

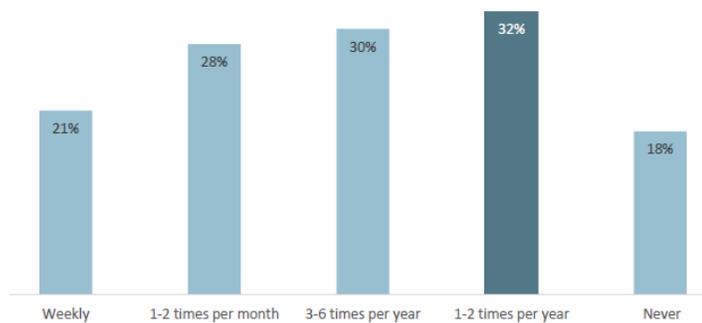
WAUPACA LIBRARY SURVEY

Administered July 2019

HOURS OPEN

24% of all survey respondents said they would use the library more if "the hours were more convenient."

Hours: Respondents that used the library 1-2 times a year were the most likely to answer that more convenient hours might increase their library usage.



Comments about hours

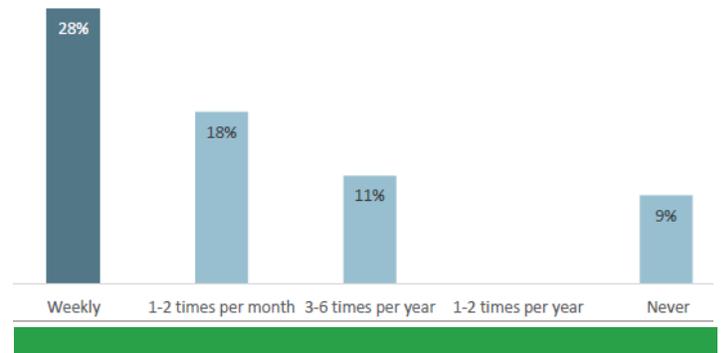
- Sundays and long holiday weekends are important times for libraries to be open.
- The library was open Friday night and/or Sunday.
- The library was open more around the holidays, Friday evenings and Sundays.
- Librarians are always pleasant and helpful. For me, later evening hours and weekend hours would be wonderful as far as "improvements."
- The weekend hours could be expanded and days surrounding holidays.
- Most important is to improve access: ie. add some evening hours during the week and be open on Saturdays and Sundays.
- I would like to see Library hours daily and expanded hours some days of the week. It is often difficult to patronize the library after work (working M-F 8-5).
- It would be helpful to have the library open longer on Saturdays and Sundays.
- Maintain regular hours around holidays. Extend hours when you can afford it.

PARKING & BOOK DROP

19% of all respondents indicated they would use the Library more if there was "convenient parking."

Parking was an issue for very frequent users of the library and it was noted in the comments ("other") as well

The library had more convenient parking.



Comments from frequent users

- The new parking lot is ridiculous. You can't return anything without getting out of your car.
- BETTER PARKING!!!!!!!
- Trying to get used to the new way of parking.
- When I come to babygarten, it's hard to find a parking spot that is close so I don't have to carry my baby very far in the harsh weather.
- Really hate the newly designed parking lot. Spaces are too tight and the road is too narrow for 2 cars going opposite directions to pass.
- The new location for the outdoor book drop is very inconvenient.
- I find the parking lot/spaces to be the main reason we visit the library far less than we used to. We love the library, but it causes a lot of anxiety to park in your lot.
- "The drop box location is inconvenient since it was moved. Getting out and back out or park really defeats the purpose of a ""drive by"" drop box. Please consider this for elderly people and after hours when getting out of vehicle at night is not desirable.
- "I'd like to see an additional book drop near the front sidewalk of the library, which was temporarily in place during parking lot construction.

