



HOLMES PUBLIC LIBRARY LONG-RANGE PLAN FY18-FY22

Adopted by the Board of Trustees on August 9, 2016

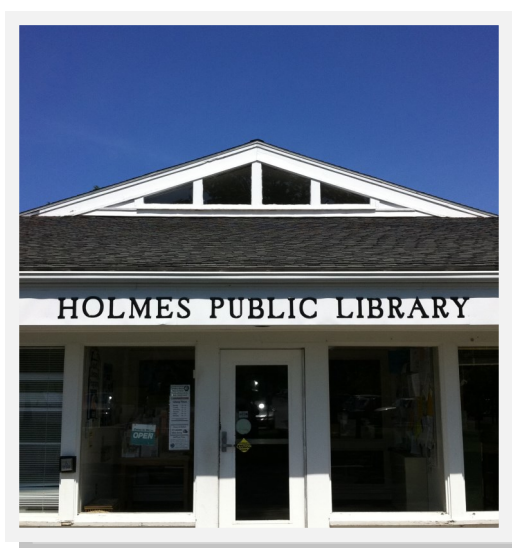
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ACKNOWLEDGEMENTS

The Library Director would like to thank the following people for their commitment to our planning process and dedication to providing excellent library services to the community. In addition a nod of appreciation to Assistant Director Marie Coady for her expertise on making and presenting our Power Point Presentations in a courteous and professional manner.

BOARD OF TRUSTEES

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Madeline Flood	Secretary
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LIBRARY STAFF

Jean Gallant	Director
Marie Coady	Assistant Director/Technology Coordinator
Rose Ruel	Cataloging Services
Susan Scott	Reference Librarian
Stacey Beshers	Children's Services
Maria Bumpus	Circulation Services
Lynnette Toohey	Library Technician

CONSULTANTS

Charlie Seelig	Town Administrator, Town of Halifax
Kristi Chadwick	Massachusetts Library System

HOLMES PUBLIC LIBRARY STRATEGIC PLAN FY18-FY22

The Library Director and Trustees would like to thank the members of the Planning Committee for their hard work and for their enthusiastic, thoughtful approach to analyzing their community and the library.

STRATEGIC PLAN COMMITTEE MEMBERS

Jean Gallant	Library Director
Marie Coady	Assistant Library Director
Robert Baker	Retired population
James Burley	Elementary School Representative
Donald Cline	Community Representative
Andrea Delaney	Working Community Member
Caroline Harrington	Library Trustee
Joanne Harris	Volunteer Representative
Robert Hodge	Building Committee Representative
Betsy Hodge	Retired School Teacher/Grandmother
Mary Howlett	Senior Population
Joyce Jacobson	Special Needs Representative
Jean Kling	Friends of the Library Representative
Joy Marble	Community Representative
Sandra Nolan	Town Accountant
Kim Roy	Selectman
Maureen Thayer	Library Trustee Chair



INTRODUCTION

This plan was written using the Strategic Planning for Results authored by Sandra Nelson for the Public Library Association. The framework for our plan was built on three assumptions. The first is that excellence is achieved when library services match community needs, interests, and priorities. The second is that excellence is possible for both small and large libraries. It rests more on commitment than on unlimited resources. Lastly, when excellence is achieved it must be continually maintained. This plan will serve as a blueprint to guide library services in Halifax for the next five years. Annually, the Board of Trustees and Library Director will review the library's goals and develop activities to achieve those goals for the following fiscal year.

The Holmes Public Library's **FY18-FY22 Long Range Plan** does not vary greatly from the previous plan submitted to the Massachusetts Board of Library Commissioners. The service roles chosen for this plan by our Long Range Plan Committee are very similar; the focus remains on Lifelong Learning, Information Fluency and the library being the Center of the Community. Although the Library will continue to service our younger patrons with story times and age appropriate programs there was a de-emphasis on early literacy.

Given the ever and fast changing climate of personal technologies, specifically in their relation to information and as an electronic resource for reading, the Holmes Public Library is committed to being up to date with the latest technology advances.

The Committee focused on expanding programming, collection development, and the Library as a community center. Time constraints prevent a small staff from being able to take on additional responsibilities and trainings required for some programs. Focus should be made on intergenerational and cultural programming. Space in the building was a constant thread in our discussions as it hinders collection development, storage space for Friend's donations and use as a community space. Survey results showed an increase in respondents attending adult programs and demographics showing an increase in adult population. Committee Members were happy to hear that library print circulation has remained somewhat steady over the last ten years especially with the addition of electronic books.

The challenges of operating a small yet dynamic and technologically up to date public library are enormous and fulfilling. The Library staff is highly trained, versatile, professional and enthusiastically looking forward to fulfilling the vision outlined for them by the Long Range Planning Committee. The Town of Halifax takes pride in the Library and is generous both of its time and its monetary investment in support of the Library's programs and services.

DESCRIPTION OF THE HOLMES PUBLIC LIBRARY

According to Guy Baker's A History of Halifax, the first known library services offered in Halifax were those of Mrs. Richard Bosworth in connection with Cap'n Bos'ard's Wife's School of 1800. In 1876, the first free library was established in Halifax with a gift of \$100.00 from Dr. Howland Holmes, the brother of John Holmes, a Halifax tin peddler. The new library was housed in the old Town Hall. In 1907, this building was completely destroyed by fire. The thirty-five books, which had been circulating to residents, became the nucleus of a new library collection established at a new site at the Congregational Church. In 1908, The Town appropriated \$1000 for this new library.

Shortly thereafter, the J.L. Jones family donated an old school house to the town. It was moved to a Plymouth Street site and remodeled to serve as a post office and a library. After the post office moved from that site the library occupied the entire building. Two additions were made to the building, one in 1961 and the other in 1970. This alleviated some overcrowding and added a basement room for the children's section of the library. The library soon outgrew both additions, and in 1993, a groundbreaking ceremony for a new public library was held for a new library facility to be located in the renovated kindergarten building on the elementary school campus. The new building was opened to the public in September 1994.

Throughout the years, control of the library was placed in the hands of a variety of individuals and groups: the selectmen, the school committee, resident ministers, priests and physicians. In 1957, Town Meeting voted to elect their first board of five library trustees as the governing board of the library. A board of six trustees, two of which are elected each year, are now the policy makers for the library.

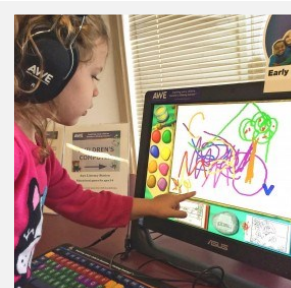
The library has experienced a great deal of change over the years. Library service is now provided to the public in a modern, though somewhat cramped, one-floor facility. In January 1995, the Library became a full member of a regional automated network, which today is known as SAILS. Patrons have access to the collections of libraries in the Sails network and across the state via the Massachusetts Library System Delivery. The Library takes full advantage of the latest in technology to deliver information and services to our library community. Library staff provides a wide variety of technology training to our patrons, making their interface with e-books, databases, and library subscription access to specialized sources like Ancestry.com and Mango Languages more effective and fruitful. The library is a source of free, unfiltered public internet access and photocopying/fax service for nominal fees. The Library brings our patrons their world closer and their queries clearer.

The Library now houses a broad collection of approximately 62,207 volumes, including books, periodicals, material in audio and video formats. The Town of Halifax strongly supports its library. The library has 8 public internet access PCS, two OPACs, AWE children's computer and has recently installed a projection system in the community room. The Library has 4,356 registered borrows, and in Fiscal Year 16 circulated 44,485 items. The library is open 41 hours per week. It is well supported by active Friends of the Holmes Public Library volunteer organization. The library has a well-used meeting room and held 110 adult programs and 214 children's programs in 2015.

