

STEVENS MEMORIAL LIBRARY - SUMMARY OF IDEAS

NOTE: The # column to the right of the GENERAL IDEA GROUP column indicates how many similar ideas were received for each GENERAL IDEA GROUP

	#	%	CATEGORY
1 Adult Program Ideas	34	9.4%	PROGRAMS
2 Tweens/Teen Program Ideas	26	7.2%	PROGRAMS
3 Add More Rooms and "Niches"	24	6.6%	FACILITY
4 Exterior Space - General Improvement Ideas	23	6.4%	FACILITY
5 Program Schedule and Format Ideas	22	6.1%	PROGRAMS
6 General Program Ideas	20	5.5%	PROGRAMS
7 Upgrade and Replace Interior Furniture and Fixtures	19	5.3%	FACILITY
8 Use New and Improve Communication Channels	19	5.3%	MARKETING
9 Improve and Increase Messaging	17	4.7%	MARKETING
10 Additional Related Ideas - Technology	15	4.2%	TECHNOLOGY
11 Enhance Teen Space	14	3.9%	FACILITY
12 Increase Tech Instruction and Tech Support	14	3.9%	TECHNOLOGY
13 Grow Tech Collections	12	3.3%	TECHNOLOGY
14 Additional Related Ideas - Programs	11	3.0%	PROGRAMS
15 Additional Related Ideas - Services	10	2.8%	SERVICES
16 Grow and Diversify Collections	10	2.8%	COLLECTIONS
17 Ideas for New and Improved Services by Category	10	2.8%	SERVICES
18 Increase Teen Participation	10	2.8%	MGMT & OPS
19 Additional Related Ideas - Facility	9	2.5%	FACILITY
20 Improve Building Accessibility	9	2.5%	FACILITY
21 Enhance Outreach Activities	7	1.9%	MARKETING
22 Add and Update Displays and Signage	6	1.7%	FACILITY
23 Additional Related Ideas - Management and Operations	6	1.7%	MGMT & OPS
24 Children's Program Ideas	6	1.7%	PROGRAMS
25 Improve Interior Décor	6	1.7%	FACILITY
26 Additional Related Ideas - Collections	2	0.6%	COLLECTIONS

TOTAL IDEAS 361

STEVENS MEMORIAL 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	GROW & DIVERSIFY COLLECTIONS	NON-TRADITIONAL: Increase Library of Things Seed Library Games for tweens/teens	3
2		GENERAL: Broaden collection's offerings to appeal to more people Continually improve/expand collection to widen appeal	2
3		TWEENS/TEENS: Info/resources on tough topics for teens Things that would help teens study for standardized tests	2
4		The amazing people of the library can further view themselves and the community they support as visionaries in the areas of spirituality, criminal justice reform, recovery from addiction, and mental health. These areas are closely linked. The wonderful library folks can work even more closely with our beautiful community to address these issues which affect us all, either directly or indirectly. Let me know how/if I can help. Thank you!	
5		Expanded section on spirituality	
6		Increase digital collections	
7	ADDITIONAL RELATED IDEAS	Conduct diversity audit of materials	
8		Improve physical collection (e.g., refurbishing picture books during shutdown)	