Comments from frequent users continued

- I hate where the return library book box is located.
- Better parking and easy access to the drop box again.
- The outside book drop off is very hard to use. It is too crowded, difficult to enter and even harder to exit. It winter it is often impossible and other vehicles block it from use. It needs to be moved back to drive by as it used to be.
- Parking behind the library is difficult to use.
- The return box outside is in a wonky location. Not a big deal though.
- The back parking lot is terrible. It is not big enough to drive a suburban. The new drop off in the back is not convenient. The designated space to park is too small and there is NO room to back up. I drop off my children all summer long to VOLUNTEER at your library. When you re did the parking lot you took away the convenient drop off and pick up area. It is a HASSLE to drop my children off to volunteer.

PROGRAMMING

- Summer Lunch & Learn events, more author visits, more writing workshops, community reads.
- The library had more teaching/instructional activities during daylight hours.
- Programs were at more convenient times (no suggestions for what times are convenient).
- Perhaps offer a couple small classes. Be innovative. Try a small cooking class. The kids have the "REC" adults the Library. EX. find a etired or semi retired to teach life skills. a. tax prep classes b. a budgeting classs.
- Movie night with more recent indie films. Classes for computer use. Genealogy class/ info. Book clubs.
- I really feel the library needs to keep up with the times. Most people have access to the internet but not everyone is proficient @ using it. Offering programs that provide resources for people to learn and use modern technologies is extremely important. Enabling people to utilize the library and modern technology is KEY. Give people a reason to use what you have to offer. Show them how, make it easy and fun to learn how to utilize the

internet through the library and it's staff. :) <3!

- Our library (with Infosoup) meets my needs and offers worthwhile programs that conflicted with activities that prevented my participating.
- Love programs/organizations on the front lawn!"
- We love the library. We love the books and the interactive technology. If we could suggest more opportunities for interactive activities, like break out rooms and cake decorating and Lego camp and other crafts.
- Waupaca has an outstanding library, and it's really taking off in becoming more of a gathering place for people to connect via discussions and workshops. I like the idea of more onsite book clubs covering different genres of books. Perhaps the meeting rooms could be utilized for music activities or jam sessions for adults. Does the library have a piano?
- I really want to see more activities for elementary age kids!

PHYSICAL SPACE

- Rules were put in place to keep all three departments (adult, children, teen) quieter.
- The teen room were more welcoming to more types of people, not just gamers because I never feel welcomed or wanted there. Luckily I am upstairs and the books that I want are there
- The staff in the children's library area are top notch people. We feel incredibly lucky to have not only an amazing space for our children to play and develop their love of reading, but gifted educators to guide them (and us parents) along the way. I only wish there were more quiet sitting areas for my voracious reader to "get away" and enjoy his book down there.
- I wish the elevator and bathrooms were closer to the entrance.
- I love the children's library! It has been an extremely important resource as I am helping to raise my granddaughter! I would like it if the adult space upstairs would have signs asking people not to talk on cell phones etc., as when I am in the library without my grandchild it is often hard to concentrate on work

Comments about physical space continued

on computer or reading because people talk on phones, or hold conversations without monitoring themselves. The library used to be a quiet space but it isn't anymore. That being said I am so grateful for the children's library and their wonderful staff and services.

- I was there today and noticed to support for Pride Month. I feel that the public library should not push this harmful agenda. LGBTQ is nothing to celebrate. If I had had children with me, we would have walked out.
- Empty tables or desks near an electrical outlet are difficult to find, at times.

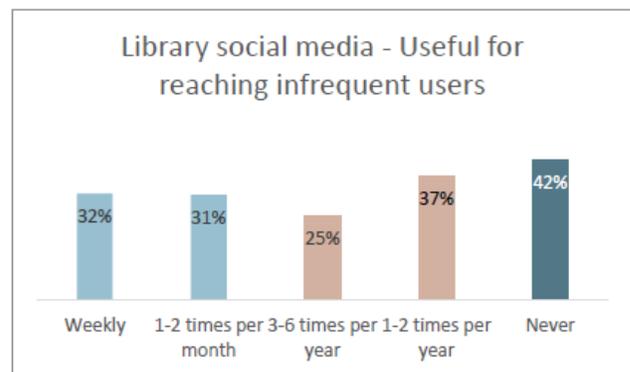
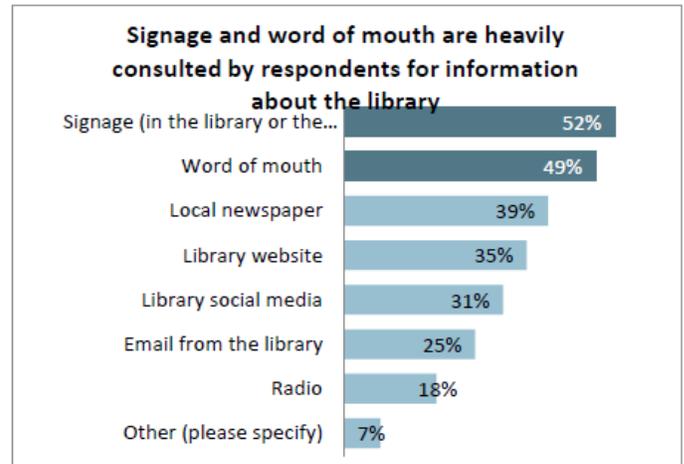
MARKETING

