



STRATEGIC PLAN 2024-2029

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Introduction

The Hubbard Memorial Library is proud to present this five (5) year plan, which sets the mission, vision, strategic priorities, and goals to meet the community's ever-changing needs. This plan was approved by the Board of Library Trustees on December 21, 2023.

Planning Process and Methodology

In the early spring of 2023, the Board of Library Trustees and the Library Staff set out to identify what the Ludlow community wants and needs from its public library. Library consultant Deb Hoadley was contracted to work with the library on the strategic plan. Data was gathered over several months through several focus group meetings, a teen survey, and a community-wide survey. There were two Community Planning Group meetings, a Staff Focus Group, a Community Forum, and a Teen Focus Group. During each of the focus groups, except the teens, the groups were led through a S.O.A.R. (Strengths, Opportunities, Aspirations, and Results) brainstorming exercise where they focused on the library and a conversation about the community's issues, challenges, and their future vision of Ludlow. At the end of the meetings, there was a discussion of how the library can play a role in meeting the current and future needs of the community.

The Teen Focus Group was made up of thirteen (13) tweens and teens ranging from 5th through 12th grade. The following questions were asked: Why do you think it is important to have a good library in your community? How do you use the library now? What do you like least about the library? What keeps some teens from using the library? If you had to give a grade to the library's teen services, what grade would you give it and why? Do you use your school library? What do you think would make the library better? What are the best ways to communicate with teens, and how do you find out what is going on at the library? These questions were also part of the Teen Survey. A summary of the survey results is found in Appendix A.

There was a community-wide survey, which was accessed online and also available in print. The survey was a mix of general questions about the library, what they are interested in doing, the priorities of library services, and what areas the community (Ludlow) could improve. A total of 274 responses were collected. A summary of the results is found in Appendix B.

Key staff members, including the Library Director, Children's Librarian, and Reference and Technology Librarian, met with the consultant for a retreat meeting where the mission, vision, value statement, strategic priorities, and goals were formulated. The parts of the strategic plan are based on the information gathered through the focus groups, conversations with the Library Staff, Board of Library Trustees, and the survey results. Six strategic priorities were identified. The strategic priorities and goals focus on the community's vision for the future of the Hubbard Memorial Library.

This five (5) year strategic plan is intended to be a working document and be adaptable and flexible enough to withstand the ever-changing landscape of public libraries for years to come.

Assessment of User Needs

As mentioned in the section above, to create this plan, feedback was gathered from a variety of people in the community. Community members included the Director of Programs at the Boys & Girls Club, Friends of the Library, the Town Clerk, Ludlow Senior Center, Ludlow Area Adult Learning Center, Pathways for Parents,

retired West Springfield Library Director, People's Bank, and Representative Aaron Saunders. In total, the input was gathered from over 450 people.

Here are some highlights from the S.O.A.R. (Strengths, Opportunities, Aspirations, and Results):

Strengths:

- Staff: can find information, knowledgeable, and their longevity
- Building: historical character, landmark, and location
- CWMARS network and the ability to get materials statewide.
- Outside digital sign

Opportunities:

- A variety of programs for all ages.
- Collection: more diverse, more accessible, and more Library of Things
- Marketing: website, email newsletter, and cross-promotion with other organizations
- Partnerships
- Hours
- Building: lots of needs (more storage, more meeting room space, more collection space, better work spaces for staff), aesthetics (update furniture, make it more modern and comfortable), and total space redesign

Aspirations:

- Community outreach: dedicated staff for this
- Engagement of all patrons: intergenerational opportunities
- Modern and innovative: 21st century
- Integration of arts, culture, and history
- A safe and accessible space for all
- Building: more parking, use of outdoor space, total redesign, and investigate ways to expand the library

Results:

- Building expansion
- Increased participation in programs and library activities
- Library pride
- Recognition of the value of the library; support for the library
- More awareness of what is happening at the library

The following were identified as issues or challenges in Ludlow right now:

- Town budget
- Lack of planning for projects
- Community meeting space
- Diversity challenges
- Transportation
- Food insecurities
- Affordable housing

Some of the needs discussed were:

- Outdoor spaces, like the parks, need to be maintained.
- Engage young professionals so they stay in Ludlow.
- Break down silos by strengthening community and town partnerships.

- Communication and connectedness are lacking.
- Technology needs: bridge the digital divide

The community vision is to have Ludlow be a:

- A vibrant, welcoming, and inclusive community
- Beautiful and aesthetically pleasing place to enjoy.
- A place where historical buildings and culture are preserved.
- Civically engaged community

Based on the input from all the information gathered, the Hubbard Memorial Library hopes to reach the following outcomes over the next five years:

- Ludlow will be an engaged community with stronger connections.
- The community will have access to diverse programs and materials to continue ongoing pursuits and discover new opportunities.
- The Town and its residents will financially support and value the library.
- The library will be redesigned to fit the 21st century needs of the community.

Strategic Plan 2024-2029

Mission Statement

Hubbard Memorial Library's mission is to bring people together for the purpose of lifelong learning and free access to resources.

Vision Statement

Hubbard Memorial Library strives to provide a welcoming, vibrant, and accessible environment to all and be responsive to the evolving needs of the community.

Value Statement

Hubbard Memorial Library values excellent customer service, intellectual freedom, and upholding democracy. Diversity, equity, and inclusion are at the heart of the services the library provides.

