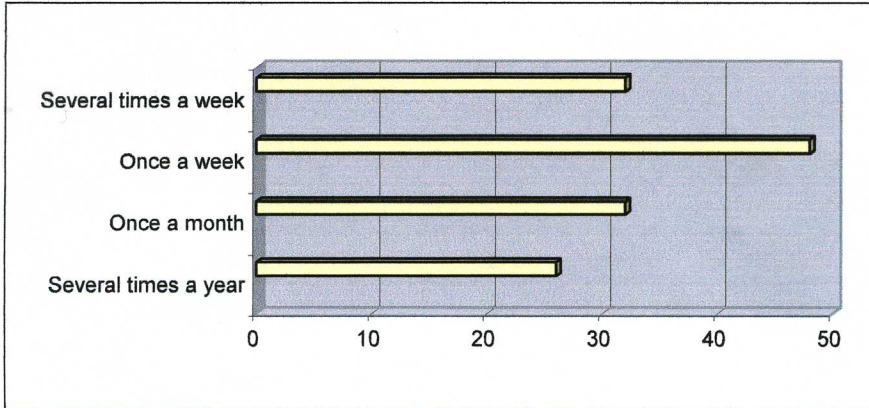




**GEORGE F. JOHNSON MEMORIAL
LIBRARY 2008 PATRON SURVEY**

1. On average, how often do you visit the GFJ Library?

	Total	Pct
Several times a year	26	18.84%
Once a month	32	23.19%
Once a week	48	34.78%
Several times a week	32	23.19%
Total	138	100.00%

