

SHREWSBURY PUBLIC LIBRARY SURVEY

The Shrewsbury Public Library is quite interested in your thoughts about the Library, its current services, future services, and the library building. The Library has engaged Godfrey's Associates, Inc., a library consulting firm from Pawtucket, RI, to assist in planning for the future. We would like for you to take a few minutes to respond to this survey. If you wish to participate, please complete the survey and deposit it in the box at the main service desk at the Library, at the Town Clerk's Office or at the Senior Center by April 16, 2010.

1. How many times have you personally, or a member(s) of your family, used the Shrewsbury Library in the past year? **CHECK ONLY ONE**

<01> Every day	1.16%	
<02> Two or three times a week		13.17%
<03> Weekly	36.18%	
<04> Monthly	31.98%	
<05> Four or five times	13.31%	
<06> Once	2.03%	
<14> Never	2.17%	

2. When you or a member(s) of your family have used the Shrewsbury Library during the past year, which of the following services did you/they use?

CHECK ALL THAT APPLY

<01> Consulted a librarian	15.52%	
<02> Checked the Library's computerized catalog		15.33%
<03> Checked out books	20.75%	
<04> Checked out videocassettes, DVDs, CDs, other forms of Non-print media	17.54%	
<05> Used the Library computers for the Internet, e-mail, etc.		5.27%
<06> Attended a program at the Library (and/or brought a child[ren] to a program)	8.55%	
<07> Used the Library's wireless Internet access		3.29%
<08> Used study/workspace	5.31%	
<09> Used other resources in the Library		4.48%
<10> Used a Library meeting room	2.89%	
<11> Other (Specify)	.51% (SEE NOTES 2.1)	
<14> Do not know	.55%	

3. Overall, how satisfied are you with the Shrewsbury Library? Would you say you are... **CHECK ONLY ONE**

<01> Very satisfied	81.44%
<02> Somewhat satisfied	15.36%
<03> Not too satisfied	1.76%
<04> Not at all satisfied	.64%
<14> Do not know	.80%

4. What improvements would you like to see made regarding the Shrewsbury Library? Would you like to see ... **CHECK ALL THAT APPLY**

<01> Open more hours	15.95%
<02> More books	13.13%
<03> More videocassettes, DVDs, CDs, and other non-print forms of media	13.99%
<04> More activities for children	7.54%
<05> More activities for teens	5.93%
<06> Larger, easier-to-use building	11.8%
<07> More computers and printers, scanners, and the like	6.56%
<08> More programs for adults	10.71%
<09> More study and work space	4.03%
<10> More meeting room space	3.80%
<11> Other (Specify)	5.35 % (SEE NOTES 4.1)
<14> Do not know	1.21%

5. Some people think libraries will no longer exist in the future because of the information available through computers. Other people think libraries will still be needed despite all of the advancements of computers. Do you think libraries will no longer exist in the future, or do you think they will still be needed? **CHECK ONLY ONE**

<01> No longer exist	2.21%
<02> Still be needed	94.79%
<14> Do not know	3%

6. Libraries are changing significantly in the 21st Century. Please indicate if these newer services or concepts are appealing to you. **CHECK ALL THAT APPLY**

<01> After school homework center	7.48%
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- <02> Group training in computers **8.18%**
- <03> School/Public Library partnerships **9.02%**
- <04> Educational opportunities (lectures, cultural programs, etc.) **12.57%**
- <05> Community meeting space **8.74%**
- <06> Job and Career search center **8.71%**
- <07> Small Business Resource Center (with equipment, collections, computers) **4.71%**
- <08> More computer availability **6.07%**
- <09> Environmentally friendly spaces **6.14%**
- <10> Library café or coffee shop **15.41%**
- <11> Social networking presence **5.76%**
- <12> Literacy center **6.14%**
- <13> Other (please specify) **.39 (SEE NOTES 6.1)**
- <14> Do not know **.67%**

7. How would you rank the benefits of the Shrewsbury Library compared to the benefits of other tax-supported services, e.g. schools, parks, roads. Would you say... **CHECK ONLY ONE**

- <01> At the top of the list **54.47%**
- <02> In the middle **37.38%**
- <03> At the bottom **3.99%**
- <14> Do not know **4.15%**

8. Here is a list of services the Shrewsbury Library provides. Read the list and record whether each service is very important, somewhat important, slightly important, or not at all important to you. **MARK ONLY ONE FOR EACH SERVICE**

