

Beals Memorial Library 2026 Community Input Survey

As the Beals Memorial Library looks to the future, we want to gather feedback and ideas from Winchendon residents regarding how the library is currently serving the community and how we can improve our offerings. Your responses are crucial to the development of our long-range strategic plan for 2027–2031.

Age of person filling out survey: ___ Juvenile 0-11 ___ Young Adult 12-17 ___ Adult 18-59 ___ Senior 60+

Do you or anyone in your household use the library? ___ Yes ___ No

How do you use the library? (Check all that apply)

- | | | |
|--|---|--|
| <input type="checkbox"/> Physical materials [Books, Media, Inter-library Loan] | <input type="checkbox"/> Research Help | <input type="checkbox"/> Website |
| <input type="checkbox"/> Digital User [Libby/Other Online Materials] | <input type="checkbox"/> Public Computers/Internet Access | <input type="checkbox"/> Relaxation |
| <input type="checkbox"/> Programs, Clubs, Events & Meetings | <input type="checkbox"/> Printing/Faxing | <input type="checkbox"/> Community Information |
| <input type="checkbox"/> Work/Study Space | <input type="checkbox"/> Museum Passes | <input type="checkbox"/> Reading Recommendations |
| | <input type="checkbox"/> Library of Things | <input type="checkbox"/> Homebound Services |
| | <input type="checkbox"/> Book Sale | <input type="checkbox"/> Teacher/Homeschool Services |
| | | <input type="checkbox"/> I don't use the library |

On average, how often do you visit the library?

___ Daily ___ Weekly ___ Monthly ___ Every 6 Months ___ Yearly ___ Never

___ Other:

If you don't use the Beals library, why not? (Check all that apply)

- | | | |
|---|--|--|
| <input type="checkbox"/> I am too busy | <input type="checkbox"/> I buy my own things (books, DVDs, ect.) | <input type="checkbox"/> My children are grown |
| <input type="checkbox"/> I get my information from the internet | <input type="checkbox"/> Parking | <input type="checkbox"/> Personal reasons |
| <input type="checkbox"/> I use a neighboring library | <input type="checkbox"/> Fines | <input type="checkbox"/> I just don't |
| | | <input type="checkbox"/> Other: |

In what ways can the library do better to meet your needs? (Check all that apply)

- | | | |
|--|--|---|
| <input type="checkbox"/> Better Selection of Books and Media | <input type="checkbox"/> Hours | <input type="checkbox"/> Customer Service |
| <input type="checkbox"/> Program Offerings | <input type="checkbox"/> Accessibility | <input type="checkbox"/> Other: |
| <input type="checkbox"/> Technology | <input type="checkbox"/> Parking | |
| | <input type="checkbox"/> Building Improvements | |

What is the best way for the library to share current information with you? (Check all that apply)

- | | | |
|--|---|---|
| <input type="checkbox"/> Newspapers | <input type="checkbox"/> Town Website | <input type="checkbox"/> Library Staff |
| <input type="checkbox"/> Social Media | <input type="checkbox"/> Library Newsletter | <input type="checkbox"/> Word of Mouth |
| <input type="checkbox"/> Library Website | <input type="checkbox"/> Flyers | <input type="checkbox"/> Friends & Trustees |
| | | <input type="checkbox"/> Other: |

How helpful and welcoming is our staff?

___ Extremely ___ Very ___ Somewhat ___ Not very ___ Not at all ___ Don't Know

How satisfied are you with the library's physical collection (books and media)?

___ Extremely ___ Very ___ Somewhat ___ Not very ___ Not at all ___ Don't Know

The Library offers a range of materials, resources, programs, and services for the community.
Please rank the importance of these offerings to the community.

Library Offering List	Important	Neutral	Unimportant	Don't Know
Physical Collection [<i>books, DVDs, audiobooks, magazines etc.</i>]	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Digital Collection [<i>Libby</i>]	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Online Databases & Resources [<i>Ancestry.com, Winchendon Courier Database</i>]	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Reference & Research Assistance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Adult Programs & Events	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Teen Programs & Events	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Children Programs & Events	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Family Programs & Events	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Public Computer & Computer Internet Access	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Connectable Wi-Fi [<i>throughout building</i>]	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Printing, Copying, and Faxing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
One-on-One Technology Help	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Meeting and Study Space	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Neurodivergent/Autism Services & Programs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Museum Passes	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Library of Things [<i>hotspots, telescope, snowshoes, etc.</i>]	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Friends of the Library Book Sale	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Library Website	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Library Event Calendar on Town Website	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Monthly Library Newsletter [<i>email & paper</i>]	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Online Chat Feature on Library Website	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Relaxation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Community Information	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Reading Recommendations	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Teacher/Homeschool Resources	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Online Databases & Resources	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Homebound Delivery Services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Volunteer Opportunities [<i>Friends of the Library, Teen Advisory Board</i>]	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

How interested are you or your household in following types of programming?

Library Programing List	Very Interested	Possible Interest	Not Interested
Author Talks	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Arts & Crafts [<i>i.e.: paint night, crochet circle</i>]	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Film Viewings	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Book Clubs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Reading Challenges [<i>i.e.: summer reading club</i>]	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Historical, Social and/or Current Events Presentations	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Games & Group Activities [<i>i.e.: puzzle race, game nights</i>]	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Music Concerts	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Library Programing List <i>(continued)</i>	Very Interested	Possible Interest	Not Interested
Health and Wellness <i>[i.e.: yoga]</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Poetry and/or Prose Competitions	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Outdoor Activities <i>[i.e.: water fun, story walk, movies on the lawn]</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Animals and Science	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Special Interest Clubs <i>[i.e.: GSA, History/Civics]</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Community Issues Conversations	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Sensory/Autism Friendly Events <i>[i.e.: Sensory Santa, Sensory Browsing Hour]</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Volunteer Opportunities <i>[i.e.: Teen Advisory Board, Friends of the Library]</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

If not listed, what other programs/special events would you like to see the library offer?

How interested are you or your household in following types of library services?

Library Services List	Very Interested	Possible Interest	Not Interested
Physical Collection <i>[books, DVDs, audiobooks, magazines etc.]</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Digital Collection <i>[Libby]</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Reference & Research Assistance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Public Computer & Computer Internet Access	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Connectable Wi-Fi <i>[throughout building]</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Printing, Copying, and Faxing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
One-on-One Technology Help	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Meeting and Study Space	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Neurodivergent/Autism Services & Programs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Museum Passes	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Library of Things <i>[hotspots, telescope, snowshoes, etc.]</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Library Website	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Library Event Calendar on Town Website	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Monthly Library Newsletter <i>[email & paper]</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Online Chat Feature on Library Website	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Reading Recommendations	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Teacher/Homeschool Resources	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Online Databases & Resources	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Homebound Delivery Services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

What other services would you like to see the library offer? *(Check all that apply)*

- | | | |
|---|--|--|
| <input type="checkbox"/> More Digital Resources | <input type="checkbox"/> Homework Help | <input type="checkbox"/> Translation/Language services |
| <input type="checkbox"/> Wireless/Remote Printing | <input type="checkbox"/> Resume/Job Help | <input type="checkbox"/> Materials in other Languages |
| <input type="checkbox"/> Onsite Notary | <input type="checkbox"/> Onsite Tax Help | |
| <input type="checkbox"/> Other: | | |

What do you value most about the library?

Do you face any barriers in accessing/using the library and its services or programs?

If there is one thing you could change about the library or add to our services, programs or collection, what would it be?

Is there anything else you would like to share?

Thank you for filling out this survey! Please return finish survey to the library.