

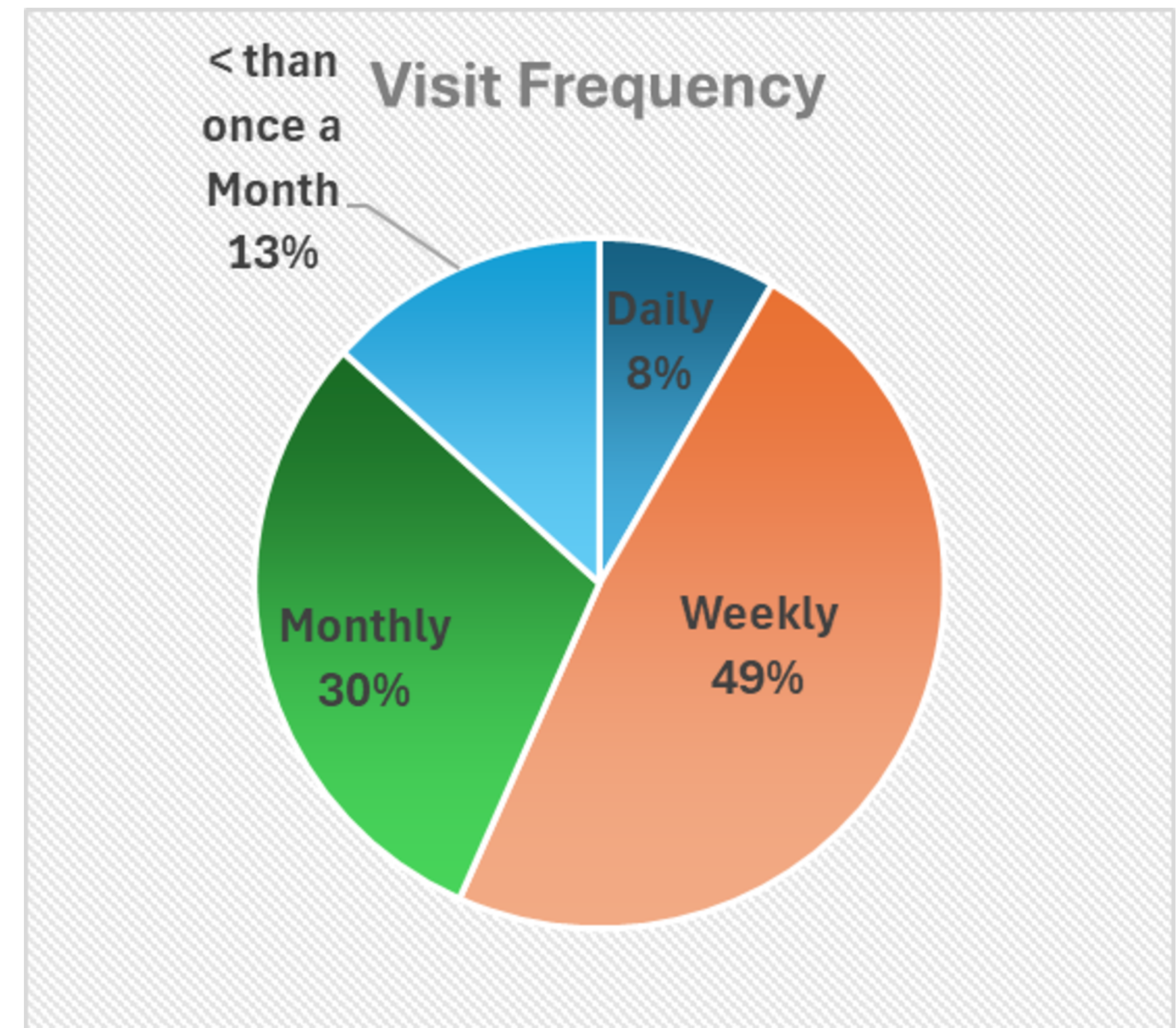
# survey results



***SPOONER MEMORIAL LIBRARY COMMUNITY SURVEY RESULTS 2025***

# Survey Participants

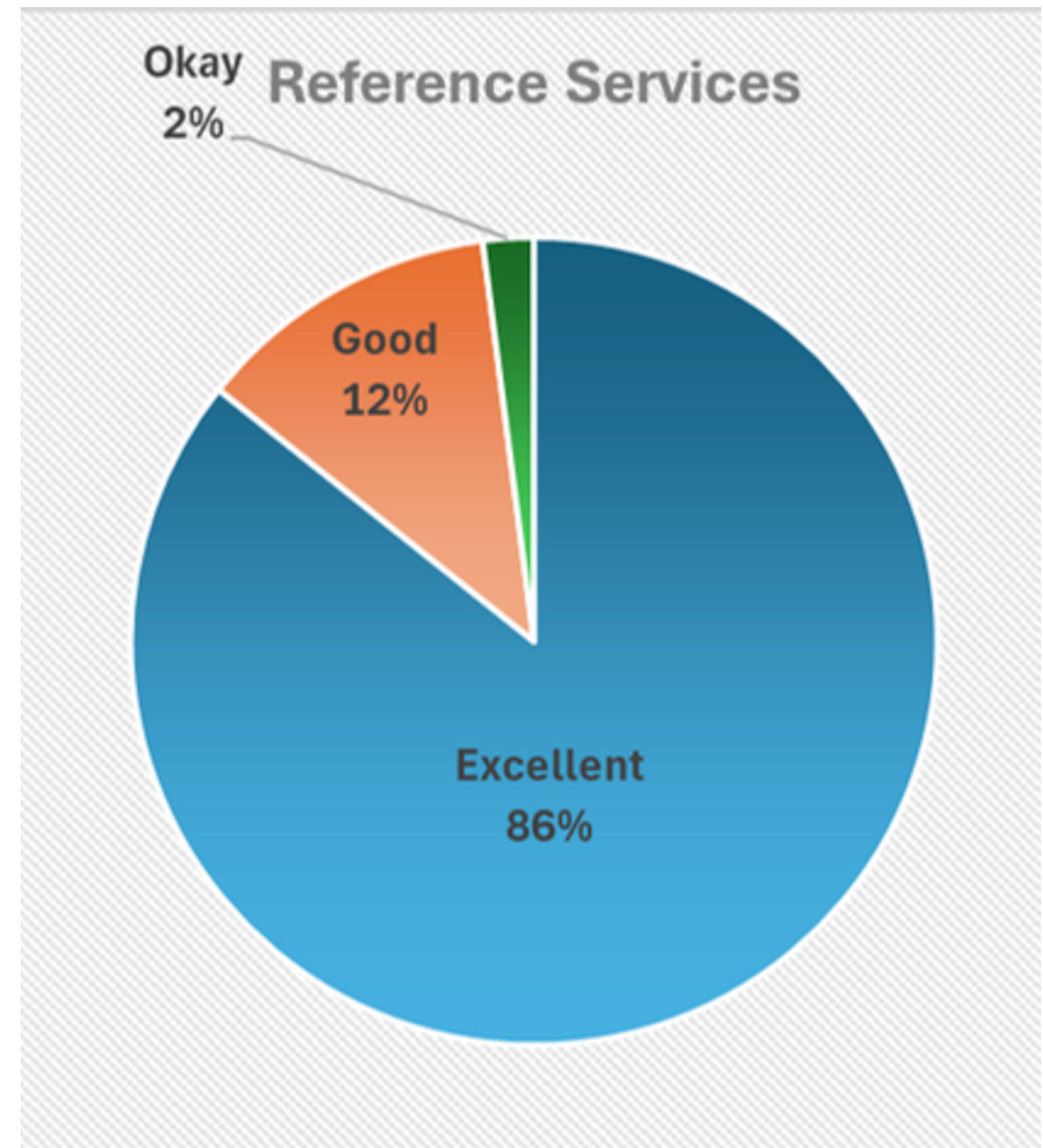
Out of the 60 surveys received, 49% of the respondents visit the library weekly. Thirty percent visit the library monthly, 13% less than once per month, and 8% visit the library daily. In 2024 we received 50 surveys. There were fewer weekly visitors and more monthly visitors who responded last year.



# Reference Services

Reference services include online, phone, and in-person assistance. Ninety-eight percent rated this service as excellent or good. Results were similar in 2024.

*"The workers are knowledgeable and work well together. If one does not know something they ask someone else who 99.9% of the time knows the answer."*

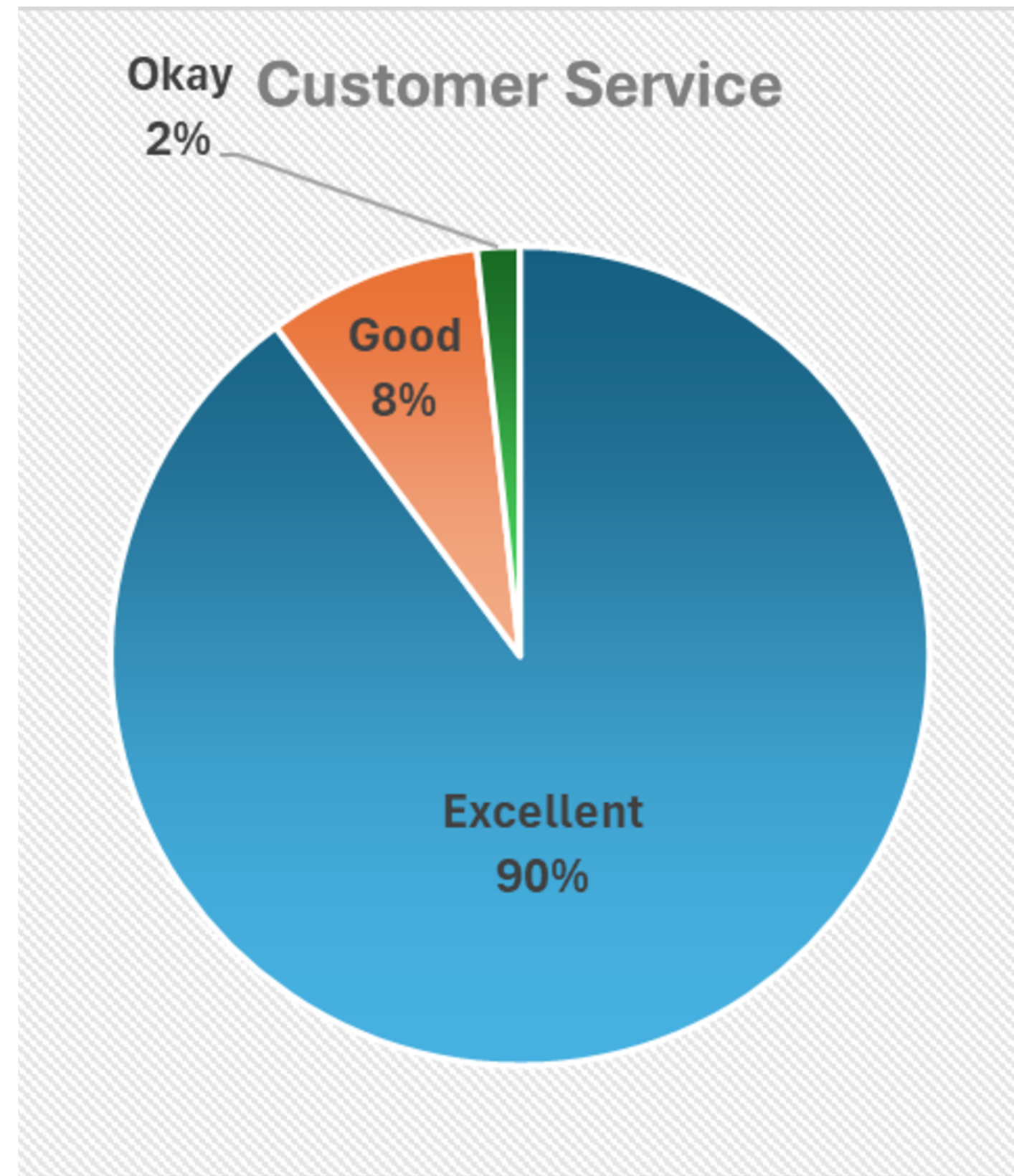


# Customer Service

Ninety-eight percent rated customer service as excellent or good, which is exactly the same as the results of the 2024 survey.

*"I feel like the library staff is always striving to make the experience at the library better."*

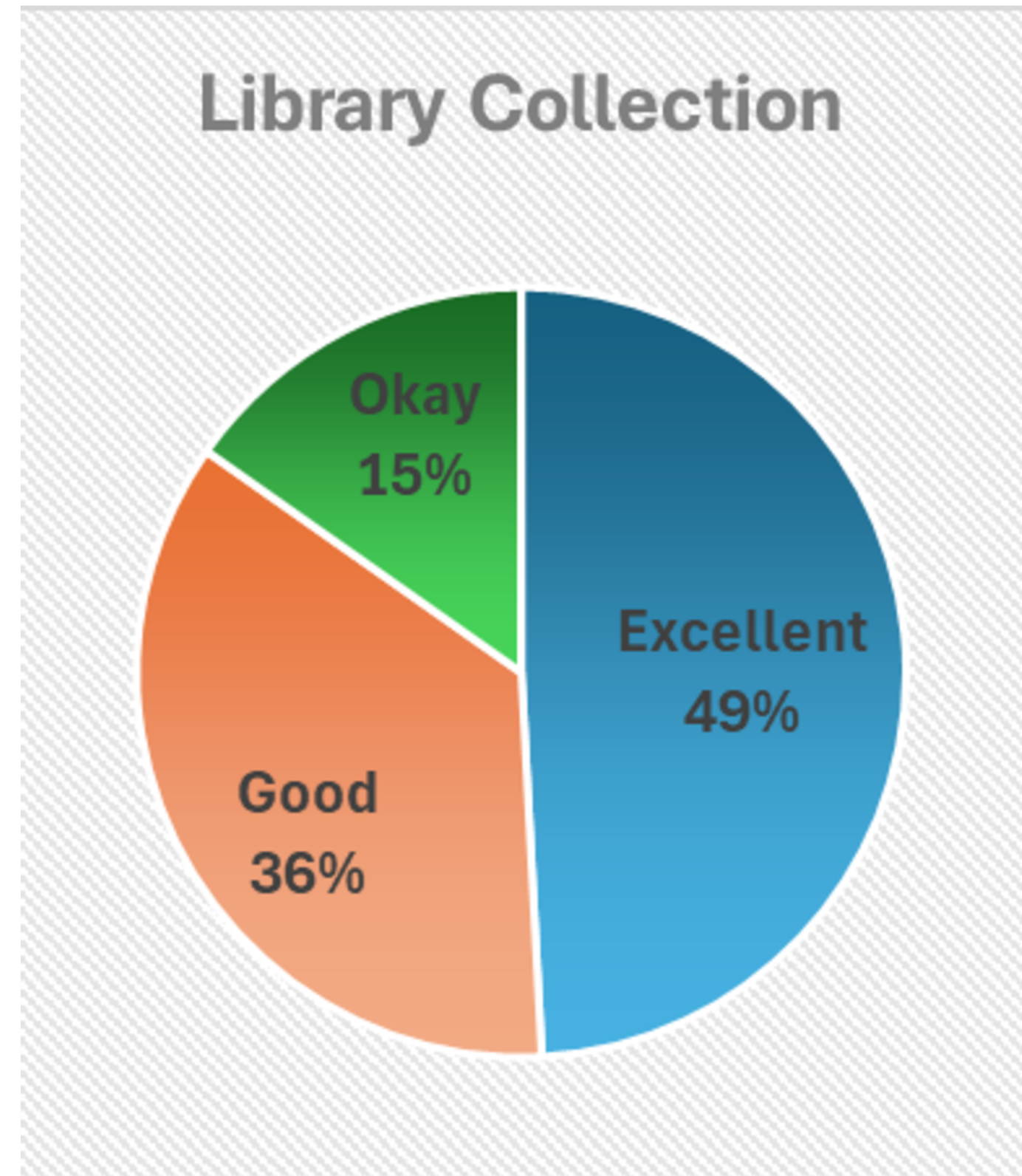
*"Your staff is the best feature."*



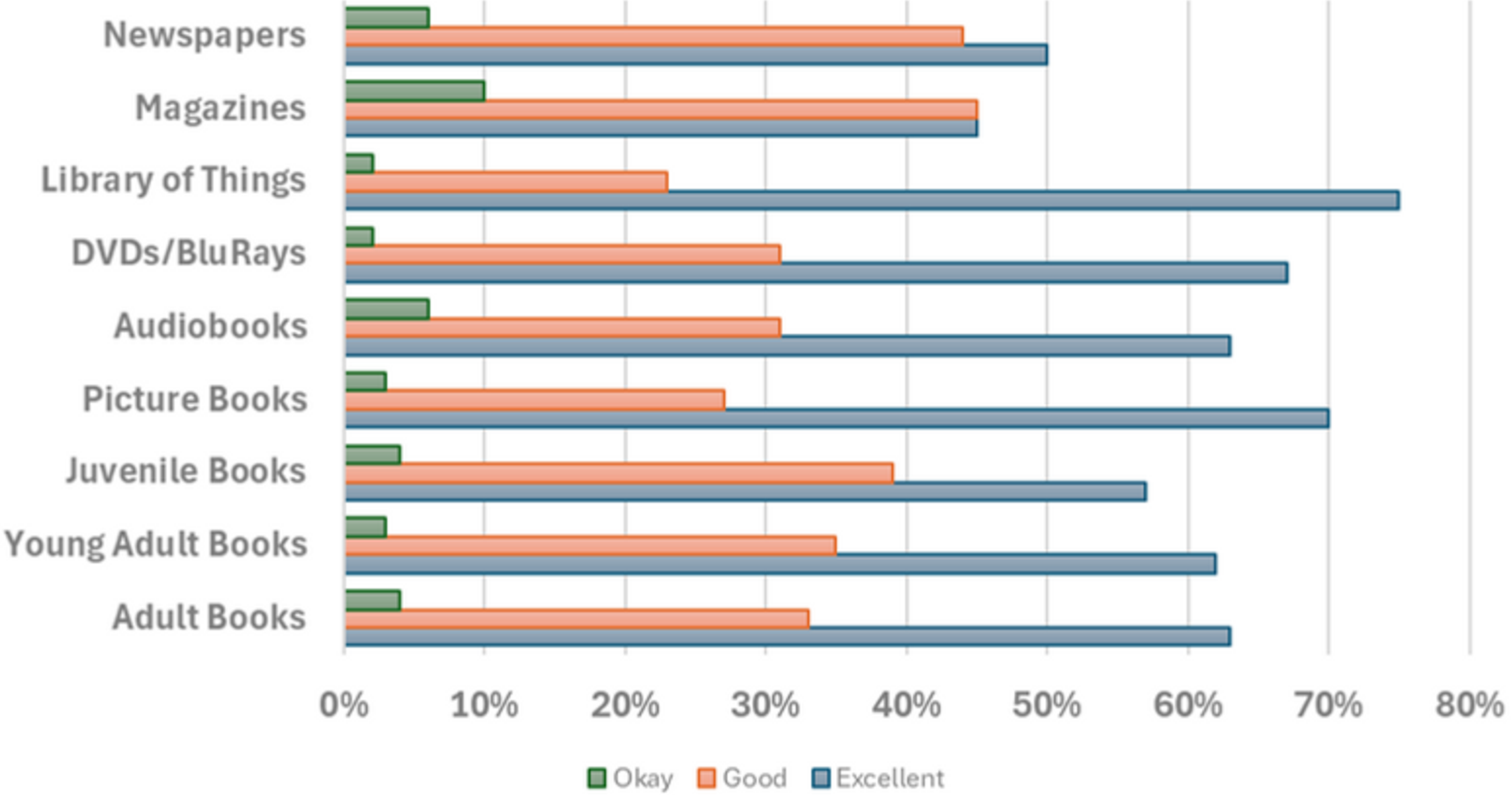
# Library Collection

Eighty-five percent rated the overall library collection as excellent or good. The low excellent rating shows a need for improvement in this area. The collection was rated higher in 2024, with 93% excellent or good.

*"I think the library keeps our collection current while keeping the classics."*



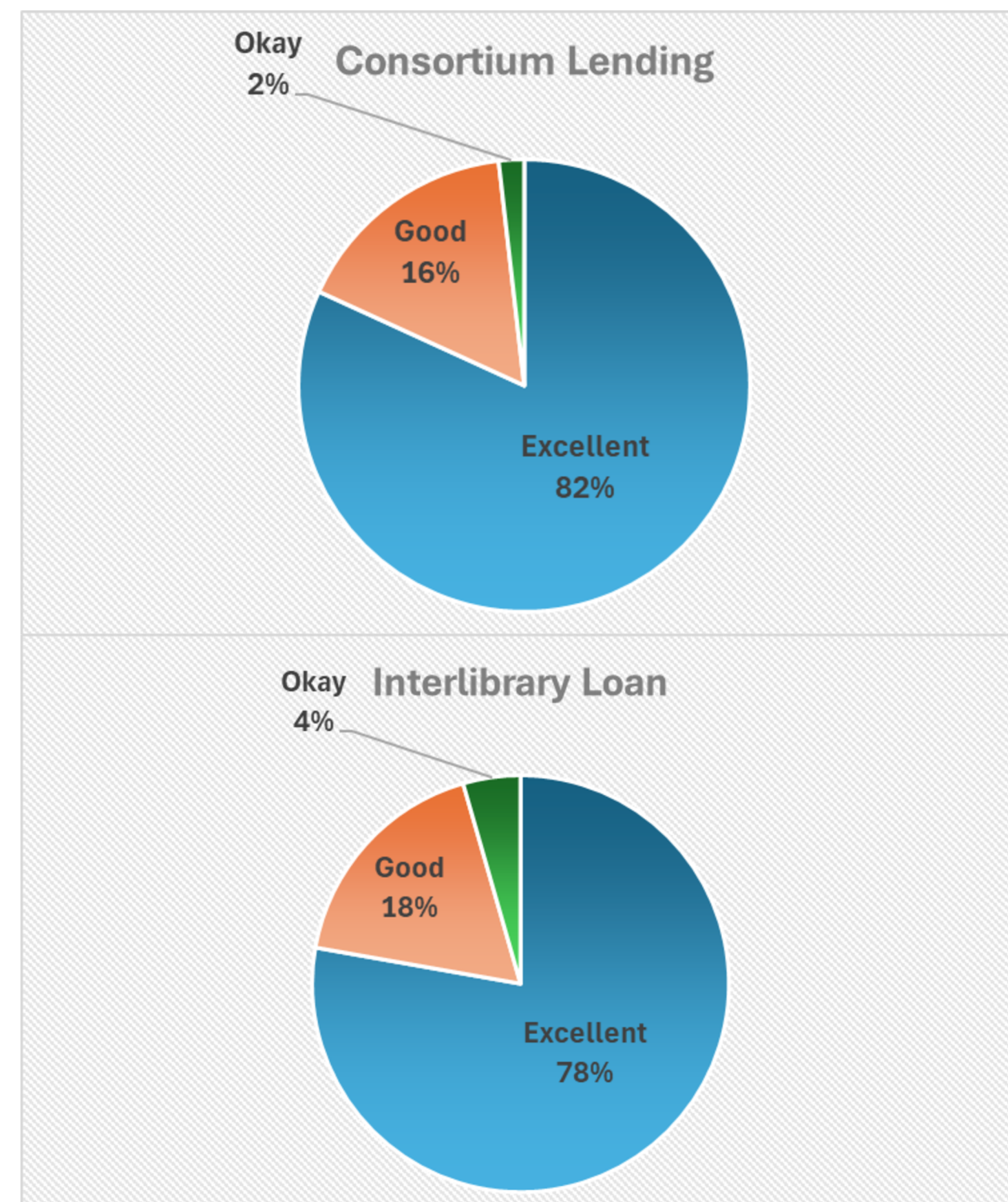
# Library Collection



# Resource Sharing

Through the library's consortium, patrons have access to items from 29 libraries. Through interlibrary loan, patrons have access to items across the state and beyond. Patrons rated consortium lending as 98% excellent or good, and statewide lending as 96% excellent or good which slightly less than 2024.

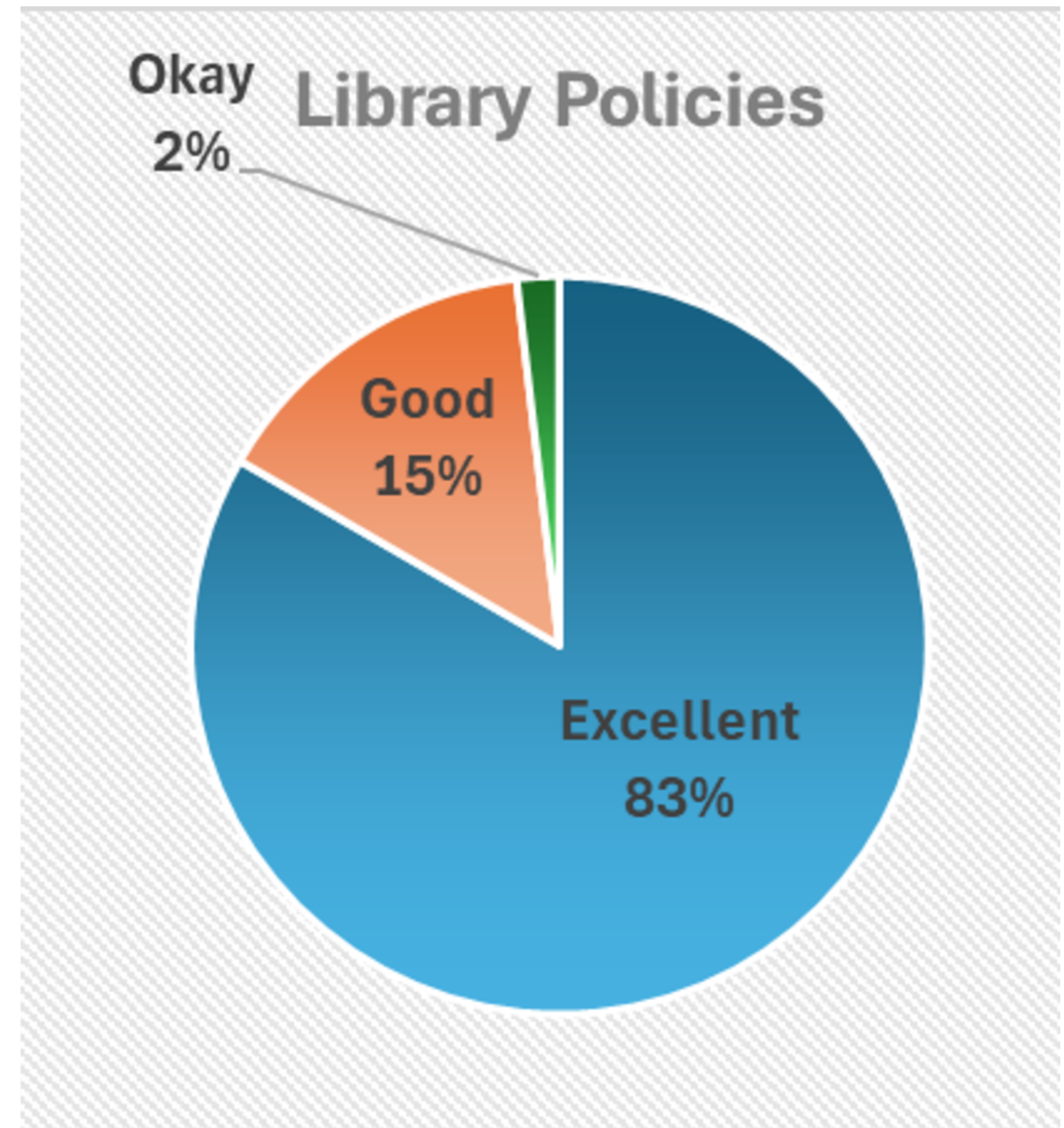
*"Being a smaller library, it is difficult to have everything, so I am glad we have the opportunity to get books from other libraries."*



# Library Policies

Ninety-eight percent rated the library's policies as excellent or good, with the majority (83%) rating the policies as excellent. This is a 3% improvement from 2024.

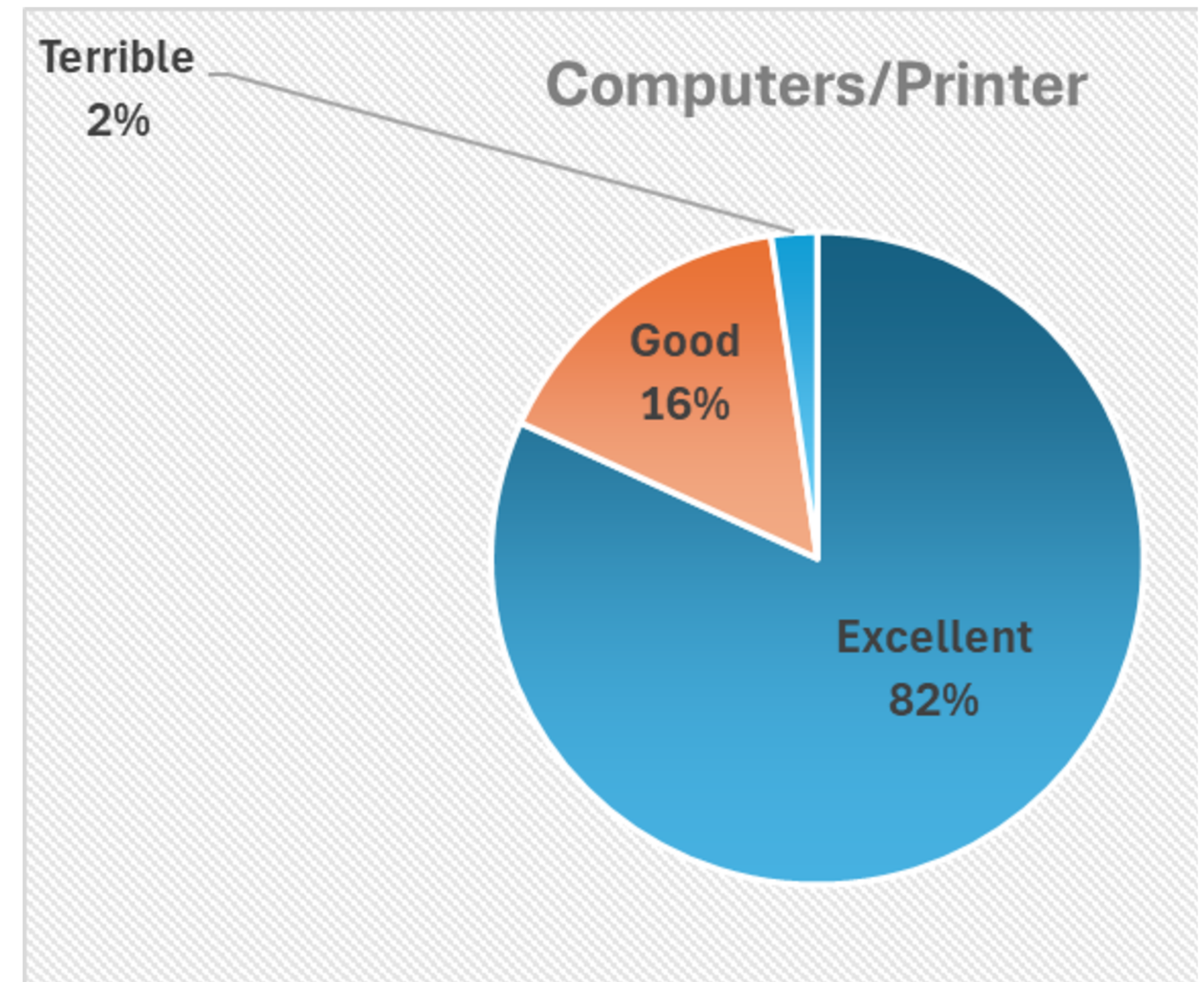
*"The library is an invaluable resource in the community. The library provides books and movies as well as services like printing and faxing for patrons. In addition, the library's programs are phenomenal; there is almost always something happening at the library!"*



# Computers/ Printer

Ninety-eight percent rated the library computers/printers as excellent or good, with the majority (82%) rating this service as excellent. This is slightly less than 2024.

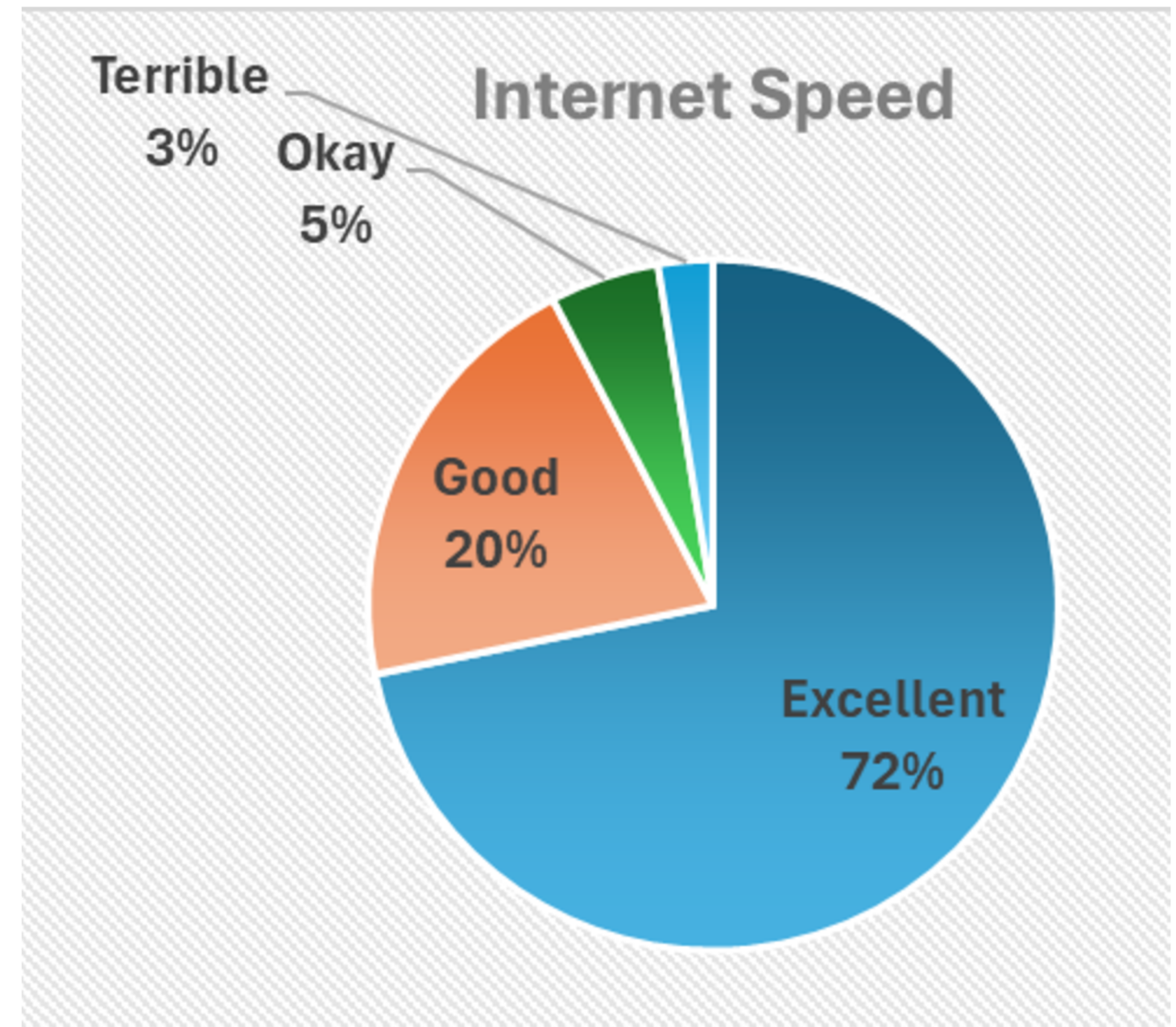
*The library "equalizes information access and brings the world to us."*



# Internet Speed

Ninety-two percent rated the internet speed as excellent or good, about the same as last year. Note - We are in the process of doubling our speed (from 50-100 Mbps).

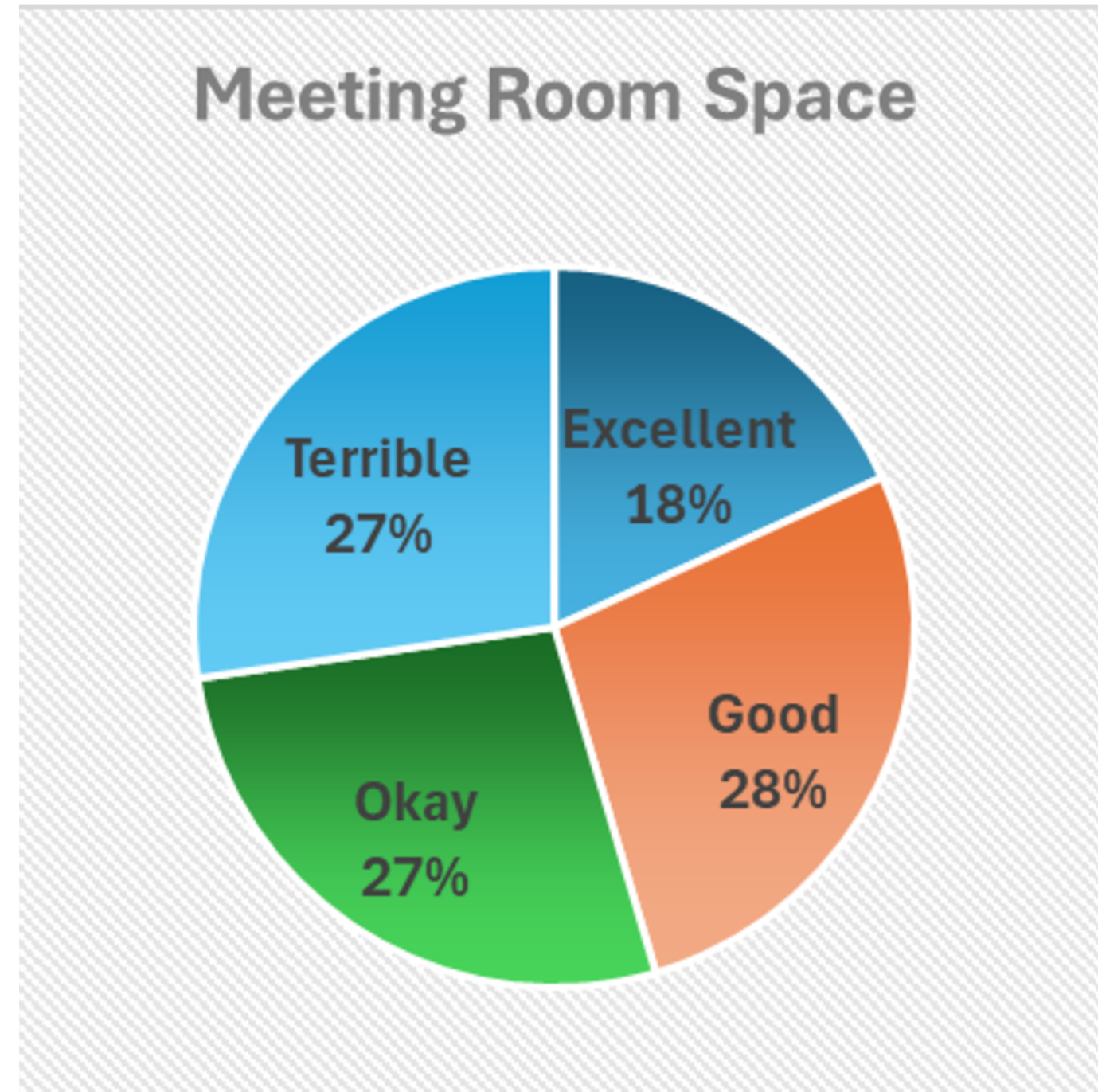
*"The library provides pretty easy access to countless learning materials of all varieties, as well as access to internet for those who may not have the service in their home."*



# Meeting Room Space

Meeting room space was rated poorly overall, with responses in all quadrants. The majority rated the space as okay or terrible, which aligns with the need for more space. These ratings are very similar to 2024.

*"Hopefully there will be a bigger space. You're doing an amazing job with the space you have!"*

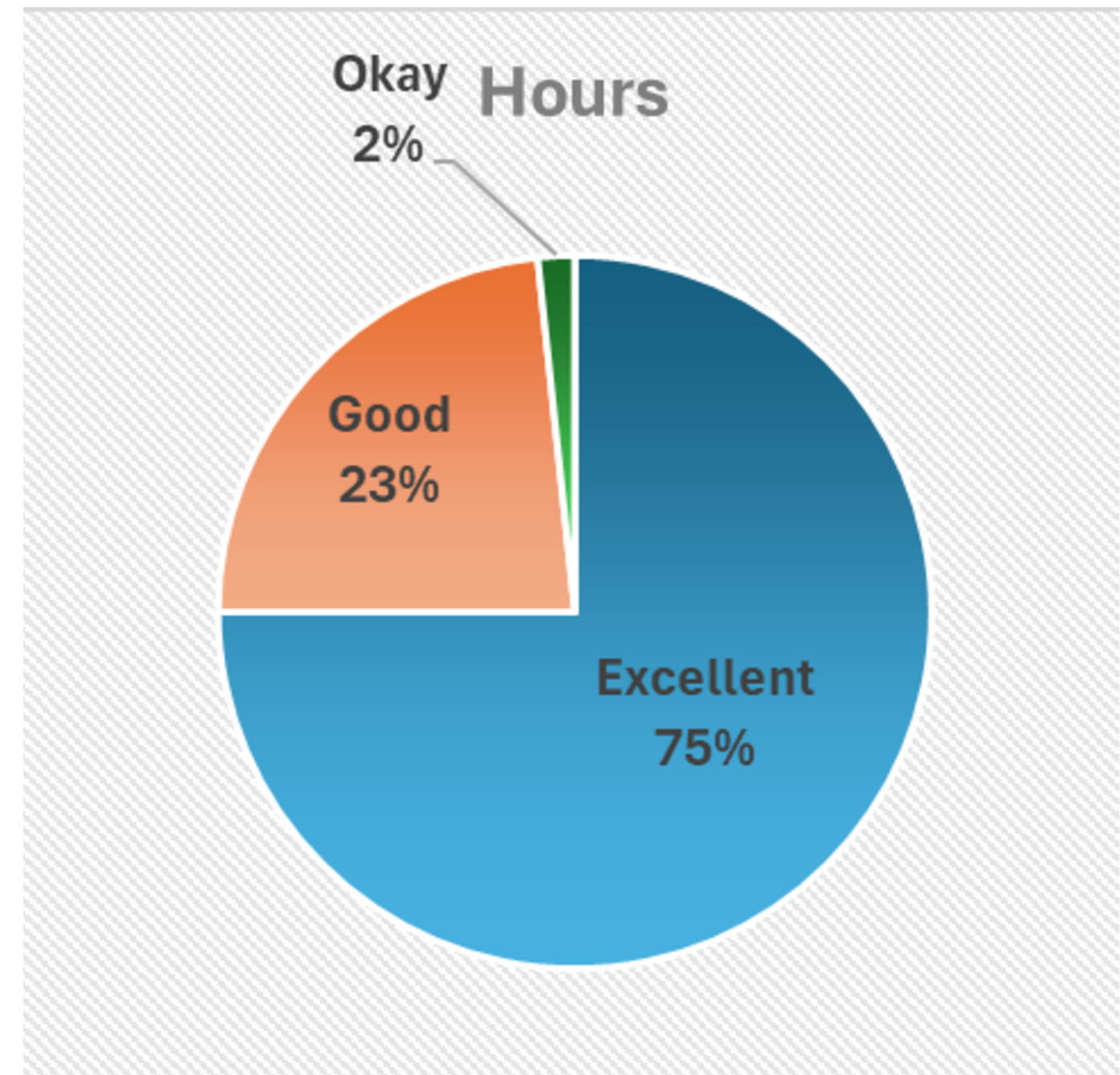


# Hours

Of all survey responses, 98% agree that operational hours are excellent or good.

*The library "provides barrier free opportunities and a welcoming space for all."*

*The library "provides needed perspectives and broadens thinking/acceptance. It's a cheerful place."*

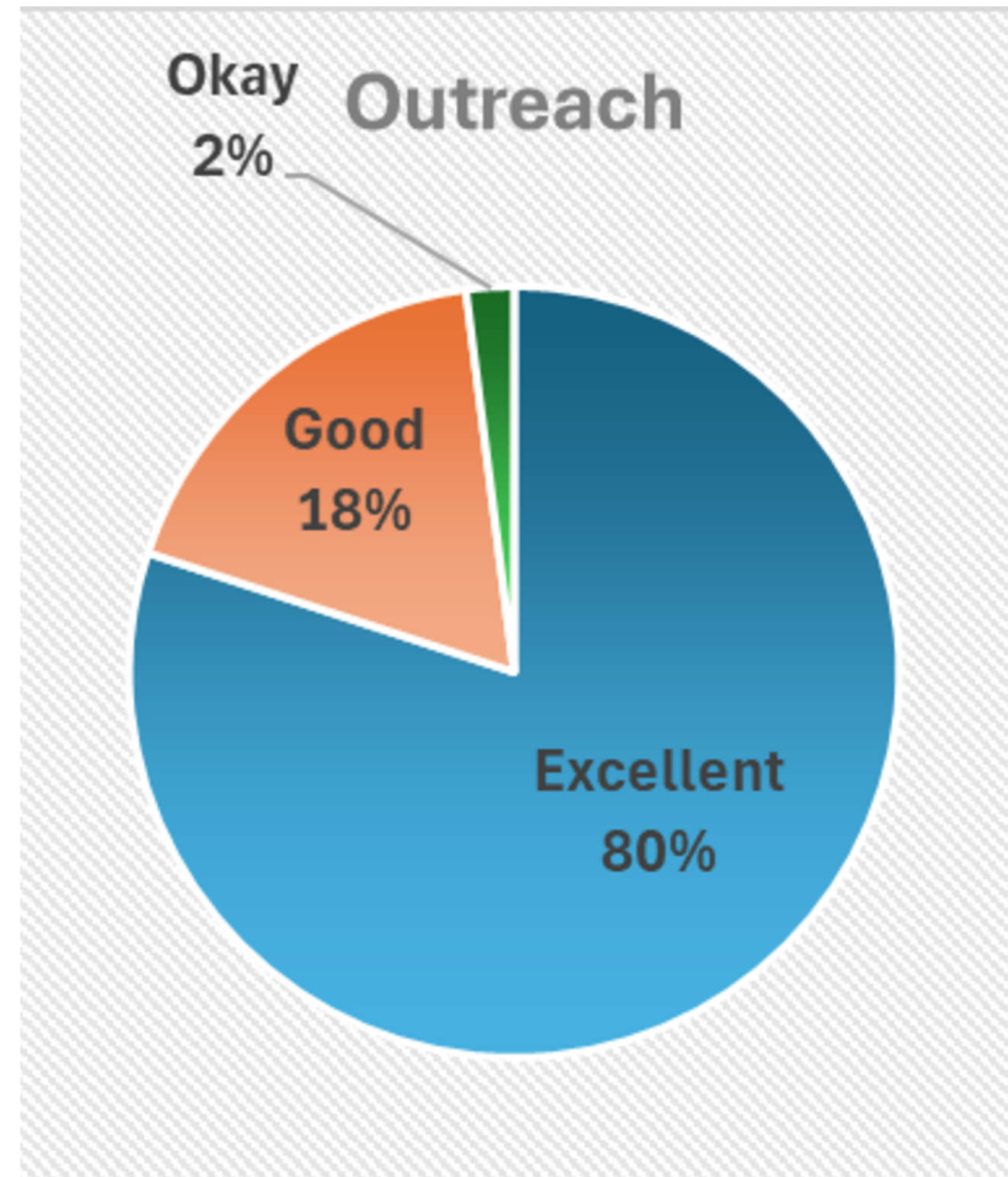


# Outreach

Ninety-eight percent rated outreach services as excellent or good, with a large number (80% overall) rating the service as excellent. 2024 survey ratings also had an 80% excellent rating.

*"I'm impressed with the bookmobile and what the library does."*

*"The library actually draws people to the downtown business district. The chamber of commerce should be proud of our excellent library."*

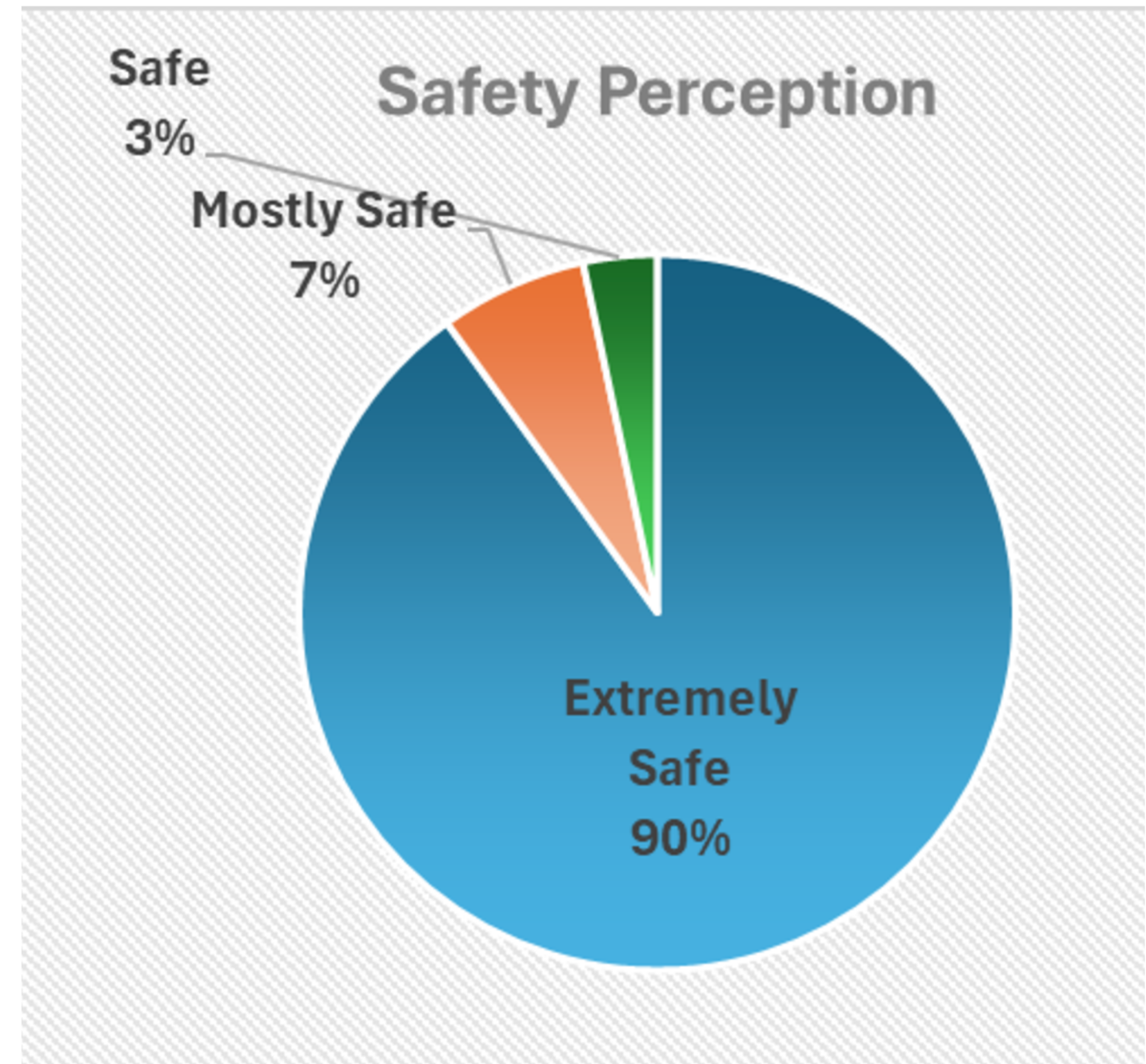


# Safety Perception

One hundred percent responded that they feel safe at the library, with most (90%) feeling extremely safe. 2024 survey respondents also felt safe at the library, though there were more "extremely safe" responses.

*The library is a "safe place."*

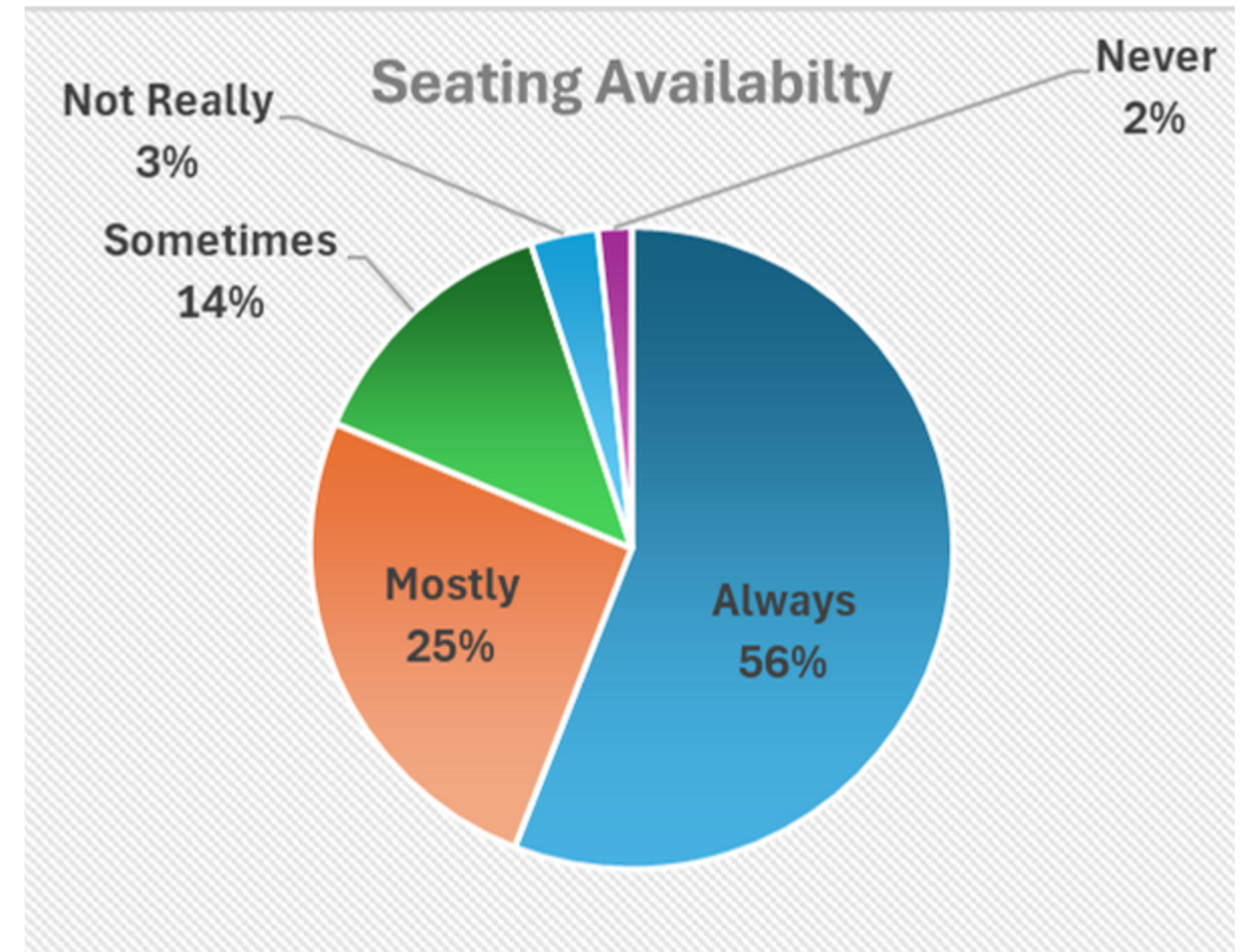
*The library offers a "safe and fun space."*



# Seating Availability

Responses were mixed on whether respondents thought there was seating available. While 81% responded with "always" or "mostly," the remaining 19% responded that they had trouble finding seats at times. Results were very similar in 2024, though there were more "always" responses in 2025.

*"The library needs more space. Somehow isolate the areas yet keep the feel of togetherness."*

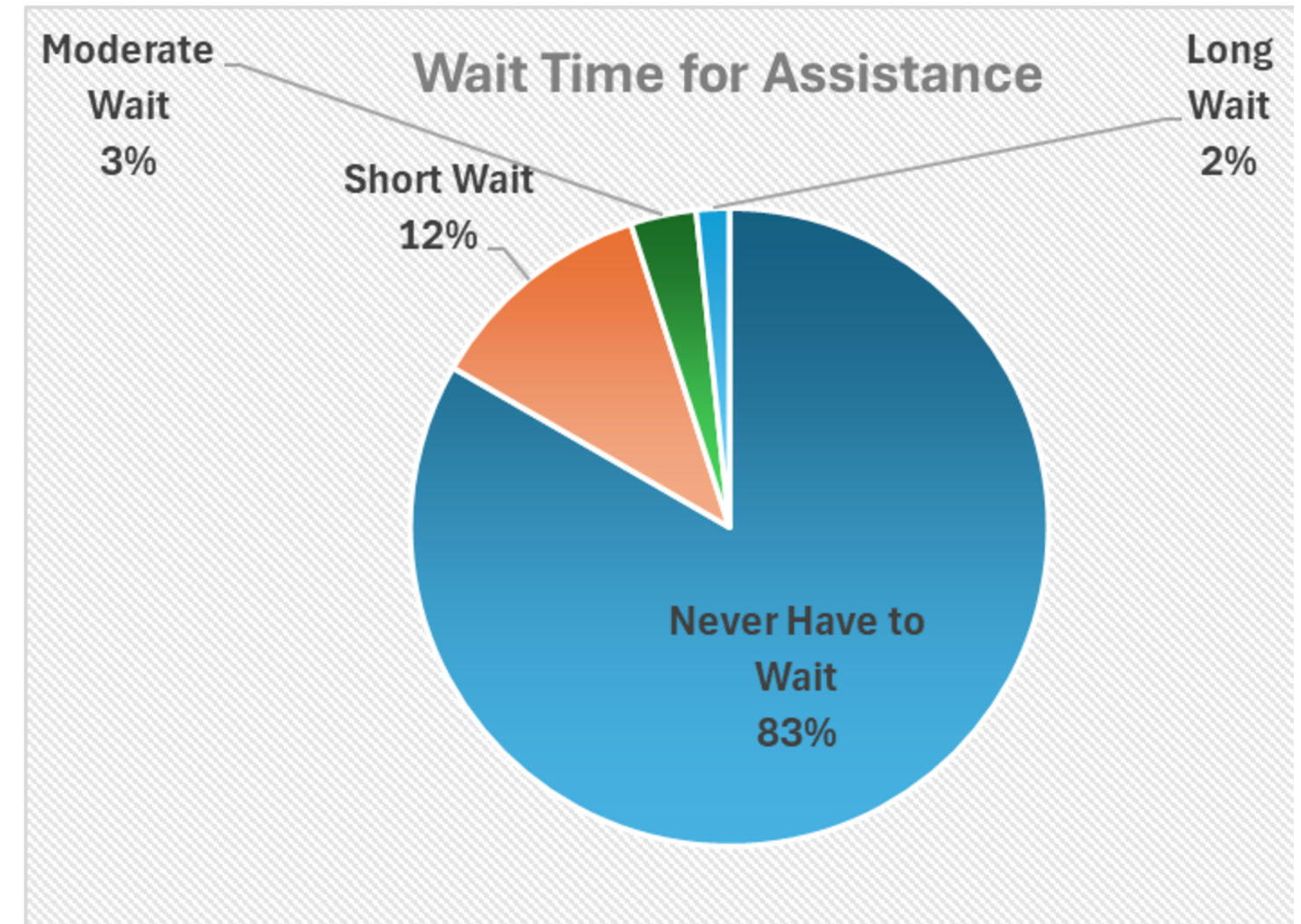


# Wait Time

Ninety-five percent responded that they had minimal or no wait time when they needed assistance at the library. Results were very similar in 2024.

*"Thank you to the whole team! Its not easy but you guys are doing great!"*

*The library is "open to suggestions and has programs that reach out to the community (at the library & through the bookmobile).*

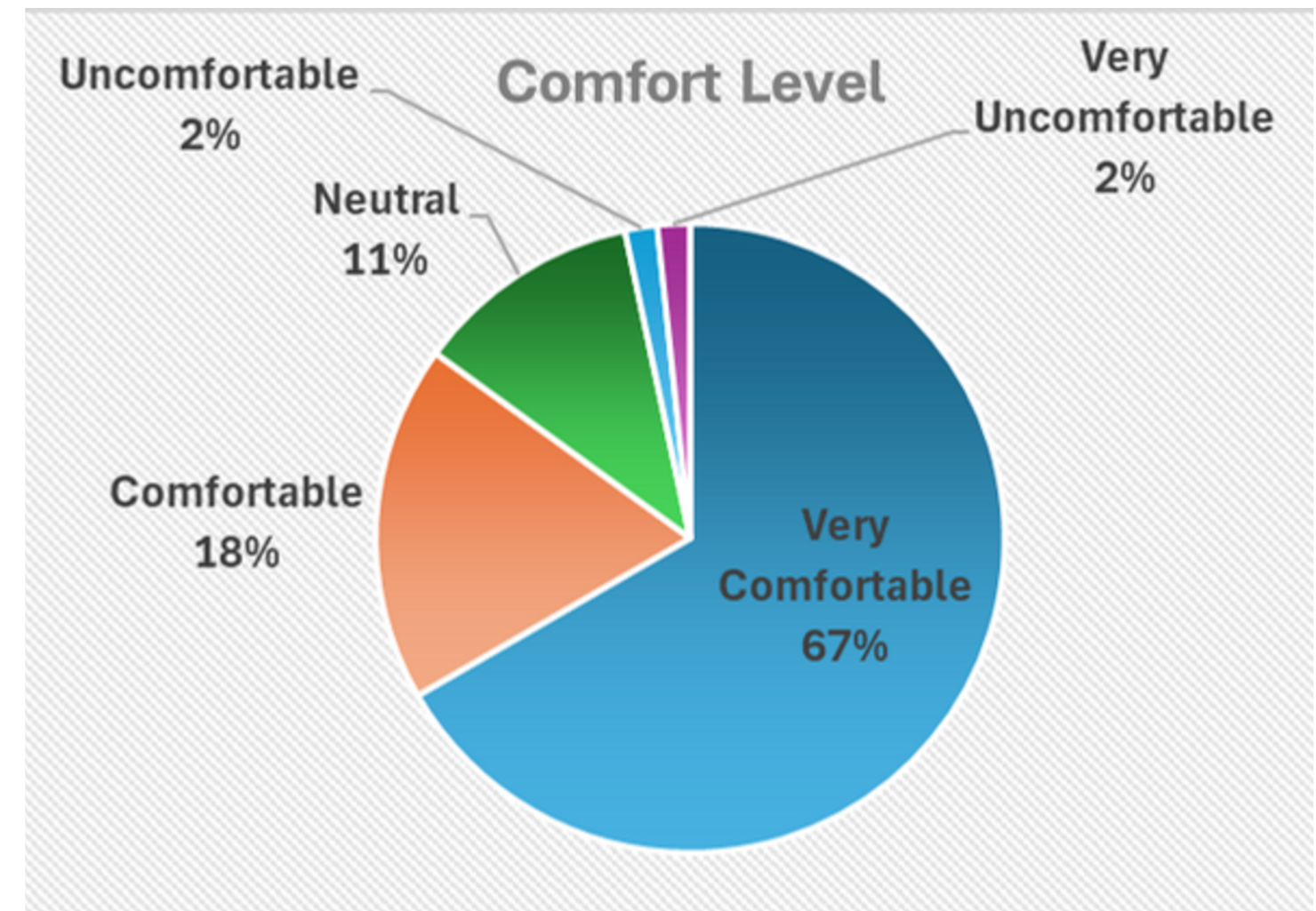


# Comfort Level

Responses were mixed on how comfortable respondents felt in the library regarding seating and lighting. Eighty-five percent responded with feeling "very comfortable" or "comfortable." Results were very similar in 2024.

*"I've been using Spooner Library since childhood . It is one of my favorite places."*

*"The library is a community center."*

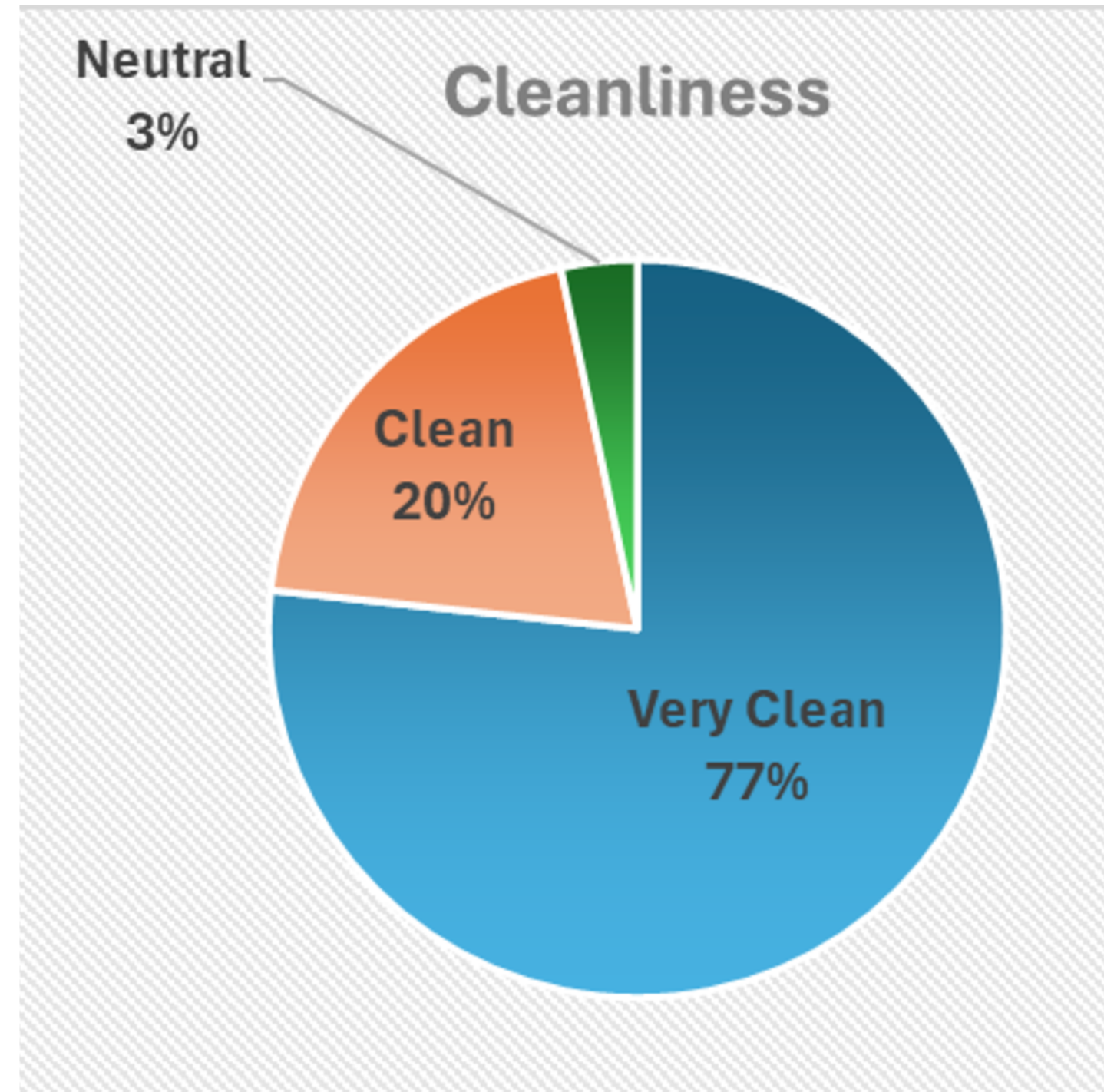


# Cleanliness

The majority of respondents rated the library as “very clean” or “clean,” which is similar to 2024 responses. However, in 2024, 4% responded that the library was “not clean” or “very unclean” which shows an improvement.

*"It (the library) feels like the heart beat of Spooner."*

*"You all are doing a great job with the space you have! The only improvement would be more space."*

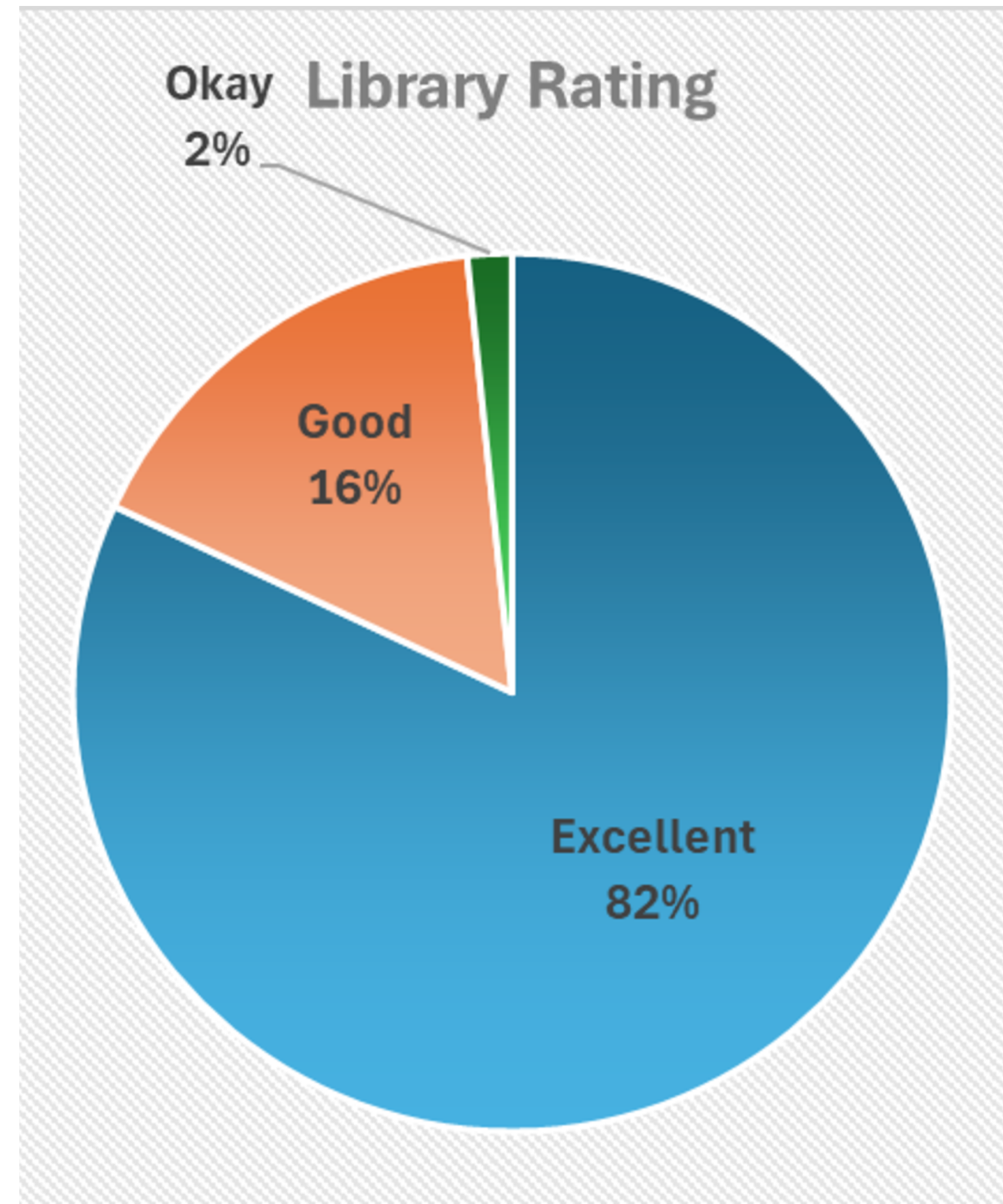


# Library Rating

Ninety-eight percent rated the library as excellent or good, with 82% rating the library as excellent. This is higher than 2024, which showed a 96% excellent or good rating with 76% excellent.

*"It (the library) is a hub. It brings people together, contributes to education, and is warm and welcoming."*

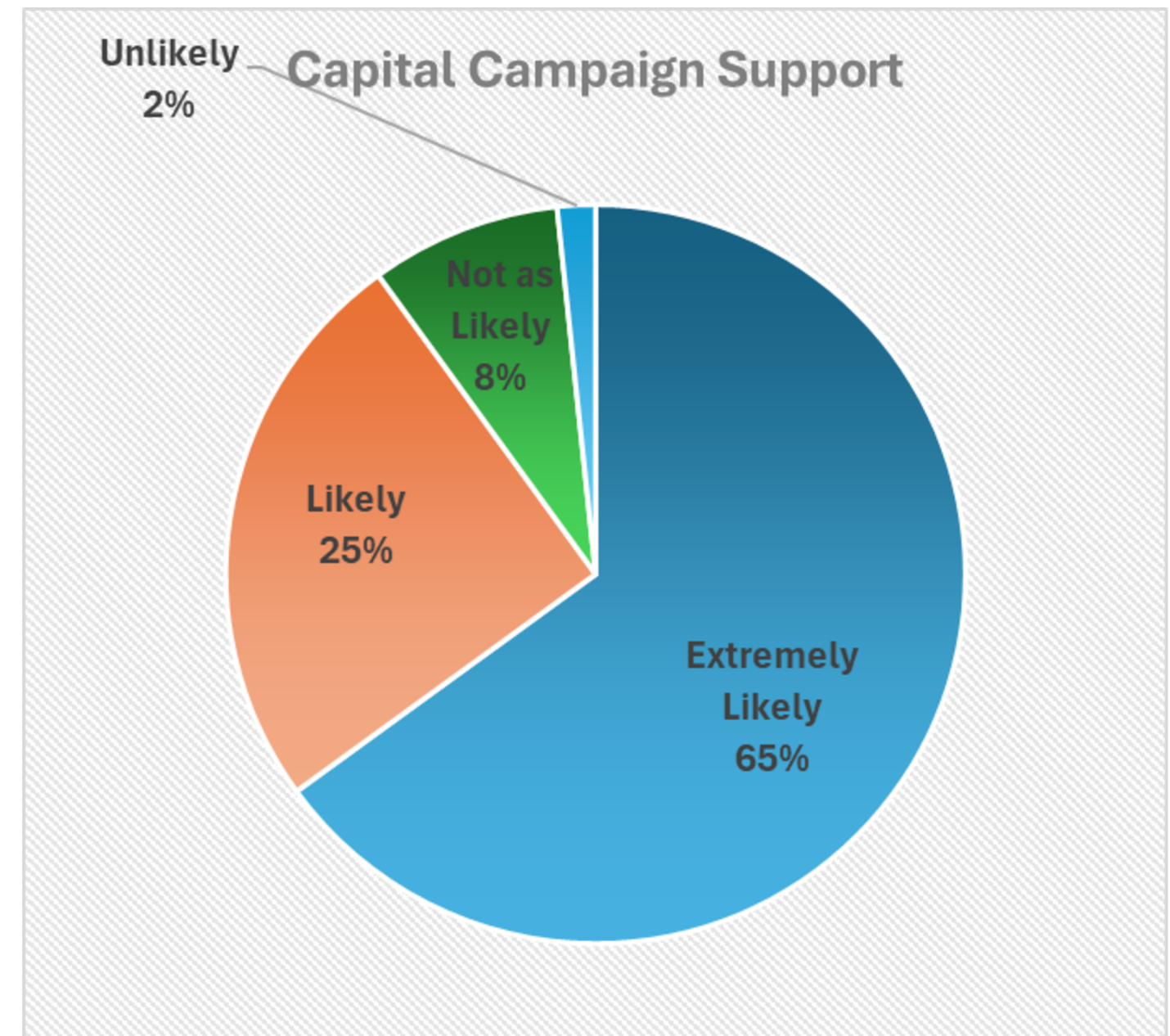
*"Across the board it seems there are programs and materials available for a variety of needs, ages, and groups."*



# Campaign Support

Ninety percent responded that they were likely or extremely likely to support a capital campaign. This is an 8% increase in support over the last year. For comparison, 2024 had 10% unlikely to support a capital campaign, 2025 only had 2%.

*"There really needs to be more dedicated space rather than the sharing of the limited space available. I do know that this is one of the priorities for the new library location and it's one of the reasons we are willing to support that effort financially."*





# more comments

The library is "one of the solitary places to go where there is no expectation of money, so anyone can go."

"Spooner Library does a great job of providing different activities/events/meetings that are great/interesting for learning about different topics and connecting with other people. Also, the different events and activities for the youth are very beneficial."

"At the library everyone is welcome."

"The library is a meeting place. A place kids feel comfortable. It provides free access to knowledge and information. A safe space to meet and interact."

The library "provides a place for people to gather, grow, and thrive."

"The library is already addressing the biggest issue needing improvement and that is space."<sup>21</sup>



# some themes

Almost everyone addressed the need for more space, especially dedicated spaces.

More accessibility is needed for shelving and parking.

There is major appreciation for programming variety.

Some asked for additions to the following collections: non-fiction, large print, audiobooks, young adult, classics, and graphic novels.

A few (2) suggested a smaller DVD collection. One asked for more books by Christian authors. Another requested the addition of the Sawyer County Record, and one asked for more Wisconsin magazines.

There is also major appreciation for the interlibrary loan and resource-sharing programs, especially for the short wait times.



# more themes

A major appreciation for digital services like Hoopla and Libby, with one mention of the long wait time for Libby being frustrating.

There is appreciation for library outreach services like the bookmobile and food insecurity resources. One person mentioned a need to decrease social services offered and instead emphasize reading and research.

Many mentions of the library as a “hub” or “safe place.” Numerous comments about the library bringing the community together, especially through programming.

A major appreciation for the staff, their expertise, and their helpfulness.

A desire for more comfortable seating, including adult seating on the children’s side.

There is also appreciation for the Library of Things collection.

thank  
you



**NEXT STEPS: OUR TEAM AND BOARD WILL REVIEW THE RESULTS AND IMPLEMENT A PLAN TO IMPROVE OUR SERVICES AND OFFERINGS MOVING FORWARD.**