

# **Westport Free Public Library**

## **Plan of Service**

**2024-2029**





## **WESTPORT FREE PUBLIC LIBRARY MISSION STATEMENT: *Sowing the Seeds of Community***

Accepted and Approved by the Westport Free Public Library Board of Trustees 11/13/2023  
**LONG RANGE PLANNING COMMITTEE FORMATION**

In February of 2023, a committee was formed from two members of the Westport Board of Library Trustees, a representative from the Friends of Westport Library, The library director and assistant director, and two town residents. The committee worked to evaluate past library long-range plans, identify areas of operation, and formulate questions to assess town needs.

### **COMMUNITY SURVEY**

During June and July 2023 The Westport Free Public Library conducted a community survey to identify the needs and desires of the population regarding library services. Surveys were physically distributed at the library itself, the Town Hall, the Town Hall Annex, and the Council on Aging building. The survey was also made available online through the library's website, social media, and a QR code on flyers posted throughout town. The results were tabulated using Google Forms. 128 responses were recorded.

### **SOAR ANALYSIS AND COMMENTARY**

The data for a Strength-Opportunity-Aspirations-Results (SOAR) analysis was then gathered at a community forum held at the Westport Free Public Library on August 12, 2023 led by Kristi Chadwick from the Massachusetts Library System using results from the community survey for discussion, with supplemental remarks from Westport Library Staff and members of the Long-Range Planning Committee added to the commentary. The survey and discussion information were then used to formulate the final objectives and action steps of the plan.

SOAR Analysis of Westport Free Public Library	
<b>Strengths</b> <ul style="list-style-type: none"> <li>● SAILS Network participation</li> <li>● Manton Community Room space and community space access</li> <li>● Strong patron service</li> <li>● Engaged Board of Trustees and Staff</li> <li>● Active Friends group</li> <li>● Location next to Middle/High School</li> <li>● Innovative budget management for hours and staffing</li> <li>● Judson History Room collection</li> <li>● Gallery space and exhibits</li> <li>● Educational and technological support to the community</li> </ul>	<b>Opportunities</b> <ul style="list-style-type: none"> <li>● Communication to the community</li> <li>● Outreach to groups that may not be utilizing the library</li> <li>● Items that are not traditional (i.e. Library of Things)</li> <li>● More quiet study/work spaces</li> <li>● Collaboration with UMASS-Dartmouth Observatory</li> <li>● Network with other town services (i.e. Council on Aging programs)</li> <li>● Transportation for isolated groups</li> <li>● Programming, support, services, and tutoring for teen patrons</li> <li>● Expand on current successful programs and services</li> </ul>
<b>Aspirations</b> <ul style="list-style-type: none"> <li>● Establish a teen advisory board</li> <li>● Expansion of current library building</li> <li>● Support from local government</li> <li>● Inviting, comfortable spaces for studying/tutoring, reading room, socialization, and classes/demos</li> <li>● Dedicated, larger technology area</li> <li>● Cafe area for socializing &amp; belonging</li> </ul>	<b>Results</b> <ul style="list-style-type: none"> <li>● All age groups utilizing the library and its resources</li> <li>● Support from the town government</li> <li>● Support for the Friends of the Library</li> <li>● Widespread recognition of the library in the community</li> <li>● Warm, inviting spaces in the building that are welcoming to the community</li> </ul>

## **Strengths**

The Westport Free Public Library benefits from being a member of the SAILS Library Network which consists of almost 70 area public and academic libraries. The network allows for reciprocal borrowing privileges within the network and greater Massachusetts, as well as cost-sharing for network-wide resources. The building that houses the library was renovated and expanded in 2010 including the addition of the Manton Community Room that provides space for meetings, art shows, and library programming to benefit the community. Also during the expansion, the Judson History Room was built to house the library's local history archive and special collections.

The library also benefits from a strong Friends of the Library group (FOWL), as well as an engaged Board of Trustees. The Westport Free Public Library is known best for its patron services; the librarians and library staff are known for their kindness and knowledgeability on the collection and programming, as well as educational and technical support to the community.

## **Opportunities**

Opportunities for the Westport Free Public Library include community outreach, collaboration, and communication. Networking with other groups in town such as the Council on Aging and schools would enable the library to reach residents who do not currently use the library or have awareness of the services offered. Likewise, the library could perform outreach to these groups to establish what services are wanted by the community but not currently available.

Due to the location of the library next to the middle/high school, welcoming and supporting the teens in our community should be a priority of the library including comfortable study spaces and updated technology. Educational support for both students and adults, such as

resume writing, tutoring, and technology support would help the library to meet the needs of a larger portion of the town's population,

### **Aspirations**

The library aspires to be a comfortable, welcoming space that meets the needs of our community. As such, quiet spaces for studying, tutoring, working, and reading are a much needed addition to our current space. Along with students, more people are working remotely and require access to free, high-speed wireless internet and the space to utilize it within our building. Small work spaces along with larger community gathering spots would help the library to become a community meeting place that fits the needs of all types of users.

To realize these aspirations, the library needs to garner support from the community and local government agencies beyond our current patronage. More registered library users as well as an open flow of communication with town administration would help the library with outreach and community involvement. Along with community support, the library staff and Friends of the Library can work on diversifying fundraising efforts as well as utilizing grant opportunities and securing trust funds.

### **Results**

A successful five-year plan would result in a thriving library wherein all members of the community feel comfortable utilizing the space and its resources. Widespread recognition of the library within the community would enable the staff to ensure that programming and collection development are meeting and surpassing the wants and needs of our patrons resulting in a modern and vibrant facility that supports and encourages the citizens of the town.

## **GOALS AND ACTIONS**

### **Facility**

**Goal: Foster a welcoming environment that encourages people to engage with their community and find space to think and reflect.**

#### **Actions**

- Increase available shelving for Children's Area
- Create seating for Middle Schoolers in the Children's Area
- Improve periodical reading area with more comfortable chairs and work station
- periodical storage to promote awareness of magazines
- Add a second booth in the teen area
- Increase awareness of History Room as available study space
- Complete construction of the library amphitheater walkway project
- Evaluate all of library's furniture for usefulness and dispose of surplus
- Develop and install signage to help visitors navigate inside of the Library

### **Patron Services**

**Goal: Increase access to library resources for Westport residents**

#### **Actions:**

- Increase annual circulation by 2% a year
- Reach 8,000 registered cardholders
- Increase number of meeting room uses for community events by 1% a year
- Maintain full compliance with MBLC service standards as funding allows
- Install signage to help people navigate shelving

## **Library Collection**

**Goal: Develop a digital and physical collection that reflects the interests of Westport's residents**

**Actions:**

- Develop an item request form to allow patrons to request items or topics for inclusion in the library's collection
- Increase awareness of the Library's collection through creative use of display areas and social media
- Annually evaluate and weed the entire physical collection for usage in compliance with the Westport Free Public Library Collection Development Policy
- Develop Finding Guides to help researchers discover material in the History Room Collection
- Offer nontraditional "Library of Things" collections as allowed by storage space
- Develop "Bookclub" checkout kits



## **Technology**

**Goal: Promote and provide access to reading, learning, and enriching materials through modern technology for personal enrichment and opportunities for growth**

### **Actions:**

- Offer classroom training on using the library catalog and digital services
- Increase number of available Hotspots to allow for internet
- Maintain modern computers and internet access at the library
- Develop a method for wireless printing for visitors at the library
- Develop a software suggestion form to allow patrons to recommend software they would like to use on public devices
- Evaluate the library's digital services for continued use and effective expenditure of library resources and identify potential areas of need for increased funding
- Digitize the library's newspaper collection in collaboration with the Boston Public Library and Digital Commonwealth
- Identify important other documents or artifacts that should be digitized

