



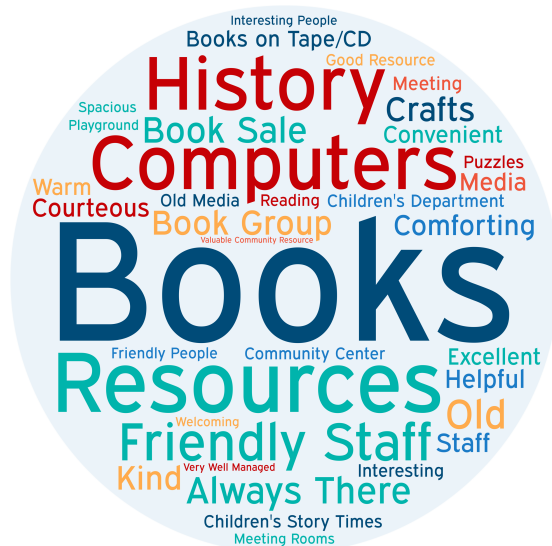
TOWN OF ACTON LIBRARIES

COMMUNITY MEMBERS' FOCUS GROUPS SUMMARY REPORT 2024

FOCUS GROUP PARTICIPANTS = 17

- Focus Group #1 (1/29/24 1:00-2:30 pm) = 5
- Focus Group #2 (1/29/24 6:00-7:30 pm) = 4
- Focus Group #3 (2/21/24 6:00-7:30 pm) = 5
- Focus Group #4 (2/22/24 1:00-2:30 pm) = 3

1. WHAT ARE THE VERY FIRST THREE WORDS YOU THINK OF WHEN YOU THINK OF THE ACTON LIBRARIES?



- Always There
- Book Group
- Book Sale
- Books (7)
- Books on Tape/CD
- Children's Department
- Children's Story Times
- Comforting
- Community Center
- Computers (2)
- Convenient
- Courteous
- Crafts
- Excellent
- Friendly Staff (2)
- Friendly People
- Good Resource
- Helpful
- History (2)
- Interesting
- Interesting People
- Kind
- Media
- Meeting
- Meeting Rooms
- Old
- Old Media
- Playground
- Puzzles
- Reading
- Resources/Resourceful (3)
- Spacious
- Staff
- Valuable Community Resource
- Very Well Managed
- Warm
- Welcoming

2. TELL US A LITTLE ABOUT THE PROGRAMS YOU OR YOUR FAMILY ATTEND (IN-PERSON OR VIRTUALLY).

ATTENDS/ATTENDED PROGRAMS (16)

- **Meetings (3):** Boy Scouts meetings || Indivisible meetings (pre-pandemic) || Meetings for groups

- Art exhibits (2)
- Book sales (2)
- Attended an iPad course run by Zoe, which was great.
- Children’s story times with their 2-year-olds
- Has enjoyed the library’s art, music, and drama programs.
- Her daughter attends Club 678 events pretty regularly. It’s a good opportunity for middle schoolers to try different arts, crafts, and STEM activities. Children’s programs are the most valuable library offering for her family.
- Historical lectures. Colonial and native history programs are popular.
- Occasionally attends talks on topics like specific artists but doesn’t attend programs very often.
- When his son was younger, his son read to a dog.
- Yoga

INFREQUENT/NEVER ATTENDS PROGRAMS (5)

- Attended a program about blockchain.
- Attends other libraries’ programs more often than Acton Libraries’, especially virtual programs. Interested in topics related to history, science, music, and Pine Hawk.
- Doesn’t currently attend programs but picked up crafts and attended virtual programs during the pandemic closure. Now, she has no time and travels a lot.
- Hasn’t attended many programs. Life moves too quickly. Needs to make more time for them.
- Programs she wants to attend, like knitting, don’t work with her schedule.

PREFERRED PROGRAM FORMATS (23)

- In-Person (5) || Hybrid (4) || On-Demand Recorded Programs (4) || Virtual (4)
- **Format-Related Comments (6):** Hybrid or recorded programs option is appreciated (2) || Attends in-person programs monthly || Attends a program in-person about once a quarter. || Attends programs in person and virtually. Depends on what’s most convenient that day. || Prefer in-person, but haven’t the option for virtual is nice

IDEAS (5)

- Would love to see more people share their knowledge (e.g., visiting lecturers) and conduct live meetings for interactive discussions. (2)
- Acton should offer more programs in general.
- Need to increase awareness of programs.
- Would love to see more craft/hobby courses offered in the evening or on weekends (e.g., needlepoint, gardening).

