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 Teen/Child Survey, which measures the impact of services designed to provide continuous reading and learning opportunities for children and teens between school breaks to limit learning gaps. A total of 154 survey responses were collected.

Results

A total of 154 survey responses were collected. Of the percentage of children or teens surveyed who either agreed or strongly agreed that they benefited from the service or program:

- 89% learned something new from what they read or experienced
- 80% read more often
- 77% enjoy reading more
- 83% 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%)

<table>
<thead>
<tr>
<th>Knowledge</th>
<th>Knowledge Group</th>
<th>Knowledge National</th>
<th>Knowledge Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>7%</td>
<td>47%</td>
<td>42%</td>
<td></td>
</tr>
<tr>
<td>Confidence</td>
<td>Confidence Group</td>
<td>Confidence National</td>
<td>Confidence Total</td>
</tr>
<tr>
<td>19%</td>
<td>31%</td>
<td>46%</td>
<td></td>
</tr>
<tr>
<td>Application / New Skills</td>
<td>Application / New Skills Group</td>
<td>Application / New Skills National</td>
<td>Application / New Skills Total</td>
</tr>
<tr>
<td>17%</td>
<td>33%</td>
<td>47%</td>
<td></td>
</tr>
<tr>
<td>Awareness of Resources</td>
<td>Awareness of Resources Group</td>
<td>Awareness of Resources National</td>
<td>Awareness of Resources Total</td>
</tr>
<tr>
<td>15%</td>
<td>35%</td>
<td>48%</td>
<td></td>
</tr>
</tbody>
</table>

SCORING:  
- Strongly Disagree  
- Disagree  
- Neither  
- Agree  
- Strongly Agree

Selected Criteria Average

- Knowledge: 4.3
- Confidence: 4.2
- Application / New Skills: 4.2
- Awareness of Resources: 4.3

Summer Reading Topic Averages

- Knowledge: 4.3 (Group), 4.2 (National), 4.2 (Total)
- Confidence: 4.2 (Group), 4.3 (National), 4.3 (Total)
- Application / New Skills: 4.2 (Group), 4.2 (National), 4.2 (Total)
- Awareness of Resources: 4.3 (Group), 4.4 (National), 4.4 (Total)

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 154 survey responses were collected across 15 surveys. The list of programs surveyed are shown in the table below.

