



**North Riverside Public Library Community Survey
Appendix A**

Q1a1. The North Riverside Public Library	Base	318
		100%
	Almost never	29
		9%
	Several times a year	85
		27%
	Monthly	68
		21%
Weekly	92	
	29%	
Almost daily	27	
	8%	
NA-Did not visit	17	
	5%	
Q1a2. The North Riverside Public Library website	Base	294
		100%
	Almost never	82
		28%
	Several times a year	51
		17%
	Monthly	46
		16%
Weekly	24	
	8%	
Almost daily	12	
	4%	
NA-Did not visit	79	
	27%	
Q1a3. Another library	Base	275
		100%
	Almost never	89
		32%
	Several times a year	56
		20%
	Monthly	15
		5%
Weekly	8	
	3%	
Almost daily	3	
	1%	
NA-Did not visit	104	
	38%	

Q2. If you have used Library services in the past year or so, how satisfied were you with the overall experience?	Base	315
		100%
	Mean	4.52
	Top 2 Box : {4-Satisfied, 5-Very satisfied}	266
		84%
	Bottom 2 Box : {1-Very dissatisfied, 2-Dissatisfied}	12
		4%
	Very dissatisfied	9
		3%
	Dissatisfied	3
		1%
	Neutral	9
	3%	
Satisfied	75	
	24%	
Very satisfied	191	
	61%	
Don't know	1	
	*	
Have not visited	27	
	9%	
Q3. If you have used North Riverside Library services in the past year or so, how satisfied were you with the overall experience?		
Q3a. Borrowing books for adults	Base	299
		100%
	Mean	4.58
	Top 2 Box : {4-Satisfied, 5-Very satisfied}	225
		75%
	Bottom 2 Box : {1-Very dissatisfied, 2-Dissatisfied}	4
		1%
	Very dissatisfied	2
		1%
	Dissatisfied	2
		1%
	Neutral	8
	3%	
Satisfied	70	
	23%	
Very satisfied	155	
	52%	
Don't use	57	
	19%	
Unfamiliar with this	5	
	2%	
Q3b. Borrowing children's books	Base	291
		100%
	Mean	4.54

	Top 2 Box : {4-Satisfied, 5-Very satisfied}	99
		34%
	Bottom 2 Box : {1-Very dissatisfied, 2-Dissatisfied}	3
		1%
	Very dissatisfied	1
		*
	Dissatisfied	2
		1%
	Neutral	4
		1%
	Satisfied	31
		11%
	Very satisfied	68
		23%
	Don't use	170
		58%
	Unfamiliar with this	15
		5%
Q3c. Using computers	Base	295
		100%
	Mean	4.27
	Top 2 Box : {4-Satisfied, 5-Very satisfied}	86
		29%
	Bottom 2 Box : {1-Very dissatisfied, 2-Dissatisfied}	7
		2%
	Very dissatisfied	1
		*
	Dissatisfied	6
		2%
	Neutral	10
		3%
	Satisfied	33
		11%
	Very satisfied	53
		18%
	Don't use	179
		61%
	Unfamiliar with this	13
		4%
Q3d. Accessing wireless Internet	Base	294
		100%
	Mean	4.43
	Top 2 Box : {4-Satisfied, 5-Very satisfied}	83
		28%
	Bottom 2 Box : {1-Very dissatisfied, 2-Dissatisfied}	2
		1%
	Very dissatisfied	-
		-

	Dissatisfied	2
		1%
	Neutral	6
		2%
	Satisfied	34
		12%
	Very satisfied	49
		17%
	Don't use	190
		65%
	Unfamiliar with this	13
		4%
Q3e. Using the library as a place to read, study or work	Base	296
		100%
	Mean	4.43
	Top 2 Box : {4-Satisfied, 5-Very satisfied}	136
		46%
	Bottom 2 Box : {1-Very dissatisfied, 2-Dissatisfied}	5
		2%
	Very dissatisfied	2
		1%
	Dissatisfied	3
		1%
	Neutral	5
		2%
	Satisfied	56
	19%	
Very satisfied	80	
	27%	
Don't use	144	
	49%	
Unfamiliar with this	6	
	2%	
Q3f. Using the library as a meeting place with friends or others	Base	298
		100%
	Mean	4.43
	Top 2 Box : {4-Satisfied, 5-Very satisfied}	77
		26%
	Bottom 2 Box : {1-Very dissatisfied, 2-Dissatisfied}	3
		1%
	Very dissatisfied	1
		*
	Dissatisfied	2
		1%
Neutral	6	
	2%	
Satisfied	27	
	9%	

	Very satisfied	50
		17%
	Don't use	201
		67%
Unfamiliar with this	11	
	4%	
Q3g. Using electronic books or magazines with technology like Kindle	Base	294
		100%
	Mean	4.15
	Top 2 Box : {4-Satisfied, 5-Very satisfied}	53
		18%
	Bottom 2 Box : {1-Very dissatisfied, 2-Dissatisfied}	4
		1%
	Very dissatisfied	1
		*
	Dissatisfied	3
		1%
	Neutral	11
		4%
Satisfied	23	
	8%	
Very satisfied	30	
	10%	
Don't use	202	
	69%	
Unfamiliar with this	24	
	8%	
Q3h. Borrowing music, movies or audio books	Base	295
		100%
	Mean	4.42
	Top 2 Box : {4-Satisfied, 5-Very satisfied}	172
		58%
	Bottom 2 Box : {1-Very dissatisfied, 2-Dissatisfied}	6
		2%
	Very dissatisfied	3
		1%
	Dissatisfied	3
		1%
	Neutral	12
		4%
Satisfied	66	
	22%	
Very satisfied	106	
	36%	
Don't use	97	
	33%	
Unfamiliar with this	8	
	3%	

