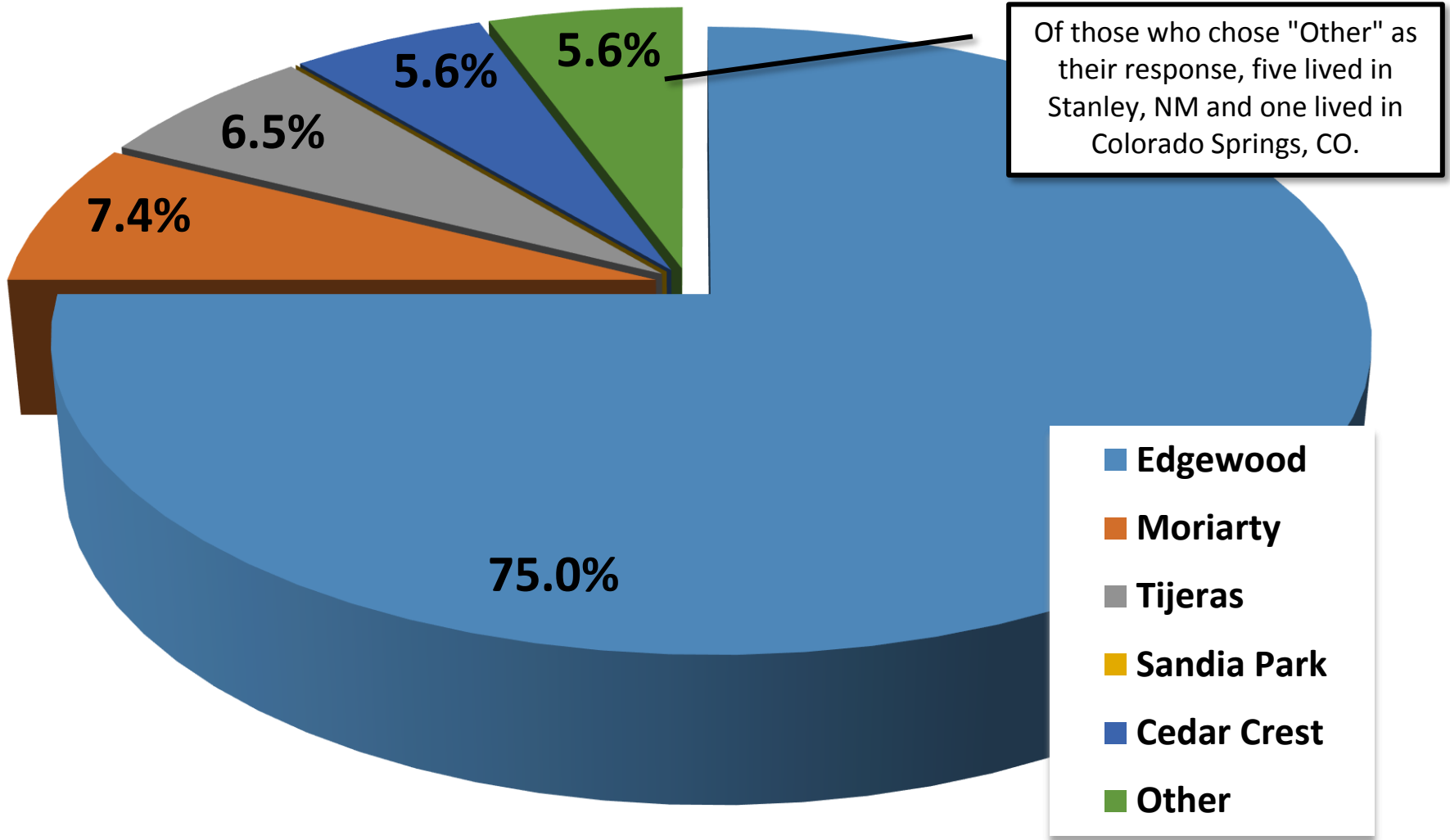


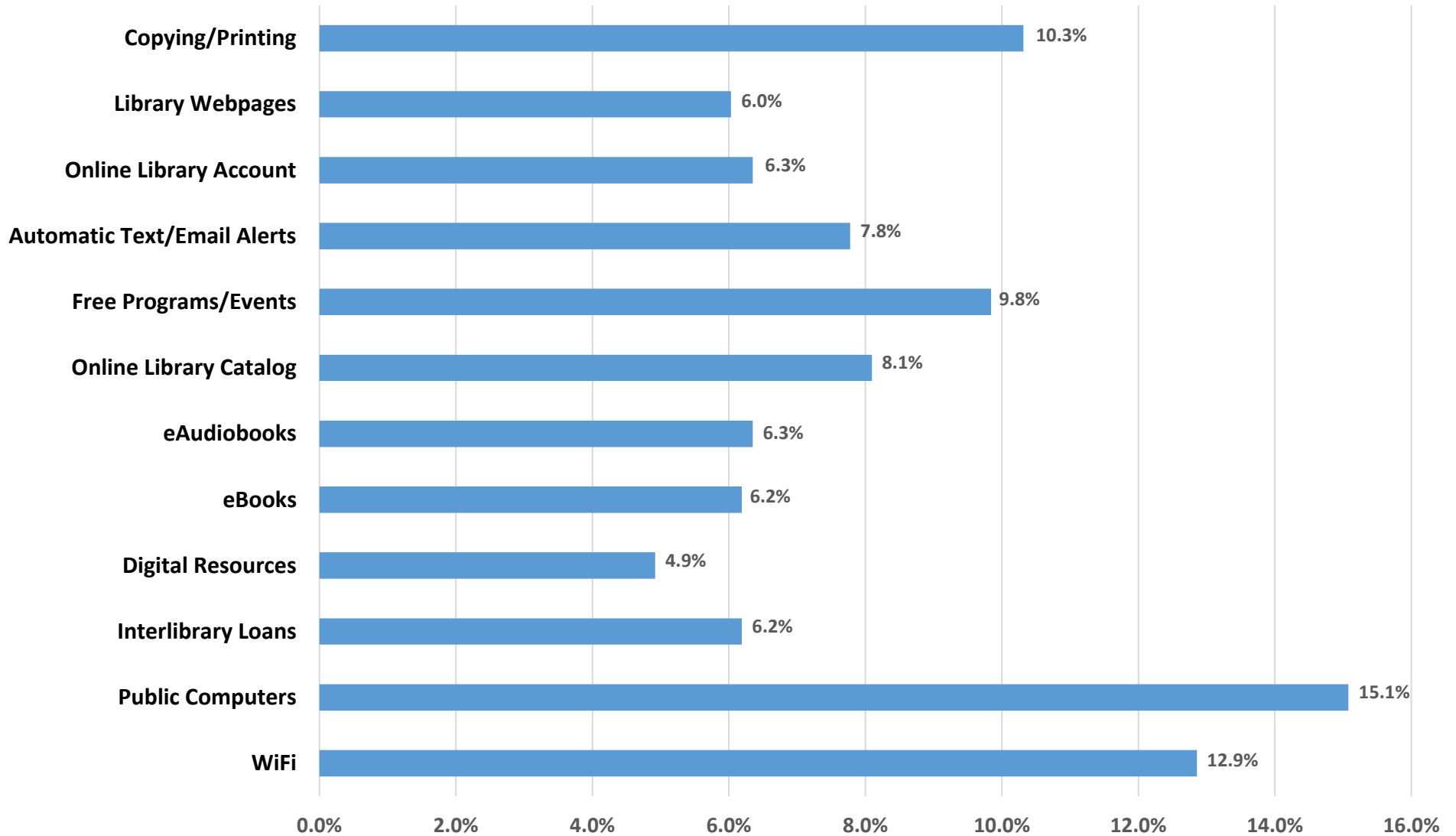
Patron Residency

What ZIP code do you live in?



