



MILLIS PUBLIC LIBRARY

YOUTH SURVEY 2024 RESULTS SUMMARY REPORT

SURVEY PERFORMANCE

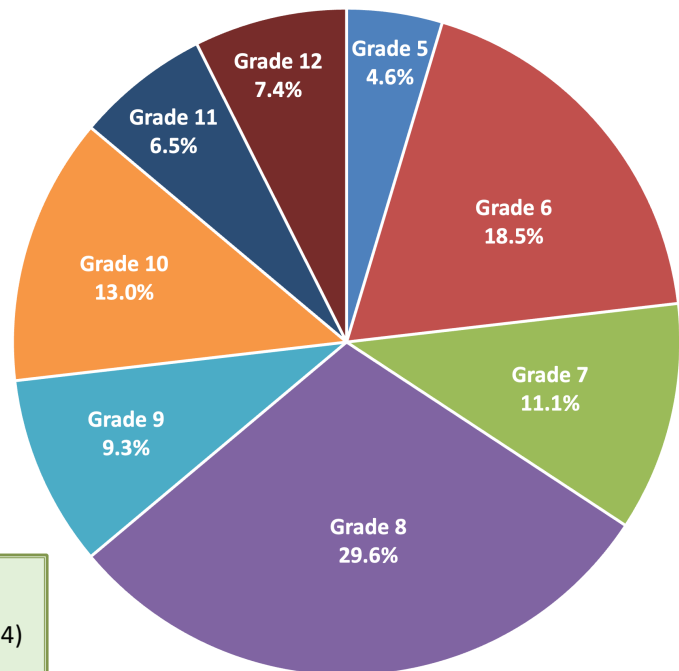
- **CONDUCTED:** 12/4/24 – 1/3/25 (31 days)
- **FORMATS:** Digital/Online (SurveyMonkey)
- **LANGUAGE:** English
- **RESPONSE GOAL:** 50 || **# RESPONSES RECEIVED:** 108 (+58/102%)
- **COMPLETION RATE GOAL:** 74% || **ACTUAL COMPLETION RATE:** 78% (+3%)
- **TIME TO COMPLETE GOAL:** 6 mins || **AVG TIME TO COMPLETE:** 4 mins 51 secs (-1 min 9 secs)

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 (**108**).

1. WHAT IS YOUR AGE? (R108)

GRADES	%	#
Grade 5	4.6%	5
Grade 6	18.5%	20
Grade 7	11.1%	12
Grade 8	29.6%	32
Grade 9	9.3%	10
Grade 10	13.0%	14
Grade 11	6.5%	7
Grade 12	7.4%	8

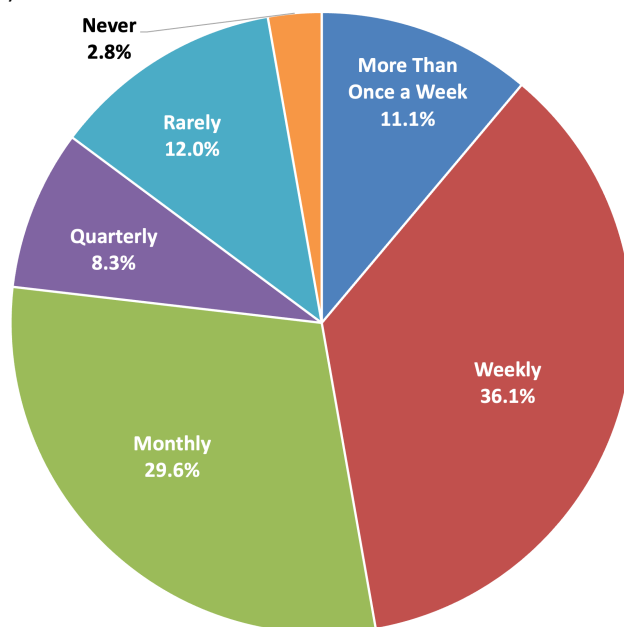


OBSERVATIONS

- **59%** are middle school (grades 6-8) (R64)
- **36%** are high school (grades 9-12) (R39)
- **30%** are in **Grade 8**, which is the largest grade group represented (R32)

