

## 2019 Library Patron Survey Results

Do you have a library Card?	Yes	No	Total Responses	Online submissions	Paper submissions
	189	14	203	66	137

On average, How often do you visit the library?	Daily	Weekly	Monthly	Yearly	Never
	19	84	63	22	10
	9%	41%	31%	11%	5%
How would you rate the following Library Services?	Excellent	Good	Fair	Poor	Don't Know
Customer Service	139	50	9	0	4
	68%	25%	4%	0%	2%
Digital Collections	52	62	17	2	63
	26%	31%	8%	1%	31%
Adult Programs	50	46	11	1	88
	25%	23%	5%	0%	43%
Youth Programs	84	34	13	0	65
	41%	17%	6%	0%	32%
Online Services	95	57	10	1	33
	47%	28%	5%	0%	16%
Wi-Fi Access	105	42	8	1	38
	52%	21%	4%	0%	19%
Facilities	151	39	3	1	6
	74%	19%	1%	0%	3%
Hours of Operation	109	66	17	1	6
	54%	33%	8%	0%	3%
Passport Acceptance Facility	70	34	10	2	80
	34%	17%	5%	1%	39%
Veteran's Resource Center	65	27	9	0	95
	32%	13%	4%	0%	47%
Genealogy / Local History Room	69	31	5	1	88
	34%	15%	2%	0%	43%
Overall, how would you rate the library?	146	42	5	0	6
	72%	21%	2%	0%	3%

Do you currently have regular access to a computer & the internet for your personal use somewhere other than the public library?	Yes	No	Don't Know
English	150	30	5
	74%	15%	2%
Spanish	9	3	0
	4%	1%	0%

<b>How important is each of the following library services to you?</b>	<b>Very Important</b>	<b>Important</b>	<b>Somewhat Important</b>	<b>Not Important</b>	<b>Don't Know</b>
Borrowing physical materials from TPL	137	43	12	6	2
	67%	21%	6%	3%	1%
Online services	108	57	16	9	8
	53%	28%	8%	4%	4%
Reference	91	68	20	12	9
	45%	33%	10%	6%	4%
Adult Programs	62	46	36	21	34
	31%	23%	18%	10%	17%
Youth Programs	92	44	14	19	29
	45%	22%	7%	9%	14%
Wi-Fi / Internet Access	113	43	16	20	6
	56%	21%	8%	10%	3%
Help using computers and technology	77	67	20	24	11
	38%	33%	10%	12%	5%
Study Rooms	91	50	24	19	14
	45%	25%	12%	9%	7%
Faxing and scanning	78	45	32	19	21
	38%	22%	16%	9%	10%
Overall, how important is the library to you & your family?	140	39	11	2	3
	69%	19%	5%	1%	1%
How important is the library to your community?	162	29	5	2	2
	80%	14%	2%	1%	1%

<b>In the past 12 months did you attend a library event or program...</b>	<b>Yes</b>	<b>No</b>	<b>Don't Know</b>
Adult program	43	149	7
	21%	73%	3%
Kid's program	73	116	11
	36%	57%	5%
Special event	34	147	15
	17%	72%	7%

	Yes	No	Don't Know
Did you see the library out in the community?*	57	48	29
	42%	35%	21%
Would you like to see the library at community events? (Farmer's Markets, Summer Salley, Kids Day, etc...)*	106	7	22
	77%	5%	16%
Should the library consider having a second location?*	64	38	33
	47%	28%	24%
Should the library consider having a book mobile or other portable unit?*	80	17	38
	58%	12%	28%
As far as you know, is there anywhere else in your community besides home, work or school where you can access a computer and the internet for free?	46	157	
	23%	77%	

In the past 12 months how often have you...	Every day or most	At least once a week	About 1-3 times a month	Less than once a month	Never / Don't know
Used a computer / laptop in a public library to access the internet/	27	26	41	47	60
	13%	13%	20%	23%	30%
Used the Internet <i>from outside</i> the library to access library resources?	30	31	23	43	74
	15%	15%	11%	21%	36%
Used the library's wireless (Wi-Fi) network to connect to the internet with your own devices?	24	28	29	42	78
	12%	14%	14%	21%	38%

## DEMOGRAPHICS

How old are you	12 or under	13 - 18	19 - 24	25 - 64	65 or older
	4	11	23	135	21
	2%	5%	11%	67%	10%
What gender best describes you	Male	Female	Other		
	50	137	5		
	25%	67%	2%		
What is your preferred language?	English	Spanish	Other		
	182	9	0		
	90%	4%	0%		

<b>What is the highest level of education you have completed?</b>	Some High School	High School Graduate or GED	Some College	College Degree or higher		
	22	44	59	63		
	11%	22%	29%	31%		
<b>What is your employment status?</b>	Employed	Student	Retired	Under-employed	Unemployed	
	94	29	22	5	37	
	46%	14%	11%	2%	18%	
<b>What is your ethnicity?</b>	White	Hispanic or Latino	Black or African American	Native American	Asian / Pacific Islander	Other
	82	77	9	5	4	14
	40%	38%	4%	2%	2%	7%

\*Responses only available from paper submissions