

Wood County District Library Survey Report



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Executive Summary

In Fall 2018 two students in the Master of Public Administration program at Bowling Green State University conducted a random sample mail back survey at the request of the Wood County District Library System. The survey was mailed out to a random sample of 2,000 registered voters in the library district, and a similar survey was also posted online. The survey focused on questions of customer satisfaction with library services, programs and offerings.

Overall, the findings suggest that there is very high customer satisfaction for the Wood County District Library System. Respondents consistently report very high ratings in particular for the staff, collections, facilities and children's events. Respondents also indicated that they would be willing to support the next library levy.

Methodology

The mail back survey was sent to a random sample of 2,000 registered voters in the Wood County Library District. The survey included an introductory letter from the Director of the Wood County Library, the survey itself and a self-addressed stamped envelope to facilitate mailing the survey back. Of the 2,000 surveys that were mailed out 346 responses were received for a response rate of 17.3%. Both the Sentinel-Tribune and Bowling Green Independent Media profiled the survey, giving pre-notice that the surveys would be arriving.

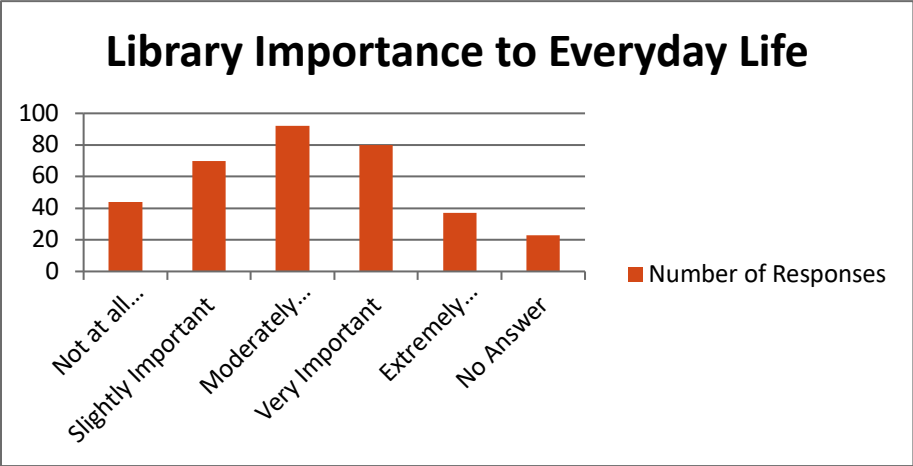
The online survey was distributed to 1,500 email addresses that were held on file by the library including Friends of the Library, the Library Board, Volunteers and others. The survey link was also published in the paper and posted in the library and on social media. The questions were identical to the mail back survey. The online survey received 225 responses. The findings from the online survey were not statistically different than those of the mailed back survey, so only the mailed back survey results are reported here to protect the integrity of the random sample, however the online survey also included qualitative open-ended questions, and those responses are analyzed and included in full as an appendix.

Mailed Survey Results

How Important is the Library to your everyday life?

Libraries serve an important function in modern society. Today, libraries are more than just a place to check out books - they bring communities together, offer valuable resources through training and educational programs, support families, and provide a safe gathering spot for people of all ages.

The majority of survey respondents felt that the library was at least moderately important to their everyday lives, a strong indication of the value of the library to the community.



What is your overall satisfaction with the Wood County Library System?

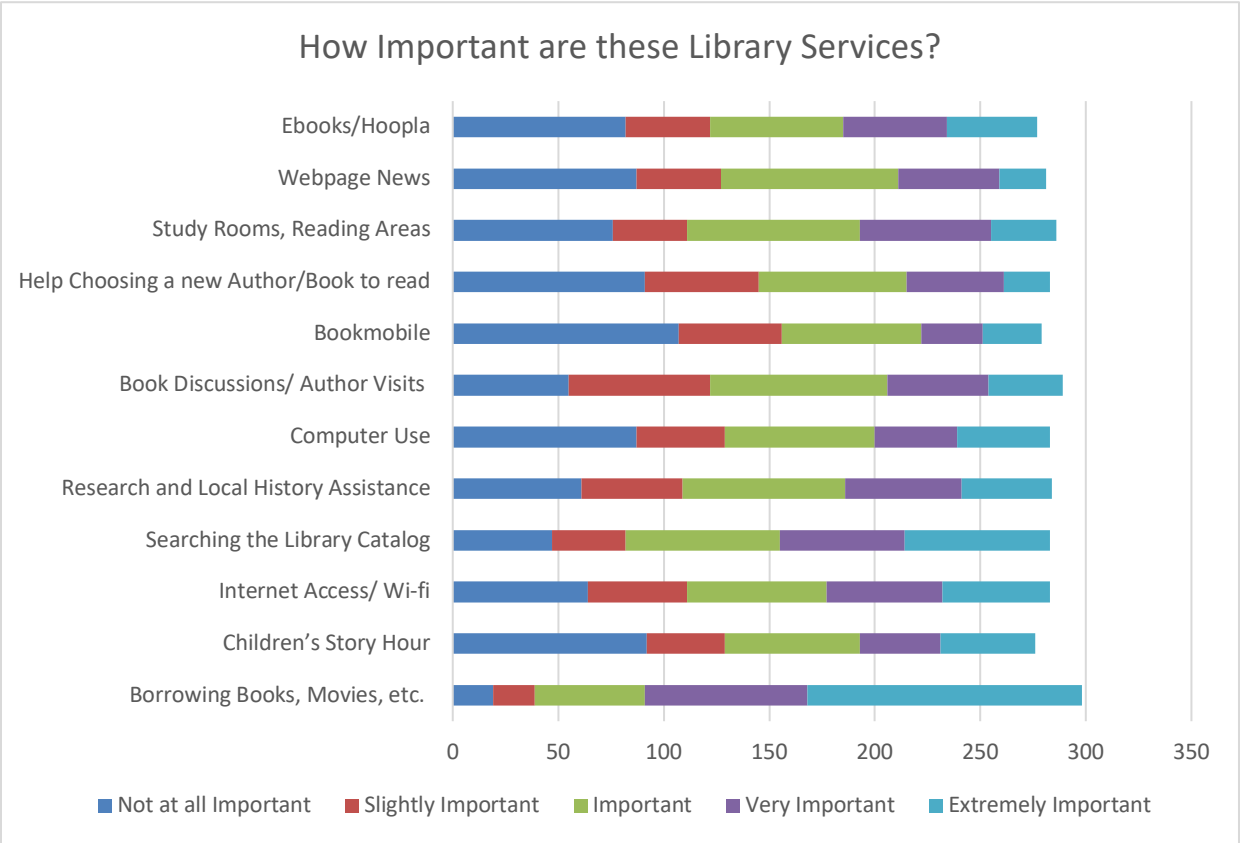
When asked to rate the overall satisfaction with the Wood County Library System, only one respondent indicated any level of dissatisfaction with the library. This is particularly impressive given that this was a random sample community survey and responses were anonymous. The library is to be commended for this unusually high rating of satisfaction.



