

# **Leverett Library Long Range Plan**

## **Approved: November 1, 2019**

### **Time Period Covered: Fiscal Years 2020-2025**



*Photo credit: Christopher Condit*

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### **Acknowledgements**

Thank you to the members of the 2020-2025 Leverett Library Long Range Planning Committee:

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The committee generously volunteered their time and expertise. Natane Halasz, Director of Leverett Library, researched, compiled data from the community questionnaire, and wrote this report in collaboration with the committee.

### **Mission Statement**

Leverett Library is a dynamic community center that enriches people's lives and supports lifelong learning. The library responds to the community's recreational, cultural, informational, and educational needs by providing print and non-print materials, technological resources, and programs, for children and adults.

## **Vision Statement**

The Leverett Library will be a welcoming and vital center of lifelong learning that strengthens our community. We will offer a space for all people and ideas to come together.

## **Community Description**

Incorporated in 1774, Leverett is a small rural community in southeastern Franklin County. The town is named for Sir John Leverett, a governor of the Massachusetts Bay Colony. The town's rich scenic beauty includes a two-mile road through a glacial ravine bordered by Brushy Mountain; the Sawmill River, which cascades over rocks in Moore's Corner and flows into the North Leverett millpond; and Leverett Pond, in the town's center, which offers fishing, canoeing, and ice skating. The town has two churches, an old sawmill, historic homes, the Leverett Crafts and Arts Center, Dakin Humane Society, Leverett Village Co-Op, meandering roads, and portions of the Robert Frost Trail as well as the first peace pagoda built in the United States (a temple of the Nipponzan Myohoji Buddhist order). In close proximity to one another are the public elementary school, safety complex housing the Fire, Highway, and Police departments, Town Hall, Post Office, and the Library.

Situated in the Five College area, Leverett is a neighbor to four colleges: Amherst, Hampshire, Smith, and Mount Holyoke, as well as the University of Massachusetts. These academic institutions help to attract a culturally diverse population to Leverett.

Leverett has a population of approximately 1,812<sup>1</sup>. The median household income is \$87,174, which is the second highest median income in Franklin County. The median household income for Franklin County as a whole is \$57,305.<sup>2</sup> Six percent of Leverett individuals live below the poverty level (the rate is 10% for Franklin County as a whole). Like many communities in the Commonwealth, the percentage of the population that is over fifty years of age is growing at a faster rate than other segments of the population. This trend is predicted to continue for the foreseeable future. Survey data, as well as demographic data, suggest that this population is

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<sup>1</sup> This population estimate reported by the 2018 Leverett-administered census. The only official U.S. Census Bureau (USCB) statistics we have are from 2010. The 2010 population was 1,851. The 2018 population is not available from the USCB. The American Demographic & Housing Estimates (2013-2017) estimates the 2017 population at 1,997.

<sup>2</sup> Source of population and income figures: [2013-2017 American Community Survey 5-Year Estimates](#)

both physically and intellectually active, socially engaged, and our largest demographic in Leverett. The Library, like other Town departments, will need to place greater emphasis on serving the needs of older residents, but also strive to reach younger residents and families to encourage lifelong library usage and meet their diverse needs.

The Town has a total area of 23 square miles. Historically, Leverett was divided into four community centers (East Leverett, Leverett Center, North Leverett, and Moore's Corner). The four centers were designated as National Register Historic Districts. Today, the town is commonly referred to as North Leverett and South Leverett, with the rugged ravine of Rattlesnake Gutter as the general demarcation between these two regions of town. Much of the town is undeveloped, protected as conservation land, and contains abundant wildlife.

Unlike some other rural western Massachusetts communities, Leverett is connected to the internet via a state-of-the-art, high speed, community-owned, fiber-optic network (LeverettNet) since 2015.

### **About Leverett Library**

Today, the Leverett Library is considered to be a staple of the community, and the physical plant and grounds are commonly referred to as beautiful, comfortable, and welcoming. The 7,605 square foot building has not received any major updates during the period of our existing plan, and none are foreseen for the duration of the proceeding plan. At the time of this writing, the one known exception to this is an upgrade to the geothermal heating, ventilation, and air conditioning (HVAC) system, to take place in the autumn of 2019. The gardens are tended by volunteers, Friends of the Leverett Library officers, and a stipended (funded by the Friends of Leverett Library) staff member.

### *Leverett Library by the Numbers*

Table 1. Leverett Library's rank in overall circulation of Massachusetts libraries (Source: Massachusetts Board of Library Commissioners, <https://mblc.state.ma.us/>)

	Rank out of total MA libraries (370 libraries)	Rank out of total population grouping (0-1999) (68 libraries)
FY2018	#271	#3
FY2017	#268	#3
FY2016	#267	#2
FY2015	#255	#2

Table 2. Registered borrowers (card-holders), collection holdings, circulation (Source: Massachusetts Board of Library Commissioners, <https://mblc.state.ma.us/>)

	FY2018	FY2017	FY2016	FY2015
Registered Borrowers	1477	1491	1486	1523
Print Materials	15475	15520	15383	15793
Non-Print Materials	100497	93429	59027	42316
Direct circulation	35683	35777	36854	40796
Total Circulation Activity	39766	40170	41188	45426
Circulation per capita	22	22	22	24
Circulation per open hours	34	34	35	39
Interlibrary loans received	7801	6754	7087	7143
Interlibrary loans provided	4803	4393	4334	4630
Total non-resident circulation	6783	7245	7516	7926
Total circulation of print materials	16064	16101	15464	17946

In FY18, the library welcomed an average of 323 visitors through the doors every week. We offered approximately 236 programs, with a total attendance of over 2,000 attendees. Patrons also have access to more than 1.5 million circulating materials, thanks to the Library's membership in the Central and Western Massachusetts Automated Resource Sharing (C/W MARS) consortium. In addition to lending popular recreational and educational materials to its patrons, the Library also offers a number of services to the community. The Library offers free, high speed WiFi and computers, tech support on a drop-in basis, ongoing and special programming for children and adults, services such as faxing, printing, and photocopying, and use of a well-equipped Community Room for meetings, events, and exhibit space.

