

**Town of Granby
Department of Library Services
Long-Range Planning Committee**

The Granby Public Library System: Growing to Meet Community Needs

A Long-Range Plan for Library Services

2013 - 2017

**Approved by
The Granby Library Board
(October 9, 2012)**



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Overview

The Granby Department of Library Services supports intellectual freedom and the right of individuals to read, learn and gather in a safe, friendly and welcoming environment. Since 1992, the department has used long-range planning in five-year segments to ensure its services and programs effectively meet this mission.

Based on the Library System's usage statistics and information learned from community surveys, the Long-Range Planning Committee and the Granby Library Board have determined that the department's 2013 - 2017 Long-Range Plan will focus on four areas:

Alternate Funding: Identify and prioritize special projects / needs for non-operational expenses of the Granby Library System and how to raise the necessary funds.

Facilities: Establish more consistency in hours of operation and redefine the role of the Library Expansion Committee to focus on future opportunities for best use of existing space at both Libraries. A reconfiguration of existing space is recommended. An expansion of the Library System's services and /or facilities may be needed.

Marketing: Improve the Library System's visibility both as a service and as a location. Enhance Library System presence in town-wide events. Explore the establishment of a staff position for marketing and development.

Technology: Develop a timely and systematic schedule for replacing and/or upgrading public and staff computers and printers in order to continually enhance the Library System's technological resources and services. Explore the feasibility of joining a regional consortium in order to expand and protect the ability to provide resources and materials to patrons.

Attaining the goals of the 2013 - 2017 Long-Range Plan will enable the Department of Library Services and the Granby Library Board to serve the informational needs of the community, and to house and provide access to quality collections in a safe, friendly atmosphere. The Plan also will provide the citizenry of Granby with the ability to access electronic resources from the comfort of both the Libraries and their homes. The Library System will continue to be a community resource center where residents of all ages can find information, materials and enjoy a variety of programs.

Introduction

Long-range planning has proven to be an effective tool for many aspects of Granby's governmental operations. This planning process helps determine the level of resources needed to meet the community's expectations and identifies objectives necessary to accomplish goals. The Granby Department of Library Services, which includes Granby Public Library and the Frederick H. Cossitt Library branch, has prepared Long-Range Plans every five years since the first plan was created in 1992. Each plan has enabled the department to focus its energies and resources in a deliberate manner using the input from town residents, Granby's demographic information, a careful review of what has been accomplished and a vision for the future of library services.

The 2013 plan began with direction from the Library Board to focus on five topics. A town-wide survey was distributed and analyzed. Long-Range Planning members formed five separate committees; each group researched its topic, crafting a report that translated into goals and objectives. This report, *Growing to Meet Community Needs*, was accepted by the Library Board and presented to the Board of Selectmen.

Alternate Funding Subcommittee:	Judy Goff, Lynn Lochhead, Duncan Rowles
Facilities Subcommittee:	Bill Kennedy, Jennifer Pizzanello, Linda Veirs
Marketing Subcommittee:	Lynn Lochhead, Kathleen Marszycki
Survey Subcommittee:	Donna Wix, Carol Bressor, Judy Goff
Technology Subcommittee:	Bob Donna, Dick Lydon

The Granby Department of Library Services

Vision

In a growing community that is striving to preserve its small-town individuality, we are committed to becoming the community crossroads where all generations can meet to freely exchange ideas and information, where technology and resources support the search for knowledge, where services and collections enrich the lives of residents and where the library system is a leader in cooperation with other town services, schools, businesses and organizations. The library system is often the cultural heart of a community. A well-supported system is generally a sign of an intellectually healthy population. A growing community needs an adaptive library system and reconfiguration or expansion plans must become part of the town's capital needs assessment.

Mission Statement

The Granby Library System supports intellectual freedom and the right of individuals to read, learn and gather together in a safe, friendly and welcoming environment. The System provides free access to a diversity of ideas, resources and experiences and strives to enhance the quality of life in our community by providing and encouraging life-long learning with a variety of resources.

