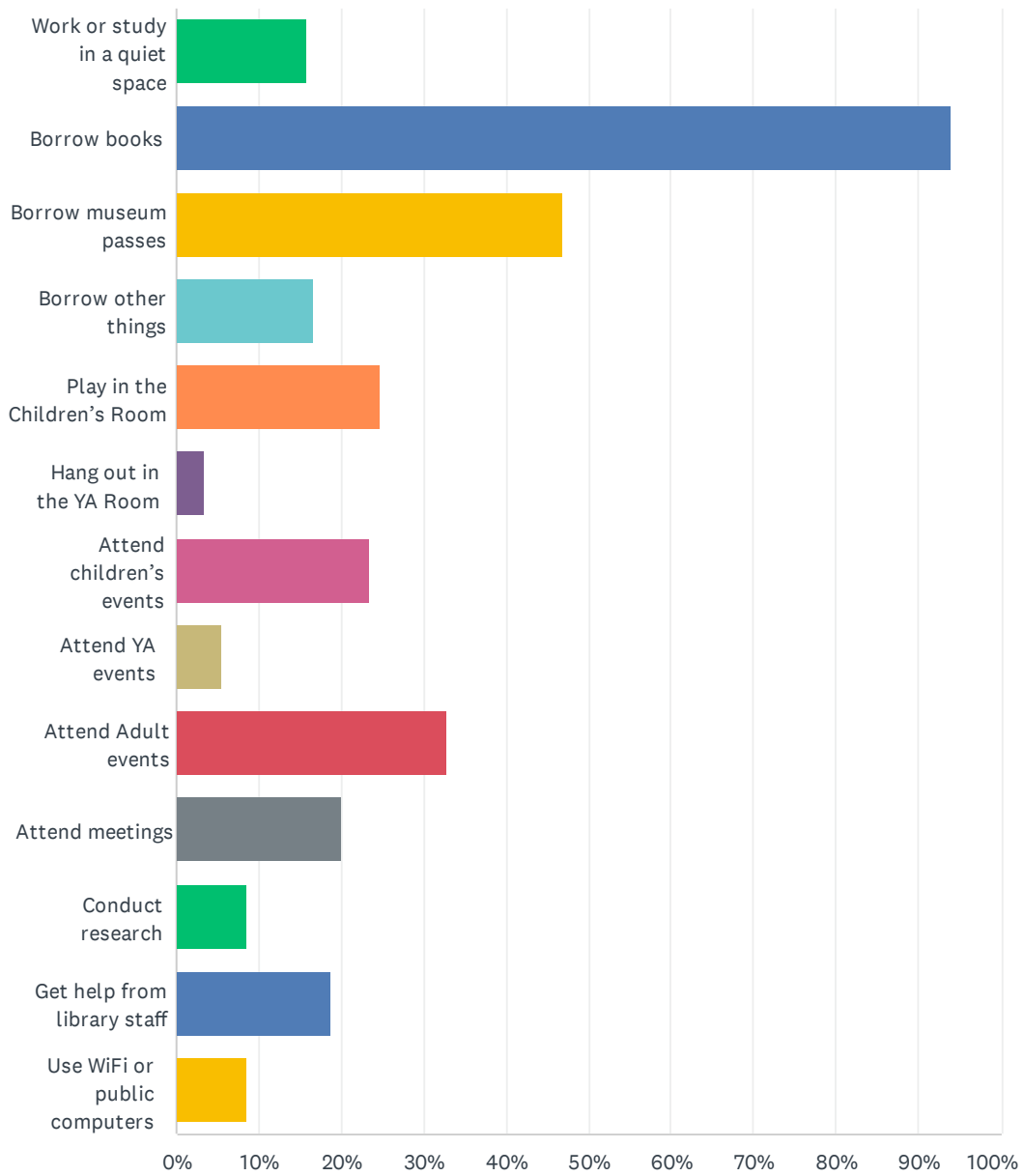


Q1 If you visit the physical library, what do you use it for?

