

Plainfield Library System Strategic Planning Survey 2015

“Great job increasing digital offerings and making the two libraries more integrated!”

“Thanks for asking these questions. It's good to feel as if you want our opinions.”

“A library is a community asset. Both libraries give us a return on our investment far greater than we realize.”

Executive Summary

The Plainfield Library Board of Trustees initiated a survey in 2015 to understand the library needs of the citizens of Plainfield, and to inform the strategic planning process for the library system.

The survey consisted of 52 questions, and was administered on behalf of both the Meriden Library and Philip Read Memorial Library. Responses were received both electronically (228) and in paper format (21). Of the 249 total responses received, there were 15 non-resident respondents. Exactly 50 percent (50%) of registered patrons completed the survey.

Highlights of the survey results include:

- General satisfaction with library services and programs
- More hours and staffing to accommodate additional adult education/training programs and author/literary events and STEM programming for youth
- Books are the most important service provided by the libraries
- Staff available to assist with patrons in person and technology are also important
- The libraries serve as a vital community gathering place
- Social media is not heavily used by respondents, but 75 percent (75%) have e-readers

Of those participating, the top very important items for future improvements to the Philip Read Memorial Library were:

- Finishing the PRML basement rooms*
- Air conditioning for PRML
- Expanded collections

Of those participating, the top very important items for future improvements to the Meriden Library were:

- Adding handicapped access
- Expanding the Meriden Library
- More comfortable reading areas

Respondents expressed the importance of equitable treatment of the libraries in terms of hours open, staffing, and services, and would like to see more joint programming between the two libraries.

Overview

Surveys were distributed in paper format at each library, and at locations around Plainfield and Meriden. Electronic surveys were available via a link on the library websites and Facebook pages.

Residents self-identified their neighborhood, and of those who selected Meriden, 87 percent (87%) completed the Meriden survey, and of those who selected Plainfield, 84 percent (84%) completed the Plainfield survey. It was evident throughout the survey that respondents used the services of the library closest to their neighborhood. Additional survey response data is outlined in **Table 1**.

Table 1. Survey Responses

Neighborhood	Online	Manual	Total	% Town Population*	% Registered Patrons**
Plainfield	136	19	155		24%
Meriden	92	2	94		26%
Totals	228	21	249	11%	50%

*2,347 Plainfield Population

**Meriden Registered Patrons = 366, Plainfield Registered Patrons = 637 (2014 State Data)

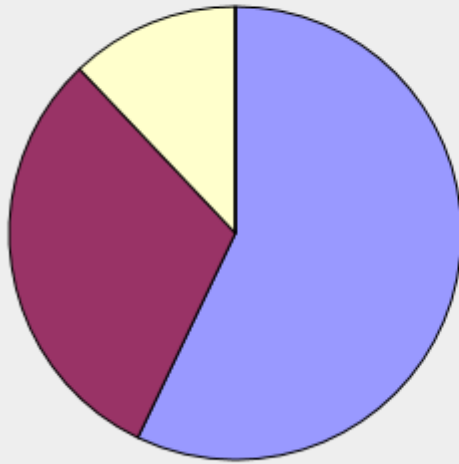
I. General Library Services

A. Library Visits

Respondents were asked how many times they visited the libraries in a one month period. Most people visited more than five times per month in Meriden, and less than one time per month in Plainfield. **Figure 1** shows the frequency of visits for each library.

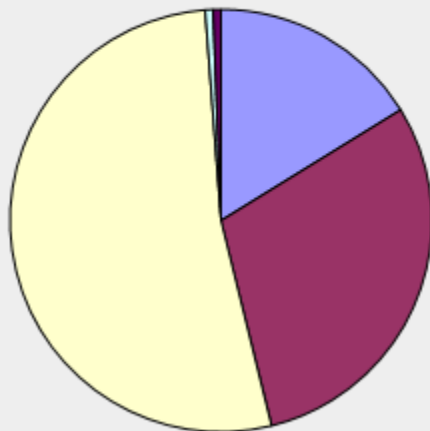
Figure 1. Frequency of Visits

In the last 12 months, (on average) how many times did you physically visit either the Meriden building per month?



- More than five (5) times per month
- Between one (1) and five (5) times per month
- Less than one (1) time per month
- I only use the website.
- I never use the library.

