



Buffalo & Erie County Public Library System Profile

Survey Results and Community Implications

REPORT INFORMATION

Topic: Summer Reading
Programs: See full list on page 2
Date Range: None

BUFFALO & ERIE COUNTY PUBLIC LIBRARY SYSTEM PROFILE SURVEY WORK

Buffalo & Erie County Public Library System Profile conducted surveys to program participants to collect data and insights about how their summer reading services and programs are supporting community needs. Buffalo & Erie County Public Library System Profile surveyed patrons using the Project Outcome Summer Reading Adult Survey, which measures patron-reported outcomes after a period of time has passed. A total of **201** survey responses were collected.

Results

A total of **201** survey responses were collected. Of the percentage of patrons surveyed who either **agreed or strongly agreed** that they benefited from the service or program:

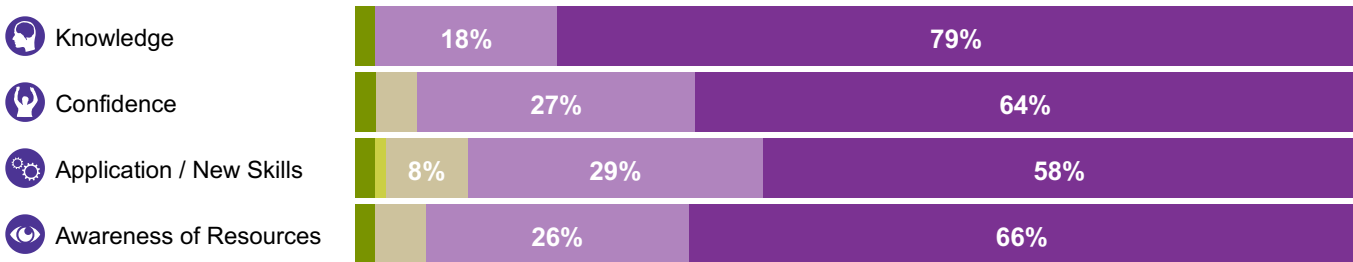
97% learned something new from what they read or experienced

87% read more often

91% enjoy reading more

92% want to use the library more often

The full results of the survey(s) are shown below. *(Note that due to rounding, percentages may not add up to 100%)*



SCORING: Strongly Disagree Disagree Neither Agree Strongly Agree

Selected Criteria Average

Summer Reading Topic Averages

	Group	Group	National	Total
Knowledge	4.7	4.6	4.4	4.4
Confidence	4.6	4.5	4.2	4.2
Application / New Skills	4.5	4.4	4.1	4.1
Awareness of Resources	4.6	4.5	4.3	4.3

AVERAGES: Ranges from 1.0 (Strongly Disagree) to 5.0 (Strongly Agree)

Survey topic averages represent all data under the survey topic and type and are based on the library location (e.g. United States, Canada). Selected criteria average represents data under any additional criteria applied to the report, such as date range, program or survey name.

A total of 201 survey responses were collected across 14 surveys. The list of programs surveyed are shown in the table below.

