

Q8 What are the first three (3) words that come to mind when you think of your job at the Library?

Answered: 26 Skipped: 1

ANSWER CHOICES	RESPONSES
WORD #1	100.0% 26
WORD #2	100.0% 26
WORD #3	100.0% 26

#	WORD #1	DATE
1	Rewarding	1/7/2024 4:34 PM
2	pleasant	1/7/2024 10:04 AM
3	friendly	1/5/2024 3:40 PM
4	Fun	12/28/2023 6:13 PM
5	Fun	12/22/2023 11:30 AM
6	special	12/20/2023 9:00 PM
7	service	12/19/2023 7:25 PM
8	technology	12/19/2023 5:46 PM
9	Enriching	12/18/2023 10:42 AM
10	Interesting	12/17/2023 2:35 PM
11	Supported	12/17/2023 12:30 PM
12	fun	12/17/2023 9:27 AM
13	Books	12/16/2023 11:19 AM
14	Interesting	12/16/2023 10:42 AM
15	busy	12/15/2023 4:15 PM
16	Fun	12/15/2023 4:02 PM
17	beauty	12/15/2023 2:11 PM
18	interesting	12/15/2023 11:08 AM
19	rewarding	12/15/2023 11:07 AM
20	essential	12/14/2023 12:21 PM
21	Busy	12/13/2023 3:38 PM
22	Safe	12/13/2023 3:19 PM
23	joyful	12/13/2023 2:39 PM
24	small town feel	12/12/2023 3:40 PM
25	helpful	12/12/2023 9:59 AM
26	Team	12/12/2023 9:54 AM
#	WORD #2	DATE

GROTON PUBLIC LIBRARY STAFF SOAR SURVEY 2023

1	Enjoyable	1/7/2024 4:34 PM
2	quiet	1/7/2024 10:04 AM
3	fun	1/5/2024 3:40 PM
4	Rewarding	12/28/2023 6:13 PM
5	Interesting	12/22/2023 11:30 AM
6	helpful	12/20/2023 9:00 PM
7	rewarding	12/19/2023 7:25 PM
8	resources	12/19/2023 5:46 PM
9	Rewarding	12/18/2023 10:42 AM
10	Satisfying	12/17/2023 2:35 PM
11	Growth	12/17/2023 12:30 PM
12	hopeful	12/17/2023 9:27 AM
13	Friends	12/16/2023 11:19 AM
14	Welcoming	12/16/2023 10:42 AM
15	calm	12/15/2023 4:15 PM
16	Creative	12/15/2023 4:02 PM
17	warm	12/15/2023 2:11 PM
18	engaging	12/15/2023 11:08 AM
19	changing	12/15/2023 11:07 AM
20	disappointing	12/14/2023 12:21 PM
21	Friendly	12/13/2023 3:38 PM
22	Entertaining	12/13/2023 3:19 PM
23	important	12/13/2023 2:39 PM
24	quiet	12/12/2023 3:40 PM
25	flexible	12/12/2023 9:59 AM
26	Flexible	12/12/2023 9:54 AM
#	WORD #3	DATE
1	Engaging	1/7/2024 4:34 PM
2	warm (atmosphere, not temperature!)	1/7/2024 10:04 AM
3	positive	1/5/2024 3:40 PM
4	Team	12/28/2023 6:13 PM
5	Books	12/22/2023 11:30 AM
6	engaging	12/20/2023 9:00 PM
7	important	12/19/2023 7:25 PM
8	assistance	12/19/2023 5:46 PM
9	Relational	12/18/2023 10:42 AM
10	Enjoyable	12/17/2023 2:35 PM
11	Learning	12/17/2023 12:30 PM

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12	rewarding	12/17/2023 9:27 AM
13	Community	12/16/2023 11:19 AM
14	Challenge of the day	12/16/2023 10:42 AM
15	interesting	12/15/2023 4:15 PM
16	Challenging	12/15/2023 4:02 PM
17	safe	12/15/2023 2:11 PM
18	fun	12/15/2023 11:08 AM
19	improtant	12/15/2023 11:07 AM
20	comfortable	12/14/2023 12:21 PM
21	Varied	12/13/2023 3:38 PM
22	Crafty	12/13/2023 3:19 PM
23	busy	12/13/2023 2:39 PM
24	supportive	12/12/2023 3:40 PM
25	collaborative	12/12/2023 9:59 AM
26	Accommodating	12/12/2023 9:54 AM

Q9 What do you like the BEST about working at this Library?

