

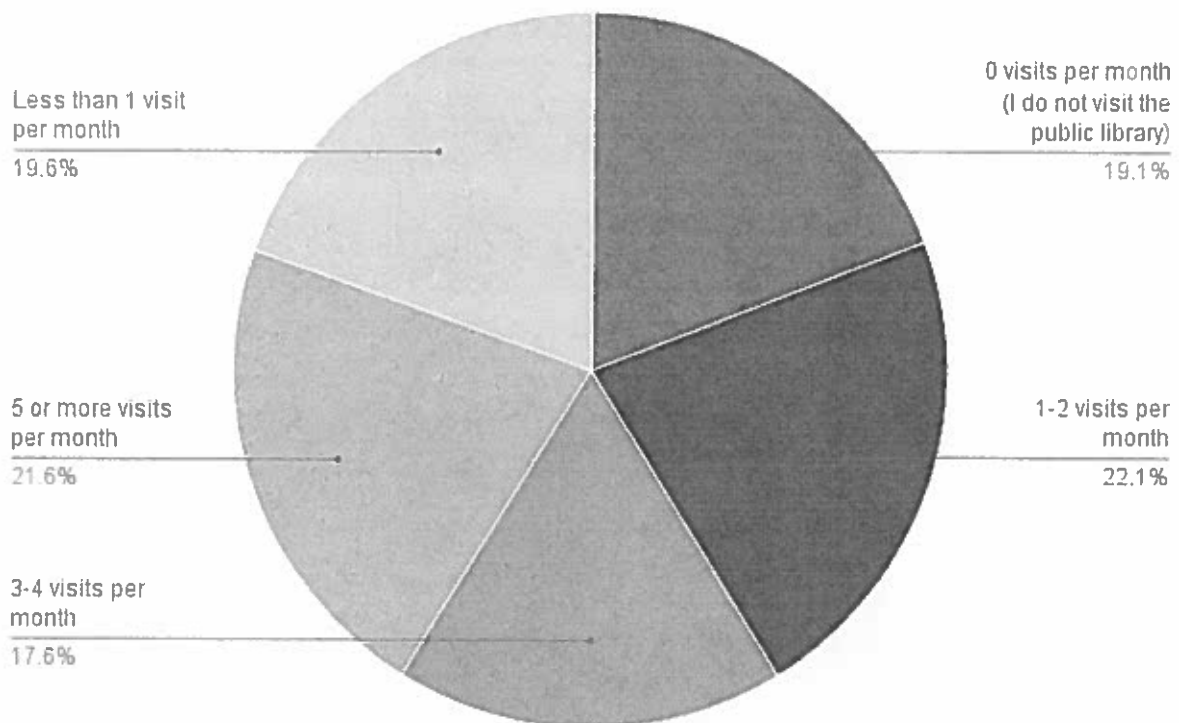


Summary:

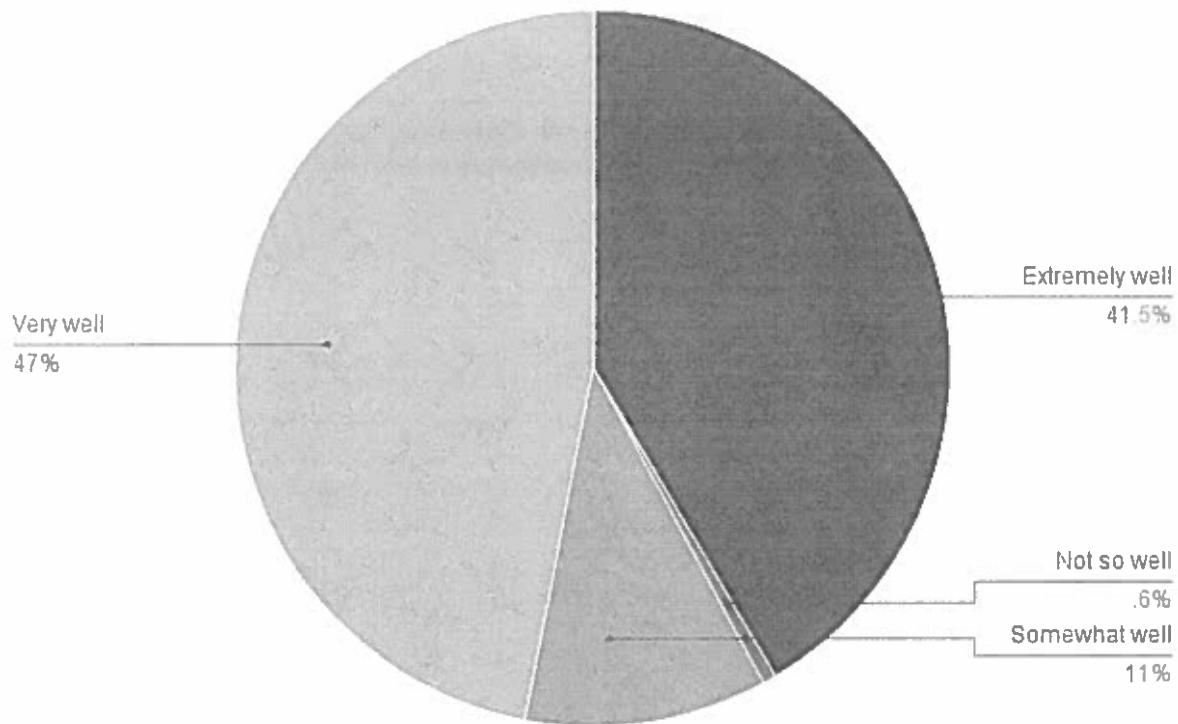
The following survey data was collected from **204** respondents of the Red Jacket community. Responses were collected via webform and paper surveys that were distributed during April of 2016.

