MILLIS PUBLIC LIBRARY
COMMUNITY SURVEY 2024 RESULTS SUMMARY REPORT


SURVEY PERFORMANCE

- **CONDUCTED:** 12/4/24 – 1/7/25 (34 days)
- **FORMATS:** Digital/Online (SurveyMonkey) and Hardcopy (available at MPL and Senior Center)
- **LANGUAGES:** English and Spanish (hardcopy only)
- **RESPONSE GOAL:** 250 || **# RESPONSES RECEIVED:** 357 (+107/43%)
- **COMPLETION RATE GOAL:** 75% || **ACTUAL COMPLETION RATE:** 77% (+2%)
- **TIME TO COMPLETE GOAL:** 6 mins || **AVG TIME TO COMPLETE:** 4 mins 31 secs (-1 min 29 secs)
- **# RESPONSES RECEIVED: Digital/Online:** 329 (92%) || **Hardcopy:** 28 (8%) || **Spanish:** 0 (0%)

NOTES:
- R = Responses
- Some questions enabled respondents to select more than one response option. For those questions, the # of responses may exceed the total # of respondents (**357**).

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1. WHAT IS YOUR AGE? (R358)

| CHOICES	%	#
<18 Yrs	4.5%	16
18-24 Yrs	2.2%	8
25-34 Yrs	5.3%	19
35-50 Yrs	30.5%	109
51-64 Yrs	22.1%	79
65-74 Yrs	21.0%	75
75+ Yrs	14.5%	52
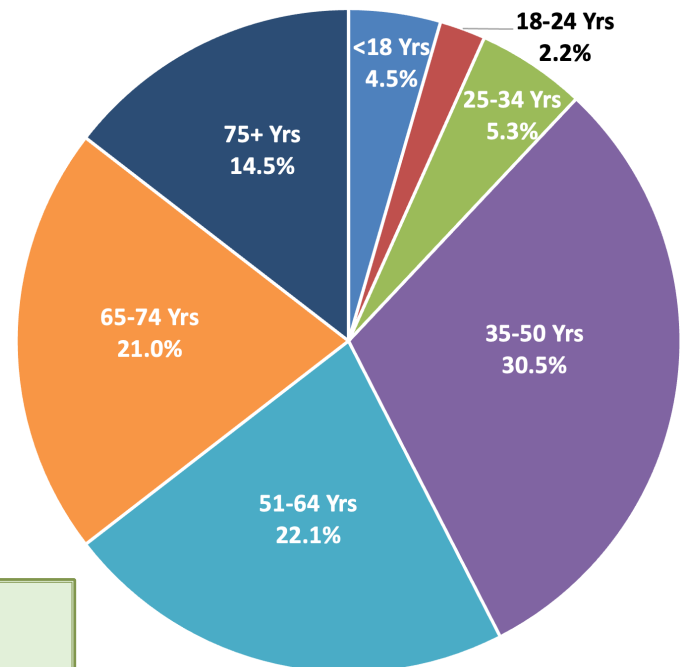
OBSERVATIONS

- **36%** are **65+** years old (R127)
- **31%** are **35-50** years old, the largest single age group in the # of years included (15 yrs) and # of respondents (R109)

2. HOW OFTEN DO YOU VISIT THE LIBRARY? (R333)

CHOICES	%	#
> Once a Week	6.3%	21
Weekly	27.9%	93
Monthly	27.0%	90
Quarterly	13.5%	45
Rarely	18.6%	62
Never	6.6%	22
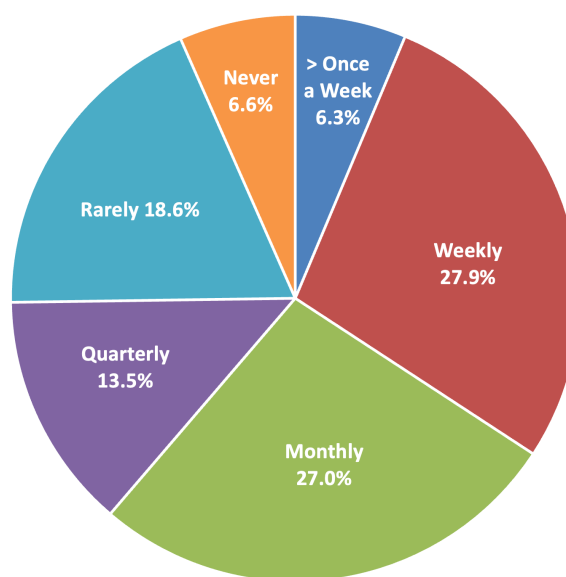
OBSERVATIONS
- **61%** visit **at least** Monthly (R204)
- **25%** visit **Rarely** or **Never** (R109)

