

Town of Stow

Randall Memorial Library  
19 Crescent Street  
Stow, MA 01775



# Randall Library Long Range Plan

## 2008-2013

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## 1 Randall Library Mission

The Randall Library's mission is to use its resources to contribute to individual and community informational, educational, cultural, recreational and social enjoyment and enrichment:

- 1) By providing patrons with free and equal access to high quality and continually updated multi-format in-house and inter-library loan materials and internet access.
- 2) By retaining and cultivating an excellent, efficient and energetic library staff capable of providing general information, reference assistance, facilities management and special programming which encourages youth to grow into avid library patrons and promotes the values of reading and learning.
- 3) By maintaining and further developing as needed a safe, pleasant library building which serves the diverse needs of individual patrons and community groups.
- 4) By serving as a repository for Stow-related information.

The Randall Library strives to achieve the goals of its mission effectively and economically.

## 2 Community description

The Town of Stow is situated midway between Boston and Worcester and is a small residential community with rural aspects. Stow was first settled in 1663 as Pompositicut Plantation and was incorporated in 1683. The town boasts several apple orchards, which are a beautiful sight to behold in spring and which attract many people in the early fall for apple picking. A good percentage of the land is in active agriculture and several farm stands thrive in the summer season. Stow is a mecca for golfers with 81 holes in town; Stow Acres Country Club, Butternut Farm Golf Club, Wedgewood Pines Country Club and Stow Away Golf Club provide some of the best golf in the state. The open space associated with orchards, golf courses and active agriculture is the prime factor in maintaining the rural vistas, which prevail throughout the town. Private aviation interests are well served in the town by Minuteman Airport in the northwest part of town, an ultra-light facility on Crow Island on the Assabet River and the museum at the Collings Foundation near Lake Boon, which is a private collection of vintage airplanes, automobiles and military vehicles and armaments that is open to the public at selected times of the year. Stow is also home to the Massachusetts Firefighting Academy. Massachusetts cities and towns send their recruits here to train to become firefighters.

### 2.1 Geography

Stow is located in Eastern Massachusetts, bordered by Hudson on the south, Bolton and Harvard on the west, Boxborough and Acton on the north, and Maynard and Sudbury on the east. Stow is about 25 miles northwest of Boston and 28 miles northeast of Worcester. According to the United States Census Bureau, the town has a total area of 18.1 square miles.

### 2.2 Transportation and Access

Stow is situated in the Greater Boston Area, which has excellent rail, air, and highway facilities. State Route 128 and Interstate Route 495 divide the region into inner and outer zones, which are connected by numerous "spokes" which provide direct access to the airport, port, and inter-modal facilities of Boston. The principal highways (spokes) are State Routes 62 and 117 (two lane roadways). Route 117 forms an interchange with Interstate Route 495, the outer belt around Boston, in neighboring Bolton. Stow has no passenger or freight rail service, but the network of inter-modal facilities serving eastern Massachusetts is easily accessible. Stow is not affiliated with a regional transit authority. Minute Man Airport, is a Reliever (RL) facility.

## 2.3 Demographics

As of the census of 2000, there were 5,902 people, 2,082 households, and 1,678 families residing in the town. The population density was 334.9 people per square mile. There were 2,128 housing units at an average density of 120.7/sq mi. The racial makeup of the town was 95.48% White, 0.36% African American, 0.19% Native American, 2.03% Asian, 0.34% from other races, and 1.61% from two or more races. Hispanic or Latino of any race were 1.42% of the population.

There are 2,082 households, out of which 41.5% have children under the age of 18 living with them, 72.7% were married couples living together, 6.0% had a female householder with no husband present, and 19.4% were non-families. 14.8% of all households were made up of individuals and 5.3% had someone living alone who was 65 years of age or older. The average household size was 2.82 and the average family size was 3.16. In the town the population was spread out with 28.2% under the age of 18, 4.2% from 18 to 24, 30.6% from 25 to 44, 28.8% from 45 to 64, and 8.2% who were 65 years of age or older. The median age was 39 years. For every 100 females there were 99.8 males. For every 100 females age 18 and over, there were 92.2 males.

