

## Warren Public Library 2017 Survey - Review

We would like to thank everyone who responded to the Warren Public Library's 2017 survey. Your feedback was invaluable, and now that we've had a chance to go over your responses, we'd like to share some of the key things we learned, and how we hope to use some of that information.

Demographically, the folks who took the survey looked a lot like the Town of Warren itself; that is, an aging population (more than half the respondents were 55 or older), with a small but engaged group of young families. Fifty percent of those polled said they have attended some of the Library's programs for adults, but nearly six out of ten have attended our programs for children. Our new children's librarian, Melissa Fillie, has been focusing on coming up with programs the whole family can enjoy, like our recent Pizza and a Movie night.

Those taking the survey were overwhelmingly satisfied (75%) with our current days and hours of operation, although about a third of you said you might visit more often if we had evening hours. For the record, the Library is open until 7pm every Tuesday.

We asked how you use the Library, and it was no surprise that the majority come here to borrow books (90%) and movies and DVDs (59%). A significant number (37%) take advantage of our inter-library loans, and more than one in four attend our programs for adults, seniors and children. One in five enjoy picking up books at our book sale and taking advantage of free museum and park passes.

Nearly three out of four of you (73%) visit our website. We were somewhat surprised – and very gratified – at how many of you expressed an interest in borrowing online e-books and streaming movies and music to your smartphones, tablets, laptops and desktop computers (74%). Your overwhelming response is the reason we're making our online services a top priority for the coming year. We have already launched "Hoopla," a free online streaming service for books, music, movies and more (We'll be holding classes in the New Year on how you can get the most from Hoopla)...and we have just begun the process of totally revamping and modernizing our website to make it easier to use and more feature-rich. We expect to roll out the new website early in the Spring.

You told us you are generally satisfied with our book collection. We want you to know that our Book Committee meets every month to decide what new selections to add. In the New Year, we plan to add another brand-new service to our website called "Wowbrary," which will keep you up-to-date on all our new offerings, along with cover art and descriptions of all the new books in our catalog.

A handful of you expressed concern about the state of the Library building itself. We've made improvements to our program room/public meeting space, including new chairs, carpeting and window treatments, and added a state-of-the-art projector system. We have plans for other significant renovations of the Library building, and we'll keep you posted as those plans progress.

At the end of our survey, we asked if you felt the Library was an essential part of the community. We're happy to report that your response was a resounding "Yes." Here's just a little of what you had to say:

"The library provides resources to help the community be lifelong learners."

"Beyond being a place to borrow a book, this is a great place to...keep up with goings on in town. No place fills those needs better than the library."

“It's the intellectual heart of the community.”

“Because it brings the community together and serves as a place to learn, meet new people, share ideas, and be entertained!”

Thanks! We couldn't have said it any better ourselves. If you didn't have an opportunity to take the Library survey, you can always email us at [WarrenPL@optonline.net](mailto:WarrenPL@optonline.net) with your thoughts and suggestions.

We look forward to seeing you at the Library!