Due to the number of responses, this survey data is not a scientifically significant representation of the Red Jacket community. The charts and comments included in this report should be used to help guide the Red Jacket Library in developing strategic priorities.

On average, how often do you visit the library in a typical month?



In general, how well does the library meet your needs?



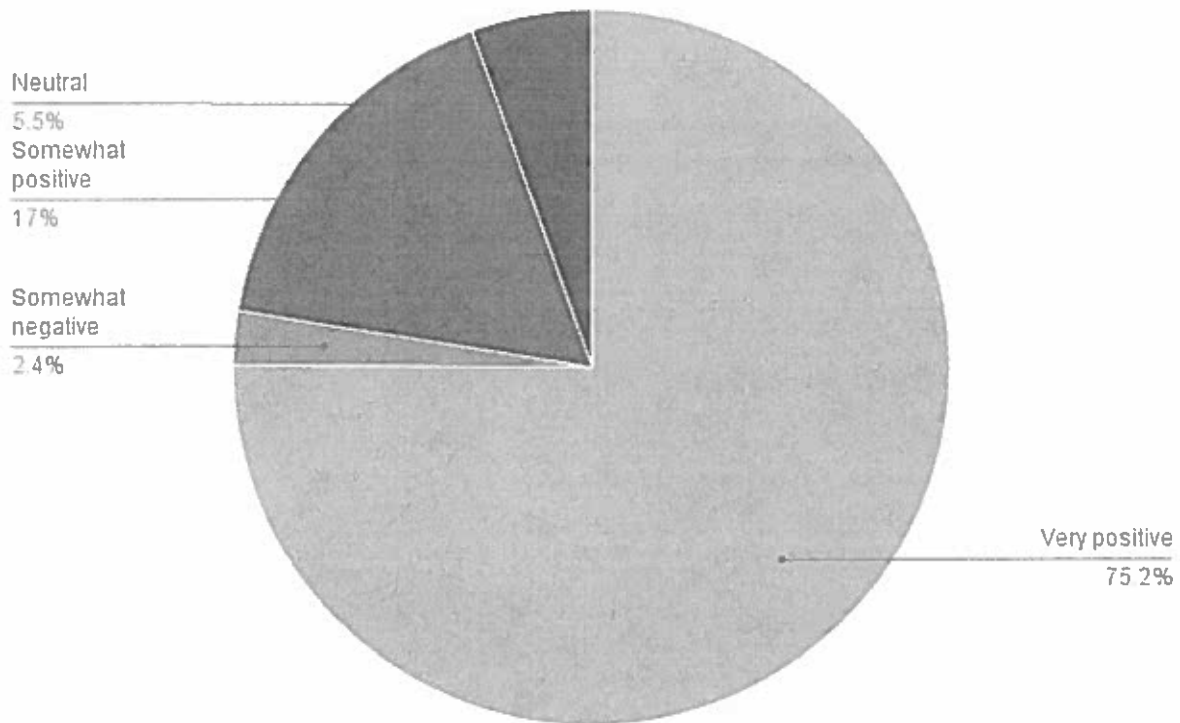
In general, what is the main reason you visit the library? Open ended responses.

