
















### 1. How did you hear about this survey?

		Response Percent	Response Count
Poster or request to participate while visiting the library		6.2%	95
A link on the Maplewood Library website, Facebook page, or Twitter account		10.7%	163
<b>An email from the library</b>		<b>74.9%</b>	<b>1,140</b>
A website or email from an organization other than the library.		3.1%	47
Other (please specify)		5.1%	77
		<b>answered question</b>	<b>1,522</b>
		<b>skipped question</b>	<b>8</b>




### 2. How important is the library to you?

		Response Percent	Response Count
<b>Extremely important</b>		<b>60.5%</b>	<b>919</b>
Important		29.7%	451
Moderately important		7.9%	120
Not very important		1.4%	21
Not at all		0.5%	7
		<b>answered question</b>	<b>1,518</b>
		<b>skipped question</b>	<b>12</b>






### 3. How important do you think the library is to the community?

		Response Percent	Response Count
Extremely important		82.4%	1,246
Important		15.0%	227
Moderately important		2.3%	35
Not very important		0.2%	3
Not at all		0.1%	1
		<b>answered question</b>	<b>1,512</b>
		<b>skipped question</b>	<b>18</b>



### 4. Have you used the Maplewood Library in the past 12 months, either by going to a library building or using the library website?

		Response Percent	Response Count
Yes, I have used the Maplewood Library in the past 12 months		93.5%	1,418
No, I've not used the Maplewood Library in the past 12 months		5.8%	88
No, I've never used the Maplewood Library		0.7%	11
		<b>answered question</b>	<b>1,517</b>
		<b>skipped question</b>	<b>13</b>















**5. In a typical month, how many times do you visit either the Main Library or Hilton Branch?**

		Response Percent	Response Count
0 (no) times per month		2.7%	38
Less than 1 time per month		21.1%	297
<b>1 to 3 times per month</b>		<b>44.2%</b>	<b>621</b>
4 to 5 times per month		17.0%	239
More than 5 times per month		14.9%	210
		<b>answered question</b>	<b>1,405</b>
		<b>skipped question</b>	<b>125</b>

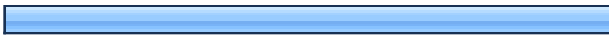






**6. Which building do you visit regularly. Please check all that apply.**

		Response Percent	Response Count
<b>Main Library</b>		<b>89.8%</b>	<b>1,253</b>
Hilton Branch		25.5%	356
		<b>answered question</b>	<b>1,395</b>
		<b>skipped question</b>	<b>135</b>







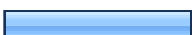


## 7. What do you typically do when you visit a library building? Choose all that apply.

		Response Percent	Response Count
Spend time with my children		35.9%	504
<b>Check out books or other materials</b>		<b>84.0%</b>	<b>1,180</b>
Pick up materials on hold		30.9%	434
Study or do homework		14.6%	205
Read or browse		43.6%	612
Get help from library staff		25.7%	361
Use library computers		23.8%	334
Use the library's wireless network		17.5%	245
Meet with friends		6.6%	93
Use a quiet space away from home		22.4%	314
View art exhibits		6.6%	92
Attend programs		27.4%	385
Use restrooms		22.9%	321
Other (please specify)		8.6%	121
		<b>answered question</b>	<b>1,404</b>
		<b>skipped question</b>	<b>126</b>





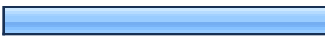





**8. Which of the following services offered by the library do you think are most important for the Maplewood community? Please select your top 3 choices.**

		<b>Response Percent</b>	<b>Response Count</b>
<b>Providing materials (books, magazines, digital resources, etc.)</b>		<b>91.0%</b>	<b>1,230</b>
Providing technology and materials specifically for people who might not otherwise have access		72.5%	980
Hosting events and programs		26.2%	354
Providing services for job-seekers and businesses		16.9%	228
Promoting literacy among children and adults		59.1%	799
Serving as a community gathering place		19.8%	267
Other (please specify)		1.7%	23
		<b>answered question</b>	<b>1,351</b>
		<b>skipped question</b>	<b>179</b>