The median income for a household in the town was \$96,290, and the median income for a family was \$102,530. Males had a median income of \$75,758 versus \$40,911 for females. The per capita income for the town was \$38,260. About 1.5% of families and 2.7% of the population were below the poverty line, including 1.6% of those under age 18 and 1.7% of those age 65 or over.

## 2.4 Education

The public schools in Stow include the Pompositticut Elementary School (grades K-2), Center School (grades 3-5) and Hale Middle School (grades 6-8). The schools are all part of the Nashoba Regional School District; high school level students attend Nashoba Regional High School in Bolton. Students also have the option of attending Minuteman Regional High School in Lexington, a public vocational-technical high school.

## 2.5 History of Library

John Witt Randall was a native of Massachusetts and the best known benefactor of the town of Stow. The town's library is named after him and his home and grounds are now the Stow Acres Country Club. In 1851 he offered his library of 700 books to the town and he left a bequest that was used to build the current library in 1894.

A Town Meeting was called and the offer was gladly accepted, with the Town voting to keep the books in the Randall house with Abraham Ray in charge. This was the beginning of the Randall Library.

John Witt Randall bequeathed \$25,000 for the Randall Library building. The building was built on a lot that cost \$800.00. George G. Adams of Lawrence was the architect and A.P. Powers was the contractor. The building cost \$8,866.65 and was dedicated on February 22, 1894.

An addition was constructed in 1975 – 1976 and dedicated as part of Stow's celebration of the Bicentennial Year on May 25, 1975. The addition expanded the basement of the original building while preserving the upper levels in their original condition. This subterranean facility is the center of the library daily activities and is constantly beset with problems (leaky roof and windows, mold problems, inadequate lighting, etc...). The second floor is used for library functions and as a community meeting area.

The building is on the national historic register.

## 2.6 Current use of Library

Our library is one of the most used Town buildings. It is the only town building open during hours when working people are able to visit evenings and weekends. As such it is a place many people go there to get information about the town and it is where many town groups meet. Our library is a meeting place for such diverse groups as knitters, political parties and after school homework groups. Because we are a regional school district the library

serves the local school students with homework reference material that is unavailable to them because the regional high school library is in another town.

In fiscal year 2007 library had circulation of 101,000 items 64000 of which were books. The total inventory of library holdings is 44,937 books, 195 periodicals newspapers and other serials, 2673 audio and 2469 video.

## 2.7 Future of Library

We would like to be able to offer our patrons a continuing wide selection of materials, a comfortable well lighted reading area and alleviate some of the space and building problems we are experiencing. We need to continue offering the students of Stow adequate reference material for their studies and provide a quiet place to review reference material.

## 2.8 Supporting Organizations

Organizations which assist the Randall Library in the delivery of its mission include:

**Trustees of the Randall Library:** The 7 Randall Library Trustees serve 2 or 3 year staggered terms and are elected by registered Stow voters. Trustees assist the Library Director in establishing and implementing library policy. The Trustees manage library bequests and annually disburse funds for the Director's purchase of library materials and programming only. The Town of Stow funds library employees, the physical plant and library materials.

**Friends of the Randall Library:** The Friends promote library use and interest by financially sponsoring the Summer Reading Program, museum passes, the copy machine and occasional programming. The Friends engage in fundraising and publish a quarterly newsletter which details library activities.

**Hale High School Fund:** The sole purpose of this organization is to support the Reference Collection at the Randall Library through annual disbursements from a longstanding endowment.

**Second Century Fund:** This is an independent fundraising organization with the sole purpose of financially assisting the Randall Library.

Randall Library patrons directly benefit from these organizations through increased funding for library materials and programming. The Friends of the Randall Library have organized and provided funding for library programming and museum passes. We believe that these volunteer organizations should be supported as appropriate through the cooperation with library staff and by provisioning welcoming, modern meeting space.