Roles

The Granby Department of Library Services will accomplish this mission through these roles:

1. To serve the informational needs of the community through its various collections and online resources.
2. To house and provide access to a quality collection of materials that reflects and responds to the interests and needs of the residents of Granby.
3. To be a community resource center where residents of all ages can find information, materials and enjoy a variety of programs.
4. To provide a safe, friendly atmosphere for children's study, a quiet comfortable space for in-library reading and computer use, and a place for residents to exhibit collections of interest to the general population.

The Town of Granby

A Profile

The Town of Granby, composed of Granby, North Granby and West Granby, is a residential community situated in the Farmington River Valley in northern Connecticut. It was incorporated as a town on October 12, 1786. An elected Board of Selectmen governs the town and appoints the Town Manager. The town spreads over 41 square miles with more than 87 miles of local roads linking its residents and services.

The Town Seal bears the image of the 400 year old Granby Oak, a proud symbol of the town's history, strength and beauty. Reminders of the past are everywhere - the Civil War monument on the green, historic homes along Salmon Brook Street, well-kept cemeteries that dot the town, old churches, and the Salmon Brook Historical Society with buildings and furnishings indigenous to Granby and its families.

While remembering its past, the town prepares for its future. Municipal and school building projects have been planned and built with the help of a yearly updated computer model that allows for evaluating and scheduling needed facilities while keeping tax increases at a stable level. A Plan of Development and Conservation controls residential and commercial growth while preserving open space, forest and refuge and remaining farm lands.

Diversity of housing options includes single family homes (by far the majority), condominium complexes, senior housing units, residential group homes and an adult community. The town has established different zoning requirements on the basis of sewer access, soil conditions for septic tanks, difficult terrain and open space designations. Commercial and business zones are limited to specific areas. The amount of land needed for a housing unit becomes greater as the distance from established communities in the flat valley center land radiates out to more difficult areas. Where appropriate, flexible residential development allows for smaller lots in return for greater open space areas.

The growth of the business community has been primarily in the town center area with connecting roads, similar signage, lighting and landscaping to encourage pedestrian traffic and a town center atmosphere. Sidewalks connecting the Town Center with Salmon Brook Park are scheduled for installation in 2013. A second area, in the southern part of town served by public water and sewer, has become a satellite business center with a future plan for incorporating a business zone. An active Chamber of Commerce encourages small business endeavors.

There are five public schools in town: a primary school for grades K-2, two intermediate schools for grades 3-6, a middle school serving grades 7-8, and a high school. Enrollment in Granby Public Schools is approximately 2100 students for 2012, including about 75 students from the CHOICE program and about 60 East Hartland residents enrolled in the High School. There are also a number of students who attend private schools or are home-schooled. Approximately 90 Granby students are enrolled in alternate schools (vocational, technical, magnet programs), some part-time, others full-time. There are seven daycare centers and preschools in Granby.

Although much of its farmland has been developed into residential areas, Granby considers itself a rural town. McLean Game Refuge and the Enders and Tunxis State Forests contribute to the natural beauty of the area. Open space is a priority of the town and the Granby Land Trust. Several local roads have received a “scenic road designation” which will also preserve the rural character of the town.

Recreation opportunities abound for all age groups: town-owned Salmon Brook Park offers swimming, tennis, soccer and baseball fields and an area to ride horses. It also includes a playscape and a dog playground. Our newest town park, Ahrens Park, has soccer and football activities and offers community garden plots.

The Senior Center and Youth Services Building is always busy. Youth activities include classes (dance, art, babysitting), sports and trips. Senior activities are scheduled five days a week and include specialized clubs (camera, civic, adventures), many bus trips, popular monthly Men’s and Women’s Breakfasts, sports and a host of classes.

The 335-acre town-owned Holcomb Farm offers a community-based farming project (CSA), facilities for community events and many hiking trails. There are also privately run swim, tennis, and exercise facilities. A 65,000 square foot Farmington Valley YMCA facility is open for all ages.

