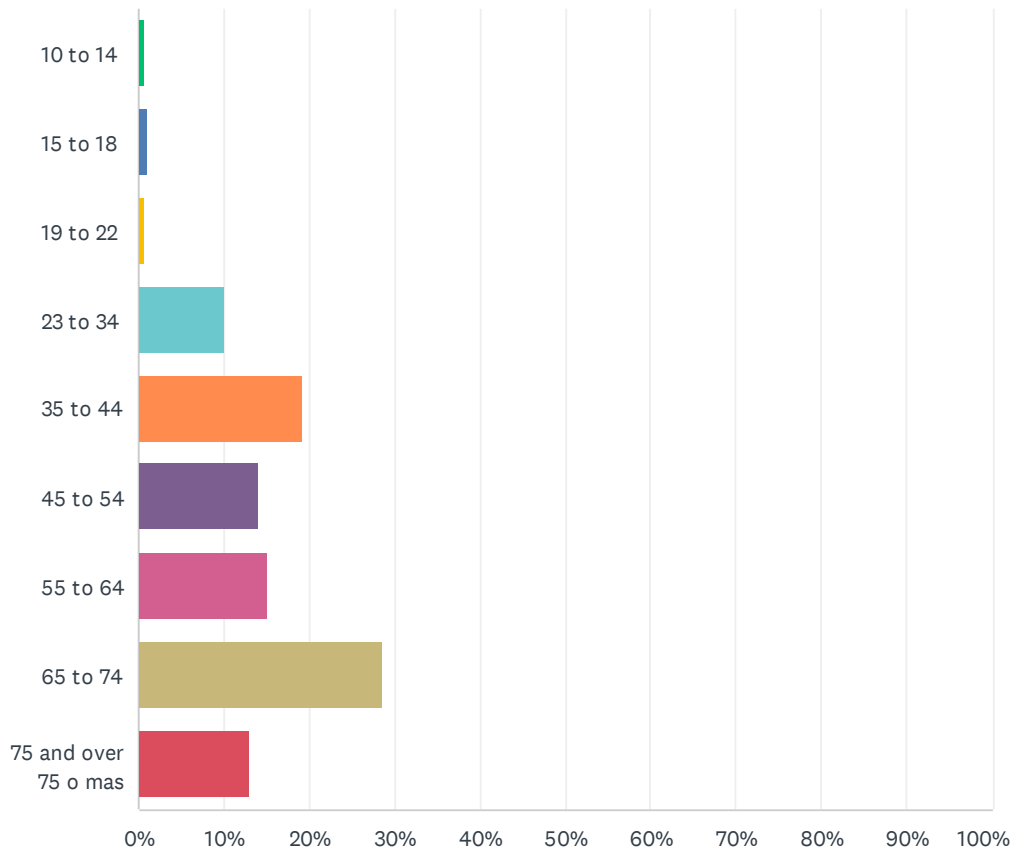


Q1 What is your Zip Code? Cual es su codigo postal?

Answered: 184 Skipped: 1

Q2 What is your age group? En que grupo de edad se encuentra?

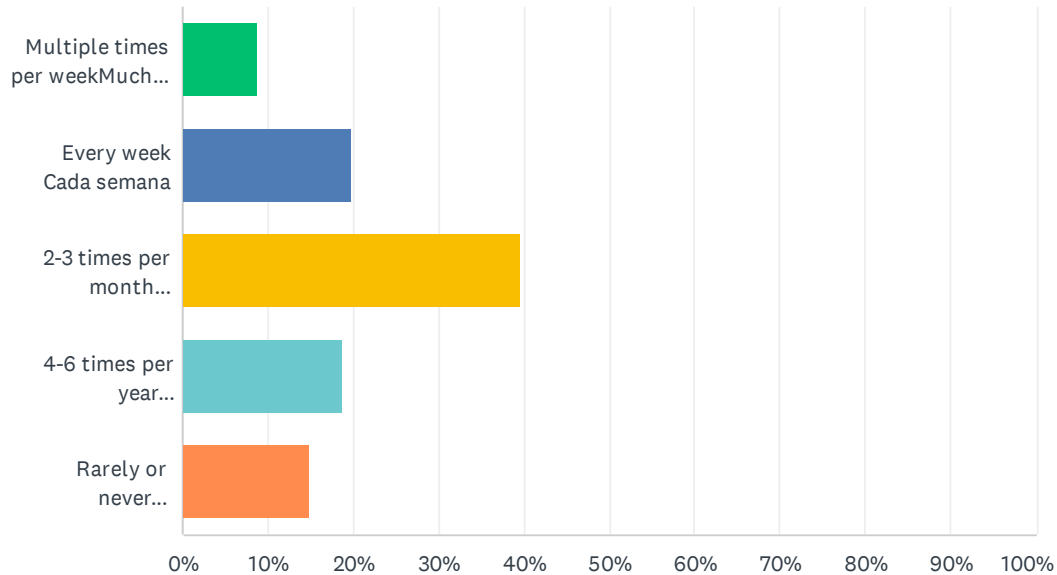
Answered: 178 Skipped: 7



ANSWER CHOICES	RESPONSES	
10 to 14	0.56%	1
15 to 18	1.12%	2
19 to 22	0.56%	1
23 to 34	10.11%	18
35 to 44	19.10%	34
45 to 54	14.04%	25
55 to 64	15.17%	27
65 to 74	28.65%	51
75 and over 75 o mas	12.92%	23
Total Respondents: 178		

Q3 How often do you visit Montague's public libraries? Con que frecuencia visita las Bibliotecas Publicas de Montague?