In the last 12 months, (on average) how many times did you physically visit Philip Read Memorial (Plainfield) Library per month?



- More than five (5) times per month
- Between one (1) and five (5) times per month
- Less than one (1) time per month
- I only use the website.
- I never use the library.

When asked to identify reasons they did not visit the library more than 5 times in a one month period (13 responses in Meriden, 94 responses in Plainfield), Meriden users identified lack of

time (39 percent), inconvenient hours (23 percent), and the ability to find information elsewhere (31 percent), and Plainfield users identified feeling unwelcome (62 percent) and poor service (75 percent).

Regarding online use from outside the library (home, school, work) in the previous three months, of the 234 responses, 180 users (77 percent) have accessed the libraries online at least 5 times.

Other libraries used by respondents were primarily the Plainfield School, Lebanon and Kilton, Hanover, and Dartmouth.

B. Patron Activities

When asked what they typically do when visiting the library, the majority of respondents from both libraries indicated checking out books as the primary activity, followed by checking out DVDs/CDs. Other activities in the top 10 list of activities for both libraries are as follows:

- Attend programs, meetings, events
- Read and/or check out magazines and newspapers
- Request inter-library loan
- Get help from library staff

Other top activities reported for Plainfield residents indicate that they view the library as a community information and services center for purchasing trash stickers, getting information about Town business, accessing downloadable books, donating to the Friends' book sale, and buying gifts for example. In Meriden, additional uses include accessing downloadable books/CDs meeting a friend, sharing time with children, bringing visitors, computer use and research. The top 10 activities for each library are shown in **Tables 2 & 3**. Activities in bold were identified as common to all respondents.

Table 2. Top 10 Activities - Meriden Library

Plainfield Library System Strategic Planning Survey - Meriden Library

What do you typically do when you visit the Meriden Library building? Choose all that apply.

Answer Options	Response Percent	Response Count
Check out books	96.7%	88
Check out DVDs/CDs	73.6%	67
Attend programs - Children/Family/Adult	65.9%	60
Attend a meeting or event	56.0%	51
Read and browse at the library	54.9%	50
Request inter-library loan	54.9%	50
Visit with friends or spend time with my children	50.5%	46
Check out audio books	45.1%	41
Get help from library staff	45.1%	41
Read and/or check out magazines and/or newspapers	44.0%	40

Table 3. Top 10 Activities - Philip Read Memorial Library

Plainfield Library System Strategic Planning Survey - Philip Read Memorial Library

What do you typically do when you visit the Philip Read Memorial library building? Choose all that apply.

Answer Options	Response Percent	Response Count
Check out books	86.0%	129
Check out DVDs/CDs	60.0%	90
Access NH Downloadable Audio Books	46.7%	70
Access NH Downloadable Books	44.7%	67
Read and/or check out magazines and newspapers	24.0%	36
Buy a gift, PlainFacts or trash stickers	23.3%	35
Request inter-library loan	20.0%	30
Use meeting room - Attend a meeting, program or event	20.0%	30
Drop off books for the Friend's book sale to benefit the PRML	19.3%	29
Get help from library staff	18.7%	28

C. Finding Materials at the Library

Participants were asked if they found what they were looking for on their most recent visit to the library. In Meriden, 96 percent answered yes, and in Plainfield, 51 percent answered yes. A

follow up question asking why patrons were unable to find what they were looking for indicated the following:

- item was checked out
- library had no material on the subject
- staff requested material from another library
- staff could not find the material
- information/services needed were not available

Participants were asked if they generally found what they were looking for in the libraries. The majority of Meriden respondents (97 percent) reported being able to find what they were looking for always or sometimes, and Plainfield respondents (51 percent) reported being able to find what they were looking for always or sometimes, and 41 percent reported rarely being able to find what they were looking for.

D. Helpfulness of Staff

When asked to rate the level of service received by the staff, approximately half of Plainfield respondents indicated the staff was pleasant, welcoming, helpful, and knowledgeable, while half indicated the staff was not helpful or knowledgeable. The majority of Meriden respondents indicated the staff was pleasant, welcoming, helpful, and knowledgeable.

