



LIBRARY SURVEY REPORT

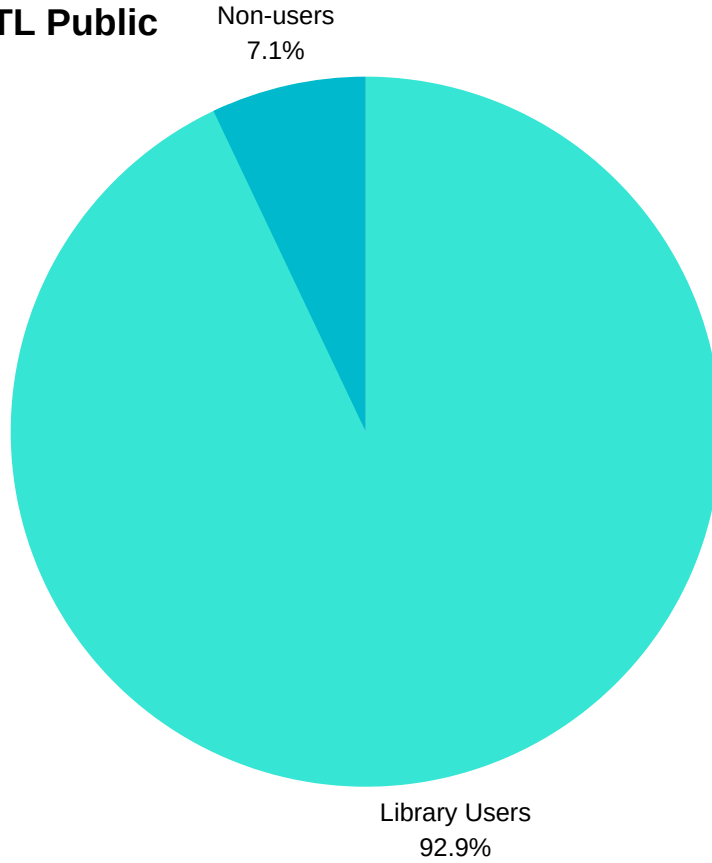
Survey: January 8, 2020 -
February 29, 2020

Report: April 20, 2020

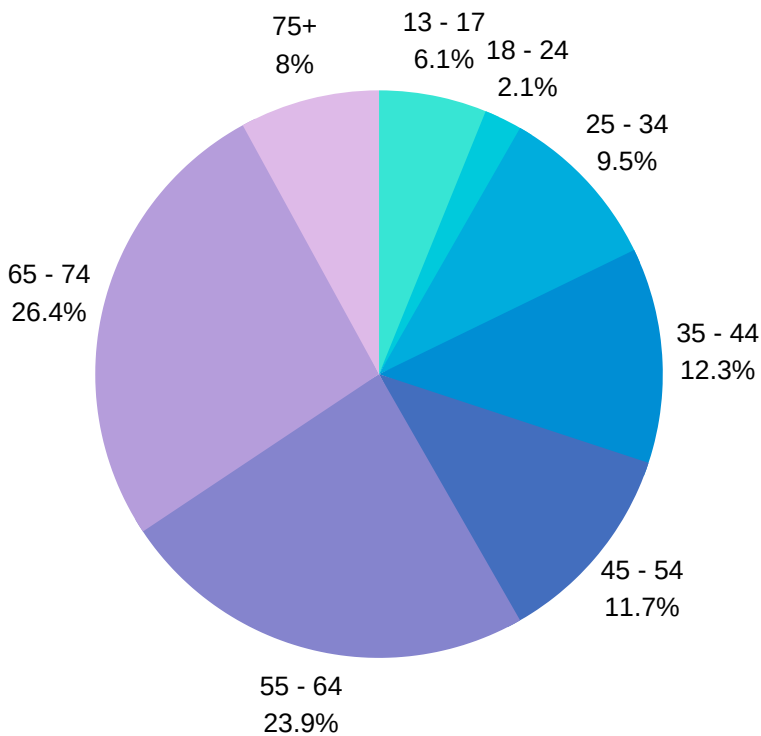


DEMOGRAPHICS

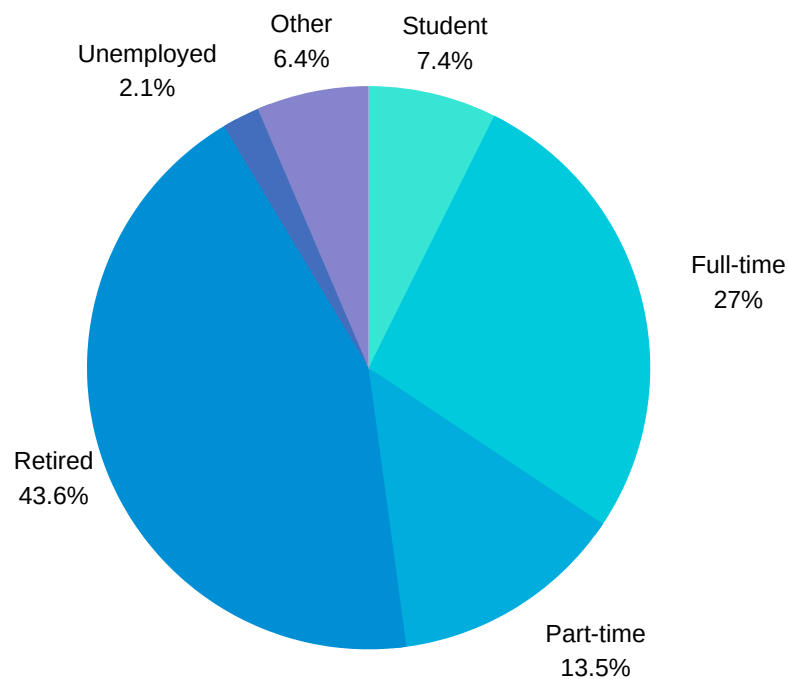
Do you use the NOTL Public Library?



