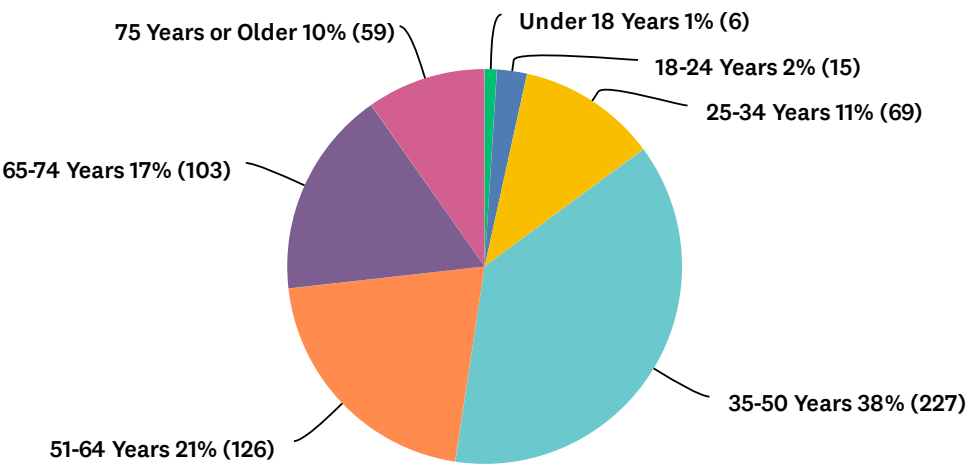


Q1 What is your age?

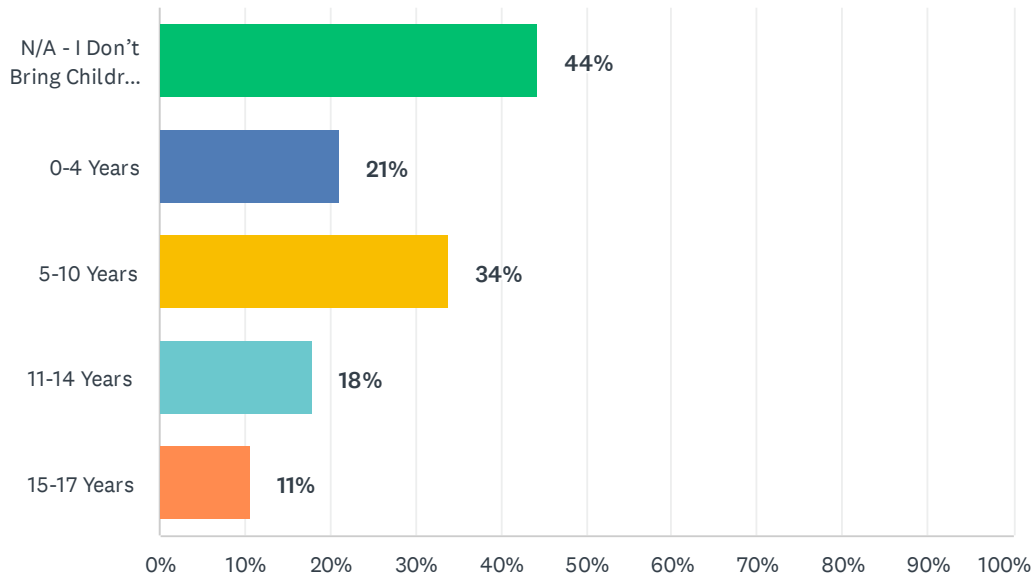
Answered: 605 Skipped: 0



ANSWER CHOICES	RESPONSES	
Under 18 Years	1%	6
18-24 Years	2%	15
25-34 Years	11%	69
35-50 Years	38%	227
51-64 Years	21%	126
65-74 Years	17%	103
75 Years or Older	10%	59
TOTAL		605

Q2 Please indicate if children currently reside in your household OR if you bring children to visit the Library (e.g., grandchildren). Please check all ages that apply.

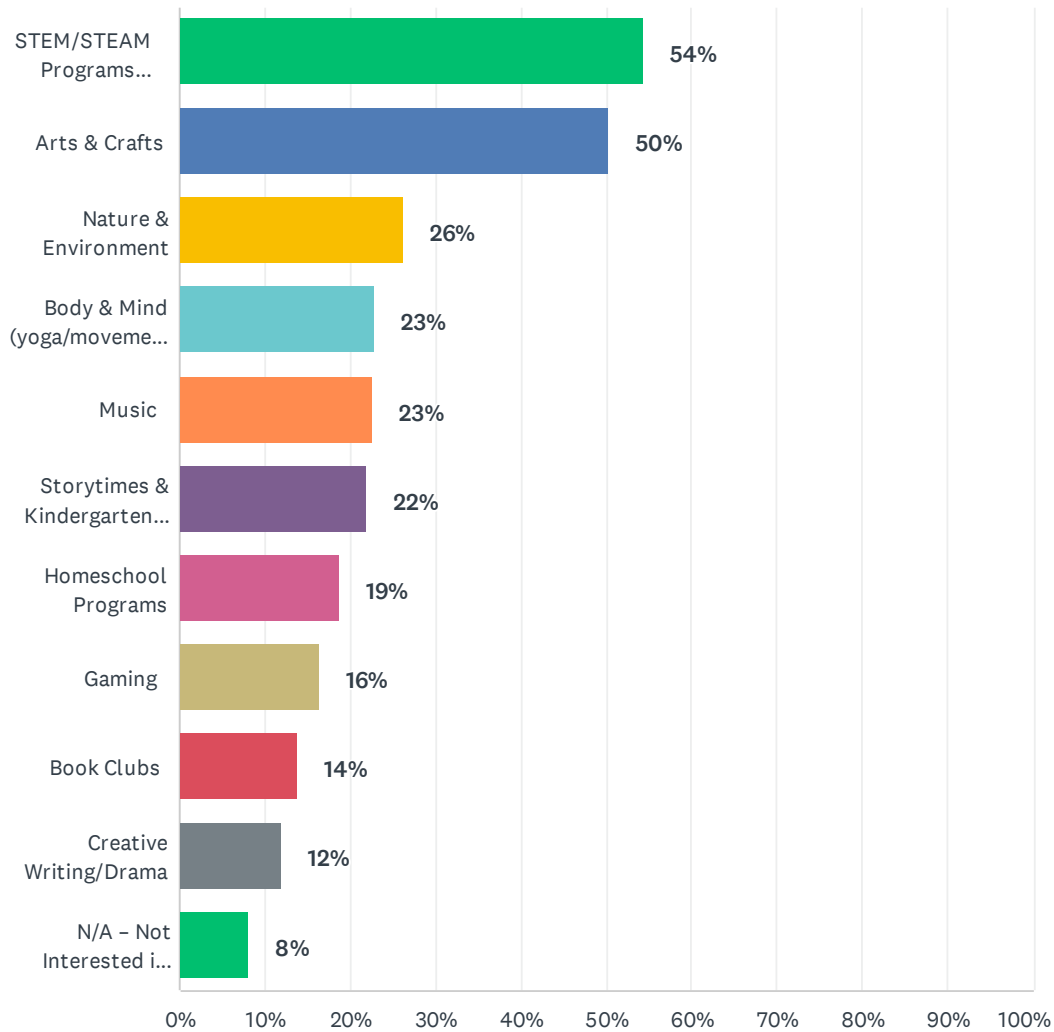
Answered: 595 Skipped: 10



ANSWER CHOICES	RESPONSES	
N/A - I Don't Bring Children to the Library	44%	264
0-4 Years	21%	126
5-10 Years	34%	202
11-14 Years	18%	106
15-17 Years	11%	64
Total Respondents: 595		

Q3 Please select up to three (3) of the following current or potential new Library CHILDREN'S PROGRAMS that are most interesting or important to you and your family.

Answered: 324 Skipped: 281

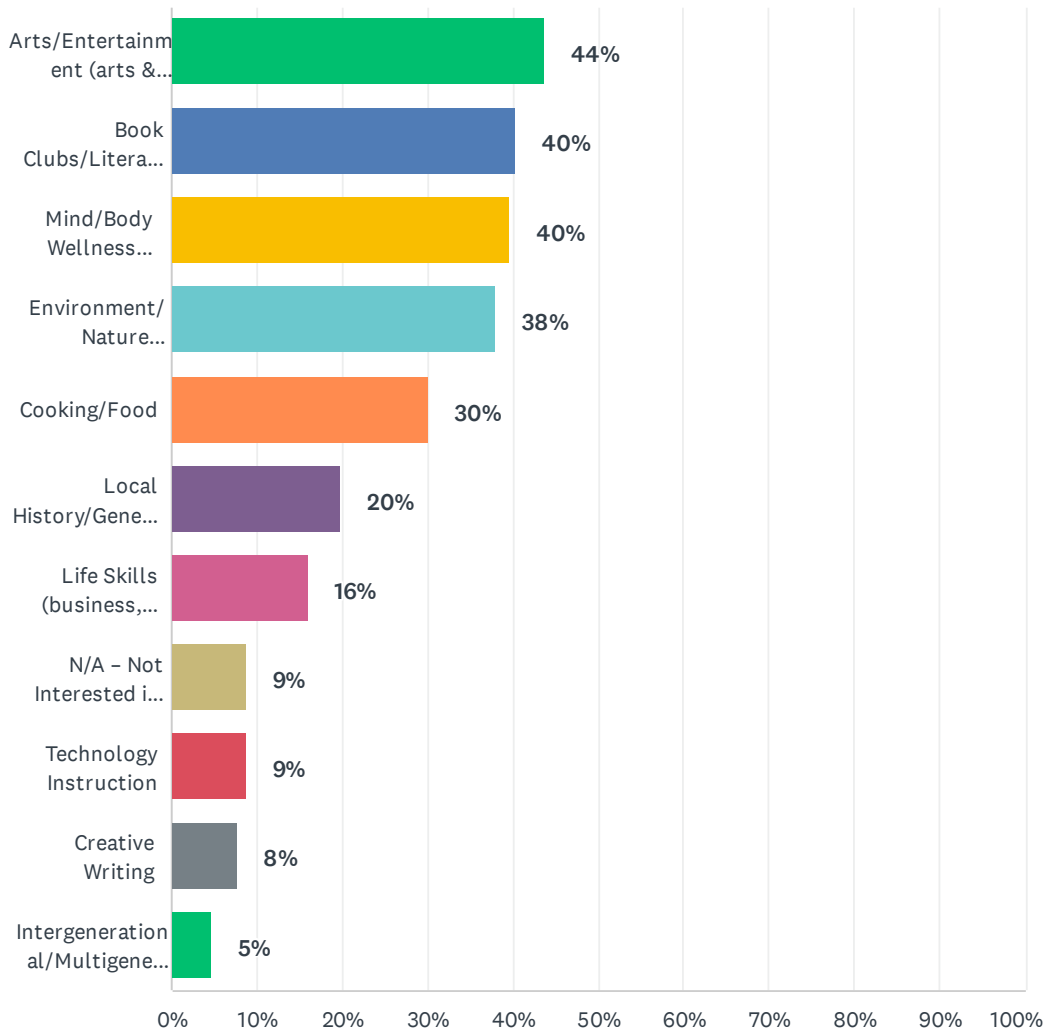


CHARLTON PUBLIC LIBRARY - COMMUNITY SURVEY 2024

ANSWER CHOICES	RESPONSES	
STEM/STEAM Programs (Science, Technology, Engineering, Art & Math)	54%	176
Arts & Crafts	50%	163
Nature & Environment	26%	85
Body & Mind (yoga/movement, wellness)	23%	74
Music	23%	73
Storytimes & Kindergarten Readiness	22%	71
Homeschool Programs	19%	61
Gaming	16%	53
Book Clubs	14%	45
Creative Writing/Drama	12%	39
N/A – Not Interested in Library Programs for Children	8%	26
Total Respondents: 324		

Q4 Please select up to three (3) of the following current or potential new Library ADULT PROGRAMS that are most interesting or important to you and your family.