The Library is open a total of twenty five hours per week between the second week of September and last week of May; and twenty hours per week during the months of June, July, and August. The Library's open hours exceeds the mandated requirements for towns with populations under 2,000 (10 hours per week including some evening hours). The Library is closed on Mondays and Fridays, and Sundays during June, July, and August.

As of the writing of this Long Range Plan, Leverett Library's operating budget for fiscal year 2020 is \$82,471. In compliance with the requirements of the Massachusetts Board of Library Commissioners, the Director on behalf of the Board of Library Trustees, annually requests an increase to this municipal appropriation in the amount of 2.5% more than the average of the previous 3 fiscal years' municipal appropriations. A minimum of 19.5% of the Library budget is dedicated to the procurement of materials for the Library, in compliance with the Code of Regulations for the Commonwealth of Massachusetts.

## **Methodology**

The intent of this long range planning process was to undertake a basic review of the existing plan, and suggest updates to maintain our future and community-driven focus. The Library's 2014-2019 plan is a solid, adaptable plan, and no major external or internal factors are currently affecting the Library. Preparation to undertake long-range planning for the period 2020-2025 commenced in February 2019, with the Director attending a workshop entitled *Planning With Purpose: Strategic Planning At Your Library* presented by the Massachusetts Library System. In consultation with the Board of Library Trustees and Town of Leverett Administrator, the Director convened a committee consisting of one trustee, five community members, one Friends of Leverett Library representative, and one staff member. Operating under the Massachusetts Library System's "Three Meeting Model", the committee met three times between June and October, for a total of approximately 10 hours. During their first meeting in June, the committee conducted a S.O.A.R (Strengths, Opportunities, Aspirations, Results) exercise and orientation to the process of long range planning.

The themes that arose from the S.O.A.R. exercise include:

### **Strengths:**

- Collections: High rate of interlibrary loan attests to the strength of collections
- Staff and volunteers: Solid triad of Director, Trustees, and Friends
- Facilities: accessible building, including easy parking; aesthetics of the facility, grounds, and nearby conservation areas and Leverett Elementary School; the scale, warm and friendly environment, and comfort level make it possible for especially children to "take ownership" in their town library; audio visual equipment and Community Room.
- Patrons and community support: Patron loyalty; good connections with other Town departments and committees; high level of nonresident users; community programs
- Our membership in CW/MARS, including the catalog functionality

#### Opportunities:

- Programming: Expanding nontraditional programming, developing programs that encourage socializing, reaching young adults; programs for seniors; afterschool programs.
- Service hours: Increased or varying hours.

#### Aspirations:

- Staff capacity: More support for staff
- Programming: Ways to offer off-hours programming that support community need, while also not placing undue burden on staff and facilities. Development of committees to plan programs (with the goal that increased programming would increase staff support). Multigenerational opportunities. Technology and gaming programs.
- Community support: Increased relevance to more people. Library as increased social place especially for seniors.

#### Results:

- We would be looking for overall increased community engagement, e.g. increased attendance at programs, increased number of Leverett library cardholders.

### **Community Needs Assessment Survey**

The Committee drafted a Community Survey (see Appendix A). Questions from community surveys written by other libraries in western Massachusetts and beyond, and the Massachusetts Library System, were considered while the Committee wrote our survey. The Survey was released to the community in both digital (Google Form) and paper formats. The Survey opened for responses on Saturday, July 13, and closed on Saturday, August 10, 2019. A total of eighty-seven responses were collected (45 online responses and 42 paper responses). The summary of results is located in Appendix B. Below is a shortlist of the most common responses:

#### What the Community Likes:

- Friendly, welcoming atmosphere
- Staff & volunteers
- Books & DVDs, being able to get items from other libraries
- Beautiful space, community room
- Programs

#### What the Community Requests/Wants:

- Increased open hours, particularly Sunday hours year-round; Friday hours; Monday hours; open earlier on Tuesday and Thursday

#### Other Town Department Priorities

In order to better understand the needs that have been identified for the broader community, the Director sought input from the Town Administrator about current plans produced by other Town of Leverett departments and committees. The Committee reviewed the 2019 Open Space and Recreation Plan, 2019 Capital Planning Report, most recent ADA Report of Recommendations for Town of Leverett, and 2004 Community Development Plan, which is the most recent overall community development plan. It seems feasible that the library could be a significant resource to the Town as it seeks to pursue both economic development and preserving the rural character of the Town, themes identified as important across various plans.

Long range plans are dynamic documents meant to be revisited, and remain flexible and adaptable. Our work does not end with the submission of this plan. We invite and welcome community feedback at any time to help us achieve our mission and meet our goals. We take our position as “community center” very seriously, and we are honored that many members of the community regard the Library as such. To this end, one of our goals is to increase community engagement and awareness of library services and resources

#### Priorities

These priorities are based upon knowledge of the community and its demographics, information gathered through the planning process, and our mission and vision statements.

The Library’s priorities are to:

- Increase community awareness of and engagement with library services and resources
- Provide opportunities for staff development and increase staff and volunteer capacity
- Expand digital resources and maintain high quality print and nonprint collections
- Maintain clean, safe, attractive, and comfortable facilities and grounds, and embed sustainable practices into our building and grounds operations
- Generate a schedule of programming that attracts audiences and appeals to a variety of user demographic groups.

These priorities are embedded in our goals for **Outreach, Service, Staff and Volunteers, Collections, Programming, and Facilities**, described below.

#### GOALS

##### 1. Outreach

We recognize that the Library and the community will benefit from enhanced outreach services.

1.1 Develop a communications and marketing strategy to reach users, non-users, and underserved populations efficiently and effectively in order to build awareness of library resources, programs, and services.

