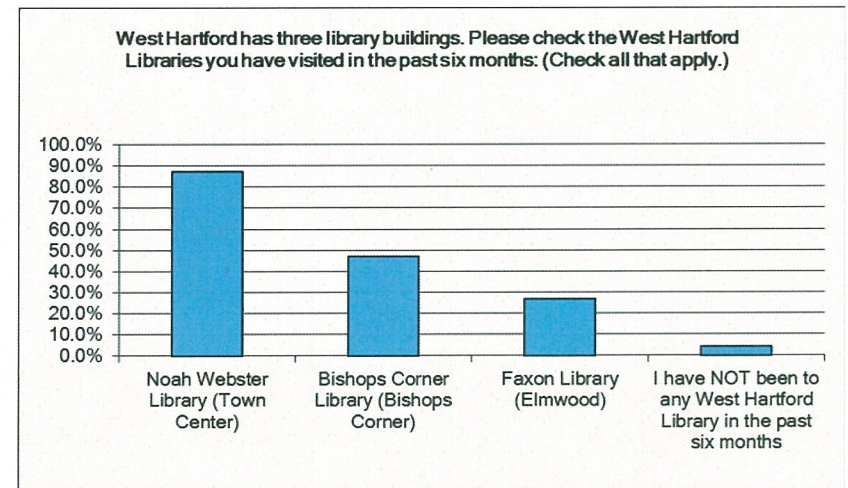# West Hartford Libraries Community Survey

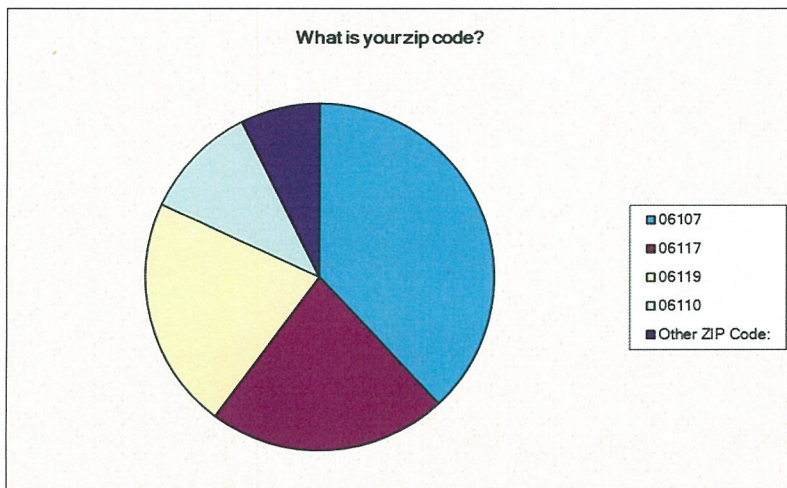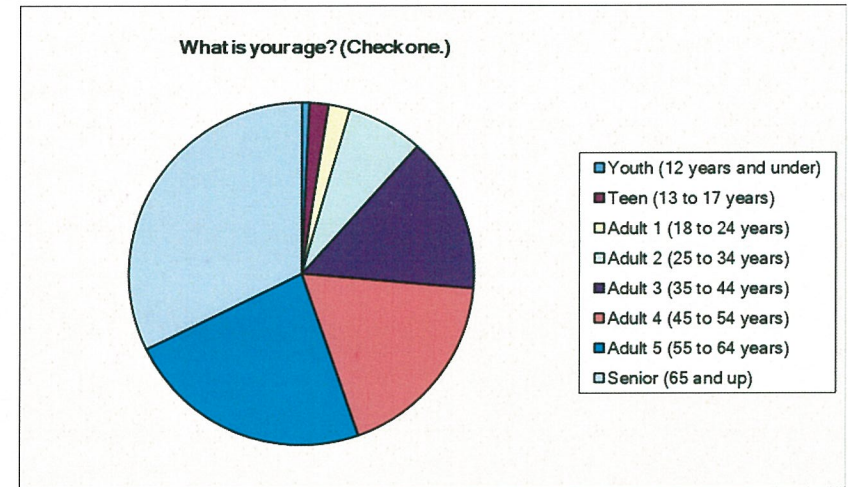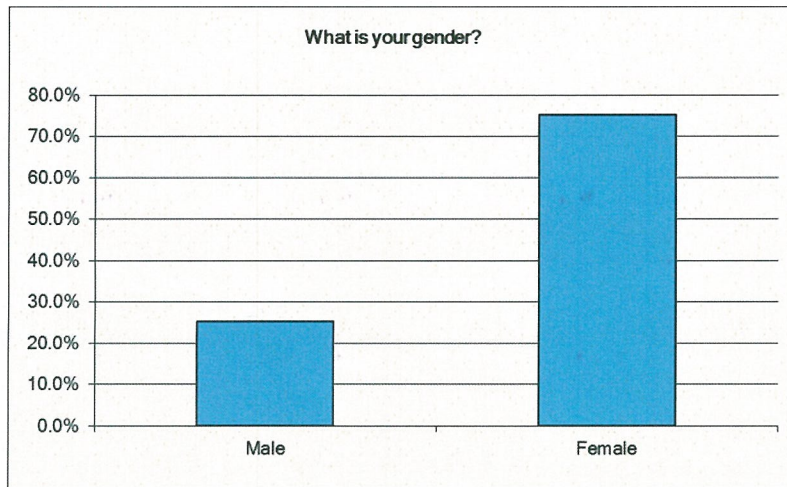Our Community Survey was developed by the Planning Team with input from all library service areas. The 25-question "Survey Monkey" survey was made available to the public online through a link on the Library's website, on dedicated computers located near the service desks in all three libraries, and in print in all public departments. The survey was open from July 4th through Labor Day and was publicized in the Library's weekly e-newsletter, the Town e-newsletter and list serve, the Library's Facebook page, the Neighbors and Friends in West Hartford Facebook group, the local press and via email and in person to members of Library discussion groups, Writers' Groups and the Friends of the Library. All respondents had the option to enter a drawing for an e-reader, the opportunity to sign up for the Library's electronic newsletter and/or to participate in a Community Conversation.

