

Haverford Township free Library 2007 Survey Summary

The 2007 survey asked for responses to three questions the focus of which is the future of the library predicated on strategies and objectives from the strategic plan. The results of the survey are especially important as the library continues to develop plans for a library that brings environment, layout, and services into the 21st century.

Responses to the first question - **What resources, program and/or services do you value in the Haverford Township Free Library?** – will help the library leadership to know how to best use its resources (time, staff, funds) to deliver and improve upon those things valued by our customers. What we learned that is of value to the community:

- ≈ Children's programs
- ≈ The staff
- ≈ Movies
- ≈ Books (in general)
- ≈ Audio books
- ≈ The variety of books
- ≈ Ability to make on-line requests (reserves)
- ≈ The children's room
- ≈ Summer reading club
- ≈ Wireless network
- ≈ Internet computers
- ≈ Availability of computers in general
- ≈ Inter-library loan
- ≈ EVERYTHING
- ≈ Author visits
- ≈ Music Cd's
- ≈ Online catalog, programs, book discussions, teen room, newspapers, magazines reference librarians, phone renewals, quiet places

Responses to the second question; - **What new or expanded resources, programs, and/or services do you want to see in a new library?** – Again, the responses will help us to plan how to best use our internal resources of time, staff, space, and funds. They will also help us to plan partnerships, seek grants, and develop staff expertise. What we learned that the community wants:

- ≈ More computers (and faster) – Internet, office applications, children’s, teens, outlets for laptops
- ≈ More parking
- ≈ More current music cd’s – with better display of new cd’s
- ≈ More programs – for children’s, teens, and baby-boomer’s – more instructional, reading groups, teen programs, senior activities
- ≈ Rooftop garden
- ≈ Café
- ≈ More space – work, program, comfortable, quiet, tutoring, meeting, listening, viewing, toddlers, children
- ≈ Computer rooms
- ≈ More lending material – in all formats
- ≈ Comfortable reading and relaxing spaces
- ≈ Extended weekend hours

Responses to the third question; - **What is important to you in the design of a new library?** – The responses to this question will help in planning the type and use of space, especially in a new library. However, as we plan for the new we will continue to pay attention to the current use of space. What we learned that is important to the community:

- ≈ Parking
- ≈ More open space and quiet space
- ≈ Comfortable and ADA accessible
- ≈ “Green” building – good lighting, energy efficient, environmentally responsible, walking trails, biking trails and bike racks, outdoor space
- ≈ Community hub
- ≈ Reading areas
- ≈ More space for adults, teens, and children
- ≈ More space for shelves and collections
- ≈ More meeting space
- ≈ More and better technology

A quote from the 2005 survey: “Building and parking restrictions have the potential to make one’s visit to the library less than desirable. Building and parking concerns must be priorities for improvement;” continues to hold true but with an added dimension – concern for and about the environment, interior and exterior.

Customers come to the library for a multitude of reasons including to borrow material, use computers, attend programs, work or study, and read magazines. Those who took the survey would like to see the majority of library collections increased. Customers especially want greater selections of books on tape and CD. Collection size has a direct relationship to building space and funding. Although the quantity of material may be hampered by size and funds, it is imperative that the quality of material not be compromised. The library must ensure that our collections are current, reflective of what the community wants, diverse in genre and format, and enticing.

Customers also want more computers to access the Internet, to use software applications, and to access the catalog. Again, space and budget make these improvements difficult. However, the library needs to plan for more systems to satisfy public need. The library must also influence the Delaware County Library System to expand and modernize its technology services.

Programs for children, teens, and adults are a library staple. Customers do not seem to be aware of all that we offer. We will continue to explore better methods of marketing our programs. We will regularly evaluate library programs to ensure that we are offering programs that interest and attract a diverse audience. We will work toward providing programs specifically requested by customers (such as more children’s crafts) and developing programs for age groups we are currently not reaching.

It is impossible to have everything everyone wants. It is not impossible to provide the best collections, services, programs, and customer service. Haverford Library will use the survey results to continue the process of evaluation and growth.