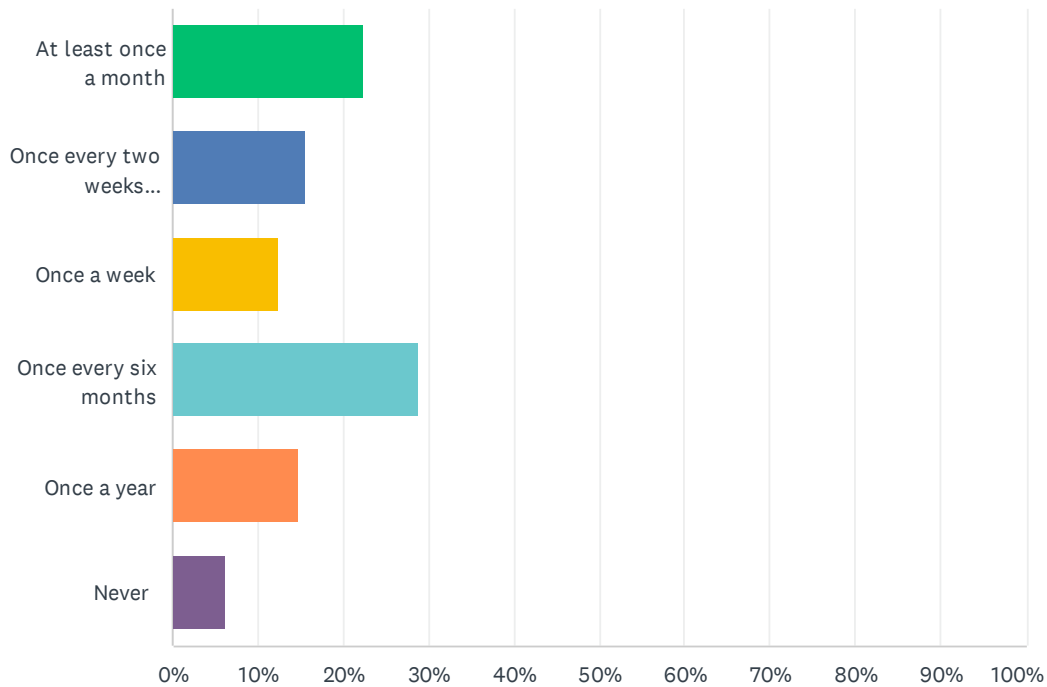


## Q1 How often do you visit BSPL?

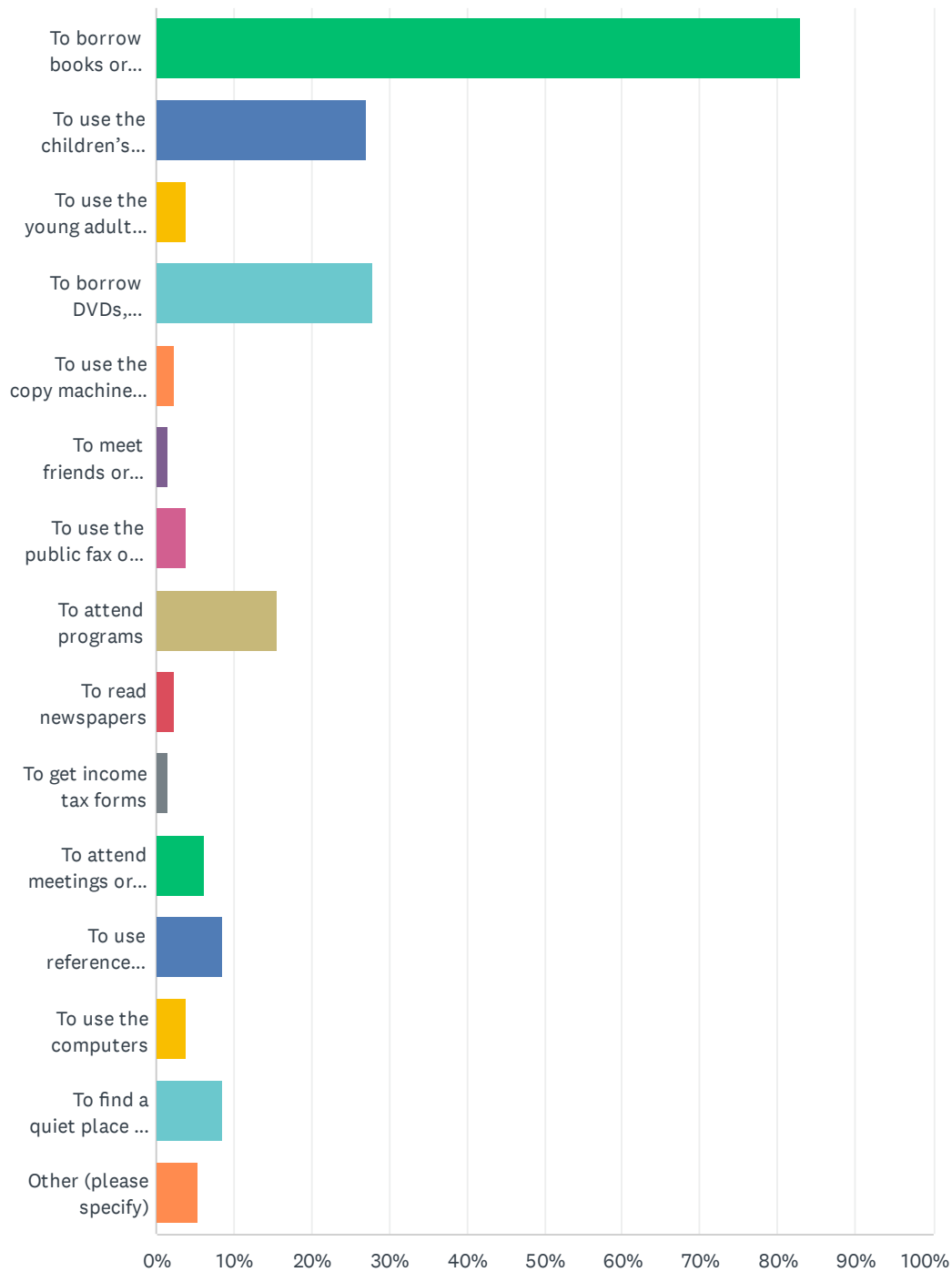
Answered: 129 Skipped: 0



ANSWER CHOICES	RESPONSES
At least once a month	22.48% 29
Once every two weeks	15.50% 20
Once a week	12.40% 16
Once every six months	28.68% 37
Once a year	14.73% 19
Never	6.20% 8
<b>TOTAL</b>	<b>129</b>

## Q2 What is your main reason(s) for using the library (check all that apply)?

Answered: 129 Skipped: 0



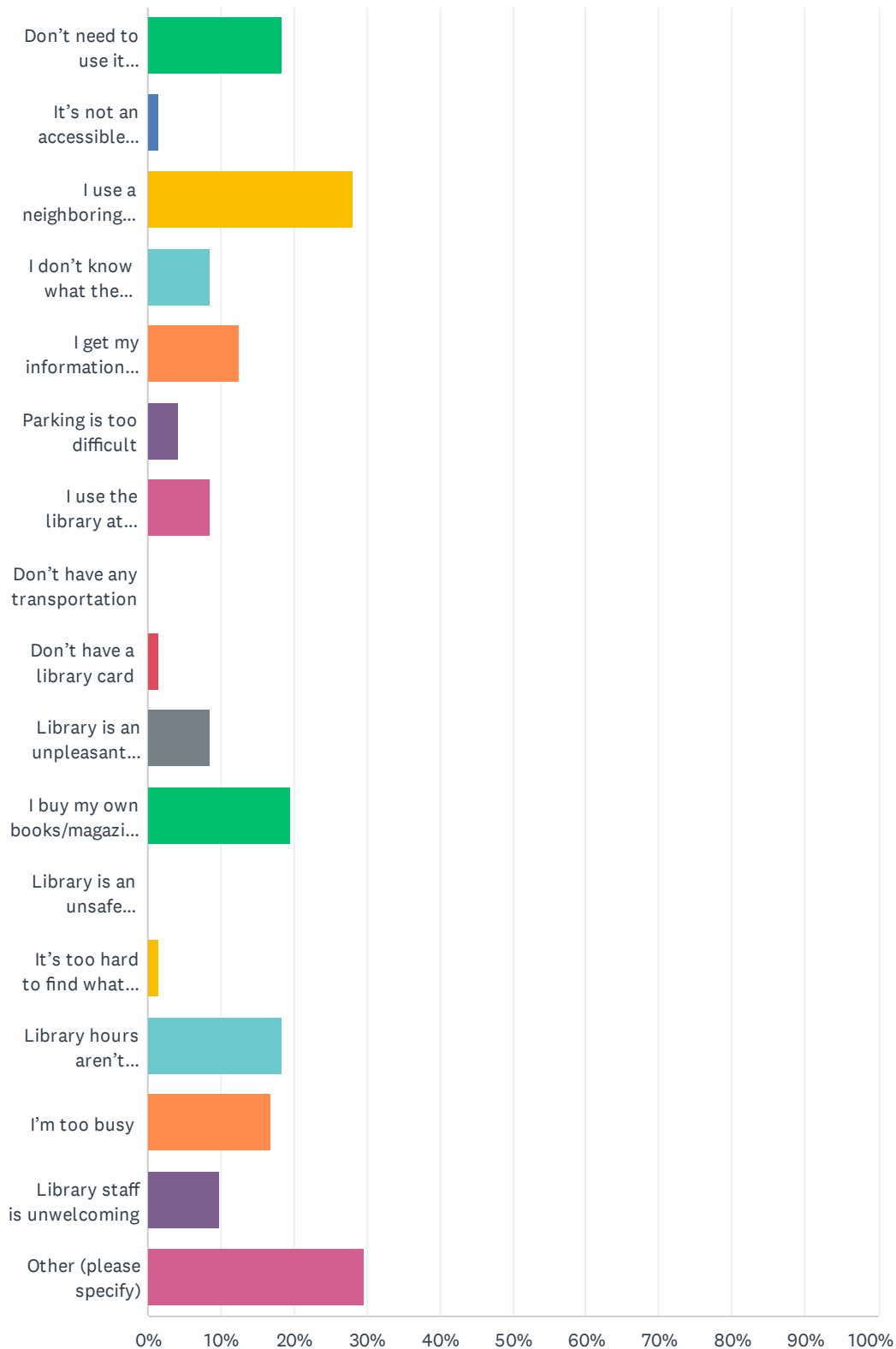
## Ballston Spa Public Library Community Survey

ANSWER CHOICES	RESPONSES	
To borrow books or magazines	82.95%	107
To use the children's area	27.13%	35
To use the young adult area	3.88%	5
To borrow DVDs, audiobooks, cds	27.91%	36
To use the copy machine	2.33%	3
To meet friends or business associates	1.55%	2
To use the public fax or copy machine	3.88%	5
To attend programs	15.50%	20
To read newspapers	2.33%	3
To get income tax forms	1.55%	2
To attend meetings or programs	6.20%	8
To use reference materials or do research	8.53%	11
To use the computers	3.88%	5
To find a quiet place to work or use meeting room	8.53%	11
Other (please specify)	5.43%	7
Total Respondents: 129		

#	OTHER (PLEASE SPECIFY)	DATE
1	To pick up the weekly children's craft.	6/25/2021 12:07 PM
2	To buy used books	6/11/2021 6:45 AM
3	Before COVID I was there weekly for the children's program	6/10/2021 6:48 PM
4	Update card if needed	6/3/2021 5:24 AM
5	Books on line	6/2/2021 10:33 PM
6	Resources for clients	6/2/2021 7:53 PM
7	Use Saratoga online ebooks & audiobooks	6/2/2021 8:16 AM

### Q3 If you don't use the library regularly, why not (check all that apply)?

Answered: 71 Skipped: 58



## Ballston Spa Public Library Community Survey

ANSWER CHOICES	RESPONSES	
Don't need to use it	18.31%	13
It's not an accessible facility for my needs	1.41%	1
I use a neighboring public library	28.17%	20
I don't know what the library offers	8.45%	6
I get my information from the Internet	12.68%	9
Parking is too difficult	4.23%	3
I use the library at school/college	8.45%	6
Don't have any transportation	0.00%	0
Don't have a library card	1.41%	1
Library is an unpleasant environment	8.45%	6
I buy my own books/magazines/DVDs	19.72%	14
Library is an unsafe environment	0.00%	0
It's too hard to find what I'm looking for	1.41%	1
Library hours aren't convenient	18.31%	13
I'm too busy	16.90%	12
Library staff is unwelcoming	9.86%	7
Other (please specify)	29.58%	21
Total Respondents: 71		

