

## Reader Survey 2013 - Question 1

### How long have you lived in Harvard?

138 answered question; 0 skipped question

	Response Count	Response Percent
Less than 1 year	4	2.9%
1-7 years	15	10.9%
More than 7 years	119	86.2%

## Reader Survey 2013 - Question 2

### Children in Harvard schools? Check all that apply.

137 answered question; 1 skipped question

	Response Count	Response Percent
<b>Yes, currently at Hildreth Elementary</b>	19	13.9%
<b>Yes, currently at Bromfield</b>	26	19.0%
<b>Yes, in the future</b>	6	4.4%
<b>Yes, within the last five years</b>	19	13.9%
<b>Yes, more than five years ago</b>	46	33.6%
<b>No</b>	33	24.1%
<b>No, children attend(ed) school elsewhere.</b>	9	6.6%

#### Please specify.

- . Lexington
- . Lexington
- . Parker
- . currently at Parker Charter School
- . Brookline
- . home
- . Did not live in Harvard until 1992. Children finished high school in another town.
- . Imago
- . Private schools in Concord

## Reader Survey 2013 - Question 3

### Do you subscribe to the Press?

137 answered question; 1 skipped question

	Response Count	Response Percent
<b>Yes, became a subscriber in the last year</b>	6	4.4%
<b>Yes, subscriber for more than one year</b>	120	87.6%
<b>No, but I intend to</b>	4	2.9%
<b>No, and here's why not</b>	7	5.1%

- . I buy it weekly to meet folks.
- . We like to get it at the General Store.
- . I was a subscriber, but now I buy it each week at the General.
- . I do not subscribe to low value publications, nor to general purpose publications. Also, a poor front page layout (see Question 18)
  
- . It is biased in selection of items reported
- . No longer. Not always objective and quality/ quantity of news has diminished.
- . Because to don't or selectively choose what to report for news. I true news venue reports everything not just democratic ideas and venues.

## Reader Survey 2013 - Question 4

### What do you believe are the three most important issues facing Harvard residents?

120 answered question; 18 skipped question

- taxes and taking care of our elders
- high taxes; no retail
- urbanization (lights and growth); protect open spaces - beach, common, forest; opportunities for seniors to remain in Harvard preferably in their own home
- public schools - budget, administration, teacher contracts, enrollment; Devens future housing; zoning/development issues in Harvard
- relationship to Devens; source of money to fund remodeled town property and retired town personnel; to show compassion to gay and lesbian lifestyle by telling them the truth that it is disordered; to increase solar electric use
- Devens (keep Harvard as it is); protect aquifer (send sewage to Devens); gridlock on everything - just copy town of Concord bylaws
- acrimony and big egos among town officials an obstacle; nobody talks about the long term financial impacts of the various short term initiatives; Devens - what is the way forward?
- civility of boards; lack of interest in volunteering; Devens
- Devens; Civility in Government; Revenue enhancement
- Traffic; speeding cars throughout our town affecting our quality of life and ability to walk/cycle safely; Need for more collaborative spirit in town leadership
- High property tax, no supermarket, crappy cable station.
- taxes, affordability of housing, maintaining rural feeling
- Schools, Town Center, Zoning for business
- Diminished volunteer culture, Devens disposition, Political polarization
- Devens, declining enrollment, commercial growth (trying to bring commercial growth)
- Devens, Affordable Housing, Schools
- Finding good volunteers to run the town. Affordability for all ages. Devens disposition.
- 1. Poor planning and execution on town hall project. 2. Growing overdependence on Devens contract to fund school system. 3. Wasteful use of funds on Master Plan creation and implementation.
- Schools, Devens, Creepy things happening at 87 Depot Road, aka Blue Moon Farm
- Affordable, appropriate sized homes for retirees. Tax revenue from businesses.
- school priorities, taxes, commercial district

- Not up to date -- moved to California in 2006 but still subscribe to the Harvard Press.
- Town Hall. Divisiveness in town, and lack of community feeling. Future of Hildreth House, old library, and center parking.
- Devens disposition. Commercial development. Productive collaboration of public officials/government.
- High property taxes on seniors. I'd like to see a small restaurant in this town.
- Town Hall and Hildreth House disposition; Taxes and size of government; Preservation of greenspace
- commercial development affective N. Harvard residents, updating Hildreth House and Town Hall
- Real estate taxes going up. Keeping the schools as excellent as they have been. Elderly housing.
- Keeping down the cost of property taxes. What to do with Devens.
- lack of qualified people willing to serve on boards/committees, town hall renovation, lack of leadership in schools -- both s.c. and interim supt. for 3rd year
- Tax bill ; Maintaining beautiful conservation land, but also allowing some new community enjoyed avenues such as the new General Store, the new arts buildings, etc; Deciding on new business such as grocery store, etc.
- Runaway spending on non-essentials, i.e. the planned dance hall in Town Hall; Lack of interest in diversifying town economics; Spending too much time on Devens issues
- Increasing chasm between the "haves" and "have nots"; Lack of a business district -- not counting on Devens -- to help sustain our town services; Maintaining quality education for our children
- Devens, over-development
- the health of the governance model (civility to town life); affordable housing; long term planning
- keeping it rural and not over developed; real estate maintaining high value; school budget and taxes to support
- 1. apathy, 2. bipartisanship, 3. planning/space usage/zoning issues
- aging population, lack of tax base diversity, regional growth pressure
- 1. Lack of civility in town politics, 2. Disposition of Devens, 3. Long term finances/continuing reliance on property taxes
- local agricultural sourcing/centres; conservation land, expanding and caring for it; avoiding growth, especially 40B
- 1. Budget, 2. Bare Hill Pond preservation, 3. Affordable housing
- 1. maintaining rural and conservation land amid development pressures, 2. Devens
- 1. taxes, 2. baby boomers moving out (loss of tax base), 3. economic non-recovery, 4. loss of farms/farming character
- taxes, commercial development, maintaining the quality of the community
- Reflecting the country, growing inability to work across party lines; Increasing inability for residents to volunteer (I know, I look in the mirror here!)
- land use/planning; education; culture/community building
- Devens, taxes, volunteerism
- low income housing
- high taxes; school issues (declining enrollment, poor administration); town growth (Devens, business zoning, etc.)
- 1. incivility of government officials, 2. schools, 3. tolerance of diverse viewpoints

- schools, conservation, taxes
  - affordability (housing, taxes, etc); sustainability (energy, food, etc.)
  - Maintenance of rural character, Maintenance of quality of schools, Low income/senior housing
  - We need to learn to work together; Planning for the future with regard to global issues, i.e. energy, education, etc.
  - 1. The future of the schools, 2. The future of Devens, 3. Zoning on Ayer Road
  - Devens, acrimonious boards
  - preserving open space/natural beauty, improving the schools, making town government more effective
  - cost of housing, taxes; education, maintaining and exceeding level of excellence; people who care
  - Devens; Bubbledom - oblivious to some realities; Economic and cultural diversity
  - schools, attracting families to community with young children, conservation land, more cool spots like General Store and arts and activities
- 
- Development -- business area, Declining school enrollment
  - Being able to get along amicably; Rural character maintenance; Creative zoning, e.g. rentable space in people's homes and other ways for town revenues
  - taxes for some senior citizens; emergency preparations for electrical outages, storm damages; civility among elected officials, civility in letters to the newspapers
  - commercial development; schools - pressure to achieve, alcohol and drug problems; Devens
  - affordable housing; a resolution to all the various Devens issues; too much preening and posturing by town office holders
  - ticks
  - Devens, finances - taxes
  - development (or rather, over-development); repairing infrastructure; helping to grow the arts and enhance community spirit
  - Devens, commercial district
  - Disposal of Devens, Preserving rural New England character of town, Limiting construction growth
  - There are none. Things are fine.
  - How to make affordable housing fit with the character of the town; Town Hall renovation anticipated cost overruns
  - Devens, unfunded teacher pensions, poor town meeting turnout = resident apathy
  - Issues with Devens, issues with responsible commercial development and growth, issues with education
  - 1. 40B development, 2. Control by local government (zoning), 3. Rising RE taxes
  - Devens, Improving town office, Limiting development to keep rural nature of town
  - 1. Having a 40B project in close proximity to one's residence; 2. The need to take back Harvard's land in Devens and develop it judiciously to broaden Harvard's tax base; 3. The need to address the speeding traffic on open Harvard roads.
  - Sewer line, Schools, Library availability (it's great - more!)
  - Finalizing off Town Hall, Upgrading COA at Hildreth House
  - Town buildings