## 3 Assessment of Needs

### 3.1 Population Forecast – Prepared by Metropolitan Area Planning Council (MAPC)

	<b>2000</b>	<b>2010</b>	<b>2020</b>	<b>2030</b>
<b>STOW</b>	5,902	6,507	6,775	6,990

### 3.2 Population Projection by Age Group – Prepared by MAPC

Age	1990	2000	2010	2020	2030
00-04	421	510	473	515	556
05-09	378	470	330	303	320
10-14	380	442	599	582	616
15-19	367	335	493	482	472
20-24	310	156	171	162	146
25-29	284	200	163	186	170

30-34	437	375	233	272	269
35-39	547	615	334	302	339
40-44	579	615	591	462	544
45-49	485	534	749	608	586
50-54	355	505	855	874	760
55-59	268	393	533	660	573
60-64	150	267	446	612	634
65-69	117	188	200	308	388
70-74	85	99	113	191	243
75-79	70	88	89	119	175
80-85	42	62	73	73	124
85+	53	48	60	62	74
<b>TOTAL</b>	<b>5,328</b>	<b>5,902</b>	<b>6,507</b>	<b>6,775</b>	<b>6,990</b>

### 3.3 Results of User Survey

The Long range planning committee conducted three surveys of library needs in Stow: a general population survey, a survey of the needs of seniors and a survey of the needs of the young adult population. The detailed results are in the Appendix of this plan. From the results of these surveys, the Long Range Planning committee discussion and from professional advice we drew the following goals and objectives.

### 3.4 Mass. Library Association Recommendations

The December 28, 2007 meeting of the Board of Library Trustees was attended by Sunny Vandermark of the Mass. Library Association. Ms Vandermark had reviewed the facilities prior to the meeting and had the following advice and comments:

- 1) Fix the noisy front door
- 2) Safety concerns for second floor use for small children (stair access).
- 3) Weeding is the key factor for small libraries and is needed in the children's area.
- 4) Books on cassette can be removed.
- 5) Look at table locations.
- 6) Consider moving magazines and DVDs upstairs.
- 7) Consider moving reference materials into the old building.
- 8) Consider moving non-fiction upstairs to generate a first floor study / reading area.
- 9) Check load bearing capacity of second floor.
- 10) The Young Adult section is tiny.

## 4 Multi- year goals and objectives

### 4.1 Provide Enhanced Handicapped Access

The following items would make the building more accessible for people with limited mobility:

- 1) Provide an additional handrail on the stairs at Commons Road.
- 2) Provide a sidewalk from the parking area to the stairway and to the ramp on Commons Road.
- 3) Provide appropriate signage for the existing chair lift, i.e. Handicapped Person lift >. Key at desk.
- 4) Provide Handicapped Person automatic door openers at main entrance.
- 5) Provide Handicapped Person accessible computer station.

### 4.2 Parking

Provide an accessible parking space and access on Crescent Street at the existing handicap ramp. Provide more parking for all patrons, currently only six parking spaces are available (one handicapped). A sidewalk is also desirable for all patrons walking to and from parking for safety.

### 4.3 Car side drop off of library materials

A car side drop-off, similar to a U.S. mail box, for patrons wishing to return materials, will provide a convenience for patrons returning materials and reduce the demand for parking spaces. Currently patrons need to park and leave their cars to return materials to the current book drop.

### 4.4 Ability to read in library

Provide a reading/quiet study area for patrons. The building does not have an area for either as configured. Redesign of the second floor may provide that function. The existing open plan of the library's first floor creates a noisy environment not conducive to reading.

### 4.5 Expand into upper floor of library

Investigate optimal use of existing building or relocate to an unused town building if a suitable one becomes available.

### 4.6 Provide better reading lighting

The lighting in the building is dim and patrons complain of the lack of adequate light in the lower part of the library.

### 4.7 Young Adult Programs and collection

Investigate the use of programming appropriate to middle and high school students in conjunction with the Randall Library Friends.

Investigate financial considerations regarding deployment of internet-access homework centers.

Compare the breadth, depth and rate of new acquisition of its Young Adult collection to 3 other libraries with similar demographics

#### 4.8 Senior Programs and Collection

Investigate the use of programming appropriate (daytime) for the senior population, including library technology seminars in conjunction with the Randall Library Friends.

