

Strategic Planning Process - Jones Library
Survey Results – Summary of Responses – Supplement

910 Responses from 2/12/2015 – 3/5/2015

Accessibility

If JL is not convenient, why?

- Parking that we have to pay for and walk some distance from.
- Sometimes, rarely, I cant find parking.
- Parking is a problem downtown. In fact, with the destruction of Amherst by UMass building now infringing upon Amherst Center, parking will only become worse in coming years. Coupled with the parking problem and the attitude of the staff in the library--that is often either surly or combative--going to the Jones Library is one of my least favorite activities.
- Lack of parking in the center of Amherst.
- Parking can be challenging.
- Parking usually an issue
- Parking is often an issue.
- Though not frequently a problem, parking always seems like a potential barrier.
- JL is not convenient due to parking expense and so I do not use but would like to. However, I do use Munson and love the convenience and the librarians, especially Sue and Dawn. They are the best!! - so personable and helpful.
- sometimes hard to know what desk to go to for what kind of help, at first it was hard to figure out how to navigate through the rooms, to the basement, to the bathrooms, etc
- parking often difficult
- Really only the parking. I have been lucky recently finding spots or using the 15-min limited spot. Another 15 min spot would be GREAT!
- As a working parent, the fact that there are not better weekend hours is a challenge.
- Parking is the biggest issue. Having to pay for parking just to drop off books is less than ideal.
- no parking
- I don't live downtown. The Munson is actually closer to my house, but still not in walking distance and I never know the hours. Seems confusing.
- It is just hard to find parking in town, and once you do, you have to pay.
- Cannot always find parking.
- It's a bit of a distance away, and takes about an hour to walk to it. I'd prefer to walk to library in fifteen to twenty minutes maximum.
- Parking
- I order books on line and pick them up at Jones (even though I live in South Amherst). Parking is poor and since I work during the day i have to remember which nights Jones is open to pick up my books. Evening hours (till 8) every night would be awesome. It's so easy to pick books up this way and an under marketed service.
- parking is difficult and the hours are limited
- parking is a pain. not in habit of using library.
- Parking is a real problem. Even to drop off a book requires finding a space, paying for parking and usually a longish walk. It would be nice (but probably not practical) to have some spots available for library users.
- parking can be difficult and expensive
- It's OK, but does not feel warm and comfortable. Entries and central atrium feel crowded with stuff. Need more cozy tables with good light to read and work. This may seem petty, but while Jones has good materials, the furniture and room treatment feel cheap somehow. Hard to put my finger on. Using the entries for unloading unwanted books feels like a waste of space. The library should be a very friendly looking place as well as friendly in fact.
- Parking is so much easier at Munson. And Munson is a mile from home.
- Hard to park.
- Parking is difficult.
- But the parking is terrible!
- Parking across the street not always available. I usually park in long term lot behind CVS.
- It is ininviting. Noisy, crowded--even the staff are noisy. It simply not a place where I would ever choose to read a book or newspaper or magazine. For that, I prefer the Forbes, even though it's less convenient.

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- Parking issues.
 - I wish I did not need to park, but I have two little ones and we currently live in Sunderland, so parking is an issue.
 - Parking, in the bad weather I don't want to walk blocks to go. It's also very difficult to return books quickly, I end up parking in the handicap spot and that is very hard to turn around in
 - There needs to be more parking - and even some very short term spots to run in to drop off or get books.
 - Parking can be challenging some days.
 - It can't be better. Downtown, on the bus line, with parking. In a lovely building too.
 - This is a vague question. Convenient as to times? location? layout of the collection?
 - I would appreciate more evening and weekend hours and less frequent closings for holidays, Sundays before holidays, snow days, etc.
 - Sometimes its hard to find parking
 - It usually takes a special trip into town (1/2 an hour round trip) -- or i tac it on to one of the infrequent trips I make into to town. The North Amherst library I pass right by probably 30 times a week so it really works much better for me. Also parking for the library can be a hassle and if I linger a little occasionally I forget the time and end up with a parking ticket.
 - Parking is the only issue
 - As a newcomer, I have difficulty finding things and often must ask. The staff is very friendly and willing, but I wish I didn't have to interrupt them.
 - Sometimes it is challenging finding a parking spot near Jones Library.
 - Parking is always an issue at the Jones during the school year, easier in the summer
 - Web site is difficult to use when ordering books.
 - Sometimes they are closed when I want to go and I work during the weekdays.
 - Parking can be difficult, especially if I am only running in to pick up or return - having to find a spot close, and then having to pay a meter, is frustrating.
 - Rarely is there parking available when I can go. That's why I prefer Munson.
 - Parking is tricky sometimes.
 - Can be hard to find a parking place at times and it does cost money.
 - Parking for disabled
 - No Free Parking
 - Parking is generally, but not always, an issue
 - Parking--would like to be able to park closer to the building.
 - Parking can be a challenge. If I have both young kids with me, a heavy bag of books, and have to park in the lot across the street, it can put me off stopping. I'd prefer to park right out front or in the CVS lot so I didn't have to cross a busy road. Sometimes I prefer to go to Leverett library for the ease of access/traffic and parking.
 - Parking is sometimes a problem
 - Sometimes, parking is a problem.
 - Closed on Monday morning when I might come. Parking frequently a problem except Monday morning when you are not open.
 - The parking situation isn't great, but as long as the weather is nice, that's not a big deal.
 - Inconsistent helpfulness of staff. Some are great, many seem annoyed to have a person in front of them.
 - Traffic and parking.
 - when it isn't open
 - not in town when it is usually open
 - The parking is always an issue but we LOVE the staff at the Jones so, we make the effort. My daughter and her third grader go to the Monson, as well as the Jones.
 - Parking problems
 - Parking is not the greatest. I have my "secret spot" but if it is taken I often won't go, even when my books are late.
 - We don't need handicapped accessibility. But we need to be able to park, and the parking meter system in the lot across from the Jones is so hard to use that it is a real deterrent.
 - Sometimes it's hard to find parking. Also I find the electronic metering system for the lot across the street confusion. I got a ticket one time after putting money in.
 - Just the parking is sometimes hard to come by.
 - Closings due to budget restrictions.
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- Downtown parking is always a problem. Even the lot across the street isn't perfect, since eventually I need to leave the library to feed the parking machine.
 - Lack of parking
 - There aren't always convenient parking spaces
 - The Hadley library is closer to my home but I use the Jones whenever I am in Amherst or at work.
 - Parking can be difficult
 - Parking is sometimes a problem.
 - Sometimes the library is not open when I would like to pick up a book. Sometimes parking near the library is difficult.
 - parking can be a problem
 - Parking. If you use a cane or have trouble walking on snow and ice it can be difficult just crossing the street, and unless I go very early in the morning, there is often no parking and then I have to drive back home, which is frustrating.
 - Parking! So I bike or walk
 - No Easy Parking
 - No parking at the main branch.
 - Parking - struggling to find a parking space in competition with the movie theater is an added issue. Also, I can only walk a short distance due to knee trouble, and finding a space within my personal walking distance is difficult. There have been times I gave up and went home to come back another day due to lack of a parking space.
 - just parking
 - The lack of parking and shorter weekend hours can make me not go - I would love to have extended hours on Sunday, for example.
 - Lack of parking and doesn't allow coffee inside which I always somehow have in my hand as I walk by
 - parking often closed when i can go
 - I liked to go when downtown shopping, but the parking became so difficult, and a few tickets (one apparently removed from my windshield, so it was costly) caused me to use that library prudently, although I really liked it's holdings.
 - Parking is a big problem The downstairs is uninviting
 - Parking can be an issue so sometimes it comes down to heading to the Munson library because that is quicker or using the Mount Holyoke library (for my needs) because I can walk over during work.
 - different elevators to go to different floors
 - Parking can be problematic depending on the time of day. I also find the children's room cramped with books less accessible than in many children's libraries.
 - The Munson Library is the BEST! Friendly, small - GREAT selection of DVD Mysteries-- and easy and convenient parking! Much better than the Jones library -- FRIENDLY and a HOMEY Atmosphere.
 - Parking. Love the library but parking is a real problem and my wife and I can't walk too far anymore.
 - It is convenient. It would be even more convenient if you had an additional evening you were open, e.g., Monday or Wednesday.
 - parking
 - parking is problematic
 - Not open outside of work hours.
 - parking can be an issue sometimes
 - Parking is sometimes a challenge!
 - parking, farther from where I live...(I use Munson usually.)
 - Parking is sometimes a problem. It would be great to have a drive-through to return books.
 - We enjoy taking our young sons so having the library closed on Sunday's makes it very inconvenient. We sometimes have to plan our Saturday's around the library hours or else we won't make it for a few weeks.
 - Parking in town center always a problem
 - Closed on Sunday and Monday way too often
 - as always, accessibility is the long way around.
 - Parking is always a bit of an issue. The 15 minute parking spaces are good but there should
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be more of them.