Respondants were asked how important the following Library services are to their everyday life:

When asked about the importance of library services, the following highlights can be found:

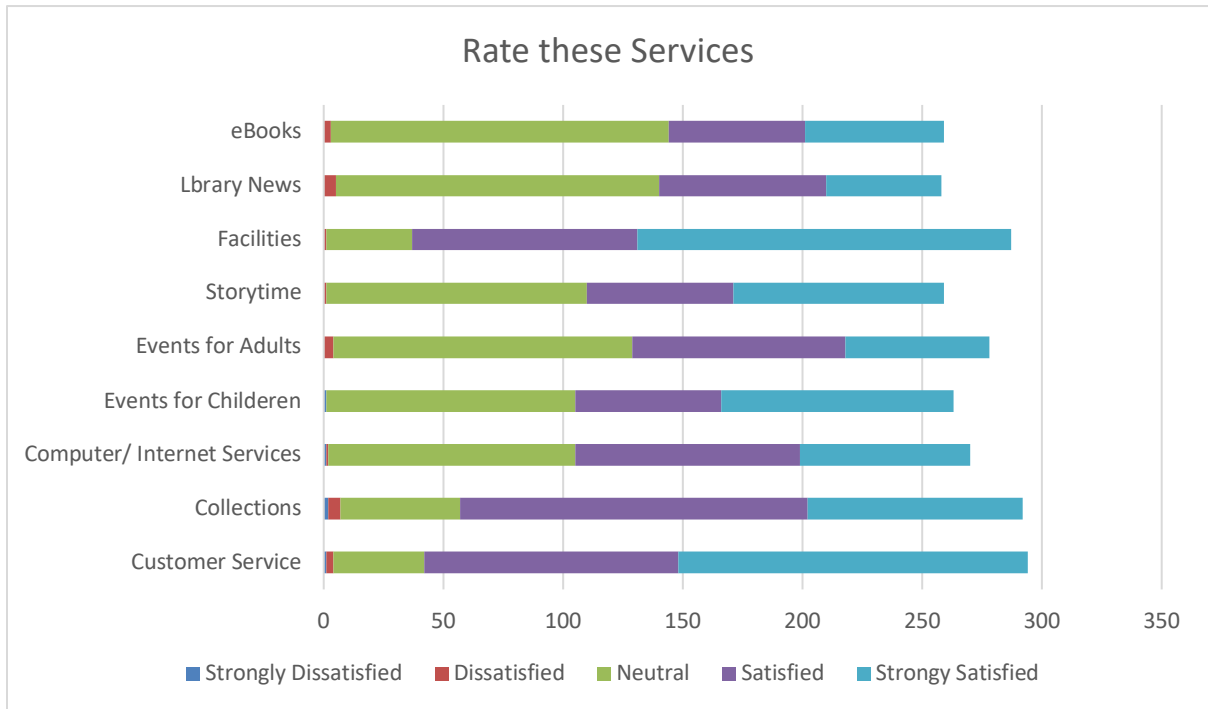
- The most important services were identified as follows: borrowing books/movies and searching the catalogue.
- As expected the bookmobile is important to those who use it.
- In general all of the services listed were identified as being important to the majority of the users.



Respondents were asked to rate their satisfaction with the following Library Services:

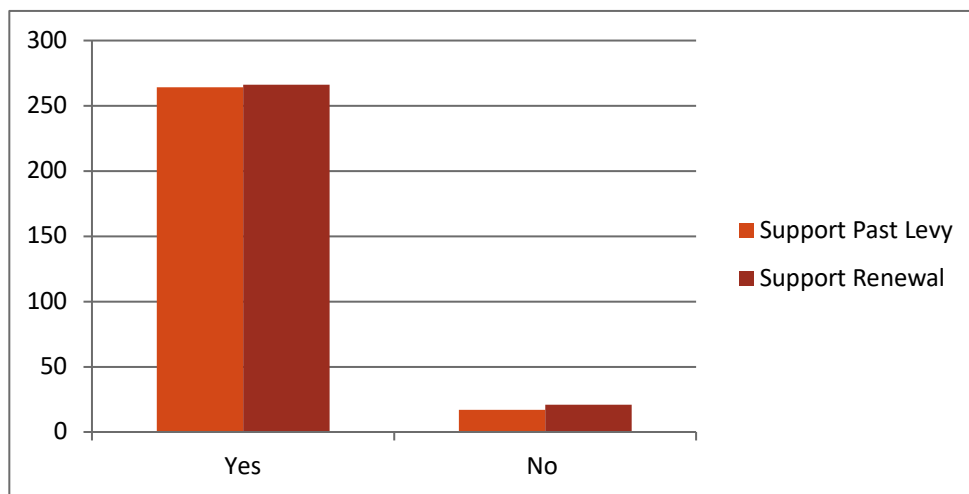
Overall satisfaction with individual library services is very high. Important information that can be pulled from this question:

- Levels of satisfaction are high across the board for all of the services that were surveyed.
- Highest levels of satisfaction were reported for the following: customer service, facilities, and collections, story time and other children’s events.
- Levels of dissatisfaction are almost non-existent



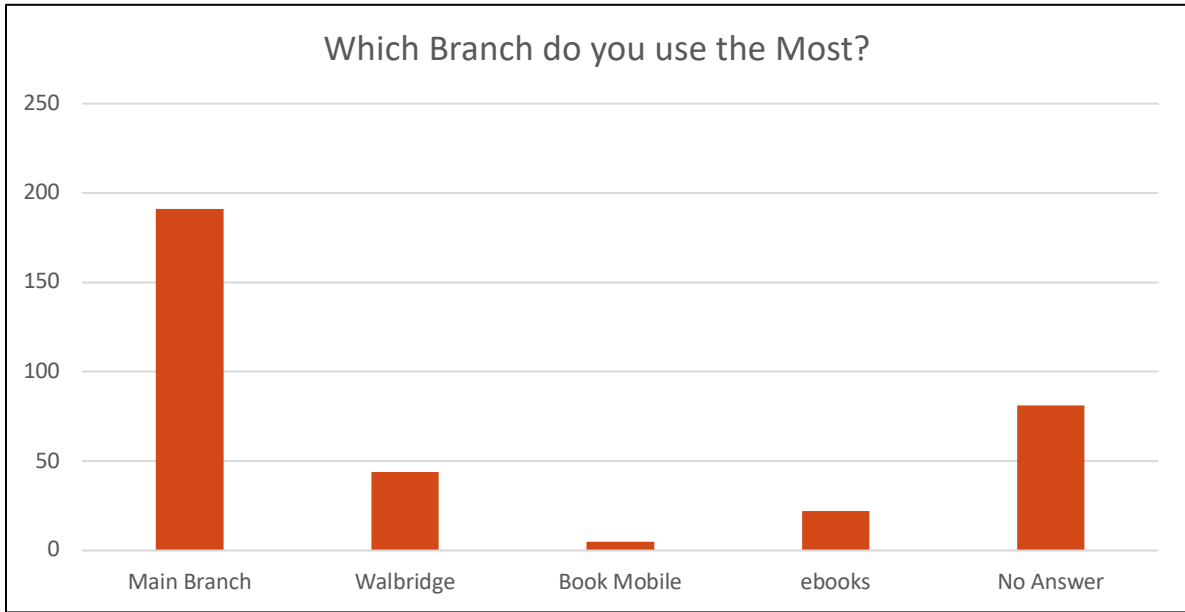
Did you support the previous Library Levy? Would you support a future levy?