- Traffic, especially on Ayer Road north of Route 2! Growing too fast!
- Preservation of our community; Maintaining academic integrity; Safety
- 1. Municipal Building repair/usage/maintenance; 2. Superintendent Search/SC relations; 3. Commercial Development
- Lack of an objective newspaper
- 1. Budget, 2. Devens, 3. Preservation of community
- 1) Renovating town properties such as Town Hall and Hildreth Hous; 2) Maintaining the school system (both its quality and facilities); 3) Reducing the petty politics of town governance.
- Addressing the issues of affordable housing; Ayer Road (both the commercial district and general traffic issues); Getting the town boards to work together
- 1. Clear, transparent, open communications, without rancor, between decision making bodie; 2. Completion of Town Hall renovation; 3. Completion of the Superintendent search and hire to bring long term continuity to the schools.
- Devens disposition - especially the graduation absorption of responsibilities without a vote. Education, police, dispatch.Speed boats at Bare Hill Pond - serious accident waiting to happen. Unfunded state and federal mandates on spending - eg special ed spending, construction spending
- Devens, Runaway Spending, School System
- Whether to resume jurisdiction of the historical parts of Devens; Developing an overall plan for town center - vehicle traffic, pedestrian
- Sustainable revenue without raising taxes too much, maintaining school quality, investing in infrastructure
- Devens; Commercial District; Schools - declining enrollment
- Visioning/Developing/Implementing Master Plan; Promoting increased community involvement/volunteerism and public service; Preserving the excellence of our schools while remaining responsive to changing world/times
- Devens, Schools, Community Preservation (as in the social community not conservation land)
- Devens disposition; lack of volunteers willing to participate in town government; unwillingness of some elected town officials to support the decisions of the Annual Town Meeting
- Property Taxes, Education, Home Values
- Devens, Homes for seniors wishing to downsize in Harvard, Maintaining the quality of the schools
- Devens, Finances, Schools
- Economic Development, Volunteer Government, Devens Disposition
- Taxes/sources of revenue other than home RE taxes; Continuing excellence in educaton; Keeping community spirit
- 1. What to do about Devens jurisdiction; 2. Dependence on the Devens contract to fund school budget; 3. Factionalism and incivility in town government and among committees, which discourages open discussion and volunteerism. (4. Bratty, undisciplined kids)
- Affordable housing, Devens
- Employment- keeping it, finding it; Prompt restoration of electrical power during our too frequent power outages; Lack of public transportation which makes life difficult in the event a person is not able to drive a car or if s/he does not have a car.

- not taking devens back; not developing the commercial district; right sizing the services (schools, senior support, police, town govt) supported by the tax base
- Wasting money on the town hall, old library, and Hildreth house; Taxes
- Devens disposition; commercial growth/zoning; after-school disruptions in the library
- Devens, Devens, Devens
- Address the Post Retirement Benefits deficit; Increase the commercial tax base; Maintaining Education Excellence
- Devens and the lack of Harvard taking it back over. The development of Devens could give Harvard the funds it needs. The developments that are planned in our town borders and beyond. The impact positive and negative that it has on the town.
- Devens - Senior Citizens - Affordability
- Devens direction, long-term schools budget, housing/demographics
- Increasing taxes with no corresponding services. Maintaining quality schools with declining enrollment. Handling the retiree benefit looming issue.
- 1. Living within our budget, 2. Maintaining the quality of our schools, 3. Maintaining the open spaces and character of Harvard
- Maintain a quality education system within budget constraints; Preserve the character and environmental attributes of the town; Resolution of the Devens quandry and fully recognizing what role the town can and should play in the future of Devens.
- Declining school enrollment; Taxes; Lack of local shops/grocery store
- In the coming year: resolution of the HTA contract. Generally: resolution of Devens, propping up our rudderless schools. Overall: balancing the inherently contradictory desire for a small town with a limited commercial base with a desire for lower taxes.
- Development north of Route 2; Community Preservation; Future of Harvard
- Devens, getting a settled School Superintendent, and increasing our business tax base.
- Community connections; valuing our volunteers; commercial growth vs non-commercial growth-new ways to generate income; ...and, yes, Devens (but it's boring!)



## Reader Survey 2013 - Question 5

### What is the first thing you read in the Harvard Press?

128 answered question; 10 skipped question

- front page - highlights
- classifieds
- community event calendar
- front headlines, letter to editor
- first page articles and letters to the editor
- letters
- town news, letters to the editor
- front page, police log, notices
- Front page
- Police log!
- Police beat!
- Front page
- Front page
- HeadlinesLetters to the editor
- front page
- Front page
- front page
- Front page headlines.
- Letters to the editor
- letters to editor
- events for the week
- front page
- front page news
- Read it front to back.
- police log, obituaries, people, services classifieds
- headlines/front page
- front page articles
- front page news

- front page
- front page, police log
- news
- police news and letters to ed
- front page
- police log
- the front page
- police report
- front page articles
- front page news
- the lead story
- cover story
- front page
- news stories
- front page
- headline stories and police news
- front page articles
- front page
- front page, last page
- police blotter
- front page
- front page or police log, then classifieds
- first page
- front page
- front page news
- Police Log
- front page story
- front page headlines, then police log
- front page, then letters of editor
- front page
- front page articles and police report (for fun), the "General Store" (for free)
- front page
- front page
- front page, then editorials, then classifieds and police beat
- front page

- news
- headlines
- page 1 --- last page
- front page
- Page 1
- first page straight through!
- front page - see what the latest news is
- Police log! So many suspicious residents whose suspicions lead to nothing.
- front page
- front page issues; letters to the editor; police log
- front page, letters
- front page
- front page
- coverage of the BOS and other boards and commissions in town
- front page
- 1st page main article
- local things "going on" - to find activities for the kids
- police report
- Page one
- Front page
- Front page
- This depends on the articles on the front page.
- 1st page, then events listing
- Front page, then police report
- Front page
- Front page, Dave Durrant's articles, letters
- Front page news
- Front page articles
- Police News/ From the Boards
- Police log
- Headlines
- Front page and choose most interesting story from there. Then "Letters to the Editor", then "Classifieds", then "Police Log"
- Front page news
- Front Page
- Headline above the fold

- The headline stories....but of course, the must read is the Police News.
- front page headlines
- Cover to cover
- Headlines
- Front Page or Police Log
- Front page
- The front page news
- Headlines on first page.
- Featured story
- front page
- Front page
- front page
- Front page---and then follow up any stories of particular interest to me. Then the Police Report.
- Front page
- The front page
- The frontpage.
- Front page
- Front page
- News articles or letters to the editor
- Editorials
- Headlines
- News
- Front page news
- Generally go cover to cover.
- The front page.
- The front page
- Editorial, then the Police Log.
- News Articles
- Front Page
- Front page; then comic (go Hakan!); then whatever photo spread there is (go Lisa!); then letters to the editor; then police report; then I take time to read to articles!

## Reader Survey 2013 - Question 6

### What are your favorite features in the Harvard Press?

128 answered question; 10 skipped question

- Senior Spotlight -- would like more there!
- police tracker, community activity listings
- current events, front page
- cartoon, police log, movie review (husband)
- current news; letters to the editor; pictures with names, to see the profile of Harvard residents; the little saying on the top of front page
- letters, police report, occasional point of view things
- Dave Durrant on birds
- local authors and interest stories
- Naturally curious
- Like all features, no particular favorite. Photos are terrific.
- Non-political features about life in Harvard.
- police log
- all
- Lengthy in-depth review of issues preceding Town Meeting
- letters to the editor, police blotter, high school sports, town news
- Letters, Police Log, Photography, Consider This
- obits, police blotter, Naturally Curious
- New and letters to the editor.
- Movie Reviews, Restaurant Reviews
- interesting articles that are written about historic things in Harvard; Strand theater listing
- local stories about nature, police log, local events
- week's events
- local events, and stories about local people
- Local interest features.
- features and profiles, news
- front page, letters to editor, people
- police log
- news, letters

- news stories, letters
- front page, police log, It's Only Natural, letters to the editor
- history
- The above and all, plus people, places, happenings in and around town. It's all good.
- letter to the editor, police log, photography is outstanding!
- the news items
- coverage of town committees
- police blotter -- helps put life into perspective compared to TV news
- lots of letters, reports on town boards, police news
- the events calendar, the police report, the cartoon (it's nicely edgy), "It's Only Natural"
- police log, local pictures of happenings
- police log, letters to the editor
- news, police log, movie reviews
- letters, opinion pieces
- It's Only Natural
- editorial, letters to editor, library happening, current events
- front page news, movie reviews, Carlene Phillips pieces
- small size format, police log
- police blotter, town news (boards, commissions, etc.), goings on
- news, Read Globally, cartoon, movie reviews
- Like it all
- Dave Durrant's bird column, letters to the editor
- pictures, local events, local stories, columns on birds, nature
- Police Log, Letters to the Editor, front page stories, opinions
- It's Only Natural, Current Events, Police Log, Vetting It, school sports --- I love it all!
- obituaries, traveling people, photos, interview articles, police report, letters to editor
- letters (sometimes)
- write-ups about residents who are doing interesting things, It's Only Natural (so lucky to have this)
- police log, letters, pictures, opinions, movie reviews
- local stories, police log
- editorials
- news; editorial when it appears, which is rarely; photos
- police log, photos!
- all of it!
- police log

