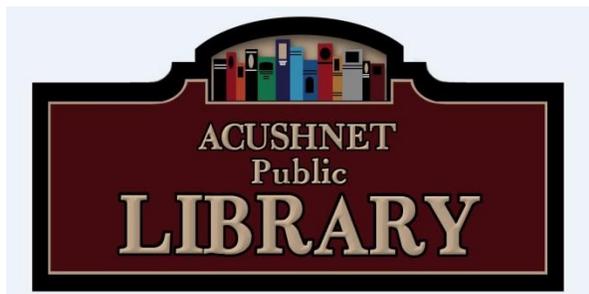


# Acushnet Public Library

## Strategic Plan

### FY2019 – FY2023



Submitted by:  
Library Board of Trustees, Kristen Leotti, Chair  
Library Director, Dina M. Brasseur  
September 2017

Acushnet Public Library  
232 Middle Road  
Acushnet, MA 02743  
508-998-0270  
[acupl.org](http://acupl.org)

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## **Approval of the Library Board of Trustees**

The Strategic Plan, July 1, 2018 – June 30, 2023, was formally approved by the Board of Library Trustees at their September 25, 2017 meeting by a unanimous vote.

### **Library Board of Trustees:**

Kristen Leotti, Chair  
Jeri Howland, Secretary  
Diane Ferreira  
Nancy Francis  
Henry Preston  
Jean Stripinis

### **Mission Statement:**

The mission of the Acushnet Public Library is to inspire lifelong learning and strengthen the entire community, through its materials, programs and services, in a welcoming space that is open to all.  
Voted by the Library Board of Trustees, 5/2/17

### **Vision Statement:**

The Acushnet Public Library will strive to be the cultural, educational, technological and social hub of the Acushnet community.  
As agreed upon by the Strategic Planning Committee, 5/8/17

## **Strategic Planning Committee Members:**

David E. Wojnar, Facilitator

Dina M. Brasseur, Library Director, Acushnet Public Library

Kelly Camara, Community Representative

Louise Coggeshall, Friend of the Acushnet Public Library

Doug Coray, Acushnet Business Owner

Kristin Flynn, Business Manager, Acushnet Public Schools

Carole Girouard, Friend of the Acushnet Public Library

Jeri Howland, Library Trustee

Jim Marot, Building Commissioner, Town of Acushnet

Don Marshall, Community Representative

Sandra Medeiros, Patron Services Associate, Acushnet Public Library

Brian Noble, Town Administrator

Jean Stripinis, Library Trustee

## **PLANNING METHODOLOGY**

At the January 10, 2017 meeting of the Library Board of Trustees, the development of a new Strategic Plan was on the agenda. The BOT discussed potential members to serve on a planning committee, as well as a meeting facilitator.

Following the meeting, Library Director Dina Brasseur registered for the MLS sponsored workshop, *Facing the Future: Strategic Planning in Libraries*, held February 16, 2017 in Athol.

Following the MLS workshop, and in keeping with the approach as discussed at the workshop, the Director, with input from the staff and members of the BOT, formed a Strategic Planning Committee. The selected members represented the staff, Trustees, the Friends of the Acushnet Public Library, town officials, parents, local businesses and other community members.

## **Meeting One: Orientation and S.O.A.R. Exercise**

The first Strategic Planning Committee meeting was held on April 24, 2017. Former Acushnet selectman David E. Wojnar served as the meeting facilitator. The Director presented on current library services and statistics and shared the results of a survey sent out to residents in the early stages of the planning process. The committee used the S.O.A.R. method and Brainstorming Rules, as presented by the MLS, to discuss the Library's strengths, opportunities, aspirations and results.

The Director also held a staff meeting on April 20, 2017 and gave a similar presentation to and followed the same exercise with library staff.

The results of the two meetings have been compiled in the Assessment of User Needs section.

## Meeting Two: Visioning and Draft Goals

The second committee meeting was held on May 8, 2017 and included a visioning exercise. The committee discussed where the library has been, where it is now, and where it is going, specifically in relation to the Town of Acushnet. The results of that exercise led to a discussion of the future of the Town and a vision statement for the role the Library will play. It was determined that a second survey could assist in narrowing goals. Survey questions and ways to improve upon the first survey were discussed, too.

## Meeting Three: Survey Results and Wrap-Up

The third committee meeting was held on June 12, 2017. The Director presented the results of the second survey to the committee. The five goals were established and objectives and actions were discussed, as well.

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## ASSESSMENT OF USER NEEDS

### S.O.A.R. EXERCISE RESULTS

**STRENGTHS - What are your greatest strengths? What is working really well? What do you value most in the organization? What are you most proud of?**

Location – completely accessible	ADA compliant
Facility – open, welcoming, bright, inviting	Outside deck
Great children’s programs	Community Center aspect
Staff – welcoming, professional	Online resources
Dedicated teen area	Museum passes
SAILS Network membership	Friends of the Library
Modern, up-to-date for a small town	Supportive Trustees
Adult programs – socialization opportunities	Support of the community
Promotes children’s literacy	Credibility
Parking lot	

**OPPORTUNITIES - What are the best opportunities for your organization? How can you meet the needs of the stakeholders? Where can you add value and benefit to others?**

More hours	PTO involvement
Shuttle Service – COA, Housing Authority	Book readings
Children’s Librarian	Curriculum coordination
Unmet customer needs	Community Center/Room – outreach to small businesses, conference room
Advertisement/PR	Work from home
Rewards program	Utilize outside space
Create robust patron database for newsletter – offer incentives, new marketing	Drive-up book drop
Utilize/maximize volunteers	Walkway from north side of parking lot
Notary service	Civic engagement – Candidates Night, meet Town officials
Expand the museum pass program	Partnerships with community organizations
More databases/services – Rosetta Stone, ancestry.com, Mango Languages, Lynda.com	Portuguese outreach – collections/programs
Loaner iPads/technology	Tap into local colleges
Reach all grades/marketing to schools - Acushnet Elementary, Ford Middle and St. Francis	Hub for tutors
	Internet safety programs
	Improved security – cameras

**ASPIRATIONS - What are your hopes for the organization? What would you like the future to look like?**

Live kitchen – cooking classes	Sidewalks/bike ways on Middle Road – <i>Complete Streets</i>
More space – building addition/expand parking lot	Makerspace/STEM programs
Programs for arts – Cultural Council headquarters/artist display area	Every student gets a library card
Purchase tickets to expensive events/venues that patrons then purchase from us at face value	All classes from each school visit the Library
Increased Friends membership	Welcome packet for newborns/new families in town
	Solar panels

**RESULTS - How do you know you are reaching your goals for the organization? What are 3-5 indicators or measures that will let you know you are achieving the preferred future?**

Tell the story of the numbers – how we got there	The Advocate (local paper)
How many times the door opens – people counter	Increase marketing – marketing committee/strategic marketing
Monthly/annual statistics	Cable TV
Google analytics	State reporting
Newsletter	Shared at Town meeting
Library shorts – PSAs made by students	

**SURVEYS**

As indicated above, two surveys were distributed during the planning process. In January, the Director and Kristen Leotti, Chair of the BOT, compiled questions for a survey to be sent out with the Town’s annual census. As the Town Clerk’s office had already begun the mailing process, surveys were sent to approximately 3,000 households (see Addendum 1).

With input from the Strategic Planning Committee, the second survey became available on May 13, 2017. The survey was created using Survey Monkey, and the link was available through the library’s website and Facebook account. The link was also posted throughout the library and was sent in an e-newsletter. Paper copies were available in-house.

The second survey closed on June 10, 2017. In total, 296 responses were collected, 122 in-house and 174 through the online link. Of the responses received, 217 were from Acushnet residents, 49 from New Bedford residents, and the rest representing residents of Dartmouth, Fairhaven, Freetown, Lakeville and Mattapoisett. Acushnet is in close proximity to all of those towns, and they’re all part of the SAILS Network. Though there was less of a response than with the first survey, the information gathered proved more useful (see Addendum 2).

Additionally, on June 13, 2017, the Director met with 7<sup>th</sup> graders at the local middle school. They formed mini focus groups and additional needs/wants, specifically for young people, were determined (see Addendum 3).

