

Independence Public Library - Mail Survey Summary Report - Nov 9, 2013

1. Have you visited or had any other contact with the Independence Public Library in the last six months?

Value	Count	Percent
YES	200	76.3%
NO	62	23.7%

2. In which ways have you interacted with the Library? (Respondents could check all that apply. Total adds up to more than 100%.)

Value	Count	Percent
Visited the Library in person	190	95.5%
Called the Library on the phone	86	43.2%
Visited the Library's website (http://www.independence.lib.ia.us/)	91	45.7%
emailed the Library	10	5.0%
Viewed the Library's Facebook page	49	24.6%
Other (Please specify below.)	2	1.0%

If you selected "other," please specify here.

Count	Response
1	Attended book reviews and craft times
1	Got on internet
1	Library booksale
1	Library emails
1	Riverside Cinema
1	Used after hour book return
1	Attended meetings @library
1	Attended programs
1	Books to friends of library
1	Checked out books and movies
1	Community meetings and events
1	Donated some good books to them

Count	Response
1	Donated, volunteered
1	Downloaded ebooks
1	Had meetings in the meeting room
1	Monthly card party
1	Read my newsletter emailed to me
1	Taken classes
1	Used for ebook loans
1	Checked out books, storytime, movies for kids, book sales, checked out movies, nook books, classes

3. On average, how frequently do you have contact with the Library?

Value	Count	Percent
Frequently (three times a month or more)	68	34.3%
Regularly (once or twice a month)	46	23.2%
Occasionally (5 – 10 times a year)	53	26.8%
Infrequently (1 – 4 times a year)	29	14.7%
Rarely or never (haven't visited the Library in more than a year)	2	1.0%

4. Which of the following things did you do during your last physical visit to the Library? (Respondents could check all that apply. Total adds up to more than 100%)

Value	Count	Percent
Attended a program, event, or meeting	65	33.2%
Used a public computer or wireless network (Wi-Fi)	42	21.4%
Asked Library staff for help with a question	75	38.3%
Borrowed materials (books, DVDs, audiobooks, magazines, ebooks, etc.)	134	68.4%
Browsed newspapers and/or magazines	57	29.1%
Used the copy machine and/or the fax machine	22	11.2%
Met friends or colleagues	17	8.7%
Other (Please specify below.)	17	8.7%

If you selected "other," please specify here.

Count	Response
1	Browsed books
1	Browsed offerings/materials
1	Met with a student
1	Returned book. Talked about fundraiser idea
1	Asked to reserve a book
1	Attended meeting unrelated to the library
1	Delivered books for friends of library
1	Donated books
1	Enjoyed the peace & quiet while reading
1	Help with iPad
1	Looked for tax forms
1	Obtained a library card
1	Puzzles
1	Renewed library card
1	Renewed my card
1	Shopped books for sale
1	Took a class
1	Worked on the puzzle - love that

5. On a scale of 1-6 with 1 representing "Poor" and 6 representing "Excellent" how would you rate your overall level of satisfaction with the Independence Public Library's services? (Please click on the button under the number that corresponds to your level of satisfaction.)

	1- Poor	2	3	4	5	6 - Excellent	Responses
Your overall satisfaction rating:	0.5%	0.5%	1.0%	3.0%	17.3%	77.7%	197
	1	1	2	6	34	153	

6. Please complete the following sentence. (Respondents could check all that apply. Total adds up to more than 100%.)

The last time that I physically visited the Library, I also:

Value	Count	Percent
ate at a local restaurant.	37	21.3%
stopped at a retail store/business.	107	61.5%
stopped at a convenience store.	92	52.9%
visited a historic site.	5	2.9%
utilized recreational amenities (e.g., park, pool, etc.).	18	10.3%
Other (Please specify below.)	18	10.3%

If you selected "other," please specify here.

Count	Response
1	County Fair
1	Helped with a program & went home
1	Pharmacy, visited a friend at their house
1	Prairie Hills
1	Wellness Center
1	Attended a stay at home moms group at First Presbyterian church
1	Bank, church
1	Got gas
1	Looked over Hospice Garden
1	Returned to my home
1	Stopped at the credit union
1	Took a walk
1	Took my kids to piano lessons
1	Walked to & from
1	Wanted a break
1	Went back home
1	Went from home to library and back

Count	Response
1	Went to work after library visit
1	Work in same town

7. On a scale of 1-6 with 1 representing "Poor" and 6 representing "Excellent," please indicate your opinion of each of the following components of library service at the Independence Public Library.