## **Programming**

**Goal: Offer enriching programs that interest a wide variety of Westport residents**

**Actions:**

- Develop and offer staff-led programming to promote lifelong learning, literacy, and community to and for all age groups in Westport
- Offer one special adult program a quarter
- Offer two library book clubs for adults
- Offer a children's, teen and adult summer reading challenge
- Form a Teen Advisory Board

## **Community Partnerships**

**Goal: Increase awareness of library resources and programs and strengthen community ties by collaborating with community partners**

**Actions:**

- Partner with the Westport Historical Society for lectures on the History Room collection
- Partner with Westport COA to have a popup library one day a month at the COA
- Offer a little free library at each of the Town and State beaches in Westport in partnership with the Friends of Westport Library
- Distribute library brochures with the Westport Food Bank
- Develop a storybook walk with the Westport Land Trust
- Offer a lecture series in collaboration with the Westport Agricultural Commission

## **Appendix I: Historical Background and Environmental Scan**

### **Historical Background**

Since its founding, the town of Westport, Massachusetts, has had three libraries that moved to different buildings throughout the town as it grew. The first was established in 1840 and was called the Westport Social library during its early beginnings and later became known as the Westport Library Association or the Central Village Library. Fifty village residents purchased shares in the library at \$1 per share. The library was located in the room of a tailor shop owned by William Taylor, who also acted as librarian. It began with two hundred and eighty books, the first of which were given by subscribers who donated a selection with topics on religion, celebrities, and historical figures. The library relocated to several different homes and was then moved to Wolf Pit Hill school. In 1909, the library moved to Alumni Hall on Drift Road which was open one afternoon a week and accumulated four thousand volumes. This library continued in some form throughout the 1960s and eventually merged with the Free Public Library to form one town library.

The second library in town was located at Westport Point and was founded by Mr. and Mrs. Cuthbert Hall in 1903. It was first located in the Post Office and at one time was housed in the Hall's residence. Mrs. Hall served as the librarian until the library closed permanently in 1948. The collection was then given to the Westport Free Public Library.

The Westport Free Public Library that exists today began in 1891 with a town budget appropriation of \$50.00 for a free public library to be located in the Town Hall. Although all three libraries received money from the town budget, only the Westport Free Public Library was a town department and all materials property of the town. By the early 1920s, lack of space was already becoming a recurring problem. However, it wasn't until 1970, and after several failed

attempts, that the town voted to fund the building of a new library. Along with town funds, a Federal grant of \$70,000 was granted under Title II of the Library Services and Construction Act.

The Westport Free Public library is now located on Old County Road beside the combined middle and high school. According to the Westport Free Public Library Plan of Service it was constructed in 1971 as a one-story building of 8,239 square feet to house the library collections. Beginning in 2007, the Manton Foundation funded the renovation of the Westport Free Public library, enlarging the building to 9,576 square feet. In 2009, additional space was added for shelving and the Manton Community Room was enlarged and an accordion wall added to divide the space into two rooms.. Additionally, a picture hanging system was installed to allow for art exhibits by local artists. The final construction was finished in January 2010.

Local artists helped to decorate the interior of the children's area with murals that displayed welcoming characters from famous children's stories including *Where the Wild Things Are*, Beatrix Potter, and classic fairy tales. The library also added a map case and genealogy materials to their collection, which are housed in the Norma K. Judson History Room. A vast parking lot that includes forty spaces, with three of these spaces being handicapped accessible, surrounds the building with additional parking. They have a rainwater gauge to monitor river flooding, and funding provides lawn services to the library grounds.

According to the Westport Free Public Library, Plan of Service (2016) the library collection consists of “67,847 items including 11,477 eBooks, 4505 downloadable audiobooks, and 659 downloadable videos available through the SAILS network” (p. 6). The circulation of books during 2016 was 67,645 which was a 1000 book decrease from 2015. The library has upgraded its technology to include WIFI, a color photocopier, and new computers for both the

staff and patrons. Some of their services include Ancestry.com, HeritageQuest Online, and TumbleBooks. Donations and several trust funds help to insure the library's innovations. Most of the funding comes from the town of Westport and fundraising events. The Friends of the Westport Library (FOWL) have assisted in funding the Westport Free Public Library by raising funds of \$23,000 in 2016 through book sales and fundraisers. FOWL also helps fund discounted passes to several museums and zoos in the area. Their donations have also upgraded computers and increased the library's collection.

According to the Westport Public Library Plan of Service (2010) the Westport Public Library was rated fifty-first out of fifty-five towns within their library category. The lack of substantial funding by the town has several times resulted in the threat of the loss of accreditation with the Massachusetts Board of Library Commissioners. However, a waiver was provided each time giving the library more time to work on their budget. In 2008, only .71% of the Westport 'municipal pie (total expenditures) was spent on the library. The average is 1.37% for libraries like Westport that have group populations of 15,000-25,000. This is a setback from 2002 in which it was .8%. They acknowledge that they must do better to survive in such a tough financial climate.

During 2016 there were volunteers that made up eight hundred and twelve hours of service with tasks that included reading reviews and shelving books. In 2021, when the library reopened after COVID-19 restrictions eased, five more hours were added to the library's schedule every week raising the total to 50 hours per week. Current operating hours are Monday and Thursday 11:00-8:00 and Tuesday, Wednesday, Friday, and Saturday 9:00-5:00.

## **ENVIRONMENTAL SCAN**

### **Demographics**

The town of Westport is located in Bristol County, MA, and has a population of 16,359 in 2021, up from 15,532 in 2010, a 5.3% increase. There is an even gender distribution, with 50.7% of the population being female. The age breakdown in 2020 was 3.2% under 5, 16.2% under 18, and 24.3% over 65. Compare this with 2010 figures of 3.7% under 5, and 17.1% over 65. The town is highly racially homogeneous: 97.5% white, with the next highest demographic being Hispanic, at 1.9%. This last figure is up from 0.2% in 2010. Countywide, no households report primarily speaking a non-English language. Of the over-25 population, 90.6% hold at least a high school degree, and 35.1% of the age range hold a bachelor's degree or higher. There is a recent trend of population growth from nearby Boston, and many of the people coming in are used to the higher level of services that big city libraries can offer.

### **Economics**

In 2020, the median household income in Westport was \$75,455, up from \$68,713 in 2010, and the per capita income was \$43,669. 5.9% of the population was below the poverty line. As of November of 2020, the town's unemployment rate was at 5.9%, 19% lower than the state average. Countywide, the biggest employment industry in 2020 was Healthcare & Social Assistance (17.7%), with Retail Trade (12.6%) and Manufacturing (10.8%) the next largest. Rising inflation around the country has not gone unfelt in the town, and there has been a rise in the use of the local food pantry.