1.2 Continue to refine the Library website (redesigned in the summer of 2019).

Possible actions for Goal 1:

- Develop regular ongoing ways of “bringing the library” to other popular community gathering places, such as the Transfer Station, Leverett Village Co-Op.
- Referral program: refer a friend or neighbor, and receive one entry into prize drawings.
- Solicit local businesses for prize donations to create incentives for more people to visit the Library.

## **2. Service**

We strive to provide high quality service to our community to achieve our mission.

2.1 Undertake a process to review our service (open) hours.

Possible actions for Goal 2:

- Hold focus groups relative to the library’s open hours. The survey results point strongly to a need to assess our service hours. Much of the commentary suggests that the community desires more open hours, particularly Sunday hours continued throughout the summer months, and some open hours on Monday or Friday. This community desire for more hours or different hours also arose in past long-range planning processes. Clearly, this aspect connects closely with staff capacity and municipal budget. Current staffing levels would not support increased open hours.

## **3. Staff and Volunteers**

A small staff and a large number of volunteers are critical to our operations and service delivery.

3.1 Increase capacity by increasing staff hours and/or compensation; and/or increasing volunteer capacity.

3.2 Increase support for professional development and volunteer recognition.

Possible actions for Goal 3:

- Recruit a team of volunteers who are willing and able to promote the library at external venues such as the Transfer Station, Leverett Village Co-Op, LES events, Town Hall, etc.
- Recruit volunteers who will assist with buildings and grounds upkeep (cleaning/dusting, gardens).
- Establish a library budget line to support staff professional development.



- Establish a “Sunshine” fund to express appreciation for volunteer work (e.g. to fund appreciation luncheon).
- Build case for increasing staff hours and/or compensation.

#### **4. Collections**

We will maintain excellent, high-quality collections that are desired by our community of users and in accordance with our collection development policy.

4.1 Expand digital collections (e.g. Kanopy video streaming).

4.2 Enhance collection of nontraditional materials (e.g. Leverett Pond boat loan program).

Possible actions for Goal 4:

- Roll out Kanopy streaming service to patrons and promote via website, flyer, e-newsletter.
- Survey patrons for interest in nontraditional materials.

#### **5. Programming**

We will offer high-interest programs that attract users and non-users to our library. The community inspires us to develop programs that meet their needs and interests.

5.1 Offer programs that support the Library’s function as a community center.

Possible actions for Goal 5:

- Develop more programs for children and teens.
- Seek regular community input about programming topics.
- Outreach to community members who are knowledgeable, willing, enthusiastic, and available to offer programs.
- Partner with other community organizations to develop and offer programs.

#### **6. Facilities**

We will continue to work with other municipal departments to maintain the town Library building and grounds as a beautiful, clean, comfortable, and safe facility and natural environment. Where possible, we will use sustainable and energy efficient practices to maintain and update the facilities and grounds.

6.1 Explore options for increasing sustainable and more energy efficient practices.

Possible actions for Goal 6:

- Investigate feasibility of solar installation.
- Apply for grants to fund the construction of a bicycle repair stand located on the outside of the building on library grounds.

## Appendix A: Community Questionnaire

### Leverett Library Community Survey

Leverett Library is developing a new long-range plan to identify priorities for services and programs for the next five years. Knowing your needs and interests will guide decisions about library goals and activities. This survey is anonymous, and will take less than ten minutes to complete. The online version is available at [leverettlibrary.org](http://leverettlibrary.org)

Thank you for participating.

If you have questions, please contact Natane Halasz (Director) at (413) 548-9220 or [leverett@cwmar.org](mailto:leverett@cwmar.org)

1. How often do you usually use Leverett Library? (check one)

At least once a week

At least once a month

At least once a year

Never

2. If you do not use Leverett Library, what are the reasons? (check all that apply)

- ☐ I'm too busy
- ☐ Inconvenient location
- ☐ Inconvenient hours
- ☐ Prefer to buy my own books, DVDs, etc
- ☐ Doesn't have the resources I need
- ☐ Unpleasant past experience
- ☐ Library is too noisy or busy for me
- ☐ Use another library (please list)
- ☐ Other: \_\_\_\_\_

3. When are you most likely to visit Leverett Library? (check all current hours that apply)

Tuesday afternoon\_\_\_\_ Tuesday evening\_\_\_\_

Wednesday morning\_\_\_\_ Wednesday afternoon\_\_\_\_

Thursday afternoon\_\_\_\_ Thursday evening\_\_\_\_

Saturday morning\_\_\_\_ Saturday afternoon\_\_\_\_

Sunday afternoon\_\_\_\_

Do the current hours meet your needs? \_\_Yes \_\_No \_\_Partially

Comments:

4. When would you be most likely to attend programs at Leverett Library during the current hours?

(for example: Saturday afternoon)

5. What do you like best about Leverett Library?

6. What could be improved about Leverett Library?

7. How does the library (Leverett Library or any other library you use) benefit you or the community?

8. What do you usually use Leverett Library for? (check all that apply)

- ☐ Accessing Wi-Fi/use computers
- ☐ Asking questions or get help
- ☐ Attending an adult program or exhibit
- ☐ Attending a youth program
- ☐ Borrowing items
- ☐ Browsing the shelves
- ☐ Copier, printer, or fax usage
- ☐ Book discussion groups
- ☐ Purchasing books, DVDs, or merchandise from the Friends of Leverett Library
- ☐ Community Room meetings
- ☐ Work
- ☐ Research
- ☐ Homework
- ☐ Meeting or socializing with others
- ☐ Other: \_\_\_\_\_

Comments:

9. Please select up to 5 program topics that interest you most:

- |  |   |
|--|---|
| <input type="checkbox"/> Art           |   |
| <input type="checkbox"/> Author visits | <input type="checkbox"/> Local history      |
| <input type="checkbox"/> Book groups   | <input type="checkbox"/> Mind/body/wellness |

