SEYMOUR LIBRARY

2026 Community Survey

Results and Findings

Survey submissions: 346 | Responses Collected August 20, 2026-September 30, 2026

RESULTS • NOVEMBER 2026

Executive summary

346

survey submissions

Broad community input

96%

Excellent / Good overall

342 of 354 substantive ratings

86%

Prioritize Children's/Youth

Very or somewhat important

92%

feel safe all the time

318 of 354 substantive responses

What stands out

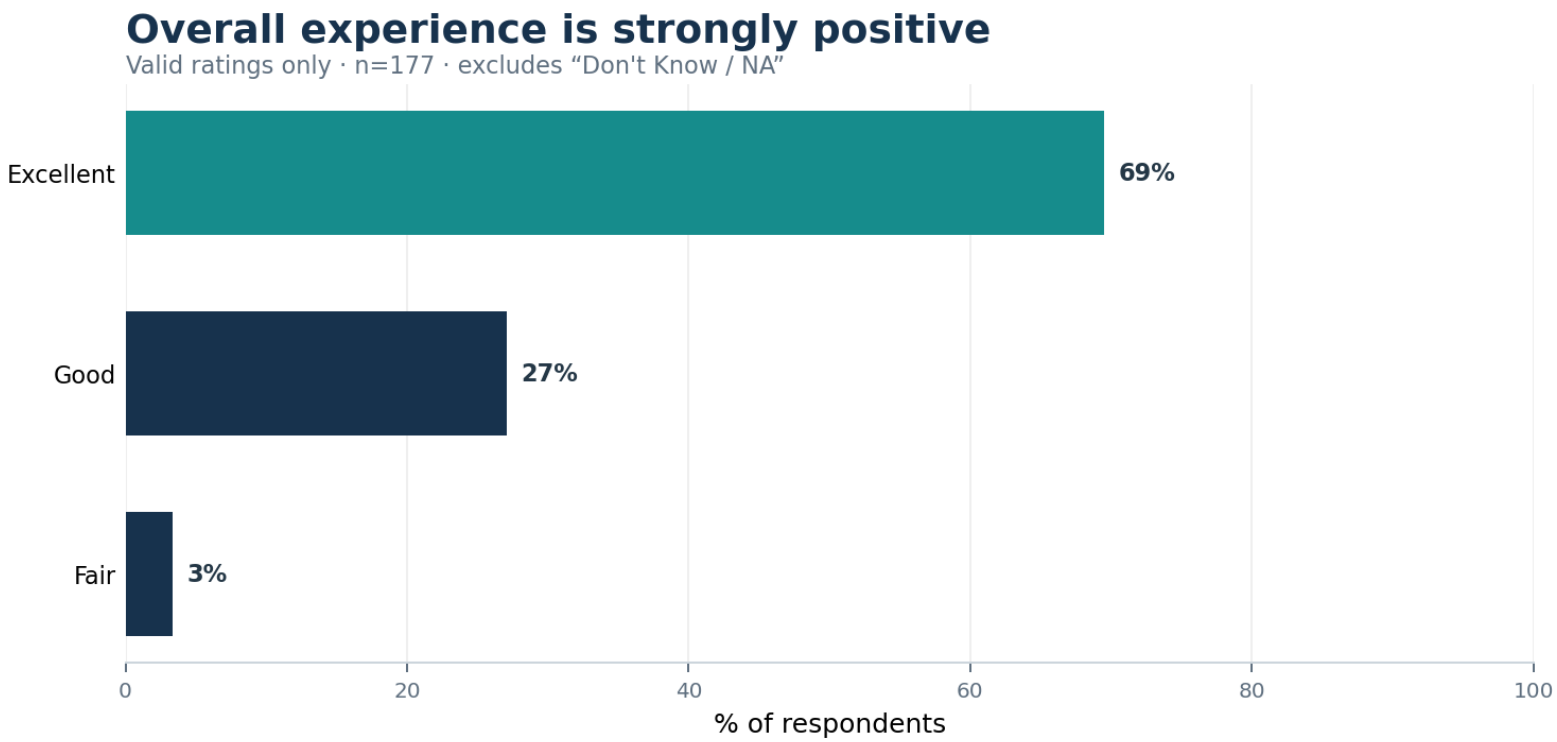
Respondents report strong satisfaction, particularly with staff, safety and the overall experience.

Children and youth programming is the clearest stated program priority.

Books/print materials, digital resources and meeting spaces recur in requests for expanded resources.

Improvement comments point to the Children's Room, work/study areas and meeting spaces.