		Very Important	Somewhat Important	Slightly Important	Not Important	Do not know
A	Providing story hours & other programs for children	55.15%	21.71%	7.45%	13.31%	2.38%
B	Providing books & other materials	92.63%	4.39%	2.04%	.63%	.31%
C	Maintaining existing Library facilities	80.63%	13.54%	1.89%	2.05%	1.89%
D	Providing computers & online services	56.42%	28.46%	7.80%	6.50%	.81%
E	Making it possible to access Library information through home & office computers	60.51%	25.96%	8.92%	3.66%	.96%
F	Providing meeting & conference rooms for community groups & public activities	45.87%	18.62%	23.42%	9.79%	2.30%
G	Providing materials other than books including audiovisual equipment, DVDs, CD-ROMs & computer-accessed information	59.43%	26.89%	8.49%	4.56%	.63%
H	Providing lectures, book discussions & other programs for adults	40.83%	38.21%	11.56%	7.86%	1.54%
I	Providing activities & programs for teenagers	50.48%	28.27%	10.38%	8.63%	2.24%

8b. Overall, how important are the services provided by the Shrewsbury Library? Would you say they are... **CHECK ONLY ONE**

- <01> Very important **87.20%**
- <02> Somewhat Important **10.05%**
- <03> Not too important **1.94%**
- <04> Not at all important **.65%**
- <14> Do not know **16%**

9. Anything else you would like to add, or comment on?

SEE RESPONSES TO QUESTION 9 BELOW

2.1 RESPONSES- OTHER

COMMENT	NUMBER OF OCCURENCES
Book Mobile	3
Story Hour	3
Museum Passes	12
Read Newspapers/magazines	18
Interlibrary Loan	13
Bathroom	1
Printer/Copier	1
Post Announcements for Events	1
Donated books, videos	3
Enjoy Display Items	1
Children's Play area	4
Letterboxing	1
Used audiobooks	1
Having books pulled for pick up	1
Book club	2
Attended meetings/programs	2
AARP tax service	2
Used Ancestry.Com and HeritageQuest	1
Used online databases	1
Space for tutoring	1
IRS forms	1

4.1 RESPONSES- OTHER

COMMENT	NUMBER OF OCCURENCES
More Electronic Books for Kindles, iPads, etc	2
Book Mobile	2
Less services	2
Museum Passes	3
More Parking	26
Handicap Accessibility	2

No Library	1
ESL	2
We're Fine	1
Writing/Poetry Workshops	2
Keep Children Quiet or in Closed Room	1
Keep up good work!	1
Foreign films/movies	2
Senior class on how to use the Library	1
Advertising	1
Community Events like Book Sales	1
Book Reading Groups	1
Displays on Issues (glass case)	1
Bigger Children's room on first floor	2
Free meeting room use after hours	1
Trash bins & tissues	1
Newer current books & DVD	2
Children's area with toys	1
easier book drop	1
more restrooms	1
more staff	1
Encourage informal interaction	1
More science magazines	1
More playaways	1
Coffee shop (for revenue)	2
More funding for repairs	1
Periodic tours of library	1
More audio CD books	2
More foreign movies	1
The same, it's fine	1
None, we can't afford more	1
No library	1
used restroom	1
Better handicap access	1
Continued outreach service	1
whatever helps usage of the library	1
More community outreach, advertising. Book groups, displays, book sales	1
Space and forum for researching, communicating and debating community issues	1
Spelling refresher course for librarians	1
Afternoon or morning meetings, in preference to evening	1

Quiet reading room space	2
Book store	1
Informal meeting area	1
Better service	1
Library is good now	1
More activities for kids during after school hours	1
Better inter-library loans	1
More staff/better programming	1
Check out services at children's desk	1
More evening (after 5p.m.) hours	1
More online memberships	1
Better computer program for searching and reserving books	1
Technology resources for seniors/community "How do I ----?"	1
Open earlier hour	1
Limit size of programs (i.e.. Music)	1
Easier to turn left to route 140 at exit	1
Speakers	1
I have no needs that the library is not already meeting.	1
Fix leaks and other required maintenance but do not expand until town's fiscal state is much better	1
More current books for teens	1
More power outlets	1
Use what you have and use the school library	1
More recent books	1
more literary novels, memoirs- good well written books	1
More day hours for seniors	1
Bigger, more functional kids area	1
Move desk, kids are noisy for adults. Checkout can be slightly distracting, as well as with DVD's banging. Move to different area	1

6.1 RESPONSES- OTHER

COMMENT	NUMBER OF OCCURENCES
Continued and enlarged Outreach	2
Poetry Readings/Author Events	2
ESL	4
Story Time	2
none	2
Tutoring	1
Advertise on Cable	1

