Community Survey results
July 9, 2018

Survey was open from June 12 through July 7, 2018. The survey was created using Google Forms. Links were posted on the library website, www.tamworthlibrary.org, and publicized and posted several times on the library’s Facebook page (www.facebook.com/Tamworthlibrary) and on the Tamworth Exchange Yahoo Group message board.

Paper surveys were available at the circulation desk at the library, and placed at The Other Store. There were 60 online survey responses and 14 paper surveys returned.

Summary of responses:

How can the Cook Memorial Library help to bring different groups in our community together?

- Organize listening sessions with a moderator to discuss controversial issues in a respectful space (18 responses)
- Develop activities around shared interests (like board games, local history, etc.) (26 responses)
- Create fun informal ways (28.4%)
- It seems like you already (1.4%)
- Do nothing (1 response)

Other:
- Adults that do not use the library are a lost generation. Continue your outstanding outreach to young families and students.
- All of the above sound good and like things you’ve tried. Speakers with knowledge of a subject of interest to many are always enjoyable.
- All of the last 3
- Any one of the above sounds like a good idea
- https://www.citizenuniversity.us has some ideas as well as https://www.livingroomconversations.org/about-us/
- Invite community members to lead a discussion on a favorite book
- It seems like you already do a lot of programming
- Offer specific skill level events instead of mingling people who are more advanced in a topic than others.

How can we reach more Tamworth residents with library news?

- Be more active on social media (Facebook, Instagram) [46.6%]
- Post flyers and brochures in more places around town [21.9%]
- Attend meetings of community groups and boards to share library news [13.7%]
- Visit schools more often [8.2%]
- Visit schools more often [1.4%]

Other:
- I count on the Exchange and the CML newsletter
- I don’t feel strongly about this because I see the library as the center of Tamworth already
- It seems the library is already a central focus in the community
- Maybe a combination of the above.. since it seems that each option reaches out to a different group.
- You can reach me on the Tamworth exchange, maybe special notes welcoming folks to book clubs… I always miss those.
- You might already do this, but ask patrons if they receive the Newsletter via email, and if not, would they like to receive it.
- Your Exchange notices are good
3 Deliver library materials to homes (we do this now, but could do more)
16 Bring library programs and materials to preschools, schools, day care facilities
44 Demonstrate how to use library’s online materials like downloadable books and research tools at schools and community group meetings
7 Explore ways to provide a bookmobile on a regular route around town

Other:
- All these sound good too.
- Classes for Facebook, iPhones, downloadable books... not just at schools and community group meetings
- Don't know
- I don't know--don't have kids
What age group could we do more to reach?

- Babies through preschoolers: 4.1%
- School-age children: 17.8%
- Teens: 16.4%
- Young adults (19-29): 20.5%
- Parents and grandparents raising grandchildren: 11.0%
- Newly retired adults: 4.1%
- Working adults: 16.4%
- Older adults: 8.2%

Our summer reading program theme this year is “libraries rock!”

What does our library rock (do well)?

- 👍
- Acts as a great community center.
- Advertise programs well on social media.
- Almost everything
- Always taking the time to assist patrons with their needs and requests.... with a smile!
- Amazing staff
- Ambience and helpfulness
- An available and open space for investigation and curiosity.
- Be part of the community.
- Being helpful!
- Brining programs to the area. If there is an interest you seem to have your pulse on it!!
- Children's programs
- Children's programs; interlibrary loan, programs, non fiction book purchases
collections, programs, children, summer concerts
Comfortable, helpful and wonderful environment and staff
community engagement
community events
Community outreach
Community outreach for children
connect to your customers, awesome customer service!
diverse programs for the community
Engage our children to get them excited about reading
Fabulous librarians to help you
Fabulous librarians to help you
Friendly staff, great programs and book choices.
Great programs for kids. (book club, makers club)
Great resources, the downloadable books are fabulous, the air conditioning is greatly appreciated, I love the wifi, and the speakers are interesting and provide food for thought.
The Cook Memorial Library is a center of the community, an anchor, and it provides safe, comfortable space to read, think, study, research, and relax.
Have incredible evening programs that are of interest to many different groups and populations.
Help others when they enter the library
Hosting: physically, intellectually, artistically
Hosts widely diverse & interesting programs.
I am a huge fan of the library: it's an oasis on a hot day, and a wonderful resource of information. I love the fact that the computers are always in top working order, and there are enough for everyone. I also love the many great programs that offer educational talks on many issues including health, travel and wildlife. I congratulate Mary on her successful leadership, and I am in awe of her abilities and dedication. Amy is a wonderful children's librarian and I cannot imagine how she could do a better job. Peggy is incredibly knowledgeable about technology and recently helped me get a new yahoo account when no one else could.
I am grateful for the Library's efforts to find books I inquire about and bring them to me from other library loans. Appreciate the non fiction purchases - liberal press - which are helping me live through this political chaos by trying to explain some of it.
I have only visited the library once since I moved to Tamworth. I liked it. I came from Freedom and was a library trustee for a few years. I am not sure why I have not connected with the Tamworth library in the 3 years since I moved to Tamworth, I visited the Freedom Library once a week.
I love this library--it's an important part of the reason I moved to Tamworth. You have a good collection, ILL services, & programming. I think you do a great job!
Involve Community.
kind assistance/help finding resources etc
Love the programs for children of all ages!
Makes everyone feel welcome
- Obtain ILL book requests; kind, helpful, considerate and responsive staff; interesting programs about nature, environmental concerns and author talks of local interest.
- Organization
- Out-reach!
- Pleasant and helpful staff!!
- Posting weekly schedule, Wednesday night speakers, book groups, the yoga for kids, rotating art, passes to Squam and ?,
- provide a wonderful collections of books
- Provide variety of programs
- Provides a great meeting place with wonderful, helpful staff
- Provides informative programs on a variety of subjects. Music on the lawn
- Robust help for projects
- Storytimes
- Such a wonderful community hub!
- Welcoming and Helping, story hour
- You provide a space that is welcoming and comfortable for anyone

