

71 survey responses

More cooking classes, author talks; class on platforms like Crowdcast; programs on: social issues, movies with cultural influence, learn Italian, travel; post relevant links in Zoom chat during program; more time during workshops, workshops with a focus on a style of writing

Digital Learning Immediate Survey

5 survey responses

How did patrons learn about our programs?

Library website 40%

Social Media 0%

Signs/flyers in library 20%

Newspaper 0%

Library newsletter 0%

Online ad 0%

Library staff 0%

Word of mouth 20%

Don't know 0%

Other 20%

Because of our programs:

100% felt more knowledgeable about using digital resources

100% felt more confident when using digital resources

100% intend to apply what they learned

100% were more aware of resources provided by the library

What patrons like most about our Digital Learning programs:



What patrons want us to improve upon:

Less work in Python class; more one-on-one time with librarian

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 50%
Online ad 0%
Library staff 25%
Word of mouth 0%
Don't know 0%
Other 0%

Because of our programs:

100% were more aware of issues in their community
100% felt more confident about becoming involved in their community
100% intend to become more engaged in their community
100% 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:

More programs/behind the scenes with WAM and other cultural institutions (i.e. Ecotarium)

Health Immediate Survey

18 survey responses

How did patrons learn about our programs?

Library website 39%

Social Media 22%

Signs/flyers in library 0%

Newspaper 0%

Library newsletter 11%

Online ad 0%

Library staff 10%

Word of mouth 11%

Don't know 0%

Other 17%

Because of our programs:

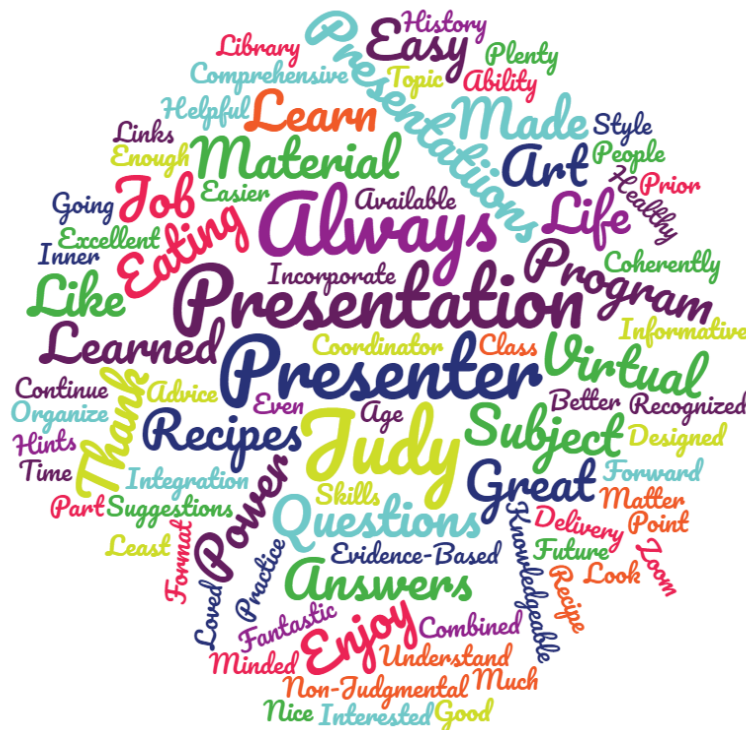
100% felt more knowledgeable about the health topic presented

100% felt more confident about taking care of their or their family's health

100% intend to apply what they learned to adopt or maintain a healthier lifestyle

82% were more aware of health-related resources and services provided by the library

What patrons like most about our Health programs:



What patrons want us to improve upon:

More nutrition classes; larger slides on handout

Book Club Immediate Survey

3 survey responses

How did patrons learn about our programs?