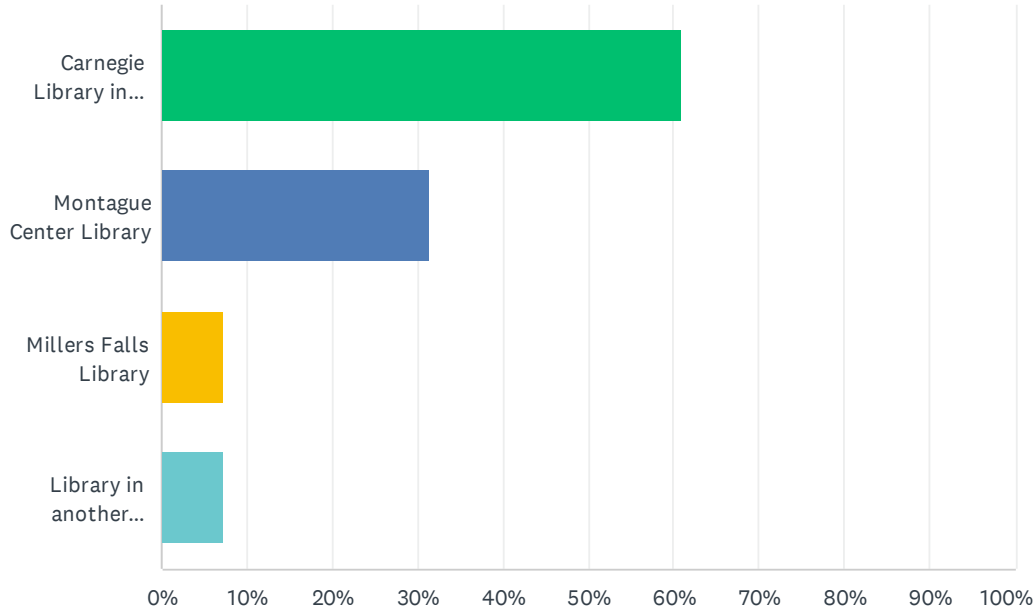
Answered: 182 Skipped: 3



ANSWER CHOICES		RESPONSES	
Multiple times per week	Muchas veces a la semana	8.79%	16
Every week	Cada semana	19.78%	36
2-3 times per month	2-3 veces por mes	39.56%	72
4-6 times per year	4-6 veces al ano	18.68%	34
Rarely or never	Casi nunca o nunca	14.84%	27
Total Respondents: 182			

Q4 Which library do you use most often? Que Biblioteca usa mas frecuentemente?

Answered: 179 Skipped: 6



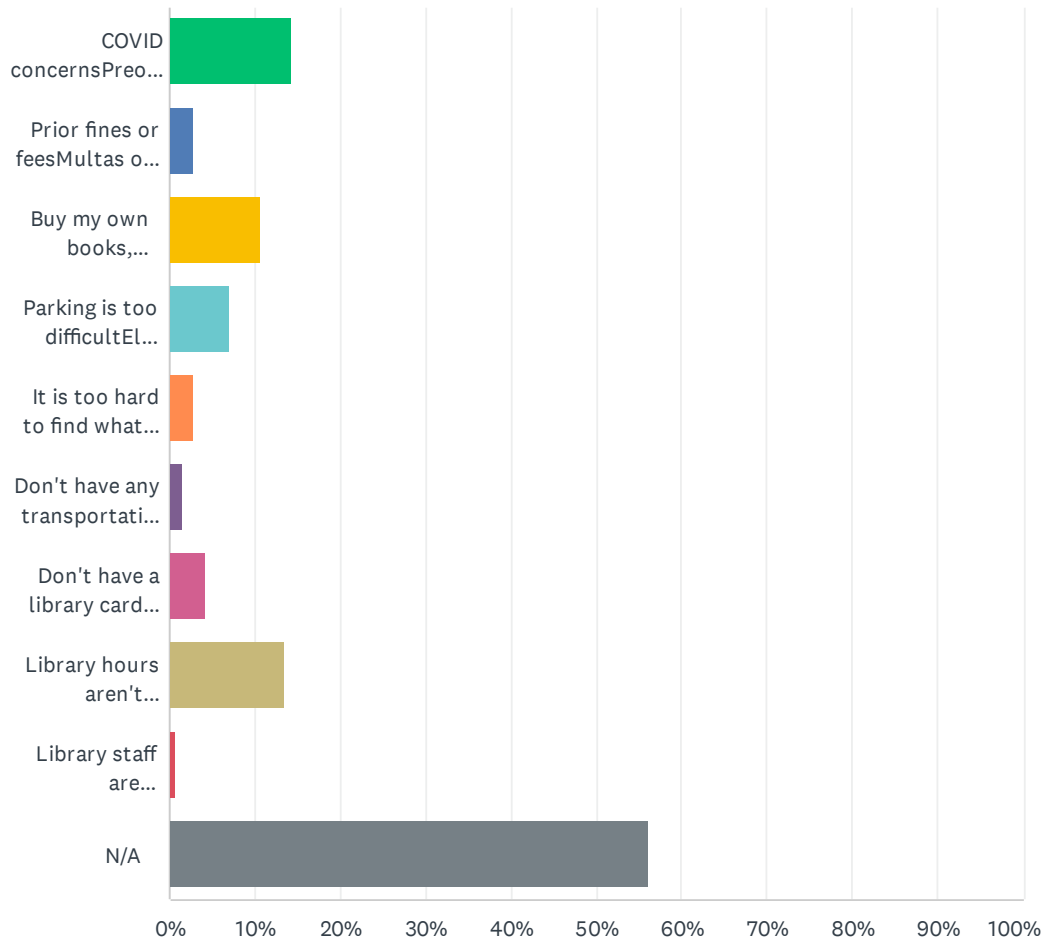
ANSWER CHOICES	RESPONSES	
Carnegie Library in Turners Falls	60.89%	109
Montague Center Library	31.28%	56
Millers Falls Library	7.26%	13
Library in another townBiblioteca en otro pueblo	7.26%	13
Total Respondents: 179		

Q5 If you most often use a library in a different town, what town? If this doesn't apply to you, please enter "n/a" Si usa mas frecuentemente una Biblioteca en diferente pueblo, en que pueblo?

