The Brewster Ladies’ Library
Strategic Plan
2017-2021

The Brewster Ladies’ Library Board of Directors reviewed and approved this Strategic Plan on April 20, 2017.
Brewster Ladies’ Library Strategic Plan 2017-2021
Brewster Ladies’ Library
1822 Main Street
Brewster, MA 02631
www.brewsterladieslibrary.org

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Lawrence Houghton, Vice President
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The Brewster Ladies’ Library Board of Directors thanks the many residents who voluntarily shared their ideas and suggestions in our survey and focus groups; Maureen Sullivan, who facilitated the discussions of stakeholders; and the Library Staff whose contributions helped create this plan.
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Introduction

The Brewster Ladies’ Library, serving as the free public Library for the Town of Brewster, is governed by the Brewster Ladies’ Library Association, a private nonprofit corporation. The Library has been serving its community since 1853. Currently, the Town of Brewster funds 75% of operational expenses and the Association provides the remaining 25%.

The creative process for this new Strategic Plan for the Brewster Ladies’ Library began in 2013 when a Feasibility Committee began studying the Library facility and assessing how well it served the community's needs. This led to a proposed building program that was heavily influenced by community input gathered through a community survey and several focus groups. The proposed program was approved by the Library Board in July 2015 and the Library applied for a Construction Grant in January 2017.

Vision Statement

The vision of the Brewster Ladies’ Library is to be the cultural, educational, and social heart of our community.

Approved April 20, 2017 by the Brewster Ladies’ Library Board of Directors.

Mission Statement

The mission of the Brewster Ladies’ Library is to be a cultural and life-long learning community center that provides free access to a range of resources, activities and professional assistance to further enhance the quality of life.

Approved April 21, 2011 by the Brewster Ladies’ Library Board of Directors.
Planning Methodology

The Strategic Planning Committee used the Public Library Association's recommended process and *Strategic Planning for Results* by Sandra Nelson as the basis for its work. Because the Library Board, Library Staff, and community were committed to the redesign and renovation of the Library building, this plan reflects the needed planning, implementation, and transition efforts required to maintain Library services and operations during such a construction project.

Survey
A twelve item survey was made available to the community from January 16 through February 14, 2015. The survey was on the Library's website and hard copies were available in the Library and at other community agencies and businesses. Community members were asked to rate the Library's programs and facilities and to list top priorities for improvement. There were 312 responses. The summary of results is included in the appendices of this report.

Focus Groups
In February 2015, three focus groups were held, facilitated by Maureen Sullivan, former ALA President and widely recognized leader and educator in the Library profession. The sessions were open to the public and invitations were sent to local organizations and community leaders. Participants were asked what they would like to see in their Library in the future and what programs and services were important to the community. A summary of the focus groups is included in the appendices.

Community Forums
Three community forums were held in January, April and October 2016. The Library Building Program and resulting schematic design plans were presented to the community for its input. The first forum led to important design changes that were reflected in the two latter forums.
Assessment of User Needs

The Town of Brewster has a year-round population of 9,754 that swells to 35,000 during the summer. Located on Cape Cod Bay, Brewster consists of 25.5 square miles and is home to twelve public beaches as well as Nickerson State Park, the largest state forest on the Cape. The Town is a member of the Nauset Regional School System, and Brewster has 553 students in grades six through twelve. Two elementary schools in Brewster serve 456 students K-5. Fifty-five percent of the Town’s population is over 54 years of age and thirty-five percent is over 65 years of age. While the Town has no community or commercial center, the Library acts as the Town’s community center and is the only Town building providing free meeting space.

The Library is a member of the CLAMS consortium. The Brewster Ladies’ Library has 11,338 cardholders of whom 6,265 are Brewster residents. The Library meets user needs through a variety of means: in 2016, it circulated 182,032 items, hosted 340 programs attended by 8,561 patrons, and provided meeting rooms 1,134 times. The Library has seventeen public computers, laptops for loan within the Library and provides Wi-Fi both in and outside the Library. Hours of operation are Tuesday through Saturday, including two evenings per week and the Library is also open on Sunday afternoons November through March.