#### 4.9 Adult Programs and Collection

Investigate the suitability of adult evening programming schedules.

#### 4.10 Adult Reading Space

Investigate the creation of a new reading area.

#### 4.11 Library Policies

Library policies are to be considered and updated at monthly Trustee meetings as needed.

#### 4.12 Information for Patrons

Provide a bulletin board containing all the information on the public social calendar for Stow.

#### 4.13 Expanded use of Technology

Create a library web site to be administered by the library. The aim is to provide a focal point for Stow residents to access and distribute information about community events, groups, and gatherings. The library is an excellent repository of information about the town and this service should draw patrons to visit the website often. Investigate the acquisition of technology for audio visual presentations.

#### 4.14 Minuteman Library Network/Online Resources

Make available to new patrons to online training for use of the MLN upon receipt of library card. Provide educational workshops relating to online resources as required.

### 5 Goals and Objectives

#### 5.1 Short Term Goals

- 1) Provide an additional handrail on the stairs at Commons Road.
- 2) Provide appropriate signage for the existing chair lift i.e. Handicapped Person lift >. Key at desk.
- 3) Provide Handicapped Person (H.P.) accessible computer station.
- 4) Foster the development of Randall Library Friends group.
- 5) Investigate the creation of a new reading area. This would include new seating, better lighting and an area for quiet reading.

- 6) Compare the breadth, depth and rate of new acquisition of its Young Adult collection to 3 other libraries with similar demographics Increase new acquisitions in Young Adult section
- 7) Investigate the use of programming appropriate to middle and high school students in conjunction with the Randall Library Friends.
- 8) Investigate the use of programming appropriate (daytime) for the senior population, including library technology seminars in conjunction with the Randall Library Friends.
- 9) Provide an up-to-date notice board containing all the information on the public social calendar for Stow.
- 10) Investigate the creation of a new reading area. This would include new seating, better lighting and an area for quiet reading.
- 11) Create a more functional library web site.

## 5.2 Long Term Goals

- 1) Provide a sidewalk from the parking area to the stairway and to the ramp on Commons Road. Provide H.P. automatic door openers at main entrance.
- 2) Provide an accessible parking space and access on Crescent Street at the existing handicap ramp. Provide more parking for all patrons, currently only six parking spaces are available (one handicapped). A sidewalk is also desirable for all patrons walking to and from parking for safety
- 3) Provide a car side drop off for patrons wishing to return materials. This will provide a convenience for patrons returning materials and reduce the demand for parking spaces. Currently patrons need to park and leave their cars to return materials.
- 4) Investigate possible reuse of an unoccupied town building as a library site.
- 5) Provide H.P. automatic door openers at main entrance.
- 6) Investigate financial considerations regarding establishment of internet-access homework centers.
- 7) Collaborate with the Friends to increase adult evening programs

## 6 Action Plan

- 1) Provide appropriate signage for the existing chair lift (H.P. lift >. Key at desk).(2009)
- 2) Provide H.P. accessible computer station.(2009)
- 3) Foster the development of Randall Library Friends group.(2009)

- 4) Compare the breadth, depth and rate of new acquisition of its Young Adult collection to 3 other libraries with similar demographics Increase state of new request in Young Adult section(2010)
- 5) Investigate the use of programming appropriate to middle and high school students in conjunction with the Randall Library Friends. (2010)
- 6) Investigate the use of programming appropriate (daytime) for the senior population, including library technology seminars in conjunction with the Randall Library Friends. (2010)
- 7) Provide an up-to-date notice board containing all the information on the public social calendar for Stow.(2008)
- 8) Investigate the creation of a new reading area. This would include new seating, better lighting and an area for quiet reading. (2011)

## 7 Planning Methodology

The Board of Trustees of the Randall library appointed a Long Range Planning Committee made up of Board Members, representatives of the Library Friends and members of the public. The Committee solicited input from the Town through three separate surveys, a general town-wide survey, a senior survey (55 and older) and Hale Middle School survey. This data was reduced to report form (see Attachment) and was used to inform our planning process. Massachusetts Library Long-Range plans were obtained from the MBLC to serve as formatting guides. The Long-Range Planning Committee met monthly to discuss plans for the library over the course of the past year and this planning document is the result of our deliberations.

