

Millbrook Library 2026 Survey Results Report

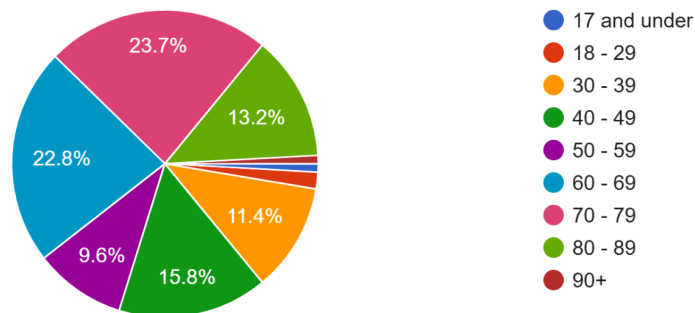
A total of 114 people responded to our Community Survey, which ran from July 7, 2026, to August 4, 2026. During this time, the survey was promoted by the library through posters in the library and posted around town, on the library's Facebook and Instagram pages, and twice in the library's email newsletter.

Demographics:

Age (n=114)

What age group are you in?

114 responses

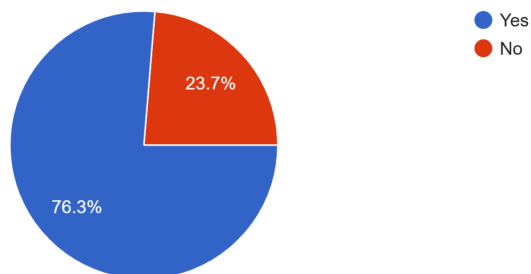


70.2% of respondents were above the age of 50. The highest percentage of respondents came from the age range of 70 - 79 (**23.7%**). **29.9%** of respondents were under the age of 50.

Location (n= 114)

Do you live in the Village of Millbrook or the Town of Washington?

114 responses

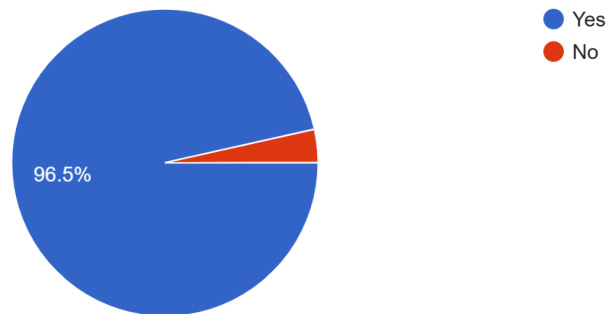


76.3% of the respondents live in the Village of Millbrook or the Town of Washington, while **23.7%** of respondents do not live in our service area.

Use (n=114)

Have you used the library in the past 3 years?

114 responses



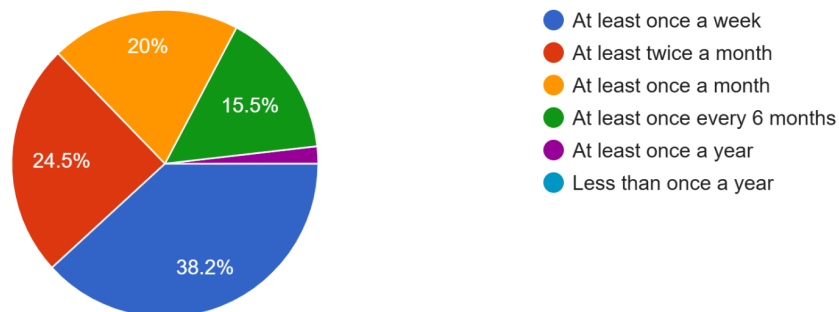
96.5% of respondents have used the library in the past 3 years. This could indicate that the survey did not reach many people outside of our regular audience for information.

Library Usage:

How often do you visit the library in person? (n=110)

How often do you visit the library in person?

110 responses

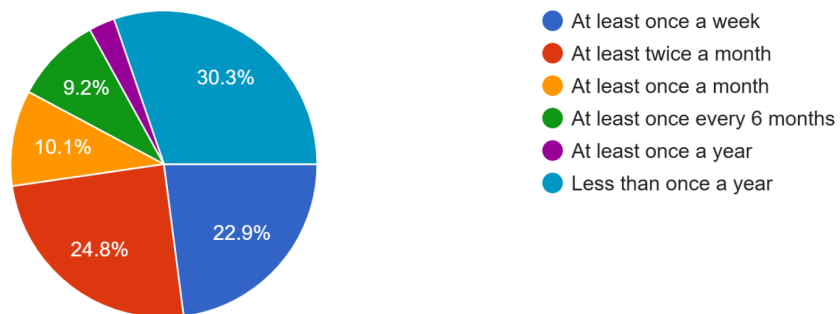


82.7% of the respondents reported visiting the library at least once a month, with the highest percentage of respondents (**38.2%**) reporting that they visit the library at least once a week. This could be another indication that our survey did not reach many people beyond our regular audience.

How often do you use the library's website or digital services, including downloading ebooks and audiobooks? (n=109)

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109 responses

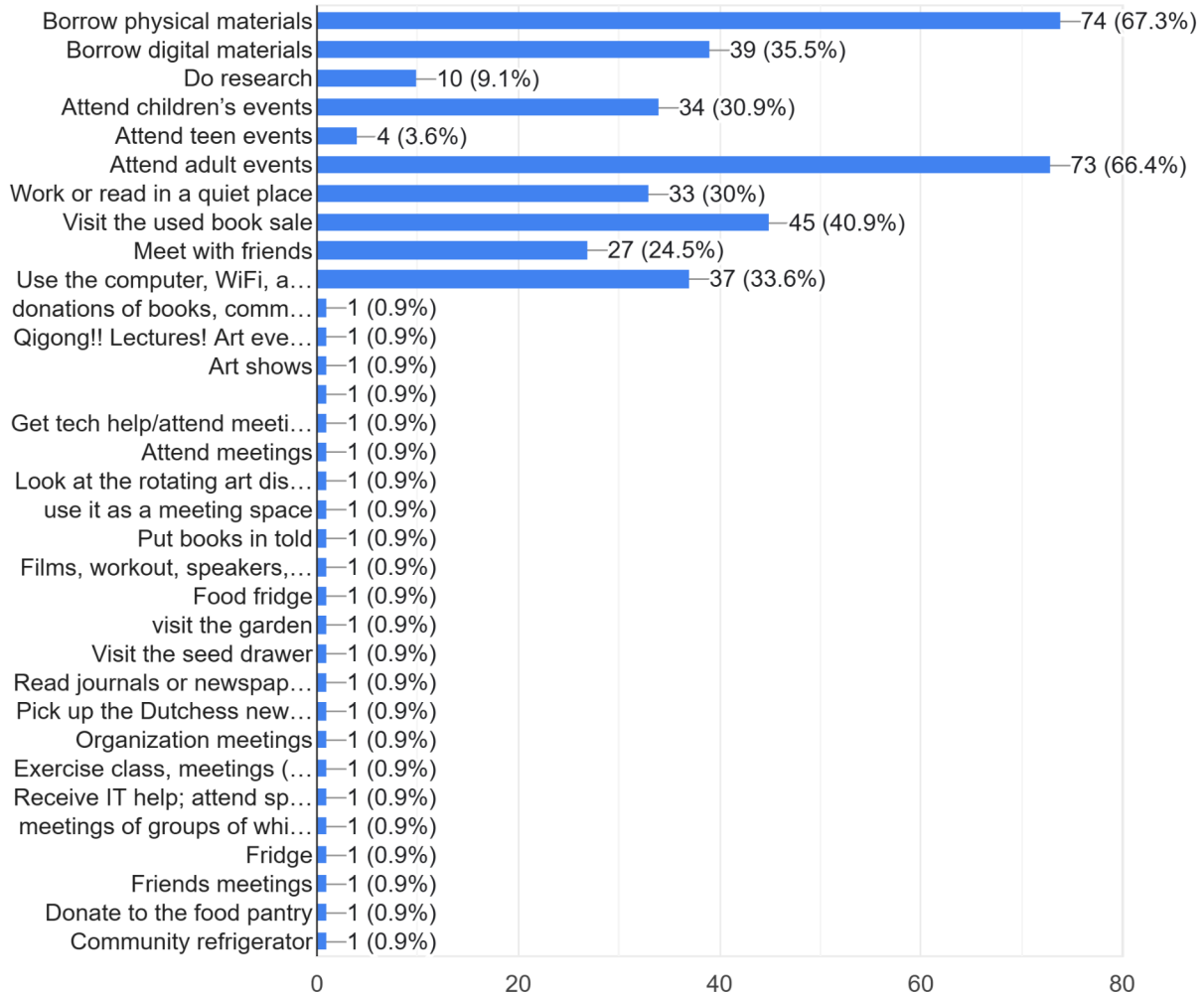


57.8% of respondents reported that they use the library's website or digital services at least once a month. **30.3%** of the respondents reported that they use these services less than once a year. This could correlate with the high percentage of seniors who responded to the survey.

