
A Strategy for the 21st Century

Salado Public Library

May 1, 2007


**Authored by the
2007 Long Range Planning Committee,
composed of citizens of Salado, and assisted
by the Library Board & Staff**



*The Salado Public Library
exists
to encourage a love of
reading and
to promote lifelong
learning opportunities.*

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The long range plan for the Salado Public Library is a tool to guide the library's future direction, growth and development. The plan will ensure that free and equal access to library services exists for all citizens of Salado and surrounding communities.

The committee was asked to determine the following items.

- 1. To collect and examine data about the library and the community**
- 2. To prepare vision and mission statements that specify the scope of its activities and overall direction**
- 3. To prepare goals, objectives and strategies**
- 4. To recommend the plan to the Board of the Library for its approval and implementation**

This document is the result of many hours of dedicated work by the Long Range Planning Committee, made up of interested citizens in Salado, the Salado Public Library District Board of Trustees, the staff of the Salado Public Library and Jennifer Patterson of the Central Texas Library System.



Long Range Planning Committee, Library Staff and Board

From left: Margaret Williamson, Dave Carr, Susan Shobe, Connie Cryar, Sara Pettijohn, Alayne Fuller-Ramsden, Jennifer Patterson, Lee Cornett, Armondo Burguete and Bob Denton. Not pictured are Debbie Aldridge, Robert Denman, Steve Ervin, Renee Oas, Merle Stalcup and Thad Willson.

Long Range Planning Committee

Debbie Aldridge, School Board - Salado Independent School District

CPT Armondo Burguete, U.S. Army

Lee Cornett, Owner Thomas Arnold Activity Center

Connie Cryar, former Salado Public Library District Board member

Robert Denman, Salado Historical Society

Bob Denton, President, Friends of the Salado Public Library

Steve Ervin, SISD school superintendent, retired

Renee Oas, Mother of two preschoolers

Sara Pettijohn, Board member, Friends of the Salado Public Library

Susan Shobe, Salado Independent School District librarian

Merle Stalcup, Village Alderman

Margaret Williamson, member Public Arts League of Salado

Thad Willson, citizen

Salado Public Library District (SPLD)

Board of Trustees

Patty Campbell, President SPLD

Hulda Horton, Vice-President SPLD

Susan Krals, Secretary SPLD

Ben Willingham, Treasurer SPLD

Dave Carr, Member-at-Large SPLD

Library Staff

Marsha McGuire, Director

Alayne Fuller-Ramsden, Adult Services

Emmy Alvarez, Children's Librarian

Karen Kinnison, Library Assistant

A Brief History of the Salado Public Library

In 1985 a committee of the Salado Chamber of Commerce was appointed to establish a village library. A Board of Trustees was formed to seek a state charter and to find appropriate library space. With the help of consultants from neighboring libraries and the Central Texas Library System, the Salado Public Library was created in 1986, and opened its doors to patrons on November 7, 1986, staffed entirely by volunteers. The initial collection of about 1,000 books was donated by citizens of Salado and other libraries in Central Texas. The Salado Public Library became a member of the Center Texas Library System in 1987.



The first home of the Salado Public Library was located on the corner of northbound IH 35 frontage and Stagecoach Road.

As the community and library use grew, larger quarters were required. In the fall of 1993 the Library moved into 1,700 square feet in the Salado Civic Center, a former school building. The collection contained nearly 8,000 items. The Library's automated catalog allowed patrons to search the collection. One Library computer was dedicated to genealogy and another to Internet use. Volunteers ran the library until 1995 when the first paid part-time certified librarian was hired.

Because the village was unincorporated, there was never any tax support for the library. All operating expenses were met through donations, gifts and memorials, and fund-raising activities. In May 1998, the Salado Public Library District was created by a vote of the citizens of Salado. The Salado Public Library was the second library in the state to benefit from new legislation allowing the creation of library districts. A one-half percent sales

tax now provides most of the operating revenue for the library.

In March 2003, the library moved into its beautiful, new 4000 square-foot building located at 1151 N. Main. The staff of the library is now two part-time librarians, a full-time director and a part-time library assistant. Regular volunteers at the library number more than forty. The Friends of the Library organization was restarted in 2006 and continues to grow in members and support for the library.

The current estimated population of the Salado Public Library District is 9000+, with more than 1200 students in the school system. The community continues to grow by nearly five percent each year. Measures of library services have more than kept pace with population growth with annual increases of 15% or more each year in 2005 and 2006.



