



Strategic Plan 2020 - 2025

Oak Bluffs Public Library

November 14, 2019

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OBPL: BACKGROUND

History

The roots of the Oak Bluffs Public Library (OBPL) trace back to the 1880s, when a small but enthusiastic group of (then Cottage City) residents formed the Rural Improvement Association.

Among the group's many improvement goals was to "quicken the social and intellectual life of the people." By 1883, this had led to the recognition of the need for a town library. Lillie Chapman was put in charge and a call for book donations went out. Books accumulated and the collection grew quickly in the Chapman home on Lake Avenue.

Within a year, it was clear that the library needed a home of its own, and it moved to a room upstairs in the Arcade Building on Circuit Avenue. The collection steadily increased, as did the responsibility of running the library. In 1905 the association offered the library as a gift to the town, which they voted to accept at the 1906 Town Meeting.

Subsequently, the library moved once again, this time to the Eldredge Building, which is now under construction to house Edgartown National Bank. During the 1930's, the library purchased and moved to the two-story building at the corner of Circuit and Pennacook Avenues, currently Conroy Apothecary. The first floor had formerly housed William McNeil's grocery store, and the second floor at one time had been used by a local post of the Grand Army of the Republic. Eventually, this building also proved too small and an addition was built by the Oak Bluffs Highway Department and dedicated in 1990.

With help from a state grant, construction of a brand new library began in spring 2004, and opened in October 2005. For the first time in its history, The Oak Bluffs Public Library operates in a building that was created specifically as a library, and in a building that meets all ADA requirements. The commitment to providing ADA services was underscored with an LSTA award of \$15,000 in 2016 to improve library services to patrons with disabilities. The library now possesses hearing assistance devices, screen reading technology, an accessibility computer station, and a staff trained to handle accessibility requests.

In recognition of a growing immigrant community, the library sought and was awarded another \$15,000 LSTA grant to create an ESL and Citizenship Corner that provides services to our Brazilian Portuguese-speaking community.

Looking Ahead

“Best people ever. Knowledgeable, friendly and engaging.”
-response from User Needs Assessment Survey, Fall 2018

The library is part of an evolving island community that values both its welcoming inclusivity while at the same time struggling with sustainable growth. The housing crises, limited economic opportunities and climate concerns weigh heavily on an aging population that are being left to solve these major problems on their own as the next generations leave the island in search of a more affordable way of life.

By connecting islanders & visitors, change makers & visionaries, town government & town citizens, the library will create the lenses through which some of these major problems can be seen in new ways. The problems of the future are too big for any of us to solve on our own, but we will solve them by working together.

Allyson Evans Malik
Library Director

MISSION, VISION & VALUES

A library's mission should inspire every action, service, and plan we make. In order to better facilitate that goal, the Strategic Planning Committee, Library Director and Board of Library Trustees has re-written the Mission Statement, effective October 2019.

Mission Statement

The Oak Bluffs Public library fosters connectedness by providing collections, programs, and technology to promote literacy and an informed citizenry through open and equal access to cultural, intellectual, recreational and community resources.



Vision Statement

When the world visits Oak Bluffs, we let them see Oak Bluffs. When the world leaves Oak Bluffs, we let Oak Bluffs see the world.

Values : sentiments collected from a staff visioning session.

Connecting



Collaborating



Welcoming



Expressing



STRATEGIC PLANNING PROCESS

In 2018, the library formed a Strategic Planning Committee to help assess the needs of the library and its community over the five years spanning 2020 to 2025.

On June 6, 2018, Michelle Eberle MSLIS, Consultant from the Massachusetts Library System, conducted a SOAR analysis with some of the committee members, staff members and other stakeholders to gather input and identify possible service responses and goals for the library.

That September, the library launched a campaign to collect responses to its User Needs Assessment Survey (see Appendix). The survey was handed out in-person at various library programs, non-library programs (e.g., the 2018 election polling place), and digitally on its website. The library collected survey responses until January 2019.

On September 17, 2019, the library hosted a Community Visioning Session facilitated by the Town Moderator from West Tisbury, Dan Waters. Waters led the group of library stakeholders through various prompts to solicit their vision for the library over the next five years.

Finally, the Strategic Planning Committee met again on September 19, 2019 to synthesize the information from the last year of information gathering, identified the top priorities for the library, and tasked the Library Director with the creation of action items and timeframes for each major goal.

The Library Board of Trustees met on November 14, 2019 and unanimously voted to approve the 2020 -2025 Strategic Plan.

PARTICIPANTS

The Oak Bluffs Public Library is greatly indebted to the library staff, Trustees, Friends, volunteers and community volunteers for their contributions to the planning process and for their ongoing support of the library. In particular, we'd like to thank the following people for their participation in the planning process:

Community Participants

Rizwan Malik
 Ewell Hopkins
 Esther Hopkins
 *Steve Auerbach
 Patty Egan
 Olive Tomlinson
 Helene Rich
 Donna Joyce
 Kelly Joyce
 Bonnie Stacy

Trustee Participants

*Scottie Vail, Chair
 Marney Toole

Library Friends Participants

*Abe Seiman
 Alison Cohen
 e l edwards

Meeting Facilitators

Dan Waters, West Tisbury Town Moderator
 *Allyson Malik, Library Director
 Michelle Eberle, MLS

Staff Participants

*Nina Ferry
 Caitlyn Clark
 Andrea Figaratto
 Carolina Cooney
 Marco Daniels
 Mary Jane Aldrich-Moodie

*Strategic Planning Committee Member

STRATEGIC INITIATIVES & GOALS

Initiative 1: Communication

1.1 Develop a comprehensive communications strategy

Vineyarders and visitors access information about OBPL's programming and services primarily through the MV Times, the library website, and social media. We will deepen the ways in which we communicate through those media while still creating engagement across all other platforms. (i.e., print media, in-house, in-person) and devices (i.e., tablets, laptops, desktops, smartphones).