Why do you use the library? (n=110)

Why do you use the library? Check all that apply.

110 responses

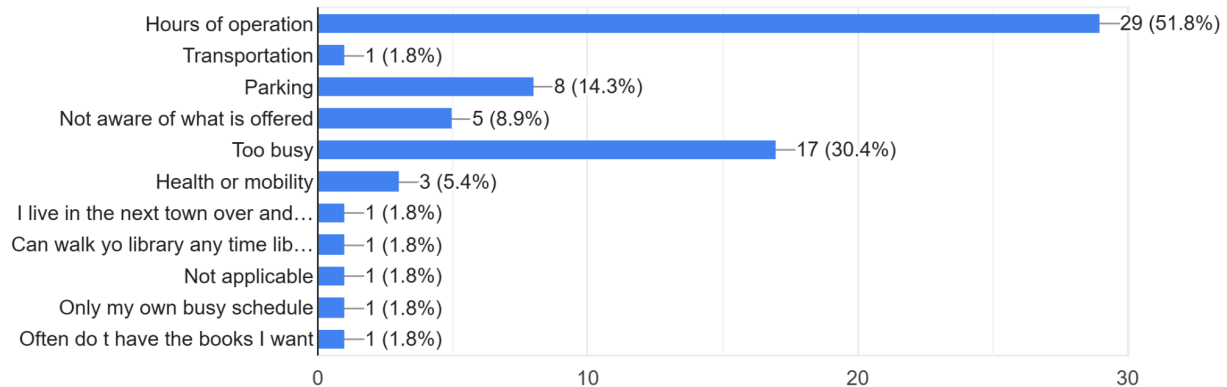


The main reason respondents reported using the library was to borrow physical materials (67.3%), followed closely by attending adult events (66.4%). Many people filled in their own response and included things like **“Look at the rotating art display”**, **“Attend meetings”**, **“Pick up the Dutchess newspaper”**, **“Visit the seed drawer”**, and using the **“Community refrigerator”**. These responses indicate that people are using the library for a variety of reasons, and that the library is a place where people go for social connection, local news, and shared resources, as well as to check out books.

Is there anything that prevents you from visiting the library as often as you would like?
(n=56)

Is there anything that prevents you from visiting the library as often as you would like? Check all that apply.

56 responses

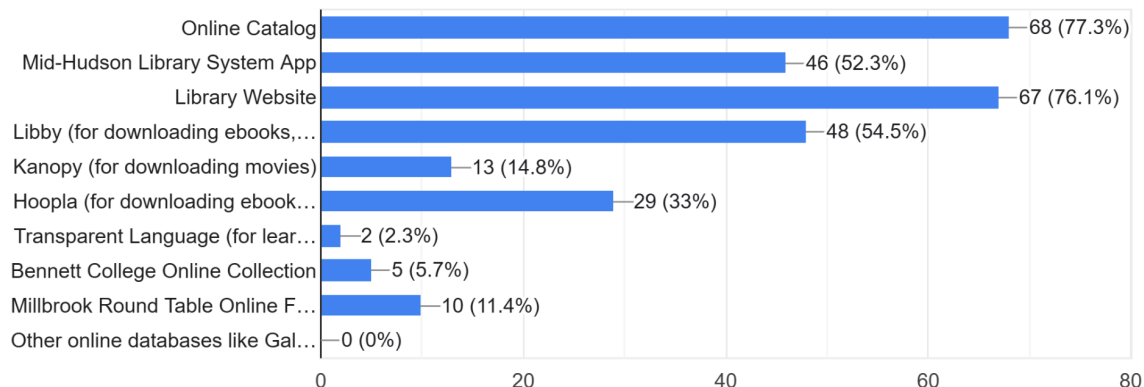


Respondents were most commonly prevented from using the library due to our hours of operation (**51.8%**). Others (**30.4%**) reported being too busy to come to the library, and **14.3%** of respondents said they struggled to find parking. Transportation was not commonly an issue, and health and mobility were limited factors as well (**7.2%** combined).

Which of the following online resources have you used in the past year? (n=88)

Which of the following online resources have you used in the past year? Check all that apply.

88 responses



77.1% of respondents answered this question, and the online catalog and library website were reported to be the most widely used online resources, with **77.3%** using the online catalog and **76.1%** using the library website. These were followed by Libby (**54.5%**), and the MHLS App (**52.3%**). Hoopla was the second most popular collection e-resource used (**33%**), followed by Kanopy (**14.8%**). A combined **17.1%** of respondents reported using our online local history resources, and only **2.3%** said they use Transparent Language. **Zero** respondents reported using our other online database.

What is one thing you think of when you think of the library? (n=97)

There were a total of **97** responses to this question. **96.9%** of respondents commented something positive about the library, with **3.1%** of respondents commenting about a problem.

All of the comments that were about a problem referred to the leaking roof, such as:

- Why are there so many leaks in the roof when our taxes are raised every year for funding.
- Ceiling leaking constantly
- My kids love the toys, wish we could fix the roof.

30.9% of respondents mentioned the word “community” in their response, and these answers included comments ranging from the single word “community” (**15** responses alone) to responses like:

- Serves the whole community
- Community resources

- Community space
- Great programming for community
- Community Center
- It's a center of culture and community.
- The Millbrook Library seems crucial to making Millbrook a vital community.
- Grateful to have such a library that serves the community.
- The library is essential to our community
- It's a wonderful community hub!

Library staff were also mentioned by a significant number of respondents, with **20.6%** mentioning staff, as well as terms like "Friendly" and "Helpful". Responses included:

- Welcoming & helpful staff
- Wonderful friendly people work at Millbrook library!
- A pleasant friendly place with friendly employees who are always helpful and friendly
- Friendly helpful staff!
- Great helpers.
- The people are amazing. I can feel the love for what they do and the delight in helping people who come in the doors.
- The lovely library staff.

Children's programming was another theme that was mentioned frequently, with **10.3%** of respondents mentioning children's activities. Responses included:

- Story time with Miss Kate. She's the best!
- What terrific programs it has to offer the children
- My children are growing up to be lifelong readers
- How amazing it is for children and how lucky we are to have it!
- Great kids programs!

17.5% of respondents think of the library as a resource in many different forms, and shared comments such as:

- A place of resources and goodness
- Good resource for just about anything
- Community resources
- Academic and social resources for all ages.
- Great resource
- A social resource
- Grateful to have such a good library here in Millbrook.
- Affordable way to feed my reading habit!

Additional comments mentioned other services and sentiments such as:

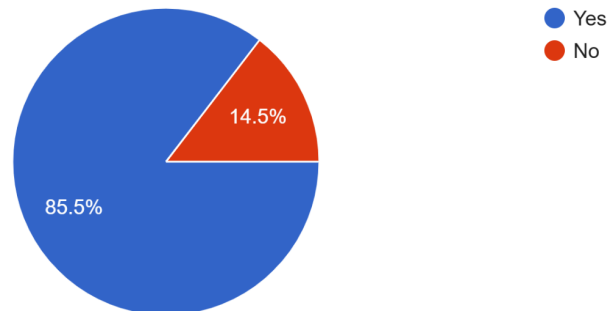
- Beautiful building on Franklin Ave
 - Clean
 - Lovely!
 - Charming
 - Peaceful and engaging
 - Quiet and well functioning.
 - Convenient
 - The community refrigerator
 - We are so lucky to have you
 - Calming space
 - Interesting talks about the area history
 - Intellectual safety
 - Scanning, AC, Exhibits, Plastic Recycling
 - The rotating art collection always stands out to me. I don't consider myself an art connoisseur, but I enjoy seeing the rotating pieces.
 - Unlimited possibilities
-

Programming

Have you attended a library program in the past year? (n=110)

Have you attended a library program in the past year?

