



Community Survey

The North Amherst Library Amherst, Massachusetts

www.JonesLibrary.org

September 7, 2018

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We Need Your Help!

Please assist us in planning for the North Amherst Library's future by taking 10 minutes to fill out our survey.

We would love to hear from EVERY member of your household. Go to www.joneslibrary.org to take the survey online or to print out additional copies.

Hard copies of the survey are available at the Jones, Munson Memorial, and North Amherst Libraries, Town Hall, Bangs Center, Survival Center, Family Center, and Atkins North.

Once we have collected and analyzed the results, we will present our findings to the community in a *North Amherst Library Long Range Plan*.

We appreciate your time and feedback very much. If you have any additional questions or thoughts, please contact Library Director Sharon Sharry at 413.259.3106 or sharrys@joneslibrary.org. Thank you!

Sincerely yours,

The Jones Library
Board of Trustees



Your Answers are Very Important to Us!

This survey may be returned to the Jones, North Amherst, or Munson Memorial Libraries, or mailed to:

The Jones Library
43 Amity Street
Amherst, MA 01002
t: 413.259.3090



Use of the North Amherst Library

Which of Amherst's public libraries do you use? (check all that apply)

<input type="checkbox"/>	Jones Library
<input type="checkbox"/>	North Amherst Library
<input type="checkbox"/>	Munson Memorial Library
<input type="checkbox"/>	None of the above

How often do you visit the North Amherst Library? (choose one)

<input type="checkbox"/>	Daily
<input type="checkbox"/>	Weekly
<input type="checkbox"/>	Every 2 weeks
<input type="checkbox"/>	Monthly
<input type="checkbox"/>	Every 3 months
<input type="checkbox"/>	Every 6 months
<input type="checkbox"/>	Less often
<input type="checkbox"/>	Never

Which days of the week are most convenient for you to visit the North Amherst Library? (check all that apply)

<input type="checkbox"/>	Sunday
<input type="checkbox"/>	Monday
<input type="checkbox"/>	Tuesday
<input type="checkbox"/>	Wednesday
<input type="checkbox"/>	Thursday
<input type="checkbox"/>	Friday
<input type="checkbox"/>	Saturday

Which time of day is most convenient for you to visit the North Amherst Library? (check all that apply)

<input type="checkbox"/>	Morning
<input type="checkbox"/>	Afternoon
<input type="checkbox"/>	Evening

Which of the following reasons make you less likely to visit the North Amherst Library? (check all that apply)

<input type="checkbox"/>	Inconvenient location
<input type="checkbox"/>	I can't get to the Library
<input type="checkbox"/>	Disabled/physical limitations
<input type="checkbox"/>	Lack of bathroom
<input type="checkbox"/>	Lack of parking
<input type="checkbox"/>	Inconvenient hours
<input type="checkbox"/>	Inadequate collection
<input type="checkbox"/>	The Library does not have what I need
<input type="checkbox"/>	Poor service
<input type="checkbox"/>	I buy my own books
<input type="checkbox"/>	Too busy
<input type="checkbox"/>	My children are grown; I went to the Library for them
<input type="checkbox"/>	My account is blocked
<input type="checkbox"/>	I use another library
<input type="checkbox"/>	Other:
<input type="checkbox"/>	

How often do you use the Library System's website? (choose one)

<input type="checkbox"/>	Daily
<input type="checkbox"/>	Weekly
<input type="checkbox"/>	Every 2 weeks
<input type="checkbox"/>	Monthly
<input type="checkbox"/>	Every 3 months
<input type="checkbox"/>	Every 6 months
<input type="checkbox"/>	Less often
<input type="checkbox"/>	Never

Programming & Services

Which of these features most need to be improved to help make the North Amherst Library's programs and services more appealing to you?

	Most important	Important	Neutral	Somewhat important	Not important
Open hours					
Location					
Parking					
Curbside book return					
Passenger drop-off from a car					
Bicycle racks					
Proximity to public transportation					
Handicapped accessibility					
Library garden					
Seating throughout the Library					
Public restroom					
Reduced energy consumption					
Lighting					
Attractiveness of interior					
Comfortable atmosphere					
Book displays					
Spaces to eat/drink					
Social/group spaces					
Quiet spaces					
Meeting/activity room					
Website					
Social media					
Programming					
Adult collection (ages 18+)					
Teen collection (ages 13-17)					
Youth collection (ages birth-12)					

Programming & Services

Which of the following North Amherst Library services have you used? (check all that apply)

<input type="checkbox"/>	General collection
<input type="checkbox"/>	Programming
<input type="checkbox"/>	Technology/website/online resources
<input type="checkbox"/>	Help from the staff
<input type="checkbox"/>	InterLibrary loan
<input type="checkbox"/>	Museum passes
<input type="checkbox"/>	I have never used the North Amherst Library