2. HOW OFTEN DO YOU VISIT THE LIBRARY? (108)

CHOICES	%	#
> Once a Week	11.1%	12
Weekly	36.1%	39
Monthly	29.6%	32
Quarterly	8.3%	9
Rarely	12.0%	13
Never	2.8%	3



OBSERVATIONS

- 77% visit **at least Monthly** (R83)
- 15% visit **Rarely** or **Never** (R16)

3. WHAT ARE YOUR MAIN REASONS FOR NOT VISITING THE LIBRARY? SELECT UP TO THREE. (R15)

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

	CHOICES	%	#
1	Don't Have Time/Too Busy	73.3%	11
2	Don't Need It (find info elsewhere, buy my books, use school library)	66.7%	10
3	Can't Find Books/Materials that Interest Me	26.7%	4
4	Don't Have Transportation	13.3%	2
5	Not Enough Social/Hangout Space	6.7%	1
6	Don't Feel Welcome or Comfortable at the Library	0.0%	0
7	Too Noisy/Crowded	0.0%	0
8	OTHER (please be specific):	0.0%	0

OBSERVATIONS

- 94% of 16 respondents who **Rarely** or **Never** visit MPL answered this question (R15)
- **Don't Have Time/Too Busy (73%)** and/or **Don't Need It (67%)** were the only choices selected by a majority of respondents
- 40% fewer respondents selected choice #3 than choice #2 (**Don't Need It**), indicating that the top 2 choices were considerably more relevant reasons for respondents not visiting MPL, compared to all other reasons listed

4. WHICH OF THE FOLLOWING LIBRARY COLLECTIONS OR SERVICES ARE MOST IMPORTANT TO YOU? SELECT UP TO THREE. (R85)

	CHOICES	%	#
1	Physical Materials (books, comics, video games)	69.4%	59
2	Space to Hang Out/Socialize	63.5%	54
3	Space for Quiet Study, Reading, & Relaxing	56.5%	48
4	Library of Things (game consoles, hotspots, board games)	25.9%	22
5	WiFi/Computers/Printing	23.5%	20
6	Library Programs/Events	20.0%	17
7	Librarian/Staff Assistance	12.9%	11
8	Digital Materials (eBooks, streaming video, eAudio)	5.9%	5
9	Research Resources	2.4%	2
10	N/A – Not Interested in Library Collections or Services	0.0%	0
11	OTHER (please be specific):	0.0%	0

3 MOST POPULAR CHOICES

1. **69%** Physical Materials
2. **64%** Space to Hang Out / Socialize
3. **57%** Space for Quiet Study, Reading, & Relaxing

3 LEAST POPULAR CHOICES

1. **2%** Research Resources
2. **6%** Digital Materials
3. **13%** Librarian / Staff Assistance

OBSERVATION:

- **ALL** respondents indicated that at **least** 1 of the Collections and Services listed is important to them
- **31%** fewer respondents selected choice #4 than choice #3 (**Space for Quiet Study, Reading, & Relaxing**), suggesting that the top 3 Collections and Services were significantly more popular than the others listed

5. HOW WELCOME DO YOU FEEL WHEN YOU... (R85)

		Very Uncomfortable		Uncomfortable		Somewhat Comfortable		Comfortable		Very Comfortable		N/A or Don't Know		
	ACTIVITIES	%	#	%	#	%	#	%	#	%	#	%	#	AVG*
1	Study/Hang Out in the Library	5.9%	5	0.0%	0	11.8%	10	15.3%	13	63.5%	54	3.5%	3	4.35
2	Ask Library Staff for Help	5.9%	5	1.2%	1	11.8%	10	28.2%	24	52.9%	45	0.0%	0	4.21
3	Borrow Materials	4.7%	4	0.0%	0	14.1%	12	31.8%	27	49.4%	42	0.0%	0	4.21
4	Attend Programs	5.9%	5	4.7%	4	18.8%	16	34.1%	29	29.4%	25	7.1%	6	3.82

* AVG = Weighted Average

OBSERVATIONS (excluding N/A OR DON'T KNOW responses)

