MANSFIELD PUBLIC LIBRARY
COMMUNITY FOCUS GROUPS
SUMMARY REPORT 2023

FOCUS GROUP PARTICIPANTS = 19

- **Focus Group – Seniors** (2/8/23 10:00-11:30am) = 2
- **Focus Group – Parents/Caretakers** (2/6/23 6:00-7:30pm) = 6
- **Focus Group – Community Groups** (2/8/23 10:00-11:30am) = 10
- **Focus Group – Teens** (2/23/23 6:00-7:30pm) = 1

WORDCLOUD: All participants were asked: *What are the very first three words you think of when you think of the Library?* *OR* *What are the very first three words you think of when you think about the Library's Teen Space?* Following is a WordCloud and a list of the words participants shared.

- Books (9)
- Calming
- Catherine
- Children's Section (2)
- Community
- Dated (aesthetically) (2)
- Diverse (offerings)
- Everybody
- Friendly (2)

- Happy
- Help
- Helpful (3)
- Information (2)
- Layout
- Learning
- Location
- Literacy
- Meeting Place
- Meeting Room
- Open
- Programming (2)
- Quaint (cozy)
- Quiet (3)
- Reading
- Resource (3)
- Resourceful (LOT, ILL)
- Up to Date (content, not aesthetically)
- Useful
- Welcoming (4)

FOCUS GROUP – SENIORS (2):

1. **WHAT ARE THE VERY FIRST THREE WORDS YOU THINK OF WHEN YOU THINK OF THE LIBRARY?**

   - Books (2)
   - Help
   - Literacy
   - Reading

2. **TELL US A LITTLE ABOUT YOURSELF AND THE LIBRARY PROGRAMS AND SERVICES YOU USE (OR DON'T USE). WHAT ARE YOU LOOKING FOR WHEN YOU COME TO THE LIBRARY? WHAT RESOURCES OR MATERIALS DO YOU VALUE MOST?**

   COLLECTIONS (3):

   - **Adult Books (3):** Book series (extended reading) || Men's Fiction Club: Legal Thrillers and Police Procedurals

   PROGRAMS (3)

   - **Book Groups (2):** Book chat got her to read more genres || Books clubs get you out of a reading rut.
   - **Misc. (1):** ESL tutoring

   MISC. UNIQUE RESPONSES (5)

   - Enhancing my own literacy.
   - Genealogy
   - Information
   - Peruse shelves or ask for suggestions at Circulation Desk.
   - Reading—obtaining free books from the Library.

   LEAST VALUED RESOURCES OR MATERIALS

   - **PROGRAMS (2):** Crafting programs (2)
   - **COLLECTIONS (1):** Library of Things

   MISC. UNIQUE RESPONSE (1): Not being aware of services.

3. **THE LIBRARY IS THINKING A LOT ABOUT HOW TO MAKE THE BUILDING A WARMER AND MORE WELCOMING PLACE FOR ALL AGES. WHAT COULD THE LIBRARY DO TO MAKE THIS HAPPEN?**

DESCRIBE YOUR IDEAL LIBRARY.

COLLECTIONS IDEAS (2): More robust Local History section. (2)

FACILITY IDEAS (4):

- Better access to the stacks. More space and better lighting.
- Community meeting spaces.
- Cozy reading area with a fireplace.
- Updated common area. The current acoustics are terrible.

SERVICES IDEAS (1): Ability to meet in the Library beyond closing hours.

4. **HOW CAN THE LIBRARY IMPROVE ITS PROGRAMS AND SERVICES FOR LOCAL SENIORS?**

WHAT ONE THING SHOULD THE LIBRARY <u>START</u> DOING OR DO MORE FREQUENTLY?

PROGRAM IDEAS (9)

- **Author/Book Events (2):** Author Talks || Continue the *One Book-One Community* program.
- **History (2):** General and local history
- **Misc. Unique Ideas (5):** Multi-generational programming (programming for the whole family) || Nature/Audubon Society || Politics || Science || Travel programs

RELATED IDEA (1): Collaborate with other town organizations to develop and deliver programs for seniors.

WHAT ONE THING SHOULD THE LIBRARY <u>STOP</u> DOING OR DO LESS FREQUENTLY?

