

LONG-RANGE PLAN FLINT PUBLIC LIBRARY

FY25-FY29



1 S. MAIN ST. MIDDLETON, MA 01949

978-774-8132

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FLINT PUBLIC LIBRARY

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LETTER FROM THE DIRECTOR

June 2024

Dear Flint Public Library community,

This long-range plan is the culmination of several months of rewarding work that allowed me to hear from and speak with many of you, either through a widely distributed survey or during one of a few in-person gatherings of constituents and stakeholders. I thank everyone who shared their thoughts, and I extend gratitude to you for reading this document.

I would also like to express my gratitude to those who took part in the strategic planning process: members of the Strategic Planning Committee, the Community Focus Group, the Flint Public Library Board of Trustees, the Friends of the Flint Public Library, Library staff, and each and every person who took the time to complete and return a survey. Your voices were heard and will help shape the future of the library as outlined here.

As you may know, I grew up in Middleton, and I attended many library programs throughout my childhood. When I was in middle school at Masconomet, I began working at Flint Public Library as a Page, and over the next 25 years went on to become the Assistant Children's Librarian, Technology and Outreach Librarian, Teen Services Librarian, Adult Collection Development and Interlibrary Loan Librarian, and Assistant Director. Ultimately, in 2022, I became the Director. It is my pleasure to be able to give back to and serve the library and community that have given me so much, and I am honored to have been part of the strategic planning process.

I hope you are as excited as I am to see what happens at Flint Public Library over the next five years. This beautiful institution is yours to utilize and enjoy; please stop by, check out library programs and items, and make yourself comfortable. We welcome you and look forward to serving you.

Sincerely,

Loretta B. Swift Johnson

Director

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978-774-8132

APPROVAL AND ADOPTION

The Flint Public Library Board of Trustees approved and adopted this Long-Range Plan at their meeting on September 16, 2024.

Mark Moreschi, Chair

Susan Piccole, Vice-Chair/Secretary

Kosta Prentakis, Treasurer

Maria Paikos-Hantzis

Allison Sloan

MISSION STATEMENT

The Mission of the Flint Public Library is to provide a welcoming space to inform, enrich, and empower the lives in the community by creating and promoting access to ideas and information and by supporting an informed citizenry, lifelong learning, and love of reading. Flint Public Library is committed to providing free and equal access to information, new technology, and resources that respect the diversity of cultures, racial equity, and inclusion by defending the principles of intellectual freedom, the Library Bill of Rights, and the Freedom to Read Statement.

Adopted January 1996; Updated July 2022

VISION STATEMENT

Our vision is to strengthen communication, enhance community engagement, and advance learning opportunities in an inclusive, collaborative, and diverse environment within a safe and respectful center of information.

Adopted June 2017; Updated July 2022

FY2025-FY2029 GOALS AND OBJECTIVES

Goal 1. Staffing: Advocate for increased number of staff, and ensure they are safe and well-trained.

Objective: Advocate for the addition of an Administrative Assistant to the staff.

Objective: Advocate for the addition of a Reference Librarian to the staff.

Objective: Continue to offer and participate in staff training and development opportunities.

Objective: Strive for a workplace free of harassment.

Objective: Aim to develop more off-desk time for staff to focus on high-detail responsibilities.

Goal 2. Building and Grounds: Maintain the beauty and aesthetics of the building when utilizing facilities and space to meet community needs.

Objective: Advocate to utilize Fire Station property once vacant for library services.

Objective: Develop plans for a teen space that can be utilized for tween/teen programming.

Objective: Establish an exhibit and archival space.

Objective: Create more meeting/quiet study space.

Objective: Advocate for modernized lighting, heating, and cooling systems in the building.

Goal 3. Services: Increase and improve services to the public.

Objective: Expand services to seniors through partnerships and collaboration with the Council on Aging.

Objective: Foster connections in the community through conversation (i.e., “Check Out a Person” program, “Talk with an Elder/Veteran/Student” program, “Share Your Story” program, “Lunch with a Librarian” program, etc.) and outreach.

Objective: Preserve and promote local history and primary sources.

Objective: Increase outreach in the community by establishing new partnerships in Middleton.

Objective: Offer technology classes for patrons.

ABOUT FLINT PUBLIC LIBRARY AND MIDDLETON

Flint Public Library is centrally located in Middleton, MA, a small town roughly 20 miles north of Boston. At present, the library serves approximately 10,000 residents, and is governed by a five-member Board of Trustees, each elected to serve a three-year term. A volunteer group, the Friends of the Flint Public Library “raises money to help support the mission of the library and to promote its visibility in the community” (Flint Public Library, n.d.). The Friends do so by financially sponsoring programs and services beyond those funded by the library’s operating budget.



The present library opened its doors in 1891.

However, earlier social libraries were organized by Middleton residents. In 1772, Reverend Elias Smith established in Middleton one of the earliest social libraries in the state (Watkins, 1970, p. 295). In addition to serving as librarian, Smith acted as one of a three-member committee that “enforced rules and regulations” over the library, and created a constitution containing “twenty-two articles, governing every activity” of the social library (Watkins, 1970, p. 295). As was customary for social libraries, members had to pay a fee to join, in this case: \$6. Thereafter they were able to: borrow any book from the collection for three months before a fee was levied, give or sell their membership to another person, “and were under no other obligation except to attend an annual meeting when officers were chosen” (Watkins, 1970, p. 295). The collection contained 71 volumes that remained in circulation until 1826. Many of those volumes can be seen in a special collection kept in the Trustees’ Room.

Additional attempts were put forth to establish social libraries in town. In 1838, Dr. Ebenezer Phelps organized a social library consisting of

46 members and 84 books (Watkins, 1970, p. 297). Finally, in 1865, a third social library known as the Middleton Library Association was created, and had “fifty-five shareholders each paying \$3 per share and an assessment of \$1 annually” (Gifford, 1952). At the time, rules of the library outlined the care and return of books, overdue fines, the forfeit of shares if owning members failed to pay two annual assessments, and the mandatory return of books at least one week prior to the Association’s annual meeting (Gifford, 1952). This final private library was to become the foundation of the first public library of Middleton.

Later on that same year, George Flint notes in his private writings that he “began to work at Public Library,” evidencing the shift from private to public library happened early on in the association’s life. This library, while it was open to the public, was not a true public library, as it received no public funding and instead relied on donations from residents (Watkins, 1970, p. 297).

In February 1879, the Honorable Charles L. Flint, Secretary of the Massachusetts Board of Agriculture, suggested to the Middleton Selectman that the establishment of a free public library should coincide with the town's 150th anniversary of its incorporation that same year. He generously offered a gift of \$1,000 to spur on the project. In turn, the town of Middleton appropriated an additional \$400 to establish a public space for the library and hire a librarian. Flint's gift was used to purchase books "of such character as to meet the wants of all classes of people in town," per his specific request (Watkins, 1970, p. 297). Additionally, Flint provided the library with over 400 volumes of various works, "including a beautifully bound set of his own reports and many other valuable books." The Middleton Library Association gave all of its 910 books, the furniture from its reading rooms, and \$25 of unexpended funds from its treasury (Gifford, 1952). Thus, housed above the vestibule in the then Town Hall, the first public library in Middleton was formed, opening its doors on August 30, 1879.

Upon his death, Flint bequeathed \$10,000 to



the town to construct "a permanent building for use as a free public library" (Flint Public Library, n.d.), confirming his "devotion to the best interests of his fellowmen" even after his death (Town of Middleton, 1892, p. 21). The town needed a space to build the library, wanted it to be centrally located, and so with \$3,500 in appropriated funds, purchased a piece of property where the Ephraim Fuller homestead was located in Middleton Square (Watkins, 1970, p. 300). The house was relocated and sold for \$174, which was added to the \$500 appropriated to grade the newly-purchased lot (Gifford, 1952).

In 1890, construction began.

The library's exterior is in the Richardsonian Romanesque style. Constructed from brick with Nova Scotia sandstone accents, it features copper trim and gutters and a slate roof. Inside the library, cypress woodwork adorns the first level of the library, and birch floors run throughout it (Flint Public Library, n.d.). Construction of Flint Public Library was completed in 1891, with the dedication taking place on November 11 that same year. Amounting to \$9,980, the entire project came within \$20 of the total budget.

The generosity of Middleton families was evidenced by other gifts given to their first public library. In 1887, \$10,000 was willed to the library by B.F. Emerson, a former Middleton resident who died after an accident at a mining company in Copper Falls, Michigan (Gifford, 1952). Monies from the B.F. Emerson fund are still being used by the library today.

The clock in the tower was donated by George Fuller, as noted in the 1900 Trustees' Annual Report. It is a hand-wound, 8-day clock that was manufactured by the E. Howard Company of Boston, and is still in working order today (Flint Public Library, n.d.). Originally, the space the clock face

currently occupies was filled by a circular, wooden-spoke window that was removed and placed in storage to allow the clock to be installed shortly before construction of the library was complete.

In memory of family members, the Smiths donated three stained-glass windows. According to the thirteenth annual report of the Trustees of the Flint Public Library (1893), the “fine memorial window” made of stained glass and located in the reading room “was presented by Mr. Joseph N. Smith, in memory of his wife, Caroline (Fuller) Smith.” Although a direct connection could not be found to Ephraim Fuller, who built the house that once stood on the property, it is believed Caroline was possibly a niece of his. It is noted in the twenty-first annual report of the trustees (1901) that a second, large stained-glass window and a third, smaller stained-glass window now located in the Trustees’ Room were donated by Mrs. Joseph (Sarah) N. Smith, in memory of her father, Jesse Fuller, grandson of Ephraim Fuller.