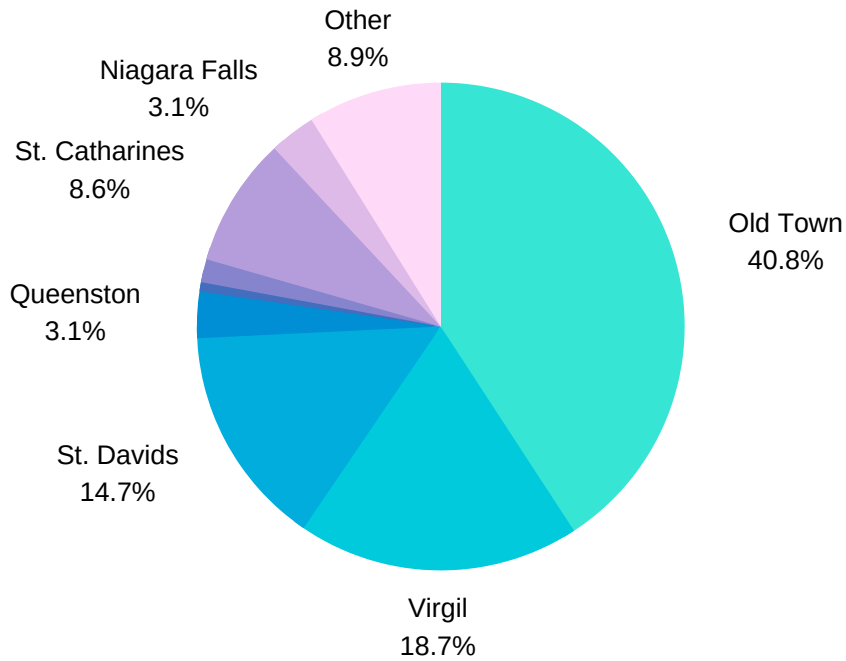
What is your age?



What is your employment status?



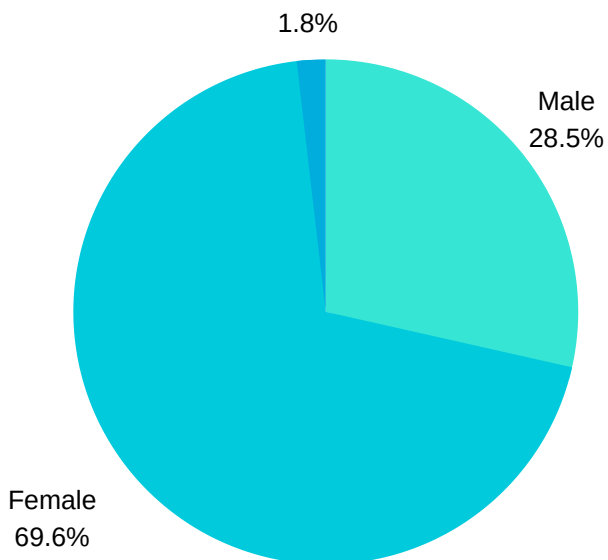
Where do you live?



Notes:

- Glendale represents less than 1% (2 respondents)
- McNab represents 1.5% (5 respondents)
- The survey failed to offer "Rural" as an option. "Other" may include rural NOTL in addition to other municipalities.

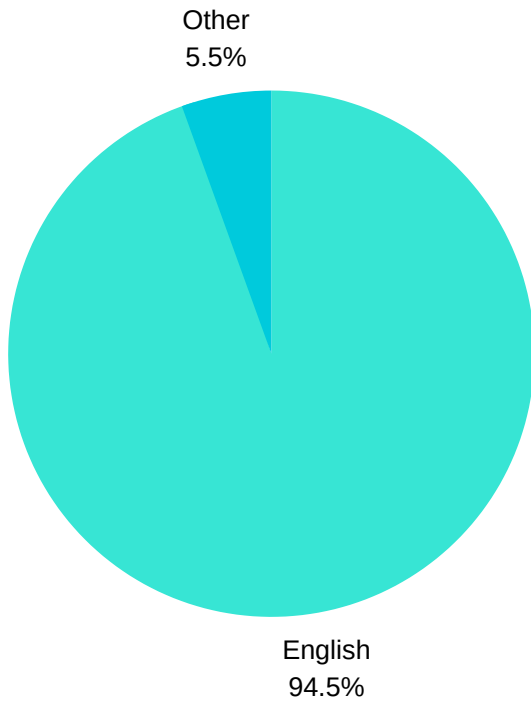
Which gender do you identify with?