Answered: 134 Skipped: 51

Q6 If you do not use the Montague Public Libraries regularly, why not? Check all that apply: Si no usa regularmente las Bibliotecas Publicas de Montague, porque no? Marque todo lo que corresponda:

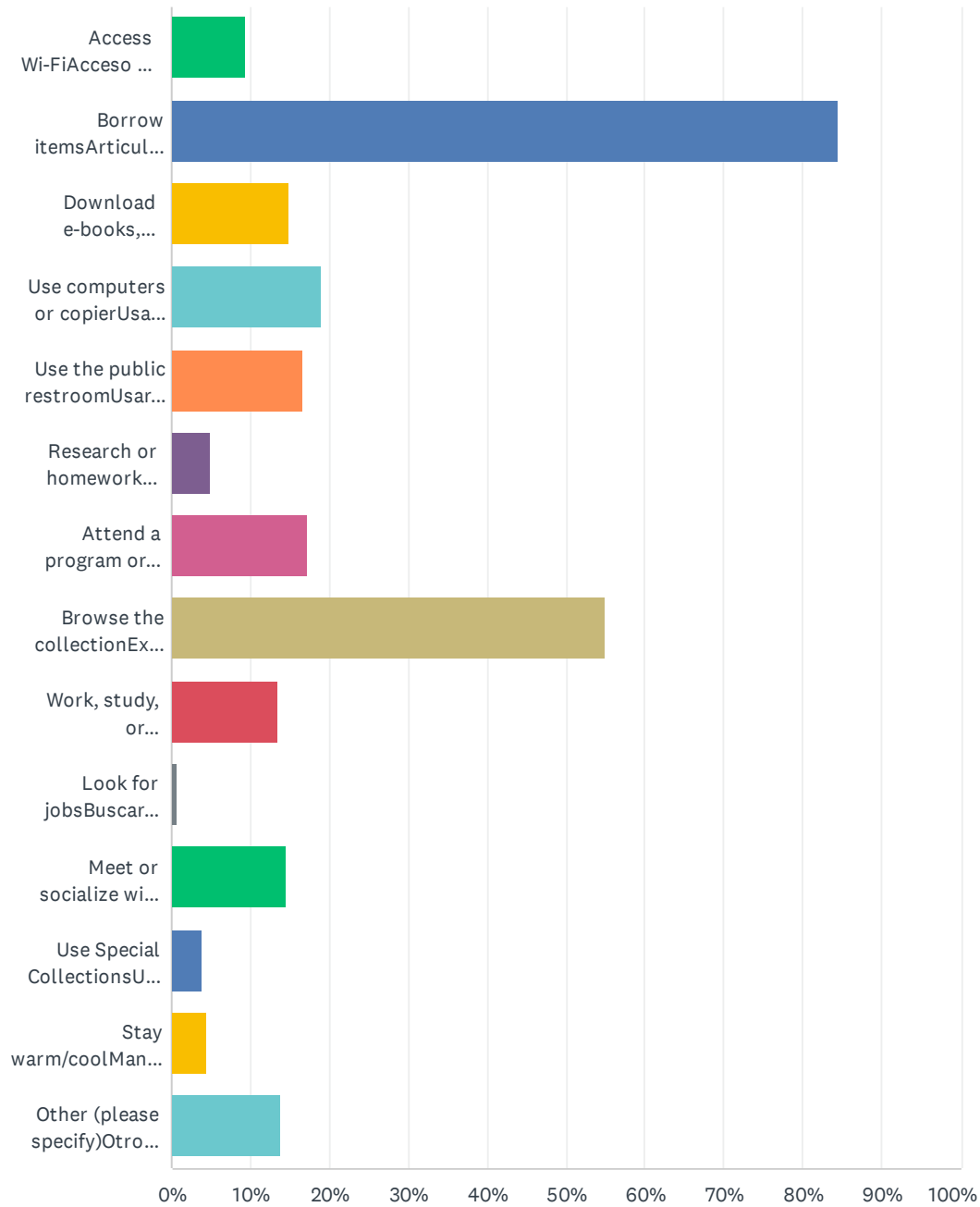
Answered: 141 Skipped: 44



ANSWER CHOICES	RESPONSES	
COVID concernsPreocupacion por el COVID	14.18%	20
Prior fines or feesMultas o cargos previos	2.84%	4
Buy my own books, magazines, or DVDsCompro mis libros, revistas o DVD	10.64%	15
Parking is too difficultEl estacionamiento es dificultoso	7.09%	10
It is too hard to find what I am looking forEs dificil encontrar lo que busco	2.84%	4
Don't have any transportationNo tengo transportacion	1.42%	2
Don't have a library cardNo tengo carnet de Biblioteca	4.26%	6
Library hours aren't convenientEl horario de la Biblioteca no es conveniente	13.48%	19
Library staff are unwelcomingEl personal de la Biblioteca es poco acogedor	0.71%	1
N/A	56.03%	79
Total Respondents: 141		

Q7 If you visited the Montague Public Libraries in the last year, how did you use the library? Check all that apply: Si en el ultimo ano visito las Bibliotecas Publicas de Montague para que fue tu visita? Marque todo lo que corresponda.