Time frame: within one year

1.2 Investigate and implement an event reminder system

Patrons who are initially enthusiastic about a library event become discouraged when they discover that they forgot about it. Through traditional (phone calls) or technology-based (automatic reminder push notifications), the library will reach out to patrons who have opted into a reminder system.

Time frame: within two years

1.3 Deepen partnerships with organizations that can help promote library offerings

The library's diverse array of recurring programs and one-time events are often delivered in partnership with other public or private non-profit organizations. We will furnish those partners with media kits to help them easily promote OBPL's offerings.

Time frame: within two years

1.4 Encourage patrons to become library promoters in their own communities

Oak Bluffs serves a community that includes youth, retirees, immigrants, non-English speakers, the working class, and a large seasonal resident community, just to name a few. The library will tap these partners to assist in spreading the word about library programs and services that serve that community.

Time frame: within two years

1.5 Prioritize advanced planning for programs

In a bid to accommodate the schedules of authors, performers and other outside guest experts, the library has added last-minute additions to our calendar with no feasible way to communicate the event. Over the next two years, the library will prioritize planning on a quarterly basis, schedule traditional one-off events like author talks to take place on a consistent once-a-month basis, and communicate with the other libraries about upcoming programming calendars.

Time frame: within two years

1.6 Develop relationships with reporters / columnists / bloggers

The library hosts news-worthy events fairly often through the year, but get little to no press coverage. In advance of important programs or service announcements, the library will communicate with town columnists, community reporters and even social media influencers such as MVTweets.

Time frame: within one year

Communication Success Measures

Increase in library attendance ▪ Increase in event exposure ▪ Increase in event attendance ▪ Increase in use of library ▪ Evidence of nontraditional library users frequenting the library more often ▪ Increase in anecdotal evidence of people talking about the Oak Bluffs Public Library ▪ Increase in press coverage

Initiative 2: Community

2.1 Dedicate a library space for local town information

As the most accessible town department with its late hours, familiar layout and approachable staff, the library will create a portal through which town residents can learn more about local government resources.

Time frame: within three years

2.2 Train staff on local town resources

Library staff are among the most trusted sources of information in the Town, so the staff will be made aware of the different functions of each town department, including the most-requested information sought from each department so they know how best to direct patrons.

Time frame: within three years

2.3 Share community stories

Through oral interviews, writing prompts, and other methods to record and document community stories, the library will undertake efforts to preserve the local stories that might otherwise be lost to history.

Time frame: within five years

2.4 Spotlight and preserve local history

Oak Bluffs is a place of historical significance for several important aspects of both Vineyard history and American history. The library will not only preserve the documents, ephemera, objects and artwork that explains that history, but will shine a spotlight on them.

Time frame: within three years

2.5 Read OB!

The library will spearhead an initiative to encourage everyone in the town to read the same book, host one or more programs to discuss the book, and provide any supplementary information that might help understand the book.

Time frame: within two years

Community Success Measures

Increase in library attendance ▪ Increase in town residents' use of library ▪ Increase in event attendance ▪ Increase in anecdotal evidence of meaningful experiences at the library ▪ Increase in reported sense of community within the library ▪ Increase use of the library by researchers.

Initiative 3: Technology

3.1 Minimize the digital gap

Through additional technology classes, circulating connection devices like wifi hotspots and laptops, and providing in-house access to new and emerging technology, the library will minimize the digital gap in our community.

Time frame: within two years

3.2 Create a Memory Lab

Legacy formats such as VHS tapes, cassette tapes and other materials on which families used to record their own stories are in danger of decay. The next generation is not in possession of the knowledge of how these legacy formats once worked and lack the equipment to even experience those stories, so it is imperative that the current generation of library workers helps to preserve these memories. The library will establish a Memory Lab of legacy format conversion devices (e.g., VHS converters, audio converter and photo scanner) and will train staff on how to assist patrons in the digitization and archiving of their own content.

Time frame: within five years

3.3 A/V Recording Station

As part of the library's efforts to help preserve local stories, the library will provide the technology necessary for the community to record their own stories, such as a digital camcorder, audio recording software, microphones, and headphones.

Time frame: within five years

3.4 Adopt new technology early

Working with the Town's IT Department, the library will create a vision for technology investments that underscore's the library's role as early adopter, ensuring relevance and enthusiasm for new technology over the long-term.

Time frame: within one year

3.5 Develop comprehensive technology plan

The library has a strong history of providing necessary technology services from printing, faxing and scanning to high-speed internet access both through our in-house computers and via our WiFi. As more patrons use our services, the slower and more worn they become. Working with the IT Department, the library will create a plan for how to maintain, improve and update the hardware and software relied upon so heavily by our patrons.

Time frame: within one year

Technology Success Measures

Increase in library technology usage ▪ Patrons of all ages will report satisfaction with the preservation of their stories ▪ Increase in library attendance ▪ Increase in anecdotal evidence of meaningful experiences at the library ▪ Reports of patron projects that could not have been completed but for the library

Initiative 4: Culture

4.1 Prioritize inclusivity

The library recognizes its role as a community leader that ensures cultural participation, access, and the right to express and interpret culture. The library will ensure access to local culture, support the cultural practices of each of our communities and enable cultural expression as a means to produce intercultural dialogue and exchange.

Time frame: within one year

4.2 Preserve cultural legacy

The library will explore projects that will preserve the cultural heritage of our town, including both original content creation and conservation of existing historic content as well as the display, circulation, storage, handling, and security of said content.

Time frame: within two years

4.3 Celebrate cultural heritage

The Town of Oak Bluffs is recognized in the National Museum of African American History and Culture as a Place of Power where African Americans have enjoyed an historic retreat where acceptance, belonging and normalcy were a welcome change from an outside world that was anything but. Pilgrims flock to the library during the summer season to learn more about this important part of the town's past and current history. The library will celebrate this important aspect of our heritage with information displayed in an engaging exhibit that will act as a first-stop for anyone wishing to connect with this part of the town's history.