Notes:

- The 1.8% includes 1 respondent who identified as non-binary and 4 that had concerns about the question.
- Comments included:
 - "prefer not to answer."
 - "none of your business."
 - "Does it matter?"
 - "this question is ridiculous."

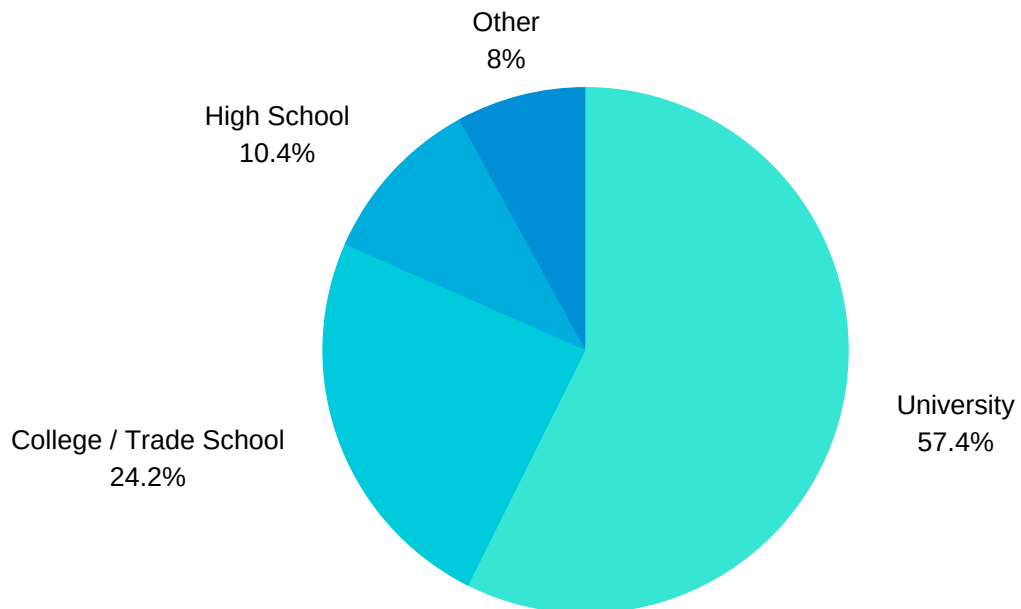
What is your first language?



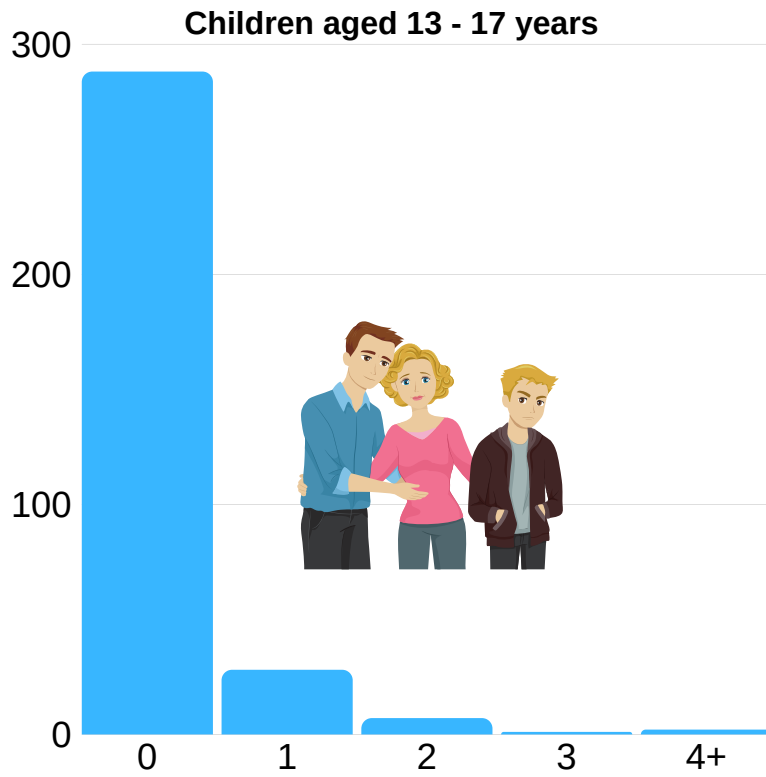
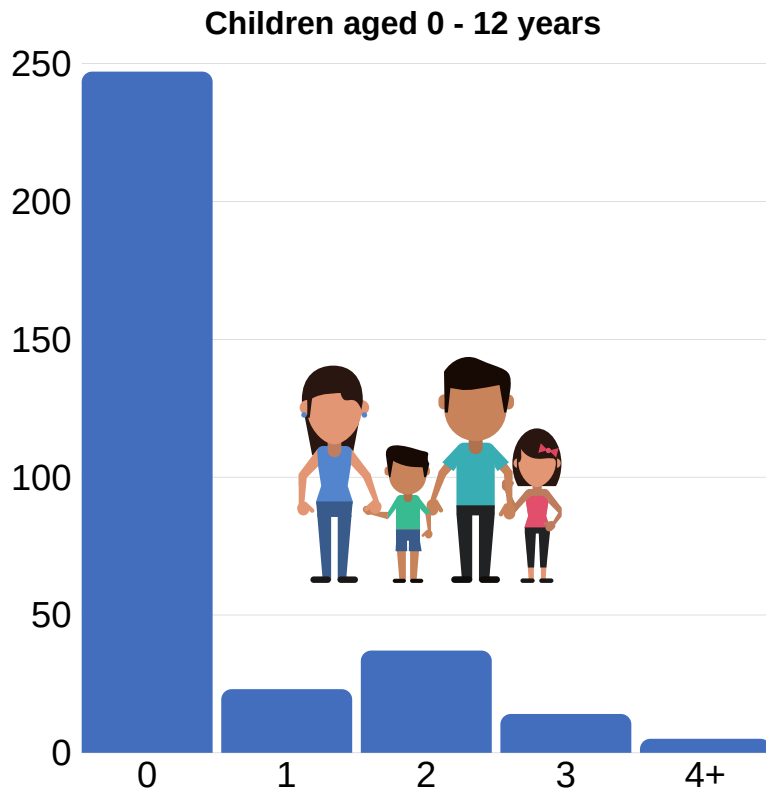
Notes:

- 5.5% represents 18 respondents. Languages include: German(2), Turkish(1), Vietnamese(1), Spanish(1), Filipino(1), Portuguese(1), Dutch(3), Polish(1), French(3), Swedish(1), Chinese(1), Hindi(1), Finnish(1)

What is the highest level of education you have completed?

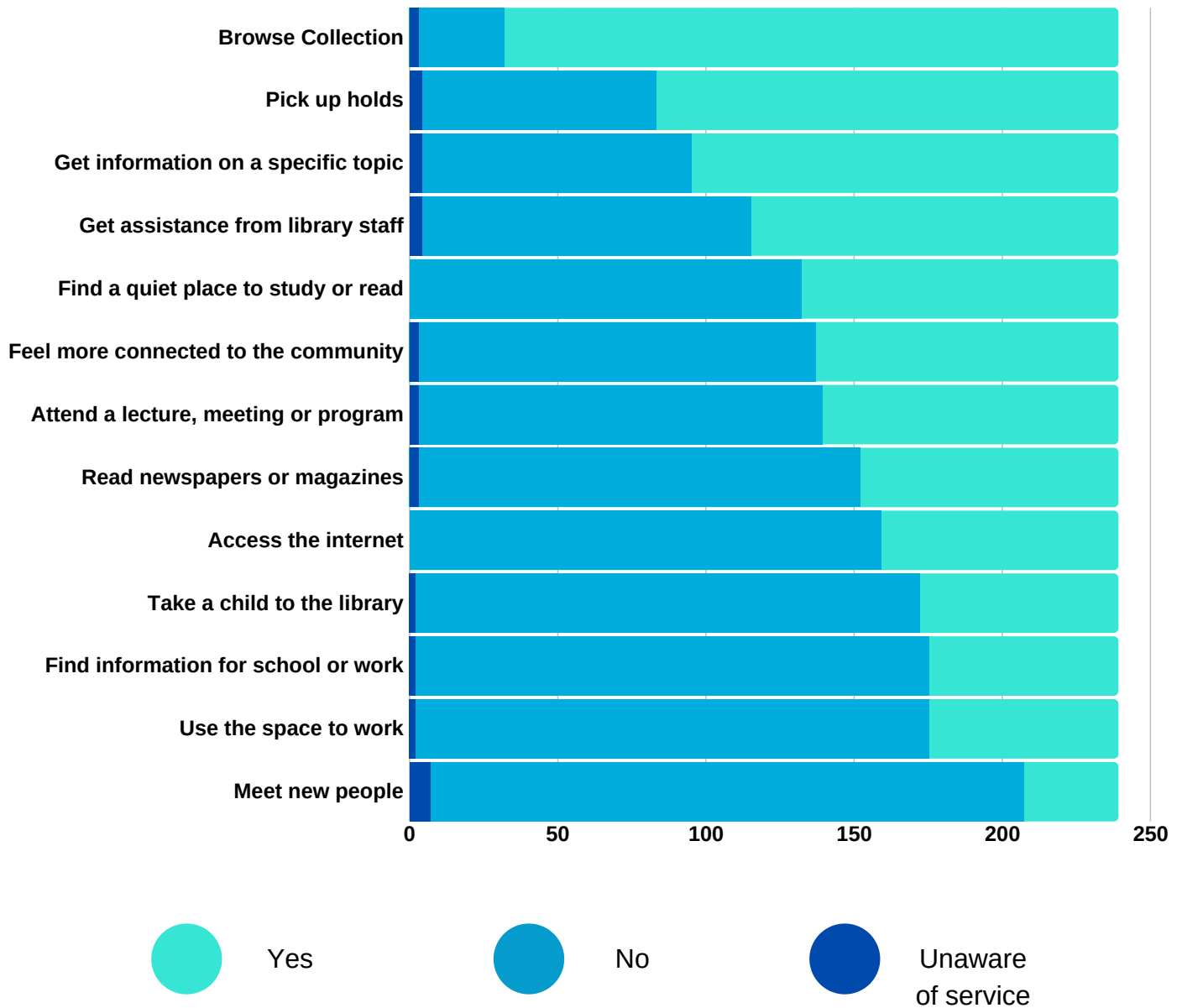


Number of children in household