Other ways to get the word out:

- Facebook (4)
- By going there and getting flyers
- If there was a monthly schedule published in the Buyer's Guide or publications like the Picture Post I think that would be helpful. An ACTIVE, current Facebook page is also a huge resource in spread.
- I don't hear about any programs they offer.
- City council meetings
- Winchester Academy, Thursday Movies, other programs
- When my siblings bring home the pamphlet for the summer reading program.
- Library Staff (4)
- Due to failing eyesight I mainly use the library on line.
- School presentations & School communication

General comment:

- More advertising for events, amnesty days, etc. would be appreciated



MATERIALS & SERVICES

- Please enclose problem lists in audio books
- I appreciate the interlibrary loan service. I would guess that 3/4 of the books I check out are from other libraries in your system. But browsing the shelves of a good library collection is different from being able to order a book that you know ahead of time you want. I would like your top priority to be increasing acquisitions of books--across a wide spectrum of authors and genres, fiction and non-fiction. I love the Waupaca Public Library, but my over-riding impression is-- "Nice place, nice staff, but very limited collection." Thank you.
- Also consider that many books are available at Hoopla (I believe it called) for other libraries which are not available for us. Many audiobook I wanted were not available to Waupaca patrons. "
- I'd also love to see an InfoSoup App or library app has all the features of InfoSoup for looking up and placing holds on books. The app would include a library patron's library

Comments about materials & services continued

- card barcode so they could just pull that up at checkout instead of digging for a card. "
- Web site could be easier to use; e.g. some services such as accessing the catalog, can be hard to find
 - Most important to me is the OWLS inter library loan services-not even mentioned in your survey! 3. I'm old and don't care about programs or maker spaces, just give me books.
 - We have found so many resources from our library but there are also so many that I just can't find. Some that I couldn't find were older or out of print books or Christian authors. I have taken about 5 books on loan out of the inter library service but it just isn't practical with the piece of paper covering the whole front cover and trying to keep track of when they are due. It wasn't worth it so we discontinued using it. If there was a way to make that process similar to put books on hold like we do with associated libraries that would be very beneficial.
 - Longer checkout time for large books
 - Would like to be able to use Hoopla
 - Just need to have more congenial staff upstairs. It does not feel warm and welcoming when you walk in. The staff downstairs is so much better!
 - We moved here recently and I love the Waupaca library! Sometimes I wish it had more books I'm looking for on hand but I know they are easy to get through Info soup or online.
 - Great job, like input from employees on items I am checking out, also prompt attention to emails. Thank you!!
 - I was grateful for the new school bus route from the middle school to the library on early release days, but I would like to see more programming (structured in nature) for that age group on early release days.
 - I think that all is well with the current library. the "remodeling" money could be used to buy more books from the best seller list, this is not a big priority because I will never live long

enough to read all the books that are there now!