- |  |  |
|--|--|
| <input type="checkbox"/> Children's activities   | <input type="checkbox"/> Nature                |
| <input type="checkbox"/> Concerts/music          | <input type="checkbox"/> Parenting/family life |
| <input type="checkbox"/> Crafts                  | <input type="checkbox"/> Poetry                |
| <input type="checkbox"/> Current affairs         | <input type="checkbox"/> Philosophy/theology   |
| <input type="checkbox"/> Discussion/course       | <input type="checkbox"/> Science               |
| <input type="checkbox"/> Drop-in social time     | <input type="checkbox"/> Story time            |
| <input type="checkbox"/> Environment             | <input type="checkbox"/> Technology            |
| <input type="checkbox"/> Films/movies            | <input type="checkbox"/> Teen activities       |
| <input type="checkbox"/> Finance/career/business | <input type="checkbox"/> Writing               |
| <input type="checkbox"/> Fitness/exercise        | <input type="checkbox"/> Other: _____          |
| <input type="checkbox"/> Gardening               |  |
| <input type="checkbox"/> Genealogy               |  |

Comments:

10. How would you prefer to learn about library services/programs?  
(check all that apply)

- |   |   |   |
|---|---|---|
| <input type="checkbox"/> Fliers in the library    | <input type="checkbox"/> Library website          | <input type="checkbox"/> Fliers around town |
| <input type="checkbox"/> Word of mouth            | <input type="checkbox"/> Facebook                 | <input type="checkbox"/> Library staff      |
| <input type="checkbox"/> TV and/or radio          |   |   |
| <input type="checkbox"/> Town of Leverett website |   |   |
| <input type="checkbox"/> Town newsletter          | <input type="checkbox"/> The Greenfield Recorder  |   |
| <input type="checkbox"/> Montague Reporter        |   |   |
| <input type="checkbox"/> Daily Hampshire Gazette  | <input type="checkbox"/> Library email newsletter |   |
| <input type="checkbox"/> leverettma.net           |   |   |
| <input type="checkbox"/> Nextdoor app             |   |   |
| <input type="checkbox"/> Other:                   |   |   |

Comments:

11. Would you like to tell us anything else?

12. What is your age?

13. Please tell us the zip code where you live:

Please return this paper survey to Leverett Library in one of the following ways:

1) Library mailbox at Leverett Town Hall

- 2) Library book drop
- 3) Library circulation desk box
- 4) By mail: Leverett Library, PO Box 250, Leverett, MA 01054

Please return this survey by Saturday, August 10.

Thank you for your input!

## Appendix B

### *Long-Range Planning 2020-2025, Leverett Library Community Survey Results*

#### About the survey:

The survey was available Saturday, July 13 - Saturday, August 10, 2019. It was available as a digital Google Form, and in paper format at the library, Leverett Community Co-op, Post Office, and Town Hall. Most paper responses were returned at the circulation desk, about five were deposited into our book return, and one was mailed to us via USPS.

All questions were optional, so not all questions were answered by all respondents.

Online responses: 45

Paper responses: 42

#### Demographics:

Zip codes of respondents:

01054 (73)

01351 (3) Montague

01002 (2) Amherst/Pelham

01093 (1) Whately

01039 (1) Haydenville

01072 (1) Shutesbury

Age:

11: youngest online survey respondent

78: oldest online survey respondent

10: youngest paper survey respondent

85: oldest paper survey respondent. Also "old" and "over 80"

Online: variety of individuals in their 30s, 40s, & 50s through age 64 (total: 22), then 3 x 65 y.o. 3 x 75 y.o. (total: 21 aged 65 and above.)

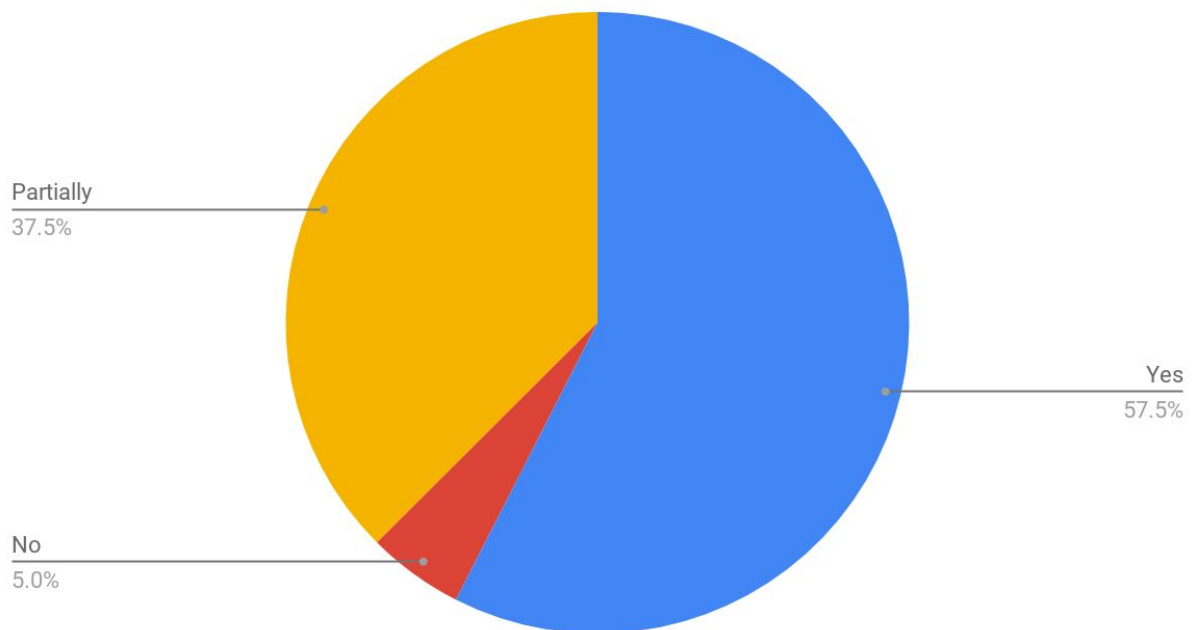
Paper: 3 x in their 80s. 3 x in their 40s. 13 x in their 70s. 9 x in their 60s. 2 x in their 20s.  
6 x in their 50s. 1 x 30-y.o.