E. Importance of Library Services

In rating importance of the various library services, both groups of respondents cited staff available to assist with patrons in person as the second most important service, with NH downloadable books identified as the most important for Plainfield respondents, and Collections/Material - Books identified as the most important for Meriden respondents. The top 10 most important services for each library are shown in **Tables 4 & 5**. The services listed in the top 10 as important to both sets of respondents listed below:

- Collections/Material - Books
- Staff available to assist with patrons in person
- Staff available to assist with technology
- Current hours of operation
- Trainings and classes
- Using library computers

Table 4. Importance of Library Services - Meriden Library

Plainfield Library System Strategic Planning Survey - Meriden Library

How IMPORTANT are the following to you in your personal use at the Meriden Library? Please mark importance of each.						
Answer Options	Very important	Somewhat important	Not very important	Not important at all	Not Applicable	Response Count
Collections/Material (Books)	69	16	0	1	1	87
Staff available to assist patrons (in person)	64	22	3	0	0	89
Programs for children including literary, cultural or civic events	60	10	3	3	8	84
Collections/Material (DVDs)	55	20	4	1	4	84
Staff available to assist with technology	52	17	7	5	5	86
Current hours of operations	51	34	2	0	0	87
NH Downloadable Audio Books	47	10	11	8	7	83
Trainings and classes	47	8	15	8	7	85
Using library computers	46	11	8	9	9	83
Collections/Material (Magazines and Newspapers)	44	21	12	4	3	84

Table 5. Importance of Library Services - Philip Read Memorial Library

Plainfield Library System Strategic Planning Survey - Philip Read Memorial Library						
How IMPORTANT are the following to you in your personal use at the Philip Read (Plainfield) Memorial Library? Please mark importance of each.						
Answer Options	Very important	Somewhat important	Not very important	Not important at all	Not Applicable	Response Count
NH Downloadable Audio Books	84	18	9	16	6	133
NH Downloadable Books	83	25	5	14	5	132
Staff available to assist with technology	75	27	18	11	7	138
NH Downloadable Magazines	72	13	15	24	8	132
Using library computers	72	26	12	18	8	136
Downloadable Newspapers	67	13	18	24	7	129
Trainings and classes	66	35	14	10	6	131
Collections/Material (Books)	60	78	4	0	2	144
Staff available to assist patrons (in person)	53	86	6	0	1	146
Current hours of operations	45	94	7	1	1	148

F. Satisfaction With Library Services

Respondents were asked about their level of satisfaction with library services. Both survey groups indicated they were very satisfied or somewhat satisfied with several common areas:

- Staff available to assist patrons in person & by phone
- Collections/Material (Books)
- Collections/Material (DVDs)
- Collections/Material (Magazines and Newspapers)

The top 10 areas of satisfaction are shown in **Tables 6 & 7**, with preferences common to both libraries in bold.

Table 6. Satisfaction With Library Services - Meriden

Plainfield Library System Strategic Planning Survey - Meriden Library

How SATISFIED are the following to you in your personal use at the Meriden Library? Please mark importance of each.

Answer Options	Very satisfied	Somewhat satisfied	Not very satisfied	Not satisfied at all	Not Applicable	Response Count
Staff available to assist patrons (in person)	77	6	1	0	0	84
Staff available to assist patrons (by phone)	67	8	0	0	7	82
Collections/Material (Books)	61	15	4	0	1	81
Staff available to assist with technology	60	3	1	0	16	80
Staff available to assist patrons (online)	58	6	1	0	16	81
Programs for children including literary, cultural or civic events	57	9	0	0	11	77
Collections/Material (DVDs)	54	13	4	1	6	78
Programs for adults including literary, cultural or civic events	54	10	2	0	11	77
Collections/Material (Magazines and Newspapers)	51	13	2	0	12	78
Trainings and classes	51	4	1	0	21	77

Table 7. Satisfaction with Library Services - PRML

Plainfield Library System Strategic Planning Survey - Philip Read Memorial Library

How SATISFIED are you with the following at the Philip Read Memorial Library? Please mark importance of each.

Answer Options	Very satisfied	Somewhat satisfied	Not very satisfied	Not satisfied at all	Not Applicable	Response Count
NH Downloadable Books	89	10	2	0	36	137
NH Downloadable Audio Books	89	9	3	0	37	138
NH Downloadable Magazines	80	7	2	0	49	138
Downloadable Newspapers	76	5	3	1	51	136
Staff available to assist patrons (in person)	63	75	7	2	1	148
Staff available to assist patrons (by phone)	47	76	3	0	16	142
Collections/Material (Books)	42	91	8	0	1	142
Collections/Material (Magazines and Newspapers)	39	71	3	2	23	138
Staff available to assist with technology	36	10	16	53	26	141
Collections/Material (DVDs)	36	85	4	1	14	140

G. Hours of Operation

Respondents were generally satisfied with the hours of operation at both libraries, with Plainfield respondents being somewhat less satisfied. The comments indicated a preference for more hours for both libraries, that both libraries be open the same number of hours, and that both libraries stay open until 8 pm.