Town Events/Political Concerns	1
"Go" Networking board and space (i.e. child safety, better health initiatives)	1
Children's play area and playgroups	1
No Coffee shop, who pays for cleaning of that?	1
Continued ILL services	1
Individual computer training course or courses	1
Mixed homework center/café	1
Medical Scientific Info Center	1
Homework should be done at home, library should not be used for or in place of schools	
More Displays by Local Artist	1
Adult programs, including trips for elders	1
More museum passes and coupons to cultural events	1
More parking space	1
Regional libraries, pool town resources	1
explore solar power	1
general training classes for public, revenue source to support library	1
Send notices on cable	1
Online resources obtainable at offsite location	1
Bookmobile services at convenient hours	1
Centers for cultural exchange	1

9 -GENERAL COMMENTS

Comment: It would be good to have a drop off for DVDs, books, books on tape, etc.
Comment: With families trying to be fiscally responsible, libraries are invaluable educationally and socially for us
Comment: More parking
Comment: Miss the bookmobile!
Comment: Library materials need to focus on information exchange; the medium and methods to accomplish this are changing both rapidly and radically. As a minimum the capabilities should match (stay current) with town school system delivery.
Comment: The services that are provided are important to all, more important for the students, another facility to complement the schools
Comment: More parking & drive through drop off box. More space in the library.
Comment: Great staff!
Comment: I have all I can to have my students read a book! "You want me to read all of this?" They can't identify the title and author. WE STILL NEED BOOKS!!
Comment: Thank you!
Comment: The Shrewsbury Library is a central part of our family's continuing education and recreational activities.
Comment: The Shrewsbury Public Library staff is an OUTSTANDING group of people. They are the very best in committed, caring, professional level individuals who ALWAYS go out of their way to meet my needs and go out of their way to help with any library related issues, as a town, we are extremely fortunate to have them.
Comment: I am very happy with the library staff. Most of them are very friendly and a pleasure to speak with. I think considering growth in population we need more parking space at the library.
Comment: Much of the print I need to carry out my work as a science writer is provided by the library, along with inter-library loans. I will be unable to work without books or journals.
Comment: we have a wonderful library and staff here.
Comment: Since I moved to Shrewsbury 3 years ago, I've found my calling for reading again. I also like the way I have been treated here and the staff are doing a great job. My kids love it!
Comment: You all do a fantastic job, Thank you!
Comment: we're very happy with the services for children-- the activities, story time, range of books and child friendly librarians. The library is my children's favorite place to be.
Comment: Excellent service!!!
Comment: Consider this 2 sides of one sheet and save paper, trees, environment.
Comment: I moved here a year ago on March 20 and without the Library I would not have met so many wonderful people. I also would not have known about the recreational, social things offered around town.
Comment: We need the library. It should be fully supported.
Comment: Warm friendly space & people. Would love longer hours and better books on CD section
Comment: I am a teacher and find the library a valuable resource!
Comment: Excellent facility- wonderfully staffed
Comment: Libraries are a key part of our society and must be preserved!
Comment: Exploration of solar energy for library facilities
Comment: somehow, more access to various books would be great
Comment: Who choose what books and videos to buy? Any feedback from patrons?

Comment: Go Dan, awesome Japanese game show SKILLZ!
Comment: I am so sad the Library hours were cut. I need to use the library more but can't because of the limited hours
Comment: The library rocks!
Comment: We as a community have certainly outgrown this old facility. It's quite embarrassing to have buckets catching rainwater-- very dangerous too!
Comment: Shrewsbury Library does a fantastic job. Staff are very friendly and very helpful. Kudos.
Comment: The library services the entire community and should be given what it needs to provide full services to all age groups. It is a multi-generational community center.
Comment: Would like to see a new library children's room. Should be on level floor. Thank you!
Comment: providing coffee/snack bar promotes positive feedback
Comment: Compared to other libraries, there is more space and activities for Pre-K children. Expanding the library sounds great. P.S. Love the availability to purchase books at low cost.
Comment: We love the library. The librarians are very friendly, approachable. Keep up the good work.
Comment: A Fundraising suggestion- "Recycle and recharge- Help your library building fund. When a library card is to be registered (or renewed) ask if the car holder would like to donate \$1.00 or more for a Recycle & Recharge program with voluntary donations going toward the new building fund. With all the cards issues in this town it could be an overlooked resource-- but not burdensome, This would NOT be hard sell- but a casual suggestion. i.e. "are you aware of our building fund, and would you like to participate in our Recycle and recharge program by donating when you renew your library card?"
Comment: Shrewsbury Library provides wonderful avenues for this town. However, space and parking need to be added.
Comment: The staff is friendly and helpful.
Comment: Best staff encountered in trips to many libraries
Comment: Parking and existing could be easier, but difficult to improve because of location.
Comment: Disappointed to see library cuts/very important resource
Comment: Things not always available when I want them
Comment: Books are the most important thing!
Comment: Love Library Shuttle/ need more activities for children/ The children's librarians are so helpful
Comment: Please show patience for non-computer oriented
Comment: Wish for more money to modernize and update the facility. I love my library!
Comment: Inter-library loan is extremely important
Comment: More parking needed, provide by taking adjacent property by eminent domain. And have rear of building taken down.
Comment: More parking please
Comment: Library is the core of the community, keep great service going
Comment: Library staff are to be commended
Comment: I moved to Shrewsbury because of the Library!
Comment: Please keep fireplace and stained glass window
Comment: Staff are tremendous and so helpful
Comment: We need this library, both as a family and as a community. It needs to be bigger, the town has grown.
Comment: In today's economy my children and I utilize the library weekly. Having access to all levels of reading materials encourages my son's ability to improve his literacy. We love the library and always request the latest movies and video games to save \$. My son is only in the 1st grade, but as he grows, more educational/school programs would be great.

