



# Milne Public Library Strategic Plan

“Because the Library Belongs  
to Everyone”

2022- 2026

## **Acknowledgements**

The members of the Strategic Plan Committee who produced this document:

Pamela Art, *Friends of the Milne Library*

Liza Barrett, *community*

Charles Bonenti, *trustee*

Maggie Clark, *community*

Debby Dane, *community*

William Densmore, *community*

Patricia McLeod, *library director*

Kirsten Rose, *assistant library director*

Patricia Wilk, *trustee*

Also

Kristi Chadwick, *Massachusetts Library System consultant*

## **Approval of the Milne Board of Trustees**

The David & Joyce Milne Public Library Board of Trustees accepted and adopted the  
2022 - 2026 Strategic Plan on September 14, 2022

## Table of Contents

Overview of Methodology	page 4
Mission Statement	page 4
Land Acknowledgement	page 5
Community Description	page 5
Library Description	page 7
User Needs Assessment	page 11
Goals and Actions	page 18
Appendix 1: Friends of the Milne Public Library	page 22
Appendix 2: Survey Questions	page 23
Appendix 3: Library Statistics	page 32
Appendix 4: Library Floor Plan	page 33
Appendix 5: Library Building Renovation Photographs	page 34

## **Overview of Methodology**

The David & Joyce Milne Public Library launched its 2022-2026 Strategic Plan with the appointment in August 2021 of a committee of two trustees, two library staff, a member of the Friends of the Milne Library and four community members.

For its first meeting in September 2021, the committee reviewed the 2016-2020 Milne plan, the 2022-2024 North Adams Public Library Strategic Plan, and the 2022-2026 Lenox Library Strategic Plan.

- Most goals of the 2016-2020 Milne plan, particularly renovating library spaces, were accomplished. Talking points were developed on staffing and budget needs, community inclusion, confronting disinformation and censorship, and energy-saving retrofits to the physical plant.
- At its October meeting Kristi Chadwick, consultant with the Massachusetts Library System, explained that the plan is not necessary to obtain state aid, but is essential to apply for LSTA (Library Services & Technology Act) grants and advisable for outside fundraising. She advised an October 2022 deadline to qualify for 2023 grants. The action plan portion of the plan should be filed annually with the Board of Library Commissioners.

Subsequent discussions focused on the form and content of the user-needs survey with the committee preferring to work as a whole rather than study groups. Members approached community stakeholders on how they use the library and what services it should offer.

The survey was compiled, edited and sent out to over 3,000 users through the April 22, 2022 weekly e-mail newsletter. It was also posted on the Milne's website. Additional paper copies were printed (some in Spanish) for distribution within the library, about town, and at the annual town meeting June 14. Surveys aimed at younger populations were also distributed through the schools at Williamstown Elementary School and at Mount Greylock Regional School.

For the User Needs Assessment see page 11.

## **Mission Statement**

The David & Joyce Milne Public Library provides a wide range of information and materials, through traditional and innovative methods, to promote, encourage and support the diverse needs within the community. The library also provides a friendly community space, which encourages curiosity, free inquiry and lifelong learning. The library staff and trustees are dedicated to providing quality service including new formats and technologies to meet the needs of all ages of library users.

## Land Acknowledgement

*It is with gratitude and humility that we, as community members and staff of the Milne Public Library, acknowledge that we are learning, speaking and gathering on the ancestral homelands of the Mohican people, who are the indigenous peoples of this land.*

*Despite tremendous hardship in being forced from here, today their community resides in Wisconsin and is known as the Stockbridge-Munsee Community. We pay honor and respect to their ancestors past and present as we commit to building a more inclusive and equitable space for all.*

## Community Description

**HISTORY:** Williamstown was incorporated in 1765 on the ancestral homelands of the Mohican people by English colonizers aiming to gain land titles from the General Court of Massachusetts Bay Colony.

Situated at the intersection of two major north/south and east/west travel corridors (now Routes 7 and 2), it was a strategic military outpost during the French & Indian and Revolutionary wars and later a commercial gateway to Vermont and the Pioneer Valley.

In 1793, Williams College, among the top private, liberal arts colleges in the nation and a major town employer and landowner, was established. It became coeducational in 1970.

**ECONOMY:** During the 19<sup>th</sup> century, agriculture and water-powered textile mills sustained much of the local economy.

In the 20<sup>th</sup> century, the town's scenic and cultural assets, including the college, renowned Clark Art Institute, and regional summer theater, drew seasonal residents, scholars, artists and performers to transform it into an upscale, creative-economy hub.

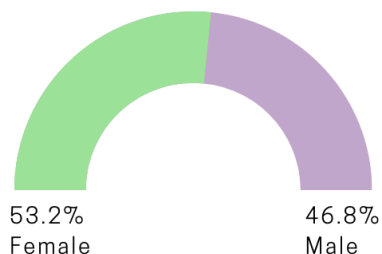
Today, the town enjoys a strong broadband Internet service provider network that allows people to work here remotely. This service, combined with the effects of the COVID-19 pandemic on urban living and central-office workplaces, has resulted in new in-migration and growth. Affordable housing to maintain diversity is a 21<sup>st</sup> century challenge.

**EDUCATION:** In addition to Williams College and public Williamstown Elementary and Mount Greylock Regional High School, the community is also home to the private Buxton and Pine Cobble school campuses.

