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

57% General Fiction
49% Mystery
37% History, Fiction & Non-Fiction

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."

People are hearing about Free Computer Training:

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

"Sometimes I have to ask for help in accomplishing a simple task on-line. The staff is always very helpful."
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

Rated Important to Extremely Important...

- Expand Children’s Area: 73%
- Expand Teen Area: 71%
- Separate Children’s Area: 40%

Demographics:

- 8-17 (8%)
- 18-35 (3%)
- 36-55 (26%)
- 56-65 (32%)
- 66-75 (24%)
- 76+ (5%)

West Custer County Library