<table>
<thead>
<tr>
<th>Program Name</th>
<th>Survey Name</th>
<th>Attendance</th>
<th>Response Rate</th>
</tr>
</thead>
<tbody>
<tr>
<td>ALD - Summer Reading 2019 - Teen - 6/6/2019</td>
<td>ALD - Summer Reading 2019 - Teen</td>
<td>0</td>
<td>N/A</td>
</tr>
<tr>
<td>ANG - Summer Reading 2019 - Teen - 6/6/2019</td>
<td>ANG - Summer Reading 2019 - Teen</td>
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<td>N/A</td>
</tr>
<tr>
<td>AUD/CFD/EGG/WIL - Summer Reading 2019 - Teen - 6/6/2019</td>
<td>AUD/CFD/EGG/WIL - Summer Reading 2019 - Teen</td>
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<td>N/A</td>
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<tr>
<td>BOS - Summer Reading 2019 - Teen - 6/6/2019</td>
<td>BOS - Summer Reading 2019 - Teen</td>
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<td>N/A</td>
</tr>
<tr>
<td>CEN/City - Summer Reading 2019 - Teen - 6/6/2019</td>
<td>CEN/City - Summer Reading 2019 - Teen</td>
<td>0</td>
<td>N/A</td>
</tr>
<tr>
<td>CLA - Summer Reading 2019 - Teen - 6/6/2019</td>
<td>CLA - Summer Reading 2019 - Teen</td>
<td>0</td>
<td>N/A</td>
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<tr>
<td>COL - Summer Reading 2019 - Teen - 6/6/2019</td>
<td>COL - Summer Reading 2019 - Teen - 06/06/2019</td>
<td>0</td>
<td>N/A</td>
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<tr>
<td>CON - Summer Reading 2019 - Teen - 6/6/2019</td>
<td>CON - Summer Reading 2019 - Teen</td>
<td>0</td>
<td>N/A</td>
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<tr>
<td>EAU - Summer Reading 2019 - Teen - 6/6/2019</td>
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<td>0</td>
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<tr>
<td>EDN - Summer Reading 2019 - Teen - 6/6/2019</td>
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<td>N/A</td>
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<tr>
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<td>ELM - Summer Reading 2019 - Teen</td>
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</tr>
<tr>
<td>GRI - Summer Reading 2019 - Teen - 6/7/2019</td>
<td>GRI - Summer Reading 2019 - Teen</td>
<td>0</td>
<td>N/A</td>
</tr>
<tr>
<td>HAM/LSH - Summer Reading 2019 - Teen - 6/7/2019</td>
<td>HAM/LSH - Summer Reading 2019 - Teen</td>
<td>0</td>
<td>N/A</td>
</tr>
<tr>
<td>JBR/REI - Summer Reading 2019 - Teen - 6/6/2019</td>
<td>JBR/REI - Summer Reading 2019 - Teen</td>
<td>0</td>
<td>N/A</td>
</tr>
<tr>
<td>KNM/KNL - Summer Reading 2019 - Teen - 7/22/2019</td>
<td>KNM/KNL - Summer Reading 2019 - Teen</td>
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<td>N/A</td>
</tr>
<tr>
<td>LCW - Summer Reading 2019 - Teen - 6/7/2019</td>
<td>LCW - Summer Reading 2019 - Teen</td>
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<td>N/A</td>
</tr>
<tr>
<td>LNC - Summer Reading 2019 - Teen - 6/7/2019</td>
<td>LNC - Summer Reading 2019 - Teen</td>
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<td>N/A</td>
</tr>
<tr>
<td>MAR - Summer Reading 2019 - Teen - 6/7/2019</td>
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<td>0</td>
<td>N/A</td>
</tr>
<tr>
<td>NCO - Summer Reading 2019 - Teen - 6/7/2019</td>
<td>NCO - Summer Reading 2019 - Teen</td>
<td>0</td>
<td>N/A</td>
</tr>
<tr>
<td>NST - Summer Reading 2019 - Teen - 6/7/2019</td>
<td>NST - Summer Reading 2019 - Teen</td>
<td>0</td>
<td>N/A</td>
</tr>
<tr>
<td>OPK - Summer Reading 2019 - Teen - 6/7/2019</td>
<td>OPK - Summer Reading 2019 - Teen</td>
<td>0</td>
<td>N/A</td>
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<tr>
<td>TON - Summer Reading 2019 - Teen - 6/7/2019</td>
<td>TON - Summer Reading 2019 - Teen</td>
<td>0</td>
<td>N/A</td>
</tr>
<tr>
<td>WSE - Summer Reading 2019 - Teen - 6/7/2019</td>
<td>WSE - Summer Reading 2019 - Teen</td>
<td>0</td>
<td>N/A</td>
</tr>
</tbody>
</table>

### 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?
The library also asked the following questions:

3. Do you have a library card?
   - Yes: 78%
   - No: 16%
   - Don't know: 5%

4. On average, how often do you visit the library?
   - Daily: 5%
   - Weekly: 51%
   - Monthly: 25%
   - Less than once a month: 14%
   - Never: 3%

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: 3%
   - 4: 1%
   - 5: 5%
   - 6: 1%
   - 7: 8%
   - 8: 10%
   - 9: 16%
   - 10: 49%
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.

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).

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.

- Summer reading programs are particularly important for children transitioning from "learning to read" to "reading to learn" education levels. According to a three-year study by Dominican University's Graduate School of Library and Information Studies, students who participate in their local library's summer reading program significantly improve their reading skills.
- Children who participate in summer reading programs end up ahead of those who don't. The Lexile Framework provides a way to match a reader with an appropriate text within their reading level. Research shows that there is a 52 Lexile point gain for children who participate in summer reading programs. Summer reading programs reduce summer learning loss. Instead of losing knowledge and skills during the summer months, kids who attend summer reading programs actually show gains.
- Summer reading programs improve more than reading skills. In the Dominican University study, teachers report that children who participate in summer reading programs return to school with a more positive attitude about reading and higher level of confidence in the classroom, read beyond what is required, and perceive reading as important.
- 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. Specifically, 85% of the surveyed population feel that public libraries need to coordinate with schools in literacy programs and resources provided to children. In addition, 78% feel libraries adequately encourage literacy and an enthusiasm for reading.
SOURCES

https://www.projectoutcome.org/annual-report


³www.lexile.com

⁴Roman, Carragan, and Fiore. "Public Library Summer Reading Programs"