Overall satisfaction



TAKEAWAYS

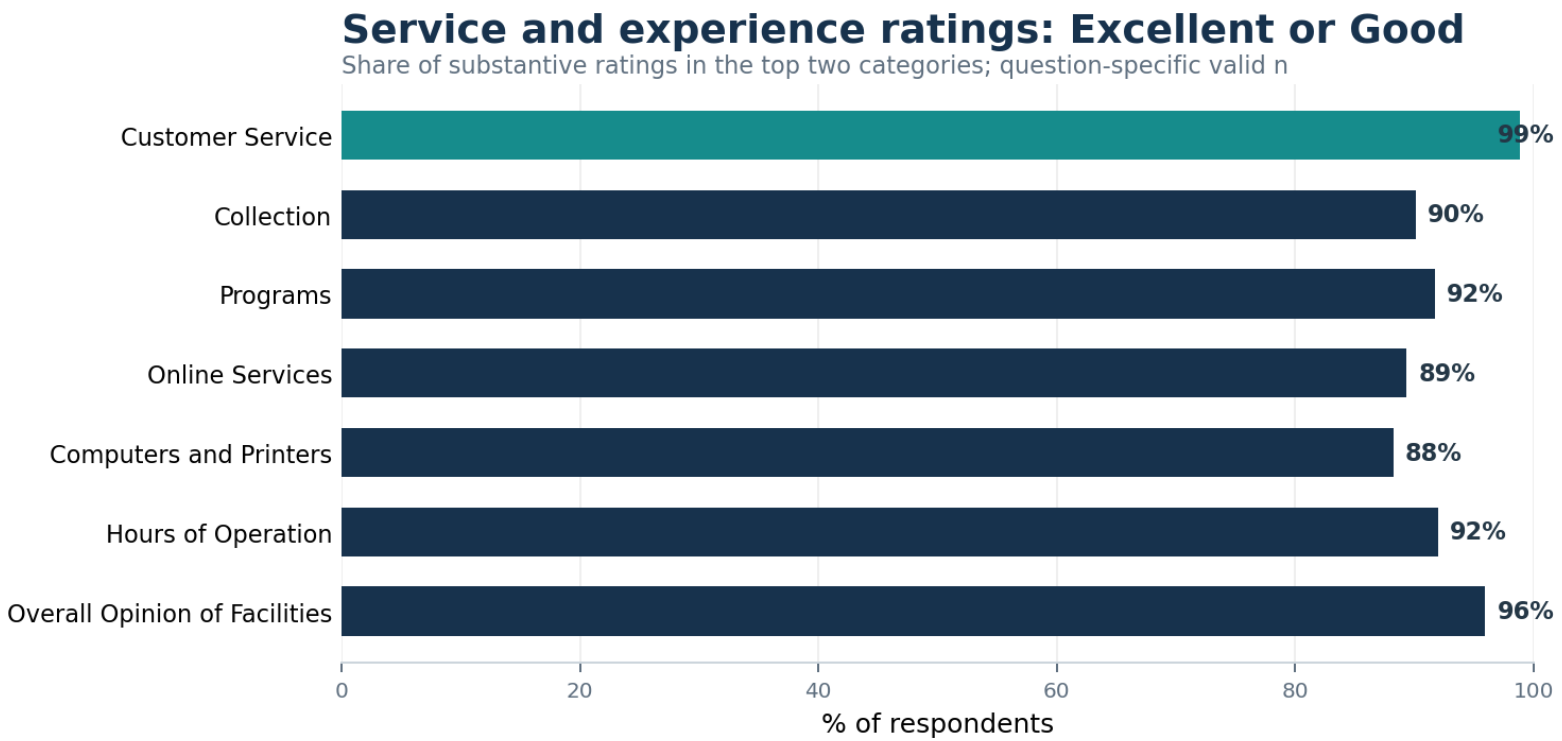
171 of 180 substantive respondents rated the Library Excellent or Good (95%).

Excellent is the largest single rating category.

Only a small share selected Fair or Poor.

