

St. Mary's County Library Customer Satisfaction Survey

Response Counts

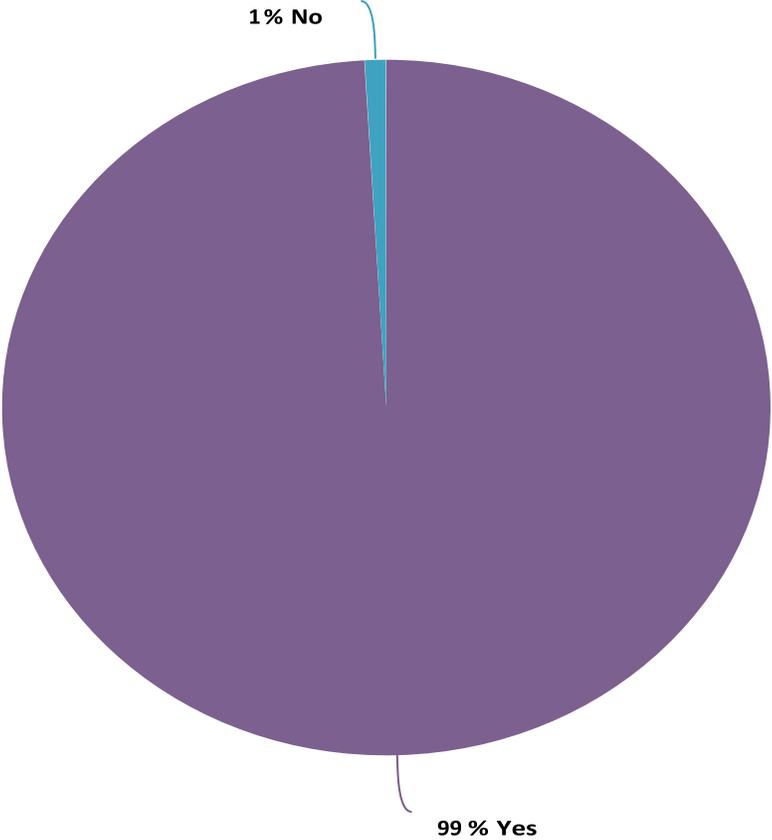
Completion Rate:

88.2%



Totals: 1,099

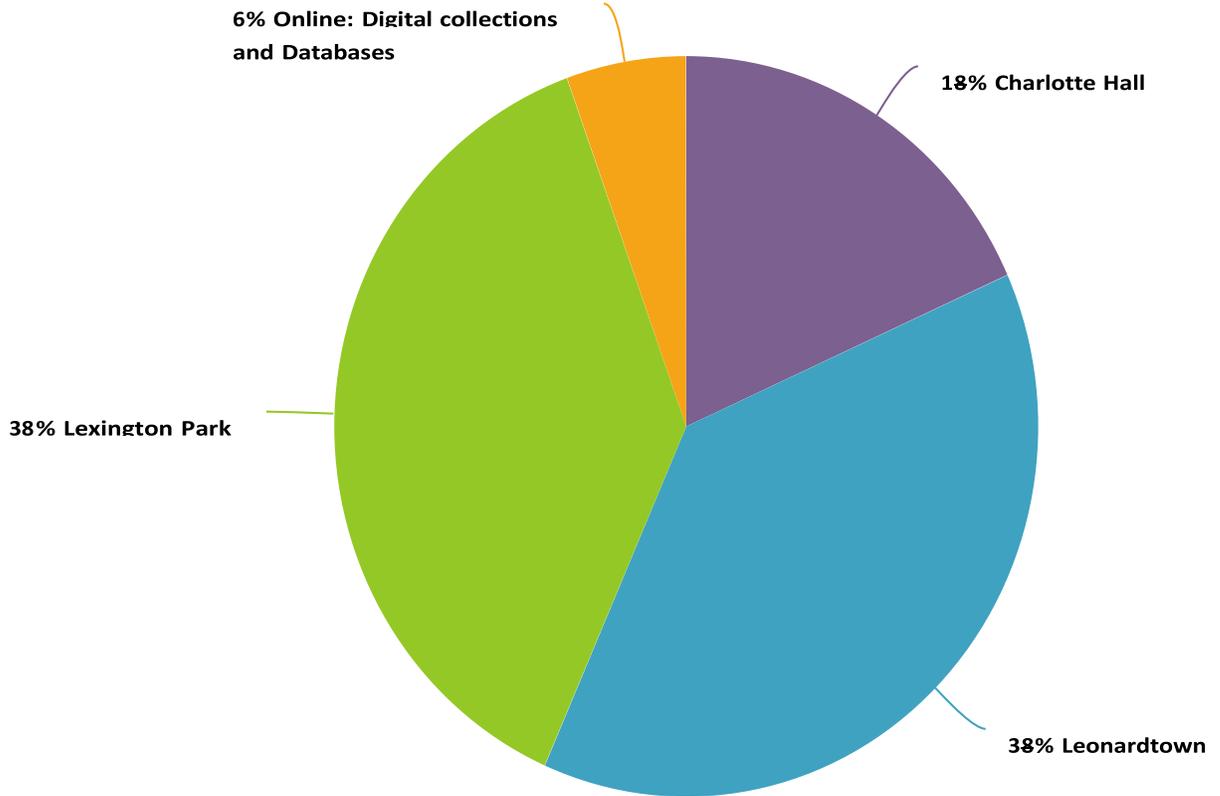
1. Do you have a St. Mary's County Library Card?