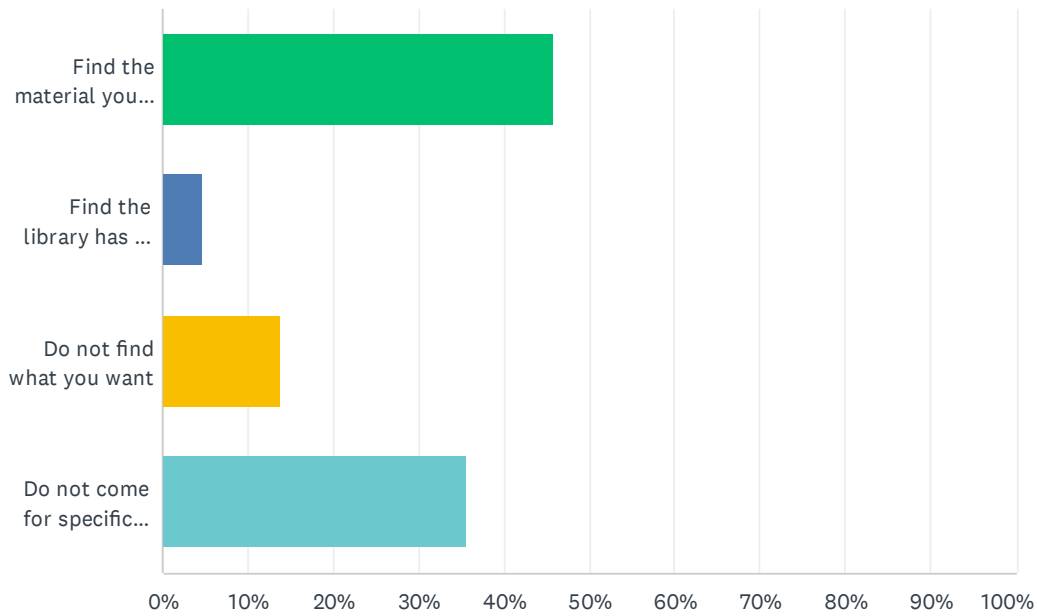
#	OTHER (PLEASE SPECIFY)	DATE
1	I use it regularly	7/14/2021 8:47 PM
2	COVID stopped use of meeting space	6/18/2021 2:06 PM
3	I owe fines	6/16/2021 7:40 PM
4	collections are pretty limited. Children's books in particular - I'd love a library to include both the memorably "greats/classics" of kid lit as well as newer children's books that portray a more varied world	6/15/2021 5:01 PM
5	going to the library is not a habit I developed and it's collections are limited.	6/14/2021 11:19 AM
6	This particular library, never seems to have what I'm looking for. I also wish the space was more inviting.	6/12/2021 7:04 AM
7	It's not quiet enough.	6/11/2021 12:31 PM
8	I borrow electronic books	6/11/2021 8:45 AM
9	I use the Libby app and read electronic books mostly	6/11/2021 5:31 AM
10	Didn't know it was open to public	6/10/2021 6:53 PM
11	They aren't having classes	6/10/2021 6:48 PM
12	Covid concerns	6/10/2021 6:41 PM
13	Library has a small selection	6/10/2021 8:58 AM

## Ballston Spa Public Library Community Survey

14	I use the library by downloading ebooks	6/9/2021 8:13 PM
15	Book collection is small and I use other libraries in SALA to get certain books.	6/8/2021 4:19 PM
16	I use it regularly	6/3/2021 7:18 PM
17	I use it regularly	6/3/2021 6:43 PM
18	With Covid we haven't visited in over a year, but would like to at least monthly soon	6/3/2021 2:31 PM
19	Ebooks	6/3/2021 5:24 AM
20	It's hard to find a quiet area.	6/2/2021 9:23 PM
21	Can get what I need borrowing online	6/2/2021 8:16 AM

## Q4 On your visits to the library do you often:

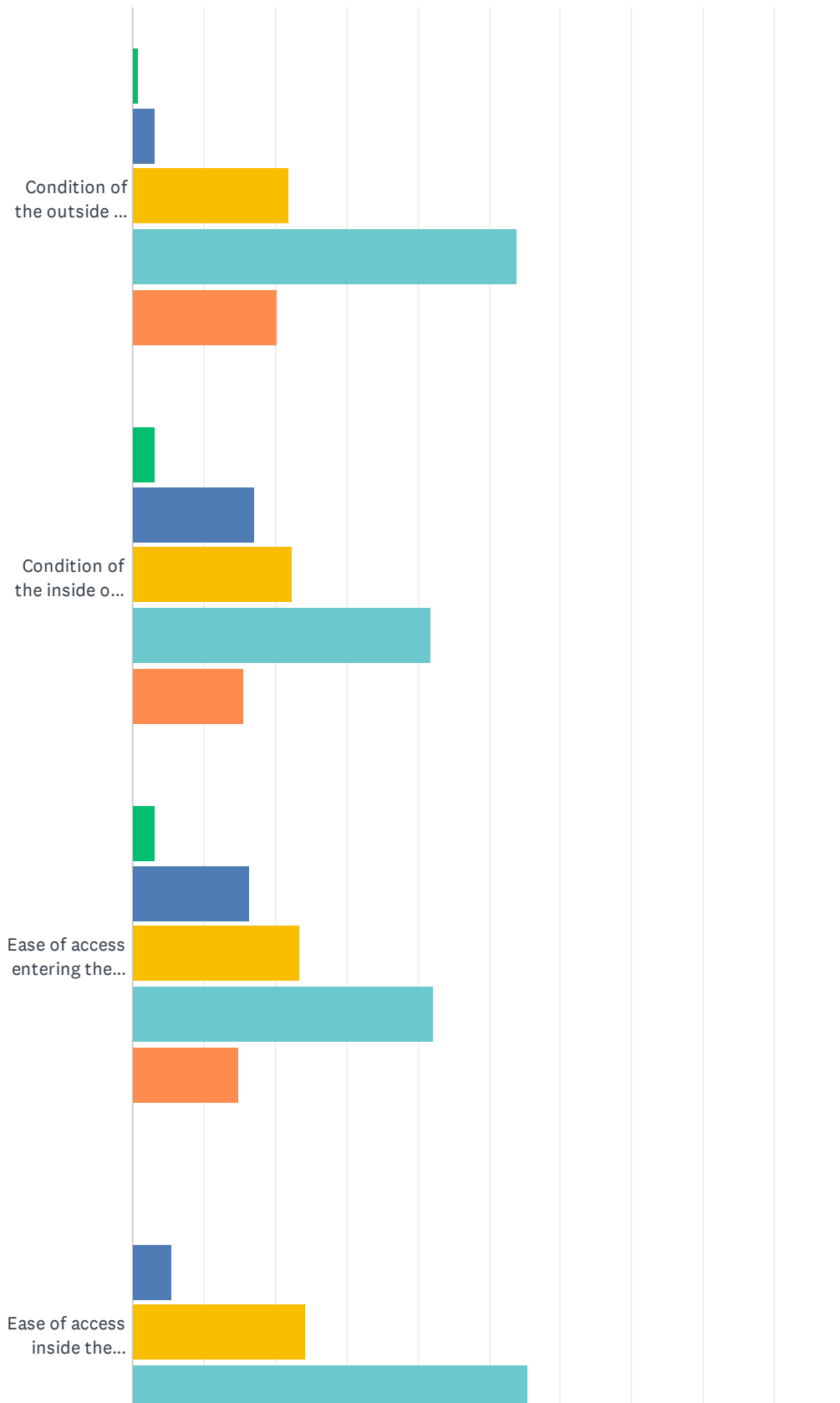
Answered: 129 Skipped: 0



ANSWER CHOICES	RESPONSES	
Find the material you want is available	45.74%	59
Find the library has the material you want but it's not available to you	4.65%	6
Do not find what you want	13.95%	18
Do not come for specific material	35.66%	46
<b>TOTAL</b>		<b>129</b>

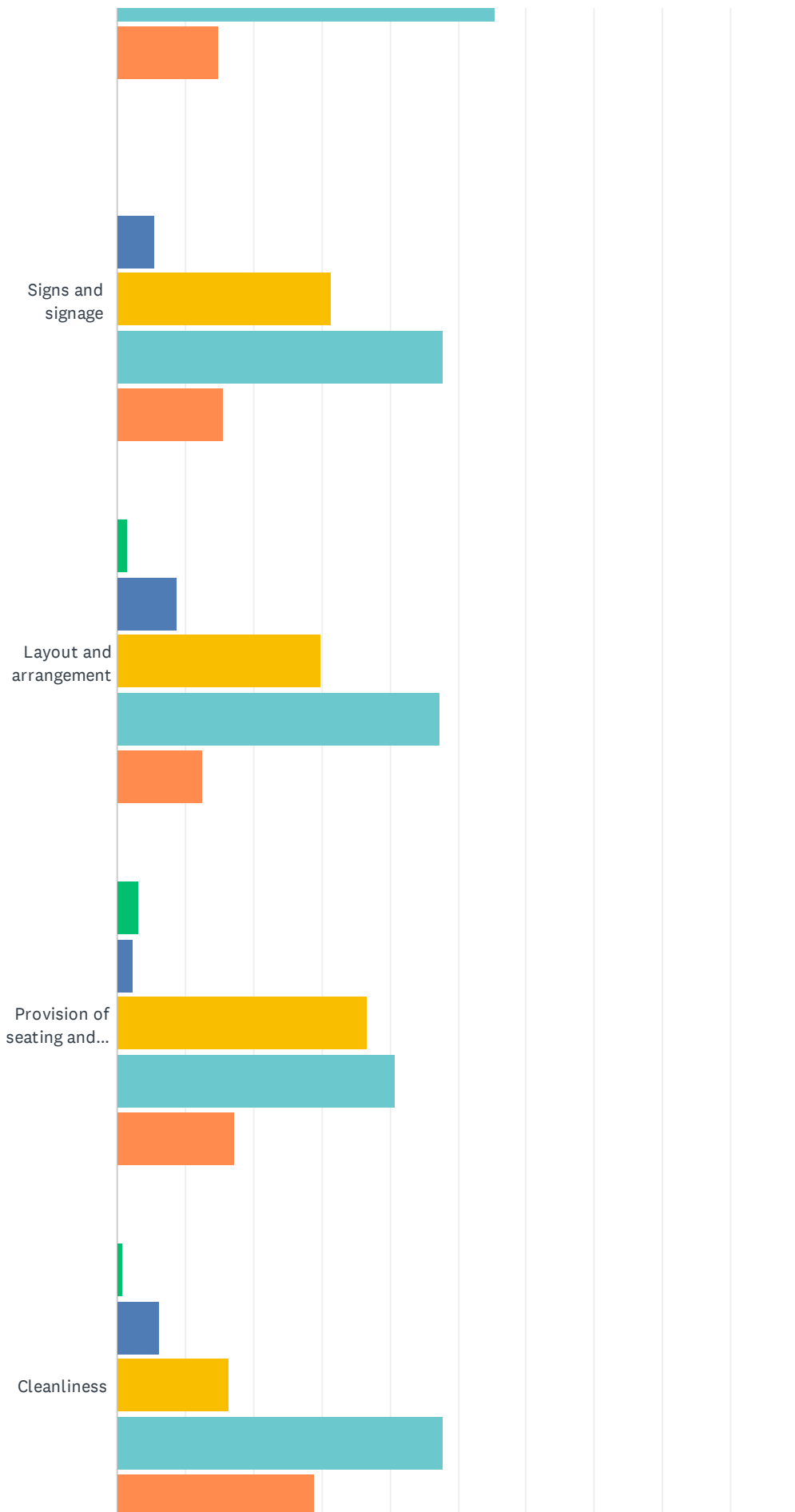
## Q5 Please tell us what you think of the library facility.