Service ratings across key dimensions

Excellent + Good as a share of substantive ratings



TAKEAWAYS

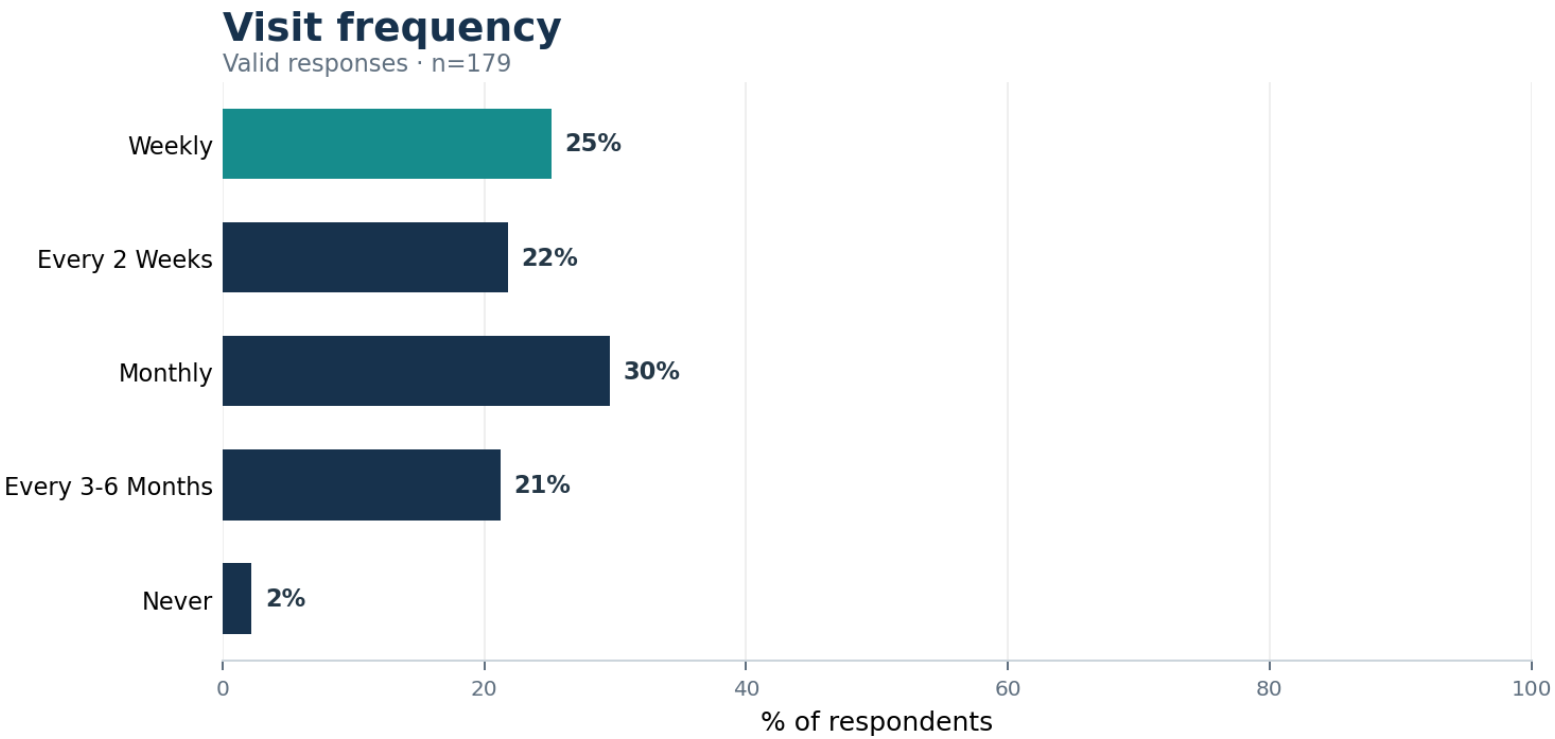
Customer service is a clear strength.

Collection, programs, hours and facilities also receive strong top-two ratings.

Computers/printers and online services have higher non-response / “Don't Know” levels; interpret those scores with their smaller valid bases.

