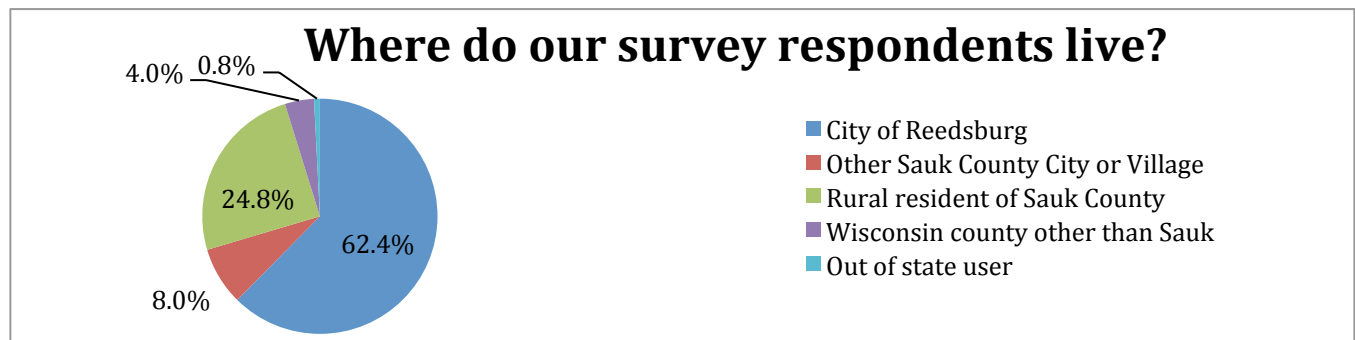# Library Satisfaction Survey
February – March 2016
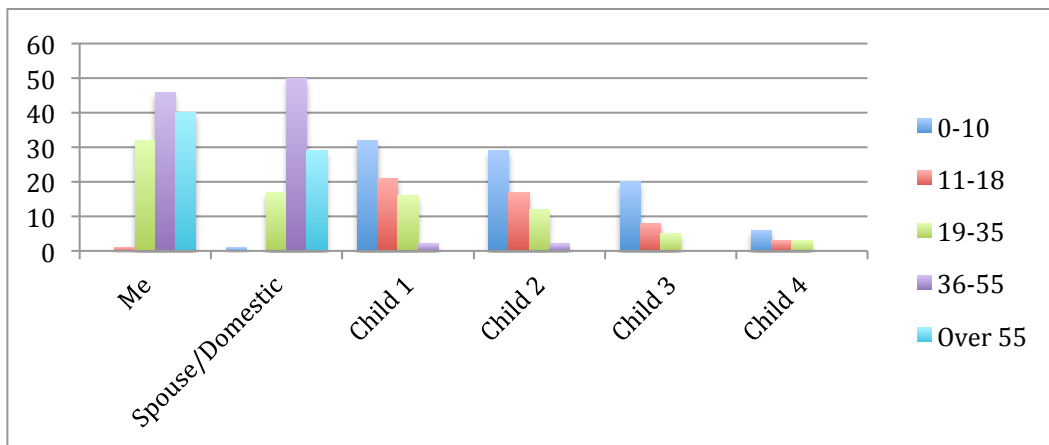
About the Survey

We asked to hear about how our community views the Library and we were not disappointed. We received 141 responses to the survey in total. We will make use of all of the feedback received to ensure that our services, programming and materials best serve the needs of our community and our patrons. Thank you to those who shared your input and your experiences with us to help shape the Library's role in our community!
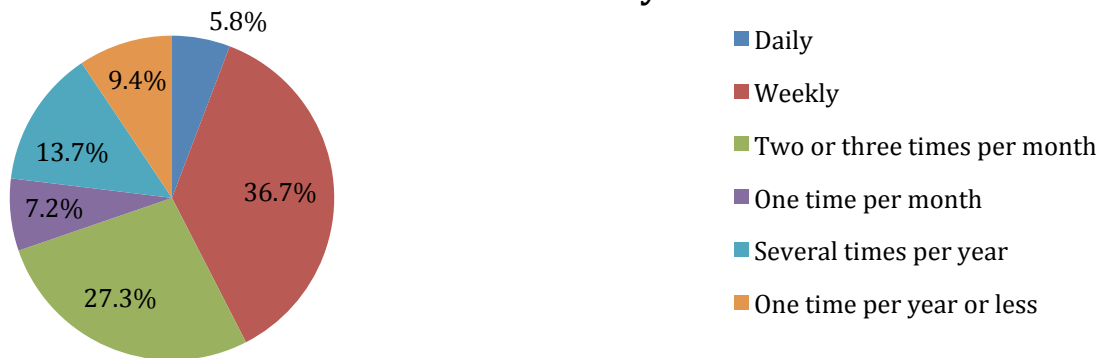
Who Answered the Survey?

