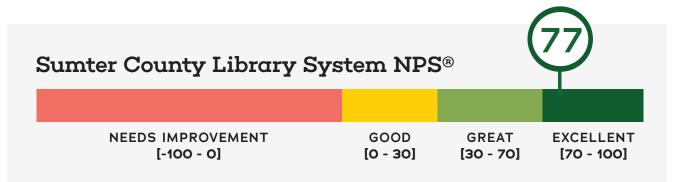


## **Community Engagement**

- Much to the delight of customers, in-person Programming resumed in FY2022!
- Kids Summer Reading Program returned in June! Kids and families enjoyed reading, earning badges, and attending programming tailored just for them.
- The Friends of The Villages Library continues to sponsor Library programs and services that provides enrichment for kids, families, adults, and students of Sumter County.



Net Promoter Score (NPS) is the standard used by thousands of businesses to measure customer loyalty and satisfaction.

These programs are always good - am looking forward to the next one. Thank you. Sumter library has a good selection of titles and I am impressed with the speed at which new titles are available. Also like that many of your books come in large print as so much easier for me to read. Thanks to all employees for always offering to assist me.

It's great that the Library also provides various additional activities, promotes book discussions, etc.

Your choice of guest speakers are wonderful.... always enjoy. The staff was most helpful and courteous!

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Customer Engagement