Value	Percent	Responses
Yes	99.1%	1,026
No	0.9%	9

Totals: 1,035

2. Which of our facilities do you use most frequently?



Value	Percent	Responses
Charlotte Hall	18.3%	3190
Leonardtown	38.3%	398
Lexington Park	37.9%	394
Online: Digital collections and Databases	5.5%	57

Totals: 1,039

3. How often do you visit the library or library website for each of the following activities?

	Never	Sometimes – 1-4 Times Per Year	Frequently – Weekly or Monthly	Responses
Browse the shelves at the Library for reading materials	36 3.5%	354 34.8%	627 61.7%	1,017

Count				
Row %				
Study or work	509	313	178	1,000
Count	50.9%	31.3%	17.8%	
Row %				
Pick up items on hold/reserve	149	417	453	1,019
Count	14.6%	40.9%	44.5%	
Row %				
Read newspapers or other periodicals	708	232	71	1,011
Count	70.0%	22.9%	7.0%	
Row %				
Access free WiFi from a personal device	609	255	153	1,017
Count	59.9%	25.1%	15.0%	
Row %				
Meet or gather with others	557	351	114	1,022
Count	54.5%	34.3%	11.2%	
Row %				
Conduct research	465	444	113	1,022
Count	45.5%	43.4%	11.1%	
Row %				
Use the catalog on the Library's website	208	350	459	1,017
Count	20.5%	34.4%	45.1%	
Row %				
Look or apply for a job	846	134	37	1,017
Count	83.2%	13.2%	3.6%	
Row %				
Ask a reference question	494	434	91	1,019
Count	48.5%	42.6%	8.9%	
Row %				
Find out about upcoming events	312	463	247	1,022
Count	30.5%	45.3%	24.2%	
Row %				
Download digital content such as ebooks, audiobooks, or magazines	509	258	254	1,021
Count	49.9%	25.3%	24.9%	
Row %				

