

#1

COMPLETE

**Collector:** Email Invitation 1 (Email)  
**Started:** Wednesday, September 04, 2019 3:54:43 PM  
**Last Modified:** Wednesday, September 04, 2019 4:16:52 PM  
**Time Spent:** 00:22:08  
**Email:** kivers@southboroughma.com  
**IP Address:** 71.184.219.170

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**Q1** Does the library currently have enough staffing overall?

**No,**

Comments::

It actually depends on the day/time. Sometimes it feels as if we have too many staff working at one time, and other times we need more. Sometimes it is hard for full time staff to complete projects, but we also can't have too many staff members in a small place at once since there is not enough workspace. Saturdays and times wen we are running programs we often don't have enough staff members.

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**Q2** Does the library need a new full-time Young Adult Librarian?

**No,**

Comments::

We need a Young Adult person, but I don't know if it is a full time job. We need someone to plan and lead YA programs and we also need someone to staff the YA space at certain times and days. Hiring a full time librarian with Young Adult experience but the ability to also do other work might be a better option.

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**Q3** Is the Assistant Director position important for the future of the library?

**No,**

Comments::

At times, the Director does need help and input with projects or other tasks. However, having a full time Assistant Director does not seem logical for a library of this size. Staff members who can assist the Director when needed but also do circulation, cataloging, programming, and any other necessary tasks seem like a better use of people and funds.

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## Library Staff Focus Group Questionnaire

**Q4** Is the library open too much or too little?

**Just Right!**,

Comments::

If we were open fewer hours the patrons would be upset. I know the public would like us to be open weekends and Saturdays in the summer. However, finding staff members to work those hours is the biggest challenge. We are open more hours than many other libraries of similar size.

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**Q5** What do you think about the library closing at 8:00 PM Tuesday, Wednesday, or Thursday?

**It's a bad idea.** ,

Comments::

As a staff member working in the evening, personally I would prefer it. But as the library meeting room is used for many evening meetings, it would affect the public a great deal.

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**Q6** Should the library hire additional staff to be open on Saturdays in July and August?

**No,**

Comments::

Staffing would still most likely be a problem, as staff members would probably not be able to work every Saturday throughout the whole summer, and it would probably mean bringing in current staff members to cover those hours. Would additional Saturday staff mean taking people from the rest of the week or a big budget increase to bring in new people? And would the usage justify the cost of hiring new people? Often as the weather gets nicer, Saturday attendance decreases.

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**Q7** What is the most important or most interesting service that the library offers?

Every program or service is important as each is good for different people or groups. I also think people like it when they find something they weren't expecting to find at a library.

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**Q8** What would you like to see, have, or use at the library?

Not currently sure on this one.

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**Q9** How can we make the overall library experience better for patrons?

I think most patrons appreciate it when they get good customer service. Providing as many different materials and events as possible and providing good customer service usually gives people a good library experience.

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## Library Staff Focus Group Questionnaire

**Q10** How can we make the overall library experience better for staff?

I think one of the hardest things for staff is always being pulled in many different directions throughout the day. Being given an hour or two to work on projects at various times throughout the week may help.

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**Q11** What is your favorite thing about the library?

The wonderful patrons and community.

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**Q12** If money were no object, what's one improvement you would make to the library?

Waterproof it! And add a designated program space.

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# #2

**COMPLETE**

**Collector:** Email Invitation 1 (Email)  
**Started:** Wednesday, September 04, 2019 4:12:45 PM  
**Last Modified:** Wednesday, September 04, 2019 4:22:23 PM  
**Time Spent:** 00:09:38  
**Email:** atownsley@southboroughma.com  
**IP Address:** 71.184.219.170

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**Q1** Does the library currently have enough staffing overall? **Yes**

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**Q2** Does the library need a new full-time Young Adult Librarian? **No**

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**Q3** Is the Assistant Director position important for the future of the library? **No**

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**Q4** Is the library open too much or too little? **Just Right!**

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**Q5** What do you think about the library closing at 8:00 PM Tuesday, Wednesday, or Thursday? **It's a good idea.**

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**Q6** Should the library hire additional staff to be open on Saturdays in July and August? **No**

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**Q7** What is the most important or most interesting service that the library offers?

Programs for adults and children

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**Q8** What would you like to see, have, or use at the library?

color scanners

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**Q9** How can we make the overall library experience better for patrons?

not sure

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## Library Staff Focus Group Questionnaire

**Q10** How can we make the overall library experience better for staff?

Provide a space to put our personal belongings in during our work shift.

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**Q11** What is your favorite thing about the library?

The people.

