

Public Survey # 1 Results

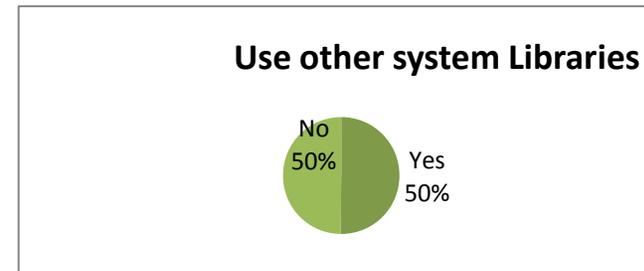
Survey Title: Patron Survey # 1

Hardcopy of this survey was available for patrons to pickup in all 37 Libraries between January 22 - February 20, 2013

2518 total responses from 37 libraries

Do you use any other public libraries in Erie County ?

Yes	1258	50.1%
No	1251	49.9%
Total Responses	2509	

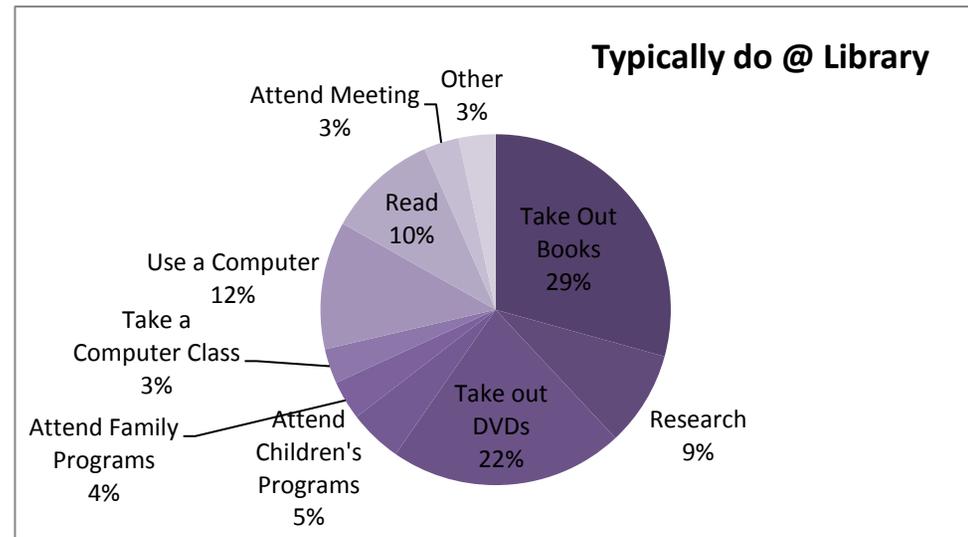


Did you know your library card can be used in all 37 Libraries?

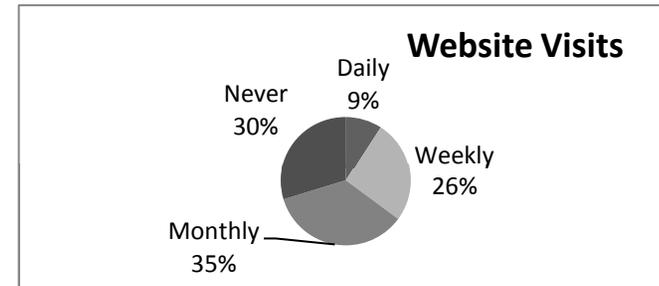
Yes	2227	90.6%
No	230	9.4%
Total responses	2457	

What do you typically do here?

Take Out Books	2212	29.3%
Research	661	8.8%
Take out DVDs	1630	21.6%
Attend Children's Programs	370	4.9%
Attend Family Programs	273	3.6%
Take a Computer Class	243	3.2%
Use a Computer	889	11.8%
Read	771	10.2%
Attend Meeting	244	3.2%
Other	257	3.4%
Total responses	7550	

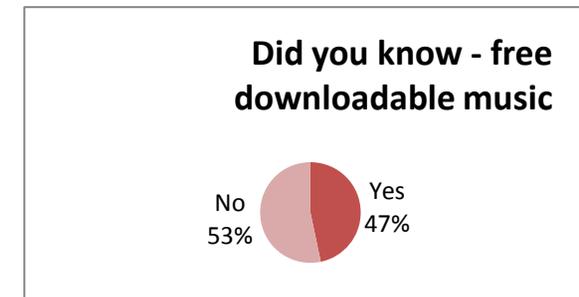


How often do you visit the website?		
Daily	217	9.1%
Weekly	618	26.0%
Monthly	836	35.2%
Never	707	29.7%
Total responses	2378	



Do you use the online "My Account" or "Catalog" on the website?

Yes	1380	57.6%
No	755	31.5%
Didn't know it existed	260	10.9%



Did you know the Libraries offer?

Free downloadable music		
Yes	1135	46.7%
No	1296	53.3%

Free downloadable books & movies

Yes	1505	61.6%
No	939	38.4%

Free Computer Training

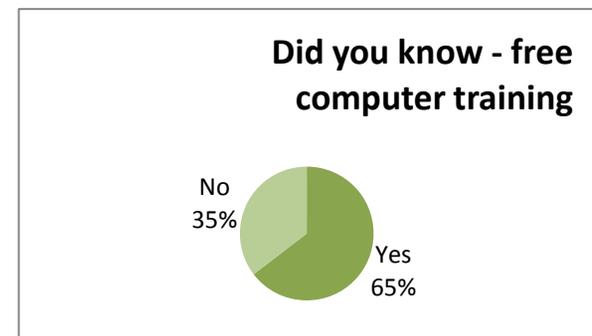
Yes	1593	64.6%
No	874	35.4%

Free use of online databases

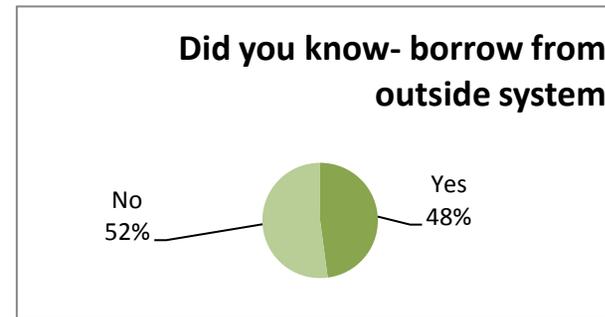
Yes	1344	56.3%
No	1042	43.7%

Borrow from one Library, return to another

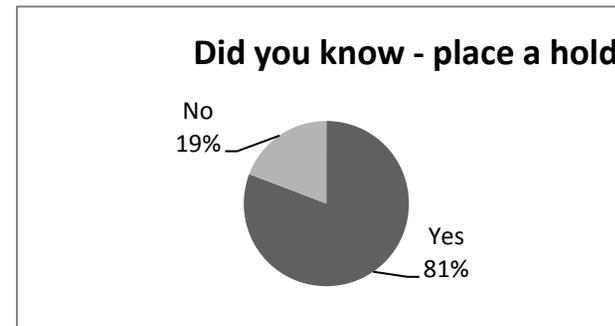
Yes	2030	83.0%
No	415	17.0%



Borrow from outside the System		
Yes	1163	47.9%
No	1266	52.1%
	2429	



Place a hold on items		
Yes	1163	
No	276	



Suggest an item for purchase		
Yes	1145	48.0%
No	1237	52.0%

