



J. V. FLETCHER LIBRARY
COMMUNITY SURVEY

FEBRUARY 2012

APPENDIX IV

The J. V. Fletcher Library is currently developing a new five-year plan of service. This 10-question survey is an opportunity for you to comment on present library services and indicate those you would like to see in your library in the future. Please take 15 minutes to answer the following questions (you may also answer on-line at www.westfordlibrary.org) and help us create a plan that reflects the needs and desires of the Westford community:

1. Please rate the following four features of the Library from "Excellent" to "Don't Know or Don't Use":

a. *Facility*

	Excellent	Good	Fair	Poor	Don't Know/ Don't Use
Children's Area	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
New Book/Browsing Area	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Study Spaces	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Fine Arts Area	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Young Adult Area	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Meeting Rooms	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Public Restrooms	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Parking	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Safety and Lighting	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Comments on our facility:					

b. *Services*

	Excellent	Good	Fair	Poor	Don't Know/ Don't Use
Staff Expertise & Assistance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Library Computers	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Website: www.westfordlibrary.org	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Museum Passes	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Meeting Rooms	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Inter-Library Loan	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
MVLC Catalog	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Online Research Databases	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Please elaborate on our services:					



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c. *Library Programs*

	Excellent	Good	Fair	Poor	Don't Know/ Don't Use
Children's Programs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Young Adult Programs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Adult Programs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Comments on our programs:					

d. *Collections*

	Excellent	Good	Fair	Poor	Don't Know/ Don't Use
Children's Books	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Teen Collection	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Adult Fiction	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Adult Non-Fiction	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Graphic Novels	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Large Print Titles	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Audiobooks and Playaways	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Foreign Language Collection	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Feature Films and DVD's	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Music CDs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Downloadable Music	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Downloadable eBooks	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Reference Collections	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Local History Archives	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Magazines and Newspapers	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Comments on our collections:					

If you chose a "Poor" or "Fair" rating, please tell us how we could improve:



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2. What are the top three reasons you use the Library WEBSITE? Check 3 boxes.

- Check hours open
- Use online research tools (databases)
- Reserve museum passes
- View the Meeting Room calendar
- View Library program offerings
- Use Library Catalog to browse, check your account, renew materials, and/or place holds

3. Current Library Hours are:

Monday - Thursday 10am – 9pm
 Fridays 1 pm – 5pm
 Saturdays 10am – 5pm
 Sundays (Jan – April) 2pm – 5pm

What days and times do you typically use the library? (circle DAY and TIME)

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
Morning		Afternoon		Evening	On-line	User Only

4. Does your household currently download ebooks? (onto KINDLES, NOOKS, iPhones, Androids, iPads, tablets, computers, other)?

Yes _____ No _____
 How many in your household are reading downloadable books on such devices? _____
 How many devices are in your household? _____

5. What does the Library offer that you value the most?

6. If the Library could do one thing to improve your library experience, what would it be?



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7. Please prioritize the facility improvements you would like to see in a 21st century Library Facility ("1" being your highest priority and "5" being your lowest priority).

- Larger/improved Children's Area
- Larger/improved Teen Area
- More study and tutorial space
- More parking
- More comfortable reading areas
- Collaborative work space
- Meeting spaces for small groups
- More computers for all ages

- More new book browsing space
- Multi-Media Listening/Viewing Area
- Exhibit/gallery space
- Café
- User friendly layout of building
- Better lighting
- Improved handicapped access

8. What is your gender?

- Male Female

9. What is your age range?

- Under 9 35 - 44
 9 - 12 45 - 54
 13 - 17 55 - 64
 18 - 24 65+
 25 - 34

10. Finally, is there anything else you would like to add, or have us address?

Thank you for responding – your input is very much appreciated! Please return paper copies to the Library at 50 Main Street, Westford MA 01886 or to any Library bookdrop.

Friends of the J. V. Fletcher Library, Inc.
P. O. Box 4122
Westford MA 01886
www.westfordlibrary.org

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