- "Convenient" depends on what I want to use the JL for. If I just want to browse or to check out a specific book, it's quite easy. If I am looking for a spot to work, it can be a little more annoying, but not much. There are certainly workspaces in the Jones, but these tend to be in the larger, more traffic-ed rooms, which is a little distracting given the quiet of the library, including the education help center (or whatever it is) downstairs. The little nooks in the library which would be great places to hide out and work, like between the stacks downstairs or upstairs in the Children's section, are not as well-developed for personal study as they could be.
- wheelchair is difficult to use inside
- It's pretty convenient, and seems to strike a good balance for its hours-- obviously it would be great to be able to go 24x7, but almost nobody would use the library during very late or very early hours.
- Parking can be a problem, and hours seem unpredictable.
- It's no one's fault.... I feel anxious about that particular crosswalk for some reason. And I usually find parking in the lot across from jl. I often wish one could drop off books from the car since the driveway with book box is so tight
- Has to do only with me -- like if it is too cold, etc.
- Parking / Ice
- No parking! Have to pay for town parking!
- Parking is a huge issue!
- Needs more books for different cultures
- I don't know how the books are organized. It's difficult for me to find books on the shelf.
- opens too late in the mornings and never on Monday morning access from parking is difficult for elderly slate flagstone walk is attractive but hazardous
- No parking
- parking can be a problem not always open when I want to go
- Not enough parking spaces - must rely on CVS parking lot
- Parking can be a real problem.
- Distance.
- When I have a need to visit the library, I often expect it to be a quick errand and if I don't find parking close to the library I will postpone my visit.
- parking is a bit difficult , if i drive there.
- Parking is sometimes a challenge. Not a big deal however.
- I wish the library was open more hours.
- More Hours
- Not enough parking on Saturdays.
- parking is a challenge
- Jones is great since I work at UMass and am often in downtown Amherst. the only problem is that parking can be difficult. Amherst needs WAY more parking in town!!!!
- I'd like longer weekend hours, perhaps compensating by closing on Mondays. Weekends are the only time that I really have time to get to the library. Also more evening hours, again perhaps compensated by being closed some mornings when I assume demand is lower.
- You have to pay for parking and the lot is often full, which requires a drive around town until you find a space.
- Have to drive to town. Not there on a regular basis
- There is no self-checkout system. The online catalog can be confusing to use.
- I am not physically challenged, I know the Jones has an elevator and I am assuming it is accessible to those in wheelchairs.
- I try to plan my visits so I can find easy parking.
- Parking in Amherst Center can be difficult.
- Parking is a problem.
- parking is a problem at times.
- First, I find the hours to be a bit frustrating to work around because it does not open and close on a consistent daily basis. It does maintain consistent weekly hours, but I tend to forget the difference between say hours on Monday vs. Tuesday. Second is the lack of a meeting space or study space. Granted there are small nooks and crannies throughout the library (I'm aware of the study desks) but those spaces are not appealing. Overall the library is not

aesthetically pleasing. Third, wi-fi is ridiculously inconsistent. There are so many business and homes using the Town of Amherst wi-fi that its nearly impossible to send or receive messages or use a personal computer to do work or homework in the space if wi-fi is needed. Fourth, the children's area is so not kid friendly. Granted there are age appropriate toys and books available, but the space is not laid out in a way user friendly way. Finally, the friendliness and helpfulness of the staff is hit or miss. Particularly in the children's section, I often wonder if some of them enjoy children. Growing up (in another state) I remember the children's librarians in my town. They were engaging and full of suggestions around books and topics. I felt connected and hoped my children would grow up feeling similarly about their local library. Whenever we ask for assistance from the children's librarians it feels as if we are interrupting their conversations taking place behind the desk. And they seem annoyed when the noise level raises as a result of lots of young people in the space. This trend continues throughout the library although I have found my fair share of genuinely helpful library staff...and when I do find them, I am sure to express my gratitude for their time and interest.

- Lack if parking makes it very difficult with a baby in tow
- Parking can be an occasional problem or cost at least.
- Lack of frequent buses, and buses obviate need for parking lots.
- Lack of parking.
- Parking is sometimes a problem, but it's convenient in other ways.
- Parking can sometimes be an issue.
- parking can be tough to find
- Parking is a challenge; With small children it works better for us to visit a library with a parking lot that doesn't involve crossing the street so we often drive out of our way for that convenience.
- Hours - need more hours not during working hours
- Hours and parking. Access to college libraries means that I don't need to use the public library.
- Parking can be difficult. It's great to have evening hours twice a week, but longer hours on Sunday would be really helpful for those of us who work long hours outside of Amherst.
- Parking is a big issue.
- Parking can be an issue.
- Hard to park, not open Mon. and Wed. evenings.
- Though parking is usually available in the mornings, it's often not in the afternoons. I have often had to give up and save the trip for another day. In other ways (in-town location) I find it very convenient.
- Good God! Do I really need to tell you why? It's not difficult enough trying to find a place to park, but if one does manage to find a spot, it costs to much to park there.
- Hours, see below
- Parking! You really need some parking for library patrons.
- Parking is a huge pain -- Amherst needs a GARAGE!!!
- I love the North AMherst library so I rarely go to Jones for book reasons. I go to programs.
- Parking issues
- there are no minecraft gamer rooms
- Finding parking and paying parking
- The severe lack of parking has always been a huge issue, more so in winter.
- Parking
- Parking!
- Don't drive, so difficult to get there.
- The books that I don't have are usually available at the Frost Library, or the excellent Munson Library can get me.
- Hard to find parking at times. Costs money to park. It is further from my home, but I chose it as most convenient because it is near other places I frequent and has a larger collection.
- Parking - on occasion
- I say it is convenient now because I have a handicapped placard. Prior to that, I tried to go to munson because I often got parking tickets at the Jones.
- Parking, sometimes. But not too bad. Hours sometimes.
- Parking!!!
- parking is sometimes a problem

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- More parking is needed.
 - Parking.
 - Could use more flow at entrances as far as foot traffic. Can feel a little cramped
 - lack of parking
 - I wish there was more free parking nearby
 - parking is hard in AMherst
 - I'm old enough to remember longer hours - but mostly the inconvenience is finding parking at times.
 - Parking can be a problem. That's why Munson is more convenient for me even though I use the main library more often.
 - parking, often a lack thereof
 - Parking is challenging and getting across the street from parking lot is difficult oftentimes because people don't stop for crosswalk as often as they should. But it's still worth it. :)
 - The parking is an issue.
 - Thanks for all staff are very nice
 - No parking, not open long enough hours
 - The hours are sometimes inconvenient, but only mildly.
 - some exhibits crowd travel spaces
 - Only inconveniences stem from parking issues. Otherwise, the Jones is a convenient resource.
 - Parking is so iffy... Around there.
 - I still find it a little hard to navigate the stacks. I wish there was better signage or a more logical layout. The parking is the single biggest deterrent to stopping in.
 - Sometimes parking is a problem. You are closed on Monday morning.
 - Parking iffy.
 - Parking is an obstacle.

If you are dissatisfied with operating hours at JL why?

- It would be great if Jones was open more Sundays.
- Jones is ok. Munson needs more hours.
- The hours seem limited--often when I am able to get to the library, it's not open, like Sunday and Monday mornings.
- More nights would be great
- Evening is when we have time to browse. Weekday daytime is work. I am sympathetic to staff who don't want to work evenings and weekends. Don't want to take advantage.
- In my experience, the library hours have changed repeatedly based of staffing, funding, etc... so if I ever went there, it would probably be closed.
- The alternating hours can also be confusing at times. The library should be open on Sundays.
- Ideally, I'd prefer evening hours (like those on Tuesday and Thursday) on other days, too.
- I wish it were open with consistent hours--like 9 to 5 weekdays and Saturday--closed Sundays and holidays.
- I would be great if you were open Monday morning. Also I seem to remember that in the summer you cut back on hours.
- Being open longer would be nice
- It always seems tone closed when I want to go there. Compare your opening hours with comparable libraries. JL's hours are awful.
- Often times when I feel like I do want to go to the library, especially on the weekend, and the feeling is on a whim, if I check the hours in reminded that the library is near closing and decide not to go. For families where parents work until 5, realistically being able to enjoy anything earlier than 6:30 or 7 is a challenge, so extended hours on Thursday are usually the only days, if any our family gets to go, and we really appreciate the staff staying so late!
- It would be easier if the library were open one more night a week, but the Sun. hours are a plus.
- more evenings and weekends hours would be great for working people.
- Sun and Mon mornings would be nice
- More Hrs Please
- I sometimes forget it is closed on Monday morning.
- Seems to close on holidays when I wish it were open
- The only reason I'm not at the library more is because I work long hours during the week. I try my best to get there in the evenings and on weekends but it's not as often as I would like.