How often do you attend the North Amherst Library's programs? (choose one)

<input type="checkbox"/>	Daily
<input type="checkbox"/>	Weekly
<input type="checkbox"/>	Every 2 weeks
<input type="checkbox"/>	Monthly
<input type="checkbox"/>	Every 3 months
<input type="checkbox"/>	Every 6 months
<input type="checkbox"/>	Less often
<input type="checkbox"/>	Never

In which of the following types of North Amherst Library programs have you participated? (check all that apply)

<input type="checkbox"/>	Babies/toddlers (birth-age 5)
<input type="checkbox"/>	Youth (ages 6-12)
<input type="checkbox"/>	Tween/Teen (ages 13-17)
<input type="checkbox"/>	Adult
<input type="checkbox"/>	None of the above

If you do not attend programs at the North Amherst Library, why not?

How do you learn about the North Amherst Library's programs and services? (check all that apply)

<input type="checkbox"/>	Library fliers
<input type="checkbox"/>	Library staff
<input type="checkbox"/>	Library website
<input type="checkbox"/>	Facebook
<input type="checkbox"/>	Email
<input type="checkbox"/>	Newspaper
<input type="checkbox"/>	Word of mouth
<input type="checkbox"/>	Other:
<input type="checkbox"/>	

Collections & Technology

Please tell us how important the following services/formats are to you.					
	Most important	Important	Neutral	Somewhat important	Not important
Public computers					
Copier/printer					
Scanner/fax					
WiFi/Internet access					
Self check-out					
Magazines/newspapers					
DVD's					
BluRays					
Audiobooks					
Electronic devices to borrow					
eBooks/eAudiobooks/eVideos					
Online resources/databases					

Customer Service

To what extent do you agree with the following statements regarding the North Amherst Library?					
	Strongly agree	Agree	Neutral	Disagree	Strongly disagree
I am satisfied with the level of customer service I receive.					
I feel welcome when I visit.					
I feel that the staff understand my needs.					
The staff are helpful.					
The staff are knowledgeable.					
I do not have to wait long for a staff member to assist me.					
I would recommend the North Amherst Library to my friends/family.					

Personal

City/town of residence (choose one)

<input type="checkbox"/>	Amherst
<input type="checkbox"/>	Leverett
<input type="checkbox"/>	Pelham
<input type="checkbox"/>	Shutesbury
<input type="checkbox"/>	Other:
<input type="checkbox"/>	

How do you most often get to the North Amherst Library? (choose one)

<input type="checkbox"/>	Personal vehicle
<input type="checkbox"/>	Walk
<input type="checkbox"/>	Bicycle
<input type="checkbox"/>	Public transportation
<input type="checkbox"/>	Other:
<input type="checkbox"/>	

In which language is your household most comfortable communicating? (choose one)

<input type="checkbox"/>	Chinese
<input type="checkbox"/>	English
<input type="checkbox"/>	Japanese
<input type="checkbox"/>	Khmer
<input type="checkbox"/>	Korean
<input type="checkbox"/>	Portuguese
<input type="checkbox"/>	Russian
<input type="checkbox"/>	Spanish
<input type="checkbox"/>	Other:
<input type="checkbox"/>	

HOUSEHOLD age ranges (check all that apply)

<input type="checkbox"/>	0-5
<input type="checkbox"/>	6-12
<input type="checkbox"/>	13-17
<input type="checkbox"/>	18-29
<input type="checkbox"/>	30-64
<input type="checkbox"/>	65+

North Amherst Library History

In 1869, a small group of North Amherst residents organized the North Amherst Library Association in order to create a private library, originally housed in the Post Office building. Members of this Association were responsible for book and programming expenses.

In 1873, as an experiment, the Association voted to make its library free to

all community members for one year.

The North Amherst Library officially became a free public Library in 1876 when it received its charter.

The North Amherst Library building, “a neat and ornamental structure” owned by the Town of Amherst, was dedicated in 1893 and became a branch of the Jones Library in 1925.



Would you like to be added to the Library System's email list in order to receive program/service announcements?

<input type="checkbox"/>	I am already on the list.
<input type="checkbox"/>	No.
<input type="checkbox"/>	Yes. Here is my email address:
<input type="text"/>	

Please give us your name and phone number if you would like to be contacted regarding any additional comments, questions, or concerns you would like to share.

North Amherst Library
8 Montague Road
Amherst, MA 01002
t: 413.259.3099

HOURS

Mon	10am—1:30pm
Tues	2—7:30pm
Wed/Fri	2—5:30pm
Sat	10am—2pm

JonesLibrary.org
twitter.com/JonesLibraryMA
facebook.com/JonesLibrary