Library website 0%
Social Media 33%
Signs/flyers in library 0%
Newspaper 0%
Library newsletter 67%
Online ad 0%
Library staff 0%
Word of mouth 0%
Don't know 0%
Other 0%

Because of our programs:

100% learned something new from what they read or experienced
100% enjoy reading more
100% read more often
100% want to use the library more often

What patrons like most about our Book Club programs:



What patrons want us to improve upon:

n/a

Surveyed Classes and Programs:

Education/Lifelong Learning programs:

Knitting Circle; Personal Investing with Morningstar; Healthy, Whole-Food Indian Restaurant-Style Curries with Colin McCullough; True Stories from Food: A Virtual Writing Workshop with Grace Talusan; Virtual Author Talk with Dr. Frederick Gooding Jr.; Peace of Mind Meditation with Soni Sayana: Inner Peace; American Sign Language Basics; Boring Dinner Do-over with Chef Kim; Sisters Outsider: A Virtual Panel of Black Women Creating Poetry; Poets of Worcester Present: A Writing Workshop with Worcester's Poets Laureate; Virtual Author Talk with Hala Alyan: The Arsonists' City; Poetry Writing Workshop with Susan Roney-O'Brien: Syllabics from Basho to Yeats and Beyond; The New Normal New England Road Trip with Ted Reinstein; A Light Breeze from Kerry: A Virtual Poetry Reading with Curt Curtin; Books to Big Screen Discussion Club; Spring Cleaning and Organization Workshop with Jenna Elliot;

Digital Learning programs:

Introduction to Coding: Python for Beginners; One-on-One with Librarian

Civic/Community Engagement programs:

The Art of Worcester: A Virtual Tour with the Worcester Art Museum

Health programs:

Peace of Mind Meditation with Soni Sayana: Inner Peace; Peace of Mind Meditation with Soni Sayana: Inner Resilience; The Mediterranean Diet: Nutrition Class with Judy Palken; Nutrition as We Grow Older and Wiser: Nutrition Class with Judy Palken; The Timing of Our Calories: Nutrition Class with Judy Palken

Book Clubs:

Great American Read

Preferences on In-Person Programs vs. Virtual Programs:

Do you prefer virtual or in-person programs and services? Why?

In-person - 10

Virtual - 19

Both - 15

What patrons like most (broken down by survey):

Education/Lifelong Learning Responses - What did you like most about the program?

- Group involvement
- Excellent- Thank you
- fantastic information jam packed and I loved having the handouts
- Learned a lot about different spices and how to put them together. Definitely want to put what I learned today to practical use!
- I really enjoy the class. I was so soulful! Please do more creative writing classes!
- I liked that Grace led us through some writing exercises by giving us simple instructions. Each writing exercise built off of the previous one. Her guidance generated a lot of thoughts that were easily put into words. She made the writing process less intimidating and offered appreciation and not criticism of what people wrote.
- I really enjoyed that the program was short and sweet but I gained so much out of just this 1 hour.
- Dr. Gooding's presentation. It gave a good history of the Oscars and was thought provoking. He have a lot of information to digest and to continue to think about. His analogy at the end with the train vs. modern locomotive really summed up the points he discussed. My takeaway was that racism is being more streamlined into society everywhere so intensely you don't even realize it's happening.
- "Dr. G was a great presenter great style used humor topic was largely new to me learned a lot -This was great topic. it's a lovely spring day so I suspect that's why not so many attended. I hope it will be on library website."
- The presenter is knowledgeable and presented very well.
- "The written slides, the sense of humor and the actual practice of mindfulness"
- It's off to a good start- I look forward to learning some new strategies.
- Guided and with a little humor. Will attend next week for sure. Thank you!!!
- Instructor was very helpful and encouraging. The practice sheets we printed out were helpful. The ASL word search was a real challenge but fun. There were instructions to connect on line for other resources for learning ASL which helped to practice and try new things.
- Attended the ASL Basic series and loved it! I've always wanted to learn and the very little that I do know was from library books. Theresa is/was amazing!!! Very interactive and learned new signs. Attending these weekly sessions has been a highlight to my Wednesday nights haha. Glad this has become available.
- Fun instructor class participation lots of interaction in sign.
- I liked that I'm able to learn more about things that may seem simple
- I liked learning the sentence structure and vocabulary for ASL! I also enjoyed how everyone always celebrated everyone's success. It was educational while also an uplifting class.
- "the way it was conducted made it easy to participate instructor was enthusiastic and terrific"
- I like that Chef Kim shares so much practical information lots of tips and do's and don'ts. Especially with mushrooms in today's class. She really strives for the class to understand her methods of prep and cooking.