Answered: 577 Skipped: 28

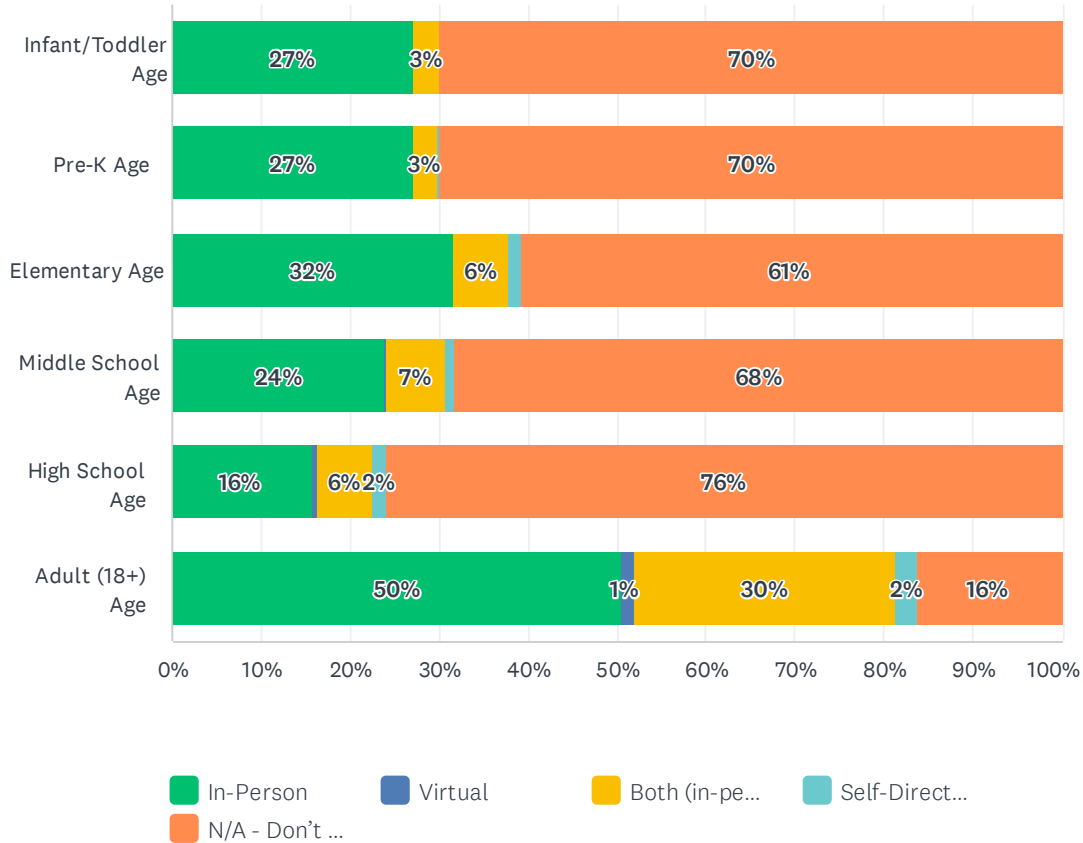


CHARLTON PUBLIC LIBRARY - COMMUNITY SURVEY 2024

ANSWER CHOICES	RESPONSES	
Arts/Entertainment (arts & crafts, music, movies)	44%	252
Book Clubs/Literary Events (author/book talks)	40%	232
Mind/Body Wellness (yoga/movement, nutrition, meditation)	40%	229
Environment/ Nature (gardening, homesteading, wildlife)	38%	219
Cooking/Food	30%	174
Local History/Genealogy	20%	115
Life Skills (business, career, finance)	16%	92
N/A – Not Interested in Library Programs for Adults	9%	51
Technology Instruction	9%	50
Creative Writing	8%	44
Intergenerational/Multigenerational Programs	5%	27
Total Respondents: 577		

Q5 How do you and your family prefer to participate in Library programs for the following age groups?

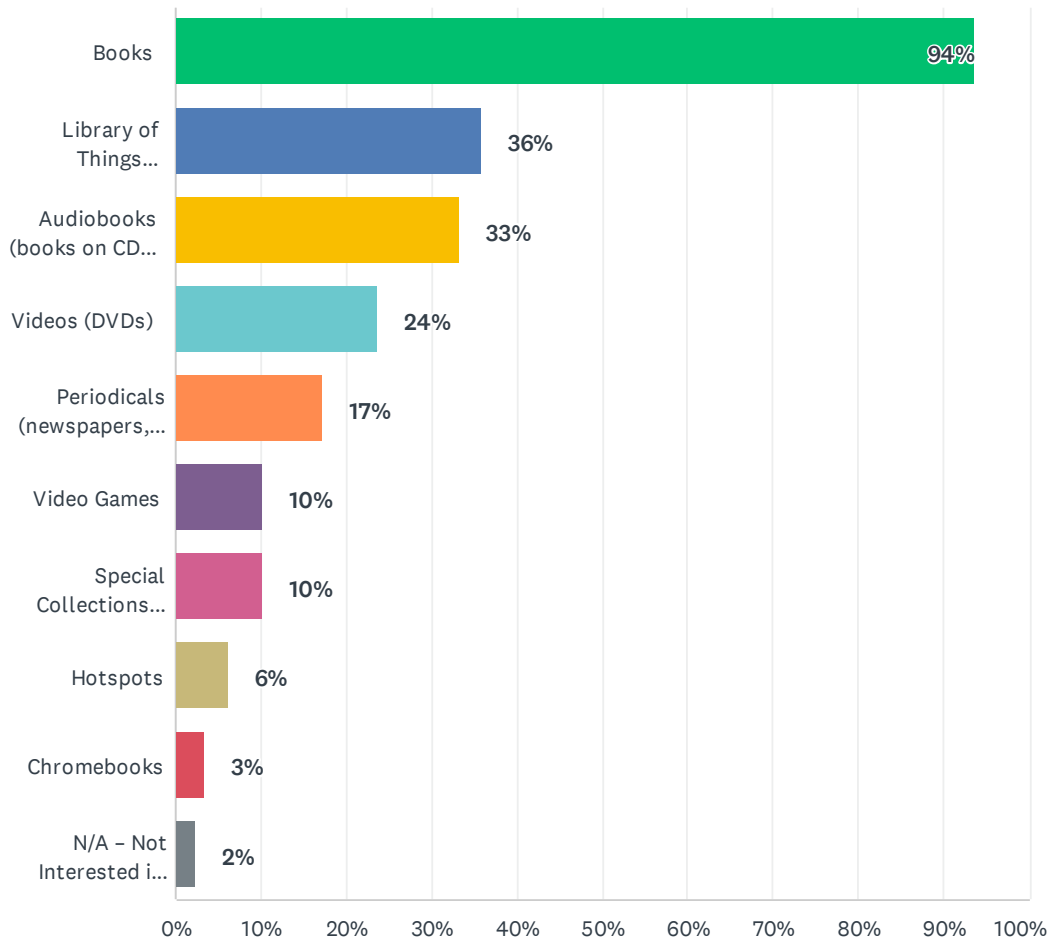
Answered: 567 Skipped: 38



	IN- PERSON	VIRTUAL	BOTH (IN- PERSON & VIRTUAL)	SELF-DIRECTED (MAKE AT HOME)	N/A - DON'T ATTEND THIS TYPE OF PROGRAM	TOTAL	WEIGHTED AVERAGE
Infant/Toddler Age	27% 154	0% 0	3% 16	0% 0	70% 397	567	1.19
Pre-K Age	27% 154	0% 0	3% 15	0% 1	70% 397	567	1.19
Elementary Age	32% 180	0% 0	6% 35	1% 8	61% 344	567	1.42
Middle School Age	24% 136	0% 1	7% 37	1% 6	68% 387	567	1.52
High School Age	16% 89	1% 4	6% 34	2% 10	76% 430	567	1.74
Adult (18+) Age	50% 286	1% 8	30% 168	2% 13	16% 92	567	1.81

Q6 Please select up to three (3) of the following current or potential Library PHYSICAL COLLECTIONS that are most interesting or important to you and your family.

