

## Independence Public Library Web Survey – ALL Web Survey Responses Combined Summary Report - November 30, 2013

### 1. Have you visited the Independence Public Library in-person during the last six months?

Value	Count	Percent
YES	258	92.8%
NO	20	7.2%

### 2. Have you visited any other public library facilities in the past six months? (Respondents could select as many choices as were applicable.)

Value	Count	Percent
I have not visited any other public libraries recently	184	70.8%
Cedar Falls	12	4.6%
Jesup	10	3.8%
Oelwein	7	2.7%
Waterloo	15	5.8%
Winthrop	10	3.8%
Other (Please specify below.)	46	17.7%

#### Other Libraries Visited

Ames,IA, Morristown, IL
Aurora, West Union, Webster City, Elgin, Wadena
Bethany, MO
Capital Area District Library (MI)
Cedar Rapids (6)
Cedar Rapids, Center Point
Center Point (2)
Creston, Lenox
Des Moines
Dubuque (2)
Dyersville
Dysart, IA
Eldora, Marshalltown, Signory, Coralville & Iowa City
Fairbank (4)
Grundy Center

Hiawatha (2)
Kirkendall in Ankeny, IA (2)
La Porte City
Manchester (4)
Marietta, GA and Jefferson City, MO
Marion Public Library (3)
Marion; Marinette, WI; Centerville, IA
Mc Gregor Public Library
Menomonee, Michigan; Marinette, Wisconsin
Oak Park IL
Omaha Nebraska Public library
Toledo Lucas County Library (Ohio)
Vinton

**3. Have you interacted with the Independence Public Library in any of the following ways during the past six months? (Respondents could select as many choices as were applicable.)**

Value	Count	Percent
Called the Library on the phone	121	50.0%
Visited the Library's website ( <a href="http://www.independence.lib.ia.us/">http://www.independence.lib.ia.us/</a> )	193	79.8%
emailed the Library	31	12.8%
Viewed the Library's Facebook page	85	35.1%
Other (Please specify below.)	41	6.9%

**Other interactions**

Attended a special presentation sponsored by the Independence Library
Attended artist showcases and events
Attended events/programs at the Library
Business - Stories in Paper, Personal Meetings, Friends, Foundation
Classes
Help setting up my Kindle.
Investment class
iPad classes
Kindle Class
Library Friends meetings
Meeting Room Scheduling
Special programming
Spoken with staff about books and programs while at the library.
Used the wireless to send time card

Volunteered
Attended classes
Checked out audio books
Early out activities
Help selecting books/bought a book
In-person
Made a donation
Read Library e-mail
Read local newspaper and a magazine
Read weekly email
Receive the email that the library sends out weekly, which I appreciate
Received library e-mails
Spoke to employees in person
Talked with staff seeking info
Play place for 4 yr old grands, check out books/magazines/DVD. Bought a book from Friends' collection.
Listened to CD book my wife checked out
Checked out books (3)
Checked out electronic books online through our library
Gone in person.
Neibors/Overdrive
Night of "Couponing"
Use their Information Board to post Free Giveaway
Went there!
Personally went to the library
Received e-mail newsletters and notices
Used computer
Action Coach Trainings
iPad Class
Went in to the library

**NOTE: The following question was asked only of those who had not visited the Library recently.**

**4. 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	5.9% 1	5.9% 1	0.0% 0	11.8% 2	29.4% 5	47.1% 8	17
The Library doesn't have what I want/need	58.8% 10	29.4% 5	5.9% 1	5.9% 1	0.0% 0	0.0% 0	17
I get most of my information elsewhere	22.2% 4	11.1% 2	16.7% 3	5.6% 1	16.7% 3	27.8% 5	18
I'm physically unable to get to the Library	94.1% 16	0.0% 0	5.9% 1	0.0% 0	0.0% 0	0.0% 0	17
Other (Please specify below.)	0.0% 0	0.0% 0	0.0% 0	0.0% 0	0.0% 0	0.0% 0	0

**5. Which of the following social media/content sharing websites do you access regularly? (Respondents could select as many choices as were applicable.)**

Value	Count	Percent
Do not visit social media/content sharing websites	35	14.0%
Facebook	190	76.0%
Twitter	31	12.4%
LinkedIn	30	12.0%
Pinterest	102	40.8%
MySpace	0	0.0%
Flickr	1	0.4%
Google Plus+	34	13.6%
YouTube	102	40.8%
Other (If "Other," please specify.)	7	2.8%

**Other Responses**

Online news. The computer is my library.