- The poetry delivered by the amazing artist was set in real-world perspectives. The readings were powerful insightful and at times uncomfortably honest. I would support this effort again and cannot wait to share this experience with other artist.
- I liked experiencing the different black artists sharing their work and being able to ask questions.
- It was a great program. Strong poets with poems from the heart. I had an emergency hospital call during the program so I missed half of it.
- "I LOVED LOVED LOVED the fact that there were Strong Passionate Voices Of Color- (which is almost unheard of these days)-that were so rich profound and BAD-ASS POWERFUL!! Here's Hoping There Will Be MORE PROGRAMMING LIKE This to come in the VERY NEAR Future !!(All the poets were TERRIFIC-(but that Tina E . Gaffney woman ? Simply put- she was RIVETING !!"
- "Wow- powerful words and thoughts tonight on the zoom poetry-Thank you to everyone who contributed. I also got to see the busy WPL schedule of events."
- Such heart felt poems tough topics and feelings good to listen and learn
- The powerful personal expressions.
- The variety of poetry I heard.
- "This program was wonderful-so uplifting. I was very impressed with both poets laureate. Their poems are inspirational because they have such creative takes on everyday experiences and events that we all experience. I would like to congratulate Amina for her great accomplishment. She was a student at the high school where I taught. Her description of events that she shared with her mother was especially touching. It reminded me of my mother and the many shopping events that we shared. And her thoughts about Kelly Square were amazing. If there is any way that you can pass my thoughts and well wishes to Amina I will be grateful.
- As a teacher I realize how lucky WPS students were to have Juan Matos as a teacher. His poetry is inspiring and introduces us to a world in which anything is possible.
- I also liked the prompt to write about impressions of Worcester-gave me so much to think about and talk about with my family."
- Thank you so much-she was a fantastic presenter and I loved her empathy and her encouragement of the person who was writing a novel!
- Hala was wonderful as was your Worcester Library presenter - great questions! Loved that they talked about living in Maine. I learned about issues of immigration Palestinian history writing....had been looking for books about Palestinian history and culture. I feel so enriched by this presentation....looking forward to reading Hala's writing! Thank you so much for this program. GREAT JOB Worcester Public Library!
- "The author was wonderful and happy that the library expanded their diversity of authors that reflects its population. Thank you Virtual event was lightly structured and the library allowed audience to participate."
- Author gave a dynamic talk about her work and expanded upon its themes.
- Hala was so open.
- This was a fantastic book event. Thank you so much!
- The writing prompts were helpful in the creative process.
- The prompts!
- I liked hearing/seeing the prompts and trying to write something in the 7 minutes afterward. It gave me some starting drafts for things to chew on. While it was nice to see multiple faces it

would be nice to see the current reader/speaker full screen but maybe that was just my own technological ineptitude.

