I GOT 99 PROBLEMS AND MY LIBRARY SURVEY IS ONE

Sarah Jones-Lutter
INTRODUCTION

In March 2019, the Redfield Carnegie Library received the OCLC and Webjunction Small Libraries Create Smart Spaces Grant.

Redfield Carnegie Library

The city of Redfield applied to the Andrew Carnegie Foundation for a $10,000 endowment in 1902. The Redfield Carnegie Library has the distinction of being the oldest Carnegie library in continuous use in the state of South Dakota.
PROS & CONS of a library survey

Cons

- Respondents must have the ability to read
- Limits to English-speaking users
- Lower return rates in print surveys

Pros

- Inexpensive
- Immediate response
- Online can gather information from users and nonusers
TIMELINE

Start

Research

April

Create Survey; Reach out to sponsors

May

May - June

Promote survey

July - August

Compile data and analyze results
The Redfield Carnegie Library wants to hear from you about what services and programs you use or want to see in the library. Please complete this survey and return it for a chance to win one of 17 gift cards.

Section 1: Please tell us about how you use the library and your opinions about the library.

1. Do you have a library card?
   - Yes
   - No
   - I Don't Know

2. How often do you visit the library?
   - At least once a week
   - Once a month
   - Never
   - Once every six months

3. If you don't visit the library, what would draw you there?
   - If you visit the library often, what keeps you coming back?

4. How important is each of the following library services to you?

<table>
<thead>
<tr>
<th>Service</th>
<th>Very Important</th>
<th>Important</th>
<th>Somewhat Important</th>
<th>Not Important</th>
<th>Don't Use/Not Applicable</th>
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<tr>
<td>Assistance with schoolwork (e.g.,</td>
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<td>Help using computers, printers, etc.</td>
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5. I am most interested in (check all that apply):
   - Learning about something (taking a class, attending a lecture)
   - Learning how to something (learning a language, a craft, gaining skills in an art form, etc.)
   - Opportunities to meet other people, share an experience (book discussions, socials, travel)
   - Opportunities to do something (volunteer, social change, community projects)

6. What is the best time for you to visit the library (check all that apply)?
   - Weekdays: mornings (9am-noon), afternoon (noon-5pm), evenings (5pm-8pm)
   - Weekends: mornings (9am-noon), afternoon (noon-5pm), evenings (5pm-8pm)

7. What do you value most about the library?

8. How could the library or its services be improved?

Section 2: Please tell us about yourself so that we may better serve you.

9. How old are you?
   - Up to 18 years old
   - 19-34 years
   - 35-49 years
   - 50-64 years
   - 65-79 years
   - 80 years and older

10. What gender best describes you?
    - Female
    - Prefer not to disclose

11. What language is spoken at your home?
    - English
    - Spanish
    - German
    - Other: ________________

12. What is your employment status?
    - Employed or self-employed
    - Homemaker
    - Unemployed
    - Retired

13. Do you have children under 18?
    - Yes
    - No

Please write any comments or list any issues that you would like to see the library consider as it plans for the future.

If you would like to be entered to win a gift card, please complete the following information (Not required):

Name:

Phone Number:

Email:

THANK YOU FOR TAKING THE TIME TO COMPLETE THIS SURVEY AND FOR HELPING US TO SERVE YOU BETTER! PLEASE RETURN IT TO ANY OF THE SURVEY RETURN BOXES AROUND TOWN, TO THE REDFIELD CARNEGIE LIBRARY, OR MAIL IT TO:

REDFIELD CARNEGIE LIBRARY
502 5th Ave
Redfield, SD 57469

Survey Return Locations

Anytime Fitness
The Bandstand
First Congregational United Church of Christ Redfield
Heartland State Bank
Our Savior's Lutheran Church
Redfield Carnegie Library
Redfield City Hall
Simply Charming
Spink County Treasurer's Office
St. Bernard & All Saints Catholic Church
Sponsors

Appel Oil
Rooster's

Leo's Good Food
The Bread Box

Redfield Food Center
Ace Hardware

Anytime Fitness
DQ
SUBWAY
Simply Charming
HELP US HELP YOU!
TAKE THE
REDFIELD LIBRARY SURVEY
Complete the survey and be entered to win $25 TO Anytime Fitness!

Fill out a paper survey and place it in the manila envelope
OR
Scan the QR code to take the survey online.
This survey is open until June 30th.

Your responses are voluntary and confidential. Responses will not be identified by individual.
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**Redfield Carnegie Library 2019 Survey**

**What Are the Most Important Library Services?**
- Borrowing materials
- Free internet/Wi-Fi
- Programming

**Key Results**
- 89% of respondents think the library is very important or important.
- 68% of respondents have library cards.
- 52% of respondents visit the library once a month or more often.

**What Do Respondents Value Most About the Library?**
- Books
- Staff
- Children's resources

**Suggestions**
- The top four most popular suggestions for improving the library are:
  - More programs (26)
  - More consistent hours (18)
  - More books (11)
  - More kids activities (6)

**Top LDG Themes:**
- ESL Classes
- Book Clubs
- Speakers
- Top LDG
CONTACT ME

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Social Media

@RedfieldLibrary

Facebook

Redfield Library

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BIBLIOGRAPHY