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- no Monday morning or MOnDay/ Wednesday evening
 - I wish you had longer hours on the weekends. Also the hours at the north Amherst library are passive aggressive. Just close it already. Or open it like a regular library. That is a more convenient location for me but I have to go to Jones because of the hours.
 - I would like to see later hours during the week. Why not open later (10 am or 11 am) and close later on one or two days during the week to balance the clientele who spend their mornings at the library with those who need the services later in the day and on weekends. Please also reconsider the short hours on Sunday if budget permits. I suppose library staff hours is also a factor. Tough balancing act!
 - When I was working, I used to want it open on Sundays more.
 - More later hours would be nice
 - I would like just a little more flexibility on M-W-F, so that I can get to the library after 5:30 on my way home from work or to a meeting downtown. 6:00 would be helpful; 7:00 would be great.
 - More evening hours would be nice but I understand the budgetary constraints.
 - Seems like I always want to come by on Monday mornings. Closing some hours on the weekends would not inconvenience me.
 - As a mom with preschoolers, the late start on Monday was terrible. Several other kid friendly places were also closed on Monday mornings, and it would have been excellent for the Jones to be open. Otherwise, the hours are very good!
 - I would appreciate more evening and weekend hours and less frequent closings for holidays, Sundays before holidays, snow days, etc.
 - Not open Monday mornings. Munson not open Fridays.
 - Most days I have afternoon classes so I wish there was another day the Library was open late.
 - I wish they were open until 7 or 7:30 every night, not 5:30 some nights and 9:30 others.
 - more evening hours are needed
 - Would be more convenient if open all day Monday and Sunday. Open later on Saturday.
 - Would like Sundays or evening hours.
 - Closed Sundays before Monday holidays. Closed Monday mornings; closed Sundays in summer.
 - Could use some later hours on weekdays.
 - Hours vary at different branches
 - Theoretically, it would be great to have Mon. mornings and Sunday day hours.
 - Too many extra holidays
 - Wish you never closed
 - As above, restrictions caused by budget problems.
 - Being closed on Sunday's is a challenge for us.
 - I wish it was open on the evenings more days
 - I am currently living abroad so this question doesn't apply, but I remember being quite satisfied, yes. And this has something to do with expectation – I do not expect a public library to have the same hours as a college or university library.
 - They aren't open on days that are convenient for us, and are open for weird hours when it is convenient for us.
 - I cannot make it to the library before 5pm. So the evening hours are very important to me.
 - I'm not dissatisfied, but it would be great to see them open longer throughout the week.
 - Should be longer
 - Would like earlier or later weekend hours
 - Would like Mondays and all evenings
 - I tend to be able go in the evenings and Saturday morning.
 - I would like to see more evening hours.
 - In summer vs winter there are different opening hours. I can never remember which is which! Of course it would be better for Jones to be open both weekend days all year!
 - As stated above, I would appreciate some more evening hours and /or extended hours on the weekend.
 - I can't get there in time after school.
 - I can only come on Tuesdays and Thursdays or on weekends - the 5:30 close time on the other days is too early for me to come after work. I start work at 7:30 so there are no morning hours that work for me.
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- since school is often out on monday it would be nice if it were open monday morning
 - I think there should be more evening hours
 - Keep/increase Sunday hours
 - should be open on Monday mornings
 - I would prefer that the Munson be open on Saturdays.
 - Closes at 5:30 :(
 - no, they were better than any municipal library I've ever used.
 - Would be nice to have library open on holidays.
 - The hours are generous, but one always wants more (24/7!)
 - I wish it was open on Monday mornings as that is the only time of the week when I can go there without my kids.
 - I primarily use the North Amherst branch which I love! Of course, there can be more hours/more convenience, but I'm OK with what's offered.
 - not dissatisfied at all
 - ONLY THAT MONDAY MORNINGS I TEND TO FORGET THE LIBRARY IS CLOSED.
 - I wish it were open on Monday mornings.
 - It would be fabulous if the town supported funding for extended hours for the JL
 - Some days not being the regular full day, which is confusing to keep track of.
 - With proper funding the library needs to be open longer hours.
 - Occasionally, I wish the library were open on Monday mornings.
 - Not enough
 - Would be nice to hours on Sunday morning
 - Sundays and more evenings would be helpful
 - I wish the library were open until 9 PM on Monday!
 - I wish library could be open more hours.
 - more evening and weekend hours would be nice.
 - It would be great to get Monday mornings back, and to have the library open till closer to 6 on the days when it's not open in the evening.
 - I think you do a terrific job of having hours available for people in all situations of life--Stay at homers, working, students. For me personally, afternoon and evening hours, including weekend are most important.
 - I'd love even more open hours--Monday mornings, other evenings.
 - I am not satisfied with the North Amherst library branch, which is the branch we go to. I have no knowledge of the Jones' hours.
 - Wish you were open more evenings
 - Seems to be closed a lot; Monday mornings, weekday evenings and many, many Sundays before holidays.
 - sometimes I go on mondays prior to 1, forgetting JL is closed at that time.
 - it is difficult for working families.
 - Again, not critical but would appreciate having Monday mornings back. Also, I don't think closing the Special Collections on Saturday is a good idea since students find that a better time to work on projects.
 - Open later in the a.m., open later in the evening for working folk.
 - Expand to later in the day or start at 8am.
 - Should be open Monday mornings.
 - In the summer I rely on Weekend hours and would to see Sunday Hours
 - I would like the library to be open every day.
 - My only complaint is the seemingly randomly late opening hours on Mondays. I always forgot that the JL opened late on that day and more than once forgot to check the website before heading to town.
 - Would want more hours definitely!
 - I wish the Jones were open more hours.
 - I wish it was opened on Sunday...sorry but ...and consistently late in the evening, so I know that the library is ALWAYS open till 8....or something like that
 - more evenings
 - Not always open on Sundays.
 - don't like daytime hours to be omitted...such as a week-day morning closed
 - Mostly wishing Sunday hours were extended.
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- would prefer if it were open on weekends in the summer as well
 - Monday, at the beginning of the school and work week, is not the best day to be closed in the morning.
 - Closes too early many nights.
 - Well, I wish The Jones had all the money in the world so y'all could be open all the time. :)
 - Hours are limited.
 - It would be nice for it to be open a bit later more days of the week. I'd like to see the hours extended to 6pm.
 - I am a working person and weekends and holidays are often the best time to go to the library. Sometimes it's closed when I get there, especially in summer.
 - Not sure why or exactly when, but sometimes I go to Jones on a day and at a time I expect it to be open, but it's closed. Maybe it's on a day that you open at 1pm, which is just unexpected to me.
 - I disapprove of discrimination among days, and I find the varying hours strange, even inexplicable. I think that 9 A.M. to 9 P.M. seven days a week would be more convenient, but there may be budgetary constraints.
 - More Hours
 - no Sunday afternoons in summer. No Monday am hours open at 12 not 1:00
 - don't like not know when the library is open and when it is closed. After more than 40 years in North Amherst, I still don't know when it is open. Thanks for the book box for returning stuff.
 - I'm a teacher who lives in Amherst and works in another town. There's almost no way I could get to the library by 5 p.m. on a school day -- I'm often still at work at 5 p.m. I don't need hours until 9:30 every day, but 7 p.m. would be useful.
 - I just get confused when they change from summer to the rest of the year. Not really inconvenient.
 - closed Monday mornings closed some evenings closed summers on Sundays
 - Monday morning hours would be helpful.
 - I often consider going, but the libraries are closed. Extended evening and weekend hours would allow more working parents and adults to use the library.
 - More evenings, Summer Sundays
 - would like more weekend hours
 - If JL were open at noon on Monday, that would allow me to visit during lunch, which would add another time slot for me. Also, it should be open every Sunday - holiday weekends and in the summer. Sundays are a very good time for me to visit. I often feel that people who have jobs requiring set daily office hours (mine are 8am to 5:30 pm) are at a disadvantage in Amherst.
 - Your hours are a bit spastic and, when I forget to check on line, I sometimes find the library closed. This can happen unexpectedly when the library takes a break for a staff picnic. Good idea, that, but some notice beside a note on the door is desirable.
 - Wish you didn't close on Sundays when Monday is a holiday. But maybe you have to do that so weekend staff team gets holiday off too? It's always a disappointment to pull up and find you closed on a Sunday when one has to work full-time Monday through Friday and do household errands on Saturday.
 - Some mornings not available.
 - I didn't give 1 just because it would be nice if stays open Sat/Sun night too. During the week, I usually went to UMass library or work on my office.
 - More is better! Sundays and more evenings, for example.
 - Extended hours would be nice.
 - inconsistent
 - Bring back Monday morning!
 - It closes really early in the evenings, which is when I have free time.
 - I often forget not open Monday AM - Would be helpful to me.
 - Would love more hours! All day Sunday would be very good for our family.
 - Monday morning would be nice
 - Mentioned in previous answer...the hours are too inconsistent.
 - In the best of all possible worlds, I'd love the library and branches to be open all day every day, though I realize it's not financially practical
 - The weekend is the best time for me, and because the library is not open on Sunday, the
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weekend is functionally only one day per week. If I miss that day, I have missed the week.

- Longer hours, a Sunday would be nice.
- More evening hours, also evening hours over weekend would be appreciated.
- Another weekday evening would be nice, but I'm not dissatisfied with two evenings a week.
- hours are too different
- Please see above.
- Of course I'd rather the library be open 8-8 every day but that is not realistic.
- Sometimes it is inconvenient that the library doesn't open until 1 p.m., but I'd rather have that than days that are closed altogether.
- If a few late days were available, parking problems might be lessened.
- I think it's actually amazing that you're open on Sundays. For me personally, however, being able to work late in the library on a weekday is more valuable.
- I'm a student, and I have classes and work during the day- I typically get to the library a few minutes before close, or show up right after opening, and have to dash to catch a bus.
- Want Library open Monday and Wednesday evenings and more Sundays
- Closure of Jones Monday morning somewhat inconvenient but not terrible
- I tend to stop at the library on my way home from work so evening hours are a plus for me.
- I would prefer hours on Sundays
- No Sunday hours
- more would be better. and do the stacks really need to close 30 min earlier than the closing time?
- I'm happy about the Tues/Thurs evening hours, but wish you had a longer day for Sunday and Monday. However, I'm grateful you have those days. Summer is harder.
- Sunday hours are best for me
- see above. And, forget picking books up at Munson - rarely open when I can get there. It would be great to have books be picked up at any branch as well.
- Sometimes I find the hours are inconvenient. Monday AMs would be nice, as would be later than 6 on Fridays (6:30 would be better).
- Would like Monday morning as well.
- I have learned to accept that Monday closing and seasonal Sun change. It doesn't impact me tons. I just like the IDEA that the library is open.
- We get exceptional value from every penny Amherst puts into the libraries. Nonetheless, more hours (and presumably higher funding) would be great.
- more evening hours would be nice.
- Opens late, few morning hours
- I think it should be reduced on weekdays and have full hours on Saturday and Sunday so as to be more accessible for working people.
- The late hours are especially great -- thank you for keeping them!
- If for financial reasons the library needs to be closed on Sunday it would be really helpful to be open Friday evenings instead of Thursday.
- Prefer earlier opening time.
- If Monday is a holiday, why does the Library have to close on Sunday too? Sunday is a normal business day for the Jones Library. Why close on Sunday just because Monday is a holiday like Presidents' Day? The function of a Library is to serve its patrons, NOT its employees who would like a two-day vacation.
- Sundays would be great.
- I am satisfied, but it would be even more convenient if you had an additional evening you were open, e.g., Monday or Wednesday.
- I often forget about the late opening on Monday but it's not a big deal
- Rarely I found the library closed. I am not a frequent visitor enough to know when it is open, so it is my fault.
- There have been a few Monday mornings that I want to go to the library and realize that it is closed.
- As above.
- We would like more evening hours
- More Sunday Hours
- Longer hours on Monday, Wednesday, and Friday would be nice.
- I would welcome more extensive evening or weekend hours, but understand the budgetary