When asked about the previous library levy, the vast majority of respondents did support the levy, and slightly more said they would support the next one. This finding is not particularly surprising given the high level of satisfaction awarded to the library.



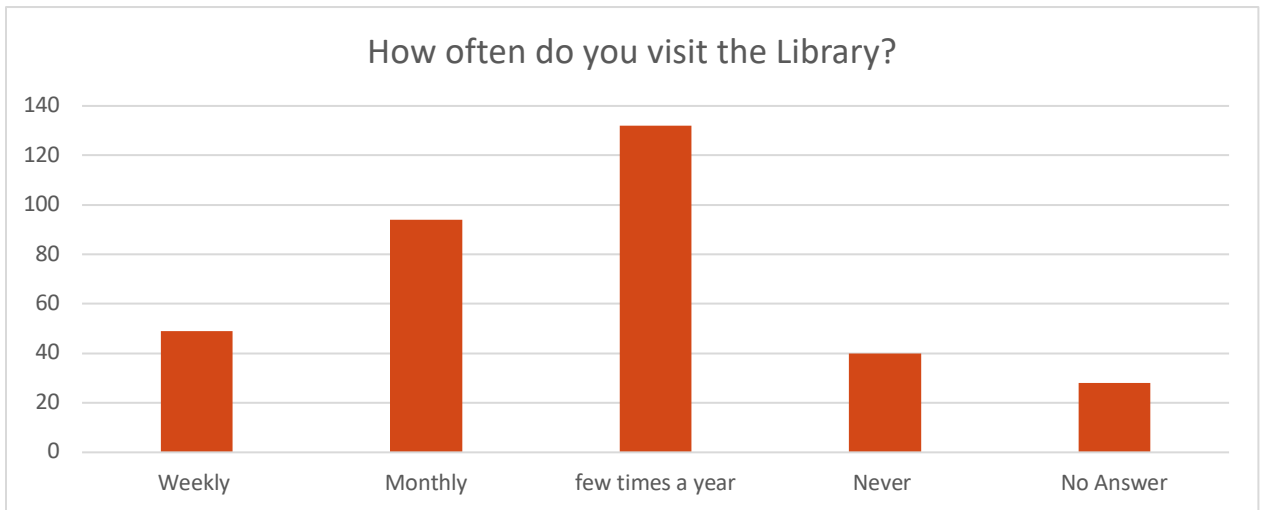
Respondents were asked to disclose which library branch the most utilize.

The majority of respondents use the Main, Bowling Green library branch the most.



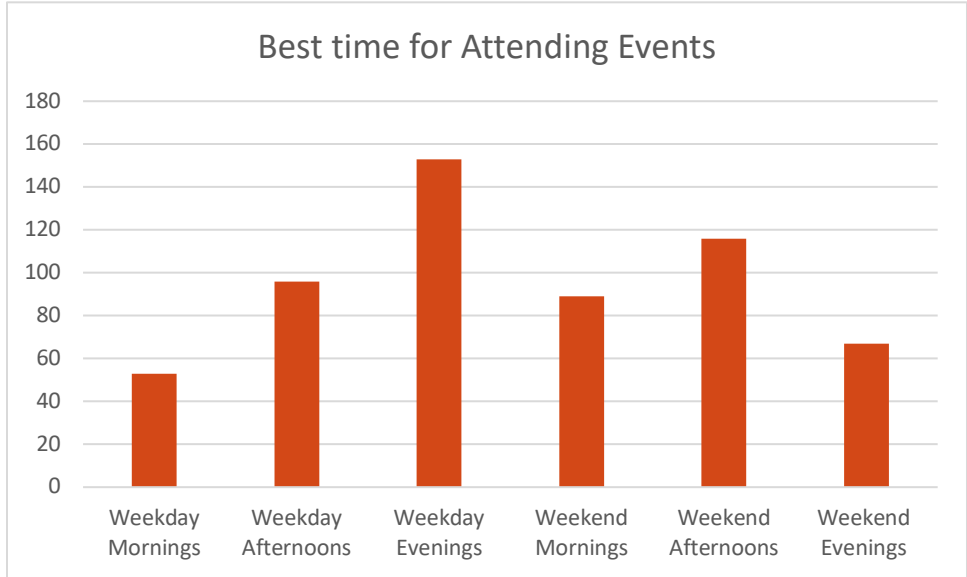
How often do you visit the Library?

Respondents were asked how often they visit the library. The majority of respondents answered visiting the library at least a few times a year.



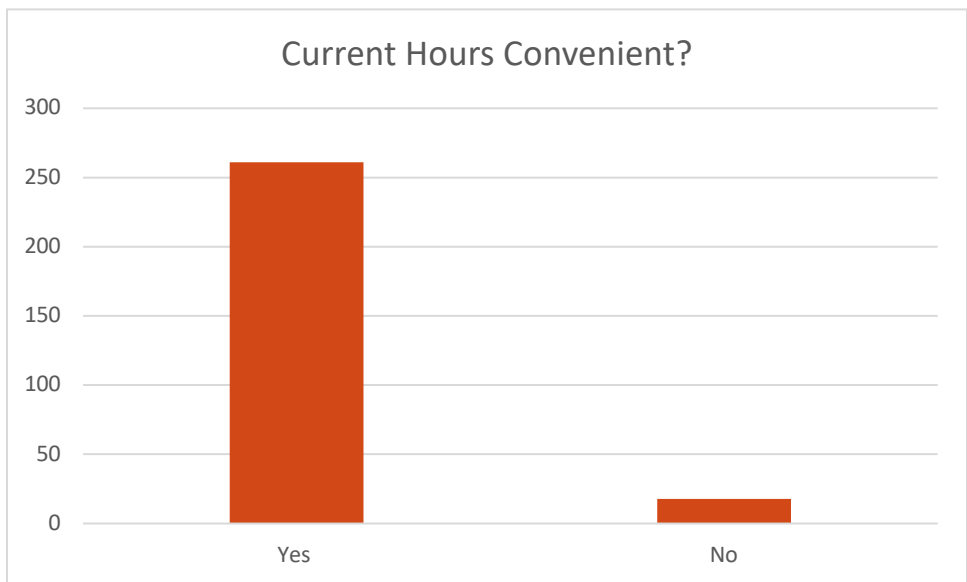
What is the best time/day for you and your family to attend library events?

The majority of respondents felt that weekday evenings would be the best time for their families to attend library sponsored events, followed by weekend afternoons. Weekday mornings were the least popular option for family events.