## **Appendix II: Community Survey**

### **Facility & Customer Service**

**Do you have a Westport Free Public Library card?**

- **Yes**
- **I have a card from another SAILS library**
- **No**

**Are you a member/donor of the Friends of Westport Library?**

- **Yes**
- **No**

**Are you aware of how membership in the Friends of Westport Library or donations supports the Library?**

- **Yes**
- **No**

**If you would like to receive information about joining the Friends of Westport Library and supporting the Westport Free Public Library's operating and programming budget, please leave your email address below:**

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**How old are you?**

- **Under 18**
- **18-30**
- **31-45**
- **46-60**
- **61+**
- **Prefer not to answer**

**How often do you visit the Westport Free Public Library?**

- Once a day
- Once a week
- Once a month
- Occasionally
- Never

**If never, why?** \_\_\_\_\_

**How long do you typically spend at the Westport Free Public Library?**

- 0-1 hour
- 2-4 hours
- 4-8 hrs
- I don't visit the library

**In the last year, have you used the library facility to do the following: (check all that apply)**

- study
- Work
- Read/Relax
- Use the internet
- Other (please specify) \_\_\_\_\_

**In the last year, have you waited at the library to be picked up from school?**

- Yes
- No



**Are you able to easily find what you are looking for without assistance?**

- Yes
- No

**Did you ask a librarian for help finding something in the library?**

- Yes
- No

**In the last year, have you attended a meeting in the Manton Community Room?**

- Yes
- No

**In the last year, did you visit the library on a Saturday?**

- Yes
- No

**What time do you most often visit the library?**

- 9 am - 12 pm
- 1 pm - 4 pm
- 5 pm - 8 pm
- I only check out digital books

**In the past year, have you asked for an item from another library to be brought to Westport for you?**

- Yes
- No

**Do you feel welcome when you enter the Westport Library?**

- Yes
- No

## **Library Collection**

**At the Library I usually check out: (Check all that apply)**

- **Fiction**
- **Mysteries**
- **Nonfiction/Biography**
- **SciFi/Fantasy**
- **Graphic Novels**
- **DVDs**
- **Audiobooks**
- **Large Print**
- **Magazines**
- **Picturebooks**
- **Children's Chapter Books**
- **Children's Fiction**
- **Toddler Board Books**
- **Museum Passes**
- **WiFi Hotspots**
- **Telescope**

**In the last year have you read a periodical in the library? (check all that apply)**

- **Yes, a magazine**
- **No**
- **Yes, a printed newspaper**
- **Yes, a newspaper on the computer**

**Is there a magazine or newspaper you would like us to get that we don't already have?**

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## **Technology**

**How frequently do you use the library's public computers?**

- **Never**
- **Occasionally**
- **Once a day**
- **Once a week**
- **Several times a week**

**In the past year, have you used the library's public computers to: (check all that apply)**

- **Print something**
- **Search or apply for a job**
- **Research your family tree using Ancestry.com**
- **Find or request an item**
- **I have not used the library's public computers**

**In the past year, has a librarian assisted you with any of the following: (check all that apply)**

- **Using a public computer**
- **Using the photocopier**
- **Scanning a document**
- **Faxing a document**
- **Setting up or using an app to get digital books, audiobooks, music & movies**

**Have you borrowed a mobile hotspot?**

- **Yes**
- **No**
- **What's a hotspot?**

**In the past year, what have you used to request an item (check all that apply)**

- **SAILS Mobile App**
- **SAILS eCatalog from SAILS website**
- **SAILS eCatalog from Westport Library's website**
- **Asked a librarian to order something for me**
- **Commonwealth Catalog**
- **Other: \_\_\_\_\_**

**What social media do you use to follow the library? (check all that apply)**

- **Facebook**
- **Instagram**
- **TikTok**
- **None of the above**

#### **Programs**

**In the past year, have you attended an adult program at the library?**

- **Yes**
- **No**

**In the past year have you attended a children's or family program at the library?**

- **Yes**
- **No**

**What types of programs would you be interested in attending? (check all that apply)**

- **History lectures**
- **Environmental science and conservation lectures**
- **Lectures and discussions on farming and agriculture**
- **Poetry readings**
- **Creative writing workshops**
- **Author talks and book signings**
- **Book clubs**
- **Concerts/Music**
- **Game clubs (chess, mahjong, etc.)**
- **Crafting or art clubs**
- **Professional storyteller**
- **Teen programming (ages 12-18)**
- **Children's storytime**
- **Children's arts and crafts**
- **Children's STEAM activities**
- **Other (please specify)\_\_\_\_\_**

**What other kinds of programs would you like to see at the Westport Free Public Library?**

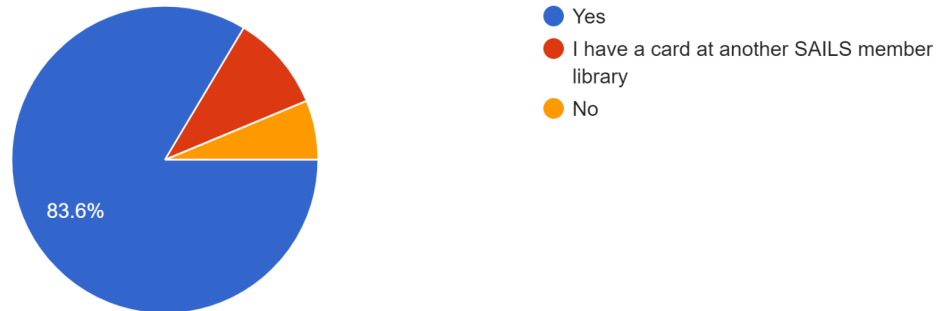
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## Appendix III: Community Survey Responses

### Facility & Customer Service

Do you have a Westport Free Public Library card?

128 responses

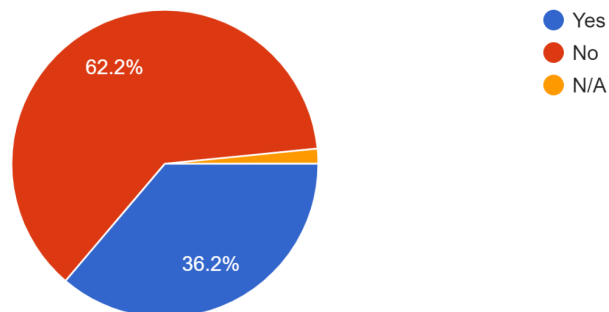


10.2% at another SAILS Library

6.3% No

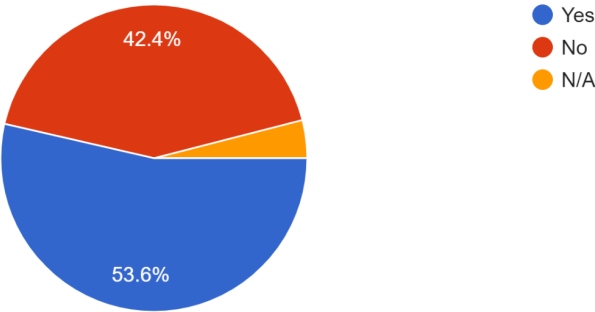
Are you a member/donor of the Friends of Westport Library?

127 responses



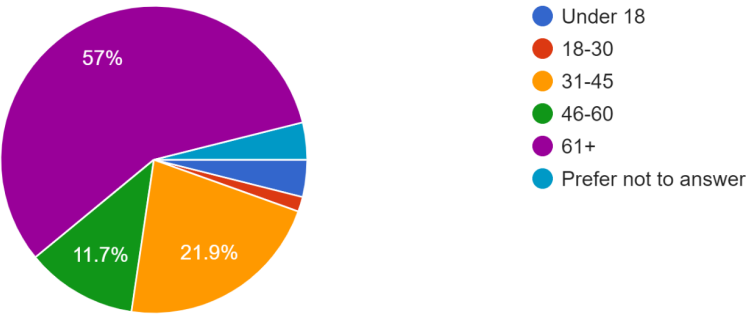
Are you aware of how membership in the Friends of Westport Library or donations supports the Library?

125 responses



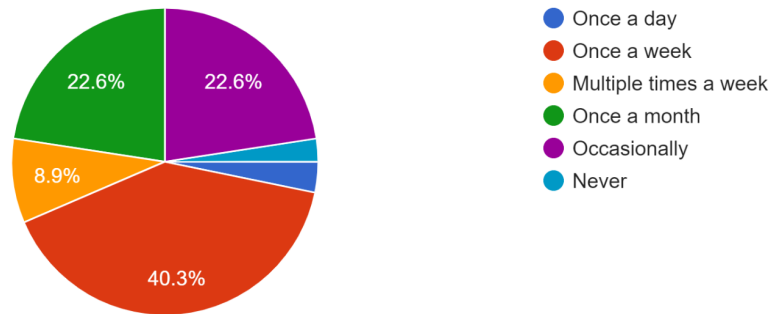
How old are you?