Answered: 234 Skipped: 11

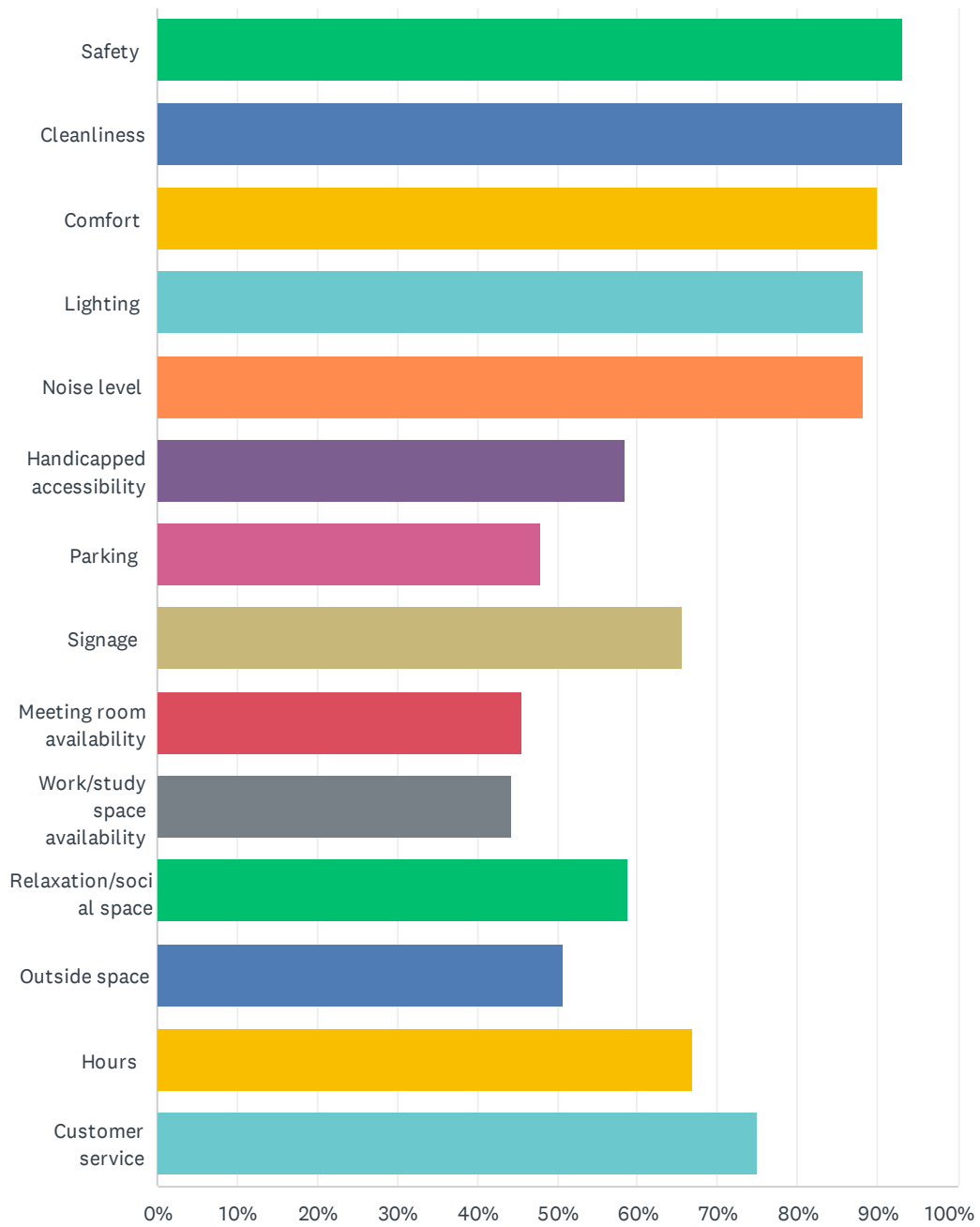


Strategic Plan Survey

ANSWER CHOICES	RESPONSES	
Work or study in a quiet space	15.81%	37
Borrow books	94.02%	220
Borrow museum passes	47.01%	110
Borrow other things	16.67%	39
Play in the Children's Room	24.79%	58
Hang out in the YA Room	3.42%	8
Attend children's events	23.50%	55
Attend YA events	5.56%	13
Attend Adult events	32.91%	77
Attend meetings	20.09%	47
Conduct research	8.55%	20
Get help from library staff	18.80%	44
Use WiFi or public computers	8.55%	20
Total Respondents: 234		

Q2 Are you satisfied with the library's ...