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

Value	Count	Percent
Frequently (three times a month or more)	84	32.7%
Regularly (once or twice a month)	69	26.8%
Occasionally (5 – 10 times a year)	65	25.3%
Infrequently (1 – 4 times a year)	34	13.2%
Rarely or never (haven't visited the Library in more than a year)	5	1.9%

**7. How much time did you spend at the Independence Library during your last in-person visit?**

Value	Count	Percent
Less than 15 minutes	49	19.1%
15 to 30 minutes	95	37.1%
30 minutes to 1 hour	62	24.2%
1 to 2 hours	38	14.8%
More than 2 hours	12	4.7%

**8. Which of the following things did you do during your last physical visit to the Library? (Respondents could select as many choices as were applicable)**

Value	Count	Percent
Attended a program, event, or meeting	101	39.3%
Used a public computer or wireless network (Wi-Fi)	57	22.2%
Asked Library staff for help with a question	92	35.8%
Borrowed materials (books, DVDs, audiobooks, magazines, ebooks, etc.)	173	67.3%
Browsed newspapers and/or magazines	41	16.0%
Used the copy machine and/or the fax machine	16	6.2%
Met friends or colleagues	28	10.9%
Other (Please specify below.)	17	6.6%

**Other activities**

Bought a book from the "Friends" Bookstore
Had personnel help set up Kindle.

Used one of the private rooms for tutoring a student.
Utilized a community space
Book sale
Brought 4 yr old grand to play in kid room, asked questions about material for my grands
Brought my mom to also choose books
Homework
Picked up child using library
Played with my daughter in the butterfly reading room
Received library cards
Returned materials and reserved materials
Used a room for studying
Used study room
Dropped of literature
Used Information Board to post Free Giveaway
Jigsaw puzzle
Made puzzles
Book fair

**9. 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?**

	1- Poor	2	3	4	5	6 - Excellent	Responses
Your overall satisfaction rating:	0.0%	0.4%	0.8%	3.1%	19.1%	76.6%	256
	0	1	2	8	49	196	

**10. Please complete the following sentence. The last time that I physically visited the Library, I also: (Respondents could select as many choices as were applicable.)**

Value	Count	Percent
ate at a local restaurant.	54	26.0%
stopped at a retail store/business.	119	57.2%
stopped at a convenience store.	91	43.8%
visited a historic site.	6	2.9%
utilized recreational amenities (e.g., park, pool, etc.).	23	11.1%
Other (Please specify below.)	21	10.1%

**Other activities combined with visit to the Library**

Don't know
I made a specific trip to the library
I only went to the library.
Visited the Long Term Care Facility
Went back to Work or Home
Went to Dollar General
Brought the kids home and read our book selection.
Home to the library and then home again
I cannot remember
None of the above
Visited farmers market
Visited friends (3)
Visited my parents who live at Oakview
Attended a church function
bought books from the library
In accordance with Fontana programming
None...it is like an errand on my list
Not sure
Came for a meeting

**11. 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	0.4% 1	3.6% 9	7.5% 19	11.9% 30	17.9% 45	58.7% 148	252
Audiobook collection (downloads and CDs for checkout)	0.0% 0	0.5% 1	2.7% 8	7.1% 20	15.8% 36	21.2% 51	52.7% 139	255
Meeting room availability	0.8% 2	0.0% 0	1.6% 4	2.0% 5	12.9% 32	40.3% 100	42.3% 105	248
Print collection (books)	0.0% 0	0.8% 2	2.0% 5	11.7% 29	30.6% 76	44.4% 110	10.5% 26	248
Online resources (e.g., World Book, Learning Express, EBSCOhost, Online Bookclub, BookNews)	0.0% 0	0.0% 0	0.8% 2	3.2% 8	13.3% 33	22.5% 56	60.2% 150	249
Parking availability	3.5% 9	7.1% 18	11.1% 29	18.4% 47	25.9% 66	32.2% 82	1.6% 4	255

