Materials Hold Survey  September 2014 Results

Hard copy of this survey was available for patrons to pick up in all 37 libraries between July and August 2014.

1. How often do you reserve material from the Library?

   A few times a year  142
   Monthly          255
   Weekly           245
   Other            62

2. How satisfied are you with the Library’s process to reserve an item?

   Very satisfied  625
  Somewhat satisfied    40
   Not satisfied       8

3. How can the library improve the process to reserve an item?

   • 25 cents for all reserves
   • Books over 350 pages – keep longer than 1 week
   • Don’t charge money
   • Easier website
   • Email when move up request list
   • Free
   • Give credit accounts
   • Give time line for pick-up
   • Hold books longer
   • Improve e-books
   • Indicate Blu-Ray
   • Keep longer than 7 days
   • More info online
   • No fee for books
   • Open more hours (CON)
   • Open Saturdays (KNL)
   • Put CD track titles online
   • Raise 25 item request limit
   • Reserve whole DVD seasons
   • Text when materials ready
   • Transfer items faster
   • Wait time for material reservation

Total surveys received and tallied: 721
Teen Survey   September 2014 Results

Hard copy of this survey was available for patrons to pick up in all 37 libraries between July and August 2014.

1. Is the library a welcoming place?

   Yes   141
   No     5
   Other  2

2. Did you find something good to read, listen to, or view at the library today?

   Yes   139
   No     10

3. Were you looking for items for.....? (Check all that apply)

   School    50
   Personal Interest  94
   Career    13
   Other     16

4. Did you find something of interest in the library?

   Yes   137
   No     9

Total surveys received and tallied: 155
Adult Survey    September 2014 Results

Hard copy of this survey was available for patrons to pick up in all 37 libraries between July and August 2014.

1. Is the library a welcoming place?
   
   Yes    811
   No     10

2. Did you find materials you were looking for?
   
   Yes    761
   No     26

3. How would you rate the Library’s Collection of materials?
   
   Excellent    193
   Very Good    323
   Good         126
   Not Good     6

4. How do you feel the library’s services for young children are?
   
   Excellent    212
   Very Good    171
   Good         88
   Not Good     5

Total surveys received and tallied: 884
Adult Program Survey        September 2014 Results

Hard copy of this survey was available for patrons to pick up in all 37 libraries between July and August 2014.

This program was GREAT or VERY GOOD!       584
This program was OK                        34
This program WASN'T VERY GOOD               0

Total surveys received: 626