128 responses



### How often do you visit the Westport Free Public Library?

124 responses



### If never, why?

4 responses

I download the books online

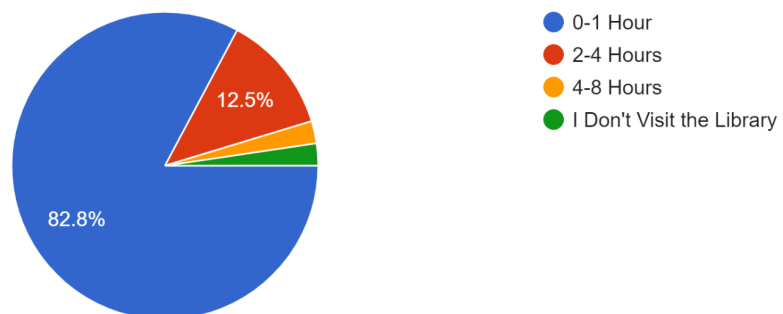
out of town

summer resident

Utilize online account

### How long do you normally spend at the Library each visit?

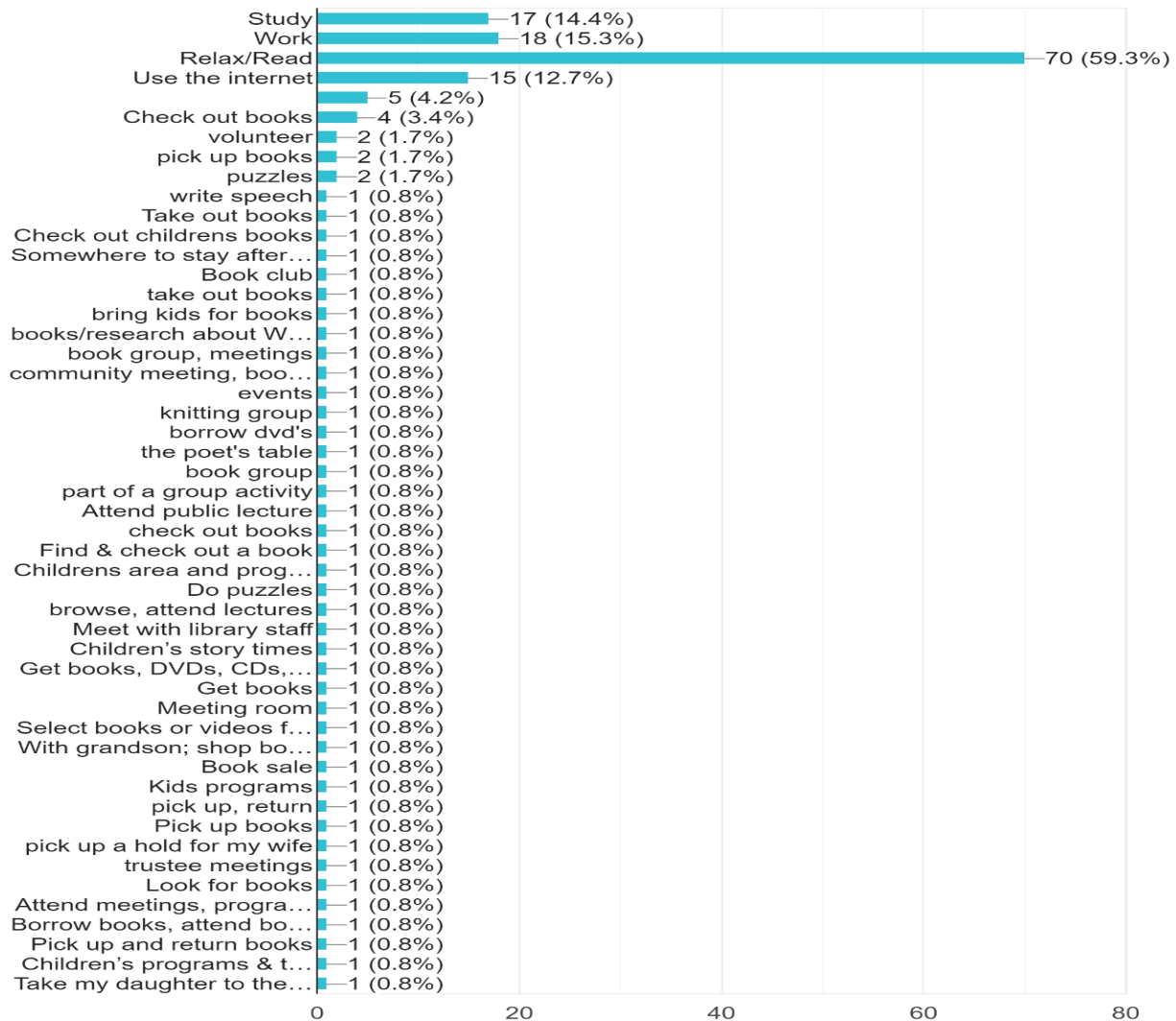
128 responses





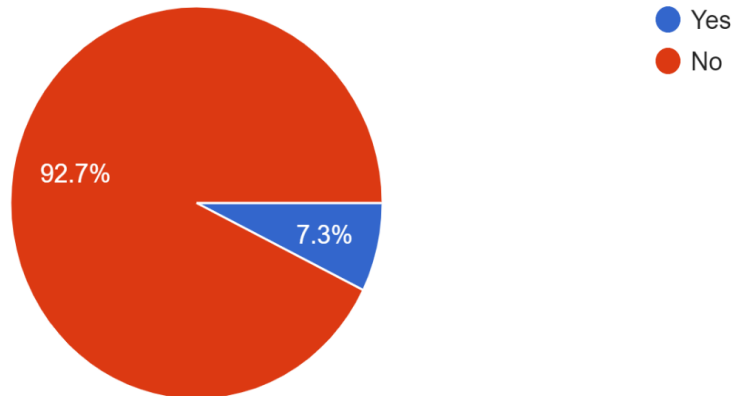
In the last year, I have used the Library to:

118 responses



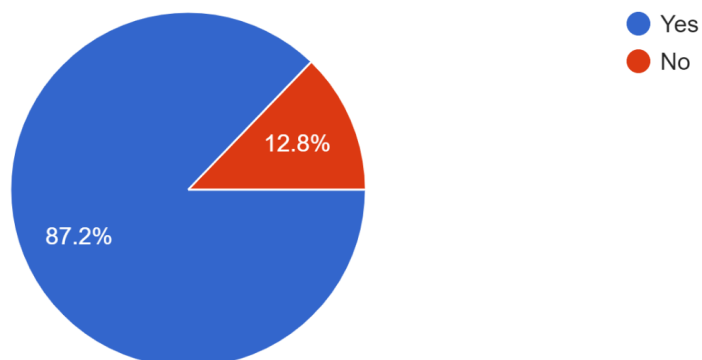
In the last year, have you had to wait at the Library to get picked up from school?

123 responses



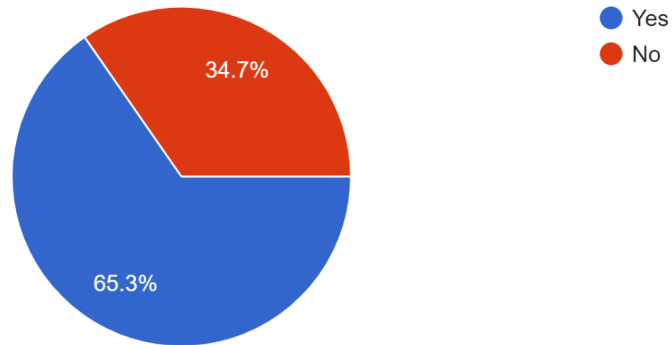
Are you able to find what you are looking for inside the Library without assistance?

