

BEAMAN MEMORIAL PUBLIC LIBRARY

COLLECTIONS IDEAS 2021

NOTE: The # column to the right of the *RESPONSES* column indicates how many similar responses were received (if >1)

#	CATEGORY	RESPONSES	#
1	EXPAND AND DIVERSIFY COLLECTIONS (languages, BIPOC, etc.)	NON-ENGLISH LANGUAGE: Reading the language materials Materials in languages other than English Language-learning books Books on learning non-English languages Language-learning CDs Non-ESL language DVDs ebooks on learning non-English languages	7
2		DIVERSE AUTHORS/TOPICS: Materials that represent and are written by non-native English speakers Materials created by people of color	2
3		GENERAL: Being sure to have lots of books	2
4		SPANISH LANGUAGE: Spanish audio language learning materials Audiobooks in Spanish with written copies available	2
5		Audiobooks in French with written copies available	
6	ADD MORE CHILDREN'S MATERIALS	HOMESCHOOLING RESOURCES: The only thing I don't see enough of are ...resources, like curriculum books for homeschooled kids Homeschooling resources (x2)	3
7		SPANISH MATERIALS: Spanish language children's books Spanish language instructional videos for children (such as Muzzy)	2
8		STEM/STEAM: More STEM/STEAM take-out materials for children Science-related activities/materials for school aged kids to borrow	2
9		Movies for children	
10		Reading resources for children that match school reading assessment to help parents choose best reading level books	
11	Storybooks for children in the language spoken at home		
12	ADDITIONAL RELATED IDEAS	GROW LIBRARY OF THINGS: Borrowing art (like at the Shrewsbury library) Computer games for kids Telescope rental and program (adults and families)	4
13		A better selection of e-magazines...the women's magazines tend to be extremely liberal and I stopped checking them out months ago.	
14		Access to academic journals	
15		Add more online access to current and historical newspaper and magazine databases.	

BEAMAN MEMORIAL PUBLIC LIBRARY FACILITY IDEAS 2021

NOTE: The # column to the right of the RESPONSES column indicates how many similar responses were received (if >1)

CATEGORY	RESPONSES	#
ADD AND IMPROVE PARKING	<p>1 ADD PARKING: Increased parking More parking. There aren't enough spaces. (x6) Parking, parking, parking... Parking (again!) because it is such a huge need Parking is a huge issue Additional parking is a huge need - many times the lack of a parking spot has discouraged my use of the library. Advocate for parking spots ...a fair amount of people who live on the street have their guests parking in the parking slots by the library which then makes the parking even more limited. Better parking situation (x2) Convenient, easily accessible and sufficient parking The need for safe and sufficient parking is huge for the library's future - all the desires for growth depend, in part, on addressing that issue.</p>	26
	<p>2 IMPROVE PARKING LOT SAFETY: Improve parking safety. Current parking layout is a safety issue (especially for handicapped, elderly, parents with children) (x6) Safer pedestrian access near car traffic and parked cars ...speed of traffic is an issue Safer pedestrian access near car traffic and parked cars</p>	9
	3 Figure out a parking lot	
	4 Find parking - buy out the Odd Fellows	
	5 Short term parking spots (eg., 10 minute)	
	6 Start negotiations with the Odd Fellows to buy the building/lot. You need parking!	
	7 Update parking	
	8 When the library is "back to normal" the number one facility need is to bring back the parking....	
IMPROVE INTERIOR SPACE	<p>9 ADD MEETING ROOMS: Rearrange for more meeting/activity rooms Rearrange for more meeting/activity rooms More dedicated program space that accommodates more concurrent programs and large community/group gatherings (e.g., movie nights) (x4) I don't know how, but the library would definitely benefit from more/better meeting space.</p>	7
	<p>10 MORE SEATING: Add more adult seating in CR. Currently, there are only 2 chairs for adult seating in main CR area. There aren't any other places for adults to sit comfortably in CR. (x3) Add more seating for reading on the main floor. Current set-up communicates the message "we want you to use us, but don't stay." More seating needed.</p>	5
	<p>11 DEDICATED TEEN SPACE: More private but welcoming teen space More space for the teens Teen specific gathering space Would love to see more comfortable teen space Maybe have a teen hangout space (like Shrewsbury has)</p>	5
	<p>12 SHELVING: More adult shelving space More space for fiction besides the front room It is difficult for many people to see books on the bottoms shelves in the front room. Change the shelving in the adult section to bring more of the collection to eye level.</p>	4