Answered: 557 Skipped: 48

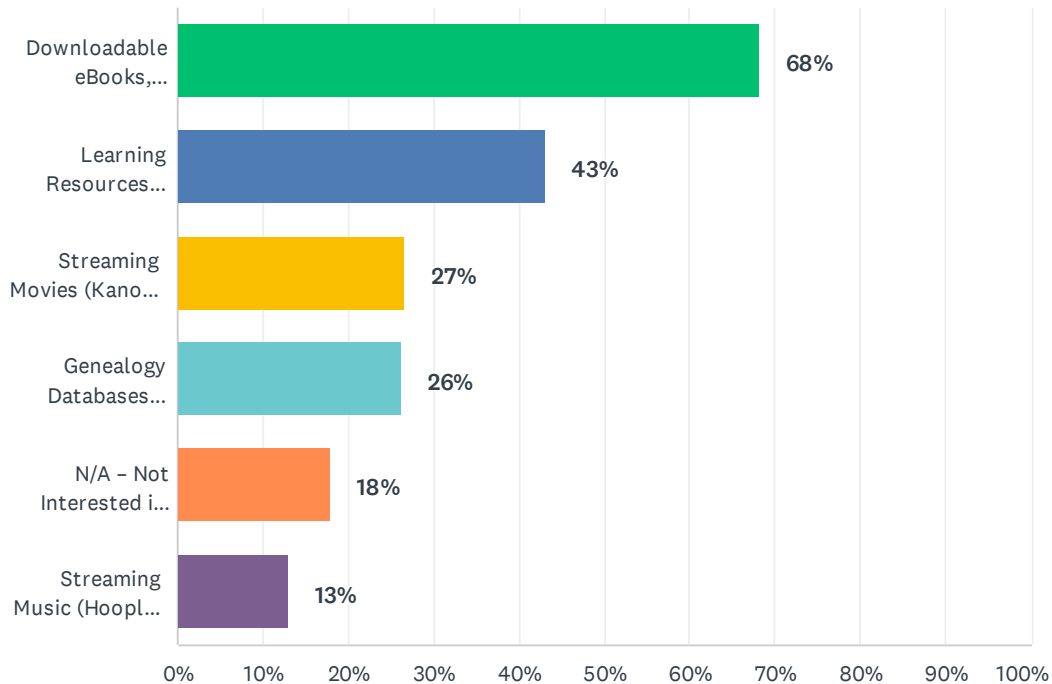


CHARLTON PUBLIC LIBRARY - COMMUNITY SURVEY 2024

ANSWER CHOICES	RESPONSES	
Books	94%	521
Library of Things (telescope, metal detector, equipment, etc.)	36%	200
Audiobooks (books on CD, Playaways, Wonderbooks)	33%	185
Videos (DVDs)	24%	132
Periodicals (newspapers, magazines)	17%	96
Video Games	10%	57
Special Collections (Memory Care, Local History)	10%	57
Hotspots	6%	34
Chromebooks	3%	19
N/A – Not Interested in Library Physical Collections	2%	13
Total Respondents: 557		

Q7 Please select up to three (3) of the following current or potential Library DIGITAL COLLECTIONS that are most interesting or important to you and your family.

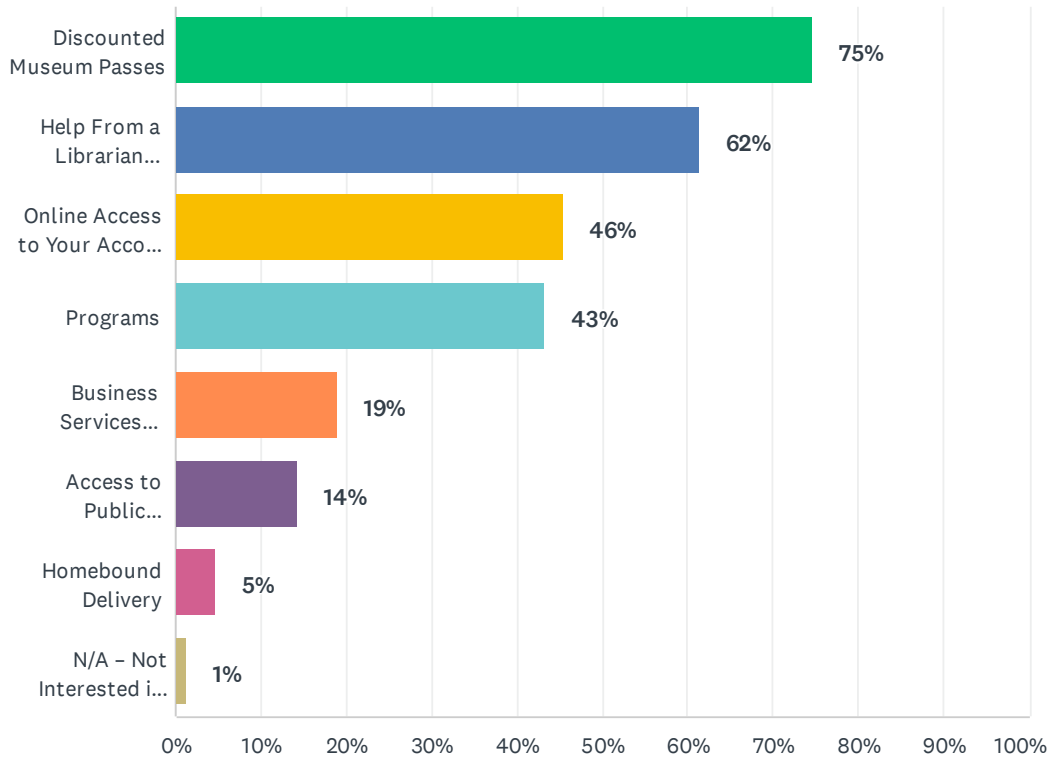
Answered: 557 Skipped: 48



ANSWER CHOICES	RESPONSES	
Downloadable eBooks, Audiobooks, Magazines (Libby)	68%	380
Learning Resources (Craftsy, Great Courses, Duolingo)	43%	240
Streaming Movies (Kanopy, IndieFlix)	27%	148
Genealogy Databases (Ancestry)	26%	146
N/A – Not Interested in Library Digital Collections	18%	100
Streaming Music (Hoopla, Freegal)	13%	73
Total Respondents: 557		

Q8 Please select up to three (3) of the following current or potential Library SERVICES that are most interesting or important to you and your family.

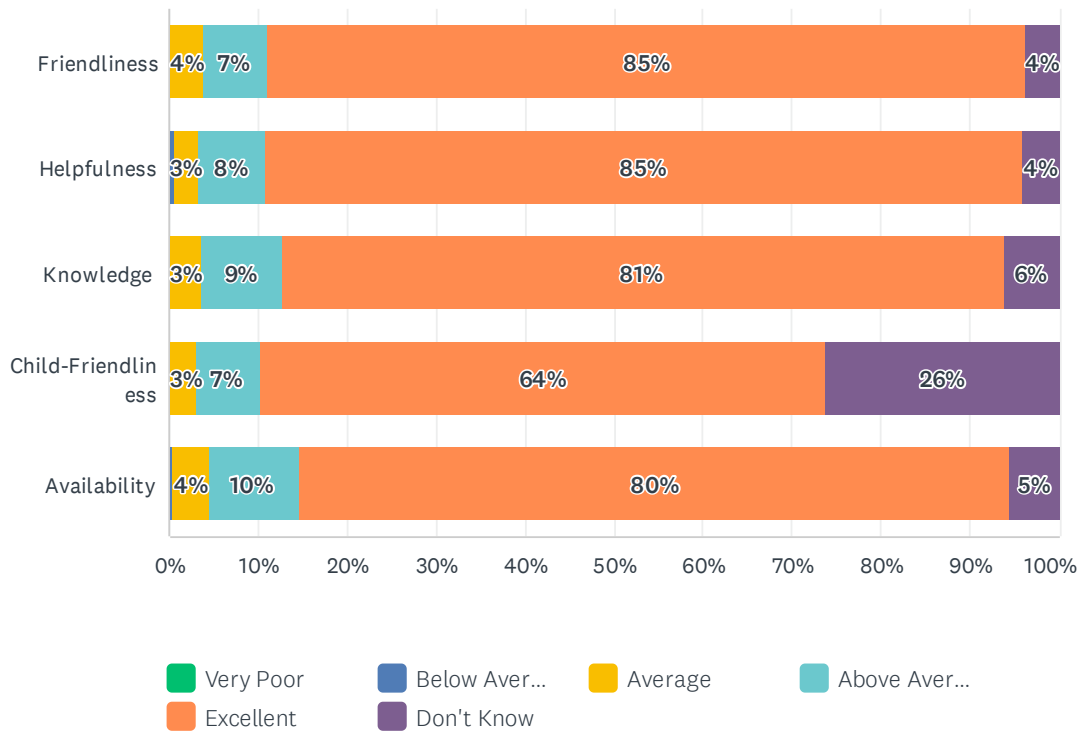
Answered: 556 Skipped: 49



ANSWER CHOICES	RESPONSES	
Discounted Museum Passes	75%	415
Help From a Librarian (email, in-person, telephone)	62%	342
Online Access to Your Account & Library Catalog	46%	253
Programs	43%	241
Business Services (printing, copying, digitization, faxing, scanning)	19%	105
Access to Public Wi-Fi/Library Computers	14%	80
Homebound Delivery	5%	26
N/A – Not Interested in Library Services	1%	7
Total Respondents: 556		

Q9 Please rate the Library staff on the following qualities:

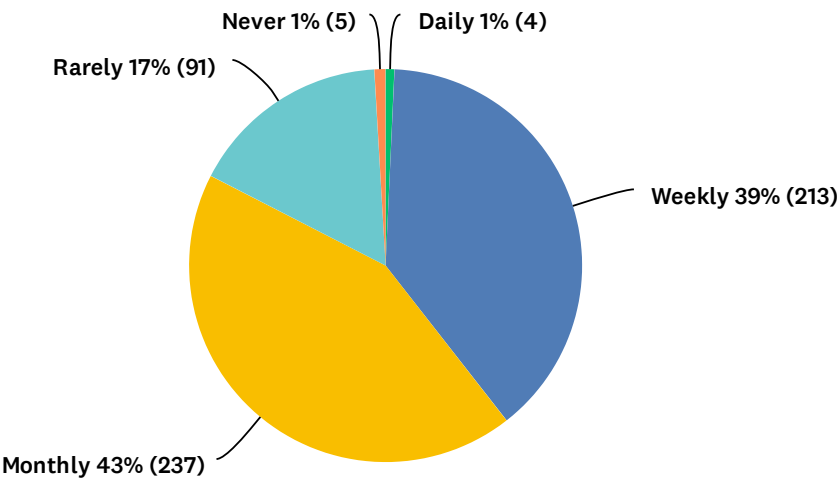
Answered: 552 Skipped: 53



	VERY POOR	BELOW AVERAGE	AVERAGE	ABOVE AVERAGE	EXCELLENT	DON'T KNOW	TOTAL	WEIGHTED AVERAGE
Friendliness	0% 1	0% 0	4% 20	7% 40	85% 471	4% 20	552	4.84
Helpfulness	0% 1	0% 2	3% 15	8% 42	85% 469	4% 23	552	4.84
Knowledge	0% 1	0% 0	3% 19	9% 50	81% 448	6% 34	552	4.82
Child-Friendliness	0% 1	0% 0	3% 16	7% 40	64% 351	26% 144	552	4.81
Availability	0% 1	0% 1	4% 23	10% 56	80% 441	5% 30	552	4.79

Q10 How often do you visit the Charlton Public Library?