Strategic Priorities

1. Personal Enrichment for all Ages
2. Vibrant & Accessible Library Spaces
3. Awareness & Outreach
4. Staff & Professional Development
5. Positive & Equitable Service for Every Person
6. Connecting the Past, Present & Future

Hubbard Memorial Library will focus on three specific areas:

1. Enrich the lives of the community.
2. Enhance the reputation of the library.
3. Provide a positive patron experience.

Strategic Priorities & Goals

Personal Enrichment for all Ages

1. Hubbard Memorial Library will support and provide enrichment opportunities through services, programs, and materials that meet the needs and interests of the community.
2. Prioritize services, programs, and partnerships that nurture and develop young minds. (Investment in youth)
3. Audit the current collection (physical and online) for diversity and comprehensiveness to identify gaps and build a collection that best meets the needs of the community.
4. Support patrons in navigating and engaging with a wide spectrum of knowledge, ideas, opinions, and creative expressions to foster their curiosity and learning needs.
5. Bridge the digital divide by offering opportunities to use technology, online resources, and internet access as pathways to success.
6. Build a community of readers and support literacy.

Vibrant & Accessible Library Spaces

1. Hubbard Memorial Library will create a welcoming, inclusive, accessible, and safe environment to support the diverse needs of patrons.
2. Provide functional and attractive interior spaces for a variety of uses.

3. Evaluate open hours and service models that better meet the needs of the community.
4. Seek ways to collaborate with the town to provide functional, accessible, and attractive exterior spaces.
5. Investigate options for the expansion of the library.
6. Maintain and update the existing facility while preserving its historic character.

Awareness & Outreach

1. Hubbard Memorial Library will communicate with the community to increase awareness of library activities and enhance the marketing of library services.
2. Continue collaborations with schools and civic organizations and seek new partnerships.
3. Seek ways to collaborate with the town, local community-based organizations, and businesses and collaborate with them to expand and offer additional resources, services, and programs to patrons.
4. Connect and engage with underserved populations through outreach efforts.
5. Engage on social media and online channels to advertise library services and events.
6. Encourage staff, the Board of Trustees, Friends of the Library, volunteers, and patrons to be library advocates and ambassadors throughout the community.

Staff & Professional Development

1. Hubbard Memorial Library will encourage staff to strengthen their skills and support professional development opportunities to support the needs of the community.
2. Create a regular staff meeting schedule for ongoing communication among all staff.
3. Develop a staffing plan with relevant job descriptions to hire more staff.
4. Review and support the core competencies of the library field to ensure staff is adequately trained to meet patron needs.

Positive & Equitable Service for Every Person

1. Hubbard Memorial Library will provide excellent customer service by delivering positive and equitable experiences for every patron.
2. Provide materials and programs celebrating global and cultural diversity.
3. Investigate opportunities to implement universal design while making new purchases, services, or renovations.
4. Review policies and procedures to ensure they reflect values around diversity, equity, and inclusion.
5. Cultivate relationships between the community and the library staff to be responsive to changing needs.

Connect the Past, Present & Future

1. Hubbard Memorial Library will seek ways to showcase the current historical collection related to the town of Ludlow.
2. Collaborate with the town and other community organizations on ways to connect the importance of the past, present, and future of Ludlow.
3. Investigate ways to make the historical collections more accessible to the general public.

Appendix A

There were 274 responses to the survey. Of these, 211 were done online, and 63 were manually entered from print surveys. The majority of people who answered the survey were between the ages of 56-75, with the second age group being 36 to 55-year-olds. Due to the nature of the way the survey was created, people who completed the print version did not always follow the protocols of the questions. For instance, there were comments written where the online version did not allow any comments. Also, the priority ranking question of #7 did not work at all for the print version, and therefore responses were excluded from the print version completely.

Q1: How often do you visit the Hubbard Memorial Library?

1-2 times per month	40.66%
3-4 times per month	19.78%
5 or more times per month	12.09%
I only use the library's digital resources.	6.59%
I do not visit the library at all.	20.88%

There was representation of both regular users of the library (80%) and people who identified as not using the library (20%).

Q2: When you visit the library, what do you usually do? Please check all that apply.

Borrow physical materials (books, magazines, DVDs, etc.)	80.62%
Attend a children's program and/or visit the children's area	39.65%
Print or make copies	27.31%
Attend an adult program	23.79%
Use downloadable eBooks/audiobooks and/or access online resources from home	17.18%
Seek specific information on a topic	16.74%
Use a public computer	16.30%
Use the free Wi-Fi	14.54%
Opportunity to meet other people, share an experience, learn something new	12.33%
Attend a meeting and/or use a meeting room	11.01%
Work, Read, Study	10.13%
Get help with technology	7.05%

Borrowing materials is the major reason people come to the library. Additional comments included people visiting the art displays and historical information at the library.

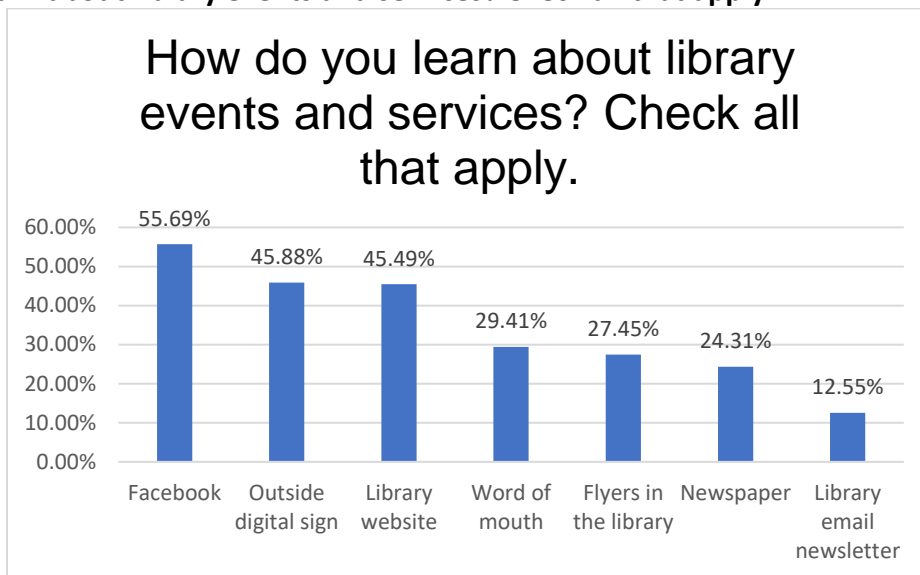
Q3: If you didn't visit or use the library in the past year, what prevents you from using the library? Please check all that apply.

