

March 28, 2005

To: John Szerlag, City Manager

From: Brian Murphy, Assistant City Manager/Services
Brian Stoutenburg, Library Director

Subject: Agenda Item – Annual Library Survey of Users

The purpose of the survey is to annual gage the level of satisfaction that users have with the Library. This year we had 990 participants during the week of March 13, 2005.

- OVERALL IMPRESSION:
 - 99% were satisfied or highly satisfied, with 1% unsatisfied.
 - 79% said they were highly satisfied.
- FACILITY: Size of building, landscaping, location, parking
 - 95% were satisfied or highly satisfied, with 5% unsatisfied.
 - 63% said they were highly satisfied.
- INFORMATION: Ease of finding the information they need electronically
 - 98% were satisfied or highly satisfied, with 2% unsatisfied.
 - 63% said they were highly satisfied.
- STAFF: Helpful, interested, pleasant, considerate, welcoming, efficient
 - 99% were satisfied or highly satisfied, with 1% unsatisfied.
 - 78 % said they were highly satisfied.
- PRINT, AV RESOURCES: Availability, size of collections
 - 98% were satisfied or highly satisfied, with 2% unsatisfied.
 - 54% said they were highly satisfied.
- EQUIPMENT: Computers, printers, photocopiers, microfilm machines
 - 98% were satisfied or highly satisfied, with 2% unsatisfied.
 - 55% said they were highly satisfied.
- PROGRAMS: Storyhours, adult enrichment, computer instruction, teen, cultural arts, book discussions
 - 99% were satisfied or highly satisfied, with 1% unsatisfied.
 - 60% said they were highly satisfied.