In a follow up question about which times would be most convenient if additional hours were added, Meriden respondents indicated Mondays & Fridays, 1-6 pm, and Plainfield respondents indicated Mondays & Wednesdays, 1-6 pm.

H. Services Important for the Entire Plainfield Community

Looking at the community as a whole, both sets of respondents indicated the same two priorities for what the Plainfield libraries should offer:

1. Providing materials (books, magazines, DVDs, Music CDs, online content)
2. Offering a community gathering place

II. Collections & Programming

A. Importance of Collections

Respondents were asked what components of the library collections they felt were the most important. Downloadable books and audiobooks were identified as the most important for Plainfield respondents, while adult and children’s books were the most important for Meriden respondents. The top five collection preferences are shown in **Tables 8 & 9**.

Table 8. Importance of Collections - Meriden Library

Plainfield Library System Strategic Planning Survey - Meriden Library

Of the following collections the library provides, which are the most important to you at Meriden Library?					
Answer Options	Very important	Somewhat important	Not very important	Not important at all	Not applicable
Books	77	3	1	0	0
Children's Books	63	4	3	2	5
NH Downloadable Audio Books	50	10	8	6	2
NH Downloadable Books	47	10	10	5	3
DVDs/music CDs	45	24	6	3	0

Table 9. Importance of Collections - Philip Read Memorial Library

Plainfield Library System Strategic Planning Survey - Philip Read Memorial Library

Of the following collections the library provides, which are the most important to you at Philip Read Memorial Library?

Answer Options	Very important	Somewhat important	Not very important	Not important at all	Not applicable
NH Downloadable Audiobooks	81	19	10	13	8
NH Downloadable books	80	24	9	12	5
NH Downloadable Magazines	74	9	19	18	9
Online newspapers	72	9	18	20	11
Adult Books	68	75	0	0	1

B. Adult & Youth Programs

When asked to identify which adult programs were most important, both sets of respondents identified Computer Use/Technology Training and Author/Literary Events as the most important/somewhat important. For Meriden respondents, Genealogy Group and Business/Career Assistance were rated not very important. For Plainfield respondents, Current Events, Health/Wellness, Film/Music events, and Business/Career Assistance were rated not very important.

Regarding children's programs, the responses varied. The Summer Reading Program was rated very important/somewhat important by both sets of respondents. The Summer Theater Performances were rated not important at all for Plainfield respondents, and rated low for Meriden respondents. Additional responses are shown in **Tables 10 and 11**.

Table 10. Importance of Teen/Children's Programs

Plainfield Library System Strategic Planning Survey - Meriden Library

Of the following teen/children's programs which are the most important to you at Meriden Library?

Answer Options	Very important	Somewhat important	Not very important	Not important at all	Not applicable
Summer Reading Program	61	6	2	1	11
Author/literary (Author or Book Illustrator programs)	54	12	2	2	10
After School Programs	54	13	1	2	11
Entertainment (movies, performers)	49	14	5	1	10
Technology (gaming, digital learning)	43	11	10	4	11
Story Hours	43	22	5	1	10
Special programs - Summer theatre performances	20	19	13	8	17

Table 11. Importance of Teen/Children's Programs

Plainfield Library System Strategic Planning Survey - Philip Read Memorial Library

Of the following teen/children's programs which are the most important to you at Philip Read Memorial Library

Answer Options	Very important	Somewhat important	Not very important	Not important at all	Not applicable
Summer Reading Program	42	62	3	2	23
Story Hours	30	59	18	1	24
Technology (gaming, digital learning)	28	57	12	5	25
Author/literary (Author or Book Illustrator programs)	23	73	11	1	22
Special programs - Summer theatre performances	22	14	8	64	22
After School Programs	21	70	12	3	24
Entertainment (movies, performers)	17	71	14	5	22

C. Special Collections

For Meriden respondents, 75 percent were familiar with the Special Collections material offered at the library, and 59 percent of Plainfield respondents were familiar with the Special Collections material.