I fell out of the habit of visiting	41.51%
I use the online/digital resources from home	34.91%
No time	20.75%
I buy my own books and other materials	20.75%
Inconvenient hours	16.04%
I use another library	11.32%
I can't get there easily	1.89%

Comments include COVID, programs are not interesting, and not familiar with what the library is offering, or it isn't relevant to them.

One note is that if people are using the online services, they are still using the library but not coming into the library.

Q4: How do you learn about library events and services? Check all that apply.



Most of the comments were related to people reading "The Register," a weekly paper where the library features an article each week, "What's Happening at Hubbard Memorial Library?". Also, there were comments about the website needing to be updated or more user-friendly. While people find out about events from the outside digital sign, they comment that they would like to see other events in town featured on the sign.

Q5: If you do visit the library, please rate your satisfaction with the following services provided by the library.

	Extremely satisfied	Satisfied	Somewhat satisfied	Not satisfied	Do not use or am not familiar with this service
Helpfulness and friendliness of library staff	53.71%	24.02%	10.48%	5.68%	6.11%
Ease of finding materials in the library	32.57%	36.70%	16.06%	4.59%	10.09%
Adult print collection (ages 18+)	31.56%	33.78%	14.67%	2.67%	17.33%
Programs for children (ages 0-10)	27.64%	21.61%	6.03%	2.51%	42.21%
Availability of materials I want	27.10%	35.98%	20.56%	1.40%	14.95%
Children's print collection (ages 0-10)	23.12%	26.13%	9.55%	0.50%	40.70%
Programs for adults (ages 18+)	16.27%	16.75%	7.66%	9.57%	49.76%
DVDs	16.10%	24.39%	7.32%	0.00%	52.20%
Downloadable collection (eBooks and eAudiobooks)	14.22%	21.57%	3.92%	0.00%	60.29%
Teen print collection (ages 11-17)	13.30%	17.02%	4.79%	0.53%	64.36%
Programs for teens (ages 11-17)	13.23%	9.52%	3.17%	2.12%	71.96%
Reference and research help and resources	11.88%	23.76%	10.89%	0.50%	52.97%
Audiobook CDs	10.61%	17.68%	5.05%	0.00%	66.67%
Use a meeting room	10.42%	10.94%	5.21%	3.65%	69.79%
Musical CDs	6.97%	12.94%	4.48%	0.00%	75.62%

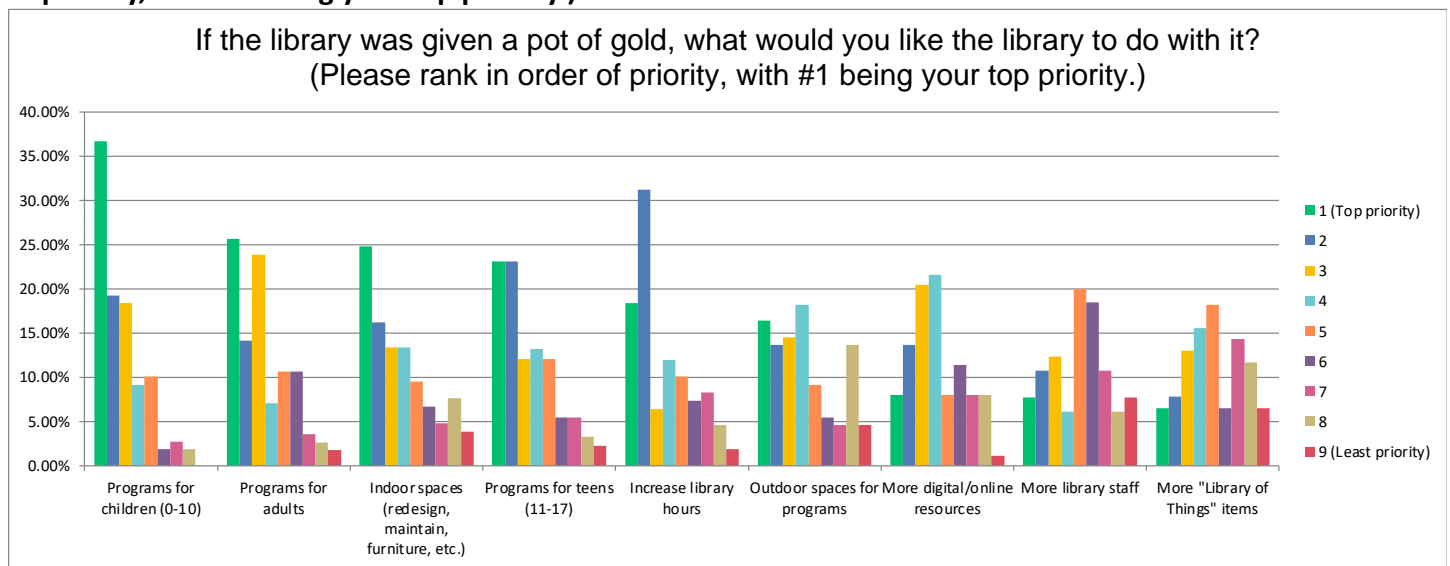
There are a lot of services people are not using or aren't familiar with. Most people are "satisfied" with most of the services. Comments were related to the lower level (basement) and feel there is need for improvement in this area. Also, adult and teen programs were mentioned, and the general consensus was that these programs need more diversification.

Q6: We want to know more about your needs and wants. Please check any of the following things you are interested in doing.