Answered: 26 Skipped: 1

#	RESPONSES	DATE
1	I love how welcoming and friendly the staff are, and how grateful and appreciative the community is.	1/7/2024 4:38 PM
2	It's a beautiful setting and I feel respected by my co-workers and supervisors.	1/7/2024 10:08 AM
3	Great co-workers, and most patrons are friendly and seem grateful for the library resources and programs.	1/5/2024 3:55 PM
4	Working with good people, helping the community, solving patron puzzles.	12/28/2023 6:17 PM
5	My colleagues, the patrons, and all the books.	12/22/2023 11:32 AM
6	The community feel - the town, the staff, the patrons	12/20/2023 9:02 PM
7	staff and patrons	12/19/2023 7:26 PM
8	Great colleagues and friendly work environment. I also like the variety of work. Not the same routine day after day. New challenges and opportunities to learn & grow.	12/19/2023 5:49 PM
9	My fellow staff and patrons -- such a lovely work environment and community!	12/18/2023 10:43 AM
10	My coworkers are fantastic, and we all work together well.	12/17/2023 2:37 PM
11	Staff	12/17/2023 12:32 PM
12	My colleagues who are extremely supportive to patrons and co-workers.	12/17/2023 9:29 AM
13	Warm and caring environment driven by great management, amazing staff that have become friends, beautiful building that gives warm & cozy vibes, meaningful work in a community that is appreciative	12/16/2023 11:23 AM
14	Great colleagues who are always helpful!	12/16/2023 10:46 AM
15	I love the people I work with and the variety of work in my position.	12/15/2023 4:17 PM
16	Working with the teens, especially the teen volunteers.	12/15/2023 4:04 PM
17	genuinely kind, friendly, helpful, intelligent, hardworking, dedicated people who want to make a difference and who care passionately about libraries, books, reading, ideas, and others	12/15/2023 2:18 PM
18	wonderful coworkers; working with the public; providing a service to help others; watching patrons grow with the library.	12/15/2023 11:19 AM
19	the staff & patrons	12/15/2023 11:08 AM
20	I love working with my fellow staff members, the flexibility I am granted to perform my duties and having a routine close to home. I am fortunate to have a lovely workspace and work that is enjoyable albeit not stimulating.	12/14/2023 12:31 PM
21	The support of both staff and patrons! I've never worked somewhere that was so forthcoming with verbal positive reinforcement!	12/13/2023 3:39 PM
22	I like interacting with a lot of the children and learning about all their lives.	12/13/2023 3:20 PM
23	the staff and patrons	12/13/2023 2:39 PM
24	the people (staff & patrons) are very supportive	12/12/2023 3:43 PM
25	I like knowing that I am helping our patrons!	12/12/2023 10:00 AM
26	I love my hours and flexibility	12/12/2023 9:57 AM

Q10 What do you like the LEAST about working at this Library?