The large window donated by Sarah “is a fine representation of a poem by Leigh Hunt, ‘Abou Ben Adhem and the angel with the book of gold’” (Town of Middleton, 1901, p. 24). The poem, written in 1843, reads:

Abou Ben Adhem (may his tribe increase!)
Awoke one night from a deep dream of peace,
And saw, within the moonlight in his room,
Making it rich, and like a lily in bloom,
An angel writing in a book of gold:—
Exceeding peace had made Ben Adhem bold,
And to the presence in the room he said,
“What writest thou?”—The vision raised its head,
And with a look made of all sweet accord,
Answered, “The names of those who love the Lord.”
“And is mine one?” said Abou. “Nay, not so,”
Replied the angel. Abou spoke more low,
But cheerly still; and said, “I pray thee, then,
Write me as one that loves his fellow men.”
The angel wrote, and vanished. The next night
It came again with a great wakening light,
And showed the names whom love of God had blest,
And lo! Ben Adhem’s name led all the rest.
(Poetry Foundation, n.d.)



The two large stained-glass windows are on the front facing wall of the building and are beautifully illuminated from the interior at night so that all passers-by can view the aesthetics of their colors, even when the library is closed. All three stained-glass windows were designed by Donald McDonald.

For over 50 years, the Fletcher family worked to further the public library in Middleton. Fletcher served as librarian from 1879 until his death in 1910. His daughter, Lillian, then became librarian. She died tragically in 1916, and her sister, Edith, took over until her death in 1932. The Fletcher family had a strong influence on the public library. Caroline, Fletcher’s wife, was the one who worked diligently to create the

first catalog of all 2,450 books in the collection in 1879.

After Edith Fletcher's passing in 1932, Sarah E. Carleton was appointed librarian, serving until 1953. Since then, there have been eight additional head librarians. According to in-house library records (2023), their names and years of service are:

- Ruth Tyler, 1953-1963
- Philip Northway, 1964-1972
- Virginia Wentworth, 1972-1973
- Shirley Paul Raynard, 1974-1996
- Michele Mals, 1997-1999
- Adela Carter, 2000-2010
- Melissa Gaspar, 2011-2022
- Loretta Swift Johnson, 2022-present

The twentieth century brought great change to Middleton and its public library. During that time, the town's population increased almost 900%, from 889 in the year 1900 to 7,744 by the year 2000, according to data from the United States Census Bureau. The majority of the growth happened in the second half of the century, with the largest increase of nearly 30% occurring in the final decade of the century (Middleton Historical Society, 1998). This large influx of residents put a larger demand on resources and required an increase in local municipal services, including the public library.

In 1950, the library extended its hours of operation from six hours to ten hours per week in order to reach more people and accommodate the population increase (Town of Middleton, 1950, p. 63; Town of Middleton, 1951, p. 65).

In 1951, the library expanded its reading room availability by converting its Trustees' Room into a public reading room "for adult readers" (Town of Middleton, 1952, p. 59).

In 1953, the library's closing hour on Tuesdays changed from 2:00 PM to 3:00 PM in order to "cooperate with the Howe-Manning [elementary] School, and...give pupils who have to go home on the buses, a chance to visit the

library before leaving for home" (Town of Middleton, 1954, p. 59). In 1956, rather than three days the library was open for two, which in effect increased the total hours of operation from eleven per week to fourteen per week, thereby making it "possible for both high school and grade school pupils to use the library at the close of school" (Town of Middleton, 1957, p. 59).

Perhaps one of the greatest changes to impact the library and, in turn, its patrons, came in 1961 when the library went from being open fourteen hours to twenty-one hours each week, resulting in "[t]he State Library Commissioners...[considering] the Flint Public Library eligible for the state grant-in-aid allotted to towns on a per capita basis" (Town of Middleton, 1962, p. 48). In other words, the town of Middleton received a greater general state tax refund due to the increase in library hours.

Throughout the 1950s and 1960s, the library's collections and services were exceeding the limits of its physical building and small-town budget. The 1891-structure was adequate at the time of its completion, but librarian Northway noted in his 1965 report that "[t]he physical facilities of the library must keep pace with the change in this area, or the library will lose its force for the benefit and improvement of all" (Town of Middleton, 1966, p. 12).

Services to and collections for children were crowded into the library's balcony. Loan periods for borrowed items were shortened in an attempt to make them available to more people. Hours continued to be extended, with the library opening to the public on additional days. Even weekend hours were added in 1971 (Town of Middleton, 1972, p. 30). Librarians, as librarians do, creatively utilized space, shelving, and materials to better serve their patrons, even if it was "...in the balcony and incur[red] the fire inspector's displeasure" (Town of Middleton, 1971, p. 28).

For years, the Board of Trustees and Northway pushed for an expansion of the library building. However, Northway resigned in 1972 and the building's plans for expansion were "scrapped" as a result of "...economic pressures and the inability to secure federal funds," but it was noted that with "extensive changes" "the basement could be developed" (Town of Middleton, 1974, p. 16).



Eventually, in 1978, the library was "...awarded \$40,000 at the annual Town Meeting, for the purpose of renovating the Library," including "...a Community Room in the present cellar of the Library primarily to serve the needs of a children's room and an area to serve as a daily senior citizen drop-in center," and granted "\$22,000 for the purpose of architectural barrier removal in the renovation process" (Town of Middleton, 1981, p. 52). Additionally, as noted in Middleton's Annual Report for 1980, library "...renovations included modernized heating, plumbing, wiring, and a fire detection system to the entire building" (Town of Middleton, 1981, p. 16).

It was not until the early twenty-first century that the call for an expansion to the library was answered. In 2007, the library was temporarily relocated to a space approximately 2.5 miles down the road, and contractors broke ground for a large expansion, renovation, and restoration project. Under Carter's direction, the expansion project was completed in 2008, and "[t]he Re-Dedication and Grand Opening took place on Saturday, November 8[, 2008]," almost exactly 117 years after the original library opened its doors on November 11, 1891 (Town of Middleton, 2009, p. 169).

The ground level of the addition houses a bright, colorful Children's Room and a large public meeting room. This ground floor, and the entirety of the library, is accessible via a new main entrance and an elevator that can access every floor of the library in both the original building and the addition.



The main floor, one level up from the ground floor, is where the collections for adults and teenagers are located. Also on this level of the building expansion are staff offices and work areas. This level is also connected to the main floor of the original library via a large, open entryway.

The original portion of the building now holds the adult computer area, a reworked reference collection, large print books, audiobooks, paperbacks, and still houses the reading room and Trustees' Room, although both have been renovated and refurnished (Flint Public Library, n.d.).

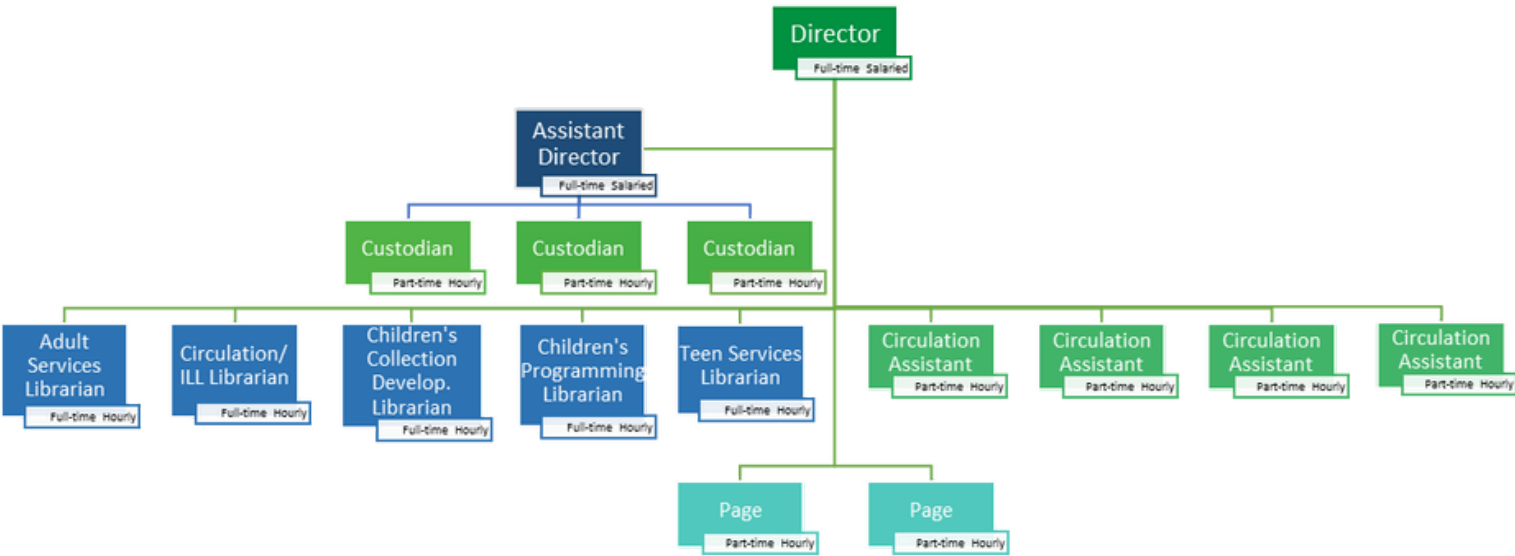


A significant part of the project was dedicated to the restoration of the three stained-glass windows. After work on the windows was completed, the colors of the glass were much more vibrant, and the windows more structurally sound. One pleasant surprise that came out of the restoration project was the discovery of the round window that was moved to storage to accommodate the installation of the clock face in the late 1800s. The glass in the window was replaced with mirrors, and it is now displayed and recessed into the wall above and behind the main circulation desk on the main floor.