## 8 MBLC Long-range plan component definitions

**Mission statement:** A concise declaration of the purpose of an organization, specifying the fundamental reason for its existence and identifying its major service roles and the major user groups at which they are directed.

**Assessment of user needs:** A description of the needs of the community the library serves; includes a gathering of information based on an analysis of the population, results of surveys, and a description of the library's existing services in relation to the community's needs and/or those in other similar libraries; addresses the library's need for technology; and takes into consideration other plans developed at the state, regional, and local levels. Under the Americans with Disabilities Act (ADA), effective January 1992, every public library regardless of staff size was to have completed a review of its facility for architectural accessibility and compliance with the ADA. The needs assessment component of the library's long-range plan should include this subject and identify barriers, outline corrective action, and include a mechanism to involve community members to discuss the process of making the library and its services fully accessible to all patrons.

**Multi-year goals and objectives:** Goals are broad statements describing desirable end results toward which the library will work over the long term, encompassing a vision of what services should be available; a goal is not measurable and may never be fully reached but will probably not change over a three to five year period; together with objectives, goals define a course of action for meeting the needs of a community. Objectives are specific, short range statements of results to be achieved to implement a goal; they define how it will be done, who will do it, and when and under what conditions; objectives are measurable, include time frames and may or may not change over a three to five year period depending upon progress made.

Action plan with specific timeframes and/or other measurements for achieving objectives: The means used to accomplish an objective including specific tasks that will be done in a given year to achieve that objective; activities should include specific timelines and/or other measure for determining when the activities will take place and how the objective will be accomplished.

Brief description of planning methodology: Identification of a specific planning process, such as the PLA process or MBLC school library planning process, and any modifications to it; or, if a library has not used a particular process, a description of what was done, who participated, to what extent, how and what data was gathered, and during what period the plan was developed.

Approval of governing board: Assurance that the library's trustees for a public library; principal, superintendent or school committee as appropriate for a school or district; dean, provost or president for an academic library; or other governing unit as appropriate has reviewed the contents of the plan and voted to accept it.

Annual updates of action plans: By December 1 of each year, the action plan should be reviewed and revised to reflect activities that will take place in the next fiscal year to achieve the long-range plan's goals and objectives.

## 9 Approval

This plan was approved by the Randall Library Board of Trustees at the meeting of October 15, 2008.

## 10 Appendix 1– Seniors Survey Responses

The Randall Library Long Range Planning Committee is in the process of preparing a master plan. As part of this process, we prepared a survey for general distribution and a Hale School student survey. In order to complete our planning, we are asking you for your input.

Distribution: 900...responses: 15...(1.7%)

I have a Randall Library card? Yes\_15...(100%) No\_\_\_\_\_

I use the library

every...week...6...(40%)...1-2 weeks...1...(7%)...

2 weeks...1...(7%)...2-3 weeks...2...(13%)...3 weeks...1...(7%)

month...3...(20%)...once in a while...1...(7%)

I would use the library more if:

more book club titles, open Mondays, more space, more books, more magazines, full time young adult librarian, more parking, I had more time.

I prefer other libraries: yes...2...(13%) no...2...(13%)

Location: Hudson (2), Maynard (2), Concord (1), Acton (1)

Reason: more book club titles, open Mondays, more space, more books, more magazines, full time young adult librarian.

I know how to request materials from my home computer.

Yes 9...(60%) No 3...(20%)

I am aware that books on tape / CDs, DVD movies and music as well as Internet access is available at the library.

Yes 15...(100%) No\_\_\_\_\_

I am aware that passes to museums are available free at the library. Yes 13...(87%) No 2 (13%)

The thing that I like most about the library:

friendly staff...10, Minuteman Network...6, videos...3, convenience...2, pretty building, location, books, museum passes, new release section.

The thing that I like least about the library is:

limited selection, poor lighting, high steps, limited parking, no reading room, lack of cleanliness, closed in atmosphere, closed Mondays.