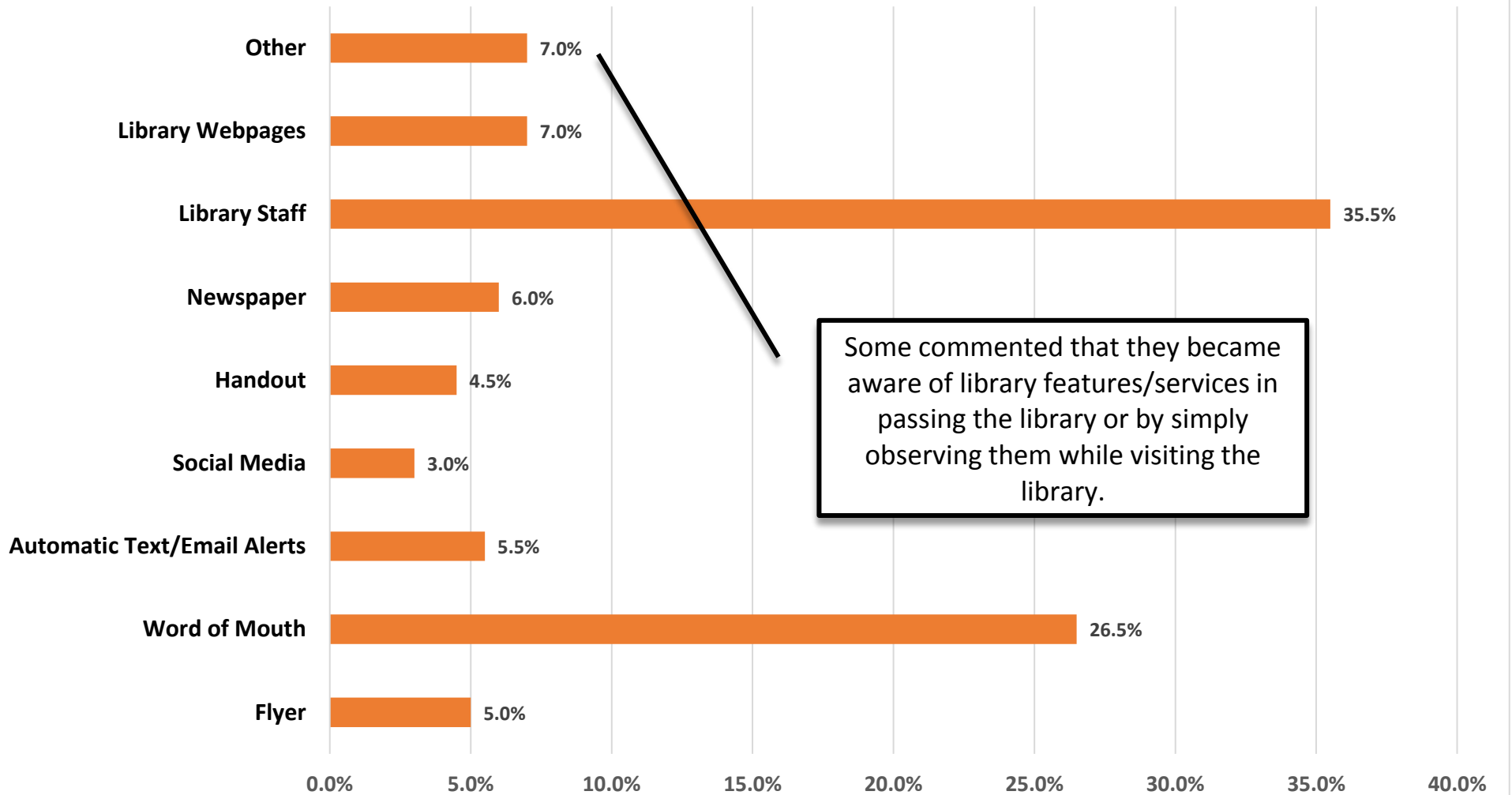
Patron Knowledge of Features/Services

Which of these library features/services have you heard about?



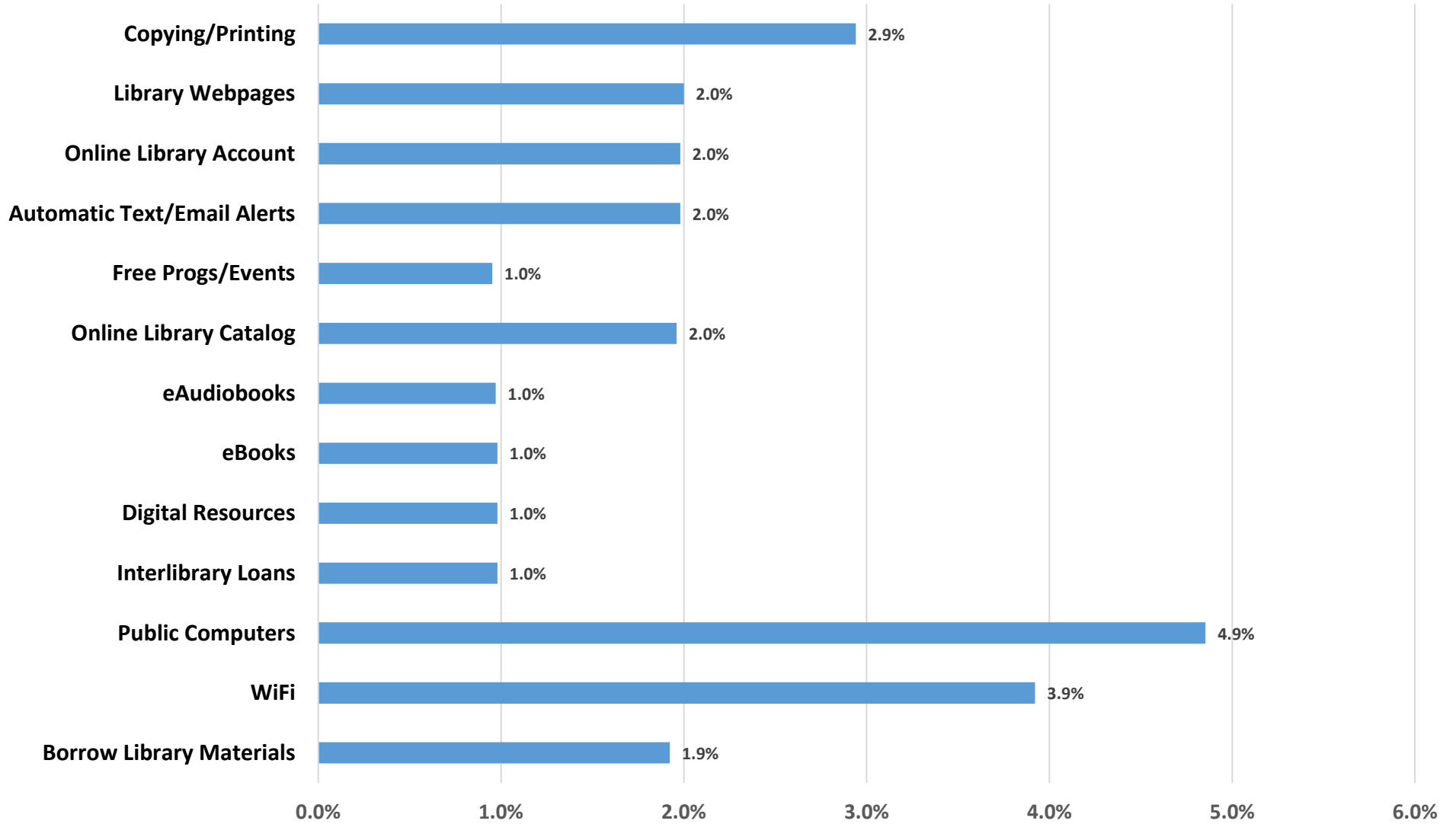
Most Effective Mode of Communication for Features/Services

How did you hear about these library features/services?



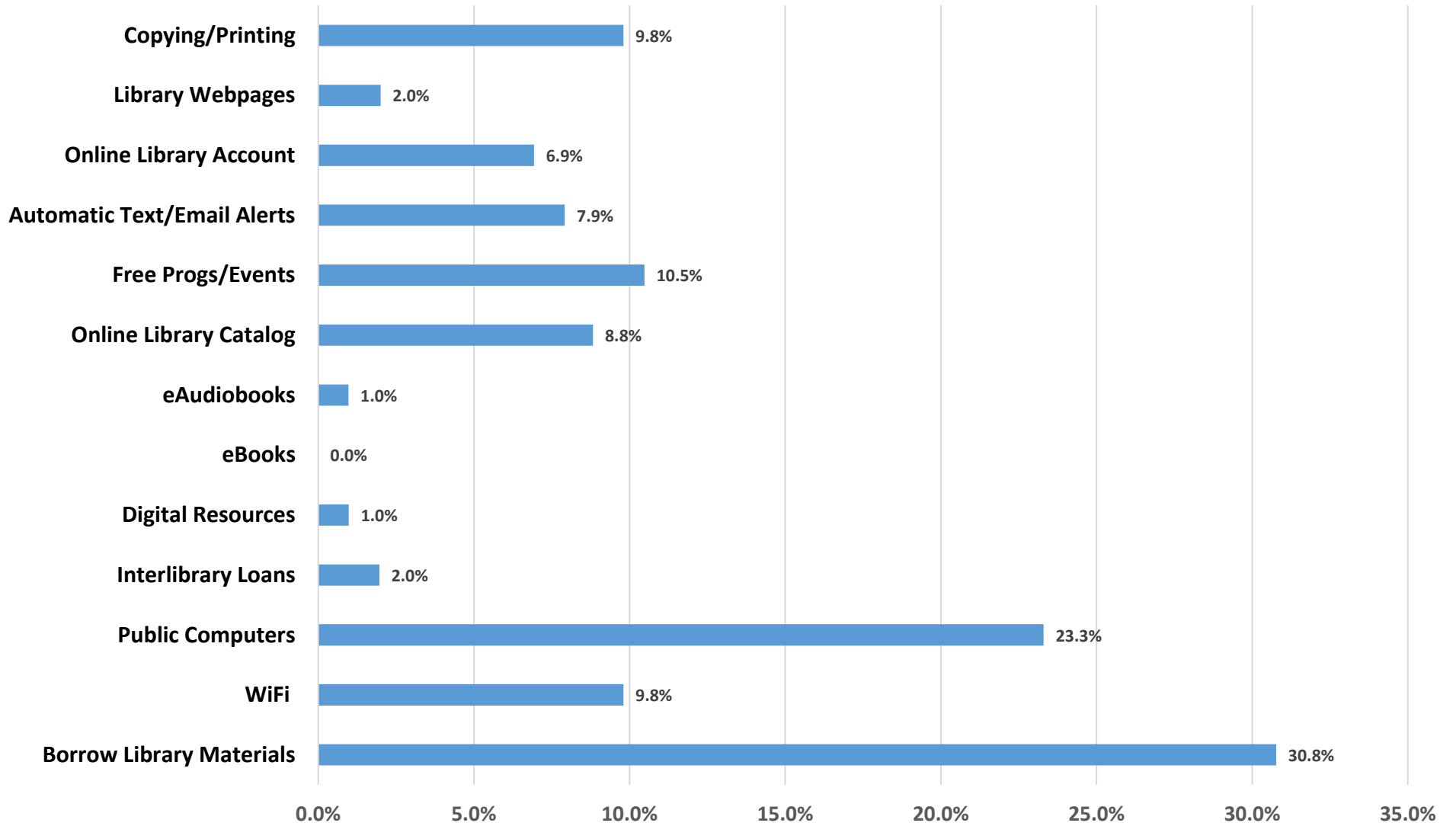
Features/Services Most Used DAILY

How often, if ever, have you used these library features/services?



