

Appendix B: Long Range Survey Summary & Comments

Lawrence Library Survey Summary

What do you love about the Lawrence Library?

Summary

People appreciate the beauty of the building, the variety of things to see and do, the helpful and friendly staff, the availability of books, movies, and other resources, and the many events and programs for all ages. They also mention the accessibility of the library, the convenience of being able to reserve a room, the commitment to the local community, the art gallery, and the historic nature of the building. Overall, people love the library for its welcoming and friendly environment, variety of resources and programs, and commitment to the community.

Sentiment

The sentiment in this text is overwhelmingly positive. People love the beauty of the building, the art shows, and the friendly, helpful staff. They appreciate the variety of activities available, the wide selection of books, and the accessibility of the library. The library is viewed as a cultural hub of the community and a valuable resource. The staff is often mentioned as kind, knowledgeable, and committed to the local community. There is no negative sentiment expressed.

Tone

The tone of the text is overwhelmingly positive. It conveys a sense of appreciation, admiration, and satisfaction with the library and its offerings, such as the beauty of the building, the wide variety of programs and events, the helpful and friendly staff, the accessibility of resources, and the welcoming environment. The tone also reflects a strong sense of community involvement and appreciation for the library's role as a hub for cultural and educational activities. There is a general sense of enthusiasm, gratitude, and praise for the library's services and facilities, with only a few neutral or objective statements scattered throughout the text.

Key Topics

- The beauty of the building
- The art shows
- The wide variety of things to see and do
- The staff, who are always welcoming and helpful
- The great selection of books
- The availability of books, movies, Xbox games, etc.
- The local, community feel
- The quiet atmosphere for studying
- The deep community involvement and respect
- The vibrant activity of the library
- The cultural hub of the community
- The knowledgeable, friendly, and helpful staff
- The accessibility of the library
- The diversity of programs, events, art, and facilities
- The commitment and dedication to the local community
- The convenience of having a wonderful resource close by
- The services they offer to the town
- The large print and audiobooks

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Word Frequency

- staff: 21
- building: 10
- friendly: 10
- programs: 8
- books: 7
- helpful: 7
- community: 5
- activities: 5
- art: 5
- resources: 4
- children: 4
- atmosphere: 3
- events: 3
- welcoming: 3
- variety: 3
- access: 3
- beautiful: 3
- large: 3
- selection: 3
- knowledge: 2

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What do you value about the Lawrence Library?

Summary

Common themes include the availability and accessibility of books and other resources, the friendliness and helpfulness of the staff, community outreach and inclusiveness, and the variety of programs and services offered. Other features mentioned include the building and its historic nature, museum passes and discounts, access to technology and online resources, and the sense of community that the library fosters. Overall, the library is seen as an important community resource that provides access to information, fosters community engagement, and serves as a cultural center.

Sentiment

The sentiment of the text is overwhelmingly positive towards the library, with people expressing appreciation for the availability and accessibility of books, the helpfulness and friendliness of the staff, the community programs and outreach, the inclusiveness, the building itself, and the variety of resources offered. There are also mentions of specific features such as interlibrary loan, online access, museum passes, study rooms, graphic novels, large print books, ebooks, audiobooks, and programs for kids and adults. Some people also express gratitude for the cost-saving benefits of the library and its importance to the community. Overall, the sentiment is one of admiration and gratitude for the library as a valuable resource and community center.

Tone

The tone of the text is overwhelmingly positive. The text contains multiple expressions of appreciation for the library, its staff, resources, programs, and services. There is a sense of enthusiasm, gratitude, and admiration for the library and its offerings. Words such as "love," "friendly," "helpful," "inclusive," "access," "community," and "valued possession" indicate a positive and appreciative tone throughout the text. The tone also reflects a sense of community support, inclusiveness, and the importance of the library as a cultural center.