Granby is known as a volunteer community. Volunteers fill all town boards, elected and appointed. Residents contribute many hours of service to The Lost Acres Fire Department, The Granby Ambulance Association, and the local newspaper, *The Drummer*, which has been in continuous publication with an all-volunteer staff for over 40 years. There are 4-H groups, scouts, athletic teams, social groups, and library support groups, all run by volunteers. There are also advocate groups such as Citizens for a Better Granby.

Statistical Snapshot

(Sources: Connecticut Department of Community and Economic Development.
Connecticut Town Profiles; Granby Director of Community Development)

ABSTRACTED TOWN STATISTICS:	
Land Area	41 sq. miles
Population (2011)	11,364
Age 4 and Younger (Preschoolers)	720
Age 5-17 (School Age)	2,108
Age 18-24	1,167
Age 25-49	3,488
Age 50-64	2,104
Age 65 and Older	1,777
Educational Level (Age 25 and Older) With Bachelor's degree or more	50%
Residents employed in Town (2011)	2,187
Existing Housing Units (2009)	4,247
Senior Housing Complexes	2
Nursing Homes	1
Daycare and Preschool Centers	7
Public Schools	5
Public School Enrollment (2012) includes preschool (16)	2,118
Churches	9

LIBRARY SYSTEM STATISTICS:	
Registered Library Patrons (2012)	11,742
Per Capita Library Expenditure, FY 2010-11	\$63.23
Total Circulated Items, FY 2011-12	146, 424
Total Transactions, FY 2011-12	274,800
Libraries' Total Holdings (2012)	74,340
Circulation per Capita, FY 2010-11	13

The Libraries of Granby

A Brief History

Libraries have been an integral part of the town since 1812 when the Social Library Society was formed for “the improvement in useful knowledge.” The Salmon Brook Library Company was established in 1822, the Young Gentlemen and Ladies Library in 1830, and a Granby Library Association in 1869. After a fire destroyed this center of community activity in 1916, a new building, a gift of the Bunce family, was opened in 1918 and served as the Granby Public Library until 1982.

A new central building, which incorporated both the Granby Public Library and the Senior Center, was debated in the 1970s, approved at referendum in 1980 and completed in 1982. The Senior Center subsequently moved into its own building in 2002, enabling the Library to expand into the space vacated by the Senior Center. The expansion/reconfiguration included a new Children’s Room and the Reading Room, where adults can access the Internet, work on computers and read newspapers and magazines in a quiet environment. A Teen Section was created in 2005, with a grant from The Hartford Foundation for Public Giving. The Library is located near Granby center in the municipal complex which includes Granby Town Hall, the Police Station, the Senior Center and Youth Services Building and the Board of Education.

