

**Waltham Public Library Patron Satisfaction Survey  
Results**

**1. How do you use the Waltham Public Library - please check your top 3 uses.**

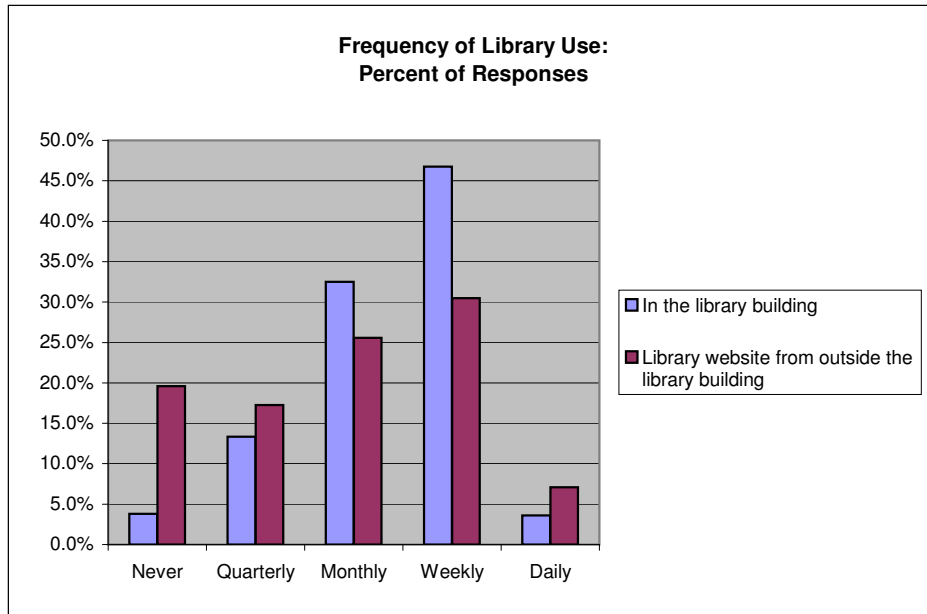
<i>Listed Highest to Lowest Rated:</i>	<b>Percent</b>	<b>Count</b>
Borrow materials (books, films, music, etc.)	93.1%	905
Do research/get information	33.3%	324
Borrow museum passes	26.9%	261
Sit and read for pleasure	22.7%	221
Get help from librarians	22.1%	215
Read newspapers or magazines	18.9%	184
Use Children's services (programs, toys, etc.)	18.4%	179
Use library computers	18.2%	177
Attend adult programs (author talks, concerts, etc)	17.7%	172
Browse ongoing book sale	15.3%	149
Study or work at a desk	14.5%	141
Get income tax forms	9.8%	95
Use wireless Internet connection	9.3%	90
Help someone else get to or use the library	6.0%	58
Other:	5.5%	53
Use Young Adult collection	5.2%	51
Attend meetings	5.1%	50
Meet friends or business associates	3.7%	36
Home delivery for long-term homebound	0.3%	3
<i>answered question</i>		<b>972</b>
<i>skipped question</i>		<b>4</b>

**2. If you do NOT use this library regularly, why not? Please check 1**

<i>Listed Highest to Lowest Rated:</i>	<b>Percent</b>	<b>Count</b>
I have my own computer at home/work	39.7%	87
I use another public library (please list below)	24.7%	54
I buy my own books, magazines and recordings	16.0%	35
I use the library at my school/college	14.6%	32
It's too far from my home	14.2%	31
I don't have transportation	7.8%	17
I don't know where the library is	0.0%	0
Please list at least one thing the library could do or improve that might encourage you to use the library:		268
<i>answered question</i>		<b>219</b>
<i>skipped question</i>		<b>757</b>

### Waltham Public Library Patron Satisfaction Survey Results

3. How often do you use the library, on average?						
	Never	Quarterly	Monthly	Weekly	Daily	Total
I use library resources & services <b>in the library building</b>	36	126	307	442	34	945
I use the <b>library website</b> (information, catalog, links, databases) from outside the library building	160	141	209	249	58	817
Comments:						73
<i>answered question</i>						<b>952</b>
<i>skipped question</i>						<b>24</b>



