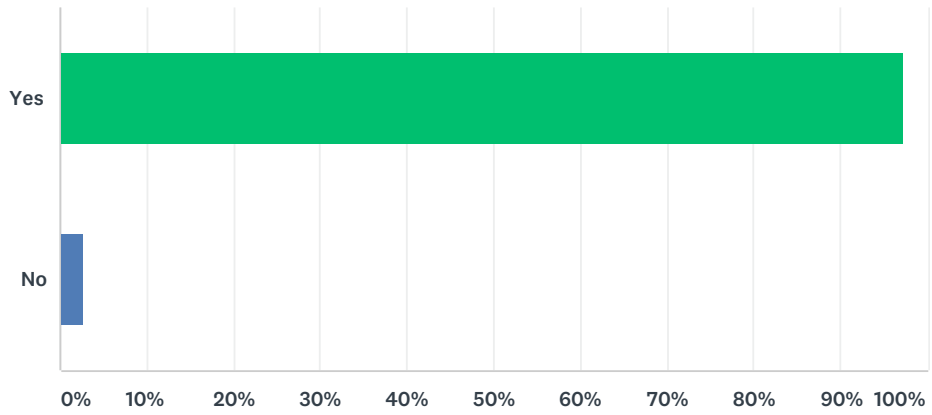


# Q1 Do you use the Buffalo & Erie County Public Libraries?

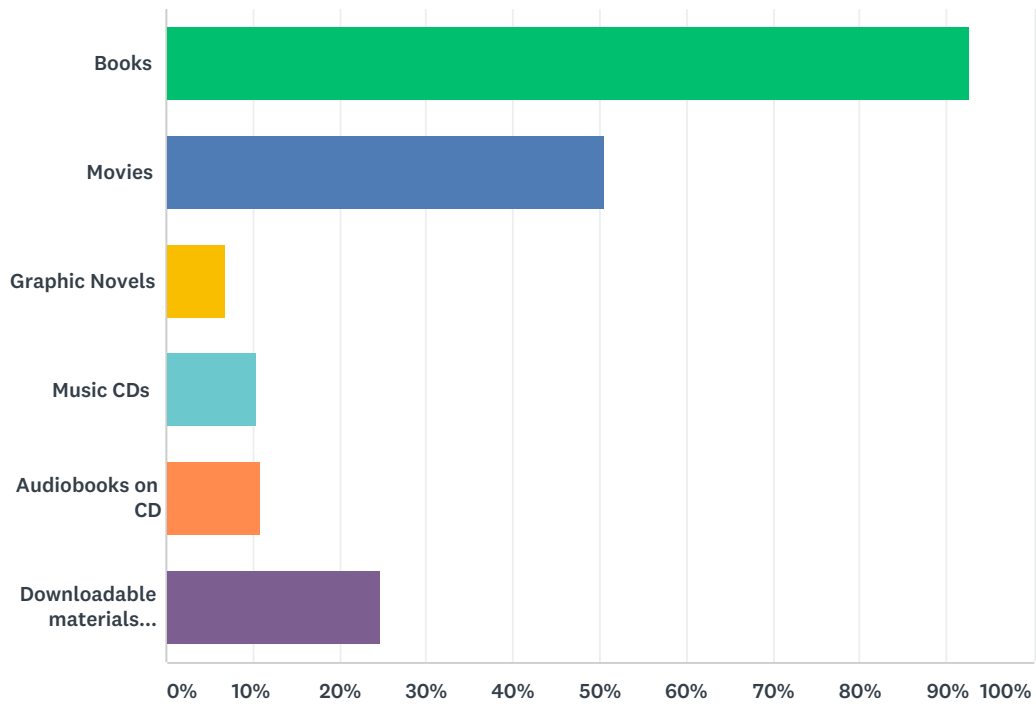
Answered: 1,219 Skipped: 1



ANSWER CHOICES	RESPONSES	
Yes	97.29%	1,186
No	2.71%	33
TOTAL		1,219

## Q2 Select your top two choices of items you primarily borrow from the Library:

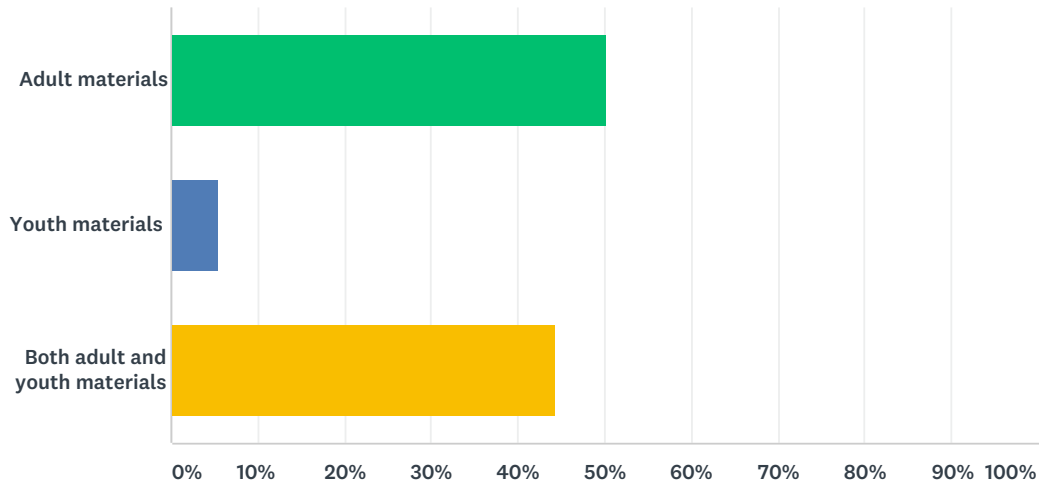
Answered: 1,131 Skipped: 89



ANSWER CHOICES	RESPONSES	
Books	92.66%	1,048
Movies	50.66%	573
Graphic Novels	6.81%	77
Music CDs	10.43%	118
Audiobooks on CD	10.79%	122
Downloadable materials (eBooks or eAudiobooks)	24.76%	280
Total Respondents: 1,131		

### Q3 What type of materials do you usually borrow from the Library?

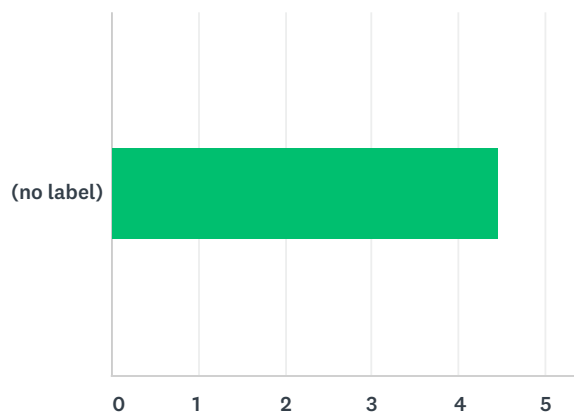
Answered: 1,132 Skipped: 88



ANSWER CHOICES	RESPONSES	
Adult materials	50.18%	568
Youth materials	5.39%	61
Both adult and youth materials	44.43%	503
<b>TOTAL</b>		<b>1,132</b>

Q4 On a scale of 1-5, with 5 being the highest, please rate your satisfaction with the Library's overall collection of books, movies, graphic novels, music, audiobooks, downloadable materials (eBooks or eAudiobooks), etc.

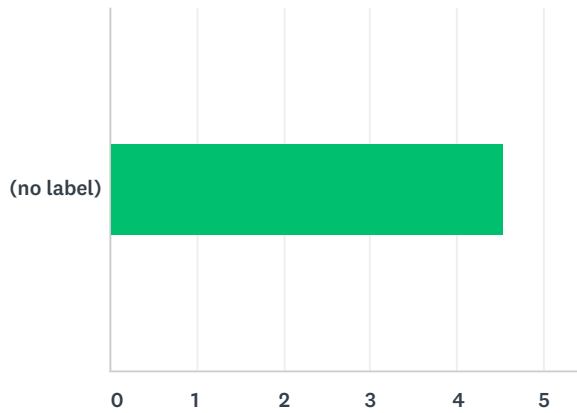
Answered: 1,134 Skipped: 86



	1	2	3	4	5	TOTAL	WEIGHTED AVERAGE
(no label)	0.26%	0.79%	5.73%	38.71%	54.50%		
	3	9	65	439	618	1,134	4.46

**Q5 On a scale of 1-5, with 5 being the highest, please rate your satisfaction with the accessibility of Library materials/resources and availability in accommodating formats.**

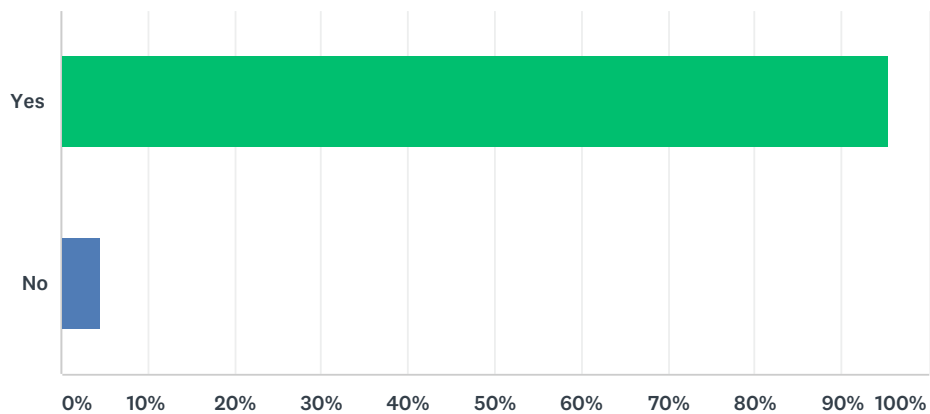
Answered: 1,128 Skipped: 92



	1	2	3	4	5	TOTAL	WEIGHTED AVERAGE
(no label)	0.53%	1.33%	5.14%	29.26%	63.74%	1,128	4.54
	6	15	58	330	719		

**Q6 Are you aware that you can place a 'hold' on materials that have a waiting list?**

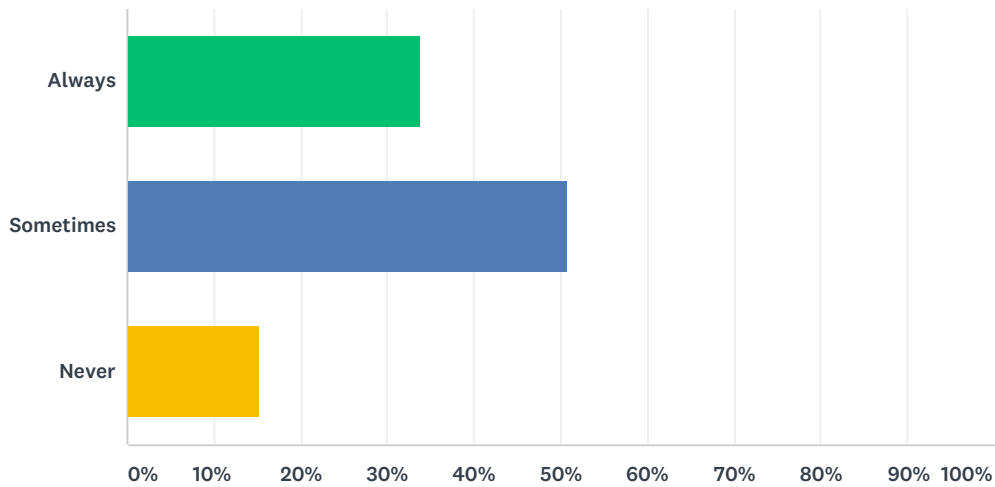
Answered: 1,134 Skipped: 86



RESPONSES	
95.33%	1,081
4.67%	53
	<b>1,134</b>

### Q7 If an item is not available at your Library, how often do you place a hold?

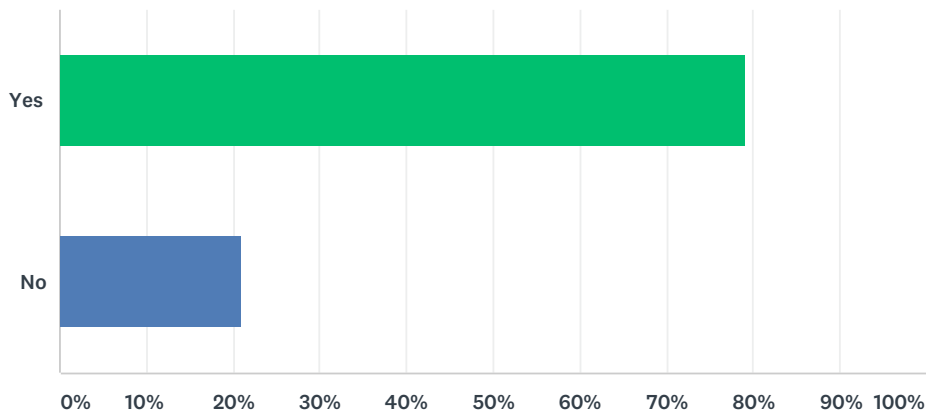
Answered: 1,131 Skipped: 89



ANSWER CHOICES	RESPONSES
Always	33.95% 384
Sometimes	50.75% 574
Never	15.30% 173
TOTAL	1,131

### Q8 Are you aware of a service called interlibrary loan, in which the Library can get materials we don't own for you to borrow?

