

# Spooner Memorial Library

**Community Survey  
2023 Summary**

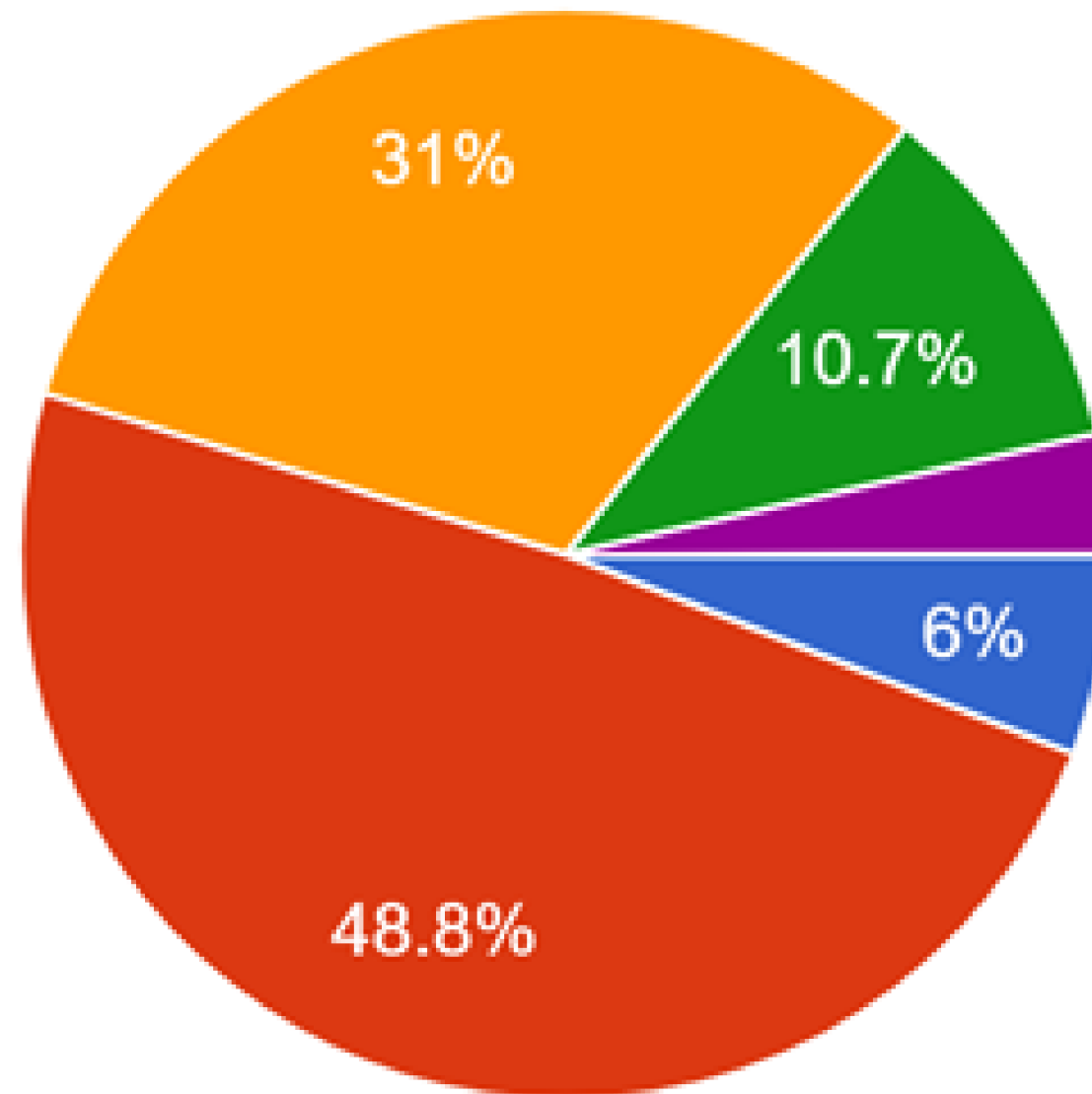




# Survey Participants

On average, how often do you visit the library?

