Community Survey 2023

The Gates Public Library will be a dynamic gathering place of discovery at the heart of the community.
Goal of the survey:

To seek input from Gates residents in developing the library's strategic plan.

The strategic plan will look at the needs for services, programming and materials over the next three years. It is our hope that we will hear from as many residents as possible with thoughts on how to improve the library and services it offers to our community.

WE HAD 105 SUBMISSIONS, LET'S LOOK AT THE RESULTS!
Q1: HOW OFTEN DO YOU USE THE LIBRARY?

- Weekly: 48
- Monthly: 42
- Once a year or less: 9
- Daily: 6
Q2: THE GATES PUBLIC LIBRARY OFFERS THE FOLLOWING SERVICES AND RESOURCES.

Please select all those that you did NOT previously know about:

- Meeting Room & Study Room
- Story times for children
- Tween/Teen craft nights
- Borrowing materials (books, DVDs & audiobooks, etc.)
- Electronic resources (eBooks and Databases)
- Research
- Study tables
- Notary public services
- Internet & computer access
- Adult book discussions and art programs
- Staff assistance with computers and technology
- Parent education and support
- Non-Library giveaways/services
- Exam Proctoring
- Printing/copying, faxing and scanning
- Early childhood education programs and materials
- Friends book store and book
- Library as a meeting space/community connection site
Q3: WHAT NEEDS TO YOU ANTICIPATE THE LIBRARY FULFILLING IN THE NEXT 5 YEARS?

- Traditional physical collections (Books, AV)
- Children’s Programs
- Adult Programs (“Seniors” mentioned: 4)
- Computer and Technology Access
- Teen/Tween Programs
- E-Collections (Ebooks, e-audio & video)
- Meeting and Study Spaces
- Technology Help and Classes
- Access to Community Resources
- Research Access/Services (including Genealogy)
- Outreach to the Community
- Unique Collections
Q4: TO HELP THE LIBRARY CONTINUE ITS GOAL OF LIFELONG LEARNING, WHAT SERVICES WOULD YOU LIKE US TO PROVIDE, AND/OR WHAT FUNCTION(S) WOULD YOU LIKE US TO FULFILL?

- Place to borrow traditional materials (books, DVDs, music, etc.)
- Library as a meeting/study/gathering space
- Programs and classes for all ages, including lectures, crafts, book discussions, story times, computer instruction, and author events
- A place for research, including genealogy and local history
- Access to computers, technology and the Internet, and help using them
- Document services like printing/copying, faxing, scanning, and notary public
- Outreach services for Gates residents who cannot access the library building
- Other
Q5: IS OUR LOCATION AT 902 ELMGROVE ROAD CONVENIENT FOR YOU?

Yes: 103
No: 2
Q7: WHAT ADDITIONAL LIBRARY FACILITIES/SERVICES WOULD YOU LIKE TO SEE?

- Larger conference rooms: 40
- Additional study rooms: 20
- Outdoor green space: 40
- More space for traditional library materials: 20
- Additional display cases for local artists and collections: 20
- Makerspace: 10
- Other collections: 10
- Computer and technology resources: 10
- More programming: 10
- Other: 10

Facilities: 4
Collections: 4
Computers/Technology: 6
Adult Programs: 12

'Other' Responses by Broad Category
Q8: IF YOU HAD ONE WISH FOR GPL OVER THE NEXT 5 YEARS, WHAT WOULD IT BE?

- Continue doing what you’re doing
- Stay relevant/vital to the community
- More Children’s programs
- More E-collections
- Open earlier/stay open later/Sunday hours
- More books and other materials to borrow
- Updated computers and tech
- Literacy promotion and services for kids
- Quiet space and Study Rooms
- More staff/keep great staff
- Coffee Shop
- Retain/expand DVDs
- Add Makerspace
- More space
- More adult programs, including crafts
- Keep library a safe space for the entire community
What's next?

Information from the opportunities will form the basis for the strategic plan. The results of the Community Survey will be readily available on our website. Thank you for taking some time to help improve your library and it’s service to the Gates community!