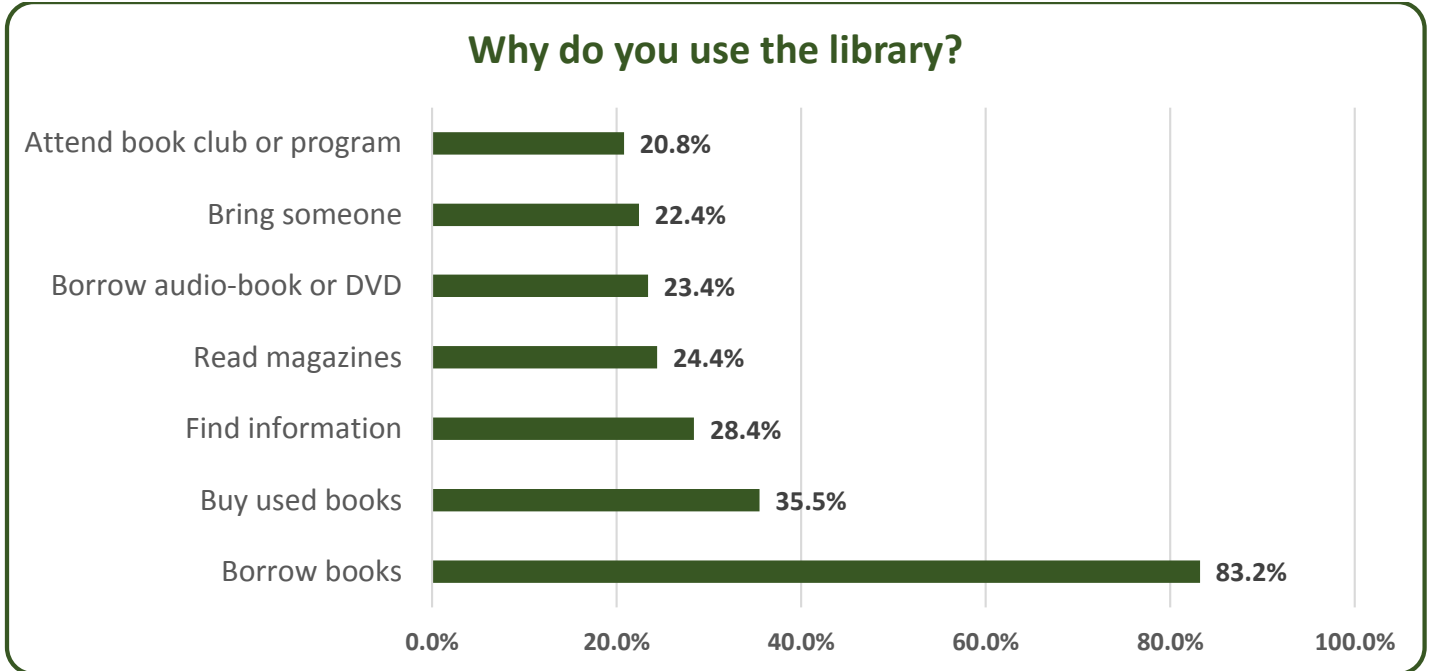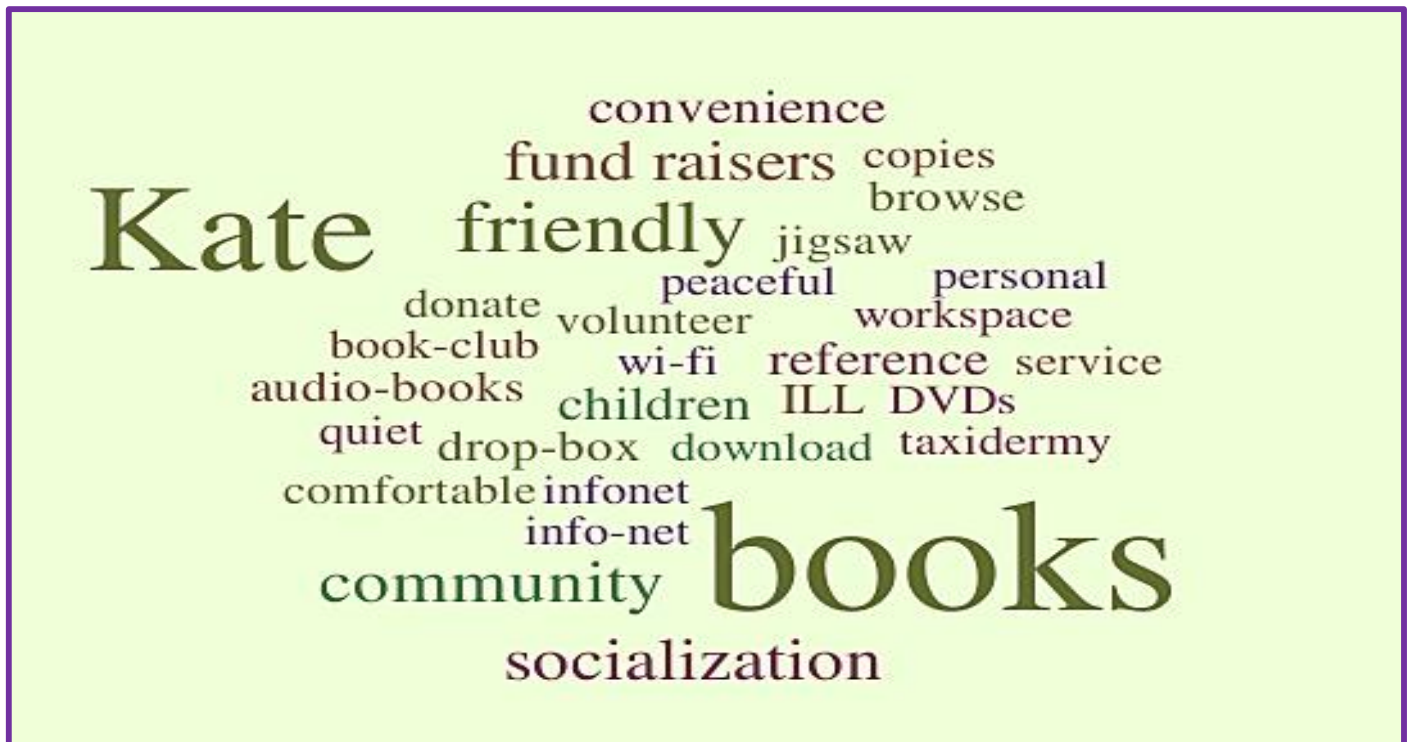# Summary of Library Survey findings:

Of the 697 surveys distributed, 305 were returned for a return rate of 43.8%. About two in three of the people who answered the survey use the library regularly. Why do they come?

Why do you use the library?

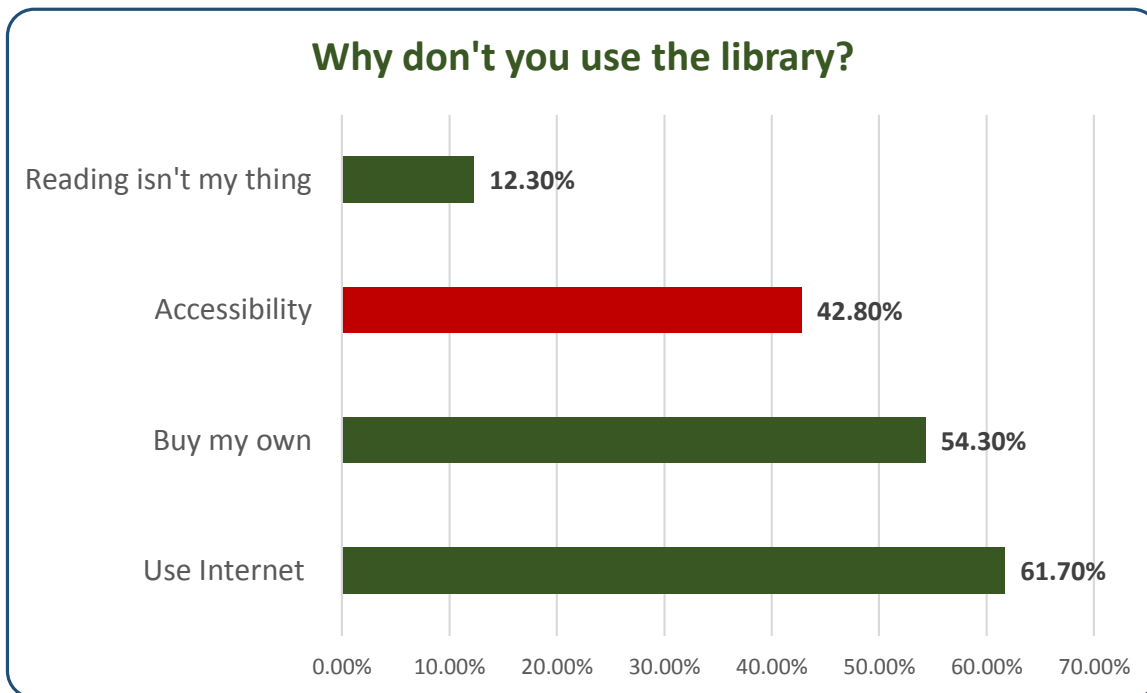| Reason	Percentage
Attend book club or program	20.8%
Bring someone	22.4%
Borrow audio-book or DVD	23.4%
Read magazines	24.4%
Find information	28.4%
Buy used books	35.5%
Borrow books	83.2%