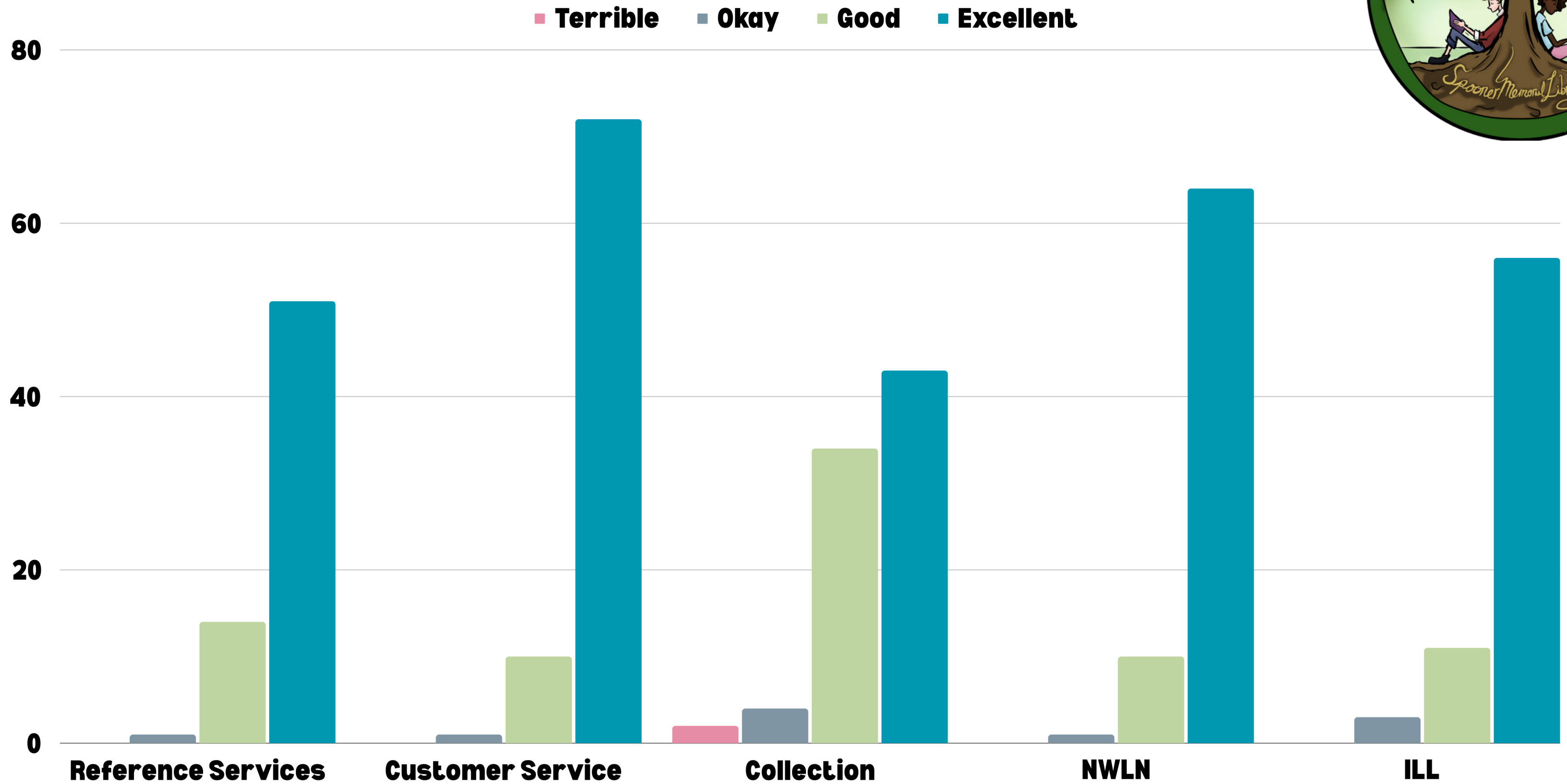
84 responses



- Daily
- Weekly
- Monthly
- Less than once a month
- Yearly
- Never



# Library Services

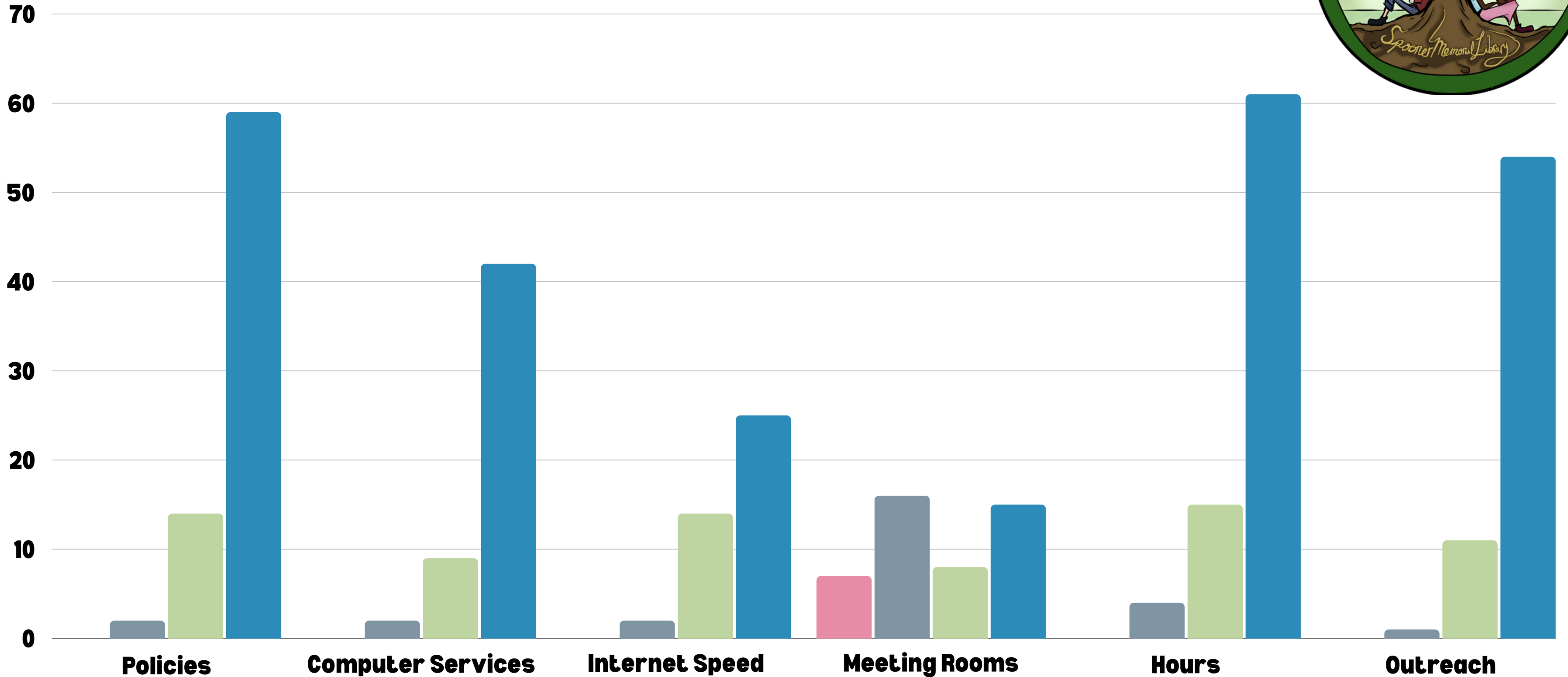




# Library Services



■ Terrible ■ Okay ■ Good ■ Excellent





# Customer Service



## Positive Comments

- **“Friendly staff and welcoming place.”**
- **“I enjoy the librarian’s recommendations.”**
- **“I am very pleased with my library and it’s staff! Great people!”**
- **Spooner Library is “a safe and welcoming place for community members, regardless of beliefs or economic status.”**
- **“You’re KILLING it in the library game! Much improved since when I was a kid.”**
- **“Shar is excellent in getting new books or making suggestions.”**
- **“Staff is awesome to help.”**
- **I value the “customer service” and the “friendliness of staff.”**
- **“Cheerful workers.”**
- **“Staff is excellent.”**

## What to Work on

- **“One of the people working there is not helpful or friendly, and the rest are great!”**



# Programs



## Positive Comments

- **“The library programs are fantastic, varied, and creative.”**
- **“There is much variety and offerings for young and old!”**
- **“You stand head and shoulders above other area libraries. Excellent programs offered and not just to children. There’s an interesting selection for adults too.”**
- **“I value the kids programming, scavenger hunts, special events, and such. The amount of time put in really shows!”**
- **“I value Story Hour the most.”**

## What to Work on

- **“Storytime is always chaos.”**
- **“Early afternoon groups would be better suited for after 5:30pm to allow for all kids to have the opportunity to attend.”**
- **“I’d like to see a video game night (Nintendo Switch) for adults sometime. Adults are gamers too!”**
- **“Events fill fast due to low space.”**

# Other Services



## Outreach

- **"I value the commitment to community service, which drives all facets of the library, from programs to collections, to maximizing what space there is."**
- **"I value the community outreach."**
- **"I attend the bookmobile in Trego and I love it."**