STEVENS MEMORIAL 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	#
1	ADD ROOMS AND NICHEs	ADD MEETING ROOMS: Offer multiple sized meeting spaces with multi-functional furniture Offer small and large meeting spaces/rooms Meeting spaces (x2) Meeting space that has privacy Place where community members can come and bring their own projects and gather with other crafters	6
2		READING/STUDYING SPACE: Somewhere for people to sit and read (in progress?) Create cozy reading nooks (e.g., fireplace) Creating lounge/reading quiet areas in community room Area to have coffee/tea and read Comfortable reading area near magazines Add quiet study spaces	6
3		MAKERSPACE/LAB: Offer a makerspace Add makerspace Add tinker lab space	3
4		COLLABORATIVE SPACE: Enclosed quiet meeting spaces for remote workers Additional collaborative spaces	2
5		Configure space to accommodate collections-based priorities: Provides more space/shelving/displays for expanded collections, Offers easy access to materials, Value of collection	
6		Create areas for playgroups, to take classes, etc.	
7		Develop flexible, modular spaces for different purposes (study, programs/presentations)	
8		Increased space for criminal justice reform, i.e. work Ashburnham police dept. and others are doing to assist persons with substance abuse, mental health issues	
9		More areas for seating	
10		Reinforce and renovate attic area to maximize interior space	
11		Want large, open spaces with lots of light	
12	EXTERIOR SPACE - GENERAL IMPROVEMENT IDEAS	ADD GREEN SPACE: Too much pavement. Not enough green space. (x2) Community gardens (x2) Garden spaces Add more green space around the Library	6
13		IMPROVE PARKING: Believe parking is an issue esp for parents with younger children. Do not have enough parking for an active library More parking (x2) Improve Parking: Parking is insufficient and unsafe Cars are moving too close to the building, poses a safety problem, especially for children (x3)	6
14		OFFER SEATING: Outdoor seating Outdoor patio seating Create covered seating area outside Picnic tables Create space outside for patrons to sit and read or do work	5
15		The amazing people of the library can further view themselves and the community they support as visionaries in the areas of spirituality, criminal justice reform, recovery from addiction, and mental health. These areas are closely linked. The wonderful library folks can work even more closely with our beautiful community to address these issues which affect us all, either directly or indirectly. Let me know how/if I can help. Thank you!	3

STEVENS MEMORIAL 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	#
16	EXTERIOR SPACE - GENERAL (cont.)	CREATE CHILDREN'S AREAS: Outdoor children's story time venue Spaces for children outside (Storywalks, etc.)	2
17		Remove trees in front	
18	UPGRADE AND REPLACE INTERIOR FURNITURE & FIXTURES	COMFORTABLE SEATING: Comfortable seating throughout the library More comfortable reading chairs More comfortable seating Add more comfortable, cozy seating. Upgrade furniture and add more soft seating	4
19		FURNITURE FOR COLLABORATING: Add furniture that accommodates collaborating groups (e.g., more tables and chairs for small groups to use) (x4)	4
20		ADD/UPDATE: Add furniture for quiet study (e.g., individual desks/study carrels) More furniture, especially soft seating and tech seating for use of more mobile tech Update furniture	3
21		CHARGING STATIONS/PLUGS: In the building, add outlets/charging stations Offer seating with charging stations (desks, tables and chairs with plugs) (x2)	3
22		GAME TABLES: Chess or checker board table Community puzzle table	2
23		LIGHTING: More lamps Improve task lighting. Current is ok but could be better.	2
24		Add computer stations	
25	ENHANCE TEEN SPACE	FURNITURE: More comfortable furniture in Teen Area (softer, couches) (x3) Relaxing teen space to de-stress (softer furniture)	4
26		LIGHTEN UP ROOM: Reduce amount of dark wood Increase natural lighting Use light colors on walls Different variations of lighting in teen area (lamps for ambience)	4
27		CONFIGURATION: Section with books that teens typically read in school (summer reading, for English, etc.) Different sections/areas for teens (study vs. read and "hang out" space; one for homework, one for fun) Create a dedicated tween space that accommodates diverse functions/interests (programming, makerspace, gaming)	3
28		Add computer stations in teen area	
29		Ambient music in teen area (Google Home, Alexa)	
30		New style/theme in Teen Area (calming colors)	
31	IMPROVE BUILDING ACCESSIBILITY	GENERAL: Facility and grounds aren't very accessible Handicap entrance isn't ADA compliant. It's a "work-around" that barely meets basic requirements, but it's in appropriate for a town (public) building. Easily accessible space for all ages and physical abilities Easy access for families (e.g., ample children's room space/furniture/seating for kids and adults watching them) Easy-to-use space (e.g., minimal set-up/breakdown, accommodates formal and informal group gatherings)	6
32		At the entrance, the stairs are a problem (e.g., dangerous, challenging for those with mobility issues)	
33		More accessible and welcoming entrance	
34		Wheelchair accessible shelving	

