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Wareham Free Library User Survey Results

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1. How often do you visit the library?

Answered: 58 Skipped: 1

More than once a Week	22.41% (13)	
More than twice a Month	41.38% (24)	
Occasionally	22.41% (13)	
Rarely	8.62% (5)	
Never	0.00% (0)	
Other	5.17% (3)	

2. If Other (please specify)

 Answered: 4 Skipped: 55

- I went to the library today. I think it is great and planning on returning often
- I'm a summer resident, and haven't made it there yet.
- Usually every two weeks, sometimes more
- Very seldom, because I work in a library and have access to materials there. However, I am distressed to learn of the current budget cuts proposed and wonder why the town of Wareham officials holds their library in such low regard. It is heartbreaking.

3. How would you rate the library facility and grounds?

	Always	Usually	Sometimes	Rarely	Never
The library has adequate seating for patrons	49.12% (28)	43.86% (25)	5.26% (3)	1.75% (1)	0.00% (0)
The library's room temperature is usually comfortable	35.71% (20)	58.93% (33)	3.57% (2)	1.79% (1)	0.00% (0)
The library building is inviting and neat	65.52% (38)	27.59% (16)	6.90% (4)	0.00% (0)	0.00% (0)
There is adequate parking	21.43% (12)	41.07% (23)	26.79% (15)	10.71% (6)	0.00% (0)
The restrooms are clean	60.00% (33)	34.55% (19)	5.45% (3)	0.00% (0)	0.00% (0)

4. How would you rate the convenience of library hours?

Answered: 57 Skipped: 2

I usually come to the library during the day	63.16% (36)	
I usually come to the library during the evening hours	29.82% (17)	
I usually come to the library on Saturdays	31.58% (18)	
I primarily use the library remotely	12.28% (7)	
There are no convenient hours for me to come to the library	0.00% (0)	
Other	10.53% (6)	

5. If Other (please specify)

Answered: 12 Skipped: 47

- I have only visited once
- School kids are very unruly after school-smoking-bad language-overtake sidewalks & doorways
- Sunday hours would be wonderful!
- Library should have more hours!
- I use the online access frequently.
- see above
- Until my last visit, I was always much too cold. Outside it was very warm and humid. That is not good. Elderly folks especially tend to be cold. In addition, money could be saved by having it warmer in the summer and cooler in the winter. Do you use senior volunteers to help?
- i wish there were longer hours for the library to be open.
- during the day in the summer and after school in during the school year
- I come during the day as that is when the services I need are available but I have to take time off from work to do so.
- I wish there were more hours.
- I THINK THEY SHOULD HAVE MORE HOURS IN THE MORNINGS AND AT NIGHT SO THE KIDS CAN'T JUST HANG OUT.

6. Have you found the library staff to be approachable when you need assistance?

Answered: 58 Skipped: 1

Yes	87.93% (51)	
No	3.45% (2)	
I typically do not need to interact with the library staff	6.90% (4)	
Other	1.72% (1)	

7. If Other (please specify)

Answered: 4 Skipped: 55

- I find most to be just okay. not particularly friendly.
- see above - seasonal resident
- everyone has been extremely helpful and pleasant
- Approachable yes, but not always available due to the time limitations.

8. Do you find what you need when visiting the library?

	Always	Usually	Sometimes	Rarely	Never	I don't need these types of materials
I find the children's audiovisual materials we want	1.92% (1)	21.15% (11)	1.92% (1)	0.00% (0)	0.00% (0)	75.00% (39)
I find the children's books we need	13.46% (7)	21.15% (11)	0.00% (0)	0.00% (0)	1.92% (1)	63.46% (33)
I find the adult non-fiction titles I need	23.21% (13)	53.57% (30)	12.50% (7)	3.57% (2)	0.00% (0)	7.14% (4)
I find the adult fiction titles I want	21.82% (12)	52.73% (29)	12.73% (7)	0.00% (0)	0.00% (0)	12.73% (7)
I find the audiovisual materials for adults I want	9.26% (5)	25.93% (14)	16.67% (9)	3.70% (2)	0.00% (0)	44.44% (24)
I find the information I need	34.55% (19)	41.82% (23)	9.09% (5)	0.00% (0)	0.00% (0)	14.55% (8)
I get the answers I need	47.37% (27)	33.33% (19)	5.26% (3)	1.75% (1)	0.00% (0)	12.28% (7)

9. If Other (please specify)

Answered: 6 Skipped: 53

- slow to update to dvd
- very late at transferring from vhs to dvd, need a lot of catching up
- If I can't find the books I'm lookin for I request them from other libraries and they get sent to Wareham.
- Looking forward to checking out the used books for sale and postcards.
- I would like to see more DVD movies available

- My interest is in genealogy and access to those records is already limited to one afternoon per week, which is never enough time.

