TIVERTON LIBRARY SERVICES
LONG RANGE PLAN 2018 – 2023

Mission Statement
The mission of Tiverton Library Services is to be an essential resource for personal growth and community enrichment. Our programs, services and collections serve the personal and professional needs and interests of individuals, groups, and organizations. As a vital part of the Town, our modern library services enhance the educational, cultural, social, and economic well being of the community.

The Library and the Community
Located in the East Bay area of Rhode Island, Tiverton borders Westport, Massachusetts, to the east and Little Compton to the south. To the north lies the historic mill city of Fall River. The town’s western boundary is formed by the Sakonnet River and Mount Hope Bay. Tiverton’s waterfront and beaches, as well as its historic buildings and rural landscape, are essential parts of the town’s unique character and are highly valued by its residents. Across the Sakonnet River from Tiverton is Aquidneck Island, home to Portsmouth, Middletown, and Newport, whose economies are dominated by the defense and tourism industries.

Tiverton is approximately 25 miles from Providence, 15 miles from Newport, 25 miles from New Bedford to the east, and 55 miles from Boston to the north.

Tiverton’s population is 15,795 according to 2016 American Community Survey. It consists of 7931 males and 7864 females of which 5% are under 5 years old, 14% are age 6 to 19 years, 15.5% are 20 to 35 years, 42.9% are 35 to 64 and 22.6% are over 65 years. The median household income is $72,365 with 66.7% employed. Household income is derived from 77.6% earnings, 39.7% social security, 24.6% retirement income and 2% public assistance. The population is 96.8% white. Ninety percent of adult residents have a high school diploma or higher.

The new Tiverton public library opened its doors to the public in June 2015. The response from the public has been overwhelming. Visits that first year increased by 94% and have not decreased in the three years since the opening. There were more card registrations in the first six months than in the three prior years combined. Circulation of books increased by 71%, audio-visual by 60%, and magazines by 50%. The greatest increases were in program attendance, which saw over a 150% increase in the first year alone. The number of programs offered and number of attendees have
continued to increase since then. In a recent survey, 81% of respondents said that the library contributes greatly to the quality of life in Tiverton.

Goals & Objectives

Goal 1: Increase public access to library and library resources
Rationale - Many comments provided in our survey and focus groups indicated a need for expanded library hours. Restoring Tuesday morning hours and the addition of Sunday hours were the most requested items on our survey. Taking a look at our current library hours and working to add additional hours is an important goal to make sure we are providing the public with the access they need.

Objective 1: Expand hours of operation beyond state-required minimum, including the addition of Sunday hours
Objective 2: Explore possibility of partnering with other agencies to provide transportation to the library from the senior center
Objective 3: Explore possibility of providing technology classes at the senior center
Objective 4: Explore the possibility of having extended drive-up hours, such as Friday evenings
Objective 5: Re-examine library hours of operation and consider changes to better meet residents’ needs

Goal 2: Increase public awareness of library and library services
Rationale - From our surveys we learned that many residents are unaware of the full range of library services we provide and that we need to find new and better ways to share information about the library with the public.

Objective 1: Create informational pamphlets highlighting the library and its services; distribute pamphlets at town hall, school open houses, real estate offices, etc.
Objective 2: Create library branding, which includes a professional library logo, colors and tag line for use on the library’s website, flyers, letterhead, business cards, social media and library “swag.”
Objective 3: Develop a plan for distributing the library’s monthly program flyer more widely both inside and outside the library, including the use of information kiosks at locations throughout town
Objective 4: Promote awareness of the Friends of TIlverton Libraries email newsletter and how to sign up
Objective 5: Increase marketing outreach to seniors about senior-specific services

**Goal 3: Expand programming**
Rationale - The new library building has allowed us to start offering a wide variety of programs, and these programs have proven to be enormously popular. Survey and focus group comments make it clear that one of our challenges in the coming years will be to meet the ever-increasing demand for programs.

Objective 1: Offer more weekend programs for all ages
Objective 2: Offer programs that don’t require pre-registration
Objective 3: Offer movies and/or streaming performances during the day in the hot summer months
Objective 4: Offer a wider variety of programs, such as yoga and exercise classes, advanced technology skills classes (website design, social media branding and marketing, digital photography), music and art lessons
Objective 5: Partner with local organizations and commissions to offer specialty programs such as seed swaps, boating safety classes, recycling options, etc.

**Goal 4: Improve adult print book collection**
Rationale - Our new, much larger building provides the shelf space that was sorely lacking in the past to accommodate a larger print collection. Many respondents indicated that they now rely heavily on ILL for their needs and would prefer to have those resources available here in town.