A total of 1832 individuals completed the survey, 1802 electronically and 30 in print.
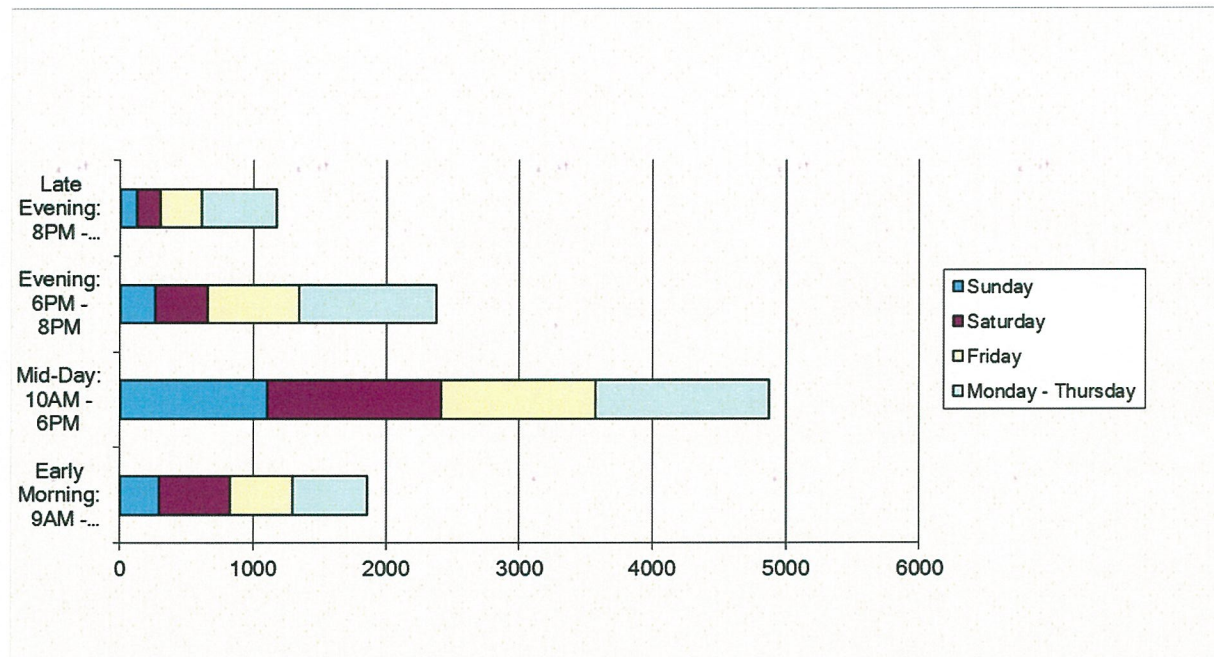
Of those, 770 answered the open-ended question: What else would you like to tell us? Over 72% of the responses included positive statements about West Hartford's libraries, library staff, programs, collections and/or services. 180 individuals made specific suggestions or provided constructive criticism. Other frequently addressed topics included library hours of operation, the need for free and convenient parking, and the elimination of restrictions on the number of items that may be reserved by library users through the electronic catalog.