Q3i. Researching/using reference materials	Base	295
		100%
	Mean	4.35
	Top 2 Box : {4-Satisfied, 5-Very satisfied}	133
		45%
	Bottom 2 Box : {1-Very dissatisfied, 2-Dissatisfied}	5
		2%
	Very dissatisfied	2
		1%
	Dissatisfied	3
		1%
	Neutral	12
		4%
Satisfied	56	
	19%	
Very satisfied	77	
	26%	
Don't use	136	
	46%	
Unfamiliar with this	9	
	3%	
Q3j. Consulting with a librarian	Base	299
		100%
	Mean	4.52
	Top 2 Box : {4-Satisfied, 5-Very satisfied}	211
		71%
	Bottom 2 Box : {1-Very dissatisfied, 2-Dissatisfied}	7
		2%
	Very dissatisfied	4
		1%
	Dissatisfied	3
		1%
	Neutral	12
		4%
Satisfied	61	
	20%	
Very satisfied	150	
	50%	
Don't use	65	
	22%	
Unfamiliar with this	4	
	1%	
Q3k. Looking for information in the library catalog	Base	293
		100%
	Mean	4.33
Top 2 Box : {4-Satisfied, 5-Very satisfied}	152	
	52%	

	Bottom 2 Box : {1-Very dissatisfied, 2-Dissatisfied}	4
		1%
	Very dissatisfied	1
		*
	Dissatisfied	3
		1%
	Neutral	16
		5%
	Satisfied	70
		24%
	Very satisfied	82
		28%
	Don't use	108
		37%
	Unfamiliar with this	13
		4%
Q3l. Using Interlibrary Loan	Base	296
		100%
	Mean	4.61
	Top 2 Box : {4-Satisfied, 5-Very satisfied}	170
		57%
	Bottom 2 Box : {1-Very dissatisfied, 2-Dissatisfied}	2
		1%
	Very dissatisfied	1
		*
	Dissatisfied	1
		*
	Neutral	6
		2%
	Satisfied	51
		17%
	Very satisfied	119
		40%
	Don't use	102
		34%
	Unfamiliar with this	16
		5%
Q3m. An adult program, class or event	Base	297
		100%
	Mean	4.46
	Top 2 Box : {4-Satisfied, 5-Very satisfied}	115
		39%
	Bottom 2 Box : {1-Very dissatisfied, 2-Dissatisfied}	5
		2%
	Very dissatisfied	4
		1%
	Dissatisfied	1
		*

	Neutral	6
		2%
	Satisfied	37
		12%
	Very satisfied	78
		26%
	Don't use	154
		52%
	Unfamiliar with this	17
		6%
Q3n. A children's program, class or event	Base	293
		100%
	Mean	4.58
	Top 2 Box : {4-Satisfied, 5-Very satisfied}	67
		23%
	Bottom 2 Box : {1-Very dissatisfied, 2-Dissatisfied}	2
		1%
	Very dissatisfied	-
		-
	Dissatisfied	2
		1%
	Neutral	3
		1%
	Satisfied	18
	6%	
Very satisfied	49	
	17%	
Don't use	204	
	70%	
Unfamiliar with this	17	
	6%	
Q3o. A teen program, class or event	Base	291
		100%
	Mean	4.58
	Top 2 Box : {4-Satisfied, 5-Very satisfied}	37
		13%
	Bottom 2 Box : {1-Very dissatisfied, 2-Dissatisfied}	1
		*
	Very dissatisfied	-
		-
	Dissatisfied	1
		*
	Neutral	2
		1%
	Satisfied	10
	3%	
Very satisfied	27	
	9%	

	Don't use	232
		80%
	Unfamiliar with this	19
		7%
Q3p. Using newspapers or magazines	Base	294
		100%
	Mean	4.52
	Top 2 Box : {4-Satisfied, 5-Very satisfied}	141
		48%
	Bottom 2 Box : {1-Very dissatisfied, 2-Dissatisfied}	3
		1%
	Very dissatisfied	2
		1%
	Dissatisfied	1
		*
	Neutral	5
		2%
	Satisfied	50
		17%
	Very satisfied	91
		31%
	Don't use	138
		47%
	Unfamiliar with this	7
		2%
Q3q. Using copiers, printers, or fax machine	Base	299
		100%
	Mean	4.54
	Top 2 Box : {4-Satisfied, 5-Very satisfied}	166
		56%
	Bottom 2 Box : {1-Very dissatisfied, 2-Dissatisfied}	7
		2%
	Very dissatisfied	5
		2%
	Dissatisfied	2
		1%
	Neutral	8
		3%
	Satisfied	42
		14%
	Very satisfied	124
		41%
	Don't use	112
		37%
	Unfamiliar with this	6
		2%
Q3r. Using notary services	Base	294
		100%