Comment: "Libraries will see you through times of no money better than money will see you through times of no libraries" Author ?
Comment: More current paperbacks, full series of authors
Comment: The library staff is doing an excellent job with the limited facilities and hours available at this time.
Comment: Staff is knowledgeable and helpful! We love our library and use it frequently. It is an asset to all in our community... opening worlds of knowledge and fun to everyone-- young and old alike.
Comment: The library is one of the most important assets in our community. The librarians are the absolute best and are so helpful. Please expand the hours, especially on Thursday night so students have a place to study.
Comment: Nowhere did you ask me the competency or attitude of the staff. This study is biased and incomplete.
Comment: I would not be able to manage my life without the SPL. I listen to lots of books on CD and if the library doesn't have what I want, they find it for me. The librarians are awesome!
Comment: This survey is biased and should not be used. All these services cost money. Who is going to pay? To offer services with no way of funding them is a shame.
Comment: Large, more flexible use of space
Comment: Very impressed with the extent of services
Comment: The Library is to me the core of the community
Comment: Thank you for all you are doing. A great job!
Comment: Shrewsbury Library personnel are outstanding, helpful, warm and friendly
Comment: One of the attractions of moving to Shrewsbury was the Library.
Comment: Keep up the great service you provide to the entire community!
Comment: I love my Library!
Comment: Our library is the best around!
Comment: Is there a possibility of bring back the bookmobile?
Comment: Start building renovation ASAP
Comment: Keep up the good work
Comment: The Shrewsbury Librarians are always welcoming and friendly
Comment: Libraries are essential to our democracy
Comment: We love our library and its staff!
Comment: Please find a way to maintain the Library's current funding and not risk its certification status
Comment: The Children's section could be more roomy with more space available for kids
Comment: You have a great library and wonderful, friendly and knowledgeable staff
Comment: The Library is crucial to the community and needs to be adequately funded.
Comment: Love the Sunday open hours and weekday evening hours. Keep p the tremendous clean, war, and friendly atmosphere.
Comment: We love the Shrewsbury Library! The staff is great, always helpful. Our children enjoy reading, we visit the library often, and they see all the books, make their choices, so the appreciation begins at the library and continues at home. Kids activities are exceptional and so varied. Enjoyable for adults as well as children.
Comment: I know think the library is a very important part of the community, and n the future it should continue to be a place where people can meet and share information. However, I do think it needs to be a larger space or have services that are provided elsewhere (such as computers which people already have in their homes, or books which school media centers or other libraries carry.) What about providing on-line services for Kindle users (and other such devices.)
Comment: Maybe try to fill out collection in specific areas (business/ public speaking, etc) Also, more evening hours?