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**Q12** If money were no object, what's one improvement you would make to the library?

CARPET AND ADDITIONAL BATHROOM UPSTAIRS

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# #3

**COMPLETE**

**Collector:** Email Invitation 1 (Email)  
**Started:** Thursday, September 05, 2019 6:32:39 PM  
**Last Modified:** Thursday, September 05, 2019 8:37:37 PM  
**Time Spent:** 02:04:57  
**Email:** nickaela@gmail.com  
**IP Address:** 71.184.219.170

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**Q1** Does the library currently have enough staffing overall?

**No,**

Comments::

-The new YA room should be staffed (with circulation desk) as much as possible to better answer questions, assist patrons and ensure safety of patrons. -Additional pages would help cover schedule gaps during the holidays/summer vacations/sick days. -An assistant director would help to provide long-term planning and strategic support as well as day-to-day management.

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**Q2** Does the library need a new full-time Young Adult Librarian?

**No,**

Comments::

-I think Southborough Library does need a YA Librarian who has the necessary expertise for outreach of young patrons and can grow programs for youth as well as increase circulation and engagement for this demographic, but I think this position should be part-time given budget constraints and then have current staff trained around the collection to help further staff the YA room.

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**Q3** Is the Assistant Director position important for the future of the library?

**Yes,**

Comments::

I think this is a very important and necessary position for the library because an assistant director role would support long-term planning and management and evaluation of resources and collections as well as programs to ensure the Southborough Library remains a vital and central community hub. I think similar to the YA staffing question, this position could also potentially be part-time.

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## Library Staff Focus Group Questionnaire

**Q4** Is the library open too much or too little?

**Too  
Much**

Comments::

On one hand, I don't see a lot of adult or children patrons using the library past 8:00 PM (would need to look at patterns in our the door count etc), but our role is to serve the needs of our patrons and provide important community resources as well as space. If patrons are looking for more or different hours, a possible way to address this would be to close earlier a few days a week and then open those few hours during the summer on Saturdays, such as 10-1 or 2-5 (or even alternate weekend openings).

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**Q5** What do you think about the library closing at 8:00 PM Tuesday, Wednesday, or Thursday?

**It's a good  
idea.**

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**Q6** Should the library hire additional staff to be open on Saturdays in July and August?

**Yes,**

Comments::

This is a tough question because we want to honor staff keeping their weekends with family during these months, but if patrons have been requesting weekends, it might just be minimal hours as outlined above or alternating weekends so the burden on the staff is small and no additional new hires are necessary. I worry that there a few louder voices from a minority of people wanting to keep the library open might not represent the seeming trend of many families from the area traveling and going away for the most part. However, a lot of families also now have children in camp and can't get to the library during the week and might seek the weekends instead during the summer.

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**Q7** What is the most important or most interesting service that the library offers?

I think this varies for different audiences of which I see two-- the established readers who already understand the value of the library's collection and partake in all its programs, and the non-established readers who might not see themselves as patrons or readers and don't know about all the resources of the library. I think for this second group, it is essential that we help them find this identify with new lending items outside of books and new and fun events not necessarily associated strictly with reading...these opportunities then become the most important service of the library if we are building ourselves as a resource and community hub. For me personally, it is the staff and hopefully for our patrons in addition and the people who are willing to continue to learn new things regardless of age together with us!

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**Q8** What would you like to see, have, or use at the library?

## Library Staff Focus Group Questionnaire

### Homesteading/self-sufficiency

1. Beginner's Beekeeping
2. Keeping Chickens (research town regs)
3. Fly Tying
4. Wild Edibles
5. Wilderness survival/ disaster preparedness
6. self-defense classes/safety classes/first aid- partner with police?

### Informational:

1. Small Business Administration ("how to/need to know"- entrepreneurs, new business owners etc.)-think could get free gov rep to run
2. use space for babysitting classes
3. Refresher: excel/word/basic coding/website creation etc. for adults
4. Real vs. Fake news class
5. Language classes/informational using Mango program
6. Lunch hour ted talk videos--brief drop in for professionals to meet/connect/inspire new ideas etc.
7. Classics Lecture Series- area professors/evening talks (art, history, etc)
8. Tech/Science/innovation lecture series-- area professors etc.
9. ESL/through Literacy Vol
10. Movie nights