	Mean	4.43	
	Top 2 Box : {4-Satisfied, 5-Very satisfied}	76 26%	
	Bottom 2 Box : {1-Very dissatisfied, 2-Dissatisfied}	5 2%	
	Very dissatisfied	2 1%	
	Dissatisfied	3 1%	
	Neutral	5 2%	
	Satisfied	22 7%	
	Very satisfied	54 18%	
	Don't use	178 61%	
	Unfamiliar with this	30 10%	
Q4. Indicate how strongly you agree with each of the following statements: The Library facilities and services .			
Q4a. Improve the quality of life within my community	Base	306 100%	
	Mean	4.52	
	Top 2 Box : {4-Agree, 5-Strongly agree}	269 88%	
	Bottom 2 Box: {1-Strongly disagree, 2-Disagree}	1 *	
	Strongly disagree	- -	
	Disagree	1 *	
	Neither agree nor disagree	22 7%	
	Agree	94 31%	
	Strongly agree	175 57%	
	Don't know	14 5%	
	Q4b. Are meeting the needs of my community	Base	306 100%
		Mean	4.32
		Top 2 Box : {4-Agree, 5-Strongly agree}	243 79%
		Bottom 2 Box: {1-Strongly disagree, 2-Disagree}	5 2%

	Strongly disagree	1
		*
	Disagree	4
		1%
	Neither agree nor disagree	28
		9%
	Agree	115
		38%
	Strongly agree	128
		42%
	Don't know	30
		10%
Q4c. Are a good value for the tax dollar	Base	310
		100%
	Mean	4.44
	Top 2 Box : {4-Agree, 5-Strongly agree}	262
		85%
	Bottom 2 Box: {1-Strongly disagree, 2-Disagree}	7
		2%
	Strongly disagree	-
		-
	Disagree	7
		2%
	Neither agree nor disagree	19
		6%
	Agree	101
		33%
	Strongly agree	161
		52%
	Don't know	22
		7%
Q4d. Are relevant to me, personally	Base	303
		100%
	Mean	4.38
	Top 2 Box : {4-Agree, 5-Strongly agree}	244
		81%
	Bottom 2 Box: {1-Strongly disagree, 2-Disagree}	7
		2%
	Strongly disagree	3
		1%
	Disagree	4
		1%
	Neither agree nor disagree	30
		10%
	Agree	91
		30%
	Strongly agree	153
		50%

	Don't know	22	7%	
Q4e. Are likely to be used by me in the next year	Base	312	100%	
	Mean	4.56		
	Top 2 Box : {4-Agree, 5-Strongly agree}	270	87%	
	Bottom 2 Box: {1-Strongly disagree, 2-Disagree}	4	1%	
	Strongly disagree	3	1%	
	Disagree	1	*	
	Neither agree nor disagree	16	5%	
	Agree	80	26%	
	Strongly agree	190	61%	
	Don't know	22	7%	
	Q5. Overall, how important is the collection of materials in making the Library valuable to you personally?	Base	303	100%
		Mean	4.53	
		Top 2 Box : {4-Somewhat important, 5-Very important}	263	87%
Bottom 2 Box : {1-Not at all important, 2-Of little importance}		9	3%	
Not at all important		4	1%	
Of little importance		5	2%	
Neither important nor unimportant		16	5%	
Somewhat important		71	23%	
Very important		192	63%	
Don't know		15	5%	
Q6a In your opinion, the Library should offer a better variety of ... (Check all that apply)		Base	177	100%
		Adult books	89	50%
		Children's books	32	18%
	Teen books	29	16%	

	Audio books	47
		27%
	Magazines	39
		22%
	Newspapers	29
		16%
	Music	43
	24%	
	Movies	88
		50%
	Other	17
		10%
Q6b. In your opinion, the Library should offer more copies of ... (Check all that apply)	Base	138
		100%
	Adult books	61
		44%
	Children's books	21
		15%
	Teen books	22
		16%
	Audio books	25
		18%
	Magazines	24
		17%
Q7. Overall, how important is the atmosphere in making the Library valuable to you personally?	Newspapers	16
		12%
	Music	26
		19%
	Movies	68
		49%
	Other	11
		8%
	Base	308
		100%
	Mean	4.57
Top 2 Box : {4-Somewhat important, 5-Very important}	279	
	91%	
Bottom 2 Box : {1-Not at all important, 2-Of little importance}	6	
	2%	
Not at all important	4	
	1%	
Of little importance	2	
	1%	
Neither important nor unimportant	15	
	5%	
Somewhat important	78	
	25%	
Very important	201	
	65%	
Don't know	8	
	3%	

Q8. Indicate how strongly you agree with each of the following statements. The Library facilities should have an atmosphere that accommodates . . .		
Q8a. Reading for pleasure	Base	309
		100%
	Mean	4.48
	Top 2 Box : {4-Agree, 5-Strongly agree}	281
		91%
	Bottom 2 Box: {1-Strongly disagree, 2-Disagree}	2
		1%
	Strongly disagree	1
		*
	Disagree	1
		*
	Neither agree nor disagree	16
5%		
Agree	117	
	38%	
Strongly agree	164	
	53%	
Don't know	10	
	3%	
Q8b. Working or studying	Base	302
		100%
	Mean	4.52
	Top 2 Box : {4-Agree, 5-Strongly agree}	273
		90%
	Bottom 2 Box: {1-Strongly disagree, 2-Disagree}	2
		1%
	Strongly disagree	1
		*
	Disagree	1
		*
	Neither agree nor disagree	15
5%		
Agree	103	
	34%	
Strongly agree	170	
	56%	
Don't know	12	
	4%	
Q8c. Participating in programs	Base	304
		100%
	Mean	4.32
Top 2 Box : {4-Agree, 5-Strongly agree}	248	
	82%	