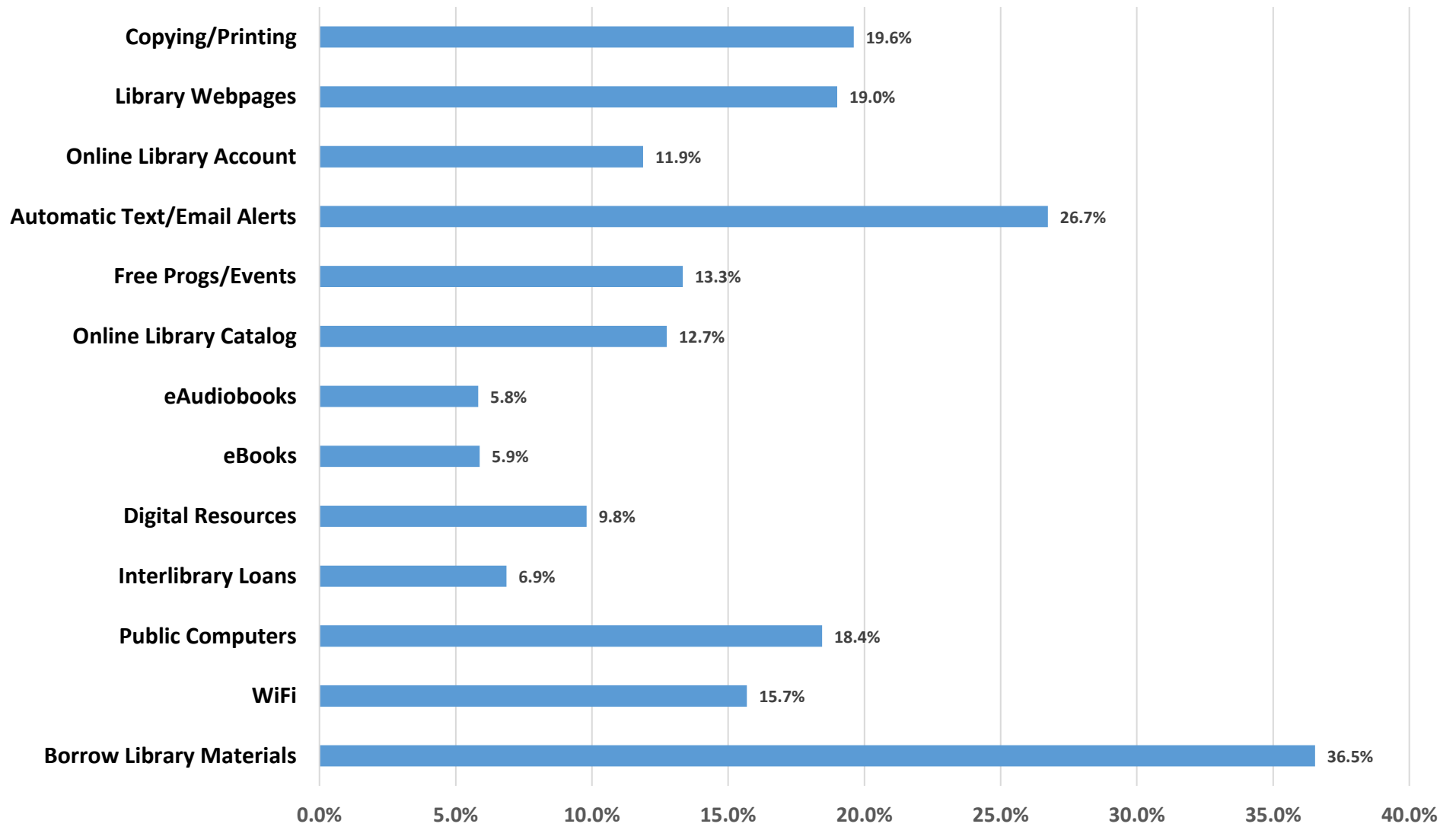
Features/Services Most Used WEEKLY

How often, if ever, have you used these library features/services?



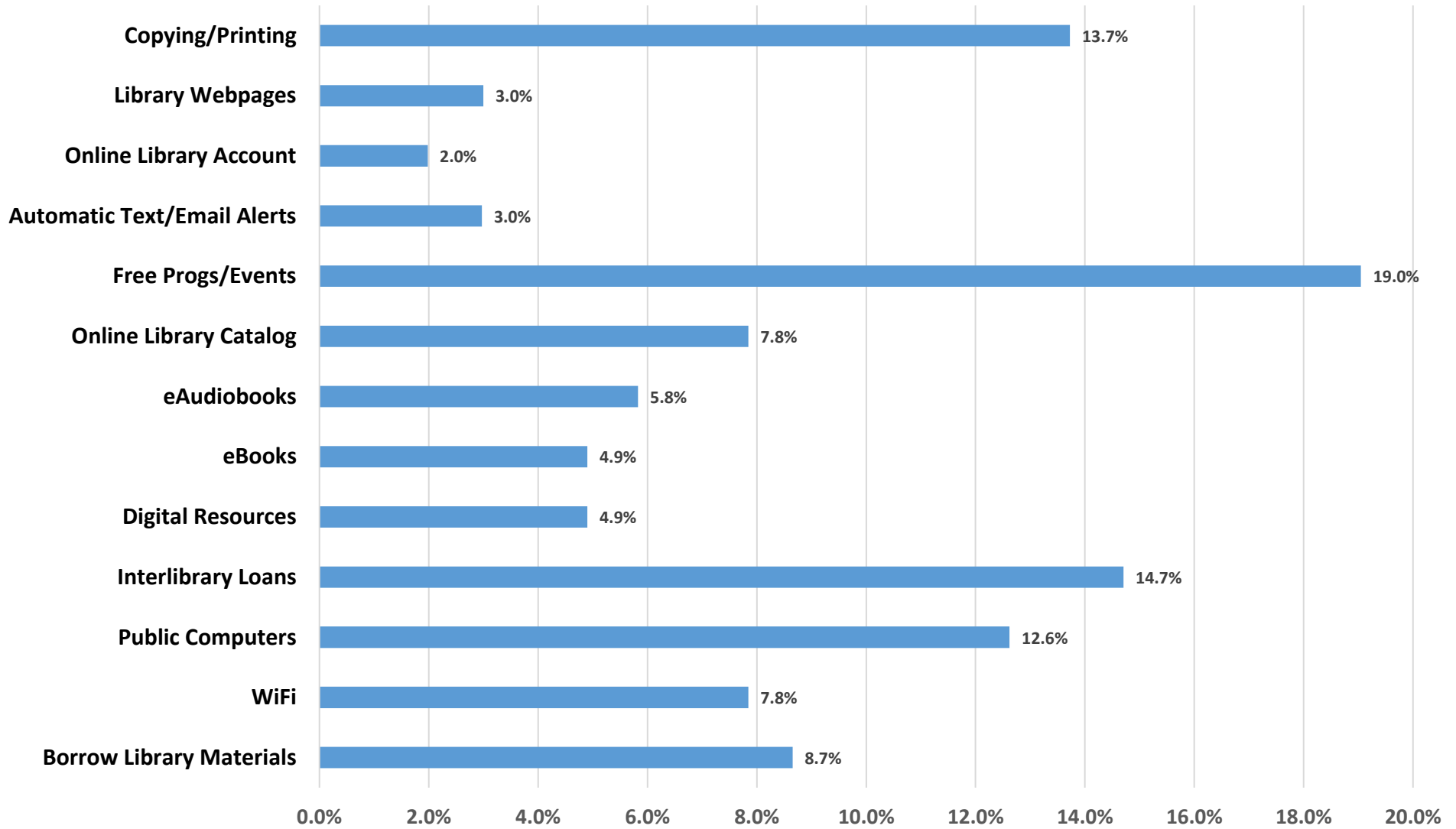
Features/Services Most Used MONTHLY

How often, if ever, have you used these library features/services?



