



North Riverside Public Library Community Survey
Appendix B2

		Q26a. Do you have a Library card?			Q23. In the future, I would prefer that the Library facilities...		
		Base	Yes	No	Base	Stay much as they are	Evolve to better accommodate the needs of my community
			A	B		C	D
Q1a1. The North Riverside Public Library	Base	315	292	23	276	118	158
		100%	100%	100%	100%	100%	100%
	Almost never	28	19	9	18	7	11
		9%	7%	39%	7%	6%	7%
				**			
	Several times a year	85	83	2	75	29	46
		27%	28%	9%	27%	25%	29%
				**			
	Monthly	68	68	-	62	28	34
		22%	23%	-	22%	24%	22%
				**			
	Weekly	91	91	-	86	40	46
		29%	31%	-	31%	34%	29%
				**			
	Almost daily	27	27	-	27	10	17
		9%	9%	-	10%	8%	11%
				**			
	NA-Did not visit	16	4	12	8	4	4
		5%	1%	52%	3%	3%	3%
				**			

		Q26a. Do you have a Library card?			Q23. In the future, I would prefer that the Library facilities...		
		Base	Yes	No	Base	Stay much as they are	Evolve to better accommodate the needs of my community
			A	B		C	D
Q1a2. The North Riverside Public Library website	Base	291	268	23	255	104	151
		100%	100%	100%	100%	100%	100%
	Almost never	81	74	7	71	35	36
		28%	28%	30%	28%	34%	24%
				**			
	Several times a year	51	50	1	46	16	30
		18%	19%	4%	18%	15%	20%
				**			
	Monthly	45	45	-	44	14	30
		15%	17%	-	17%	13%	20%
				**			
	Weekly	24	24	-	22	9	13
		8%	9%	-	9%	9%	9%
				**			
	Almost daily	12	12	-	12	3	9
		4%	4%	-	5%	3%	6%
				**			
	NA-Did not visit	78	63	15	60	27	33
		27%	24%	65%	24%	26%	22%
				**			

		Q26a. Do you have a Library card?			Q23. In the future, I would prefer that the Library facilities...		
		Base	Yes	No	Base	Stay much as they are	Evolve to better accommodate the needs of my community
			A	B		C	D
Q1a3. Another library	Base	272	249	23	238	98	140
		100%	100%	100%	100%	100%	100%
	Almost never	89	85	4	82	45	37
		33%	34%	17%	34%	46%	26%
				**		D*	
	Several times a year	56	56	-	52	17	35
		21%	22%	-	22%	17%	25%
				**		*	
	Monthly	15	15	-	14	4	10
		6%	6%	-	6%	4%	7%
				**		*	
	Weekly	8	8	-	8	4	4
		3%	3%	-	3%	4%	3%
				**		*	
	Almost daily	3	3	-	3	1	2
		1%	1%	-	1%	1%	1%
				**		*	
	NA-Did not visit	101	82	19	79	27	52
		37%	33%	83%	33%	28%	37%
				**		*	

		Q26a. Do you have a Library card?			Q23. In the future, I would prefer that the Library facilities...		
		Base	Yes	No	Base	Stay much as they are	Evolve to better accommodate the needs of my community
			A	B		C	D
Q2. If you have used Library services in the past year or so, how satisfied were you with the overall experience?	Base	313	293	20	277	117	160
		100%	100%	100%	100%	100%	100%
	Mean	4.52	4.52	4.25	4.54	4.53	4.54
				**			
	Top 2 Box : {4-Satisfied, 5-Very satisfied}	265	262	3	245	104	141
		85%	89%	15%	88%	89%	88%
	Bottom 2 Box : {1-Very dissatisfied, 2-Dissatisfied}	12	12	-	9	6	3
		4%	4%	-	3%	5%	2%
	Very dissatisfied	9	9	-	8	6	2
		3%	3%	-	3%	5%	1%
	Dissatisfied	3	3	-	1	-	1
		1%	1%	-	*	-	1%
	Neutral	9	8	1	9	2	7
		3%	3%	5%	3%	2%	4%
	Satisfied	75	74	1	69	25	44
		24%	25%	5%	25%	21%	28%
				**			

		Q26a. Do you have a Library card?			Q23. In the future, I would prefer that the Library facilities...		
		Base	Yes	No	Base	Stay much as they are	Evolve to better accommodate the needs of my community
			A	B		C	D
Very satisfied		190	188	2	176	79	97
		61%	64%	10%	64%	68%	61%
Don't know		1	1	-	1	1	-
		*	*	-	*	1%	-
Have not visited		26	10	16	13	4	9
		8%	3%	80%	5%	3%	6%
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	297	281	16	266	111	155
		100%	100%	100%	100%	100%	100%
Mean		4.58	4.58	4.00	4.59	4.64	4.55
				**		*	
Top 2 Box : {4-Satisfied, 5-Very satisfied}		224	223	1	211	92	119
		75%	79%	6%	79%	83%	77%
Bottom 2 Box : {1-Very dissatisfied, 2-Dissatisfied}		4	4	-	3	2	1
		1%	1%	-	1%	2%	1%
				**			

	Q26a. Do you have a Library card?			Q23. In the future, I would prefer that the Library facilities...		
	Base	Yes	No	Base	Stay much as they are	Evolve to better accommodate the needs of my community
		A	B		C	D
Very dissatisfied	2	2	-	2	2	-
	1%	1%	-	1%	2%	-
			**			
Dissatisfied	2	2	-	1	-	1
	1%	1%	-	*	-	1%
			**			
Neutral	8	8	-	8	-	8
	3%	3%	-	3%	-	5%
			**			C
Satisfied	70	69	1	64	26	38
	24%	25%	6%	24%	23%	25%
			**			
Very satisfied	154	154	-	147	66	81
	52%	55%	-	55%	59%	52%
			**			
Don't use	56	44	12	42	16	26
	19%	16%	75%	16%	14%	17%
			**			
Unfamiliar with this	5	2	3	2	1	1
	2%	1%	19%	1%	1%	1%
			**			

		Q26a. Do you have a Library card?			Q23. In the future, I would prefer that the Library facilities...		
		Base	Yes	No	Base	Stay much as they are	Evolve to better accommodate the needs of my community
			A	B		C	D
Q3b. Borrowing children's books	Base	289	273	16	261	106	155
		100%	100%	100%	100%	100%	100%
	Mean	4.54	4.54	4.50	4.53	4.66	4.47
				**		*	*
	Top 2 Box : {4-Satisfied, 5-Very satisfied}	99	97	2	93	31	62
		34%	36%	12%	36%	29%	40%
	Bottom 2 Box : {1-Very dissatisfied, 2-Dissatisfied}	3	3	-	3	1	2
		1%	1%	-	1%	1%	1%
	Very dissatisfied	1	1	-	1	1	-
		*	*	-	*	1%	-
	Dissatisfied	2	2	-	2	-	2
		1%	1%	-	1%	-	1%
	Neutral	4	4	-	4	-	4
		1%	1%	-	2%	-	3%
	Satisfied	31	30	1	29	7	22
		11%	11%	6%	11%	7%	14%
				**			

	Q26a. Do you have a Library card?			Q23. In the future, I would prefer that the Library facilities...		
	Base	Yes	No	Base	Stay much as they are	Evolve to better accommodate the needs of my community
		A	B		C	D
Very satisfied	68	67	1	64	24	40
	24%	25%	6%	25%	23%	26%
Don't use	168	158	10	150	68	82
	58%	58%	62%	57%	64%	53%
Unfamiliar with this	15	11	4	11	6	5
	5%	4%	25%	4%	6%	3%
Q3c. Using computers	293	278	15	264	108	156
	100%	100%	100%	100%	100%	100%
Mean	4.26	4.28	3.00	4.32	4.64	4.09
			**		D*	*
Top 2 Box : {4-Satisfied, 5-Very satisfied}	85	85	-	80	36	44
	29%	31%	-	30%	33%	28%
Bottom 2 Box : {1-Very dissatisfied, 2-Dissatisfied}	7	7	-	5	-	5
	2%	3%	-	2%	-	3%
Very dissatisfied	1	1	-	-	-	-
	*	*	-	-	-	-
			**			

	Q26a. Do you have a Library card?			Q23. In the future, I would prefer that the Library facilities...		
	Base	Yes	No	Base	Stay much as they are	Evolve to better accommodate the needs of my community
		A	B		C	D
Dissatisfied	6	6	-	5	-	5
	2%	2%	-	2%	-	3%
Neutral	10	9	1	10	3	7
	3%	3%	7%	4%	3%	4%
Satisfied	33	33	-	30	8	22
	11%	12%	-	11%	7%	14%
Very satisfied	52	52	-	50	28	22
	18%	19%	-	19%	26%	14%
Don't use	178	167	11	159	62	97
	61%	60%	73%	60%	57%	62%
Unfamiliar with this	13	10	3	10	7	3
	4%	4%	20%	4%	6%	2%
Q3d. Accessing wireless Internet	292	276	16	264	109	155
	100%	100%	100%	100%	100%	100%
Mean	4.43	4.44	3.00	4.46	4.72	4.32
		*	**		**	*

	Q26a. Do you have a Library card?			Q23. In the future, I would prefer that the Library facilities...		
	Base	Yes	No	Base	Stay much as they are	Evolve to better accommodate the needs of my community
		A	B		C	D
Top 2 Box : {4-Satisfied, 5-Very satisfied}	83	83	-	79	29	50
	28%	30%	-	30%	27%	32%
			**			
Bottom 2 Box : {1-Very dissatisfied, 2-Dissatisfied}	2	2	-	1	-	1
	1%	1%	-	*	-	1%
			**			
Very dissatisfied	-	-	-	-	-	-
	-	-	-	-	-	-
			**			
Dissatisfied	2	2	-	1	-	1
	1%	1%	-	*	-	1%
			**			
Neutral	6	5	1	5	-	5
	2%	2%	6%	2%	-	3%
			**			
Satisfied	34	34	-	33	8	25
	12%	12%	-	12%	7%	16%
			**			C
Very satisfied	49	49	-	46	21	25
	17%	18%	-	17%	19%	16%
			**			
Don't use	188	176	12	170	74	96
	64%	64%	75%	64%	68%	62%
			**			

	Q26a. Do you have a Library card?			Q23. In the future, I would prefer that the Library facilities...			
	Base	Yes	No	Base	Stay much as they are	Evolve to better accommodate the needs of my community	
		A	B		C	D	
Unfamiliar with this	13	10	3	9	6	3	
	4%	4%	19%	3%	6%	2%	
			**				
Q3e. Using the library as a place to read, study or work	Base	294	278	16	265	107	158
		100%	100%	100%	100%	100%	100%
Mean	4.43	4.44	3.00	4.45	4.58	4.36	
			**		*	*	
Top 2 Box : {4-Satisfied, 5-Very satisfied}	136	136	-	128	51	77	
	46%	49%	-	48%	48%	49%	
			**				
Bottom 2 Box : {1-Very dissatisfied, 2-Dissatisfied}	5	5	-	4	2	2	
	2%	2%	-	2%	2%	1%	
			**				
Very dissatisfied	2	2	-	2	1	1	
	1%	1%	-	1%	1%	1%	
			**				
Dissatisfied	3	3	-	2	1	1	
	1%	1%	-	1%	1%	1%	
			**				
Neutral	5	4	1	4	-	4	
	2%	1%	6%	2%	-	3%	
			**				

	Q26a. Do you have a Library card?			Q23. In the future, I would prefer that the Library facilities...		
	Base	Yes	No	Base	Stay much as they are	Evolve to better accommodate the needs of my community
		A	B		C	D
Satisfied	56	56	-	53	15	38
	19%	20%	-	20%	14%	24%
Very satisfied	80	80	-	75	36	39
	27%	29%	-	28%	34%	25%
Don't use	142	130	12	127	53	74
	48%	47%	75%	48%	50%	47%
Unfamiliar with this	6	3	3	2	1	1
	2%	1%	19%	1%	1%	1%
Q3f. Using the library as a meeting place with friends or others	296	280	16	265	109	156
	100%	100%	100%	100%	100%	100%
Mean	4.43	4.45	3.00	4.46	4.71	4.30
		*	**		D*	*
Top 2 Box : {4-Satisfied, 5-Very satisfied}	77	77	-	71	29	42
	26%	28%	-	27%	27%	27%
Bottom 2 Box : {1-Very dissatisfied, 2-Dissatisfied}	3	3	-	3	1	2
	1%	1%	-	1%	1%	1%

	Q26a. Do you have a Library card?			Q23. In the future, I would prefer that the Library facilities...		
	Base	Yes	No	Base	Stay much as they are	Evolve to better accommodate the needs of my community
		A	B		C	D
Very dissatisfied	1	1	-	1	-	1
	*	*	-	*	-	1%
			**			
Dissatisfied	2	2	-	2	1	1
	1%	1%	-	1%	1%	1%
			**			
Neutral	6	5	1	4	1	3
	2%	2%	6%	2%	1%	2%
			**			
Satisfied	27	27	-	24	4	20
	9%	10%	-	9%	4%	13%
			**			C
Very satisfied	50	50	-	47	25	22
	17%	18%	-	18%	23%	14%
			**			
Don't use	199	187	12	181	75	106
	67%	67%	75%	68%	69%	68%
			**			
Unfamiliar with this	11	8	3	6	3	3
	4%	3%	19%	2%	3%	2%
			**			

		Q26a. Do you have a Library card?			Q23. In the future, I would prefer that the Library facilities...		
		Base	Yes	No	Base	Stay much as they are	Evolve to better accommodate the needs of my community
			A	B		C	D
Q3g. Using electronic books or magazines with technology like Kindle	Base	292	276	16	264	109	155
		100%	100%	100%	100%	100%	100%
	Mean	4.15	4.16	3.00	4.17	4.24	4.11
			*	**		**	*
	Top 2 Box : {4-Satisfied, 5-Very satisfied}	53	53	-	50	23	27
		18%	19%	-	19%	21%	17%
	Bottom 2 Box : {1-Very dissatisfied, 2-Dissatisfied}	4	4	-	3	1	2
		1%	1%	-	1%	1%	1%
	Very dissatisfied	1	1	-	-	-	-
		*	*	-	-	-	-
	Dissatisfied	3	3	-	3	1	2
		1%	1%	-	1%	1%	1%
	Neutral	11	10	1	11	5	6
		4%	4%	6%	4%	5%	4%
	Satisfied	23	23	-	22	9	13
		8%	8%	-	8%	8%	8%
				**			