Flint Public Library was and continues to be a jewel in the center of a vibrant, growing town, and it consistently grows with and serves its community in innovative ways.

FLINT PUBLIC LIBRARY ORGANIZATIONAL CHART



INTRODUCTION

Long-range planning is required by the Massachusetts Board of Library Commissioners (MBLC). Submitting a Long-Range Plan (LRP) ensures Flint Public Library's eligibility for certification and for direct grants from the MBLC under the federally funded Library Services and Technology Act (LSTA), as well as many other state-funded library grants.

This Long-Range Plan is the result of a process begun several months ago. This document serves as a blueprint for developing library services in Middleton over the next five years. It will assist staff in their decision-making on services and programs, and will guide the Director as they allocate resources, in the form of taxpayer dollars, to ensure the most effective library services possible are available to the community.

METHODOLOGY

Our planning process began in December 2023 and lasted five months, concluding in May 2024. We endeavored to solicit feedback about the library from as many residents and stakeholders as possible, inviting 35+ members representing the aforementioned groups to join a Focus Group. Our survey was available for 47 days online and in paper form at many community locations. Library Trustees and Library Staff participated in separate Strengths, Opportunities, Aspirations, and Results (SOAR) analyses. A chronological outline of the process follows:

December 2023 The Director, Planning Committee, and consultant held an initial meeting to review the planning process, discuss potential participants, and schedule meetings.

January 2023 Our consultant facilitated a hybrid strategic planning meeting of invited community Focus Group members. Focus Group members represented a cross-section of the community, and included town officials, residents, and library staff members. Focus Group members attended in-person and virtually. The agenda for the meeting included the Director's Report on the Library and Community and a library/community SOAR analysis.

February 2024 Our consultant facilitated a strategic planning meeting of Library Trustees. The agenda for the meeting included the Director's Report on the Library and Community and a library/community SOAR analysis. Our consultant developed a draft of the online community survey. The Director, Planning Committee, and consultant met to review survey design and discuss implementation and recommendations for distribution.

February-March 2024 Survey was publicized widely throughout the community both online and in paper format. Town partner organizations, e.g., the Council on Aging, assisted in publicity. Paper surveys were made available widely, e.g., at the Transfer Station and Town offices.

March 2024 Our consultant facilitated a strategic planning meeting of Library staff members. The agenda for the meeting included the Director's Report on the Library and Community and a library/community SOAR analysis. Staff members who could not attend provided input at a later time.

April 2024 A summary of community and stakeholder input was distributed to community Focus Group members who then met with the Director and consultant to discuss the input and possible steps the Library could take to meet the needs expressed by community members and stakeholders. The consultant drafted two sections for the Library's strategic plan in preparation for the upcoming meeting with the Director and Planning Team:

1. Description of planning methodology.
2. User needs assessment, i.e., description and evaluation of the results of community information gathering: Community focus groups, Trustees and staff meetings, the community survey.

METHODOLOGY

May 2024 Director, Planning Team, and consultant met to review community and stakeholder input and brainstorm on goals, objectives, and activities to incorporate in the plan.

June-July 2024 Director drafted Long-Range Plan.

August 2024 Director shared draft with staff, Trustees, Friends of the Flint, and Strategic Planning Committee.

September 2024 Trustees approved final version of Long-Range Plan.

COMMUNITY NEEDS ASSESSMENT

Our user needs assessment was comprised of four meetings with community members and stakeholders and a community survey. The general reaction can be summarized as very positive. During the planning process, accolades from community members and stakeholders for the library staff were prevalent. Additional noteworthy comments included a positive view of the library's direction along with calls for handling parking issues, adding to the current slate of programs, designing space for teens, and adopting Saturday hours.

As survey participants were chiefly in the 60+ age group, and as a town Council on Aging official was an active participant in the Focus Group, enhancing collaboration with and outreach to seniors is an important opportunity to pursue.

Summaries of meetings and surveys follow. Participants considered many aspects of the library and many ideas and suggestions were put forward for consideration as part of our strategic plan.

Soar Session Results

The feedback from the SOAR sessions is categorized as library staff, library building/facilities, and library services. Noteworthy areas for strategic planning consideration are included below. Meeting rooms are included in the appendix of this document.

Library Staff

Recognizing that the library staff are valued by the community and Trustees and essential for the library's success can take many forms. Community Focus Group members suggested several ways to accomplish this:

- More staff training
- Ensuring staff safety
- Adding time away from public service desks for uninterrupted work time
- Adding a reference librarian

Other feedback included seeking ways to work on staff retention and support.

Library Building/Facilities

Many commented that the library is an attractive building in an ideal location. The upcoming move of the Fire Department and subsequent availability of the space it currently occupies presents a unique opportunity to the library for future use. Community Focus Group members suggested several opportunities, including:

- Added parking
- Added space for teens and tweens
- Add space for quiet study and meetings
- Add staff work space
- Add dedicated archival and exhibit space

COMMUNITY NEEDS ASSESSMENT

Creative collaborations, such as installing a StoryWalk on the grounds of the new property, can lead to the library becoming an extension of the community center currently being built. Trustee feedback included many topics similar to those raised by the Focus Group and added that optimizing the current space and improving publicity of library services and programs would increase use by all, especially teens. Library staff input included comments about safety for library users and staff; using outdoor spaces; improving space for tweens, teens, and seniors; and collaboration regarding bus routes to make it easier for students to get to the library.

Library Services

Calls for enhancing collaboration, outreach, services to diverse users, and listening to the public were noteworthy, along with many specific suggestions in these areas. An interesting new service of “check out a human” was suggested by several participants. This service could open doors to collaboration between the library and any groups associated with volunteers willing to be “checked out.”

Reaching out to non-users of the library was a topic that arose in our SOAR analysis with opportunities to enhance outreach, publicity, communications, and collaboration.

Community members and stakeholders made numerous suggestions about opportunities in this category, including services in collaboration with local schools and the Council on Aging, seeking to serve the community as a place for supporting connections, and serving various population groups such as tweens, teens, and seniors.

SUMMARY OF RESULTS

Composed by Greg Pronevitz, Consultant

The survey was designed as part of community information gathering for the 2024 Library strategic planning process. Input from the Long-Range Planning Committee was incorporated. The survey was announced on February 19, 2024 and ended on March 29, 2024. Charts summarizing the results are included in the appendix of this document.

Responses were solicited in both an online version and a print version. The online version was promoted in emails to Library contacts and stakeholders, on the Library's website, and in collaboration with the Council on Aging. The print version was made available at town offices and the transfer station. The Planning Team sought responses from Library users and non-users.

All told, 227 responses were received. This represents about seven percent of community households. This is a good level of response for such surveys. Several areas of strong agreement/support stood out.

The range of respondents was typical for a public library survey in several ways, including the fact that more than half of respondents were aged 60 and above and more than half of respondents use the Library (in person or online) monthly or more frequently.

Respondents indicated the importance of several aspects of the Library building and grounds, including:

- Parking
- Accessibility
- Meeting rooms, and quiet reading/study areas.

The library website and e-newsletter stood out as the most strongly preferred communications media to learn about the Library. While 63 percent of respondents believe that current Library hours are fine, 34 percent indicated Saturday hours would be most convenient. Please note that the Flint Public Library is only one of a small handful of public libraries in the area with Sunday hours.

A majority of respondents indicated the importance of four services:

- Customer service/assistance by Library staff
- The book collection
- The ability to borrow books from other libraries
- The museum pass program.

We asked respondents to prioritize services, and the following were most strongly supported as the library seeks to meet user needs:

- Books for adults
- Programs for adults
- Programs for seniors.

SUMMARY OF RESULTS

Composed by Greg Pronevitz, Consultant

Respondents indicated their affiliation with various Middleton groups, the three most common were the Council on Aging, the Historical Society, and the Stream Team.

The survey asked for additional comments and the most frequent were compliments to the staff and suggestions about Library programs and hours.

Despite targeted efforts to solicit responses from non-users, nearly 90 percent of respondents use the Library weekly or more frequently, monthly, or occasionally. Infrequent users felt that the main reason for such use is that they have no need for the services provided by the Library. The Library will be following up with infrequent users who asked for more information about the Library.