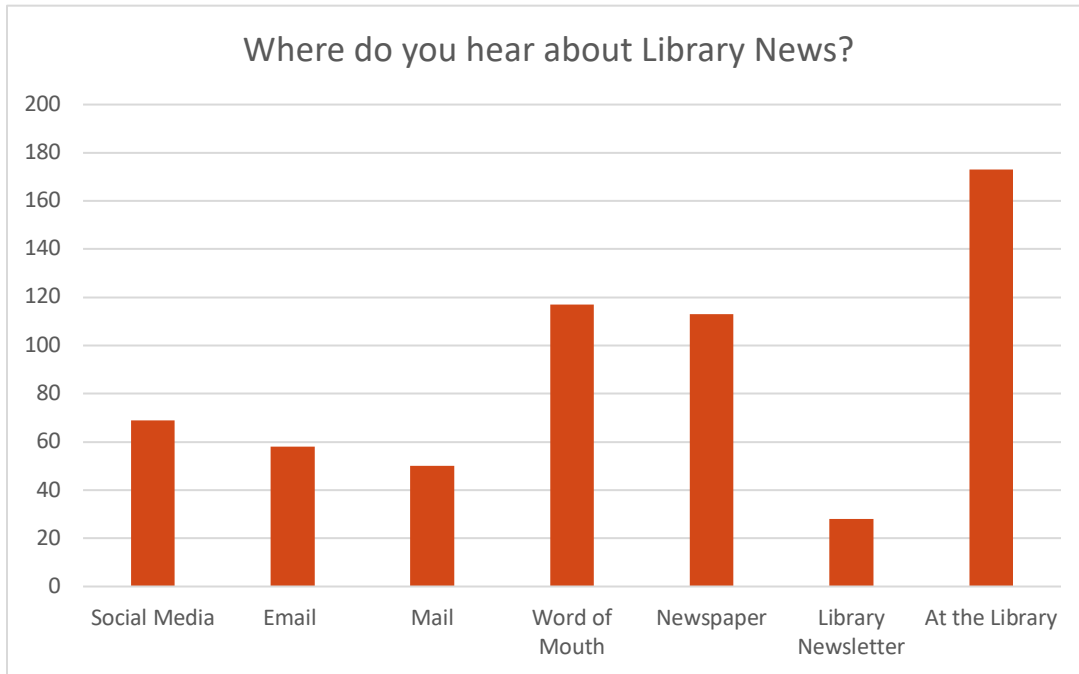
Respondents were asked if the current hours of operations were convenient for them:

Almost all of the respondents answered the current hours of operation are convenient for them as they are right now.



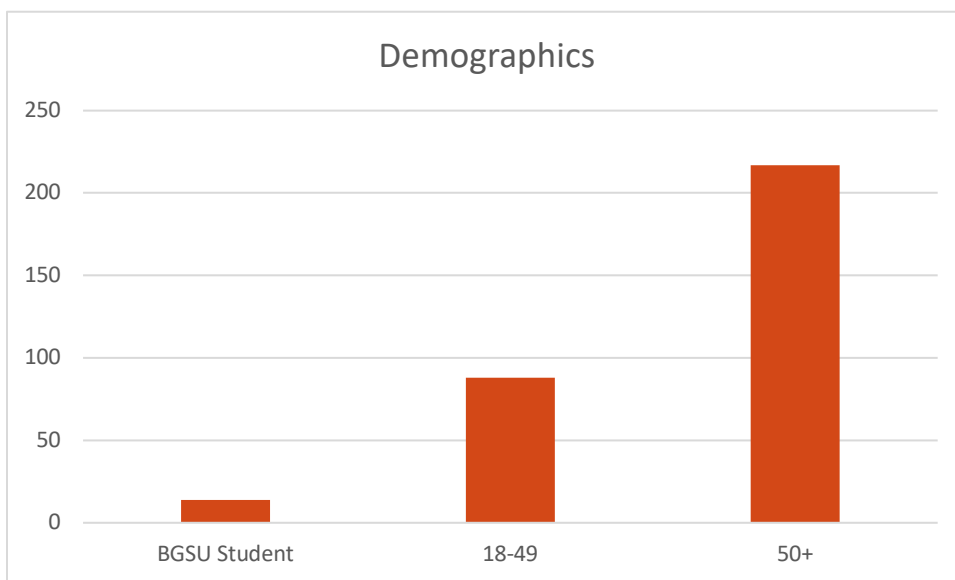
Where do you receive news and information about the Library?

Respondents reported the majority of the time, they receive information and news about the library while physically present at the library, followed by word of mouth, newspaper, social media, email, mail and the library newsletter. Onsite promotion of library events is clearly an effective way to engage with visitors.



Respondents were asked to report rather they were a BGSU Student and their Age:

The majority of respondents reported being in the age group 50 and older.



Online Survey Results

The online survey results were not statistically significantly different than those from the mail back survey. The true value of the online survey was the rich detail provided in the open-ended comments, which are included as an appendix. A summary is provided below:

In your opinion, what are some things that the library does well?

The following comments were provided repeatedly:

- Collections – variety, multiple formats, constantly updated
- Children’s area and programming including story-time, summer programs
- Customer service
- Online services including e-books
- Community events
- Facility – welcoming, clean and accessible
- Website – easy to use and diverse offerings

In your opinion, what are some things that the library could improve?

The community had a few suggestions (only the most frequently cited are listed here):

- More adult programs
- Helping people become more aware of the books that are available
- Freshening up of the facility (especially carpet on the stairs)
- More selection of books
- A way for customers to request books for the library to purchase
- More large print books/audio books
- Parking
- Wages for employees
- Self-check out
- Customer service at the front desk

Why do you use the Library?

The most frequently cited reasons for using the library include:

- Specifically, to check out books
- To learn new things
- Children’s services
- It is a free resource in the community
- Variety of items in the collection such as books, music, movies
- It is a safe and warm place to spend time
- To use the free computers
- Participate in programs

Are you a member of the "Friends of the Library" group? If not, is there a particular reason why?

The majority of the online respondents were not Friends of the Library, and many cited that they did not know what that group was or how to join.

What kinds of classes or events would you like to attend at the library?

Respondents had a number of ideas for new classes or events at the library. The following were the ones most frequently suggested:

- Crafts
- Author talks
- Book clubs
- Child/parent events
- More educational programming such as how-to classes, history presentations, using technology, beginning writing workshops
- Community building events such as updates from city council

Are there any parts of library operations that you would like us to improve? For example, hours, number of computers, more classes, more events, more books etc...

The final question asking for suggestions for improvement essentially repeated the earlier comments: in particular adding to the book collection.

Conclusion

In summary, the Wood County District Library is a valued part of the community and has earned very high ratings for satisfaction acrosss essentially all areas and functions. It is very rare to see this level of satisfaction in a public, anonymous survey and the library staff are to be commended for their success.

The final part of the survey gauged support of the voters of the past results of the levy and the potential future levy for this district. A majority of people supported the levy and would do so again.

In conclusion, the students of the Masters of Public Administration program would like to thank the survey respondents for participating in the Wood County Library System survey. Your input will help the library system better serve the constituents in Wood County and make our library system a better place for everyone in the county.