Salado Public Library 2005

The Library grounds in April 2007—A blooming backdrop for the stone carving by artist Bob Ragan donated to the Library by the Public Arts League of Salado.



Visions for the Salado Public Library

- All residents of Salado will use the library and be aware of the benefits it offers to the community.
- All residents of Salado will enjoy expanded access to programs and events through participation of the Library with other local organizations.
- Salado's Spanish speaking population will have expanded access to materials and programs in Spanish at the Library.
- Additional computer access at the Library will be provided to facilitate use by children, teens and adults.
- A generously-sized meeting space will be available in the library for classes, public performances and visual arts exhibits.
- Children will enjoy a larger, more spacious area for activities, materials and programs.



After each summer reading program the children go out onto the Library's front porch for crafts.

-Summer '06

Service Responses

Satisfy Curiosity : Lifelong Learning & Reading

A library that provides lifelong learning service helps address the desire for self-directed personal growth and development opportunities.

Stimulate Imagination: Reading, Viewing and Listening For Pleasure

A library that provides current topics and titles helps to fulfill community residents' appetites for information about popular cultural and social trends and their desire for satisfying, recreational experiences.

Create Young Readers: Emergent Literacy


A library that provides the proper materials, involves parents in children's reading readiness and encourages a love of reading through story times and reading programs helps to prepare young children for success in school.

Connect to the Online World: Internet Utility

A community in which everyone has access to computers and the Internet is better in countless ways. Its members have more opportunities to let their creativity blossom, to see new ideas come to fruition, and to join together in efforts to improve the community in which they live.

Visit a Comfortable Place: Public Spaces

A library that provides a gathering place helps address the need of people to meet and interact with others in their community and to participate in public discourse about community issues.



Service Goals

1. Satisfy Curiosity: Lifelong Learning & Reading

Goal 1.1 - All citizens will have access to current and popular materials and engaging programs that stimulate thinking, satisfy curiosity and expand knowledge.

Objective 1 - Offer monthly programs aimed at broadening the appeal of the Library to the general adult audience.

Poll the Salado community for persons willing to teach classes in their areas of expertise (i.e. genealogy, gardening, quilting).

Schedule programs on a quarterly basis and publicize them in a timely fashion.

Objective 2 – Improve the relevance and currency of the non-fiction collection by evaluating and weeding one section per month until completed.

Evaluate Non-Fiction Collection.

Weed subject areas.

Place gap orders to replace or fill in subject categories.

Objective 3—Explore other formats for life-long learning opportunities by the end of fiscal year 2007

Contact sources such as The Teaching Company and Modern Scholar for details on their audio and video-based course offerings.

Locate sources of computer-based training for patrons.

Goal 1.2 - Spanish speaking patrons will be encouraged to use the library.

Objective 1 –Multiple copies of English language learning materials in multiple formats will be available at the Library by September 2007.

Objective 2—Explore the possibility of providing classes in applying and testing for citizenship.

Objective 3—Incorporate diversity in staff, Friends of the Salado Public Library, volunteers and the SPLD Library Board of Trustees.

Objective 4—Publicize library services and programs within the Spanish speaking community

Goal 1.3 - Enable senior citizens to continue their active participation in life-long learning

**Objective 1— Continue to develop and maintain a large print collection.
Weed collection to make in more current.
Order books of interest to seniors.
Increase the circulation of large print materials through by publicizing the collection within the community.**



Dr. Robert McConnell, standing, far right, spoke to a large and appreciative crowd at the program about the book he authored, “The History of the Salado Public Library”, in 2006.

2. Stimulate Imagination: Reading, Viewing and Listening For Pleasure

Goal 2.1— Develop a quality and diverse collection of library materials in multiple formats that satisfy the recreational needs of all the citizens of Salado.

Objective 1 - Purchase new DVD's for children and adults on a monthly basis.

Review collections to determine usage and gaps.

Propose modifying AV materials budgets to allow the purchase of additional titles by fiscal 2008.

As budget allows continue conversion of VHS titles to DVD format to conserve space.

Objective 2—Commit to a three-year trial of the eAudiobooks program.

Publicize the service in the media and the library.

Create visual displays of downloadable audio books.

Provide training for patron use of the program.

Add the records for all eAudiobooks to the library catalog.