Learning to DO something new (learning a language, specific skill like cooking, art, craft, etc.)	76.47%
Learning something new (attending a lecture or presentation on a topic)	68.14%
Meeting other people who share the same interest or to experience something together (book discussion, travel, social, knitting club, etc.)	52.94%
Opportunity to be more involved (volunteer, share my knowledge or skill, community project, etc.)	26.47%

This question will help prioritize what people would like to see happening at the library. There were many comments related to the type of adult programs people would like to have, mostly painting/art and cooking classes.

Q7: If the library was given a pot of gold, what would you like the library to do with it? (Please rank in order of priority, with #1 being your top priority.)



	1 (Top priority)	2	3	4	5	6	7	8	9 (Least priority)
Programs for children (0-10)	36.70%	19.27%	18.35%	9.17%	10.09%	1.83%	2.75%	1.83%	0.00%
Programs for adults	25.66%	14.16%	23.89%	7.08%	10.62%	10.62%	3.54%	2.65%	1.77%
Indoor spaces (redesign, maintain, furniture, etc.)	24.76%	16.19%	13.33%	13.33%	9.52%	6.67%	4.76%	7.62%	3.81%
Programs for teens (11-17)	23.08%	23.08%	12.09%	13.19%	12.09%	5.49%	5.49%	3.30%	2.20%
Increase library hours	18.35%	31.19%	6.42%	11.93%	10.09%	7.34%	8.26%	4.59%	1.83%
Outdoor spaces for programs	16.36%	13.64%	14.55%	18.18%	9.09%	5.45%	4.55%	13.64%	4.55%
More digital/online resources	7.95%	13.64%	20.45%	21.59%	7.95%	11.36%	7.95%	7.95%	1.14%
More library staff	7.69%	10.77%	12.31%	6.15%	20.00%	18.46%	10.77%	6.15%	7.69%
More "Library of Things" items	6.49%	7.79%	12.99%	15.58%	18.18%	6.49%	14.29%	11.69%	6.49%

For this question, only the online responses were included. The manual responses did not follow the protocol of ranking the items in order of priority correctly.

One of the priorities listed in the comments was parking. Also, people are not as familiar with the Library of Things, so this was considered the lowest priority. It is clear that programs for all ages are the top priorities, along with indoor spaces.

Q8: What three words would you use to describe the Hubbard Memorial Library?



Q9: In what area(s) could the library improve? You can list up to three areas.



The majority of comments were related to updating, remodeling, and cleaning the interior of the library. Also having spaces for people to meet, read, study, etc. Cleaning the children’s rug and removing the COVID barriers were also mentioned. The biggest concern is the basement. As well as creating a welcoming environment for patrons as they enter the building.

Programs for all ages. Parking and friendlier staff were other areas of improvement.

Q10: What is one thing in your life you wish the library could help you with?

1. The number one thing people said was a way to **connect with others** and a need to be social and find ways to meet other people in the community.
2. The second top thing mentioned was **technology**, and offering classes related to technology.
3. The third thing was looking at **unique items to borrow** from the library.

Q11: In what area(s) do you think the community of Ludlow could improve? You can list up to three areas.

Top areas are:

- Clean up and maintain parks, playgrounds, and outdoor spaces.
- Being more inclusive and accepting of diversity, including being more respectful and kinder to one another.
- Parking at various locations
- Improve roads and infrastructure.
- Economic development and beautification of areas where businesses are and could be
- Support the library.
- Government structure

Q12: Is there anything else you would like to share?

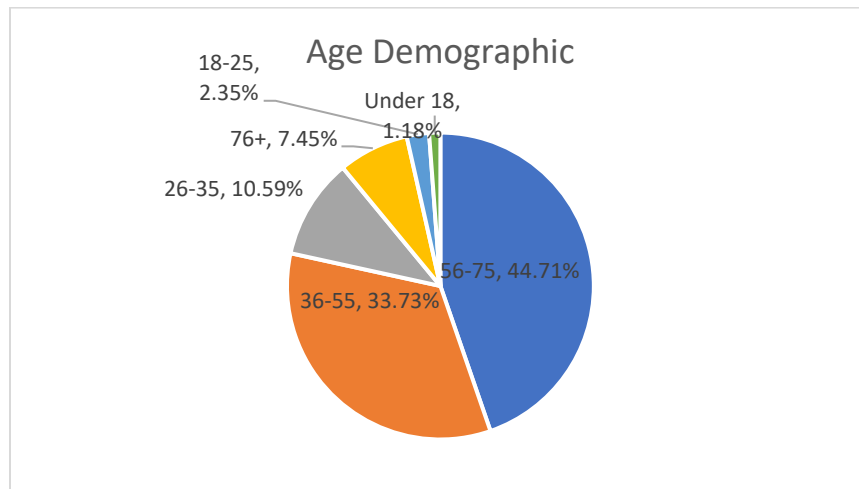
Positive comments:

- Partnership with the senior center
- Historic aspect of the building
- Good children’s programs
- “Treasure to have in town”

Negative comments:

- Customer service
- Update the interior and remove COVID barriers and signs.
- Diversity of children’s programs
- More adult program offerings

Q13: Please tell us a bit about yourself. How old are you?



Appendix B

This survey was targeted for kids in grades 6-12. Learning what this age group needs and wants is a priority for the library. There were 107 responses for the survey. * Denotes questions that have responses written by youth survey participants that have not been edited for authenticity.

Q1: How old are you?

13-15 years old	62.62%
16-17 years old	22.43%
10-12 years old	14.95%
Under 10 years old	0.00%

Q2: How often do you visit the Hubbard Memorial Library?