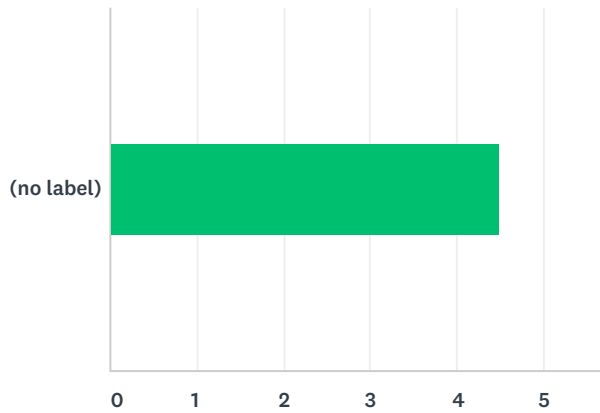
Answered: 1,133 Skipped: 87



ANSWER CHOICES	RESPONSES
Yes	78.99% 895
No	21.01% 238
TOTAL	1,133

Q9 If you have used the Buffalo & Erie County Public Library's interlibrary loan service, on a scale of 1-5, with 5 being the highest, please rate the ease of use in obtaining materials that the Library does not own.

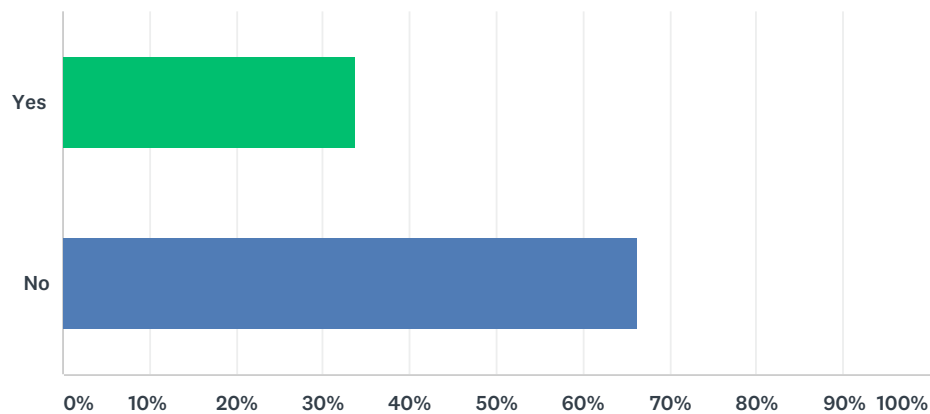
Answered: 1,019 Skipped: 201



	1	2	3	4	5	N/A	TOTAL	WEIGHTED AVERAGE
(no label)	0.49%	1.67%	3.73%	13.64%	35.62%	44.85%	1,019	4.49
	5	17	38	139	363	457		

Q10 Are you aware that some of the Library's Rare and Special Collections images are available to view digitally on our website, [www.BuffaloLib.org](http://www.BuffaloLib.org)?

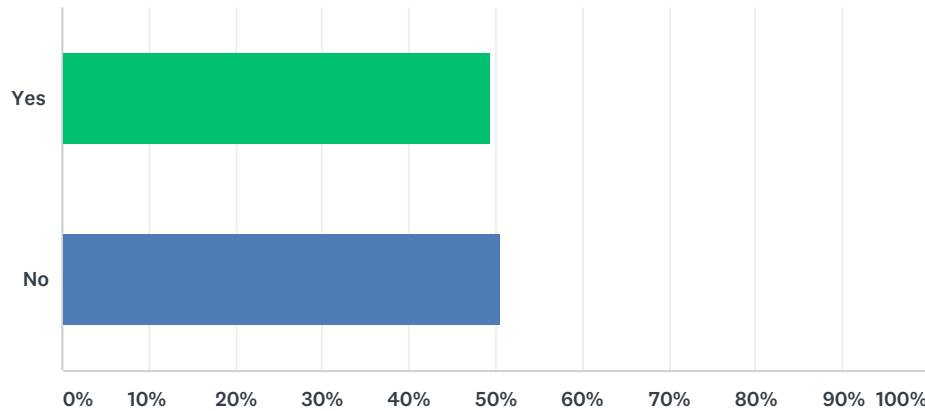
Answered: 1,128 Skipped: 92



ANSWER CHOICES	RESPONSES
Yes	33.69% 380
No	66.31% 748
<b>TOTAL</b>	<b>1,128</b>

## Q11 Have you ever gone online to see the Library's Digital Collections?

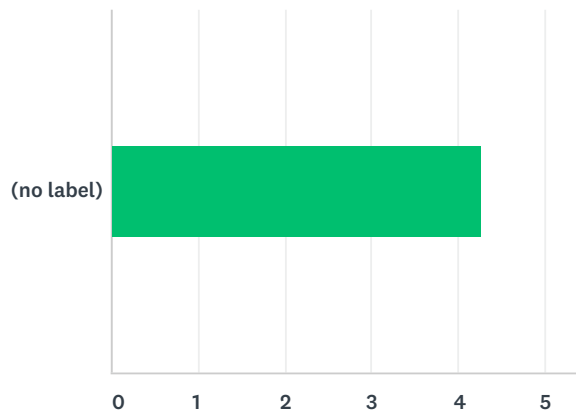
Answered: 377 Skipped: 843



ANSWER CHOICES	RESPONSES	
Yes	49.34%	186
No	50.66%	191
TOTAL		377

## Q12 On a scale of 1-5, with 5 being the highest, please rate your satisfaction with the website for the Library's Digital Collections.

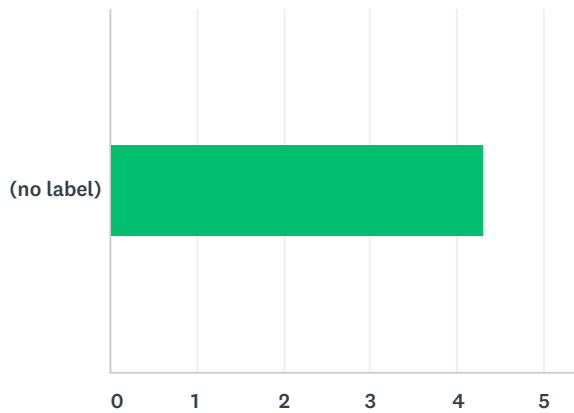
Answered: 184 Skipped: 1,036



	1	2	3	4	5	TOTAL	WEIGHTED AVERAGE
(no label)	0.54%	2.17%	17.93%	29.89%	49.46%	184	4.26
	1	4	33	55	91		

### Q13 On a scale of 1-5, with 5 being the highest, please rate your overall satisfaction with the Library's Digital Collections.

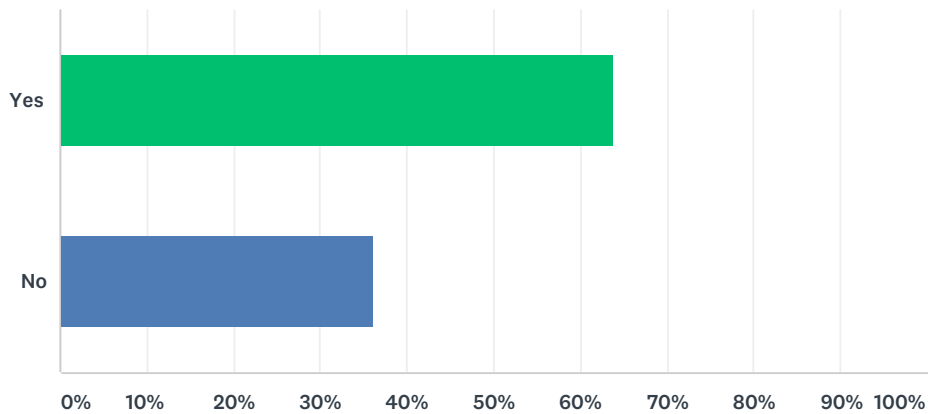
Answered: 182 Skipped: 1,038



	1	2	3	4	5	TOTAL	WEIGHTED AVERAGE
(no label)	0.00%	1.65%	15.38%	34.07%	48.90%	182	4.30
	0	3	28	62	89		

### Q14 Do you attend free programs at your Library?

Answered: 1,069 Skipped: 151

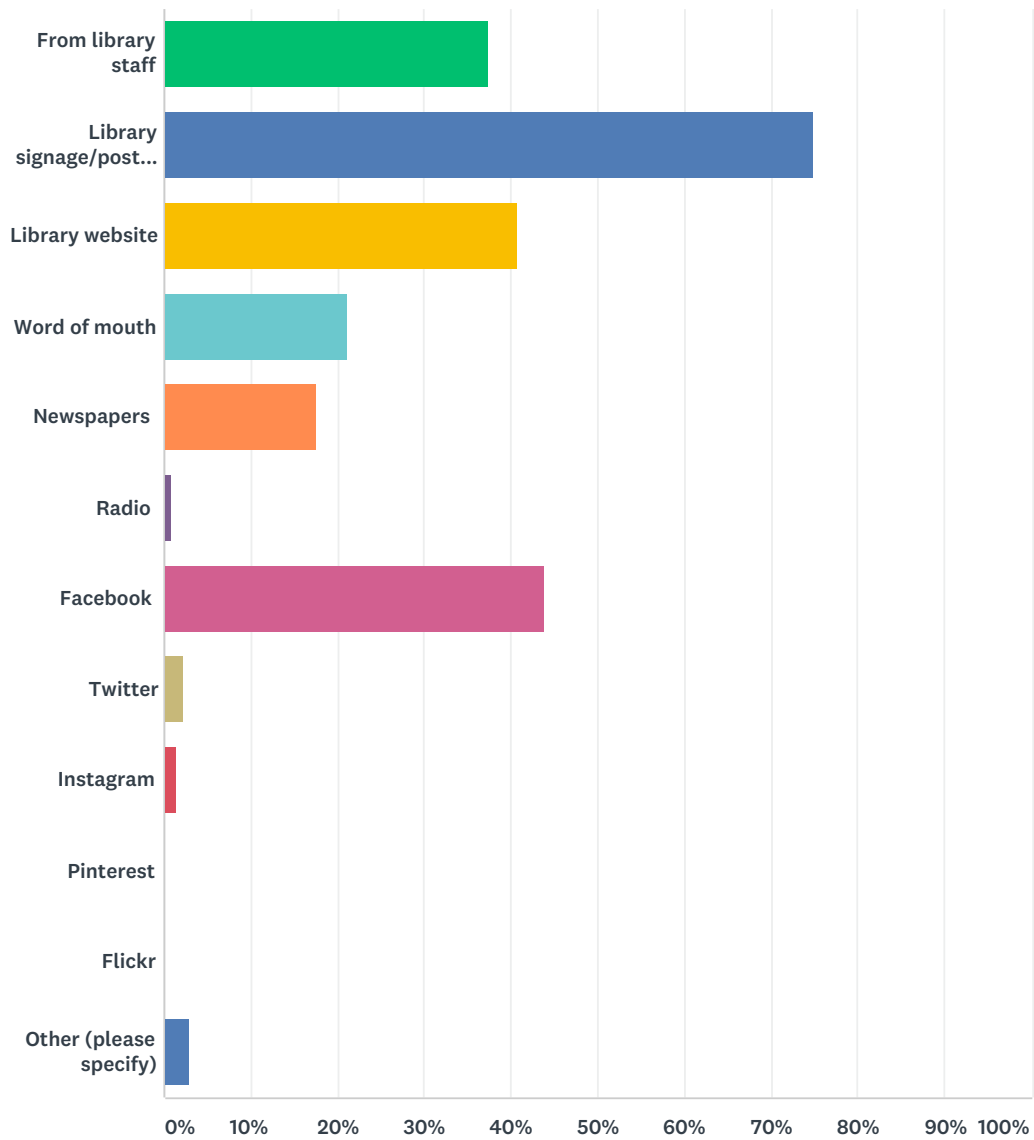


ANSWER CHOICES	RESPONSES	
Yes	63.89%	683
No	36.11%	386
TOTAL		1,069



## Q15 How do you find out about the free programs taking place at your Library? (Check all that apply.)

Answered: 1,058 Skipped: 162



ANSWER CHOICES	RESPONSES	
From library staff	37.43%	396
Library signage/posters/flyers	74.86%	792
Library website	40.83%	432
Word of mouth	21.08%	223
Newspapers	17.67%	187
Radio	0.85%	9
Facebook	43.95%	465

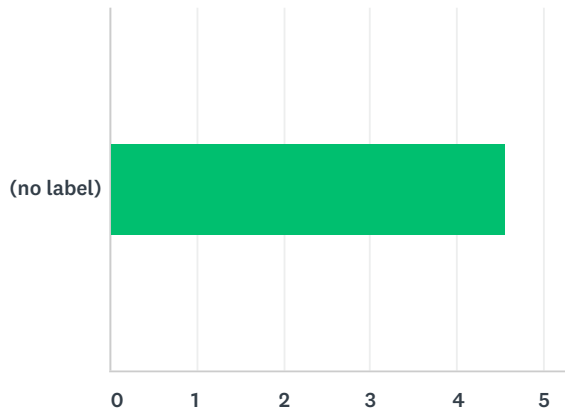
Buffalo & Erie County Public Library Public Survey 2018/2019

