

# **SAUGUS PUBLIC LIBRARY STAFF SURVEY 2019**

**TOTAL RESPONSES = 14**  
Completed 14 || Completion Rate 100%

Please share three words that describe your job

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# Visual Representation (WordCloud) of Respondents' Answers



## What do you like the best about working at Saugus Public Library?

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- **WORKING WITH COLLEAGUES (x6)**

- *“The opportunity to be on a team that is united in helping patrons find access to what they need.”*
- *“Great staff relationships.”*

- **INTERACTING WITH PATRONS (x6)**

- *“Helping others find a love of reading and want to attend programs.”*
- *“...the relationships I have developed with repeat patrons over the many years I have been here.”*

- **WELCOMING, NEW BUILDING (x3)**

- **DIVERSITY OF JOB RESPONSIBILITIES (x3)**

- *“Every day is different and a positive learning experience. Challenging in a good way.”*
  - *“There is a variety all day...” and “The variety of tasks and projects I handle each day.”*
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## What do you like the least about working at Saugus Public Library? (1/2)

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- **ADMINISTRATIVE ISSUES**

- *“Lack of communication between departments...”*
- *“Limited budget.” and “Inflexible schedule.”*

- **CHALLENGING PATRON INTERACTIONS**

- *“I particularly dislike that patrons are allowed to do as they want even when it is against the policies set by the Board of Trustees... Patrons are allowed to be rude to the staff when staff tries to keep some kind of order.”*
- *“Patrons that are angry/unpleasant before you even talk to them. Patrons that need help but don't listen or walk away while I am talking.”*

- **INSUFFICIENT STAFFING**

- *“Not enough staff for hours we are open.”*
  - *“...a lot of work is put on the circulation desk over any of the 3 desks and it can be extremely overwhelming & stressful especially when we always seem to be short staffed because of vacations/sickness.”*
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## What do you like the least about working at Saugus Public Library? (2/2)

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- **NOISY FACILITY**

- *“It is loud and often resembles a playground more than a library...Loud cell phone conversations are rampant.”*
- *“Sometimes it is challenging to focus when the noise levels are up.”*
- *“I think many of us feel stretched very thin, juggling multiple tasks and responsibilities...”*

- **MISC CHALLENGES**

- *“The trend to offer office support services such as faxing and photocopying which do not support our mission to provide free access to the universe of information and ideas.”*
  - *“Trying to use evergreen to rectify a patron's account when a book is lost or misplaced. It can be time consuming and patrons do not want to wait and can be impatient.”*
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## What could the Library do to improve our space (interior and exterior)? (1/2)

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- **REDUCE NOISE**

- *“Resolve the amount of congestion and noise at the reception area during programs in the community room.”*
- *“Blocking certain spaces off for noise control which will equal less complaints.”*
- *“Put up a glass wall separating the children's room. This will keep children from running out the doors into the street and also help the noise level.”*
- *“Create a sound and use barrier for the children's room to enable adults to enjoy the reading room.”*

- **ENHANCE FURNITURE & FIXTURES**

- *“...update furniture for patrons to use while reading/working.”*
  - *“Use smaller desks upstairs so that students can work on group projects.”*
  - *“Replace carpets....[add] patron work stations, tables”*
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## What could the Library do to improve our space (interior and exterior)? (2/2)

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- **REORGANIZE AND RECONFIGURE SPACE**

- *“...Create an environment that is flexible and smart.”*
- *“Provide more quiet study areas.”*

- **INCREASE CLEANLINESS AND REDUCE CLUTTER**

- *“Full time custodian (not a cleaning company) that knows the building.”*
- *“Add...custodial hours to keep the library clean in the afternoons and on Saturdays.”*
- *“More custodial help is needed to vacuum, clean tables and glass, empty trash.”*

- **MISC. SUGGESTIONS**

- Increase Space (e.g., *“Buy out Charlies next door and use the space.”*)
- Add Exterior Lighting
- Increase Parking

**See supplemental *SPL Ideas List* document**

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## What services and programs should the Library focus on for the next five years?

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- **INCREASE PROGRAM OFFERINGS FOR BY AGE GROUPS**

- Target Adults (x7), Children (x5), Teens (x4)
- Vary Schedule by Target Group (e.g., working vs. non-working adults)

- **CONTINUALLY DEVELOP NEW, INTERESTING PROGRAMS**

- Author Visits, Signings, and Readings
- Educational Programs (ESL, adult/children's academic, early literacy)
- Technological Skills Acquisition and Support

- **MISC. SUGGESTIONS**

- Increase ILL Borrowing Efficiency (more timely receipt of materials)
- Enhance and Expand Marketing, esp. Branding and Outreach

**See supplemental *SPL Ideas List* document**

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**Please share any additional suggestions or comments that should be considered during the Library's Strategic Planning process.**

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**RESPONSES:**

- *"Library needs to be properly staffed so that morale among employees improves. Circulation personnel need to receive more respect."*
  - *"Getting more people into the library and being realistic about the simplest changes that can help patrons."*
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