



PELHAM PUBLIC LIBRARY LONG RANGE PLAN 2015-2020

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MISSION STATEMENT

The Pelham Free Public Library serves the residents of Pelham, Massachusetts and interested members of neighboring communities by being a dynamic community center and providing:

- free and unfiltered access to information and ideas through a broad range of print and non-print materials, digital media, and online resources;
- opportunities for enrichment, entertainment, and community-building through regularly-scheduled lectures, workshops, performances, and other special events;
- support and encouragement of learning at every stage of life;
- a professional, knowledgeable, enthusiastic and friendly staff;
- a home and appropriately-monitored resource for the Pelham School Library and its entire community of students, parents, and staff.

INTRODUCTION

We began the planning process in the fall of 2012 as a part of our ongoing commitment of service to the community. Our aim is to identify and review community needs for library services, to evaluate present services and facilities in relation to these needs, and to identify improvements and new services that will fill those community needs. We seek to produce a working document of well-defined goals and objectives that will guide our library through the next five years.

METHODOLOGY

We began our process by soliciting community input through a library use survey. Over a four week period we surveyed over 100 library patrons and other community members. The survey was made available at the library, at town meeting and through our list serv. We received a good deal of useful information. It should be noted that survey responses reported as percentages are based on the number of actual responses to a particular question (some participants did not answer every question).

We also did a great deal of less formal opinion soliciting, harder to quantify but no less valuable, by having many conversations with patrons, volunteers, staff and community members. The Library Director solicited staff input into the plan and updated the trustees regularly at their monthly meetings. Based on this data and many conversations among the trustees, staff and volunteers, this plan was formulated, incorporating four main goals that will guide us in developing library

programs and services to meet the needs of our community. It was drafted by the Library Director in the spring of 2014 and submitted to the library Trustees for approval on September 18, 2014

COMMUNITY DESCRIPTION

Pelham, with a population of 1,321 as of the 2010 census, is located in Hampshire County in Western Massachusetts' Pioneer Valley. The town was first settled in 1738 by mostly Presbyterian Scotch-Irish immigrants and was officially incorporated in 1743. It is best known as being home to Daniel Shays, leader of Shays' Rebellion, an uprising to stop declining economic conditions in Massachusetts during 1786 and 1787. Pelham also holds the distinction of having the oldest town hall in continuous use in the United States. A town meeting is held there for that primary purpose each year. The town has a total area of 26.5 square miles and lies along the western edge of the Quabbin Reservoir, its town line following the former path of the West Branch of the Swift River, which once flowed through the town.

Due to its proximity to the Five Colleges area, Pelham has attracted the faculty, staff and students of these institutions. Residents with university or college connections comprise a significant percentage of the town's population. In the New England tradition, Pelham is governed through town meeting, aided by elected boards and volunteer committees. Close proximity to Route 9 allows townspeople convenient commuting access to a wide radius of towns. Much of the town is undeveloped and is home to a wide range of wildlife. Upon completing elementary school in Pelham, students attend regional public schools in Amherst. Town funding is solely dependent on the residential tax base.

The following is key data about the population of Pelham and its characteristics:

- According to 2010 U.S. Census Bureau figures, there were 641 males and 680 females in Pelham. 1,262 residents were White, 34 residents were Asian, 30 residents were African American and 17 listed their race as "other". 41 were Hispanic. 112 residents were over 65 years of age. The median age was 47.3. Overall population density is low, with an average of only 50 people per square mile.
- At last report there were 1,003 registered voters in Pelham.
- 52.5% of residents over age 25 have a Bachelor's Degree or higher, as compared with the state average of 39%.
- According to 2012 data, the median household income was \$78,593, a significant increase from the 2000 figure of \$61,339 and

quite a bit above the state average of \$65,339, with 8% living below the poverty line.

- Pelham's current tax rate is \$20.03.

LIBRARY DESCRIPTION

The Pelham Free Public Library was established in 1891. In 1967, the present elementary school was built "down the hill," making available the old Rhodes School for a library facility. Before this, books were housed in individual homes, the basement of the Congregational Church, and the old Town Hall.

Over time, the Pelham Free Public Library outgrew its small 600 sq.ft. space in the Rhodes School. Books were piled on the shelves and floor, seating was limited, and the building was not A.D.A. accessible. Programs were often held outside of the library facility; no meeting room existed for library or community events.