Goal 2.2 — The Friends of the Library in cooperation with the Library, will sponsor free movie nights for all residents of Salado.

Establish a program committee within the Friends of the Library to select movies, solicit speakers and run the programs.

Purchase movies, as requested, to support the program.

Purchase public performance rights for the library.

Publicize movie events in the newspaper and other public venues.

Goal 2.3 – The Library will provide service to those who have difficulty visiting or cannot come to the Library.

Objective 1—Perform annual assessment for meeting American with Disability Act (ADA) requirements for accessibility; especially with regard physical access to the Library and use of computers.

Objective 2—Publicize the Talking Books Program and assist those who are eligible to register for the service.

Survey patrons who use large print and audio books to determine their interest and eligibility.

Distribute application forms at the Library, civic center and local churches.

Provide assistance in filling out forms, if needed.

Certify forms for eligible persons.

Objective 3—Provide delivery of Library materials to Salado home-bound citizens .

Develop a PR program to attract book selection and home delivery volunteers.

Publicize the program within the community.

3. Create Young Readers: Emergent Literacy

Goal 3.1 - Foster a lifelong love of books in all children in Salado and a desire to learn that will help them live productive and satisfying lives.

Objective 1— Increase programming for children’s outreach by 10% annually.

Services Offered: Second Tuesday of each month, Salado Activity Center , Thomas Arnold Elementary School special events, Holland Elementary School annual storytelling activity, “library times” for local private schools.

Visits from school classes to the Library from the fourth grade each spring.

Critical Resources: Training opportunities for the children’s librarian in puppetry, sign-language and other techniques

Additional manpower: volunteer or additional part-time hours, or involving local teens.

Suggested Measures: Number of children attending the programs that are provided, total number of programs provided, and number of children using the library.

Objective 2—Plan and conduct a weekly story time for pre-school children.

Objective 3— Plan and present a Summer Reading Program for children (5-10 years old) in the month of June each year.

Goal 3.2 - Encourage Spanish speaking children and their parents to use the library.

Objective 1 - Bilingual story times will be held on Saturdays at the Library.

Locate bilingual storytellers and/or recruit volunteers (adults or teens) for program assistance.
Publicize story times to the community.

Objective 2 – Purchase bilingual books for parents’ use.

Goal 3.3 - School-aged children will enjoy increased services and be welcomed at the Library.

Objective 1—Increase services for home-schooled children and their families.

Identify home-schooled children in the area.
Identify needs that the Library might help meet.
Provide story times and reading groups for school-aged and home-schooled children.

Objective 2— Children coming to the Library will have access to reference and homework help during all open hours.

Train all staff by 2008 in reference and homework help skills.

Objective 3—Provide more programs for school-aged children.

Recruit volunteers for program assistance.
Plan programs for after school and holidays.



Children’s Librarian, Emmy Alvarez, provides story time for youngsters every Monday morning at 11 am.

4. Connect to the Online World: Internet Utility

Goal 4.1- Citizens will have access to computer and Internet services during all hours the Library is open.

Objective 1— All children are aware of the electronic and physical resources at the Library that support schoolwork and homework.

Develop monthly displays on different library resources (at school, at the libraries, flyers).

Objective 2—Increase children's usage of computers.

Add learning games to the children's desktop and laptop computers.

Investigate methods to allow blocked and unblocked useage of laptop computers.

Reconfigure conference room for teen study/computer room after school.

Goal 4.2 - Foster technology literacy.

Objective 1—Offer quarterly computer classes for seniors.

Provide pre-programmed or instructor-led classes.

Offer classes in the library's newest computer program.

Objective 2—Offer computer classes to multilingual patrons.

Identify Spanish-speaking teachers to teach classes and/or utilize bilingual teens who are computer literate.

Objective 3—Offer computer classes for information access, including Texshare Databases, genealogy and other online resources.

Goal 4.3 - Expand the use of online services.

Objective 1—Enhance promotion of services and collections.

E-mail notifications to target audiences.

Prepare, distribute and update annually brochures on web-based services.

Write and e-mail a quarterly newsletter of Library news and activities.

Increase e-mail newsletter subscribers by 10% annually.

Objective 2—Increase the number of patron workstations and laptops, based on usage and community demographics. Review needs on an annual basis.

Goal 4.4 - Utilize appropriate technological alternatives to provide enhanced information delivery.

Objective 1— Build a substantive Library website that is updated on a regular basis.