	1 - Poor	2	3	4	5	6 - Excellent	NA	Responses
ebook availability	0.0% 0	0.0% 0	4.2% 8	8.5% 16	9.0% 17	11.6% 22	66.7% 126	189
Audiobook collection (downloads and CDs for checkout)	0.5% 1	0.0% 0	3.2% 6	4.8% 9	14.5% 27	15.1% 28	61.8% 115	186
Meeting room availability	0.0% 0	0.5% 1	0.5% 1	3.7% 7	12.7% 24	35.4% 67	47.1% 89	189
Print collection (books)	0.0% 0	1.1% 2	1.6% 3	10.1% 19	23.8% 45	47.1% 89	16.4% 31	189
Online resources (e.g., World Book, Learning Express, EBSCOhost, Online Bookclub, BookNews)	0.0% 0	0.0% 0	1.6% 3	4.2% 8	13.8% 26	20.6% 39	59.8% 113	189
Parking availability	4.3% 8	1.6% 3	8.0% 15	17.6% 33	31.4% 59	34.0% 64	3.2% 6	188
Other: (Please specify below.)	66.7% 2	33.3% 1	0.0% 0	0.0% 0	0.0% 0	0.0% 0	0.0% 0	3

If there are other components of service that are not listed above that you'd like to rank, please do so in the text box provided below.

Count	Response
1	Ease of inter library loan
1	Helpfulness of staff
1	Love the classes
1	Night book drop – 3
1	Number of books in adult section - 2
1	Staff is very helpful/friendly
1	Staff's helpfulness!

Count	Response
1	Control of kids & noise from there – 2
1	Staff – 6
1	Staff professionalism – 6
1	IPL has very clean and nice restrooms. I've also enjoyed computer classes and art displays there.
1	Spaces are always available, but the entrance/exit always seems to be a potential hazard; it's very narrow entering to from that busy street; plus, the turns are pretty tight to get to the places (parking spaces, which are always available) Could city help with this?? Redesign or provide better entrance/safer, easier to maneuver.

8. Some library services are available without visiting the Library physically. Please indicate which of the following "virtual services" you've used in the past six months. (Respondents could check all that apply. Total adds up to more than 100%.)

Value	Count	Percent
Checked my Library account online	26	22.2%
Downloaded an ebook or audiobook through NEIBORS	30	25.6%
Used an information database (e.g., WorldBook, EBSCOhost, Learning Express, etc.)	7	6.0%
Checked the schedule of events	79	67.5%
Looked up the title of an item I wanted	44	37.6%
Used BookNews or Online Book Clubs	8	6.8%
Other (Please specify below.)	1	0.9%

If you selected "other," please specify here.

Count	Response
1	Facebook
1	Facebook, Zinio (which I love!)
1	They need to hold classes to teach people how to use virtual services
1	Zinio
1	Checked out website
1	Didn't use
1	Don't have Internet at home
1	Going to a class to learn how to use e-books

Count	Response
1	None of the above
1	Renewed print book & cd's
1	Signed up for the summer reading program
1	Used Zinio

9. On a scale of 1 to 6 with 1 representing "Poor" and 6 representing "Excellent," please indicate your rating of Library programs for various age groups.

	1 - Poor	2	3	4	5	6 - Excellent	NA	Responses
Programs for Preschool children	0.0% 0	0.5% 1	0.0% 0	2.7% 5	9.7% 18	25.3% 47	61.8% 115	186
Programs for Children (ages 5 – 8)	0.0% 0	0.0% 0	0.5% 1	3.2% 6	7.5% 14	26.9% 50	61.8% 115	186
Programs for Children (ages 9 – 12)	0.0% 0	0.5% 1	0.5% 1	3.2% 6	8.6% 16	19.9% 37	67.2% 125	186
Programs for Teens (ages 13 – 18)	0.0% 0	0.0% 0	1.6% 3	4.3% 8	5.4% 10	19.6% 36	69.0% 127	184
Programs for Adults	0.5% 1	0.0% 0	2.1% 4	7.9% 15	14.8% 28	40.2% 76	34.4% 65	189

10. Regardless of whether or not you regularly use the Independence Public Library, we would like to know which of the following improvements you think the Library should make. (Respondents could select no more than THREE choices. Total adds up to more than 100%.)