- 67 responded with Books
- 24 responded with Computers
- 25 responded with Movies
- 12 responded with Programs
- like proximity -friendly staff
- Assist kids with needs
- Attend a meeting are the main reasons Take Forks over Knives class
- Audiobooks
- Because of selection of books, movies, information, events.
- book sales, grandchildren
- Books and school work.
- Children's programming
- Childrens books, family time
- community meeting space
- computer & reading books to my kids
- computer and copies
- convenience/free
- Curious
- didn't know it was open to the public
- Do not visit
- Don't ever need to go.
- Don't have a lot of time to read - work too much!
- don't know how to read that well

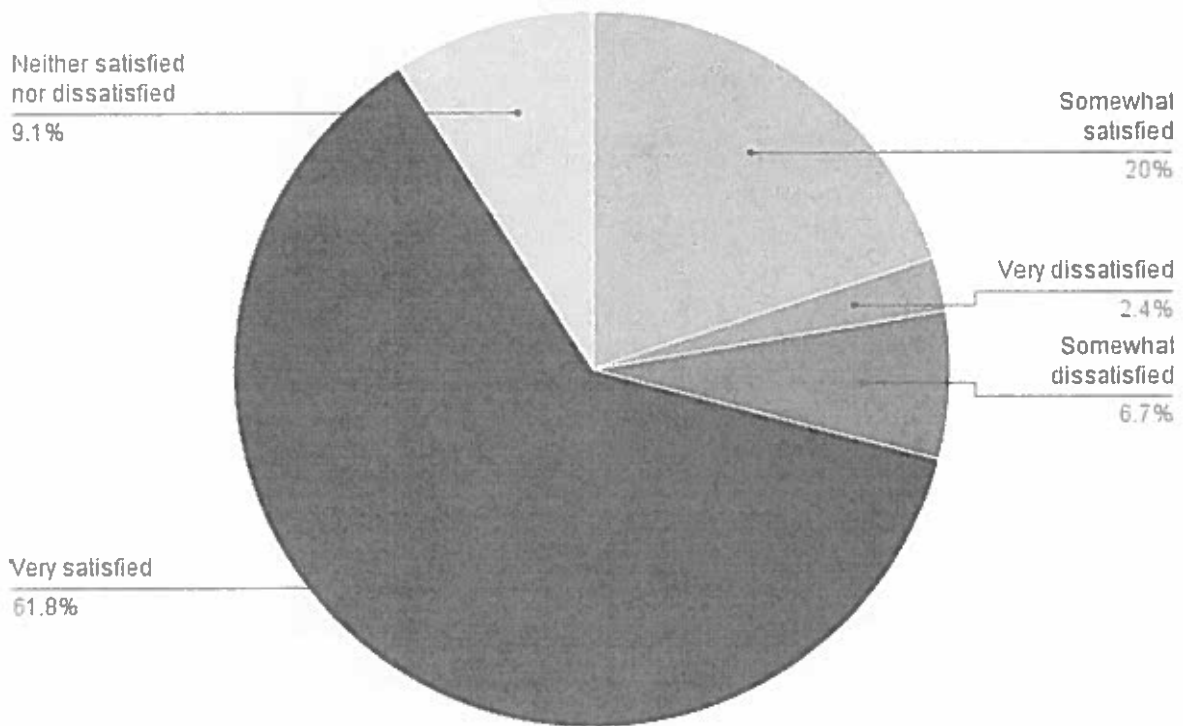
- Don't need to
- Don't use computers or books
- down loading books to my Kindle
- DVDs, cookbooks are my favorite materials to borrow
- Everything I need to research is online
- Get books, help w/Overdrive for my iPad books
- Go to college library
- Great selection - friendly staff
- Group meeting
- have pc at home.
- I always visit the library
- I am really not interested and don't really think about going- I should use the resources more often
- I do because I like to read and they have books. I would come here more if they allowed food at the tables.
- I do not have a card :(
- I do visit the library because when I do not get a book at library class i can get a book.
- I don't read
- I don't visit
- I enjoy reading. The librarians are so helpful & are great friends
- I get most of my books on my kindle
- I have a kindle
- I have a Nook & download/borrow books online.
- I have Reasons 1. I heart the computers 2. summer reading program is awesome! 3. I like there books.
- I live in Palmyra
- I love to read
- I only visit when I volunteer in an elementary classroom as I live in Canandaigua & usually go to Wood Library.
- I read mainly ebooks.
- I visit for things that aren't available online
- I visit mainly for copies, use of computer, and to take out books & ds games with my daughter. She also loves the child computer!
- I visit the library because I like to read.
- I visit the library everytime [I] need to return my books and pick out books or when my dads not home my mom takes me here for her meetings. I look at some books and read them.
- I visit to get books.
- I work at Geneva Public Library but if I didn't work there I'd be here quite a bit.
- I'm a member of the Friends.
- I'm just always busy, it doesn't work with my schedule
- Information
- It is fun and quiet and I like to get books and study
- It's close by
- Just moved to the area
- looking for books
- Love to Read
- Love to read
- Materials, some programming
- most things available online
- Mostly research
- Movies
- Movies, large print books, copies, use computers
- My children go to bed early. They are young but I do enjoy time in summer.
- My son & I like to read