constraints at play.

- Monday mornings seem the best time to run errands, including a trip to the library. Would prefer closing a different day, if necessary.
- would like it to be open all day on Sunday
- I would like more evening hours at both Jones and Munson and for the Munson to be open on Fridays.
- Hard to remember when not open in morning
- Hate how many times I've gone on Monday midday and forgotten that it would be closed.
- See above
- I wish there were later hours more days of the week so I could visit the library after my two jobs.
- I understand the need to reduce operating hours when school is not in session (e.g., summer) but for us year-round adult residents it's nice to have full operational hours.
- Wish it was open more mornings, as I often stop en route to work to pick up holds.
- I would like to see it open every night until 9pm for people who work during the day.
- see above
- I would prefer longer evening/night hours esp. on weekends but am not dissatisfied

Programs

If you do not attend programs at JL, why?

- Not part of my interests
- Not enough time.
- Am not usually aware of the programs until they are over!
- no marketing; not sure what you offer. The Burnett Gallery is great but is that part of the library?
- I work full time and stay home in the evening.
- Story time only on weekdays
- time
- Busy
- Moved here recently so really do not know what is available.
- Don't go out at night.
- Too busy! Too many other sources of programs.
- Do not know about them
- I do not attend evening functions. Mornings are best.
- Work full time and family/household weekend commitments.
- Parking. Especially in the evening when I don't want to walk to the library at night.
- children are grown do not need any of the offered programs
- I babysit a three year old on Fridays. If the Jones had a preschool-level program going on that day, I'd certainly consider taking advantage. We do go to the children's room, however.
- Parking
- They rarely of general interest or my own interest in local history.
- not enough time!
- EDIS Only. I'm 35 minutes away.
- I live out of town. I work here and use the library on my way home.
- I'm busy and don't keep track of your programs.
- Busy life
- I dont know about them
- Not sure; don't like evening offerings; wonder about space...how many people does each accommodate.
- Busy personal schedule
- After years of Bonnie's administration, I have found JL to be unnecessary. I use other resources now, and have found no need to go back under the new administraton. I don't object to JL providing services to other, but, out of principle, I voted against the library budget as a member of Town Meeting.
- I
- Don't really know much about them; don't hear about them.
- busy with other stuff
- I don't like to go out at night and those I might enjoy are usually at night
- i work too many hours and can't always plan my time.

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- what programs?
 - Not of interest.
 - Busy with other activities
 - Distance to home
 - Location inconvenient. Not "in" with a regular crew that uses programs.
 - not aware of any of sufficient interest
 - I don't hear about programs that might interest me.
 - Am not aware of them.
 - Kid programs tend to be on Saturday mornings when we already have a class (gymnastics, swimming). Afternoons would work better for us.
 - TOO BUSY
 - many of them are at night so sometimes it is hard to get up the energy to go find parking and get to the library on time for the program
 - Most of the programs at the Jones were more useful to me when my children were younger. Now that they're in college, I find less library programs that are of interest. I do enjoy the art exhibits in the Burnett Gallery.
 - Haven't heard @ them
 - Lack of advertising outside of fliers at the library.
 - I work evenings and can't attend.
 - Depends upon the topic that is being discussed.
 - Not available when I am free (Fri-Sun). I wish there were evening or weekend events for parents with small children who work during the week.
 - i don't go out at night any more.
 - My child aged out. I might attend an adult book group if it were marketed more to remind me of it. (I'd really love an email announcement of what the groups were reading. Even though I haven't attended book groups all that much, I do truly appreciate learning of the book picks as I often find them to my taste.)
 - Haven't had a chance. Many of the programs seem very interesting.
 - Don't hear about them
 - Lack of time; lack of interest; inertia
 - None have seemed relevant to my interests. More events would be welcome!
 - parking. on nights when there are programs i want to attend, there is NO parking, especially accessible parking.
 - nothing had interested me. or i never new about them in time
 - No time, not that interested
 - Sometimes programs for kids my children's age are scheduled for too late in the evening--we can have an early dinner, but we won't go to bed later than 7:30. That means I have to be home by 7pm. Also, I have to share my children, so when the programs are on Tuesdays, I cannot attend. It seems like programs of interest to my boys are usually scheduled for the weekends I don't have them.
 - My kids are grown now so I don't use those anymore. I go on rare occasion to adult events.
 - i am busy and am not always interested in available programs
 - some of the programs are dull or pretentious while others are unimaginative... folks might be interested in locally used drones... the new worlds of cameras and processing software like photoshop... a better way to observe deaths creatively without grieving... learning how to express feelings more fluently... how to discover your imagination and use it imaginatively... and so on...
 - Never know what they're offering or when it will be offered. If it involves lectures, I'm probably not interested. I prefer reading to listening to people talk.
 - Once again, parking.
 - not enough during evening or weekend
 - I work full time, volunteer in the ESL program and in other community programs, so time is tight. Perhaps when I retire I will be able to attend.
 - I could make the effort to use social media more or look at the flyers posted in the lobby
 - Most do not interest me; I no longer have a child at home, as she used to use it a lot.
 - Not of interest or at my level or most often I find out about them too late to attend.
 - Mostly I don't know about them unless a co-sponsoring group informs me. Also this area is over-saturated with programs and I just don't have time and energy for most of them.
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- I go to the JL to read and study--I also need and use the internet access which I do not have at my apartment. I also take out books and DVDs and music CDs.
 - nothing of interest
 - I checked adult, but actually I only attended a music program on the weekend that was for all ages. A friend was performing. I might have come even without knowing the performer. I think it was held on a Sunday afternoon. Most programs I have seen listed do not appeal to me, or if they do, fall at times I am busy already.
 - Not enough advance notice. Email notices would help.
 - Not interested
 - I just haven't worked it into my schedule.
 - Not sure, wish I would, always intend to. Would prefer if there were programs that spanned several or more weeks, with the same group of people. That is the most comfortable group experience for me. But I plan to begin attending more, as programs have increased substantially, which I think is great, and I'm sure if I began attending, there would be some continuity of patrons I could get to know socially, which would be very nice for me.
 - Poorly publicized, poorly chosen--look to the Leverett Library for good programming!
 - As a full time working mom, many of the programs I am interested in for my son are only offered M-F during the day time.
 - Lack of time. Not very convenient (Munson Library would be convenient.)
 - Educational, free, wide variety of programming
 - busy, not that into them
 - too busy
 - Just busy...they have always been great when we have attended.
 - I have not felt the need--although now i would like instruction on how to use my cell phone= seem to be technophobic.
 - I already have enough to do--I'm full! There may be great programs occurring at JL, but I'm not aware of them because I'm not looking for them. I assume I could easily get information about them if I wanted it.
 - I have not seen anything that interests me, or I have had scheduling conflicts.
 - I want to but they never appeal to me. I am 27 without a baby and work the evening shift as a nurse so day programs are eared toward old people and babies.
 - I get lazy!
 - I usually find out about them too late, or they don't quite fit our schedule.
 - Don't really know when they are.
 - I am very busy.
 - I dont find any program of interest to me and when there are they usually conflict with another commitment.
 - Too much to do - after work is packed already.
 - Too busy.
 - Other priorities
 - Readings. Art Gallery.
 - Parking problem
 - Not great times for my schedule and not generally in my interest vein.
 - children are grown, not many adult programs?
 - Mostly because there is so much competition for thing to do.
 - not always aware of programs.
 - Not well publicized and parking is a big problem.
 - Topics don't address my interests.
 - I have not yet heard of any programs which interested me, but I also haven't taken the time to really look through what programs are available, so that's my fault.
 - Unless it's for children, it's hard for me to get out alone to attend an adult program.
 - Kids grew up
 - Hard to get away in the evenings for adult programs. Child is too old for preschool programs and too young for most of the kid programs. We have done one (Debbie F's puppet workshop) recent event targeted to his age group. Would do more for the 5-7 set.
 - I am a grad student, so I do not have a lot of time to attend programs. But I am glad that the library has programs!!
 - Used to when kids were young. Speakers in daytime not possible because I work.
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- I don't have time, what with a full time job and small children at home.
 - Not aware of them most of the time.
 - Often conflict with other events/commitments.
 - Not enough time because of work and I haven't had strong interest.
 - Laziness, busyness, scheduling.
 - I live out of town
 - I'm not sure what they are, their purpose, and when they are.
 - Busy with other things. BUT I think they are very important. I like to hear about them as well. :}
 - Never realize they're happening
 - I am often too busy to attend programs, though I want to. I also feel there could be more programs could be geared to the college grad age.
 - time of day, parking
 - No knowledge of them
 - I don't even know what programs you are talking about.
 - Not aware of their existence, what you have and when.
 - Don't know about them, but, honestly, don't have much time for them, so I'm not a good one to ask!
 - Once went to a book talk with Christopher Benfry and although excellent it discouraged me from going to other because I was the only person in the room under 65+. Also, the downstairs room was depressing - no windows!
 - nothing of personal interest
 - Don't hear about them until they're over; laziness
 - No program of interest to me?
 - Might not hear about them in time Time might not be convenient for me
 - Happy Dan's program was very helpful when my daughter was not yet school age. Also, the children's room was wonderful to sit in with other kids and parents while looking at books and playing with the train set. When she was really little, sometimes that was the highlight of our day.
 - I have no excuse.
 - I usually don't hear about them
 - Schedules too busy to accommodate all the events we would like to attend.
 - I am often doing other things and don't learn about them until it's too late to plan.
 - No reason to do so.
 - Because they are not accessible to my blind daughter.
 - Don't get out much.
 - Self-employed keeps me at home during the day and I don't drive at night.
 - Don't go downtown to things very often. We used downtown Jones a lot more when the kids were younger.
 - Don't know about them; not convenient.
 - I rarely have time but I still like to stay in the know about what programs are being offered.
 - I'd like to attend programs. In fact, that's why I joined. But they all seemed to be on nights that I was busy.
 - Need a print out of all monthly programs like book clubs. No computer at home
 - I'm not sure if visiting the Burnett Gallery shows and openings counts as programs. That is the only type of program I've attended.
 - Not enough time
 - Just haven't had time. But many look interesting, and I hope to attend in the future. Late-afternoon programs are most convenient for me.
 - There's barely anything to attend and it's when my children are in preschool.
 - I don't really know about them and they're usually not to my needs, but I also don't pay much attention. I mostly use the college libraries for anything specific I need and use the JL as a resource for leisure reading and things like that. But when I see posters advertising JL programs, I appreciate the topics even though they don't apply to me and I'm glad the JL has them. I have resources outside the JL and the town, but not everyone does, and I applaud the community center function the JL tries to exemplify.
 - We used to attend lots of programs when our children were really young.
 - Attended more when my child was young for children's programs.
 - We don't feel a need. We are in our 80s and don't often go to evening programs.
-