Time frame: within two years

4.4 Meet needs created by cultural gaps

For the community's growing Brazilian Portuguese population, the library will continue its efforts to provide free English as a Second Language classes and Conversation Circles to supplement the efforts of local island partners. The library will also continue to aid those seeking US citizenship by providing resources, offering classes, and providing a conduit to federal government agencies.

Time frame: within two years

4.5 Offer extended cultural experiences

The library will reimagine and grow our programs that connect our local residents with cultures from around the island, the nation and the world.

Time frame: within one year

Culture Success Measures

Increase in library usage by visitors ▪ Increase in library attendance by marginalized community groups ▪ Increase in anecdotal evidence of meaningful experiences at the library ▪ Reports of patron satisfaction with the quality of information easily available ▪ Increase in local history and local culture reference questions

Initiative 5: Facilities

5.1 Develop comprehensive facilities plan

Working with the Town's Facilities Manager and the Highway Department, the library will create a plan for maintaining the library facilities with the goal toward ensuring sustainability, functionality, and aesthetics.

Time frame: within two years

5.2 Improve advocacy

When a library Board of Trustees member, a Library Friend, a staff member or a patron are inspired to advocate for facilities improvement, the library will be equipped with information and suggestions to help direct them toward the appropriate decision-making body. The library will investigate creating a lobbying group that will help advocate for the library's facilities and other important issues.

Time frame: within four years

5.3 Research the formation of a Library Foundation

The Oak Bluffs Public Library currently does not have a Foundation on which it can rely for large-scale improvements or additions. The library will research and reach out to community leaders to test the feasibility of creating a Foundation to assist with facilities upgrades such as an improved HVAC system, landscaping, and enclosing the teen area. If feasible, the library will partner with community leaders to move the Foundation forward.

Time frame: within five years

5.4 Create additional seating and workspaces in the summer

The library is at capacity with the current furniture configuration, yet what exists is not enough to accommodate our summer traffic which has a growing need for both independent and collaborative workspaces. Using flexible seating and workspace options in areas such as the meeting room, the library will be able to better accommodate this seasonal need.

Time frame: within two years

Facilities Success Measures

Anecdotal reports of pride in the library's facilities ▪ Increase in library use by the self-employed ▪ Increase in anecdotal evidence of productive experiences at the library ▪ Reports of patron satisfaction with the quality of workspaces available ▪ Increase of library for use of study ▪ Anecdotal evidence of increased accessibility

Initiative 6: Education

6.1 Strengthen early literacy initiatives

The library is one of the only educational- and literacy-based organizations in our community for children from newborns to school age. We will strengthen the imperative to provide quality literacy resources for this age group, including resources for parents on how to continue best practices at home. Partnering with the MV Hospital and a funding source such as the Library Friends, we may be able to provide baby bags to new parents that explain the importance of early literacy along with a gift bag of library information and a brand new board book.

Time frame: within two years

6.2 Provide opportunities for intergenerational programming

Recognizing that there are educational opportunities that only older and newer generations can teach to each other, the library will create opportunities for these generations to come together.

Time frame: within two years

6.3 Deepen our commitment to teaching patrons how to use library resources

As the library invests in new ways to connect to learning resources such as language learning, financial literacy, and even video streaming, it must better commit to providing approachable ways in which patrons can interact with the new conduits of information.

Time frame: within two years

6.4 Create new ways to connect to traditional skills

As the world changes in some ways, other traditional skills remain relevant, such as gardening, cooking, fermenting, etc. By offering innovative ways to connect to these traditional skills, the library can assist in passing down this important aspects of a community's knowledge to the next generation.

Time frame: within one year

Education Success Measures

Children will become lifelong learners with a head start on how to use the library ▪ Increase in library resource usage ▪ Anecdotal reports of satisfaction with the library's collection ▪ Increase in library attendance by families ▪ Increase in anecdotal evidence of meaningful experiences at the library ▪ Increase in anecdotal evidence of people talking about books and reading

USER-NEEDS ASSESSMENT SURVEY

Survey Instrument

The survey was provided to library patrons with both paper and online options from September 2018 to January 2019.

1. How often do you visit Oak Bluffs Public Library?

<input type="checkbox"/> 1 - 2 times per month	<input type="checkbox"/> I only visit during the summer
<input type="checkbox"/> 2 - 3 times per month	<input type="checkbox"/> Never
<input type="checkbox"/> 4 - 5 times per month	<input type="checkbox"/> Don't know/prefer not to answer
<input type="checkbox"/> More than 5 times per month	<input type="checkbox"/>

2. How do you learn about library events? (Check all that apply)

<input type="checkbox"/> Library events calendar online	<input type="checkbox"/> Vineyard Gazette
<input type="checkbox"/> Library events calendar in print	<input type="checkbox"/> Email newsletter from Library/Library Friends
<input type="checkbox"/> Facebook	<input type="checkbox"/> Flyers in the library
<input type="checkbox"/> Instagram	<input type="checkbox"/> Word of mouth
<input type="checkbox"/> MV Times	<input type="checkbox"/> Other (please specify)

3. Using the following scale, how would you rate your satisfaction with these library services:

	Excellent	Good	Fair	Poor	Don't know/Not applicable
Customer Service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Adult Collection	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Young Adult Collection	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Children's Collection	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Adult Programs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Young Adult Programs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Children's Programs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Website	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Interlibrary Loan Services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Technology Services (computers, printer, photocopier, wifi, etc.)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Building Interior	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Grounds/Landscaping	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Accessibility	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Digital Services (eBooks, databases, etc.)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Displays/Shelving	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

4. Are there other services you'd like to see at Oak Bluffs Public Library?

Other- Please Specify

5. How important are the following existing library services to you and/or your family?

	Most important	Important	Not important
Computer Access	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Wifi Access	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Genealogy Resources	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Digital Books/Audiobooks	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Online Databases	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Wireless Printing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Computer/Device Instruction	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Oak Bluffs Culture/Historical Resources	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
African American Culture/Historical Resources	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Language Learning Resources	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Mental Health Resources	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Study Rooms	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Meeting Rooms	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Young Adult Space	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Printing/Scanning/Photocopying	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Magazine/Newspaper Reading Room	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Adult Programs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Children/Teen Programs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Children's Material Collection	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Adult Material Collection	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Library of Things (games, fishing poles, wifi hotspots)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Museum Passes	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Ordering books from other libraries (Interlibrary Loan)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Interacting with staff	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Quiet place to read/study	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