- **81-82%** feel most welcome (**Comfortable** or **Very Comfortable**) with the top 3 activities
- **11%** feel the **least** welcome (**Uncomfortable** or **Very Uncomfortable**) when they **Attend Programs** (R9)

6. PLEASE RATE THE LIBRARY STAFF ON THE FOLLOWING QUALITIES: (R85)

	QUALITIES	Poor		Below Avg		Average		Above Average		Excellent		N/A or Don't Know		AVG*
		%	#	%	#	%	#	%	#	%	#	%	#	
1	Friendliness	1.2%	1	0.0%	0	9.4%	8	18.8%	16	70.6%	60	0.0%	0	4.58
2	Helpfulness	1.2%	1	0.0%	0	11.8%	10	16.5%	14	70.6%	60	0.0%	0	4.55
3	Knowledge	0.0%	0	0.0%	0	15.3%	13	22.4%	19	62.4%	53	0.0%	0	4.47
4	Availability	0.0%	0	2.4%	2	23.5%	20	23.5%	20	50.6%	43	0.0%	0	4.22
5	Relatability	1.2%	1	3.5%	3	20.0%	17	28.2%	24	47.1%	40	0.0%	0	4.16

* AVG = Weighted Average

OBSERVATIONS

- 74-89% rate **ALL** the staff qualities as **Above Average** or **Excellent**
- 5% rated **Relatability** as **Poor** or **Below Avg**, but 75% rated this quality as **Above Average** or **Excellent**
- **Knowledge** is the only quality that did not receive a negative rating of **Poor** or **Below Avg**

7. WHICH TYPES OF PROGRAMS WOULD YOU BE MOST INTERESTED IN ATTENDING? SELECT UP TO THREE. (R96)

	CHOICES	%	#
1	Cooking (demos, nutrition, baking competitions)	36.5%	35
2	Video Game Programs (Smash Bros. tournaments & free play)	27.1%	26
3	Book Clubs/Author Talks	26.0%	25
4	College/Career Workshops (college essay, going off to college, exploring careers, job fair)	25.0%	24
5	Fandom Programs (anime club, Star Wars night, Harry Potter trivia, movie nights)	24.0%	23
6	Life Skills Workshops (time management, how to change a tire, budgeting)	24.0%	23
7	STEM/Makerspace (coding, robotics, 3D printing, 3D pens)	22.9%	22
8	Tabletop Gaming (D&D, board games)	22.9%	22
9	Creative Writing/Writing Contests	19.8%	19
10	N/A – Not Interested in Library Programs	8.3%	8
11	OTHER (please be specific):	3.1%	3

OTHER RESPONSES: Make it Monday and Crafts (R3)

3 MOST POPULAR PROGRAMS

1. **37%** Cooking
2. **27%** Video Game Programs
3. **26%** Book Clubs/Author Talks

3 LEAST POPULAR PROGRAMS

1. **20%** Creative Writing/Writing Contests
 2. **23%** STEM/Makerspace
- *AND*** Tabletop Gaming

OBSERVATIONS

- No type of programs was selected by a majority of respondents
- The least popular choice (**Creative Writing/Writing Contests**) was selected by **20%**

8. WHICH DAYS AND TIMES ARE MOST CONVENIENT FOR YOU TO VISIT THE LIBRARY? PLEASE CHECK ALL THAT APPLY. (R93)

	DAYS	Morning		Afternoon		Evening	
		%	#	%	#	%	#
1	Sunday	37.0%	27	74.0%	54	32.9%	24
2	Monday	2.7%	2	69.3%	52	52.0%	39
3	Tuesday	4.1%	3	65.8%	48	50.7%	37
4	Wednesday	7.2%	6	57.8%	48	55.4%	46
5	Thursday	5.3%	4	61.8%	47	54.0%	41
6	Friday	8.5%	7	61.0%	50	52.4%	43
7	Saturday	38.0%	30	68.4%	54	44.3%	35