LIBRARY USERS

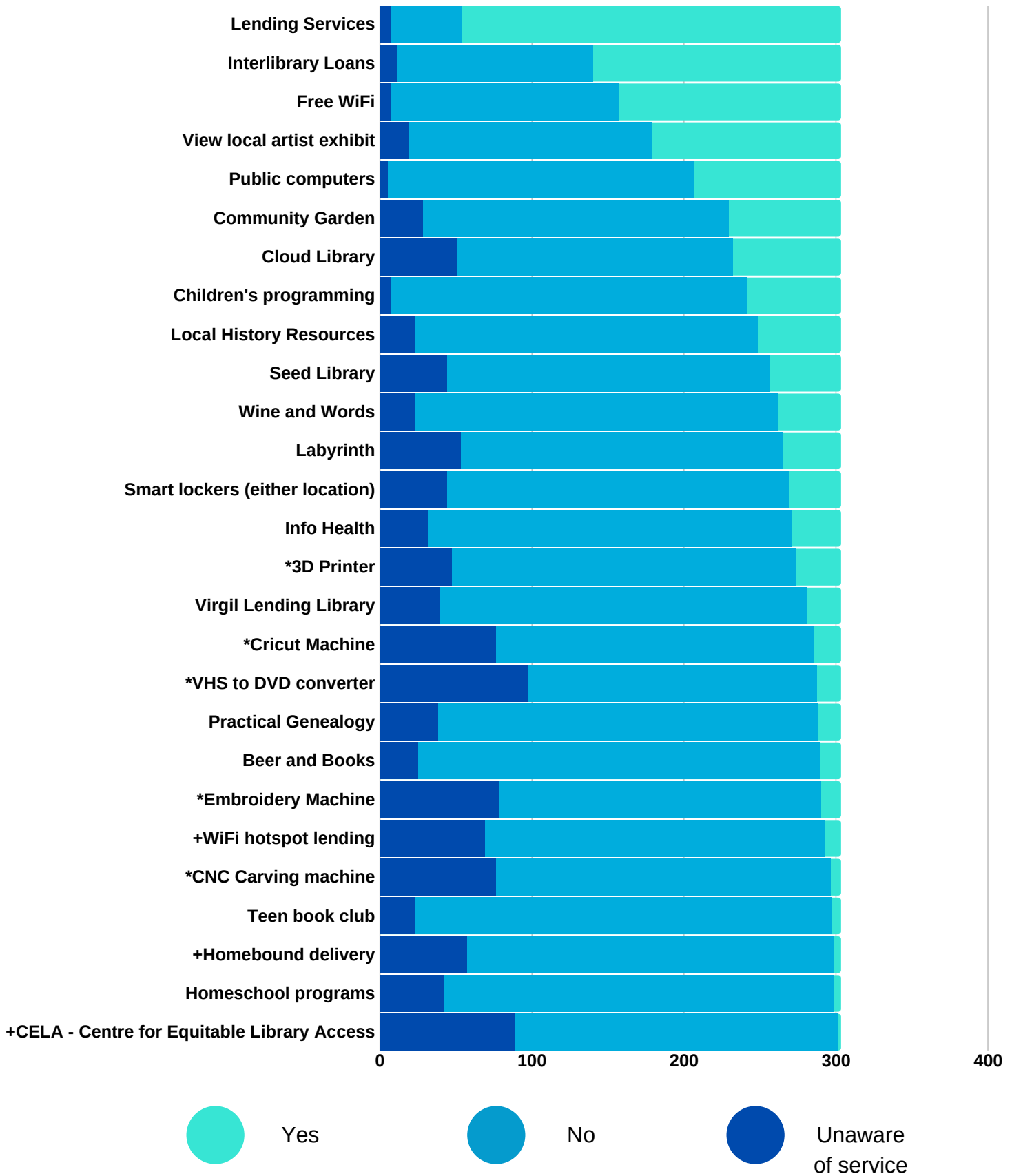
When you visit the library, it is to...



Notes:

- Only 67 people, that's 20%, answered yes to "Take a child to the library". The fact that 80% of respondents do not have school aged children at home must be considered.

In the last 12 months, have you used the following library services?