Answered: 129 Skipped: 0

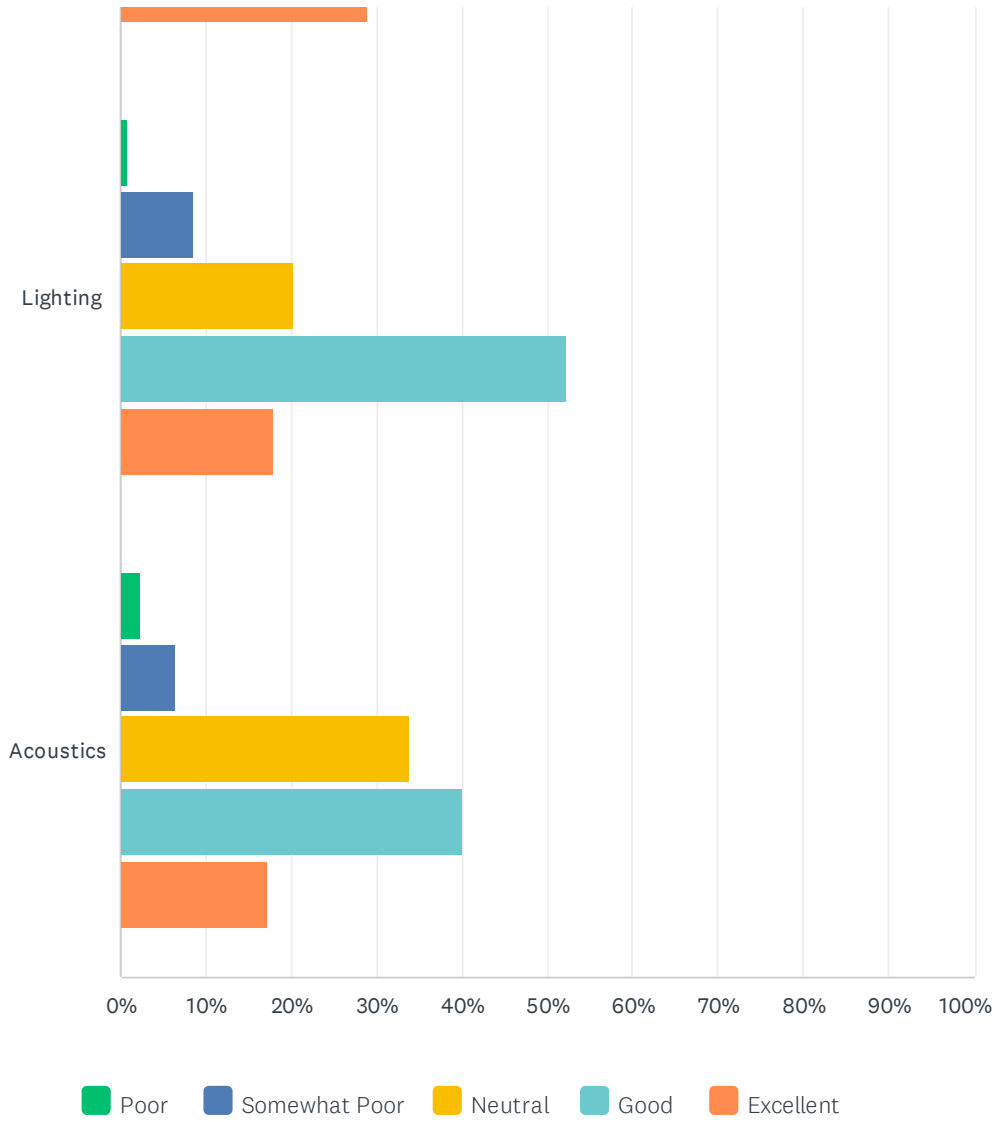




# Ballston Spa Public Library Community Survey



# Ballston Spa Public Library Community Survey

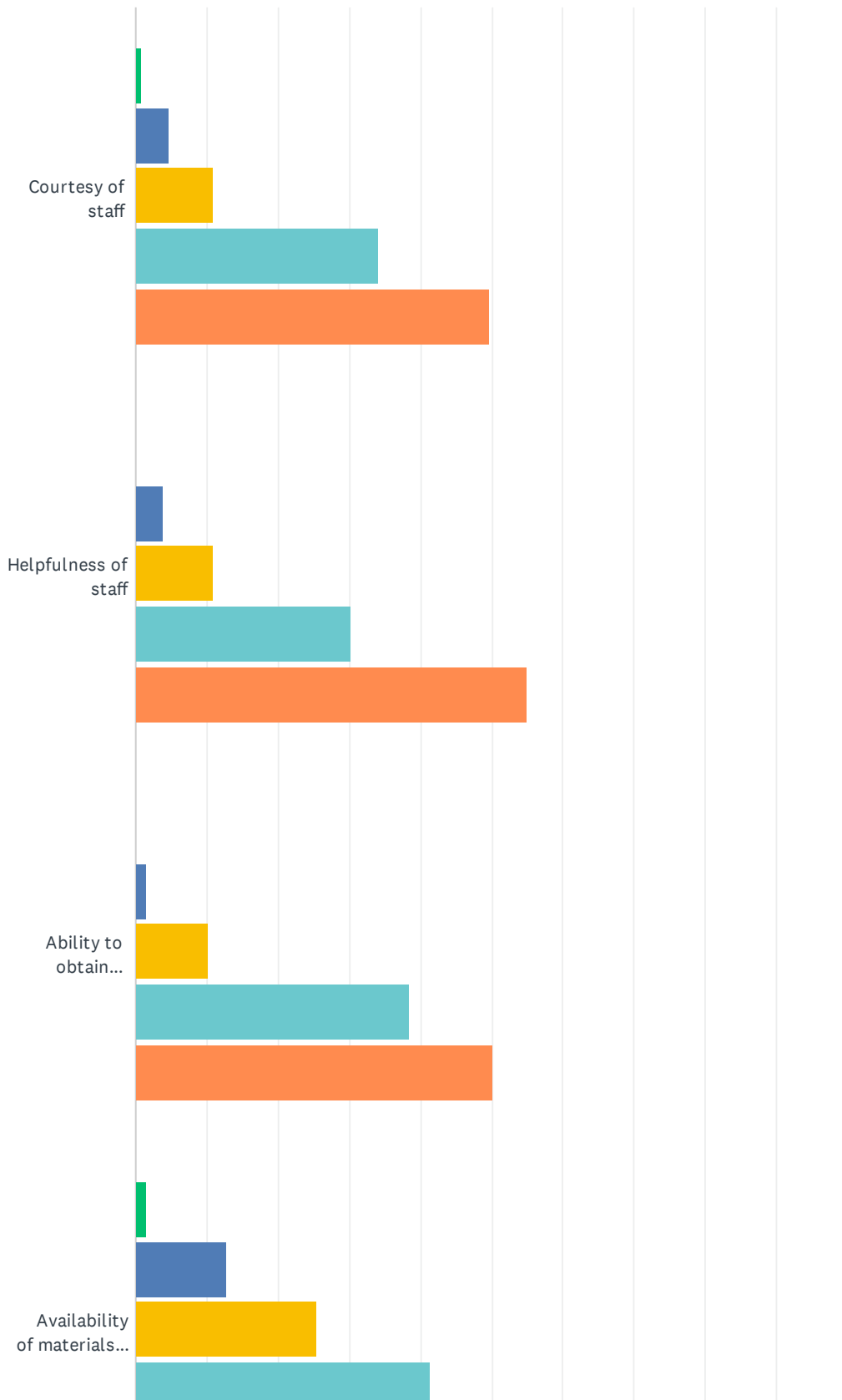


## Ballston Spa Public Library Community Survey

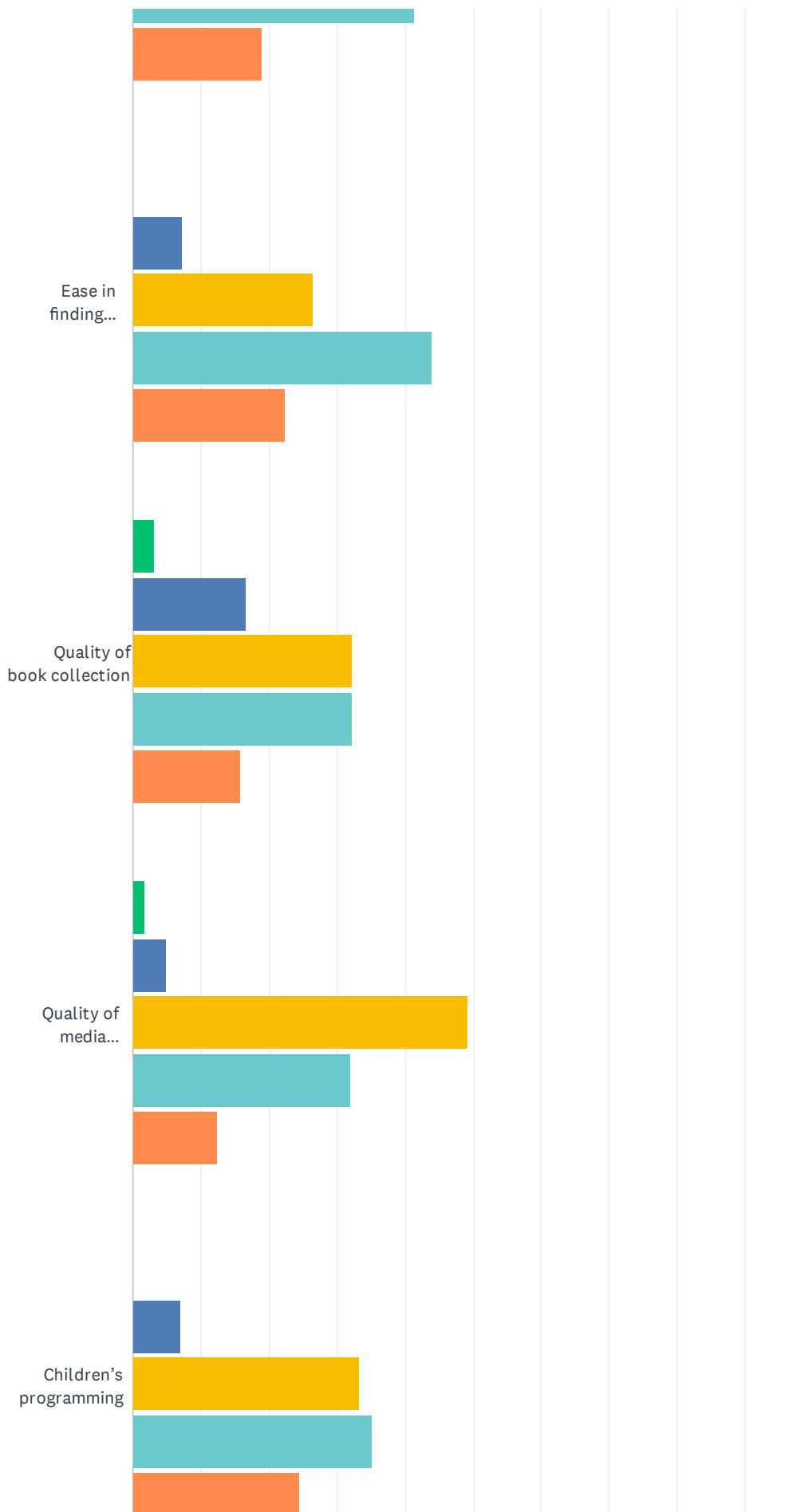
	POOR	SOMEWHAT POOR	NEUTRAL	GOOD	EXCELLENT	TOTAL	WEIGHTED AVERAGE
Condition of the outside of the library	0.78% 1	3.13% 4	21.88% 28	53.91% 69	20.31% 26	128	3.90
Condition of the inside of the library	3.10% 4	17.05% 22	22.48% 29	41.86% 54	15.50% 20	129	3.50
Ease of access entering the building	3.13% 4	16.41% 21	23.44% 30	42.19% 54	14.84% 19	128	3.49
Ease of access inside the library	0.00% 0	5.47% 7	24.22% 31	55.47% 71	14.84% 19	128	3.80
Signs and signage	0.00% 0	5.47% 7	31.25% 40	47.66% 61	15.63% 20	128	3.73
Layout and arrangement	1.57% 2	8.66% 11	29.92% 38	47.24% 60	12.60% 16	127	3.61
Provision of seating and tables	3.13% 4	2.34% 3	36.72% 47	40.63% 52	17.19% 22	128	3.66
Cleanliness	0.78% 1	6.25% 8	16.41% 21	47.66% 61	28.91% 37	128	3.98
Lighting	0.78% 1	8.59% 11	20.31% 26	52.34% 67	17.97% 23	128	3.78
Acoustics	2.36% 3	6.30% 8	33.86% 43	40.16% 51	17.32% 22	127	3.64