Objective 2 - Complete a Technology Plan that addresses the goals and objectives of this Long Range Plan.

Objective 3—Provide internal and external expertise to maximize efficient use of computer, network and online access capabilities.

Objective 4—Monitor product development and integrate innovative technologies on an on-going basis.

5. Visit a Comfortable Place: Public Spaces

Goal 5.1—The Library will provide accessible services and hours of operation for patrons by evaluating services and hours each fiscal year.

Objective 1—Review Library hours of operation each year. Discuss extending Library hours one evening per week in fiscal year 2008.

Objective 2—Determine staffing needs to cover additional evening and/or Saturday hours.

Objective 3—Evaluate the benefits of a self-service checkout system.

Goal 5.2 - Provide a safe and welcoming space for the entire community to share interests and unique learning experiences.

Objective 1—Provide inviting patron seating areas with comfortable chairs and tables and couches.

Objective 2—Increase number of tables and work areas for patrons who are using laptop computers or need space for work or study.

Objective 3—Provide a quiet area for adult reading and study.

Goal 5.3 – Children in Salado will enjoy a space that is designed for their use and enjoyment and is separate from adult quiet areas.

Objective 1— Provide a safe, comfortable and child-friendly nooks & crannies area for young children.

Objective 2– Provide computers designed for small children.

Objective 3 - Create an open area for story times in the children's area.



Goal 5.4 – Teens will feel welcome at the library.

Objective 1—Evaluate ways to make the library a resource valued by teens.

Establish a teen advisory board.

Plan and present teen-centered programs.

Provide an attractive, teen-friendly space with computer access.

Analyze collection and order additional materials of interest for pre-teens and teenagers.

Goal 5.5 – All citizens of Salado will enjoy a generously-sized meeting space or spaces for classes, public performances and visual arts exhibits at the Library.

Objective 1 - Provide a large meeting space that will accommodate 60 - 75 people.

Objective 2—Provide several small quiet patron study rooms.

Goal 5.6 - All citizens of Salado will enjoy functional outdoor spaces at the Library.

Objective 1 – Maintain the garden areas on the Library grounds.

Objective 2 – Create useful outdoor spaces that facilitate reading, meeting and lounging.

Goal 5.7 - Explore the feasibility of enlarging the library.

Objective 1—Interview prospective architects and appropriate proposals.

Objective 2—Procure concept sketches for display and promotion.

Objective 3— Solicit community input regarding expansion.

Objective 4—Explore fund raising and grant opportunities for funding a Library expansion.

Management Goals

Goal M-1—Provide a cohesive, qualified and highly-motivated staff to accomplish the service goals of the Library.

Objective 1— Staff will articulate and understand the vision and mission statement of the Library.

Objective 2— Cross-train staff so they understand the duties and responsibilities of staff in other areas and will be able to assist patrons as needed.

Objective 3—Provide staff development and other continuing education.

Goal M-2—Provide appropriate staffing to achieve the Library's service responses and mission.

Objective 1— Secure additional personnel resources to enhance the Library's ability to provide the service levels outlined in the Long Range Plan.

Objective 2— Review Library and staff hours to ensure adequate levels of staffing.

Objective 3— Maintain and revise written job descriptions for each staff position using appropriate evaluation criteria.

Objective 4 - Maintain an active volunteer program and recruit a volunteer coordinator from the Friends of the Library to manage the program.

Goal M-3— Increase and improve the awareness of the Library's facilities, materials and services by the community.

Objective 1— Improve communication regarding the materials, services and programs that the library offers.

Submit weekly newspaper articles about library activities.

Display promotional flyers at the library, schools, and Civic Center.

Update Library web site on a weekly basis.

Maintain a current and attractive display area for posting literature and promoting Library and community events.

Objective 2— Provide a quality experience for patrons and staff.

Provide annual customer service training for staff.

Study and improve patron registration process.

Objective 3— Provide professional assistance to patrons, in all areas of Library service.

Goal M-4— The Library will increase patron use statistics.

Objective 1— Increase circulation, patron visits, and computer usage numbers by 10% each year.

Objective 2— Improve utilization of circulation statistics for collection development.

Objective 3— Seek out and respond to patron suggestions and concerns regarding library facilities, services and collections.

Goal M-5— The Library Board and the Friends of the Library will develop sources of public and private funding to support and improve the Library.