How frequently respondents visit

Frequency among respondents who answered the question



TAKEAWAYS

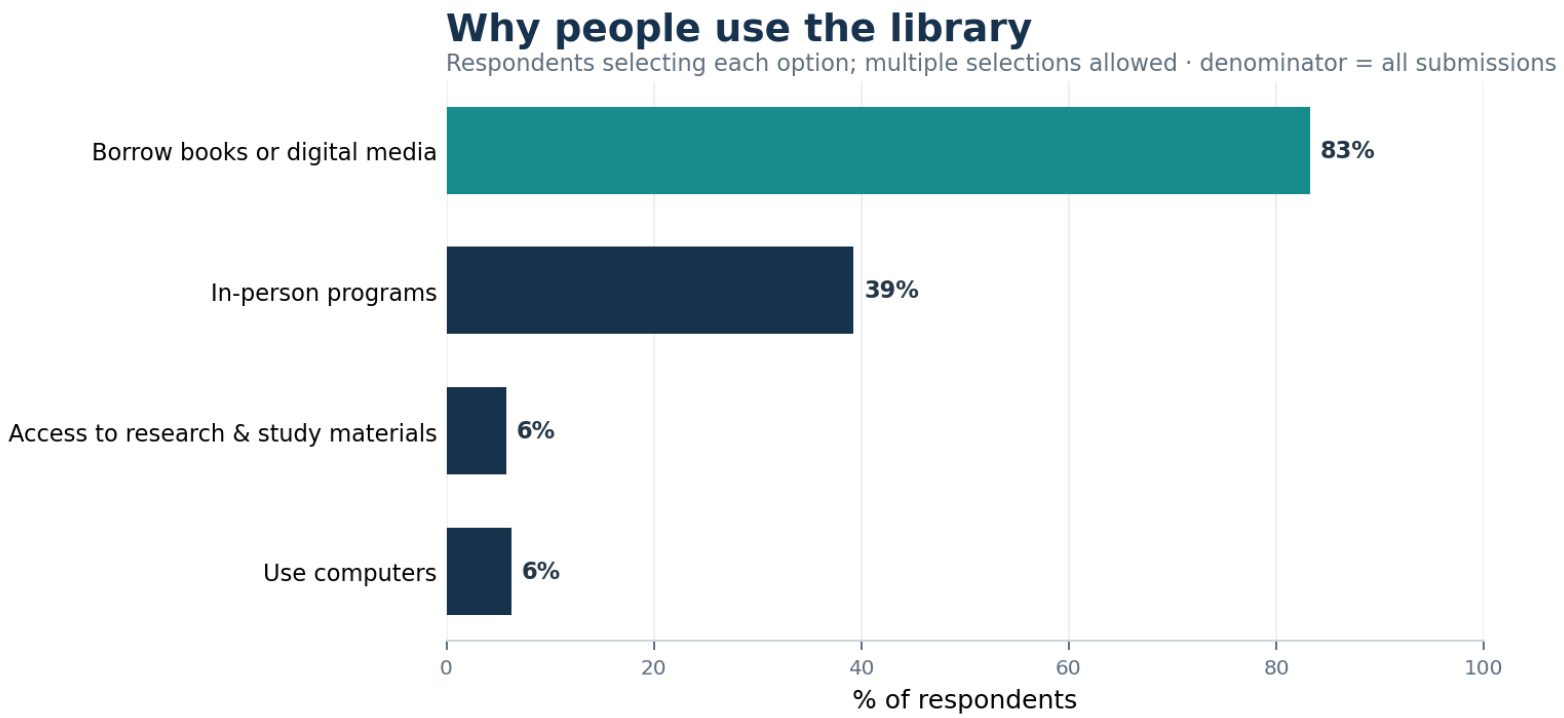
Weekly, every two weeks and monthly visits together account for most respondents.

A sizeable segment visits every 3–6 months, indicating opportunity to deepen engagement.

Only four respondents selected Never.

Seymour Library, Community Usage

Multi-select question; percentages are of all 364 submissions



TAKEAWAYS

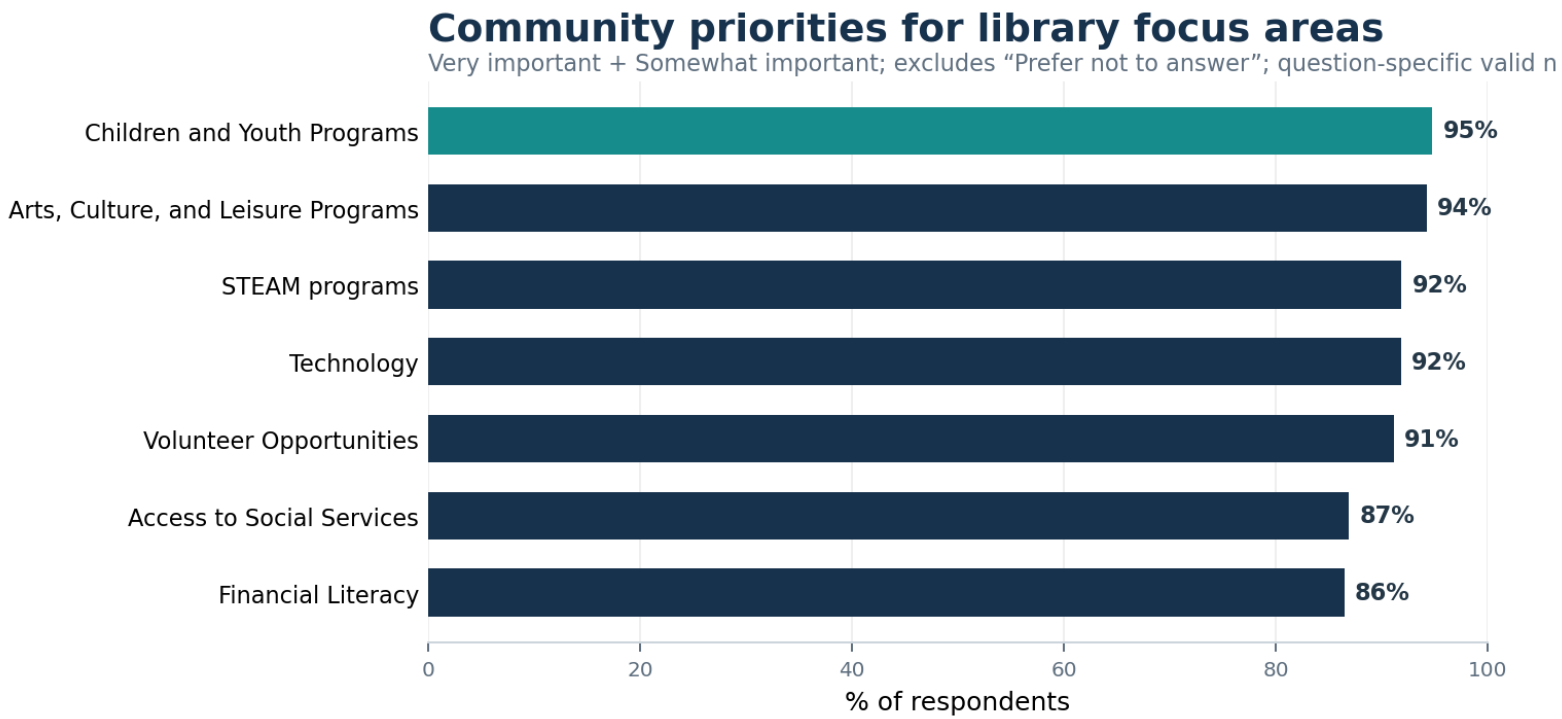
Borrowing books and digital media is the leading reason for visiting.