Many of those who took the survey expressed their thanks for having been given the opportunity to share their views.

Who Answered our Survey? 1832 individuals (1714 WH Residents, 118 non-residents)

What is your gender?

What is your age? (Check one.)

Legend:
- Youth (12 years and under)
- Teen (13 to 17 years)
- Adult 1 (18 to 24 years)
- Adult 2 (25 to 34 years)
- Adult 3 (35 to 44 years)
- Adult 4 (45 to 54 years)
- Adult 5 (55 to 64 years)
- Senior (65 and up)

What is your zip code?

Legend:
- 06107
- 06117
- 06119
- 06110
- Other ZIP Code:

West Hartford has three library buildings. Please check the West Hartford Libraries you have visited in the past six months: (Check all that apply.)

Categories: Noah Webster Library (Town Center); Bishops Corner Library (Bishops Corner); Faxon Library (Elmwood); I have NOT been to any West Hartford Library in the past six months
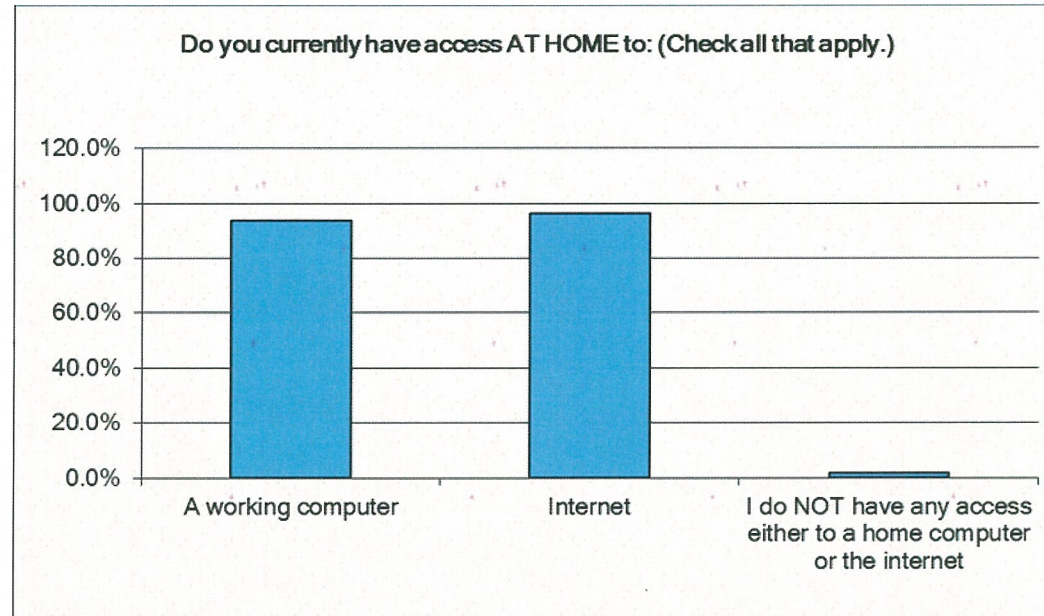
Preferred Library Hours

1805 total responses; over 90% prefer mid-day hours, 7 days a week

A follow-up survey is needed to determine preferred hours by location.

Computers and Internet Access

Do you currently have access AT HOME to: (Check all that apply.)

- 1812 total responses; 31 have neither computer nor Internet at home
- Half of those without either use the Faxon Library
- 67% without either are age 55 or older; 33% are between ages 25-54
- 80% without either live in 06110, 06119, or do not live in West Hartford