**Other components of library service on which respondents commented**

Artist Showcases - 6
Awesome library staff...friendly and helpful!
Friendly staff and excellent facility.
Great staff – 6
I enjoyed Catherine Coulter's visit
I think we're very lucky to have everything the library offers!!!
I was impressed by the availability of cake pans to check out
Keep up the great work!
Kim's services from the Waterloo Library concerning my Kindle, #6
Staff, excellent
The children's story hour, puzzles are excellent. Computer for the small. Great job.
We appreciate the excellent ladies room facilities.
Helpfulness of staff and openness to ideas/suggestions is top drawer
Make Wi-Fi public
Sometimes I wish there was more parking.
Really enjoy the "host an artist" component of the library... appears that a lot of thought and effort has gone into this. like to see it expanded
I wish there were more programs, IE: crafts and speakers, also wish there were more space between computers if working on a resume feels like people are able to see personal info
I don't like that you can only check out the book you have twice. I'm a slower reader and if the book is not on a waiting list I feel you should be able to check it out until you are done reading it.
Computer availability is good if it wasn't for the youth who play games & chat with friends between games (I'm sorry but I feel they need to be respectful of others while on the computers); nothing against playing & enjoying the games but they get very loud & even rude at times. I also enjoy the comfortable sitting areas offered; & the children's play area is excellent! Thank you for keeping the library user friendly in town--some communities are not so supportive of their libraries.
Events/different programs/activities ex. author fairs, crafts for kids, monthly book club, etc. 6- Excellent. Reason I sing the Independence public library's praises
Easy access drop box. Enthusiastic staff. Proactive involvement of programs for the community.
Having access to genealogical resources such as ancestry.com would be great.
The service is always top notch. Thank you!
The staff is excellent! Very helpful, kind, knowledgeable, friendly.....You name it!
None
I am not a fan of your new on line program. I want to be able to view my reading history myself, not have to get it from a staff member.

**12. 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 select as many choices as were applicable.)**

Value	Count	Percent
Checked my Library account online	55	26.3%
Downloaded an ebook or audiobook through NEIBORS	68	32.5%
Used an information database (e.g., WorldBook, EBSCOhost, Learning Express, etc.)	21	10.0%
Checked the schedule of events	152	72.7%
Looked up the title of an item I wanted	94	45.0%
Used BookNews or Online Book Clubs	11	5.3%
Other (Please specify below.)	8	3.8%

**Other "virtual" activities**

Used Zinio
Called to renew material
Checked out new DVD's and new books
I received notices of books due or for books for which I was on the waiting list.
None
Renewed books
I will use the ebook or audiobook for sure!
Zinio

**13. 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	0.4% 1	0.8% 2	1.6% 4	10.8% 27	30.9% 77	55.4% 138	249
Programs for Children (ages 5 – 8)	0.0% 0	0.0% 0	1.6% 4	0.8% 2	10.9% 27	31.0% 77	55.6% 138	248
Programs for Children (ages 9 – 12)	0.0% 0	0.8% 2	1.2% 3	1.6% 4	11.1% 27	22.6% 55	62.6% 152	243
Programs for Teens (ages 13 – 18)	0.4% 1	0.8% 2	2.0% 5	2.8% 7	11.2% 28	19.3% 48	63.5% 158	249
Programs for Adults	0.8% 2	0.8% 2	2.0% 5	5.7% 14	22.7% 56	38.9% 96	29.1% 72	247

**14. 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 up to three choices.)**

Value	Count	Percent
More downloadable ebooks	105	42.5%
More online resources (e.g., genealogy, car repair, crafts, etc.)	39	15.8%
Bigger/additional meeting room space	17	6.9%
A coffee shop in the Library	114	46.2%
Opportunities/space for business networking and development	21	8.5%
Opportunities/space for an "exploratory lab" or LEGO lab	61	24.7%
Home delivery for those unable to get to the Library	63	25.5%
More services to homeschool families	16	6.5%
Downloadable music	32	13.0%
"Blu-Ray" video discs	27	10.9%
Other (Please specify below.)	23	9.3%

**Other Improvements suggested**

Expansion of large print books.
I think its fine the way it is
More Available Computers
More audiobooks
More diversified audiobook selections
More individual help with computer.
More instructional programs with focus on us seniors (old people).
More nonfiction books
None of those interest me
Parking
Print out receipt available after check out
Better sticker placement on books. Like not over the title.
Continue to increase physical book selection
More adult programs such as art (painting), photography, editing digital photos
More giving allowance for group to use meeting room that is already available
More hands on workshops
More parking space

More parking.
More reading time/evening activities, for working parents to bring their kids
More/varied technology classes
Parking is awful
Maintain complete series of books. (i.e., it's very frustrating to find the library does not have book 3 of a 5 book series.)
A list of new DVDs would be nice.
More CD books
More parking
Parking
Various/current exercise videos to check out

**15. 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.	176	64.5%
very important to the quality of life in my community.	84	30.8%
somewhat important to the quality of life in my community.	9	3.3%
not very important to the quality of life in my community.	3	1.1%
not at all important to the quality of life in my community.	1	0.4%

**16. Which five of the following are the most effective ways for you to get information about Library events? (Respondents could select up to five choices.)**

Value	Count	Percent
Outdoor sign at the Library	143	52.0%
Indoor publicity at the Library	49	17.8%
Library staff	50	18.2%
Handout at the Library	46	16.7%
KQMG Radio	12	4.4%
Cable Access TV	28	10.2%
School	68	24.7%
Library website	152	55.3%
Facebook	128	46.5%
Twitter	10	3.6%
Chamber website	50	18.2%
Library email newsletter	143	52.0%
Text message	28	10.2%
Newspaper	115	41.8%
Posters in businesses	27	9.8%
Word of mouth	62	22.5%
Other (Please specify below.)	4	1.5%

**Other suggested methods of getting information**

E-mail (2)
I listen to KOEL AM in Oelwein
Chamber News (email) Letter

**17. In which part of Buchanan County do you reside?**

Value	Count	Percent
Within the City limits of Independence	171	61.5%
Within City limits of Quasqueton, Stanley or Hazelton	8	2.9%
In rural Buchanan County	66	23.7%
Other (Please specify.)	33	11.9%

**Other places of residence**

1 mile from Fayette County line
Brandon, Benton county
Delaware county
Don't reside in Oelwein.
Fairbank
Fayette County
Fayette Iowa
I live in Ringgold but my family is in Independence and Oelwein
I live in rural East Delaware county
I work in Independence but do not live here.
Jesup
Just outside the city limits but not truly rural.
Manchester City
Not in Buchanan County, Oelwein.
Previously lived in Independence within city limits
Right on the County line of Buchanan and Delaware
Urbana in Benton County
Within the city limits of Jesup
Outside Indee city limits
I do not live in Buchanan Co. anymore but do have friends/family here that I visit & then I use the library while in the area. I recently moved out of the Co. but was using the library almost daily while I lived here for over 25 years.
I don't reside in Buchanan County.
In town of Winthrop, but work in Independence.
Waterloo (3)
Winthrop (3)
Don't live in the county
Rural Delaware County
Out of the county - I teach in town and visit the library in the summer with my kids as well as the pool and Fontana summer programs.

**18. 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%	89	89
6 – 12 years old	100.0%	103	103
13 – 17 years old	100.0%	80	80
18 – 24 years old	100.0%	75	75
25 – 34 years old	100.0%	93	93
35 – 54 years old	100.0%	141	141
55 – 64 years old	100.0%	116	116
65 – 74 years old	100.0%	80	80
75 – 84 years old	100.0%	55	55
85 years and older	100.0%	49	49

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

Value	Count	Percent
14 years and younger	1	0.5%
15 - 18 years	8	3.7%
19 - 24 years	8	3.7%
25 - 34 years	46	21.3%
35 - 54 years	97	44.9%
55 - 64 years	73	33.8%
65 - 74 years	33	15.3%
75 years and older	8	3.7%

**20. 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.**

The staff is excellent and knowledgeable.
Better access to computers for adults when children are not in school.
Enjoy your classes that I have attended. Learned so much about the computer and iPad.
I wanted to thank Bonnie for making rhyme time so much fun for my daughter.
List of New books and publications that library receives each month
Need more popular titles/authors in large print
The library (staff-materials, etc.) is invaluable to the community.
The super friendly staff makes it a social outing as well as an educational outing.
We appreciate the library. Staff is always very helpful.
Your children's summer program is excellent. I take our grandkids.
Good library... clearly run by a dedicated staff... keep up the good work..
I love the library
Feel Independence Library puts Oelwein Library to shame. Not even in the same league thus why I travel to Independence for most of my library services.
I feel that the staff is very friendly and welcomes me to the library every time that I visit. Any time that I had a question about material that I wanted to check out the staff was always willing to help me and found the material that I wanted.
The programming offered by the library has really taken off in the past couple of years. I look forward to attending events and programs in the community room. Parking is atrocious, however, when there are special events. I'm sure you've heard this before. Wish I could offer a solution.
The library staff is awesome! The programs are great, very entertaining and educational. Computer classes are very up to date. The library always has a very welcoming atmosphere.
I have been a member of several libraries in the United States in the last 30 years and yet find the Independence Library organized in a very easy manner to locate whatever you need to. There are several computers available for people to use with just the appropriate amount of time for their use.
I think the Indee Library is great and think the programs you offer are great. I wish that I could attend more than I do. I brought my granddaughter up for story time a few weeks ago, a first for me (they live away from the area). She loved it and I thought it was a great thing for kids(she is 4). Continue the great work! An Indee Library fan.
When there is an "event" going on, the parking spaces are limited. I am a fairly new member of your Library, but I would like to see more books on hobbies, newer editions, etc. I own a great many of the quilting & knitting books. I am a fan of old classics, new fiction, biographies. I do commend the staff, very helpful, very friendly, and efficient.
I would like to see more about seasons and also some more materials coming home from school about the public library.

A closer eye needs to be kept on teenagers and younger children. They are often loud, reckless, and hurtful to the library environment. The library exists to serve this age group specifically (in my opinion), but those who do not respect the libraries rules and property must be given suitable punishment.

It always seems like there are more people working "in the back" than out front with the patrons.

I would like more technology classes-- more advanced iPad classes; digital photography classes, how to use social media-- Twitter, Linked-in, Pinterest, etc. Have gone to many & they have been very helpful.... just would like more! :-) How does one get on the library board?

I bring my 5 grandchildren to your summer programs. They love coming and picking out books and movies and really enjoy your programs. You have a very friendly staff and make it a very welcoming place. I like your selection of movies also for myself and the grandkids.

Although I have never attended library events for different ages and did not answer this question, I am constantly impressed by the frequency and wonderful topics for such events. I believe the library does a great job of creating events that consider the interests of patrons of a variety of ages. I greatly appreciate their efforts to reach out to library users of all ages and look forward to taking my future child to these events. We are very lucky to have a library that is so active and connected to the needs and wants of its patrons. The library was one of my favorite parts of moving to Independence. It is a great resource that I hope continues to be well funded in order to further each reach to more residents. Literacy is an extremely important topic for children of all ages that will benefit them throughout life.

We are so fortunate to have such a beautiful facility in Independence and it is great to see all of the programs offered to all age and interest groups.

It may soon be necessary to add more public computers. I have recently started using the library computers and have sometimes been unable to find a free computer, or more annoying, ended up using a computer at what I call the "kiddie station." I know it's not fair, but I would like to have a segregated adult area. Most of the children are well behaved, but some of the younger ones have a hard time controlling themselves and are quite annoying. Also, I feel that there is a disproportionate amount of new DVD's for children. I would like to see more adult DVD's both current and what I would call classics. As for the staff, they are A-1. Super fantastic!

"Women's Connection" which is affiliated with Stonecroft Ministries, utilizes the Community room several times per year. The use of this room has never been denied to us and the staff attends to any need we may have in regard to the use of the room. The Library is a "drawing card" in relation to the attendance for our organization, as it is pleasant and easily accessible. I speak for the members of the Women's Connection Board when I say we are thankful and appreciative for the use of this beautiful facility.

You're all doing a wonderful job. Keep up the great work. The library is a great asset to our community!

I was so impressed when I visited this library. We came to the Dan Wardel PBS program and it was amazing. I wish we could have visited sooner so we could have participated more in the summer reading program. We stay at families residents for about a month during the summer months. The staff was very helpful but it was so busy that there were some frustrations. The Kids are just AWESOME. Also, the support for homeschool families was great!

I have ALWAYS had a positive experience when visiting the Library and the staff should be commended for their customer service skills and friendliness with the ability to provide prompt and courteous assistance in a timely manner.

I think the Independence Public Library is a FANTASTIC facility! The staff are always so friendly and helpful; the programs offered are amazing and very fun (with a wonderful variety of topics); and the hours are family friendly for those who have to work. I feel blessed to have access to such a wonderful facility!
I wish they had more books by a particular author. It seems like the older books of an author have been sold at the book sales. When I find a new author (new to me) I want to read his/her whole series of books. So I end up buying them at a bookstore. Also I would like to see longer hours for the Library to be open.
The new library has just been a great addition to the community. I am a big fan of the programs and the diversity of offerings
The staff is very friendly and we are lucky to have such a wonderful library in our town.
I wish that the library subscribed to ancestry.com. The Genealogy Society in town has such odd ball hours that it is literally impossible to visit them.
I wish your children's biography collection included more of important historical figures vs. current celebrities.
If the library has a series of books, please maintain that series. I understand that books get lost or damaged, but please buy a replacement for it. Twice now my children have had to delay their reading of a series due to unavailability. We will be using interlibrary loan to fill these gaps but it is frustrating to delay an enthusiastic reader.
I know many people in this area still use the library & its resources so it is very important to keep the library & maintain it; keep up the library awareness please. Thank you
We just love the librarians there. My three year old daughter gets so excited when I tell her we are going to the library.
I am a part of the homeschool group that utilizes the library space and services. I greatly appreciate everything that the library offers to help us facilitate our home school programming. I look forward to us working more closely with the library and its staff to enhance our programming in the future!
Atmosphere for the Indy library staff is very pleasant, helpful, and smiley. The building itself is inviting for me as a senior and for my grands.
I would be interested to learn of programs and events taking place that our kids could attend. Due to school schedules and activities, realistically they would only be able to participate on a Saturday or during the summer but activities at local libraries are always a good thing to offer.
Although I do not use the library very often, I do think that it is a very important component in the community. Every time I have visited the library, I have been impressed with the facilities and the representatives of the library. Keep up the good work!
I am always impressed with the staff and programs offered at the library.
I am so proud of our library and the people behind it!
The staff is friendly and wonderful at helping.
doing great-
Please offer REGULAR classes on how to set up and use e-books and on line magazines etc. Some of your older but regular patrons are slow to come to this electronic age and slower still to purchase e-tablets etc.
The Independence Library is a wonderful resource for the community. It provides lots of resources, is easy to work with, and provides families with access to books! Thanks for all you do for the community!

Computer classes after work hours. What about teaching parents about all of the social media that kids are using that they don't know about like Snapchat, Instagram and Twitter. I am sure there are more that I don't even know about. Keep doing these surveys as things change so quickly these days.

Just would love to have current exercise videos that could be checked out for 3 weeks (maybe even a few exercise bands if needed for the videos. This way I could see if I liked the program before purchasing it.

I love our library. If I need help or a question answered the people there are very accomodating. They make it easy to talk to them if I need help with anything.

Great staff! Beautiful facility and a wonderful destination for the community

I appreciate the staff who are very helpful and willing to renew books over the phone, if needed.

I will utilize the ebooks and audiobooks and Movies for sure!

I often here our students talk about not being able to access the local library because they live in the small towns that don't pay the tax to use the library. I think there should be a "pay for use" policy in place for those people that live in those communities. Perhaps it is a yearly individual membership and yearly family membership. Most people say they would be willing to pay that even if their community won't.

I think the Library is great and I know there is more available that what I use at the moment. I hope to take advantage of more of these things as my time allows. Love the library!!

I'd like to see more leadership, and personal development books at the library. And I had no idea there were so many online services the library offered, you should publicize them more! Maybe have a remote book drop off on the other side of town to make it easier for people to drop off books. And home delivery would be an excellent idea! But that would take a considerable amount of resources I would think.

I feel very blessed and privledged to live in a town that has such an outstanding library. My husband and I use it for checking out books for ourselves, and my husband takes our 7-year-old granddaughter to programs there, and checks out books for her to read to him on the days she is with him after school. It is something that they both look forward to very much.