

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