Objective 1: Survey patrons through multiple means to identify areas of weakness in the collection
Objective 2: Analyze ILL requests to identify collection areas for expansion, for example, US history, fine arts and performing arts, health and wellness
Objective 3: Explore outside funding sources for collection development
Objective 4: Provide signage identifying locations of various adult collections, i.e., large print books, biographies, videos and DVDs, fiction, and nonfiction.

**Goal 5: Improve customer service**
Tiverton Library has a wonderful, professional staff who represent one of the library’s greatest assets. Our old building, being small and cramped, promoted interactions between staff and patrons, while the space in our new building allows patrons to come and go without any communication with staff. We realized during the planning process that patrons could not always identify our staff on duty and may have been hesitant to go to the information desk for help.

Objective 1: Provide customer service training for staff
Objective 2: Solicit patron input to improve customer service
Objective 3: Investigate implementing a roaming customer service model where staff move throughout the library to locate patrons with questions or concerns and offer them help in finding or using library resources.
Objective 4: Provide signs throughout the library encouraging patrons to ask for help and listing types of help available, i.e., readers’ advisory services, help with streaming books and movies, as well as information on how to identify staff members

Goal 6: Diversify and increase funding sources
Rationale - In order to meet the demands for increased library services and at the same time avoid adding to the polarization in town over property tax increases, we will need to seek out additional funding sources.

Objective 1: Work with Library Foundation to establish an endowment that would provide an annual contribution to operating costs and to develop an endowment timeline
Objective 2: Research availability of grants and private donations to fund technology and new programming in the areas of health and wellness, small business, job skills development, the arts, local history and genealogy.
Objective 3: Explore additional charitable giving programs for individuals supporting the library.
Objective 4: Advocate for adequate library funding at both the local and state levels to help meet patron requests for additional hours and services.

Goal 7: Support and build relationships with small businesses in town
Rationale - Small businesses are an important component of Tiverton’s small-town quality of life. Providing library services and support to them will benefit and unite the community in many diverse ways.

Objective 1: Provide business-related software and software training
Objective 2: Build relationships with organizations like the Small Business Association to provide seminars on topics such as obtaining loans, networking, advertising and marketing, and building a social media presence
Objective 3: Provide a bulletin board and/or virtual directory where providers of services to small businesses (website design, accountants, etc.) can be listed
Objective 4: Create a brochure detailing library support for small businesses in town and distribute through multiple channels
Objective 5: Explore hosting a small business fair at the library where residents can learn about the services provided by local small businesses

Plan for Implementation and Evaluation
The Library Director will assign responsibility for individual objectives and develop a timeline for achieving them. Four times a year the Director will review with the Trustees the progress made on the plan and make recommendations for changes. These changes may include the elimination of particular objectives or the addition of new ones based on changing patron needs.
Tiverton Library Survey Results, Part A - January 2018

Are you a Tiverton resident?
349 responses

What is your age group?
349 responses
On average, how often do you visit one of the libraries (Tiverton Public and/or Union Library)?

348 responses

- 52.6% Daily
- 21.6% One or more times a week
- 18.3% One or more times a month
- 1.1% Less than once a month
- 0.3% Never

Have you attended a children's program or event at the library in the past 12 months? (Examples include storytime, sports club, and read to a therapy dog.)

346 responses

- 47.7% Yes
- 41% No
- 11.3% No, but I plan to in the future.
Have you attended a teen program at the library in the past 12 months? (Examples include henna for teens, ani...movies, and zombie survival training.)
346 responses

- Yes: 73.7%
- No: 21.5%
- No, but I plan to in the future: 1.8%

Have you attended an adult or family program at the library in the past 12 months? (Examples include the solar ecl... clubs, cultural events, and lectures.)
349 responses

- Yes: 60.7%
- No: 17.8%
- No, but I plan to in the future: 21.5%
How would you rate your level of satisfaction with library programs and events?
348 responses

- Not at all satisfied
- Moderately satisfied
- Very satisfied
- I have never attended a program

61.2%
19.8%
17.5%

Have you accessed the library's website or online resources and services from home in the past 12 months?
348 responses

- Yes
- No

77.6%
22.4%
How would you rate your level of satisfaction with the library's website?
322 responses

- Not at all satisfied: 65.5%
- Moderately satisfied: 27.6%
- Very satisfied: 15.7%

To what extent do you think the library contributes to the quality of life in Tiverton?
345 responses

- Does not contribute at all: 15.7%
- Contributes somewhat: 80.9%
- Contributes greatly: 80.9%
How do you most often find out about library services and events? (Check all that apply.)