Appendix A: Online Survey Responses

In your opinion, what are some things that the library does well?

- Adding new books, author programs
- Always putting the patron first. Amazing children's department and programs. Professional, gracious, and knowledgeable staff.
- Atmosphere and cleanliness
- Awesome staff that continually updates how and what they do
- Book collections
- Book selection
- book selection/having new materials
- Children's Activities and Youth volunteering
- Children's Area
- Children's area
- Children's area is amazing
- Children's area is GREAT!!! We love Mrs. Maria Simon.
- Children's Area, friendly staff, clean facilities
- Children's programing
- Children's programming
- Children's Programming is outstanding
- Children's programming, access to new and popular materials
- Children's programs
- Children area
- Children Programming; Using the facility for variety of community events; Very helpful to us less techy folks to use all the things/services they have to offer; Keeping the library, fresh and up to date
- Children programs
- Children's programming, author visits
- Children's room and programs
- Circulation Desk - excellent & cordial customer service
- Circulation, hard cover books, DVDs.
- Clean and well-kept facilities.
- Clean facility, lots of movies
- Collection; nice place to spend time; providing assistance to those needing help
- Communication and you spend the money wisely towards your patrons
- Community events, friendly and knowledge staff
- Community interaction, interaction with patrons.
- courteous, friendly staff
- Customer service
- Customer service
- Customer service and staying up to date with new materials
- Customer service carpeting up the stairs
- Customer service is excellent. Questions are answered cheerfully, emails are quickly returned.
- Customer service, programming
- Customer service, programs
- Digital content; community involvement
- ebooks
- Events offered, a variety of ways to receive information, selection of materials, etc.
- everything
- Everything
- Excellent outreach service (bookmobile, partnering, etc.), outstanding adult collections (paper and digital), Local History collection/resources
- Excellent use of space. my hometown library is a third your size and very cramped. you guys use every square foot beautifully.
- Friendliness
- Friendly staff, kids programming
- Friendly, helpful service
- fFiendly, knowledgeable staff; it's great to be able to request books from other libraries and get them at my library
- fulfills requests
- Getting books from other local libraries that they share with in a quick timeframe
- Good customer service.
- Good organization
- Great atmosphere! Very quiet and conducive to studying.
- Great historical-genealogical section
- Great people and love the play area.
- great selection of books, friendly and knowledgeable staff
- Help patrons
- Helpful staff

- Helping patrons find materials, making patrons feel welcome when they come into the library, etc.
- Helps me find things. Opens the library to all kinds of events making it a true community resource.
- Holds and materials from other libraries, range of books, movies, etc, themed displays in lobby, community events
- Hosts community events, centrally located,
- I love the hoopla app. They have excellent choices that are constantly updating.
- I rarely have any issues. So, it's great for me.
- Inter-library loans
- Interact with the community, reflecting many different cultural and current aspects. Direct service and courtesy in dealing with individuals is at the highest level.
- Involved in Community
- Keeping new titles on the shelf.
- Keeps me up-to-date on activities in our city!
- Kids programs and space and books
- Kids programs are great and we love Ms. Vickie!!
- Knowledgeable
- Lend books
- Libraries are organizations that need to be fluid (adaptable) as their communities needs change. Our library has demonstrated its adaptability through its expanded children's programming, technology, introduction of Hoopla, audiobooks, and large print collections.
- Local history room
- Love the tech lab and book selection
- Making new books available
- Media and computer use, library network, customer service
- New books, accessible, pleasant staff-- especially local history
- Nice building layout
- Nice people, overall good selection
- Obtaining books from other sources, making recommendations for books of interest, providing programs/book club options
- Offer things to a variety of people
- Offers a multiple of different media formats so there is something for everyone. Staff have always been extremely helpful with anything I've needed.
- Offers a nice environment to read. Decent selection in certain areas.
- Online catalog (overdrive)
- organization of books
- Patron assistance
- Personal attention
- Personally help get books ..with genuine interest
- Physical plant, customer service
- Plan activities
- programming
- programs
- programs for adults
- Promptly respond to questions.
- Provide a wonderful area for children
- Provide assistance in finding new author's.
- Provide digital services when I am not able to stop into the library.
- Publicize its events
- Safe space for children; communication
- Selection, events
- Selection, staffing
- Send e-mail updates. Helping with loading books to Nook when had problems
- Serves the entire community with its programming, giving a place for all ages to use the library in a way that is meaningful to them.
- Staff, Events
- Story time is great!!!
- Storytimes, children events
- Summer reading program, having good titles available to read, availability of notary
- The ability to borrow books from other libraries
- The children's programming and children's space (toy and activity rotations etc) is phenomenal. Best I've been to. Library staff are really professional, kind, and helpful with book recommendation requests.
- The collection--service--children's programming

- The entire staff is outstanding. They are friendly, knowledgeable, and service-oriented.
- The librarians are really great to work with! I love the volunteen idea. It gives the youth in the community a great way to serve in the community at a young age.
- The staff really cares for the people
- Their staff is extremely helpful and friendly! I love that my kids and I are recognized and made to feel at home here. We love our BG library!
- They are always positive
- They maintain a good website that makes accessing library services very easy.
- They provide great customer service and I always feel welcome
- Time management, customer service
- Variety of materials, long hours, check out is quick, community events in atrium,
- Volunteens - encouraging tweens and teens - giving them service opportunities and mentorship and a variety of family and kid events/partnering with so much of the community for kid events
- Webpage
- Welcomes all. Host for community events. Wide variety of events, materials, -- something for everyone
- Well-rounded collection, super customer service
- Wide variety of books and getting new books
- Youth dept. bookmobile Adult books. Databases of all kinds. Ebooks of all kinds.

In your opinion, what are some things that the library could improve?

- Carpeting up the stairs
- A "roadmap" if you will of what types of books are where especially with recent changes.
- A booklist/collection for kids who are higher level readers but who are too young for mature content.
- Ability to request titles to be added to overdrive
- Access to a printer
- acoustics in atrium
- Adding self-check out,
- Adult activities
- Adult event during the evenings and weekends
- Adult programs. Book/movie club
- Advertising the books you have available
- As the senior population grows, more large print books may be necessary, especially westerns for men. The stacks may be too close together for seniors to be able to look at the book titles. I've heard that it's hard to get back far enough to read the titles in the limited space.
- Being nice when you check out. I don't need to be reminded of my fine every time. I know the rules.
- Better collection, actually gave every book in a series
- Better ebook selection, allow readers to recommend books
- Better pay for employees
- Better wages for employees
- Bigger selection of books; they don't have any in the "Love Inspired" series for example and I have to request all of them from elsewhere; there's only 1 copy of the Heartland season 10 DVD in the entire state but 50 holds
- Cannot think of anything that could use improvement.
- Cleanliness
- Collection
- Communicating on Twitter & social media
- Computer lab is slow, need many more CDs, reference librarians seem put out by inquiries: dismissive.
- Create a doc on way to use Library that can be emailed to users.
- Customer service