APPENDIX:

FY2024 MIDDLETON AT A GLANCE

Town Incorporated	1728
Population	9,837
Registered Voters	7,269
Registered Library Users	3,618
Area	14.5 square miles
Population Density	678 persons per square mile
Average Assessed Value	\$935,466
Tax Rate	\$11.79 per thousand
Sources of Community Information	Local Community Access Cable Town Hall Library Council on Aging
Public Schools	2 Elementary Schools 1 Regional Middle/Junior High School 1 High School 1 vocational/Technical School
Social Service Providers	Council on Aging Tri-Town Council

FY2024 FLINT PUBLIC LIBRARY AT A GLANCE

Total Library Cardholders	4,085
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Library Hours:

Hours per week (Sept. - June)	51
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Hours per week (July & Aug.)	38
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Total Hours Open	2,368
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Weeks Open	52
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Sundays Open	42
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Total Evening Hours (after 5:00PM)	558
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Library Staff:

Total Number of Employees	17
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Professional Staff (MLS/MLIS Degree)	2
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Total Full-Time Employees	7
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Part-time Employees	10
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Materials & Resources:

Books	59,676
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Print periodicals/serials	742
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Music & Audiobook CDs	4,136
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Video	4,951
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Non-print Materials	352,559
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Total Databases & Online Learning Platforms	80
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Discount Museum/Local Attraction Passes	23
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Public Internet Computers	19
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Reference Transactions per year	2,428
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FY2024 FLINT PUBLIC LIBRARY AT A GLANCE (CONTINUED)

Programs:

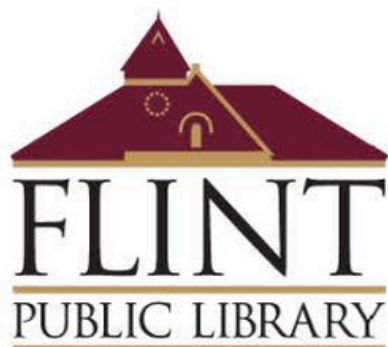
Number of Programs for Children	269
Attendance at Programs for Children	4,339
Number of Programs for Teens	54
Attendance at Programs for Teens	247
Number of Programs for Adults	293
Attendance at Programs for Adults	2,923
Total Programs	616
Total Program Attendance	7,509

Inter-Library Loan:

Items lent to other libraries	24,517
Items borrowed from other libraries	10,454

Financial Information:

Total Allotted Library Budget	\$714,422
Payroll Expenditures	\$482,713.43
Operating Expenditures	\$200,566.05
Total Circulation (Digital and Print)	85,085
Total Patron Visits	48,293



Enlightening Minds, Empowering Lives, Enriching the Community

Please return completed survey to Flint Public Library by March 22, 2024, or visit the library website to complete the survey online: <https://flintlibrary.org/>

Flint Public Library (Middleton, MA) Survey

Flint Public Library wants to continually enhance its services, collections, and spaces to better serve the town and our community of users. Your responses to this short survey will provide information that will allow the Library and Board of Trustees to better meet your needs. You are welcome to complete an additional survey on behalf of your young children or others in your care.

The survey should take 5-10 minutes to complete.

We appreciate any and all feedback that you are willing to share and are grateful for your support of the library and this effort. Don't forget to add your contact information in the final section to enter the raffle. Respondents up to age 12 will be entered into a drawing for a prize and older respondents will be entered for a Friends of the Library swag bag.

Please complete this survey by: March 22, 2024.

1. Where do you live? (Flint Public Library welcomes all.)

Mark only one oval.

- ☐ I live in Middleton
- ☐ I live in another community but work and/or study in Middleton
- ☐ Other: _____

2. What is your age?

Mark only one oval.

- ☐ 7 or under *Skip to question 3*
- ☐ 8-12 *Skip to question 3*
- ☐ 13-18 *Skip to question 3*
- ☐ 19-27 *Skip to question 4*
- ☐ 28-43 *Skip to question 4*
- ☐ 44-59 *Skip to question 4*
- ☐ 60-78 *Skip to question 4*
- ☐ 79 and older *Skip to question 4*
- ☐ Prefer not to answer *Skip to question 4*

3. Please check your current school, if applicable.

Mark only one oval.

- ☐ Fuller Meadow School
- ☐ Howe-Manning Elementary School
- ☐ Masconomet Regional Middle School
- ☐ Masconomet Regional High School
- ☐ Not applicable
- ☐ Other: _____

4. Please indicate if your library use is primarily in-person or online.

Mark only one oval.

- ☐ Primarily in-person
- ☐ Primarily online
- ☐ About half and half
- ☐ Other: _____

5. How often do you use Flint Public Library? (In person and online)

Mark only one oval.

- ☐ Weekly or more frequently *Skip to question 11*
- ☐ Monthly *Skip to question 11*
- ☐ Occasionally *Skip to question 11*
- ☐ Infrequently *Skip to question 6*
- ☐ Never *Skip to question 6*
- ☐ Other: _____ *Skip to question 11*

6. What is the main reason that you use the library infrequently or never?

Mark only one oval.

- ☐ It is difficult for me to get to the library.
- ☐ Current hours are not convenient.
- ☐ I am not aware of services that are useful to me.
- ☐ I have no need for the services provided by the library.
- ☐ I use a different library.
- ☐ Other: _____

7. Please tell us more about why you use the library infrequently or never (optional).

8. What kinds of services would encourage you to use Flint Public Library?

9. Would you like to receive additional information about the library, its services, and programs?

Mark only one oval.

- ☐ Yes
- ☐ No *Skip to question 18*

10. What kind of information would be useful?

11. Please indicate **ALL** of the following existing library services that are important to you and your family.

Check all that apply.

- ☐ Customer Service and Assistance provided by Library Staff
- ☐ Computer Access
- ☐ WiFi Access
- ☐ Quiet Place to Read/Study
- ☐ Place to Work and Interact with Others
- ☐ Library Meeting Rooms
- ☐ Book Collection
- ☐ Lucky Day - a collection of best sellers and popular titles
- ☐ Magazines/Newspapers
- ☐ DVD Collection
- ☐ Ability to Borrow Books and Other Materials from Other Libraries using the Library's Online System
- ☐ Ebooks/eAudiobooks
- ☐ Online Databases (e.g., Boston Globe, NY Times, Ancestry, Pronunciation, Value line)
- ☐ Lifetime Learning
- ☐ Adult Programs
- ☐ Children's Programs
- ☐ 1000 Books Before Kindergarten
- ☐ Tween Programs
- ☐ Teen Programs
- ☐ Teen Volunteer Program
- ☐ Museum Pass Program
- ☐ Friends of the Library Book Sale
- ☐ Outreach Book & Materials Delivery Service
- ☐ Local History Resources
- ☐ Printing, Copying, Scanning, Faxing
- ☐ Other: _____

12. We would like to know if additional or revised hours of operation would make library use more convenient. Please indicate which additional hours would be most convenient for you or your family. Check **ALL** that apply. Current hours of operation: Mon-Thurs 10 am to 8 pm; Fri 10 am to 5 pm; Sat Closed; Sun 1 pm to 5 pm

Check all that apply.

- ☐ Current hours are fine.
- ☐ Additional morning hours Sun-Fri
- ☐ Additional evening hours Sun-Fri
- ☐ Saturday hours
- ☐ Other: _____

13. The Library is evaluating its services. Please check **ALL** items that are a priority to you.

Check all that apply.

- ☐ Online programs
- ☐ Multi-generational programs
- ☐ Programs for seniors
- ☐ Programs for adults
- ☐ Programs for parents
- ☐ Programs for children
- ☐ Programs for tweens
- ☐ Programs for teens
- ☐ eBooks
- ☐ eAudiobooks
- ☐ Books for children
- ☐ Books for tweens
- ☐ Books for teens
- ☐ Books for adults
- ☐ Magazines
- ☐ Newspapers
- ☐ Online databases
- ☐ Community outreach
- ☐ Other: _____

14. Please select **ALL** aspects of the library building and grounds that are important to you.

Check all that apply.

- ☐ Accessibility
- ☐ Quiet reading/study areas
- ☐ Group work areas (set off from quieter areas)
- ☐ Meeting rooms
- ☐ Flexible space
- ☐ Outdoor area for library programs
- ☐ Tween space
- ☐ Teen space
- ☐ Computer access and WiFi
- ☐ Parking
- ☐ Landscaping
- ☐ Other: _____

15. Which Middleton groups do you participate in? Please check **ALL** that apply.

Check all that apply.

- ☐ Board of Trade
- ☐ Boy Scouts
- ☐ Brownies
- ☐ Council on Aging
- ☐ Cub Scouts
- ☐ Garden Club
- ☐ Girl Scouts
- ☐ Historical Society
- ☐ 1728 Club
- ☐ League of Women Voters
- ☐ PTO
- ☐ Stream Team
- ☐ Other: _____

16. Please let us know which communications media you prefer to learn about the library?
(check **ALL** that apply)

Check all that apply.

- ☐ Library website
- ☐ Library e-newsletter
- ☐ Library Facebook
- ☐ Middleton Community Facebook Groups
- ☐ Library Instagram
- ☐ Local Access TV
- ☐ Newspaper/Online newspaper
- ☐ Online newspaper
- ☐ Fliers in the library
- ☐ Monthly program brochure
- ☐ Not applicable
- ☐ Other: _____

17. Do you have additional comments, suggestions, or questions for the Library? We'd love to hear them!

18. If you would like us to follow up or if you would like to enter the raffle, please provide contact information. (check **ALL** that apply)

Check all that apply.