Answered: 221 Skipped: 24

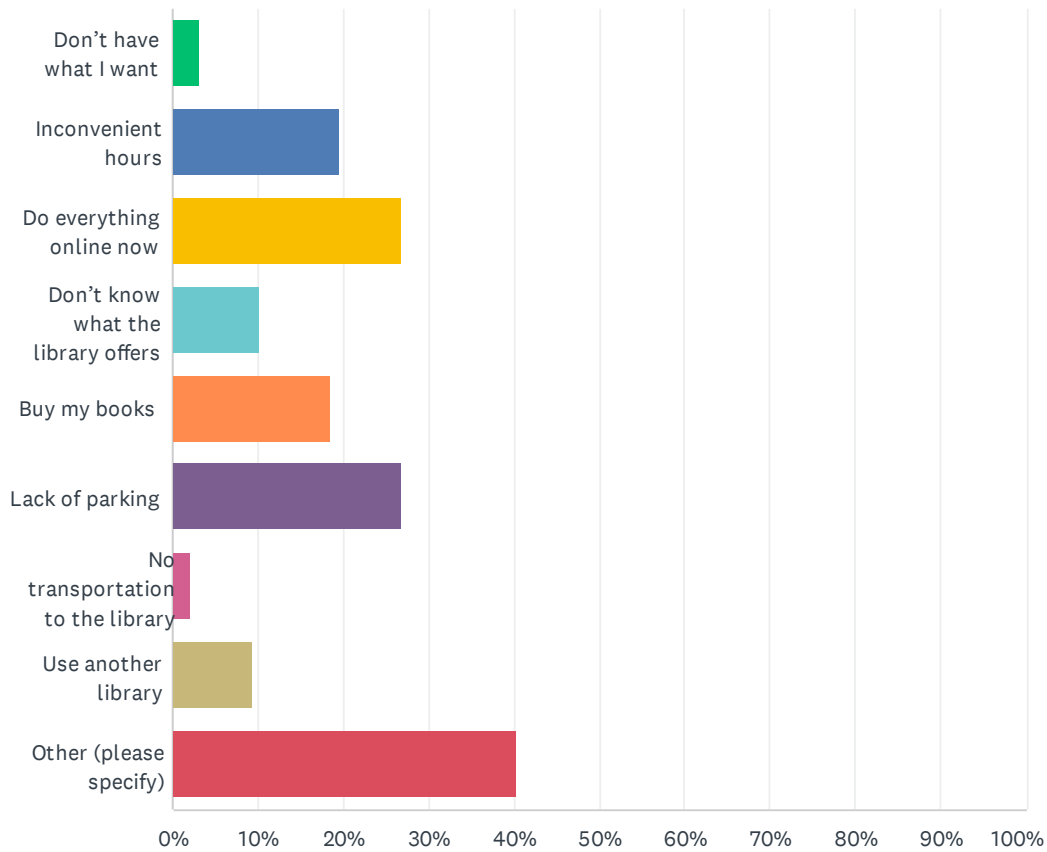


Strategic Plan Survey

ANSWER CHOICES	RESPONSES	
Safety	93.21%	206
Cleanliness	93.21%	206
Comfort	90.05%	199
Lighting	88.24%	195
Noise level	88.24%	195
Handicapped accessibility	58.37%	129
Parking	47.96%	106
Signage	65.61%	145
Meeting room availability	45.70%	101
Work/study space availability	44.34%	98
Relaxation/social space	58.82%	130
Outside space	50.68%	112
Hours	66.97%	148
Customer service	75.11%	166
Total Respondents: 221		

Q3 If you don't visit the library, what keeps you away?