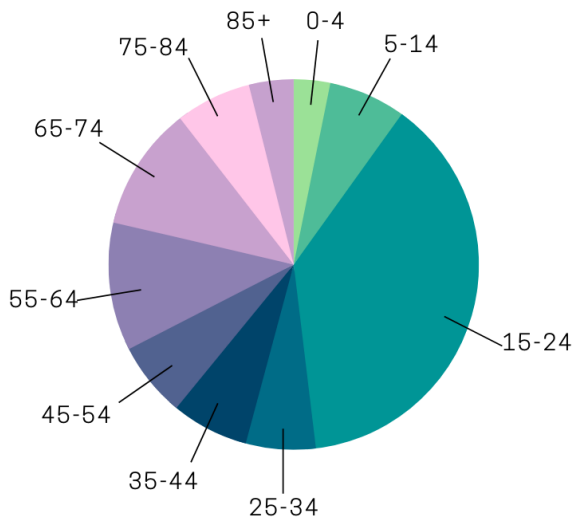
## Williamstown Demographics

### POPULATION

- **7,513** Total Population



### AGE RANGE



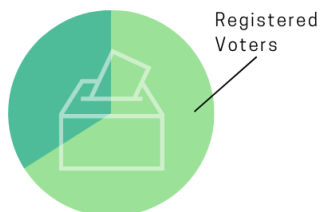
- **29.7** Median Age
- **2871** Residents aged 15-24
- **1606** Residents Aged 65+

### WORK AND EDUCATION

- **3514** Aged 3 and over enrolled in school
- **66.3%** Adults aged 25+ with a bachelor's degree or more
- **54.6%** Employed
- **\$91,528** Median household income

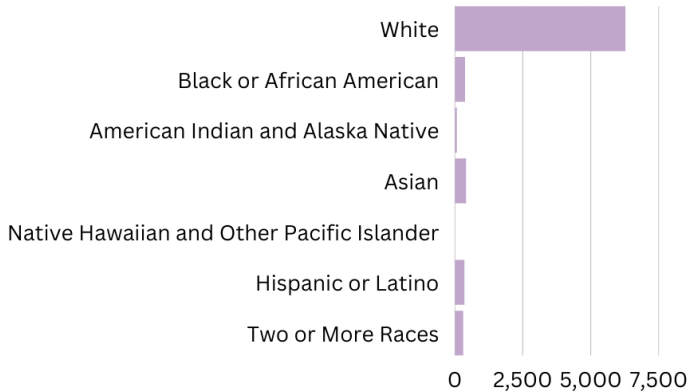
### POLITICS

- **4990** Registered voters (66% of the total population)



- **47.4%** Democratic
- **6.1%** Republican
- **46.2%** Unenrolled, independent, or third party

### RACE AND ETHNICITY



### HOUSING

- **2317** Households
- **72.6%** Live in owner-occupied housing

### ACCESS TO TECHNOLOGY



- **92.7%** Of households have a computing device
- **89.9%** Have an internet subscription

Public access libraries beyond the Milne include Williams College's Sawyer Library, Schow Science Library, and Chapin Rare Book Library with original printings of the Declaration of Independence, Constitution and The Bill of Rights.

The Clark Art Institute's Manton Research Center Library maintains one of the country's most elite art-research collections, with more than 285,000 volumes in over 65 languages.

**LOOKING AHEAD:** The town plan being drafted for 2024 continues the housing affordability focus with added priorities for reducing energy consumption to net zero by 2050 and embracing diverse racial, ethnic and gender identities.

A Diversity, Inclusion, and Racial Equity Committee was established in 2020 by the town's governing body to examine how inequities, injustices, and racial biases have affected town's residents. The Milne Public Library has responded to the community call for increased recognition and active engagement in addressing these inequities.

The global Covid pandemic reshaped town and gown functions in unprecedented ways whose outcomes are yet to be fully determined.

### **Library Description**

The Williamstown Public Library began in 1874 as a 100-book collection organized by Williams College treasurer Joseph White above a hardware store. Today, as the David & Joyce Milne Public Library, it is the second busiest in Berkshire County with 6,187 cardholders. Because of the COVID-19 virus many statistics are skewed for the past two years.

With a staff of 13, the library is open six days a week providing Williamstown (population 7,513) and communities in neighboring Vermont and New York State with trusted information resources, meeting spaces for local organizations, and cultural, recreational and educational programming for all ages both in-house and virtual.

The building is owned by the town. Staff and operations are supervised by the library director and an elected board of trustees with an annual budget of \$535,000 for fiscal 2023. Other income sources last year complemented funding by approximately \$75,000.

During the pandemic, when the library was forced to close its doors, it offered a curbside pick-up system for loaned materials and updated its online systems and events.

**BUILDING HISTORY & CHALLENGES:** Between 1874 and 1996, the library (with the House of Local History as a co-tenant) occupied several locations, including a house at 777 Main St., donated in 1940 by E. Herbert Botsford, before moving to its present location, the former private Pine Cobble School built in 1971 at 1095 Main St.

Pine Cobble School was relocated in 1994 to the former private Highcroft School campus on Gale Road owned by David & Joyce Milne. By prearrangement, the couple donated the vacant Main Street building to the town. Remodeled through a grant of \$150,000 from the Massachusetts Board of Library Commissioners and \$600,000 raised locally, it was dedicated as the David & Joyce Milne Public Library in 1996.

Efforts to adapt the modernistic, U-shaped structure for growing library use have been challenging. The basement, formerly used for classrooms, does not meet current code for public use and is limited to storage. To gain space elsewhere, the trustees in 2011 proposed a \$7.2 million renovation and addition. The project qualified for a State Construction Grant to cover 40 percent of the cost, but the library was unable to raise the remainder and withdrew its application.

In 2013, library space-planning consultant Thomas Gilchrist was commissioned to recommend more modest solutions. His suggestions resulted in a phased approach to interior renovations though donor gifts. The children's room was the first to be redesigned.

A major bequest in 2017 combined with other generous donor gifts financed substantial remodeling of the circulation area in 2018 to create a more open, efficient and welcoming space.



*Before (2019) After (2022)*

See Appendix 5 for more building renovation pictures.

A Building & Grounds Committee of library trustees, staff and community members was appointed in 2018 to oversee renovation of a large Community Room for reading and public events, a dedicated Teen Room, a public-access computer space and an Adult Services/Reference area by the end of 2022.

The 2022-26 Strategic Plan foresees a needs assessment and action plan for the building's exterior, structure, and surrounding property..