125 responses



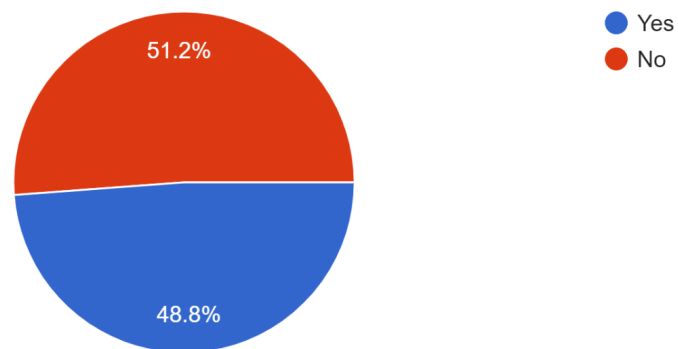
Did you ask a Librarian for help finding something?

124 responses



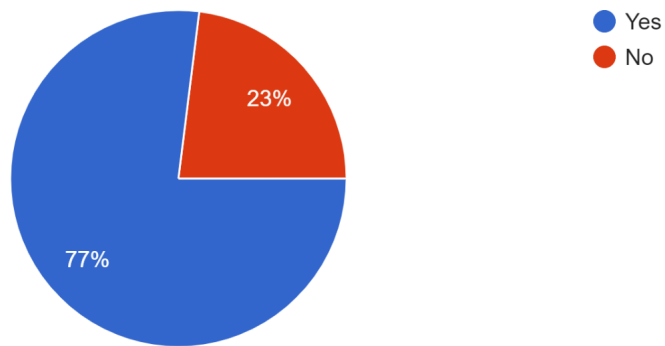
In the last year have you attended a meeting in the Manton Community Room?

127 responses



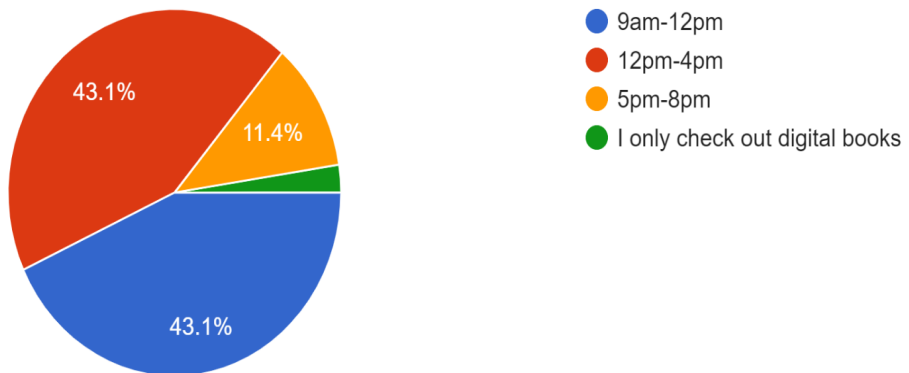
In the last year did you visit the Library on a Saturday?

126 responses

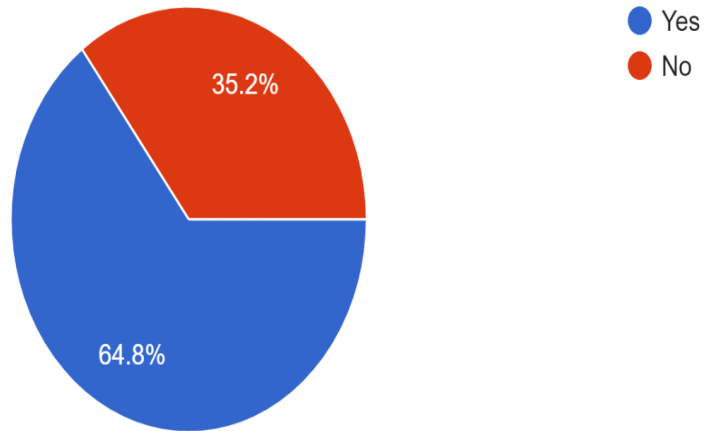


What time do you most often visit the Library?

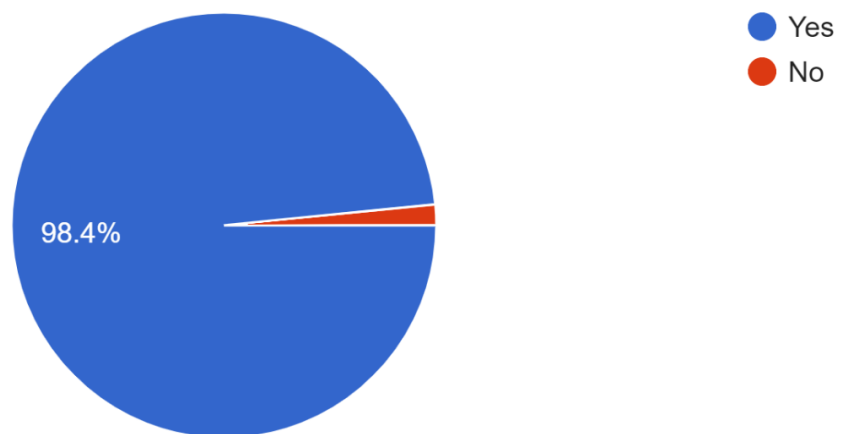
123 responses



In the past year, have you asked for an item from another library to be brought to Westport for you?  
122 responses



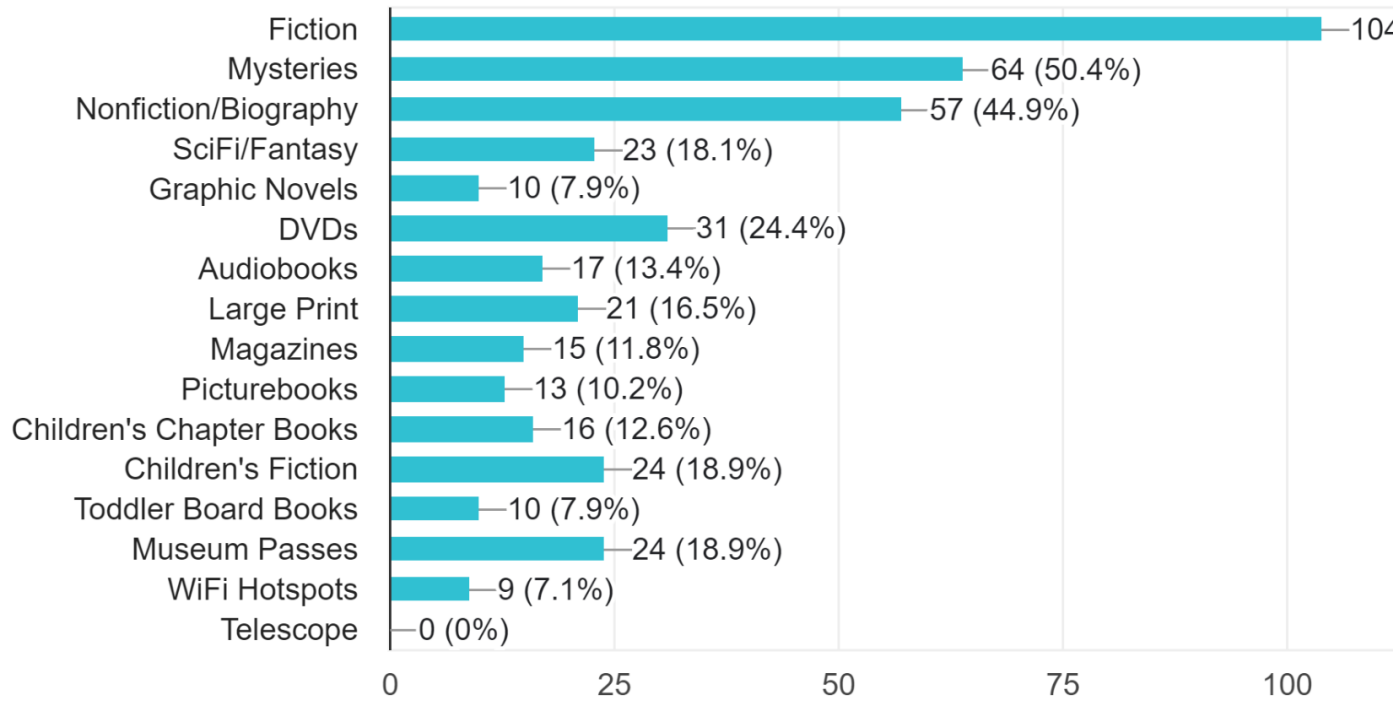
Do you feel welcomed when you enter the Westport Library?  
127 responses