110 responses

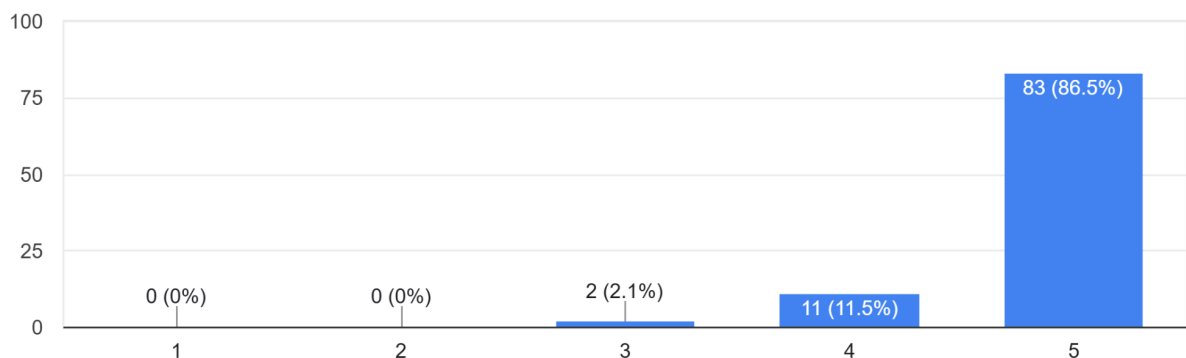


85.5% of respondents shared that they have attended a library program in the past year. **14.5%** said they have not been to a library program in the past year.

How satisfied were you with the programs you attended? (n=96)

How satisfied were you with the programs you attended?

96 responses

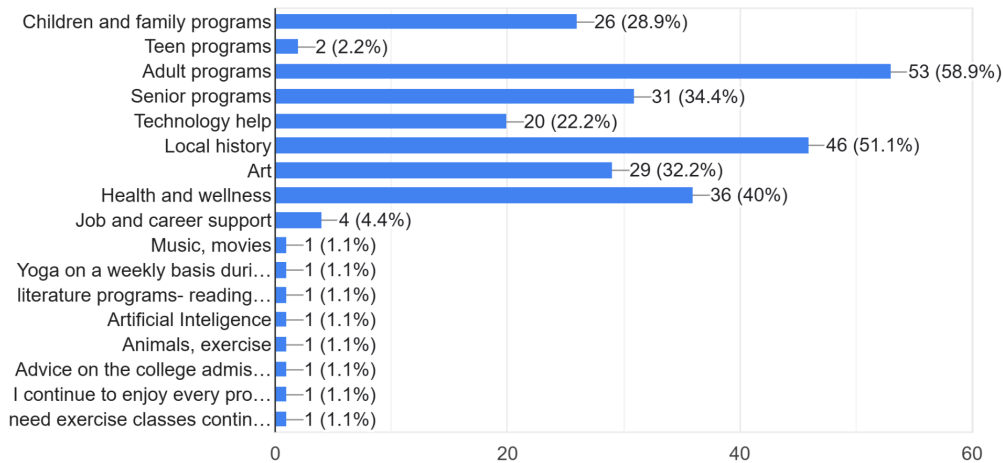


Respondents shared that they were very satisfied with programs they had attended, with **98%** ranking the programs 4 stars or above. **2.1%** of respondents gave the programs they attended 3 stars, and **0** respondents rated the programs 2 stars or less.

What types of programs would you like to see more of? (n=90)

What types of programs would you like to see more of? Check all that apply.

90 responses



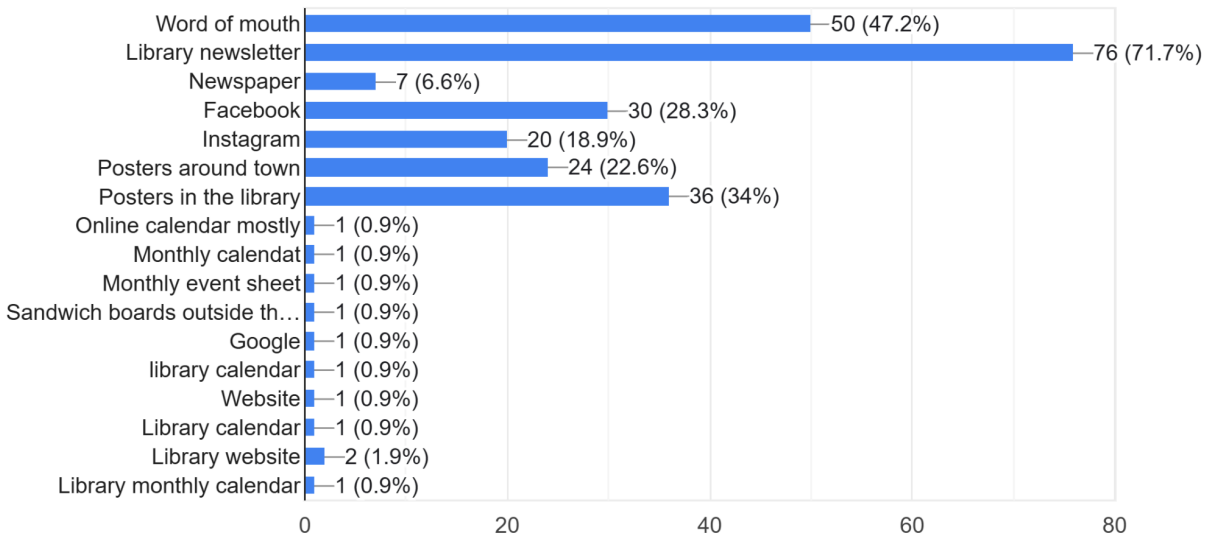
The top three programs respondents were interested in seeing more of were adult programs (58.9%), local history programs (51.1%), and health and wellness programs (40%). Teen programs ranked the lowest at 2.2%. Some people responded with other suggestions like:

- Animals, exercise
 - Advice on the college admissions process (not just for teens), library fundraisers.
 - Need exercise classes continued in summer
 - Yoga on a weekly basis during the day
-

How do you find out about library programs? (n=106)

How do you find out about library programs? Check all that apply.

106 responses



A majority of respondents (**71.7%**) reported that they learn about library programs through the online newsletter, however, the results could be high because the survey was distributed through the library newsletter. The second highest response was word of mouth at **47.2%**, followed by posters in the library at **34%**. Only **6.6%** learned about programs through the newspaper, and a combined **47.2%** learned about programs on social media. A number of people also mentioned they learned about programs through the online calendar, and the monthly calendar that is printed and available at the circulation desks.

If you have attended library programs, what was your favorite program? (n=73)

76.7% of respondents shared an adult program. **23.2%** mentioned art programs specifically, sharing:

- The Wreath Making Workshop around Christmas, The Walking Club and Plein Aire Painting were all amazing!!
- The Art Exhibition Openings!
- Actually several music programs and the program on Nicaraguan art.
- Love the movie nights and art openings.

23.2% also mentioned exercise classes, mentioning:

- Chair yoga
- Qigong
- Exercise classes
- Walking club
- Yoga!

24.6% mentioned a children's program. Comments included:

- Toddler storytime and kids craft events
- Miss Kate's Wednesday crafting for the kids is ALWAYS a big hit!
- All of the kids programs have been great!
- My kids enjoy the Wednesday afternoon art
- Miss Kates Toddler Tunes
- We attend the majority of children's events. I am always so happy with the organization and execution for maximum family fun!

9.5% mentioned history programs and said:

- Millbrook Historical Society monthly lectures
- Timothy Leary, I was surprised
- Historical Society Programs

Other comments included:

- Medicare info by office of the aging
- The Korean Cooking Class and Korean Lotus Flower
- Literary events and author talks
- Silent auction
- Driver safety
- Stonewood

If you have attended library programs, what was your least favorite program? (n=32)

32 people responded to this question, with a majority of survey participants opting to skip it. Of those who did respond, **84.3%** of respondents said the question was not applicable, including some comments such as:

- I've loved everything I've attended!
- I truly cannot think of a least favorite!
- None that I can think of
- Honestly, every program has been excellent.
- All have been wonderful
- I have enjoyed them all

15.7% of participants shared some of their least favorite programs, which included:

- Stretch and breathe

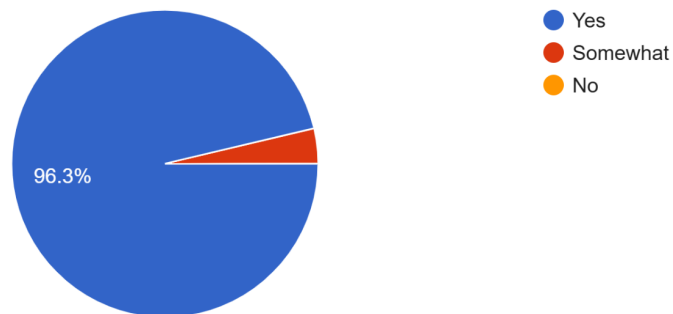
- Lack of summer exercise classes
 - Hemingway program
 - Trusts
 - The presentation by the landscape architect who designed pollinator garden
-

Facility

Is the library easy to navigate and accessible for your needs? (n=108)

Is the library easy to navigate and accessible for your needs?