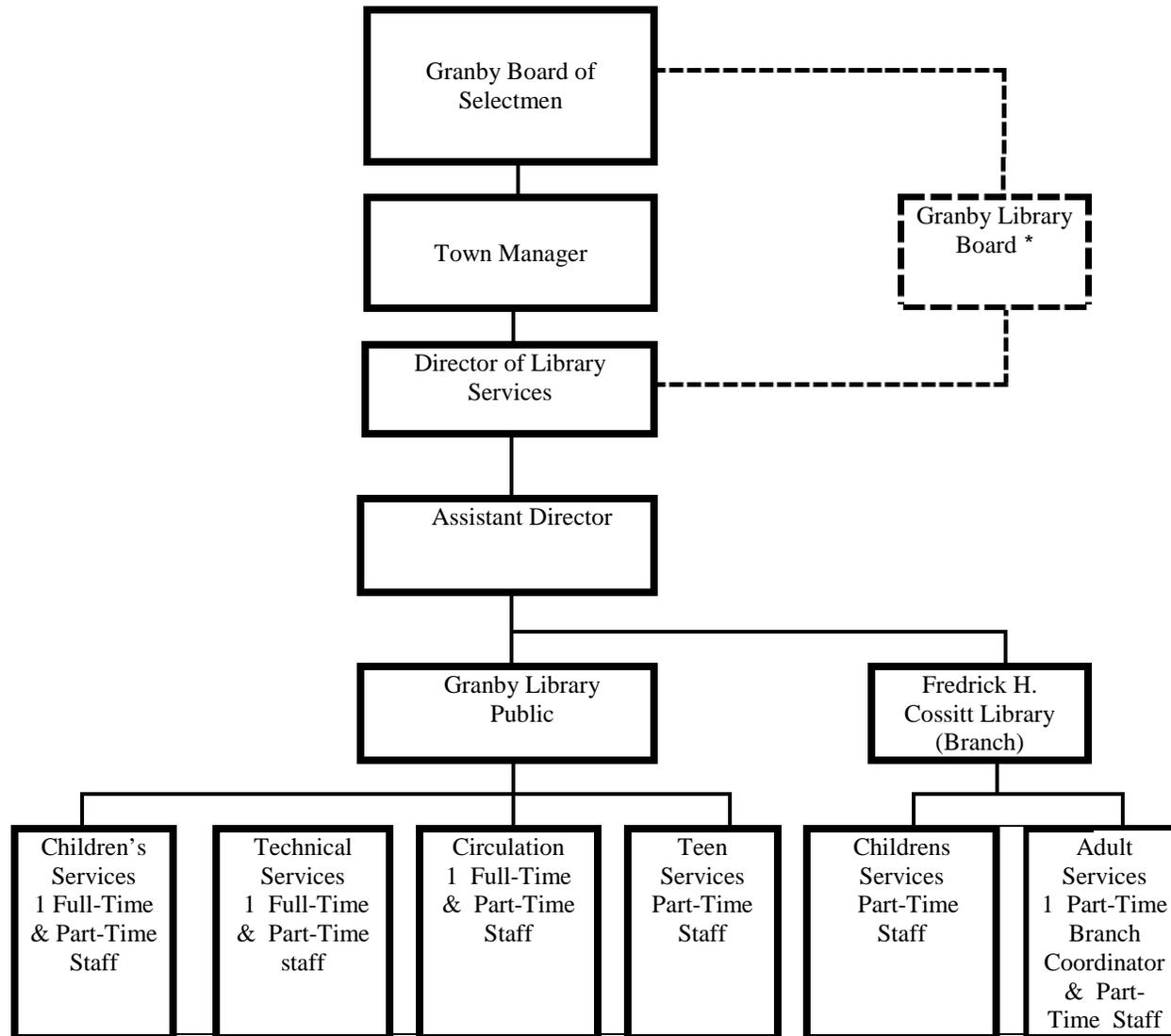
In 1888, Frederick H. Cossitt left \$10,000 in his will to the “Corporation of North Granby” for the purpose of building a free public library near his childhood home. This library has grown and flourished over the years. This unique building, on the National Registry of Historic Places, has had a few exterior changes, but its original cypress wood interior is still intact. Significant structural and aesthetic improvements have been made to the Cossitt Library in the past five years.

Both Libraries are part of the Granby Department of Library Services, managed by the Director of Library Services and funded through the Board of Selectmen’s budget. The Board of Selectmen appoints the volunteer Library Board, which advises the Director on budgets and policies. Very active and necessary “friends” groups support each library. The Granby Library Association remains active, providing invaluable support to the entire library system.

Today, patrons have access to more than 74,000 titles, including books, magazines, movies, audiobooks, music, free downloadable ebooks and other online resources. Both Libraries offer public workstations with free Internet access within a Wi-Fi environment, and the integrated circulation and catalog systems offer 24/7 access both within the Libraries and remotely from home, school or office. A host of free online databases are also available on iCONN, the State Library’s Digital Library. Services and programs are offered for residents of all ages and are publicized in area newspapers, as well as online via social media. In addition, the Granby Public Library’s outreach program delivers books to the two senior housing complexes, the Senior Center, and Meadowbrook nursing home. The library staff is knowledgeable and helpful, providing a safe and friendly environment for children of all ages. Adults can drop in for quiet reading, free computer use, book discussions and other programs of interest.

