

## Raquette Lake Free Library 2020 survey results

### I. INTRODUCTION

The Raquette Lake Library received some 234 pages comprising 61 surveys. We would like to pause here to express our utmost gratitude to all our patrons and community members who took the time to fill out the survey and questionnaire. As a board we are immensely grateful for our patrons' and our community's feedback. We see this as a first step in assessing the community's needs of and use for the library. We will be continuing this fruitful exchange with our community while developing and implementing our long-range plan. So, stay tuned, there will be more newsletters & surveys coming your way. A special thank you also to the board members and volunteers who reviewed the surveys and analyzed and captured the data in several meetings.

### II. DATA

	<b>Excellent</b>	<b>Good</b>	<b>Fair</b>	<b>Poor</b>	<b>Don't know</b>
<b>Customer service</b>	59	2			
<b>Books</b>	40	16	2		
<b>DVD</b>	25	13			17
<b>Audio Books</b>	7	7	2		41
<b>Magazines</b>	11	11			34
<b>Music</b>	4	3	1		47
<b>Programs</b>	18	13		1	24
<b>Online services</b>	19	10			29
<b>PC/Printers</b>	25	13	1		19
<b>Internet access</b>	33	12	1	1	9
<b>Facilities</b>	43	16			1
<b>Hours of Operation</b>	32	22	3		1

<b>How important is the following to you?</b>	<b>Very</b>	<b>Important</b>	<b>Some</b>	<b>Not</b>	<b>Don't know</b>
<b>Borrowing</b>	44	10	2		1
<b>Reference</b>	9	15	15	8	7
<b>Programs</b>	10	15	9	8	14
<b>PC/Printers</b>	15	5	21	3	10
<b>Help using PC</b>	12	12	15	4	9
<b>Reading areas</b>	6	20	15	4	6
<b>Room for community meetings</b>	11	13	7	4	21
<b>Internet access</b>	29	11	2	3	7
<b>Inter Library Loan ("ILL")</b>	26	11		7	10
<b>Online Services</b>	15	11	7	6	14
<b>Copy</b>	18	5	13	7	9
<b>Magazines</b>	9	11	8	13	13
<b>Other: Fax/Scanner</b>	13	8	9	9	15

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### III. ANALYSIS

97% of the surveys ranked the library as excellent in customer service. A great big thank you to our Library Director Carolynn Dufft for going out of her way to make patrons and visitors feel welcome and well attended. The Library Board is also pleased to note that the Library's facilities were ranked as excellent by most (74%), followed by the extensive book collection (66%), the availability of internet (54%) and the opening hours (53%).

Three surveys rated the opening hours as "fair", six questionnaires revealed that the patrons would like to see our Library open longer. Two patrons rated the "book collection" as fair, one patron clarified that while he or she enjoyed the fiction section of the Library, that he or she would like to see the collection contain more biography and non-fiction. Another patron hoped to find more literature by Christian authors. The audio book collection was also rated "fair" by two patrons.

Noteworthy is also the perception of the Library's music collection. While one patron rated it "fair", 77% of the survey takers reported that they were not aware of our Library's music collection.

In line with its long-range plan, the Library will strive to better inform its patrons of its collection materials (including music and magazines) through the website or through newsletters. Finally, our Library was rated as performing "poor" on its programming and internet by a single survey each.

Again, the Library Board would like to express its gratitude for this honest feedback. It helps us immensely on working towards creating stellar services and a Library envisioned by all. Improving our Library's programming (and internet to the extent possible) have been added to our draft long-range plan as measurable objectives to implement our goals to better serve our community.

We appreciate the suggestions we received for adult programming (such as training on obtaining e-books through the library system), speakers, movie-nights, and fund-raisers.

A special thank you also to the patron who sent us the following timely quote:

*"Libraries will get you through times of no money better than money will get you through times of no libraries"* -Anne Herbert