

DICKINSON MEMORIAL LIBRARY

Northfield, MA

2025-2030 Strategic Plan



FROM THE DIRECTOR

I am pleased to share with you the Dickinson Memorial Library Strategic Plan for 2025-2030. I have asked for opinions and help with creating this plan for the Library, and am proud of the results.

Dickinson Memorial Library's current plan was written for years 2017-2022. A few major events happened in the last couple of years that delayed the creation of a new plan: a pandemic changed the way the Library functioned in 2020; Deb Kern passed the torch to me in 2021; and Northfield's 350th kept us all very busy. The 2017-2022 plan has served me well in my first three years in Northfield. With the plan's guidance, we have accomplished a lot.

Just as I have been using Dickinson Memorial Library's previous strategic plan, I will use this plan to guide my goals and decision making. Each year, an annual action plan will be created from this long-range plan, and I will share these documents with you along the way. The Library belongs to our community, and if you have the interest to see what my goals are for the coming year, I want that information to be available to you. The Library would not exist without its wonderful community.

Thanks for reading and caring about YOUR Dickinson Memorial Library,
Misha Storm
Library Director



MISSION STATEMENT



Housed in an 1897 granite building, the Dickinson Memorial Library's mission is to preserve the historic integrity of the building while providing the citizens of Northfield access to information through the most up-to-date technology. The Library strives to be the heart of the community by responding to the townspeople's informational, educational, cultural, and recreational needs. Through careful selection the Library provides print and non-print materials, offers programs for children and adults, and endeavors to provide service to each patron with enthusiasm and respect.

ABOUT NORTHFIELD

Incorporated in 1723, Northfield has a rich history that is still important to town residents, especially after a year of celebration and education in 2023, our 350th anniversary. The only town in Massachusetts situated on both sides of the Connecticut River, Northfield is a rural community with an ideal location. It is a 20-minute drive to Greenfield (the seat of Franklin County), and a 30-minute commute to Amherst, Northampton, Keene (New Hampshire), and Brattleboro (Vermont).

With the Connecticut River as a dominant feature, the town is one of open farmland, forested hills, numerous streams and wetlands, and plenty of wildlife. Northfield covers an area of 35 square miles with 2,108 acres designated for agricultural use. Remaining true to its historic roots, Northfield's stately Main Street, including the Dickinson Memorial Library, was added to the National Register of Historic Places as a Historic District in 1982. Northfield has a small but growing amount of businesses in town, public schools, five churches, a senior center, and Thomas Aquinas College now occupies the old Northfield Mount Hermon campus.

Northfield by the Numbers

- Northfield has a population of 2,866, a decrease from 3,032 in 2010.
- 22.4% of the population is 65 years and older. 23.9% of the population is between the ages of 50 and 64. 28.8% is between the ages of 25 and 49. 13.8% is between the ages of 15 and 24. 11.1% is between the ages of 0 and 14.
- 94% of our population identifies as White. 1.9% identifies as Asian. 1.6% identifies as Native American. 0.6% identifies as Black. 1.9% identifies as another race.
- Northfield has a median income of \$94,775, compared to a median income of \$70,306 in Franklin County. 7.2% of the population lives below the poverty line. 88.8% of Northfielders own their homes.

These statistics are compiled from the 2020 U.S. Census.



ABOUT DICKINSON MEMORIAL LIBRARY

Library Governance and Operations

As a department of the town government, the Library is governed by an elected six-member Board of Library Trustees. The Board's authority is derived from Chapter 78, Sections 10 and 11 of the Massachusetts General Laws. Section 10 states in part that: "The board shall have the custody and management of the library...and of all property owned by the town relating thereto. All money raised or appropriated by the town for its support and maintenance shall be expended by the board, and all money or property which the town may receive by gift or bequest...shall be administered by the board...". Responsibility for management of all library services and collections is delegated by the Board to the Library Director. The Director is appointed and directly responsible to the Board, and is an employee of the Town of Northfield.

Funds appropriated by the town cover wages, the majority of operating expenses, and building upkeep. Library programming is supported through the generosity of the Friends of the Dickinson Memorial Library, Northfield Cultural Council grants, and through small gifts from the public. Trust and Memorial Funds are used sparingly, and many are restricted. The Community Preservation Committee has been able to fund the completion of renovations and repairs on our building.

Every year the Library works to meet the minimum state requirements for certification, allowing the library to receive annual State Aid. This additional funding is essential for the Library's operation, and covers everything the town and public does not. Certification, along with a current Strategic Plan, also allows the library to apply for any grants administered by the Massachusetts Board of Library Commissioners.

The library is staffed by a full-time director and two part-time library assistants - one in charge of circulation, and the other programming and outreach. There is also a circulation assistant, substitute circulation assistants, and a custodian. The library's total full-time equivalent (FTE) is 3. Dickinson Memorial Library is open 31 hours a week, more than double the number of open hours required by Massachusetts Regulation. The Library's regular hours are Tuesdays and Thursdays 1:00-7:00, Wednesdays and Fridays 10:00-5:00, and Saturdays 10:00-3:00. We also often host community events outside of these hours.



Collections and Circulation

The Library is part of the Massachusetts Library System, a state-funded collaborative that was formed in 2010 when the 6 regional library systems consolidated. In 2002, the Library graduated from a stand-alone computer system to become a C/W MARS (Central Western Mass Automated Resource Sharing) member. As part of the C/W MARS consortium, we circulate and catalog our materials through the open source Evergreen circulation system. Other benefits of our membership include the acceptance of Northfield library cards at over 100 libraries throughout central and western Massachusetts, the ability to renew and request library materials online, and access to ebooks and more through Libby.

Dickinson Memorial Library's onsite collection consists of approximately 18,000 physical items and access to many online resources including Libby, Hoopla, Kanopy, Craftsy, Ancestry, and our digital local history collection. In 2023, our total circulation of all items was 51,476. Our collection is always changing. With a finite amount of space, as new books and items are added, unused or damaged items have to be removed. Our Library of Things continues to grow with museum passes, hotspots, play and learn kits for children, and practical items for adults.

The Library has a robust local history collection including artifacts and artworks from the days that the second floor of the building was a museum. Our Digital Local History Collection was launched in 2023, making the local history collection more accessible.



Library Services

The Library provides much more than books and other items to check out. We serve as a community center. People meet at our programs, schedule play dates in the children's room, or run into each other while browsing or reading the paper. We fill reference requests, from genealogy questions to help finding manuals for small appliances or the latest town updates. We have found joy in creating an environment where people feel comfortable asking us for help and sharing bits of their lives with us.

In an average year, Dickinson Memorial Library hosts over 200 programs. We currently have four regular book groups, a knitting group, and monthly tech help, coffee socials, puzzle swaps, Lego days, and trivia. We also have a busy schedule of lectures and demonstrations. The Friends of the Library sponsor an annual Fairy Trail in June, the Dog Show in October, and our Holiday Bazaar in December. This year they have added a Bingo Night in August. The Friends also sponsor our all-ages Summer Reading Program.

We prioritize a connection with the Northfield Elementary School through after-school programs, hand-selected books for school breaks, and by hosting class visits. Our children's room is full of book, toys, games, and crafts, and we often have activities that kids can bring home as well. We work closely with the Coordinated Family & Community Engagement, providing weekly story times and regular story walks and crafts.

Our list of services goes on: our art gallery hosts at least six local artists each year; our seed library helps to feed local families; our local history room teaches Northfield's history; our outside spaces give people access to Wi-Fi even when we are closed, as well as a place for people to meet for a walk in nature.

Building Facilities

The historic library building remains impressive. Built in 1897, the Library was constructed with locally-quarried granite. Much of the original décor - the 18 stained glass windows, mosaic tile floors, original stenciling on the walls and ceilings, and detailed woodwork - still exist in varying conditions.

In 2008 an elevator and accessible restrooms were installed through a Community Development Block grant. The additional space allowed for an art gallery to be created on the main floor, as well as the opportunity to create a local history room on the more easily accessed second floor.

The main floor houses adult fiction and non-fiction, magazines, DVDs, and audio books. There are three public computers available, a copier, scanner, and fax. A small shared office space for staff is situated behind the circulation desk. A large community table provides a place for reading the paper, working, or catching up with friends. Upstairs is home to the children's room, teen room, a local history room, small meeting room, and several reading or study spots. The community room and public restrooms are located on the lower level. With a back entrance and a system to secure the upper floors, the community room is available for groups to use outside of library hours. The lower level is also home to the Northfield Regional Food Pantry, which serves approximately forty families on the second and fourth Saturday of every month.

In more recent years, thanks to the work of the Northfield Energy Committee, energy saving improvements have been made to the building such as heat pumps, LED lights, and insulation. Thanks to the Friends of the Library, our gardens and outdoor spaces have become more welcoming and beautiful. Alongside modern upgrades we strive to protect our historic building with careful repairs, restorations, and respect.



THE PLANNING PROCESS

Why Do We Plan?