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CATEGORY	RESPONSES	#
IMPROVE INTERIOR SPACE (cont.)	13 SPACE CONFIGURATION: Utilize the first floor space better. How often does the director use his/her office? Can the directors office be better used as public space? Create more work spaces I wish you would institute some quiet places for quiet reading. Flexible space for a variety of activities	4
	14 SIGNAGE: A quality electronic sign board Promote use of ramp and automatic door Interior/Exterior sign boards. They are informative, and look good!	3
	15 CHILDREN'S ROOM: A knob on the swinging door in the children's play area that leads to the stairs. Painting Children's area bright colors	2
	16 FURNITURE & FIXTURES: Updated furniture - more comfortable Lighting in the stacks could be better.	2
	17 Coffee area	
	18 Less clutter	
	19 Remodel the basement	
	20 Replace the computer by the front door with a large touchscreen kiosk hosting historical pictures.	
21 The doors going in/out are super hard to open! Especially if you have an armload of stuff. My wish list would include an automatic door opener.		
IMPROVE EXTERIOR SPACE	22 GROUNDS/LANDSCAPING: Maybe garden space outside the building Outdoor garden Continue to improve landscaping Keep the exterior lawn/plantings looking good. Currently, shabby Mow/rake/make pleasing the front lawn and shrubbery. It always looks untended, tired, worn out. Support from DPW for maintaining plantings and gardens	6
	23 ENHANCE SAFETY: Enhance crossing safety on Newton St. Cars don't slow down on Newton St; it's unsafe for those walking to the Library to cross the street. Have town install speed bumps on the 2 streets near the library. Cars speed by way too fast down those streets endangering those entering/exiting their vehicles. Why not build up the sidewalk on Newton St. and place an electronic crosswalk in to actually stop the speeding traffic as they wave to the pedestrians as they blow by them IN THE CROSSWALK! Work with the town to slow down traffic on both streets by the library. ...people are inevitably going in the wrong direction for parking and have to make a three point turn in the middle of Newton St., as the cars are speeding by. There is plenty of room to peel back the sidewalks area and make curb cuts to indicate the driveways of the people that live on this street who complain (I don't blame them) about people parking across their driveways. It also slows the traffic down as the road is narrower.	5
	24 CREATE FUNCTIONAL SPACES: Wish there was a small, fenced area for brief, safe outside play at BMPL Enclosed the space outside for family events In my dreams, a beautiful iron fence surrounding the front yard for safety and achieving more of a contained outdoor space. Exterior reading area	4
	25 COVERED SEATING: Add a canopy of sorts on the front lawn in the summer, with chairs? Provide an outdoor reading area; perhaps with a covering to block the sun.	2
	26 Updated furniture - more comfortable	
	27 Add a better drainage system to minimize leaks and floods	

BEAMAN MEMORIAL PUBLIC LIBRARY FACILITY IDEAS 2021

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CATEGORY	RESPONSES	#
28 ADDITIONAL RELATED IDEAS	ACCESSIBILITY/ADA: Ensure Library is completely ADA compliant. The Library should be accessible to every one of every ability. Accessibility. We went to the book sale a few weeks back and had to carry our stroller up a stair case to enter the selling area. Additionally, the library building lacks several accessible elements (for example directional signage at the inaccessible main entrance). I am concerned for our residents with disabilities. A thorough accessibility review of the space (by someone other than our local building inspector) and the Library's programs/ policies. Easier entrances for the handicapped or people who just have a hard time with stairs	4
29	MAINTENANCE/REPAIRS/UPDATES: Re-do the plumbing system Remove lead paint from interior and exterior	2
30	Facilities manager assisted projects	
31	Maybe make use of another town-owned building as a library annex, and provide more space for special events and/or speakers?	