108 responses

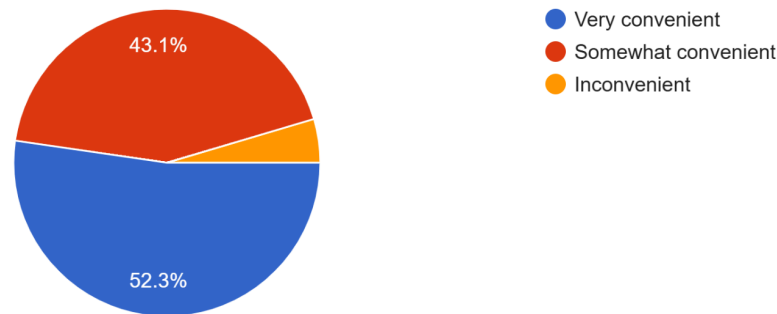


96.3% of participants said the library easy to navigate and accessible for their needs, and **3.7%** said it was somewhat accessible. **0** patrons said the library was not accessible for their needs.

How would you rate the library's hours of operation? (n=109)

How would you rate the library's hours of operation?

109 responses



52.3% of respondents said that the library's hours were very convenient, while **43.1%** said they were somewhat convenient. **4.6%** of respondents shared that the library hours were inconvenient.

Is there a day or time you wish the library were open that it currently is not?

(n=60)

26.6% of the respondents answered that they did not wish the library were open another day or time. **38%** of the respondents wished the library opened earlier. Some comments included:

- The days it doesn't open until noon are tough. I wish it was a standard 10AM during weekdays.
- I wish it opened earlier
- I wish the library would be open from 9:00 AM each day, not just from noon.
- I wish it opened at 9 for kids stuff especially in the colder months when we can't go to the park
- Monday, Wednesday and Friday mornings
- All mornings

25% of the respondents wished the library were open later during the evening. Some comments included:

- Another weeknight evening, until 8 pm
- The library should be open later than 6pm.
- Wish it closed later another night
- More evening hours

- Seems I'm often rushing after work to get there before closing, so later evenings.

21.6% of respondents wished the library were open on Sundays. Some comments included:

- Sunday morning
- I mean, always Sunday! But I know people say that they will use it Sundays and then they don't follow up, so I completely understand.

Some respondents requested more than one change, such as:

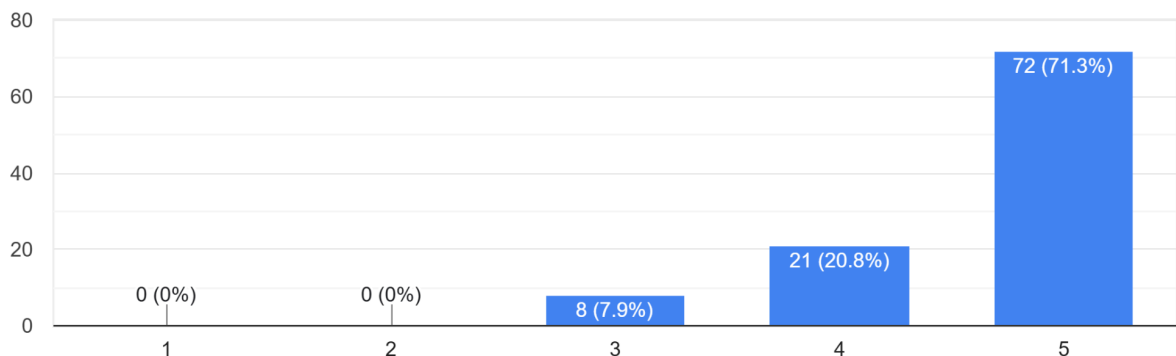
- Sunday! and earlier mornings for children
- 10 am daily and Sunday hours
- Evenings, Sundays

Do you feel the library has adequate space for quiet individual study?

(n=101)

Do you feel the library has adequate space for quiet individual study? (1 star is the lowest rating, 5 stars is the highest).

101 responses

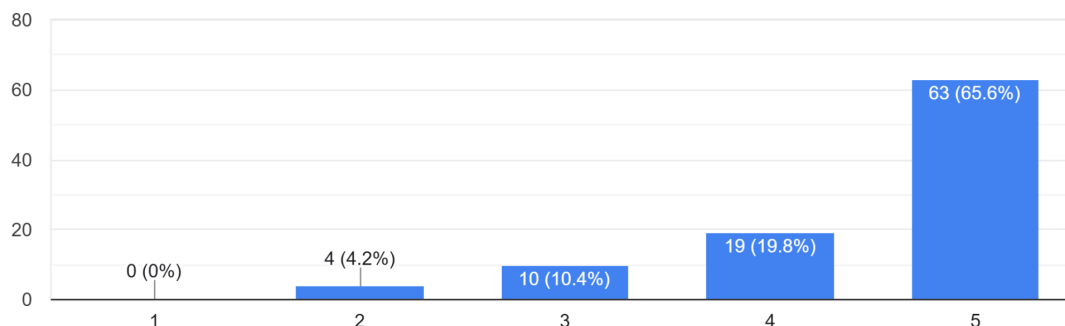


A majority of respondents (**71.3%**) felt that the library has adequate space for quiet individual study, ranking it 5 stars. **20.8%** rated the space with 4 stars, **7.9%** with 3 stars, and **0** respondents ranked the space with 2 or 1 stars. The average rating was **4.63**.

Do you feel the library has adequate space for group work or meetings? (n=96)

Do you feel the library has adequate space for group work or meetings? (1 star is the lowest rating, 5 stars is the highest).

96 responses

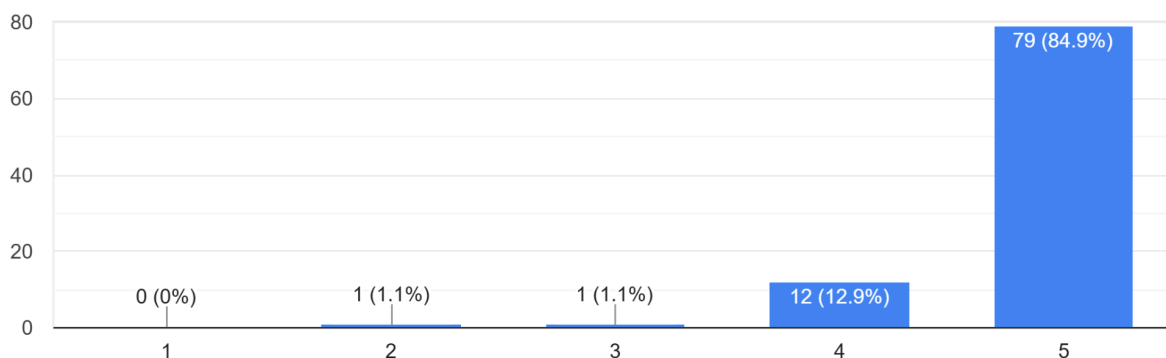


A majority of respondents (**65.6%**) felt that the library has adequate space for group work and meetings, ranking it 5 stars. **19.8%** rated the space with 4 stars, **10.4%** with 3 stars, **4.2%** with 2 stars, and **0** respondents ranked the space with 1 star. The average rating was **4.47**.

Do you feel the library has adequate space for children's activities? (n=93)

Do you feel the library has adequate space for children's activities? (1 star is the lowest rating, 5 stars is the highest).