**SHARED SERVICES:** The Milne belongs to the **Massachusetts Library System (MLS)**, which provides daily delivery of interlibrary loan materials, professional development, consulting, access to e-book collections, cataloging services, a purchasing co-op, and Summer Reading Program.

The library is also a member of **CW MARS (Central/Western Massachusetts Automated Resource Sharing, Inc.)**, a consortium with over 150 member libraries that circulates more than 13 million items annually to more than 1 million registered borrowers. CW MARS offers a shared online computer system and combined collections of more than 9 million items and more than 2.3 million titles.



*Read to a dog program*

**COLLECTIONS:** In a community rich in private academic libraries, the Milne is a free public gathering space open to all ages, backgrounds and interests.

The collection numbers more than 70,300 items including 62,600 volumes of fiction and nonfiction; 6,770 DVDs (and Blu-ray); 980 music DVDs; and 6,100 audiobooks; as well as 30 magazine and five newspaper subscriptions.

Acquisitions are guided by a collections committee. Items are weeded based on condition, relevance, and frequency of circulation.

**DIGITAL SERVICES:** The library provides free Wi-Fi access indoors and on its grounds. Wi-Fi hotspot devices and laptops can be checked out and technical support is available for accessing digital media.

Digital content in many categories is available through three library apps – **Libby, Kanopy and Hoopla**. Through Libby, patrons can borrow digital titles from the CW MARS digital collection, as well as other networks in the state of Massachusetts. Hoopla complements the services provided by Libby. Kanopy offers movies, documentaries, foreign films and more. Between Libby and Hoopla, Milne patrons checked out 39,352 titles in 2021, compared to 14,793 titles borrowed in 2020.

- **Transparent Language** enables patrons to learn over 100+ languages and dialects through interactive speaking, listening, reading, and writing exercises.
- **Gale databases** span topics such as science, history, law, and literature. “Gale in Context” provides digestible information appropriate for elementary school and middle school students. Patrons are also able to search full-text articles from the New York Times and Boston Globe.
- **Weekly Newsletter** informs patrons about library programs and services as well as new titles, award-winners, and tie-ins to relevant current events.
- **Library Website** – [www.milnelibrary.org](http://www.milnelibrary.org) — had a major overhaul in design as a user-friendly platform to promote library collections and events, share recordings of past events, readers advisory materials, and many educational and professional resources.

**FRIENDS ORGANIZATION:** Many of the programs and services would not be made possible without the annual funding of the Friends of the Milne Library. (SEE APPENDIX 1)

**COVID IMPACT:** The Strategic Plan would not be complete without mentioning the COVID-19 virus and its effect on libraries around the world. Restructuring, logistics, hours and operations of service, safety protocols and all new logistics changed very often.

The library closed March 13, 2020 and re-opened with sidewalk service in July. This labor-intensive practice lasted months until vestibule service opened with a whole new set of protocols and logistics ensuring the safety and health of the staff and public. The library reopened to the public for browsing in June of 2021.



## User Needs Assessment

### On Library Use

#### **Question #1: Do you use the Milne Public Library?**

Of the 243 respondents, 93 % said they used the library and 7% did not

#### **Question #2: Why don't you use the Milne Public Library?**

The 14 respondents to this question highlighted the following reasons for not using the library:

- They “can't find time to get to the library” (n = 6)
- They “use a different library” (n = 5)
- They “prefer to buy or rent what I want” (n = 3)

#### **Question #3: If you [don't use the library], please elaborate:**

The 12 respondents to this question further elaborated on their answers above, highlighting personal schedules (too busy or don't have the time) and the fact that they have access to the local college library.

#### **Question #4: What would make the Milne Library more welcoming or useful?**

The 13 respondents to this question described wanting a more welcoming library environment and staff and more communication about programs and events.

- 4 mentioned a **more inviting and accessible building and staff.**
- 3 asked for **more library programming and workshops.**
- 3 wanted **more information and communication about programs and events.**

### On Library Content

#### **Question #5: How do you use, or how would you like to use, your library?**

The services and content that the majority **already use** include:

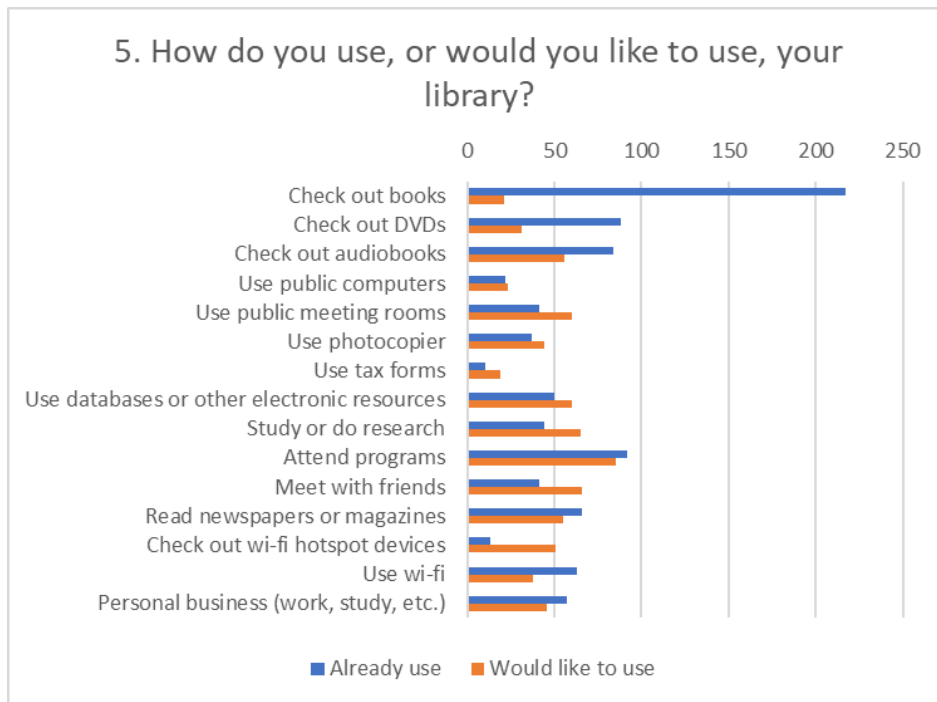
- Check out books (n = 217)
- Attend programs (n = 92)
- Check out DVDS (n = 88)