Twitter	2.36%	25
Instagram	1.51%	16
Pinterest	0.09%	1
Flickr	0.00%	0
Other (please specify)	3.02%	32
Total Respondents: 1,058		

#	OTHER (PLEASE SPECIFY)	DATE
1	Volunteer at Clarence Library.	2/5/2019 4:34 PM
2	Friends group	2/1/2019 4:10 PM
3	Master Gardener Program	1/29/2019 1:20 PM
4	Library's printed calendar	1/25/2019 4:15 AM
5	I'm Staff	1/24/2019 4:32 PM
6	Email from the group that runs events at the Circle of Knowledge	1/19/2019 10:31 PM
7	TV News announcements	1/19/2019 1:47 PM
8	Friends	1/18/2019 2:10 PM
9	none	1/16/2019 2:58 PM
10	This survey	1/16/2019 2:57 PM
11	Email I think?	1/16/2019 2:52 PM
12	None	1/16/2019 9:54 AM
13	Here at library	1/14/2019 9:14 AM
14	Pennysaver	1/12/2019 5:33 PM
15	Fliers distributed through my daughters' elementary school.	1/10/2019 8:07 PM
16	Postig library	1/9/2019 7:53 PM
17	I look for library signage, check the library website and facebook to see what's available, because sometimes events aren't published online.	1/9/2019 4:50 PM
18	Daughter tells me	1/7/2019 5:44 PM
19	Local town newspaper	1/5/2019 5:50 PM
20	local East Aurora Advertiser	1/5/2019 12:14 PM
21	NA	1/4/2019 5:57 AM
22	Pennysaver	1/3/2019 9:01 PM
23	Penny Saver	1/3/2019 8:39 PM
24	Newsletter put out by seniors group b	1/3/2019 1:42 PM
25	Na	1/3/2019 1:41 PM
26	Don't attend	12/31/2018 9:13 PM
27	Working downtown	12/30/2018 2:59 PM
28	Facebook	12/29/2018 4:28 PM
29	I don't	12/29/2018 12:54 PM
30	NA	12/28/2018 7:46 PM
31	Friends	12/28/2018 4:37 PM
32	Other groups cross promoting	12/28/2018 4:21 PM

**Q16 On a scale of 1-5, with 5 being the highest, please rate your satisfaction with managing your account information in the "My Account" section of the Library's website.**

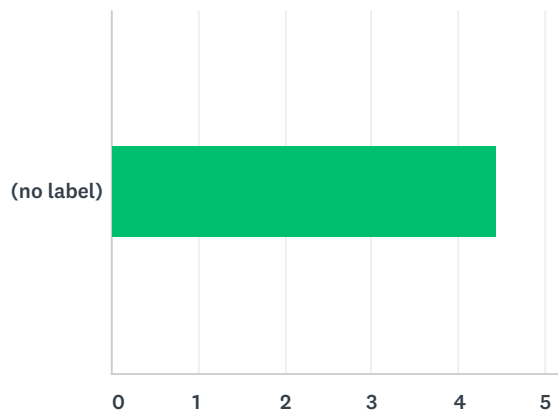
Answered: 1,059 Skipped: 161



	1	2	3	4	5	N/A	TOTAL	WEIGHTED AVERAGE
(no label)	0.85%	0.47%	5.38%	19.17%	55.15%	18.98%	1,059	4.57
	9	5	57	203	584	201		

**Q17 On a scale of 1-5, with 5 being the highest, please rate your satisfaction with your ability to find materials such as books and DVDs in the Library's online catalog.**

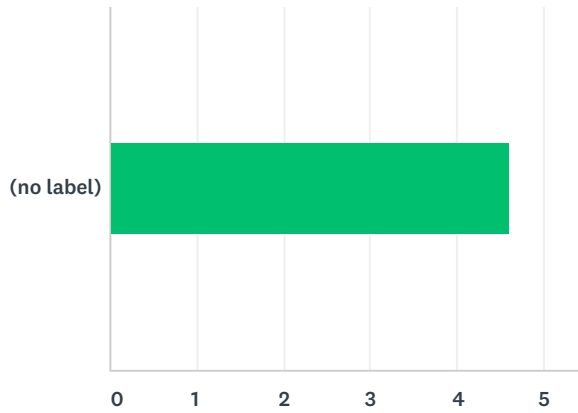
Answered: 1,059 Skipped: 161



	1	2	3	4	5	N/A	TOTAL	WEIGHTED AVERAGE
(no label)	1.04%	1.79%	7.37%	25.02%	50.61%	14.16%	1,059	4.43
	11	19	78	265	536	150		

Q18 On a scale of 1-5, with 5 being the highest, please rate your satisfaction with placing requests in the Library's online catalog.

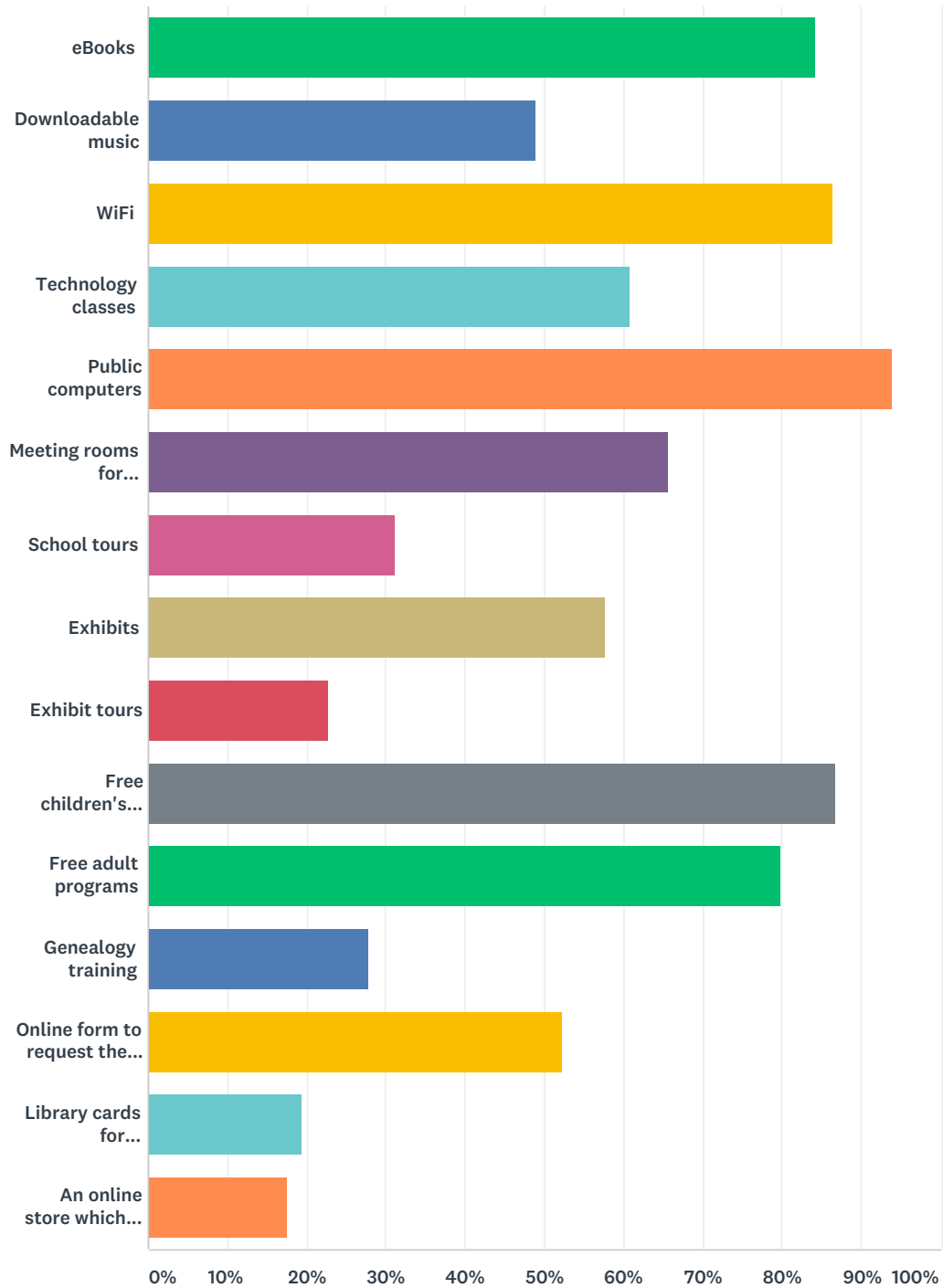
Answered: 1,054 Skipped: 166



	1	2	3	4	5	N/A	TOTAL	WEIGHTED AVERAGE
(no label)	0.85%	0.66%	4.08%	16.03%	53.13%	25.24%	1,054	4.60
	9	7	43	169	560	266		

## Q19 Did you know that Buffalo & Erie County Public Libraries have..... (Check all that apply.)

Answered: 1,071 Skipped: 149



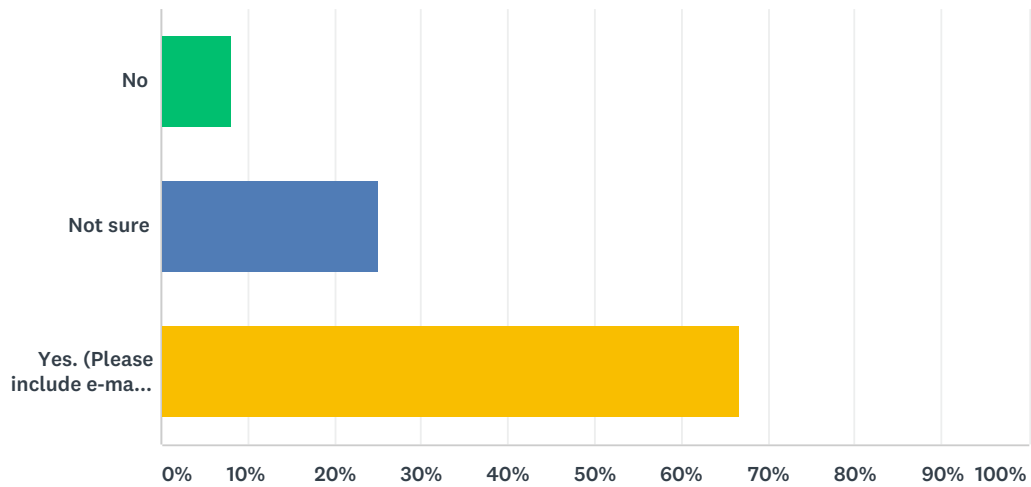
ANSWER CHOICES	RESPONSES	
eBooks	84.31%	903
Downloadable music	49.02%	525

## Buffalo & Erie County Public Library Public Survey 2018/2019

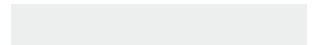
WiFi	86.37%	925
Technology classes	60.78%	651
Public computers	93.84%	1,005
Meeting rooms for not-for-profits to use	65.73%	704
School tours	31.19%	334
Exhibits	57.80%	619
Exhibit tours	22.88%	245
Free children's programs	86.83%	930
Free adult programs	80.02%	857
Genealogy training	27.73%	297
Online form to request the library purchase a book or other material	52.38%	561
Library cards for organizations and businesses	19.42%	208
An online store which sells archival prints from the collection	17.65%	189
Total Respondents: 1,071		

## Q20 Would you be interested in letting your elected officials know that you value the Buffalo & Erie County Public Libraries?