Comments:

orders by internet come too late for book club, exasperated at miserable, cramped environment and the lack of initiative of the Library Board, it's a fine experience, appreciate best sellers so fast, pleasant and efficient staff, able to spread out upstairs?, lucky to have a library with as many new books as we have, library is wonderful, given the size of Stow and the realities of our tax base, this library is great. More space, more hours, a children's librarian, etc., would be nice, but I do not want to pay for it.

11 Appendix 2 General user survey responses 109

How often do you visit the Randall Library?

40 Once a Week or More    47 2 or 3 Times a Month            12 Monthly  
 2 Every Other Month                            4 Less than 6 times a Year    1 Never

When was your most recent visit to the Randall Library?

35 Today            55 Last Week        10 Last Month    3 2 or 3 Months Ago  
 0 In the Last 12 months    1 Over a year ago            0 Never

Tell us what you like about the Randall Library

Friendly	43
Staff	38
Minuteman network	29
Good collection	22
Convenient	22
children's programs	16
DVD's	13
Building	10
comfortable feeling	10
books on tape	9
children's books	9
Children's Librarian	9
new book section	8
community activities	4
ambiance	2
reference materials	2
museum passes	1
browsing	1
comfortable seating	1
Value line subscription	1
neatness, magazines	1
short wait time for new releases	1
e mail notification	1
building size	1
travel book	1.

If you could change something about the Randall Library, what would it be?

More hours	21,
more room	15,
more parking	9,
quiet reading area	8,
better lighting	8,
separate children's area	6,
DVD, CD return slot	5,
better facility	5,
more staff,	4
more DVD's	4
better use of reference area	4
more books on tape	4
more periodicals,	1
evening family activities,	4
unfriendly Librarians	4
leaky roof	3,
less mysteries in new book section,	3
adult programs	3
comfortable chairs	3
old books,	3
upgrade appearance (inside and out)	3
more music CD's	3
more adult paperbacks	3
list of non- book materials	2
upgrade home improvement books	2
million dollar endowment	2
replace worn carpeting	2
limited hours	2
children's play area	2
"Susan might loosen up a little"	2
more large print books	2
service for shut- ins and seniors	2
too crowded, difficult layout	2
crowded books on tape section	2
DVD's with more cultural merit, better selection on civil rights era	2
better tapes & CD display area,	1
more copies of best sellers	1
tutorial on using the Minuteman system	1
more classics	1
quieter environment	1
more financial papers	1
later weekday hours	1
reduce cost of photo copies	1
place for tutoring	1
slow Minuteman delivery service	1

Do you access the Minuteman Library Network from home or work? 66 Yes 41 No

Do you visit other libraries? 68 Yes 37 No

Which ones?

Acton...49,	Concord...20,
Maynard...16,	Hudson...15,
Sudbury...10,	Wayland...5,
Lincoln...4,	Lexington...3,
Watertown...3,	Bolton...2,
Framingham...2,	Newton...2,
Waltham...2.	Weston...2,
Emerson Hospital...2,	Berlin, Bedford,
Belmont,	Harvard,
Littleton,	Marlboro,
Medfield,	Middlesex Community College,
Natick,	West Acton...1

Why do you go to these libraries?

Greater variety...20,	children's section...12,
browsing...9,	convenience...8,
research...7,	books on tape...3,
contents...3,	building architecture...2,
small & friendly...2,	comfortable reading area...2,
programs,	weekend hours,
books on tape,	different network...1

Do you visit these libraries more or less often than the Randall Library?

5 More Often    46 Less Often    2 About the Same

What library services to you use? How often do you use them?