- Don't lose the focus on access to information and ideas.
- Maintain the materials budgets!
- Emphasis on collaborative activities and on technical assistance to the public is most welcome.
- Would like to have more materials available online in digital downloads such as through Hoopla especially nonfiction audio books
- It is so clear that our library is absolutely committed to serving the community. This survey is Exhibit A. Trying to find out what the community wants is such a challenge in the age of smart phones, streaming and social media. From my vantage point you are doing everything you possibly can to maintain an analog alternative while simultaneously navigating the cutting edge of technology.
- When y'all automatically borrow an audiobook for me it should be done for the 14 day option. 7 days is too short a time period

PRAISE FOR THE PUBLIC LIBRARY

- You are the rock of the community
- Found all employees and volunteers of library very helpful and friendly - a delight to visit!
- I love this library! The staff is unfailingly courteous, helpful, friendly, welcoming, resourceful, & steadfast. As a person, long retired and up in years, I say: to have this staff, the library, with all of its resources available to use, the Outagamie Library System support, is the valuable gift to my keeping my brain alive, and to my daily enrichment. Our Waupaca community is beyond fortunate to have this public library!
- I am always impressed by what is going on at our library. Very upbeat, great programs for all kid ages, things of interest. Librarians are always pleasant and helpful. For me, later evening hours and weekend hours would be wonderful as far as "improvements."
- We have a wonderful library which is a huge asset to the great small town life we enjoy in Waupaca!
- You continue to strive to meet the needs of your community as the needs continue to

grow. The library may be the brightest light in the community.

- I like the library. Money is well spent.
- My family uses the baby/school age programs and they are great. I tend to get my news, etc. off the web at home. I should use the library more. Thank you for being there.
- Love my library. always great service. great that you want to improve and stay current with technology!
- This is a good library - especially for a city the size of Waupaca.
- I love our library and will be more mindful to utilize it better!
- I love the children's library! It has been an extremely important resource as I am helping to raise my granddaughter! That being said I am so grateful for the children's library and their wonderful staff and services.
- Overall, our library is great! Staff outs friendly. The children's department rocks! They get out into the schools, and promote events and services out in the community.
- It's a great library.
- I love our library and I'm so glad that it's available for us. Every time people from out of town ask me about what's special about Waupaca, I always mention the library -- seriously. We're so lucky. Thank you for all that you do!!!!
- We are very fortunate to have the library we have. Amazing facility, staff, and resources available. So grateful for the Waupaca library.
- I love our library and I'm very grateful to all of you who keep it up and running. Thank you!
- It is a very nice place that I visit weekly to enjoy recently published DVD movies. The people there are very courteous and helpful.
- "Our library (with Infosoup) meets my needs and offers worthwhile programs that conflicted with activities that prevented my participating.
- A school librarian friend from the Valley thinks Waupaca's library is wonderful. My family visiting from San Diego thinks so too."
- The Waupaca library is the jewel in the crown of this community and the surrounding area.
- "Love it.
- Love the location.
- Love programs/organizations on the front

lawn!"

- We moved here recently and I love the Waupaca library! Sometimes I wish it had more books I'm looking for on hand but I know they are easy to get through Info soup or online. Love the programming offered and friendly staff!!
- I think that this library facility is very nice and at this time no major remodeling or building upgrades are needed.
- We are fortunate to have such a wonderful library - my library card is the most important card I carry!
- I love our library and use it often.
- This is the most impressive small-town library I have ever visited. Employees here are dedicated to innovation and excellence. I feel fortunate to live in Waupaca where continuing education and programming and resources for all ages are a priority at the library!
- Great job, like input from employees on items I am checking out, also prompt attention to emails. Thank you!!
- The staff does an excellent job. Also as a patron need to ask the question and the staff is very willing to help. That is very important.
- I think that all is well with the current library. the "remodeling" money could be used to buy more books from the best seller list, this is not a big priority because I will never live long enough to read all the books that are there now!
- We love the library. We love the books and the interactive technology. If we could suggest more opportunities for interactive activities, like break out rooms and cake decorating and Lego camp and other crafts.
- I always enjoy the library and use it often.
- I think the new library is the tax payers money well spent.
- I like it a lot-personal, first name basis with people who work there, helping me and others.
- The return box outside is in a wonky location. Not a big deal though.
- Thank you for all you do!
- Thank you for serving our community.
- I think it is a wonderful library and everyone who works here is soooo helpful
- Waupaca can be very proud of our library!

