

# survey results:

## Comments from library users about the South End Branch

THE FRIENDS OF THE SOUTH END LIBRARY provided survey forms to find out what library users think about our branch of the Boston Public Library. What works? What could be better? Here are the responses.



### About the LIBRARY :

- Would like flowers inside / Arched windows  
Hours are good.
- Make it bigger / Bigger section for kids / More computers for kids / Audio tapes for adults and kids.
- Library is always neat and clean / I like the magazine rack / I like the neighborhood flyers.
- I would like more videos for adults and kids.
- There should be more computers to do homework at / There should be more places to read / More air-conditioning, too.
- Library is comfortable / Staff is fabulous.
- Post library hours more clearly / Use the upper rooms for age-specific activities.
- I would like to see a bigger space in the children's area for the kids to play in / Or maybe a teen center upstairs for teens to get together and discuss issues / It would also be nice to see paintings and bright colors in the library that will cause people to come in / The librarians are very helpful.
- Staff knows what people like to read.
- We need more room for the books.
- I would like it to be a better space so the library is more quiet for adults / Limit cell phone use or ask people to go outside to make or receive calls.

- Make the Children's Room more colorful / Put up more artwork by children / Make better labels and signs for children's books / We need more small tables for laptops / More plants inside / Staff is friendly and polite / We need more computers. I always have to wait.
- There could be more computers and more games to play / There needs to be more space in the library.
- Sunday opening and longer Saturday hours / Overall I love the library and am happy that it is here / Staff is generous/wonderful.
- I've been coming to the library for 12 years and seeing an improvement would be great. Especially for the kids at a younger age because it would be great to supply them a safe place to play.
- It might be better to open up later, especially on weekends, so kids don't have to wake up very early / More books, because the more books a library has, the better / Make more technology available.
- I would like technological equipment that people can borrow for a certain amount of time (one week, for example) / More textbooks.
- I love this library; it's a lot of friendly faces here and they all make me feel happy when I come in. This library I would not change a thing about who is here; they all are beautiful people.
- Now for the exterior of the library, yes you can make it bigger but do not take all the park; there are still people seem to sit there so you can have both without losing one.

### About the PARK :

- Would like more flowers / Vines on the fence (such as morning glories) / Rose bushes (keep them trimmed) / I like the idea about a patio next to the Library / Bring the benches back / Put planters on top of the pillars.
- I am never inside the park.
- The park looks like a "smoking sanctuary."
- The park could use more plants; some are too close together.
- Would like to see small and pretty bushes with color in the park / Flowers that last.
- Put the benches back in / More flowers.
- The park gives you a place to sit.
- What I would like to see is more benches.
- Potted plants and trellises with vines would soften the square lines of the building and make it more inviting.
- The park feels too dark in the early evening.
- The gardening along the sidewalk this summer was a huge improvement. Thanks.
- One of the things that should be fixed is the hard ground. It is cracked and not flat. Nicer benches would be nice. The park is definitely something that needs to be fixed.
- A few years ago, my guinea pig died and we buried him at this park. The librarians loved him.

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*Comments from South End Library users*

## About PROGRAMMING:

- I liked Halloween.
- I would like a place to watch videos for adults and kids / Put in a small movie screen.
- Teen movie night / Arts and crafts night / Programming related to South End history.
- The tutoring sessions are great and the computers are good to use.
- A class on memoir writing; experienced guidance would be most helpful. Each of us has a story, but how to set it down?
- I believe my library should have a program that encourages kids and teenagers to create peace. Stop the violence. Having a program like that in your local library would promote peace in their neighborhoods.
- I am already a member of the Thursday night book group and a frequent borrower.
- More events for kids, adults and teens.
- Movie nights and other events for teens and others at night to keep kids from getting into trouble at night.

## Other WISHES:

- Outdoor market
- Food vendor
- Cafe



## *The Friends of the South End Library*

THE FRIENDS OF THE SOUTH END LIBRARY is an organization dedicated to the maintenance and improvement of the South End Library and adjoining Library Park. Members consist of an ever-growing group of South End residents who care deeply about the usage of the park and, with the Boston Parks Department, work hard to help maintain its beauty and cleanliness for everyone's benefit. We collaborate closely with the Boston Public Library to enhance library services and improve access for all South End residents.

The Friends of the South End Library has open meetings throughout the year. Membership is free and new members are welcome at any time. For more information, please visit our website, [www.friendsofsouthendlibrary.org](http://www.friendsofsouthendlibrary.org), or contact the president, Marleen Nienhuis, at 617 236-4077. Your comments, offers of volunteer services and suggestions are most welcome.

thank you  
*to everyone who responded to our survey.*



The Friends of the  
**South End Library**

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survey results



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