Key Topics

- Access to books, including online books, and a great selection of books/new releases
- Inclusiveness and selection of materials
- Availability of books, video, computer/Wi-Fi, museum discounts, and community events
- Friendly and helpful staff
- Ability to be in the space and accessibility
- Community support and programs
- Democratic approach to all things information related
- Sense of community and the level of care the staff demonstrate
- Abundant resources
- Museum passes
- Study rooms and programming
- Historical building
- Digital access to books
- Live music
- Location and hours of operation
- Sense of safety for all ages

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Word Frequency

- Books: 20
- Library: 14
- Staff: 11
- Access: 9
- Community: 7
- Resources: 4
- Friendly: 4
- Programs: 4
- Building: 4
- Online: 2
- Inclusiveness: 2
- Location: 2
- Free: 2
- People: 2
- Hours: 2
- Availability: 2
- Museum: 2
- Events: 2

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What do you wish the library knew about you as a patron?

Summary

The responses from library users vary, but a common theme is gratitude and appreciation for the services provided by the library and its staff. Some users express interest in more programs or events, particularly in the evening or virtually, while others mention their preference for certain types of books or genres. Some users also express concerns about political neutrality, while others express concern about national trends towards censorship and the importance of the library as a counterbalance to that trend. A few users also express a willingness to volunteer or get more involved in the library.

Sentiment

The sentiment of the text varies among the responses. However, most of them are positive or appreciative of the library and its services. Some express their gratitude for the staff, the programs and resources, and the welcoming environment. A few suggest improvements, such as offering more evening and virtual programs, having a more diverse book selection, and creating a tech room for young adults. Some express concerns about political neutrality, book banning, and feeling unwelcome. Overall, the sentiment is mostly positive, with some constructive criticism and concerns.

Tone

The tone of the responses seems to be overwhelmingly positive and appreciative towards the library and its services. Many express gratitude for the library's support during difficult times, appreciation for the staff and the welcoming environment, and a willingness to volunteer and support the library. Some respondents also express specific preferences for more evening and virtual programs, craft programs for adults, or more Native American books. There are also a few comments about personal interests and struggles, such as infertility and poor eyesight, and concerns about political neutrality and book banning. Overall, the tone is respectful and enthusiastic.

Key Topics

- Gratitude towards the library and its staff
- Personal experiences and opinions regarding the library's services, programs, and facilities
- Interest in reading and learning
- Concerns about book banning and censorship
- Willingness to support and volunteer for the library
- Personal background, such as profession and hobbies

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Word Frequency	The words that appear after "appreciate" in this text are:
<ul style="list-style-type: none"> • appreciate: 15 • library: 14 • love: 4 • staff: 4 • programs: 4 • offer: 3 • kids: 2 • read: 2 • adult: 2 • community: 2 • resources: 2 • important: 2 • support: 2 • books: 2 • wish: 2 	<ul style="list-style-type: none"> • how appreciative I am of all they offer • How grateful I am for all that they do every day. • Moving to Pepperell less than two years ago was a big shift along with many other challenges in 2021 and the library helped anchor me through all that was going on • I commend you folks all that you do! • How important it has been to us • We appreciate how friendly everyone is! • I love to read • I care about the future of libraries • How much I appreciate their work. • I am appreciative of everyone who works for and supports the library. • My kids are grown, but as a former homeschooling mom we have loved many programs the library has offered. Thank you. I mostly use the audiobooks for this current season but I love knowing the library and its programs are available to me. • How grateful that we are that the library is the way that it is. Thank you!!! • I appreciate your services! • Loyal to the library and tell others about this resource • How much I appreciate the staff • How much we appreciate books and the programs they provide • We really appreciate what the library provides us and we'd be happy to volunteer at events that support the library. • I appreciate the library and have supported the friends • I believe in the importance of the public library. • Just how often I visit (weekly) and how much the work done by all of the staff members is appreciated. • Am appreciative • I return books in good condition and on time. I make a small donation to help. • I may not use the library as much as I did when my kid was growing up. But I do

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	<p>believe Free libraries are need for all ages.</p> <ul style="list-style-type: none">• I am worried about the national focus on banning books and controlling what our young people learn. I hope our library will continue to counter that dangerous trend.• Just how much we appreciate our library and the staff who keep it going! :)• I value the library• I wish the library knew that I appreciate everything the library offers and I take pride in our town having it, but I would really value if the library was a neutral space when it comes to politics and ideology.• I prefer classics over mysteries. Most of my "reading" is by audiobook.• I'm a newly certified yoga teacher and work in a local public school in Pre K . I would be happy to volunteer in the summer or during school vacations to lead a sort based yoga session
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If you could change one thing about the Lawrence Library, what would it be?