The majority of people who said they were regular users of the library, came for more than one reason. A little more than half (55.8%, n=112) identified one or two reasons that they came to the library while almost half (44.2%, n=87) come to the library for three or more reasons.
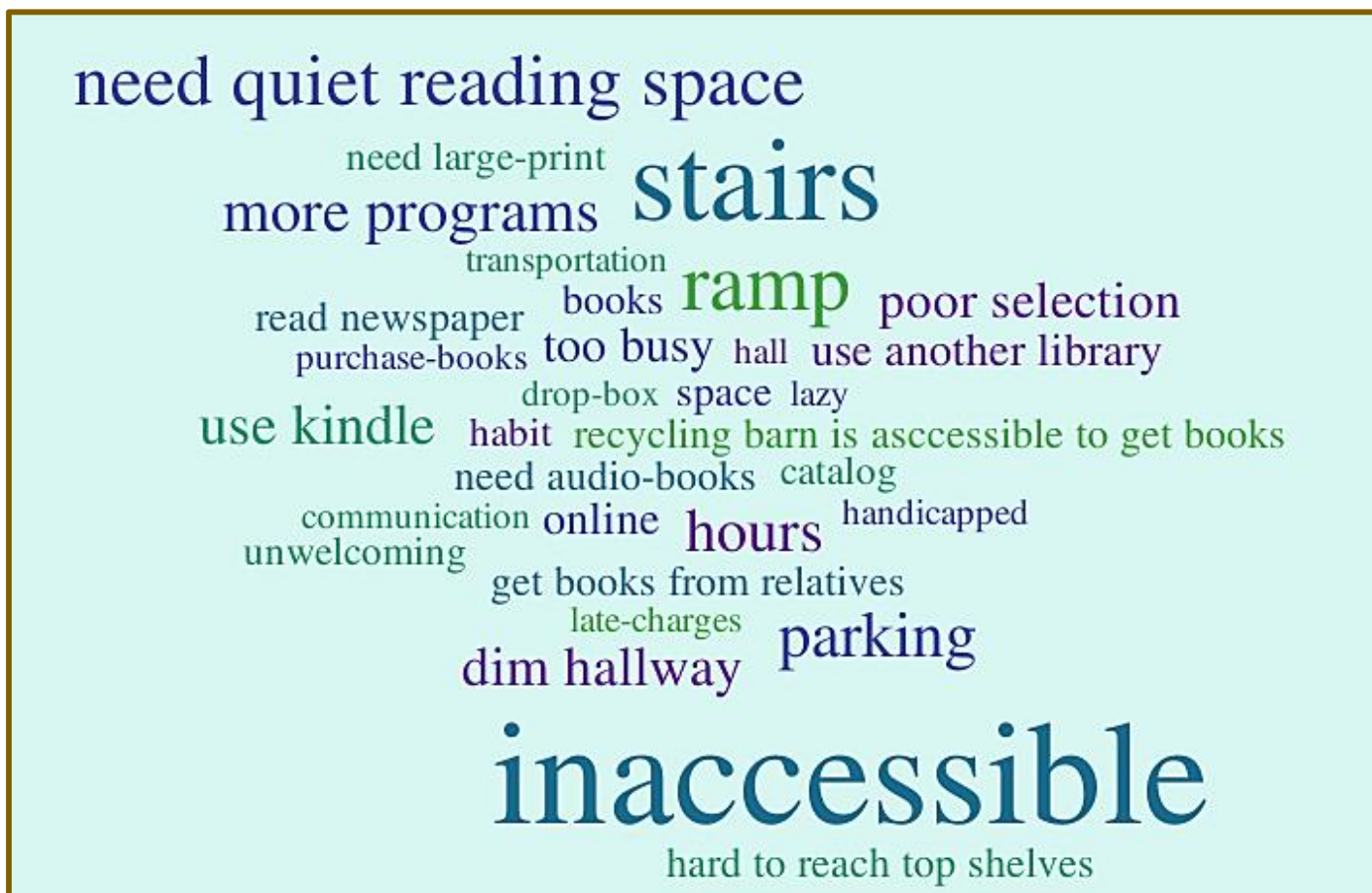