They **would like to**:

- Attend programs (n = 85)
- Meet with friends (n = 66)
- Study or do research (n = 65)

They are **not interested in**:

- Using tax forms (n = 143)
- Using public computers (n = 135)
- Using photocopier (n = 105)



**Question #6: *What categories of your library's collection are the most important to you?***

The top five responses to this question included:

- Fiction (n = 173)
- Non-fiction (n = 149)
- Bestsellers (n = 106)
- Downloadable e-books (n = 92)
- Mysteries (n = 83)

**Question #7: *How can the library better serve your literary, entertainment & information needs?***

There were 111 respondents to this open-ended question.

- 40 respondents cited **positive encouragement and thanks to staff** for already serving their needs.
- 15 respondents wanted **more community events and programming**, including a focus on crafts.
- 14 respondents wanted **more additions to the library collection**, including: books (poetry, Spanish, crafts and travel were all mentioned), magazines, audiobooks and e-books, and video games.
- 12 wanted **assistance with choosing books, using technology and conducting research**.
- 11 mentioned wanting **additional hours**, including morning and evening hours and Sunday.
- 9 described how the **library building could be used as a community space** for crafts, theatre, and meeting both indoors and outdoors.

**On Services & Programming**

**Question #8: *Which of these services the library currently offers are important to you?***

The services and content that are **very important** include:

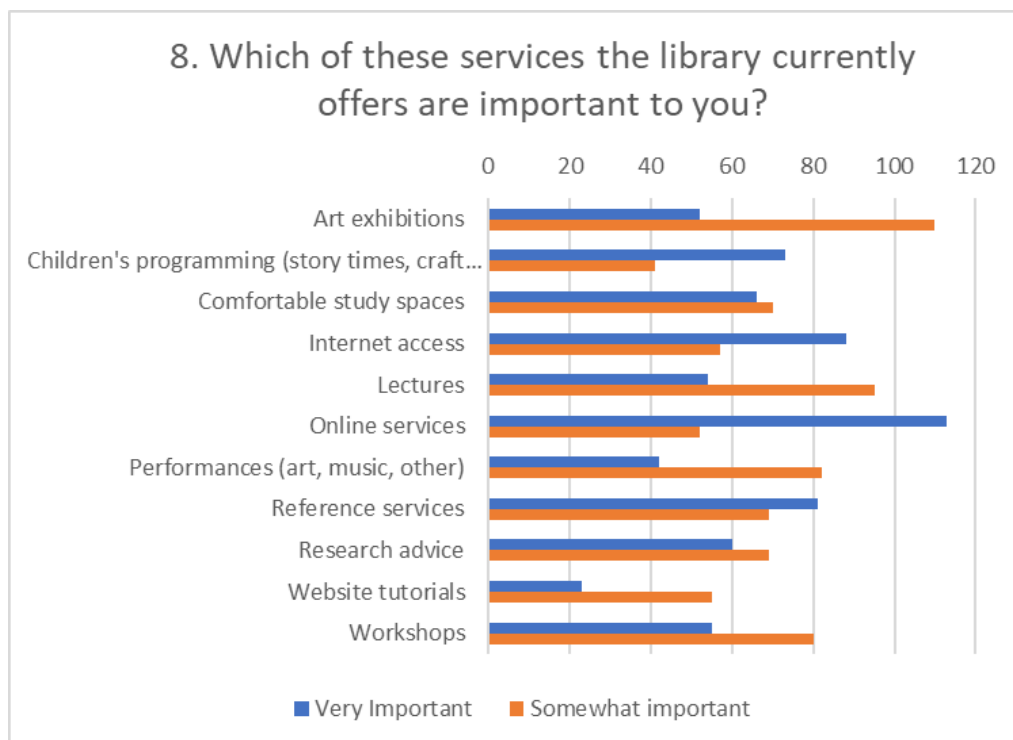
- Online services (n = 113)
- Internet access (n = 88)
- Reference services (n = 81)

The ones **somewhat important** are:

- Art exhibitions (n = 110)
- Lectures (n = 95)
- Performances (n = 82)

And **least important**:

- Website tutorials (n = 71)
- Performances (n = 47)
- Research advice (n = 39)



**Question #9: How do you learn about our programs & services?**

- When they visit the library (66.5%)
- Our weekly email newsletter (62.4%)
- Our website (50.9%)

**Question #10: What is the best way for us to communicate "Milne news" with you?**

- Email or newsletter (n = 138)
- Social media (n = 25)
- Library website (n = 10)

**Question #11: Which of our online services have you used?**

- Library website (82.8%)
- Library catalog (73.8%)
- Placing holds online (70%)

**Question #12: If you do not use online services, why not?**

- I choose not to or have my own services (n = 11)

**Question #13: The Milne Library offers both in-person and virtual lectures, workshops, and programs. Mark the ones which interest you or your family.**

For children, respondents were most interested in:

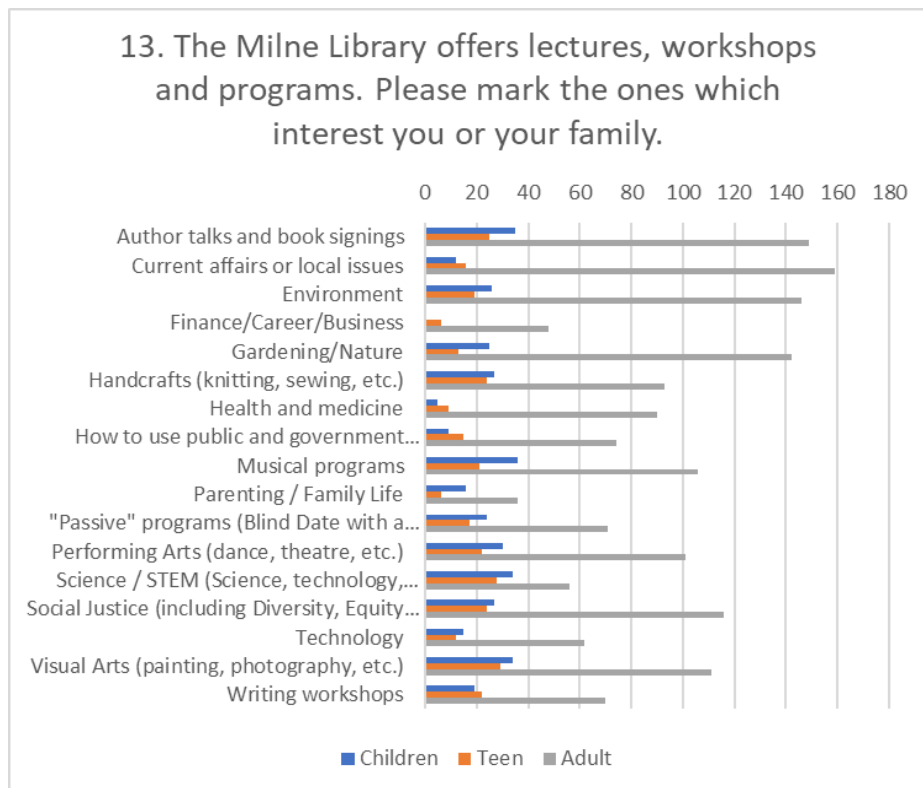
- Musical programs (n = 36)
- Author talks or book signings (n = 35)
- Visual arts (painting, photography, etc.) (n = 34)
- Science/STEM (n = 34)

For teens, respondents were most interested in:

- Visual arts (painting, photography, etc.) (n = 29)
- Science/STEM (n = 28)
- Author talks or book signings (n = 25)
- Social justice (including diversity, equity and inclusion programs) (n = 24)

For adults, respondents were most interested in:

- Current affairs or local issues (n = 159)
- Author talks or book signings (n = 149)
- Environment (n = 146)
- Gardening/Nature (n = 142)



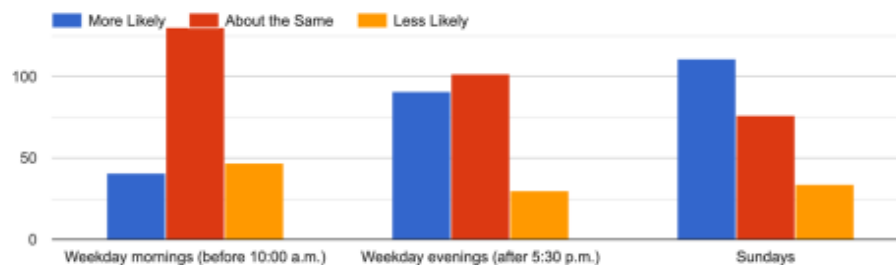
**Question #14: What new programs or services would you like the library to provide?**

- Expanded “library of things” to borrow (instruments, tools, electronics) (50%)
- Café (50%)
- Game nights/gaming club, card games, mahjong (40.1%)
- Maker space (37.8%)

**Part 3: On Library Schedule & Spaces**

**Question #15: Would you or your household use the library more if there were more open hours? Check the appropriate boxes.**

Would you or your household use the library more if there were additional open hours? Check the appropriate boxes.



**Question #16: How do you envision the Milne library’s future role in the community?**

There were 120 respondents to this open-ended question. They outlined a variety of different visions for the role of the library in the community.

- 53 respondents wanted the library to function more as a social and community center.

*“I envision the library being the epicenter of Williamstown.”*

35 respondents encouraged the library to keep being a valuable resource as a community space and providing current content and services.

*“Stay as vital as you are.”*

*“It’s the most democratic environment that I have experienced in town.”*

*“It is a lifeline in the community. Half the town seems to go through your doors.”*



**Question #17: *What single change would you like to see the library make?***

There were 140 respondents to this open-ended question. The most common included:

- 20 respondents described wanting more hours (in general).
- 11 respondents asked for more social and community activities.
- 7 respondents described a makerspace or library of things that offered more opportunities for borrowing, using and learning how to use a variety of tools and crafts.

## Goals & Actions

### COMMUNITY OUTREACH

#### ***GOAL #1: Build and promote the library as a community gathering space***

- **Action** Facilitate transportation to and from community sites (i.e. Highland Woods, Harper Center, Sweetwood & 330 Cole Ave.)
- **Action** Regularly communicate with town committees, local organizations, nonprofits, youth groups and residents about using the library's free meeting spaces.
- **Action** Improve the process for requesting the library's free meeting spaces. Consider an online calendar for sign up.

#### ***GOAL #2: Build connections with community members who need support accessing library services.***

- **Action** Engage in regular collaboration with the Town Manager, Select Board and town-appointed Diversity, Inclusion, Racial Equity (D.I.R.E) Committee.
- **Action** Develop support for English language learners, those with divergent learning approaches, and other emerging readers.

#### ***GOAL #3: Diversify and improve the library's communication and outreach to the community***

- **Action** Establish a teen advisory board to support youth programming & collection development.
- **Action** Forge collaborations with existing groups in town, such as WilliNet, Williamstown Historical Museum, Council on Aging, and Rural Lands.
- **Action** Engage in more frequent and diverse methods of information access and creation, including digital , web, email, social media and print.