First and foremost, the reason to create a strategic plan is to create a living document that serves as a management tool for the Library. Through this process we are able to gather opinions from our community and use that data to create goals for the next five years. This five year plan will then be broken down into yearly action plans as we decide how to accomplish our goals and what is possible in each year.

More practically speaking, The Massachusetts Board of Library Commissioners requires libraries to submit multi-year strategic plans in order to be eligible for certain state grants. We look forward to the opportunity to apply for these grants in the coming years.

Lastly, a plan is a way to communicate with the community. It lets you know what the library administration is working towards and how it will benefit Northfield. The plan creates a sense of purpose and direction for Library staff and Trustees and it lets the community know what that plan is.

Planning Methodology

The Library Director used the Massachusetts Library System's Strategic Planning for Libraries Guide (2021) to inform the Strategic Planning process and the knowledge gained from the Massachusetts Library System's Strategic Planning Trainings. The Director, with support from staff and Trustees, conducted a community-wide survey, available both on paper and online. The paper survey was mailed to every Northfield household and was available at the Library and four other town locations. The online survey was available on the Library website, on Facebook and Nextdoor, and through our e-newsletter. The survey was distributed in March 2024 and closed in May 2024. Kristi Chadwick from the Massachusetts Library System conducted a focus group event with ten community members to discuss the needs of the community in April 2024. The Library Director conducted five one-on-one interviews with fellow community leaders including the Northfield Elementary School principal and the Town Administrator. Lastly, the Library Director and a staff member hosted a discussion night with a group of Northfield teens.

NEEDS AND GOALS

Needs Overview

The following five needs are what showed up the most in our collected data, both quantitative and qualitative. These five needs are also chosen based on what is possible in our community and what we feel fits into the library landscape at large. Each identified need has three corresponding goals that will help us meet those needs. In the following years, the Library will create action plans to find the best possible actions to meet each of these goals. We will share these plans as we go along.

I. FOSTER COMMUNITY CONNECTIONS

Northfield is looking for community connections, both social and through more town and organizational communication. "Community" was mentioned 31 times in answers about our strengths, but an ask for more community and communication showed up 21 times in our weaknesses. This shows we are doing well, but people need more. In our group discussion about our town as a whole, communication was a big theme. The Library is looking for ways to help with that in the next five years.

Goal 1: Provide space and opportunities for social and community interactions.

Goal 2: Foster a welcoming and friendly space for all.

Goal 3: Be a place that people look for town communications and build relationships with other town departments.



2. SUPPORT OUR STAFF

From our collection of data, one theme floated to the top again and again. The staff was mentioned 170 times when the community was asked what the Library's greatest strength is. Our community loves our staff. We are lucky to have a great team at our Library. The staff is part of what makes our Library such a comfortable place to be and it is what helps our patrons receive the services that they need and want. It is important to keep it this way.

Goal 1: Maintain high staff morale in our service-focused environment.

Goal 2: Encourage professional development for staff.

Goal 3: Ensure staff salaries are comparable to salaries at similar libraries.



3. PRIORITIZE ENVIRONMENTAL SUSTAINABILITY

Environmental sustainability rated highly in the goal-ranking section of our community survey, and this complements the goals of the Library community at large, the state, and many of our community members at home. We will be adding sustainable practices both in our day-to-day operations and in our larger building needs, and hope that we can be community leaders in this way.

Goal 1: Incorporate small but mighty practices in our supply purchasing and our day-to-day operations.

Goal 2: Provide programming and collections to support community members' sustainability goals.

Goal 3: Make sustainability a priority in all major building maintenance.



4. EXPAND OUR COLLECTIONS

The Library's collection was mentioned 57 times as a strength and 20 times as something that could use some improvement. Patrons want "more" of many different things. What they are looking for includes more diversity, more classics, a better teen collection, and more additions to our "Library of Things." Our local history collections are admired, and we plan to continue to give them context and allow them to be more accessible.

Goal 1: Meet our changing community needs by continuing to diversify our collection.

Goal 2: Build a teen collection that has something for a variety of reading tastes.

Goal 3: Protect our historical collections and improve access to local history.



5. MAKE THE MOST OF OUR BUILDING

Our community is lucky to have a large and accessible historic building in a town our size, but that doesn't mean there cannot be a desire for more. "Space" was the top response to our questions about room for improvement. On the other hand, 60 people said our building and atmosphere are our greatest strength. While we cannot build a new addition, we can make the most of the space that we have in our beautiful building and preserve the historic and cozy atmosphere that people love.

Goal 1: Protect our historic building by implementing a proactive maintenance plan.

Goal 2: Improve our teen space, creating an inviting and safe space for young people to gather.

Goal 3: Find flexibility in our current spaces for our growing program attendance and need for study and remote work.



THANK YOU

Thank you to the following community members for their help in the process:

- The Trustees of Dickinson Memorial Library: Nolan Kitfield, Gretchen Licata, Jon McGowan, Lloyd Parrill, Deb Potee, and Alex Strysky
- Our staff: Matt Atwood, Paula Carr, Freida Guillette, Jane Lyle-Jaworski, and Tim Rogers
- Our focus group facilitator, Kristi Chadwick of the Massachusetts Library System
- Focus group participants: Matt Atwood, Julia Blyth, Barbara Buschner, Joanna Cunningham, Lara Dubin, David Kelly, Scott and Mary Key, Deb Potee, and Judy Wagner
- Our teen group participants: Mystic Glenn, Nate Pinto, Maureen Shields, and Zosia Shivone
- The community leaders interviewed: Bee Jacques, Colleen Letourneau, Andrea Llamas, Margie O'Connor, and Krissy Schreiber
- And the almost 300 survey participants who took the time to answer our questions!

GOVERNING BOARD APPROVAL

The Dickinson Memorial Library 2025–2030 Strategic Plan is approved by the Dickinson Memorial Library Board of Trustees on September 10, 2024.

Director: Misha Storm
Director Signature

Board of Trustees Signatures:

Nolan Kitfield

Lloyd Parrill

Gretchen Licata

Deborah Potee

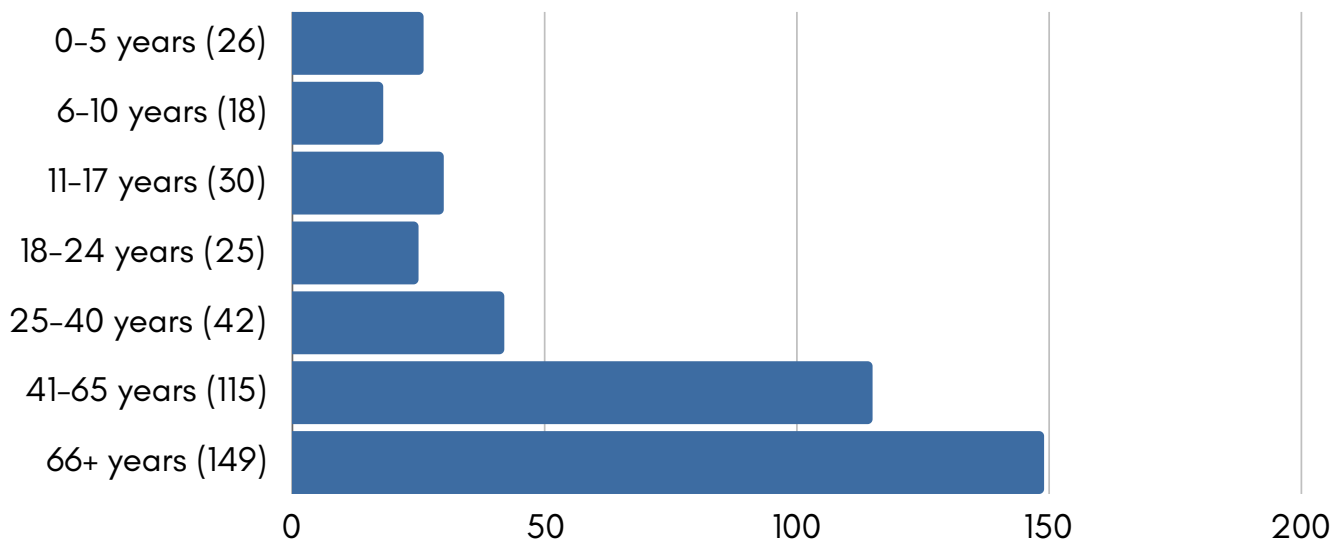
Jon McGowan

Alex Strysky

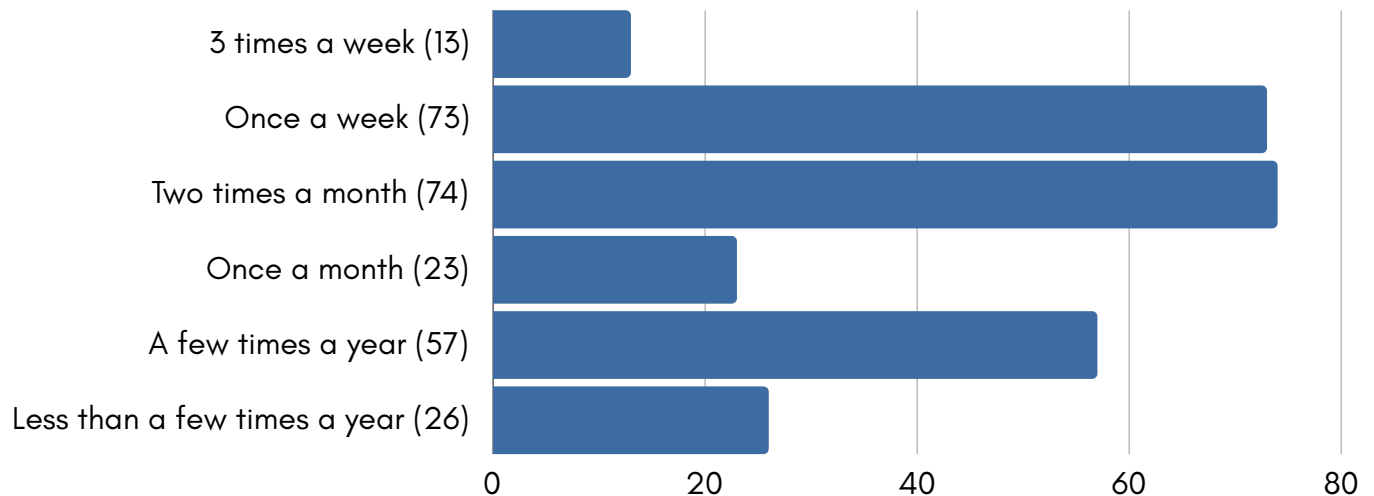
APPENDIX A: COMMUNITY SURVEY RESULTS

Section 1

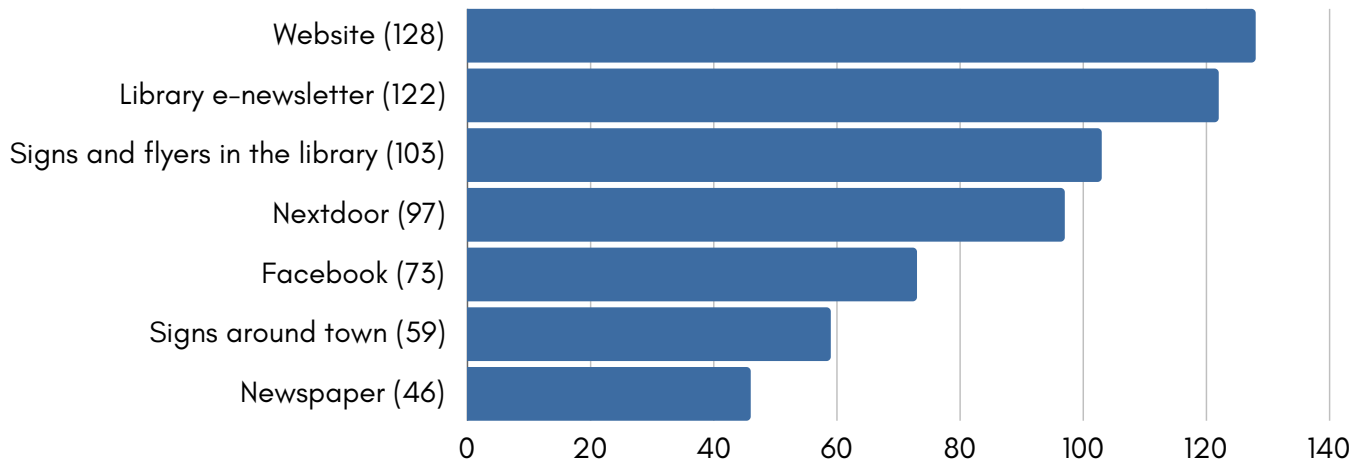
1. What age groups currently live in your household? (mark all that apply)



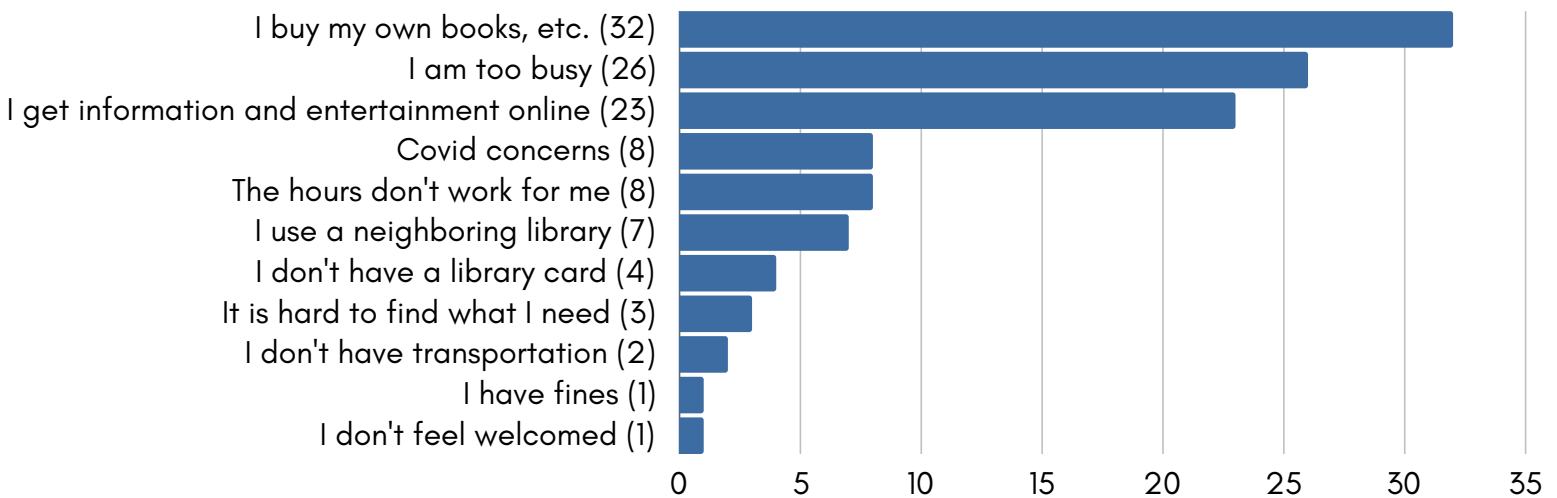
2. How often do you visit Dickinson Memorial Library?



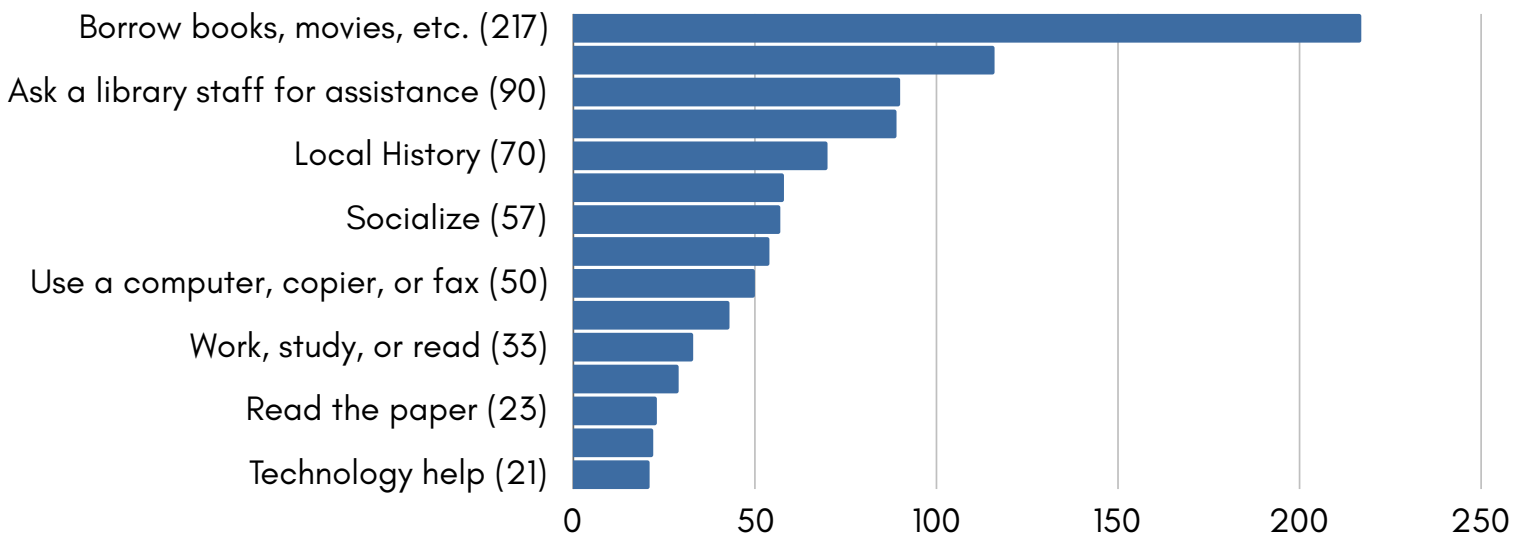
3. Where do you prefer to find out about what the library offers? (Mark all the apply)