# Q6 How would evaluate the library's staff, collections and services?

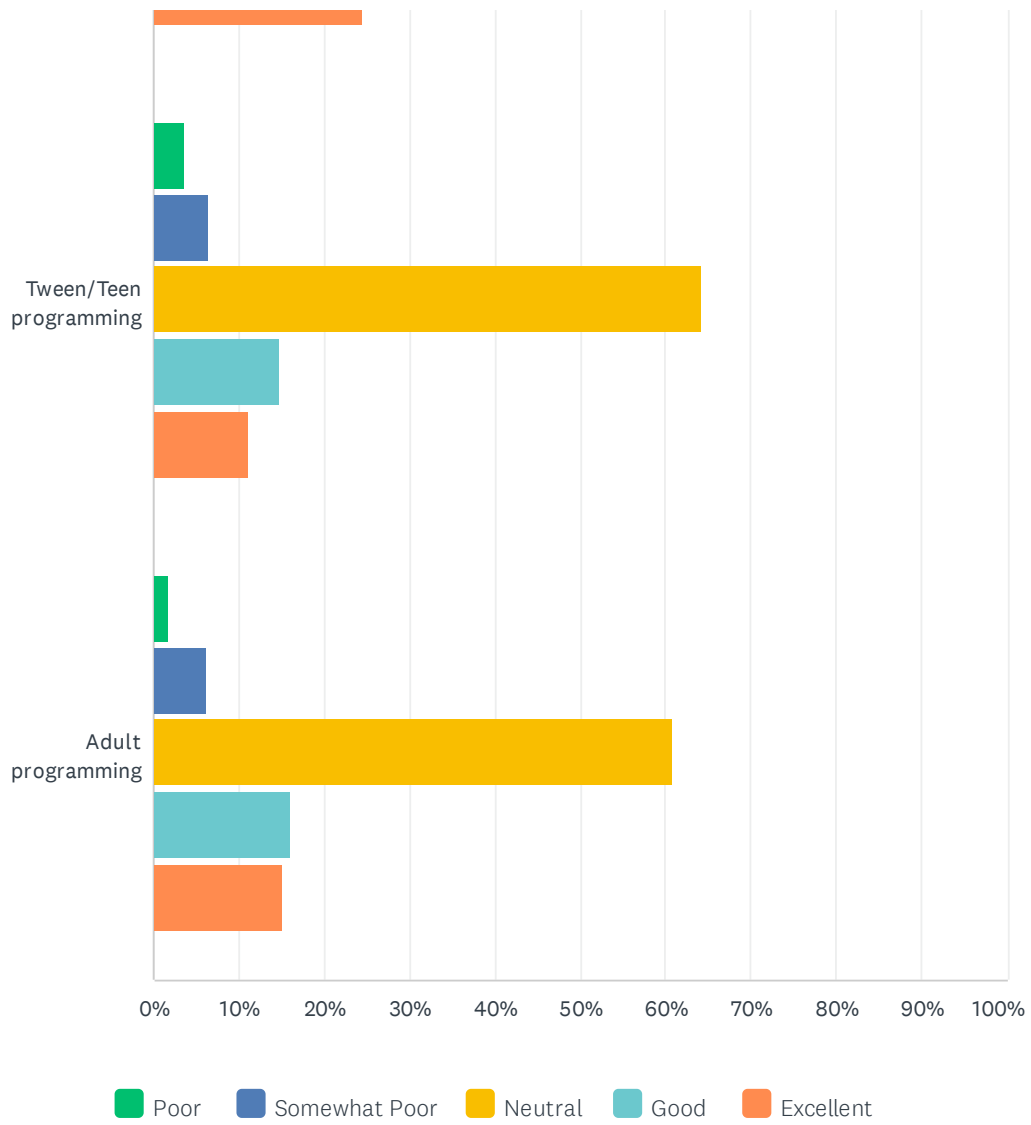
Answered: 129 Skipped: 0



# Ballston Spa Public Library Community Survey



# Ballston Spa Public Library Community Survey



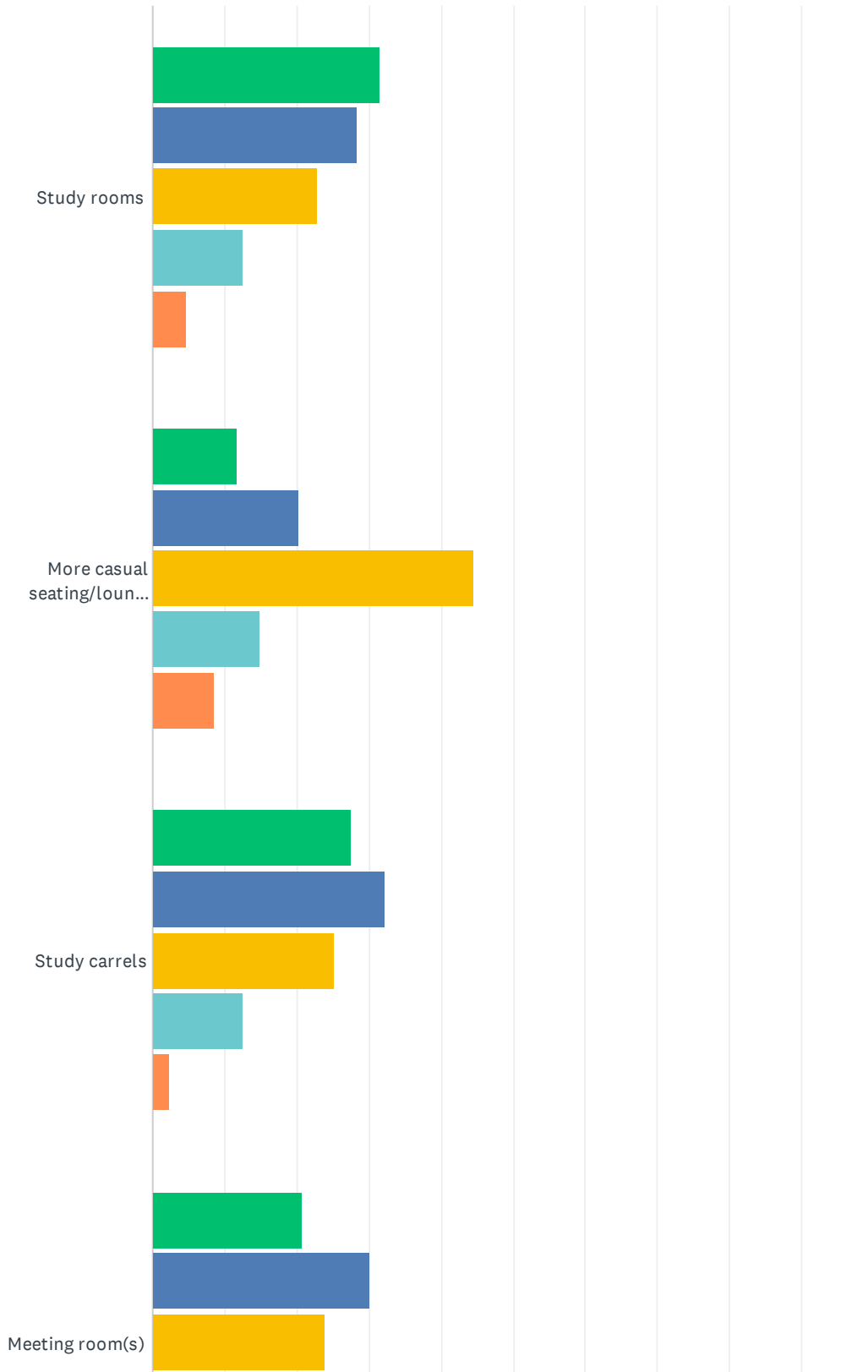
## Ballston Spa Public Library Community Survey

	POOR	SOMEWHAT POOR	NEUTRAL	GOOD	EXCELLENT	TOTAL	WEIGHTED AVERAGE
Courtesy of staff	0.78% 1	4.65% 6	10.85% 14	34.11% 44	49.61% 64	129	4.27
Helpfulness of staff	0.00% 0	3.88% 5	10.85% 14	30.23% 39	55.04% 71	129	4.36
Ability to obtain materials from other libraries	0.00% 0	1.56% 2	10.16% 13	38.28% 49	50.00% 64	128	4.37
Availability of materials I want	1.59% 2	12.70% 16	25.40% 32	41.27% 52	19.05% 24	126	3.63
Ease in finding materials	0.00% 0	7.20% 9	26.40% 33	44.00% 55	22.40% 28	125	3.82
Quality of book collection	3.15% 4	16.54% 21	32.28% 41	32.28% 41	15.75% 20	127	3.41
Quality of media collection	1.64% 2	4.92% 6	49.18% 60	31.97% 39	12.30% 15	122	3.48
Children's programming	0.00% 0	7.02% 8	33.33% 38	35.09% 40	24.56% 28	114	3.77
Tween/Teen programming	3.67% 4	6.42% 7	64.22% 70	14.68% 16	11.01% 12	109	3.23
Adult programming	1.79% 2	6.25% 7	60.71% 68	16.07% 18	15.18% 17	112	3.37

#	OTHER (PLEASE SPECIFY)	DATE
1	children and teen programming - n/a (I'm a senior citizen), appears substantial, great interactive with community	7/14/2021 9:01 PM
2	collections are pretty limited. Children's books in particular - I'd love a library to include both the memorably "greats/classics" of kid lit as well as newer children's books that portray a more varied world and experiences.	6/15/2021 5:01 PM
3	Programming is not relevant to me and I don't attend any that are offered.	6/11/2021 6:40 PM
4	Hard to evaluate any of the above because of covid and not able to frequent places. I didn't even know the library was open for visiting. Maybe redo the survey when life returns back to a new normal for a bit.	6/9/2021 5:28 PM
5	Adult programming during the day hours only excludes working adults which is a large group.	6/2/2021 9:12 AM
6	If there is any it's not advertised enough.	6/1/2021 8:14 PM

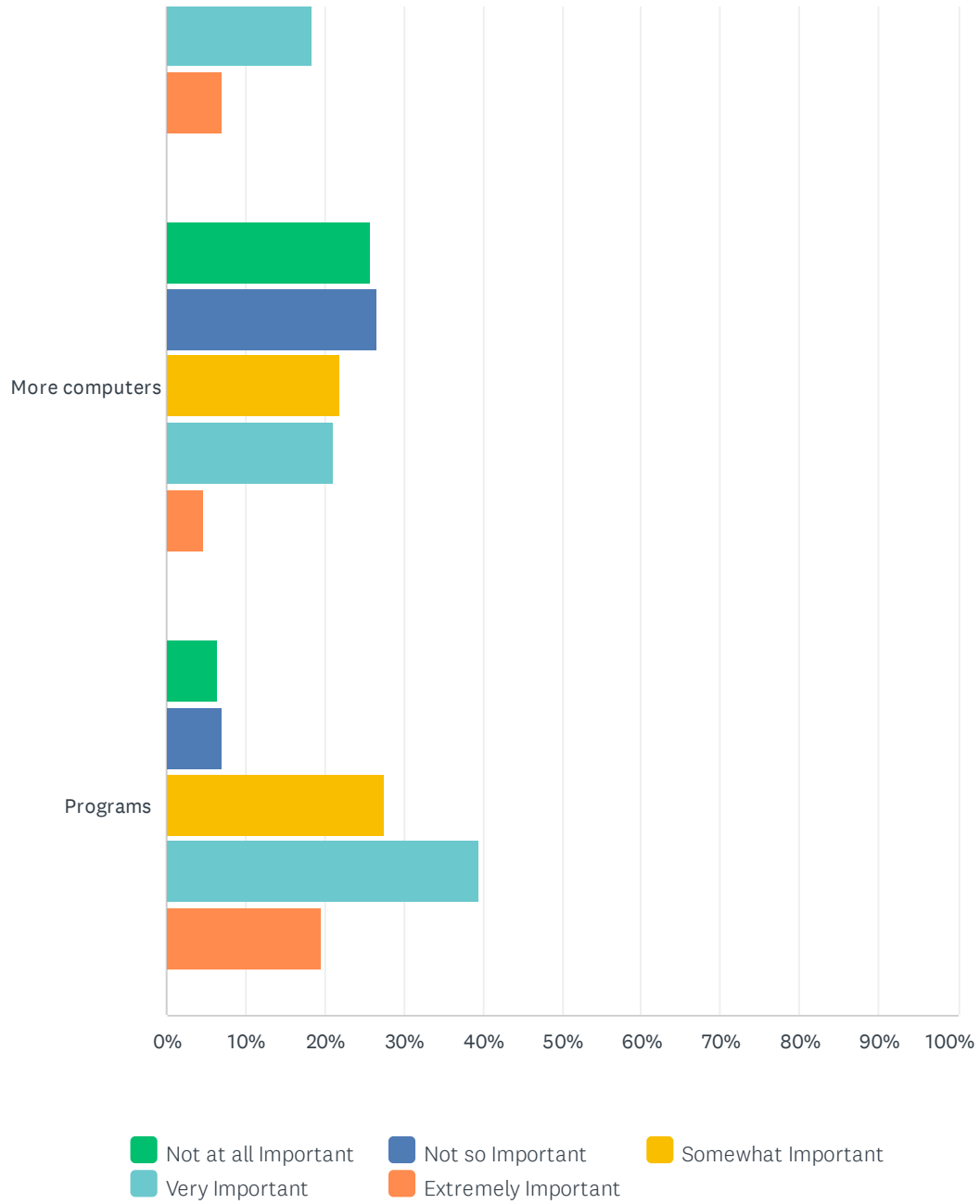
Q7 Please rate the following in terms of importance to you. Please rank on a scale of 1-5 with 1 being not important and 5 being very important.

Answered: 129 Skipped: 0





# Ballston Spa Public Library Community Survey



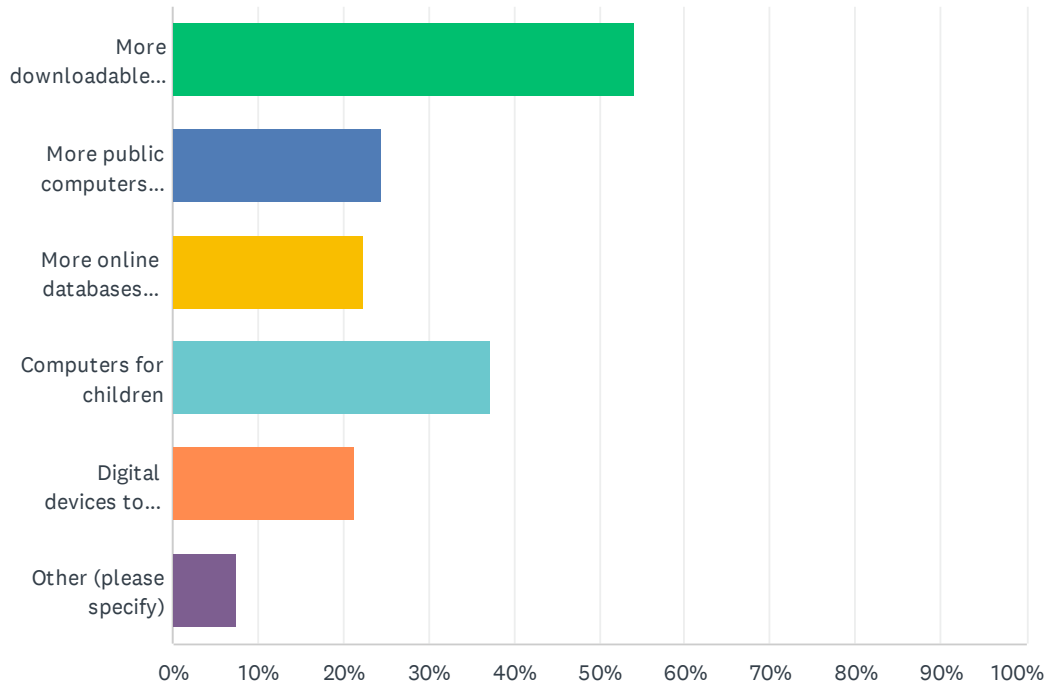
## Ballston Spa Public Library Community Survey

	NOT AT ALL IMPORTANT	NOT SO IMPORTANT	SOMEWHAT IMPORTANT	VERY IMPORTANT	EXTREMELY IMPORTANT	TOTAL	WEIGHTED AVERAGE
Study rooms	31.50% 40	28.35% 36	22.83% 29	12.60% 16	4.72% 6	127	2.31
More casual seating/lounge chairs	11.72% 15	20.31% 26	44.53% 57	14.84% 19	8.59% 11	128	2.88
Study carrels	27.56% 35	32.28% 41	25.20% 32	12.60% 16	2.36% 3	127	2.30
Meeting room(s)	20.63% 26	30.16% 38	23.81% 30	18.25% 23	7.14% 9	126	2.61
More computers	25.78% 33	26.56% 34	21.88% 28	21.09% 27	4.69% 6	128	2.52
Programs	6.30% 8	7.09% 9	27.56% 35	39.37% 50	19.69% 25	127	3.59

#	OTHER (PLEASE SPECIFY)	DATE
1	paper form - respondent left this section blank	7/14/2021 8:40 PM
2	study rooms and carrels aren't important to me as an individual, but i imagine they could be really important to a subset of the users in village (that is, non-substitutable). I think having a safe effective space to study, concentrate and share ideas is pretty much the goal of a library. A meeting room can also empower a lot of community positives that don't exist for some in commerical space. Book and discussion clubs! Computers may be similar - incredibly important for some (and hence worth reinforcing)	6/15/2021 5:01 PM
3	better use of the downstairs	6/14/2021 11:19 AM
4	Bring back in person story hour	6/10/2021 10:14 PM
5	Longer and more accessible hours!!	6/9/2021 5:58 PM
6	I can't wait to be back in person for storytime but hoping you will not be mandating masks	6/7/2021 10:58 PM
7	Library needs a better plan for the first floor, coordinated furniture, weeded collections, updated computer chairs and computers, cohesive lighting and more collection and event feature displays. Basement level too, needs organizing and perhaps more rooms for meetings.	6/2/2021 9:12 AM