How often they use the library:

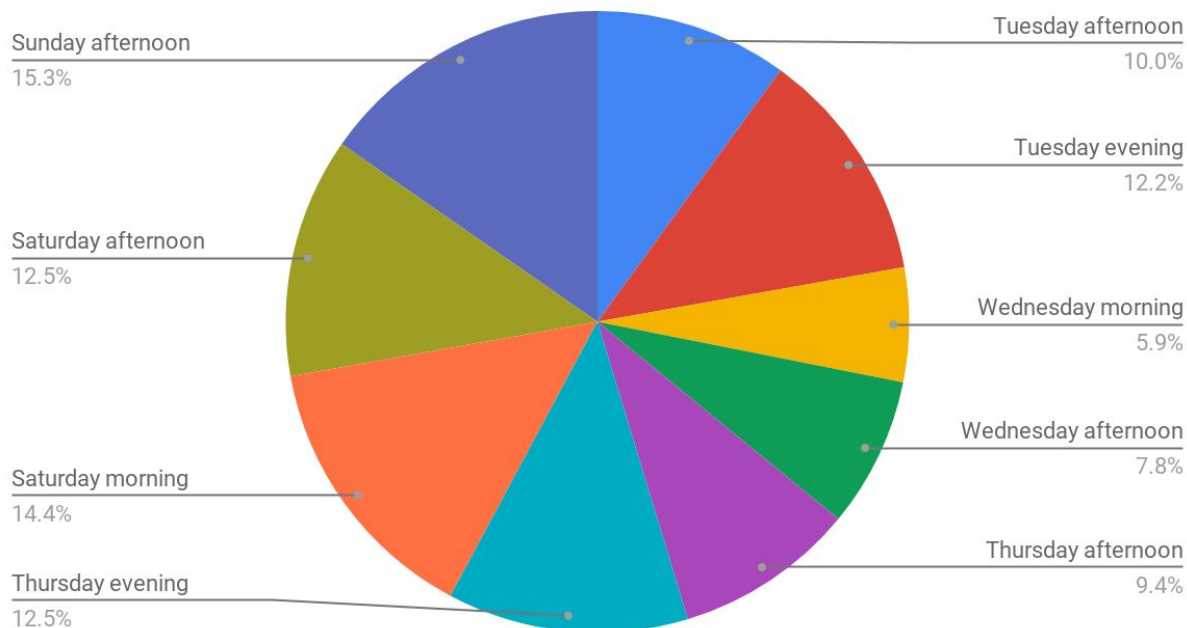
At least 1x per week: 48  
At least 1x per month: 33  
At least 1x per year: 4  
Never: 1

Current hours/most likely to visit:

Current hours meet my needs



## Most likely to visit during these current hours



### Comments about current hours:

"Nothing is open for kids on Friday so it would be amazing to be able to use the library at least part of the day on a Friday (preferably the morning)"

"Would really help if the library opened an hour or even a half hour before school ended. In an ideal world would be open Fridays too."

"wish there were Friday hours"

"I understand that funds are tight - you do a good job spreading out the hours available to meet different needs."

"Appreciate the Sunday hours. Would love Fridays too."

"I wish you were open either Mondays or Fridays".

"Hard to have it closed both Friday and Monday."

"Would love some Friday hours. But mostly hours work"

"Friday!"

"Would love daytime hours on Fridays"

"I really miss the hours on Friday and Sunday in the summer and wish the Saturday hours were longer"

"given the budget constraints, yes..".

"I wish the library were open more days!"

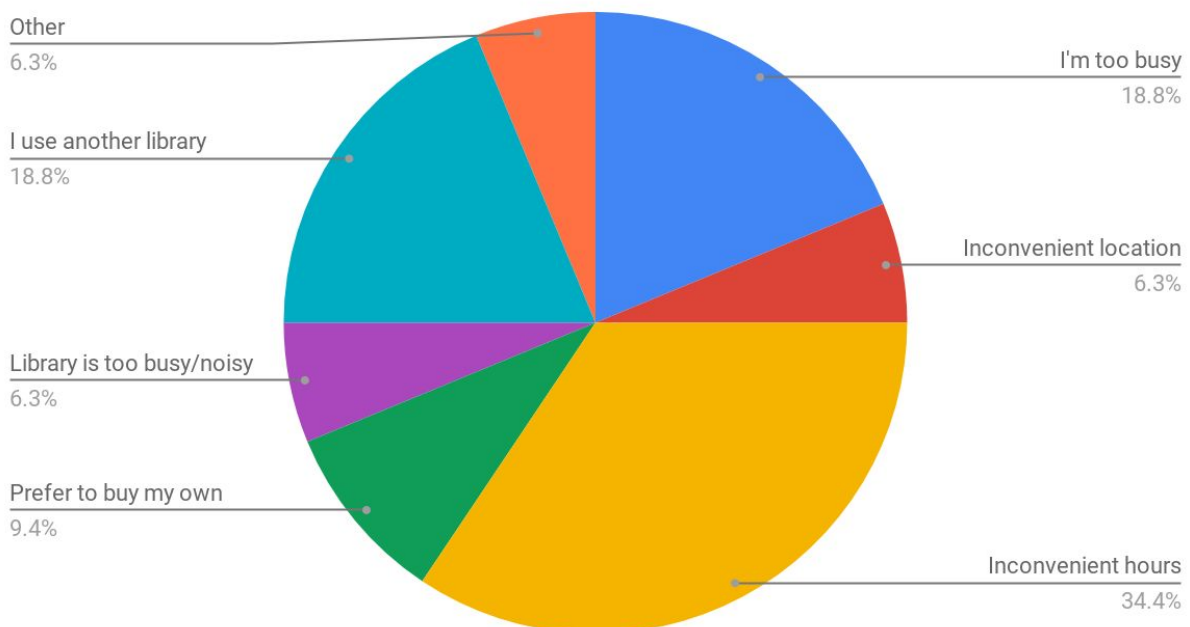


"I wish the library was open on Sundays year-round"  
 "wish summer hours were posted on the website"  
 "Fridays, Sunday in summer"  
 "Too bad closed summers"  
 "Would like another weekday morning open"  
 "Would like to see Sunday hours i the summer months too"  
 "Sunday hours are only available in the winter"  
 "Sunday all year"  
 "Friday afternoon"  
 "Too many closed days especially in summer"  
 "Not in the summer. Need more weekend hours."  
 "Sundays all year please!"  
 "Once one knows the hours, one can schedule visits easily."  
 "I would love to have hours on Sunday!!"