- everything
  - enjoy it all!
  - letters, events, classifieds, police log, news
  - editorial page, calendar of events, police log
  - police blotter
  - police log (hilarious), letters to the editor, film review
  - letters to editor, coverage of town boards or events, community events, feature articles about Harvard (e.g. the plant sale)
  - police reports, local events
  - coverage of town committees
  - articles on Harvard history
  - police report, local news, what's happening around town
  - police log, town boards coverage, letters to the editor
  - goings on, police blotter, movie reviews, election coverage, local stories
  - police report, obituaries
  - News, Police Report, Cartoon, Letters to Editor, Wingin It, Naturally Curious, People Profiles
  - Mary Holland, Goings on - Current Events
  - Movie reviews, local and nearby events
  - There are none!
  - police log
  - Featured personalities
  - Police report and editorial cartoon!
  - local news
  - Main news stories, Letters to the Editor, Notice Board, Police Log, Photos of local events, From the Boards, Haiku contest.
  - Harvard History
  - Features and news articles, People section, Danny Eisenburg's movie reviews, the Lost/Found/Services Offered section, and the Police Log.
- 
- being able to read online
  - See above
  - Police news, classifieds, Letters to the Editor, Naturally Curious, Winging It
  - Letters to the EditorPolice BlotterMovie ReviewsClassified Ads
  - Police logLetters to the editor
  - Police news, photos, sports stories. I have enjoyed the articles explaining how town government works. I like most everything.
  - letters, movie review, truer words
  - News, photos, People, From the Boards
  - Police log.

- Police Log, Community Event Coverage, Historical Articles
- News coverage, Wingin' It, Letters to the Editor, Police Blotter
- Letters to the editor and police log, special in-depth reports (War Memorials of Harvard, etc.)
- Cartoon; Film Review; Police Log
- Reading about governance, events calendar, and stories/pics of events my kids were participants
- everything
- Naturally Curious; Consider This (when not just a rant--and when info is factual, rather than talking points from Fox News); anything about the history of the town
- Cartoon, police log
- Police log, features
- The articles, police blotter, and photographs.
- Coverage of town governance meetings and important issues
- Letters to the Editor and Police reports.
- Letters/opinion, police log, classifieds, photos, local interest stories (beyond news); community calendar
- Editorials and Consider This
- Don't have any
- Front page news, but I'm pretty much always delighted.
- There is always a laugh in the police report.
- Town current events, politics, opinion letters and articles.
- Police news! Consider This Letters to the Editor
- The police log! and Lisa A's photos.
- News Articles & Police report.
- Police Blotter, School Committee update, photos
- the in-depth articles about Town politics or issues...I really learn a lot! Love to see where residents travel and take their Harvard Press newspaper :) And the April Fools article(s)!!



## Reader Survey 2013 - Question 7

### What do you like least in the Harvard Press?

88 answered question; 50 skipped question

- unbalanced representation of editorial issues
- police log
- sometimes seems biased
- occasional "cuz I'm the mommy" attitude
- Like it all - variety
- Like it all!
- can't think of anything
- Can't think of anything
- Not a big fan of the rigid AP style for a paper like this.
- nothing stands out
- nothinbg
- Don't usually read the movie reviews. Letters to the editor serve as proxies for political campaigning
- whatever that natural column is
- Expressions
- Both in editorial and news coverage the Press is strongly biased towards the views of Worth Robbins. It is no secret he was strongly in favor of the town hall project and those views permeated the Press's coverage of the issue. The Press barely acknowledged the censure of School Superintendent Tom Jefferson in the past because it reflected poorly on a school committee stocked with friends of Worth.
- not enough hard, pertinent news, board coverage
- N/A -- summer break
- nothing not liked
- bickering letters to editor
- local info
- school news, school activities
- I like everything.
- Often, we perceive the Press articles tend to favor certain perspectives o issues. Try to be less biased in providing summaries of events, candidates, town committee meetings.
- tit-for-tat letter exchanges that go on a bit long
- nothing really
- movie review -- It's not bad, but can get movie reviews in lots of other places

- poor reporting
- nothing stands out
- movies
- editorials
- formatting of current events
- no really -- Everybody needs 15 minutes of fame (or maybe I forgot)
- All good.
- Many articles lack depth of coverage.
- Current Events page is long
- movie reviews
- I always wish there was more!
- am no longer interested in school sports
- cartoons on editorial page
- the cartoons
- too pandering, too "nice", lack of real journalism
- ads
- cable -- useless info; when some cranky letter writers appear too often
- Can't think of any one thing.
- movie review, sports
- nothing
- some of the letters to the editor
- I don't usually read the parts that aren't relevant to my life, like COA news, but I will eventually!
- I like it all.
- movie reviews
- movie reviews
- long stores about nature
- unimportant first-page articles, e.g. "A shopper's guide to the plant sale"
- The General Store Classified because it doesn't change from week to week.
- finance articles
- School sports
- the Police Log
- Majority of events listed are the next day - no advance notice
- Garden entries, Vet entry,
- Nature articles, articles by Bromfield seniors,
- The website is hard to navigate: it is especially hard to access the subscriber only content.

- Lack of follow up on important stories and weak or no editorial opinion on vital issues. Only once have I read a strongly worded editorial that expressed a viewpoint and call to action.
- Some features are way too long. Would like to see more and shorter features.
- Your censorship of letters to the Editor
- Editorial cartoons
- Probably least interested in stories about birds.
- cable listings
- Sometimes Letters to the Editor are not worth reading, but it's important that people have the opportunity to speak their minds even if there are times that I personally think what they are saying is rude, inappropriate or mean spirited.
- Spotty coverage of events. Small town-ness juxtaposed with pretend hard hitting articles. Gossip posing as news. Paper seems to make attempts to be a serious news organization sometimes, but does not have the manpower or consistency to really follow anything. The press usually only attends BOS board meetings but writes articles about what happened at others from the point of view of a "friend" of the Press (and no others due to the inability of the others to respond to an email sent on a Tuesday night for comment (must respond by Wed AM or the Press lists the dreaded, no one would respond making it look like there was nothing to say). Identity of the paper seems to change from week to week. Disconnected from the schools which is what we as a town have decided to spend our money on - weeks and weeks of scouting events, but no mention of the National Honor Society Induction or Language Honor Society Inductions. Individual portraits of kids who make the honor role at private schools. Seriously - I guess it is difficult to put the 250 Bromfield students in 4x a year. Parent written articles on their children's sporting events. Kid written articles on their own sporting events The feeling that the newspaper is really a promotional rag for a few select families who have learned to work the system - sort of like an adjunct to their face book page. Also, it seems the photographs at school events are of the same kids over and over again..... Recycling photos of kids who have left town or changed schools for school events.
- That editorial cartoon in front, the movie review
- Layout, news coverage, movie reviews
- It comes out just once a week.
- Lack of color
- Nothing
- Don't like the mass-produced letters in favor of (or against) candidates--although thoughtful letters that are clearly individually thought out are helpful. Don't read the sports--but I can see it is important to families of the kids.
- I like everything!
- The occasional snarky tone used in letters FROM the editor, and, in various articles written by various other authors.
- a bit of Pollyanna spin to items - not taking the next step of concluding with an unambiguous criticism or finding someone willing to provide an alternative
- It takes a page to report what should be a 1 short paragraph item.
- I don't care for the movie reviews but I suppose that is a matter of divergent tastes
- The week's that it does not print I really miss it
- Failure to report all the news that I find in other papers.

