

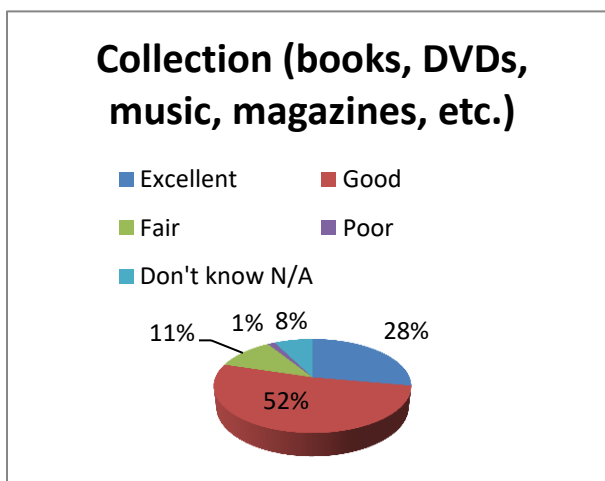
Library Survey Overview

In early September 2019 the Strategic Planning Committee requested responses to a survey about the library. The survey was emailed to 4,731 library card holders. A link to the survey was posted on the library website, the library Facebook page and the Ledyard forum. There were close to 800 responses to the survey or approximately 17%. Most of the respondents (96%) have a Ledyard Library card. 3.4% reported never visiting the library and when asked what would bring them to the library cited better hours, more programs a better collection and more space. Adult services had the highest usage at 81.31% followed by children (birth to 18) at 68.38% and seniors at 26.12%. (Note overlap on age related services)

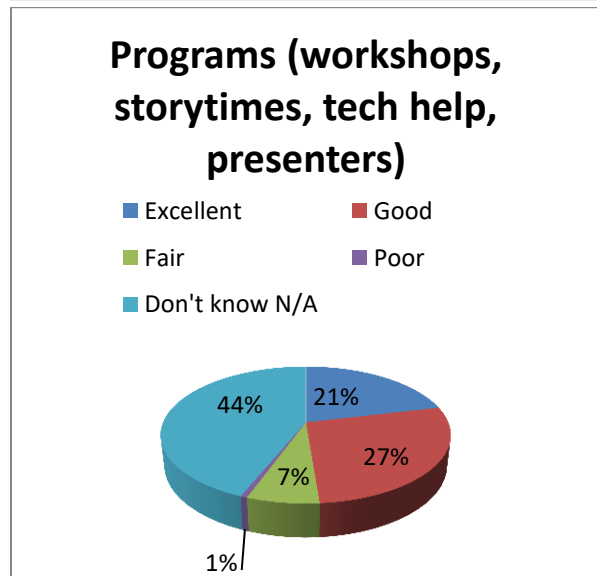
Q # 5 Library services were rated as follows: (794 answers)



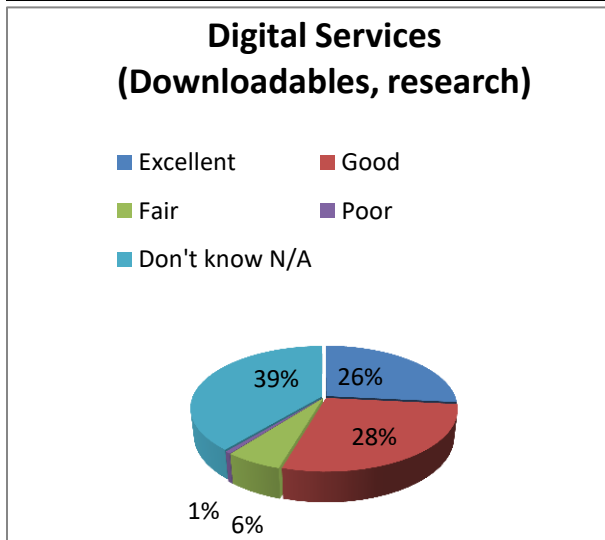
Customer Service – 95% rated as Good to Excellent



Collection – 80% rated as Good to Excellent



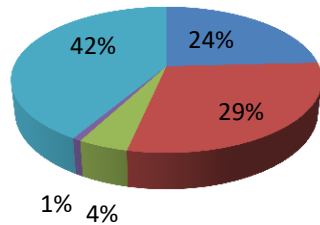
Programs – 48% rated as Good to Excellent with 44% as Don't know N/A



Digital services (Downloadable e-books etc) – 54% rated as Good to Excellent with 39% as Don't know N/A

Technology (Internet, wifi, computers. Printers, etc.)