The survey indicated that while the community is generally very satisfied with the Library there is a broad consensus for improved access to the building and to the materials in the building. Respondents also cited the need for a layout with quiet study areas and more seating and electrical outlets. Respondents also requested an enlarged adult area and improved acoustics and elevator.

The key recommendations coming out of the focus group meetings were to use the space in the Library’s lower level more effectively; improve accessibility to the building and to materials; improve the children’s and teen space; and provide more seating and power outlets. It was noted at all three meetings that the Library “is the living room of our community”; the “heart of the community”; a welcoming place to gather and meet.
Goals, Objectives and Action Plans

The Brewster Ladies’ Library’s Strategic Plan is organized according to three broad themes:

- Visit a Comfortable Place
- Information Fluency: Understand How to Find, Evaluate, and Use Information
- Satisfy Curiosity: Lifelong Learning

The Action Plan for each thematic section includes goals, objectives and action items.

The suggested timelines for the Action Items were based on the Construction Grant being approved in July 2017 and the Library being in the first tier of approved funding. Final dates will be adjusted based upon the approval of Library’s Construction Grant application and the year in which the funding is awarded.
Visit a Comfortable Place

The Library should respond to the changing needs of the community.

Goal 1. Design a building to meet the needs of the community.

Objective 1.1 Provide a building that is physically accessible to all with improved access to Library materials.

*Action Items*
- Submit Construction Grant application to MBLC. January 2017.

Objective 1.2 Secure local funding to support construction project.

*Action items*
- Submit funding request to the Town’s FY19 Capital Budget. Fall 2017.

Goal 2. Provide a comfortable space during the pre-renovation time period.

Objective 2.1 Provide proper climate control.

*Action Items*
- Install new chiller system to cool Library and maintain proper humidity levels. New chiller will meet requirements of renovated Library. Spring 2017.

Objective 2.2 Provide comfortable seating.

*Action Items*
- Purchase new chairs for public and staff. Winter 2017.

Objective 2.3 Manage collection size and display.

*Action Items*
- Continue weeding program. Target goal 10% of collection. 2017/18.
- Digitize local history material. 2018.
Goal 3. Develop a detailed and comprehensive integrated plan for the move to temporary quarters.

Objective 3.1 Establish Committees, comprised of Board and Staff, to delineate concerns and needs of the move.

*Action Items*
- Establish Archive Committee to prepare archival material for the move. 2017/18.
- Establish Planning Committee to consider repercussions of the move. 2017/18.

Objective 3.2 Search for temporary facility for library operations during the renovation. Library Building Committee will lead this search.

- Speak with area librarians who have recently secured temporary quarters.
- Seek programming space if not available in temporary quarters.
- Work with Town, Schools, and Churches to provide meeting space for community groups.
- Select temporary facility and coordinate move. Spring 2019.

Objective 3.3 Research moving companies and storage for materials. Library Building Committee will lead this search.

- Review Moving and Storage Companies.
- Develop criteria to determine what materials will be put in storage.
Information Fluency: Understand How to Find, Evaluate and Use Information

Patrons will have the skills to search, locate and evaluate information to meet their needs.

Goal 4. Provide patrons with the means and skills to find the information they need.

Objective 4.1 Purchase new PCs for public and staff with Windows 10 Operating Systems. Fall 2017.

*Action Items*


*Action Items*
- Research programs in other libraries that provide wireless printing technology. Fall 2017
- Work with IT Consultant to implement.

Objective 4.3 Create Information Technology Plan, considering a range of devices for learning, loaning and teaching.

*Action Items*
- Move technology funding from Town CIP budget to the Library’s Town Operating Budget. FY 2019.

Objective 4.4 Provide a web site that is content rich and easy to navigate. 2017/2021.

*Action Items*
- Establish biannual review of web site with developer.

Objective 4.5 Review infrastructure: hardware; software; data; applications; and security annually.

*Action Items*
- Assess current environment, compare to future needs and plan to close gap.