Answered: 26 Skipped: 1

#	RESPONSES	DATE
1	There isn't anything I dislike... I suppose the commute is my least favorite thing.	1/7/2024 4:38 PM
2	Handling patron complaints that are unique to them and not in response to any objective problem (e.g. the patron whose hearing aid must be too loud and is constantly complaining about routine noise that does not seem to bother anyone else, like the elevator doors opening).	1/7/2024 10:08 AM
3	Sometimes the teens are challenging, although more recently they have been better!	1/5/2024 3:55 PM
4	More than once and even recently, things both large and small scale are already decided upon without the inclusion of (at the very lest) the staff most directly effected. The appearance of inclusion exists but it seems just for show, that the desired end result has already been set and decided.	12/28/2023 6:17 PM
5	Performance reviews	12/22/2023 11:32 AM
6	not many negatives for me but we could be more cohesive among the three floors - I think the effort is there, though!	12/20/2023 9:02 PM
7	the three hour shifts	12/19/2023 7:26 PM
8	Early mornings.	12/19/2023 5:49 PM
9	Sometimes there isn't much to do (especially on quiet evenings when there aren't programs).	12/18/2023 10:43 AM
10	Part-time municipal employees in Massachusetts do not receive ANY compensation for SICK TIME!	12/17/2023 2:37 PM
11	Needs more creativity and staffing to accommodate community demand.	12/17/2023 12:32 PM
12	I have no answer for this question.	12/17/2023 9:29 AM
13	Timecard reporting could be more streamlined (online submission vs. paper)	12/16/2023 11:23 AM
14	Policing behavior, trash, etc.	12/16/2023 10:46 AM
15	Messing with the 3D Printer.	12/15/2023 4:17 PM
16	Covering the reference desk on Saturdays - I'd like to be off desk Saturday afternoons to offer programs to the teens.	12/15/2023 4:04 PM
17	fighting to prove value and worth, less respect and pay than other town departments	12/15/2023 2:18 PM
18	sometimes feel overworked with not enough time off opportunities (i.e. day off after a holiday would be nice for everyone); when we finally get our COLA, it disappears to rising insurance costs.	12/15/2023 11:19 AM
19	lack of off-desk time	12/15/2023 11:08 AM
20	I do wish we felt more unified and worked truly as a team. It seems that there are favorites and that opportunities are missed to utilize the potential of so many. I miss work that provides challenge and stimulation. Town positions are closely circumscribed, providing security but only a rare promise of growth.	12/14/2023 12:31 PM
21	The pay.	12/13/2023 3:39 PM
22	I sometimes feel like I can't take a break from working	12/13/2023 3:20 PM
23	I honestly can't think of anything	12/13/2023 2:39 PM
24	inappropriately acting teens	12/12/2023 3:43 PM
25	Sticky fingers and sore fingernails from swapping out old labels.	12/12/2023 10:00 AM

26

Having to address a problem via email due to inconsistent in person hours of the person I need to help with said problem

12/12/2023 9:57 AM

Q11 We are considering ways to improve the Library's physical space. Name one change—the single most important change—you think we should make to the Library's interior or exterior space. Please be specific.

Answered: 26 Skipped: 1

#	RESPONSES	DATE
1	I think having gender neutral bathrooms would be an improvement.	1/7/2024 4:54 PM
2	More reservable meeting/study rooms would increase visits and help us get to the goal of being a hub for the community--but not at the expense of the collection, which I believe is just right. I think we would need to expand the building and I'm not sure how feasible that is.	1/7/2024 10:10 AM
3	The changes the past few years have been great! I don't have any improvements to suggest at the moment.	1/5/2024 4:19 PM
4	Main St./ Front side walk accessibility for those with mobility aids and wheelchairs. Tall order d/t The Historical Commission. This would also increase safety in the event of a fire/emergency.	12/28/2023 6:21 PM
5	New water fountains with bottle fillers.	12/22/2023 2:22 PM
6	Children's room computers moved out of the center of the room	12/20/2023 9:02 PM
7	remodel of children's room to accommodate the changing trends and demographics	12/19/2023 7:27 PM
8	More study rooms & places for phone calls/zoom sessions.	12/19/2023 5:50 PM
9	I think an improvement would be regular deep cleaning by a team of cleaners. It's a large building with healthy attendance, and that attention would keep everything feeling fresh.	12/18/2023 11:59 AM
10	More creative use of the 2nd floor seating areas.	12/18/2023 10:45 AM
11	If we reduce the size of some of our collections (fiction, video, perhaps) we might be able to find more space for private, quiet, meeting or study areas.	12/17/2023 2:40 PM
12	More comfortable seating	12/17/2023 12:33 PM
13	In Children's Room, make a space for children to do school work or school group projects together at a table.	12/17/2023 9:30 AM
14	Add browsing carts to the stacks so that patrons have a place to return books when done/avoid having books be mis-shelved	12/16/2023 11:25 AM
15	More signage. People are sometimes reluctant to ask for direction.	12/16/2023 10:49 AM
16	The bathrooms should be more accessible for those with disabilities.	12/15/2023 4:20 PM
17	Create small pods for individuals to work or zoom or hold small meetings. We don't have enough meeting room space.	12/15/2023 4:06 PM
18	Shrink collections and remove shelving to add more spaces for patrons - creative areas, hangout areas, study booths/rooms/pods	12/15/2023 2:20 PM
19	less stacks of books; more community space.	12/15/2023 11:19 AM
20	Revamp outside area (Katie's Garden) to be more accommodating to larger attended programs	12/15/2023 11:09 AM
21	More meeting spaces for a variety of group sizes. Could be used for tutoring, people who work from home, small library programs, etc.	12/13/2023 3:43 PM
22	Having flowers in various places inside the library really helps brighten things up	12/13/2023 3:21 PM
23	Children's rm update and revamp	12/13/2023 2:40 PM

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24	more study rooms (private, quiet work spaces)	12/12/2023 3:44 PM
25	Adding additional quiet study space	12/12/2023 10:01 AM
26	I like open space in the library so I would not change a thing.	12/12/2023 9:59 AM

Q12 Please share up to three (3) ideas for new Library programs, materials, resources, or services that you believe the community would find valuable/interesting.