If you care for children or tweens, how would you enhance the Children's spaces?
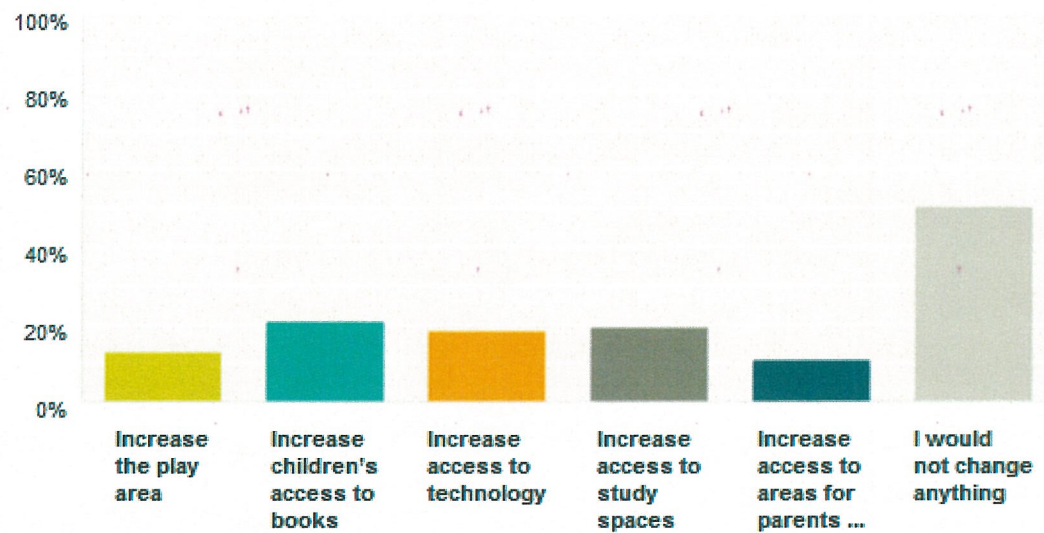
- 712 responses; 50% would not make any changes
- 21% would increase access to books
- 19% would increase study spaces
- 18% would increase technology

Library Resources Ranked by Importance

Resource	Rating
Books, newspapers, magazines, other print	3.9
Downladables	3.85
AV(audio books, DVDs, CDs)	3.6
Online Databases	3.35
Live Presentations	3.15
Online Learing	2.85
Discussions and writing groups	2.6
How To Programs	2.25

- 1735 total adult responses (ages 18-65+); 44 teen responses (ages 12-17)
- 60% of adults respondents rated print materials as Most Important, Very Important or Important
- 128 adults rated print materials as Not Very Important or Not Important
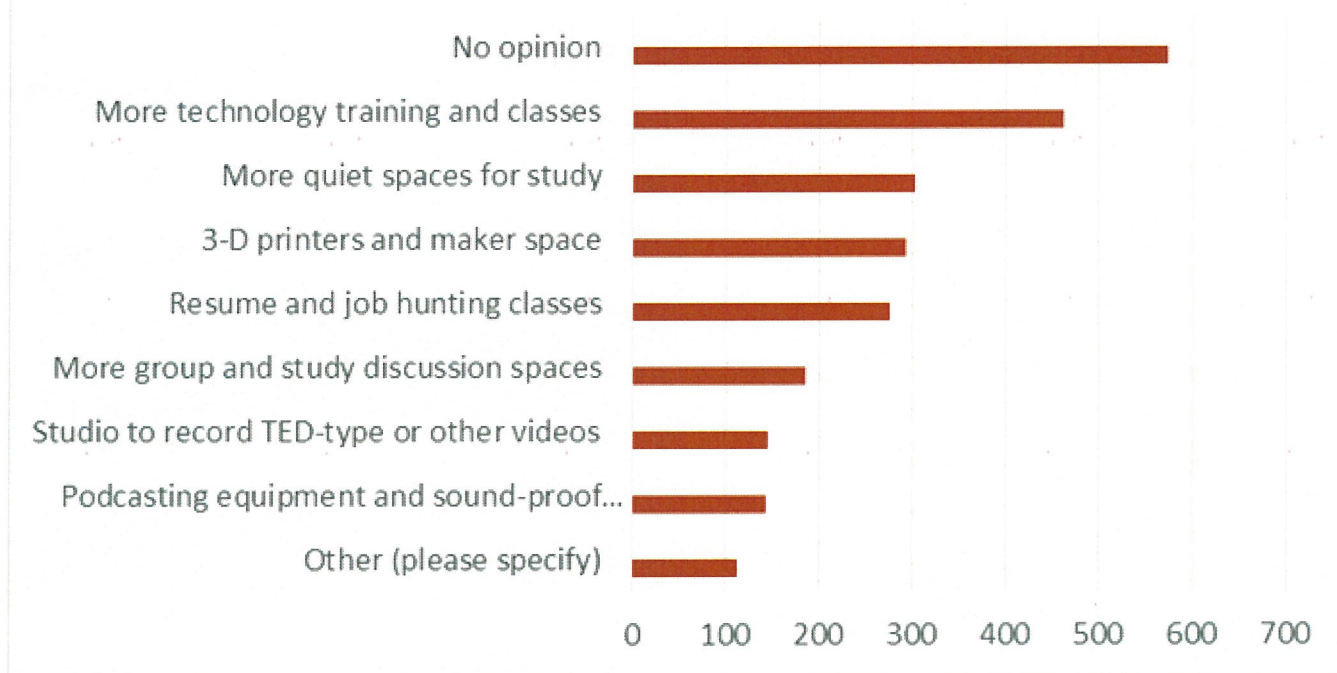- 39/44 teens rated print materials Most Important, Very Important or Important