93 responses

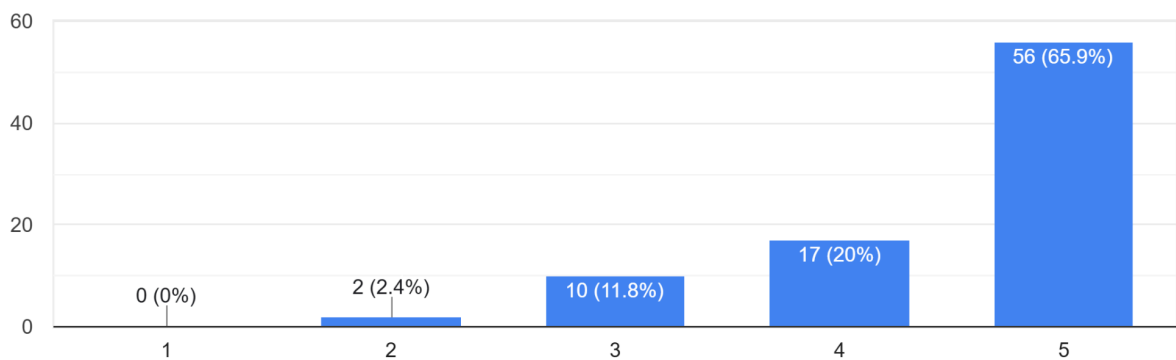


A majority of respondents (**84.9%**) felt that the library has adequate space for children's activities, ranking it 5 stars. **12.9%** rated the space with 4 stars, **1.1%** with 3 stars, **1.1%** with 2 stars, and **0** respondents ranked the space with 1 star. The average rating was **4.82**.

Do you feel the library has adequate space for computer use? (n=85)

Do you feel the library has adequate space for computer use? (1 star is the lowest rating, 5 stars is the highest).

85 responses

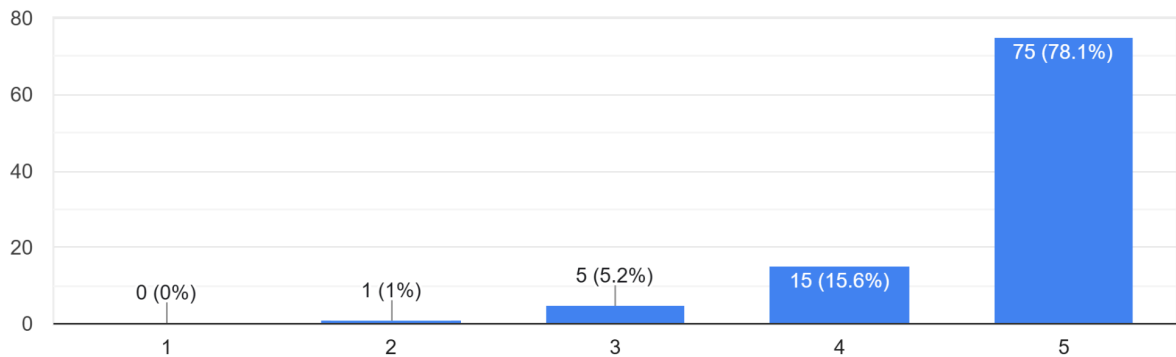


A majority of respondents (**65.9%**) felt that the library has adequate space for computer use, ranking it 5 stars. **20%** rated the space with 4 stars, **11.8%** with 3 stars, **2.4%** with 2 stars, and **0** respondents ranked the space with 1 star. The average rating was **4.49**.

Do you feel the library has adequate space for browsing and leisure? (n=96)

Do you feel the library has adequate space for browsing and leisure? (1 star is the lowest rating, 5 stars is the highest).

96 responses

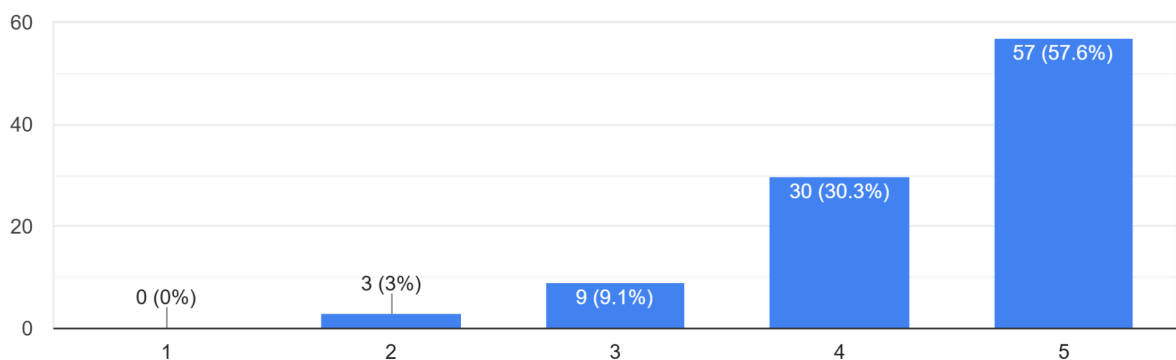


A majority of respondents (**78.1%**) felt that the library has adequate space for browsing and leisure, ranking it 5 stars. **15.6%** rated the space with 4 stars, **5.2%** with 3 stars, **1%** with 2 stars, and **0** respondents ranked the space with 1 star. The average rating was **4.71**.

How would you rate the availability and comfort of seating in the library? (n=99)

How would you rate the availability and comfort of seating in the library?

99 responses

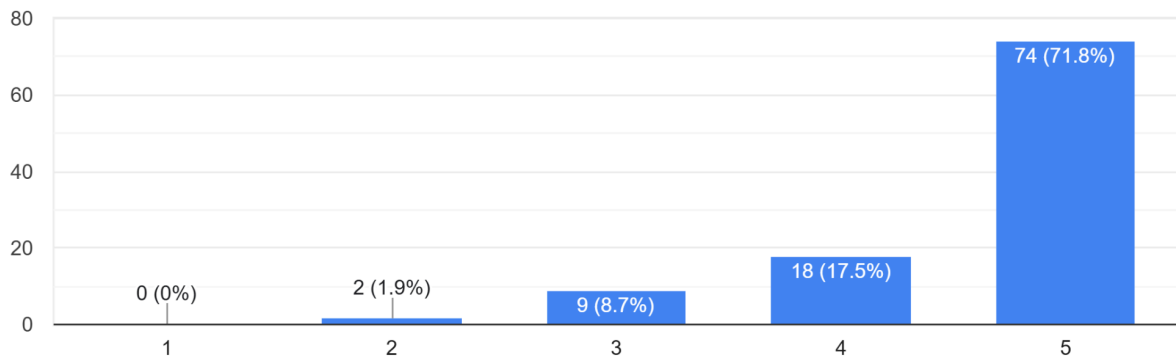


A majority of respondents (**57.6%**) ranked the availability and comfort of seating 5 stars. **30.3%** rated the seating 4 stars, **9.1%** 3 stars, **3%** 2 stars, and **0** respondents ranked the seating 1 star. The average rating was **4.42**.

How would you rate the noise level in the library for your needs? (n=103)

How would you rate the noise level in the library for your needs?

103 responses



A majority of respondents (**71.8%**) ranked the noise level in the library 5 stars. **17.5%** rated the noise level 4 stars, **8.7%** 3 stars, **1.9%** 2 stars, and **0** respondents ranked the noise level 1 star. The average rating was **4.59**.

The average rating for these seven questions is listed below in order from highest to lowest satisfaction:

- Children's activities - 4.82
 - Browsing and leisure - 4.71
 - Quiet individual study - 4.63
 - Noise level - 4.59
 - Computer use - 4.49
 - Group work and meetings - 4.47
 - Availability and comfort of seating - 4.42
-

We look to you for feedback to continue to improve the facility. Please share any suggestions (beyond our plan to repair the HVAC and roof leaks) for improving the library's space or facilities (n=31)

There were **31** responses written in this section. **16.1%** responded they had no suggestions at the time.

16.1% of respondents mentioned the HVAC and roof repairs, including:

- Fixing the HVAC should have been a priority before a pollinator garden.
- HVAC is the only one I can think!
- You are one (or two) steps ahead of me with the HVAC and roof leaks! Important to deal with these as I know the library is.
- Better HVAC and cooler in children's play area which gets very hot
- HUGE ongoing issues with HVAC

The first comment is particularly significant because it shows there is still a lack of clarity around how the native garden was funded, as well as how the HVAC will be funded. The native garden cost around \$18,000 and was entirely funded with public donations given to the Friends of Millbrook Library and grants from the Millbrook Garden Club. The HVAC project is estimated to cost over 1.5 million dollars and will be funded with a mix of state grants and money from the library's trust, as approved by the NY Attorney General's office. Library operating funds were not spent on the native garden, nor will they be spent on the HVAC projects.