STEVENS MEMORIAL 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	#
35	ADD AND UPDATE DISPLAYS & SIGNAGE	BETTER/MORE DISPLAYS: Fixtures for displays More displays Need better display fixtures for new materials. Displays are important for piquing people's interest.	3
36		Different way to display DVDs of TV programs	
37		Maintain highly visible, attractive signage throughout the facility (e.g., floorplans/maps to key areas, directions to public Online Public Access Catalogs (OPACs))	
38		New bins for picture books	
39	IMPROVE INTERIOR DÉCOR	More artwork Add artwork/photos to walls (x2)	3
40		Clean and refinish north side stairwell windows	
41		More color (within reason), esp. in youth services	
42		New carpet	
43	ADDITIONAL RELATED IDEAS	CHILDREN'S ROOM: Add computer stations in children's area Create more inviting story time and playgroup areas Offer more seating for all family members (adults and children)	3
44		RESTROOMS: Add more bathrooms Additional and updated bathrooms	2
45		Improve Community Room. It's uncomfortable and "blah". Replace current hard, uncomfortable furniture with soft, comfortable seating. Improve HVAC to avoid current temperature inconsistencies (too hot/cold). Add artwork.	
46		Continue to address neglected physical plant issues (maintenance)	
47		Increased space featuring local authors/craftspeople, voices, creativity, people making positive social changes	
48		Add café (or coffee/beverage area)	

STEVENS MEMORIAL 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	#
1	TEEN VOLUNTER IDEAS: Assist with social media posts (x2) Definitely helping with programming Helping with children's programming Helping to put together kits (take home kits)	5
2	TAB: TAB meeting timing sometimes doesn't work TAB Could meet more often (maybe twice a month) Maybe more TAB members representing different groups (different grades)	3
3	INCREASE TEEN VOLUNTEER OPPORTUNITIES: More teen volunteer opportunities/community service Offer teen leadership opportunities	2
4	The amazing people of the library can further view themselves and the community they support as visionaries in the areas of spirituality, criminal justice reform, recovery from addiction, and mental health. These areas are closely linked. The wonderful library folks can work even more closely with our beautiful community to address these issues which affect us all, either directly or indirectly. Let me know how/if I can help. Thank you!	
5	Compare Library's offerings and performance to peer libraries'	
6	Keeping options open. Be flexible and resourceful. Adapt to community's evolving needs.	
7	Pursue more grants	
8	Staff size will likely need to grow as the building projects create more spaces and opportunities for increased patron traffic and overall use of the library as a community center.	
9	Use sign-up board for teen volunteering	