Where do our survey respondents live?

- City of Reedsburg — 62.4%
- Other Sauk County City or Village — 8.0%
- Rural resident of Sauk County — 24.8%
- Wisconsin county other than Sauk — 4.0%
- Out of state user — 0.8%

Count of respondents and their family members by age.

90% of our respondents have a Reedsburg Public Library card. Four respondents stated they do not have a card, while 13 have a card from another library or system.

How often do you or members of your family use the Reedsburg Public Library?

Legend:
- Daily
- Weekly
- Two or three times per month
- One time per month
- Several times per year
- One time per year or less

Pie chart values: 5.8%, 9.4%, 13.7%, 7.2%, 36.7%, 27.3%

For nearly 84% of respondents, Reedsburg is the only library used on a regular basis. Of the 16% who do use another library, 38% reported they live near another library or use their k-12 school library, a few others use a college or tech school library, church library, or work near another library. Four respondents stated they prefer the collection, services or staff elsewhere.

What limits patrons usage of the Library?

	Percentage	# Responses
Library is too far away.	7.5%	5
Transportation is a problem.	3.0%	2
I use the Internet from home or work.	31.3%	21
I am physically unable to visit.	0.0%	0
The Library hours are inconvenient.	7.5%	5
The Library doesn't have what I want/need	7.5%	5
I would rather buy my own books, music and other materials.	4.5%	3
I am not sure what the Library has to offer.	7.5%	5
Other (please specify)	31.3%	21

How do we get the word out about our programs and services?

Word of mouth	47.0%	63
Library fliers, calendars and postings	68.7%	92
Library website	52.2%	70
Local newspapers	53.7%	72
Reedsburg Utility Channel	6.0%	8
Reedsburg City or Chamber Website	7.5%	10
Radio	9.7%	13
Facebook	22.4%	30
Twitter	0.7%	1

The Programs We Offer
Ranking of Programs Respondents Are Most Likely to Attend – Most likely to least

Crafting / Creativity Classes
Musical Events
Author Readings and Presentations
Health & Wellness Topics
Computer and Technology Training or Assistance
Community Service & Volunteer Opportunities
Movies
Local History and Genealogy Presentations
Book Discussions
Financial Education
Current Events Salon - Facilitated Discussions
Reference Assistance or Reading Recommendations
After School Programming
Early Literacy Programs for Children and Families
Social Services Referrals and Networking
Programming and Outreach to Senior Citizens or Homebound Patrons
Writing Clubs
Parenting Skills
Job Searching Skills
Adult Literacy Programs & Materials (ESL, struggling readers, vision or learning challenges)

COLLECTIONS & SERVICES

Ratings of Library Collections

	Excellent	OK	Needs Improvement	Don't know Don't use
Adult Books	73	41	3	12
Children's Books	68	16	7	35
Magazines & Newspapers	44	23	2	53
Videos/DVDs	45	40	8	32
Music CDs	19	25	7	72
Audio Books (Books on CD, Cassette & Playaway)	19	21	8	71
Large Print Books	43	20	4	61
Downloadable Books, Audio & Video Content	18	18	7	75
Online Informational Databases	28	24	0	73
E-readers & AV equipment	14	11	4	91

A few people commented on our collections and areas in which they wished we had more variety or selection. Areas where comments suggest we need to increase our focus were Young Adult, new game and AV offerings and foreign language materials. Several people commented on the condition of materials, particularly DVDs.

Importance of Updates or Changes to Library Services or Facility.

	Love it. Don't Change a Thing.	Could Use Some Improvement	Needs an Overhaul	Don't Know or No Opinion
Customer Service	106	6	8	12
Website Accessibility	86	15	0	26
Adult Programming	51	23	1	51
Children's Programming	64	10	2	48
Outreach Services in the Community	52	16	3	56
Meeting and Programming Spaces	62	12	2	48
Reading & Sitting Areas	75	27	4	23
Study Rooms	55	13	1	54
Computers & Computer Area	61	13	4	46
Restrooms	97	9	2	18
Lobby	98	12	0	18
Local History Area	55	6	6	57
Parking Lot	73	36	7	11
Handicap Accessibility	49	7	0	68
Library Hours	82	25	3	19
Comments or other areas for improvement:				

We received a great deal of feedback about what we're doing well, and where we might improve. It was heartwarming to hear how many of our users love the staff and their services. We did receive a fair amount of feedback about things we need to change, such as improving parking, restrooms, and seating areas in the library as well as increasing some of our program offerings and improving staff training in some areas. Some of the critiques and suggestions are things we hope to change or implement soon, others are things that will take time, training, further consideration or funding. We'll share the ways we plan to address those and other needs when we complete our Strategic Plan!