to be
- Educate the public on all offerings
- Given the space you have I don't think there is anything.
- Grow a new crop of town residents who understand the value of the library, and support it accordingly.
- Have baskets for people holding many books
- Have more books that I would like to read.
- Have more guest speakers
- Haven't been to the new location. I've been going to topsfield
- I am very happy with my library experience.
- I can't think of anything.
- I love the MVLC system and use it frequently on line, I'm not sure how to improve it as it works very well, as I can see.
- I miss the old location. A lot! but this cannot be helped, I know. :( 
- I think you are doing the best you can do with the space you have been afforded!
- I wish you had the whole collection in one place instead of some in storage
- I'd like more ideas for books to read based on books I enjoyed.
- I'd like to see more small-group meeting area & individual work spaces for quiet projects / reading when I want to get out of the house/office.
- I'm usually in and out because I order my books through MVLC (I'm in 3 book clubs) but everyone is always terrific.
- It's difficult to have to place books on order when I feel they are in storage; however, there's nothing the staff can do with the limited space
- Keep getting new books and offering great kids programs
- Keep up the good work!
- Larger children’s room
- Larger space
- Make entire collection browseable, have dedicated meeting rooms
• Make it easier to use online tools or be aware of what online options there are, make it easy to access the calendar of events in multiple locations, and make it easy to self-serve with technology (maybe a portal to track what books we have taken out and be able to check out books electronically)

• Make it quieter

• Meeting rooms and study rooms

• More adult space

• More after school programs/homework help

• More books in house! More hours open. Meeting room space for small groups (I am thinking of the Topsfield library's rooms for that purpose).

• More books in house.

• more children's librarians around and more books

• More Christian fiction and more for special needs..

• More ebooks

• More Home-Based offerings while kids are at school so one can attend.

• More hours

• More kid programs

• More library. The whole adult collection. Meeting space and quiet workspace. More use of the central area to make the library feel more cohesive.

• More programming

• More space

• more space and study rooms for students and tutors

• More space for books; self-check-out; a place to deposit returns in the children's area when the librarian is not at the desk. Designated areas for new books.

• More space to expand the collection of books. I tend to go to the library to browse and explore- there isn't much to find! Too small.

• More space, more books.

• More space: for shelves and materials, for gathering with friends, for study space, more computers, ongoing booksale

• more storytime options; more programs for kids

• More study/quiet space where you can sit and read

• More stuff in kid’s section

• New library

• Nowhere else to write this - Josh visiting the schools has direct positive impact on my child - would love more of that at every grade - through Cole and Spofford - even just 2x's a year would be great

• Open earlier in the day
• open that back room for general use for patrons (books/tables/computers) it could be the quieter, non-checkout area that people could come and work, think or do homework.
• organize more community orientated events
• other than larger facility for residents all my books ect are ordered via MVLC
• Provide talks, lectures like many other town libraries
• Reach out to seniors who require assistance using new media
• See above answers.
• See above. More books on site. Rarely does the library have what we need. Usually have to request from storage or another town.
• See comment above about making the two sides more cohesive.
• Sell trash stickers earlier
• tell all the staff where the Boxford Trail Guide books are and where /how the money for them is kept
• Thank you to all the staff who have put up with the whims of the town as we navigate this issue. You are valued, even if the evidence seems otherwise.
• The experience is great. You just need a bigger space so it becomes more of a community space
• The library and Town Hall in one building works, however, the library needs more space: study/tutoring rooms, larger YA area inviting spaces for reading magazines and newspapers, etc. It would be nice to have our whole collection in one building.
• The middle cluster of bookshelves in the children's area could use labels on them so it's easier to see what nonfiction subjects you have.
• There needs to be better quality books displayed in the entry space, it is embarrassing to have such poor-quality books as representative of the towns people and the staff. The Library should be guiding people to quality literature.
• Weekend activities for kids
• Wish it was bigger
• Wish it were open earlier one or two days a week!
• Wish you (library) were still our neighbor on Elm Street
• Would just be great if we had more space to keep more books in stock
• Would like a greater selection of books on cd to listen to in the car with my tween/teenaged kids (ages 11 and 14)
• Yes more classes for kids
• Yes, have designated library study rooms
• Yes, library dedicated meeting and study rooms. A full library
Information about you

23. Choose the age range you fit into

<table>
<thead>
<tr>
<th>Age Range</th>
<th>Occurrences</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Under 12</td>
<td>2</td>
<td>1</td>
</tr>
<tr>
<td>12-18</td>
<td>1</td>
<td>1</td>
</tr>
<tr>
<td>19-35</td>
<td>12</td>
<td>8</td>
</tr>
<tr>
<td>36-49</td>
<td>64</td>
<td>40</td>
</tr>
<tr>
<td>50-65</td>
<td>45</td>
<td>28</td>
</tr>
<tr>
<td>66-79</td>
<td>26</td>
<td>17</td>
</tr>
<tr>
<td>80+</td>
<td>4</td>
<td>5</td>
</tr>
<tr>
<td>Prefer not to answer</td>
<td>3</td>
<td>2</td>
</tr>
</tbody>
</table>

24. What is your preferred language?

<table>
<thead>
<tr>
<th>Preferred Language</th>
<th>Occurrences</th>
</tr>
</thead>
<tbody>
<tr>
<td>English</td>
<td>155</td>
</tr>
<tr>
<td>Spanish</td>
<td>11</td>
</tr>
<tr>
<td>Other</td>
<td>0</td>
</tr>
</tbody>
</table>

Boxford Town Library Long-Range Plan 2019 - 2023
### Language Occurrences Percentage

<table>
<thead>
<tr>
<th>Language</th>
<th>Occurrences</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>English</td>
<td>155</td>
<td>98</td>
</tr>
<tr>
<td>Spanish</td>
<td>1</td>
<td>1</td>
</tr>
<tr>
<td>Other</td>
<td>1</td>
<td>1</td>
</tr>
</tbody>
</table>

### Gender

#### Count of

<table>
<thead>
<tr>
<th>Gender</th>
<th>Occurrences</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Female</td>
<td>124</td>
<td>80</td>
</tr>
<tr>
<td>Male</td>
<td>26</td>
<td>17</td>
</tr>
<tr>
<td>I prefer not to say</td>
<td>7</td>
<td>3</td>
</tr>
</tbody>
</table>

---

Boxford Town Library Long-Range Plan 2019 - 2023