- Crafting programs. No more glitter and beads!
- Yoga programs

5. **WHAT CAN THE LIBRARY OFFER SENIORS THAT ISN'T CURRENTLY OFFERED IN TOWN?**

- **MARKETING IDEA (3):** Collaborate/Partner with local organizations to develop programs and services targeting local seniors (Council on Aging, Historical Society, and Natural Resources Trust of Mansfield) (3)
- **PROGRAM IDEAS (4):** Civics-related programs (e.g., learn how to be a citizen in Mansfield) || History-related programs || Music series/programs || *Welcome to Mansfield* event (continue)
- **SERVICE IDEA (1):** Discounted museum passes

6. WHAT TECHNOLOGY NEEDS SHOULD THE LIBRARY FOCUS ON IN THE NEXT FIVE YEARS?

- **SERVICE IDEAS (4):** Good Wi-Fi || Offer tech support || Provide access to printer/copier || Self-Checkout
- **PROGRAM IDEAS (3):** Media literacy (what's going on in town) || Instruction on general use of digital genealogy resources || Offer tech instruction/tutorials.
- **MANAGEMENT AND OPERATIONS IDEAS (2):** Consider remote workers' needs. || Staff needs to keep current with new technology/education on new tech.

MPL WEBSITE FEEDBACK

- **New/Enhanced Content Ideas (3):** Instructions on how to download eBooks || Offer more personalized/custom information. || Provide basic information, such as library hours and contact information.
- **Related Feedback (2):** The current site is user-friendly. || SAILS website is never available.

7. WHAT ISSUES NOW FACING THE TOWN OR THE COUNTRY DO YOU THINK MAY IMPACT THE LIBRARY?

ISSUES (3)

- Community support
- Economic challenges
- Partisanship (e.g., potential book bans)

ADVICE (6)

- **MARKETING IDEAS (4):**
  - **Increase/Improve Library Advocacy (2):** Tout the Library's importance and value to the community.

- **Increase Library's Presence in the Community (2):** The Library and the COA need to be a stronger presence in town. || Strengthen the Library's relationship with decision-makers (i.e., town government)

- **MISC. IDEAS (2):**
  - Develop and maintain policies and procedures to address evolving challenges.
  - Focus on family literacy (critical thinking in children)

8. **WHAT COULD THE LIBRARY DO TO BETTER SERVE THE MANSFIELD COMMUNITY? WHAT ADVICE DO YOU HAVE?**

- **FACILITY IDEA (1):** Build a better/more modern library.
- **MANAGEMENT AND OPERATIONS IDEA (1):** Be open on holidays and Sundays.
- **PROGRAM IDEA (1):** Develop programs that support Family literacy—critical thinking in children.

FOCUS GROUP – PARENTS/CARETAKERS (6):

1. **WHAT ARE THE VERY FIRST THREE WORDS YOU THINK OF WHEN YOU THINK OF THE LIBRARY?**

- Books
- Calming
- Dated (aesthetically) (2)
- Diverse (offerings)
- Everybody
- Friendly
- Helpful (2)
- Information
- Learning
- Quiet (3)
- Up to Date (content, not aesthetically)
- Useful
- Welcoming (2)

2. **TELL US A LITTLE ABOUT YOURSELF AND YOUR FAMILY AND ABOUT THE LIBRARY PROGRAMS AND SERVICES YOU USE (OR DON'T USE). WHAT ARE YOU LOOKING FOR WHEN YOU COME TO THE LIBRARY? WHAT RESOURCES OR MATERIALS DO YOU VALUE MOST?**

COLLECTIONS (11)

- **Books (6):** Books (3) || Browsing collection || New books || YA titles
- **Non-Traditional Items (3):** Library of Things || Play with toys || Puzzles (adult)
- **Misc. (2):** DVDs || Graphic Novels

CHILDREN'S PROGRAMS (6): All day Halloween activities || Drop-In crafts || Mime show || Reading contests || Sensory activities || Storytimes

SERVICES (2): Discounted museum passes || Research

TECHNOLOGY (2): Computer || Pick up holds placed online.

FOR THOSE WHO DO NOT ATTEND PROGRAMS, WHY NOT?

