

# Langley-Adams Library Strategic Plan

## Fiscal Years 2021 – 2025



Langley-Adams Library  
185 Main Street  
Groveland, MA 01834

Adopted by the Langley-Adams Library Board of Trustees on August 14, 2019.

Thank you to everyone listed for their continued support of Langley-Adams Library.  
Thank you to all of the community members and patrons who support us and/or have responded to the strategic planning survey!

**◆ Strategic Planning Focus Group ◆**

Special thanks to *Susan Babb* for facilitating this focus group!

Darcy Lepore, Library Director  
Meghan McCabe, Library Staff  
Mary Lou Costello, Library Trustee  
Kathleen Prunier, Library Trustee  
Dael Angelico-Hart, Friends of the Groveland Library  
Edward Watson, Board of Selectmen  
Jan Dempsey, Community Representative  
Michael Dempsey, Community Representative  
Sean Mahoney, Community Representative

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**◆ Langley-Adams Library Staff ◆**

Darcy Lepore, Library Director  
Sue Nakanishi, Adult Services Librarian  
Meghan McCabe, Youth Services Librarian  
Lauren Towler, Senior Library Assistant  
Kelsey Fitzgerald, Library Assistant  
Sergei Franson, Library Assistant  
Emma Fandel, Library Page  
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Cameron Santos, Library Page

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Dael Angelico-Hart, President  
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## ♦ Langley-Adams Library: Then and Now ♦

### Then

The Town of Groveland was incorporated in 1850. Reading Rooms, the first public libraries in Groveland, were established in 1879 and 1889. These Reading Rooms were located in buildings throughout the Town. The first location was in the R.H. Page Building. After a fire occurred it was moved to the Post Office. It remained there until the E.H. George Building was constructed. Not too long after the need to expand was clear. In 1907 and 1917, Captain John Adams and Alfred Langley, respectively, each donated \$5,000 toward building a new library.

The new Library on Main Street opened in 1918 with a group of supportive Trustee members. One notable Trustee was Mrs. Ethel Mitchell. Mrs. Mitchell was the secretary of the Board of Library Trustees for 60 years, between 1902 and 1962. Prior to the building built in 1918, another notable Trustee was Dr. Louis A. Woodbury. Dr. Woodbury was on the Board of Trustees for at least 25 years and recorded valuable Groveland history throughout his lifetime.

In 1978, the Langley-Adams Library moved once more. This time it was moved into a new building that was a part of the Town Hall campus on Main Street. Since that time, changes to the Library have taken place inside. These changes include the creation of a teen room and a new layout for the shelves in the adult section.

Pictured below is the Langley-Adams Library, utilized between 1918 and 1978. The image is from *An Outline of Groveland History: 1850-1950* by Sarah Dewhirst Parker.



### Now

Today, the Langley-Adams Library has a total of nine staff members. Three staff are full time and six staff are part time. The Library is open 40 hours per week at varying times to ensure that members of the community are served at several different hours of the day.

The Library has a total of six public computers as well as four tables throughout the library designated for patron use. Patrons sit at these tables with their laptops or smartphones using the Library's provided Wi-Fi, or tutors hold their sessions at these tables.

We have a small meeting room space that holds about 25-30 people comfortably. Many of our programs for each age group are held in this space. Our larger programs are usually held in conjunction with Nichols Village, a local senior living community, or Town Hall.

The Library is governed by an elected Board of Trustees with nine members. The Langley-Adams Library is also a department within the Town of Groveland, which is governed by a Board of Selectmen with five elected members.

The Langley-Adams Library is a proud member of the Merrimack Valley Library Consortium (MVLC), which is composed of 36 libraries.

We have accomplished many tasks over the past five years. In 2015 we were awarded a Community Preservation grant for the purpose of organizing and protecting our archival materials. We have made great strides toward organizing our local history collection. In early 2019 we established a new Friends of the Groveland Library. Expansion of our digital services to our patrons is in progress.

Pictured below is the current Langley-Adams Library, built in 1978.



*Historical information is taken from the following books:*

Dorgan, J. (2000). *Groveland, Massachusetts: A Small New England Town, Tribute 2000*. Portsmouth, NH: The Randall Press.

Parker, S. D. (1950). *An Outline of Groveland History: 1850-1950*. Groveland, MA: Boyd-James Press.