3. WHAT ARE YOUR MAIN REASONS FOR NOT VISITING THE LIBRARY? SELECT UP TO THREE. (R79)

NOTE: This question was presented to Q2 respondents who indicated they **Rarely** or **NEVER** visit the Library.

	CHOICES	%	#
1	**Get Needed Information From the Internet**	36.7%	29
2	**Visited When My Kids Were Young**	29.1%	23
3	**Too Busy**	27.9%	22
4	**OTHER** (please be specific):	22.8%	18
5	**Prefer to Buy My Books / Materials**	15.2%	12
6	**Library Collections / Programs / Services Don't Interest Me**	8.9%	7
7	**Transportation Issues**	6.3%	5
8	**Inconvenient Hours**	3.8%	3
9	**Physical Challenges** (mobility, vision)	3.8%	3
10	**Don't Feel Welcome or Comfortable at the Library**	2.5%	2
11	**Inconvenient Location**	1.3%	1

OTHER RESPONSES (R18 INC. 1 NULL)
- **35%** No Interest In or Need for MPL (R6)
- **24%** Use MPL's Online/Digital Resources (R4)
- **18%** Inadequate Collection (R3)
- **12%** Forget About MPL/Don't Think of the Library (R2)
- **12%** Misc. Unique Reasons (R2)

OBSERVATIONS
- **6%** of the **84** respondents who **Rarely** or **Never** visit MPL answered this question (R79)
- The most popular choice—**Get Needed Information from the Internet**—was selected by **37%** (R29)
- No reason listed or submitted was chosen by a majority, indicating that no single reason deterred them from visiting MPL

4. WHAT ARE YOUR MAIN REASONS FOR VISITING THE LIBRARY? SELECT UP TO THREE. (R245)

NOTE: This question was presented to Q2 respondents who indicated they visit the Library at least quarterly.

	CHOICES	%	#
1	**Borrow Books** (including audiobooks & eBooks)	86.9%	213
2	**Attend Programs**	38.4%	94
3	**Borrow Non-Traditional Materials** (museum passes, hotspots, video games, etc.)	24.9%	61
4	**Meet with Others, Formally or Informally**	17.6%	43
5	**Borrow Movies or Music**	16.3%	40
6	**Use Quiet Space to Focus, Work, Read, or Study**	15.5%	38
7	**Use the Copier, Printer, or Fax Machine**	9.8%	24
8	**Read Magazines or Newspapers**	6.5%	16
9	**OTHER** (please be specific):	5.3%	13
10	**Get Help from Library Staff**	4.9%	12
11	**Use the WiFi or Computers**	4.9%	12
12	**Research**	3.3%	8

OTHER RESPONSES (R16)

- **31%** Bring Children to Programs (R5)
- **25%** Bring Children to Get Books (R4)
- **19%** Children Play at MPL (R3)
- **19%** Attend Book Fair/Sale (R3)
- **6%** Misc. Unique Reason: Attend author talks (R1)

3 MOST POPULAR REASONS

1. **87%** Borrow Books
2. **38%** Attend Programs
3. **25%** Borrow Non-Traditional Materials

3 LEAST POPULAR REASONS

1. **3%** Research
2. **5%** Use the WiFi or Computers
3. **5%** Get Help from Library Staff

OBSERVATION: 87% visit MPL to **Borrow Books**, which was selected 2x as often as the second most popular choice—**Attend Programs** (R213)

5. WHAT IMPACTS YOUR ABILITY TO VISIT OR USE THE LIBRARY? SELECT UP TO THREE. (R237)

	CHOICES	%	#
1	**N/A – I Don't Have Difficulty Visiting or Using the Library**	90.3%	214
2	**OTHER** (please be specific):	4.6%	11
3	**Rooms/Spaces Not Available When I Want Them**	3.0%	7
4	**Challenges using MPL Website, Catalog, Resources, or Apps**	2.5%	6
5	**Transportation Issues**	2.5%	6
6	**Parking/Entering the Building**	1.7%	4
7	**Physical Challenges** (mobility, vision)	1.7%	4
8	**Navigating the Building**	0.8%	2
9	**Noise Level/Acoustics**	0.8%	2
10	**No Library Card or Blocked Account**	0.0%	0