Never	38.32%
Less than once a month	30.84%
Once a week	14.02%
A few times a month	13.08%
A few times a week	3.74%
Every day	0.00%

Q3: If you don't visit the Hubbard Memorial Library, why don't you visit? (check all the apply)

I'm not a reader.	54.29%
I buy all my books and don't use the library.	32.86%
I don't hear about the library's programs.	28.57%
I'd like to go to the library, but can't get a ride.	20.00%
I hear about library programs, but they aren't interesting to me.	18.57%
Didn't know there are programs and stuff other than books there.	15.71%
It's not open when I want to go.	11.43%
Never been to a library and don't know much about them.	4.29%
Didn't know there was a public library.	0.00%
Other reasons included: No time and live farther away.	

Q4: What do you do if you visit the library or would like to do at the library? (check all that apply)

Hang out with friends.	57.73%
Read.	48.45%
Relax.	46.39%
Attend a program, club or gaming night.	39.18%
Do something fun and creative.	37.11%
Volunteer.	36.08%
Study for school.	27.84%
Use the computers.	23.71%
Play games.	22.68%
Other reasons included: Also want to check out books.	

Q5: What types of materials do you check out at the library?

Print books	75.28%
Comic books Manga and/or graphic novels	51.69%
DVDs	16.85%
Library of Things items (robots, 3D pen, other tech toys)	15.73%
Video games	10.11%
Magazines	6.74%
eBooks and eAudiobooks	3.37%
Other reasons included: Also check out CDs.	

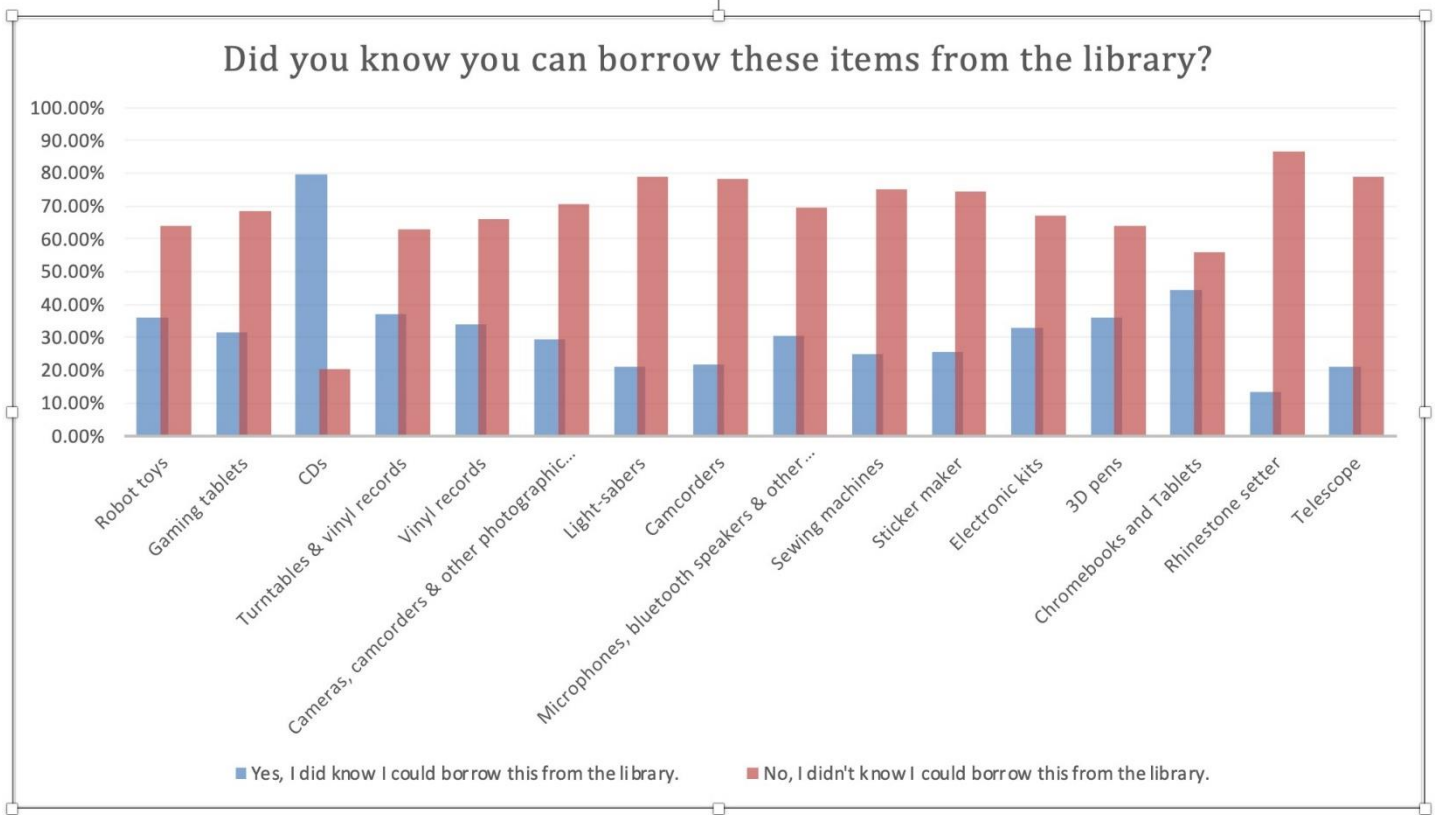
Q6: When you check out books what types of things do you like to read?



Q7: What format do you prefer when you are reading?

Print books	96.04%
eBooks I borrow from Libby or Hoopla	7.92%
eBooks that I buy	1.98%
eAudiobooks that I buy	1.98%
eAudiobooks that I borrow from Libby or Hoopla	0.99%

Q8: Did you know you can check out the following materials from the Hubbard Library?