Answered: 180 Skipped: 5



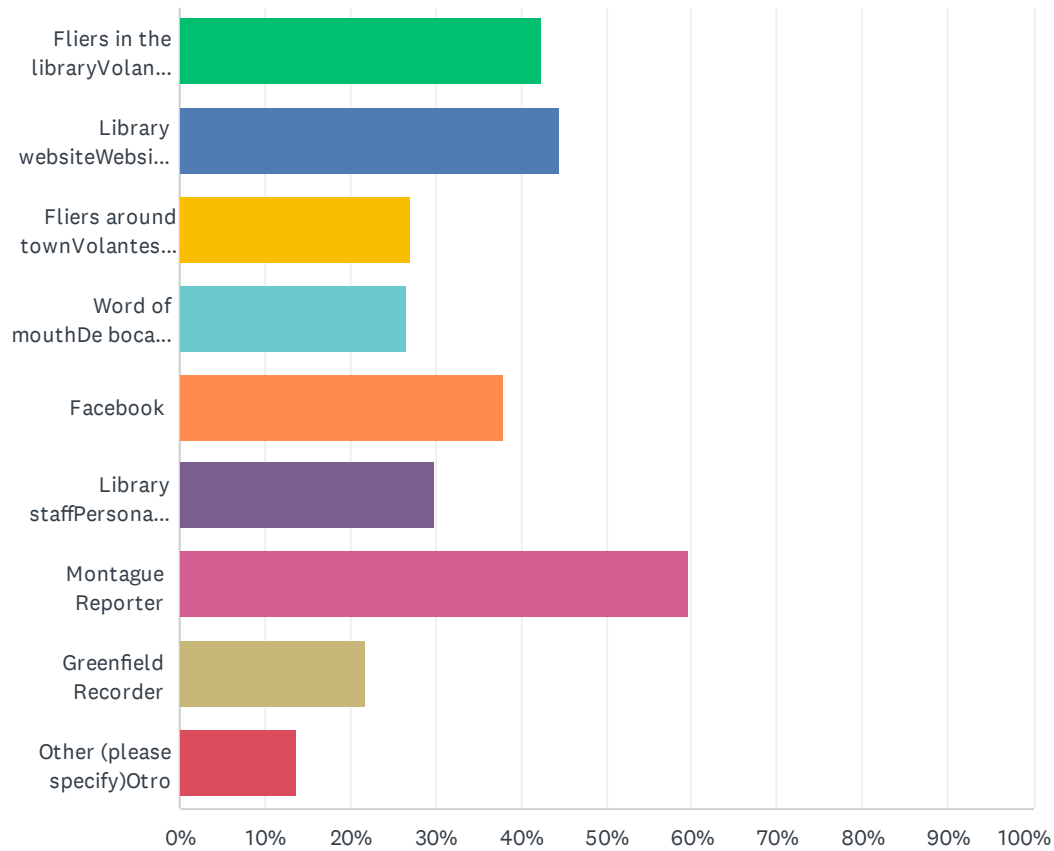
ANSWER CHOICES	RESPONSES
Access Wi-FiAcceso a Wi-Fi	9.44% 17
Borrow itemsArticulos prestados	84.44% 152
Download e-books, audiobooks, or stream mediaDescargar un libro electronico, un audiolibro o transmision de medios	15.00% 27
Use computers or copierUsar la computadora o la fotocopiadora	18.89% 34
Use the public restroomUsar los banos publicos	16.67% 30
Research or homework helpInvestigacion o ayuda con la tarea	5.00% 9
Attend a program or exhibitAsistir a un programa o una exhibicion	17.22% 31
Browse the collectionExplorar la coleccion	55.00% 99
Work, study, or readTrabajar, estudiar o leer	13.33% 24
Look for jobsBuscar trabajo	0.56% 1
Meet or socialize with othersConocer o socializar con otros	14.44% 26
Use Special CollectionsUtilizar coleccion especial	3.89% 7
Stay warm/coolMantenerme caliente o fresco	4.44% 8
Other (please specify)Otro (por favor especificar)	13.89% 25
Total Respondents: 180	

Q8 Are there parts of the library's collection that you would like to see expanded? New collection suggestions? Hay alguna parte de las colecciones de la Biblioteca que te gustaria ver expandirse? Sugiere alguna nueva coleccion

Answered: 126 Skipped: 59

Q9 How do you prefer to learn about library services/programs? Check all that apply: Como prefieres aprender sobre los servicios y programas de la Biblioteca? Marque todo lo que corresponda