Comment: We would like self-check out stations. We have used them elsewhere. Librarians were also available. Also, Heather Rocks!
Comment: I use the Inter-library loan heavily and feel this is a great service, to allow a larger collection of material.
Comment: Our library staff does a great job with what they have, but this community needs a better, larger facility and more resources.
Comment: Very dissatisfied with customer service, not very friendly or willing to help. Only a select few are cordial, friendly and helpful. The majority of workers have a negative attitude. I am a customer. Thank you.
Comment: It's really important to have the ability to get books from other libraries
Comment: The idea of jeopardizing library certification because of cuts to the library hours is appalling! Perhaps they should consider cutting operating hours in the town hall and senior center.
Comments; I love the library. I go there every week with my two preschool age daughters. I think it is very important that the facility is expanded and updated. The children's room needs to be much bigger, with more space for toys and activities of interest to children. We go every once in a while to the Nashua NH public library, and they have a beautiful children's room. They have low-lying bins so that children can access some of the more popular books. They have a large puppet theater that they use at story times. Lots of light. Very cheerful. They also have a beautiful fish tank that some pet store or aquatic center has sponsored. That is really a gorgeous children's room if you are looking for a model
Comment: The current facility is a disgrace to town and staff limitations are embarrassing. Staff are very effective despite current conditions.
Comment: As an older adult without children or a computer, I find books and computer access to be most important to me.
Comment: Wish you had wireless internet access
Comment: Please add a checkout in the children's area for families with small children
Comment: Police, Fire, Schools, Sewer, Water, Roads, Health Dep't, ALL are more important
Comment: (These comments did not appear in response to question 9, but were written in margins on survey.. Libraries will be needed to a lesser degree over time. Senior center has a computer training ear. Schools and library should be merged into one. Library cafe?= Absolutely NOT! Providing meeting rooms? --other alternatives exist. Providing activities and programs for teens?- Schools should do this. More parking. Literacy center- No, use the school, churches, social groups.
Comment: (These comments did not appear in response to question 9, but were written in margins on survey.) Close the library- stop spending-stop raising our town's bills. The librarian's don't want to lose their jobs so they are fighting to have a bigger library. Get with modern times- computers- audiotapes/boos are taking over libraries. Other cities/towns are closing libraries and/or reducing hours. Yet the Shrewsbury library director is "fighting" for a bigger library. How disgusting! Bookstores provide all needed services. All other town services come first, electronics have replaced libraries in present and future.
Comment: I think you need a new building, for all that I checked. The current building needs improvement. Front desk is too noisy, reading areas are uncomfortable, too much cell phone use and computer time is not enough!
Comment: I have found the library staff to be excellent. Now if we can just get them an improved facility. That would be wonderful!
Comment: Mail out times library is open. How about a semi-annual home delivered news of library activities. T&G does not often report.
Comment: I use almost all the services provided by the library. I would not be passing college if not for the library and the staff.
Comment: I dislike all evening openings at the beginning of the week. I'd like to see Thursday evening hours, at least. Even if library is closed on Monday, Tuesday or Wednesday.
Comment: My entire family thoroughly enjoys the Shrewsbury Library and look forward to many years of learning there. I have a friend that travels out of town just to use our library as well.

Comment: More passes for cultural activities, ex. Art museum in Worcester
Comment: Don't change a thing.
Comment: More parking spaces!
Comment: I am age 84 and I check out large print books only.
Comment: Provide meeting and conference rooms for local small business activities for free. Add café to offset costs. Just look at Panera bread.
Comment: I am very concerned that the "new library" will be negatively influenced by the cuts in staffing and hours that were recent publicized. Why build if the doors aren't open. The staff is overly helpful and kind. I have made many new acquaintances and have grown to greatly appreciate many of your services. In these economic times, all your services are extremely necessary to people, from leisurely enjoyment to job searching. Thank you for all you do.
Comment: Very important- inter-library loan
Comment: Library's best asset-- an excellent staff!!
Comment: The library parking lot is too small.
Comment: It seems as though every time I go to look for a book at SPL, they don't have it and I have to get it through Inter-library loan. I wish that I could walk in or research it online and then go to SPL and they actually had it on the shelf.
Comment: We love our library. This is our second home>
Comment: The Shrewsbury Library is a very important resource which needs to be maintained at any expense. The community benefits from its existence.
Comment: Adding on the existing building is absurd. There is no where to park already. The center of town is not the place to add a monster library.
Comment: Outstanding service to the community.
Comment: We love the library. Answers may be more interesting if you knew the demographics of the person answering the questions. (just a thought) But this is great.
Comment: The desk staff are always very courteous and helpful.
Comment: We love our library. Your staff is not only helpful but nice. Excellent customer service
Comment: The staff always goes out of their way to assist us on our visits. Thank you.
Comment: Question 4 - library is fine as it is- only needs more parking.
Comment: Our family of four (2 boys 3 1/2 and 2) love the library and staff. Fantastic job, Shrewsbury Public Library.
Comment: Love this particular library's impressively wide range of children's books, appropriate for homeschoolers and after-schoolers
Comment: More parking is needed now
Comment: Concentrate on the addition of scientific books and literature. This area represents the weak aspects of this library.
Comment: Although we haven't been using library much, a library is a signal of a civilized town. Town must not cut funds to a level too low for certification!
Comment: There is a very long wait for best sellers and current DVDs- renting more of these materials from some sources might be an option for SPL, so the patron does not need to wait months for a current item.
Comment: More for seniors and outreach.
Comment: More programs for teens
Comment: Maybe you can do more things for teens
Comment: Access (even e-access) for a wide range of books available in universities, subscriptions to literary journals
Comment: Children's room could use renovating/enlarging,