COMMENTS/FEEDBACK (3)

- Needs to pay more attention to the library's newsletter. Is aware of programs but needs to act more on them.
- Doesn't actively look for programs. When they do learn about a program, they're interested.
- Uses the library's museum passes.

3. WHICH LIBRARY RESOURCES OR MATERIALS DO YOU USE MOST FREQUENTLY?

MOST VALUABLE/FREQUENTLY USED (72)

- **Collections (41):**
 - **Books and Reading-Related Materials (27):** Audiobooks (4) || Books (4) || Books for adults (4) || Children's Books (3) || eBooks (2) || Acton Exchange || Audiobooks on CDs || Book club books || Cooking books for scout merit badge. || Genealogy room collections || Hardcover books || Math books for online tutoring. || Online audiobooks || Primarily borrows fiction books. || Teen fiction
 - **Periodicals (5):** Magazines (4) || Sometimes reads newspapers in the library. Did it more pre-COVID but will probably do so increase frequency going forward.
 - **Non-Traditional Items (3):** Puzzle exchange/swap (2) || Board games
 - **Misc. (6):** DVDs (4) || Creative Bug || Occasionally borrows CDs
- **Popular Reading Genres/Topics (12):** Mysteries (3) || History (3) || Cooking Books || Historical Fiction || New Releases || Poetry || Sports || Teen fantasy and historical fiction
- **Facility (3):** Meeting Rooms || Occasionally, uses library as a workspace away from home || Quiet reading place
- **Services (2):** Discount museum passes || Uses photocopier (e.g., copies recipes)
- **Technology (14):**
 - **Online Book Reservations/Orders (12):** Uses the online interlibrary lending request service. (10) || Orders books online and picks them up in the library. (2)
 - **Misc. (2):** Borrows a lot of eBooks using Libby. || Uses the library computers.

LEAST VALUABLE/FREQUENTLY USED (16)

- **CDs (2):** CDs are becoming obsolete || Physical CDs of audiobooks. They're available in Libby and kind of obsolete.
- **Misc. (6):** Adult DVDs. They're sort of obsolete. (2) || Get rid of James Patterson and Danielle Steel books. || Printed Giveaways || Seasonal Bookmarks || Wall of puzzles isn't practical.

- **Related Comments (8):** Nothing comes to mind. (4) || Doesn't really ask for or isn't aware of items/services they're not interested in (2) || Doesn't really use CDs and DVDs because the family doesn't have those players anymore. However, knows some families still use them. || There's nothing that isn't valuable

IDEA (1): Would like foreign language children's reading-level books for adults (e.g., Spanish).

COMMENTS/FEEDBACK (10)

- If the library doesn't have a book, they will work hard to find it via Inter-Library Loans et al. Library staff tries to be helpful with finding information. (2)
- AML seems to be cutting back on hardcopy magazines (e.g., "*Nuts and Volts*"). Enjoys seeing and reading magazines that he's never heard of, so he can get subscriptions if he enjoys them.
- Ardent WACL fan. They have reading material for all ages, and their non-fiction books are current and popular. Visits the main library for reference material. There's more available in the Minuteman network than on-site at the AML. It can be challenging to find what she's looking for. Looked for an art book, but biographies are in that space now. Likes to try before she buys a book. She used to borrow books on CD, but she doesn't have a CD player now. She's not checking out movies anymore. It's too challenging to keep track of and return them in a week.
- Does a lot of historical writing and frequently uses history-related books, magazines, and the Genealogy Room materials.
- It's easier and less expensive to use a photocopier than a home printer or borrow a book rather than purchase one. Magazines are valuable, but he has noticed a decrease in the number of magazines available at WACL.
- Participant needs to learn how to download audiobooks.
- Pre-COVID, the participant browsed the library for books. Now, they reserve books online and pick them up.
- Really likes the ability to request books from other libraries.
- Wishes the foreign language collection was larger, especially materials in French and Greek.