6. Over the next five years, what is the priority of new services on which the library should focus?

	Biggest priority	Priority	Not a priority now	Don't know- Not applicable
Preparing young adults for an uncertain future economy	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Recording and disseminating local oral history	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Parenting programs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Streaming video service for new/popular movies	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
More resources for new business owners/entrepreneurs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
More quiet study spaces	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Entrepreneur/co-working spaces	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Personal finance classes	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Homebuying/selling workshops	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Landlord/tenant workshops	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Estate planning workshops	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Drive up book drop	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Better communication of library events/services/collection	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Reducing or eliminating late fees	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
More convenient hours	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
More programs for seniors	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

More young adult programs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
More Author talks	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
More science/STEM programs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other- Please Specify				

7. The Oak Bluffs Library is currently open five days a week, including two late nights. If we could be open at other times, which periods would be the most convenient for you? (Select your top two choices.)

<input type="checkbox"/> Sunday Afternoons (1 pm to 4 pm)	<input type="checkbox"/> Wednesday Evenings (5 pm to 8 pm)
<input type="checkbox"/> Monday Mornings (10 am to 1 pm)	<input type="checkbox"/> Friday Evenings (5 pm to 8 pm)
<input type="checkbox"/> Monday Afternoons (1 pm to 5 pm)	<input type="checkbox"/> Weekday Mornings (8 am to 10 am)
<input type="checkbox"/> Monday Evenings (5 pm to 8 pm)	<input type="checkbox"/> Other (please specify)

8. In what area does the Oak Bluffs Public Library most excel?

9. In what area does the Oak Bluffs Public Library need improvement?

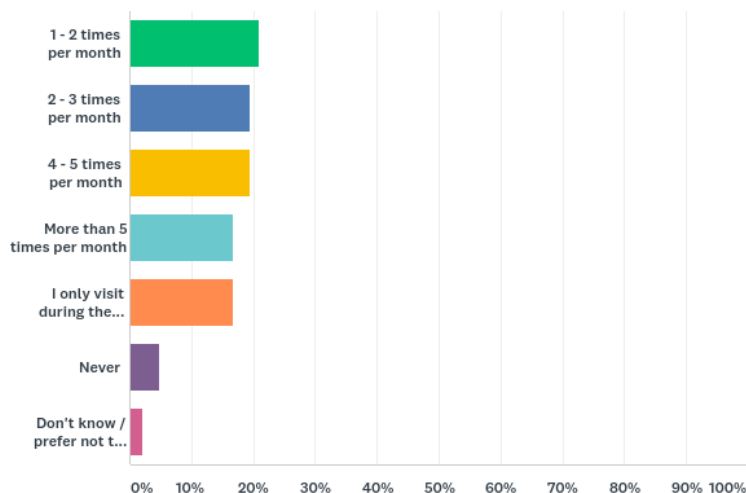
10. What do you wish you could check out from the library instead of having to buy it?	11. What is a problem that you wish the library could help you solve?
12. Thank you for letting us know any other comments you'd like to share with us:	

13. Which of the following devices/equipment do you own? Check all that apply.

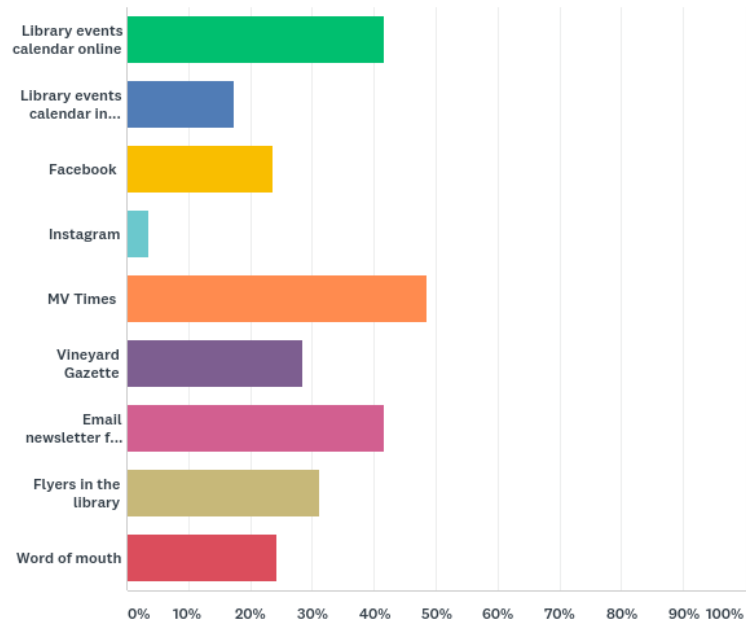
<input type="checkbox"/> eReader (Kindle, Nook, etc.)	<input type="checkbox"/> Smartphone
<input type="checkbox"/> Tablet (iPad, Kindle Fire, Android, etc.)	<input type="checkbox"/> Desktop PC/Mac
<input type="checkbox"/> Laptop PC/Mac	<input type="checkbox"/>
*14. How old are you?	
<input type="checkbox"/> Under 12	<input type="checkbox"/> 55-75
<input type="checkbox"/> 12-17	<input type="checkbox"/> Over 75
<input type="checkbox"/> 18-34	<input type="checkbox"/> Prefer not to answer
<input type="checkbox"/> 35-54	
*15. Do you live on Martha's Vineyard?	
<input type="checkbox"/> Yes, year-round	<input type="checkbox"/> Yes, seasonally (for work)
<input type="checkbox"/> Yes, seasonally (for pleasure)	<input type="checkbox"/> No, I'm visiting (i.e. for 2 weeks or less)