## COMMUNITY DESCRIPTION

Acushnet was officially incorporated as a town in 1860. The name Acushnet comes from the Wampanoag *Cushnea*, which means “peaceful resting place near water.” The town lies along the Acushnet River and has a total area of 19 square miles.

As of the 2010 United States Census, the town has a population of 10,303 people. The racial makeup is 97.2% white, 1.2% Hispanic or Latino, 0.5% African American, 0.3% Asian, 0.2% Native American and with 1.1% of two or more races. There are 3,907 households with an average of 2.65 persons per household. The median household income (in 2015 dollars) is \$67,421. The average travel time to work is 25.5 minutes. There are 4,118 housing units in town, and 87.8% are owner-occupied. The median value of owner-occupied homes is \$272,800.

20.3% of the population is under 18 years of age. There are two public schools in town. The Acushnet Elementary School has grades from preschool to fourth, while the Albert F. Ford Middle School provides fifth-eighth grades. Students have the option to attend high schools in New Bedford or Fairhaven, as well as nearby vocational and private schools. Additionally, there is one parochial school in town serving kindergarten through eighth grade.

Though primarily a residential town, and well-known as an agricultural community, Acushnet has housed a variety of industries through the years. It is the original home of the Acushnet Process Company, now known as Acushnet Company and as owners of the Titleist brand name.

Recent information was gleaned from the 2010 United States Census, particularly the Acushnet Quick Facts Table (<https://www.census.gov/quickfacts/fact/table/acushnettownbristolcountymassachusetts/PST045216>).

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## LIBRARY INFORMATION

The Acushnet Public Library opened its doors at 232 Middle Road on December 21<sup>st</sup>, 2015. Formerly known as the Russell Memorial Library, located at 88 Main Street in Acushnet, the road to a new library was a long one.

A passionate group of library supporters and staff had worked together for a number of years to persuade the Town to fund a modern and handicapped accessible building. The former building had no accessibility, no room to browse, poor plumbing, and inadequate parking and was not meeting the standards of a modern library. Though staff did their best, the physical space posed numerous challenges, and there was no room for growth.

With a yes vote at Town meeting in 2014, the funds were secured to move forward with renovating the Marie S. Howard School on Middle Road for a new library. After 18 months of dedicated work, primarily by Town employees and students from a local vocational school, the Acushnet Public Library opened. The move from 88 Main Street constituted an official name change.

The new building provides patrons with a 21<sup>st</sup> century Library that will better meet the needs of the community for years to come. Features include a large Children's Room, a Periodicals Room, two Study Rooms, a Young Adult area, an abundance of natural light, a properly functioning HVAC system and a substantial parking lot. Within less than a year of relocation, demand warranted an increase in parking spaces, and the Town was able to meet the demand.

There is one Community Room that can accommodate up to 50 people. It contains both a projector and a screen. There is a large deck on the south side of the building, with regular seating for 10. Additional seating is available for special events. Wifi is available throughout the library, and there are five dedicated public computers that see an average of 65 users per week. There are two catalog computers, one in the main area and the other in the Children's Room. An early literacy computer is also in the Children's Room.

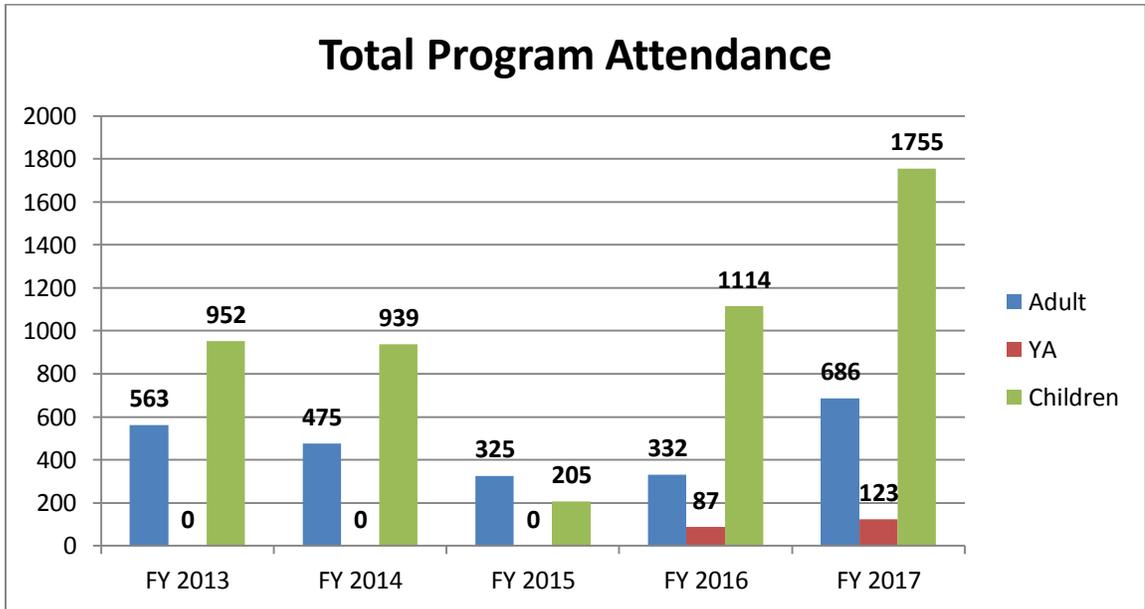
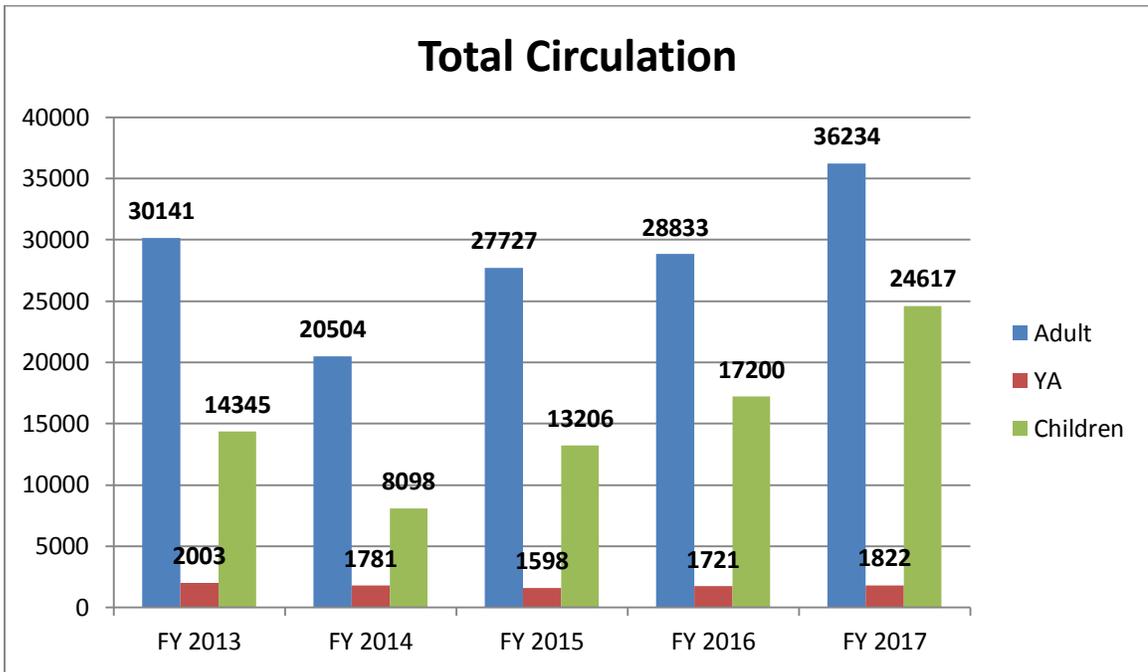
Though a significant amount of square footage was gained with the move, the linear footage didn't see as big of an overall increase. In FY2015, the collection was comprised of 29,341 physical items. The collection was thoroughly weeded as a part of the relocation. Through FY2017, the collection was comprised of 27,367 physical items. Particularly with adult books, there remains a more current collection of well-known authors. Though past practice required weeding on a "one book in, one book out" approach, regularly scheduled collection maintenance better serves the new building.

The staff is comprised of a full-time Director (35 hours per week); a full-time Patron Services Associate (32 hours per week); six part-time Library Technicians (with combined hours totaling 80 per week, or the equivalent of 2.2 full-time employees at 35 hours per week); one part-time Custodian (12 hours per week). The Library is open 40 hours per week, and since moving to Middle Road the demands have increased for more open hours and more programming. The Director and Patron Services Associate are responsible for all program scheduling and the majority of program implementation.

