

# Roxbury Free Library strategic planning questionnaire

We would appreciate hearing from you about your experiences with the Roxbury Free Library's services and programs. Your comments will enable us to plan for the future. With your wishes and needs in mind we will know how to keep our library as alive and as useful as possible.

1. **COMMUNITY RESOURCES:** how do you access information? Have you used any of the following resources for information about Roxbury (meetings, events, other happenings around town)? Check all that apply.

*Check all that apply.*

- ☐ community bulletin board outside the RFL
- ☐ RFL website
- ☐ the town newsletter, the Newsy
- ☐ the town website
- ☐ Front Porch Forum community calendar
- ☐ Front Porch Forum postings
- ☐ word-of-mouth, news discussed at the Roxbury Store
- ☐ Other: \_\_\_\_\_

2. **Comments about these sources of information?**

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**Tell us a little about YOU :**

3. **i am obtained this survey from:**

*Mark only one oval.*

- ☐ a community event (Roots supper, selectboard meeting, senior lunch, crafters class, etc)
- ☐ at the RFL
- ☐ in the mail, from the random grand list mailing
- ☐ in the mail, from the annual appeal letter
- ☐ online through a link
- ☐ Other: \_\_\_\_\_

4. **my age is:**

*Mark only one oval.*

- ☐ 0-10
- ☐ 11-20
- ☐ 21-35
- ☐ 36-50
- ☐ 51-65
- ☐ 65+

5. **i live in:**

*Mark only one oval.*

- ☐ East Roxbury/Bull Run
- ☐ Roxbury Village/"west Roxbury"
- ☐ outside of Roxbury, but use RFL

6. **I use the library:**

*Mark only one oval.*

- ☐ yes (please complete the whole survey)
- ☐ No (just a few more questions!)

**7. If you answered "NO" above, can you tell us why not?**

**I do NOT use the library for any purpose, because:**

*Check all that apply.*

- ☐ hours of operation don't work for me
- ☐ location is not convenient to where I live or work
- ☐ I do not get my information or entertainment from books
- ☐ I was unaware of the services offered (computer use, help from staff
- ☐ I do not need any of the services offered (including high speed internet)
- ☐ events and programs are not to my interests
- ☐ (my family and) I use a more convenient library
- ☐ Other: \_\_\_\_\_

**If you answered "NO" above, please skip this next section and complete the final section "The Future." Don't forget to click the "Submit" button at the end!**

**If "YES", you do use the library for any reason, please continue from here. All others continue at Section 4.**

**Resources for Learning: How important have they been?**

**Rate the following Resources 1-5 with 5 being most helpful and 1 being not helpful at all.**

8. **The books you check out?**

Mark only one oval.

1 2 3 4 5

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not | ☐ ☐ ☐ ☐ ☐ most helpful

9. **The opportunity to order from inter-library loans?**

Mark only one oval.

1 2 3 4 5

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not | ☐ ☐ ☐ ☐ ☐ most helpful

10. The resources for finding jobs and needed personal information?

Mark only one oval.

1 2 3 4 5

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not | ☐ ☐ ☐ ☐ ☐ most helpful

11. **The use of library computers?**

Mark only one oval.

1 2 3 4 5

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not | ☐ ☐ ☐ ☐ ☐ most helpful

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## 12. The 24 hour WIFI?

Mark only one oval.

1 2 3 4 5

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not | ☐ ☐ ☐ ☐ ☐ most helpful

**13. The staff's assistance?**

Mark only one oval.

1 2 3 4 5

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not | ☐ ☐ ☐ ☐ ☐ most helpful

14. **Local, regional and national newspapers or magazines?**

*Mark only one oval.*

	1	2	3	4	5	
not	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	most helpful

15. **Digital resources? such as e-books, audio books, music?**

*Mark only one oval.*

	1	2	3	4	5	
not	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	most helpful

16. **The little outdoor free library?**

*Mark only one oval.*

	1	2	3	4	5	
not	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	most helpful

17. **Museum passes, universal classes?**

*Mark only one oval.*

	1	2	3	4	5		
<hr/>							
not		<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	most helpful
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18. **Please provide any comments on our Resources for Learning and how we can improve:**

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**LIBRARY PROGRAMS, TALKS AND LECTURES:**



19. **Have you attended any of the following events? Check all that apply.**

*Check all that apply.*

- ☐ Speakers, talks, presentations, discussions (diversity, etc)
- ☐ Magic Show
- ☐ Local Author's -- presentation of their work, poetry, plays -- and discussion
- ☐ The monthly book group
- ☐ Games night
- ☐ The Art Bus
- ☐ Talks by local politicians
- ☐ Celebrations of various townspeople (Joan Leary, for example)
- ☐ Planetarium show
- ☐ Film screenings
- ☐ Holiday-themed programs (Trunk or Treat, ornament making etc)
- ☐ local election candidates "meet-n-greet"
- ☐ Local folks' travel slideshows
- ☐ educational programs (such as: cybersecurity for seniors, AI in education)
- ☐ Other programs for kids?
- ☐ Other: \_\_\_\_\_

20. **Any comments on the programs you have attended? What would you like to see more of, or is there something we have left out?**

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## **THE FUTURE**

**These are some issues we are considering, and we want to hear from ALL COMMUNITY MEMBERS!**

**Please include any other details you want to mention.**

21. **Would you use the library building and services more often if it's open at different times?**

*Mark only one oval.*

☐ Yes

☐ No

☐ Not sure

22. **Hours of operation I would like to see RFL offer:**

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23. **Would you use the library if it had more space?**

*Mark only one oval.*

☐ Yes

☐ No

☐ Not sure

24. **additional spaces I would like to see offered at RFL**

*Check all that apply.*

☐ meeting space for groups/conferences

☐ work space for individuals

☐ Other: 

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25. **Do you find the website easy to access and use?**

*Mark only one oval.*

- ☐ Yes
- ☐ No
- ☐ Not sure

26. **Do you find it hard to find parking at RFL?**

*Mark only one oval.*

- ☐ Yes
- ☐ No
- ☐ Not sure

27. **Would you like to see more outdoor-oriented programs, at the Village Park for example, or the garden tour?**

*Mark only one oval.*

- ☐ Yes
- ☐ No
- ☐ Not sure

28. **Would you like us to collaborate more with other libraries in the area?**

*Mark only one oval.*

☐ Yes

☐ No

☐ Not sure

29. **Beyond Books: would you access and check out items such as snow shoes, or skill-development kits, such as “learning to knit,” or other such items?**

*Mark only one oval.*

☐ Yes

☐ No

☐ Not sure

30. **"Beyond books" items/kits you want to see offered:**

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31. **Are you interested in volunteering at the RFL?**

*Mark only one oval.*

☐ Yes

☐ No

☐ Not sure

32. **if you answered "Yes" to volunteering, please let us know how we can contact you!**

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33. **Now that the school will be closed, how can the Library provide services for children and families?**

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34. **Can you think of ways RFL can better serve East Roxbury?**

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35. **What is the best thing about the RFL?**

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36. **What needs improvement at RFL?**

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37. **What are we doing well?**

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