- Waupaca has an outstanding library, and it's really taking off in becoming more of a gathering place for people to connect via discussions and workshops. I like the idea of more onsite book clubs covering different genres of books. Perhaps the meeting rooms could be utilized for music activities or jam sessions for adults. Does the library have a piano?
- "You do a wonderful job with the resources you have.
- Don't lose the focus on access to information and ideas.
- Keep being awesome
- You are doing an EXCELLENT job!!
- "This is my favorite place beside church and home. So many books, so little time. You are all awesome.
- Thanks for being here for us!"
- It is so clear that our library is absolutely committed to serving the community. This survey is Exhibit A. Trying to find out what the community wants is such a challenge in the age of smart phones, streaming and social media. From my vantage point you are doing everything you possibly can to maintain an analog alternative while simultaneously navigating the cutting edge of technology.
- Thank you for making a library space in which all people feel welcome.
- The people working at the library are amazing and always very helpful.
- "We love it, and we use it all the time-we've been very happy with it!"
- The library is doing a great job. I like how they do so much with the young community and have so much going on at the library. Everyone that works there is so nice, friendly, and helpful.
- Library staff is very helpful when asked!
- The staff in the children's library area are top notch people. We feel incredibly lucky to have not only an amazing space for our children to play and develop their love of reading, but gifted educators to guide them (and us parents) along the way. I only wish there were more quiet sitting areas for my voracious reader to "get away" and enjoy his book down there.
- It's already a wonderful place, full of new and

creative programs and services. How much more can you do?

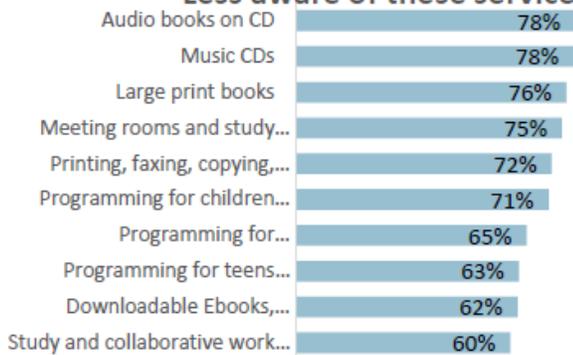
- I am very proud of our Waupaca Library and often bring out-of-town guests to visit it!
- I appreciate the interlibrary loan service. I would guess that 3/4 of the books I check out are from other libraries in your system. But browsing the shelves of a good library collection is different from being able to order a book that you know ahead of time you want. I would like your top priority to be increasing acquisitions of books--across a wide spectrum of authors and genres, fiction and non-fiction. I love the Waupaca Public Library, but my over-riding impression is--"Nice place, nice staff, but very limited collection." Thank you.
- I really like the pleasant and helpful staff and the general welcoming atmosphere.
- I love our library!"
- Every improvement has been grand, but the staff is even greater in amazement.
- Friendly staff more than make up for any deficiencies.
- I'm a cook. There's plenty to read about different recipes and cultural experiences in the culinary. I base a lot of my cooking off of these. I love the library
- Love all the exciting things happening in the youth department and the summer reading programs!!



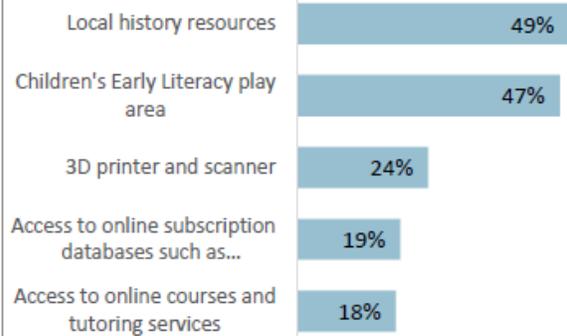
The collection and access to it was the important service for survey respondents