- Customer service
- Ease of reserving books
- Extended hours on Sundays
- Free small meeting space
- Front entry off parking lot. Bricks could use cleaning. Worn out. Some named bricks on wall have damage. It is dark overall not to inviting for an entrance. Entry by doors could use new carpet. Freshening up. Free library cards.
- Greater selection, especially in e-books and large print
- Have a walkway from the Carter House lot to the library.
- Having a wider selection of new books for teens, and children.
- Highlight upcoming music events a little more.
- Holdings are becoming smaller and smaller
- I cannot think of anything at this time. I'll be sure to provide feedback if I do.
- I don't read much fiction so I would love more talk-backs or presentations that are centered around informational content: travel presentations, hands-on demos for adults, etc
- I find the online card catalog difficult to use - it often doesn't indicate whether a book is available at the main branch.
- I had a hard time finding a place to put books that need to be reshelved.
- I sometimes have trouble finding events online especially when partnered with wood county parks. We are very thankful for all the events offered. I can call if i can't find the info I'm looking for.
- I think the library could provide a way to request items not in the catalog so that they can expand their inventory to include more items that people want access to.
- I think the science fiction section of the library could use a little updating and have a more broader selection. It is good, but I would like to see more current authors and more diverse stories
- I wish there was a place to drink coffee? I know that's ridiculous, but I'm an exhausted mum. I'd buy coffee.
- I would like to see more classic books in the main library, rather than always having to wait, but I know space is a real concern.
- I would like to see some craft classes
- I'd like more cordoned-off study space, or space that was reservable without a fee.
- Improve the library parking lot access- too many people and vehicles with one access point
- It needs a facelift. The downside of a well-trafficked library.
- It would be nice to have a story time for school-age kids. There is one for babies/toddler, preschool and teen activities. Something for the 6-12 range would be great!
- Longer hours might be nice, but that's probably not feasible.
- Maybe more adult programs especially as the population ages.
- Maybe offer more new-release kids movies?
- More author visits, more event advertising for adult-audience events
- More book clubs in evening
- More books at the Walbridge branch
- More books on hand instead of waiting period.
- more community events
- More computers
- More evening activities
- More large print books of all types
- More music performances
- More, better bike racks, more library use of Carter house, improve patron catalog it is different from the staff catalog. and searches that should be successful are too often not
- n/a
- NA
- Needs one more printer and photocopier for busy days
- New flooring on stairs
- New titles for ebook checkout.
- No, you do a great job!
- none
- Not sure
- Nothing
- Nothing

- Offer more digital services that are local. (See Cincinnati Main Library MakerSpace)
- Online catalog
- Paper towels, soap, warm water in bathrooms
- Parking in the main lot
- Pay to the library staff. Is this why there is so much turnover?
- Probably adding to book collections and CDs in less popular genres--like opera
- Range of selections in ebooks and hoopla
- Really would like to see more adult author presentations and programming for adults. Alternative to movies and TV
- Rude employees at check out. Rarely smile and grumpy
- Saturday PM hours, widen available use of study rooms, meeting rooms,
- Self checkout
- Self-checkout and kinder service at check-out desk
- Self-checkout. Premium memberships.
- Should not drop fines
- Some events for teenagers
- Some of the checkout staff could smile more
- Some of the front desk people are rude
- Sometimes I wish there was a little more visibility with upcoming programs.
- Sound system needs to be clearer or louder.
- Stock more audiobooks. I am going blind and really enjoy them.
- Stop displaying gay themed children's books
- Stop shoving your social agenda down our throats
- Story time
- Sunday hours
- Technology (slide conversions to digital, vhs or 8mm to dvd conversion, audio conversions), Mac computers and software, possibly check out small tools for homeowner projects if feasible
- Teen book clubs
- The hours at the Grand Rapids branch
- The library is running as smoothly as I think it should be at this time.
- The way events are communicated - maybe by target audience? Would like to know special events vs reoccurring.
- Website
- Wish all the staff at the desk would smile and be more welcoming.

Why do you use the Library?

- A part of my DNA
- A safe and fun place for my kids to explore and play, which in turn offers me some respite. We also love bringing home new books to enjoy together.
- Access to all kinds of books and media
- Access to books for me/my kids
- Avid reader
- Because I can and I love our library!
- because of the vast selection of e-books, books, and children's programs
- Book club and borrow books
- Books
- Books
- Books
- Books and ebooks
- Books and play
- Books and research databases
- Books to read
- Books to read. Some digital content on both Hoopla and Libby. Interesting events.
- Books videos computers book groups special programs
- Books, book clubs, audiobooks, programs, dvds, have used printers and copiers, have looked at some magazines
- Books, book clubs, social events
- Books, books, and books! It is beautiful and comfortable and accommodating.

- Books, DVDs, computer, do paperwork, etc. Without distraction
- Books, events, socialization. Can't praise the interlibrary book borrowing system enough.
- Borrow books
- Borrow books
- Borrow books
- Borrow books, kids programming
- Borrowing books
- Both for researching for facts & for entertainment/pleasure reading
- Because I work there
- Check out books & children's programs
- Checking out books and media, entertainment foe child
- Child
- Children education and fun
- Convenient parking; open at hours I use; and they have lots of items I want to see or read.
- Convenient, love to read.
- Ebooks
- Ebooks
- Ebooks, music
- Ebooks/audiobooks
- Education, programs, meet with friends, use the computers
- Enjoyment, information, cookbook book discussion, author talks
- Entertainment, knowledge
- Everything
- Excellent resources available for free, great community space
- Feels like being part of a community. I select & pick up requested books & dvds. I attend programs.
- Fiction
- Financially prudent, good solo activity with a child, great staff
- For books and movie rentals, and also as a quiet place to read.
- For books to use in homeschooling, as well as books to read for fun. Teen programs.
- For books, text books, research
- For change; books
- For education, relaxation, family history, all sorts of things
- For family needs
- For leisure reading, information to support hobbies
- For my son and for myself
- Free books
- Free resource! Also, I think it's important to promote literacy.
- Free, easy
- friendly, complete
- fun, reading, music, internet
- Get books
- Get books and movies!
- Hard cover books, DVDs, CDs.
- Have all my life
- Homework and to be with friends
- I am a reader.
- I check out books and audiobooks. I also participate in one of the book groups.
- I could never buy as many books as I use yearly from the library
- I don't buy books and I'm a huge reader
- I like exploring the collections in person. I also enjoy renting movies and CDs
- I like hands-on contact.
- I like the selection of materials available
- I like to read paper books when I can and really enjoy listening to audiobooks
- I love books and libraries - they are pleasant places to go.
- I love books and reading
- I love books, knowledge, and I have grandchildren. It is the best place in town to bring my grand kids!!
- I love reading (and also TV and movies). I don't want to buy my own copies, so I get almost everything from the library
- I love to read
- I love to read
- I love to read and share books
- I love to read!
- I love to read! I also home educate my children.
- I use it as a community hub. My children get books and play there, we enjoy the facilities during other community events.
- I work at the library, I love reading and I also like the friendly atmosphere of the library.
- information access by book and computer
- Ingrained in me