- ☐ Please enter me into the raffle (please include contact information below)
- ☐ Please follow up with me (please include contact information below)
- ☐ Please subscribe to library e-newsletter (please include email below)
- ☐ No thank you
- ☐ Other: _____

19. Name _____

20. Email _____

21. Phone (optional) _____

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Flint Public Library (Middleton, MA) Survey

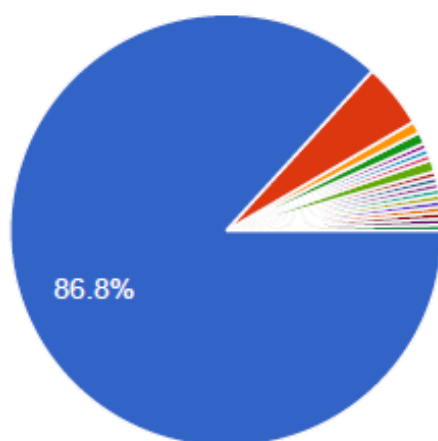
227 responses

[Publish analytics](#)

Where do you live? (Flint Public Library welcomes all.)

[Copy](#)

227 responses



- I live in Middleton
- I live in another community bu...
- Peabody
- Test 1 2/17/24
- Test 2/20/24
- North reading
- Danvers

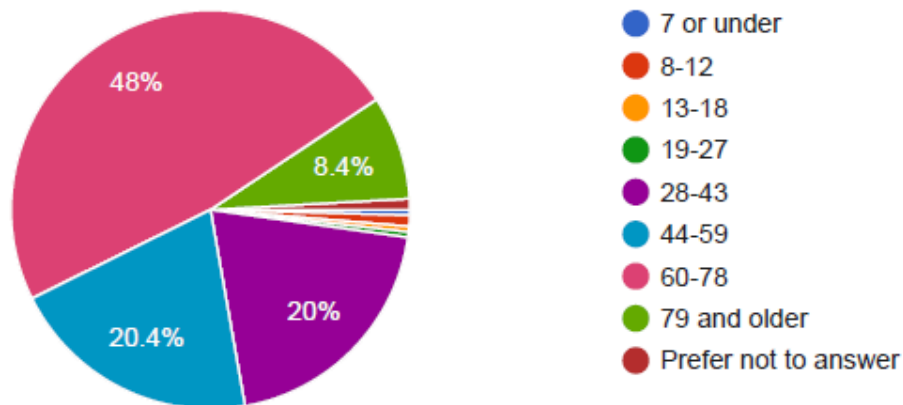
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Your Age

What is your age?

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225 responses

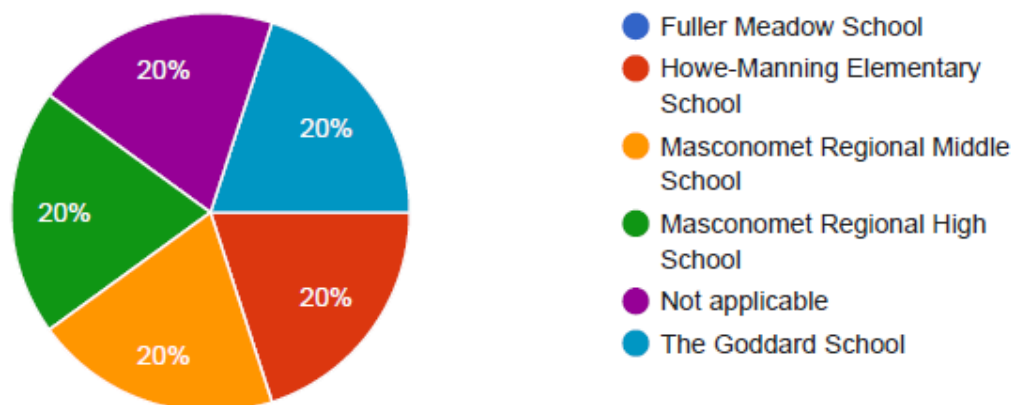


Your School

Please check your current school, if applicable.

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5 responses

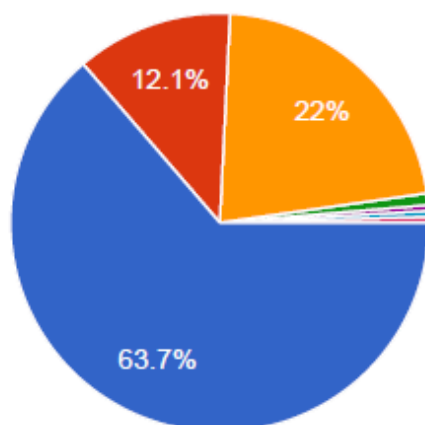


Library Use

Please indicate if your library use is primarily in-person or online.



223 responses

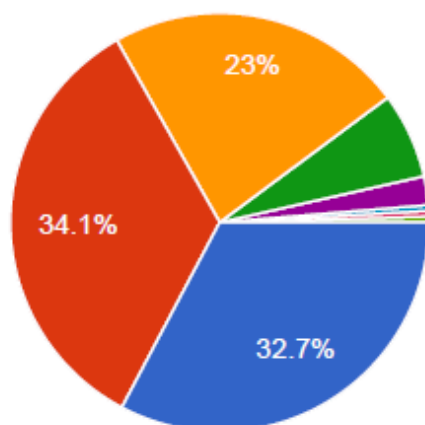


- Primarily in-person
- Primarily online
- About half and half
- Reserve books mostly through your app then pick up in person and often look around for other books
- Outreach
- Occasional visit

How often do you use Flint Public Library? (In person and online)



226 responses



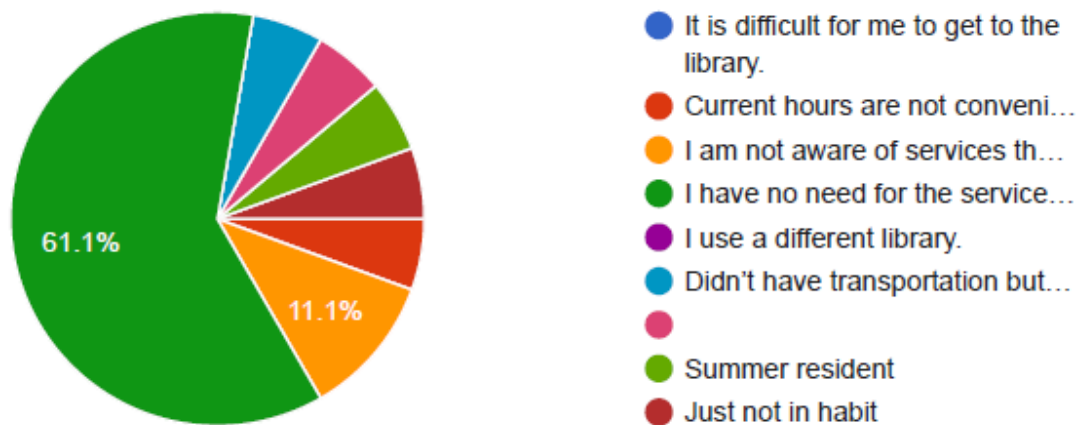
- Weekly or more frequently
- Monthly
- Occasionally
- Infrequently
- Never
- Stopped coming but used to often.
- I
- North Meadow Village Condominium Trust reserves...

Infrequently or never use the library

What is the main reason that you use the library infrequently or never?

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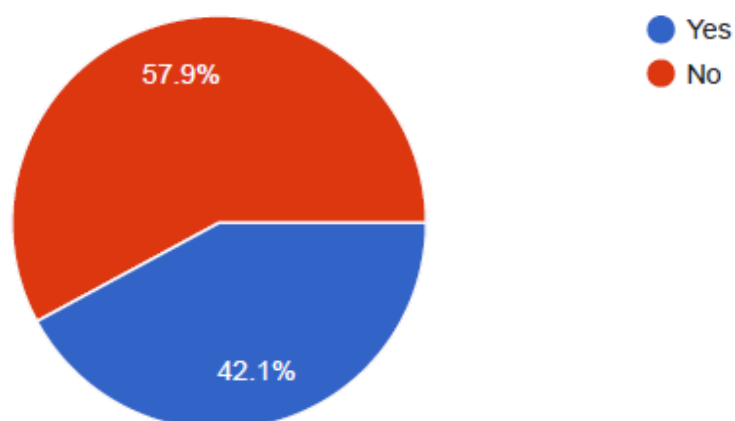
18 responses



Would you like to receive additional information about the library, its services, and programs?