Holmes Public Library Mission Statement

Long Range Plan FY2018-FY2022

The Holmes Public Library is a welcoming and integral part of the community that fosters lifelong learning. We respond to the needs of patrons of all ages, abilities, and cultural backgrounds via a dedicated and informed staff, a vital collection, current technology and access to comprehensive resources.



Holmes Public Library Vision Statement

FY2018-FY2022

The Holmes Public Library aspires to offer our patrons an inviting and accessible place conducive to a lifetime of learning through research, enlightenment, creativity and enjoyment.



COMMUNITY OVERVIEW

The town of Halifax is situated in Southeastern Massachusetts and considered the Heart of Plymouth County. It is located 28 miles from Boston and 12 miles from Plymouth. It contains 11,285 acres; 1700 of it water and about 200 swamp. There is one pond in Halifax that is apt to be heard called by different names. One is Monponsett Pond. The word Monponsett is an Indian word meaning “near the deep pond”. The other is Twin Lakes, or East and West Monponsett Pond.

According to tradition, the first family to locate here was John and Mary Tomson erecting a log house on what is known as Thompson Street today. This would later become the first house burned by the Indians... as King Philip’s War. Samuel Sturtevant was one of the first settlers, establishing himself near Monponsett Pond. He is said to have built the first gristmill in the area off Furnace Street. Both families were very prominent in Halifax for many generations.

By an act of the General Court the Town of Halifax was incorporated on July 4, 1734 (New Style). We are



the only town in the Commonwealth to have this honor. It was formed from parts of the towns of Middleborough, Pembroke and Plympton. It was named in honor of the Earl of Halifax, West Yorkshire, England. (Source: "Welcome to Halifax, MA." *Welcome to Halifax, MA. Town of Halifax, n.d. Web. 25 July 2016.*)

According to figures found on the town website, the total population of Halifax is approximately 7,500 in 2016. The median age is 42.8. The median household income is \$77,905. The median home value is \$296,400 (Source: Zillow). There is a steady increase of 55+ residents and a declining number of residents who fit into the 25-44 age categories. There has been a steady decrease of student enrollment since 2009. (Source: 2010 Census; Massachusetts Department of Elementary and Secondary Education)

Grade K-6 children in Halifax attend the Halifax Elementary School, located adjacent to the Library. Older children attend the Silver Lake Regional School System, a union of the towns of Halifax, Kingston and Plympton. The Youth and Recreation Commission sponsors a summer enrichment and theater program as well as programs during school vacations. Youth baseball, soccer, basketball and softball are regular sports offerings. There are also many very active Girl Scout and Boy Scout troops.

The PTA and the Friends of the Holmes Public Library provide well-organized support for the school and Library respectively. The two organizations provide funding for programs, enhancement activities as well as many social events for members and others.

The Council of Aging (COA) offers a variety of activities of interest to seniors. The Council serves luncheons on weekdays, provides regular minibuses, Meals on Wheels and referral services. The COA facility is housed in Pope’s Tavern, an historic landmark that can no longer meet the expanding needs of the Halifax Senior population. The Halifax Mobile Home Estates is a retirement community which also offers similar programs at their community center.



The Halifax Historical Society houses local history and some town records in the Museum, which can be accessed by the public by appointment. By working together, the Library and the Historical Society provide access to historical records through loans of materials to the library.

PLANNING METHODOLOGY

The Holmes Public Library began the process for our FY18-FY22 in February 2016. It had been a number of years since a survey was distributed to the community. The Board of Trustees and Library Director decided that a good place to begin was to gather initial community feedback as to how the Library was doing in terms of customer and library services. The Survey was distributed to the community from February 15, 2016 thru March 15, 2016. This survey was available at the main circulation desk and distributed at various locations in town. The survey was also online via SurveyMonkey and directly linked on the library's website, the Library's Facebook page and Twitter feed, as well as the homepage for the Town of Halifax's website. In total, 201 people responded to this survey.

The search for a Strategic Plan Committee began in March, 2016. Information was posted on the Town and Library website about the purpose and commitment of committee members. Any interested parties were asked to call the library. Four of the fifteen Committee Members were found via this outreach. Letters were set out to the Capital Plan Committee, Finance Committee and Board of Selectman inviting members to take part in the planning process. Three more members joined. Library staff began a brainstorming and recruitment campaign to complete the process. A committee consisting of community representatives, library staff and library trustees was assembled. It was difficult to find parents of school-aged children to participate on the committee because of time constraints.

The Planning Committee met a total of three times between April 2016 and June 2016. Before the first meeting a letter from the Chairman of the Board of Trustees was sent to each committee member thanking them for their time and explaining the planning process. Also, enclosed with the letter were demographic statistics for the town of Halifax and Holmes Public Library Statistics on circulation and collection size.

The scheduled facilitator for the first meeting was unable to attend the meeting due to a last minute work commitment. Library Director, Jean Gallant facilitated the meeting. The meeting began with welcome and introductions. Committee members were given an overview of Strategic Planning for Libraries. Each member was given the Massachusetts Library System handout "Strategic Planning for Libraries What it is and Why it is so Important". Assistant Director, Marie Coady gave a PowerPoint presentation illustrating where the Library is today. This included town demographics, programming, materials and 2016 survey results. The Committee members were broken into groups of three using a color coded handout system for the S.O.A.R exercise. Groups were given fifteen minutes to discuss Library Strengths. Small groups were conducive to a more comfortable discussion. We then regrouped to share results and the same procedure was done to discuss opportunities. After a short break with light refreshments (donated by a community member) and some social time, the group resumed for a large group discussion of Aspirations and Results. The results of this exercise were summarized and shared with the Board of Trustees. Staff completed a S.O.A.R. exercise individually using a handout provided by the Massachusetts Library System and handed their feedback to the Library Director.

PLANNING METHODOLOGY (cont'd)

An Open House was held at the Library on May 14, 2016. The purpose of the open house was to introduce three new staff members to the community, promote library programs and receive additional feedback from the community. Assistant Director Marie Coady, made a beautiful slideshow of past library events for all to enjoy. All Staff contributed light refreshments to the Open House. While not planned, the Open House was held on Election Day. The polls are next door to the Library, so the hope was that attendance would be high as people going to vote would then by the Library. Unfortunately, there was a low voter turnout that matched a low attendance at the library.

The Strategic Plan Committee met for a second time to participate in a community visioning exercise. This meeting involved a review of the S.O.A.R. results and another brainstorming session was held to identify key community issues. Ideas were posted, reviewed and voted on to determine which community issues are most important to the group.

The Library Director and Chairman of the Board of Trustees met to review the survey results, results from the staff and committee S.O.A.R. exercises, community issues identified from the community visioning exercise, and demographic information. They also reviewed feedback received from the Library Open House. Based on all of this information draft goals, objectives and actions were developed for the library to focus on over the next five years.

The Strategic Plan Committee met for a third and final time with a full agenda. After a review of all the feedback and information gather from the planning process the draft goals, objectives and actions were discussed one by one. Comments, suggestions and changes were made until everyone was satisfied with the goals that would become part of our next Long Range Plan. The group then revisited past Vision and Mission statements. Each statement was considered at one at a time. After some discussion only slight changes were made to the Mission Statement. The Vision Statement required much more deliberation. Definitions were checked, vision statements from other institutions were examined carefully. There was much scrutiny over the vision statement for the Library's plan. The group wanted to be certain that our statement reflected values of the Holmes Public Library. After a long meeting final wording for all parts of the plan were accepted by the group.