#### ***GOAL #4: Cultivate a welcoming atmosphere***

- **Action** Staff training on best practices in customer service. Follow up with periodic evaluations.
- **Action** Develop better visual pathways and signage to direct patrons to collection subject areas.

## PROGRAMMING

### ***GOAL #5: Expand enriching, informative and fun programming for all community members***

- **Action** Distribute information about library resources and programs beyond in-house notices, the website and weekly newsletter in order to draw the attention of local news media, bloggers, and publicists of other local cultural and educational institutions.
- **Action** Organize and provide access to information regarding town government and civic affairs.
- **Action** Continue to offer virtual interactive programming.
- **Action** Continue to offer video tutorials and in person workshops on the use of digital tools and resources in the library (consider a regularly scheduled workshop)
- **Action** Add fun events such as game nights, movies, craft nights, book clubs on a regular basis.
- **Action** Offer more frequent evening programming.
- **Action** Offer expert-led, public-information forums on topics such as media literacy, public health and wellness, remote learning, censorship, and citizen engagement.

## COLLECTIONS

### ***GOAL #6: Manage the physical and digital collections to serve all users and to keep pace with media innovations***

- **Action** Implement a plan for professional development on best practices for a diverse, multicultural, international book, periodical and media collection.
- **Action** Educate & train staff to resist censorship of the collection.
- **Action** Maximize use of online collection and services through patron education and training (i.e.: training brochure in print, individual appointments with staff, workshops).
- **Action** Create a pilot program of a “lending library of things” (i.e.: tools, looms, sewing machines, musical instruments) with a resource directory of things available

for loan from community members. Make it accessible to the reading and hearing impaired.

## **BUILDINGS & GROUNDS**

### ***GOAL #7: Make interior changes to promote the library as a community center for social activities that foster learning and play***

- **Action** Create quiet study areas, a maker space and a café as requested by survey respondents.

### ***GOAL #8: Develop a grounds plan that promotes environmentally sustainable and publicly enjoyable landscape uses under efficient management***

- **Action** Create gathering spaces with appropriate furniture and shade for individual and group use.
- **Action** Incorporate memorial gifts into long-term outdoor plan (trees, furniture, sculpture, etc.).

### ***GOAL #9: Commission a needs-assessment report to determine priorities for capital improvements funding and to anticipate the long-term future of the building.***

- **Action** Follow up with B&G Committee oversight of prioritized repairs and improvements.
- **Action** Work with town administration to determine long-term future of the building within the town comprehensive plan.

## **FINANCES & ADMINISTRATION**

### ***GOAL #10: Establish ideal staffing levels, salaries, and career development opportunities***

- Action** Investigate whether staff level and salaries are comparable to those of other town employees and like-sized libraries in our region, and advocate for increases where necessary.
- Action** Evaluate staff development opportunities and advocate for improvement where necessary.

### ***GOAL #11: Respond to widespread community request for additional library hours***

- **Action** Strategize and propose a pilot program for Sunday hours.

- **Action** Strategize and propose a pilot program for opening additional evening hours.

***GOAL #12: Develop a financial management plan to increase the library's budget***

- **Action** Develop a plan for the care and cultivation of major donors, including the Friends.
- **Action** Strategize public and non profit advocacy for increased funding from the municipal budget to accomplish the goals identified from the 2021-26 Five Year Planning Survey
- **Action** Strategize a capital campaign kickoff with the 150<sup>th</sup> library anniversary celebration in 2024

## **APPENDIX ONE: Friends of the Milne Public Library**

The Friends of David and Joyce Milne Public Library was organized in 1989 to raise public awareness of, and advocate for, library programs and needs. As a 501c3 non-profit membership organization, it regularly supplements town, state, and trustee funding of collections, programs, equipment, and staff development. In addition, it has contributed significantly to special library projects over the years, including recent renovations of the front lobby, community room, and teen room.

For 30 years, approximately one-third of the Friends' revenue came from yearly membership contributions and two-thirds from an annual off-site book sale, silent auction, and café. In late 2018, the Friends replaced the annual book sale event with a brick-and-mortar used bookstore, Chapter Two Books, on the town's main commercial street. Thanks to a dedicated group of 75 volunteers and a 7-member management team, the store sells gently used books and media items for all ages and in all genres. The sale of used books continues to be the major source of Friends' fundraising on behalf of the library.

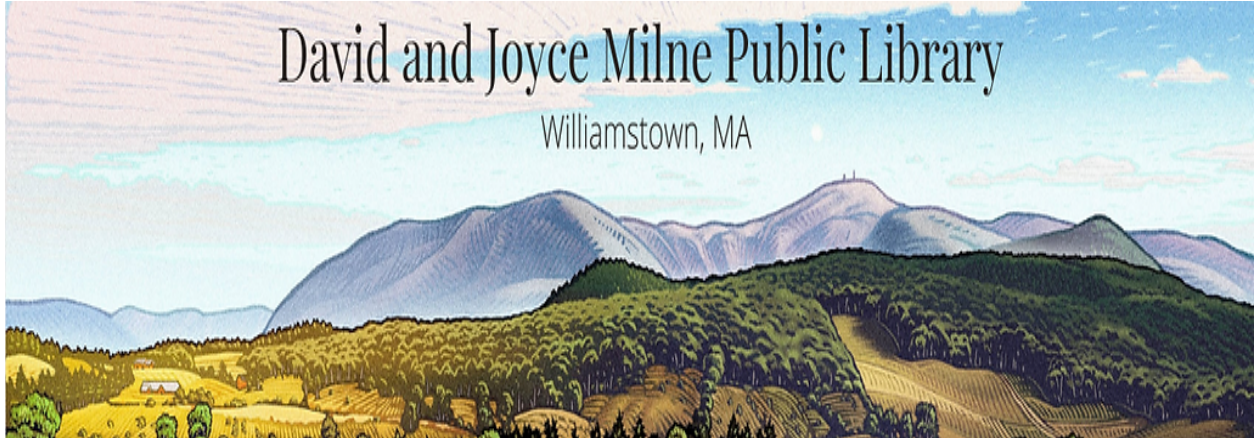
Donated books from the local community are collected in a large space within the library, licensed to the Friends by the Trustees, where Donation Center volunteers sort and select for the most appropriate sales channels. In addition to the downtown store, books are sold online (Amazon and eBay), distributed to other used book vendors, and given to local community entities through the Friends' Book Share program.