4. If you do not use Dickinson Memorial Library, why not?



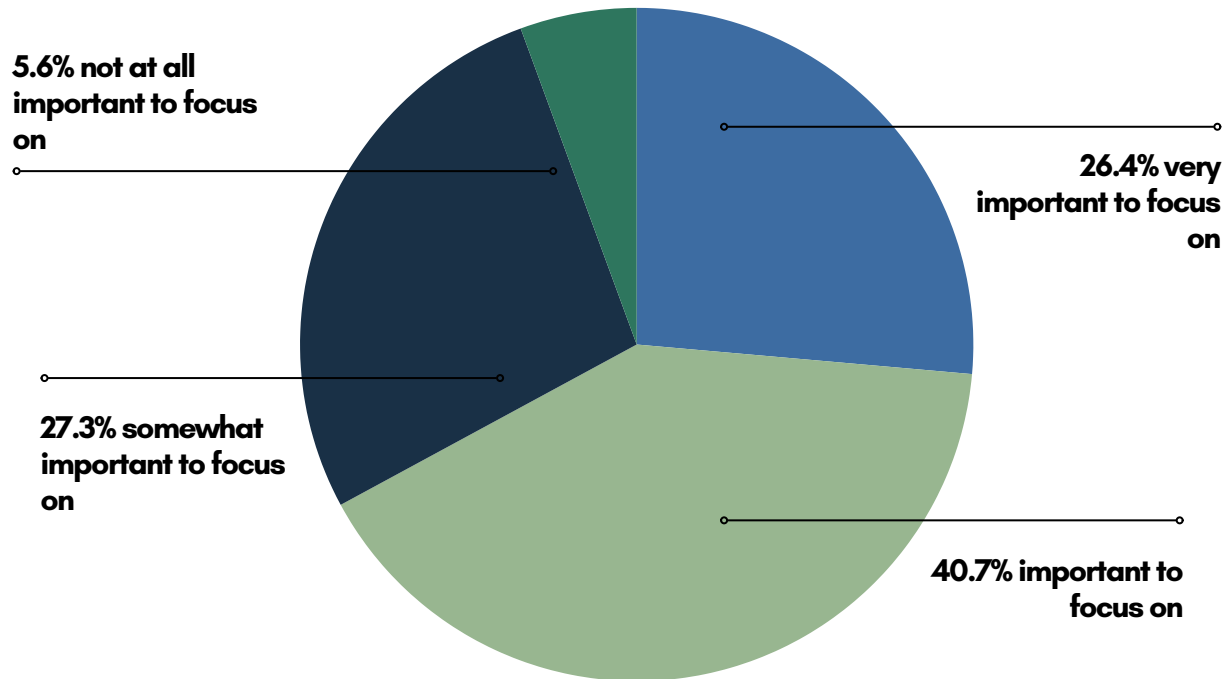
5. If you do use the library, how do you use it? (mark all that apply)



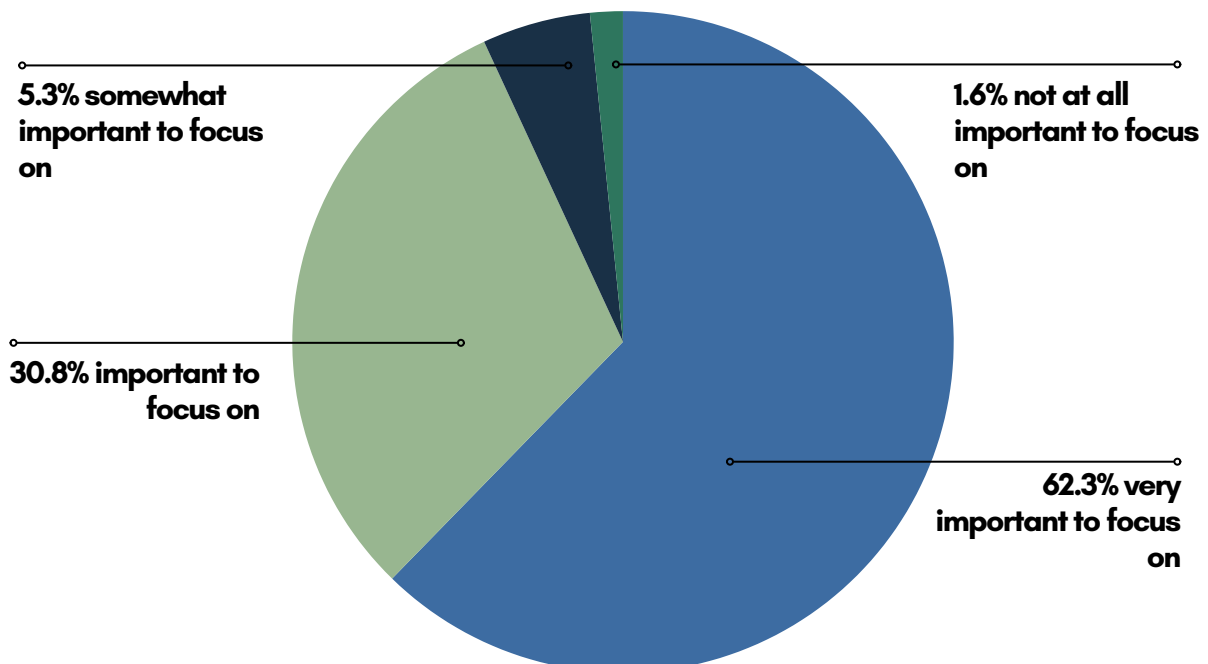
Section 2

Which do you think the library should focus on over the next five years? Please rank the following priorities from very important to not important at all. If you don't have an opinion on a topic, leave it blank.

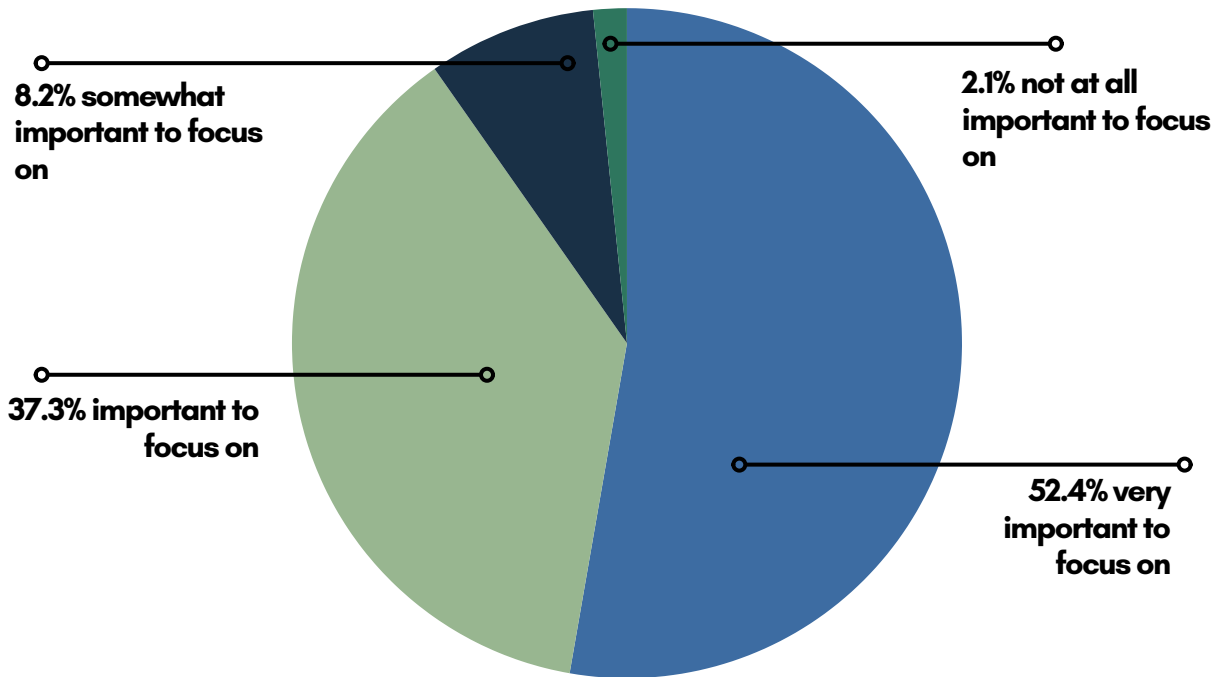
Expand access to our town's local history