4. WHAT TECHNOLOGY DO YOU THINK THE LIBRARIES SHOULD FOCUS ON OVER THE NEXT FIVE YEARS?

APPLICATIONS/SOFTWARE (5): Application that teaches you how to play the piano. || Better access to valuable programs and sites. || Get updated programs || Language learning programs, like Duolingo and other subscription services. || Offer a platform to help patrons connect online with local people. For example, online card games.

DEVICES (14)

- **3D Printer (3):** 3D printing || Would try out a 3D printer if the library had one.
- **Artificial Intelligence & Augmented Reality (3):** Assorted expensive high-tech items to try out (VR goggles). || Augmented reality or virtual reality devices.
- **Computers (2):** Access to a Windows computer so he can upgrade his calculator. || Air-gapped (off-network) computer for upgrading software.
- **Sewing machine (2)**
- **Misc. (4):** A DVD player you can check out. For example, for use on a road trip. || Current, durable science/robotic-related devices/equipment that's nicer than what people would have at home. || Interested in telescopes

PROGRAMS (12)

- **Artificial Intelligence & Augmented Reality (6):** Learn more about AI/ChatGPT (3) || Augmented reality and AI are coming into use. Offer programs related to how this tech will be used in creative production (e.g., additional workspace may be needed, screenshots may replace printing). New tech becomes obsolete quickly. || Demos for ChatGPT and other emerging technologies. || Tutorial on Chat GPT and Google AI engines.
- **Misc. (6):** Classes in tech use, especially for older patrons. (2) || Instruction/training in specific technology topics, like using browser bookmarks, photo organization, how to use Google Docs, etc. It could be multi-generational classes. (2) || Learn about astronomy and then use a library telescope to view specific items in the sky. || Offer Introductory sessions on how to use items/devices available in the library.

SERVICES (14)

- **Enhance to Access Digital Services (4):** Expand Libby to reduce wait times for materials. (2) || A library streaming platform (e.g., digital access to movies). || More digital access to library offerings, especially for younger users.
- **Grow Online Subscriptions (4):** Access to professional publications, such as IEEE docs. || Children's books in other languages (e.g., Flango <https://flango.com>) || More content that is behind paywalls (WaPo) || More subscriptions like Morningstar.
- **Offer Tech Repair and Support (3):** Better computer repair || Have a means of tech support in the library. || Would like to see something that compares different available apps for a particular purpose (e.g., budgeting applications)
- **Add Repair Manuals/Information (2):** Both digital and hardcopy versions of repair information || Online access to repair manuals for cars and appliances with expanded drawings of appliances.
- **Misc. (2):** Automatic check-in for library items || Would use a basic/normal printer if the library had that service.

UNRELATED IDEAS (11)

- **Collections (2):** Inventory of available Library of Things items available to borrow. New small appliances to try out before buying, tools that are not used frequently would be helpful (roof rake, long pruners, etc.), sewing machines (class required to check out) || Musical Instruments
- **Marketing (1):** Better promotion of the availability of non-traditional items (e.g., microscopes, telescopes, binoculars, and birding kits).
- **Programs (1):** Music tutorials (sight reading of music, learn-along videos).
- **Services (5):** Likes the trustworthy reading recommendations (e.g., if you like this, try...). They're more reliable than Amazon's ratings, which have been gamed. Would like to see more recommendations/readers' advisory. (4) || Would like to have translation services

COMMENTS/FEEDBACK (2): Loves the online NYT. || Playaways didn't work when a participant wanted to use them.

5. WHAT SPECIFIC PROGRAMS, SERVICES, OR MATERIALS CAN THE LIBRARY OFFER THAT WOULD INTEREST YOU?

COLLECTIONS (5)

- **Add Niche Academic/Research Journals (2):** The reference section is very limited ("so poor"). Increase its value by including niche journals. || Strengthen the academic reference section by widening its scope to include academic journals.
- **Misc. (3):** Add Foreign language magazines (Chinese, Russian, etc.). || Handbooks are nice, but a participant wants more excellent hardcopy handbooks in hard sciences (physics, electrical, chemistry). || Offer optical page enhancers for borrowing by patrons with visual impairments.

