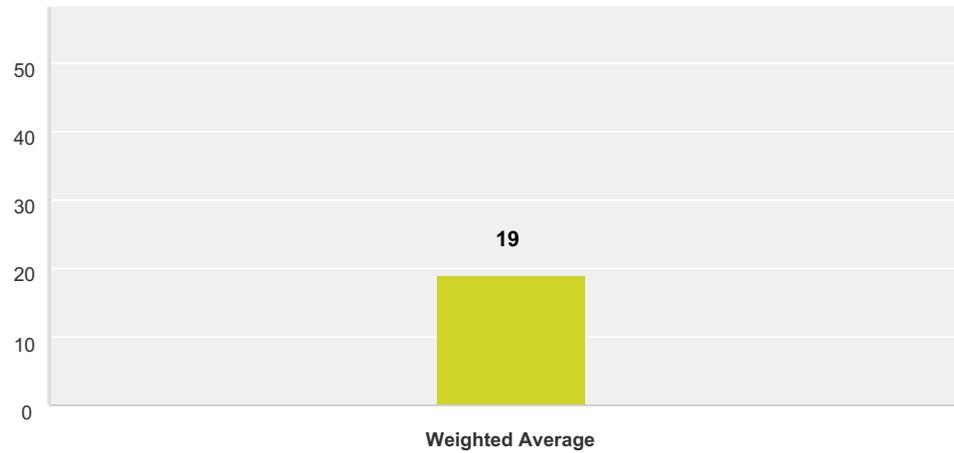


Q1 Please select the one Library you use most often.

Answered: 3,726 Skipped: 0



Answer Choices	Responses
Alden Ewell Free Library (1)	0.54% 20
Angola Public Library (2)	1.10% 41
Amherst - Audubon (3)	6.84% 255
Amherst - Clearfield Branch (4)	4.56% 170
Amherst - Eggerstville Snyder Branch (5)	2.74% 102
Amherst - Williamsville Branch (6)	0.99% 37
Aurora Town Public Library (7)	3.49% 130
Boston Free Library (8)	0.91% 34
Buffalo - downtown Central (9)	10.87% 405
Buffalo - Crane Branch (10)	3.22% 120
Buffalo - Dudley Branch (11)	2.01% 75

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Buffalo - East Clinton Branch (12)	0.72%	27
Buffalo - East Delavan Branch (13)	0.70%	26
Buffalo- Merriweather Branch (14)	1.96%	73
Buffalo - Niagara Branch (15)	0.99%	37
Buffalo - North Park Branch (16)	2.50%	93
Buffalo - Riverside Branch (17)	1.02%	38
Clarence Public Library (18)	4.29%	160
Cheektowaga - Anna Reinstein Memorial (19)	2.50%	93
Cheektowaga - Julia Boyer Reinstein (20)	5.50%	205
City of Tonawanda Public Library (21)	2.63%	98
Town of Collins Public Library (22)	0.78%	29
Concord Public Library (23)	1.45%	54
Eden Library (24)	1.42%	53
Elma Public Library (25)	2.50%	93
Grand Island Memorial Library (26)	1.88%	70
Hamburg Public Library (27)	4.48%	167
Hamburg - Lake Shore (28)	2.17%	81
Lackawanna Public Library (29)	1.50%	56
Lancaster Public Library (30)	3.38%	126
Marilla Free Library (31)	0.81%	30
Newstead Public Library (32)	1.21%	45
North Collins Public Library (33)	0.48%	18
Orchard Park Public Library (34)	4.91%	183
Town of Tonawanda - Kenilworth Branch (35)	1.69%	63
Town of Tonawanda - Kenmore Branch (36)	6.25%	233

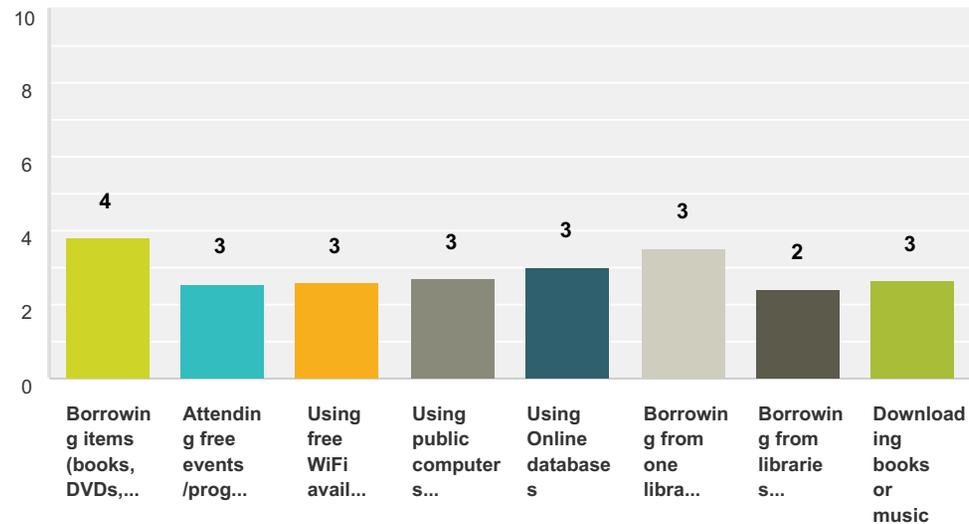
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West Seneca Public Library (37)	4.99%	186
Total		3,726

Basic Statistics				
Minimum	Maximum	Median	Mean	Standard Deviation
1.00	37.00	19.00	18.91	11.35

Q2 How important are these Library services to you?

Answered: 3,726 Skipped: 0



	Very Important (1)	Important (2)	Somewhat Important (3)	Not Important (4)	Total	Weighted Average
Borrowing items (books, DVDs, music, etc.)	85.36% 3,166	10.38% 385	3.26% 121	1.00% 37	3,709	3.80
Attending free events /programs at the library- (storytimes, computer training, crafts, movies, book discussions, etc.)	24.87% 911	25.61% 938	28.28% 1,036	21.24% 778	3,663	2.54
Using free WiFi available in all 37 libraries	34.02% 1,247	19.84% 727	20.30% 744	25.84% 947	3,665	2.62
Using public computers available in all 37 libraries	40.32% 1,483	15.50% 570	17.94% 660	26.24% 965	3,678	2.70
Using Online databases	44.01% 1,586	24.14% 870	17.59% 634	14.26% 514	3,604	2.98
Borrowing from one library and returning to another	68.95% 2,536	16.42% 604	9.05% 333	5.57% 205	3,678	3.49
Borrowing from libraries outside of Erie County	25.07% 905	18.95% 684	24.60% 888	31.39% 1,133	3,610	2.38

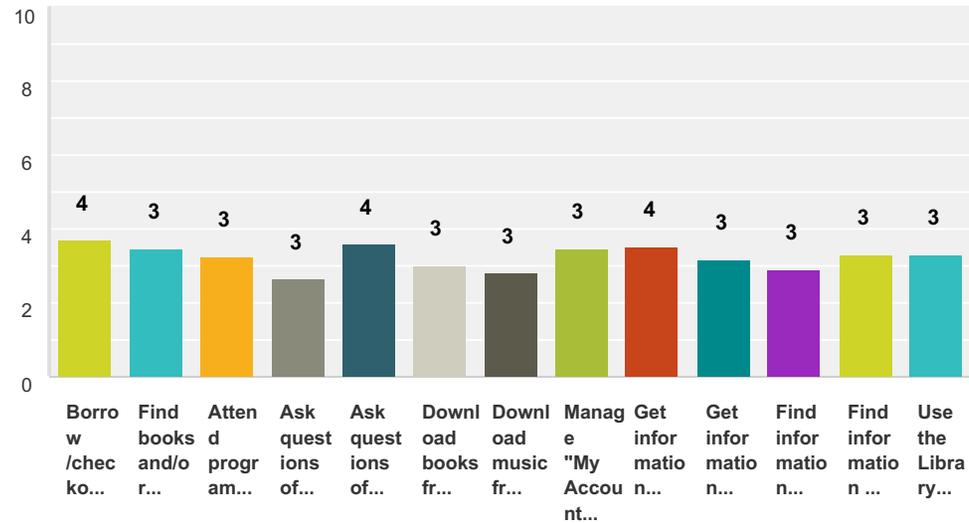
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Downloading books or music	34.98% 1,264	18.65% 674	22.14% 800	24.24% 876	3,614	2.64
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Basic Statistics						
	Minimum	Maximum	Median	Mean	Standard Deviation	
Borrowing items (books, DVDs, music, etc.)	1.00	4.00	1.00	1.20	0.53	
Attending free events /programs at the library- (storytimes, computer training, crafts, movies, book discussions, etc.)	1.00	4.00	2.00	2.46	1.08	
Using free WiFi available in all 37 libraries	1.00	4.00	2.00	2.38	1.20	
Using public computers available in all 37 libraries	1.00	4.00	2.00	2.30	1.24	
Using Online databases	1.00	4.00	2.00	2.02	1.09	
Borrowing from one library and returning to another	1.00	4.00	1.00	1.51	0.87	
Borrowing from libraries outside of Erie County	1.00	4.00	3.00	2.62	1.17	
Downloading books or music	1.00	4.00	2.00	2.36	1.19	

Q3 Overall, it is easy to...

Answered: 3,726 Skipped: 0



	Strongly Agree (1)	Agree (2)	Neither Agree nor Disagree (3)	Disagree (4)	N/A - I don't use this service	Total	Weighted Average
Borrow /checkout books and/or other materials at the self checkout stations	73.53% 2,728	16.55% 614	3.45% 128	1.19% 44	5.28% 196	3,710	3.71
Find books and/or other materials in the library	55.02% 2,039	35.83% 1,328	5.91% 219	1.81% 67	1.43% 53	3,706	3.46
Attend programs or events	36.74% 1,345	29.12% 1,066	15.16% 555	1.26% 46	17.73% 649	3,661	3.23
Ask questions of library staff	33.33% 1	33.33% 1	0.00% 0	33.33% 1	0.00% 0	3	2.67
Ask questions of library staff	65.72% 1,681	27.56% 705	3.32% 85	1.17% 30	2.23% 57	2,558	3.61
Download books from the website	26.32% 960	20.37% 743	18.12% 661	4.85% 177	30.33% 1,106	3,647	2.98
Download music from the website	16.69% 606	14.82% 538	21.54% 782	3.33% 121	43.61% 1,583	3,630	2.80

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Manage "My Account" online	52.58% 1,919	24.55% 896	9.07% 331	2.16% 79	11.64% 425	3,650	3.44
Get information about library services from staff members	58.24% 2,135	27.06% 992	7.34% 269	1.36% 50	6.00% 220	3,666	3.51
Get information about library services over the phone	31.14% 1,141	19.76% 724	17.33% 635	1.83% 67	29.94% 1,097	3,664	3.14
Find information about library services through social media	20.00% 728	18.96% 690	20.63% 751	3.46% 126	36.95% 1,345	3,640	2.88
Find information on the Library System website	44.50% 1,630	32.76% 1,200	11.19% 410	3.58% 131	7.97% 292	3,663	3.28
Use the Library catalog	46.08% 1,677	30.61% 1,114	11.07% 403	3.68% 134	8.55% 311	3,639	3.30

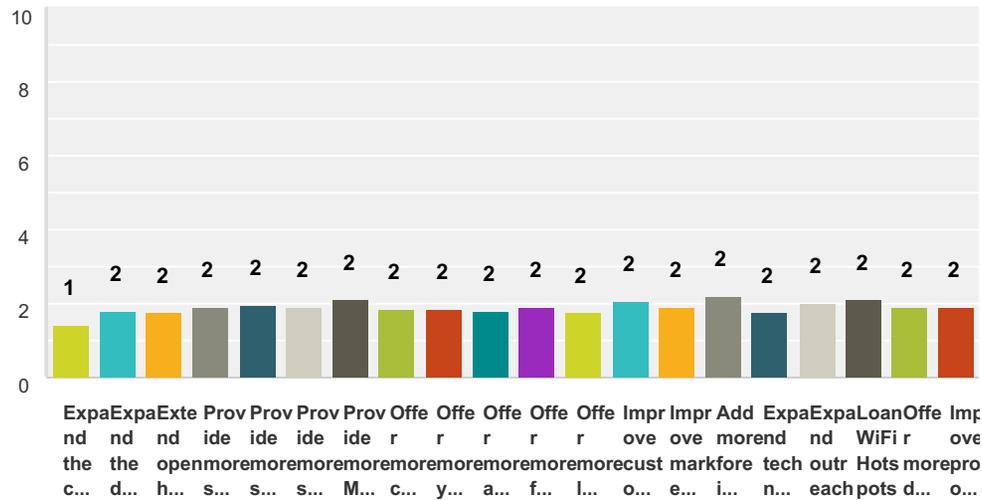
Basic Statistics						
	Minimum	Maximum	Median	Mean	Standard Deviation	
Borrow /checkout books and/or other materials at the self checkout stations	1.00	4.00	1.00	1.29		0.59
Find books and/or other materials in the library	1.00	4.00	1.00	1.54		0.69
Attend programs or events	1.00	4.00	2.00	1.77		0.80
Ask questions of library staff	1.00	4.00	2.00	2.33		1.25
Ask questions of library staff	1.00	4.00	1.00	1.39		0.61
Download books from the website	1.00	4.00	2.00	2.02		0.96
Download music from the website	1.00	4.00	2.00	2.20		0.93
Manage "My Account" online	1.00	4.00	1.00	1.56		0.77
Get information about library services from staff members	1.00	4.00	1.00	1.49		0.70
Get information about library services over the phone	1.00	4.00	2.00	1.86		0.88

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Find information about library services through social media	1.00	4.00	2.00	2.12	0.92
Find information on the Library System website	1.00	4.00	2.00	1.72	0.82
Use the Library catalog	1.00	4.00	1.00	1.70	0.83

Q4 I would like to see the Library do the following ...

Answered: 3,726 Skipped: 0



	YES (1)	NO (2)	Maybe (3)	Total	Weighted Average
Expand the collection	78.76% 2,841	2.58% 93	18.66% 673	3,607	1.40
Expand the digital (downloadable books) collection	55.28% 1,978	10.29% 368	34.43% 1,232	3,578	1.79
Extend open hours	54.10% 1,960	16.78% 608	29.12% 1,055	3,623	1.75
Provide more services for the underemployed	49.06% 1,755	11.49% 411	39.45% 1,411	3,577	1.90
Provide more services to new immigrant populations	44.35% 1,598	16.26% 586	39.38% 1,419	3,603	1.95
Provide more services on health and wellness	46.34% 1,661	15.15% 543	38.50% 1,380	3,584	1.92
Provide more MakerSpace technology (such as 3D printers, etc.)	34.44% 1,238	23.25% 836	42.31% 1,521	3,595	2.08

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Offer more children's events and programs	52.02% 1,878	11.02% 398	36.95% 1,334	3,610	1.85
Offer more young adult events and programs	51.28% 1,837	10.30% 369	38.41% 1,376	3,582	1.87
Offer more adult events and programs	55.46% 2,000	9.46% 341	35.08% 1,265	3,606	1.80
Offer more family events and programs	50.38% 1,802	10.88% 389	38.75% 1,386	3,577	1.88
Offer more literacy programs	56.88% 2,035	10.12% 362	33.01% 1,181	3,578	1.76
Improve customer service	30.43% 1,075	34.79% 1,229	34.79% 1,229	3,533	2.04
Improve marketing and promotions of library services	44.30% 1,574	22.09% 785	33.61% 1,194	3,553	1.89
Add more foreign language material	25.57% 912	31.20% 1,113	43.23% 1,542	3,567	2.18
Expand technology training	56.15% 2,005	12.38% 442	31.48% 1,124	3,571	1.75
Expand outreach	40.76% 1,429	18.63% 653	40.62% 1,424	3,506	2.00
Loan WiFi Hotspots	31.99% 1,125	27.01% 950	41.00% 1,442	3,517	2.09
Offer more displays featuring materials from the Rare and Special Collections	46.30% 1,653	17.87% 638	35.83% 1,279	3,570	1.90
Improve promotion of the Rare and Special Collections	46.92% 1,659	18.41% 651	34.67% 1,226	3,536	1.88

Basic Statistics					
	Minimum	Maximum	Median	Mean	Standard Deviation
Expand the collection	1.00	3.00	1.00	1.40	0.78
Expand the digital (downloadable books) collection	1.00	3.00	1.00	1.79	0.92
Extend open hours	1.00	3.00	1.00	1.75	0.88

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Provide more services for the underemployed	1.00	3.00	2.00	1.90	0.94
Provide more services to new immigrant populations	1.00	3.00	2.00	1.95	0.91
Provide more services on health and wellness	1.00	3.00	2.00	1.92	0.92
Provide more MakerSpace technology (such as 3D printers, etc.)	1.00	3.00	2.00	2.08	0.87
Offer more children's events and programs	1.00	3.00	1.00	1.85	0.93
Offer more young adult events and programs	1.00	3.00	1.00	1.87	0.94
Offer more adult events and programs	1.00	3.00	1.00	1.80	0.93
Offer more family events and programs	1.00	3.00	1.00	1.88	0.94
Offer more literacy programs	1.00	3.00	1.00	1.76	0.92
Improve customer service	1.00	3.00	2.00	2.04	0.81
Improve marketing and promotions of library services	1.00	3.00	2.00	1.89	0.88
Add more foreign language material	1.00	3.00	2.00	2.18	0.81
Expand technology training	1.00	3.00	1.00	1.75	0.90
Expand outreach	1.00	3.00	2.00	2.00	0.90
Loan WiFi Hotspots	1.00	3.00	2.00	2.09	0.85
Offer more displays featuring materials from the Rare and Special Collections	1.00	3.00	2.00	1.90	0.90
Improve promotion of the Rare and Special Collections	1.00	3.00	2.00	1.88	0.89

#	Other (please specify)	Date
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1	Eden customer service is the best already	4/7/2016 8:55 AM
2	Customer service is great as is!	4/7/2016 8:17 AM
3	Offer more events for adults in the evening at Dudley	4/5/2016 2:26 PM
4	I used to use the OverDrive A LOT! Since the "new" and probably thought to be an "improved" website, I do not use the OverDrive unless I have no other means of getting what I want. I totally dislike the new website, finding it not user friendly, cumbersome and frustrating to use over the old one. I just hope NYCL does not also switch to that new website.	4/2/2016 11:04 PM
5	move the special interest/documentary dvds at the Audubon back with the rest of the dvds. no one knows they are over there...and they are important	3/31/2016 7:58 PM
6	List of practical services the libraries offer without having to go online...	3/31/2016 6:55 PM
7	Improve e book service ; provide/ purchase more e books of current titles/ best sellers ; provide a faster turn around for e books. (I have been waiting months for an ebooks from the B & E C Library!) Thank you!	3/31/2016 4:50 PM
8	borrow/ allowed to take out digital equipment everyone don't have equipment	3/31/2016 4:16 PM
9	offer local history programs, national history programs with local ties (ex. Civil War), Geology- of the area- maybe get the Buffalo Geological Society , Penn Dixie Site , Rock City (Olean) to have events in the beautiful Hamburg Library. It would be a 'win-win ' - raise money for the library system, and increase attendance at the location/or group	3/31/2016 3:54 PM
10	Have the down stairs lavatory open at all times. One lavatory open upstairs is not sufficient with the number of library customers.	3/31/2016 3:30 PM
11	customer service is great	3/31/2016 2:47 PM
12	No other comments at this time.	3/31/2016 11:08 AM
13	Improve interface with Overdrive. It's not user friendly/intuitive.	3/30/2016 3:21 PM
14	Overall, I use the library regularly. I'd like to see a more quiet library or a soundproof section for children. Too many Orchard Park moms bring in crying and yes, screaming kids and think nothing of it. Also, are the tutors charged a fee for all the space they take over at 3:00 - on? They, too, talk much too loud. They should give, at least, \$10/session or have an annual fee. Afterall, they are making money (and noise) at our expense. I'd like to see front lobby displays of photography, art and limited other items. The Botanical Garden does it and they get a % of what is sold. You would make the artists set up and take down their display. Why not try it? In the summer, why not set up those Adirondeck chairs in the green space. They are multi-colored and would look great - like by the waterfront downtown. Finally, the marketing of all the library offers is absent in the community. I filled out this survey and found out there were things I didn't know you did. At the Main Library at Lafayette Square, you have all that open, outside space for displays, music, talks and tables/chairs. It would draw attention to what you do. The landscaping is disgusting and loaded with garbage and dead plants...C'Mon, that's an easy fix. I could go on and on (all good ideas) because I own Success Stories, Inc. - a marketing agency known for going big on a low budget. I cannot volunteer my services, but I could get you started.	3/30/2016 2:54 PM
15	I'm satisfied with the library, hours, & services!	3/30/2016 2:41 PM
16	more defined computer classes	3/30/2016 2:10 PM
17	I am satisfied with the selection that you all have in storage.	3/30/2016 9:58 AM
18	I work here; the restrooms on both the first AND second floor are deplorably kept; one cleaning per day does NOT suffice. Also, if there is something extremely messy (such as fecal matter or blood from menses on the WALL), it stays there for DAYS; even if it is disgusting, there is someone else being paid to clean and sanitize it, and there have been three separate occasions in which I have gotten tired of waiting for it to be cleaned and simply bleached it myself. This is unacceptable!	3/29/2016 2:35 PM
19	Love the Audio books!	3/29/2016 2:33 PM

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20	Repairing and replacing faulty keyboards on computers, and employing a staff member who is well versed on computer technology and use of programs at all times.	3/29/2016 12:41 PM
21	Books/periodicals on tropical and freshwater fish keeping.	3/29/2016 11:28 AM
22	Improve online catalog. Monitor who is using the restrooms at the Central Library. Not a facility for people to bathe.	3/28/2016 8:55 PM
23	Offer Geneological research/local history classes	3/28/2016 6:54 PM
24	Not sure how this would work and certainly not a high priority: provide a space where patrons could watch a TV program such as World Cup Soccer, presidential debates, etc from cable TV when the shows are not on the usual broadcast stations.	3/28/2016 6:20 PM
25	hire more people although we know the budget is controlled so maybe they should hire better negotiators or something?	3/28/2016 4:29 PM
26	Open in the am nore !!!!	3/28/2016 1:38 PM
27	The employees of the city of Tonawanda library are so well informed and polite. I love coming here! Thank you for a job well done, always.	3/26/2016 12:24 PM
28	I'd like to see the used book sale return. I'd also like to see that book tree removed. You put it right in front of the fireplace and magazines. You should have chairs there so people can sit by the fireplace and read!	3/26/2016 9:45 AM
29	Most of the time people are here just to hang out, others doing research or work have to listen to them eat, chat, listen to music which is rude and annoying, the younger ones come to visit with each other, there should be separate areas and rooms depending on the nature of ones visit. at the Kenmore Library children are always loud and running around, the staff are always talking, are loud and very noisy for whatever they are doing. It is very hard to concentrate on work, or studying for school, and as a local tax payer, I find this disturbing.	3/26/2016 9:36 AM
30	I am not sure what you provide that I can't get online in my home	3/25/2016 11:07 PM
31	the old catalog was easier	3/24/2016 6:47 PM
32	The staff is rude. Customer service goes a long way when you are fighting for resources.It is definite to help you get funding when every time I go to the library, they act like you are bothering them.	3/24/2016 3:08 PM
33	I'd like to see you get rid of that ridiculous book tree and put some seating there instead! I'd also like to see the used book sale shelf returned.	3/24/2016 1:36 PM
34	Expand DVD and movies. Expand hours	3/24/2016 12:52 PM
35	The BECPL is outdated and confusing. Make it easier for older members to find books and services online.	3/24/2016 11:04 AM
36	It is very important to have staff working to help and assist the public whenever they are searching for something of interest.	3/24/2016 11:03 AM
37	The libraries need to be open more often. You would think Erie County was a 3rd world nation. For me it will be the lasting legacy of Joel Giambra.	3/23/2016 8:00 PM
38	Be aware that you already do an excellent job and are a huge asset to the community.	3/23/2016 7:24 PM
39	bring materials at Central out of closed stacks and onto the shelves.	3/23/2016 6:51 PM
40	improve spending,go solar,give computers energy timers.don't waste electricity	3/23/2016 3:05 PM
41	Extend the hours of the downtown central library. I can barely make it there after work most days.	3/23/2016 2:18 PM
42	maybe have visiting library to senior buildings	3/23/2016 2:11 PM
43	more concerts, movies and lectures in mason damon auditorium, rather than in the hallway.	3/23/2016 2:01 PM

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44	offer classes on computer at more and varied times throughout the day, 2 to 4 pm is not always easy to work around. Also to suggest that a question sheet be offered to see what classes may be desired, not just at classes but like a survey. Don't just do it on computer like this one because not everyone uses the computer at this time.	3/23/2016 1:04 PM
45	offer classes on computer at more and varied times throughout the day, 2 to 4 pm is not always easy to work around. Also to suggest that a question sheet be offered to see what classes may be desired, not just at classes but like a survey. Don't just do it on computer like this one because not everyone uses the computer at this time.	3/23/2016 1:03 PM
46	offer classes on computer at more and varied times throughout the day, 2 to 4 pm is not always easy to work around. Also to suggest that a question sheet be offered to see what classes may be desired, not just at classes but like a survey. Don't just do it on computer like this one because not everyone uses the computer at this time.	3/23/2016 1:01 PM
47	Add Latin music/Latin jazz to your music dvd selection	3/23/2016 10:27 AM
48	Overall, I love the library, and I think it's done a great job to keep up with the times and stay very contemporary, in its collections and its various offerings and programs.	3/22/2016 9:16 PM
49	Do things that make sense.	3/22/2016 5:00 PM
50	I'm pleased with the upcoming library happy hour. continue to host community events	3/22/2016 4:50 PM
51	more open hours	3/22/2016 3:56 PM
52	open the 2 floor downtown library	3/22/2016 3:33 PM
53	I would like the Central Library to acquire more DVDs from The Criterion Collection. They are well regarded and have stood the test of time. They are also a great educational tool for teachers; ect.. Turner also has a fine catalogue but there's a lot of "dogs" over there.....	3/22/2016 3:26 PM
54	Would like to see more help with devices and technology - how to use them.	3/22/2016 1:41 PM
55	more books, less DVDs	3/22/2016 11:49 AM
56	Provide DVDs from sources such as EWTN & more from PBS	3/22/2016 10:17 AM
57	allow us to request magazines from other branches	3/22/2016 10:08 AM
58	Maybe run seminars on how to access audio books from the library, the staff were not very helpful	3/21/2016 11:29 PM
59	Would like to see more computer training classes such as Word, Excel and Power Point.	3/21/2016 8:21 PM
60	Customer service is always wonderful. I don't feel right clicking the "no" button, because it is always perfect.	3/21/2016 8:14 PM
61	I would like it if new library cards didn't expire after only 6 months	3/21/2016 6:25 PM
62	Add more non-fiction, science books (physical, and especially downloadable & audiobooks). Add new/used college/technical textbooks for a variety of subjects, even if it for reference only.	3/21/2016 5:37 PM
63	Do not charge for ordering materials? You should be making enough on late fees. Charge \$1 per day for DVDs and audiobooks and \$1.00 per week late on older books. \$0.50 per day late fees on new books	3/21/2016 2:27 PM
64	Add more Blu ray discs at the Delavan Library	3/21/2016 1:49 PM
65	Improve the customer service skills of some library staff.	3/21/2016 12:48 PM
66	More old math, physics, and engineering books. Dover has a very good collection of low cost re-prints. Get rid of fiction books, as they are a waste of thought process.	3/21/2016 12:36 PM

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67	I don't think we need Branch Library's Keep the one downtown and offer e-books	3/21/2016 12:07 PM
68	Offer more displays featuring materials from the Rare & Special Collections only if a better exhibit design firm could be involved.	3/21/2016 12:05 PM
69	not give guest passes to the same people every time they come to the library	3/21/2016 10:11 AM
70	The reason I answered Maybe is that I do not use most of these services but it might be helpful to someone else.	3/21/2016 8:54 AM
71	CREATE BUFFALO LIBRARY APP FOR IOS (IPHONE)	3/21/2016 8:18 AM
72	Increase the numbers of books on the shelves of the libraries! They have been disappearing, especially at the downtown library for the last several years. The catalog is fine, but not as good as looking at real books.	3/20/2016 8:54 PM
73	No Comment	3/20/2016 11:34 AM
74	Improve the search function on Overdrive. Sometimes it won't find books for my Kindle without me knowing the exact title or exact spelling.	3/19/2016 4:48 PM
75	I don't know what the Rare and Special Collections is, but it sounds intriguing.	3/19/2016 4:28 PM
76	Online access to Valuline Investment Survey from home or at least from within library.	3/19/2016 3:17 PM
77	i love library me!!!!!!!!!!!!!!!!!!!! every monday -saturday 6 day book and computer thank you,	3/19/2016 2:56 PM
78	looking for books on catalog is not USER FRIENDLY,	3/19/2016 1:21 PM
79	PLEASE, take out computer book checkout! PLEASE, go back to the library staff checking out books for customers. I like the interaction with the staff as they check my library books out for me! This was a great system! Why mess with it?!!!	3/19/2016 12:59 PM
80	Have a book Club for CHildren and Adults. Expand promotion of How to Books that the library has.	3/19/2016 10:46 AM
81	"Improve customer service" - "No," only because it's already excellent.	3/19/2016 5:00 AM
82	The West Seneca Libray does a lot of programs - adult and children's, I;d like to see even more, because my so and i like to keep busy (he's 5).	3/19/2016 1:44 AM
83	Improve the North Buffalo branch to a grand standalone structure like it used to be at Hertel & Delaware. Also, make all city libraries nicer than suburban/rural ones: density should determine library quality, rather than the ability to sprawl.	3/18/2016 9:34 PM
84	offer a space for tutoring (a separate room) so as not to disturb others.	3/18/2016 7:03 PM
85	Please get more audio books!	3/18/2016 3:24 PM
86	Improve attitude of rare books/archival collections staff so patrons feel welcomed. MakersSpace in Amherst libraries would be great. Improve online info on MakerSpace downtown- there needs to be reliable schedule of events, etc.	3/18/2016 2:46 PM
87	Without the ability to reserve books online and pick up at North Park, I would find very little in the collection to read as it is very small at that location.	3/18/2016 2:26 PM
88	Wonderful job, OP!	3/18/2016 1:28 PM
89	I am not in favor of duplication of services offered by other agencies. Availability of computers for the underprivileged is important. However, publicly available WiFi is dangerous to those who use it since it tends compromise privacy of the user.	3/18/2016 6:12 AM
90	I did not know rare or special collections were available to normal library users. How can I find what rare or special books are available?	3/17/2016 11:34 PM
91	Keep the most current magazine of the month for display only. All other libraries I've attended do so.	3/17/2016 9:52 PM

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92	Add sewing machines to maker space(s) Expand adult programs and events to evening/weekend hours.	3/17/2016 9:39 PM
93	Promote and reach out to patrons about the TALKING BOOKS program	3/17/2016 8:04 PM
94	the library website and the catalog are not user friendly.	3/17/2016 6:48 PM
95	Would love to see a lesser rate for Non -county residents--not able to get downtown as often as I wish--and the fee was a bit much for a temporary	3/17/2016 6:46 PM
96	In regards to promotions, rare books might bring in people who wouldn't normally visit but if something costs the library money it should be evaluated in relationship to the number of people it serves and or the amount of funding it can provide.	3/17/2016 6:16 PM
97	Can't think of any.	3/17/2016 5:10 PM
98	MOST IMPORTANT EXPAND THE EBOOK BORROWING LIBRARY	3/17/2016 5:02 PM
99	I don't use the reference on-line materials because there are too few choices. (Have you discontinued foreign language programs?) Also, the depth and complexity of these resources is lacking. This is my only concern; and, it is usually possible to find the depth I want in books.	3/17/2016 4:07 PM
100	Purchase and preserve important works of the present and recent era so that we will have them for our community's future, just as the Rare Book collections are here for us.	3/17/2016 2:37 PM
101	great resource	3/17/2016 2:19 PM
102	N/A	3/17/2016 1:45 PM
103	Provide handout booklets/instructions and complete list of ALL digitally available and accessible content at checkout counters. Hard to know what you have.	3/17/2016 12:44 PM
104	Yes we should learn about our war veterans went thru in all of our horribel wars. And the total DISRESPECT that we all have gotten everywhere in the united states. Americans are CRUEL PEOPLE.	3/17/2016 12:25 PM
105	Have professional librarians readily available whenever a library is open. Get rid of the clerical position created to avoid paying professional librarian wages to people performing traditional librarian duties.	3/17/2016 11:40 AM
106	More vending machines	3/17/2016 11:33 AM
107	expand fiction .. used book sales,, expand to include cafe	3/17/2016 10:38 AM
108	I think it would be useful to have a series of workshops or educational sessions on using Special Collections to support amateur Buffalo-centered research.	3/17/2016 10:17 AM
109	increase books on CD collections	3/17/2016 9:43 AM
110	The availability of books (especially some of the older ones) is the most important thing for me. Stop ordering so many copies of Danielle Steele (etc.), and use the money saved to buy other books (possibly newly reprinted issues of out-of-print books).	3/17/2016 9:43 AM
111	sanitary, removable covers for keyboards (could be loaned out as used) as computer keyboards get pretty filthy and unsanitary.	3/17/2016 9:06 AM
112	focus on being a library with a great source of books, leave programs etc. to other agencies. Budget funds are limited	3/17/2016 9:05 AM
113	Add more authors to the online borrowing i.e....Janet Evonovich, Zane, etc.	3/17/2016 8:49 AM
114	Please serve the southeast corner of Erie Co. This could be through technology and a courier service to one of the privately funded libraries such as Holland or West Falls. These communities work very hard to provide literacy services to a very underserved population. Rurally there are areas without internet service so downloading isn't an option. Please consider serving this area. We pay for county library services that many times we are not able to use. Thank you, Deborah Radford	3/17/2016 8:18 AM

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115	Above all else, If there is one working thing in Erie County, it's the library system. I am very satisfied.	3/17/2016 2:40 AM
116	I would like to be able to request to be able to purchase something from the library that is older than 2 years. For example asked for Mr Wizards science DVDs to be purchase and was given the response of to old. Also some old books I can never have them shipped because of being in the out of circulation and or rare area of central library.	3/17/2016 12:15 AM
117	Make borrowing e books easier. Also expand e book collection and give more time to borrow it.	3/16/2016 9:58 PM
118	Additional genealogy related materials would be wonderful. Downtown library is good. Clarence Library it is almost non- existent.	3/16/2016 9:44 PM
119	Famous people associated with Buffalo	3/16/2016 8:34 PM
120	make library a quite place to read/ search book and not make library common area as a meeting/ teaching place.	3/16/2016 7:07 PM
121	I love libraries.. Please expand and diversify book collections both ebooks and paper.	3/16/2016 6:51 PM
122	stop promoting eating and drinking at the library. It smells bad and makes the rest of the library smell bad and most of what is offered is not healthy. promoting coffee drinking by watching adults is getting them hooked on caffeine which is a drug and puts wear on your heart is just dumb. instant gratification is the norm doesn't make it right.	3/16/2016 6:44 PM
123	A lot of these questions do not apply to me.	3/16/2016 6:07 PM
124	Reopen libraries closed in City of Buffalo.	3/16/2016 5:34 PM
125	The new ebook download program is 10x harder to navigate! I hate it !	3/16/2016 5:17 PM
126	I only use the Grosvenor Room for genealogy purposes. All those other things don't apply to me because I live outside Erie County.	3/16/2016 5:16 PM
127	X	3/16/2016 4:46 PM
128	unmarked items are purposely left blank - no opinion	3/16/2016 4:32 PM
129	I have no comment	3/16/2016 4:07 PM
130	none	3/16/2016 3:49 PM
131	more music please	3/16/2016 2:55 PM
132	Allow library card renewals online	3/16/2016 2:25 PM
133	Crane has a glorious flat space on the second floor above the kids' portion downstairs; it should be renovated to provide outdoor, cafe-style seating in spring/summer/fall.	3/16/2016 2:19 PM
134	Suggestion from someone who develops and analyzes surveys: Most scales run from positive to negative (or vice versa) with the midpoint in the middle (in this case, 'maybe'). When the heading disappear from the top of the screen as a respondent scrolls down, you might find people reverting to this very traditional response mode of 'maybe' in the middle. If that happens your data will be compromised. (Could have done all of the above with agree-disagree, just like question 3.) Also 3 point scales don't offer much opportunity for variability in responses....useful for some types of analyses. But thank you for this survey, and ignore my picky comments.	3/16/2016 1:59 PM
135	Promote current periodicals, make accessable	3/16/2016 12:42 PM

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136	As a recent retiree, I may not avail myself yet of the many programs available, the role of the library as a community center is vital. I would support the expansion of the above-listed programs even if I didn't personally utilize them.	3/16/2016 12:39 PM
137	You're asking for comments on services unrelated to me, i.e., expanded immigrant population services, etc. I also didn't understand the ? re: borrowing & returning at different sites. It's incredibly important to access a book from another library if mine doesn't have it. I'll generally return it to my library unless other is on my daily route. I've picked up at Clearfield because it takes days to get a book from there to Audubon. All above would be great enhancements but what is realistically affordable? While I am computer literate I am not aware of downloading books? at home? or at a library? how does that work? I would like staff to be more service oriented when standing in front of them w/a ? while they continue conversing w/another staff person or on the phone. A simple smile, eye contact, or holding a finger up would indicate they're aware & will help when able.	3/16/2016 12:30 PM
138	More audio books	3/16/2016 12:11 PM
139	Get rid of 15 book overdue limit to renewals Make it possible to pay fines on overdue books still checked out	3/16/2016 11:58 AM
140	Most libraries are poorly staffed. Also some look like day care centers with kids running around unsupervised.	3/16/2016 11:54 AM
141	I would like to see more world literature because of diverse culture Buffalo has grown to. Eighty different countries are represented here. I always would like to see citizens more involved in NEW book selections. Some of the books are not that broad minded in their themes and story lines. Alot of the stories are basic in theme and story lines. More Near East, More Asian, More African, More East Indian (fiction and non fiction) beyond European and American Culture. Medieval literature only represents European point of views, the same goes for history. CULTURAL GLOBAL EXPANSION IS DESPERATELY NEEDED. And I do believe libraries can be a major influence reflecting Buffalo's social diversity. Sean Davis 716.348.8838	3/16/2016 11:45 AM
142	Improve the website. It is very difficult to use.	3/16/2016 11:36 AM
143	Online website is difficult to access. Also you have to sign in at multiple places. It seems as if the online part of the library is disconnected from the main library site. Also difficult to access Library website from overdrive website. Should have an icon on the site	3/16/2016 11:21 AM
144	Improve customer service??? You folks already do a great job at it.	3/16/2016 10:51 AM
145	More computer classes	3/16/2016 10:43 AM
146	I don't have young children, so I don't know about the family and children's and YA events. But anyway to get kids, teens, and their parents in the doors would be great!	3/16/2016 10:27 AM
147	the library does a fine job now. Services for underemployed, immigrants, health are not the libraries job/focus..	3/16/2016 10:25 AM
148	Don't emphasize digital over print materials...many of us prefer print and find it easier to access (yes, even us 20-somethings!).	3/16/2016 10:00 AM
149	Expand hours and improve collections of children's books.	3/16/2016 9:36 AM
150	Library manager has poor attitude and is often seen on cell phone ... Some employees including library manager on social media and playing games at front desk! They don't even try to hide it! Sometimes employees look like they have pajamas on! Love this library but manager is the worst lazy ! Glad this survey came out! These things have been bothering me forever ! Small town don't want to speak up and say how I really feel or every time I walk in I will get worse attitude than what's already there!	3/16/2016 9:34 AM
151	I checked "maybe" so often because I am unfamiliar with what is currently done with these categories and have no idea if improvements are needed. My experiences with the library lately have been primarily online with downloading books. I have a few suggestions for that service.	3/16/2016 9:33 AM
152	Most of the questions I answered maybe because I am not familiar with them.	3/16/2016 9:32 AM
153	Turn Libraris into a more Cafe type setting.	3/16/2016 9:32 AM
154	The libraries are doing just fine.	3/16/2016 9:28 AM

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155	Provide specific quiet areas for patrons.	3/16/2016 9:22 AM
156	expand the collection of christian faith based movies and books	3/16/2016 9:22 AM
157	1. I still like the "classic" catalog better than your new catalog. I could obtain the information I needed quicker from the classic catalog; it also allowed me to retain my account information without having to enter it every time I used the system on my home computer. 2. I like books on CD. I listen to them in my car while driving to and from work, shopping, etc. Downloading is cumbersome and more time consuming to remember to turn off, save my place, etc.	3/16/2016 9:15 AM
158	Small request: a more cognizant placement of library ID markings on compact disc inserts/jackets so that they don't cover information.	3/16/2016 9:14 AM
159	Improve neighborhood libraries - The North Park branch is ridiculous- there's hardly anything there and it's in a terrible spot. We need a "real" branch here in North Buffalo - especially after losing the one on Amherst Street!	3/16/2016 9:06 AM
160	I use Audubon because there is NO PARKING at Kenmore. Kenmore is not accessible to those in the Town of Tonawanda.	3/16/2016 9:05 AM
161	I realize CD's are on their way out but the books on CD have been invaluable to me in getting me to and from work each day. I am too tired to read when I get home, but as long as I have a good book with an equally good narrator, the ride is quick and I learn so much (I "read" historical and biographical books on CD. Mostly because I love learning, but secondly to avoid terrible narrators such as Dick Hill and Scott Brick!	3/16/2016 9:01 AM
162	MY FAMILY USE CENTRAL LIBRARY,AND CLINTON BRENCH, SOUTH PARK ALSO. I GO TO CHEEKTOWAGA BECAUSE IS VERY NICE AND EASY PARKING.NICE AREA,NICE PEOPLE.	3/16/2016 8:52 AM
163	make Brighton Place a part of the library system	3/16/2016 8:44 AM
164	I'd like to see a better system to return library materials. On several occasions I have left items on the return counters at various library locations, and they were not taken off my account. Which led to unnecessary searches for the items. They were usually found back on the shelf at the library, and I would have to have late fines removed from my account in some cases.	3/16/2016 8:44 AM
165	More tables and chairs, and reading areas in Clarence library	3/16/2016 8:43 AM
166	Website still presents some challenges (hard to know about Books in a Bag even exists; calendar vs locations is also tricky when looking for things to do)	3/16/2016 8:41 AM
167	Would like to see 7 day new book check out go to 14 day check out. Keep 21 day new book check out the same for larger book editions. Thanks for the opportunity to respond. Overall rating of library services; A+++++++..	3/16/2016 8:33 AM
168	promote Buffalo/Erie County with publicity, programs, exhibits, speakers, examples of products, cultural events, etc.	3/16/2016 8:30 AM
169	staff always wonderful!	3/16/2016 8:29 AM
170	Better hours would make me more likely to use. I do books free dot com instead	3/16/2016 8:19 AM
171	Library website is kind of clunky. Could use a freshening up in look and feel.	3/16/2016 8:12 AM
172	I don't use online library website or download books. I prefer to hold a book in my hand - old school!	3/16/2016 8:04 AM
173	I use Orchard Park primarily, however I also use the	3/16/2016 7:48 AM
174	Improve your website -- really not user-friendly, too busy, important links are not immediately visible, finding books/DVDs not as easy as it should be	3/16/2016 7:44 AM
175	Provide more ongoing programs on topics of immediate interest to library users of all ages (for instance, a monthly report on what elected officials are advocating for & voting on), and programs that educate the community on how to evaluate information they may run across.	3/16/2016 7:36 AM
176	open more locations	3/16/2016 7:30 AM
177	When using the classic catalog online I would like the authors I check out regularly to show up when I put the first alphabet letter in	3/16/2016 7:22 AM

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178	I love the library as it is now. Some additional services could be great. Helping with literacy seems like a natural fit. Helping children learn to read also seems like a fit.	3/16/2016 6:45 AM
179	Add more videos movies documentaries to DOWNLOAD!	3/16/2016 5:24 AM
180	Discontinue charging for requesting books, cd's, etc., from other libraries in the system. Many libraries in other cities/states, do not have these charges.	3/16/2016 2:10 AM
181	perhaps review overdrive again - the revised app is not as functional as the first one	3/16/2016 12:38 AM
182	Improve variety of nonfiction new books	3/16/2016 12:30 AM
183	Your interest and perseverance in keeping in touch w the community is terrific. Our community is so impoverished that computers/technology are out of reach for so many, and I very much appreciate your sense of responsibility in keeping the wonderful services that libraries have to offer within reach and accessible to the community inclusive as a whole	3/16/2016 12:09 AM
184	Bring more books out of Closed --between the floors. Re-open the floorspace that was taken away several years ago.	3/16/2016 12:04 AM
185	most of the above don't seem to me to be the library's responsibility.	3/15/2016 11:39 PM
186	Some Librarians at Downtown Location was Very Rude to My Daughters.	3/15/2016 11:17 PM
187	Add more science books.	3/15/2016 11:13 PM
188	Promote use of BookMyne. I use this online app every day to search for, reserve, track and renew books and DVDs from the library. It is indispensable to me, and I think other library users would find it useful if more of them knew about it.	3/15/2016 11:01 PM
189	Make audiobooks available online.	3/15/2016 10:49 PM
190	expand the length of time for downloaded books from seven to 21 days for older books.	3/15/2016 10:44 PM
191	I can't take advantage of all the help comp. programs as I am 83 and cannot drive at night	3/15/2016 10:38 PM
192	Senior Citizen Programs	3/15/2016 10:33 PM
193	Thanks for asking. Our libraries are great. How about having drinks like coffe available to drink while in the library reading. Or a cafe like the Starbucks in the transit road Barnes and noble?	3/15/2016 10:19 PM
194	Add to the Local History section	3/15/2016 9:59 PM
195	Do not allow renewals of magazines.	3/15/2016 9:51 PM
196	My library has always been courteous and polite. I would not think twice taking my grandchildren to Tonawanda library when they visit.	3/15/2016 9:42 PM
197	Improve accounts to allow a way for tracking which electronic books have already been read by a particular user. Add electronic book sort feature to be publication date rather than date added.	3/15/2016 9:41 PM
198	Add more genealogical information.	3/15/2016 9:40 PM
199	With limited funding I know it is impossible to try to do everything	3/15/2016 9:39 PM
200	You need more black auhors. The supply you have is very limited.	3/15/2016 9:39 PM
201	love how it is now	3/15/2016 9:38 PM
202	make it easier to download books	3/15/2016 9:33 PM
203	Increase the limit of music downloads.	3/15/2016 9:29 PM

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204	Provide smaller library card ID numbers or make sure that they don't disappear from your website. It is almost impossible to remember the 13 digit number.	3/15/2016 9:18 PM
205	We love the Tona. city library.	3/15/2016 9:13 PM
206	Use E. Aurora library. Service is excellent. Retiring in 016 and plan to library often, for books, DVDs' and audiobooks and downloads. or just reading while in the library building.	3/15/2016 9:12 PM
207	I checked No on Improving Customer Service because the service at the Aurora library cannot improve; it is already superb!	3/15/2016 9:11 PM
208	I think the public library is a terrific resource for the community. I support its efforts in Hamburg. I am particularly pleased with the Art shows at the Library in Hamburg and the support given the Centennial Art Center.	3/15/2016 9:08 PM
209	Please reinstate the Autodata automotive data base. The Chilton system is useless.	3/15/2016 8:47 PM
210	Desire more large print books	3/15/2016 8:45 PM
211	Provide more current best sellers.	3/15/2016 8:43 PM
212	Children's programs are too late in day.	3/15/2016 8:43 PM
213	I love the library and wish it could be fully funded by tax dollars	3/15/2016 8:42 PM
214	Re-establish/refurbish the books on cd collection, as e-books cannot service the same population.	3/15/2016 8:40 PM
215	Children reading to service animals	3/15/2016 8:37 PM
216	Please have children's story hour earlier! I can never come because it's too close to nap. Would love to see it at 9 or 10, instead of 11:30.	3/15/2016 8:36 PM
217	My attempts to download books were unsuccessful and no one I talked with knew what to do (I know how to use Kindle from Amazon but can't get your free downloads.)	3/15/2016 8:35 PM
218	The library services you provide are excellent and the staff is always very knowledgeable, helpful and supportive in whatever I'm trying to accomplish at the library. EA & OP..	3/15/2016 8:29 PM
219	Please be very careful about your decisions to dispose of library books. I have used materials that no one else might have wanted, but that were still important to have in a collection.	3/15/2016 8:21 PM
220	All the items answered maybe are things I have never used at the Library.	3/15/2016 8:19 PM
221	More copies of most popular books! Extend time for holding books before returning. I have a problem with a library being involved with lending movies and DVD games. There are often delays checking out because some people have armloads of these items.	3/15/2016 8:15 PM
222	Let on-line folk renew a book for at least a week even if someone is waiting.	3/15/2016 8:14 PM
223	None	3/15/2016 8:01 PM
224	http://santa-barbara-ca.parentclick.com/event/arf-read-with-dogs-at-the-library/2016-02-09/ - Saw this program in action while visiting Santa Barbara!	3/15/2016 8:01 PM
225	Increased funding for contracting libraries	3/15/2016 7:58 PM
226	Move the children's library to a quiet, glassed-in corner, out of the adult section.	3/15/2016 7:58 PM

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227	Please don't force patrons to use the self checkout. Some of us like the human interaction...that is one of the things I remember best about my library growing up. If I want a completely human-less experience, I could just get books from Amazon or Bookbub. I noticed my daughter doesn't have the same connection to the public library. She prefers to go to the Monkey See Monkey Do bookstore. When questioned why, it comes down to the friendly staff who want to talk to her while we're paying for the books. I have to agree.	3/15/2016 7:58 PM
228	I wish that o could take out the electronic audio books etc. for longer than one week....I like that it automatically downloads my bookworm it's available but then I can't find the time to rush read it in a week.	3/15/2016 7:53 PM
229	offer more specialized periodicals/magazines for loan including crafts and travel	3/15/2016 7:48 PM
230	As a fellow Erie County employee who utilizes the library weekly, it would be nice if we didn't have to pay the fee's to request material. The dollar isn't going to break me, but it would be a nice perk:)	3/15/2016 7:44 PM
231	Please stop changing the audiobooks on line web site.	3/15/2016 7:41 PM
232	website is not user friendly	3/15/2016 7:34 PM
233	Increase the borrow period from 14 days to 21 days for eBooks. Increase the number of copies on eBooks. Expand the selection of TV shows and movies that can be downloaded. Ninety-five percent of the DVDs at the library are not available to be downloaded.	3/15/2016 7:32 PM
234	later hours many people work 10 and twelve hr shifts and need evening hours like to take childre after school also	3/15/2016 7:31 PM
235	I could use a class on downloading books.	3/15/2016 7:26 PM
236	I would like to see the free yoga classes back at Clearfield	3/15/2016 7:22 PM
237	More large print new books	3/15/2016 7:05 PM
238	I think it would be great if the library had a service to drop off and pick up borrowed library books to/from someone's home. For those who are disabled or cannot get out. Even with a fee.	3/15/2016 7:03 PM
239	n/a	3/15/2016 7:01 PM
240	Expand the material that target the LGBT community.	3/15/2016 7:00 PM
241	Make it just "one click" to return an ebook early.	3/15/2016 6:56 PM
242	More speaker programs as in Main Library, various subjects, the environment, etc.	3/15/2016 6:55 PM
243	A family bathroom at the downtown location. I have a 5 year old and I would never let her use any of the bathrooms, ever.	3/15/2016 6:49 PM
244	improve the parking lot. bring back the toddler playpen. make movie checkout time the same as books.	3/15/2016 6:47 PM
245	More story hours on all day	3/15/2016 6:46 PM
246	Increase number of e-books available	3/15/2016 6:41 PM
247	I would like to see a book club started at my library	3/15/2016 6:41 PM
248	Computer classes directed specifically to Seniors	3/15/2016 6:36 PM
249	Improve e book website. It was very good, but has been changed 2 times in the last 7-8 years & both changes made it worse. Right now it is terrible. Please hire a different programmer . Thank you!	3/15/2016 6:35 PM
250	Offer digital games for loan	3/15/2016 6:33 PM