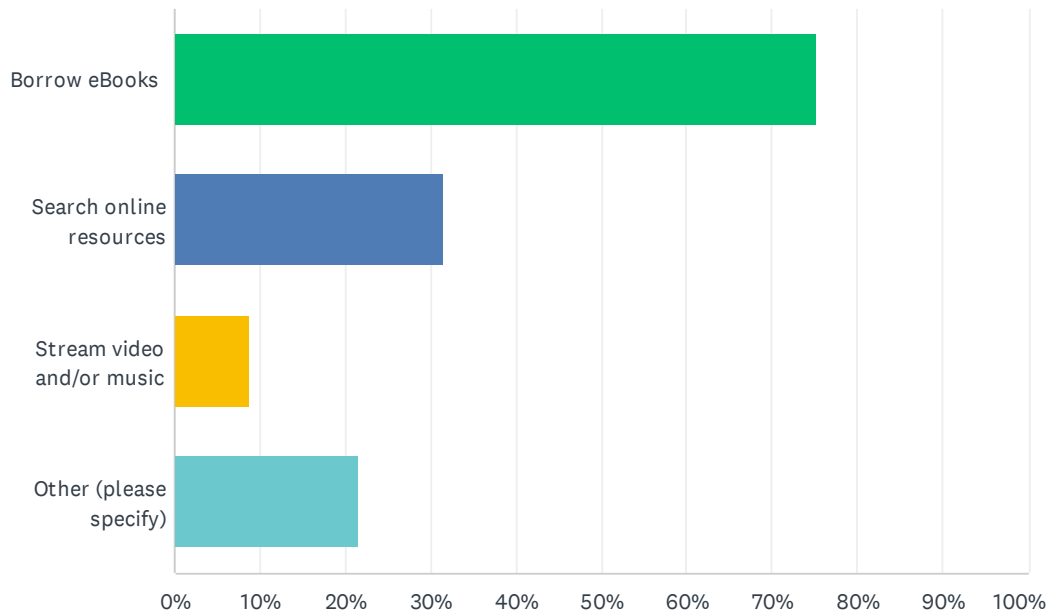
Answered: 97 Skipped: 148



ANSWER CHOICES	RESPONSES	
Don't have what I want	3.09%	3
Inconvenient hours	19.59%	19
Do everything online now	26.80%	26
Don't know what the library offers	10.31%	10
Buy my books	18.56%	18
Lack of parking	26.80%	26
No transportation to the library	2.06%	2
Use another library	9.28%	9
Other (please specify)	40.21%	39
Total Respondents: 97		

Q4 What do you use the eLibrary for?