- It's a local paper - no complaints.
- The tendency toward a political bias in your editorial policies.
- Summer and Christmas extended shutdown
- The lack of editorials, and often, the lack of a 'slant' or the overly-toned-down news.
- Sometimes bias of the articles.
- Library News...boring

## Reader Survey 2013 - Question 8

### What features would you add to the Harvard Press?

74 answered question; 64 skipped question

- trade/swap section in classifieds
- business column
- student-written articles (elementary, Bromfield)
- profiles of individual residents; e.g. Steven Strong of SolarDesign.com and there must be more like him - people who make a "good" difference.
- OK as is
- long term financial issues and implications; letter/statement by chair, BOS
- food column - buy and cook local!
- Features on individuals in towns - like a "spotlight on ...." that helps us know what special interests, initiatives, etc are going on or have the potential to grow in our town. Some coverage/updates on the construction on Rte 2 would be helpful.
- More opinion pieces and debate over current events.
- more regular real estate transactions
- Crossword Puzzle (or similar puzzle)!
- None.
- More man on the street interviews; Student-written pieces on what's going on at Bromfield
- human interest and short stories
- lifestyle section highlighting the arts, farming, gardening, highlighting local people
- OK as is
- central on-line database for all events in all organizations, to avoid overlapping
- local movies like Strand
- Maybe something about our town government's connection to the state level politics.
- Major news stories issues from surrounding communities (We used to get both Harvard and Bolton papers).
- The culture and life around town for those whose families have grown up. Life post 50 and beyond! Movie schedule for area. Advice column - tap different experts living in town.
- more current news
- More local school sports, not just one team or girls teams.
- more interviews of selectmen, planning board members, etc. on their philosophies and plans for future issues
- a word-of-the-week type column
- more frequent real estate sales info

- "Man on the street" question
- variety in issues reported on
- don't know
- trip report on other commonwealth towns, interesting sites to visit, articles on lost and endangered arts, fishing and hunting column
- primer on town government, tax structure and other dense stuff -- maybe 6pt type
- good balance
- Bromfield sports team standings, accurate schedules and results on a regular basis --- not just a random article here and there.
- crossword
- More articles about sustainability (could rotate focus weekly on different sustainability issues/practices).
- interesting recipes
- occasional book review; residents picture with favorite recipe (as in the old Harvard Post) with brief writeup
- more features of interesting people in town; multi-part series on deeper issues effecting town
- people profiles; interesting things people do that don't make the news
- region info beyond Harvard --- fairs, new restaurants, best trains, etc.
- more editorials
- It's fine the way it is.
- You used to have recipes sent in by locals and Ellie Buford occasionally.
- Features on local businesses, i.e. what's new, what's in the works for future, how things are going --- not so much history, but info to get people interested.
- How about a challenging crossword puzzle?
- features about residents, more history
- A really well-written food column, not just restaurant reviews but interviews with farmers, bee-keepers, goat cheese makers, bread bakers, etc. The whole farm to table community.
- more old issues/history pieces
- Delve into lives of elder residents. Try to understand their views of changing Harvard.
- increased school coverage - sports
- more local focus - local people, local small businesses
- sudoku puzzle, TV review, local restaurant reviews
- "A Barn and Four Acres"
- more frequent articles on Harvard residents
- none that I can think of
- Profiles of town employees (school and municipal side)
- I like the occasional articles that feature local businesses or the accomplishments of local people.
- Real estate transfers monthly, interesting Harvardite hobbies and jobs

- Can't think of any, unless you can get the op-ed columnist who used to write in the old Bolton Common. Was his name Dave Wiley? He's the one who quit when his column was bumped one week in favor of some fluff.
- none that I can think of
- Since I have kids in the schools, more sports reporting. But, I suppose you need to recruit the kids to do it.
- I would love a feature on Community Wellness that could include news, tips, opportunities related to community health... Perhaps the adjustment counselor at HPS or Deb Thompson from COA or interested community members could contribute. Health and wellness belongs to the community and I think the Press could be helpful in bringing various constituencies (schools, COA, ambulance squad, local mental health professionals...) together as a whole for all.
- First decide what the paper will be. One week it seems to be a Nature magazine. The next an expose on town politics, the third a fluff piece on a realtor. Really, what is it? Are there enough employees to actually cover the town? If not, then maybe decide what you will do and try to do it well. Also, consider the ethics of journalism when someone is writing a piece. Does it feature prominently pictures of their kids or grandkids? Then maybe it is not so much news, as a write a piece about your family this week. Maybe everyone in town should do one.
- Perhaps a section for follow-up of past articles. It might be a progress report or conclusion of series of meetings that cover some ongoing issue of interest. For example: the BoS may have a major issue to consider that could take several meetings. Rather than search within other future articles, a follow-up column would briefly track progress, including other committees that are also participating. Someone interested in the issue could go right to this section to check progress in this and other issues that no longer merit front page space.
- Strip cartoon; more restaurant reviews
- Nothing
- More features, personal stories. More about the volunteer organizations that are such a big part of Harvard.
- More articles (increase the volume of articles if possible.)
- None?
- After an election it would be nice to discover the results. In most cases there are pages devoted to the pre-election goings-on and then not a peep about the outcome.
- restaurant reviews
- Same as #7.
- Nothing added.
- Sillier things -- e.g. there are many days when at least 10 people are wearing the same 4th of July t-shirt, it'd be funny to point that out, a "Seen About Town." Likewise, some of the more obscure beauty of the town -- like the hikes in less-traveled conservation areas -- could be featured.

## Reader Survey 2013 - Question 9

### Are there topics or activities you would like to see covered or covered more fully? Please specify.

60 answered question; 78 skipped question

- very thorough as is
- can't think of anything
- Youth Team Sports such as Little League, Soccer, Lacrosse
- more coverage on activities at Hildreth House
- pond-related activity and town discussions; synopsis from town meetings; more adult coverage in "Shelf Space"; There's much info for families, coverage for "not-yet seniors" is not equally represented.
- senior and COA activities
- plants and animal
- Can't think of any.
- no
- Activities in surrounding towns that have an impact on Harvard.
- Where are they now - Harvard residents who have moved on from Harvard and doing interesting things beyond Harvard. Possibly even take an entire graduating class from Bromfield 20 years ago and try to track down as many of them as possible. Coincide with reunion years?
- Philanthropies. Harvard Woman's club for instance, has given scholarships to graduates, defibrillators to ambulance service, and more. Should be featured.
- day trip ideas, history of Harvard
- in-depth interviews with important stakeholders
- movie listings and reviews covered more fully
- financial interest, small business, entrepreneurship
- Difficult issues that seem to be glossed over. Need more info so residents better informed.
- news as it happens
- Focus on the whole sports program, including recreation teams/activities. Cooking/recipes. "Person of the Month" -- a focus on individuals who contribute to our town; e.g. Chef Paul, Tom Hill, Eagle Scouts, local business owners, an outstanding teacher, etc. "Where is This" picture -- people guess. Have different groups in town write up articles of their latest activities. Finance/business experts providing advice on different topics: investing, starting a business, new tax deductions, wills.
- When I retire in a year or two, I will surely propose something.
- More local government issues -- committee meetings
- None that I can think of, but more interesting things must be going on that aren't reported on.
- Perhaps a feature where groups such as the Selectmen could explain actions they've taken.



- general news around town, calendar items, preview coming events
- no time for next 3 years (retirement!)
- Better sports coverage (Bromfield, HAA). Press coverage pales in comparison to that of Hillside.
- Devens
- It would be great to feature our different town departments and the great work being done.
- any article which helps us decide what to do about Devens,
- more about roadways, specifically closures, detours
- connect the dots -- results of past and present policies/decisions, analysis
- library activities, other local (Groton, Ayer, Littleton) cultural events
- No.
- state senators and representatives workings and views
- In general, I'd like to see features that spark interest. There is so much in this town, and most people aren't aware of much of it.
- use of the land, conservation, farming preservation, planning for future
- environmental issues, more Harvard history, more "then and now," more coverage of the arts - so many interesting groups and events we hear little about
- Add location (field) for sport events.
- student accomplishments other than sports (e.g., musical achievements)
- local events - soccer, festivals, family stuff
- RE transactions
- promote solar education, what residents are doing, General Store promotion
- Town Hall meeting/activity relocation - what's happening, when, where?
- Board meetings. I always enjoy reading the "mundane" details of elected and appointed board meetings.
- Yes. The dismal lack of performance by the Harvard Cable Committee. Numerous letters have been written to the Press complaining about the lack of accessibility, training and local programming from HCTV. And 3 years ago Nick Kouros wrote a scathing article about an HCTV training class fiasco that the PPress never followed up on. In this week's issue yet another example of HCTV failing to do their jobs was reported when they refused to provide live broadcasts of the school committee from the school library. Report on this story and follow it through all the way.
- Recycling results. What's going on at diff town departments, like Highway Dept. and what is each group doing to save money.
- Your local focus is fine. Keep up the good work.
- no
- Covered above.
- more profiles
- Not that I can think of right now.
- More meetings covered. This means more reporters (next question needs support).