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251	re-open some of the branches which were closed	3/15/2016 6:33 PM
252	Offer learning classes such as with community education	3/15/2016 6:33 PM
253	I think all of the above are worthy ventures; however, I'm not sure of what the library's role is in the community. Perhaps more marketing about the library system's role in serving the community would help people to know what services are available -- any why.	3/15/2016 6:32 PM
254	Improve the quality and quantity of material in the ebook collection and make the loan periods agree with print loan periods. Solve the problem of the library catalog and the Overdrive catalog not agreeing on availability of an item. Make loan periods more transparent in the the Overdrive catalog.	3/15/2016 6:30 PM
255	extend new book from 7 to 14 days..hectic lifestyles do not always make it possible to finish a new book loan within 7 days	3/15/2016 6:29 PM
256	Give me back my local library that you closed	3/15/2016 6:25 PM
257	stop putting all of the books away	3/15/2016 6:23 PM
258	Stop charging for books that my library does not have. Small libraries have small collections so I have to pay a lot to get the books I want.	3/15/2016 6:22 PM
259	Our library offer excellent customer service, therefore, I said "no"	3/15/2016 6:20 PM
260	Provide more large print books in NEW section	3/15/2016 6:16 PM
261	reduce tutoring sessions at library tables - too disruptive to those trying to read, study - conduct in designated closed room(s). Same for "knitting groups" etc. - not appropriate to conduct other than in a community room, for example.	3/15/2016 6:15 PM
262	I have no idea what the Rare and special collection even are.	3/15/2016 6:14 PM
263	I would love a drive through window to pick up books I have on hold.	3/15/2016 6:12 PM
264	I hope the Library will stay focused on its core mission. It's important to be supportive of work being done by social service agencies, especially in an place where poverty is so pervasive, but not to the detriment of the Library's system. I would like to see the library spend the most time and resources on activities that are consistent with it's mission of promoting education, cultural enrichment, and recreation. I said no to improving customer service because I'm happy with the service I've received, not because I don't want the Library paying attention to customer service. Please keep up the good work!	3/15/2016 6:09 PM
265	I didn't even know you could borrow items from outside Erie County...good to know!	3/15/2016 6:07 PM
266	(1) Stay current/expand civil service exam prep book selection in local branches and make available for checkout (NOT downtown- no one from the burbs is going to drive downtown to the library). (2) Provide more copies of electronic books and extend checkout period equivalent to that of hard copy book. The wait lists are far too long and if the license expires before you finish, you go to the back of the wait list. Also make it easier to return books early in order to free up licenses. (3) expand music cd collection. (4) provide workshops for job seekers on how to use the library and it's resources in job search.	3/15/2016 6:07 PM
267	Add back some of the journals you cut 5 years ago. Bring back the intelligent book purchasing and selection you used to have, especially at central.	3/15/2016 6:03 PM
268	As a literacy volunteer, I find the library's to be very noisy. It is very difficult to teach. I realize the role of library's are changing to be more of community centers. But some days I feel like I am teaching in a bar room. The staff is sometimes the most loud.	3/15/2016 6:03 PM
269	I have visited other libraries that place labels on spine of the book noting title & author printed horizontally . This makes it so much easier to look through the shelves without tilting head sideways. Makes a huge difference!!	3/15/2016 5:55 PM
270	Strike up the reading of plays and radio theater again	3/15/2016 5:51 PM
271	Bigger self help library & turn up the heat in the wintertime	3/15/2016 5:48 PM
272	Offer physical mailing services to send/return books for those patrons who have significant disabilities or other difficulties that render traveling to the physical locations difficult	3/15/2016 5:46 PM

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273	Have more libraries offer drinks for purchase as they do at Hamburg and Audubon. More non-fiction new books.	3/15/2016 5:45 PM
274	Make searches a little easier to navigate...for instance....when you start spelling, but not sure of the spelling....auto spell, or suggestions would be GREAT,	3/15/2016 5:39 PM
275	The woman managing the Elma library can be rude and unapproachable, if I need to ask a question I will go to East Aurora or West Seneca. It is ashame I don't like to use my local library.	3/15/2016 5:26 PM
276	To save money I would recommend decreasing the cd and video collections. So much of that is already available free or nearly free on the internet.	3/15/2016 5:25 PM
277	Definitely need to expand the kindle ebook selection...I use an ereader and there's hardly a selection when i search for books I want to read.	3/15/2016 5:25 PM
278	Small group sessions on using ebooks.	3/15/2016 5:23 PM
279	Make OVERDRIVE easy to maneuver	3/15/2016 5:23 PM
280	Offer better areas for tutoring that include less distractions, white boards or chalk boards.	3/15/2016 5:23 PM
281	Be able to convince IRS and by state tax office to provide more forms and booklets to local libraries.	3/15/2016 5:21 PM
282	improve ebooks check out. does not work on my Mac Pro laptop.	3/15/2016 5:19 PM
283	Events at my library seem to be focused on the older population. Rarely events are held outside of normal business hours, so working adults can't attend.	3/15/2016 5:19 PM
284	I checked "maybe" for most because there wasn't a "don't have an opinion on this" option. The YES for improve customer service is because I have submitted the same problem twice in the past two months using the Library help option on the website and still have not received either a response or a resolution. This means I need to call the Library and take up someone's time explaining the issue and getting help, rather that utilizing the convenience of the website support option.	3/15/2016 5:16 PM
285	Do not sell books from the collection based only on lack of recent circulation.	3/15/2016 5:16 PM
286	Rotating displays of rare and special collections connected to local groups (ie Musicians Unions, Private collections, etc.) Perhaps try to contact not-for-profits?	3/15/2016 5:13 PM
287	Improve the pre-school weekly Monday program. Needs an instructor who is more lively and interactive. Orchard Park library has a great program with an instructor who engages the children with much music and participation.	3/15/2016 5:13 PM
288	Overall - I think the libraries do a fabulous job for the community!!	3/15/2016 5:12 PM
289	some of the buildings need better lighting. some need a fresher look inside and out.	3/15/2016 5:12 PM
290	Hours are great. Love that we have so many locations although I know that may change. I don't understand the extensive TV/movie catalog - people can get movies/TV elsewhere for low cost. I would rather see that money spent on things that would more directly benefit the community.	3/15/2016 5:10 PM
291	I have no opinion on these questions but was forced to answer.	3/15/2016 5:09 PM
292	I think in this day and age of computer services, I dont understand why I cannot put my library card number into the system, and have a list of all the library books that I have taken out on that card. it would really be a tremendous help, especially to us that read alot of books, to be able to see if we read it in the past.	3/15/2016 5:09 PM
293	Loaning out wifi would be cool love the \$1 fee for inter library loans	3/15/2016 5:08 PM
294	Please, increase online audiobook selection. It keeps getting smaller and series of books are not complete.	3/15/2016 5:08 PM
295	Spanish language story time	3/15/2016 5:04 PM

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296	the above list is very extensive. It would be great if all the suggested programs/additions could be provided, but we know funding from the city & county is limited. It is a great institution we have here and we need to protect the lib system , continue to support it.	3/15/2016 4:23 PM
297	East Aurora Library IS VERY LOUD. EMPLOYEES TALKING, CUSTOMERS ON CELL PHONES AND CHILDREN ARE SOMETIMES WAY TOO LOUD	3/15/2016 1:46 PM
298	nothing	3/15/2016 12:45 PM
299	the libraries need to be much more quiet!!!!!!	3/15/2016 10:49 AM
300	The computers are not cleaned regularly and really need to be at least dusted more often. Thanks.	3/15/2016 10:42 AM
301	1. add material on eastern Europeans. 2. When one library sees a marked decrease in requests for an item, send it to a library that never had it.	3/15/2016 10:21 AM
302	Create a uniform service standard from staff so that librarians at Williamsville are not subpar and Eggertsville outstanding.	3/15/2016 5:42 AM
303	Extend hours near high traffic places. I went to D'Youville for an interview but I couldn't print my resume at home, but the Niagara branch right next to the college didn't open til 12pm on a weekday. I understand that's there's a college right there, but not everyone is a student. The Hamburg branch hours are fine, but I was just surprised that the Niagara one opened at 12pm on a weekday.	3/14/2016 6:06 PM
304	the librarians at East Aurora are so helpful and friendly!	3/14/2016 5:48 PM
305	Maybe answers are items that are worthy but don't necessarily apply to me, OR would if I had my own computer - currently use the library system. Thank you.	3/14/2016 3:27 PM
306	Would like to be able to more easily upload, ie:my scanned resume onto a temporary file where I could then browse and upload to a potential employers site. Also fax services at Cheektowaga Harlem Rd branch where I utilize services also.	3/14/2016 3:10 PM
307	Library services seem to be excellent.	3/14/2016 2:55 PM
308	Allow us to order from other Buffalo libraries without charge	3/14/2016 2:17 PM
309	since I have no idea what the demographic is in Bflo, I don't know	3/13/2016 11:30 PM
310	Become embedded in community activism/neighborhood association work	3/13/2016 5:39 PM
311	Kenmore branch is fantastic,i think the best in the system	3/13/2016 1:59 PM
312	Get more supportive seats for the many of us with bad backs! At the Audubon and Clearfield, I have to drag a wooden chair (w/ upholstered seat) over to get better support, but the height is not adjustable.	3/13/2016 1:20 PM
313	Offer more programs for college and university students	3/13/2016 1:09 PM
314	Put Fold it on all the computers! It is a protein folding game that is real science.	3/12/2016 5:37 PM
315	More computers!	3/12/2016 1:22 PM
316	I think the Library is doing a great job as is. I don't think it also has to be a cafe, stage venue, training center, etc., in addition to primarily loaning books and materials, and making periodicals and the internet available on site.	3/12/2016 1:11 PM
317	Use Tor browser on public computers.	3/12/2016 1:00 PM
318	I am a welder please offer more material on Welding Technology! and other Skill Trades At the FrankMW Branch.I,Il very happy to assist you with getting this started (Free of Charge) i LOVE the Library and i you the FrankMW branch 4 Or more times a week, you can contact me at 716-253-9152	3/12/2016 10:33 AM
319	nothing	3/12/2016 10:21 AM

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320	The customer service at this branch is excellent!	3/12/2016 10:18 AM
321	More focus on books and hours and less on providing computers for people to check Facebook on.	3/12/2016 8:06 AM
322	more self-promotion on social media	3/11/2016 9:44 PM
323	Not allow cell phones to be brought into the libraries. These can be disruptive. Not everyone is considerate in the way they use them.	3/11/2016 7:30 PM
324	All in all, Libraries in Erie County do a wonderful job with every aspect!!	3/11/2016 7:24 PM
325	Not having any library open on Sunday is devastating. At least have one library somewhere open every day, all year round!	3/11/2016 7:16 PM
326	Add more adult evening programs. For example, health and wellness, holistic healing, yoga, meditation, etc.	3/11/2016 6:09 PM
327	All of the above	3/11/2016 5:14 PM
328	I love the library, a place where I can educate myself for FREE	3/11/2016 4:46 PM
329	The one topic I want is to expand library hours on weekends.Can't understand why Saturday and Sundays the library closes early when the majority of people at regular jobs are off those days.Please help for this request if you can and bring it to fruition. Thank you very much !!!	3/11/2016 4:18 PM
330	Feel the Elma Library does a great job.	3/11/2016 3:10 PM
331	Feel the Elma Library does a great job.	3/11/2016 3:09 PM
332	Give children the option for filters, but require a PIN.	3/11/2016 2:31 PM
333	I would like to have my past check out items listed during the checkout process so I don't check out material more than once.	3/11/2016 2:16 PM
334	I preferred the classic catalog.	3/11/2016 2:09 PM
335	I am at the library every day, and wish the City of Tonawanda library had more extended hours on Wed. and Sunday's like the Kenmore library offers. As a disabled person, it isn't always easy for me to get to the Kenmore library when the city of Tona. is closed. The staff is so family-friendly and knowledgeable here it is worth coming in!!	3/11/2016 1:18 PM
336	The timing of your children's programs is discriminatory towards working parents. Please improve your offerings so that all family types in the community can participate.	3/11/2016 12:10 PM
337	I'm quite troubled by the noise level in the libraries. It seems that most library employees don't discourage patrons from talking loudly - and talk in full voices themselves.	3/11/2016 12:04 PM
338	The Branches here in BFLO are Great Thax	3/11/2016 10:30 AM
339	overall my experience has always been top shelf	3/11/2016 10:21 AM
340	If there could be more books of all kinds available instead of having to wait to get them from another library. And also make the wait time when requested books to get to the certain library faster.	3/11/2016 10:11 AM
341	To get, continue, and teach on transsexuals (LGBTQ) through books, agencies and those you know who are.	3/11/2016 9:32 AM
342	i should not have to pay full price if i lose a movie	3/11/2016 8:51 AM
343	More Kindle downloads needed	3/10/2016 8:37 PM
344	offer programs geared toward older population-the 65,000,000 baby boomers are coming.....	3/10/2016 6:37 PM
345	We have a great library system! WE should support it with tax dollars more - they are community centers as well as centers of learning.	3/10/2016 6:28 PM

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346	increase number of DVD tv series, 1960s dramas, sitcoms	3/10/2016 6:28 PM
347	Have librarian staffing all libraries	3/10/2016 5:53 PM
348	Please hold children and toddler events on weekends for families with parents who work!	3/10/2016 5:44 PM
349	By saying yes to these things, I'm not suggesting the library does a poor job.	3/10/2016 5:35 PM
350	the catalog is ridiculous,- I can never find the thing I am looking for-and digital downloads are too complicated	3/10/2016 5:24 PM
351	Keep offering the option of using the classic catalog.	3/10/2016 4:54 PM
352	More makerspaces, definitely!	3/10/2016 4:29 PM
353	improve on 1960 & 70's TV shows still a lot missing	3/10/2016 4:25 PM
354	The restrooms in the Kenmore only one is usually open and the lock handle has been broken for six months. They are overcrowded the restroom down stairs should be open all the time not just when there is a function going on.	3/10/2016 3:58 PM
355	Encourage cultural diversity with positive communication and respect for the differences of others...celebrate life with all of us!	3/10/2016 3:46 PM
356	I heard that American have poor internet skills, may be you can work on that issue.	3/10/2016 3:39 PM
357	To better protect privacy, I would like to have partitions between computers, to prevent shoulder surfing, keystroke reading etc. Patrons need to work in confidence knowing that their passwords. library i.d. numbers, credit card and account numbers are not compromised. The partitions at the Kenmore Branch are great ; Let's have them system-wide. Also: The on-line catalogue should have more explicit instructions. No doubt there is a way to key in the name of a book or author and get the Library of Congress number immediately, but you need to provide a direct route to this information without digressions, etc. Also: Some time ago I looked up Dostoyevsky's Crime and Punishment and read the nutshell description. It said that Raskolnikov had "killed a man." Wrong; he killed two women. Perhaps the staff should go through these descriptions and see how accurate they are.	3/10/2016 3:32 PM
358	CAN'T THINK OF ANYTHING AT THE MOMENT	3/10/2016 2:55 PM
359	Customer Service is already great in Hamburg Village and Lake Shore.	3/10/2016 2:12 PM
360	Bookmobiles at locations that had libraries closed.	3/10/2016 2:10 PM
361	improve the renew/return system when you want to extend the time length of a borrowed item ;currently the system renews a borrowed item in a convoluted manner and if you have several items out and 1 item becomes late, you can suddenly have materials that weren't initially late now overdue.	3/10/2016 2:01 PM
362	Improve service I mean hours. The people are great.	3/10/2016 1:59 PM
363	I would love to see you get rid of that travesty of a book tree that's blocking the fireplace and magazine collection! I would also like to see the used book sale return!	3/10/2016 1:37 PM
364	Create an area specially for tutoring. It is very distracting to have tutoring going on in the areas that are supposed to be quiet.	3/10/2016 1:33 PM
365	all good stuff	3/10/2016 12:30 PM
366	more computer and other devices training courses	3/10/2016 12:23 PM

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367	1. The library staff at Lancaster goes above and beyond to provide good customer service. 2. I would like to see the new parking for that branch come about ASAP. We've waited long enough. The current street and off-street parking is inadequate because the branch is so heavily used. 3. I would like to see the Central library be less stingy when I request books from their collection. The books are there to circulate and my librarians should not have to argue with Central to get me what I want. 4. I also would like to see a satellite branch at Eastern Hills Mall. This would be especially convenient for returning books. If you look at a map, between the Lancaster branch (on Broadway) and the Clarence Branch (off Goodrich/Greiner) there is no convenient branch in the middle for picking up or returning books, all the way from Central Ave in Lancaster to Harlem road in Cheektowaga. This has been a problem since the Depew branch was closed. It was a real loss.	3/10/2016 11:12 AM
368	offer us free breakfast lunch and dinner. have people come in and show us movies, i love ghost stories, have people come in a tell us their ghost stories,	3/10/2016 11:09 AM
369	Central is tough to call	3/10/2016 10:45 AM
370	Open Nights and holidays	3/10/2016 10:30 AM
371	When your central library states on it's recorded phone message the hours that you are open and then does not specifically state that you will be closed on certain days, it is troubling. The printed hours state that the library is open during the year with only a couple exceptions. There seems to be more than a couple exceptions, and though a sign may be hung up near the entrance, there is nothing stated on the message. I'm not referring to weather emergencies. I'm wondering why you're not open on a Friday and/or Saturday when there is a holiday coming up on a Monday, for example, and nobody bothers to make that announcement on the phone message.	3/10/2016 10:26 AM
372	should be 9am opening time for all of the sites. mon thru Friday or as close as possible. There are always members waiting at 930 until opening.	3/10/2016 10:12 AM
373	Let transgenders be who they are and when people are using the computers they should be not cusing.	3/10/2016 9:49 AM
374	- end the interlibrary loan and hold fees, they're absurd - there used to be a way to see your checkout history on the website, that was really useful. Is it gone? I'd like to be able to see that again. - it would be nice to have that checkout history for the digital collection (whether on the overdrive app or linked to the library's website) (I'm not sure what loan wifi hotspots means)	3/10/2016 9:03 AM
375	Traveling rare collections...	3/10/2016 8:47 AM
376	Please bring more writers to the libraries for events. You could easily collaborate with local writers or other institutions to bring in visiting writers. With a little thought, you could come up with appropriate matches for each community. Prepare for the visits with books club discussions etc.	3/10/2016 8:22 AM
377	Get rid of the homeless who spend all their time in Central and Crane libraries. It does not feel safe and we have witnessed drug dealing.	3/10/2016 8:20 AM
378	Website needs improvement as it is too cluttered	3/10/2016 8:18 AM
379	tool / technology borrowing - - (basic hand tools, automotive tools, gardening tools).. technology - hi res cameras, 3D printers, etc.	3/10/2016 1:42 AM
380	You seem to have more books in Closed Stack then Open Stack. That need to be improved more accessibility to all available materials.	3/9/2016 10:53 PM
381	Writing workshops, concerts	3/9/2016 9:36 AM
382	I would like staff to be friendlier	3/9/2016 7:42 AM
383	I really wish there was a full-time children's librarian at Anna Reinstein so there could be more family programs.	3/8/2016 12:33 PM
384	Please improve the website. The home page is very cluttered - too many fonts, too many little boxes, no overall design. It doesn't reflect well on the system.	3/8/2016 12:14 PM
385	expand book collection as it is rather limited and allow for longer browsing time when using the online catalog - at the present it kicks off (out) to soon - its very frustrating.	3/8/2016 11:07 AM
386	I love the adult classes I take!	3/8/2016 10:56 AM

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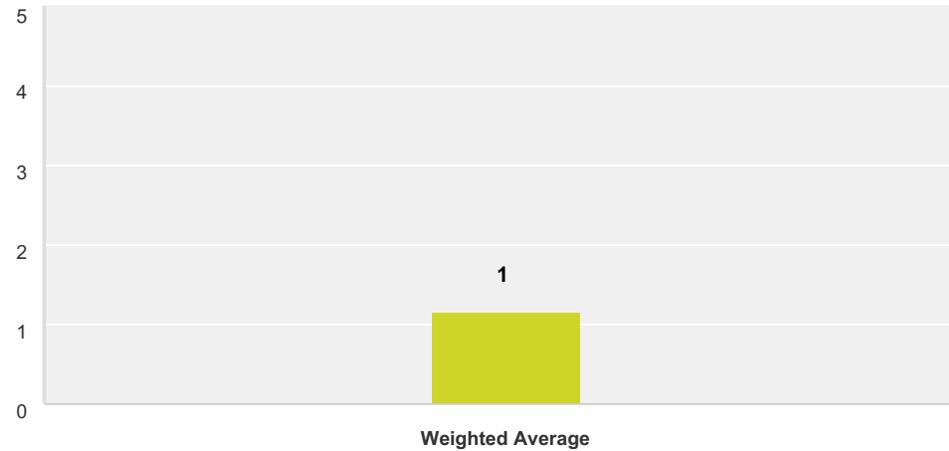
387	Add more books on CD or Audio for visually impaired	3/7/2016 9:45 PM
388	I love the Lackawanna Library! The staff provides outstanding customer service to the patrons. Displays etc. are wonderful!!!!	3/7/2016 9:10 PM
389	More programming that is multigenerational and more stuff on coding for adults (great summer job for teens)	3/7/2016 7:51 PM
390	I cannot respond definitively on some of the above items because I'm unfamiliar with them.	3/7/2016 4:18 PM
391	Have employees NOT read prints patrons have printed from computer workstations. I understand that they need to make sure the right print is going to the right person. However, if a new method could be devised so that the printer is publicly available to the patrons in the center of the library and they can print off their items when they are ready, that would be appreciated. Some printed items are personal or sensitive (i.e SSN numbers, passport copies, transcripts, etc) and this is the main reason I don't like printing on public computers since some employees are nosier than others, as they appear as if they are reading more than counting the pages. It is uncomfortable. If there could be a public printer, use a library card or some other monetary card (loadable card) as a form of payment, to insure privacy of the patron's prints from computer workstations, it would be greatly appreciated.	3/7/2016 3:49 PM
392	more books	3/7/2016 2:27 PM
393	More of a focus on books and reading spaces and less of a focus on just hanging out using the computers downtown would be an improvement downtown.	3/7/2016 11:12 AM
394	Allow access of research books at town libraries for people who are disabled and who are not able to park a wheelchair van at the downtown Buffalo Library. Really, that's a serious issue, especially when you have to go outside every 2 hours to feed the silly parking meters! Get some proper parking there, or allow those books to travel!!!!	3/6/2016 1:05 AM
395	I like the way you stagger opening hours among the library so that different libraries are open at different times.	3/6/2016 12:40 AM
396	I left blank spaces due not understanding exactly what is meant by the question. As a legal immigrant I am happy to speak, read and write English.	3/5/2016 11:43 AM
397	Consider MakerSpace locations in Amherst	3/4/2016 11:33 PM
398	Bring back librarians into the smaller branches and limit the time people are on the computers. There is no need for them to spend all day sitting at a terminal playing games all day!	3/4/2016 9:59 PM
399	Increase the downloads to go loans to three weeks.	3/4/2016 9:55 PM
400	Book recommendations	3/4/2016 7:10 PM
401	I would like to have the library remove toys from the library. I think books/coloring/puzzles (only quiet activities) should be offered to children in the public spaces.	3/4/2016 3:31 PM
402	Modernize the buildings	3/4/2016 3:05 PM
403	Any thing that would help out low literacy rate would be most helpful.	3/4/2016 12:42 PM
404	more authors coming and talking, famous ones.	3/4/2016 12:19 PM
405	Improve marketing and advertising	3/4/2016 11:46 AM
406	More night hours & always open on Sundays	3/4/2016 11:37 AM
407	The staff at the Clarence library has made us choose not to return there. They were very rude, and I felt as though my children and I were walking on egg shells. I should never be shushed for reading a story book to my kids in the kid section.	3/4/2016 11:35 AM
408	The library system does many things well. Keep up the good work!	3/4/2016 10:53 AM
409	Simple thing, but I also use the Audubon branch for a quite place to write on my computer, and wonder about the shortage of outlets in this day and age.	3/4/2016 10:21 AM

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410	maybe make it a little easier to get ebooks; setting up the account and app took longer than expected and I'm pretty handy with such things. I could easily see how someone else may have been confused and discouraged from trying.	3/4/2016 9:50 AM
411	I think for what the budget allows, our library does a great job.	3/4/2016 9:38 AM
412	Customer Service at our Library is excellent now - no need to improve on something that is doing an wonderful job already.	3/4/2016 2:06 AM
413	I think the Clarence library is excellent!	3/3/2016 9:45 PM
414	I would like to see the library give a discount for requesting a movie or television series rather than \$1 per copy request. Late returns can be the same.	3/3/2016 9:42 PM
415	I would like to see more toddler events on the weekend. I work and can't do those during the day Monday through Friday.	3/3/2016 7:11 PM
416	Books,books and more books. It breaks my heart when I see little kids leave the library with armloads of DVDs and no books.	3/3/2016 6:56 PM
417	Expand the downloadable audio book collection.	3/3/2016 5:47 PM
418	I would like to see the Grosvenor's Room expand their microfilm collection on births, cemetery, church records (specifically St. Boniface and St. Mary's of Sorrows), and marriage records.	3/2/2016 9:12 PM
419	More books to download.	3/1/2016 9:47 PM
420	I mainly use the Grosvenor Room and would like to see that collection expanded	3/1/2016 6:23 PM
421	Love special collection at Grosvenor croon and sheet music collection	3/1/2016 6:04 PM
422	Please stop putting so many books into closed stacks or discarding them for your booksales. The books in your non-fiction collection (especially the older ones) are essential to use today and find directly on the open shelves where someone can just go to the appropriate call number and find what they need instead of looking individual books up in catalog they don't even know exist. I am DISMAYED how many of your books are gone that I have used in the past for important projects and still need to use in the future. Just because a book is older and not new doesn't make it invalid. Some of the older research is more accurate and detailed than the modern books. A person can only take out so much on their library card at one time.	3/1/2016 5:44 PM
423	More Genealogy Resources...in print and online (accessible from both within the library and remotely). Redesign the entire website. It's a navigational and graphic design nightmare....not a good reflection on a great institution.	3/1/2016 4:25 PM
424	Maybe create a genealogy library that is open more hours than central is.	3/1/2016 4:24 PM
425	PROVIDE GREATER ACCESS TO THE THOUSANDS OF BOOKS IN CLOSED STACKS. Libraries need to provide access to books.	3/1/2016 2:13 PM
426	add more staff to handle the amount of people and things that they need to get done.	3/1/2016 12:18 PM
427	more downloads	3/1/2016 8:51 AM

Q5 Overall, how satisfied or dissatisfied are you with Buffalo & Erie County Public Libraries?

Answered: 3,726 Skipped: 0



Answer Choices	Responses	
Very satisfied (1)	80.01%	2,981
Somewhat satisfied (2)	14.52%	541
Neither satisfied nor dissatisfied (3)	1.50%	56
Somewhat dissatisfied (4)	0.40%	15
Very dissatisfied (5)	0.19%	7
If you are somewhat dissatisfied or very dissatisfied, why? (6)	3.38%	126
Total		3,726

Basic Statistics				
Minimum 1.00	Maximum 6.00	Median 1.00	Mean 1.36	Standard Deviation 0.99

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#	If you are somewhat dissatisfied or very dissatisfied, why?	Date
1	Website is bad	4/7/2016 8:37 AM
2	Longer Hours	4/7/2016 8:32 AM
3	Open More Hours	4/7/2016 8:31 AM
4	Website is a bit hard to manage	4/7/2016 8:19 AM
5	(see previous note in 3) The OverDrive website stinks	4/2/2016 11:04 PM
6	Some of customers are rude & threatening, intimidating to elderly	3/31/2016 7:36 PM
7	allow to much bullying security don't do their job	3/31/2016 4:16 PM
8	To far	3/31/2016 2:56 PM
9	just want them to open earlier	3/31/2016 2:47 PM
10	s	3/30/2016 3:54 PM
11	(See my notes prior to #5)	3/30/2016 2:54 PM
12	n/a	3/30/2016 9:58 AM
13	Because the library has turned it quietness to a bg adult romper foom. What level is the quietness, 3rd level.	3/29/2016 10:58 AM
14	keep the downtown branch opent until 9 pm on Thursday and Fridays. Some of us work late.	3/29/2016 10:51 AM
15	fail to address the needs of the community as a whole	3/28/2016 7:32 PM
16	They are very helpful	3/26/2016 12:31 PM
17	you made this library white suburban oreinted	3/26/2016 9:19 AM
18	Close outdated branches like North Park for one. It has a small selection of books.	3/24/2016 11:04 AM
19	Wish the digital online book borrowing for some books didn't have such a long wait time to borrow.	3/23/2016 11:32 PM
20	WiFi is often poor. Downloading with Overdrive is often frustrating	3/23/2016 2:23 PM
21	niagara, crane, and merriweather are close friday AM simultaneously. Why?	3/23/2016 2:01 PM
22	Somewhat dissatisfied. Fines are too costly for bringing materials late. You should have a grace period. Self-check out doesn't scan very well.	3/23/2016 9:20 AM
23	Somewhat dissatisfied. Fines for late movies are too high. I was sick and couldn't return moves on time and had to pay \$120.	3/23/2016 9:16 AM
24	Some library staff need better customer service skills. Some treat customers as if they were an annoyance.	3/21/2016 12:48 PM
25	The online card catalog can be difficult to use, and often returns items that have nothing to do with my search terms.	3/21/2016 11:00 AM
26	Library doirector, Patricia, is EXTREMELY cordial, polite, and helpful. She always has a smile and friendly greeting. She's a definite keeper.	3/21/2016 10:24 AM
27	It need more upgrade in all areas.	3/19/2016 3:51 PM
28	yes	3/19/2016 12:10 PM

Buffalo & Erie County Public Library System Planning for the Future Library Services for the next Five Years

29	Find the electronic download for books or music difficult, not user iendly	3/19/2016 12:03 PM
30	More materials should be available...you have to wait a long time if you request an item.	3/18/2016 3:24 PM
31	West Seneca needs a bigger library more computers and a new layout. I usually have to go to East Aurora or Orchard Park for computer time.	3/18/2016 11:27 AM
32	explained above	3/17/2016 6:46 PM
33	The web site is hard to access. i must use my backspace too many times to get back to my original page. It is very frustrating at times	3/17/2016 4:41 PM
34	Didn't like being require to answer all questions	3/17/2016 3:08 PM
35	The broad spectrum and depth of collections is getting lost.	3/17/2016 2:37 PM
36	N/A	3/17/2016 1:45 PM
37	My entire life I was able to walk to the library. Now I have to drive to a suburb . There are no real options for people in North Buffalo. The newer North Park Library is hardly ever open, and is tiny.	3/17/2016 12:53 PM
38	The young staff workers are nice people. They try to be nice to the public. However the older staff workers should be offered an early retirement and put them out on the range. yes i have old fashioned values. At least i have values.	3/17/2016 12:25 PM
39	n/a	3/17/2016 11:45 AM
40	we came downtown for the recent exhibit of rare books in February. It was horrible! The books were turned to one page and you could not see enough of the books. The exhibit was 'canned' and not informative. Special exhibits downtown are not worth it!	3/17/2016 9:43 AM
41	the number of actual books ordered has reduced significantly. Ordering of new, popular books should be increased	3/17/2016 9:05 AM
42	Hours, access to materials, cleanliness	3/16/2016 8:34 PM
43	closing of above libraries porly handled	3/16/2016 5:34 PM
44	Horrible download ebook program an too limited ebook selection.	3/16/2016 5:17 PM
45	C	3/16/2016 4:46 PM
46	I spend hours in the libraries in WNY. Always come away satisfied. Great collections of books and DVD's. Great transport time on holds from other libraries. I am a fan.	3/16/2016 4:18 PM
47	Takes too long for new books to make it to the library. Long waiting lists	3/16/2016 3:00 PM
48	I am VERY satisfied with the whole system, but I'm not satisfied with the cutback in hours, for the branches.	3/16/2016 1:59 PM
49	at the present time I have no transportation to the library. I used to go weekly.	3/16/2016 1:51 PM
50	some of the hours are crazy	3/16/2016 1:15 PM
51	CULTURAL GLOBAL EXPANSION IS DESPERATELY NEEDED in fiction and non-fiction	3/16/2016 11:45 AM
52	Service and collections of books is great	3/16/2016 11:37 AM
53	Am uncomfortable with the changes in the Hamburg Library	3/16/2016 11:24 AM
54	Everyone talks very loudly in libraries. Hard to concentrate	3/16/2016 11:15 AM
55	Website should be as easy to navigate as WalMart's and it IS NOT!	3/16/2016 10:45 AM

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56	Very poor collections and restricted hours.	3/16/2016 9:36 AM
57	Read above	3/16/2016 9:34 AM
58	because of the lack of a viable branch library here in North Buffalo.	3/16/2016 9:06 AM
59	Town of Tonawanda has been short changed.	3/16/2016 9:05 AM
60	Town of Tonawanda is poorly served.	3/16/2016 8:44 AM
61	refer to other remarks	3/16/2016 8:33 AM
62	Limited hours	3/16/2016 8:19 AM
63	libraries have been evolving too slowly.	3/16/2016 8:10 AM
64	More local libraries should be open on weekends	3/16/2016 7:44 AM
65	The library tries to do too many things and neglects the book collection	3/16/2016 12:30 AM
66	Serves my needs.	3/15/2016 11:39 PM
67	The downtown library is friendly and has great things going on, but the satellite library in my area is unfriendly and boring. I actually pay so my family can continue to use to nioga library across the bridge where they have outgoing and friendly staff; plenty of opportunities for all ages to socialize. This library could take a lesson in customer service and General human relations from them.	3/15/2016 10:40 PM
68	The lending policy on 7-day books should be reviewed. A 10-day policy would be better.	3/15/2016 10:29 PM
69	not enough computer classes for adults offered	3/15/2016 10:06 PM
70	I prefer borrowing the downloadable books as some of the library staff act as if it's a real bother for them to wait on customers	3/15/2016 10:03 PM
71	I don't believe in selling the books. Counterintuitive.	3/15/2016 8:43 PM
72	Libraries were better when I lived in MD and VA and the taxes were much lower.	3/15/2016 8:38 PM
73	Hamburg completely remodel there library and added nothing for children. It pales in comparison to other libraries I have visited including orchard Park and Rochester. Also very difficult to find information about the programs they do have on line.	3/15/2016 8:19 PM
74	see above	3/15/2016 8:15 PM
75	The only way to renew my card is in person. Angola library has very limited hours,. On line renewal should be a option.	3/15/2016 8:04 PM
76	Please don't overlook or discount the importance of human interaction in the library experience. I am made to feel like I'm bothering the staff if I want to check out materials with a person.	3/15/2016 7:58 PM
77	website not user friendly. Can't narrow search easily	3/15/2016 7:34 PM
78	Wish there were more local branches.	3/15/2016 7:12 PM
79	All issues resulting from County funding cuts.	3/15/2016 7:00 PM
80	The closed stacks in Central are very frustrating	3/15/2016 6:46 PM
81	See comment on # 4	3/15/2016 6:35 PM
82	not enough branches-----I don't drive anymore	3/15/2016 6:33 PM

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83	The branch closest to me closed.	3/15/2016 6:33 PM
84	Selection could be better . not a lot of newer titles	3/15/2016 6:28 PM
85	Peter and librarians always helpful, professional and knowledgeable	3/15/2016 6:16 PM
86	Would like to see more books in the collection.	3/15/2016 5:51 PM
87	Why don't you list the Lake Shore Branch ???	3/15/2016 5:46 PM
88	Lakeshore Library in particular has been neglected, needs upkeep and new material	3/15/2016 5:29 PM
89	The Elma librarian is consistently rude and unapproachable.	3/15/2016 5:26 PM
90	Takes too long for new books to make it to the library. Long waiting lists	3/15/2016 5:21 PM
91	Have a lot of trouble getting ebooks and no one seemes to know how to remedy the situation.	3/15/2016 5:19 PM
92	Takes too long for new books to make it to the library. Long waiting lists	3/15/2016 5:10 PM
93	older books often disappear when they are still valid	3/15/2016 1:46 PM
94	Share more movies wit all the Libraries not just certain ones. At the East Clinton there is not a wide selection of movies as in The Main Library	3/15/2016 12:38 PM
95	Too noisy.	3/15/2016 10:49 AM
96	only becausee wel haven't used them often	3/14/2016 3:50 PM
97	too few hours + days libraries are open	3/12/2016 5:22 PM
98	jfrfkj	3/12/2016 10:21 AM
99	My library is closed on Wednesday and this often poses a problem for me	3/12/2016 7:29 AM
100	I go to Audubon because Kenmore Library has too little parking	3/11/2016 9:44 PM
101	clean the key boards and put privacy walls up in the Libraries that don't have them yet .	3/11/2016 5:19 PM
102	Somewhat. I have some difficulty tracking down books that are in the closed stacks. For example: I have been reading a lot of anthologies lately. They are apparently not catalogued as such. If I done know the title or editor's name I am unable to retrieve anthologies form the closed stacks. I have had an Erie County library card since 1963; I am a lifelong voracious reader (I threw out my TV once and for all in 1998). I prefer to browse the stacks while selecting my latest books. The closed-stack system precludes this practice. Please view this message as a report and not a complaint. I don't realistically expect the system to change. I suspect that what's really needed here is for mr to learn to use the catalog more insightfully. Thank you for the opportunity to pass along this sentiment. Keep up the good work!	3/11/2016 4:50 PM
103	Not enough eBook and audio book titles	3/11/2016 11:21 AM
104	I love the customer service skills of most employees some neighborhood branches seriously lack material though, its good to cater to community interests but I should be able to find just as much science, law and philosophy at E delevan Branch, as I can at any suburban locatin	3/11/2016 11:17 AM
105	security don't do what is right all the time	3/11/2016 9:32 AM
106	I want to pass along comments from my 6th grade son. He reads way above grade level and has great difficulty finding books he wants to borrow from the Kenmore Library. A family friend (adult) agreed with him, and said downtown has better selection. Great! But if we request content from there, we have to pay?! Very dissapointing	3/10/2016 9:15 PM

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107	Inexperienced staff not always print literate of resources.	3/10/2016 5:53 PM
108	Please hold children and toddler events on weekends for families with parents who work!	3/10/2016 5:44 PM
109	because sometimes when i wish to use a computer, the people before me who had used the computer decide to lock the computer down and i never or seldom see that person return to that computer, which i consider to be disrespectful to those who would like to use the computer	3/10/2016 5:26 PM
110	Not enough locations in the city.	3/10/2016 2:10 PM
111	The Kenmore Branch does not have the latest Who's Who in America in Hardcopy	3/10/2016 1:00 PM
112	You have periodicals from years ago that do not reflect the complete run of years in the catalog and it takes a reference librarian to trace them in your stacks. I would think you would get tired of this bother and upgrade your catalogue to reflect what is actually available. I sent that recommendation in on a form and while I got a letter of acknowledgement, nobody told me what, if anything, would be done to correct the problem. Maybe you think it isn't a problem. In this case, the old card index was better than your electronic catalog.	3/10/2016 10:26 AM
113	because people not wait until you are done using the computer they like to stand behind you and watch what you are doing and talk on the phone so that everybody hears their talking to other people.	3/10/2016 9:49 AM
114	I love the library! But the hold fee is just ridiculous. Especially when the item is in the library, but the librarians can't seem to find it.	3/10/2016 9:03 AM
115	Because of the foul odor and scary vagrants	3/10/2016 8:20 AM
116	I think the Eire System could learn from the Monroe System. Theirs has more CD Books and materials are more available. They also offer vouchers for lower prices on local museums.	3/7/2016 9:45 PM
117	I travel 20 miles to use another library because there is so much prejudice evident in my local branch.	3/7/2016 7:51 PM
118	Great library and great staff	3/7/2016 4:13 PM
119	I come to the library for books and the computer workstations. I used the library computer workstations when my laptop is not working, which is great. However, I do not like how an employee can review and look and my printed items before handing them off to me. Especially since some printed items are more sensitive than others (i.e. Birth certificate, SSN numbers, transcripts, etc) . Another way for patrons to obtain prints (e.g. printer in the library and patron and print as needed and get prints when ready to maintain privacy) would be greatly appreciated.	3/7/2016 3:49 PM
120	See above... get some proper parking downtown, or allow those research books to travel!!!!	3/6/2016 1:05 AM
121	extremely unhappy with the transition to the "new" Overdrive online service. very annoying and time consuming to navigate. previous version MUCH more user friendly. **note : am very computer literate, so that is not the problem. the "new and improved" version is just awful.	3/3/2016 9:53 PM
122	Bathrooms in downtown library are a mess. They are hangouts for vagrants, druggies. It is not safe to let children use them not accompanied by an adult. I love to take my grandsons there but using the bathroom is not an option.	3/1/2016 4:11 PM
123	The use of the Genealogy/Local History room is very restrictive...especially the use of the Vital Records Fiche...more restrictive than anywhere else I have ever used it...National Archives (NYC) and the NY State Archives, Albany	3/1/2016 4:09 PM
124	More access to the thousands of books in closed stacks.	3/1/2016 2:13 PM
125	see questions 6	3/1/2016 1:25 PM
126	Love going to the library in WS and also downtown. It is great to know you can get any book you want and gain knowledge. Libraries are free to use for the public. We should make use out of that service	3/1/2016 11:49 AM

Q6 What services would you like to see the Library provide in the next five years?

Answered: 1,417 Skipped: 2,309

#	Responses	Date
1	The website for the libraries is hard to get around. it is very confusuing to find things. the staff at Niagara helps but they do not know a lot and sometimes cant help very much.	4/14/2016 7:54 AM
2	Archive availability	4/13/2016 4:05 PM
3	More seating by windows in fiction section, pamphlets for coloring, promote more about the computer classes you offer. Nobody knows about it.	4/12/2016 10:01 AM
4	more training for individuals with technology issues	4/11/2016 8:14 AM
5	more copies of popular books	4/11/2016 8:12 AM
6	continue, be flexible, recognize trends	4/11/2016 8:09 AM
7	I would hope that all libraries would be able to extend open hours. There is a great need for libraries among all segments of our population.	4/10/2016 9:45 AM
8	Increase in hours open, expand the collection, offer adult programs.	4/8/2016 8:51 AM
9	More Hours!	4/8/2016 8:49 AM
10	I think the library's staff is working about as hard as they can to bring the excellent service we now have. I would be very satisfied if they can maintain the level of service they now provide.	4/8/2016 8:47 AM
11	Please provide longer hours. It should be open 7 to 9 all the time.	4/8/2016 8:45 AM
12	Longer hours.	4/8/2016 8:43 AM
13	Expand the collection of books & digital medias	4/8/2016 8:42 AM
14	Nicer volunteers	4/8/2016 8:39 AM
15	tech training - provide new books	4/8/2016 8:37 AM
16	More hours open	4/8/2016 8:35 AM
17	Very difficult to access with my nook.	4/8/2016 8:32 AM
18	an expanded book section less audio & video	4/8/2016 8:27 AM
19	more health and awareness training	4/8/2016 8:25 AM
20	coordination of tutoring services - have a list of tutors who are available at set hours at specific locations.	4/8/2016 8:23 AM
21	an easy online way to suggest new materials to acquire.	4/8/2016 8:21 AM
22	more downloadable material	4/8/2016 8:20 AM

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23	stay the same - shorter wait for popular books. training on using "readers"	4/8/2016 8:17 AM
24	All facilities should be cleaner.(surfaces, computers, etc.) maintain outsides better.	4/8/2016 8:16 AM
25	More hours.	4/8/2016 8:13 AM
26	I would like to see a section devoted to Pulitzer Prize winners or at least a listing posted.	4/8/2016 8:11 AM
27	Buy more books(mystery)	4/8/2016 8:09 AM
28	more new books/magazines/movies for download & in library	4/8/2016 8:05 AM
29	Better service from Williamsville library staff; floater librarians (heavysset, white bearded man) who reads & provides no help.	4/8/2016 8:03 AM
30	More things open	4/8/2016 8:00 AM
31	Magazines, expanding novel collection, include newer books.	4/8/2016 7:58 AM
32	CD & DVD Cleaners at local librarys, have more children's computer available.	4/8/2016 7:52 AM
33	Very happy with what's available. Computer classes would be nice.	4/8/2016 7:49 AM
34	It would be good if you could fax papers at all libraries. Have a bigger selection of magazines.	4/8/2016 7:47 AM
35	Open teen educational technology ages 10-15. Parent technology on blocking sites and reporting inappropriate use of web sites.	4/8/2016 7:04 AM
36	Audiovisual rental (ex. for recording) More expansive collections for small business. Family/kids programming.	4/8/2016 6:36 AM
37	Printing from laptops & phones.	4/8/2016 6:32 AM
38	More kids movies available, replace skipping/scratched ones.	4/8/2016 6:31 AM
39	Continue the book & DVD Collections. improve copiers, increase parking facilities.	4/8/2016 6:27 AM
40	increase "open" hours @ some branches. Go back to "classic" on-line catalogue - user friendly.	4/8/2016 6:22 AM
41	Better library option in North Buffalo. The North Park branch is small & not well stocked. Too bad the Fairfield Branch Library was closed.	4/8/2016 6:20 AM
42	Pony Rides	4/8/2016 6:11 AM
43	Keep up the good work the North Park ligrary is dong. Everyone that North Park Library are super.	4/8/2016 6:07 AM
44	any updated servcies regarding technology that would help anyone without access at home.	4/8/2016 6:05 AM
45	Keep up with the good things you doing.	4/8/2016 6:04 AM
46	I just hope we don't loose any of the libraries or their services.	4/8/2016 6:02 AM
47	Extended Hours.	4/8/2016 5:24 AM
48	The services at the north park is super and nice.	4/8/2016 5:22 AM
49	More promotion of events	4/8/2016 5:21 AM
50	Whatever "cutting" edge programs/svces to keep library to keep pace.	4/8/2016 5:20 AM
51	Keep Improving	4/8/2016 5:18 AM

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52	Do not cut any existing services or hours. More programs to encourage reading hard - copy books for children & NA, more programs targeting immigrant population & diversity.	4/8/2016 4:41 AM
53	Have separate areas for children to open.	4/8/2016 4:39 AM
54	After school kids program for 1 hr. a few days a week to teach kids on how important and useful the library is for them always.	4/8/2016 4:37 AM
55	North Buffalo Library is our best place to be - needs to expand in size - more things for children to do - study - computers - keep it right here.	4/8/2016 4:34 AM
56	Longer hours at all branches.	4/8/2016 4:32 AM
57	Foreign language materials - increase number of languages available.	4/8/2016 4:24 AM
58	I would like to see a library "Amnesty day" like in other cities where you have 1 or 2 days to come in and your fees are waived for updating your information. People tend to stop borrowing because of fines that accrue. I am in this situation. I was temp disabled and on a tight budget. I haven't borrowed in over a year.	4/7/2016 11:59 AM
59	Better library buildings - the buildings are all outdated and do not offer conducive reading environments	4/7/2016 9:27 AM
60	I want to see my library expand, I rally wan them to be a part of the community more and offer more teen services	4/7/2016 9:25 AM
61	Anything having to do with homeschooling Programs during the day for homeschool children	4/7/2016 9:16 AM
62	Getting more foreign language books Less of all about technology Try to get e-books into paperbacks	4/7/2016 9:14 AM
63	More digital	4/7/2016 9:12 AM
64	More projects for seniors	4/7/2016 9:07 AM
65	Nothing - staff is awesome	4/7/2016 9:01 AM
66	Expand large print selection	4/7/2016 8:56 AM
67	Larger children's areas Children's areas that do not have noise policies	4/7/2016 8:44 AM
68	Remove DVDs,, music, etc. from the collection	4/7/2016 8:37 AM
69	I would like library to track items I have already checked out. Make it easier to check out audiobooks on mobile devices	4/7/2016 8:35 AM
70	More hands on computer classes (one-on-one)	4/7/2016 8:25 AM
71	New books to read	4/7/2016 8:22 AM
72	More funding from government	4/7/2016 8:17 AM
73	Continue to expand new books, printed ones.	4/7/2016 6:38 AM
74	Lake Shore needs updates to bldg, more books/movies Updated baths w/changing stations, Complete "series" of books.	4/7/2016 6:23 AM
75	Get more DVD, like Miss Fisher's Mystery, 6 season of Downtown Abbey, season 8 Doc Martin, more seasons of Psych.	4/7/2016 5:48 AM
76	Hire more librarians! Re-hire the one you let go. Open more branches!	4/7/2016 5:46 AM
77	Programs for group homes/developmentally disabled. American Girl Tea Party!!	4/7/2016 5:44 AM
78	Greatly expanded e-books	4/7/2016 5:25 AM
79	More e-books, longer term.	4/7/2016 4:49 AM