A draft of the final plan was submitted to the Board of Trustees on August 4, 2016. The Board will review and discuss this plan at the August 9, 2016 meeting.

ASSESSMENT OF USER NEEDS

The Holmes Public Library's Long Range Plan for FY18-FY22 began with the distribution of a survey designed primarily to receive feedback on customer and library services. Results of this survey indicate that the Library is an integral part of the community. Residents use the library as the place to go for books, media and information. Residents use library copy and fax services to conduct personal business and depend heavily on the public wireless computers. The Community Room is well used by local groups to hold their meetings. The Holmes Public Library continues to be the "living room of our community". A gathering place to go to socialize, attend a wide variety of programs, and find community information. Library Staff was given high praise for being helpful, knowledgeable, pleasant and creating a very welcoming environment.

After compiling and analyzing survey results, an Open House was held to promote library programs and to receive more specific feedback from library users about what their vision is for the Holmes Public Library over the next five years. In response to survey results showing that 67% of respondents understand the role of the Trustees and 75% are familiar with the Friends of the Holmes Public Library tables were set up providing information of the roles and responsibilities of both groups. Two "What do you think?" questions were displayed on a table. The first question written on green paper asked "What improvements would you like to see at the Library?". The second question written on blue paper asked "What should be the Library's top priorities in the next 3-5 years?" Patrons were encouraged to fill out each question while enjoying light refreshments. A few people took these questions home to give themselves time for more thought. Improvements that patrons would like to see at the library focused on expansion of our collection and a variety of program offerings. Respondents would like to see an increase in attendance at all library programs with continued efforts and focus on publicity. The library should always seek out new ways to serve more people. Public relations should be a priority. Contributions to the community should always be in the foreground so citizens are aware of it and choose to support it with votes when needed at Town Meeting.

In terms of library services responses, results from the survey and questionnaires were very similar to the opinions expressed by our Long Range Plan Committee during our three strategic plan meetings. It is clear that the library plays a major role in the lifelong learning, information literacy and is a TRUE community center for people of all ages. Positive recognition is given to library staff members who assist with locating and using materials, recommend recreational reading, interact with children and teens, and provide assistance with technology. 96% of survey respondents either agree or strongly agree that overall their library visits are positive experiences and feel confident that they can receive the help that they need. Also, the community looks to the Library to keep abreast of the latest in technology as well as provide training through one on one computer classes and public workshops. 94% of survey respondents reported that they would like to come to the library for help with downloading e-books and help with ipad/iphone/tablet and 75% would like help on the basic computer programs such as Word Excel and Google Docs.

ASSESSMENT OF USER NEEDS (cont'd)

Some other issues identified were the need for an increase in Saturday hours and Saturday programs for working families who find it difficult to get to the library during the week. A survey question asking if library hours were convenient 21% answer that the hours were not convenient. Of that percentage 33 people responded with a comment that they would like to see Saturday hours increased either by longer hours during the day or year round hours. The library website is of high value to the community. 81% of survey respondents use the library's website to find information and answered that it was the best way to know what is going on at the library.

The Long Range Planning Committee met to participate in a community vision exercise facilitated by Kristi Chadwick from the Massachusetts Library System. The group painted a picture of Halifax being a safe close knit community that enjoys community events and has a lot of community spirit. Halifax needs to attract light industries and businesses to help support the tax base but must also preserve the home town feel. The group envisioned a downtown area with sidewalks making quaint independent small businesses easily accessible. Many would like to see sidewalks throughout the whole town. Many commented on rapid town growth leading to a representative government. The town needs to develop an Open Space Plan to help with the renovation of a new playground area. The preservation of wetlands and walking trails was also a priority. The Town of Halifax is rich in history. The group would like to see the town continued to maintain the historical district and honor its history publicly. The Museum of Halifax stores many historical artifacts dating back to the Civil War. The library needs to play a key role in bringing this history to the community through local history programs and collaboration with the Halifax Historical Society. Also it is important that the library take the appropriate steps to be in a position to provide information and direction for people looking for Halifax History. Cleaning up the Lakes Region to bring back swimming was of paramount importance to the Committee. The Library can play a significant role in this major project by working with town officials to distribute education to the public and provide community space for public forums.

Throughout the planning process a prevalent matter of concern for the Library and its community is space in the building. During the course of discussions, the issue of space in the building always seemed to hinder our opportunities to serve the community. The collection size is over double capacity for what the building was designed to hold, limiting expansion. Survey results show that 93% of people come in to the library to check out materials. Physical space is at a premium creating problems when looking for community informational space. The Community Room area is small making it difficult for wheelchairs to maneuver around during programs particularly it was mentioned the Annual Friends of the Library Book Sale. Storage limitations for book donations and merchandise to sell stymie the efforts of the Friends group to make money. The Holmes Public Library is a meeting space for the community creating a conflict for those people in need of more quiet space to work and those who use the library to tutor. While the library struggles with space issues it was made clear during meetings by town officials and committee members that a more pressing need in the community is creating a safe affordable place for our ever growing population of Senior Citizens.

ASSESSMENT OF USER NEEDS (cont'd)

The Library has a great location attached to the Halifax Elementary School and adjacent to the playground and ball fields. While this location is ideal for community outreach, parking can be a problem especially for events. The Library needs to reach out to School Administration to ensure that library patrons have access to the building. The Library can also reach out to the Capital Plan Committee to let make it clear that parking is an issue of concern.

The Library Director and Staff will work hard to meet the goals determined by the Long Range Plan Committee and our community. Special attention will be paid to keeping our collection updated and we are committed to continually weeding out old materials to make way for new. We will offer a wide variety of programs at a variety of time including but not limited to intergenerational, cultural and local history programs. Through individual and group workshop education, Staff is dedicated to bringing the latest in technology to our patrons. We will proudly serve as the liaison to Halifax Historical Society and as the conduit of information between the town and its resident on community projects.



FY18-FY22 LONG-RANGE PLAN GOALS AND OBJECTIVES

STRATEGIC INITIATIVE: SATISFY CURIOSITY - -- LIFELONG LEARNING

Residents will have the resources they need to explore topics of personal interest and continue to learn throughout their lives.

Goal 1:

Patrons will have access to a diverse core collection in a wide variety of formats to achieve personal growth and intellectual stimulation and will have the ability to request and receive materials from outside the library with ease and efficiency.

Objectives:

1. Through an ongoing verbal and anecdotal survey of Library patrons, the number of positive assessments about the quality of the collection will increase by 10% annually.
2. The number of holds placed by Holmes Public Library patrons will increase by 10% each year
3. Overall circulation of library materials will increase by 3% each year

Activities:

1. Develop a survey to review patron usage of existing materials
2. Review collection and ascertain strengths and gaps
3. Weed out materials that are obsolete or unused
4. Make purchases according to an ongoing assessment of current events and new trends
5. Promote the collection and resources through displays, handouts and electronic mediums
6. Re-write Collection Development Policy with an increased emphasis on patron need
7. Provide patron training on use of the SAILS Catalog and E-book databases
8. Develop a procedure to use patron feedback as a resource for collection development
9. Provide staff training in Reader's Advisory to facilitate staff interaction with patrons in developing and promoting the collection.

FY18-FY22 LONG-RANGE PLAN GOALS AND OBJECTIVES

STRATEGIC INITIATIVE: SATISFY CURIOSITY - -- LIFELONG LEARNING

Residents will have the resources they need to explore topics of personal interest and continue to learn throughout their lives.