As services continue to grow beyond the boundary of the four walls with a wealth of online resources, the Libraries strive to sustain an atmosphere of small-town friendliness and personal service. Each library has unique characteristics, but their combined efforts provide Granby residents the best in library service now and will continue to do so in the future.

Organizational Chart



The Long-Range Planning Process

Long-Range Planning is an ongoing process. Each year the five-year plan is reviewed and revised as needed.

Gathering Information

1. A printed survey was distributed at the libraries.
2. A similar survey was run in the *Granby Drummer*, taken to various organizations in town and put online using SurveyMonkey.com.
3. Financial and statistical information was gathered on Cossitt and GPL libraries.
4. Input from schools, seniors and businesses was collected to help committees determine future direction.

Committee Activity

The Long-Range Planning Committee determined there were five areas that needed special attention. To address these areas five subcommittees were formed:

1. Alternate Funding Subcommittee
2. Facilities Subcommittee
3. Marketing Subcommittee
4. Survey Subcommittee
5. Technology Subcommittee

Goals and Objectives of the 2013 – 2017 Long-Range Plan

The following goals are the joint responsibility of the Director of Library Services and the Granby Library Board:

Alternate Funding

Funds raised outside of Town of Granby Budget and Capital allocations for non-operational expenses of the Granby Library System.

A.1 Identify special projects / needs throughout Library System. Prioritize list.

A.2 Query other libraries to gain information on how and where funds were raised for projects. Determine which processes have potential for Granby Library System fundraising efforts.

A.3 When specific fund needs are identified, form fundraising committee (participants to include representation from Granby Library Board, Library Support Groups, elected officials, local residents). Set timelines and goals for fundraising committee. Create charge for committee. Identify local resources: GLA, Friends of Granby Public Library, Friends of Cossitt Library, Chamber of Commerce, local businesses, foundations, residents and bequests. Coordinate efforts with GLA to ensure tax-deductible status of gifts.

A.4 Research Grant availability – local and national foundations. Conduct search for local grant writer. Identify specific needs / projects. Grants written and submitted to appropriate foundations.

A.5 If Capital Project (expansion or reconfiguration of existing Granby Public Library space) is identified as a need, research requirements for formation of a Political Action Committee (PAC). If required by state statute, assist in formation of PAC.

Facilities

F.1 Establish more consistency in hours of operation so that patrons know when the Libraries are open.

F.2 Redefine Library Expansion Committee roles to focus on future opportunities for best use of existing space.

F.3 Prepare documentation as required by the State of Connecticut.

F.4 Prepare a presentation to the Board of Selectmen to request funding to hire an architect/consultant to define the project and prepare a preliminary design plan.

F.5 Prepare documents needed for Capital Planning and prepare any documents required to secure a town vote. Coordinate with Marketing Subcommittee to promote approval.

F.6 Work with the Director and Library staff to create an interim plan in support of ongoing Library functions during reconfiguration.

F.7 The work for the redesigned Library commences.

F.8 The work is completed and redesigned Library is operational.

Marketing

M.1 If a need is proven, identify marketing consultant (paid or pro bono) to be available to library community (Director / Staff / Library Board) on an as-needed basis for ongoing needs and special projects. If paid, add line item to budget.

M.1 Form subcommittee within Library Board to interact with consultant subcommittee to include representation from library staff and support groups Committee to identify needs / requirements / goals.

M.3 Develop brand / logo to identify Granby Library System.

M.4 Improve the visibility of libraries. Expand signage within complex. Clearly identify open / closed status.

M.5 Consider establishing position of development director. Research similar positions in other library systems. This position may include PR campaign for fundraising – single or extended programs – building addition and/or reconfiguration.

M.6 Expand Library Outreach Program – such as schools, Chamber of Commerce and Senior Center.

M.7 Involve Libraries in town-wide events – such as parades, chamber sponsored events and school open houses.

M.8 Host a library support workshop (attendees to include Library Board, GLA, Friends Groups, elected officials, Library Director and Assistant Director) to discuss “state of the libraries” and future goals.