Answered: 1,030 Skipped: 190



ANSWER CHOICES	RESPONSES	
No	8.16%	84
Not sure	25.15%	259
Yes. (Please include e-mail address.)	66.70%	687
<b>TOTAL</b>		<b>1,030</b>



## Q21 If you could change anything about the Library, what would it be?

Answered: 631 Skipped: 589

#	RESPONSES	DATE
1	Keep up movie rentals on regular cd (vs bluray)	2/5/2019 5:16 PM
2	Have libraries always open!	2/5/2019 5:13 PM
3	Classify dvds by genre (e.g.: comedy, romance scfi, adventure. It's difficult to choose a dvd just by title. Books are organized by genre. Why not videos?	2/5/2019 5:10 PM
4	Nothing. Doing fine job.	2/5/2019 4:58 PM
5	Nothing	2/5/2019 4:54 PM
6	Nothing. I love the library.	2/5/2019 4:49 PM
7	Some kind of service which helps you decide what to read next. Like an online series of questions that, when unsure, provides a list of suggestions.	2/5/2019 4:46 PM
8	More space at Clarence Library.	2/5/2019 4:34 PM
9	Nothing	2/5/2019 4:24 PM
10	I love my library.	2/5/2019 4:21 PM
11	Some books disappear	2/5/2019 4:19 PM
12	Allow adults that have large fines but unable to take care of those fines to do a read down your fines or some interactive probationary program.	2/5/2019 4:16 PM
13	Nothing	2/5/2019 4:12 PM
14	Make some of them bigger (more spacious)	2/5/2019 4:10 PM
15	More computers	2/5/2019 4:02 PM
16	Would like library to use "playalong" mp3 players, or at least have a more user-friendly audiobook system than overdrive. I used to be able to use Overdrive and put books on my iPod, but can no longer use it, and there is no "customer service" or "tech service" to help.	2/5/2019 3:58 PM
17	More audio book selections	2/5/2019 3:53 PM
18	More new books, more knitting books	2/5/2019 3:39 PM
19	Hours of operation longer	2/5/2019 2:30 PM
20	Larger selection of new fiction	2/5/2019 2:25 PM
21	Better mobile site/app to see catalog/request items, etc.	2/5/2019 2:22 PM
22	Guest pass	2/5/2019 2:19 PM
23	Open on Sundays	2/5/2019 2:17 PM
24	Let more people get library cards	2/5/2019 2:09 PM
25	create a much more vast collection	2/5/2019 2:07 PM
26	have more book	2/4/2019 9:53 AM
27	Everything is just fine	2/4/2019 9:45 AM
28	More support for it.	2/4/2019 9:43 AM
29	nothing	2/4/2019 9:42 AM
30	more hours, have Wall Street Journal @ Library	2/1/2019 4:58 PM
31	more quiet	2/1/2019 4:56 PM
32	Expansion - Adding a 2nd floor which would be accessible to all patrons	2/1/2019 4:54 PM



Buffalo & Erie County Public Library Public Survey 2018/2019

33	more hours open	2/1/2019 4:51 PM
34	nothing	2/1/2019 4:43 PM
35	nothing!	2/1/2019 4:37 PM
36	Eden	2/1/2019 4:36 PM
37	can't think of anything!	2/1/2019 4:33 PM
38	The fines for ordering adult books	2/1/2019 4:24 PM
39	Have free orders in Eden for adult books	2/1/2019 4:21 PM
40	Larger selections of new books - quicker procurement overhead signage depicting departments.	2/1/2019 4:17 PM
41	So much more!	2/1/2019 4:12 PM
42	Nothing. Bookj create great leaders!	2/1/2019 4:08 PM
43	Nothing	1/29/2019 5:00 PM
44	open longer hours	1/29/2019 4:58 PM
45	Nothing - collection is amazing!	1/29/2019 4:57 PM
46	open more hours / more books	1/29/2019 4:55 PM
47	nothing	1/29/2019 4:53 PM
48	N/A. Love the library	1/29/2019 4:52 PM
49	Nothing I <3 my library!!	1/29/2019 4:50 PM
50	more hours	1/29/2019 4:48 PM
51	Clearfield branch update/remodel - otherwise very satisfied	1/29/2019 4:38 PM
52	They would hire me since I have wanted to work there since I was a child	1/29/2019 4:20 PM
53	Adult music training programs. Adult artistic carrear training programs. Adult art classes. Access to computer donations for artists who are low income. Art is the future. We need help. All ages. Please, somebody needs to do these things!	1/29/2019 4:16 PM
54	Nothing	1/29/2019 4:13 PM
55	replace MorningStar + Novelist	1/29/2019 4:10 PM
56	more hours at our branch	1/29/2019 2:21 PM
57	nothing	1/29/2019 2:19 PM
58	Open on Saturday	1/29/2019 2:17 PM
59	more older classic movies	1/29/2019 2:15 PM
60	Sunday hours.	1/29/2019 1:20 PM
61	More parking	1/29/2019 1:12 PM
62	Add bean bags in kids' area	1/29/2019 1:10 PM
63	Nothing	1/29/2019 1:07 PM
64	Nothing :)	1/29/2019 12:56 PM
65	getting Post Malone & [...] movies	1/29/2019 12:55 PM
66	I would add a coffee/snack shop	1/29/2019 12:35 PM
67	Space	1/29/2019 12:31 PM
68	1. Create a sound-proof area for children. 2. Charge your student tutors by the hour. 3. Put a table top display that says, "Please respect the quiet [...] of the Library and speak softly. Thank you. 4. No running. Overall, I use the library frequently, donate books and buy books from the used section which I really enjoy and suggest you expand it. Keep the prices where they are and you'll sell many more! I think the street entrance area (hardly ever used) enclose it and sound proof it for children's programs. At 2:30-4:30 the library gets too noisy	1/29/2019 12:25 PM

## Buffalo & Erie County Public Library Public Survey 2018/2019

69	have more movies & T.V. DVD have more books about World War I	1/29/2019 12:14 PM
70	More quiet comfortable areas, coffee shop @ O.P.	1/29/2019 12:13 PM
71	Your website is awful! Very hard to navigate through. Think Amazon/Google layout...	1/29/2019 12:11 PM
72	?	1/29/2019 12:08 PM
73	Keep it the way it is!	1/29/2019 11:10 AM
74	Less staff. Too many idle people! 1 or 2 paid interns and 1 full-time librarian is all that's needed in most small locations!	1/29/2019 11:09 AM
75	At this time, I don't have an opinion on that. Just not sure!	1/29/2019 11:04 AM
76	Upkeep the adjacent gardens and gazebo for outdoor reading space for children and adults.	1/29/2019 11:03 AM
77	Have all branches be open 9 am - 9 pm 7 days a week.	1/29/2019 11:01 AM
78	I would like more info on how to utilize the online materials (seminar/class etc).	1/29/2019 11:00 AM
79	nothing at this time	1/29/2019 10:58 AM
80	Add free tickets for consumers to places like zoo/history museum/art museum, etc.	1/29/2019 10:58 AM
81	Open Fridays at Lakeshore	1/29/2019 10:56 AM
82	Am totally satisfied - nothing at all!	1/29/2019 10:53 AM
83	Open longer	1/29/2019 10:34 AM
84	More books!	1/29/2019 10:31 AM
85	Improve international music section	1/29/2019 10:29 AM
86	N/A	1/29/2019 10:27 AM
87	outside posting about programs or emails	1/29/2019 10:24 AM
88	Can't think of a thing	1/29/2019 9:50 AM
89	Fri evening hours	1/29/2019 9:47 AM
90	Sunday hours	1/29/2019 9:45 AM
91	Am so happy with Elma as they are always helpful	1/29/2019 9:43 AM
92	More new releases of DVDs faster	1/29/2019 9:37 AM
93	more hours	1/29/2019 9:30 AM
94	Loved the previous Friday night & Sunday hours before they changed	1/28/2019 5:09 PM
95	each library should have a vending machine	1/28/2019 4:34 PM
96	Have a Keurig machine with #1 coffee. More tables close to an electrical plug.	1/28/2019 2:10 PM
97	Nothing	1/28/2019 1:58 PM
98	love it as it is.	1/28/2019 1:55 PM
99	Newer movies	1/28/2019 1:52 PM
100	Nothing!	1/28/2019 1:49 PM
101	Interlibrary book exchange. 1) If you go to one library, same books by authors, switch among libraries. Hence, always have to order books. 2) Sell 1st edition books to raise money before stamping	1/28/2019 1:46 PM
102	Every library would have resident, people-loving cats and dogs, rabbits, etc.	1/28/2019 1:35 PM
103	Parking at East Aurora library	1/28/2019 1:33 PM
104	It's awesome!	1/28/2019 1:25 PM
105	Nothing	1/28/2019 1:21 PM
106	Downtown, the whisper section is NEVER quiet. Security is NEVER on site. Could be more quiet in other locations. Some films could be around more often.	1/28/2019 1:18 PM

## Buffalo & Erie County Public Library Public Survey 2018/2019

107	that it would be open 24/7	1/28/2019 1:12 PM
108	I wish I could see a list of books I checked out. Also, why do I have to keep the records of my fines--Library should do this.	1/28/2019 1:08 PM
109	The parking. Room for school buses to drive thru. Maybe a two way instead of one way.	1/28/2019 1:04 PM
110	to have a 2nd floor food court	1/28/2019 1:01 PM
111	more hours - but you already fixed that	1/28/2019 12:57 PM
112	More hours, comfy spot, coffee/water. I'm a huge fan of the libraries.	1/28/2019 11:38 AM
113	Classes on 'fake news'	1/28/2019 11:37 AM
114	Move it to my house! How lovely - real tulips & spring branches and it's only January 18, 2019. Love it!	1/28/2019 11:35 AM
115	Nothing (more heat in some places)	1/28/2019 11:34 AM
116	More books	1/28/2019 11:32 AM
117	A place to lay down & take a nap	1/28/2019 11:31 AM
118	I'm happy	1/25/2019 4:02 PM
119	at Kenilworth an adult table to sit and read at	1/25/2019 3:57 PM
120	Bigger selections of movies & books	1/25/2019 3:38 PM
121	I am pleased with most services at the Erie County Public Library	1/25/2019 3:33 PM
122	Everything is great!	1/25/2019 3:19 PM
123	Larger selections in certain sections of my closest branch (Kenilworth)	1/25/2019 2:40 PM
124	Card Catalogue - Brick Back	1/25/2019 2:36 PM
125	additional hours	1/25/2019 2:32 PM
126	More hours	1/25/2019 2:28 PM
127	How frequently it is open.	1/25/2019 2:25 PM
128	No late fees.	1/25/2019 2:22 PM
129	Make every branch and staff as fine as East Aurora's.	1/25/2019 2:07 PM
130	No changes. EA library staff are great - don't make any changes!	1/25/2019 2:03 PM
131	Nothing!!	1/25/2019 1:57 PM
132	Nothing I can think of	1/25/2019 1:53 PM
133	More christian material; less graphic novels, horror, and no Fifty Shades of Grey or porn novels/movies.	1/25/2019 1:18 PM
134	More children audiobooks on the app	1/25/2019 1:11 PM
135	Get mor 1D movies/books	1/25/2019 1:00 PM
136	More interaction with staff	1/25/2019 12:54 PM
137	No - but the staff deserves kudos for the great service they provide	1/25/2019 12:52 PM
138	Nothing	1/25/2019 12:48 PM
139	Nothing except more books	1/25/2019 12:45 PM
140	More audio books	1/25/2019 12:41 PM
141	Provide more study rooms	1/25/2019 11:43 AM
142	Consistent hours and no closed days or close some libraries.	1/25/2019 11:25 AM
143	Open 24 hours (LOL)	1/25/2019 11:24 AM
144	Nothing	1/25/2019 11:23 AM
145	A fire place or coffee bar! I love it just as it is.	1/25/2019 11:21 AM

## Buffalo & Erie County Public Library Public Survey 2018/2019

146	I would not change anything, just add audiobooks.	1/25/2019 11:20 AM
147	Have infant/toddler storytime at a time other than M-F 8:30-5! Some of us moms work full-time!!!!	1/25/2019 11:19 AM
148	Open on Sundays!	1/25/2019 11:17 AM
149	Be able to log onto account w/ email instead of card #	1/25/2019 11:16 AM
150	Not a thing	1/25/2019 11:15 AM
151	Get some lemur books please	1/25/2019 11:14 AM
152	More evening hours during the week. Library staff scrutinizing material being checked out or returning. In giving feedback/review, patrons know what I've checked out. I know no ill-will intended, but others need not know.	1/25/2019 11:13 AM
153	More manga for my daughter :)	1/25/2019 11:11 AM
154	We need more adult programs: crafts, plant swap, nutrition, zumba classes, computers/social media. Libraries are best program and have valuable resources/tools to use and government money should be much higher for everything libraries provide. More computer social site classes, feedback for dvd's Government needs to get rid of programs that don't work. Libraries do work.	1/25/2019 7:02 AM
155	have a foreign film section	1/25/2019 6:57 AM
156	Small children need to be quieter when visiting a library. When they are finished with an activity, they shouldn't be allowed to run or yell and talk loud as they leave the library. Also, I don't think libraries need play areas for children. It should be a quiet environment for studying & reading, etc....	1/25/2019 6:56 AM
157	The noise of the children when they finish their programs. They need to understand a library should be a quiet place. People are there for different reasons. They need to behave properly, no screaming, scratching, running, chasing each other. It is disturbing to all in the building. Rules need to be enforced.	1/25/2019 6:45 AM
158	update the travel books section	1/25/2019 6:37 AM
159	Have more YA books (authors you don't have)	1/25/2019 6:35 AM
160	updated drawing, art books	1/25/2019 6:33 AM
161	Open @ 9am Monday through Saturday and 11am on Sunday	1/25/2019 6:23 AM
162	phone charging station	1/25/2019 6:22 AM
163	more books available at each branch	1/25/2019 6:18 AM
164	ability to know which libraries have paperback cozy mysteries I am seeking.	1/25/2019 6:15 AM
165	Nothing - this is the most organized library system I've seen, and the variety and amount of programs is great!	1/25/2019 6:13 AM
166	Computer classes at the branch	1/25/2019 6:11 AM
167	Extend hours of operation	1/25/2019 6:08 AM
168	No fines/fine forgiveness days	1/25/2019 6:06 AM
169	Bigger and more libraries	1/25/2019 6:05 AM
170	Larger selection of books at Anna Reinstein	1/25/2019 5:54 AM
171	No porn on computers	1/25/2019 5:20 AM
172	being able to request to buy books and have them placed at the library	1/25/2019 5:14 AM
173	Hours	1/25/2019 5:11 AM
174	update world history books	1/25/2019 5:10 AM
175	More open on Sundays all year long - I don't own a computer and that's the main reason I visit the library.	1/25/2019 4:40 AM
176	make the website easier to use	1/25/2019 4:37 AM
177	more hours	1/25/2019 4:34 AM