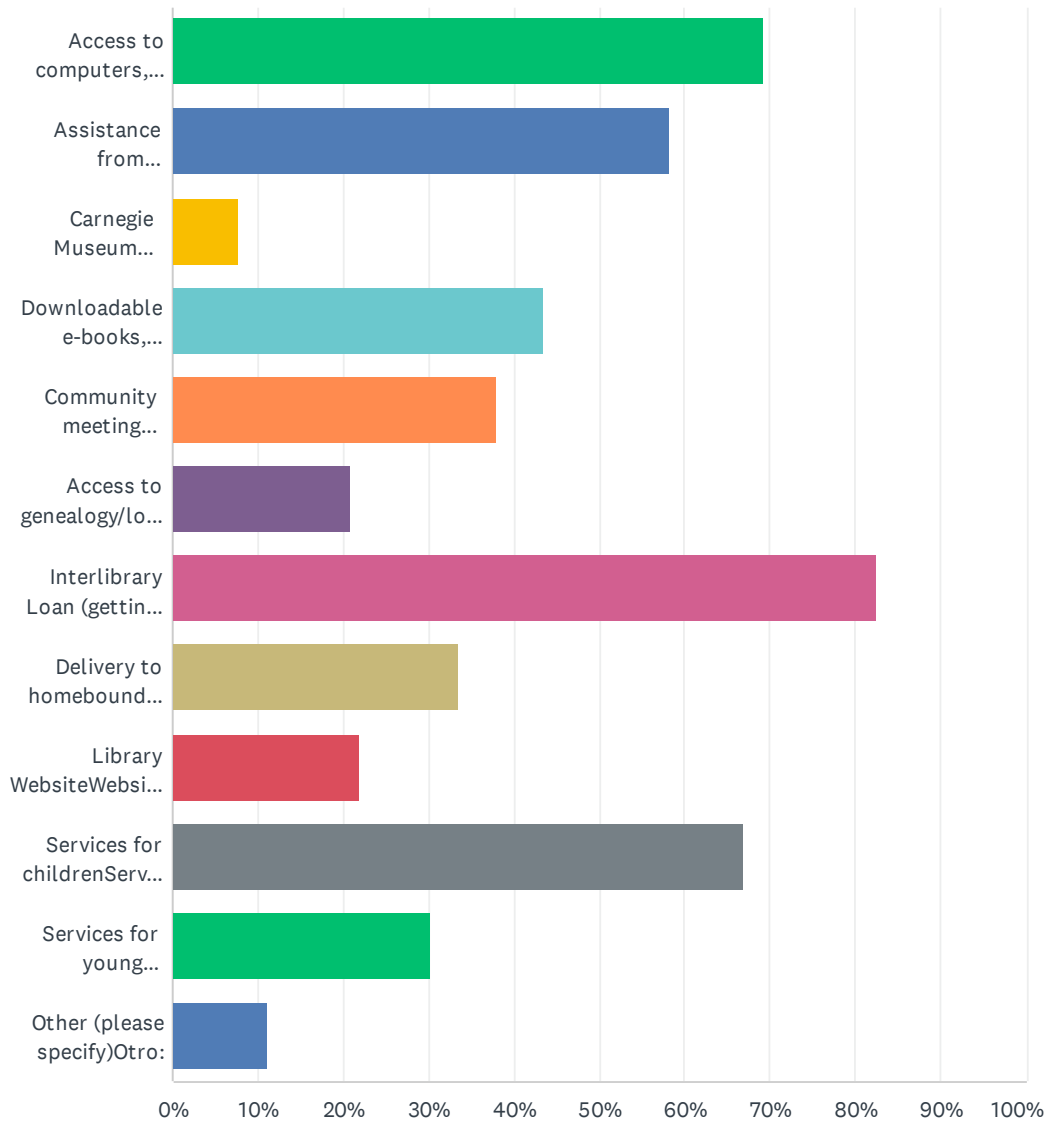
Answered: 184 Skipped: 1



ANSWER CHOICES	RESPONSES	
Fliers in the library	42.39%	78
Library website	44.57%	82
Fliers around town	27.17%	50
Word of mouth	26.63%	49
Facebook	38.04%	70
Library staff	29.89%	55
Montague Reporter	59.78%	110
Greenfield Recorder	21.74%	40
Other (please specify)	13.59%	25
Total Respondents: 184		

Q10 Please select up to 5 services you think are most important for the library to offer: Por favor, seleccione los 5 servicios mas importantes que la Biblioteca deberia ofrecer