	Bottom 2 Box: {1-Strongly disagree, 2-Disagree}	2
		1%
	Strongly disagree	-
		-
	Disagree	2
		1%
	Neither agree nor disagree	31
		10%
	Agree	122
		40%
	Strongly agree	126
		41%
	Don't know	23
		8%
q8d. Meeting in groups	Base	302
		100%
	Mean	4.10
	Top 2 Box : {4-Agree, 5-Strongly agree}	213
		71%
	Bottom 2 Box: {1-Strongly disagree, 2-Disagree}	9
		3%
	Strongly disagree	2
		1%
	Disagree	7
		2%
	Neither agree nor disagree	54
		18%
	Agree	112
		37%
	Strongly agree	101
		33%
	Don't know	26
		9%
Q8e. Food and beverages	Base	299
		100%
	Mean	2.90
	Top 2 Box : {4-Agree, 5-Strongly agree}	77
		26%
	Bottom 2 Box: {1-Strongly disagree, 2-Disagree}	101
		34%
	Strongly disagree	39
		13%
	Disagree	62
		21%
	Neither agree nor disagree	91
		30%
	Agree	42
		14%

	Strongly agree	35
		12%
	Don't know	30
		10%
Q8f. Talking with friends	Base	304
		100%
	Mean	3.34
	Top 2 Box : {4-Agree, 5-Strongly agree}	132
		43%
	Bottom 2 Box: {1-Strongly disagree, 2-Disagree}	71
		23%
	Strongly disagree	15
		5%
	Disagree	56
		18%
	Neither agree nor disagree	77
		25%
	Agree	82
		27%
	Strongly agree	50
		16%
	Don't know	24
		8%
Q9. Overall, how important is the staff in making the Library valuable to you personally?	Base	309
		100%
	Mean	4.72
	Top 2 Box : {4-Somewhat important, 5-Very important}	288
		93%
	Bottom 2 Box : {1-Not at all important, 2-Of little importance}	4
		1%
	Not at all important	2
		1%
	Of little importance	2
		1%
	Neither important nor unimportant	7
		2%
	Somewhat important	57
		18%
	Very important	231
		75%
	Don't know	10
		3%
Q10. Indicate how strongly you agree with each of the following statements. The staff at the Library ...		
Q10a. Seems large enough to meet the needs of all users	Base	306
		100%
	Mean	4.19

	Top 2 Box : {4-Agree, 5-Strongly agree}	237
		77%
	Bottom 2 Box: {1-Strongly disagree, 2-Disagree}	11
		4%
	Strongly disagree	2
		1%
	Disagree	9
		3%
	Neither agree nor disagree	23
		8%
	Agree	138
		45%
	Strongly agree	99
		32%
	Don't know	35
		11%
Q10b. Is easy to talk to	Base	308
		100%
	Mean	4.35
	Top 2 Box : {4-Agree, 5-Strongly agree}	259
		84%
	Bottom 2 Box: {1-Strongly disagree, 2-Disagree}	12
		4%
	Strongly disagree	2
		1%
	Disagree	10
		3%
	Neither agree nor disagree	14
		5%
	Agree	120
		39%
	Strongly agree	139
		45%
	Don't know	23
		7%
Q10c. Offers their help	Base	308
		100%
	Mean	4.33
	Top 2 Box : {4-Agree, 5-Strongly agree}	253
		82%
	Bottom 2 Box: {1-Strongly disagree, 2-Disagree}	13
		4%
	Strongly disagree	1
		*
	Disagree	12
		4%
	Neither agree nor disagree	21
		7%

	Agree	109	35%
	Strongly agree	144	47%
	Don't know	21	7%
Q10d. Seems knowledgeable	Base	306	100%
	Mean	4.33	
	Top 2 Box : {4-Agree, 5-Strongly agree}	261	85%
	Bottom 2 Box: {1-Strongly disagree, 2-Disagree}	8	3%
	Strongly disagree	2	1%
	Disagree	6	2%
	Neither agree nor disagree	14	5%
	Agree	137	45%
	Strongly agree	124	41%
	Don't know	23	8%
Q10e. Works as a team	Base	307	100%
	Mean	4.23	
	Top 2 Box : {4-Agree, 5-Strongly agree}	220	72%
	Bottom 2 Box: {1-Strongly disagree, 2-Disagree}	12	4%
	Strongly disagree	2	1%
	Disagree	10	3%
	Neither agree nor disagree	30	10%
	Agree	105	34%
	Strongly agree	115	37%
	Don't know	45	15%
Q11. Overall, how important are the facilities in making the Library valuable to you personally?	Base	309	100%
	Mean	4.62	