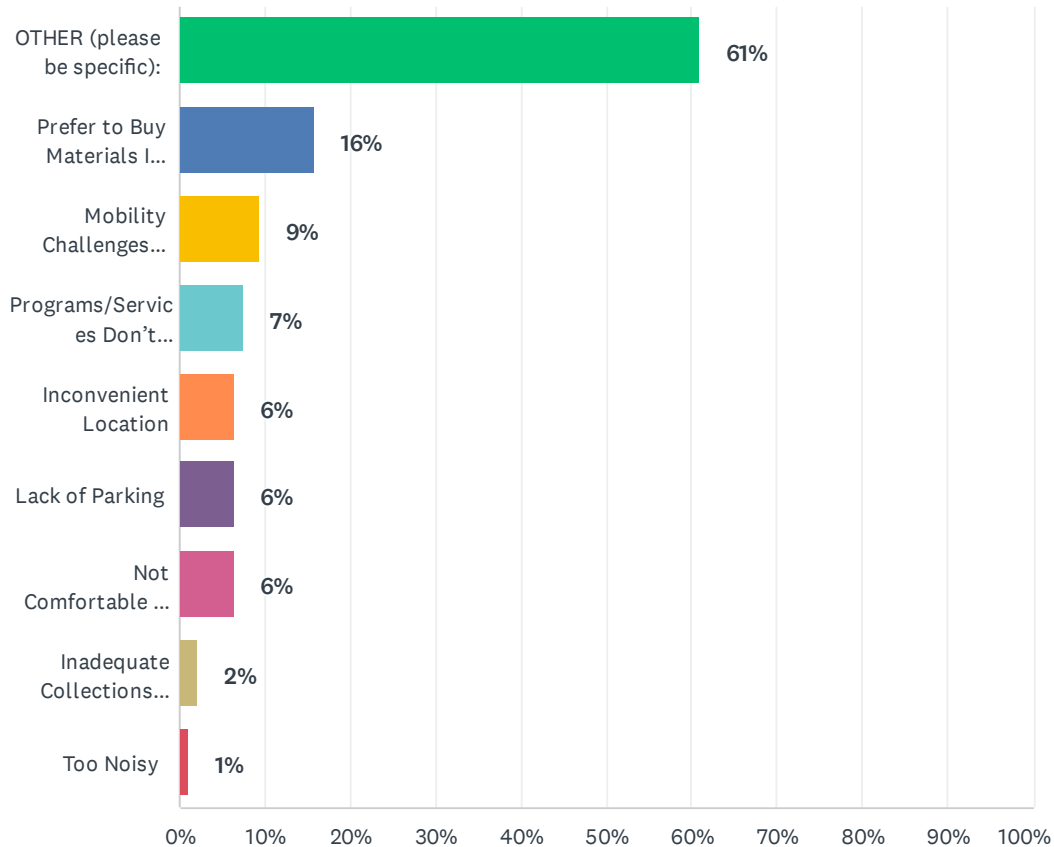
Answered: 550 Skipped: 55



ANSWER CHOICES	RESPONSES	
Daily	1%	4
Weekly	39%	213
Monthly	43%	237
Rarely	17%	91
Never	1%	5
TOTAL		550

Q11 Why don't you visit the Library, or visit more frequently? Please select all the reasons why.

Answered: 95 Skipped: 510



ANSWER CHOICES	RESPONSES	
OTHER (please be specific):	61%	58
Prefer to Buy Materials I Want/Need	16%	15
Mobility Challenges (difficulty walking/driving, vision problems)	9%	9
Programs/Services Don't Interest Me	7%	7
Inconvenient Location	6%	6
Lack of Parking	6%	6
Not Comfortable at the Library	6%	6
Inadequate Collections (can't find books/materials that interest me)	2%	2
Too Noisy	1%	1
Total Respondents: 95		

#	OTHER (PLEASE BE SPECIFIC):	DATE
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CHARLTON PUBLIC LIBRARY - COMMUNITY SURVEY 2024

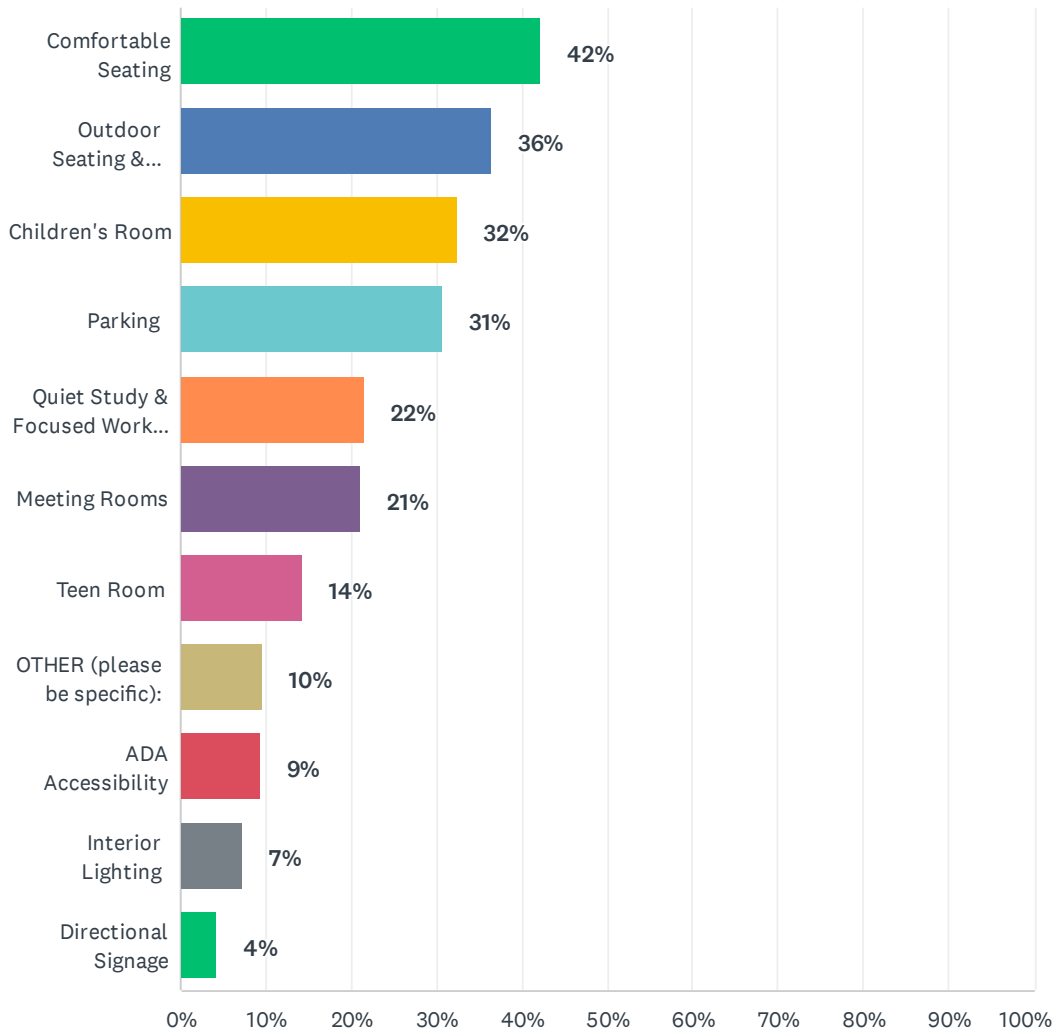
1	Feel lost	1/29/2024 7:16 AM
2	Don't see programs offered or promoted very often so not aware of offerings	1/25/2024 1:42 PM
3	Lack of knowledge or promotion of compelling programs/authors/speakers	1/25/2024 8:02 AM
4	My schedule	1/24/2024 9:00 PM
5	Don't have a need to go	1/24/2024 6:18 PM
6	Always pleased when I do visit	1/24/2024 1:13 PM
7	no need	1/24/2024 11:11 AM
8	I find out about programs and classes after they have happened	1/23/2024 8:24 PM
9	I forget about it.	1/23/2024 7:58 PM
10	Don't have time to stop by when open or don't think of it.	1/22/2024 12:47 PM
11	Just haven't found the time	1/22/2024 11:24 AM
12	Work schedule	1/22/2024 11:20 AM
13	Times	1/22/2024 11:05 AM
14	Fired one of their best librarians	1/21/2024 6:45 PM
15	Most programs are offered during the day and we work	1/21/2024 3:07 PM
16	I live in Dudley but use to frequent the Charlton Library. Will still go there for the book Sales or stop in when we are in the area!	1/21/2024 2:39 PM
17	Post Covid isolation	1/21/2024 11:51 AM
18	Busy schedule	1/21/2024 9:55 AM
19	not enough time in a day	1/19/2024 11:11 AM
20	Time	1/19/2024 7:03 AM
21	Busy schedule	1/18/2024 6:25 PM
22	Too busy	1/18/2024 7:21 AM
23	other libraries offer more hours and more interlibrary deliveries	1/17/2024 10:39 PM
24	I read on my Kindle and use Libby	1/17/2024 6:31 PM
25	99% of the time I download books	1/17/2024 12:30 PM
26	Mostly use online service since kids are older	1/17/2024 12:30 PM
27	I most frequently use the library where I live as it meets most of my needs.	1/16/2024 11:40 PM
28	I use CMARS on line to download books as I no longer read physical books	1/16/2024 9:35 PM
29	time	1/16/2024 6:03 PM
30	We visit lots of libraries and will add this one to our rotation.	1/16/2024 3:38 PM
31	Tend to download books instead. I am interested in the program on organizing!	1/16/2024 11:35 AM
32	busy scheduling for myself	1/16/2024 11:12 AM
33	Lack of time in my day	1/16/2024 10:59 AM
34	Not sure. I need to pay more attention to what you offer.	1/16/2024 10:31 AM
35	Hours	1/16/2024 9:07 AM
36	High school kids, use for summer reading	1/16/2024 8:29 AM
37	Work schedule	1/13/2024 8:17 AM
38	Work full time and away a lot on weekends. Also, lazy at night!	1/13/2024 7:12 AM

CHARLTON PUBLIC LIBRARY - COMMUNITY SURVEY 2024

39	I just forget! I use the Libby app	1/13/2024 6:59 AM
40	No free time.	1/13/2024 6:02 AM
41	Usually at work when open	1/12/2024 12:32 PM
42	This one is on me - I need to make more time to go!	1/11/2024 11:48 AM
43	hours	1/11/2024 10:53 AM
44	Work long hours and weekends	1/10/2024 11:00 PM
45	I prefer to buy and then donate. Not a big fan of waiting lists when the wait is longer than 3 weeks	1/10/2024 10:11 PM
46	Hours are not convenient for me.	1/10/2024 9:02 PM
47	Communication of what's going on, hard to find.	1/10/2024 8:21 PM
48	my own busy schedule and I'm not an avid reader	1/10/2024 8:11 PM
49	Time constraints personally but use Libby all the time!	1/10/2024 8:09 PM
50	Busy schedule	1/10/2024 7:32 PM
51	No time	1/10/2024 7:17 PM
52	Just moved to town	1/10/2024 6:10 PM
53	Access most books online	1/10/2024 12:48 PM
54	Lack of time, but hoping to start finding more time	1/10/2024 11:34 AM
55	do not live in the area	1/10/2024 10:51 AM
56	I work full time. By the time I get back to Charlton library is closed. Would like to see extended hours	1/10/2024 10:36 AM
57	work hours	1/10/2024 10:19 AM
58	I do visit the library	1/10/2024 10:14 AM

Q12 To assist the Library in improving its space to meet current and future needs, please select up to three (3) potential enhancements that are most important to you or your family.