During the FY2017 budget process, the Finance Committee recognized the burdens of an increase in use, post relocation. Two additional Library Technician positions were funded, bringing the total from four to six and adding a combined 28 hours per week. While still equaling a small percentage of the Town's overall budget, the Library has seen an increase of 13% from FY2014 to FY2018.

There are 4,864 Acushnet cardholders. 710 new cards have been issued since January of 2016. In addition to books, audiobooks, DVDs, CDs, and magazines, the Library also circulates museum passes and provides e-content through Overdrive, the Commonwealth eBook Collection, hoopla, and databases, including ChiltonLibrary and Testing and Education Reference Center.

Story times and Open Tech Hours are held weekly. Knitting and crafting groups meet regularly, while a long-established book club meets once per month. Recently, a tween book club and a cookbook book club were added to the monthly program roster.



# THE ACUSHNET PUBLIC LIBRARY STRATEGIC PLAN 2019-2023

## Goals, Objectives, Actions

**Goal 1: Our patrons will find the library relevant, useful and attractive to their changing needs, both intellectual and recreational.**

- **Objective: Increase overall circulation by 3% annually**

***Actions:***

- Create a Collection Development policy, including a donation/gift policy
- Create a collection maintenance schedule
- Continue to face-out displays throughout the adult collection
- Continue to post weekly New York Times Bestsellers List
- Produce a monthly brochure for what has been ordered
- Improve signage throughout the Library
- Evaluate teen space and shift collection to increase visibility

- **Objective: Increase access of downloadable materials by 3% annually**

***Actions:***

- Develop Technology Plan
- Explore new database options; add one new database per fiscal year
- Weekly Open Tech Hour, with an emphasis on downloadable material
- Update how-to guides for the use of all e-services
- Evaluate website

- **Objective: Attendance at adult programs will increase by 5% annually**

***Actions:***

- Continue collaboration with Friends of the Acushnet Public Library
- Add one new adult program per quarter
- Evaluate outdoor space for programs and landscaping/garden options
- Advertise existing book club and craft groups in local newspapers
- Use community expertise to offer free classes on a variety of topics
- Host a monthly feature film series

- **Objective: Attendance at tween/teen programs will increase by 15% overall**

***Actions:***

- Create tween/teen advisory board
- Add one new tween/teen program per quarter
- Explore options to purchase video gaming systems
- Collaborate with local middle school students on a library ad campaign
- Explore library bus stop option with school administration
- Schedule events on half days

**Goal 2: Children and their caregivers will have access to the material and programs they need to create a lifelong love of learning.**

- **Objective: Develop new position for a Children's Room Assistant**

***Actions:***

- Create position
- Secure funding
- Hire Children's Room Assistant

- **Objective: Increase the circulation of children's material by 2% annually**

***Actions:***

- Continue monthly/seasonal displays throughout collection
- Promote Teacher Card service
- Improve promotional material for downloadable e-content
- Develop a 1000 Books Before Kindergarten incentive program
- Coordinate with local teachers and daycares to purchase materials that match their curriculum
- Create a recommended by kids list
- Create personalized reading lists based on interests

- **Objective: Increase attendance at children's programming by 5% annually**

***Actions:***

- Continue to offer weekly story time program
- Offer a minimum of two new children's programs per quarter, with a focus on STEM/STEAM programming
- Introduce seasonal/holiday craft programs
- Network with local daycares to visit the Library during programs

- **Objective: Increase use of Children's Room on non-program days**

***Actions:***

- Additional table/seating space
- More educational toys throughout the room
- Explore tablets with early literature apps for use in children's area

- **Objective: Every Kindergarten student in Acushnet will have a library card**

***Actions:***

- Kindergarten class visits at local schools within the first month of the school year to promote services
- Coordinate with elementary and private schools to distribute temporary cards to Kindergartners
- Coordinate with the PTO
- Staff a library table at school Open House programs

**Goal 3: Library services will be available, convenient, and accessible to all residents.**

- **Objective: Hours will be adjusted at Middle Road**

***Actions:***

- Study survey results and usage statistics to determine the best times to add hours and when to decrease hours, if needed
- Evaluate staff schedules to accommodate changes
- Look for additional funding to accommodate changes, if needed

- **Objective: Building/material will be even more accessible**

***Actions:***

- Develop a building security plan, including the addition of security cameras, to increase access from the south side of parking lot
- Purchase laptops and charging station
- Explore Homebound Delivery program options
- Explore options for and implement fine forgiveness programs
- Explore options for access from north side of parking lot to main entrance
- Determine location for/purchase a drive-up book drop
- Create a Volunteer program to assist with shelving/shelf maintenance

- **Objective: Staff members are empowered to provide the same level of service for the benefit of library patrons**

***Actions:***

- Quarterly staff meetings will be held
- Continued communication between the Director and staff through email and in-house postings
- Regular in-house training and annual evaluations of all staff
- Technical staff will be scheduled to take SAILS Library Network training as it's available and appropriate
- Staff is encouraged to attend additional educational and workshop opportunities as funding allows

**Goal 4: The Library will have greater visibility in the community through increased marketing and communication efforts**

- **Objective: Bring the Library into the community**

**Actions:**

- Coordinate regular class visits with local public and private schools
- Regular postings on 4-Corners Board in town
- Regular advertising on cable access
- Continue regular postings on social media accounts
- Create a public awareness campaign with assistance from town administration and the Friends
- Develop partnership with the Council on Aging
- Coordinate with the local Farmer's Market and other agricultural groups
- Organize a town-wide read program

- **Objective: Visits to the Library's website will increase by 3% annually**

**Actions:**

- Link e-newsletter to website
- Post minutes of the Board of Trustees meetings to dedicated Trustees page
- Collaborate with Historical Commission, the Long Plain Museum and other town-wide departments/services for a local history page
- Create a local business page for residents

- **Objective: Increase Community Room usage by outside groups by 5%**

**Actions:**

- Review/revise the Community Room policy with the Board of Trustees
- Advertise availability on library website and town's website
- Online reservation capability
- Evaluate and purchase a sound system
- Evaluate and hardwire AV equipment for ease of use
- Explore options to use the space as an art gallery or display area for local artists

- **Objective: Increase subscriptions to our monthly e-newsletter by 5%**

**Actions:**

- Ask new patrons if they wish to be added to database
- Send out the newsletter on the same day of every month
- Share link to e-newsletter on website, the town's website and on social media accounts
- Expand reach by customizing content based on patron interest

**Goal 5: The Library will receive the funding necessary to meet the needs of the community**

- **Objective: The Library will maintain its favorable position with the Town**

**Actions:**

- Provide relevant information regarding the Library's growth and impact on the community through reports, newsletters, and appearances at town and selectmen's meetings
  - The Board of Trustees will continue to represent the Library at budget and annual Town meetings
  - Offer Community Room to Board of Selectmen for meeting space at least once per year
  - Create a Capital Plan
  - Create a Facilities Plan
  - Continue to increase the budget each fiscal year
- **Objective: The Library will seek out and apply for relevant grants from all sources**

**Actions:**

- Continue to seek out programs and apply for Cultural Council grants
  - Staff will dedicate 15 hours per quarter to grant seeking and application activities
  - Research ways to work with other Town departments in securing joint opportunities
- **Objective: The Library staff and Trustees will continue to work with the Friends of the Acushnet Public Library**

**Actions:**

- Attend monthly Friends meetings and provide a report of library activities
- Request funding from the Friends on a quarterly basis
- Continue to support the Friends with book sales, membership drives and other fundraising opportunities, as appropriate
- Review the Memorandum of Understanding

## **Acknowledgements:**

The submission of this document marks the culmination of efforts made by a number of individuals, who generously gave of their time, skills, enthusiasm and ideas. The Library Director and Board of Trustees wish to thank the following for their invaluable assistance during the planning process:

- David E. Wojnar
- All members of the Strategic Planning Committee
- The Acushnet residents and community members who completed surveys
- Ford Middle School's Class of 2018 and their teachers
- All staff

## Addendum 1:

### Acushnet Public Library – “Long Range Plan Survey”

Approximately 3,000 surveys were mailed by the Town Clerk’s office in January and February of 2017. The Library received an impressive response: 798. Of that total, 438 identified as library users, while 360 identified as non-users.

