



## Plaislow Public Library

85 Main Street - Plaistow, NH 03865  
603-382-6011 (ph) 603-382-0202 (fax)



# The Future is Coming!

*(Let's be ready for it.)*



Despite the dire predictions of some, public libraries continue to thrive in the Internet Age. Here at the Plaistow Public Library, we're always innovating and experimenting. We're keeping traditional services like book-lending and storytimes, while at the same time integrating new technologies like free Internet access and downloadable ebooks. Now, we want your help as we plan for the future of PPL. Use this survey to let us know what you think about the library today – and what it could become.

- Should PPL simply be a lending library for books and movies?
- Are we also a center for lifelong learning?
- An economic development partner with the town?
- A meeting space for local groups?
- A safe after-school hangout for kids?
- A technology center with tools, software and 3-D printers?



We're looking to create our own unique mix of materials, services, and spaces that will best suit Plaistow's needs in the future.

Give us 5 to 10 minutes... we'll give you a great library  
and a chance to win this iPad!  
(plus dozens of other prizes!)

*Note: This survey is best taken online. If you can, please go to  
<http://bit.ly/ppl-survey> to complete the survey.*

Responses can be anonymous, but Plaistow residents can qualify for some great prizes – fifteen \$20 gift cards, a \$100 gift card, and an Apple iPad! Submit your survey **BEFORE AUGUST 4<sup>th</sup>** to enter.

**Not sure what a particular service is? See the helpful links for footnoted items following Question 12!**

**1. How important is the Plaistow Public Library to our community?**

Essential  Very important  Moderately important  Of little importance  Not at all important

**2. Have you used the Plaistow Public Library in the past 12 months, either in person or through our online services?  Yes  No**

**IF YOU ANSWERED NO TO QUESTION 2, PLEASE SKIP AHEAD TO QUESTION 7.**

**3. Please rate the quality of the following library services:**

Library Service	Excellent	Good	Acceptable	Fair	Poor	Not Familiar w / this service
Items to borrow (books, audio books, movies, magazines, etc.)						
Items for loan from our Co-op partners (Atkinson or Sandown libraries)						
Interlibrary loan (items from libraries outside our Co-op)						
Programs for adults [1]						
Programs for children or teens						
Study spaces & function rooms for non-Library meetings [1]						
Local & New Hampshire history resources						
Museum passes [2]						
Staff assistance with research, technology, or general questions						

**4. Please rate the quality of the following technology-related library services:**

Technology Service	Excellent	Good	Acceptable	Fair	Poor	Not Familiar w / this service
In-house technology (public computers, wi-fi, printing, faxing, scanning, etc.)						
Loanable technology (e-readers and wireless hotspot)						
Library website, Facebook page, newsletter, online calendar, etc.						
Downloadable ebooks and audiobooks (OverDrive) [3]						
Online resources (genealogy, language learning, legal forms, investment research services, magazine articles, etc.) [4]						
Online catalog search [5]						

**5. In the past 12 months, how often have you used the following library services?**

Library Service	More than once per week	Once per week	A couple times per month	Once every month or two	A handful of times per year	Never
Borrowed items (books, audio books, movies, magazines, etc.)						
Borrowed items from our Co-op partners (Atkinson or Sandown libraries)						
Used interlibrary loan (to request an item from a library outside our Co-op)						
Attended a Library-sponsored program for adults						
Attended a Library-sponsored program for children or teens [1]						
Used a study space or function room [2]						
Visited the library for local or NH history resources						
Borrowed a museum pass [3]						
Received assistance w/ research, technology, or general questions from our staff						

**6. In the past 12 months, how often have you used these library technology services?**

Library Technology Service	More than once per week	Once per week	A couple times per month	Once every month or two	A handful of times per year	Never
Borrowed technology (e-readers or wireless hotspot)						
Visited the library website, Facebook page, newsletter, online calendar, etc.						
Downloaded ebooks or audiobooks (OverDrive) [4]						
Used online library resources (genealogy, language learning, legal forms, investment research services, magazine articles, etc.) [5]						
Used the public computers, wi-fi, printer, fax, scanner, etc.						
Searched our collection with the online catalog [6]						

7. Please share your thoughts for how we can improve our current services, particularly those you don't use, use only rarely, or rated as Fair or Poor.