- More about the inner workings and decisions of FinCom, CPIC, Planning Board, etc--not at length, but just regularly keeping up. Maybe should be focused on issues that cross board/committee lines, like housing development, water quality, projects that regularly get money and those that regularly do not.
- The ambulance squad and its activities. They are a huge volunteer group. Also profiles on teachers who are so crucial to child development but who are underappreciated.
- Write ups about grants our public school teachers have applied for and received which have allowed them to bring the results of cutting edge research and/or technology to their classrooms. Harvard Press reporter could also interview Mr. O'Shea, Mr. Hoffman, and Dr. Dwight periodically to learn about the latest specific ways in which their teachers are seeking to enhance the quality of education in individual classrooms as a result of information learned in continuing education classes.
- Yes, I'd like the Press to not only cover a contentious issue, but also go the next step and find someone who clearly states an opposing view or alternative
- It might be difficult but "reviews" of local performances would be interesting; tracking how members of the BOS vote (something like Beacon Hill Rollcall) - especially a summary when it's election season
- Better coverage of high school sports activity - publish scores and standings.
- The Hillside does a better job of covering Devens than the Press.
- An 'Investigative Spotlight Reporter' aspect would be fun.

## Reader Survey 2013 - Question 10

**The Press is always on the lookout for writers. Is there a feature or a board you might be interested in covering? Tell us your interest, and call or stop by to discuss further.**

20 answered question; 118 skipped question

- Will copyedit/proofread with pleasure.
- not at this time
- pet care; fitness
- Finance Committee or business feature
- Sorry - too busy for that!
- no
- Not practical (3000 miles away)
- environmental boards, energy committee, CPC
- amusing aspect of life in Harvard -- once in a while
- Sorry, I'm not a writer, but I sure do like your work!
- I'd love to do a library feature. I've been volunteering as a "shelf reader" there, and I've discovered so much, like a plethora of cookbooks and travel books.
- food, farming
- I would be happy to cover local family events.
- wine column
- Yes. I would be willing to cover Cable Committee meetings for the Press if the Press was willing to follow up on the results of that coverage.
  
- No
- nope, but thanks for the opportunity
- I would love to get involved in writing stories...but...no time. Need to make money for family.
- Not right now.
- Sorry, volunteering quite a bit of time already.

## Reader Survey 2013 - Question 11

Please tell us if you agree or disagree with the following statements:

129 answered question; 9 skipped question

	<b>Strongly agree</b>	<b>Agree</b>	<b>Not sure</b>	<b>Disagree</b>	<b>Strongly Disagree</b>
<b>The Press provides fair and balanced coverage of town boards.</b>	38 (29.7%)	50 (39.1%)	24 (18.8%)	11 (8.6%)	5 (3.9%)
<b>I depend on the Press to know what is happening in town and school issues.</b>	77 (59.7%)	43 (33.3%)	2 (1.6%)	7 (5.4%)	0
<b>The Press is my primary source of information about what is happening in Harvard.</b>	75 (58.1%)	40 (31.0%)	4 (3.1%)	7 (5.4%)	3 (2.3%)

## Reader Survey 2013 - Question 12

### What other newspapers do you subscribe to?

87 answered question; 51 skipped question

	Response Count	Response Percent
<b>Harvard Post</b>	11	12.6%
<b>Harvard Hillside</b>	20	23.0%
<b>Boston Globe</b>	51	58.6%
<b>Worcester Telegram</b>	5	5.7%
<b>Lowell Sun</b>	2	2.3%
<b>Others (please specify)</b>	45	45.0%

- . NYTimes
- . Sunday Globe
- . sadly, none - Globe is dying
- . New York Times
- . NYT online
- . NY Times
- . NY Times
- . Wall Street Journal, Time
- . NY Times Sunday, Wall Street Journal occasionally
- . Wall Street Journal
- . purchase Boston Globe daily, Worcester Telegram on Sunday
- . NYT
- . WSJ
- . NY Times
- . WSJ, NY Times
- . buy Post and Hillside at the store
- . Google News
- . Funny Times
- . WSJ, Barrons
- . occasional New York Times
- . New York Times

- . Wall Street Journal
- . NY Times
- . NYT
- . NY Times
- . The Guardian Weekly
- . New York Times
- . New York Times - that's the only other paper I read
- . New York Times online
- . New York Times
- . New York Times
- . NYT
- . N.Y. Times
- . NY Times
- . Christian Science Monitor, NY Times
- . Wall Street Journal
- . Sunday New York Times
- . Wall St Journal
- . Globe Sunday only
- . NY Times, Wall Street Journal (but don't get all read!)
- . wall street journal (paper form, ) and read NYT on line, emailed minutes from various Town of Harvard Boards
- . WSJ
- . Boston Herald
- . Wall Street Journal
- . Wall Street Journal

## Reader Survey 2013 - Question 13

### How often do you access harvardpress.com?

130 answered question; 8 skipped question

	Response Count	Response Percent
• Several times per week	4	3.1%
• Every week	17	13.1%
• Most weeks	8	6.2%
• Occasionally	73	56.2%
• Never	28	21.5%

## Reader Survey 2013 - Question 14

### What do you access on harvardpress.com? Check all that apply.

83 answered question; 55 skipped question

	Response Count	Response Percent
• News	63	75.9%
• Opinions	26	31.3%
• Feature articles	27	32.5%
• Columns, reviews	14	16.9%
• Photographs	28	33.7%
• Sports	4	4.8%
• Police log	11	13.3%
• Classified ads	11	13.3%
• Calendars, current events	24	28.9%
• Comments about	35	
. I forward articles to friends from here.		
. Love the Press. Makes my Friday!		
. I am 84 - also a caregiver - but wish I could be computer knowledgeable and catch up to modern technology.		
. Don't go in this direction. No one has time to sit and play at computer.		

- . Archives should be open to all.
- . none
- . used only for archived articles
- . whenever you post something new through RSS
- . great asset to the citizens for latest or important news
- . sometimes hard to logon
- . Not a fab techy type, but learning.
- . Site is difficult to use -- could use an update.
- . Articles I missed that someone refers to.
- . I might try it out.
- . I like it I don't go to harvardpress.com often enough.
- . attractive, usable; archives often fail a search - get error message
- . It is so nice to read hard copy that I seldom go online, although I read other papers online.
- . election results, obits
- . archive articles
- . I like the Facebook updates.
- . Now that I know, perhaps I'll check it out.
- . The Harvard Hillside website does a much better job of posting breaking news.
- . The subscriber only content is hard to access. I was recently trying to check the articles and the website just took me round and round in circles and I never actually found the content I was looking for.
- . sometimes I have to log on several times to keep reading articles
- . Video would be nice as would an extension of the Press that feature video discussions of various town related issues.
- . Excellent!
- . It is sometimes hard to log on - I have to empty my cache to do so. took me a while to figure out.
- . Easy to navigate and convenient
- . Appreciate that you play a role in emergency updates for weather, breaking news, etc.
- . Breaking news.
- . Need a live feed of the commons.
- . It would be nice to receive a weekly email from the Harvard Press saying "this week's issue is now available on line" and you could log in and read it (assuming that you held a subscription.)
- . Try to discover who won an election.
- . It is adequate and accessible.
- . Tricky tricky interface -- it seems to inconsistently permit subscribers to access letters to the editor, then log-in (again), then deny access.



## Reader Survey 2013 - Question 15

How do you access harvardpress.com content? Check all that apply.

103 answered question; 35 skipped question

	Response Count	Response Percent
• desktop/laptop computer	97	94.2%
• tablet/pad computer	25	24.3%
• smart phone	6	5.8%
• RSS feed	4	3.9%
• Facebook	9	8.7%
• Twitter	1	1.0%

## Reader Survey 2013 - Question 16

What is your most frequent access method?

103 answered question; 35 skipped question

	Response Count	Response Percent
• desktop/laptop computer	92	89.3%
• tablet/pad computer	6	5.8%
• smart phone	3	2.9%
• RSS feed	0	
• Facebook	2	1.9%
• Twitter	0	

## Reader Survey 2013 - Question 17

**Do you ever post comments to articles on harvardpress.com or read comments left by others?**

109 answered question; 29 skipped question

	<b>Response Count</b>	<b>Response Percent</b>
• <b>Yes</b>	19	17.4%
• <b>No</b>	77	70.6%
• <b>No, but I might post comments if the mechanism were easier to use.</b>	13	11.9%

## Reader Survey 2013 - Question 18

**Please give us any other feedback, suggestions, criticisms, praise, so we know how we can continue to improve.**

75 answered question; 63 skipped question

- You are great. I depend on you for info
- I love everything about the Press
- Doing a great job!
- Best paper in Harvard!
- I think it would be nice to have a "meet your neighbor" section, featuring local "do-gooders" and small business folks doing interesting things.
  