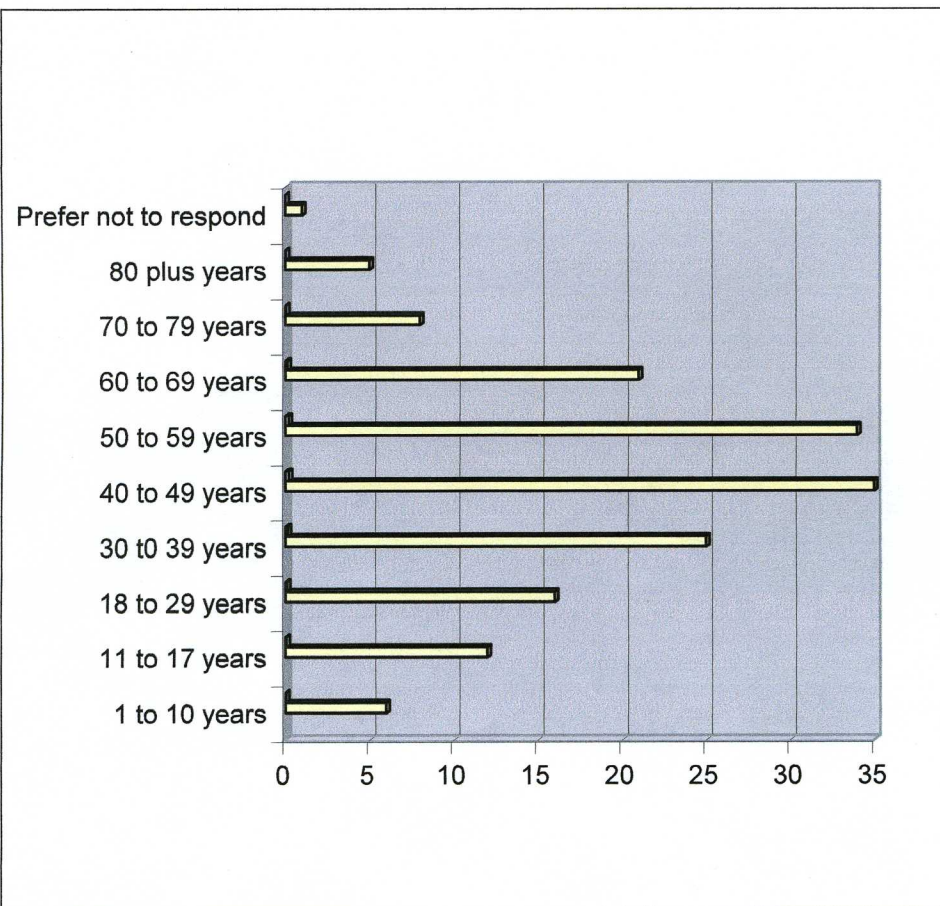


2. What services do you use?

Borrow adult books	132	17.65%
Borrow DVD's	90	12.03%
Use computers	64	8.56%
Borrow children's books	57	7.62%
Book sales	55	7.35%
Borrow young adult books	50	6.68%
Borrow music cd's	40	5.35%
Borrow videocassettes	39	5.21%
Photocopier	38	5.08%
Borrow books on cd	37	4.95%
Reference services	36	4.81%
Borrow books on cassette	29	3.88%
Borrow magazines	27	3.61%
Children's programs	19	2.54%
Adult programs	16	2.14%
Fax service	13	1.74%
Young adult programs	6	0.80%
Borrow puppets	3	0.40%
Total	748	100.00%

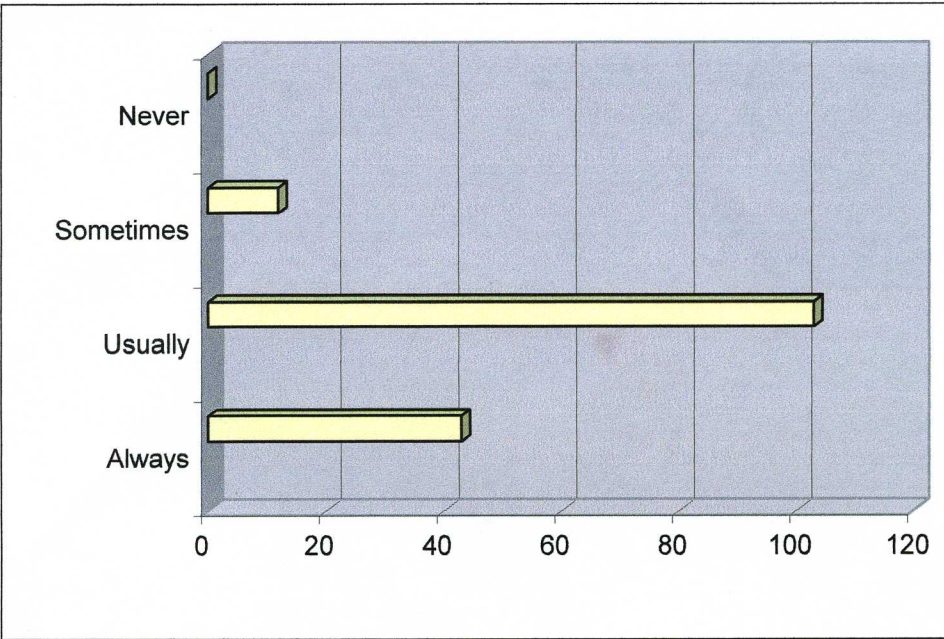
3. Please indicate your age

1 to 10 years	6	3.68%
11 to 17 years	12	7.36%
18 to 29 years	16	9.82%
30 to 39 years	25	15.34%
40 to 49 years	35	21.47%
50 to 59 years	34	20.86%
60 to 69 years	21	12.88%
70 to 79 years	8	4.91%
80 plus years	5	3.07%
Prefer not to respond	1	0.61%
Total	163	100.00%



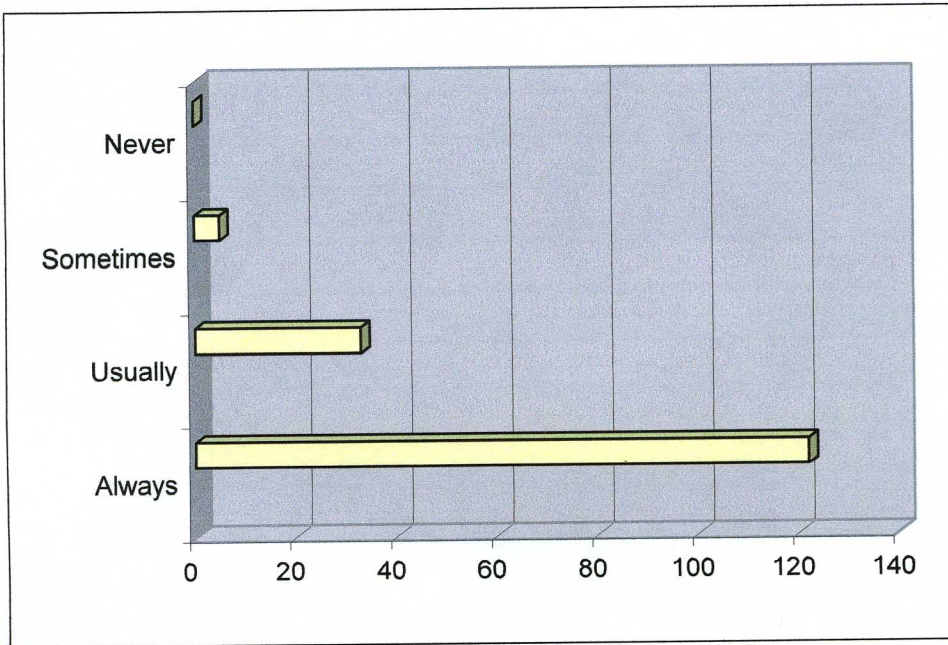
4. Do you find what you are looking for?