Value	Count	Percent
More downloadable ebooks	55	27.0%
More online resources (e.g., genealogy, car repair, crafts, etc.)	44	21.6%
Bigger/additional meeting room space	17	8.3%
A coffee shop in the Library	81	39.7%
Opportunities/space for business networking and development	17	8.3%
Opportunities/space for an "exploratory lab" or LEGO lab	37	18.1%
Home delivery for those unable to get to the Library	69	33.8%
More services to homeschool families	14	6.9%
Downloadable music	26	12.8%

"Blu-Ray" video discs	23	11.3%
Other (Please specify below.)	30	14.7%

If you selected "other," please specify here.

Count	Response
1	Allow large room to be rented out to private individuals
1	Audio books
1	Don't feel I'm qualified to make a suggestion
1	Downloadables in Mac compatible formats
1	Ford - Repair manual
1	Have adult only hours
1	Increased parking
1	Mac classes
1	More children's books on Nook (I'm referring to chapter/tween books)
1	Parking
1	Possibly more quiet areas for those who like a quieter area
1	Quiet... sometimes the Library is too noisy.
1	All sound good but not sure what's most important
1	Book to write research papers - college papers
1	Don't care
1	Larger print collection
1	More books
1	More car-accessible book drop
4	More parking
1	More parking / expand the parking lot
1	More parking, remove island around flagpole
1	More young readers and middle school reader books
1	No suggestions
1	Parking lot
1	Schools are at one end of town. You're at the other. You need a satellite

Count	Response
1	Some libraries have cake pans you can check out
1	Special needs resources
1	Expanded hours. Use of basement for activities that are "hands on", messy or noisy. More computers

11. Please complete the statement below regardless of whether or not you regularly use the Library.

Public libraries are:

Value	Count	Percent
essential to the quality of life in my community.	148	59.7%
very important to the quality of life in my community.	75	30.2%
somewhat important to the quality of life in my community.	19	7.7%
not very important to the quality of life in my community.	3	1.2%
not at all important to the quality of life in my community.	3	1.2%

12. There are a number of reasons why people don't use libraries or use them infrequently. On a scale of 1 to 6 with 1 representing "Not at all significant" and 6 representing "Very significant," please rate the following factors in terms of how much they affect your Library use.

	1 - Not at all Significant	2	3	4	5	6 - Very Significant	Responses
Not enough time	20.9% 46	5.9% 13	9.5% 21	22.3% 49	20.5% 45	20.9% 46	220
The Library doesn't have what I want/need	51.3% 102	22.1% 44	11.6% 23	8.0% 16	4.0% 8	3.0% 6	199
I get most of my information elsewhere	36.6% 75	10.2% 21	16.1% 33	17.6% 36	11.7% 24	7.8% 16	205
I'm physically unable to get to the Library	79.4% 158	5.0% 10	2.5% 5	3.0% 6	3.0% 6	7.0% 14	199
Other (Please specify below.)	25.0% 1	0.0% 0	25.0% 1	25.0% 1	25.0% 1	0.0% 0	4

If there are other factors that limit your use of the Independence Public Library, please list those in the text box provided below. Also indicate their relative importance using the same six-point scale that appears in the question above.

Count	Response
1	Don't like being there when there are lots of kids there
1	Family dynamics, i.e., - lots of small children
1	I don't commute now, I don't check out audio books on a regular basis
1	I forgot how helpful they are
1	I use the library every week
1	Library hours/quiet time
1	Small towns can't afford library "annual fee" and lose check-out percentages
1	Sorry. I've been sick the last few years and haven't been able to go anywhere.
1	Don't use it
1	Kids grown up - we are older
1	Live 25 miles away from this library south border Linn-Buc county
1	People unaware of what's available – 5
1	I love going to the library but am out of the habit or forget it's available. I live on west side of town & rarely go east

13. Which five of the following are the most effective ways for you to get information about Library events? (Respondents could select no more than FIVE. Totals add up to more than 100%.)