**9. Which of the following programming options are most important to you? Please select your top 3 choices.**

		<b>Response Percent</b>	<b>Response Count</b>
<b>Programs for children</b>		<b>64.2%</b>	<b>863</b>
Programs for teens		37.0%	498
Literary events (author readings, book groups)		44.7%	601
Cultural events (music, film, dance, drama or other arts)		35.3%	475
Technology training		20.9%	281
Consumer health, finance and other how-to topics		15.8%	212
Civic engagement and current event presentations and discussions		27.9%	375
None of these are important to me		7.1%	95
Other (please specify)		3.6%	49
		<b>answered question</b>	<b>1,345</b>
		<b>skipped question</b>	<b>185</b>

**10. Which of the following digital resources and content are most important to you? Please select your top 2 choices.**

		Response Percent	Response Count
Downloadable eBooks and eAudiobooks		45.3%	603
Reference databases		44.6%	594
Office software and word processing		7.7%	102
Online job search resources		10.3%	137
<b>Library website</b>		<b>48.2%</b>	<b>642</b>
Library Facebook page and/or Twitter account		2.0%	27
Library mobile app		2.6%	35
Games and gaming		2.9%	39
None of these are important to me		9.5%	127
Other (please specify)		2.2%	29
		<b>answered question</b>	<b>1,331</b>
		<b>skipped question</b>	<b>199</b>

**11. Where would you like to see the library focus its investments? Please rank the resources below from highest priority (1) to lowest priority (7). NOTE: Your selections will re-order themselves as you rank them.**

	1	2	3	4	5	6	7	Rating Average	Rating Count
Books and other print resources	<b>61.0%</b> <b>(806)</b>	18.0% (238)	8.3% (110)	5.1% (68)	2.8% (37)	1.7% (23)	3.0% (39)	1.88	1,321
CDs and DVDs (physical items)	4.8% (64)	<b>20.4%</b> <b>(269)</b>	16.6% (219)	14.9% (197)	15.1% (199)	11.8% (156)	16.4% (217)	4.16	1,321
Digital books and music	9.5% (126)	17.5% (231)	<b>21.0%</b> <b>(278)</b>	15.4% (204)	13.6% (179)	12.0% (158)	11.0% (145)	3.86	1,321
Reference Databases	4.7% (62)	16.6% (219)	17.0% (225)	<b>22.8%</b> <b>(301)</b>	18.2% (241)	14.6% (193)	6.1% (81)	4.02	1,322
Technology equipment and training	6.5% (86)	7.8% (103)	11.4% (151)	13.8% (182)	<b>25.6%</b> <b>(338)</b>	21.1% (279)	13.8% (183)	4.63	1,322
Library facilities	7.3% (97)	9.5% (125)	12.6% (167)	12.6% (166)	13.6% (179)	<b>26.9%</b> <b>(355)</b>	17.6% (232)	4.66	1,321
Library programs	6.1% (81)	10.4% (137)	13.0% (172)	15.4% (203)	11.3% (149)	12.0% (158)	<b>31.9%</b> <b>(422)</b>	4.79	1,322
<b>answered question</b>									<b>1,322</b>
<b>skipped question</b>									<b>208</b>

**12. What service, program, or resource do you wish the library offered, or offered more of?**

	Response Count
	593
<b>answered question</b>	<b>593</b>
<b>skipped question</b>	<b>937</b>



### 13. How would you rate the staff in the following areas?

	Excellent	Good	Fair	Poor	Rating Average	Rating Count
Knowledgeable	<b>66.2% (836)</b>	32.1% (406)	1.6% (20)	0.1% (1)	3.64	1,263
Friendly and courteous	<b>66.9% (852)</b>	28.0% (357)	4.2% (54)	0.9% (11)	3.61	1,274
Available when needed	<b>59.3% (745)</b>	36.4% (457)	4.1% (51)	0.2% (3)	3.55	1,256
Assistance by phone	<b>52.1% (558)</b>	41.5% (444)	5.9% (63)	0.6% (6)	3.45	1,071
Assistance by email	<b>46.8% (445)</b>	43.7% (415)	8.0% (76)	1.5% (14)	3.36	950
Overall quality of staff service	<b>61.1% (763)</b>	35.3% (441)	2.9% (36)	0.6% (8)	3.57	1,248
<b>answered question</b>						<b>1,283</b>
<b>skipped question</b>						<b>247</b>