FACILITY (4)

- **Improve Meeting Room Accessibility (2):** Enable community members to reserve rooms for regular, recurring meetings. || Improve access to the library's meeting rooms. Participant said access was better in the past (e.g., pre-COVID).
- **Misc. (2):** Increase the use of WACL's back room for programming. || The meeting and study rooms are too small for large programming activities. During busy times (weekends), access to tables is very limited. Would like AML's space to double in size, like Littleton's library.

MANAGEMENT AND OPERATIONS (3)

- **Misc. (3):** Occasionally, the reference desk isn't staffed. You have to wait 5-10 minutes for a staff member. To avoid the wait, develop a process/mechanism for requesting a librarian's help. || Online resources exist if you know where to find them. Ensure staff is aware of and can direct people to free digital resources (courses, journal access). || WACL needs one librarian for programming continuity.

MARKETING (4)

- **Enhance Communications (2):** Improve communications with patrons (“newsletter is too wordy”). || Increase awareness of library resources. Promote the breadth of library resources in newsletters customized for targeted audiences (e.g., parents, teens, general adults).
- **Misc. (2):** As staff has done in the past, reach out to community groups (COA, Benchmark Senior Living at Robbins Brook). || The community doesn’t seem to be very aware of the WACL. Increase awareness (e.g., add signage on the street).

PROGRAMS (9)

- **Misc. (9):** Offer business and entrepreneurship workshops. (2) || World language classes (2) || Conduct topical panel discussions. || Consider offering some of AML’s programs at WACL, too. || Cultural programming to learn about diversity in our community. || Expand virtual program options. || Offer a Cookbook Club in which each member uses the same cookbook to make a dish and bring it to the library to share.

SERVICES (2)

- **Misc. (2):** Create an “exchange program” for tutoring resources. For example, exchanging math tutoring for Spanish tutoring. || Offer a recycling program for hard-to-recycle items (cell phones, sneakers).

TECHNOLOGY (3)

- **Misc. (3):** Grow the range of publications and years available as online resources. || Improve and expand the ability to recommend and suggest items through Libby. || Offer and maintain better computers.

QUESTION: Are ESL lessons offered?

COMMENTS/FEEDBACK (2): Regularly takes advantage of community donation boxes currently in the library lobby. || WACL seems underutilized.

6. ARE THERE ANY BARRIERS TO SERVICE—THINGS THAT IMPEDE YOUR ABILITY TO RECEIVE THE SERVICE YOU NEED OR WANT FROM THE LIBRARIES?

HOURS (20)

- **Current Hours are Fine (12):** Current hours are convenient. (5) || Hours work (4) || AML winter hours work. (3)
- **Open Earlier on Sundays (3):** The Library could open even earlier on Sundays.
- **Add Hours at WACL (2):** Participant occasionally visits WACL on Fridays because she forgets it’s closed. Would go on Sunday, assuming it opens at noon. || West Acton Library needs more hours (“WACL hours are wonky”).

- **Add/Adjust Summer Hours (2):** Reduced summer hours are a big barrier. Need more. || In the summer, be open all day on Saturday and close on Mondays (“but the librarians might not like that”).
- **Misc. (1):** Improve hours by staying open later.

CONSORTIUM AND INTERLIBRARY LENDING SERVICES (7)

- **Dissatisfied with Wait Times/Process (4):** Books are only delivered to WACL once a week. It took two weeks for the participant to get a book from AML to WACL. AML deliveries to WACL should be more frequent. || Improve the process of requesting out-of-network materials. It’s really hard to get these items. The process is not friendly. || Reserved items all seem to come in at the same time. It would be nice to be able to stagger them. || Wait times for fiction and science fiction eBooks are really long. It can be 8–20 weeks (“Irkosome”). Reduce the wait times.
- **Satisfied with Wait Times (3):** The hold times for physical books are brief (“excellent”). || Participant expressed a willingness to wait longer to borrow new releases instead of buying them. || Wait time for eBooks is generally acceptable.