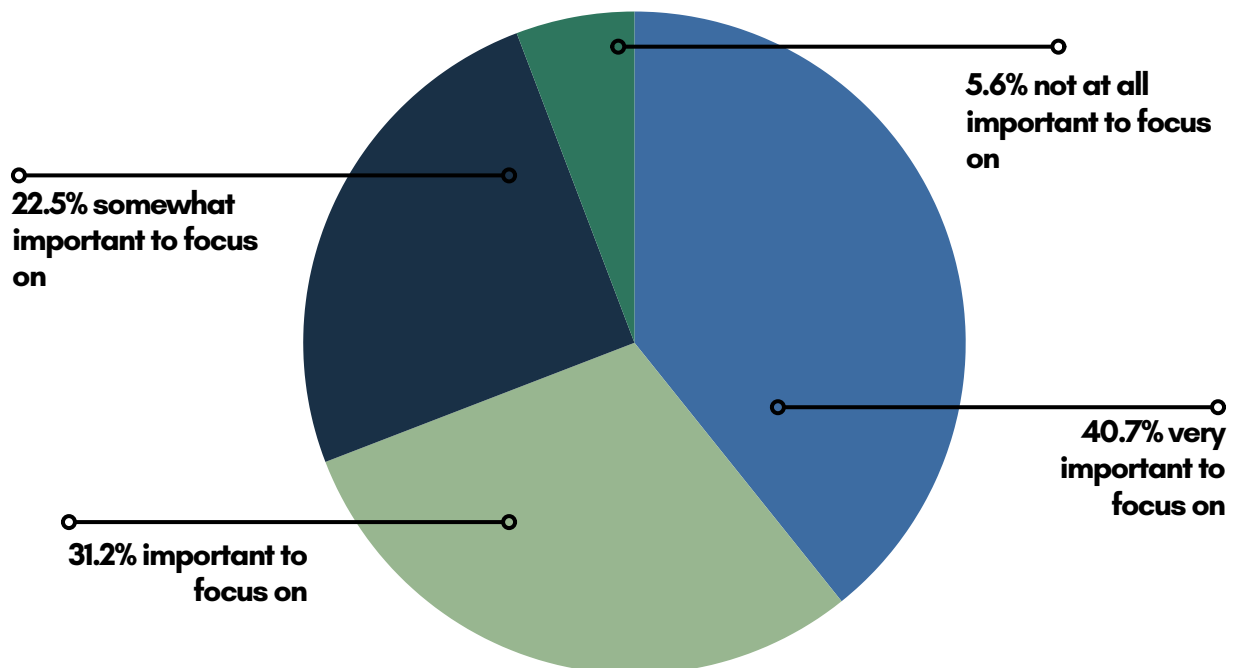
Continue to support out excellent customer service by supporting staff development



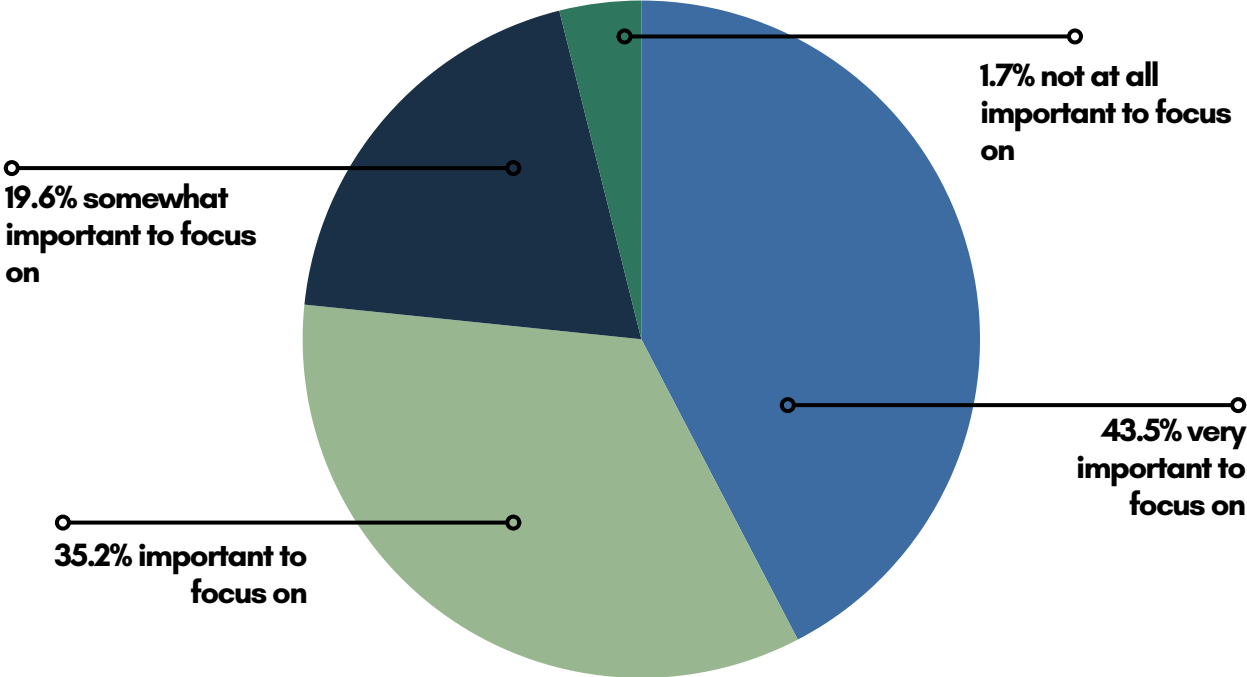
Foster community connections through social opportunities and by providing town information



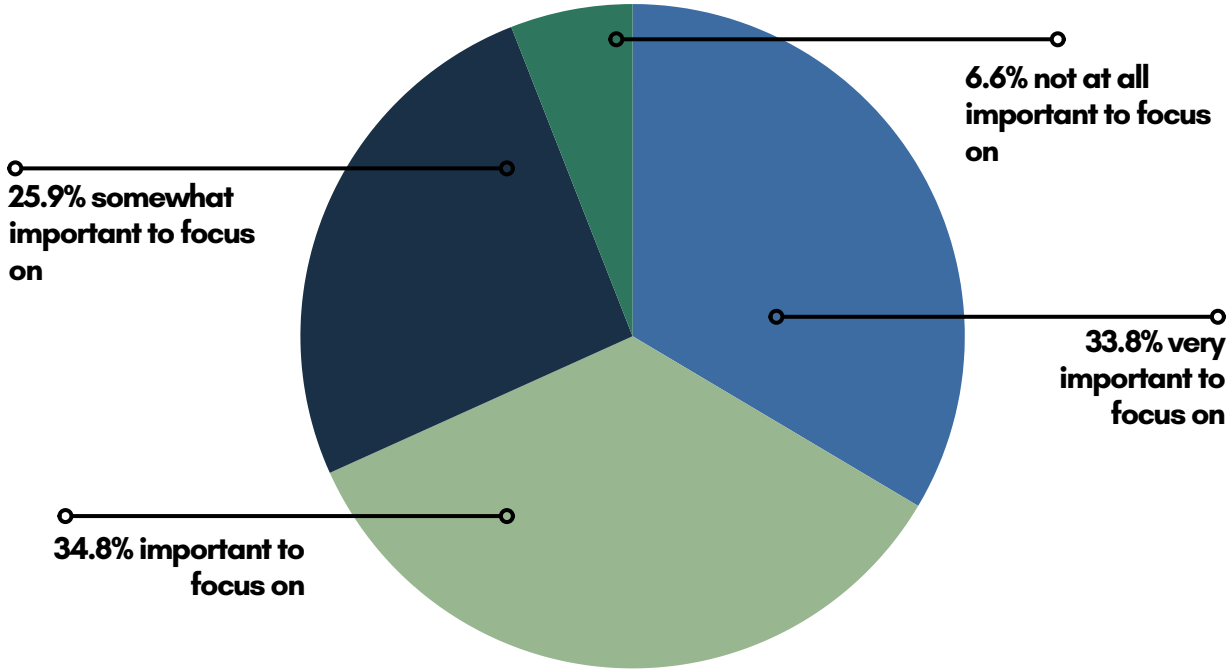
Expand our collection of books, dvds, magazines, etc to include more diverse voices