- Never been. Plan on taking my kids.
- No child care when library is open
- No extra time
- No Time
- No time to read
- not from this area
- Not many activities
- Not sure of the hours
- Peace & Quiet. Printing things from computer.
- Pick up books, DVDs. Programs like sit 'n knit, tech help, use computer
- Public computers
- quiet place to read
- Read books, get movies, read newspaper
- Reading
- Research
- School Projects. rent books I don't have, use the printer/copier
- Sometimes forget it is there and my card has expired
- Story Time
- The service is the best of any library I have visited. The location (Shortsville/Manchester) is 5 mins. away.
- There is a library at my college
- time
- time never seem to have any
- time, read my church magazines
- To attend board meetings, to borrow books
- to browse books or pick up books ordered through owwl
- To burn the DVDs, attend all different programs
- To get books, to get kids to read, summer reading, audiobooks.
- to get copies or look up things
- To have less talking and to get books
- To see what books they have that are too my interest
- use computer, make copies, get books
- use computer, take out books, movies
- Use internet; access at work
- visit other libraries. Use hold service and then pick up at other libraries.
- Visit-books, CDs, games, computers w/internet.
- Visit, borrow books. Borrow Large Print for my Mother (87yrs old)
- We borrow books & movies. Also, to use computers.
- Well I can't get here because Dad has the car.
- Work @ a school

Overall, how would you rate the quality of your customer service experiences at the library?



Overall, how satisfied or dissatisfied are you with the public library's current space/building?