### Parents:

1. Neurodiversity
2. Parent support/YFS/Book led discussion again
3. Caregiver support
4. Substance abuse
5. Resilience

### Kids/families:

1. partner with schools for robotics class/club (HS or St. Marks/Fay)
  2. Family game night/afternoon with snacks/families bring own games
  3. Family Trivia-- have teams/prizes
  4. Drop in chess for all ages
  5. family cook off-younger kids
  6. Youth/children library ambassador program-partner with schools
  7. Model UN group-HS student led, use space or create, reach out to schools
  8. Poll families/adults what non-book items they would like to borrow from library--cooking tools, woodshop, gardening tools, dolls, toys etc. but instead of purchasing items for checkout, pull together donations.
- video game night for youth/competition
- writing workshops

### Misc.

1. Movie night-- 80s themes, classics, historical, disney for families etc.
2. musical instruments- check out items (donated)
3. Trivia night/adults
4. Open Mic (Hopkinton Art Center has really cool format)
5. Volunteer Fair-- invite local business/opportunities
6. Silent Book Group --introvert article I sent and/or listening to audiobooks together, can knit/write etc. while listening
7. musical concerts at the library



## Library Staff Focus Group Questionnaire

### **Q9** How can we make the overall library experience better for patrons?

-continuous feedback opportunities (quick surveys, polls, focus groups from diverse groups).

-I think we excel at customer service and patrons have a sense of community and belonging. For staff to continue to excel at customer service, the library experience will be best with frequent training and communication. It is also important to set clear expectations for patrons through clear messaging in different formats: online, in the library, conversations etc.

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### **Q10** How can we make the overall library experience better for staff?

I think currently the frequent check in with each staff throughout the day are really helpful. It is very hard to bring all staff together in person because of the public hours, but the monthly meetings and notes are very helpful. I think communication, trust and respect are key and I currently feel very supported. I think the hardest thing is making sure all staff know about changes regardless if his/her focus is just main circulation, or children's room, for example. Just staying on top of the divide which results from the building layout of the upstairs/downstairs is helpful.

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### **Q11** What is your favorite thing about the library?

I love our staff and I love our community! I absolutely love our ability to try and learn new things together. I enjoy being around so many people who are excited to read and learn.

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### **Q12** If money were no object, what's one improvement you would make to the library?

-more community rooms for people/groups etc. to hold meetings

-single person study areas with more privacy

-larger children and YA rooms

-places for staff to keep their personal items to work (purses, coats, folders etc.)

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# #4

**COMPLETE**

**Collector:** Web Link 1 (Web Link)  
**Started:** Saturday, September 07, 2019 10:38:45 AM  
**Last Modified:** Saturday, September 07, 2019 10:48:16 AM  
**Time Spent:** 00:09:30  
**IP Address:** 71.184.219.170

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**Q1** Does the library currently have enough staffing overall?

**No,**  
 Comments::  
 More associates.

**Q2** Does the library need a new full-time Young Adult Librarian?

**Yes,**  
 Comments::  
 There should be a presence in the YA area equal to the staff in the children's area. There should be a Full-Time YA Librarian and an Assistant.

**Q3** Is the Assistant Director position important for the future of the library?

**Yes,**  
 Comments::  
 Yes, but only if the position is a true assistant director position and not an "assistant to the director". Hire a secretary if that is what is required.

**Q4** Is the library open too much or too little?

**Too Little**

**Q5** What do you think about the library closing at 8:00 PM Tuesday, Wednesday, or Thursday?

**It's a bad idea,**  
 Comments::  
 What difference does an hour make?

**Q6** Should the library hire additional staff to be open on Saturdays in July and August?

**Yes**

**Q7** What is the most important or most interesting service that the library offers?

**Respondent skipped this question**

**Q8** What would you like to see, have, or use at the library?

**Respondent skipped this question**

## Library Staff Focus Group Questionnaire

**Q9** How can we make the overall library experience better for patrons?

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**Respondent skipped this question**

**Q10** How can we make the overall library experience better for staff?

Less micromanaging.

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**Q11** What is your favorite thing about the library?

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**Respondent skipped this question**

**Q12** If money were no object, what's one improvement you would make to the library?

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**Respondent skipped this question**

# #5

**COMPLETE**

**Collector:** Web Link 1 (Web Link)  
**Started:** Sunday, September 08, 2019 10:11:32 PM  
**Last Modified:** Sunday, September 08, 2019 10:19:51 PM  
**Time Spent:** 00:08:18  
**IP Address:** 108.26.179.214

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**Q1** Does the library currently have enough staffing overall?

**No,**

Comments::

Someone dedicated to YA collection development and programming might help the library increase patron usage of that kind.

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**Q2** Does the library need a new full-time Young Adult Librarian?

**Yes,**

Comments::

Although I do not think the desk in the YA area would need full-time staffing...At least currently I would say traffic is light enough that if there weren't other projects going on it would be very slow.