Comment: The staff at the Shrewsbury Library are great to work with and very creative, even with limited resources.
Comment: The staff at the library are very helpful, knowledgeable and friendly. Also- great program to be able to borrow books form other libraries.
Comment: Need more parking space
Comment: I would like to emphasize the importance of the library in Shrewsbury - and we have an excellent staff.
Comment: the library service to the community is absolutely fantastic. I enjoy very much being there reading magazines, choosing DVDs, music.. Love it!!
Comment: I believe the library is the heart of our town.
Comment: While I don't see programs, lectures, etc. as a prime library function, they are very good for raising awareness of the library.
Comment: One of the best things about living in this town!
Comment: The Shrewsbury Public Library is an integral part of this community. Can't we just fix the leaks and build another addition or annex? General Question: Why is it hat our public buildings are prone to leaks? - poor design? Construction? Non- maintenance? I am tired of paying up for buildings that should be lasting longer than they are.
Comment: Without books, the human race will be lost!
Comment: I really appreciate your weekend hours.
Comment: The children's librarians are so knowledgeable and truly a wonderful resource.
Comment: Wonderful staff, however need more craft/hobbies and computer books
Comment: Thank you
Comment: The survey return mechanism limits your audience base for this survey to those that don't work standard hours. You should re-issue to make more inclusive of the whole town population.
Comment: More parking
Comment: I am an avid reader and can't afford to buy new books, so I rely on the library for my reading and new books.
Comment: The library is appreciated.
Comment: Need more weekend/evening hours as a working adult it is sometimes difficult to make the library hours, especially in the summer, when weekend hours shrink. Closing on Monday rather than Saturday seems to make more sense.
Comment: The library should take video games out of the library, what is their literary value?
Comment: We are elderly, but younger need it more.
Comment: Thank you for all your services, for your kind, helpful and informed staff, for their patience when customers are not so patient or pleasant.
Comment: Tearing down new part of library next year and rebuilding three floors for \$20 million with not enough parking is wrong for center of town.
Comment: I organize the senior center book group and the library (and librarians Deb Alger) are key to providing us with our books. Thank you.
Comment: A wonderful facility!
Comment: Thanks to all the staff and volunteer Friends!
Comment: Lots of glass- natural light
Comment: the existing library needs to be renovated and enlarged
Comment: Library is great. Don't change a thing. Love the newsletter.
Comment: Our library provides wonderful activities and provides a great sense of community. I love the partnership with the schools for summer reading!

Comment: Question # 8- not important to me right now, but very important to me in the past.
Comment: With next taxes for an unneeded new school, we can't afford more!!
Comment: ESL classes!! Would help the school system with all the different languages!
Comment: No money for library. Don't need it at all.
Comment: I believe the library is essential to all the people in town. I used it with my family much more when they were children and I was younger. But I intend to use it more in the future. Keep up the good work! Here's hoping we get a new library or more space soon.
Comment: Present library needs more space for all activities; space that is functional and well maintained. Library needs more materials that are current and more personnel to maintain services and increased hours.
Comment: The role of the library won't go away. How to access information will change considerably. The social and common area to assemble hopefully will remain.
Comment: I love all the children's books I bring home. I own a Kindle, but still LOVE the library
Comment: Best library in the area and great employees
Comment: I loved the library growing up; I loved it at college; the public library continues to be important to me. I hope it's for my kids too!
Comment: I would like to see a better way to enter and exit the Shrewsbury Library- as now it is very hectic in and out of the library.
Comment: Shrewsbury has a very fine library t present and should work to keep it that way!
Comment: Very happy overall with the library. Just wish it was bigger
Comment: My family, including my children who are learning to reads, would be devastated without the library. Keep up the good work and thank you!
Comment: the library staff is the best (BEST!) customer service in town. I wish all other town officers were the same.
Comment: Thanks
Comment: Library is an excellent place I go to
Comment: Building/renovating a new library is very important. If it is not possible then maintaining the existing facility is very important.
Comment: I am always pleased with the service and information I receive at the library. The personnel are well qualified.
Comment: We are very happy wit the Shrewsbury Library.
Comment: Extremely happy with my library experiences to date. Staff is always extremely upbeat and helpful. Thanks.
Comment: The Shrewsbury Library helps foster a love of reading for my son and the rest of the family. It is a key part of literacy and overall education, including cultural education for young and adults alike.
Comment: Additional Parking would be helpful.
Comment: As my boys would say, "Shrewsbury Library rocks!"
Comment: Shrewsbury has the best library I have ever sued. Wonderful and professional staff. Keep it up!
Comment; The current library addresses my needs adequately.
Comment: The library is a very important resource for me and my family.
Comment: I don't think the design is suited all to our Shrewsbury center. All that glass and right up to the road will dominant a quiet, pretty space.
Comment: I tried to use a room for a music recital and was denied use based on the fact that I am not a non-profit. This policy should be reviewed in order to increase library traffic.