Reasons for not using the library:

Note: This question was not answered by the majority of survey respondents.

### Reasons for not using Leverett Library



Other:

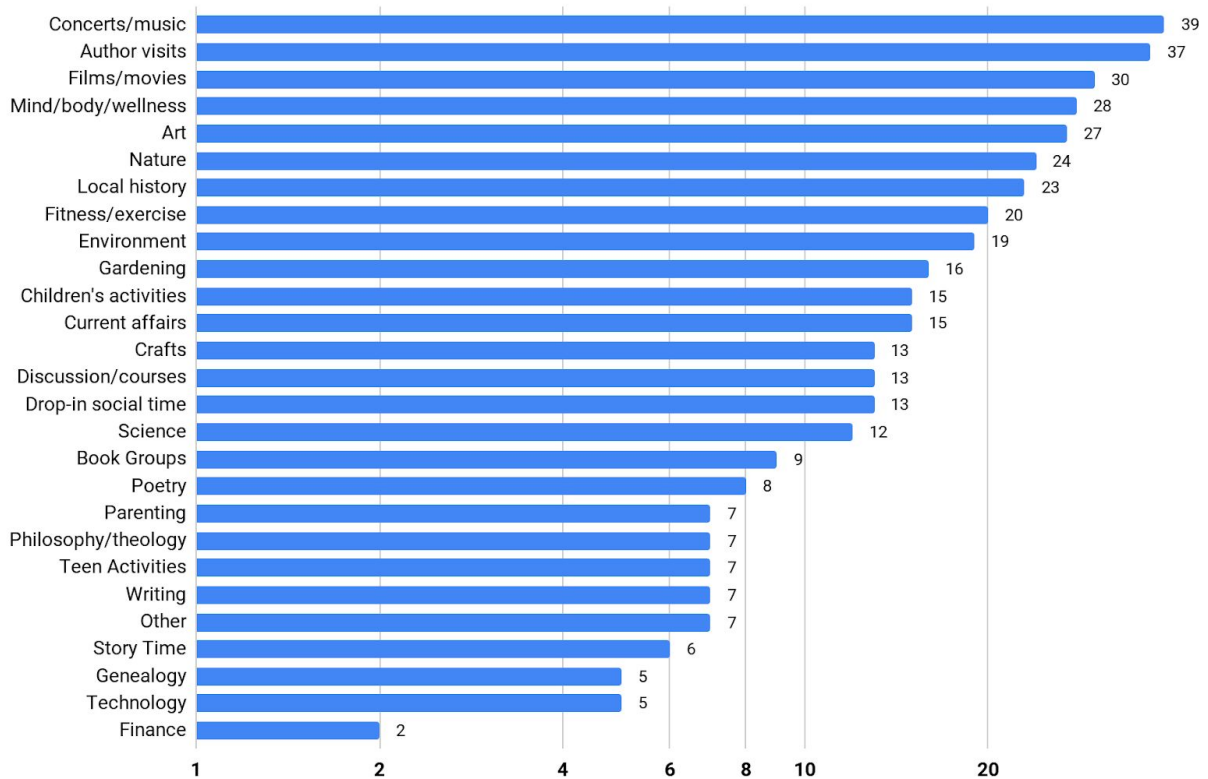
“I get many of the books I “read” on CWMARS + BPL digital catalogs”

“My real need is audio, I use Libby”

Other libraries used: Jones, Amherst; Sunderland; South Amherst; Greenfield;  
UMass/Five Colleges; North Amherst; Forbes

### Program topics:

Program topics



Other suggestions: Tai chi; uke lessons/sing-alongs; dance classes; spirituality and healing; travel talks; food/cooking; Recent Novels

Comments:

“You guys are great! Thanks for all that you do (love heart)”

“I just read and listen”

“An evening - 6pm(ish) yoga program, please!”

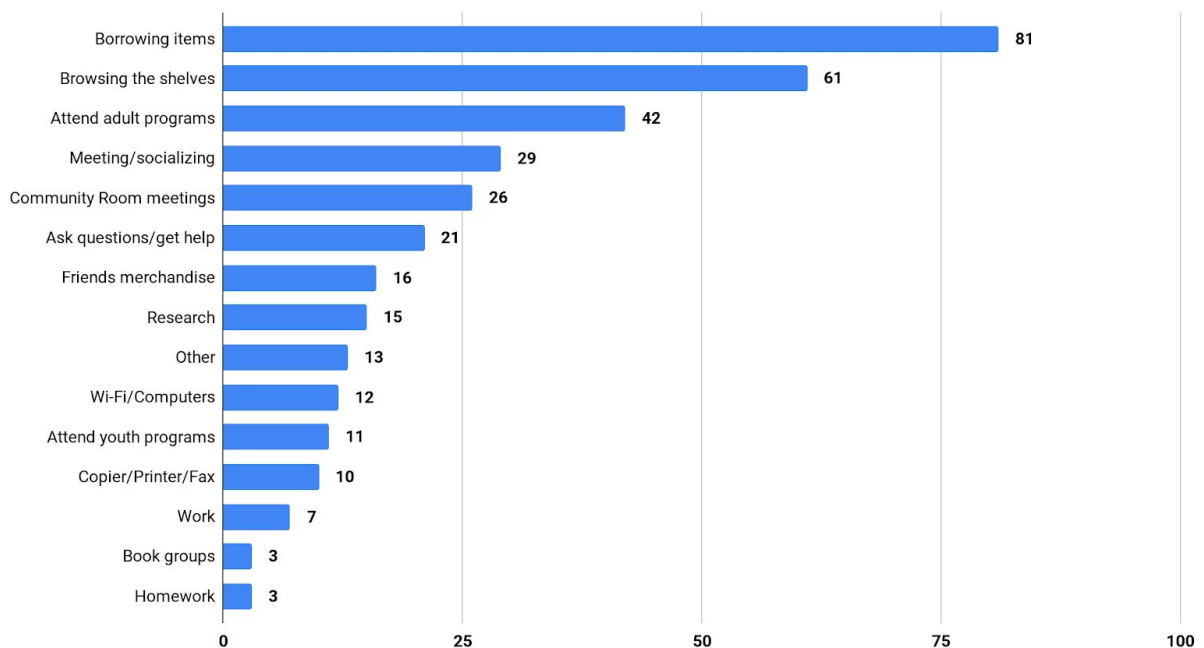
“We love Leverett Library + its staff/volunteers!!”