	Top 2 Box : {4-Somewhat important, 5-Very important}	279
		90%
	Bottom 2 Box : {1-Not at all important, 2-Of little importance}	3
		1%
	Not at all important	1
		*
	Of little importance	2
		1%
	Neither important nor unimportant	13
		4%
	Somewhat important	75
		24%
	Very important	204
		66%
	Don't know	14
		5%
Q12. Indicate how strongly you agree with each of the following statements. The Library facilities have . . .		
Q12a. Adequate space for users to read for pleasure	Base	306
		100%
	Mean	4.06
	Top 2 Box : {4-Agree, 5-Strongly agree}	239
		78%
	Bottom 2 Box: {1-Strongly disagree, 2-Disagree}	20
		7%
	Strongly disagree	4
		1%
	Disagree	16
		5%
	Neither agree nor disagree	19
		6%
Agree	160	
	52%	
Strongly agree	79	
	26%	
Don't know	28	
	9%	
Q12b. Adequate space for users to work or study	Base	304
		100%
	Mean	3.97
	Top 2 Box : {4-Agree, 5-Strongly agree}	220
		72%
	Bottom 2 Box: {1-Strongly disagree, 2-Disagree}	24
		8%
Strongly disagree	4	
	1%	
Disagree	20	
	7%	

	Neither agree nor disagree	27	9%	
	Agree	150	49%	
	Strongly agree	70	23%	
	Don't know	33	11%	
Q12c. Adequate space for users to participate in programs	Base	302	100%	
	Mean	4.02		
	Top 2 Box : {4-Agree, 5-Strongly agree}	194	64%	
	Bottom 2 Box: {1-Strongly disagree, 2-Disagree}	12	4%	
	Strongly disagree	4	1%	
	Disagree	8	3%	
	Neither agree nor disagree	36	12%	
	Agree	126	42%	
	Strongly agree	68	23%	
	Don't know	60	20%	
	Q12d. Adequate space for users to meet in groups	Base	302	100%
		Mean	3.94	
		Top 2 Box : {4-Agree, 5-Strongly agree}	181	60%
Bottom 2 Box: {1-Strongly disagree, 2-Disagree}		14	5%	
Strongly disagree		5	2%	
Disagree		9	3%	
Neither agree nor disagree		39	13%	
Agree		123	41%	
Strongly agree		58	19%	
Don't know		68	23%	

Q12e. Adequate space for large gatherings	Base	300
		100%
	Mean	3.57
	Top 2 Box : {4-Agree, 5-Strongly agree}	121
		40%
	Bottom 2 Box: {1-Strongly disagree, 2-Disagree}	36
		12%
	Strongly disagree	6
		2%
	Disagree	30
		10%
	Neither agree nor disagree	62
21%		
Agree	76	
	25%	
Strongly agree	45	
	15%	
Don't know	81	
	27%	
Q12f. Adequate space to designate areas for various purposes and age groups (e.g., children's area, teen's area, quiet reading area, meeting area)	Base	303
		100%
	Mean	4.02
	Top 2 Box : {4-Agree, 5-Strongly agree}	197
		65%
	Bottom 2 Box: {1-Strongly disagree, 2-Disagree}	13
		4%
	Strongly disagree	3
		1%
	Disagree	10
		3%
	Neither agree nor disagree	32
11%		
Agree	132	
	44%	
Strongly agree	65	
	21%	
Don't know	61	
	20%	
Q12g. Areas divided appropriately among children, teens and adults	Base	306
		100%
	Mean	4.00
	Top 2 Box : {4-Agree, 5-Strongly agree}	196
		64%
Bottom 2 Box: {1-Strongly disagree, 2-Disagree}	14	
	5%	
Strongly disagree	2	
	1%	

	Disagree	12
		4%
	Neither agree nor disagree	39
		13%
	Agree	127
		42%
	Strongly agree	69
		23%
	Don't know	57
		19%
Q12h. Well-organized children's sections	Base	305
		100%
	Mean	4.14
	Top 2 Box : {4-Agree, 5-Strongly agree}	167
		55%
	Bottom 2 Box: {1-Strongly disagree, 2-Disagree}	5
		2%
	Strongly disagree	2
		1%
	Disagree	3
		1%
	Neither agree nor disagree	31
		10%
	Agree	96
		31%
	Strongly agree	71
		23%
	Don't know	102
		33%
Q12i. Children's sections that are conducive to children's activities	Base	301
		100%
	Mean	4.13
	Top 2 Box : {4-Agree, 5-Strongly agree}	156
		52%
	Bottom 2 Box: {1-Strongly disagree, 2-Disagree}	7
		2%
	Strongly disagree	2
		1%
	Disagree	5
		2%
	Neither agree nor disagree	31
		10%
	Agree	84
		28%
	Strongly agree	72
		24%
	Don't know	107
		36%