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80	Downplay E-books. Opportunity to browse is far more important than E-book fiction.	4/7/2016 4:46 AM
81	Technology book oriented workshops for writing training	4/7/2016 4:43 AM
82	We lack a local branch in the 14214 zip area. It was a mistake to close Fairfield Branch. A better local branch would be beneficial.	4/7/2016 4:36 AM
83	none at this time	4/7/2016 4:34 AM
84	Continue current hours or more; not less due to decreased funding.	4/7/2016 4:28 AM
85	Wall Street Journal	4/7/2016 4:26 AM
86	More internet training for older adults. Longer sessions. Lectures on different variety of topics. Eg. Grandparents rights, health issues. Eg. dealing with depression.	4/7/2016 4:21 AM
87	Language learning, which I understand is now available. I just want it to stay! Thank You!	4/7/2016 4:18 AM
88	Courses for children on safety on social media. How to properly represent yourself on social media.	4/6/2016 5:55 AM
89	*Not a service - But hire more diverse staff, esp. librarians	4/6/2016 5:22 AM
90	entrepreneurship/trades	4/6/2016 5:20 AM
91	Training for computer coding(intro at least)	4/6/2016 5:19 AM
92	Courses in cooperation with school board. Cafe/Food	4/6/2016 5:16 AM
93	Help those with disabilities esp. children	4/6/2016 5:12 AM
94	Continue present services - more science magazine subscriptions. Would like to have more access to "Great Courses" series - more PBS - DVDS - Audio Books. It is one of the few services I don't mind paying property taxes for!	4/6/2016 4:50 AM
95	The same! Just keep the Libraries!	4/6/2016 4:44 AM
96	Family/Children's programming. More consistent between branches	4/6/2016 4:39 AM
97	Nothing more I can think of	4/6/2016 4:35 AM
98	Free transfers from other libraries	4/6/2016 4:34 AM
99	Continue and expand children services especially for 1-5 year olds	4/6/2016 4:28 AM
100	Tissues	4/6/2016 4:26 AM
101	Clarence could use more comfortable chairs. Clearfield and Audubon could use more sufficient computer workspaces, expand DVD collections.	4/6/2016 4:24 AM
102	Book/Video/Books on CD loan	4/6/2016 4:22 AM
103	Anything that makes for easier access and enjoyment of reading(more books)	4/6/2016 4:19 AM
104	Larger Selections	4/6/2016 4:17 AM
105	Please Please Please return the reciprocal agreement with the Nioga Libraries to the way it was 10 years ago.	4/6/2016 12:40 AM
106	More computer/tech classes	4/6/2016 12:33 AM

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107	More foreign and PBS Acorn DVD's	4/6/2016 12:29 AM
108	More funding for full time staff	4/6/2016 12:27 AM
109	More CDs ,music	4/5/2016 9:48 PM
110	Pre K, Toddler, learn to read groups, homework helpers.	4/4/2016 3:30 PM
111	More scanners, more selection, fix/replace/remove DVD's that are badly damaged.	4/4/2016 3:28 PM
112	Offer programs and services for teenagers	4/4/2016 3:07 PM
113	More digital books	4/4/2016 2:23 PM
114	Set up a reader's review of books, movies, audio books - much like the staff at Borders did.	4/4/2016 2:21 PM
115	would prefer more hours	4/4/2016 11:56 AM
116	concentrate more on books	4/4/2016 11:48 AM
117	More programming specifically geared toward helping disability people in general.	4/4/2016 11:42 AM
118	More seminars on spirituality.	4/4/2016 11:37 AM
119	The same they have been. Please don't close our libraries.	4/4/2016 11:35 AM
120	A photography course for teens and adults - teach how to use DSLR cameras.	4/4/2016 11:32 AM
121	I am very pleased with current services!	4/4/2016 11:30 AM
122	at least one reference librarian in every branch a retirement planning workshop/seminar - more lifestyle & community engagement focus (rather than financial	4/4/2016 11:24 AM
123	programs for adults regarding use of social media.	4/4/2016 10:00 AM
124	programs for kids that are 8-15 this is a very hard age to entertain kids. I don't have any ideas, but maybe someone will.	4/3/2016 5:13 PM
125	Expanded hours.	4/3/2016 5:16 AM
126	I would say more OverDrive books, but if the website remains as is, it won't really matter to me, as I won't use it but maybe once in 4 months. I would like to have the opportunity to hear local authors speak or present an idea class on writing.	4/2/2016 11:04 PM
127	2 day a week children's programs	4/1/2016 1:46 PM
128	retain its collection of printed books	4/1/2016 11:56 AM
129	game loaning	4/1/2016 11:54 AM
130	increase materials available to download (ebooks)	4/1/2016 11:28 AM
131	more computer training for free	4/1/2016 11:26 AM
132	more CD's	4/1/2016 11:21 AM
133	longer hours	4/1/2016 11:05 AM
134	lectures, book-author talks, historians	4/1/2016 10:55 AM

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135	More books, movies too!	4/1/2016 10:53 AM
136	Keep up the good work!	4/1/2016 10:51 AM
137	More computer classes for seniors.	3/31/2016 7:59 PM
138	no fee to transfer books/dvds from one library to another	3/31/2016 7:58 PM
139	I don't like going to library much anymore like I did in the past. It is becoming too crowded & noisy. I like my privacy, peace & quiet. I don't like being pushed around & walked over by strangers, especially the young. I am becoming senior citizen & having a lot of health problems. The audio books are very popular with my elderly patients. I prefer to read, watch dvds & computer in privacy of my own home. The library computers are nice & high speed. I like using library computers to print things. I don't have privacy @library to search apply for jobs. I'm very interested in Catholic theology & wish the library had more access to Catholic books etc. The library is very helpful to unemployed & those who can not afford cost of high speed internet. I do like how the library computers are maintained & always working well. I also love all the cookbooks, especially vegan & vegetarian or weight loss ones.	3/31/2016 7:36 PM
140	I would like to see an Amnesty Day at least once a year. In other cities there has been an Amnesty Day for back fines to encourage people who have overdue fines to come back and borrow book and media again. Amnesty Day is a one or two day event where if a person comes back to the library on this day they can have their fees waived. I think that one or two things happen when there are overdue fines that people can not afford to pay. They stop coming to the library to borrow books and media. Or they get someone else to borrow items on their behalf - sometimes resulting in more than on patron not being able to borrow books and media. The other thing that happens is that they come and just use computer and maybe printers but nothing else.	3/31/2016 7:26 PM
141	I would also like for New York State tax form and instruction information to be more available. Every time that I have come to the library during this tax season, it has been unavailable.	3/31/2016 6:55 PM
142	1. More educational seminars, perhaps re health, immigrant populations, service opportunities, foreign language classes..... 2. Books shelved in two categories only: Fiction/Nonfiction 3. Keep the book club!	3/31/2016 5:45 PM
143	To make sure that precious and important books don't get lost to technology.	3/31/2016 5:18 PM
144	SEE ABOVE COMMENT. AND... Provide speaker or author series at the branches not just at downtown library.	3/31/2016 4:50 PM
145	Not sure, but we do need to keep up with technology to continue to grow our user base and keep children, and teens coming to our wonderful library system to keep it available for future generations	3/31/2016 3:54 PM
146	Feature local authors/support local authors. Catalogue paperbacks by title	3/31/2016 3:18 PM
147	More magazines of different interests	3/31/2016 3:16 PM
148	Author lectures, more copies of popular books and movies	3/31/2016 3:08 PM
149	continue free children's programs	3/31/2016 3:05 PM
150	Services are fine	3/31/2016 3:02 PM
151	Better chairs at the computer stations, broken, horrible for your back. Nobody seems to care.	3/31/2016 2:59 PM
152	Continue focus on book collection, don't need to many tv shows	3/31/2016 2:53 PM
153	Very important. We come twice a week.	3/31/2016 2:51 PM
154	I love the kids programs and free family events. We use the online catalog's reserve system weekly. I use digital downloads as well. We come weekly!	3/31/2016 2:38 PM

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155	I would like to see more entrepreneurship programs for people ages 18 and up. Maybe classes. Foreign language classes. Just something to help to attract and uplift the people in the community. I noticed a lot of poor people go to the library seems like for shelter. They need something to do. Perhaps there could be a program for them or something. It doesn't bother me and I can coexist I just think they need a nice push. But overall I love the library I come and check out books all of the time.	3/31/2016 2:35 PM
156	More kid events/family events	3/31/2016 2:35 PM
157	Coffee/tea in all libraries; It's been done in Rochester for many years; Keep it quiet! Add comfortable Reading chairs	3/31/2016 2:32 PM
158	More foreign language math book, audio and video. Have Rosetta Stone. Math is important in schools today, more math books!	3/31/2016 2:29 PM
159	Music & Coffee Klatch, Outreach, Viewing/Lecture Local Documentaries	3/31/2016 2:25 PM
160	Maker space Technology: 3-D printers	3/31/2016 2:21 PM
161	Generally, I've been really impressed with the library. I always appreciate that there are so many branches and that you can get materials in one branch and return to another; requesting an item from a different branch to one closer to home for pick up is excellent.	3/31/2016 1:53 PM
162	more children space activities	3/31/2016 1:26 PM
163	expand the collection	3/31/2016 12:11 PM
164	More audiobooks for download	3/31/2016 12:05 PM
165	None, I'm satisfied.	3/31/2016 12:02 PM
166	None, I'm very satisfied.	3/31/2016 11:59 AM
167	Stay open with books even though people are using readers, kindles, etc.	3/31/2016 11:56 AM
168	Very good services.	3/31/2016 11:53 AM
169	You seem to be covering all potential services.	3/31/2016 11:47 AM
170	community outreach, book delivery for shut ins, driver ed instructor (classes not driving)	3/31/2016 11:43 AM
171	continue providing programs for children, young adults, and adults increase number of computers in the libraries	3/31/2016 11:40 AM
172	Would like to see collection (books/ e-books) expanded.	3/31/2016 11:38 AM
173	Continuing the great work they have been doing since I can remember. There already have been so many improvements I've seen in many libraries across Erie County that I am grateful for. I will be burrowing a bit more now for upcoming Exams in Civil service and more. Thank You so much!	3/31/2016 11:08 AM
174	Computer software (Such as Rosetta or other) allowing people who speak English to learn Some Spanish or people who Spanish to learn some English.	3/31/2016 9:35 AM
175	I think your current staff is very helpful and courteous. Your current hours are ample. I can usually get on a computer. Security seems to do a decent job. The place is always clean. The media is available at most branches if its not at the central library. I don't know what you could improve. You seem to be doing a pretty good job already. I guess I just appreciate what's here. Just please don't take anything away. Thank you	3/31/2016 9:14 AM
176	I hope to see the library continue its services to the underemployed and those children who need afterschool enrichment, as well as the rest of us. The public library, as I see it, functions as a community center, with services for all segments of the community---ESL, job assistance, literacy, and---let us not forget---the simple yet invaluable joy of reading, viewing, listening, researching, finding out.	3/30/2016 8:25 PM
177	At least one 24-hour location per night for studying or binge reading.	3/30/2016 6:02 PM
178	WiFi Hot Spots	3/30/2016 5:02 PM

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179	language classes for kids and adults	3/30/2016 4:22 PM
180	You are just gteat as is	3/30/2016 3:54 PM
181	Computer classes	3/30/2016 3:18 PM
182	My children love the library programs. Keep them alive!	3/30/2016 3:17 PM
183	More digital	3/30/2016 3:13 PM
184	donut station where treats like a bake sale in the library. I think members should get 50 percent off.	3/30/2016 2:58 PM
185	More computers	3/30/2016 2:57 PM
186	Just be more aware of your customers. Add color, art, life, serenity Add quiet, but invite (soundproofing) Add fee for tutors to use your space for their business Add lots more music CDs, DVD books Market, market, market and stay true to your core, but don't be afraid to upgrade. How about film/video booths? More "plug in" "dial-in" technology options Outside access with chairs, tables and landscape art, maybe large metal pieces or lights. Use your space around your libraries more creatively Inside artisan displays (photography for sale, etc) allowing the Library to make a %. Most artists are looking for exposure.	3/30/2016 2:54 PM
187	More new books	3/30/2016 2:53 PM
188	More for individuals with autism	3/30/2016 2:46 PM
189	More digital downloads. Special author events not downtown.	3/30/2016 2:43 PM
190	More electronic materials. There is a limit to the number of new books both fiction & non fiction available electronically.	3/30/2016 2:42 PM
191	More computers	3/30/2016 2:41 PM
192	Return to the "classic catalog"	3/30/2016 2:34 PM
193	The services provided at Newstead are already above and beyond. Programs are amazing. Staff is wonderful.	3/30/2016 2:32 PM
194	Stop stinky people @ door	3/30/2016 2:29 PM
195	Play games and digital like playstation competition	3/30/2016 2:27 PM
196	more computer classes and more education on certain historical events and free outdoor reading classes for children (if possible)	3/30/2016 2:10 PM
197	?? can't think of anything else right now that was not covered in question #4 above	3/30/2016 12:27 PM
198	I am old... find out how to keep me alive... I love life!	3/30/2016 11:34 AM
199	n/a	3/30/2016 9:58 AM
200	more libraries open friday and saturday evenings	3/29/2016 8:28 PM
201	Improve there search criteria. Make consistent title searches_ currently you can type in "batman" and get books, videos, and DVD's, but can not set parameters to be specific prior to the search being conducted. Also your new releases need to be set up in a way by date and alpha. You have to search the entire list to find exactly what you are looking for. the DVD search just needs help.	3/29/2016 6:24 PM
202	more locations	3/29/2016 6:13 PM
203	Improved customer service from library staff.	3/29/2016 6:03 PM
204	More adult community events.	3/29/2016 5:51 PM

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205	provide all the same things	3/29/2016 5:27 PM
206	more children activities	3/29/2016 5:07 PM
207	more help with computers	3/29/2016 4:48 PM
208	Expand genealogy services to branches or supply parking at downtown library	3/29/2016 3:48 PM
209	More programs and services for immigrants and programs that encourage literacy and learning english.	3/29/2016 3:34 PM
210	update computer system to Windows 10	3/29/2016 2:58 PM
211	More information available (seminars, talks, paperwork) on sexual assault/trafficking AND eating disorders (as well as all mental health issues).	3/29/2016 2:35 PM
212	I would like to see the Library send texts to users phones when books are due, overdue, and when requested material has come in.	3/29/2016 2:31 PM
213	extend the loan time for movies and videos	3/29/2016 2:27 PM
214	great	3/29/2016 2:00 PM
215	Employ more to provide a better experience for all. The more we invest in the whole, the greater the return for all, we hope.	3/29/2016 1:59 PM
216	Open more hours- especially Friday evenings and Sundays. Also, don't look at libraries hours just in same city/town but other places in close proximity when determining hours.	3/29/2016 1:25 PM
217	would like to see more services to attract older youth to the love of reading, ie teen programs of different ages, how about reading clubs for adults, senior men on war books to share memories, health nuts to share cooking, ladies groups.....	3/29/2016 12:42 PM
218	More training on computers and other devices.	3/29/2016 11:30 AM
219	keep doing children's programs, more frequent if possible	3/29/2016 11:26 AM
220	Holiday Reading/music programs for kids with guest readers Adult computer program - specific training (ie. navigating a mac, various apps, learning programs, etc.)	3/29/2016 11:23 AM
221	Bigger selection of library books at West Seneca Library. I would like to help someone make a decision on the decorations in the library. Hamburg décor is chaotic, distracting. Orchard Park is ugly.	3/29/2016 11:17 AM
222	Extended intra-library loans	3/29/2016 11:11 AM
223	n/a	3/29/2016 11:10 AM
224	more Blu-Ray Discs	3/29/2016 11:04 AM
225	staffing agency	3/29/2016 11:00 AM
226	A very quiet level for readers and a certain time schedule for age group and mix age group.	3/29/2016 10:58 AM
227	number of book available	3/29/2016 10:53 AM
228	Longer evening hours in the downtown branch locations. Please replace burned out lighting in the downtown locations. It hasn't been replaced in years and makes the place look rundown.	3/29/2016 10:51 AM
229	improve more books, less computer	3/29/2016 10:46 AM
230	Nothing comes to mind at this time.	3/29/2016 10:16 AM

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231	new dvds and books and other stuff to	3/29/2016 10:10 AM
232	I don't think I would need anything; but literacy programs will always be needed.	3/29/2016 9:31 AM
233	more books	3/29/2016 9:26 AM
234	Movies & DVD's, more hours open	3/29/2016 9:20 AM
235	Open other branches. Although I love the City of Tonawanda Branch, I do miss the Greenhaven and Brighton branches.	3/29/2016 9:17 AM
236	WiFi Hot Spots Loans	3/29/2016 9:14 AM
237	More adult computers	3/29/2016 8:42 AM
238	I love the Elma Library. The staff is always so helpful!	3/29/2016 8:28 AM
239	More outreach to all communities	3/29/2016 8:21 AM
240	Open Sundays year round.	3/29/2016 8:17 AM
241	Extend the hours	3/29/2016 8:15 AM
242	more BBC DVDs	3/29/2016 8:12 AM
243	early childhood, summer reading, human library events	3/28/2016 7:32 PM
244	book reading clubs, career day for children.	3/28/2016 7:28 PM
245	Always interested in learning; what about partnering with college to provide local adult classes on topics of interest and local importance. For example history, new development and the environment, art classes, crafts for adults etc	3/28/2016 6:54 PM
246	more for the blind	3/28/2016 6:44 PM
247	Young adult services. More tech service for adults. Foreign language workshops.	3/28/2016 6:25 PM
248	repeated from above: Not sure how this would work and certainly not a high priority: provide a space where patrons could watch a TV program such as World Cup Soccer, presidential debates, etc from cable TV when the shows are not on the usual broadcast stations.	3/28/2016 6:20 PM
249	Tim Hortens	3/28/2016 6:17 PM
250	3D printers	3/28/2016 5:46 PM
251	More music, magazines, blu-rays, and dvds.	3/28/2016 5:17 PM
252	Continue excellent service. Helpful staff.	3/28/2016 5:11 PM
253	more Live music	3/28/2016 4:48 PM
254	better housing placement programs but again, that may have to do with negotiations. not sure at all....	3/28/2016 4:29 PM
255	More Computer classes	3/28/2016 2:41 PM
256	More adult programs for Elma. Love our library.	3/28/2016 2:14 PM
257	none	3/28/2016 1:40 PM
258	ointerLibrary Loan Program expansion and more avilability seen and its use	3/28/2016 1:38 PM

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259	more computers, more digital downloadable books	3/28/2016 1:36 PM
260	Open 6 days a week (including Wednesday, when Tonawanda branch is closed)	3/28/2016 1:23 PM
261	more DVDs and Music More audio books	3/28/2016 11:02 AM
262	Create a satellite branch for the Town of Tonawanda. The Kenmore location can be a hike for residents North of Sheridan, and East of Colvin.	3/28/2016 10:34 AM
263	A few more computer terminals More non-fiction acquisitions	3/28/2016 10:24 AM
264	Keep adding to collections- both in book and digital form Keep or upgrade children's services	3/28/2016 10:20 AM
265	No changes are needed	3/28/2016 10:11 AM
266	digitization of old editions of local newspapers (especially from 19th century and first half of 20th century) so as to allow internet access	3/27/2016 6:33 PM
267	More audio books	3/27/2016 12:19 PM
268	More programs for teens/ young adults	3/26/2016 2:57 PM
269	continue just the way it is.....	3/26/2016 2:16 PM
270	Longer hours in Williamsville	3/26/2016 1:21 PM
271	The Library System, can and should be a invaluable asset to a community. I know with the internet, it can become used less by most people. However it should be made more available to those without home internet or who may have trouble paying for a home internet service. I do not utilize the library services as I should, but as life slows down and changes, it will be more valuable to me. It is one of those uses of tax money that is very important to a community.	3/26/2016 12:30 PM
272	Continue use of computers, loaning of resources and community friendly events.	3/26/2016 12:24 PM
273	I would like to see more services for immigrants.	3/26/2016 12:15 PM
274	More assistance for recent immigrants and those with low Literacy.	3/26/2016 11:48 AM
275	how to use Microsoft 10	3/26/2016 11:33 AM
276	Faster computers in many branches. Way too long of an upgrade cycle.	3/26/2016 9:27 AM
277	More science and technology books. More non-fiction books. More music CDs. Less fiction. Less movies.	3/25/2016 9:39 PM
278	I don't know.	3/25/2016 2:02 PM
279	Vegans education.	3/25/2016 1:29 PM
280	update equipment and computers	3/24/2016 8:50 PM
281	I would like to see adult education classes offered, community book clubs, and more discussions with community leaders.	3/24/2016 8:35 PM
282	It would be nice if the library would stay open longer hours. Many days of the week it is either closed all day or it is open only in the afternoon. Consistent hours would be nice.	3/24/2016 8:32 PM
283	Extended hours, wifi hot spots, more Alternative Media	3/24/2016 7:52 PM
284	same	3/24/2016 6:05 PM
285	maybe longer hours otherwise nothing just don't close down this library is very important to the city of buffalo	3/24/2016 5:46 PM

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286	Provide more access to more online databases via home computers for those having a library card. Slight fees could be charged for sources such as Ancestry. com for a limited time period.	3/24/2016 5:33 PM
287	Definitely get more current DVDs of movies and TV seasons. Loan out WiFi hotspots! Always have an IT person available; I still haven't figured out how to download music... Thank you for all you do!	3/24/2016 5:12 PM
288	More computer instructional and competency programs. Programs for performing research (school papers for example). I grew up using card catalogs - so programs to teach patrons the proper use of computers to find library materials.	3/24/2016 4:08 PM
289	help with book publishing and editing	3/24/2016 3:35 PM
290	Currently I enjoy books (fiction & non-fiction), audio books, music CDs, TV show DVD's & magazines as well so keep all these !	3/24/2016 3:33 PM
291	Being able to print on laptops that people bring. Printing over the wi-fi network.	3/24/2016 3:23 PM
292	More, more, more online e-books available for an additional week.	3/24/2016 3:08 PM
293	More services for the unemployed.	3/24/2016 1:36 PM
294	more books	3/24/2016 1:06 PM
295	In all the years I have been using the Losson Rd. library and in all the interaction with staff no-one has ever greeted me pleasantly other than to say: do you need anything. Noone has ever asked me how I liked a book I was checking out/returning. Noone has ever asked how I liked a book. This is a library, shouldn't the staff have a tiny bit of interest in their "customers". Peter Thielman	3/24/2016 12:55 PM
296	More computer lessons.	3/24/2016 12:52 PM
297	Ipads you can take around the library so you can have more people do their thing at the same time.	3/24/2016 11:55 AM
298	Computer classes for beginners. I would like to see more services to help people look for jobs.	3/24/2016 11:39 AM
299	More volunteers to help make our libraries run smoothly. I certainly enjoy our Audubon Library and its amazing staff. Thank you so much for all your hard work.	3/24/2016 11:03 AM
300	Audubon needs more DVDs on travel and geography Libraries are community centers and see the programming for families, adults etc. which are important and hope you continue and expand. We have so many immigrants and non-speaking English people in this region that I see opportunity for literacy and outreach programs to be expanded. Over all I love my libraries.	3/24/2016 10:38 AM
301	more e books for adults and children	3/24/2016 8:46 AM
302	Nothing in particular comes to mind.	3/24/2016 2:30 AM
303	More computer education courses. And an additional book club; I can't participate in the present one since it meets the same day as my book club.	3/23/2016 10:25 PM
304	While my survey states that the children's services are not presently important to me, it is only because my children are teens and young adults. These programs are probably some of the most important ones you run. They develop a love for reading and books at a young age, and help turn people into life long learners. My kids, however, were never interested in the programs for preteens and teens once they became that age. It is a tough group to engage. As far as borrowing from outside Erie County, I wasn't aware that I could. I recently visited a new arena in Lockport which shared a parking lot with a gorgeous Niagara County library. Of course I had to go inside and check it out. Do Erie County borrowers have any privileges there? Our family had a policy during the kids' summer vacations. We would visit a different branch each week. They loved it! Getting them into a different environment with different books on the shelves, along with most of their favorites, renewed their interest. I wonder if there is a way to encourage visiting other branches, especially with kids in tow.	3/23/2016 7:24 PM
305	I would like it to be easier to access library materials in closed stacks. It should be easier to browse these items.	3/23/2016 6:51 PM

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306	More young adult services Loaning equipment such as e-readers to patrons	3/23/2016 6:24 PM
307	3d printing	3/23/2016 5:32 PM
308	expand the internet based library catalog with small café (regular tea, coffee, candy bar) to supplement cost.	3/23/2016 5:03 PM
309	Hi! I do Love attending the Library with my grand-daughter. I only wish the IKES would work for the tot's. I have been coming to this library for a while and they never seem to work. The sound system is not working. They need to be replace and add a new and addition IKES to the children section/ department. All of the staff help and service we received is wonderful. Thank you!	3/23/2016 4:36 PM
310	I haven't had the opportunity to use the library services as often these days therefore I am quiet happy with the improvements the library already has made.	3/23/2016 4:27 PM
311	perhaps foreign language classes or sign language classes	3/23/2016 4:23 PM
312	Foreign language, research	3/23/2016 3:06 PM
313	Chromebooks,more electronics, save taxpayers money and use it to the fullest extent.	3/23/2016 3:05 PM
314	I would like to see more technology programs offered and more self-help cd(s) and or dvd(s).	3/23/2016 3:04 PM
315	More cultural events	3/23/2016 2:46 PM
316	Have book signings. Activities for all ages.	3/23/2016 2:45 PM
317	More classic books at East Aurora	3/23/2016 2:33 PM
318	Improve the above	3/23/2016 2:23 PM
319	More family events	3/23/2016 2:22 PM
320	Overall I'm already very satisfied in terms of my family's needs but support expanding to meet the needs of others.	3/23/2016 2:20 PM
321	In-person language classes, other classes related to literacy, diction, and appreciation of literary arts. Maybe a poetry slam?	3/23/2016 2:18 PM
322	More lectures, exhibits and concerts at all locations. Any civilization is judged by the quality of its libraries.	3/23/2016 2:01 PM
323	More computer because especially for people like me when I was unemployed I panicked because of the required computer use to find a job. So many companies require you to apply on line and I had very minimal computer skills and had to rely heavily on a family member which was not easy for either of us.	3/23/2016 1:04 PM
324	More computer because especially for people like me when I was unemployed I panicked because of the required computer use to find a job. So many companies require you to apply on line and I had very minimal computer skills and had to rely heavily on a family member which was not easy for either of us.	3/23/2016 1:03 PM
325	More computer because especially for people like me when I was unemployed I panicked because of the required computer use to find a job. So many companies require you to apply on line and I had very minimal computer skills and had to rely heavily on a family member which was not easy for either of us.	3/23/2016 1:01 PM
326	Most adult programs are downtown	3/23/2016 12:25 PM
327	Continue excellent customer service. Grow with technology.	3/23/2016 12:24 PM
328	More internal updates comparable with Clarence - cosmetic. More partnership with local schools / local author visits / sharing costs. Local events encourage usage and donation potential from residents.	3/23/2016 12:23 PM

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329	Coffee	3/23/2016 12:21 PM
330	More computer classes - intermediate & advanced.	3/23/2016 12:16 PM
331	More downloadable books. Outreach (bookmobile or tent at Canalside). Downloadable magazines. Marketing, advertising events such as author talks. Books in a bag program for book clubs. Advertise in Citybration emails and Gusto.	3/23/2016 12:15 PM
332	Continuing kids programing, new music or movies	3/23/2016 12:13 PM
333	Must keep up with technology. Must offer classes for patrons to keep up with technology.	3/23/2016 12:12 PM
334	A door greeter! Or a library pet! Dog, cats, guiney pigs!	3/23/2016 12:11 PM
335	Better wifi service	3/23/2016 12:09 PM
336	Overall cleanliness. Would like to see restrooms, outside entrances & basically inside cleaner! Computers are usually dirty! Bathroom - Audubon. Outside entrance @ Clearfield. Shredded paper often in entrance way	3/23/2016 12:07 PM
337	Cleaner / nicer maybe bigger	3/23/2016 12:03 PM
338	Open on Sunday during the summer	3/23/2016 11:58 AM
339	Just expand on what your doing	3/23/2016 11:58 AM
340	Wifi / computer books - movies	3/23/2016 11:57 AM
341	More help and services for senior citizens.	3/23/2016 11:12 AM
342	more private computer research room-separation cubicles per computer	3/23/2016 10:39 AM
343	I would like the library to improve on the personal side of the patrons and staff. The library is a welcoming place to visit. At times it feels a little cold and impersonal with self-checkouts and less communication between staffers and patrons. With the add-on of computers and self-checkouts we cannot forget that it's the people, and those connections we make, that make the library a great place to visit.	3/23/2016 10:28 AM
344	Free pick up between libraries	3/23/2016 10:12 AM
345	More digital services	3/23/2016 10:09 AM
346	Extended hours to all libraries	3/23/2016 10:08 AM
347	Accept donated books & use them	3/23/2016 10:06 AM
348	I would like to see them add games like Xbox and PC games.	3/23/2016 10:05 AM
349	Free hold & transfer from other branches	3/23/2016 10:04 AM
350	Homeschool classes (for us to host)	3/23/2016 10:03 AM
351	3D printers	3/23/2016 10:01 AM
352	Tech/STEAM. family events. community ed classes	3/23/2016 9:59 AM
353	Keep our library open!	3/23/2016 9:57 AM
354	more consistent hours of all the libraries.	3/23/2016 9:35 AM
355	Interlibrary loan at no cost	3/23/2016 9:27 AM

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356	I would like to clean because cleaning is my thing	3/23/2016 9:26 AM
357	Programs Lending library of tools, equipment	3/23/2016 9:25 AM
358	Expanded collection. Services for underemployed. Programs for adults & young adults.	3/23/2016 9:24 AM
359	Expand collection. Many books I'd like to read aren't available.	3/23/2016 9:21 AM
360	Lower late fees with a 1-3 day grace period. Training for people to become library staff (certification). ex. librarian, customer service, custodian-janitorial, scholarships, grants, reasonable rates. Summer camp. Also programs during school year for Christmas Easter Winter spring recesses not a babysitting service. To teach young people everyday skills that they can utilize. Computer skills, indepent learning, team player, role play, proper conduct abroad such as what abilities, skills or talents do they have that makes them stand out? Multitasking, budgeting, interview skills, resume writing, exploring their interests to pursue a career, stress management, peer pressure, goal setting, the importance of education and literacy. Ages 12-15, 16-21. This is an important age adolescence 12-21 year old. We want productive positive members of society. We have some late bloomers. Some started school late or failed a time or two.	3/23/2016 9:20 AM
361	Science fairs, hands-on, more volunteers training/intern programs. Read down time for kids to pay fines should also be applied to movie and music borrows.	3/23/2016 9:16 AM
362	More library = better community. I want more.	3/23/2016 9:13 AM
363	Large bulletin boards for posting w/o having to ask permission (of course nothing OFFENSIVE). Please, better ventilation and air fresheners in bathrooms. Thank you.	3/23/2016 9:11 AM
364	The new OverDrive mobile app is horrible. More clicks to get to items; icons too big on screen - why should I only see 1 or 2 at a time; I want more so I can click to what I want to see.	3/23/2016 9:10 AM
365	More books	3/23/2016 9:08 AM
366	Continuing education to all ages	3/23/2016 9:07 AM
367	For the last two years, I've have been asking to clean computer keyboards on the desk tops and in back of the units - dusty - unsanitary and potential health hazards. Other comment: Running vacuum - cord on floor during operational hrs.	3/23/2016 9:05 AM
368	More genealogical services ONLINE.	3/23/2016 6:07 AM
369	Do a better job of advertising when you have speakers/programs at various libraries. Anything that improves people's knowledge of what they can gain from reading is important. I still remember hearing the author and illustrator of Rapunzel speak about 15 years ago at the Central Library with my daughter. Without as many book stores that can host such events, bringing in authors to speak is valuable. The Milestones Books exhibit is also amazing. Do more things like that with the treasures that the library has.	3/23/2016 1:18 AM
370	I think for the community, it would be great to have more opportunities for those who are underemployed, or who need to become more comfortable with changes in technology, whether for personal use or for potential employment. Offerings to help seniors along these lines as well, as for many people I know of, technology is still intimidating.	3/22/2016 9:16 PM
371	more audio books	3/22/2016 6:50 PM
372	More e-book selection. Currently poor. Children's book selection and overall selection at WS library is not good.	3/22/2016 5:21 PM

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373	You need to improve the on-line website. It could be a lot better. There are too many pages and is confusing. The Classic Catalog is the best thing and those features need to be incorporated into the new website. The purple color displayed on the website is not appealing. The search features are poor and need to be improved. There should be one search button, not multiples (Title, Author) like on Amazon and eBay. The technology exists. When I search by Author White, Karen, I get a lot of crap that is not even related to Karen White. Why do I not get the authors name allowing me to select it with a list of her works like with other Author searches rather than 84 individual items displaying? The newer version of search provides pictures of the books (who cares) but poor features for searching and renewing materials. There should be an option to print your account so the information is printable and readable on the printed page. When displaying your charges you need to also include the call number for all items. The Call Number should be provided for all materials, not only non-fiction materials. It is illogical how you are prompted to sign in to search for materials. Generally I will sign in to manage my account not search for materials. When requesting a book it advises to pick this item up 8 days from x date. This is a poor and lazy programming issue and you should be advising the specific last day to pick up the book. The website is a good start but needs a lot of enhancements and updates seem to be few and far between.	3/22/2016 5:00 PM
374	More community outreach, continue to host educational lectures on varied topics, host a multi cultural fair	3/22/2016 4:50 PM
375	newer music cd's. like classic rock -- alternative music.	3/22/2016 3:56 PM
376	more computers	3/22/2016 3:33 PM
377	More help for job seekers in each Community. Reachout to local business for Job Seminars at each Branch.....More Classic Films. Save some \$ on every re-tread Hollywood offers up for "us great unwashed".....More foreign films.....	3/22/2016 3:26 PM
378	NOT SURE	3/22/2016 2:20 PM
379	More help using new technology What help there is is very good. Would like to see more of it. Expanding the collection, especially DVDs.	3/22/2016 1:41 PM
380	EA desperately needs a larger facility and area for quiet times as well as areas for consultation.	3/22/2016 12:56 PM
381	coffee spot... more computers more hours on weekends. more movies all in all concord library should be more like hamburg library	3/22/2016 12:51 PM
382	dvds	3/22/2016 12:39 PM
383	There should be more services available to those who are gathering resources for college and graduate school essays and thesis, especially in the museum field area.	3/22/2016 12:28 PM
384	More weekend hours but without funding, I understand the limited hours.	3/22/2016 11:08 AM
385	Being able to borrow DVD's & books Without charge, when that item is not offered in your local library.	3/22/2016 10:17 AM
386	Many times adult activities I am interested in are only day time hours (financial planning was one). Please have more evening events.	3/22/2016 10:08 AM
387	more computer classes at all libraries	3/22/2016 9:22 AM
388	I love to listen to books on CD and would love to listen on my iPhone or iPad, but I need assistance to access audio books. Thank you	3/21/2016 11:29 PM
389	More computer training for older adults, that did not have it in school, and don't want the expense of going back to college.	3/21/2016 8:21 PM
390	More social activities. Maybe scrabble nights or game nights.	3/21/2016 8:14 PM
391	extended evening hours	3/21/2016 6:52 PM
392	tutoring possibly set up a volunteer network	3/21/2016 6:14 PM

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393	Faster, more reliable wifi connection with a broader range that covers the whole library. PLEASE. I tend to go to the library during the busiest times of the day with many laptops and smartphone users tapping into the same wifi connection at the same time, which tends to occasionally clog up, or significantly reduce the connection speed. Download speeds of ~15-20mbps are not good enough for the capacity portable devices of 2016 and beyond. Extend non-fiction collections on art & science books, newer & especially not extremely popular and publicized books (i.e. business-related) on social/medical/physical sciences (e.g. quantum physics, microbiome, neuroscience research) where it's crucial to provide up to date materials since books from 15-20 or even five years ago in some cases are embarrassingly out of date. I've been pleasantly surprised with the availability of some non-fiction science ebook titles such as Brain Rules and Neurotribes through the OverDrive app., and I understand that you're continually providing additional titles, but the fact remains the collection is relatively small (compared to university libraries such as the UB Library systems which not everybody has access to).	3/21/2016 5:37 PM
394	please do not abandon physical media (e.g. cds, dvds, physical books) as the push for digital media threatens to overwhelm society	3/21/2016 4:50 PM
395	Loaning WIFI seems like a great idea. I love the childrens programming and wish that they would offer more. We love the E. Clinton Branch Library and the staff is excellent just wish they had more hours. The days that they are open I am not always able to come in.	3/21/2016 4:34 PM
396	better hours extend hours for weekend	3/21/2016 4:29 PM
397	new and exciting programs for all ages would be nice.	3/21/2016 4:21 PM
398	It seems to me that the Library continues to provide a fine balance of information and entertainment to the public, while continuously adapting to changing technology. While I am a more old fashioned patron who still prefers reading physical books, I recognize that some patrons are hungry for digital books and the library has finite resources. Thanks for not just dumping your collection of physical books and leaving those of us who have not enthusiastically embraced the digital age out in the cold. I for one also make great use of the library's collection of films and television now that Blockbuster is no more. And since I'm too poor (or perhaps just too cheap) to purchase internet access at my apartment, I'm very glad the library provides free computer use to the public. Thank you! Now to get to my modest point. The one resource that has disappeared from the shelves which I feel most acutely are the multi volume series on authors. There were several. "Contemporary Authors" was one if I recall correctly, but there were series devoted to older authors too. When I've discovered a new author (new to me that is), especially an older, largely forgotten one, it would be really nice to be able to find a description of their lesser works so I can decide which ones to try to hunt down. Chances are, some titles are still at one or the other of the various library branches, but other titles may only be available to be purchased as either a hard to find and possible expensive used book or else as a possibly poorly executed print on demand book. I know the library provides a computer search engine. It seems like this ought to have access to even more information than those old multi volume series, but I've found the results less than satisfying. Likely, I'm just not very good at navigating the sea of information, but you try finding (as an example) other titles by Henry Van Dyke similar to "The Blue Flower". Note that there at least two significant authors with that name and that while the author of "The Blue Flower" published numerous other short story collections, some contained no fantastical elements whatsoever. He also published travel writing, essays, poetry, and I believe one play as well. Thankfully the library still has a number of his works and I've been able to have a couple transferred to my local branch, but there really ought to be a somewhat easier way to research a particular author's various works. I find it hard to believe that such information just doesn't exist anywhere. That's my long-winded request: an easier search engine for research of that nature.	3/21/2016 4:04 PM
399	I WOULD LIKE TO SEE MORE HOURS AVAILABLE AT SOME LOCATIONS.	3/21/2016 4:01 PM
400	I am new to the library, but in the next few years I would like to learn a different language. My family is Turkish, and I would like to improve my Turkish language skills, so I kind of would like to see maybe a book or maybe offer a class. I know learning the Turkish language probably isn't a hot commodity, but it would be nice to see maybe a book, class or maybe even if a tutor advertised or taught in the library.	3/21/2016 2:54 PM
401	more computers better online access through your website might want to model after the NIOGA library system their libraries and websites are very easy to use. Buffalo & Erie County Library Website is very time consuming to use!!!!!!!!!!!!!!	3/21/2016 2:27 PM
402	Improvement on tables and chairs in the library. I often come here to study and have a hard time finding a quiet spot. I often study for several hours and the chairs are not that comfortable, nor ergonomically correct.	3/21/2016 2:16 PM
403	More programs like the Mindfulness seminar held on March 16, 2016 at Central; anything of that nature.	3/21/2016 1:49 PM

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404	I love the library! Have used it a lot for the computer availability and am very appreciative of that service. Staff are ALWAYS kind and helpful at all of the libraries. Thank you and keep up the great work! :)	3/21/2016 1:33 PM
405	Some type of virtual reference might be useful. Perhaps users could submit queries through the web site with the understanding that, while they will not get an instantaneous answer as they would from Google, if they are willing to wait a bit (an hour? a few hours? overnight?) they will get high-quality answers from an information professional.	3/21/2016 12:51 PM
406	More elearning offerings and more educational materials (audio and video) such as "The Great Courses" by the Teaching Company.	3/21/2016 12:48 PM
407	more reading events	3/21/2016 12:41 PM
408	More old math, physics, and engineering books. Dover has a very good collection of low cost re-prints. Get rid of fiction books, as they are a waste of thought process.	3/21/2016 12:36 PM
409	More access to download books and music	3/21/2016 12:15 PM
410	I think they should close all the branches and just keep the downtown library open. It is very expensive to keep this going when no-one uses the library anymore.	3/21/2016 12:07 PM
411	n/a	3/21/2016 11:07 AM
412	Perhaps more computer literacy training.	3/21/2016 10:24 AM
413	If the Costs Are Not too High . Better Internet Systems , To Keep Up With Others . Thank you .	3/21/2016 10:10 AM
414	I am very pleased with services received and I know decisions must be made regarding where money will be spent and the importance of each decision . You have done so well under tight circumstances that I trust the experts advising the library system to continue the good work.	3/21/2016 9:49 AM
415	1. I would like to see the library increase it's funding for non-fiction books. 2. I would also very much like to see the "Friends of the Library" group add a similar group to meet in evenings. You're really missing the mark by not offering some evening meetings so that those of us who work can also participate. 3. I'd like to see the library offer it's community rooms for book clubs or do a better job of promoting book clubs, especially for young adults.	3/21/2016 9:29 AM
416	Increase the number of online books	3/21/2016 9:24 AM
417	I would love to see an expansion of services to disadvantaged communities in Erie County.	3/21/2016 9:09 AM
418	CREATE BUFFALO LIBRARY APP FOR IOS (IPHONE)	3/21/2016 8:18 AM
419	I appreciate that the library is aiding people with low literacy, job, computer, etc. skills. I know the library's financial situation is strained at times, and that it gets used sometimes to plow snow for the county instead of funding the library. I have been very dismayed over the last few years to see that the downtown library, which is my "local" library (I live about a mile away and walk there regularly) has been removing shelves and books to expand the computer users' space. Why isn't the second floor devoted to computer users and training, so you can bring back books to the shelves, and more shelves, on the first floor? Or vice versa? I can use the catalog and do, regularly. It is not the same as looking at books on the shelves, where you can see an author you have not seen before (and so wouldn't know to ask for), title, ditto. I know there are 2 city blocks of books in the stacks below the ground, so not all would be able to be shelved in a visible fashion. But the downtown library is grossly under-utilized and it belongs to the library system. Therefore, the building should be used solely for library functions, of which one is displaying books. Thank you for reading this.	3/20/2016 8:54 PM
420	I don't know, as it seems to provide a great many services now.	3/20/2016 7:30 PM
421	Expand collection both hard copy and digital, and make it easier to download and access electronically.	3/20/2016 6:38 PM
422	I was amazed at what the library already and said that to someone next to me in the I-pad class and they said that someone has to	3/20/2016 6:18 PM

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423	I would like to see services for families that homeschool. I would also like the downloading of books be more user friendly. I appreciate the fact that I can order from one library and pick the item up at another for a nominal fee, but as I have a job out of town having an anticipated delivery date before I am charged would be appreciated. Due to the fact that our community struggles with poverty, homelessness, ESL, and illiteracy in general, I would like to see more time and resources invested in programs that help to combat/alleviate these issues. Our largest public school system in this area is epically failing and our family relies on the library to supplement our children's learning.	3/20/2016 4:44 PM
424	Books on CD's Movies on DVD, Computer Applications Dedicated databases	3/20/2016 2:36 PM
425	IDK	3/20/2016 2:23 PM
426	open more hours	3/20/2016 2:09 PM
427	more community outreach.	3/20/2016 1:12 PM
428	Home delivery for Senior Citizens.	3/20/2016 11:34 AM
429	Keep doing what is being done. I am completely happy with all services offered.	3/19/2016 10:18 PM
430	I like everthing just the way it is and enjoy reading from a real book.	3/19/2016 7:20 PM
431	Expand and update equipment in the Grosvenor room.	3/19/2016 6:32 PM
432	More digital books.	3/19/2016 4:48 PM
433	Upgrade computers available/have tablets/laptops for use in library.	3/19/2016 4:28 PM
434	Expand more Kindle access books	3/19/2016 3:57 PM
435	Activities involving all member of the family. Specially childrens.	3/19/2016 3:51 PM
436	More resources for online learning and online research e.g. professional development	3/19/2016 3:20 PM
437	Online access to Valuline Investment Survey from home or at least from within library.	3/19/2016 3:17 PM
438	2010	3/19/2016 2:56 PM
439	Continue core services of loaning print and digital materials, literacy initiatives, and programs for children. Because I don't use them, I'm not really aware of services available for job seekers or English language learners, but I think any services for folks without independent means (like computer and internet services) are important. I'm excited that the system is open to new ideas like MakerSpace, and expanded opportunities should allow for emerging trends.	3/19/2016 2:41 PM
440	More tv dvd's More security on Wi-Fi More computers	3/19/2016 2:17 PM
441	n/a	3/19/2016 1:43 PM
442	Reopen some of the closed branches in the now under served but repopulated areas of the city - Grant Street and South Buffalo especially. Decrease the hold/reserve fee for DVDs from \$1.00 to \$.25. For \$1.00 I can go to Redbox and not have to wait.	3/19/2016 1:38 PM
443	All of the above.	3/19/2016 1:23 PM
444	All of the above.	3/19/2016 1:21 PM
445	libraries should not charge for people to bring materials/books, etc from other branches to customers. Libraries should be honored to know that these requests are made and the materials are being used , since the local branch does not have materials in their branch. Thank you!	3/19/2016 1:07 PM
446	Same as above. Do away with computer checkout and let the library staff check people out. Or, at least, give us the option to check our own books out, or be able to go to the counter and have a library staffer to it for us.	3/19/2016 12:59 PM

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447	no	3/19/2016 12:10 PM
448	I don't know if this is feasible, but if offered I would attend an ongoing course at the library. The library seems to do very well at training for computer/literacy/language basics, but if there were more advanced courses that met over the course of a couple months, I think that would be a great offering. Could get local professors, for a small stipend I guess, to teach an eight week course on literature or graphic design, etc. That would be exciting.	3/19/2016 12:09 PM
449	an expanded e-book collection...sometimes I want to read a book while I am out of town on business and can't get to the physical library	3/19/2016 12:07 PM
450	I would love to see the library open new branches, offer adult summer reading programs, and work with the local universities and colleges more	3/19/2016 11:52 AM
451	borrow educational materials such as science kits, educational games	3/19/2016 11:43 AM
452	More digital books. Always have to wait for popular titles!	3/19/2016 11:35 AM
453	Resources that are available in the community like: nature trails, parks, concerts in the park, car shows, interest groups like crochet, knitting, beading, cooking, card games, senior activities, youth activities, reading programs,	3/19/2016 10:46 AM
454	Expend length of time an e-book can be held. With my active lifestyle, it is difficult to read an entire book in 2 weeks.	3/19/2016 9:21 AM
455	more branches	3/19/2016 7:28 AM
456	Libraries are awesome! One of the best parts of Buffalo or any city! Maybe expanding / adding on to the buildings. Adding adjacent coffee / starbucks / tim hortons since so many people work from computers, enjoy having eatery close by, and can walk a few steps to do manual research. Libraries are great as they are, but all things have to evolve with the times and aligning with businesses and volunteer groups (literacy, feminism, politics, blacklivesmatter, etc.,) may be warranted. In the 21st century and with the millennial generation there is an opportunity for expansion that has been unrepresented in other eras. However, like all things it must be done deliberately, thoughtfully and with future generations taken into consideration.	3/19/2016 7:05 AM
457	Less purging and longer retention of older and infrequently accessed materials... also, fines and imprisonment for people who "borrow" materials and never return them, but that's really a matter for the legislature...	3/19/2016 5:00 AM
458	I'd like to see even more popular authors (adults), and children's programs.	3/19/2016 1:44 AM
459	I would like to see more helpful library personnel.	3/18/2016 10:32 PM
460	I would like to see more hours in the library branches that are still open. I would rather see less services and have some of the libraries that were closed reopen. My kids can't walk to a library anymore.	3/18/2016 10:03 PM
461	Loan a wifi hotspot sounds like a neat idea.	3/18/2016 9:34 PM
462	offer tablets as as options along with laptops especially for younger children who may not be able to hold the laptops. An adult may want to sit and work on Laptop and the child can be on a tablet. Definitely extend hours at City of Tonawanda start later end later (Kenmore Hours are awesome)!	3/18/2016 7:03 PM
463	Translation services, employees from others countries for helping emigrant people's. More international books of important writers. Help or tutoring services for kids. Also important American books in other languages. Help professionals of other countries with their License and English and orientation. More events about city history and important people.	3/18/2016 6:41 PM
464	Strongly in favor of expanded hours for the Concord Library.	3/18/2016 4:28 PM
465	Employment preparation classes, rare to find music video presentations with the live presenters on Saturday afternoon's in the video room. .	3/18/2016 3:57 PM
466	Not sure at this moment.	3/18/2016 3:52 PM
467	More CDs of current movies.	3/18/2016 3:24 PM
468	More large print books	3/18/2016 3:07 PM

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469	Services for seniors and veterans and current military members and their families.	3/18/2016 2:53 PM
470	More literary fiction and serious nonfiction	3/18/2016 2:46 PM
471	A local library within easy distance of where I live, which is near Main and Amherst streets.	3/18/2016 2:28 PM
472	I see the computer room at North Park library is always packed and people are very seriously working in there. It seems there is a need to expand the number of computers available since not all of us own one. I would like to see more local library availability. Since so many locations were closed, it is much more difficult for children to access the library on there own. (without an adult to drive or bring them)	3/18/2016 2:26 PM
473	More adult programing especially in how to use desktop, smartphone and tablets.	3/18/2016 2:17 PM
474	Open more.	3/18/2016 2:10 PM
475	better parking facilities for visitors to the Central Library.	3/18/2016 2:07 PM
476	Improve database of books. Make interlibrary loan easier. More cd music to borrow. better key boards on the computers!	3/18/2016 1:34 PM
477	Extended hours and larger parking lot.	3/18/2016 1:33 PM
478	Bookmobile!	3/18/2016 1:28 PM
479	it all seems well	3/18/2016 1:09 PM
480	Access programming on the computer and more computer courses	3/18/2016 12:53 PM
481	Genealogy collections in suburban locations for convenience	3/18/2016 11:45 AM
482	More e-books titles	3/18/2016 11:35 AM
483	open earlier so people can get in and out sooner.	3/18/2016 10:23 AM
484	Larger DVD selection.	3/18/2016 10:10 AM
485	Get rid of the bums and weirdos walking around the library.	3/18/2016 10:08 AM
486	I think the library offers a lot of things already, so I can't think of anything to add.	3/18/2016 9:28 AM
487	I' 62 not sure what the upcoming generations need will be.	3/18/2016 9:27 AM
488	Download or streaming movies	3/18/2016 9:04 AM
489	Classes that help to teach and inspire the youth in our community to help them feel wanted and needed to grow as a community and a nation. I love the idea of a library newspaper. Or classes that help to teach journalism to help kids get their thoughts and ideas down on paper.	3/18/2016 8:31 AM
490	More computers for use	3/18/2016 8:23 AM
491	More adult continuing education perhaps linked with colleges for CE Units.	3/18/2016 7:36 AM
492	Story telling to children. Lending books & eBooks. Providing computer and internet access. Providing information on the dangers of WiFi and compromising privacy. Providing a comfortable and inviting place for students and adults to peruse literature. Providing more services for young adults during holiday & school vacation periods. In my view the West Seneca Branch of the Erie County Public Library is too small, cramped and uninviting. The staff is doing the best they can with the resources at their disposal but needs more room, better furniture and a larger selection of most everything. Even the staff's work area is cramped. Actually, I think a new or larger building with better resources is required to meet the needs of the community as well as the staff.	3/18/2016 6:12 AM