Always	43	27.22%
Usually	103	65.19%
Sometimes	12	7.59%
Never	0	0.00%
Total	158	100.00%



5. Are the library employees courteous & helpful?

Always	122	76.25%
Usually	33	20.63%
Sometimes	5	3.13%
Never	0	0.00%
Total	160	100.00%



6. What is your impression of the building & grounds (see narrative)

7. Do you find the library hours convenient?

Yes	145	95.39%
No	7	4.61%
Suggested changes (see narrative)		
Total	152	100.00%

9. Do you feel library taxes are (Union property owners only)

Acceptable	61	92.42%
Too high	5	7.58%
Total	66	100.00%

9b. Would you support an increase to maintain/improve services?

Yes	55	76.39%
No	17	23.61%
Total	72	100.00%

Note: 74% of online respondents knew the approximate amount of their library tax

9c. What would you consider an acceptable annual tax for library service?

Nothing	5	7.58%
under \$30	11	16.67%
\$31-40	10	15.15%
\$41-50	10	15.15%
\$51-60	12	18.18%
\$61-70	3	4.55%
\$71-80	1	1.52%
\$81-90	0	0.00%
\$91-99	4	6.06%
\$100-125	5	7.58%
\$125-150	1	1.52%
\$151-200	4	6.06%
Total	66	100.00%

10. What is your gender?

Male	41	25.95%
Female	116	73.42%
Prefer no response	1	0.63%
Total	158	100.00%

11. Which libraries do you use?

Binghamton	47	15.06%
Endicott	148	47.44%
Johnson City	43	13.78%
Vestal	74	23.72%
Total	312	100.00%

12. How important are public libraries to your quality of life?

Very important	118	74.21%
Important	33	20.75%
Somewhat important	4	2.52%
Not important	1	0.63%
No opinion	3	1.89%
Total	159	100.00%

13a. Do you use the library's remote services?

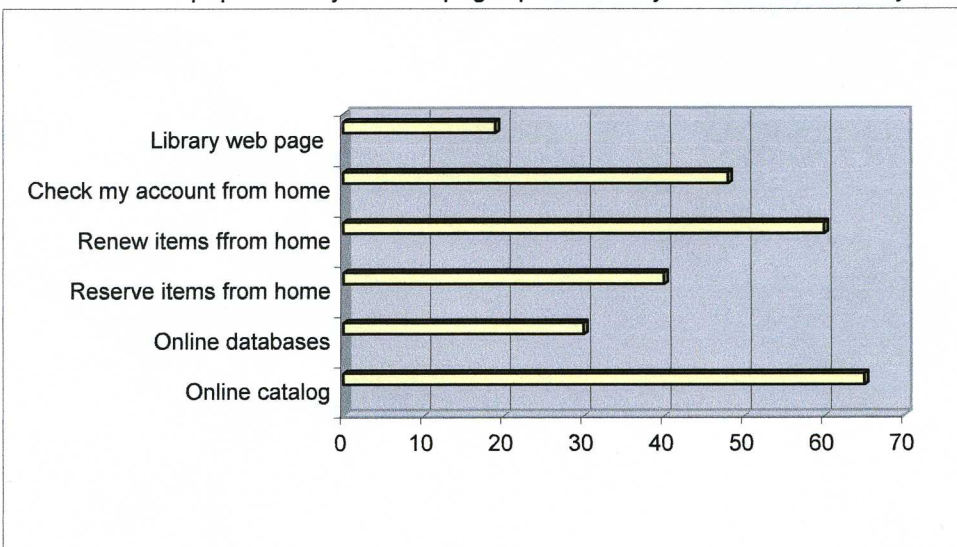
Yes	57	55.88%
No	45	44.12%
Total	102	100.00%

Note: Asked on paper survey only

13b. If "yes" which ones?