Objective 1— Identify grants available to the Library.

Objective 2— Encourage both Boards to participate in Central Texas Library System and Texas Library Association meetings and committees and also to participate in training opportunities.

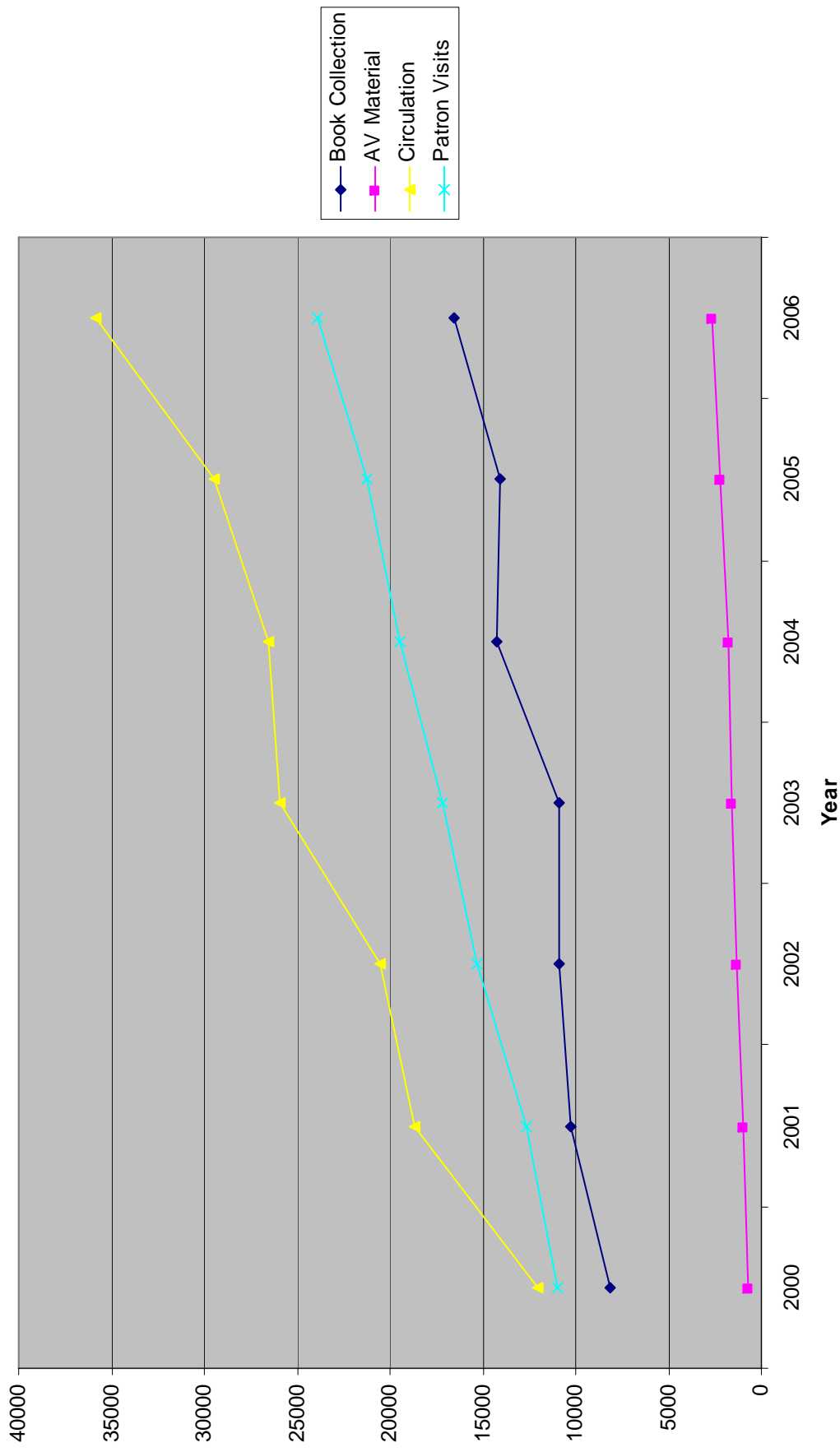
Objective 3— Annually review Board responsibilities, policies, bylaws, and plans.