Programs Desired by Type

Program Type	Responses
Cultural events (music, film, dance, drama...	~1050
Literary events (author readings, book...	~940
Hobbies and avocations, such as...	~720
Consumer health, wellness, finance, and...	~630
Civic engagement and current event...	~570
Computer use, technology and training	~570
Social events (trivia, gaming, networking)	~410
Business, career assistance and training	~270
Literacy and language-learning programs	~260
Other (please specify)	~110

(Horizontal axis: 0, 200, 400, 600, 800, 1000, 1200)

- 1597 responses; all adult age groups ranked Cultural Events #1
- Adults 45 + ranked Literary Events #2; Adults 18-44 ranked Hobbies #2
- Adults 18-34 ranked Social Events #3, Adults 45-64 ranked Hobbies #3
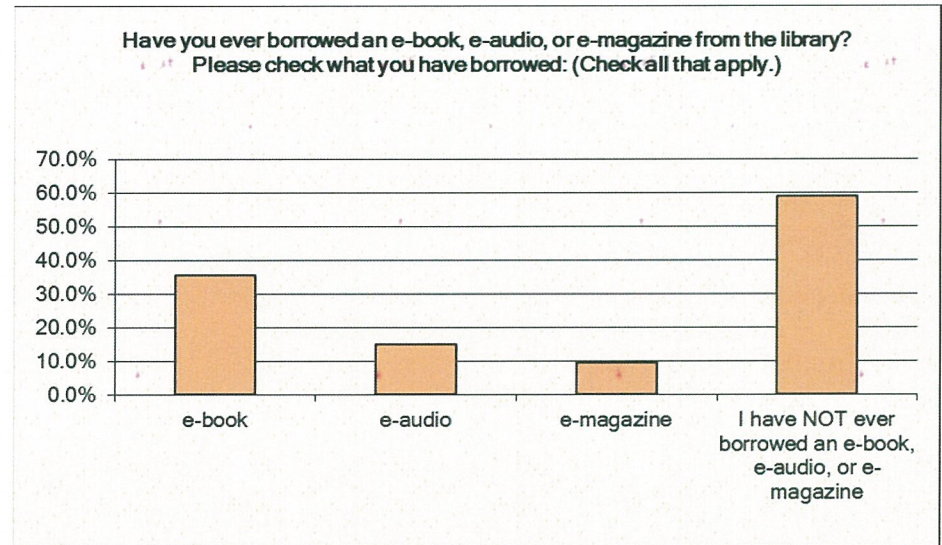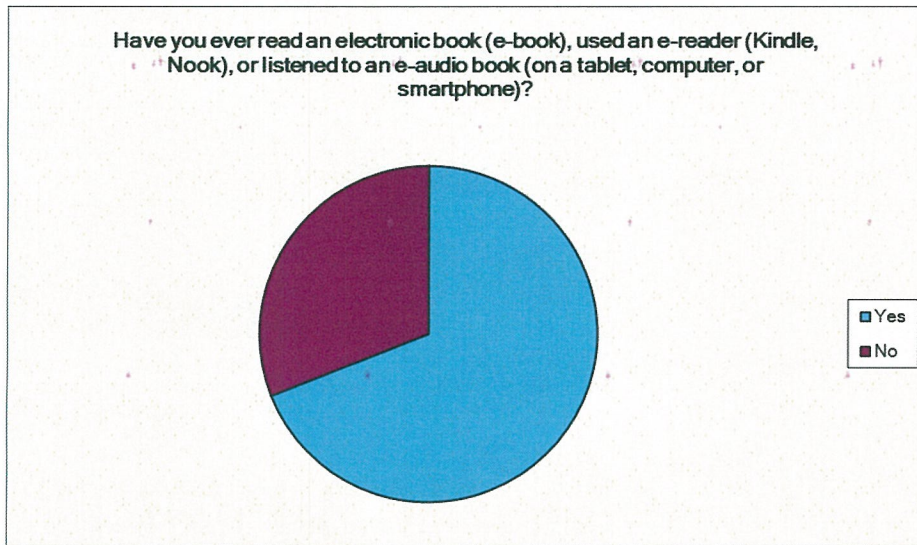- 40 teen responses; Cultural Events ranked #1, Hobbies #2, Social Events #3