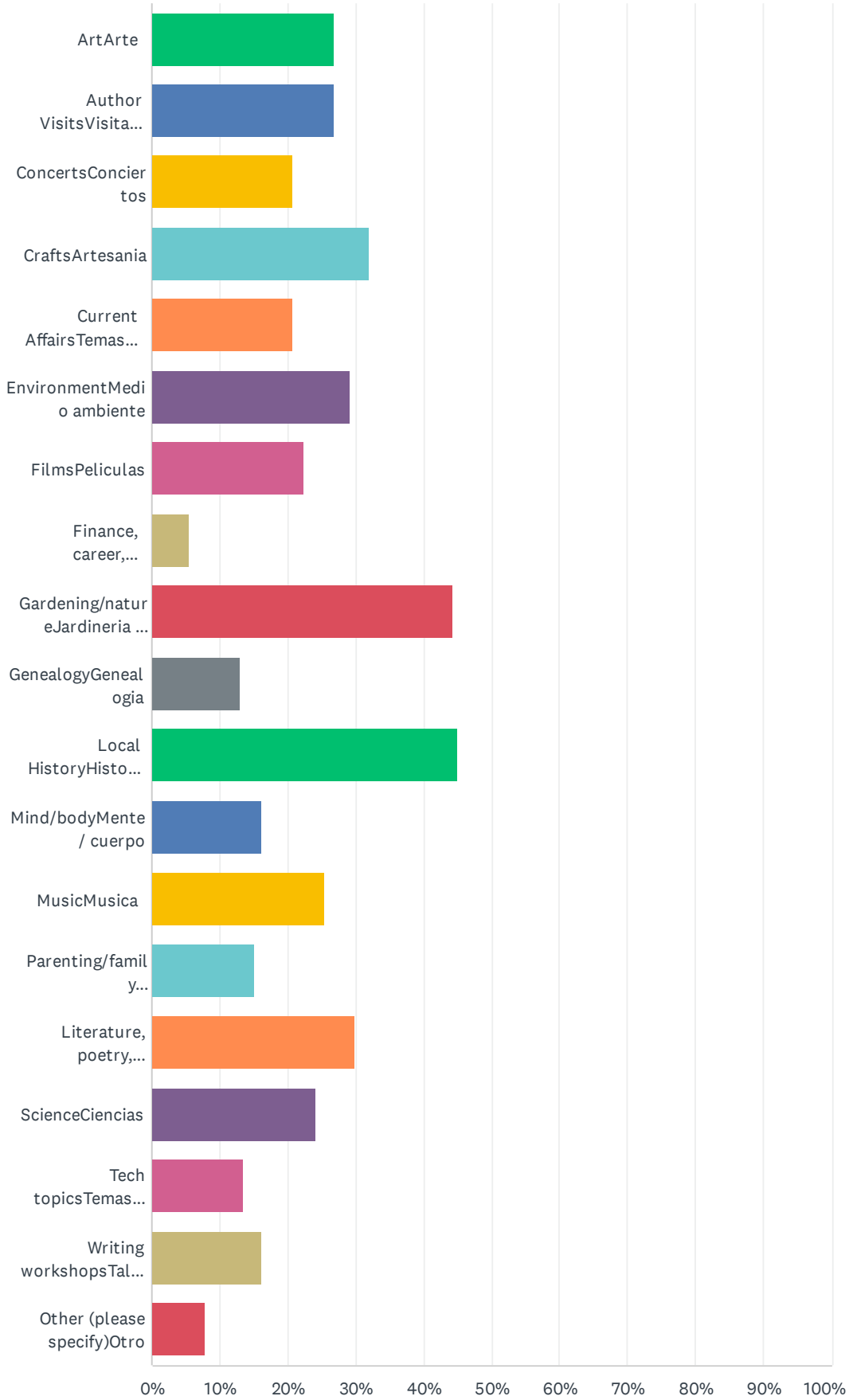
Answered: 182 Skipped: 3



ANSWER CHOICES	RESPONSES
Access to computers, Wi-Fi, and copyingAcceso a computadora, WI-Fi y fotocopidora	69.23% 126
Assistance from librariansAsistencia de los bibliotecarios	58.24% 106
Carnegie Museum CollectionColeccion del Museo Carnegie	7.69% 14
Downloadable e-books, audiobooks and streaming mediaLibros electronicos y audiolibros descargables, transmision de medios	43.41% 79
Community meeting spaceEspacio de encuentro comunitario	37.91% 69
Access to genealogy/local history collectionsAcceso a genealogia / coleccion de historia local	20.88% 38
Interlibrary Loan (getting materials from other libraries)Prestamos interbibliotecarios (materiales prestados de otras bibliotecas)	82.42% 150
Delivery to homebound personsEntrega a domicilio	33.52% 61
Library WebsiteWebsite de la Biblioteca	21.98% 40
Services for childrenServicios para ninos	67.03% 122
Services for young adultsServices para jovenes adultos	30.22% 55
Other (please specify)Otro:	10.99% 20
Total Respondents: 182	

**Q11 Please select up to 5 program topics that interest you most:Por favor
seleccione hasta 5 temas de programas que mas le interesan:**