Less aware of these services



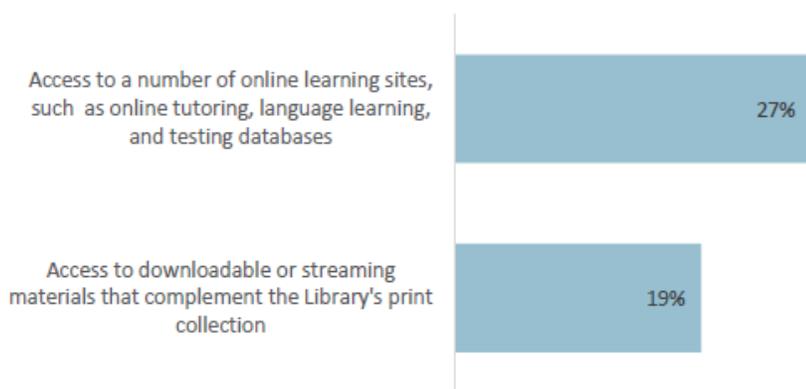
And least aware of these services



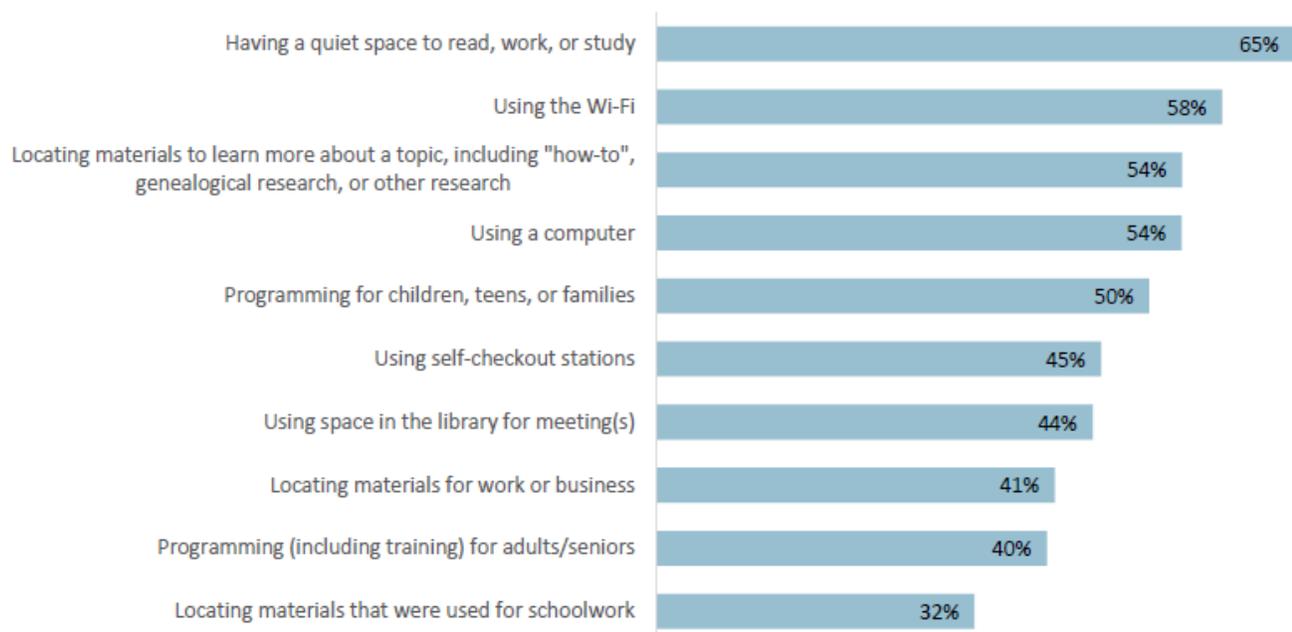
Survey respondents use the library heavily for core library services



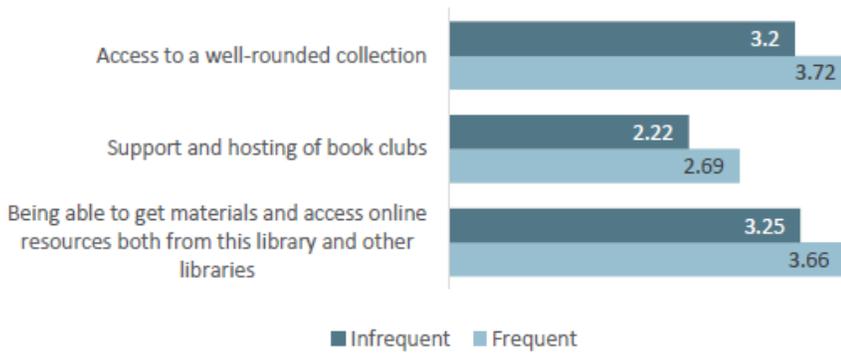
These options had the highest "I Don't Know" responses (and they are both fairly high)