Of the 438 users: 83% visit to borrow reading material; 52% find out about programs and services during library visits; 52% indicate they would use the library if it were open on Fridays; 37% only visit a few times a year, while 27% visit monthly; 34% identify as 65 or older, 35% as 47-64, 17% as 37-46 and 11% as 27-36.

Of the 360 non-users: 81% indicate they don’t hear about the library or its services; 10% indicate they would use the library if it were open on Fridays; 41% indicate they are 65 or older, while 40.5% indicate they are 47-64.

The survey didn’t have a dedicated spot for residents to offer comments or to provide contact information for a follow-up, which left unanswered questions. Though they provided some talking points for the first Strategic Planning Committee meeting, the first survey was not heavily referred to beyond that.

## Addendum 2:

### Acushnet Public Library – Community Survey

**Please select your age group:**

**Answered: 296 Skipped: 0**

ANSWER CHOICES	RESPONSES
12-17	2.36% 7
18-24	3.38% 10
25-34	11.82% 35
35-44	19.93% 59
45-54	13.85% 41
55-64	16.55% 49
65-74	21.28% 63
75 years or older	10.81% 32
<b>TOTAL</b>	<b>296</b>

## On average, how often do you visit the Acushnet Public Library?

Answered: 295 Skipped: 1

ANSWER CHOICES	RESPONSES	
▼ Frequently (at least once a week)	42.37%	125
▼ Monthly	26.78%	79
▼ Once in a while (a few times in the last 6 months)	16.61%	49
▼ Rarely (a couple of times in the last year)	11.86%	35
▼ Never	2.37%	7
<b>TOTAL</b>		<b>295</b>

## If you selected “rarely” or “never,” what are your reasons?

Answered: 47 Skipped: 249

ANSWER CHOICES	RESPONSES	
▼ Lack of transportation	2.13%	1
▼ Limited personal time/too busy	55.32%	26
▼ Get information and books from other sources	31.91%	15
▼ Hours are not convenient	19.15%	9
▼ Parking isn't adequate	0.00%	0
▼ Staff isn't helpful	10.64%	5
▼ Library doesn't have what I need	4.26%	2
▼ Library is too noisy	2.13%	1
▼ A physical condition/disability prevents me from visiting the library	0.00%	0
▼ Generally use a different library	14.89%	7
<b>Total Respondents: 47</b>		

### Comments: 16 responses

- I only go to get movies
- Planning to take advantage of all the great things the library has to offer, with my kiddos starting this summer
- First visit
- Didn't know you guys were here (location)
- Borrow audio books on-line from SAILS network
- First time; usually use NB library
- More convenient location now though!
- In Florida 6 months of the year
- Download books from library to my kindle
- Don't need a library. Internet is fine.
- Don't really need to use a library
- Recently, I went there on a Friday and it was closed.
- Not in the habit of using a library
- Too far from my home
- Out of the way & internet provides a lot
- I have a back log of books to read just now. But I do have some I want to read from the Library and think it is a wonderful addition to our community. Love the location.

## Do current library hours meet your needs?

**Mondays & Wednesdays 10am-8pm, Tuesdays & Thursdays 1-8pm & Saturdays 9am-3pm**

**Answered: 291 Skipped: 5**

ANSWER CHOICES	RESPONSES	
Yes	82.82%	241
No	17.18%	50
<b>TOTAL</b>		<b>291</b>

## If “No,” what changes to our hours would meet your needs?

**Answered: 57 Skipped: 239**

- Start at 9am
- Wish it was open on Sundays
- Friday hours and some Sunday hours if possible.
- Please do not close on Fridays. NB closes its Brooklawn Library on Fridays and therefore there is no option for about 10 miles to the south.
- I have Fridays off work and would like to visit then
- Love to see it open on Friday!
- Would like 10-8 every Mon-Fri
- Friday 10am-8pm
- Why is the library not open on Fridays? I have to go to other library around surrounding towns.
- Would also like Tues and Thurs mornings and Fridays
- Should be open on Fridays
- Yes but Fridays would be great, too
- 9-6pm Saturdays
- Friday hours
- Maybe open on a Friday if Monday is a holiday
- 7 days a week
- Friday hours
- Hours on Fridays. More evening programs for kids
- We are always looking for the library on Fridays (my day off of work) and it is closed :-(
- But, I would love it if Friday afternoon/evening were available
- NO half days
- Maybe some brief Sunday hours
- Open Fridays please
- Open on Fridays
- 9-9 weekdays 9-5 Saturday
- On Saturdays it would be better if it was open until 3:30 but other than that it is perfect.
- I would love to see some time on Fridays instead of a mid-week option.
- Friday hours!!!
- 29 Fridays
- Friday hours would be great
- Open Fridays
- Friday hours would be great
- The later hours do not fit my needs
- Open Fridays
- But Fridays, maybe 10-5
- Would love Friday morning hours
- Would like to see library open weekday mornings
- Would like Tues, Thurs and Fri to be like Mon, Wed
- Answered yes, but I would love to have Fridays as an option
- With 3 kids in school, the library being closed Friday is horrible when projects are assigned. If the library has to be closed on a week day a Tuesday or Wednesday would be better
- Longer Saturday hours
- Saturday 10 - 4
- M-Thurs 10-8, Fri 10-5
- Earlier hours on Tuesday and opened Friday

- Open Fridays at least. If not all 7 days. Or later on Saturday or a 9pm closing instead of 8pm for those of us with odd job hours
- Need to open earlier on Tues.-Thurs. and open on Fri. for some hours
- Fridays; more evenings would be good; even Sundays?
- Perhaps Friday could be added.
- Well, the one recent day that I went there, it was closed. Additionally, I think it is difficult to remember the hours because they change to 3 different times during the week.
- Open Sundays please!
- Friday closing also coincides with the nearest library in NB
- Open Friday and extend hours on Saturday
- Would like to see the library open more than 2 mornings during the week.
- Something on Fridays
- Sunday hours
- Should be open on Fridays as well
- I would like to see the library with enough staffing to be open 6 days a week, from about 9am to about 7 or 8pm. Due to my work schedule, this would give me more flexibility to utilize the library more often.

**How do you find information about the Acushnet Public Library?  
Check all that apply.**

**Answered: 286 Skipped: 10**

ANSWER CHOICES	RESPONSES
▼ The Library's website (acupl.org)	67.48% 193
▼ The Town's website (acushnet.ma.us)	6.29% 18
▼ Facebook (facebook.com/AcushnetPublicLibrary)	29.02% 83
▼ Instagram (AcushnetPublicLibrary)	1.40% 4
▼ Library staff/visits to the library	51.05% 146
▼ The Town sign at the 4-corners	10.84% 31
▼ Newspapers	3.50% 10
▼ Friends/neighbors	16.78% 48
▼ None of these	6.64% 19
Total Respondents: 286	

**Comments: 29 responses**

- Emails
- Email
- Emails
- Living in town
- SAILS network/email newsletter
- Emails from library
- Teachers/school staff
- Moms Club of Fairhaven
- Emails
- Emails
- Emails
- Emails
- Emails
- My mom. My teachers too.
- I live close by in New Bedford and drive by a lot.
- SAILS
- Emails
- Emails
- Emailed newsletter
- Your emails
- Watched it being built and voted for it.
- Email
- Emails sent from the library

- SAILS
- Email
- Newsletter email
- Newsletter

- Bookmyne app
- Email
- Newsletter

**What do you like to use the library/library services for? Check all that apply.  
 Answered: 287 Skipped: 9**

ANSWER CHOICES	RESPONSES
▼ Friendly/helpful staff	54.70% 157
▼ Check out books, CDs, DVDs	86.76% 249
▼ Borrow museum passes	32.75% 94
▼ Use computers	15.68% 45
▼ Study/do homework	4.88% 14
▼ Use Study Rooms	6.62% 19
▼ Attend events for adults	20.56% 59
▼ Attend events for/with children	25.09% 72
▼ Attend events for teens	3.48% 10
▼ Attend classes or meetings	8.71% 25
▼ Read or browse	29.97% 86
▼ Read newspapers	9.06% 26
▼ Use wireless Internet access	9.76% 28
▼ Use the copier	22.30% 64
▼ Send a FAX	6.97% 20
▼ Overdrive (e-books, e-audiobooks, e-movies)	13.94% 40
▼ Axis 360 (e-books, e-audiobooks)	2.79% 8
▼ Chilton Library (car repair database available through acupl.org)	1.39% 4
▼ Testing and Education Reference Center (online database available through acupl.org)	0.35% 1
▼ Other online databases (provided by the state and available through acupl.org)	1.74% 5
<b>Total Respondents: 287</b>	

**Comments: 8**

- attend classes with 8 & 10 year old nieces
- Hoping to bring grandchildren, when in-state visiting, to Children's section
- I go there to have great book club meetings. I would like to point out that Sandra Medeiros is a wonderful person as well as Dina Brasseur.
- borrow books from time to time
- Meet friends & familiar faces
- My little niece loves the children's room. She enjoys the train set. She also likes to color and read books.
- research
- We love the summer reading programs throughout the years.

