



2006 Patron Satisfaction Survey

November 6 through November 19, 2006

Introduction	page 1
Overview	page 2
Conclusion	page 6

INTRODUCTION

The Warrenville Public Library District conducted a Patron Satisfaction Survey during a two-week period from November 6 through November 19, 2006. During that period, each patron who visited the library was invited to take part in the survey. A total of 375 surveys were completed. While most surveys were completed at the library, 59 patrons completed the survey online.

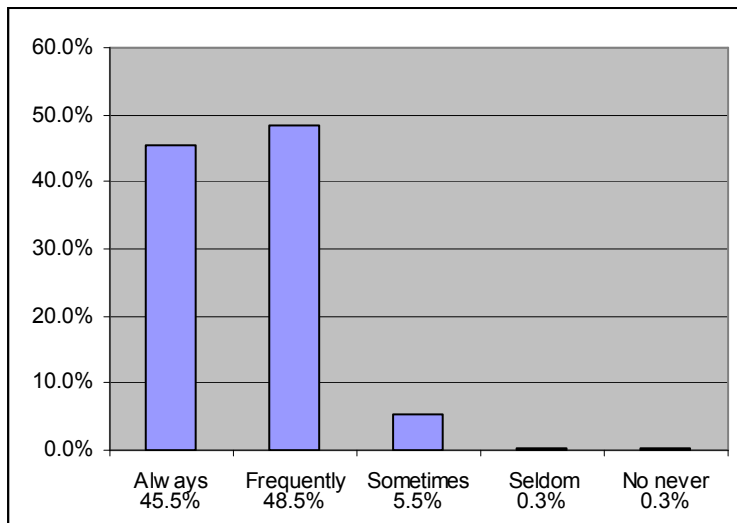
The Patron Satisfaction Survey consisted of 10 library-related questions plus optional demographic questions. The questions surveyed patrons' satisfaction with library services, collection, electronic resources, and staff. Additionally, patrons' were asked how they obtain information about library services and their reasons for visiting the library. Patrons were encouraged to add comments that related to each specific question. The survey also asked for new service ideas and general comments or suggestions.

OVERVIEW

96% of the patrons who completed the survey have a Warrenville Public Library District library card.

The results of the Patron Satisfaction Survey suggest that library users have a positive view of the library and its services.

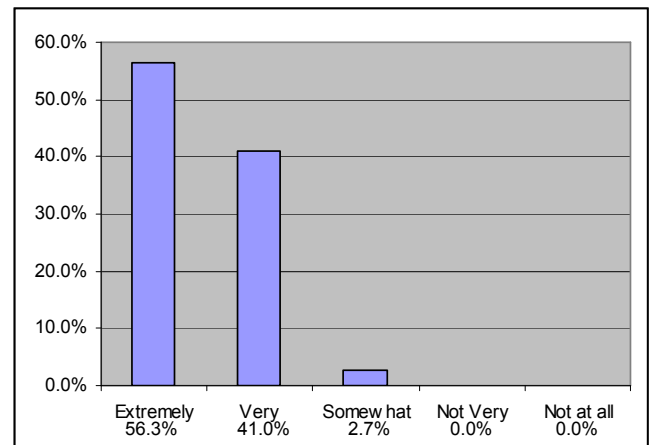
When you visit the library, do you find the information that you are looking for?



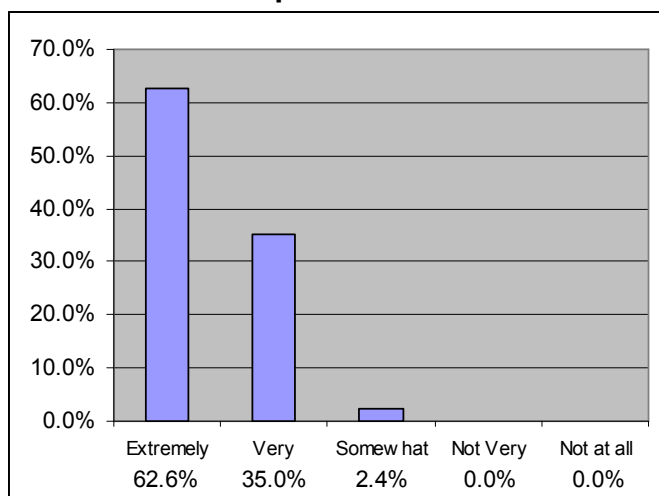
94% say they are able to find the information they are looking for on most of their visits to the library.

97.3% rated their satisfaction with the library's overall services at the highest two levels.

How satisfied are you with the overall services of the library?