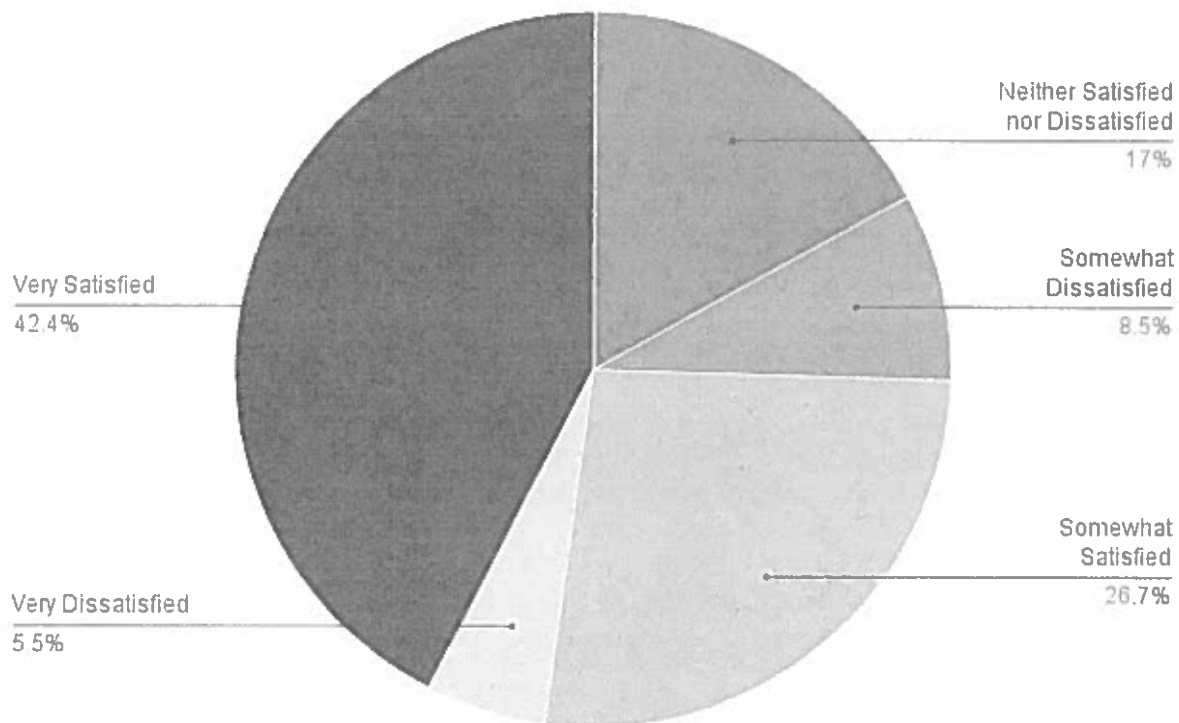


Comments regarding your level of satisfaction of the public library's current space/building:

- -much more geared to student needs than adult/community needs.
- All the people are so helpful and friendly. Makes my visit very enjoyable.
- Allow food and drinks like everywhere else
- Although the current library meets my needs, I recognize that having additional space would allow for more programming and a larger collection. Not sure if this is feasible with the libraries budget.
- Being located in a school really limits your hours and things you can do.
- Being located in the school limits the times (hours) the library can be used.
- can use more space
- Can't go in the library during the day and I have to wait until the buses are gone before I can park next to the building.
- Excellent
- feel that the opportunity we have to share space is a tremendous asset to our community. It would be extremely difficult financially for this community to support it's own facility.
- Feel we are very lucky to be able to share space & not have to maintain our own building
- great lighting
- Have a hard time with school and public library combined.
- hours are not always convenient due to sharing with the public school
- Hours in the evening only means no story time for young children and no access for people who are retired. This is poor service for the community.
- I am very satisfied with the current space of my library because they have a lot of books to choose from.
- I heart how many books and books shelves there are because the books I want to read are most likely there.
- I heart the building, more space, more books!
- I just use the New Releases & Adult Fiction. I rarely get past the New Releases.
- I like the computer
- I like the space because it is big so you can find a lot of books and room
- I love the space: airy and bright. As a taxpayer, i love the shared use of the school/public facility.
- I think it needs more room.
- I think the library's current space/building is more than sufficient to meet the community's needs
- I think the upgrades they did years ago were done nicely.
- I'm not find of not being able to access library at all hours. I understand it also fulfills the library needs of RJC & safety for students is vital but it's not always convenient.
- It could be larger.
- It has a good amount of space its okay.
- It is a beautiful space. I like the dual-use (and tax money savings) with the public school.
- It is an important community service and should stay located @ RJ as a shared service
- It is difficult to share a library w/a school! Perhaps the school could communicate better w/library staff!
- It is getting old, needs a face lift
- It is very big and it echos when you try to have a small talk.
- It would be helpful to my family if we could use the library during school hours.
- It would be so much better if they had their own building, then the hours could be better, have more space to do programs instead of in the middle of the library, handicapp doors, and better parking you wouldn't have to worry about buses parking everywhere
- It's a fairly large building. Easy to use lay out
- It's a great use of an existing library. Without the current space/building arrangement the expenses would be significantly higher OR the accommodations significantly less!
- It's not great, Just OK
- Lots of Books!
- Lots of space. Easy to find books. Genres labeled.
- Love the staff