- Solicit and publish more reader opinions about local committees and events
- Thank you for "being there." Especially before any elections, the more interview details about (or by) the candidates are welcome, especially their positions. I would recommend that you read "The Web of Debt" by Ellen brown in order to help Harvard, the U.S.A., and the world.
  
- Limit on letters in arbitrary. "Suggested limit" is better. Sometimes you need more space.
- Keep it up!
- It's a terrific local paper. For such a small town, it's packed full of information and the articles are well-written. Our entire family looks forward to it every week and miss it in the summer!
- none
- Hard to assess your question of "fair and balanced" reporting of town boards, as I share many of the political views of your editors
- I always enjoy Hakan Sahin's cartoons.
- See question 7.
- The contests were fun.
- I wouldn't have known about the Boxborough casino plan if it weren't for the feature article. Love the Harvard Press paper. It reminds me of my favorite paper growing up in Carlisle, MA, the "Mosquito."
- A vital resource of high quality --- essential for an honest, democratic community.
- Harvard Press does a good job. I like the paper. Thanks.
- The Press is better than any other local paper. Don't change things too much or you'll lose what you have.
- Great job overall especially considering difficulty finding reporters. Sometimes a little too timid, gun shy reporting hot topics.
- Anything techy related takes me awhile. For instance, Kayak rack via computer signup was difficult to do correctly -- easier to do in person. Same with writing into ed/newspaper; access is easier for me; the paper/p.o. route for now. Coming at to comps slowly but surely.

- Keep up the great work. We enjoy reading weekly. Press is well written and we would miss it as a source of news for Harvard if it did not arrive. Stand your ground -- do not let a handful of extremely vocal/opinionated people influence how you run your paper.
- Valerie Hurley is a great writer!
- Too bad your reporter left the School Committee before it was over (Tues. May 29). She could then have reported on an alleged "secret" meeting.
- More news articles. Many times my issue seems like 10 pages of ads!
- You guys do a great job for a local paper. So glad you exist after the Harvard Post debacle a few years ago. Sometimes it seems that you don't press local officials hard enough for usual journalistic standards.
- Keep doing a great job!
- Love the Press!
- Would appreciate less biased reporting, especially by John Osborn. Avoid references to statements or ideas or opinions that are not attributed to a source. Sometimes I think you are trying to stir things up for your own purposes.
- We love your paper. It seems to be well rounded.
- Can't help but feel the editors/owners have agenda and promote their own causes -- not a neutral outlook.
- biased reporting
- Keep up your great work in building your foundation as a chronicle of New England activities, traditions, lost arts, farming, recipes, even antiques (what is it?), etc.
- This is a well balanced town paper. There is always stuff one is less interested in.
- Keep up the GREAT work.
- Glad to have an alternative to the Harvard Post.
- More graphics and charts and tables would enhance readability and understanding when you're trying to convey a lot of financial, budget, trench data in an article. Love the Press for the most part. Keep up the good work!
- Don't change people's titles for letters to the editor -- inappropriately changes meaning.
- Your photos are wonderful -- more? Sometimes events are not included in your community events calendar.
- I have always enjoyed the original Harvard Post and your publication.
- Love the Press! Read every Friday night!
- Great paper! Should get best-of-small-town papers national award. Excellent news writing. Excellent photos.
- I love the paper and look forward to reading it every week. And I LOVE the April Fool's edition.
- Great paper. We read cover to cover. The General Store is VERY important to the community. Wonder if there is some way to give them more play; regular article on specials? But maybe unfair to other businesses???
- I like the "tone" of the Press. You report what's happening in town with an intelligence and thoughtfulness that is lacking in other local papers. We're lucky to have the Press.
- This is a great newspaper, and I am so grateful that you publish it!
- I love the paper. You really are fair and balanced and incredibly integrated into the community. Your paper is the real deal, an authentic small-town paper. We are so lucky to have you.

- I'd be happy to read more articles about the schools. I know sports are there and are easy to report on, but I'd be glad to read about annual events for grades, or what is being taught in languages or social studies.
- Appropriately focused on all the local issues
- Your movie reviews are OUTSTANDING. He writes well, and his taste (happily) aligns with mine.
- It's the BEST local paper, SO much better than its competitors. I do notice 3-4 typos every week.
- Excellent coverage of local and state elections. Wine column.
- Do not try to start too many articles on page 1. It can result in a cluttered layout that can be difficult to follow. (Example: The March 1, 2013 issue.) Consider the fold of the newspaper when making the layout. (It looked like the "New Hildreth House plan clears first..." article headline pertained to the photograph above it, which it did not.)
- I would love to have more advanced notice of what's happening around town.
- You are doing a wonderful job. Keep up the good work.
- In my opinion, the paper needs to get back to basics: THE NEWS. Since its launch, the paper has slowly been skewing towards features, opinions, advertisements and general filler. And the news that is included is old by the time it hits the paper.
- I love the local feel of the paper! Don't ever sacrifice that.
- We no longer live in Harvard but continue to subscribe because of the quality of the newspaper (overall quality--good writing, especially) and our desire to maintain some connection to the place where we lived for 35 years.
- It's a great paper and we're lucky to have it. Would like to see more critical analysis and reporting on a broader range of topics.
- I feel strongly about your refusal to print letters that were critical of the past performance of candidates for town government. If a person's track record demonstrates poor judgment or is controversial, then it is a relevant issue for voters to consider. If it's not libelous, then you should be obliged to print it.
- I am happy. The only thing is if there was more to report...but...as the t-shirt says, nothing really happens here.
- I am happy with the Press and appreciative of the paper's efforts in reaching out to the community through this survey. Thank you.
- I can't imagine the challenge of writing a newspaper in this age of opinion journalism, self promotion and immediate gratification, but it would be nice to think there was at least one hold out left on the planet.
- Love the paper and the awareness you obviously have of your role in this community... in a world of such connectivity these days there is much disconnect as well... I see this paper as keeping our community alive and well, like it's the town living room.
- It would be great to see more editorials.
- You do a great job of reporting the news as well as the people pieces that make us a small New England town. I also like the vet and nature columns. How about restaurant reviews of decent places to eat from Acton to Westford? We have to really hunt for restaurants out this way...
- It is always a pleasant experience to read Fred Karotkin's articles- interesting and informative, pleasant and warm tone.
- I would like to see the Press allow for fair, honest critical perspectives that are written in an appropriate tone- no personal attacks.
- Get to the point of a story before one dozes off waiting for a point to emerge.
- Overall, very happy with the Press. Keep up the good work!
- If you are going to have the option of leaving a comment on an article it should be posted. And they simple aren't
- See #19.

- Work harder to not show your political bias in reporting, choice of articles and letters. In the last election, you didn't publish a letter factually critical of Stu Sklar, but did publish one with more of an ad hominem attack on Bill Johnson the next week. A clear demonstration of your bias, as seen in many occasions in the past.
- All in all a good and professional job of gathering and reporting news in a small town.
- I wish that the letters to the editor could be hotlinked for distribution (via email -- like, sending a 'hey check this out' email) -- due to being subscriber-only, though, they aren't.

## Reader Survey 2013 - Question 19

**When we announced this survey, we said we would be asking for opinions about our Letters to the Editor policy, revised after last year's election to mitigate the harmful effect of negative letters. After objection to our application of the revised policy, we are once again in review mode. If you wish to weigh in, please do so here. Further policy change, if any, will be made by carefully assessing the policy in the context of our mission as Harvard's newspaper of record.**

82 answered question; 56 skipped question

- I would like you to continue to screen poorly presented responses, but hope you can be open to controversial letters.
- i can see both sides
- I initially agreed with your policy decision but after reading Jonathan Feists follow-up, I agree that we need to hear and discuss counterpoints and differing opinions. HOWEVER, when the opinions are not based on facts or omit relevant facts because doing so would dilute the point being made, this is both unfair to the individual being criticized and misleading to public. Intentional or not, when facts are compromised this type of critique/discourse does not serve a public purpose. I say this after having read the editorial penned about Mr. Sklar which had both of these elements. While I realize it is difficult to fact check all articles, there should at least be some level of this occur and even provide the subject of criticism to offer their response simultaneous with the publishing of a negative letter when practicable.
- I like this year's policy; -- and not having the negative letters posted. Having that negativity is an embarrassment to the Town, no matter is they are true or not - it's 'mean' opinion. Please don't let them be printed.
- I feel negative comments need to be published, but personal criticisms should be kept out.
- Charts and grids are usually most helpful for me when deciding whom to support in elections. Deciphering neighbor's letters is not helpful.
- A mean comment is not good, but healthy debate is good, even if it seems "negative." Maybe ask the writer if they would be willing to rephrase a particular comment.
- Unless blatantly unfair/critical/libelous, I'd publish what is sent in. Editing makes it worse. If people want to make fools of themselves = entertainment.
- "Let all the poisons that lurk in the mud hatch out." \* In other words, print the negative, absurd letters, and let their authors make fools of themselves. \*Claudius
- A suggested policy: "Be honest and be polite."
- Don't like to see letters getting personal. The letters should address issues at a conceptual level and not spout off uninformed opinions. That's a waste of space and generates ill will.
- I agree you should not let people be abusive; it is unnecessary and unprofessional, and encourages others to go on a rant.
- let the negative letters in--I like to see residents at their nastiest!