Salado Public Library Statistics FY 2000-2006									
	2000	2001	2002	2003	2004	2005	2006	Growth 06 over 05	
Number of titles of all books - Adult & Children									
Book Collection	8,143	10,308	10,892	10,910	14,272	14,080	16,506	2,426	15%
Number of titles for both movies (VHS & DVD) and audio books - Adult & Children									
AV Material	703	1,010	1,285	1,604	1,788	2,239	2,639	400	15%
Number of all types of items that were checked out during the year									
Circulation	12,042	18,684	20,499	25,886	26,573	29,442	35,824	6,382	18%
Number of patrons to visit the library (also known as Gate Count)									
Patron Visits	10,949	12,627	15,288	17,195	19,435	21,210	23,869	2,659	11%
Number of items borrowed from other libraries for SPL patrons									
Interlibrary Loan	59	102	92	54	126	190	237	47	20%
Number of people to sign in to use library computers (does not include Wireless access users)									
Computer Users	416	624	936	884	2,080	3,718	5,499	1,781	32%

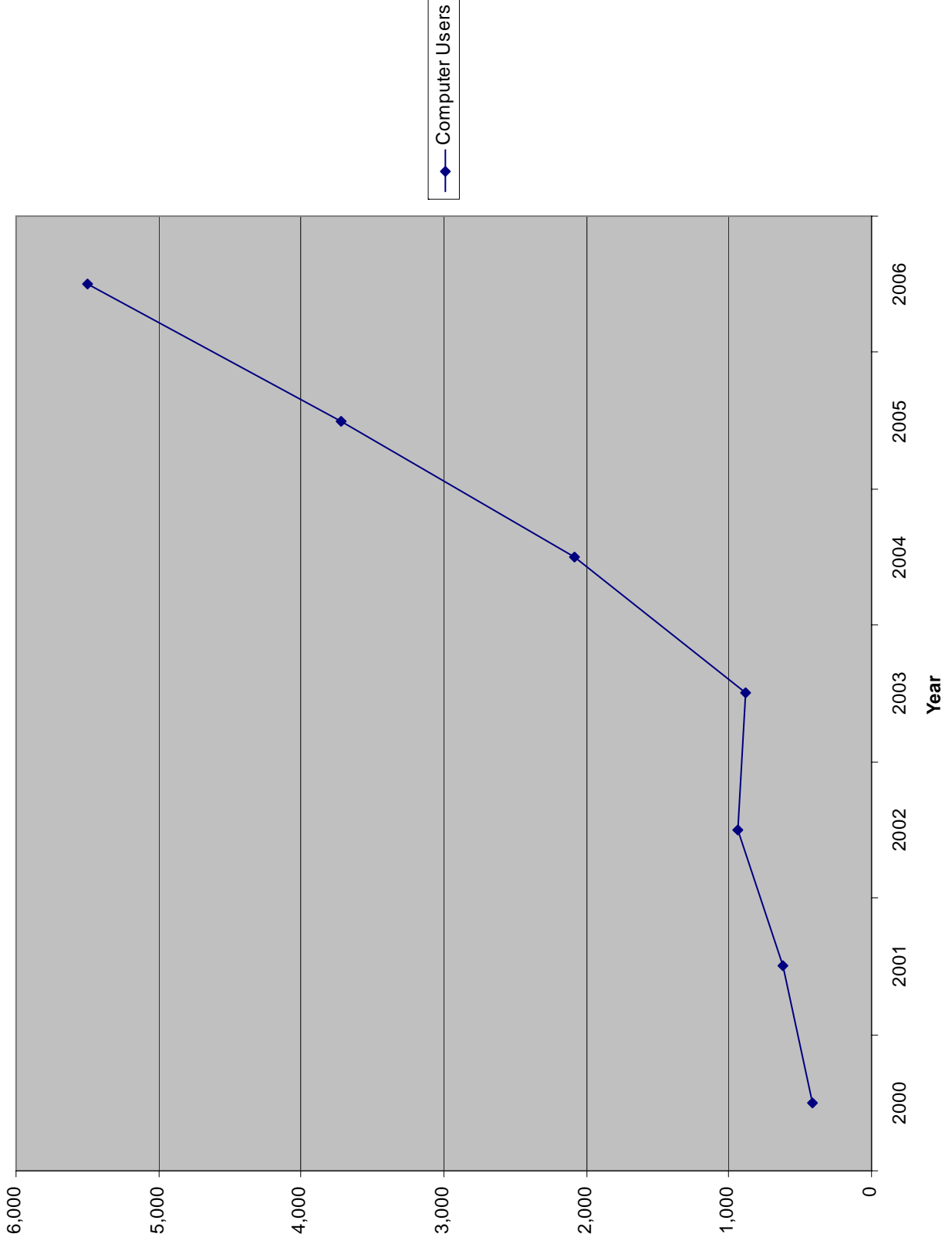
From Texas State Library Annual Report Statistics Texas Libraries serving populations of 5,000 - 9,999