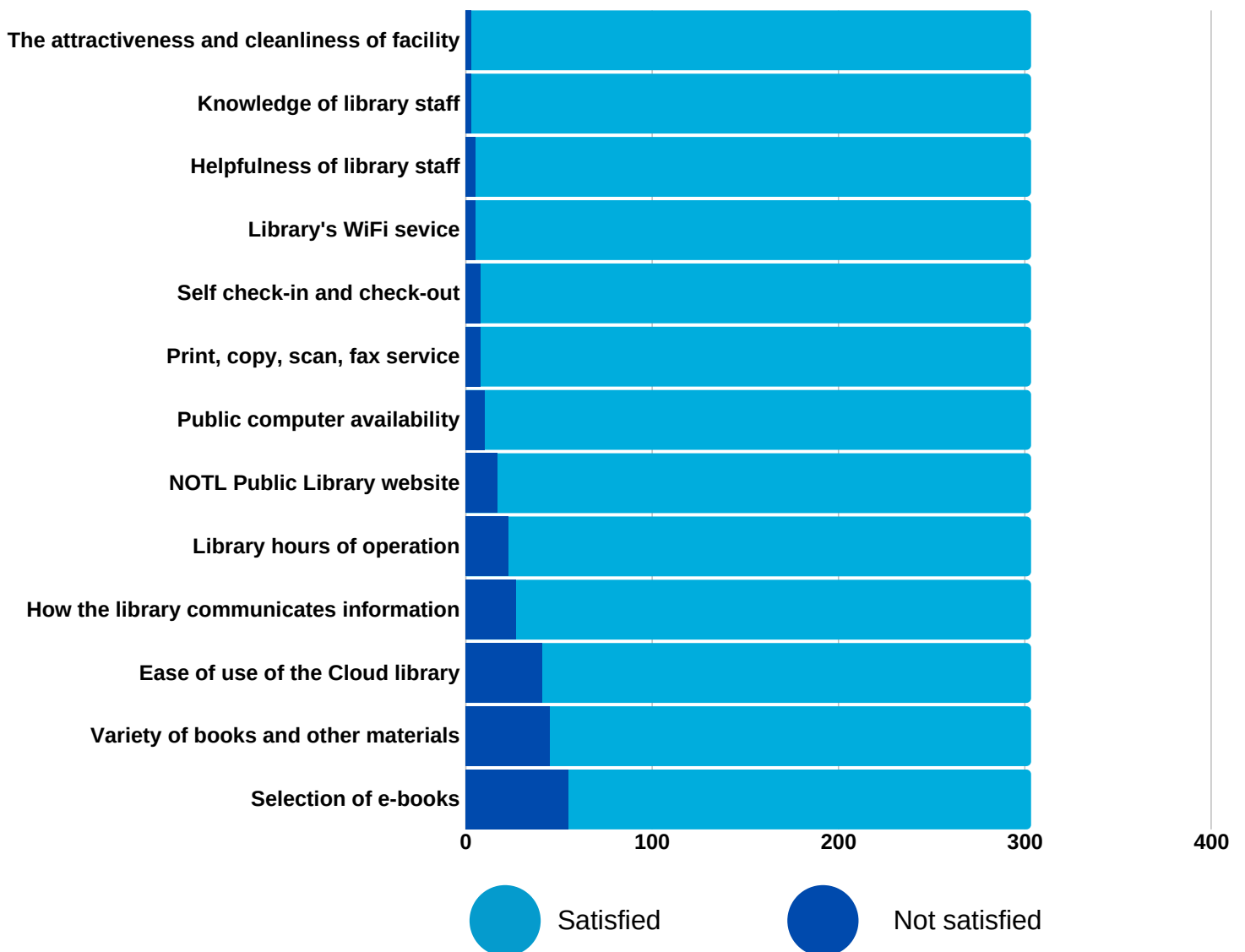


Notes:

* On average, 1 out of 4 respondents did not know about any or some of the machines available in the Makery.

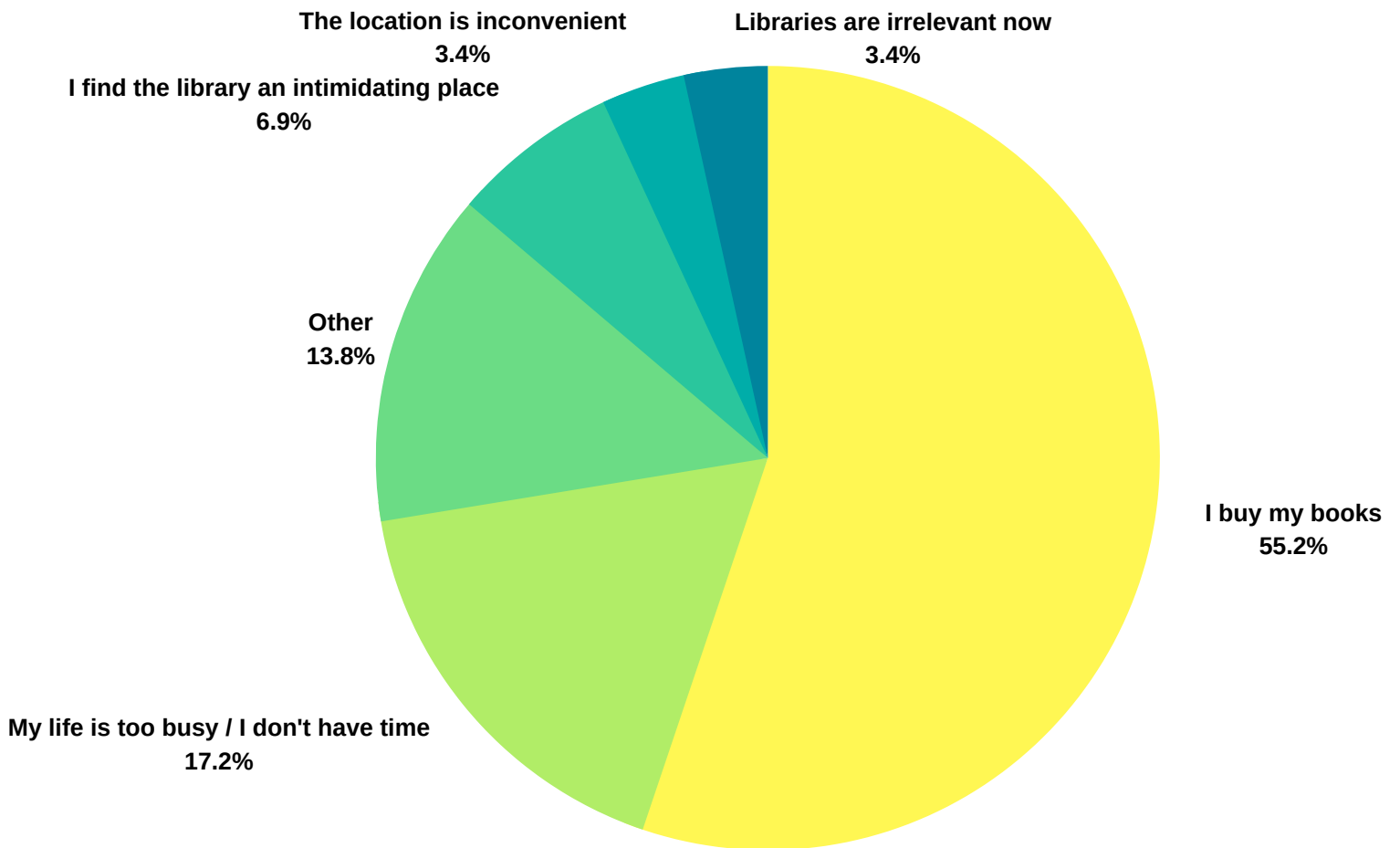
+ 24% of respondents did not know about the library's equitable access options, such as, CELA, Homebound services and WiFi Hotspot lending program.