	Q26a. Do you have a Library card?			Q23. In the future, I would prefer that the Library facilities...		
	Base	Yes	No	Base	Stay much as they are	Evolve to better accommodate the needs of my community
		A	B		C	D
Very satisfied	30	30	-	28	14	14
	10%	11%	-	11%	13%	9%
			**			
Don't use	200	188	12	183	73	110
	68%	68%	75%	69%	67%	71%
			**			
Unfamiliar with this	24	21	3	17	7	10
	8%	8%	19%	6%	6%	6%
			**			
Q3h. Borrowing music, movies or audio books	293	277	16	266	108	158
	100%	100%	100%	100%	100%	100%
Mean	4.42	4.43	3.00	4.42	4.54	4.34
			**		*	
Top 2 Box : {4-Satisfied, 5-Very satisfied}	171	171	-	163	68	95
	58%	62%	-	61%	63%	60%
			**			
Bottom 2 Box : {1-Very dissatisfied, 2-Dissatisfied}	6	6	-	5	1	4
	2%	2%	-	2%	1%	3%
			**			
Very dissatisfied	3	3	-	3	1	2
	1%	1%	-	1%	1%	1%
			**			

	Q26a. Do you have a Library card?			Q23. In the future, I would prefer that the Library facilities...		
	Base	Yes	No	Base	Stay much as they are	Evolve to better accommodate the needs of my community
		A	B		C	D
Dissatisfied	3	3	-	2	-	2
	1%	1%	-	1%	-	1%
Neutral	12	11	1	11	1	10
	4%	4%	6%	4%	1%	6%
Satisfied	65	65	-	64	26	38
	22%	23%	-	24%	24%	24%
Very satisfied	106	106	-	99	42	57
	36%	38%	-	37%	39%	36%
Don't use	96	84	12	82	37	45
	33%	30%	75%	31%	34%	28%
Unfamiliar with this	8	5	3	5	1	4
	3%	2%	19%	2%	1%	3%
Q3i. Researching/using reference materials	293	277	16	264	107	157
	100%	100%	100%	100%	100%	100%
Mean	4.35	4.36	4.00	4.35	4.47	4.27
			**		*	*

	Q26a. Do you have a Library card?			Q23. In the future, I would prefer that the Library facilities...		
	Base	Yes	No	Base	Stay much as they are	Evolve to better accommodate the needs of my community
		A	B		C	D
Top 2 Box : {4-Satisfied, 5-Very satisfied}	133	132	1	123	56	67
	45%	48%	6%	47%	52%	43%
			**			
Bottom 2 Box : {1-Very dissatisfied, 2-Dissatisfied}	5	5	-	4	1	3
	2%	2%	-	2%	1%	2%
			**			
Very dissatisfied	2	2	-	2	1	1
	1%	1%	-	1%	1%	1%
			**			
Dissatisfied	3	3	-	2	-	2
	1%	1%	-	1%	-	1%
			**			
Neutral	12	11	1	12	3	9
	4%	4%	6%	5%	3%	6%
			**			
Satisfied	56	56	-	52	22	30
	19%	20%	-	20%	21%	19%
			**			
Very satisfied	77	76	1	71	34	37
	26%	27%	6%	27%	32%	24%
			**			
Don't use	134	123	11	120	44	76
	46%	44%	69%	45%	41%	48%
			**			

	Q26a. Do you have a Library card?			Q23. In the future, I would prefer that the Library facilities...			
	Base	Yes	No	Base	Stay much as they are	Evolve to better accommodate the needs of my community	
		A	B		C	D	
Unfamiliar with this	9	6	3	5	3	2	
	3%	2%	19%	2%	3%	1%	
			**				
Q3j. Consulting with a librarian	Base	297	281	16	266	108	158
		100%	100%	100%	100%	100%	100%
Mean	4.52	4.53	3.00	4.54	4.61	4.49	
			**		*		
Top 2 Box : {4-Satisfied, 5-Very satisfied}	210	210	-	197	80	117	
	71%	75%	-	74%	74%	74%	
			**				
Bottom 2 Box : {1-Very dissatisfied, 2-Dissatisfied}	7	7	-	6	2	4	
	2%	2%	-	2%	2%	3%	
			**				
Very dissatisfied	4	4	-	4	2	2	
	1%	1%	-	2%	2%	1%	
			**				
Dissatisfied	3	3	-	2	-	2	
	1%	1%	-	1%	-	1%	
			**				
Neutral	12	11	1	9	1	8	
	4%	4%	6%	3%	1%	5%	
			**				

	Q26a. Do you have a Library card?			Q23. In the future, I would prefer that the Library facilities...		
	Base	Yes	No	Base	Stay much as they are	Evolve to better accommodate the needs of my community
		A	B		C	D
Satisfied	61	61	-	58	22	36
	21%	22%	-	22%	20%	23%
			**			
Very satisfied	149	149	-	139	58	81
	50%	53%	-	52%	54%	51%
			**			
Don't use	64	52	12	53	25	28
	22%	19%	75%	20%	23%	18%
			**			
Unfamiliar with this	4	1	3	1	-	1
	1%	*	19%	*	-	1%
			**			
Q3k. Looking for information in the library catalog	291	275	16	264	108	156
	100%	100%	100%	100%	100%	100%
Mean	4.33	4.34	4.00	4.34	4.40	4.29
			**		*	*
			**			
Top 2 Box : {4-Satisfied, 5-Very satisfied}	152	151	1	142	62	80
	52%	55%	6%	54%	57%	51%
			**			
Bottom 2 Box : {1-Very dissatisfied, 2-Dissatisfied}	4	4	-	4	2	2
	1%	1%	-	2%	2%	1%
			**			

	Q26a. Do you have a Library card?			Q23. In the future, I would prefer that the Library facilities...		
	Base	Yes	No	Base	Stay much as they are	Evolve to better accommodate the needs of my community
		A	B		C	D
Very dissatisfied	1	1	-	1	1	-
	*	*	-	*	1%	-
			**			
Dissatisfied	3	3	-	3	1	2
	1%	1%	-	1%	1%	1%
			**			
Neutral	16	15	1	15	4	11
	5%	5%	6%	6%	4%	7%
			**			
Satisfied	70	70	-	64	26	38
	24%	25%	-	24%	24%	24%
			**			
Very satisfied	82	81	1	78	36	42
	28%	29%	6%	30%	33%	27%
			**			
Don't use	106	95	11	93	36	57
	36%	35%	69%	35%	33%	37%
			**			
Unfamiliar with this	13	10	3	10	4	6
	4%	4%	19%	4%	4%	4%
			**			

		Q26a. Do you have a Library card?			Q23. In the future, I would prefer that the Library facilities...		
		Base	Yes	No	Base	Stay much as they are	Evolve to better accommodate the needs of my community
			A	B		C	D
Q3l. Using Interlibrary Loan	Base	294	278	16	263	108	155
		100%	100%	100%	100%	100%	100%
	Mean	4.60	4.61	3.00	4.62	4.62	4.61
				**		*	
	Top 2 Box : {4-Satisfied, 5-Very satisfied}	169	169	-	158	62	96
		57%	61%	-	60%	57%	62%
	Bottom 2 Box : {1-Very dissatisfied, 2-Dissatisfied}	2	2	-	2	1	1
		1%	1%	-	1%	1%	1%
	Very dissatisfied	1	1	-	1	1	-
		*	*	-	*	1%	-
	Dissatisfied	1	1	-	1	-	1
		*	*	-	*	-	1%
	Neutral	6	5	1	5	1	4
		2%	2%	6%	2%	1%	3%
	Satisfied	51	51	-	46	18	28
		17%	18%	-	17%	17%	18%
				**			

	Q26a. Do you have a Library card?			Q23. In the future, I would prefer that the Library facilities...		
	Base	Yes	No	Base	Stay much as they are	Evolve to better accommodate the needs of my community
		A	B		C	D
Very satisfied	118	118	-	112	44	68
	40%	42%	-	43%	41%	44%
Don't use	101	89	12	86	37	49
	34%	32%	75%	33%	34%	32%
Unfamiliar with this	16	13	3	12	7	5
	5%	5%	19%	5%	6%	3%
Q3m. An adult program, class or event	295	279	16	265	109	156
	100%	100%	100%	100%	100%	100%
Mean	4.46	4.46	-	4.45	4.55	4.38
					*	*
Top 2 Box : {4-Satisfied, 5-Very satisfied}	114	114	-	109	48	61
	39%	41%	-	41%	44%	39%
Bottom 2 Box : {1-Very dissatisfied, 2-Dissatisfied}	5	5	-	4	1	3
	2%	2%	-	2%	1%	2%
Very dissatisfied	4	4	-	4	1	3
	1%	1%	-	2%	1%	2%

	Q26a. Do you have a Library card?			Q23. In the future, I would prefer that the Library facilities...		
	Base	Yes	No	Base	Stay much as they are	Evolve to better accommodate the needs of my community
		A	B		C	D
Dissatisfied	1	1	-	-	-	-
	*	*	-	-	-	-
			**			
Neutral	6	6	-	6	2	4
	2%	2%	-	2%	2%	3%
			**			
Satisfied	37	37	-	37	15	22
	13%	13%	-	14%	14%	14%
			**			
Very satisfied	77	77	-	72	33	39
	26%	28%	-	27%	30%	25%
			**			
Don't use	153	141	12	134	53	81
	52%	51%	75%	51%	49%	52%
			**			
Unfamiliar with this	17	13	4	12	5	7
	6%	5%	25%	5%	5%	4%
			**			
Q3n. A children's program, class or event	291	275	16	263	108	155
	100%	100%	100%	100%	100%	100%
Mean	4.58	4.58	-	4.56	4.68	4.50
					**	*

	Q26a. Do you have a Library card?			Q23. In the future, I would prefer that the Library facilities...		
	Base	Yes	No	Base	Stay much as they are	Evolve to better accommodate the needs of my community
		A	B		C	D
Top 2 Box : {4-Satisfied, 5-Very satisfied}	67	67	-	63	21	42
	23%	24%	-	24%	19%	27%
			**			
Bottom 2 Box : {1-Very dissatisfied, 2-Dissatisfied}	2	2	-	2	1	1
	1%	1%	-	1%	1%	1%
			**			
Very dissatisfied	-	-	-	-	-	-
	-	-	-	-	-	-
			**			
Dissatisfied	2	2	-	2	1	1
	1%	1%	-	1%	1%	1%
			**			
Neutral	3	3	-	3	-	3
	1%	1%	-	1%	-	2%
			**			
Satisfied	18	18	-	18	4	14
	6%	7%	-	7%	4%	9%
			**			
Very satisfied	49	49	-	45	17	28
	17%	18%	-	17%	16%	18%
			**			
Don't use	202	190	12	183	80	103
	69%	69%	75%	70%	74%	66%
			**			

		Q26a. Do you have a Library card?			Q23. In the future, I would prefer that the Library facilities...		
		Base	Yes	No	Base	Stay much as they are	Evolve to better accommodate the needs of my community
			A	B		C	D
Unfamiliar with this		17	13	4	12	6	6
		6%	5%	25%	5%	6%	4%
Q3o. A teen program, class or event	Base	289	273	16	261	107	154
		100%	100%	100%	100%	100%	100%
Mean		4.58	4.58	-	4.57	4.81	4.38
						**	**
Top 2 Box : {4-Satisfied, 5-Very satisfied}		37	37	-	34	16	18
		13%	14%	-	13%	15%	12%
Bottom 2 Box : {1-Very dissatisfied, 2-Dissatisfied}		1	1	-	1	-	1
		*	*	-	*	-	1%
Very dissatisfied		-	-	-	-	-	-
		-	-	-	-	-	-
Dissatisfied		1	1	-	1	-	1
		*	*	-	*	-	1%
Neutral		2	2	-	2	-	2
		1%	1%	-	1%	-	1%
				**			

	Q26a. Do you have a Library card?			Q23. In the future, I would prefer that the Library facilities...		
	Base	Yes	No	Base	Stay much as they are	Evolve to better accommodate the needs of my community
		A	B		C	D
Satisfied	10	10	-	9	3	6
	3%	4%	-	3%	3%	4%
			**			
Very satisfied	27	27	-	25	13	12
	9%	10%	-	10%	12%	8%
			**			
Don't use	230	218	12	210	87	123
	80%	80%	75%	80%	81%	80%
			**			
Unfamiliar with this	19	15	4	14	4	10
	7%	5%	25%	5%	4%	6%
			**			
Q3p. Using newspapers or magazines	292	276	16	263	107	156
	100%	100%	100%	100%	100%	100%
Mean	4.52	4.54	3.50	4.53	4.50	4.55
			**		*	*
Top 2 Box : {4-Satisfied, 5-Very satisfied}	141	140	1	131	57	74
	48%	51%	6%	50%	53%	47%
			**			
Bottom 2 Box : {1-Very dissatisfied, 2-Dissatisfied}	3	3	-	3	2	1
	1%	1%	-	1%	2%	1%
			**			

	Q26a. Do you have a Library card?			Q23. In the future, I would prefer that the Library facilities...		
	Base	Yes	No	Base	Stay much as they are	Evolve to better accommodate the needs of my community
		A	B		C	D
Very dissatisfied	2	2	-	2	2	-
	1%	1%	-	1%	2%	-
			**			
Dissatisfied	1	1	-	1	-	1
	*	*	-	*	-	1%
			**			
Neutral	5	4	1	4	1	3
	2%	1%	6%	2%	1%	2%
			**			
Satisfied	50	49	1	46	20	26
	17%	18%	6%	17%	19%	17%
			**			
Very satisfied	91	91	-	85	37	48
	31%	33%	-	32%	35%	31%
			**			
Don't use	136	125	11	121	44	77
	47%	45%	69%	46%	41%	49%
			**			
Unfamiliar with this	7	4	3	4	3	1
	2%	1%	19%	2%	3%	1%
			**			

		Q26a. Do you have a Library card?			Q23. In the future, I would prefer that the Library facilities...		
		Base	Yes	No	Base	Stay much as they are	Evolve to better accommodate the needs of my community
			A	B		C	D
Q3q. Using copiers, printers, or fax machine	Base	297	281	16	267	111	156
		100%	100%	100%	100%	100%	100%
	Mean	4.54	4.54	4.00	4.57	4.63	4.52
				**		*	*
	Top 2 Box : {4-Satisfied, 5-Very satisfied}	166	164	2	154	72	82
		56%	58%	12%	58%	65%	53%
			**		D		
	Bottom 2 Box : {1-Very dissatisfied, 2-Dissatisfied}	7	7	-	4	2	2
		2%	2%	-	1%	2%	1%
			**				
	Very dissatisfied	5	5	-	3	2	1
		2%	2%	-	1%	2%	1%
			**				
	Dissatisfied	2	2	-	1	-	1
		1%	1%	-	*	-	1%
			**				
	Neutral	8	7	1	8	2	6
		3%	2%	6%	3%	2%	4%
			**				
	Satisfied	42	41	1	40	16	24
		14%	15%	6%	15%	14%	15%
			**				