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493	Larger computer rooms.	3/18/2016 2:09 AM
494	Genealogical services	3/18/2016 12:32 AM
495	Library materials made available to elderly and disabled who are not able to reach a library. Book sales of no longer wanted books. Is there a group or club that would sponsor a book sale for the benefit of the library or libraries? Any program that would get our kids excited about reading and keep them reading. What is the interface between our public libraries and our school libraries?	3/17/2016 11:34 PM
496	Firstly I hate to be analog in a digital world but bring back the card catalog. I have trouble finding what I am looking for on the current system. I like a broader search, the current systems search is too narrow. How can this be rectified? I realize that county funds are limited however the county must be made to realize that the citizens have the basic right to access the library and it's content. I feel the library shrinks a little more every time I go to the main library. In the next five years I would like to see the library provide interests aimed at attracting more families with related activities and of course promoting the importance of reading to children. Perhaps more outreach programs are needed especially in the summer months. You are on the right track with the suggestions you have made above regarding technology training, literacy programs etc.	3/17/2016 11:10 PM
497	I am a librarian and a reader and love libraries. I believe our library system could do more outreach and be more progressive. I love my branch. I love the access to materials and online requests.	3/17/2016 9:36 PM
498	Regularly update computer training/skills to keep up with ever-changing technology and software.	3/17/2016 8:56 PM
499	Maintaining smaller branches is very important. Please do not close any more small community branches. Every young person in WNY should be able to independently access a library. Every person should have access to computers and Wi-Fi to maintain a viable economic class equality.	3/17/2016 8:42 PM
500	I would like to see more education and information about the Talking Books program I would like to see more diverse items available to those who are learning English or whose native language is not English I would like to see more accessible items for the deaf, blind, etc.	3/17/2016 8:04 PM
501	Genealogical services and information beyond main downtown library	3/17/2016 7:44 PM
502	personnel knowledgeable of instructing downloading information, instead of waiting for classes you have to attend. I just wanted to use the option of online library to my kindle. It got super complicated so I dropped and got a gift card.	3/17/2016 7:32 PM
503	More ebooks to choose from.	3/17/2016 7:28 PM
504	more audio books more copies of new releases	3/17/2016 7:03 PM
505	Later evening times open; a cafe/coffee shop; family movie nights	3/17/2016 6:48 PM
506	to be fair--I used the downtown branch for the microfilms to find family----I use the local libraries in my area for other uses.	3/17/2016 6:46 PM
507	I would like the library on Grant Street replaced. Children need to be able to walk to their libraries and simply having one to walk past every day sends the message that reading and education are not privileges of the rich. I'm very happy with the services the library offers over all.	3/17/2016 6:16 PM
508	Keep updating to keep in step with changing technology	3/17/2016 5:39 PM
509	not sure	3/17/2016 5:10 PM
510	Research assistance for help with database and reference research	3/17/2016 5:02 PM
511	n/a	3/17/2016 4:54 PM
512	For my current use I would say the library is doing fantastic. It is really a blessing to be able to checkout books movies and music to read/watch/listen to vs having to purchase them for one time uses :) Also the ability to check out and return to the multiple branches is great as well as renewing and viewing our accounts online. I love the library. Thanks for everything you do, both seen and behind the scenes.	3/17/2016 4:48 PM

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513	I would like to see more adult classes like quilting, knitting, scrapbooking etc. also more computer classes to help learn how to download books. I work a varied shift schedule and can't get to the library during the day when any of the classes I am interested in are available.	3/17/2016 4:41 PM
514	I'd just like you to continue ordering books, a wide range, translations from other languages, serious writing (literary novels). Occasionally I use the computers, and these may need to be updated and increased in number. As you may be able to see from my answers, technical matters are less important than a breadth of cultural materials. Facebook, Twitter, and the like don't represent the culture even though they are widely popular. Readers and technology fans need to think deeply, understand their responsibility of citizens and know about the world.	3/17/2016 4:07 PM
515	More scholarly books added to collection. Often have to request books be acquired. Comparing this system to the Portland, Oregon system that has many books immediately that are found in books stores. Special interest books as well on new age interest are raring available.	3/17/2016 3:32 PM
516	More technology programs	3/17/2016 3:22 PM
517	Continue to keep pace with technology, such as 3D printing and online access to libraries outside the Erie County library system.	3/17/2016 3:18 PM
518	inviting eminent guest speakers to speak on science, technology, current affairs, career counselling etc	3/17/2016 3:11 PM
519	more rare book displays more live music programs	3/17/2016 2:58 PM
520	More literacy programs for immigrants, more tutoring, more family events, homework helpers spaces, coffee shop, film & movie nights for kids	3/17/2016 2:50 PM
521	Expand all services to keep up with our diverse populations and their needs. Public libraries are very important to communities, keep up the good work!	3/17/2016 2:38 PM
522	Better parking availability, get a parking area. It would be a good investment.	3/17/2016 2:37 PM
523	1. more technology training for senior citizens 2. genealogy database training at branch libraries, not just Central	3/17/2016 2:23 PM
524	more video more best sellers computer upgrades	3/17/2016 2:19 PM
525	More times for teaching technology, like after work hours.	3/17/2016 1:52 PM
526	You all already have, I have found that you have implemented what I have previously asked ; more senior programs with group discussions about ,health ,wellness,and conversations about everyday life. Thank You All!	3/17/2016 1:45 PM
527	"filter" unruly and/or put an end to guests who challenge "quality of life" standards recommended by law abiding citizens. Librarians need to show backbone at times and it might mean added personnel in branches. Nothing worse than being distracted by cell phone yell on a one way conversation. Unruly children is another example. (babies crying)	3/17/2016 1:26 PM
528	n/a	3/17/2016 1:12 PM
529	Sometimes I wish I had more immediate access to the kinds of reading materials that are important to me at my local library.... that would be mostly new non-fiction and fiction. That said - I do feel that the libraries do an excellent job of getting requests to me from other libraries in a timely fashion and are reasonable about how much time is available for pickup. I love the self-check out services. I have tried using the ebooks occasionally but have found that process to be a little confusing.	3/17/2016 12:56 PM
530	A library within walking distance. But I know it won't happen.	3/17/2016 12:53 PM
531	Open Crane every day! Sometimes I find something on a search and drive to another library to get it and it is not there (?)	3/17/2016 12:46 PM
532	improve the digital book collection. It is hard to get new books. The ones in circulation need to be removed when not working properly and replaced.	3/17/2016 12:46 PM
533	Return to the old catalog and my account, they were more user friendly.	3/17/2016 12:36 PM
534	Get their act together. I have to be critical, I am a war veteran, A veteran a friend of mine was throw out of an erie county library for no reason at all.	3/17/2016 12:25 PM

Buffalo & Erie County Public Library System Planning for the Future Library Services for the next Five Years

535	1. I would like to see the new book loaning go from 7 days to at least 10 days. Most people work and just don't have the time to read a book in 7 days. Only retirees have a lot of time. It's time to change that I believe. 2. Offer the choice to put up maybe \$10 and spend it down with your hold fees, late fees, etc. I would rather pay some dollar amount up front than have to dig for change every time I come into the library. 3. Expand the large print book selections. I am a HUGE library advocate. I never buy books because I feel that libraries are one of the nicest benefits we have. I love the new remodeled hamburg library. I think the staff are great too.	3/17/2016 12:22 PM
536	More classes for preschool age children.	3/17/2016 12:09 PM
537	More tech support	3/17/2016 12:06 PM
538	More digital and books on CD's and DVD's.	3/17/2016 12:01 PM
539	Books on ipod- like devices. Meeting rooms available for public usage.	3/17/2016 11:57 AM
540	Just continue being an important resource for all citizens, especially those with few resources, and little or no access to digital and/or online resources.	3/17/2016 11:48 AM
541	My library serves all of my current needs very well. Thanks!	3/17/2016 11:45 AM
542	Make reading groups available in all branches.	3/17/2016 11:40 AM
543	More computers in some of the smaller libraries	3/17/2016 11:33 AM
544	Expand ability to download on loan to Kindle devices.	3/17/2016 11:16 AM
545	evening hours,, expanded hours,, more author talks,, cafe,,bigger selection of titles	3/17/2016 10:38 AM
546	More wheelchair accessible points. Example bathroom stalls, why should I have to move a chair to sign up for a computer than again when I go to the computer. Why do the security guards appear to be socializing more than doing their jobs.	3/17/2016 10:19 AM
547	More current movies	3/17/2016 10:11 AM
548	expand collection of literature and current DVD's (many are in bad condition by the time they have been viewed multiple times).	3/17/2016 9:51 AM
549	techonoly training (use of kindle, use of computer to search for items. etc.	3/17/2016 9:43 AM
550	I do not want to see anything closed. Right now, the services you provide are more than satisfactory.	3/17/2016 9:43 AM
551	Increase the collection of books.	3/17/2016 9:29 AM
552	open	3/17/2016 9:19 AM
553	*Geneological studies (how to search, where to look, intro to geneology databases etc.) free of charge. Info available at local libraries, with help available. Be able to schedule time with researcher on an hourly basis at local library. *I have used the Main Library on occasion and find it very useful, on the whole. I do think it could be maintained a little better, especially the cleanliness of the floors and the overall cleanliness of the restrooms especially. In addition, having more security, especially a presence near/outside the restrooms would give a more "safe" feel to the situation. Clean restrooms are necessary to EVERY library. *The Fables Restaurant is excellent and greatly appreciated. Good food, clean, welcoming atmosphere. *The West Seneca Library is being rebuilt - I hope that the Librarian will enforce the QUIET most libraries provide - as this Library is anything but quiet (people talking in a normal/loud tone at all times) - it is very hard to concentrate at times, or get that "special" library sense of place. I have been a Erie County library patron for 65 years and as a result, it is fixture in our daily lives. Keep up the good work! Don't change too much.	3/17/2016 9:06 AM
554	concentrate on being a superb library and increase the number of actual books ordered. Expedite the transport of books from one branch to another for patron requests. It is amazing it can take 1 week for a book to make its way to the patron waiting.	3/17/2016 9:05 AM
555	Can't think any. Services are great now.	3/17/2016 8:54 AM

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556	Kiosk type library with technology training and internet stations, book loan through a courier system, and some family programming. Many people do not have access to services we help in paying for.	3/17/2016 8:18 AM
557	More ebooks, online music and movies.	3/17/2016 7:29 AM
558	I'm thinking more tablets that could be loaned out just like books.	3/17/2016 2:40 AM
559	domestic violence safe place services, young parent literacy programs, chess clubs	3/17/2016 1:00 AM
560	Music lessons.	3/17/2016 12:57 AM
561	Weekend classes on Excell and charts/graphs	3/17/2016 12:17 AM
562	A homeschooling area of resources. Programs for homeschoolers	3/17/2016 12:15 AM
563	1. More prevention materials - drugs, gangs, alcohol etc. Downloadable 2. More services, events, programs for armed forces veterans especially older veterans still seeking employment. 3. Job readiness training for our youth	3/16/2016 11:37 PM
564	More specialized programs for individual branches.	3/16/2016 11:24 PM
565	More for disababed. Very hard to get to my library without going to the back door. In the winter that is NOT going to happen!!!	3/16/2016 11:23 PM
566	Continue classes on computers, ebay, quickbooks, using different classes to teach iphone, ipads more familiar to older adults.	3/16/2016 11:19 PM
567	I would like to see more copies of audiobooks available.	3/16/2016 10:11 PM
568	Improved children's programs that are relevant. Improve e book system and borrowing of E books.	3/16/2016 9:58 PM
569	I appreciate the network of services between the various branches. I like that speakers and authors present at the main library and have enjoyed the displays at the downtown branch. The mobile library is great but I don't use it in my neighborhood. Could these mobile libraries offer wifi hot spots to allow research to guests? I have borrowed book online if the title is available but also enjoy going to the library and checking out books.	3/16/2016 9:43 PM
570	Add more titles at the library and add more titles on line.	3/16/2016 9:18 PM
571	More remotely accessed content, be that books, audio books, databases, or movies. Still keeping the book selection they have now.	3/16/2016 9:14 PM
572	I am very interested in the makerspace and community tool share spaces, especially in East Aurora.	3/16/2016 9:05 PM
573	WALKIE TALKIES FOR STAFF TO WEAR ONLY DURING THEIR SHIFTS.	3/16/2016 9:04 PM
574	I am very pleased with the Library system but like everything else, there is always room for improvement.	3/16/2016 8:38 PM
575	Something more for adults (programs) and senior citizens. People with children can attend to the needs of their own children without infringing on the resources for the general public..	3/16/2016 8:34 PM
576	maybe a movie night	3/16/2016 7:37 PM
577	- some library branch have room for discussion and some have not. perhaps all library have small room with table for 4 person to be use as meeting/ teaching place. - have library open on sunday, at least 12-3pm for all days in a year.	3/16/2016 7:07 PM
578	a better way to move books or requests. time wasted by sending it downtown first then out to the branches. better and easier ways to learn Spanish. It is getting to be almost mandatory to be bilingual. I don't find the libraries programs easy to use. Information on Microsoft office is not up to date. There may only be 3 types of ways to learn the newest version and they are condensed.	3/16/2016 6:44 PM
579	Offer out of system book exchanges for items not available in the Buffalo and Erie County system	3/16/2016 6:43 PM

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580	More digital books to download. It would be nice if more of the older books by current authors were available in digital format.	3/16/2016 6:07 PM
581	More career fairs and literacy and/or Math and Science projects for school-aged children	3/16/2016 6:07 PM
582	Expand number of available books for loan.	3/16/2016 5:34 PM
583	I only use the Grosvenor Room for genealogy purposes. I live outside Erie County so I'm only interested in the genealogy records.	3/16/2016 5:16 PM
584	C	3/16/2016 4:46 PM
585	have opera DVDs	3/16/2016 4:42 PM
586	A greater variety on your DVD selections. Have ordered some series but they are incomplete, or you offer maybe one season and don't offer more. You might want to have someone check the quality of the DVD's you loan out. I have run across some that are so badly scratched that you can't finish watching them.	3/16/2016 4:39 PM
587	Definitely the loan of Wifi hotspots. The return of the language program MangoLanguages - it was very useful and helpful and I used it all the time when it was offered in the library database resources!	3/16/2016 4:32 PM
588	Audio books samples available online. I need to listen to the narrator/reader in order to decide if I want to spend time with an audio book. Two minutes would be a sufficient sample.	3/16/2016 4:32 PM
589	more movies for adults	3/16/2016 4:23 PM
590	Not sure	3/16/2016 4:18 PM
591	More software to enable people to practice and use.i.e. Photoshop, video-editing, CAD , 3D printing, programming languages, robot programming.	3/16/2016 4:10 PM
592	More than one ebook of an author to borrow.....waiting list is to long!	3/16/2016 3:56 PM
593	none	3/16/2016 3:49 PM
594	All good	3/16/2016 3:49 PM
595	I don't know the demographic the library serves, but let's say its generally the same as the general population. That means that most people live in the suburbs and are middle class, so they can afford to buy at Barnes and Noble, they have home computers, so they don't need the library for that, they have some college and high school, so they have access to other libraries; so, this leaves lower income folks. Most of the library services are geared to those of us on fixed incomes like social security, or the working poor for whom barnes and noble and maybe even home wi-fi is out of reach. And there's another demographic of people who are in prison or homeless shelters or just getting back on their feet. What to do about that? Could there be optional lending services to those in jail, with restrictions of course, or is there already. This all is stuff I don't know. Seems like the internet could bridge this gap nicely. Why are there not so many downloadable books. My guess is people don't have the time to type them, as volunteers do fr Bartely.com and such websites (but they only do old books). And who could put together lists of morally true and yet not boring reading for the disenfranchised. Many people getting back on their or attending pre-collegiate class need the library. Also recent immigrants from other countries. This seems like the demographic the library serves. Also, here's a tidbit I know from experience, most college degrees could be earned by reading what would amount to five or ten 200 page books. WHO is in charge of selecting them, couldn't there be more communication btw the ivory tower and the public libraries, to get on the same page. I don't know about the trade schools or computer classes the library offers. I don't know, I'm just brainstorming, but it's enjoyable. thanks.	3/16/2016 3:48 PM
596	Increase the number of books to download.	3/16/2016 3:37 PM
597	more down loadable books for KINDLE. Thanks.	3/16/2016 3:26 PM
598	1) Provide after school homework assistants/tutors for students. 2) Allow college students available hours for service learning hours to help volunteer and maintain quiet and order of students. 3) Help schools to provide incentives for students use library (tutors, books or other materials/resources) 4) Provide learning based events tailored to the community's needs (employment, housing, health and wellness, and other quality of life areas)	3/16/2016 3:19 PM

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599	more e books available, and easier to find	3/16/2016 3:14 PM
600	Just maintain longstanding services like interlibrary loan trained help for searches.	3/16/2016 3:05 PM
601	I would like them to provide children 13 and older with summer jobs!	3/16/2016 3:04 PM
602	cafes in branches like Central	3/16/2016 2:55 PM
603	more events promoting literacy for toddlers	3/16/2016 2:51 PM
604	more of a selection of E books	3/16/2016 2:49 PM
605	More books on tape.	3/16/2016 2:42 PM
606	More Ebooks	3/16/2016 2:40 PM
607	Mobile applications for access to materials.	3/16/2016 2:38 PM
608	Keep on the forefront of technology and continue to update and offer the new technology in the libraries. Expand the wildly popular "story time" sessions to run weekly all year round and add additional sessions, as the sessions are often overcrowded.	3/16/2016 2:36 PM
609	I would like the collection expanded and Inter-library loan fees decreased or eliminated.	3/16/2016 2:35 PM
610	Allow library card renewals online.	3/16/2016 2:25 PM
611	More liberal use of library auditoriums, meeting rooms, etc. Aggressive outreach into elementary schools: There's no reason any child should reach the fourth grade and not have a library card all but thrust into his hands by a BECPL staffer AT THE CHILD'S SCHOOL.	3/16/2016 2:19 PM
612	More computer training classes. More copies of books by popular authors (for example, Sue Grafton, a popular author, I can only ever find one copy of one of her books and I think it is a memoir. In the last year I have never seen even one of her popular series of "alphabet letter" books.	3/16/2016 2:06 PM
613	Continue what you are doing now. It is a good system, keep it that way.	3/16/2016 2:02 PM
614	More materials, more 'open' hours!! And pay those wonderful librarians as much as you can. They are fantastic!	3/16/2016 1:59 PM
615	Streamlined interlibrary loan services; job searching services; expand new DVDs; more rare and special materials exhibits and events; public events.	3/16/2016 1:57 PM
616	dancing girls	3/16/2016 1:56 PM
617	I read 1 - 2 book per week on my e reader and would like to see more books available.	3/16/2016 1:52 PM
618	More new digital / ebooks	3/16/2016 1:45 PM
619	more downloadable books	3/16/2016 1:38 PM
620	More access to materials online and more services for community members in need.	3/16/2016 1:25 PM
621	Expand the digital collections of ebooks and audiobooks as I am finding it much harder to borrow a selection without being in a long hold line now.	3/16/2016 1:12 PM
622	Extend locations back into neighborhoods - possibly community centers, if not school buildings. I realize that is a budget buster ! BUT.... We people with cars (and computers) can physically access library locations fairly easily and pull materials and data conveniently. Regular patrons such as myself, may be open to the ideas of :: * point-of-borrowing donations (supplementing the annual fund drive) * increased late fees (or the suggestion of "donating" your change due from a fine payment)	3/16/2016 1:09 PM
623	Continue "old fashioned" services, like books.	3/16/2016 1:06 PM
624	improved website	3/16/2016 1:01 PM

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625	As we all begin using digital devices more and more, it would be wonderful to see the digital download offerings grow. Also, my children and I love attending programs at the library so more things offered on nights and weekends would be greatly appreciated.	3/16/2016 12:43 PM
626	I strongly urge the library to provide engaging literacy programs for people of all ages. Literacy is the key to academic and employment success.	3/16/2016 12:39 PM
627	more services to Senior Citizens @ facilities inc. computer training to use library site & downloads	3/16/2016 12:38 PM
628	I must be old-fashioned in that I use it to check out books & publications. I don't spend a lot of time in the library but for those who don't have internet access at home, or need instruction in same, it's a vital community service.	3/16/2016 12:30 PM
629	Keep expanding DVD collection.	3/16/2016 12:27 PM
630	Extend the loaning period to beyond 14 days.	3/16/2016 12:11 PM
631	more drop in programming for children and families. We can't commit to story time every week due to my work schedule but it would be nice to be able to go on my days off but we are totally shut out of programs on grand island. and more middle school activities - only things available as far as I know are at central library or summer book club. My teen is away at camps & grandparents a lot of the summer and the only activity is the summer book club which isn't geared at all to kids who can't come every week.	3/16/2016 12:04 PM
632	Sunday hours in Summer (to match Winter hours)	3/16/2016 11:59 AM
633	3D printing would be great - as long as any fumes from plastics are very well vented. And, maybe 3D scanners too. I don't want to buy any Virtual Reality gear, but I'd like to be able to try it out at a library - if the physical interfaces (like goggles or gloves) were kept very carefully sanitized. Something along the lines of Raspberry Pis, Arduinos, tablets, and/or simple robotics would be cool too. Library terminals with voice input/control would also be nice if they worked well and weren't ridiculously expensive.	3/16/2016 11:58 AM
634	expanded electronic journal collection	3/16/2016 11:54 AM
635	I would like to be able to access research and journal articles-tap into databases found at College and Universities (I am not sure this available today) when I want to investigate topic. I still like books that you hold-the collection to continue to expand real books. I like audio books when I travel-so to include more non fiction current title audio books. I noticed in the last couple of years that the library is not a silent zone. I am okay with that-it means people are engaged. I think the plan should be for quiet rooms for those that need quiet space. Ability of staff to instruct uses on new technology that the library acquires. More marketing of events for adults-maybe move them around from downtown to the other sites. Email about upcoming events at the Library. Library networking with professional organizations and who would I contact to discuss. A professional organization that wants to have a book club-it would be nice to have it at the library with a library staff member to facility.	3/16/2016 11:53 AM
636	Better hours!	3/16/2016 11:51 AM
637	Please improve the online catalog. Often I can't find material I know the library has available.	3/16/2016 11:42 AM
638	None	3/16/2016 11:37 AM
639	Please update the library website.	3/16/2016 11:36 AM
640	Providing makerspace items is an awesome idea. I absolutely love my library and think it is doing great right now, but I would like to see the word getting out more about the library so that more citizens use it, hence illustrating its value in the community.	3/16/2016 11:32 AM
641	more computers, fax machines, longer hours	3/16/2016 11:26 AM
642	Open sundays on rotating basis in suburban areas. Making downtown library more accessible to others	3/16/2016 11:21 AM
643	Training , cooking classes , craft classes , tech classes.	3/16/2016 11:07 AM
644	If I no longer had UB library access I would starve for nonfiction books.	3/16/2016 11:03 AM

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645	More computer training. More DVD books	3/16/2016 11:02 AM
646	Please consider partnering with LFP: https://libraryfreedomproject.org/ourwork/	3/16/2016 11:01 AM
647	I hope that you will be able to maintain a balance between print materials and nonprint materials. I believe that this is extremely important as the population of Erie County ages. Customers also vary greatly in their use of the different types of media used. Another reason to maintain this range is the number of Erie County residents, particularly in the city and rural areas, who can not afford to purchase books, magazines, videos, computers, etc. To have them available is a God send. This is not a particular service, but I hope that you will find a way to market the varied services you provide so that library use increases, particularly among young people. One of my earliest memories is of going to the library; I want it to be the same for future generations.	3/16/2016 10:58 AM
648	Longer hours	3/16/2016 10:57 AM
649	More digital copies of current best sellers and 1 renewal of those items that have 7 day limit on borrowing... More hard copies available of current best sellers. Thank you for asking.	3/16/2016 10:55 AM
650	More of the same you offer now.	3/16/2016 10:51 AM
651	More free educational classes for adults like meditation, stress management or other self improvement classes	3/16/2016 10:46 AM
652	More copies of books and dvd's at my branch.	3/16/2016 10:45 AM
653	Love History and art talks. Teach people to use services you have. So better marketing to the elderly. Make it easier to park downtown.	3/16/2016 10:43 AM
654	showcase the rare & special collections at libraries outside of the central library.	3/16/2016 10:43 AM
655	How too classes on technology for the under privileged.	3/16/2016 10:41 AM
656	don't know	3/16/2016 10:41 AM
657	longer hours. more books! :)	3/16/2016 10:34 AM
658	Programs/activities to include children with disabilities.	3/16/2016 10:31 AM
659	Great places for adults to study and read. I write academic articles, and would love quite, comfortable scholars rooms. Compare with the Toronto and Ontario libraries: their atmosphere is far more conducive to study.	3/16/2016 10:30 AM
660	More current digital ebooks	3/16/2016 10:30 AM
661	Larger audiobook collection	3/16/2016 10:27 AM
662	I love the cafe and the open and welcoming children's and YA sections. Finding adult books in the stacks is not as easy of pleasant. I like the Mark Twain room and Rare book room. But I guess that the hardest thing to reconcile is how to handle the mix of people who congregate at the library for a variety of reasons. I think that you should be more deliberate at being inclusive to all folks -- but how to do that without just turning into a homeless shelter? I hope that your services do open up for the growing refugee population, but really make yourself available to our east side residents - making reading a priority.	3/16/2016 10:27 AM
663	Would be nice to have additional hours at the Lackawanna Library,	3/16/2016 10:26 AM
664	Cannot think of any at this time.	3/16/2016 10:26 AM
665	-better parking at Lancaster. -an enclosed 'children's area' -a return to the thinking that the library is a QUIET place, not a social media place, not a tim hortons, not a jungle gym for kids.....we already have all those places.	3/16/2016 10:25 AM
666	personally I would like to see more up to date literature, information and statistics on a more diverse America and World society. For insteads why is not the local news weekly The Challenger not distributed in the downtown branch?	3/16/2016 10:25 AM
667	Magazines online as some other libraries already have.	3/16/2016 10:19 AM

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668	The Library does such a great job of providing a multitude of services to the community, that it's hard to say what I'd like added, except to say continue to do what you're doing. I think our library system is one of the best in the country. thank you.	3/16/2016 10:16 AM
669	Continue all services they now offer.	3/16/2016 10:10 AM
670	more computers	3/16/2016 10:08 AM
671	Better parking -- but I think Lancaster will be working on that this summer finally!	3/16/2016 10:05 AM
672	expanded downloadable books, especially business and other research materials. It would be great to be able to use foundation center software at my local branch.	3/16/2016 10:02 AM
673	More ebooks	3/16/2016 10:02 AM
674	Continue to emphasize print materials (vs digital) and build connections with libraries across the state to offer a greater set of resources available to borrowers.	3/16/2016 10:00 AM
675	Library of things. Tools, jackets, pots, pans, whatever.	3/16/2016 9:57 AM
676	I use the Books on Tape section all the time. Would like to see more 'books', bigger selections, complete series.	3/16/2016 9:56 AM
677	Adjust automatic check-out machines to receive payments for overdue or specially requested books. If I check-out my new books, I still have to take a librarian's time so he/she can collect and record payment of my \$.25	3/16/2016 9:52 AM
678	Improvement of the website. Navigation is cumbersome. Also make the website mobile friendly.	3/16/2016 9:52 AM
679	- clean up and improve landscaping around library buildings (I have volunteered to help) - add a second bike rack - continue monthly book discussion groups (I really enjoy our group with Amy) - expand literacy opportunities for recent immigrants (There is a large population of foreign students near Kenilworth/ UB South Campus area) - make the online catalog more user friendly (it doesn't recognize some titles when missing "the") - include more books in foreign languages, including children's books I truly believe that the public library is the most democratic system in the US.	3/16/2016 9:51 AM
680	Adult programs/conferences, and technology training.	3/16/2016 9:46 AM
681	More downloadable e-books	3/16/2016 9:45 AM
682	I think the library is doing fantastic despite the budget and staff cuts. I appreciate their community involvement and vast collection (including outside loan services).	3/16/2016 9:42 AM
683	I LOVE having a public library available to me and do patronize my local library. My favorite borrowing opportunity is the availability to "request" materials as they become available. Think patrons can easily pay more than 25 cents to receive "requested" books. Thanks for being my library!	3/16/2016 9:41 AM
684	Cash payment ability at self check out.	3/16/2016 9:38 AM
685	See above.	3/16/2016 9:36 AM
686	digital movies (DVDs often skip or get stuck)	3/16/2016 9:35 AM
687	Expand ebook collection and time available to keep digital downloads.	3/16/2016 9:33 AM
688	Expansion of e-book collection and services. Expansion of audio book collection and services. Extend library hours - the Central library should be open on Sundays and in the evenings. For working parents, having the library only open during business hours is not particularly helpful or encouraging. It would be nice to bring the kids to the library after school/work.	3/16/2016 9:33 AM
689	I would like to be able to search the content of books online, for research purposes.	3/16/2016 9:32 AM

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690	Coffee shop.	3/16/2016 9:32 AM
691	A previewing station for video and audio in the Media Room.	3/16/2016 9:30 AM
692	More copies of digital books!	3/16/2016 9:30 AM
693	I like books on CD and have a difficult time finding them.	3/16/2016 9:28 AM
694	more outreach services at the contracting libraries for disabled or home bound patrons.	3/16/2016 9:27 AM
695	Better control of books by popular authors being removed from circulation for instance, Bernard Cornwell "Sharps Eagle" only one paperback copy in system. I could list many others!	3/16/2016 9:25 AM
696	Increase hours. More study spaces and quiet zones. The libraries are too noisy with kids running around and parents shouting at them. Add more computers. Increase lighting outside Anna Reinstein Library at the back door and parking lot. Its a very dark area and makes the library look gloomy and unapproachable. I sometimes think the library is closed it is so dark back there.	3/16/2016 9:22 AM
697	expand the collection of christian faith based movies and books	3/16/2016 9:22 AM
698	Extended Hours More programs for families on the weekends Guest Author readings/lectures Quicker service for requested items	3/16/2016 9:21 AM
699	Lackawanna has a lovely grassy area behind the library and it would be nice to show some of the older (classic) movies outdoors over the summer months Lackawanna also needs MORE HOURS AND COMPUTERS due to the high volume of people who use this branch!	3/16/2016 9:21 AM
700	More evening book clubs - many public library branches seem to be held during the day for retired people, but some of us who are heavy readers are still working many daytime hours. I would also like the see the public library get more involved with ESL education, and perhaps offer classes directly instead of just allowing groups like literacy volunteers to simply use library spaces (which is a good thing, but I would like to see more tutoring options available for people wanting to learn English).	3/16/2016 9:19 AM
701	for what I do it is good now.	3/16/2016 9:16 AM
702	I enjoy downloading ebooks in the Kindle format. Sometimes that format is not available for certain ebooks. I also enjoy the community programs for kids and adults and would like to see more of those (like Hawk Creek birds, small primates, and children's authors).	3/16/2016 9:15 AM
703	I truly like the books on CD and the DVDs. Every year I provide a financial donation to my local branch/system (Amherst) and I have also financially donated to many of the other branches outside of Amherst as well.. Every year I receive a notice in the mail from the Friends of the City of Tonawanda Library about their book sale. Since I really don't need any books, I just send them a financial donation. I'm also a "friend" of many of the other libraries in the Buffalo and Erie County system. If there was extra money in the budget, the Clearfield Library really needs to be renovated and expanded, considering the size of the population who patronize that branch.	3/16/2016 9:15 AM
704	I feel that the library is already on a very progressive path relevant to society's needs.	3/16/2016 9:14 AM
705	Health and wellness classes, like yoga and nutrition classes. Age related and topic related book clubs. I think they should do more promotions within the schools. Offer more programs geared towards preteens and teens, maybe stem related programs.	3/16/2016 9:10 AM
706	online audio books	3/16/2016 9:08 AM
707	Adding more books to the download site.	3/16/2016 9:07 AM
708	longer hours.	3/16/2016 9:06 AM
709	Discount to buy items (such as a CD) that the library has not acquired and doesn't plan on acquiring, but the person who wants it can use the discount	3/16/2016 9:06 AM

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710	Above all, more books and periodicals and then a new, comprehensive branch library for the residents of North Buffalo. If Kenmore/Tonawanda can have libraries, why can't North Buffalo??	3/16/2016 9:06 AM
711	3D printing	3/16/2016 9:05 AM
712	Open for longer hours, especially on weekends.	3/16/2016 9:04 AM
713	I tend to borrow a lot of books, movies and TV series DVDs, so the Library is already doing what I do most. The staff are always very professional, friendly and helpful. My library in Cheektowaga (Jullia Boyer Reinstein) is open every day including Sundays during the school year. The only improvement at this location may be to open possibly on one Sunday per month during the summer as well. .	3/16/2016 9:04 AM
714	Please keep the human element in our libraries. The machine that takes the materials back is lovely and it sorts and gives a receipt, but it is not my neighborhood librarian. Please tell Joel Giambra I want MY library back (Greenhaven Branch).	3/16/2016 9:01 AM
715	Reduce the wait time for downloadable eAudiobooks by purchasing more copies, especially of literary fiction. I am very grateful for the library and contribute several times a year. The staff does a phenomenal job!	3/16/2016 8:53 AM
716	STAY OPEN ,I WORK WITH MY HANDS TO MAKE CRAFT ...SOME OR MOST GO TO DONATION FOR CITY MISSION AND VETERANS AND PEOPLE FROM ANOTHER COUNTRY. I'M FROM BRASIL.	3/16/2016 8:52 AM
717	I would love to see more Children's programs for younger than school age (less than 5) available on weekends. My husband and I both work, so my daughter, almost 2 years old, goes to daycare. I would love to be able to take her to Toddler Time on Saturdays, but, unfortunately, it is only offered during the week day at the West Seneca Library.	3/16/2016 8:47 AM
718	A library serving the Tonawanda area north of Sheridan Drive. Expanded hours at Kenilworth.	3/16/2016 8:44 AM
719	I love the "request book" feature on the website and use it all the time. It is so convenient to get an email when a book is ready and go pick it up. My only complaint is that new books are sometimes only available for seven days, which is too short, and they can't be renewed. Other than that, I love the library so much and tell everyone about it!	3/16/2016 8:44 AM
720	Continue to make areas for young children to play and find books w/o disrupting other visitors. My young children love both the books and the ability to color or play with the toys while finding books.	3/16/2016 8:43 AM
721	I'd love more outreach to schools - I often borrow items for my students but it has to be on my own personal card. It would be nice if my high school library could have a card to borrow items for students. That way you could get some feedback on what kinds of things are being used by YA patrons, but with an intermediary. And maybe I could have more flexibility with due dates. My district also has not embraced eBooks except for reference materials. If I could embed YOUR download links then maybe students could use their own public card but we'd be able to point them in the right direction. For that matter, it is often muddly as to which databases they could use since we have gotten varying information about what user agreements allow since they ARE Erie county residents but if they are IN their school..... Thanks for the opportunity to give feedback. The public library ROCKS!	3/16/2016 8:41 AM
722	More programs for teens	3/16/2016 8:41 AM
723	Expand early learning services. Grand Island has a wonderful toddler time program. It would be nice if a day could be offered on Saturdays so that more children might be able to attend.	3/16/2016 8:39 AM
724	I most likely won't be around in that length of time.	3/16/2016 8:33 AM
725	I would like to see it as an extension of say community ed that is currently offered by local schools	3/16/2016 8:33 AM
726	ESL, computer training, employment assistance (see Assemblyman Sean Ryan's HIRE program)	3/16/2016 8:30 AM
727	Adding the restaurant was a great idea. The downtown library is actually a fun place to be. So many people!	3/16/2016 8:30 AM

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728	Definitely expand the collection of books available! I know in the summer for a weekend the library provides chess tables outside for the public to enjoy it would be great if this was expanded to all summer and possibly inside during the winter!	3/16/2016 8:27 AM
729	1. Expand genealogy resources/services 2. Increased computer and software training 3. Increase library's part in collecting/disseminating information on local activities, especially educational, cultural activities, and local activities	3/16/2016 8:24 AM
730	I am very pleased with the services the library provides right now	3/16/2016 8:17 AM
731	Look at Pittsford Library in zip code 14534, Barnes and Nobles and some of the awesome libraries from around the world. Pleasure for all ones' senses where one wants to linger and enjoy - a destination! Monies can be made by: - offering snacks and drinks in a designated area. - feature art openings and showings along with guest artist running workshops - offer book clubs at the library locations specific to a particular book interest in a comfortable environment. - child section is missing an interactive area with bean bags and educational toys for preschoolers and tying in hobbies with books (rock collecting, bugs, gardening for kids etc. Why isn't the outside grounds of the library (where available) not being utilized. Outside sculptures, children storybook time, etc.	3/16/2016 8:10 AM
732	Nothing specific.	3/16/2016 8:09 AM
733	I enjoy the services I currently receive. I can read magazines, get socialization, read the "classics" and new releases. I also enjoy borrowing DVDs and CDs.	3/16/2016 8:04 AM
734	Host Crossword Puzzle Competition Events or How to approach Crossword puzzles - some people are overwhelmed	3/16/2016 8:02 AM
735	Reconfigure the main branch first floor. Book areas & computer area are jammed together creating a non pleasing environment. The layout does not make use of the floor layout and vistas. Technology and computer areas should be back on the second floor.	3/16/2016 8:00 AM
736	I would like to be able to renew my library card online.	3/16/2016 8:00 AM
737	Expanding hours and the collection are the top priorities.	3/16/2016 7:59 AM
738	Improve customer service at the West Seneca library. I use the Orchard Park or the Julia Boyer Reinstein library.	3/16/2016 7:55 AM
739	More digital material	3/16/2016 7:53 AM
740	More exhibits of work from local artists. The artwork could be offered for sale, and a percentage of the sales could go back to the library.	3/16/2016 7:51 AM
741	I think the Library system does a great job. I think all it needs to do is provide hard-copy and online reading material, and computer internet access to those who need it. The Library doesn't have to try and be a social services agency with all kinds of community programs -- other than maybe literacy ones and encouraging new readers such as with children's story hours and providing a neutral place for community literacy volunteers to meet their clients -- nor does it have to be a Barnes & Noble with a cafe, etc. The message the Library needs to get across to the public is that: This is where Freedom of Information is maintained and this is where you can be loaned any reading material you wish for entertainment, educational, whatever purposes...material that many people cannot afford. What would happen if there were no computer internet access at home, or if a person had no budget for (or access to ordering) books, etc.?	3/16/2016 7:48 AM
742	I use Orchard Park primarily, however I also use the Hamburg library and the Central downtown Buffalo library too. In RE: to e-book downloads borrowed. I love the feature with the e-downloads that they are automatically returned when the lending period is up. However it would be awesome to have a feature within the e-book download system that allows the borrower to go into the system and specifically request to keep a book for an additional period of time subject to a fee. Sort of like a late fee if you borrow a hard copy. With a hard copy if you aren't finished reading it and keep it a few extra days to finish it a late fee is incurred for returning it after the lending period expired. I think it would be awesome for the borrower to be able to activate this on specific books if they are not finished reading it, instead of the book just disappearing once the lending period expires. It would also be a good source of revenue for the library. I can't tell you how many times I have just 1-2 chapters left and my time runs out and then I end up running around looking for a hard copy to borrow (which sometimes isn't available) or buying the e-book from Barnes & Noble. I would much rather pay a library late fee than have to purchase the entire e-book from a retailer.	3/16/2016 7:48 AM

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743	cf items checked above	3/16/2016 7:44 AM
744	More weekend hours, and an improved website.	3/16/2016 7:44 AM
745	Maybe Google docs training? I just want to say that I appreciate all the libraries and librarians do for us. Specifically, Lydia Herren in Boston and Tom Carloni in Hamburg/Lakeshore have been amazing! Thanks!!	3/16/2016 7:39 AM
746	Set up a small coffee station- proceeds to benefit the library OP library is wonderful, I am a frequent customer (2-3 times per week), the staff is patient, kind and knowledgeable. My daughter receives Math tutoring on a weekly basis and I think it is great that the library allows teachers to use this public space on a regular basis and most of all makes everyone feel welcomed.	3/16/2016 7:38 AM
747	Greater advocacy and support for the pursuit of ongoing self-education and learning for people at all times in their lives to encourage them to be active participants for issues important to them as well as the ongoing support and expansion of library services. I would like the Erie County system to fully recover from the limits placed upon it several years ago by a careless county administration, and energize its patrons and engage the community to the extent that it will never experience that type of disregard again because it will be seen as fully integral to everyone's quality of life.	3/16/2016 7:36 AM
748	No fees for inter-library loans or requests.14	3/16/2016 7:32 AM
749	I am very happy with the Library services that are provided through my local branch. My wish is that everything remain as is with no cut in any services. Would love to see more children programs during summer months.	3/16/2016 7:31 AM
750	more location, more days and hours available	3/16/2016 7:30 AM
751	My location is doing a great job.	3/16/2016 7:27 AM
752	Improve education in how to download books to kindles, iPads and computers	3/16/2016 7:20 AM
753	try to develop book discussion groups of various types; e.g.fiction, non-fiction, politics, science etc.	3/16/2016 7:11 AM
754	I'm not sure. We have a great local library (Clarence), and my family and I have participated in many of their events over the past 17 years or so. My children are grown, so we don't really attend programs anymore, and I also download most materials. Regardless of the increased numbers in downloading materials, my wish is that our library stays strong. We have a great staff (although it's changed a bit over the years) with wonderful opportunities and it's a safe, comfortable and educational place.	3/16/2016 7:09 AM
755	I would like to see advanced Microsoft Office classes available for adults- using Excel formulas, pivot tables, Power Point presentations, etc.	3/16/2016 7:01 AM
756	continue to expand the online books and music downloads. Thank you	3/16/2016 6:59 AM
757	a way to for the computers to track children's ages and send an email with suggested activities that are occurring at the library.	3/16/2016 6:57 AM
758	No clue. Times are changing very fast with the electronic technology of books, magazines, etc. Hard to say how the public will respond to libraries in the future. I used the library a lot when my kids were younger, then I kind of got away with going when they got older, busier with sports, etc. I believe as I get closer to retirement, I will start going back to the library. Life cycle, I guess.	3/16/2016 6:52 AM
759	Mainly an expanded selection of electronic materials & resources.	3/16/2016 6:45 AM
760	Please don't go away. I can never live without a library nearby!	3/16/2016 6:45 AM
761	Make more archive and rare books scanned digitally for better access. And more information on older buildings such sheas theater	3/16/2016 6:45 AM
762	Lecture tours of authors and have the authors visit many branches or have "group tours" where you provide transportation to the downtown library (like a bus tour) for seniors or folks who live at a distance from downtown and make it an "event"!	3/16/2016 6:44 AM
763	become more to the community in site and offerings	3/16/2016 6:41 AM

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764	more computers, dvd s and cd s also non fiction true crime books	3/16/2016 6:28 AM
765	Perhaps expand their genealogy information. And to have lectures on the subject at other location other than the Central lunch time series. Not everyone works downtown and can attend some of these lectures.	3/16/2016 6:12 AM
766	I would like to be able to see what books I have taken out, or downloaded in the past.	3/16/2016 6:02 AM
767	Even more downloading.	3/16/2016 5:55 AM
768	Downloadable movies TV shows documentaries, more makerspaces,	3/16/2016 5:24 AM
769	stay open	3/16/2016 3:19 AM
770	More frequent computer classes.	3/16/2016 2:10 AM
771	I think our library system is one of the best in the country. In every community I have lived in , in Western NY, I have found the library services to be friendly, welcoming, efficient and helpful. I greatly appreciate the collections of books available, both in the libraries and online. I am also thankful for the computers and internet connections available. I was able to complete an online college course, using the library computers! Please continue to offer physical books, as well as the digital options and the computer/internet services that are so important in our current society. Additional classes for seniors and families are a great idea, as well as offering more literacy programs to assist the ESL learners & new immigrants with limited knowledge of the American language.	3/16/2016 1:20 AM
772	More movies, longer hours	3/16/2016 1:18 AM
773	Take a look at the Orlando FI (orange county) library system website...they seem to be very cutting edge and have lots of activities.	3/16/2016 12:49 AM
774	Offer more Sunday hours	3/16/2016 12:41 AM
775	continue what you are doing	3/16/2016 12:38 AM
776	Improve the book collection	3/16/2016 12:30 AM
777	Computer training	3/16/2016 12:29 AM
778	Easy links and ability to download books from other international sources.	3/16/2016 12:21 AM
779	I need to think about this question...it's important, will answer at a later time	3/16/2016 12:09 AM
780	A Variety of collections of the rare and specialized books displayed.	3/16/2016 12:04 AM
781	More books in the e content catalog.	3/16/2016 12:04 AM
782	More large print books for the elderly.	3/15/2016 11:50 PM
783	More ebooks and ones that come out faster. In other words it seems as though you have to wait and wait for new ebooks.	3/15/2016 11:41 PM
784	Keep books available. Hard copy books. Very important. On-line books are fine, but having a book in your hand is very important. History of the library is very cool, too! Attended one "haunted library" tour at the Central Library and it was very cool and fun!	3/15/2016 11:39 PM
785	I predominantly borrow digital books now but before this became available I went to the Orchard Park library on a regular basis.	3/15/2016 11:33 PM
786	Add newly published popular books as they become available. Especially books of local interest or by local authors. I also enjoy borrowing from the DVD movie collection as well as the monthly magazines.	3/15/2016 11:33 PM
787	More available books to download.	3/15/2016 11:29 PM

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788	we have small kids, would like more family activates for them.	3/15/2016 11:23 PM
789	Cafes in all the libraries to attract more patrons.	3/15/2016 11:17 PM
790	Better Services for the Youth.	3/15/2016 11:17 PM
791	rent space to other organizations for local community events	3/15/2016 11:16 PM
792	Onlne learning	3/15/2016 11:13 PM
793	Financial classes	3/15/2016 11:04 PM
794	Financial classes	3/15/2016 11:04 PM
795	More selected branches open Sundays year round	3/15/2016 11:01 PM
796	I'm thinking.	3/15/2016 11:01 PM
797	We enjoy the summer reading program, especially at the Audubon Library. We like borrowing the Explore & More pass, however we have to usually travel past 3 libraries to find a copy. Having more copies of online books would be helpful, as it's taken months to get a copy online.	3/15/2016 10:50 PM
798	Create the ability to listen to audiobooks online, with an expansive collection.	3/15/2016 10:49 PM
799	More downloadable fiction books.	3/15/2016 10:44 PM
800	Reserving books online to be delivered to Kenilworth is very important to me. Please do not weed out the older medieval mystery series. I like the Overdrive ebooks, but very many of the ones they add are not very good at all. I do appreciate the library very much, and find the staff at Kenilworth, especially Margaret Kunz, very helpful and friendly every time I go in.	3/15/2016 10:43 PM
801	Career exposure for young adults. Resume building classes. Home improvement classes. Life skill demonstrations. Home schooling gatherings. Community family events.	3/15/2016 10:43 PM
802	Larger collection of current books	3/15/2016 10:41 PM
803	The downtown library is friendly and has great things going on, but the satellite library in my area is unfriendly and boring. I actually pay so my family can continue to use to nioga library across the bridge where they have outgoing and friendly staff; plenty of opportunities for all ages to socialize. This library could take a lesson in customer service and General human relations from them.	3/15/2016 10:40 PM
804	I love our Lakeshore library and wish some of the adult programs were available during the day	3/15/2016 10:38 PM
805	Increase the collection - novels, new non fiction, magazines and music CDs.	3/15/2016 10:38 PM
806	Continue to move into the digital age with not only your programs but infrastructure. Update you website to be more user friendly and attractive. You could use over drive as a template.	3/15/2016 10:30 PM
807	Multicultural and bilingual services to our new immigrants. Work with buffalo public schools	3/15/2016 10:27 PM
808	Love the hotspot idea. Again getting people in during the evening perhaps with a coffee shop type atmosphere.	3/15/2016 10:19 PM
809	It's hard to guess what library users might need in 5 years. I would like to see online book selections continue to grow, and I'm sure that will happen.	3/15/2016 10:18 PM
810	NA	3/15/2016 10:18 PM
811	more children's programming	3/15/2016 10:18 PM
812	Online movie streaming. Wifi hotspots.	3/15/2016 10:12 PM

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813	Improve the layout of the website and its features. Make it more user friendly. Maybe create an app, that would allow you to easily search for materials, download things, find out about events etc.	3/15/2016 10:09 PM
814	computer classes for adults	3/15/2016 10:06 PM
815	haven't really thought about it	3/15/2016 10:05 PM
816	Continually updated collection and no reduction in hours of operation.	3/15/2016 9:59 PM
817	Offer more magazines & large print books	3/15/2016 9:58 PM
818	Easier overdrive for books	3/15/2016 9:57 PM
819	Add more electronic books.	3/15/2016 9:56 PM
820	I would love the BECPL to collaborate with other larger library systems to expand the amount of titles available for borrow on overdrive.	3/15/2016 9:56 PM
821	More gardening programs	3/15/2016 9:52 PM
822	Just keep growing, follow what other county libraries are doing throughout the country.	3/15/2016 9:51 PM
823	Have requested materials available for pick-up on open shelves at ALL branch libraries.	3/15/2016 9:51 PM
824	More literacy programs to help underprivileged and immigrants.	3/15/2016 9:50 PM
825	Expanded children's section. More comfortable sitting areas for quiet reading with children. Training programs for unemployed and special needs adults and young adults.	3/15/2016 9:44 PM
826	Improve accounts to allow a way for tracking which electronic books have already been read by a particular user. Add electronic book sort feature to be publication date rather than date added. Allow renewal of electronic books for a third week. (Not always done in 2 weeks)	3/15/2016 9:41 PM
827	Staff genealogist.	3/15/2016 9:40 PM
828	no suggestion	3/15/2016 9:40 PM
829	Children's program and technology	3/15/2016 9:39 PM
830	more variety in book choices	3/15/2016 9:39 PM
831	I like my library, I wish it was larger and parking was better.	3/15/2016 9:38 PM
832	it is fine the way it is for my use. I would also like a location re-opened closer to my home in the town of Tonawanda. It was very sad for me when the Brighton library closed, I utilized that location all the time. The 2 nearest me, kenmore and audobon, are not very convenient and I would go much more if there was a closer location.	3/15/2016 9:38 PM
833	I was most impressed with the "Milestones of Science - Books that Shook the World!" Exhibit at the Buffalo downtown Library and I believe that an opportunity exists for the Library system to continue Exhibits of such great significance in the future. However, I would place an Entry Fee (which could be greatly discounted for children, students, and seniors) to add value to such Exhibits and to provide a funding stream to be utilized to further promote and market such Exhibits. as well as the overall value and asset of the Library system.	3/15/2016 9:33 PM
834	keep neighborhood libraries. We love the Eden Library	3/15/2016 9:33 PM
835	None	3/15/2016 9:29 PM
836	I would love more story hours available during the summer or on weekends!	3/15/2016 9:28 PM