## Additional Programs or Services Desired

Bar chart showing responses for "Additional Programs or Services Desired":

Category	Approximate value
No opinion	~575
More technology training and classes	~460
More quiet spaces for study	~310
3-D printers and maker space	~300
Resume and job hunting classes	~280
More group and study discussion spaces	~190
Studio to record TED-type or other videos	~145
Podcasting equipment and sound-proof...	~145
Other (please specify)	~110

(x-axis: 0, 100, 200, 300, 400, 500, 600, 700)

- 1526 responses, all adult age groups ranked Quiet Study Spaces in the top three
- Adults 45-65+ rated Technology Training #1; Adults 18-34 ranked Quiet Study Spaces #1
- All adults 18-64 ranked Resume/Job Hunting either #2 or #3
- 40 teen responses, 3-D printer/maker space ranked #1, Quiet Study Spaces ranked #2

Downloadable Materials

Have you ever read an electronic book (e-book), used an e-reader (Kindle, Nook), or listened to an e-audio book (on a tablet, computer, or smartphone)?

Yes
No

Have you ever borrowed an e-book, e-audio, or e-magazine from the library? Please check what you have borrowed: (Check all that apply.)
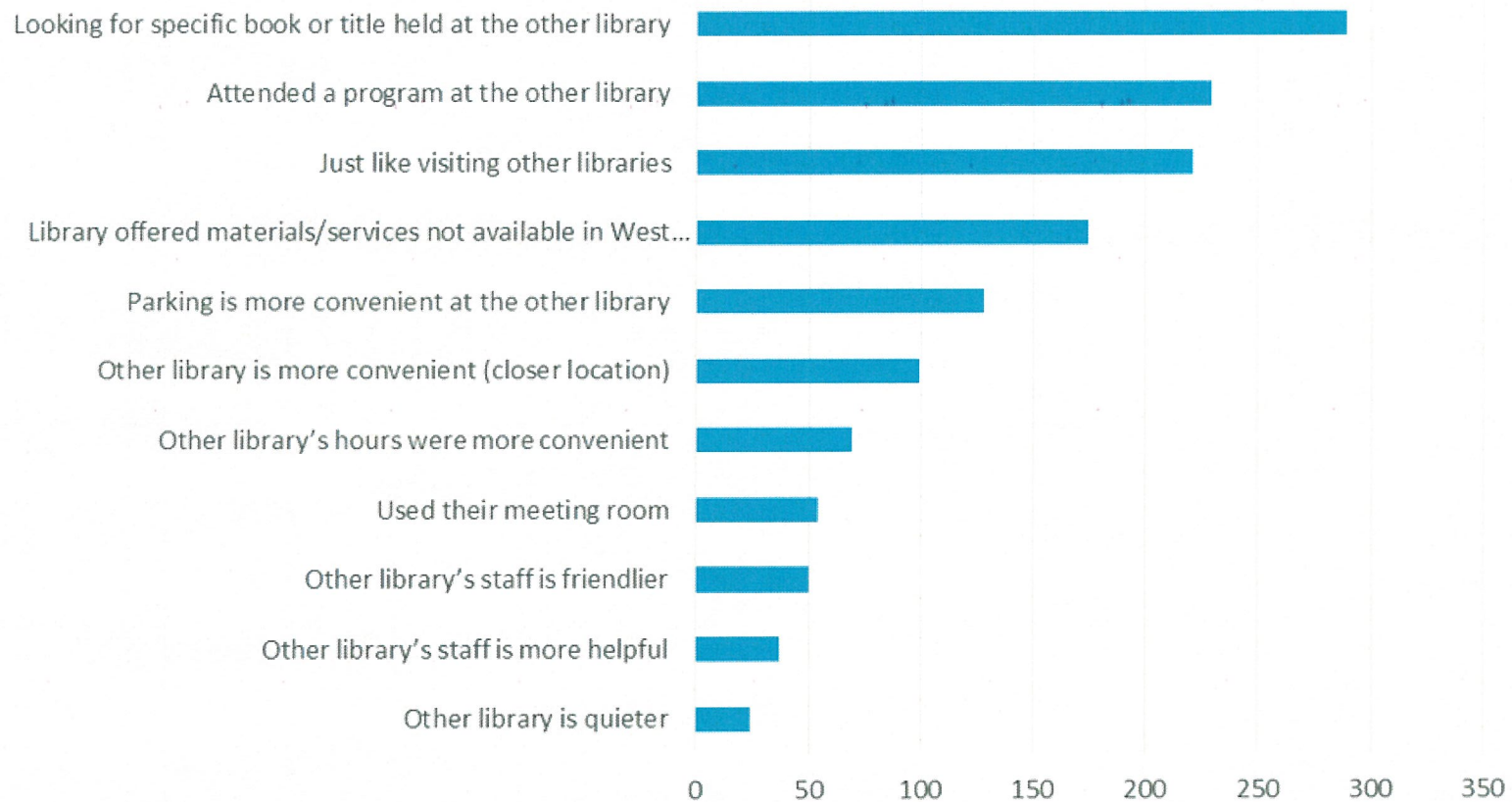
- 1809 total responses, 69% have used downloadable items; nearly 60% of users have NEVER borrowed from a library
- Among respondents over age 65, 62% **have used** electronic items
- Higher percentages of younger adults have used electronic items; 63% of teens **have not used** electronic items