Goal 5. Provide training and professional development to ensure staff has expertise and ability to instruct patrons on technical matters.

Objective 5.1 Investigate and identify continuing educational opportunities for staff.

*Action Items*
- Attend workshops on ematerials collections. Annually.
Satisfy Curiosity: Lifelong Learning

Library users will have the resources necessary to explore topics of personal interest and continue to learn throughout their lives.

Goal 6. Provide the community with a wide variety of programs for all ages.

Objective 6.1 Provide a minimum of four adult programs per month including book discussions; author talks; lectures, and concerts.

Action Items FY17-FY21
Collaborate with Brewster Cultural Council; Brewster Historical Society; Cape Cod Genealogical Society; Council on Aging; and other community organizations.

Objective 6.2 Provide a minimum of six programs a month for children and teens.

Action Items
Provide story times for all ages; play groups; STEAM programs. Annually.
Purchase Telescope for programming and loans. Spring 2017

Objective 6.3 Provide patron driven programming.

Action items
Survey community annually to determine interests.

Appendix 1

Focus Group Summary Report

Focus Group Meetings Held on February 5 and 7, 2015
Summary Report Prepared by Consultant Maureen Sullivan

In the past three years, the Brewster Ladies’ Library Director and Board of Trustees have been engaged in a serious consideration of how to ensure that the Library will continue to be a critical resource for the community. A particularly important part of this consideration is the identification of improvements to the facility. The Board and Library Director very much value “the voice of the community” and determined that an effective way to solicit ideas and suggestions would be to convene a series of focus group meetings.

Three meetings were held in the Library in early February. The first two were convened on February 5 and the third was held on Saturday morning, February 7. A strong theme in all three was how important the Library is to the community. One person said, “This library is the living room of our community.” Still another described the Library as the “family room of Brewster.” Several others called the Library “the heart of the community.” Brewster is clearly a community that recognizes the value of its Library to community life and development.

In the discussion about how to improve and optimize the use of space, several other strong themes emerged. One was the need to rethink how the space in the basement level is used. The open space and size of the basement makes this a prime place for redesign. For instance, this could be a place for more meeting rooms, a sitting area with nice furniture, or possibly where the non-fiction books are housed. Another suggestion was to consider adding an atrium to bring light into this space.

As my co-consultant, Jack Siggins, and I have reflected on the number of suggestions and ideas put forth in the three discussions, we have identified the following key recommendations:

1. Rethink how the prime space in the basement level might be used more effectively.
2. Improve the teen space and programs. Provide a private space.
3. Improve the children’s area.
4. Take the necessary steps to ensure handicapped accessibility, including bringing the walkway to the entrance up to code.
5. Rearrange the stacks to locate all of them in one central area and to make sure that the ranges are not too high or too low.
6. Address the need for staff to have private work areas and a private staff lounge area.
7. Develop a technology plan.
8. Update the interior with fresh paint, new carpeting and furniture.
9. Increase the number and location of electrical power outlets.

The following is a list of ideas and suggestions made by participants in the three meetings:

• Look at the whole area behind the Reference Desk. Is this a place for more lounge space?
• Add shelving, but avoid using the very top shelves and the bottom shelf.
• Give full consideration to the needs of the staff, private work areas and a pleasant and private staff lounge area.
• Provide adequate space for the range of programs offered, both those sponsored by the Library and other community programs.
• There is a big void in the space and programs for teens. Address this. Talk to the teens to find out what they want. Provide a space where teens have more privacy for individual and group study. (the current room isn’t closed off).
• Children and teens each need a space for their activities.
• Rethink how the parking lot is designed and used. Ensure adequate parking for handicapped accessibility. Shift the current entrance and exit to improve access.
• Ensure that the walkway to the entrance is up to code (it isn’t now).
• Purchase new furniture.
• Design the Library spaces for flexible uses and different purposes. Furnish the space with furniture that can easily be moved to accommodate different needs.
• Add more small, enclosed rooms for quiet individual study or small group study.
• Update and brighten the meeting rooms used by the community.
• To the extent possible, locate all stacks in one central area, rather than spread out.
• Identify groups and programs that could be accommodated in a different space and don’t need to use the Library. Look at space use in the community overall.
• Identify technology needs. This might call for a technology plan that would address the needs to update equipment as well as space use.
• Address the needs of the “summer people.” Have portable devices, adequate WIFI, etc.
• Provide adequate space and furniture for children.
• Create a “maker space” with a 3-D printer and other resources.