## ◆ Methodology ◆

The Strategic Planning process began in July 2018. The process was discussed with Susan Babb, former staff member of the Massachusetts Library System (MLS), and then-director of the G.A.R. Memorial Library in West Newbury, Massachusetts. She agreed to advise the Strategic Planning Focus Group during its initial meeting.

The focus group members were chosen based on the need to represent various aspects of the community. The group included staff, Trustees, a Friends member, a Selectman, and other members of the Groveland community that have advocated for the Library in the past. MLS's format S.O.A.R. (strengths, opportunities, aspirations, and results) was completed with both the focus group and the entire Library staff. The completion of S.O.A.R. was the focus group's first meeting, which was held in July 2018.

After S.O.A.R. was completed, a second meeting was held and the strategic planning survey was created. The purpose of the survey was to gather input from the community about how they feel about Langley-Adams Library, and what they wish for the Library's future.

The questions for this Strategic Plan were based on the questions used for the Library's former Strategic Plan. Each question was looked at, discussed, and updated according to need and changing times. This meeting was held in August 2018.

The survey was available through Google Forms from December 2018 through April 2019. It was advertised on the Library's social media and website. 135 community members responded to the survey. Google Forms easily gathered and calculated the results according to number and percentage.

From the survey results a few points are obvious:

1. A desire for the library to be open more hours.
2. A desire for the library to expand its programming.
3. A desire for a larger materials collection.

A few other points about the necessity of our local history collection and a more efficient meeting space can be gleaned from this survey and formulated into goals. From the answers of this survey, the S.O.A.R. results, and the Library's mission and vision statements, goals for Fiscal Years 2021 through 2025 have been formed.

Following the survey, a draft of the strategic plan was written. A third and final meeting was held with the focus group on August 1<sup>st</sup>, 2019. The draft of the strategic plan was evaluated, edited, and finalized by the focus group.

## ◆ **Mission Statement** ◆

The Langley-Adams Library provides a wide range of information and materials, using traditional and innovative methods, for all ages to promote, encourage and support the diverse needs within the community. The Library also provides a friendly space for the community which will encourage curiosity, free inquiry and lifelong learning. The Library Staff and Trustees are dedicated to providing the best service to all patrons.

## ◆ **Youth Services Mission Statement** ◆

The Langley-Adams Library provides a safe and welcoming environment for children and teens to develop a lifelong interest in and appreciation for reading and learning.

The Library provides a variety of programs and services that bring families in the community together and foster a love of reading. The Library also provides a relevant collection of print and non-print materials that meet the developmental needs of the young people of Groveland.

## ◆ **Vision Statements** ◆

- ❖ The Langley-Adams Library provides a community place for the Town of Groveland by maintaining an inviting, modern facility where people want to gather.
- ❖ The Langley-Adams Library anticipates and responds to the needs of our community by providing relevant programs for all ages, other in-library activities, and outreach programs.
- ❖ The Langley-Adams Library supports diversity within the community by offering relevant materials, resources and learning opportunities.
- ❖ The Langley-Adams Library builds relationships with the Town of Groveland, businesses, non-profits and other organizations to enhance activities and communications.
- ❖ The Langley-Adams Library promotes the the resources and services available to the community through effective marketing and branding campaigns.
- ❖ The Langley-Adams Library adopts new technologies to enhance timely access to quality information and create patron independence.
- ❖ The Langley-Adams Library provides excellent customer service and core library services by strengthening staff development & training.

## ◆ Our Goals ◆

Ultimately, the purpose of this strategic plan is to enrich the Groveland community and its surrounding areas. Libraries are learning centers and community centers, and we must adapt to ever-changing technology and diverse populations. Using this ultimate purpose, the survey results, our mission and vision statements, and input from the focus group, the following goals have been established.

1. Langley-Adams Library will provide a variety of quality, special interest programs to the community which are always completely free for patrons.
2. Langley-Adams Library's space will be appealing and accessible for patrons.
3. Langley-Adams Library will create a community of lifelong learners who advocate for and utilize the library.
4. Langley-Adams Library will organize, catalog, digitize, and provide patrons access to our archival collection.
5. Langley-Adams Library will offer the community an up-to-date materials collection, including physical and digital items.
6. The staff of Langley-Adams Library will provide excellent service to the public and be known as helpful, knowledgeable, and welcoming.
7. Langley-Adams Library will keep the community and Groveland Town government informed about Library activities, plans, and aspirations.