“Local people who will share their interests, work, hobbies or whatever they want to share. It’s amazing what we sometimes don’t know about our neighbors.”

“Senior concerns: wills, power of attorney, MOLST forms, people to help a senior stay in the home, hospice, palliative care.”

### What they use the library for:

What they use Leverett Library for



### Other usage:

Playing with BRIO and LEGO

Scrabble Club

Volunteer at library (going for MLS)

Enjoy the variety of programs and classes

Uke lessons

Volunteering

AC/warmth

Seeing local artists work on display

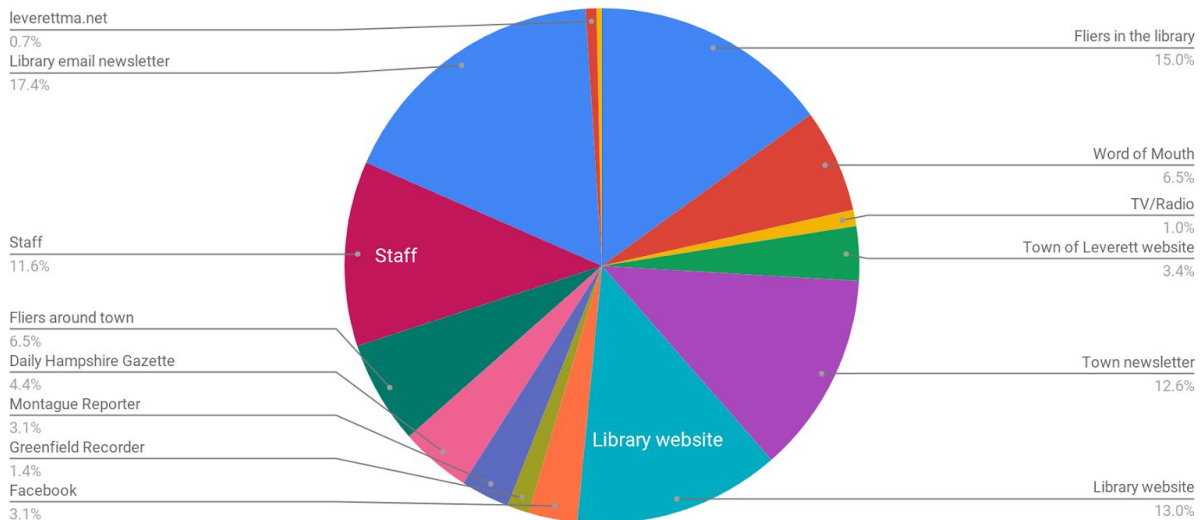
Puzzles

Local news & gossip

Soon, checking out Leverett Pond boats  
Listening to webinars and audio programs

### Learning about library services:

Notification of events preferences (Question 10)



Nextdoor app (3)  
Leverettma.net (2)  
Amherst Bulletin (2)  
Phone, Twitter, Instagram, and road sign (1)

### What do you like best about Leverett Library?

Such nice staff, beautiful space, kid friendly  
Sue & Natanie  
Friendly, open atmosphere  
There is a lot to love about Leverett Library - the friendly atmosphere, the beauty of it (inside and outside), easy to find what one is looking for or help is able and ready, puzzle table, displays, programs, live music on the patio!  
The helpful people that work there  
You can get any book for me  
The staff - helpful - they remember patron names  
The scale, the helpfulness of staff, the children's sections, bathrooms  
It's our community mtg place and great for kids and families  
It's home and I helped build it. Sue Laclair

Convenient, friendly  
Inviting, welcoming, warm ambiance  
Incredible books and resources  
Staff are extremely helpful  
The friendly atmosphere, the wonderful staff, and helpful volunteers  
Friendly, neighborly  
It being a community center  
Pleasant, comfortable atmosphere  
Friendly staff  
Lots of new books & DVDs  
Staff professional & friendly  
Lovely space  
Tai chi  
Helpful, friendly staff, lovely space, nice community room  
Being able to borrow so many different kinds of things (books, audiobooks, movies)  
from such friendly people  
Staff  
Enjoy the variety of programs, events, and classes that are brought in (and the cheerful,  
friendly, and helpful staff!)  
The people who work at the library, the people who visit the library, the excellent  
selections especially foreign titles, DVDs, audio CDs, books  
Access to computers, friendly staff and customers  
Selection of books  
It's a beautiful space & I wish I had more time to spend there  
Picking up books  
So comfortable and welcoming  
Personal connection  
Well-lit  
Homey  
Gathering place for patrons- friendly, welcoming atmosphere  
Good selection of books  
Great collection, helpful staff  
Everything  
Doesn't smell moldy  
Has 2 working bathrooms  
The helpful staff, the puzzles  
I like that in the afternoon I don't feel that I have to be tooooo quiet with the kiddos  
Welcoming  
Friendly, helpful programs