Program Name	Survey Name	Attendance	Response Rate
ALD - Summer Reading 2019 - Adult - 6/6/2019	ALD - Summer Reading 2019 - Adult	0	N/A
ANG - Summer Reading 2019 - Adult - 6/6/2019	ANG - Summer Reading 2019 - Adult	0	N/A
AUD/CFD/EGG/WIL - Summer Reading 2019 - Adult - 6/6/2019	AUD/CFD/EGG/WIL - Summer Reading 2019 - Adult	0	N/A
BOS - Summer Reading 2019 - Adult - 6/6/2019	BOS - Summer Reading 2019 - Adult	0	N/A
CEN/City - Summer Reading 2019 - Adult - 6/6/2019	CEN/City - Summer Reading 2019 - Adult	0	N/A
CLA - Summer Reading 2019 - Adult - 6/6/2019	CLA - Summer Reading 2019 - Adult	0	N/A
COL - Summer Reading 2019 - Adult - 6/6/2019	COL - Summer Reading 2019 - Adult	0	N/A
CON - Summer Reading 2019 - Adult - 6/6/2019	CON - Summer Reading 2019 - Adult	0	N/A
EAU - Summer Reading 2019 - Adult - 6/6/2019	EAU - Summer Reading 2019 - Adult	0	N/A
EDN - Summer Reading 2019 - Adult - 6/6/2019	EDN - Summer Reading 2019 - Adult	0	N/A
ELM - Summer Reading 2019 - Adult - 6/6/2019	ELM - Summer Reading 2019 - Adult	0	N/A
GRI - Summer Reading 2019 - Adult - 6/7/2019	GRI - Summer Reading 2019 - Adult	0	N/A
HAM/LSH - Summer Reading 2019 - Adult - 6/7/2019	HAM/LSH - Summer Reading 2019 - Adult	0	N/A
JBR/REI - Summer Reading 2019 - Adult - 6/6/2019	JBR/REI - Summer Reading 2019 - Adult	0	N/A
KNL/KNM - Summer Reading 2019 - Adult - 6/7/2019	KNL/KNM - Summer Reading 2019 - Adult	0	N/A
LCW - Summer Reading 2019 - Adult - 6/7/2019	LCW - Summer Reading 2019 - Adult	0	N/A
LNC - Summer Reading 2019 - Adult - 6/7/2019	LNC - Summer Reading 2019 - Adult	0	N/A
MAR - Summer Reading 2019 - Adult - 6/7/2019	MAR - Summer Reading 2019 - Adult	0	N/A
NCO - Summer Reading 2019 - Adult - 6/7/2019	NCO - Summer Reading 2019 - Adult	0	N/A
NST - Summer Reading 2019 - Adult - 6/6/2019	NST - Summer Reading 2019 - Adult	0	N/A
OPK - Summer Reading 2019 - Adult - 6/7/2019	OPK - Summer Reading 2019 - Adult	0	N/A
TON - Summer Reading 2019 - Adult - 6/7/2019	TON - Summer Reading 2019 - Adult	0	N/A
WSE - Summer Reading 2019 - Adult - 6/7/2019	WSE - Summer Reading 2019 - Adult	0	N/A

Additional Survey Information

The library also asked the following questions:

1. What did you like most about the program/service?
2. What could the library do to help you continue to learn more?



Additional Survey Information

The library also asked the following questions:

3. Do you have a library card?

Yes: 93% | No: 6% | Don't know: 0%

4. On average, how often do you visit the library?

Daily: 2% | Weekly: 47% | Monthly: 36% | Less than once a month: 11% | Never: 0%

5. On a scale of 1-10, with 10 being the most likely, how likely is it that you would recommend this program to a friend or colleague?

1: 0% | 2: 0% | 3: 0% | 4: 0% | 5: 1% | 6: 0% | 7: 1% | 8: 5% | 9: 6% | 10: 80%



Overview

Wherever public libraries are working, possibility lives. People who work in public libraries know that library services open new opportunities for anyone who enters – putting people on the path to literacy, technological know-how, or a better job. Libraries see evidence of this every day – what they are often missing is the data to support it. Measuring outcome data helps libraries demonstrate the good they are doing and the value their impact is having in the community. For example, the Project Outcome: Year in Review 2016 Annual Report sites that nearly 80% of library users surveyed report that library programs and services have had some kind of positive impact on their lives in the last year, with a majority of patrons reporting that the educational aspect of these programs and services is what they like most. And these patron benefits are in high demand. Patrons most commonly suggested improvement for the library is new, more, or more frequent classes and programs.ⁱ

About the Surveys

The Project Outcome surveys were developed by the Public Library Association's Performance Measurement Task Force, which is comprised of a diverse group of public and state library leaders, consultants, data researchers and analysts. The surveys are designed to help libraries measure the outcomes of programs and services and the impact they have on patrons. The results are intended to show a direction of change, not rigorous statistical proof of change. To learn more about Project Outcome, visit www.projectoutcome.org (<https://www.projectoutcome.org>).

Implications for Community Impact

Summer reading programs are an essential public library service that benefits a range of patrons from children, teens and adults. Public libraries intend summer reading programs to be engaging and fun while providing structure that supports ongoing learning opportunities for adults and protects against literacy backsliding for children out of school.