- it has good collection of books and good events for kids
- It is a second home
- it's a good resource
- It's an invaluable way for me to access books, movies, TV shows, and other resources without having to spend extra money that I do not have.
- It's one of the few places on that side of town where i can sit and be warm and dry for awhile without feeling pressure to buy anything.
- Key organization in our community; brings people together; provides great books and children's programming
- Kids programs mostly and sometimes I just like a different, quiet place to work.
- Leisure, some research
- Lifelong interest in learning but also entertainment
- Love books, friendly service, quiet place to read
- Love it - it's a privilege
- Love to browse, usually have what I'm looking for
- Love to read
- Love to read
- Love to read all kinds of books and don't want to buy them. Can sample new authors without buying the book
- Love to read and nice staff
- Love to read, unlimited books
- Love to read. Love the special presentations.
- Magazines
- Mainly for hoopla. But I use it for my two year old son as well. We visit the children's department.
- Mostly computer use and to get obscure documentaries from the network
- Mostly for entertainment
- Mostly for my children - they learn so many new things there and it is a great friendly environment. I feel that they are safe and happy there. They are encouraged to be curious. The children's book collection is outstanding.
- Mostly for my children, love the whole children's area. I love to pick out books for myself too
- Mostly for my kids to check out books
- Mostly for pleasure reading, but I also find it a great place to take my kids for an hour or two
- Mostly for the children's programs
- My family learns new things at the library
- My kids are ravenous readers. It's not fiscally responsible to buy all the books they read. The library gives them a great variety of books to read and be exposed to without the cost.
- mystery books, mystery book club, children's books, and infant story time for my grandkids
- new books, movies, newspapers
- Obtaining books to read, taking part in book club
- Place where kids can pick out books and DVDs to use at home.
- Pleasure reading, program
- Primarily for my child. We read so much and need new books frequently. My child also enjoys the children's place and used to frequent the
- Programs and material
- Quiet place to read, gather
- Read newspapers, obtain books and movies and print out info
- Read, genealogy, adult programs
- Reading current books
- Reading newspaper and other research
- Research, books
- Research, business, pleasure, my kids.
- Resources, books, kids events
- Social time.
- Studying, kids studying, reading
- That is touch to explain beyond just feeling books and literacy are just an important part of a stable society giving platforms to information and ideas
- The abundance of material
- The BGSU library is too complicated and I feel at home at public libraries
- There are a lot of books I want to read but I can't buy every one. I like

- Author talks
- Author talks, public lectures
- Author visits
- Author/speaker visits
- Authors
- Authors Book group
- Authors, books groups, local interest programs
- Book club
- Book club that fits my reading likes
- Book club, painting
- Book club; community events
- Book club.
- Book clubs
- Book clubs in the evenings
- Book Clubs with new bestsellers
- Book clubs, computer classes
- Book clubs, historical talks, Ghoststories was great. Holiday functions
- Classes for parents and children (maybe an activity that we could do together around an author theme...cookie decorating, making crafts, etc)
- concerts, talks
- Cooking demos
- Craft classes, author visits
- Crafting classes
- Cultural events/heritage celebrations and author visits
- Downloading books to e-readers
- Educational programs
- Educational/informational
- Family history research, digital photography, "how to" classes
- Fantasy/Sci Fi Book club.
- Geek programs (game of thrones), Foreign Language Classes, Author visits
- Genealogy
- Genealogy. Scrapbooking.
- General classes, lifelong learning
- Help with genealogical research classes
- Help with technology- how best to store photos
- Help with technology...smart phone.
- History, fun topics.
- How about an "Artist in Residence" program. Have acoustic artists play -harpists., keyboard, guitar light music not too loud. Upstairs with seating for people to listen. Other artists to create - paint , draw etc...
- answering questions as they work. More piano or small music groups. Not too loud. Nature programs like the owl program library just had. More sustainable living programs. Cooking programs and cookbook authors. Local authors.
- How to use library resources, including online content
- I am a teen
- I can't attend any classes since I'm a full-time grad student.
- I enjoy making things
- I have occasionally attended the Ukulele Club but rarely have time for such events.
- I like the book clubs offered by the library. I attend the coffee club. Kristen Wetzel is excellent.
- I probably would not attend any.
- I saw a library have a seed library at one of their branches. I thought that was something fun the community could do together.
- I want to attend your upcoming bookbinding class. I'd also be interested in things like disaster preparedness, and classes about book collecting.
- I would like things geared toward younger adults. It seems like a lot of the events are either for kids or for older people and I feel left out.
- I would love to see events related to pop culture and different crafts/hobbies.
- I'm very partial to events that are either musical or educational about things many people will not know about.
- Ideas to support children's literacy. (One-time class our monthly group) Family events.
- Informational events: A Great Decisions type presentation. Updates on BG, For example city Council activities, and discussions with our elected officials.
- Job searching and sales
- Lectures and musical events
- Like author visits
- local history classes
- Local history talks, musical presentations, genealogy, league of women voters

- Maker events
- Meetings on topics like sustainability, book clubs on spirituality and wellness books
- Mixture is pretty good. Visiting authors always a plus.
- More about the history of BG. More author events.
- More events that provide the supplies and materials. Let's see more money put into programming.
- More intellectual lectures
- Most of the group activities I hear about assume you know what they are and how they work. A small, descriptive blurb with each calendar event (nature of group, target audience, state of the group (i.e., are they now in the middle of a book that's being jointly read). ex: The X Book Discussion Group began reviewing To Kill a Mockingbird four weeks ago, and this week will pick up [at chapter 4, or on the topic of....].
- Music
- Music events, author talks, lectures.
- Music, lectures, forums.
- Music, speakers, art, photography, history of area
- Music; lectures
- Musical events
- Never thought about it.
- No idea
- No suggestion
- None
- None at this time
- Not really sure
- Not sure
- Not sure
- Not sure, possibly book club.
- Nothing besides the mystery group, maybe more activities for infant/toddler
- Nothing for me, but I believe any time technology changes it's a good class to hold. I enjoy the invited authors.
- Opportunities for adults to learn new things
- Parenting, social media help for monitoring kids
- Perhaps a writers group of some sort?
- Personal improvement, general interest (like the ukelele classes)
- Would love to attend computer education classes like how to work them etc.
- Recreational and travel groups. Local history discussion and research groups. Model making and similar space to pursue that hobby.
- Something relaxing, community building, not a class, just an event.
- Sometimes I see the offerings at the Walbridge branch and wish we could have similar programming at the BG branch. Frankly, I love euchre. Not that I have time to play.
- Speakers and authors,.
- Special speakers or crafting
- Technology basics
- Technology literacy
- Technology phones apps computer
- The current events are great and more than I can add to my schedule!!
- What you have offered is already of interest to me but finding the time is the negative for me personally-- specific author studies, topical studies, in addition to what you already do well
- Would like more lectures on current events/politics from university faculty
- Writing workshops for beginning authors, education on the community offerings

Are there any parts of library operations that you would like us to improve? For example, hours, number of computers, more classes, more events, more books etc...