WEBSITE (15)

- **Improve Accessibility/User-Friendliness (8):** Website redesign is not user-friendly. The navigation is challenging; it takes too many steps/clicks to accomplish tasks (2) || Clarify and streamline the website. || For new users, it might be hard to find resources such as NYT and Consumer Reports. || It takes too many clicks to get to the library’s hours. The hours should be on the home page. || Make WACL’s website more accessible. || Reduce excessive sign-up/reserve forms. || Sometimes, participant can find what they’re looking for on the website. Sometimes not.
- **Satisfied with the Website (6):** More mobile-friendly than it was. || Great for reserving books and games or checking when borrowed items are due. Usually, the participant just goes to the Circulation Desk for museum pass access/availability because it’s faster than using the website. || Loves that events are right up front. || Only uses the website to renew NY Times online access. || Participant intuitively does the two or three things she wants to do when visiting the website. || Works for the participant. Doesn’t use it that frequently.
- **Misc. (7):** Participants visit the website. (5) || A tour is needed to orient website visitors to help them learn what’s available and where to find it on the site. || Didn’t know there is a website. A participant uses the application and visits the library in person.

7. HOW CAN THE LIBRARIES’ PHYSICAL SPACE (INTERIOR OR EXTERIOR) BE IMPROVED?

INTERIOR IMPROVEMENTS (20)

- **Replace Furniture/ Fixtures (8):** More mobile, multifunctional, easy-to-reconfigure furniture/shelves (3) || Mobile furniture and shelves would make it easier to have programs. This would enable the library to hold different types of functions in the space. (2) || AML: Chairs in adult reading areas should be more comfortable and ergonomic. ||

Need more comfortable chairs in the Meeting Room. || Larger tables are needed to avoid the feeling of encroaching on other people's space.

- **Enhance Décor/Interior Design (2):** A refresh would be good. There's not enough color ("too drab"). || Add natural light from walls of glass, like Littleton's library ("looking into woods").
- **Enlarge WACL (2):** No changes other than making WACL larger. || WACL feels cramped.
- **Improve the Children's Room (2):** Expand the AML Children's Room. || Shelf height is good, but space is tight between shelves.
- **Misc. (6):** Bring the coffee machine back to the AML Solarium. || Make the solarium bigger to enhance its use. || Offer a large, open reading room || Look at ways to possibly change the periodical area so that it's more comfortable. || Offer quiet rooms or office space that can be reserved. || Reconfigure the layout of AML study rooms. The current layout is awkward and not user-friendly.

ACCESSIBILITY AND SAFETY (15)

- **Enhance Signage/Wayfinding (6):** Need a map or directory on the ground floor at the entrance so visitors know where things are located. (2) || Add words on signs for the numbered sections (e.g., 800 = cooking). || AML's space could be hard to negotiate for the vision impaired. || On AML's second floor, the call numbers are on the ends of the shelves. It would be nice if the call numbers stuck out a little so they're more visible. A participant suggested affixing triangles with the call numbers on them to the end of shelves. The triangles would protrude, so they're easy to read before entering the stacks. || Jumbotron messages change too quickly.
- **Improve Shelf Access (5):** Books on the very bottom shelves can be awkward to access. Perhaps raise the shelves for easier access. || Current stools used to access higher shelves are unstable. Add mobile chairs on wheels for easier viewing of the bottom shelves. Plus, add wheels to New Books shelves so they can be easily moved to accommodate concerts. || High-top shelves are difficult for short people to access. || Stacks are confusing in both children's and adult areas. || WACL: It's disorienting that books need to be horizontal to fit on the shelves. Replace Citizens' current shelves.
- **Make WACL ADA-Accessible (2):** Make Citizens' Library ADA accessible/compliant. || Add a ramp for stairs.
- **Misc. (2):** AML: The staircase's railing is difficult to use if you really need it for support when walking up or down the stairs. It's more pretty than practical/useful. || Make the outdoor book drop safer to access.

COMMENTS/FEEDBACK (9): The furniture is generally comfortable. (2) || The participant uses the CWMARS network to access books. (2) || AML: The participant likes the space with the children's room on a different floor. || Participant appreciates the 15-minute parking spots a lot. || Participant asked how often the upstairs Civil War exhibit space changes. Another participant stated the exhibit is permanent; it doesn't change. || Sometimes, the library is too crowded, so the participant goes to Boxborough for a book club meeting. || Space is inviting.

