

2007 Library Patron Survey Responses to "Please Rate the Following Areas of Library Service"

All Responses

| | Excellent | | | Good | | | Just OK | | | Poor | | | Don't Use | |
|------------------------------------|-----------|------------|--------------------|-------|------------|--------------------|---------|------------|--------------------|-------|------------|--------------------|-----------|------------|
| | Total | % of total | % of those who use | Total | % of total | % of those who use | Total | % of total | % of those who use | Total | % of total | % of those who use | Total | % of total |
| Availability of Internet Computers | 1130 | 43.15% | 58.58% | 685 | 26.16% | 35.51% | 101 | 3.86% | 5.24% | 13 | 0.50% | 0.67% | 690 | 26.35% |
| Checkout Desk | 1664 | 62.65% | 64.10% | 835 | 31.44% | 32.16% | 85 | 3.20% | 3.27% | 12 | 0.45% | 0.46% | 60 | 2.26% |
| Reference Desk | 1429 | 54.56% | 66.00% | 670 | 25.58% | 30.95% | 63 | 2.41% | 2.91% | 3 | 0.11% | 0.14% | 454 | 17.33% |
| Children's Room Desk | 999 | 40.04% | 70.80% | 369 | 14.79% | 26.15% | 42 | 1.68% | 2.98% | 1 | 0.04% | 0.07% | 1084 | 43.45% |

Totals for all responses

| | Total responses | Total Who Use | Total Don't Use |
|------------------------------------|-----------------|---------------|-----------------|
| Availability of Internet Computers | 2619 | 1929 | 690 |
| Checkout Desk | 2656 | 2596 | 60 |
| Reference Desk | 2619 | 2165 | 454 |
| Children's Room Desk | 2495 | 1411 | 1084 |
| (skipped this question) | 100 | | |

2007 Library Patron Survey Responses to "Please Rate the Following Areas of Library Service"

In-house paper

| | Excellent | Good | Just OK | Poor | Don't Use |
|------------------------------------|-----------|------|---------|------|-----------|
| Availability of Internet Computers | 873 | 520 | 74 | 11 | 499 |
| Checkout Desk | 1256 | 645 | 63 | 9 | 42 |
| Reference Desk | 1105 | 516 | 50 | 2 | 310 |
| Children's Room Desk | 786 | 280 | 33 | 1 | 771 |
| | | | | | |
| Total Respondents | 2063 | | | | |
| (skipped this question) | 65 | | | | |

In-house Spanish

| | Excellent | Good | Just OK | Poor | Don't Use |
|------------------------------------|-----------|------|---------|------|-----------|
| Availability of Internet Computers | 34 | 12 | 2 | 0 | 2 |
| Checkout Desk | 34 | 10 | 1 | 1 | 1 |
| Reference Desk | 36 | 8 | 2 | 0 | 1 |
| Children's Room Desk | 30 | 11 | 2 | 0 | 3 |
| | | | | | |
| Total Respondents | 51 | | | | |
| (skipped this question) | 3 | | | | |

2007 Library Patron Survey Responses to "Please Rate the Following Areas of Library Service"

**Library
webpage**

| | Excellent | Good | Just OK | Poor | Don't Use |
|------------------------------------|-----------|------|---------|------|-----------|
| Availability of Internet Computers | 39 | 30 | 5 | 0 | 36 |
| Checkout Desk | 64 | 37 | 10 | 1 | 0 |
| Reference Desk | 49 | 27 | 5 | 0 | 28 |
| Children's Room Desk | 43 | 18 | 5 | 0 | 44 |
| | | | | | |
| Total Respondents | 113 | | | | |
| (skipped this question) | 1 | | | | |

City webpage

| | Excellent | Good | Just OK | Poor | Don't Use |
|------------------------------------|-----------|------|---------|------|-----------|
| Availability of Internet Computers | 4 | 6 | 0 | 0 | 6 |
| Checkout Desk | 13 | 4 | 0 | 0 | 0 |
| Reference Desk | 7 | 3 | 1 | 0 | 6 |
| Children's Room Desk | 3 | 1 | 0 | 0 | 11 |
| | | | | | |
| Total Respondents | 17 | | | | |

2007 Library Patron Survey Responses to "Please Rate the Following Areas of Library Service"

Internet computers

| | Excellent | Good | Just OK | Poor | Don't Use |
|------------------------------------|-----------|------|---------|------|-----------|
| Availability of Internet Computers | 26 | 19 | 3 | 0 | 0 |
| Checkout Desk | 30 | 16 | 1 | 0 | 1 |
| Reference Desk | 22 | 18 | 1 | 0 | 7 |
| Children's Room Desk | 11 | 9 | 0 | 0 | 27 |
| | | | | | |
| Total Respondents | 47 | | | | |
| (skipped this question) | 0 | | | | |

Cityscape

| | Excellent | Good | Just OK | Poor | Don't Use |
|------------------------------------|-----------|------|---------|------|-----------|
| Availability of Internet Computers | 76 | 48 | 11 | 2 | 114 |
| Checkout Desk | 166 | 70 | 5 | 1 | 16 |
| Reference Desk | 126 | 57 | 4 | 1 | 61 |
| Children's Room Desk | 65 | 25 | 0 | 0 | 153 |
| | | | | | |
| Total Respondents | 261 | | | | |
| (skipped this question) | 14 | | | | |

2007 Library Patron Survey Responses to "Please Rate the Following Areas of Library Service"

English laptops

| | Excellent | Good | Just OK | Poor | Don't Use |
|------------------------------------|-----------|------|---------|------|-----------|
| Availability of Internet Computers | 76 | 50 | 6 | 0 | 32 |
| Checkout Desk | 98 | 53 | 5 | 0 | 7 |
| Reference Desk | 82 | 40 | 0 | 0 | 41 |
| Children's Room Desk | 59 | 24 | 2 | 0 | 75 |
| Total Respondents | 165 | | | | |
| (skipped this question) | 0 | | | | |

Spanish laptops

| | Excellent | Good | Just OK | Poor | Don't Use |
|------------------------------------|-----------|------|---------|------|-----------|
| Availability of Internet Computers | 2 | 0 | 0 | 0 | 1 |
| Checkout Desk | 3 | 0 | 0 | 0 | 0 |
| Reference Desk | 2 | 1 | 0 | 0 | 0 |
| Children's Room Desk | 2 | 1 | 0 | 0 | 0 |
| Total Respondents | 3 | | | | |
| (skipped this question) | 0 | | | | |