It took eleven years of dedicated work, fundraising, and perseverance, but the town ultimately rose to the challenge and a new Community Center opened its doors in March of 2000. Located next to the Pelham Elementary School, the Community Center houses facilities for the police and fire departments on the first floor and a beautiful, handicap-accessible 7,000 square foot. combined school and public library on the second floor.

This unique public – school combination has proven to be a highly successful model for the community. Elementary students currently use the library during school hours Tuesday through Thursday, with the public library open afternoons, evenings, and weekends. We also hold a special Monday morning "Music for Little Ones" program partially funded by the Friends and a Friday morning story hour for preschoolers, days when the school library is closed. While the budgets for the school and public libraries remain separate, supplies, technology, children's materials, and exhibit spaces are shared. The library catalog (MassCAT) is also shared, and members of the public may check-out any materials not part of the school's professional collection.

The Pelham Library has a total of 8 public use computers, two in the adult area, two in the young adult area and four in the children's area. All of the computers are equipped with high-speed Internet access and Microsoft Office programs, the Library Catalog, and quick access icons to databases provided by MBLC and the Regional Library Systems. The public computers print to a centralized black & white laser printer with an option to print to a color laser printer. Technological support is provided by the Amherst-Pelham school district. We also have public wireless internet access provided to the library through Comcast.

Due to its cost-prohibitive nature we are not members of the C/WMARS network like most libraries in our area; however, the Pelham Library has been a member of the MassCAT network, a service of the Massachusetts Library Association (MLS) since 2010. This membership, among other benefits, enables resource sharing with other libraries throughout the state. We also have borrowing privileges with C/WMARS, allowing our patrons wide access to materials that we do not own ourselves. Our interlibrary loan (ILL) figures have increased rapidly since we joined MassCAT. Prior to joining the network we did not loan items to other libraries except under rare circumstances and in FY11 we borrowed 148 items from other libraries. By contrast, in FY14 we borrowed 985 items from other libraries and loaned 565 items to other libraries. The outgoing number is likely to grow in the next year as MassCAT joins the Virtual Catalog, enabling borrowers from more libraries in other networks to have access to our collection (and vice versa).

COLLECTION DESCRIPTION

Our library houses a predominantly popular collection with new material in high demand. Providing leisure reading materials for all ages remains a top priority, balanced with maintaining a rich and diverse collection of classics, non-fiction works, works by new and upcoming authors and local authors as well. Our collection also includes large print materials, a travel section, a parenting section and a local history section. Our reference collection is utilized less and less, and while we are still maintaining a core collection of materials, much of what people used to access in the library is now easily available on line so demand has waned. Many of our reference materials have now been integrated into our circulating collection.

The children's area offers a large and heavily used collection of picture books and easy readers, juvenile fiction and nonfiction, board books, audiobooks, children's movies videos, and storybook kits. Since we double as a school library, the School Librarian maintains the collection to keep it in alignment with the school's curriculum needs. We also have a small collection of puppets, puzzles and games which circulate as well. Our young adult collection is growing, and we have recently added more graphic novels and manga.

The library's collection of educational and feature films and TV shows is in high demand and circulates briskly. Maintaining an eclectic collection in good condition, with a balance between genre favorites, new releases and classics, is a high priority. Our collection is now predominantly on DVD, as our worn and outdated VHS tapes are being replaced quickly. The VHS collection was aggressively weeded in 2013 to make ways for more DVDs.

There is also steady demand for audio books, primarily on CD. This continues to be an area targeted for collection development in the future with exploration of other formats, such as downloadable audio. We are just starting to venture into the realm of electronic collection development; baby steps are being taken by the presence of

six loanable e-readers, originally grant funded, with over 600 titles which are continually being expanded by the Friends of the Library. We are eagerly awaiting the implementation of the statewide e-book program scheduled to come on line later this year.

Many of the historical documents of the town also have a home at our library. Although we are currently without a History Room Coordinator since the passing of Robert Lord Keyes, books, files, and photographs pertaining to town history are kept in the town vault, located on the first floor, or the archive room, part of the library facility on the second floor. Organized and easy-to-use files on Pelham families and Pelham topics are just a few of the resources now available to genealogists and researchers. Access is coordinated through our Town Clerk and the Pelham Historical Society with whom we work in close collaboration.

Additionally, the library offers museum passes to the Eric Carle Museum, The Clarke, Massachusetts State Parks and others. These are very popular. Some of these are funded through the Friends of the Pelham Library.