6. PLEASE INDICATE HOW MUCH YOU AGREE WITH THE FOLLOWING STATEMENTS: (R236)

	STATEMENTS	Strongly Disagree %	#	Disagree %	#	Neither Agree Nor Disagree %	#	Agree %	#	Strongly Agree %	#	N/A – I Don't Know %	#	AVG*
1	I Would Recommend the Library to My Friends	3.0%	7	0.0%	0	1.3%	3	18.2%	43	76.3%	180	1.3%	3	4.67
2	I Feel Welcome at the Library	3.0%	7	0.4%	1	2.1%	5	19.1%	45	74.2%	175	1.3%	3	4.63
3	Library Staff are Friendly and Helpful	3.4%	8	0.4%	1	3.0%	7	15.7%	37	75.0%	177	2.5%	6	4.63
4	The Library Welcomes All	3.4%	8	0.4%	1	1.7%	4	18.2%	43	71.6%	169	4.7%	11	4.62
5	Library Staff are Knowledgeable	3.0%	7	0.0%	0	3.8%	9	17.8%	42	70.8%	167	4.7%	11	4.61
6	Library Staff Provides Accurate, Unbiased Information	3.0%	7	1.3%	3	3.4%	8	19.9%	47	61.0%	144	11.4%	27	4.52

AVG = Weighted Average

7. WHICH OF THE FOLLOWING POTENTIAL LIBRARY SERVICES WOULD YOU (OR YOUR FAMILY) APPRECIATE MOST? SELECT UP TO THREE. (R301)

	CHOICES	%	#
1	**Creative Space/Crafting Area for Adults & Teens**	38.2%	115
2	**Lend More Nontraditional Items** (e.g., musical instruments, board games, sports equipment)	27.9%	84
3	**Longer/Different Hours**	25.9%	78
4	**Expanded Online Local History / Genealogy Resources**	23.3%	70
5	**OTHER** (please be specific):	16.0%	48
6	**24/7 Book/Materials Pickup**	13.3%	40
7	**N/A – Not Interested in Library Services**	12.0%	36
8	**Access to Library Services in Other Locations**	10.6%	32
9	**Job Seeker/Business Resources**	9.0%	27
10	**Foreign Language Support** (e.g., ESL)	4.3%	13
11	**More Literacy**	2.0%	6

3 MOST POPULAR SERVICES
1. **38%** Creative Space/Crafting Area for Adults & Teens
2. **28%** Lend More Nontraditional Items
3. **26%** Longer/Different Hours

3 LEAST POPULAR SERVICES
1. **2%** More Literacy
2. **4%** Foreign Language Support
3. **9%** Job Seeker/Business Resources

OTHER RESPONSES (R48):

NOTE: 48 responses yielded **48** ideas, **4** comments, and **2** Null responses.

- **52% PROGRAM IDEAS (25)**
  - **Adult Programs (13)**
    - **Adjust Adult Program Times (4):** More adult programming in the evenings || More events geared towards adults at the right times || More programs for seniors earlier in the afternoon || Programs for seniors during the day because I (and others) can't drive in the dark.
    - **Misc. Unique Adult Program Ideas (9):** Activities to meet other people in town rather than passively attend an event. ||Adult (not just senior or parent) programming. || Book club || Events programs geared to older adults || Live music; something adults can come and rest || Monthly book club to discuss specific book || More activities for adults/senior citizens || More adult programs || Movie nights/afternoons for adults
  - **Children's Programs (9)**
    - **Adjust Children's Program Times (3):** More programs for baby/preschoolers on weekends || Programming available in evenings || Two Saturdays at 10:30 for infant/toddler activities
    - **Misc. Unique Children's Program Ideas (6):** If there were more activities like Make it Monday for my kids we'd participate in more of those. || More children's activities || More kids events || More programs and activities or crafts for elementary school age || Programs || Story time for babies/toddlers/kids
  - **Intergenerational Programs (3):** Mommy and me classes || More Community Events || More multi use like the dancing and coloring