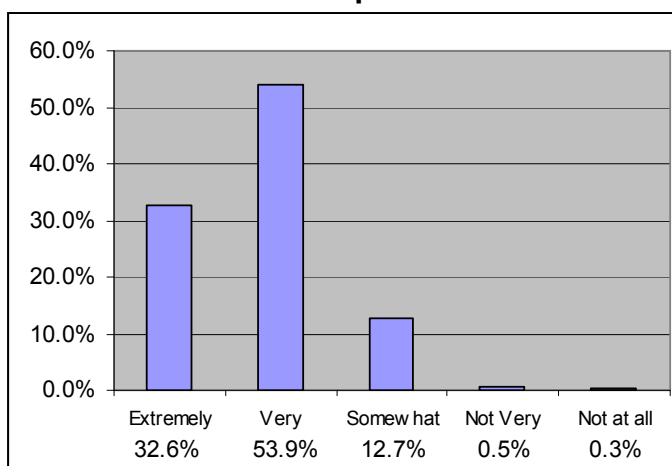
How helpful is our staff?



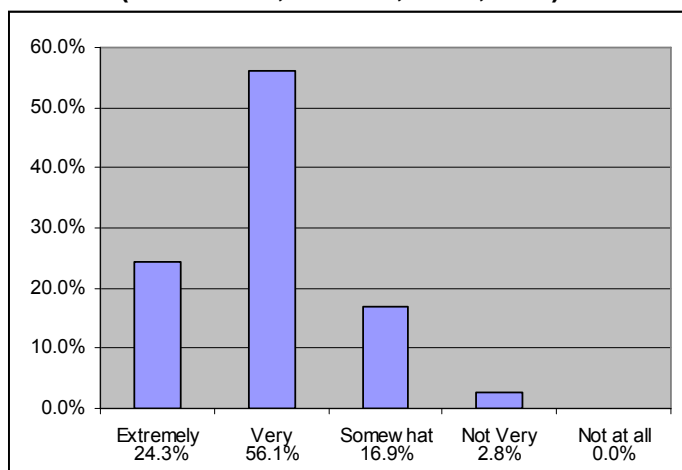
97.6% rated the helpfulness of staff as either “extremely” helpful or “very” helpful.

While 86.5% expressed that they were extremely satisfied or very satisfied with the library hours, many comments reflected suggestions for extended hours on weekday mornings, Friday evenings, and weekends.

How satisfied are you with the library's hours of operation?



How satisfied are you with the collection (i.e. books, videos, CDs, etc.)?



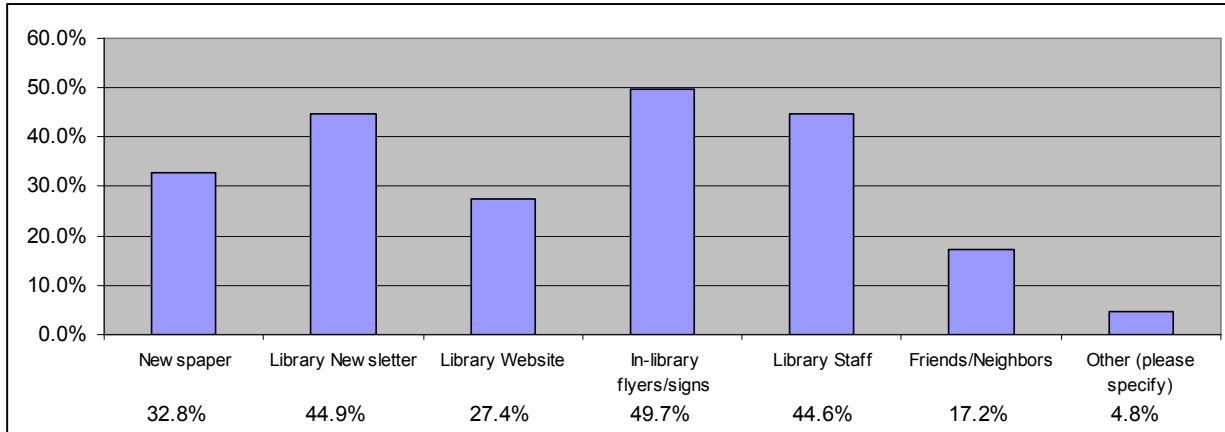
Satisfaction with the collection is improved over the April 2005 survey results when:

- 14% indicated that they were “extremely” satisfied,
- 52% indicated that they were “very” satisfied,
- 29% indicated that they were “somewhat” satisfied, and
- 5% indicated that they were “not very” satisfied.