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8. If you do not use the library, or do not use it as much you would like to, please tell us why.

- The library does not offer services I need or want
- I use services available elsewhere (purchase books instead of borrowing, watch Netflix, etc.)
- I use a different public library
- The library's hours don't work with my schedule
- The library's location is not convenient for me
- I'm just too busy
- N/A -- I use the library and my use is perfect for me

9. How do you usually find out about library news and events? Please check all that apply.

- Social media (Facebook, Twitter, etc.)
- Library website
- Library email newsletter
- Town calendar or website
- Newspaper
- Posters, flyers, etc. in the library
- Library staff
- Word of mouth from friends, relatives, etc.
- I don't hear any library news

**For the Next Four Questions:** Public libraries around the country are reimagining their roles in creative and innovative ways, keeping traditional services while responding to new technologies and the evolving needs of their communities. Below we give four basic models, or ways of thinking about public libraries. Please indicate your support for the different aspects of each model below, *whether or not you yourself would use the service*. Note that these are only examples of services being offered by libraries and the four models are not mutually exclusive. We want to create our own unique mix that will best suit Plaistow's needs.

**10. The Library should serve as a Community Lending Resource by offering the following types of services. (This model builds on the core mission of lending libraries by offering “more than just books.”) [7]**

	Strongly Agree	Agree	Neutral / No Opinion	Disagree	Strongly Disagree
Items for loan (books, audio books, movies, magazines, etc.)					
Digital content for download (ebooks, audiobooks, movies, music, etc.) [4]					
Loanable technology (e-readers, wireless hotspots, laptops, tablets, etc.)					
“Library of Things” (exchange & sharing of tools, seeds, cooking equipment, etc.) [7]					
After-hours pickup of reserved materials (locker-box or “RedBox”-type service)					
Museum passes [3]					

**11. The Library should serve as a Community Center / Community Living Room [8] by offering the following types of services. (The “Living Room” Model offers the library as a place for the community to come together, a “Third Space” to spend time when you are not at home or work/school.)**

	Strongly Agree	Agree	Neutral / No Opinion	Disagree	Strongly Disagree
Café with self-serve food and drinks for sale [9]					
Community-led classes					
Community information hub (central calendar of community events)					
Local issues discussion forums					
Community “Time Bank” (bartering/ exchange of services) [10]					
Game Days (board games, videogames)					
Emergency response partner (cooling & heating center, information center, supply distribution center)					

**12. The Library should serve as a Center for Lifelong Learning by offering the following types of services. (The “Lifelong Learning” Model considers the importance of public libraries for ongoing education.)**

	Strongly Agree	Agree	Neutral / No Opinion	Disagree	Strongly Disagree
Programs for adults [1]					
Programs for children and teens [1]					
“Early Learning Center” (early literacy, parent education, socialization, & family support, focused on children 0 to 5) [11]					
Research assistance from our staff					
Local & New Hampshire history resources & programs					
Technology classes and tutoring [12]					
Technology access (public access computers, software, Internet, printing, faxing, scanning, wi-fi, etc.)					
Online resources (genealogy, language learning, legal forms, investment research services, magazine articles, etc.) [5]					
Media lab (creating, editing, and preserving audio or visual content) [13]					
3-D printing or other MakerSpace tools (shared workshop and tools) [14]					