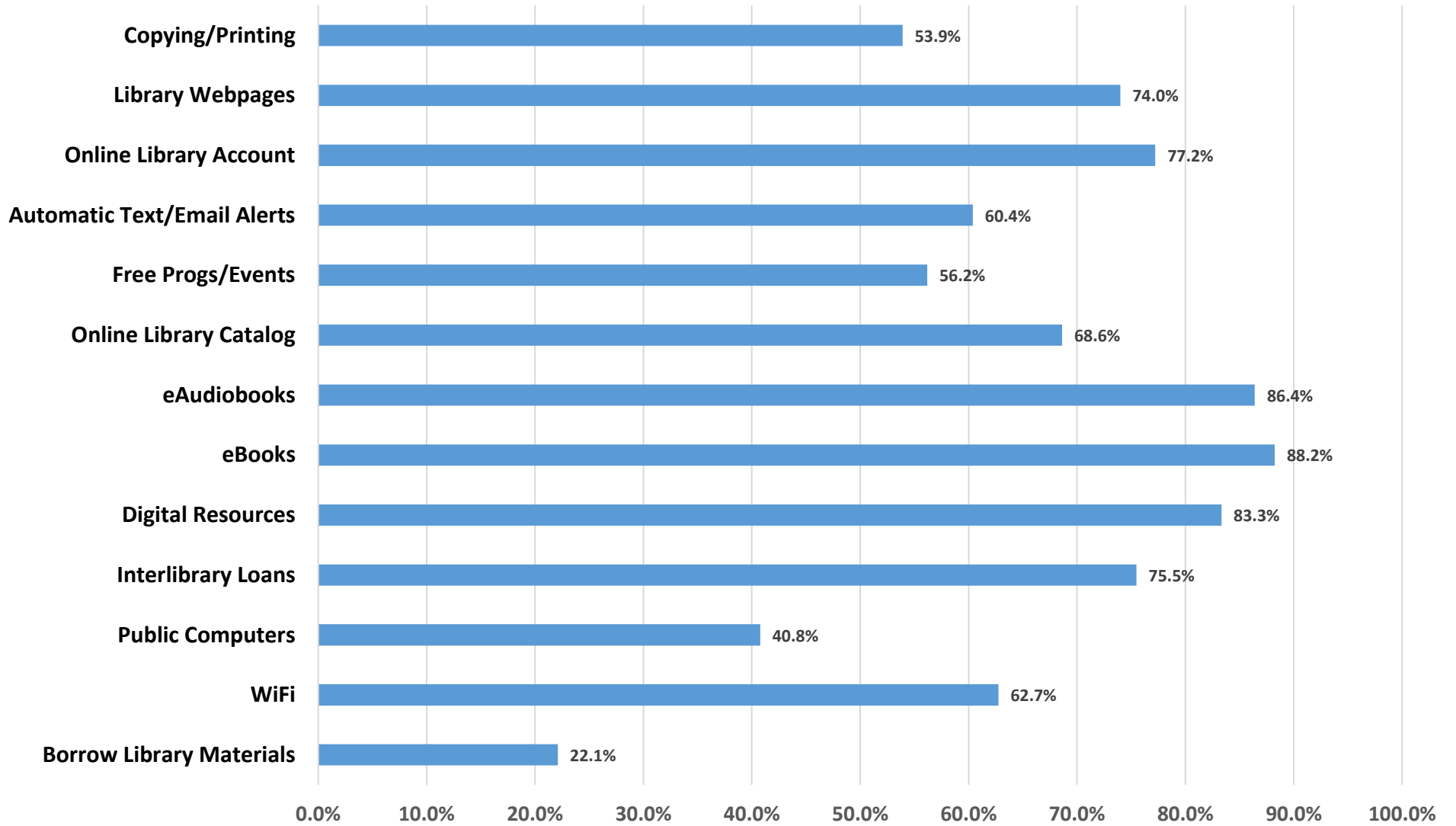
Features/Services Most Used YEARLY

How often, if ever, have you used these library features/services?



Features/Services NEVER Used

How often, if ever, have you used these library services?



What library features/services should we offer that we currently don't?

- Approximately, fifteen survey participants expressed satisfaction with the current library features/services or suggested that no changes be made.
- About ten participants commented that they "can't think of any", "none", or had "no opinion".

- The library should offer:
- self check out stations
 - library card key chain fob
 - bookmarks
 - faxing
 - more computers

- After school tutoring should be made available to students.
- More space for library programs/activities.
- Informed upon library entry of events & activities especially those that are geared towards children.

- Storytime should be offered based on age (Pre-K, toddler, infant).
- More materials/activities for young adults.

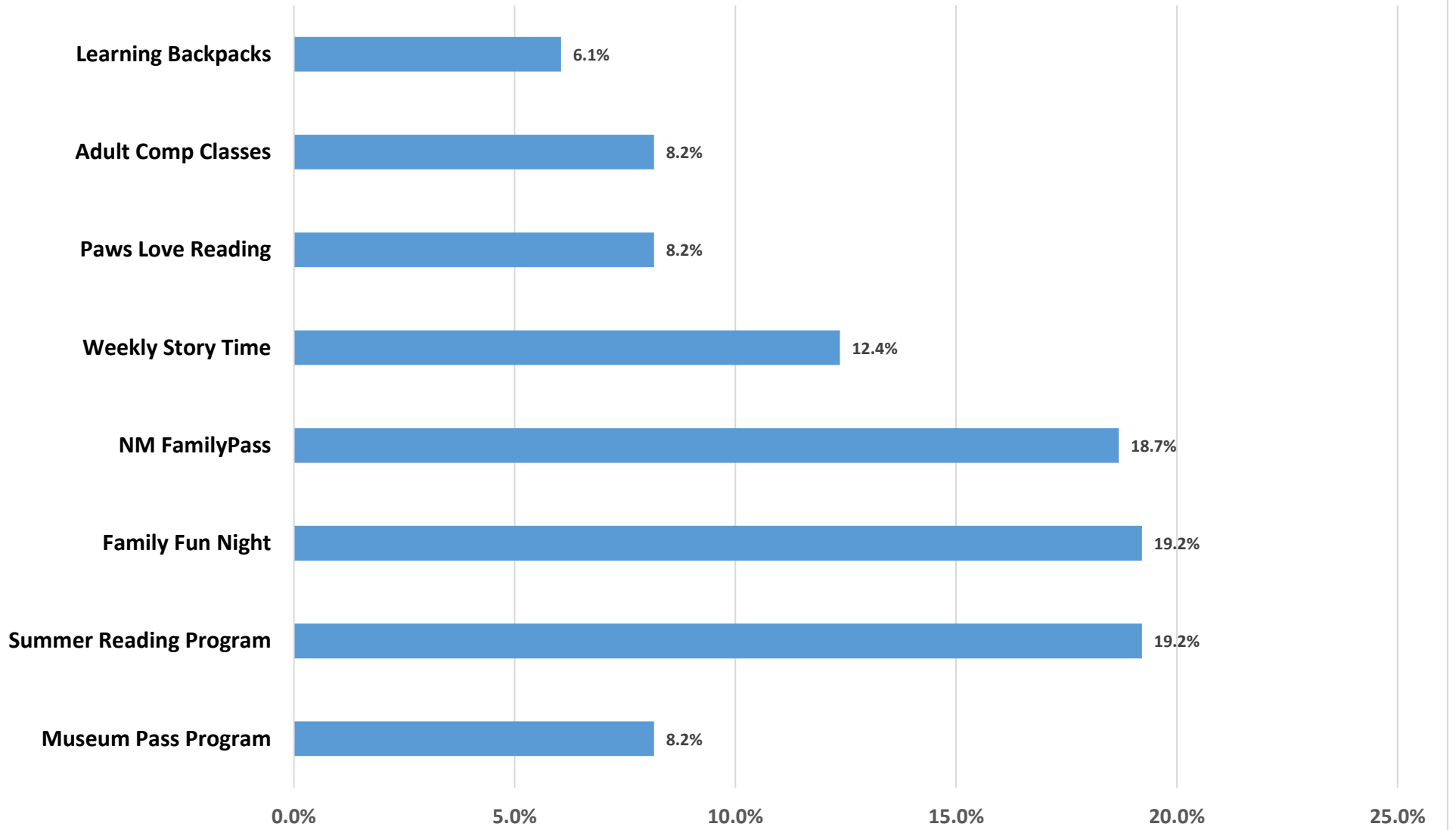
- Five expressed the need for more current eBooks and/or eAudiobooks.
- More workout/dance videos

- Feature work of local artists.
- Assistance in putting together on online resume.

- More magazines and a free magazine exchange for patrons.
- Certificates for reading certain great works of literature.
- Check out more than 5 items at a time.