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19 responses

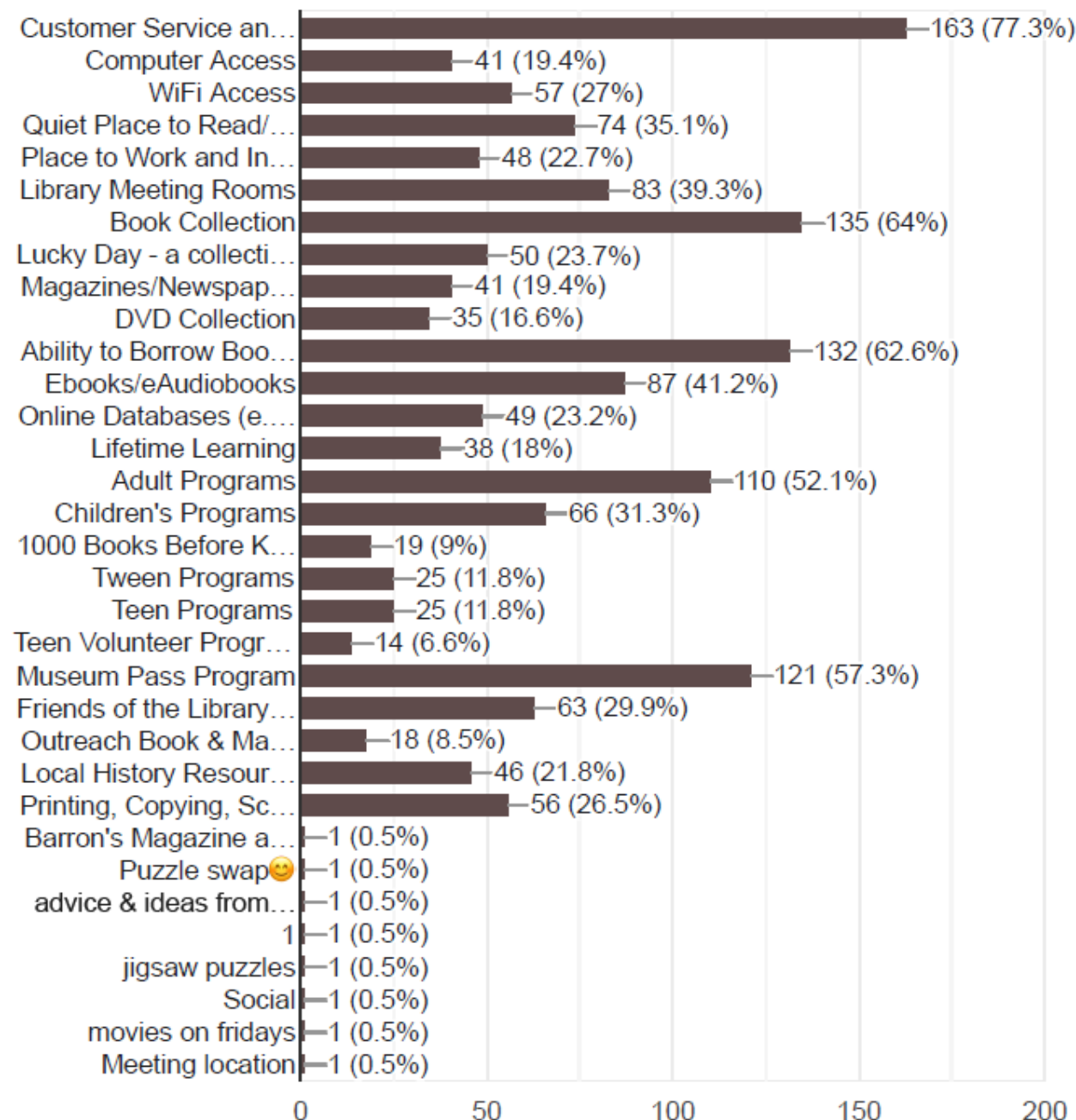


Service Questions

Please indicate **ALL** of the following existing library services that are important to you and your family.



211 responses

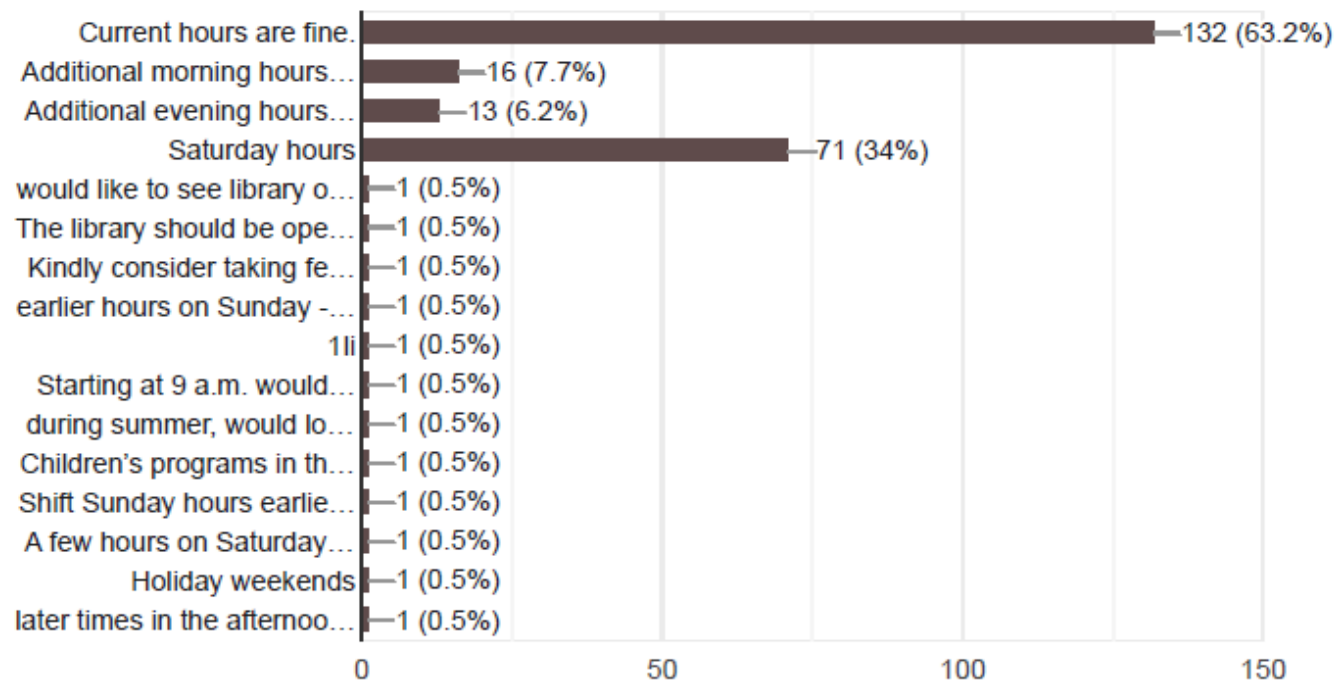


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Check **ALL** that apply. Current hours of operation: Mon-Thurs 10 am to 8 pm; Fri 10 am to 5 pm; Sat Closed; Sun 1 pm to 5 pm

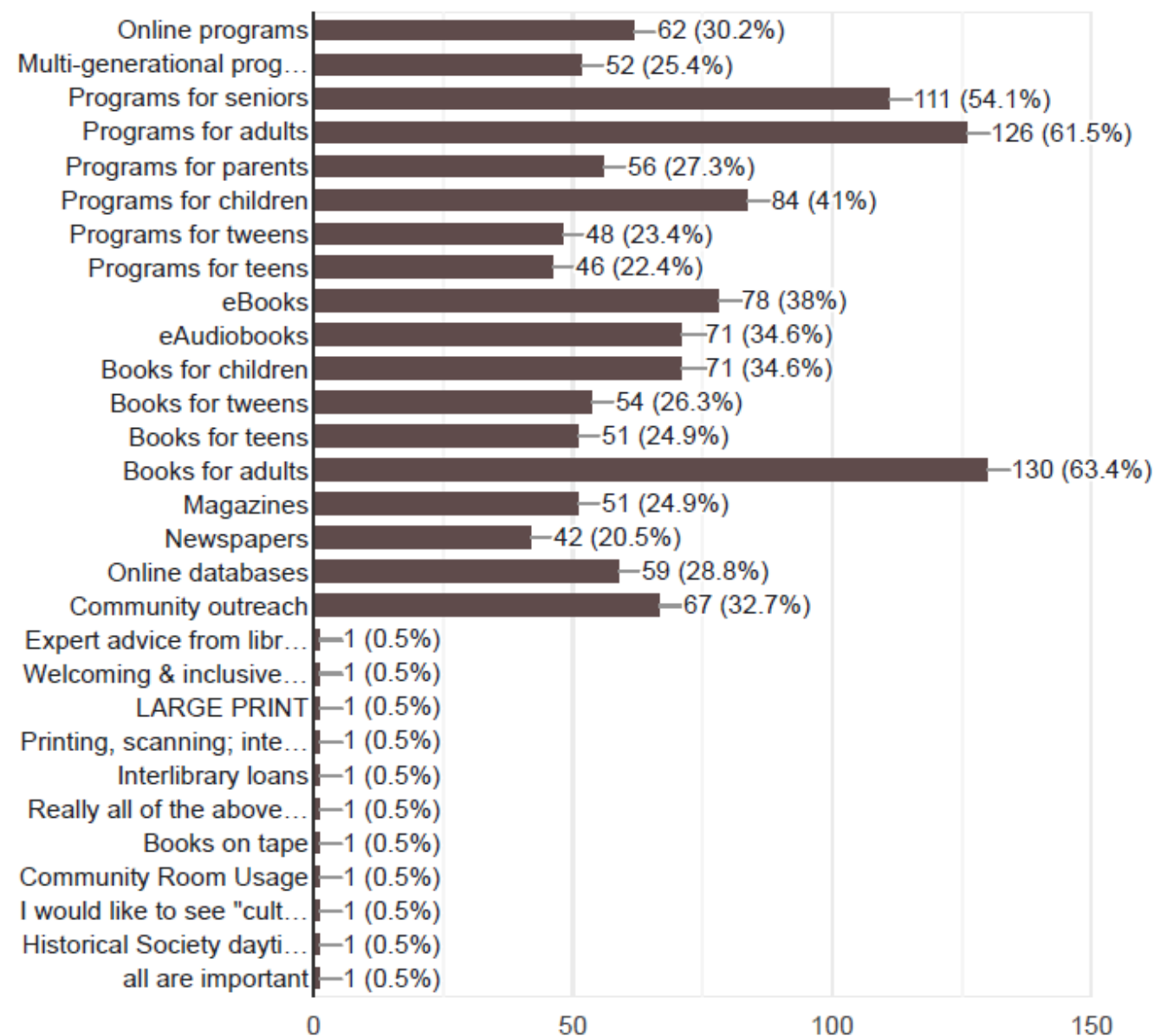
209 responses



The Library is evaluating its services. Please check **ALL** items that are a priority to you.