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178	More Hours	1/25/2019 4:32 AM
179	longer hours, more current books**	1/25/2019 4:30 AM
180	More organized catalog database. If you don't have the exact name of the item or if the name has a "," comma the database may not show that it really exists in the system.	1/25/2019 4:29 AM
181	increase collection of books (and maintain)	1/25/2019 4:27 AM
182	sometimes I have trouble with the free wifi connection	1/25/2019 4:21 AM
183	More Locations !!! More hours!	1/25/2019 4:19 AM
184	All should be open on Sundays and some holidays. Meeting rooms could be available to approved groups, not necessarily not-for-profit. Kids birthdays, perhaps?	1/25/2019 4:15 AM
185	More expansive hours at least 6 days/week	1/25/2019 4:11 AM
186	Instructions for Seniors how to use e-book & download music, etc.	1/25/2019 4:09 AM
187	Keep it here.	1/25/2019 4:07 AM
188	separation of movies more clearly. ex: into sections	1/25/2019 3:57 AM
189	More computers in the Teen area	1/25/2019 3:55 AM
190	they would have every book!	1/25/2019 3:41 AM
191	A bigger parking lot	1/25/2019 3:39 AM
192	More british or any police/detective dramas, series, and mysteries	1/25/2019 3:31 AM
193	The general public to know just how important a library is to the whole community. Funding to be a non issue.	1/25/2019 3:28 AM
194	More Staff	1/25/2019 3:17 AM
195	Extend the hours	1/25/2019 3:09 AM
196	Reopen either the Brighton library or something in the Town of Tonawanda north of Sheridan Drive. You closed both branches north of Sheridan Drive but kept open both Kenilworth and Kenmore.	1/25/2019 3:04 AM
197	to be able to see my son's account on my account	1/25/2019 2:57 AM
198	More Computers	1/25/2019 2:43 AM
199	Availability of Buffalo News	1/25/2019 2:39 AM
200	Parking at EAU is a NIGHTMARE	1/24/2019 4:32 PM
201	Nothing	1/24/2019 4:28 PM
202	Can't think of anything - LOVE IT!	1/24/2019 4:20 PM
203	Nothing - I love my EA library!	1/24/2019 4:12 PM
204	Nothing	1/24/2019 3:56 PM
205	N/A	1/24/2019 3:52 PM
206	more pre-teen programs	1/24/2019 3:46 PM
207	All is wonderful, I am grateful	1/24/2019 9:47 AM
208	I love the Library. I don't understand and can't figure out how to download audiobooks.	1/23/2019 10:17 AM
209	More programs for older kids	1/23/2019 10:16 AM
210	More new books, older books in a series	1/23/2019 10:15 AM
211	Can't think of anything	1/23/2019 10:05 AM
212	More hours	1/23/2019 10:03 AM
213	Free parking lot at the Downtown Branch	1/23/2019 10:02 AM
214	A little warmer on Saturdays	1/23/2019 10:02 AM
215	More fun activities	1/23/2019 10:00 AM

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216	Better magazine selection	1/23/2019 9:58 AM
217	A little wider selection of DVDs	1/23/2019 9:56 AM
218	All libraries open at 10 AM	1/23/2019 9:54 AM
219	New books!	1/22/2019 11:09 AM
220	Provide more technology classes on monthly basis	1/22/2019 11:05 AM
221	A poster board where readers could exchange comments on books that they have read and found to be worth reading!	1/22/2019 11:03 AM
222	Would really enjoy a yoga class and more adult programs if possible at the Elma Public Library. Interested in a career as BECPL employee.	1/22/2019 11:00 AM
223	Parking - need more spaces @ Lancaster Library	1/22/2019 10:59 AM
224	Always be there	1/22/2019 10:57 AM
225	More Hours	1/22/2019 10:52 AM
226	Explanation of resources available on line. Newspapers - no New York Times or Wall Street Journal available	1/22/2019 10:51 AM
227	New books from both Dem/Repub. & independent sources	1/22/2019 10:50 AM
228	Bring back card catalog!! Better funding in order to keep all Libraries open each day all day.	1/22/2019 10:47 AM
229	More activities and events	1/22/2019 10:44 AM
230	Put a rule book for chess game in BNF	1/22/2019 10:42 AM
231	Please offer more weekday toddler programs at the west Seneca location. Something should be offered daily without a wait list for residents.	1/20/2019 11:05 PM
232	None	1/20/2019 7:11 AM
233	Hours it is open	1/20/2019 2:04 AM
234	Make it so the doors to the Central Library are not so heavy to open; Make the counter staff at the North Park Library nicer to borrowers	1/19/2019 10:31 PM
235	More evening hours at branches	1/19/2019 10:06 PM
236	Move the North Buffalo library into a more beautiful building and in a better location; open up closed neighborhood libraries eg. Parkside Fairfield; add cozy fireplaces & plush, soft reading areas; make coffee & baked goods available; restore DT cafe.	1/19/2019 1:47 PM
237	The hours of my local library are a little restrictive. I wish they had at least one night they were open until 8/9pm.	1/19/2019 9:26 AM
238	More kid learning programs, increase Libby selection	1/19/2019 9:19 AM
239	More elementary age programs with books and story activities	1/18/2019 11:53 PM
240	More comfortable chairs to read in	1/18/2019 11:11 PM
241	More audiobooks to download	1/18/2019 6:08 PM
242	N/A	1/18/2019 3:23 PM
243	More eAudiobooks	1/18/2019 2:21 PM
244	Nothing!	1/18/2019 2:19 PM
245	Longer hours	1/18/2019 2:10 PM
246	Nothing	1/17/2019 5:10 PM
247	More free programs geared towards young adults	1/17/2019 3:12 PM
248	More hours at Williamsville	1/17/2019 3:10 PM
249	A couple more benches/chairs in stacks, to make easier to peruse lowest shelves. Bending ain't as easy as once it was!	1/17/2019 3:04 PM
250	nothing comes to mind.	1/17/2019 12:47 PM

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251	I would like to see more of a selection of books for adults. In Concord, I sometimes feel there is more of a focus on kids (which, I LOVE) which makes it hard for a 20-something to find a good book.	1/17/2019 11:05 AM
252	more hours, more new music	1/17/2019 9:55 AM
253	Tie family library cards together. The staff is wonderful.	1/16/2019 9:43 PM
254	.	1/16/2019 9:32 PM
255	More e books	1/16/2019 8:49 PM
256	More books to browse at Central Library.	1/16/2019 8:24 PM
257	Designate a donation box for various organizations	1/16/2019 5:51 PM
258	Nothing. It's perfect. Staff excellent	1/16/2019 3:02 PM
259	Be able to look up previously borrowed items on your account	1/16/2019 3:00 PM
260	Look into Konopy, it is a free streaming service made available through public libraries.	1/16/2019 2:57 PM
261	More books @ my locations (specifically, more graphic novels); but it's still satisfactory as is	1/16/2019 2:52 PM
262	Less paper waste: receipts/book request holds could be 1/2 size or even via text receipts	1/16/2019 2:51 PM
263	Open more hours	1/16/2019 2:49 PM
264	Morningstar online would be nice	1/16/2019 2:48 PM
265	The catalog	1/16/2019 2:45 PM
266	More Magazine selection	1/16/2019 2:44 PM
267	Have more computer technical training classes (if I had more time to take advantage of free or low-fee classes.) Get more dedicated funding for public libraries.	1/16/2019 2:42 PM
268	Fees very high for late videos. Sometimes a holiday intervenes & its hard to get things back on time. Then, can't pay online under a certain valule and a hold is placed on card so more fines accrued.	1/16/2019 2:39 PM
269	quieter, like in the olden days!	1/16/2019 2:38 PM
270	Not Sure	1/16/2019 2:36 PM
271	Wish you could renew overdue books online	1/16/2019 2:35 PM
272	Eliminate fee for placing holds for 60 and over or 62 and over as some public libraries offer as a benefit for older folks who use their public library branch.	1/16/2019 2:33 PM
273	Yoga classes at the Elma Public Library.	1/16/2019 2:24 PM
274	better website and make an app available	1/16/2019 11:16 AM
275	The subway tile	1/16/2019 10:12 AM
276	Nothing	1/16/2019 10:10 AM
277	Get many more to realize its value and more governmental support	1/16/2019 10:09 AM
278	Unable to access "my lists" it does not work!	1/16/2019 10:08 AM
279	More hours open	1/16/2019 10:07 AM
280	Newer books, more non-fiction for kids	1/16/2019 10:05 AM
281	Get Morningstar online	1/16/2019 10:03 AM
282	Open it earlier than 1 PM on Wednesdays!	1/16/2019 10:01 AM
283	more afterschool programs for kids especially for ages 3-4 yrs after 12 pm	1/16/2019 10:00 AM
284	More publicity - TV, ads	1/16/2019 9:59 AM
285	They do a great job	1/16/2019 9:56 AM
286	More books! More new books by unknown/new authors	1/16/2019 9:54 AM
287	more British/BBC titles	1/16/2019 9:53 AM



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288	Find a safe way to make it possible to play DVDs on the computer in library.	1/16/2019 9:52 AM
289	Nothing	1/16/2019 9:50 AM
290	Better/more extensive online catalog	1/16/2019 7:31 AM
291	More downloadable book titles & larger volume of each title	1/15/2019 9:06 PM
292	Nothing. I love our library system	1/15/2019 6:33 PM
293	More digital copies in Ebooks and Audiobooks.	1/15/2019 6:31 PM
294	little more staff that know what to do. You have lots shelvers but they are not as informed as the older desk librarian	1/15/2019 6:15 PM
295	Make it easier to find info on events	1/15/2019 5:18 PM
296	The addition of satellite locations in the city.	1/15/2019 5:13 PM
297	More locations	1/15/2019 5:12 PM
298	There seems to be an abundance of materials that are removed from the library collection but there is always plenty of room on the shelves	1/15/2019 4:40 PM
299	Rotate exhibits at Central Library more	1/15/2019 4:29 PM
300	Lower fees for overdue items ;)	1/15/2019 4:26 PM
301	better organization of children's books. They are difficult to search through	1/15/2019 4:14 PM
302	Have a branch closer to my house on Grant.	1/15/2019 4:13 PM
303	parking	1/15/2019 4:07 PM
304	Nothing I can think of at this time	1/15/2019 4:02 PM
305	soft music	1/15/2019 3:57 PM
306	A cafe in every branch	1/15/2019 3:53 PM
307	(1) Less mainstream books, and (2) Order new items earlier, before a patron asks about it.	1/15/2019 1:46 PM
308	SPANISH books for children... The selection is non-existent practically.	1/15/2019 1:46 PM
309	Allow a patron to sign in to their account using their email address and a pin number. I use the library a lot online and I still do not have that library card number memorized.	1/15/2019 12:53 PM
310	More open hours.	1/15/2019 11:06 AM
311	Nothing. Very happy with them.	1/15/2019 10:40 AM
312	The check out period is too short, so I end up with overdue fees	1/14/2019 3:43 PM
313	more hours	1/14/2019 10:17 AM
314	Clean/new keyboards for the computers - the ones here are filthy and are a health hazard	1/14/2019 9:17 AM
315	Some branches need increased hours	1/14/2019 9:15 AM
316	Signs telling kids not to run & scream	1/14/2019 9:12 AM
317	Subscribe to Morning Star Online	1/14/2019 9:09 AM
318	It's fine the way it is, never had a problem.	1/14/2019 9:03 AM
319	Make it bigger, more hi-tech	1/14/2019 9:00 AM
320	More accessibility / hours & days	1/14/2019 8:59 AM
321	Later hours during the week	1/14/2019 8:56 AM
322	better hours	1/14/2019 8:54 AM
323	Surroundings of the immature children & adults	1/14/2019 8:53 AM
324	More material online	1/14/2019 8:51 AM
325	author visits	1/13/2019 10:59 PM
326	More new release movies	1/13/2019 9:31 PM



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327	Employee morale. The last few times I've been there the people working just seem a little down maybe they need pizza or more money.	1/13/2019 5:16 PM
328	More programs for teens	1/12/2019 11:51 PM
329	Nothing at all	1/12/2019 8:55 PM
330	N/A	1/12/2019 7:21 PM
331	I'd like to see more author visits with book sales from an independent book store.	1/12/2019 6:44 PM
332	Public computers would be elsewhere.	1/12/2019 5:33 PM
333	improve interlibrary loan.....new titles from self published authors	1/12/2019 2:11 PM
334	Open more times	1/12/2019 2:03 PM
335	I wish we could see our personal checkout history; I can do this for eBooks via Overdrive, but not for print books that I'm aware of.	1/12/2019 1:10 PM
336	Application for smart phones	1/12/2019 12:20 PM
337	Love it the way it is	1/12/2019 11:48 AM
338	Satisfactory	1/11/2019 4:24 PM
339	A more updated space with a separate work area with windows	1/11/2019 4:04 PM
340	The atrocious lady named Alice who works at Collins library & refused to give me a library card even though I had the proper ID. Abigail was told the details & has done nothing. Both of these 2 people should never work with the public, let alone a library.	1/10/2019 8:11 PM
341	Nothing- wish I had more time to go!	1/10/2019 8:07 PM
342	More multiple copies of digital. And the ability to borrow them for more than 14 days.	1/10/2019 7:00 PM
343	A larger Snyder/Eggertsville library	1/10/2019 6:38 PM
344	More new books	1/10/2019 6:00 PM
345	idk	1/10/2019 1:32 PM
346	more Sunday hours	1/10/2019 9:26 AM
347	how to pay for fees	1/10/2019 9:19 AM
348	Hours of operation	1/10/2019 9:14 AM
349	circulation of books from 1 library to another to refresh the selection (at that location) from time to time	1/10/2019 8:51 AM
350	I wish branches in a similar area would stagger the days that they are closed. My day off is Monday and the 3 libraries closest to me are all closed on the same day.	1/10/2019 12:13 AM
351	Make Ancestry free from home with my card like Heritage Quest is. I am a senior citizen and live 9 miles from my library.	1/9/2019 11:27 PM
352	Nothing.	1/9/2019 11:19 PM
353	More hours, weekend return boxes	1/9/2019 9:27 PM
354	better author assortment and number of Christian fiction eBooks (not mostly Amish)	1/9/2019 8:37 PM
355	I would live closer to the downtown library!	1/9/2019 7:40 PM
356	Late fees	1/9/2019 6:58 PM
357	I would appreciate more children's programs in the evening. So many seem to be scheduled in the afternoon when I work and we can't go.	1/9/2019 6:52 PM
358	To promote more to older adults - the library has many programs for kids and families which is good but that seems to be the primary targeted audience.	1/9/2019 6:41 PM
359	Have Clearfield library open better hours on Thursday. I work 8-4 and cannot get my material until Friday.	1/9/2019 6:26 PM
360	Fine forgiveness for adults	1/9/2019 5:44 PM