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837	Expanded book collection for downloading.	3/15/2016 9:28 PM
838	More children's programs.	3/15/2016 9:25 PM
839	I appreciate all the services that are available now at our libraries. I don't know what the future will bring. I would hope that the library will keep up with upcoming trends. I would like the library to continue to provide all the services they presently provide and always keep books. 1. Family events (when my children were young the library was always a part of our lives by borrowing books and attending events. 2. Teaching technology for personal and work use is very important to me and the library has helped me in my career with technology education 3. I love that I can research topics and the staff is always so helpful 4. Speakers and enrichment topics that are offered are great I wish there were more 5. More advertising in needed to let us all know about the great services. 6. Community outreach for the underserved and those in need. Libraries can change lives. 7. Promotion of health, disease prevention and management. 8. Think out side the box of what libraries can do. They are in all neighborhoods. Lastly my hope is that the library will get all the funding it needs to continue be our number one resource.	3/15/2016 9:25 PM
840	Increase ebook collection	3/15/2016 9:21 PM
841	Downloadable electronic magazines	3/15/2016 9:20 PM
842	Expand music collections, more books on CD.	3/15/2016 9:18 PM
843	I would like to see the downloadable offerings (both books and music) expanded as much as possible. I would also like to see our libraries involved in the MOOC online movement (massive online open courses).	3/15/2016 9:16 PM
844	You made a recent administrative change at the Clearfield Library. That change was a very good one. Keep up the good work in that regard.	3/15/2016 9:16 PM
845	Longer hours, more kindle books	3/15/2016 9:15 PM
846	Figure out what are the best hours to have the building open for adults (working/retired) and children (in school/pre-school) there should be well-thought-out weekend hours (perhaps flexible by month) Clearly the biggest problem for libraries today is that computers allow us to obtain so much information on line. But there is expense involved in purchasing DVD's and CD's and books on line. Perhaps the library can offer downloads at reasonable fees for specific periods of time. Importantly... If teachers ((grammar through graduate school) encourage the use of our libraries - it may surprise the students how both the materials available and the atmosphere of a library can assist the quality of individual scholarship.	3/15/2016 9:12 PM
847	Advanced computer classes.	3/15/2016 9:12 PM
848	My concern is not the offering of new services, it is the fear that we will lose the services we now have.	3/15/2016 9:11 PM
849	Continuation of the fine services already developed.	3/15/2016 9:08 PM
850	more computer workshops	3/15/2016 9:06 PM
851	I would love to see more author talks offered at local branches. I have driven to the Toronto Library just to hear certain authors speak and would love it our Libraries could offer bigger names more often. (Harlan Coben, John Sandford, etc.) I also would like to add that I absolutely LOVE the staff at my local library (Aurora). They are wonderfully friendly, helpful and so informative. I enjoy having discussions with them about books I am reading and they are great at making recommendations as well. I have visited other libraries in the area and their staff are nowhere near as friendly as my library. :)	3/15/2016 9:05 PM
852	continue to improve and upgrade electronics etc as they become available	3/15/2016 9:04 PM
853	Literacy focus and book availability to people should always be a high priority for a library!	3/15/2016 8:58 PM
854	I think new books should be 14 days instead of 7 days. Sometimes it's hard to finish them on time when they are not renewable.	3/15/2016 8:58 PM
855	Later hours for individuals who work late evenings.	3/15/2016 8:57 PM

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856	More digital books. The newest are always on a waiting list. Or please try to explain how something digital isn't unlimited to those of us who do not understand the technology.	3/15/2016 8:47 PM
857	I would like for the genealogy department expand with more information for people not WNY. Need to be able to print more documents that are on various websites.	3/15/2016 8:44 PM
858	Longer hours. Expanded book collection.	3/15/2016 8:43 PM
859	More hours	3/15/2016 8:42 PM
860	Perhaps more programs or authors speaking about their books?	3/15/2016 8:41 PM
861	Unsure at this time.	3/15/2016 8:40 PM
862	Expand the education collection (I.e. Teaching English as a Second Language); expand services of the Launch Pad (I.e. Assistance with video recording editing for student teachers); bring back books on cd (start acquiring new releases again), with the advent of books, the books on tape (CDs) has suffered. This is most unfortunate, as many people cannot listen to books on computers.	3/15/2016 8:40 PM
863	Free borrowing between libraries and free holds on items.	3/15/2016 8:39 PM
864	If you are going to advertise a "Wellness Seminar" have it really be about wellness and not a platform for a know-nothing to hawk her wares.	3/15/2016 8:38 PM
865	It currently meets my needs	3/15/2016 8:36 PM
866	Continue as is-keep providing kids' activities and programs.	3/15/2016 8:36 PM
867	expand offerings...keep doing what you are doing	3/15/2016 8:35 PM
868	Some of the options on your questionnaire seem very good though I would not personally need them (computer access, help for underemployed and especially services for immigrants, especially the children. I retired from a college so I had, and still have, the use of other libraries but I have always valued the public library for leisure reading, movies and recorded books for road trips, and now have the time to use it more. I've lived in three parts of Amherst and have always been within walking distance of a library! I don't think many other regions in our state can match that! I think the library system has done a wonderful job in view of the cutbacks they've had to endure.	3/15/2016 8:35 PM
869	I find the digital overdrive somewhat difficult at times. The library needs more digital content.	3/15/2016 8:33 PM
870	computer literacy and training expanded for job seekers	3/15/2016 8:30 PM
871	Let you keep books longer, maybe even a week longer. Tough to read a new book in 7 days when you work and have a life.	3/15/2016 8:30 PM
872	Branch libraries could be doing more programming. Central seems to offer the best programs, but it's too far to go downtown.	3/15/2016 8:23 PM
873	Please fund the Williamsville library! It is vital to the village and needs its hours to be expanded.	3/15/2016 8:21 PM
874	More digital books. More digital copies of each book.	3/15/2016 8:20 PM
875	More programs for children.	3/15/2016 8:19 PM
876	More children events. Maybe a summer learning camp.	3/15/2016 8:16 PM
877	Expand digital services	3/15/2016 8:14 PM
878	More on-line books where there is a renewal feature. Sometimes two weeks is not enough time since you cannot see page numbers on % completed.	3/15/2016 8:14 PM
879	Expand library hours, especially open Sunday's year round and evening hours.	3/15/2016 8:13 PM

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880	Cannot think of anything.	3/15/2016 8:13 PM
881	Saturday Movie Afternoons, or Story Hours for children; Book Clubs for adults.	3/15/2016 8:11 PM
882	Evening book discussion group	3/15/2016 8:05 PM
883	Evening book discussion group	3/15/2016 8:04 PM
884	Expand services for college students and newly graduated.	3/15/2016 8:04 PM
885	keeping up with modern technolgy	3/15/2016 8:03 PM
886	Continue to improve and upgrade collections	3/15/2016 8:01 PM
887	Free book reserving, open 6 days	3/15/2016 8:01 PM
888	A book sale at the Hamburg Library.	3/15/2016 8:01 PM
889	Continue service and get the latest edition of various authors series.	3/15/2016 7:59 PM
890	Open longer hours, open and school holidays, open on Sundays.	3/15/2016 7:58 PM
891	expand ebook	3/15/2016 7:58 PM
892	The personal touch with human interaction. Please don't make me use the self checkout or, worse, yell and make me feel like I'm bothering them when I don't want to use it. Friendly staff goes a long way. I'm a tech saavy school librarian so it's not like I don't know how to use it...I prefer not to. Also, please expand/continue to offer ebooks, databases, the ability to request an item from another library as well as the ability to return any item to any library.	3/15/2016 7:58 PM
893	More staff and hiring more people	3/15/2016 7:56 PM
894	See above	3/15/2016 7:53 PM
895	We answered these questions favorably for the Orchard Park location. Our experience at the Hamburg location has not been as favorable. The people there are not as friendly and seem to have an attitude.	3/15/2016 7:51 PM
896	Continue or add to current ones but no going back!	3/15/2016 7:50 PM
897	As a senior, I like the library as it is and it would be nice to get regular print books and more of them..we really don't use the downloads and other opportunities at the library but we do like to borrow books, and use the computer on occasion too..	3/15/2016 7:50 PM
898	Education in the use of library services for research.	3/15/2016 7:49 PM
899	training on new technology because as technology continues to evolve, there are few places for seniors to learn how to use it	3/15/2016 7:48 PM
900	Library should be open Sunday!! And night hours every weekday!	3/15/2016 7:47 PM
901	More family tree info	3/15/2016 7:44 PM
902	More services and listings of approved home-school curriculum items	3/15/2016 7:42 PM
903	More book for audio online downloads and free music that can be loaded onto my portable device	3/15/2016 7:41 PM
904	Improved online selection.	3/15/2016 7:41 PM
905	Love our library here in town! Sometimes I wish for better hours, but overall great!!	3/15/2016 7:40 PM

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906	Online movie rental More events for younger children during evening or weekend hours (not jus story times) More digital book rentals Catalog that points me to exactly where book can be found (not just section like Jr. reader, etc) Lego "library" - Lego kit rentals More toddler friendly area , ie closed door area where kids can be a little louder	3/15/2016 7:40 PM
907	Expand books available on Overdrive. Also, I would like to see consistency with book series on overdrive. It is frustrating to be drawn into a series only to find out that the library system does have the entire series just random pieces of it.	3/15/2016 7:36 PM
908	More online services.	3/15/2016 7:35 PM
909	Have no suggestions at this time	3/15/2016 7:32 PM
910	preschool classes, bookclubs, contests to encourage reading crafts and learning experiences communitybased functions and education	3/15/2016 7:31 PM
911	More ebooks available	3/15/2016 7:29 PM
912	Funding for Battle of the Books and other teenage/young adult programs with staff being paid for running these programs.	3/15/2016 7:26 PM
913	Loan of books on MP3's.	3/15/2016 7:26 PM
914	More ebooks	3/15/2016 7:25 PM
915	not sure as they are doing a great job already	3/15/2016 7:25 PM
916	increase audio books available increase DVD movies available	3/15/2016 7:25 PM
917	More educational outreach on technology Lectures available across the county, not just in the main library in Buffalo (ie. Tues. lecture series) Monies allocated to the East Aurora Library to expand and make room for: meetings, lectures, space for more books, and especially new books. The library is not current to the level of the surrounding libraries (OP, Elma), and has a wide demographic base in need of services.	3/15/2016 7:25 PM
918	Maintain current level of services	3/15/2016 7:22 PM
919	I would like to see the library keep pace with technology and continue to offer technology training classes.	3/15/2016 7:21 PM
920	Continue to improve on current services.	3/15/2016 7:20 PM
921	Offering more programs for young adult and adults would be great, over a wide area of interest so to appeal to a wide demographic. It would be great to know about library programming outside of the library.Maybe a newsletter posted in community areas, like the grocery stores, would broaden awareness at little cost. Honestly, unless I am in the library I never hear of programs they are offering.	3/15/2016 7:19 PM
922	More Services geared to seniors.	3/15/2016 7:16 PM
923	I would like to see the Library continue to offer books and not get rid of as many books as they have in recent years. I prefer to be able to go to the stacks and browse. A book I find in the catalog may be good but the one next to it on the shelf (that I didn't see in the catalog) could be the one I really want to read or use as a reference. I'd also like to see the library keep up with the changing technology. Having librarians available and not just library clerks is very important to me.	3/15/2016 7:16 PM
924	More hours	3/15/2016 7:14 PM
925	More genealogy services. More ebooks.	3/15/2016 7:11 PM
926	More e-booke	3/15/2016 7:11 PM
927	More downloadable books	3/15/2016 7:10 PM
928	I do most of my borrowing online. I would love to be able to browse family history and geneology information remotely but I realize this might be an issue with licensing issues.	3/15/2016 7:09 PM

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929	Continue doing what they do without government cutting services	3/15/2016 7:08 PM
930	More books available online.	3/15/2016 7:07 PM
931	make sure library services are made available to individuals who are unable for some reason to physically visit a library.	3/15/2016 7:04 PM
932	Some service that aids the underemployed or employed find work that suits them; I see the number of people who utilize the library's services, and many using computers are unemployed or underemployed. Regardless of what they are using the computers for, I think that some sort of outreach from other local agencies could assist people who don't know where to look or how to look to improve their lives, don't know the questions to ask, or if they do, are afraid to ask.	3/15/2016 7:03 PM
933	I think it would be great if the library had a service to drop off and pick up borrowed library books to/from someone's home. For those who are disabled or cannot get out. Even with a fee.	3/15/2016 7:03 PM
934	MORE EDUCATIONAL ABOUT BLACK HISTORY FOR THE SCHOOL AGES.	3/15/2016 7:01 PM
935	Re-open closed libraries	3/15/2016 7:00 PM
936	Computer training, training to download materials. I would like to see a sharing system with other county library systems and or the ability to use their data systems.	3/15/2016 7:00 PM
937	classes in microsoft word, excel, access	3/15/2016 6:58 PM
938	I can't think of any. I love to read, but buying books just to read once and put on overflowing shelves isn't good so I really enjoy checking out books from the library instead.	3/15/2016 6:57 PM
939	More hours!!!!	3/15/2016 6:56 PM
940	Author signings and guest speakers on topics the public would be interested in. A more comfortable meeting room in most branches would be excellent, as well as room for tutoring in a literacy program. I used to do literacy training at the main branch in Chattanooga , teen. years ago. they had plenty of room and it was convenient. One other thing that would be useful to members might be a list of volunteer information for retirees and club programs.	3/15/2016 6:55 PM
941	Get more Bluray movie titles.	3/15/2016 6:53 PM
942	Get more Bluray movie titles.	3/15/2016 6:53 PM
943	Keeping up with new releases.	3/15/2016 6:52 PM
944	More copies of best sellers/hot sellers as ebooks and e-audiobooks.	3/15/2016 6:51 PM
945	Easier download of books. And longer than two weeks to keep downloads. More education of computers, I pads, kindles etc	3/15/2016 6:46 PM
946	Run seminars or displays on different areas or hobbies such as coin collection, model railroading, sewing or even bird watching using the library collection on those topics. These could start at the main library and move on a rotating basis to the outlying libraries	3/15/2016 6:46 PM
947	Digital services, increase time available to borrow ebooks and audiobooks to one month.	3/15/2016 6:44 PM
948	Make many more e-books available.	3/15/2016 6:42 PM
949	Expand hours of operations. We used to have a library within walking distance but no longer do. The closet location doesn't have a large enough selection of materials. The bigger library seems to have less of the new stuff.	3/15/2016 6:42 PM

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950	More outreach to the poor, un/under-employed and refugee population. Capital (facilities) improvement to Lakeshore branch after spending considerable funds to remodel the Hamburg village branch.	3/15/2016 6:41 PM
951	Increase the number of hardcover books.	3/15/2016 6:41 PM
952	<p>Continue to expand at the current rate. More selection for video from other countries, such as BBC or Sky1, would be nice. With the exception of the main Library in Buffalo, I find the branches carry almost little to no Non-Fiction Science, or Engineering related material. Though the selection is large in Buffalo, even that location could use some new books geared towards advances made in their particular field. Some examples would be books that dealt with more current and advancing Materials studies, the application of newer composites and plastics. More up to date how-to manuals dealing with current state of the art software, used in industry. Software like AutoDesk (and the various titles they put out like AutoCAD, AutoDesk Inventor, and 3d Max) and more current books on Solidworks. The very basics can be found, but more specialized areas that are commonplace in industry like, Finite Element Analysis, Heat Transfer, or analyzing Flow using SolidWorks would be a great addition to the betterment of those with jobs in Engineering, or those wanting to enter that career. My personal, non-working, interest include photography and the graphic arts. Companies such as Adobe do offer access to programs like Photoshop and Lightroom for a reasonable cost. Though if a individual wants to access software other than those two, the price rises quite quickly. A software sharing program would help those who want to further their career or become more competent in programs like these. If the software could be checked out, used to explore the capabilities, and learn a bit about otherwise out of reach program, due to price point, it would be a huge effort to keep people up to date on current trends. I graduated with a couple degrees, though my main focus was obtaining my B.S. in Mechanical Engineering from U.B.. After I graduated and worked at several places, I found myself out of a job due to a very turbulent job market. During the time I spent looking for my next job, I ran across a promotion from Dassault Systèmes. They were offering a special, for \$100.00 I recieved a copy of Solidworks to put on my computer for 1 year and additionally the chance to take a basic certification course (otherwise valued at \$100.00). If you passed the test, you received the certificate. If you didn't pass you would have to then pay the \$100.00 to take the test again. The offer allowed me to further myself in something I otherwise would not have access to. Returning to work, that certificate became a huge benefit. Autodesk had a similar program, you could use software relevant to your background for a year, for free. Again, I had the opportunity to further myself in the intern. If the library could work on making connections and partnerships with these and other companies, I see the library as then becoming more than something that is wonderful to have for access to all sorts of information and entertainment. It would become a huge partner in the betterment of that community. Perhaps beyond the clearly visible help it would offer to the patrons, local companies, or companies who want to expand, may look at Buffalo and see the community is a hotbed of potential employees. All due to the empowerment Buffalo's Library system would be given to the community. One finial comment, especially pertinent as this is an election year. The Buffalo Library faced a lot of trimming due to the efforts of Chris Collins. Branches that allowed easy access to information were stripped and shut down. I imagine it may be difficult for the library to raise the issue, that one man's dollar sign tunnel vision accomplished the exact opposite of anything thought of as beneficial to Buffalo as a whole. Maybe you can't post direct statements against people like Chris Collins, but perhaps to educate the youth in the area of government and politics a program to make everyone aware of information on what elected people stand for. Purely educational, filled with facts, and not a negative tone put on any particular person. People go to the library because it is an accessible wealth of knowledge. Stance on the government's view of that wealth is purely informational, no different than a fact read in an encyclopedia.</p>	3/15/2016 6:40 PM
953	More after school children's or young adult programs or clubs. Many schools are lacking in after school clubs like chess or poetry. Perhaps the library could help fill that void and help keep less fortunate kids of the street. Also strongly promate the library as a "safe" zone that can be fun, especially to kids who don't feel safe at home or comfortable at school. A library could be the only warm & safe place for an unfortunate child in the Winter.	3/15/2016 6:40 PM
954	More new books.	3/15/2016 6:37 PM

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955	<p>Provide a totally coordinated resource center (either at the Main Branch or another designated location) of all the agencies, city / county services, training classes, charitable organizations, clubs and volunteer programs that are available through the numerous non-profits and agencies in Buffalo. The Library "Buffalo Cares & Helps" center could be staffed by rotating volunteers and would be the "traffic cop" that helps people to get to the web sites, materials, etc. that they need. Web searching for these services is beyond many peoples computer abilities. Many people give up before they find what they need. Besides, many Web sites are not current or have a complex return contact method . This would support people who are spending too much effort but are unable to find the help they need - although it is present in Erie County. The center could serve diverse requests such as, "How do I sign up for healthcare?"; or "I'm a retired business / trades person. How can I give back to the community". Or, how and where can I volunteer if I don't have a totally predictable schedule. The Library is the only entity that could handle the organizational challenges of this effort. Many of these groups have very different levels of automation. The Library knows how to deal with everything from simple brochures to sophisticated volunteer sites such as RPCI. The Library could utilize the energy and brain power of the active retired persons who would be pleased to help if they only could match their talents to outstanding needs. I would help and I know others would too. Our library was great many years ago when I was in college. It's even better now! Barbara.Buchheit2012@gmail.com</p>	3/15/2016 6:36 PM
956	Help for visually impaired	3/15/2016 6:34 PM
957	More children's activities and story hours at the Audubon branch. Offer digital games for loan (X-box/Playstation) Expanded graphic novel selection	3/15/2016 6:33 PM
958	more large-print editions	3/15/2016 6:33 PM
959	Sleepovers. It would be great to be locked in and be able to read, listen to music, watch a movie on big screen. WHAT a fun way to spend a night!!!! I always thought it would be cool to have that little fire going in lancaster library and just enjoy reading. Even without a fire, it would be fun to sit around and read, etc. Of course, I do believe some library's should be opened on Sunday's.	3/15/2016 6:33 PM
960	Open more branches. You closed too many to offer all of the services you are suggesting.	3/15/2016 6:33 PM
961	I have no complaints	3/15/2016 6:30 PM
962	more multi lingual books	3/15/2016 6:29 PM
963	Expanded hours and online presence maybe community classes such as Excel . computer classes ect	3/15/2016 6:28 PM
964	More books and later hours	3/15/2016 6:26 PM
965	more copies of ebooks	3/15/2016 6:26 PM
966	More art books	3/15/2016 6:25 PM
967	I miss my neighborhood library!	3/15/2016 6:24 PM
968	Expand downloadable books so that the wait times are not as long for wait listed books.	3/15/2016 6:22 PM
969	A more comprehensive collection of new materials	3/15/2016 6:21 PM
970	More kids programs	3/15/2016 6:21 PM
971	This is a service that is already in place, but I find it invaluable: email notice that my books/dvd's are due. Every Halloween, I give out books that I buy at our OP branch. I would like to see something put into place where we can purchase "gift cards" to hand out to children... or that librarians can give out to children... most little kids books are 50 cents. That way they could come to the library and get a "free" book on the sale shelves. Also children up to 6th grade come to our door... so I try to have a supply of those books as well. Unfortunately, fewer and fewer children are coming to the door, because OP Town hosts such a great Halloween party at Green Lake... so the gift cards would be great. I could purchase them and leave them in a donation box. Or else maybe a donation box with free children's books purchased by others? I love our library.	3/15/2016 6:20 PM
972	computer tech help at all the branches security personnel at certain branches	3/15/2016 6:20 PM

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973	More books to download! Love the music downloads. More family events.	3/15/2016 6:18 PM
974	More services to younger population prior to learning computers. someplace where its educational and fun especially in the col months.	3/15/2016 6:13 PM
975	Improve catalog especially dvd/blue ray - difficult to find most recent motion picture - it lists all new dvds Catalog does not emphasize or categorize when it is a graphic novel - I order the selection thinking I'm getting a book and then it turns out to be a graphic novel which I don't want but still have to pay for since I ordered it.	3/15/2016 6:12 PM
976	Tutoring to immigrant populations. I would be willing to volunteer.	3/15/2016 6:12 PM
977	I would like the libraries to continue to lend (printed) books. I sense that because of the gradual progression of media technology, books might become less of a priority.	3/15/2016 6:12 PM
978	makerspace in more branches	3/15/2016 6:11 PM
979	I hope the Library will stay focused on its core mission. It's important to be supportive of work being done by social service agencies, especially in an place where poverty is so pervasive, but not to the detriment of the Library's system. I would like to see the library spend the most time and resources on activities that are consistent with it's mission of promoting education, cultural enrichment, and recreation. I would love to see the Library provide Erie County residents with free access to all the peer-reviewed on-line journals in college and university libraries. I know the subscriptions are extremely expensive. Perhaps cost-sharing partnerships with area colleges and universities could be formed.	3/15/2016 6:09 PM
980	Help senior citizens with the use of computers.	3/15/2016 6:08 PM
981	Please see above. As a side note; my cousin is a librarian in Long Island and the collections and services that they offer are far superior to what is provided in Erie County. It really puts us at a disadvantage in WNY. I found this especially when utilizing the library for a recent job search but observed that they Re also aiming services downstate at younger populations rather then the elderly like we seem to be in WNY.	3/15/2016 6:07 PM
982	Online account management is not intuitive or user friendly.	3/15/2016 6:07 PM
983	Longer hours!Bigger selection.	3/15/2016 6:06 PM
984	Please expand the collection of non-fiction books. Although I like the idea of the library becoming an education hub, please don't lose sight of the original mission, which is to lend books.	3/15/2016 6:06 PM
985	1. Maintain the central library as a premier library with journals and books that are important even if not popular. You've cut back way too much in magazine and journal subscriptions, and the shelves are not well managed with frequent lost or missing issues. You should not allow checkout of current issues as there are many readers who are thus unable to read current issues. You should wait until the next issue arrives before an older issue can be checked out. 2. I'd favor closing branches (even mine) before curtailing the central collection. The services and library hours could be expanded but I'd not be in favor if it is done at the cost of maintaining a good collection. 3. It seems there are frequent users of computer and online databases though many users are simply playing games and surfing the net as they have no other access to computers. That is important, but not necessary to expand. The library offers many programs at all branches and probably does not need to expand them. 4. Consider reopening the 2d floor at the central library. The Collins era is over, and he was wrong to curtail the collection and services. The current computer "bull pen" could be moved to allow more quiet space in the stacks.	3/15/2016 6:03 PM
986	Specific programs dealing with the demographics of the neighborhood. Where a large senior population exists perhaps a program on health and nutrition might be appropriate, while in young neighbors more youth programs vwould be better. These programs should include books, pamphlets and related materials as well as guest speakers.	3/15/2016 6:02 PM
987	Increase quantity and selection of digital books. Extend the borrow time of digital selections.	3/15/2016 6:00 PM
988	More digital medial like magazines, news sources, databases. Cataloging and organizing of quality online sources.	3/15/2016 6:00 PM
989	More mobile bookmobiles within all communities. arts/music/ training events.	3/15/2016 5:59 PM

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990	More books for kindle	3/15/2016 5:59 PM
991	more e-books and audio books and magazines online	3/15/2016 5:59 PM
992	I'm looking for a reading group; could the library sponsor groups that meet out of neighborhood libraries? You know how video rental places have "curated" movies -- ones recommended by staff members? Maybe the library could do something like that.	3/15/2016 5:57 PM
993	There is a large quilting community in the area. Your resource books are dated.	3/15/2016 5:57 PM
994	I'd like to be able to borrow magazines and movies electronically	3/15/2016 5:56 PM
995	Classes in technology. Book clubs.	3/15/2016 5:55 PM
996	expanded digital books	3/15/2016 5:55 PM
997	Outdoor seating for reading, weather permitting	3/15/2016 5:53 PM
998	Select books from home and have them delivered to me.	3/15/2016 5:51 PM
999	organize the paperbacks similar to hardcover books. Paperbacks are sometimes hard to find if you're looking for a specific one.	3/15/2016 5:51 PM
1000	Services for immigrants/refugees connecting them to local resources, reading material; partnerships with local schools to promote library events and usage.	3/15/2016 5:48 PM
1001	I would love to see more branches open up or more mobile libraries so that more people could take advantage of library services.	3/15/2016 5:47 PM
1002	1. Classes and information on research and vetting articles and websites for the veracity of claims made therein. 2. Offer classes on voter registration and opportunities for local and national civic engagement 3. Make video/audio of visiting speakers/lectures available for downloading/viewing 4. Offer classes on sex ed and other wellness topics, drawing on local and national resources. 5. Investigate the possibility of partnering with local colleges and universities to give Buffalo and Erie County Library patrons access to the resources of those libraries. (I am especially thinking of access to search/utilize digital editions. Also investigating the extent to which Buffalo and Erie County Library could shelve more offerings from local and national university presses is, I think, well worth investigating 6. Investigate increased cooperation and coextensive access to other public/private library systems. (Interlibrary Loan is great, but I would love to see it develop into something more robust, especially as concerns accessing other Overdrive Portal/digital resources. I would love a way to request an Interlibrary Loan of a digital book. This is especially useful for scholarly books and navigating various citations. 7. A continued focus on shelving diverse authors (people of color, women, gay, lesbian/bisexual/trans/questioning genderqueer, a broad spectrum of atheistic and religious thinkers, thinkers across the political spectrum (I would love for the ordering of new material to be a 2:1 ratio across the intersectional spheres of diversity 8. Continued growth of the graphic novel/comics selection, especially of smaller press books outside of the mainstream superhero fare 9. The development of a clear policy and procedure regarding the reporting of damaged dvds/audio visual material, so that very scratched and damaged disks can be repaired and/or removed from circulation 10. Continued implementation of software)like Dragon Naturally speaking/Jaws to make onsite library computers and technology accessible to patrons who have disabilities 11. A semi regular email list with listing new arrivals to the library sytem and events at the various locations	3/15/2016 5:46 PM
1003	Simply put, an ever increasing selection of wonderful new books.	3/15/2016 5:45 PM
1004	More ebooks	3/15/2016 5:45 PM
1005	Digital content os difficult to find and I have to wait too long for new editions. Make more content available so we don't have to wait weeks to download a book. Also extend download time to 30 days.	3/15/2016 5:43 PM
1006	Can't say. I like what's there -- but know that things will change in the future.	3/15/2016 5:42 PM
1007	Meeting spaces for small groups	3/15/2016 5:42 PM
1008	Possibly more interaction with Babel series? Really cannot think of too many changes.	3/15/2016 5:40 PM

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1009	Support to disadvantaged children in getting access to reading materials computers etc	3/15/2016 5:39 PM
1010	Continued online services.	3/15/2016 5:38 PM
1011	I don't really know because I have no idea what could be done. I love the library. I use it all the time. I find the staff to be friendly and knowledgeable. I just wish you had more open hours.	3/15/2016 5:37 PM
1012	More bestseller books	3/15/2016 5:36 PM
1013	Improve the website for ordering books ... it's not easy to follow how to suspend a request.	3/15/2016 5:36 PM
1014	Not phase out full stacks of print media. Books.	3/15/2016 5:34 PM
1015	Digital movie loan.	3/15/2016 5:34 PM
1016	Nothing new comes to mind.	3/15/2016 5:33 PM
1017	Easier app to download books, music, movies from from with more quantities of the item available so you don't have to be waitlisted so long for items	3/15/2016 5:33 PM
1018	I love hat Hamburg has done to make the library a community space and hangout.	3/15/2016 5:32 PM
1019	More copies of ebooks available. Sometimes have had to wait several months for a book to become available. Also, I would like to be able to "Hold" more than 10 books at a time	3/15/2016 5:32 PM
1020	Better printers. More programs	3/15/2016 5:32 PM
1021	Weekly children's classes or programs all year round, for all ages of children, but especially toddlers and preschoolers. My kids (ages 1 and 3 right now) live for storytimes, crafts, and singalongs. I'd like to see better quality contemporary fiction on the shelves (Michael Chabon for example) not just popular bestsellers.	3/15/2016 5:31 PM
1022	Reopen a library either near Old Fairfield or Old North Park, current library not so good, bad location, hours, too small to service this area, mistake to have closed both...somewhere near Heretel/Starin	3/15/2016 5:30 PM
1023	The Overdrive eBook management software seems to be emerging as the market winner in terms of management of electronic resources for the libraries of many other communities. A change to the Overdrive system would go a long way toward rationalizing the BECPL eBook experience.	3/15/2016 5:30 PM
1024	Our family visits many libraries. Services vary widely - which is ok. Lakeshore Library in particular has been neglected, needs upkeep and new material. Find that all of the libraries have very friendly and helpful staff. We often use the order from other libraries and have it delivered to ours and often return materials at different libraries, so that is a very important function.	3/15/2016 5:29 PM
1025	I really wish more of the branch libraries were open more days and with longer hours. My other hope is that the library can purchase more new titles and stock more books on CD that aren't best sellers.	3/15/2016 5:28 PM
1026	Continue to provide the services that the library now provides plus modernizing new services as technology changes.	3/15/2016 5:28 PM
1027	The local Elma librarian is rude.	3/15/2016 5:26 PM
1028	I would like more ebooks.	3/15/2016 5:26 PM
1029	Any programs that increase literacy levels of all ages among our entire population, esp. young children.	3/15/2016 5:25 PM
1030	Just expand their collection of library books.	3/15/2016 5:25 PM
1031	Tax forms	3/15/2016 5:25 PM
1032	Ebooks	3/15/2016 5:25 PM

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1033	A full size library in the Town of Tonawanda. Kenilworth is very small and has limited resources. Kenmore has parking issues. A town the size of the Town of Tonawanda should have it's own branch.	3/15/2016 5:23 PM
1034	Make it easier to search the collection online. I try to use it, then request an interlibrary loan because we don't have the book, and then get an email telling me it is in the collection. Many times.	3/15/2016 5:23 PM
1035	On site writer workshops/groups for adults. Rental space to nonprofits for evening meetings; a vibrant speaker series on topics of interest such as health and wellness, politics, local history, current events- all by local authors or writers.	3/15/2016 5:23 PM
1036	Of course my comments are self-serving, but I would like to see the library filled with materials that cater to my hobbies and interests. I know that can't be done. Based on that, I'm pleased with most of the selections offered, although you could probably get rid of the outdated and seldom read stuff that clutters your shelves.	3/15/2016 5:22 PM
1037	Increase technology training and involvement. What about a computer tutoring program between tech savy kids and adults.?? Writing workshops for all ages?	3/15/2016 5:22 PM
1038	Coffee bars in some of the libraries,not just main library. maybe just Keurig type offerings.	3/15/2016 5:21 PM
1039	Really enjoy the Books on CD and would like to see more of them.	3/15/2016 5:20 PM
1040	More best sellers offered electronically.	3/15/2016 5:20 PM
1041	I wish that I see what books I've previously checked out on my library card online.	3/15/2016 5:19 PM
1042	Better, much easier eBook system for Kindles.	3/15/2016 5:19 PM
1043	The ability to lend digital magazines like the Niagara county library system. Further expansion of the digital book catalog.	3/15/2016 5:19 PM
1044	More programs for teenagers and adults. More food places.	3/15/2016 5:18 PM
1045	Expanded hours and days.	3/15/2016 5:18 PM
1046	I love the library, I wish the Central Library would be open more evening hours. Love the cafe there, wish it was open on the weekend. I do find the website difficult to navigate in terms of finding out about events and programs.	3/15/2016 5:17 PM
1047	I use digital services so I would like to see that expanded.	3/15/2016 5:16 PM
1048	Allow patrons to use thumbdrives to get email on library computers, ie thumbdrive has mail client.	3/15/2016 5:16 PM
1049	Keep up the great work. Particularly enjoy downloading kindle and audio books.	3/15/2016 5:15 PM
1050	Have a volunteer program for helping people learn to read.	3/15/2016 5:14 PM
1051	Purchase more copies of popular books for downloading..	3/15/2016 5:14 PM
1052	I would need to think about this question much more deeply - however - I think you could formulate a futuring group to work on such a problem and seed that group with a number of different kinds/types of people (maybe 12-15 people - and charge them to develop some strategic ideas (and render that in an info-graphic. Then get public comment/feedback/revisions - and create a plan that a broad consensus can be achieved.	3/15/2016 5:12 PM
1053	3D viewing	3/15/2016 5:12 PM
1054	Continue with the great downloads of books. Maybe improve the online bookdownload service, it's a little slow and requires closing down frequently/gets tied up easily. Staff is friendly and knowledgeable. I love the Buffalo Library system.	3/15/2016 5:10 PM
1055	More programs for adults that are at night and on the weekend.	3/15/2016 5:09 PM

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1056	Expand online loan services and make them easier for Mac users	3/15/2016 5:09 PM
1057	Please see above remarks.....	3/15/2016 5:09 PM
1058	I'd love to see extended hours and an expanded collection!	3/15/2016 5:08 PM
1059	I wish the online site was faster. It is the slowest site I use.	3/15/2016 5:08 PM
1060	Extended hours	3/15/2016 5:08 PM
1061	E content	3/15/2016 5:08 PM
1062	Perhaps some more "camps" or other daily programs during the summer for kids. I know that my kids love going to the library in the summer for different activities. I think that science and math are important areas to stress for both boys and girls and summer camps or other programs that involve these topics would be wonderful.	3/15/2016 5:07 PM
1063	Voter registration and voter education	3/15/2016 5:07 PM
1064	Free Amazon Kindles for working taxpayers, seeing that Erie County spends close to 100% of its budget on welfare /Medaid, and shorts the funding for parks, police, and libraries....	3/15/2016 5:06 PM
1065	My library card expired and I loved using the services but every time I tried to renew my expired card, the North Branch was always closed. I'd like for cards not to expire so easily (I was an active user) and would like the library to have more hours.	3/15/2016 5:06 PM
1066	Make the Internet cite more easy to move through.	3/15/2016 5:06 PM
1067	More new technologies like 3d printing, etc	3/15/2016 5:06 PM
1068	Spanish language story time	3/15/2016 5:04 PM
1069	Expanded hours, especially Saturdays & Sundays.	3/15/2016 4:50 PM
1070	music, art, literature of local writers.;.....literary work of establish local writers; improving language and writing skills; preparing for new age in Technology & Sciences of Business practices	3/15/2016 4:46 PM
1071	Increase hours open to the public.	3/15/2016 4:41 PM
1072	Try to begin some of the above-wish list programs, do as many as are affordable and the services will be great.	3/15/2016 4:23 PM
1073	Better selection in smaller libraries like North Park.	3/15/2016 3:50 PM
1074	full massage chairs and recliners! HAha Maybe video game rental	3/15/2016 2:49 PM
1075	More computer stations available in all libraries.	3/15/2016 2:23 PM
1076	I would like to see the library be able to update the seniors as the computer (networking) system expands.	3/15/2016 1:48 PM
1077	Don't go away	3/15/2016 1:39 PM
1078	better seating at ELMA libraries ,please get rid of old hard wood chairs,and replace with an office type soft seat	3/15/2016 1:35 PM
1079	more downloadable books,	3/15/2016 1:24 PM
1080	More adult classes	3/15/2016 1:22 PM
1081	More young adult & adult programs	3/15/2016 1:18 PM

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1082	More instruction for seniors on the computers.	3/15/2016 1:17 PM
1083	More young adult & adult programs	3/15/2016 1:17 PM
1084	As much as is possible depending on county support. Hopefully our County will never have another Chis Collins in office.	3/15/2016 1:12 PM
1085	expansion and upgrade to the Orchard Park Library	3/15/2016 12:50 PM
1086	longer hours	3/15/2016 12:45 PM
1087	Computer literacy classes at all thye Labraries not just certain ones.	3/15/2016 12:38 PM
1088	no comment	3/15/2016 11:26 AM
1089	Nothing comes to mind at this time.	3/15/2016 11:12 AM
1090	More Computer Skills programs	3/15/2016 11:08 AM
1091	The purchasing and cataloging of new materials needs to be speeded up. Why does it take months for new items to come in and be processed? They are in book stores or on line before the library has even "received" them. Cataloging is just a matter of attaching to the proper record in the computer. Why are books not ordered months in advance of release date when I'm sure the information is available to the purchasing department, then new items could be on the shelf closer to the date they hit the store shelves. It also seems unfair that the "big 6" get most everything while the smaller libraries receive lots fewer choices, I realize they have bigger budgets but I think it worked better when individual libraries selected their own materials, they know their patrons better.	3/15/2016 11:01 AM
1092	Book talks and literature analysis.	3/15/2016 10:49 AM
1093	Collaboration with public schools on events	3/15/2016 10:44 AM
1094	More classes in morning or daytime for those who can not go to night classes .	3/15/2016 10:42 AM
1095	I HAVE BEEN TRYING TO GET ZADIE SMITHS LATEST TWO BOOKS FOR AGES. CAN YOU PLEASE OFFER HER LATEST BOOKS??? Jeez. Thanks.	3/15/2016 10:36 AM
1096	Bring some classes only offered at the main library to the suburbs Add books and dvds about Eastern Europe: Czech Republic, Hungary, Croatia, etc. Add classes on Microsoft 10 & how to use it's features Add classes regarding organizing & saving photos especially with Microsoft 10	3/15/2016 10:21 AM
1097	I would like them to continue providing computers and Wi Fi services, as well as physical books, DVDs, and music CDs.	3/15/2016 10:20 AM
1098	New accessible seating for disabled Expanded MakerSpace at AMherst Libraries and dedicated phone line for downtown MakersSpace Stop closing on ALL Christian holidays- not all of us patrons are Christian. We are a diverse lot. No need to close Good Friday, for example.	3/15/2016 5:42 AM
1099	Unsure	3/14/2016 7:04 PM
1100	sell different kinds of cds.	3/14/2016 6:37 PM
1101	Services for the unemployed and underemployed	3/14/2016 6:06 PM
1102	dvds cds new books	3/14/2016 6:03 PM
1103	More evening and weekend programs (for ages 4-8) - especially at the Amherst branches - would be appreciated by working families.	3/14/2016 6:00 PM
1104	More programs for older children and families?	3/14/2016 5:01 PM
1105	continued expansion, more computers, more programs to encourage literacy and children learning to love books.	3/14/2016 4:36 PM

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1106	More privacy when using online resources. Courses in smart phone usage. Resource list for recommendations on medical care -- local and regional.	3/14/2016 3:53 PM
1107	Open later, close later	3/14/2016 3:50 PM
1108	Ability to send print jobs from a laptop/smart device. Ability to check out non-circ items (possibly for a fee).	3/14/2016 3:49 PM
1109	More digital technology & computer training for older people who do not know how to use the computer.	3/14/2016 3:48 PM
1110	Libraries seem overstaffed.	3/14/2016 3:47 PM
1111	A quiet room, designed for patrons who wish to be secluded, and have a space for study, homework & other that is separate from general library space.	3/14/2016 3:46 PM
1112	More technical/specialty books	3/14/2016 3:42 PM
1113	Virtual reality 3D eyewear	3/14/2016 3:34 PM
1114	Not really services as much as ideas: 1. If there is a way to have more books on display on shelves. I enjoy browsing through books to "discover" something of interest. Probably not much that can be done about that due to space constraints, but just wanted to speak to the pleasure of finding something you didn't know you were looking for! 2. Re: generic paperbacks/items. I wish there was a way to somehow query whether a book is owned by the system. As an example, I sometimes start to read mysteries from a series and if I want to read the next book in the series there is no way to know if it is part of the catalog. Also, if you are looking for a specific paperback or author, unless you happen to come across it on the racks (I visit several libraries) it may be in the catalog but there is no way to know that. 3. Re: Home page - library hours - It would be more helpful to be able to see all the holidays for a branch, rather than just the next scheduled. Especially at Christmas/NY. Just wanted to say what a great resource our libraries are and that it's obvious how much you are always working to keep making it even better. Thank you!	3/14/2016 3:27 PM
1115	Anything your patrons would like and hopefully you will have the funds to keep all libraries open in the next 5 years.	3/14/2016 3:25 PM
1116	Artwork by local public & private school children installed & promoted in BECPL libraries for one month each year so local families will be exposed to the library (for many, the first time.)	3/14/2016 3:14 PM
1117	More basic computer training sessions on Word,etc.... Also Id like to see people taught on quietness in the library and asked to leave when they are disruptive.	3/14/2016 3:10 PM
1118	keep doing your great service to the area.....thank you!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!	3/14/2016 3:08 PM
1119	Genealogy research help	3/14/2016 3:08 PM
1120	More weekend and holiday hours when kids are out of school!!	3/14/2016 3:03 PM
1121	to have some different wallpapers on the computer and to have adult classes like book club instead ok kids s5tuff snd more bingo nights	3/14/2016 3:03 PM
1122	Money management classes. Better organization.	3/14/2016 2:49 PM
1123	n/a	3/14/2016 2:47 PM
1124	Expansion to senior facilities/outreach, especially "E" class on technology to use library! Expansion to inner city (outreach). Public service announcements via radio, tv/cable.	3/14/2016 2:47 PM
1125	More intuitive catalog search. Classical music database.	3/14/2016 2:46 PM
1126	openonfridays--manypeoplecanonlyuselibraryonfridaybecauseofworketc/	3/14/2016 2:44 PM
1127	More literacy	3/14/2016 2:43 PM
1128	Better parking @ downtown library	3/14/2016 2:41 PM

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1129	movie night for adults	3/14/2016 2:41 PM
1130	Resources and programs for artists/makers/craft people. Partnering with other nonprofit businesses/resource sharing?	3/14/2016 2:40 PM
1131	I cannot think of any at this time. Thank you	3/14/2016 2:31 PM
1132	Re-opening the 2nd floor at Central branch	3/14/2016 2:15 PM
1133	I would like to see the people being tutored be put in a quiet room so as not to disturb other patrons.	3/14/2016 1:19 PM
1134	More textbooks	3/14/2016 1:03 PM
1135	more computer classes that above basic level	3/14/2016 12:58 PM
1136	Day time classes on how to use some software	3/14/2016 11:34 AM
1137	shorter surveys	3/14/2016 11:14 AM
1138	Expand daytime programming for home schooling families, a group that is rapidly growing in WNY.	3/14/2016 11:12 AM
1139	online schooling	3/14/2016 10:59 AM
1140	Greater outreach to the immigrant population in helping them navigate the new culture and society.	3/14/2016 10:45 AM
1141	Expand number of computers for use Have programs or seminars to help the unemployed find work have a summer holiday BBQ 2 or 3 times during the summer and the money raised donated to charity	3/14/2016 10:41 AM
1142	n/a	3/14/2016 10:31 AM
1143	Better Remployment Services	3/14/2016 10:30 AM
1144	Easier access to the Rare and Special Materials collections. In the past I have been unable to see them as I work during most or all of the hours in which they are available.	3/14/2016 10:02 AM
1145	The debate to me seems always to pit impractical learning against socioeconomic necessity. I felt like I should touch on this. For every twenty kids who could care less about the ins and outs of a career in science, there is one who will care, and not have access to a private education. If only to spark curiosity, the library needs to make books available on arcane subjects such as the mating patterns of butterflies or the daily lives of people in Madagascar, so that he or she isn't left behind. I know well there can be a glass ceiling to learning and maybe we shouldn't encourage people to fail... but for the one who succeeds it was worth it, if not cost effective. My own educational experience is getting a private education but not being the type of kid who wanted or even ended up needing it. But I am a student of lifelong learning as a hobby, and I depend on the library for that.	3/13/2016 11:30 PM
1146	Embedded librarianship with non-profits and community organizations-- be part of the process as neighborhoods work on preservation, community organization, citizen engagement projects More exhibits and lectures!	3/13/2016 5:39 PM
1147	more research library items that are not easily digitized	3/13/2016 4:44 PM
1148	Spp. More workshops. Social Servicex contact/workshops	3/13/2016 2:59 PM
1149	I would like to see more over the internet services, I download music and study foreign language now and I think it's terrific	3/13/2016 1:59 PM
1150	Stop being so wimpy about noise in the libraries! A polite reminder to use "indoor" voices or whatever should not hurt your business, and no one wants the noisemakers there, anyway. Create more "quiet rooms" for computer users.	3/13/2016 1:20 PM
1151	free language learning courses, other free courses which would help and/or educate the community in various topics	3/13/2016 1:10 PM
1152	I want to see them grow and expand and interlink with things such as the Albright Knox and other museums, to develop a complete cultural blueprint.	3/13/2016 1:09 PM

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1153	More adult programming in the Elma, Marilla, Wales areas.	3/13/2016 12:56 PM
1154	better hours.	3/13/2016 12:32 PM
1155	lamination abilities	3/13/2016 12:31 PM
1156	Senior tech classes. Instruct the staff to control children in the library. This is not the playground. If u must have story time instruct parents to take children to the class room. If children continue to cry instruct the parent to leave and come back another time or when the child is settled down. DO NOT ALLOW STROLLERS in the library.	3/13/2016 12:15 PM
1157	better parking.	3/13/2016 12:02 PM
1158	mainly more libraries remaining open + extend times , i.e. 8 pm	3/12/2016 5:22 PM
1159	Make sure that an excessive amount of money is not drained away in the purchase of unwarranted numbers of trendy, ephemeral books, records, and videos.	3/12/2016 4:35 PM
1160	None that I can think of.	3/12/2016 3:48 PM
1161	More information about the book sale; I've never been to it and cannot find much information about it and would like to know what sorts of books I can purchase. Also maybe use a Saturday instead because I am interested in attending the book sale but it is always during the school day.	3/12/2016 2:53 PM
1162	Possibly provide computer courses on additional topics.	3/12/2016 2:51 PM
1163	Unlimited selections of TV series on DVDs and DVDs in general	3/12/2016 2:48 PM
1164	Continue with what the Library has been doing.	3/12/2016 2:30 PM
1165	longer hours, open more .	3/12/2016 2:08 PM
1166	more history items in the Western NY Area	3/12/2016 2:03 PM
1167	I have no idea at this time	3/12/2016 1:39 PM
1168	Continued public access to computers	3/12/2016 1:37 PM
1169	More family programs, more hours, more staff.	3/12/2016 1:22 PM
1170	If possible, more hands-on courses, such as the new computer programs, android and smartphone guidance, etc. It seems that when you learn, or master, one particular program, another one replaces what you had just learned. You need to keep up with technology diligently, and the library has been a wonderful tool in helping everyone. Thank you very much to all at the libraries for all of your help, new courses and awesome instructors!!!	3/12/2016 1:18 PM
1171	I think it's enough for the Library to just keep up with obtaining and making new releases available (hard copy and in cyberspace) as well as maintaining its collection.	3/12/2016 1:11 PM
1172	I don't know, I think the Library is great and I can't imagine my life without it! I'm serious about anonymous browsing. I shouldn't have to get a guest pass to protect my identity when using public computers.	3/12/2016 1:00 PM
1173	more new moives	3/12/2016 12:39 PM
1174	additional genealogy sites for research. more dvds some of the smaller libraries in the county system need more computers. your librarians are exceptional and knowledgeable. The clarence and Julia Boyer Reinstein library on Losson are phenomenal!!! Thank you for this wonderful public service!!!	3/12/2016 12:16 PM
1175	More educational opportunities for young adults and adults. I always see notices on the bulletin boards, but by that time it is too late. Sending out email notifications would be beneficial.	3/12/2016 11:52 AM

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1176	Fine the way it is.	3/12/2016 11:42 AM
1177	?	3/12/2016 11:23 AM
1178	Open earlier and all sundays	3/12/2016 11:10 AM
1179	after school programs and encouraged summer youth programs	3/12/2016 10:59 AM
1180	netflix	3/12/2016 10:21 AM
1181	More Computers, more modern music of the 2000 and over, and more historical romance novels set in the west. I don't like the English historical romances set over seas in other countries of that time period. I read books on the buses when I am going to and from work and passes the time more quickly. I love the convenience of having a library near my house but they have a limited materials that I like to read.	3/12/2016 10:14 AM
1182	Extended hours so that those of us who work during the day can still visit the library. Closing at 6 pm removes library access from a large percentage of the city's population. My branch isn't even open every weekday and still closes just as I'm able to reach it.	3/12/2016 8:06 AM
1183	Open 7 days a week Using overdrive to borrow movies More investment in overdrive books More local "book clubs" started Invite authors to speak	3/12/2016 7:29 AM
1184	I would love to see visual updates to the grand island location. It can be very dated but a few minors changes would really change the look and feel of the library. I think a more "modern" would attract people who usually shy away. Also, push the green movement ans the support local resources movement.	3/12/2016 4:37 AM
1185	I enjoy the programs offered to adults, like author visits and seminars. Some of the events at the downtown library are appealing, but I cannot attend because they are during the work day. Weekend events would be enjoyable. The Clarence public library offered a free yoga session, which was amazing. I really appreciated that. The instructor, Donna, was very good. Also, a few years ago, I attended an event at the downtown library where Ira Flatow spoke. That was great. I have enjoyed participating in the Adult reading contest. Thanks for offering it. Thanks for everything you do; the library system is the best!	3/11/2016 10:44 PM
1186	3D printers, for sure	3/11/2016 9:44 PM
1187	I would like to be able to renew my library card online.	3/11/2016 9:24 PM
1188	Make the scanning process simpler.	3/11/2016 7:30 PM
1189	Free Wifi, internet access on computers, check out DVDS, books, All of the above and be able to return at any location. Online access for account information.	3/11/2016 7:24 PM
1190	Adding new books.	3/11/2016 7:19 PM
1191	I really enjoy the Magazines sections at the library, and the fire place at the Lancaster library. Keep those going and maybe add more (Ok, installing fire places maybe is extreme but it is a great reason to read at the library and not at home!)	3/11/2016 7:16 PM
1192	More computers , if West Seneca can have them, why can't we ? Same hours for all of them, and more nights , so you don't have to drive all over to different towns to use one that is open . Rotate Sunday's, Saturday's are sometimes impossible to get on line .	3/11/2016 5:19 PM
1193	All of the above	3/11/2016 5:14 PM
1194	more access for disabled of all ages	3/11/2016 5:02 PM
1195	Employment	3/11/2016 4:56 PM
1196	Longer hours	3/11/2016 4:46 PM
1197	Longer borrowing times for books.Four weeks instead of three weeks.	3/11/2016 4:18 PM
1198	More adult services: starting a book writing groups.How to fund groups,(on how to raise money on sites like Go Fund Me and Indiegogo)	3/11/2016 4:13 PM