Summer Reading 2019 - Teen Open-Ended Responses

What could the library do to help you continue to learn more?
Keep doing this
Have information I wouldn't be able to find online
Read more about new things
Continue Battle of the Books
Recommend good books
Recommending good books
The library helps me get more books to read
I don't know
More books
More opportunities to volunteer
Provide more community activities
How to work in groups
really nothing
More books in our age group
Have a somewhat better selection of books/media.
Create more programs like this
IDK
I don't know
Nothing
Easier to find books
Idk
Nothing
Nothing
I don't know
?
Gimme books I guess
I don't know
?
nothing
Keep the art club
I dunno
Have more educational books
I don't know
More sessions
3D print mo' minis!!
nothing
I don't know
IDK
?
More competitions
IDK
It's good the way it is
Yes
Fun but educational things. We need more of it.
Lending me books
Do fun games
It was awesome
books
books
More cookies
More games
read
read more
Continue with the battle of the books, this was really fun
have a book of the week or something
Have more programs
?
get more counceils
Another hour
As many programs as possible for older kids. And maybe recommending good books to read
You could check out books and learn about something different
More copies of materials
keep getting more books
keep doing this
I have no idea
the library could find more educational books
Have more events like this
get more items
Do more escape rooms!
more n-fiction
I don't know
More activities in the summer
It would be interesting if there were more activities with a bigger age range
I'd enjoy having more things to do with the kids who come to the events
More reading programs
More programs with reading competitions
Don't close!!
Read more
More books for Battle of the Books
Recording Room
Provide more activities for family to include all age groups - year round
I don't know
Get more books
?
IDK
Host more events like this
More classes
Continue with teen finance
Art, more school
More science programs
More teen programs
Another class
Offer more books on engineering
More hot glue or better way to cut popsicle sticks
Have a competition of who can read the most books
We could make whatever we wanted
?
Read fines down all year
Flash cards
More books
More books
Give me books
Fix the touch screen
Library pets
1) Not going out of business
Buy cat books, cats roam the library
Everything it is currently
Continue to do this newsletter
keep doing what’s scheduled
Yes
Free money
Free food
?
Noting, it's already great
Have more battle of the books
IDK
I don't know I like it how it is.
Give me books
IDK
books
Read books
I am not sure

What did you like most about the program/service?
Snacks
Snacks
Speed round
Snacks
Snacks
Snacks
Snacks
I liked the speed round
Reading to remember the question
Answering questions about books
Making slime
Slime
Teamwork, cooperation & fun
being with a animal
Cat
Just helping people/kids and watching them have fun
I'm able to help kids.
Friends
Answering questions
"Thunder" Round
Our shirts we decorated
The books
The food and drink
The food
The book
The books
Pizza
Socializing
Meeting new people
Pizza
Reading
Talking about books
Pizza
art
It was fun
Drawing
It was hilarious
Art
I'm surrounded by others with the same passion as me
How much everyone else enjoyed the story we wove together
RPG
RPG
Food RPG
RPG Club!
The speed practice round
The lightning round
Questions
The snacks and hanging out with friends
The competition & shirts
The books
Hanging out with friends
Making the video
Editing the film
Hanging out w/ friends
Yes
Everything
The shirt
Everything
Painting
The shirt
It was about space.
Making Galaxy shirts
Paint
Games
Video games
Smash brawl
Games
rocks
everything
Working in a group
I loved getting to talk about books with other people.
The Pals TM
Pizza
Talking with friends
Painting rocks
Wit
It was compeitive
Getting to have fun
The fact that even if you got a question wrong, it was just a learning point
answering questions
Mock battle
all of it was fun
when questions were asked
The search for the book with the right call number
It was fun
It was fun using teamwork
Non fiction
It was tie dying
Setting up
I liked that we can bring our t-shirts home
I enjoyed doing crafts with the kids
How I learn to interact with people
Having fun
Everything
Outside, fun activity, good teamwork
Characters
Character game
Battle Books
This quiz
The kind of books they chose
Books
Reading the books
The thing we discussed
Free food. Also, the books
Learning practical things
Great learning class
Very informative. Amazing for the future
Qu's
Money stuff
Using the computers
CAD
Learning how to use fusion 360
Learning CAD basics
Freedom
Figuring out that I am a good drawer
Giving
The wheel of books
Being a judge
Games/Having Fun
Games
Playing 5 corners
5 corners
Answering questions
Tie snacks
Reading
1) Showing up. 2) Snacks
Showing up and snacks
Yes
It was fun and cool
The librarians were really nice
I made friends
I made lots of friends
I made friends
I got to interact with friends
It was competitive but fun
Friends
Snacks
It was fun.
Snacks
IDK
food
Food & the questions
Battle of the Books