GOVERNANCE

The library is a department of town government administered by an elected six member Board of Library Trustees. The Board's authority is derived from Chapter 78, Sections 10 and 11 of the Massachusetts General Laws. Section 10 states in part that: "The board shall have the custody and management of the library ... and all of the property owned by the town relating thereto. All money raised or appropriated by the town for its support and maintenance shall be expended by the Board, and all money or property which the town may receive by gift or bequest ... shall be administered by the Board ..." Responsibility for library management, collection development, and provision of library services to the public is delegated by the Board to the Library Director. The Director is appointed by and directly responsible to the Board and is an employee of the Town of Pelham.

The library has a separate Friends group and many enthusiastic volunteers. The Friends are a separate 501(c)3, with a Board and a mailing list of over 100 individuals and families. The Friends conduct an annual membership drive, sponsor special events, and organize an annual plant sale. The monies raised are used to supplement the materials budget (travel guides and loanable e-readers are among their purchases), purchase equipment, sponsor concerts and fund the library's programs, including the summer reading program.

There are also many committed volunteers who make the smooth operation of the library possible. More than a dozen volunteers fill monthly afternoon or evening slots and are responsible for re-shelving books, assisting with special projects, and serving as a second person in the building in case of an emergency. Three volunteers assist weekly at the library, performing computer data projects (1), and

book-covering (2). Additional volunteers assist with library programs and special projects. All together, these volunteers donate over 1,000 hours of time each year to the Pelham Library (approximately 20 hours/week).

STAFFING

The library currently has four part-time employees: A director (22 hours per week), assistant director (10 hours per week), and two circulation assistants (8 hours per week and 3 hours per week). Youth, Young Adult and Technical services are shared by all staff and all staff answer reference questions and work at the circulation desk.

In accordance with policies established by the Board of Trustees, the Director is responsible for the direction and operation of the library. The Director keeps the Board advised of current developments and, with the Board of Trustees, is responsible for all library services, activities, and resources.

HOURS

With the opening of the new building in 2000, demand for library services has increased markedly. Funding for additional library hours was appropriated in September 2001 with an increase from 17 to 26 hours per week. The current library hours are as follows:

Monday	3:00 – 8:00 p.m.
Tuesday	3:00 – 8:00 p.m.
Wednesday	1:00 – 8:00 p.m.
Thursday	3:00 – 8:00 p.m.
Saturday	10:00 a.m. – 2:00 p.m.

We also have two additional Monday hours for our preschool music program and 2 additional Friday hours for preschool story hour from late September through mid-May. Although we don't publicize these hours as open to the public, the circulation desk is open, and members of the public are welcome to check out books during this time.

COLLECTION STATISTICS, FY 2014

BOOKS:

Adult Volumes	11,581
Young Adult Volumes	1,497
Children's Volumes	16,735

PRINT PERIODICALS & NEWSPAPERS: 291

VIDEO (DVD & VHS) 4,037

AUDIOBOOKS & CDs 1,277

CIRCULATION STATISTICS, FY 2014

Adult Books	7,881
Young Adult Books	1,020
Children's Books	18,556
Periodicals	1,269
DVDs/Videocassettes	9,121
Audiobooks & Music CDs	1,252
Miscellaneous	297

Total Circulation for all library materials **39,695**

Total in FY2005 28,837—we've come a long way!

In FY13, the most recent year for which statistics are currently available, we circulated more items than all but 1 community in our population group (69 Massachusetts towns of 0-1,999 residents). The only library higher was the Chillmark Library on Martha's Vineyard, really a different demographic due to its large nonresident seasonal tourist population. We also had the third highest per capita circulation in our population group. Of the 39,695 items that circulated in FY2014, 13,487 (more than 33%) circulated to non-residents.

FY2014 SERVICES

Number of registered borrowers:	2,423
Attendance in the library:	14,056 (13,520 in FY2005)
Community Room reservations:	491
Program attendance:	
Children:	4,799
Young Adults	458
Adult	1,192
Computer use/week (average)	55

Wireless Sessions/week (average)	8
ILL Items loaned to other libraries	565
ILL Items received from other libraries	985

The Trustees are eager for the library to host a variety of programming for adults and children offered by the library and outside groups. During the school year we host two very popular weekly preschool programs, a music program and a story hour. During the summer months the library participates in the statewide summer reading program for children and teens, offering a variety of theme-related programming to lure children and their families to the library. We also host the Pelham Players children's summer theater program, which has grown tremendously in popularity since it was first started in 2003 and now serves more than 30 children and their families.