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1199	LONGER hours	3/11/2016 3:56 PM
1200	More DVD movies (new ones)	3/11/2016 3:54 PM
1201	Loan Wi-Fi Hot Spots. Extended hours and 6 days for every branch.	3/11/2016 3:53 PM
1202	?	3/11/2016 3:10 PM
1203	?	3/11/2016 3:09 PM
1204	I would like the Libraries in the Erie County system to be open on Sundays. We are open in Lancaster through fundraising and it's very busy. A lot of kids, especially teens, leave their homework to Sunday on the weekends, and our computers are continually in use on Sundays, as well as the reference sections. Also, many families have other obligations on Saturdays, such as dancing, sports, shopping, etc., and need Sundays for homework, or just visiting the Library. Thank you.	3/11/2016 2:50 PM
1205	Enlarge the physical space for the City of Tonawanda library add many more books, computers, DVD movies and parking. Stay open 7 days a week! This library should be as large as the Kenmore library. I love the library I've been a regular since I was a young child, now that I'm retired I use it almost everyday. Keep up the good work.	3/11/2016 2:43 PM
1206	More manga!	3/11/2016 2:31 PM
1207	I would like to see more books about science!	3/11/2016 2:30 PM
1208	I would like to have my past check out items listed during the checkout process so I don't check out material more than once.	3/11/2016 2:16 PM
1209	I'm not sure this is the place to mention this, but I find the "new non-fiction" selection at my Elma library to be fantastic! I never know if books are selected locally or at the Central Library, but they are right on target for my interests. It has happened many times that I hear of a new book, I check, and there it is! But even browsing it is always sure to offer me something I just have to bring home. I frankly think our libraries are the shining star of Erie County government service. Excellent staff, good attitude, and a willingness to take chances, and always helpful. Don't change!	3/11/2016 1:21 PM
1210	Extended hours. Keep libraries open Offer better computer access to those that hold library cards.	3/11/2016 1:20 PM
1211	Extended hours in the City of Tonawanda, we have a large school system and a growing aging population that utilizes the library services as a source of school work and enjoyment. I wish they'd offer more technology learning subjects more often at this location. With many senior apartment complexes within the City, it is a way for seniors to stay connected.	3/11/2016 1:18 PM
1212	More information on our aging population--legal, social, medical, housing, end-of-life care, financial guidance	3/11/2016 1:15 PM
1213	unknown	3/11/2016 1:10 PM
1214	How to figure out health care choices.	3/11/2016 1:07 PM
1215	All libraries should provide privacy enclosures for the computers	3/11/2016 1:02 PM
1216	more new movies	3/11/2016 12:56 PM
1217	Expand wifi outside the library (the seating area of the library proper).....	3/11/2016 12:52 PM
1218	ebook rentals	3/11/2016 12:33 PM
1219	Reading clubs and challenges for children and adults. Comfortable reading nooks for kids to escape and read. Lego clubs, 3 D printers and videos are nice, but concentrate on books, reading and the search for knowledge. Don't try to be all things to all people. Leave health care to health care organizations for example.	3/11/2016 12:32 PM

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1220	more educational books	3/11/2016 12:20 PM
1221	1. Events and programs for children in the evening and/or on weekends. 2. Increased collection of local materials (books by local authors, music by local artists, etc). 3. Have collection of local materials highlighted in the branches. 4. Additional electronic materials. 5. Larger, more accessible (additional parking), Ken-Ton library branch.	3/11/2016 12:10 PM
1222	More quiet in the libraries, please!!!	3/11/2016 12:04 PM
1223	1. on-line learning classes 2. Code Blue Homeless Outreach Space	3/11/2016 12:03 PM
1224	Self-publishing assistance for amateur authors	3/11/2016 11:56 AM
1225	Thank above stated	3/11/2016 11:49 AM
1226	Pick up ILL at a storefront. For someone that lives in the 14219 zip code near McKinley Mall, now that the Blasdell branch is closed it is too far to drive to Hamburg just to pick an ILL.	3/11/2016 11:21 AM
1227	Interaction with area schools/colleges and textbook support would be nice. Drop off locations in addition to the other branches would be handy, or what if I could pay for a mail membership to have my books sent to me and I could send back.	3/11/2016 11:17 AM
1228	Higher levels of technology education, such as computer programming with HTML, etc training and app/website creation and design I would like it if the library closest to where I live, the North Park Library, was open more than 4 days a week	3/11/2016 11:01 AM
1229	doing just fine...if pressed I would suggest more of the same...	3/11/2016 10:21 AM
1230	Color printer and more computers. Update the computer furniture and mouse pad as they need to be with so much use that they are getting very worn out..	3/11/2016 10:15 AM
1231	I think they are providing a sufficient amount of services as is.	3/11/2016 10:10 AM
1232	A tablet\ computer help station.	3/11/2016 9:41 AM
1233	Full openness to the LGBTQ, people.	3/11/2016 9:32 AM
1234	I don't really attend programs at the libraries because I am affiliated with UB and attend many programs there. But as we become more and more digital, it will be important to continue to provide and possibly expand in-person events.	3/11/2016 7:54 AM
1235	Keep staffing current or higher. Higher chairs/seating for disabled as your current seating is low and hard to stand from.	3/11/2016 7:20 AM
1236	Close small branches and extend hours at larger libraries	3/10/2016 8:40 PM
1237	Storytelling for adults and children. Cultural and holiday storytelling Book clubs formed as these are so hard to find but quite fun and great for socialization	3/10/2016 8:37 PM
1238	Upgrade the library in South Buffalo, with Caz closing, Dudley is inadequate for the number of people who use it	3/10/2016 8:34 PM
1239	More movie night for families and adults. Writing courses. Employment opportunities.	3/10/2016 8:27 PM
1240	More children's programs	3/10/2016 7:47 PM
1241	Technology and social media training classes for adults and seniors. Utilize volunteers who would be willing to come and do these kinds of services	3/10/2016 7:43 PM
1242	Digital downloads for audio books	3/10/2016 7:26 PM
1243	continue things as they are	3/10/2016 7:15 PM
1244	cleaner areas	3/10/2016 7:11 PM
1245	can't think of any-I like what's being done now-it's very good-	3/10/2016 6:37 PM

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1246	It's hard to find a place to park at the kenmore library.	3/10/2016 6:36 PM
1247	I love the self checkout, but I do miss talking with the workers at the front desk.	3/10/2016 6:23 PM
1248	I would like the library to offer more Interlibrary loan hopefully at the most reduced cost possible/	3/10/2016 6:23 PM
1249	Longer hours, particularly Friday and Saturday nights and during the day on Sunday throughout the year. I would also like to have the audio book on CD collection maintained and expanded throughout the system.	3/10/2016 6:20 PM
1250	Lancaster	3/10/2016 6:17 PM
1251	Programs for older children when school is out for the summer and during school breaks	3/10/2016 6:12 PM
1252	Generally improved customer service and offered assistance.	3/10/2016 5:53 PM
1253	classes @pm	3/10/2016 5:49 PM
1254	More security. When I was a child, I was taught you had to be quiet in a library, it was a place for reading and studying. You didn't talk out loud because you would bother other people who were trying to read. Now people eat and drink and talk out loud on phones. The downtown library seems to have a lot of people just hanging around. I would like to see more security.	3/10/2016 5:46 PM
1255	Please hold children and toddler events on weekends for families with parents who work!	3/10/2016 5:44 PM
1256	if people need to leave the computer for personal needs, and decide to lock down the computer, the desk personnel at the computer area should have some kind of log-in device to monitor those people leaving the computer they use, and have a specific time limit set up so that If said person is away from the computer for more than, say 35 minutes, then the computer in question should be unlocked and released for others to be able to use it. I feel 35 minutes is more than enough time for people to take care of their personal business, and would allow more people a chance to use these computers.	3/10/2016 5:26 PM
1257	I would like to see more tech training, maybe something in conjunction with school systems that offer extension learning. The course that teaches you how to use the mouse and things like that is too basic- I would like to learn things like how to use facebook effectively, set up a blog, - stuff like that.	3/10/2016 5:24 PM
1258	nothing change	3/10/2016 5:07 PM
1259	continue to expand on computer training and services after 4:00 p.m. for work the working class.	3/10/2016 4:52 PM
1260	continue to expand on computer training and services after 4:00 p.m. for work the working class.	3/10/2016 4:52 PM
1261	Library Ancestry searching	3/10/2016 4:45 PM
1262	I am happy if they just keep providing the same services as they are providing today.	3/10/2016 4:44 PM
1263	I think the public library's are doing a great job	3/10/2016 4:30 PM
1264	more makerspaces more digital borrowing elimination of late fees	3/10/2016 4:29 PM
1265	more Love inspired books . and more chicken soup books.	3/10/2016 4:27 PM
1266	Art	3/10/2016 4:05 PM
1267	More children early readers	3/10/2016 4:02 PM
1268	Did not agree with counting Presidents Day for fees	3/10/2016 4:01 PM
1269	Skillshare classes. Coding classes.	3/10/2016 4:00 PM
1270	More yoga & health activities	3/10/2016 3:57 PM

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1271	Community garden/cooking classes	3/10/2016 3:53 PM
1272	Increased computer-personalized assistant who would be available everyday	3/10/2016 3:51 PM
1273	Community day care for children elders or special needs population to receive travelling book bag and story hour organized by main library administration to address cultural pluralism and community integration. I have enjoyed volunteering for this example/model in New England, central Vt. and immensely enjoyed the opportunity and experience.	3/10/2016 3:46 PM
1274	None specifically, maybe services on health & wellness.	3/10/2016 3:42 PM
1275	More children & family events	3/10/2016 3:41 PM
1276	More organized children's area with newer books/newer materials. More technology training/education.	3/10/2016 3:37 PM
1277	More hours	3/10/2016 3:34 PM
1278	Perhaps a direct link with the NY State Library in Albany and assistance in downloading and borrowing their material.	3/10/2016 3:32 PM
1279	Ease and availability of checking out movies. More Christian nonfiction accessible. Provide areas where talking, phone calls & Internet are all permitted/useable.	3/10/2016 3:21 PM
1280	More literary programs.	3/10/2016 3:19 PM
1281	BE ON THE CUTTING EDGE OF TECHNOLOGY	3/10/2016 2:55 PM
1282	Expand availability of recordings in the folk realm, including Bob Dylan, Phil Ochs (R.I.P.), Joan Baez, Blind Willie McTell (R.I.P.), et al.	3/10/2016 2:24 PM
1283	I don't like it that Angola gets the least amount of materials most of the time. Regardless the size of the library, I almost always find CD's, DVD's, books, etc. that Angola doesn't have, at the other Erie County libraries.	3/10/2016 2:13 PM
1284	I think it's very important to offer extra curricular events for children to get them to read and come to the library (not "baby" sitting services where parents just drop off their too-young kids for hours) since they're the future of keeping libraries open. Longer loan periods for new books when one can't be extended now. Some books are so much bigger/thicker than one can read in 7 days without giving up getting outdoors or sleeping :-)) or I do really like what the Orchard Park Library offers: Bookcases holding "Almost New" books that one can take out for 21 days. I recognize that space is an issue. As a low income senior, I can't imagine what life would be like without a library's books and the extra curricular offerings. I just began attending the Coloring Books events and plan to attend the Cook Book group this month. I'd like to get a kindle when I can afford one and I've used a computer there when mine has crashed. I also like/appreciate use of a copy machine.	3/10/2016 2:12 PM
1285	It would be wonderful to have more computers specifically directed for the young adults and children. I would be interested in having a broader spectrum of African american books and magazines. Additionally, I would be interested in using skype to get tutored with spanish .Lastly, would like to be able to attend a computer class which each classes builds upon the next one(ex. excel)	3/10/2016 2:10 PM
1286	More locations and hours in the City of Buffalo. South Buffalo in specific. Sunday hours too!	3/10/2016 2:10 PM
1287	cannot answer as I have not thought about this question before	3/10/2016 2:01 PM
1288	I don't know if this is something you would be able to do, but the southtowns doesn't have a full service employment service since it moved from Abbott road to ECC North. The service available at ECC South is very limited, and driving to the north campus is difficult. We pay the same taxes the people in Amherst pay, we should have the same access to employment help. Could the library do this?	3/10/2016 1:37 PM
1289	The services I have indicated in the survey as being important.	3/10/2016 1:36 PM
1290	A separate area away from the quiet library area so that tutoring, and children's activities can go on without disturbing the library patrons.	3/10/2016 1:33 PM
1291	more ebooks more computers for patrons use	3/10/2016 1:31 PM

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1292	longer hours open	3/10/2016 1:26 PM
1293	I would like to see and, also be involved with more geriatric services.A social hour with services geared toward the elderly.	3/10/2016 1:23 PM
1294	Happy with the current set-up	3/10/2016 1:00 PM
1295	More community interaction.	3/10/2016 12:39 PM
1296	don't know	3/10/2016 12:30 PM
1297	more training courses for computer use and other devices.	3/10/2016 12:23 PM
1298	In keeping with the absentee problem in Buffalo Public Schools, do what the Mainplace Mall does...DO NOT allow school age children during School hours or bus pass hours to enter the Library. It only promotes a safe haven for skipping school and often results in matters that your security force has to deal with, I.E. smoking weed in the restroom, and consumption of alcoholic beverages to name a few.	3/10/2016 11:15 AM
1299	Suggestions - not complaints: 1. I would like to see the new parking for the Lancaster branch come about ASAP. We've waited long enough. The current street and off-street parking is inadequate because the branch is so heavily used. I realize the Town is involved. Anything that BECPL can do to expedite the completion would be welcome. 2. I would like to see the Central library be less stingy when I request books from their collection. All the books should be allowed to circulate and my librarians should not have to argue with Central to get me what I want. 3. Quicker turn around time for communication on ILL requests for materials outside our system. I use the Manatee County Libraries (Sarasota FL) during the winter, and their turn around time and communication about a request is impressive. 4. I also would like to see a satellite branch at Eastern Hills Mall or in a plaza close by. This would be especially convenient for people to pick up or return books while doing shopping and errands. If you look at a map, between the Lancaster branch (on Broadway) and the Clarence Branch (off Goodrich/Greiner) there is no convenient branch geographically located in the middle for picking up or returning books, all the way from Central Ave in Lancaster to Harlem Road in Cheektowaga. This has been a problem since the Depew branch was closed. It was a real loss. With all this said, I am and intend to remain a firm library supporter. Keep working toward the special taxing status so that you can get out from under the County Legislature.	3/10/2016 11:12 AM
1300	a room for lonely adult men and have someone come in and tell us jokes to cheer us up. maybe bring in a few cute table dancers, we will pay you money for this as a donation to the library.	3/10/2016 11:09 AM
1301	I think the libraries are fine now and very accommodating.	3/10/2016 11:00 AM
1302	More job opportunities for people who want to work in libraries.	3/10/2016 10:48 AM
1303	I WOULD LIKE TO SEE A SEPARATE AREA FOR TUTORS AND THEIR STUDENTS. They can sometimes be disrupting to others because of how noisy they can be	3/10/2016 10:45 AM
1304	Convenient hours for students .	3/10/2016 10:30 AM
1305	Perhaps a shower or bathhouse would be in order for all of the homeless bums dragging large suitcases into the library virtually unchecked. The rest rooms should be reserved for people who have a legitimate reason to use the library, and not as an extension of the city mission or Greyhound bus terminal.	3/10/2016 10:26 AM
1306	More Beginner and Advanced computer training, especially Word, Excel 2013, but other computer programs also. More classes/activities for children.	3/10/2016 10:22 AM
1307	free headphones inside the library for sound purposes. or free study rooms for rent that are ok for talking and sound.	3/10/2016 10:12 AM
1308	This is the best library system I've used in this country. It's hard to think of anything that needs improvement. The only thing I think I could personally benefit from would maybe be more in depth techknow courses and labs.	3/10/2016 9:59 AM
1309	old books, the key of Solomon and other herb and remedy books.	3/10/2016 9:13 AM

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1310	Downloadable video rentals would be good (beyond the existing documentaries and such). Also, the existing children's programs, such as Lego Club, are very good, but there are quite frequently not enough slots for the amount of children who want to register. So I would request more sessions of the same programming where possible. Additionally, I would like to see more downloadable children's nonfiction. My sons prefer ebooks to paper books, and they prefer nonfiction to fiction, but there is not as wide a selection of nonfiction topics as fiction ones in Overdrive. Suggested topics would include space, extreme weather, and animals. Thanks for taking our input!	3/10/2016 8:28 AM
1311	tool / technology borrowing - (basic hand tools, power tools, automotive tools, gardening tools).. technology - hi res cameras, 3D printers, etc.	3/10/2016 1:42 AM
1312	Turn back some of the damage done by chris collins when he was county executive.	3/9/2016 10:53 PM
1313	Year round technology classes with a technology expert in ALL libraries not just visiting technology librarians downtown. More technology devices available to use.	3/9/2016 2:47 PM
1314	I would like to see more attention given to the Teen/Young Adult population. While I know this is a hard population to capture, it seems like many of the branches aren't even trying. Young Adult areas for teens to do school work or hang out would make the library more inviting to teens. I understand that budget issues are ever present in a public library, but sometimes an area can be created by shifting some shelves and tables. I also think more young adult programming should be included in the library schedules. Use of cross-promotion might be helpful, going to the schools and letting them know that young adult activities are occurring at the library. I feel this is a very under-served population in the public libraries in general and I'd like to see that change. The children that loved to come to the library in grade school have just grown up and would love to have a chance to participate in programming at the library as a teen.	3/9/2016 12:32 PM
1315	Easier book downloads.	3/9/2016 9:36 AM
1316	I would like to see the hours increased at my neighborhood library, the North Park branch. It's closed 3 days of the week. But thank you for terrific service in general.	3/9/2016 7:42 AM
1317	The list provided in question 4 is ambitious and exciting. I just relocated back to Buffalo, and have been very happy with the much of what the library has to offer. I love the feature to suggest a book for the library to add to its collection. I used this recently, and then was able to borrow a book that wasn't currently in the collection. Fabulous!	3/8/2016 7:37 PM
1318	More e books compatible with my Kindle	3/8/2016 4:41 PM
1319	Less emphasis on DVDs. DVDs don't last long. Does the library need to spend money on every season of every TV show? I think the money could be better spent. The library director does a good job of promoting the library - both to the public and the county government.	3/8/2016 12:14 PM
1320	increase browsing time on the online catalog,it kicks you out to soon,this very frustrating.	3/8/2016 11:07 AM
1321	different technology base classes	3/8/2016 10:56 AM
1322	We participate in the story hour program at JBR. I'd love to see it every week instead of with large breaks in between sessions.	3/8/2016 10:53 AM
1323	Additional copies of digital books to reduce waiting list times.	3/8/2016 6:50 AM
1324	The services listed for item 4. above seem adequate and ambitious. I have none to add.	3/8/2016 6:26 AM
1325	Expanded services for veterans and the homeless to help link other support services in the WNY area.	3/7/2016 9:45 PM
1326	Extend hours they are open. I would love a cafe in Lackawanna Library again. They had one many years ago. It was a great addition to the library!!	3/7/2016 9:10 PM
1327	More lectures by people who are experts in their field.	3/7/2016 8:14 PM
1328	See above	3/7/2016 7:51 PM
1329	change email and pw online	3/7/2016 7:38 PM

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1330	not sure	3/7/2016 7:37 PM
1331	<p>Have employees NOT read prints patrons have printed from computer workstations. I understand that they need to make sure the right print is going to the right person. However, if a new method could be devised so that the printer is publicly available to the patrons in the center of the library and they can print off their items when they are ready, that would be appreciated. Some printed items are personal or sensitive (i.e SSN numbers, passport copies, transcripts, etc) and this is the main reason I don't like printing on public computers since some employees are nosier than others, as they appear as if they are reading more than counting the pages. It is uncomfortable. If there could be a public printer, use a library card or some other monetary card (loadable card) as a form of payment, to insure privacy of the patron's prints from computer workstations, it would be greatly appreciated. *** I come to the library for books and the computer workstations. I used the library computer workstations when my laptop is not working, which is great. However, I do not like how an employee can review and look and my printed items before handing them off to me. Especially since some printed items are more sensitive than others (i.e. Birth certificate, SSN numbers, transcripts, etc) . Another way for patrons to obtain prints (e.g. printer in the library and patron and print as needed and get prints when ready to maintain privacy - like College Library style) would be greatly appreciated. Please consider this in the future of the library as i know other patrons do notice and do not like it as well and may not have voiced their opinions like I have. Thank you.</p>	3/7/2016 3:49 PM
1332	<p>I would like to see the library emphasize literacy and learning. It seems that the goal of the downtown library is just to cater to the people using the computers and hanging out. I avoid browsing the collection because of the environment... (profanity, drug deals taking place).. I would like to see the library become a place devoted to learning...more lectures with guest speakers..that occur after work hours and on weekends so that people who work can attend, more space devoted to people who want to read, more of the collection available in areas where I can access them instead of having to request them from library staff, and moving the computer use area to a corner or floor where those using them are not disrupting the environment of the library.</p>	3/7/2016 11:12 AM
1333	<p>I would like a tool on the website where I could enter the name of an author I like and get suggestions of similar authors/books that the library owns. I know the Overdrive catalog suggests books based on what I've downloaded, but that isn't always helpful since I don't like every book I download.</p>	3/7/2016 10:58 AM
1334	More outreach to Buffalo Public Schools.	3/7/2016 10:03 AM
1335	Re-open branches that were previously closed.	3/7/2016 8:11 AM
1336	Literacy programs, anything involving children learning, families, community outreach.	3/6/2016 10:04 PM
1337	More hours	3/6/2016 9:44 PM
1338	<p>Offer events/programming that would lend for more collaborations with the area universities and colleges. Two examples are: - events/workshops that International Students students could attend with their instructor. - events/workshops by the LaunchPad on video taping & video editing (for teacher education students seeking their teaching certification</p>	3/6/2016 9:38 PM
1339	<p>Keep pace with technology and make it available, including classes. Keep pace adding new materials. Please NO MORE book returns like Audubon unless returns at the counter are also an option.</p>	3/6/2016 8:28 PM
1340	<p>I would love to see more book club or writing group events at the North Park and/or Kenmore branches. As a teacher, I'm realizing that schools are sadly placing less and less importance on school libraries, perhaps due to the increased use of personal technology such as iPads. My own school is currently in the process of decreasing the fiction collection. Perhaps the public library system could create some type of partnership with public/private schools that lack adequate collections. Overall, I'm so pleased with our library system. I honestly can't imagine my life without our libraries! Thank you to all staff for the work they do!</p>	3/6/2016 7:12 PM
1341	Writing classes	3/6/2016 7:08 PM
1342	Continue to expand the e~book collection.	3/6/2016 5:14 PM
1343	More online digital services	3/6/2016 2:06 PM
1344	<p>Expand the religion section all people know is Quran and often times they read books on people who don't understand islam correctly and bring more hatred towards the muslims</p>	3/6/2016 9:42 AM

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1345	more outreach programs to poor people who doesn't live close to the library and can't get in as often.	3/6/2016 8:14 AM
1346	health and wellness programs. free wifi. interlibrary loans so i can get just about any book i like.	3/6/2016 6:46 AM
1347	See above... this is a serious issue that no one gives a care about!!! I'm a cripple, and no one cares that I can't use the downtown library, nor cares that I can't access those research materials anywhere other than downtown!!!! Get some empathy!!!!!!!!!!!!	3/6/2016 1:05 AM
1348	Keep battle of the books for children. Great program.	3/5/2016 10:13 PM
1349	Offer even more books for e-readers. Offer seminars/events that would attract college students.	3/5/2016 8:32 PM
1350	I really can't think of any right now. I like to be able to order books and be notified when they are ready to be picked up. the library already does that. I would like to see information on where a person could get help for a family member who has a mental illness. Thank you	3/5/2016 4:22 PM
1351	Love all the library currently does. I think it's so important to be able to take my kids to the library and see all the different books and authors available to them.	3/5/2016 1:15 PM
1352	More titles and licenses for Overdrive. I mostly use Overdrive to borrow books which is a wonderful service. I would like to see more titles included and waiting times shortened by purchasing more licenses for popular downloadable books. Some waitlists have multiple people and the wait times have caused me to simply purchase the book for my Kindle.	3/5/2016 11:43 AM
1353	A lot more ebooks.	3/5/2016 12:02 AM
1354	Expand kid summer break programs	3/4/2016 11:41 PM
1355	Expanded tech services like MakerSpace. More literary fiction More adult programming	3/4/2016 11:33 PM
1356	Keep up the good work.	3/4/2016 9:55 PM
1357	Promote programs for ages 2-13 encourage families to come to the library. I took my kids from story time to summer reading programs, and felt it was very important. It promoted a interest in reading for them, which helped them through schooling and they need time away from the computer	3/4/2016 8:19 PM
1358	I would love a program where you could select a few books from the library you are going to visit, tell the date you are going to pick them up and just be able to pick them up. Kind of like inter library loan but only from the library you are going. I have two small children and I would love to just be able to have my husband run in at times and pick up a few books or at least not need to search the stacks with my kids in tow.	3/4/2016 6:12 PM
1359	Book sales	3/4/2016 5:03 PM
1360	Increase computer terminals - sometimes none available. Focus more on books and less on DVDs.	3/4/2016 4:56 PM
1361	The library needs to provide more new books and better computers. Train the library staff to provide better customer service because many of the employees are very rude and useless.	3/4/2016 4:23 PM
1362	A greater selection of audiobooks to download. A greater number of those books that are available. A wish list for books that aren't available, accessible through the website so that I would get a notification email if the library makes a new audiobook available.	3/4/2016 4:14 PM
1363	As we go even more digital, increase number of books we can rent. Perhaps work with the local colleges/professors for rental of textbooks for a fee instead of using amazon.com. I would rather my rental money stay local.	3/4/2016 3:49 PM
1364	Greater collection of overdrive materials.	3/4/2016 3:36 PM
1365	Buying unique rare or signed books are a great way to raise money for the library.	3/4/2016 1:47 PM
1366	Anything to raise the literacy in erie county.	3/4/2016 12:42 PM
1367	Just expand its digital collection of books.	3/4/2016 12:14 PM

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1368	A more user-freindly web-ste. I much prefer the layout and ease of use of the "Classic Catalog" and use it most often.	3/4/2016 12:09 PM
1369	Loan 4G-LTE(5G in the future) hotspots, for patrons to take home Transition away from Microsoft software (Windows, Windows server and Office) to free and open source alternatives(or even something UNIX-based), on both servers and workstations Replace fluorescent lighting (as practical) with warm white (2700k+) LED Supplement electrical need with solar, where applicable	3/4/2016 11:43 AM
1370	The more family friendly crafts and classes,the better!	3/4/2016 11:35 AM
1371	More programs for adults. More kindle books available.	3/4/2016 11:31 AM
1372	Please keep up the good work that you do for the community.	3/4/2016 10:53 AM
1373	I like simply to "be" at the library, reading or writing in an atmosphere of other curious/interested individuals respectfully doing the same. It's not a service per se, but I hope the library is aware of itself as a refuge against the madness, and as such consciously works to create an environment for this to be true. Quiet reading and work areas, for example. Space is at a premium, I know, but just think of the quiet hum of many people thinking in the reading room of the main library in Manhattan. You guys are great. Keep it up! Thanks.	3/4/2016 10:21 AM
1374	- more comfortable seats for reading in the library - post events on Facebook (as an event, not just a post), so it can automatically be added to my calendar. Even recurring events and things like blood drives (I wasn't able to donate recently because I didn't know there was a blood drive at the library even though it is the most convenient location for me and had made other plans) - Adult reading challenges (read x number of books/month or year, get entered into drawing? or get prize? like nice pens, mugs, bookmarks, magnets, etc.) But don't require a book review (time consuming); maybe have a sort of quiz the person could answer after reading the book to prove they read it? - Have events that could hold employees downtown immediately after work hours (if it's too much time after work, they won't want to stay and wait around). And this way they might be able to avoid traffic. Book Clubs, dance/yoga classes, presentations, etc. - More information and advertising of the Maker space. Can anyone go in there and 3D print something?	3/4/2016 9:50 AM
1375	More expansive ebook library and a better app than the overdrive app.	3/4/2016 9:44 AM
1376	More information re: Downloads 2 Go and Freegal	3/4/2016 9:41 AM
1377	The only services I use are book and movie loans along with the periodic workshop my kids attend. The library seems to offer a lot of services which I think is good for a lot of people who need assistance. The only issue I have revolves around computer use at the downtown/central branch. I have seen several times people who wait for a computer to submit a resume or some other type of important task. They have to wait while other people are watching You Tube videos, playing games or some other type of non-important thing. I don't know what the solution would be but it is frustrating to see people who don't have access to a computer need it, only to not be able to because somebody is playing a game. Maybe place a few terminals aside just for job searching?	3/4/2016 9:38 AM
1378	Genre search in Freegal is difficult to use-keeps resetting back to top. I've stopped trying to use this feature.	3/4/2016 8:58 AM
1379	I would like to see ALL libraries open 7 days per week. Sunday seems like a day when libraries are often closed and yet children are off from school and many adults have off from work. Christians can go after church and there are increasingly non-Christians in our community who would avail themselves of Sunday library hours.	3/4/2016 7:24 AM
1380	Programs for adults in evening or weekend	3/4/2016 2:33 AM
1381	I would like to see less disparity between branches in wealthy areas vs branches in city neighborhoods.	3/4/2016 12:26 AM
1382	Training classes that certify you to teach ESL; and, then utilizing the newly certified instructors to then teach at neighborhood library locations (as well as downtown). -- Partner with community organizations, churches, etc. In my military career, I served/lived all over this country. Upon my return to Western New York, I found that throughout my travels, nothing can compare to the great library system that we are blessed to have here in this area. My friends that visit are in awe (envious) of the materials/resources that you offer. From great books (fiction/non-fiction), DVDs, music, magazines...the list goes on.	3/3/2016 9:56 PM
1383	Coding classes for kids.	3/3/2016 9:45 PM

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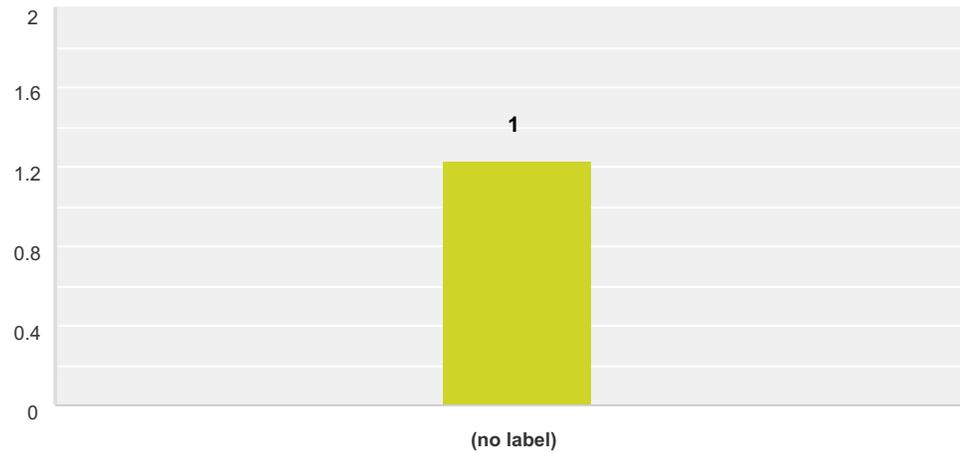
1384	Peer to Peer tutoring that is approved/signed off for service hours (Ex: High school and NJHS) by the librarian. Showcase a "New Music" table or display encouraging members to try new music genres. Maybe have a local musician come in and have a small acoustic performance. Tax prep classes. Any kind of classes that could better the community (Ex: nutrition with an expert, child rearing with a Pediatrician) Librarian discussion sessions a few times a week. At a certain time during the day they can describe their favorite book to members encouraging them to try new genres or authors. Online classes offered at the library? For College credit? Love the "like" sticks for favorite books at the Kenmore Branch. Great idea!	3/3/2016 9:42 PM
1385	Expand digital collection	3/3/2016 9:35 PM
1386	I am very pleased with our library.	3/3/2016 9:35 PM
1387	More digital downloads available. Maybe movies available digitally.	3/3/2016 9:08 PM
1388	Coding groups for kids. Similar to the lego clubs.	3/3/2016 9:05 PM
1389	More adult programs offered on evenings and weekends.	3/3/2016 8:31 PM
1390	More children's programs	3/3/2016 8:17 PM
1391	We love Miss Emily at the West Seneca Library! I'd like to see the Be A Library Kid program (grades 1-5) broken down into younger readers (grades 1-3) and older readers (grades 4-6).	3/3/2016 8:05 PM
1392	More programs for 2-5 year olds and their parents.	3/3/2016 7:44 PM
1393	Many more ebooks	3/3/2016 7:43 PM
1394	Books.	3/3/2016 6:56 PM
1395	I love the children's area. My boys love going. I would love to see them expand in that direction.	3/3/2016 6:50 PM
1396	Kids and young adult programs Larger online library selection	3/3/2016 6:47 PM
1397	Update the facility	3/3/2016 6:44 PM
1398	Loan hot spots. Reminders texts about returns due. More free events for kids at night.	3/3/2016 5:45 PM
1399	Baking pan collection, Tool Lending, moneys tight it would help a lot of people.	3/3/2016 4:51 PM
1400	More selection, longer loan out times for media, more promotion for libraries themselves.	3/3/2016 3:38 PM
1401	More genealogy work shops and lectures.	3/2/2016 9:12 PM
1402	More local history programming	3/1/2016 6:23 PM
1403	Loved 3d printer class downtown. Was wonderful to have 9 and 12 year old nephews excited to spend a day at the library.	3/1/2016 6:04 PM
1404	Larger collection downtown (Nonfiction) More "bestsellers" available at branches More local and national speakers...Genealogy, Local History, Historic Preservation, Urban Planning, etc. More live cultural events...art, music, etc. Book Clubs at branches	3/1/2016 4:25 PM
1405	A separate genealogy library.	3/1/2016 4:24 PM
1406	More e books. More new books. Programs on genealogy. More genealogy information online. Open up a bathroom for the children's section like they used to have before it was moved. Meeting space for book clubs.	3/1/2016 4:11 PM
1407	I wish we had more genealogy info at the Hamburg branch	3/1/2016 3:52 PM
1408	More genealogy programs and services. Also help with the technology that goes along with it.	3/1/2016 3:43 PM

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1409	More access to all the books in the collection, for browsing. It was a huge mistake to take away the book space on the second floor. I understand the need for technology and events, but you are a LIBRARY first and foremost. Bring back the books! I am a young person and myself and many others feel strongly about this.	3/1/2016 2:13 PM
1410	I'd like to see African-American comic books. I enjoy reading works by diverse authors and am often impressed by the books you carry. Please keep doing this. It would be neat to see a partnership with Just Buffalo Literacy Center to hosts more authors for events and writing workshops.	3/1/2016 1:47 PM
1411	I travel and have been to many of the libraries in the system and also throughout the country. While Buffalo is a large system it doesn't seem to be a very modern one. I think you follow trends rather than create them. While I applaud you for trying a Makerspace, it's not a very exciting place. I have been there on several Saturdays where the space is not in use and yet there are two staff members there. Unfortunately, they are not always trying to engage the public. Your recent "upgrade" of the Hamburg library confuses me. It seems to be a beautiful large atrium added onto the old library. The director is now at the end of a hallway furthest away from the main library. I will say I haven't been there recently but I was disappointed to see the large monitor not being used during the opening month. That is a built in advertising space. There could be informational slides such as how to get a library card, did you know slides, you can download books & music or just show fun pictures from recent events. In Salt Lake City I had the opportunity to tour a new branch library. They are smaller than Buffalo yet their libraries have a modern design. Even their website has a cleaner modern approach http://www.slcp.lib.ut.us/ Google Midland (Tx.) Centennial Library, I didn't know libraries could be such fantastic places. I think there are too many libraries in the system. I would rather see fewer libraries with more of a destination feel. Maybe the downtown branch should move to the waterfront or in a large warehouse space. For me, losing the parking lot next door to a Tops Market will probably be the end of my visiting the downtown branch. I have noticed that staff at the check out desks throughout the system seems to be changing. In the "old days" there was usually a librarian available to answer a question or suggest a book. Now it appears to be younger people who tell me they're not a librarian and then still try to answer my question. I will say that the younger people are better with technology questions. Improve staff training to develop consistency throughout the system. Loan Wi-Fi hotspots was one of the survey questions. This is an example of the library not setting the trend but playing catch-up. I googled loan Wi-Fi and in the first ten pages I learned this was being done back in 2013. I assume from the survey that the library is only starting to explore this idea. Where's the innovation? I wonder if the library board is challenging the administration enough to embrace change, innovation and creativity. Or is the administration not up to the task? Thank you for reading this far. Now I will answer the survey question about what services should be offered in the next five years. I'd like to see libraries be advocates for the homeless. Several times I have seen people "bathing" in the downtown library. You could offer a napping corner. In the winter partner with local churches with vans. Work out a schedule for the homeless to know they could wait at certain libraries for someone to pick them up and take them to a shelter for the evening. Partner with social service to have a social worker in the downtown library and occasionally at city branches. Increase/improve reading programs. Adults do enjoy book clubs and technology training. What about game night for adults? Programs to teach the apps and software the kids are using. What about a videos or a tv show to showcase all the great things that happen and showcase events or new materials. I think the rare book room would make an interesting documentary. Develop online training. This would make training accessible to a larger audience. I can't always make it to Central but I could watch a video online. Develop apps for the libraries to offer maps of the building (Central) and services offered, new materials etc. Ability to txt a quick reference question "The things we fear most in organizations—fluctuations, disturbances, imbalances—re the primary sources of creativity."—Margaret J. Wheatley Have no fear	3/1/2016 1:25 PM
1412	creative writing clubs more programs related to rare books	3/1/2016 12:18 PM
1413	Improve the availability of ebooks and make it easier to download them.	3/1/2016 12:18 PM
1414	Perhaps more interactive trainings -- on the collection, resources, online access to programs and materials, etc. Childrens programs that offer challenge to use the library -- independent/group work that involves knowing how to access materials, information, etc.? Scavenger hunt type challenges? A fun way to learn the services? Perhaps more author events -- readings, children's events, etc.?	3/1/2016 12:07 PM
1415	Even more of what you're doing now!	3/1/2016 11:25 AM
1416	more downloads and longer borrowing periods.	3/1/2016 8:51 AM
1417	more ebooks, take them out for longer periods	2/29/2016 4:36 PM

Q7 Overall, how important is the library to you and your family?

Answered: 3,726 Skipped: 0

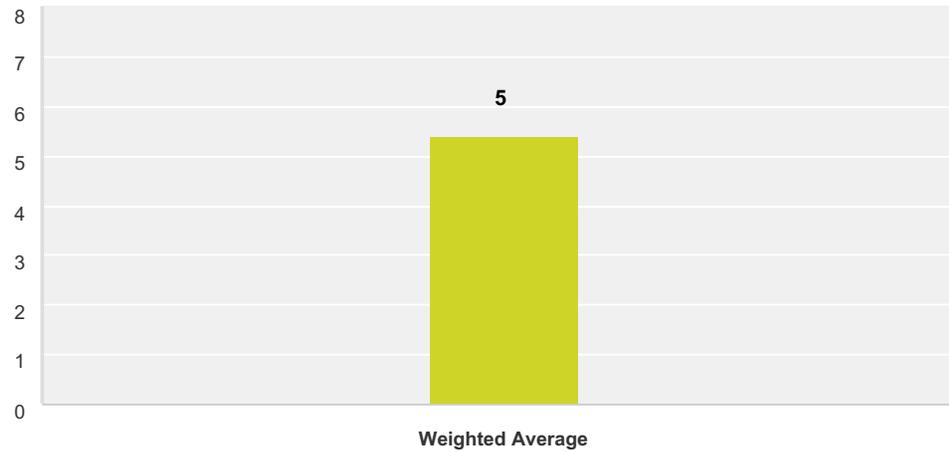


	Very Important (1)	Important (2)	Somewhat Important (3)	Not Important (4)	Total	Weighted Average
(no label)	80.30% 2,992	16.99% 633	2.39% 89	0.32% 12	3,726	1.23

Basic Statistics					
Minimum 1.00	Maximum 4.00	Median 1.00	Mean 1.23	Standard Deviation 0.49	

Q8 What is your age?

Answered: 3,696 Skipped: 30



Answer Choices	Responses	
Under 18 (1)	1.79%	66
18 to 24 (2)	2.84%	105
25 to 34 (3)	8.85%	327
35 to 44 (4)	14.02%	518
45 to 54 (5)	18.43%	681
55 to 64 (6)	27.46%	1,015
65 to 74 (7)	20.75%	767
75 or older (8)	5.87%	217
Total		3,696

Basic Statistics				
Minimum 1.00	Maximum 8.00	Median 6.00	Mean 5.39	Standard Deviation 1.59

Q9 What is your home zip code?

Answered: 3,726 Skipped: 0

#	Responses	Date
1	14201	4/14/2016 7:54 AM
2	14215	4/13/2016 4:06 PM
3	14204	4/13/2016 4:05 PM
4	14220	4/12/2016 10:01 AM
5	14222	4/11/2016 4:52 PM
6	14127	4/11/2016 8:16 AM
7	14057	4/11/2016 8:14 AM
8	14221	4/11/2016 8:12 AM
9	14221	4/11/2016 8:09 AM
10	14031	4/11/2016 8:07 AM
11	14223	4/10/2016 10:59 PM
12	14221	4/10/2016 9:45 AM
13	14221	4/8/2016 10:12 PM
14	14221	4/8/2016 8:51 AM
15	14221	4/8/2016 8:49 AM
16	14226	4/8/2016 8:47 AM
17	14221	4/8/2016 8:45 AM
18	14221	4/8/2016 8:43 AM
19	14221	4/8/2016 8:42 AM
20	14223	4/8/2016 8:39 AM
21	14221	4/8/2016 8:37 AM
22	14221	4/8/2016 8:35 AM
23	14221	4/8/2016 8:33 AM
24	14221	4/8/2016 8:32 AM

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25	14221	4/8/2016 8:30 AM
26	14221	4/8/2016 8:29 AM
27	14221	4/8/2016 8:27 AM
28	14221	4/8/2016 8:25 AM
29	14051	4/8/2016 8:23 AM
30	14068	4/8/2016 8:21 AM
31	14221	4/8/2016 8:20 AM
32	14221	4/8/2016 8:17 AM
33	14068	4/8/2016 8:16 AM
34	14221	4/8/2016 8:13 AM
35	14221	4/8/2016 8:12 AM
36	14221	4/8/2016 8:11 AM
37	14226	4/8/2016 8:09 AM
38	14051	4/8/2016 8:08 AM
39	14051	4/8/2016 8:06 AM
40	14051	4/8/2016 8:05 AM
41	14228	4/8/2016 8:03 AM
42	14221	4/8/2016 8:00 AM
43	14051	4/8/2016 7:58 AM
44	14207	4/8/2016 7:55 AM
45	14207	4/8/2016 7:54 AM
46	14207	4/8/2016 7:52 AM
47	14221	4/8/2016 7:51 AM
48	14221	4/8/2016 7:49 AM
49	14221	4/8/2016 7:47 AM
50	14217	4/8/2016 7:04 AM
51	14223	4/8/2016 7:00 AM
52	14216	4/8/2016 6:36 AM
53	14217	4/8/2016 6:33 AM

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54	14223	4/8/2016 6:32 AM
55	14217	4/8/2016 6:31 AM
56	14223	4/8/2016 6:27 AM
57	14150	4/8/2016 6:25 AM
58	14217	4/8/2016 6:23 AM
59	14217	4/8/2016 6:22 AM
60	14214	4/8/2016 6:20 AM
61	14213	4/8/2016 6:18 AM
62	14226	4/8/2016 6:16 AM
63	14223	4/8/2016 6:15 AM
64	14111	4/8/2016 6:14 AM
65	14111	4/8/2016 6:12 AM
66	14214	4/8/2016 6:11 AM
67	14207	4/8/2016 6:09 AM
68	14216	4/8/2016 6:07 AM
69	14214	4/8/2016 6:05 AM
70	14216	4/8/2016 6:04 AM
71	14216	4/8/2016 6:02 AM
72	14216	4/8/2016 5:26 AM
73	14216	4/8/2016 5:25 AM
74	14214	4/8/2016 5:24 AM
75	14216	4/8/2016 5:22 AM
76	14216	4/8/2016 5:21 AM
77	14217	4/8/2016 5:20 AM
78	14216	4/8/2016 5:18 AM
79	14216	4/8/2016 5:16 AM
80	14207	4/8/2016 4:43 AM
81	14223	4/8/2016 4:41 AM
82	14216	4/8/2016 4:39 AM

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83	14216	4/8/2016 4:37 AM
84	14216	4/8/2016 4:35 AM
85	14216	4/8/2016 4:34 AM
86	14216	4/8/2016 4:32 AM
87	14216	4/8/2016 4:30 AM
88	14207	4/8/2016 4:26 AM
89	14216	4/8/2016 4:24 AM
90	14240	4/8/2016 4:22 AM
91	14204	4/7/2016 11:59 AM
92	14214	4/7/2016 9:27 AM
93	14214	4/7/2016 9:25 AM
94	14216	4/7/2016 9:23 AM
95	14217	4/7/2016 9:21 AM
96	14216	4/7/2016 9:20 AM
97	14057	4/7/2016 9:18 AM
98	14057	4/7/2016 9:16 AM
99	14057	4/7/2016 9:14 AM
100	14057	4/7/2016 9:12 AM
101	14057	4/7/2016 9:09 AM
102	14057	4/7/2016 9:08 AM
103	14057	4/7/2016 9:07 AM
104	14057	4/7/2016 9:05 AM
105	14057	4/7/2016 9:03 AM
106	14057	4/7/2016 9:02 AM
107	14057	4/7/2016 9:01 AM
108	14057	4/7/2016 8:59 AM
109	14057	4/7/2016 8:58 AM
110	14057	4/7/2016 8:56 AM
111	14057	4/7/2016 8:55 AM

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117	14057	4/7/2016 8:37 AM
118	14027	4/7/2016 8:35 AM
119	14075	4/7/2016 8:32 AM
120	14075	4/7/2016 8:31 AM
121	14075	4/7/2016 8:29 AM
122	14075	4/7/2016 8:27 AM
123	14075	4/7/2016 8:25 AM
124	14075	4/7/2016 8:23 AM
125	14218	4/7/2016 8:22 AM
126	14218	4/7/2016 8:21 AM
127	14085	4/7/2016 8:19 AM
128	14085	4/7/2016 8:17 AM
129	14075	4/7/2016 8:15 AM
130	14075	4/7/2016 6:38 AM
131	14085	4/7/2016 6:36 AM
132	14075	4/7/2016 6:28 AM
133	14075	4/7/2016 6:23 AM
134	14207	4/7/2016 6:01 AM
135	14075	4/7/2016 6:00 AM
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137	14075	4/7/2016 5:57 AM
138	14047	4/7/2016 5:56 AM
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140	14052	4/7/2016 5:52 AM

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143	14127	4/7/2016 5:48 AM
144	14075	4/7/2016 5:46 AM
145	14127	4/7/2016 5:44 AM
146	14127	4/7/2016 5:25 AM
147	14226	4/7/2016 4:49 AM
148	14127	4/7/2016 4:46 AM
149	14127	4/7/2016 4:44 AM
150	14127	4/7/2016 4:43 AM
151	14217	4/7/2016 4:41 AM
152	14223	4/7/2016 4:40 AM
153	14217	4/7/2016 4:38 AM
154	14214	4/7/2016 4:36 AM
155	14127	4/7/2016 4:34 AM
156	14127	4/7/2016 4:32 AM
157	14139	4/7/2016 4:31 AM
158	14220	4/7/2016 4:29 AM
159	14043	4/7/2016 4:28 AM
160	14043	4/7/2016 4:26 AM
161	14206	4/7/2016 4:24 AM
162	14206	4/7/2016 4:22 AM
163	14141	4/7/2016 4:21 AM
164	14001	4/7/2016 4:18 AM
165	14102	4/7/2016 4:15 AM
166	14102	4/7/2016 4:13 AM
167	14102	4/7/2016 4:11 AM
168	14213	4/6/2016 10:09 AM
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173	14004	4/6/2016 6:07 AM
174	14086	4/6/2016 6:06 AM
175	14052	4/6/2016 5:59 AM
176	14052	4/6/2016 5:58 AM
177	14059	4/6/2016 5:55 AM
178	14209	4/6/2016 5:22 AM
179	14208	4/6/2016 5:20 AM
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181	14201	4/6/2016 5:17 AM
182	14201	4/6/2016 5:16 AM
183	14052	4/6/2016 5:14 AM
184	14059	4/6/2016 5:12 AM
185	14059	4/6/2016 5:11 AM
186	14059	4/6/2016 5:09 AM
187	14227	4/6/2016 4:50 AM
188	14227	4/6/2016 4:46 AM
189	14043	4/6/2016 4:44 AM
190	14227	4/6/2016 4:43 AM
191	14227	4/6/2016 4:41 AM
192	14217	4/6/2016 4:39 AM
193	14225	4/6/2016 4:37 AM
194	14004	4/6/2016 4:35 AM
195	14225	4/6/2016 4:34 AM
196	14031	4/6/2016 4:31 AM
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203	14032	4/6/2016 4:17 AM
204	14020	4/6/2016 12:46 AM
205	14031	4/6/2016 12:43 AM
206	14221	4/6/2016 12:42 AM
207	14032	4/6/2016 12:40 AM
208	14032	4/6/2016 12:36 AM
209	14031	4/6/2016 12:35 AM
210	14221	4/6/2016 12:33 AM
211	14032	4/6/2016 12:32 AM
212	14031	4/6/2016 12:29 AM
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217	14075	4/5/2016 9:03 AM
218	14034	4/4/2016 3:30 PM
219	14070	4/4/2016 3:28 PM
220	14070	4/4/2016 3:07 PM
221	14129	4/4/2016 3:03 PM
222	14070	4/4/2016 2:23 PM
223	14719	4/4/2016 2:21 PM
224	14070	4/4/2016 2:19 PM
225	14227	4/4/2016 2:17 PM
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228	14227	4/4/2016 11:52 AM
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233	14072	4/4/2016 11:40 AM
234	14112	4/4/2016 11:37 AM
235	14112	4/4/2016 11:35 AM
236	14068	4/4/2016 11:32 AM
237	14228	4/4/2016 11:30 AM
238	14228	4/4/2016 11:27 AM
239	14228	4/4/2016 11:24 AM
240	14080	4/4/2016 10:00 AM
241	14220	4/3/2016 10:36 PM
242	14059	4/3/2016 5:13 PM
243	14221	4/3/2016 5:16 AM
244	14223	4/2/2016 11:04 PM
245	14085	4/2/2016 10:24 AM
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248	14111	4/1/2016 11:58 AM
249	14141	4/1/2016 11:56 AM
250	35172	4/1/2016 11:54 AM
251	14219	4/1/2016 11:49 AM
252	14218	4/1/2016 11:46 AM
253	14218	4/1/2016 11:44 AM
254	14218	4/1/2016 11:42 AM
255	14218	4/1/2016 11:40 AM
256	14218	4/1/2016 11:38 AM