- Perhaps the tedious letters that espouse political candidates is the price we need to pay. But you might consider a limit to column-inches for letters in general, though I suspect this would be unpopular.
- Maybe relegate potentially harmful letters to online only? And subsequently reporting on online reactions in an ombudsmanlike way?
- Isn't this the perfect place for people to express their opinion, even if negative? Perhaps, by beefing up the editorial, and even address the negative letters there, you could mitigate the harm.
- The issue with changing standards for letters is just another example of Worth's selective view of what should be published to support his "friends."
- Over the years I've noticed a few regular complainers who haven't yet learned that others' opinions are sometimes valid, but I see no way to ? these. Just let us all read and decide for ourselves.
- We like the "mitigate the harmful effect of negative letter" policy.
- I would print all constructive feedback no matter how negative. As long as it is not a personal attack.
- Respectful pro and con is valuable. Nasty or vindictive is not.
- I do not mind negative letters. They are helpful. I think Harvard people can see through the negativity and also can see who they are from. But we do need to know the negatives about people.
- As a letter from Jonathan Feist noted, the truth can be messy. A newspaper should not be in the censorship business. The Harvard Press should not be telling the people of Harvard "The truth? You can't handle the truth." Print all sides and all letters on every issue, even if messy or even nasty.
- Feel/sounds like the original "Letters to Ed" (un-abashed) was the better, more outright, perhaps honest way to approach opinions/re: candidates. Keep as originally set up is my honest opinion.
- I don't think you should censor negative letters. Either publish all or don't. I would ban political endorsement letters around election time -- waste of space and everyone's time.
- If negatives are based on truth/the facts, they should be printed.
- Jack Spero's letter??
- Any letters that are personal attacks on individuals, slanderous or otherwise in poor taste should be reviewed with the writer (for a more tasteful rewrite), otherwise discarded. We don't need venomous discourtesies published.
- Let people's opinions be expressed, other than gross distortions, libel, falsehoods, etc.
- "Negative" letter is an unhelpful concept because it is imprecise. Every opinion is "negative" vis-a-vis some other opinion! Journalists should help the public distinguish between ad hominem attacks and critical discourse, rejecting the former, inviting the latter.
- Let people say what they will. Monitor for inappropriate language.
- I trust your judgement.
- Just pick a policy and be consistent.
- I believe it's a good policy but the definition of a negative letter may seem arbitrary in specific cases.
- I know it is hard to achieve but BALANCE.
- Limit the length of letters. Many are far too long-winded and self-serving.



- People need to be able to express frustration with public figures. Name calling should be out or other characterizations but pointed criticism.
- If the letters could be libelous (not to the Post, just within the context of the letter), or vitriolic, the writer should be notified and suggested to revise to remove such language. Also, Press should trim (have a policy of < xxx words, say 300).
- Personal attacks, libel, etc. should be off-limits. BUT negative comments, complaints, harsh criticism of town officials, boards, policies are all fair game and part of press job to print/report. If you're not offending someone, you're not doing your job as a newspaper.
- Apply policies even handedly. Use review panel/outside source? Bob Eubank?
- Letters to the editor should be fair, balances, respectful, and represent a wide spectrum of opinions.
- I tend to read the letters before elections with an eye to their authors. I guess if someone whose opinion I respect writes something negative about a candidate, I would like to read it!
- The negative talk about others reflects more of the letter's author than the subject. Perhaps some negativity is ok (but of course hurtful).
- You pander too much to "nice." You should allow 2 sides to all issues -- especially candidates for public office. Your "nice" policy has really lowered the paper's value to me and I almost unsubscribed because of it.
- Criticism of public officials is essential; rants are not. Agree with no surprises in last issue before an election.
- Print 'em all and let God sort it out (unless a certain group of people are targeted, for example gay people).
- Tricky issue which I think you handle well! Cannot allow "nasty" or derogatory letters but do need diverse opinions. Keeping out very negative comments on people but not ideas or politics works.
- Polite disagreement is always welcomed as free speech, but insinuations can be pernicious.
- As a volunteer in town, I have seen how quick some people are to criticize and even verbally abuse people who are giving countless hours of their time to their community. It's painful to read those negative letters; I can't imagine what it's like for the people who are the subject of the letters. Keep them out!
- I think you folks do a fine job. There will always be nay-sayers, and there will always be mistakes. Just keep on keeping on.
- I think you should publish positive, negative, and funny letters.
- I have mixed feelings. For a small town, we do have a lot of inflamed tempers when it comes to politics. I guess I would stick with a "letters in support of" policy, i.e. no letters against a candidate, only in favor. And then judicious editing if negative judgements creep in. Anything that brings back the "civil" in "civil discourse" would be welcome.
- I'm okay with negative letters. The danger is when untruths are told in letters and then received by readers as truth. I'm happy to have you, the editors, use your own judgement.
- Negative items are acceptable (as long as not slanderous or profane or phrased with an intention to hurt someone's feeling). If negative items are factual and objective, they should be published. The reader can decide how to interpret, as I would expect of Harvard readers.
- NO NEGATIVE LETTERS. Elections are competitive, but this is still a small town. Let's foster UNITY. Negative letters seem to dissuade people from running for office.
- Unless outrageous, all letters should be printed regardless of controversy. I like to know how others feel or think about issues. More than once I've seen another side I never thought about.

- Facts are acceptable, but opinions and mouthing off are not.
  - good language is important!
  - I think you have to publish all letters, otherwise you run the risk of being biased and then lose credibility. People who are derogatory only end up looking bad themselves.
  - If you want to be Harvard's "newspaper of record" be fair. While I do not always disagree with the paper's position, it is obviously slanted.
- 
- Negative letters are part of the democratic process. As long as libel laws are adhered to and character assassination is not allowed then there should be an open discussion of errors and accomplishments that occur in our town.
  - Letters to the Editor should be an open forum. As long as nobody is committing libel, all letters should run. The worst thing a newspaper can do to lose its credibility as an unbiased source of information is to censor reader opinions.
  - I will repeat what I said in #18...  
I feel strongly about your refusal to print letters that were critical of the past performance of candidates for town government. If a person's track record demonstrates poor judgment or is controversial, then it is a relevant issue for voters to consider. If it's not libelous, then you should be obliged to print it.
  - I agree that letters that are 'over-the-top' with personal attacks should not be published. I would suggest that when such a letter is received, the writer is contacted and informed of the improper material and given an opportunity to edit it.
  - Not sure how you can come up with a policy without pissing somebody off. Good luck.
  - This is tricky. We live in a small town and as a result Letters to the Editor are inherently very personal and carry more weight than they probably would in larger communities. I think that whatever the policy is, changing it close to an election is bad timing. People have different comfort levels around public criticism of others. I think the solution is less one of the Press micromanaging the process than it is of individuals who object either speaking directly to the authors or simply choosing not to continue reading the piece. We live in a small enough town that making a phone call neighbor to neighbor is a viable option.
  - Letters to the editor are opinions and as such do not reflect the opinions of the Press. If the Press chooses to censor or not print letters, then it needs to have a non-subjective way of doing this. I was bcc'd on Jack Spero's letter to the Press and I did not find it inflammatory, even though I rarely agree with Mr. Spero on much. The letter criticizing Bill Johnson for criticizing Jim Breslauer by Willie Wickman seemed worse (maybe just because I have heard what Willie says about Bill behind closed doors....).
  - Sometimes they are entertaining; so control but don't restrict.
  - It should be all right to give statements of fact about past actions, activities, and position statements by a candidate that a writer disagrees with. These should be verifiable. It is not all right to make disparaging comments about a personality. This is such a fine line, and I am not sure how you can enforce it!
  - Any letter that focuses on public policies and issues--past or present, positive or negative--should be published. A letter that makes unprovable assertions or derogatory comments about personal character should not be.
  - If you are going to allow negative letters then the target person should be allowed more words to respond. Short of obvious slander you probably should allow all letters. HOWEVER, it's easy to throw stones, it's harder to replace the windows. Respondents should have the latitude for a longer letter. If not, then negative letters shouldn't be allowed.
  - I think you should go back to the previous policy of printing everything, editing for length only. Like the Boston Globe. If people are going to be negative, they will hear from the residents and things will take care of themselves.