## Do you have any comments about our physical space?

**Answered: 161 Skipped: 135**

- Beautiful space and especially like the children's area
- It is a plus, enough space. Good location Plenty of light
- It is a beautiful building
- Wish we could use the side door, instead of going to front door from parking lot behind building.
- I think it is a wonderful new set up. Went in for the first time recently, it's beautiful.
- I like the new building.
- Lovely renovation! Beautiful library!
- It is very nice and like the layout and cleanliness. It might be a good idea to add another bike rack.
- It is very impressive
- Too small
- Love new library. Comfortable, friendly and so much easier to find things
- Nice! All on one floor and sectioned off well
- The building is always clean.
- A railing along the walkway would be most helpful for elderly and those of any age having difficulties walking.
- Love the new space. Great staff.
- No
- It is perfect. The parking is great
- All positive
- I feel the entrance space where the front desk is could have been made bigger. At times, it can get crowded
- IT IS A WELCOMING AND RELAXING ATMOSPHERE
- It's a beautiful space.
- It is very nice - peaceful and easily accessible from all parts of town
- Much improved over the Main St library location Spacious easier parking
- The building is beautiful and well organized. The staff is very friendly and helpful.
- A lot more space than the old library had, a nice children's area. Clean/organized
- I like the open feeling in the new library
- very good
- Every library has its gifts and this one is a homey feel with the current wall colors and white molding.
- Love the building!
- beautiful
- wonderful, has the old architecture
- It's great!
- Bright and open to the elements. Lovely paint colors. Super clean restrooms.
- Great improvement over old building Bright, airy
- The library has the perfect amount of space.
- The children's room is nice. We like the train.
- It is laid out very well, user friendly, well-lighted, and clean.
- I love the new space.
- It is awesome. There is plenty of room to do the things you need to do and there is plenty of space for all the books.
- excellent
- A+
- It is nice and quiet and helps me focus and get work done.
- It is perfect for studying and getting work done
- I love the new library
- The building is very inviting
- Great building - love the children's room
- It's great, spacious and well organized. Good parking too
- wonderful, well displayed, easy to find what you're looking for
- I love the new library.
- This space is perfect!
- Excellent
- It's beautiful!

- It is beautiful, comfortable and well-laid out for convenience of use.
- very nice building
- I think it is wonderful! so much bigger and more of everything
- Not enough chairs for reading
- The new library is beautifully designed. Light-filled, bright, great atmosphere. Efficient setup, small yet adequate. Parking is easy.
- It is beautiful, well-kept, and comfortable
- It's great!
- I think the space is wonderful, more access to parking
- It is nice
- Beautiful facility
- I love the new library space! Wonderful light, comfortable surroundings.
- It is fabulous!! I love that it is handicap accessible!
- Great layout!
- It's nice and open and has room for more books! They didn't need 6 million after all!
- I love the building ... I wish we could use the deck door.
- the new library is beautiful
- Love it!
- Lovely
- Love our library!
- Love the children's room!
- better than the other location, very bright, nice location
- beautiful and homey
- very nice, exceptional
- I think it's the perfect size
- small but comfortable, never feel cramped
- absolutely love the new building very inviting for all ages
- much better than the old library
- The space is good and utilized well
- Very nice and bright
- The new location is far more accessible than the previous location.
- pleasant, airy, light-filled
- Big improvement!
- A wonderful place to go to!
- handicapped entrance from patio needs to be opened
- It is so much larger than the original Library. Grew up in Acushnet so miss the memories of the Main Street Library.
- We love the new building, especially the kids space (trains, puzzles, computer and obviously books are a big hit with my kids).
- all good
- better exterior lighting
- perfectly satisfied
- I love the children's area. It's great for them to be entertained while I browse.
- it's beautiful, well-maintained, and clean
- GREAT PLACE TO VISIT
- Love it perfect layout peaceful setting knowledgeable helpful pleasant staff. Always ready to help
- very nice
- The building is fantastic, friendly, warm and inviting.
- I have not been there yet but I hear it is beautiful
- wonderful
- great
- it's beautiful, comfortable and relaxing
- love it
- love it
- love the new building
- The spaciousness is comforting
- very nice
- Very nice Great improvement over Russell
- A big improvement over the Russell Memorial building
- The building is absolutely beautiful, inside and out. Am very proud of it - wish more non-reading folks would come in and see how beautiful it is!
- None at all, the Library is just fine like it is
- Very comfortable atmosphere
- Love your new space.
- Great space, no changes needed.
- Love it - more comfy chairs please
- Love the new library

- It's beautiful.
- Beautiful and user friendly. Staff very helpful.
- Great improvement over the old library.
- It's a beautiful library with lots of room!
- Love the new building
- Could use more curb appeal
- Great renovation of the Community Center
- I am enjoying then new library. It is so spacious making it easier to browse thru the stacks. The children's area is delightful.
- Very nice and roomy. Welcoming atmosphere.
- Too bad it wasn't larger like the original plans had it designed for.
- The new location is adorable, functional, and so welcoming. I choose to frequent Acushnet library over another library closely located near me because if it
- The meeting rooms in the new library make a great addition to the community.
- It would be nice to have more, so we could grow the collection, and to allow the Friends their own dedicated space.
- No
- Nice
- Very nice!
- Love this beautiful easy access building!!!
- Beautiful. Small and quaint
- The new library is great; it can finally offer more of what the town needs to keep up with a fast moving world.
- It's a huge improvement over the old library, including offering more parking space. Everything about the new building is so much better for patrons and for the staff.
- Accommodating
- It's a good size, works for the various needs.

- No
- It is a beautiful building and the space is well organized. It is easy to find what you are looking for.
- First class upgrade, however you should make book return drive through.
- The physical space is beautiful. Although a few more chairs would be helpful.
- It's beautiful.
- Beautiful.
- It is nicely designed and seems comfortable for the community's needs.
- It is very nice.
- Just beautiful! I'm so happy the library is at its new location. It's so much more inviting.
- The teen section is fairly small.
- it's terrific
- We love the children's room.
- It's very clean and beautiful. Welcoming and spacious.
- It's beautiful.
- There is parking on the north side of the building, but there isn't a walkway.
- The library offers a variety of events for adults and children. The staff is very friendly and helpful and always smiling
- much improved over prior location
- Nice
- This space is an amazing improvement from the old Russell building. It's brighter, and less congested.
- Quite an improvement
- It's beautiful and bright and very inviting now.
- I do not like it
- Fantastic! Love the convenience of the new location. I walk w/ a cane and not having to climb stairs is a plus. Good work.
- It's a major improvement over the old building! Enough parking finally.