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- don't feel like it
 - I have not known of any that were of interest to me.
 - Personal mobility issues.
 - Limited available time.
 - Most don't correspond to my interests.
 - I do come to art openings and poetry!
 - They aren't advertised very well.
 - not enough time & I don't always know what is happening in a timely manner. I'd like to be on an email list that is a calendar of events at the Jones.
 - I don't attend evening programs
 - no need
 - Busy life -not time to do all I'd like
 - No time!
 - Would more likely attend if received monthly (or week!) e-news from you, tailored to my interests.
 - parking, limited hours
 - No Need.
 - Don't tend to go out at night.
 - I'm busy with other things, or a program I might attend is at night, when I don't drive. And as a resident of Pelham, I regularly attend the Pelham library reading group. I'm also active in 5CLR and am not looking for any more programs to attend, however worthwhile.
 - Health. But did in past.
 - Only realize a possible program during a visit to library and by this time, it is typically too late
 - No time
 - Haven't been interested - not that the programs don't sound interesting - I just don't go out much for such things.
 - MY SCHOOL GOES TOO LATE FOR ME TO GET THERE ON TIME
 - Don't leave home much or I would.
 - no particular reason, have no need at this time
 - Just don't often attend programs in general.
 - Time conflicts, during school/work day
 - geographical distance
 - Haven't seen a program that I've been interested in
 - I do attend community events using library space. The reason I don't do it more often is an already active life.
 - The program schedule doesn't work with my personal schedule. My days home with my 2 and 4 year old are Wednesday, Thursday and Friday. I often go to the storytime at the Leverett library on Wednesdays.
 - Either I don't know about them, or I'm already so busy I'm not looking for more programs to attend :)
 - Too busy. Also, I am pretty happy using the library for resources like books.
 - Have not found programs that fit into my schedule or are interesting enough to modify my schedule. Also parking problems work against going to programs at JL
 - Some time conflicts
 - i no longer go to JL ever since they treated me as a criminal for putting a few mnemonics in occasional books while i'm using them to write a non-fiction book. my question is: why doesn't the library seek out those who really deface books? So i felt the library's warped criminalization to be personal. the author of this survey, John Paul Maynard, works as mediator/instructor for the online discussion group 'Islamic Civilization' hosted by GSAS Alumni, Harvard University. He is in his 4th year helping GSAS graduates of Harvard understand Islam.
 - not aware of them
 - I don't know about them.
 - I am a graduate student who works ~80 hours a week usually 7 days a week, I don't have time during the day to go to these types of things.
 - Parking issues.
 - don't know about them
 - No need

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- A busy life.
 - schedule
 - Not enough time
 - just too busy
 - I just want access to books.
 - Never heard of one that interested me.
 - I often find out about them too close to the date and have other things scheduled.

Now it's YOUR turn to think outside the box!

What would you like to be able to do at JL that you can't do now?

- Drink coffee, see more movies, more local author readings with discussion.
- I would appreciate more large print books and have them better displayed. Thank you.
- I want more ways to interact with Jones from a distance and when I was living in Amherst full-time I wanted more ways to volunteer/get involved! As a young person, I have the time to support Jones but not the money, and I'd love to be involved/supportive now rather than waiting for my career to take off so I can write a check-- plus, studies show it costs you guys less to maintain active donors/potential donors than to acquire them later in life!
- I think I mentioned this earlier, but it would be nice if there were more personal study areas slightly removed from the hustle and bustle (which is somehow more distracting in the otherwise quiet of the library) with reliable internet access and food/drink spaces – at least for coffee – to make it more like what the college libraries have. The problem is that, if you're not a college student (ARPS or townie), or even a student trying to get away for awhile, there's nowhere reliable to go to study, read, research, or just spend some quiet studious time to yourself that isn't a coffee shop. I love coffee shops, but they make life hard when you're trying to stick to a small budget, and they don't work for everyone or for all types of study. The JL is a great building with a lot of potential physical space, right in the center of town, unlike the Munson or the North Amherst Library. It would be great if the JL could provide some community-based competition for the college and university libraries in terms of being welcoming and providing space. I remember being a high school student and having nowhere to go if I really wanted to study, and I can imagine that other community members are in similar situations.
- Perhaps take a short nap! Nice but somewhat unrealistic. OK. It would be very helpful to have about 6" more space between the stacks on the main floor. Difficult to impossible to access books when the library has many patrons roaming the stacks.
- Plug in my laptop in more locations so if I come to work I don't run down my battery.
- My primary desire is a good collection of reading options. After that is customer service. I have not had great experiences with either at the Jones. The North Amherst library has wonderful customer services, but I struggle to find the reading options that appeal to me. I primarily use the digital catalog because I can easily obtain reading materials from a vast region, but even so I am frustrated that there is not more for me. I enjoy romance novels BUT NOT HARLEQUIN'S. So stop sneering, please?! I am an educated, intelligent woman who enjoys well written novels by amazing authors like Nora Roberts. There are many wonderful authors and it is rare/unusual to have you add new books in this category. I just wish that you made this area a priority since I know I am far from the only one who prefers a well written escapist novel at the end of a stressful day. But not a formulaic mass produced harlequin silly book...perhaps you need to hold a focus group with those who enjoy romance novels to hear what it is you are missing?
- I can't think of anything except making it easier to park nearby.
- Your children's room needs major updating. For a town of the caliber of Amherst, it is one of the poorest in the region. You need a better dropoff location for returned books that a car can pull up to. Your environment overall is inviting and staff are courteous.
- 3D Printing, Have an interesting Teen room for my children to use. Have more gallery and local history space be readily accessible. Have a lot more quiet study space. Have meeting space that is filled with technology that can be used by local professionals for distance meetings, trainings, etc. Borrow tools, equipment and other cool stuff... Have an "opinion room" where people are encouraged to discuss issues of the day aloud... Have a media room that works closely with Amherst Media - why isn't that a collaboration???
- Not sure at this point. I am not a great user of the library but my adult son who lives with me is.
- Sufficient free parking Would like to see that beautiful wood paneling restore and cared for,

and would be happy to contribute to a fund for it.