Survey Summary

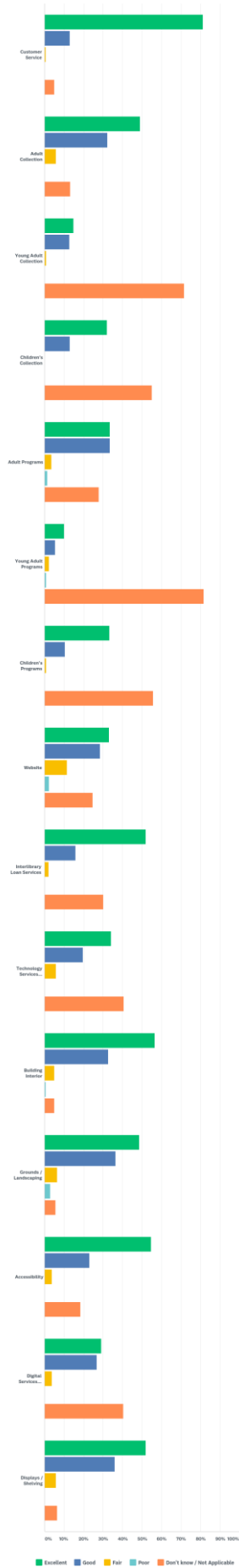
Q1 How often do you visit Oak Bluffs Public Library?



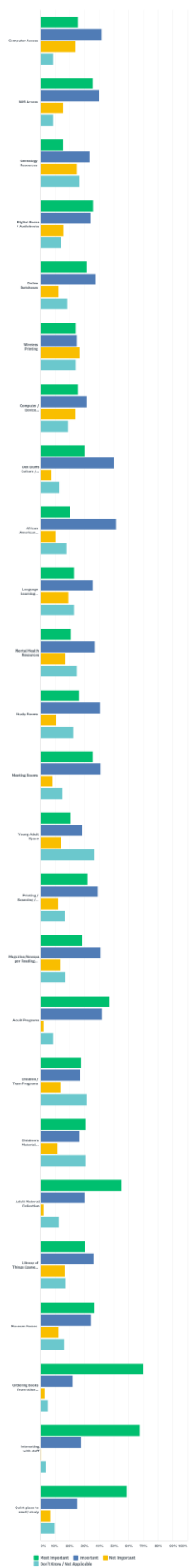
Q2 How do you learn about library events? (Check all that apply)



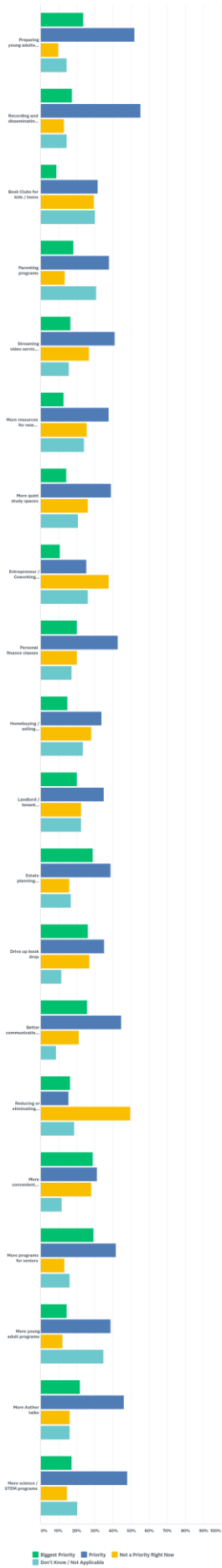
Q3 Using the following scale, how would you rate your satisfaction with these library services:



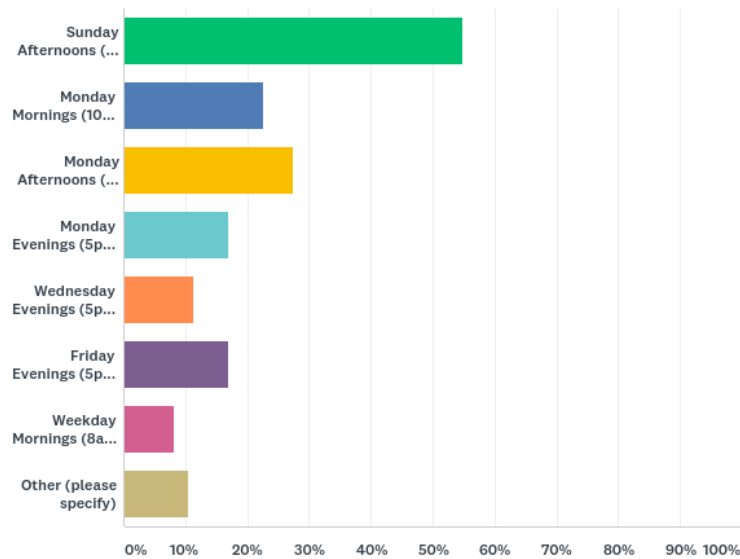
Q5 How important are the following existing library services to you and/or your family?



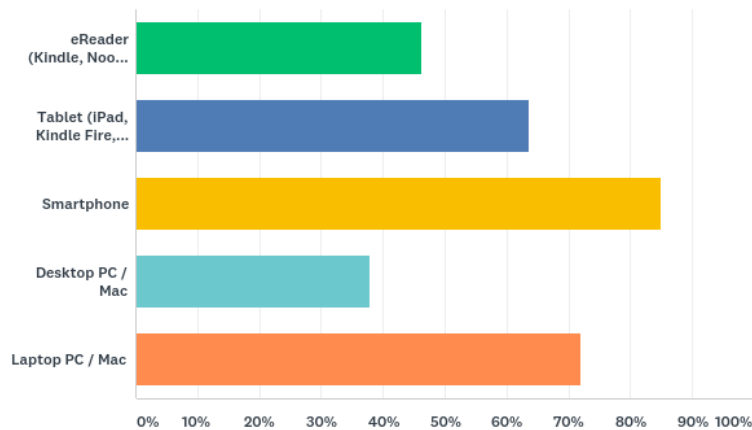
Q6 Over the next five years, what is the priority of new services on which the library should focus?