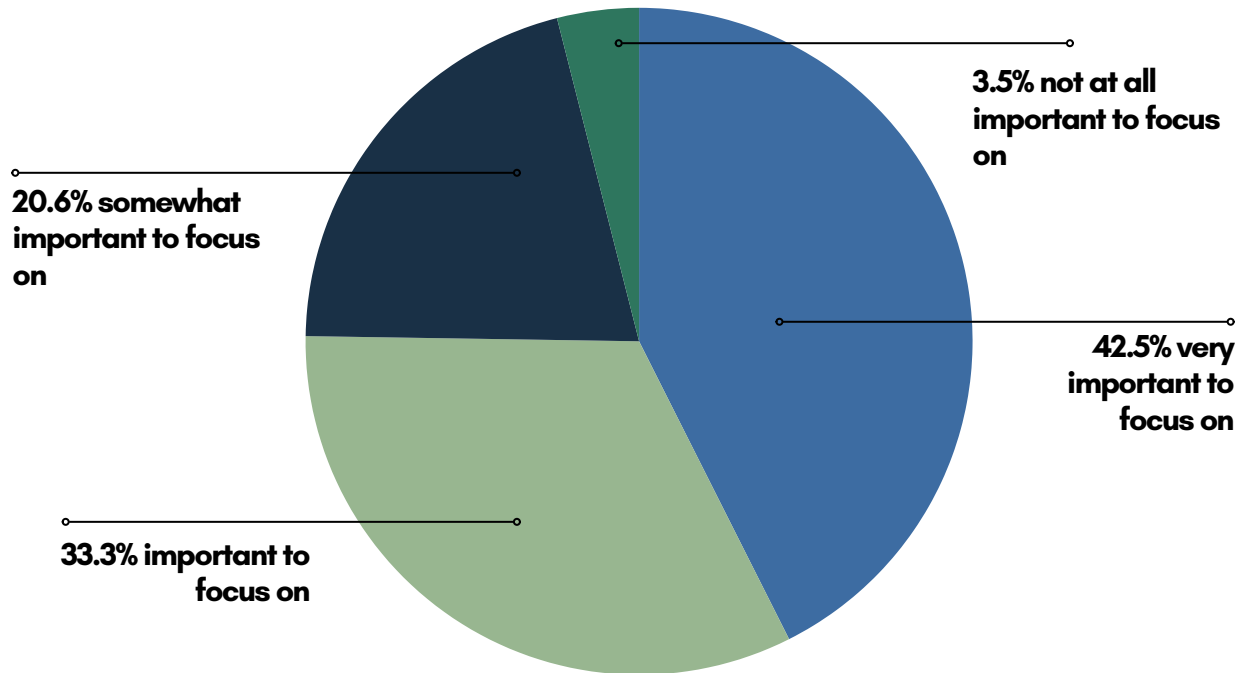
Expand our library of things, museum pass program, and take-away activities



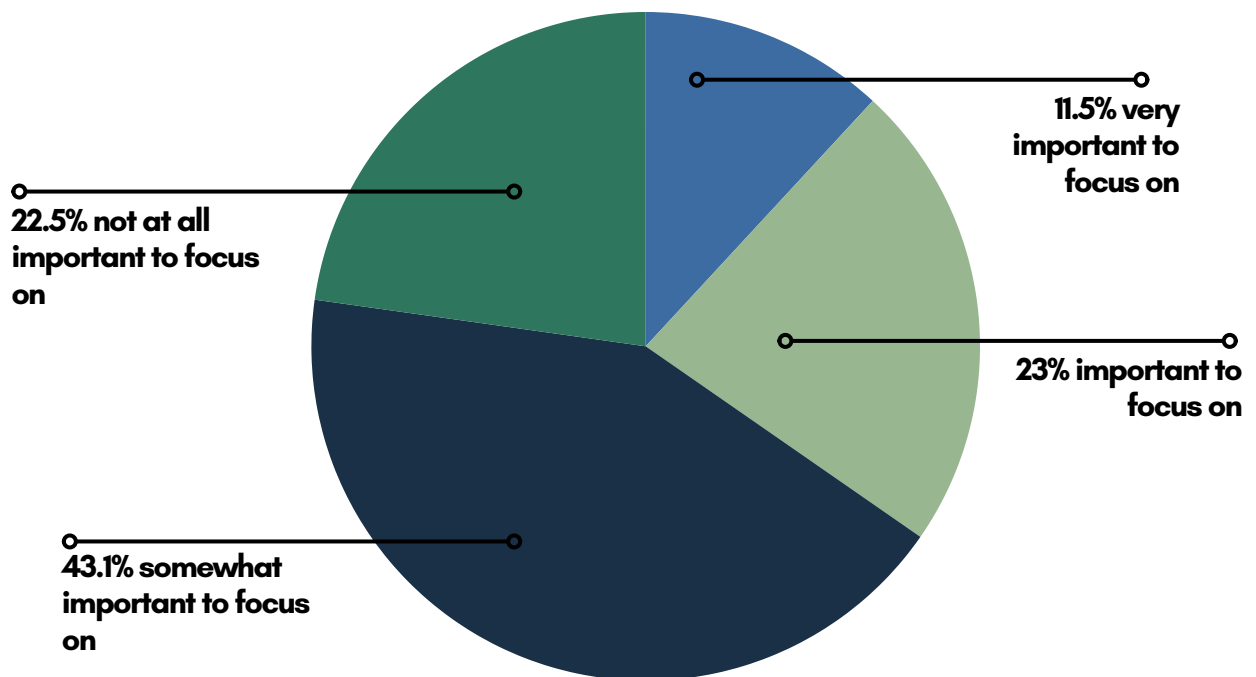
Update our upstairs children's room with flexible furniture and divided quiet and energetic spaces



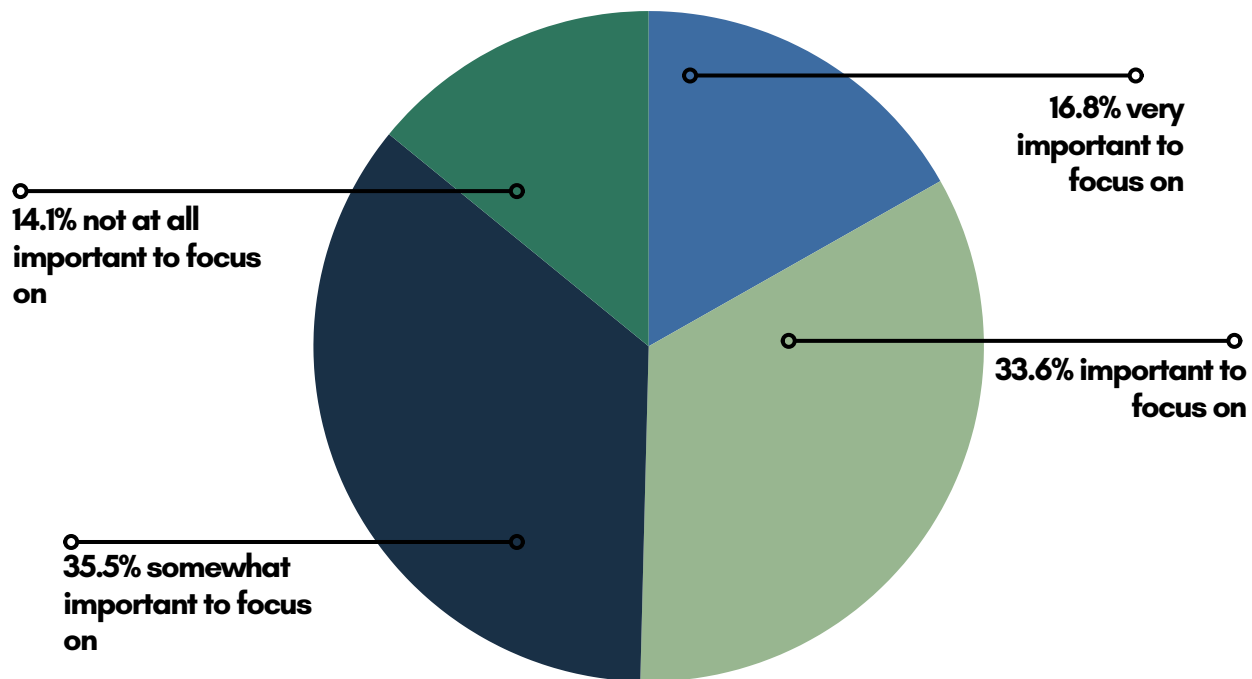
Find ways to focus on sustainability in our historic building and on a limited budget



Provide off-site library use such as library days at the transfer station or home delivery



Add more comfortable and flexible study and reading spaces to the library building



Section 3

Open ended questions about the strengths of the library and where the library needs improvement

What do you think are Dickinson Memorial Library's greatest strengths?

The employees! Truly, they do so much for the public and it really shows!!
Offering a wide variety of programs for many different ages and interests.
Hospitality, willingness to help find anything (within their power)! The library is an invaluable "third space" in this community. Outreach-trivia nights, children's crafts on the front steps. It is the place to be!
Helpful, friendly staff. Able to access all CWMars libraries to get reading material i'm interested in.
Such a wonderful community resource
The children's room is warm and engaging
Customer service
The few times that I am in the building it is warm and inviting
So kinda and friendly and helpful
Great events for young children, some book clubs, community events like fairy House building
staff
The helpful librarians, a nice building, exhibits, mystery movie bags, And during the pandemic, Matt reading children's books and giving gardening demos, and interesting Zoom programs.
Beautiful building, great staff! very welcoming vibe, comfortable to hang out in, great programs
Wonderful, helpful staff
1. The people - friendly, helpful, and welcoming. 2. The space is inviting.
great hours, wonderful staff, excellent way to get any audio book or regular book I want
We love that our library is so welcoming of ideas, visitors, programs and knowledge.
Welcoming staff, wonderful architecture
Community, friendly staff, good selection and services.
Super kids room, excellent and helpful staff.
Although I do not take part in them, I think your programming geared mostly towards families and children are wonderful. Keep that up! I also appreciate getting books, etc. online. In retirement, I can no longer afford to purchase books, so access to CWMars and BPL has been so helpful. Thank you for what you do!
An attractive and comfortable space.
our staff, history, kids programming
Friendly and super helpful staff, awesome atmosphere, feels like home
The wonderful employees
So many. Great programming, awesome staff, welcoming atmosphere, community commitment. And, it's a beautiful building, with lots of great books.
Staff
It has a wonderful and generous community spirit.
Friendly, helpful staff, and a beautiful building
Friendly helpful staff