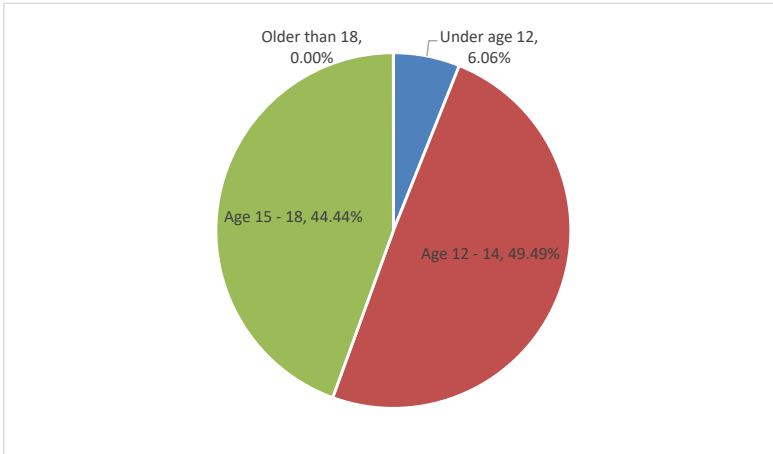
Q9: What type of non-book items do you wish the library had to loan?

Nintendo Switch, Tonie box, costumes, printers, 3D printer, VHS and cassettes, Kindles.

Q10: What suggestions do you have to improve the Hubbard Library's young adult space?

- Comfy seating
- Better looking
- More modern
- More space for teens
- Hangout spot
- Plants
- Better relatable books for teens
- Snack bar
- More events and activities for teens

Q11: How old are you?



Q12: What type of school do you attend?

Public school	100.00%
Home school	0.00%
Other (please specify)	0.00%

Q13: When you are not at the library what do you do for fun? *

- “Cheerleading”
- “Sports gaming video chat”
- “I play with my dog or call my friends”
- “I like to cheer and dance”
- “I like to play video games”
- “I paint, play music, make crafts, bake”
- “Draw”
- “Read and crochet”
- “Horseback riding”
- “Listen to/play music, read, play video games”
- “I don't do much out of school. I read online and like to listen to music. I have been getting into photography as well.”
- “Hang out, play games (bored games *[sic]*, video games, etc.) I like to make and build model cars, trains, planes, etc. I also really enjoy Nascar and trains.”
- “play with friends or go for bike rides with friends”
- “Talk to my friends and go on walks.”
- “I hang out in the woods and stuff, I like camping”
- “I like to play video games and build with LEGO! I also collect Pokémon cards on the side.”
- “read, crochet, play video games, during winter I *[sic]* wrestle, and bake”
- “ride bikes”
- “Watch tic toc *[sic]*, u tube *[sic]*, ride bike, gymnastics, dance”
- “make art, take care of my houseplants, play on my phone, watch tv”
- “I play video games, watch movies or read the books I already have at home.”
- “cheer, extracurricular bands, dance”
- “Beyblades, Pokémon, Videogames”
- “Play video games”
- “Sports”
- “hang out w *[sic]* friends, listen to music, facetime”
- “draw sleep watch tv play softball friends”
- “Sleep, swim, trampoline, friends, Roblox”
- “I draw a lot. I also like to write about my original characters”
- “Hang with friends”
- “I play soccer and watch TV”
- “I hang out with my friends and family.”
- “hang out with friends”
- “sleep or go to the park with my friends.”
- “Play video games.”
- “Play softball, read, go on runs, hang out with friends.”
- “Draw”
- “play games, sleep, and learn languages”
- “Hang out with friends, Camp, chill at home”
- “I like to read medical books and study.”
- “watch tv, swim, call friends”
- “sports”
- “Draw or hang out with friends”

- “hang out with friends”
- “Hang out with friends, play video games and read.”
- “Creative projects”
- “Play video games and watch YouTube mostly”
- “Go out with friends, or play games to pass the time”
- “Play video games, listen to music, draw, talk to friends and read”
- “I play basketball, dance, and hang with friends”
- “go to the park, swim, play outside, hang out with friends and family”
- “Play games”
- “sports and spend time with friends”
- “Bike around town, listen to music, go on drives with my sister, play guitar, sing, etc.”
- “Play games with friends”
- “Work or relax”
- “Hanging out with friends and family.”
- “Playing sports hanging out with friends”
- “Play video games”
- “just hang out at home”
- “I play video games and read”
- “Read, football, watch tv, play video games, and play with my dog.”
- “Anything”
- “Play games online”
- “Play video games, call and hang out with my friends.”
- “go boating”
- “Dance, and listen to music”
- “Watch anime”
- “draw or watch tv”
- “Video games, read, cook”
- “Listen to music”
- “Play guitar”
- “Sports and relax”
- “Draw”
- “Read”
- “play soccer”
- “Talk to my friends”
- “Video games”
- “Scouting, reading, watching movies/shows, camping”
- “Sew. Play at the park.”
- “I hang out with friends”
- “Theater, crochet, friendship bracelet making, music, video games (*specifically* life sims and farming games)”
- “Theater, after school extracurriculars”
- “Read, write, draw, and talk with my friends.”
- “Music”
- “Sports”

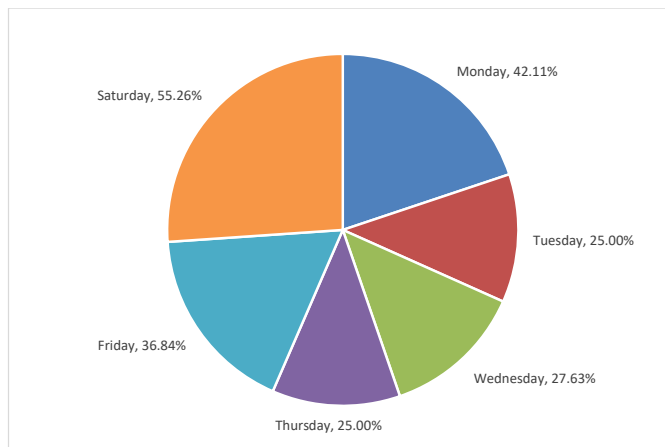
- “Read, draw, write, and play games.”
- “i am a dancer and i read a lot and hang out with friends” *[sic]*
- “I play video games and watch videos on my phone or watch tv”
- “Hangout with friends and sports”
- “Run, Hangout with friends”