BEAMAN MEMORIAL PUBLIC LIBRARY MANAGEMENT & OPERATIONS IDEAS 2021

NOTE: The # column to the right of the RESPONSES column indicates how many similar responses were received (if >1)

CATEGORY	RESPONSES	#
LATE FEES/FINES POLICY & PROCESS IDEAS	ELIMINATE LATE FEES: Remove fines Eliminate late fees It seems a bit petty Has more impact on people that need the library most and may not be able to pay fines fines for overdue books used to intimidate me when I was younger and discourage me from borrowing books, as it often took me a long time to finish them	5
	INSTEAD OF FEES/FINES: It can come from the town taxes I would donate to Friends yearly in place of fines Suggested donation typically brings in more funds Find another way to encourage young people to use library	4
	ALTERNATE ASSESSMENT PROCESS: I understand why a fee may be necessary, may be one should be implemented if the item is overdue for longer than 2 months or something along those lines... Asking for a donation instead would likely bring in more revenue than a standard fee. For example, if I bring a book in a week late, I'm likely to put \$5 in a donation cup, which would in theory be more than the fee. Also, some patrons would be discouraged from checking out materials for fear they would end up with a fine A fine for the cost of the book could be levied after a period of time	3
	FEE BENEFICIARY: If the money goes to the library, maybe OK, but if it goes into a general budget, then I'm not OK with fines. It is a hassle for library staff. I heard the late fees don't even go to the library..they go into the town general fund. If straight to the library..yes to fees.	2
	I like the current system as I think it's welcoming	
	This was tough - without fees, materials won't be returned. With fees, people don't return, Right?	
OPERATIONAL IMPROVEMENT IDEAS	EXPAND LIBRARY HOURS: Sunday hours - library open or curbside Open Library on Mondays (x3) Sunday hours in the winter I would like to see hours expanded so that the library is open for a few hours on Sundays (eg, 1-5 pm) and open regular hours Monday thru Saturday The library is only open late on Wednesday night and I work until 6:00 in Grafton. I keep meaning to go there on a Saturday, but other things come up.	7
	FINANCE: Budget for keeping up with repairs - money for more custodial hours Increase funding	2
	Doesn't need paper receipts. Wonders if they're expensive and thinks they're a waste of paper	
ADDITIONAL RELATED IDEAS	ADD TEEN VOLUNTEER OPPORTUNITIES: Add a teen volunteer group Increase volunteers We need a way to bring our teen volunteers back. My son misses you! My family would appreciate more opportunities for teen community service in the library	4
	MISSION & PURPOSE: Innovate and lead other libraries Community center Ensure Library is remains welcoming to all kinds of people (e.g., BIPOC), especially since we are adjacent to Worcester Continue to stay current and flexible!	4
	Communicate the process of how to recommend a book for the Library to purchase	

**BEAMAN MEMORIAL PUBLIC LIBRARY
MANAGEMENT & OPERATIONS IDEAS 2021**

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	CATEGORY	RESPONSES	#
13	ADDITIONAL	I wish you would institute some quiet times	
14	RELATED IDEAS	Increase patrons	
15	(cont.)	Innovate and lead other libraries	

BEAMAN MEMORIAL PUBLIC LIBRARY MARKETING IDEAS 2021

NOTE: The # column to the right of the RESPONSES column indicates how many similar responses were received (if >1)

	CATEGORY	RESPONSES	#
1	INCREASE OUTREACH & PARTNERSHIPS	SCHOOLS: Cultivate a stronger collaboration with the schools (x3) No cross-over noted between Library and preschool activities; could support each organization's activities Remain closely connected to WBMHS Outreach to schools in the area to get kids in for after school programming More involvement with junior/high school	7
2		After the pandemic, partner with social workers or people versed in trauma care to offer programs that families, adults, and seniors can attend and start to heal.	3
3		Sharing resources/programs with senior center	
4	IMPROVE AND INCREASE MESSAGING	Make the Friends of the library more visible in marketing materials, many people don't know about this group.	
5		Include flyer for YA programming with principal's communication to students	
6		Electronic sign boards - inside and out. Appeals to all age groups, doesn't it?	
7		The programs aren't new, but it would be great to do a new campaign to let people know HOW MUCH the library offers for free.	
8	ADDITIONAL RELATED IDEAS	Host a podcast?	
9		Rename the library kick-off, post covid	