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361	more classes, if possible. We enjoyed Donna Bai from Kiddin' Around Yoga, and jewelry classes from the Bead Gallery.	1/9/2019 4:50 PM
362	Nothing - it's awesome!	1/9/2019 3:54 PM
363	More books on more open shelves	1/9/2019 3:51 PM
364	The dollar charge for requesting materials	1/9/2019 3:01 PM
365	Expand artbook collection	1/9/2019 1:22 PM
366	Nothing that I can think of	1/9/2019 12:41 PM
367	Eden library not listed in survey	1/9/2019 11:11 AM
368	Open more evening hours during the week	1/9/2019 10:54 AM
369	Keep doing what you do! We love libraries!	1/9/2019 10:50 AM
370	A library club for dyslexics / reading disabilities. As a person with dyslexia I want to join books clubs; but can not keep up with average adult readers. I would like to connect with other dyslexics that love reading!	1/9/2019 10:11 AM
371	I would expand upon what is available to download via overdrive by linking with other larger library systems.	1/9/2019 9:43 AM
372	no fees for requests and holds on non digital items	1/9/2019 9:23 AM
373	evening programming at Central. Most talks, classes, etc. happen during the lunch hour!	1/9/2019 9:23 AM
374	Nothing	1/9/2019 9:15 AM
375	Not a thing	1/9/2019 9:05 AM
376	More staff!	1/8/2019 11:42 PM
377	I love that we can order items from other branches however, I believe in the past, the deliveries were twice a week. I thought that was adequate. I don't think it's necessary to have daily deliveries (if that's what it is now). It's a great service but I'm sure it's costly to have more frequent deliveries between branches.	1/8/2019 10:05 PM
378	Dvd request fee be lowered	1/8/2019 7:29 PM
379	Be open on Fridays. On near by Libary	1/8/2019 4:20 PM
380	A bigger variety of books in the libraries--some don't have the classics!	1/8/2019 1:50 PM
381	Open more days/longer hours and free requests.	1/8/2019 12:39 PM
382	More daytime hours	1/8/2019 12:22 PM
383	longer loan period for items on waitlist	1/8/2019 11:54 AM
384	more everything	1/7/2019 10:02 PM
385	East aurora program be as good as Elma and orchard park	1/7/2019 9:34 PM
386	increase titles & copies of e-books	1/7/2019 6:59 PM
387	The way the books are arranged. What happened to Dewey Decimal Classification?	1/7/2019 5:26 PM
388	hours of operation	1/7/2019 4:46 PM
389	N/A	1/7/2019 3:29 PM
390	more ebooks to borrow, longer periods of time to read them, to not have to put such a long number in to get to your account	1/7/2019 3:22 PM
391	more seating	1/7/2019 11:52 AM
392	Digitize the non-copyright print music collection for online use	1/7/2019 11:08 AM
393	I like it the way it is	1/7/2019 4:08 AM
394	More hours	1/6/2019 10:04 PM
395	More open hours	1/6/2019 9:50 PM
396	Better training in between departments at Central.	1/6/2019 9:44 PM

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397	Text message reminders when books are being close to overdue instead of just emails.	1/6/2019 9:25 PM
398	Larger Music Collection (updated) Most albums are from the last decade.	1/6/2019 7:21 PM
399	They do a great job with child events, but I would like to see more	1/6/2019 6:20 PM
400	longer hours	1/6/2019 5:41 PM
401	improve interlibrary loan.....new titles from self published authors	1/6/2019 5:31 PM
402	I wish there was more push out/communication for public events that are not held in my community, to expand our horizons past our small town community.	1/6/2019 2:34 PM
403	Offer kids programming on weekends	1/6/2019 1:54 PM
404	Hours	1/6/2019 1:41 PM
405	Not sure.	1/6/2019 1:41 PM
406	Weekly email notification of New Books (hard copy books) available. Or list new arrivals on Facebook	1/6/2019 1:38 PM
407	Later hours most days for after school	1/6/2019 12:17 PM
408	Sunday hours at a couple more city branches	1/6/2019 1:33 AM
409	Nothing at all	1/5/2019 11:02 PM
410	Fee to request items is a bit much	1/5/2019 10:59 PM
411	Being able to suggest more than two items a week to be purchased by the library.	1/5/2019 10:26 PM
412	Later hours	1/5/2019 8:50 PM
413	Open the Crane branch on Wednesday's.	1/5/2019 7:29 PM
414	More weekend hours	1/5/2019 7:14 PM
415	More hours	1/5/2019 5:50 PM
416	More variety	1/5/2019 5:25 PM
417	Longer hours. Better parking.	1/5/2019 3:31 PM
418	Parking	1/5/2019 2:41 PM
419	More e books, fewer holds allowed per title. Holds take too long.	1/5/2019 2:36 PM
420	new items on order	1/5/2019 2:34 PM
421	Make the online catalog/website more mobile friendly	1/5/2019 1:11 PM
422	I wish all libraries offered a similarly great visit to their neighbors. As a dramatic example, compare the structures and toys in the children's areas of the Clarence and East Delavan libraries. I understand that ED is closer to other libraries with toys than C. It just low-key gives the impression that the kids in one neighborhood deserve a better library experience. (Perhaps worth noting, I haven't visited either since summer '18. Things may have changed.)	1/5/2019 1:10 PM
423	?	1/5/2019 1:09 PM
424	too noisy (by children and adults)--enforce quiet space for reading, research etc	1/5/2019 12:14 PM
425	More staffing	1/5/2019 12:11 PM
426	Digital access to the Buffalo News	1/5/2019 10:32 AM
427	More kid programs	1/5/2019 10:29 AM
428	Make the catalog more intuitive. I always have to remember to click into a listing to find out where the material is.	1/5/2019 9:57 AM
429	More hours	1/4/2019 10:51 PM
430	More weekend hours	1/4/2019 5:51 PM
431	I would like it to be cleaner	1/4/2019 3:58 PM
432	More audio books	1/4/2019 3:57 PM

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433	No	1/4/2019 3:51 PM
434	Get rid of option on website to reset PIN online (must do in person), continuing to increase adult programs	1/4/2019 3:49 PM
435	make it more quiet and easier to study. It is too noisy.	1/4/2019 3:02 PM
436	add private study rooms	1/4/2019 2:57 PM
437	no transfer fees between branches	1/4/2019 2:56 PM
438	More Blu-ray copies of films rather than the inferior, easy to damage DVDs (especially older films with recent restorations), more public art on display & a more funky/functional selection of seating/work areas.	1/4/2019 2:50 PM
439	More available copies of eAudiobooks.	1/4/2019 2:47 PM
440	Easier eBook access	1/4/2019 2:46 PM
441	making sure that generic books have a title in the catalog instead of just CENgeneric paperback - so you can place a hold on it	1/4/2019 2:31 PM
442	Open on Sunday!	1/4/2019 12:26 PM
443	Longer hours	1/4/2019 11:42 AM
444	Allowing those in neighboring underserved counties to obtain a library card without exorbitant fees (i.e. Wyoming County--the western side bordering Erie County has no libraries and the East Aurora library is close and convenient).	1/4/2019 11:24 AM
445	having the website more accessible for people with visual disabilities	1/4/2019 8:36 AM
446	more large print books & ebooks/audio for visually impaired, fix libby/overdrive functioning	1/4/2019 3:00 AM
447	The ridiculous cost to build it.	1/4/2019 2:37 AM
448	N/a	1/3/2019 11:29 PM
449	Material check in accuracy improved	1/3/2019 10:03 PM
450	When browsing it is hard to find a certain genre like comedy or memoires	1/3/2019 10:01 PM
451	Hours of operation, increased inventory of popular ebooks.	1/3/2019 9:54 PM
452	Extended hours, especially on weekends	1/3/2019 9:21 PM
453	To have more free programs for the kids. In the early evening. We have to go to an other library , for Lego night.	1/3/2019 9:01 PM
454	Storytime for children year round	1/3/2019 7:49 PM
455	more board books	1/3/2019 7:43 PM
456	More comfortable seating for individuals. It would make me want to stay longer and explore different types of books.	1/3/2019 7:31 PM
457	open on Sunday	1/3/2019 7:30 PM
458	More varied fiction and literature selections at my local branch.	1/3/2019 7:13 PM
459	Open earlier in the morning.	1/3/2019 7:09 PM
460	More play spaces for children to interact within the library with a few toys	1/3/2019 6:41 PM
461	No charges for placing holds on materials, and dewey decimal system! (Easier to use, IMO)	1/3/2019 6:28 PM
462	DVD organization, it is not consistent within a library or between libraries. (i.e. sesame Street is sometimes listed under S and sometimes under the first letter of the DVD title; for parents it's easier if it's under S for sesame Street)	1/3/2019 5:11 PM
463	N/A	1/3/2019 4:32 PM
464	More child friendly events weekly	1/3/2019 4:25 PM
465	Nothing	1/3/2019 4:01 PM
466	More evening hours	1/3/2019 3:39 PM

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467	more hours	1/3/2019 3:29 PM
468	more books!!	1/3/2019 3:17 PM
469	More comfy chairs	1/3/2019 3:09 PM
470	more programming for children on the autism spectrum, more acceptance in general of children that may not be able to be quiet or calm at all times in the library.	1/3/2019 3:08 PM
471	Nothing	1/3/2019 2:34 PM
472	Easier to use night drop at Audubon branch	1/3/2019 2:19 PM
473	Cheaper printing. Add double sided printing.	1/3/2019 2:09 PM
474	Nothing!	1/3/2019 1:49 PM
475	Na	1/3/2019 1:41 PM
476	More friendly kids events	1/3/2019 1:00 PM
477	Tool & Baking Pan Rental	1/3/2019 12:58 PM
478	Longer hours	1/3/2019 8:56 AM
479	Open on Sundays!	1/3/2019 8:15 AM
480	A wider range of titles physically present in more locations (for example the non-children's areas of the West Seneca location feel sparse compared to before the remodel)	1/3/2019 4:45 AM
481	More programs	1/2/2019 11:42 PM
482	I feel when coming up to the counter to ask questions some may think it's intimidating. Just be more open.	1/2/2019 11:15 PM
483	Staff that are more helpful, friendly, knowledgeable at the main library reference desk.	1/2/2019 9:36 PM
484	More baby storytimes	1/2/2019 8:11 PM
485	Better online notification of free programs	1/2/2019 8:03 PM
486	Drive through book drop off so I don't have to get the kids out of the car	1/2/2019 6:53 PM
487	Miss Laurie from Hamburg doing her amazing toddler class at West Seneca	1/2/2019 6:45 PM
488	Some locations have much better selections than others. For example, orchard park had many blue rays but the Washington st and west seneca location do not. The west seneca childrens area could use better interactive toys as well. Both the op and city locations have a great childrens set up. I have never had a problem with the funding of good books to read for both adults and children at any location. I live and pay taxes to have the west seneca library built, however I prefer the op locations for visits with my children for the mentioned reasons	1/2/2019 5:47 PM
489	More adult classes	1/2/2019 5:40 PM
490	More complete ebook selection, no more partial series	1/2/2019 5:28 PM
491	How noisy it is!	1/2/2019 4:51 PM
492	I'm happy with our library.	1/2/2019 4:47 PM
493	More kids programming	1/2/2019 3:43 PM
494	More children's events and programs (Santa/Christmas events, Music with Mar etc) at the West Seneca library	1/2/2019 2:47 PM
495	Larger selection of books to browse. A dedicated catalog that doesn't require you sign into a computer to search for something.	1/2/2019 2:33 PM
496	reduced fines	1/2/2019 2:05 PM
497	Bigger selection of downloadable audiobooks	1/2/2019 1:39 PM
498	update facilities	1/2/2019 1:39 PM
499	More things for the kids to do at night	1/2/2019 1:20 PM