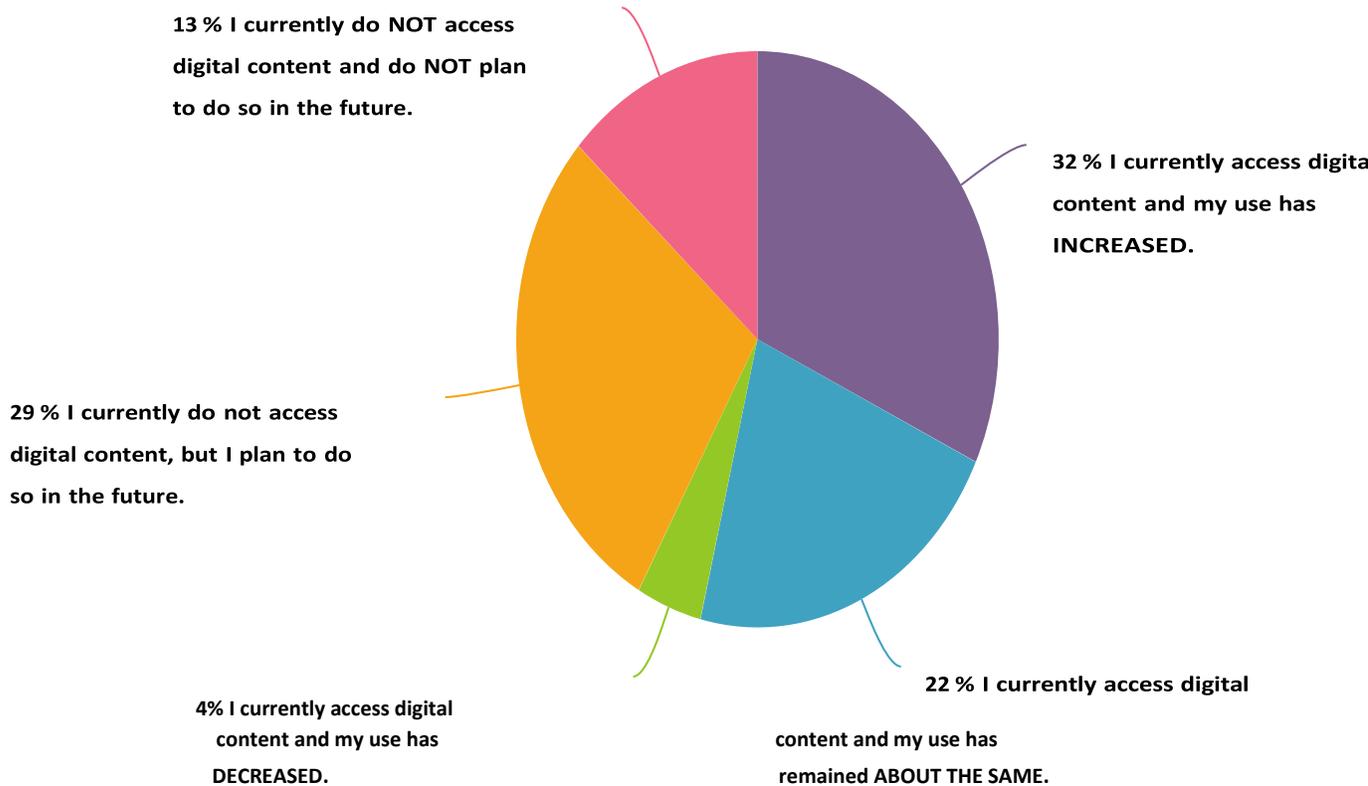
Make a donation or support the library Count Row %	561 54.9%	423 41.4%	37 3.6%	1,021
Find a library location Count Row %	666 65.8%	306 30.2%	40 4.0%	1,012
Get homework help Count Row %	900 88.7%	91 9.0%	24 2.4%	1,015
Read about new or featured items at the library Count Row %	347 33.8%	496 48.3%	183 17.8%	1,026
Totals Total Responses				1,099

4. How often do you attend the following types of events at the library?

	Never	Sometimes – 1-4 Times Per Year	Frequently – Weekly or Monthly	Responses
Programs or events to expand my skills or expertise (computer skills, language learning, personal finance) Count Row %	739 71.1%	264 25.4%	36 3.5%	1,039
Programs or events that foster my love of reading (author visits or book discussions) Count Row %	747 72.6%	238 23.1%	44 4.3%	1,029
Programs or events to learn more about topics that interest me (cooking, genealogy, knitting) Count Row %	707 68.2%	284 27.4%	45 4.3%	1,036

Programs or events as a source of entertainment (movies or concerts) Count Row %	746 72.2%	240 23.2%	47 4.5%	1,033
Programs or events for children (story times, crafts, STEM, performers) Count Row %	645 62.6%	255 24.7%	131 12.7%	1,031
Programs or events for teens and young adults (college application help, book discussions) Count Row %	873 84.5%	140 13.6%	20 1.9%	1,033
Totals Total Responses				1099