BEAMAN MEMORIAL PUBLIC LIBRARY

PROGRAM IDEAS 2021

NOTE: The # column to the right of the *RESPONSES* column indicates how many similar responses were received (if >1)

CATEGORY	RESPONSES	#
1	MULTI-CULTURAL LANGUAGES: Act out a play/charades in another language- could be for any age group Conversation groups for both ages [<i>non-English</i>] Language specific bookclubs Group language chat sessions where you would meet and just speak that language. Like a meetup but a moderator/language expert would be there to help. On site language programs Practice groups [non-ESL] Opportunities for practice [non-ESL] Speaking the language [non-ESL] Introduction to language programs for all ages Classes for Spanish as Second Language Spanish discussion groups Baby sign language Different languages Non English speaking programs	14
2	INTERGENERATIONAL: Offer intergenerational programming. (x6) Library does well programming for segregated age groups (children vs. teens vs. adults), but it would be great if the Library could help connect everyone in the community. Inter-generational programming Variety of Seminars (multi-generational) Local flora/fauna and geography for adults and teens, perhaps with DCR Telescope program (adults and families) Pairing seniors with kids or teens to share experiences, hobbies, interests	12
3	FAMILY PROGRAMS: Family board game night Family cooking night Family game night Family reading night Local history for families Virtual trivia night for families Family and educational programs for children's section Mom and tot book club (Moms read a book, tots "read" a book) Family service project ideas	9
4	HISTORY: Town history programming Programs about W Boylston history local historical tours to surrounding areas Local history for various age groups Local history walk Remembering the Holocaust	6
5	HOMESCHOOL: Homeschool Programs for all ages Maybe something for homeschooling families Maybe information for family's about homeschooling and how to start in the town Virtual home school groups The only thing I don't see enough of are programs for homeschooled kids	5
6	MORE SPEAKERS: More Speakers (multi-generational/diverse opinions) Increase performers/speakers More speakers, varied topics. Guest speakers Invite more authors to speak at the library	5
7	BOOKS & AUTHORS: Guest author talks Visits from local authors Book groups (x2)	4
8	GAMES: D&D twice a month Virtual games Jeopardy night - can be for any age group Scavenger hunt of any kind	4
9	MUSIC: Yukelale lessons Music program Music on the common - once a month, provide a venue for local musicians to ply their wares on the front lawn. Love music concerts on the lawn in the summer	4

**GENERAL
PROGRAM
IDEAS BY
CATEGORY**
(not age-specific)

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CATEGORY	RESPONSES	#
10	NATURE: Nature programming (plants, birds, constellations, etc.) Forest Bathing Nature programming Gardening groups	4
11	ARTS & CRAFTS: Painting classes Art classes. The meeting room down stairs is perfect for that! Watercolor class	3
12	COOKING: Cooking classes Cooking demonstrations Virtual baking events	3
13	MULTI-CULTURAL TRAVEL: Travelogues, like the one to New Zealand are wonderful - all ages Have native speakers come and talk about their culture in their language. Perhaps share pictures, talk about what life is like for them, even share food/recipes? Related travel presentations [non-ESL]	3
14	SPANISH: Classes for Spanish as Second Language Spanish discussion groups Spanish language story time	3
15	COMMUNITY: Community service night. Making something to help the community How to be a good citizen - civics and civility	2
16	CULTURE: Drama programs Movie night	2
17	IN-PERSON PROGRAMS: In-person is far more welcomed, so having outdoor events socially distanced would be preferred In person classes and events	2
18	LEARNING OPPORTUNITIES: Programs where I learn something new Lectures	2
19	MULTI-CULTURAL PROGRAMS: Cultural program Ethnic history	2
20	SCHEDULE: More programming on weekends I would like to see more cultural/educational events during daytime hours for adults	2
21	TAP COMMUNITY MEMBERS: Programs about local people Tapping the talents and experience of WB community to present	2
22	LOCAL HISTORY: History of the Reservoir - we just can't get enough of this topic Central Mass History-love to know about White City Local history/points of interest for adults Yes! Local history for adults! West Boylston history for residents Local history for adults In person adult classes Local history programs for adults (x5) Adult virtual programming historical local	13
23	FOREIGN LANGUAGE: Foreign language group instruction for adults Albanian lessons for Adults French conversation classes/group for adults Conversation circles in different languages (e.g., French) for adults Adult conversation circles/lunch where people at all proficiency levels can practice their language skills French language reading group for adults Group Spanish instruction for adults Basic conversation/learn to speak circle group for adults [Non-English] ELA classes	9