• Establish a “café”, a space with coffee and other refreshments where people can sit in comfortable chairs and at tables.

• Update the interior: fresh paint, new carpeting and furniture.

• Reconfigure the entrances and exits.

• Upgrade and expand the toilet facilities.

• Address how best to accommodate space for quiet reflection and for activities with noise: find a balance between quiet and public space.

• Increase the number and location of electrical power outlets to accommodate personal portable laptops.

Participants also identified some aspects to keep and not to change:

• The front reading rooms.

• The ambience and the open architecture.

• The Library as the center of this community.

• The quality of the programs offered and the level of service provided.

The discussions included some other suggestions, not directly about the interior building design. These include:

• Develop a “lifetime learning program” that would function as a “mini-community college” in which online and in-person programs would be offered for a fee (this could be a way to raise funds). The Snow Library is an example of this.

• Improve the Book Sale (Falmouth is a model). Relocate it? Improve the process used?

• Arrange site visits to other libraries to get ideas that can be applied here.

• Examine the assumption that the Library needs to be the community center. The town should think more about having an accessible senior center.

• Find ways to share more information about community events and activities.

• Host programs that feature local authors, with book signings.

• Look at the ratio of print to e-books; the use of newspapers.

• Use a different color scheme.

• Upgrade the local history room to make it more a part of the community.
New Summary Report - 04 February 2015

1. Do you have a Brewster Ladies' Library (BLL) card?

- Yes: 97.5% (229)
- No: 2.6% (6)

Total: 235

2. Are you a dues-paying member of the Brewster Ladies' Library Association?

- Yes: 46.5% (107)
- No: 47% (107)
- Not sure: 6.5% (13)

Total: 220
3. How frequently have you used the BLL in the last 12 months?

<table>
<thead>
<tr>
<th>Frequency</th>
<th>Percentage</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>Once a week or more</td>
<td>41.9%</td>
<td>98</td>
</tr>
<tr>
<td>2-3 times a month</td>
<td>37.2%</td>
<td>87</td>
</tr>
<tr>
<td>Once a month</td>
<td>12.0%</td>
<td>28</td>
</tr>
<tr>
<td>Rarely or not at all</td>
<td>9.0%</td>
<td>21</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>234</strong></td>
<td></td>
</tr>
</tbody>
</table>

Statistics:

- Sum: 174.0
- Average: 2.0
- Max: 2.0

4. For which of the following did you use the BLL in the last 12 months? (Check all that apply.)
Check out books 94.0%
Check out audio books, CDs or DVDs 59.8%
Use Library reference materials 24.4%
Use computers 23.1%
Read newspapers or magazines 33.3%
Attend a special program or event 53.0%
Use the Children's Room 14.1%
Meet friends 7.3%
Use the Teen Room 6.0%
Use meeting rooms 22.2%
Request museum passes 23.5%
Study/Work 11.5%
Use ematerials 9.4%
Other 14.1%
Total 234

Responses "Other"

<table>
<thead>
<tr>
<th>Left Blank</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>Board Game Day!</td>
<td>1</td>
</tr>
<tr>
<td>Book Sale</td>
<td>1</td>
</tr>
<tr>
<td>Book fair</td>
<td>1</td>
</tr>
</tbody>
</table>
Responses "Other" | Count
--- | ---
Conduct a presentation | 1
Fax machine | 1
Genealogical Society events | 1
Have meetings | 1
I use the library for two weeks every summer while my family and I are in vacation in Brewster. | 1
Meetings, programs attendance | 1
Tutor students for Nauset Schools and other schools, and to tutor privately, and to write. | 1
Used wifi system | 1
View art exhibits | 1
Volunteer | 3
Volunteer | 1
Volunteering | 1
When the COA is closed I meet with applicants at BLL | 1
book sale!! | 1
book sales | 1
checking new books coming out | 1
digital books | 1
e-books | 1
ebooks | 1
jigsaw puzzles | 1
purchase books during summer sale | 1
request help in the reference area | 1
used book sale in basement | 1
virtual catalog requests | 1
volunteer | 1