	Q26a. Do you have a Library card?			Q23. In the future, I would prefer that the Library facilities...		
	Base	Yes	No	Base	Stay much as they are	Evolve to better accommodate the needs of my community
		A	B		C	D
Very satisfied	124	123	1	114	56	58
	42%	44%	6%	43%	50%	37%
			**		D	
Don't use	110	100	10	98	34	64
	37%	36%	62%	37%	31%	41%
			**			
Unfamiliar with this	6	3	3	3	1	2
	2%	1%	19%	1%	1%	1%
			**			
Q3r. Using notary services	292	276	16	263	109	154
	100%	100%	100%	100%	100%	100%
Base	4.43	4.45	3.50	4.42	4.49	4.38
		*	**		*	*
Mean	76	75	1	71	32	39
	26%	27%	6%	27%	29%	25%
			**			
Top 2 Box : {4-Satisfied, 5-Very satisfied}	5	5	-	4	2	2
	2%	2%	-	2%	2%	1%
			**			
Bottom 2 Box : {1-Very dissatisfied, 2-Dissatisfied}	2	2	-	2	2	-
	1%	1%	-	1%	2%	-
			**			
Very dissatisfied						
			**			

	Q26a. Do you have a Library card?			Q23. In the future, I would prefer that the Library facilities...		
	Base	Yes	No	Base	Stay much as they are	Evolve to better accommodate the needs of my community
		A	B		C	D
Dissatisfied	3	3	-	2	-	2
	1%	1%	-	1%	-	1%
			**			
Neutral	5	4	1	5	1	4
	2%	1%	6%	2%	1%	3%
			**			
Satisfied	22	21	1	22	8	14
	8%	8%	6%	8%	7%	9%
			**			
Very satisfied	54	54	-	49	24	25
	18%	20%	-	19%	22%	16%
			**			
Don't use	176	166	10	158	65	93
	60%	60%	62%	60%	60%	60%
			**			
Unfamiliar with this	30	26	4	25	9	16
	10%	9%	25%	10%	8%	10%
			**			

Q26a. Do you have a Library card?			Q23. In the future, I would prefer that the Library facilities...		
Base	Yes	No	Base	Stay much as they are	Evolve to better accommodate the needs of my community
	A	B		C	D

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	305	286	19	274	114	160
		100%	100%	100%	100%	100%	100%
Mean	Mean	4.52	4.54	4.00	4.55	4.56	4.54
				**			
Top 2 Box : {4-Agree, 5-Strongly agree}	Top 2 Box : {4-Agree, 5-Strongly agree}	268	260	8	251	106	145
		88%	91%	42%	92%	93%	91%
Bottom 2 Box: {1-Strongly disagree, 2-Disagree}	Bottom 2 Box: {1-Strongly disagree, 2-Disagree}	1	1	-	1	-	1
		*	*	-	*	-	1%
Strongly disagree	Strongly disagree	-	-	-	-	-	-
		-	-	-	-	-	-
Disagree	Disagree	1	1	-	1	-	1
		*	*	-	*	-	1%
Neither agree nor disagree	Neither agree nor disagree	22	19	3	14	4	10
		7%	7%	16%	5%	4%	6%
				**			

		Q26a. Do you have a Library card?			Q23. In the future, I would prefer that the Library facilities...			
		Base	Yes	No	Base	Stay much as they are	Evolve to better accommodate the needs of my community	
			A	B		C	D	
	Agree	93	88	5	88	40	48	
		30%	31%	26%	32%	35%	30%	
	Strongly agree	175	172	3	163	66	97	
		57%	60%	16%	59%	58%	61%	
	Don't know	14	6	8	8	4	4	
		5%	2%	42%	3%	4%	2%	
	Q4b. Are meeting the needs of my community	Base	305	286	19	275	115	160
			100%	100%	100%	100%	100%	100%
		Mean	4.32	4.34	3.78	4.35	4.49	4.24
					**		D	
		Top 2 Box : {4-Agree, 5-Strongly agree}	242	237	5	228	106	122
			79%	83%	26%	83%	92%	76%
Bottom 2 Box: {1-Strongly disagree, 2-Disagree}		5	5	-	4	-	4	
		2%	2%	-	1%	-	2%	
Strongly disagree		1	1	-	1	-	1	
		*	*	-	*	-	1%	
				**				

	Q26a. Do you have a Library card?			Q23. In the future, I would prefer that the Library facilities...		
	Base	Yes	No	Base	Stay much as they are	Evolve to better accommodate the needs of my community
		A	B		C	D
Disagree	4	4	-	3	-	3
	1%	1%	-	1%	-	2%
			**			
Neither agree nor disagree	28	24	4	23	2	21
	9%	8%	21%	8%	2%	13%
			**			C
Agree	114	111	3	108	51	57
	37%	39%	16%	39%	44%	36%
			**			
Strongly agree	128	126	2	120	55	65
	42%	44%	11%	44%	48%	41%
			**			
Don't know	30	20	10	20	7	13
	10%	7%	53%	7%	6%	8%
			**			
Q4c. Are a good value for the tax dollar	309	289	20	276	115	161
	100%	100%	100%	100%	100%	100%
Mean	4.45	4.47	3.82	4.47	4.49	4.45
			**			
Top 2 Box : {4-Agree, 5-Strongly agree}	261	255	6	240	99	141
	84%	88%	30%	87%	86%	88%
			**			

	Q26a. Do you have a Library card?			Q23. In the future, I would prefer that the Library facilities...		
	Base	Yes	No	Base	Stay much as they are	Evolve to better accommodate the needs of my community
		A	B		C	D
Bottom 2 Box: {1-Strongly disagree, 2-Disagree}	7	6	1	6	2	4
	2%	2%	5%	2%	2%	2%
Strongly disagree	-	-	-	-	-	-
	-	-	-	-	-	-
Disagree	7	6	1	6	2	4
	2%	2%	5%	2%	2%	2%
Neither agree nor disagree	19	15	4	15	7	8
	6%	5%	20%	5%	6%	5%
Agree	100	98	2	91	35	56
	32%	34%	10%	33%	30%	35%
Strongly agree	161	157	4	149	64	85
	52%	54%	20%	54%	56%	53%
Don't know	22	13	9	15	7	8
	7%	4%	45%	5%	6%	5%
			**			

		Q26a. Do you have a Library card?			Q23. In the future, I would prefer that the Library facilities...		
		Base	Yes	No	Base	Stay much as they are	Evolve to better accommodate the needs of my community
			A	B		C	D
Q4d. Are relevant to me, personally	Base	302	283	19	273	112	161
		100%	100%	100%	100%	100%	100%
	Mean	4.38	4.43	2.90	4.43	4.50	4.38
				**			
	Top 2 Box : {4-Agree, 5-Strongly agree}	243	240	3	232	97	135
		80%	85%	16%	85%	87%	84%
	Bottom 2 Box: {1-Strongly disagree, 2-Disagree}	7	5	2	4	1	3
		2%	2%	11%	1%	1%	2%
	Strongly disagree	3	1	2	1	1	-
		1%	*	11%	*	1%	-
	Disagree	4	4	-	3	-	3
		1%	1%	-	1%	-	2%
	Neither agree nor disagree	30	25	5	26	8	18
		10%	9%	26%	10%	7%	11%
	Agree	91	88	3	85	33	52
		30%	31%	16%	31%	29%	32%
				**			

	Q26a. Do you have a Library card?			Q23. In the future, I would prefer that the Library facilities...		
	Base	Yes	No	Base	Stay much as they are	Evolve to better accommodate the needs of my community
		A	B		C	D
Strongly agree	152	152	-	147	64	83
	50%	54%	-	54%	57%	52%
Don't know	22	13	9	11	6	5
	7%	5%	47%	4%	5%	3%
Q4e. Are likely to be used by me in the next year	311	291	20	278	116	162
	100%	100%	100%	100%	100%	100%
Mean	4.56	4.62	2.56	4.62	4.64	4.60
			**			
Top 2 Box : {4-Agree, 5-Strongly agree}	269	268	1	251	105	146
	86%	92%	5%	90%	91%	90%
Bottom 2 Box: {1-Strongly disagree, 2-Disagree}	4	1	3	2	1	1
	1%	*	15%	1%	1%	1%
Strongly disagree	3	1	2	1	1	-
	1%	*	10%	*	1%	-
Disagree	1	-	1	1	-	1
	*	-	5%	*	-	1%
			**			

	Q26a. Do you have a Library card?			Q23. In the future, I would prefer that the Library facilities...		
	Base	Yes	No	Base	Stay much as they are	Evolve to better accommodate the needs of my community
		A	B		C	D
Neither agree nor disagree	16	11	5	12	2	10
	5%	4%	25%	4%	2%	6%
Agree	80	79	1	71	31	40
	26%	27%	5%	26%	27%	25%
Strongly agree	189	189	-	180	74	106
	61%	65%	-	65%	64%	65%
Don't know	22	11	11	13	8	5
	7%	4%	55%	5%	7%	3%
Q5. Overall, how important is the collection of materials in making the Library valuable to you personally?	302	281	21	271	115	156
	100%	100%	100%	100%	100%	100%
Mean	4.54	4.61	3.00	4.58	4.58	4.58
			**			
Top 2 Box : {4-Somewhat important, 5-Very important}	262	257	5	242	101	141
	87%	91%	24%	89%	88%	90%
Bottom 2 Box : {1-Not at all important, 2-Of little importance}	9	5	4	6	2	4
	3%	2%	19%	2%	2%	3%
			**			

	Q26a. Do you have a Library card?			Q23. In the future, I would prefer that the Library facilities...		
	Base	Yes	No	Base	Stay much as they are	Evolve to better accommodate the needs of my community
		A	B		C	D
Not at all important	4	1	3	1	1	-
	1%	*	14%	*	1%	-
Of little importance	5	4	1	5	1	4
	2%	1%	5%	2%	1%	3%
Neither important nor unimportant	16	12	4	15	7	8
	5%	4%	19%	6%	6%	5%
Somewhat important	70	67	3	61	25	36
	23%	24%	14%	23%	22%	23%
Very important	192	190	2	181	76	105
	64%	68%	10%	67%	66%	67%
Don't know	15	7	8	8	5	3
	5%	2%	38%	3%	4%	2%
Q6a In your opinion, the Library should offer a better variety of ... (Check all that apply)	177	170	7	167	55	112
	100%	100%	100%	100%	100%	100%
Adult books	89	84	5	82	27	55
	50%	49%	71%	49%	49%	49%
			**		*	

	Q26a. Do you have a Library card?			Q23. In the future, I would prefer that the Library facilities...		
	Base	Yes	No	Base	Stay much as they are	Evolve to better accommodate the needs of my community
		A	B		C	D
Children's books	32	27	5	30	9	21
	18%	16%	71%	18%	16%	19%
			**		*	
Teen books	29	25	4	28	9	19
	16%	15%	57%	17%	16%	17%
			**		*	
Audio books	47	40	7	42	9	33
	27%	24%	100%	25%	16%	29%
			**		*	
Magazines	39	34	5	38	16	22
	22%	20%	71%	23%	29%	20%
			**		*	
Newspapers	29	23	6	28	9	19
	16%	14%	86%	17%	16%	17%
			**		*	
Music	43	37	6	40	12	28
	24%	22%	86%	24%	22%	25%
			**		*	
Movies	88	82	6	83	28	55
	50%	48%	86%	50%	51%	49%
			**		*	
Other	17	17	-	17	5	12
	10%	10%	-	10%	9%	11%
			**		*	

		Q26a. Do you have a Library card?			Q23. In the future, I would prefer that the Library facilities...		
		Base	Yes	No	Base	Stay much as they are	Evolve to better accommodate the needs of my community
			A	B		C	D
Q6b. In your opinion, the Library should offer more copies of ... (Check all that apply)	Base	138	134	4	128	39	89
		100%	100%	100%	100%	100%	100%
	Adult books	61	58	3	59	17	42
		44%	43%	75%	46%	44%	47%
				**		*	*
	Children's books	21	17	4	20	4	16
		15%	13%	100%	16%	10%	18%
				**		*	*
	Teen books	22	19	3	22	6	16
		16%	14%	75%	17%	15%	18%
				**		*	*
	Audio books	25	23	2	21	4	17
		18%	17%	50%	16%	10%	19%
				**		*	*
	Magazines	24	23	1	23	5	18
		17%	17%	25%	18%	13%	20%
				**		*	*
	Newspapers	16	15	1	16	2	14
		12%	11%	25%	12%	5%	16%
				**		*	*
	Music	26	24	2	24	7	17
		19%	18%	50%	19%	18%	19%
				**		*	*

		Q26a. Do you have a Library card?			Q23. In the future, I would prefer that the Library facilities...		
		Base	Yes	No	Base	Stay much as they are	Evolve to better accommodate the needs of my community
			A	B		C	D
Movies		68	66	2	64	18	46
		49%	49%	50%	50%	46%	52%
				**		*	*
Other		11	11	-	10	3	7
		8%	8%	-	8%	8%	8%
				**		*	*
Q7. Overall, how important is the atmosphere in making the Library valuable to you personally?	Base	307	286	21	274	114	160
		100%	100%	100%	100%	100%	100%
Mean		4.57	4.63	3.29	4.63	4.60	4.65
				**			
Top 2 Box : {4-Somewhat important, 5-Very important}		278	271	7	255	106	149
		91%	95%	33%	93%	93%	93%
				**			
Bottom 2 Box : {1-Not at all important, 2-Of little importance}		6	2	4	2	-	2
		2%	1%	19%	1%	-	1%
				**			
Not at all important		4	1	3	-	-	-
		1%	*	14%	-	-	-
				**			
Of little importance		2	1	1	2	-	2
		1%	*	5%	1%	-	1%
				**			

	Q26a. Do you have a Library card?			Q23. In the future, I would prefer that the Library facilities...		
	Base	Yes	No	Base	Stay much as they are	Evolve to better accommodate the needs of my community
		A	B		C	D
Neither important nor unimportant	15	12	3	14	6	8
	5%	4%	14%	5%	5%	5%
Somewhat important	77	74	3	67	33	34
	25%	26%	14%	24%	29%	21%
Very important	201	197	4	188	73	115
	65%	69%	19%	69%	64%	72%
Don't know	8	1	7	3	2	1
	3%	*	33%	1%	2%	1%
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	308	287	21	276	115	161
	100%	100%	100%	100%	100%	100%
Mean	4.48	4.51	3.93	4.51	4.46	4.54
			**			
Top 2 Box : {4-Agree, 5-Strongly agree}	280	271	9	258	106	152
	91%	94%	43%	93%	92%	94%
			**			

	Q26a. Do you have a Library card?			Q23. In the future, I would prefer that the Library facilities...		
	Base	Yes	No	Base	Stay much as they are	Evolve to better accommodate the needs of my community
		A	B		C	D
Bottom 2 Box: {1-Strongly disagree, 2-Disagree}	2	1	1	2	-	2
	1%	*	5%	1%	-	1%
			**			
Strongly disagree	1	1	-	1	-	1
	*	*	-	*	-	1%
			**			
Disagree	1	-	1	1	-	1
	*	-	5%	*	-	1%
			**			
Neither agree nor disagree	16	11	5	11	6	5
	5%	4%	24%	4%	5%	3%
			**			
Agree	116	113	3	104	48	56
	38%	39%	14%	38%	42%	35%
			**			
Strongly agree	164	158	6	154	58	96
	53%	55%	29%	56%	50%	60%
			**			
Don't know	10	4	6	5	3	2
	3%	1%	29%	2%	3%	1%
			**			