In-person programs are also a major driver, often selected alongside borrowing.

The combined pattern reinforces the Library's dual role as a collection provider and community/program space.

Community priorities for library focus

Very important + Somewhat important; valid responses by question



BOARD TAKEAWAYS

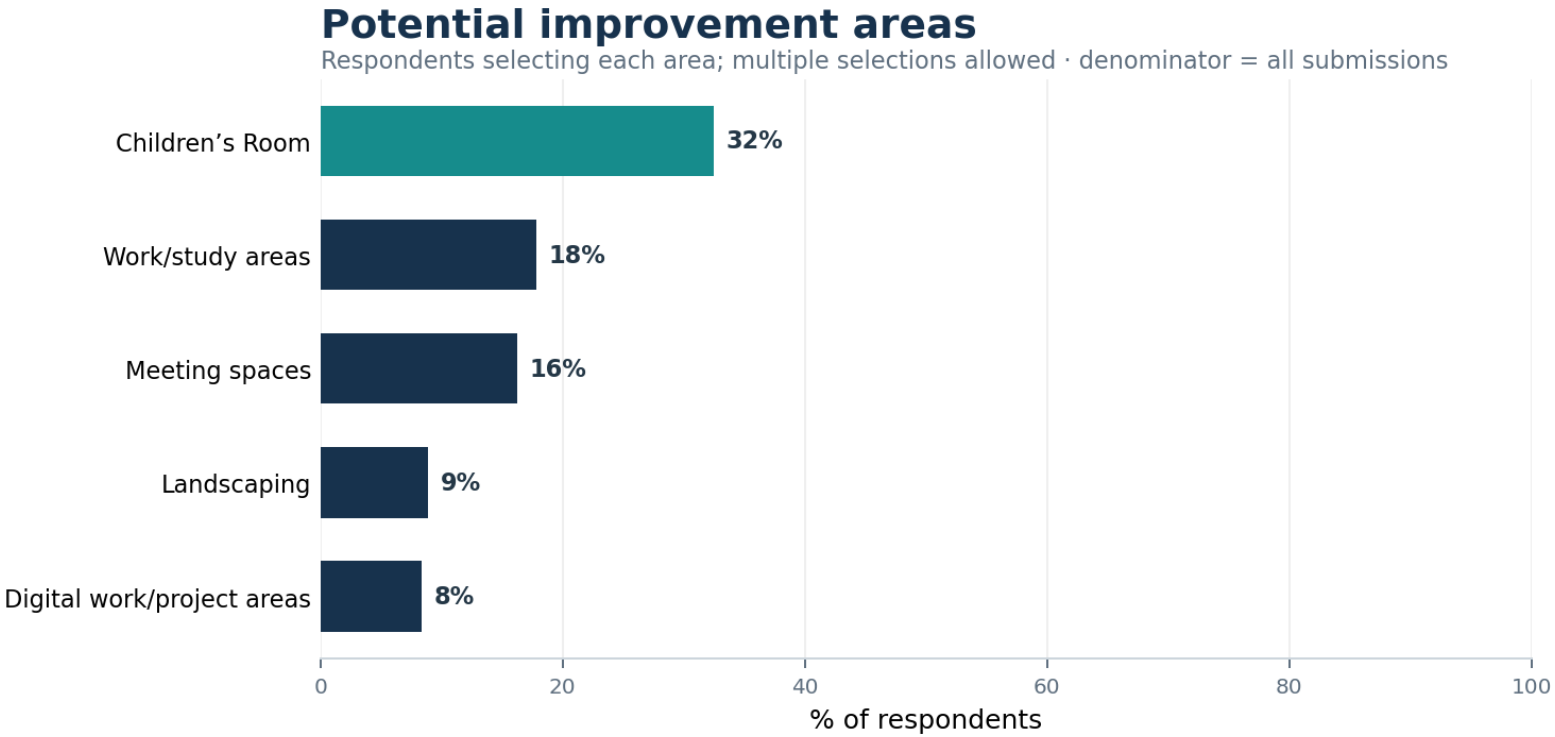
Children and youth programs rank highest by a substantial margin.