4. How would you rate the library on its collections?				
	Excellent/ Good		Fair/Poor	Total excluding Don't Know/ Don't Use
<i>Highest to Lowest Rated</i>				
For Adults - books, newspapers & magazines	94%	(757)	6% (48)	805
For Children - books & magazines	92%	(348)	8% (29)	377
For Young Adults - books, newspapers & magazines	87%	(208)	13% (30)	238
For Adults - music, movies & audio books	86%	(666)	14% (105)	771
For Children - music, movies & audio books	85%	(285)	15% (49)	334
For Young Adults - music, movies & audio books	83%	(184)	17% (37)	221
<i>Highest to Lowest Rated</i>				
Ability to obtain items from other libraries	95%	(731)	5% (36)	767
Ease in finding materials	90%	(734)	10% (85)	819
Resources for Local History & Genealogy Research	88%	(190)	12% (27)	217
Availability of materials I want	84%	(699)	16% (134)	833
Resources for learning English	82%	(108)	18% (23)	131
Resources in languages other than English	65%	(115)	35% (61)	176
			Comments:	148
<i>answered question</i>				<b>940</b>
<i>skipped question</i>				<b>36</b>

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<b>5. How would you rate the Library on its programs and services?</b>					
<i>Highest to Lowest Rated</i>	<b>Excellent/Good</b>		<b>Fair/Poor</b>		<b>Total excluding Don't Know/Don't Use</b>
Programs/services for children	91%	(276)	9%	(26)	302
Programs/services for young adults (teens)	90%	(452)	10%	(48)	500
Programs/services for adults	90%	(177)	10%	(20)	197
Programs/services for older adults	88%	(350)	12%	(47)	397
Programs/services for people with disabilities	85%	(246)	15%	(43)	289
Programs/services for new immigrants	84%	(88)	16%	(17)	105
Availability of computers	83%	(89)	17%	(18)	107
Wireless access	78%	(101)	22%	(28)	129
Responsiveness to suggestions or complaints	75%	(387)	25%	(131)	518
Comments:					116
<i>answered question</i>					<b>921</b>
<i>skipped question</i>					<b>55</b>

<b>6. How would you rate the Library on its building and facilities?</b>					
<i>Highest to Lowest Rated</i>	<b>Excellent/Good</b>		<b>Fair/Poor</b>		<b>Total excluding Don't Know/Don't Use</b>
Cleanliness of building & grounds	96%	(877)	4%	(38)	915
Inviting/comfortable atmosphere	95%	(865)	5%	(48)	913
Ease of use for people with disabilities	93%	(242)	7%	(19)	261
Hours of operation	91%	(832)	9%	(80)	912
Meeting rooms and study rooms	90%	(376)	10%	(40)	416
Displays	85%	(637)	15%	(116)	753
Snack room	73%	(91)	27%	(34)	125
Parking	41%	(340)	59%	(499)	839
Comments:					226
<i>answered question</i>					<b>938</b>
<i>skipped question</i>					<b>38</b>

<b>7. Tell us about your experience with the Waltham Public Library web site, waltham.lib.ma.us, by rating the following services.</b>					
<i>Highest to Lowest Rated</i>	<b>Excellent/ Good</b>		<b>Fair/ Poor</b>		<b>Total excluding Don't Know/Don't Use</b>
Information about the Library (hours, programs,	95%	(654)	5%	(37)	691
Reserving or renewing an item online	94%	(600)	6%	(36)	636
Library news via email (by request)	94%	(252)	6%	(16)	268
Library catalog - accuracy of information	92%	(616)	8%	(56)	672
Contacting library online with a question or request	86%	(298)	14%	(48)	346
Overall layout & design	85%	(624)	15%	(107)	731
Comments:					104
<i>answered question</i>					<b>904</b>
<i>skipped question</i>					<b>72</b>

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<b>8. How would you rate the performance of the library staff?</b>					
	Excellent	Good	Fair	Poor	Total excluding Don't Know/Don't Use
<b>Attitude</b> (helpfulness, pleasantness)	575	289	48	6	54
<b>Knowledge</b> of procedures and services	539	318	32	2	34
<b>Communication</b> (clarity, appropriateness)	545	319	36	4	40
<b>Efficiency</b>	513	330	39	7	46
Comments:					151
<i>answered question</i>					<b>928</b>
<i>skipped question</i>					<b>48</b>

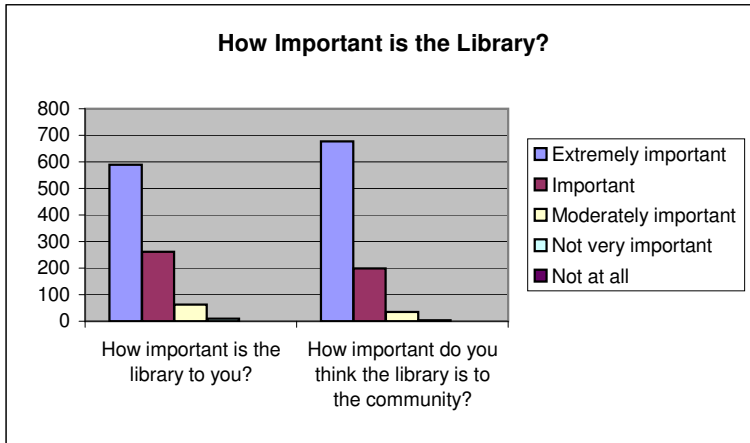


**9. The following are categories of online resources available on the library web page (waltham.lib.ma.us) some of which may be used from outside the library as well. Please rate them and comment.**