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257	14218	4/1/2016 11:37 AM
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263	14006	4/1/2016 11:25 AM
264	14006	4/1/2016 11:23 AM
265	14006	4/1/2016 11:21 AM
266	14006	4/1/2016 11:20 AM
267	14006	4/1/2016 11:18 AM
268	14052	4/1/2016 11:18 AM
269	14006	4/1/2016 11:16 AM
270	14006	4/1/2016 11:08 AM
271	14006	4/1/2016 11:06 AM
272	14006	4/1/2016 11:05 AM
273	14006	4/1/2016 11:02 AM
274	14226	4/1/2016 11:00 AM
275	14226	4/1/2016 10:57 AM
276	14215	4/1/2016 10:55 AM
277	14226	4/1/2016 10:53 AM
278	14226	4/1/2016 10:51 AM
279	14068	3/31/2016 10:13 PM
280	14221	3/31/2016 8:13 PM
281	14127	3/31/2016 7:59 PM
282	14223	3/31/2016 7:59 PM
283	14150	3/31/2016 7:58 PM
284	14043	3/31/2016 7:36 PM
285	14070	3/31/2016 7:26 PM

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286	14204	3/31/2016 7:26 PM
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289	14075	3/31/2016 6:55 PM
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293	14223	3/31/2016 4:50 PM
294	14127	3/31/2016 4:43 PM
295	14213	3/31/2016 4:23 PM
296	14211	3/31/2016 4:16 PM
297	14111	3/31/2016 3:56 PM
298	14218	3/31/2016 3:54 PM
299	14216	3/31/2016 3:45 PM
300	14224	3/31/2016 3:37 PM
301	14223	3/31/2016 3:30 PM
302	14206	3/31/2016 3:18 PM
303	14215	3/31/2016 3:16 PM
304	14225	3/31/2016 3:14 PM
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306	14211	3/31/2016 3:12 PM
307	14225	3/31/2016 3:10 PM
308	14043	3/31/2016 3:08 PM
309	14043	3/31/2016 3:06 PM
310	14227	3/31/2016 3:05 PM
311	14227	3/31/2016 3:03 PM
312	14206	3/31/2016 3:02 PM
313	14227	3/31/2016 2:59 PM
314	14227	3/31/2016 2:56 PM

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315	14213	3/31/2016 2:55 PM
316	14227	3/31/2016 2:53 PM
317	14206	3/31/2016 2:51 PM
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322	14204	3/31/2016 2:35 PM
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325	14227	3/31/2016 2:29 PM
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327	14201	3/31/2016 2:23 PM
328	14043	3/31/2016 2:21 PM
329	14059	3/31/2016 2:19 PM
330	14150	3/31/2016 2:19 PM
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332	14150	3/31/2016 2:01 PM
333	14216	3/31/2016 1:53 PM
334	14219	3/31/2016 1:50 PM
335	14057	3/31/2016 1:26 PM
336	14219	3/31/2016 12:55 PM
337	14031	3/31/2016 12:54 PM
338	14220	3/31/2016 12:13 PM
339	14224	3/31/2016 12:11 PM
340	14224	3/31/2016 12:09 PM
341	14224	3/31/2016 12:07 PM
342	14224	3/31/2016 12:05 PM
343	14127	3/31/2016 12:02 PM

Buffalo & Erie County Public Library System Planning for the Future Library Services for the next Five Years

344	14127	3/31/2016 11:59 AM
345	14224	3/31/2016 11:56 AM
346	14220	3/31/2016 11:53 AM
347	14227	3/31/2016 11:51 AM
348	14209	3/31/2016 11:49 AM
349	14224	3/31/2016 11:47 AM
350	14001	3/31/2016 11:43 AM
351	14043	3/31/2016 11:40 AM
352	14217	3/31/2016 11:38 AM
353	14051	3/31/2016 11:37 AM
354	14211	3/31/2016 11:08 AM
355	14051	3/31/2016 11:03 AM
356	14225	3/31/2016 11:02 AM
357	14150	3/31/2016 10:51 AM
358	14214	3/31/2016 10:31 AM
359	14218	3/31/2016 10:08 AM
360	14203	3/31/2016 9:56 AM
361	14212	3/31/2016 9:35 AM
362	14215	3/31/2016 9:14 AM
363	14210	3/31/2016 9:01 AM
364	14216	3/31/2016 7:37 AM
365	14052	3/30/2016 8:25 PM
366	14227	3/30/2016 7:11 PM
367	14127	3/30/2016 6:50 PM
368	14215	3/30/2016 6:40 PM
369	14206	3/30/2016 6:33 PM
370	14206	3/30/2016 6:24 PM
371	14217	3/30/2016 6:24 PM
372	14217	3/30/2016 6:17 PM

Buffalo & Erie County Public Library System Planning for the Future Library Services for the next Five Years

373	14226	3/30/2016 6:05 PM
374	14215	3/30/2016 6:02 PM
375	14001	3/30/2016 5:52 PM
376	14216	3/30/2016 5:45 PM
377	14213	3/30/2016 5:39 PM
378	14218	3/30/2016 5:09 PM
379	14150	3/30/2016 5:02 PM
380	14043	3/30/2016 4:42 PM
381	14227	3/30/2016 4:40 PM
382	14206	3/30/2016 4:22 PM
383	14075	3/30/2016 4:06 PM
384	14201	3/30/2016 3:54 PM
385	14150	3/30/2016 3:46 PM
386	14127	3/30/2016 3:43 PM
387	14201	3/30/2016 3:34 PM
388	14057	3/30/2016 3:27 PM
389	14052	3/30/2016 3:21 PM
390	14220	3/30/2016 3:18 PM
391	14217	3/30/2016 3:17 PM
392	14027	3/30/2016 3:13 PM
393	14052	3/30/2016 3:08 PM
394	14220	3/30/2016 3:04 PM
395	14213	3/30/2016 3:03 PM
396	14051	3/30/2016 2:58 PM
397	14223	3/30/2016 2:57 PM
398	14207	3/30/2016 2:56 PM
399	14043	3/30/2016 2:55 PM
400	14201	3/30/2016 2:55 PM
401	14207	3/30/2016 2:54 PM

Buffalo & Erie County Public Library System Planning for the Future Library Services for the next Five Years

402	14127	3/30/2016 2:54 PM
403	14214	3/30/2016 2:53 PM
404	14207	3/30/2016 2:47 PM
405	14216	3/30/2016 2:46 PM
406	14225	3/30/2016 2:43 PM
407	14206	3/30/2016 2:42 PM
408	14226	3/30/2016 2:41 PM
409	14219	3/30/2016 2:41 PM
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411	14203	3/30/2016 2:40 PM
412	14004	3/30/2016 2:35 PM
413	14001	3/30/2016 2:34 PM
414	14001	3/30/2016 2:32 PM
415	14094	3/30/2016 2:31 PM
416	14207	3/30/2016 2:29 PM
417	14207	3/30/2016 2:27 PM
418	14068	3/30/2016 2:26 PM
419	14075	3/30/2016 2:23 PM
420	14218	3/30/2016 2:10 PM
421	14059	3/30/2016 1:48 PM
422	14075	3/30/2016 1:47 PM
423	14223	3/30/2016 1:35 PM
424	14043	3/30/2016 1:34 PM
425	14218	3/30/2016 1:08 PM
426	14214	3/30/2016 1:01 PM
427	14224	3/30/2016 12:39 PM
428	14034	3/30/2016 12:27 PM
429	14216	3/30/2016 12:17 PM
430	14220	3/30/2016 11:34 AM

Buffalo & Erie County Public Library System Planning for the Future Library Services for the next Five Years

431	14216	3/30/2016 11:13 AM
432	14217	3/30/2016 11:11 AM
433	14102	3/30/2016 10:49 AM
434	14127	3/30/2016 10:37 AM
435	14226	3/30/2016 10:22 AM
436	14072	3/30/2016 10:12 AM
437	i4212	3/30/2016 9:58 AM
438	14004	3/30/2016 9:18 AM
439	14224	3/29/2016 8:28 PM
440	14221	3/29/2016 8:10 PM
441	14075	3/29/2016 7:32 PM
442	14227	3/29/2016 7:07 PM
443	14086	3/29/2016 6:25 PM
444	14043	3/29/2016 6:24 PM
445	14223	3/29/2016 6:24 PM
446	14219	3/29/2016 6:13 PM
447	14034	3/29/2016 6:03 PM
448	14226	3/29/2016 5:51 PM
449	14223	3/29/2016 5:27 PM
450	14211	3/29/2016 5:07 PM
451	14201	3/29/2016 4:48 PM
452	14221	3/29/2016 4:43 PM
453	14226	3/29/2016 4:33 PM
454	14220	3/29/2016 4:24 PM
455	14138	3/29/2016 4:15 PM
456	14030	3/29/2016 4:07 PM
457	14086	3/29/2016 3:48 PM
458	14032	3/29/2016 3:34 PM
459	14213	3/29/2016 3:33 PM

Buffalo & Erie County Public Library System Planning for the Future Library Services for the next Five Years

460	14208	3/29/2016 3:10 PM
461	14225	3/29/2016 3:06 PM
462	14120	3/29/2016 2:58 PM
463	14220	3/29/2016 2:58 PM
464	14221	3/29/2016 2:54 PM
465	14201	3/29/2016 2:35 PM
466	14052	3/29/2016 2:33 PM
467	14228	3/29/2016 2:31 PM
468	14075	3/29/2016 2:31 PM
469	14070	3/29/2016 2:27 PM
470	14080	3/29/2016 2:25 PM
471	14070	3/29/2016 2:22 PM
472	14031	3/29/2016 2:05 PM
473	14001	3/29/2016 2:00 PM
474	14215	3/29/2016 1:59 PM
475	14215	3/29/2016 1:25 PM
476	14032	3/29/2016 1:23 PM
477	14055	3/29/2016 1:17 PM
478	14219	3/29/2016 1:12 PM
479	14207	3/29/2016 1:02 PM
480	14220	3/29/2016 1:01 PM
481	14223	3/29/2016 12:42 PM
482	14226	3/29/2016 12:41 PM
483	14217	3/29/2016 11:50 AM
484	14206	3/29/2016 11:30 AM
485	14208	3/29/2016 11:29 AM
486	14075	3/29/2016 11:28 AM
487	14220	3/29/2016 11:28 AM
488	14224	3/29/2016 11:26 AM

Buffalo & Erie County Public Library System Planning for the Future Library Services for the next Five Years

489	14224	3/29/2016 11:23 AM
490	14224	3/29/2016 11:21 AM
491	14224	3/29/2016 11:19 AM
492	14224	3/29/2016 11:17 AM
493	14227	3/29/2016 11:13 AM
494	14224	3/29/2016 11:11 AM
495	14091	3/29/2016 11:10 AM
496	14224	3/29/2016 11:08 AM
497	14224	3/29/2016 11:06 AM
498	14220	3/29/2016 11:04 AM
499	14224	3/29/2016 11:00 AM
500	14209	3/29/2016 10:59 AM
501	14213	3/29/2016 10:58 AM
502	14075	3/29/2016 10:53 AM
503	14218	3/29/2016 10:51 AM
504	14227	3/29/2016 10:46 AM
505	14221	3/29/2016 10:28 AM
506	14094	3/29/2016 10:16 AM
507	14212	3/29/2016 10:10 AM
508	14150	3/29/2016 9:31 AM
509	14150	3/29/2016 9:28 AM
510	14150	3/29/2016 9:26 AM
511	14150	3/29/2016 9:20 AM
512	14150	3/29/2016 9:17 AM
513	14150	3/29/2016 9:14 AM
514	14150	3/29/2016 8:42 AM
515	14150	3/29/2016 8:30 AM
516	14059	3/29/2016 8:28 AM
517	14139	3/29/2016 8:26 AM

Buffalo & Erie County Public Library System Planning for the Future Library Services for the next Five Years

518	14052	3/29/2016 8:23 AM
519	14213	3/29/2016 8:21 AM
520	14222	3/29/2016 8:19 AM
521	14222	3/29/2016 8:17 AM
522	14213	3/29/2016 8:15 AM
523	14222	3/29/2016 8:12 AM
524	14222	3/29/2016 8:09 AM
525	14223	3/28/2016 8:55 PM
526	14141	3/28/2016 8:26 PM
527	14211	3/28/2016 7:32 PM
528	14215	3/28/2016 7:28 PM
529	14227	3/28/2016 7:17 PM
530	14025	3/28/2016 7:01 PM
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536	14217	3/28/2016 6:26 PM
537	14025	3/28/2016 6:25 PM
538	14075	3/28/2016 6:22 PM
539	14129	3/28/2016 6:20 PM
540	14025	3/28/2016 6:17 PM
541	14025	3/28/2016 6:14 PM
542	14025	3/28/2016 6:03 PM
543	14141	3/28/2016 5:58 PM
544	14075	3/28/2016 5:46 PM
545	14225	3/28/2016 5:46 PM
546	14150	3/28/2016 5:43 PM

Buffalo & Erie County Public Library System Planning for the Future Library Services for the next Five Years

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548	14227	3/28/2016 5:39 PM
549	14025	3/28/2016 5:29 PM
550	14025	3/28/2016 5:26 PM
551	14141	3/28/2016 5:17 PM
552	14141	3/28/2016 5:11 PM
553	14223	3/28/2016 4:56 PM
554	14221	3/28/2016 4:54 PM
555	14226	3/28/2016 4:48 PM
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557	14006	3/28/2016 4:37 PM
558	14206	3/28/2016 4:29 PM
559	14052	3/28/2016 4:12 PM
560	14227	3/28/2016 4:08 PM
561	14043	3/28/2016 4:02 PM
562	14206	3/28/2016 4:00 PM
563	14150	3/28/2016 3:57 PM
564	14220	3/28/2016 3:53 PM
565	14043	3/28/2016 3:22 PM
566	14004	3/28/2016 3:06 PM
567	14215	3/28/2016 2:41 PM
568	14215	3/28/2016 2:36 PM
569	14059	3/28/2016 2:18 PM
570	14059	3/28/2016 2:16 PM
571	14059	3/28/2016 2:14 PM
572	14075	3/28/2016 2:12 PM
573	14221	3/28/2016 1:51 PM
574	14221	3/28/2016 1:48 PM
575	14052	3/28/2016 1:44 PM

Buffalo & Erie County Public Library System Planning for the Future Library Services for the next Five Years

576	14227	3/28/2016 1:40 PM
577	14052	3/28/2016 1:39 PM
578	14208	3/28/2016 1:38 PM
579	14059	3/28/2016 1:36 PM
580	14043	3/28/2016 1:33 PM
581	14227	3/28/2016 1:29 PM
582	14059	3/28/2016 1:29 PM
583	14059	3/28/2016 1:26 PM
584	14001	3/28/2016 1:24 PM
585	14150	3/28/2016 1:23 PM
586	14059	3/28/2016 1:16 PM
587	14052	3/28/2016 1:10 PM
588	14059	3/28/2016 1:08 PM
589	14075	3/28/2016 12:09 PM
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592	14052	3/28/2016 11:52 AM
593	14150	3/28/2016 11:40 AM
594	14068	3/28/2016 11:26 AM
595	14224	3/28/2016 11:16 AM
596	14219	3/28/2016 11:02 AM
597	14206	3/28/2016 10:53 AM
598	14219	3/28/2016 10:52 AM
599	14227	3/28/2016 10:47 AM
600	14150	3/28/2016 10:34 AM
601	14032	3/28/2016 10:24 AM
602	14150	3/28/2016 10:20 AM
603	14150	3/28/2016 10:11 AM
604	14224	3/27/2016 9:46 PM

Buffalo & Erie County Public Library System Planning for the Future Library Services for the next Five Years

605	14051	3/27/2016 6:33 PM
606	14209	3/27/2016 12:19 PM
607	14032	3/26/2016 8:27 PM
608	14075	3/26/2016 7:31 PM
609	14051	3/26/2016 5:03 PM
610	14127	3/26/2016 4:21 PM
611	14208	3/26/2016 3:12 PM
612	14214	3/26/2016 2:57 PM
613	14043	3/26/2016 2:25 PM
614	14226	3/26/2016 2:22 PM
615	14225	3/26/2016 2:18 PM
616	14047	3/26/2016 2:16 PM
617	14085	3/26/2016 1:51 PM
618	14032	3/26/2016 1:34 PM
619	14221	3/26/2016 1:21 PM
620	14075	3/26/2016 1:16 PM
621	14072	3/26/2016 1:08 PM
622	14217	3/26/2016 1:07 PM
623	14222	3/26/2016 12:46 PM
624	14211	3/26/2016 12:34 PM
625	14215	3/26/2016 12:31 PM
626	14228	3/26/2016 12:30 PM
627	14075	3/26/2016 12:25 PM
628	14150	3/26/2016 12:24 PM
629	14207	3/26/2016 12:15 PM
630	14141	3/26/2016 12:02 PM
631	14221	3/26/2016 11:48 AM
632	14085	3/26/2016 11:38 AM
633	14217	3/26/2016 11:33 AM

Buffalo & Erie County Public Library System Planning for the Future Library Services for the next Five Years

634	14031	3/26/2016 11:29 AM
635	14080	3/26/2016 10:09 AM
636	14001	3/26/2016 10:08 AM
637	14075	3/26/2016 9:45 AM
638	14223	3/26/2016 9:36 AM
639	14224	3/26/2016 9:27 AM
640	14211	3/26/2016 9:22 AM
641	14215	3/26/2016 9:21 AM
642	14204	3/26/2016 9:19 AM
643	14201	3/26/2016 8:24 AM
644	14223	3/25/2016 11:07 PM
645	14221	3/25/2016 9:39 PM
646	14221	3/25/2016 8:24 PM
647	14150	3/25/2016 7:59 PM
648	14052	3/25/2016 6:47 PM
649	14127	3/25/2016 3:03 PM
650	14075	3/25/2016 2:27 PM
651	14224	3/25/2016 2:02 PM
652	14210	3/25/2016 1:29 PM
653	14052	3/25/2016 1:09 PM
654	14127	3/25/2016 12:51 PM
655	14224	3/25/2016 11:53 AM
656	14059	3/25/2016 10:06 AM
657	14214	3/24/2016 9:54 PM
658	14208	3/24/2016 8:50 PM
659	14222	3/24/2016 8:35 PM
660	14225	3/24/2016 8:32 PM
661	14225	3/24/2016 7:52 PM
662	14032	3/24/2016 6:47 PM

Buffalo & Erie County Public Library System Planning for the Future Library Services for the next Five Years

663	14217	3/24/2016 6:39 PM
664	14057	3/24/2016 6:34 PM
665	14223	3/24/2016 6:30 PM
666	14052	3/24/2016 6:05 PM
667	14201	3/24/2016 5:54 PM
668	14212	3/24/2016 5:46 PM
669	14221	3/24/2016 5:33 PM
670	14214	3/24/2016 5:27 PM
671	14224	3/24/2016 5:27 PM
672	14209	3/24/2016 5:15 PM
673	14207	3/24/2016 5:12 PM
674	14086	3/24/2016 5:06 PM
675	14057	3/24/2016 4:31 PM
676	14075	3/24/2016 4:22 PM
677	14203	3/24/2016 4:08 PM
678	14220	3/24/2016 3:35 PM
679	14224	3/24/2016 3:33 PM
680	14210	3/24/2016 3:23 PM
681	14220	3/24/2016 3:22 PM
682	14224	3/24/2016 3:08 PM
683	14226	3/24/2016 3:08 PM
684	14127	3/24/2016 2:52 PM
685	14225	3/24/2016 2:52 PM
686	14225	3/24/2016 2:42 PM
687	14212	3/24/2016 2:03 PM
688	14206	3/24/2016 1:59 PM
689	14075	3/24/2016 1:36 PM
690	14226	3/24/2016 1:34 PM
691	14224	3/24/2016 1:26 PM

Buffalo & Erie County Public Library System Planning for the Future Library Services for the next Five Years

692	14043	3/24/2016 1:06 PM
693	14206	3/24/2016 12:55 PM
694	14217	3/24/2016 12:52 PM
695	14224	3/24/2016 12:46 PM
696	14214	3/24/2016 12:28 PM
697	14055	3/24/2016 12:07 PM
698	14072	3/24/2016 12:02 PM
699	14211	3/24/2016 12:01 PM
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701	14221	3/24/2016 11:41 AM
702	14150	3/24/2016 11:39 AM
703	14052	3/24/2016 11:26 AM
704	14215	3/24/2016 11:06 AM
705	14214	3/24/2016 11:04 AM
706	14221	3/24/2016 11:03 AM
707	14047	3/24/2016 10:50 AM
708	14226	3/24/2016 10:38 AM
709	14086	3/24/2016 9:01 AM
710	14043	3/24/2016 8:46 AM
711	14201	3/24/2016 7:02 AM
712	14214	3/24/2016 2:30 AM
713	14220	3/23/2016 11:32 PM
714	14072	3/23/2016 10:25 PM
715	14225	3/23/2016 8:00 PM
716	14085	3/23/2016 7:24 PM
717	14206	3/23/2016 6:51 PM
718	14213	3/23/2016 6:45 PM
719	14051	3/23/2016 6:42 PM
720	14051	3/23/2016 6:33 PM

Buffalo & Erie County Public Library System Planning for the Future Library Services for the next Five Years

721	14004	3/23/2016 6:24 PM
722	14150	3/23/2016 6:21 PM
723	14216	3/23/2016 5:42 PM
724	14202	3/23/2016 5:32 PM
725	14215	3/23/2016 5:03 PM
726	14221	3/23/2016 4:39 PM
727	14202	3/23/2016 4:36 PM
728	14208	3/23/2016 4:27 PM
729	14206	3/23/2016 4:23 PM
730	14224	3/23/2016 4:11 PM
731	14075	3/23/2016 4:03 PM
732	14127	3/23/2016 4:00 PM
733	14072	3/23/2016 3:59 PM
734	14212	3/23/2016 3:47 PM
735	14206	3/23/2016 3:31 PM
736	14001	3/23/2016 3:13 PM
737	14127	3/23/2016 3:06 PM
738	14127	3/23/2016 3:05 PM
739	14208	3/23/2016 3:04 PM
740	14217	3/23/2016 2:49 PM
741	14209	3/23/2016 2:46 PM
742	14057	3/23/2016 2:45 PM
743	14001	3/23/2016 2:45 PM
744	14139	3/23/2016 2:33 PM
745	14052	3/23/2016 2:33 PM
746	14225	3/23/2016 2:23 PM
747	14052	3/23/2016 2:22 PM
748	14052	3/23/2016 2:21 PM
749	14170	3/23/2016 2:20 PM

Buffalo & Erie County Public Library System Planning for the Future Library Services for the next Five Years

750	14150	3/23/2016 2:18 PM
751	14216	3/23/2016 2:11 PM
752	14226	3/23/2016 2:01 PM
753	14075	3/23/2016 1:53 PM
754	14201	3/23/2016 1:52 PM
755	14075	3/23/2016 1:32 PM
756	14215	3/23/2016 1:11 PM
757	14217	3/23/2016 1:04 PM
758	14217	3/23/2016 1:03 PM
759	14217	3/23/2016 1:01 PM
760	14226	3/23/2016 12:28 PM
761	14150	3/23/2016 12:26 PM
762	14213	3/23/2016 12:26 PM
763	14150	3/23/2016 12:25 PM
764	14228	3/23/2016 12:24 PM
765	14228	3/23/2016 12:23 PM
766	14202	3/23/2016 12:21 PM
767	14208	3/23/2016 12:20 PM
768	14211	3/23/2016 12:20 PM
769	14150	3/23/2016 12:19 PM
770	14211	3/23/2016 12:19 PM
771	14223	3/23/2016 12:16 PM
772	14217	3/23/2016 12:15 PM
773	14225	3/23/2016 12:14 PM
774	14225	3/23/2016 12:13 PM
775	14227	3/23/2016 12:12 PM
776	14227	3/23/2016 12:11 PM
777	14215	3/23/2016 12:09 PM
778	14221	3/23/2016 12:08 PM

Buffalo & Erie County Public Library System Planning for the Future Library Services for the next Five Years

779	14086	3/23/2016 12:07 PM
780	14207	3/23/2016 12:05 PM
781	14228	3/23/2016 12:05 PM
782	14207	3/23/2016 12:04 PM
783	14207	3/23/2016 12:03 PM
784	14216	3/23/2016 12:02 PM
785	14207	3/23/2016 12:01 PM
786	14208	3/23/2016 12:00 PM
787	14206	3/23/2016 12:00 PM
788	14208	3/23/2016 11:59 AM
789	14214	3/23/2016 11:58 AM
790	14209	3/23/2016 11:58 AM
791	14222	3/23/2016 11:57 AM
792	14150	3/23/2016 11:50 AM
793	14216	3/23/2016 11:44 AM
794	14218	3/23/2016 11:37 AM
795	14228	3/23/2016 11:12 AM
796	14214	3/23/2016 10:39 AM
797	14075	3/23/2016 10:34 AM
798	14031	3/23/2016 10:28 AM
799	14051	3/23/2016 10:27 AM
800	14212	3/23/2016 10:25 AM
801	14208	3/23/2016 10:14 AM
802	14204	3/23/2016 10:13 AM
803	14204	3/23/2016 10:12 AM
804	14209	3/23/2016 10:12 AM
805	14208	3/23/2016 10:11 AM
806	14216	3/23/2016 10:10 AM
807	14206	3/23/2016 10:09 AM

Buffalo & Erie County Public Library System Planning for the Future Library Services for the next Five Years

808	14207	3/23/2016 10:08 AM
809	14207	3/23/2016 10:07 AM
810	14207	3/23/2016 10:06 AM
811	14207	3/23/2016 10:05 AM
812	14207	3/23/2016 10:05 AM
813	14207	3/23/2016 10:04 AM
814	14207	3/23/2016 10:03 AM
815	14051	3/23/2016 10:01 AM
816	14221	3/23/2016 10:00 AM
817	14150	3/23/2016 9:59 AM
818	14150	3/23/2016 9:59 AM
819	14150	3/23/2016 9:57 AM
820	14150	3/23/2016 9:57 AM
821	14221	3/23/2016 9:35 AM
822	14150	3/23/2016 9:28 AM
823	14217	3/23/2016 9:27 AM
824	14141	3/23/2016 9:26 AM
825	14069	3/23/2016 9:25 AM
826	14034	3/23/2016 9:24 AM
827	14141	3/23/2016 9:22 AM
828	14080	3/23/2016 9:21 AM
829	14215	3/23/2016 9:20 AM
830	14203	3/23/2016 9:20 AM
831	14206	3/23/2016 9:16 AM
832	14211	3/23/2016 9:14 AM
833	14226	3/23/2016 9:13 AM
834	14201	3/23/2016 9:12 AM
835	14206	3/23/2016 9:11 AM
836	14216	3/23/2016 9:10 AM

Buffalo & Erie County Public Library System Planning for the Future Library Services for the next Five Years

837	14072	3/23/2016 9:08 AM
838	14141	3/23/2016 9:07 AM
839	14221	3/23/2016 9:06 AM
840	14228	3/23/2016 9:05 AM
841	14150	3/23/2016 9:04 AM
842	14025	3/23/2016 6:07 AM
843	14004	3/23/2016 1:18 AM
844	14221	3/22/2016 9:19 PM
845	14214	3/22/2016 9:16 PM
846	14075	3/22/2016 7:24 PM
847	14217	3/22/2016 7:05 PM
848	14127	3/22/2016 7:04 PM
849	14052	3/22/2016 6:57 PM
850	14221	3/22/2016 6:50 PM
851	14001	3/22/2016 6:50 PM
852	14085	3/22/2016 6:14 PM
853	14224	3/22/2016 5:21 PM
854	14214	3/22/2016 5:14 PM
855	14051	3/22/2016 5:00 PM
856	14225	3/22/2016 4:58 PM
857	14209	3/22/2016 4:50 PM
858	14226	3/22/2016 4:44 PM
859	14217	3/22/2016 4:41 PM
860	14220	3/22/2016 4:35 PM
861	14227	3/22/2016 4:04 PM
862	14001	3/22/2016 3:56 PM
863	14214	3/22/2016 3:54 PM
864	14059	3/22/2016 3:49 PM
865	14209	3/22/2016 3:33 PM

Buffalo & Erie County Public Library System Planning for the Future Library Services for the next Five Years

866	14075	3/22/2016 3:32 PM
867	14086	3/22/2016 3:26 PM
868	14215	3/22/2016 3:14 PM
869	14220	3/22/2016 2:39 PM
870	14208	3/22/2016 2:20 PM
871	14220	3/22/2016 2:08 PM
872	14085	3/22/2016 1:53 PM
873	14206	3/22/2016 1:41 PM
874	14215	3/22/2016 1:33 PM
875	14216	3/22/2016 1:25 PM
876	14214	3/22/2016 1:22 PM
877	14033	3/22/2016 1:22 PM
878	14210	3/22/2016 1:10 PM
879	14086	3/22/2016 12:59 PM
880	14052	3/22/2016 12:56 PM
881	14141	3/22/2016 12:51 PM
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885	14051	3/22/2016 12:28 PM
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888	14206	3/22/2016 12:05 PM
889	14225	3/22/2016 11:58 AM
890	14227	3/22/2016 11:53 AM
891	14216	3/22/2016 11:49 AM
892	14224	3/22/2016 11:48 AM
893	14202	3/22/2016 11:46 AM
894	14218	3/22/2016 11:12 AM

Buffalo & Erie County Public Library System Planning for the Future Library Services for the next Five Years

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897	14224	3/22/2016 10:47 AM
898	14217	3/22/2016 10:17 AM
899	14219	3/22/2016 10:11 AM
900	14224	3/22/2016 10:08 AM
901	14225	3/22/2016 9:22 AM
902	14223	3/22/2016 8:05 AM
903	14217	3/21/2016 11:29 PM
904	14228	3/21/2016 9:51 PM
905	14224	3/21/2016 9:26 PM
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907	14127	3/21/2016 8:21 PM
908	14221	3/21/2016 8:14 PM
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922	14218	3/21/2016 5:28 PM
923	14085	3/21/2016 5:17 PM

Buffalo & Erie County Public Library System Planning for the Future Library Services for the next Five Years

924	14207	3/21/2016 5:11 PM
925	14217	3/21/2016 5:11 PM
926	14213	3/21/2016 5:05 PM
927	14207	3/21/2016 5:04 PM
928	14216	3/21/2016 4:50 PM
929	14127	3/21/2016 4:41 PM
930	14210	3/21/2016 4:36 PM
931	14206	3/21/2016 4:34 PM
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933	14206	3/21/2016 4:29 PM
934	14226	3/21/2016 4:29 PM
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946	14217	3/21/2016 2:54 PM
947	14222	3/21/2016 2:39 PM
948	14150	3/21/2016 2:32 PM
949	14206	3/21/2016 2:27 PM
950	14217	3/21/2016 2:16 PM
951	14221	3/21/2016 2:14 PM
952	14032	3/21/2016 2:06 PM

Buffalo & Erie County Public Library System Planning for the Future Library Services for the next Five Years

953	14212	3/21/2016 2:04 PM
954	14215	3/21/2016 2:00 PM
955	14204	3/21/2016 1:56 PM
956	14215	3/21/2016 1:53 PM
957	14215	3/21/2016 1:49 PM
958	14150	3/21/2016 1:33 PM
959	14221	3/21/2016 1:15 PM
960	14081	3/21/2016 1:14 PM
961	14222	3/21/2016 1:04 PM
962	14224	3/21/2016 1:02 PM
963	14075	3/21/2016 12:58 PM
964	14052	3/21/2016 12:51 PM
965	14086	3/21/2016 12:48 PM
966	14217	3/21/2016 12:41 PM
967	14206	3/21/2016 12:37 PM
968	14031	3/21/2016 12:37 PM
969	14218	3/21/2016 12:36 PM
970	14216	3/21/2016 12:31 PM
971	14150	3/21/2016 12:17 PM
972	14051	3/21/2016 12:15 PM
973	14209	3/21/2016 12:13 PM
974	14025	3/21/2016 12:11 PM
975	14031	3/21/2016 12:07 PM
976	14150	3/21/2016 12:05 PM
977	14145	3/21/2016 11:50 AM
978	14224	3/21/2016 11:35 AM
979	14215	3/21/2016 11:32 AM
980	14221	3/21/2016 11:31 AM
981	14141	3/21/2016 11:08 AM

Buffalo & Erie County Public Library System Planning for the Future Library Services for the next Five Years

982	14228	3/21/2016 11:07 AM
983	14120	3/21/2016 11:00 AM
984	14043	3/21/2016 10:53 AM
985	14214	3/21/2016 10:30 AM
986	14075	3/21/2016 10:25 AM
987	14072	3/21/2016 10:24 AM
988	14208	3/21/2016 10:21 AM
989	14217	3/21/2016 10:11 AM
990	14210	3/21/2016 10:10 AM
991	14221	3/21/2016 9:49 AM
992	14216	3/21/2016 9:47 AM
993	14217	3/21/2016 9:46 AM
994	14217	3/21/2016 9:45 AM
995	14221	3/21/2016 9:31 AM
996	14086	3/21/2016 9:29 AM
997	14127	3/21/2016 9:24 AM
998	14213	3/21/2016 9:09 AM
999	14219	3/21/2016 9:01 AM
1000	14031	3/21/2016 8:54 AM
1001	14086	3/21/2016 8:18 AM
1002	14226	3/20/2016 10:55 PM
1003	14059	3/20/2016 9:55 PM
1004	14057	3/20/2016 9:46 PM
1005	14202	3/20/2016 8:54 PM
1006	14127	3/20/2016 8:54 PM
1007	14043	3/20/2016 8:22 PM
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1009	14221	3/20/2016 6:38 PM
1010	14211	3/20/2016 6:18 PM

Buffalo & Erie County Public Library System Planning for the Future Library Services for the next Five Years

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1013	14043	3/20/2016 4:02 PM
1014	14075	3/20/2016 3:42 PM
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1016	14216	3/20/2016 3:03 PM
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1029	14051	3/20/2016 10:24 AM
1030	14075	3/20/2016 8:18 AM
1031	14075	3/20/2016 7:59 AM
1032	14034	3/20/2016 7:52 AM
1033	14051	3/20/2016 7:29 AM
1034	14075	3/20/2016 12:54 AM
1035	14052	3/19/2016 11:02 PM
1036	14043	3/19/2016 10:42 PM
1037	14219	3/19/2016 10:18 PM
1038	14217	3/19/2016 9:55 PM
1039	14075	3/19/2016 9:54 PM

Buffalo & Erie County Public Library System Planning for the Future Library Services for the next Five Years

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1041	14226	3/19/2016 9:35 PM
1042	14223	3/19/2016 9:26 PM
1043	14223	3/19/2016 9:00 PM
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1061	14227	3/19/2016 3:24 PM
1062	14075	3/19/2016 3:20 PM
1063	14228	3/19/2016 3:17 PM
1064	14227	3/19/2016 3:16 PM
1065	14227	3/19/2016 3:15 PM
1066	14204	3/19/2016 3:11 PM
1067	14219	3/19/2016 3:00 PM
1068	14212	3/19/2016 2:56 PM

Buffalo & Erie County Public Library System Planning for the Future Library Services for the next Five Years

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1070	14221	3/19/2016 2:40 PM
1071	14207	3/19/2016 2:29 PM
1072	14052	3/19/2016 2:26 PM
1073	14207	3/19/2016 2:17 PM
1074	14150	3/19/2016 2:16 PM
1075	14052	3/19/2016 2:13 PM
1076	14207	3/19/2016 2:12 PM
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1080	14150	3/19/2016 1:40 PM
1081	14221	3/19/2016 1:39 PM
1082	14222	3/19/2016 1:38 PM
1083	14215	3/19/2016 1:23 PM
1084	14215	3/19/2016 1:21 PM
1085	14075	3/19/2016 1:21 PM
1086	14127	3/19/2016 1:17 PM
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1090	14223	3/19/2016 12:49 PM
1091	14217	3/19/2016 12:48 PM
1092	14213	3/19/2016 12:38 PM
1093	14213	3/19/2016 12:32 PM
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1096	no	3/19/2016 12:10 PM
1097	14051	3/19/2016 12:09 PM

Buffalo & Erie County Public Library System Planning for the Future Library Services for the next Five Years

1098	14032	3/19/2016 12:07 PM
1099	14051	3/19/2016 12:03 PM
1100	14210	3/19/2016 11:52 AM
1101	14127	3/19/2016 11:43 AM
1102	14057	3/19/2016 11:35 AM
1103	14211	3/19/2016 11:03 AM
1104	14043	3/19/2016 10:46 AM
1105	14227	3/19/2016 10:35 AM
1106	14224	3/19/2016 10:33 AM
1107	14213	3/19/2016 10:25 AM
1108	14206	3/19/2016 9:46 AM
1109	14075	3/19/2016 9:28 AM
1110	14223	3/19/2016 9:21 AM
1111	14059	3/19/2016 8:33 AM
1112	14150	3/19/2016 8:19 AM
1113	14075	3/19/2016 8:14 AM
1114	14075	3/19/2016 8:02 AM
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1117	14068	3/19/2016 7:17 AM
1118	14213	3/19/2016 7:05 AM
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1122	14226	3/18/2016 10:44 PM
1123	14051	3/18/2016 10:32 PM
1124	14150	3/18/2016 10:10 PM
1125	14212	3/18/2016 10:03 PM
1126	14224	3/18/2016 9:59 PM

Buffalo & Erie County Public Library System Planning for the Future Library Services for the next Five Years

1127	14216	3/18/2016 9:34 PM
1128	14075	3/18/2016 8:23 PM
1129	14221	3/18/2016 8:18 PM
1130	14043	3/18/2016 8:18 PM
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1137	14224	3/18/2016 5:30 PM
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1139	14226	3/18/2016 5:21 PM
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1146	14214	3/18/2016 3:52 PM
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1149	14086	3/18/2016 3:30 PM
1150	14227	3/18/2016 3:28 PM
1151	14201	3/18/2016 3:24 PM
1152	14214	3/18/2016 3:21 PM
1153	14086	3/18/2016 3:07 PM
1154	14210	3/18/2016 2:53 PM
1155	14229	3/18/2016 2:46 PM

Buffalo & Erie County Public Library System Planning for the Future Library Services for the next Five Years

1156	14214	3/18/2016 2:28 PM
1157	14214	3/18/2016 2:26 PM
1158	14043	3/18/2016 2:17 PM
1159	14225	3/18/2016 2:14 PM
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1178	14059	3/18/2016 11:35 AM
1179	14059	3/18/2016 11:28 AM
1180	14224	3/18/2016 11:27 AM
1181	14222	3/18/2016 11:07 AM
1182	14227	3/18/2016 11:06 AM
1183	14227	3/18/2016 11:06 AM
1184	14075	3/18/2016 11:05 AM

Buffalo & Erie County Public Library System Planning for the Future Library Services for the next Five Years

1185	14221	3/18/2016 11:03 AM
1186	14072	3/18/2016 10:58 AM
1187	14004	3/18/2016 10:52 AM
1188	14223	3/18/2016 10:45 AM
1189	14214	3/18/2016 10:33 AM
1190	14086	3/18/2016 10:23 AM
1191	14231	3/18/2016 10:18 AM
1192	14120	3/18/2016 10:10 AM
1193	14222	3/18/2016 10:08 AM
1194	14227	3/18/2016 9:28 AM
1195	14218	3/18/2016 9:27 AM
1196	14086	3/18/2016 9:27 AM
1197	14210	3/18/2016 9:26 AM
1198	14068	3/18/2016 9:04 AM
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1208	14224	3/18/2016 6:12 AM
1209	14214	3/18/2016 5:59 AM
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1211	14216	3/18/2016 2:09 AM
1212	14001	3/18/2016 1:21 AM
1213	14226	3/18/2016 12:32 AM

Buffalo & Erie County Public Library System Planning for the Future Library Services for the next Five Years

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1240	14225	3/17/2016 6:49 PM
1241	14085	3/17/2016 6:48 PM
1242	14001	3/17/2016 6:48 PM

Buffalo & Erie County Public Library System Planning for the Future Library Services for the next Five Years

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1245	14226	3/17/2016 6:34 PM
1246	14111	3/17/2016 6:32 PM
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1269	14216	3/17/2016 4:31 PM
1270	14086	3/17/2016 4:28 PM
1271	14075	3/17/2016 4:23 PM

Buffalo & Erie County Public Library System Planning for the Future Library Services for the next Five Years

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1273	14223	3/17/2016 4:08 PM
1274	14226	3/17/2016 4:07 PM
1275	14139	3/17/2016 4:03 PM
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1277	14203	3/17/2016 4:02 PM
1278	14225	3/17/2016 3:39 PM
1279	14211	3/17/2016 3:37 PM
1280	14214	3/17/2016 3:32 PM
1281	14075	3/17/2016 3:29 PM
1282	14227	3/17/2016 3:23 PM
1283	14207	3/17/2016 3:22 PM
1284	14043	3/17/2016 3:22 PM
1285	14127	3/17/2016 3:19 PM
1286	14221	3/17/2016 3:19 PM
1287	14221	3/17/2016 3:18 PM
1288	14227	3/17/2016 3:11 PM
1289	14031	3/17/2016 3:10 PM
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1296	14225	3/17/2016 2:56 PM
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1299	14227	3/17/2016 2:46 PM
1300	14227	3/17/2016 2:40 PM

Buffalo & Erie County Public Library System Planning for the Future Library Services for the next Five Years

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1303	14075	3/17/2016 2:32 PM
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1305	14224	3/17/2016 2:24 PM
1306	14207	3/17/2016 2:24 PM
1307	14225	3/17/2016 2:23 PM
1308	14213	3/17/2016 2:19 PM
1309	14224	3/17/2016 2:00 PM
1310	14072	3/17/2016 2:00 PM
1311	14043	3/17/2016 1:52 PM
1312	14215	3/17/2016 1:45 PM
1313	14226	3/17/2016 1:35 PM
1314	14216	3/17/2016 1:26 PM
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Buffalo & Erie County Public Library System Planning for the Future Library Services for the next Five Years

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1357	14227	3/17/2016 11:08 AM
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Buffalo & Erie County Public Library System Planning for the Future Library Services for the next Five Years

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1386	14214	3/17/2016 8:59 AM
1387	14086	3/17/2016 8:54 AM

Buffalo & Erie County Public Library System Planning for the Future Library Services for the next Five Years

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Buffalo & Erie County Public Library System Planning for the Future Library Services for the next Five Years

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1444	14221	3/16/2016 8:04 PM
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Buffalo & Erie County Public Library System Planning for the Future Library Services for the next Five Years

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1473	14031	3/16/2016 5:59 PM
1474	14224	3/16/2016 5:56 PM

Buffalo & Erie County Public Library System Planning for the Future Library Services for the next Five Years

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Buffalo & Erie County Public Library System Planning for the Future Library Services for the next Five Years

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1531	14225	3/16/2016 3:26 PM
1532	14216	3/16/2016 3:25 PM

Buffalo & Erie County Public Library System Planning for the Future Library Services for the next Five Years

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1560	14072	3/16/2016 2:40 PM
1561	14226	3/16/2016 2:38 PM

Buffalo & Erie County Public Library System Planning for the Future Library Services for the next Five Years

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1563	14127	3/16/2016 2:36 PM
1564	14222	3/16/2016 2:35 PM
1565	14211	3/16/2016 2:32 PM
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1589	14043	3/16/2016 1:56 PM
1590	14218	3/16/2016 1:56 PM

Buffalo & Erie County Public Library System Planning for the Future Library Services for the next Five Years

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1594	14227	3/16/2016 1:49 PM
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1618	14086	3/16/2016 1:08 PM
1619	14127	3/16/2016 1:06 PM

Buffalo & Erie County Public Library System Planning for the Future Library Services for the next Five Years

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Buffalo & Erie County Public Library System Planning for the Future Library Services for the next Five Years

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1673	14171	3/16/2016 11:25 AM
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1675	14224	3/16/2016 11:21 AM
1676	14224	3/16/2016 11:21 AM
1677	14086	3/16/2016 11:20 AM

Buffalo & Erie County Public Library System Planning for the Future Library Services for the next Five Years

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1680	14224	3/16/2016 11:15 AM
1681	14210	3/16/2016 11:14 AM
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1686	14059	3/16/2016 11:06 AM
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1706	14223	3/16/2016 10:45 AM

Buffalo & Erie County Public Library System Planning for the Future Library Services for the next Five Years

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1729	14052	3/16/2016 10:26 AM
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1731	14086	3/16/2016 10:25 AM
1732	14218	3/16/2016 10:25 AM
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Buffalo & Erie County Public Library System Planning for the Future Library Services for the next Five Years

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1740	14223	3/16/2016 10:09 AM
1741	14220	3/16/2016 10:08 AM
1742	14221	3/16/2016 10:07 AM
1743	14141	3/16/2016 10:07 AM
1744	14086	3/16/2016 10:05 AM
1745	14222	3/16/2016 10:05 AM
1746	14220	3/16/2016 10:02 AM
1747	14127	3/16/2016 10:02 AM
1748	14145	3/16/2016 10:00 AM
1749	14218	3/16/2016 9:58 AM
1750	14216	3/16/2016 9:57 AM
1751	14086	3/16/2016 9:57 AM
1752	14221	3/16/2016 9:56 AM
1753	14086	3/16/2016 9:55 AM
1754	14068	3/16/2016 9:55 AM
1755	14068	3/16/2016 9:53 AM
1756	14059	3/16/2016 9:52 AM
1757	14086	3/16/2016 9:52 AM
1758	14052	3/16/2016 9:52 AM
1759	14051	3/16/2016 9:52 AM
1760	14223	3/16/2016 9:51 AM
1761	14225	3/16/2016 9:50 AM
1762	14086	3/16/2016 9:49 AM
1763	14150	3/16/2016 9:47 AM
1764	14222	3/16/2016 9:46 AM

Buffalo & Erie County Public Library System Planning for the Future Library Services for the next Five Years

1765	14223	3/16/2016 9:45 AM
1766	14201	3/16/2016 9:45 AM
1767	14068	3/16/2016 9:45 AM
1768	14221	3/16/2016 9:42 AM
1769	14051	3/16/2016 9:42 AM
1770	14150	3/16/2016 9:41 AM
1771	14120	3/16/2016 9:40 AM
1772	14226	3/16/2016 9:39 AM
1773	14227	3/16/2016 9:38 AM
1774	14213	3/16/2016 9:36 AM
1775	14068	3/16/2016 9:35 AM
1776	14226	3/16/2016 9:35 AM
1777	14004	3/16/2016 9:34 AM
1778	14127	3/16/2016 9:33 AM
1779	14047	3/16/2016 9:33 AM
1780	14222	3/16/2016 9:33 AM
1781	14150	3/16/2016 9:32 AM
1782	14224	3/16/2016 9:32 AM
1783	14213	3/16/2016 9:32 AM
1784	14221	3/16/2016 9:32 AM
1785	14222	3/16/2016 9:30 AM
1786	14075	3/16/2016 9:30 AM
1787	14052	3/16/2016 9:28 AM
1788	14004	3/16/2016 9:27 AM
1789	14225	3/16/2016 9:27 AM
1790	14127	3/16/2016 9:27 AM
1791	14051	3/16/2016 9:26 AM
1792	14201	3/16/2016 9:25 AM
1793	14127	3/16/2016 9:25 AM

Buffalo & Erie County Public Library System Planning for the Future Library Services for the next Five Years

1794	14225	3/16/2016 9:23 AM
1795	14215	3/16/2016 9:22 AM
1796	14127	3/16/2016 9:22 AM
1797	14201	3/16/2016 9:21 AM
1798	14141	3/16/2016 9:21 AM
1799	14219	3/16/2016 9:21 AM
1800	14223	3/16/2016 9:21 AM
1801	14150	3/16/2016 9:19 AM
1802	14207	3/16/2016 9:16 AM
1803	14228	3/16/2016 9:16 AM
1804	14075	3/16/2016 9:15 AM
1805	14051	3/16/2016 9:15 AM
1806	14059	3/16/2016 9:14 AM
1807	14225	3/16/2016 9:10 AM
1808	14072	3/16/2016 9:10 AM
1809	14220	3/16/2016 9:10 AM
1810	14057	3/16/2016 9:08 AM
1811	14227	3/16/2016 9:08 AM
1812	14052	3/16/2016 9:08 AM
1813	14220	3/16/2016 9:07 AM
1814	14085	3/16/2016 9:06 AM
1815	14075	3/16/2016 9:06 AM
1816	14216	3/16/2016 9:06 AM
1817	14214	3/16/2016 9:06 AM
1818	14150	3/16/2016 9:05 AM
1819	14139	3/16/2016 9:04 AM
1820	14227	3/16/2016 9:04 AM
1821	14150	3/16/2016 9:01 AM
1822	14217	3/16/2016 8:59 AM

Buffalo & Erie County Public Library System Planning for the Future Library Services for the next Five Years

1823	14209	3/16/2016 8:59 AM
1824	14227	3/16/2016 8:56 AM
1825	14221	3/16/2016 8:54 AM
1826	14075	3/16/2016 8:54 AM
1827	14222	3/16/2016 8:53 AM
1828	14206	3/16/2016 8:52 AM
1829	14217	3/16/2016 8:51 AM
1830	14210	3/16/2016 8:51 AM
1831	14223	3/16/2016 8:50 AM
1832	14224	3/16/2016 8:50 AM
1833	14218	3/16/2016 8:47 AM
1834	14150	3/16/2016 8:44 AM
1835	14052	3/16/2016 8:44 AM
1836	14086	3/16/2016 8:44 AM
1837	14224	3/16/2016 8:44 AM
1838	14032	3/16/2016 8:43 AM
1839	14225	3/16/2016 8:43 AM
1840	14216	3/16/2016 8:41 AM
1841	14210	3/16/2016 8:41 AM
1842	14221	3/16/2016 8:40 AM
1843	14150	3/16/2016 8:40 AM
1844	14072	3/16/2016 8:39 AM
1845	14206	3/16/2016 8:39 AM
1846	14086	3/16/2016 8:38 AM
1847	14051	3/16/2016 8:37 AM
1848	14217	3/16/2016 8:34 AM
1849	14052	3/16/2016 8:34 AM
1850	14224	3/16/2016 8:33 AM
1851	14224	3/16/2016 8:33 AM