Technology

In order to continually enhance their technological resources and services, the Libraries will:

T.1 Work to meet the growing demand for ebooks, online databases and other digital resources for its patron community; advertise the availability of these digital resources and devices; develop training for staff and patrons.

T.2 Develop a timely and systematic schedule of replacement and/or upgrade of public and staff workstations, computers and printers.

T.3 Explore the feasibility of joining a regional consortium in order to expand and protect their ability to provide resources and materials to their constituencies and implement when approved.

T.4 Explore the possible usage of reservation management software for meeting rooms and museum passes.

Goals and Objectives Timeline	2013	2014	2015	2016	2017
ALTERNATE FUNDING					
A.1 Identify Special Projects					
A.2 Query other libraries					
A.3 Form fundraising committee as needed					
A.4 Research grant availability					
A.5 Identify need to form PAC					
FACILITIES					
F.1 Consistent hours					
F.2 Library Expansion Committee redefined					
F.3 Prepare building program					
F.4 Prepare presentation to BOS					
F.5 Capital Planning, town approval					
F.6 Implement interim plan					
F.7 Redesign work commences					
F.8 Redesigned Library operational					
MARKETING					
M.1 Marketing consultant					
M.2 Marketing subcommittee					
M.3 Develop brand/logo for Library System					
M.4 Expand & improve signage					
M.5 Development Director Position					
M.6 Expand Library outreach program					
M.7 Improve Library presence – town-wide events					
M.8 Establish annual library support workshop					
TECHNOLOGY					
T.1 Database expansion / patron and staff training; advertise available technologies and digital resources					
T.2 Replace / upgrade computers and equipment					
T.3 Explore feasibility of joining a regional consortium; implement when approved.					
T.4 Explore software for reservations management (museum passes, meeting room usage)					

Surveys

Granby Library Services Population Survey Summary

The Granby Library Services Long-Range planning process includes a population survey of library uses and services provided. The survey (conducted in the spring and fall of 2011) took on a three-tiered approach. First, a survey of library patrons was conducted on Snapshot Day and the subsequent week. Board members, volunteers and library staff asked patrons to complete this survey. Secondly, a shortened, community group survey was brought to groups including PTO, Middle School PAC, The Granby Education Foundation, the Men's and Women's Breakfasts as well as other senior center activities, and other town committees. This survey also appeared in the Granby *Drummer*. Finally, an online survey with the same questions as the community group survey was powered by SurveyMonkey.com. The online survey could be accessed through the library website, the youth services website and the digital backpack as well as email links sent to the Granby Chamber of Commerce and home-schooled groups.

In all, 617 surveys were compiled – 308 from library patrons, 179 from community groups and 130 from the online survey. Results for the community groups and online survey are combined since their questions are identical. The survey results are in Addendum A. Some of the questions were the same on all surveys. Here are the combined results on those items:

Question	Snapshot Day	Community Groups/Online	Total	Percentage
Do you use the library?	308	255	563	91.2%
Would you support, with tax dollars, expanded hours?	175	151	326	52.8%
Would you support, with tax dollars, increased collections?	94	102	196	31.7%
Would you support, with tax dollars, building addition?	28	103	131	21.2%

The Review Process

This document is intended to be a working document that will be used by the Library System to develop, plan and deliver library services. The Library System will review this document annually and submit a progress report including any recommendations to the Granby Library Board. The Library Board will discuss and approve recommendations if needed. This Plan will be used as a basis for the budget planning process.

A Note of Thanks

The Library Long-Range Planning Committee and the department of Library Services wish to thank the many residents, Library Board members and Library staff for offering their time, opinions, suggestions and assistance in the creation of this plan.