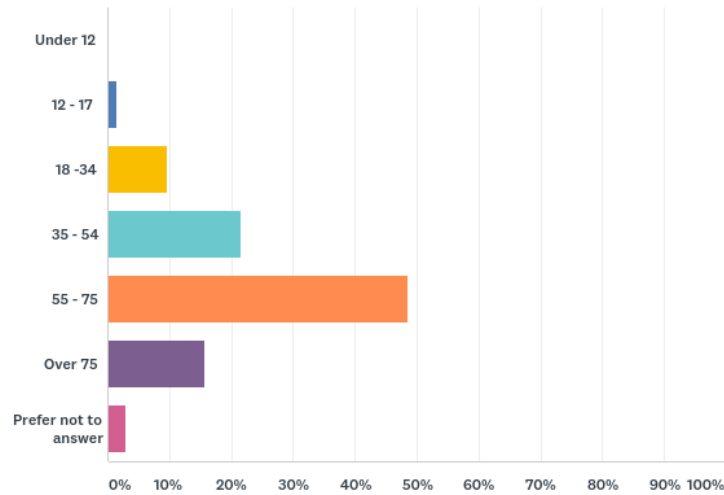
Q7 The Oak Bluffs Library is currently open five days a week, including two late nights. If we could be open at other times, which periods would be the most convenient for you? (Select your top two choices)



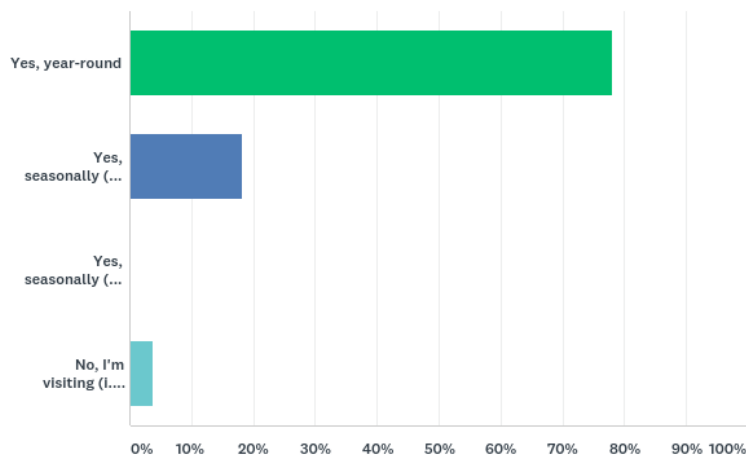
Q13 Which of the following devices / equipment do you own? Check all that apply.



Q14 How old are you?



Q15 Do you live on Martha's Vineyard?



Short-Answer Responses

Q. 4 Are there other services you'd like to see at Oak Bluffs Public Library?
No
You're doing a great job!
Nighttime toddler programs for working parents, a very big need on this island.
No reply
N/A

I am not good about reviewing the calendar and often miss events.
movies
None that I can think of at the moment.
no, I am very pleased with the services and programs
wi fi
I have a great idea to put new bluray dvd and all new new movies
ipad instructional class or workshop
I visit the library very often during the four months I am on island. A Qi Gong program (with the Qi Gong teacher at the W. Tisbury) library would be great. A Reiki group and programs with other such modalities would also be great. In Edgartown, movies are frequently screened at the library. Perhaps there could be more such events in OB. The AC where the computers are upstairs does not work so well. Thanks for being such a nurturing place with a wonderful staff.
tool loans-I understand some libraries do this!
No
no - I always think that OB Library is on the cutting edge.
More computer classes/discussions as technology changes rapidly.
Programs for children with disabilities
Everything is perfect for this summer resident
The PA system in the main meeting room is atrocious for anything but the smallest group. It needs fixing.
Sewing workshops available in the summer
Enjoy all social events
monday hours. more hours open in general
The kids programming is already so excellent!
more computer classes and individual assistance
no
I would like to see services on the weekend.
No.
More mini classes on using cell phones, Kindles, Amazon Prime, etc.
More demos and participation programs from The Yard.
High quality fiction book club....monthly read.
Not at this time
?? Not sure
Technology help line and access to course help like the Lynda service previously provided.
more workshops for adults and more author talks/signings
no

Yes. Evening programs for working people. Affordable yoga/qigong or meditation programs. West Tisbury seems to have such a great variety of interesting events. Computer support in the evening for working people.
Open some hours on Sun
A "Behind the Bookstore"-caliber coffeehouse/European-style bakery café ;)
Additional multi-generational programming.
Continued Portuguese support Portuguese language groups
Thai Chi
I need help with technology I am a senior
additional private rooms for quiet work and/or study
more public speaking
No, I'm old fashioned and LOVE the books - maybe more books or computers to search for books
neat loan of games etc.
language and music lessons
Possibly more public concerts like in West Tisbury? Although then there would be too many to choose from!
drawing/sketching workshop
N/A
great shows! puppet stuff
Breakdancing
Don't know
Q. 9 In what area does the Oak Bluffs Public Library need improvement?
Expand summer hours - be open every day.
Don't know
Open on Mondays in the summer!
Classes/programs to support working parents/single parents
Upkeep, maintenance of Facility, building, grounds
Accessibility
nonfiction books
I don't know.
N/A
Recycling
have monday hours
More hours - more days - otherwise I'm content!
N/A

don't know
more classes
Adult book holdings
update facility, with more open air big window reading spaces
I don't know
The language learning area isn't very intuitive to find. An obvious link on the web page would be helpful
hours
More hours for updated computer and language classes as many of us are unable to attend due to various schedules.
bathroom
N/A
More hours
Sound system in main meeting room
Access calendar from website
More audio books
I have no complaints. It's a strong library already... keep those children's programs and resources strong. We need to grow readers and thinkers!
Keeping a children's librarian
Miss the library not being open on Sunday & Monday.
more hours please. and keeping wifi on 'til you close. library services should be offered until closing time.
More collaborative spaces
The kids bathroom policy on carrying out dirty diapers is absurd. The library should either offer disposable bags to put dirty diapers in so that they can be thrown away there and/or provide a diaper genie.
computer skills
hours open (Sunday or Monday)
More customer service access.
Being open on Sundays would be nice, even just the afternoons.
I don't know other than what I've already mentioned.
Heating and cooling. Getting information out to the public and thus increasing usage.
I'm satisfied
Not sure
HVAC system needs to be quieted and books, especially technology and photography books, need to be more frequently updated.
adult programming
N/A
Staff is constantly changing. Doesn't give a great feeling of connection in our community. I volunteered in the past. Never really felt appreciated. Some nights only a handful of people came in. Seemed like a waste to staff a building, heat it, and hardly anyone comes in. Made me sad, I always loved the library. Needs better leadership. Maybe Beth Kramer from West