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PROGRAM IDEAS 2021

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CATEGORY	RESPONSES	#
24	MORE ADULT PROGRAMS: Adult programming More programs for adults (x2) Speakers for adults Lessons for Adults	5
25	AUTHORS & BOOKS: Book club for seniors More virtual book clubs for adults Virtual book club based on genre-adult What Books most influenced People and Why for adults	4
26	ARTS & CRAFTS: Crafting Classes for Adults Crafts for adults Paint night or simple wood work project for adults Sewing classes	4
27	FITNESS & MINDFULNESS: Virtual meditation weekly at 7 pm Zumba program, Line Dancing or Dancing aerobics Free exercise program for patrons ie. zumba or pilates	3
28	SCHEDULING: Cultural talks for adults but during the day/not evening Schedule book club after work hours, so working adults can attend. Currently, adult book clubs are during the workday. More adult-related events during the day	3
29	SOCIAL ACTIVITIES: Coffee on the patio, sat a.m., hosted by the trustees/friends Coffee on the common - once a month, provide a barista and seating for patrons on the front lawn Offering a coffee hour for folks to meet in an informal setting	3
30	AUTHORS & BOOKS: Evening book discussions Book signing with author	2
31	COOKING: Cooking demos Cooking club. Each month a cookbook is chosen. Ppl sign up for class and one dish. They all make that dish then come into the library and we all have a feast. It's a blast.	2
32	LIBRARY TOURS: Library Open House, post covid Patron tours of the library collection	2
33	SCHEDULING: Evening adult book clubs Fiction Book Club at night	2
34	YOUNG ADULTS: Programming for Young Adults (20s, early 30s) that don't have kids Offer more programs for young professionals (e.g., thirties age group). While children, teens, and retiree programming needs are being addressed, young professionals are continuously overlooked for programming.	2
35	SCHEDULE: Repeat some children programs during the day that occur in evening Schedule young children's programs during lunch time or vary the times/days/frequency of the most popular programs (e.g., a morning and afternoon sessions). (x4) Currently, Books and Blankies, Mother Goose on the Loose, etc. are usually scheduled during nap time, which is especially challenging for the youngest patrons who are still napping two times per day. Story hour on the weekends during the school year- we can't ever attend the one during the week when school is in session.	7