Q13. Overall, how important is the Reference/Research Section in making the Library valuable to you personally?	Base	307
		100%
	Mean	4.09
	Top 2 Box : {4-Somewhat important, 5-Very important}	217
		71%
	Bottom 2 Box : {1-Not at all important, 2-Of little importance}	22
		7%
	Not at all important	9
		3%
	Of little importance	13
		4%
	Neither important nor unimportant	38
	12%	
Somewhat important	101	
	33%	
Very important	116	
	38%	
Don't know	30	
	10%	
Q14. Indicate how strongly you agree with each of the following statements. The Reference / Research Section . . .		
Q14a. Provides helpful, personal service	Base	299
		100%
	Mean	4.10
	Top 2 Box : {4-Agree, 5-Strongly agree}	176
		59%
	Bottom 2 Box: {1-Strongly disagree, 2-Disagree}	9
		3%
	Strongly disagree	2
		1%
	Disagree	7
		2%
	Neither agree nor disagree	32
		11%
Agree	103	
	34%	
Strongly agree	73	
	24%	
Don't know	82	
	27%	
Q14b. Maintains enough resources	Base	296
		100%
	Mean	3.91
	Top 2 Box : {4-Agree, 5-Strongly agree}	140
	47%	
Bottom 2 Box: {1-Strongly disagree, 2-Disagree}	9	
	3%	

	Strongly disagree	1
		*
	Disagree	8
		3%
	Neither agree nor disagree	47
		16%
	Agree	92
		31%
	Strongly agree	48
		16%
	Don't know	100
		34%
Q14c. Has a good variety of resources (e.g., encyclopedias, online databases)	Base	297
		100%
	Mean	3.96
	Top 2 Box : {4-Agree, 5-Strongly agree}	147
		49%
	Bottom 2 Box: {1-Strongly disagree, 2-Disagree}	4
		1%
	Strongly disagree	1
		*
	Disagree	3
		1%
	Neither agree nor disagree	45
	15%	
Agree	101	
	34%	
Strongly agree	46	
	15%	
Don't know	101	
	34%	
Q14d. Should shift more toward digital materials and resources (e.g., online databases and journals)	Base	296
		100%
	Mean	3.57
	Top 2 Box : {4-Agree, 5-Strongly agree}	99
		33%
	Bottom 2 Box: {1-Strongly disagree, 2-Disagree}	23
		8%
	Strongly disagree	3
		1%
	Disagree	20
		7%
	Neither agree nor disagree	75
	25%	
Agree	60	
	20%	
Strongly agree	39	
	13%	

	Don't know	99
		33%
Q14e. Should offer users more digital/online materials that can be accessed from home	Base	295
		100%
	Mean	3.82
	Top 2 Box : {4-Agree, 5-Strongly agree}	124
		42%
	Bottom 2 Box: {1-Strongly disagree, 2-Disagree}	14
		5%
	Strongly disagree	3
		1%
	Disagree	11
		4%
	Neither agree nor disagree	64
	22%	
Agree	65	
	22%	
Strongly agree	59	
	20%	
Don't know	93	
	32%	
Q15. Overall, how important are the programs and events in making the Library valuable to you personally?	Base	304
		100%
	Mean	4.10
	Top 2 Box : {4-Somewhat important, 5-Very important}	219
		72%
	Bottom 2 Box : {1-Not at all important, 2-Of little importance}	19
		6%
	Not at all important	3
		1%
	Of little importance	16
		5%
	Neither important nor unimportant	44
	14%	
Somewhat important	107	
	35%	
Very important	112	
	37%	
Don't know	22	
	7%	
Q16. Indicate how strongly you agree with each of the following statements:		
Q16a. In general, I am satisfied with the programs/events offered by the Library	Base	301
		100%
	Mean	3.96
	Top 2 Box : {4-Agree, 5-Strongly agree}	187
		62%

	Bottom 2 Box: {1-Strongly disagree, 2-Disagree}	12
		4%
	Strongly disagree	2
		1%
	Disagree	10
		3%
	Neither agree nor disagree	49
		16%
	Agree	121
		40%
	Strongly agree	66
		22%
	Don't know	53
		18%
Q16b. The programs/events are offered at convenient times	Base	300
		100%
	Mean	3.77
	Top 2 Box : {4-Agree, 5-Strongly agree}	154
		51%
	Bottom 2 Box: {1-Strongly disagree, 2-Disagree}	22
		7%
	Strongly disagree	5
		2%
	Disagree	17
		6%
	Neither agree nor disagree	55
		18%
	Agree	102
	34%	
Strongly agree	52	
	17%	
Don't know	69	
	23%	
Q16c. There are enough programs/events for children	Base	298
		100%
	Mean	3.92
	Top 2 Box : {4-Agree, 5-Strongly agree}	99
		33%
	Bottom 2 Box: {1-Strongly disagree, 2-Disagree}	7
		2%
	Strongly disagree	-
		-
	Disagree	7
		2%
	Neither agree nor disagree	42
		14%
	Agree	55
	18%	
Strongly agree	44	
	15%	

	Don't know	150	50%	
Q16d. There are enough programs/events for teens	Base	297	100%	
	Mean	3.61		
	Top 2 Box : {4-Agree, 5-Strongly agree}	69	23%	
	Bottom 2 Box: {1-Strongly disagree, 2-Disagree}	11	4%	
	Strongly disagree	1	*	
	Disagree	10	3%	
	Neither agree nor disagree	50	17%	
	Agree	47	16%	
	Strongly agree	22	7%	
	Don't know	167	56%	
	Q16e. There are enough programs/events for adults	Base	302	100%
		Mean	3.61	
		Top 2 Box : {4-Agree, 5-Strongly agree}	122	40%
Bottom 2 Box: {1-Strongly disagree, 2-Disagree}		27	9%	
Strongly disagree		2	1%	
Disagree		25	8%	
Neither agree nor disagree		63	21%	
Agree		85	28%	
Strongly agree		37	12%	
Don't know		90	30%	
Q16f. There are enough programs/events for seniors		Base	299	100%
		Mean	3.62	
		Top 2 Box : {4-Agree, 5-Strongly agree}	109	36%
	Bottom 2 Box: {1-Strongly disagree, 2-Disagree}	29	10%	
	Strongly disagree	3	1%	