- renew my information online. Every year I have to visit the library to update my card.
- -Story hour everyday at Jones -Story hour 3X per week or munson
- Nothing
- Have more small meeting spaces for non-profit groups such as Authors group, volunteers....
- i no longer use JL because of the stupid behavior of some staff...
- You've advertised that there are Kindles to rent. Well, we don't own one in our household and thought that was a neat idea, especially since many of the new books aren't available as books at the Jones Library, only as e-books (we've noticed a trend that the JL is buying more ebooks and skipping the purchase of those same books in book form). So, we borrowed the ebook, and reserved the Kindle, expecting to be able to have the librarian load the Kindle with the borrowed e-book (it sure sounded like that was possible from the website and flyers advertising the availability of Kindles to borrow). We were very disappointed (and frankly, quite surprised) to find out that the library wouldn't load the borrowed book onto the borrowed Kindle. The Kindle only comes with pre-loaded books that the patron cannot choose. When so many books are being purchased in only e-form by the JL (we were able to get a hard-copy from another library through the ILL system), it seems unfair and unwise that the borrow-able Kindles cannot be loaded with checked-out e-books. If the trend is to move to purchasing only e-books and relying on other libraries to buy the hard-copy, then I think it is extremely important that those e-books be able to be loaded onto the Kindles that the JL allows patrons to borrow. Otherwise, you are essentially moving to a system where only patrons who own e-readers can actually borrow books the JL owns; non e-reader owners must rely on the ILL system to borrow their books since they won't ever be able to take advantage of all the e-books the JL has purchased, thereby excluding an entire segment of your patrons from a large part of your collection.
- Have a place to chat with people. I often meet people at the library and when weather is bad there is no place to talk.
- Drink coffee and participate in a crochet group geared for 20/30 year olds
- Not sure. The library offers a lot to the community. I love being able to request books using my smart phone. Last spring I had to take a class for work with an on-line component and I was at the Jones almost every Sat. and Sun. completing my assignments. I could not have done the course otherwise because I don't have a computer at home. I got an A!
- Sit more comfortably. Have warm colors on the walls. Have the DVDs divided by category more... At least movies vs tv shows. Put a large sign visible from the street outside for library hours ... Or at least when closed. So that one does not park first. Present reroute to side door needs a larger sign. And ... I don't know... Is there a space for a Writer's group at present? To read, discuss, critique each other's work?
- Respect for my teens as they are respectful to you.
- Get a cup of coffee while visiting the library with my pre-schoolers or at least be able to bring a coffee in while spending time at the library. I'm sure this seems petty but it's often the reason we go to Barnes and Noble and not the library. An updated and fresh kids room would serve the public well in my opinion. It feels old and outdated. Most books my kids would like to borrow have to be sent from other libraries. I would like my public library to be the place that helps me stay current on what kids should be reading (top book lists, etc.) I have to go to the internet for this information. The collection may be more updated than I realize. If this is the case, do more to showcase it.
- food/drink area for fundraising for library
- I would like a spot for a group of kids to play board games.
- Better access to greater variety of DVD's
- I am able to make use of everything I need to at the JONES. The staff could not be more accommodating or friendly. The Jones is well represented in what matters most to the general public. A warm, friendly space to fill our reading needs.
- Hold group meetups/workshops/etc in a private or semi-private space, participate in programming aimed at young professionals.
- Sit on comfy couches!!
- Stay until midnight
- More meeting space would be very helpful to many residents as there's always a shortage
- Multiple gallery spaces so there could be solo shows. The Burnett is one of best art spaces in

town, although it could use a little better lighting. Please, please, please separate out Science Fiction from Fantasy.

- I think there should be more stuff available to the teen room.
- Because I am a member of UMass I don't use Jones for highpowered library services. But I do use it for fiction heavily. We have borrowed DVDs and a larger collection in that regard of foreign/indie/nonmain stream stuff (ie not on netflix) would be nice. I also borrow Japanese children's books -- your collection of those is amazing. So Jones works great for me.
- My Middle School child would attend more things if they were offered
- Spend a little more time there--expanded hours.
- I would like the display of new fiction (and other categories) to be easier to peruse, such as more space for books so that less are shelved upright. Same wish for dvds.
- I think the one thing I would LOVE to see, is the WMACS, JL search database linked with the Five College area library system. I think this is a golden opportunity to let people (non-residents) know about the library system, events, etc. When I tell folks at UMass about Jones Library and their extensive collection, they have no idea where it is. When I mention "in front of Amherst coffee" then they say " yes, I've seen that white building." Personally, I enjoy that books are frequently available because it's a great hidden gem, but I think that many more could benefit from this great library system if it was better-known.
- I really think JL is a Town Treasure, and feel very lucky to have it and its resources at my fingertips. I don't know if it is practical at all to have a music-listening space (libraries once had them as a matter of course), but it is a nice idea, although the maintenance of the necessary equipment was always a problem, and perhaps not worth the strain on library budget.
- I go to the Munson on Fridays
- A revamping of the kids area would be great. Amherst is an awesome place to live, but the kids' area at the Jones is nothing to write about home. I wish it was. Also, you should start a marketing campaign around the tagline: Jonesin'.
- For many years I have found the Jones Library to be an immensely important contact with the world, from my life of prayer. Thank you
- Get updated DVDs and have history programs linked to history museum
- borrow music CDs and DVDs of very recent released movies/music
- I would love to sit in a lounge-like area and read magazines. I find the seating at the main library (the North Amherst library, which is the one I use the most, clearly doesn't have room for sitting and reading) to be very inhospitable. I moved here about a year and a half ago from a suburb of Albany. We had a beautiful lounge area with comfortable seating and good lighting. I used to go there just to sit and read for a few hours on occasion and really miss it. I would never spend time sitting and reading at the Jones. It is just not comfortable.
- Increase the hours for Munson Library. It is a wonderful place but is not open long enough to make it easy for me to use.
- Visit more. Connect digitally to other research resources (history, music, other U.S. libraries i.e., Schomburg Library, NYC.
- nothing
- AH and Program on Monday AND Wednesday nights
- I'm satisfied as is although the atrium often makes that area uncomfortable. If I can't get what I need, I find the college libraries very helpful
- Sit and read without feeling like I have to move on to make space for others.
- Since having moved to the area recently, I have used the library only a few times. I have had a positive experience each time. I hope to become more familiar with your services and use them often. Keep up the great work!
- I love the librar(ies). I hope you get lots of funding for the future. Thanks for doing the survey.
- Dance
- Nothing I can think of.
- Borrow any ebook or audiobook available on the market for a lower price than Amazon charges.
- My main concern is historic preservation. I don't want the Jones to tear down the historic building in which it is housed & build a modern library. I would prefer if the interior looked more historic, had more character. I don't like anything modern at all.
- A Backflip

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- The Jones is amazing! What a gem! The librarians are always helpful.
 - Have access to a wider selection of new DVDs and new books for children.
 - Get there, or have the service come to me.
 - Thanks so much for this wonderful resource.
 - Have dance lessons :)
 - I am completely satisfied with your staff, services, hours and collections. I wish to thank you for being able to obtain so many interlibrary loan books for me. Many of them are out of print and I am quite grateful that you have ordered them for me. The service is amazingly fast, too!
 - Have more time to browse (no fault of the library!)
 - A bit more cubicle spaces? I think the Jones library is a vital and much needed place for local culture, education and community building.
 - I love the library. The staff is awesome. Everyone goes above and beyond when you ask for help. My needs are met. If there is money to be spent I would love to see it spent on serving people with bigger needs such as access to technology, community education (technology classes, language practice) and getting the middle schoolers a place of their own (Teen room) where they can be a little louder, and hang out - maybe read a book and do homework.
 - Everything is good, so nothing really
 - I don't think you need to stay open until 9:30 any night of the week. I'd rather see the hours spread out more evenly such as 8:30 pm close on T/H and open until 7 on M/W/F. I have never understood why the library needs to stay open so late when there are financial constraints. And why only until 5:30 on the other weeknights? Make it more even....this makes no sense and actually adds to confusion. Why not just open until 8 every night, but keep Saturday until 5:30 and Sunday as is?
 - have a cup of coffee
 - park easily--with minimum of walking
 - Haven't asked recently, but borrowing ebooks is an interest and when I asked a year ago the staff was not able to help.
 - I wish I could be reminded of all of the staff names. Sometimes it is hard to see the name tags and perhaps sometimes name tags aren't worn. Would it be possible to post photos of staff with the names that they prefer to be addressed by? My whole family is so grateful for the library and all of the wonderful staff!
 - More evening community meetings, self help groups, alternative health, herbal medicine, yoga, spirituality, Qi Gong etc.
 - Playground!
 - More services for low income folks. Programs doesn't include anything like job hunting or resume writing. More diversity in the staff. Especially would be good in the Kids' Room. Would like to say people of color. I thought the town practiced affirmative action. Better treatment of part/time staff. I see, from the newspaper, that some Jones staff are not treated (wages, etc.) as well as other staff.
 - I enjoy the staff. Everyone is friendly. It would be fun to do some community projects but I don't have any good ideas. I would like to learn how to use Lightroom, iPhone, computer better so that would be helpful
 - I would like to comment on the question about self check out. I can easily see this becoming a reason to fire or lay off staff, which I adamantly would not want to see. If anything, library staff, particularly part timers, need to receive regular benefits and be treated much better than I read about in the newspapers. The staff is what makes Jones Library (and North Amherst Library). The books and all the accoutrements are secondary. Really.
 - I've always enjoyed my experiences at the Jones Library. Thank you for the opportunity to allow me to express my praises and concerns.
 - Many Thanks for meeting the needs of the community and surrounding towns
 - Be in a bright children's area with more seating
 - I happily used to offer writing workshops at the Jones (during library hours), so I know the value of using the space for other endeavors. I'd love to see more use made of the space for community involvements, even outside of the library hours: games groups (cards, word games, wii, etc), yoga, music rehearsal or recitals, community meetings, senior coffees, support groups, etc. We have the Bangs Center, but the Library could certainly be another
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great space where we meet and find community! (The groups could pitch in to fund an after-hours staffer, to see that things are left as they should be).