STEVENS MEMORIAL 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	USE NEW AND IMPROVED COMMUNICATION CHANNELS	FACEBOOK: Would like to see more posts about new collections items on Facebook On Facebook, add some staff and community book reviews On Facebook, wants to receive books-on-hold notifications and message the Library via Facebook to get new books Don't see a lot of Library events posted on Facebook	4
2		FLYERS/BROCHURES/POSTERS: Distribute flyers around town Use flyers to promote programs. Could insert Library flyer in other local mail (e.g., town mailing) Seniors don't have computers, so use traditional promotional methods to inform people (e.g., posters) More marketing collateral (brochures)	4
3		INSTAGRAM: On Instagram, post more about what the Library offers, is doing, have staff make appearances! Need to promote Instagram more Don't see a lot of Library events posted on...Instagram	3
4		The amazing people of the library can further view themselves and the community they support as visionaries in the areas of spirituality, criminal justice reform, recovery from addiction, and mental health. These areas are closely linked. The wonderful library folks can work even more closely with our beautiful community to address these issues which affect us all, either directly or indirectly. Let me know how/if I can help. Thank you!	2
5		SANDWICH BOARDS/SIGNS: Use sandwich boards in new locations throughout community Use sandwich boards and sidewalk signs to promote programs	2
6		Expand use of social media to promote programs, borrowing, etc.	
7		Make Library's website easier to find (there's another Stevens Memorial Library— "confusing")	
8		Marketing displays (visible stands)	
9		More digital marketing materials	
10	IMPROVE AND INCREASE MESSAGING	INCREASE MARKETING TO TEENS: Increase promotion of teen space (x2) If I wasn't on TAB, I wouldn't know what was going on—maybe marketing better...sending more info to schools Better advertising would be great to reach more teens ADVERTISE to attract teens Advertise the teen space more, because we don't really have places in town for teens to go and study, hang out etc.	6
11		PROMOTE TAB: Increase/enhance marketing of opportunity to serve on TAB (x3) Need more advertising for the actual TAB—to attract potential new TAB members	4
12		DRAFT A MARKETING PLAN: Develop a comprehensive marketing plan that includes creative, innovative messaging and materials (think "out-of-the-box") Develop plan to attract new people to our library	2
13		Advertise Library's online resources/services	
14		Be more visible in the community (increase signage and other mktg)	

STEVENS MEMORIAL 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	#
15		Improve Location Promotion: Roadways are confusing. Drivers don't know which way they're supposed to go to get to the Library. Need more signs around town to promote the Library's location (x2)	
16	IMPROVE AND INCREASE MESSAGING (cont.)	Increase marketing	
17		Seniors are uncomfortable with tech. They don't know how to use devices/applications or forget how. Promote the Library's technology resources to this population.	
18	ENHANCE OUTREACH ACTIVITIES	POTENTIAL PARTNERS: Outreach/collaboration with recreation department and senior center Programs coordinated with the Senior Center Collaborate with local non-profits (e.g., senior center) to strengthen both organizations' PR	3
19		TARGET GROUPS: Reach out to the homebound, sick, and disabled Use TAB to promote to other teens	2
20		Increase community partnerships/collaboration	
21		More community engagement	

STEVENS MEMORIAL 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	ADULT PROGRAM IDEAS	GENERAL IDEAS: Genealogy series Host a writers' group Host an Open House that welcomes new residents to town. Local organizations (businesses, town departments, non-profits) present information about their resources and services. Renew the monthly artists' openings/exhibits Seniors: Information regarding grandparents raising children Small business owner speaker programs Organize adult field trip offerings to museums for special programming, including before visit prep Recovery Outdoor nature programs	9
2		ARTS, CRAFTS & HOBBIES: Painting (x2) Adult coloring Crafting group Community Hobby/Trade Day (quilting/cooking/wood working/gardening) Knitting Gardening: FOL could help with a plant/seed swap and programs with local growers/farmers	7
3		SOCIAL ACTIVITIES: Offer more opportunities to socialize (x2) Programs that provide opportunities for adults to socialize and making friends “Coffee and chat” activities (regular, specific hours to grab coffee and meet people) Quarterly, seasonal tea “socials” (informal “drop-in” times)	5
4		The amazing people of the library can further view themselves and the community they support as visionaries in the areas of spirituality, criminal justice reform, recovery from addiction, and mental health. These areas are closely linked. The wonderful library folks can work even more closely with our beautiful community to address these issues which affect us all, either directly or indirectly. Let me know how/if I can help. Thank you!	4
5		BOOK-RELATED: Book and a field trip: Consider what’s happening/happened in the area. Read book about the topic and then visit location. Book and activity: Read book and sponsor interactive activity based on book’s topic Book with movie tie-ins: Read book, watch movie, and follow with a group discussion	3
6		BOOK CLUBS: Expand book clubs to include different themes Book clubs for adults	2
7		COOKING: Cooking Offer more cooking programs (e.g., Liz Barbour)	2
8		CRIMINAL JUSTICE: Criminal justice reform Positive perceptions of police	2
9	TWEENS/TEEN PROGRAM IDEAS	MISC IDEAS: After school homework help meet-up for youth Baking would be fun Gaming attracts kids and families. Sponsor a gaming competition More astrology programs Trivia night Painting night and general art-related programs Coordinate community-focused cause related programs (e.g., clean up days) Environment (x2)	9
10		HEALTH & WELLNESS: Mental Health (x2) Mindfulness (x2) Dealing with stress (x2) Meditation	7
11		FITNESS: Personal health/fitness (x3) Free yoga (already done, but these teens couldn’t attend at the time)	4
12		HANDS-ON ACTIVITIES: Active, hands-on activities (x2) A little bit of learning, but mostly activities related to these issues/actively engaged in, hands-on Fewer lectures, more doing things	4
13		Easier if it’s at the school due to timing/rides	
14		Programs with snacks (BYO or provided)	