Answered: 26 Skipped: 1

ANSWER CHOICES	RESPONSES
IDEA #1	100.0% 26
IDEA #2	88.5% 23
IDEA #3	69.2% 18

#	IDEA #1	DATE
1	Knitting/crochet supplies for Library of Things	1/7/2024 5:14 PM
2	Ongoing little "book store" dedicated space with discards for sale	1/7/2024 10:18 AM
3	homeschooling resources	1/5/2024 5:32 PM
4	Perhaps add to our Library of Things? The hotspots and kobos, etc seem appreciated. Perhaps crochet hooks and knitting needles?	1/5/2024 4:33 PM
5	In person computer/tech/software classes.	12/28/2023 6:31 PM
6	More programs detailing area history, cultural resources, and natural resources	12/22/2023 4:17 PM
7	book mobile	12/19/2023 7:28 PM
8	easy wireless printing from patron cell phones	12/19/2023 5:52 PM
9	partner with pediatricians for early literacy program	12/18/2023 12:18 PM
10	More in-person programming that appeals to young professionals	12/18/2023 11:03 AM
11	Library of "things": ex: sewing machine, tools, small appliances?	12/17/2023 2:44 PM
12	Regularly scheduled Bookmobile to Senior Center/local care facilities	12/17/2023 12:41 PM
13	organize a town wide clean up	12/17/2023 9:35 AM
14	More nature programming/art workshops	12/16/2023 11:31 AM
15	Technology workshops - e.g. how to use phone features	12/16/2023 10:54 AM
16	Drop-in Tech Assistance (or make an appt)	12/15/2023 4:22 PM
17	Library Advocacy Volunteer Group	12/15/2023 4:10 PM
18	more library of things (board games, analog-to-digital converters)	12/15/2023 2:48 PM
19	Swag! GPL items for purchase (mugs, hats, navy bags)	12/15/2023 11:22 AM
20	swag (awesome coworker's idea)	12/15/2023 11:20 AM
21	Classics book group for adults	12/13/2023 3:47 PM
22	Teen crafting station	12/13/2023 3:22 PM
23	Increase library of things-? lend cooking pans or garden tools	12/13/2023 3:03 PM
24	more outreach to senior center/schools/Prescott/farmers market, etc	12/12/2023 3:53 PM
25	Offering our own or collaborating with Prescott to offer technology programs for folks (especially seniors)	12/12/2023 10:02 AM

