

## GROTON PUBLIC LIBRARY

Vanessa Abraham, Director

Hours: Tue-Thu 10am-9pm • Fri 10am-6pm • Sat 10am-5pm • Sun 1-5pm (Jan-Apr) • Mon closed

Trustees meet monthly on the 2<sup>nd</sup> Tuesday at 7 pm • [gpl.org](http://gpl.org) • [info@gpl.org](mailto:info@gpl.org)

Main: 978-448-1167 • Children's: 978-448-1168 • Reference: 978-448-8000 • Fax: 978-448-1169

The Groton Public Library conducts a community-wide survey every 5 years as part of its long range planning process. In 2015, we mailed surveys to every household in Groton and 600 people responded.

### SUMMARY OF 2015 SURVEY FINDINGS:

- **98% of respondents** rated GPL as 'Excellent' (72%) or 'Good' (26%) for a score of 3.71 out of 4
- **Why Residents Use GPL:** Borrow print materials (86%); Borrow non-print materials (66%); Use museum passes (65%); Friendly staff (56%); Browse collections (55%); Attend a program (53%)
- **Why Residents Don't Use GPL:** Too busy/No time (48%)
- **Most Valued Newer Services:** Joined a library network (86%); Added weekly hours (Wed 5-9, Fri 5-6, & Sat 3-5) (85%); Piloted Sundays 1-5 pm, Sept-Dec (84%); Downloadable e-books (71%)
- **Most Desired Potential New Services:** More copies of bestsellers (43%); Drive-up book return (39%); 'Bookstore-like' browsing (38%); Larger teen space (28%); Downloadable video (26%)
- **Top-Rated Service Areas:** Facility cleanliness (95%); Facility (overall) (93%); Customer service (92%); Children's collections (88%); Ease of use (87%); Children's programs (86%)
- **Areas to Improve:** Expand digital collections; Return adult non-fiction to call # order
- **Hours Most Wanted:** Sundays, Sept-Dec (76%); Sundays, May-Aug (71%); Mondays 1-5 (71%)

### NEW SERVICES

- **YA Robotics Club.** The new biweekly Robotics Club for teens has been a big success.
- **Download on Demand.** Is the bestselling title you want checked out? We'll download it to a nook for immediate check out. (E-reader borrowing increased 475% over 2014.)
- **New Technology:** Added a 3D printer, Scan & Fax station, and wireless printing
- **New E-Resources:** *Pronunciator* language learning; 3 hours free live music streaming on *Freegal*
- **Space Planning.** We worked with an architect this year to redesign use of library space to better serve our patrons. A larger, dedicated teen space, more open floor plan, and additional seating options are changes we will be implementing in 2016.

### BY THE NUMBERS

- **195,065** items borrowed by the **102,078** people who visited
- **18,235** digital items downloaded (books, audio, video), an 11% increase over 2014
- Delighted **6,728** kids and teens at **391** library programs
- Taught **402** students, or **17** Elementary School classes, about using GPL and its resources
- Provided outreach and promoted Summer Reading to **1,585** kids & teens through the schools
- Registered **591** children for the Summer Reading Program
- **246** teens signed up for the Summer Reading Program and read **1,642** books
- **114** adults participated in the Summer Reading Program and read **881** books
- **168** kids & teens signed up for Winter Reading and read over **600** books
- **2,888** adults attended **281** adult programs, a **22%** increase in attendance over 2014
- **14 Groton READS** events celebrating *Following Atticus* by Tom Ryan brought **822** people in
- Library Staff answered **5,354** reference, reading, homework, and technology questions
- Users connected **9,303** times to GPL's wireless internet
- Users searched the library's databases (Ancestry, etc.) **30,979** times, a **70% increase** over 2014

Respectfully submitted by the Trustees of the Groton Public Library: Jane Allen, Chair; Mark Gerath, Vice-Chair; David Zeiler, Secretary; Barbara Lamont; Kristen von Campe; and Nancy Wilder