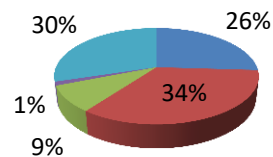
- Excellent
- Good
- Fair
- Poor
- Don't know N/A



Technology – 53% rated as Good to Excellent with 42% as Don't know N/A

Web presence (website, catalog, social media)

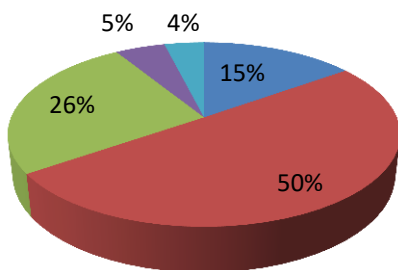
- Excellent
- Good
- Fair
- Poor
- Don't know N/A



Web Presence – 60% rated as Good to Excellent with 30% as Don't know N/A

Hours of operation

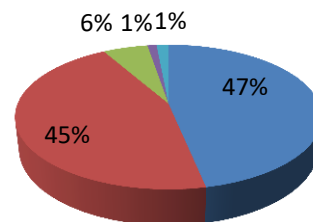
- Excellent
- Good
- Fair
- Poor
- Don't know N/A



Hours of Operation – 65% rated as Good to Excellent

Overall how would you rate the library?

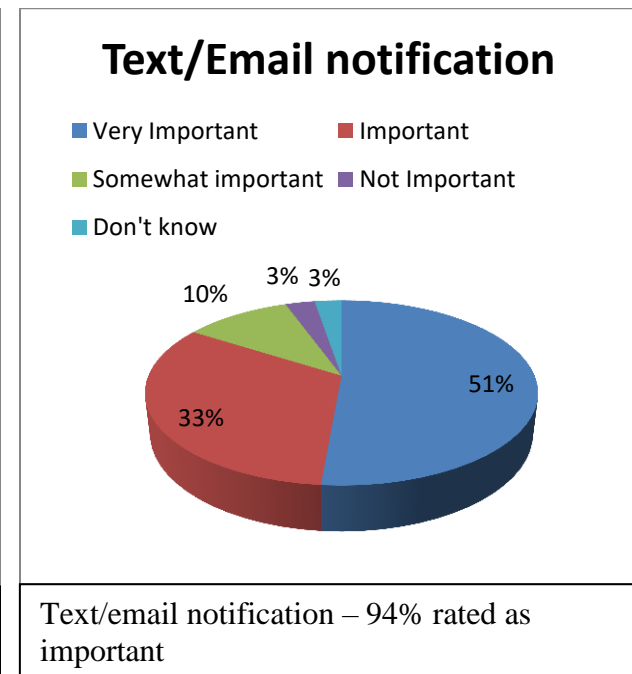
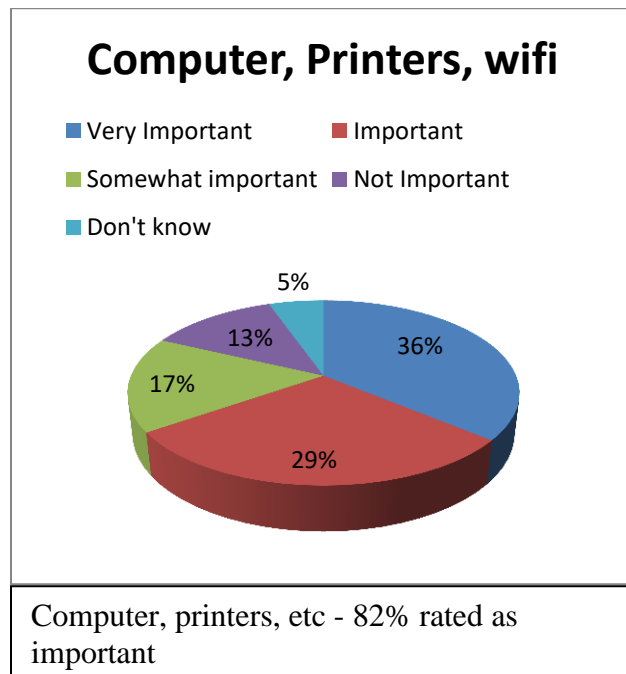
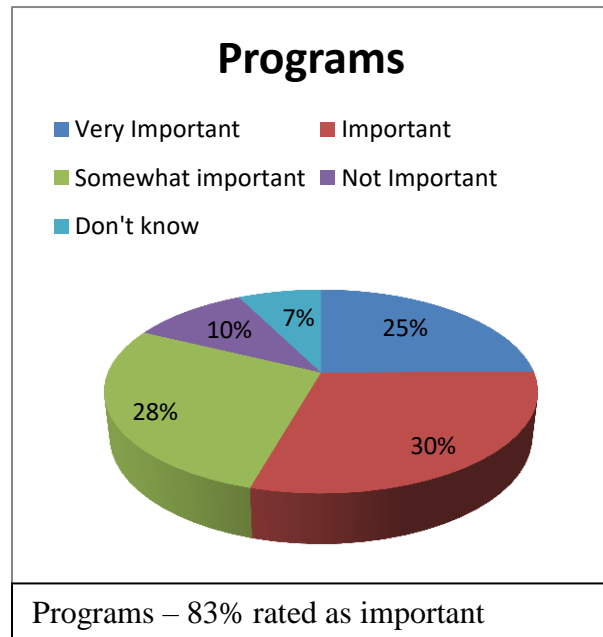
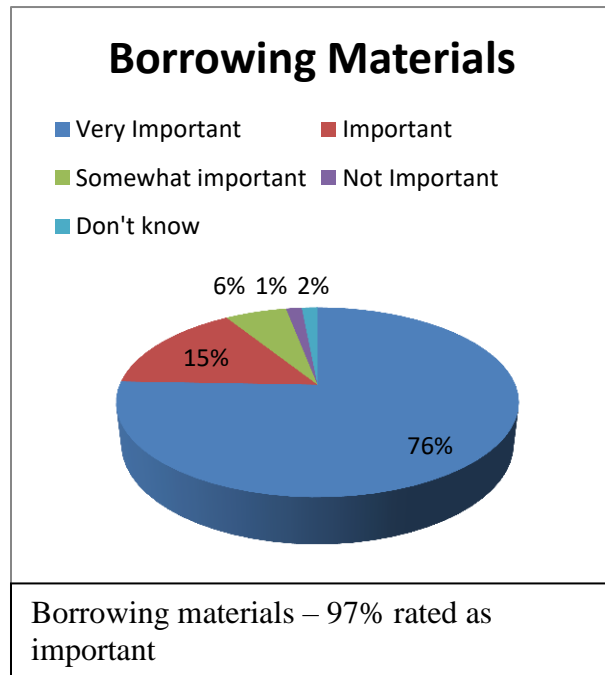
- Excellent
- Good
- Fair
- Poor
- Don't know N/A