Buffalo & Erie County Public Library System Planning for the Future Library Services for the next Five Years

1852	14086	3/16/2016 8:32 AM
1853	14226	3/16/2016 8:30 AM
1854	14222	3/16/2016 8:30 AM
1855	14221	3/16/2016 8:29 AM
1856	14214	3/16/2016 8:27 AM
1857	14031	3/16/2016 8:26 AM
1858	14086	3/16/2016 8:26 AM
1859	14075	3/16/2016 8:25 AM
1860	14305	3/16/2016 8:24 AM
1861	14217	3/16/2016 8:23 AM
1862	14086	3/16/2016 8:23 AM
1863	14223	3/16/2016 8:22 AM
1864	14032	3/16/2016 8:22 AM
1865	14052	3/16/2016 8:21 AM
1866	14218	3/16/2016 8:19 AM
1867	14069	3/16/2016 8:19 AM
1868	14052	3/16/2016 8:19 AM
1869	14086	3/16/2016 8:18 AM
1870	14075	3/16/2016 8:17 AM
1871	14072	3/16/2016 8:17 AM
1872	14052	3/16/2016 8:16 AM
1873	14224	3/16/2016 8:15 AM
1874	14043	3/16/2016 8:14 AM
1875	14226	3/16/2016 8:12 AM
1876	14047	3/16/2016 8:11 AM
1877	14227	3/16/2016 8:10 AM
1878	14221	3/16/2016 8:09 AM
1879	14217	3/16/2016 8:04 AM
1880	14225	3/16/2016 8:04 AM

Buffalo & Erie County Public Library System Planning for the Future Library Services for the next Five Years

1881	14214	3/16/2016 8:02 AM
1882	14223	3/16/2016 8:01 AM
1883	14075	3/16/2016 8:01 AM
1884	14043	3/16/2016 8:00 AM
1885	14031	3/16/2016 8:00 AM
1886	14043	3/16/2016 8:00 AM
1887	14127	3/16/2016 7:59 AM
1888	14051	3/16/2016 7:58 AM
1889	14226	3/16/2016 7:57 AM
1890	14224	3/16/2016 7:55 AM
1891	14159	3/16/2016 7:53 AM
1892	14216	3/16/2016 7:53 AM
1893	14220	3/16/2016 7:51 AM
1894	14004	3/16/2016 7:48 AM
1895	14072	3/16/2016 7:48 AM
1896	14127	3/16/2016 7:48 AM
1897	14221	3/16/2016 7:44 AM
1898	14216	3/16/2016 7:44 AM
1899	14221	3/16/2016 7:44 AM
1900	14075	3/16/2016 7:41 AM
1901	14141	3/16/2016 7:39 AM
1902	14127	3/16/2016 7:38 AM
1903	1475	3/16/2016 7:37 AM
1904	14052	3/16/2016 7:36 AM
1905	14051	3/16/2016 7:36 AM
1906	14226	3/16/2016 7:34 AM
1907	14220	3/16/2016 7:34 AM
1908	14224	3/16/2016 7:34 AM
1909	14072	3/16/2016 7:32 AM

Buffalo & Erie County Public Library System Planning for the Future Library Services for the next Five Years

1910	14127	3/16/2016 7:31 AM
1911	14219	3/16/2016 7:30 AM
1912	14075	3/16/2016 7:27 AM
1913	14226	3/16/2016 7:27 AM
1914	14043	3/16/2016 7:25 AM
1915	14004	3/16/2016 7:22 AM
1916	14052	3/16/2016 7:20 AM
1917	14086	3/16/2016 7:20 AM
1918	14224	3/16/2016 7:17 AM
1919	14228	3/16/2016 7:16 AM
1920	14150	3/16/2016 7:14 AM
1921	14072	3/16/2016 7:11 AM
1922	14059	3/16/2016 7:11 AM
1923	14031	3/16/2016 7:09 AM
1924	14072	3/16/2016 7:08 AM
1925	14052	3/16/2016 7:08 AM
1926	14072	3/16/2016 7:03 AM
1927	14217	3/16/2016 7:01 AM
1928	14150	3/16/2016 6:59 AM
1929	14075	3/16/2016 6:59 AM
1930	14224	3/16/2016 6:58 AM
1931	14216	3/16/2016 6:57 AM
1932	14057	3/16/2016 6:57 AM
1933	14006	3/16/2016 6:56 AM
1934	14025	3/16/2016 6:52 AM
1935	14068	3/16/2016 6:51 AM
1936	14225	3/16/2016 6:51 AM
1937	14085	3/16/2016 6:51 AM
1938	14043	3/16/2016 6:45 AM

Buffalo & Erie County Public Library System Planning for the Future Library Services for the next Five Years

1939	14226	3/16/2016 6:45 AM
1940	14217	3/16/2016 6:45 AM
1941	14051	3/16/2016 6:44 AM
1942	14224	3/16/2016 6:41 AM
1943	14226	3/16/2016 6:28 AM
1944	14075	3/16/2016 6:25 AM
1945	14228	3/16/2016 6:22 AM
1946	14224	3/16/2016 6:19 AM
1947	14059	3/16/2016 6:16 AM
1948	14216	3/16/2016 6:12 AM
1949	14216	3/16/2016 6:02 AM
1950	14127	3/16/2016 5:55 AM
1951	14150	3/16/2016 5:51 AM
1952	14075	3/16/2016 5:48 AM
1953	14004	3/16/2016 5:43 AM
1954	14141	3/16/2016 5:42 AM
1955	14032	3/16/2016 5:36 AM
1956	14127	3/16/2016 5:34 AM
1957	14219	3/16/2016 5:26 AM
1958	14052	3/16/2016 5:26 AM
1959	14052	3/16/2016 5:24 AM
1960	14206	3/16/2016 5:10 AM
1961	14224	3/16/2016 4:55 AM
1962	14102	3/16/2016 4:47 AM
1963	14221	3/16/2016 3:42 AM
1964	14225	3/16/2016 3:28 AM
1965	14075	3/16/2016 3:19 AM
1966	14227	3/16/2016 2:13 AM
1967	14051	3/16/2016 2:10 AM

Buffalo & Erie County Public Library System Planning for the Future Library Services for the next Five Years

1968	14086	3/16/2016 1:53 AM
1969	14220	3/16/2016 1:20 AM
1970	14209	3/16/2016 1:18 AM
1971	14220	3/16/2016 1:04 AM
1972	14228	3/16/2016 1:03 AM
1973	14150	3/16/2016 1:01 AM
1974	14219	3/16/2016 12:58 AM
1975	14075	3/16/2016 12:52 AM
1976	14026	3/16/2016 12:49 AM
1977	14224	3/16/2016 12:45 AM
1978	14221	3/16/2016 12:41 AM
1979	14052	3/16/2016 12:38 AM
1980	14059	3/16/2016 12:30 AM
1981	14086	3/16/2016 12:29 AM
1982	14217	3/16/2016 12:28 AM
1983	14031	3/16/2016 12:28 AM
1984	14221	3/16/2016 12:21 AM
1985	14225	3/16/2016 12:20 AM
1986	14207	3/16/2016 12:14 AM
1987	14201	3/16/2016 12:09 AM
1988	14223	3/16/2016 12:04 AM
1989	14210	3/16/2016 12:04 AM
1990	14228	3/16/2016 12:04 AM
1991	14043	3/16/2016 12:03 AM
1992	14223	3/16/2016 12:03 AM
1993	14227	3/15/2016 11:50 PM
1994	14206	3/15/2016 11:48 PM
1995	14220	3/15/2016 11:47 PM
1996	14150	3/15/2016 11:41 PM

Buffalo & Erie County Public Library System Planning for the Future Library Services for the next Five Years

1997	14150	3/15/2016 11:41 PM
1998	14202	3/15/2016 11:41 PM
1999	14227	3/15/2016 11:39 PM
2000	14209	3/15/2016 11:35 PM
2001	14127	3/15/2016 11:33 PM
2002	14006	3/15/2016 11:33 PM
2003	14075	3/15/2016 11:30 PM
2004	14052	3/15/2016 11:29 PM
2005	14051	3/15/2016 11:28 PM
2006	14227	3/15/2016 11:26 PM
2007	14052	3/15/2016 11:24 PM
2008	14221	3/15/2016 11:23 PM
2009	14214	3/15/2016 11:23 PM
2010	14216	3/15/2016 11:17 PM
2011	14201	3/15/2016 11:17 PM
2012	14222	3/15/2016 11:16 PM
2013	14059	3/15/2016 11:14 PM
2014	14086	3/15/2016 11:13 PM
2015	14150	3/15/2016 11:13 PM
2016	14004	3/15/2016 11:11 PM
2017	14004	3/15/2016 11:08 PM
2018	14086	3/15/2016 11:06 PM
2019	14006	3/15/2016 11:04 PM
2020	14006	3/15/2016 11:04 PM
2021	14224	3/15/2016 11:03 PM
2022	14226	3/15/2016 11:02 PM
2023	14228	3/15/2016 11:01 PM
2024	14051	3/15/2016 11:01 PM
2025	14221	3/15/2016 11:01 PM

Buffalo & Erie County Public Library System Planning for the Future Library Services for the next Five Years

2026	14224	3/15/2016 10:58 PM
2027	14221	3/15/2016 10:55 PM
2028	14059	3/15/2016 10:52 PM
2029	14226	3/15/2016 10:51 PM
2030	14127	3/15/2016 10:51 PM
2031	14228	3/15/2016 10:51 PM
2032	14223	3/15/2016 10:50 PM
2033	14202	3/15/2016 10:49 PM
2034	14052	3/15/2016 10:47 PM
2035	14219	3/15/2016 10:45 PM
2036	14227	3/15/2016 10:44 PM
2037	14223	3/15/2016 10:43 PM
2038	14075	3/15/2016 10:43 PM
2039	14086	3/15/2016 10:42 PM
2040	14057	3/15/2016 10:42 PM
2041	14150	3/15/2016 10:42 PM
2042	14206	3/15/2016 10:41 PM
2043	14075	3/15/2016 10:41 PM
2044	14224	3/15/2016 10:41 PM
2045	14150	3/15/2016 10:40 PM
2046	14127	3/15/2016 10:40 PM
2047	14213	3/15/2016 10:40 PM
2048	14075	3/15/2016 10:38 PM
2049	14051	3/15/2016 10:38 PM
2050	14223	3/15/2016 10:38 PM
2051	14072	3/15/2016 10:35 PM
2052	14222	3/15/2016 10:34 PM
2053	14086	3/15/2016 10:33 PM
2054	14226	3/15/2016 10:31 PM

Buffalo & Erie County Public Library System Planning for the Future Library Services for the next Five Years

2055	14086	3/15/2016 10:30 PM
2056	14051	3/15/2016 10:29 PM
2057	14222	3/15/2016 10:27 PM
2058	14075	3/15/2016 10:24 PM
2059	14221	3/15/2016 10:19 PM
2060	14201	3/15/2016 10:19 PM
2061	14214	3/15/2016 10:18 PM
2062	14220	3/15/2016 10:18 PM
2063	14221	3/15/2016 10:18 PM
2064	14059	3/15/2016 10:16 PM
2065	14127	3/15/2016 10:15 PM
2066	14004	3/15/2016 10:14 PM
2067	14216	3/15/2016 10:13 PM
2068	14216	3/15/2016 10:12 PM
2069	14217	3/15/2016 10:12 PM
2070	14224	3/15/2016 10:09 PM
2071	14213	3/15/2016 10:07 PM
2072	14214	3/15/2016 10:07 PM
2073	14222	3/15/2016 10:07 PM
2074	14150	3/15/2016 10:06 PM
2075	14136	3/15/2016 10:06 PM
2076	14218	3/15/2016 10:05 PM
2077	14080	3/15/2016 10:04 PM
2078	14075	3/15/2016 10:03 PM
2079	14226	3/15/2016 10:03 PM
2080	14224	3/15/2016 10:02 PM
2081	14043	3/15/2016 10:00 PM
2082	14072	3/15/2016 9:59 PM
2083	14001	3/15/2016 9:58 PM

Buffalo & Erie County Public Library System Planning for the Future Library Services for the next Five Years

2084	14213	3/15/2016 9:57 PM
2085	15072	3/15/2016 9:57 PM
2086	14085	3/15/2016 9:56 PM
2087	14221	3/15/2016 9:56 PM
2088	14223	3/15/2016 9:55 PM
2089	14221	3/15/2016 9:53 PM
2090	14226	3/15/2016 9:52 PM
2091	14086	3/15/2016 9:51 PM
2092	14226	3/15/2016 9:51 PM
2093	14127	3/15/2016 9:50 PM
2094	14127	3/15/2016 9:47 PM
2095	14226	3/15/2016 9:45 PM
2096	14228	3/15/2016 9:44 PM
2097	14215	3/15/2016 9:44 PM
2098	14216	3/15/2016 9:44 PM
2099	14068	3/15/2016 9:43 PM
2100	14150	3/15/2016 9:42 PM
2101	14127	3/15/2016 9:41 PM
2102	14031	3/15/2016 9:41 PM
2103	14086	3/15/2016 9:40 PM
2104	14057	3/15/2016 9:40 PM
2105	14001	3/15/2016 9:39 PM
2106	14220	3/15/2016 9:39 PM
2107	14072	3/15/2016 9:39 PM
2108	14217	3/15/2016 9:38 PM
2109	14150	3/15/2016 9:38 PM
2110	14143	3/15/2016 9:38 PM
2111	14211	3/15/2016 9:37 PM
2112	14127	3/15/2016 9:36 PM

Buffalo & Erie County Public Library System Planning for the Future Library Services for the next Five Years

2113	14226	3/15/2016 9:34 PM
2114	14216	3/15/2016 9:34 PM
2115	14221	3/15/2016 9:33 PM
2116	14052	3/15/2016 9:33 PM
2117	14081	3/15/2016 9:33 PM
2118	14057	3/15/2016 9:33 PM
2119	14218	3/15/2016 9:33 PM
2120	14006	3/15/2016 9:32 PM
2121	14051	3/15/2016 9:32 PM
2122	14075	3/15/2016 9:31 PM
2123	14070	3/15/2016 9:31 PM
2124	14215	3/15/2016 9:31 PM
2125	14223	3/15/2016 9:31 PM
2126	14221	3/15/2016 9:30 PM
2127	14052	3/15/2016 9:29 PM
2128	14221	3/15/2016 9:29 PM
2129	14150	3/15/2016 9:28 PM
2130	14228	3/15/2016 9:28 PM
2131	14225	3/15/2016 9:28 PM
2132	14222	3/15/2016 9:28 PM
2133	14219	3/15/2016 9:28 PM
2134	14150	3/15/2016 9:27 PM
2135	14141	3/15/2016 9:25 PM
2136	14059	3/15/2016 9:25 PM
2137	14207	3/15/2016 9:25 PM
2138	14052	3/15/2016 9:23 PM
2139	14227	3/15/2016 9:21 PM
2140	14225	3/15/2016 9:20 PM
2141	14004	3/15/2016 9:18 PM

Buffalo & Erie County Public Library System Planning for the Future Library Services for the next Five Years

2142	14209	3/15/2016 9:18 PM
2143	14221	3/15/2016 9:17 PM
2144	14051	3/15/2016 9:16 PM
2145	14075	3/15/2016 9:16 PM
2146	14221	3/15/2016 9:16 PM
2147	14217	3/15/2016 9:16 PM
2148	14085	3/15/2016 9:15 PM
2149	14227	3/15/2016 9:15 PM
2150	14211	3/15/2016 9:14 PM
2151	14127	3/15/2016 9:14 PM
2152	14218	3/15/2016 9:13 PM
2153	14216	3/15/2016 9:13 PM
2154	14150	3/15/2016 9:13 PM
2155	14080	3/15/2016 9:12 PM
2156	14075	3/15/2016 9:12 PM
2157	14218	3/15/2016 9:12 PM
2158	14213	3/15/2016 9:11 PM
2159	14052	3/15/2016 9:11 PM
2160	14206	3/15/2016 9:08 PM
2161	14031	3/15/2016 9:08 PM
2162	14068	3/15/2016 9:08 PM
2163	14075	3/15/2016 9:08 PM
2164	14226	3/15/2016 9:07 PM
2165	14221	3/15/2016 9:06 PM
2166	14059	3/15/2016 9:05 PM
2167	14228	3/15/2016 9:05 PM
2168	14223	3/15/2016 9:05 PM
2169	14221	3/15/2016 9:04 PM
2170	14072	3/15/2016 9:04 PM

Buffalo & Erie County Public Library System Planning for the Future Library Services for the next Five Years

2171	14150	3/15/2016 9:02 PM
2172	14127	3/15/2016 9:02 PM
2173	14141	3/15/2016 9:01 PM
2174	14086	3/15/2016 8:59 PM
2175	14127	3/15/2016 8:58 PM
2176	14224	3/15/2016 8:58 PM
2177	14206	3/15/2016 8:57 PM
2178	14043	3/15/2016 8:56 PM
2179	14001	3/15/2016 8:56 PM
2180	14127	3/15/2016 8:55 PM
2181	14141	3/15/2016 8:55 PM
2182	14075	3/15/2016 8:54 PM
2183	14075	3/15/2016 8:54 PM
2184	14216	3/15/2016 8:52 PM
2185	14052	3/15/2016 8:50 PM
2186	14051	3/15/2016 8:50 PM
2187	14221	3/15/2016 8:50 PM
2188	14075	3/15/2016 8:50 PM
2189	14201	3/15/2016 8:48 PM
2190	14221	3/15/2016 8:48 PM
2191	14214	3/15/2016 8:47 PM
2192	14221	3/15/2016 8:47 PM
2193	14052	3/15/2016 8:47 PM
2194	14228	3/15/2016 8:47 PM
2195	14127	3/15/2016 8:46 PM
2196	14033	3/15/2016 8:45 PM
2197	14059	3/15/2016 8:45 PM
2198	14215	3/15/2016 8:44 PM
2199	14059	3/15/2016 8:44 PM

Buffalo & Erie County Public Library System Planning for the Future Library Services for the next Five Years

2200	14225	3/15/2016 8:44 PM
2201	14228	3/15/2016 8:44 PM
2202	14059	3/15/2016 8:44 PM
2203	14072	3/15/2016 8:43 PM
2204	14051	3/15/2016 8:43 PM
2205	14052	3/15/2016 8:43 PM
2206	14224	3/15/2016 8:42 PM
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Buffalo & Erie County Public Library System Planning for the Future Library Services for the next Five Years

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Buffalo & Erie County Public Library System Planning for the Future Library Services for the next Five Years

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Buffalo & Erie County Public Library System Planning for the Future Library Services for the next Five Years

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Buffalo & Erie County Public Library System Planning for the Future Library Services for the next Five Years

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Buffalo & Erie County Public Library System Planning for the Future Library Services for the next Five Years

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Buffalo & Erie County Public Library System Planning for the Future Library Services for the next Five Years

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Buffalo & Erie County Public Library System Planning for the Future Library Services for the next Five Years

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Buffalo & Erie County Public Library System Planning for the Future Library Services for the next Five Years

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Buffalo & Erie County Public Library System Planning for the Future Library Services for the next Five Years

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Buffalo & Erie County Public Library System Planning for the Future Library Services for the next Five Years

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Buffalo & Erie County Public Library System Planning for the Future Library Services for the next Five Years

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Buffalo & Erie County Public Library System Planning for the Future Library Services for the next Five Years

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Buffalo & Erie County Public Library System Planning for the Future Library Services for the next Five Years

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Buffalo & Erie County Public Library System Planning for the Future Library Services for the next Five Years

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Buffalo & Erie County Public Library System Planning for the Future Library Services for the next Five Years

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Buffalo & Erie County Public Library System Planning for the Future Library Services for the next Five Years

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Buffalo & Erie County Public Library System Planning for the Future Library Services for the next Five Years

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Buffalo & Erie County Public Library System Planning for the Future Library Services for the next Five Years

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Buffalo & Erie County Public Library System Planning for the Future Library Services for the next Five Years

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Buffalo & Erie County Public Library System Planning for the Future Library Services for the next Five Years

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Buffalo & Erie County Public Library System Planning for the Future Library Services for the next Five Years

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Buffalo & Erie County Public Library System Planning for the Future Library Services for the next Five Years

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Buffalo & Erie County Public Library System Planning for the Future Library Services for the next Five Years

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Buffalo & Erie County Public Library System Planning for the Future Library Services for the next Five Years

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Buffalo & Erie County Public Library System Planning for the Future Library Services for the next Five Years

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Buffalo & Erie County Public Library System Planning for the Future Library Services for the next Five Years

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Buffalo & Erie County Public Library System Planning for the Future Library Services for the next Five Years

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Buffalo & Erie County Public Library System Planning for the Future Library Services for the next Five Years

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Buffalo & Erie County Public Library System Planning for the Future Library Services for the next Five Years

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Buffalo & Erie County Public Library System Planning for the Future Library Services for the next Five Years

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Buffalo & Erie County Public Library System Planning for the Future Library Services for the next Five Years

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3124	14226	3/12/2016 11:23 AM
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3126	14086	3/12/2016 11:10 AM
3127	14036	3/12/2016 11:04 AM

Buffalo & Erie County Public Library System Planning for the Future Library Services for the next Five Years

3128	14206	3/12/2016 10:59 AM
3129	14221	3/12/2016 10:55 AM
3130	14227	3/12/2016 10:53 AM
3131	14207	3/12/2016 10:39 AM
3132	14204	3/12/2016 10:33 AM
3133	14139	3/12/2016 10:24 AM
3134	4532	3/12/2016 10:21 AM
3135	14150	3/12/2016 10:18 AM
3136	14150	3/12/2016 10:18 AM
3137	14043	3/12/2016 10:15 AM
3138	14208	3/12/2016 10:14 AM
3139	14207	3/12/2016 10:14 AM
3140	14141	3/12/2016 10:03 AM
3141	14218	3/12/2016 9:45 AM
3142	14210	3/12/2016 9:13 AM
3143	14216	3/12/2016 9:12 AM
3144	14213	3/12/2016 8:06 AM
3145	14215	3/12/2016 7:44 AM
3146	14209	3/12/2016 7:29 AM
3147	14214	3/12/2016 6:47 AM
3148	14072	3/12/2016 4:37 AM
3149	14072	3/12/2016 2:42 AM
3150	14086	3/11/2016 10:44 PM
3151	14150	3/11/2016 9:44 PM
3152	14228	3/11/2016 9:24 PM
3153	14150	3/11/2016 7:40 PM
3154	14216	3/11/2016 7:30 PM
3155	14150	3/11/2016 7:24 PM
3156	14051	3/11/2016 7:19 PM

Buffalo & Erie County Public Library System Planning for the Future Library Services for the next Five Years

3157	14217	3/11/2016 7:16 PM
3158	14059	3/11/2016 6:39 PM
3159	14223	3/11/2016 6:37 PM
3160	14141	3/11/2016 6:09 PM
3161	14224	3/11/2016 5:56 PM
3162	14150	3/11/2016 5:56 PM
3163	14225	3/11/2016 5:19 PM
3164	14141	3/11/2016 5:14 PM
3165	14209	3/11/2016 5:02 PM
3166	14211	3/11/2016 4:56 PM
3167	14075	3/11/2016 4:55 PM
3168	14201	3/11/2016 4:50 PM
3169	14217	3/11/2016 4:46 PM
3170	14222	3/11/2016 4:46 PM
3171	14227	3/11/2016 4:18 PM
3172	14006	3/11/2016 4:13 PM
3173	14047	3/11/2016 3:57 PM
3174	14221	3/11/2016 3:56 PM
3175	14206	3/11/2016 3:54 PM
3176	14206	3/11/2016 3:53 PM
3177	14215	3/11/2016 3:53 PM
3178	14224	3/11/2016 3:43 PM
3179	14068	3/11/2016 3:17 PM
3180	14075	3/11/2016 3:10 PM
3181	14052	3/11/2016 3:10 PM
3182	14052	3/11/2016 3:09 PM
3183	14075	3/11/2016 3:07 PM
3184	14070	3/11/2016 3:06 PM
3185	14221	3/11/2016 3:04 PM

Buffalo & Erie County Public Library System Planning for the Future Library Services for the next Five Years

3186	14226	3/11/2016 3:03 PM
3187	14086	3/11/2016 2:50 PM
3188	14217	3/11/2016 2:44 PM
3189	14150	3/11/2016 2:43 PM
3190	14150	3/11/2016 2:42 PM
3191	14213	3/11/2016 2:38 PM
3192	14301	3/11/2016 2:31 PM
3193	14141	3/11/2016 2:31 PM
3194	14141	3/11/2016 2:30 PM
3195	14141	3/11/2016 2:24 PM
3196	14207	3/11/2016 2:22 PM
3197	14150	3/11/2016 2:20 PM
3198	14224	3/11/2016 2:18 PM
3199	14215	3/11/2016 2:16 PM
3200	14201	3/11/2016 2:11 PM
3201	14208	3/11/2016 2:09 PM
3202	14221	3/11/2016 2:09 PM
3203	14221	3/11/2016 2:00 PM
3204	14051	3/11/2016 1:59 PM
3205	14222	3/11/2016 1:54 PM
3206	14150	3/11/2016 1:50 PM
3207	14219	3/11/2016 1:49 PM
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3209	14204	3/11/2016 1:44 PM
3210	14202	3/11/2016 1:35 PM
3211	14207	3/11/2016 1:31 PM
3212	14215	3/11/2016 1:23 PM
3213	14141	3/11/2016 1:21 PM
3214	14059	3/11/2016 1:21 PM

Buffalo & Erie County Public Library System Planning for the Future Library Services for the next Five Years

3215	14222	3/11/2016 1:20 PM
3216	14150	3/11/2016 1:18 PM
3217	14221	3/11/2016 1:15 PM
3218	14220	3/11/2016 1:10 PM
3219	14150	3/11/2016 1:07 PM
3220	14069	3/11/2016 1:02 PM
3221	14052	3/11/2016 12:57 PM
3222	14209	3/11/2016 12:56 PM
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3225	14215	3/11/2016 12:52 PM
3226	14001	3/11/2016 12:42 PM
3227	14212	3/11/2016 12:39 PM
3228	14225	3/11/2016 12:38 PM
3229	14211	3/11/2016 12:33 PM
3230	14069	3/11/2016 12:32 PM
3231	14206	3/11/2016 12:20 PM
3232	14226	3/11/2016 12:13 PM
3233	14223	3/11/2016 12:10 PM
3234	14213	3/11/2016 12:04 PM
3235	14217	3/11/2016 12:03 PM
3236	14043	3/11/2016 11:56 AM
3237	14224	3/11/2016 11:49 AM
3238	14224	3/11/2016 11:21 AM
3239	14215	3/11/2016 11:17 AM
3240	14217	3/11/2016 11:07 AM
3241	14223	3/11/2016 11:05 AM
3242	14214	3/11/2016 11:01 AM
3243	14006	3/11/2016 11:00 AM

Buffalo & Erie County Public Library System Planning for the Future Library Services for the next Five Years

3244	14043	3/11/2016 10:59 AM
3245	14204	3/11/2016 10:57 AM
3246	14001	3/11/2016 10:52 AM
3247	14086	3/11/2016 10:46 AM
3248	14057	3/11/2016 10:34 AM
3249	14223	3/11/2016 10:30 AM
3250	14211	3/11/2016 10:30 AM
3251	14213	3/11/2016 10:27 AM
3252	14214	3/11/2016 10:21 AM
3253	14001	3/11/2016 10:15 AM
3254	14031	3/11/2016 10:12 AM
3255	14075	3/11/2016 10:11 AM
3256	14217	3/11/2016 10:10 AM
3257	14210	3/11/2016 10:10 AM
3258	14220	3/11/2016 10:08 AM
3259	14111	3/11/2016 9:41 AM
3260	14201	3/11/2016 9:32 AM
3261	14075	3/11/2016 9:01 AM
3262	14207	3/11/2016 8:54 AM
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3264	14216	3/11/2016 8:49 AM
3265	14210	3/11/2016 8:45 AM
3266	14225	3/11/2016 7:54 AM
3267	14226	3/11/2016 7:20 AM
3268	14217	3/10/2016 10:08 PM
3269	14223	3/10/2016 9:15 PM
3270	14217	3/10/2016 9:04 PM
3271	14127	3/10/2016 8:40 PM
3272	14217	3/10/2016 8:37 PM

Buffalo & Erie County Public Library System Planning for the Future Library Services for the next Five Years

3273	14220	3/10/2016 8:34 PM
3274	14150	3/10/2016 8:27 PM
3275	14201	3/10/2016 8:08 PM
3276	14052	3/10/2016 7:47 PM
3277	14217	3/10/2016 7:43 PM
3278	14221	3/10/2016 7:26 PM
3279	14006	3/10/2016 7:22 PM
3280	14043	3/10/2016 7:15 PM
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3285	14224	3/10/2016 6:38 PM
3286	14057	3/10/2016 6:37 PM
3287	14150	3/10/2016 6:36 PM
3288	14227	3/10/2016 6:34 PM
3289	14069	3/10/2016 6:29 PM
3290	14222	3/10/2016 6:28 PM
3291	14225	3/10/2016 6:28 PM
3292	14052	3/10/2016 6:25 PM
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3294	14043	3/10/2016 6:23 PM
3295	14216	3/10/2016 6:22 PM
3296	14031	3/10/2016 6:20 PM
3297	14227	3/10/2016 6:17 PM
3298	14150	3/10/2016 6:12 PM
3299	14216	3/10/2016 5:53 PM
3300	14208	3/10/2016 5:49 PM
3301	14150	3/10/2016 5:46 PM

Buffalo & Erie County Public Library System Planning for the Future Library Services for the next Five Years

3302	14223	3/10/2016 5:44 PM
3303	14214	3/10/2016 5:40 PM
3304	14217	3/10/2016 5:35 PM
3305	14202	3/10/2016 5:26 PM
3306	14213	3/10/2016 5:25 PM
3307	14207	3/10/2016 5:24 PM
3308	14217	3/10/2016 5:21 PM
3309	14215	3/10/2016 5:16 PM
3310	14215	3/10/2016 5:13 PM
3311	14202	3/10/2016 5:12 PM
3312	14211	3/10/2016 5:08 PM
3313	14052	3/10/2016 5:08 PM
3314	14218	3/10/2016 5:07 PM
3315	14207	3/10/2016 5:04 PM
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3317	14201	3/10/2016 4:54 PM
3318	14204	3/10/2016 4:52 PM
3319	14204	3/10/2016 4:52 PM
3320	14218	3/10/2016 4:45 PM
3321	14094	3/10/2016 4:44 PM
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3324	14059	3/10/2016 4:30 PM
3325	14032	3/10/2016 4:29 PM
3326	14031	3/10/2016 4:27 PM
3327	14218	3/10/2016 4:25 PM
3328	14216	3/10/2016 4:24 PM
3329	14207	3/10/2016 4:21 PM
3330	14220	3/10/2016 4:05 PM

Buffalo & Erie County Public Library System Planning for the Future Library Services for the next Five Years

3331	14221	3/10/2016 4:03 PM
3332	14224	3/10/2016 4:02 PM
3333	14206	3/10/2016 4:01 PM
3334	14201	3/10/2016 4:00 PM
3335	14224	3/10/2016 3:59 PM
3336	14220	3/10/2016 3:58 PM
3337	14223	3/10/2016 3:58 PM
3338	14218	3/10/2016 3:57 PM
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3340	14224	3/10/2016 3:55 PM
3341	14031	3/10/2016 3:54 PM
3342	14224	3/10/2016 3:54 PM
3343	14224	3/10/2016 3:53 PM
3344	14075	3/10/2016 3:51 PM
3345	14224	3/10/2016 3:51 PM
3346	14120	3/10/2016 3:48 PM
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3348	14227	3/10/2016 3:45 PM
3349	14220	3/10/2016 3:44 PM
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3351	14226	3/10/2016 3:43 PM
3352	14059	3/10/2016 3:43 PM
3353	14224	3/10/2016 3:42 PM
3354	14224	3/10/2016 3:41 PM
3355	14150	3/10/2016 3:41 PM
3356	14051	3/10/2016 3:41 PM
3357	14221	3/10/2016 3:39 PM
3358	14218	3/10/2016 3:38 PM
3359	14220	3/10/2016 3:37 PM

Buffalo & Erie County Public Library System Planning for the Future Library Services for the next Five Years

3360	14225	3/10/2016 3:34 PM
3361	14222	3/10/2016 3:32 PM
3362	14113	3/10/2016 3:30 PM
3363	14224	3/10/2016 3:24 PM
3364	14057	3/10/2016 3:21 PM
3365	14214	3/10/2016 3:19 PM
3366	14203	3/10/2016 3:19 PM
3367	14220	3/10/2016 3:13 PM
3368	14217	3/10/2016 3:05 PM
3369	14225	3/10/2016 3:01 PM
3370	14211	3/10/2016 2:55 PM
3371	14226	3/10/2016 2:54 PM
3372	14209	3/10/2016 2:53 PM
3373	14150	3/10/2016 2:39 PM
3374	14170	3/10/2016 2:34 PM
3375	14209	3/10/2016 2:24 PM
3376	14150	3/10/2016 2:21 PM
3377	14086	3/10/2016 2:21 PM
3378	14220	3/10/2016 2:19 PM
3379	14127	3/10/2016 2:13 PM
3380	14006	3/10/2016 2:13 PM
3381	14075	3/10/2016 2:12 PM
3382	14222	3/10/2016 2:10 PM
3383	14210	3/10/2016 2:10 PM
3384	14204	3/10/2016 2:02 PM
3385	14215	3/10/2016 2:01 PM
3386	14215	3/10/2016 1:59 PM
3387	14072	3/10/2016 1:58 PM
3388	14222	3/10/2016 1:55 PM

Buffalo & Erie County Public Library System Planning for the Future Library Services for the next Five Years

3389	14006	3/10/2016 1:53 PM
3390	14086	3/10/2016 1:52 PM
3391	14047	3/10/2016 1:46 PM
3392	14211	3/10/2016 1:41 PM
3393	14075	3/10/2016 1:37 PM
3394	14226	3/10/2016 1:36 PM
3395	14127	3/10/2016 1:33 PM
3396	14226	3/10/2016 1:31 PM
3397	14202	3/10/2016 1:26 PM
3398	14215	3/10/2016 1:23 PM
3399	14075	3/10/2016 1:20 PM
3400	14075	3/10/2016 1:18 PM
3401	14150	3/10/2016 1:12 PM
3402	14220	3/10/2016 1:06 PM
3403	14217	3/10/2016 1:00 PM
3404	14086	3/10/2016 12:51 PM
3405	14208	3/10/2016 12:39 PM
3406	14225	3/10/2016 12:35 PM
3407	14224	3/10/2016 12:30 PM
3408	14210	3/10/2016 12:30 PM
3409	14202	3/10/2016 12:28 PM
3410	14206	3/10/2016 12:23 PM
3411	14150	3/10/2016 12:20 PM
3412	14080	3/10/2016 12:20 PM
3413	14141	3/10/2016 12:08 PM
3414	14213	3/10/2016 12:06 PM
3415	14206	3/10/2016 12:00 PM
3416	14075	3/10/2016 11:41 AM
3417	14226	3/10/2016 11:34 AM

Buffalo & Erie County Public Library System Planning for the Future Library Services for the next Five Years

3418	14221	3/10/2016 11:33 AM
3419	14215	3/10/2016 11:23 AM
3420	14215	3/10/2016 11:19 AM
3421	14033	3/10/2016 11:16 AM
3422	14204	3/10/2016 11:15 AM
3423	14086	3/10/2016 11:12 AM
3424	14226	3/10/2016 11:11 AM
3425	14141	3/10/2016 11:10 AM
3426	14224	3/10/2016 11:09 AM
3427	14141	3/10/2016 11:03 AM
3428	14228	3/10/2016 11:00 AM
3429	14223	3/10/2016 10:48 AM
3430	14224	3/10/2016 10:45 AM
3431	14224	3/10/2016 10:45 AM
3432	14034	3/10/2016 10:43 AM
3433	14224	3/10/2016 10:33 AM
3434	14086	3/10/2016 10:32 AM
3435	14091	3/10/2016 10:32 AM
3436	14220	3/10/2016 10:30 AM
3437	14120	3/10/2016 10:26 AM
3438	14043	3/10/2016 10:22 AM
3439	14215	3/10/2016 10:16 AM
3440	14227	3/10/2016 10:13 AM
3441	14075	3/10/2016 10:12 AM
3442	14086	3/10/2016 10:11 AM
3443	14086	3/10/2016 10:09 AM
3444	14212	3/10/2016 10:06 AM
3445	14212	3/10/2016 10:00 AM
3446	14223	3/10/2016 9:59 AM

Buffalo & Erie County Public Library System Planning for the Future Library Services for the next Five Years

3447	14215	3/10/2016 9:55 AM
3448	14025	3/10/2016 9:53 AM
3449	14212	3/10/2016 9:49 AM
3450	14150	3/10/2016 9:47 AM
3451	14075	3/10/2016 9:38 AM
3452	14150	3/10/2016 9:36 AM
3453	14216	3/10/2016 9:31 AM
3454	14220	3/10/2016 9:25 AM
3455	14222	3/10/2016 9:19 AM
3456	14201	3/10/2016 9:13 AM
3457	14223	3/10/2016 9:03 AM
3458	14204	3/10/2016 8:55 AM
3459	14223	3/10/2016 8:47 AM
3460	14202	3/10/2016 8:43 AM
3461	14086	3/10/2016 8:42 AM
3462	14217	3/10/2016 8:30 AM
3463	14225	3/10/2016 8:28 AM
3464	14150	3/10/2016 8:22 AM
3465	14208	3/10/2016 8:22 AM
3466	14222	3/10/2016 8:20 AM
3467	14220	3/10/2016 8:18 AM
3468	14213	3/10/2016 8:13 AM
3469	14127	3/10/2016 7:32 AM
3470	14075	3/10/2016 1:42 AM
3471	14209	3/9/2016 10:57 PM
3472	14220	3/9/2016 10:53 PM
3473	14141	3/9/2016 9:14 PM
3474	14228	3/9/2016 8:55 PM
3475	14226	3/9/2016 7:15 PM

Buffalo & Erie County Public Library System Planning for the Future Library Services for the next Five Years

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3477	14057	3/9/2016 2:47 PM
3478	14043	3/9/2016 12:32 PM
3479	14217	3/9/2016 9:36 AM
3480	14216	3/9/2016 7:42 AM
3481	14213	3/8/2016 7:37 PM
3482	14052	3/8/2016 7:00 PM
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3484	14111	3/8/2016 3:43 PM
3485	14225	3/8/2016 12:33 PM
3486	14210	3/8/2016 12:20 PM
3487	14221	3/8/2016 12:14 PM
3488	14025	3/8/2016 11:07 AM
3489	14228	3/8/2016 10:56 AM
3490	14043	3/8/2016 10:53 AM
3491	14127	3/8/2016 6:50 AM
3492	14221	3/8/2016 6:26 AM
3493	14218	3/7/2016 9:45 PM
3494	14052	3/7/2016 9:45 PM
3495	14214	3/7/2016 9:36 PM
3496	14218	3/7/2016 9:10 PM
3497	14202	3/7/2016 8:14 PM
3498	14086	3/7/2016 7:51 PM
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3500	14224	3/7/2016 7:37 PM
3501	14220	3/7/2016 7:37 PM
3502	14216	3/7/2016 7:36 PM
3503	14227	3/7/2016 4:18 PM
3504	14220	3/7/2016 4:13 PM

Buffalo & Erie County Public Library System Planning for the Future Library Services for the next Five Years

3505	14213	3/7/2016 4:02 PM
3506	14228	3/7/2016 3:49 PM
3507	14221	3/7/2016 3:41 PM
3508	14075	3/7/2016 3:15 PM
3509	14226	3/7/2016 2:38 PM
3510	14222	3/7/2016 2:27 PM
3511	14051	3/7/2016 2:25 PM
3512	14222	3/7/2016 2:20 PM
3513	14223	3/7/2016 2:19 PM
3514	14226	3/7/2016 1:22 PM
3515	14224	3/7/2016 12:46 PM
3516	14221	3/7/2016 11:57 AM
3517	14217	3/7/2016 11:31 AM
3518	14127	3/7/2016 11:14 AM
3519	14211	3/7/2016 11:12 AM
3520	14201	3/7/2016 10:58 AM
3521	14214	3/7/2016 10:03 AM
3522	14227	3/7/2016 9:54 AM
3523	14216	3/7/2016 8:46 AM
3524	14214	3/7/2016 8:11 AM
3525	14085	3/7/2016 8:10 AM
3526	14201	3/7/2016 2:19 AM
3527	14221	3/7/2016 12:17 AM
3528	14213	3/6/2016 10:04 PM
3529	14221	3/6/2016 9:44 PM
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3531	14225	3/6/2016 8:28 PM
3532	14004	3/6/2016 7:37 PM
3533	14216	3/6/2016 7:24 PM

Buffalo & Erie County Public Library System Planning for the Future Library Services for the next Five Years

3534	14216	3/6/2016 7:17 PM
3535	14217	3/6/2016 7:12 PM
3536	14139	3/6/2016 7:08 PM
3537	14222	3/6/2016 7:04 PM
3538	14216	3/6/2016 6:08 PM
3539	14127	3/6/2016 5:41 PM
3540	14216	3/6/2016 5:34 PM
3541	14127	3/6/2016 5:14 PM
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3543	14221	3/6/2016 3:36 PM
3544	14080	3/6/2016 3:11 PM
3545	14150	3/6/2016 2:28 PM
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3547	14221	3/6/2016 2:06 PM
3548	14004	3/6/2016 1:03 PM
3549	14223	3/6/2016 10:26 AM
3550	14220	3/6/2016 9:55 AM
3551	14218	3/6/2016 9:42 AM
3552	14150	3/6/2016 8:14 AM
3553	14052	3/6/2016 6:46 AM
3554	14059	3/6/2016 1:05 AM
3555	14214	3/6/2016 12:40 AM
3556	14075	3/5/2016 11:24 PM
3557	14127	3/5/2016 10:13 PM
3558	14228	3/5/2016 8:32 PM
3559	14227	3/5/2016 4:22 PM
3560	14224	3/5/2016 2:33 PM
3561	14212	3/5/2016 2:10 PM
3562	14006	3/5/2016 2:00 PM

Buffalo & Erie County Public Library System Planning for the Future Library Services for the next Five Years

3563	14031	3/5/2016 1:15 PM
3564	14226	3/5/2016 11:43 AM
3565	14025	3/5/2016 9:12 AM
3566	14069	3/5/2016 8:42 AM
3567	14220	3/5/2016 12:02 AM
3568	14025	3/4/2016 11:41 PM
3569	14221	3/4/2016 11:33 PM
3570	14043	3/4/2016 9:59 PM
3571	14222	3/4/2016 9:55 PM
3572	14043	3/4/2016 8:38 PM
3573	14059	3/4/2016 8:19 PM
3574	14052	3/4/2016 8:13 PM
3575	14001	3/4/2016 8:04 PM
3576	14051	3/4/2016 7:52 PM
3577	14059	3/4/2016 7:12 PM
3578	14059	3/4/2016 7:10 PM
3579	14001	3/4/2016 6:53 PM
3580	14075	3/4/2016 6:47 PM
3581	14001	3/4/2016 6:12 PM
3582	14220	3/4/2016 5:38 PM
3583	14006	3/4/2016 5:18 PM
3584	14221	3/4/2016 5:03 PM
3585	14222	3/4/2016 4:56 PM
3586	14304	3/4/2016 4:51 PM
3587	14006	3/4/2016 4:46 PM
3588	14150	3/4/2016 4:23 PM
3589	14216	3/4/2016 4:14 PM
3590	14222	3/4/2016 4:04 PM
3591	14075	3/4/2016 3:49 PM

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3592	14141	3/4/2016 3:43 PM
3593	14043	3/4/2016 3:36 PM
3594	14075	3/4/2016 3:31 PM
3595	14220	3/4/2016 3:09 PM
3596	14150	3/4/2016 3:07 PM
3597	14223	3/4/2016 3:05 PM
3598	14086	3/4/2016 3:00 PM
3599	14111	3/4/2016 2:58 PM
3600	14217	3/4/2016 1:47 PM
3601	14086	3/4/2016 1:39 PM
3602	14223	3/4/2016 1:13 PM
3603	14001	3/4/2016 12:42 PM
3604	14052	3/4/2016 12:39 PM
3605	14001	3/4/2016 12:27 PM
3606	14224	3/4/2016 12:19 PM
3607	14075	3/4/2016 12:14 PM
3608	14075	3/4/2016 12:09 PM
3609	14223	3/4/2016 12:09 PM
3610	14214	3/4/2016 11:46 AM
3611	14127	3/4/2016 11:43 AM
3612	14086	3/4/2016 11:42 AM
3613	14222	3/4/2016 11:37 AM
3614	14001	3/4/2016 11:35 AM
3615	14001	3/4/2016 11:31 AM
3616	14052	3/4/2016 11:01 AM
3617	14228	3/4/2016 10:53 AM
3618	14220	3/4/2016 10:50 AM
3619	14228	3/4/2016 10:42 AM
3620	14226	3/4/2016 10:21 AM

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3621	14220	3/4/2016 10:06 AM
3622	14223	3/4/2016 10:05 AM
3623	14222	3/4/2016 10:05 AM
3624	14111	3/4/2016 9:52 AM
3625	14075	3/4/2016 9:50 AM
3626	14047	3/4/2016 9:44 AM
3627	14086	3/4/2016 9:42 AM
3628	14214	3/4/2016 9:41 AM
3629	14220	3/4/2016 9:40 AM
3630	14043	3/4/2016 9:38 AM
3631	14225	3/4/2016 9:36 AM
3632	14051	3/4/2016 9:35 AM
3633	14004	3/4/2016 9:29 AM
3634	14225	3/4/2016 9:13 AM
3635	14222	3/4/2016 8:58 AM
3636	14043	3/4/2016 8:23 AM
3637	14222	3/4/2016 7:35 AM
3638	14032	3/4/2016 7:24 AM
3639	14141	3/4/2016 6:50 AM
3640	14224	3/4/2016 3:04 AM
3641	14221	3/4/2016 2:33 AM
3642	14224	3/4/2016 2:06 AM
3643	14215	3/4/2016 12:38 AM
3644	14220	3/4/2016 12:26 AM
3645	14224	3/3/2016 11:43 PM
3646	14141	3/3/2016 11:07 PM
3647	14031	3/3/2016 10:14 PM
3648	14221	3/3/2016 9:56 PM
3649	14051	3/3/2016 9:53 PM

Buffalo & Erie County Public Library System Planning for the Future Library Services for the next Five Years

3650	14220	3/3/2016 9:51 PM
3651	14031	3/3/2016 9:45 PM
3652	14031	3/3/2016 9:45 PM
3653	14223	3/3/2016 9:42 PM
3654	14032	3/3/2016 9:41 PM
3655	14031	3/3/2016 9:35 PM
3656	14201	3/3/2016 9:35 PM
3657	14174	3/3/2016 9:12 PM
3658	14085	3/3/2016 9:08 PM
3659	14215	3/3/2016 9:05 PM
3660	14206	3/3/2016 9:00 PM
3661	14220	3/3/2016 8:31 PM
3662	14214	3/3/2016 8:22 PM
3663	14127	3/3/2016 8:17 PM
3664	14086	3/3/2016 8:13 PM
3665	14224	3/3/2016 8:05 PM
3666	14224	3/3/2016 7:44 PM
3667	14228	3/3/2016 7:43 PM
3668	14220	3/3/2016 7:11 PM
3669	14214	3/3/2016 7:09 PM
3670	14224	3/3/2016 7:04 PM
3671	14150	3/3/2016 6:56 PM
3672	14224	3/3/2016 6:53 PM
3673	14224	3/3/2016 6:52 PM
3674	14218	3/3/2016 6:50 PM
3675	14224	3/3/2016 6:47 PM
3676	14224	3/3/2016 6:44 PM
3677	14226	3/3/2016 6:41 PM
3678	14004	3/3/2016 6:34 PM

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3679	14224	3/3/2016 6:32 PM
3680	14216	3/3/2016 6:27 PM
3681	14075	3/3/2016 6:25 PM
3682	14221	3/3/2016 6:23 PM
3683	14127	3/3/2016 6:09 PM
3684	14210	3/3/2016 5:47 PM
3685	14219	3/3/2016 5:45 PM
3686	14221	3/3/2016 5:36 PM
3687	14209	3/3/2016 5:31 PM
3688	14043	3/3/2016 4:51 PM
3689	14150	3/3/2016 4:22 PM
3690	14217	3/3/2016 3:58 PM
3691	14206	3/3/2016 3:38 PM
3692	14213	3/2/2016 9:12 PM
3693	14224	3/2/2016 8:15 AM
3694	14086	3/1/2016 11:00 PM
3695	14203	3/1/2016 9:47 PM
3696	14034	3/1/2016 7:16 PM
3697	14226	3/1/2016 6:54 PM
3698	14094	3/1/2016 6:23 PM
3699	14075	3/1/2016 6:04 PM
3700	14215	3/1/2016 5:57 PM
3701	14215	3/1/2016 5:57 PM
3702	14225	3/1/2016 5:44 PM
3703	14221	3/1/2016 4:25 PM
3704	14227	3/1/2016 4:24 PM
3705	14223	3/1/2016 4:11 PM
3706	14221	3/1/2016 4:09 PM
3707	14226	3/1/2016 3:53 PM

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3708	14075	3/1/2016 3:52 PM
3709	14120	3/1/2016 3:43 PM
3710	14227	3/1/2016 3:19 PM
3711	60074	3/1/2016 2:57 PM
3712	14213	3/1/2016 2:13 PM
3713	14219	3/1/2016 1:50 PM
3714	14207	3/1/2016 1:47 PM
3715	14075	3/1/2016 1:25 PM
3716	14210	3/1/2016 12:39 PM
3717	14227	3/1/2016 12:18 PM
3718	14222	3/1/2016 12:18 PM
3719	14127	3/1/2016 12:07 PM
3720	14224	3/1/2016 11:49 AM
3721	14209	3/1/2016 11:43 AM
3722	14052	3/1/2016 11:25 AM
3723	14226	3/1/2016 8:51 AM
3724	14220	2/29/2016 10:31 PM
3725	14221	2/29/2016 4:36 PM
3726	14216	2/29/2016 4:20 PM