3 MOST POPULAR TIMES

1. Sunday Afternoon (R54)
2. Saturday Afternoon (R54)
3. Monday Afternoon (R52)

3 LEAST POPULAR TIMES

1. Monday Morning (R2)
2. Tuesday Morning (R3)
3. Thursday Morning (R4)

OBSERVATIONS

- Afternoons are the **most** convenient times to visit the Library, especially weekend afternoons
- Weekday mornings are the **least** convenient times to visit the Library

9. HOW WOULD YOU PREFER TO HEAR ABOUT LIBRARY PROGRAMS? SELECT UP TO THREE. (R93)

	CHOICES	%	#
1	School	61.3%	57
2	Library Bulletin Board/Flyers	39.8%	37
3	Library Website/Event Calendar	36.6%	34
4	Parent/Family Member	35.5%	33
5	Friend/Peer	33.3%	31
6	Library Instagram Account	23.7%	22
7	Directly from Library Staff	17.2%	16
8	Library e-Newsletter	10.8%	10
9	Library Facebook Page	7.5%	7
10	OTHER (please be specific):	2.2%	2

OTHER RESPONSES: Email (R2)

3 MOST POPULAR COMMUNICATION METHODS/TOOLS

7. **61%** School (R57)
8. **40%** Library Bulletin Board/Flyers (R37)
9. **37%** Library Website/Event Calendar (R34)

3 LEAST POPULAR COMMUNICATION METHODS/TOOLS

4. **8%** Library Facebook Page (R7)
5. **11%** Library e-Newsletter (R10)
6. **17%** Directly from Library Staff (R16)

OBSERVATION: Hearing about Library programs via **School** was the only choice elected by a majority of respondents

10. WHAT DO YOU LIKE TO READ (FAVORITE AUTHORS, GENRES, OR TITLES)? (R82)

NOTE: 82 responses yielded 179 reading preferences, 2 comments, and 2 Null responses.

• 69% GENRES (124)

- **Graphic Novels (23):** Manga (3) || Graphic Novels (Telgemier, Raina) || Manga (My Hero, JJK, Spy x Family and others like that)
- **Mysteries (15):** Murder Mystery (4) || Killing || Mysteries/Suspense
- **Romance (12):** Rom-Coms (3) || Romance (Young Adult)
- **Fiction (11):** Realistic Fiction (2)
- Fantasy (9)
- Horror (8)
- **Adventure (6):** Adventure (like The Outsiders) || I don't read a ton but if I were to I like adventurous books
- Historical Fiction (5)
- **Non-Fiction (5):** Non-Fiction (WW2)
- Sci-Fi (5)
- Comics (3)
- Thrillers (3)
- Comedy (2)
- Drama (2)
- Dystopian (2)
- Mythology (2)
- Young Adult Books (2)
- Action
- Anime Series
- Autobiographies
- Beach Reads
- Classics
- Contemporary
- Historical Non-Fiction

• 12% BOOKS/SERIES (22)

- Diary of a Wimpy Kid (2)
- Dork Diaries (2)
- Harry Potter Series (2)
- Hunger Games Series (2)
- Art Thief, The
- Baby-Sitters Club
- Dog Man
- Flu Guy, The
- Guinness World Records
- Humphrey books
- InvestiGators, The (Green, John Patrick)
- JoJos Bizarre Adventure
- Percy Jackson and books of that genre
- Red Rising (Brown, Pierce)
- Series Books
- SpongeBob Squarepants
- We Were Liars (Lockheart, E.)
- Wild Robot Series, The

• 11% AUTHORS (19)

- Han, Jenny (3)
- Kinney, Jeff (2)
- Tartt, Donna (2)
- Coleman, Mark
- Dostoevsky, Fyodor
- Gratz, Alan
- Herbert, Frank
- Kafka, Franz
- Libenson, Terri
- Michaelides, Alex
- Shusterman, Neal
- Slocumb, Brendan
- Stoffles, Maren
- Thummler, Brenna
- Yang, Kelly

• 5% SUBJECTS (9)

- **Health (3):** Books about Physical Illness || Mental Health || Psychology
- Animals
- Basketball Books

- D&D
- Escape Room Books
- High School Stories that are Relatable but Interesting
- Kiss Band
- **3% MISC. OTHER READING PREFERENCES (5)**
 - Chapter Books (2)
 - Anything that Seems Good
 - Books that Take Place in the Summer
 - Something that makes me so confused until the end when there's a huge, unexpected plot twist that finally makes everything make sense
- **COMMENTS/FEEDBACK (2)**
 - I like lots of books!
 - I like to read a variety of different types of books.