	# Libraries	Low	25th %tile	50th %tile	75th %tile	High	Average	Pop. 5753 Salado
FY 2005 (9/1/04 - 8/31/05)								
Annual Per Capita Operating Expenditures	113	0.84	7.8	11.88	19.62	65.07	14.98	26.2
Annual Per Capita Expenditures for Salaries	113	0.06	4.88	8.1	13.17	36.1	9.74	11.76
Population Per FTE Employee	97	910.17	1904.33	2876.14	3709.5	8430.91	2967.69	2301
Annual Per Capita Expenditures for Materials	113	0.13	0.46	0.66	1.05	21.83	1.36	2.96
Items Per Capita	113	0.98	2.7	3.59	4.8	7.94	3.8	3
Circulation Per Capita	113	0.37	1.92	3.24	6.24	24.68	4.46	5.12
Collection Turnover Rate	113	0.22	0.66	0.9	1.47	4.12	1.11	1.7
Hours Open Per Week	103	6	34	40	45	60	38.83	45
Library Visits Per Capita	110	0.01	0.02	0.04	0.07	0.16	0.05	3.69
Program Attendance Per Capita	109	0.01	0.06	0.18	0.36	4.9	0.31	0.36

Collection, Circulation and Materials



Computer Users



1. Do you have a library card?


	Response Percent	Response Total
Yes	72.2%	221
No	27.8%	85
Total Respondents		306
(skipped this question)		0

2. How often do you use the library?





	Response Percent	Response Total
Once a week or more	34.3%	103
Once a month	24.7%	74
Three or four times a year	14%	42
Seldom	11.7%	35
Never	11.3%	34
This is my first visit	4%	12
Total Respondents		300
(skipped this question)		6

3. How do you and your family use the library?


	Response Percent	Response Total
Genealogy	2.2%	5
Borrow audio books	26.1%	59
Job hunting	3.5%	8
Children's programs	8.8%	20
Research	26.1%	59
Ask a question	11.5%	26
Copier / fax machine	21.2%	48
Borrow children's books	28.3%	64
Read magazines / newspapers	15%	34
Borrow adult books	65.9%	149
Homework	5.8%	13
Study or work	16.8%	38
Use wireless connection	24.8%	56

Borrow movies (DVD or VHS)		54.9%	124
Other (please specify)		13.7%	31
		Total Respondents	226
		(skipped this question)	80











4. What times are you most likely to visit the library?

		Response Percent	Response Total
Morning (10 - 12)		27.7%	62
Early Afternoon (12 - 4 PM)		35.7%	80
Afternoon (4 - 6 PM)		26.3%	59
Saturday (10 - 3)		10.3%	23
		Total Respondents	224
		(skipped this question)	82

5. Do you use the library computing resources?

		Response Percent	Response Total
Yes		46.1%	101
No		53.9%	118
		Total Respondents	219
		(skipped this question)	87

6. For what purposes? Mark all that apply.

		Response Percent	Response Total
Internet		80.4%	90
Email		46.4%	52
Game Playing		11.6%	13
Travel		21.4%	24
Financial, banking		13.4%	15
Job hunting		13.4%	15
Research		30.4%	34
Genealogy		6.2%	7
Wireless access for my own computer		9.8%	11
TexShare databases		5.4%	6

Other (please specify) ■	7.1%	8
Total Respondents		112
(skipped this question)		194

7. How often do you/your family use the library computers in a month?





	Response Percent	Response Total
0 ■	45.8%	92
1-2 ■	25.9%	52
3-5 ■	12.9%	26
6-10 ■	9.5%	19
over 10 ■	6.5%	13
Total Respondents		201
(skipped this question)		105

8. For each of the following characteristics what grade would you give the library? Please indicate Excellent, Average, Below Average