Answered: 546 Skipped: 59



CHARLTON PUBLIC LIBRARY - COMMUNITY SURVEY 2024

ANSWER CHOICES	RESPONSES	
Comfortable Seating	42%	231
Outdoor Seating & Meeting Space	36%	199
Children's Room	32%	177
Parking	31%	168
Quiet Study & Focused Work Areas	22%	118
Meeting Rooms	21%	115
Teen Room	14%	78
OTHER (please be specific):	10%	52
ADA Accessibility	9%	51
Interior Lighting	7%	40
Directional Signage	4%	23
Total Respondents: 546		

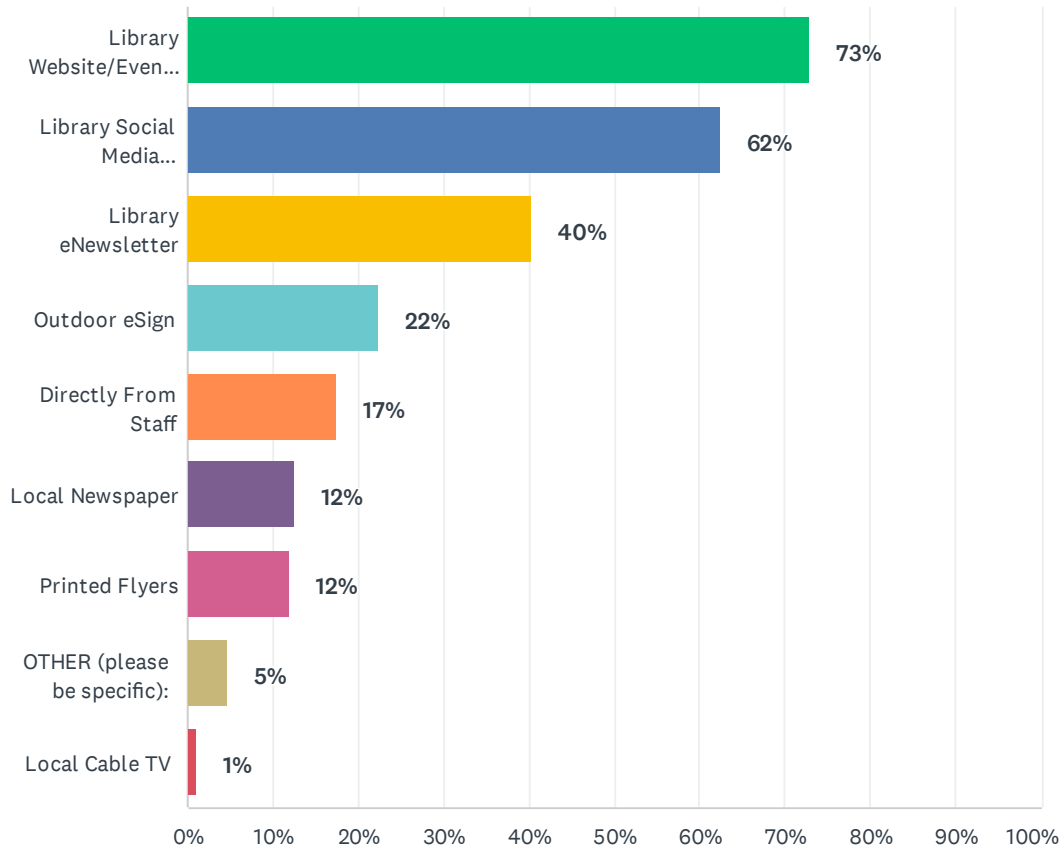
#	OTHER (PLEASE BE SPECIFIC):	DATE
1	All good	1/29/2024 9:52 AM
2	More story times for 0-2	1/27/2024 4:38 PM
3	I think our library is perfect!	1/27/2024 3:36 PM
4	private office/reading room	1/27/2024 2:54 PM
5	All very good	1/26/2024 9:34 AM
6	Great visibility and promotion of library events and respurces	1/25/2024 8:03 AM
7	The library space is already perfect at meeting current/future needs.	1/25/2024 7:57 AM
8	Appears to be fine as is.	1/24/2024 3:51 PM
9	Not sure of any enhancement that I would be interested in	1/23/2024 8:00 PM
10	Movies	1/23/2024 5:11 PM
11	none	1/23/2024 5:02 PM
12	Later hours	1/22/2024 11:12 AM
13	Times	1/22/2024 11:05 AM
14	More evening classes for all age groups especially ages 5-15	1/21/2024 3:07 PM
15	More patience for children who may not appear physically to have a disability but who are neurodiverse and can have a hard time following the same rules as everyone else.	1/21/2024 10:15 AM
16	Unsure i have never been in the library	1/20/2024 8:16 PM
17	i need a ride to the library, the bus not convinient	1/18/2024 9:46 PM
18	Please don't change things much. The library is perfect just as it is now. Continual change of things that are good & need no improvement often results in the downgrading of positive aspects of whatevers in question.	1/18/2024 4:25 PM
19	Move outside return boxes so books can be dropped off without getting out of the car.	1/18/2024 2:22 PM
20	Nothing	1/18/2024 2:14 PM

CHARLTON PUBLIC LIBRARY - COMMUNITY SURVEY 2024

21	none of the above; space isn't the issue; materials matter	1/17/2024 10:40 PM
22	It's all good in my opinion	1/17/2024 5:23 PM
23	I think it fine the way it is	1/17/2024 2:50 PM
24	None	1/17/2024 2:43 PM
25	Could use more electrical outlets in meeting spaces.	1/17/2024 12:56 PM
26	no answer	1/17/2024 12:41 PM
27	N/A	1/17/2024 12:31 PM
28	n/a	1/16/2024 10:10 PM
29	see previous answer	1/16/2024 9:35 PM
30	N/A	1/16/2024 8:18 PM
31	You have a very nice library	1/16/2024 7:29 PM
32	Cafe area	1/16/2024 6:14 PM
33	Better wifi	1/16/2024 4:53 PM
34	It's all pretty great.	1/16/2024 2:02 PM
35	perhaps collaborate with Quinsigamond CC, Worcester State College, Worcester Art Museum, etc. to provide extension classes for work towards certificates or degrees	1/16/2024 1:54 PM
36	It seem like a great layout	1/16/2024 11:36 AM
37	I can't think of anything more	1/16/2024 9:47 AM
38	It would be really nice to have a place to eat in the children's room... where one child can eat but I could watch the other play	1/16/2024 8:00 AM
39	Bathroom door is very very heavy it's so hard to open even for an abled body	1/14/2024 9:15 PM
40	Book sale room	1/14/2024 9:10 AM
41	Additional children's programs or events held on Saturday	1/14/2024 7:45 AM
42	Love our library!	1/12/2024 3:17 PM
43	Happy with the library & staff!!	1/11/2024 12:37 PM
44	hours	1/11/2024 10:54 AM
45	Possibly coffee available to purchase	1/11/2024 10:51 AM
46	More sensory friendly areas/events	1/10/2024 9:19 PM
47	Larger area with more new books to peruse	1/10/2024 6:49 PM
48	More parking spaces in front of library	1/10/2024 5:39 PM
49	I truly think the library already offers so much; I can't think of any enhancements.	1/10/2024 5:02 PM
50	Homeschool programs	1/10/2024 3:32 PM
51	Can't think of any improvements needed.	1/10/2024 11:29 AM
52	N/A	1/10/2024 10:17 AM

Q13 How do you prefer to hear about Library collections, programs, and services? Please select up to three (3).

Answered: 545 Skipped: 60



ANSWER CHOICES	RESPONSES	
Library Website/Event Calendar	73%	398
Library Social Media (Facebook, Instagram)	62%	340
Library eNewsletter	40%	220
Outdoor eSign	22%	122
Directly From Staff	17%	95
Local Newspaper	12%	68
Printed Flyers	12%	65
OTHER (please be specific):	5%	26
Local Cable TV	1%	6
Total Respondents: 545		

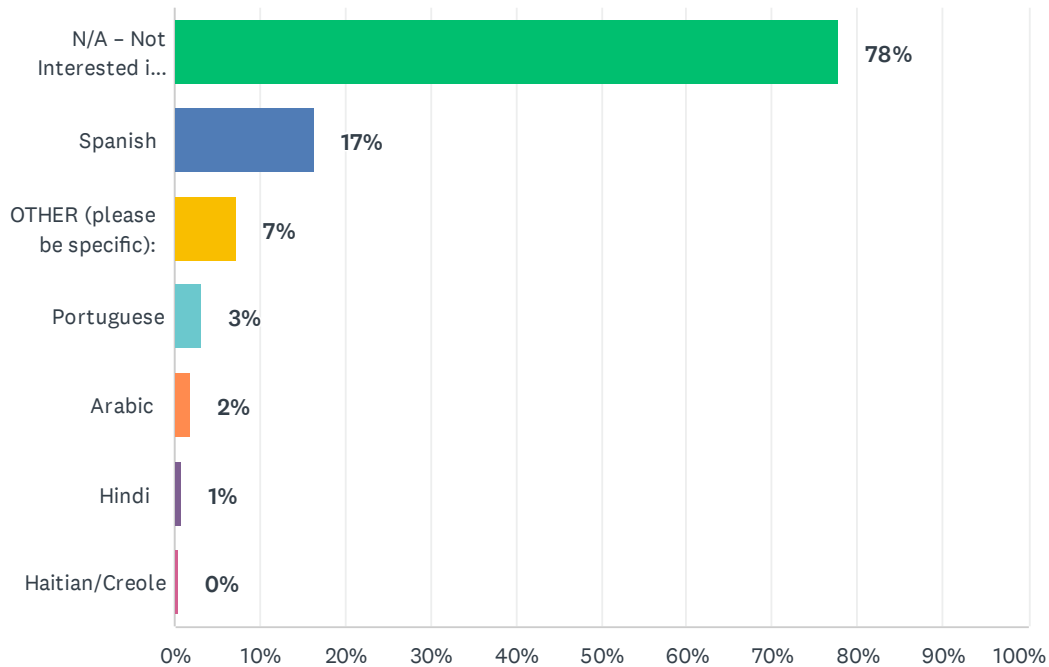
#	OTHER (PLEASE BE SPECIFIC):	DATE
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CHARLTON PUBLIC LIBRARY - COMMUNITY SURVEY 2024

1	Multiple communication platforms to promote library resources and happenings are essential	1/25/2024 8:05 AM
2	text message	1/24/2024 11:11 AM
3	hulafrog	1/23/2024 8:37 PM
4	email	1/23/2024 5:11 PM
5	Written Sign/board upon walking in	1/22/2024 11:39 AM
6	Email and text more direct so it's not missed	1/21/2024 3:08 PM
7	Email	1/19/2024 4:22 PM
8	Email	1/18/2024 5:00 PM
9	email	1/18/2024 2:14 PM
10	Overlook news letter	1/17/2024 10:01 AM
11	Overlook newsletter	1/17/2024 8:11 AM
12	n/a	1/16/2024 10:10 PM
13	see previous answer	1/16/2024 9:36 PM
14	Overlook Observer - monthly	1/16/2024 8:07 PM
15	family in town	1/16/2024 3:38 PM
16	Emailed newsletter	1/14/2024 7:46 AM
17	Include links and add reminders	1/13/2024 9:49 PM
18	I think you all do a great job now with this	1/13/2024 7:00 AM
19	Email- almost never remember to check online and don't see them on Facebook	1/11/2024 1:40 PM
20	email	1/11/2024 11:48 AM
21	email mailing list	1/10/2024 6:55 PM
22	Streetside digital sign	1/10/2024 5:40 PM
23	Advertising at the library - inside	1/10/2024 4:50 PM
24	Local homeschooling families	1/10/2024 4:11 PM
25	Homeschool fb groups	1/10/2024 12:25 PM
26	Email	1/10/2024 10:37 AM

Q14 If you're interested in Library materials in other languages or attending Library programs in other languages, which languages interest you the most? Please select up to three (3).