Tisbury can mentor these young woman? Affordable or free yoga/qigong/meditation./Pilates. More music events. More evening computer support. Oak Bluffs Library is extremely underutilized. Has been great for our neighborhood kids.
New books in mental health
Tidiness - for instance, the wadded up periodicals under the x-mas tree didn't look trashy enough - throw in a few broken nip bottles ;)
Landscaping. Quiet study spaces. Lighting.
research librarian for students and seniors
Don't know at this time as the library fits my needs right now.
Being open on Mondays is the only suggestion.
Not much
maybe Sunday hours
No Where
website
n/a
new movies
More than 1 #1 NYT book
More copies of current fiction.
Books on CD
more books
-more access to books on site -older people behind desk? -sometimes too noisy - sometimes too strict rules
website! can't find updated calendar online
Monday hours
daily hours (Monday)
handicap access improved
Can't think of anything in particular.
winter
more open hours
unsure
diversity of literature
?
Don't know
N/A
Better salary & benefits for staff!! (pass this on to select. board)
How about puff pastry

not sure
Online event calendar is not always accurate or reliable
Better games
i think it is fine.
Q 10 What do you wish you could check out from the library instead of having to buy it?
Nothing
Not sure
Can't think of anything!!!
Idk
Museum, zoo, theater passes.
More current books for tweens
Not sure
Nothing
current music
nothing
certain masterpiece theatre dvd's and certain fiction books.
More knitting books
Tools
n/a
I would like to see more books on-line - having access to some other sites is a huge bonus - just started using the other sites.
The library covers it all
Do not know.
nothing
Educational programs. Tisbury has partnered with an organization in which you are able to do online training modules for free.
Nothing
Will/Estate Planning/Document writing program
Great question. Frankly, I'm not sure what you already have. I'm a book lover but it never occurred to me to think more expansively about what I might borrow.
Can't think of anything
O
portable wifi. Ipads
Magazines
Livestream service!
More obscure books
magazines (overnight only)
nothing
cd's of books
Magazines

Nothing.
I don't know.
Tools are good....glad this has been started. Sewing machine.
No idea
Nothing, I only borrow books, CDs, DVDs, etc. Don't buy
Books on Lightroom Classic, Lightroom CC, On one software, Aurora and other digital darkroom systems as well as current events
more new fiction books
Wish it was longer than 2 weeks
Blue ray dvd player
A Kitchen Aid
Tools
current text books and niche magazine articles
Don't know.
Hmmm. Can't think of anything. Might be interesting to have a designated "Create" space with art supplies.
Nothing
just books
games
Bass Derby mystery Kathleen Moore Knight
?
magazines
college prep for MV high
DVR
Can't think of a thing.
electronic devices
new movies on CD
?
Don't know
N/A
coffee
bikes / pumps
comic books cook books
Letter sealing kit
?
Q. 8 In what area does the Oak Bluffs Public Library most excel?
Open-Ended Response
I like the DVDs and availability of computers and printers.
Customer relations
So many ways. The staff is very knowledgeable, and always ready to help.
Selection of audiobooks
Toddler programs
Staff interactions with patrons

Inter library loan
interconnectedness with other libraries
Customer service is excellent!
Helpful personnel
Friendly and helpful staff!!!
Customer service
programs, helpfulness, interlibrary loans
The people who work there are THE BEST!!!!
Oak Bluffs Library offers great programs for all ages. I have enjoyed author talks and other adult programs this year.
appearance
Excellent
staff
DVD's
Adult collection of new fiction
GREAT friendly staff
community resources
on-line books and movies
diverse array of material & many different programs
Great programs for all ages.
Staff is very friendly and helpful
Customer service
Excellent variety of events, well-communicated in monthly e-mail newsletter
Best people ever. Knowledgeable, friendly and engaging.
Knowledgeable staff
I love it! So many.
The people who work there, the volunteers, the Friends.
Availability of new/best seller books
Very customer friendly. Staff will help you in any area that you need help. Always greet you when you come in. Programs are interesting to a variety of interests.
imaginative programming. great staff. interlibrary loans. nice building/vibe. great materials.
Collection/Interlibrary loan
The kids section, staff, and programming is top notch!
Helpfulness
kids' room and its staff
periodicals
public service; customer service
The Library is very neat.
Customer service, especially when they get to know you. I've had some wonderful personal service that keeps me coming back. Getting books from other libraries so that you don't have to wait too long for a book you want, even newer ones.
The people who work there are your best asset - friendly, helpful, accommodating and many other positive adjectives!
Customer Service, friendly welcoming atmosphere, diversity of programming, active children's programs
Service