Addendum A: Survey Results

Granby Dept. of Library Services Survey – Community Groups and Online Spring/Fall 2011

1. Do you use the Granby libraries? Yes **255 (82.5%)** No **54 (17.5%)**
If not, why not? (Check all that apply)
Purchase books **18 (33.3%)** Purchase e-books **12 (22%)**
Libraries don't have what you need **5 (9.2%)** Use other library **13 (24%)**
Library hours not convenient **13 (24%)** Don't have library card **4 (7.4%)**
Can't get to the library **1 (1.8%)** Other ¹ **19 (35.2%)**

2. What would you like to use the library for? (Check all that apply)

Books (adult)	159	51.5%
DVD and Videos	120	38.8%
Museum Passes	101	32.7%
Books on CD	100	32.4%
Newspapers/ Magazines	98	31.7%
Adult Programs	92	29.8%
Books (children)	88	28.5%
Library Computers	86	27.8%
Children's Programs	85	27.5%
Meeting Rooms	85	27.5%
Music CDs	82	26.5%
Play Area	79	25.6%
Study/Socialize	78	25.2%
E-books	72	23.3%
Teen Programs	68	22.0%
Wi-Fi Access	66	21.4%
Books (teen)	59	19.1%
Other ²	22	7.1%

3. Would you support, with tax dollars, (check all that apply)

Expanded hours 151 (48.9%)	Increase collections 102 (33.0%)
Building Addition 103 (33.3%)	Other ³ 24 (7.8%)

Please tell us a little bit about yourself –

4. Are you a: child **65 (21.0%)** teen **65 (21.0%)** adult **83 (26.9%)** senior **163 (52.8%)**
5. What is your zip code? (If not a Granby zip code, please write in your zip code)
06035 **148 (47.9%)**
06060 **82 (26.5%)**

(Responses as submitted)

1. Other (please specify) referring to why Granby libraries are not used:

We do use our libraries but I prefer Simsbury and East Granby both for collections, facilities, programs and atmosphere
hard to with evening hours
Very poor out dated selection of books. Very limited selection of cook books & medical ref. for example.
Cossitt, which is closer, is NEVER open. I have a dvd over a year due and I have yet to see it open. I have tried to go to the Granby library in the morning, and it too was not open.
Librarians are not helpful.
hours are shortened and cause a problem when I get home in evening sometimes library is closed - wish hours were longer -
Library is moldy causing allergies to be aggravated
Seems like every time I go there it's closed.
ONLY USE MAIN LIBRARY
TIME RESTRAINTS
FAMILY SHARES PURCHASED BOOKS
NO TIME TO READ
USING LIBRARY BOOKS AVAILABLE AT SALMON BROOK HOUSING
READ PAPERBACKS
NO TIME TO READ
USE INTERNET
PART-TIME RESIDENT
USE INTERNET
LIBRARIANS NOT HELPFUL

2. Other (please specify) referring to what do you want to use library for:

Homeschool programs
We are a family of 5 with 3 children ages 10, 7 and 5
No more abridgements.
I enjoy working on the puzzles you always have set up.
When my children were little we loved the programs and storytimes.
Love the academic courses on DVD.
we also like downloading books from your site
Magazines only or Study Only
I would love to use the geneology database sometime.
Information / Reference services and resources with a reference librarian
trains, doll house, etc.
wish the childrens room had updated more toys and interactive things besides just train table and 3-4 items to use in play area
inter library loans
COPY MACHINE
COPY MACHINE
DIGITAL SERVICES, COPY SERVICES, BUSINESS CENTER SERVICES

PUZZLE
DATABASES - ANCESTRY.COM
BOOKCLUBS
CONSCIENCE JAR - DOLLARS INSTEAD OF 25 CENT LATE FEES
CONVERT ONE DROP BOX TO MEDIA DROP BOX
GENEOLOGY, AUTHOR TALK PROGRAMS