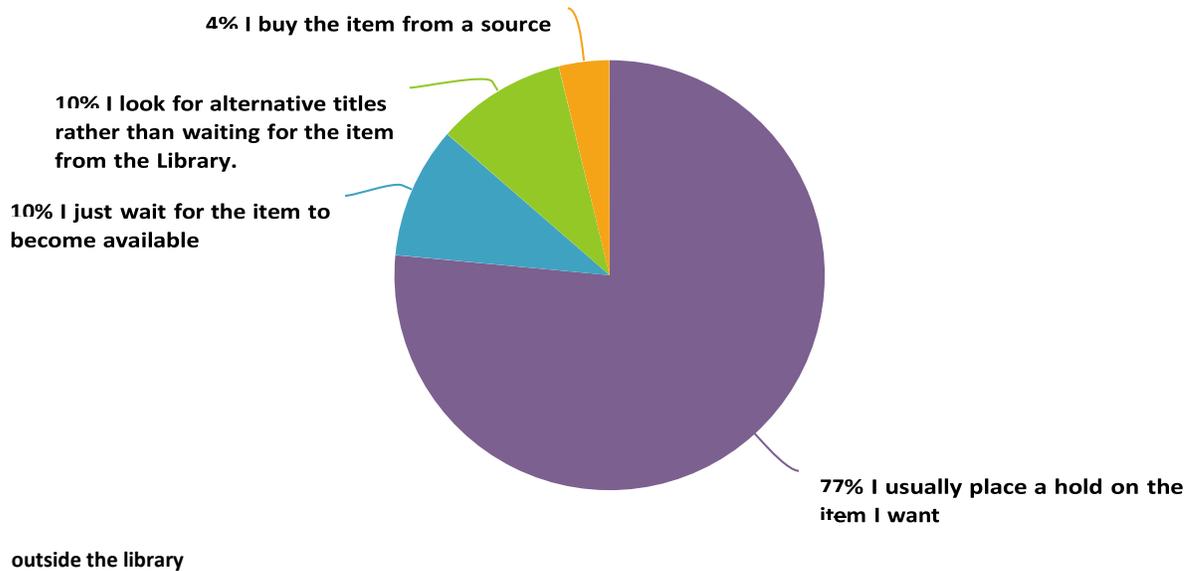
5. Which statement best describes your use of eBooks, digital audiobooks, and other digital content in the past five years?



Value		Percent Responses	
I currently access digital content and my use has INCREASED.		32.0%	317
I currently access digital content and my use has remained ABOUT THE SAME.		21.8%	216
I currently access digital content and my use has DECREASED.		4.4%	44
I currently do not access digital content, but I plan to do so in the future.		28.5%	282
I currently do NOT access digital content and do NOT plan to do so in the future.		13.3%	132

Totals: 991

6. Please select the statement that best describes how you select your reading materials if they are not immediately available from the library.



Value		Percent Responses	
I usually place a hold on the item I want		76.5%	758

I just wait for the item to become available		9.9%	98
I look for alternative titles rather than waiting for the item from the Library.		9.8%	97
I buy the item from a source outside the library		3.8%	38