11. PLEASE PROVIDE ANY ADDITIONAL IDEAS OR SUGGESTIONS YOU HAVE ABOUT HOW WE CAN IMPROVE THE LIBRARY'S OFFERINGS FOR YOU AND YOUR FRIENDS (PROGRAM IDEAS, NEW SERVICES, ETC.). (R61)

NOTE: 61 responses yielded 53 ideas, 11 comments, and 10 Null responses.

- **49% PROGRAM IDEAS (26)**
 - **Add More Programs (5):** Events (3) || More talks || More teen programs
 - **Games (5):** Bingo || Chess Club || Chess Day || D&D || Video Games
 - **Arts and Crafts (4):** Art/drawing club || I think that more art and crafts would be fun || I think that the Millis Public Library should have more arts and crafts programs. || Painting
 - **Cooking (4):** A cooking club || Cooking || I think a cooking club would be great! || More baking/cooking activities
 - **Misc. Unique Program Ideas (8):** Doing more library legend meetings || I think more workshops and tutoring could be good for students and high school. || I think that more sports programs would be fun || I think writing competitions partnered with the high school could increase the library's image and involvement. || Maybe college programs || Maybe some more programs for the older crowd. || Programs to find what kind of books you like and examples of them || Teen Murder Mystery
- **17% FACILITY (9)**
 - **Add/Improve Seating (3):** More crazy furniture || More seating || More seating ideas to hang out and study.
 - **More Furniture (2):** More bookshelves. || Taller furniture for teen room
 - **Misc. Unique Facility Ideas (4):** Make it more welcoming from the outside. || Maybe have a specific known space for eating. || Open Roche Bros room more || Sections within the book area with these types of books.
- **11% COLLECTIONS IDEAS (6)**
 - **Expand/Grow Collections (3):** Add more books || Expand the book collections. || More titles would be nice and a wider variety of books by certain authors.
 - **Misc. Unique Collections Ideas (3):** More books on spy agencies and different conspiracies and how the world works. || More informational books || Videos games

- **8% MANAGEMENT AND OPERATIONS IDEAS (4)**
 - **Increase Access to Teen Room (2):** I think they should let teenagers in the teen room. || Let teens in the teen room.
 - **Offer More Volunteer Opportunities (2):** Perhaps allow students to help run things for service hours || Volunteering
- **4% MARKETING IDEAS (2): Misc. Unique Marketing Ideas (2):** More outreach programs for high school students || Posting on social media.
- **2% TECHNOLOGY IDEA (1): Misc. Unique Technology Idea:** Make more availability on the computers not as many blocked websites.
- **9% MISC OTHER IDEAS (5): Misc. Unique Ideas:** Actually, look at the surveys || Crate Box || More availability || Reward program "I would like to get candy for doing things" || Tell people more details about the books.
- **COMMENTS/FEEDBACK (11)**
 - **100% Positive (11):** I love the library and everything about it is perfect and amazing. || I think everything is going good. I have no feedback. || I think it is great || I think right now everything is pretty great! || I think that the Millis Public Library is really good || It great as it is || It's good. IDK what to change it || It's perfect the way it is. || The library is already awesome, so I don't think it needs much improvement. || There isn't really anything I can think of that would improve the library. It's really nice already. || You guys are so nice!
 - **0% Neutral (0)**
 - **0% Negative (0)**

12. 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.
(R89)

CHOICES	%	#
N/A – I'm Not Interested in Participating in a Focus Group	92.1%	82
2/4 (Tue) @ 4:00-5:00 pm	5.6%	5
2/6 (Thu) @ 4:00-5:00 pm	3.4%	3
2/11 (Tue) @ 4:00-5:00 pm	1.1%	1

OBSERVATION

8% of the **89** respondents volunteered to participate in a focus group. (R7)