	Often	Sometimes	Never
Borrow a book	83%	15%	2%
Borrow DVDs, tapes, CDs, other media	68%	29%	3%
Borrow museum pass	0%	58%	42%
Read newspaper; magazine	16%	49%	35%
Browse/Read in the Children's area	33%	33%	34%
Browse/ Read in the Young Adult area	12%	32%	56%
Browse/Read in the New Books area	62%	28%	10%
Browse/Read in the Adult Non-Fiction area	36%	44%	20%
Browse/Read in the Reference area	14%	61%	25%
Ask a reference question	8%	50%	42%
Obtain information needed for school	12%	32%	56%
Obtain information needed for job/career	3%	30%	67%
Obtain information needed for an organization	6%	18%	76%
Obtain information about a personal interest, hobby, or needs	29%	61%	10%
Research local history	5%	26%	69%
Place to study	3%	33%	64%
Place to relax	5%	38%	57%
Attend a lecture/public program/concert	3%	55%	42%
Use a meeting room	3%	43%	54%
Attend story time/children's program	14%	27%	59%
Use the Internet	3%	34%	63%
Use the photocopier	3%	34%	63%

	Often	Sometimes	Never
Access Minuteman Library Network	17%	58%	23%

How would you evaluate the Randall Library on the following?

4 = Very Useful 3 = Satisfactory 2 = Unsatisfactory 1 = Very Unsatisfactory DK = Don't Know

Library Collections	1	2	3	4	DK
Adult Fiction	0	14	43	33	10
Adult Non-Fiction	0	7	53	20	20
Young Adult	0	3	27	13	57
Children	0	3	23	40	34
Media (Tapes, DVDs, CDs)	0	7	47	33	13
Newspapers/Magazines	0	10	47	17	26
Reference Collection	0	7	30	7	56
Convenience/Service					
Hours of Operations	3	27	57	13	0
Availability of Reading Material I Want	0	14	53	20	3
Availability of Reference/Research Material I Want	0	4	57	7	32
Ease in Finding Library Materials	0	3	60	34	3
Ease in Checking Out Library Materials	0	0	29	67	4
Ability to Obtain Materials from Other Libraries	0	3	17	80	3
Availability of Museum Passes I Can Use	0	0	33	10	57
Reference Service	0	3	23	13	61

Convenience/Service					
Children's Programming	0	0	10	35	55
Ease of use of Minuteman Interlibrary Loan Catalog	0	7	37	37	19
Staff					
Availability	0	0	13	87	0
Helpfulness/Courtesy	0	3	13	84	0
Knowledge	0	3	24	73	0
Efficiency	0	0	21	79	0
Facility					
Appearance/Ambiance	0	22	37	41	0
Maintenance/Cleanliness	3	3	52	42	0
Noise	0	3	59	35	3
Ease of Parking	3	24	59	14	0
Comfort (temperature/light)	3	7	50	40	0
Restroom	0	3	55	32	10
Seating	3	13	53	31	0
Building Size	3	23	57	17	0
Convenience to Home	0	0	32	65	3
Convenience to Work	4	11	30	37	18
Place to Read	0	20	50	13	17
Place to Study	0	13	33	13	41
Place for Community Meetings/Events	0	0	63	23	14

Indicate difficulties or areas of concern to you at the Randall Library. Check as many as apply.

47      Parking lot often crowded    1      Staff not available 56      Hours inconvenient  
1      Materials not current/relevant    20    Book not available    12      Building not comfortable

29 Building needs repair/upgrade 6 Building not accessible 1 Staff not helpful  
 21 Not enough study space or seats 12 Not enough computers 15 Library too noisy

Other – Please specify: Poor lighting, upgrade meeting area, cleanliness, 2<sup>nd</sup> floor use.

Are you willing to pay additional property tax for upgrading library services?

96% Yes 4% No

Tell us about yourself:

What is your age group: 30% Under 14 9% 14-18 4% 19 – 25  
 23% 26 – 40 33% 41 – 70 1% 71 & over

Town where you live: Stow...30, Acton...2 (sample size = 34).

Town where you work/go to school: Stow, Marlboro...7, Maynard...3, Boston, Clinton,  
 Concord...2, Bolton, Chelmsford, Fitchburg, Framingham, Millis, Newton, Northboro,  
 Southboro, Waltham, Westwood...1 (sample size =34).