## What one thing would you change or improve about the library?

Answered: 119 Skipped: 177

- I would like a better selection of non-fiction books
- None
- none other than above comment
- Not sure
- I would extend the hours.
- Please, just don't close (if you must close) on Fridays because it eliminates access in the north end and Acushnet on that day.
- Friday hours
- Add more books
- The room where we have knitting and crafting is not well temperature controlled. Usually too cold.
- Nothing, it's beautiful.
- Nothing
- Top shelf of books is too high. I cannot read or reach the books. Adult section is jammed to capacity.
- I would like to see Hoopla available to all patrons, not just Acushnet residents.
- nothing
- I can't think of anything.
- Open on Fridays
- more open hours
- I would spread things out a little more and have more private rooms.
- More of YA selection More events for teens Needs more current books/movies More local author events/books
- Parking is sometimes an issue
- it's pretty much perfect
- Sunday hours maybe
- Open on Fridays
- more audiobooks
- More private spaces for reading.
- No charge for late/overdue books, especially for elderly
- change front sign to read Acushnet Public Library and not Marie S Howard School
- book list of book winners, etc
- nothing, it's perfect
- more hours/more children's movies
- better alphabetical labeling on the shelving
- additional toddler/kids hands on toys
- Entrance from north side parking lot should have a walkway or have door available for use!
- Maybe opening on Fridays
- Back or side entrance
- Side door access :)
- More audio books - nonfiction. Overdrive is not intuitive. I've tried twice unsuccessfully to download audio books. Maybe post some instructions.
- There isn't really anything..I love it just the way it is.
- Need more help in getting the things I need
- More books
- More events at more diverse hours.
- More audio books
- More books
- Friday hours
- nothing
- Personally, I enjoy library book sales and I think they're nothing but great to raise funds for the library. However, Acushnet's sales are limited in inventory and events.
- More space, more adult seating
- more magazines
- acquire more books
- There appears to be a lot of outside space. It would be nice to have a little playground to combine our active outside time with our library trips.
- nothing
- in the children's section, having another seating option to sit/snuggle with to read books (bean bag or two)
- Having morning hours on Tuesdays and Thursdays
- I would like to see online museum pass reservations and passes to Boston locations such as the JFK Library, N.E. Aquarium and Museum of Science.
- no suggestions
- More support for the library resources.

- Friday hours
- back entrance movie night/game night
- movie night
- none
- I wish the library could accept donations for gently used books. This may be out of library control but we have many children's books we would love to donate.
- include Friday hours more DVDs
- More children's events after 4:00 and/or on weekends (for working parents)
- more reading seats in children's area along that back wall
- Can't think of a thing
- Have more visible signs for various sections
- Have art exhibits like in Lakeville and Dartmouth so that artists could have their work seen without belonging to an art group. Also have a craft program and not just knitting
- Different hours and maybe some play groups for young children
- Classes specifically designed for children with special needs.
- better morning hours
- a back door for back parking lot
- nothing
- Open it on Friday, maybe 10-5
- ?
- That the movies (DVDs) be put into categories: comedies, thrillers, drama, etc
- Strongly suggest that you put a railing along the walkway! Would be so helpful for seniors and for all ages in the winter.
- Book clubs for different age groups, maybe a younger book club for kids grades 2-4
- nothing at all
- Add Friday hours
- More chairs
- Enlarge your new book section and highlight it more.
- Have no complaints.
- No
- Better access of web page and weekly newsletters
- More news on special events and activities.
- Nothing
- More.
- Would like to see paintings from old library hung in a public space in town, preferably at this building
- Fix the creaking floors.
- Add children's librarian
- Increase or showcase genealogical holdings
- Friday hours.
- Nothing
- Make it larger
- More audio books.
- Add more adult computers to the children's area so that parents can do college courses online while their children play/read. The adult computers are too far from the children's area
- A larger meeting room.
- Nothing comes to mind
- Nothing
- Book drop off should be available as drive through.
- Nothing, the library is the best one I have ever seen.
- I think it is wonderful. Maybe they should have a coffee maker - Keurig K Cups would be cool.
- More space is needed.
- More for teens.
- Treat patrons better
- don't close on Fridays and PLEASE subscribe to and expand lending library access for e-readers Boston Globe DAILY
- The Sails website Add Ishi: Simple tips from a solid friend by Akiko Yabuki (great book!)
- I don't see any need for changes at this time.
- I wish it were larger and had more books.
- More audiobooks.
- nothing
- n/a
- Nothing

- Add more hours Glue down tracks on train table Add music to story hour
- Hours
- The children love the one kid's computer- a few more would be wonderful!

- The library is fine.
- You need more staff
- A couple of stools near the lower books would be nice.

**Please list two or three strengths of the Acushnet Public Library.**

**Answered: 184 Skipped: 112**

- Helpful, friendly staff activities for children great selection of children's books convenient
- Friendly staff for assisting in ordering movies not in stock Pleasant children's room
- Location & hours
- It has great selection and has very helpful staff
- Children's programs, helpful staff
- Wonderful and helpful staff.
- Handicap accessible Meeting Authors up close and being able to have your book signed!
- Facility (clean, spacious, easy to find things) programs offered for children
- It's affiliation with "Sails". Great place for kids.
- Friendly and helpful staff.
- Great staff, different age-level programming.
- Good staff
- Nice children's area. Bright with lots of light.
- Staff Ability to get books I need
- Plenty of parking Friendly, helpful staff Lots of room in library
- Very friendly and helpful staff Well organized
- The staff
- Love the new building
- Wonderful staff! Good location and parking Beautiful inside and out - what an improvement
- Friendly staff. Very helpful
- Appears to have an excellent area for children. Staff is very helpful. Parking is great.
- Staff is very pleasant and helpful.
- friendly/helpful staff easy parking good selection of books
- It is accessible to everyone. The staff is amazing, always helpful.
- Wonderful staff/they work hard to give an array of services and programs
- Friendly staff Very appealing appearance of children's area Large section of videos
- many newly published fiction very helpful and friendly staff
- friendly staff hours open organization of books, videos, DVDs
- The library has books for everyone of any age. The library also covers everyone's interests.
- A great children's program area Handicap accessible More use of study programs than in the past
- clean, neat, roomy
- helpful staff
- close to home accessibility
- the staff the library's appearance children's programs
- clean and easy to find what looking for
- Staff Children's room Children's programs
- location, size, good selection
- Lovely building Very accessible, especially for disabled Helpful staff
- Pleasant, helpful staff
- very friendly staff good selection of DVDs great location
- Good and friendly staff nice atmosphere plenty of space and resources

- Knowledgeable staff, Membership in SAILS, Interesting programming
- awesome staff plenty of staff computers
- the large work space the friendly staff the useful computers
- much more space more events at library for adults and children
- staff facilities
- quiet nice/friendly staff
- great service quiet/perfect for working
- friendly staff clean child friendly
- easy access
- clean great staff
- large bathrooms large children's area, separate from adult area
- I live in Acushnet, so easy to come here! Thank you for being here. I had to travel to get what I needed, now I don't.
- The staff is friendly and extremely helpful!
- location selection
- location friendly staff
- The staff is friendly and helpful.
- Helpful and friendly staff! Good communication with public about upcoming events (online, Advocate newspaper, etc) Easy access to resources - technology, books, DVDs, music, etc
- Very friendly Very helpful
- Building is great, staff is amazing and hours are accommodating. Parking is also easy.
- Community oriented Family fun events
- Beautiful bright space. Great children's book selection and room.
- The librarians are great help in every way they can! Access to DVDs, books and computers
- the help the computers
- Staff is very pleasant. Really enjoyed a recent puppet show with children during school vacation.
- Friendliness of staff, easy access to building
- Location, improved parking and they have been increasing events held at the library.
- Fantastic kids area Good selection of dvd's
- It's nice inside. It's conveniently located to my house.
- Great Director, helpful staff for the most part, comfortable
- hours convenience
- great staff, building is easy to get into, very bright and friendly
- Friendly and great director, spacious new building in comparison to the old one.
- staff, friendly beautiful space many events to enjoy
- very involved with community, friendly helpful staff, teen area
- location, room to browse, friendly staff
- The selection and condition of books is the best in the area. The space in the children's room is perfect for nurturing their love of the library.
- 1) great location 2) helpful staff 3) nice children's room organized well
- easy to find location/parking its openness (lots of space interior)
- hours of operation the kids room helpful staff
- amazing staff clean and organized peaceful environment
- girls are very helpful great hours thankful everything is on one floor and handicap accessible
- helpfulness of the staff the number of planned events
- The staff, location and accessibility for young and old.
- staff; changing to be able to use the drop-off bin at any time; wide selection of DVDs; knitting/crafters groups
- Staff, very attractive layout
- The quality of the books (none are falling apart). The staff are awesome! Always clean.