341 responses

- Library website: 155 (45.5%)
- Social media: 197 (57.8%)
- News media: 53 (15.5%)
- Friends of Tiverton Library: 187 (54.8%)
- Word of mouth: 87 (25.5%)
- Library signage: 104 (30.5%)

Below is a series of statements about Tiverton Library Services. Please check ALL of the statements with which you agree.

319 responses

- The library should have more activities and programs for adults: 166 (52%)
- The library should have more activities and programs for teens: 80 (25.1%)
- The library should have more activities and programs for tweens (ages 10-12): 96 (30.1%)
- The library should have more activities and programs for children: 99 (31%)
- Tiverton Public Library: 184 (57.7%)
- Tiverton Public Library: 187 (58.6%)
- Union Library: 93 (29.2%)
- The library should have more Sunday hours: 46 (14.4%)
- The library should have more activities and programs for children: 100 (31.3%)
- The library should have more activities and programs for tweens (ages 10-12): 100 (31.3%)
- The library should have more activities and programs for teens: 99 (31%)
- The library should have more activities and programs for adults: 170 (53.3%)
- Tiverton Public Library should have Sunday hours: 184
Tiverton Public Library should have its Tuesday morning hours restored so that it opens at 10 am rather than 1 pm - 187
Union Library should have its Saturday hours restored - 93
The library should provide more resources to businesses in town - 46
The library should offer more computer classes - 100
The library should offer job search and résumé writing services - 170
The library should loan hobby-related items, such as baking pans, fishing rods, or gardening tools - 67

What resources or services could the library offer that would make you more likely to use the library?

115 responses

1. Honestly I'd love to see more books. The library is big and beautiful but more often than not the book I'm looking for isn't there. (41)
2. I love the idea of having hobby related items
3. baking classes and how to make a website
4. Maker space
5. I love the idea of loaning hobby related items!
6. Crochet club!
7. more online internet access
8. More local author book signings, evening book groups
9. Sunday hours, even if it's limited
10. More fiction
11. The children's area... let's focus on this. Countless times other mom's and I discuss how that area is simply NOT friendly. We stopped going. The events are not structured for fun. An example: the 10 minutes it takes for her to give everyone a custom name tag. The "no cell phone speech, the "look through the bubbles not through the door" speech, the "your child will come in the room and listen and you will sit out here and wait for crafttime" speech... the wait list... oh the wait list!!!! No child should "wait" to be read to. Again... we just stopped going. The Children's area simply doesn't feel like the rest of the library. It can only be described as walking into a place you were not invited to. No other area of the library feels like this. That area needs to be simplified. Just let people come in, welcome them, have story hour with everyone. Don't use name tags, learn their names over time, no craft, ask about the
book! Let kids talk about it! Let them sit with their parents! Let them just be kids and let their parents be their parents. Stop the waiting list!!!!!