- **15% COLLECTIONS IDEAS (7): Increase/Improve Collections**: More books owned by Millis Library versus having to be sent by other libraries (2) || Also need a reference section. || Getting books from other libraries. || More books and better availability || Not enough new releases || Update audio CD section

- **13% MANAGEMENT AND OPERATIONS IDEAS (6)**
  - **Expand Hours (3**): More hours outside work time || Open later till 9 pm so I can get there after work not during lunch || Open on Sundays
  - **Extend Book Lending Time (2):** Take out time of book longer || Would like to see new, popular books on loan for 14 days like other libraries.
  - **Misc. Unique Idea (1):** More volunteer/job opportunities

- **13% SERVICES IDEAS (6)**
  - **Add Discounted Passes (3**): Museum Passes || More museum passes and the like || Museum passes and zoo passes
  - **Misc. Unique Ideas (2):** All the above are important. || If I need to use the printer, it should cost me money; I pay enough in taxes. || I can place orders online that can be delivered.

- **8% FACILITY IDEAS (4): Misc. Unique Ideas**: External area to drop off books || I would love to have the library include a Makerspace || I'd love to see more spaces for co-working, like a phone booth you could pop in so you're not disturbing others. || Rotating local art gallery

- **COMMENTS/FEEDBACK (4)**
  - **Positive (3**): I have heard great things about the library. Time is an issue and I can get what I need from the internet. || I receive all I need from the library. || Think it is perfect as is!
  - **Negative (1):** Not Interested in library

8. **PLEASE REVIEW THE FOLLOWING DIGITAL RESOURCES AND INDICATE WHICH ARE MOST INTERESTING OR IMPORTANT TO YOU AND YOUR FAMILY. SELECT UP TO THREE.** (R295)

	CHOICES	%	#
1	**eBooks/eAudio** (Libby, OverDrive, Hoopla)	59.3%	175
2	**Genealogy Databases** (Ancestry.com, Heritage Quest)	29.5%	87
3	**Online Newspapers/Magazines** (New York Times, Overdrive Magazines)	26.1%	77
4	**Crafting/DIY Resources**	21.7%	64
5	**Language Learning Apps** (Mango Languages, Transparent Languages)	15.6%	46
6	**N/A – Not Interested in Library Digital Resources**	14.6%	43
7	**Streaming Videos** (Hoopla or Kanopy)	14.6%	43
8	**Homework Help Resources**	10.2%	30
9	**Career Resources**	7.8%	23
10	**Streaming Music** (Freegal)	6.1%	18

3 MOST POPULAR RESOURCES
1. **59%** eBooks/eAudio
2. **30%** Genealogy Databases
3. **26%** Online

3 LEAST POPULAR RESOURCES
1. **6%** Streaming Music
2. **8%** Career Resources
3. **10%** Homework Help Resources

OBSERVATION: 85% are interested in digital resources (R252)

9. PLEASE RATE THE LIBRARY ON THE FOLLOWING: (R285)

	OFFERINGS	Poor %	#	Below Avg %	#	Average %	#	Above Avg %	#	Excellent %	#	Don't Know %	#	AVG*
1	Library Overall	0.0%	0	1.1%	3	17.0%	48	29.7%	84	48.8%	138	3.5%	10	4.31
2	Programs & Activities	1.1%	3	2.8%	8	15.6%	44	30.0%	85	31.5%	89	19.1%	54	4.09
3	Computers/Technology (devices, WiFi, etc.)	0.0%	0	1.4%	4	18.9%	53	15.7%	44	23.1%	65	40.9%	115	4.02
4	Physical Collections	1.1%	3	1.4%	4	26.2%	74	27.0%	76	33.7%	95	10.6%	30	4.02
5	Digital Collections	0.7%	2	2.5%	7	17.4%	49	21.7%	61	22.4%	63	35.2%	99	3.97
6	Website	0.4%	1	3.6%	10	29.4%	82	24.4%	68	23.7%	66	18.6%	52	3.83
7	Hours	0.0%	0	4.6%	13	35.6%	100	29.5%	83	22.8%	64	7.5%	21	3.76

* AVG = Weighted Average

OBSERVATIONS
- **79%** rated the **Library Overall** Above Average or Excellent
- **ALL** offerings listed received Above Average or Excellent ratings of at **least 39%**
- **ALL** offerings listed received Below Average or Very Poor ratings of **<5%**