Open-ended questions were asked that allowed people to tell us what people like about the library. In this word cloud, words that were most often mentioned are larger, words less often mentioned are smaller.
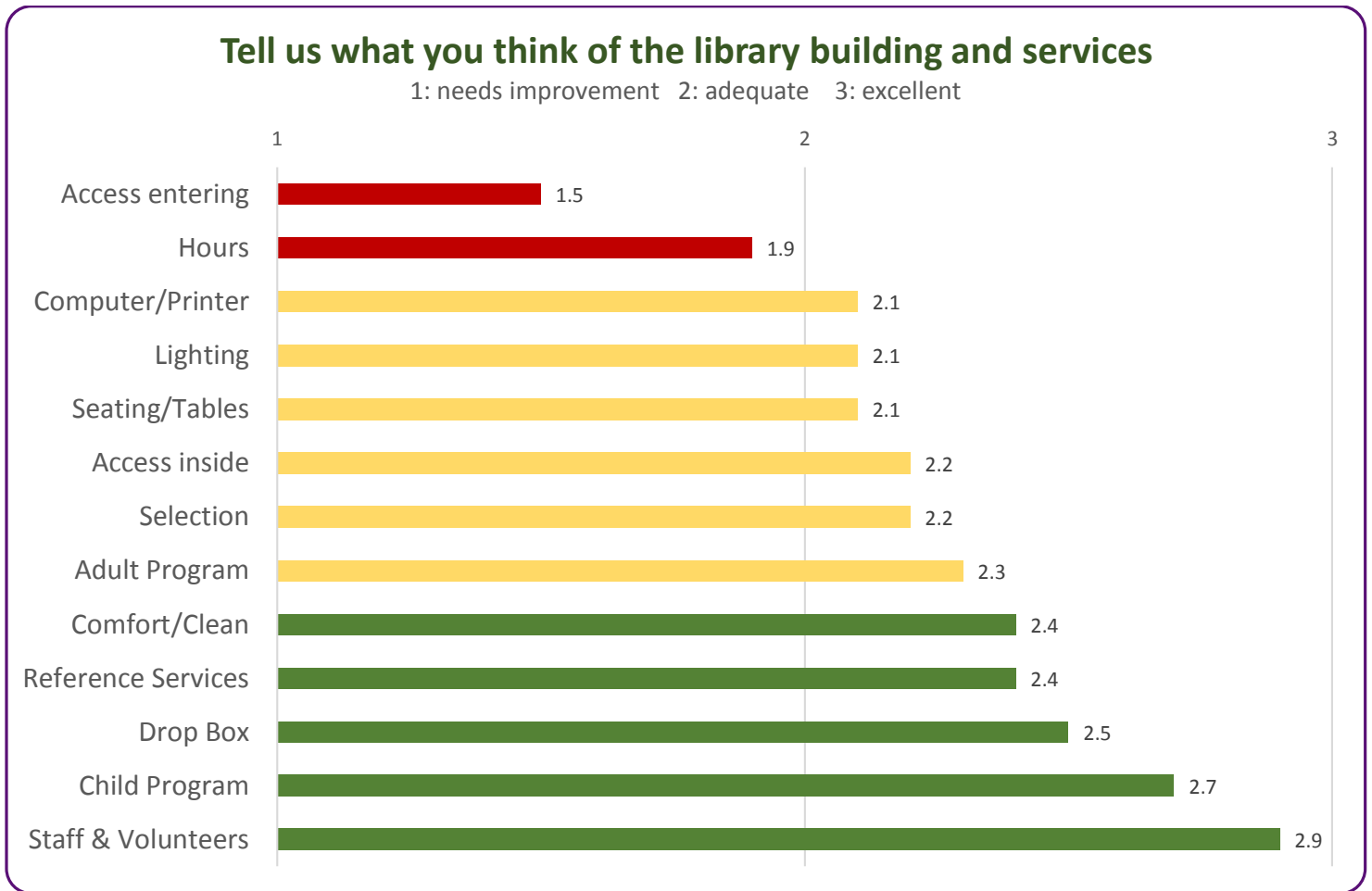
People who don't use the library frequently told us that they don't use the library for the following reasons:

Why don't you use the library?

Category	Percentage
Reading isn't my thing	12.30%
Accessibility	42.80%
Buy my own	54.30%
Use Internet	61.70%

Open-ended questions were also asked that allowed people to tell us what people did not like about the library and what prevented them from visiting. Words that were most often mentioned are larger, words less often mentioned are smaller.

need quiet reading space
need large-print
more programs stairs
transportation
read newspaper books ramp poor selection
purchase-books too busy hall use another library
drop-box space lazy
use kindle habit recycling barn is asccessible to get books
need audio-books catalog
communication online hours handicapped
unwelcoming
get books from relatives
late-charges parking
dim hallway
inaccessible
hard to reach top shelves

People were asked to tell us what they thought of the library space and of library services:

Tell us what you think of the library building and services

1: needs improvement   2: adequate   3: excellent

Category	Rating
Access entering	1.5
Hours	1.9
Computer/Printer	2.1
Lighting	2.1
Seating/Tables	2.1
Access inside	2.2
Selection	2.2
Adult Program	2.3
Comfort/Clean	2.4
Reference Services	2.4
Drop Box	2.5
Child Program	2.7
Staff & Volunteers	2.9

Residents were asked what kind of programming they most wanted the library to offer.

I would like to see BPL offer the following services or programs

Program	Percentage
Author Talks	27.70%
Local History or Genealogy Classes	39.4%
Home Delivery of Books	48.2%
Technology Workshops	61.9%
Personal Enrichment Programs	66.8%