8. HOW IMPORTANT IS IT TO HAVE A GOOD LIBRARY IN OUR COMMUNITY?

EXTREMELY IMPORTANT (24)

- Extremely important. The library's value to the community equals its personal value to them. (4)
- Massively important. It's a vital part of the community. "You can get anything you want for free." (3)
- Offers resources to community members regardless of their financial means (2)
- A good library is mandatory; it's a "must-have." There would be a vast hole in the community without it.
- Important for children's literacy and seeing property taxes at work. A really good use of tax dollars.
- Important! It's a hallmark of democracy. It provides access to information. There's nothing more important to the community except schools.
- It is tied to the importance of schools. It goes hand in hand with property values and influences the desirability of the Acton community.
- Library is extremely necessary. Reflects the interests and needs of the community. What's put in the library is what the people want.
- Libraries offer a sustainable solution for people who love information, love to read, and need to do research. It's a better use of resources than everyone purchasing their own materials.
- The library provides services and information that people can't get elsewhere. It holds the community together. Knowledge is the heart of the community.
- Participant is single, but if they had a family, the library would be the resource for the entire family.
- People of all ages can meet at the library and participate in activities with other community members.
- Provides continuing education opportunities, diverse ways to provide information, and people who can help you find what you need.
- **Misc. (5):** Before he moved to Acton, he checked out the library. || The library is especially important in West Acton, where books are delivered to neighborhood seniors. || Libraries are vital. || Participant recently moved to town. They checked out the library before deciding to move to Acton. || Top priority in the community.

HOW WOULD YOU FEEL IF THE LIBRARIES SHUT DOWN TOMORROW? (7)

- Would be devastated, sad, and disappointed if the libraries closed. (3)
- A wonderful group of people exists who would fight for the libraries' survival.
- If a library closed, there would need to be a read-in at Town Hall, a protest at Isaac Davis monument, etc. Supporting a library reflects the caliber of the town.

- The participant would do everything in her power to ensure that the libraries didn't shut down, including advocating for library funding and increasing key community members' awareness of the library's value.
- There would be an uprising in the community if the libraries closed.

PEER LIBRARY COMPARISONS (15)

- Uses other libraries on a regular basis. (2)
- Nearby libraries are in different systems (e.g., Boxborough, Littleton), which increases patrons' access to materials.
- Acton libraries have higher circulation but fewer staff members.
- Acton's staff is friendlier than other libraries' staff.
- Boston Public Library isn't a fair comparison (size, funding, etc.).
- Boxborough: Lots of people and lots of children at Acton. Boxborough is "old school"—what AML was decades ago. Boxborough offers some conveniences. For example, you don't have to wait as long for books, it's easy to get in and out (e.g., there's a new no-left-turn out of Woodbury onto Main at AML), and it's a quiet place to linger.
- Concord's library is beautiful. It's more elegant and has a new children's area.
- Maynard has a very active speaker program (at least weekly). Acton occasionally has speakers, but its programs with speakers aren't as frequent ("not as robust"). (2)
- Sudbury Library has a Little Free Art display outside on its walkway, which she likes.
- Waltham's library is larger than Acton's, but it's nowhere near as comfortable as Acton is. They handle media differently. Waltham offers fee-based media (\$1 a week). It's nice that Acton doesn't charge a fee.
- Weston's library has better seating. She likes Acton but thinks Weston's library is better.
- **Misc. Other Libraries (3):** Other libraries feel more welcoming and approachable. || Other libraries have more community involvement. || Other libraries provide feedback when they receive suggestions.

IDEAS (3): Likes the Boston Public Library cafeteria. || Merge both Acton libraries. || Would like to see a makerspace, like at Concord and Sudbury's libraries.

COMMENTS/FEEDBACK (4): AML's expansion compared to other libraries depended on budget and compatibility with the original building. Each is just different based on those factors || Doesn't like taxpayer money going to artistic desires. Leave those pursuits to the schools. || She experienced difficulty accessing the library during the pandemic. Also challenging during snowstorms when she needs to stock up on books (like groceries). || Libraries can't be privatized or monetized. || Wellesley College just changed its science library to serve as a study space. Hiding the books is unfortunate.