5. Please rate your satisfaction with following aspects of the the BLL programs and services (leave blank if not applicable):

<table>
<thead>
<tr>
<th></th>
<th>Very Satisfied</th>
<th>Satisfied</th>
<th>Neutral</th>
<th>Dissatisfied</th>
<th>Very Dissatisfied</th>
<th>Responses</th>
</tr>
</thead>
<tbody>
<tr>
<td>Staff</td>
<td>183</td>
<td>37</td>
<td>8</td>
<td>2</td>
<td>0</td>
<td>230</td>
</tr>
<tr>
<td></td>
<td>79.6%</td>
<td>16.1%</td>
<td>3.5%</td>
<td>0.9%</td>
<td>0.0%</td>
<td></td>
</tr>
<tr>
<td>Selection of books, materials</td>
<td>115</td>
<td>95</td>
<td>11</td>
<td>5</td>
<td>0</td>
<td>226</td>
</tr>
<tr>
<td></td>
<td>50.9%</td>
<td>42.0%</td>
<td>4.9%</td>
<td>2.2%</td>
<td>0.0%</td>
<td></td>
</tr>
</tbody>
</table>
6. Please rate your satisfaction with the following aspects of the BLL building and facilities:

<table>
<thead>
<tr>
<th>Aspect</th>
<th>Very Satisfied</th>
<th>Satisfied</th>
<th>Neutral</th>
<th>Dissatisfied</th>
<th>Very Dissatisfied</th>
<th>Responses</th>
</tr>
</thead>
<tbody>
<tr>
<td>Condition of the outside of building</td>
<td>138</td>
<td>77</td>
<td>13</td>
<td>4</td>
<td>0</td>
<td>232</td>
</tr>
<tr>
<td>Condition of inside of building</td>
<td>109</td>
<td>94</td>
<td>17</td>
<td>10</td>
<td>0</td>
<td>230</td>
</tr>
<tr>
<td>Ease of access entering the building</td>
<td>105</td>
<td>73</td>
<td>32</td>
<td>23</td>
<td>0</td>
<td>233</td>
</tr>
<tr>
<td>Ease of access inside the library</td>
<td>111</td>
<td>92</td>
<td>18</td>
<td>9</td>
<td>0</td>
<td>230</td>
</tr>
<tr>
<td>Ease of access to materials in stacks</td>
<td>98</td>
<td>82</td>
<td>28</td>
<td>13</td>
<td>2</td>
<td>223</td>
</tr>
<tr>
<td>Signs and signage</td>
<td>82</td>
<td>92</td>
<td>34</td>
<td>15</td>
<td>0</td>
<td>223</td>
</tr>
<tr>
<td>Layout and arrangement</td>
<td>72</td>
<td>85</td>
<td>48</td>
<td>16</td>
<td>1</td>
<td>222</td>
</tr>
<tr>
<td>Seating and tables</td>
<td>68</td>
<td>77</td>
<td>53</td>
<td>17</td>
<td>2</td>
<td>217</td>
</tr>
</tbody>
</table>
7. What are your top priorities for building improvement? (Please check up to 5.)