- I wish that the Harvard Press would state to those who submit letters that the tone of such letters be civil. By "civil" I mean "polite and respectful." My wish is that such letters would also not contain any degree of a sarcastic tone. I also think that the Harvard Press should run or post all letters submitted to the Press. If there are too many letters to print in the paper edition, they should all be posted on line ,and then , the Press should print the number they can accommodate. The letters that are chosen for paper print edition should be selected at random in a "blind draw" so that it does not appear the Press picks and chooses who they give voice to. Otherwise, the Press becomes viewed as a biased news source. It is troublesome to read or hear that the Press has "refused" to run a letter from a reader or someone in the community providing feedback to the Press. Please post all letters. Otherwise, the press risks losing credibility. If a letter is written in a discourteous manner and/or contains content that is libelous, or unnecessarily inflammatory, the Press might consider returning the letter to the sender with the request that the author edit the letter for tone and/or content and then re-submit. Some newspapers limit a person to one letter/month. If this guideline were used by the Harvard Press, it might prevent the "letters to the editor" section of the HP from serving as a public forum for disagreements between various individuals and/or town boards.
- I would like to see the Press allow for fair, honest critical perspectives that are written in an appropriate tone- no personal attacks. I would like to see "negative" letters as long as they are not personal attacks and are written in an appropriate tone for our small community.
- This is a problem at election time, so for election time only print a plus and a matching minus or print nothing at all
- You were in a tough spot this last election cycle. Have you researched what other small papers do (not many left, I know - Carlyle Mosquito or Vineyard Times perhaps)? Tricky balancing act here - on the one hand the letters can shed light on truths that candidates might prefer keep from us. On the other hand unsubstantiated rumor is not acceptable. Good luck!
- Let the New York times be your model. I believe you should use editorial judgement on serious matters, not include "both sides" just because certain parties are pressuring you. You're good; use your own sense of the matters.
- I think publishing a critical letter is part and parcel to the process, but it is blatantly unfair to do so then wait a week for a response from the individual or board being criticized. I recommend you only post that letter with the individual or board's immediate response. The issue I find unsettling and unfair is publishing then letting it hang for a week.
- I believe it is OK to publish a letter that contains facts that illustrate a candidate's strengths, weakness and positions on important issues. As long as that candidate has an opportunity to review and rebut the letter in the SAME issue.
- Please publish all letters, good, bad, indifferent -- it's too tricky to be the arbiter of negative (what's negative to one person is utter incontrovertible truth to another).
- All letters should be published. Everyone's opinions matter.
- I don't think there should be ANY letters either endorsing or discouraging voting for candidates - just cover the various meetings and debates. Let me decide based on that.

## Reader Survey 2013 - Question 20

### Do you want to give us your detailed assessment of the many aspects of the Press?

126 answered question; 12 skipped question

	Response Count	Response Percent
• <b>Yes</b> (go to detail, question 21)	105	83.3%
• <b>No</b> (go to end of survey)	21	16.7%

## Reader Survey 2013 - Question 21

### Please tell us what features of the paper are most valuable to you.

106 answered question; 32 skipped question

	Response Count	Very valuable	Somewhat valuable	Neutral	Not very valuable	Waste of space
• <b>News</b>	104	89 (85.6%)	14 (13.5%)	1 (1.0%)	0	0
• <b>From the boards</b>	101	45 (44.6%)	41 (40.6%)	12 (11.9%)	3 (3.0%)	0
• <b>Police Log</b>	101	48 (47.5%)	36 (35.6%)	12 (11.9%)	4 (4.0%)	1 (1.0%)
• <b>Notice Board</b>	96	35 (36.5%)	34 (35.4%)	23 (24.0%)	4 (4.2%)	0
• <b>Editorials</b>	102	37 (36.3%)	37 (36.3%)	20 (19.6%)	6 (5.9%)	2 (2.0%)
• <b>Letters to the editor</b>	103	48 (46.6%)	43 (41.7%)	10 (9.7%)	2 (1.9%)	0
• <b>Consider This</b>	98	28 (28.6%)	40 (40.8%)	26 (26.5%)	4 (4.1%)	0
• <b>Viewpoint</b> (contrasting views)	102	33 (32.4%)	47 (46.1%)	19 (18.6%)	3 (2.9%)	0
• <b>Features and profiles</b>	102	46 (45.1%)	35 (34.3%)	18 (17.6%)	3 (2.9%)	0
• <b>People</b>	101	37 (36.6%)	32 (31.7%)	28 (27.7%)	3 (3.0%)	1 (1.0%)
• <b>Current events</b>	103	57 (55.3%)	29 (28.2%)	15 (14.6%)	2 (1.9%)	0
• <b>Calendars</b>	99	56 (56.6%)	25 (25.3%)	12 (12.1%)	5 (5.1%)	1 (1.0%)
• <b>Senior Spotlight</b>	98	21 (21.4%)	23 (23.5%)	30 (30.6%)	22 (22.4%)	2 (2.0%)
• <b>Movie reviews</b>	99	22 (22.2%)	19 (19.2%)	26 (26.3%)	19 (19.2%)	13 (13.1%)
• <b>Sports</b>	100	14 (14.0%)	20 (20.0%)	35 (35.0%)	24 (24.0%)	7 (7.0%)

• <b>Sports schedule</b>	98	14 (14.3%)	14 (14.3%)	35 (35.7%)	26 (26.5%)	9 (9.2%)
• <b>Photography</b>	100	43 (43.0%)	29 (29.0%)	18 (18.0%)	9 (9.0%)	1 (1.0%)
• <b>Only Natural</b>	98	26 (26.5%)	29 (20.6%)	30 (30.6%)	8 (8.2%)	5 (5.1%)
• <b>Wingin' It</b>	92	22 (12.2%)	26 (28.3%)	29 (31.5%)	8 (8.7%)	7 (7.6%)
• <b>Vetting It</b>	90	11 (12.2%)	23 (25.6%)	37 (41.1%)	12 (13.3%)	7 (7.8%)
• <b>View from the Dump</b>	86	13 (15.1%)	25 (29.1%)	37 (43.0%)	7 (8.1%)	4 (4.7%)
• <b>Shelf Space</b>	87	13 (14.9%)	29 (33.3%)	33 (37.9%)	9 (10.3%)	3 (3.4%)
• <b>A Look Back</b>	98	24 (24.5%)	44 (44.9%)	23 (23.5%)	5 (5.1%)	2 (2.0%)
• <b>Business Briefs</b>	89	12 (13.5%)	29 (32.6%)	38 (42.7%)	8 (9.0%)	2 (2.2%)
• <b>The Food Whisperer</b>	89	16 (18.0%)	17 (19.1%)	37 (41.6%)	15 (16.9%)	4 (4.5%)
• <b>Read Globally</b>	100	23 (23.0%)	28 (28.0%)	27 (27.0%)	14 (14.0%)	8 (8.0%)
• <b>Press Asks</b>	89	12 (13.5%)	32 (36.0%)	39 (43.8%)	5 (5.6%)	1 (1.1%)
• <b>Harvard by Design</b>	75	8 (6.0%)	14 (18.7%)	48 (64.0%)	4 (5.3%)	3 (4.0%)
• <b>Display advertising</b>	94	13	37	34	7	3
• <b>Classified advertising</b>	98	31	36	26	4	1
• <b>Real estate transfers</b>	98	34	44	13	6	1
• <b>Cartoon</b>	98	27	35	19	10	7
• <b>Truer words</b>	91	20	21	37	8	5
• <b>Cable listings</b>	84	12	11	27	17	17
• <b>Other (please specify)</b>	9					

- . Like it all!
- . Allow less formal style of writing.
- . The paper is wonderful!
- . Did you forget the obituaries? I miss Alex (movies) and even the new kid is good!
- . I don't remember having seen Food, Only Natural, Wingin' It
- . Harvard History features by Carlene Phillips always interesting
- . cable listing with times, please! also, value of each element depends on the writers. Food Whisperer was great with Mark Mikitarian.
- . Ads are probably necessary due to \$
- . In reading through this listing of article categories, I realize that I simply read the articles in the Press vs noting the name of the column they belong to. This is why a number of my responses are "neutral."