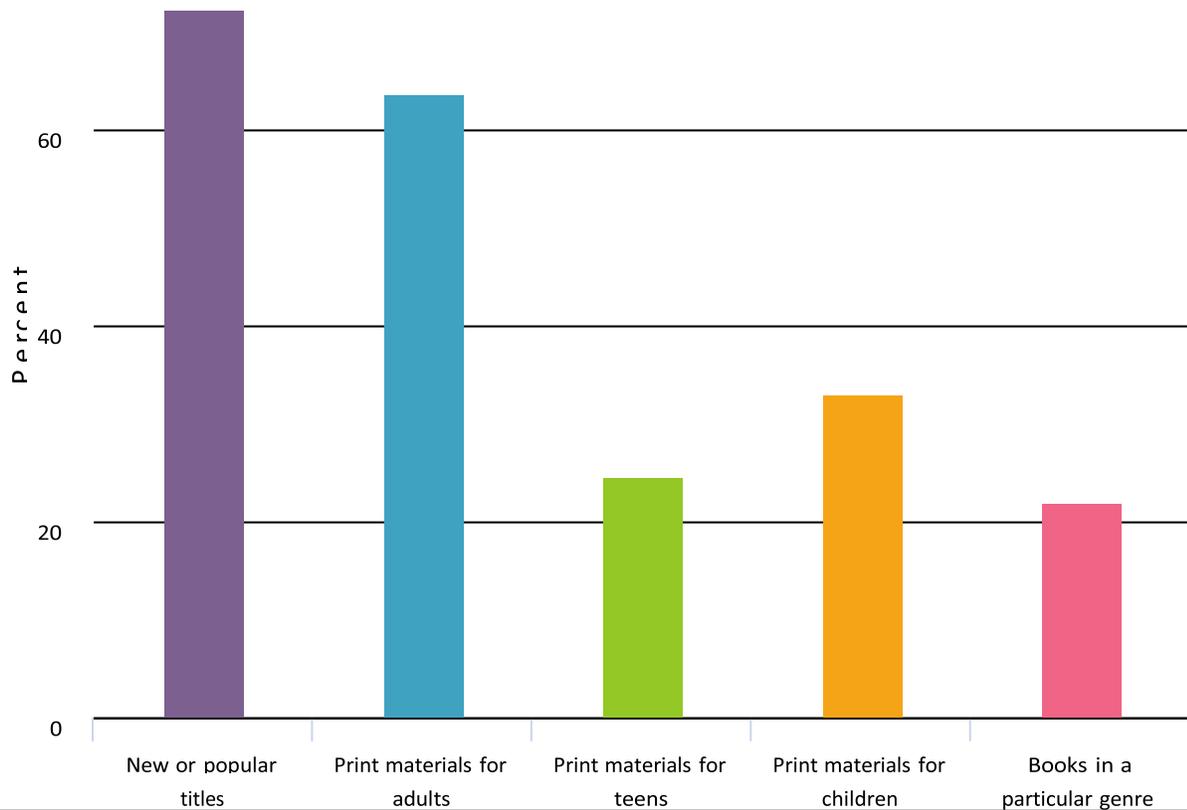
Totals: 991

7. How important would the following possible enhancements be to your library experience?

	1 – Very Important	2 -Important	3 – Neutral	4 – Less Important	5 – Not as Important	Responses
Kiosks for checking out library materials OUTSIDE of the Library branches, such as at the grocery store, retail locations, etc. Count Row %	79 8.0%	72 7.3%	183 18.6%	135 13.7%	514 52.3%	983
Easier or more convenient ways to download digital materials to personal devices Count Row %	324 33.0%	189 19.2%	217 22.1%	68 6.9%	184 18.7%	982
Increased availability of public computers Count Row %	121 12.3%	90 9.2%	224 22.8%	146 14.9%	402 40.9%	983
Shorter wait times for reserved items Count Row %	223 22.6%	214 21.7%	260 26.4%	116 11.8%	172 17.5%	985

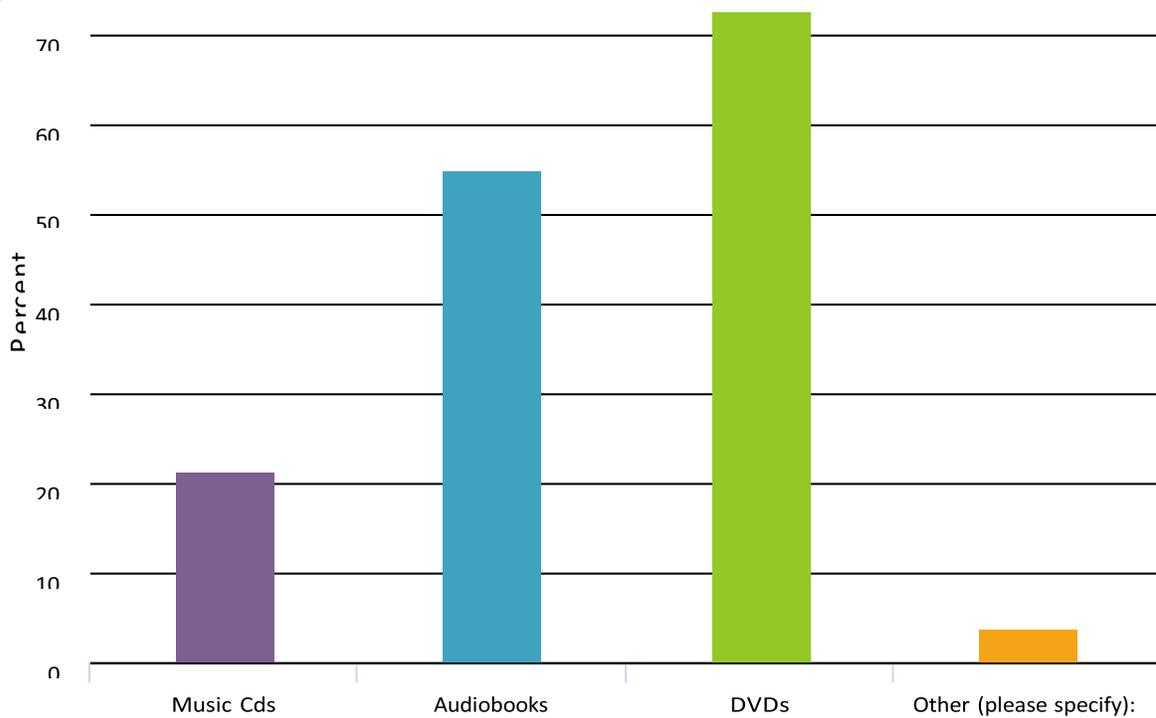
More meeting rooms or group spaces Count Row %	92 9.3%	114 11.6%	245 24.9%	176 17.9%	258 36.3%	985
Increased staff interaction Count Row %	92 9.3%	128 13.0%	336 34.0%	179 17.2%	262 26.5%	988
More assistance with job searches Count Row %	56 5.7%	71 7.2%	152 15.4%	142 14.4%	565 57.3%	986
Homework help centers Count Row %	97 9.9%	90 9.2%	204 20.8%	112 11.4%	480 48.8%	983
Friendly, approachable staff Count Row %	516 53.0%	181 18.6%	153 15.7%	41 4.2%	82 8.4%	973
Totals Total Responses						1,099

