

LIBRARY OPINION SURVEY

2009

PLANNING FOR THE FUTURE

*CONCLUSIONS &
RECOMMENDATIONS*

CONCLUSIONS & RECOMMENDATIONS

WE WELCOME YOUR COMMENTS ON THE PHYSICAL FACILITY. DO YOU FEEL THERE IS A NEED FOR CHANGES OR IMPROVEMENTS TO THE FOLLOWING?

(washrooms, doors, shelving height, layout, reading areas, lighting, wheelchair access, cleanliness)

Conclusion

-The most common response was yes to change required to all areas, in particular 84% responded yes to the washrooms, the layout and the reading areas: specifically the reading room is too crowded.

Recommendations

- 1- It is obvious by the comments made (too cramped, need to expand, modernize, limited wheelchair access, shelving too low and too high, washrooms poor etc.) that the Library needs a face-lift and expansion.
- 2- Additional space would alleviate the tight shelving, the reading room and wheelchair issues, as well as allowing the collection to grow.

WHY DID YOU COME TO THE LIBRARY TODAY?

Conclusion

-93% came to the Library to borrow books and use other Library materials such as DVDs, magazines etc. Only 11% came to use the Internet.

Recommendations

- 1- Continue to expand Library collection of books and other resources.
- 2- Lease books to decrease the wait time for best sellers.
- 3- A building expansion will allow the Library to add shelving and to increase the collection of books and other resources, namely DVDs.

HOW OFTEN DO YOU USUALLY VISIT THE LIBRARY?

Conclusion

-50% of those surveyed use the Library once or more than once per week.
-25% use the facility 2 to 3 times each month.
There are no recommendations.

IN WHAT AREAS WOULD YOU LIKE TO SEE NEW OR EXPANDED LIBRARY MATERIALS?

Conclusions

Patrons were asked to rate their top 3 picks.

-74% choose fiction and bestsellers as their first and second choices.

-31% selected DVDs as their 3rd choice.

Recommendations

1- Expand and provide quicker access to best sellers. Lease books and buying more

popular DVDs.

2- In order to facilitate adding to the collection as per the demands of the public, the Library will need more space, i.e. an expansion.

IN WHAT AREAS WOULD YOU LIKE TO SEE NEW OR EXPANDED LIBRARY SERVICES?

Conclusions

-More adult programs including computer training, author visits and specific topics of interest to the community.

-More Internet access.

-Interlibrary loans. We can conclude that people want more access to popular material.

Recommendations

1- Expand adult programs to incorporate a variety of popular activities such as digital cameras/photography, bike repair, talks by local people who specialize in a

topic. Also with government funding for author visits being cut, the Library needs to look at alternative means for conducting author visits, hosting Book Club meetings at the Library, and working with the Okanagan Regional Library to apply to Canada Council.

2- The Library will begin computer training when more space is available.

3- There is a need to improve explaining services to the public.

4- It is also important to note that in order to enhance programs or to add more Internet access, additional space is required. A building expansion would include

a computer lab.

5-Interlibrary loan is a labour-intensive part-time service. The Library needs to do a

better job in explaining what constitutes an Interlibrary loan.

DO THE HOURS OF OPENING AT THE PENTICTON PUBLIC LIBRARY MEET YOUR NEEDS?

Conclusion

-the majority of the Library's patrons are satisfied with the existing hours.

Recommendation

1- At a future point in time the Library can consider extending hours by opening on a Wednesday evening until 9pm, to open earlier at 9am or to even consider Sundays year round. Clearly more funding would be required to meet these expectations.

HAVE YOU USED ANY OF THE FOLLOWING SERVICES IN THE LAST MONTH?

(access from home, renew material online, Libraries To Go, Askaway, renewed materials by phone)

Conclusion

-there was a relatively low response to the services listed.

Recommendations

- 1- Clearly the Library needs to do a better job marketing our services in the community, in particular the data bases such as the Auto Repair Reference Centre, Libraries To Go downloadable audio books, etc.
- 2- The Library will explore how to promote what we do more effectively.
- 3- Improve signage.