What could we rock better?
- after hour kids programs like bibliomaniacs more frequently, the kids love them!
- Better skills around downloadable books
- Better skills around downloadable books
- Can't think of anything
- Computer classes
- Eeek. Youre the best, most community engaged library ive known. I cant imagine what more you can do.
- Expand resources
- Facilitating discussion
- Hard to find an answer to that. I think they mostly rock everything.
- Hard to find anything to improve on.
- i don't know i love all that you do programs, outreach, being inclusive
- I love the idea of more informal gatherings like the movie night.
- I think my hesitation might be because I don’t know many people in Tamworth. I think maybe I just didn't feel welcomed when I visited the library to get my library card. The person behind the desk just went through the motions and gave me a card. In Freedom, it felt like they were always happy to see you when you walked through the door. It just wasn’t a good first impression I guess.
- Love to see a community movie night outside on the back lawn!
- Maybe an on- line book review?
- Maybe more programs for tweens and teens. (poetry, creative writing, )
- More computer training on the new platforms.. Office 10 etc
- more movies?
- More open hours
- Not really sure!
- Not sure
- not sure!!
• Nothing
• Open 7 days a week
• Open more days?
• open more hours
• outreach to elderly, home-bound, handicapped.
• outreach to shut-ins
• Promote the availability of resources that may surprise and create new interests and knowledge.
• provide interest groups for older adults
• Social and special interest groups for adults
• Teen programs
• Teen, young adult programs
• The collection could be a little more well-rounded. I'm often surprised by books I can't find, sometimes including classics I thought were part of a standard collection.
• The whole town might make more effort to bring speakers, artists, authors, .... from more diverse backgrounds to the village. Feels like Brigadoon sometimes, so different from much of our country where there is more diversity obvious on the streets. I am grateful for the efforts made... Maybe a newcomers club of sorts?? Not so easy moving into the community.
• You are perfect! Thank you!

What do you rock?
• Arts and crafts.. writing personnel and policy documents
• Being a good mom
• Committing to a book a month
• Connecting dots
• Connections within our community
• Cooking
• Currently rocking the voracious reading of fiction drama take me away type stuff
• finding great books to read
• History
• I love to read and I love books and storytelling and anything related to literacy. (I am a teacher.)
• I use interlibrary loan.
• Kids!
• Knowing that cook is a remarkable resource
• Life!
• movies, magazines, new books
• peace and justice
• Reading!
• science and nature
• Stumbling upon books and subjects that widen my knowledge and create new ways of looking at the world around us.
• TBA!!
What a complicated question to answer! Restricted to library-related things, recently I've been rocking using OverDrive to learn about things I wish I knew more about, like economics. I've successfully finished a few books!

What do you want to rock?

- Being a great mom
- Being in better physical shape
- finding time to read more
- Having productive conversations with people I both agree with and disagree with about what we want for our community, state, country, and world, in a way that might lead to some small kernels of actual progress.
- I would love to become more involved with the library. I know I have to just show up.
- Honestly I do not need to borrow books (I am an avid reader and have lots of books) so I guess I would love to get more involved with the library in ways I where I would get to meet more people in town. I do watch the Facebook page for opportunities that are more social in nature and fit with my work schedule.
- Learn to relax more
- Learning how to write grants
- Love community education programs.
- More art projects.
- More of the same
- more of the same!
- Movie nights (art films, vintage films, current movies showing in theaters (may be too expensive!)
- movies, magazines and new books
- Peace and social justice
- Perhaps gobbling up some non fiction educational stuff
- Socialize with community. I already do. Just love the opportunities. Our library does ROCK! It's the absolute best!
- TBA!!
- the Lyceum
- the world
- Understand local gov't better.
- Using you to further my tech skills
- weekly or monthly group other than a book discussion