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**Q3** Is the Assistant Director position important for the future of the library?

**No,**

Comments::

I think the director could answer this best. But it seems like maybe the there were not enough tasks that were just for the assistant director.

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**Q4** Is the library open too much or too little?

**Just Right!**

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**Q5** What do you think about the library closing at 8:00 PM Tuesday, Wednesday, or Thursday?

**It's a good idea.** ,

Comments::

Unless there is an event happening it is slow after 7.

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**Q6** Should the library hire additional staff to be open on Saturdays in July and August?

**No,**

Comments::

It is such a small library and so many libraries have specific summer hours that I think it is ok the way it is.

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## Library Staff Focus Group Questionnaire

**Q7** What is the most important or most interesting service that the library offers?

I suppose the books? But it is also a space for the community to bond with each other.

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**Q8** What would you like to see, have, or use at the library?

**Respondent skipped this question**

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**Q9** How can we make the overall library experience better for patrons?

They seem pretty happy. Except when the first floor is flooded.

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**Q10** How can we make the overall library experience better for staff?

More team projects to help staff bond and learn from each other!

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**Q11** What is your favorite thing about the library?

Happy patrons!

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**Q12** If money were no object, what's one improvement you would make to the library?

A non-flooding first floor!...It seems something is wrong if stuff can go badly so often over and over again.

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# #6

**COMPLETE**

**Collector:** Email Invitation 1 (Email)  
**Started:** Monday, September 09, 2019 11:41:35 AM  
**Last Modified:** Monday, September 09, 2019 12:06:46 PM  
**Time Spent:** 00:25:11  
**Email:** kathy.schoener@gmail.com  
**IP Address:** 71.174.211.254

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**Q1** Does the library currently have enough staffing overall? **No**

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**Q2** Does the library need a new full-time Young Adult Librarian? **No,**  
Comments::  
Not sure they need a full-time librarian only dedicated to Young Adult - would be ideal to have a candidate that would specialize in that area, but also be able to float to either Children's or Adult as needed.

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**Q3** Is the Assistant Director position important for the future of the library? **No,**  
Comments::  
Definitely need a new full-time librarian to assist with some of the bookkeeping, programming, etc, not sure however that it must be an assistant director?

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**Q4** Is the library open too much or too little? **Just Right!,**  
Comments::  
That being said - the only change I could see would be to have longer hours on Mondays, if it closed at 8 pm on the other nights instead of 9 pm. Same hours/week but just make an adjustment on times/week.

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**Q5** What do you think about the library closing at 8:00 PM Tuesday, Wednesday, or Thursday? **It's a good idea,**  
Comments::  
I realize the time change affects programming and the Eaton Room night activities - perhaps open til 9 pm only Tues/Thursdays - then it could be open til 8 pm on Mondays and Wednesdays.

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## Library Staff Focus Group Questionnaire

**Q6** Should the library hire additional staff to be open on Saturdays in July and August?

**No,**

Comments::

Southborough is pretty quiet during July and August.

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**Q7** What is the most important or most interesting service that the library offers?

So many wonderful features at our library - knowledgeable friendly staff and excellent programming!!!

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**Q8** What would you like to see, have, or use at the library?

**Respondent skipped this question**

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**Q9** How can we make the overall library experience better for patrons?

**Respondent skipped this question**

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**Q10** How can we make the overall library experience better for staff?

**Respondent skipped this question**

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**Q11** What is your favorite thing about the library?

Friendly staff and wonderful patrons - Southborough is a a great community and everyone loves the library :)

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**Q12** If money were no object, what's one improvement you would make to the library?

New engineering plan to deal with the water/flooding issues!

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#7

COMPLETE

**Collector:** Web Link 1 (Web Link)  
**Started:** Monday, September 09, 2019 8:26:40 PM  
**Last Modified:** Monday, September 09, 2019 9:04:15 PM  
**Time Spent:** 00:37:34  
**IP Address:** 47.14.102.89

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Page 1

**Q1** Does the library currently have enough staffing overall?

**No,**

Comments::

We need assistance with YA and growing that area. We also seem to run into issues when folks take vacation or get sick.

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**Q2** Does the library need a new full-time Young Adult Librarian?

**No,**

Comments::

Part-time support in that area would help; perhaps a full-time job but 50% allocated to developing YA.

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**Q3** Is the Assistant Director position important for the future of the library?

**No,**

Comments::

For the size of our library, this would seem to be a top-heavy managerial personnel situation. Perhaps the Senior Library roles could offload some administrative/managerial needs. They are hands-on with staff and patrons and are in touch with daily operations and needs.