Goal 2:

Through the library the community will have an inviting place to engage in social interaction, experience entertainment, explore topics of individual interest and continue to learn throughout their lives.

Objectives:

1. The library will offer at least four programs per month. At least 10 people will attend each program.
2. The library will offer at least two intergenerational programs per year. At least 10 people will attend each program.
3. The library will offer at least two programs related to local history per year. At least 10 people will attend each program.
4. The library will offer at least two cultural programs. At least 10 people will attend each program

Activities:

1. Hold an annual "Halifax Reads" to engage the community in an intergenerational book-centered discussion
2. Provide a handout to book club members that allow patrons to be comfortable accessing and commenting on our Book Club blogs on the Library's website.
3. Explore adult program alternatives that emphasize cultural and intergenerational social interaction.
4. Develop plan for increased outreach to homebound patrons.
5. Establish a partnership with the Halifax Historical Society to facilitate a sharing of historical information and resources.
6. Seek grants from local, regional and national agencies for cultural programs
7. Coordinate collection development purchases with program content and collection development plan.

FY18-FY22 LONG-RANGE PLAN GOALS AND OBJECTIVES

STRATEGIC INITIATIVE: KNOW YOUR COMMUNITY ---COMMUNITY RESOURCES AND SERVICES

Residents will have a central source for information about the wide variety of programs, services and activities provided by community agencies and organizations.

Goal 3:

Residents will enjoy a sense of community, feel connected and be informed about activities, programs, volunteer opportunities and resources in their community.

Objectives:

1. In an ongoing verbal and anecdotal survey of library patrons, the number of positive assessments about the usefulness of the library's community information stations will increase by 10% annually
2. The library will provide a welcome information packet to 100% of new residents.

Activities:

1. Develop a new library brochure
2. Install and maintain an electronic message board to relay information about library and community programs.
3. Maintain a current online presence on social media
4. Create and maintain a dedicated local history collection and archive for research purposes
5. Work with the town Technology Department to ensure town website displays the most current and up-to-date information and events.
6. Meet with the Board of Trustees to update and revise the community bulletin board, exhibit and display policies to accommodate changing needs.
7. Work with the Town Clerk, and the assessor's office to prepare a monthly new resident notification form.
8. Work with the Friends of the Holmes Public Library to develop a new resident Welcome to the community information packet.
9. Establish an easy online method for new residents to connect to Library.

FY18-FY22 LONG-RANGE PLAN GOALS AND OBJECTIVES

STRATEGIC INITIATIVE: UNDERSTAND HOW TO FIND, EVALUATE AND USE INFORMATION: INFORMATION FLUENCY

Residents will know when they need information to resolve an issue or answer a question and will have the skills to search for, locate, evaluate, and effectively use information to meet their needs.

Goal 4:

The Library will offer the latest technology resources that will extend and enhance services to ensure that all community members are comfortable using online information resources of all kinds.

Objectives:

1. In an ongoing verbal and anecdotal survey of Library patrons, the number of patrons responding that they feel comfortable finding information while using technology will increase by 10% annually
2. Each year the Library will give 4 programs presented by staff on online resources and the digital world. At least 10 people will attend each workshop.

Activities:

1. Hold quarterly staff meetings in which a portion of time will be devoted to technological training.
2. Staff will hold weekly one-on-one scheduled training sessions with library patrons
3. Offer a diverse, convenient selection of computer literacy workshops
4. Ensure computer resources are updated and replaced per established schedule
5. Subscribe to a varied collection of electronic resources
6. Identify trends in technologies and evaluate relevance to patron needs
7. Support and enhance library website resources.

APPENDIX I

ONLINE AND IN-HOUSE LIBRARY SURVEY RESULTS



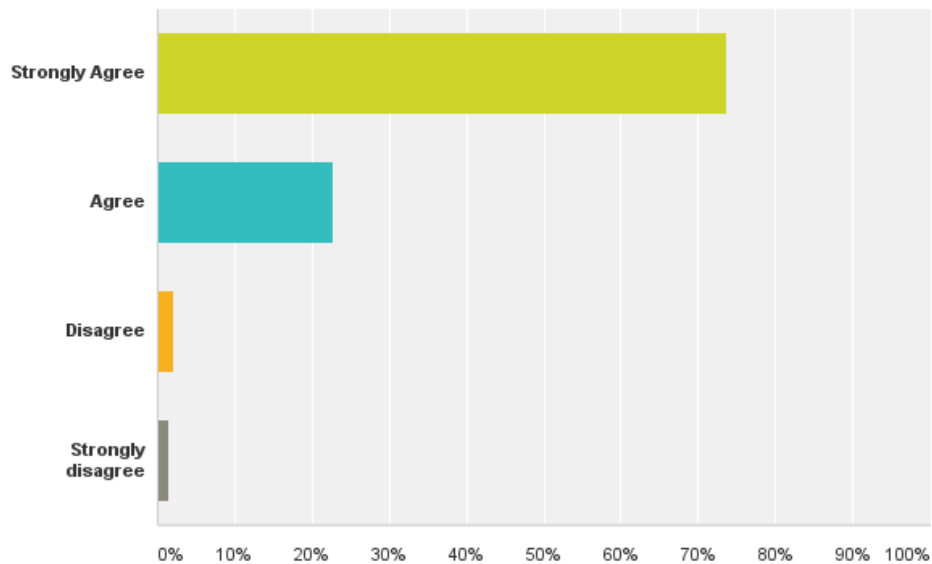
Online and manual input (from paper surveys) from

2/15/2016 - 3/15/2016

201 Total Responses

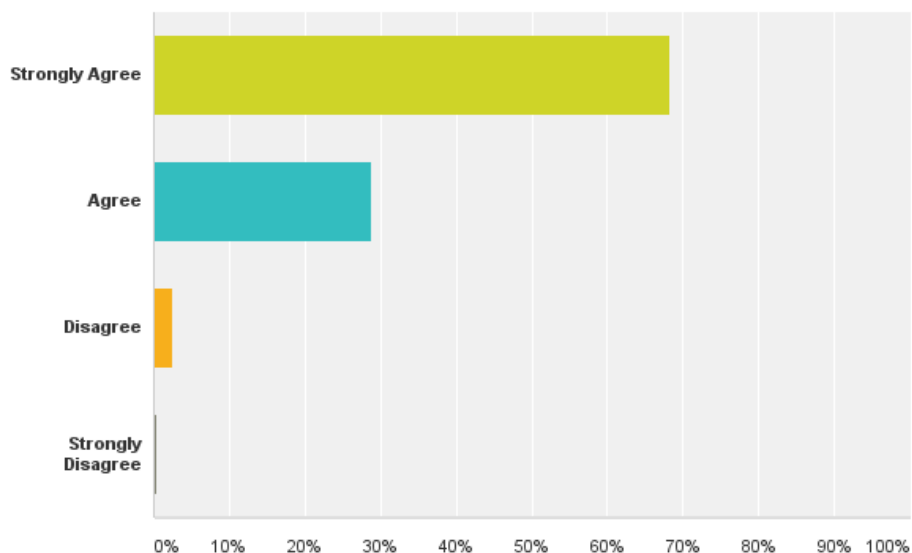
Q1 Overall, my library visits are positive experiences.