8. What kinds of print materials are most important to you? Please select ALL that apply.



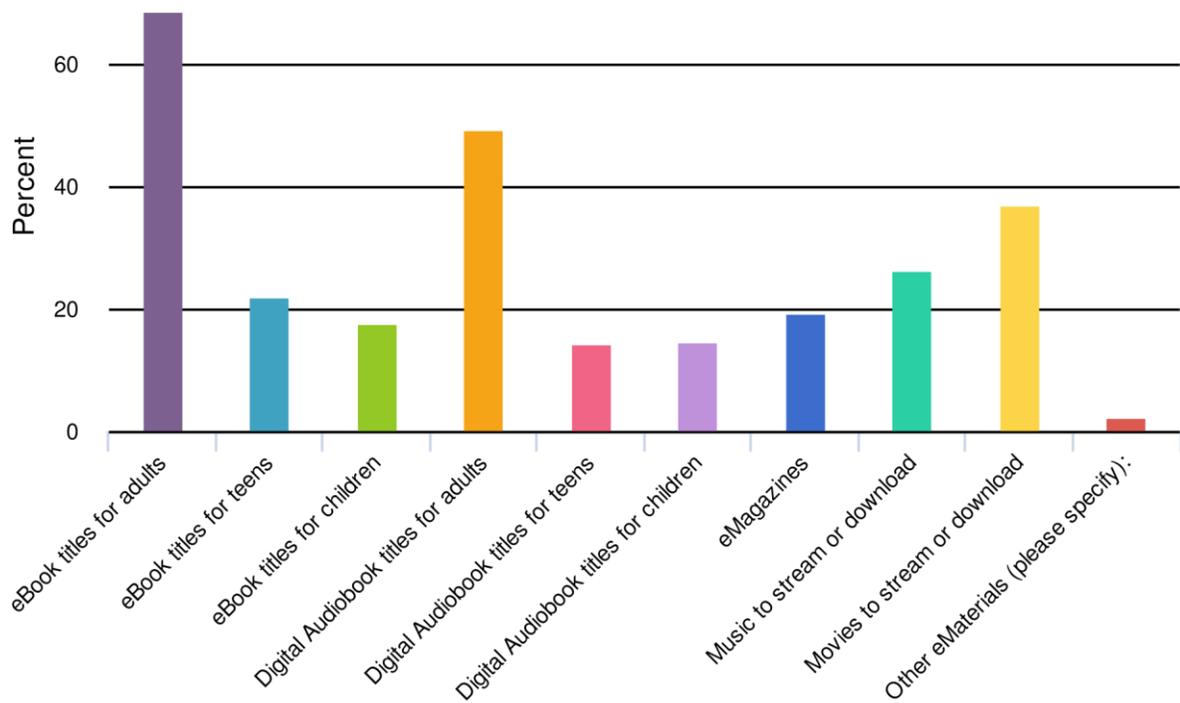
Value		Percent	Responses
New or Popular Titles		72.4%	707
Print materials for adults		63.6%	621
Print materials for teens		24.8%	242
Print materials for children		33.0%	322
Books in a particular genre (please specify):		21.9%	214