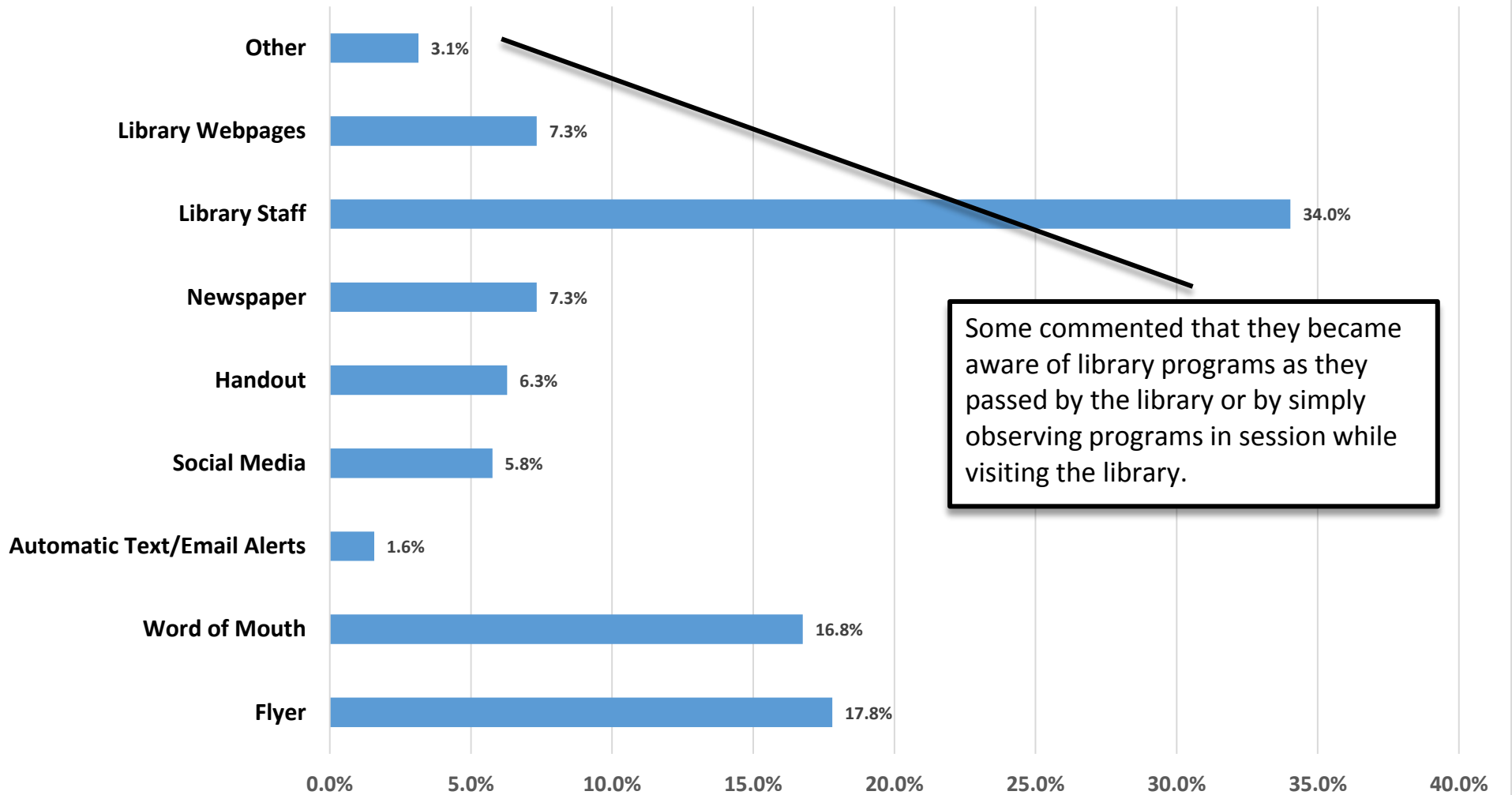
Patron Knowledge of Programs

Which of these library programs have you heard about?



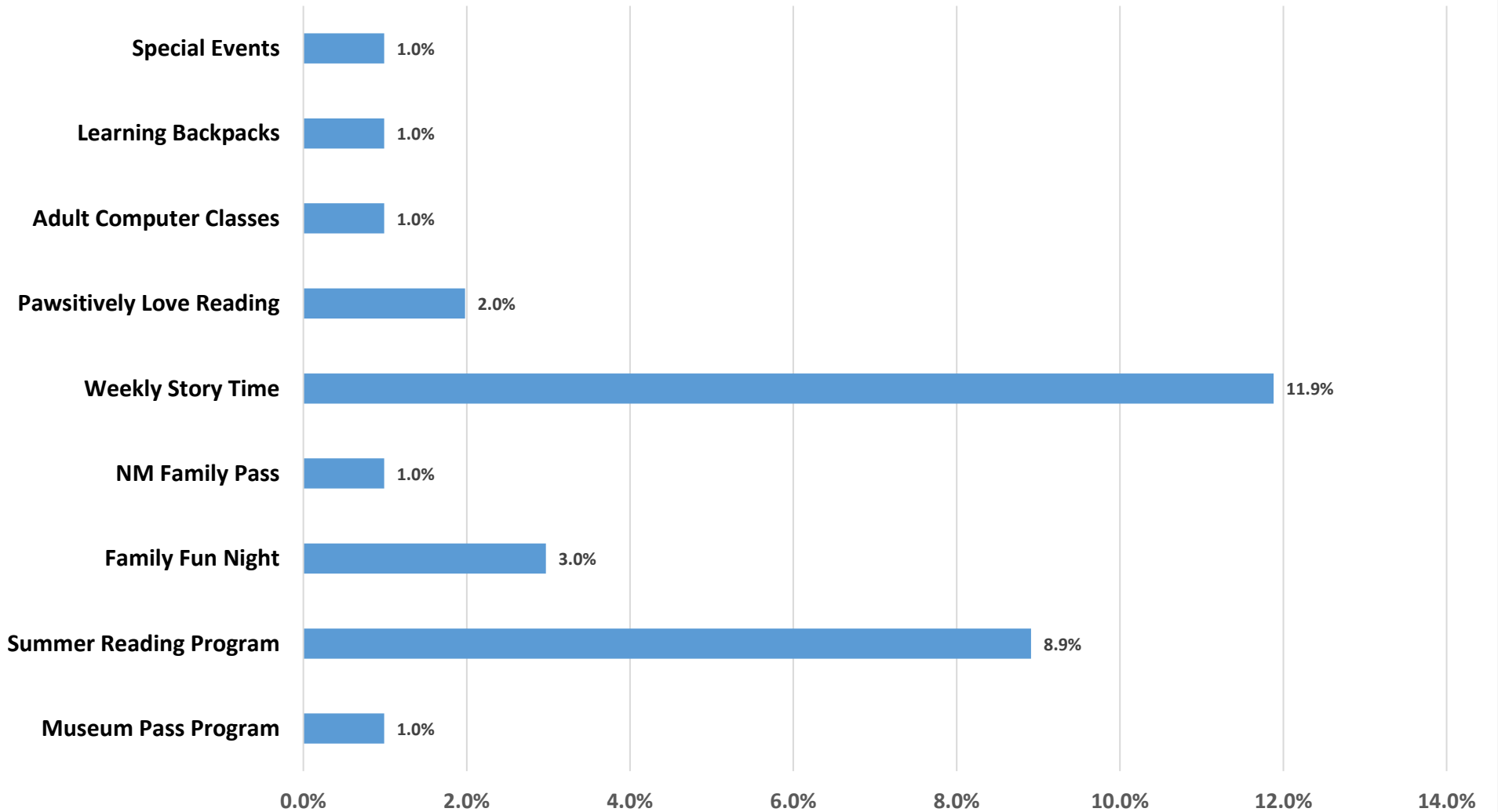
Most Effective Mode of Communication for Programs

How did you hear about these library programs?