STEVENS MEMORIAL 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	#
15	PROGRAM SCHEDULE & FORMAT IDEAS	SCHEDULE: Offer programs on weekday afternoons and early evenings (x3) Offer programs on nights and weekends for adults Offer programs weekday daytime for very young children Don't offer senior programs at night	6
16		IN-PERSON PROGRAMS: Offer in-person programs (x6)	6
17		VIRTUAL PROGRAMS: After COVID, continue offering some online programming, including maybe more for adults and teens (not just children's programs) Going forward, offer more virtual programs Stream and record virtual programs (e.g., Zoom) for real-time and on-demand community access Offer virtual, synchronized live streaming programs Record live programs and share/post recordings for those who attend them in-person	5
18		Post-pandemic, offer mix of in-person and virtual programs (x5)	5
19	GENERAL PROGRAM IDEAS	FITNESS & MOVEMENT: Tai chi Yoga (x2) Family yoga (with kids) Yoga classes in the evening Adult Yoga (x2)	7
20		MOVIES: Drive-in movie Movie nights (when Covid is over) Outdoor movie night Movie nights	4
21		HEALTH & WELLNESS: Mental Health Spirituality Meditation	3
22		INTERGENERATIONAL: Any intergenerational activity that brings diverse age groups together Trivia nights for all ages (virtual for now) Adopt a grandparent	3
23		LIFESKILLS: More programs to teach life skills Vocational, resume building, job searching, etc. Job search programs (application help, resume building help)	3
24	CHILDREN'S PROGRAM IDEAS	SCHEDULE: Afterschool programs Offer kids' programs at the same time as an adult program, so parents can attend something while their kid(s) do, too Open craft hours for youngsters (2 hrs/week)	3
25		GAMING: Gaming club Gaming for youth	2
26		Pets and pet care	
27	ADDITIONAL RELATED IDEAS	CO-SPONSOR PROGRAMS: Collaborate—develop and offer programs—with other local groups (e.g., Making Opportunity Count (MOC) and Senior Center) (x2) Collaborate with different organizations to identify interesting programs and speakers and to cross-promote activities (x2)	4
28		OFFER MORE ADULT PROGRAMS: More adult programming (x2) Lifelong learning programs	3
29		Observe other libraries' programming	
30		Process program reservations via online calendar	
31		Post-pandemic, continue offering successful programs. People will be comforted by the ability to resume “familiar” programs.	
32		Utilize other available community spaces for programs. Conduct programs off-site.	