- hours are convenient, staff is helpful, able to obtain books from other libraries easily, new books received quickly
- helpful staff bright and open space book sale
- small, but personable clean
- friendly staff
- friendly staff, nice selection, prompt service on books and movies I order
- wonderful clerks, so helpful
- Friendly staff Great DVD variety
- helpful staff good computer network
- 1. helpful staff 2. updated/newer books and resources 3. the Children's Room
- great atmosphere, super clean, quality staff
- FRIENDLY STAFF, CLEANILESS, GREAT ACCESS
- Availability times (open ability to get books quickly if not in stock), Personnel, Up to date books movies and so on
- Large children's selection and very inviting children's room
- very pleasant staff and willing to help
- Easy access, the friendly staff, the amount of books and material available
- Knowledgeable staff - SPACE - Adequate parking
- Helpful staff, great facility, good selections
- Friendly, helpful staff !! latest new books informative events
- location and staff
- updated helpful staff study rooms
- great staff - very helpful materials good
- its staff and location
- I'm able to ask for my favorite author's books
- friendly helpful staff location hours
- doing a good job
- Very helpful and friendly staff very nice collection of DVDs Much improved and comfortable Children's Room
- Great staff Very clean and quiet Great space
- Great, knowledgeable, helpful staff Nice new space, including A/C & heat that works
- helpful staff nice atmosphere
- The very helpful staff - 4 stars for them! The location and parking - a big plus! The many offerings besides just books!
- The space is great and safe is friendly and helpful
- They always have what I want, if not they get it for me. Friendly staff. Very good Executive director.
- great selection of books/movies groups
- Nice children's room
- Wi-fi best around, better than Fairhaven Library wifi. (I use Iphone 6s - maybe Ipad in the future. I feel more comfortable using Apple products, thanks.)
- Small convenient easy to use
- Children's section, physical space, periodicals section.
- Local history collection, artwork, handicap access
- Helpfulness and easy access.
- Helpful, kind staff Clean, nice facility Good diversity of sources
- Large children's room Extra activities
- Great staff, beautiful physical space, programming for kids/adults
- Location is quite Layout Staff
- Up to date facility Friendly Staff
- Location Children's section friendly staff
- Location. Helpfulness
- Friendly, cheery, quiet
- Most staff are helpful, not all. Clean. Organized.
- easy parking, easy access to building, friendly staff that are always willing to help
- Handy. Bright and cheerful. Well used now.
- Close to my home, friendly staff, beautiful facility.

- The library staff is very friendly and make you feel at home. The children's room is fun atmosphere that kids get excited about visiting - the little computer set up for them is a hit! I love all the little designated areas for different tasks, is the magazine/newspaper reading room, the teen after school table and outside sitting
- Accommodating employees. Convenience of getting books from other libraries through the SAILS network. Plenty of parking.
- Staff, programming, access.
- Great location, tons of parking, good hours
- Friendly and helpful staff. Member of sails.
- Friendly & helpful staff. Easy set up of the library
- Location easy access parking friendly staff
- Some staff are extremely nice and very helpful. Very clean and kid friendly. The little kid area encourages my daughter to read.
- Wonderful helpful librarians and nice choice of books for large print and magazines
- Staff is great, building look is updated.
- Easy to access what I need. Helpful staff. Clean.
- Staff is great, they know their customers. Finally, some room to move around in. Always trying to reach out, move forward, offer as much as possible to as many as possible.
- -way more books and room than the Russel Memorial -open often and frequently -wonderful children's area
- Great, friendly, helpful staff. Easy to navigate floorplan. Adequate number of computers and study space.
- The staff friendly and cheerful
- Friendly staff Various events
- New, organized, friendly staff
- Staff is well informed and always polite. Great children's story room.
- Organized and friendly
- Space and hours open
- The staff at APL is the best feature. They are helpful and do a lot with the children. Always pleasant! The Friends of the Library do amazing things. Lots of activities are planned each month.
- Friendly staff Good access to stacks and collections
- It is comfortable, convenient and has a great staff.
- Well organized, friendly staff, clean children's area
- A large children's section and friendly people.
- Nice building
- great staff comfortable surroundings
- 1. I absolutely love your selection of diverse, thought-provoking children's books. My child & I have great discussions about them. 2. Great children's programs. 3. The new building looks great!
- Great facility, friendly/helpful staff, and convenient location/parking.
- The staff is wonderful. The library is beautiful.
- 1. Friendly and helpful staff. 2. Space for books and events. 3. Book groups, free events, learning events.
- Helpful and enthusiastic staff. Atmosphere and decor. Programs and workshops.
- Great space for events Plenty of books to choose from Great staff
- staff, location, ease of traffic
- Hours, staff, cleanliness
- Clean and bright space and bathroom Helpful friendly staff
- Convenient Hours
- Family friendly programming, there is something for everyone. I also LOVE your staff and volunteers. Always greeted with a smile and acknowledged upon entering the building.

- The staff is the heart of the library. Without the staff, it would be a building with dusty books.
- Convenient, helpful
- New building, children's programs, adult programs
- Selection of things for kids
- Lots of books, good selection of videos
- Convenience Location Parking Nice Librarians. The Children's Area!!!!
- Location, hours
- Great staff, always willing to go that extra mile if I need help. Great selection of books and movies.

**As we think ahead to the future, what are one or two goals the library should be working toward?**

**Answered: 109 Skipped: 187**

- Building up non-fiction area More variety more choices
- Not sure
- More book signings. Maybe more variety in the use of the library, i.e. cribbage or card clubs, something on that idea.
- 1. More digital "media". Digital is the way of the future. 2. More evening hours??
- More class offerings
- More local authors' visits and expanded electronic access
- Possibly 'Books on Hold' pickup window
- More activities
- Get a quilting magazine
- More informative events
- The meeting room is a little too large.
- I would like to see the library have the share with other libraries so we can more books at our access.
- Expansion
- The library should have multiples of extremely popular books.
- To communicate with library users more often on what type of media/events they would be interested in.
- beats me, you're doing great
- book selection in the library itself; time books are allowed out. have used Middleboro library and have 4 weeks with one renewal
- Increase use by senior citizens
- Acquiring more books, magazines, etc; connecting with younger readers
- A more consumer oriented staff. Less talking about personal issues at desk and more professionalism.
- More quiet space
- Bigger selection of DVDs
- Building collections of fiction and nonfiction books, audio books, and children's books
- I can not think of anything
- more activities for children
- more crayons & more toys (says my 5 year old)
- more lectures and educational events
- computer resources
- just fine as it now exists
- More PJ Storytimes :)
- Keep up the good work!
- Makerspaces
- Not sure...
- I really don't see anything, it's great just the way it is.
- more opportunities for work or meeting new people
- Updating audio books and dvds (many are scratched up)
- Easier to use title lookup system
- More current literature/greater selection. Tumblebooks on your website.
- Friday hours. More programs for adults.
- more books
- Perhaps think of some more fundraising events.

- More space to enlarge the collections, more staff
- foreign language courses
- Keeping technology current Kids activities that include hands on activities like a lego club, book character pumpkin decorating, cardboard challenges...
- I think the library is fine the way it is. Thank you.
- more community exposure on site, activities, events
- keep up the great work
- maybe to have more copies of newer books and less time to wait if you have it on hold
- More programs for teens such as a chess club.
- hmmm ... no suggestions come to mind ... Just don't go away!
- We should be trying to keep the sails delivery service so then I can keep getting the books that I want to read. The service is really helpful to me and my family especially for school projects. Are they going to keep this service up?
- more access for handicapped continue to offer events and workshops
- Possibly a small playground on the property :) promoting community networking/information (We are fairly new to the area and more info would be nice - we already like your board in the breezeway).
- more adult programs
- more classes
- all is wonderful
- More passes to different places hours on Fridays
- 1. Keep the library and grounds well-maintained 2. Keep resources current
- Building a larger book collection and more museum passes
- Community outreach
- increasing open hours
- Friday hours
- longer hours
- Friday hours More sources for research, especially for teens
- Increase morning hours to include Tues and Thurs, be open on Fridays
- For myself, I am satisfied with what the Library is doing.
- More activities for teens
- No changes needed, great as is for me.
- continued community service in excellence
- More options online ebooks - have more copies available of the popular books
- What will future students need? Think of them first.. is it technology? More tutoring? More outreach? Does the library have a presence in the schools here? What about reaching kids who are identified as needy? Get rid of fines for kids books if you haven't done it. Think about having the space available for networking and groups.
- Monthly newsletter with a Friends page sent as email.
- Reaching people who do not ordinarily use the library.
- making community room more accessible for meeting space for community groups
- Better internet information Better communication
- More adult programs/speakers
- More selection. More events.
- Longer hours of operation and expansion to this facility
- Expanding the selection of museum passes offered at your location
- Strengthening ties to schools and other community organizations.
- As a child, I have great memories of attending events at the library (story hours, crafts groups, etc.) I would just like to see that groups are still held for kids.
- A teen section that is their own space like the elementary school kids have
- Just continue your excellent service