## Library Collection

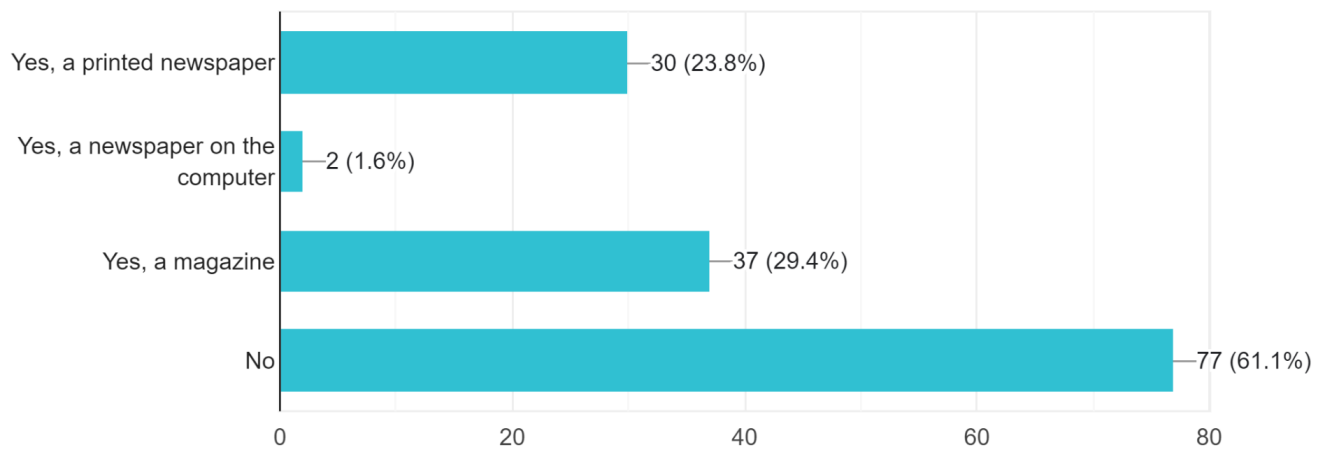
At the Library I usually check out: (Check all that apply)

127 responses



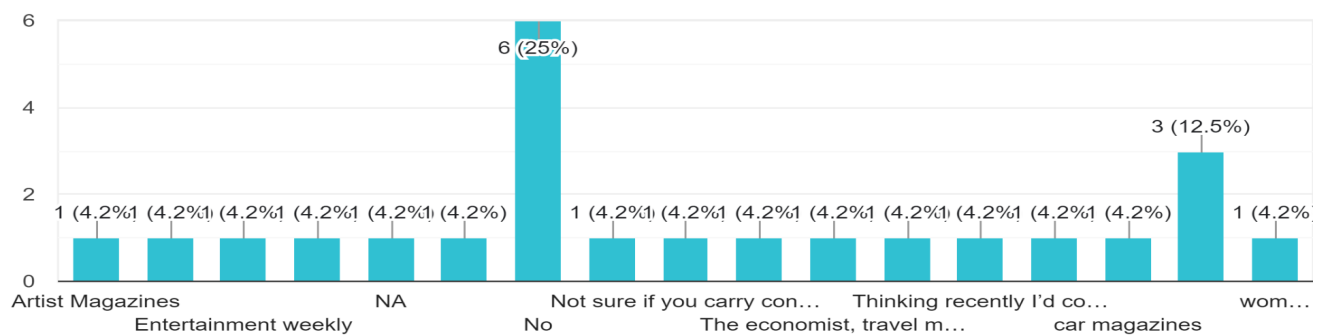
In the past year, have you read a periodical in the Library? (Check all that apply)

126 responses



Is there a magazine or newspaper you would like us to get that we don't already have?

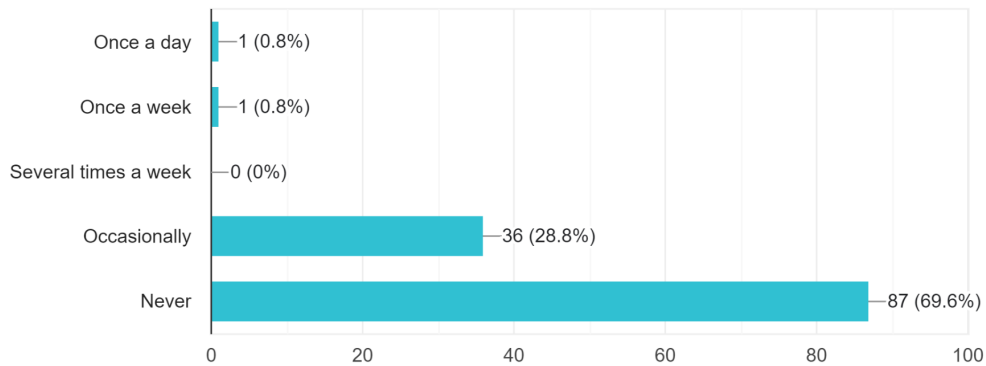
24 responses



## Technology

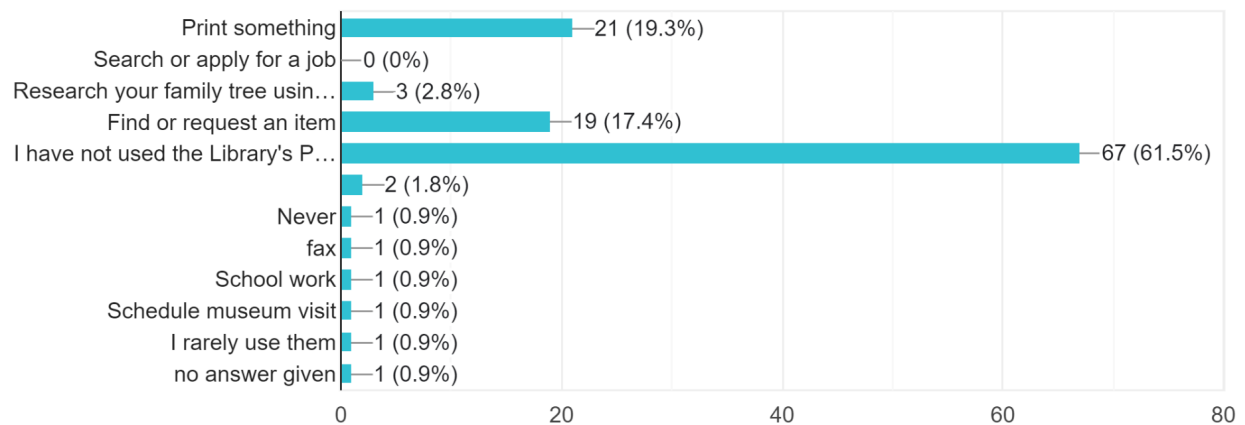
How frequently do you use the Library's computers?

