

# **SPOONER MEMORIAL LIBRARY**

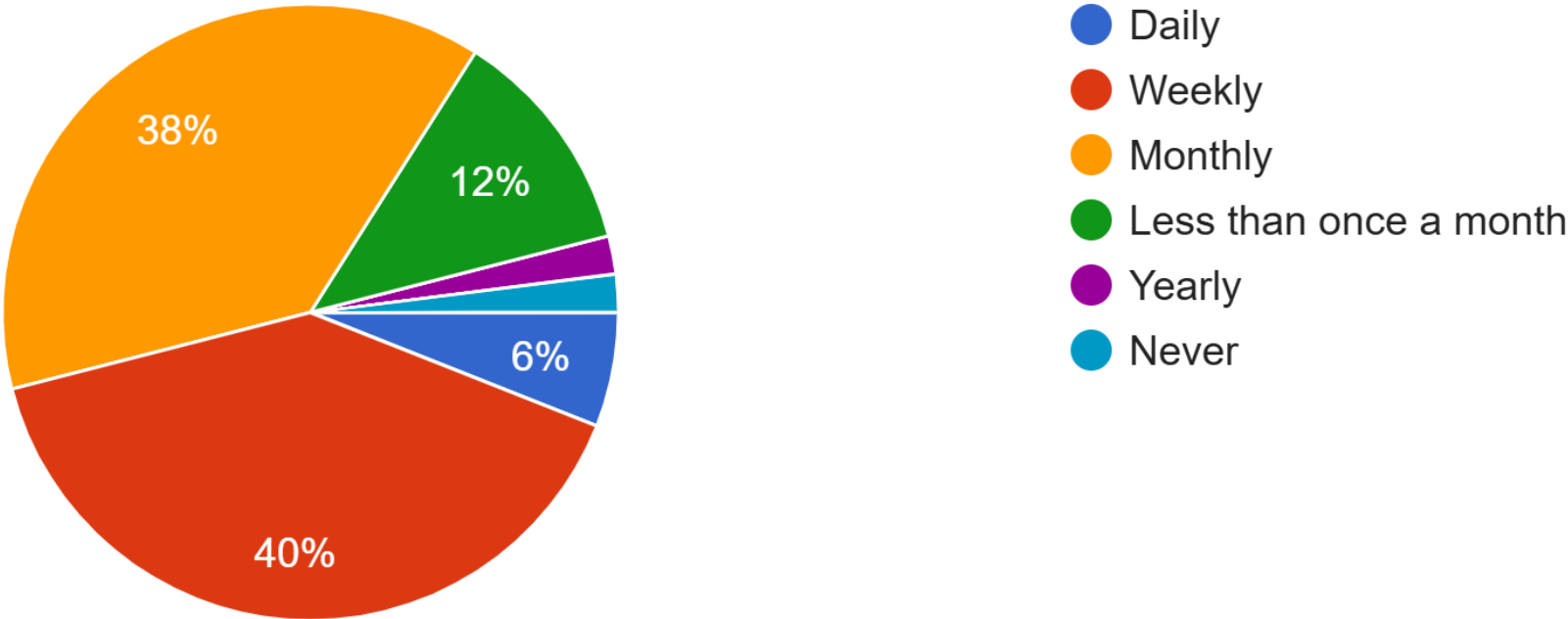
2024 Community Survey Results



# WHO TOOK THE SURVEY

On average, how often do you visit the library?

