

Results of Library Needs Assessment Survey July 2, 2010

The "Library Needs Assessment" survey was created by a community member group to gather thoughts and preferences for the soon to be built, west branch of the Osceola Library System. The group met in May to decide deadlines, etc. The survey was created thru various emails. It was available online thru the county website, and thru www.wofol.org. Hard copies were available at the library branches, as well as Celebration high school, the backpack program thru the k-8 school, town hall and each member of West Osceola Friends of the Library, Inc., received on by mail or email. The deadline to receive completed surveys was June 15, 2010. A tally of the surveys was completed on June 24, 2010. Here are the results:

NOTE: Approximately 150 surveys were completed. Some of the respondents did not answer all the questions. The percentages for each answer were calculated based on the number of responses for each individual question.

Facility Questions ~

1. How useful is it to you and your family to have a quiet area separate from other gathering and/or browsing areas in the Library?

54% very useful 30% occasionally useful 13% not useful

2. Many libraries outsource building space to food vendors that sell light refreshments to customers. Would you find light refreshment purchases at the Library a useful service?

30% very useful 38% occasionally useful 32% not useful

3. Finding space for meetings, club gatherings, literacy tutoring, etc. may be problematic. Would you find space allocated to meeting/gathering a useful service?

44% very useful 35% occasionally useful 21% not useful

4. Many libraries provide permanent space to *The Friends of the Library* to sell used books, magazines, gadgets/gifts, etc. to raise funds to improve the Library. How important is it to you to have funds raised to improve the Library?

64% very important 27% important 9% not important

5. Many libraries offer customers the convenience of a drive-up window to checkout resources they have placed on hold or return resources to a Library staff member. How important is it to you to have the convenience of a drive-up window?

31% very important 25% important 44% not important

6. Many libraries offer outdoor seating areas for reading, WiFi, etc. How important is it to you to have outdoor seating areas?

28% very important 40% important 32% not important

7. With the idea of outdoor Library seating areas, how important is it to you to have outdoor discovery/play areas for kids and tweens?

24% very important 27% important 49% not important

8. How important is it to you to have specialized areas to serve the needs of kids, tweens, teens, and families?

62% very important 28% important 10% not important

Services and Resources

1. Libraries often partner with other organizations to deliver workshops on topics such as ESL, Résumé Tips, Job Searching on the Internet, Quilting, Landscape Care, etc. How important is this type of Library programming to you?

45% very important 35% important 20% not important

2. How important is it to you to have access to eBooks for checkout?

33% very important 28% important 39% not important

3. How important is it to you to have access to eBook reader devices for checkout?

19% very important 29% important 52% not important

4. By using the library at a young age, kids learn the value of language, learning, and reading through activities disguised as play. How important is it to you to have access to activities for such as music, storytimes, student mentoring, and a summer reading club?

62% very important 26% important 11% not important

5. Libraries often partner with local arts associations to display the work of local artists. How important is this to you?

36% very important 41% important 22% not important

6. Traditionally, Libraries subscribe to a wide-variety of newspapers and magazines in print version. How important is this to you?

44% very important 37% important 19% not important

7. Many libraries encourage reading through events and activities—book clubs, author events & book signings, one book/one community, etc. How important is it to you to have reading-themed activities and events?

55% very important 30% important 15% not important

Summary of thoughts shared by respondents:

From a facility perspective the common theme was as big as possible, with meeting rooms, quiet spaces, lots of computer terminals, and good space for children. One person asked for a kitchen space for clean up after meetings.

From the services perspective, the common theme was children programs, clubs for teens, tweens, children and adults. One commenter used the phrase “As a Family” to describe the atmosphere of the West Branch. There was a request for a genealogy area.

Several of the respondents were children with comments that talked about more children’s themes. They also asked for places to park bicycles.

Identifiers of respondents:

- A. There were anywhere from 1 to 6 members of the household.
- B. Out of 138 responses to the zip code, 60% were from 34747, 12% from 34746, 9% from 34741, and 18% from 13 other zip codes in the area.
- C. 4 respondents were under 21. 7 respondents were over 71. 123 respondents who answered were from 22 to 70.
- D. 130 survey takers responded to the frequency question. 100 visit from daily to weekly. Only 2 said they never visit the library, and 5 seldom.