Regarding the importance of the Special Collections, both sets of respondents were evenly divided between considering the collection important vs. not important. Responses are shown in **Figures 2 and 3.**

Figure 2. Importance of Special Collection - Meriden Library

How important is the availability and accessibility of the special collection as a resource to the library, researchers and the Town of Plainfield?

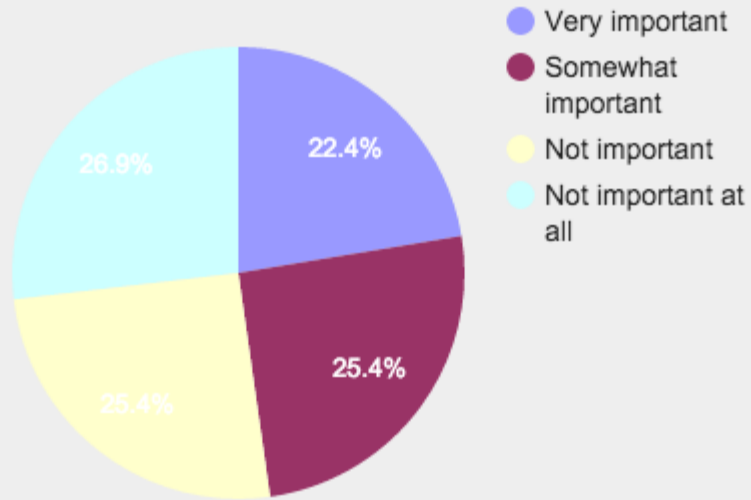
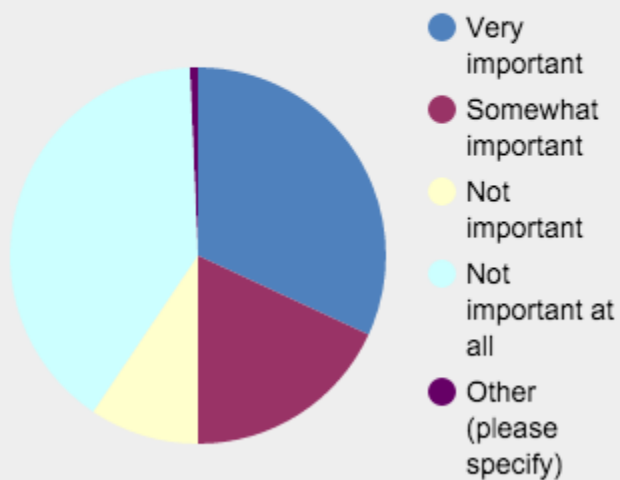


Figure 3. Importance of Special Collection - Philip Read Memorial Library

How important is the availability and accessibility of the special collection as a resource to the library, researchers and the Town of Plainfield?



III. Technology & Communications

Respondents were asked for their feedback on the web pages and social media. In both libraries, 85% of the patrons are finding what they need on the website. Fifteen percent (15%) of those responding did not use the web page. **Table 12** shows the top 5 website uses for each library.

Table 12. Top 5 Website Uses

Meriden Library Top 5 Website Uses	Philip Read Top 5 Website Uses
Automated online catalog to look at the collection	Check out the calendar of events
Check out the calendar of events	See what is new at the library - including new books
See what is new at the library - including new books	Automated online catalog to look at the collection*
Download an ebook or e-audio book from NH Downloadables	Access Plainfield maps*
Automated online catalog to reserve a book	Access link to the Library Board of Trustees minutes, agenda, and meeting times on Town of Plainfield website*

*Three way tie

Several comments were made that respondents did not know all that was available on the websites.

Currently, Facebook is not heavily used by patrons at either library.

The majority of the respondents have Comcast Cable Internet Service followed by DSL. Thirty five percent (35%) of respondents have Smartphones. PRML has a high percentage (18%) of satellite internet providers. More than half respondents use Netflix or another online provider for digital movies.

Over 75% of the respondents had an e-reader.

A question was asked on how respondents find out about events at happening at the libraries. Philip Read Memorial Library appears to have a larger audience with PlainFacts (follows Word of Mouth in Meriden). The Meriden Library is using email to patrons more than PRML. Connect Cornish was used more by PRML patrons than ML patrons. **Table 13** illustrates how respondents learn about library events.