EXCLUDING DON'T KNOW RESPONSES
- **81%** rated the **Library Overall** Above Average or Excellent
- **ALL** offerings listed received Above Average or Excellent ratings of at **least 57%**
- **ALL** offerings listed received Below Average or Very Poor ratings of **<5%**

10. WHEN DO YOU AND/OR YOUR FAMILY PREFER TO ATTEND PROGRAMS FOR THE FOLLOWING AGE GROUPS: (R275)

		Weekdays						Weekends				N/A	
		10am-12pm		12-5pm		5-8pm		10am-12pm		12-3pm			
	Age Groups	%	#	%	#	%	#	%	#	%	#	%	#
1	Infant	6.1%	16	3.1%	8	1.2%	3	**7.3%**	19	5.0%	13	86.6%	226
2	Toddler	**8.0%**	21	3.4%	9	1.2%	3	6.1%	16	5.0%	13	84.4%	221
3	Preschooler	6.4%	17	5.7%	15	1.5%	4	**6.8%**	18	6.1%	16	83.3%	220
4	K-6th Grade	0.8%	2	7.2%	19	**17.8%**	47	12.1%	32	16.7%	44	70.1%	185
5	Middle School	0.4%	1	6.8%	18	**13.3%**	35	5.7%	15	8.8%	23	78.3%	206
6	High School	0.4%	1	3.8%	10	**11.0%**	29	3.4%	9	6.8%	18	82.5%	217
7	Whole Family	1.9%	5	5.7%	15	20.6%	54	26.0%	68	**34.0%**	89	54.2%	142
8	Adult	12.9%	35	19.9%	54	**48.2%**	131	28.3%	77	40.8%	111	19.5%	53

PREFERRED TIMES BY AGE GROUP

- **INFANT:** Weekends 10am–12pm **7%**
- **TODDLER:** Weekdays 10am–12pm **8%**
- **PRESCHOOLER:** Weekends 10am–12pm **7%**
- **K-6th GRADE:** Weekdays 5-8pm **18%**

PREFERRED TIMES BY AGE GROUP

- **MIDDLE SCHOOL:** Weekdays 5-8pm **13%**
- **HIGH SCHOOL:** Weekdays 5-8pm **11%**
- **WHOLE FAMILY:** Weekends 12-3pm **34%**
- **ADULT:** Weekdays 5-8pm **48%**

11. HOW DO YOU PREFER TO HEAR ABOUT LIBRARY COLLECTIONS, PROGRAMS, AND SERVICES? SELECT UP TO THREE. (R276)

	CHOICES	%	#
1	**Library Email Newsletter**	62.0%	171
2	**Library Social Media** (Facebook, Instagram)	55.8%	154
3	**Library Website/Event Calendar**	55.4%	153
4	**Library Printed Flyers**	13.0%	36
5	**Local Newspapers/Publications**	12.3%	34
6	**Word of Mouth**	9.1%	25
7	**Directly from Library Staff**	7.6%	21
8	**OTHER** (please be specific):	4.0%	11

OTHER RESPONSES (R11):

NOTE: 11 responses yielded **9** ideas, **1** comment, and **1** Null response.

- **OTHER MARKETING PREFERENCES (6/67%):** Millis Public Forum (2) || Email || Get my attention with the TV announcements behind the desk. I always see old flyers still up and I wish I knew about the event. || Please use social media for books. There are a lot of photos of the garden, but the library is primarily for information and programs || Posted in the library

- **UNINTERESTED/DON'T NEED INFO (3/33%):** Don't want to hear || I don't || Only interest is borrowing books occasionally

- **COMMENT/FEEDBACK (1):** I think you are great!

12. PLEASE SHARE ANY ADDITIONAL COMMENTS OR SUGGESTIONS ABOUT HOW THE MILLIS PUBLIC LIBRARY CAN IMPROVE OVER THE NEXT FIVE YEARS. (R88)

NOTE: 88 responses yielded **76** ideas, **31** comments, and **6** Null responses.