STEAM, arts/culture/leisure and technology also attract strong support.

Financial literacy and social-service access receive meaningful support, but with more mixed ratings.

Where respondents see improvement opportunities

Multi-select question; percentages are of all 346 submissions



TAKEAWAYS

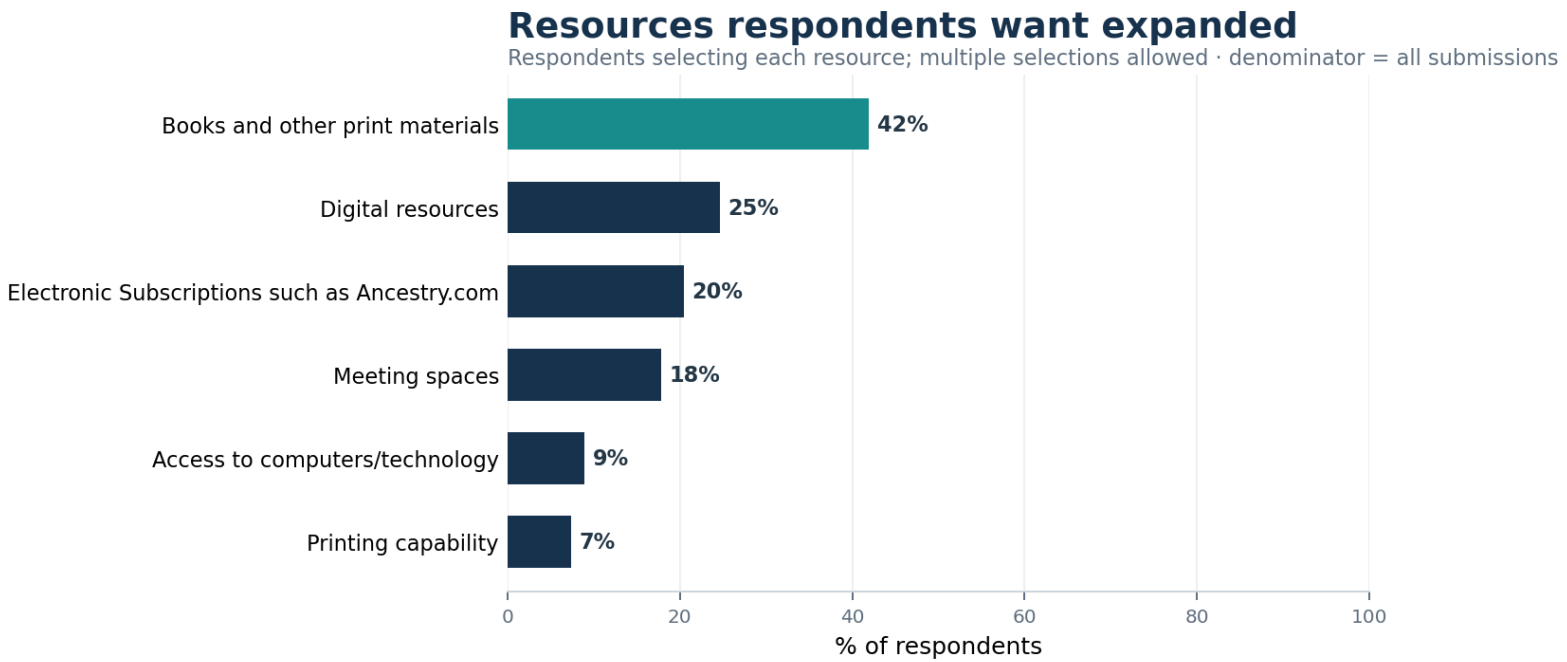
The Children's Room is the most frequently selected improvement area.