Online catalog	65	24.81%
Online databases	30	11.45%
Reserve items from home	40	15.27%
Renew items ffrom home	60	22.90%
Check my account from home	48	18.32%
Library web page	19	7.25%
Total	262	100.00%

Note: Online & paper surveys. Web page question only used online survey



14. Do you have a library card?

Yes	152	97.44%
No	4	2.56%
Total	156	100.00%

Note: 94% of online surveys indicated they had a library card

15. Please suggest changes or improvements (see narrative)

Note: There were 156 paper responses and 49 online responses

1. On average, how often do you visit the GFJ Library?

Every day.

Twice a month.

Several times a month.

Several times a month.

Three weeks.

Two times a month.

Once or twice a month.

Every three weeks.

2 – 3 times a month

2-3 times a month

When in town, before the price of gas went up, don't know now

Just passing through, thought you guys were fantastic!

Vestal – once a quarter

2. What services do you use at the GFJ Library?

Use study rooms to tutor with literacy volunteers

Read at library.

Read my material. I like the environment.

Read newspapers & magazines.

Genealogy and history.

Borrow children's puppets.

Use meeting room at Vestal.

I usually borrow instructional (how-to) books.

5. Are the library employees courteous & helpful?

Terrific employees!

They are great about recommending book I'd like too.

You guys rock!

The librarian is ALWAYS friendly, kind, helpful, courteous, caring.

6. What is your impression of the building & grounds?

Nice landscaping & retro feel inside

It's clean and no bugs is a plus

Needs plans/flowers outside

Need updated furnishings, carpet, painting

Pretty neat & organized

Relaxing & pleasure to sit (new couches) & read papers

Very pleasant – like the trees & flowers, fix up the carriage house

I like the trees

6. (con't) What is your impression of the building & grounds?

Clean, well kept

Well maintained

Very well kept and inviting

Very nice

Very well kept!

Lovely

Nicely kept up

Love it

More funding for updates

Neat & well maintained, benches out front under the trees would be nice

Easily accessible, attractive

Nice

I think it is very nice. Sometimes they need to focus on outside upkeep.

I'd like to see more adult books out (librarian's weekly or monthly choices to choose from when I'm short on time)

Looks fine

The building is becoming more and more modernized. Hope the upper floor will be used more now. Usually clean but bathrooms are not as clean as they used to be especially men's facilities. Litter is picked up outside but grounds are not in good condition. We know this is costly.

The library is a good place to go because it's quiet and I can get my work done.

Parking lot needs repair. Everything else excellent.

Improving.

Well kept lawn area. Nice trees.

Very nice!

Grounds need weed control, many dandelions. Faster snow removal and salting.

Great.

Very good.

Needs to be updated to provide a more welcoming appearance. Very dark inside the library.

Always clean and well maintained.

Good, well kept up. Good snow removal.

I like the new back doors.

Very neat and clean. New rear entrance is quite nice. Has a very relaxing feel to it.

New improvements are creating a newer look, and a better atmosphere.

Fine. The building isn't as important as the content or location.

The grounds need to be kept up and cleaned. The building needs to be cleaned more often.

Very good.

The building seems to be in good shape. The grounds need some sprucing to make the library seem more inviting.

It's beautiful. The grounds and building are well kept.

Clean, somewhat updated. Good space allocation.

6. (con't) What is your impression of the building & grounds?

Very clean. Wonderful staff.

They both look great.

Need more trees/areas to sit. The building is 40 years old- how long will it hold up? Has this been addressed?

Resodding needs to be done on side of and in front of building.

Acceptable. Could use improvements in parking lot.

Waiting for handicap access of meeting room to schedule club meeting.

Adequate

Dark, dingy, needs sprucing up. Not real clean, need new bathrooms.

Very nice.

Comfortable and neat.

Very well kept. Always clean.

New entry is nice. At times could use more parking.