Table 13. Primary Ways Respondents Learn About Library Events

Meriden Library	Philip Read Memorial Library
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E-Mail direct from Library	E-Mail from Friends of the libraries group
E-Mail from Friends of the libraries group	E-Mail direct from Library
Library Website	Library Website
Printed materials at the library (flyers/posters)	Community Bulletin Boards (Schools, Stores, Town Office, Libraries)
Community Bulletin Boards (Schools, Stores, Town Office, Libraries)	PlainFacts
Word of Mouth	Printed material at the library (flyers/posters)

IV. Future Needs & Preferences

A. Top Five Priorities

Respondents were asked to rank the **top five priorities for each library**. It is interesting to note that additional hours was ranked highest and technology ranked lowest for Meriden respondents. Yet it is the exact opposite for Philip Read respondents where technology was ranked highest and additional hours lowest, as shown in **Table 14**.

Table 14. Library Priorities

Meriden Library	PRM Library	<u>Priorities for the Libraries</u>
1	5	Additional Hours
2	4	Additional Staffing
3	3	Additional books, DVDs, CDs, Audiobooks, etc.
4	2	Additional electronic services (e.g. downloadable books, audio, music, databases)
5	1	Additional computers with new technology

B. Future Funding Priorities

Respondents were asked the following question for both Meriden and Philip Read Memorial Library: ***“Keeping in mind that funding (taxpayer dollars) and/or fundraising is limited, how important would you rate the following for each library looking out 3 - 5 years.”***

Of those participating, the top very important items for Philip Read were:

- Finishing the PRML basement rooms
- Air conditioning for PRML
- Expanded collections

The items listed as somewhat important for Philip Read were:

- More comfortable reading area
- More work space/table space
- Increasing the number of computers available for the public.

Of those participating, the top very important items for Meriden Library were:

- Adding handicapped access
- Expanding the Meriden Library
- More comfortable reading areas

Of those participating, the somewhat important items Meriden Library were:

- More work and table space
- More open hours
- More afternoon/summer/vacation programs

In both Meriden Library and PRML surveys, Sunday hours, additional business services, and more online databases were considered unimportant.

C. Ideas for Improvement

When asked about ***potential ideas for both libraries***, the results were the same in what respondents were interested in. The Top 10 ideas are shown in **Table 15**.

Table 15. Top Ten Ideas for Improvement

Meriden Library	PRM Library	Top Ten Ideas - Rated
1	3	Expanded collections (Book, audio, DVD Movies)
2	2	Downloadable movies and programs (Stream from home)
3	4	Science, Technology, Engineering & Math (STEM) Programs for Children
4	1	Technology classes (Downloading e-books, using online databases, basic computer skills)
5	6	E-readers/iPads or Chrome books for use in the library
6	5	E-readers/iPads, or Chrome books to check out and take home
7	8	Arts and Music Programs
8	7	Stronger WiFi signal
9	11	Children's activity book bags to check out
10	10	Additional meeting rooms
11	12	Circulating things other than books (tools, garden tools, etc.)/Seed Saver
12	9	Do It Yourself Programs

D. Program Ideas

When asked to **list some program ideas** that they would like to see at the library (adult, children, young adult, senior citizens, etc.), respondents provided the following suggestions, shown in **Table 16**.

Table 16. Program Ideas

Meriden Library	Philip Read Memorial Library
More STEM Programming (14)	Senior Programs (7)
Teen/tween fantasy group.	STEM Programming (6)
Music Programs	Ipad & Iphone Q & A (3)
Mesh senior citizens with young children, adult craft or a similar social activity Moon gazing, nature programs, etc. For children and adults.	Community Reads - like Grapes of Wrath, authors talking about their favorite books
Musical programs for the children, more hands on programs for the children	Film Series featuring several themes and topics
Programs about the town history geared to children	More education-focused classes would be better
Author talks	Learn more about the Cornish Colony -- perhaps a program of what was happening in the three villages of the Town of Plainfield 100 years ago
Something similar to TED talks	Mid-week story time (not Saturdays)
Crafty things for both kids and adults, more adult crafts or game nights.	Knitting Night
Art Programs. Learning about famous artists and their works	Bridge lessons for seniors, cribbage too
Psychology programs, behavior, puzzles, problems and discovery	International or independent film night and discussion
Science programs, earth, space, environment and biology	Digital security, fire safety
Local residents sharing their knowledge of various types of collections (including displays in the glass cases) or travel experiences	A lecture series
Technology room at the Meriden Library	Poetry reading evenings

E. Ideas to Increase Library Usage

The participants in the survey were asked to provide **one or two improvements that the Plainfield Library System could make to increase usage of the libraries.** Table 17 below shows the improvements recommended for Meriden, PRML, and the Trustees.