Despite the challenges of Covid, the 10- to 14-member Friends board and its volunteers have kept the store and distribution center open when safe and expect to continue helping the library thrive and benefit from the model now in place.

In addition to its fund raising activities, the Friends board communicates and collaborates with the library by appointing representatives to the board of Trustees and its Building and Grounds, Strategic Planning, 150<sup>th</sup> Anniversary committees, as well as the library's equity and diversity efforts.

### **Summary of Donations**

- In fiscal year 2018-2019, the Friends donated \$20,090 to programs/collections and \$80,000 toward the Front Desk renovation.
- In fiscal year 2019-2020, the Friends donated \$27,990 to programs/collections, \$6,932.30 to Front Desk renovation, and \$25,000 toward the Phase II (Community Room, Teen Room, Public Computer and Information Services) renovation.
- In fiscal year 2020-2021, the Friends donated \$17,139 to programs/collections and \$25,000 to Phase II (Community Room, Teen Room, Public Computer and Information Services)



# Milne Public Library Strategic Plan Survey

“Because the Library Belongs  
to Everyone”

2022

## Milne Public Library Strategic Plan Survey

The David & Joyce Milne Public Library is updating its strategic plan by setting goals for library services and resources over the next five years. Your answers will help us anticipate how to best serve the needs of our community. Please participate and take this 10-minute survey.

1. Do you use the Milne Public Library?

- Yes      Skip to question 5
- No        Skip to question 2

*If you don't use the library...*

2. Why don't you use the Milne Public Library? Choose all that apply.☑

- I don't have transportation or it's too far for me to travel to the library
- I feel uncomfortable or unwelcome in the library
- I can't find time to get to the library (the hours are inconvenient, I'm too busy, etc.)
- I have mobility issues or find the library building inaccessible
- I use a different library
- I prefer to buy or rent what I want
- I don't think the library has what I want

3. If you checked any boxes, please elaborate:

---

---



4. From your perspective, what would make the Milne Library more welcoming or useful?

---



---

**Part 1: Library Content**

Milne Library offers borrowers access to its physical collection of books and other media, as well as access to online content and over 13 million other items through the network of public libraries throughout the state. We endeavor to offer diverse voices, new and emerging writers and to update our collections to reflect the global community.

5. How do you use, or how would you like to use, your library? Choose all that apply:

	<b>Already use</b>	<b>Would like to use</b>	<b>Not interested</b>
Check out books			
Check out DVDs			
Check out audiobooks			
Use public computers			
Use public meeting rooms			
Use photocopier			
Use tax forms			
Use databases or other electronic resources			
Study or do research			
Attend programs			
Meet with friends			
Read newspapers or magazines			
Check out Wi-fi hotspot devices			
Use Wi-fi			
Personal business (work, study, etc.)			

6. What categories of your library's collection are the most important to you? (check up to 8 that apply)

- Bestsellers
- Fiction
- Mysteries
- Children's collection
- Teen collection
- Non-fiction (Travel, cookbooks, biographies, etc.)
- DVDs
- Audiobooks
- Large print books
- Graphic Novels (kids, teens, adult)
- Music CDs
- Newspapers
- Magazines
- Fantasy/Sci-fi
- LGBTQ materials
- Minority voices/authors
- Downloadable e-books
- Downloadable e-audiobooks
- Downloadable/streaming movies

Other: \_\_\_\_\_

7. How can the library better serve your literary, entertainment, and informational needs?

\_\_\_\_\_

---

## Part 2: Library Services & Programming

Milne Library offers a variety of services, events and programming for our community. Events include in-person workshops and lectures, online tutorials, activities for people of all ages, art exhibitions, and more. The library provides free Wi-Fi access both in the building and to the outdoor reading garden and parking lot. It also provides Wi-Fi hotspot devices that can be checked out, as well as technical support for accessing digital media.

8. Which of these services the library currently offers are important to you?

	<b>Very important</b>	<b>Somewhat important</b>	<b>Least important</b>	<b>Does not apply</b>
Art exhibitions				
Children's programming (story times, craft programs, etc.)				
Comfortable study spaces				
Internet access				
Lectures				
Online services				
Performances (art, music, other)				
Reference services				
Research advice				
Website tutorials				
Workshops				

9. How do you learn about our programs and services? (please check all that apply)

- Social media (Facebook, Instagram, Twitter)
- Our weekly email newsletter
- Our website (milnelibrary.org)
- When you visit the library
- Word of mouth
- At school
- iBerkshires
- Berkshire Eagle

- WilliNet, Community TV

Other: \_\_\_\_\_

10. What is the best way for us to communicate “Milne news” with you?

\_\_\_\_\_

11. Which of our online services have you used? (Check all that apply.)

- Library website ([www.milnelibrary.org](http://www.milnelibrary.org))
- Library catalog
- Placing holds online
- Managing your account online
- Accessing the digital collection (e-books, e-audio, Libby, etc.)
- Streaming services (Hoopla, Kanopy)
- Online language learning
- Online information resources for accessing research, news, journals, reference, etc.
- I do not know how to use the online services
- I do not use online services

12. If you do not use online services, why not?

\_\_\_\_\_

\_\_\_\_\_

13. The Milne Library offers both in-person and virtual lectures, workshops, and programs. Please mark the ones which interest you or your family.