205 responses

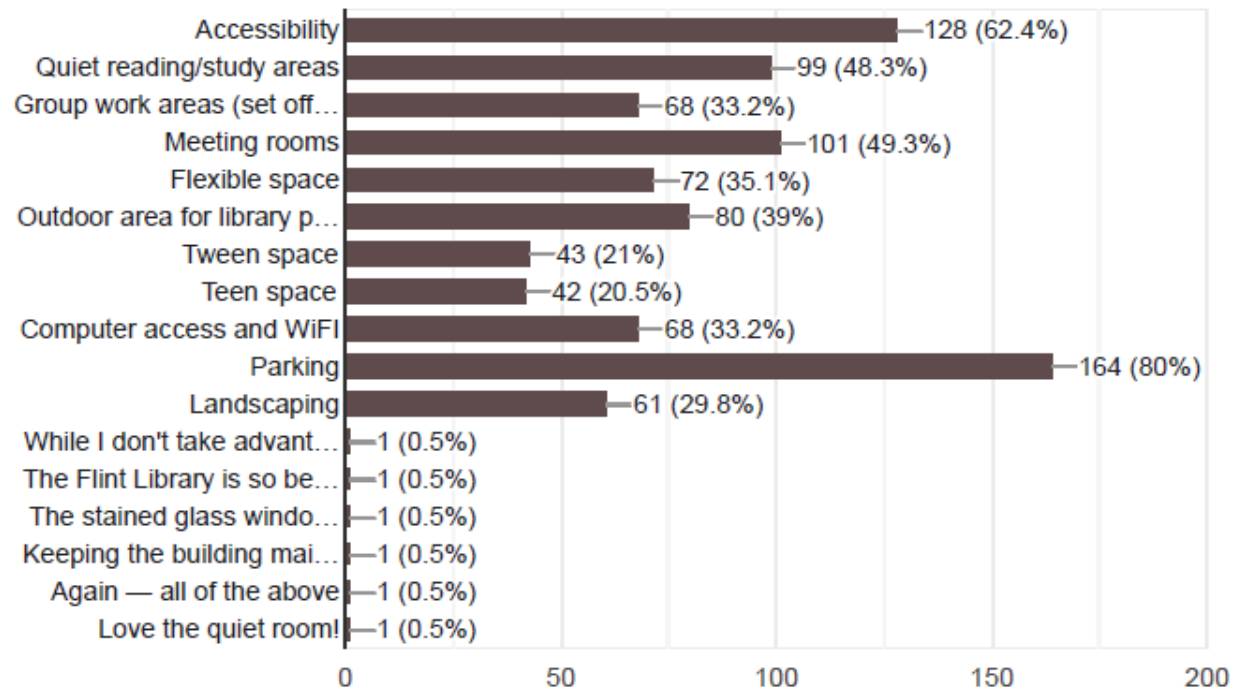


Building and Grounds Question

Please select **ALL** aspects of the library building and grounds that are important to you.



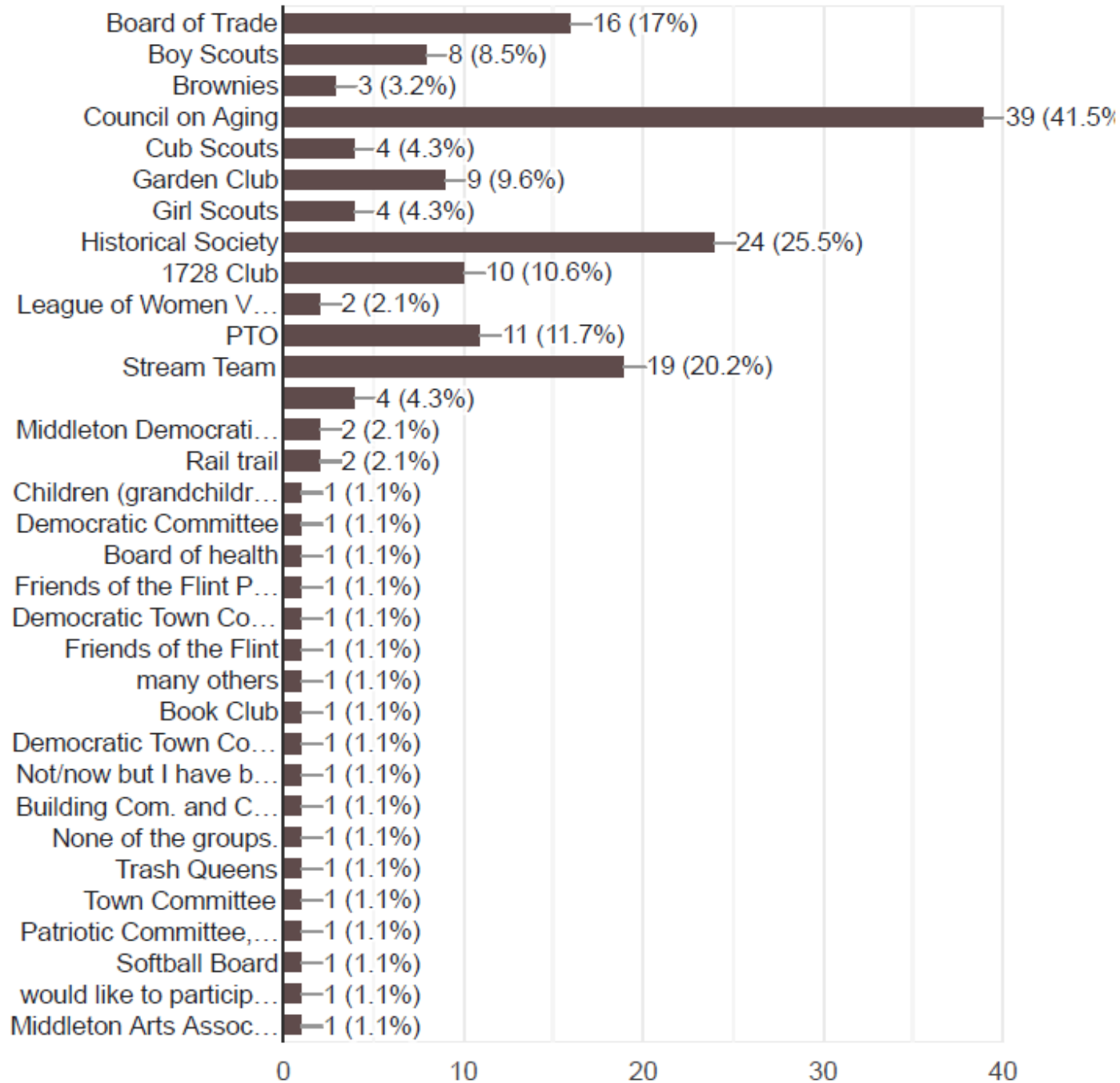
205 responses



Which Middleton groups do you participate in? Please check **ALL** that apply.

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94 responses

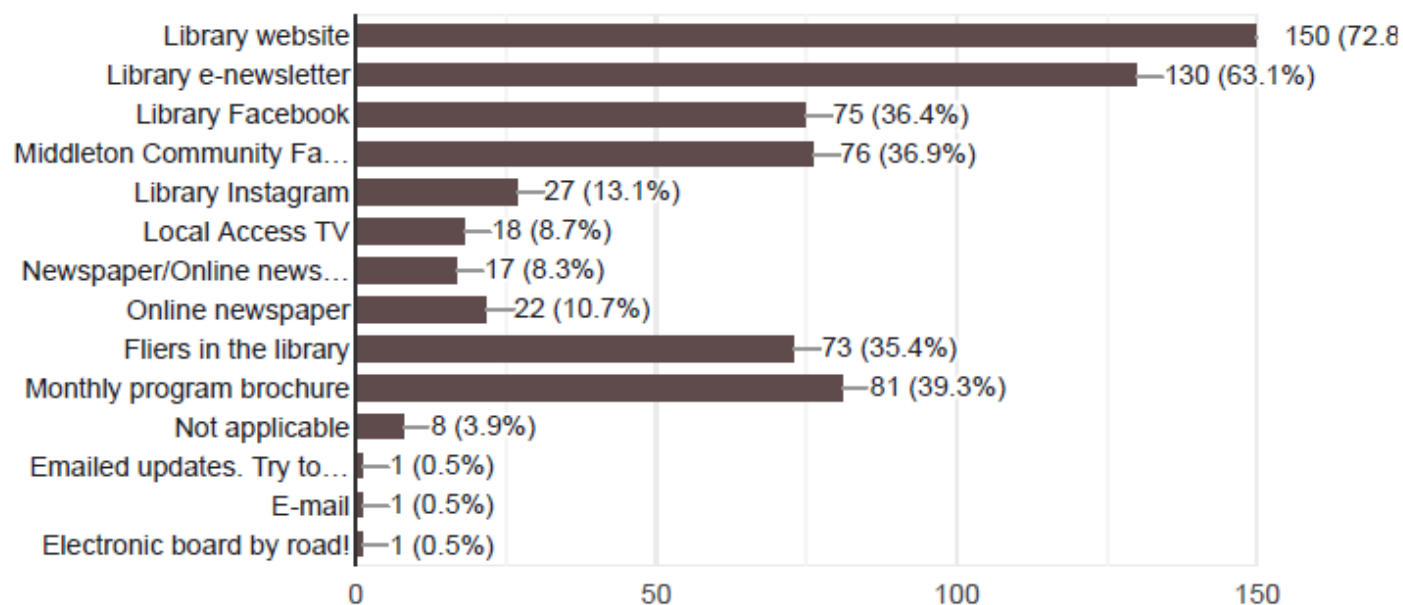


Communications Preferences

Please let us know which communications media you prefer to learn about the library? (check **ALL** that apply)