Comment: I am not a frequent user of the library, but I consider it a community treasure. I hope we will continue to invest in the physical structure, staff, volunteer training and programs to help it maintain its premier status.
Comment: Great job for all who work hard to maintain this service.
Comment: As a senior, we used the library a lot for our children when they were growing. Now my grandchildren use the library and are excited to get a library card and participate in the activities.
Comment: We love the library!
Comment: In case you can't tell, I'm for continuing the outreach program. It is so important for seniors and those unable to come to the library, for health or other reasons-- to be connected to books, etc.. And still feel connected to others in the community. We are blessed to have such a service. It would be a terrible disservice to our community if this were to stop. Keep up the good work.
Comment: I would like to see more and more electronic books available (for kindles, Ipads, etc)
Comment: Parking needs to be expanded.
Comment: Doping a great job- keep it up.
Comment: The Shrewsbury library is an excellent environment for seniors to pursue current events.
Comment: In case you can't tell, I'm for continuing the outreach program. It is so important for seniors and those unable to come to the library, for health or other reasons-- to be connected to books, etc.. And still feel connected to others in the community.
Comment; The Shrewsbury Library provides an excellent environment for seniors to pursue current events
Comment: Keep an updated flow of material coming in,. To maintain an interest in the library by members. Nothing overtime is more boring to a user than to see the same inventory over and over.
Comment: Parking spaces be increased, especially if the library is to be expanded-- no parking spaces, no attendance or visit. Don't have much confidence in our present library location to solve the parking problem. Find a new location for our library!
Comment: On Bulletin boards we need additional space to communicate events and lectures or issues to one another.
Comment: The town is considering laying off 4 firemen and the library has funds to send out this ridiculous flyer? Let's get our priorities straight. Laying off public safety employees and teachers should be more important than the addition you are pursuing. I have been a Shrewsbury resident for 36 years. We need a new library like we need a hole in our heads.
Comment: Make it easier for family members to pick up other family member's reserved materials, Use survey monkey and don't waste paper.
Comment: Schools get too much of the taxpayers \$. We need to share the wealth.
Comment: No comment, other than more parking spaces needed.
Comment: Keep up the good work!!
Comment: I would love to see a welcoming and calm environment the people choose to hang out in. We need more social spaces, especially for teens and tweens.
Comment: The CMRLS is an incredible community service. The library staff at Shrewsbury are committed, intelligent and provide invaluable service.
Comment: Most of what's in the library can be found on the internet with the except of Librarians, my favorite part of the SPL>
Comment: We are not satisfied with our library, mainly because they don't have the books we need for school. We have to drive to Worcester to get books on the Shrewsbury School lists. Our library has had only one of the books we needed once. And it was already out.
Comment: All of these services are important, but the people who work in the library are important also. <u>Every</u> time I have visited the library <u>all</u> the staff has been helpful, pleasant and happy. I think this is just as important as the services.
Comment: Lovely library and great librarians; opening earlier at last a few days would be nice.