Answered: 545 Skipped: 60



ANSWER CHOICES	RESPONSES	
N/A – Not Interested in Foreign Language Materials/Programs	78%	424
Spanish	17%	90
OTHER (please be specific):	7%	39
Portuguese	3%	17
Arabic	2%	10
Hindi	1%	5
Haitian/Creole	0%	2
Total Respondents: 545		

#	OTHER (PLEASE BE SPECIFIC):	DATE
1	Korean	1/27/2024 2:55 PM
2	French	1/27/2024 1:48 PM
3	French	1/24/2024 6:25 PM
4	Swedish	1/24/2024 3:54 PM
5	N/A does not completely apply. I am not in need of foreign language items, but I do believe	1/24/2024 3:53 PM

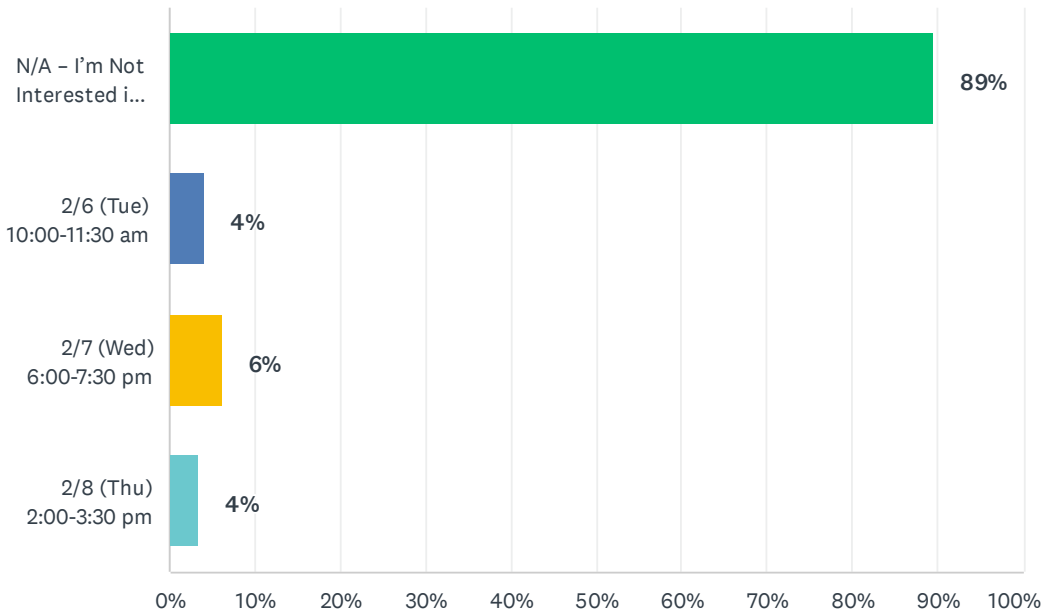
CHARLTON PUBLIC LIBRARY - COMMUNITY SURVEY 2024

they should be available for our community members who need them.

6	French & Russian	1/24/2024 2:11 PM
7	German	1/22/2024 3:40 PM
8	French	1/22/2024 12:53 PM
9	Polish	1/22/2024 12:44 PM
10	Polish	1/21/2024 3:39 PM
11	Chinese	1/21/2024 2:52 PM
12	Personally n/a but I think they're all important for those who need it	1/21/2024 10:00 AM
13	Polish	1/19/2024 11:40 AM
14	German	1/18/2024 3:32 PM
15	French and ASL	1/18/2024 12:58 PM
16	I like this question	1/18/2024 12:37 PM
17	German	1/18/2024 12:35 PM
18	French	1/18/2024 8:33 AM
19	German	1/17/2024 1:33 PM
20	Currently learning Spanish via Duolingo online	1/16/2024 8:08 PM
21	French and it should be listed on this,	1/16/2024 6:04 PM
22	French	1/16/2024 3:21 PM
23	Polish	1/16/2024 2:37 PM
24	ASL - American Sign Language	1/16/2024 11:01 AM
25	French, Albanian	1/16/2024 8:09 AM
26	Polish	1/16/2024 7:59 AM
27	Italian	1/13/2024 8:18 AM
28	French	1/12/2024 3:16 PM
29	Latin and italian	1/12/2024 12:33 PM
30	Italian	1/12/2024 12:11 PM
31	French	1/11/2024 12:40 PM
32	Sign-language	1/11/2024 12:20 PM
33	English this is America	1/10/2024 6:08 PM
34	For personal use not interested but would be interested in learning languages, Spanish Italia	1/10/2024 5:52 PM
35	Japanese, German	1/10/2024 4:12 PM
36	Japanese	1/10/2024 3:28 PM
37	French	1/10/2024 3:14 PM
38	ASL	1/10/2024 10:43 AM
39	My daughter is interested in learning Japanese	1/10/2024 9:29 AM

Q15 If you're interested in participating in a virtual Library Focus Group, please indicate all the dates you are available. If you're not interested, please select N/A.

Answered: 542 Skipped: 63



ANSWER CHOICES	RESPONSES	
N/A – I’m Not Interested in Participating in a Focus Group	89%	485
2/6 (Tue) 10:00-11:30 am	4%	22
2/7 (Wed) 6:00-7:30 pm	6%	33
2/8 (Thu) 2:00-3:30 pm	4%	19
Total Respondents: 542		

Q17 Please share any additional comments or suggestions that you have for how the Charlton Public Library can improve over the next five years. If there is information that you didn't capture in responses to the previous questions, or if you have ideas for programs, collection materials, or services that weren't mentioned earlier, you can add them here.

Answered: 158 Skipped: 447

#	RESPONSES	DATE
1	The more kids programs the better! We love coming to programs, but sometimes we aren't able to make it if they are scheduled in the early afternoon due to nap.	1/29/2024 10:58 AM
2	I have lived in Charlton my entire life, have children, grandchildren, & great-grandchildren still living here. I have used the library since it was a small room in what was then the Town Hall. I have been to several area libraries & this is by far the best around & keeps getting better. The staff is fantastic.	1/29/2024 10:17 AM
3	The library is a gem for our community	1/27/2024 5:07 PM
4	We love the children room! Love the toys and space. I do wish there was more and better programs for little ones. There is a program for 0-12 but then 1-5 age story times. It becomes a lot for the little one. My baby is 1.5 and isn't quite ready for the next level up. Also maybe some sensory play dates for little 1-3 3-5 ages groups and sign ups.	1/27/2024 4:40 PM
5	I'm new to coming to the Charlton library and I've had some issues finding many of the specific books or authors I'm looking for. The set-up of the library is slightly confusing with fiction on 1 side and then a section in the middle that is also fiction but "new releases". There are different locations which makes it a little hard for a new library patron to find what they need. Also, I saw Libby is available but when trying to sign in, a password is needed that wasn't given to me when I signed up for a library card and the process is a little complicated to be able to try to find those certain books you're trying to borrow instead of needing to purchase at a store. The limited parking in the front of the library makes it tough for patrons with physical disabilities to access the library and all the great things it provides. Overall, I love the Charlton library and the staff but these are just a few things that would make it even better and more enjoyable.	1/27/2024 2:25 PM
6	We love the children's room and all of the programs!	1/27/2024 2:06 PM
7	Deb deserves a big raise :)	1/26/2024 2:10 PM
8	The young boy behind the counter with curly hair is so respectful and well behaved. Hope he excels in everything he wants to in live.	1/26/2024 9:29 AM
9	I LOVE the Carlton town library. The children's library and programs were so much fun when my kids were young. Keep up the amazing work.	1/26/2024 8:27 AM
10	Would like to be more engaged and participate in more programs, offerings and book readings, etc. but am often unaware of these opportunities as don't see them promoted or advertised	1/25/2024 1:46 PM
11	Especially interested in class/instruction on basic smart phone & computer operation. Signed-Electronic Idiot	1/25/2024 11:01 AM
12	Cpl is a great community hub	1/24/2024 6:27 PM
13	Earlier toddler story times and more of them so they aren't so busy and overwhelming. More kids activities for elementary school age	1/24/2024 3:29 PM
14	Learning a new language that can work along side, say, Duolingo. In-person learning	1/24/2024 3:01 PM
15	I would love it if this town were able to have a teen/youth/family center. Since that is not really an option right now, a set-aside space for teens (similar in concept to the children's room) to hang out in would be appreciated. Also, more days open late.	1/24/2024 2:13 PM

