
Winter 2014/2015 Survey for Patrons and Non-Library Users.
Online Responses only

Total # of responses: 170.

Online from December 5, 2014 - March 6, 2015

How often do you visit a Buffalo & Erie County Public Library?

Once a week or more 103

Once a month 52

A few times a year 13

Less than a few times a year 1

2. Which one Library do you use most often?

3. What are your 4 main reasons for using the library? (Please select 4 or less answers)

To read/borrow books = 159

To read/borrow magazines = 32

To borrow DVDs or Blu-rays = 96

To borrow music = 36

To find a job = 5

To use the computers = 25

To take a computer class = 5

To use the free WiFi = 25

To get information for school = 4

To attend children's programs = 20

To attend adult programs / lectures = 19

To get information/research = 37

To use the young adult area = 5

To get income tax forms = 11

To attend meetings/programs = 12

To use the public copy machine / printer or fax machine = 11

To accompany someone = 6

To meet friends/business associates = 4

To find a quiet place to work = 24

To read newspapers = 5

To use reference materials = 16

To research family history = 7

To use the internet = 18

Other responses...

- book sales
- borrow books-on-tape
- e-mail
- Employee
- Fables cafe. this draws me in then I like to catch some of the lectures. and also to pay overdue fines!! Lol

- I love the quiet ambience of libraries. 1
- Lunch! Fables Café 1
- to borrow audiobooks 1
- to buy used books 1
- tutor English 1
- Visit Exhibits. 1
- visit with staff 1

4. Please tell us why you do not use the library.

I am too busy.	6
The library is too far from my home.	5
I don't have transportation.	5
I use the library at my school/college.	4
I buy my own books/magazines/eBooks.	5
I don't know what the library has to offer me.	3
I don't read much.	2
Other responses...	9

- Already work there
- I do use the library, a lot
- I know the ?
- I mostly utilize your e-book service.
- It is more likely that I will find a book I am searching for by walking to a random book shelf than to find it using the library
- just checked other so i can put in comments. Most people I talk to dont know what great resources the library has.
- None of the above answer apply to me!
- Parking
- Too noisy .

5. Libraries offer programs for children, families and adults. We are always looking for community input as to how we can serve you better. From the list below, select all areas of interest.

Job search with library resources	34
Community meetings with elected officials	46
Neighborhood Block Club presentations	24
Creative, MakerSpace programs	37
Databases - how to use them	41
Tutoring spaces	25
Study rooms	38
Plant exchange	27
Book Clubs	89
Writing Clubs	39

Tax Tips	11
Health related programming	40
Starting a business resources	20
Money management programs	25
Author visits	89
Parenting	12
Teen reading programs	18

Other responses...

- a quiet place to read
- area specific presentations
- arts programs
- board gaming space for adults, maybe board game lending
- book sales
- chess club
- classical and modern musical performances
- community space, meet people from local area
- essential computer classes in large numbers
- Events on current topics of relevance (i.e. education-common core, Eng. language learners in WNY and/or the nation, retirement
- Genealogy programs
- my library of choice (city of tonawanda) is way off a bus route and i have to travel further for another library
- Other literary events, like lectures about books/authors, not necessarily given by authors, but by other experts.
- Seminars such as Tuesdays at noon.
- Teaching people to read and enjoy books!
- To take out books
- unable to access consumer reports on line
- Varied events on retirement and for retirees
- widow/widower related, senior, disabled, veteran, retired, single, job seeking, boat travel, hiking, camping, RVing,

6. Please check all area(s) in which you would like to see the library's collection improved, expanded or updated.

General nonfiction - adult = 66

General fiction - adult = 74

General nonfiction - teen & children's = 20

General fiction - teen & children = 26

Religion/Philosophy = 22

Mystery = 35

History = 29

Science fiction = 15

Science/Technology = 16

Romance = 14

Health/Medical = 30

Fitness = 15

Travel = 21

Self Help= 18

Audio/Video = 31

Biography = 31

Arts/Culture = 27

Graphic novels = 10

Foreign language materials, or Newspapers or Magazines (please specify) = 15

- ADBusters, Z magazine , The Nation, Extra! (FAIR), Bitch, The Wire (music), Octobe (MIT Press)
- Albanian, Spanish
- Arabic materials
- BULGARIAN
- DLC / overdrive
- Everything
- Foreign language materials (like study books and actual language)
- French
- French and other primary language periodicals
- improve collection dealing with learning another language
- magazines (all Fons & Porter): Quilt, Quilting Quickly, Quilting Celebrations
- not for me, but seems to be a need.
- overall we have a very diverse population would like to see hear read and listen to other cultural presentations and information
- Slavic; Polish, Czech, Russian, etc
- Some WNY Heritage magazines are missing from the Grosvenor Room!

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

Akron Newstead = 2

Amherst = 15 (plus add the villages below)

Williamsville = 8

Snyder = 2

Getzville = 2

East Amherst = 1

Eggertsville = 1

Angola = 1

Blasdell = 2

Buffalo = 41 (plus add below)

Riverside = 1

North Buffalo = 2

South Buffalo = 1

Cheektowaga = 10

Clarence = 2

Concord = 2
East Concord = 2
East Aurora = 7
Eden = 1
Elma = 1
Evans = 2
Grand Island = 3
Hamburg = 11
Kenmore = 5 (see also Tonawanda)
Lackawanna = 2
Lancaster = 5
Marilla = 4
Orchard Park = 3
Pendleton = 1
Springville = 1
Tonawanda = 4 (see also Kenmore, plus add below)
Town of Tonawanda = 5
Town of Concord = 1
West Seneca = 10

8. What is your age range?

18 - 25 = 10 responses
26- 40 = 38 responses
41 -55 = 57 responses
56- 70 = 51 responses
70+ = 7 responses

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