		Q26a. Do you have a Library card?			Q23. In the future, I would prefer that the Library facilities...		
		Base	Yes	No	Base	Stay much as they are	Evolve to better accommodate the needs of my community
			A	B		C	D
Q8b. Working or studying	Base	301	280	21	272	111	161
		100%	100%	100%	100%	100%	100%
	Mean	4.52	4.54	4.00	4.56	4.50	4.61
				**			
	Top 2 Box : {4-Agree, 5-Strongly agree}	272	263	9	255	101	154
		90%	94%	43%	94%	91%	96%
	Bottom 2 Box: {1-Strongly disagree, 2-Disagree}	2	1	1	1	-	1
		1%	*	5%	*	-	1%
	Strongly disagree	1	1	-	-	-	-
		*	*	-	-	-	-
	Disagree	1	-	1	1	-	1
		*	-	5%	*	-	1%
	Neither agree nor disagree	15	10	5	9	6	3
		5%	4%	24%	3%	5%	2%
	Agree	103	101	2	95	42	53
		34%	36%	10%	35%	38%	33%
				**			

	Q26a. Do you have a Library card?			Q23. In the future, I would prefer that the Library facilities...		
	Base	Yes	No	Base	Stay much as they are	Evolve to better accommodate the needs of my community
		A	B		C	D
Strongly agree	169	162	7	160	59	101
	56%	58%	33%	59%	53%	63%
Don't know	12	6	6	7	4	3
	4%	2%	29%	3%	4%	2%
Q8c. Participating in programs	303	282	21	274	113	161
	100%	100%	100%	100%	100%	100%
Mean	4.32	4.37	3.60	4.36	4.30	4.39
			**			
Top 2 Box : {4-Agree, 5-Strongly agree}	247	240	7	234	95	139
	82%	85%	33%	85%	84%	86%
Bottom 2 Box: {1-Strongly disagree, 2-Disagree}	2	1	1	2	-	2
	1%	*	5%	1%	-	1%
Strongly disagree	-	-	-	-	-	-
	-	-	-	-	-	-
Disagree	2	1	1	2	-	2
	1%	*	5%	1%	-	1%
			**			

	Q26a. Do you have a Library card?			Q23. In the future, I would prefer that the Library facilities...		
	Base	Yes	No	Base	Stay much as they are	Evolve to better accommodate the needs of my community
		A	B		C	D
Neither agree nor disagree	31	24	7	23	11	12
	10%	9%	33%	8%	10%	7%
Agree	121	117	4	115	52	63
	40%	41%	19%	42%	46%	39%
Strongly agree	126	123	3	119	43	76
	42%	44%	14%	43%	38%	47%
Don't know	23	17	6	15	7	8
	8%	6%	29%	5%	6%	5%
q8d. Meeting in groups	301	280	21	272	112	160
	100%	100%	100%	100%	100%	100%
Mean	4.10	4.13	3.56	4.13	3.94	4.25
			**			C
Top 2 Box : {4-Agree, 5-Strongly agree}	212	205	7	200	71	129
	70%	73%	33%	74%	63%	81%
Bottom 2 Box: {1-Strongly disagree, 2-Disagree}	9	8	1	9	5	4
	3%	3%	5%	3%	4%	2%
			**			

	Q26a. Do you have a Library card?			Q23. In the future, I would prefer that the Library facilities...		
	Base	Yes	No	Base	Stay much as they are	Evolve to better accommodate the needs of my community
		A	B		C	D
Strongly disagree	2	2	-	2	1	1
	1%	1%	-	1%	1%	1%
Disagree	7	6	1	7	4	3
	2%	2%	5%	3%	4%	2%
Neither agree nor disagree	54	46	8	44	24	20
	18%	16%	38%	16%	21%	12%
Agree	111	107	4	103	42	61
	37%	38%	19%	38%	38%	38%
Strongly agree	101	98	3	97	29	68
	34%	35%	14%	36%	26%	42%
Don't know	26	21	5	19	12	7
	9%	8%	24%	7%	11%	4%
Q8e. Food and beverages	298	277	21	271	113	158
	100%	100%	100%	100%	100%	100%
Mean	2.90	2.90	2.93	2.90	2.51	3.17
			**			C

	Q26a. Do you have a Library card?			Q23. In the future, I would prefer that the Library facilities...		
	Base	Yes	No	Base	Stay much as they are	Evolve to better accommodate the needs of my community
		A	B		C	D
Top 2 Box : {4-Agree, 5-Strongly agree}	77	74	3	72	16	56
	26%	27%	14%	27%	14%	35%
			**			C
Bottom 2 Box: {1-Strongly disagree, 2-Disagree}	100	95	5	93	51	42
	34%	34%	24%	34%	45%	27%
			**		D	
Strongly disagree	39	37	2	36	20	16
	13%	13%	10%	13%	18%	10%
			**			
Disagree	61	58	3	57	31	26
	20%	21%	14%	21%	27%	16%
			**		D	
Neither agree nor disagree	91	84	7	82	34	48
	31%	30%	33%	30%	30%	30%
			**			
Agree	42	42	-	39	10	29
	14%	15%	-	14%	9%	18%
			**			C
Strongly agree	35	32	3	33	6	27
	12%	12%	14%	12%	5%	17%
			**			C
Don't know	30	24	6	24	12	12
	10%	9%	29%	9%	11%	8%
			**			

		Q26a. Do you have a Library card?			Q23. In the future, I would prefer that the Library facilities...		
		Base	Yes	No	Base	Stay much as they are	Evolve to better accommodate the needs of my community
			A	B		C	D
Q8f. Talking with friends	Base	303	282	21	274	113	161
		100%	100%	100%	100%	100%	100%
	Mean	3.35	3.38	2.87	3.36	3.10	3.55
				**			C
	Top 2 Box : {4-Agree, 5-Strongly agree}	132	128	4	122	43	79
		44%	45%	19%	45%	38%	49%
	Bottom 2 Box: {1-Strongly disagree, 2-Disagree}	70	64	6	64	41	23
		23%	23%	29%	23%	36%	14%
	Strongly disagree	15	12	3	13	8	5
		5%	4%	14%	5%	7%	3%
	Disagree	55	52	3	51	33	18
		18%	18%	14%	19%	29%	11%
	Neither agree nor disagree	77	72	5	70	22	48
		25%	26%	24%	26%	19%	30%
	Agree	82	81	1	74	26	48
		27%	29%	5%	27%	23%	30%
				**			

	Q26a. Do you have a Library card?			Q23. In the future, I would prefer that the Library facilities...		
	Base	Yes	No	Base	Stay much as they are	Evolve to better accommodate the needs of my community
		A	B		C	D
Strongly agree	50	47	3	48	17	31
	17%	17%	14%	18%	15%	19%
Don't know	24	18	6	18	7	11
	8%	6%	29%	7%	6%	7%
Q9. Overall, how important is the staff in making the Library valuable to you personally?	308	287	21	273	115	158
	100%	100%	100%	100%	100%	100%
Mean	4.71	4.75	4.00	4.76	4.73	4.78
			**			
Top 2 Box : {4-Somewhat important, 5-Very important}	287	276	11	262	109	153
	93%	96%	52%	96%	95%	97%
Bottom 2 Box : {1-Not at all important, 2-Of little importance}	4	2	2	2	1	1
	1%	1%	10%	1%	1%	1%
Not at all important	2	1	1	1	-	1
	1%	*	5%	*	-	1%
Of little importance	2	1	1	1	1	-
	1%	*	5%	*	1%	-
			**			

		Q26a. Do you have a Library card?			Q23. In the future, I would prefer that the Library facilities...		
		Base	Yes	No	Base	Stay much as they are	Evolve to better accommodate the needs of my community
			A	B		C	D
Neither important nor unimportant		7	5	2	4	1	3
		2%	2%	10%	1%	1%	2%
Somewhat important		57	53	4	50	25	25
		19%	18%	19%	18%	22%	16%
Very important		230	223	7	212	84	128
		75%	78%	33%	78%	73%	81%
Don't know		10	4	6	5	4	1
		3%	1%	29%	2%	3%	1%
**							
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	305	285	20	274	115	159
		100%	100%	100%	100%	100%	100%
Mean		4.19	4.20	4.00	4.19	4.39	4.03
				**		D	
Top 2 Box : {4-Agree, 5-Strongly agree}		236	233	3	221	104	117
		77%	82%	15%	81%	90%	74%
				**		D	

	Q26a. Do you have a Library card?			Q23. In the future, I would prefer that the Library facilities...		
	Base	Yes	No	Base	Stay much as they are	Evolve to better accommodate the needs of my community
		A	B		C	D
Bottom 2 Box: {1-Strongly disagree, 2-Disagree}	11	11	-	11	-	11
	4%	4%	-	4%	-	7%
			**			C
Strongly disagree	2	2	-	2	-	2
	1%	1%	-	1%	-	1%
			**			
Disagree	9	9	-	9	-	9
	3%	3%	-	3%	-	6%
			**			C
Neither agree nor disagree	23	22	1	21	3	18
	8%	8%	5%	8%	3%	11%
			**			C
Agree	137	135	2	129	59	70
	45%	47%	10%	47%	51%	44%
			**			
Strongly agree	99	98	1	92	45	47
	32%	34%	5%	34%	39%	30%
			**			
Don't know	35	19	16	21	8	13
	11%	7%	80%	8%	7%	8%
			**			

		Q26a. Do you have a Library card?			Q23. In the future, I would prefer that the Library facilities...		
		Base	Yes	No	Base	Stay much as they are	Evolve to better accommodate the needs of my community
			A	B		C	D
Q10b. Is easy to talk to	Base	307	286	21	275	116	159
		100%	100%	100%	100%	100%	100%
	Mean	4.35	4.35	4.00	4.37	4.48	4.28
				**		D	
	Top 2 Box : {4-Agree, 5-Strongly agree}	258	253	5	239	104	135
		84%	88%	24%	87%	90%	85%
	Bottom 2 Box: {1-Strongly disagree, 2-Disagree}	12	12	-	10	3	7
		4%	4%	-	4%	3%	4%
	Strongly disagree	2	2	-	2	-	2
		1%	1%	-	1%	-	1%
	Disagree	10	10	-	8	3	5
		3%	3%	-	3%	3%	3%
	Neither agree nor disagree	14	13	1	14	3	11
		5%	5%	5%	5%	3%	7%
	Agree	120	116	4	107	42	65
		39%	41%	19%	39%	36%	41%
				**			

	Q26a. Do you have a Library card?			Q23. In the future, I would prefer that the Library facilities...		
	Base	Yes	No	Base	Stay much as they are	Evolve to better accommodate the needs of my community
		A	B		C	D
Strongly agree	138	137	1	132	62	70
	45%	48%	5%	48%	53%	44%
Don't know	23	8	15	12	6	6
	7%	3%	71%	4%	5%	4%
Q10c. Offers their help	307	286	21	274	115	159
	100%	100%	100%	100%	100%	100%
Mean	4.33	4.34	4.00	4.35	4.51	4.23
			**		D	
Top 2 Box : {4-Agree, 5-Strongly agree}	252	246	6	234	107	127
	82%	86%	29%	85%	93%	80%
Bottom 2 Box: {1-Strongly disagree, 2-Disagree}	13	13	-	10	2	8
	4%	5%	-	4%	2%	5%
Strongly disagree	1	1	-	1	-	1
	*	*	-	*	-	1%
Disagree	12	12	-	9	2	7
	4%	4%	-	3%	2%	4%
			**			

	Q26a. Do you have a Library card?			Q23. In the future, I would prefer that the Library facilities...		
	Base	Yes	No	Base	Stay much as they are	Evolve to better accommodate the needs of my community
		A	B		C	D
Neither agree nor disagree	21	20	1	20	2	18
	7%	7%	5%	7%	2%	11%
Agree	109	104	5	101	44	57
	36%	36%	24%	37%	38%	36%
Strongly agree	143	142	1	133	63	70
	47%	50%	5%	49%	55%	44%
Don't know	21	7	14	10	4	6
	7%	2%	67%	4%	3%	4%
Q10d. Seems knowledgeable	305	284	21	273	115	158
	100%	100%	100%	100%	100%	100%
Mean	4.32	4.32	4.29	4.34	4.46	4.26
			**		D	
Top 2 Box : {4-Agree, 5-Strongly agree}	260	253	7	243	106	137
	85%	89%	33%	89%	92%	87%
Bottom 2 Box: {1-Strongly disagree, 2-Disagree}	8	8	-	7	-	7
	3%	3%	-	3%	-	4%
			**			C

	Q26a. Do you have a Library card?			Q23. In the future, I would prefer that the Library facilities...		
	Base	Yes	No	Base	Stay much as they are	Evolve to better accommodate the needs of my community
		A	B		C	D
Strongly disagree	2	2	-	2	-	2
	1%	1%	-	1%	-	1%
Disagree	6	6	-	5	-	5
	2%	2%	-	2%	-	3%
Neither agree nor disagree	14	14	-	11	3	8
	5%	5%	-	4%	3%	5%
Agree	137	132	5	126	53	73
	45%	46%	24%	46%	46%	46%
Strongly agree	123	121	2	117	53	64
	40%	43%	10%	43%	46%	41%
Don't know	23	9	14	12	6	6
	8%	3%	67%	4%	5%	4%
Q10e. Works as a team	306	286	20	274	116	158
	100%	100%	100%	100%	100%	100%
Mean	4.23	4.23	4.00	4.23	4.39	4.11
			**		D	

	Q26a. Do you have a Library card?			Q23. In the future, I would prefer that the Library facilities...		
	Base	Yes	No	Base	Stay much as they are	Evolve to better accommodate the needs of my community
		A	B		C	D
Top 2 Box : {4-Agree, 5-Strongly agree}	220	217	3	203	91	112
	72%	76%	15%	74%	78%	71%
			**			
Bottom 2 Box: {1-Strongly disagree, 2-Disagree}	12	12	-	11	2	9
	4%	4%	-	4%	2%	6%
			**			
Strongly disagree	2	2	-	2	-	2
	1%	1%	-	1%	-	1%
			**			
Disagree	10	10	-	9	2	7
	3%	3%	-	3%	2%	4%
			**			
Neither agree nor disagree	30	29	1	29	10	19
	10%	10%	5%	11%	9%	12%
			**			
Agree	105	103	2	94	37	57
	34%	36%	10%	34%	32%	36%
			**			
Strongly agree	115	114	1	109	54	55
	38%	40%	5%	40%	47%	35%
			**			
Don't know	44	28	16	31	13	18
	14%	10%	80%	11%	11%	11%
			**			