12. looking for calligraphy classes
13. Open Tuesday mornings!
14. More hours open
15. daytime movies and occasional daytime adult programs including health topics which would attract seniors who do not currently use the library
16. THE TOWN OF TIVERTON GETTING WITH THE TIMES AND FUNDING THE LIBRARY MORE SO THAT OUR YOUTH DOES NOT SUFFER, BUT YOU GUYS ARE DOING AWESOME WITH WHAT YOU HAVE :)
17. Sunday hours please
18. I like when they offer tech classes (for example instagram for over 50's or youtube channel how-to's) and genealogy or writing workshops, but held more than one night only. Difficult to commit to only a Monday night for example.
19. more genealogy and history and stories of Tiverton
20. Adult book club?
21. Weekend toddler programs for working osrents, toddler programs in the early afternoon (morning program falls during public school preschool hours)
22. Writing tutors would be beneficial for students but it must be imparative that the tutors have the credibility to do so.
23. Friendlier and more welcoming staff in the children's library.
24. More adult print books
25. More teen room classes/activities
26. More popular books, more new books
27. Children’s programs
28. More family friendly events, especially for little ones, under 5 years old.
29. more newspapers and magazines
30. more fiction available
31. Something about the layout makes it so that there only a few places to work with a desk if you are not using a computer. If those few tables are gone it is hard to figure out where to settle.
32. I already use the library but I would like a series of classes to learn the newest ways to use the computer. Also some classes on how to take great pictures with the new digital cameras and learn what all those settings are for.
33. 3D printer and classes, loans of hobby items, extended Saturday hours, Sunday hours.
34. Online magazines or more print magazines: suggestions Astronomy mag, PCWorld, PC magazine,
   Non-Fiction book group or alternate months of fiction/non-fiction in the adult book group, loaning hobby
   related items, art program for adults
35. It would be nice to have more instructional classes on a variety of subject matter such as photography,
   web design, recycling crafts, gardening or genealogy.
36. Unable to respond. Have not used current resources or services
37. I love historical information programs and the movies you had the summer before last
38. They should have a non fiction book group. The adult book group reads mostly fiction.
39. I already use the libraries often. More services and additional personnel would enable the library staff to
   offer more to the community in many areas of interest: history, nature programs, film, topical discussion
   groups, how-to programs, and so on.
40. More DVD’s
41. More books!!
42. To host events on a day other than Saturday.
43. More availability of children’s story times. They always fill up so fast. If you don’t register immediately,
   you can never get a spot.
44. photography class, ancestry information
45. Classes for adults, e.g. drawing, watercolor, colored pencil, knitting, crocheting, needlepoint,
   embroidery, speed reading, yoga
46. book groups as well as other types of groups to join to incorporate community life
47. a more user friendly website
48. I think you already have a great array of programs for all ages.
49. More adult programs
50. More books and more CD’s on books
51. Child and Parent Programs-Crafts/ Movies- DURING THE WEEKEND-NOT the Daytime. Parents work!
52. idk
53. A single 3D printer would be relatively affordable. Trained staff or classes with it would bring in adults
   and teens. 3D printing is a blossoming field that’s becoming important to careers and industry. Also,
   more complex computer literacy classes, like hardware maintenance and intro-level programming
   would be wildly popular and are sorely needed in communities like tiverton
54. More teas and also pot luck suppers.
55. i would like to see the library host a regular knitting club
56. Sunday Library hours
57. Our family already uses the library quite a bit, but in the spirit of the library being a community hub, I LOVE the idea of expanding to include "hobby related items". What about adding a seed bank as well? I've read many articles in YES! Magazine about libraries doing this -- where residents can take and give seeds back (libraries offer classes on seed saving) -- and it's fantastic. A great way to help nurture heritage seed stocks, foster a bit more self-reliance, and encourage people to get outside more.
58. Inclusion friendly programs
59. More current novels
60. Interesting guest speakers. The fashion design/consignor business woman was very interesting, back in 2015??
61. I really like the availability of the museum passes and would like to see more of the museums and historic sites included.
62. nothing more that I can think of.
63. yoga or some kind of exercise class during late afternoon, evening or weekend hours
64. I don't understand why the library isn't open on Sundays and holidays when more people have time off and might want to visit the library. Granted, it might be harder to get folks to work at the facility during those hours but maybe not if they are specifically hired for them.
65. Book club
66. NONE IT IS A GROTESQUE WASTE OF MONEY BUILDING IT!!! WASTE OF MONEY
67. Reading clubs; guest speakers on current events
68. Craft classes
69. That teen room is awful to find a book. Need help for that room is scarce. My chikd goes back to the kid room for help and trys to find a book their
70. offer my children events activities on weekends for working parents to bring them
71. None, great, best library in RI/MA
72. resources for students applying to colleges and high schools and preparing for standardized tests or for parents about financial assistance with high school and college - bring in experts on these things
73. I use Newport Library it has a better selection. I used to go to library at least once a week but since it has moved south I have only been there a few times this year.
74. Historical collections.
75. homeschooling groups, activities for homeschoolers or ages 6+
The statements below all relate to interactions with library staff. Please check ALL of the statements with which you agree.

329 responses

- Staff is helpful and pleasant - 289
- Staff is knowledgeable - 260
- Staff goes out of their way to meet my needs - 163
- I have not interacted with staff - 25

I feel that staffing levels at the library are

331 responses

- Insufficient: 61%
- Sufficient: 34.7%
- Much higher than needed: 4.3%
Are there any other comments or suggestions about the Tiverton Library Services you would like to share?