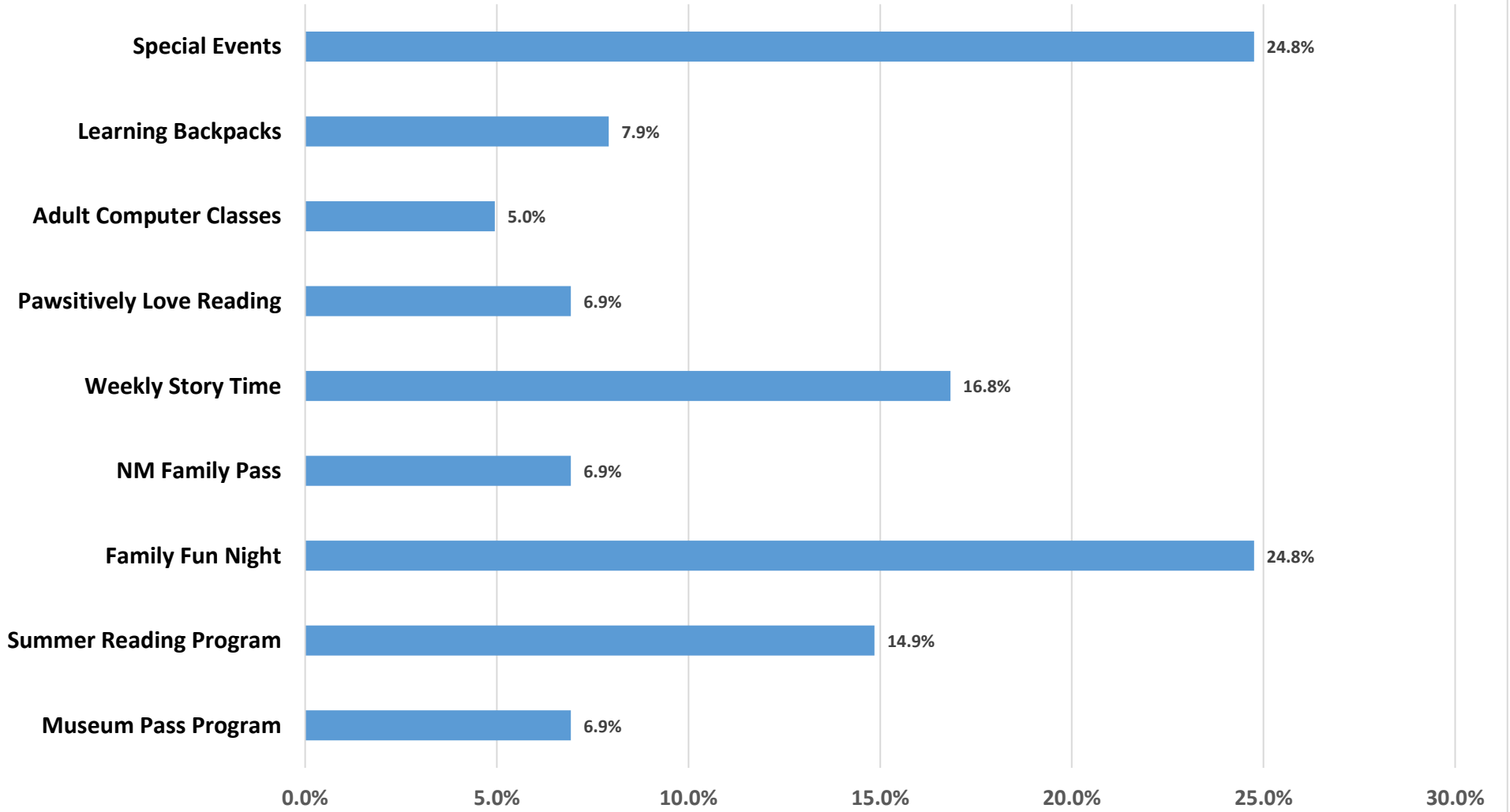
Programs Used MORE OFTEN

How often, if ever, have you participated in these library programs within the last 6 months?



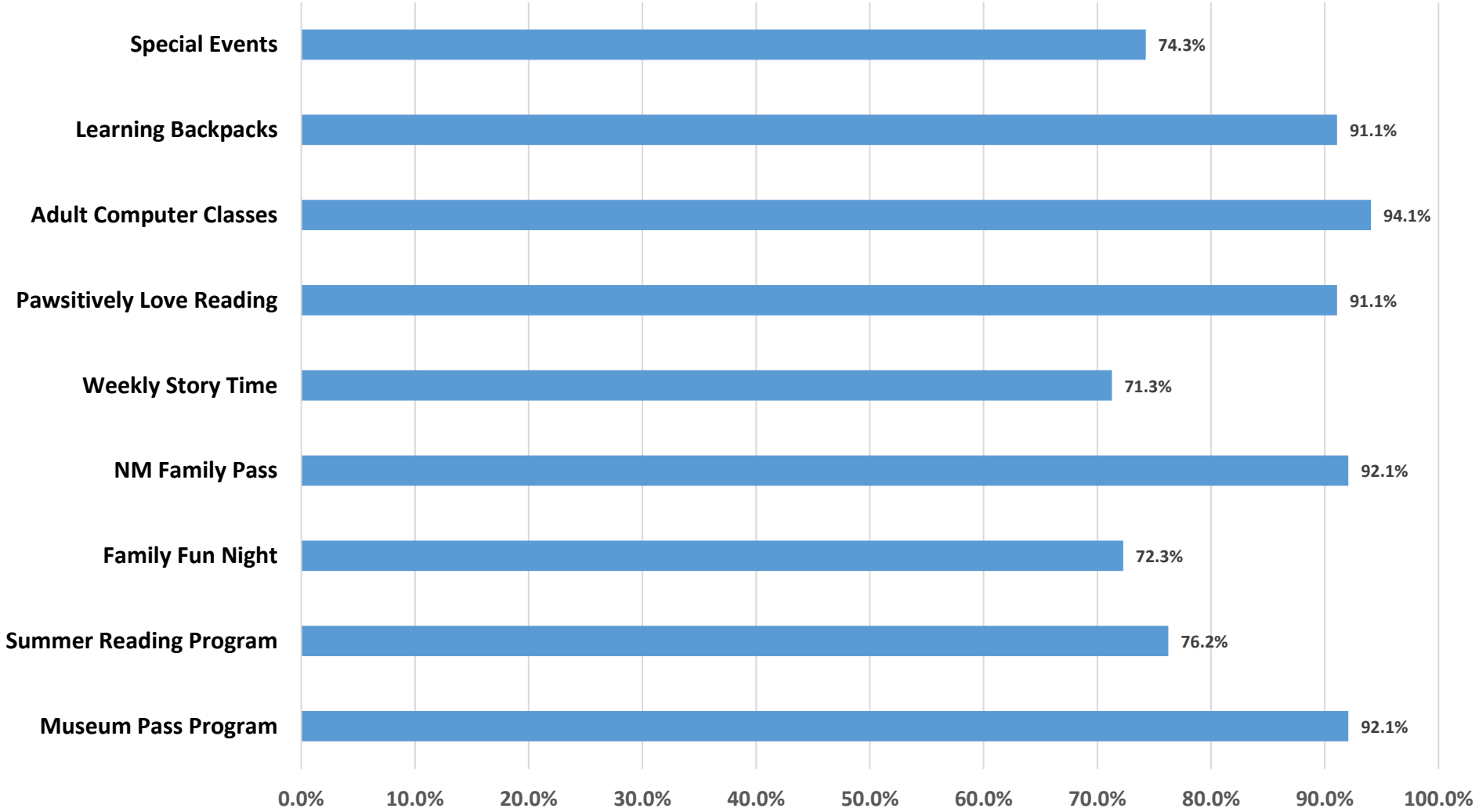
Programs Used LESS OFTEN

How often, if ever, have you participated in these library programs in the last 6 months?



Programs NEVER Used

How often, if ever, have you participated in these library programs in the last 6 months?



- About three participants said they couldn't think of any.
- A couple of others responded with "no opinion" or "none"

Offer a Summer Reading Program for children of all ages.

- Feature local author talks.
- Provide literacy workshops.
- Promote local artists' work.

What library program/s should we offer that we currently don't?

Approximately six participants commented that the library was doing a great job and that they were satisfied with the current programs offered.

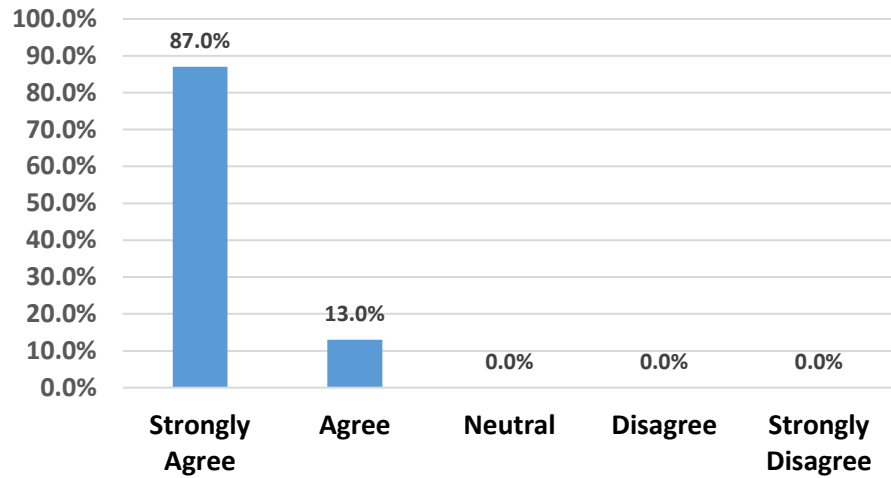
Two participants suggested that the library add programs for Seniors.

Some survey participants expressed interest in program offerings but have never attended.

Offer a free movie night once a month, especially classics and Academy award winners from the past year.