- More outdoor seating areas: 32.2%
- More study rooms: 20.5%
- Improved bookstore area: 31.7%
- Improved handicap accessibility: 19.5%
- Additional technology and computers: 28.3%
- Enlarged adult area: 33.7%
- Enlarged teen area: 6.3%
<table>
<thead>
<tr>
<th>Feature</th>
<th>Percentage</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>Enlarged teen area</td>
<td>6.3%</td>
<td>13</td>
</tr>
<tr>
<td>Enlarged children's area</td>
<td>7.3%</td>
<td>15</td>
</tr>
<tr>
<td>Other</td>
<td>18.1%</td>
<td>37</td>
</tr>
<tr>
<td>Dedicated children's story time space</td>
<td>13.7%</td>
<td>28</td>
</tr>
<tr>
<td>Seating with electricity and data port capability</td>
<td>49.3%</td>
<td>101</td>
</tr>
<tr>
<td>Improved elevator access</td>
<td>12.7%</td>
<td>26</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>205</strong></td>
<td></td>
</tr>
</tbody>
</table>

**Responses "Other"**

<table>
<thead>
<tr>
<th>Response</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>Left Blank</td>
<td>203</td>
</tr>
<tr>
<td>A grand piano on a raised platform!</td>
<td>1</td>
</tr>
<tr>
<td>Additional hardware for media capability</td>
<td>1</td>
</tr>
<tr>
<td>Better selection of romance novels</td>
<td>1</td>
</tr>
<tr>
<td>Books are very crowded on shelves, more space needed, especially that is not up high or down low</td>
<td>1</td>
</tr>
<tr>
<td>Designated quiet rooms</td>
<td>1</td>
</tr>
<tr>
<td>Heating and cooling system is unbalanced; carpeting looking old; shelving is crowded</td>
<td>1</td>
</tr>
<tr>
<td>I checked adding computers thinking about summertime visitors’ needs, not my personal needs.</td>
<td>1</td>
</tr>
<tr>
<td>I think the library is fine as is.</td>
<td>1</td>
</tr>
<tr>
<td>Improved adult seating</td>
<td>1</td>
</tr>
<tr>
<td>It seems to me we need more space for books, since we've added the end racks.</td>
<td>1</td>
</tr>
<tr>
<td>None. Absolutely adequate for a town our size.</td>
<td>1</td>
</tr>
<tr>
<td>Overall I am already very satisfied with the library</td>
<td>1</td>
</tr>
<tr>
<td>Updated furniture in old part of the library. Upholstery on the chairs is worn and stained.</td>
<td>1</td>
</tr>
<tr>
<td>all fine with me</td>
<td>1</td>
</tr>
<tr>
<td>better lighting and desk use in the older section</td>
<td>1</td>
</tr>
<tr>
<td>eliminate bottom shelves, too much bending to read titles.</td>
<td>1</td>
</tr>
<tr>
<td>eliminate need for bottom book shelves, adult section. Difficult to reach.</td>
<td>1</td>
</tr>
<tr>
<td>i'm fine, it meets my needs</td>
<td>1</td>
</tr>
<tr>
<td>its fine the way it is</td>
<td>1</td>
</tr>
<tr>
<td>larger seating area where newspapers are</td>
<td>1</td>
</tr>
<tr>
<td>love it just the way it is</td>
<td>1</td>
</tr>
<tr>
<td>more mp3 audio books</td>
<td>1</td>
</tr>
</tbody>
</table>
8. What services should the library emphasize? (Please check up to 8.)

<table>
<thead>
<tr>
<th>Service</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>Adult/continuing education</td>
<td>163</td>
</tr>
<tr>
<td>Arts programs</td>
<td>109</td>
</tr>
<tr>
<td>Baby (under 3) story time</td>
<td>26</td>
</tr>
<tr>
<td>Basic literacy</td>
<td>44</td>
</tr>
<tr>
<td>Book discussion groups</td>
<td></td>
</tr>
<tr>
<td>Children's reading programs</td>
<td></td>
</tr>
<tr>
<td>Computer training</td>
<td></td>
</tr>
<tr>
<td>All Others</td>
<td>218</td>
</tr>
</tbody>
</table>