How satisfied are you with each of the following aspects of NOTL Public Library and its services?



LIBRARY NON-USERS

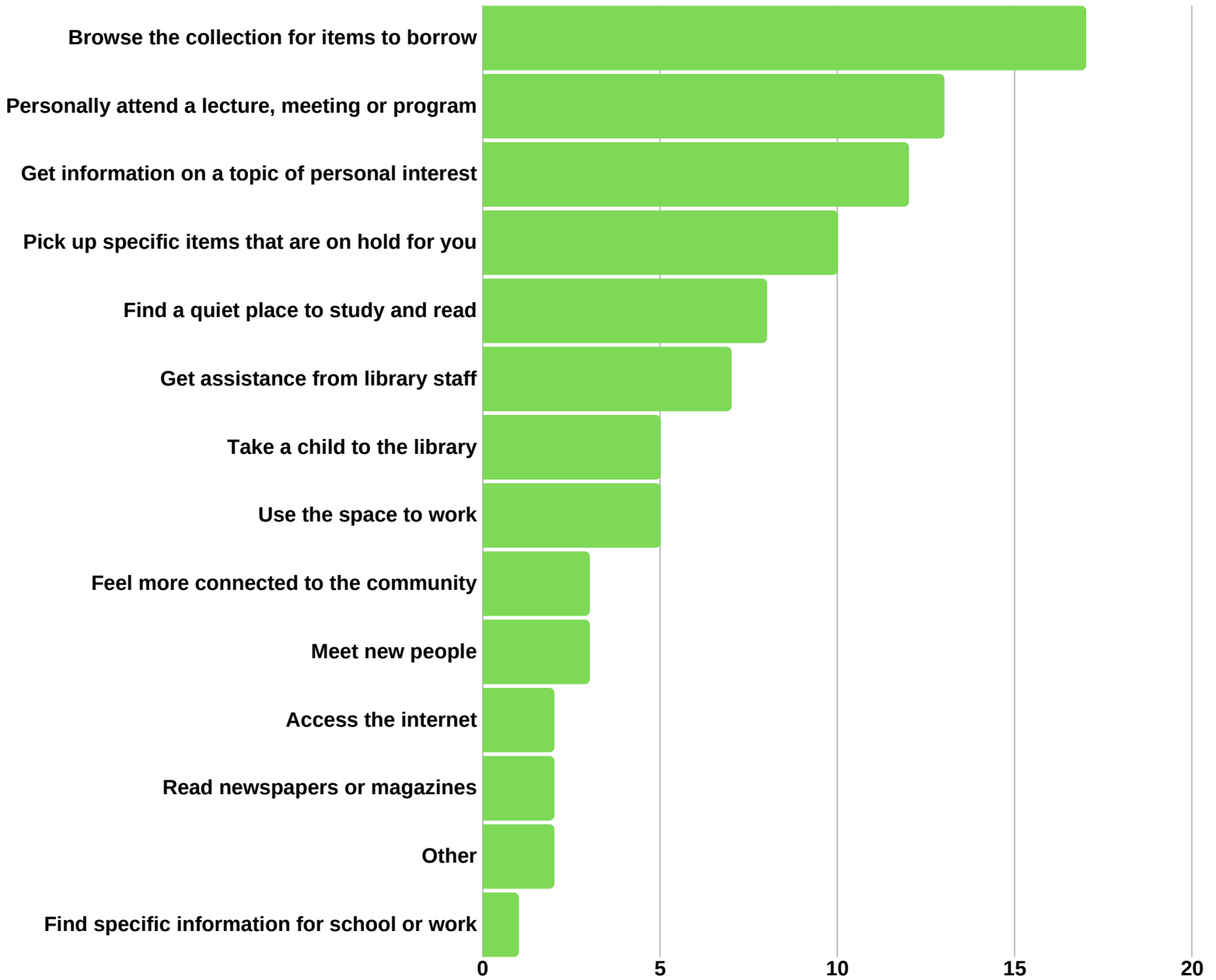
Why don't you use the library?



