



# WALTHAM PUBLIC LIBRARY

*Window to the World*

## Waltham Public Library Satisfaction Survey Results Summary

Thanks to the Friends, we were able to gather almost 1,000 replies to our survey this summer. The staff and Trustees are using the results to guide our planning and budgeting for the future. More details about the survey results are available at our web site, [waltham.lib.ma.us](http://waltham.lib.ma.us).

- ◆ **The Survey:** 983 respondents filled out the survey during June of 2008. Surveys were mailed to 2,000 randomly selected residents throughout Waltham to supplement the surveys completed by those visiting the library and the library's web site. The survey was distributed in English and in Spanish, online and print.
- ◆ **Staff:** The most positive comments were received about the attitude, knowledge, communication, and efficiency of library staff.
- ◆ **Parking:** This issue received the most negative feedback.
- ◆ **Building & Facilities:** The library earned high marks in terms of hours, atmosphere, and cleanliness.
- ◆ **How Important is the Library?** More than 90% of respondents said the library was important or very important to them as well as to the community.
- ◆ **Collections:** Overall the collections were positively rated by those who make use of them. Respondents especially liked the ability to request items that weren't available at Waltham from other libraries.
- ◆ **Traditional uses of the library:** Borrowing materials, doing research/getting information, sitting and reading for pleasure, and getting help from librarians were 4 of the 5 most frequently checked uses of the library. Two-thirds of the responses referred to activities available in the library in addition to borrowing: sitting, reading, meeting, learning, getting help, attending events, studying and working.
- ◆ **Newer uses of the library:** More than half of respondents use the library website from *outside* the library building at least once per month, many of whom use it at least weekly. Of those who use the computers provided *inside* the library, many expressed a desire for an increase in the number of computers and an even faster connection.
- ◆ **Publicity:** It is apparent, especially from the answers to a question about online resources, that not enough people are aware of all of the services provided by the library.

## **Selected Comments from the Survey:**

*I greatly appreciate this wonderful gift, access to a free public library system. It's one of many gifts of living in this great country.*

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### **Collections:**

*I am frequently asking the librarians to order books from other libraries or even new books to order. They are all so very nice and accomodating!!*

*Love movie & music selection. Very easy to browse for titles.*

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### **Programs and Services:**

*Very convenient wireless access when I need to get out of my home office for a change of scenery.*

*All of the lectures and programs that I have attended have been outstanding. I also appreciate the variety of programs that are offered.*

*We know people who come to the library from Brookline for the programs and services for children. Keep up the good work!*

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### **Building and Facilities:**

*Warm comfortable surroundings, quiet; conducive to relax while reading*

*Definitely need more parking. (not the parking 2 blocks way!) Lighting could be better. More than only 1 one-seater restroom per gender for library patrons!!! Didn't know there was a snack room.*

*I love the landscaping. Need more parking spaces in lot. I am very proud of our library grounds and building. It puts a smile on my face whenever I drive by.*

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### **Website**

*I reserve or request materials online before actually going to the library. That way, I know if the materials are available and when I can pick them up. This makes it very convenient for me.*

*The Minuteman Library Catalog is quite impressive - it is such a benefit to be able to request materials from other libraries.*

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### **Staff**

*Extremely useful to have staff available especially for getting research done. Usually I explain what the project is and what I have found and they almost always come up with other sources I wouldn't have known existed. Also, big help in answering general questions and 'how to do' type questions.*

*"The reason I come here is the friendliness and courtesy of the staff. I don't even live in Waltham.*

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### **Importance**

*I value the library highly and the number of others of all ages that I see when I'm there indicates to me that others value it as well.*

*The library serves its most important task in supplying free reading material to library users. However, the other services provided by the library also help to insure that museums, audio-video materials, authors' talks, etc. are also available to all ... regardless of their income.*

*Waltham's Public Library is an essential element to its community as well as neighboring communities and is well known in and out of Waltham as being a library of high standard and quality.*