Overall – 92% rated as Good to Excellent

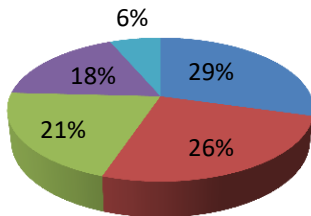
Preference for attending programs was highest for weekday evenings at 60.41% followed by Sunday afternoons at 58.67% or Saturday mornings at 48.38%. Note participants could vote for the best time for each day. Respondents find out about library services and events in a variety of ways with library signage, the website, newsletter and word of mouth cited as the best.

Q # 8 The importance of library services were valued as follows: (794 responses)



Help using computers, printers, etc.

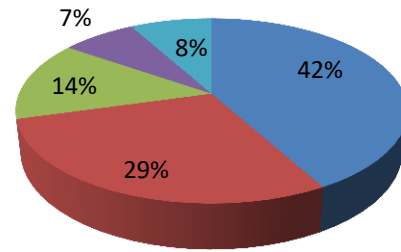
- Very Important ■ Important
- Somewhat important ■ Not Important
- Don't know



Help using computers, etc. – 76% rated as important

Digital services

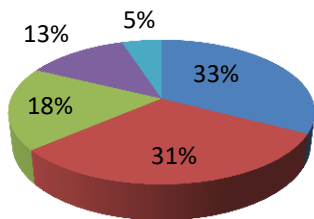
- Very Important ■ Important
- Somewhat important ■ Not Important
- Don't know