	Disagree	26
		9%
	Neither agree nor disagree	48
		16%
	Agree	70
		23%
	Strongly agree	39
		13%
	Don't know	113
		38%
Q16g. I would like the Library to offer more educational opportunities or classes	Base	295
		100%
	Mean	3.77
	Top 2 Box : {4-Agree, 5-Strongly agree}	141
		48%
	Bottom 2 Box: {1-Strongly disagree, 2-Disagree}	10
		3%
	Strongly disagree	4
		1%
	Disagree	6
		2%
Neither agree nor disagree	79	
	27%	
Agree	90	
	31%	
Strongly agree	51	
	17%	
Don't know	65	
	22%	
Q18. Overall, how important is the technology in making the Library District valuable to you personally?	Base	298
		100%
	Mean	4.18
	Top 2 Box : {4-Somewhat important, 5-Very important}	221
		74%
	Bottom 2 Box : {1-Not at all important, 2-Of little importance}	22
		7%
	Not at all important	6
		2%
	Of little importance	16
		5%
Neither important nor unimportant	28	
	9%	
Somewhat important	93	
	31%	
Very important	128	
	43%	
Don't know	27	
	9%	
Q19. Indicate how strongly you agree with each of the following statements. The Library facilities . . .		
Q19a. Are places I would go to use a	Base	306

computer/laptop	Base	100%	
	Mean	3.58	
	Top 2 Box : {4-Agree, 5-Strongly agree}	156 51%	
	Bottom 2 Box: {1-Strongly disagree, 2-Disagree}	43 14%	
	Strongly disagree	10 3%	
	Disagree	33 11%	
	Neither agree nor disagree	79 26%	
	Agree	99 32%	
	Strongly agree	57 19%	
	Don't know	28 9%	
	Q19b. Are places I would go for free wireless Internet access	Base	305 100%
		Mean	3.61
		Top 2 Box : {4-Agree, 5-Strongly agree}	149 49%
Bottom 2 Box: {1-Strongly disagree, 2-Disagree}		41 13%	
Strongly disagree		12 4%	
Disagree		29 10%	
Neither agree nor disagree		76 25%	
Agree		84 28%	
Strongly agree		65 21%	
Don't know		39 13%	
Q19c. Have software available on the computers that meets my needs		Base	304 100%
		Mean	3.61

	Top 2 Box : {4-Agree, 5-Strongly agree}	108
		36%
	Bottom 2 Box: {1-Strongly disagree, 2-Disagree}	20
		7%
	Strongly disagree	3
		1%
	Disagree	17
		6%
	Neither agree nor disagree	78
		26%
Agree	67	
	22%	
Strongly agree	41	
	13%	
Don't know	98	
	32%	
Q19d. Have enough computers available for users	Base	307
		100%
	Mean	3.45
	Top 2 Box : {4-Agree, 5-Strongly agree}	100
		33%
	Bottom 2 Box: {1-Strongly disagree, 2-Disagree}	38
		12%
	Strongly disagree	10
		3%
	Disagree	28
		9%
	Neither agree nor disagree	67
		22%
Agree	59	
	19%	
Strongly agree	41	
	13%	
Don't know	102	
	33%	
Q19e. Have up-to-date computers	Base	303
		100%
	Mean	3.72
	Top 2 Box : {4-Agree, 5-Strongly agree}	122
		40%
	Bottom 2 Box: {1-Strongly disagree, 2-Disagree}	18
		6%
	Strongly disagree	5
		2%
Disagree	13	
	4%	
Neither agree nor disagree	62	
	20%	

	Agree	75
		25%
	Strongly agree	47
		16%
	Don't know	101
		33%
Q19f. Should offer more laptops for personal use while at the library	Base	302
		100%
	Mean	3.44
	Top 2 Box : {4-Agree, 5-Strongly agree}	94
		31%
	Bottom 2 Box: {1-Strongly disagree, 2-Disagree}	27
		9%
	Strongly disagree	4
		1%
	Disagree	23
		8%
	Neither agree nor disagree	93
		31%
Q19g. Should offer more electronic reading devices (e.g., Kindle)	Agree	62
		21%
	Strongly agree	32
		11%
	Don't know	88
		29%
	Base	303
		100%
	Mean	3.46
	Top 2 Box : {4-Agree, 5-Strongly agree}	91
		30%
	Bottom 2 Box: {1-Strongly disagree, 2-Disagree}	22
		7%
Strongly disagree	3	
	1%	
Disagree	19	
	6%	
Neither agree nor disagree	96	
	32%	
Agree	60	
	20%	
Strongly agree	31	
	10%	
Don't know	94	
	31%	
Q19h. Should offer advanced technologies (e.g., video conferencing, video editing, podcast recording)	Base	303
		100%
	Mean	3.41