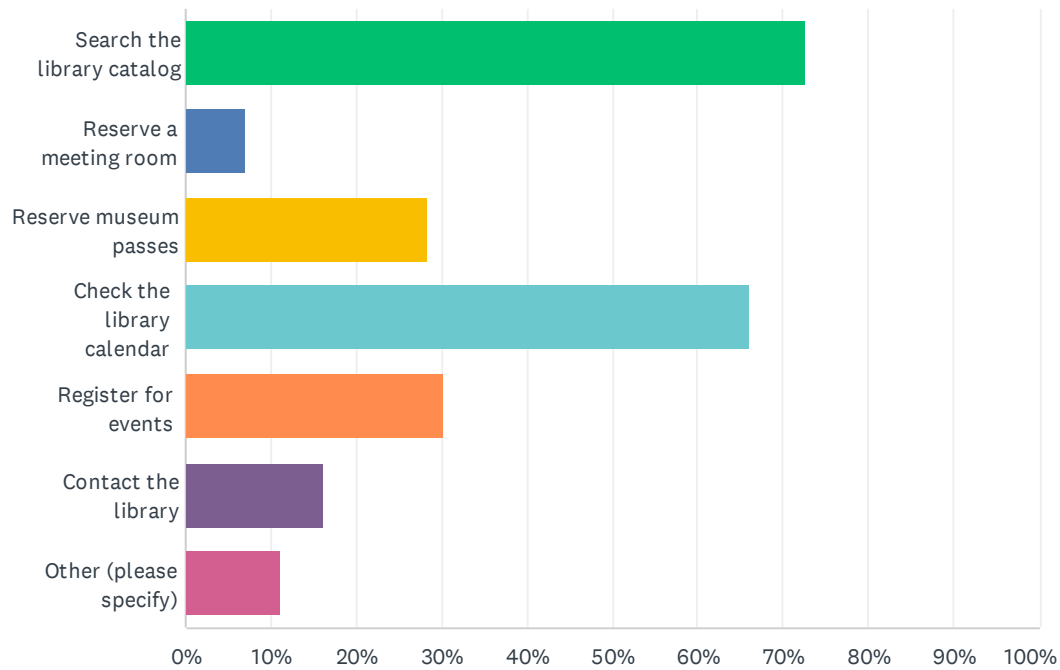
Answered: 162 Skipped: 83



ANSWER CHOICES	RESPONSES	
Borrow eBooks	75.31%	122
Search online resources	31.48%	51
Stream video and/or music	8.64%	14
Other (please specify)	21.60%	35
Total Respondents: 162		

Q5 What do you use the library website for?

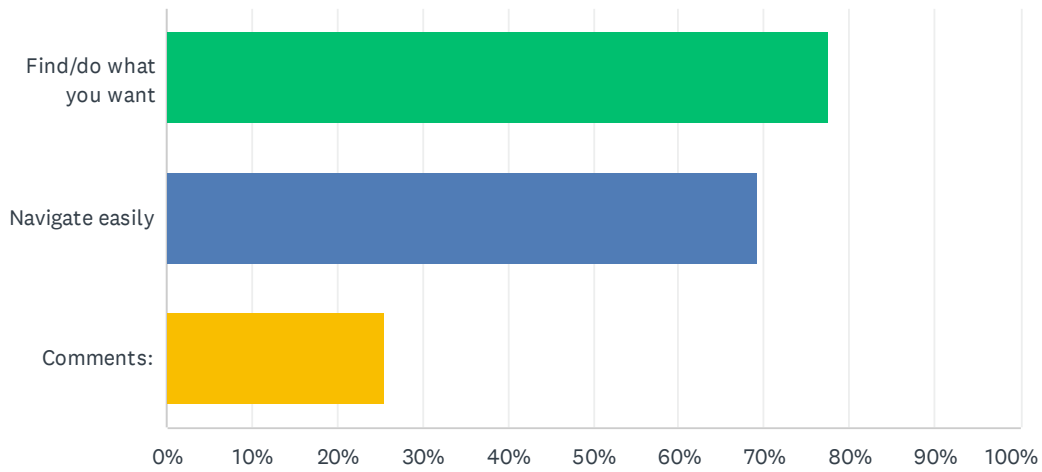
Answered: 198 Skipped: 47



ANSWER CHOICES	RESPONSES	
Search the library catalog	72.73%	144
Reserve a meeting room	7.07%	14
Reserve museum passes	28.28%	56
Check the library calendar	66.16%	131
Register for events	30.30%	60
Contact the library	16.16%	32
Other (please specify)	11.11%	22
Total Respondents: 198		

Q6 On the new library website, can you ...