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CATEGORY	RESPONSES	#
36	STORIES & STORYTIME: Drag Queen Story Time for Toddlers Story time online to continue after Covid Spanish language story time for children Storytelling events for children (historical, muticultural) Language storytime for children sounds great - but as an adult trying to learn spanish on my own, I would actually want to go. So a child level book but adults can join, too. Act out stories for kids Spanish language story time	7
37	GAMES: Online gaming competition with prizes for kids (ex Fortnite) Virtual game night/escape room for grade school kids Virtual scavenger hunt for kids Game nights for elementary age children Build a Minecraft for Education environment for WB's kids	5
38	ARTS & CRAFTS: Craft programs for 6+ y/o kids Crafts for children Virtual afterschool craft time for grade school kids Movie nights for elementary age children	4
39	CLASSES: In person kid classes In person toddler classes Lessons for Children Educational programs in the children's section. You had a dinosaur education show a few years back that my son loved!	4
40	BOOKS & READING: Meet the author nights for kids (featuring local authors and illustrators) Additional reading contests/reward programs to encourage reading Social Skills for kids using children's literature	3
41	MULTI-CULTURAL LANGUAGES: Culture Plays for kids [<i>non-English</i>] Similar language kids can connect through the library [<i>non-English</i>] Baby sign language	3
42	MOVIES: Children's movies Movie night for kids is great	2
43	LEGO CLUB: Lego club for elementary age children Lego club for kids	2
44	MULTI-CULTURAL: Albanian lessons for teens Chinese lessons for teens Teen conversation circles/lunch where people at all proficiency levels can practice their language skills [non-ESL] Culture Plays teens Cultural Diversity activities for teens/tweens Culture Night - teens	6
45	LOCAL HISTORY: Local history for teens Local history for middle/high schoolers Local history for teens	3
46	GAMES: Trivia for teens Game night for teens	2
47	Build a business from design, patent, manufacturing, website and marketing for teens	
48	External support programs for historic places in town	
49	Host information sessions about town services where people can learn more about police, fire, water, sewer, electric, etc.	
50	I'd love to see a program on writing your first book and getting published. You've likely offered this before, and I missed it. If so, I apologize for the neglect on my part.	

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PROGRAM IDEAS 2021

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CATEGORY	RESPONSES	#
51	Movie nights for adults, maybe outside in town	
52	Offer job search support programs, services, and resources (e.g., resume writing, add computers for job searches, provide job seeking support) to help all recover from the pandemic. Job losses and a sluggish economy will cause a ripple effect over the next few years.	
53	Opportunities for genealogy studies	
54	Presentations on Current Affairs (e.g. Covid, Supreme Court) - adults	
55	Seminars for small businesses/ i.e. digital marketing, sales etc.	
56	Senior citizen programs	
57	Series of astronomy pgms in the spring/fall, e.g. "The Night Sky"	
58	Storytelling events for adults (historical, muticultural)	
59	Virtual trivia night for adults	
60	Among Us groups - teens	
61	Financial literacy/home economics for teens	
62	Interactive Movies- teens	
63	Movie nights for teens	
64	Poetry slam for teenagers (some kids have talent, we should listen, though this doesn't apply to my family)	
65	Social Development - 'Dating' options during Covid for teens	
66	Teen programs	
67	Virtual guest speakers or workshops for teens	
68	What Books most influenced People and Why for teens	
69	Drop off kid activities	
70	Outdoor in person events for children	
71	Pet care for children	
72	Cooking demonstrations or classes for elementary age children	
73	Learn to skate for ages 9 and under	
74	Programs for kids connected to the National Park Service to learn about these great spaces	
75	Social interactions for young children	
76	Offer more programs	2
77	Bringing people together who share a hobby, passion, challenge or just for companionship	
78	Bringing programming to people	
79	Kindness and compassion training	
80	My family would appreciate more hands on and/or take home science activities	

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SERVICES IDEAS 2021

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CATEGORY	RESPONSES	#
1	CURBSIDE/CONTACTLESS PICKUP: Continue offering of contactless curbside pick-up AFTER the pandemic ends Continue contactless pickup after pandemic (it's convenient) (x6)	7
2	PROVIDE CONVENIENT ACCESS TO BOOKS	
2	DELIVERY & OUTREACH: Offer outreach programs (book/item deliveries on a regular basis) to assisted living, nursing homes, elderly housing and people who cannot physically get to the library. We could have a van and a mobile library! Traveling library. Bring new books and a checkout station to a WB events (like the fall festival). Delivering materials to those who cannot get to the library I really like the idea of home delivery also. My trouble is getting to the library while it is open. A service where I could check out physical books without having to go to the library during open hours. Something where by book could be put in a bin with a digital code and I had X amount of time to pick it up.	5
3	MUSEUM PASSES: Automate the process to get a Museum Pass (e.g., reserve it online, possibly print at home). (x3) The Museum pass program is wonderful, but the current process is too cumbersome. You must identify a time you can use the pass, call to reserve the pass, and figure out a time when you can pick up the pass while the Library's open. More museum/park passes	5
4	TUTORING: Volunteer reading tutoring Tutoring k-12 Individual tutorial instruction in French Tutoring in languages for HS students Afterschool tutoring/help	5
5	IDEAS FOR NEW AND IMPROVED SERVICES	
5	READING RECOMMENDATIONS: Adult book suggestions monthly Book reviews for adults I often have a hard time figuring out what to read next, I would love to see more "staff picks" selections under different genres etc. I love to read but often scroll endlessly through good reads to figure out what to read. Would love recommendations based on what I have read in the past. Maybe the functionality can be built into the app? Reviews of books old and new by Beaman readers, on line.	4
6	Auto-renewals	
7	Copying and faxing materials	
8	Helping people of all ages with reinventing themselves at major life changes - career, retirement, loss of spouse, new parents, teen issues	
9	Info about veterans in our area	
10	Personal library assistant (or library valet)	
11	Possibly provide an option so when you're placing holds, you can opt to pick up the books via vestibule.	
12	Welcome to town service - pair an established resident with a newcomer to offer information and support	