- **33% PROGRAM IDEAS (25)**
  - **Adjust Program Schedule (10):** Have more weekend programs for adults. || I would love an adult book club that met even just virtually, not in the middle of the workday. || In the past 6 months, I have almost never been able to take my toddler for any activities since all activities, including the water sprinklers for the summer, were on weekdays when we have work. Any toddler activities if moved to the weekends would be really helpful. || It would be great to have some programming that started shortly after the middle school and high school let out. There are very few after-school programs offered for middle schoolers at school, and it would be nice to have an opportunity for them to dismiss from school and walk over to the library and participate in a program that started shortly after school got out. || More adult crafts, arts, poetry, and social groups weekdays evenings. Thanks! || More family programs on weekends || More programs or regulations for students during after school or in service days so that behavior can be improved || My comment is a general note on infant/early preschooler program times: I love bringing my son to Songs and Stories, but I wish the library (and surrounding) provided a time other than 10:30am. All of the programs similar to Songs and Stories run at this time, so if we can't make it at 10:30 we can't attend any of the other programs either. It would also be nice to have Songs and Stories (or similar age programs) more often on weekends for working families. || Would love more programming for the 5–7-year-old age group in the evenings or on weekends so we can visit even more. :) || Would prefer that little kid programs be between 3-6 pm window.

- o **Add More Adult Programs (7):** As a new(ish) resident, I always thought it would be cool if there was a program that introduced you to the town, kind of like an activity fair that colleges run. There could be reps from different departments and programs, and it could be held bi-annually. It could be a great way to get new neighbors involved. || Continue to add adult events such as lectures, book reviews, demonstrations || I would enjoy attending more lectures and concerts at the Library. || I would love to see more craft classes, such as knitting/crocheting, metalworking, cooking. Also, historical programs, author visits, and music programs. || More adult programs on diverse topics || More programs involving local history, involving local residents rather than pricey speakers, also history nonfiction book clubs || There is a lot of programming for kids. With the over 55 housing in town, need more adult programming.

- o **Add More Children's Programs (3):** Hold more events/activities/classes for K-8. || More activities geared towards the 7/8/9-year-old range...too big to do things with the little kids but too young to be with middle schoolers || Would like more programs or fun events that are not just for 6th grade and up. Maybe 4th and up

- o **Misc. Unique Program Ideas (5):** Movies that are being shown to be PG or PG13 rated. || Talk to MILLIS senior center about trip to World Trade Center or Broadway show Boston || There is a lot of programming for kids. With the over 55 housing in town, need more adult programming. There should be several book clubs run by the library staff. || Would like more speaker programs || Would like to see ESL program at the library

- **16% MANAGEMENT AND OPERATIONS IDEAS (12)**

  - o **Expand Hours (8):** Additional hours especially during the summer weekends would be excellent. Often don't have time to visit during the week after work but would love to visit more on weekends. || Expand hours of operation. || I would like more weekend hours because I like to try to go there to work when my husband is home from work. || I would love to see the library open on Sundays as it's hard to get there during the week. || I would love to see the library open on Sundays. We travel over to Wellesley on Sundays to access their library on Sundays. Even if it's just during the cold winter months || Longer hours || Open at 9 am. Extend Saturday hours. || Opening earlier (9 am) and Sunday hours

  - o **Staff Nametags (2**): I do wish the library staff wore name tags or something, so I knew who I was talking to. It's too late to ask them their names, I've been going for over 4 years. || Please consider having name plates for those on duty at the circulation desk or name badges. It contributes to a greater sense of community.

  - o **Misc. Unique Management and Operations Ideas (2):** Hiring younger adults/teens might draw in more crowds || Maintain the warm and welcoming atmosphere of our beautiful library!

- **14% FACILITY IDEAS (11)**

  - o **Improve Accessibility (3):** Could you please fix the entry door? It is too much of an effort to get out. No, I am not disabled so I won't press the button but if there was a fire, could we all get out quickly? I don't know. Seems dangerous to me. || Front doors are difficult to open from parking lot. || The handicap parking should be directly at the door not to the side.

  - o **Add Book Drop (2**): An exterior or 24/7 book/media donation Dropbox would be great. I have so many books and CDs and DVDs I would donate, but don't have the time during operational hours to run them in. || Please add a book drop box to the front of the building.

  - o **Add More Seating (2):** Maybe more places to sit? || Perhaps more areas to sit and read would be nice?

  - o **Improve Exterior Aesthetics (2):** This is a bit off topic. Whenever I enter the library from the parking lot, I am dismayed at the condition of the siding. It looks old and moldy. Sets a sad tone before one enters the library. || Ugly, unwelcoming exterior, but can't do anything about that.