## InterLibrary Loan

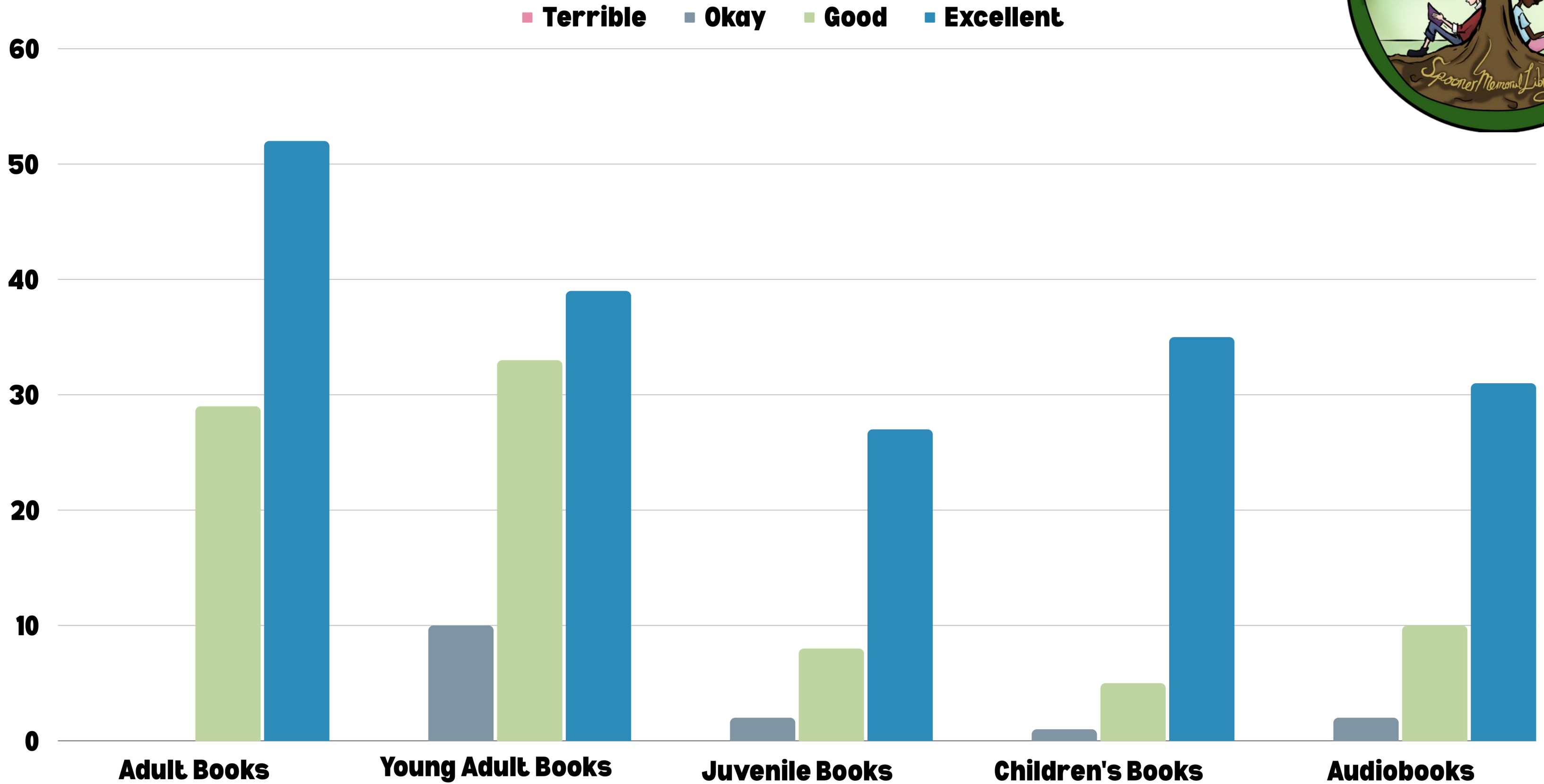
- **"I am usually able to get anything I need with minimal wait time."**
- **"I value the ability to get a wide range of books from other libraries."**
- **"I value being able to access books from within and outside the Spooner Library system."**

## Online Services

- **"I value the Libby app and services like faxing and printing."**
- **"I value access to the printer."**
- **"I value the fax machine."**



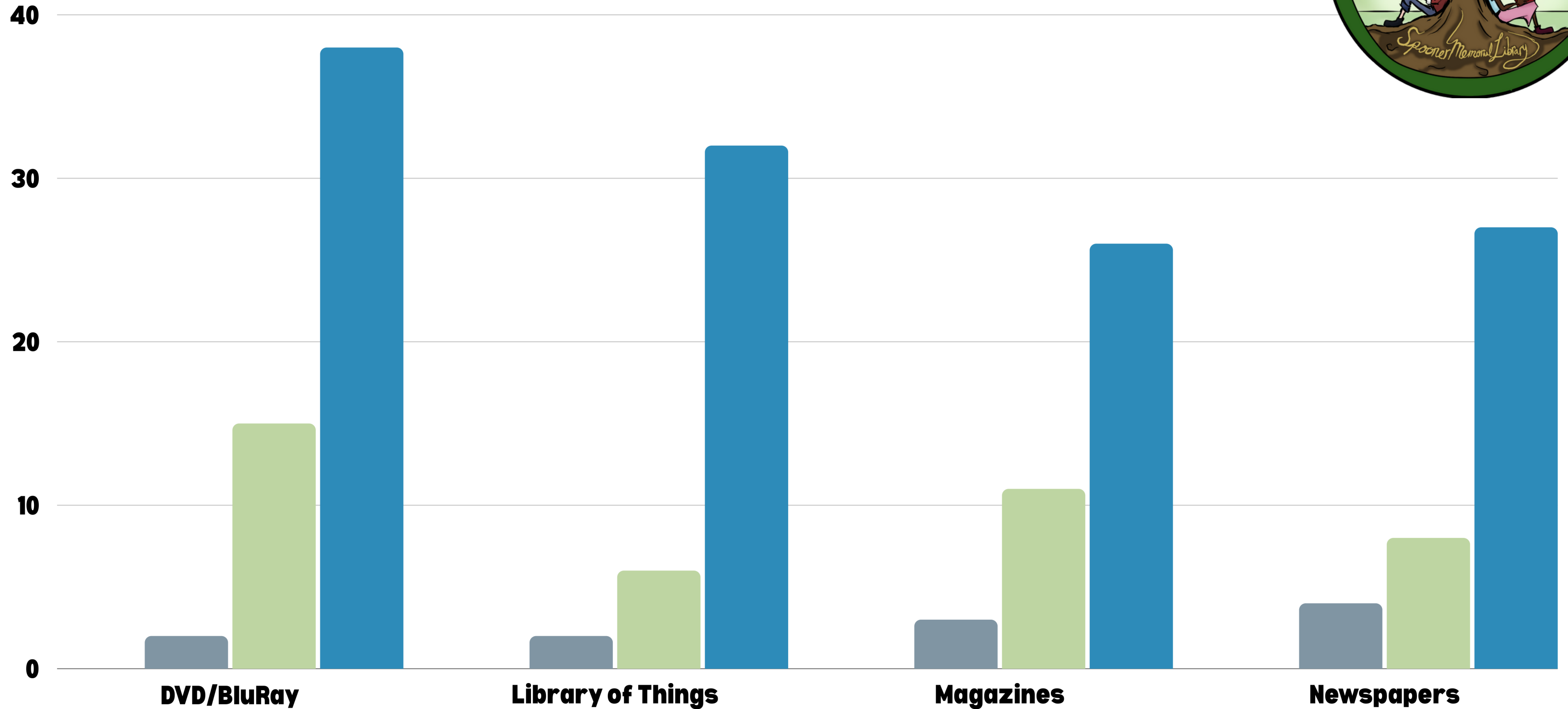
# Library Collection



# Library Collection



■ Terrible ■ Okay ■ Good ■ Excellent





# Library Collection

## Positive Comments

- **“You have a great selection. I’m always impressed by what is available since you are a relatively small library.”**
- **“You have a wonderful collection.”**
- **“It is currently outstanding.”**
- **“I value the diverse books.**
- **“I value the variety of books.”**
- **“I value the children’s book collection.”**
- **“Seems to be current titles.”**
- **“Lots of books to choose from.”**
- **“I am satisfied with what your library has to offer.”**
- **“I love Libby.”**
- **“Continue online services like Hoopla, Kanopy, and Libby. They are vital to my family. Thanks.”**
- **“I value eBook and audiobook availability.”**



# Library Collection

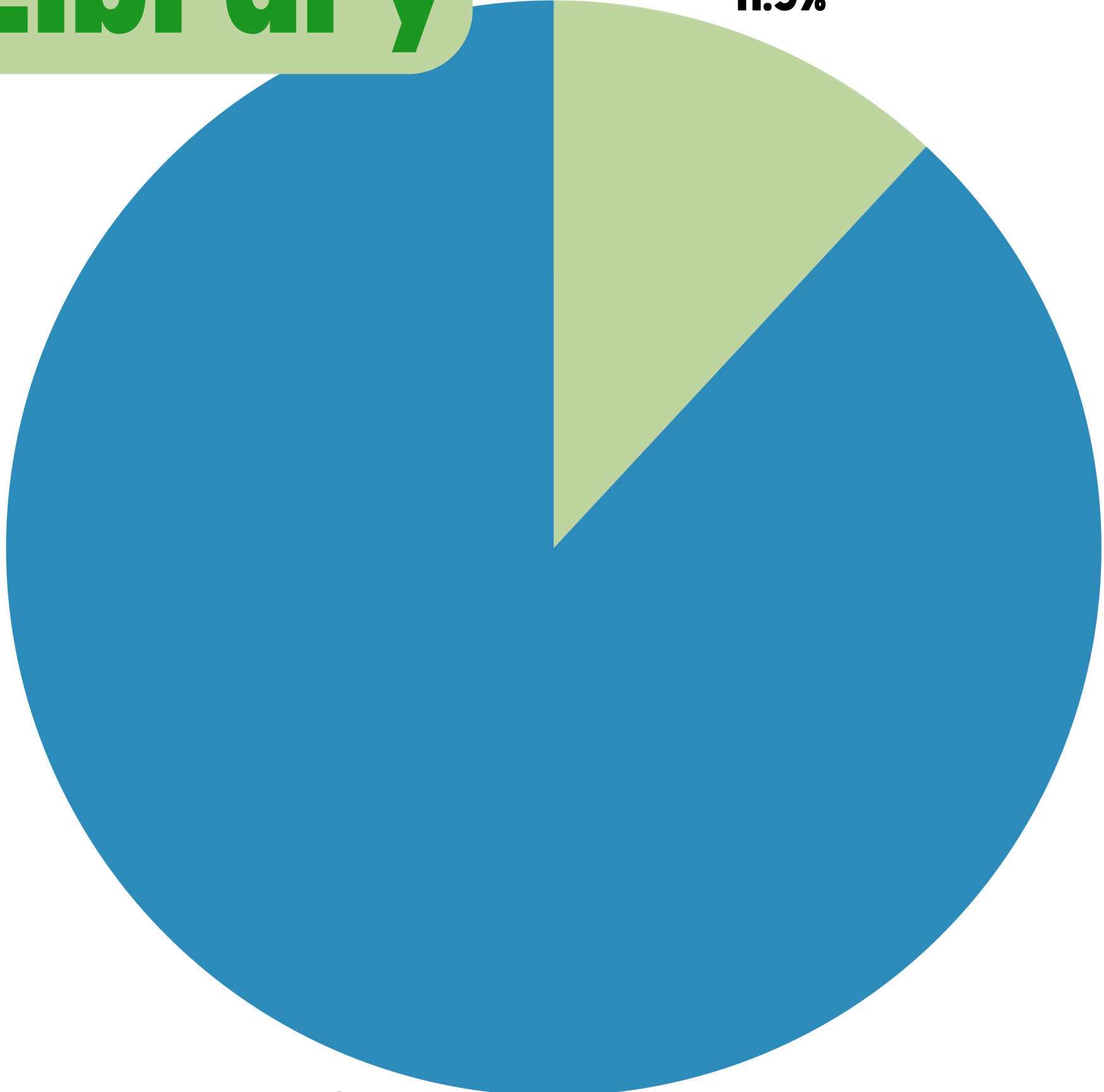


## What to Work On

- **“Bigger selection of popular magazines and ones that cater to a more alternative audience.”**
- **“More current TV series” and “update the kids DVDs section with newer titles.”**
- **“More Inspirational books” and “more Mystery books.”**
- **“More newspapers” and “include Rice Lake Chronotype.”**
- **“The classification system is unusual” and “not user friendly.”**
- **“Quilting books are out of date.”**
- **“Very limited new book offerings.”**
- **“More puzzles” and “more board games” to check out.**
- **“Children’s book collection could use some updating.”**
- **“More large print.”**
- **“The adult history section lacks worldwide diversity.”**
- **“More books for beginner chapter readers.”**
- **“More local history” and “more NYT bestseller non-fiction books if possible.”**



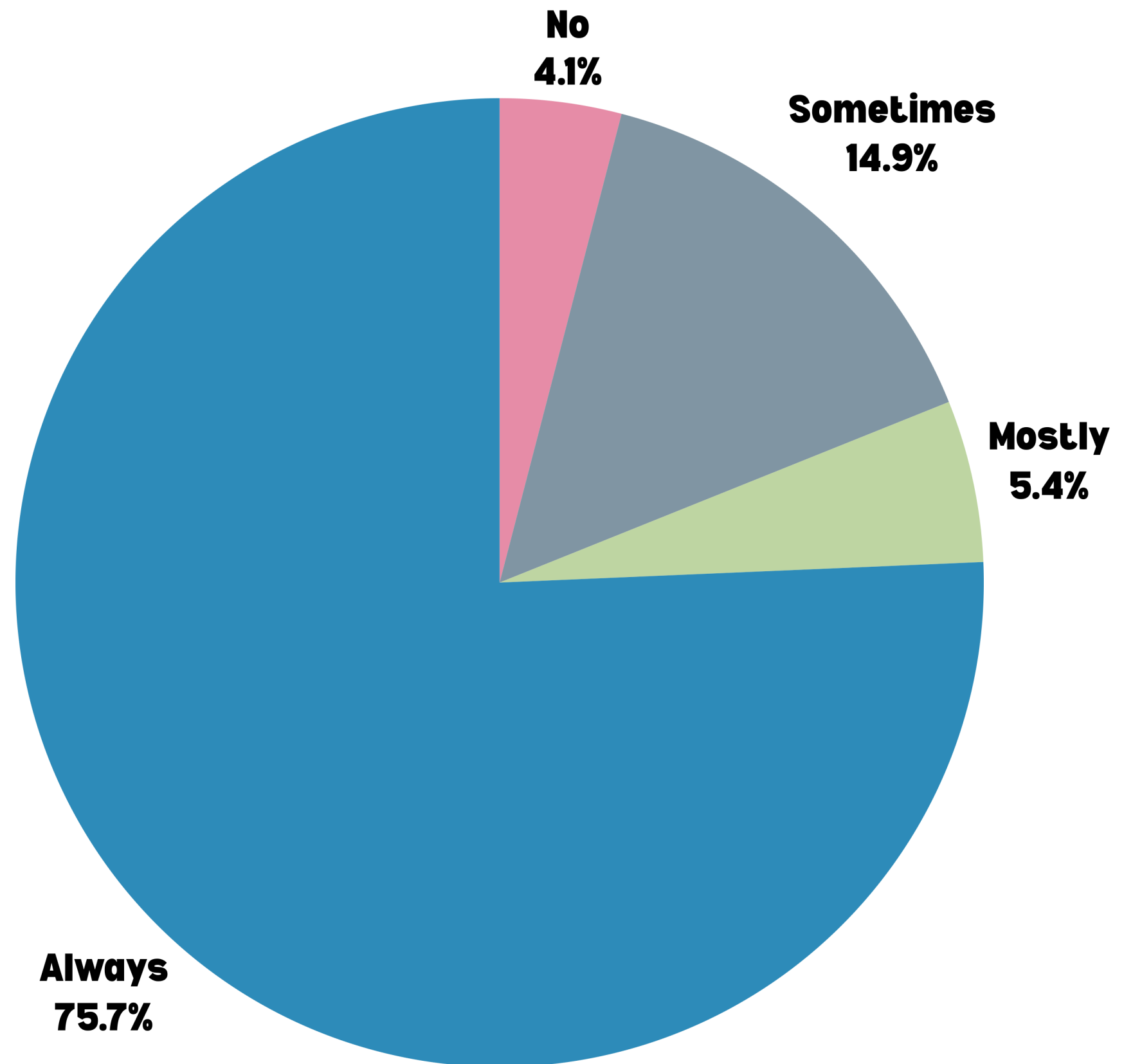
# I Feel Safe at the Library



**Very Safe**  
**88.1%**

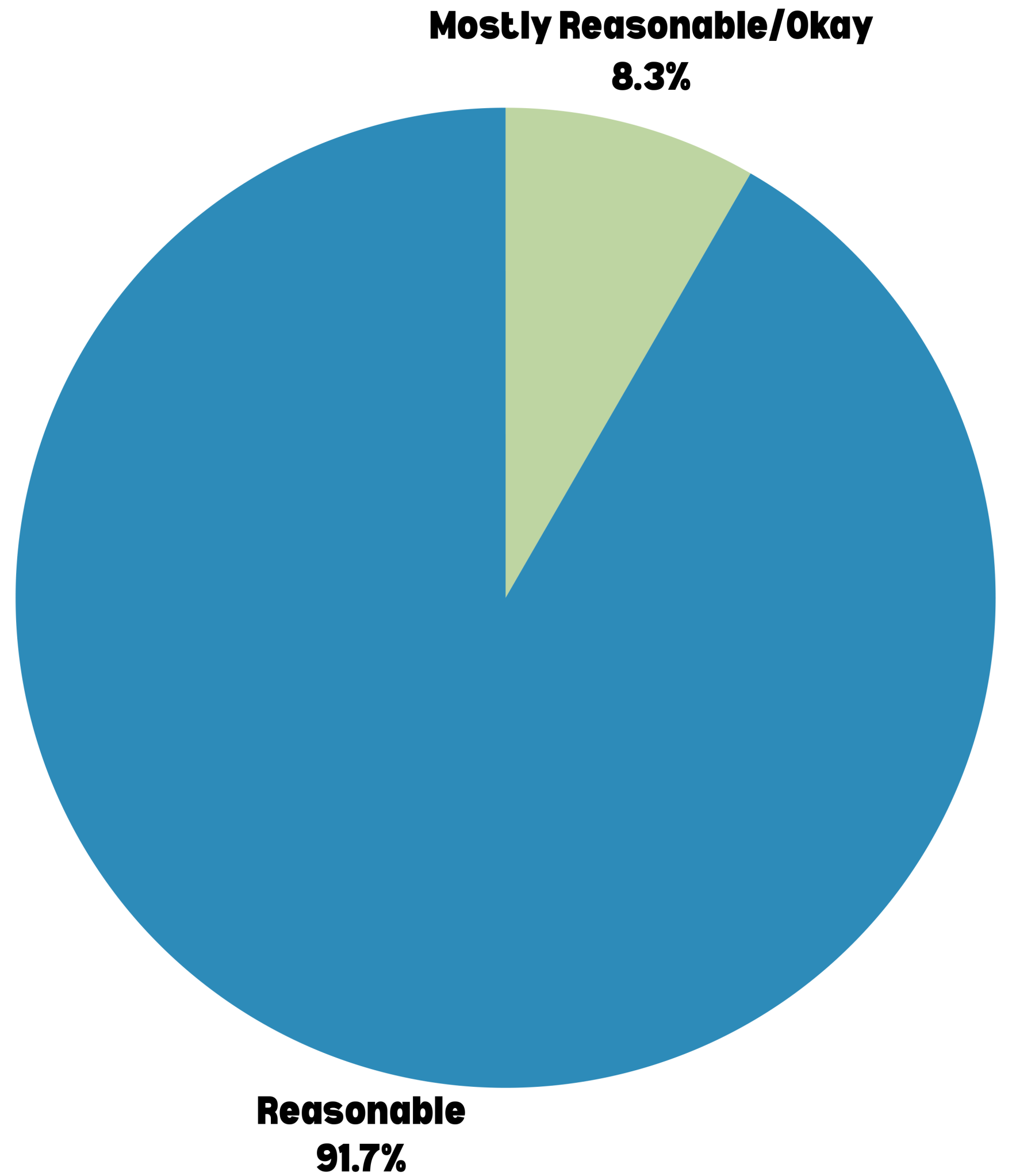
**Safe**  
**11.9%**