Children's room
Knowledge on different issues. Very helpful.
Access to programs, amazing staff, great off-site fun trivia, providing a community resource, food pantry, and art exhibits.
Becoming town meeting space for all types of activities, knowledgeable staff - good resources
Their staff - Welcoming vibe, knowledgeable, friendly, helpful, able to locate appropriate resources. Collection of knowledge and information made accessible to patrons.
We appreciate all that is provided. Everything is wonderful!
Friendly and knowledgeable staff; access to books and DVDs from library network; beautiful, historic building.
Helpful staff. State-wide system.
Town history and meeting groups.
The people. Variety of offerings.
Hours work for me after work Programs, especially TRIVIA
Great community services.
Online offerings (Libby, Hoopla, etc)
The library feels very welcoming and fosters a sense of community. For our little town, I am consistently amazed at the many resources our library has to offer!
Easy access, helpful staff, friendly atmosphere, and variety of reading materials.
Welcoming community
Environmental programs
A wonderful resource for all Northfield residents
The children's room!
The welcomness. Everyone is friendly and having a place for residents to go. Food pantry. Children Programs. A place for teachers to take their students. I could go on.
community events & support; welcoming, informative staff
Good programs, decent reading selection and comfortable atmosphere
Special programs.
It's staff!!
Wonderful, friendly staff, who are always extremely helpful.
everything, great operation. best in town!
Misha
I don't know what the kids' programs are like since mine are in college now, but I absolutely loved bringing my kids to story hour when they were little. They also always enjoyed the kid programs and after school camps to walk to afterschool at NES. It was a big part of our children's upbringing, so thank you!!
The Staff is very helpful. Good assortment of books.
Personable staff, fun atmosphere, interlibrary loan, seed library, creative displays, art gallery
Professional, kind, and cheerful staff. Wonderful and friendly. Beautiful building, good location. Strong community engagement.
that staff are wonderful and welcoming. the reading incentive programs like summer reading are fun. we love the children's room.
staff, staff knowledge, digital opportunities, passes, adult and children's activities
Children's room
Knowledge on different issues. Very helpful.
Access to programs, amazing staff, great off-site fun trivia, providing a community resource, food pantry, and art exhibits.
Becoming town meeting space for all types of activities, knowledgeable staff - good resources

<p>Their staff - Welcoming vibe, knowledgeable, friendly, helpful, able to locate appropriate resources. Collection of knowledge and information made accessible to patrons.</p>
<p>We appreciate all that is provided. Everything is wonderful!</p>
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<p>Helpful staff. State-wide system.</p>
<p>Town history and meeting groups.</p>
<p>The people. Variety of offerings.</p>
<p>Hours work for me after work Programs, especially TRIVIA</p>
<p>You have a very good crafts and cookbook section.</p>
<p>the staff and the many programs you offer</p>
<p>without a doubt, the knowledgeable, friendly, and helpful beyond measure staff</p>
<p>Staff. So wonderfully helpful and engaged with the community.</p>
<p>It is one of the few, maybe the only, multi-generational community gathering place in town. The staff is terrific knowledge, helpful, kind, full of ideas, knows each person.</p>
<p>fantastic staff!!</p>
<p>Friendly helpful staff! Ability to access material not currently in the stacks. The children's room and programming. Adult programming</p>
<p>having something for everyone</p>
<p>Gorgeous library building. Wonderful, friendly librarians.</p>
<p>I love being able to borrow audio books.</p>
<p>The puzzle program is great! The staff!!</p>
<p>Book selection, newspapers</p>
<p>Matt the librarian literally knows every child's name, and he is such a gem!!</p>
<p>Help finding books that keep children engaged in reading. Christmas Gifts at the library, Host to the dog show.</p>
<p>Respect and diligence for the patrons' needs. The everpresent and evident desire to serve whatever seems to come to the forefront. Depth of knowledge about services available and modeling collegiality.</p>
<p>staff! collections, availability</p>
<p>Helpful knowledgeable staff.</p>
<p>I support what you have done in the past regarding children's activities, very important that you expand their horizons and experiences. Please accept my donation to help further those activities.</p>
<p>Beauty of the entire building and rooms. Welcoming, engaged staff.</p>
<p>The people who work there.</p>
<p>Its staff. They are all knowledgeable, professional and very helpful.</p>
<p>Energy.</p>
<p>The staff, the books, the little gallery. The education programs.</p>
<p>The staff!</p>
<p>Wonderful staff, very active inter-library loan program, creative programming for adults and children, responsive to needs and talents of local people.</p>
<p>The personnel!</p>
<p>The library staff are excellent! Provide great customer service and knowledge about any library service, and of course books!</p>
<p>Matt! Beautiful historic building, children's room.</p>
<p>Gorgeous space, fantastic options for kids to play and explore.</p>
<p>The staff is the greatest strength. No matter who or what I ask, I know I will get an answer.</p>
<p>Fabulous librarians, great community involvement, interesting programs</p>
<p>staff and selection</p>
<p>Helpful, knowledgeable librarians; great atmosphere; beautiful historic building</p>
<p>kept up well. good community interaction</p>

The staff.
The face that the staff is above and beyond helpful. Thank you for being the best place in town to visit.
staff! Helpful and pleasant people
Their staff - Welcoming vibe, knowledgeable, friendly, helpful, able to locate appropriate resources. Collection of knowledge and information made accessible to patrons.
We appreciate all that is provided. Everything is wonderful!
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The puzzle program is great! The staff!!
Book selection, newspapers
Matt the librarian literally knows every child's name, and he is such a gem!!
Staff.
Fabulous, helpful Staff. Really, can get anything I ask for. Lovely building. Welcoming atmosphere.
The Library has always been a key part of Northfield - continue to provide programs for our young students.
Staff! Amazing staff. Connecting to community.
For sure, every staff member. ALWAYS!
We appreciate the library's outreach to NES and support of student visits, bookbag during vacation, Matt reading to students ... Thank you. We love the library!
Large children's room! Programs, beautiful historical building, friendly helpful staff.
Excellent customer service and variety of books offered.
The wonderful staff.
Its very existence! So grateful to have an energetic, involved Library and staff.
Your copy machine is absolutely wonderful!
Especially the service that delivers books from other libraries - this helps my research. Community!
The people, resources, and programs.
Excellent customer service.
Its people.
Its friendly, helpful staff. The plethora of book choices, the monthly puzzle swap, the use of space for town activities and food pantry.
Excellent staff.
The great staff, library friends, great materials, inter library loans, children's programming, community programs, talks, etc.
Customer service and an excellent center for social interaction in the community.
People.
The amazing staff and friendly environment.
The staff - hand's down best! Also, lots of new books coming in all the time.

Staff, staff, staff!
The staff and books and offerings/activities.
Staff.
The kids room is really great!
wonderful staff. Warm & welcoming atmosphere. I visit less since Covid. Sad face!
The staff. The building, so beautiful. The programs in the community room. The children's room.
Wonderful supportive staff, variety of programs offered, stong friends' group.
The staff.
Excellent staff. Opportunities for meetings. Great Collections.
Staff.
Their staff!!
The people.it is the "hub" of the town, resource for all ages, comfortable in all seasons. The book selection.
All the friendly helpful librarians!!!
The staff, so friendly and helpful! Love the programming - wish I could attend everything - may when I retire.
Accessible in our community.
The inter library loan service. Wonderful staff.
Friendly, knowlegable staff! And, Caeden D says "the library is already perfect!"
All staff members are helpfuo and cheerful. You welcome everyone; and have all kinds of workshops, interesting talks, lots of interaction with kids and adults.
Its staff and history - inter library loan, programs for all ages and interests.
Great staff and service, good place to get together with community. Good book selection.
STAFF!
Great people. Good selections. Beautiful building.Note: I live across the river (Rt 142), 2/3 miles from Vernon border. Love your library, but work full time and never get over that way. If Schell Bridge ever returns, I can walk over!
Staff, strong collection (thanks Misha!). More diversity of authors - range of books. (this was in the strengths section)
Staff is great! Book groups. Selection of books. Outreach to the community.
The staff (knowledge and approachability), Art "Gallery", meeting space(s), resources.
We LOVE our library and librarians. They seem to know everyone by name and are always helpful in tech issues and ordering books thru. interlibrary loan.
Library staff - they are welcoming, knowledgeable, and eager to help.
Staff!!
Friendly knowlegeable staff.
The staff. Always warm and welcoming. They make the library feel like a second home.
Access to the library for everyone.
Excellent customer service. Welcoming atmosphere.
Staff
The staff - knowlegeable, helpful, a delight to interace with.
It's a friendly welcoming space and open to all! I love it and need to get in the habit of using the library more.
Staff!!! Knowledge, kindness, welcoming. The beauty and uniniqueness of the building. Efficiency in terms of getting what I want and need.
Kindness of staff. Sorry to say I have not yet met the new librarian.
Free and available community resources and tools.
Conserving historical knowledge.
The staff is so kind and helpful.
The library staff! The programs

People! Place!
The staff, CWMARS borrowing network, local history interests, automatic renewals, events.
Staff is nice
Staff
Lot's of activities
The staff is exceptional. I always feel welcome at the library because of the friendly and helpful staff. Thank you!
superb customer service and the breadth of programs offered to the community
Friendly and welcoming librarians!
its personnel

What do you think needs the most improvement at Dickinson Memorial Library?