  - o **Misc. Unique Facility Ideas (2):** It would be nice to have wall-to-wall carpet in the community room for better acoustics and just a nicer feeling for the events. They have very tight knit ones that are easy to clean. || Practice space for dance

- **11% MARKETING IDEAS (8)**
  - **Increase/Improve Communications (3):** Communicate better || Continue or increase the CFB to library connection. || More branding for library events and services
  - **Enhance Social Media Presence (2):** Keep social media extremely up to date and current. Add more pictures of happenings at the library. || Share on social media, etc. the vast resources provided at the library that some people might not be aware of.
  - **Increase Outreach (2):** Our family loves the library, but when we are there it often seems empty. I wonder what other services could bring people in. Or outreach to partner with other community groups? || When we moved to Millis I wasn't aware of all the cool things our library offered and found out by word-of-mouth. I wonder if partnering with our school system and including monthly offerings/programs in our elementary/middle school/HS parent newsletters might get the word out. I'm sure the pre-K and extended day programs could also post events.
  - **Misc. Unique Marketing Idea (1) - Improve Website:** The only suggestions I have relate to navigation on the website. As someone who has built websites and who visits hundreds of websites for work, I've seen that not everyone thinks to click on the menu while using mobile, making it important to give careful consideration to the homepage buttons/navigation. It's always best if the homepage has buttons or links that mirror the most important items in the menu. For MPL's website, there are currently just 4 permanent button links on the homepage (plus the slider). Those permanent links should navigate to the 4 most commonly accessed/requested pages on the site (perhaps Catalog, Calendar, E-library, and About/hours,). Currently the 4 buttons navigate to Friends, What's New, Library of Things, and Aging Resources. Without clicking on the menu, it doesn't appear to be possible on mobile to access the calendar of events. I've heard that sliders are rarely recommended because very few people are going to sit through all the slides, but your use of the slider is good because you're highlighting temporary non-essential items. I'd recommend continuing to not rely on the slider for essential links like the overall calendar link. But it would be helpful to have a calendar link prominently on the homepage.

- **9% COLLECTIONS IDEAS (7)**
  - **Add More Books (3):** Add to large print section. || Expand collection and availability of popular Libby books || I do think the collection lacks a lot of newer kids' books or teen/ tween books. I often have to reserve books from other Minuteman sites.
  - **Modify Available Genres (3):** I would like to see more Christian/Catholic books and movies! || If I were choosing books to purchase, I would increase the literary fiction and decrease the series, romance, etc. - more variety and substance in the New Books, please! || It seems like there are A LOT of LGBTQIA books for teens and teens, which definitely has its place but maybe we don't need ALL of our books to be in this genre. There needs to be more diversity of culture and religion, not just sexual orientation.
  - **Misc. Unique Collections Idea (1) – Grow Blu-Ray Collection:** Though DVDs are becoming obsolete, if not there already, I would appreciate a larger Blu-Ray catalogue of both new and classic movies

- **5% TECHNOLOGY IDEAS (4): Add Digital Resources:** Can you add Flipster to your resources? || Digital access to subscription newspapers and magazines would be very helpful for our family || Increase digital Hoopla holds || More online genealogy.

- **3% SERVICES IDEAS (2): Misc. Unique Services Ideas:** Book sales happen more frequently || Notary Public that is available for everything... no exemption for real estate.

- **9% MISC OTHER IDEAS (7): Misc. Unique Ideas:** Hard to say. It's an individual opinion. I would suggest looking at, for example, the events calendar at other libraries and comparing. How do you score? || I think it would be helpful to extend the deadline of the survey response by another month. For all the

resources devoted to this effort, I think more responses can only help the cause. || I would be willing to take training and teach at the library. Many people cannot get to Framingham and there may be waiting lists || Limit access for drunken drug addicts || Millis has a growing Brazilian population, so I believe Portuguese resources are of imminent importance as well...Language and diversity resources should be the number one priority as the library, and town, grow and expand. || Turn it into a coffee shop or restaurant || When the new library opened, there was buzz that it would be the Living room of Millis. I would like to feel more included. I attend events, but I am new in town, and I don't connect/make friends.