125 responses



In the past year, I have used the Library's computers to: (check all that apply)

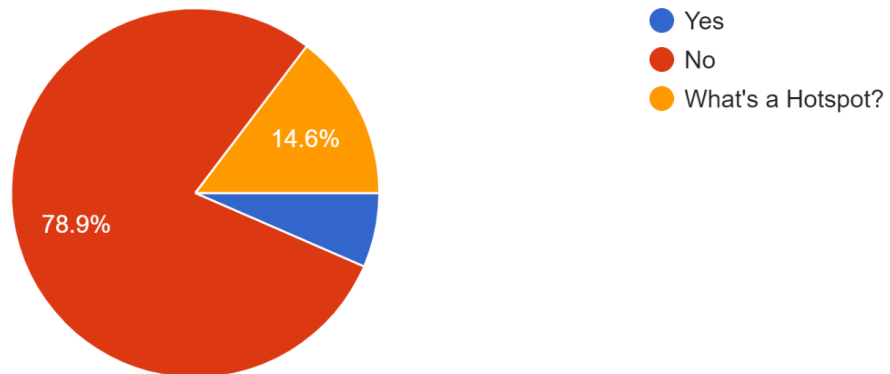
109 responses





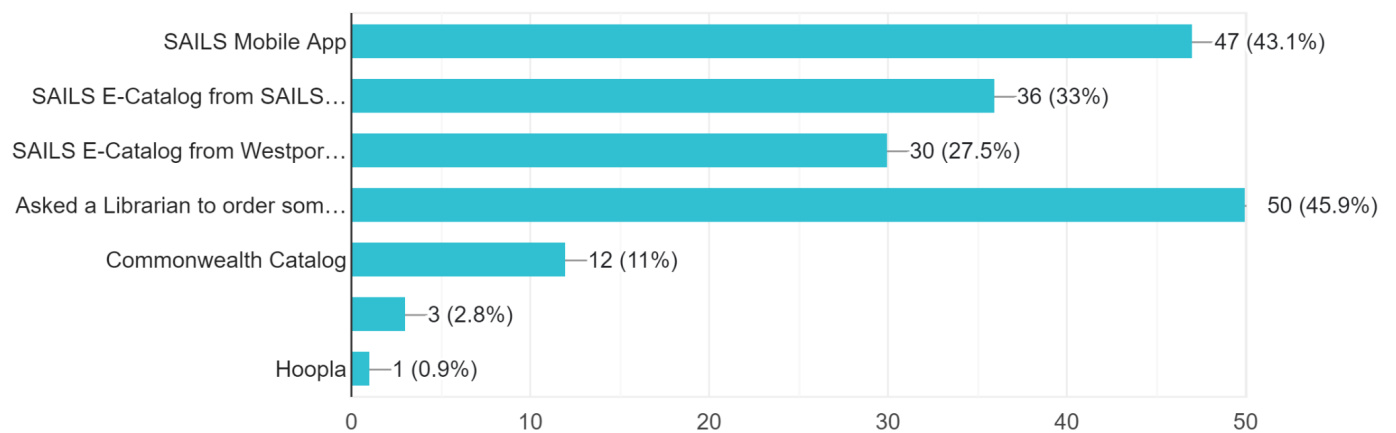
## Have you borrowed a mobile Wi-Fi Hotspot?

123 responses



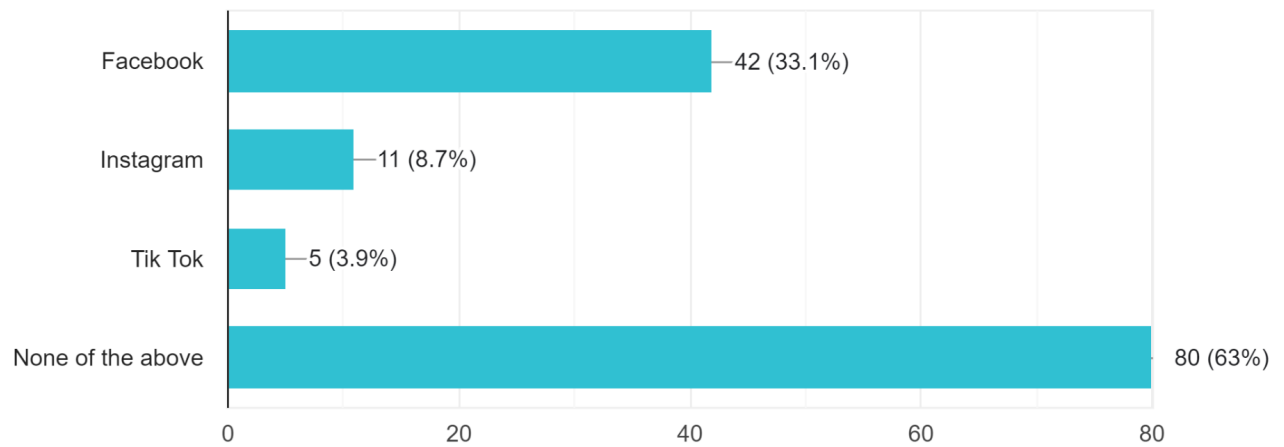
## In the past year what have you used to request an item : (check all that apply)

109 responses



What social media do you use to follow the Library? (Check all that apply)

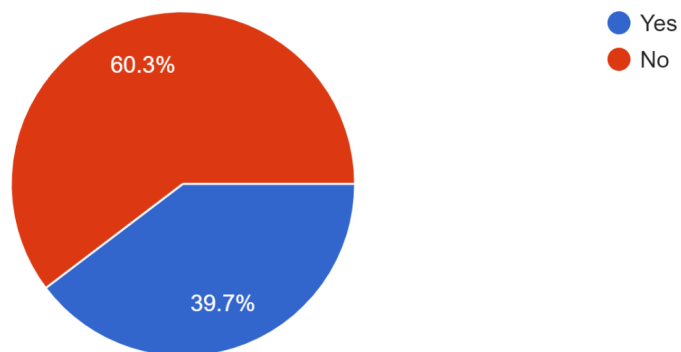
127 responses



## Programs

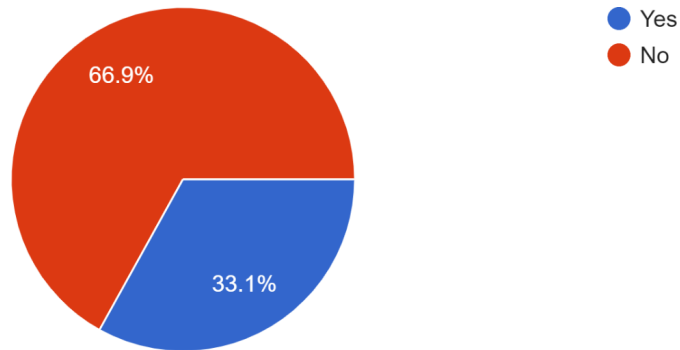
In the past year have you attended an adult program at the Library?