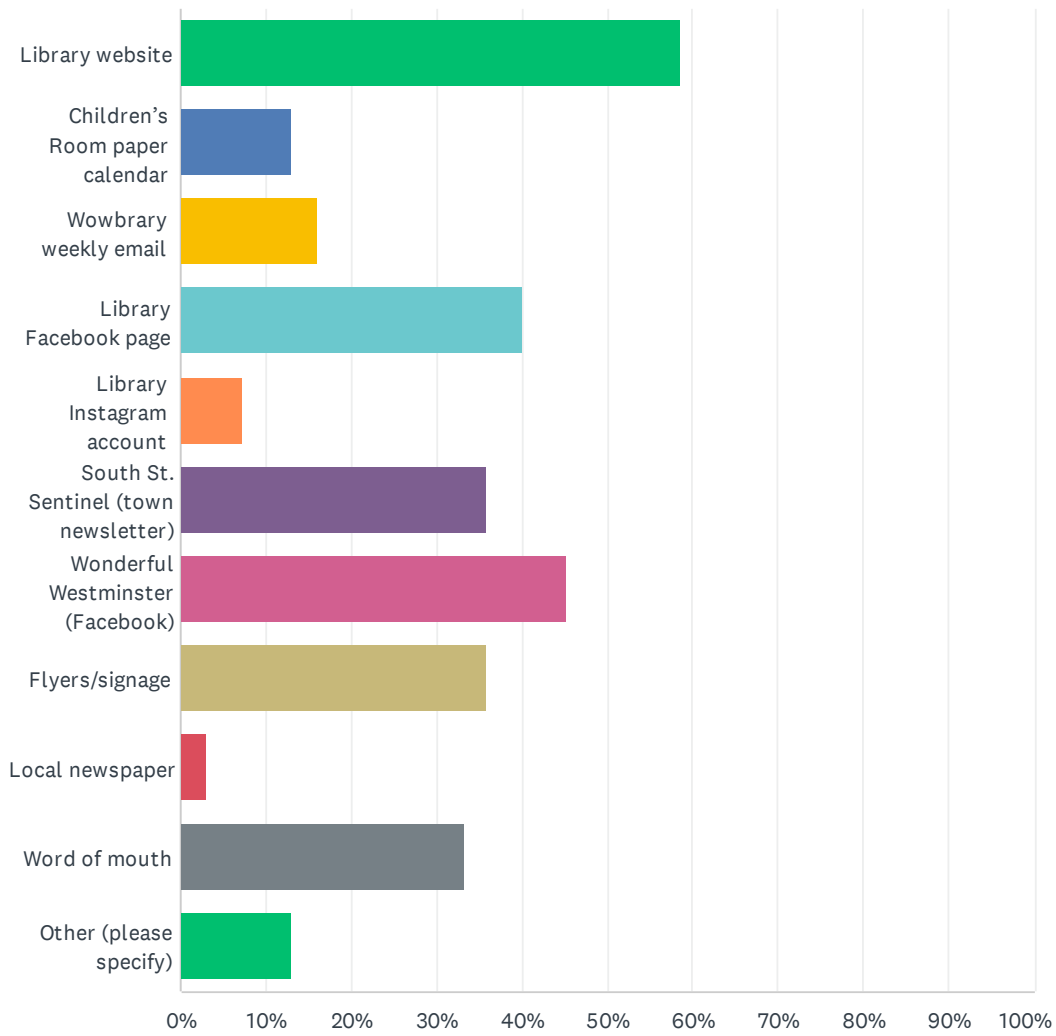
Answered: 156 Skipped: 89



ANSWER CHOICES	RESPONSES	
Find/do what you want	77.56%	121
Navigate easily	69.23%	108
Comments:	25.64%	40
Total Respondents: 156		

Q7 How do you learn about library events, services and programs?