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206 responses



STRENGTHS, OPPORTUNITIES, ASPIRATIONS, AND RESULTS (SOAR) NOTES

Community Focus Group: 1.19.24 Meeting Notes (15 attendees: 9 in person, 6 virtual)

Staff	Attitude and willingness to help* Welcoming Knowledgeable Diverse staff Always asking, "What can we do for you?" Involvement with community and patrons (*what keeping bringing people back)	Raise money; continue to look for alternate funding sources Digitize more town history Make library more survey-friendly; supply surveys from other depts. Grow partnerships with other town depts. Work with schools more (teachers, PTO, committee); share Middleton histories with students; foster town pride Increase communications with other depts. Share survey with other depts. Director continues to support staff Community supports staff Recruit older people; utilize COA help Increase public sense of community Connect with local daycare centers	Continue all that's working; add to it Connect with schools Encourage public to be more engaged with library More staff More staff with MLIS/MLS degree	Increase inter-dept. partnerships; "don't silo"; continue to develop partnerships with depts.
Building	Center of community Beautiful Centrally located (Rt. 62 & 114) Welcoming Meeting/training space (Board, Committees, Clubs, Depts.) Sanctuary Space for community connections to form; blending of community members "Jewel" of the community; historical look to the addition Houses Middleton's history and stories A destination place A place for new parents Children's Room: welcoming; always something to do Outdoor Veterans' Memorial Nice outdoor spaces	Change to fit needs of growing community Utilize space where Fire Department currently is; "What will it look like?" Rail Trails to library; signage Expand space for local history/archives Establish display/exhibit space (artwork student projects, etc.) Create "little libraries"; partner with Katrina! Create a teen space Create more meeting/study space	Add space; expand (teens, makerspace, study space, meeting space) Increase sense of "centerpiece" of Middleton	Be an extension of the new/future community center
Services	Outdoor Veterans' Memorial: ceremonies Community partnerships (League of Women Voters, Trails & Sails, Archives of Middleton history stories and photos Kindergarten tours of library and partnership Community service opportunities for students Library consortium Outreach; extending services beyond the building "Literary fuel"; fosters enrichment and learning Outreach to homebound seniors Collection; "If the Flint does not have it, they can get it" Museum passes High circulation numbers of physical materials Technology (online catalog, app, computers, hotspot, etc.) Electronic sign on 114; communication to community Programming; always something happening for all ages; variety (1,000 Books Before K, summer reading for all ages, etc.) Helps to keep the "unity" of the community through meetings, programs, and available space Budget-saving option for patrons	Change to fit needs of a diversifying community 300th Anniversary of Town; be part of it Offer literary classes for children and seniors looking to improve reading skills Recruit interns from Masconomet Increase outreach (new residents, non-English speakers) Increase class visits to library Provide programming to complement curriculums "Book an elder" to learn their story Increase communication with public; utilize different avenues Provide safe virtual/digital gaming for youth Provide resources for the blind; provide resources in Outreach efforts More diverse programs; invite families to share how & what they celebrate Volunteer collaboration w/COA; provide complimentary programs Regularly visit COA to present library offerings (programs, services) Support human connections; increase "clubs", face-to-face interactions, and interactions Saturday hours Coffee hour with Dept. Heads for residents; "get to know your local govt."	Expand collection, programs, and service to support schools' curriculums Increase outreach services to include stay-at-home Increase class visits to library Increase hours; open earlier and later, and open on Saturdays Increase partnerships with all school/all ages Continue involvement in town festivals	More community groups; bring people together Increase diversity (ages and cultures) of

Trustees: 2.12.24 Meeting Notes (15 attendees: 11 in person, 5 virtual)

Staff	S			O		A		R
	Positive attitudes and willingness to help	Welcoming	"Go the extra mile"	Take advantage of more grants; find more available funds	More staff	Reference librarian; information services dept.	Partner with new community complex	
	Strong Reader's Advisory skills	Professional and caring relationships with patrons	Commitment to policies; Director	Administrative help for Admin.	Technology for staff; update/replace keep secure	Grow financial assets (Friends and Trustees); find new funding sources	Seek corporate gifts and local business sponsorships	
	<i>Positive and strong Friends Group; supportive of staff and library; providing great funding to the library</i>	Children's Librarians: engaging with the young	Adaptable: able to consistently pivot and continue services					
	Diverse							
Building	Safe, welcoming place for all; foster's diversity	Location: Main street; centrally located in town	Electronic sign	Teen space	More space for programs	Space for browsing/wandering	Increased attendance; more teens would visit	
	Lawn for events	Beauty of the building; architecture	Community gathering space; place for people to socialize	More parking	Acquire fire station when Community Complex is built	Rework entryway to be more welcoming		
	Space for meetings					Electronic kiosk in vestibule		
	Free space for anyone							
Services	Diverse programs; programming for various ages			Hear from the public		More author talks	New technology classes/instructions for patrons	
	Creatively continued services through COVID			Programming: more; increase, esp. for tweens and teens; 1:1 and classes on tech help for seniors		Outreach to outside of building (increase?)	Build lifelong readers and library	
	Amount of programs			Technology for patrons: update/replace; keep secure		Open house: welcome to town and tour the library	lovers/users/advocates/supporters	
	Brings people together			More Outreach; partner with other departments, esp. COA and schools		Partner more with schools and classes, including Masco; match collection and displays with curriculums		
	Children can grow and be supported at the library; multiple ages and multiple grades			Expanded hours; make library available at other times		Job fair		
	Community partnerships, esp. for programs			Bring community together to foster conversations		Health fair		
	Strong policies and guidelines create a safe place for all					Pen pals: schools, Veteran Services, COA, etc.		
	<i>Support from community; "people love their library!"</i>					"Check out a human"; conversations with someone		
						Partner with Tri-Town Council		

Library Staff: 3.8.24 Meeting Notes (7 attendees)

	S	O	A	R
Staff	"Townies" with a connection to the community Welcoming Friendly Greet patrons upon entry Customer service Fundraise for Friends Collaboration Staffing increases FY24 = wages improved; hourly rates increased; additional steps added	Apply for more grants Fundraise more; seek more community support and donations A slow-down Friday morning staff time Additional hours for staff to increase Outreach	Modernize internal communications systems Increase staffing to accommodate community needs and desires More cross-training between departments, on technology and collections Increase staff trainings (ALVCE/ active shooter, fire drill, CPR, etc.) More time for staff to connect	Improved health and wellness of staff Improved morale Improved culture Better workspaces
Building	Meeting spaces/rooms Safe space for patrons Sense of security to community; people from other towns come here Community center for Middleton Story Time Room is fun and inviting	Expand building and parking Grants: seek additional ones for building preservation assessment, expansion(s), etc. Bus routes: have library be a stop again for students	Tween space; safe, inviting, and more private (ages 10-12) Teen space; safe, inviting, and more private (ages 13-17) - Possibility of a combined tween/teen space? Comfortable work/study spaces for patrons Staff breakroom More staff workspaces, shelves, and storage More quiet study spaces for patrons; study pods (timed? Sign-ups?) Seating by elevator/main circ for patrons Better space for puzzle swap; expand Revamp current YA space and shelving Better use of space for patron and staff needs	Tween/teen space = increased attendance and circulation and room for collections
Services	Programming; volume higher than other comparable libraries; quality and quantity Community; partner with local businesses Collection Development; diverse and inclusive Outreach; part of community events/parades; deliveries to homebound seniors Tween programming 1:1 tech assistance for patrons Operating Budget increases including Program and Materials lines Program grants Promote literacy and collections during programs Outreach/partnership with local DYS	Utilize more grants Library of Things: expand and promote (house, store, and display) Increase Outreach to homebound; increase marketing and promotion of this service Increase Outreach to schools, COA, Tri-Town Council, and other local organizations Promote digital offerings (databases, Libby, etc.) Create tutorials for digital services Community Helper Story Times Promote videogames collection Increase promotion of adult books during juvenile programs (cart of books) DYS partnership Partner with local teens to create, promote, and run programs	Increase number museum/attraction pass offerings More staff time for Outreach Youth programming librarians outreach into schools Revamp social media to have more "personality"	spaces, study spaces, collections, attendance, and circulations Increased community engagement Increased patron use of library offerings and services Reach non-users of library Increased variety of offerings

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