- I would like to be able to access magazines through the on-line service you offer and have tried it several times with no success. I have tried to come in and get a tutorial but never seem to be have the time to do that either. This service could use some improvement. I would also like to see more instructional books on use of technology ("Missing Manual" and "Dummy" books for Microsoft and Apple platforms). I understand these go out of date quickly and so the shelf life is short but maybe we could have more digital offerings of these materials. That said, I love the Jones Library and use it all the time. Great staff, convenient location and a great collection.
- I'm very happy with all that is already offered. Maybe more comfortable reading areas.
- Sit & read in a quiet, well-lit spot while sipping coffee from Amherst Coffee. Note on previous responses: For several sections, including evaluation of staff and services, I actually had no opinion or basis for one but seemed to have to check something anyway. My responses to those items are meaningless. Re: technology items, I checked "not important" because they aren't to me, but I know that they are very important to the community and should be.
- Programs on things like local history from the special collections, local author series with well-organized program series, perhaps topical book groups with author involvement, perhaps collaboration with Amherst Cinema for some programs where book is read and discussed, then film is viewed.
- print from a lap top. place to eat but not where people are reading...a separate food area. I would not want the library to compete with restaurants trying to make money, but I'd like to be allowed to take out and eat what i purchase in town at the library.
- There is one thing Munson Library branch does MUCH better then the JL. The dvd's are organized alphabetically and they have a collection that is much more to my taste, generally BBC things like The Foley programs, etc. I used them ALL the time when I lived on Middle Street. And, parking during the day was so easy.
- For myself, the Jones is just fine. But I realize others may want more technology etc. I would support them. Bike rakes are of no importance for me nor is public transport but it is critical for others. I would appreciate better parking and more interior space at Munson for books and people. I regret that the last Jones renovation -- when I chaired the trustees!-- reduced the homey feeling of the Jones and especially regret the loss of the Burnett Gallery for programs and art displays. The Jones is critical to my well-being and central to the people of Amherst.
- I would like you to spend your resources to improve the NOrth Amherst library. I will not vote (as a Town Meeting member nor for an override) to do anything other than maintenance to the Jones. I saw the Disney photos at Town Meeting and was shocked!! NA library has NO bathrooms even for staff (as I understand), no water outlet for the wonderful gardeners, crammed to the gills with patrons and books...Not accessible, has ZERO parking!! I know there is endowment money for NA that has not been used.
- Due to my work schedule, longer hours and better parking would be great. I need to be able to get in, get what I want, and get out quickly. Wish I had time to sit and eat in a library, but I'm lucky if I get to do that at home, let alone in the library. I would just love to be able to get help quickly and be on my way. The interlibrary loan program is fabulous. I can search for a book and order it online from home/work, then pick up on the way home from work. If not for that, I would seldom get to the library and the library is one of the best things in my life right now!
- Have a list of DVDs available by title under each subject at the library, so it wouldn't be necessary to pick through the stack on the shelves. Limit the amount of DVDs one can check out and restrict the length of check-out to one week.
- I also have access to UMass library so use Jones less than I would otherwise. Thanks for asking the community!
- My sister lives in Iowa City. Their library system has designated drop off bins at local supermarkets (and perhaps other places as well). I think this would be so helpful for people - - to not have to go to an actual library to drop off.
- As I get closer to retirement (currently 65) would like to explore more in the way of classes/lectures both on books and current topics as well as updating my technology skills.
- Mini courses or lectures by area profs on variety of subjects. Like scitech, cafe, or like Moocs
- Nothing really, everything is good

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- This survey does not mention the book groups that are meeting at the Jones. They are wonderful developments, and I have participated in several.
 - The Library meets my needs. If possible additional space for ESL tutors to meet with students would be helpful: rooms or space where people may talk with each other without disturbing others.
 - Love it the way it is!
 - I would like to learn how to use some basic technologies such as ebooks. I would like to know what DVD's are at JL without having to look through each DVD on a shelf. I would like more books and DVD's of a spiritual nature.
 - I am worried from some of the questions that you are considering moving the library. That would be a terrible idea as having an accessible down-town location is the most important thing the library has going for it, for so many reasons- the ability to tie going to the library in with other errands, bike and bus distance and convenience, its role as a community space. Don't loose sight of this over wishes for more parking!!! Finally, I would like more study spaces and the ability for local vendors to sell tea and muffins.
 - The JL is a very fine institution serving an extremely diverse community. On the rare occasion when we have requested support/input in the reference department the Inconsistent support has quite frankly been a turn off.
 - I would like to have a large, beautiful childrens center to take my kids to like in West Hartford CT or Simsbury Ct. Now theres a train table, a rocking horse, and a bunch of antique toys leering down at you. Our town needs a big bright hands-on space. Go to West Hartford- it is amazing. Even on a smaller scale our town would still benefit. I haven't taken my kids to the library in at least two years because the room is so small with so few toys (and not very good toys) as soon as two other kids show up it feels crowded.
 - Learn to edit film/make movies!
 - attend a concert in a large meeting room. attend interesting lectures. 9njoy the Burnett Gallely. Look up stuff in special collections with help from the curator. Learn more about Amherst history Maybe have the history museum and Jones stasff work together more? Don't make the library larger; I like it the way it is. Use that front information room for browsing, more books, art, etc. It is a waste of space.
 - The atmosphere of the Amherst Jones library and building feels dark, old, and dingy. It doesn't feel like a fun happy place. We love the resources provided by the library and feel the staff are great but the atmosphere is not one that we would like to spend a morning or afternoon in. The colors and lighting seem to be the biggest contributors. We love the wide variety of DVDs and appreciate how quickly new releases are added to the collection. However, we have found that there are not as many "family friendly" DVDs as available in libraries of the surrounding towns. It would be great if the Amherst Jones library could add more "family friendly" DVDs, particularly newer releases.
 - download audio books more easily without them being "out"; also search the library for them more easily.
 - I think you've done a great job with iPads & Kindles to loan, etc. the iPads in the ESL area are almost useless because they are on a very short & stiff 'leash'-- can't be handled or propped up easily.
 - My child will be in Middle School next year and I would like him to have a place he can go and work on homework with friends instead of being out and about in town.
 - i would like to be able to have more conversation/social areas in the library.
 - It would be great to have a cafe/reading area that could then supplement longer hours. It would be nice to have visiting musical performers - especially local - to play and/or converse about their careers. Evening hours every night! Valentine Basket raffle return.
 - Nothing, really. I use the library mostly to take out books and if the book I want is unavailable, I use the interlibrary loan which is a fantastic resource. I expect the library to be a library, not a café or anything else.
 - I think if you have coffee shopper 1) Louder in the library 2) Coffee stains on the books, rugs.. 3)People will be hanging out longer 4) Some people come in cars, parking lot filled you will lose customers 5)Coffee shop across the street, Starbucks, next to firestation Focus of the library should be information, not coffee
 - Read in a quiet, comfortable place.
 - Learn how to use ebooks, ipads, etc for reading.
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- Read in easy chairs in a living room setting.
 - Teen space-- my child will need it soon. And great for teens to feel more welcome at the library. Having a snack without having to leave the building will be great. Hoping you'll be strict about protecting materials though.
 - I like it the way it is, but I am open to changes that would make it more user friendly to others
 - Have civil exchanges with more employees. I compare my encounters with staff (only some staff) to a trip to Stop&Shop, as opposed to Trader Joe's, where they ALL act as if they are glad to see you. Needless to say, I don't shop much at S&S.
 - Nothing.
 - Just being in the building of the JL is a heartwarming experience. I am grateful for the large pring books - would be happier if there were more. My experience with JL is basically positive.
 - Just a few additional comments: The Jones system is incredibly important and a huge part of the Amherst community. The staff are fabulous, some of the best library staff I have ever encountered. In spite of the size of the town and the numbers the library system serves, the space feels like a personal, community space. It would be a pity to lose that character with renovation. Please don't turn the library into some open-concept modern monstrosity that will be impersonal and out of fashion in 10-15 years. Additionally, I see no need for the library hours to be extended; the Jones is open later than many other library systems and I know the stress this puts on staff who work late shifts. I would love to see a more revitalized teen space, separate from visitors who are looking for a place to read and relax. I'd also love to see the library become more innovative with the services and programs it offers.
 - the eat/drink idea is a good one to pursue, i think, get people out of Starbucks and into the library. JL librarians could be nicer, happier, more pleasant....as they tend to be at the other two branches.
 - Honestly, parking is the big one for me. I love the collection. You have a great selection of audiobooks too. I'd love more ebooks. I have a Jones Library T-shirt and I wear it all the time!
 - Find more materials in foreign languages, access foreign newspapers.
 - There are music classes offered for children, but I have not seen them for adults. We could learn how to use those instruments before borrowing them. Maybe utilize the gardens around the library and offer drawing or painting sessions. Also teach gardening techniques by having the community help in the garden, such as dividing, proper planting, or mulching techniques. Have a demonstration square foot garden or maybe use some of the herbs to teach making salves or tinctures.
 - Better access hours throughout the week
 - Self check out would be very helpful. Also being able to pick up my own holds without needing to go to a desk unless I really need help. More computer availability would be nice. WiFi access needs to be improved in lower levels of the library, especially in the back areas.
 - To have longer hours and have a few snacks
 - dunno. Right now, library suits my needs. Maybe more quiet and comfy reading areas.
 - work with laptop using WIFI
 - meet a friend for coffee--true, there are lots of places for that, but most are very noisy, which makes it hard for me to hear (I rely on hearing aids) Thanks for asking. . .
 - I prefer the North Amherst Branch so I would not ask anything from Jones that is not already offered
 - I was a bit shocked when I asked for books via inter-library loan at Jones and I was asked to pay for that service. I have always thought of a public library as a place to get services for free. The Belchertown library is where I go now for inter-library loan. They always cheerfully look for things and never charge for the service. The Jones library has a better selection of new titles and books so I go there for fiction, biography, etc. I am a local author and I need academic books for my research, and I also live at the poverty level so paying for services is actually a big deal for me.
 - I would like to learn more about e-book / audio technology. Classes and how to classes on that would be good for me. Thanks
 - children's room needs more space. It is a fun room but crowded. I think it is a great place.
 - Can't think of anything.
 - Have a larger space as well as computers for teens: There usually isn't enough seating and/or free computers.
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- The children's programs and staff are WONDERFUL. Please don't change a thing if this would be affected! Thank you!!!
 - Eat and drink, music listening room, tech classes
 - I think some really nice quiet areas would be good.
 - Drinking coffee would be nice, but it's not crucial. Although I don't use the computer and other technological resources much, I think libraries are an extremely important place to provide this for those who wouldn't have access otherwise. And, I LOVE Overdrive. Thank you for everything!
 - I am grateful to have the North Amherst Library where the staff is knowledgeable, pleasant & welcoming. (Wish they had longer hours maybe a bathroom!)
 - play minecraft with other craftys
 - regular documentary screenings
 - stay for periods of time without worrying about parking charges or getting a ticket.
 - Online data base to access academic journals Online access to NY Times Website for home computer use I appreciate all the services provided here and make very good use of them. Thank you very much!
 - park, reliable WIFI, clean bathrooms
 - I would like to order a book and be able to drive up and pick it up with out getting out of the car. Then when I return it, not to have to park the car but use the drive through to return it.
 - I'd like to see the library and the history museum next door connected, to the improvement of both institutions! You're doing a great job...keep up the good work!
 - Nothing. Great library
 - As a library it does what I would like it to, buys new books frequently and I can request a book be bought if I need. It's in a convenient location and I can usually make it on Saturdays.
 - I search books and videos regularly that are not there. I guess this is a small library.
 - I LOVE Jones Library and its warm, welcoming, and helpful staff. The Children's librarians (as Richard Scarry writes) are the best! I wish that I knew more names (I'm rather shy about asking) - name tags are awkward, but they help. I have had only one notably poor customer service encounter with a woman who may have been an administrator filling in - she was distracted (took a phone call while checking out my books), curt (snapped at me that she hadn't checked out my other books), and rude (she took the phone call instead of waiting to hear my explain that I had checked out the other books from the children's room). Some people might not be suited to the circulation desk. And perhaps a one-stop check-out would be better? I like that the children's room has a separate check-out desk (makes kids feel special, learn responsibility, it's just their size, etc.), but it is inconvenient at times. Given the frequent heavy use of the Children's Room, I wonder if there could be a spot for patrons to take off their shoes & boots, especially in the winter? The carpet and furniture can get pretty grimy. Also, not everyone has the same understanding of library protocol, so I wonder if some gently worded signs might be posted about the library's policies on food and cell phone use there? I'm also wondering why there is a desk/office space in the back corner of the children's room (sometimes blocked by a cart of stuffed animals) when I have never seen anyone at work there. I once saw a person go back there to get something. It seems to be a poorly used space right now (of course, I don't know with what the desk & cabinets are filled). Outside of the children's room (which is very warm), I sit at the first-floor desks to write and I am quite cold in the winter and a bit stuffy in the summer. It's an expensive project, but it maybe better insulated windows would help? Again, I want to reiterate how much I love Jones Library. One or more of us is at the library several times a week. We walk and bike there much of the time, but I often drive over after work and before home. I cannot imagine my life or our family's life without Jones Library exactly where it is. Quirks and all, we love the building, the books and the people who make it so special. Thanks to all of you!
 - Drink my Diet Coke/coffee. 2. Have access to academic journal articles. 3. Have seating where I can plug in my computer or iPad. Thanks for all your hard work. I love the beautiful library the way it is now, though I miss the lovely garden. I guess there will be even less of that than now!
 - Eat, have coffee and study at the same time
 - The Jones Library is a service that I value very, very much. Thank you!
 - have Elist announce subject of gatherings; book study or other events at least two weeks ahead so planning is available to me. thanks, I love libraries and generally for books or
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research and assistance with my 9.5 yr old granddaughter, I am always very well assisted when I come to yours.