Work/study areas and meeting spaces are recurring priorities.

These results are directional preferences—not a capital project mandate or facility assessment.

Resources respondents want expanded

Multi-select question; percentages are of all 364 submissions



TAKEAWAYS

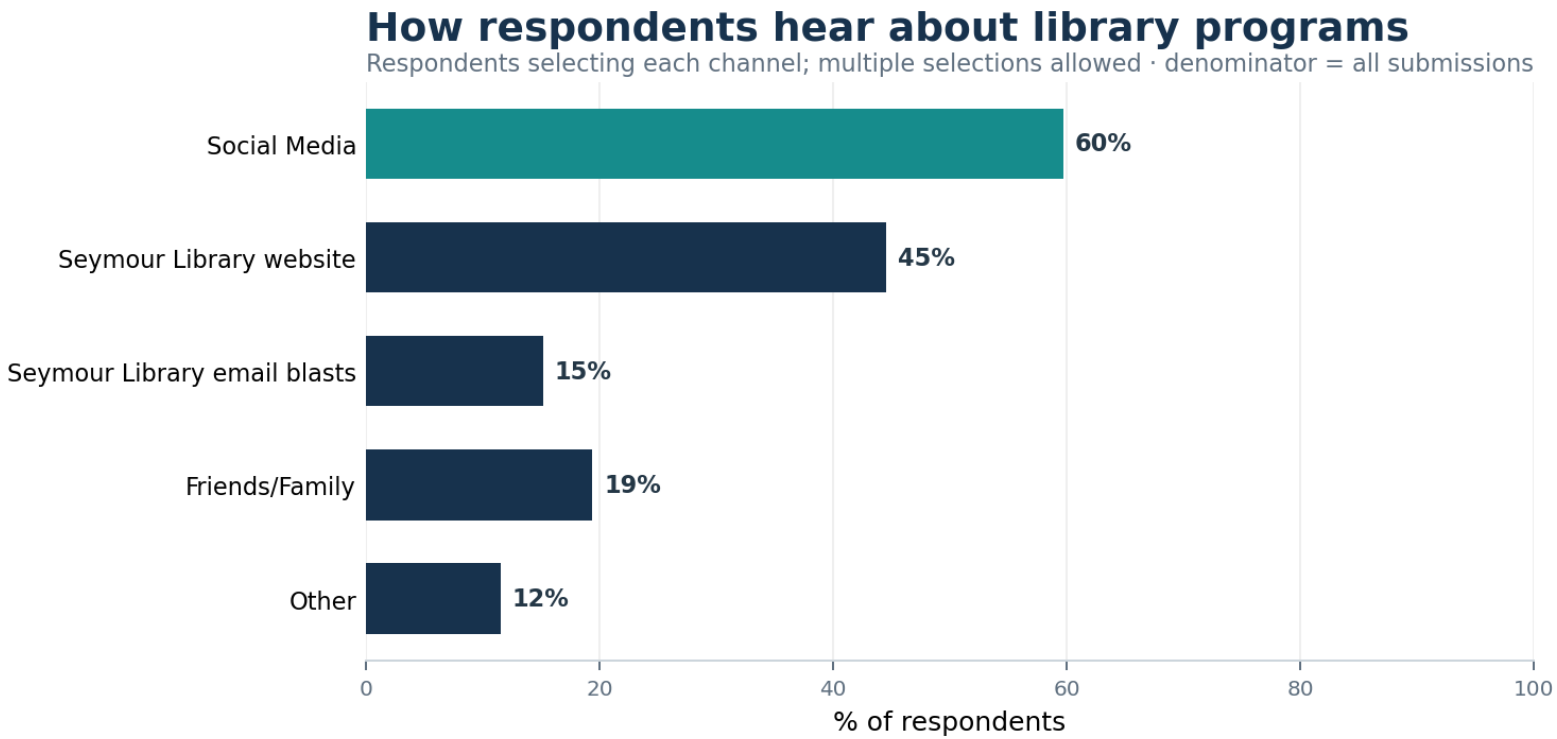
Books and other print materials lead the list.

Digital resources and electronic subscriptions are also recurring needs.

Meeting spaces appear in both resource and facility-improvement responses.