Great. Pick up litter every time I come!

Nice library. Good space for reading & working (tables). Nice kids space, good parking.

Think it's great to have a library like this to use.

Love the new entrance and elevator/lift.

Very nice building, well tended. Not as beautiful as JC Library.

I think the grounds (lawn) could be spruced up a little bit. I realize that the recent elevator construction has caused a mess which I feel will be rectified with the upcoming nice weather.

I liked the "old" library but the interior of this one is nice, grounds are well kept building is in good shape.

Need updating – remove dark paneling.

I see no problems. Interior laid out well thought out.

Well kept, clean.

Easy to browse. Comfortable to sit and read.

Need more benches outside – in the shade.

Sidewalk & flower beds need attention.

Snow removal lacking

Building is excellent, friendly, well lighted and arranged.

We need more parking. Grounds & building are good.

Very clean and neat.

Clean, neat and attractive. Useable (user friendly)

Like improvements.

Well kept, well equipped.

Very well kept, just wish the parking lot was bigger.

Very nice, open, easy to find things

Fine.

Asking in bleak March makes it hard. Sort of dated, new couches in kids' area nice.

Grass torn up due to construction

Everything except the bumpy parking lot.

6. (con't) What is your impression of the building & grounds?

Excellent

Very nice

Grounds need to be improved. Lawn and lot.

Pleasant and comfortable.

Very nice.

Cool.

Clean, pleasant bright lighting. Grounds well cared for.

They are kept clean and neat.

Well kept. Restrooms need renovating.

They are dark on the outside but when you walk in its beautiful and welcoming.

Pleasant and park-like outside.

7. Do you find the library hours of service convenient?

Weekends in summer

Possibly Sunday. We sometimes go to Vestal.

Open later on Fridays.

Weekend hours would be nice.

It would be helpful to be open on Sat. in the summer

6 P.M.

Friday: closing at 5 does not give me enough time to finish everything, and I usually

Have to come back Saturday.

Usually.

Wish you were open on Sunday.

Please consider being open on Sundays.

Open on Sundays.

Sunday hours.

Much improved.

Sunday hours.

Wish they were open on Sat through the summer!

Maybe keep open later on Fridays.

Would like year-round Saturday hours

I wish you had more weekend hours

I would like to have the library open as early as 7 or 8 am. We can not attend the evening activities on the lawn because I have young children with early bedtimes. I would like to see early afternoon activities for the children out on the lawn instead of at 7 pm.

I would open the library on Sundays. I am still in High School, and with a part time job I find it difficult to go during the week most days, and usually am busy on Saturdays. If the library were open on Sundays, I would have a better opportunity to visit.

Longer Saturday?

The early closing on Fridays and Saturdays is challenging. It would be nice to have the libraries open on Sunday afternoons once in a while. I've lived in other area where they are open from 1-5 and that is wonderful.

Be open on Sundays.

Wish you were open Saturday's in the summer!

Please keep the libraries open in the evenings (at least some) and Saturdays even in the summer!

8. In what community do you live?

Whitney Point

Newark Valley/Union Center

Newark Valley

Apalachin

Owego

Maine

Tioga County

Tioga County

Tioga County

Endicott & NYC

Moving to Endicott soon.

West Corners

West Corners

9. Town of Union property owners only: Do you feel library taxes are a) Acceptable or b) Too high?

Too hot a topic. Normally I would support it, but not at this time.

Depends on how much money you need divided by the people to pay.

It would depend on how much of an increase and what it would be used for.

9b. Would you support an increase in library tax to maintain/improve services?

Not sure.

Maybe.

9c. What would you consider an acceptable annual tax for library service in the Town?

The same as it is now.

Sorry, I have no idea. Is there a tax now? How much is it?

12. How important are public libraries in contributing to your quality of life?

Critical, essential.

13a. If you use our remote services, which ones?

No – I'm always at the library!

No – what is this?

Need to become more aware of remote services provided.

Rarely, but I'm glad they are there.

15. Please suggest any changes or improvements in library service, or other comments you would like to make:

Nothing – except perhaps a digital online library, which some have, so card holders can read books online for a limited amount of time.

Cheer up some of your clerks!

Should have more computers

None – like it as it is!

Please restrict children to the children's computers!

Happy with the way they are

More family-friendly DVD's

More computers and better, newer

I'd love to work here or volunteer to read to children!