9. What kinds of A/V materials are most important to you? Please select ALL that apply.



Value		Percent	Responses
Music CDs		21.4%	192
Audiobooks		55.1%	495
DVDs		72.7%	654
Other (please specify):		3.9%	35

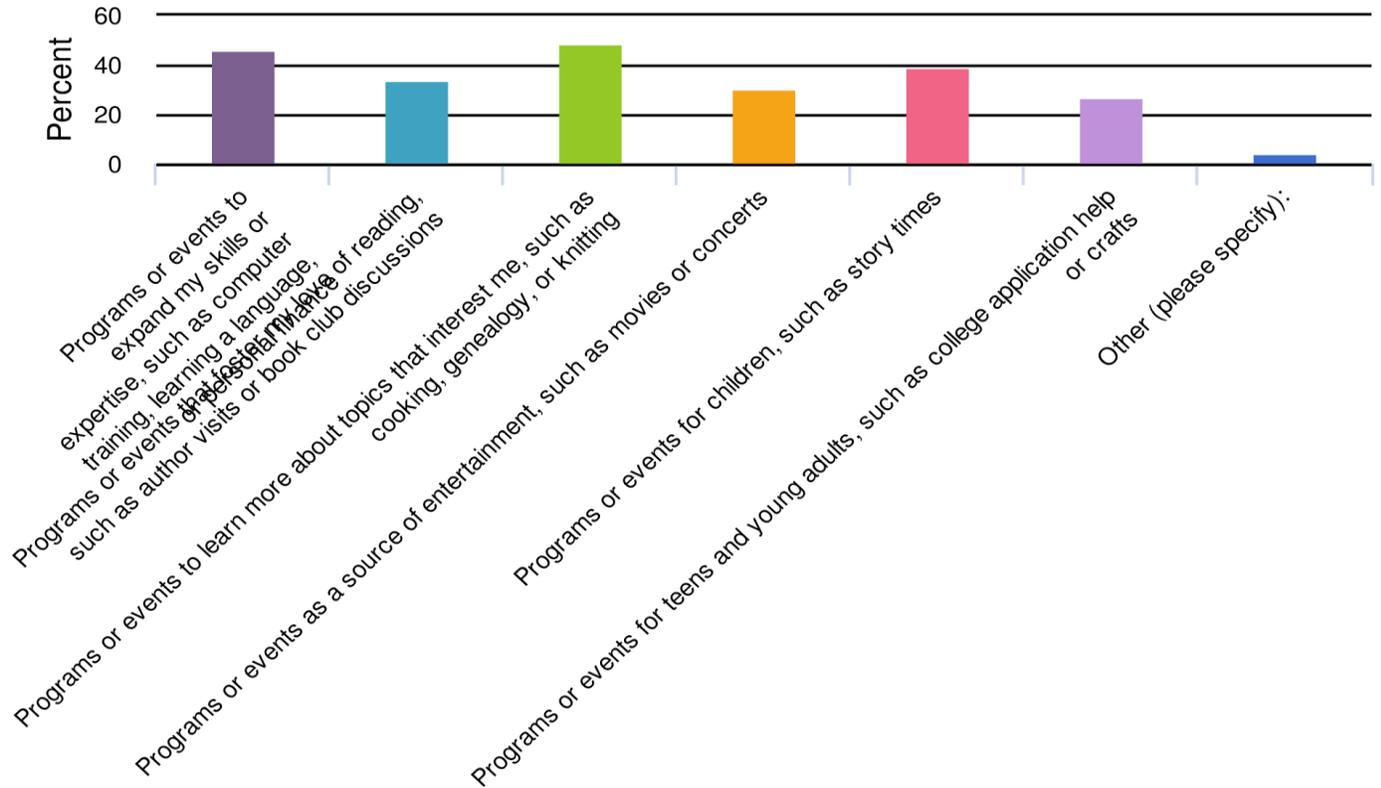
10. Which kinds of digital materials are most important to you? Please select ALL that apply.



