

# 2015 Library Patron Survey

## Approachable Staff



9.5 out of 10  
Patrons said  
Library Staff are  
Very or Extremely  
Approachable

## User-Friendly Library

Most Patrons  
said it is  
Easy or Very Easy  
to find what they  
are looking for



## Favorite Genres



85%  
are Satisfied with  
Available Materials



## Tech



*We need to get the word out  
about FREE ONLINE SERVICES!*

2 out of 3 Patrons knew about  
eBooks and PastPerfect  
but most other online services  
didn't fare that well

## On AspenCat

"Much, much better since the  
new database and easier search."

Patrons who use the  
Library's computers can  
accomplish what they  
want to do on them.



"I use the [Library's] internet  
when I need a much faster connection  
than I have at home."

"Sometimes I have to  
ask for help in  
accomplishing a  
simple task on-line.

*The staff is always  
very helpful."*

## People are hearing about Free Computer Training:



About 6 out of 10 Patrons knew they could  
get tech help from teens and library staff.

# What keeps patrons from using the library more often?



**1 in 5** said Library Hours

**15%** get what they need elsewhere,



are too busy,

or can't easily get there.

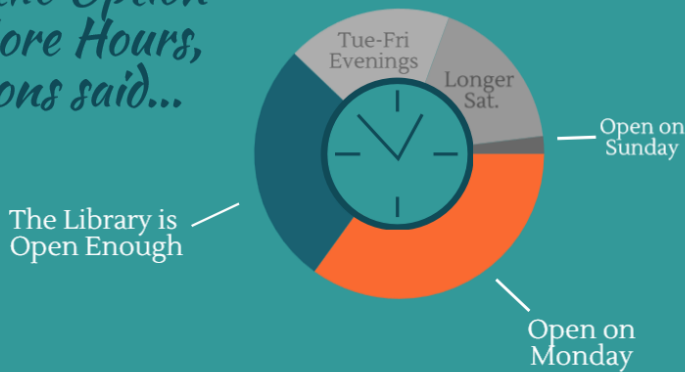


However,  
more than

**1/2**

use the library as  
often as they like.

*Given the Option  
for More Hours,  
Patrons said...*



## Future Possibilities

About 2/3  
of surveyed patrons  
showed some level  
of interest in...



Digital  
Audio Books

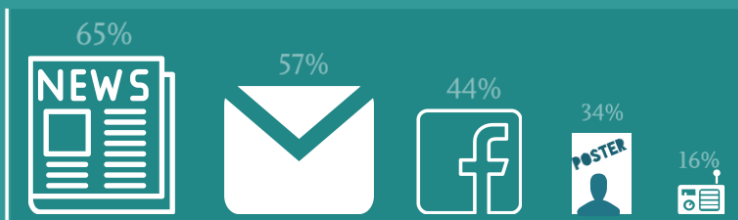


Digital Music



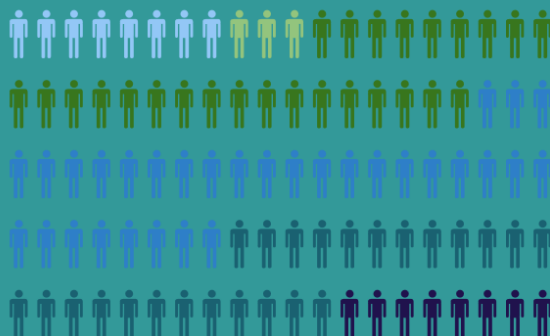
Library Services  
for the housebound

## Best Way to Promote Events



## Who Took the Survey? 115 People

91% Full-Time Residents



8-17 (8%) 18-35 (3%) 36-55 (26%)  
56-65 (32%) 66-75 (24%) 76+ (8%)

Rated Important to  
Extremely Important...