## Buffalo & Erie County Public Library Public Survey 2018/2019

500	That staff would show me how to find books when I ask for help rather than just pointing me in the direction of several shelves of books. I have given up trying to bring home books I located. Now I only use the hold feature.	1/2/2019 1:19 PM
501	no more branch closures; neighborhood outreach to communities with lower SES and ESL; widespread promotion of the "Pronunciator" program which is invaluable	1/2/2019 8:55 AM
502	more copies of ebooks made available and/or longer holds (maybe 14 days)	1/2/2019 7:43 AM
503	Availability of older books	1/2/2019 12:27 AM
504	keep a history of loaned books in My Account	1/1/2019 10:20 PM
505	More books	1/1/2019 9:41 PM
506	open more hours and not closed on holidays	1/1/2019 5:21 PM
507	open earlier hours	1/1/2019 4:32 PM
508	a little map inside each one to locate sections easily	1/1/2019 4:28 PM
509	Sometimes Schedule adult crafts early evening on weekdays. Saturday mornings I'm usually at work.	1/1/2019 4:26 PM
510	More advertising for events	1/1/2019 3:57 PM
511	Larger kids activity area	1/1/2019 8:33 AM
512	I have found many newer books I look for the library does not have. I should also appreciate free family activities at times working parents could attend.	1/1/2019 8:20 AM
513	Nothing	1/1/2019 7:31 AM
514	Nothing	12/31/2018 11:48 PM
515	Introduce "Out of the box" items to borrow, such as tools, specialty kitchen tools and appliances and tools, video games, board games	12/31/2018 7:32 PM
516	More programs for tweens	12/31/2018 3:38 PM
517	Longer checkout period for ebooks	12/31/2018 3:20 PM
518	Improve the catalog search function	12/31/2018 2:20 PM
519	You need more staff trained in subject areas - Too many general knowledge people	12/31/2018 1:29 PM
520	Kids learn sign language (through songs) events, please!	12/31/2018 1:06 PM
521	Nothing	12/31/2018 11:58 AM
522	more books available in ebook format!	12/31/2018 11:53 AM
523	Hours	12/31/2018 10:31 AM
524	everything is great	12/31/2018 9:48 AM
525	Friendliness toward their patrons.	12/31/2018 9:48 AM
526	No fines for kids books, lower fines overall	12/31/2018 9:38 AM
527	I love the library! As a teacher they have amazing online and print resources! Myself and my students benefit from the Buffalo and Erie County library daily!	12/31/2018 9:14 AM
528	Mobile friendly catalog	12/31/2018 6:34 AM
529	Purchase and Process new books quicker.	12/30/2018 10:09 PM
530	More book sales!	12/30/2018 4:08 PM
531	More comfy seating in secluded areas	12/30/2018 4:06 PM
532	More open hours.	12/30/2018 3:51 PM
533	open more hours	12/30/2018 3:13 PM
534	model them after Julia Boyer	12/30/2018 1:28 PM
535	Easier to find material	12/30/2018 1:17 PM

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536	Have more books and space to put the books.	12/30/2018 1:04 PM
537	More lab access besides downtown for music recording, video editing, etc	12/30/2018 12:55 PM
538	Ability to renew more than 3 times	12/30/2018 10:49 AM
539	Allow it to have taxing authority	12/30/2018 9:05 AM
540	Larger selection of fiction (any format)	12/30/2018 8:03 AM
541	Too many fees!! Interlibrary and holds are great, but there's a fee for everything! The books I want are NEVER at my library. In lieu of this, build the online book selection, instead of buying DVDs. Walking in to stacks and stacks of videos is frustrating when books I want are not available.	12/30/2018 7:38 AM
542	More ya lit	12/29/2018 10:31 PM
543	More opening hours at Williamsville branch	12/29/2018 9:06 PM
544	I would love to use the ILL system, but paying for each book is not reasonable. I hope the library system soon receives adequate funding to not push the burden of \$1/book on its patrons. It is also frustrating that the libraries require registration for a weekly classes. So many of the events are labeled "filled" but not everyone consistently shows up. Patrons should relinquish their spots, but for family events like storytime, it seems unlikely that far too many people would show up - let's let in everyone who wants to come.	12/29/2018 8:19 PM
545	Friendlier n more helofstaff	12/29/2018 8:11 PM
546	My local branch isn't open very much	12/29/2018 8:05 PM
547	The ability to renew a library card that's in good standing online would be a nice perk.	12/29/2018 8:04 PM
548	More new fiction titles at our branch; less duplication of titles i.e. James Patterson etc.	12/29/2018 7:21 PM
549	Architecture, bathrooms	12/29/2018 7:12 PM
550	Nothing	12/29/2018 7:09 PM
551	More audiobooks to download online and a longer time to borrow audiobooks (they take longer to "read" then a normal book, at least double the time)	12/29/2018 6:46 PM
552	The layout and maybe more explanation signs or Facebook posts	12/29/2018 5:57 PM
553	Nothing	12/29/2018 4:41 PM
554	I like and use the library frequently. No changes needed.	12/29/2018 4:39 PM
555	Larger science / tech selection	12/29/2018 4:35 PM
556	Hours	12/29/2018 3:41 PM
557	Hours	12/29/2018 3:25 PM
558	Parking downtown	12/29/2018 3:20 PM
559	More romance, mysteries, suspense,and similar audiobooks	12/29/2018 3:04 PM
560	I wish new material and ebooks through Libby gave you two weeks instead of just a week, which I think is too short of a period of time. Two weeks seems more realistic.	12/29/2018 2:31 PM
561	Nothing...I LOVE it!!	12/29/2018 2:23 PM
562	Even more funding	12/29/2018 2:13 PM
563	I am very happy with the Library. I would like it if you could stay logged in to the library's website without being logged out, if you could renew e-books before they expired, and if you could check out e-books for longer than 14 days.	12/29/2018 1:48 PM
564	When I moved from No Tonawanda to Grand Island and walked into our library, I almost cried. It's tiny. It's dingy. No Dewey Decimal System. Lots of ridiculous romance novels, very little history or historical fiction. I rarely find something I'm enthused about reading ( vs settling for what I can find). I've turned to used book sales over using our library. It takes forever to get a book you request to hottie, and the window to pick it up is short. The charge for it is ridiculous-does it really cost you that much to find a book and put it on truck? The only good thing I can say about our GRand Island branch is that the staff are tremendously friendly and helpful.	12/29/2018 12:54 PM
565	Fees for holds. Never experienced that anywhere else.	12/29/2018 12:35 PM



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566	Drop off Donation area for gently used ☐ books.	12/29/2018 12:26 PM
567	Open Saturdays in the summer.	12/29/2018 12:24 PM
568	Making the website slightly better and easier	12/29/2018 12:11 PM
569	Coffe bar	12/29/2018 12:05 PM
570	Improve the catalog search function	12/29/2018 11:59 AM
571	filter through the collection; glean the underused items	12/29/2018 10:26 AM
572	The librarians at the Dudley library. The pages are friendly. Librarians, not so much.	12/29/2018 10:22 AM
573	Open more hours	12/29/2018 10:15 AM
574	More kid free events	12/29/2018 10:14 AM
575	More free kids programs	12/29/2018 10:02 AM
576	Change me. Learning how to navigate the catalog system so I can use it proficiently.	12/29/2018 10:01 AM
577	Add to the collection of e-content (e-books and e-audiobooks.) I love the Libby app!	12/29/2018 9:47 AM
578	More copies of top 10 books	12/29/2018 9:37 AM
579	N/A - Love the Library! I go to the central location often because my work is around the corner, but I frequent other locations as well	12/29/2018 9:21 AM
580	Add spanish language (or any language) classes	12/29/2018 8:47 AM
581	Nothing!	12/29/2018 8:04 AM
582	4bars@rochester.rr.com	12/29/2018 7:18 AM
583	coffee privilage in all branches	12/29/2018 1:04 AM
584	Add more of them in rural areas. The nearest library is 20 minutes away!	12/28/2018 11:13 PM
585	Have a Library in Holland NY.	12/28/2018 10:40 PM
586	Friendlier staff at the counters. Librariens are great though!	12/28/2018 9:51 PM
587	Quiet rooms/reading rooms	12/28/2018 9:47 PM
588	have a large library with significant resources (similar to central library downtown) but in the suburbs (amherst, williamsville) and more collaboration with local schools (especially high schools, doing things like how to research classes, college application and essay review assistance) and more career planning help like resumes reviews	12/28/2018 9:30 PM
589	N/A	12/28/2018 8:31 PM
590	make purchases make sense- ex if something is part of a series then the whole thing should be available	12/28/2018 8:30 PM
591	I would have one within walking distance to my house.	12/28/2018 8:20 PM
592	more extensive ebook and audiobook collection	12/28/2018 8:07 PM
593	Nothing	12/28/2018 8:03 PM
594	A library app!! Please!	12/28/2018 7:58 PM
595	More browse able stacks.	12/28/2018 7:46 PM
596	more adult programs	12/28/2018 7:38 PM
597	Nothing really.	12/28/2018 7:34 PM
598	More downloadable book options	12/28/2018 7:19 PM
599	Have cafes in some of them.	12/28/2018 6:24 PM
600	Nothing- I love my library!!!	12/28/2018 6:10 PM
601	Better incorporate public transit with the libraries/greater accessibility.	12/28/2018 6:10 PM
602	Longer hours!	12/28/2018 6:05 PM

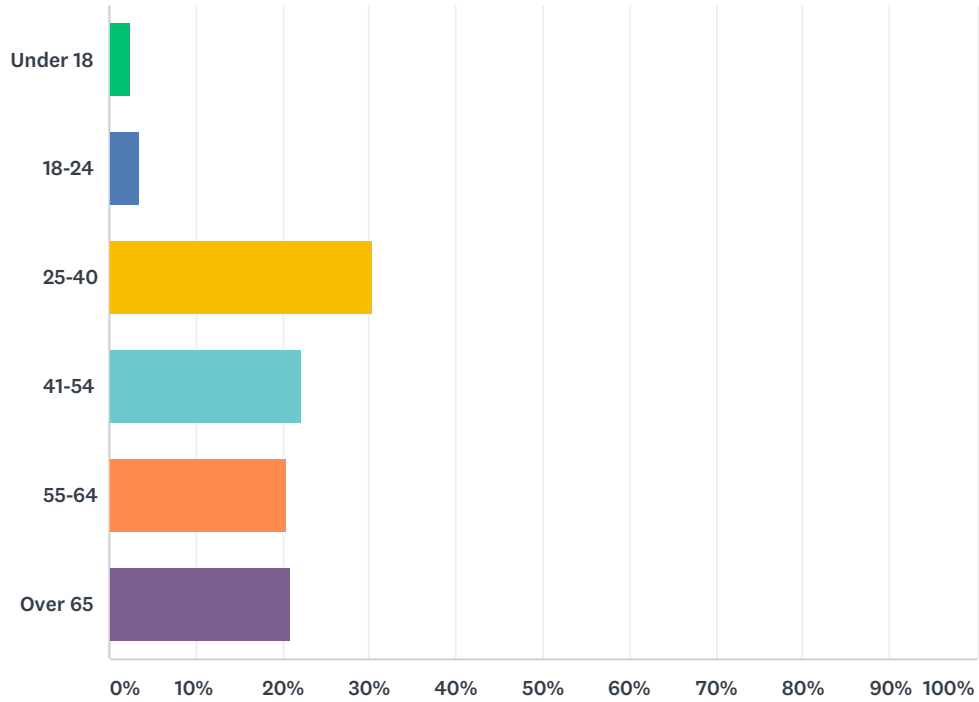


## Buffalo & Erie County Public Library Public Survey 2018/2019

603	Honestly you are all doing a wonderful job.	12/28/2018 5:42 PM
604	Bring back Minecraft club	12/28/2018 5:35 PM
605	NA	12/28/2018 5:29 PM
606	I would like a bin to put the returns in (inside the library)	12/28/2018 5:09 PM
607	Open a little later	12/28/2018 5:03 PM
608	No fees for adult requests.	12/28/2018 5:01 PM
609	Better/easier to use website	12/28/2018 4:45 PM
610	Make it easier to pay hold charges and fines online - lower the limit.	12/28/2018 4:24 PM
611	More funding. Free parking/parking validation.	12/28/2018 4:21 PM
612	Nothing	12/28/2018 4:15 PM
613	allow people to volunteer at the library to pay off late fees	12/28/2018 4:15 PM
614	More availability of books at the central library, lessened to request from others.	12/28/2018 4:13 PM
615	Your website design for the branches is really basic and not very impressive. I'd consider updating those sites and I would encourage you to revamp your main website, a bunch of the resources are hidden inside of other links	12/28/2018 4:13 PM
616	More availability of popular ebooks and kids audio books.	12/28/2018 4:12 PM
617	Better library in South Buffalo. I am able to visit many branches. While the Dudley branch does a good job with the resources it has, its underserved when compared to Amherst, Clarence etc. even some of the other city branches. Too small.	12/28/2018 3:58 PM
618	Some branches need more diverse collections	12/28/2018 3:57 PM
619	Student study room rentals	12/28/2018 3:57 PM
620	I'd like it to be easier to search and request materials through the app. It is difficult to find certain materials within the app.	12/28/2018 3:56 PM
621	More licenses of popular books!	12/28/2018 3:48 PM
622	Make the online catalogue easier to search.	12/28/2018 3:36 PM
623	Would like all libraries to have kids areas with kitchen sets and trains. This has been great for my child to meet others and be surrounded by books and readers...young and old	12/28/2018 3:34 PM
624	More new science fiction downloads	12/28/2018 3:31 PM
625	A slightly better sci-fi/fantasy selection but that's a minor gripe.	12/28/2018 3:29 PM
626	parking	12/28/2018 3:28 PM
627	Better online system, easier/more streamlined. Interface and amount of links are overwhelming. More adult/community classes offered. More copies of popular/in-demand books.	12/28/2018 3:27 PM
628	The librarians at Dudley	12/28/2018 3:26 PM
629	Have people pay for inter library loans not in our libraries.	12/28/2018 3:26 PM
630	Activities or support groups for teens	12/28/2018 3:26 PM
631	the website to be cleaner. too much stuff	12/28/2018 2:53 PM

## Q22 What is your age range?

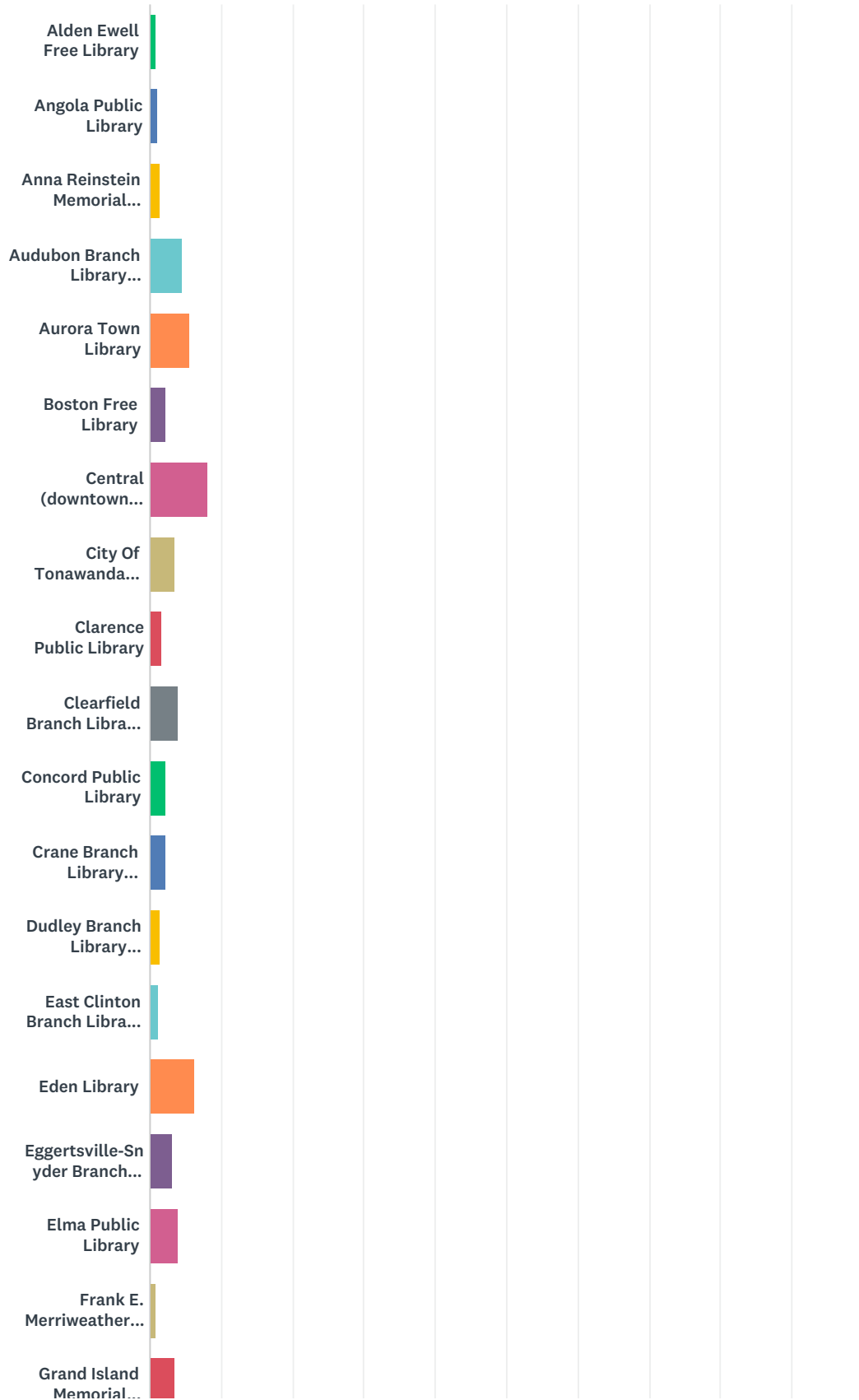
Answered: 1,063 Skipped: 157



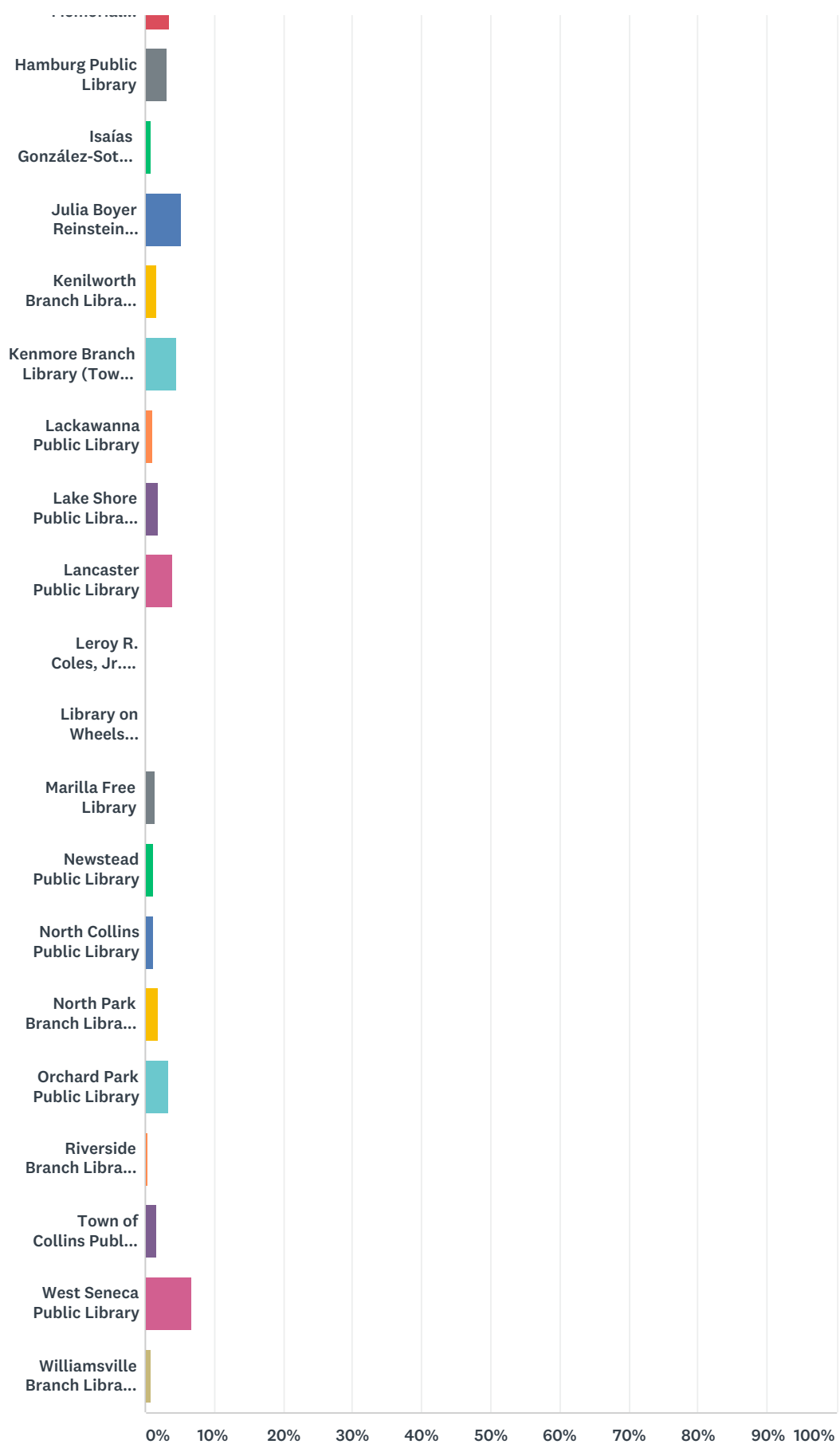
ANSWER CHOICES	RESPONSES	
Under 18	2.45%	26
18-24	3.57%	38
25-40	30.39%	323
41-54	22.20%	236
55-64	20.41%	217
Over 65	20.98%	223
<b>TOTAL</b>		<b>1,063</b>

## Q23 Which Library do you use most often?

Answered: 1,066 Skipped: 154



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ANSWER CHOICES	RESPONSES	
Alden Ewell Free Library	0.94%	10
Angola Public Library	1.13%	12
Anna Reinstein Memorial Library (Cheektowaga)	1.50%	16
Audubon Branch Library (Amherst)	4.50%	48
Aurora Town Library	5.72%	61
Boston Free Library	2.25%	24
Central (downtown Buffalo)	8.16%	87
City Of Tonawanda Public Library	3.47%	37
Clarence Public Library	1.59%	17
Clearfield Branch Library (Amherst)	4.03%	43
Concord Public Library	2.35%	25
Crane Branch Library (Buffalo)	2.25%	24
Dudley Branch Library (Buffalo)	1.50%	16
East Clinton Branch Library (Buffalo)	1.31%	14
Eden Library	6.38%	68
Eggertsville-Snyder Branch Library (Amherst)	3.10%	33
Elma Public Library	4.03%	43
Frank E. Merriweather, Jr. Branch Library (Buffalo)	0.84%	9
Grand Island Memorial Library	3.56%	38
Hamburg Public Library	3.10%	33
Isaiás González-Soto Branch Library (formerly Niagara Branch)	0.75%	8
Julia Boyer Reinstein Library (Cheektowaga)	5.16%	55
Kenilworth Branch Library (Town of Tonawanda)	1.59%	17
Kenmore Branch Library (Town of Tonawanda)	4.60%	49
Lackawanna Public Library	1.03%	11
Lake Shore Public Library (Hamburg)	1.88%	20
Lancaster Public Library	4.03%	43
Leroy R. Coles, Jr. Branch Library (formerly East Delavan, Buffalo)	0.28%	3
Library on Wheels Bookmobile	0.09%	1
Marilla Free Library	1.41%	15
Newstead Public Library	1.31%	14
North Collins Public Library	1.22%	13
North Park Branch Library (Buffalo)	1.78%	19
Orchard Park Public Library	3.38%	36

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Riverside Branch Library (Buffalo)	0.47%	5
Town of Collins Public Library	1.69%	18
West Seneca Public Library	6.75%	72
Williamsville Branch Library (Amherst)	0.84%	9
TOTAL		1,066

## Q24 What is your zip code?

Answered: 1,050 Skipped: 170

ZIP	# OF RESPONSES			ZIP	# OF RESPONSES
14001	11			14204	2
14004	17			14206	15
14006	15			14207	15
14011	1			14208	3
14025	12			14209	7
14026	1			14210	15
14030	2			14211	7
14031	4			14212	5
14032	3			14213	24
14033	1			14214	17
14034	10			14215	8
14037	3			14216	25
14041	1			14217	35
14042	1			14218	15
14043	22			14219	7
14047	3			14220	20
14051	11			14221	62
14052	51			14222	10
14053	1			14223	29
14055	2			14224	68
14057	67			14225	16
14059	30			14226	33
14068	6			14227	19
14069	6			14228	17
14070	4			14305	1
14072	37			14424	1
14075	44			14729	1
14080	8			15216	1
14082	2			15221	1
14085	9			93955	1
14086	48				
14094	1				
14102	2				
14111	12				
14120	5				
14127	28				
14129	1				
14135	1				
14139	7				
14141	20				
14145	2				
14150	42				
14170	3				
14201	8				
14202	3				
14203	3				

**Q25 OPTIONAL: Enter to win a library tote bag filled with books by providing your name, phone number and email address.**

Answered: 696 Skipped: 524

ANSWER CHOICES	RESPONSES	
Name	98.99%	689
City/Town	98.85%	688
Email Address	96.12%	669
Phone Number	95.11%	662

CITY/TOWN	# of Responses	CITY/TOWN	# of Responses
Akron	9	Gowanda	3
Alden	8	Grand Island	28
Amherst	45	Hamburg	32
Angola	12	Holland	4
Blasdell	5	Kenmore	21
Boston	8	Lackawanna	6
Buffalo	128	Lake View	5
Cattaraugus	1	Lancaster	33
Chaffee	1	Lockport	1
Cheektowaga	25	Marilla	2
Clarence	8	North Collins	8
Colden	3	N. Tonawanda	2
Collins	6	Orchard Park	18
Cowlesville	1	Perrysburg	1
Dayton	1	Sloan	1
Depew	13	Snyder	2
Derby	3	Snyder	
East Amherst	4	South Wales	7
East Aurora	35	Strykersville	1
East Otto	1	Tonawanda	45
Eden	41	West Falls	2
Elma	17	West Seneca	42
Getzville	3	Williamsville	26
Glenwood	3		