- Always continue striving to keep kids involved.
- Since the new library opened, a lot of non-library users now know about it, but word still needs to get out to other non-users somehow about its services and offerings. The library can now be accessed by all, but a book delivery program for shut-ins is worth considering, perhaps operated in partnership with the COA.
- Continue to keep the movies and books that are available as updated as possible
- Making people more aware of the resources available and getting them to use them
- Keeping up with changing technologies. Easier website access, ebooks, etc
- Maintaining their staff as they are the best ever. Continuing the groups, clubs and other fun activities for both children and adults.
- More reading events for young kids?
- Get a higher percentage of residents to use it.
- More children's programs/events
- More outreach to the community that may not use the library often.
- Training staff
- The SAILS website might benefit from more pictures of the items in the catalog. Many times there are no pictures.
- I think the library should be opened on Fridays too.
- I really liked the adult pastel art class. It was fun and I learned something new. It would be good to have these 1 night events. I'd be willing to pay a fee, if there is an expense involved.
- Opening 6 days a week. More community outreach and publicity about what the library has to offer.
- none at present
- More current books
- More incorporation with other Town departments. The tri-town offers an outside Zumba class co sponsored by the Library and COA, in New Bedford the Senior Center works with the library to get seniors museum passes. It might also be nice to have the ability to meet with Acushnet's Family resource office and school resource officer outside the institutional setting of the police station. Younger residents might find him/her more approachable.
- I would have said additional parking, but you already did that.
- Advertising adult education
- safer parking, safer way to get out of lot
- ?
- Expanding collection
- More kid programs/events.

**Are there any other comments you would like to share concerning the library, its staff, the building, services and/or programs? Are there any additional services or programs you would like us to offer?**

**Answered: 77 Skipped: 219**

- I am very pleased with the new building, the staff, the children's area-it's a pleasure to come here. Everything is easy to find.
- N/A
- Keep up the great work! Love my library!
- Thank you for all that you do!
- None I can think of right now
- Bathrooms are always clean.
- Keep up the good service!
- Keep up the good work!
- I really love coming to this library, it's 5 mins from my house and I always find reading material that I enjoy.

- The Acushnet Library is absolutely wonderful. They have books for everyone's interests, and the staff is very friendly.
- Conducting more surveys about the types of books/events the library users are interested in.
- Thank you for a helpful and knowledgeable staff
- Sandra is wonderful with the children.
- Art exhibits
- Nice staff, a couple of the women are a bit moody and appear grumpy at times (sorry but true!). Should be a happy place.
- Great staff, very helpful
- It would be nice to have more programs for teens, for example, a book club or formal study group.
- No - excellent library, friendly, courteous and helpful individuals
- The staff is wonderful, they are all so kind and helpful. The environment of the library is lovely and I can't think of anything to change.
- Very nice staff, hoping to take advantage of some of the programs soon
- Wonderful, can't think of anything. Everything and everyone very helpful. Keep the ladies you have here, they're GREAT!
- none come to mind!
- We enjoy storytime. We love how enthusiastic the staff is.
- Maybe the library could host a knitting in public day/picnic. If you already do this, I'm sorry I must have missed it.
- Staff isn't all that pleasant and spends a little too much time gossiping about patrons.
- Staff is professional, knowledgeable and always helpful and pleasant. I enjoyed a recent art class and would love to have more such offerings. Informative lectures, etc. would be appreciated.
- We love it! We love the children's area...with the trains.
- I enjoy authors' visits
- I love bringing my kids to this library! Thanks to all the great staff!
- Great service, nice people and a good environment.
- Would like to see Acushnet artists display their art work, maybe change them monthly (oils, acrylic, watercolors) that are properly framed and wired
- All the staff are very kind and helpful
- can't think of anything at this time
- The Wall Street Journal would be good
- Nothing comes to mind. Thank you for all you do and how you do it.
- Additional overdrive resources
- The staff are marvelous. The building is always clean.
- great job, continue to improve
- The ladies room is awesome!
- I am so pleased you participate in the SAILS Library Network, and it is a life-saver for us because we home school. Thank you for taking such good care of your library!
- lights in back (more) and entrance in back
- Glad you're still with us. The new building is a huge improvement. Thanks for all the good work.
- none
- see above
- please get more new cookbooks
- everyone is very helpful here
- The museum pass program is terrific
- I only just started coming here last fall and I enjoy my visits every time. It's a bright, cheery place and the staff is always ready to help. They are very pleasant. :)
- Great job everyone - helpful & professional - thanks for putting up with me using so much wifi time Very friendly staff
- Love the overdrive option to download books
- More speakers; art exhibits.
- Whatever happens stay a full fledged member of Sails. Don't become like Wareham!

- Staff is top notch.
- None
- Maybe some crafty things ex. Wreath making, jewelry
- Love the used books for sale
- More events. Writers events. Readings. Adult events. More book sales.
- no
- keep up the good work - we love the environment at APL and children's activities offered year round
- Maybe encourage performances (music, theater) and displays of art.
- No
- More different passes for fixed income people
- Thank you.
- The staff is phenomenal!
- It would be nice to see the budget increase in order to purchase more materials and offer more programs/events, and if necessary hire more staff, especially if hours are expanded. A 3-D printer and more science/engineering and real-world skills programs for tweens and teens would be great.
- New library is wonderful. Excellent job upgrading the space. My only complaint is the book drop should be available as drive through.
- Have authors do readings and book signings.
- No
- I don't use it really. but I do have a 2 year old so if they had some sort of activities for children I might take her to that
- More teen programs. Maybe a teen book club?
- Summer activities for kids aged 5-10
- More informational speakers. One night classes for learning or entertainment. Host a book club, movie night.
- Since I have errands to run, the new library is completely out of the way. There is no other reason to go to that part of town.
- We think the Acushnet Library is great. The new building is beautiful and we love going in every week.
- I tried to give about 5 paperback books that I had just bought and read but the lady said that you had no space. So I brought them to Fairhaven and they took them
- I am a longtime patron of the library and served on the Friends Association many years ago. I have always had an interest in providing informational sessions for the community. I am a recent cancer survivor and have focused my recovery and prevention on health consciousness. I have a doctorate in education and am certified in personal fitness. Given the prevalence of many diseases and health conditions, I believe informational sessions on health and wellness would be beneficial to the community.
- I might not visit the library as often as I had in the past (due to information being so readily available online), but I'm so glad it's there. We tend to assume that everyone has the same access to the internet or a computer and that's just not true. And there are people who still prefer holding a book in their hand vs. a kindle or electronic device. My mother doesn't live in this state, but even with access to everything she's always visiting her local library and borrowing books. Keep up the good work. Has the library ever held a paint night or something similar? These events seem to be very popular & always book. Just a thought.

### **Addendum 3:**

#### **Ford Middle School – Mini Focus Groups**

Approximately 75 7<sup>th</sup> graders took part in mini focus groups on June 13, 2017. They were encouraged to discuss and write down anything they would like to see at the Library. No idea was too big or too small. Their ideas have been compiled below.

- More non-fiction books
- More YA books
- Bluetooth radio
- Vending machines/free food
- Water bubbler
- Bean bag chairs/comfy couches
- Sleepovers!
- Movie nights
- Game nights
- Air hockey table/ping pong table
- Phone chargers
- Video game tournaments
- Video game rentals
- Bicycle rentals
- iPads
- Skate park
- Trampoline on back lawn
- Slip and Slide on back lawn
- Arcade Room
- Basketball hoops
- Study group sessions
- Time for teachers to meet students at the Library for extra help
- Bus stop at Library
- Points earned for book reading applied to overdue charges
- More raffles
- Ladder to reach books on top shelves
- A room for 12+ only
- Fish tank
- A second floor
- Library “after hours” for teens only