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TECHNOLOGY IDEAS 2021

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CATEGORY	RESPONSES	#
1 IMPROVE & EXPAND TECH INSTRUCTIONAL INFO	GENERAL COMPUTER CLASSES: Computer and tech assistance Navigating new technologies for adult beginners (Smart TVs, FitBits, watch computers, and anything else that comes out!!) Offer access to and instructions to use applications, like Adobe Acrobat and Photoshop. Teaching programs on Library tech (Libby, Overdrive, etc.) Technology classes Technology tutoring for adults Training for technical resources	7
	SPECIFIC CLASSES: An online video on how to download ebooks and materials - all ages Learn to code using free code academy offerings Programs for middle aged adults on using Microsoft suite and Google suite Provide 3D Printer "How To" instructions It may be me and my poor computer skills but I had trouble during pandemic accessing the programs using the URL's provided.	5
3 IMPROVE AND EXPAND HARDWARE AND DEVICE OFFERINGS	ACCESS TO DEVICES: Circulation of hotspots and chromebooks Provide access to a 3D Printer Technology available for borrowing	3
	I've noticed the production of smart reusable notebooks that can come in useful for students and professionals. Perhaps purchasing a few for rental would be good. Of course, you'd have to get the word out, which I would trust the Friends to do. I have a Rocketbook Everlast notebook (\$37.00) and it's amazing. Their app works with both Apple and Androids. The best part is that they are located here, in Massachusetts. Their notebooks require a special pen (Pilot Frixion pens). There is also a company called Elfinbook. They are more expensive, and I've read that their app only works with the iphone app. I do not know where they are located. The downside to the Rocketbook is that you'd need to trust patrons to wipe their notes (with a wet microfiber cloth included with your purchase), and return the pen, cloth, and notebook. On that note, there are "paper tablets" which you may have already read about or seen. It would be great if you could get one or two to have people try out, but it should remain in the library given the crazy cost of these devices and their associated products. I have a remarkable 2 tablet (\$400 without their "marker"), and I wished I could have tried it before purchasing it, but I am putting it to good use. The downside is the app. You need to have user credentials to save your notes to the cloud, or patrons can send them to their email. To import a pdf, you'll need to have the app on your phone or desktop. The items mentioned here are for note-taking, and organizing. I recommend purchasing the reusable notebook and leaving them at the various age exposed tables. Perhaps your patrons will enjoy them. Perhaps you find this irrelevant.	
5 6 7 8 ADDITIONAL RELATED IDEAS	SELF-CHECKOUT: Offer self-checkout option (x4) Enable self-checkout Self-checkout for adults and elderly	6
	WI-FI NETWORK: Increase Wi-Fi strength and expand access to include parking areas Extend Wi-Fi and keep it on 24 hours a day. It's really a gift to the town. Make the Library a strong wireless network hotspot	3
	ONLINE RESOURCES: Access to grants databases Deliver more online content	2
	Activism/community organizing platforms	