50 responses

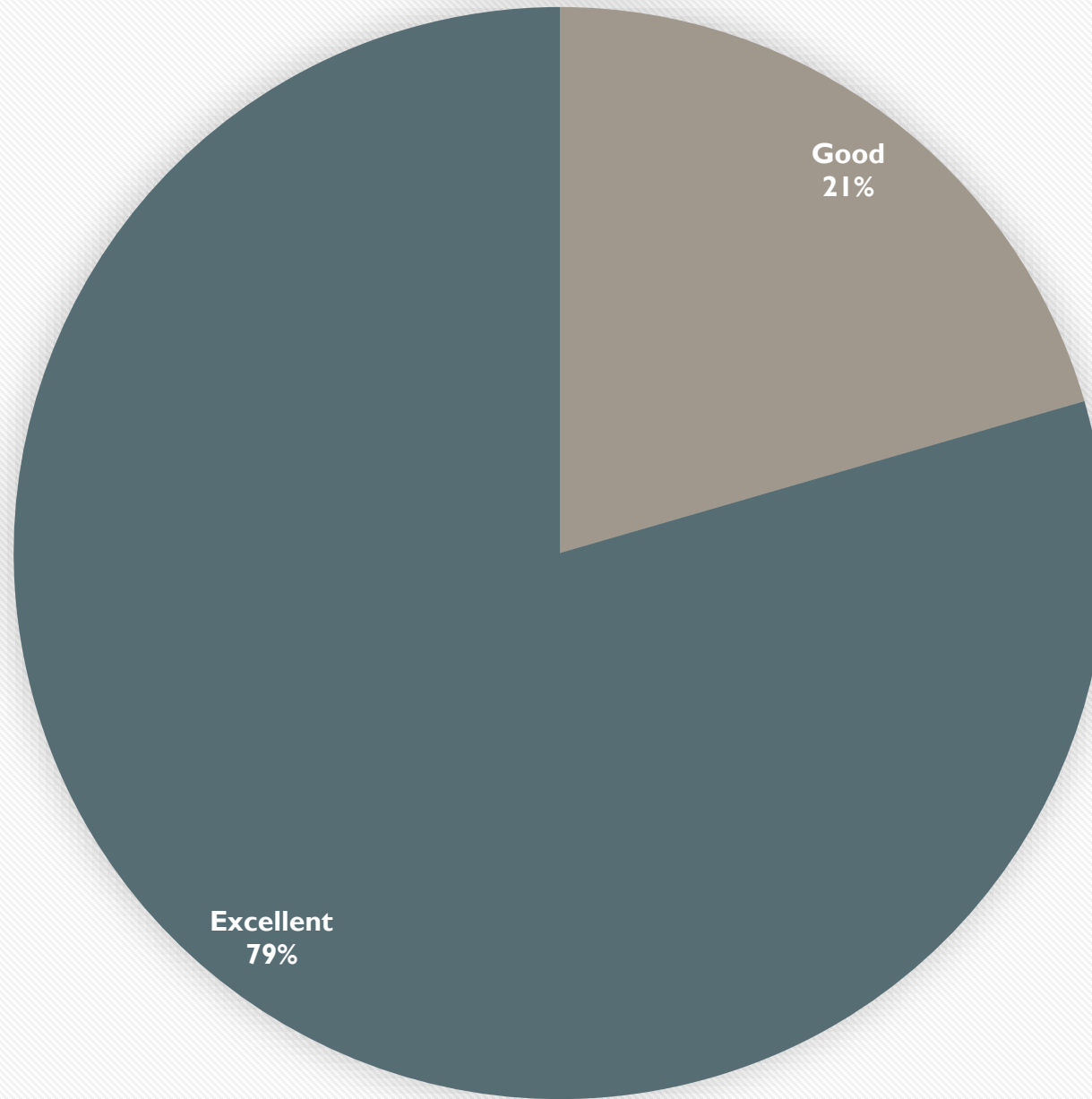


# LIBRARY SERVICES

2024 Community Survey Results



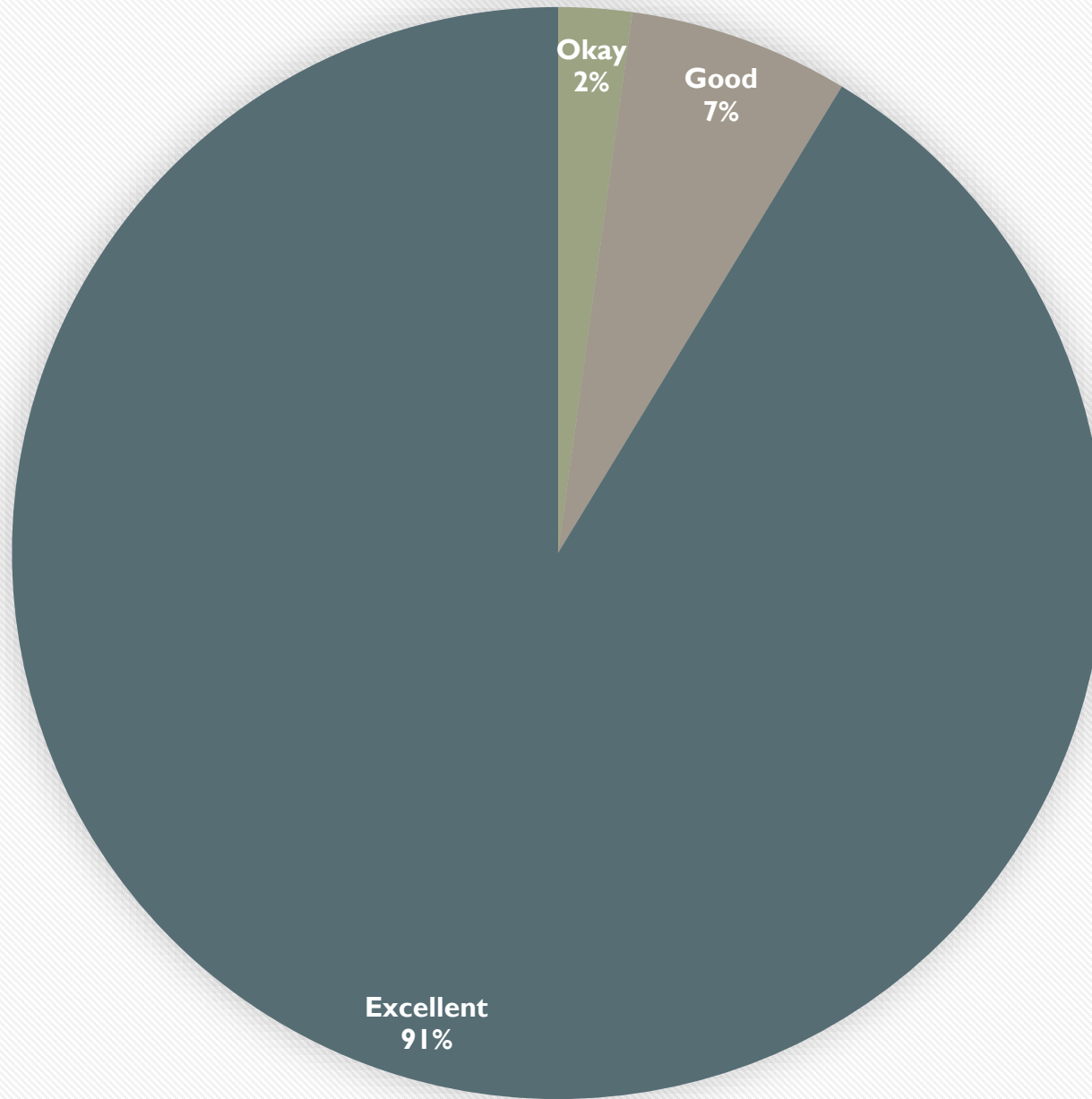
# Reference Services



■ Terrible ■ Okay ■ Good ■ Excellent



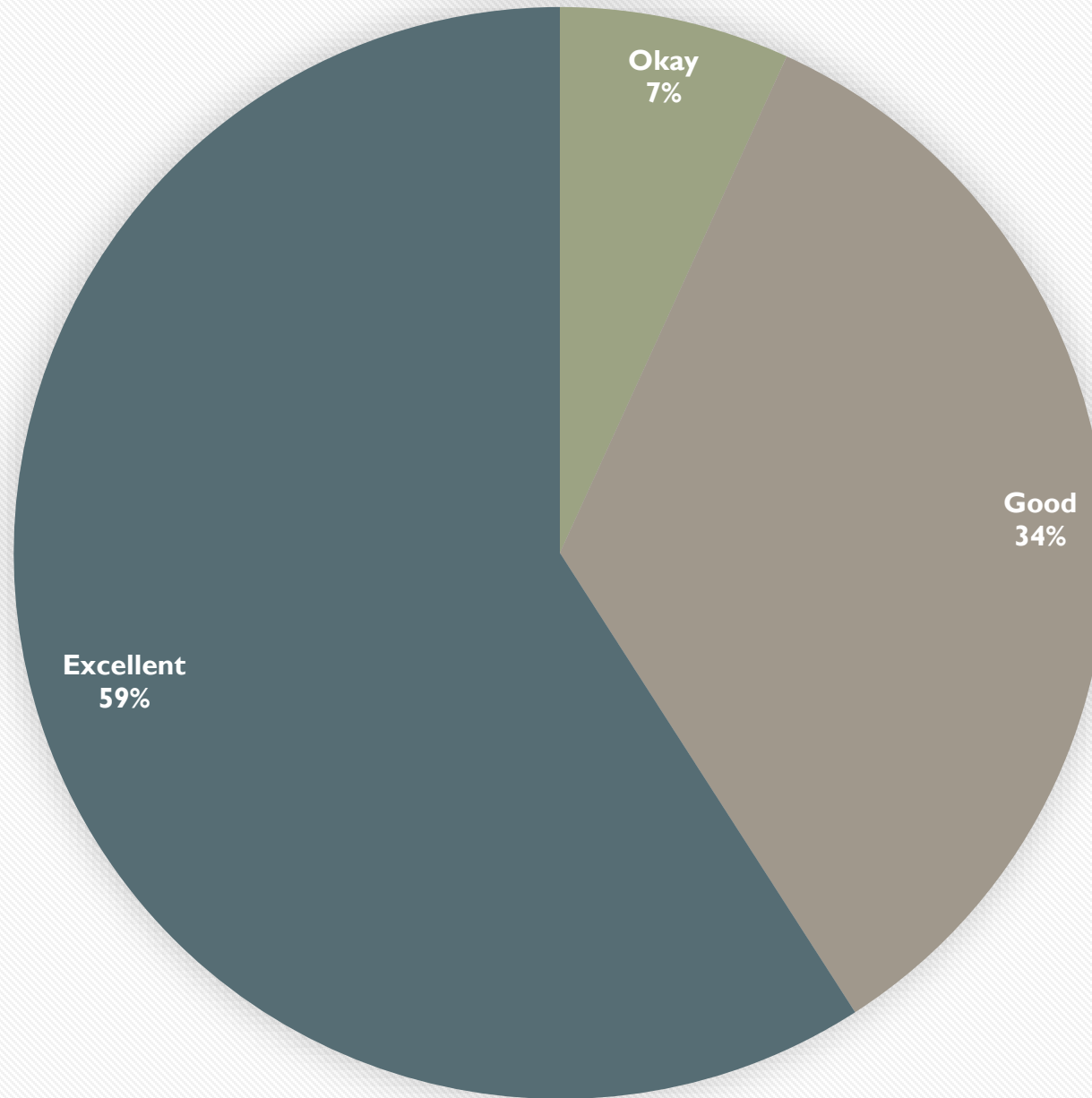
# Customer Service



■ Terrible ■ Okay ■ Good ■ Excellent



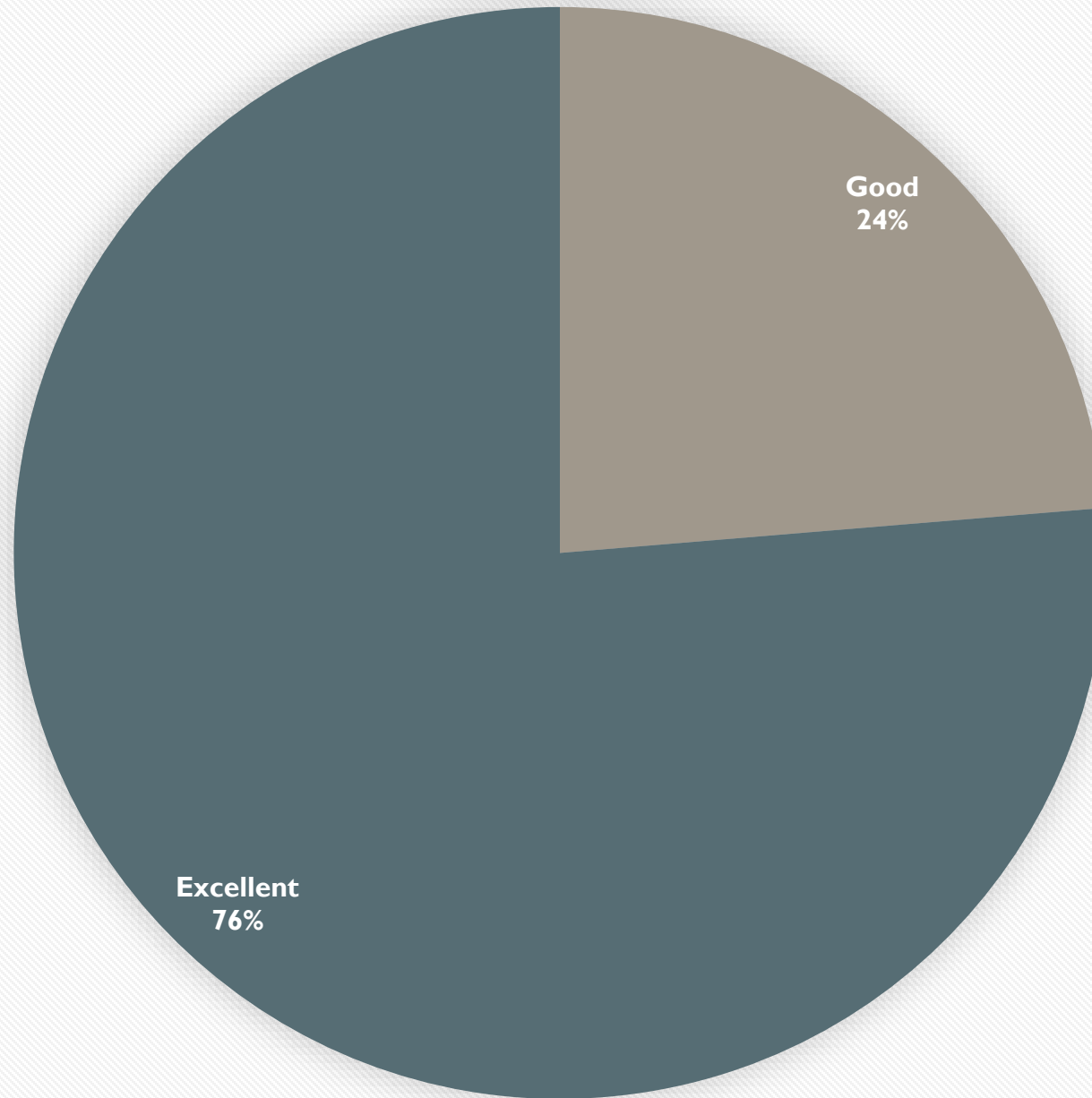
# Library Collection



■ Terrible ■ Okay ■ Good ■ Excellent



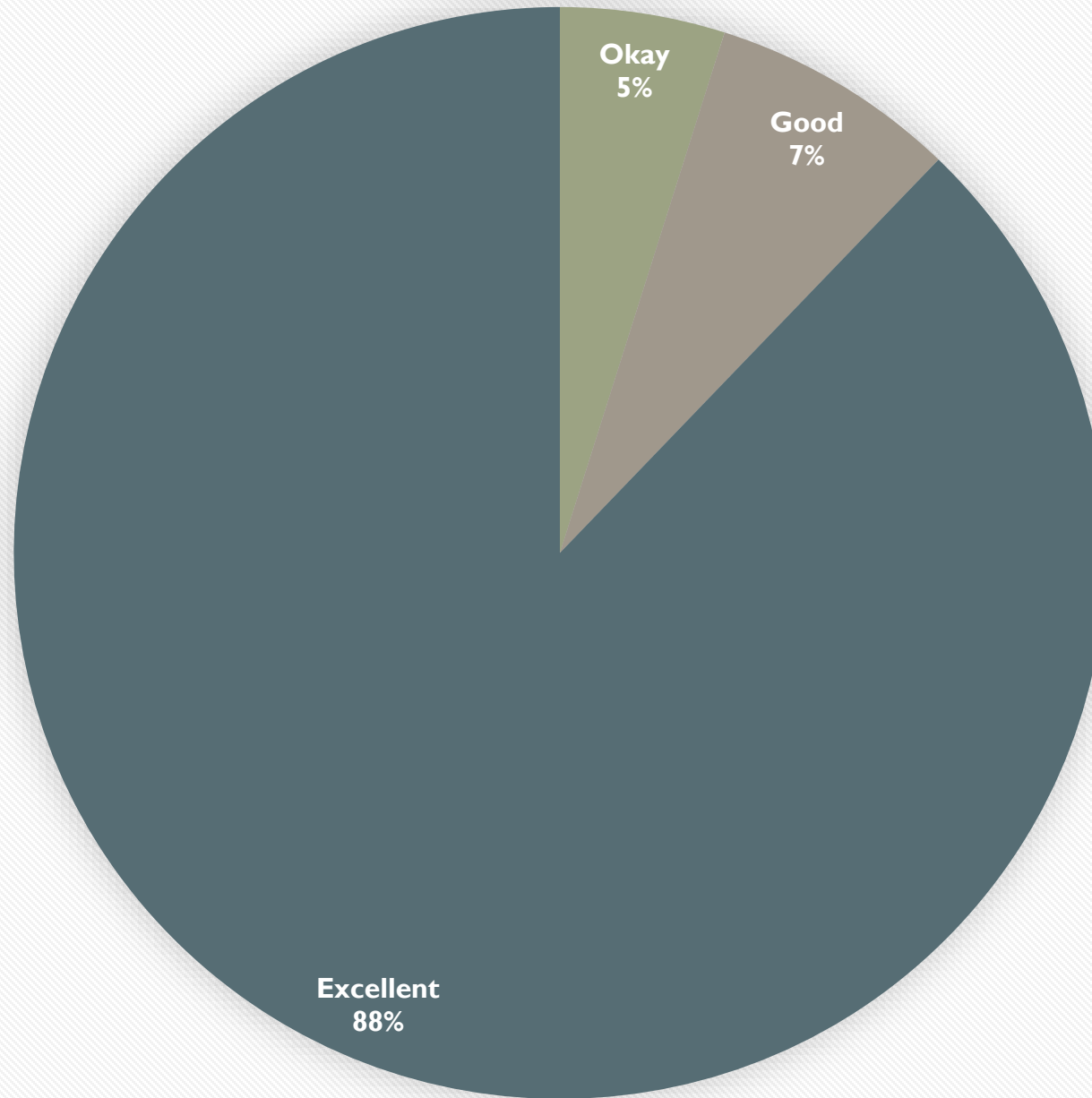
# Inter Library Loan



■ Terrible ■ Okay ■ Good ■ Excellent



# Library Policies

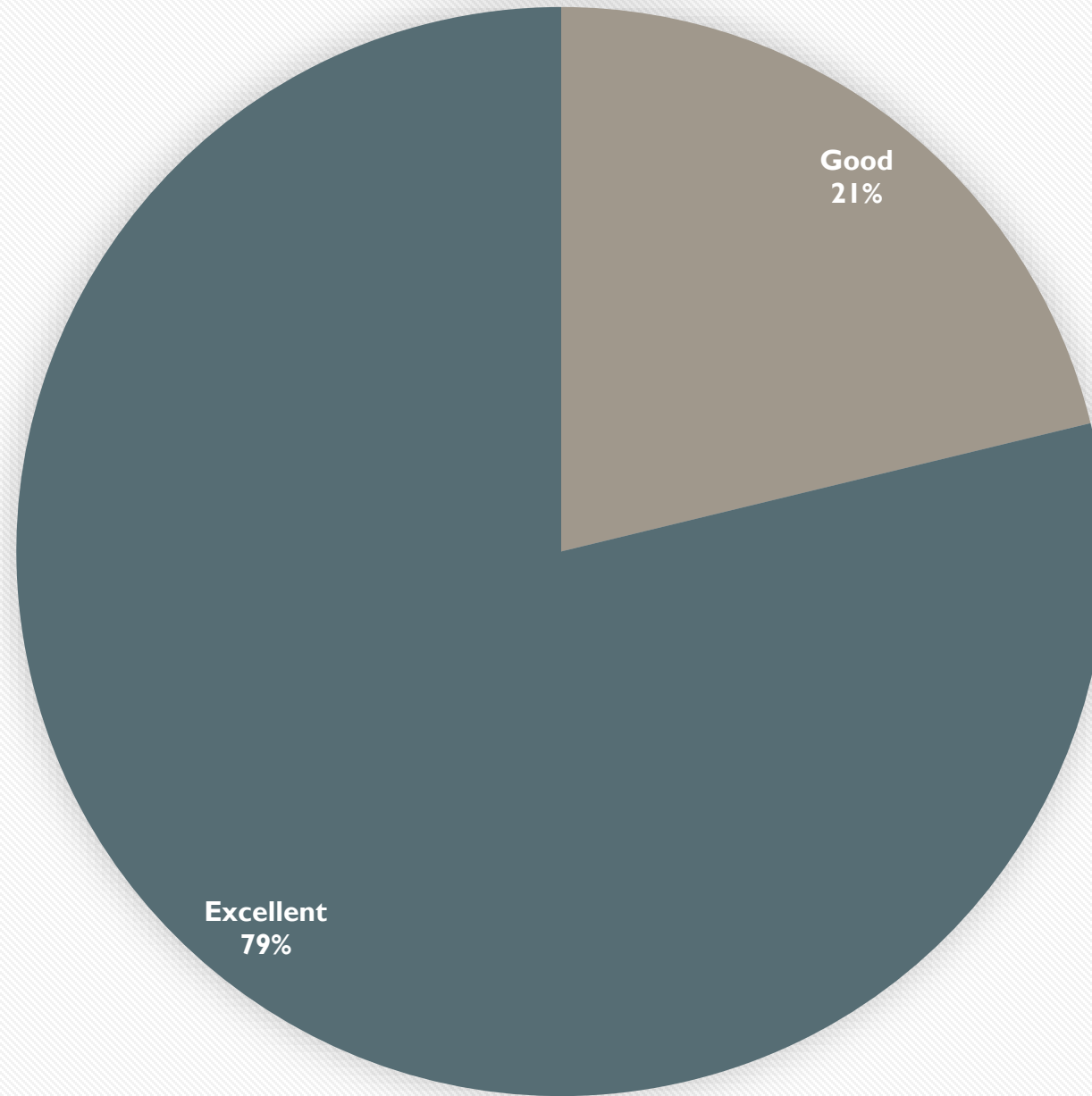


■ Terrible ■ Okay ■ Good ■ Excellent





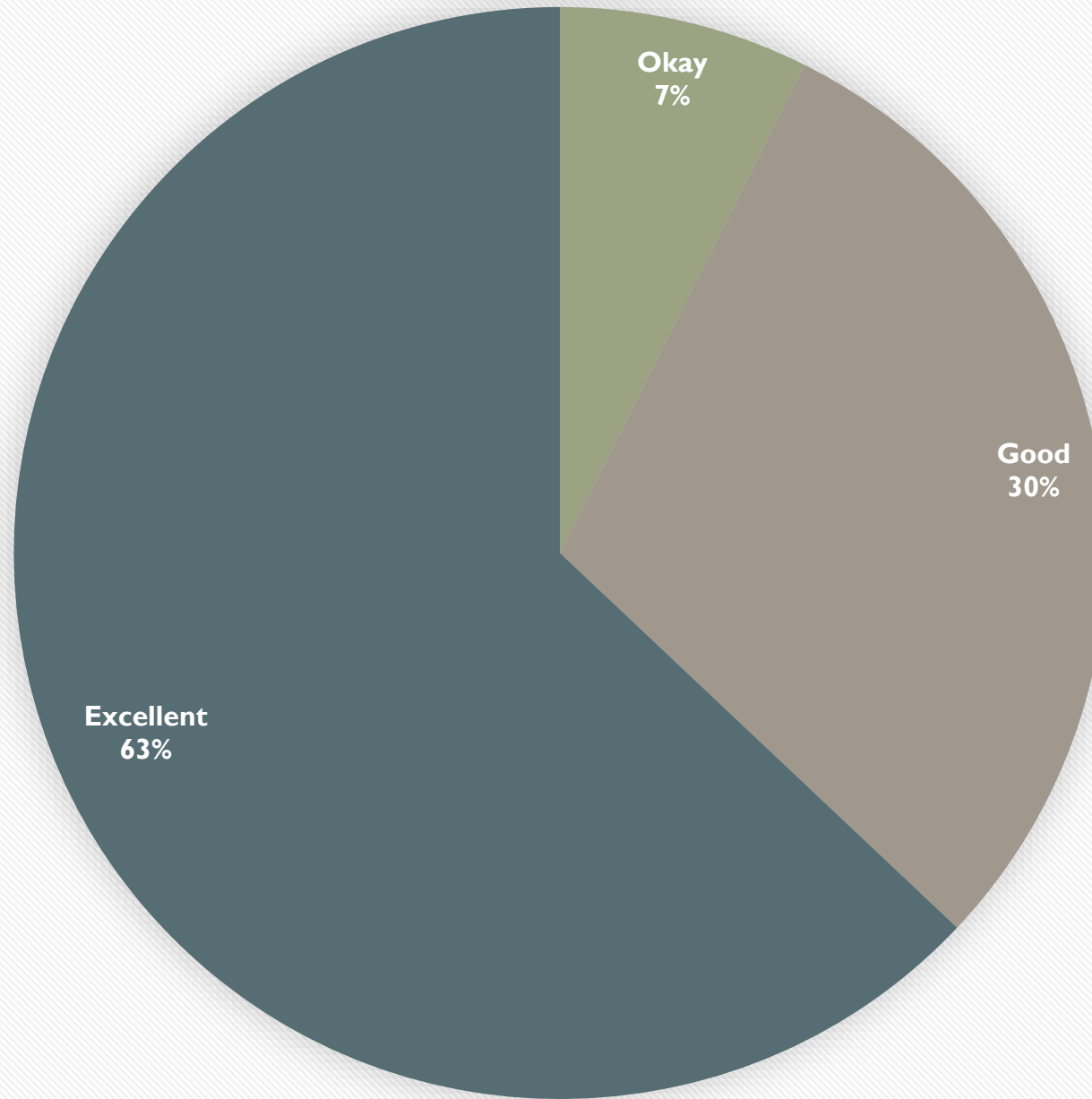
# Computers & Printing/Scanning/Faxing/Copying Services



■ Terrible ■ Okay ■ Good ■ Excellent



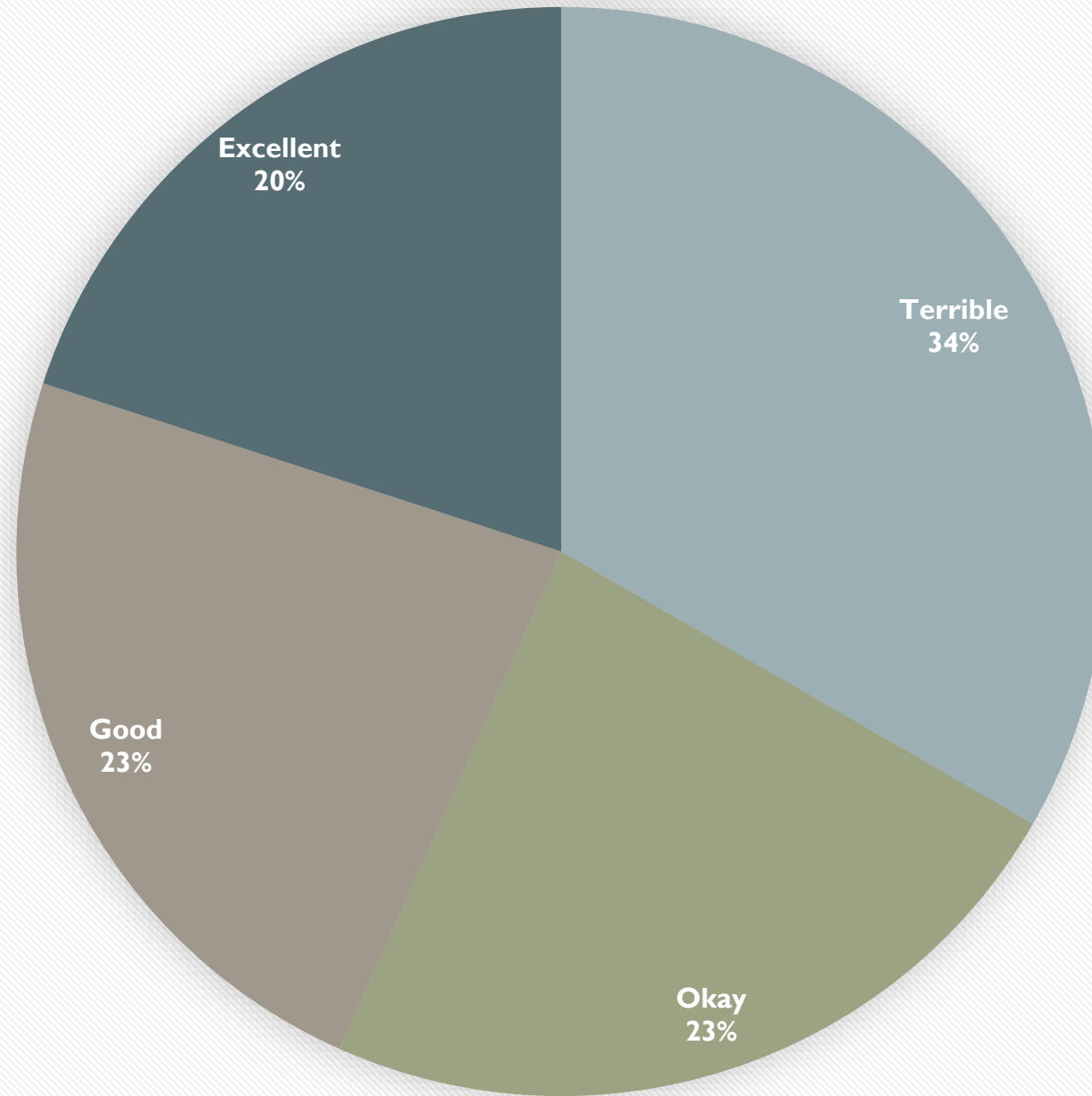
# Internet Speed



■ Terrible ■ Okay ■ Good ■ Excellent