DVDs ordering service  
People there know me by name  
DVDs, events, artworks in community room  
Beautiful space, close to home, and friendly staff  
EVERYTHING is wonderful  
The books, movies, computers, people & programs  
The “feel” of the library - welcoming, friendly, smiles, hugs and what I expect when I enter any library  
Kids section, museum passes and other non-book borrows  
Staff and kid friendly  
Everything. Such a welcoming atmosphere.  
Helpful and friendly service  
The STAFF!!!! They are wonderfully helpful and friendly.  
The staff! And CWMARS  
Natane and Sue are great!  
helpful friendly staff  
Community feel.  
Lovely staff, nice spaces for kids  
That my family uses it  
staff, programming  
The friendly staff who knows everyone! The regular supply of new graphic novels for my kids.  
Children’s room and community room gallery space.  
The staff! The events.  
The incredibly helpful staff  
Attractive, pleasant atmosphere  
The beautiful space and Sue  
informal atmosphere, that they remember my name, that it has a little of everything  
The librarians  
welcoming atmosphere and friendly, helpful staff  
Programming and books on tape  
staff and catalog access to CW/MARS  
Accessibility; friendly, helpful staff; variety of materials; access to an even wider range.  
atmosphere, organized and clean, friendly and helpful staff  
The staff, the books, the DVDs, everything!

## The Staff

Friendly and helpful staff, reserving books from entire library system, close proximity, easy parking!

Small, community oriented feeling. Wonderful director. Beautiful space. Child friendly. its beautiful, friendly, and there are no fines for overdue books  
grea t place to see friends, and the books....

It's overall excellence as a small town library

nothing i don't like. it's comfortable, friendly, helpful.

It is a beautiful, quite new facility.

It is close, just 5 minutes from my house.

I know that there is a high likelihood that I will meet up with a neighbor, friend when I stop there.

The volunteers and staff are always friendly and willing to help.

If I can't locate the book or audio I want, it is easy to reserve it online and pick it up at the Leverett library.

Convenient location and nice staff.

Friendly staff, good fiction selection

community resource center and meeting hub

The staff is amazing and so helpful.

Friendly helpful staff. It's a beautiful environment, has pleasant sitting areas near windows, natural lighting, parking lot convenient, activities that are offered for all different ages and interest.

It's friendly feel.

Friendly environment, browsing and by chance running into someone I know.

Friendly comfortable

Sue LaClaire; the community feel; ability to pick up and drop off C/W MARS items

Thank you!

We love our library!!

CWMARS is crucial to the library's success. I'm amazed at how quickly I can get books from distant collections.

The museum passes are a great resource.

We are lucky to have such a great library in our town!

I love the Leverett Library! It has been such a wonderful resource in the 10-plus years since my family and I have lived in town, and my children have practically grown up there!

I love the Leverett Library.

50 years in town and the library continues to get better and better. Love it!!

I think since we know all have the internet general use may have dropped off.as it has the most comfortable meeting room in town, programming is wonderful.

We are so lucky that such a small town has such a wonderful facility and staff - I think the main focus should be helping them raise more funding.

Leverett is blessed to have such a resource, run by such capable people, in town

We are exceedingly fortunate to have found Natane as director and Sue L. as her assistant. A dynamic duo!

I love you

**What could be improved?**

Open on Sunday!

I can't think of a thing!

More Christian books/authors

Later hours during the week (Mon & Wed)

Expanded hours, more all-family programming, meditation

Add a cafe with coffee

It's happening under Natane's leadership

A larger community room, but that is "pie in the sky"

Nada

More current, multicultural fiction

More self help books in nonfiction

More hours



Have line dancing classes  
More hours open so programs could have more scheduling options  
More complete selection of most popular authors  
Would like more books on spirituality (not organized religion)  
More multicultural fiction  
More variety of DVDS: independent films, comedies, documentaries, foreign films, and classic films  
N/A  
Would like more new DVDs (not series especially)  
More hours  
Dog-friendly  
More variety of evening events  
Fix the heating/cooling system for good  
Nada  
Keep Sunday hours year-round other than that nothing  
More space for books  
More hours in the summer  
More kids books? More kids graphic novels section  
Add a cafe with hot cocoa  
A larger budget, a "huge" donation for "whatever"  
More audio books  
Not sure  
A dedicated catalog computer, there used to be one. More hours.  
A dedicated quiet space (rather than using Y.A room)  
If we had more more money, some programming to provide assistance to seniors - we don't have a senior center the way bigger towns do, and it would be great to be able to help them more.  
Please fix, once and for all, the Heating & Cooling system.  
Noise level even just the ordinary conversations make it difficult to spend time studying there.  
Community room is booked to heavily for exercise classes. One slot should be open for other activities on the weekend.  
Getting books from other libraries or off the wait list even more quickly.  
Larger selections of adult books and DVDs  
newsletter including everything happening every week.  
more paved parking area with fewer icy spots in winter

More hours.

Monday and Friday hours

Open more hours during the week.

nothing

Nothing, keep doing what you are doing!!

Friday hours, evening yoga or mindfulness program, gardening program

more hours, more magazines, more programs to be a community center

Hmm. Figure out a way to check out Leverett Pond boats after hours?!!

Possibly to be open more hours, but I think most folks can work around the current hours.

Open on Monday.

More books (I know, not any more room!)

I like your wide ranging events that bring the community together

Open more!

Solar panels

more days/hours open; I don't care for the website redesign

Makers space type program would be good.

Do we have a listserv for Leverett residents and beyond?

Should love to see the patio music in June also.

I don't know of any teen activities the library has held, but those would be great!

Less James Patterson more indie books!

Maybe a "new" book/DVD list on website and at desk

The hours are a major impediment to our usage as a family, especially when Sunday hours disappear