Q14: What have you always wanted to learn how to do? *

- “The numbers on the books”
- “I don’t know probably how to train my dog better”
- “An ariel”
- “Crochet”
- “sew better or crochet”
- “A tumbling pass in gymnastics.”
- “Crochet but I just taught myself! Draw, but drawing tutorials are stupid. Pottery!”
- “Learn how to play bass drum”
- “Speak a new language, play guitar (I’m working on the second one)”
- “I want to learn how to crotchet and learn how to do calligraphy.”
- “3d print, make my own decals, airbrush.”
- “Do a wheelie on my bike”
- “I been wanting to do is hang out with my friend more then I do” *[sic]*
- “Skateboard without falling off haha”
- “I would love learning how to play Dungeons and Dragons!”
- “Cook, dance, gymnastics”
- “Crochet and knitting have always interested me”
- “I always wanted to learn foreign languages such as Spanish which I take in school.”
- “Play tenor saxophone”
- “Build in Fortnite better, keep track of time better.”
- “Scuba dive”
- “A back flip”
- “A flip”
- “Sewing”
- “cook professionally”
- “Idk *[sic]* maybe magic”
- “I have always wanted to learn how to make a name for myself.”
- “bake”
- “i want to learn how to sew, build a car and speak Arabic.”
- “I wanted to learn to be a full time YouTube streamer.”
- “Sew.”
- “Draw realistic”
- “Be fluent in another language”
- “Crochet”
- “Play a sport.”
- “draw”
- “knit”

- “Sew”
- “Woodcarving and web design”
- “I’ve always wanted skills to know in the real world, cooking, and managing money”
- “Play many musical instruments”
- “Sew, make certain bracelets”
- “speak Russian”
- “Speak another language”
- “Math”
- “Dance”
- “Build a house”
- “Learn how to code”
- “Learning Korean language”
- “Play an instrument.”
- “Cook really well.”
- “Sew”
- “Professionally paint and draw, and perhaps some other arts.”
- “Learn a new instrument and read more”
- “Draw really well”
- “Car mechanics”
- “sew”
- “Calculus”
- “To do a cartwheel”
- “Play the piano”
- “Human Anatomy”
- “I’ve always wanted to learn how to sew straight lines”
- “More about forensics”
- “Understand music theory”
- “I’ve wanted to learn about old medicine books, like how they would treat wounds or sickness with herbs.”
- “Learn to play music”
- “Less learn and more improve upon, but my skills in writing and drawing.
- “skateboard”
- “Play volleyball”
- “Electrical”
- “Pottery”

Q15: What days are good for you to attend programs?



Q16: What are your favorite types of young adult programs?

Arts, crafts, and DIYs (Do-It-Yourself)	55.00%
Gaming	50.00%
Food based/cooking	48.75%
Programs based around my favorite books, movies, games and shows	43.75%
Movie showings	28.75%
Informational programs (homework help, learning about college, jobs, writing, etc.)	25.00%
Technology/Science based (STEM)	17.50%
Scavenger hunts	15.00%
Book chats or discussions	13.75%
Other (please specify)	6.25%
Other suggestions: Engineering, building a car, fixing a car or motorcycle, and music being involved.	

Q17: What was your favorite young adult program that you ever attended at the library and why?

*

- “Bingo for prizes”
- “Wreck The Tech because I’ve wanted to see how an old phone had worked”
- “I like the graphic novel book club”
- “Rubber duck soap making, terrarium making, sewing class making a pouch”
- “Roblox”
- “I haven't been able to attend a program yet, but I really want to join the Dungeons and Dragons club when I get into the high school in a few months. I'm not big on Pokémon, but since I volunteer during the Pokémon club on Mondays, I hear the kids who go there have fun.”
- “Wreck the tech, because I had so much fun tearing apart old technology, and finding out what's inside.”
- “I haven't attended much, but there was this one event where we got to take apart old technology, and it was quite fun to see how those things worked!”
- “I don't know if this exactly counts as a "program" but I love volunteering in the summertime because it gets me out of the house, gives me a bit of social interaction and is fun.”

- “Candle Making , slime making, science programs”
- “The only program I ever attended at a library was Lego Thursdays at the Chelsea library. However, that was more meant for 5–10-year-olds than young adults.”
- “candles”
- “The fellowship of the Pages book club is my favorite program and I go every week.”
- “I’ve enjoyed book club as I am well acquainted with the students there and enjoy talking about books, I have read”
- “Nintendo Switch Night; I made new friends and had lots of fun”
- “Arts and Crafts when I used to go to the library downtown in Springfield with my grandma”
- “Anime club and Book club.”
- “Book reading”
- “spin art because it was fun”
- “Mover attended one before”
- I think my favorite program at the library is Nintendo Switch night, but I also love outdoor movie nights when I am able to attend and trivia nights”
- “Virtual reality. It was a very fun experience.”
- “I only have really attended one which was the stranger things quiz. I liked it, but I feel like some kids cheated which ruined the fun.”
- “Make a lightsaber because I like lightsabers.”
- “Sock bunny”
- “Glass painting.”
- “my book club”
- “The raffle to win the limo ride which I won in 5th grade”
- “The Mario cart race and Harry Potter trivia”

Q18: What ideas do you have for future young adult programs at the library?