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16	Like the used book room	1/24/2024 1:28 PM
17	I find that the library is pretty good now!	1/24/2024 1:19 PM
18	Consider adding Hoopla to digital services for access to ebooks and eaudio.	1/23/2024 9:41 PM
19	You are doing a great job with diverse programming for people of all ages. Interested in the cultural portion, art, music, painting, etc. The staff is outstanding.	1/23/2024 6:33 PM
20	I would like to see instruction classes on ebooks, audiobooks, streaming music, movies, Ancestry & the learning resources.	1/23/2024 5:32 PM
21	I am very satisfied with CPL. The staff is the best. Parking is not a problem. There are always new books.	1/23/2024 5:03 PM
22	I don't think I have anything to add at the moment! My kids and I love using the Charlton Library, and we're always surprised at how much it has to offer. Thanks for all the work you all do to keep it running so well!	1/22/2024 7:35 PM
23	Sending newsletters to houses with kids may help improve participation! I always feel I am a week or two late to the party!	1/22/2024 4:34 PM
24	Field trips (day or overnight)	1/22/2024 3:40 PM
25	Now that I am retired, we will see you more.	1/22/2024 3:38 PM
26	I absolutely love the puzzle swaps. I also appreciate to hear the children in the upstairs adult library. It is comforting	1/22/2024 2:53 PM
27	We love the library and it's staff ❤️❤️❤️	1/22/2024 12:48 PM
28	So...the future is just an arms reach away and the way we use money is outdated and pre-historic!! The way we will use money in the near future and in some cases already do use it, will be through cryptocurrency...specifically Bitcoin!! We need to educate the younger generation about not only its currency value but the technology value of Bitcoin as well!! I would be willing to volunteer for this program if you guys would allow it! I would actually LOVE to do this...my phone number is 774-601-4394 and my email is joefitzgerald13@yahoo.com thanks for your time!	1/22/2024 12:28 PM
29	More ways to engage school aged children during summer vacation would be great. We come weekly for summer reading but there aren't often events that we attend.	1/22/2024 11:41 AM
30	The staff does a great job!	1/22/2024 11:22 AM
31	My children thoroughly love our trips to the library! We use the kids space most often and really appreciate their attention to changing the theme and bringing in new fun things for the children to explore with. All staff is always so kind and helpful!	1/22/2024 11:11 AM
32	Yeah I still feel uncomfortable coming to the library. It's not very welcoming. Debbie is awesome, fun, Susan is friendly knows my kids. But i have started to go to other libraries in the area because nobody at the library wanted to hold accountability for letting Melinda go. There is no eating in the childrens room which i find ridiculous as it's a little kids space and they are always hungry. It's insulting to the patrons. Adult programming seems to be geared to the elderly.	1/21/2024 6:53 PM
33	I've enjoyed all the youth programs throughout my daughter's youth. The crafts, storytime and activities are amazing. I'm looking forward to her participating in teen programs. For myself, I love the staff recommendations and the summer reading program. The staff throughout the library is always helpful and friendly. I love that there is always a "live"person to help me. The Charlton Library is a wonderful resource and we are lucky to have it!	1/21/2024 6:19 PM
34	More evening and weekend classes for all age groups as parents work and all kids classes seem to be during the work day for those below age 6	1/21/2024 3:09 PM
35	Bring Ms. Melinda back!	1/21/2024 1:18 PM
36	Antiques roadshow program, mobile delivery of books to elderly, build a bike program, bike repair, apple vision pro headset demo, gaming for the elderly	1/21/2024 11:58 AM
37	I just moved to the area and I am so impressed with this library and staff. I was not expecting such a great resource in so small a town. Thanks for everything!	1/21/2024 11:06 AM

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38	Not sure how you could possibly improve. Your staff is phenomenal. Keep it up! My children and I look forward to our library visits.	1/21/2024 10:27 AM
39	The library staff is wonderful and friendly. We have however had instances where certain staff are not knowledgeable about children on the spectrum who may not appear to have a disability or who are not what you would "typically" assume a child with autism should look like or how they should behave. Not all children who are loud or not following all rules are doing it because they are behavioral, some disabilities are more difficult to understand or see and some patience for those children would be helpful so we don't feel like we're not welcome.	1/21/2024 10:17 AM
40	Continued investment in children's area, YFCP programs at this location, free kids yoga	1/21/2024 10:05 AM
41	Would love to see a little more available in the evenings for kiddos for working parents - I know it's hard to do and maybe isn't worth it depending on attendance but my little ones miss story times now that mom works :)	1/20/2024 9:28 PM
42	Staff is wonderful!	1/20/2024 3:24 PM
43	My family has enjoyed the library programs over the years. Most recently a Mario Kart tournament and art show. We love how the library incorporates local artists for displays in the library.	1/20/2024 3:23 PM
44	Game nights or an adult book club would be nice additions to the library events.	1/19/2024 2:29 PM
45	Thank you for everything you do ! Keep up a great work !	1/19/2024 11:42 AM
46	Good survey! Great library & staff!	1/19/2024 11:19 AM
47	Enjoy the Tuesday movies and yoga classes. Would like to see a meditation class, more craft type classes, learning programs and maybe another type of exercise class. Having the same activity during the day and at night is helpful (similar to what is now done for movies and yoga).	1/19/2024 8:09 AM
48	N/a	1/18/2024 9:59 PM
49	I think that the Charlton Library is the best local library I have visited.	1/18/2024 9:50 PM
50	N/A	1/18/2024 6:26 PM
51	Wonderful staff and programs. The best round. 👍😊❤️	1/18/2024 5:02 PM
52	I love this library. The staff are amazing & make it easy for me to get my requested books.	1/18/2024 4:54 PM
53	The survey is perhaps too long and overly comprehensive. I suggest a briefer simpler format. Many people probably would not have the patience to go through this-many are sadly, not inclined to read much anymore. Unless they HAVE to. You're trying your best but you don't have to be all things to all people. I am admittedly a curmudgeon regarding modern culture. My compliments on having the Children's area in the basement (I live in Oxford and mainly go to that library) this makes the main floor blissfully quiet, as a library SHOULD be. I wish Oxford would have done likewise when they rebuilt. That library is, at times, nerve-racking from the astonishing thunder of kids running around on the top floor, as if it was an outdoor playground. I am incredulous that this is actually permitted (and the adults with kids seem to think this is fine)	1/18/2024 4:33 PM
54	I like the idea of the focus group but the times are not good for us (travel)	1/18/2024 12:38 PM
55	The CPL is doing a great job in my opinion. Staff, programs, materials, activities (Art Show & Giving Tree) & leadership are outstanding at this time. Thank you for all that we have.	1/18/2024 12:33 PM
56	We appreciate the time and effort the staff puts into their product, it shows they have a vested interest.	1/18/2024 8:33 AM
57	Definitely have a more social media (across all platforms) approach to post all events and advertise the social media handles everywhere	1/17/2024 11:18 PM
58	Thank you for including me in this survey	1/17/2024 5:41 PM
59	I wish I could participate and use our library more.	1/17/2024 5:25 PM
60	Can't think of anything, what you provide is outstanding!	1/17/2024 3:58 PM

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61	My wife is very involved in the library. Since I recently retired, I have been "tagging" along on weekly visits. I was on the 1990 original board of the Charlton Public Library Trust fund and was involved with this organization for over 10 years...	1/17/2024 3:51 PM
62	Thank you for offering a multitude of programs and services.	1/17/2024 2:53 PM
63	The library staff are knowledgeable, very helpful and very friendly.	1/17/2024 1:50 PM
64	I found out by Overlook that the plans within in the next 5 years of changes that may occur.	1/17/2024 1:41 PM
65	I enjoy the programs that you host on multiple subjects.	1/17/2024 12:46 PM
66	Anytime I've gone to the library, the staff is exceptional!	1/17/2024 12:32 PM
67	Social justice topics (screening films/videos) and discussion as have been done in the past. Dementia awareness and support programs.	1/17/2024 10:26 AM
68	Excellent survey. Love to attend lectures, movies, entertainment . More Comfortable seating, for the above would be appreciated.	1/17/2024 8:15 AM
69	I'm particularly interested in program that educate me on electronic usage (I.e., iPad lessons, computers and iPhones. This may not be the purpose of a local library; however, it would be very helpful to the towns citizens and especially the elderly.	1/16/2024 11:46 PM
70	1.More books available on (Libby) 2 Continued access to online learning	1/16/2024 11:28 PM
71	n/a	1/16/2024 10:11 PM
72	Thank you to the entire team.. you are all wonderful, knowledgeable, kind and such an asset to the community. Please know you are all valued and appreciated.	1/16/2024 8:21 PM
73	I love our library and have taken my grandchildren there and have had assistance from children's library when preparing a talk on Caldecott Medal books.	1/16/2024 8:10 PM
74	Area designated to a cafe like setting. Perhaps an acoustic corner coffee shop 2x month.	1/16/2024 6:18 PM
75	I would like to see the library cool it with the LGBTQ stuff. Leave it out of the kids area - I'm fine with all of it - but stop putting it front and center. Parents are assaulted with this constantly at school, we dont want it in our faces 24/7. It's a minority of population. 95% of kids outgrow the phase. Please just let the kids be kids and please chill out on this agenda. There are also a lot of left leaning publications, seems the library has a leftist purpose. Which is sad, because MOST of my friends whom use the library as well - notice this as well. Just leave the politics and the gender stuff to the parents. have a section or two or five - I don't care just stop pushing it. I dont know if this is something that is just organically popping up OR if the new director is inserting her opinions..but it feels like a lot more than ever in the past. Just keep it out of the kids room..no drag queen story hour either please. If you do, then do a straight time story hour too. Make it 50/50 or neutral. Library is a safe place FOR EVERYONE.	1/16/2024 6:10 PM
76	Karen and staff have been doing an excellent job in bringing the library to life with all the programs available...just keep on doing that!	1/16/2024 4:51 PM
77	We love the Charlton Library and its programs. The Children's Room is great! We love all the themes. For changes, I would say, adding a gross motor movement class or space for children would be great. There aren't a lot of places for my toddler to get his energy out in the winter. Ex: Oxford Library has stepping stones. Also, replacing the small legos with Duplos would be helpful.	1/16/2024 3:31 PM
78	Contra dance	1/16/2024 3:22 PM
79	Special needs programs that don't fit in young or old	1/16/2024 3:14 PM
80	Nothing at this time.	1/16/2024 2:24 PM
81	I think you're doing a great job and am grateful for all of the staff - the library has been a major part of my family's life for over 20 years!!!	1/16/2024 1:58 PM
82	Programming for the blind and deaf.	1/16/2024 1:49 PM
83	The Charlton Library is hands down the best library that I've had the pleasure of attending. The staff is beyond friendly and accommodating. I feel so lucky!	1/16/2024 1:35 PM
84	Be sure to remind the TA and budget staff that in tough economic times - the library (and	1/16/2024 11:38 AM