1. no (2)
2. some staff members are not very nice
3. Please bring back Tuesday morning hours!
4. There should be a greater connection with Tiverton’s K-12 schools
5. Beautiful library, we visit very often with our 6 and 7 year old children. They love the assortment and participate in the summer reading program. We also use the zoo passes often, which is a tremendous financial help to our family.
6. You should support local business’ for some of your services as we support you
7. Weekend hours are so necessary!
8. not at this time
9. I didn't know Saturday hours were back. The website is not well used when I need online help I go to newports website because I am more comfortable with it and it is easier to use. The number of programs are also low in comparison to newport and portsmouth:
10. You all have made the library and great place to be!
11. I think the building is way to much , that should of been shared with the Tiverton senior center, also, it is a big waste, no need for that space, and up keep. And keeping the other library open should not be, no need, also the Tiverton tax services should be in the library why r we all standing and sitting on metal chairs for hours waiting to get taxes done when there is that big building and NO , NO, place to park, walking up a big hill, parking on the street, silly u think?
12. No.
13. Union library is a town and state treasure and is vastly underutilized, staffed, serviced, and supported.
14. Let’s use that kitchen more!! Let’s do some after hours fun in the community room! Line dancing or maybe yoga? Libraries in 2017 do not need to stick to the rules of 1947.
15. Such a beautiful space, proud that it's in my town!
16. I would like to see creative use of the contents of the history room and perhaps programs centered on the collection we have. I would also like to see the front display case used by different groups and changed more frequently.
17. The most valuable library benefit is the state-wide hold/request function, which opens up the holdings of many different libraries to our town members. I also value the children's programs and teen programs, although I do not have children at home. I think they are very important to our town's youth.
18. John Fitzgerald is sorely missed.
19. Adult fiction/non-fiction collection needs to be updated. Signage for those sections need to be 
   improved. Staff should face or look at the front door to greet patrons. Reliance on electronics to 
   withdraw material allows staff to not interact with patrons who can feel that THEY are an intrusion. 
   Children & teen rooms are welcoming and enjoyable, filled with interesting activities allowing them to 
   become a destination - very impressive.
20. I love the library. The services and materials are excellent. No complaints at all.
21. I mostly use the children's library, which is a lovely space with lots of great resources for the kids. 
   Unfortunately the staff there seems to have a problem with kids having fun and acting like kids in the 
   space (little kids playing and sometimes being a bit loud, but nothing crazy), which makes it feel very 
   unwelcoming. I have heard this same concern and disappointment from many other parents in the 
   community. Please ease up on the strict rules in the children's library, and more people would feel 
   comfortable bringing their kids there to play!
22. Union Library needs to be more days. A wonderful library that sits closed more than opened. This is a 
   shame.
23. Children's room needs to be more welcoming. Seems like children are not welcome to play or be 
   children in the library. Very uninviting.
24. People who claim that Tiverton Residents don't use the library and it's not needed are misinformed. 
   You are a vital resource that shares information with people who can't go spend a fortune on books and 
   educational materials.
25. I would like to see the library open later on Fridays .
26. Solar eclipse day - should have been limited to Tiverton residents
27. Children's events need to be open to ALL and not required to register also allowing parents to stay and 
   watch. More story time would be nice for all kids.
28. Love the drive through; need to be open more hours
29. Coat hooks in the children's room, there isn't any where to put diaper bags, coats in winter, etc. Plus no 
   hooks in children's bathroom to hang a diaper bag while using the bathroom.
30. hire more staff
31. more attention to upkeep, at the library the library website is frequently unresponsive, it should not have 
   taken over a year to figure out to move the outdoor seating and picnic table outside the book drop to be 
   moved on to the grass, out of the way of cars
32. The library appears to be unkempt. Two perfect examples of this are the plants on the front porch that 
   were placed there sometime ago. But they appear to have never been watered or taken care of in
anyway. They now appear to be dead. My first impression, when I walk up the stairs to the library, is this place is physically not clean. Not dirty, just not well maintained. For what I refer to as a brand new building it seems to be already neglected.

33. You are in a position to make our teenagers learn about money- checking accounts, IRAs, saving money, and the full costs of those college loans. I find that the teens in general would benefit from such knowledge.

34. The staff works hard but are overworked. More staff is needed.

35. It seems to need more funding for more personnel and also to keep this new building in good condition.

36. Tiverton is very fortunate to have such a dedicated group of people working at the libraries and they should get our full support. We should fund the libraries fully.

37. Since the man who worked at the front desk passed away all I hear now is what a shame bc he was the only pleasant one there. I walked in last week, passed two employees who couldn't be bothered to smile or say hello and they both saw me. This has always been a known problem amongst town residents and one of the top complaints about the library when you are engaged in a conversation about it. If you don't like your job and can't be helpful to the people who pay your salary then find another one!