Summary

Suggestions for improvements and changes to the Lawrence Library include requests for more space, longer opening hours, and more programs, particularly for young children and adults. Some specific suggestions include adding a board game library, more funding for the library, more museum passes, and more periodicals. Some people also suggested brighter lighting and a more welcoming entrance. Overall, many people expressed satisfaction with the library and had no specific suggestions for changes.

Sentiment

Overall, the sentiment of the responses to this question tend to be positive towards the Lawrence Library, with many individuals expressing satisfaction and not having any suggestions for improvement. However, some individuals suggest increasing the size of the library, providing more programs for various age groups, and improving the availability of online content. Some specific suggestions include offering more craft classes, increasing the selection of biographies, and improving the entrance area. One person suggests making the library a neutral space regarding politics and ideology.

Tone

The tone is generally positive and constructive. Most of the responses provide suggestions for improvement or expansion of the library's services or facilities, while others express satisfaction with the current state of the library. Some responses are humorous or lighthearted in tone, but overall, there is a sense of appreciation for the library and a desire to see it continue to improve and evolve to meet the needs of its patrons.

Key Topics

- The need for more space, both for collections and meeting areas
- More programs and events for children, especially on weekends and in the evenings
- Suggestions for specific program ideas, such as paint nights and craft classes
- Requests for more books and other materials, such as music and museum passes
- Improvements to the library entrance and circulation area
- Concerns about limited funding and the need for more resources
- Feedback on specific areas of the library, such as the children's area and the nature walk
- Suggestions for making the library more welcoming and accessible to all users
- Requests for more neutral and inclusive spaces, free of political bias or ideology

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Word Frequency	Words/phases/ideas following “more”
<ul style="list-style-type: none"> • more - 25 • nothing - 12 • library - 10 • space - 6 • programs - 5 • entrance - 3 • funding - 3 • larger - 3 • weekend - 3 • music - 3 • adult - 2 • hours - 2 • young - 2 • kids - 2 • brighten - 2 • staff - 2 • open - 2 • children's - 2 	<ul style="list-style-type: none"> • meeting space with after-hour access/exit • young kid events in the weekday mornings • programs in the early evening and option for virtual if possible • space • awareness • young kid programs on the weekend; storytime, crafts, etc. • music • books about sewing • craft programs, especially for seniors • periodicals and a couch • smutty romances • ebooks • music/music programs • hours • morning or afternoon programs for adults • larger, more current selection of biographies • Nature Walk redesign • Pen Pals • larger collection • online content availability and borrowing periods • more things for adults to do • more funding from the town • saturday hours • increase the size of the library • more craft classes • more children's programming.

What do people want from the library (based on “What would you change?”)

- Bigger space with larger collections
- More meeting space with after-hour access/exit
- Programs/events during weekends and evenings
- More programs for young kids and teens
- Additional resources such as board games, music, and ebooks
- Adequate funding for library preservation, renovation, and programs
- More awareness and promotion of library services
- Less political bias and neutrality in library programs and staff interactions
- Improved accessibility for strollers and people with disabilities
- More variety in book genres, including mystery, romance, and biographies

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- Longer hours of operation, including Sundays
- Enhanced entrance and circulation desk areas
- More resources for specific interests such as sewing, music, jazz, and blues
- Better availability of online content and shorter borrowing periods
- More programs for adults, including craft classes, paint nights, and educational series
- More funding from the town or community
- Name tags for library staff for better identification
- Larger collection and more current materials
- Redesign of outdoor spaces for enjoyment and accessibility
- Programs for "in-between" age groups
- Better availability of resources for adults
- Neutrality and non-promotion of political views by library staff
- Saturday hours of operation
- Increased funding for library programs and staffing
- More children's programming, including Zumbini, music, movement, puppetry, and science classes
- Rule against promoting personal views or ideologies by library staff.

It's important to note that these responses are based on the specific feedback provided in the text and may not necessarily represent the preferences of all library users. Different libraries may have different priorities and preferences based on their local community and resources.