- Hearing the authors read their poems.
- I enjoyed the prompts a lot. I think they were thoughtful and made me think about new perspectives.
- Being able to share poetry with each other
- Books shared and shown by Amy
- That I knew all about the library's holdings.
- Susan skillfully taught a whole lot of information in a very short time.
- It drew my attention to syllabics of poetry and offered an interesting selection of poems displaying a various forms.
- The instructor did a lot of preparation and I appreciated receiving some of the material prior to the workshop. It was great to interact with other poets.
- Listening to poetry read out loud both from known poets and students in the class
- The multiple opportunities to write and to hear other poets' work written with the same time constraints and form limitations. The brief form structures helped to take the pressure off creating a "full blown" piece of work.
- the pace was very good enough time allowed for all goals
- It's great to spend time with other poets and hear their thoughts and voices. And I always learn something new about poetry that I can use immediately.
- Example selection
- The low key style.
- I liked the anecdotal stories that Ted shared about each destination he talked about. His slides were great just enough to enhance his storytelling. He gave great recommendations for affordable road trips.
- Really wonderful presentation about travel in New England that came across well on zoom. Plenty of info but not overwhelming - makes you want to find out more. The presenter had a great sense of humor. Well pace. Fun and entertaining. Especially good that it was first hand info and down to earth. Not esoteric. Glad that he did the "where to eat" stuff during a lunch time presentation. Now i am ready to go out to a diner -haha
- The most interesting site he covered in the program. I would love to visit all of them.
- Loved all Ted's stories about places I hadn't heard of before.
- very informative and fun
- It was very thoughtfully arranged the poems were beautiful and so eloquently and gently read and they did convey great images of Boston Irish life of many decades ago especially Irish love of singing and dancing and family togetherness. Thanks to all for a beautiful presentation.
- the enthusiasm of Tara and Olivia for the material and the group's interests.
- "I like the suggestions the Jenna provided and how she broke it down into something more manageable. It was also nice to know that others struggle with the small challenges I have of saving things. I took a lot of notes and feel more motivated to tackle my piles of stuff!! Thank you Jenna!! :) FYI - if others express interest in a support group from this class- I would definitely be interested (Renee)"
- Inspiration to tidy up. The other participants who face the same same challenges.

- Hearing from an expert about proven simple steps to take for decluttering. Progress not perfection.
- Basics tips. Friendly atmosphere.
- The simplicity of the project of cleaning and organizing.
- I liked how informative it was

Digital Learning Responses - What did you like most about the program?

- Ms. Friedenthal was very helpful and gave very good and thorough feedback.
- "Melody put her heart into it and wanted to teach us or at the very least expose us to as many concepts as she could in the course of the last 6 weeks. The manual she has put together will be very handy and an excellent stepping stone into Python proficiency as she has compiled knowledge from multiple resources in a simple understandable way. I want to commend her for this labor of love. At no point in this class did it feel like the quality or focus of the class was diluted by the fact that it was free to take."
- Melody was very patient and did an excellent job teaching us.
- It was a great insight in the world of coding individual one on one time to ask my specific questions

Civic/Community Engagement Survey Responses -What did you like most about the program?

- The collaboration of wpl & wam
- Really interesting facts about Worcester. I especially liked the book recommendations at the end.
- Knowledge & enthusiasm of the presenter
- Photos/painting of old Worcester

Health Survey Responses - What did you like most about the program?

- Like minded people and life skills. Learning to practice. Thank you so much!!
- The topic inner power interested me
- Having the power point made available prior or at least during the virtual webinar.
- I continue to enjoy Judy's presentations--she is very knowledgeable on the subject and does a great job presenting the material. I look forward to future presentations by her.
- "Excellent & informative & recipes- Great presentation. Thank you"
- As always Judy's easy going and non-judgmental presentation. She always has hints about how to incorporate all or part of the topic being presented into your life!!!
- Recipe suggestions
- I learned even more about healthy eating and loved the recipes and the links!
- Comprehensive presentation and I really liked the artwork very very nice!
- I learned a lot about eating better (and easier!) as we age. Very helpful!!
- Always enjoy Judy's programs.
- The presenter's ability to organize the class so that there was plenty of material from which we could learn combined with enough time for questions and answers.
- Judy always does a fantastic program
- Delivery style. The integration of art history into subject matter. Zoom format worked well.

- The presentation was coherently designed and easy to understand; the library coordinator did a good job making sure that questions were recognized and answered by the presenter.
- Evidence-based advice

Book Club Responses - What did you like most about the program/service?

- The opportunity to discuss a book I've read with others. It's exciting to hear and learn from each other.
- Exposure to reading something I might not have otherwise considered.
- First session coming up.

JM 6/5/2021