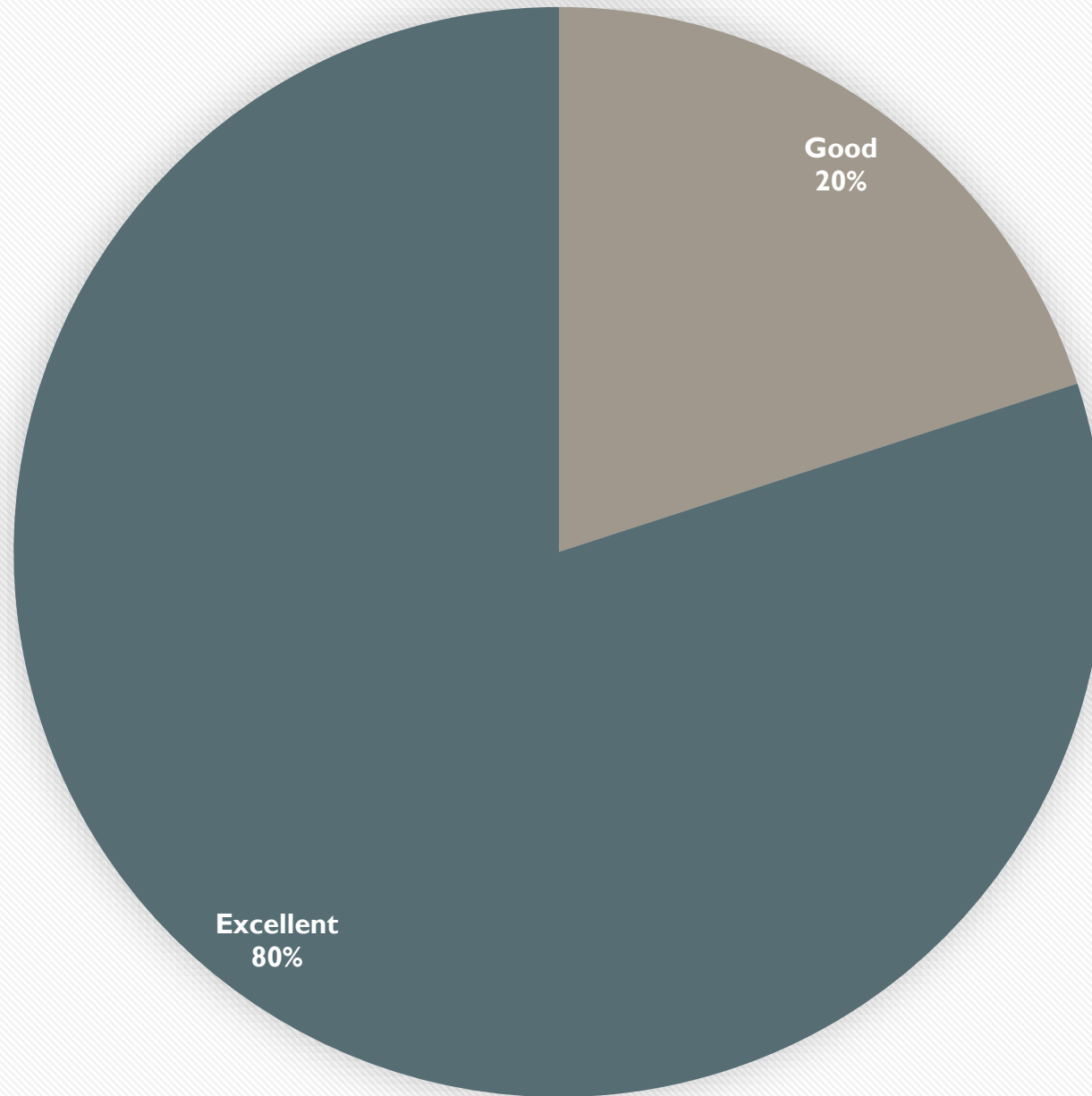
# Meeting Room Space



■ Terrible ■ Okay ■ Good ■ Excellent



# Outreach Services (bookmobile, events, food services)



■ Terrible ■ Okay ■ Good ■ Excellent



## COMMENTS ON LIBRARY SERVICES

- Spooner Library is the best community library I have seen, wouldn't change a thing!
- Excellent staff.
- I find the Spooner Library exceeds my expectations.
- Love the library – especially the Library of Things and the children's area and activities.
- I have been very pleased with my interactions with staff and have found what I'm looking for.
- Excellent library. Programs for all ages and beyond books. Real community building goes on in this library.
- The library is my favorite business in town. Well run by an excellent staff.
- I like my library very much. I don't know what I would do without it.

## THINGS TO WORK ON (LIBRARY SERVICES)

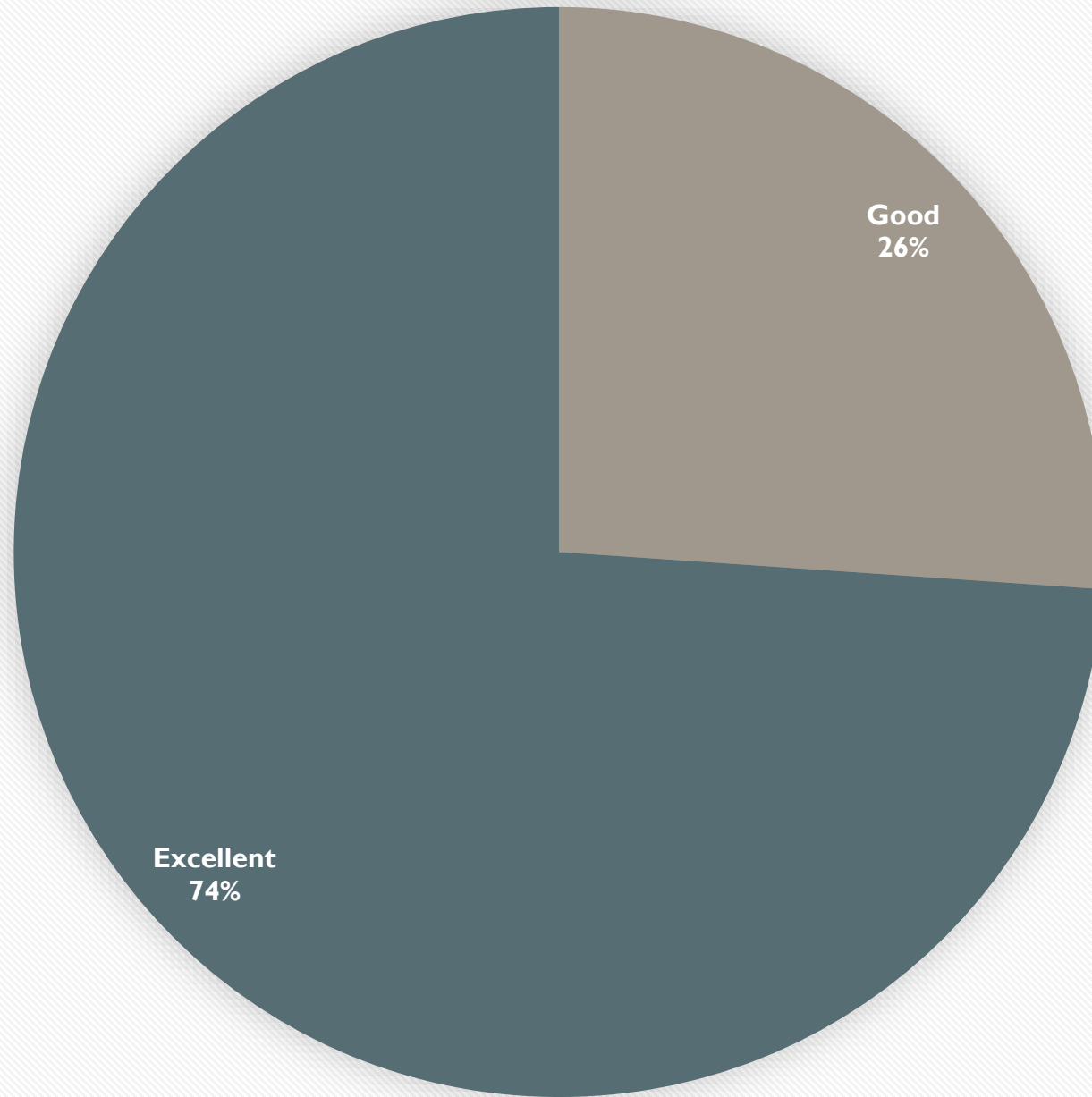
- More meeting space, less clutter, bigger building.
- Multiple story hours to accommodate large crowd in small space.
- Staff always at front desk and quieter.
- Be careful not to duplicate the services other agencies provide.
- Larger DVD collection and more series.
- Program ideas – Foreign film festival, more speakers/authors/programs,
- Earlier morning hours.