- **Adult/continuing education**: 74.8%
- **Arts programs**: 50.0%
- **Baby (under 3) story time**: 11.9%
- **Basic literacy**: 20.2%
<table>
<thead>
<tr>
<th>Service Provided</th>
<th>Percentage</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>Book discussion groups</td>
<td>38.5%</td>
<td>84</td>
</tr>
<tr>
<td>Children's reading programs</td>
<td>39.0%</td>
<td>85</td>
</tr>
<tr>
<td>Computer training</td>
<td>49.5%</td>
<td>108</td>
</tr>
<tr>
<td>Cultural programs</td>
<td>50.5%</td>
<td>110</td>
</tr>
<tr>
<td>English language skills</td>
<td>9.2%</td>
<td>20</td>
</tr>
<tr>
<td>Entertainment programs</td>
<td>32.1%</td>
<td>70</td>
</tr>
<tr>
<td>Geneology</td>
<td>25.7%</td>
<td>56</td>
</tr>
<tr>
<td>Homework programs</td>
<td>17.0%</td>
<td>37</td>
</tr>
<tr>
<td>Local history</td>
<td>45.0%</td>
<td>98</td>
</tr>
<tr>
<td>Preschool story time</td>
<td>20.2%</td>
<td>44</td>
</tr>
<tr>
<td>Public computer access</td>
<td>28.9%</td>
<td>63</td>
</tr>
<tr>
<td>Reference assistance</td>
<td>17.9%</td>
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</tr>
<tr>
<td>Teen programs</td>
<td>21.6%</td>
<td>47</td>
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<tr>
<td>Other ((Please specify))</td>
<td>9.2%</td>
<td>20</td>
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<td><strong>Total</strong></td>
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**Responses "Other ((Please specify)"")**

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<th>Response</th>
<th>Count</th>
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<tbody>
<tr>
<td>Left Blank</td>
<td>219</td>
</tr>
<tr>
<td>Audio/Video Capability</td>
<td>1</td>
</tr>
<tr>
<td>Current children's programs are unsatisfactory.</td>
<td>1</td>
</tr>
<tr>
<td>I wish the library was open every day.</td>
<td>1</td>
</tr>
<tr>
<td>I would welcome a course on brewster's history</td>
<td>1</td>
</tr>
<tr>
<td>Like the book authors and speakers</td>
<td>1</td>
</tr>
<tr>
<td>Online materials</td>
<td>1</td>
</tr>
<tr>
<td>Programs on community affairs and issues</td>
<td>1</td>
</tr>
<tr>
<td>Variety</td>
<td>1</td>
</tr>
<tr>
<td>comfortable seeting</td>
<td>1</td>
</tr>
<tr>
<td>film programs</td>
<td>1</td>
</tr>
<tr>
<td>foreign language study/practice groups</td>
<td>1</td>
</tr>
<tr>
<td>love the summer kid programs</td>
<td>1</td>
</tr>
<tr>
<td>move checkout area so there won't be lines</td>
<td>1</td>
</tr>
<tr>
<td>natural history</td>
<td>1</td>
</tr>
</tbody>
</table>
volunteer training for future and present library volunteers

Use of space by "for profits" and "nonprofits" should be charged minimal fee for janitorial services, lights, etc. Just like other town buildings.

Something for children to do in the summer. Minecraft, Lego's etc. not everyone goes to the beach!

There needs to be more involvement with teens and children. Outreach programs involving the schools. Children and teen librarians need to be more involved.

Easier access to inside/less stairs or closer parking to elevator. Longer due dates for outside book groups

9. If the BLL were to offer additional programs, series, or special interest groups, which of the following might interest you?

<table>
<thead>
<tr>
<th>Program</th>
<th>Interest</th>
<th>Count</th>
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</thead>
<tbody>
<tr>
<td>Play reading</td>
<td>17.6%</td>
<td>37</td>
</tr>
<tr>
<td>21st century science</td>
<td>27.1%</td>
<td>57</td>
</tr>
<tr>
<td>World classics</td>
<td>29.1%</td>
<td>61</td>
</tr>
<tr>
<td>Current events</td>
<td>53.3%</td>
<td>112</td>
</tr>
<tr>
<td>American history (books, events, and figures)</td>
<td>50.0%</td>
<td>105</td>
</tr>
<tr>
<td>Religions and faiths</td>
<td>19.5%</td>
<td>41</td>
</tr>
<tr>
<td>Philosophy</td>
<td>10.0%</td>
<td>21</td>
</tr>
<tr>
<td>Art history</td>
<td>31.9%</td>
<td>67</td>
</tr>
<tr>
<td>Poetry (sharing favorite poems)</td>
<td>11.0%</td>
<td>23</td>
</tr>
<tr>
<td>Geneology</td>
<td>32.9%</td>
<td>69</td>
</tr>
</tbody>
</table>

Total: 210

Statistics

- Sum: 1,197.0
- Average: 5.7
- Max: 21.0
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<thead>
<tr>
<th>Category</th>
<th>Count</th>
<th>Percentage</th>
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</thead>
<tbody>
<tr>
<td>Ecology and the environment</td>
<td>69</td>
<td>32.9%</td>
</tr>
<tr>
<td>Economic/financial education</td>
<td>62</td>
<td>29.5%</td>
</tr>
<tr>
<td>Technology</td>
<td>92</td>
<td>43.8%</td>
</tr>
<tr>
<td>Writing</td>
<td>44</td>
<td>21.0%</td>
</tr>
<tr>
<td>Other</td>
<td>19</td>
<td>9.1%</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>210</td>
<td></td>
</tr>
</tbody>
</table>

**Responses “Other”**

- **Left Blank**
  - Count: 221
- Any that increase understanding of the human species.
  - Count: 1
- Board Games
  - Count: 1
- Guest author talks/readings
  - Count: 1
- How to use Twitter, smart phones
  - Count: 1
- Movie with discussion
  - Count: 1
- Programs of Community interests
  - Count: 1
- Travel
  - Count: 1
- World History
  - Count: 1
- evening readings/books, poetry
  - Count: 1
- foreign language study/practice
  - Count: 1
- foreign literature in translation discussions and more of them in the collection
  - Count: 1
- movies/music/day trips
  - Count: 1
- technology in regards to digital photo creations and blog/website designs
  - Count: 1
- travel
  - Count: 1

“Might” is the operational word here—many of these sound interesting, but I wouldn’t go to all of them, probably not even most of them...

Have access to latest science and economics books. Maybe agreement with Barnes & Noble to supply several shelves for reference and maybe purchase. Knowledge doubles every five years. Wasn’t able to do survey on smart phone.

Knowledge doubles every five years. Include a section for latest science, technology and economics. Maybe have an agreement with Barnes & Nobles for several shelves of latest science and economics books.

10. Please indicate your age group.
11. What is your gender?

**Statistics**

<p>| | | |</p>
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</tr>
</thead>
<tbody>
<tr>
<td>Sum</td>
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</tr>
<tr>
<td>Average</td>
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</tr>
<tr>
<td>StdDev</td>
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<td></td>
</tr>
<tr>
<td>Max</td>
<td>75.0</td>
<td></td>
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</tbody>
</table>

<p>| | | | |</p>
<table>
<thead>
<tr>
<th></th>
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<tbody>
<tr>
<td>7-12</td>
<td>0.4%</td>
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<td>13-17</td>
<td>0.0%</td>
<td></td>
<td>0</td>
</tr>
<tr>
<td>18-24</td>
<td>0.4%</td>
<td></td>
<td>1</td>
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<tr>
<td>25-44</td>
<td>6.0%</td>
<td></td>
<td>14</td>
</tr>
<tr>
<td>45-60</td>
<td>19.4%</td>
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<td>45</td>
</tr>
<tr>
<td>61-74</td>
<td>56.5%</td>
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<tr>
<td>75+</td>
<td>17.2%</td>
<td></td>
<td>40</td>
</tr>
<tr>
<td>Total</td>
<td></td>
<td></td>
<td>232</td>
</tr>
</tbody>
</table>
12. What is your residence status?

- Full time Brewster resident: 66.1% (154)
- Part time Brewster resident: 23.6% (55)
- Brewster visitor: 3.0% (7)
- Other Cape community resident: 7.3% (17)

Total: 233