Preferred Languages for Materials and Programs
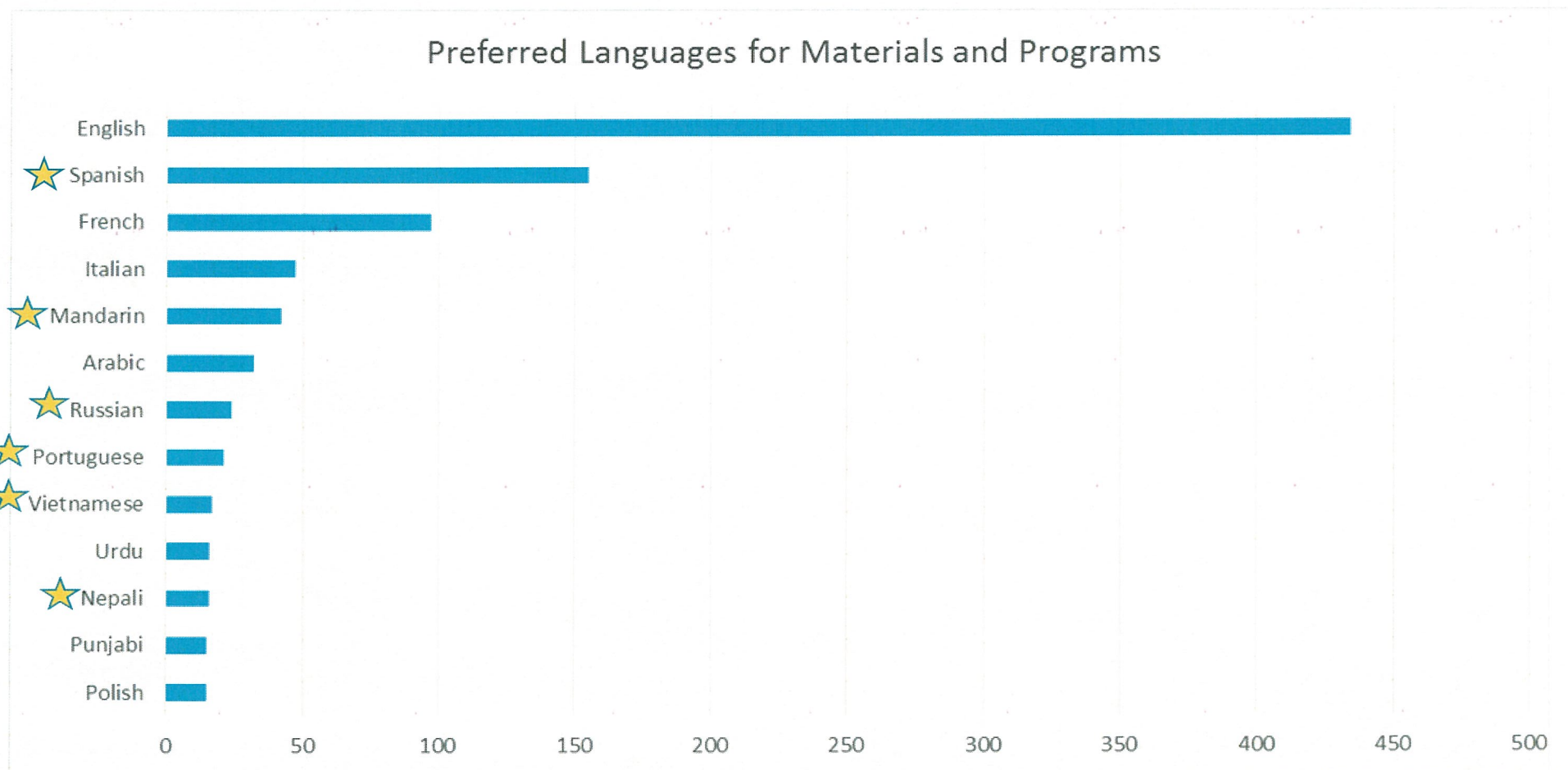
Also: German, Hindi, Hebrew, Farsi, Japanese, Greek, American Sign Language
⭐ = top languages other than English spoken at home by WH public school students