Answered: 197 Skipped: 4



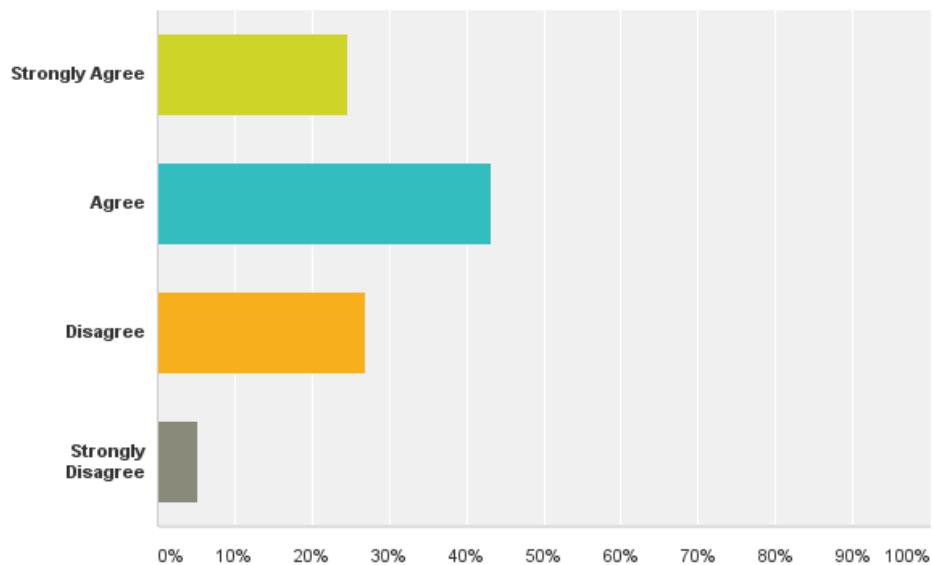
Q2 I am confident that I can receive help when I need it.

Answered: 198 Skipped: 3



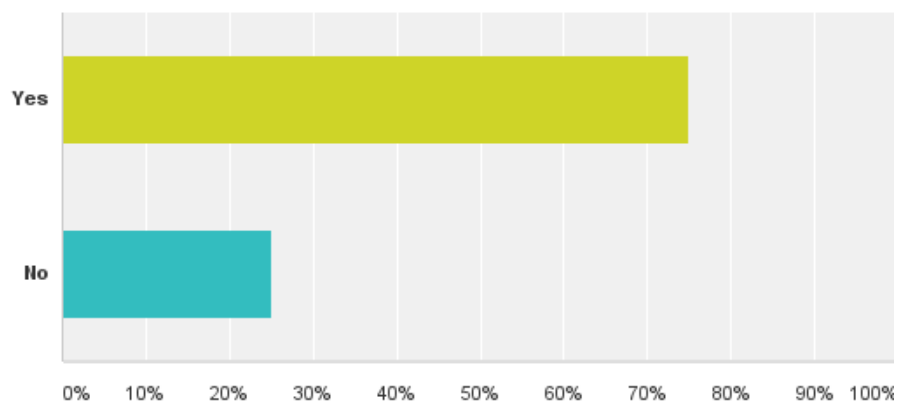
Q3 I understand the role of the Library Trustees and how to contact them with questions.

Answered: 190 Skipped: 11



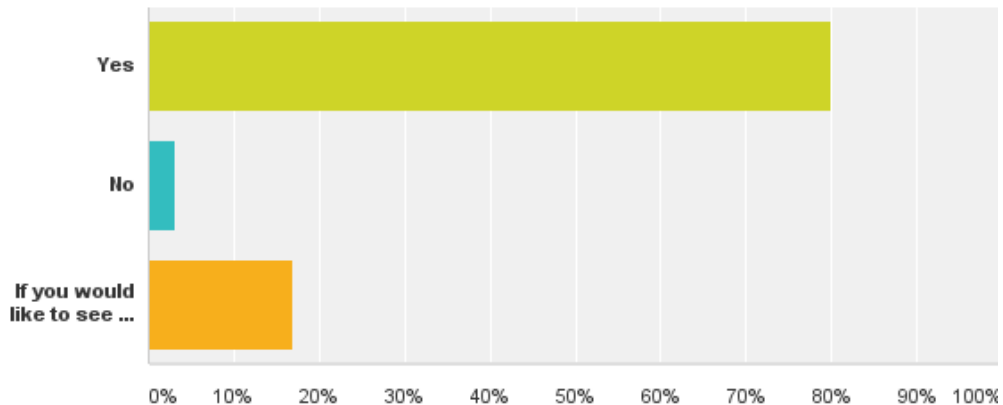
Q4 The Friends of the Holmes Public Library is a non-profit, incorporated organization whose mission is to support programming and raise funds for the Holmes Public Library. Are you familiar with the Friends?

Answered: 196 Skipped: 5



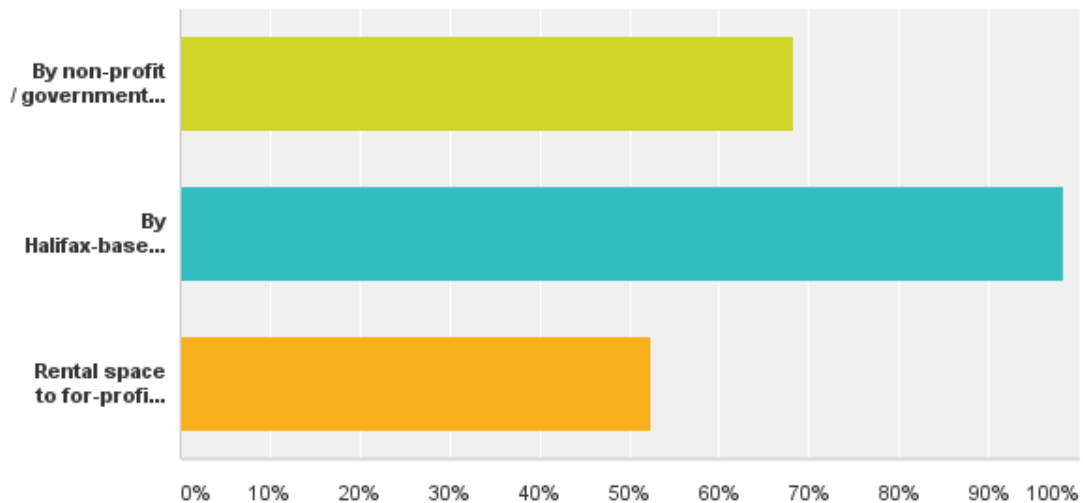
Q5 The library's hours are: Winter - Mon & Wed noon-8; Tues., Thurs. & Fri.10-5; Sat 10-2 Summer - Mon & Wed 10-8; Tues., Thurs. & Fri.10-5; Sat (closed) Are these hours convenient for you?

