Seymour Library Community Survey

Data Collected August 20, 2026 to September 30, 2026

Executive Summary

Based on **346 submissions**, Seymour Library received positive feedback, especially for its staff, children's services, programs, and welcoming atmosphere. The strongest opportunities involve improving space, expanding resources, and making services more accessible to different schedules and user groups.

Top Takeaways

1. **Overall satisfaction is very high.**
   Respondents consistently praised customer service, facilities, safety, and the overall library experience. Staff are frequently described as friendly, knowledgeable, and helpful.
2. **Children's services are a major strength and a priority for continued investment.**
   Families value the children's collection, programs, displays, and welcoming environment. Recurring requests include more toddler and preschool programming, additional seating and activity space, improved toys or interactive areas, and more family gathering spaces.
3. **The library is valued as both a traditional resource and a community hub.**
   Books and print materials remain central, while digital resources such as Libby are also widely used. Respondents want more adult programming, meeting and work spaces, improved technology, expanded audiobooks, better computers, and easier-to-use online services.

Broader Trends

Trend	Description
Strong loyalty and frequent use	Many respondents have had library cards for 10 or more years and visit weekly, biweekly, or monthly.
The physical library remains important	Patrons use it for borrowing materials, attending programs, studying, accessing computers, spending time with children, and finding a quiet, welcoming environment.

Trend	Description
Demand for expanded programming	Comments call for more adult programs, toddler activities, tween programming, homeschool support, hands-on learning, and community events.
Space improvements are a recurring theme	Users want more comfortable seating, children's gathering areas, study and collaboration spaces, improved computers, better organization, and more flexible hours.
Digital resources are valuable but unevenly understood	Libby, e-books, and audiobooks are popular, but some respondents find online services confusing or are unaware of available resources.

Overall Implication

Seymour Library has a strong foundation of trust and satisfaction. The most promising priorities are to:

1. Build on the strengths of staff and children's services.
2. Create more comfortable, flexible, multipurpose spaces.
3. Expand programming and outreach for adults, families, and users with nontraditional schedules.
4. Improve digital access, communication, and promotion.
5. Address practical needs such as hours, computers, seating, collection organization, and technology reliability.