- More events
- 1/2 an hour later in the summer would be nice. Sunday afternoons are a surprisingly busy time, maybe extend the hours or add a staff member. Overdrive audio/digital book download is a little confusing.
- A weekend story time for kids

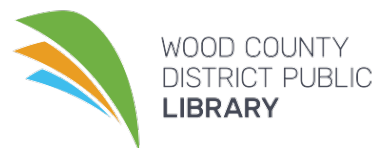
- All good
- Always more books but if I ask, it is available in a short time.
- Are there any parts of library operations that you would like us to improve? For example, hours, number of computers, more classes, more events, more books etc...
- As above
- As I mentioned, more books.
- As I said before, I would like to see more e-books, kindle, and large print books.
- Be a hub for real-world gathering of folks who organize digitally (online) and provide more streamline means to access facilities for use in meetings and activities.
- Be sure to keep plenty of open hours
- Be sure to pay & treat your employees well.
- Better outreach to BGSU students
- coordination with BGSU libraries
- Craft classes
- Everything is running smoothly for me at the present time.
- Have the same hours on Friday
- Honestly, I love our library. The only area of improvement I have is front desk. Most are very good, but a couple need customer service training.
- Hours
- How about less books gloriously displayed promoting homosexuality
- I am grateful for the ebooks!
- I think the library is doing a great job. I just wish I had more time to take advantage of all it has to offer.
- I think the library needs to expand and add on.
- In the large print books, try to avoid putting books on the lower shelves, and/or provide more stools. Many of us need to have the titles/authors situated so we can look at them at eye level. Or, alternatives, large print supplemental, horizontal labels on the spine, black print on white background. Provide more overhead and task lighting in the large print section.
- It would be cool if the library was open a bit later and had a section for video games.
- It would be nice for us Moms with little children to be able to access the library earlier (maybe 8?) because our kids are up early, and they nap early.
- It would be nice to have a story time for school-age kids. There is one for babies/toddler, preschool and teen activities. Something for the 6-12 range would be great!
- Keep being on the cutting edge
- Keep working to grow collection. Also keep working to help individuals to use e-books, mags, etc.
- Large, dedicated community meeting space (ie., separated from library materials so that neither user wanting to get books or participating in an event are a bother one another)
- Later Saturday hours
- Library of items.
- I like it the way it is
- Longer weekend hours, more events
- Mac computers with software, more educational programs and events
- Maker spaces
- Many more CDs.
- Maybe a little longer hour on Sunday-but don't stress it because I work until 4 usually, and I just don't want to rush getting my class assignment and keep you later by making a mistake.
- Mobile website (searching the catalog on my phone is awful)
- More adult programming
- More adult programs
- More books
- More books
- More books and more adult events
- More books and tv shows on dvd
- More books and weekend kid events
- More checkout of unusual items- tools, kitchen appliances
- More computers
- More DVD instead of VHS OR VHS viewing stations
- More ebooks

- More ebooks
- More ebooks and content on hoopla
- More events
- More events for teenagers
- More events would be great.
- More large print books - especially westerns. Happy with hours and events. I don't use the computers so can't comment on those. It appears there are plenty plus people bring their own.
- More music, movies and books to lend
- More new age books please! your "man, myth and magic" book collection is not complete.
- More overdrive audiobooks
- More sheet music books
- n/a
- NA
- New comfortable furniture, new toys for children's area
- No
- No
- No
- No
- No
- No
- No
- no
- No
- No
- No. :)
- Nope
- Nope. Doing a great job as far as I can see, haha! :)
- Nope...everyone is doing a great job.
- Not that I can think of at this time. Our library use has changed from weekly visits for story hours and books and occasional movies to monthly visits for reading material for just the two of us 70plus adults
- Pretty happy.
- Probably adding to your various collections is at the top of my list
- Public computers on first floor that work consistently. More lighting first floor magazine and reading areas. Too dark for reading and browsing. Time to replace carpet and fix edging on staircase. More choices of Library bags for sale. How about dark colors and not white? Slips for due dates hard to read - try due date in larger print.
- Really wish the wait list for digital books would move faster.
- Self-Checkout
- Sometimes I want more info about events on the weekly calendar...and advance notice of future events.
- Staff moral- A happy staff means a happy library. I would recommend giving them raises.
- Sunday hours
- The online card catalog, as mentioned above.
- The stairway carpeting needs improvement.
- Webpage is not very user friendly; more intellectually stimulating lectures for adult audience
- You are good at getting books from other libraries and I often make use of that so no complaint. I do sometimes have trouble with using the website and catalog

Appendix B: Mailback Survey

Wood County District Public Library

251 N. Main Street
Bowling Green, Ohio 43402
(419) 352-5104



108 N. Main Street
Walbridge, Ohio 434652
(419) 666-9900

The Wood County Library System values the opinions of the community it serves. Your feedback to this survey would greatly help the library system in improving their services. We value each and every member of this community and their input. Thank you very much for participating!

Which library branch do you use the most? Choose One:

- Main Branch (Bowling Green)
- Walbridge Branch
- Bookmobile
- eBooks Online

How often do you visit the library? Choose all that Apply:

- Weekly
- Monthly
- Few times a year
- Never

How important is the library to your everyday life? Choose one:

- Not at all Important
 Slightly Important
 Moderately Important
 Very Important
 Extremely Important

The next set of questions will ask you to rank your satisfaction of certain services and activities at the library.

How would you rate each of the following library services?

Services	Strongly Dissatisfied	Dissatisfied	Neutral	Satisfied	Strongly Satisfied
Customer Service	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>
Collections (Books, movies, etc.)	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>
Computer and Internet Services	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>
Library Events for Children	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>
Library Events for Adults	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>
Storytime for Children	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>
Facilities	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>
Webpage for Library News	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>

eBooks, Hoopla, Digital Content	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>
Overall Library Rating	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>

How important are each of the following library activities to you?

Activities	Not at all Important	Slightly Important	Important	Very Important	Extremely Important
Borrowing Books, Movies, etc.	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>
Children's Story Hour	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>
Internet Access/ Wi-Fi	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>
Searching the Library Catalog	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>
Research and Local History Assistance	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>
Computer Use	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>
Events for Adults	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>
Bookmobile	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>
Help Choosing a new Author/Book to read	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>

Study Rooms, Reading Areas	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>
Webpage for Library News	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>
eBooks, Hoopla, and Digital Content	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>

What's the best time of day for your family to attend library community events? Choose all that apply:

- Weekday: mornings
- Weekday: Afternoon
- Weekday: Evenings
- Weekend: Mornings
- Weekend: Afternoon
- Weekend: Evenings

Are the library's current hours of operation convenient for you? Choose One:

- Yes
 - No (Please explain)
-

How do you get news about the library? Choose all that Apply:

- Social Media (Facebook etc.)
- Email
- Mail

University
Student

Thank you very much for taking the time to complete this survey. Your feedback is valued and very much appreciated!