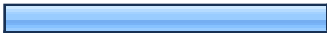






## 14. Are you aware of the following resources offered by the Maplewood Library?

	Yes	No	Rating Count
Downloadable eBooks and eAudiobooks	<b>73.0% (917)</b>	27.0% (340)	1,257
Business databases (Reference USA, Small Business Resource Center, Business Source Elite, etc.)	47.2% (580)	<b>52.8% (649)</b>	1,229
Borrowing library materials through Interlibrary Loan	<b>85.6% (1,077)</b>	14.4% (181)	1,258
Online job search resources	<b>63.4% (778)</b>	36.6% (450)	1,228
Library mobile app	30.0% (365)	<b>70.0% (853)</b>	1,218
Teen Zone (books, programs, laptops & iPads for teens)	<b>54.4% (665)</b>	45.6% (557)	1,222
Story computers for kids	<b>65.8% (807)</b>	34.2% (419)	1,226
Nook e-readers to borrow	41.4% (510)	<b>58.6% (722)</b>	1,232
Museum passes	20.6% (255)	<b>79.4% (985)</b>	1,240
Friends of the Library and Library Foundation	<b>66.4% (817)</b>	33.6% (414)	1,231
Delivery to homebound readers	16.3% (200)	<b>83.7% (1,027)</b>	1,227
Elevator and ADA-compliant ramp and restrooms at Main Library	<b>84.8% (1,047)</b>	15.2% (187)	1,234
		<b>answered question</b>	<b>1,282</b>
		<b>skipped question</b>	<b>248</b>

## 15. How interested would you be in the following potential new services and enhancements?

	Very Interested	Interested	Not very Interested	Not at all Interested	Rating Count
Updated interior design and furnishings	19.8% (244)	<b>39.1% (481)</b>	33.3% (409)	7.8% (96)	1,230
Improved exterior appearance and landscaping	13.0% (159)	32.1% (393)	<b>44.2% (541)</b>	10.6% (130)	1,223
Sunday hours	<b>53.0% (661)</b>	34.5% (430)	9.5% (119)	3.0% (37)	1,247
Weekend hours during the summer	<b>52.8% (660)</b>	33.3% (417)	10.9% (136)	3.0% (38)	1,251
More cooperative lending from other libraries	39.1% (478)	<b>44.1% (538)</b>	14.4% (176)	2.4% (29)	1,221
Online registration for library programs	38.1% (459)	<b>41.8% (503)</b>	16.2% (195)	3.9% (47)	1,204
Self-checkout stations	27.1% (331)	<b>33.2% (405)</b>	30.8% (376)	8.9% (109)	1,221
Downloadable music service	25.1% (304)	<b>33.7% (408)</b>	29.5% (357)	11.8% (143)	1,212
Online language learning	33.8% (410)	<b>39.6% (480)</b>	19.8% (240)	6.8% (83)	1,213
Innovative technology for kids and teens	38.7% (462)	<b>41.2% (492)</b>	14.3% (171)	5.9% (70)	1,195
Credit card payment of fines and fees	23.0% (279)	27.8% (337)	<b>32.6% (396)</b>	16.6% (201)	1,213
Jitney service to libraries	15.9% (192)	26.7% (322)	<b>36.6% (441)</b>	20.7% (249)	1,204
Improved parking	<b>43.3% (538)</b>	30.7% (382)	19.3% (240)	6.7% (83)	1,243
<b>answered question</b>					<b>1,281</b>
<b>skipped question</b>					<b>249</b>

**16. What is the best way to tell you about library programs and events, or changes to library services? Please select your top 2 choices.**

		Response Percent	Response Count
Library website		48.3%	616
<b>Library e-newsletter or email</b>		<b>80.3%</b>	<b>1,025</b>
Library Facebook or Twitter feed		10.7%	136
In-library print materials (posters, fliers, etc.)		20.5%	262
Non-library sources (newspapers, radio, blog, etc.)		6.9%	88
Text message		9.9%	126
Other (please specify)		2.6%	33
		<b>answered question</b>	<b>1,276</b>
		<b>skipped question</b>	<b>254</b>








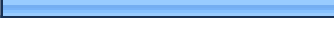
**17. What do you like best about Maplewood Library?**

	Response Count
	925
<b>answered question</b>	<b>925</b>
<b>skipped question</b>	<b>605</b>


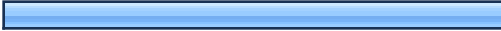




## 18. What do you like least about the library?

	Response Count
	819
<b>answered question</b>	<b>819</b>
<b>skipped question</b>	<b>711</b>

## 19. What are the reasons that you don't use the Maplewood Library? Please check all that apply.

		Response Percent	Response Count
Library operating hours aren't convenient		15.4%	12
It takes too long to get the materials I want from the library		3.8%	3
The library doesn't have the materials I want		7.7%	6
Library locations aren't convenient		9.0%	7
No need: I get everything I need elsewhere		24.4%	19
No need: I don't read or use media much		3.8%	3
Parking near the library is difficult		11.5%	9
<b>Other (please specify)</b>		<b>50.0%</b>	<b>39</b>
	<b>answered question</b>		<b>78</b>
	<b>skipped question</b>		<b>1,452</b>

**20. Which of the following services offered by the library do you think are most important for the Maplewood community? Please select your top 3 choices.**

		Response Percent	Response Count
Providing materials (books, magazines, digital resources, etc.)		83.8%	67
Providing technology and materials specifically for people who might not otherwise have access		75.0%	60
Hosting events and programs		15.0%	12
Providing services for job-seekers and businesses		21.3%	17
Promoting literacy among children and adults		65.0%	52
Serving as a community gathering place		15.0%	12
Other (please specify)		0.0%	0
		<b>answered question</b>	<b>80</b>
		<b>skipped question</b>	<b>1,450</b>

## 21. Are you aware of the following resources offered by the Maplewood Library?

	Yes	No	Rating Count
Downloadable eBooks and eAudiobooks	47.9% (35)	<b>52.1% (38)</b>	73
Business databases (Reference USA, Small Business Resource Center, Business Source Elite, etc.)	40.8% (31)	<b>59.2% (45)</b>	76
Borrowing library materials through Interlibrary Loan	<b>64.9% (50)</b>	35.1% (27)	77
Online job search resources	<b>52.6% (40)</b>	47.4% (36)	76
Library mobile app	21.3% (16)	<b>78.7% (59)</b>	75
Teen Zone (books, programs, laptops & iPads for teens)	43.8% (32)	<b>56.2% (41)</b>	73
Story computers for kids	47.2% (34)	<b>52.8% (38)</b>	72
Nook e-readers to borrow	16.7% (12)	<b>83.3% (60)</b>	72
Museum passes	20.5% (15)	<b>79.5% (58)</b>	73
Friends of the Library and Library Foundation	<b>61.1% (44)</b>	38.9% (28)	72
Delivery to homebound readers	23.9% (17)	<b>76.1% (54)</b>	71
Elevator and ADA-compliant ramp and restrooms at Main Library	<b>65.3% (47)</b>	34.7% (25)	72
		<b>answered question</b>	<b>79</b>
		<b>skipped question</b>	<b>1,451</b>

## 22. How interested would you be in the following potential new services and enhancements?

	Very Interested	Interested	Not very Interested	Not at all Interested	Rating Count
Updated interior design and furnishings	22.5% (16)	<b>45.1% (32)</b>	22.5% (16)	9.9% (7)	71
Improved exterior appearance and landscaping	19.7% (14)	32.4% (23)	<b>38.0% (27)</b>	9.9% (7)	71
Sunday hours	36.1% (26)	<b>45.8% (33)</b>	12.5% (9)	5.6% (4)	72
Weekend hours during the summer	36.1% (26)	<b>41.7% (30)</b>	19.4% (14)	2.8% (2)	72
More cooperative lending from other libraries	30.0% (21)	<b>48.6% (34)</b>	18.6% (13)	2.9% (2)	70
Online registration for library programs	38.6% (27)	<b>45.7% (32)</b>	12.9% (9)	2.9% (2)	70
Self-checkout stations	27.1% (19)	<b>40.0% (28)</b>	25.7% (18)	7.1% (5)	70
Downloadable music service	<b>36.6% (26)</b>	32.4% (23)	25.4% (18)	5.6% (4)	71
Online language learning	<b>45.1% (32)</b>	31.0% (22)	18.3% (13)	5.6% (4)	71
Innovative technology for kids and teens	37.0% (27)	<b>50.7% (37)</b>	9.6% (7)	2.7% (2)	73
Credit card payment of fines and fees	29.6% (21)	<b>38.0% (27)</b>	23.9% (17)	8.5% (6)	71
Jitney service to libraries	26.1% (18)	<b>34.8% (24)</b>	27.5% (19)	11.6% (8)	69
Improved parking	36.1% (26)	<b>41.7% (30)</b>	12.5% (9)	9.7% (7)	72
<b>answered question</b>					<b>78</b>
<b>skipped question</b>					<b>1,452</b>



**23. What, if anything, would make you use the Maplewood Library more?**

	<b>Response Count</b>
	32
<b>answered question</b>	<b>32</b>
<b>skipped question</b>	<b>1,498</b>

**24. What additional comments, if any, would you like to share?**

	<b>Response Count</b>
	259
<b>answered question</b>	<b>259</b>
<b>skipped question</b>	<b>1,271</b>

**25. What is your 5-digit zip code?**

	<b>Response Count</b>
	1,283
<b>answered question</b>	<b>1,283</b>
<b>skipped question</b>	<b>247</b>



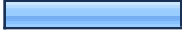



**26. If you do not live in Maplewood, why do you use the Maplewood Library?**

	<b>Response Count</b>
	198
<b>answered question</b>	<b>198</b>
<b>skipped question</b>	<b>1,332</b>

## 27. What year were you born?

	Response Count
	1,212
<b>answered question</b>	<b>1,212</b>
<b>skipped question</b>	<b>318</b>

## 28. Please describe any children living in your household (select all that apply).

		Response Percent	Response Count
<b>I do not have any children living at home</b>		<b>35.2%</b>	<b>446</b>
I have a child or children under the age of 6 living in my household		21.5%	272
I have a child or children between the ages of 6 and 10 living in my household		26.1%	331
I have a child or children between the ages of 11 and 13 living in my household		16.0%	203
I have a child or children between the ages of 14 and 18 living in my household		17.2%	218
I have a child or children over the age of 18 living in my household		13.4%	170
		<b>answered question</b>	<b>1,266</b>
		<b>skipped question</b>	<b>264</b>



### 29. Which of the following best describes your education?

		Response Percent	Response Count
Some elementary/high school		2.4%	32
High school diploma/GED		2.8%	37
Some college		7.9%	103
Associate's degree		3.7%	48
Bachelor's degree		33.1%	433
<b>Graduate or post-graduate degree</b>		<b>50.2%</b>	<b>657</b>
		<b>answered question</b>	<b>1,310</b>
		<b>skipped question</b>	<b>220</b>








### 30. What languages are spoken in your home? (Select all that apply)

		Response Percent	Response Count
<b>English</b>		<b>98.9%</b>	<b>1,300</b>
Spanish		5.8%	76
French		4.2%	55
Creole		2.9%	38
Other (please specify)		7.2%	95
		<b>answered question</b>	<b>1,315</b>
		<b>skipped question</b>	<b>215</b>

### 31. Do you have any disabilities?

		Response Percent	Response Count
No		95.9%	1,247
Yes (please specify)		4.1%	53
		<b>answered question</b>	<b>1,300</b>
		<b>skipped question</b>	<b>230</b>

### 32. What is your total household income?

		Response Percent	Response Count
Less than \$20,000		4.5%	49
\$20,000 to less than \$50,000		9.0%	98
\$50,000 to less than \$75,000		11.0%	120
\$75,000 to less than \$100,000		17.1%	186
<b>\$100,000 to less than \$200,000</b>		<b>37.2%</b>	<b>405</b>
\$200,000 to less than \$350,000		15.5%	169
\$350,000 or more		5.6%	61
		<b>answered question</b>	<b>1,088</b>
		<b>skipped question</b>	<b>442</b>

**33. If you are not currently receiving our e-newsletter, would you like to sign up? Please give us your email address.**

**Response  
Count**

415

**answered question**

**415**

**skipped question**

**1,115**