16.1% of respondents suggested changes to the children's space, including:

- Love the children's section just wish there were larger chairs for adults
- Would love a baby gate at the bottom of the stairs to the children's room. They all try and race up the stairs and are quite quick!
- A baby gate at the bottom of the children's library stairs during the programming for little kids
- I think you should have computer stations for children in the lower level where children's books are found. It is really annoying to come in and find that all the computers are being used by after-school kids who are playing games for hours on end. No one under 18 should be allowed to use the first floor computers.

12.9% of respondents suggested layout changes including:

- Space not used wisely. Total quiet comfortable reading area ; much too noisy all over. Art area too much open space. All space should be rethought. With input from public [et.al.](#)
- I wish there was a way to open up the space of the library just across from the help desk. I feel it could be a second meeting space if the shelves were rearranged.
- When roof and HVAC get done I would love to see the original (oldest) library room better activated. Perhaps books could be moved to shelves on perimeter and/or on moveable shelves inside the space and some movable, couches, table and chairs moved into the space. It would lovely to see this space use for community workshops and events.

12.9% of respondents suggested outdoor improvements, including:

- Also would love to see some rocking chairs / seating on old Front porch.
- It would be wonderful if you could secure an outdoor space
- Refresh the east entrance. It looks very sad. Weeds, rust, etc.
- Looking forward to the porch. Outdoor seating would be great.

Other comments that didn't fall under the above themes included:

- More comfortable seating; larger community refrigerator
- My other suggestion is to invest in a "silent alarm" that only dials the police and library staff...and does not blare at all hours in the neighborhood.
- New keyboards for some of the computers

Some suggestions were not facility related and included comments such as:

- Do you have a section to borrow less used items ? Like a drill or a sewing machine Like many libraries have now
- Promote new books or topical books that can be borrowed. Books seem to be the least thing being promoted.
- Daily adult exercise programs with weekly chair yoga, regular yoga, Quigong
- 1. Updated books to borrow. The selection is minimal. 2. I live in Millbrook but bring my book donations to the Lagrange Library. They have a big bin outside for donations (books).

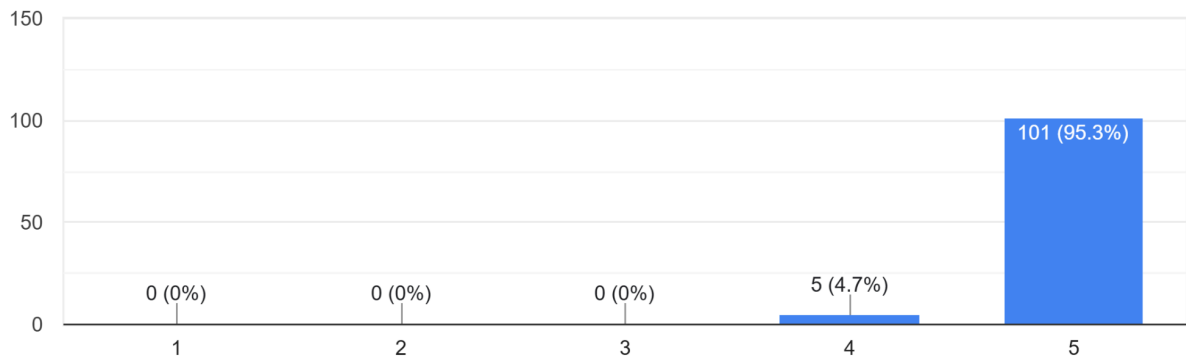
There was one additional positive comment in this section, with one person saying, "Love the new pollinator garden!"

Staff and Services

How would you rate the helpfulness of library staff? (n=106)

How would you rate the helpfulness of library staff?

106 responses

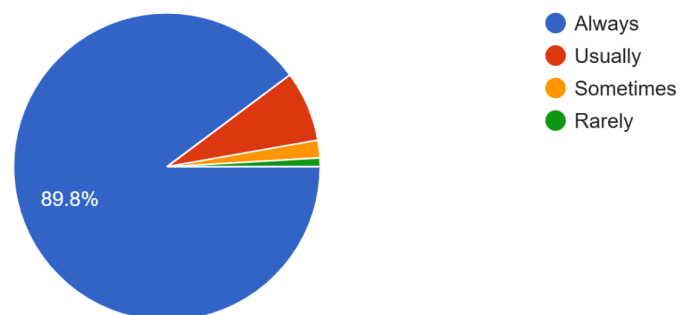


Respondents shared a very high level of satisfaction with the helpfulness of library staff, with **95.3%** of respondents rating it 5 stars, and **4.7%** rating it 4 stars. There were no ratings below 4 stars, and the average rating was **4.95**.

Do you feel welcome when you visit the library? (n=108)

Do you feel welcome when you visit the library?

108 responses



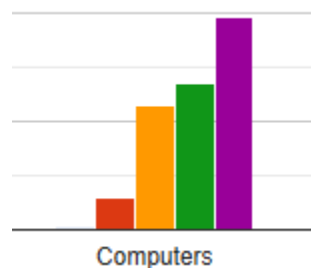
97.2% of respondents shared that they usually or always feel welcome when they visit the library. **1.9%** said they sometimes feel welcome, and **1** respondent said they rarely feel welcome. However, that may have been in error, because other comments later on in the survey

indicated that they think highly of library staff and services, including comments like “How well library and staff listen and pay attention to needs of the community” and “You are doing an amazing job!!! Thank you!!”.

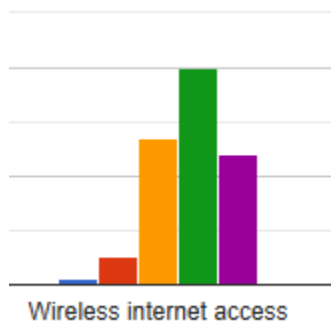
Please tell us what you think about the services the library offers:

■ Poor ■ Adequate ■ Good ■ Very Good ■ No Opinion

“No opinion” answers are not included in the following calculations.

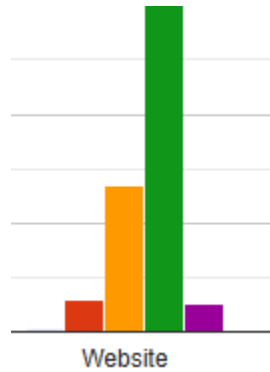


Out of the 56 respondents who shared their opinion, **48.2%** said the computers were very good, **41%** said they were good, and **10.7%** said they were adequate. No one said they were poor.

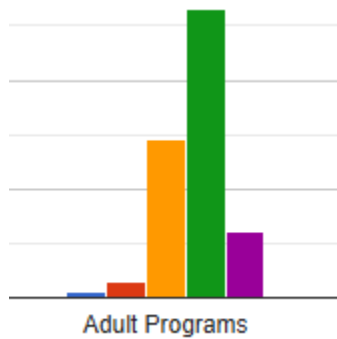


Out of the 73 respondents who shared their opinion, **54.7%** said the Wi-Fi was very good, **36.9%** said the Wi-Fi was good, and **6.8%** said it was adequate. **1.3%** rated the Wi-Fi as poor.

Poor Adequate Good Very Good No Opinion

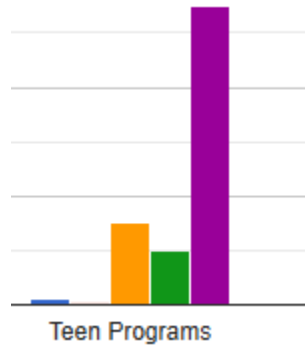


Out of the 95 respondents who shared their opinion, **65.2%** said the website was very good, **28.4%** said the website was good, and **6.3%** said it was adequate. No one rated the website as poor.

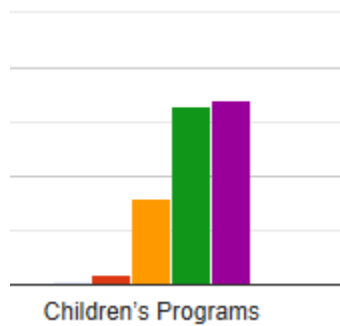


Out of the 86 respondents who shared their opinion, **61.6%** said the adult programs were very good, **33.7%** said the adult programs were good, and **3.4%** said they were adequate. **1.1%** rated the adult programs as poor.