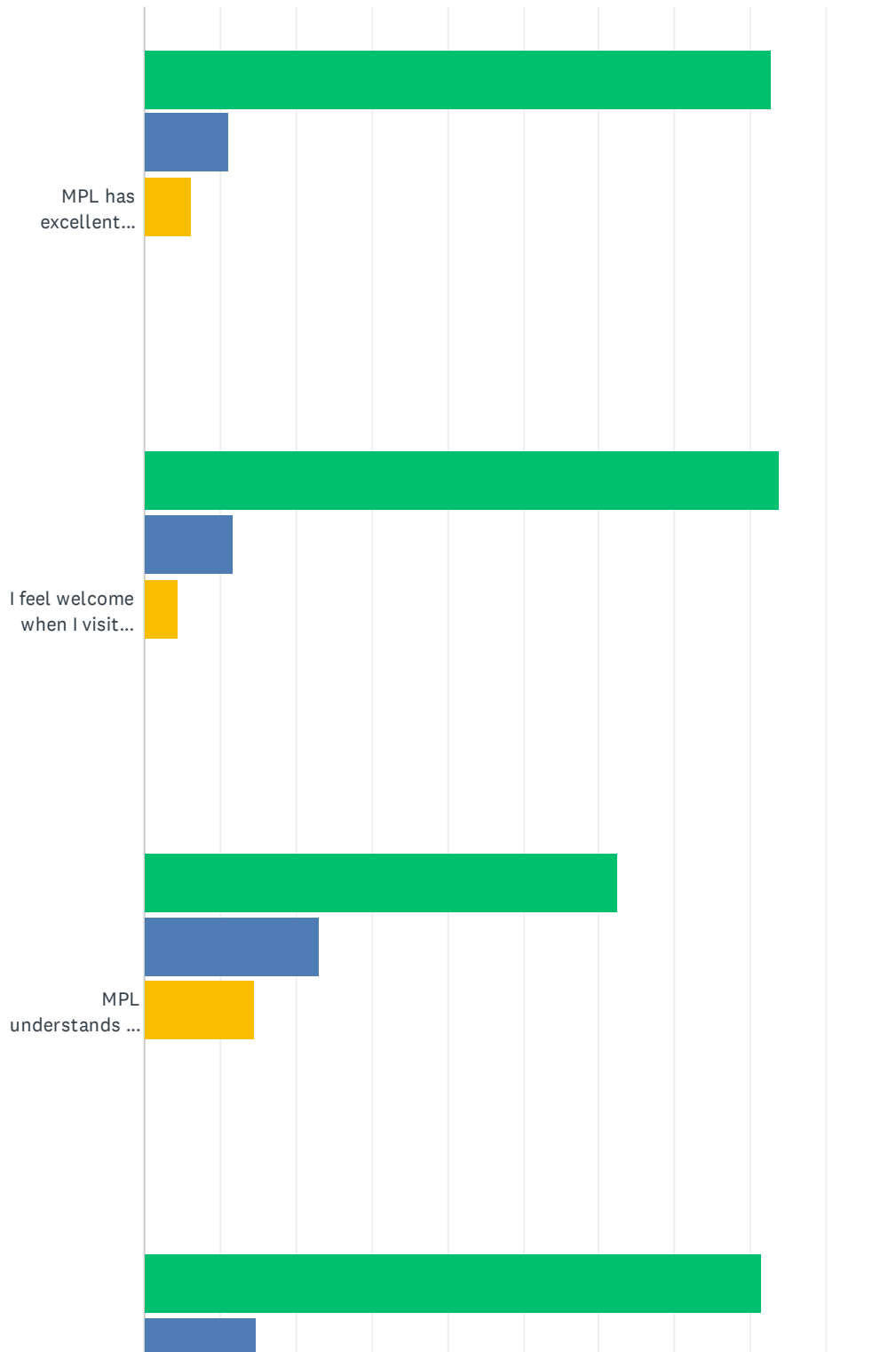
Answered: 178 Skipped: 7

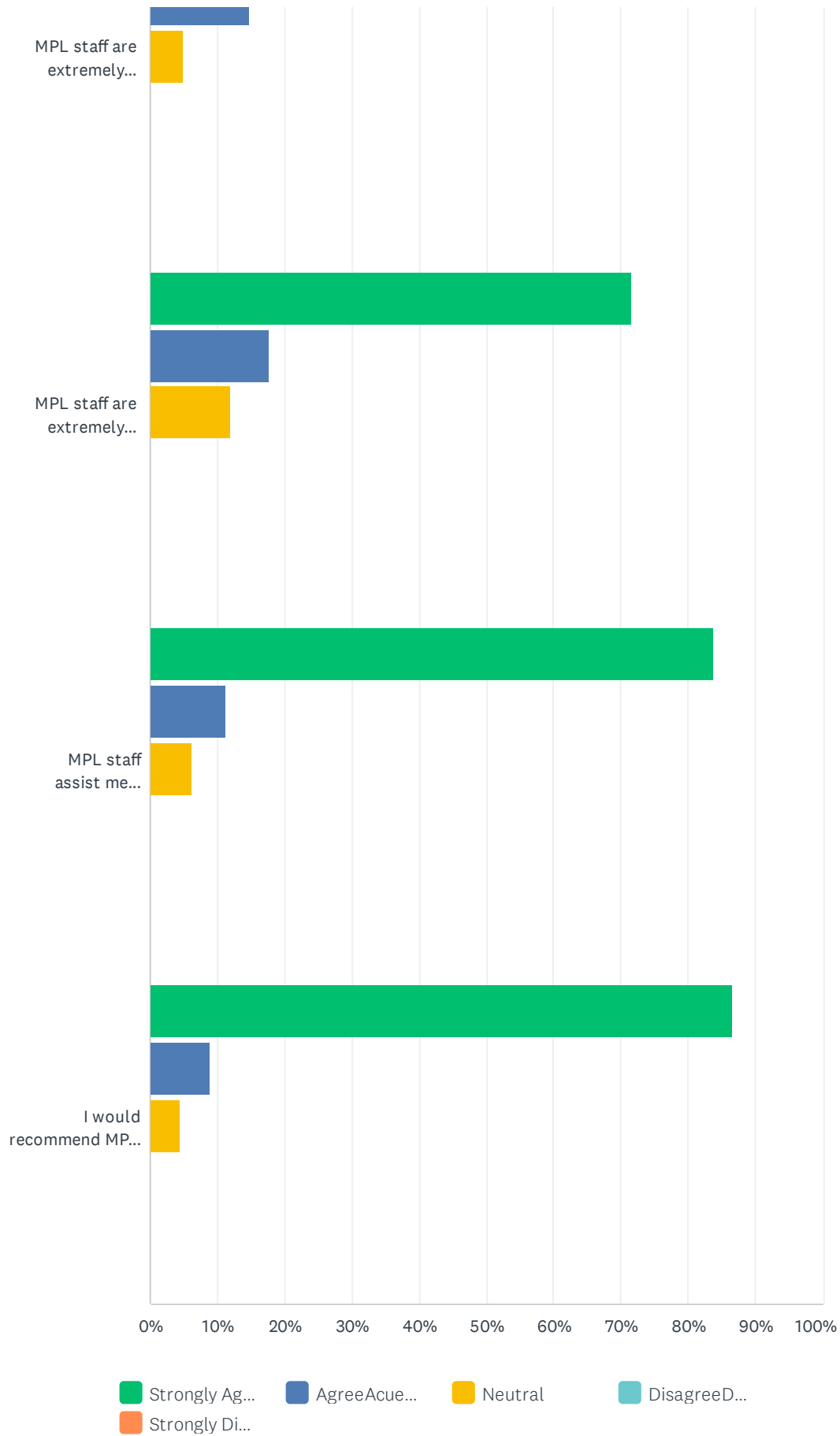


ANSWER CHOICES	RESPONSES	
ArtArte	26.97%	48
Author VisitsVisitas de autores	26.97%	48
ConcertsConciertos	20.79%	37
CraftsArtesania	32.02%	57
Current AffairsTemas de actualidad	20.79%	37
EnvironmentMedio ambiente	29.21%	52
FilmsPeliculas	22.47%	40
Finance, career, businessFinanzas, carreras, negocios	5.62%	10
Gardening/natureJardineria y naturaleza	44.38%	79
GenealogyGenealogia	12.92%	23
Local HistoryHistoria local	44.94%	80
Mind/bodyMente / cuerpo	16.29%	29
MusicMusica	25.28%	45
Parenting/family lifePaternidad /vida familiar	15.17%	27
Literature, poetry, philosophyLiteratura, poesia, filosofia	29.78%	53
ScienceCiencias	24.16%	43
Tech topicsTemas tecnologicos	13.48%	24
Writing workshopsTaller de escritura	16.29%	29
Other (please specify)Otro	7.87%	14
Total Respondents: 178		

Q12 How would you rate your customer satisfaction with the Montague Public Libraries (MPL)? Please tell us about your experiences: Como calificaria su satisfaccion al cliente con las Bibliotecas Publicas de Montague (MPL)? Por favor hablenos de su experiencia.

