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ACTON MEMORIAL LIBRARY

486 Main Street
Acton, Massachusetts 01720
978 929-6655
TDD 978 635-0072

September 5, 2012

Board of Selectmen
C/o Town Manager's Office
Acton Town Hall

Members of the Board,

As you may know, Acton Memorial Library recently began work on its FY14-19 Long Range Plan. A plan is necessary to maintain eligibility for certain types of grants and desirable for effective library management and development.

On behalf of the Long Range Plan Subcommittee, I am requesting your permission to mail our community survey with the next quarterly tax bills and issue of *MQ*, which goes out in late September. The library will cover any additional costs associated with including it in the mailing.

The survey is one of our most important tools to gather information from the community, so we would like it to have as much exposure as possible. People may fill out hard copy or respond online.

A close-to-final draft of the survey is attached.

Thank you for your consideration of this matter; please let me know if you have any questions.

Sincerely,

Marcia A. Rich
Library Director

attachment

ACTON MEMORIAL LIBRARY PLANNING SURVEY

The Acton Memorial Library is conducting this survey as part of its planning process for 2014-2019. Please fill out this survey and **return it to the library at 486 Main St. by October 19**; estimated time to fill out the survey is 10 minutes. You are welcome to attach an extra sheet for extended comments.

THE SURVEY IS ALSO AVAILABLE ON LINE AT WWW.ACTONMEMORIALLIBRARY.ORG.

1. **Are you filling the survey out for** _____ self only _____ spouse and self _____ whole family _____ # in family

2. **On average, how often do you come into the library? (check one)**

_____ once a week or more _____ several times a month _____ once a month
 _____ several times a year _____ less than several times a year _____ never

3. **On average, how often do you use the library's website? (check one)**

_____ once a week or more _____ several times a month _____ once a month
 _____ several times a year _____ less than several times a year _____ never

4. **Please rate the following:**

LIBRARY COLLECTIONS	Excellent	Good	Fair	Poor	Don't know/ don't use	Comments
Adult Fiction						
Adult Non-Fiction						
Reference Databases						
Reference Books						
Large Print Materials						
Foreign Language Materials						
Newspapers/Magazines						
Downloadable Audiobooks						
Downloadable E-books						
Books on CD and Playaways for Adults						
DVDs for Adults						
Recorded Music						
Books for Gr. 9-12						
Children's Books up through Gr. 1						
Children's Books Gr. 2-6						
Children's Books Gr. 7-8						
Books on CD and Playaways for Children						
Children's DVDs						
Museum Passes						

LIBRARY SERVICES	Excellent	Good	Fair	Poor	Don't know/ don't use	Comments
Circulation Desk						
Interlibrary Loan/Delivery Service						
Adult Reference and Information						
Adult Programs/Events						
Children's Reference and Information						
Children's Programs/Events						
Meeting Rooms						
Computer and Internet Access						
Hours						
Building Cleanliness and Maintenance						
Noise Level and General Atmosphere						
Art Exhibits						
Library Website						

5. **How would you rate the library staff for helpfulness and courtesy?** Don't know/

	Excellent	Good	Fair	Poor	Don't know/ don't use	Comments
Circulation Staff						
Reference Staff						
Children's Staff						
Administrative Staff						

6. Please put a check mark by the 5 most important CURRENT resources to you

- | | |
|---|--|
| Adult Fiction _____ | Children's CDs, DVDs, and Recorded Books _____ |
| Adult Non-Fiction _____ | Children's Books _____ |
| Online Databases _____ | Children's Programs _____ |
| Adult CDs, DVDs, and Recorded Books _____ | Young Adult (Gr. 9-12) Materials _____ |
| E-books and E-Audiobooks _____ | Magazines and Newspapers _____ |
| Adult Programs/speakers _____ | Internet Computers _____ |
| Foreign Language Collections _____ | |

7. Please indicate how interested you are in each of the following POTENTIAL library services or resources.

(5= extremely interested; 1=not at all interested)

	5	4	3	2	1	Comments
Additional adult programs/speakers						
Public fax machine (fee-based)						
Laptops for in-library use						
Additional computer classes						
Blu-ray DVDs						
Downloadable music						
Programs for students in gr. 9-12						
Additional small study rooms						
Additional Internet computers						
Additional programs for children under 3						
Additional programs for children ages 3-7						
Additional programs for children ages 8-14						

8. How would you rate the space in the following areas?

	Excellent	Good	Fair	Poor	Don't know/ don't use	Comments
Children's Room						
Lobby						
Young Adult (Gr. 9-12) Area						
New Book Area						
Magazines and Newspapers						
Computer Room						
Reference Study Area						

9. How do you learn about library services and events? (Check all that apply)

- in the library
 library website
 print newspaper
 online news
 posters in community
 library email list
 word of mouth
 other

10. Do you download e-books _____ (Y/N) and/or audiobooks _____ (Y/N) from the library's website?

If not, why not? (Check all that apply)

- doesn't have what I want
 wait is too long
 too hard to use
 didn't know I could
 don't have the equipment
 not interested

11. How often should the Fitzgerald Piano (near the new book area) be played for concerts during library hours?

- Monthly
 4-6 times a year
 1-3 times a year
 Never/should only be played after hours

12. What do you value most about the Acton Memorial Library?

13. What would you like to see changed/improved at the library?

If you would like to participate in a community workshop on the long range plan, please come to Town Hall on Saturday, November 17; the workshop will run from 1:00 to 4:00 p.m.

If you want to receive emails about library news and programs, please PRINT your email below

THANK YOU FOR TAKING THE TIME TO FILL OUT AND RETURN THIS SURVEY.

Our goal is to serve Acton in the best possible way with the resources available.