

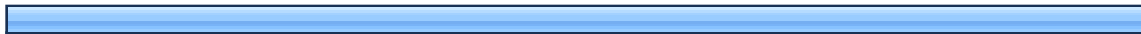

Henderson County Public Library Community Survey









1. In which area of the county do you live?

| | | Response Percent | Response Count |
|-----------------------------|--|--------------------------|----------------|
| Edneyville/Dana | | 12.1% | 100 |
| Etowah/Horse Shoe | | 11.0% | 91 |
| Flat Rock | | 9.3% | 77 |
| Fletcher | | 9.7% | 80 |
| Gerton/Bat Cave | | 1.0% | 8 |
| Hendersonville | | 33.2% | 274 |
| Mills River | | 7.0% | 58 |
| Tuxedo/Zirconia/Green River | | 6.9% | 57 |
| Other (please specify) | | 9.7% | 80 |
| | | answered question | 825 |
| | | skipped question | 0 |

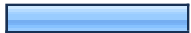









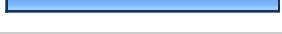

2. Do you have a Henderson County library card?

| | | Response Percent | Response Count |
|-----|--|--------------------------|----------------|
| Yes |  | 99.3% | 819 |
| No |  | 0.7% | 6 |
| | | answered question | 825 |
| | | skipped question | 0 |

3. Which library location do you prefer to use?

| | | Response Percent | Response Count |
|-----------------------|--|--------------------------|----------------|
| Edneyville |  | 11.8% | 97 |
| Etowah |  | 9.0% | 74 |
| Fletcher |  | 11.6% | 96 |
| Green River |  | 8.1% | 67 |
| Hendersonville |  | 53.7% | 443 |
| Mills River |  | 5.8% | 48 |
| | | answered question | 825 |
| | | skipped question | 0 |






4. Select the reason for your preference. (check all that apply)

| | | Response Percent | Response Count |
|-------------------------------|---|--------------------------|----------------|
| Close to where I work |  | 15.6% | 129 |
| Close to where I live |  | 81.9% | 676 |
| Close to where I shop |  | 22.2% | 183 |
| Atmosphere |  | 39.0% | 322 |
| Building Layout |  | 20.5% | 169 |
| Staff |  | 51.6% | 426 |
| Resources offered |  | 41.7% | 344 |
| Less crowded/less wait |  | 26.7% | 220 |
| Type of study space offered |  | 8.7% | 72 |
| Type of meeting space offered |  | 7.4% | 61 |
| Parking |  | 23.5% | 194 |
| Other (please specify) |  | 12.4% | 102 |
| | | answered question | 825 |
| | | skipped question | 0 |





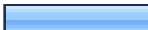



5. Rate your overall satisfaction of your preferred library location regarding the following services:

| | Very Satisfactory | Satisfactory | Unsatisfactory | Very Unsatisfactory | Don't use/know | Response Count |
|---|--------------------|--------------------|----------------|---------------------|--------------------|----------------|
| Staff helpfulness | 80.3% (655) | 17.5% (143) | 0.6% (5) | 0.5% (4) | 1.2% (10) | 816 |
| Staff knowledge | 75.6% (611) | 20.0% (162) | 0.6% (5) | 0.4% (3) | 3.5% (28) | 808 |
| Hours open | 42.4% (339) | 46.6% (373) | 8.5% (68) | 2.5% (20) | 0.1% (1) | 800 |
| Parking | 41.6% (331) | 42.4% (337) | 12.5% (99) | 3.5% (28) | 0.4% (3) | 795 |
| Quality of library building, lighting, heating, signage, etc. | 61.7% (497) | 35.1% (283) | 1.9% (15) | 0.9% (7) | 0.6% (5) | 806 |
| Public meeting room | 31.5% (241) | 25.1% (192) | 2.2% (17) | 0.9% (7) | 40.6% (311) | 766 |
| Study areas | 26.5% (202) | 28.6% (218) | 3.1% (24) | 0.9% (7) | 41.2% (314) | 762 |
| Internet Computer availability | 30.8% (239) | 30.6% (237) | 2.2% (17) | 0.5% (4) | 36.8% (285) | 775 |
| Online catalog | 50.1% (386) | 31.4% (242) | 1.8% (14) | 0.3% (2) | 17.0% (131) | 770 |
| Adult programs/classes | 14.4% (106) | 22.1% (163) | 2.8% (21) | 0.9% (7) | 59.9% (442) | 738 |
| Children's programs | 18.4% (137) | 14.5% (108) | 1.7% (13) | 0.4% (3) | 65.6% (488) | 744 |
| Teen programs | 8.4% (62) | 8.7% (64) | 2.9% (21) | 0.7% (5) | 79.8% (586) | 734 |
| Outreach services to Homebound | 9.3% (69) | 6.8% (50) | 1.4% (10) | 0.3% (2) | 82.4% (609) | 739 |
| Please comment on any that you have rated unsatisfactory or very unsatisfactory | | | | | | 191 |
| answered question | | | | | | 818 |