Keep the library current, in books and resources. It's a great value to the community especially the youth!

Love the art displays. Staff is very pleasant. Librarians are always helpful.

It is a nice secure library

WOULD LIKE A NICE COFFEE BAR (editor's CAPS)

Open Sunday afternoon with heavy emphasis on those employees who want to work Sundays.

Would be great if we could access book/materials from outside the Four County Library System. Also, being able to check out books using my name/address in addition to using the card.

Control noisy children. Have village maintain lawn, trees properly. Fertilize, weed control, reseeding.

The library staff at George F. Johnson is very helpful. She helped my log into the new system to update my records. I keep losing my library card. I was surprised to find out it was only \$1.00 to get a new one. I expected \$5.00.

I WOULD LOVE TO SEE A CAFÉ IN THE LIBRARY. STARBUCKS COFFEE WOULD BE A GREAT DRAW ESPECIALLY IF YOU NEED TO STAY A WHILE THE KIDS ARE DOING STORY HOUR OR SUMMER EVENTS.

Keep up the good work. Everybody works hard, Janet too.

More recent music cd's. More DVD's of older classic movies.

I am unsure of what the library tax is for 2007/08. But libraries are imperative for children and families to learn and grow together.

15. (con't) Please suggest any changes or improvements in library service, or other comments you would like to make:

Foreign lang.

Building needs to be better cleaned and neat as well as the bathroom's need a lot of cleaning.

Thank you! We found Russian tales here! (We are from St. Petersburg, Russia).

None. Everything is acceptable.

None.

Find a good way to lengthen computer time usage

Would like to see more on mental health & the crisis we face due to our continued degradation of mother earth. More informative "how to" books for adults and children in saving the earth.

More pay to your good employees – they're all great.

Cell phone usage needs to stop. A certain desk clerk in the afternoon needs to be more friendly and speak up more. She is too soft spoken.

Retire VHS tapes. More DVD's!

I would like young adult books & children's books to have a "star" on it similar to Vestal. It makes looking for books easier for those in between ages.

I feel the library staff provides excellent services & are always very pleasant & accommodating.

Try to keep the noise down. People talk too loud especially at Reference Desk.

Children's story hours are always on the half hour, impossible to make if using public transportation. If spring is on the ½ hour, make fall on the hour.

More large print books.

More community programs. Authors, children's theater, classes – cooking, knitting, adult crafts etc.

We enjoy- Children's summer lawn programs, children's section, book sales, book shelf with drop box for book sale. Thanks!

I have enjoyed the GFJ library all my life, I like the way changes are made (DVD, tape, computer service) as needed to keep up with the times. GFJ is a real asset to the community!

Connect with Binghamton library? Allow more computer time (Binghamton allows up to 5 hours/day).

It's been a privilege for me to have a public library card & use it wherever I've lived since a child when I was old enough to have my very own card.

Keep up the good work.

Maybe you guys should rake up the leaves from the big tree and have your grass grow again.

I would like to be able to renew books online. The library web site indicates that this action is possible, but after many attempts, I found that it is not possible.

Well, your website is a bit cluttered....hard for a visitor to make out what you have to offer.

Nice job!

15. (con't) Please suggest any changes or improvements in library service, or other comments you would like to make:

Allow only one person at a computer and library staff should be responsible for keeping the noise level of patrons down!

Consolidate all libraries into a county system so only one tax is paid. You people have no one controlling your spending. That's why you want more money.

Automated services, like reserving a book aren't really up to par. It only seems automated and actually still needs too much human intervention.

I really like all kinds of books

Just an idea but how about producing a TV spot on the libraries services and history to be aired on the community channel 4. Web searching for info has its limits- show how to search and reserve a book via the web.

Earlier hours. Some activities and reading groups in June! I would love to see the reading groups last longer than a month.

Wish they had more a selection on Romance Books

I just wish there some were DVDs and More Romance books.

I wish that the YHPL would do something about the building that would make it a little more modern and spacious. I also wish the parking situation was something other than parking out back and then walking uphill and out front to the entrance. The front of the building also should look more like a library than just a house.

It would be great to have toddler programs available at JC, similar to the wonderful programs at Binghamton and Endicott.

Keep up the good work.

The only improvement would be the noise level. This is the noisiest library I have ever been in.