Service from staff, always willing to and interested in assisting the public. Good selection of fiction.
wonderful and helpful staff and nice building except for the noisy HVAC system
Creativity, uniqueness
customer service
Location, collection, customer service
Very good layout and wonderful people, good selection of fiction
Location is great. Nice building. Good parking. Good book and music selection.
Staffing
Welcoming
Programming. Eclectic selection.
Staff enthusiasm, creativity, people skills
Friendly personal and knowledgeable service.
Excellent Library...Far better than so many off-island. There are truly programs for everyone, superb collections, friendly, approachable staff. The gem of the OB community!
Overall
Non traditional services
Great library
graphic novels kids services dvd
All
kid's area & programs
kids programs
all
the caring staff
kids programs getting books adult talks
customer service nice well-lit space comfortable chairs
helpful staff
youth programming
Great Staff
Nice librarians
updated
programs, author events
-is creative, responsive, welcoming -comfortable
service
reasonable, helpful staff
great customer service, inter-library loans
customer service, beautiful space
children's programs
interesting programs, marvelous staff
Too numerous to mention!
summer
clean
getting materials ordered and back
programs for kids
customer service

events
customer service
I have been able to get any book I have requested. I love it!
Convenience
Customer service is top notch
events getting better
Children's programs
Good collection quiet spaces to read
Courteous staff Excellent research & help on 2nd floor
People skills Public relations Staff / services of all kinds books - of all kinds
Mystery collection
Customer service
forward thinking customer service resources
Friendly staff! Very easy to approach
Helpful staff
Children's services
Children
community outreach children's programs
Q. 11 What is a problem that you wish the library could help you solve?
N/a
No problems that the library could help with!
See above
None
None
Helping my tween expand her reading repertoire.
Not sure
None
N/A
don't know
Computer glitches
the ferry!
n/a
Estate planning.
More help for computer issues on an individual basis.
none
N/A
Hmmmm....still thinking
Dissemination of information for voters/consumers/taxpayers
Email reminder (or text) for mobile produce truck purchase date and time
Responsiveness of the librarian. During the summer of 2017, my grandkids plus two other kids took the 3D printing class. They were promised access to the 3D printer and told to select an item they would like printed for free. They each chose an iPhone cover. I emailed the librarian present for the session who made the promise. To date, I've received no response despite my multiple emails.

The kids returned home to Atlanta, GA, and I was annoyed by the lack any response.
Common courtesy.
Maybe computer problems.
more portable wifi availability.
N/a
The information people could be more available and willing to help.
Can't think of anything
I really need access to the Library on the weekends especially Sunday.
Nothing.
I don't know.
NA
??
N/a
Technology including computer issues.
N/A
I have trouble walking, even from the handicap parking; prefer lower level but have to walk farther. Love you have the rollator and Marco said he'd bring it to the car for me so I may take him up on that. Upper level handicap is closer to door but doors are not automatic.
Bringing the community together for education and fun in a healthy ways.
How to make home improvements on budget
Thanks for asking, but I'm quite impressed with OBPL already
How to survive living on Martha's Vineyard.
research papers
Don't know.
The State of the Nation!
none
early reading programs
helping Island youth/ low or no cost SAT/ACT prep/ college preparedness/ college app help
open up some hours on Sunday
world peace
none
none
none
Don't know
N/A
Using electronic devises
Career opportunities & the life on island
Also, rental & housing info
less taxes
i have a lot of antique books i would like to digitize
student debt
N/A
Being able to renew a book(older and not on hold) for longer periods of time without having to come into the library
Q. 12 Thank you for letting us know any other comments you'd like to share with us:

As summer residents, we enjoy library privileges, especially the summer reading program for children. Our grandchildren participate every year and LOVE taking home their T-shirts! Additionally, access to audiobooks that we can download is a 'gift' you give us all year long! You also are quick to purchase audiobooks that I recommend!
Thanks for all you do to provide such a valuable service to Oak Bluffs. My family and I wish all of you a happy holiday and are looking forward to visiting the library again in the summer of 2019.
Thank you very much for what you already provide
None
Keep up the great work!
Overall, I am happy with the library and its program. The people who have helped my daughter or myself have always been friendly and helpful.
N/A
Happy Holidays!
interlib. loans are smooth, dvd's could use a little beefing up, maybe put less well known or unusual magazines on display, like you do with books, more publicity regarding loans of things other than books, audiobooks and dvd, an occasional browsing newsletter: these are our dvds, or new books. having said all that, great library. As I say at least a few month "the library is the best deal in town!"
I think you do a great job with access to a lot of material. I've been very impressed with the array of programs, events & talks that appeal to all ages. The OB staff seem to think outside the box, in an effort to attract people & children in, making the library an invaluable resource and hangout. The only issue I have is the hours. Being closed two days in a row is less than ideal. Maybe winter hours like the West Tisbury library? All in all I love what you're doing at the OB library
Staff is always pleasant.
keep up the good work
N/A
OBPL rocks!
Waiting for ebooks- sometimes I wish there were more to eliminate wait times
I'm not in the library nearly as often now that my kids are grown but I am a HUGE fan. You do a marvellous job. I love the creativity in the programs and the express shelf (or whatever it's called) is great.
Otherwise, I love and will continue to support our library as a Library Friend and book sale volunteer. ! I boast about it when I return home to NY and I get great ideas for the classroom from the display.
We love the library & always show it to visitors.
Thank you. I am so happy with this library -- you continue to offer services/material beyond what i thought possible: Kanopy! Portable Wifi! Wireless printing! Fishing Rods! And a vast interlibrary loan setup. place has a great vibe too. keep it up
Thanks for all you do!
N/A
None.
You're doing a great job!
Thanks for asking
Love our library!

Understanding the restricted resources you have to deal with, you are doing a fantastic job. The change from the last Director to the new Director has been a most welcome improvement. Keep it up.
I am very grateful for our library. I am happy to help and support the library. I hope this survey helps. Seems to be lacking in what people in our community need and want. Some nights I would see 3 people walk through the doors. Sad.
Like number guessing jar
Great Staff!!
Love the OB library and wish I were there more than just the summer time. I enjoy getting the newsletters year-round.
You all are great!!
You are out of the way
We just love, love, love the library staff!
Keep tablet in library
love the library for me and my grandchildren
would like to see scanned versions of old town reports and other records available online
thank you
thank you for asking for comments
you have a really nice friendly library
Thank you for doing this - it's a big project!
I love you all!
nope
Don't know
A great library!
Happy with all of the above.
N/A
Thanks!!
Great work