

Education/Lifelong Learning Immediate Survey

163 survey responses

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|---|--|
| How did patrons learn about our programs? | Because of our programs: |
| Library website 28% | 92% learned something that was helpful |
| Social Media 15% | 88% felt more confident about what they learned |
| Signs/flyers in library 27% | 87% intend to apply what they learned |
| Newspaper 2% | 84% were more aware of resources provided by the library |
| Library newsletter 5% | |
| Online ad 2% | |
| Library staff 2% | |
| Word of mouth 7% | |
| Don't know 1% | |
| Other 11% | |

What did patrons like most about our Education/Lifelong Learning programs?

Word cloud



What patrons want us to improve upon:

More classes and programs, better advertisement/emails about upcoming classes, more food/drinks, move knitting out of cafe, suggested reading and websites related to the class, classes at different levels, free parking, class on eating for those with diabetes, record classes, host one program a day (cooking class followed by diabetes class)

37 survey responses

What patrons like most about our Digital Learning programs:



More classes, longer classes, handouts/slides before class,
continue Internet Safety class, free parking, a class on specific apps

Civic/Community Engagement Immediate Survey

4 survey responses

How did patrons learn about our programs?

Library website 25%

Social Media 0%

Signs/flyers in library 0%

Newspaper 0%

Library newsletter 0%

Online ad 0%

Library staff 0%

Word of mouth 25%

Don't know 0%

Other 25%

Because of our programs:

75% were more aware of issues in their community

75% felt more confident about becoming involved in their community

75% intend to become more engaged in their community

0% were more aware of resources provided by the library

What patrons like most about our Civic/Community Engagement programs:



What patrons want us to improve upon:

Better publicity

Job Skills Immediate Survey

9 survey responses

How did patrons learn about our programs?

Library website 22%

Social Media 11%

Signs/flyers in library 11%

Newspaper 0%

Library newsletter 11%

Online ad 0%

Library staff 34%

Word of mouth 0%

Don't know 0%

Other 11%

Because of our programs:

100% were more knowledgeable about the job search process

89% felt more confident about the job search process

100% will use what you learned today in the job search process

100% were more aware of resources provided by the library

What patrons like most about our Job Skills programs:



What patrons want us to improve upon:

Website referrals, hands on help, practice interviews, cover letter class

Digital Learning Follow-Up Survey

2 survey responses Computer and Internet for Beginners

Patron completed a task they could not do or could not do as well before:

- I had no skills when started how I get work the computer
- Yes: I have all explanation for any questions what I have.

Patron used the digital skill(s) they learned to do something new or different:

- Yes: I know how to do it. Which I never knew.
- Yes: All program in this class give something new which I didn't know before I began to study.

As a result of participating in this program/service, patron checked out a book, attended another program, or used another library service or resource:

- Yes: I enjoy and I did learn.
- Yes: Information was interesting and very helpful.

What did the patron like most about this program or service?

- The way they explain and answer the question.
- I have no complaints at all only one word thankful.

What could the library do to help the patron continue to learn more?

- 1/2 longer.
- Yes! No doubt!

Surveyed Classes and Programs:

Education/Lifelong Learning programs:

20-30 Somethings Worcester Living Meetup, A Musical Taste of Irish Culture, Basic Drawing Class with Helen Downey, Basic Hand Sewing, Breakfast Smoothies that Taste Like Dessert with Colin McCullough, Fascinators and Tea! Celebrate the Royal Wedding, Fresh Whole-Food Soups with Colin McCullough, Guided Relaxation, History Unfolded: A Holocaust Remembrance Day Program, Home Buying Seminar, Knitting Circle, Making Healthy Food Choices for People Living with Diabetes, Money Matters, Stop Lecturing and Start Living! Author Event with Vicki Hoefle, Tea Party Appetizers with Chef Kim Youkstetter

Digital Learning programs:

An Introduction to the Family History Library and familysearch.org, Computer & Internet for Beginners, Cryptoparty, Digital Organization for Genealogists, Next Steps: Intermediate Internet Security, Online Travel Planning, The Amazing Things You Can Do With A Google Account

Civic/Community Engagement programs:

Hacking FOIA: Learn How to Open Government with Public Records

Job Skills programs:

Resume Workout!

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