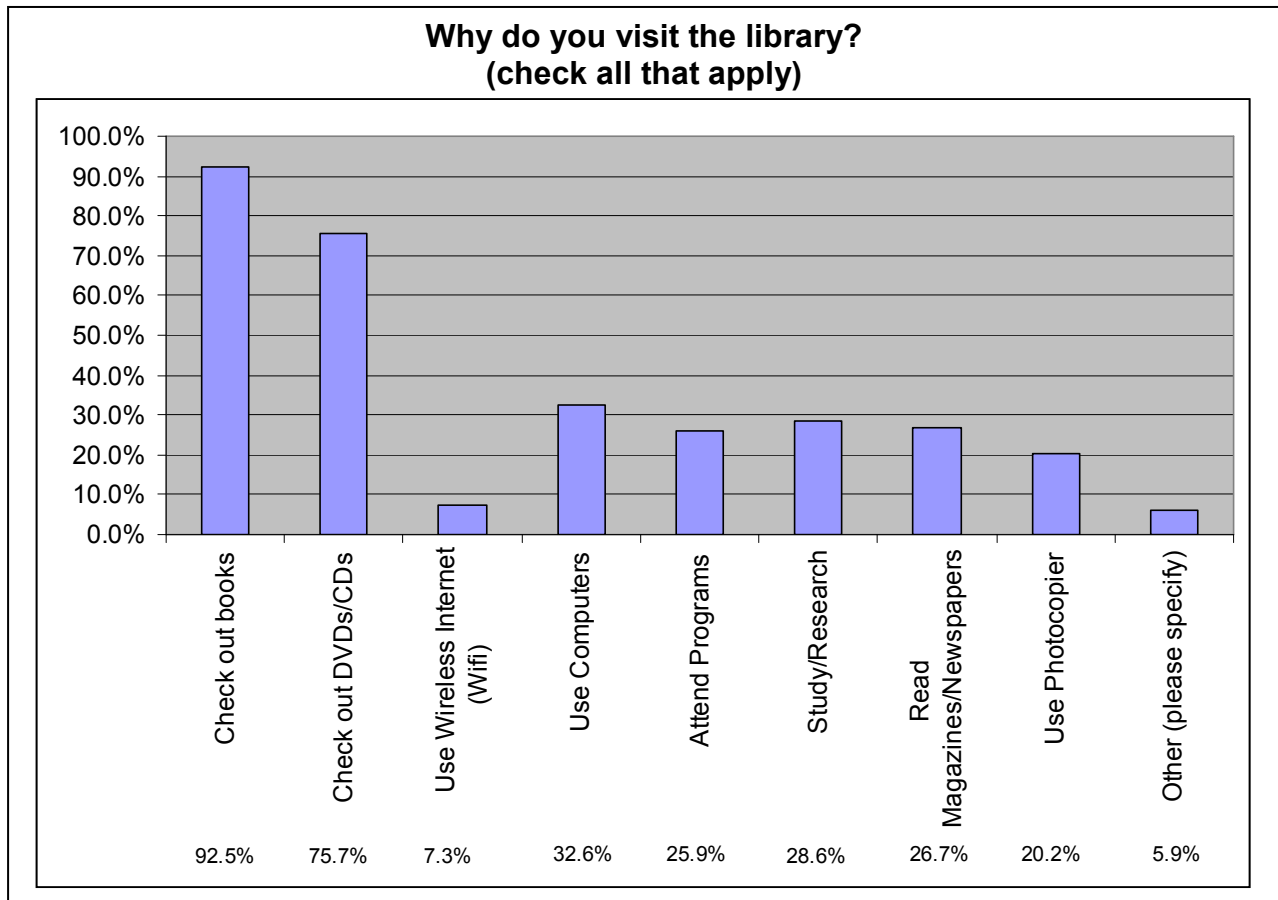
However with almost 20% (1 out of 5) of the respondents only “somewhat” or “not very” satisfied, the survey indicates that improvements to the collection are still needed.

When it comes to finding out about the library and its services, library-sponsored publicity received the highest rankings. In-house flyers, library staff, and the library newsletter are successful in reaching nearly 50% of our users. Following these top three resources are Newspaper(s) (33%), Library Website (27%), and Friends/Neighbors (17.2%). Others noted they learned about library services from the Chamber of Commerce new resident program, the city newsletter, and school announcements.

**How do you find out about the library's programs and services?
(check all that apply)**



Overwhelmingly, the main reason people come to the library is to borrow materials. 92.5% visit the library to check out books. 75.7% visit the library to borrow DVDs/CDs. Nearly 1/3 of our visitors use the library's computers. Approximately 25% visit to attend programs, study, read periodicals, or use the photocopy machine.



CONCLUSION

In summary, the responses indicate a high degree of satisfaction with the overall services that the library provides and with the helpfulness of the library's staff.

While satisfaction with the collection has improved over the previous survey, patrons expressed a desire for continued improvement and expansion, especially in the audio/visual collection (DVDs, CDs, and Books on CD). Comments regarding the book collection pointed to specific subject areas that were weak in the eyes of individual patrons, but did not indicate a greater dissatisfaction with the print collection.

Patrons appreciate the availability of computers and free Internet access, but some comments suggest that training opportunities may increase awareness and usage of the library's online resources.

Many respondents requested extended hours at varying times including weekday mornings and weekend evenings. The Library may want to investigate the costs associated with extending operating hours.

A wide variety of suggestions for new and improved services were given.