Answered: 194 Skipped: 7



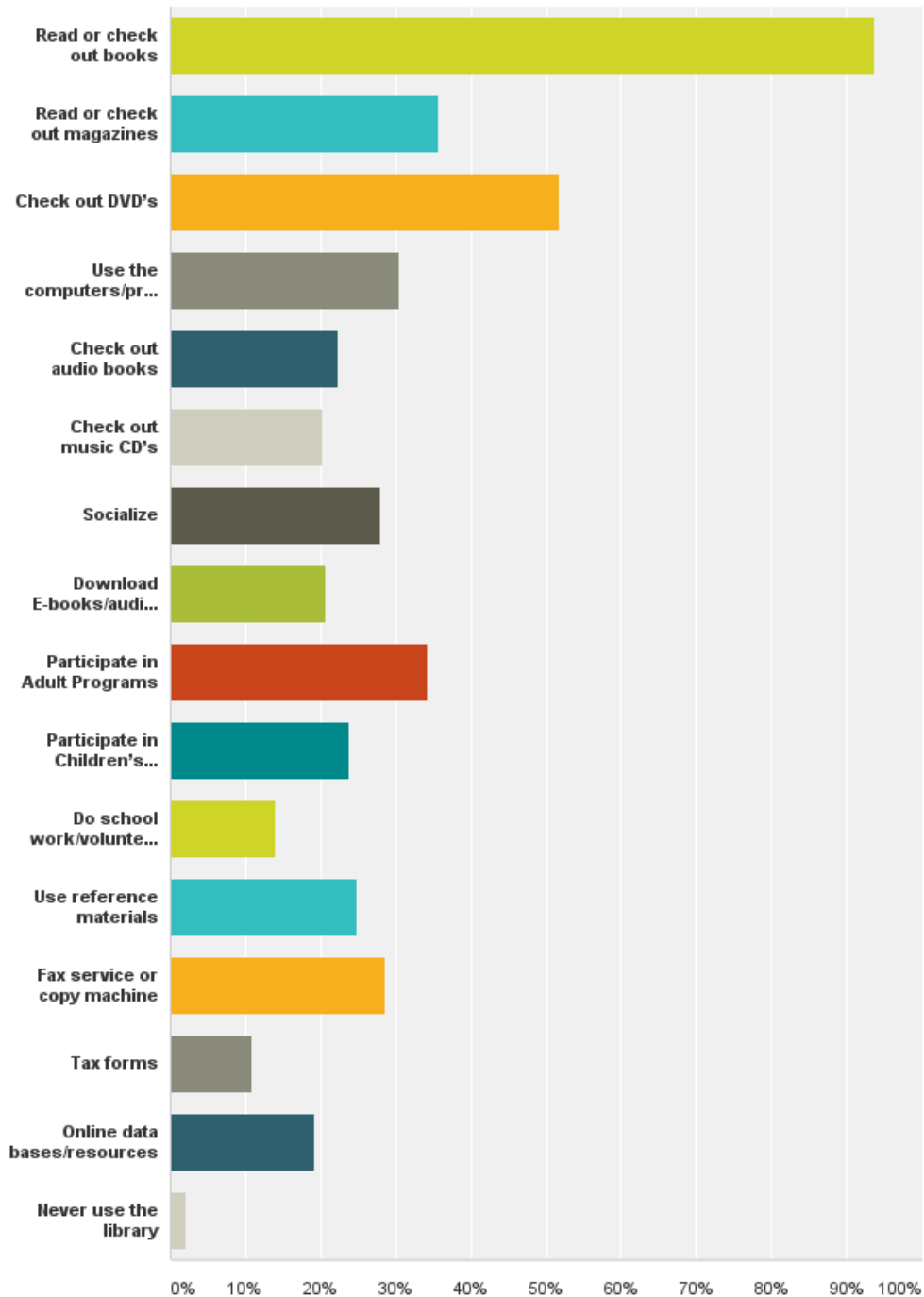
Q6 How would you like the Community Room Used? (Check all that apply.)

Answered: 189 Skipped: 12



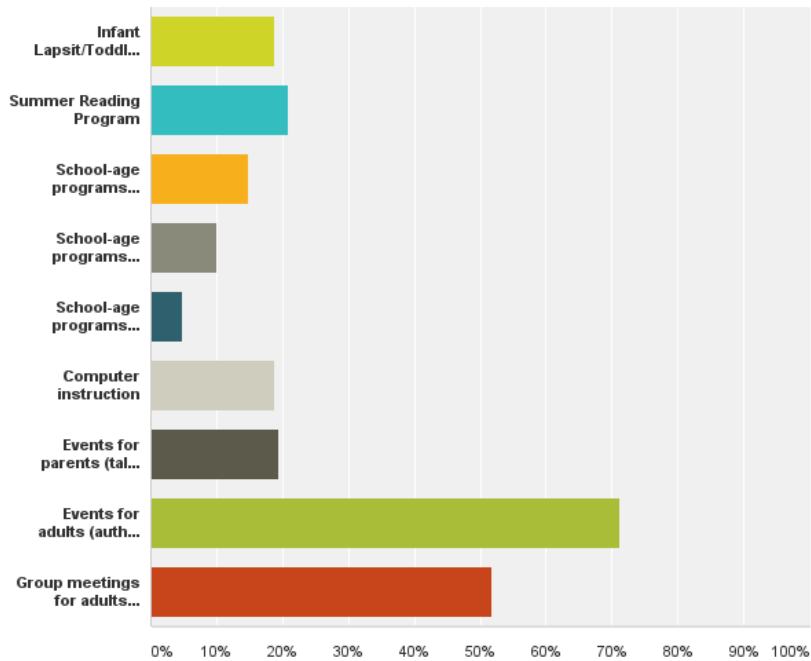
**Q7 For which of the following reasons do you utilize the Holmes Public Library?
(Check all that apply)**

Answered: 193 Skipped: 8



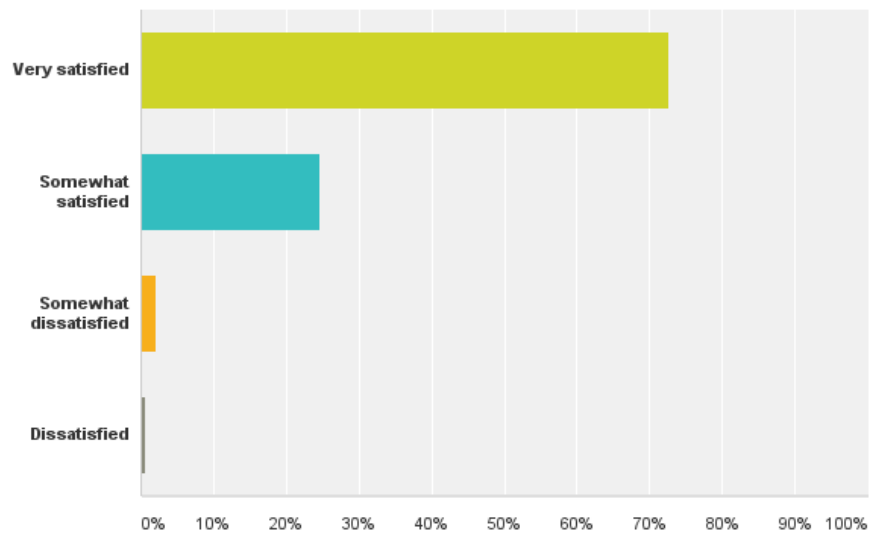
Q8 Please indicate which programs you are most likely to participate in at the library during the next 12 months.(Check all the apply)

Answered: 149 Skipped: 52



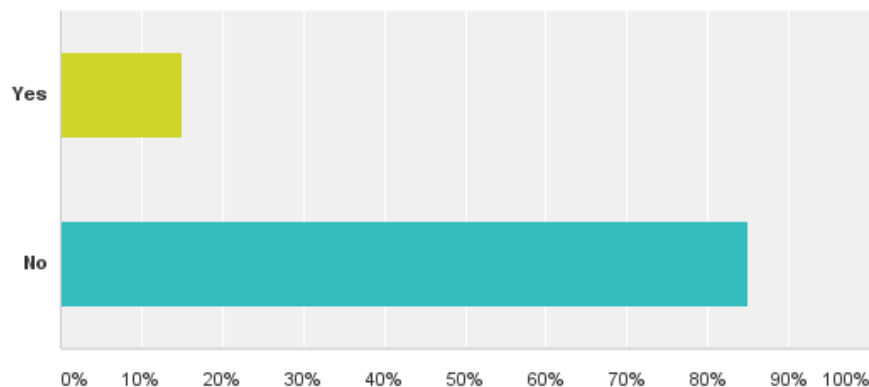
Q9 Overall, how satisfied are you with the programs and services offered by the Holmes Public Library?

