

The Community Survey and You

This past fall, the library asked for your feedback on how we are meeting your needs. We are grateful to everyone who took the time to answer our 11 questions. We appreciate the many kind words you shared with us regarding your visits to the library and the questions you asked us. The 3 major areas where participants had questions were; hours of operations, use of the library card and library programs.

Hours of Operation

Many people asked why we couldn't be open on Sundays all year. We study usage patterns of the library by our community. At any given time, it is possible for us to know how many folks visited that day. To take it further, we know when we are likely to have the most people in the building and when we will have the least. Our studies have shown us that once the weather turns and it is nice to be outside, we do not see as many folks inside the building. This also holds true for extending our hours later into the evening. While a few of you might enjoy and use the library at those times, we do not see enough people to warrant the cost of labor to staff the building. And that is why despite the many studies we have done on usage of the building; we have determined it is not cost effective to increase the hours.

Library Card Usage

The questions that were asked about library cards covered two topics: cost to non-residents and the need to have a card, or know the number, for services. Let's start with cost to non-residents. The library is mainly funded by taxes paid by people living in our service district. When we last checked, the average taxpayer gave \$75 to the library. When we became a district library, it was determined that folks who wanted to use any library service that required a library card, but were not taxpayers, should pay something for the service. We are grateful to our community for their support.

Every library card belongs to the person who signed for it. It is their responsibility to use it as they see fit. By asking that everyone carry their card, know their card number or show it to us on the library app, we are celebrating that independence. We accept no substitute, like a driver's license or student ID, for the card because not everyone has one. We strive to provide consistent and equal treatment to all. By accepting only a library card we are assured we are doing just that. We realize this may seem inconvenient for some, and that is why we have established a free app for the library. When you download it, you will always have your card with you.

Programming

In the survey we read concerns in this category for programming for all ages. Several participants in the survey wonder if we could offer more afterschool programs for the 3rd and 4th graders. We listened and are happy to announce that almost every month there will be activities planned for this special group of children. Working adults wondered if it was possible to hold programs for them at a consistent time in the evenings or on weekends during the day. We listened to those concerns and are making the necessary adjustments to schedule our adult programs when it will be most convenient for you to attend.