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	police) are the busiest! Free materials, movies, hotspots etc.	
85	I think there needs to be more children's programs (Tuesday, Thursday). The days I have off the programs don't work for my one year old. But I love the children's room so much. The librarians are all so knowledgeable and kind. Charlton Library is the best!	1/16/2024 10:52 AM
86	This library is the best library around. I appreciate all they offer.	1/16/2024 9:49 AM
87	I loved this place when my kids were younger... it was my go to place weekly	1/16/2024 8:31 AM
88	My newly 2 year old and 3 year old LOVE the library! We especially love the shows we attend in the summer! I'd be lost without the library!	1/16/2024 8:01 AM
89	Honestly it would be helpful if they did not push the LGBTQ stuff so hard in the children's room. As a conservative family that would love any of my children if they were to be gay, it's very overwhelming how much material is presented to the kids about being gay. LGBTQ is a minority and trans is an even smaller minority and I'm glad books exist on these topics but this library in recent years has really been pushing it on the kids nonstop ...	1/15/2024 8:43 AM
90	I love our library staff. Always professional, helpful and kind. The best!	1/15/2024 8:38 AM
91	I love the children's room. Unfortunately due to being a working mom with a long commute we can only visit on the weekend. We miss out on all the things that homeschooling and stay at home moms get to bring their kids too. It would be nice to be able to visit more often. I admit that we are completely out of touch with events offered and an emailed newsletter could be helpful.	1/14/2024 7:49 AM
92	Toddler programs that are scheduled after 5pm are impossible to get to due to bedtime routines. Some programs could be offered more frequently so that families who have lots of commitments during the week have more opportunities to be involved.	1/13/2024 9:52 PM
93	Your staff is your most important resource. They make everyone feel welcome. We can go to any library in the area to get books, but you can't find librarians like yours anywhere else. Thank you for being you!	1/13/2024 2:52 PM
94	We go to Oxford public library weekly because they have a babies program for 0-12 months. I think splitting the kids programs by 0-12 months and 12-24 months is more appropriate than combining all the little kids together. I'd love to see more programs offered towards babies. I know a bunch of local moms who are looking for more baby programs.	1/13/2024 1:37 PM
95	Just like to say that I love the library <3	1/13/2024 12:40 PM
96	The Library is important and I will do what I can to support it	1/13/2024 8:20 AM
97	I think you've done a great job with the library. For events in Dexter Hall if I could suggest more comfortable chairs.	1/13/2024 7:17 AM
98	I love the monthly community yoga! Maybe a call out to other community members who may want to run workshops. Not sure your process on this. I love Charlton library!!	1/13/2024 7:02 AM
99	Great resource!! We loved at the library when my kids were young. Such an important part of the town and I am very grateful for it.	1/13/2024 6:32 AM
100	I wish they used Facebook more to announce all events programs and features. But also to announce them well in advance enough and regularly with links to sign up to make it easier	1/13/2024 6:06 AM
101	It would be nice if there was a place where we could write down suggestions for materials we hope the library could order for its collection in both adult and children's area.	1/12/2024 11:01 PM
102	I love the Charlton public library, there's really not that much room for improvement.	1/12/2024 6:30 PM
103	I think it's pretty great as is!	1/12/2024 6:17 PM
104	My family and I love the Charlton library. The librarians are the friendliest and most helpful librarians we have ever met. We enjoy the wide selection of books for children and adults and love being able to find something new everytime we visit	1/12/2024 6:01 PM
105	I think the town would benefit from the water bottle filling station and especially since the parking lot is used for sports too, a lot of people rather refill their bottles than waste plastic bottles. Keep waste down, also benefit librarians too, stay healthy.	1/12/2024 3:21 PM

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106	We try to do a monthly "date night" at library to read periodicals Have not made it a priority lately... will re-start! We did love the coffee but will bring our own!!!!	1/12/2024 3:19 PM
107	Besides being a friendly and well organized library -- it would be great to have more events at night for adults. Speakers, etc. Really enjoy all the programs that you have had.	1/12/2024 3:11 PM
108	More programs for young adults More programs In general (not seniors as the library has these)	1/12/2024 9:19 AM
109	Great people!	1/12/2024 7:04 AM
110	I work with the Charlton Farmers Market and we would love to talk about featuring a kids story hour for one market during the summer!	1/11/2024 10:42 PM
111	Love this library and the themed playroom switch-ups!	1/11/2024 12:21 PM
112	It would be really helpful to be able to try out sensory objects for kids with autism or other sensory differences--they tend to be quite expensive to buy and it would be nice to have an opportunity to figure out if they'd be helpful before investing.	1/11/2024 11:37 AM
113	I'd love to see some programs geared towards people new to the area (social-focused), younger adults (21-30), and maybe even something around combatting/spotting misinformation in media (though may be too political/polarizing). I'd also like to see more collaborations with local/nearby businesses, such as LARP Box. Other program ideas I'm interested in include holiday adult-friendly events (e.g. Halloween costume party or Christmas wreath making), adult dungeons and dragons groups (I would be willing to lead a monthly group if there was enough interest), and BYOB trivia nights.	1/11/2024 10:21 AM
114	The children's room team is AMAZING! So friendly, helpful, and always greeting both me and my children. Great programming, too!	1/11/2024 7:12 AM
115	I love the idea of book clubs!	1/11/2024 5:04 AM
116	Staff makes the place welcoming. Keep up the good work!	1/11/2024 4:22 AM
117	Sensory friendly spaces/events and more resources on autism!	1/10/2024 9:21 PM
118	I love the Charlton Library - you guys are killing it! Other librarians have told me they model their programs off you so just keep doing what you're doing!	1/10/2024 9:20 PM
119	I have been a weekly library patron for over ten years, since my first of six kids were born. We would love to see more daytime homeschool programming, for all ages. I'd also love to more adult programming that I could attend with my mother (example: Bemis workshops).	1/10/2024 9:01 PM
120	I've lived in town for over 32 years and my grown children attended many story times and activities. Now my grandson attends. Great community space. The staff is always pleasant and helpful in finding what I need. Wonderful library	1/10/2024 8:50 PM
121	love the variety of programs that are offered; I like the "recommended" books from staff. Maybe even invite patrons to recommend/rate books? Would love if the friends meetings were in the evening as the current time isn't feasible for people working during the day.	1/10/2024 8:27 PM
122	Very helpful in finding books!	1/10/2024 8:22 PM
123	Love Charlton library!	1/10/2024 8:11 PM
124	Love our library!!	1/10/2024 8:04 PM
125	I think you're doing a wonderful job!	1/10/2024 7:41 PM
126	Keep the history of this beautiful building and continue making a positive impact with the community.	1/10/2024 7:37 PM
127	The Childrens room is the best one around compared to the local surrounding towns!! Myself and many moms use it to meet up and have a place to go when weather isn't great. The programs are awesome as well. Would be interested in more programs for families during the daytime	1/10/2024 7:14 PM
128	Would love to have a larger selection of new/recently released books to browse through while in the library.	1/10/2024 7:05 PM
129	Library staff are very essential to my experience, always helpful and go out of their way for	1/10/2024 6:58 PM

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	me. Charlton has a wonderful library	
130	I think this should be consideration for outdoor lighting and pedestrian safety in the area around the library and Town Hall.	1/10/2024 5:54 PM
131	I love our library and the staff are amazing. Thank you for everything!	1/10/2024 5:03 PM
132	At this time, the Dementia/Memory Care is crucial for me and my mother. The friendly faces behind the desk are a lifesaver! We have also utilized and greatly enjoyed the museum and activity passes. It makes a big difference when she is trying to do something with her grandchildren. Not sure what I will be doing in the next five years but I know that I will have a valuable resource available to me. Thank you for all that you do!	1/10/2024 4:54 PM
133	I really appreciate a death cafe is being offered and have been enjoying going. I think it would be great if there were materials in other languages for those looking for them.	1/10/2024 4:53 PM
134	I think our library is doing a great job!	1/10/2024 4:27 PM
135	Homeschool programs during the day would be helpful. STEM, Crafting etc.	1/10/2024 4:21 PM
136	I'm so grateful to have such a wonderful library in the town i live in. I'm a single mother with 2 young children and i can't afford to do much but my children absolutely love going to the library especially in the summer. Thank you for everything you guys do for me and my kids!	1/10/2024 4:14 PM
137	The staff are great, and the building and collections are a treasure. Please continue to fund them adequately, including maintenance on the building.	1/10/2024 3:39 PM
138	We love the Charlton library! BUT I dont agree with the director's response to our families regarding the Dudley situation. I understand the reasoning that almost every library gave, but its a bad policy, and I would love to see this handled on a case by case basis should the situation arise again, or discuss changing the policy within CW MARS, OR having the trustees revote. The "oh well too bad" attitude wasnt recieved well by homeschool or public school families in all surrounding towns. Punishing individual patrons in good standing because of where they live seems unfair at best. It could have been any of us.	1/10/2024 3:25 PM
139	No other suggestions, but want to say we LOVE the Charlton library and all of its staff!	1/10/2024 2:49 PM
140	The library staff is outstanding and my family frequently attends the library. Charlton has a strong library, one of the best programs around and is one of the Town's best resources we use the most.	1/10/2024 2:47 PM
141	I think the library is perfect as it is!	1/10/2024 2:40 PM
142	A bit more outdoor seating. Availability for homeschool classes	1/10/2024 1:40 PM
143	Would love to continue to see more adult programming. Even open to programs like arts and crafts that carry a nominal fee. Also, would like to see more teen programming, as it seems non existant for my kids now that they have phased out of the children's room and kids' programming.	1/10/2024 1:22 PM
144	Thank you. Keep up the great work.	1/10/2024 1:09 PM
145	The Charlton Public Library has been a terrific local resource for me and my family for years! Keep up the great work.	1/10/2024 12:48 PM
146	My children love the children's room and Pokémon club! Would love to see it offered more frequently.	1/10/2024 12:40 PM
147	We love the Charlton Library and staff! I would love to see more homeschool programs in the future. Thank you!	1/10/2024 12:20 PM
148	Looking forward to collaborating with you	1/10/2024 11:49 AM
149	Children's programs on evenings and weekends	1/10/2024 11:43 AM
150	I have enjoyed many programs from this library.	1/10/2024 11:31 AM
151	Charlton Library us an excellent resource. Went weekly when my son was preschool age.	1/10/2024 10:51 AM
152	Day time programming for different ages 10-15 year olds would be wonderful. Love the YMCA library programs and the bigger littles 5+ tinkering and stem classes	1/10/2024 10:45 AM

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153	Extend library hours. So people who work full time can access library. Send notifications via email	1/10/2024 10:38 AM
154	Expanding collection to feature more religious based books and hard to find classic literature/movies	1/10/2024 10:31 AM
155	You have the best staff and the library is such an important part of our community! You offer a great range of programs and keep up the great work!	1/10/2024 9:43 AM
156	We love the Charlton Library and it's amazing, helpful and friendly staff!!! We suggest- Homeschool programs (afternoons from 1-3pm), a "big kid" tween/teen hangout spot and activities (crafts/board games/cards/puzzles), More discount passes to museums etc.... Thank You!	1/10/2024 9:36 AM
157	All of the ways you advertise programs is great but I didn't have room to include the sign out front, local newspapers, etc. I love the increased programming that occurred since Karen Wall became the new director. I've often said the library is also a community center, and for those of us who are retired, it is one of the important ways we stay in touch with others and stay active and involved. I think more collaborations with the Senior Center and possibly other groups would be wonderful. Thank you for all you do, Charlton Public Library!	1/10/2024 9:34 AM
158	Just want to say I love the library! And the Charlton librarians are the best. No complaints on anything library-related from me	1/10/2024 9:23 AM