6. How often do you visit the Henderson County Library System? (this includes all 6 branches)

| | | Response Percent | Response Count |
|--------------------------|--|---------------------|-------------------|
| Weekly |  | 72.1% | 595 |
| Monthly |  | 22.9% | 189 |
| Every 6 months |  | 3.3% | 27 |
| Yearly |  | 0.8% | 7 |
| Never |  | 0.8% | 7 |
| answered question | | | 825 |
| skipped question | | | 0 |

7. If you have not used the library in the last 6 months, please tell us why. (check all that apply)

| | | Response Percent | Response Count |
|--------------------------------------|--|-----------------------------|---------------------------|
| Get reading materials elsewhere |  | 28.1% | 16 |
| Not conveniently located |  | 3.5% | 2 |
| Owe fines to the library | | 0.0% | 0 |
| Don't have titles/information I want |  | 5.3% | 3 |
| Poor customer service |  | 3.5% | 2 |
| Not open convenient hours |  | 12.3% | 7 |
| Library is too busy & crowded |  | 5.3% | 3 |
| Library is too noisy |  | 10.5% | 6 |
| Other (please specify) |  | 61.4% | 35 |
| | | answered question | 57 |
| | | skipped question | 768 |

8. How often do you use the following library services?

| | Frequently | Sometimes | Never | Response Count |
|--|--------------------|--------------------|--------------------|----------------|
| Borrow/return materials | 87.3% (705) | 10.3% (83) | 2.5% (20) | 808 |
| Read magazine/newspaper | 23.5% (178) | 42.2% (320) | 34.3% (260) | 758 |
| Study space | 7.0% (51) | 30.9% (226) | 62.1% (454) | 731 |
| Library computers | 18.2% (139) | 40.2% (307) | 41.8% (319) | 763 |
| Wireless network | 9.7% (70) | 26.7% (193) | 63.7% (460) | 722 |
| Meeting rooms | 6.3% (46) | 30.8% (226) | 63.2% (464) | 734 |
| Attend adult programs/classes | 5.6% (41) | 30.9% (226) | 63.7% (466) | 731 |
| Attend children's programs | 7.8% (57) | 16.8% (122) | 75.4% (548) | 727 |
| Attend teen programs | 2.2% (16) | 5.0% (36) | 93.1% (671) | 721 |
| Print research materials | 9.6% (71) | 35.9% (267) | 54.8% (407) | 743 |
| Electronic research materials | 13.4% (97) | 34.2% (248) | 52.4% (380) | 725 |
| Local history/genealogy room at Main Library | 7.7% (57) | 25.8% (191) | 66.4% (491) | 739 |
| Get legal documents (tax forms, divorce forms, etc.) | 6.4% (47) | 32.2% (237) | 61.8% (455) | 736 |
| Apply for a job online | 3.4% (25) | 6.9% (50) | 89.7% (650) | 725 |
| Meet with friends/relax | 9.4% (69) | 27.9% (205) | 62.9% (463) | 736 |

| | | | | |
|-------------------|------------|-----------|-------------|-----|
| Volunteer | 12.1% (88) | 9.5% (69) | 78.4% (569) | 726 |
| answered question | | | | 821 |
| skipped question | | | | 4 |

9. Please rate your overall satisfaction with the Henderson County Public Library regarding the following collections:

| | Very Satisfactory | Satisfactory | Unsatisfactory | Very Unsatisfactory | Don't use/know | Response Count |
|---|--------------------|--------------------|----------------|---------------------|--------------------|----------------|
| Adult fiction bestsellers | 53.5% (424) | 33.8% (268) | 1.6% (13) | 0.3% (2) | 10.7% (85) | 792 |
| Adult fiction westerns | 12.9% (95) | 15.3% (113) | 0.8% (6) | 0.3% (2) | 70.9% (524) | 739 |
| Adult fiction mysteries | 46.1% (353) | 32.5% (249) | 1.0% (8) | 0.0% (0) | 20.7% (158) | 765 |
| Adult science fiction/fantasy | 18.4% (134) | 21.4% (156) | 1.8% (13) | 0.0% (0) | 58.4% (426) | 729 |
| Adult nonfiction | 43.8% (334) | 41.8% (319) | 2.4% (18) | 0.4% (3) | 12.3% (94) | 763 |
| Spanish language materials | 3.0% (22) | 6.9% (50) | 1.2% (9) | 0.4% (3) | 88.5% (639) | 722 |
| Magazines/newspapers | 24.5% (186) | 37.7% (286) | 2.6% (20) | 0.0% (0) | 35.2% (267) | 759 |
| Adult/teen DVD | 22.4% (169) | 32.1% (242) | 4.1% (31) | 0.8% (6) | 41.2% (310) | 753 |
| Adult/teen books-on-cd | 13.4% (99) | 22.8% (169) | 5.0% (37) | 0.3% (2) | 58.8% (436) | 741 |
| Adult/teen Music cd | 12.1% (88) | 21.1% (153) | 2.9% (21) | 0.6% (4) | 63.4% (460) | 725 |
| Teen books | 8.2% (59) | 13.7% (98) | 1.4% (10) | 0.1% (1) | 76.7% (549) | 716 |
| Children's books | 20.8% (154) | 18.1% (134) | 0.5% (4) | 0.3% (2) | 60.3% (447) | 741 |
| Children's media (books-on-cd, dvd, music cd) | 13.6% (99) | 13.8% (101) | 2.6% (19) | 0.5% (4) | 69.7% (509) | 730 |

Please comment on any that you have rated unsatisfactory or very unsatisfactory

151

answered question

805

skipped question

20

10. What other services and/or resources, if offered, would cause you to visit the Henderson County Library System more often?