## Q8 Please check all area(s) in which you would like to see technology improved.

Answered: 94 Skipped: 35

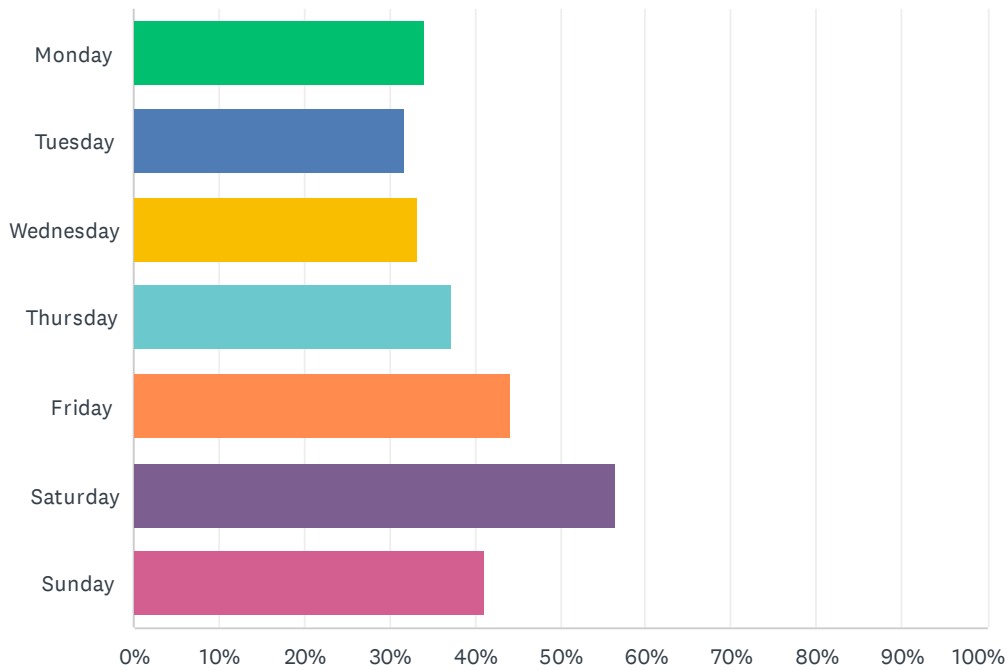


ANSWER CHOICES	RESPONSES	
More downloadable services (ex. Books, music, movies)	54.26%	51
More public computers	24.47%	23
More online databases	22.34%	21
Computers for children	37.23%	35
Digital devices to borrow (laptops, iPads, tablets)	21.28%	20
Other (please specify)	7.45%	7
Total Respondents: 94		

#	OTHER (PLEASE SPECIFY)	DATE
1	I	6/16/2021 7:40 PM
2	Again - do not know what is currently offered so not able to evaluate	6/9/2021 5:28 PM
3	I don't use the technology	6/3/2021 7:18 PM
4	I don't use the technology	6/3/2021 6:43 PM
5	I like the community programs.	6/2/2021 9:41 PM
6	Not sure	6/2/2021 1:54 AM
7	3D printing	6/1/2021 8:36 PM

## Q9 What day(s) during the week is the best day for you to visit the library?

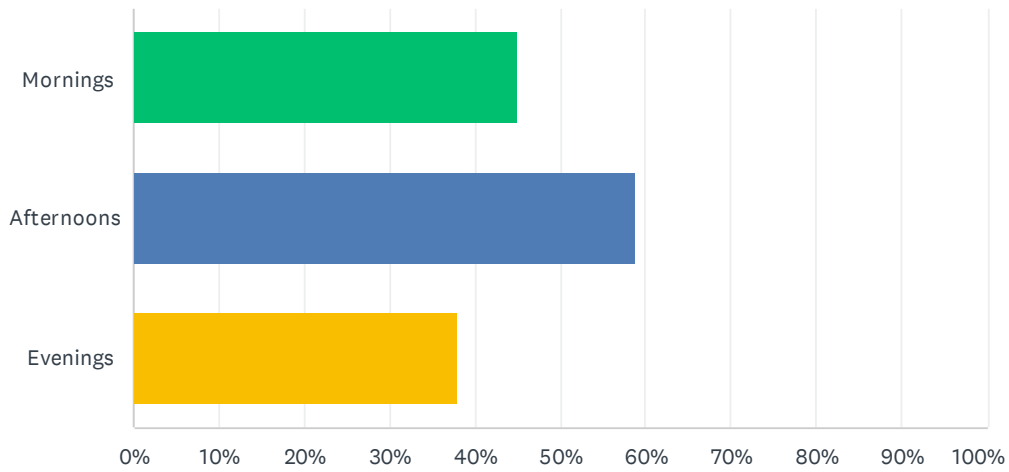
Answered: 129 Skipped: 0



ANSWER CHOICES	RESPONSES
Monday	34.11% 44
Tuesday	31.78% 41
Wednesday	33.33% 43
Thursday	37.21% 48
Friday	44.19% 57
Saturday	56.59% 73
Sunday	41.09% 53
Total Respondents: 129	

## Q10 What time of day is most convenient for you?

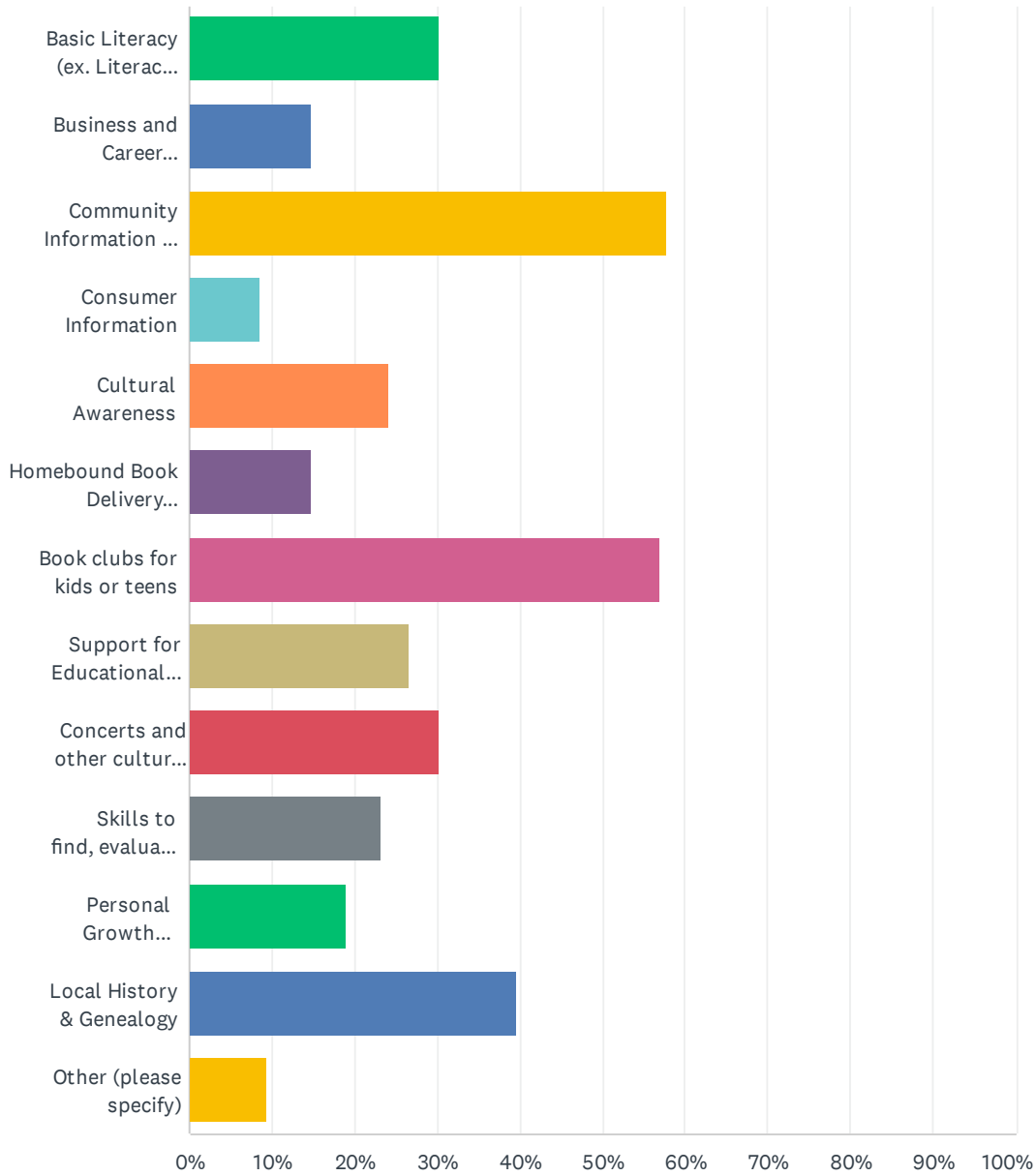
Answered: 129 Skipped: 0



ANSWER CHOICES	RESPONSES	
Mornings	44.96%	58
Afternoons	58.91%	76
Evenings	37.98%	49
Total Respondents: 129		

### Q11 In the future, I would like to see BSPL to focus on the following programs and/or services (check all that apply):

Answered: 116 Skipped: 13



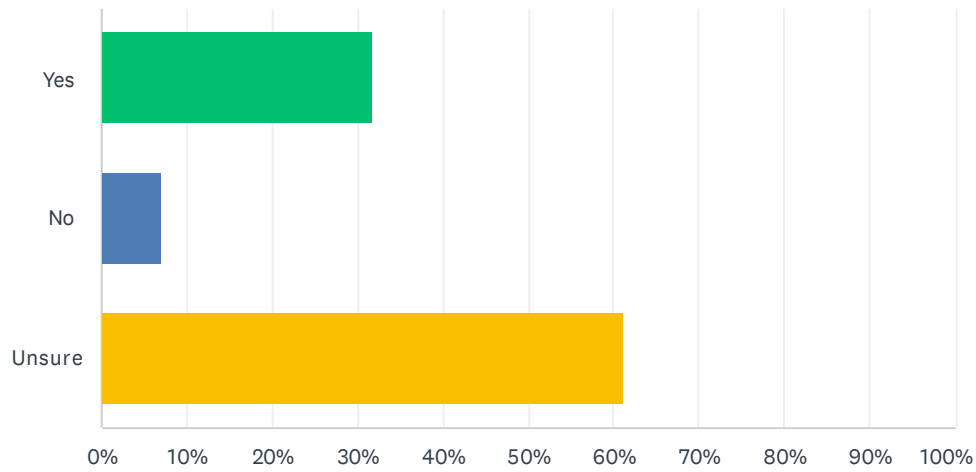
## Ballston Spa Public Library Community Survey

ANSWER CHOICES	RESPONSES	
Basic Literacy (ex. Literacy Volunteers)	30.17%	35
Business and Career Information	14.66%	17
Community Information & Involvement	57.76%	67
Consumer Information	8.62%	10
Cultural Awareness	24.14%	28
Homebound Book Delivery Service Current events	14.66%	17
Book clubs for kids or teens	56.90%	66
Support for Educational Achievement	26.72%	31
Concerts and other cultural events	30.17%	35
Skills to find, evaluate, and use information	23.28%	27
Personal Growth Opportunities	18.97%	22
Local History & Genealogy	39.66%	46
Other (please specify)	9.48%	11
Total Respondents: 116		

#	OTHER (PLEASE SPECIFY)	DATE
1	Children: Reading to or with animals/therapy dog. Book Clubs for young women/local women	7/14/2021 8:55 PM
2	Chess classes	7/12/2021 8:37 AM
3	Genealogy Assistance	6/16/2021 3:51 PM
4	I haven't gone to many talks (guest speakers) or children's events but have really appreciated the ones I have seen.	6/15/2021 5:01 PM
5	Lending library of craft items like sewing machine, serger, Cricut - or if not available to take home to use at the library	6/14/2021 9:54 AM
6	Children's programs	6/10/2021 6:48 PM
7	Increasing collection of books- especially for young adults	6/10/2021 10:09 AM
8	Book clubs for adults	6/10/2021 8:58 AM
9	Books it's a library - concentrate on books and a quiet place for research and study	6/9/2021 5:28 PM
10	Environmental Awareness and Action	6/2/2021 6:02 AM
11	Updating building, esp meeting room/bathrooms	6/2/2021 1:54 AM

## Q12 Do you feel the library promotes diverse and inclusive programming?

Answered: 129 Skipped: 0

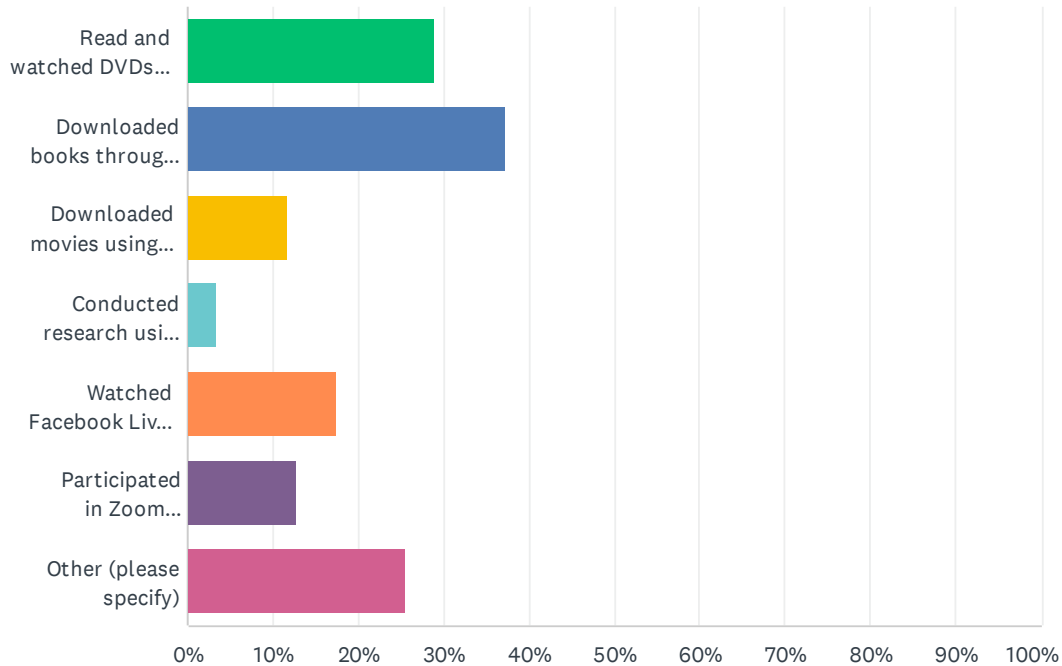


ANSWER CHOICES	RESPONSES
Yes	31.78% 41
No	6.98% 9
Unsure	61.24% 79
TOTAL	129



### Q13 During the Coronavirus pandemic lockdown (March 2020-June 2020), how did you use the library (check all that apply)?