Comment: Town and people cannot afford to expand the library right now. Only when the town is back on solid footing.
Comment: I feel that any budget cuts to the library will have a negative impact on the residents of Shrewsbury
Comment: I volunteer at the library. The staff has a wonderful spirit.
Comment: What happened to "Be Quiet" signs?
Comment: We love our library, please keep longer hours.
Comment: We love the Children's programs, but have stop attending due to the # of people there. Would also love it if some days hours were earlier (hard for toddlers who also nap) Overall, love the library, thank you for all you guys do!
Comment; We need to expand - bigger, newer space to attract teens- should be a community hub.
Comment: Over the years, the Shrewsbury library has changed in that it is a very noisy atmosphere. It is not a bookstore. This may be because it's ceiling design, but while spending time there, noticed that noisy children were unsupervised in an adult area. Librarian told me this was a common complaint.
Comment: Having been involved in many libraries, worked as volunteer and been a trustee for one of the original Carnegie libraries in Pennsylvania, I think Shrewsbury is one of the best. The Director and staff are always helpful, nothing is too much trouble. Also, the facilities for returning and checking out books are adequate. Also, parking and exiting lot could be better, but considering your location near a busy intersection, don't know how to solve the problem.
Comment: More programs and activities for children would be nice.
Comment: The Shrewsbury Library has a dedicated staff that is knowledgeable and customer focused.
Comment: I needed medical aid on one visit and they helped efficiently and graciously. Thanks!
Comment: I love the fact that the library is centrally located and in walking distance for many. The parking is adequate. Would be nice if we had a decent gallery for local artists.
Comment: when Debbie delivers my weekly quota of books, a paper listing them is included on back. I list my suggestions for future deliveries which I would like to see honored more than they are. TX.
Comment: I find library as a means to enlighten my knowledge, as well as giving access to books ands literate for kids and all.
Comment: Best run department in town
Comment: Library is most important to me and my family
Comment: Libraries are very essential for everyone, regardless of age, profession and economic condition of individuals. We must keep our library alive and progressing. It's very unfortunate to see cuts to library budget and services, limited weekend hours. Shrewsbury library is great resource for community, we shall try everything to keep our library up to date, to serve our common need at any cost. It is a great investment in our community's future. THANKS!
Comment: You are doing at good job at the Shrewsbury Library. I love it!
Comment: The Shrewsbury Library is always so crowded. People are drawn to it. The building itself is too small for our community's needs. The staff always go above and beyond and provides an immense service to all.
Comment: I have always been a big user of my library. This is a great one with a wonderful staff.
Comment: A library is a place where adults can keep up with the future,
Comment: We use the regional library regularly for school (we're teachers) and for personal use. Please continue this program.
Comment: We are always pleased with the library's cheerful and helpful staff.
Comment: I believe your library is a fabulous place for children to be.
Comment: The library is vital to our town. I use it extensively and I'm not the only one, as the parking lot is always full.
Comment: We love our library I we would like to see a bigger kids area.
Comment: I am satisfied with materials programs, and staff, but not with the building and facilities.
Comment: Books are the most important thing a library should have.

Comment: I love the library's shuttle bus program!
Comment: Things I want to take out aren't usually available.
Comment: The shuttle bus program is great!
Comment: More programs for kids age 0-5 years.
Comment: Thank you!
Comment: We as a family appreciate recent efforts by the library to connect with residents.
Comment: Effort should be made to cut costs where necessary
Comment: Ask residents for periodic feedback and suggestions to improve.
Comment: I'd like to see the hours start/end later, open later and close later. Accessibility to CWMARS network is extremely important. We love the library services.
Comment: The people that work there are very helpful, knowledgeable and friendly.
Comment: I love our library, as do our children. We would love to see changes that add to an already wonderful experience, like: game area for younger children, outdoor book reading in summer, "Neighbor" Volunteer program to help reduce operating costs, better lobby, entry, greeting area, better new arrival display area.
Comment: Loans from other libraries are important to me. I hope that MA state funding can be preserved somehow. Could this survey be online in the future? May be that is not practical, but I thought I would ask
Comment: Don't charge people nit-picking fees for snow storms and other unplanned hazards. If you really want a 10 cent donation for the year, I am happy to do it without the silly fees.
Comment: The library needs better quality books. I am continually disappointed when I go. All I find are mysteries, novels, romances, etc.>
Comment: In this economy, I think our library should focus on maintaining its main objectives and forgo the accessories like maintaining meeting rooms, activities for children, teens, printers, scanners- the parking is a problem, but as for the shorter hours you can work around those constraints.
Comment: The children's librarians are always really helpful.
Comment: I believe that in the future our libraries will radical change in terms of role and use. Shall be rather virtual (i.e. collections of free or rentable digital content) as physical places they would serve more as meeting, learning and intellectual recreation facilities. Their classical function as repository of physical media shall decrease or cease.
Comment: Town should consider a new building, because the children's room is not easily accessible, not enough parking. Newer building would benefit our community; Northborough library is easily accessible for strollers.
Comment; Love our Library! Very concerned about diminishing services.
Comment; I cannot imagine Shrewsbury without the library, at least as it exists today!
Comment: People who work in all areas are friendly and welcoming.
Comment: We (the town) need an expanded, renovated library facility NOW!!
Comment: The 1970's addition is in horrible condition and needs to be demolished.
Comment: Longer hours, more volunteers, bigger facility- don't need full time maintenance person! More general community meeting space.
Comment; We love the library, but find it dark and depressing.
Comment: Keep up the good work!!!
Comment; Show respect and patience for those who by choice are not computer oriented.
Comment; Use and repair existing facility. Maintenance is needed not only now, but in future on existing structures.
Comment: Expand Children's room!

Comment; we like and superior the library and look forward to an updated version, however, parking late in the day is g\horrible.

Comment; The library staff are always helpful and friendly. That is very much appreciated,

Comment: I love our library. The only way it could get better is to be More!

Comment: The library does a fantastic job with what it has but we desperately want a new building!

Comment: Love our library- it's a pleasant and informative place always.