Notes:

- Several options were not checked.
 - I have an outstanding fine
 - I am not a reader
 - The hours of operation are inconvenient
 - It is too quiet at the library
 - There is too much distraction at the library

If you did visit the library, it would be to...



SUGGESTIONS / COMMENTS

SERVICE DELIVERY

HOURS

- longer Sunday hours
- close too early on weekdays
- close too early on Fridays
- open the library on Family Day

ACCESS TO RESOURCES

- check Virgil Lockers more frequently
- catalogue is difficult to use
- website is difficult to use

EXPERIENCE

- library is a glorified baby-sitting service
- too noisy
- staff need to be more helpful

"I've noticed that NOTL Public Library doesn't have any policies regarding diversity and inclusion, specifically protocols to accommodate transgender patrons (as Hamilton PL does, for example, <https://www.hpl.ca/articles/diversity-and-inclusion-policy>) including those who may not have acceptable ID that match their gender identity. This is a major barrier to access and needs to be addressed."

PROGRAMS

SCHEDULE / TIMES

- more evening events for people who work
- more children's programs on weekends
- more children's programs after school
- more summer programs (ie Wine&Words) for adults - not just for children

TYPE / CONTENT

- social group for people with special needs
- Grief Share support group
- ESL
- Adult literacy
- Travel talks
- LGTBQS2 programs
- film series
- special interest lectures
- guest speakers for women
- tech help for seniors
- art club
- guest authors
- inappropriate for library to host Fay and Fluffy

DEMOGRAPHIC

- more teen programming
- more activities for 4/5 year olds
- 3rd age learning

"I really liked bringing my little one in to pick up tomato plants and produce. What fun! She attends the library every week with her school and always speaks highly of it."

PHYSICAL COLLECTION

BOOKS

NUMBER & VARIETY

- more books (8)
- more best sellers (4)
- more "out of print" books
- more variety of bookds

GENRES

MORE:

- history
- travel
- reference
- sci-fi
- politics
- economics
- art
- foreign language
- health & wellness
- Country Life magazine
- fiction for ages 10-15yrs
- children's comic books
- large print

OTHER

- longer rental periods for DVDs
- better response to book suggestions
- list new books and DVDs on website
- CD lending
- puzzle lending

"I also wanted to say that I am particularly grateful for the LiNC program. The NOTL Library is relatively small and obviously can't purchase/house a huge number of materials. I'm grateful for the library staff that stepped up to re-implement the program."

E-RESOURCES

NUMBER / VARIETY

- more variety of ebooks (3)
- more audiobooks

ACCESS

- Cloud Library is not easy to use (3)
- not Kobo friendly

OTHER

- Kanopy
- Freegal
- online newspapers
- better ancestry resources
- Overdrive

*"I like the Ancestry access the most."
"I'm very happy with the cloud library."*

MAKERY

MACHINES

- slide conversion
- 8mm to video conversion
- analog to digital audio
- music production
- lend out iPads

PROGRAMS

- more programs so Makery becomes less intimidating
- learn how to code programs
- more Cricut workshops

"Although we haven't used all of the Makery facilities - we plan to. It's amazing to have this and the various social activities available for all ages."

FACILITY / USE OF SPACE

- more work tables around library (3)
- move YA collection closer to the children's section
- stand-up workstations (2)
- have more computers in the children's section away from public computers
- Makery is too close to public computers - it is distracting
- larger quiet study area
- DVD section is confusing
- move restroom garbage cans to beside the door

"Best view of any library I've ever been to!"

"This is one of the finest working spaces I have ever encountered. I'm very thankful for the NOTL Library and its exceptional staff."



POSITIVE COMMENTS

"We really love the atmosphere and creativity at the NOTL library."

"I love our library - best deal in town!"

"Love the library is not dark, stingy with strict librarians (like libraries were when I was a kid). Also, lots of cool stuff."

"I enjoy browsing the library and especially like the friendliness of the staff"

""Keep up the good work, this helps build a community."

"I think this is an amazing and one of a kind library, I mean what library would allow you to bring your dog? Keep up the good work."

"We love the location of the library, the staff and programs. We often send neighbours there; and bring our visiting friends and children. Love the efforts to appeal to teens?"

Notes about the written sections of the survey:

- In answer to the question, "What program or services would you like to see the library offer?" a total of 102 suggestions were made. These are accounted for on the previous pages.
- All together there were 122 "Other Comments". 78 were positive and 44 were negative or suggestions for improvement.