Answered: 232 Skipped: 13

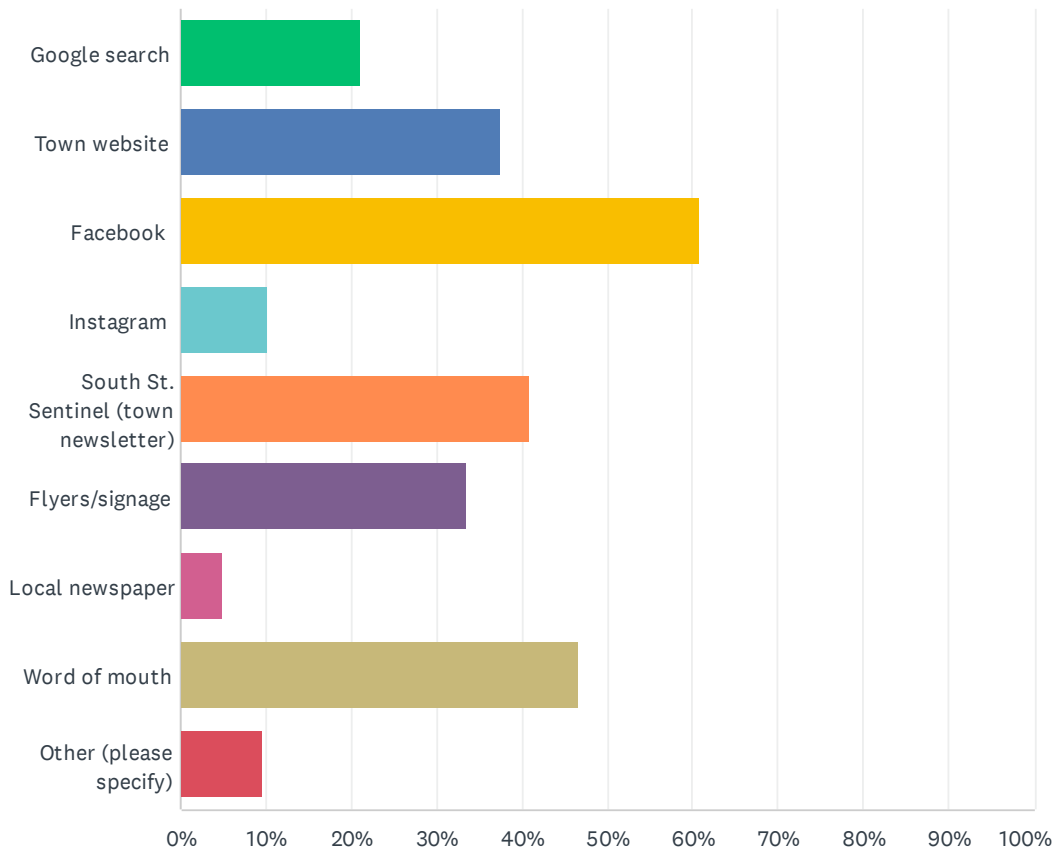


Strategic Plan Survey

ANSWER CHOICES	RESPONSES	
Library website	58.62%	136
Children's Room paper calendar	12.93%	30
Wowbrary weekly email	15.95%	37
Library Facebook page	40.09%	93
Library Instagram account	7.33%	17
South St. Sentinel (town newsletter)	35.78%	83
Wonderful Westminster (Facebook)	45.26%	105
Flyers/signage	35.78%	83
Local newspaper	3.02%	7
Word of mouth	33.19%	77
Other (please specify)	12.93%	30
Total Respondents: 232		

Q8 How do you learn about non-library events (recreation, cultural, etc.)?