Value **Percent** **Responses**

eBook titles for adults		68.8%	591
eBook titles for teens		22.1%	190
eBook titles for children		17.6%	151
Digital Audiobook titles for adults		49.5%	425
Digital Audiobook titles for teens		14.4%	124
Digital Audiobook titles for children		14.7%	126
eMagazines		19.2%	165
Music to stream or download		26.4%	227
Movies to stream or download		36.9%	317
Other eMaterials (please specify):		2.4%	21

11. Which types of programs or activities are most important to you? Please select ALL that apply.



Value	Percent	Responses
Programs or events to expand my skills or expertise, such as computer training, learning a language, or personal finance	46.1%	403
Programs or events that foster my love of reading, such as author visits or book club discussions	33.6%	294
Programs or events to learn more about topics that interest me, such as cooking, genealogy, or knitting	48.9%	428
Programs or events as a source of entertainment, such as movies or concerts	30.2%	264
Programs or events for children, such as story times	39.1%	342
Programs or events for teens and young adults, such as collect application help or crafts	27%	236
Other (please specify):	4.2%	37

12. On a scale from 1 (Very Dissatisfied) to 5 (Very Satisfied), please rate each of the following library features. Select "N/A" if you have never used that particular library service.

	1 – Very Dissatisfied	2 - Dissatisfied	3 – Neutral	4 - Satisfied	5 – Very Satisfied	N/A	Responses
Hours of operation Count Row %	38 4.0%	45 4.7%	137 14.3%	230 24.1%	487 50.9%	19 2.0%	956
Seating areas at library locations Count Row %	29 3.1%	55 5.8%	201 21.3%	231 24.4%	351 37.1%	78 8.3%	945
Staff assistance Count Row %	27 2.8%	15 1.6%	69 7.2%	190 19.8%	635 66.3%	22 2.3%	958
Friendliness of staff Count Row %	26 2.7%	15 1.6%	60 6.3%	162 17.0%	679 71.2%	12 1.3%	954
Safety at library locations Count Row %	29 3.0%	40 4.2%	110 11.5%	234 24.4%	515 53.7%	31 3.2%	959
General condition and upkeep of the library's facilities Count Row %	20 2.1%	37 3.9%	139 14.5%	271 28.3%	478 49.9%	12 1.3%	957
Parking at library locations Count Row %	33 3.5%	69 7.2%	172 18.0%	242 25.3%	430 45.0%	10 1.0%	956

Ease of placing and picking up reserves Count Row %	23 2.4%	10 1.0%	79 8.3%	192 20.1%	582 60.8%	71 7.4%	957
Collection of new and current materials Count Row %	22 2.3%	40 4.2%	187 19.6%	317 33.3%	334 35.0%	53 5.6%	953
Reading materials collection Count Row %	14 1.5%	37 3.9%	209 22.0%	318 33.4%	321 33.7%	53 5.6%	952
Music CD collection Count Row %	12 1.3%	33 3.5%	133 14.0%	149 15.7%	114 12.0%	507 53.5%	948
Audiobook collection Count Row %	12 1.3%	57 6.1%	187 19.9%	198 21.1%	131 14.0%	353 37.6%	938
Movies/DVDs collection Count Row %	12 1.3%	44 4.7%	184 19.5%	264 28.0%	201 21.3%	238 25.2%	943
Digital materials collection (eBooks and other eMaterials) Count Row %	14 1.5%	58 6.2%	167 17.8%	211 22.4%	153 16.3%	337 35.9%	940

The library website Count Row %	14 1.5%	42 4.4%	142 14.9%	302 31.7%	399 41.9%	53 5.6%	952
WiFi access at Library locations Count Row %	16 1.7%	25 2.7%	79 8.4%	162 17.2%	301 32.0%	359 38.1%	942
Public computers at Library locations Count Row %	18 1.9%	26 2.7%	114 11.9%	177 18.5%	232 24.2%	390 40.8%	957
Totals Total Responses							1,099

13. On a scale from 0 (Very Dissatisfied) to 10 (Extremely Satisfied), please rate your overall satisfaction with the library.



Totals: 964

14. Please provide any additional comments you would like to share with the library here:

