



## Buffalo & Erie County Public Library

### **Winter 2014/2015 Survey for Patrons and Non Library Users**

**Results are based on the printed surveys only (doesn't include online results) --437 responses**

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#### **1. How often do you visit a Buffalo & Erie County Public Library?**

Once a week or more: 334

Less than a few times a year: 4

Once a month: 86

Never: 4

A few times a year: 9

#### **2. Which one Library do you use most often?**

Alden: 3

Julia Boyer Reinstein: 15

Angola: 21

Kenilworth: 16

Audubon: 17

Kenmore: 29

Boston: 1

Lancaster: 21

Central: 18

Lakeshore: 17

Clearfield: 12

Marilla: 23

Clarence: 24

Merriweather: 1

Collins: 13

North Collins: 6

Concord: 19

Niagara: 4

Crane: 22

North Park: 20

Dudley: 10

Newstead: 13

East Aurora: 21

Orchard Park: 27

East Clinton: 11

Reinstein: 3

East Delavan: 10

Riverside: 10

Eden: 13

Tonawanda: 2

Eggertsville-Snyder: 16

Williamsville: 5

Elma: 4

West Seneca: 5

Hamburg: 10

#### **3. Please circle your 4 main reasons for using the library.**

Read/borrow books: 394

Borrow DVDs/Blu-rays/ music: 276  
Find a job: 21  
Use the computers: 124  
Take a computer class: 27  
Use the free WiFi: 49  
Get information for school: 27  
Attend children's programs: 67  
Attend adult programs / lectures: 47  
Get information/research: 102  
Use the young adult area: 17  
Obtain income tax forms: 29  
Attend meetings/programs: 29  
Use the public copy machine / printer or fax machine: 69  
Accompany someone: 31  
Meet friends/business associates: 13  
A quiet place to work: 67  
Read newspapers: 40  
Use reference materials: 44  
Research family history: 13  
Use the internet: 56  
Other:  
- Attend book club  
- Audio books on CDs  
- Books on tapes  
- Buy books  
- Databases  
- Drop off used books  
- Magazine exchange  
- Read by the fire (LNC)  
- Read magazines  
- Social networking  
- Tutoring

**4. Please circle the reasons you do not use the library.** *Circle all that apply.*

No need to use libraries: 2  
Too busy: 22  
Too far from my home: 3  
No transportation: 8  
Don't know where the library is located: 3  
No library card: 5  
Use the library at my school/college: 5  
Use a neighboring community space: 0  
Buy my own books/magazines/eBooks: 15  
Don't know what the library has to offer: 8  
I owe money to the library: 13  
I lost my library books: 5  
Don't read much: 3

Other:

- Too many books in closed stacks
- Online card catalog too slow
- Fees
- I order on my Kindle.
- Lost library card
- Not a lot of time
- Not open
- Dirty furniture (particularly CEN)
- People drinking alcohol in library
- Poor quality of DVDs
- Rude, loud teens at CEN
- Too much noise

**5. Libraries offer a variety of free programs for children, families & adults. We are always looking for community input to serve you better. From the list below, circle all areas of interest.**

Job search with library resources: 53

Community meetings with elected officials: 64

Neighborhood Block Club presentations: 48

Creative, MakerSpace programs: 50

Databases – how to use them: 60

Tutoring spaces: 43

Study rooms: 39

Plant exchange: 45

Book Clubs: 110

Writing Clubs: 50

Tax Tips: 41

Health related programming: 62

Starting a business: 30

Money management programs: 46

Author visits: 119

Parenting: 33

Teen reading programs: 36

Other:

- A quiet place
- Art
- Cell phone classes
- Children's programs
- Computer 1 on 1 learning
- Computer classes after 4 pm or weekends
- Cooking forum for juveniles
- Craft classes
- Having NPK open more days
- How to use Kindle
- In-house movies
- Internet classes
- Movie night
- Music & concerts
- Personal research program
- Pet forum
- Programs for 9+
- Quiet corner
- School-age programs
- Senior programs
- Used book sales

## 7. What town/village/city do you live in?

- |                   |                   |                    |
|-------------------|-------------------|--------------------|
| - Akron: 12       | - East Amherst: 6 | - Newstead: 3      |
| - Alden: 8        | - Eden: 8         | - Niagara Falls: 1 |
| - Amherst: 18     | - Elma: 2         | - North Collins: 5 |
| - Angola: 17      | - Evans: 3        | - Orchard Park: 9  |
| - Aurora: 16      | - Getzville: 3    | - Perrysburg: 1    |
| - Brant: 1        | - Gowanda: 3      | - Silver Creek: 1  |
| - Buffalo: 96     | - Hamburg: 12     | - Snyder: 3        |
| - Cheektowaga: 13 | - Holland: 6      | - Springville: 11  |
| - Clarence: 19    | - Kenmore: 10     | - Tonawanda: 14    |
| - Colden: 1       | - Lackawanna: 1   | - Versailles: 1    |
| - Collins: 7      | - Lakeview: 6     | - West Falls: 2    |
| - Concord: 8      | - Lancaster: 17   | - West Seneca: 5   |
| - Depew: 6        | - Lockport: 1     | - Williamsville: 5 |
| - Derby: 4        | - Marilla: 16     |                    |

## 8. Please circle your age range?

Under 18: 21

26-40: 61

56-70: 128

18-25: 15

41-55: 104

70+: 58

**437 total responses**

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- Use the library at my school/college
- No library card
- Too busy
- Don't know where the library is located (2)

- Buy my own books/magazines/eBooks (2)
- Don't know what the library has to offer (2)