Each goal is followed by tasks that the library will complete to achieve these goals. Following the tasks are measures of success, which will tell us how we know our goals have been achieved.

## ◆ Goal 1 ◆

Langley-Adams Library will provide a variety of quality, special interest programs to the community which are always completely free for patrons.

## ◆ Tasks ◆

Make connections with other libraries in the community and learn which programs they have provided to their patrons and which ones have been successful.

**(All Fiscal Years)**

Provide a variety of weekly programs for children of all ages.

**(All Fiscal Years)**

Regularly seek out program funding from a variety of sources, including available grants.

**(By FY 2022)**

Make our programs accessible to patrons with disabilities or patrons who cannot drive to the library.

**(By FY 2022)**

Expand our advertising to more newspapers and online calendars that patrons regularly read.

**(By FY2023)**

## ◆ Measures of Success ◆

We will see an increased attendance at our programs for all age groups.

Patrons will actively seek out our program brochures and calendars.

We will have the ability to provide more programs that charge for performances and appearances.

We will receive positive feedback from patrons regarding library programs.





## ◆ Goal 2 ◆

Langley-Adams Library's space will be appealing and accessible for patrons.

## ◆ Tasks ◆

Paint the teen room and update the shelving to shelves on wheels.  
(By FY2022)

Replace the meeting room carpet with linoleum or a new carpet.  
(By FY2022)

Have an Accessibility Study conducted of Langley-Adams Library.  
(By FY2023)

Form a Feasibility Committee and have a Feasibility Study conducted to determine the need for a new library building or an addition to the current building.  
(By FY2024)

Rework the main library's shelving layout and update it to create typical rows of shelving. The space between rows will be wide enough for patrons with wheelchairs.  
(By FY 2025)

## ◆ Measures of Success ◆

Patrons will provide positive feedback.

There will be an increase in traffic in the library.

More patrons will utilize the book shelves for browsing.

An appealing and accessible space will result in an increase in program attendance.



### ◆ **Goal 3** ◆

Langley-Adams Library will create a community of lifelong learners who advocate for and utilize the library.

### ◆ **Tasks** ◆

Go into the middle and high schools and lead programs about how to conduct research.  
(All Fiscal Years)

Provide programs at the library for the general public about how to conduct research.  
(All Fiscal Years)

Participate in the creation of more Little Free Libraries in the Groveland community.  
(By FY2022)

Provide technology instruction sessions to patrons.  
(By FY2022)

Conduct a study for the purpose of expanding our open hours by surveying the community.  
(By FY2022)

Expand our open hours based on the study conducted.  
(By FY2023)

### ◆ **Measures of Success** ◆

There will be an increase in traffic in the library.

Patrons will provide positive feedback.

The number of active library patrons between their teenage years and middle age will increase.

Our reference question statistics will increase.

Students' achievements will increase due to early literacy programs.



## ◆ Goal 4 ◆

Langley-Adams Library will organize, catalog, digitize, and provide patrons access to our archival collection.

## ◆ Tasks ◆

Ensure that archival items are protected.

**(All Fiscal Years)**

At least two staff members will be trained to answer and research local history questions.

**(By FY2022)**

Create catalog of Langley-Adams Library's historical materials that is easily accessed and navigated by patrons.

**(By FY2022)**

Apply for a Community Preservation Act grant for funding to scan and digitize our archival collection.

**(By FY2022)**

Create a digital collection of our archival collection.

**(By FY2023)**

Keep at least three copies of the digital collection backed up on external hard drives and the cloud.

**(By FY2023)**

## ◆ Measures of Success ◆

Patrons will be able to research Groveland's rich history in an efficient manner.

Patrons will show interest in and attend library programs about Groveland's history.

We will receive positive feedback from patrons who use our archival collection to conduct research.



## ◆ Goal 5 ◆

Langley-Adams Library will offer the community an up-to-date materials collection, including physical and digital items.

## ◆ Tasks ◆

Replace damaged materials with new copies or updated materials.

**(All Fiscal Years)**

Ensure that the children's and teen room include materials for all reading levels and grades.

**(All Fiscal Years)**

Acquire more computers for patron use which will be put in the main library, the children's room, and the teen room.

**(By FY2022)**

The materials in the adult section will be reorganized to increase flow and accessibility.

**(By FY2022)**

A list of children's and teen materials owned by the library will be formulated based on reading level. This list will be for patron use.

**(By FY 2022)**

Purchase materials to give patrons access to library services from home, such as digital hotspots.