- Love to see book collection expanded
- meets my needs
- more community-type meeting/activity
- More hours in summer
- more space
- More space would give them room for more books and more after school activities for the kids.
- More staff development programs to improve their skills to assist community
- Needs to be bigger
- One advantage the public has by sharing the space is our ability to borrow books that belong to the school. Other times the school has been difficult when it comes to sharing the rooms that are in the library area.
- Red Jacket public library should be in its own building, not sharing space & resources with the school.
- sharing with the school also allows for us to borrow school library books- however at times it can be a disadvantage because the school can make it difficult to use some of the rooms that we as taxpayers pay for either thru the library tax or school taxes
- Staff was very friendly
- The facility is large enough for the mission of a library
- the space for leisure reading to kids
- This works fine but it is very echos.
- to big and echoey
- Too close to middle school
- Too restricted due to school hours
- Unable to use during the day.
- unsure haven't been in a while
- Very polite
- We are fortunate to have this space ever with it's limitations.
- We enjoy our library! We've gotten to know the staff and we always feel at home!
- weekend hours would be helpful
- Would like to see more reading rooms, quiet areas. Would like to see ability to have more programming during the day.
- Yes because there's room for a lot of people. The lighting is good.
- You can't use the public library during school hours and there aren't enough 'open hours' during the summer. There's no place in town for kids to hang out so they are disruptive at the library.

Overall, how satisfied or dissatisfied are you with the public library's current hours?



Comments regarding your level of satisfaction with the public library's current hours:

- -more daytime hours
- Always very convenient
- As I stated in question #6, the hours are limited because of being located in the school.
- Awesome
- Between Red Jack[et] & Clifton - always accessible.
- Could be useful for younger children during school hours.
- daytime hours
- Daytime hours would bring more people - know this is currently difficult.
- Don't go enough
- Don't like waiting for school to get out to come
- During the school year the hours are convenient because the library is open later, but during the summer it is sometimes closed when I get off from work.
- during the school year the library is open late enough for me come to after work, but during the summer it closes early on some nights and is closed before I get back into town
- Entered from paper survey: the back side was blank. #7: entered neutral response because it was a required field
- everything is OK with me
- Excellent
- Excellent
- good
- Hours too restricted due to need to operate only when school is out.
- I believe the library has great hours
- I feel they do a great job accommodating both the school & public needs
- I find them convenient.
- I know it's not in their control due to being in the school.

- I like dat da library peeps get a break but I do wish for at least 2 more hours it should be open
- I like my libraris current hours because it gives you time to choose your books.
- I love that they have certain hours so that I don't have to leave in part of a day I'm busy.
- I love that you are open until 9pm, it allows me to make use of the library after work.
- I realize we would not have such a big library unless it was connected to the school but it would be nice to have longer day hrs.
- I wish it was open later and opened earlier.
- I wish it would be open on Sunday for 2 hours.
- I'm quite satisfied with the hours. I just plan around the library's schedule.
- It is okay I think it is often to long and starts early
- It meets my needs
- It would be great if during the day there were events for preschool children.
- It would be nice if the library is open weekday mornings, but not that great deal.
- It would be nice to see the library open on days when kids are off summer hours and some more weekend evening hours.
- It's hard to work around those hours
- It's kind a hard time making it there during their hours. It would be nice if they were open on Sunday afternoons seeings how they can not open while school is in session.
- It's understandable you have to work around the school, but that makes it harder on the public to visit the library.
- Makes it accessible for me
- More days hours.
- Morning & early afternoon hours during the week
- Need daytime hours during the week.
- Needs more daytime hours.
- No adult hours when school is in session.
- not even sure what the hours are- It should open a little later during school days-dismissal of buses interfere-
- Open on Sunday 12-4 would be nice
- Patron left Blank
- Satisfied
- See previous question.
- sometimes good for me
- Sometimes I don't like the hours because when I need to come or want to I can't because it's closed.
- Summer/non school -very satisfied
- School year -somewhat satisfied -see #6
- Sunday hours would be appreciated
- Sunday hours would be nice
- The current hours work for us.
- The hours are great
- The public library should be open to the public earlier but the closing time is perfect.
- They are fine
- They are open after work hours when I'm free.
- They work fine for me during the school year but during the summer they close earlier which limits the days I can go there due to my work schedule.
- They're never open early /late enough in the summer. You can't go during the day on school days
- Understand the limitations of hrs.
- very good
- very helpful
- very satisfied
- We like the evening hours but would also enjoy day hours as well.
- Wish it was open during the school day

- Works for me because I work during the day. Can see the benefit of daytime hours.
- Works for me.
- would like morning hours but realize school needs are first
- Would like Sunday hours
- Would like to pursue having it open earlier within the school arrangement.

In an average week, what days and times are generally most convenient for you to visit the library?

