



Patron Survey Summary February 2021

A survey was made available online to anyone interested in sharing feedback about their library experiences and opinions. The purpose was to gather information that would be useful to the staff, board, and architects as we plan for library improvements during the building project scheduled for summer and beyond. The results are summarized below. We are grateful for those who took the time to respond and share their thoughts about the library experience.

Total survey responses: 205

Survey availability dates: February 5 – 15, 2021

Question One: What is your age?

Answered: 201 Skipped: 4

Patrons self-reported their ages ranging from as young as 9 with our eldest respondent identifying their age as 87.

Question Two: Prior to the pandemic, how often did you use the library?

Answered: 204 Skipped: 1

Answer	Responses	Percent
Once a day	5	2.45%
Once a week	102	50%
Once a month	87	42.65%
Once a year	8	3.92%
Never	2	.98%
Total	204	

Question Three: If you do use the library, what services do you utilize? (select all that apply)

Answered: 205 Skipped: 0

Answer	Responses	Percent
I do not use the library	2	.98%
In person help with book recommendations, technology training, etc.	58	28.29%
Study space, independent research, private study room use, work space	55	26.83%
Rent a room for a group/club meeting (or attend one)	37	18.05%
Attend programs	113	55.12%
Browse the physical materials collections	178	86.83%
Spend time with family or friends socializing, playing, etc.	63	30.73%
Other	39	19.02%
Total	205	

Question Four: What do you miss the most about the library since the pandemic has altered our operations?

Answered: 201 Skipped: 4

A variety of responses were recorded however most related to the ability to browse for materials (105 responses mentioned browsing for physical materials). Attending in person programs was mentioned 42 times. And the ability to spend longer periods of time in the library socializing, studying, etc. was mentioned 30+ times. Other things to note were patrons who missed seeing the library staff and interacting person to person. The Friends of the Library book shop was also mentioned a number of times.

Question Five: After the pandemic, what building related changes would make your library visits better?

Answered: 182 Skipped: 23

While many users mentioned feeling generally content with the current offerings at the library, a variety of suggestions were made that would potentially improve library visits. Of note were more comfortable furniture, better lighting, a coffee shop, outdoor space, additional space for children to play, improved noise management, and parking lot repairs.

Question Six: Which current self-service options have you taken advantage of? (select all that apply)

Answered: 204 Skipped: 1

Of the responses listed under “other” the majority were related to the use of digital resources such as Axis 360, Hoopla, Overdrive, and databases like Ancestry.com.

Answer	Responses	Percent
SWAN online account for placing holds	151	74.02%
SWAN's BlueCloud Mobile App	8	3.92%
Self-checkout machines	145	71.08%
Copy/printer/scan/fax machine	69	33.82%
Online room reservation	18	8.82%
Online program registration	69	33.82%
Vending/coffee machine	18	30.73%
Other	31	15.2%
Total	204	

Question Seven: Which service(s) would you use if available?

Answered: 179 Skipped: 26

Of the responses listed under “other” most were responding that they would not use any of the listed services or did not feel they were necessary. A few mentioned home delivery or general confusion as to what each of the options would entail.

Answer	Responses	Percent
Curbside pick up	98	54.75%
24 Hour hold pick up	84	46.93%
Drive-thru pick up	105	58.66%
Other	35	19.55%
Total	179	

Question Eight: Regarding repairs to the building enclosure, what are your feelings about the overall look of the exterior library building?

Answered: 204 Skipped: 1

Answer	Responses	Percent
It is an icon in our community and the original design/colors should be kept as close to the original as possible.	46	22.55%
It needs to be completely updated, but I'm not sure what needs to change.	30	14.71%
I am open to a slightly different look and/or update.	74	36.27%
I do not have an opinion on the exterior look of the library.	54	26.47%
Total	204	

Question Nine: What features do you love most about the interiors of the library?

Answered: 185 Skipped: 20

The responses mentioned most often were: the windows, natural light, large open space, high ceilings, and the children's department. Several people noted the feeling that the building was not energy efficient or did not make sense in a modern era.

Question Ten: Do you utilize the library in any other towns?

Answered: 205 Skipped: 0

Of the explanations offered for why some people choose to utilize neighboring libraries, many listed the availability of books, quiet and private study space offered, open spots for program participation, and general convenience.

Answer	Responses	Percent
No	86	41.95%
Yes	119	58.05%
Total	205	

Question Eleven: Do the Library's pre-pandemic service hours meet your needs?

Answered: 204 Skipped: 1

Answer	Responses	Percent
No	23	11.27%
Yes	181	88.73%
Total	204	

Question Twelve: Do you engage in any type of content creation/crafting (podcasts, YouTube videos, knitting/sewing, professional photography, etc.)? If so, how could the library help you with these efforts?

Answered: 203 Skipped: 2

The respondents that listed "yes" mentioned a wide variety interest in content creation of some sort, but several were interested in classes that would instruct people in different craft/art/content topics.

Answer	Responses	Percent
No. I am not a content creator/crafter.	152	74.88%
Yes	51	25.12%
Total	203	