**Helpful Links**

1. PPL events & programs – [bit.ly/ppl-link1](http://bit.ly/ppl-link1)
2. PPL meeting spaces – [bit.ly/ppl-link2](http://bit.ly/ppl-link2)
3. PPL museum pass program – [bit.ly/ppl-link3](http://bit.ly/ppl-link3)
4. Free e-content (NH Overdrive) – [bit.ly/ppl-link4](http://bit.ly/ppl-link4)
5. Online research tools – [bit.ly/ppl-link5](http://bit.ly/ppl-link5)
6. Library catalog – [bit.ly/ppl-link6](http://bit.ly/ppl-link6)
7. 22 incredibly useful things your town is probably giving away for free – [bit.ly/ppl-link7](http://bit.ly/ppl-link7)  
Libraries are great at lending all sorts of things — not just books – [bit.ly/ppl-link7b](http://bit.ly/ppl-link7b)
8. The public library as community center – [bit.ly/ppl-link8](http://bit.ly/ppl-link8)
9. Libraries evolve and add coffee shops – [bit.ly/ppl-link9](http://bit.ly/ppl-link9)
10. Community time banks all about sharing skills, saving money – [bit.ly/ppl-link10](http://bit.ly/ppl-link10)
11. Early Learning Centers – [bit.ly/ppl-link11](http://bit.ly/ppl-link11)
12. Teaching tech at Sharon library – [bit.ly/ppl-link12](http://bit.ly/ppl-link12)
13. Skokie Public Library Media Lab – [bit.ly/ppl-link13](http://bit.ly/ppl-link13)
14. Library goes high-tech with MakerSpace – [bit.ly/ppl-link14](http://bit.ly/ppl-link14)
15. Libraries as small business incubators – [bit.ly/ppl-link15](http://bit.ly/ppl-link15)
16. 5 coworking spaces in libraries that support local workers – [bit.ly/ppl-link16](http://bit.ly/ppl-link16)

**13. The Library should serve as an Economic Development Partner for the Town by offering the following types of services. (This gives additional weight to the library's importance not only to job-seekers, but also its role in providing resources that help entrepreneurs start and grow businesses.) [15]**

	Strongly Agree	Agree	Neutral / No Opinion	Disagree	Strongly Disagree
Career development services (GED classes, job skills training, job search assistance, etc.)					
Small business services (local demographic & economic data, assistance with business & market research, etc.)					
Co-working center (office space, PCs with business programs and graphics software, high-speed color printing, etc.) [16]					
Business startup resources (seminars with SCORE/ SBA/ SBDC, legal forms, business advice publications, etc.)					
Meeting room spaces with audio-/ video-conferencing, etc. [2]					

**14. Lastly, do you have any general thoughts about PPL that you'd like to share with us? Feel free to offer suggestions for new services not listed above, for example. Be as creative as you like!**

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**What is your age?**  17 or younger  18-23  24-37  38-52  53-71  72+

**Please indicate your gender:**  Female  Male

**How many people in the following age groups live in your household, including yourself?**

0 to 4	_____	19 to 24	_____	50 to 59	_____
5 to 8	_____	25 to 29	_____	60 to 69	_____
9 to 14	_____	30 to 39	_____	70 to 79	_____
15 to 18	_____	40 to 49	_____	80+	_____

Friends of The Plaistow Public Library  
85 Main Street  
Plaistow, NH 03865



\*\*\*\*\*ECRWSEDDM\*\*\*\*\*  
RESIDENTIAL POSTAL CUSTOMER  
PLAISTOW, NH

**Thank you for participating in our survey! To be entered in our prize giveaway, please provide your name and contact information below.**

**Both will be kept confidential and will not be linked to your responses. Only Plaistow residents who submit the survey BEFORE AUGUST 4<sup>th</sup> are eligible for prizes. Prizes include fifteen \$20 gift cards, one \$100 gift card, and a new Apple iPad!**

Name \_\_\_\_\_

E-Mail Address \_\_\_\_\_

Check if you would like to be on our Newsletter mailing list. \_\_\_\_\_

Check if you would like to be on our Children's Programming Newsletter mailing list. \_\_\_\_\_

Phone Number \_\_\_\_\_