- **COMMENTS/FEEDBACK (31)**

  o **81% Positive (25**): Everyone is fabulous. ||Everyone should be as friendly as Esther Davis || Great Library! I enjoy going there! || I do not interact much with the Millis public library except to pick up books on hold. That service seems very good. || I feel so fortunate to have this resource in our community. Thank you for your commitment to the people of Millis!! || I love our library so much! || I love our library! You all do a great job. || I love the Library! || I love the Millis library! The staff are helpful and friendly, easy to talk to and full of knowledge. Such a wide range of programs and I also love being able to use the space for meetings and just to sit with friends. || I love the Millis Public Library. It's usually so peaceful and quiet. The staff is extra helpful. It's bright and attractive. || Love the public space room at the Library - it's been used for meetings, music and theatrical performances and of course the Millis Film Festivals from 2014 and 2015. I think this room is the singular strongest feature the library offers, as this truly is a meeting place and center of Millis. || My daughter loved the Make It Monday sessions. The timing was perfect for her and her friends to walk over and attend. The projects were varied and exciting. We loved the weekend story times when they were little. Miss Rachel is THE best! || Overall love the Millis Library. Rachel is a gem of Millis and a true treasure. The programs are fantastic. || Rachel S is fantastic. Very welcoming. Nice addition of the monthly craft after story time. || Thank you for all your help || Thank you for being a great asset to Millis! || Thanks for all you do! we love the library || The library is doing a great job with the limited resources the town is able to devote to it. The Friends do a great job filling some of those gaps! || The library is wonderful! Overall it's great how much the MPL does and we love it! || The Millis library is very welcoming and provides a great deal of options for me. || The Millis Public Library is THE BEST! Thank you all for all you do! || The programs are varied, which I like. || The staff is fantastic and very helpful. I love this library. || We love the library and will always support it! My kids and I are there every other week and we love our little library adventures. || We love the Millis Public Library and always feel so welcome. We've saved hundreds of dollars and had our lives enriched by the books offered. And Miss Rachel's storytimes helped us thrive in the early years with young kids! I've always felt supported and never judged. A few months ago, I was in the adult section working on a weekday, and I heard an individual, perhaps an older child with special needs, having a very difficult time and melting down near the front desk. Her parent/caregiver was doing their very best, but was struggling to manage the situation, which went on for several minutes. The caregiver apologized to whoever was at the circ desk (I think Fatima, or maybe Rebecca, I couldn't see from where I was) who caringly acted as though nothing at all was out of the ordinary and kindly said, "Oh, this isn't a silent library, no worries at all." Other than responding to the caregiver's apology, the staff person thoughtfully gave the appearance of not even noticing that anything was awry (which must have been hard-- it was very loud!) I was so heartened by the welcoming attitude. MPL truly does feel like a warm, caring place to be...Thanks for considering, and thank you for all you do for the community! We love the Millis Public Library!

  o **6% Neutral (2):** Actually, I am an Indian citizen as my daughter's family is in Boston, I have visited the library || Some programs are in the evening. Evening hours were not listed.

  o **13% Negative (4):** I am also disappointed that there is still no one on staff who is Latino/Hispanic / someone who speaks Spanish and/or Portuguese natively. || Not a big supporter of the library. || There are also teens that go to the library and show inappropriate physical behavior that they should probably be doing to each other at home and not out in public, and nobody intervenes. It's not exactly what I want to see when I'm trying to read or when I'm trying to print something. || There is some confusion about whether to use the website, or Libby, or Minuteman. Anyway, most of the books I request digitally aren't ever available anyway since they are obscure or out of print.

13. If you're interested in participating in a virtual Library Focus Group, please indicate all the dates you are available. If you're not interested, please select N/A.
(R271)

CHOICES	%	#
N/A – I'm Not Interested in Participating in a Focus Group	85.2%	231
1/15 (Wed) @ 1:00-2:30 pm	4.4%	12
1/15 (Wed) @ 6:00-7:30 pm	5.5%	15
1/28 (Tue) @ 1:00-2:30 pm	3.7%	10
1/28 (Tue) @ 6:00-7:30 pm	6.3%	17
1/30 (Thu) @ 1:00-2:30 pm	5.9%	16
1/30 (Thu) @ 6:00-7:30 pm	6.6%	18

OBSERVATION

15% of the **271** respondents volunteered to participate in a focus group. (R40)