- “3d pen build battle”
- “More arts and crafts options”
- “Homework study group”
- “Crocheting! Learning how to be a young adult; budgeting money, paying bills, affording a car or rent.”
- “I would like a photography club. We could talk about different types of photography, and how to do them. We can also learn how to edit photos to make them look better through our phones. I say this could be every week in the afternoon.
Another idea is a poetry club. We could talk about read about famous poets and their works. We could also write our own. I say that this club would meet once every 2 weeks, maybe once a month.
Somewhat adding onto the last one, I want a writing club. This wouldn't necessarily be a YA club, but I think it could be 13+. I'm a big fan of writing stories, and maybe it would be nice to share others. We could also make prompts for the people in the club to write and we share those. I say this club could meet once a month.”
- “Maybe a 3d printing class.”
- “I would love to see a club themed around Magic: The Gathering, as I know how complex the game can get, and having a club to teach you how to play would be quite fun!”

- “Pre covid Olivia use to do Saturday morning science experiments which was interesting and fun. Would be interested in those programs again”
- “I have no ideas for any programs which could be held in the future.”
- “something about music/band where people who play instruments can talk and maybe play”
- “be more of a hangout spot”
- “churn your own butter, easter egg hunt inside and not at easter. With candy. Interviews for jobs”
- “engineering”
- “They could have a weekly sewing club.”
- “Trade job showings”
- “I loved doing jack-box game nights online during covid, and I definitely believe it is possible to do in person and/or online”
- “I think you guys do anime programs but if you don’t you should”
- “Crocheting club”
- “More like the quizzes but for like above a certain age so that there aren’t younger kids.”
- “Music”
- “Maybe take more interest of everybody and do that”

Q19: How do you normally hear about events at the library?

School announcements	32.10%
From a teacher or the school librarian	32.10%
Digital sign outside the library	30.86%
From my parents	22.22%
Posters in the library	20.99%
From my friends	20.99%
From the library staff	20.99%
Library Website	17.28%
Other (please specify)	9.88%
Library newsletter	6.17%
Facebook	3.70%
Instagram	1.23%
Discord	1.23%

Q20: What social media do you use?

Facebook	15.00%
Discord	32.50%
Instagram	52.50%
Snapchat	65.00%
TikTok	52.50%
Twitter	20.00%
None	17.50%
Other (please specify)	7.50%

- Also use YouTube and Reddit

Q21: Would you follow the library on social media?

Yes	28.92%
No	21.69%
Maybe	49.40%

Q22: What do you think young adults want from a public library that would make them more likely to use it? *

- "Older kids' movie nights"
- "More YA books"
- "Technology"
- "More fun activities."
- "Chargers, Wi-Fi, seating"
- "murder books"
- "I think that the young adults need to be more informed about what's happening in the library. The only place I see anything about the YA clubs are in the elevator. I say we should have more clubs for them as well, since I can only think of the anime club, switch club, and Pokémon club (and I didn't even know about that one before I started volunteering during it.)"
- "probably if it was more updated and more comfy"
- "Popular new books and games and different interesting programs to participate in!"
- "Magazines, books that we want to read, a spot to hang out"
- "Hands on crafts, activities"
- "The wider the selection of books and activities the more likely people will come to the library. Proximity to places they would already be likely to be such as schools or parks would also increase the likelihood of people visiting."
- "a club or event that has to do with something that they like"
- "hangout, college prep"
- "A job"
- "Honestly, all kinds of different things. Young adults like all sorts of things and not really a set thing that is "trendy" with them. Me, personally, I like things that you can do with a friend. I like doing things alone, but its [sic] also nice to have activities that someone can do with friends as well. Like group projects :)"
- "Private friend rooms or a sports field. (unrealistic)"
- "stuff they like and people not being annoying all the time."
- "good books."
- "More areas to read in the library"
- "Make it easier to sign up for a library card in other places"
- "Give programs that intrigue them and make them want to participate"
- "Something that involves current trends maybe"
- "More people would go if you provide apple/Samsung/galaxy chargers and make a station of them but like lock them into the walls so no one can steal them"
- "Computers and social media type books"
- "A place to just hang out and chill."

- “Fun activities”
- “More access to series of books.”
- “I think that social media is helpful enough”
- “A quiet place to hang out and do homework”
- “More hang out space”
- “Cool things to play with”
- “A wider variety of activities. I like the ones they have, but sometimes it seems like it only caters to certain groups which makes sense, but to get more people from other groups the library would need to add more activities that cater to different types of people”
- “More digital stuff”
- “Interesting design”
- “A place to hang out with friends however the fact that the children’s section is so close kinda *[sic]* takes away from the calmness.”
- “I feel like more students would use it if it had more consistent young adult activities and if we knew about it.”
- “Video game stations like the PS5 so we can play the new Spider-Man game.”
- “Free access to the internet and a comfortable place to chill for a bit.”
- “Fun things to do”
- “More books and less random nonsense (like lightsabers)”

Q23: Other comments? You may use this space for any other comments you have for the library regarding young adult services and programs. *

- “More programs with animals”
- “As a volunteer, the board book section is a MESS. It's very unorganized and hard to put the books away. They also need more space since they get packed. The website is a little messy, and could be more mobile friendly. The basement is creepy and hard to navigate. It needs to be more inviting.”
- “the only reason I don't really go to or use the public library is because my parents don't really let me do anything, but I would.”
- “Can I have a job? I’m 14.”
- “ALL OF THIS SOUNDS SO COOL. i *[sic]* never knew you can use a sewing machine?? that’s awesome?? I want to come during the summer. AND CAMERAS. it’s crazy. I want to take cool pictures with cameras !!!”
- “I love how much work you guy's put into trying to make people feel comfortable and accepted.”
- “Sometimes I go to the library to check out the next book in a series and then it is not there for weeks at a time and then I never finish the series.”
- “For Nintendo Switch night, it would be nice to have another switch setup so we could have more than 4 people playing at once, and possibly more multiplayer games”