Answered: 186 Skipped: 15



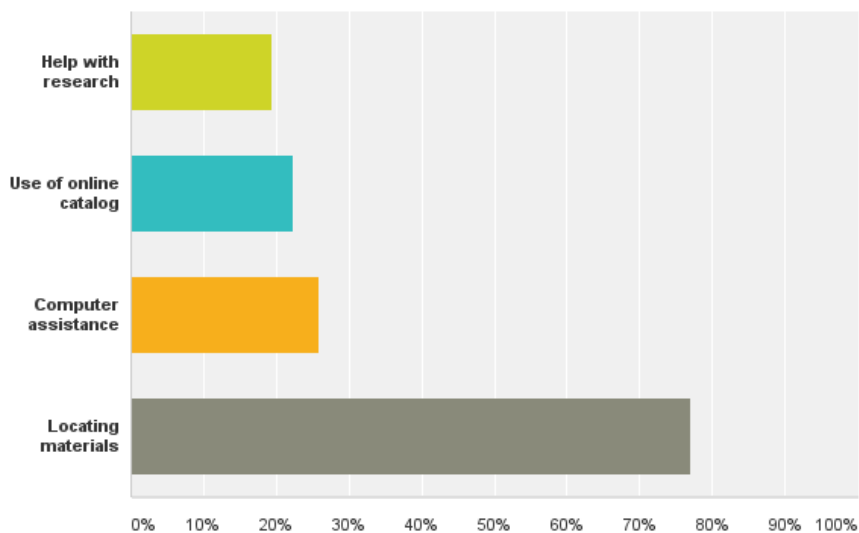
Q10 A Sensory Storytime is described as a program created for children with Sensory Integration Issues, Autism Spectrum Disorders or other Developmental Delays. Would you be likely to attend a Sensory Storytime at the Holmes Public Library?

Answered: 179 Skipped: 22



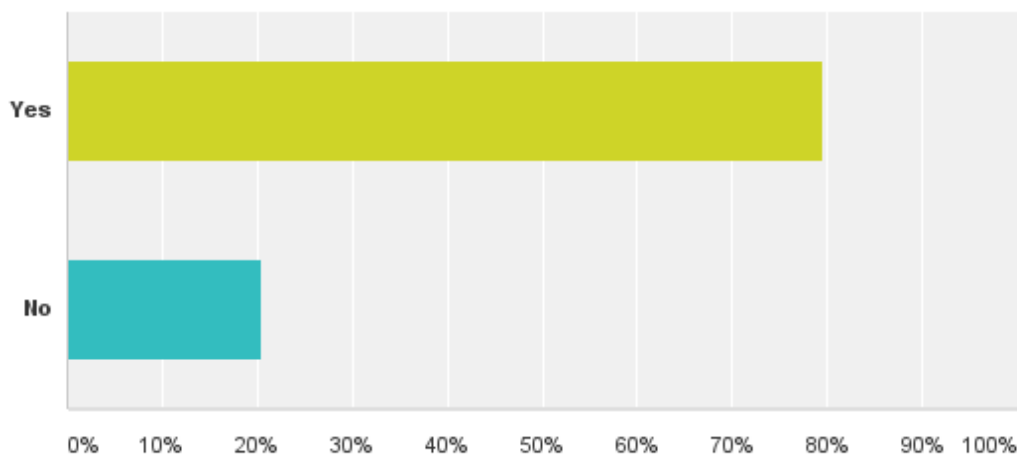
Q11 In the past six months for what type of assistance have you asked a librarian? (Check all that apply)

Answered: 139 Skipped: 62



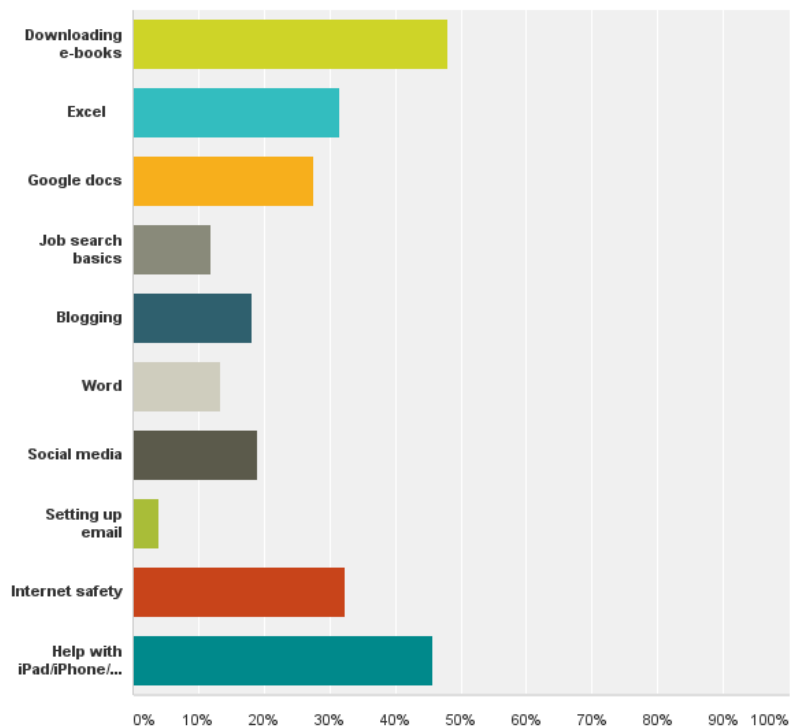
Q12 Have you ever used the Holmes Public Library's website (holmespubliclibrary.org) to find library information?

Answered: 190 Skipped: 11



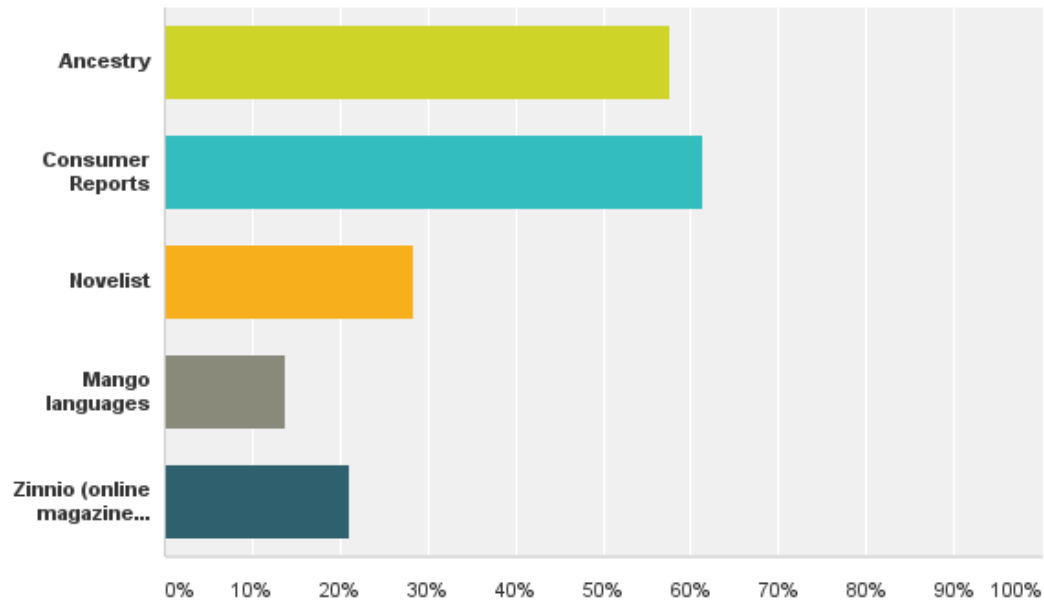
Q13 Please select Technology classes you would like to attend (choose as many as applicable)