**Response
Count**

202

answered question

202

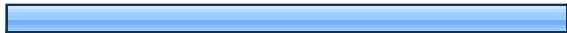






skipped question

623

11. Please select how you use the library's website:

| | | Response Percent | Response Count |
|--|------------------------|--------------------------|----------------|
| Search for items available in collection | | 75.8% | 592 |
| Check account/place holds on items | | 66.6% | 520 |
| Check calendar of events/program information | | 38.3% | 299 |
| Use NC Live/online research sites | | 18.3% | 143 |
| Download digital books and audiobooks | | 17.5% | 137 |
| Don't use the library's website | | 17.3% | 135 |
| | Other (please specify) | | 46 |
| | | answered question | 781 |
| | | skipped question | 44 |

12. How do you find out about the library's services and events? (check all that apply)

| | | Response Percent | Response Count |
|--|--|--------------------------|-------------------|
| Library staff |  | 48.9% | 387 |
| Friends of the Library newsletter - LINK |  | 23.4% | 185 |
| Flyers and signs in library |  | 59.3% | 470 |
| Website |  | 50.3% | 398 |
| Newspaper |  | 33.0% | 261 |
| Friends/neighbors |  | 20.5% | 162 |
| I am unaware of the library's services and events |  | 5.1% | 40 |
| | | Other (please specify) | 24 |
| | | answered question | 792 |
| | | skipped question | 33 |

13. If decreased funding forced reductions in public library spending, which actions should be considered? (Rank on scale of 1-5; 1 = best course of action, 5 = worst course of action)

| | 1 | 2 | 3 | 4 | 5 | Response Count |
|--|-------------|-------------|--------------------|-------------|--------------------|----------------|
| Reduce library operating hours | 19.7% (150) | 12.5% (95) | 17.3% (132) | 16.1% (123) | 35.0% (267) | 762 |
| Close branch libraries | 4.6% (35) | 3.3% (25) | 6.3% (48) | 9.7% (74) | 77.1% (590) | 765 |
| Reduce reference book budget | 15.0% (111) | 15.5% (115) | 31.7% (235) | 18.5% (137) | 19.6% (145) | 741 |
| Reduce adult book budget | 3.4% (25) | 12.1% (89) | 24.8% (182) | 21.9% (161) | 38.1% (280) | 735 |
| Reduce children/teen book budget | 4.6% (33) | 10.5% (75) | 21.9% (156) | 23.0% (164) | 40.1% (286) | 713 |
| Reduce magazine/newspaper subscriptions | 21.2% (159) | 24.4% (183) | 28.5% (214) | 15.6% (117) | 10.5% (79) | 751 |
| Reduce budget for books-on-cd, music CD, DVD | 12.0% (90) | 17.5% (131) | 31.9% (239) | 18.0% (135) | 21.2% (159) | 749 |
| Reduce programs for adults | 13.1% (96) | 24.0% (176) | 35.3% (259) | 15.0% (110) | 13.5% (99) | 734 |
| Reduce programs for children/teens | 6.0% (43) | 10.0% (71) | 27.7% (197) | 25.0% (178) | 32.3% (230) | 712 |
| Reduce homebound services | 5.7% (41) | 8.2% (59) | 21.6% (156) | 23.0% (166) | 41.8% (302) | 723 |
| Charge user fee for services such as interlibrary loan, computer use, etc. | 19.8% (151) | 19.8% (151) | 21.0% (160) | 13.8% (105) | 25.8% (196) | 761 |
| answered question | | | | | | 801 |
| skipped question | | | | | | 24 |



14. Gender

| | | Response Percent | Response Count |
|---------------|--|--------------------------|----------------|
| Male | | 27.4% | 226 |
| Female | | 72.6% | 599 |
| | | answered question | 825 |
| | | skipped question | 0 |

15. Age

| | | Response Percent | Response Count |
|------------|--|--------------------------|----------------|
| Under 18 | | 1.9% | 16 |
| 18-24 | | 0.8% | 7 |
| 25-34 | | 9.1% | 75 |
| 35-50 | | 17.5% | 144 |
| 51-64 | | 30.7% | 253 |
| 65+ | | 40.0% | 330 |
| | | answered question | 825 |
| | | skipped question | 0 |

16. Ethnicity

| | | Response Percent | Response Count |
|---------------------|--|--------------------------|-------------------|
| Hispanic |  | 2.1% | 17 |
| Not Hispanic |  | 97.9% | 782 |
| | | answered question | 799 |
| | | skipped question | 26 |