	Excellent	Average	Below Average	Response Average
Computer and Internet access	70% (118)	28% (48)	2% (3)	1.32
Selection of adult materials (books, movies, audio books, magazines and newspapers)	57% (115)	36% (73)	7% (15)	1.51
Enough comfortable places to read and study	50% (102)	38% (77)	11% (23)	1.61
Friendly, knowledgeable librarians and staff	80% (167)	16% (34)	4% (8)	1.24
Convenient hours	57% (117)	33% (69)	10% (21)	1.54
Story time for children	63% (102)	33% (54)	4% (7)	1.42
Programs for adults	39% (62)	53% (84)	8% (12)	1.68
Meeting rooms	43% (66)	45% (70)	12% (18)	1.69
Enough useful children's materials	57% (94)	38% (62)	5% (8)	1.48
Total Respondents				220
(skipped this question)				86

9. In general, how do you feel about the Salado Public Library?















Response Percent	Response Total
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Very satisfied		59.1%	133
Satisfied		35.1%	79
Unsatisfied		2.2%	5
Do not use		4%	9
		Total Respondents	225
		(skipped this question)	81

10. If you have a comment about how the library does or does not meet your expectations, please comment.















Total Respondents	53
(skipped this question)	253

11. Which of the following changes would serve you better?



		Response Percent	Response Total
Refreshment center		24.7%	43
More video materials/DVDs		48.9%	85
More adult books		25.9%	45
More copies of popular items		20.1%	35
Open later weekdays		31%	54
More seating areas for reading and study		28.7%	50
More Spanish language materials		5.2%	9
Self check-out		20.7%	36
More computers / computer programs		18.4%	32
More youth books/programs		20.7%	36
More audio books		16.1%	28
Open later on Saturday		40.2%	70
Home delivery of materials		9.2%	16
Other (please specify)		6.3%	11
		Total Respondents	174
		(skipped this question)	132

12. If you have seldom or never used the Library, please tell us why. Mark all that apply.

Response Percent	Response Total
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Limited time		50%	75
Get reading materials elsewhere (bookstores, online, etc.)		22%	33
Homebound		2%	3
Prefer other activities over reading		18%	27
No transportation		1.3%	2
Use the Internet at home to find information		14.7%	22
Use University or school library		16%	24
Library hours not convenient		23.3%	35
Not enough parking		1.3%	2
Library too busy / crowded / noisy		4%	6
Owe fines to the library		0%	0
Not enough staff		3.3%	5
Poor service		2%	3
Library doesn't have the items I want (books, movies, audio books, magazines, newspapers)		10%	15
Other (please specify)		17.3%	26
		Total Respondents	150
		(skipped this question)	156

13. Are you?

		Response Percent	Response Total
Male		37.5%	102
Female		62.5%	170
		Total Respondents	272
		(skipped this question)	34

14. Your age group?

		Response Percent	Response Total
10 - 17		23.6%	68
18 - 30		14.9%	43

31 – 40		14.9%	43
41 – 50		11.1%	32
51 – 64		19.1%	55
65 and above		16.3%	47
Total Respondents			288
(skipped this question)			18

Open Ended Survey Question Responses

Question #3 (31 responses)

How do you and your family use the library?

Attend Library programs	14 responses
Computers/Internet/Email	11 responses
Literacy/Tutoring/Online degree	6 responses

Question #6 (8 responses)

Do you use library computer resources?

Tutoring/Homework	3 responses
When my connection is down	2 responses
Medical/Sports information	2 responses
Ancestry.com (genealogy)	1 response

Question #10 (53 responses)

If you have a comment about the library does or does not meet your expectations, please comment.

Positive comments on Library and Library staff	18 responses
Need more materials	9 responses
Inconvenient hours, requested more hours	6 responses
Additional quiet places to read or study	5 responses
Just visiting / new in town	6 responses
Negative comments about library staff	3 responses
Negative comments about library funding	3 responses
More & better communication with the public	2 responses
Bigger meeting room	1 response

Question #11 (11 responses)

What change would serve you best?

More adult fiction	2 responses
Move DVDs / put movies in the drop box	3 responses
Too many things too close to the floor	2 responses
Longer access to the internet for those getting online degrees	2 responses
Adult reading group	1 response
Home delivery of materials	1 response

Question #12 (23 responses)

If you have seldom or never used the Library, please tell us why.

Need later hours / Saturday hours	6 responses
Don't have what I need	5 responses
New in town	5 responses
Too busy	3 responses
Don't Read	2 responses
Not sure about programs offered	1 response
Limited reference materials	1 response