Answered: 181 Skipped: 4

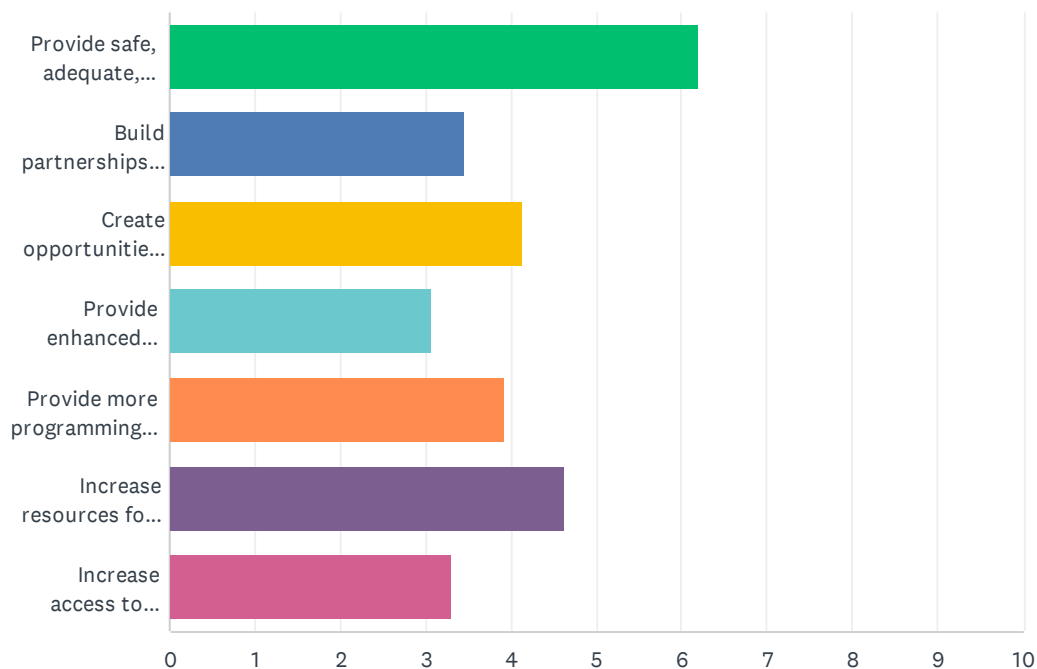




	STRONGLY AGREETOTALMENTE DE ACUERDO	AGREEACUERDO	NEUTRAL	DISAGREEDESACUERDO	STRONGLY DISAGREETOTALMEN EN DESACUERDO
MPL has excellent customer service.MPL tiene excelente servicio al cliente.	82.68% 148	11.17% 20	6.15% 11	0.00% 0	0.0
I feel welcome when I visit Montague's libraries.Me siento bienvenido/a cuando visito las Bibliotecas de Montague.	83.89% 151	11.67% 21	4.44% 8	0.00% 0	0.0
MPL understands my needs.En MPL entienden mis necesidades.	62.43% 108	23.12% 40	14.45% 25	0.00% 0	0.0
MPL staff are extremely helpful.El personal de MPL es extremadamente servicial.	81.48% 66	14.81% 12	4.94% 4	0.00% 0	0.0
MPL staff are extremely knowledgeable.El personal de MPL es extremadamente experto.	71.59% 126	17.61% 31	11.93% 21	0.00% 0	0.0
MPL staff assist me quickly and efficiently.El personal de MPL me asiste con rapidez y eficacia.	83.71% 149	11.24% 20	6.18% 11	0.00% 0	0.0
I would recommend MPL to a friend.Voy a recomendar MPL a mis amigos.	86.67% 156	8.89% 16	4.44% 8	0.00% 0	0.0

Q13 Which initiatives do you think the library should focus on over the next five years? Please rank the following priorities in order of importance, with 1 being the most important and 7 being least important. En que iniciativas cree usted, que la Biblioteca deberia enfocarse en los proximos 5 anos? Por favor clasifique las siguientes prioridades segun el orden de importancia, siendo 1 la mas importante y 7 la menos importante.

Answered: 167 Skipped: 18



	1	2	3	4	5	6	7	TOTAL	SCORE
Provide safe, adequate, accessible, inviting library facilities that meet the needs of the community Proveer facilidades seguras, adecuadas, accesibles y atractivas dentro de la Biblioteca para satisfacer las necesidades de la comunidad	70.00% 112	9.38% 15	7.50% 12	5.00% 8	3.13% 5	2.50% 4	2.50% 4	160	6.21
Build partnerships and collaborations with the town, local businesses, and non-profits Construir alianzas y colaboracion con el pueblo, con los negocios locales y con las agencias sin fines de lucro	3.42% 5	14.38% 21	13.01% 19	15.07% 22	23.29% 34	8.22% 12	22.60% 33	146	3.45
Create opportunities for people to become involved in the community and with the library Crear oportunidades para que la gente comience a involucrarse en la comunidad y con la Biblioteca	6.12% 9	21.77% 32	16.33% 24	19.73% 29	13.61% 20	17.01% 25	5.44% 8	147	4.14
Provide enhanced research services and access to local history and museum collections Proporcionar mejores servicios de investigacion y acceso a la historia local y colecciones de museos	5.52% 8	6.90% 10	8.28% 12	16.55% 24	16.55% 24	22.76% 33	23.45% 34	145	3.06
Provide more programming opportunities in the libraries and out in the community Proporcionar mayores oportunidades de programacion en las Bibliotecas y en la Comunidad	8.33% 12	13.19% 19	20.83% 30	14.58% 21	15.28% 22	19.44% 28	8.33% 12	144	3.93
Increase resources for children and families Incrementar los recursos para los ninos y las familias	8.61% 13	27.15% 41	24.50% 37	15.23% 23	11.92% 18	6.62% 10	5.96% 9	151	4.62
Increase access to e-resources, including databases, e-books, and e-audiobooks Incrementar el acceso a recursos electronicos, incluidas bases de datos, acceso a libros electronicos y audiolibros electrónicos	5.37% 8	13.42% 20	14.09% 21	10.74% 16	11.41% 17	18.79% 28	26.17% 39	149	3.30

Q14 What is a problem you wish the library could solve? Cual es el problema que desearia que la Biblioteca pudiera resolver?

Answered: 140 Skipped: 45

Q15 Other thoughts or stories you would like to share?Otros pensamientos o historias que le gustaria compartir?

Answered: 131 Skipped: 54