We host a monthly adult book group, a weekly adult yoga class, monthly library "teas" with music and refreshments, a young adult meditation group, a monthly community sing and numerous special events. Our meeting rooms are utilized by such varied groups as the Pelham Council on Aging, Overeaters Anonymous, the Boy Scouts, a community arts group and many town and school organizations. The room also serves as a gallery space for artists wishing to display their work and a forum for poetry readings and discussion groups. It is utilized as well by the Pelham After School Program for special events (they regularly utilize the main space and the children's area computers as well), art projects, movie viewing and using our Wii gaming system.

The library also offers author talks, concerts and other performances, nature, historical and arts programming and more as interest dictates. We are actively working to collaborate with the Pelham Historical Society and other community organizations to bring still more and varied programming to Pelham.

MISSION, VISION, STRENGTHS and WEAKNESSES

Mission

The Pelham Library serves as the public center for enrichment, entertainment, access to technology, self-directed learning and the exploration of ideas. The Public Library serves all members of the community, regardless of age, income, education, religious or political beliefs, and makes no judgment on the nature of individual inquiry. Likewise, the elementary school library serves all members of the school community: students, staff and administration.

Vision

The staff and trustees of the Pelham Library envision a community where all individuals and families are eager and engaged lifelong learners and all Pelham residents have access to free and innovative library services, delivered in an efficient and effective manner. We support this through:

- Qualified staff at levels & salaries that reflect the library's impressive level of use, in order to assist those in the community who want to pursue new interests or learn new skills
- Outstanding service to library patrons.
- Library collections that encompass the range of human thought, are broad in scope, come in myriad formats, and meet the needs and expectations of an increasingly diverse clientele.
- Youth programs and services that inspire children to develop intellectual curiosity, expand their interests, and allow for collaboration with the Amherst-Pelham regional school district.
- Widespread incorporation of new and emerging information technologies as an integral component of overall service, with appropriate training in their use.
- Convenient hours which meet the needs of working families, students, seniors, and parents with preschool children, as well as other individuals in the community.
- A wide range of educational and cultural programming.
- Active involvement in the community, including collaboration with other community organizations and providing meeting rooms and gathering spaces for town and community groups.

LIBRARY PATRON SURVEY RESULTS

Overview

This survey was handed out at the circulation desk and at various town events, including Town Meeting, for several weeks in the spring of 2012. Additionally, the survey was circulated through our email list and advertised on our website and through the Pelham Slate, the quarterly town mailing. A total of 74 surveys were returned; 74% of those who returned surveys were residents of Pelham with 88% over the age of 40.

On some questions, respondents were allowed to select more than one response.

See Appendix A for additional information.

Summary of Results

The survey was helpful in gauging areas of appreciation and concern and highlighting areas for additional focus. The following summary was compiled from data gathered exclusively from the Pelham Library survey:

Where we are doing well:

- People who use the library are coming back. 88% of respondents reported visiting the library at least once a month – with over 48% visiting the library at least once a week.
- People are finding what they're looking for: Nearly half of respondents "always" find what they're looking for when they come in and the rest "sometimes" find it.
- They have now learned to request it when they don't find it: 71% of respondents have used our interlibrary loan service in the past year, a dramatic increase from the last time patrons were surveyed.
- Library patrons gave the staff high marks in all areas of customer service. 92% thought the library staff was "always" approachable and friendly; and 92% of people found the staff "always able to help find resources or answer questions.
- We are succeeding in our goal of being a community and cultural center for the town of Pelham. 82% of survey respondents have attended a program sponsored by the library and nearly 1/3 have attended a non-library sponsored program in the community room.

Where we could improve:

- Very few people under 40 responded to this survey. Although this demographic uses the library frequently, their involvement in planning is needed.
- Almost no one responded that they use the statewide databases or know how to access magazines and newspapers on line. More outreach and training is needed in this area.
- We received many good suggestions for programming. In particular, 20% of respondents would like to see some sort of computer or library skills training for adults.

GOALS AND OBJECTIVES FOR FY 15 TO FY 21

Goal 1: Provide a strong selection of popular and classic materials for patrons in a variety of formats.

Actions:

1. Continually assess our collection for relevance and for meeting the needs of our town--both in terms of format and content. Weed items as needed and be sure we are offering the best small town library collection we can.
2. Improve our video collection through replacement of underutilized VHS tapes with DVD copies of classic and popular titles.
3. Reevaluate our magazine subscriptions to bring them more into line with the reading interests of our patron base. Discontinue titles that no longer circulate and replace with new ones, especially young adult titles.
4. Bring our large print collection up to date.
5. Increase access to electronic resources (ebooks, audiobooks, music, movies) through participation in the Statewide e-Book Program or other similar programs.

Goal 2: Provide improved access to our Special Collections, in particular our Historical Collection

Actions:

1. Continue to meet with the Town Clerk, the head of the Historical Society and the head of the Historical Commission to establish a chain of contact based on patron requests.
2. Partner with the Historical Society to hire a History Room coordinator to be available during specified hours for patrons wishing to access our special collections.
3. Establish a protocol for assisting patrons with archival and historical research, perhaps including research fees and fees for after-hours access in line with those charged by other local institutions.
4. Work in collaboration with the Historical Society towards digitizing our collections, either through Digital Commonwealth or other similar resources, to allow on-line access to more of our special collections.

Goal 3: Increase computer and technological literacy among patrons

Actions:

1. Offer classes in the Statewide Database Program, computer & internet use, placing interlibrary loan requests and use of the statewide e-book program when it becomes available.
2. Approach the Council on Aging and other groups in town to assess needs in this area and provide programming as desired or requested.
3. Investigate the possibility of “maker spaces” in the library, either as programs or as ongoing resources, including but not limited to Arduino, 3-D printers and 3-D printing pens.

Goal 4: To bring the library’s financial position into sharper focus.

Actions:

1. Develop a clear understanding among the Director and Trustees of the various library accounts (town accounts and trusts), including their purposes (operating expenses, capital expenses, etc.), sources of funding and any restrictions on their use.
2. Review best practices for fundraising by small public libraries.
3. Update brochures detailing how individuals can donate money to the library.
4. Support and encourage the Friends of the Library in their fundraising activities and look for ways to enhance our relationship. Educate the public that without funds raised by the Friends, many of the “extras” not covered by the town budget would not be possible (museum passes, concerts, preschool music hour, travel guides, etc.)
5. Advocate budgets that meet the guidelines for state accreditation.

Goal 5: To improve the knowledge and skills of the staff

Actions:

1. Encourage trustees, staff, Friends and volunteers to take advantage of state and regional library workshops.

2. Find ways to keep enthusiasm high among volunteers and show appreciation for their contributions.
3. Encourage the staff to attend regional and national conferences and stay abreast of current trends, best practices and changes in library science and to network with other regional librarians.
4. Make sure salaries are appropriate for retaining a top-notch staff and that staff members receive regular raises.

Goal 6: Reassess the Library's hours

Actions:

1. Continue to assess the library's hours in relation to public requests and staffing situations.
2. Change hours if appropriate and if funding allows. Publicize new hours.

Goal 7: Increase services to teens and young adults

Actions:

1. Continue to develop the young adult area in terms of collection and displays with the goal of making the space more attractive and teen-friendly.
2. Offer a monthly young adult self-directed craft activity (funded by the Friends)
3. Offer programming targeted to a teen/young adult audience.
4. Invite teens and tweens to join an advisory board to provide ideas and guide directions for programming and activities. What do THEY want? Movies? Crafts? Hang-out space? More manga? We hope that they will tell us.
5. Monitor circulation and attendance statistics in order to assess effectiveness of these improvements.

APPENDIX A: PELHAM LIBRARY PATRON SURVEY RESULTS

1. ***Where do you live?***

Pelham	54	74%
Amherst	13	18%
Shutesbury	4	5%
Other towns	2	3%

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2. ***How old are you?***

<12	1	1%
13-18	1	1%
19-30	0	0%
31-39	6	8%
40-54	20	28%
55-65	25	35%
66+	18	25%

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3. ***How long have you been using the Pelham Library?***

0-2 years	14	19%
Since the new library opened (March 2000)	15	20%
5-10 years	17	23%
Over 10 years	28	38%
No response	0	0%

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4. ***How often do you visit the Pelham Library?***

At least once a week	35	48%
At least once a month	29	40%
A few times each year	9	12%

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5. ***When do you visit the library? (please check all that apply)***

Mornings (Fridays 10-12, limited weeks)	11	8%
Afternoons	44	34%
Evenings	42	32%
Saturdays	37	28%

6. **Over the past year, why did you visit the Pelham Library? (please check all that apply)**

Research a topic	7	5%
Read a book you found	24	18%
Borrow books for adults	60	46%
Borrow books for children	22	17%
Borrow books for teens (YA books)	8	6%
Attend pre-school programs	6	5%
Attend after-school programs	3	2%
Attend adult programs or groups	35	27%
Do homework	2	2%
Borrow books on tape or CD	34	26%
Borrow videos or DVDs	41	31%
Borrow music CDs	12	9%
Borrow museum pass (Eric Carle)	6	5%
Read newspapers or magazines	13	10%
Access the internet	10	8%
Access the wireless network	7	5%
Attend a non-library meeting, event, etc.	37	28%
in the Meeting Room		
Borrow local history books	5	4%
Research genealogical information	0	0%
Other	5	4%

7. **Do you know how to access full-text magazine and newspaper articles from home?**

Yes	0	#DIV/0!
No	0	#DIV/0!

8. **Have you ever used our interlibrary loan service to get a book from another library?**

Yes	52	71%
No	21	29%

9. **Have you ever accessed the library's website online? (www.pelham-library.org)**

Yes	40	55%
No	33	45%

10. **The library is currently open Mon, Tues, and Thurs 3-8; Wed 1-8 and Sat 10-2.**

Are these hours convenient for you?

Yes	59	88%
No	8	12%

more early weekday hrs, Sundays & Friday evenings

11. Are the staff approachable and friendly?

Always	68	92%
Sometimes	6	8%
Never	0	0%

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12. Do you find the materials (books, movies, magazines, etc.) that you are looking for?

Always	34	47%
Sometimes	38	53%
Never	0	0%

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13. Are the directional signs clear and helpful? Can you find what you are looking for?

Yes	63	100%
No	0	0%

14. Is the staff knowledgeable and able to help you find resources or answer your questions?

Always	65	92%
Sometimes	6	8%
Never	0	0%

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Have you ever attended a program sponsored by the library?

Yes	59	83%
No	12	17%

15. What do you feel are the best hours for preschool programs during the school year?

weds morning	4	15%
fri morning	8	31%
early evening	1	4%
sat morning	10	38%
sat afternoon	3	12%
	26	

family programs

after school	12
early evening	14
sat morning	14
sat afternoon	13
sun afternoon	19

best hours for adult programs

early evening	51
sat morning	11
sat afternoon	11
sun afternoon	28

Saturday evening. Sunday

what would you change about lib
collection

*

more adult fiction	17	13%
more adult non-fiction	12	9%
more children's fiction	6	5%
more children's non-fiction	6	5%
more young adult materials	3	2%
more DVDs	17	13%
More reference materials	1	1%
more music CDs	6	5%
more audio books on tape	5	4%
more audio books on CD	15	11%
more museum passes	7	5%
more magazines	1	1%
more newspapers	1	1%
more current books	9	7%
more large print	2	2%
More e-readers/Kindles	3	2%
other	23	18%
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Have you ever borrowed a Kindle from the
library?

Yes	10
No	53

What type of program would you like
to see?

computer training	23	18%
library skills training	3	2%
book discussion groups	11	8%
writing groups	8	6%
author book talk	28	21%
concerts	30	23%
genealogy workshops	13	10%
programs for teens	7	5%
programs for the family	11	8%
programs on gardening, crafts, etc	20	15%
one book/one town/community reading	12	9%
film series	21	16%
other	6	5%
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What is the best way to learn about
library news?

newspaper calendar section	16	12%
Gneiss News	13	10%
Pelham Press	7	5%
Pelham Slate	18	14%
roadside sign	30	23%

word of mouth	12	9%
posters and flyers	14	11%
radio stations	2	2%
library website	19	15%
town website	8	6%
email distribution list	30	23%
other	0	0%
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Are you a current member of the Friends of the Pelham Library?

Yes	37
No	32

If the Pelham Library could offer **one** more service than it has now, what would it be?

Additional hours	35
Longer lending periods	9
Coffee/Tea cart	9
Other	5

What do you believe is the most valuable purpose/service of the Pelham Library?

Resource for the community, community center
 Lending books
 Service to the school
 Convenience
 Adult books
 To instill and nurture the love of reading
 Child friendly
 People and fun
 Promote lifelong learning
 Story time with Jody
 Music with Wendy

Additional comments or suggestions

Yoga
 Adult craft nights
 Need light over CDs
 An online system for recommending purchases
 More Sci-fi
 Open mornings
 More supervision for after-school programs
 Use Survey Monkey for future surveys
 A training session for using KOHA