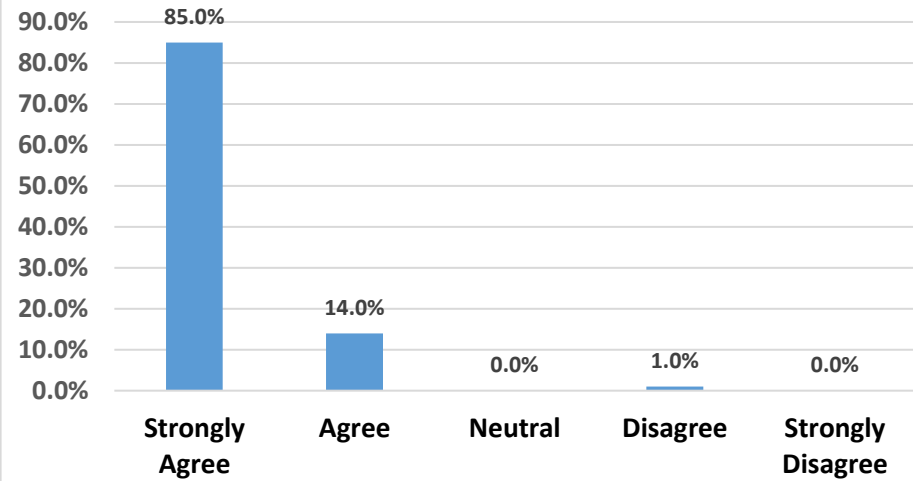
Customer Service

Library staff and volunteers are helpful



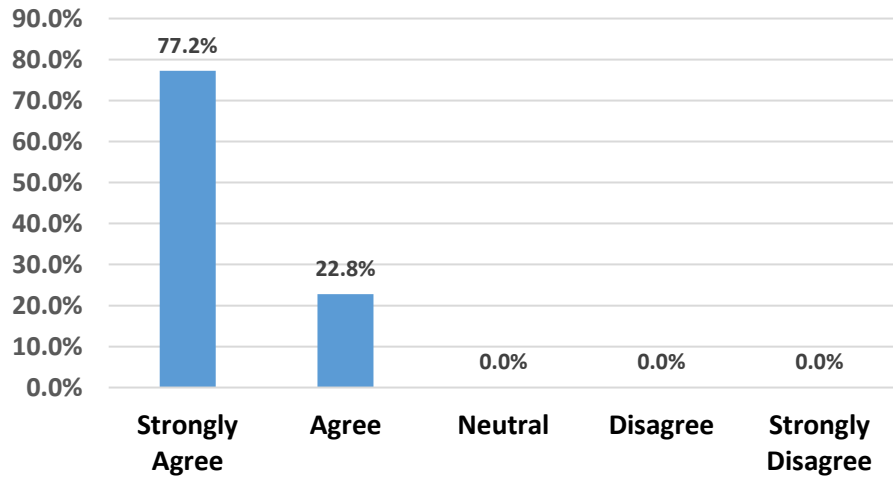
Customer Service

Library staff and volunteers are polite



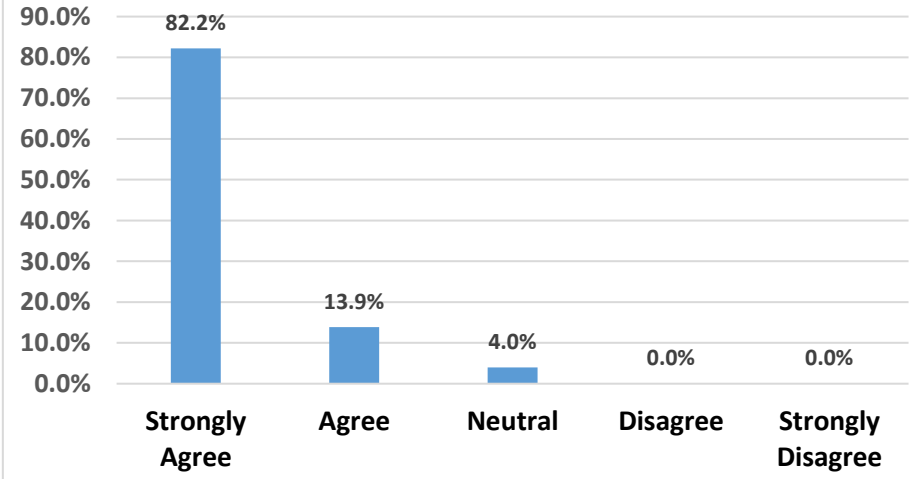
Customer Service

Library staff and volunteers are knowledgeable



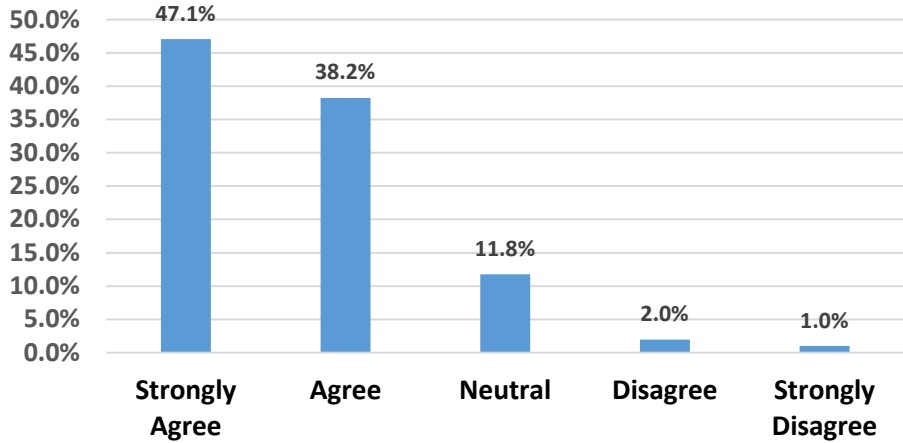
Customer Service

The library offers a welcoming atmosphere



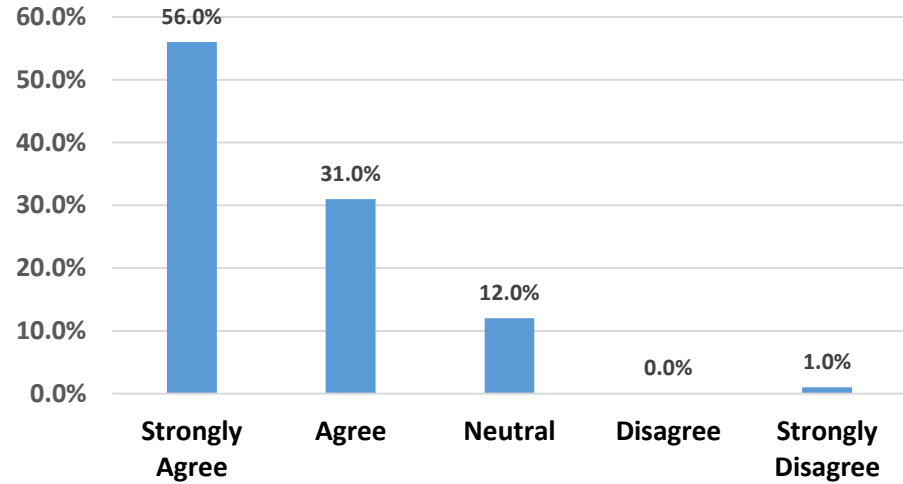
Collection

I can usually find what I need on the library shelves



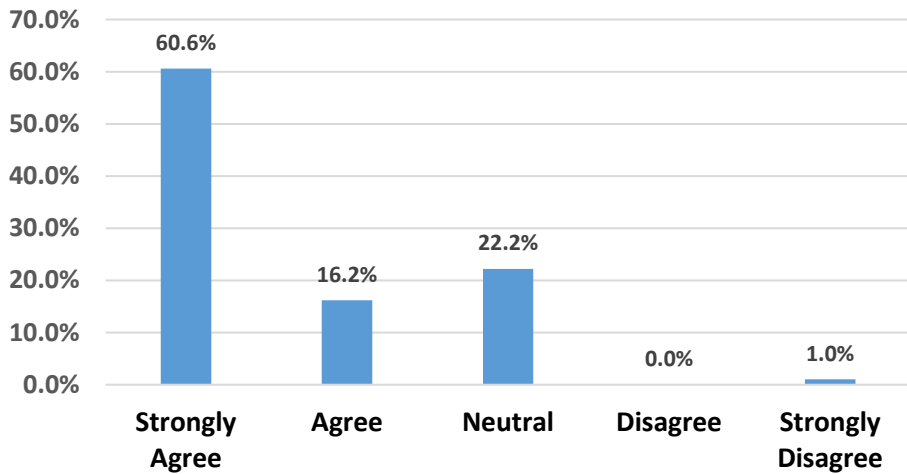
Collection

Library materials are up-to-date and useful



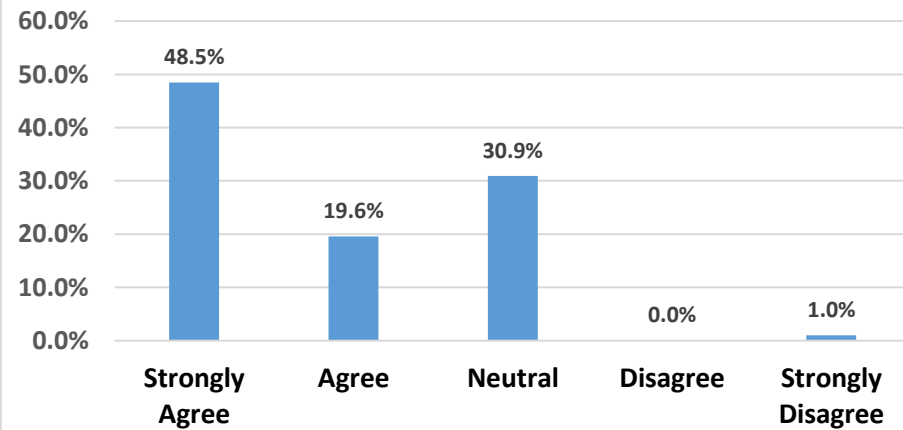
Computers

The public computers are adequate for my needs



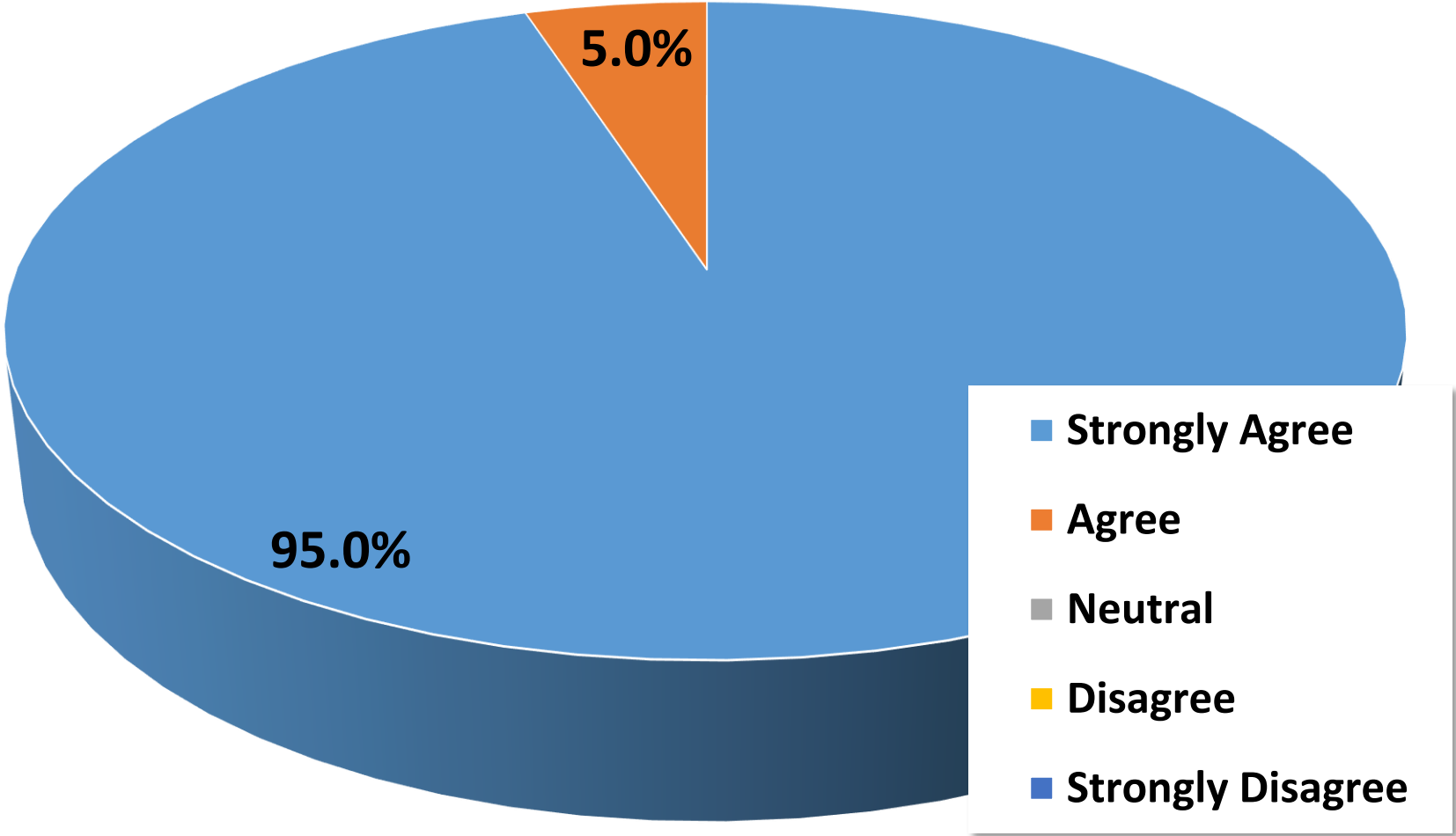
Bandwidth

The WiFi/Internet speed is adequate for my needs



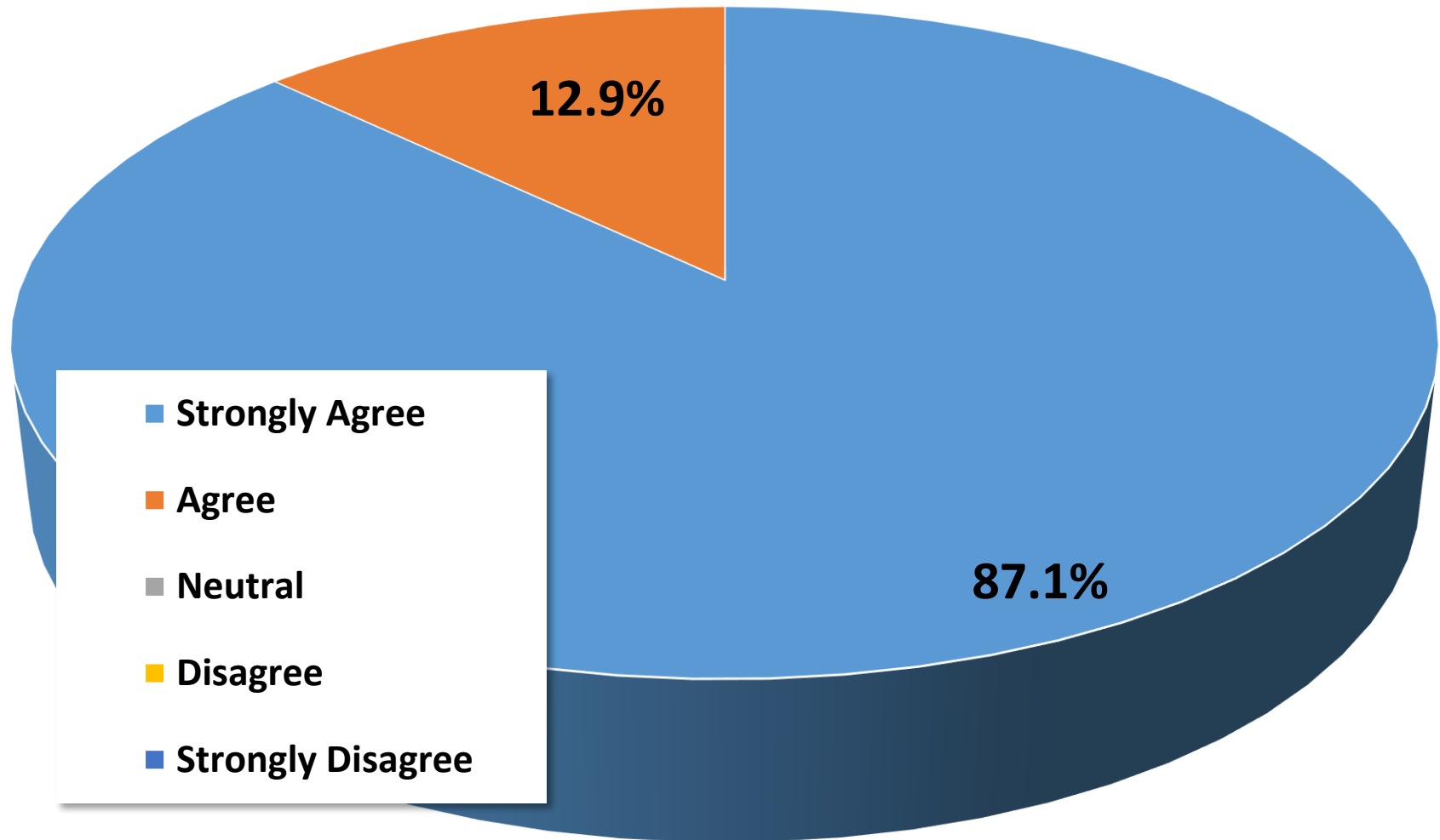
Importance

The library is important to the community



Satisfaction

Overall, I am satisfied with the library



Are there any changes you feel the library should make in its service to the community?

- Stronger audiobook collection in kids area.
- More educational DVD's.
- Larger selection of books.
- More local authors.
- Great classics in more prominent location.

Approximately fifteen expressed satisfaction with the library, citing that no changes were needed and offering kind words of encouragement.

- Three survey participants suggested acquiring or constructing a larger library facility.
- More seating for studying.

- Three survey participants expressed a need for extended library hours.
- Affordable and convenient fax service.
- Feature some events/programs on weekends.
- Issue a monthly newsletter of library happenings
- Increased automation.

About fifteen participants responded "no", "none", "nothing" & "nope".

Two patrons preferred that the library atmosphere, employees, and volunteers be much much more quiet; like a traditional library.

Four survey participants commented on how much they love the library!

Any comments or suggestions you'd like to share with us?

- Increase Large Print collection & book selection
- Relocate new books for increased accessibility
- Bottom shelves are too low to reach for library items

Nine patrons commented that the library is doing an excellent job of being part of the community.

About twenty-five patrons praised the library volunteers and staff for being:

- friendly
- polite
- helpful
- kind/nice/caring
- knowledgeable
- professional
- awesome/great

- Six people said that they "loved" the library.
- Six patrons commented that the library was great as is.

- About ten patrons expressed their gratitude for all that the library does and for being here.
- Four patrons said to keep up the good work.

- Don't like the jangly bell upon entering library; feel like it disturbs others
- Whispering should be standard library etiquette

- Fifteen or so patrons said that they were happy with the library programs and services.
- Six patrons commented favorably on the positive, welcoming, friendly, and aesthetically pleasing library atmosphere.