Table 17. Improvement Suggestions to Increase Library Usage

Meriden Library (ML) Philip Read Memorial Library (PRML) Trustees

ML -Make the ML handicapped accessible and provide more space (32)
ML - More equity in budgets for both libraries in town (2)
ML - More hours (2)
ML- Increase collections of books
ML - better education on what's available online
ML - Easier database search while in the library
ML -Simpler and cleaner web site
ML - Classes on technology use
ML - More evening educational programs
ML - Book reviews on-line

PRML - More open hours (11)
PRML - Better staff training on computers/technology (10)
PRML - Get rid of the VHS tapes(6)
PRML Finishing the basement (6)
PRML - Continue to declutter (6)
PRML Air conditioning (5)
PRML - Continue adding technology and digital services (downloading e and audio books, online catalog, etc) (5)
PRML - Improved children's (free) programs - STEM - Teens (4)
PRML - Get rid of the fines (4)
PRML Collection - Continuing to expand the range of books chosen both in fiction and non-fiction (4)
PRML - remove outdated books (3)
PRML - Improve customer service (3)

Trustees - Stop bickering
Trustees - New Trustee board very biased against PRML, Friends & volunteers; play a leadership role

in getting basement & A/C completed at PRML
Trustees - New Library Board that it committed to resolving issues, not creating them; board that respects volunteers
Trustees - Two boards committed to local communities
Trustees - The PRML staff is frustrated and stressed; Instead of giving them help, you have created a competition between the two libraries; they try their best but they never had a chance with the poor training, follow up, and unreasonable demands put on them; give them the support they need - it will pay back many times over
Trustees - Better collaboration on collections to make more available to the town
Trustees - One library to serve one town - resources of money, volunteers, staff stretched too thinly to support two libraries for population of 2300
Trustees - Would like interlibrary loans to be more rapid
Trustees - More integration between the libraries
Trustees - The Trustees deserve an award from the town for demanding improvements at PRML
Trustees - Need to change from all-knowing command & control to inviting & participatory. Stop Meriden Library can do no wrong & Philip Read Memorial Library can do nothing right. Insane.
Trustees - Online checkout - order from Meriden, delivered to Plainfield
Trustees - Go back to stamping books! Lose paper
Trustees -Board be more supportive of Nancy and the Plainfield Library

F. Expanded Collaboration

Respondents were given this statement and question, ***“We are three villages within the Town of Plainfield with two distinct, different public libraries. Throughout the years, they have shared and collaborated programs and resources. What ways do you believe that this collaboration should be expanded?”*** Table 17 shows the responses.

Joint programs (14)
Two libraries (15)
One Library (7)
One Director - One library system (5)

No expansion of programs and resources (4)
More cooperation, communication, transparency, less divisive within the Board of Trustees (3)
Avoid duplication/share resources (2)
Joint Friends Meetings
The volunteers make the collaborated programs work. Board needs to set an example of mutual collaboration. No favoritism.

G. Feedback for the Trustees

The final question was to provide any feedback to the Trustees. A summary of that follows:

Good job trustees (35)
Improve service and results at PRML (12)
Improve Friends of PRML relationship with Trustees and vice versa (11)
Two boards for two libraries (6)
Good job Mary (6)
Expand Meriden (5)
Good Job Nancy (5)
Budget equitably (5)
Good job PRML Staff (4)
End divisiveness and favoritism (4)

Two libraries - Two directors (4)
One board for two libraries (4)

VI. Demographics

Respondents identified the ages of family members who use the libraries. Of the respondents in Plainfield, the highest percentage of users was in the 50-59 year old cohort (45%). Of the respondents in Meriden, the highest percentage of users was in the 0 -10 year old cohort (49%). The majority of respondents (65 percent) were college educated. A total of 34 individuals with disabilities responded to the survey.