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	CATEGORY	RESPONSES	#
9	ADDITIONAL RELATED IDEAS (cont.)	Computer software to support learning	
10		Continue improving technology for public use	
11		Easier password retrieval for online accounts	
12		Parental help - computer monitoring newsletter/column	
13		Replace books with technology	

BEAMAN MEMORIAL PUBLIC LIBRARY COMMUNITY SURVEY FEEDBACK COMMENTS 2021

NOTE: The # column to the right of the RESPONSES column indicates how many similar responses were received (if >1)

CATEGORY	RESPONSES	#
GENERAL FEEDBACK	1 Keep up the excellent work for all ages	
	2 How do you improve wonderful? Once Covid is over, I will run back to the stacks. I didn't realize how much I would miss them.	
	3 You are doing a great job! Keep it up.	
	4 I am so looking forward to being able to go in and out of the Library at will...when it again is "safe." It is a most wonderful place I've enjoyed since childhood. (Lifelong resident of W.B.) Cannot even think of anything more the library could offer!	
	5 I love our library but use Libby and Overdrive most. But, I know you are there if I want to come in and browse or attend a program.	
	6 I LOVE the library. My issue is making the time to go there with work and life. I do most of reading learning using the CWMars app. Thank you for all you do!!!	
	7 I love our library and love how you have adapted to the digital space to remain relevant as the way we as a society consume all types of media changes.	
	8 Wonderful library	
	9 I enjoy the selection of new books in the front room. I often find a soon-to-be best seller before the word gets out!	
	10 Personally, I find Beaman to be the best library as far as offerings for patrons of all ages. So many programs - our family loves it!	
	11 I cannot wait for the library to be open again!	
	12 I look forward to resuming volunteer yoga and meditation classes for our community. Thank you.	
	13 Love this library and brag about it all the time.	
	14 I do miss going there! My kids are in college now. When they were younger, we would go there a lot. Both to get books and go to programs.	
MGMT & OPS FEEDBACK	15 The staff work tirelessly to serve the community. They always welcome suggestions for programs, materials, resources and services. So, I pass along <u>these ideas as needed</u> .	
	16 So thankful we've been able to access library at least remotely during pandemic. And thankful to Sue for trying to keep the kids engaged with all the Childrens programming. Thank you!!	
	17 The staff are fantastic. They are always helpful and take the time needed to help me find what I need.	
	18 You all are doing an excellent job during this pandemic, keep up the great work!	
	19 You are the BEST! I love my library and the staff!	
	20 You guys are amazing! Keep it up! Can't wait to come back and visit you in person soon! It amazes me how quickly you can get an online order ready for pick-up! We miss you!	
	21 Thank you for all you do!	
	22 Keep Anna as the director. She's amazing. :-)	
	23 Keep up the wonderful work you do!	
	24 Just keep doing the great job you are doing!	

BEAMAN MEMORIAL PUBLIC LIBRARY COMMUNITY SURVEY FEEDBACK COMMENTS 2021

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	CATEGORY	RESPONSES	#
25	MGMT & OPS FEEDBACK (cont.)	Sue has always been very welcoming. That should continue after she retires. Always be inclusive and welcoming to all.	
26		CRITICAL: The staff /director could be more personable when a parent and children come and visit. The love of reading is assisted by friendly and helpful library workers who should greet the child when they come to the library.	
27	REOPENING FEEDBACK	I just want to be able to come back in and sit down	
28		I want to be able to come back inside browse on my own down and use my laptop in a quiet place	
29		I wish you would reopen, even on a limited basis. I have friends in NY and VA, and libraries are open for both of them. It's disheartening that all these libraries in central Mass remain essentially closed.	
30		Short term - find a way to open up the library. For those who like to browse the stacks, the current services are of little use.	
31		Would love to see the library open for at least limited browsing (maybe by appointment to avoid large amounts of people). It seems odd to me that virtually every business in town is open and yet the library building is still closed.	
32	PROGRAMS FEEDBACK	I LOVE the local history speakers	
33		Love when you bring in special guests (magician, yoga, dinosaur man)	
34	FACILITY FEEDBACK	I like the current use of space	