

Boulder Public Library Summary of Informal Patron Survey: Winter/Spring 2005

Survey Questions

The Patron Survey included the following three open-ended questions:

1. What services, materials, facilities or qualities best serve your needs?
2. What services, materials, or facilities not currently offered should the library provide?
3. In times of budget shortage, which services should be retained "no matter what?"

Surveys were made available to the public, both on-line and paper surveys, from mid-January through March of 2005. The following information was gathered.

Trends

Response tallies (reported below) suggest the following trends:

Highest value services / materials

- Books, periodicals, and non-print media
- Internet / computer-related services
- Children's services and materials
- Remote borrowing, catalog access, and patron account services
- Staff and reference services
- Access to branches /library hours
- Business services

Most frequently identified areas for development

- More of what we already have (books, periodicals, and non-print media)
- More business services (e.g. MS Word on internet access computers; fax)
- Various amenities

Essentials

- Hours
- Books, periodicals, non-print media
- Internet access/computer services
- Librarians/ Staff / Reference
- Remote borrowing, catalog access, and patron account services
- Children's Programs & Services
- Branch services
- Programs and exhibits
- Business, e.g. photocopy; Study space, furniture, public/civil documents, WI-FI, foreign language materials, remote access

2. TALLIES

The library received 202 responses to the survey. (tally lists include only items mentioned at least 9 times)

Question 1: What services, materials, facilities, or qualities best serve your needs?

- Books / Circulation (124)
- Non-print materials, total references - DVD, VC, etc. (110)
- Internet (48)
- Children's / Teen Services and materials (37)
- Periodicals (35)
- DVDs (35)
- Video Cassettes (34)
- Books by mail (33)
- Prospector / borrowing from other libraries / Interlibrary Loan (30)
- Reference (28)
- Computers (25)
- Librarians / Staff (23)
- Books on Tape (23)
- New Books (22)
- CDs (18)
- Branches (18)
- Programs (17)
- Remote access / Online account maintenance (15)
- Hours (14)
- Database collections and access (10)
- Café (10)

Question 2: What services, materials, or facilities not currently offered should the library provide?

- More non-print media (various combined) (42)
- More / different / better books (21)
- Business services (e.g. MS Word on internet-access computer, fax) (14)
- More / different / better Periodicals (12)
- Video viewing stations, more computers / control of computer use, furniture, new books, Boulder Reads! at branches; North Boulder branch, furniture, foreign language resources, fine amnesty opportunity, quiet space, more community center role, non-smoking outside space, video services for meeting rooms, book baskets, patron book-alert email, toys, fireplace, pencils/paper, games, Tantric sex get-togethers, jigsaw puzzles, free parking

Question 3: In times of budget shortage, which services should be retained "no matter what?"

- Hours (76)
- Books / Circulation (50)
- Internet Access (34)
- Non-print Materials (26)
- Branches (21)
- Staff (16)
- Periodicals (14)
- Children's / Teen services & materials (12)
- Reference (12)

- Computers (10)
- Business, e.g. photocopy (9)
- Books by mail (9)
- Prospector / Interlibrary Loan (9)