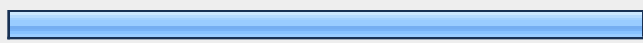

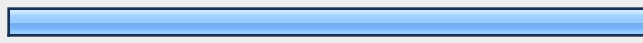



# Glencoe Public Library

1. Are you a resident of Glencoe?			
		Response Percent	Response Count
Yes		97.8%	499
No		2.2%	11
		<i>answered question</i>	510
		<i>skipped question</i>	5

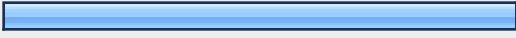
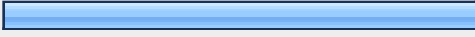
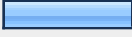

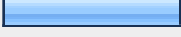




2. Do you have a current Glencoe Public Library card?			
		Response Percent	Response Count
Yes		98.8%	501
No		1.2%	6
		<i>answered question</i>	507
		<i>skipped question</i>	8

3. What is your age?			
		Response Percent	Response Count
Under 9		0.6%	3
10 to 13 years		2.2%	11
14 to 17 years		0.6%	3
18 to 24 years		2.3%	12
25 to 44 years		24.3%	124
<b>45 to 64 years</b>		<b>55.6%</b>	<b>284</b>
65 to 74 years		8.8%	45
75+ years		5.7%	29
		<i>answered question</i>	<b>511</b>
		<i>skipped question</i>	<b>4</b>

4. Please estimate how often you visit the Glencoe Public Library?			
		Response Percent	Response Count
More than once a week		22.2%	113
<b>Several times a month</b>		<b>58.8%</b>	<b>300</b>
Several times a year		18.4%	94
Never		0.6%	3
		<i>answered question</i>	<b>510</b>
		<i>skipped question</i>	<b>5</b>

5. Please estimate how often you use the services of the Glencoe Public Library via the Internet.


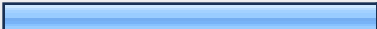

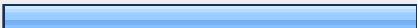





		Response Percent	Response Count
More than once a week		11.8%	60
<b>Several times a month</b>		<b>34.3%</b>	<b>175</b>
Several times a year		29.8%	152
Never		24.1%	123
		<i>answered question</i>	<b>510</b>
		<i>skipped question</i>	<b>5</b>

6. Please tell us how you use the Glencoe Public Library website.			
		Response Percent	Response Count
To look up books or other items in the catalog		78.9%	318
To check my account and place holds		72.7%	293
To use a database or other online resource		19.6%	79
To download an audiobook		6.0%	24
To find out about library programs		27.0%	109
To ask a question		6.5%	26
To read staff recommendations of books, movies and other materials		12.7%	51
To learn about the community		5.5%	22
In the box below, please list other things that you would like to be able to do through the website, but can't right now (Enter in box below)		5.2%	21
	Other (please specify)		100
	<b>answered question</b>		<b>403</b>
	<b>skipped question</b>		<b>112</b>






**7. If you have not used the Glencoe Public Library in the last 12 months, please let us know the reasons. Please check all of the following that apply.**

		Response Percent	Response Count
Lack of time/too busy		25.7%	9
I prefer to purchase books		17.1%	6
I prefer to purchase CDs, Videos or DVDs		2.9%	1
I find what I am seeking on the Internet		14.3%	5
The library does not have enough computers		0.0%	0
I do not want to pay fines		14.3%	5
The library has too many restrictions (Please specify below)		2.9%	1
Parking at the library is difficult		14.3%	5
The library is too crowded		0.0%	0
I recently moved to the community		0.0%	0
The hours are inconvenient		5.7%	2
Materials are not current enough		0.0%	0
I use another library (Please tell us which one and why you prefer it in the box below)		5.7%	2
The Library does not have what I expect from a library (If you check this item, please use the box below to tell us what you would like to have available that we do not have)		2.9%	1
<b>Comments</b>		<b>62.9%</b>	<b>22</b>
		<b><i>answered question</i></b>	<b>35</b>
		<b><i>skipped question</i></b>	<b>480</b>




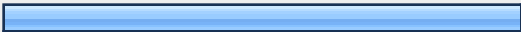


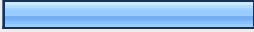





8. How do you learn about activities, services, and programs at the library? Please check all that apply.

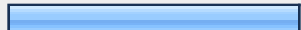
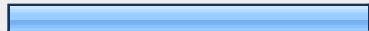
		Response Percent	Response Count
Through people I know		29.7%	146
Fliers/Electronic signs inside the library		57.3%	282
Fliers/signs around town		27.4%	135
<b>Excerpts Newsletter</b>		<b>63.8%</b>	<b>314</b>
Library emails		25.6%	126
Library tweets		0.4%	2
Library Website		24.6%	121
Newspaper		22.6%	111
In the box below, please suggest other ways that the library may promote awareness throughout the community.		2.4%	12
		Other (please specify)	50
		<b>answered question</b>	<b>492</b>
		<b>skipped question</b>	<b>23</b>

9. The Glencoe Public Library subscribes to a number of electronic resources containing information such as magazine articles, book reviews, financial/investment information, etc. Please tell us about your use of these resources.

		Response Percent	Response Count
I do not know about these resources		71.6%	338
I find them confusing or difficult to use		4.2%	20
I use these resources occasionally		22.0%	104
I use them often		3.0%	14
I would like the library to add electronic resources with information on additional topics. Please indicate which topics in the box below.		3.6%	17
	Other (please specify)		52
	<b>answered question</b>		<b>472</b>
	<b>skipped question</b>		<b>43</b>

**10. Which of the following services of the library do you use? Please check all that apply.**

		<b>Response Percent</b>	<b>Response Count</b>
Wireless broadband access to the Internet		24.3%	114
Assistance in planning book club discussions		7.9%	37
Live homework help via computer		1.9%	9
<b>Inter-library loan of materials</b>		<b>80.0%</b>	<b>375</b>
Staff recommendations for books, movies and other materials		58.0%	272
Downloadable audiobooks and ebooks		8.3%	39
Library service by phone, email or text messaging		38.4%	180
Access to the Library's website and catalog via smartphone or hand held device.		8.1%	38
Delivery of materials to the homebound		0.9%	4
Checkout of back (non-current) issues of magazines		8.7%	41
E-mail notification for items on hold and "pre-overdue" notices		67.4%	316
Kindle ebook readers		2.3%	11
		<b><i>answered question</i></b>	<b>469</b>
		<b><i>skipped question</i></b>	<b>46</b>

11. Do you attend library programs?			
		Response Percent	Response Count
Yes		44.5%	220
No		55.5%	274
		Why?	266
		<i>answered question</i>	494
		<i>skipped question</i>	21

12. Please suggest three programs that you or your children would be interested in attending.		
		Response Count
		170
		<i>answered question</i>
		170
		<i>skipped question</i>
		345

13. What new or expanded services would you like to see at the Glencoe Public Library?		
		Response Count
		169
		<i>answered question</i>
		169
		<i>skipped question</i>
		346

14. What makes the Glencoe Public Library valuable to you and/or members of your household?		
		Response Count
		378
		<i>answered question</i>
		378
		<i>skipped question</i>
		137