

2010 Roslyn Public Library User Survey *SUMMARY*

The Roslyn Library conducted a user survey from October through December, 2010. One hundred and twenty surveys were collected, both online through a program called Survey Monkey, and at the library through a paper form. Both forms had the same question and answer choices. The hard copies were entered online into Survey Monkey to aggregate the responses for analysis. The survey consisted of 8 questions which were developed to see how and why people visit the library and to determine priorities in collection development, technology planning, website design, and the layout of the “new” library. The following is a summary of the responses to each question.

LIBRARY USE

- 60% of respondents use the library monthly or once in awhile
- More than 1 in 5 use the library daily
- Nearly 60% visit the library in the afternoons
- Only 12% visit in the mornings
- Nearly 1/3 said they visit on Sundays

LIBRARY SERVICES

Respondents visited the library **most often** to:

1. Check out materials
2. Access the Internet
3. Attend programs and events
4. Visit with staff, friends and neighbors

Respondents visited the library **least often** to:

- Do homework
- Get information about the area

LIBRARY LAYOUT

The **most important** layout elements were:

- Lots of new materials (68%)
- Separate children’s area (59%)
- ADA accessibility (49%)

The **somewhat important** layout elements were:

- Study / meeting tables (59%)
- Exhibits and displays (51%)
- Lots of space to read, work, gather (50%)
- Small meeting space (50%)
- Desktop space for laptops (50%)

The **least important** layout elements were:

- Baby changing station (53%)
- Separate teen area (47%)
- Drive-through book drop (45%)
- More than (5) computers (41%)

LIBRARY COLLECTION

The **most important** parts of the library collection, in order, were:

- Bestselling books
- Non-fiction books
- DVDs
- Biographies
- Local history
- Magazines
- Reference books
- Maps and atlases
- Genre books
- VHS videos
- Local newspapers
- National newspapers
- State newspapers

The **least important** parts of the library collection, in order, were:

- Videos on Blu-Ray
- Video games
- Large-type books
- E-books
- Downloadable audiobooks
- Graphic novels

LIBRARY ORGANIZATION

Most respondents prefer an organizational system that **combines** the traditional Dewey Decimal System with a topic-based, browsing system. Less than 1/3 preferred to have the library organized like a bookstore.

LIBRARY TECHNOLOGY

The **most useful** technology was identified as:

- Online account services
- Color copier or printer
- Online database subscriptions
- Fax machine
- Scanner

The **somewhat useful** technology was identified as:

- Office software on computers
- Computer classes
- Self-checkout station
- Free online practice tests
- E-readers available for checkout
- Photo / video editing software on computers
- One or more Apple computers
- Laptops available for in-library use
- Learning software for kids on computers

The **least useful** technology was identified as:

- Video conferencing software
- Video games and consoles to checkout
- Library Facebook or Twitter account
- Video recorder available for checkout

LIBRARY WEBSITE

Respondents use the website **most often** to:

- See what library events are happening
- See a list of newly added materials
- Search the library's catalog
- Get the location and hours of the library
- View digital photographs of Roslyn's past
- Access their library account

A full report of the survey is attached.