Poor Adequate Good Very Good No Opinion

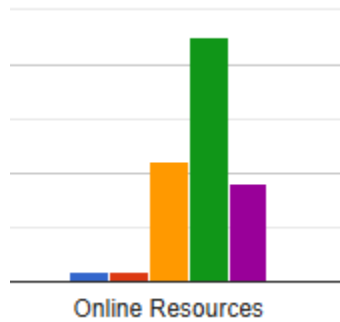


Out of the 26 respondents who shared their opinion, **38.4%** said the teen programs were very good, **57.6%** said the teen programs were good, and no one said they were adequate. **3.8%** rated the teen programs as poor.

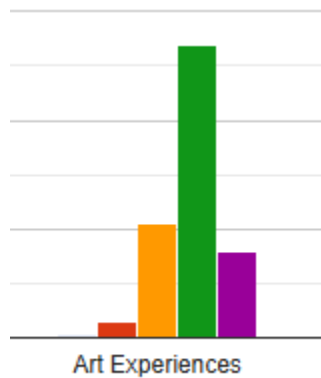


Out of the 51 respondents who shared their opinion, **64.7%** said the children's programs were very good, **31.3%** said the children's programs were good, and **3.9%** said they were adequate. No one rated the children's programs as poor.

Poor Adequate Good Very Good No Opinion

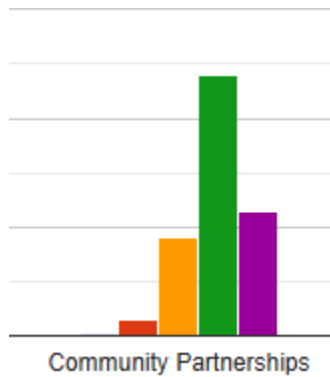


Out of the 71 respondents who shared their opinion, **63.3%** said the online resources were very good, **30.9%** said the online resources were good, and **2.8%** said they were adequate. **2.8%** rated the online resources as poor.



Out of the 78 respondents who shared their opinion, **69.2%** said the art experiences were very good, **26.9%** said the art experiences were good, and **3.8%** said they were adequate. No one rated the art experiences as poor.

■ Poor
 ■ Adequate
 ■ Good
 ■ Very Good
 ■ No Opinion



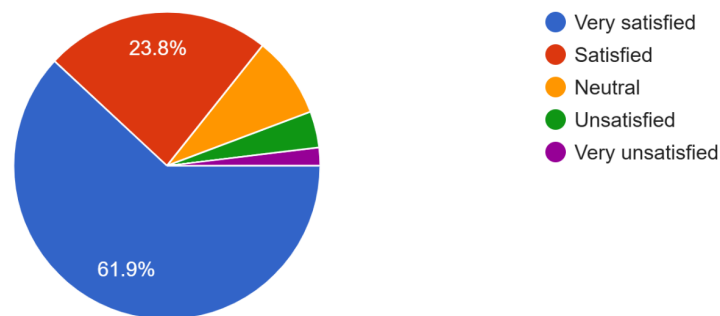
Out of the 69 respondents who shared their opinion, **69.5%** said the community partnerships were very good, **26%** said the community partnerships were good, and **4.3%** said they were adequate. No one rated the community partnerships as poor.

Collection

How satisfied are you with the library's book and material selection? (n=105)

How satisfied are you with the library's book and material selection?

105 responses



85.7% of respondents shared that they are satisfied or very satisfied with the library's book and materials selection. **8.6%** said they were neutral. **5.7%** said they were unsatisfied or very unsatisfied with the book and material selection.

Are there types of materials or formats you wish we had more of? (n=32)

32 people responded to this question. 28.1% answered that there were no materials or formats they wished we had more of. 9.3% said they wished there were more large print books. For the following section, the highlighted comments are from people who do not live in our service area.

Other comments about the adult collection included:

- More new books and popular fiction
- Updated books.
- I have to request a lot of the books I want to read from other libraries. I'm grateful I can pick them up at this library. Our selection for books isn't the best.
- I wish there was more leisure type books - cooking, crafts, parenting
- Famous author McFadden- very few books on the shelf
- I'm a fantasy reader, so more fantasy novels in the adult section would be appreciated.
- Some e-books
- I find I am usually ordering material through the library system which is fine
- Contemporary short stories of all genres but no Woke treatments. That's being overdone. Get Elmore Leonard cowboy writings and Mickey Spillane
- Science fiction, and grouped *as* SF, not scattered through the alphabet!

Other comments about the children's section included:

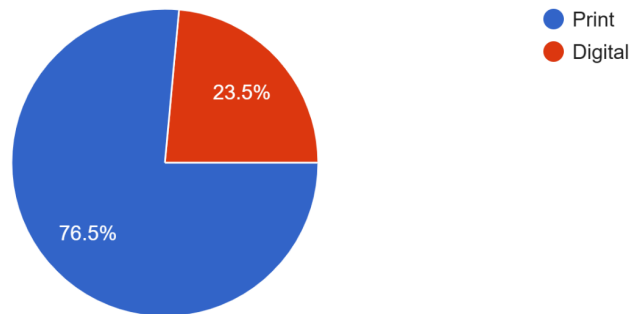
- The children's material are usually there when I look for them. Maybe certain themes can be highlighted in the children's section throughout the year.
- Different selection in the children's section
- Sometimes there are kids' audiobooks that I would like to get and can't
- I wish there was more board books for toddlers, I feel like the selection isn't as great as Pawling Library. I also would love for more options to rent for kids like puzzles, games and my first ponies.

Some of these comments are too vague to take action on as they are, such as "Different selection in the children's section", or "some ebooks". Without knowing more details, it is difficult to know what they are looking for instead. Other comments, like "Famous author McFadden- very few books on the shelf", might indicate a need for more education on how to search the collection, since the library has 19 Frieda McFadden books.

Do you use print materials or digital materials more often? (n=102)

Do you use print materials or digital materials more often (example: print books or ebooks)?

102 responses



A majority of respondents (**76.5%**) still use print materials more often, while **23.5%** of respondents said they use digital materials more frequently.

Planning for the Future

What do you like most about the library? (n=85)

85 people responded to this question. Of these, **41.1%** said they like the library staff. Comments included:

- Everyone is so friendly
- The librarian and staff
- How well library and staff listen and pay attention to needs of the community
- Staff helpfulness
- The staff is extremely friendly and helpful
- Friendly positive attitude
- The staff are really great. We visit frequently with our children and everyone there is really nice and helpful.
- Staff attentiveness
- The people who work there, and the welcoming environment. It just feels comfortable every time we walk in the door, like we belong there.

24.7% said they appreciate the library programs that are available. Comments included:

- Community oriented programming is great
- Adult and senior programs

- The variety of programs and it's welcoming ethos
- The programs, sense of community, and resources
- The atmosphere, usefulness, attempt to serve the community through art shows & classes.
- The vast variety of interesting activities.
- The programs available to all ages and interests
- The variety of kids programming
- Adult programs and meeting people
- Such a variety of programs that meet the needs of so many different people

22.3% of respondents mentioned the library environment. Comments included:

- Quiet and clean, comfortable
- The cleanliness, quiet
- Welcoming, calm environment
- It is a quiet oasis.
- It's always there.
- Sense of Community
- Convenient gathering space. Brings the community together.
- The library's influence on the community
- Its resources and community involvement
- Community

16.4% of respondents mentioned the physical library building. Comments included:

- Beautiful, quiet work spaces
- It looks nice from the outside.
- Its location, the building
- Convenient location
- Its beauty
- The nice chairs by the fireplace
- Welcoming. Mostly comfortable.
- The space stands out besides the well-run library
- Freedom to enjoy the spaces without interference or crowding or noise
- It's a facility that's open to all members of our community.

11.7% of respondents mentioned books. Comments included:

- Good book selection
- The digital resources,... and interlibrary loans
- Book displays

- Great selection of books at Millbrook and in the library system
- Browsability of print materials, and new book shelf (and the free book carts)
- Free digital access
- Ability to borrow materials from other libraries

8.2% of respondents specifically mentioned children's programming. Comments included:

- The playroom option for children
 - Children's library
 - Story hour and the children's room
 - Ms Kate and the kids programs
-

Is there a service, program, or resource you wish the library offered? (n=40)

There were **40** responses to this question. Out of those 40, **32.5%** of respondents said they did not have further suggestions.