**(By FY 2023)**

Purchase more digital resources that will allow patrons access to eBooks, digital audiobooks, databases, and more.

**(By FY2023)**

## ◆ Measures of Success ◆

Patron feedback will reflect that they can easily find materials they want or need.

Materials circulation will increase, both physically and digitally.

Young patrons will check out items based on both reading level and interest.

Survey results will show that patrons consider Langley-Adams Library one of the best small libraries in Eastern Massachusetts.

Patrons will use library-provided technology inside and outside of the library.

## ◆ Goal 6 ◆

The staff of Langley-Adams Library will provide excellent service to the public and be known as helpful, knowledgeable, and welcoming.

## ◆ Tasks ◆

Staff will wear name tags.

**(All Fiscal Years)**

Full time staff and assistants will be sent to professional development events each year.

**(All Fiscal Years)**

Hold monthly staff meetings to discuss events and issues within the library.

**(All Fiscal Years)**

Staff will be attentive to each patron in need of assistance.

**(All Fiscal Years)**

All staff will be trained and knowledgeable on the digital offerings that we purchase independently and the ones that are available through the Merrimack Valley Library Consortium.

**(By FY2022)**

At least two staff members will be trained to answer and research local history questions.

**(By FY2022)**

Evaluate staff's job descriptions every other year to ensure that the library adapts to changing populations and technology.

**(By FY2025)**

## ◆ Measures of Success ◆

Staff will be exposed to more services and programs within libraries.

Patron feedback will ensure that staff are providing more efficient help.

Patron feedback will ensure that patrons feel valued and not ignored by any staff member.



## ◆ Goal 7 ◆

Langley-Adams Library will keep the community and Groveland Town government informed about Library activities, plans, and aspirations.

## ◆ Tasks ◆

A library representative will keep the Board of Selectmen informed about our programs and news every other month.

**(All Fiscal Years)**

Actively seek support and/or approval from the Town and Board of Selectmen for changes to the library when approval and/or support is necessary.

**(All Fiscal Years)**

Participate in Groveland Days by setting up a booth with library information.

**(All Fiscal Years)**

Participate in various other community events with other organizations in town and at the schools in the area.

**(All Fiscal Years)**

The Youth Services Librarian will repeatedly visit the schools in the area throughout the school year.

**(All Fiscal Years)**

## ◆ Measures of Success ◆

Communication between the Library and other Town offices will increase and improve.

The Library and Town offices will support each other's endeavors.

Library traffic will increase.

Attendance at library programs will increase.



## Langley-Adams Library Strategic Planning Survey and Results - 135 Responses

Hello! Please answer the following questions about Langley-Adams Library. These anonymous answers will be used in developing our strategic plan during Fiscal Years 2019 and 2020.

Please state your gender.

- ☐ Female 85.1%
- ☐ Male 14.9 %
- ☐ Prefer not to say 0%
- ☐ Other 0%

What is your age?

- ☐ Under 10 0%
- ☐ 10-19 0%
- ☐ 20-29 3.7%
- ☐ 30-39 26.1%
- ☐ 40-49 17.2%
- ☐ 50-59 18.7%
- ☐ 60-69 14.2%
- ☐ 70-79 14.9%
- ☐ 80-89 5.2%
- ☐ 90+ 0%

Do you have a library card?

- ☐ Yes 97%
- ☐ No 3%

If you do not have a library card, why not? (fill in answer) (All responses provided)

- ☐ I use my daughter's
- ☐ Haven't done by yet, haven't lived in Groveland long
- ☐ N/A
- ☐ Need to get one
- ☐ I use my husband's card

How often do you visit the library?

- ☐ Daily 0.8%
- ☐ Once a week 25.6%
- ☐ A few times a month 31.6%
- ☐ Once a month 14.3%
- ☐ A few times a year 19.5%
- ☐ Once a year 0.8%
- ☐ Rarely 7.5%

What prevents you from using the library? (check all that apply)

- ☐ The library doesn't have what I want or need 29.7%

- I can't get to the library/it's not accessible enough 6.3%
- I use another library 20.3%
- I've had an unpleasant experience at the library 1.6%
- The library is too noisy or crowded 3.1%
- The library hours are inconvenient 42.2%
- I use the Internet to get what I need 28.1%
- I buy my own books, movies, music, etc. 29.7%

If you don't use the library, how could we bring you back? (fill in answer) (Random assortment of ten answers provided)

- Provide more toddler/child activities.
- A large vibrant children's room, meeting area for film showings and fun
- Stay open later
- I do use the library, but would love some 9am (or earlier) opening days. :)
- It isn't the fault of OUR library per se, but I don't see anything offered there that would appeal to me enough for me to stop in.
- More diverse and current adult titles section
- I enjoy this library however it is not always open when I am able to go.
- Sometimes I have time to come in on the mornings you are not open.
- Larger historical section. Microfish of old newspapers
- A larger children's section, and more museum passes. We usually go to the library partially to pick up a pass.