Digital services – 85% rated as important

Photocopier, scanner, fax

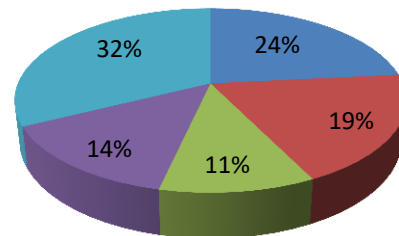
- Very Important ■ Important
- Somewhat important ■ Not Important
- Don't know



Photocopier, scanner, fax – 82% rated as important

Homebound service

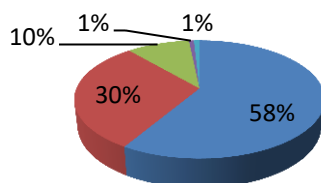
- Very Important ■ Important
- Somewhat important ■ Not Important
- Don't know



Homebound service – 54% rated as important

Overall, how important is the library to you and your family?

■ Very Important ■ Important
■ Somewhat important ■ Not Important
■ Don't know



Overall importance – 98% rated as important

Open ended questions provided more insight into what people thought about the library.

Q 9 – What do you or your family value most about the library? Books, by far were valued the most by the respondents along with the helpful friendly staff. They expressed appreciation of the online resources and digital downloads as well as computers, printers copiers and fax machines.

Q 10 – How could the library or its services be improved? Improved hours received the most comments (29%) followed by the collection, programs and the facility. People also expressed a need for better marketing of programs and services along with more funding. There were a few (5) suggestions to combine the libraries which was surpassed by requests to maintain the Gales Ferry Library.

Q11 – How does the library benefit the community? The library is recognized as an important hub of community activity for all - a gathering place for people to connect with each other. The library provides important access to resources not affordable to everyone – books, movies, computers, technology, and programs. It encourages early literacy for children and instills a love of reading.

Q12 – Additional comments. Many comments expressed a love and appreciation for the library and its staff. There was some criticism of the facility and the shortened hours but the bulk of comments were favorable.

Ledyard Public Library Survey

Ledyard Public Library requests your participation in the following survey. Your answers will provide information to help us plan for the future. Please answer the questions to the best of your ability for yourself and your family. Printed copies may be returned to either library or in the drop box at Town Hall or the Senior Center. The survey is also available to take online from the Library webpage at www.ledyard.lioninc.org.

1. Do you have a Ledyard Library Card (Bill or Gales Ferry)?

Yes No

2. On average, how often do you visit the library?

Daily Weekly Monthly Occasionally Never

3. If you answered “No” to Question 1 and/or “Never” to Question 2, what services could we provide that would bring you to the library? (Please comment)

4. Which age-appropriate services do you or your family use at the library? (Check all that apply)

Preschool/toddler (Birth-4) Youth (5-10) Teen/Tween (11-15) Young Adult (15-18) Adult Senior

5. How would you rate each of the following library services?

	Excellent	Good	Fair	Poor	Don't know/not
	Applicable				
Customer service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Collection (books, DVDs, music, magazines, etc)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Programs (workshops, story times, tech help, presenters)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Digital Services (downloadable e- & audio books, magazines, movies, research)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Technology (Internet, wifi, computers, printers, etc.)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Web presence (website, catalog, social media)

Hours of operation

Overall, how would you rate the library?

6. What are your preferences for attending programs?

a) Weekday: Mornings Afternoons Evenings

b) Saturday: Mornings Afternoons Evenings

c) Sunday: Afternoons Evenings

7. How do you find out about library services and events? (Check all that apply)

Newsletter Website News media Social media

Library signage Word of mouth Other _____
(Inside and out)

8. How important is it that each of the following services are available at the library?

Very Don't Somewhat Not
Important Important Important Important
Know

Borrowing Materials
(books, DVDs, music, magazines, etc)

Programs (workshops, story times,
tech help, presenters)

Text/Email notification for holds, etc

Computer, printers, Internet, wifi

Help using computers and printers
and other devices

Digital Services (downloadable e- &
audio books, magazines, movies, etc.)

Photocopier, scanner, fax

Homebound Services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Overall, how important is the library to you and your family?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

9. What do you or your family value most about the library?

10. How could the library or its services be improved?

11. How does the library benefit the community?

12. Additional comments welcome

Thank you for your time! We appreciate your feedback.

(Optional)

Name _____

Telephone number _____

Email _____