		Q26a. Do you have a Library card?			Q23. In the future, I would prefer that the Library facilities...		
		Base	Yes	No	Base	Stay much as they are	Evolve to better accommodate the needs of my community
			A	B		C	D
Q11. Overall, how important are the facilities in making the Library valuable to you personally?	Base	308	287	21	276	116	160
		100%	100%	100%	100%	100%	100%
	Mean	4.62	4.66	3.77	4.68	4.69	4.67
				**			
	Top 2 Box : {4-Somewhat important, 5-Very important}	278	270	8	257	109	148
		90%	94%	38%	93%	94%	92%
	Bottom 2 Box : {1-Not at all important, 2-Of little importance}	3	2	1	2	-	2
		1%	1%	5%	1%	-	1%
	Not at all important	1	-	1	-	-	-
		*	-	5%	-	-	-
	Of little importance	2	2	-	2	-	2
		1%	1%	-	1%	-	1%
	Neither important nor unimportant	13	9	4	9	3	6
		4%	3%	19%	3%	3%	4%
	Somewhat important	75	71	4	63	29	34
		24%	25%	19%	23%	25%	21%
				**			

		Q26a. Do you have a Library card?			Q23. In the future, I would prefer that the Library facilities...		
		Base	Yes	No	Base	Stay much as they are	Evolve to better accommodate the needs of my community
			A	B		C	D
Very important		203	199	4	194	80	114
		66%	69%	19%	70%	69%	71%
				**			
Don't know		14	6	8	8	4	4
		5%	2%	38%	3%	3%	2%
				**			
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	305	284	21	276	115	161
		100%	100%	100%	100%	100%	100%
Mean		4.06	4.07	3.71	4.08	4.20	3.99
				**			
				**			
Top 2 Box : {4-Agree, 5-Strongly agree}		238	235	3	223	98	125
		78%	83%	14%	81%	85%	78%
				**			
Bottom 2 Box: {1-Strongly disagree, 2-Disagree}		20	20	-	19	5	14
		7%	7%	-	7%	4%	9%
				**			
Strongly disagree		4	4	-	4	1	3
		1%	1%	-	1%	1%	2%
				**			

	Q26a. Do you have a Library card?			Q23. In the future, I would prefer that the Library facilities...		
	Base	Yes	No	Base	Stay much as they are	Evolve to better accommodate the needs of my community
		A	B		C	D
Disagree	16	16	-	15	4	11
	5%	6%	-	5%	3%	7%
Neither agree nor disagree	19	15	4	15	4	11
	6%	5%	19%	5%	3%	7%
Agree	159	158	1	146	62	84
	52%	56%	5%	53%	54%	52%
Strongly agree	79	77	2	77	36	41
	26%	27%	10%	28%	31%	25%
Don't know	28	14	14	19	8	11
	9%	5%	67%	7%	7%	7%
Q12b. Adequate space for users to work or study	303	282	21	274	114	160
	100%	100%	100%	100%	100%	100%
Mean	3.97	3.97	3.88	3.98	4.15	3.87
			**		D	
Top 2 Box : {4-Agree, 5-Strongly agree}	219	215	4	205	92	113
	72%	76%	19%	75%	81%	71%
			**			

	Q26a. Do you have a Library card?			Q23. In the future, I would prefer that the Library facilities...		
	Base	Yes	No	Base	Stay much as they are	Evolve to better accommodate the needs of my community
		A	B		C	D
Bottom 2 Box: {1-Strongly disagree, 2-Disagree}	24	24	-	23	6	17
	8%	9%	-	8%	5%	11%
			**			
Strongly disagree	4	4	-	4	1	3
	1%	1%	-	1%	1%	2%
			**			
Disagree	20	20	-	19	5	14
	7%	7%	-	7%	4%	9%
			**			
Neither agree nor disagree	27	23	4	22	5	17
	9%	8%	19%	8%	4%	11%
			**			
Agree	149	148	1	137	59	78
	49%	52%	5%	50%	52%	49%
			**			
Strongly agree	70	67	3	68	33	35
	23%	24%	14%	25%	29%	22%
			**			
Don't know	33	20	13	24	11	13
	11%	7%	62%	9%	10%	8%
			**			

		Q26a. Do you have a Library card?			Q23. In the future, I would prefer that the Library facilities...		
		Base	Yes	No	Base	Stay much as they are	Evolve to better accommodate the needs of my community
			A	B		C	D
Q12c. Adequate space for users to participate in programs	Base	301	280	21	272	114	158
		100%	100%	100%	100%	100%	100%
	Mean	4.02	4.03	3.50	4.05	4.10	4.02
				**		*	
	Top 2 Box : {4-Agree, 5-Strongly agree}	194	192	2	183	79	104
		64%	69%	10%	67%	69%	66%
	Bottom 2 Box: {1-Strongly disagree, 2-Disagree}	12	12	-	11	5	6
		4%	4%	-	4%	4%	4%
	Strongly disagree	4	4	-	4	1	3
		1%	1%	-	1%	1%	2%
	Disagree	8	8	-	7	4	3
		3%	3%	-	3%	4%	2%
	Neither agree nor disagree	36	32	4	29	10	19
		12%	11%	19%	11%	9%	12%
	Agree	126	125	1	117	49	68
		42%	45%	5%	43%	43%	43%
				**			

	Q26a. Do you have a Library card?			Q23. In the future, I would prefer that the Library facilities...		
	Base	Yes	No	Base	Stay much as they are	Evolve to better accommodate the needs of my community
		A	B		C	D
Strongly agree	68	67	1	66	30	36
	23%	24%	5%	24%	26%	23%
Don't know	59	44	15	49	20	29
	20%	16%	71%	18%	18%	18%
Q12d. Adequate space for users to meet in groups	301	280	21	272	113	159
	100%	100%	100%	100%	100%	100%
Mean	3.94	3.95	3.57	3.97	4.06	3.91
			**		*	
Top 2 Box : {4-Agree, 5-Strongly agree}	181	178	3	172	71	101
	60%	64%	14%	63%	63%	64%
Bottom 2 Box: {1-Strongly disagree, 2-Disagree}	14	14	-	13	3	10
	5%	5%	-	5%	3%	6%
Strongly disagree	5	5	-	5	1	4
	2%	2%	-	2%	1%	3%
Disagree	9	9	-	8	2	6
	3%	3%	-	3%	2%	4%
			**			

	Q26a. Do you have a Library card?			Q23. In the future, I would prefer that the Library facilities...		
	Base	Yes	No	Base	Stay much as they are	Evolve to better accommodate the needs of my community
		A	B		C	D
Neither agree nor disagree	39	35	4	32	12	20
	13%	12%	19%	12%	11%	13%
			**			
Agree	123	121	2	116	47	69
	41%	43%	10%	43%	42%	43%
			**			
Strongly agree	58	57	1	56	24	32
	19%	20%	5%	21%	21%	20%
			**			
Don't know	67	53	14	55	27	28
	22%	19%	67%	20%	24%	18%
			**			
Q12e. Adequate space for large gatherings	299	278	21	270	110	160
	100%	100%	100%	100%	100%	100%
Mean	3.57	3.57	3.57	3.58	3.68	3.51
			**		*	
Top 2 Box : {4-Agree, 5-Strongly agree}	121	118	3	116	49	67
	40%	42%	14%	43%	45%	42%
			**			
Bottom 2 Box: {1-Strongly disagree, 2-Disagree}	36	36	-	35	12	23
	12%	13%	-	13%	11%	14%
			**			

	Q26a. Do you have a Library card?			Q23. In the future, I would prefer that the Library facilities...		
	Base	Yes	No	Base	Stay much as they are	Evolve to better accommodate the needs of my community
		A	B		C	D
Strongly disagree	6	6	-	6	2	4
	2%	2%	-	2%	2%	2%
Disagree	30	30	-	29	10	19
	10%	11%	-	11%	9%	12%
Neither agree nor disagree	62	58	4	55	20	35
	21%	21%	19%	20%	18%	22%
Agree	76	74	2	72	29	43
	25%	27%	10%	27%	26%	27%
Strongly agree	45	44	1	44	20	24
	15%	16%	5%	16%	18%	15%
Don't know	80	66	14	64	29	35
	27%	24%	67%	24%	26%	22%
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)	302	281	21	274	113	161
	100%	100%	100%	100%	100%	100%
Mean	4.02	4.03	3.67	4.03	4.10	3.99
			**		*	

	Q26a. Do you have a Library card?			Q23. In the future, I would prefer that the Library facilities...		
	Base	Yes	No	Base	Stay much as they are	Evolve to better accommodate the needs of my community
		A	B		C	D
Top 2 Box : {4-Agree, 5-Strongly agree}	197	195	2	185	75	110
	65%	69%	10%	68%	66%	68%
			**			
Bottom 2 Box: {1-Strongly disagree, 2-Disagree}	13	13	-	13	4	9
	4%	5%	-	5%	4%	6%
			**			
Strongly disagree	3	3	-	3	1	2
	1%	1%	-	1%	1%	1%
			**			
Disagree	10	10	-	10	3	7
	3%	4%	-	4%	3%	4%
			**			
Neither agree nor disagree	32	28	4	27	8	19
	11%	10%	19%	10%	7%	12%
			**			
Agree	132	132	-	122	49	73
	44%	47%	-	45%	43%	45%
			**			
Strongly agree	65	63	2	63	26	37
	22%	22%	10%	23%	23%	23%
			**			
Don't know	60	45	15	49	26	23
	20%	16%	71%	18%	23%	14%
			**			

		Q26a. Do you have a Library card?			Q23. In the future, I would prefer that the Library facilities...		
		Base	Yes	No	Base	Stay much as they are	Evolve to better accommodate the needs of my community
			A	B		C	D
Q12g. Areas divided appropriately among children, teens and adults	Base	305	284	21	274	113	161
		100%	100%	100%	100%	100%	100%
	Mean	4.00	4.01	3.67	4.02	4.15	3.94
				**		*	
	Top 2 Box : {4-Agree, 5-Strongly agree}	196	194	2	185	78	107
		64%	68%	10%	68%	69%	66%
	Bottom 2 Box: {1-Strongly disagree, 2-Disagree}	14	14	-	13	2	11
		5%	5%	-	5%	2%	7%
	Strongly disagree	2	2	-	2	1	1
		1%	1%	-	1%	1%	1%
	Disagree	12	12	-	11	1	10
		4%	4%	-	4%	1%	6%
	Neither agree nor disagree	39	35	4	33	12	21
		13%	12%	19%	12%	11%	13%
	Agree	127	127	-	119	47	72
		42%	45%	-	43%	42%	45%
				**			
				**			
				**			
				**			
				**			
				**			
				**			
				**			
			**				
			**				
			**				
			**				

	Q26a. Do you have a Library card?			Q23. In the future, I would prefer that the Library facilities...		
	Base	Yes	No	Base	Stay much as they are	Evolve to better accommodate the needs of my community
		A	B		C	D
Strongly agree	69	67	2	66	31	35
	23%	24%	10%	24%	27%	22%
Don't know	56	41	15	43	21	22
	18%	14%	71%	16%	19%	14%
Q12h. Well-organized children's sections	304	283	21	274	113	161
	100%	100%	100%	100%	100%	100%
Mean	4.14	4.15	3.67	4.18	4.14	4.20
			**		*	
Top 2 Box : {4-Agree, 5-Strongly agree}	167	165	2	157	58	99
	55%	58%	10%	57%	51%	61%
Bottom 2 Box: {1-Strongly disagree, 2-Disagree}	5	5	-	4	1	3
	2%	2%	-	1%	1%	2%
Strongly disagree	2	2	-	2	1	1
	1%	1%	-	1%	1%	1%
Disagree	3	3	-	2	-	2
	1%	1%	-	1%	-	1%
			**			

	Q26a. Do you have a Library card?			Q23. In the future, I would prefer that the Library facilities...		
	Base	Yes	No	Base	Stay much as they are	Evolve to better accommodate the needs of my community
		A	B		C	D
Neither agree nor disagree	31	27	4	25	13	12
	10%	10%	19%	9%	12%	7%
Agree	96	96	-	89	32	57
	32%	34%	-	32%	28%	35%
Strongly agree	71	69	2	68	26	42
	23%	24%	10%	25%	23%	26%
Don't know	101	86	15	88	41	47
	33%	30%	71%	32%	36%	29%
Q12i. Children's sections that are conducive to children's activities	300	279	21	272	112	160
	100%	100%	100%	100%	100%	100%
Mean	4.13	4.15	3.50	4.17	4.16	4.17
			**		*	
Top 2 Box : {4-Agree, 5-Strongly agree}	156	154	2	149	56	93
	52%	55%	10%	55%	50%	58%
Bottom 2 Box: {1-Strongly disagree, 2-Disagree}	7	7	-	6	2	4
	2%	3%	-	2%	2%	2%
			**			

	Q26a. Do you have a Library card?			Q23. In the future, I would prefer that the Library facilities...		
	Base	Yes	No	Base	Stay much as they are	Evolve to better accommodate the needs of my community
		A	B		C	D
Strongly disagree	2	2	-	2	1	1
	1%	1%	-	1%	1%	1%
Disagree	5	5	-	4	1	3
	2%	2%	-	1%	1%	2%
Neither agree nor disagree	31	27	4	25	11	14
	10%	10%	19%	9%	10%	9%
Agree	84	83	1	80	29	51
	28%	30%	5%	29%	26%	32%
Strongly agree	72	71	1	69	27	42
	24%	25%	5%	25%	24%	26%
Don't know	106	91	15	92	43	49
	35%	33%	71%	34%	38%	31%
Q13. Overall, how important is the Reference/Research Section in making the Library valuable to you personally?	306	286	20	274	115	159
	100%	100%	100%	100%	100%	100%
Mean	4.09	4.14	3.23	4.14	4.18	4.12
			**			

	Q26a. Do you have a Library card?			Q23. In the future, I would prefer that the Library facilities...		
	Base	Yes	No	Base	Stay much as they are	Evolve to better accommodate the needs of my community
		A	B		C	D
Top 2 Box : {4-Somewhat important, 5-Very important}	217	212	5	203	88	115
	71%	74%	25%	74%	77%	72%
			**			
Bottom 2 Box : {1-Not at all important, 2-Of little importance}	22	19	3	17	6	11
	7%	7%	15%	6%	5%	7%
			**			
Not at all important	9	7	2	5	2	3
	3%	2%	10%	2%	2%	2%
			**			
Of little importance	13	12	1	12	4	8
	4%	4%	5%	4%	3%	5%
			**			
Neither important nor unimportant	37	32	5	34	14	20
	12%	11%	25%	12%	12%	13%
			**			
Somewhat important	101	99	2	94	41	53
	33%	35%	10%	34%	36%	33%
			**			
Very important	116	113	3	109	47	62
	38%	40%	15%	40%	41%	39%
			**			
Don't know	30	23	7	20	7	13
	10%	8%	35%	7%	6%	8%
			**			

Q26a. Do you have a Library card?			Q23. In the future, I would prefer that the Library facilities...		
Base	Yes	No	Base	Stay much as they are	Evolve to better accommodate the needs of my community
	A	B		C	D

Q14. Indicate how strongly you agree with each of the following statements. The Reference / Research Section . . .