## 12 Appendix 3 Hale School Survey – responses 200

### 1. I have a Randall Library card:

Yes 6...54 7...61 8...85 total...200  
 No 6... 8 7... 8 8... 3 total... 19

### 2. I use the Randall Library once every:

3-4 days	6... 3	7... 3	8... 0	total... 6
week	6... 6	7... 5	8... 4	total...15
2-3 weeks	6... 4	7... 5	8... 4	total...13
month	6...17	7...15	8...23	total...55
2 months	6...11	7...10	8...19	total...40
6 months	6... 5	7... 5	8... 6	total...16
summer	6... 2	7... 2	8... 0	total... 4
year	6... 7	7...13	8...24	total...44
greater than a year	6... 2	7... 2	8... 6	total...10
never	6... 5	7... 5	8... 4	total...14

### 3. I know how to request library materials from my home computer:

Yes 6...30 7...35 8...64 total...129  
 No 6...20 7...25 8...20 total... 65

### 4. I am in 6th...62 7th...69 8th...88 total...219

### 5. The time that I normally go to the Randall Library is:

after school	6...32	7...42	8...45	total...119
on Saturdays	6... 8	7... 7	8...10	total... 25
after dinner	6... 3	7... 3	8... 8	total... 14
summer	6... 3	7... 2	8... 5	total... 10
varies	6... 5	7... 5	8... 4	total... 14

never 6... 3 7... 9 8... 7 total...19

6. I use the Randall Library primarily to:

read	6... 1	7... 1	8... 1	total... 3
homework	6... 2	7... 1	8... 8	total...11
get books	6...15	7...18	8...18	total...51
find sources for my class work	6...17	7...29	8...47	total...93
get pleasure reading material	6...14	7...12	8...16	total...42
get DVDs	6...15	7...14	8...19	total...48
socialize with my friends	6... 6	7... 3	8... 3	total...12
wait for my ride	6... 6	7... 7	8... 2	total...15

7. I would go to the Randall Library more frequently if:

materials for class work	6... 3	7...12	8... 7	total...22
materials to read for pleasure	6...10	7... 2	8... 3	total...15
a quiet place to read	6... 1	7... 1	8... 3	total... 5
on-line computers where I could study	6... 4	7... 0	8... 0	total... 4
on-line computers where I could chat	6... 3	7... 3	8... 1	total... 7
more of my friends went to the library	6... 4	7... 4	8... 3	total...11
movies in the evening	6... 4	7... 2	8... 1	total... 7
better hours	6... 9	7... 5	8... 4	total...18
different books	6... 6	7... 9	8... 9	total...24
more young adult	6... 4	7...16	8... 3	total...23
had more time	6... 2	7... 8	8... 8	total...18
I liked to read	6... 1	7... 7	8... 0	total... 8
It were closer	6... 1	7... 3	8... 2	total... 6
video games	6... 1	7... 3	8... 5	total...9
don't want to	6... 3	7... 5	8... 4	total...12
we didn't have a good school library	6... 1	7... 1	8... 2	total...4
more DVDs	6... 3	7... 1	8... 3	total...7

8. The thing that I like **LEAST** about the Randall Library is:

the book selection	6... 8	7...20	8...18	total...46
the staff	6... 4	7...10	8... 1	total...15
the hours	6...10	7... 5	8... 8	total...23
it's a library	6... 2	7... 2	8... 7	total...11
nothing	6... 4	7... 6	8... 3	total...13
limited DVDs	6... 1	7... 2	8... 2	total...5
the quiet	6... 3	7... 0	8... 6	total...9
small size	6... 1	7... 3	8... 4	total...8
the computers	6... 1	7... 3	8... 1	total...5
can't use upstairs	6... 0	7... 3	8... 1	total...4

9. The thing that I like **BEST** about the Randall Library is:

the books	6...11	7...26	8...19	total...56
the DVDs	6...14	7...12	8...15	total...41
close by	6... 1	7...10	8... 7	total...18
quiet	6... 6	7... 2	8... 8	total...16
nothing	6... 3	7... 7	8... 6	total...16
the staff	6... 2	7... 4	8... 3	total...9
ice cream social	6... 1	7... 0	8... 4	total...5

place to do homework	6... 0	7... 3	8... 1	total...4
roof area	6... 0	7... 2	8... 1	total...3
air conditioning	6... 0	7... 2	8... 1	total...3