How often do you find what you need at the library (including through the Merrimack Valley Library Consortium or the Commonwealth Catalog)?

- Always 40.3%
- Frequently 40.3%
- Sometimes 14.7%
- Never 4.7%

How satisfied are you with the library facility (safe, accessible, clean, etc.)?

- Excellent 41.5%
- Good 45.4%
- Fair 10.8%
- Poor 2.3%

How would you rate service from our staff?

- Excellent 74.2%
- Good 21.2%
- Fair 3.8%
- Poor 0.8%

What does the staff excel the most at? (check all that apply)  
Check all that apply.

- Helpfulness 79.5%
- Knowledge 56.6%
- Courtesy 78.7%



- Other: A variety of answers such as: friendliness; all of the above; caring.

How could the staff improve at helpfulness, knowledge, or courtesy? (fill in answer) (Random assortment of ten answers provided)

- some sort of additional outreach to the local community
- Wear name tags so we know who works there/ and their title/expertise
- Excellent as it is! Thank you
- I feel that the staff sometimes talks too much amongst themselves.
- Some of the younger staff (or are they volunteers?) could work on improving courtesy and knowledge. They tend to avoid speaking and seem unfamiliar with the library's offerings. More seasoned staff are always wonderfully kind and knowledgeable.
- Be more technologically aware and resourceful
- Friendlier
- No improvement necessary: Langley Adams has the best group of people of any library anywhere.
- Keep doing what they have been doing. Maybe patrons can encourage more dollars allotted to this vital part of our community for all ages.
- Some of the staff tend to be dismissive of patrons of all ages

Why do you use the library? (check all that apply)

- Books 87.8%
- Audiobooks on CD or Playaway 27.5%
- DVDs 42.7%
- Music CDs 11.5%
- eContent through Overdrive or Libby 16%
- Databases 5.3%
- Newspapers 8.4%
- Magazines 14.5%
- Information and/or Reference 13%
- Computers and/or Internet 10.7%
- Children's Programming 34.4%
- Teen Programming 4.6%
- Adult Programming 26.7%
- Interlibrary Loan 27.5%
- Museum Passes 45.8%
- School Assignments 5.3%
- Studying or Tutoring 5.5%
- Attending meetings 13.7%
- Photocopier 6.9%
- Other: A variety of answers such as: volunteering; evening and afternoon presentations; speakers or entertainers you hire.

What programs and/or materials would you like the library to offer to the community that it does not offer? (fill in answer) (Random assortment of ten answers provided)

- Children's visitors/music groups
- Access to Ancestry.com (not sure you don't already have it)
- Saturday storytime
- I'd be interested if you tried having a medium some evening. even better than a general group reading where only SOME messages would come through, it would be nice to have an event where there are several psychics/mediums there... like a psychic fair like they have at Circles of Wisdom

- More children's/preschool programs at varying times
- Get more online resources such as the New York Times Online
- A better area for the kids to play, read, study, etc.
- Maybe like a coffeehouse type of music series?
- more computers, in a dedicated space
- Moms meet ups

Do you use the library's website and/or email newsletter? (check all that apply)

- Website 72.2%
- Newsletter 45.1%
- Neither 9%
- I didn't know about them 12.8%

How do you find out about library programs and events? (check all that apply)

- Library's website 55.6%
- Library's online calendar 33.8%
- Library's email newsletter 39.8%
- Library's social media (Twitter, Facebook, and/or Instagram) 33.8%
- Flyers and posters 31.6%
- Local cable station 0%
- Through school newsletters or notices 4.5%
- Word of mouth 21.8%
- Local Newspapers 6%
- Other: A variety of answers such as: COA; Groveland residents in Facebook groups; Not familiar with programs.