Q14a. Provides helpful, personal service	Base	298	278	20	266	112	154
		100%	100%	100%	100%	100%	100%
Mean		4.10	4.11	3.60	4.10	4.32	3.95
				**		D*	
Top 2 Box : {4-Agree, 5-Strongly agree}		176	173	3	164	74	90
		59%	62%	15%	62%	66%	58%
Bottom 2 Box: {1-Strongly disagree, 2-Disagree}		9	9	-	9	-	9
		3%	3%	-	3%	-	6%
Strongly disagree		2	2	-	2	-	2
		1%	1%	-	1%	-	1%
Disagree		7	7	-	7	-	7
		2%	3%	-	3%	-	5%
Neither agree nor disagree		32	30	2	27	8	19
		11%	11%	10%	10%	7%	12%
				**			

	Q26a. Do you have a Library card?			Q23. In the future, I would prefer that the Library facilities...		
	Base	Yes	No	Base	Stay much as they are	Evolve to better accommodate the needs of my community
		A	B		C	D
Agree	103	100	3	97	40	57
	35%	36%	15%	36%	36%	37%
Strongly agree	73	73	-	67	34	33
	24%	26%	-	25%	30%	21%
Don't know	81	66	15	66	30	36
	27%	24%	75%	25%	27%	23%
Q14b. Maintains enough resources	295	275	20	265	112	153
	100%	100%	100%	100%	100%	100%
Mean	3.91	3.92	3.60	3.92	4.12	3.78
			**		D*	
Top 2 Box : {4-Agree, 5-Strongly agree}	140	137	3	132	62	70
	47%	50%	15%	50%	55%	46%
Bottom 2 Box: {1-Strongly disagree, 2-Disagree}	9	9	-	9	-	9
	3%	3%	-	3%	-	6%
Strongly disagree	1	1	-	1	-	1
	*	*	-	*	-	1%
			**			C

	Q26a. Do you have a Library card?			Q23. In the future, I would prefer that the Library facilities...		
	Base	Yes	No	Base	Stay much as they are	Evolve to better accommodate the needs of my community
		A	B		C	D
Disagree	8	8	-	8	-	8
	3%	3%	-	3%	-	5%
Neither agree nor disagree	47	45	2	41	13	28
	16%	16%	10%	15%	12%	18%
Agree	92	89	3	87	40	47
	31%	32%	15%	33%	36%	31%
Strongly agree	48	48	-	45	22	23
	16%	17%	-	17%	20%	15%
Don't know	99	84	15	83	37	46
	34%	31%	75%	31%	33%	30%
Q14c. Has a good variety of resources (e.g., encyclopedias, online databases)	296	276	20	265	112	153
	100%	100%	100%	100%	100%	100%
Mean	3.96	3.97	3.60	3.98	4.11	3.89
			**		*	
Top 2 Box : {4-Agree, 5-Strongly agree}	147	144	3	136	58	78
	50%	52%	15%	51%	52%	51%
			**			

	Q26a. Do you have a Library card?			Q23. In the future, I would prefer that the Library facilities...		
	Base	Yes	No	Base	Stay much as they are	Evolve to better accommodate the needs of my community
		A	B		C	D
Bottom 2 Box: {1-Strongly disagree, 2-Disagree}	4	4	-	4	-	4
	1%	1%	-	2%	-	3%
			**			
Strongly disagree	1	1	-	1	-	1
	*	*	-	*	-	1%
			**			
Disagree	3	3	-	3	-	3
	1%	1%	-	1%	-	2%
			**			
Neither agree nor disagree	45	43	2	40	15	25
	15%	16%	10%	15%	13%	16%
			**			
Agree	101	98	3	91	35	56
	34%	36%	15%	34%	31%	37%
			**			
Strongly agree	46	46	-	45	23	22
	16%	17%	-	17%	21%	14%
			**			
Don't know	100	85	15	85	39	46
	34%	31%	75%	32%	35%	30%
			**			

		Q26a. Do you have a Library card?			Q23. In the future, I would prefer that the Library facilities...		
		Base	Yes	No	Base	Stay much as they are	Evolve to better accommodate the needs of my community
			A	B		C	D
Q14d. Should shift more toward digital materials and resources (e.g., online databases and journals)	Base	295	275	20	265	111	154
		100%	100%	100%	100%	100%	100%
	Mean	3.57	3.55	4.00	3.57	3.21	3.79
				**		*	C
	Top 2 Box : {4-Agree, 5-Strongly agree}	99	94	5	91	24	67
		34%	34%	25%	34%	22%	44%
			**				C
	Bottom 2 Box: {1-Strongly disagree, 2-Disagree}	23	23	-	22	15	7
		8%	8%	-	8%	14%	5%
			**			D	
	Strongly disagree	3	3	-	3	2	1
		1%	1%	-	1%	2%	1%
			**				
	Disagree	20	20	-	19	13	6
		7%	7%	-	7%	12%	4%
			**			D	
	Neither agree nor disagree	75	73	2	69	31	38
		25%	27%	10%	26%	28%	25%
			**				
	Agree	60	57	3	53	16	37
20%		21%	15%	20%	14%	24%	
		**					

	Q26a. Do you have a Library card?			Q23. In the future, I would prefer that the Library facilities...		
	Base	Yes	No	Base	Stay much as they are	Evolve to better accommodate the needs of my community
		A	B		C	D
Strongly agree	39	37	2	38	8	30
	13%	13%	10%	14%	7%	19%
Don't know	98	85	13	83	41	42
	33%	31%	65%	31%	37%	27%
Q14e. Should offer users more digital/online materials that can be accessed from home	294	274	20	264	110	154
	100%	100%	100%	100%	100%	100%
Mean	3.82	3.81	4.14	3.84	3.45	4.06
			**		*	C
Top 2 Box : {4-Agree, 5-Strongly agree}	124	119	5	117	32	85
	42%	43%	25%	44%	29%	55%
Bottom 2 Box: {1-Strongly disagree, 2-Disagree}	14	14	-	14	10	4
	5%	5%	-	5%	9%	3%
Strongly disagree	3	3	-	3	3	-
	1%	1%	-	1%	3%	-
Disagree	11	11	-	11	7	4
	4%	4%	-	4%	6%	3%
			**		D	

		Q26a. Do you have a Library card?			Q23. In the future, I would prefer that the Library facilities...			
		Base	Yes	No	Base	Stay much as they are	Evolve to better accommodate the needs of my community	
			A	B		C	D	
	Neither agree nor disagree	64	62	2	57	27	30	
		22%	23%	10%	22%	25%	19%	
	Agree	65	63	2	60	20	40	
		22%	23%	10%	23%	18%	26%	
	Strongly agree	59	56	3	57	12	45	
		20%	20%	15%	22%	11%	29%	
	Don't know	92	79	13	76	41	35	
		31%	29%	65%	29%	37%	23%	
	Q15. Overall, how important are the programs and events in making the Library valuable to you personally?	Base	303	282	21	270	113	157
			100%	100%	100%	100%	100%	100%
		Mean	4.10	4.14	3.00	4.15	4.07	4.21
					**			
Top 2 Box : {4-Somewhat important, 5-Very important}		219	216	3	204	81	123	
		72%	77%	14%	76%	72%	78%	
Bottom 2 Box : {1-Not at all important, 2-Of little importance}	19	16	3	12	8	4		
	6%	6%	14%	4%	7%	3%		

	Q26a. Do you have a Library card?			Q23. In the future, I would prefer that the Library facilities...		
	Base	Yes	No	Base	Stay much as they are	Evolve to better accommodate the needs of my community
		A	B		C	D
Not at all important	3	2	1	1	-	1
	1%	1%	5%	*	-	1%
			**			
Of little importance	16	14	2	11	8	3
	5%	5%	10%	4%	7%	2%
			**		D	
Neither important nor unimportant	43	39	4	40	17	23
	14%	14%	19%	15%	15%	15%
			**			
Somewhat important	107	105	2	101	41	60
	35%	37%	10%	37%	36%	38%
			**			
Very important	112	111	1	103	40	63
	37%	39%	5%	38%	35%	40%
			**			
Don't know	22	11	11	14	7	7
	7%	4%	52%	5%	6%	4%
			**			

Q26a. Do you have a Library card?			Q23. In the future, I would prefer that the Library facilities...		
Base	Yes	No	Base	Stay much as they are	Evolve to better accommodate the needs of my community
	A	B		C	D

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	300	279	21	269	112	157
		100%	100%	100%	100%	100%	100%
Mean		3.96	3.98	3.20	3.99	4.18	3.85
				**		D	
Top 2 Box : {4-Agree, 5-Strongly agree}		186	185	1	177	85	92
		62%	66%	5%	66%	76%	59%
Bottom 2 Box: {1-Strongly disagree, 2-Disagree}		12	12	-	9	-	9
		4%	4%	-	3%	-	6%
Strongly disagree		2	2	-	2	-	2
		1%	1%	-	1%	-	1%
Disagree		10	10	-	7	-	7
		3%	4%	-	3%	-	4%
Neither agree nor disagree		49	45	4	46	15	31
		16%	16%	19%	17%	13%	20%
				**			

	Q26a. Do you have a Library card?			Q23. In the future, I would prefer that the Library facilities...		
	Base	Yes	No	Base	Stay much as they are	Evolve to better accommodate the needs of my community
		A	B		C	D
Agree	120	119	1	113	52	61
	40%	43%	5%	42%	46%	39%
Strongly agree	66	66	-	64	33	31
	22%	24%	-	24%	29%	20%
Don't know	53	37	16	37	12	25
	18%	13%	76%	14%	11%	16%
Q16b. The programs/events are offered at convenient times	299	278	21	269	112	157
	100%	100%	100%	100%	100%	100%
Mean	3.77	3.79	3.20	3.78	3.96	3.65
			**		D*	
Top 2 Box : {4-Agree, 5-Strongly agree}	153	152	1	144	67	77
	51%	55%	5%	54%	60%	49%
Bottom 2 Box: {1-Strongly disagree, 2-Disagree}	22	22	-	21	7	14
	7%	8%	-	8%	6%	9%
Strongly disagree	5	5	-	5	-	5
	2%	2%	-	2%	-	3%
			**			

	Q26a. Do you have a Library card?			Q23. In the future, I would prefer that the Library facilities...		
	Base	Yes	No	Base	Stay much as they are	Evolve to better accommodate the needs of my community
		A	B		C	D
Disagree	17	17	-	16	7	9
	6%	6%	-	6%	6%	6%
			**			
Neither agree nor disagree	55	51	4	52	19	33
	18%	18%	19%	19%	17%	21%
			**			
Agree	101	100	1	93	38	55
	34%	36%	5%	35%	34%	35%
			**			
Strongly agree	52	52	-	51	29	22
	17%	19%	-	19%	26%	14%
			**		D	
Don't know	69	53	16	52	19	33
	23%	19%	76%	19%	17%	21%
			**			
Q16c. There are enough programs/events for children	297	276	21	268	111	157
	100%	100%	100%	100%	100%	100%
Mean	3.92	3.94	3.25	3.92	4.04	3.85
			**		*	*
Top 2 Box : {4-Agree, 5-Strongly agree}	99	98	1	94	36	58
	33%	36%	5%	35%	32%	37%
			**			

	Q26a. Do you have a Library card?			Q23. In the future, I would prefer that the Library facilities...		
	Base	Yes	No	Base	Stay much as they are	Evolve to better accommodate the needs of my community
		A	B		C	D
Bottom 2 Box: {1-Strongly disagree, 2-Disagree}	7	7	-	7	1	6
	2%	3%	-	3%	1%	4%
			**			
Strongly disagree	-	-	-	-	-	-
	-	-	-	-	-	-
			**			
Disagree	7	7	-	7	1	6
	2%	3%	-	3%	1%	4%
			**			
Neither agree nor disagree	42	39	3	40	17	23
	14%	14%	14%	15%	15%	15%
			**			
Agree	55	54	1	51	15	36
	19%	20%	5%	19%	14%	23%
			**			
Strongly agree	44	44	-	43	21	22
	15%	16%	-	16%	19%	14%
			**			
Don't know	149	132	17	127	57	70
	50%	48%	81%	47%	51%	45%
			**			

		Q26a. Do you have a Library card?			Q23. In the future, I would prefer that the Library facilities...		
		Base	Yes	No	Base	Stay much as they are	Evolve to better accommodate the needs of my community
			A	B		C	D
Q16d. There are enough programs/events for teens	Base	296	275	21	267	111	156
		100%	100%	100%	100%	100%	100%
	Mean	3.61	3.62	3.25	3.61	3.80	3.46
				**		D*	*
	Top 2 Box : {4-Agree, 5-Strongly agree}	69	68	1	66	33	33
		23%	25%	5%	25%	30%	21%
	Bottom 2 Box: {1-Strongly disagree, 2-Disagree}	11	11	-	11	2	9
		4%	4%	-	4%	2%	6%
	Strongly disagree	1	1	-	1	-	1
		*	*	-	*	-	1%
	Disagree	10	10	-	10	2	8
		3%	4%	-	4%	2%	5%
	Neither agree nor disagree	50	47	3	48	19	29
		17%	17%	14%	18%	17%	19%
	Agree	47	46	1	44	21	23
		16%	17%	5%	16%	19%	15%

	Q26a. Do you have a Library card?			Q23. In the future, I would prefer that the Library facilities...		
	Base	Yes	No	Base	Stay much as they are	Evolve to better accommodate the needs of my community
		A	B		C	D
Strongly agree	22	22	-	22	12	10
	7%	8%	-	8%	11%	6%
Don't know	166	149	17	142	57	85
	56%	54%	81%	53%	51%	54%
Q16e. There are enough programs/events for adults	301	280	21	270	113	157
	100%	100%	100%	100%	100%	100%
Mean	3.62	3.62	3.25	3.62	3.93	3.39
			**		D*	
Top 2 Box : {4-Agree, 5-Strongly agree}	122	121	1	117	61	56
	41%	43%	5%	43%	54%	36%
Bottom 2 Box: {1-Strongly disagree, 2-Disagree}	27	27	-	26	6	20
	9%	10%	-	10%	5%	13%
Strongly disagree	2	2	-	2	-	2
	1%	1%	-	1%	-	1%
Disagree	25	25	-	24	6	18
	8%	9%	-	9%	5%	11%
			**			

	Q26a. Do you have a Library card?			Q23. In the future, I would prefer that the Library facilities...		
	Base	Yes	No	Base	Stay much as they are	Evolve to better accommodate the needs of my community
		A	B		C	D
Neither agree nor disagree	62	59	3	57	20	37
	21%	21%	14%	21%	18%	24%
Agree	85	84	1	81	35	46
	28%	30%	5%	30%	31%	29%
Strongly agree	37	37	-	36	26	10
	12%	13%	-	13%	23%	6%
Don't know	90	73	17	70	26	44
	30%	26%	81%	26%	23%	28%
Q16f. There are enough programs/events for seniors	298	277	21	268	110	158
	100%	100%	100%	100%	100%	100%
Mean	3.63	3.64	3.25	3.64	3.83	3.50
			**		D*	
Top 2 Box : {4-Agree, 5-Strongly agree}	109	108	1	105	49	56
	37%	39%	5%	39%	45%	35%
Bottom 2 Box: {1-Strongly disagree, 2-Disagree}	29	29	-	27	9	18
	10%	10%	-	10%	8%	11%
			**			

	Q26a. Do you have a Library card?			Q23. In the future, I would prefer that the Library facilities...		
	Base	Yes	No	Base	Stay much as they are	Evolve to better accommodate the needs of my community
		A	B		C	D
Strongly disagree	3	3	-	3	1	2
	1%	1%	-	1%	1%	1%
Disagree	26	26	-	24	8	16
	9%	9%	-	9%	7%	10%
Neither agree nor disagree	47	44	3	46	18	28
	16%	16%	14%	17%	16%	18%
Agree	70	69	1	66	25	41
	23%	25%	5%	25%	23%	26%
Strongly agree	39	39	-	39	24	15
	13%	14%	-	15%	22%	9%
Don't know	113	96	17	90	34	56
	38%	35%	81%	34%	31%	35%
Q16g. I would like the Library to offer more educational opportunities or classes	294	274	20	265	112	153
	100%	100%	100%	100%	100%	100%
Mean	3.78	3.78	3.50	3.77	3.52	3.95
			**		*	C

	Q26a. Do you have a Library card?			Q23. In the future, I would prefer that the Library facilities...		
	Base	Yes	No	Base	Stay much as they are	Evolve to better accommodate the needs of my community
		A	B		C	D
Top 2 Box : {4-Agree, 5-Strongly agree}	141	140	1	130	40	90
	48%	51%	5%	49%	36%	59%
			**			C
Bottom 2 Box: {1-Strongly disagree, 2-Disagree}	10	10	-	9	6	3
	3%	4%	-	3%	5%	2%
			**			
Strongly disagree	4	4	-	4	1	3
	1%	1%	-	2%	1%	2%
			**			
Disagree	6	6	-	5	5	-
	2%	2%	-	2%	4%	-
			**		D	
Neither agree nor disagree	78	75	3	76	44	32
	27%	27%	15%	29%	39%	21%
			**		D	
Agree	90	90	-	81	26	55
	31%	33%	-	31%	23%	36%
			**			C
Strongly agree	51	50	1	49	14	35
	17%	18%	5%	18%	12%	23%
			**			C
Don't know	65	49	16	50	22	28
	22%	18%	80%	19%	20%	18%
			**			

		Q26a. Do you have a Library card?			Q23. In the future, I would prefer that the Library facilities...		
		Base	Yes	No	Base	Stay much as they are	Evolve to better accommodate the needs of my community
			A	B		C	D
Q18. Overall, how important is the technology in making the Library District valuable to you personally?	Base	297	276	21	266	111	155
		100%	100%	100%	100%	100%	100%
	Mean	4.19	4.22	3.54	4.23	3.98	4.39
				**			C
	Top 2 Box : {4-Somewhat important, 5-Very important}	220	214	6	208	76	132
		74%	78%	29%	78%	68%	85%
	Bottom 2 Box : {1-Not at all important, 2-Of little importance}	22	19	3	18	12	6
		7%	7%	14%	7%	11%	4%
	Not at all important	6	5	1	4	2	2
		2%	2%	5%	2%	2%	1%
	Of little importance	16	14	2	14	10	4
		5%	5%	10%	5%	9%	3%
	Neither important nor unimportant	28	24	4	22	12	10
		9%	9%	19%	8%	11%	6%
	Somewhat important	92	91	1	90	40	50
		31%	33%	5%	34%	36%	32%
				**			

		Q26a. Do you have a Library card?			Q23. In the future, I would prefer that the Library facilities...		
		Base	Yes	No	Base	Stay much as they are	Evolve to better accommodate the needs of my community
			A	B		C	D
Very important		128	123	5	118	36	82
		43%	45%	24%	44%	32%	53%
				**			C
Don't know		27	19	8	18	11	7
		9%	7%	38%	7%	10%	5%
				**			
Q19. Indicate how strongly you agree with each of the following statements. The Library facilities . . .							
Q19a. Are places I would go to use a computer/laptop	Base	305	284	21	275	114	161
		100%	100%	100%	100%	100%	100%
	Mean	3.57	3.59	3.09	3.59	3.54	3.62
				**			
	Top 2 Box : {4-Agree, 5-Strongly agree}	155	152	3	145	54	91
		51%	54%	14%	53%	47%	57%
	Bottom 2 Box: {1-Strongly disagree, 2-Disagree}	43	40	3	39	17	22
		14%	14%	14%	14%	15%	14%
	Strongly disagree	10	8	2	8	4	4
		3%	3%	10%	3%	4%	2%
				**			

	Q26a. Do you have a Library card?			Q23. In the future, I would prefer that the Library facilities...		
	Base	Yes	No	Base	Stay much as they are	Evolve to better accommodate the needs of my community
		A	B		C	D
Disagree	33	32	1	31	13	18
	11%	11%	5%	11%	11%	11%
			**			
Neither agree nor disagree	79	74	5	73	32	41
	26%	26%	24%	27%	28%	25%
			**			
Agree	98	98	-	91	31	60
	32%	35%	-	33%	27%	37%
			**			
Strongly agree	57	54	3	54	23	31
	19%	19%	14%	20%	20%	19%
			**			
Don't know	28	18	10	18	11	7
	9%	6%	48%	7%	10%	4%
			**			
Q19b. Are places I would go for free wireless Internet access	304	283	21	274	113	161
	100%	100%	100%	100%	100%	100%
Mean	3.60	3.62	3.25	3.63	3.40	3.78
			**		*	C
Top 2 Box : {4-Agree, 5-Strongly agree}	148	143	5	140	43	97
	49%	51%	24%	51%	38%	60%
			**			C

	Q26a. Do you have a Library card?			Q23. In the future, I would prefer that the Library facilities...		
	Base	Yes	No	Base	Stay much as they are	Evolve to better accommodate the needs of my community
		A	B		C	D
Bottom 2 Box: {1-Strongly disagree, 2-Disagree}	41	38	3	37	20	17
	13%	13%	14%	14%	18%	11%
			**			
Strongly disagree	12	10	2	9	4	5
	4%	4%	10%	3%	4%	3%
			**			
Disagree	29	28	1	28	16	12
	10%	10%	5%	10%	14%	7%
			**			
Neither agree nor disagree	76	72	4	68	32	36
	25%	25%	19%	25%	28%	22%
			**			
Agree	83	81	2	79	24	55
	27%	29%	10%	29%	21%	34%
			**			C
Strongly agree	65	62	3	61	19	42
	21%	22%	14%	22%	17%	26%
			**			
Don't know	39	30	9	29	18	11
	13%	11%	43%	11%	16%	7%
			**		D	

		Q26a. Do you have a Library card?			Q23. In the future, I would prefer that the Library facilities...		
		Base	Yes	No	Base	Stay much as they are	Evolve to better accommodate the needs of my community
			A	B		C	D
Q19c. Have software available on the computers that meets my needs	Base	303	282	21	273	114	159
		100%	100%	100%	100%	100%	100%
	Mean	3.61	3.63	3.22	3.63	3.68	3.59
				**		*	
	Top 2 Box : {4-Agree, 5-Strongly agree}	107	104	3	101	45	56
		35%	37%	14%	37%	39%	35%
	Bottom 2 Box: {1-Strongly disagree, 2-Disagree}	20	18	2	17	6	11
		7%	6%	10%	6%	5%	7%
	Strongly disagree	3	2	1	2	1	1
		1%	1%	5%	1%	1%	1%
	Disagree	17	16	1	15	5	10
		6%	6%	5%	5%	4%	6%
	Neither agree nor disagree	78	74	4	73	28	45
		26%	26%	19%	27%	25%	28%
	Agree	66	65	1	63	29	34
		22%	23%	5%	23%	25%	21%
				**			

	Q26a. Do you have a Library card?			Q23. In the future, I would prefer that the Library facilities...		
	Base	Yes	No	Base	Stay much as they are	Evolve to better accommodate the needs of my community
		A	B		C	D
Strongly agree	41	39	2	38	16	22
	14%	14%	10%	14%	14%	14%
Don't know	98	86	12	82	35	47
	32%	30%	57%	30%	31%	30%
Q19d. Have enough computers available for users	306	285	21	274	114	160
	100%	100%	100%	100%	100%	100%
Mean	3.45	3.44	3.67	3.48	3.61	3.39
			**		*	
Top 2 Box : {4-Agree, 5-Strongly agree}	99	95	4	94	40	54
	32%	33%	19%	34%	35%	34%
Bottom 2 Box: {1-Strongly disagree, 2-Disagree}	38	37	1	35	9	26
	12%	13%	5%	13%	8%	16%
Strongly disagree	10	10	-	8	2	6
	3%	4%	-	3%	2%	4%
Disagree	28	27	1	27	7	20
	9%	9%	5%	10%	6%	12%
			**			

	Q26a. Do you have a Library card?			Q23. In the future, I would prefer that the Library facilities...		
	Base	Yes	No	Base	Stay much as they are	Evolve to better accommodate the needs of my community
		A	B		C	D
Neither agree nor disagree	67	63	4	60	27	33
	22%	22%	19%	22%	24%	21%
Agree	58	57	1	55	23	32
	19%	20%	5%	20%	20%	20%
Strongly agree	41	38	3	39	17	22
	13%	13%	14%	14%	15%	14%
Don't know	102	90	12	85	38	47
	33%	32%	57%	31%	33%	29%
Q19e. Have up-to-date computers	302	281	21	270	112	158
	100%	100%	100%	100%	100%	100%
Mean	3.72	3.72	3.70	3.75	3.74	3.76
			**		*	
Top 2 Box : {4-Agree, 5-Strongly agree}	121	116	5	116	44	72
	40%	41%	24%	43%	39%	46%
Bottom 2 Box: {1-Strongly disagree, 2-Disagree}	18	17	1	16	5	11
	6%	6%	5%	6%	4%	7%
			**			

	Q26a. Do you have a Library card?			Q23. In the future, I would prefer that the Library facilities...		
	Base	Yes	No	Base	Stay much as they are	Evolve to better accommodate the needs of my community
		A	B		C	D
Strongly disagree	5	5	-	5	1	4
	2%	2%	-	2%	1%	3%
Disagree	13	12	1	11	4	7
	4%	4%	5%	4%	4%	4%
Neither agree nor disagree	62	58	4	54	25	29
	21%	21%	19%	20%	22%	18%
Agree	74	72	2	71	27	44
	25%	26%	10%	26%	24%	28%
Strongly agree	47	44	3	45	17	28
	16%	16%	14%	17%	15%	18%
Don't know	101	90	11	84	38	46
	33%	32%	52%	31%	34%	29%
Q19f. Should offer more laptops for personal use while at the library	301	280	21	270	113	157
	100%	100%	100%	100%	100%	100%
Mean	3.45	3.44	3.56	3.45	3.16	3.64
			**		*	C

	Q26a. Do you have a Library card?			Q23. In the future, I would prefer that the Library facilities...		
	Base	Yes	No	Base	Stay much as they are	Evolve to better accommodate the needs of my community
		A	B		C	D
Top 2 Box : {4-Agree, 5-Strongly agree}	94	90	4	90	28	62
	31%	32%	19%	33%	25%	39%
			**			C
Bottom 2 Box: {1-Strongly disagree, 2-Disagree}	27	26	1	26	18	8
	9%	9%	5%	10%	16%	5%
			**		D	
Strongly disagree	4	4	-	4	1	3
	1%	1%	-	1%	1%	2%
			**			
Disagree	23	22	1	22	17	5
	8%	8%	5%	8%	15%	3%
			**		D	
Neither agree nor disagree	92	88	4	84	33	51
	31%	31%	19%	31%	29%	32%
			**			
Agree	62	60	2	60	24	36
	21%	21%	10%	22%	21%	23%
			**			
Strongly agree	32	30	2	30	4	26
	11%	11%	10%	11%	4%	17%
			**			C
Don't know	88	76	12	70	34	36
	29%	27%	57%	26%	30%	23%
			**			

		Q26a. Do you have a Library card?			Q23. In the future, I would prefer that the Library facilities...		
		Base	Yes	No	Base	Stay much as they are	Evolve to better accommodate the needs of my community
			A	B		C	D
Q19g. Should offer more electronic reading devices (e.g., Kindle)	Base	302	281	21	273	113	160
		100%	100%	100%	100%	100%	100%
	Mean	3.47	3.46	3.50	3.48	3.17	3.68
				**		*	C
	Top 2 Box : {4-Agree, 5-Strongly agree}	91	88	3	88	24	64
		30%	31%	14%	32%	21%	40%
				**			C
	Bottom 2 Box: {1-Strongly disagree, 2-Disagree}	22	21	1	20	15	5
		7%	7%	5%	7%	13%	3%
				**		D	
	Strongly disagree	3	3	-	3	1	2
		1%	1%	-	1%	1%	1%
				**			
	Disagree	19	18	1	17	14	3
		6%	6%	5%	6%	12%	2%
				**		D	
	Neither agree nor disagree	95	91	4	89	38	51
		31%	32%	19%	33%	34%	32%
				**			
	Agree	60	59	1	59	19	40
20%		21%	5%	22%	17%	25%	
			**				

	Q26a. Do you have a Library card?			Q23. In the future, I would prefer that the Library facilities...		
	Base	Yes	No	Base	Stay much as they are	Evolve to better accommodate the needs of my community
		A	B		C	D
Strongly agree	31	29	2	29	5	24
	10%	10%	10%	11%	4%	15%
Don't know	94	81	13	76	36	40
	31%	29%	62%	28%	32%	25%
Q19h. Should offer advanced technologies (e.g., video conferencing, video editing, podcast recording)	302	281	21	272	112	160
	100%	100%	100%	100%	100%	100%
Mean	3.41	3.42	3.38	3.42	3.04	3.66
			**		*	C
Top 2 Box : {4-Agree, 5-Strongly agree}	83	81	2	80	17	63
	27%	29%	10%	29%	15%	39%
Bottom 2 Box: {1-Strongly disagree, 2-Disagree}	26	25	1	26	16	10
	9%	9%	5%	10%	14%	6%
Strongly disagree	5	5	-	5	1	4
	2%	2%	-	2%	1%	2%
Disagree	21	20	1	21	15	6
	7%	7%	5%	8%	13%	4%
			**		D	

	Q26a. Do you have a Library card?			Q23. In the future, I would prefer that the Library facilities...			
	Base	Yes	No	Base	Stay much as they are	Evolve to better accommodate the needs of my community	
		A	B		C	D	
Neither agree nor disagree	99	94	5	90	43	47	
	33%	33%	24%	33%	38%	29%	
Agree	49	49	-	47	14	33	
	16%	17%	-	17%	12%	21%	
Strongly agree	34	32	2	33	3	30	
	11%	11%	10%	12%	3%	19%	
Don't know	94	81	13	76	36	40	
	31%	29%	62%	28%	32%	25%	
Q20. The Library. . .							
Q20a. Should offer additional technology learning opportunities	Base	302	282	20	271	114	157
		100%	100%	100%	100%	100%	100%
Mean		4.04	4.03	4.14	4.05	3.84	4.20
				**		*	C
Top 2 Box : {4-Agree, 5-Strongly agree}		190	178	12	179	62	117
		63%	63%	60%	66%	54%	75%
			**			C	

	Q26a. Do you have a Library card?			Q23. In the future, I would prefer that the Library facilities...		
	Base	Yes	No	Base	Stay much as they are	Evolve to better accommodate the needs of my community
		A	B		C	D
Bottom 2 Box: {1-Strongly disagree, 2-Disagree}	7	7	-	7	3	4
	2%	2%	-	3%	3%	3%
			**			
Strongly disagree	-	-	-	-	-	-
	-	-	-	-	-	-
			**			
Disagree	7	7	-	7	3	4
	2%	2%	-	3%	3%	3%
			**			
Neither agree nor disagree	60	58	2	51	29	22
	20%	21%	10%	19%	25%	14%
			**		D	
Agree	106	98	8	101	42	59
	35%	35%	40%	37%	37%	38%
			**			
Strongly agree	84	80	4	78	20	58
	28%	28%	20%	29%	18%	37%
			**			C
Don't know	45	39	6	34	20	14
	15%	14%	30%	13%	18%	9%
			**		D	

		Q26a. Do you have a Library card?			Q23. In the future, I would prefer that the Library facilities...		
		Base	Yes	No	Base	Stay much as they are	Evolve to better accommodate the needs of my community
			A	B		C	D
Q20b. Offers adequate technology assistance	Base	299	279	20	268	111	157
		100%	100%	100%	100%	100%	100%
	Mean	3.79	3.77	4.25	3.82	3.84	3.81
				**		*	
	Top 2 Box : {4-Agree, 5-Strongly agree}	156	146	10	146	58	88
		52%	52%	50%	54%	52%	56%
	Bottom 2 Box: {1-Strongly disagree, 2-Disagree}	17	17	-	15	4	11
		6%	6%	-	6%	4%	7%
	Strongly disagree	5	5	-	5	-	5
		2%	2%	-	2%	-	3%
	Disagree	12	12	-	10	4	6
		4%	4%	-	4%	4%	4%
	Neither agree nor disagree	56	54	2	47	21	26
		19%	19%	10%	18%	19%	17%
	Agree	108	103	5	101	42	59
		36%	37%	25%	38%	38%	38%
				**			

		Q26a. Do you have a Library card?			Q23. In the future, I would prefer that the Library facilities...		
		Base	Yes	No	Base	Stay much as they are	Evolve to better accommodate the needs of my community
			A	B		C	D
Strongly agree		48	43	5	45	16	29
		16%	15%	25%	17%	14%	18%
Don't know		70	62	8	60	28	32
		23%	22%	40%	22%	25%	20%
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	305	284	21	273	116	157
		100%	100%	100%	100%	100%	100%
	Mean	4.00	4.03	3.54	4.04	4.15	3.96
	Top 2 Box : {4-Agree, 5-Strongly agree}	232	225	7	217	94	123
		76%	79%	33%	79%	81%	78%
	Bottom 2 Box: {1-Strongly disagree, 2-Disagree}	18	16	2	17	3	14
		6%	6%	10%	6%	3%	9%
	Strongly disagree	2	2	-	2	-	2
		1%	1%	-	1%	-	1%

	Q26a. Do you have a Library card?			Q23. In the future, I would prefer that the Library facilities...		
	Base	Yes	No	Base	Stay much as they are	Evolve to better accommodate the needs of my community
		A	B		C	D
Disagree	16	14	2	15	3	12
	5%	5%	10%	5%	3%	8%
			**			
Neither agree nor disagree	39	35	4	28	13	15
	13%	12%	19%	10%	11%	10%
			**			
Agree	154	149	5	143	59	84
	50%	52%	24%	52%	51%	54%
			**			
Strongly agree	78	76	2	74	35	39
	26%	27%	10%	27%	30%	25%
			**			
Don't know	16	8	8	11	6	5
	5%	3%	38%	4%	5%	3%
			**			
Q21b. The Library does enough advertising of its website	301	280	21	272	115	157
	100%	100%	100%	100%	100%	100%
Mean	3.51	3.54	2.88	3.52	3.58	3.48
			**		*	
Top 2 Box : {4-Agree, 5-Strongly agree}	103	101	2	96	37	59
	34%	36%	10%	35%	32%	38%
			**			

	Q26a. Do you have a Library card?			Q23. In the future, I would prefer that the Library facilities...		
	Base	Yes	No	Base	Stay much as they are	Evolve to better accommodate the needs of my community
		A	B		C	D
Bottom 2 Box: {1-Strongly disagree, 2-Disagree}	30	27	3	28	7	21
	10%	10%	14%	10%	6%	13%
			**			
Strongly disagree	2	2	-	2	-	2
	1%	1%	-	1%	-	1%
			**			
Disagree	28	25	3	26	7	19
	9%	9%	14%	10%	6%	12%
			**			
Neither agree nor disagree	72	69	3	63	28	35
	24%	25%	14%	23%	24%	22%
			**			
Agree	69	67	2	65	25	40
	23%	24%	10%	24%	22%	25%
			**			
Strongly agree	34	34	-	31	12	19
	11%	12%	-	11%	10%	12%
			**			
Don't know	96	83	13	85	43	42
	32%	30%	62%	31%	37%	27%
			**			

		Q26a. Do you have a Library card?			Q23. In the future, I would prefer that the Library facilities...		
		Base	Yes	No	Base	Stay much as they are	Evolve to better accommodate the needs of my community
			A	B		C	D
Q21c. I would prefer to receive the Library newsletter via e-mail	Base	301	280	21	269	114	155
		100%	100%	100%	100%	100%	100%
	Mean	3.19	3.19	3.09	3.23	3.07	3.36
				**			C
	Top 2 Box : {4-Agree, 5-Strongly agree}	110	108	2	103	38	65
		37%	39%	10%	38%	33%	42%
	Bottom 2 Box: {1-Strongly disagree, 2-Disagree}	82	81	1	72	37	35
		27%	29%	5%	27%	32%	23%
	Strongly disagree	14	14	-	10	3	7
		5%	5%	-	4%	3%	5%
	Disagree	68	67	1	62	34	28
		23%	24%	5%	23%	30%	18%
	Neither agree nor disagree	76	68	8	68	33	35
		25%	24%	38%	25%	29%	23%
	Agree	73	71	2	67	28	39
		24%	25%	10%	25%	25%	25%
				**			D

	Q26a. Do you have a Library card?			Q23. In the future, I would prefer that the Library facilities...		
	Base	Yes	No	Base	Stay much as they are	Evolve to better accommodate the needs of my community
		A	B		C	D
Strongly agree	37	37	-	36	10	26
	12%	13%	-	13%	9%	17%
Don't know	33	23	10	26	6	20
	11%	8%	48%	10%	5%	13%
Q21d. I would prefer to receive information via social media like Facebook or Twitter	299	278	21	269	114	155
	100%	100%	100%	100%	100%	100%
Mean	2.59	2.60	2.44	2.60	2.35	2.80
			**			C
Top 2 Box : {4-Agree, 5-Strongly agree}	51	51	-	49	13	36
	17%	18%	-	18%	11%	23%
Bottom 2 Box: {1-Strongly disagree, 2-Disagree}	138	134	4	127	68	59
	46%	48%	19%	47%	60%	38%
Strongly disagree	35	34	1	32	17	15
	12%	12%	5%	12%	15%	10%
Disagree	103	100	3	95	51	44
	34%	36%	14%	35%	45%	28%
			**		D	

	Q26a. Do you have a Library card?			Q23. In the future, I would prefer that the Library facilities...		
	Base	Yes	No	Base	Stay much as they are	Evolve to better accommodate the needs of my community
		A	B		C	D
Neither agree nor disagree	70	65	5	61	23	38
	23%	23%	24%	23%	20%	25%
Agree	35	35	-	34	9	25
	12%	13%	-	13%	8%	16%
Strongly agree	16	16	-	15	4	11
	5%	6%	-	6%	4%	7%
Don't know	40	28	12	32	10	22
	13%	10%	57%	12%	9%	14%
Q21e. The Library website is easy to use	294	274	20	265	112	153
	100%	100%	100%	100%	100%	100%
Mean	3.72	3.74	3.00	3.73	3.73	3.74
			**		*	
Top 2 Box : {4-Agree, 5-Strongly agree}	127	127	-	119	40	79
	43%	46%	-	45%	36%	52%
Bottom 2 Box: {1-Strongly disagree, 2-Disagree}	15	15	-	14	3	11
	5%	5%	-	5%	3%	7%
			**			

	Q26a. Do you have a Library card?			Q23. In the future, I would prefer that the Library facilities...		
	Base	Yes	No	Base	Stay much as they are	Evolve to better accommodate the needs of my community
		A	B		C	D
Strongly disagree	3	3	-	3	-	3
	1%	1%	-	1%	-	2%
			**			
Disagree	12	12	-	11	3	8
	4%	4%	-	4%	3%	5%
			**			
Neither agree nor disagree	50	46	4	44	24	20
	17%	17%	20%	17%	21%	13%
			**			
Agree	97	97	-	91	28	63
	33%	35%	-	34%	25%	41%
			**			C
Strongly agree	30	30	-	28	12	16
	10%	11%	-	11%	11%	10%
			**			
Don't know	102	86	16	88	45	43
	35%	31%	80%	33%	40%	28%
			**		D	
Q22. Indicate the THREE information sources from which you prefer to hear about Library services, programs or events. (Select 3)	302	286	16	276	116	160
	100%	100%	100%	100%	100%	100%
Quarterly Library newsletter	237	225	12	218	97	121
	78%	79%	75%	79%	84%	76%
			**			

	Q26a. Do you have a Library card?			Q23. In the future, I would prefer that the Library facilities...		
	Base	Yes	No	Base	Stay much as they are	Evolve to better accommodate the needs of my community
		A	B		C	D
The Library website	135	130	5	125	44	81
	45%	45%	31%	45%	38%	51%
			**			C
Library e-mails (directly to you)	118	116	2	112	32	80
	39%	41%	12%	41%	28%	50%
			**			C
Library staff	80	75	5	70	37	33
	26%	26%	31%	25%	32%	21%
			**		D	
Social media sites like Twitter and/or Facebook	43	42	1	42	9	33
	14%	15%	6%	15%	8%	21%
			**			C
Word-of-mouth	49	44	5	39	22	17
	16%	15%	31%	14%	19%	11%
			**			
A commercial newspaper	55	51	4	49	32	17
	18%	18%	25%	18%	28%	11%
			**		D	
Display areas/fliers posted at the Library	108	106	2	103	45	58
	36%	37%	12%	37%	39%	36%
			**			
Other	5	4	1	5	1	4
	2%	1%	6%	2%	1%	2%
			**			

		Q26a. Do you have a Library card?			Q23. In the future, I would prefer that the Library facilities...		
		Base	Yes	No	Base	Stay much as they are	Evolve to better accommodate the needs of my community
			A	B		C	D
Q23. In the future, I would prefer that the Library facilities...	Base	280	268	12	281	119	162
		100%	100%	100%	100%	100%	100%
	Stay much as they are	118	112	6	119	119	-
		42%	42%	50%	42%	100%	-
				**		D	
	Evolve to better accommodate the needs of my community	162	156	6	162	-	162
		58%	58%	50%	58%	-	100%
				**			C
	Q26a. Do you have a Library card?	Base	323	299	24	280	118
100%			100%	100%	100%	100%	100%
Yes		299	299	-	268	112	156
		93%	100%	-	96%	95%	96%
				**			
No		24	-	24	12	6	6
		7%	-	100%	4%	5%	4%
				**			
Q26b. Gender:		Base	318	295	23	278	118
	100%		100%	100%	100%	100%	100%
	Female	216	207	9	190	80	110
		68%	70%	39%	68%	68%	69%
				**			

		Q26a. Do you have a Library card?			Q23. In the future, I would prefer that the Library facilities...			
		Base	Yes	No	Base	Stay much as they are	Evolve to better accommodate the needs of my community	
			A	B		C	D	
	Male	102 32%	88 30%	14 61%	88 32%	38 32%	50 31%	
				**				
Q27. Minor children: (Check all that apply)	Base	266 100%	244 100%	22 100%	236 100%	97 100%	139 100%	
	8 years or younger	34 13%	34 14%	- -	32 14%	6 6%	26 19%	
				**		*	C	
	9-12 years	23 9%	23 9%	- -	21 9%	7 7%	14 10%	
				**		*		
	13-17 years	37 14%	36 15%	1 5%	35 15%	11 11%	24 17%	
				**		*		
	None	195 73%	174 71%	21 95%	169 72%	78 80%	91 65%	
				**		D*		
	Q27b. Minor grandchildren who visit the Library facilities:	Base	276 100%	253 100%	23 100%	243 100%	106 100%	137 100%
		Yes	46 17%	45 18%	1 4%	42 17%	16 15%	26 19%
					**			

		Q26a. Do you have a Library card?			Q23. In the future, I would prefer that the Library facilities...		
		Base	Yes	No	Base	Stay much as they are	Evolve to better accommodate the needs of my community
			A	B		C	D
No		230	208	22	201	90	111
		83%	82%	96%	83%	85%	81%
				**			
Q28. Your age range:	Base	321	297	24	279	118	161
		100%	100%	100%	100%	100%	100%
	18-34	31	27	4	28	7	21
		10%	9%	17%	10%	6%	13%
				**			
	35-44	29	29	-	26	8	18
		9%	10%	-	9%	7%	11%
				**			
	45-54	54	52	2	49	16	33
		17%	18%	8%	18%	14%	20%
				**			
	55-64	67	57	10	58	28	30
		21%	19%	42%	21%	24%	19%
				**			
	65 and older	140	132	8	118	59	59
		44%	44%	33%	42%	50%	37%
				**		D	