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26	ongoing photography classes for beginners	12/12/2023 10:00 AM
#	IDEA #2	DATE
1	Circulating games (like board/card games)	1/7/2024 5:14 PM
2	Maybe a lifelong learning educational series--invite in local professors or even teachers from LA or Groton School to learn about not just local history, but their particular area of expertise, or a bucket list series where people who have been to famous locations like the Pyramids could share their pictures and experiences	1/7/2024 10:18 AM
3	We're getting close, but The Library of Things will/would be a great addition.	12/28/2023 6:31 PM
4	Permanent exhibit on the history of GPL/temporary exhibit on history of libraries	12/22/2023 4:17 PM
5	more full time employees	12/19/2023 7:28 PM
6	photography program	12/19/2023 5:52 PM
7	formal programs to teach technological literacy -- in the library and outreach programs, using volunteers	12/18/2023 12:18 PM
8	Handouts of different local services for patrons (book donations, organizations in town, etc)	12/18/2023 11:03 AM
9	ESL classes	12/17/2023 2:44 PM
10	Book Buddies- teens help young ones pick books, read, share, do a craft, etc.	12/17/2023 12:41 PM
11	explore program with Lions Club around vision issues, glasses donation, etc	12/17/2023 9:35 AM
12	A seed library, housed in an old card catalog	12/16/2023 11:31 AM
13	Financial literacy	12/16/2023 10:54 AM
14	Mobile Services to West Groton	12/15/2023 4:22 PM
15	Expanded Library of things	12/15/2023 4:10 PM
16	digitizing/make available online unique history resources	12/15/2023 2:48 PM
17	More library of things (metal detector, tools, etc)	12/15/2023 11:22 AM
18	book mobile	12/15/2023 11:20 AM
19	Adult game group (specific game or varied)	12/13/2023 3:47 PM
20	Programs for only high school aged teens as most of the teen programs are marketed towards middle school	12/13/2023 3:22 PM
21	kid's cooking	12/13/2023 3:03 PM
22	technology classes (learn how to use gmail, word, etc)	12/12/2023 3:53 PM
23	Ongoing photography for non beginners	12/12/2023 10:00 AM
#	IDEA #3	DATE
1	Animal Adventures (or similar program)	1/7/2024 5:14 PM
2	Library of Things	1/7/2024 10:18 AM
3	GPL garden party & flower show	12/22/2023 4:17 PM
4	remodel of children's room	12/19/2023 7:28 PM
5	more library of things to borrow, like tools & equipment	12/19/2023 5:52 PM
6	volunteers who read to seniors	12/18/2023 12:18 PM
7	Job seekers group (for resources and support)	12/17/2023 2:44 PM
8	Movie Night Party for Adults	12/17/2023 12:41 PM
9	work with Groton Trail group, Nashua River Watershed to encourage patrons of all ages to get outside	12/17/2023 9:35 AM

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10	History of Groton people & places - maybe in conjunction with History Center	12/16/2023 10:54 AM
11	Social Services assistance - helping folks get signed up for services.	12/15/2023 4:22 PM
12	Mobile Library	12/15/2023 4:10 PM
13	community calendar	12/15/2023 2:48 PM
14	Help-with-tech days/times	12/15/2023 11:22 AM
15	social services	12/15/2023 11:20 AM
16	FIELD TRIPS!	12/13/2023 3:47 PM
17	More animal programs	12/13/2023 3:03 PM
18	English language learning classes	12/12/2023 3:53 PM

Q13 Please share any additional feedback or suggestions you have for the Library and how it can better serve the community over the next five years.

Answered: 12 Skipped: 15

#	RESPONSES	DATE
1	I'm not sure if the demographic of Groton makes this too important, but maybe having signage and informational materials in other languages would help a wider group of people feel welcome in the library. I also like the idea of having staff pronouns on name tags sometime in the future.	1/7/2024 5:14 PM
2	continued/increasing community outreach/surveying/feedback and changes made based on what community members share and request	1/5/2024 5:32 PM
3	Plan to ensure that the physical space, interior and exterior, can accommodate projected use. Implement ideas that come from the community and develop an ongoing mechanism to listen to community needs, expectations and desires of its library. It's a partnership.	12/18/2023 12:18 PM
4	Thank you! All of this work is great!	12/18/2023 11:03 AM
5	I'm looking forward to having "Any Gender" restrooms for our patrons.	12/17/2023 2:44 PM
6	I love GPL!!!	12/17/2023 12:41 PM
7	Continue to foster a caring, warm environment and observing patron engagement/impacts of changes made.	12/16/2023 11:31 AM
8	Keep listening to the community and responding to changing needs - I think an advocacy group would help us stay informed and also inform the community of what we have to offer.	12/15/2023 4:10 PM
9	Option to "text or message a librarian" message goes to an inbox we check frequently	12/15/2023 11:22 AM
10	We get a lot of requests for small group meetings as well as quite a few adults who come here to work. Having spaces that people can work without having to be silent would be helpful.	12/13/2023 3:47 PM
11	I feel the library already serves the community well and should continue what it is doing while being in tune with ongoing community needs	12/13/2023 3:03 PM
12	not sure if feasible but opening on Mondays would be great for the community. larger selection of Libby content for Groton residents, improved outdoor space, more Teen & Reference staff, redesigned Children's room accommodating to children of all ages (0-12). More study rooms for people who work from home. More private staff offices to accommodate small staff meetings, zooms, etc. handicap accessible front entrance. more parking. What if Teen space was moved to second floor and fiction was moved to 3rd floor and was a more quiet area?	12/12/2023 3:53 PM