- According to the Library Research Service, Colorado State Library, adult summer reading programs benefit patrons by providing opportunities in literacy development and exposure to new literary genres. Summer reading programs promote the value of reading and its immense benefits, including reduced stress and modeling good reading behavior for children.ⁱⁱ
- Adults continue to pursue interests and self-growth, such as reading, past formal education. According to research produced by the Pew Research Institute, 74% of adults are "personal learners," which means they do activities such as reading or taking classes tied to personal interests. There are a multitude of social and psychological benefits that come from personal learning. According to Pew, 87% of personal learners feel well-rounded and 64% reported their learning helped them make new friends.ⁱⁱⁱ
- Most people in the United States view public libraries as an integral part of the education system by providing resources to everyone, while also being advocates of digital and information literacy. A recent report produced by the Pew Research Institute found that those over the age of 15 feel that public libraries have an important role in fulfilling the educational needs of the community they serve. In addition, 78% feel libraries adequately encourage literacy and an enthusiasm for reading.^{iv}

SOURCES

ⁱProject Outcome. "Project Outcome: A Year in Review 2016 Annual Report," Accessed March 23, 2017. <https://www.projectoutcome.org/annual-report> (<https://www.projectoutcome.org/annual-report>)

ⁱⁱLinda Hofschire. "Summer in Colorado Means Reading Programs for All Ages." Fast Facts – Recent Statistics from the Library Research Service (2011). Accessed April 20, 2016. https://www.lrs.org/documents/fastfacts/300_SummerReading.pdf (https://www.lrs.org/documents/fastfacts/300_SummerReading.pdf)

ⁱⁱⁱJohn B. Horrigan. "Lifelong Learning and Technology." Pew Research Center (2016). Accessed April 20, 2016. <http://www.pewinternet.org/2016/03/22/lifelong-learning-and-technology/> (<http://www.pewinternet.org/2016/03/22/lifelong-learning-and-technology/>)

^{iv}John B. Horrigan, Lee Rainie, and Dana Page. "Libraries at the crossroads." Pew Research Center (2015). Accessed October 23, 2015. <http://www.pewinternet.org/files/2015/09/2015-09-15librariesFINAL.pdf> (<http://www.pewinternet.org/files/2015/09/2015-09-15librariesFINAL.pdf>)



Summer Reading 2019 - System-Wide Adult Open-Ended Responses

What could the library do to help you continue to learn more?

More programs

Amazing job great work

Offer more computer classes

Computer classes

More computer programs & natural health seminars

<3 the kids activities, wish they had more room @ Eggertsville

Keep up with programs

No breaking time for story time

More outside lectures

Open five days a week

Continue providing engaging programs :)

There isn't anything else

unkind - but - one of the group home people was riding the chair like a bucking bronco - attendants were no way near

The library is a wonderful venue where I read all the time

More computers/greater noise reduction

Maybe coffee cafe

Nothing, it's great!

Continue book club

Keep having the book club

Continue holding book club

Have no complaints. I love this library and all the people

Keep having book club

Tom could read a trip abroad!!

Get more cookbooks

Do fine now!

Continue to offer the great programs that you have been offering. They're so informative & enjoyable!!!

Keep up the good work! But please do something about the noise level. It was like a cocktail party.

More educational & travel programs

I really enjoy the cooking classes. Any classes would be enjoyable

They already do so much

Offer classes in crochet in Clearfield!

More programs like this

Offer more of these wonderful classes!

More art classes

Keep doing what it is doing now

More of this type of class

More classes like this

Paper crafts - cardmaking, scrapbooking

Nothing - it's great as is
Advertise in local paper
Continue book club
A good adult movie during the winter every week
Continue book clubs
None
More private areas for book clubs
Offer lecture/discussion on pertinent topics - environment, climate change, immigration
Keep doing these extra-curricular activities!!
This was great!
More art books
Want to learn about language program
Keep up the good work
More workshops!
Continue the wellness seminars
Continue with interesting programs
The programs are excellent
Keep up with the events
More adult programs
Our book discussion club at Kenilworth is great. Amy does a terrific job!
More computer/resume helpers
Writers expression. Keep it up!
Continue to offer programs like this
Have at least some Sunday hours during summer (3 hrs/day, or one per month, etc.)
Stay open evenings and weekends
This library is great. I enjoy the hands on classes, esp. Shannon's cooking class.
Continue with your programs
Continue with some special programs like this cooking demo
More programs like this & the apollo (?)
Have more activities like cooking classes
Classes to understand radio waves, television waves, fixing computers
recipes
stuff
Book Club
I'd like to see the new library labeled better; hard to find books now
More demo like this
Keep doing what you're doing.
Too much \$
More non-fiction
More book clubs
Add an extra hour to the DND (Dungeons & Dragons) sessions

What did you like most about the program/service?

I like to get books online onto my phone

Speakers

I love the library! What a wonderful class. Kathleen is a wonderful teacher! Thank you so much!

The book club is GREAT!!

email/more events

Chef Shannon was great!