	Children	Teen	Adult	Not interested
Author talks and book signings				
Current affairs or local issues				
Environment				
Finance / Career / Business				
Gardening / Nature				
Handcrafts (knitting, sewing, etc.)				
Health & medicine				
How to use public and government resources to discern between reliable and unreliable information				
Musical programs				
Parenting / Family life				
“Passive” programs (Blind Date with a book, take-and-make kits, etc.)				
Performing Arts (dance, theatre, etc.)				
Science / STEM (Science, Technology, Engineering, and Mathematics)				
Social Justice (including Diversity, Equity, and Inclusion)				
Technology				
Visual Arts (painting, photography, etc.)				
Writing workshops				

Other: \_\_\_\_\_

14. What new programs or services would you like the library to provide? *Check all that apply*

- Auditorium
- Café
- Delivery of books in Williamstown
- Expanded “library of things” to borrow, such as musical instruments, garden tools, electronics
- Free tutoring for all ages

- Game nights / gaming club, card games (bridge/cribbage), mahjongg
- Maker space (i.e. 3-D printer, handcrafts, digital crafts, coding, etc.)
- More collaborative work or meeting spaces
- More designated quiet and/or individual study spaces
- Movie nights
- Poetry slams, or other literary events
- Programming in other locations (Harper Center, Youth Center, Spring Street, etc.)
- Self check out
- Social clubs (books, languages, stocks)
- Training on how to access and assess digital information
- Technology classes (workshops on how to use social media or various apps)

Other: \_\_\_\_\_

**Part 3: Library Schedule & Spaces**

Milne Library is currently open 46 hours a week:

- Mondays, Tuesdays, Thursdays and Fridays 10:00 a.m. to 5:30 p.m.
- Wednesdays 10:00 a.m. to 8:00 p.m.
- Saturdays 10:00 a.m. to 4:00 p.m.

Online services and digital content are available 24 hours a day.

Milne Library serves as a community center for Williamstown and offers free meeting spaces for non-profit local organizations, clubs and individuals.

15. Would you or your household use the library more if there were additional open hours? Check the appropriate boxes.

	More likely	About the same	Less Likely
Weekday mornings (before 10:00 a.m.)			
Weekday evenings (after 5:30 p.m.)			
Sundays			

16. How do you envision the Milne library's future role in the community?

---

---

---

17. THE FINAL QUESTION! What single change would you like to see the library make?

---

---

---

### **APPENDIX THREE: Library Statistics**

ARIS Year-end Item Counts by library - 270,359

ARIS Total year-end circulations - 100,128

ARIS number of registered borrowers - 6,187

ARIS number of ILL items provided to other libraries - 12,305

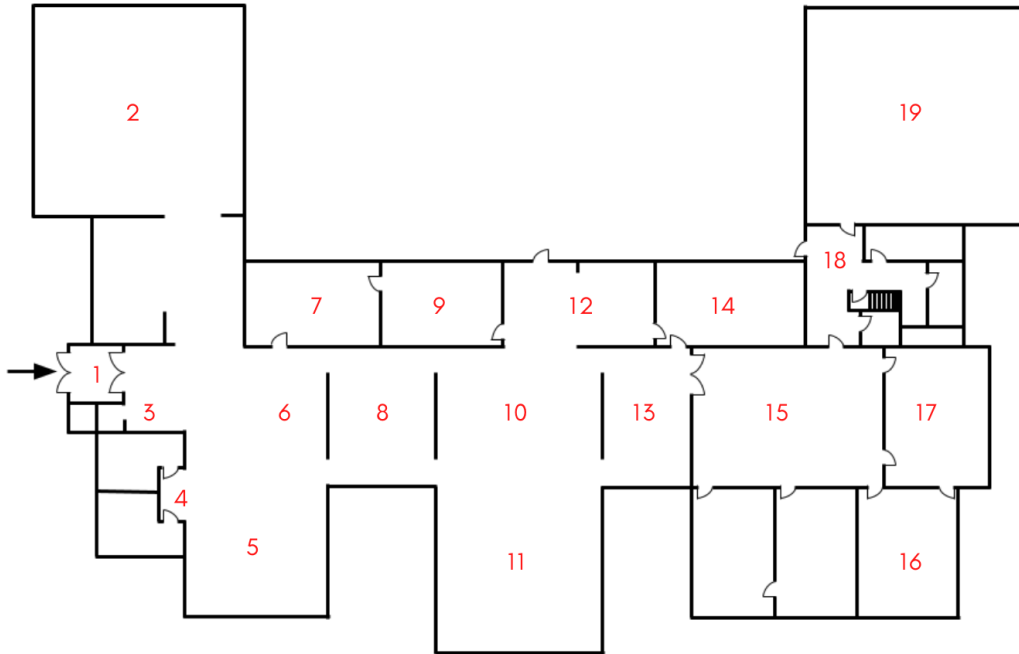
ARIS number of ILL items received from other libraries - 12,446

ARIS number of live programs - 111

ARIS total program attendance - 1,269



## APPENDIX FOUR: Library Floor Plan



- |  |   |
|--|---|
| 1. Entrance                                  | 11. Non-Fiction                           |
| 2. Children's Room                           | 12. Reference Desk                        |
| 3. Copy Machine                              | 13. Large-Print & Public<br>Computers     |
| 4. Restrooms                                 | 14. Teen Room                             |
| 5. Fiction                                   | 15. Community Room & Magazines            |
| 6. Circulation Desk                          | 16. Board Room                            |
| 7. Library Office                            | 17. Meeting Room                          |
| 8. Audiobooks, DVDs & Games                  | 18. Rear Lobby & Restrooms                |
| 9. Director's Office                         | 19. Friends of the Library<br>(Donations) |
| 10. Cookbooks, Graphic Novels<br>& Reference |   |

## APPENDIX FIVE: Library Building Renovation Photographs

Through the generosity of local donors, the Milne Library was able to renovate key activity areas between 2018 and 2022 making the Circulation Area, Community Room, Teen Room and Adult Services more welcoming and efficient.

Community Room Before and After:



Teen Room Before and After:



Reference Desk Before and After:

