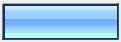


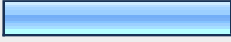
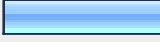
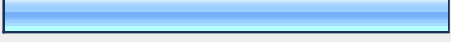
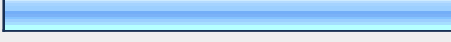


# Tolland Public Library Survey

1. Are you?			Response Percent	Response Count
Male			22.7%	70
<b>Female</b>			<b>77.3%</b>	<b>238</b>
			<i>answered question</i>	<b>308</b>
			<i>skipped question</i>	<b>7</b>

2. Your Age Group?			Response Percent	Response Count
Under 18			11.5%	36
18-24			3.2%	10
25-34			7.0%	22
<b>35-44</b>			<b>30.4%</b>	<b>95</b>
45-54			24.3%	76
55-64			16.9%	53
65+			6.7%	21
			<i>answered question</i>	<b>313</b>
			<i>skipped question</i>	<b>2</b>

**3. What is the highest level of education you have completed?**

		Response Percent	Response Count
K-8		7.4%	23
High school or equivalent		3.2%	10
Have not completed high school		4.2%	13
Some college		15.2%	47
Associate's Degree		10.3%	32
Bachelor's Degree		29.7%	92
<b>Graduate Degree</b>		<b>30.0%</b>	93
		<i>answered question</i>	<b>310</b>
		<i>skipped question</i>	<b>5</b>




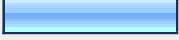
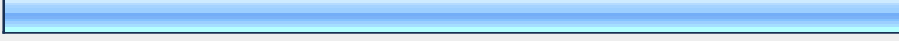

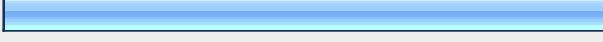
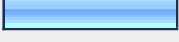

**4. On average, how often do you or a family member use the Tolland Public Library?**

		Response Percent	Response Count
Once a week or more		48.9%	138
Once in the past 12 months		5.0%	14
Once a month		30.1%	85
Once every 3 months		11.0%	31
I don't use the library		5.0%	14
		<b>answered question</b>	<b>282</b>
		<b>skipped question</b>	<b>33</b>

**5. If you haven't used the library regularly (more than once in the past 12 months) please tell us why. Check all that apply. Personal Factors:**

		Response Percent	Response Count
Limited time		46.4%	26
Homebound		1.8%	1
Prefer other activities over reading		25.0%	14
Get reading materials elsewhere		53.6%	30
No transportation		7.1%	4
		Other (please specify)	21
		<b>answered question</b>	<b>56</b>
		<b>skipped question</b>	<b>259</b>

6. If you haven't used the library regularly (more than once in the past 12 months) please tell us why. Check all that apply. Library Factors:

		Response Percent	Response Count
Not conveniently located		5.7%	2
Owe fines to the library		2.9%	1
Disagree with library policy		2.9%	1
Library is too busy and crowded		11.4%	4
<b>Don't have what I want</b>		<b>60.0%</b>	21
Poor service		2.9%	1
Not open convenient hours		40.0%	14
Too noisy		11.4%	4
No place to park		5.7%	2
Other (please specify)			26
		<b>answered question</b>	<b>35</b>
		<b>skipped question</b>	<b>280</b>

**7. What day of the week are you most likely to visit the library?**

		<b>Response Count</b>
		255
	<i>answered question</i>	<b>255</b>
	<i>skipped question</i>	<b>60</b>

**8. What time of the day do you visit the library?**

		<b>Response Count</b>
		247
	<i>answered question</i>	<b>247</b>
	<i>skipped question</i>	<b>68</b>

9. Please indicate on the following scale how often you use the following information sources.

	Daily	Weekly	Monthly	Yearly	Don't Use	Response Count
Tolland Public Library	2.6% (7)	<b>42.6% (116)</b>	36.8% (100)	11.4% (31)	6.6% (18)	272
Newspapers	<b>61.9% (166)</b>	21.3% (57)	6.7% (18)	0.7% (2)	9.3% (25)	268
Neighbors/Friends	<b>41.2% (106)</b>	40.5% (104)	9.7% (25)	0.8% (2)	7.8% (20)	257
Government Agencies	7.1% (18)	6.3% (16)	23.8% (60)	<b>33.3% (84)</b>	29.4% (74)	252
Own books/magazines, etc.	<b>51.7% (137)</b>	27.9% (74)	16.2% (43)	2.6% (7)	1.5% (4)	265
TV	<b>72.8% (195)</b>	19.8% (53)	2.6% (7)	0.0% (0)	4.9% (13)	268
Internet use at home/work	<b>87.7% (236)</b>	8.9% (24)	1.5% (4)	0.0% (0)	1.9% (5)	269
Radio	<b>67.9% (182)</b>	19.0% (51)	5.2% (14)	0.7% (2)	7.1% (19)	268
Bookstores	4.5% (12)	8.6% (23)	<b>50.6% (135)</b>	31.1% (83)	5.2% (14)	267
Other libraries	1.9% (5)	8.1% (21)	17.8% (46)	24.4% (63)	<b>47.7% (123)</b>	258
	<b><i>answered question</i></b>					<b>279</b>
	<b><i>skipped question</i></b>					<b>36</b>

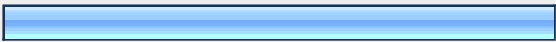


**10. Please rate your satisfaction with the library's services.**

	<b>Satisfied</b>	<b>Unsatisfied</b>	<b>N/A</b>	<b>Rating Average</b>	<b>Response Count</b>
Helpful staff	<b>89.9% (241)</b>	4.9% (13)	5.2% (14)	1.05	268
Knowledgeable staff	<b>90.7% (243)</b>	3.0% (8)	6.3% (17)	1.03	268
Friendly staff	<b>86.7% (234)</b>	8.5% (23)	4.8% (13)	1.09	270
Hours open	<b>74.0% (199)</b>	21.2% (57)	4.8% (13)	1.22	269
Parking	<b>86.2% (232)</b>	8.6% (23)	5.2% (14)	1.09	269
Furniture	<b>76.2% (205)</b>	14.9% (40)	8.9% (24)	1.16	269
Study areas	<b>56.6% (151)</b>	16.1% (43)	27.3% (73)	1.22	267
Quality of library building, lighting, cooling, heating, signage, etc.	<b>64.7% (174)</b>	29.7% (80)	5.6% (15)	1.31	269
Quality of decor and furniture	<b>66.0% (177)</b>	25.7% (69)	8.2% (22)	1.28	268
Public meeting room	<b>48.1% (128)</b>	11.3% (30)	40.6% (108)	1.19	266
Library computers	<b>56.8% (151)</b>	16.2% (43)	27.1% (72)	1.22	266
Online library catalog	<b>77.9% (208)</b>	4.9% (13)	17.2% (46)	1.06	267
Internet access	<b>56.4% (149)</b>	6.4% (17)	37.1% (98)	1.10	264
Adult programs	31.3% (81)	11.6% (30)	<b>57.1% (148)</b>	1.27	259
Children's programs	44.4% (116)	8.0% (21)	<b>47.5% (124)</b>	1.15	261
Summer reading program	45.2% (117)	4.6% (12)	<b>50.2% (130)</b>	1.09	259
Please comment on any of the above that you rated unsatisfied,					125
<b>answered question</b>					<b>273</b>

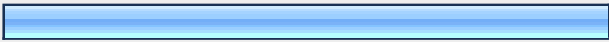

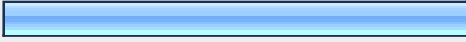
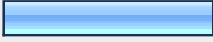
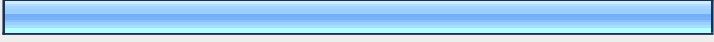
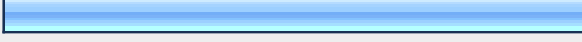
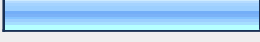
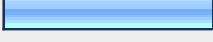
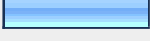
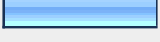
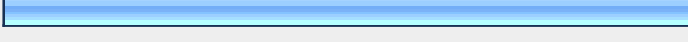
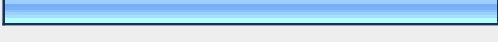
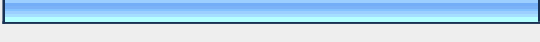
## 11. Please rate your overall satisfaction with the Tolland Public Library's collections.

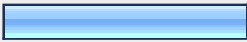

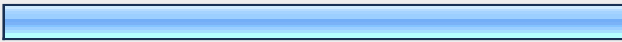
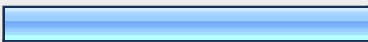



	Satisfactory	Unsatisfactory	Don't know/Use	Rating Average	Response Count
Adult fiction	<b>67.5% (166)</b>	15.0% (37)	17.5% (43)	1.18	246
Adult nonfiction	<b>66.3% (161)</b>	11.9% (29)	21.8% (53)	1.15	243
Young adult fiction	36.4% (88)	14.0% (34)	<b>49.6% (120)</b>	1.28	242
Young adult nonfiction	35.1% (86)	12.2% (30)	<b>52.7% (129)</b>	1.26	245
Children's fiction	<b>51.0% (123)</b>	9.1% (22)	39.8% (96)	1.15	241
Children's nonfiction	<b>46.7% (115)</b>	8.9% (22)	44.3% (109)	1.16	246
Children's media (videos, DVDs, Books on tape, books on CD)	42.5% (102)	11.7% (28)	<b>45.8% (110)</b>	1.22	240
Adult media (videos, DVDs, Books on tape, books on CD)	<b>60.9% (148)</b>	16.0% (39)	23.0% (56)	1.21	243
Downloadable audiobooks	21.4% (52)	7.0% (17)	<b>71.6% (174)</b>	1.25	243
Music CDs	32.9% (80)	12.3% (30)	<b>54.7% (133)</b>	1.27	243
Foreign language materials	11.9% (29)	5.7% (14)	<b>82.4% (201)</b>	1.33	244
Business materials	16.9% (41)	5.8% (14)	<b>77.3% (187)</b>	1.25	242
Magazines	<b>52.7% (129)</b>	5.7% (14)	41.6% (102)	1.10	245
Large print materials	24.5% (60)	3.3% (8)	<b>72.2% (177)</b>	1.12	245
Reference collection	43.6% (103)	6.4% (15)	<b>50.0% (118)</b>	1.13	236
Please comment on any of the above that you rated unsatisfactory.					96

	<i>answered question</i>	<b>252</b>
	<i>skipped question</i>	<b>63</b>

<b>12. If funding were available for extended hours, which of the following would you be most likely to use? Choose the one that is your FIRST CHOICE.</b>			
		<b>Response Percent</b>	<b>Response Count</b>
No change is needed		36.8%	86
Mornings between 9:00AM-10:00AM		15.4%	36
Sunday 10:00AM-1:00PM		9.8%	23
<b>Sunday 1:00PM-5:00PM</b>		<b>38.0%</b>	89
	Other (please specify)		34
	<i>answered question</i>		<b>234</b>
	<i>skipped question</i>		<b>81</b>



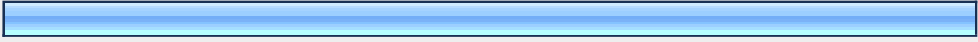
13. Which of the following library-sponsored adult programs would you attend?

		Response Percent	Response Count
Book discussion		40.4%	76
Personal investment seminar		23.4%	44
Travel series		30.9%	58
Elder Care series		13.8%	26
<b>Nature, gardening series</b>		<b>47.3%</b>	89
Music lectures and/or performances		38.8%	73
Film discussion series		17.0%	32
Child care programs		13.8%	26
Job search programs		9.6%	18
Home ownership seminar		10.1%	19
Cooking workshops		45.7%	86
Craft programs		33.0%	62
Holiday themed programs		35.6%	67
		Other (please specify)	20
		<b>answered question</b>	<b>188</b>
		<b>skipped question</b>	<b>127</b>

14. Which of the following classes would you be most likely to attend?			Response Percent	Response Count
Basic internet searching			16.2%	16
Basic computer skills			24.2%	24
<b>Word processing, spreadsheets, etc.</b>			<b>41.4%</b>	<b>41</b>
Use of the library's online catalog			24.2%	24
Library skills			19.2%	19
Book repair and mending			14.1%	14
Organization of the home library			27.3%	27
		Other (please specify)		12
		<b>answered question</b>		<b>99</b>
		<b>skipped question</b>		<b>216</b>

15. Please add any additional comments which would help us plan for the future. For example, what would you like to see the library offer that it does not currently offer?			Response Count
			62
		<b>answered question</b>	<b>62</b>
		<b>skipped question</b>	<b>253</b>

16. If you would like someone to contact you to discuss the library, this survey, or anything in the survey, please print your name, phone number, or email

		Response Percent	Response Count
Name		95.0%	19
Phone Number		80.0%	16
Email		65.0%	13
		<i>answered question</i>	<b>20</b>
		<i>skipped question</i>	<b>295</b>