# There's Always a Place to Sit





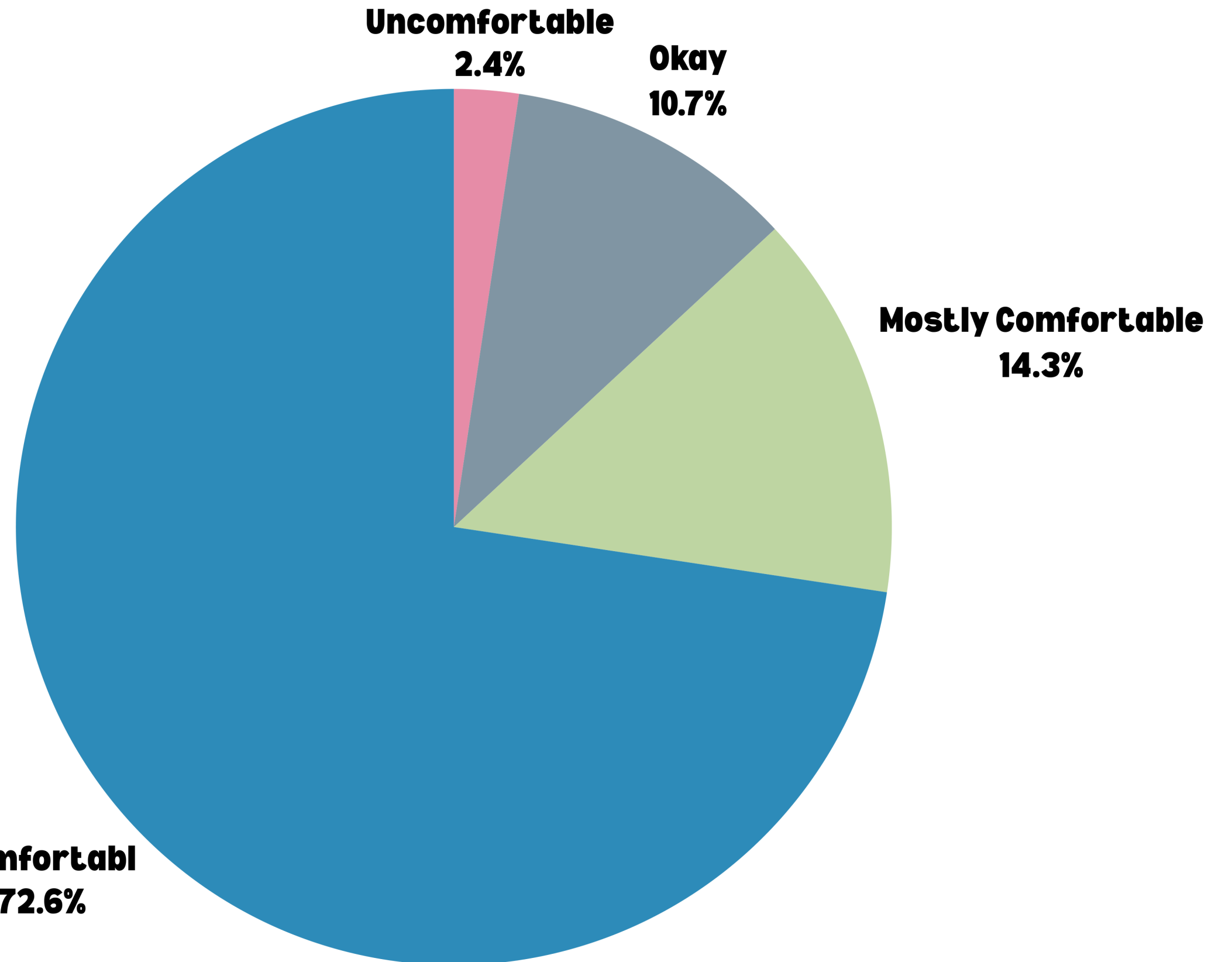
# Wait Time



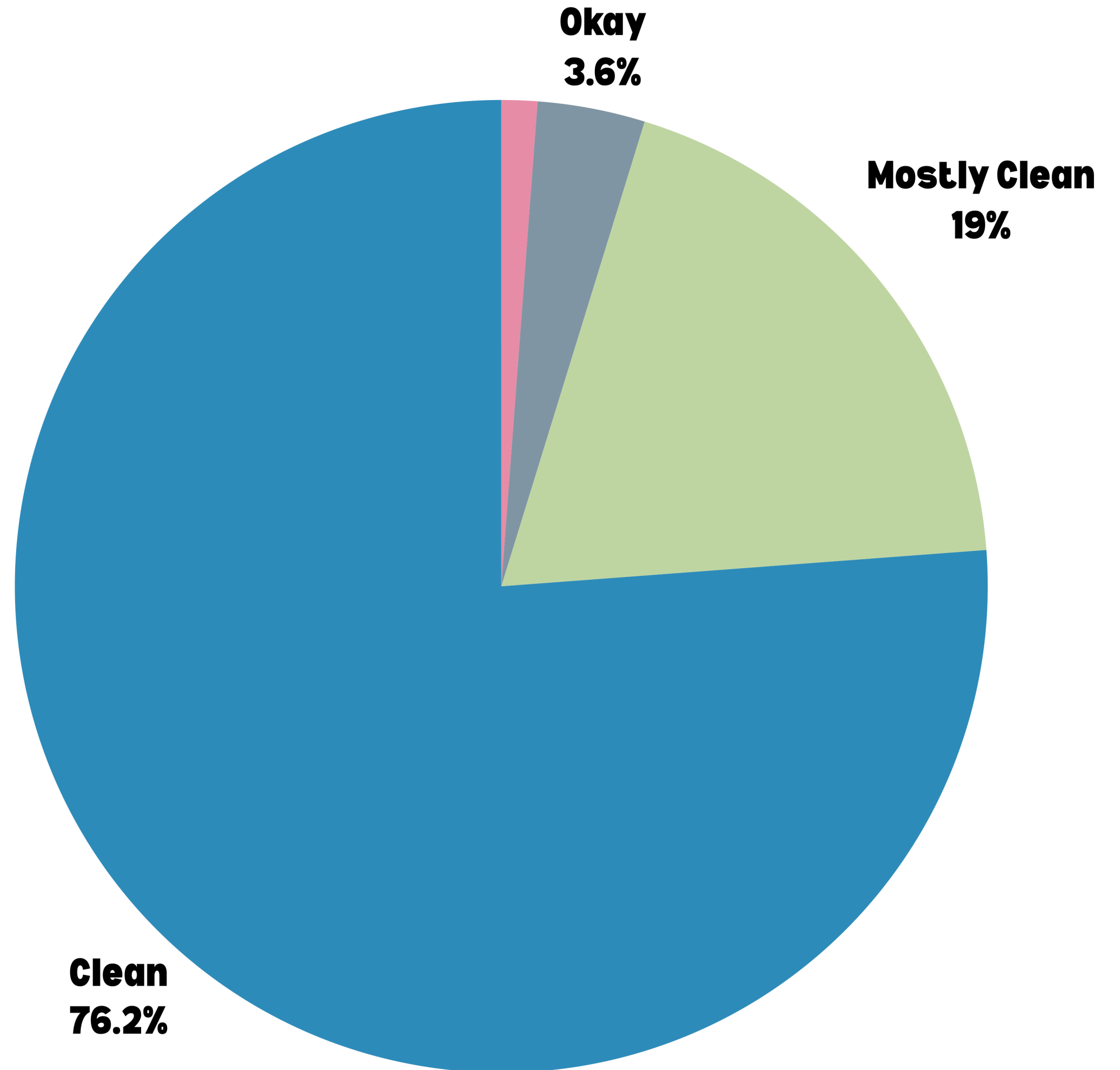
# Comfort (furniture/lighting/etc)



**Comfortabl**  
**72.6%**

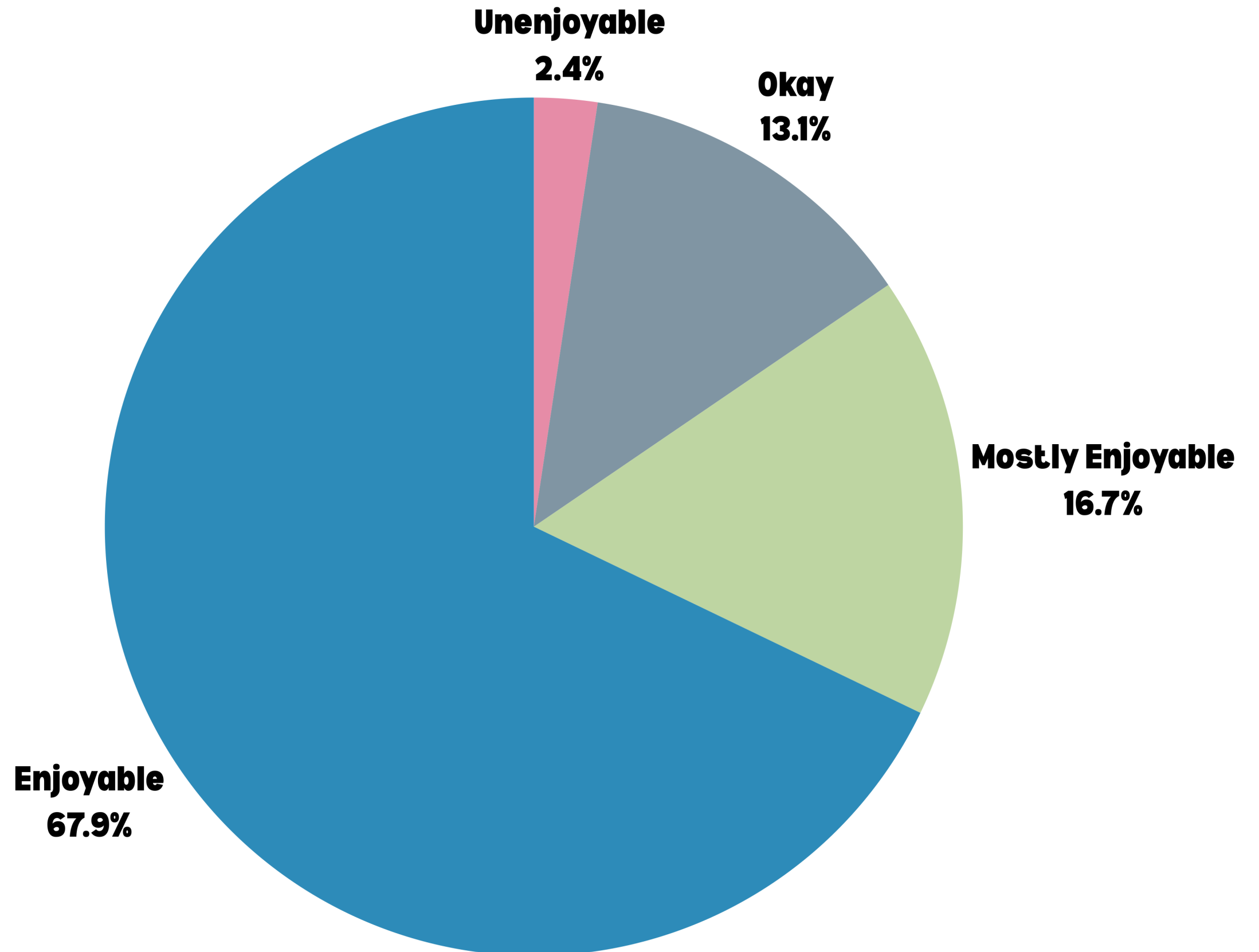


# Cleanliness





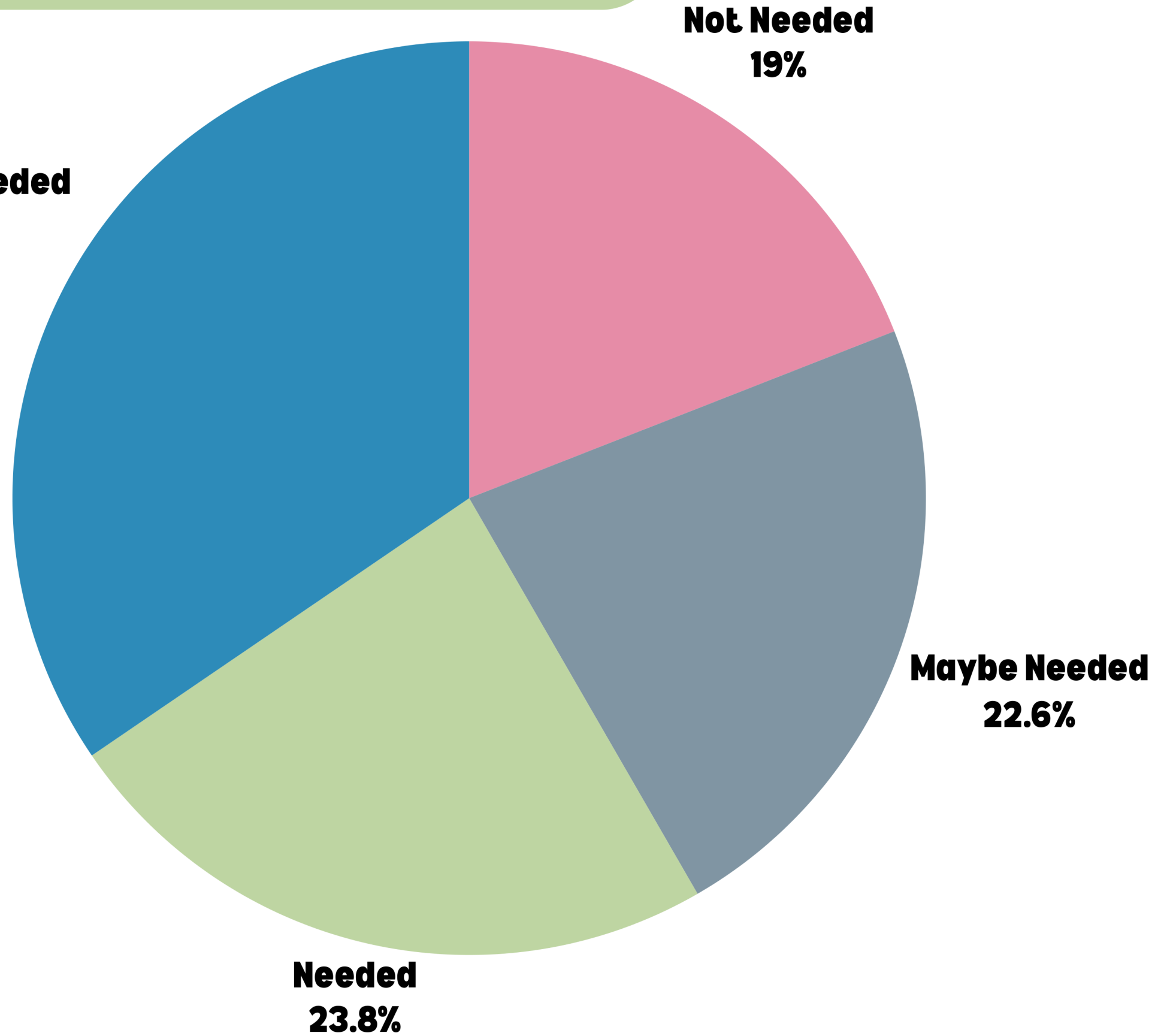
# Tools/Technology/Toys Available



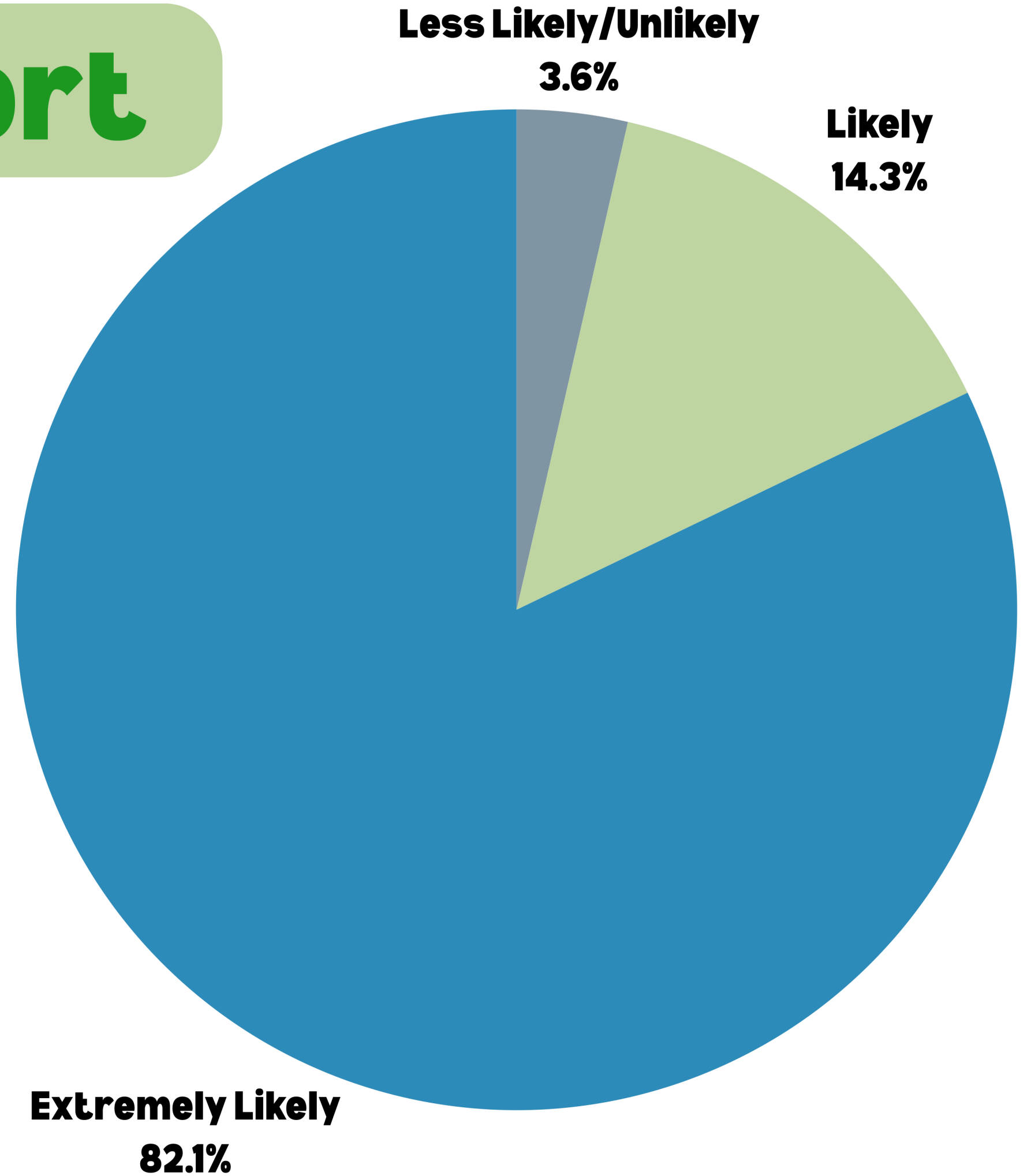
# Interior Library Refresh



**Definitely Needed**  
**34.5%**



# Expansion Support





# Space Needs



## Comments on Need for More Space

- **“Hoping the library construction goes through. With all the library offers, you need more space!”**
- **Improvement - “bigger library for community events,” “larger building for group events, speakers, and more collection space,” and “need more space to get rid of the clutter.”**
- **“Activity space is not enough.”**
- **“It is obvious that staff areas are crowded and inadequate. Also, there is little distancing between space used for various library services. The computers are in the adult book section. Audio books and DVD's border the area used for presentations and events.”**
- **“Continue with your efforts to remodel and expand what is currently a woefully inadequate space for both your staff and the services you provide.”**
- **“More space is needed. It doesn't matter if it is an adult or child activity going on there is never enough space. Some speakers you can barely hear...”**

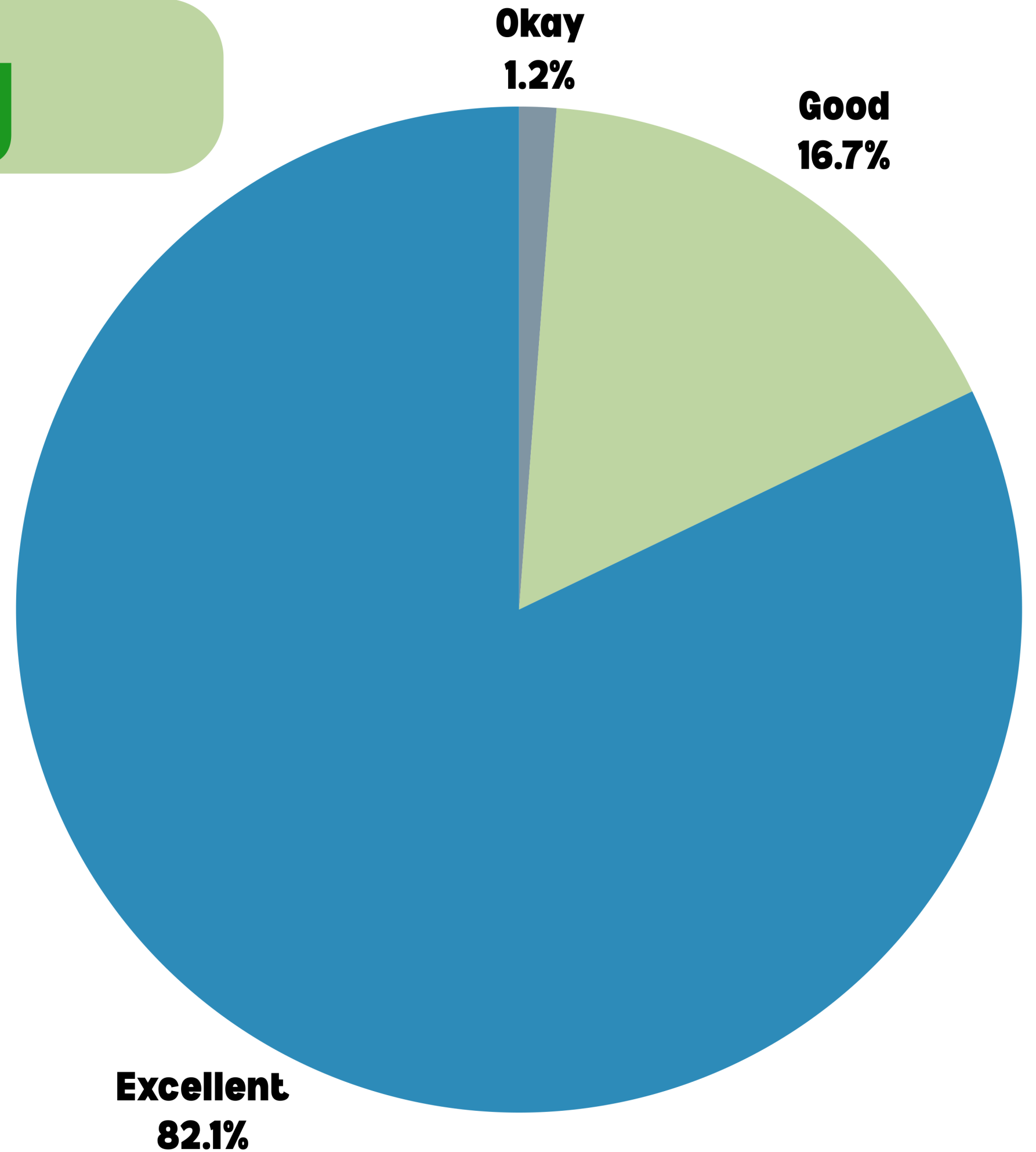
# Addition Ideas

## Comments on Ideas for Addition

- **“More meeting space,” “better meeting space,” “group meeting space,” “quiet areas to work,” “more private, comfortable gathering spaces,” “meeting rooms open late,” and “private meeting spaces for book clubs.”**
- **“More seating, maybe a calming corner with bean bags, lights, different sensory items,” “comfy chairs,” “more tables,” “more space for computers,” “add a few spaces for adults to sit and read,” “more places to sit would be nice,” “more comfortable furniture,” “cafe-type setting for computers,” and “quiet sitting nooks.”**
- **“Children’s area as a focus for improvement,” “focus on children’s area,” and “more room in the kids area.”**
- **“It needs more space to house the collections,” “more open space, large plants,” “more activity space and additional restrooms,” “more local art,” “larger space for reading,” and “relaxing colors.”**
- **“Check out space, library entry and book return need to be separated. Space separate from patron browsing and using periodicals.”**



# Library Rating





# Community



## How Does the Library Benefit the Community?

- **“It is a vital part of the community.”**
- **“Angie and staff have invented and implement food outreach programs that must help many. Bibliodragon, Books on Rails attempt to reach rural and homebound residents. Interweaving of community entities, such as Ventures workers helping with food parcels, teens doing community garden, etc. Strengthens sense of community.”**
- **It is “an equalizer.”**
- **It “brings the community together.”**
- **It “is the community for many of us. All the programs, the free copy machine, the no late fees, the food bags, the lock-in for youth, the friendly helpful people, the books...”**
- **“It is a wonderful asset. Safe location for teens to go after school for learning and reading.”**
- **“In too many ways to list! The outreach, bookmobile, food, programming, ability to print/fax/copy for FREE is a huge amenity for so many.”**
- **“A place of fun and learning for all community members; mostly, a place for children to begin their love of learning.”**





*Spooner Memorial Library*