9. WHAT ISSUES FACING THE TOWN DO YOU THINK MAY IMPACT THE LIBRARIES?

- **Economic Issues (10):** Potential budget override (2) || Budget issues may affect the school library. The library could help support school library needs. Both groups could benefit from sharing resources and pursuing more collaborations. || Ensure infrastructure and related funding focuses on making the library more sustainable and innovative in the ways it mitigates climate change-related risks. || Negative impacts from financial challenges will be on everything in town, including libraries. || Offset budget shortfalls by adding more volunteer hours to save money, increase prices at book sales, and conduct additional fundraisers. || Potential large increase in taxes || Uncertainty in tax revenue levels. || Proposed property tax increase will cause people to leave Acton. || Work smart. Identify library priorities. Be creative with spending to meet priorities. For example, use more volunteers, implement electronic solutions, and apply for grants.
- **Hyper-Partisanship/Lack of Civil Discourse (5):** Be prepared for book challenges. || Criminalizing librarians and libraries (e.g., Moms for Liberty). || Increased resistance to DEIC and similar initiatives. We need to talk more about DEI programming and work towards strengthening the sense of community. || Keeping watch for hate. || The Library can provide information and resources related to registering to vote, explaining what a town meeting is, discussing the impact of voting, and other civic educational programming.
- **Library Facility and Space Challenges (5):** Adapt the library's space to meet evolving community needs, including growing interest in digital resources (eBooks, e-readers). || Address the facility's security needs. Protect the staff and patrons' safety with procedures and training. For example, develop evacuation procedures and train staff on them. || The Asa Parlin House (yellow building by the parking lot) is a "white elephant." Would like to see the library use it for programs. || The parking lot needs to be redesigned, repaved, and reconfigured. || Would like to see a reading amphitheater for programs like outside Storytime.
- **Growing Population and Changing Demographics (2):** Growing Population || New immigrants and related housing issues.
- **Misc. (2):** Need for information regarding available social safety net resources (e.g., food insecurity, housing insecurity, domestic violence). || Very high turnover of AML staff.

10. WHAT COULD THE TOWN OF ACTON'S LIBRARIES DO TO BETTER SERVE THE ACTON COMMUNITY? WHAT ADVICE DO YOU HAVE?

COLLECTIONS IDEA (1): Create a "human library" that offers patrons the opportunity to "check a person out ("reserve time"). It could be community members with specific skills, experience, or backgrounds of interest to others.

MARKETING AND OUTREACH IDEAS (4):

- **Increase Promotion of Library Offerings (4):** Distribute electronic summaries of new collections items and what's happening using the library's e-mailing list. || Increase the promotion of the Library of Things collection, Museum Passes, and other library

resources. || Provide more information on how tweens, teens, and adults can volunteer at the library. || Without the sign on the checkout desk, she wouldn't have known about museum passes. Promote the library more. Perhaps add an electronic street sign.

PROGRAM IDEAS (8):

- Offer business and entrepreneurship seminars (2)
- Offer seminars led by local folks about topics they know (e.g., crypto, blockchain, fiber optics) (2)
- **Misc. (4):** Add more programming for adults. Several crafts programs sound fun, but they're primarily offered to children (e.g., origami). Also interested in technology and personal safety topics. || Multi-generational programming for kids and adults to attend together. || Offer multi-cultural programs and multi-lingual programs with translators, including ASL. || Programs about hobbies and life skills, such as gardening, how to avoid destroying your septic system, etc.

SERVICES IDEAS (5):

- **Expand Reading Services Beyond the Library's Physical Footprint (4):** Offer a "Books on Wheels" service, like Meals on Wheels (aka homebound delivery). It would be a valuable service for the aging population. || Have a book pickup/drop off at the Council on Aging site (Senior Center). || Maintain book deposit collections and library book drop-off points around the community (senior center, train station, food pantry, etc.). || Offer little libraries around town so community members can borrow and return books to them
- **Misc. (1):** Revive the holiday book purchase program. It was a fundraiser in which book donations to the library were sold. She missed the table and wondered if the program was discontinued. She thinks the ornament sales were also discontinued, perhaps due to the retirement of a staff member. Someone should revive this program.

COMMENTS/FEEDBACK (4)

- Nothing more to add. It's already a great library. Let's keep trying to improve it.
- Loves the existing self-checkout option.
- Library was comforting and helpful during the pandemic. It was nice to have materials available (read, watch, listen).