# LIBRARY COLLECTION

2024 Community Survey Results



# Adult Books

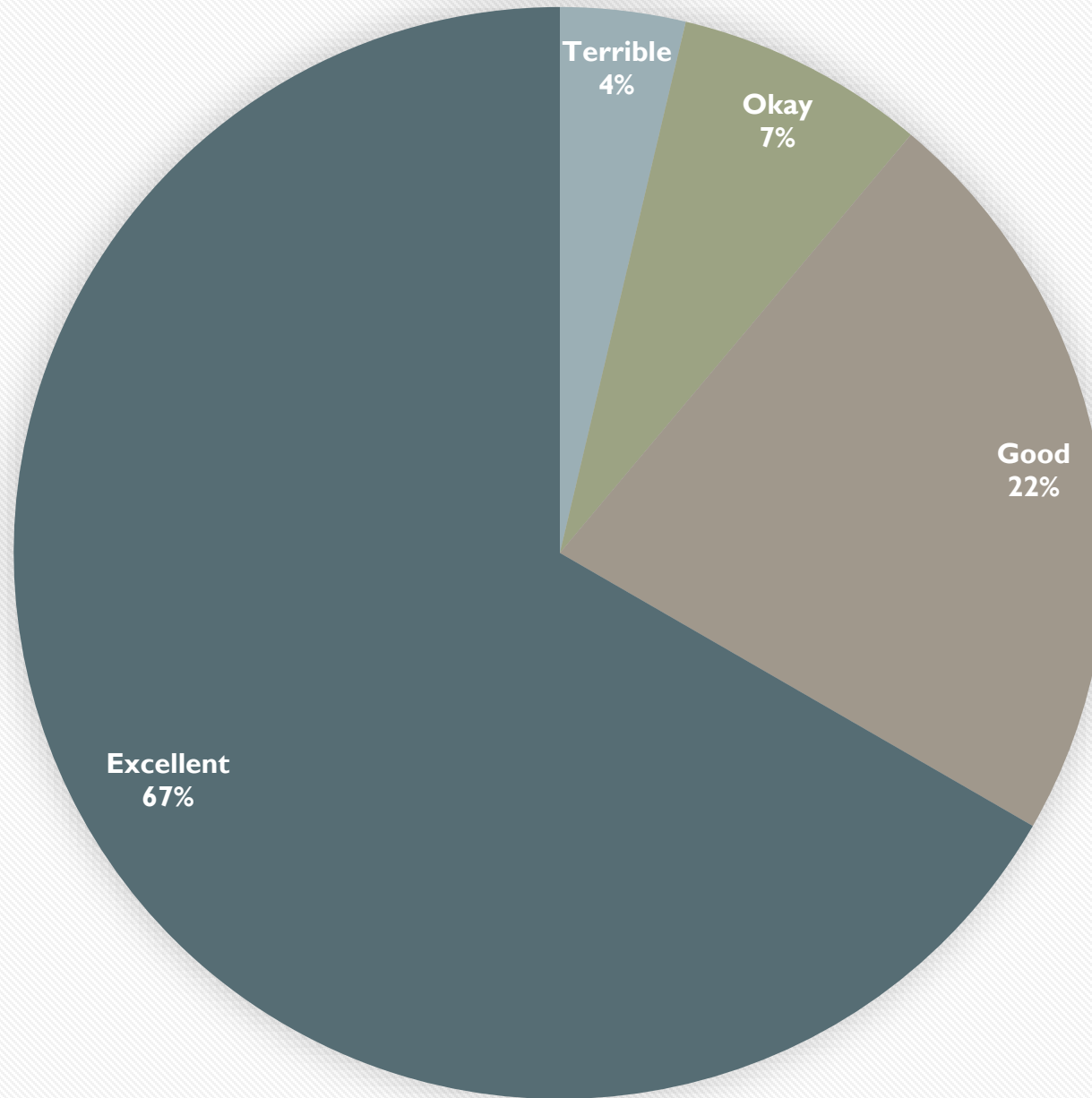


■ Terrible ■ Okay ■ Good ■ Excellent





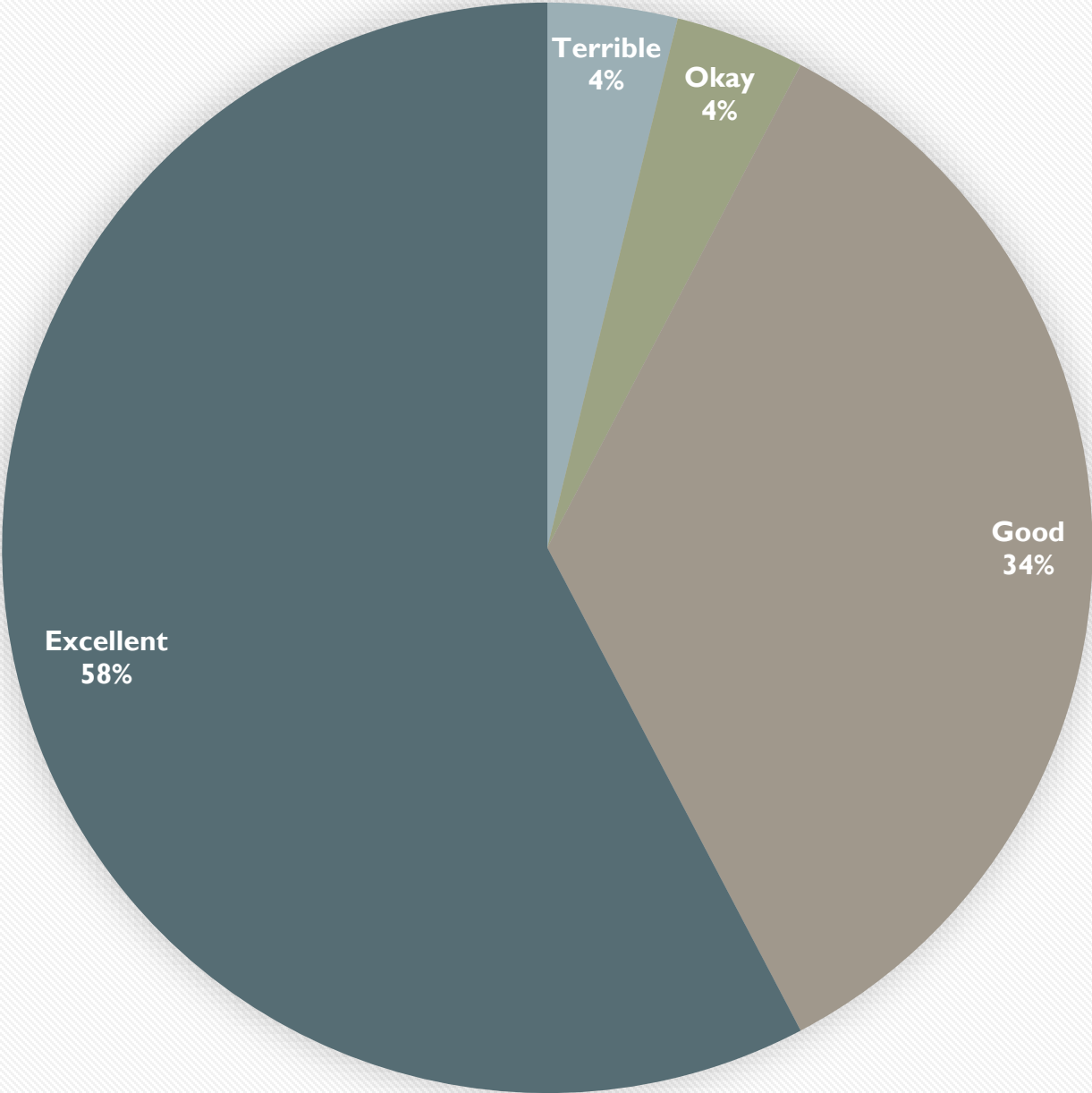
# Young Adult Books



■ Terrible ■ Okay ■ Good ■ Excellent



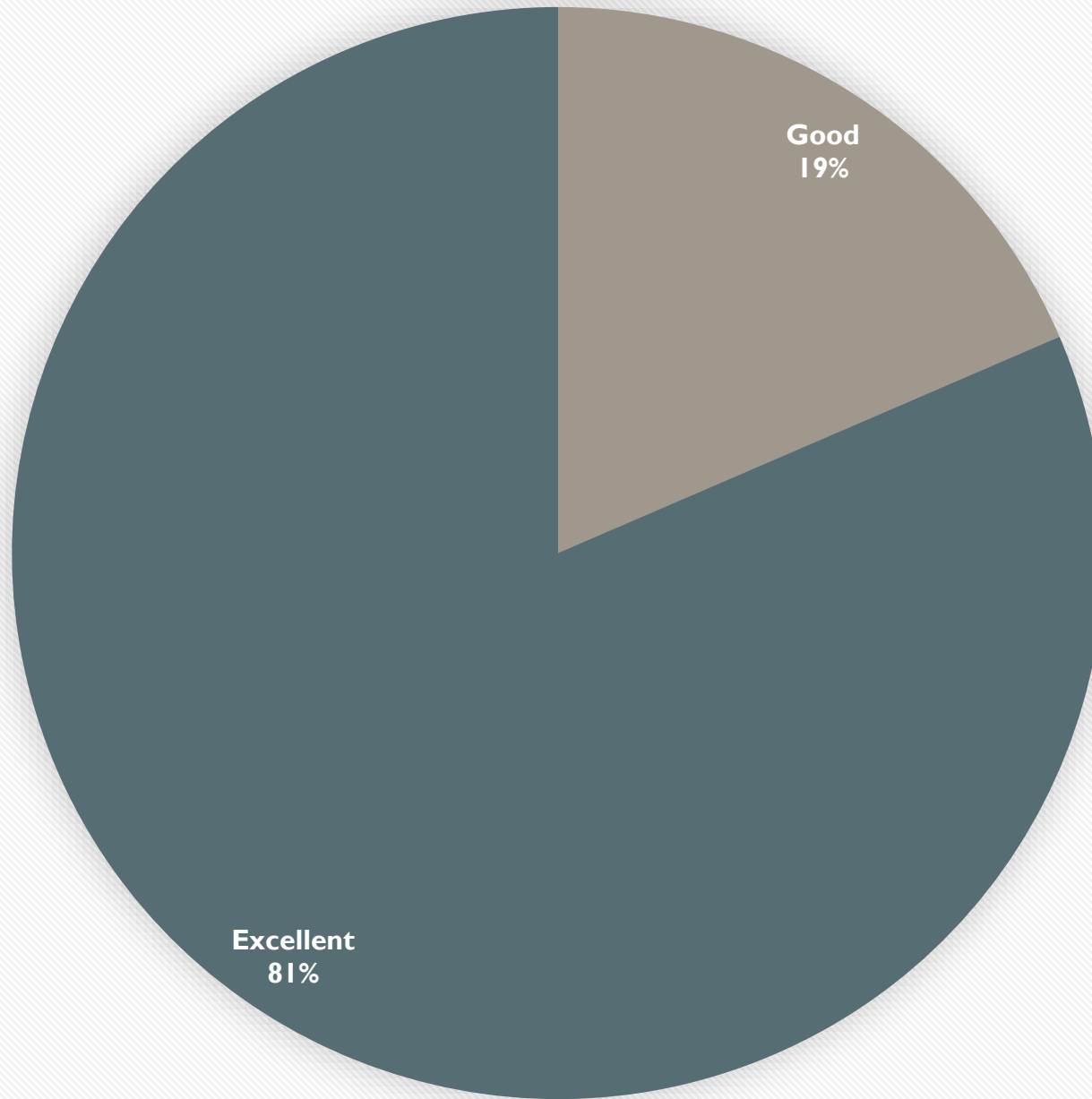
# Juvenile (Chapter) Books



■ Terrible ■ Okay ■ Good ■ Excellent



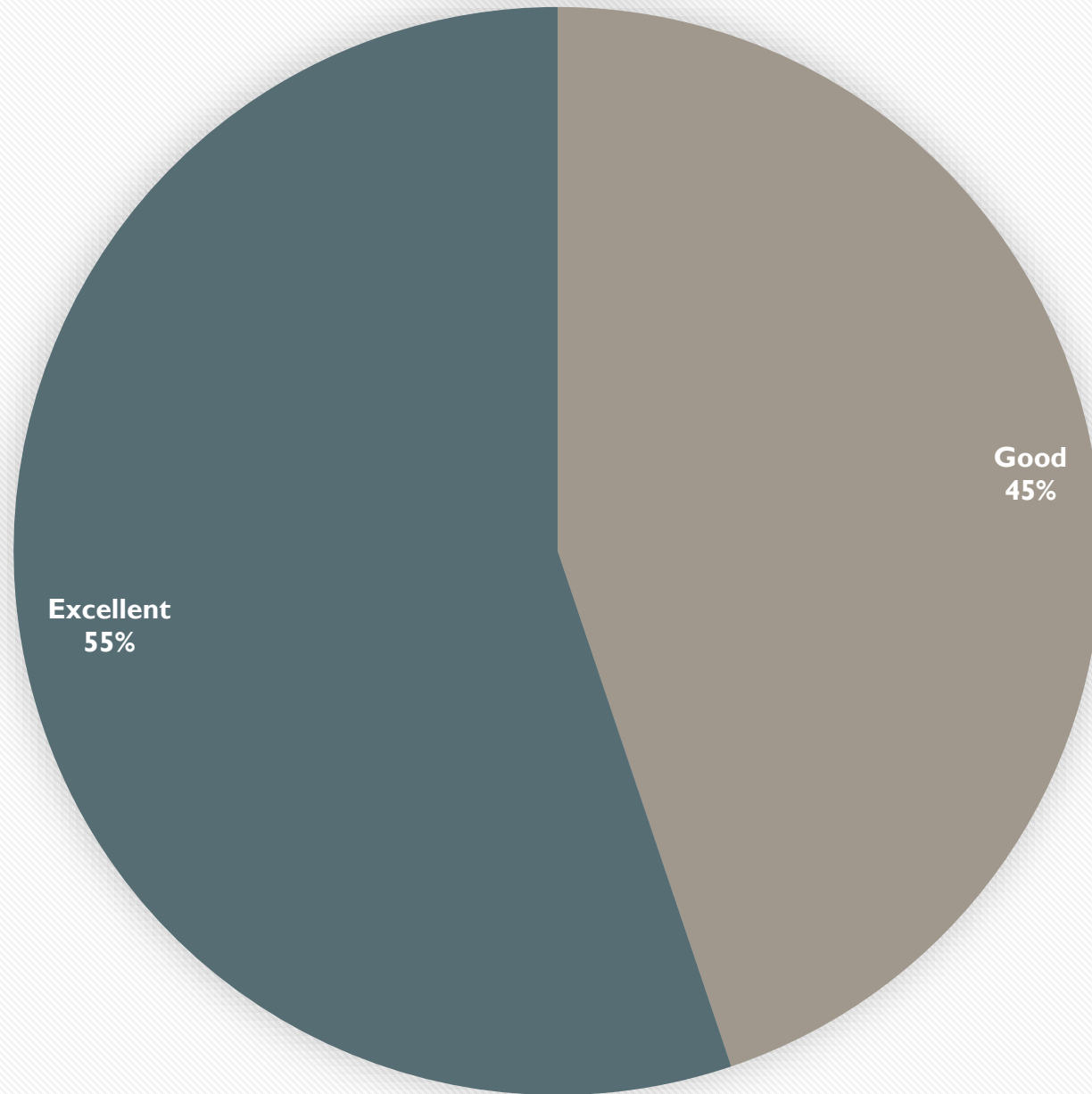
# Children's Books



■ Terrible ■ Okay ■ Good ■ Excellent



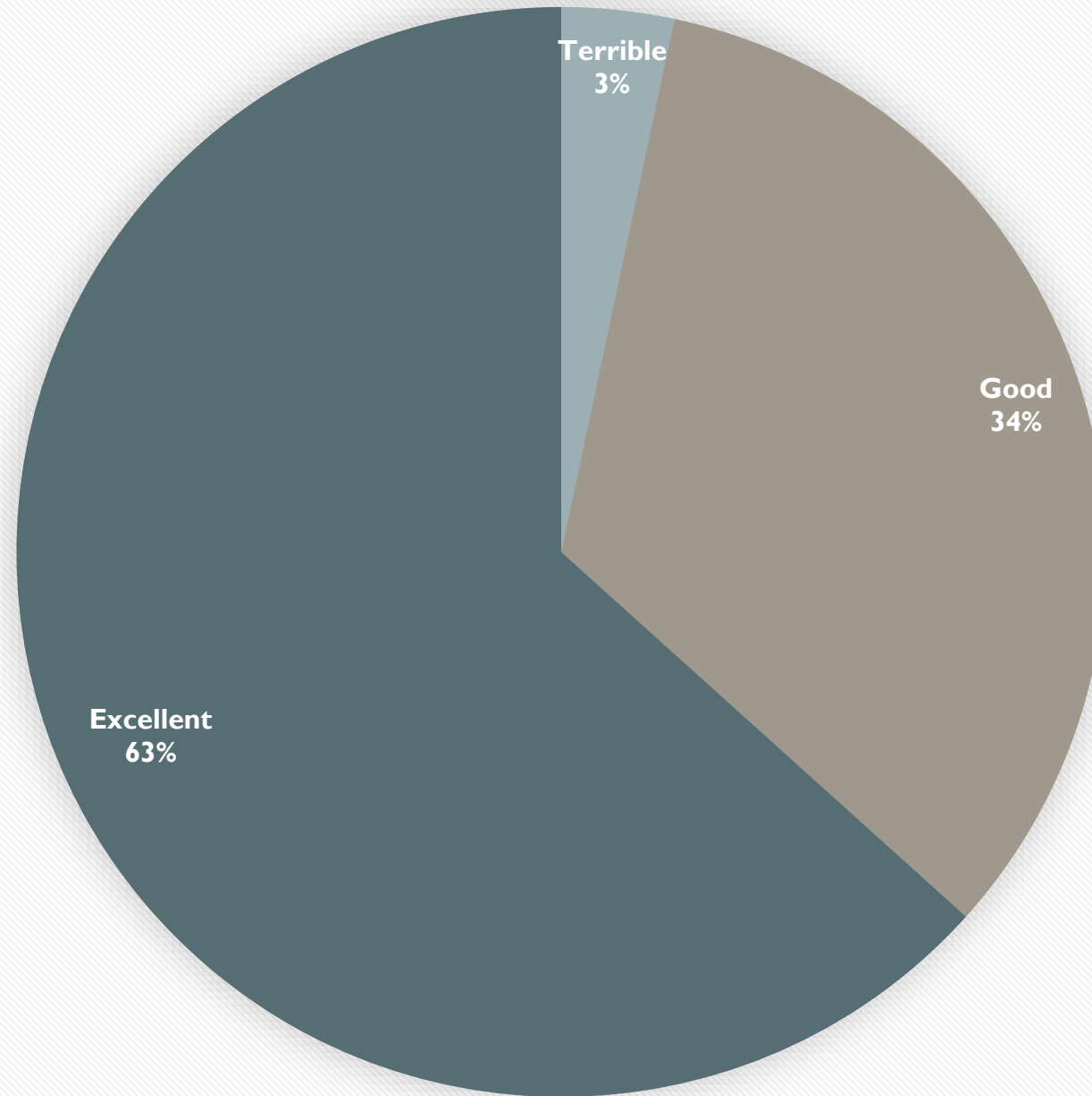
# Audiobooks



■ Terrible ■ Okay ■ Good ■ Excellent



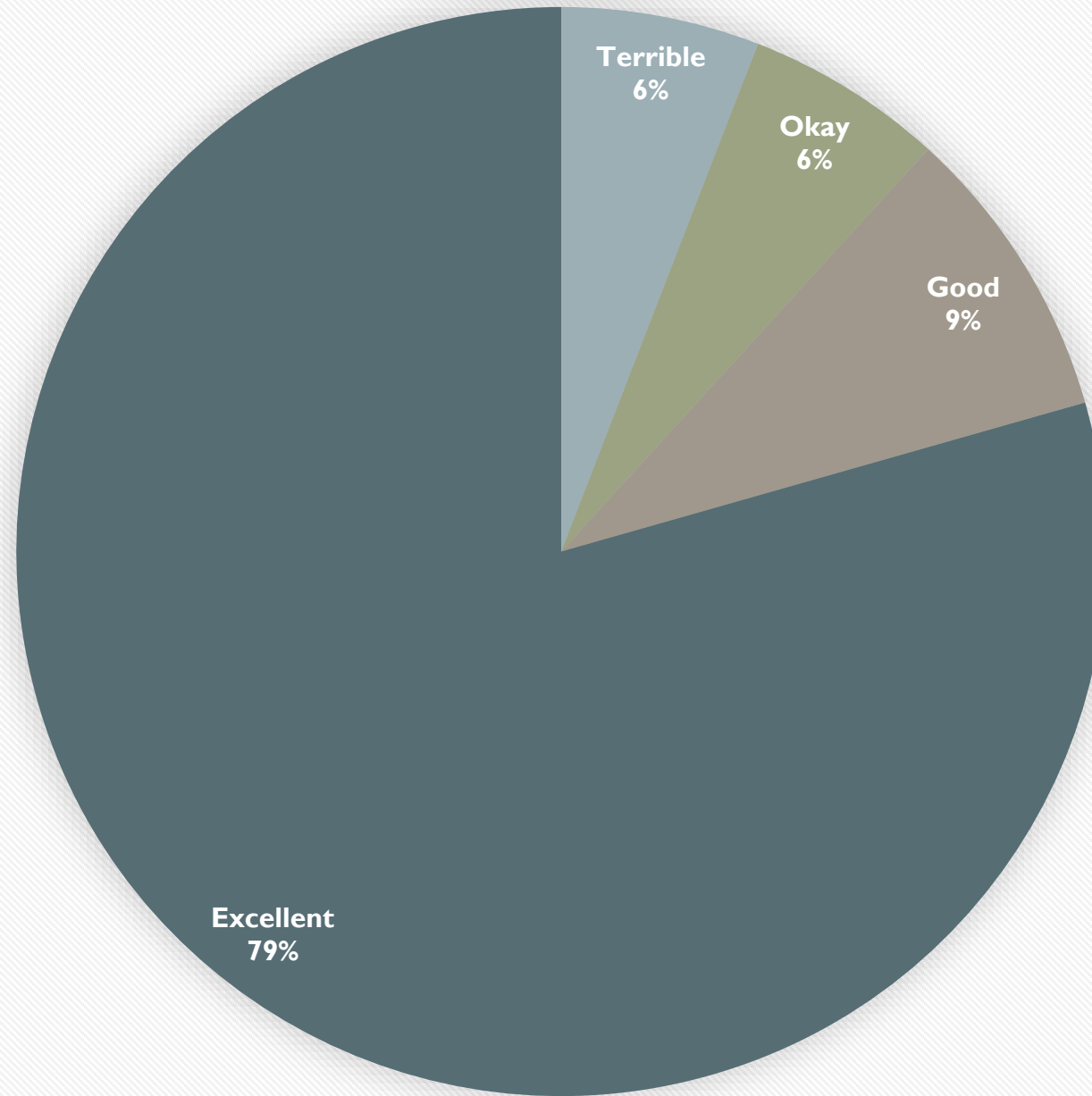
# DVDs/Blu-Rays



■ Terrible ■ Okay ■ Good ■ Excellent



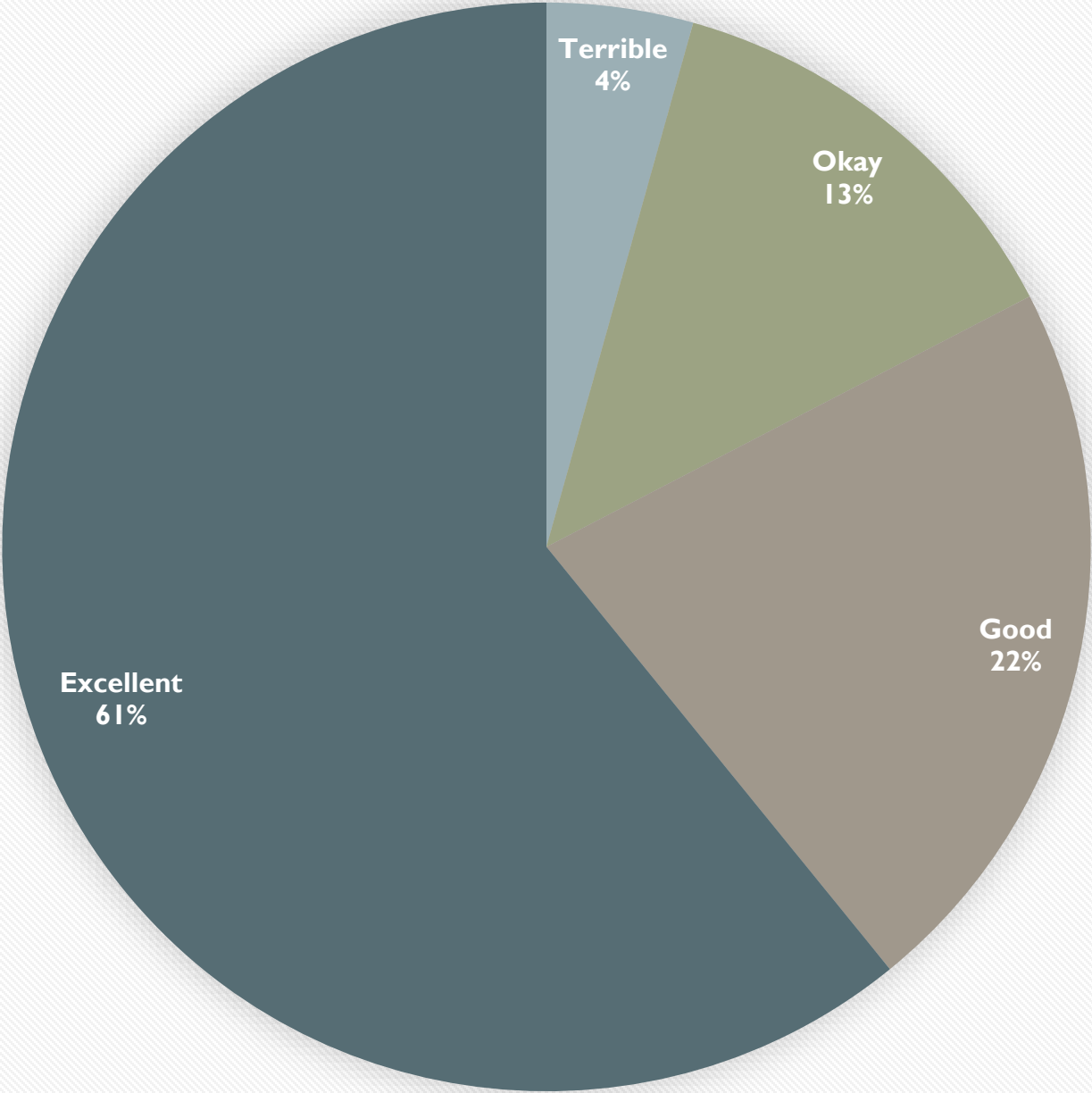
# Library of Things (kits, toys, games, puzzles, etc.)



■ Terrible ■ Okay ■ Good ■ Excellent



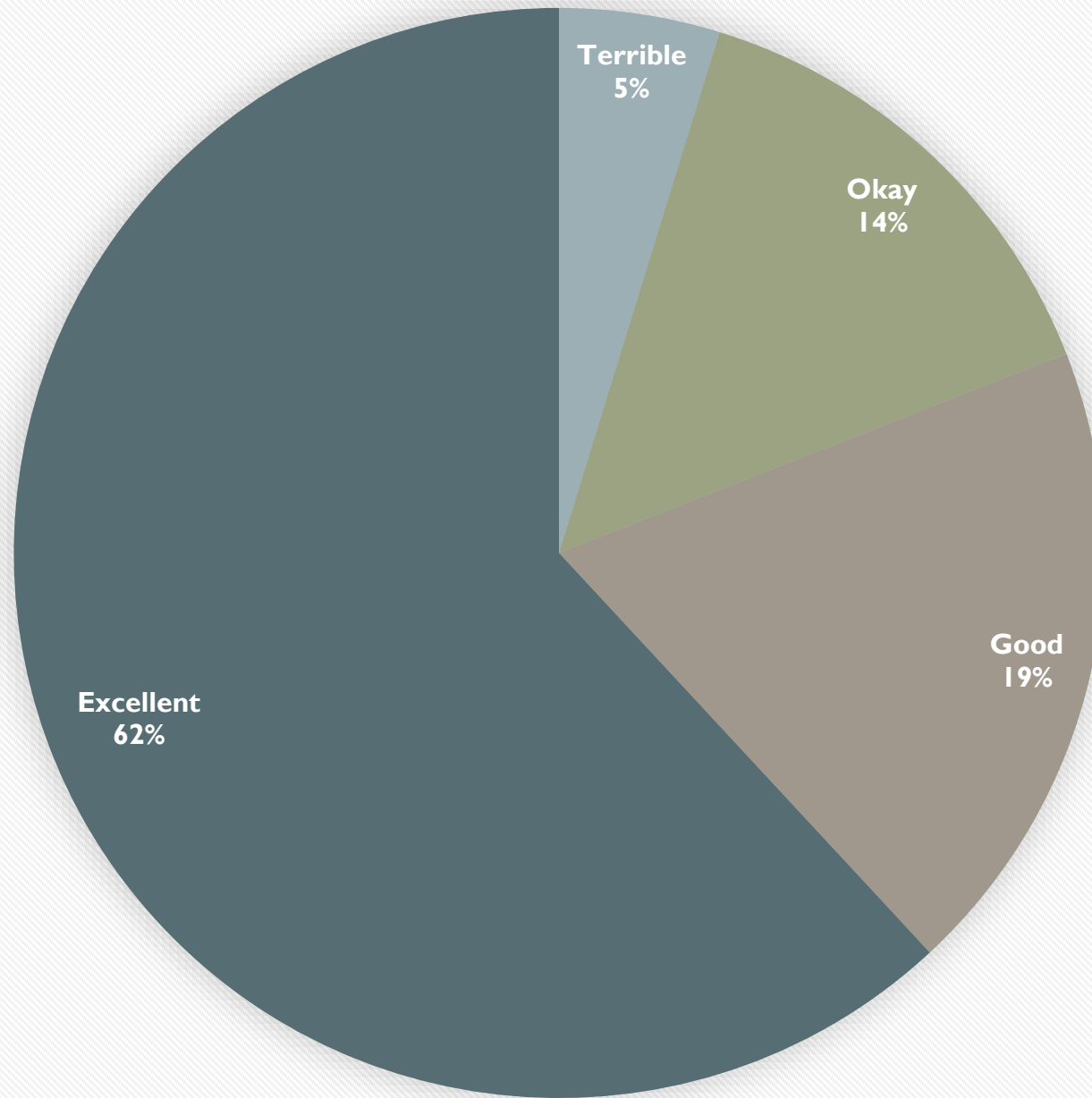
# Magazines



■ Terrible ■ Okay ■ Good ■ Excellent



# Newspapers



■ Terrible ■ Okay ■ Good ■ Excellent





## COMMENTS ON LIBRARY COLLECTIONS

- Your collection is better than other libraries I use.
- I really enjoy Hoopla, am sad that the budget required downsizing.
- What books you don't have I can order from other libraries.
- Doing good for the amount of space you have to work with.
- Doing great.
- Great book selection!
- Love the extras you offer, such as puzzles/games/ukuleles – so great for the community as a whole.
- Love it now!

## THINGS TO WORK ON (LIBRARY COLLECTIONS)

- More LGBTQ books.
- More Christian books.
- Build a bigger library to hold more resources.
- A tool library.
- More DVDs and magazines.
- Less Library of Things and more literacy.
- More wooden puzzles for kids, puzzles, and board games.
- More funding for purchases and replacements.
- More international award winning books .
- More non-fiction.

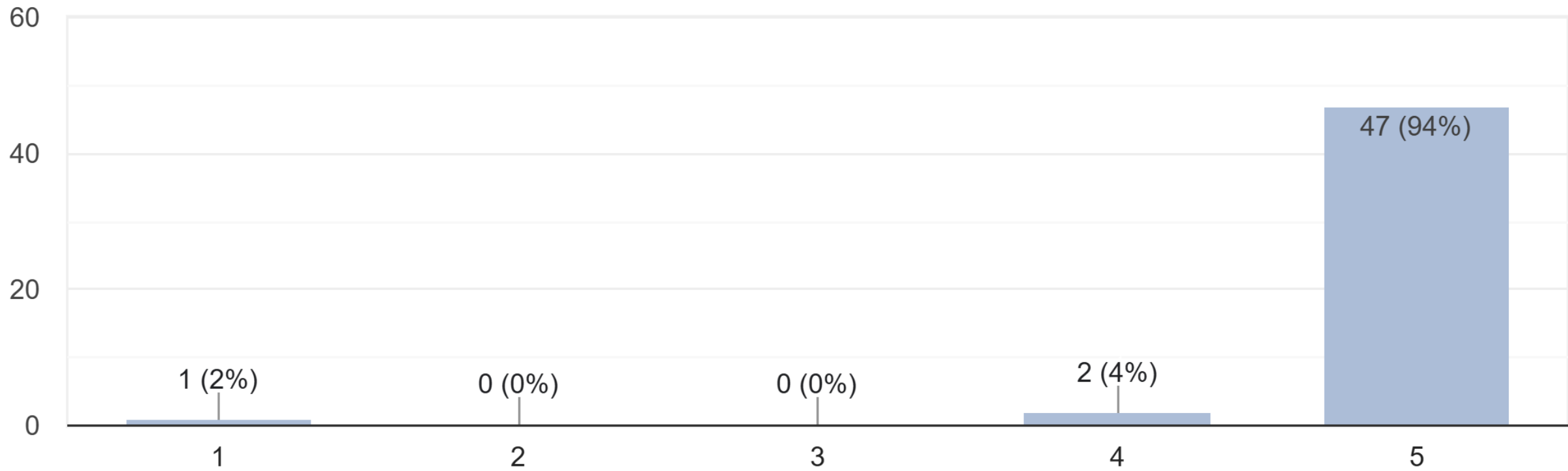
# LIBRARY SPACE

2024 Community Survey Results



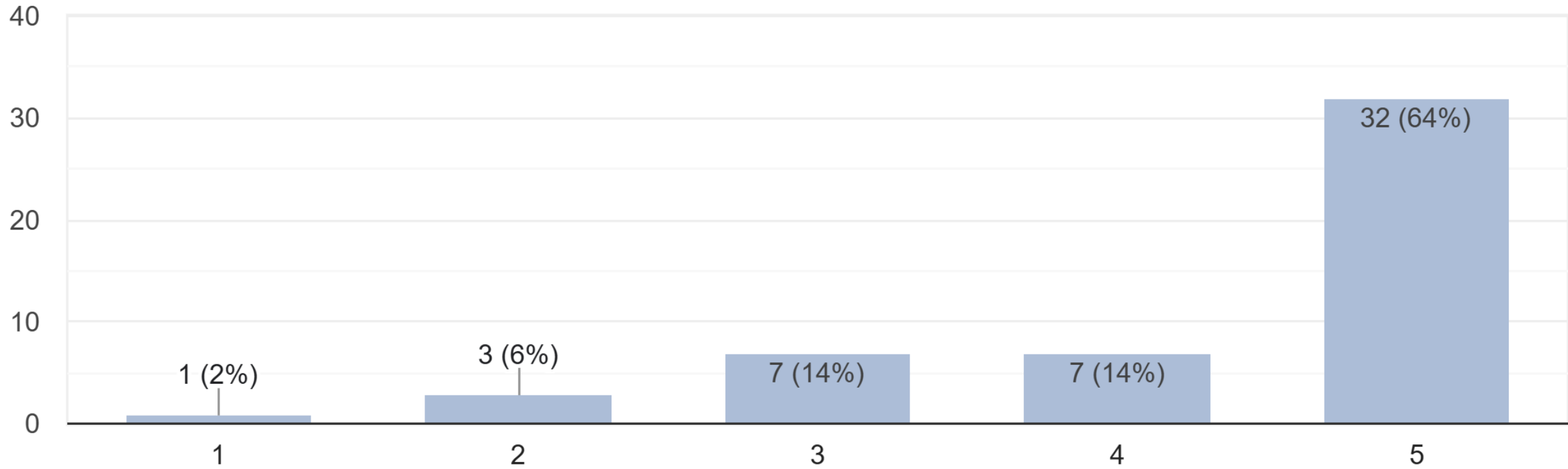
# I/my family feel(s) safe at the library.

50 responses



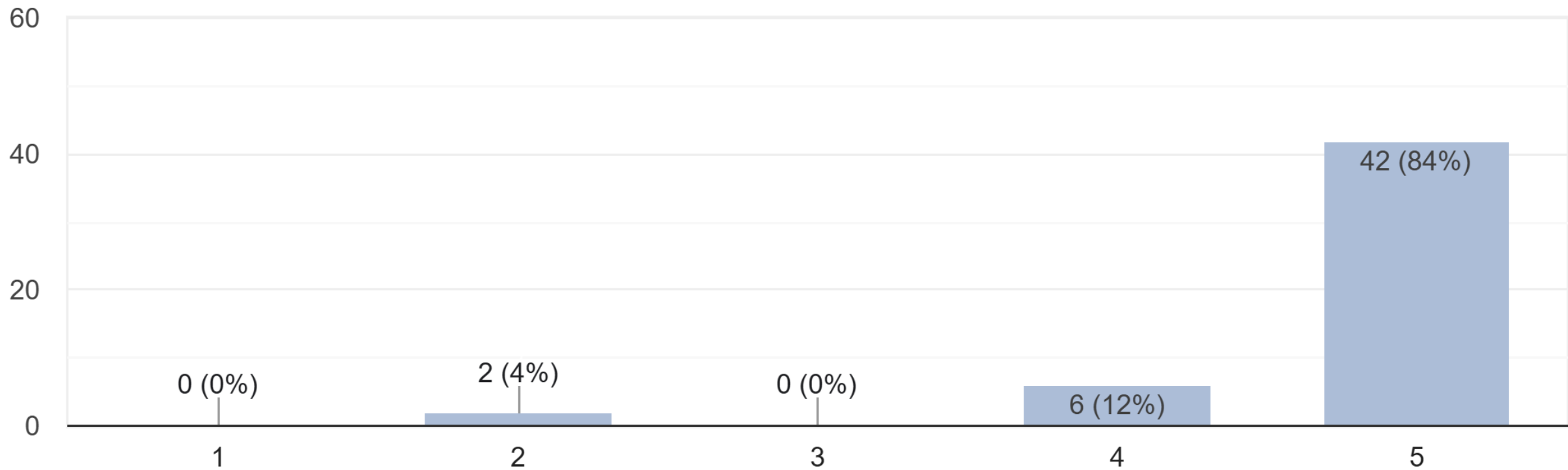
# There's always space for me/my family to sit down.

50 responses



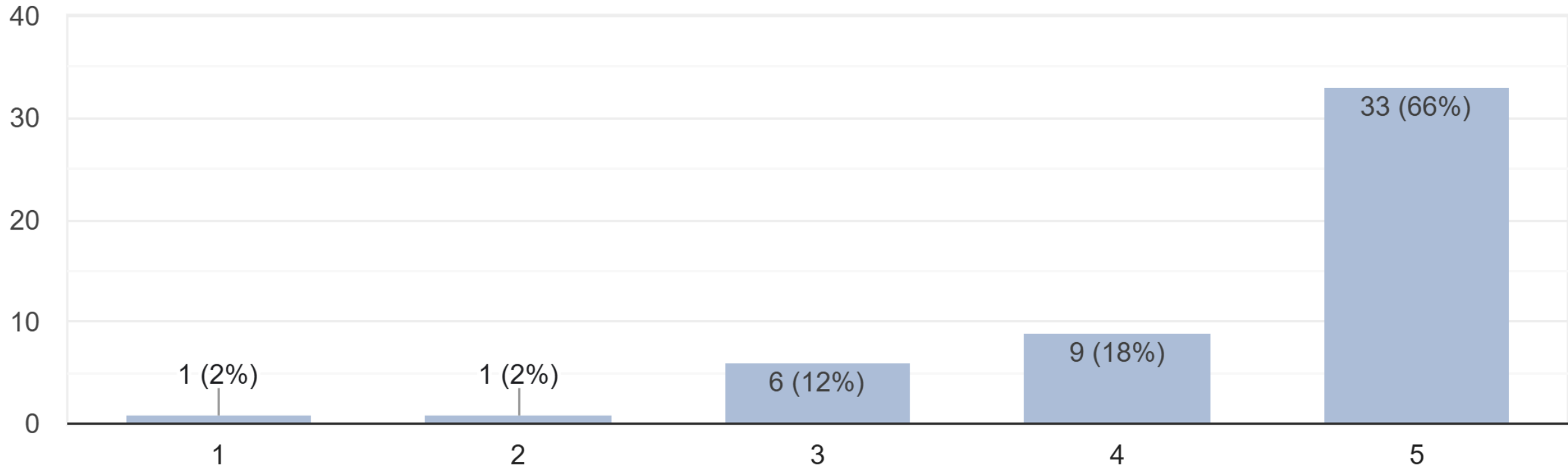
# The wait time for assistance is reasonable.

50 responses



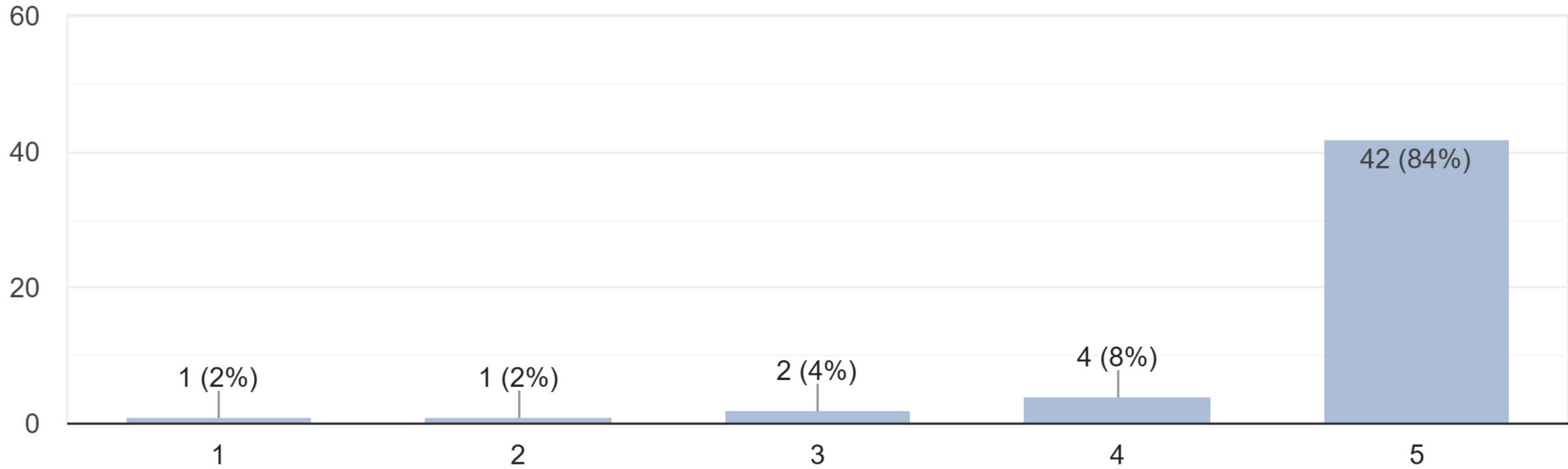
I/my family feel(s) comfortable at the library (in terms of furniture, lighting, etc.).

50 responses



# The library is clean.

50 responses





## COMMENTS ON LIBRARY SPACE

- Love Spooner Library!
- The space is welcoming and orderly and you fit SO MUCH into the space very well.
- You have done a great job with the provided space that you currently have.
- Feels welcoming at the library.

## THINGS TO WORK ON (LIBRARY SPACE)

- More meeting rooms. More private space for study, work, or meetings.
- More space for disabled chairs (higher up seats).
- Area to play games. Puzzle table.
- Less clutter.
- More space. More teen space.
- Bigger kids area. Hard to browse if there is a group there or activities going on.
- Turn up the temp in the summer.
- Better computer usability.
- It's a little crowded, expand.
- The library very obviously needs more space for hosting events. It is awkward to be searching stacks in the area that a program is going on.
- More comfy adult seating in children's area. Put Kleenex out.

# SATISFACTION & LIBRARY USE

2024 Community Survey Results



# COMMENTS ON SATISFACTION & LIBRARY USE

## **What do you value most about the library, library programs, and library services?**

- The feeling of community.
- All of the children's programs. The different events that are offered. Savvy Seniors Book Club.
- Selection.
- Friendly employees.
- Availability of hours.
- The items we can get from other libraries and online.
- Diversity.
- I deeply appreciate the programs toward community interest, or compassionate assistance, that you offer. It's kind, fun, engaging.
- I use Libby and Hoopla daily. I really enjoy the many and varied programs: cookbook club, book clubs, art/craft opportunities, coordination with other community activities, scavenger hunts. It's more than any other library I've seen! It's quick and easy to request a desired book. The staff is extremely friendly and helpful.
- No late fees.

## COMMENTS ON SATISFACTION & LIBRARY USE, CONTINUED

### **What do you value most about the library, library programs, and library services?**

- For a small town library, you have incredible offerings, both of items to borrow and activities. The Children's area is fabulous.
- I value the work the librarians do for the community. I enjoy the intergenerational programs and story time especially. The staff are friendly and quick to help.
- The library gives the community options for good use of time to learn, relax, and participate.
- The library connects the community and provides valuable resources.
- The library has low-barrier access to programs and services.
- I value the library leadership and the people.
- I value the bookmobile. I love to get books close to home.
- I value how quickly I can get my books.
- It's our favorite library because of the very friendly feel. You aren't being shushed, it's very kid-friendly, and it's so apparent that it's truly a community hub with so many extra services such as tech help, events, and food bags.
- I value printing availability. We seldom need it, but when we do, staff is super helpful and sending it online is ideal.

## HOW COULD THE LIBRARY OR ITS SERVICES BE IMPROVED?

- Lower shelves so those in wheelchairs can access items better.
- Better parking.
- Remove glass barrier at the front desk (for better hearing).
- More space for meetings and for people to work on their computers.
- More staff work space.
- A storage unit/shed.
- Another copier.
- Better displays.
- Build a larger library.
- More comfortable lounge type seating.
- Focus more on literacy.

# HOW DOES THE LIBRARY BENEFIT THE COMMUNITY?

- By providing many community building activities, food distribution, and outreach programs.
- By helping to bring books and valuable items like food and service to the community. The library is greatly involved in the health of the community!
- By providing many interesting programs and activities.
- The library is like Spooner's living room . It offers so much to so many people. The events that are scheduled are well thought out and offer something for everyone. Also the outreach programs help assist those in need.
- The library serves as a hub for many community services and activities.
- Free books to borrow, warm free place to bump into friends, programs to enjoy together...the library is really our favorite place in town.
- It reaches out to everyone, without regard to financial ability. It embodies treating people fairly and equally. It participates in nearly all community events.
- Our library makes so many resources available to those who may not otherwise be able to access them - books, movies, story time, bookmobile and bike, delivery to seniors, free BINGO and other special events. It is a true community gathering place.

# HOW DOES THE LIBRARY BENEFIT THE COMMUNITY?

- The library is a safe haven for everyone, providing resources, education and entertainment, freely for all. It is invaluable. It raises up every person by making the community richer. No matter what your social or economic status, the library enables you to learn, create and grow.
- The library provides food resources, free programs, free resources, judgement free and inclusive space.
- The library provides free resources and programs for the community. It provides a safe place to come to learn, use the computer, and immerse yourself into a good book.
- The library brings the community together.
- The library benefits the community in so many ways. It removes barriers to several resources, programs, and community connections for folks in the area. The library is SO essential for our community.
- I think this is a very valuable benefit for all people of the community. And everything this library offers satisfies a wide range of needs and people.
- The library provides a wealth of cultural, historical, scientific and entertainment touchstones that would likely not be available to most people. It is a garden of ideas. Communities need these. Open minds need these to flourish. Lifelong learning needs to be encouraged.
- The library brings all ages together, with education.



## HOW DOES THE LIBRARY BENEFIT THE COMMUNITY?

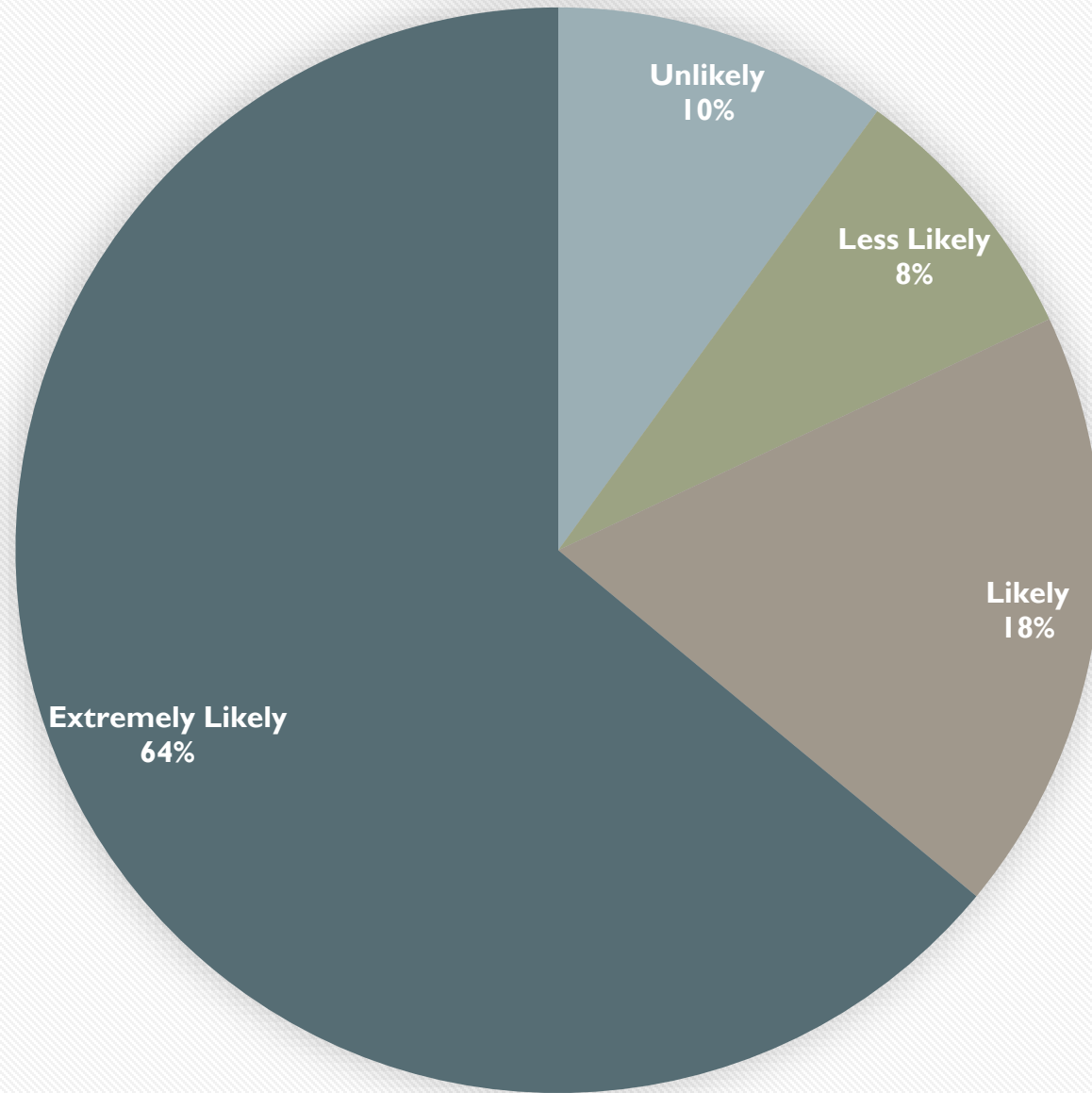
- Through access to books, not only at the library, but through access to interlibrary loan. Through children's programming which is, I believe, a major strength of the library.
- All the outreach is amazing and is very unique and special to the Spooner area. The outreach work with the bookmobile is a great thing.
- The library provides wholesome activity options.

# CAPITAL CAMPAIGN SUPPORT

2024 Community Survey Results



# How likely are you to support a capital campaign for a new building?



■ Unlikely ■ Less Likely ■ Likely ■ Extremely Likely

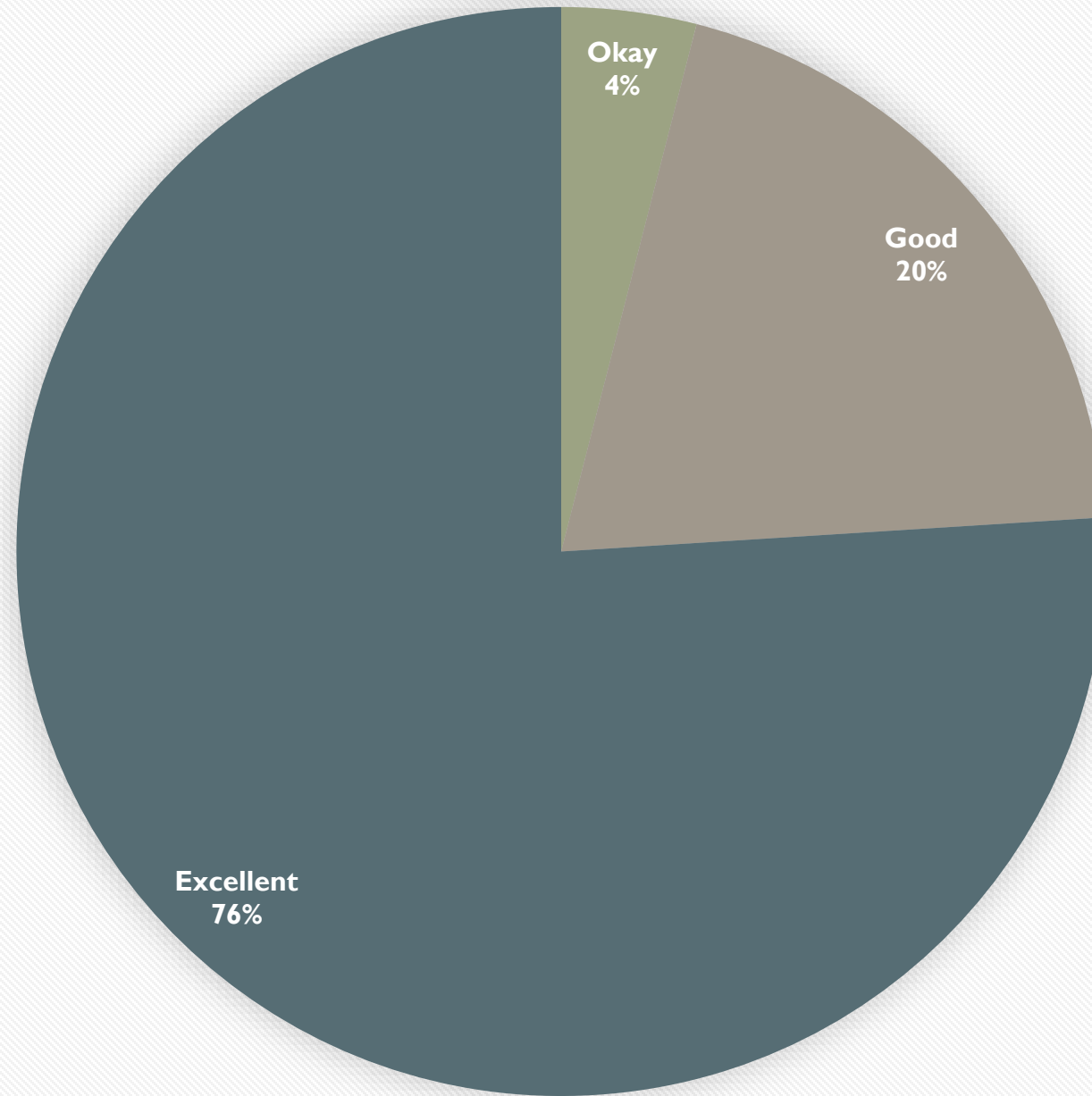


# LIBRARY RATING

2024 Community Survey Results



# Overall, how would you rate Spooner Library?



■ Terrible ■ Okay ■ Good ■ Excellent