Answered: 227 Skipped: 18

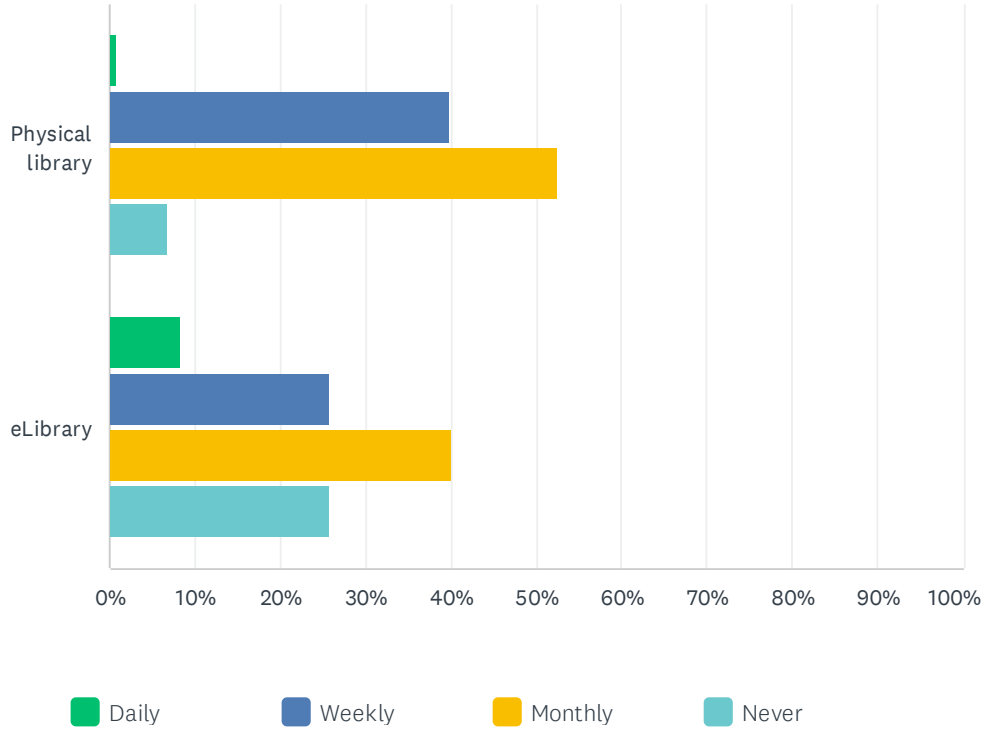


ANSWER CHOICES	RESPONSES	
Google search	21.15%	48
Town website	37.44%	85
Facebook	60.79%	138
Instagram	10.13%	23
South St. Sentinel (town newsletter)	40.97%	93
Flyers/signage	33.48%	76
Local newspaper	4.85%	11
Word of mouth	46.70%	106
Other (please specify)	9.69%	22
Total Respondents: 227		

Q9 How often do you visit the library?

Answered: 224 Skipped: 21

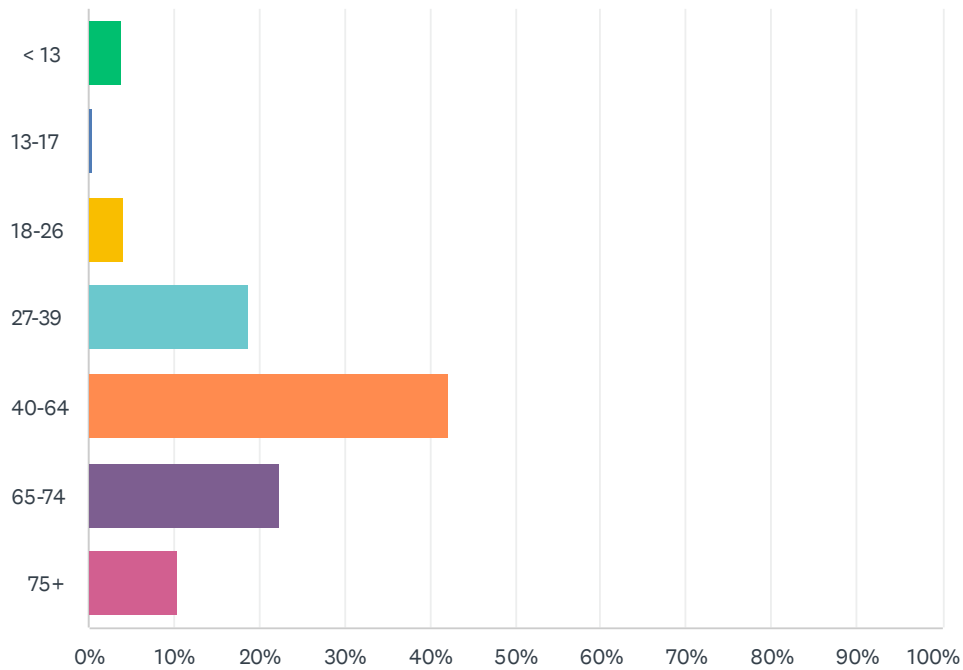
Click to choose



Click to choose					
	DAILY	WEEKLY	MONTHLY	NEVER	TOTAL
Physical library	0.90% 2	39.91% 89	52.47% 117	6.73% 15	223
eLibrary	8.39% 13	25.81% 40	40.00% 62	25.81% 40	155

Q10 Your age:

Answered: 241 Skipped: 4



ANSWER CHOICES	RESPONSES	
< 13	3.73%	9
13-17	0.41%	1
18-26	4.15%	10
27-39	18.67%	45
40-64	42.32%	102
65-74	22.41%	54
75+	10.37%	25
Total Respondents: 241		

Q11 What could the library do to become a greater asset to the community?

Answered: 106 Skipped: 139

Q12 What are some things you would like to do in Westminster that you can't currently do here?

Answered: 64 Skipped: 181

Q13 What else do we need to know to serve you better?

Answered: 55 Skipped: 190