Answered: 86 Skipped: 43



ANSWER CHOICES	RESPONSES	
Read and watched DVDs taken out before the library closed	29.07%	25
Downloaded books through Overdrive or the Libby app	37.21%	32
Downloaded movies using the Kanopy app	11.63%	10
Conducted research using the library's databases	3.49%	3
Watched Facebook Live storytime events	17.44%	15
Participated in Zoom storytime events	12.79%	11
Other (please specify)	25.58%	22
Total Respondents: 86		

#	OTHER (PLEASE SPECIFY)	DATE
1	Didn't use	7/12/2021 8:37 AM
2	checked out physical books	6/15/2021 5:01 PM
3	did not use	6/15/2021 10:27 AM
4	DIDN'T Searched for information on line.	6/11/2021 1:45 PM
5	I didn't. It was hard to get there Bc they aren't open. Being a busy mom of three it was hard to find time to call and set up a time and talk to someone over the phone to get what I want. When sometimes I didn't know what I wanted and just wanted to look.	6/11/2021 6:45 AM

## Ballston Spa Public Library Community Survey

6	Requested items and used the non-contact pick up	6/10/2021 9:47 PM
7	Read books taken out before lockdown.	6/10/2021 9:02 PM
8	Didn't use during pandemic	6/10/2021 8:23 PM
9	I used Saratoga Library	6/10/2021 6:22 PM
10	I didn't	6/9/2021 11:22 PM
11	I did not visit the library	6/9/2021 6:38 PM
12	I thought the library was closed . Did not use	6/9/2021 5:28 PM
13	Get books	6/8/2021 4:19 PM
14	Borrowed books and dvd and cds	6/4/2021 5:07 PM
15	Not at all	6/3/2021 6:25 PM
16	I didn't use it	6/3/2021 7:12 AM
17	Did not use	6/3/2021 6:57 AM
18	Did not use	6/2/2021 9:41 PM
19	Ordered books and picked up at Saratoga	6/2/2021 9:37 PM
20	Did not access the library at all	6/2/2021 9:19 PM
21	Never attevded	6/2/2021 8:28 PM
22	Ordered books and dvds for curbside at other libraries	6/2/2021 1:54 AM

## Q14 What is your current view of BSPL?

Answered: 81 Skipped: 48

#	RESPONSES	DATE
1	I think it is a nice and quiet library w/ friendly people and it's organized well. However, it is small. Children's room is really cool.	7/14/2021 8:55 PM
2	Just a great asset to the community. Wonderful helpful staff. A very pleasant experience when borrowing material.	7/14/2021 8:47 PM
3	Great library	7/14/2021 8:43 PM
4	I just moved here before the pandemic, so I'm a newbie and haven't taken advantage of most of your programs (I just borrow books and DVDs). But I love the interlibrary loan system! I can get most of what I want. I HAVE noticed that it's harder to find books by Black authors and about issues of race. But I'm a small sample	7/14/2021 8:40 PM
5	Library is good, but could be better. Libraries are community 'hubs'. We should do more programming for the community.	7/14/2021 8:31 PM
6	We love libraries but have not yet gone to BSPL. Malta Community Center and around Lake are closer.	7/12/2021 8:37 AM
7	I would just like to say how wonderful we think Mimi is with the children. Her passion radiates through each and every book, song, and project. We have participated in her weekly story times on Zoom all during the pandemic. It is wonderful that she continued it and provided some consistency for the children during a crazy time. She adapted in many ways, including creating take and make projects. She knows all of the children's and parent's names and truly enjoys what she does! Thank you, Mimi!	6/25/2021 12:07 PM
8	Good.	6/20/2021 9:26 AM
9	needs updating	6/19/2021 6:54 AM
10	Although I used to use the library a lot more in the past it's important to have this available for the future. I love the small size. Bigger isn't always better.	6/18/2021 7:49 PM
11	underwhelming underutilized; improved hours on weekends, evenings	6/18/2021 2:06 PM
12	We are heavy users of the library, but almost all of our books (both for adults and children) comes from other branches.	6/18/2021 2:05 PM
13	Excellent staff. wish it could be 4x larger with more resources (kinda like the Crandall library)	6/18/2021 1:28 PM
14	I love the library. But I find the fines can sometimes be excessive and it prevents my being able to utilize the library as often as I would like. Are used to love the food drive program where you can bring in canned goods and get your fines knocked down. I would love to see more stuff like that.	6/16/2021 7:40 PM
15	Under-resourced and, as a result, under-utilized. Somehow the walkable nature of ballston spa and, in particular the in-village location, aren't being utilized to full effect. For example, what if the "front door / face" was directed towards the memorial, or downtown, or the park, or highschool, rather than facing the busiest, most congested local road?	6/15/2021 5:01 PM
16	Young children's programming is a bright spot. Programming for all other age groups is limited. Inside facility is crowded, dated and physical layout in need of improvement. Staffing is uneven -- some are very welcoming -- others are rude & could use training in customer service (including greeting people as they arrive with a smile and a hello).	6/15/2021 10:32 AM
17	not needed in my life personally	6/15/2021 10:27 AM
18	I remember going as a kid and having lots of fun, but I haven't gone for years	6/15/2021 10:26 AM
19	needs improvement	6/14/2021 11:19 AM

## Ballston Spa Public Library Community Survey

20	We love the library	6/13/2021 10:16 AM
21	The library is falling apart and has an outdated collection of materials.	6/12/2021 8:32 AM
22	Local. Easy. small	6/12/2021 7:49 AM
23	The staff is fantastic, the space while small, could be better utilized.	6/12/2021 7:04 AM
24	The librarian and staff are very nice, helpful and available to answer any questions, help find materials and suggestion items to read and or watch.	6/11/2021 6:40 PM
25	Small library in a small town.	6/11/2021 1:45 PM
26	good	6/11/2021 12:32 PM
27	I'd rather use Saratoga Library for many reasons.	6/11/2021 12:31 PM
28	It's small but I like it. You don't often have books I'm looking for but you get them from other libraries quickly and I appreciate that.	6/11/2021 12:08 PM
29	It's kind of small and does not have a large selection of books	6/11/2021 8:09 AM
30	Close. Have to call to have the ladies pick books for you.	6/11/2021 6:45 AM
31	I think it is a safe place to bring my kids	6/10/2021 10:14 PM
32	Love it! Used it for toddler craft and classes, kids continue to take out books, participate in summer programs.	6/10/2021 9:47 PM
33	Its an building	6/10/2021 9:40 PM
34	I like the library and use it frequently. The staff is nice. The collection is small, but I can get what I want through library loan. I would like to see more new books for young readers (grades 2-6). Many of the library's collection in that area never seems updated, or books are missing from series and never seem to be replaced/ updated. Same goes for cookbooks. It's the same few titles that have been there for years.	6/10/2021 9:02 PM
35	I love the staff! I do wish that it was bigger, but I think they use their space wisely.	6/10/2021 8:32 PM
36	Good for my kids	6/10/2021 8:23 PM
37	The staff is lovely and helpful. I do wish it was easier to use the website to find materials and do research. I also would like it to simply be much larger to accommodate much more selection in books, magazines, and areas for study.	6/10/2021 8:21 PM
38	They aren't working towards opening up children's programs now that the pandemic is over. They could use their imagination. Do things outside. A tent. Stories outside.	6/10/2021 6:48 PM
39	Good to have but don't use it a lot.	6/10/2021 6:08 PM
40	The staff is wonderful, but there is limited book options compared to neighboring libraries so we do go elsewhere many times.	6/10/2021 10:09 AM
41	I find the BSPL a sweet, hometown library, with excellent librarians.	6/10/2021 9:37 AM
42	I use the library almost exclusively for picking up holds and inter library loans from BSPL and other libraries. When I go to a library in person I usually go to Town of Ballston even though BSPL is closer	6/10/2021 8:58 AM
43	Good but small.	6/9/2021 11:18 PM
44	I believe the library is under resourced. Library building is too small, collection is too small, and lack of meeting space limits the ability to integrated into the community.	6/9/2021 10:05 PM
45	I haven't been often in years. I was put off by library staff when my children were young. We felt that we were inconveniencing them anytime we went. I understand it is a small library, but the collection of books and media seems old and tired.	6/9/2021 9:09 PM
46	Need better outreach and promotion of library to the community	6/9/2021 8:13 PM
47	I get almost all of my books from the interlibrary loan system. Most of what I am looking for is not at our little library, but it is easy to find what I need and order it on loan from another library. I usually look to the NYPL for their booklists and recommendations and then search the	6/9/2021 8:01 PM

## Ballston Spa Public Library Community Survey

catalog and request the book be delivered. I am very glad for this service. The librarians are usually cheerful and provide prompt service.

48	I haven't been in a while but I remember it being good	6/9/2021 6:38 PM
49	The librarian is helpful and friendly. But the staff at the circulation desk are unfriendly and do not create a welcoming environment. This is a public building and a customer service job. Patrons should be greeted when entering and asked if they need assistance. Most times when I go in there are multiple staff at the main desk, yet no one even acknowledges I'm there. I have friends and neighbors who have had the same experience when they go in. Regarding the physical space, it's so outdated and doesn't make me feel like I'd want to spend time there. Regarding the hours of operations, I don't understand why it is not open longer hours. I have to go to Saratoga if I need the library on Saturday or Monday.	6/9/2021 6:19 PM
50	Could be nice, the lighting and furnishing feels like the school instead of a cozy place to maybe pick up a book or do research. The hours are far too little so it's difficult to make it in.	6/9/2021 5:58 PM
51	Small hometown library - it has always had what was needed or the availability to get quickly from another library within the sals system.	6/9/2021 5:28 PM
52	Love it	6/9/2021 2:03 PM
53	I like the library very much and it is an important community asset. I wish it was larger.	6/8/2021 4:19 PM
54	Positive, but needs to offer more programs. There are Smaller libraries that offer more programming.	6/7/2021 7:16 PM
55	It's very good. I wish there was more programming in the evening, since I work during the day.	6/4/2021 7:44 PM
56	It is a bit small and under-whelming in appearance for the county seat	6/4/2021 5:07 PM
57	Good and friendly	6/3/2021 7:18 PM
58	We love having a library right in the village, it was a major plus for why we chose to live here so we could walk to the library.	6/3/2021 6:50 PM
59	Good and friendly	6/3/2021 6:43 PM
60	Serviceable, could be upgraded for technology	6/3/2021 3:31 PM
61	A great small library that fits in perfectly with the Village.	6/3/2021 2:31 PM
62	Whenever i have visited the library, the staff have been very pleasant, Knowledgeable, helpful. But the building itself is not a welcoming environment. It often smells bad, does not look inviting, is very messy, and is loud.	6/3/2021 10:02 AM
63	It is a valuable resource for our citizens.	6/3/2021 6:57 AM
64	Needs to upgrade facility	6/2/2021 10:33 PM
65	Convenient, helpful	6/2/2021 10:14 PM
66	I think it has potential. The rooms in the basement could be improved in both aesthetics and use.	6/2/2021 9:41 PM
67	A good resource for the community and certainly more convenient than if our town did not have a library. However it is certainly out of date in terms of the building itself, availability and diversity of programs and I often find their hours strange and not open when I feel I need it.	6/2/2021 9:37 PM
68	I really love our little library and feel like it provides great services!	6/2/2021 9:34 PM
69	Fine	6/2/2021 9:19 PM
70	I used the library more when my kids were young for the programs. It was a great way to get out and meet people. At this stage of my life I am so busy with my older kids, going to events, working and just focusing on home and work that i don't have time to go to the library.	6/2/2021 8:28 PM
71	Convenient, helpful, efficient ordering time	6/2/2021 8:24 PM
72	Positive, it is great having a library on the village.	6/2/2021 8:04 PM
73	Love the community support	6/2/2021 7:53 PM

## Ballston Spa Public Library Community Survey

74	A wonderful, if small, resource. I was a constant user when my children were little—books, media, ILL, programs. Much less now that they are teenagers.	6/2/2021 7:49 PM
75	Positive	6/2/2021 9:14 AM
76	The library has done a lot with a small amount of resources. But it does seem a bit left behind as far as the organization/layout, and facility inside. Could use a bit of renovation and a space that feels welcoming. Some of the staff seem very positive and engaged and some seem quite rude and often say inappropriate things about the Village or to patrons - a professional demeanor is important for us as patrons coming in.	6/2/2021 9:12 AM
77	Love the library and staff, wish you had more weekend/evening hours to accommodate working people.	6/2/2021 8:13 AM
78	Staff is wonderful. Building and programming could use the most work	6/2/2021 1:54 AM
79	Great local library. Staff is helpful and can usually grab whatever I'm looking for in time.	6/1/2021 8:36 PM
80	Fine for what you are working with.	6/1/2021 8:14 PM
81	It's my happy place -- the staff is EXCELLENT!	6/1/2021 7:39 PM