Library closed

	Morning (9:00am - 11:59am)	Early Afternoon (12:00pm - 2:59pm)	Late Afternoon (3:00pm - 5:59pm)	Evening (6:00pm - 8:00pm)
Sunday	16%	34%	32%	18%
Monday	13%	18%	32%	36%
Tuesday	13%	20%	31%	35%
Wednesday	12%	19%	33%	36%
Thursday	13%	19%	32%	36%
Friday	13%	21%	33%	34%
Saturday	29%	34%	20%	17%

In your opinion, what is one change that you believe would improve the public library?

- A larger variety of classes for adults.
- a move
- A way for staff to override computer limit time for those who are doing research and for adults.
- Additional customer service training for increased professionalism
- all good
- Always treat people with a smile
- Availability
- better and more hours
- Better hours
- Better hours
- Better hours during the week
- Bigger area and more books
- Can't think of anything
- can't think of anything. I like it the way it is. OH WAIT - the library board could use more transparency, especially electing of officers to replace vacancies. Seems like the just pick somebody who's a friend of a current board member, without ever advertising the vacancy. Shouldn't there be a special election?
- chia with da coffee maker
- different building
- Different variety in books
- Don't know
- Enforce quiet regulations
- Entered from paper survey: this was left blank.

- Focus more on core literary missions, less on party/game/craft type activities
- food/beverages/vending/k-cups
- Getting their own building and better staff. Some of the staff at the front are very rude.
- Have movies on Sat. afternoon for adults.
- Having it's own location. Open more often.
- Having the Director agree that the current space situation is the best and work to improve the relationships.
- Having the library separated from the school.
- hours
- hours - less taxes :(- more kid's activities
- hours change
- hours during the weekday
- Hours for Public
- I am very satisfied.
- I believe it does very well meeting the needs of the people.
- I can not think of anything
- I can't think of anythings.
- I would have more opinion if I used it more.
- I would like a area for children.
- I would like to see a wider range activities available for adults in the evening
- It is fine just the way it is...
- It needs to be a free-standing public library or have a design within the current location that would allow for morning and afternoon hours.
- Its fine as a library but do away with the parties and activities not associated with libraries like trick or treating in the parking lot.
- Kid control, I wish we had a library not attached to the school.
- less computers.
- Make the roof shorter so it's not so echoy
- Maybe a website redesign, active Facebook page, etc.
- meets our needs
- More activities
- More adult hours
- More adult programming.
- more books
- more books
- more books and handicap doors
- More books and maybe a larger movie section
- More Books!!!!More
- More books.
- More books. Sometimes I cannot find what I am looking for even in OWWL.org.
- More children's activities - like a story hour
- More choices of novels for adults.
- More communication with the public with events
- More community involvement - events to let the people know what we have
- more community outreach
- More daytime hours

- More e-books + online content
- More emphasis on literature... Less on technology and other programs
- more flexible hours
- more hours
- More interesting programs for all age groups
- More movies for kids
- More shelving in the adult section. Current shelving replaced by taller shelves could accomplish this.
- More space
- More space & books & movies
- morning hours
- My opinion in changes is handicap doors and more books because some people like books and can't read them because their injured.
- Nachos
- need more space
- New location that would improve hours.
- no changes
- No changes are necessary.
- No changes required.
- No improvement necessary
- none its great
- Not be in the school.
- nothing
- nothing I can think of at this time.
- open earlier
- preschool reading program
- Reading/play areas for young kids
- Reading rooms
- Red Jacket public library should have its own building to give the public more access.
- Rooms that allow private conversations.
- Seems like we could have local clubs using the meeting rooms more. I guess people don't know or think about that.
- Separate the library from the school!
- serve coffee...lol
- Sunday afternoon hours
- Sunday hours
- the ability of all information on one computer, not two.
- the handicap doors
- The hours and being more convenient!
- The hours that are open to public but with it being in the school makes it hard.
- The library needs to have its own space, one that is separate from the school
- The size
- To have it's own building.
- To have mor're games, and movie selection.
- Very happy!
- When school is on vacation I wish that the library was open earlier in the day. ie summer hours during vacations

- Would like to see more adult programming. Feel it is very important that our community see that the library is relevant & that it contributes to our needs.
- Would like to see more adult programming. Kids/teen programming is awesome.