- food/drink that is well furnished with microwave for warming 2. small screening room for 15 to 20 to watch dvd movies every day 3. group-building by means of special interests 4. half-dozen library websites for citizen "say so" on this or that 5. online galleries of artwork from greater amherst artists 6. imagine amherst future in no more than 12 online pages of plans... images... text...
- Magazines on line are not so desirable as in hand. Generally the libraries meet my needs. Learn more computer skills through classes.
- Park, cheaply.
- Nothing really~It is a great space and offers so much to our community. I must say though that the staff there need to be paid in an equitable manner. They need to be given benefits and higher pay for their endless dedication and hospitality. They need to be paid much more than what they are currently getting. Please~be fair minded and pay your workers what they are the worth--and that is a lot!
- This question seems to imply that the Jones has a mission that does not make reading primary. Like renting ice skates—done at a New York State library. The best thing the Jones could do to improve its service to society is to have a powerful program to get children away from gaming on the computer to READING, especially among disadvantaged children. Higher literacy empowers all young people. There are many ways to do this, all of which require an alliance with the public schools.
- indoor garden relax seating quiet space with some food allowed. perhaps, nature based warm foot spa setting while reading books. In Japan, there are places you can just sit while putting your foot in the warm mineral water (Ashi Yu) and relax...you can eat and read books as well....isn't that wonderful?
- Skateboard because we always get in trouble with police.
- Monday Mornings open Self read via computer - more sensitive and forgiving customer catalog More Audio books and music More arts and crafts books no reduction in staff - more real people the better!
- It's a very good library. I think you ought to be careful about over-reaching-- tough times are coming, and I was frankly a bit surprised that you're planning an addition. 2008 was a picnic compared to what's heading our way, and your timing couldn't be worse. I hope you keep some powder dry-- i.e., don't go for an elaborate addition. Either wait, or go modest, because your endowment is going to take a bit hit soon.
- Obtain more large print non-fiction books.
- Nothing comes to mind.
- Go on a Sunday or evening, be able to have a cup of coffee/tea, and just relax (check out books, read, listen to music, access the web, etc.)
- I can't really think of anything dramatic other than more seating spaces for browsing through newspapers, magazines and books.
- Am happy with and proud of my local library. I would be most pleased if all available resources were put into the core mission of keeping up the book and DVD collections, and the librarians who take care of it.
- magazine exchange box
- Enlarged youth/teen area programs, services
- You are terrific.
- Eat/drink while I study
- sing
- Have more hours. Also, there was no question about it, but more programs for kids, especially Legos, science, and chess
- Spend time on Sundays and Mondays (so called holidays) when wifi is shut off.
- Nothing. The library meets my needs.
- Have a cafe to drink, work, and nibble. Have a teenage spot - like they have at the Princeton Public Library in New Jersey
- Much more comfy cafe-like spaces;
- I don't know. I like the library!
- Have a drive-through to drop off materials.
- I would like more opportunities to be come involved in the library and utilize space for

community programming.

- scan pictures
 - Hold more meetings
 - no opinion
 - Larger young adult area--my daughter likes to browse and read in that section, and it seems rather cramped (we appreciate that this area has been set aside--it's much better now than before, but expanding would be even better).
 - Nothing, the library meets my and my wife needs. Life long residents of the town, just keep going the waybit has operated for the past years.
 - I moved to Amherst 5 years ago and I am extremely pleased with the quantity and quality of services available. I can't think of anything else I could ask for from a town library except a bit more space to move about in and better parking which is a townwide problem not a library related one.
 - I would like to see a better music/performance space. The basement room is airless and windowless with a low ceiling. Good for movies, but uninspiring for anything else. I don't even think movies are shown in the basement performance space, are they? I remember the glory days when the performance space was on the second floor with a high curved ceiling and beautiful tall windows. I understand that space is used for offices now.
 - Bathrooms on main floor More comfortable seating
 - Stay warm and have good lighting.
 - I would love to see languages taught @ the library. I would like to learn Spanish and after much searching for a class (other than 100% online) I haven't been able to find one that meets during the day, and private classes, that could accommodate my schedule, are too expensive. I LOVE the Jones Library! Keep up the good work!
 - View a larger offering of recorded fiction books. This is a small point, because overall I think JL and its staff do an outstanding job.
 - Be in a clean and very quiet reading room, that is used only for reading with wooden chairs and wooden tables.
 - Why are most of the questions about JL? I love Munson but wish it was open more hours....eg Fridays, all day Saturday, Sundays and more than one evening
 - Walk to it!
 - I love to browse the books, magazines, CDs, and DVDs, and be able to have a clean and comfortable spot to read. Please don't allow food/drink in the library. In addition to possible spills and littering, it could lead to unwanted smells and odors. It's a a terrible idea!
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