Value	Count	Percent
Outdoor sign at the Library	167	67.3%
Indoor publicity at the Library	39	15.7%
Library staff	41	16.5%
Handout at the Library	34	13.7%
KQMG Radio	16	6.5%
Cable Access TV	35	14.1%
School	28	11.3%
Library website	91	36.7%

Facebook	58	23.4%
Twitter	1	0.4%
Chamber website	21	8.5%
Library email newsletter	98	39.5%
Text message	18	7.3%
Newspaper	156	62.9%
Posters in businesses	26	10.5%
Word of mouth	91	36.7%
Other (Please specify below.)	5	2.0%

If you selected "other," please specify here.

Count	Response
1	Don't care
1	Library mailed newsletter
1	Post office mail
1	Put in Linn newsletter or gazette
1	Sign @ library

14. In which part of Buchanan County do you reside?

Value	Count	Percent
Within the City limits of Independence	144	56.3%
Within City limits of Quasqueton, Stanley or Hazelton	10	3.9%
In rural Buchanan County	97	37.9%
Other (Please specify below.)	5	2.0%

If you selected "other," please specify here.

Count	Response
1	2 miles S of Indy
1	Addition just outside city limits
1	Rowley
1	Rural Jesup
1	Approximately 1 mile from City limit

15. How many people currently living in your household fall into each of the following age categories?

	Number of household members in each category	Responses
0 – 5 years old	100.0% 26	26
6 – 12 years old	100.0% 33	33
13 – 17 years old	100.0% 20	20
18 – 24 years old	100.0% 23	23
25 – 34 years old	100.0% 21	21
35 – 54 years old	100.0% 93	93
55 – 64 years old	100.0% 86	86
65 – 74 years old	100.0% 69	69
75 – 84 years old	100.0% 27	27
85 years and older	100.0% 17	17

16. Into which of the following categories does your age fall?

Value	Count	Percent
14 years and younger	0	0.0%
15 - 18 years	2	0.8%
19 - 24 years	0	0.0%
25 - 34 years	17	6.7%
35 - 54 years	76	29.9%
55 - 64 years	71	28.0%
65 - 74 years	60	23.6%
75 years and older	28	11.0%

17. Please feel free to add any additional comments or suggestions you would like to make about the Library, its materials, services, programs, staff or website below.

Count	Response
1	A beautiful facility - Need to use it more!
1	A magazine drop/exchange box would be a useful feature for the community
1	Been there 1 time with daughter and the computer access is very adequate. Nice layout.
1	Computers should be available without time limit when all are not in use
1	Excellent customer service, very good book selection & videos
1	Family and people I take from out of town are very impressed
1	How do you get on the library board? More iPad classes; digital camera class, genealogy classes
1	How do you improve on perfect?
1	I couldn't find a light switch to the women's restroom.
1	I go to college & my college has its own library so it's unnecessary for me to visit this one
1	I liked it when you had authors! Could you get one or two a year?
1	I love the Independence library. So relaxing and enjoyable and the staff are so helpful
1	I think you do a nice job
1	I use Winthrop Library
1	I would love on line genealogy resources but don't know how financially feasible that would be

Count	Response
1	IPL is phenomenal! We go there often; our kids love it too
1	In my view I find the services and the staff are excellent and always helpful
1	It is a waste of tax payer money. 3 times bigger than it needed to be for a town this size
1	It's great
1	Keep expenses low. The library is OK the way it is
1	Love our library - such wonderful staff - they couldn't be more friendly or helpful
1	Love the library! Even cake pans are available - to my surprise!
1	Staff is always friendly and helpful.
1	Staff is friendly and helpful. Comfortable atmosphere. I appreciate the downloadable ebooks
1	Staff very helpful with any questions I have
1	The computer programs for children are very good. My daughter loves the touch screen
1	The library is a great asset to our community
1	The library itself is a welcoming place and the staff is very friendly and helpful.
1	The staff is awesome! Great people! Thank you!
1	The staff the best!
1	They are always very helpful to me!
1	We are so grateful for our new library and all of its staff
1	We have a wonderful librarian and a very accommodating staff. What an asset for our community!
1	We have a wonderful staff!
1	We love our library and our staff is fantastic!
1	We really enjoy the library. Most of our visits are made during the summer or for story hour
1	Don't use it - shouldn't have to pay to use it!!
1	Enjoy the book signings & the classes on the use of the computer
1	Need more material for college research and textbooks that are up to date. You have tons for kids
1	Staff is very helpful & interested in your needs
1	The classes you offer are great
1	The staff is friendly and helpful (and hardworking too!) Love the summer reading program!!
1	The staff is very helpful if they don't have the book you want. They will try other sources.