Answer Options	Excellent/Good		Fair/Poor		Don't know/Don't use	Total Count	
<b>Highest to Lowest Rated</b>							
Book Reviews & suggested reading	23%	(187)	4%	(33)	73%	(610)	830
General Reference (encyclopedia, etc.)	22%	(183)	4%	(33)	74%	(608)	824
Literature (poetry, stories, criticism)	21%	(175)	2%	(19)	76%	(626)	820
Current Magazine, journal & news articles	20%	(168)	3%	(23)	77%	(631)	822
Biography	20%	(165)	2%	(15)	78%	(648)	828
Newspaper articles from past decades (Globe,	17%	(135)	2%	(17)	81%	(666)	818
Community Directory (local services, organizations)	14%	(116)	4%	(32)	82%	(668)	816
Genealogy & Local History	11%	(91)	2%	(13)	87%	(718)	822
Health (English & Spanish)	11%	(90)	3%	(23)	86%	(703)	816
Audiobooks (downloadable)	11%	(92)	4%	(36)	85%	(708)	836
Home Improvement	11%	(89)	2%	(13)	88%	(715)	817
Business (forms, company & market info)	8%	(68)	2%	(15)	90%	(733)	816
E-books - read online	6%	(52)	3%	(21)	91%	(747)	820
Car Repair (instructions, diagrams)	5%	(42)	2%	(15)	93%	(764)	821
Comments:						130	
<i>answered question</i>						<b>849</b>	
<i>skipped question</i>						<b>127</b>	

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<b>10. How important is the library?</b>						
	<b>Extremely important</b>	<b>Important</b>	<b>Moderately important</b>	<b>Not very important</b>	<b>Not at all</b>	<b>Total Count</b>
How important is the library to you?	589	261	63	10	0	923
How important do you think the library is to the	677	199	35	4	0	915
Comments:						153
<i>answered question</i>						<b>927</b>
<i>skipped question</i>						<b>49</b>



<b>11. Please check the sources you use for information about what's going on at the library and in Waltham:</b>		
<i>Highest to Lowest Rated</i>	<b>Response Percent</b>	<b>Response Count</b>
Library flyers and signs	63.9%	560
Library website	53.3%	467
Word of mouth	35.8%	314
Daily News Tribune	33.1%	290
Waltham Shopper	15.6%	137
Others (please describe):	12.8%	112
Waltham Community Access Television	7.4%	65
<i>answered question</i>		<b>876</b>
<i>skipped question</i>		<b>100</b>

<b>12. Are you</b>		
	<b>Response Percent</b>	<b>Response Count</b>
Female	70.5%	647
Male	29.5%	271
<i>answered question</i>		<b>918</b>
<i>skipped question</i>		<b>58</b>

<b>13. Are you a resident of Waltham?</b>		
	<b>Response Percent</b>	<b>Response Count</b>
Yes	88.4%	816
No	11.7%	108
<i>answered question</i>		<b>923</b>
<i>skipped question</i>		<b>53</b>

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<b>14. What is your native language?</b>	
	<b>Response Count</b>
	917
<i>answered question</i>	<b>917</b>
<i>skipped question</i>	<b>59</b>

**Native Languages of Respondents:**

- 51 Spanish
- 16 Chinese
- 15 Hindi
- 12 Russian
- 8 French
- 7 German
- 5 Tamil
- 5 Tamil
- 4 Portuguese
- 3 Gujarati
- 3 Hebrew
- 2 Creole
- 2 Marathi
- 2 Swedish
- 2 Irish
- 2 Japanese
- 2 Lugandan
- 2 Malayalam
- 2 Vietnamese
- 1 Farsi
- 1 Lithuanian
- 1 Nepalese
- 1 Punjabi
- 1 Swahili
- 1 Telugu
- 1 Thai
- 1 Italian

**Total non-English Native Language:  
153**

**Percent non-English Native Language:  
17%**

### Waltham Public Library Patron Satisfaction Survey Results

<b>15. What is your age?</b>		
	<b>Response Percent</b>	<b>Response Count</b>
5-11	0.7%	6
12-17	2.8%	26
18-22	2.8%	26
23-30	11.3%	104
31-45	30.9%	283
46-58	24.9%	228
59-65	11.2%	103
65+	15.4%	141
<i>answered question</i>		<b>917</b>
<i>skipped question</i>		<b>59</b>