10. How would you rate the Internet computers at the library?

	Yes	No
There seem to be enough computers for public use	75.00% (27)	25.00% (9)
I have enough time on the computer during my session	76.67% (23)	23.33% (7)
I often have to wait for a computer	35.71% (10)	64.29% (18)
The Internet access is adequate	93.75% (30)	6.25% (2)
The computers are in good repair and easy to use	96.67% (29)	3.33% (1)
Printing is efficient and easy to do	85.19% (23)	14.81% (4)
I don't use the Internet at the library	66.67% (28)	33.33% (14)

11. If Other (please specify)

Answered: 3 Skipped: 56

- I have only visited once and can only base my observations on this visit
- see above answers
- Tables/chairs are not all at a good height for everyone.

12. Does the staff assist you with computer use?

	Always	Usually	Sometimes	Rarely	Never
The library staff assists me when I need help on the computer	72.41% (21)	10.34% (3)	6.90% (2)	0.00% (0)	10.34% (3)
The library staff is too busy to help me when I am on the computer	0.00% (0)	4.17% (1)	12.50% (3)	37.50% (9)	45.83% (11)
I usually don't need assistance when using the computers	33.33% (11)	42.42% (14)	9.09% (3)	6.06% (2)	9.09% (3)

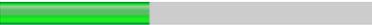
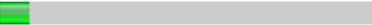
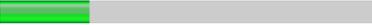
13. If Other (please specify)

Answered: 2 Skipped: 57

- Always friendly & helpful
- I don't use the computer at the library

14. Do you visit the library to attend meetings and programs?

Answered: 25 Skipped: 34

Children's Programs, such as performances and story times	36.00% (9)	
Adult meetings, such as town boards and committees	48.00% (12)	
Adult programs, such as the book discussion group or lectures	40.00% (10)	
Tutoring appointments	8.00% (2)	
Other	24.00% (6)	

15. If Other (please specify)

Answered: 5 Skipped: 54

- One visit during vacation
- Community Partnership for Children meetings
- book sales
- no
- There used to be meetings at the library but the evening hours don't allow for the meetings to be held there any more.

16. What areas of the library do you frequent?

Answered: 55 Skipped: 4

I browse for library materials and check them out at the Main Desk	89.09% (49)	
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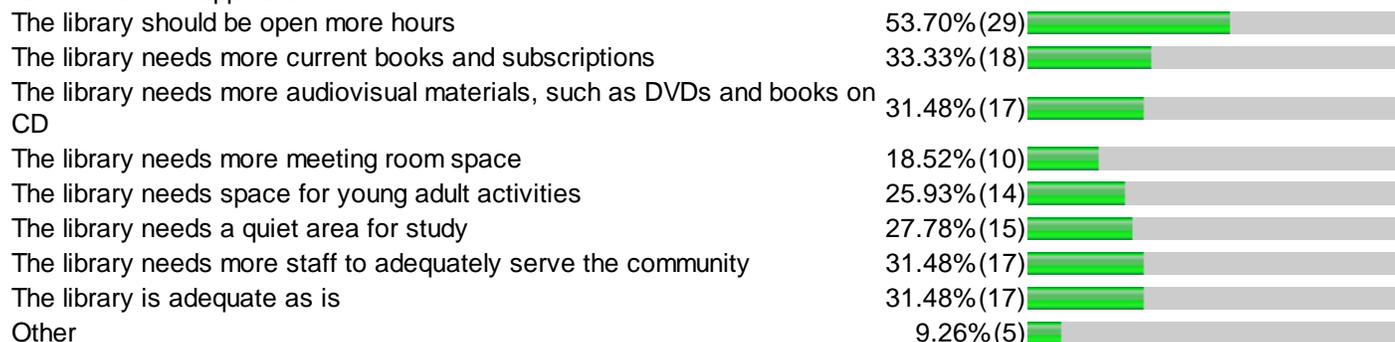
**17. If Other (please specify)**

Answered: 1 Skipped: 58

- I find local publications that list events, learning opportunities and more that I would not know about otherwise.

18. How would you rate the community's support for the library?

Answered: 54 Skipped: 5

**19. If Other (please specify)**

Answered: 8 Skipped: 51

- Public is supportive Board of Selectmen is negative...for pr,and inactions
- I think they should clean house and get rid of those who think that because they have been there so long they are better than the norm and can disrespect others. Put fresh people in who are actually happy and who are people orientated.
- libray derector's are out of control
- i don't know
- The paperback fiction books haven't been added to much for years. Look at the condition. Use some of the donated books please.
- The library should buy and remove one or two houses, to create more parking for the library and for the town hall.
- If the library cannot be open more hours, perhaps it could open later and close later on Mon, Thu & Fri. Working people can't get to the library by 5:00 pm
- I DON'T THINK IT SHOULD BE USED AS A HANG OUT AS IT IS NOW

20. Are you a year round, summer resident or guest?

Answered: 59 Skipped: 0

**21. If Other (please specify)**

Answered: 1 Skipped: 58

- I own a property and visit year round

22. Please indicate the location of your residence:

Answered: 59 Skipped: 0



23. If Other (please specify)

Answered: 2 Skipped: 57

- Rochester
- Swift's Beach

SurveyMagik 4.1

Town of Wareham