38. So sorry about John, he was my "go to" person. A great credit to TIVERTON Library, will miss him....

39. Tiverton Library is an asset to the entire community. I would like to have their services/hours expanded to meet the needs of all residents of the town. For example not every family is able to afford a computer. By increasing Tiverton Library hours, these residents would have increased access to the computers. needy students would be able to complete required school assignments. tiverton Library is a beautiful asset for our community. By expanding the hours at the library, this very viable asset would enhance the community of Tiverton.

40. I think a gathering about Overdrive and other sources of audio books, ebooks and print media would be helpful as well as a good introduction for those unfamiliar with the possibilities. Maybe every other month depending on interest.

41. The new library is very inviting and is a beautiful addition to our town

42. The question of staffing - I have never had to wait or miss something because of a lack of staff--but that's because the staff are very hard-working and are dedicated to helping folks and finding answers.

43. Go back to your old website this new one is terrible.

44. I think that the new library is the best thing that has happened to this town in my memory and I have been a resident for over 50 years. Congratulations to all involved in this project!! Well done! I love walking through those doors... it is my happy place. The programs that have been hosted here are
informative and fun and I would love to see more residents and non-residents attending these diverse and interesting forums. Keep up the good work and do not let the naysayers gain a foothold. A public library is truly the People's University and knowledge and education are the great equalizers in a democratic society.

45. Thanks for being great!!!
46. Our family loves the library. Thank you for all you do!
47. 1) I wish there were more inclusion friendly activities for children. The therapy dog program is perfect, but only once a month, and only four slots. 2) Consider charging fees for program registration to those outside of Tiverton or not members of the library. This would help ensure slots aren't being filled by those from other local communities. Another option would be to have a Tiverton Library member sign up time open prior to opening to all. 3) Lastly here are some ideas of classes or events our family would love to see: ~Nature journaling classes or perhaps even field studies led through the library. ~Any kind of handicraft classes. Preferably for several weeks or so to continue building the skill. ~Historical tours through Weetamoo and/or Fort Barton or other places of interest. While not on the library campus, our family would definitely attend the event provided we had no scheduling conflicts. ~Career exploration for teens. ~Perhaps some children's classes led during school hours for the growing homeschool community. I have been part of many leadership roles over the years and know how hard it is to balance and how quick people are to gripe. Please know that my thoughts are not meant as a gripe, but rather as my honest voice speaking for just one family. I appreciate the opportunity.
48. Even with access to all RI library services, many resources are still not available. More awareness of inter-library loans from elsewhere in the US would aid many library patrons, and the process of obtaining these loans should be advertised--and perhaps simplified, e.g., an online form that could be completed and sent to the staff for processing.
49. The library is an extremely important and valuable community resource and I am very proud of and grateful for the new library and its resources.
50. Why isn't there a flag flying at the facility???
51. We LOVE all the children's prgrams and use them at least 2x a week. My kids ask to go to the library each time We drive past it.
52. NONE IT IS A GROTESQUE WASTE OF MONEY BUILDING IT!!!! WASTE OF MONEY
53. Don't like not being able to drink coffee in the Children's room. I've never spilt anything in there.
54. We just moved to town and our caregiver has attended children's programs with our kids. We plan to take advantage of other programs, books, and resources that the library offers.
55. I love the Tiverton Library, great asset for our town, great investment for our future.
56. We usually have a good experience there. Most of the staff is wonderful. Only exception is a woman who worked in old library's children's room and we've encountered her in the new one as well. Most unpleasant, definitely does not belong around children.

57. If your checking out books your self and their is no programs going on at the time i dont k ow why they need 5 to 6 staff on. Time to get THS kids down their community service hours.

58. staff at times can be rude and the strict limitations on # of children to participate etc. are not convenient and at times too much time is wasted

59. more big print books would be nice

60. grand children attend programs when visiting (old folks browse); library is wonderful, accessible, lovely, welcoming, helpful addition to our community, kudos all around; feels having hobby related items could become major difficulty if not returned on time and in the same shape as were taken out; regarding staff, excellent people, with professional expertise and fine social skills; staffing levels are sufficient but stretched

61. visit library in summer with grandchildren and attends children's programs; plans to attend teen programs as grandchildren get older; does not use the library website so can't comment on satisfaction;

62. I am a school librarian, so even though I have not been to the new library, I feel that the library and its services are greatly needed. I cannot adequately comment on staffing because I am not familiar with the layout.

63. What a colossal waste of tax payer money - Leave it to Tiverton to build an extremely expensive library when the trend is moving to on-line content from mobile devices from anywhere.