## Q15 What is your vision for BSPL in the future?

Answered: 67 Skipped: 62

#	RESPONSES	DATE
1	Expanded collection of books and digital material. Would like to see an expansion of facilities.	7/14/2021 8:47 PM
2	Reach out to our youth	7/14/2021 8:43 PM
3	My local library is of paramount importance to me (believe me, I checked it out before I moved to the area!). In my opinion, the public library is one of the most wonderful (and underappreciated) benefits of our public/civic infrastructure.	7/14/2021 8:40 PM
4	-Better building -Needs new furniture/space for our research and meeting rooms (small meeting room on lower level)	7/14/2021 8:31 PM
5	We are looking forward to going to the library after school. Twins start kindergarten at Malta Ave in the fall.	7/12/2021 8:37 AM
6	Wider/more options via interlibrary loan (esp. books).	6/20/2021 9:26 AM
7	more community events	6/19/2021 6:54 AM
8	Keeping the collection fresh and programs for young and older adults	6/18/2021 7:49 PM
9	I've been a little disappointed in the way the library promotes certain kinds of content for boys vs girls (something I've seen on Facebook). I also find that the library tends to promote books that aren't very good. I sometimes wonder if the library really knows what is promoting. I'd love to see more diverse books for kids, including books in Spanish.	6/18/2021 2:05 PM
10	I would love it to find a larger space in downtown (say the old tannery building) and become a central hub of the village	6/18/2021 1:28 PM
11	I would love to see I'm more tech friendly library. I personally still enjoy reading an actual book but the world is very quickly becoming more and more tech – centric. I would like to see the library keep up with it.	6/16/2021 7:40 PM
12	Civic centerpiece of Ballston Spa. Well-connected to other libraries for sharing. Welcoming space that encourages and permits someone lingering.	6/15/2021 5:01 PM
13	A community hub that is a warm and welcoming place where all ages can use the facilities to acquire books, attend/host programming and meetings.	6/15/2021 10:32 AM
14	A place used by the whole of the community	6/15/2021 10:26 AM
15	the hub of the community, a lighthouse, a beacon, educationally, culturally, a place that will answer your questions or lead you on the path to them.	6/14/2021 11:19 AM
16	We would love to see a bigger children's section. The downstairs would be a perfect spot for it as it would be separated from everyone else (children can be loud) We personally would spend more time at the library if there was a bigger and separate section for kids.	6/13/2021 10:16 AM
17	A modernized library, with a modern collection, better electronic resources, etc	6/12/2021 8:32 AM
18	I would like to see more programs for teens and adults as I think the primary focus tends to be toddlers and young children. Also adding a "bookstore" like the Saratoga library has would be amazing!	6/12/2021 7:04 AM
19	Continue to grow and keep the collection current for the library patrons needs, even those that live outside the village.	6/11/2021 6:40 PM
20	I hope they will be able to expand in space and resources.	6/11/2021 1:45 PM
21	valuable	6/11/2021 12:32 PM
22	It has not changed.	6/11/2021 12:31 PM

## Ballston Spa Public Library Community Survey

23	I only use it to borrow books so I can't answer this.	6/11/2021 12:08 PM
24	Hope they open and do something about parking	6/11/2021 6:45 AM
25	I think it is fine the way it is. Just bring back in person story hour please.	6/10/2021 10:14 PM
26	Expanded hours, bigger/ updated space, updated downstairs area.	6/10/2021 9:47 PM
27	To be more updated	6/10/2021 9:40 PM
28	I would like to see books rotated in more frequently. I know space is at a premium, but it doesn't seem like there is much that is new. I would like to see games on loan (Burnt Hills does this).	6/10/2021 9:02 PM
29	Would love to see more community involvement via groups, like a crochet/knitting club, book club, etc.	6/10/2021 8:32 PM
30	No idea	6/10/2021 8:23 PM
31	I'd love to see BSPL play a central role in the community as a place of learning, promoting culture, and hosting events.	6/10/2021 8:21 PM
32	More programming	6/10/2021 6:48 PM
33	Activities for school aged kids would be great.	6/10/2021 6:08 PM
34	I see it growing its outreach programs to include more in the community. I also see it updating its current volumes to newer stock.	6/10/2021 9:37 AM
35	Would be interested in participating in events/groups. Would like it if the inside of the library felt a bit fresher.	6/10/2021 8:58 AM
36	Would love a larger more modern library with more resources	6/9/2021 11:18 PM
37	Library is the cornerstone of the community. Fully integrated into the school system where it serves as a resource for the entire community. Programs for toddlers to seniors. Space needs to be more functional. Children's and young adult collections expanded and updated.	6/9/2021 10:05 PM
38	A warm environment where people want to meet. A hub of knowledge and access of information for the community.	6/9/2021 9:09 PM
39	Would like to have more parking. Would like to see the library enlarged with more materials.	6/9/2021 8:13 PM
40	I would love for the library to be a central hub for activity for BSpa families. I would like to go to the library to learn more about activities in BSpa-- both hosted by the library and otherwise. I would like to see more diversity represented in the literature available for adults and children. I would like more attention paid to recommendations for high-quality literature for children and young readers-- many books in the collection are dated or of poor quality and could benefit from an overhaul. I think the downstairs meeting room could be spruced up and utilized more.	6/9/2021 8:01 PM
41	I don't really know	6/9/2021 6:38 PM
42	A redesign of the physical space inside to have a more modern feel. I'd like the staff scheduling be looked at to see if more hours and another day could be added.	6/9/2021 6:19 PM
43	Keep it small, stay true to what it is but offer the means for current students/patrons to have internet access when necessary. While the internet is a great resource - when that goes down encyclopedias/paper books are still usable.	6/9/2021 5:28 PM
44	Open more	6/9/2021 2:03 PM
45	I would love to see the library move into a larger building or build up to increase its size so the book collection could be enlarged.	6/8/2021 4:19 PM
46	More diverse programs to the public.	6/7/2021 7:16 PM
47	Continue the good work.	6/4/2021 7:44 PM
48	That it expand physically	6/4/2021 5:07 PM
49	None	6/3/2021 7:18 PM
50	Continued presence in the village.	6/3/2021 6:50 PM



## Ballston Spa Public Library Community Survey

51	None	6/3/2021 6:43 PM
52	Greater offerings in terms of online content	6/3/2021 3:31 PM
53	Continue what you're doing. I've visited this library for many years. It looks great and has a nice selection	6/3/2021 2:31 PM
54	I think a more aesthetically pleasing space would encourage more people to use the library.	6/3/2021 10:02 AM
55	I don't have a vision.	6/3/2021 6:57 AM
56	I love Crandall library and it's "meeting of the minds" mentality. They have movie nights and work with speakers. So cool. Would love to see more of that.	6/2/2021 9:41 PM
57	A place that I find myself happy to go to, whether for books for myself, school, or children. Somewhere I wouldn't mind reading, and maybe even meeting a friend there to catch up. I'd like to see more diverse programs ranging from children to adults about topics that are both current to this time but also culturally relevant.	6/2/2021 9:37 PM
58	I feel like the library could have so much more, and really think some growth and development could help more people stop in and utilize the library!	6/2/2021 9:34 PM
59	A hub of the community	6/2/2021 9:19 PM
60	Programs for upper elementary. Return of the library book sales	6/2/2021 8:24 PM
61	I'd like to see programming for financial literacy, basic literacy, career counseling. I would recommend families of high school students to check it out.	6/2/2021 8:04 PM
62	Larger with more adult community programming	6/2/2021 7:53 PM
63	More teen programs, more music? An addition? More digital resources? (And someone to show me how to use them?)	6/2/2021 7:49 PM
64	Continues to remain strong	6/2/2021 9:14 AM
65	It would be great to see the library undergo a renovation	6/2/2021 9:12 AM
66	A community hub for children/teens and those needing access to community room for support groups	6/2/2021 1:54 AM
67	I hope we're able to get back to the hustle & bustle of pre-pandemic life at the library.	6/1/2021 7:39 PM

## Q16 What role do you think BSPL plays in the village?

Answered: 66 Skipped: 63

#	RESPONSES	DATE
1	BSPL is a place where anyone can go and find what they're looking for. Having a library in town provides access to information and services for many people!	7/14/2021 8:55 PM
2	Hub for self learning.	7/14/2021 8:47 PM
3	So necessary	7/14/2021 8:43 PM
4	I live outside of the village...	7/14/2021 8:40 PM
5	Library is a hub for the community. It provides wonderful services and programming.	7/14/2021 8:31 PM
6	Huge. Access to books is very important for children and adults.	7/12/2021 8:37 AM
7	Unsure.	6/20/2021 9:26 AM
8	the only library in town	6/19/2021 6:54 AM
9	It's important to have a library in a community that meets the needs of all of the taxpayers with knowledgeable and helpful staff.	6/18/2021 7:49 PM
10	?	6/18/2021 2:06 PM
11	I know several low income families as well as older adults on fixed incomes who rely on the library for the bulk of their entertainment. This is such an important community service.	6/16/2021 7:40 PM
12	Now? Not as much as I would like. I think libraries get attracted to one of two "gravity wells" - they are appreciated, used and valued and as a result retain centrality for connecting community and exposing it to new ideas, or they are underused and this begets even less use and hence their perception as a frivolity or a tax burden. The village should be the sort of place well positioned for the former.	6/15/2021 5:01 PM
13	Should be central to our community.	6/15/2021 10:32 AM
14	I think it is kind of on the fringe of the village and is a great resource, but isn't seen as more than a place to stop by to use for a couple minutes	6/15/2021 10:26 AM
15	not much, unfortunately.	6/14/2021 11:19 AM
16	Right now. Zero.	6/12/2021 8:32 AM
17	I think it plays a big role, and it could be even better!	6/12/2021 7:04 AM
18	Keeps people involved in village and school affairs	6/11/2021 6:40 PM
19	I think it plays a small, minor role in the life of village and surrounding area citizens.	6/11/2021 1:45 PM
20	very community minded	6/11/2021 12:32 PM
21	I think it's good.	6/11/2021 12:08 PM
22	Good place for kids to get books	6/11/2021 8:09 AM
23	Good. They do kids reading programs(think that should be announced more, so more ppl can get involved when they don't go to the library to see it.	6/11/2021 6:45 AM
24	Unknown	6/10/2021 10:14 PM
25	Valuable resource	6/10/2021 9:54 PM
26	Our community literacy and fun hub.	6/10/2021 9:47 PM
27	?	6/10/2021 9:02 PM

## Ballston Spa Public Library Community Survey

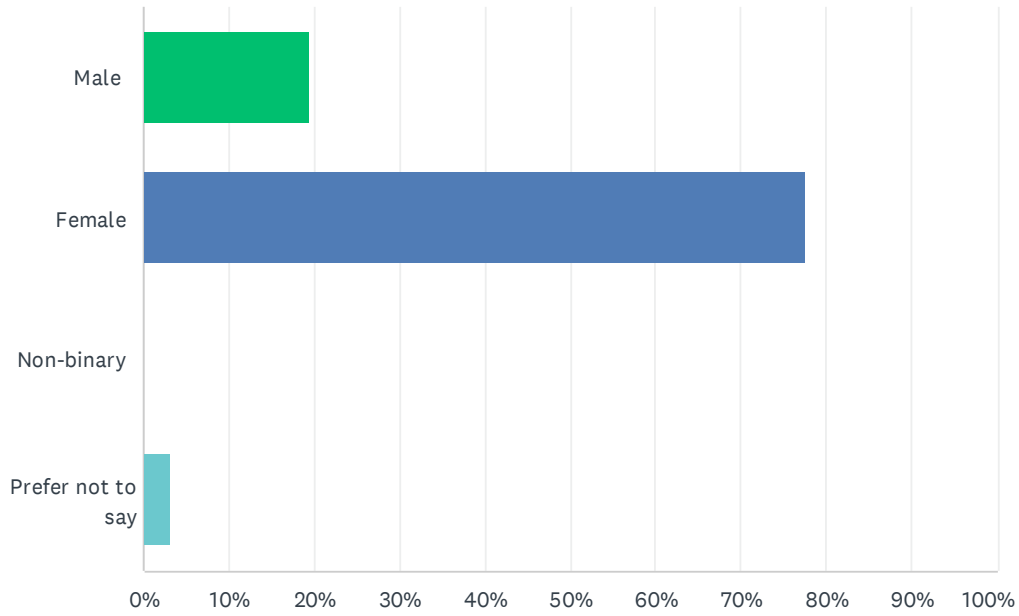
28	Supplies knowledge for students	6/10/2021 8:23 PM
29	Very important to have.	6/10/2021 6:08 PM
30	I'd like to see it as more of a community center.	6/10/2021 9:37 AM
31	Even though I do not personally use it often I do think it is essential for village residents especially low income and people with disabilities and lack of transportation + technology access. I also think the kids + teens section looks nice but I don't have kids/teens. I go in to the library sometimes when I have time to spare for example if I am meeting someone for lunch.	6/10/2021 8:58 AM
32	Brings the community together	6/9/2021 11:18 PM
33	The library should be that essential third place. Currently the small size and layout of the building make that difficult Howeythe library should remain in the village as a walkable resource.	6/9/2021 10:05 PM
34	Not sure. Not enough community involvement	6/9/2021 8:13 PM
35	The library is a welcoming space for all members of our community to find a home. I love when I see patrons of all ages, socio economic backgrounds, and interests using the library at the same time. I like to look at the community boards in the vestibule to learn what activities or services are in the community. I like to bring my whole family to the library to instill a love of reading and also a support for civic institutions.	6/9/2021 8:01 PM
36	It is helpful place for people in the community	6/9/2021 6:38 PM
37	It provides great programming for kids and fills the need for residents without computer/internet access at home.	6/9/2021 6:19 PM
38	The library is a source of information and knowledge. Providing the books and services needed and also supplying programs that should benefit all members of the community, young and old. Maybe an online bulletin board with up to date information of what's going on in the community - not just library related. One stop shop for information gathering.	6/9/2021 5:28 PM
39	It is helping foster my children's love of reading and learning.	6/9/2021 2:03 PM
40	It's a community asset, an educational center, a community gathering spot, a vital and essential community asset.	6/8/2021 4:19 PM
41	It's an important resource.	6/4/2021 7:44 PM
42	An important resource, I am fortunate to need all its resources presently but there have been times the WiFi and computers were a godsend.	6/4/2021 5:07 PM
43	It's a good advertisement for events and info	6/3/2021 7:18 PM
44	I think it becomes a defacto community center, given its location.	6/3/2021 6:50 PM
45	It's a good advertisement for events and info	6/3/2021 6:43 PM
46	Great resource for children	6/3/2021 3:31 PM
47	A vital resource for all residents. Children learning to read, studying, projects, meetings, those trying to find employment, shared service.	6/3/2021 2:31 PM
48	I think the library is very important to the village. It's a pivotal point especially for young families with children.	6/3/2021 10:02 AM
49	Could be significant	6/2/2021 10:33 PM
50	An important community service	6/2/2021 10:14 PM
51	I think it is critical to have public access to books.	6/2/2021 9:41 PM
52	I am unsure of this. To me it is just a place to get books.	6/2/2021 9:37 PM
53	I think it is a good spot for local resources for our community	6/2/2021 9:34 PM
54	A source for information	6/2/2021 9:19 PM
55	Great at offering and promoting community events and programs	6/2/2021 8:24 PM