Count	Response
1	We are so lucky to have a beautiful facility like we do - knowledgeable staff - great atmosphere
1	Program suggestions - label reading (knowledge), healthy foods we don't know about - all the grains out there
1	Whenever I have used the library, the staff is very helpful. I do not go to Independence regularly so don't like checking out books to return them
1	Excellent staff! Very positive, gracious people, always willing to help, & quite knowledgeable about many things. Also, very patient helping with tech stuff. Creative things are developed for the youngsters too! 10F - NO! Keep it a place of literary where reading & info gathering, sharing info with and among others for the common good. Its main focus vs. too much play - available to kids, as it is. They need more opportunities to gather info thru print & conversation with time to reflect and ponder & see that these are more important activities both personally & among fellow citizens of all ages & interactively. Library provides the opportunities - time & places to make this happen (i.e., life-long learners) 10g - This might be nice as often those that can't get out are elderly but they may be less likely to have internet at home 10k - programs on citizenship &/or older generation sharing with younger - the way life used to be. True story telling by other generations & family history gathering
1	It bothers me that we got a beautiful, new library, and then started excluding people from surrounding communities. How is that progress?
1	I enjoy the library but not the children that are very noisy and run in the library. They are very distracting.
1	Staff very friendly and helpful. Great selection of books. Enjoy some of the classes for iPad - very helpful.
1	I love our library and appreciate all the staff does to make the library a welcoming interesting place. With a limited budget, they do a great job asking new books & publications available. I really appreciate the ebooks - great when we travel.
1	The changes in the last seven years or so have been dramatic as the library has transformed into the center of the community. I hope the support from the city and county will grow to support further progress, as the library has illustrated its ability to translate funding into incredible opportunities that are great for the community! For people making decisions about where to reside within the area, the library is a huge draw. It is the only amenity that is open, free, and relevant to all ages through all seasons. I have been impressed with the progress and appreciative of the chance it gives us to broaden our horizons, get a taste of culture, and have a wide array of educational opportunities through formats appropriate to our needs.
1	We have a great staff. Always willing to give help when asked! They are fantastic! While at my age I don't take advantage of a lot of programs at the library, I'm happy to see it so well used.
1	Our staff does an excellent job. I think everyone needs to make themselves more aware of the Library. The library is a very valuable tool for any city or community
1	Staff is very professional, courtesy and just wonderful people. Could not ask for better people! Also Library is well designed and good lighting. Enjoy the Independence Library!

Count	Response
1	The staff does a marvelous job to assist - pleasant & competent. Programs help so with new technologies. Book discussions are fun, interesting and encourage continued reading. Computers for grandchildren are wonderful. Monthly "artist" displays are great. Great special events & speakers. Good summer reading program. I love the library!
1	The library layout is confusing. I still haven't found mystery section. There aren't enough books in the adult section. The staff doesn't greet me or ask if they can help me
1	I love the library and the staff! Keep up the good work! Hard to believe it's been 5 years in the new location.
1	I want to thank you for making our library such an inviting place. Staff is always willing to help
1	IPL's staff is very pleasant and helpful. The environment is warm and inviting. The materials are well organized and easy to access. The meeting rooms are spacious and pleasant.
1	This new library is one of the best things to happen in this town. The staff is friendly and very helpful. All the library has to offer is excellent!! It's a clean, neat and very relaxing place to be.
1	The events for families such as IPTV visits the Rainforest exhibit and the Take-Home arts & crafts every season are wonderful! The staff are friendly and helpful and we really enjoy story-time on Wed mornings for my young daycare kids
1	More computers to use at the library. More space while using the computer where conversations or children playing computer games would not distract while using the computer. Children's chairs are uncomfortable while using the computer
1	We have a fantastic library. Somehow educate the nay-sayers who don't use the library but always have an opinion. We also have a great library director in Laura
1	I love our new library. Staff is very helpful. Programs for adults are great and held at times we can attend for those of us who work. My grandkids enjoy the library too and have attended many programs and have enjoyed all of them.
1	The website and emails are excellent. I love the classes. Great programs and artist showings. I like to reserve community room for PEO. The staff have become friends
1	The library looks awesome, I am just not a library person, and my kids are grown now. I think outdoor events are nice too and they make the library seem more alive.
1	Staff is always extremely kind and helpful. There was a time when staff got the book I needed from another library to help me.
1	We feel that it would be nice to be able to use the Library at times, but we're in the "rurals." You have a beautiful place. It is enjoyable to visit, but it has been a time since we were in there.
1	Coffee shop is awesome idea! I enjoy the beautiful library very much and went often when my child was young. I just need to start going again and get back - every time I do drive by, I think "Oh I want to go to library!" just need to take time to go, it's relaxing!

Count	Response
1	I'd be lost without our library! I grew up going to a library every Saturday and I'm raising my kids to be familiar with this library. We love to read, listen to books on CD & watch DVDs. The staff helps us find books on specific topics or suggests new series to read. It's a great building & awesome staff
1	Our library is a beautiful facility and a great asset for our community for many generations to come
1	I love the Library! You do a wonderful job. Ebooks would be good. Wish they were a little easier to use.
1	My husband & I both feel the library in Indie is a wonderful addition. He no longer reads much - but I do read books I pick up at garage sales & auctions. That does not mean we are not 100% for our library. It has a lot to offer the residents of Indie & surrounding areas. We are very proud of it
1	We moved into our home May 2012. We are new to the area (moved from Des Moines, IA) and when asked about the library I was told by a friend I probably could not check out materials at the Independence Library since I have a Jesup address
1	I didn't enjoy going to the library until the new one was built. The employees are very helpful and drop what they are doing to help. I also feel the marketing of the programs and events is fantastic
1	Would like to see some activities after 5pm for families that work out of town. We would love to attend but unable because of both parents work out of town and don't return until 5:30-6:00 pm. We have a large commuting community
1	Hi you guys - thanks for all your hard work at the library and your kindness to all of your visitors. A great asset to Independence. Hugs to you!!
1	I'm on long time resident of Independence and I am so impressed with the facility and the creative programing! It is very important to my family
1	Staff needs to have an increase in their salaries. They are very dedicated. With expansion of facility and programs, add more staff
1	1 The library does a wonderful job offering programs & services for all ages 2 I really enjoy going to events there especially author visits & art shows, theater as well as visual arts 3 Sometimes the wait time for ebooks is really long
1	The staff is great & I like that they have sister libraries in other towns that our library can borrow so we can check out and read
1	Have staff correct the kids about noise faster. People go to there for reading; look up information; use web not to hear kids making a lot of noise and have to ask staff to take care of it
1	Try to remain simple in your mission so your focus stays simple. You can't be everything to all people. I would like a class or the ability to access a private "tutor" to help an older person like me learn to use a laptop, etc. I'm still active but once I slow down I may use the Library more or when my husband retires. A lot of what's there isn't the information/recreation material I enjoy.

Count	Response
1	Staff is always very helpful and pleasant. Have lots of interesting programs. Staff goes above and beyond to make things interesting.
1	I think that one of the biggest downfalls of the library is that it isn't open to everyone in the community without prejudice. I consider Rowley and Brandon to be part of the Independence community, since their children attend our schools. I understand that funding doesn't provide for every citizen of every community to hold a library card unless their city council pays a fee for every resident. I think that there should be some way that a Rowley citizen could "purchase" a library card membership if they want to use the library and their city chooses not to pay.
1	If live around Independence should all be welcome. Was told if not Independence resident not welcome. Really. If Walmart told you this would you revisit? Come on, watch what you say
1	New program not able to access my book & CD history missing in some authors' series a book or a CD. Been able to get a copy from another library.
1	It would be nice if a person could pay for a library card if they live in an area where the town cannot afford to pay so the residents can check out books. Individual should be able to get a library card if they paid so much a month or year
1	The Library is something to be very proud of. We are very blessed to have such a wonderful facility.