126 responses



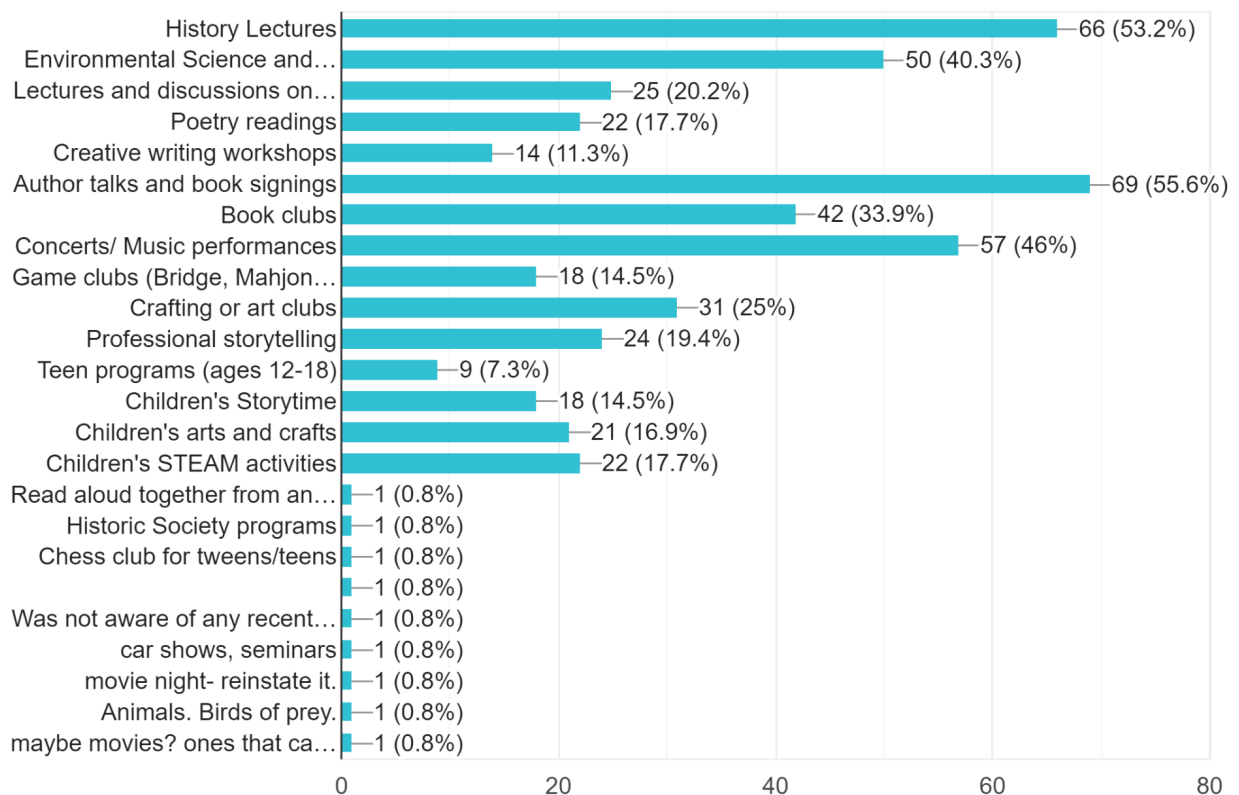
In the past year, have you attended a children's or family program at the Library?

124 responses



What types of programs would you be interested in attending? (Check all that apply)

124 responses



## What other kinds of programs would you like to see at the Westport Free Public Library?<sup>19</sup> responses

Tiverton loans out various items to the community. If there is a place for things, possibly the library can be involved in this way.

None.

No place to say on lib. collection, would like romance books

Dance party 😊

Art shows

redigned childrens section, reading area separate for book stacks

can't think of any

health topics, healthy aging, fitness

Perhaps we could host our government representatives, or invite a master gardener

programs good in general depends on timing and content

more lectures

Craft fair, teach me how to crochet,

Writing workshops

Tiverton library has great ideas and events, check them out.

Coffee with local police, fire dept., town administrators to learn more about what they do.

Family history

Children's outdoor play space

STEM

More items in a library of things to borrow

## Final Thoughts

Please leave us any other thoughts about the Library, its importance to you, or things we could do to improve your experience using the Library. Thank you so much for taking the time to help us find ways to serve you better. 32 responses

I love the online e catalog. Easy to research books and topics. The new book section very helpful. You can find many interesting things/topics you wouldn't think to inquire about. Great that the library is next to the schools. Helpful to students and parents. A good location for a library... lots of traffic and public exposure. Like the little art shows and display case. Learned to use Hoopla this year. GREAT to download audio books at home without having to come to the physical library. Friendly and helpful staff.

Your staff is excellent!

The library is extremely important to me and should be to every resident of Westport. I love that the library is open 6 days a week to everyone and I would do whatever I could to support it so it can continue to be available to all. The library was very important to me when my children were young and now that my husband and I are retired, we love going to the library and borrowing books and DVDs. It is an invaluable town resource and residents should do everything possible to keep it accessible to all.

Enjoy Westport library, staff is always friendly and helpful.. Enjoy spending time at this library.

Love your library - just wish you had more funding for longer hours. I also appreciate that you regularly seem to get new Children's books but it would be nice to see some newer non-fiction as well, specifically around hobbies and activities, but honestly just glad that you have what you have and that you operate at all. Great staff and great library.

Thank you for conducting this survey. I hope it will encourage more use of the library facilities.

The library has been an invaluable resource for me and my children. We are homeschoolers and have thrived by utilizing the library's services. I love the access to museum and other passes that give us free or discounted admission. If funding allows, I'd love to see more diverse adult programs as well as more children's programming. Maybe there could be a fundraising effort to be advertised to help with costs.

I find the library a wonderful asset for the town to have. It provides a great source of information, programs, reading material, for all age groups. The cost to the town budget is kept low by groups like FOWL, and donations from others. In this day and age, I find it very enjoyable having some quiet time for a book, DVD, or audiobook provide by the library and its staff. The staff are friendly and helpful beyond my expectation. It amazes me at the number of people who use this service every day when I go there to pick something up.

Friendly greetings from staff; special historical documents assistance (Robin!); enjoy displays monthly in Manton Rm and Ellis case; only negative are occasional loud conversations between staff and guests - overall a totally positive environment!

I find the Westport Library a wonderfully welcoming place! The staff are friendly and helpful, the space is comfortable, and it smells like good books!

I love the library and all it offers. As I was doing the survey I realized there are some services that I may have not known about. I attended many programs, but I understand due to covid that had to stop. I hope the programs and presentations can start up again.

Very happy that Sue Branco has continued on in some capacity with the library.

Thanks for being there!

The library and our librarians are terrific !! Great resource for all of the Westport community – from toddler story hours to adult programs. Book sales are wonderful. Glad that the library is open 2 nights a week and on Saturdays. Would love for the library to have more funding and to be able to provide more programs.

Perhaps offer a library open house to familiarize patrons with services that are offered. ... librarians could give a 2 minute give mini talks. 2 minutes! ❤️ show and tell as well. Thanks for all you folks do!

The Westport Library are GREAT

The staff have always been above and beyond

I love the library and libraries. Of late, I mostly borrow books/ audiobooks digitally, for which I am most grateful. I also often receive inter library loans for special books. I wish there were more contemporary poetry available: physical books. Digital books, and especially audiobooks- but that goes beyond The WFPL. One thing I wish our library had was a couple more quiet “hidden” corners with long windows- inviting places to tuck away and get lost in the light coming in, dappled shadows of wind in the leaves outside, and the worlds between the covers of your book.

My family recently spent time in Cape Cod and my 3 children loved the Hyannis library. They have an outdoor play space with performance stage, mud kitchen, etc. We attended a bubble workshop and it was great. More family programming would be of interest to me. It is my belief, children who grow up loving the library become adults who will as well.

You need to have events, programs to encourage people to go there. It has not been a place that changes with the times.

I think you do a fantastic job!

The Somerset library has a coffee machine where the proceeds go to the library. It's nothing special, just a keurig. It was nice to get a cup of coffee, browse the books, and support the library all at once.

In general, anything that is geared toward children/families will drive people to the library IMO.

We have a great Library in our town and a wonderful talented staff. I would like to see the town spend more on funding for the library. We rely very heavy on FOWL, state funding and donations. I would like to see our staff compensated similar to other towns our size in southeastern Mass

We love coming to the library. Thanks for being welcoming and friendly!

We love the library. Very warm and welcome staff. Thank you!

The library is vital to our community and its services are outstanding with a knowledgeable staff.

The Librarians and FOWL have done an excellent job!

Our library is a special place and always welcoming and full of new discoveries. Praise to the excellent staff for always being ready to assist above and beyond.

More programming for 8-12yo.

I am very happy with what is offered, and I am very grateful.