

PATRON SURVEY SUMMARY

Sonoma County Library Facilities Master Plan

Patron Survey Summary - Countywide

<i>Total Surveys Returned</i>	English	Spanish	Total	Percent*
English	1,950		1,950	94%
Spanish		127	127	6%
Total			2,077	100%

<i>Which library do you most often check out materials from?</i>	English	Spanish	Total	Percent*
Central	130	15	145	7%
Cloverdale	154	22	176	8%
Forestville	35	0	35	2%
Guerneville	152	1	153	7%
Healdsburg	186	25	211	10%
Northwest	175	5	180	9%
Occidental	22	0	22	1%
Petaluma	187	18	205	10%
Rincon Valley	102	0	102	5%
Rohnert Park - Cotati	176	8	184	9%
Sebastopol	200	1	201	10%
Sonoma Valley	150	11	161	8%
Windsor	186	9	195	9%
Bookmobile (Contract)	22	0	22	1%
Other	73	12	85	4%

<i>How often do you go to the library?</i>	English	Spanish	Total	Percent*
4+ times a week	243	9	252	12%
2 or 3 times a week	477	39	516	25%
Once a week	750	46	796	38%
Once a month	302	25	327	16%
Less Frequently	115	6	121	6%
Other	38	0	38	2%

<i>Is that library convenient?</i>	English	Spanish	Total	Percent*
Yes	1,848	121	1,969	95%
No	60	2	62	3%

<i>If it is not convenient, why not?</i>	English	Spanish	Total	Percent*
Too far from home	20	0	20	1%
Too few hours	13	0	13	1%
Inadequate/pay parking	10	0	10	0%
Poor location	5	0	5	0%
Other	4	2	6	0%

<i>Day of the week</i>	English	Spanish	Total	Pct*
Monday	537	5	542	26%
Tuesday	395	41	436	21%
Wednesday	339	23	362	17%
Thursday	37	13	50	2%
Friday	68	13	81	4%
Saturday	516	29	545	26%
Sunday	3	2	5	0%

<i>Time you entered the library</i>	English	Spanish	Total	Percent*
9 am - 12 noon	633	27	660	32%
12 noon - 3 pm	670	39	709	34%
3 pm - 6 pm	457	44	501	24%
6 pm - 9 pm	157	11	168	8%
Other	33	6	39	2%

<i>Age</i>	English	Spanish	Total	Percent*
Under 12	84	6	90	4%
12-17 years	214	19	233	11%
18-25 years	108	25	133	6%
26-29 years	299	56	355	17%
40-65 years	870	13	883	43%
65+ years	362	0	362	17%
Other	13	8	21	1%

<i>How do you usually get to the library?</i>	English	Spanish	Total	Percent*
Drive	1,429	63	1,492	72%
Walk	515	27	542	26%
Get a Ride	97	9	106	5%
Public Transport	35	6	41	2%
Bicycle	46	2	48	2%
Other	17	19	36	2%

* Percent of the total sample. The sum of percentages may exceed 100% for survey items for which patrons could select multiple responses.

APPENDIX II

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	English	Spanish	Total	Percent*
<i>Why do you typically come to the library?</i>				
use/borrow books	1,697	115	1,812	87%
borrow videos	717	68	785	38%
sit and read	502	54	556	27%
use magazines/newspapers	486	32	518	25%
use/borrow children's materials	474	53	527	25%
borrow tapes/CDs	415	39	454	22%
study/do homework	413	44	457	22%
access the Internet	408	42	450	22%
use/borrow best sellers	368	21	389	19%
get answers to questions	338	30	368	18%
access e-mail	236	23	259	12%
special programs	222	12	234	11%
children's storytime	161	34	195	9%
meet friends/neighbors	144	14	158	8%
use/borrow Spanish materials	89	58	147	7%
literacy programs	20	10	30	1%
other	217	16	233	11%

<i>Are you usually able to find what you need?</i>				
Yes	1,383	92	1,475	71%
No, it is checked out	100	6	106	5%
No, but I place a hold	329	9	338	16%
No, not offered	18	4	22	1%
other	4	7	11	1%

<i>Do you typically have to wait?</i>				
Often	204	11	215	10%
Occasionally	661	55	716	34%
Infrequently	895	25	920	44%
Other	1	1	2	0%

<i>Is the wait inconvenient?</i>				
Yes, very	73	9	82	4%
Yes, somewhat	320	23	343	17%
No	1,625	36	1,661	80%

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	English	Spanish	Total	Pct*
<i>What improvements are needed?</i>				
more books	731	54	785	38%
longer hours	590	55	645	31%
more computers	506	74	580	28%
more videos	480	51	531	26%
more tapes/CDs	293	30	323	16%
more parking	239	38	277	13%
computer training areas	200	44	244	12%
quieter areas	213	23	236	11%
more periodicals	208	26	234	11%
more seating	186	28	214	10%
places for group work	179	32	211	10%
more comfortable spaces	176	19	195	9%
better lighting	103	7	110	5%
storytelling space	78	16	94	5%
more large type books	77	11	88	4%
more program spaces	62	21	83	4%
better temperature control	54	7	61	3%
shorter lines	25	9	34	2%
other	285	3	288	14%

<i>Do you/would you use other languages?</i>				
Yes	491	95	586	28%
No	1,293	19	1,312	63%

<i>Which other languages?</i>				
Chinese	19	0	19	1%
French	115	3	118	6%
German	37	0	37	2%
Italian	31	1	32	2%
Japanese	18	0	18	1%
Spanish	307	56	363	17%
other	81	3	84	4%

<i>Do you have outside computer access?</i>				
Yes	1,449	52	1,501	72%
No	383	55	438	21%

<i>If yes, do you access the library online?</i>				
Yes	698	19	717	35%
No	843	43	886	43%

<i>If yes, which online services?</i>				
Search	565	22	587	28%
Place holds	81	2	83	4%
Check account	27	0	27	1%
Access photos	6	0	6	0%
Access database	22	1	23	1%

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	English	Spanish	Total	Percent*		English	Spanish	Total	Pct*
<i>What are the most important roles of the library?</i>					<i>What services should be added?</i>				
child educ. support	1,180	79	1,259	61%	homework center	421	49	470	23%
continuing adult ed	725	38	763	37%	tech training	300	39	339	16%
connect kids with books	721	51	772	37%	self check-out	292	1	293	14%
current information	496	20	516	25%	borrow laptop	263	28	291	14%
promoting literacy	490	39	529	25%	joint programs	255	44	299	14%
consumer information	328	27	355	17%	home school resources	217	20	237	11%
info recreation	296	20	316	15%	home delivery	156	13	169	8%
cultural center	148	124	272	13%	online fine payment	152	10	162	8%
build language skills	98	32	130	6%	online computer reserve	117	19	136	7%
electronic info access	103	8	111	5%	borrow MP3 player	121	13	134	6%
forum for ideas	93	7	100	5%	borrow e-book	119	10	129	6%
career/business info	70	10	80	4%	distance learning	119	12	131	6%
community center	68	16	84	4%	thematic displays	109	14	123	6%
tech training center	39	7	46	2%	satellite dropoff/pickup	79	13	92	4%
interactive exhibits	10	7	17	1%	online room reserve	50	11	61	3%
other	118	2	120	6%	other	100	3	103	5%

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