## Ballston Spa Public Library Community Survey

56	Essential in terms of giving people easy access to information and a safe, quiet place to study and read.	6/2/2021 8:04 PM
57	I wish it was more known through local advocacy resource centers	6/2/2021 7:53 PM
58	Great central location. So good they they now host trustee meetings—bigger space = more transparency in govt.	6/2/2021 7:49 PM
59	Very important role!!!!	6/2/2021 7:45 PM
60	Part of community service, helping to keep the public informed	6/2/2021 9:14 AM
61	It is a central hub, important to underrepresented patrons and those who use it in vital ways More public programming would be great collaborate with other groups for programming	6/2/2021 9:12 AM
62	One of the highlights of living in the village	6/2/2021 8:13 AM
63	Very important resource to foster community involvement and educational advancement.	6/2/2021 6:02 AM
64	Not sure	6/2/2021 1:54 AM
65	Community hub, resource center	6/1/2021 8:36 PM
66	A hub for social connection with books as a bonus.	6/1/2021 7:39 PM

## Q17 Your gender

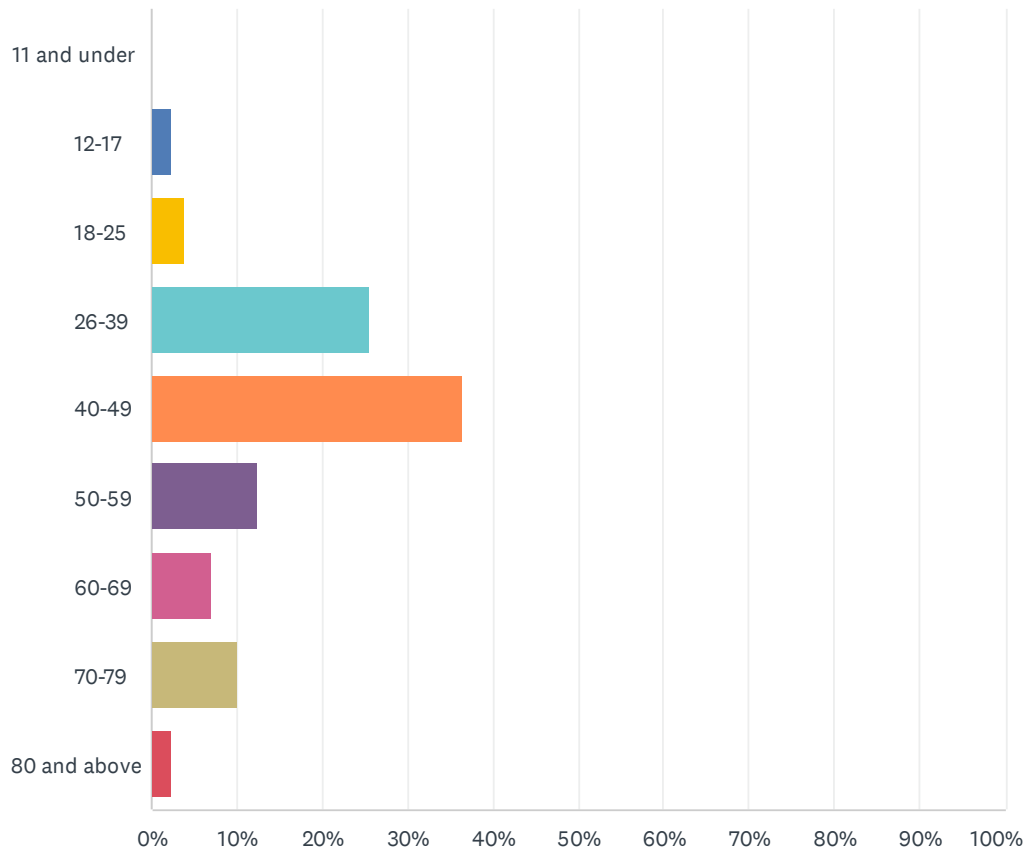
Answered: 129 Skipped: 0



ANSWER CHOICES	RESPONSES	
Male	19.38%	25
Female	77.52%	100
Non-binary	0.00%	0
Prefer not to say	3.10%	4
<b>TOTAL</b>		<b>129</b>

## Q18 Your age group

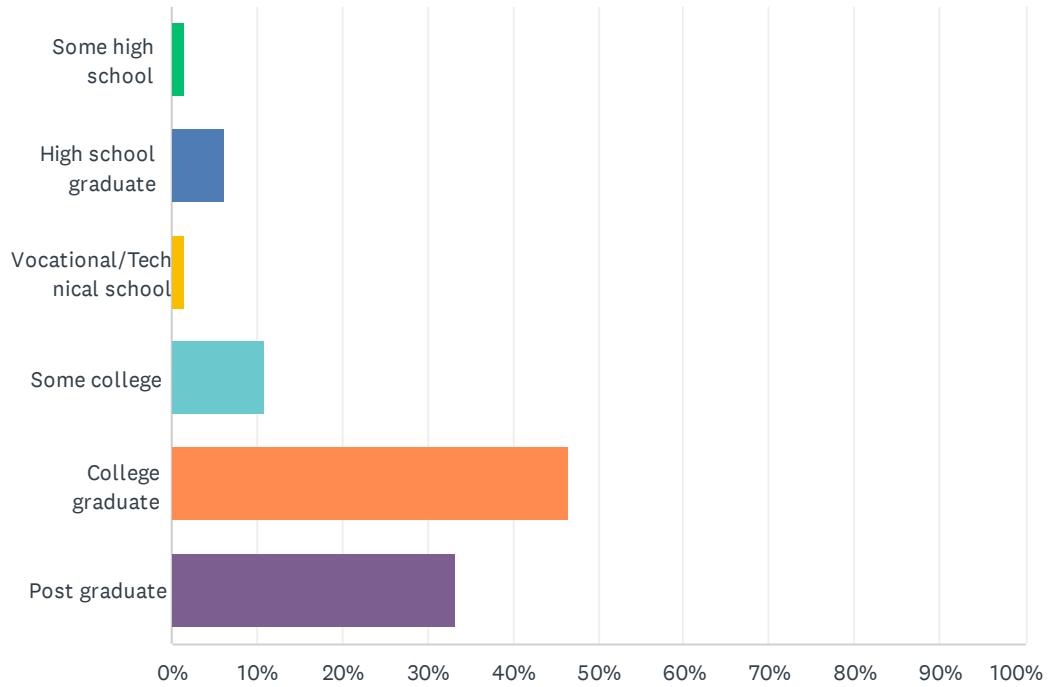
Answered: 129 Skipped: 0



ANSWER CHOICES	RESPONSES	
11 and under	0.00%	0
12-17	2.33%	3
18-25	3.88%	5
26-39	25.58%	33
40-49	36.43%	47
50-59	12.40%	16
60-69	6.98%	9
70-79	10.08%	13
80 and above	2.33%	3
<b>TOTAL</b>		<b>129</b>

## Q19 Your education level

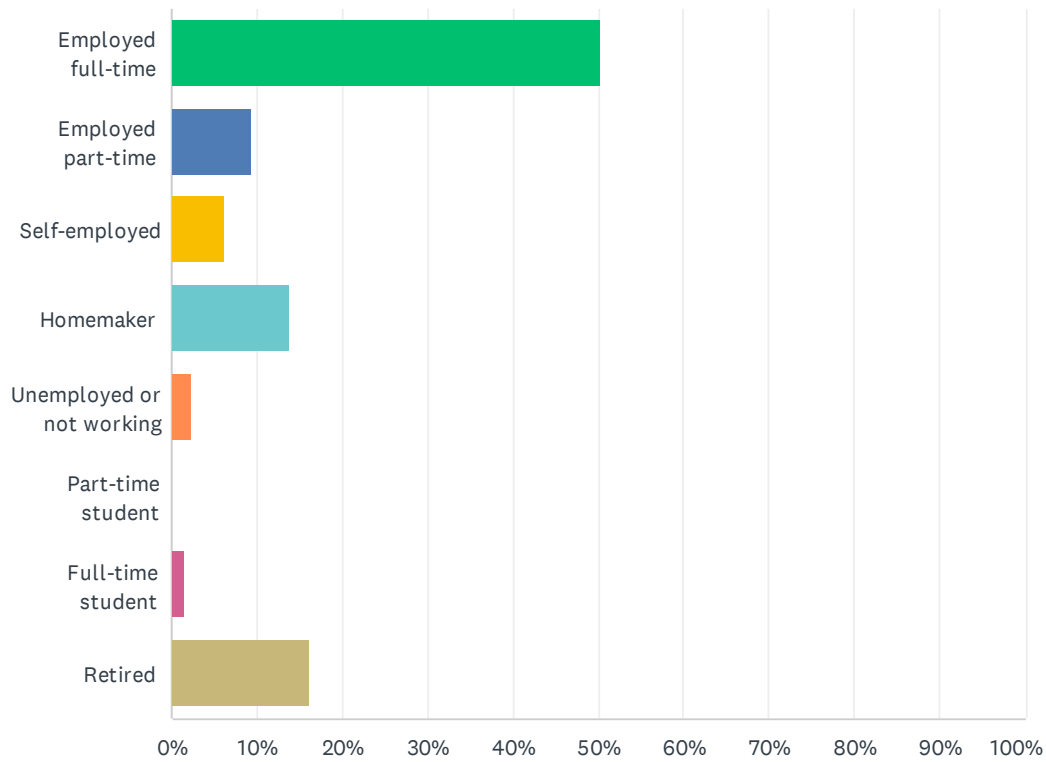
Answered: 129 Skipped: 0



ANSWER CHOICES	RESPONSES	
Some high school	1.55%	2
High school graduate	6.20%	8
Vocational/Technical school	1.55%	2
Some college	10.85%	14
College graduate	46.51%	60
Post graduate	33.33%	43
<b>TOTAL</b>		<b>129</b>

## Q20 What is your current work status? Check all that apply.

Answered: 129 Skipped: 0

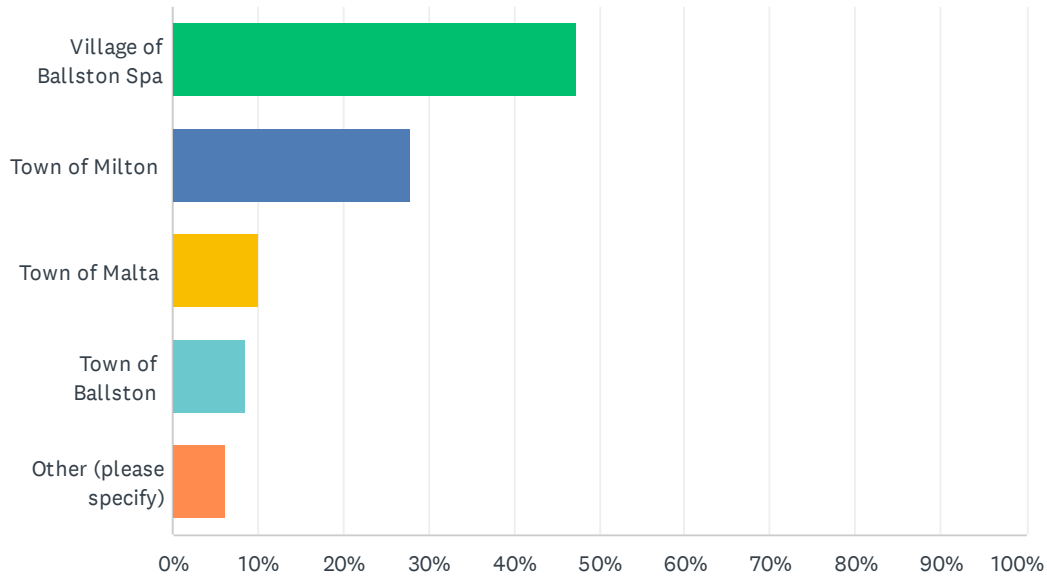


ANSWER CHOICES	RESPONSES	
Employed full-time	50.39%	65
Employed part-time	9.30%	12
Self-employed	6.20%	8
Homemaker	13.95%	18
Unemployed or not working	2.33%	3
Part-time student	0.00%	0
Full-time student	1.55%	2
Retired	16.28%	21
<b>TOTAL</b>		<b>129</b>



## Q21 Where do you reside?

Answered: 129 Skipped: 0



ANSWER CHOICES	RESPONSES
Village of Ballston Spa	47.29% 61
Town of Milton	27.91% 36
Town of Malta	10.08% 13
Town of Ballston	8.53% 11
Other (please specify)	6.20% 8
<b>TOTAL</b>	<b>129</b>

#	OTHER (PLEASE SPECIFY)	DATE
1	Charlton	7/14/2021 8:40 PM
2	I now live in the town of Milton but lived in the village of Boston spa for many many years. I miss being in such close proximity to the library.	6/16/2021 7:40 PM
3	Retired but volunteer in many organizations. I AM A VILLAGE RESIDANT.	6/11/2021 1:45 PM
4	Rock City Falls	6/10/2021 10:14 PM
5	Rock city falls	6/9/2021 12:23 PM
6	Saratoga Springs	6/2/2021 9:23 PM
7	Mayfield	6/2/2021 7:53 PM
8	Live elsewhere but work in Ballston Spa	6/2/2021 1:54 AM

## Q22 If you would like to be contacted by library staff to discuss a specific incident or response, please leave a contact name and phone number.

Answered: 3 Skipped: 126

ANSWER CHOICES	RESPONSES	
Name	100.00%	3
Company	0.00%	0
Address	0.00%	0
Address 2	0.00%	0
City/Town	0.00%	0
State/Province	0.00%	0
ZIP/Postal Code	0.00%	0
Country	0.00%	0
Email Address	0.00%	0
Phone Number	100.00%	3

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