Answered: 127 Skipped: 74



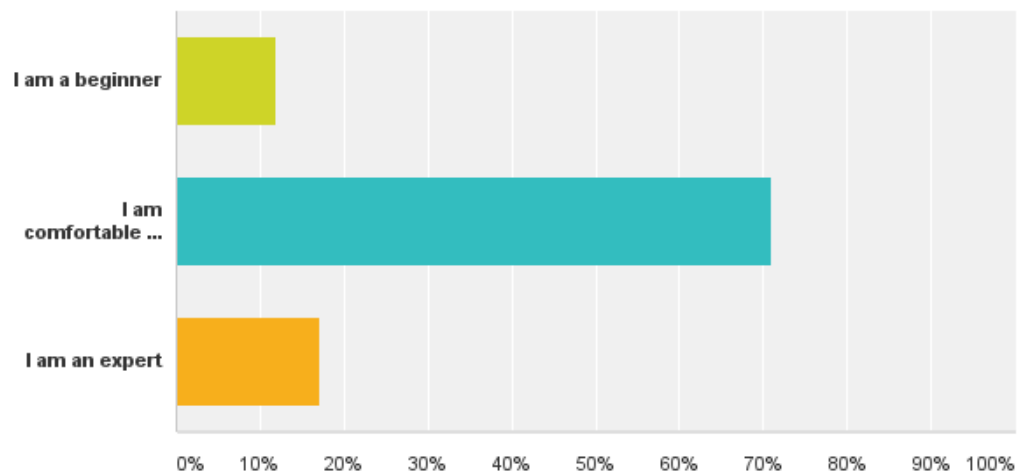
Q14 Which of the following databases would you most likely use? (Check all that apply)

Answered: 137 Skipped: 64



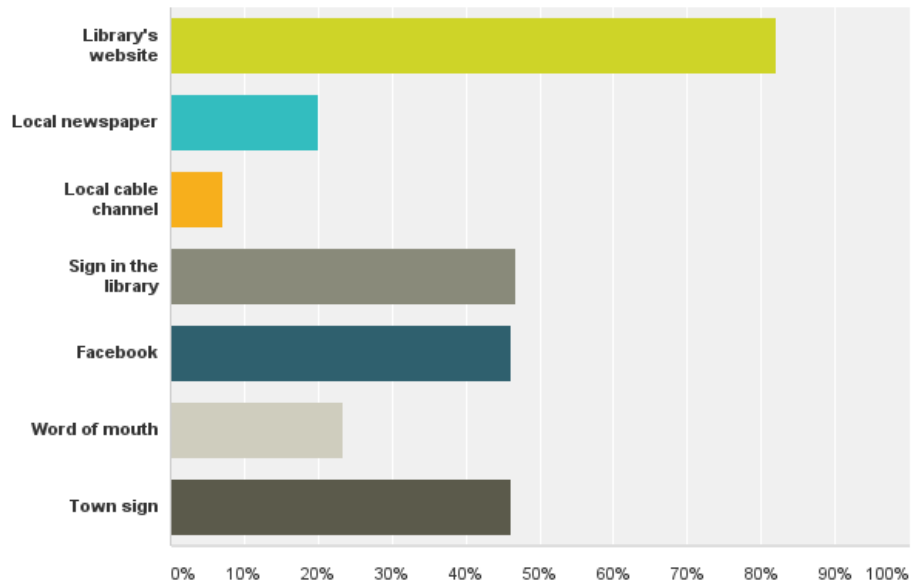
Q15 How much experience do you have using technology?

Answered: 186 Skipped: 15



Q16 What is the best way to let you know what is going on at the library? (check all that apply)

Answered: 184 Skipped: 17



APPENDIX II
TOWN OF HALIFAX POPULATION
DEMOGRAPHICS

Halifax Elementary School Enrollment:

2009	2011	2013	2015
684	628	582	545

There has been a steady decrease of student enrollment since 2009.

Halifax Statistics:

	1990	2000	2010	2014-2015
Population:	6526	7500	7518	7767
Median Age:	33.8	37.5	42.8	
Households:	2362	2758	2863	

Median Home Value: \$296,400 (Source: Zillow)

Gender:

Male	3176	3625	3659
Female	3350	3875	3859

Halifax Population by Age

	1990	2000	2010	2014
55+	20%	22%	29%	32%
35-54	27%	33%	32%	26%
20-34	24%	17%	14%	19%
5-19	21%	21%	20%	18%
0-4	8%	7%	5%	5%

Aging of the population – Steady increase of 55+ residents and a declining number of residents who fit into the 25-44 age categories.

Marital Status

	1990	2000	2010
Married	3119	3428	3127
Never Married	1164	1392	1833
Divorced	336	552	749
Widowed	393	424	390
Separated	81	77	87

Income:

Median Household Income:	37,197	57,015	77,905
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Per Capita Income:	15,233	23,738	34,617
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Average Commute In Minutes:	28.3	36.1	34.4
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Employment:

	2010	2014-2015
Total available workforce:	4279	4242
Employment	3923	4033
Unemployment	514	209

Business:

	2010	2014-2015
Number of firms in Halifax	139	147
Number of employees	1269	1300

Percentage of employees in type of firm

Natural Resources and Mining	0%	0%	1%
Construction	5%	9%	13%
Manufacturing	4%	0%	0%
Other Goods Production	0%	1%	1%
Trade, Transportation and Utilities	28%	33%	28%
Financial Activities	4%	6%	6%
Professional and Business Services	6%	6%	9%
Education and Health Services	0%	13%	10%
Leisure and Hospitality	26%	19%	19%
Other Services	2%	3%	1%
Other Services Providers	25%	10%	12%

Sources:

1990 Census/2000 Census/ 2010 Census; 2008-2012 American Community Survey 5-Year Estimates- July 1, 2014 population estimates (July 1, 2015 won't be out for a while longer); Massachusetts Department of Elementary and Secondary Education; Employment data from the Mass.gov web site; the 2014-2015 column has just the total population (7/1/2014) and employment data (first three quarters of 2015). - Charlie Seelig, April 15, 2016

APPENDIX III

HOLMES PUBLIC LIBRARY STATISTICS

	FY 2015	FY 2010	FY 2004	FY 2000	FY 1991
Library Expenditures					
Materials	\$58,736	59,8961	49,634	44,542	16,011
Personnel	\$218,615	192,000	168,484	134,897	53,735
Other	26,613	40,471	17,084	20,039	7,608
Hours Open	41 hours	per week			
Circulation		51,823	51,465	47,268	35,028
Adults	29,449	34,874	32,293		
Children	16,209	16,949	19,172		
Inter-Library Loans (Borrowed)	9,681	8,488	5,789	6,740	
Inter-Library Loans (Loaned)	21,075	14,844	9,677	6,864	
Collection Size					
Adult	48,165	27,896	22,507	24,033	22,990
Children	14,042	12,622	10,898	9,081	
Program Attendance					
Adult	756	108	617	3,699	
Children	2,978	3,386	9,196	2,148	
Registered Borrowers					
Halifax Borrowers	4,356	4,589			
	3,549	3,861			

APPENDIX IV
INFORMAL SURVEY OPEN ENDED SURVEY QUESTIONS
PRESENTED AT LIBRARY OPEN HOUSE

What do you think?

What should be the Library's top priorities in the next 3-5 years?

What do you think?

What improvements would you like to see at the Library?