Reasons for Visiting other Libraries

Reason	Value
Looking for specific book or title held at the other library	~290
Attended a program at the other library	~230
Just like visiting other libraries	~220
Library offered materials/services not available in West...	~175
Parking is more convenient at the other library	~130
Other library is more convenient (closer location)	~100
Other library's hours were more convenient	~70
Used their meeting room	~55
Other library's staff is friendlier	~50
Other library's staff is more helpful	~40
Other library is quieter	~25

Where People Seek Information (check all the apply)

When you are looking for information, do you: (Check all that apply.)
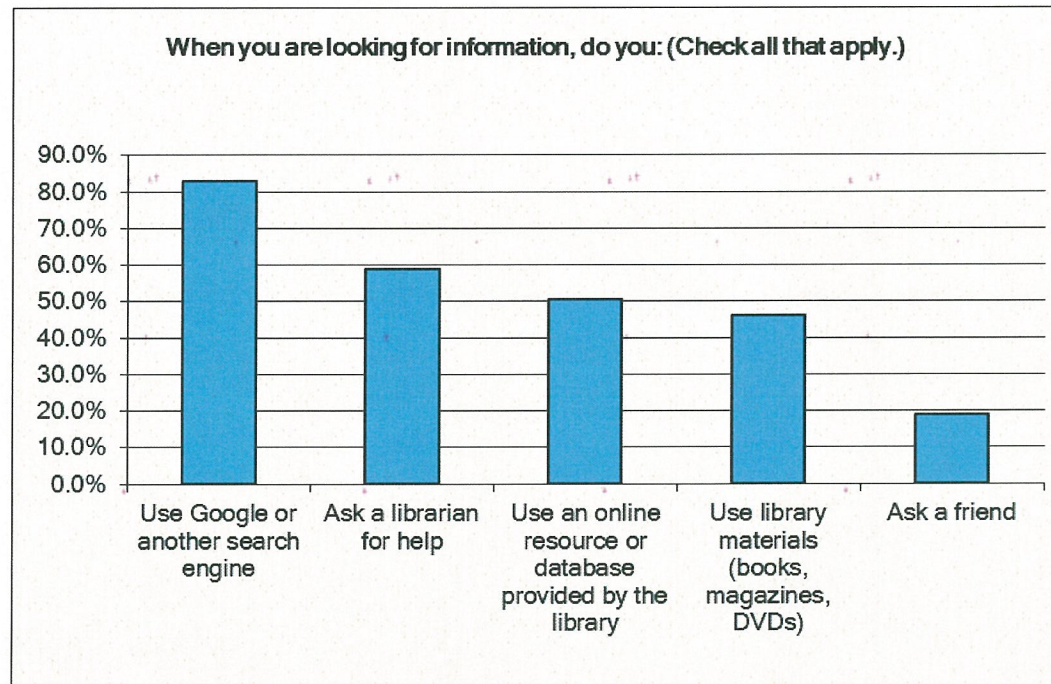
- All age groups use Google or another search engine
- After Google, more adults 18-34 use databases or other library resources
- After Google, more adults 35-65+ ask librarians
- After Google, teens ask librarians and use databases.

What else would you like to tell us?
Open-ended survey responses by category

Category		Percent	Count
Childrens — View all · Edit · Delete		8.18%	63
Collections — View all · Edit · Delete		16.10%	124
criticism — View all · Edit · Delete		7.92%	61
hours — View all · Edit · Delete		3.77%	29
Positive — View all · Edit · Delete		72.99%	562
Programs — View all · Edit · Delete		9.35%	72
Staff — View all · Edit · Delete		18.57%	143
Tech — View all · Edit · Delete		1.04%	8
Uncategorized — View all		2.21%	17

- 770 responses: 23% offer suggestions and/or constructive criticism
- Over 72% express appreciation, satisfaction, or enthusiasm for Library programs, staff, collections, locations and/or services