- **Scheduling Issues/Too Busy (3):** Kids are too busy with school and other activities || Lack of parent's time || Working parents are unavailable on weekday afternoons and too busy on weekends.
- **Age Challenges (2):** Her children are too young. Having an infant makes it hard. || Kids are in-between ages. Too old to attend children's programs and too young to attend teen programs.
- **Unaware of Programs (2):** Doesn't check the schedule. Doesn't think to see what's happening at the library. || Lack of awareness
- **Misc. (1):** Doesn't want to commit to attending a program by registering in advance.

MISC. RELATED IDEAS

- For upcoming programs, provide preview videos of the programs being offered in the past to provide potential new attendees with additional details regarding what each program is about.
- Develop and deliver topical programs for teens.

3. THE LIBRARY IS THINKING A LOT ABOUT HOW TO MAKE THE BUILDING A WARMER AND MORE WELCOMING PLACE FOR ALL AGES. WHAT COULD THE LIBRARY DO TO MAKE THIS HAPPEN?

- **Reconfigure Space/Layout (5):** Divide up space. Create more age and function-dedicated spaces (young children, teens, reading/studying, meeting, etc.). || More open space is needed || Spread out the resources and seating. Not just the book stacks—the whole library. || Update from the 1980s open concept. || Use furniture to enhance the division of space.
- **Eliminate Story Time Area Steps/Risers (4):** Area with steps has limited use. || Get rid of the risers. Parents must constantly tell kids to get down. || Stairs aren't safe. People end up standing up during story time while kids are jumping and running around. || There's no storage under the steps. Convert them to storage and move the stacks to open up the back area.

- **Improve Meeting Room/Spaces (4):** Meeting room feels like it's very much the Council on Aging's space, not the Library's space. || Offer small meeting rooms/space for tutors. || Share the meeting room equally with the COA. || Use the meeting room for children's play and kids' music programs.

- **Invest in Updating the Space (5):** Go to the town to secure a grant to revitalize the space with at least a new coat of paint. Make an effort to improve the facility. || Need capital to update the facility, like in Foxboro and Easton. Mansfield is lagging behind them. || Services are robust, but the facility appears dated. || The town needs to invest in the physical plant. || Use targeted messaging to raise funds to invest in the building. Raise money for specific facility improvement projects instead of general solicitations for donations.

- **Add Comfortable Furniture (3):** It could be cozier. || Improve furniture || Update the seating. For example, add fun chairs for kids.

- **Optimize Lighting (3):** Space is not well-lit or inviting. The first impression you get is that it's dark. Plus, the lighting is too fluorescent. || It's too dark. || Youth area has "pockets" of darkness.

- **Enlarge Space (2):** Area with the circle table, reading hut, etc., is cramped || More space, in general, is needed.

- **Enhance Tween/Teen Spaces (2):** Set space apart from younger kids for tweens. || Teen Space is wide open. There's no privacy like they have in Foxboro/Easton teen spaces.

- **Improve Shelving (2):** Shelves are placed too close together. Large carriages can't maneuver between them. || Lower stacks provide more natural light.

- **Misc. Ideas (3):** At the building's entrance, you walk into closed meeting room doors, and the library tucked away on the left. Warm up the entryway to make it more welcoming. || Exterior: In the back garden area, add benches for reading and make it more accessible. || The paint color is very 80s. Update the color.

4. HOW CAN THE LIBRARY PROVIDE MORE INTERESTING PROGRAMS TO LOCAL FAMILIES? WHAT SPECIFIC NEW PROGRAM WOULD YOU LOVE TO SEE THE LIBRARY OFFER?

- **Middle School/Tween Programs (7):** Activities to make things || Art || Crafts || Drawing || Drop-in video gaming (teens and tweens) like Easton offers. || Graphic Novels || They don't want to hang out with little kids. They want their own activities.

- **Teen Programs (4):** Ask teens what kind of programs interest them. || Drop-in activities where you come when you want and stay as long as you want (board games, puzzles, coding, etc.) || Drop-in video gaming (teens and tweens) || Teens don't want to hang with tweens.

- **Offer Children Workshop Series or Multiple Session Classes (2):** Kids are nervous since COVID. They missed out on developing critical socialization skills. A series of program sessions makes attendance routine—more comfortable—

over the weeks. || Offer multiple session programs (i.e., a 5-week class on Minecraft). Offer series again after the last session ends so new people can participate.

- **Misc. Children's Program Ideas (4):** Educate children beyond what schools can offer (e.g., media literacy, how government works, access to local experts, civics, life skills, home economics-making cleaning products, sustainability) || In-person classes and demos (e.g., knitting, cooking) || Scavenger hunts that involve topical/theme-based research. Involve parents and children. || Take Home crafts and drop-ins are great for busy parents so kids can do them on their own time at their own pace.

- **Adult Program Idea (1):** Skill-based classes (e.g., technology changes).

HOW CAN WE MAKE IT EASIER TO PARTICIPATE IN PROGRAMS?

- **Offer Drop-In and Take-Home Activities (3):** Collaborate closely with the schools on their required reading (Shakespeare et al.). Offer a drop-in time for students to discuss the required reading books. || More drop-in and take-home programs || Give a 3-hour window to drop by and do something versus a structured lesson with a beginning and end time that requires full attendance for the time period.

5. WHAT TECHNOLOGY NEEDS SHOULD THE LIBRARY FOCUS ON IN THE NEXT FIVE YEARS? WHAT TYPES OF COMPUTER SERVICES OR TECHNOLOGY WOULD YOU AND YOUR FAMILY LIKE TO SEE THE LIBRARY ADD?

COLLECTIONS IDEAS (3): Grow the Library of Things (3): Add to Library of Things (for children and adults) || Cameras for borrowing || Offer Playaways for kids. She has to go to Foxboro to get them now.

PROGRAMS IDEAS (2): Learn How to Create a Video/Make a Movie (2): How to make a film (not TikTok). || Sponsor a film contest where children make a 3-minute film using library resources.

MPL WEBSITE FEEDBACK

- **Add/Improve Content (3):** Add book reviews like the NYPL offers. || Be more creative to engage teens. Add content like BookBub's reading recommendations. || Offer more engaging content—less transactional and more immersive.

- **Enhance Navigation (3):** Hard to find Library of Things information. Highlight it on the front page. || It's not user-friendly. She only uses it to search the SAILS catalog. || It's well organized and presents lots of information, but only if you know what to look for.

- **Improve Appearance (2):** Aesthetic is outdated. Spruce it up. || It feels like it's just a catalog. There's a disconnect between what it presents on the screen and what is available.

- **Misc. Ideas (2):** Add a rolling banner (e.g., gallery of images, topical info., upcoming events). || Gather metrics on what is used and update the content based on the known use.

6. WHAT ISSUES NOW FACING THE TOWN DO YOU THINK MAY IMPACT THE LIBRARY?

- **Need for Increased Access/Convenience (3):** Be more creative with staffing to enable expanded hours/access. || Expand the Library's presence into the community—beyond its physical footprint. || Offer more online reference help after hours. Set up Zoom appointments.

- **Population Changes (3):** Aging Baby Boomers || Growing local population of autistic/neurodiverse kids and their parents who need resources and programs. || Shrinking school class sizes.

- **Skills Gaps (2):** Gaps in technical skills (e.g., series of classes on tech skills) || Need to introduce middle school kids to vocational trades versus assuming all students are college bound.

- **Misc. Issues (4):**
  - **Increased Unemployment:** Provide job search support and resources (e.g., resume services).
  - **New Work Patterns (hybrid/ remote workers):** Offer Wi-Fi capacity, the privacy of cubicles, etc. Invest in space and resources that support them.
  - **Student Loan Debt:** Work more closely with guidance counselors to educate kids on student loans. Present opportunities for developing trade skills, not just skills requiring college.
  - **Sustainability:** Programs highlighting town initiatives and efforts to make the Library more sustainable.

7. WHAT COULD THE LIBRARY DO TO BETTER SERVE MANSFIELD FAMILIES? WHAT ADVICE DO YOU HAVE?

- **COLLECTIONS IDEA (1):** Offer fidget toys and weighted blankets in the Library of Things.

- **FACILITY IDEA (1):** Create a sensory-friendly area in the library for neurodiverse visitors—a place where they can relax.

- **MANAGEMENT AND OPERATIONS IDEA (1):** Eliminate late fees whenever possible.

- **PROGRAMS IDEA (1):** Offer a series of programs on how to live frugally.

MISC. FEEDBACK: One participant stated she dislikes the receipt showing how much money you save when borrowing books, but several others said they love it, and their kids do, too.

FOCUS GROUP – COMMUNITY GROUPS (10):

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

- Books (6)
- Catherine
- Children's Section (2)
- Community
- Happy
- Information
- Location
- Lay Out
- Meeting Place
- Meeting Room
- Programming (2)
- Quaint (cozy)
- Resource (3)
- Resourceful (LOT, ILL)
- Welcoming (staff) (2)

2. HAVE YOU VISITED OR USED THE LIBRARY'S SERVICES IN THE PAST YEAR?

- **Borrow/Pick up Books (4):** Once a week to check out books || Pick up books placed on hold || Picked up books || Picked up school library books returned to the public library in error once a month.
- **Misc. (5):** Bring summer campers to visit. || Does a lot of cross-programming with COA (books for COA book club, Library of Things for COA party, familiarize seniors with LOT memory kits) || Dropped off COVID test kits || High School Student field trip to find resources for National History Day project || Picked up Book Pages (free book review paper)

IF NOT, WHY NOT?

- **Past Visitor (2):** Brought kids to programs when they were younger || When Kids were younger multiple visits a week for playing, programs, and books.
- **Misc. (2):** Doesn't live in Mansfield || Uses Libby for eBooks. Doesn't need to visit.

3. ARE THERE WAYS THE LIBRARY CAN BETTER SERVE YOU AND THE PEOPLE YOU SERVE? DO YOU HAVE ANY IDEAS FOR POTENTIAL COLLABORATIONS?

- **Collaborate with the Schools (8):** Encourage students to use MPL for resources and materials that aren't available in the school libraries || Engage with schools by having materials that support schools' curriculum || Increase awareness regarding the fact that the H.S. weeds titles that are available at the public library. || Ensure all students have Library cards || Mass Teen Choice Awards: Librarians can visit classes to talk about the nominated books. || Share ways to encourage families to use the library because it has more resources and

books than the school library || Student class trips to the library for grades 3 - 5 || Teach students to use the SAILS network.

- **Specific Collaboration Ideas (5):** Attend Family Fun Night: The library participates with a table in front of a business. || Collaborate on programs and how to reach more people and make history exciting for youth || Drop Everything and Read partnership || Partner with the Board of Health to get information to all residents. || Rotary Club—March Literacy Program: Use the library to suggest books that are read in schools and then purchased by Rotary to give to students.
- **General Collaboration Ideas (4):** Once a month, cohost programs with other organizations at the library. || Share and utilize the Certuse Room. It's the best-kept secret. || Work together to market our resources. Let the public know what is available at the library and the partner organization. || Work to help local organizations attract and engage new members.
- **Misc. Ideas (3):** Homebound delivery service || Journaling program || Library of Things memory kits || Summer programs to keep kids coming to the library.

MISC. COMMENTS (5)

- An H.S. research group found using MPL easier than when they went on a trip to Bridgewater State College's library.
- Already collaborating and are open to being accessible to summer campers.
- Continue to increase partnerships.
- Continue collaborating with the COA (share building, work together).
- Ideally, partner to support public health educational programs (funding/staff needed).

4. WHAT SPECIFIC PROGRAMS, SERVICES, OR MATERIALS CAN THE LIBRARY OFFER THAT WOULD INTEREST YOU AND THE PEOPLE YOU SERVE?

MARKETING IDEAS (9):

- **Expand Collaboration with the Schools (3):** Collaborate with school libraries regarding genre-based collections (biographies, fantasy, etc.) || More collaboration with schools to share library information and recommend books. || Promote Mass Teen Choice Awards for recommended reading.
- **Increase Awareness of Local History (3):** Promote and market library and town programs to generate excitement about town history. || Share information about the Fisher-Richardson House during the summer.
- **Misc. Ideas (3):** Cross-promote local organizations' activities in the library and groups' e-newsletters. || Display and distribute flyers and pamphlets about Board of Health programs (i.e., hazardous waste day). || Promote digitized resources such as Mansfield News online and expand the dates available for review.

COLLECTIONS IDEA (1): Make Certuse Room archive information easier to find (e.g., annotated bibliography).

SERVICES IDEA (1): Help distribute Board of Health materials (e.g., masks, COVID test kits).

WHAT ONE THING SHOULD THE LIBRARY START DOING?

- **MARKETING IDEAS (2):** Publicize the resources that are available online. || Promote the fact that online resources are accessible from home (e.g., books and audiobooks).
- **PROGRAMS IDEA (1):** Offer introduction and orientation to the Certuse Room Archives.
- **TECHNOLOGY IDEA (1):** Digitize more resources and provide online access to them.
- **MISC.** (1): Help the Historical Society catalog its collection.

WHAT SHOULD THE LIBRARY DO MORE OF IN THE FUTURE?

- **PROGRAMS IDEAS (2):** Genealogy for seniors. Utilize library and Historical Society expertise and resources. Perhaps high school seniors can assist. || Offer "adulting" programs (how to balance a checkbook, resumes, etc.).
- **COLLECTIONS IDEA (1):** Record town seniors' stories to produce an oral history of the town.
- **MARKETING IDEA (1):** Connect with other groups in town. The library can serve as a community hub.

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

VERY IMPORTANT (5): It's a shared meeting space and place to share information. || It's a community resource that offers easy access to books, programs, etc.. || The library brings the community together. || The library is essential to learning. It's a hub that stores and shares information. || The library is an important institution that houses invaluable information.

WHAT COMMUNITY NEEDS DO YOU THINK A LIBRARY SHOULD HELP MEET?

- Provide library services to community members of all ages (birth to old age).
- Offer something for everyone and value for all.

HOW WOULD YOU FEEL IF THE LIBRARY CLOSED TOMORROW?

- Devastated. She checks out 5-10 books per week.
- Seniors utilize the library daily, and many prefer physical items. It would be devastating for them to lose the library.

- During COVID, curbside pick-up, and book bundles kept seniors going.

WHY IS THE LIBRARY IMPORTANT OR UNIMPORTANT TO MANSFIELD?

- **Very Important:** The library website is amazing for finding things to do. The Parks and Recreation Department refers people to the website daily. They have a great collaboration with the library (e.g., summer camp).

- **Very Important:** It helps young families find ways to entertain kids and get them involved in activities.

6. WHAT ISSUES NOW FACING THE TOWN DO YOU THINK MAY IMPACT THE LIBRARY?

- **Book Challenges/Banning**
- **Economic Downturn:** This may negatively impact the library's budget/funding.
- **School Enrollment Changes**
- **School Choice Program:** High school students who live in other towns are here. They need non-resident library cards.

7. WHAT COULD THE LIBRARY DO TO BETTER SERVE THE MANSFIELD COMMUNITY? WHAT ADVICE DO YOU HAVE?

NO RESPONSES

FOCUS GROUP – TEENS (1):

1. WHAT ARE THE VERY FIRST THREE WORDS YOU THINK OF WHEN YOU THINK ABOUT THE LIBRARY'S TEEN SPACE?

- Friendly
- Helpful
- Open

2. WHAT COULD WE DO TO MAKE THE TEEN SPACE MORE WELCOMING?

- **Improve Wall Décor (2):** Have posters with cool images. || Post boards with event information.
- **Warm Up the Space (2):** Add bright-colored cushions. || Make the space more comfortable and cozier.
- **Misc. (1):** Add board games.

3. **W**HAT TYPES OF RESOURCES SHOULD WE OFFER IN THE **T**EEN **S**PACE?

- **Suggested Reading/Booklists**: Promote similar titles to popular books (if you liked X book, you might like Y book).
- **Standardized Testing Materials:** Definitely, especially tutoring materials for SAT sections.
- **Topical Materials and Resources:** Provide information regarding topics like animal welfare, climate change, current events, sports, and sustainability.
- **Town Event Information:** Share what's going on in the community and opportunities/information to connect with other local teens.

WHAT ITEMS OR MATERIALS SHOULD WE OFFER IN THE TEEN SPACE?

- **Gaming-Related Furniture and Devices (2):** Gaming chairs || Videogames and consoles
- **Misc. (3):** Comics || More charging stations that are compatible with different outlets. || Small whiteboards for discussion of school projects.

4. **T**ELL US HOW YOU FEEL ABOUT THE **L**IBRARY'S PROGRAMS.

WHICH OF THE LIBRARY'S CURRENT PROGRAMS DO YOU LIKE THE MOST?

- Reading and book-related discussions because they're not available at school. She attended Book Clubs to discuss books read. It was fun in the summer, but not enough people participated.
- Young Adult contemporary books and memoirs.

WHAT KINDS OF PROGRAMS WOULD YOU LIKE TO SEE THE LIBRARY OFFER?

- **Comics and Nonfiction Book Clubs:** Everyone reads the same book and then comes together to discuss it.
- **Movie/Film Club:** Get together to talk about a movie, like a book club idea.
- **Community Chat Groups:** Opportunities to get together and catch up.

OTHERS MIGHT LIKE THE LIBRARY TO OFFER THE FOLLOWING PROGRAMS:

- **Misc. Ideas (3):** Movie chats || Sports discussion club || Tutoring at the library (inexpensive)

5. **H**OW DO YOU PREFER TO ATTEND **L**IBRARY PROGRAMS?

- She prefers real-time virtual programs versus pre-recorded programs. They're more personal and efficient. There's no commute, and she can get back to working on her homework afterward.

- Virtual programs can be impersonal, so the library should offer a mix of virtual and in-person programs.
- She liked the Take-and-Make activities but would prefer to do an activity with an instructor and others (e.g., via Zoom).

6. WHAT TYPES OF LIBRARY VOLUNTEER OPPORTUNITIES MIGHT INTEREST YOU?

- She would like to have the opportunity to volunteer at the library (help shelve books, assist with programming, etc.).
- The book review volunteer program is efficient.
- Teens might be interested in tutoring younger kids and helping with an Open Tech Time for seniors.

7. WHAT CURRENT ISSUES ARE IMPORTANT TO YOU?

- **New Laws/Government Action:** For her, the most important issue is keeping up with new laws and government activity. She's interested in having teens come together to learn about issues and discuss their opinions.
- **Be Better Informed:** Teens would benefit from gaining a deeper understanding of what's going on around them. They want a broader perspective on what's going on in their community.
- Environmental issues are popular with teens.

HOW CAN THE LIBRARY SUPPORT TEENS' CAUSES?

- Offer programs in which teens can discuss topics.
- Provide resources/support for teens to learn about topical issues.

8. WE WANT TO HEAR MORE FROM TEENS ON AN ONGOING BASIS. ONE WAY WE CAN DO THAT IS WITH A TEEN ADVISORY BOARD.

WHAT DO YOU THINK SHOULD THE LIBRARY'S TAB DO? HOW CAN IT HELP THE LIBRARY BETTER SERVE YOU AND OTHER LOCAL TEENS?

- TAB should help the library choose new books.
- TAB can help plan and promote fun events.
- TAB can help create a welcoming environment in the library.

BEST TIME FOR THE TAB TO MEET: Saturday mornings (after sports): Teens are too busy to meet after school. There are too many activities.

HOW SHOULD THE LIBRARY REACH OUT TO AND ENGAGE LOCAL TEENS?

- **Address Perception Challenges (2):** The library teens think of first is their school library. The public library comes in second. || Teens don't think the public library has anything they'd find interesting/valuable.

- **Post on Social Media (Instagram, TikTok):** Talk to teens for ideas on cool transitions, etc. Be cool.

- **Cultivate a Stronger Connection with the High School:** Develop a connection with the school to promote the library in general. She doesn't feel the connection now.

MISC. COMMENT: She would definitely serve on the TAB.

9. WHAT CAN THE LIBRARY DO TO BETTER SERVE LOCAL TEENS? WHAT ADVICE DO YOU HAVE FOR US?

- **MARKETING IDEAS (3):** Make teens aware of the library's offerings. Reel them in with cool activities. || Promote the library as a place to hang out, have fun, and do homework. || She started a book club at school. Would be interested in working with the library on a book drive that could connect the library with teens.

- **TECHNOLOGY IDEAS (3):** Digital piracy program || Increase teens' access to more tech devices (3D printer, video games, virtual reality headsets). || Offer programs on emerging technology (e.g., cryptocurrency) and lots of diverse tech topics to help prepare them for the future.

- **MISC. IDEAS (2):** Give teens a chance to explore and create in a makers space. || Offer more volunteer opportunities for the summer.