STEVENS MEMORIAL LIBRARY - SERVICES IDEAS 2021

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

CATEGORY	RESPONSES	#	
1	IDEAS FOR NEW AND IMPROVED SERVICES BY CATEGORY	HOME DELIVERY: Home delivery Homebound service for those unable to drive or get to the library Homebound delivery/outreach services Offer a materials delivery service (previously offered via volunteers)	4
2		TEEN SERVICES: Teen booklists on different topics/themes Suggestions for books for teens' projects (WWII, history, books by topic—essentially booklists) Offering tutoring services to teens Study supplies in Teen Area (paper, pens, sticky notes, etc.)	4
3		BOOK SALES: Actual book sales Book sale	2
4	ADDITIONAL RELATED IDEAS	The amazing people of the library can further view themselves and the community they support as visionaries in the areas of spirituality, criminal justice reform, recovery from addiction, and mental health. These areas are closely linked. The wonderful library folks can work even more closely with our beautiful community to address these issues which affect us all, either directly or indirectly. Let me know how/if I can help. Thank you!	
5		Bookmobile	
6		Community Information hub	
7		Create homebound packets designed for different ages and interests	
8		Curbside printing: Someone emails or brings a file/document to be printed. Patron picks up printed materials curbside.	
9		Enable people to book museum passes on website	
10		Free daycare during holiday season provided by teens at library	
11		Library valet service	
12		Provide access to tutoring online (e.g., via Zoom). Community members could serve as tutors.	
13		Ride share or shuttle for organized activities/trips	

STEVENS MEMORIAL LIBRARY - TECHNOLOGY 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 TECH INSTRUCTION AND TECH SUPPORT	HOW TO INFO FOR SML RESOURCES: Provide information regarding Overdrive vs. Libby vs. Sora (which are easier to use?) (x2) Tech programming to teach patrons on using library digital services Provide information regarding Overdrive vs. Libby vs. Sora (which are easier to use?) Provide clear, concise instructions regarding how to use CWMAR's catalog, online resources, etc.	5
2		GENERAL IDEAS: Offer tutorials and programs to help people keep up with evolution of technology (x3) Offer technology instruction programs (e.g., coding) Offer technology training	5
3		TECH SUPPORT: Tech 101 lesson series/weekly support Technology support—once a week or once a month how to use devices or open for patrons to call in with particular needs to address for that week Staff should help people download and use Library's technology resources	3
4		The amazing people of the library can further view themselves and the community they support as visionaries in the areas of spirituality, criminal justice reform, recovery from addiction, and mental health. These areas are closely linked. The wonderful library folks can work even more closely with our beautiful community to address these issues which affect us all, either directly or indirectly. Let me know how/if I can help. Thank you!	
5	GROW TECH COLLECTIONS	INCREASE TECH COLLECTIONS: Offer games on tablets (x3) More mobile tech devices for checkout and in-library use Lend technology devices (tablets, etc.) Lend out hotspots HotSpot checkout Please add laptops	8
6		ADD ONLINE RESOURCES: Expand digital/online services (e.g., Kanopy) Streaming services like Kanopy Kanopy subscription would be nice	3
7		Add technology development resources to collections (Raspberry Pi, Makey Makey STEM invention kits, etc.)	
8	ADDITIONAL RELATED IDEAS AND FEEDBACK	IMPROVE EXTERIOR WI-FI: Currently, exterior signal is strongest in front of building. Everyone parks there to get Wi-Fi. Boost signal—extend range beyond the front of the building (x3)	6
9		WEBSITE/PC INTERFACE: Enhance Website Appearance/Navigation (x5) Improve the user interface on public PCs (isn't user friendly)	6
10		OFFER SELF-CHECKOUT: Self-checkout Tablet checkout for eBooks Self check-out station	3

STEVENS MEMORIAL LIBRARY - COMMUNITY FEEDBACK 2021

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

	CATEGORY	RESPONSES	#
1	MISC. COMMUNITY FEEDBACK	FACILITY: Like the space plan as is Like facility as is	2
2		Dedication to the concept of the library as a community center	
3		Ensure Library is a safe space for all; Library is a neutral, trustworthy resource	
4		The amazing people of the library can further view themselves and the community they support as visionaries in the areas of spirituality, criminal justice reform, recovery from addiction, and mental health. These areas are closely linked. The wonderful library folks can work even more closely with our beautiful community to address these issues which affect us all, either directly or indirectly. Let me know how/if I can help. Thank you!	