What could we do to make your experience at Langley-Adams Library better? (fill in answer) (Random assortment of ten answers provided)

- Make it more "comfortable:" larger children room, cozier paint scheme on walls?
- Cleaner bathroom. More adult titles
- A few more hours a week
- Better seating, something that would make me relax and read.
- Improve hours, make museum passes available not the day before, the hours are bad and you can't come the day before always to pick them up
- More kids and/or parents programs
- Designated areas for tutoring so there is less commotion for when people are trying to read OR do work on the computers - personal or library. More daytime hours for programming that may target adults, rather than later nighttime programs that may go past hours of operation - therefore letting those who have troubles being out late at night are not trying to return home safely.
- I moved to Groveland 6 months ago and use the library regularly as I did in the past with Newbury, Rowley, and Newburyport when I lived in Newbury. I have noticed two things: This library has fewer available new fiction books than the libraries I formerly frequented. Perhaps because Haverhill residents use this library more than their own. Newburyport has a special section of new fiction "Hot Titles" for "one week only" checkout. Perhaps this might be a future option. Most often now I can only find newer fiction if I reserve many books from the consortium on-line.  
As a secondary issue, your library separates mystery and fiction in the stacks. Most other libraries combine the two to make it easier to search manually. I keep a long list of preferred authors, and if I cannot find a new fiction book, I often search the stacks for these authors. Since oftentimes a fiction writer will have both mystery and non-mystery novels, I need to check through all the full stacks for the author.

All that said, I appreciate having a convenient library with wonderful staff and great hours. Keep up the good work!

Increase then content of books

- Somehow enlarge the lecture room. One of the reasons I don't attend as often.

What does Langley-Adams Library offer that you value the most? (fill in answer) (Random assortment of ten answers provided)

- Friendly staff
- Always friendly and ready to assist with any help needed....
- convenient location for me.
- Children services
- Access to books
- Friendly, helpful, thoughtful, experienced, community-minded, knowledgeable staff.
- Programs with authors
- Personal attention
- Supplying various newspapers and magazines.
- I pretty much use it to pick up books from the consortium but Langley-Adams does a great job with the selection of new non-fiction.

Are you in favor of any of the following methods of expanding the library or its services? (check all that apply)

- More hours 56.5%
- Larger library facility 47.8%
- Larger materials collection 53.9%
- None 6.1%
- Other: A variety of answers such as: Audiobooks; Foreign language online programs; The website is lame.

Are there any other comments or suggestions that you have that have not been addressed in this survey? (fill in answer) (Random assortment of ten answers provided)

- I always go to Haverhill because the hours are consistent and there is a bigger better selection. Sorry
- I'm the son of a librarian so I am very interested in seeing the institution succeed. That being said, I can't think of any way that the library would have resources that would be of interest to me. Perhaps if I were elderly and/or on a fixed income, I would have a different opinion but for now, I'm just going to admire it from afar until there is something that someone shows me that would be of interest to me.
- More hours would be preferred!
- I don't like the lay out of the interior. I dislike the slanted bookshelves, I don't think the seating is that welcoming but I really hate the librarians office. It looks like a breakdown with everyone sitting about, I feel like I'm intruding. Sometimes I make comments about the book I read but I usually get an uninterested stare.
- We would love to use the Groveland Library more, but the Georgetown library just has a larger and more extensive selection of the Children's things we're looking for!
- The public library is one of our most treasured resources, Keep up the good work.
- I brought my son to the toddler story hour last summer for the first time. I was excited as I thought he'd love it and that he'd get to interact with some other kids his age. We were the only ones that showed up and as we were sitting on the floor there were ants crawling around on the dirty carpet. We haven't returned to the story hour since as it wasn't a good experience. I have a 2.5 year old

and another baby on the way and would really like to participate in more that the library has to offer. I would love to see the library updated/modernized/cleaned up. Also, I cringe every time I drive by the sign in front of the library. I know it's a cosmetic thing but that sign is embarrassing and I feel that a library is something a town should be proud of. I grew up in Reading which has a gorgeous library that I loved going to as a child. I'd love for my kids to have the same experience but am disappointed by the current state of our town's library.

- Staff helpful, does a good job.
- Overall, great library experience that could only be made better by factors influenced by funds: hours and materials. In a perfect world, the ebook collection would be more comprehensive (eg have all books in a series available instead of just sporadic ones as happens frequently). I work and travel frequently so hours are not always very conducive to me; weekend hours are best. Thanks for all you do!
- improve story hours for preschool children