We have a pretty great library! We do however frequent the new Greenfield library, mainly due to its location, for hour long tutoring sessions, but man, it would be nice to have things more modern and updated like the new Greenfield library! But that is wishful thinking!!
I am very satisfied. I would, however, like to see some more adult educational programs about local and world history, economic issues, travelogues, etc. Your children's programs are exemplary. Some of the themes/stories programmed for the wonderful 350th celebration could be replicated on a "smaller" basis. The coffee talks were wonderful in exploring a subject and bringing folks together to dialogue.
Nothing. It's perfect, in mho.
More children's activities for all ages at after school times as well would be great!
More programming
The website is not intuitive
Teen programs
EBook offerings, after working hours book clubs, reading events for mid level children
socializing spaces
The rows of the nonfiction area feel too narrow. The science fiction/fantasy area could use improvement -both in location and quantity of selection
Better communication about what's happening/what's offered
1. Adding community events, such as speaker series, workshops, or creative activities. 2. Better magazine selection.
Nothing, you do great work!
No idea if this would be pricey, but would be so cool to meet Moe Willems. We have a big piggie and elephant fan in our house. Struggling to think of any improvements to list.
I know there is nothing that can be done about this, but I prefer libraries that are more spacious and have more light. I usually prefer old buildings, but when it comes to libraries, I guess I feel just the opposite.
A completely quiet room. Silence can be hard to find.
bigger meeting room
Nothing, I love how much it has to offer!
I can't think of anything
Nonfiction shelves are crowded

Larger meeting room
More community activities
0
Maybe a cozy hangout space upstairs to visit, read, etc.
"Increased handicap parking - long term and with \$\$ bigger meeting space"
Increase hours open to the public as staff and funding become available
"None."
Welcoming all people who come, not just the "regulars".
I don't use the library enough to comment much. I tend to miss events etc. so maybe more communication?
Would be helpful to have extra dongles etc for presenting with different computers at meetings; maybe add a setup for charging phones / laptops with different connectors? Unless you already do this now!
I do most of my book borrowing from Libby. Since the pandemic I have not gone to too many public places.
We are very happy with the way it is. Enjoy the staff, meeting friends on occasion and using the variety of books it makes available.
Monday hours
Doing a fine job as is
Really can't think of anything
The book collection is a little stale.
it would be nice to have more classics available and more kid playgroup sessions/programming like the music class
the teen room could use an update to entice kids to stay involved after elementary days
It's too noisy. The beautiful room upstairs seems to be used by children making a lot of noise. This is unfortunate. I would like to spend more time at the Library looking at the historic collection, but it's just too noisy and there do not seem to be any quiet, comfortable spaces for adults to enjoy. Also, the meeting room downstairs is inadequate for a lot of the programs that are held there. It's too small, cramped and uncomfortable.
more digital materials through libby
access to dvds
Let people know when the Friends meet
I would like to see free ancestor.com come back
making a place where kids that make a lot of noise a place and kids who want to read a place
Nothing
outreach to underserved community members
I would think a larger meeting space would be good
not enough space/meeting rooms. I wish we could glue some of our other big empty buildings in town onto the library
more research support
Updating and rotating display and display cases. Updating and improving comfort of furniture in the reading rooms.
space for more books and programs
Community programming. Campfire and Owl Prowl are two of my best memories hosted by the library.
You/we need more physical space but that would take very large donations from multiple people, grants, big business, etc. So I'm not hopeful. We can't even get the people of Northfield to support our police, fire dept., and ambulance service.
Not sure!
I am not aware of services for teens. There may be outreach, but I haven't seen much and it seems many librian's identify this group as underserved.
Teen programs. Virtual progams. Outreach.

The teen room. The teen room is not appealing. Maybe better lamps in the cozy reading nooks?
Space?
More new DVDs and not too many detective and spy ones.
Improvement on DVD (now no more netflix DVD rental). Selection - British mystery, PBS, Ken Burns.
Downstairs meeting room is adequate, but not that inviting (kind of stark).
I tend to listen to books a lot in the car (with my kids as well). We use audible for this, but would love to be able to support the library via technology if possible.
Perhaps expand collection of books; however, current collection is very good.
Classes or programs for teens or (paid) internship/leadership/service opportunities, community garden plots. Update teen center.
In the kids space: consider having toys and books more separated. It can be challenging to engage a kid with the books when such interesting physical toys are about. I'd prefer having a toy space that we can go to at the beginning or end of a visit, but then focusing on books for a period of time without the toys being ever-present.
I use the trail behind the library. Last summer the path was allowed to go to weeds and tall grass. Ticks were plentiful as a result and we had to keep children away. Please mow.
This has not affected me, but this survey makes me think the furniture needs updating
It would be nice to find more classics on the shelves.
You are doing just fine.
more open hours
My daughter commented that there are not enough outlets for her laptop. And she said that it is too quiet.
I think it is great just the way it is
wow - so much, update everything! Activities for families and children - movement time! Maybe outside of pre-school time? Most parents work and cannot make 10:00 am.
Perhaps better heating and cooling.
more copies of popular ebooks
"after hours" drop in maybe once a month. I get out of work late sometimes and can't make it. Maybe have an open house event to have people learn about the libraries resources and what you have to offer.
Letting community know what is available (maybe I just haven't found it).
More in-person activities again. More young adult or adult programs.
Community connections and keep "eye" on sustainability / maintenance of the historic building.
Books and magazine selection
Perhaps the possibility of becoming involved with some group trips that can help people of all ages integrate more (vs just a senior citizen trip). Encourage Historical Society to offer some special exhibits in the library to help educate all patrons in town history.
Thank you for not demolishing the older areas. How safe is the building - fire? - electrical?
Perhaps more information for senior citizens, 65 and over.
Bring back Celebration. More programs for kids and adults, and social events. The 5 year old says more ice cream!
Figuring out how to get people to visit in this digital age.
Making sure you have all the support you need from the community!
Get rid of the graphic homosexual porn books targeted at young children.
Publicizing your special programs - add me to your email list for newsletters: sweyersecomcast.net
New carpets?
Always love more books!
Larger gallery and conference area.
More places to sit and work.
I'd love to see more adult programming. You do a lot, but more would be great.
N/A
Lighting is harsh, use soft white.

Maybe later hours to accommodate meetings and events.
It meets all my needs and expectations. I would support whatever the library staff and friends would want.
Children's room needs update - new furniture, art that's child centered, variety of toys.
Personally - accessibility. Don't often visit due to mobility issues.
Whatever the staff thinks is needed.
Keep doing what you're doing - important.
Keep up your amazing work! No notes ;)
May be more, bigger meeting spaces.
More weekend activities for kids, especially in the summertime.
Encourage children to attend and visit the library and its programs.
Separate teen space from the children's space / move it further.
I like the library!
Keep up the good work!
Comfortable seating - more
More quiet spaces to work.
The building - ceiling in Children's Room, limited space in community room.
Quiet reading spots and range of books. If updating upstairs children's room, please don't divide the space.
Programs more focused to what teens might like.
More room for books.
Better display of new books.
I don't have an opinion. It seems wonderful already.
Social media outreach regarding available services and resources.
The political and intellectual ideas of babyboomers is outdated.
May be a satellite location in the farms?
Getting the word out I've lived in town for 7 years and didn't know about most of the programs the library offers each month. I think this bigger than just the library though the town itself needs a publication to communicate regularly with the residents about offerings and events. Not everyone in town is on a digital platform wither so this would need to physical and digital offering
I don't know enough about the library to answer this question. The library appears to be a vibrant place to me.
Needs a layer young adult section. Building a more diverse collection.
The under stairway storage looks cluttered - better organization of that area.
I can't answer this question, but do need to use the library more often. It is not part of my daily/weekly routine, which is regrettable. If I did, I would borrow books, access local history, use a computer, get town/community information, read the paper, work/study/read, ask staff for assistance on any matter.
More hours open; more space. The town needs a bulletin board - maybe in the library? I live close to the library so access is easy. Wondering about W. Nfld and the farms. Consider a drop box? With a library volunteer retrieving items a couple of times a week?
Hours
sometimes wish it was open Sundays for working folks but understand staff is limited.
The teen and fantasy sections are a little sparse. There's not a very good browsing collection for anything except adult fiction that falls into the realism/romance/action categories.
More cozy, comfortable seating. Spaces for someone to set up laptop and work.
It's great! I should use it more.
Young adult section needs to increase book inventory. I like to go to the Sunderland library for this reason. Also the other library young adult section is more inviting
The library needs beautifully so I can't really answer this!
add more flex space
the staff and the building