Additional Comments:

- A open library during school hours
- Additional comments in regards to the public library:
- Again, it's really nice the way it is.
- All around great experience except times.
- Bring back fine free Friday.
- Continue programs for community
- Customer service could be improved tremendously
- Do not move library from school grounds
- Glad to have it
- An asset to community
- great for the children
- Great job.
- handicap doors
- I am satisfied with the Library
- I believe the library staff are doing an excellent job. It's a good place to get a learning induced high. Thank You.
- I did notice teenagers making out in one of the chairs, I did report it to librarian & principal and they seemed unconcerned
- I don't do your programs but I check the calendar & see that you have things to do for all ages. That is commendable, keep it up!
- I feel the director should have more interaction with the public, and not stay in the office. I don't feel the atmosphere is as welcoming as it was under Stacey's care and guidance. I feel the public is tolerated and not welcomed, but not by the ladies who staff the counter!
- I feel we are very fortunate to be able to share space. I see being relevant to our community should be a priority for our library
- I find the staff helpful!
- I like being able to order (place hold) books online via owl and pick them up here.
- I like your library
- I love all the extras they host, it's very cool and nice especially during the summer! However, they should do more crafty things with children ages 6-12
- I love it. I love the books and space.
- I love the library and am very grateful it is here.
- I love the staff - they're always helpful.
- I need to get a card!
- I will attempt to go sometime
- I would like to see the seniors (some of us) get help @ the computer.
- I'll have to check it out never been there!
- In the future I am looking forward to using the Library more now that I am completely retired. I love that I can take my read books there for others to enjoy.
- It is a good place to come.
- it is excellent staff is very helpful
- it's very handy
- Libraries are becoming irrelevant. Time to downsize.
- Like the atmosphere, would like more adult features
- love it

- Love it.
- Love this library of the 3 I regularly use, this one is the best for both service and atmosphere.
- More Books!
- more space
- once I saw someone making out and it was very gross and every time I go there there are 3 kids that are on computers and are very loud!
- Our public library is great! The staff does an outstanding job. They offer great classes and movies for adults and kids. Thank you!
- Overall satisfied.
- OWWL system is very good
- People I know didn't know we had a library in the school. It's hard to find if you don't know it's there.
- pretty new to me So haven't had opportunity to go. Only been one with friend: Unusual it was. at school Don't go don't know hrs & figured they were after school and harder to get to during those hours.
- RJCL is an amazing asset and Blessing for our community! I wish more people would take advantage of all it can provide. They are always updating as technology changes, keeping up w/the world! THANK YOU!
- Staff is amazing!
- Staff is exceptional - helpful and friendly!
- Staff is great-always helpful.
- Staff is very helpful.
- Thank you for everything so far.
- Thanks for this service
- Thanks for what you do.
- The kids say it needs more books but I always find my books :)
- The librarians currently providing their services at Red Jacket public library are OUTSTANDING people & should be given rewarded for always going above & beyond assisting their patrons..... & my son would like to see the Hitman video games for Xbox 360. Thank you.
- The service I have received at the Red Jacket Library has been outstanding. I appreciate their recommendations and ordering and obtaining books from other branches. My visits to the library are always very enjoyable primarily because of the staff.
- The staff here are wonderful! I really liked the summer reading program from June to Aug 2012. I had just retired the same day it started. It was set up with a raffle ticket into a jar for every book read (33). Then, an Italian dinner the Depot [restaurant] cooked. There were some free books for everyone who attended & a raffle drawing. I won a Kindle Touch. It ended with a great movie called A Summer at the Lake.
- Entered from paper copy-question #1 had a written comment: depends on how fast I read the books I take out. Question #3 I like the OWWL system which finds books in a series. #4: Great staff! #7: But, would like it if we had AM hours.
- The staff is wonderful. Always friendly, knowledgeable, and willing to help.
- unable for many years. Wanting to bring my grandchildren to the library but not able to during day
- We are very fortunate to have a beautiful facility that is in a location convenient for most in our community. Living in this district my whole life I recognize the efforts that were put forth in making this a reality.
- With that said, I also see the need for growth and change to remain an active library. If there are reasonable opportunities for expansion, I support a feasibility study to do so.
- you add some more decorations it attracts more people
- you are good w/ pretty much anything
- You have the best director he is always so helpful, friendly, and takes his time with you. He doesn't rush you he makes sure that you have all your questions answered. You also have great children's programming like the wildlife defenders and all the activities around the holidays.