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**Q4** Is the library open too much or too little?

**Just Right!,**

Comments::

Well, maybe not 'just right'...perhaps a shift in hours: during summer, add limited Saturday hours, 10am-1pm, and maybe cut back to 10am-8pm on weeknights.

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**Q5** What do you think about the library closing at 8:00 PM Tuesday, Wednesday, or Thursday?

**It's a good idea.**

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**Q6** Should the library hire additional staff to be open on Saturdays in July and August?

**No,**

Comments::

If it were limited hours (like 10am-1pm), additional staff may not be necessary.

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## Library Staff Focus Group Questionnaire

**Q7** What is the most important or most interesting service that the library offers?

Our commitment to providing a diverse array of programming, including our civic forums, story times, cookbook club, coding, crafts, speakers, poetry writing/reading, etc. as well as the vision to try new things. These events and efforts engender community.

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**Q8** What would you like to see, have, or use at the library?

A separate auditorium for special events and study rooms; a continued commitment to the teen space.

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**Q9** How can we make the overall library experience better for patrons?

Provide enhanced space for programming.

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**Q10** How can we make the overall library experience better for staff?

Create a separate circulation area so that staff are not juggling those responsibilities with reference responsibilities.

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**Q11** What is your favorite thing about the library?

It's tie to the community; it's a civic center.

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**Q12** If money were no object, what's one improvement you would make to the library?

New/remodeled building! The longevity of the existing building seems precarious. To maintain the historical/community aspect, find an architect who can repurpose/incorporate the historical areas into a new/remodeled facility.

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# #8

**COMPLETE**

**Collector:** Web Link 1 (Web Link)  
**Started:** Tuesday, September 10, 2019 6:40:38 PM  
**Last Modified:** Tuesday, September 10, 2019 7:15:56 PM  
**Time Spent:** 00:35:17  
**IP Address:** 71.184.219.170

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**Q1** Does the library currently have enough staffing overall? **Yes**

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**Q2** Does the library need a new full-time Young Adult Librarian? **Yes,**  
Comments::  
I believe having a full-time Young Adult Librarian would be beneficial, as having someone providing outreach, devising teen programs, etc., could help to draw in and engage Young Adult readers, especially in this day when there is such competition for their attention with technology.

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**Q3** Is the Assistant Director position important for the future of the library? **Yes,**  
Comments::  
There are so many facets to the Library Direction position - organizing events, budgeting, meetings, payroll, community events, etc. Having someone to help with these items and step in to assist in the day-to-day activities of keeping library operations running smoothly would make the Library Director's job a little less stressful.

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**Q4** Is the library open too much or too little? **Just Right!,**  
Comments::  
I believe the library offers enough daytime and weekend hours, as well as evenings, for patrons to access materials and take part in the library's many program offerings.

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**Q5** What do you think about the library closing at 8:00 PM Tuesday, Wednesday, or Thursday? **It's a good idea.**  
Comments::  
While I think it's good to offer evening hours for patrons, oftentimes the last hour between eight and nine does not seem to see much traffic; or, it sees a flurry of activity during the last fifteen minutes or so before closing as library staff is trying to close up for the night.

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## Library Staff Focus Group Questionnaire

**Q6** Should the library hire additional staff to be open on Saturdays in July and August?

**No,**

Comments::

I think with the large amount of people who vacation and engage in weekend activities during those months, having the library open Saturdays in July and August would likely result in staff not having much to do as people tend to venture away from home and towards outdoor pursuits at that time.

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**Q7** What is the most important or most interesting service that the library offers?

I think the children's programming is vital - many of the programs are very popular and well-attended, and children and their families seem to enjoy said activities very much.

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**Q8** What would you like to see, have, or use at the library?

I would like to see offerings on travel, and creative writing workshops.

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**Q9** How can we make the overall library experience better for patrons?

Placing signage at the front desk for basic questions - for example, many people come in to say they have a book on hold; perhaps a sign pointing to the holds shelf indicating that's where patrons can access hold items.

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**Q10** How can we make the overall library experience better for staff?

A different dessert for the break room each day! ;) Perhaps more opportunities to have informal meetings to address concerns or questions between different departments.

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**Q11** What is your favorite thing about the library?

I love the cozy feel of the library - the friendly staff, the relationships with the patrons, the abundance of programs for children and adults.

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**Q12** If money were no object, what's one improvement you would make to the library?

Aside from fixing the drainage issues, of course, I would create a technology section with more computers, classes for adults (seniors in particular), complete with its own section of materials to access for those who need help making the most of the internet.

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