How respondents hear about services

Multi-select question; percentages are of all 346 submissions



TAKEAWAYS

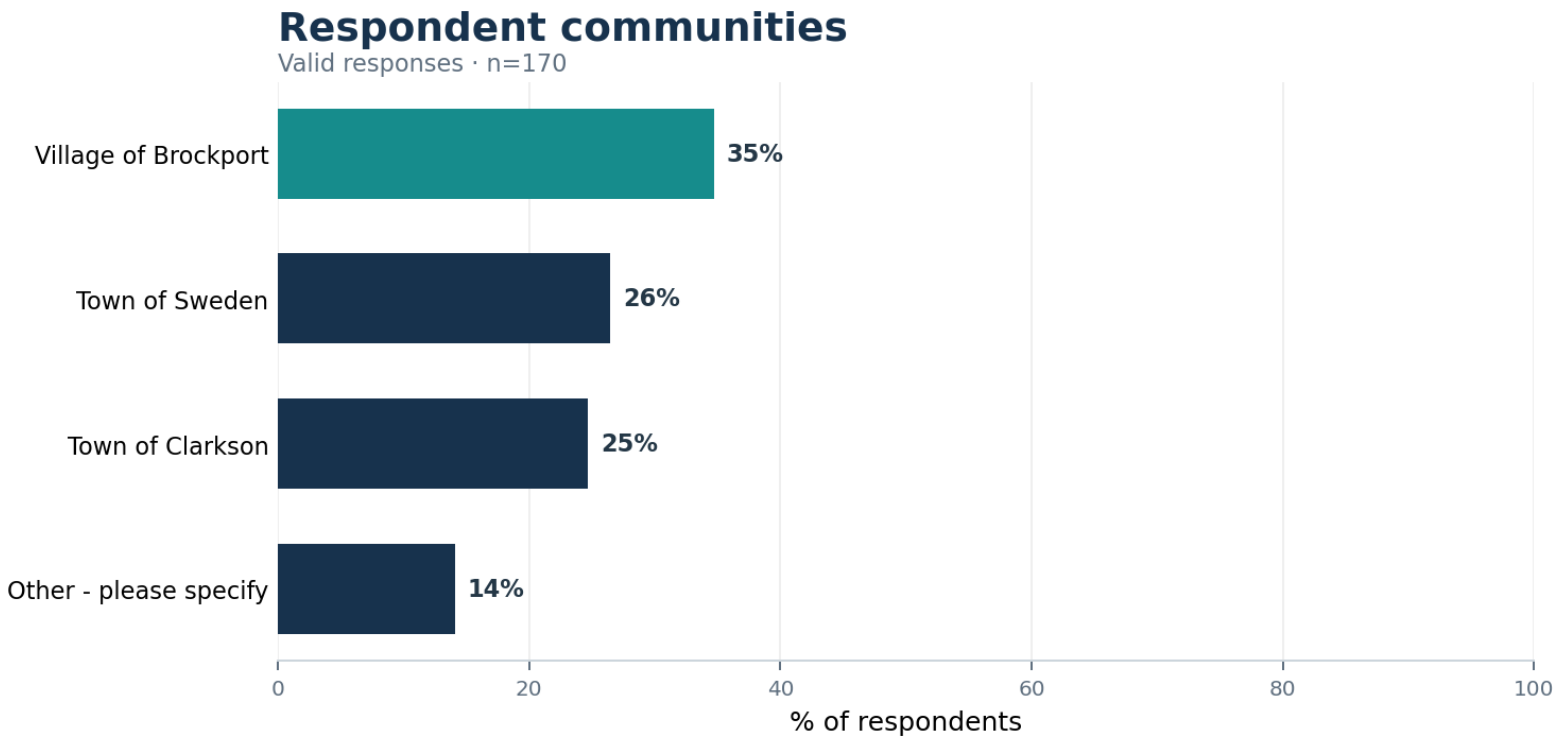
Social media is the most frequently selected channel.

The Library website is also a key information source.

A coordinated approach across social, web and email is likely stronger than relying on one channel.

Who responded: community representation

Valid community responses; excludes “Prefer not to answer”



TAKEAWAYS

Responses came from Brockport, Sweden, Clarkson and other communities.

The largest groups were Village of Brockport, Town of Sweden and Town of Clarkson.

Use respondent mix as context; it is not a statistically weighted population sample.

Determining Results and Future Planning

HOW PERCENTAGES ARE CALCULATED

Total survey submissions: 346.

Single-choice charts use the valid responses to that question; “Prefer not to answer” is excluded where noted.

Rating charts exclude “Don't Know / NA” from the substantive rating.

Multi-select charts count each respondent once per option; percentages use all 346 submissions and can total more than 100%.

MOVING FORWARD

How should the Library balance continued investment in collections with program and community-space needs?

What low-cost service or communication changes could address the recurring requests?

Which facility needs warrant further assessment, scoping and cost estimates?

How can future surveys broaden participation and track change over time?