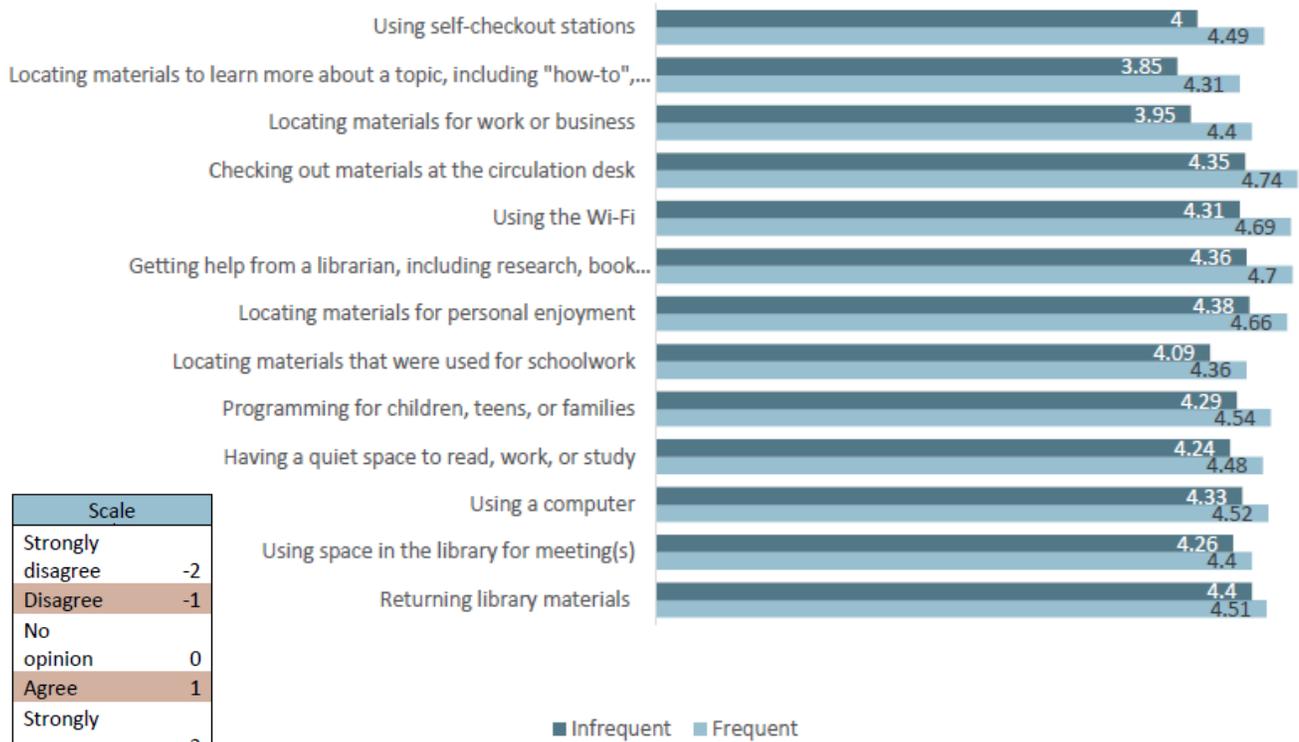
70% or less of survey respondents reported using the following services



Frequent library users found these to be more important than infrequent (your frequent library users really value the collection)



Differences in satisfaction by frequency of use



Scale	
Strongly disagree	-2
Disagree	-1
No opinion	0
Agree	1
Strongly agree	2



The Library is important to survey respondents, but even more so for the community



Scale	
Strongly disagree	-2
Disagree	-1
No opinion	0
Agree	1
Strongly agree	2