20% of suggestions included services the library offers. This could indicate that more outreach is needed to share the availability of these services. Comments included:

- A native seed library....Laminating service.
 - We have a seed library and offer laminating service
- Wish there was a music class for toddler time
 - Toddler Tunes is on Tuesdays
- Consumer reports
 - We have the physical magazines in the building
- Individual email reminders for upcoming activities.
 - When people register on our calendar, they can choose to sign up for email reminders
- Lessons on new technologies - social media. AI, Graphic design programs.
 - There is room to grow here, but we have recently held an AI program series.
- College Admissions Counseling for local students
 - This program is happening on August 19.
- Not sure if you have a tech support for seniors, but would love individualized help!
 - We have 1-on-1 tech help sessions every Friday from 4:30 - 6:00
- The library should be a resource for local and regional history with collections in these areas; it should have collections in literature, history and other specific areas, esp works by local authors.

- We have a local history collection including books about both the Town of Washington and Dutchess County, local yearbooks, as well as the Bennett College collection. We also have collections of literature and history in our nonfiction section, and add works from local authors when they meet our collection development criteria.

12.5% of respondents said they would like more exercise classes. Comments included:

- Adult exercise offered more often.
- Chair Yoga
- Exercise programs at hours and days more convenient.
- Dance classes

7.5% of respondents said they would like additional resources. Comments included:

- More local service opportunities for adults and/or older children which aren't necessarily held at the library but could be affiliated with or promoted by the library
- A video game catalog would be enjoyable.

Other suggestions include:

- Talks by authors about their work or about writing in general.
- More art classes
- More senior-focused technology classes/workshops like how to manage photos and emails.
- Contemporaneous Zoom for programs. Home delivery for shut-ins, etc.
- We will always ask for more thematic children's programs and educational workshops
- More children's programming
- Foreign movies
- Beginner carpentry
- Cooking lessons
- Language courses, travel briefings done by locals

If you could change something about the library, what would it be? (n=44)

There were **44** responses to this question. Of 44, **22.7%** of respondents said they would make no changes.

36.3% mentioned something about the library facility or finances. Comments included:

- Better use of my tax dollars. Between the Library and the school, the leaky roofs are a concern as to where this money is being spent.

- Available parking
- See answer above about original building being used as a community room (Va Bennet room which lacks windows and feels too small for some events)
- I would reconfigure the layout to better use the space
- More seating for adults in childrens room
- Turn it back into a library and not an art gallery
- I wish all residents who pay Millbrook School taxes had full access to the library resources even though they may be in Town of Union Vale
- It's poorly constructed building. Lobby is messy- buckets origami, not elegant!
- Mostly very good and MUCH better than it was. But space needs rethink and redesign.
- Give it a larger budget.
- Add a coffee machine.
- Bigger
- I realize this is obvious but that damaged ceiling is just awful , drafty in winter and ugly
- More seating.

These responses show some confusion about how the library is funded and where money comes from, especially in relation to the HVAC project. No tax dollars are being spent on the HVAC project. Funding was secured by removing money from our original trust account, as well as state grants. Since the project is estimated to cost over 1.5 million dollars, we did not want to ask the taxpayers to shoulder that cost. There is additional confusion about MCSD taxes and Union Vale. The library does not receive any funding from the local school district taxes.

Many comments about changing the layout are helpful and justified; however, this is something that has not happened yet because of the planned development of the Thorne Building. Once the Thorne Building is open and operational, it will then be time to take a look at our layout and see how we can adapt it to meet the needs of the community, without duplicating any efforts.

20.4% of respondents mentioned the collection and books. Comments included:

- Better selection of books

- More selection of books for toddlers
- A bit more of new books from sources like London Review of Books
- It's collection policy.
- I'd like to see more book recommendations by staff or patrons - I love getting recommendations on what to read
- I guess a larger fiction section. Or having the used book sale be larger and very organized.
- Availability to donate books every month, continuously.

15.9% of respondents said they would like different hours. Comments included:

- Hours are inconvenient for working people
- Sunday hours
- Open earlier in the morning 12:00 is really late.
- Evening hours
- Open another evening

9% of respondents suggested programming changes. Comments included:

- More focus on literacy and education. Other community organizations can handle adult exercise programs. Especially with other nonprofits coming online soon.
- More exercise classes
- Please continue to make classes teen & adult. My daughters are teens who feel honestly feel awkward coming to their own classes but enjoy joining me at craft or other classes.
- More programs each week

Is there anything else you'd like us to know? (n=39)

There were 39 responses to this question. Of 39, 15.3% said there was not anything else they wanted us to know.

15.3% of respondents provided other suggestions or feedback. Comments included:

- Option to see what Tonies are available to rent
- Maybe a program connecting solo seniors in their homes locally with adults willing to check on them or offer basic physical support
- Think more imaginatively and inclusively, especially about who isn't using/has never used library. Balance service to different age groups. Good but could be better.
- I don't get the newsletter regularly or noticeably enough.
- Staff's personal political views should be left at home, not creep into programming.

- I would suggest promoting food pantry by announcing before every free class (reminding the patrons they are getting a free class) a small donation to the pantry would be appreciated.

66.6% of people provided positive feedback. Comments included:

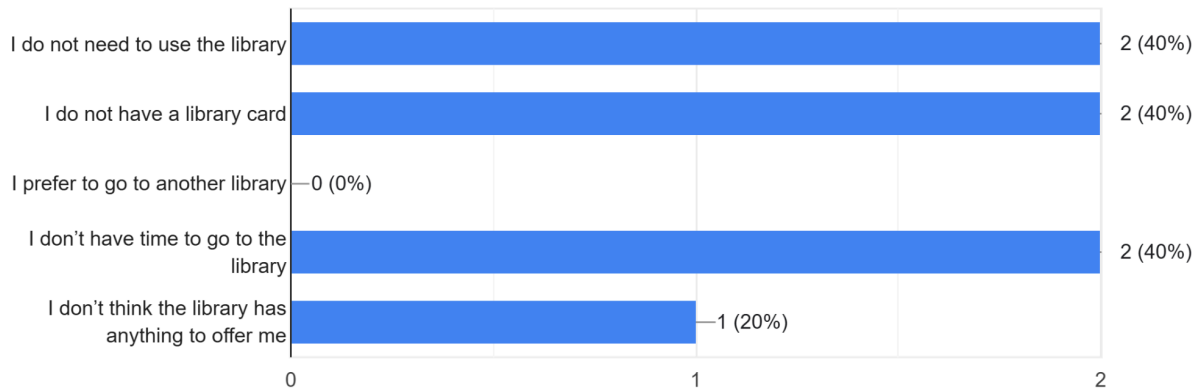
- You are doing an amazing job!!! Thank you!!
 - The free book carts are super fun for us to stop at. Thanks! Love the pantry & refrigerator too. Nice opportunity to share with others & I've picked up some bread myself! Thanks!
 - The library is at the core of our community, and we are really lucky to have it! The programming overall is phenomenal, and appreciate all that the staff provides to all patrons
 - We love the library!!!! Thank you for all you do!!!!
 - Courtney Tsahalís has assembled a top notch staff!
 - I'm very impressed by the services provided by a small town library.
 - Courtney and her team are such an asset to Millbrook
 - You guys are doing a fabulous job
 - Thank you for all that you do! Seriously. We love Millbrook library.
 - I'm very grateful for the Millbrook Library.
 - I just want to emphasize my enthusiastic support for the library.
 - Staff is very very helpful.
 - Millbrook library is an absolute gem
 - I think the community food exchange are great sharing opportunity. Thank you for all the years I have used this library
 - The community will answer any clear call to action the library puts out. ASK AND YOU SHALL RECEIVE
 - You all are amazing and do such wonderful work. We love the Millbrook Library!
 - Just that I am very grateful for such a wonderful library!
 - Great Library, great staff. You're a jewel in Millbrook's crown.
-

Why haven't you used the library in the past 3 years? Check all that apply.

(n=5)

Why haven't you used the library in the past 3 years? Check all that apply.

5 responses



There were **5** responses from people who had not used the library in the past 3 years. Of those, **2** people said they do not need to use the library, **2** said they didn't have a library card, and **2** said they don't have time. **1** person said they don't think the library has anything to offer them, and no one said it was because they prefer to go to another library.

When asked what could help them use the library more frequently, comments included:

- Not sure
- Doing my research online
- Another weeknight?