	Top 2 Box : {4-Agree, 5-Strongly agree}	83
		27%
	Bottom 2 Box: {1-Strongly disagree, 2-Disagree}	26
		9%
	Strongly disagree	5
		2%
	Disagree	21
		7%
	Neither agree nor disagree	100
		33%
	Agree	49
		16%
	Strongly agree	34
		11%
	Don't know	94
		31%
Q20. The Library. . .		
Q20a. Should offer additional technology learning opportunities	Base	303
		100%
	Mean	4.04
	Top 2 Box : {4-Agree, 5-Strongly agree}	191
		63%
	Bottom 2 Box: {1-Strongly disagree, 2-Disagree}	7
		2%
	Strongly disagree	-
		-
	Disagree	7
		2%
	Neither agree nor disagree	60
		20%
Agree	107	
	35%	
Strongly agree	84	
	28%	
Don't know	45	
	15%	
Q20b. Offers adequate technology assistance	Base	300
		100%
	Mean	3.79
	Top 2 Box : {4-Agree, 5-Strongly agree}	156
		52%
	Bottom 2 Box: {1-Strongly disagree, 2-Disagree}	17
		6%
Strongly disagree	5	
	2%	
Disagree	12	
	4%	

	Neither agree nor disagree	56
		19%
	Agree	108
		36%
	Strongly agree	48
		16%
	Don't know	71
		24%
Q21. Indicate how strongly you agree with each of the following statements about Library communications.		
Q21a. I am kept well informed about what is going on with the Library	Base	306
		100%
	Mean	4.00
	Top 2 Box : {4-Agree, 5-Strongly agree}	233
		76%
	Bottom 2 Box: {1-Strongly disagree, 2-Disagree}	18
		6%
	Strongly disagree	2
		1%
	Disagree	16
		5%
	Neither agree nor disagree	39
	13%	
Agree	155	
	51%	
Strongly agree	78	
	25%	
Don't know	16	
	5%	
Q21b. The Library does enough advertising of its website	Base	302
		100%
	Mean	3.51
	Top 2 Box : {4-Agree, 5-Strongly agree}	103
		34%
	Bottom 2 Box: {1-Strongly disagree, 2-Disagree}	30
		10%
	Strongly disagree	2
		1%
	Disagree	28
		9%
	Neither agree nor disagree	72
	24%	
Agree	69	
	23%	
Strongly agree	34	
	11%	
Don't know	97	
	32%	

Q21c. I would prefer to receive the Library newsletter via e-mail	Base	302
		100%
	Mean	3.19
	Top 2 Box : {4-Agree, 5-Strongly agree}	110
		36%
	Bottom 2 Box: {1-Strongly disagree, 2-Disagree}	83
		27%
	Strongly disagree	14
		5%
	Disagree	69
		23%
	Neither agree nor disagree	76
25%		
Agree	73	
	24%	
Strongly agree	37	
	12%	
Don't know	33	
	11%	
Q21d. I would prefer to receive information via social media like Facebook or Twitter	Base	300
		100%
	Mean	2.59
	Top 2 Box : {4-Agree, 5-Strongly agree}	51
		17%
	Bottom 2 Box: {1-Strongly disagree, 2-Disagree}	139
		46%
	Strongly disagree	35
		12%
	Disagree	104
		35%
	Neither agree nor disagree	70
23%		
Agree	35	
	12%	
Strongly agree	16	
	5%	
Don't know	40	
	13%	
Q21e. The Library website is easy to use	Base	295
		100%
	Mean	3.72
	Top 2 Box : {4-Agree, 5-Strongly agree}	127
		43%
Bottom 2 Box: {1-Strongly disagree, 2-Disagree}	16	
	5%	
Strongly disagree	3	
	1%	

	Disagree	13
		4%
	Neither agree nor disagree	50
		17%
	Agree	97
		33%
	Strongly agree	30
		10%
	Don't know	102
		35%
Q22. Indicate the THREE information sources from which you prefer to hear about Library services, programs or events. (Select 3)	Base	303
		100%
	Quarterly Library newsletter	238
		79%
	The Library website	135
		45%
	Library e-mails (directly to you)	118
		39%
	Library staff	80
		26%
	Social media sites like Twitter and/or Facebook	43
	14%	
Word-of-mouth	49	
	16%	
A commercial newspaper	55	
	18%	
Display areas/fliers posted at the Library	108	
	36%	
Other	5	
	2%	
Q23. In the future, I would prefer that the Library facilities...	Base	281
		100%
	Stay much as they are	119
	42%	
Evolve to better accommodate the needs of my community	162	
	58%	
Q26a. Do you have a Library card?	Base	323
		100%
	Yes	299
	93%	
No	24	
	7%	
Q26b. Gender:	Base	319
		100%
	Female	217
		68%
Male	102	
	32%	

Q27. Minor children: (Check all that apply)	Base	267
		100%
	8 years or younger	34
		13%
	9-12 years	23
		9%
13-17 years	37	
	14%	
None	196	
	73%	
Q27b. Minor grandchildren who visit the Library facilities:	Base	277
		100%
	Yes	46
		17%
No	231	
	83%	
Q28. Your age range:	Base	322
		100%
	18-34	31
		10%
	35-44	29
		9%
	45-54	54
17%		
55-64	67	
	21%	
65 and older	141	
	44%	