3. Other (please specify) regarding using tax money to improve the library:

Need to balance 2 libraries with the needs - close 1 and expand the other - there should be no impact to taxes
Access to e-books through Library Card
We can not afford any increases in taxes.
The new library hours make me crazy! I hate that it is not open until noon some days and closes so early on others!!
nothing
not a resident
ebooks has to expand and allow kindle downloading.also please be open on fridays
if needed.
depends on the amount of tax though
Compared with other towns, it is my opinion our library is inferior. I would not spend additional tax dollars to fund
That's a tough one because our taxes are already too high depends on \$ should consider other sources such as fundraising or donations from the wealthy
reference librarian & reference resources (online and in print) and more adult & child programs
my taxes are too high can not afford anymore - that is why i use the library and can not buy books or go out soicallly anymore - please do not raise taxes - sell some plows or raise money in other means -
MISSES OLD HOURS
AS VOTED BY THE TOWN
HIGHER STAFF SALARIES AND BENEFITS
ANY EXPANSION SHOULD BE BY DONATION. TAXES ARE HIGH ENOUGH ALREADY.
MORE COMPUTERS
SUNDAY AFTERNOON FOR 2 HOURS
EBOOKS
EXTENDED HOURS USEFUL BUT NOT WITH TAX DOLLARS
IMPROVE TECH
PLAY AREA MINIMAL
MORE EVENING HOURS VERSUS DAYTIME

**Granby Dept. of Library Services Survey
April 2011**

1. Why did you come to the library today? (Check all that apply)

Check in, check out or renew:	Books 197 (64%)
Magazines/Newspapers 64 (20.8%)	Books on CD/Tape 40 (13%)
DVDs or Videos 132 (42.9%)	Research 20 (6.5%)
Read magazines or daily papers 36 (11.7%)	Study/Socialize 15 (4.9%)
Use library computers or Wi-Fi 52 (16.9%)	Job Now Use 1 (.3%)
Attend a class, program or meeting 26 (8.4%)	Use Copy/FAX machine 20 (6.5%)
Use Copy/FAX machine 20 (6.5%)	Other 31 (10.1%)
2. Did you find what you were looking for? Yes **284 (92.2%)** No **24 (7.8%)**
3. Did you require assistance from a staff member other than check in or check out?

Yes **107 (34.7%)** No **201 (65.3%)**

If yes, were you satisfied with their assistance? Yes **107 (100%)** No **0**

If no, why not? _____
4. What library services or programs do you use most often? (Check all that apply)

Books (adult) 241 (78.2%)	Music CD 37 (12.0%)
Play Area 24 (7.8%)	Library Computers 63 (20.5%)
Books (teen) 50 (16.2%)	Wi-Fi Access 19 (6.2%)
Books (children) 90 (29.2%)	Adult Programs 17 (5.5%)
DVD and Videos 182 (59.1%)	Children's Programs 36 (11.7%)
Books on CD 72 (23.4%)	Teen Programs 5 (1.6%)
Newspapers/ Magazines 91 (29.5%)	Museum Passes 45 (14.6%)
Meeting Rooms 18 (5.8%)	
5. Do you own or plan to purchase an e-book reader? Yes **60 (19.5%)** No **248 (80.5%)**
6. What new innovations or services would you like to see in the library?

Expand hours and staff 175 (56.8%)	Increase collections 94 (30.5%)
Building Addition 28 (9.1%)	
7. Would you like to receive reminders of items due and overdue notices by email? Yes **159 (51.6%)**
No **149 (48.4%)**
8. Do you use the library's website? Yes **136 (44.2%)** No **172 (55.8%)**

If yes, what do you use it for? (Check all that apply)

Access your account and renew books 73 (53.7%)	
Check Calendar of Events 30 (22.1%)	
Check availability and reserve books 79 (58.1%)	
Interlibrary Loan 45 (33.1%)	
Access available databases and resources (BookFlix, Ancestry.com, etc.) 16 (11.8%)	
Email to library/staff 6 (4.4%)	
9. Are you a: child **2 (.6%)** teen **9 (2.9%)** adult **198 (64.7%)** senior **97 (31.7%)**
10. What time of day did you come into the library today?

Before Noon 71 (23.1%)	Noon to 5 PM 168 (54.5%)	After 5 PM 69 (22.4%)
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11. What is your zip code? (If not a Granby zip code, please write in your zip code)

06035 164 (53.2%)	06060 74 (24.0%)	06090 22 (7.1%)
other 48 (15.6%)		