

STAFF SURVEY SUMMARY

Sonoma County Library Facilities Master Plan

Staff Survey Summary - Countywide

Total Surveys Returned 91

<i>Which library do you [use] most often?</i>	Total	Percent*
Cloverdale	4	4%
Forestville	-	0%
Guerneville	3	3%
Healdsburg	8	9%
Occidental	1	1%
Petaluma	10	11%
Rohnert Park	2	2%
Santa Rosa Central	40	44%
Santa Rosa Northwest	8	9%
Santa Rosa Rincon Valley	3	3%
Sebastopol	1	1%
Sonoma Valley	2	2%
Windsor	4	4%
Unspecified	5	5%

<i>Is that library convenient?</i>	Total	Percent*
Yes	74	81%
No	9	10%

<i>If it is not convenient, why not?</i>	Total	Percent*
Inadequate/pay parking	6	7%
Commute/live far away	2	2%
Other	3	3%

<i>How do you usually get to the library?</i>	Total	Percent*
Drive	77	85%
Walk	10	11%
Bicycle	2	2%
Get a Ride	1	1%

<i>Would you use materials in languages other than English?</i>	Total	Percent*
Yes	20	22%
No	61	67%

<i>If yes, which language(s)?</i>	Total	Percent*
Spanish	15	16%
Italian	2	2%
Chinese	2	2%
French	1	1%
Other	3	3%

<i>Why do you usually come to the library?</i>	Total	Percent*
use/borrow books	78	86%
borrow videos	50	55%
work	45	49%
borrow tapes/CDs	35	38%
use/borrow children's materials	28	31%
use/borrow best sellers	27	30%
get answers	24	26%
use/borrow magazines/newspapers	21	23%
access e-mail	20	22%
special programs	20	22%
access the Internet	18	20%
borrow DVDs	17	19%
children's storytime	11	12%
use/borrow Spanish materials	8	9%
meet friends/neighbors	8	9%
sit and read	5	5%
use/borrow large type books	4	4%
literacy programs	3	3%
study/do homework	3	3%
other	7	8%

<i>What improvements are needed?</i>	Total	Percent*
quieter areas	42	46%
more parking	42	46%
group study spaces	33	36%
more computers	33	36%
better temperature control	33	36%
better lighting	32	35%
more books	30	33%
computer training	30	33%
more videos	26	29%
more seating	21	23%
more tapes/CD's	21	23%
longer hours	21	23%
storytelling space	17	19%
more program space	16	18%
more large type book	14	15%
more comfortable	13	14%
shorter lines	8	9%
more magazines	6	7%
other	68	75%

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

APPENDIX III

Sonoma County Library Facilities Master Plan

Staff Survey Summary - Countywide

<i>What are the most important roles of the library?</i>	Total	Percent*
connect kids with books	55	60%
child educ. support	40	44%
current information	38	42%
continuing adult ed	28	31%
info recreation	17	19%
promoting literacy	16	18%
cultural center	13	14%
consumer information	12	13%
forum for ideas	8	9%
electronic info access	4	4%
community center	3	3%
build language skills	3	3%
interactive exhibits	1	1%
career/business info	1	1%
tech training center	1	1%
other	13	14%

<i>What do you like most?</i>	Total	Percent*
Staff, Volunteers, Friends	32	35%
Collections	26	29%
Accessibility (convenient, location)	11	12%
Building/Facility	9	10%
Patrons	7	8%
Size	6	7%
Organization & Ease of use	4	4%
Resources/Services General	4	4%
Atmosphere	4	4%
Programs/Events	2	2%
Holds/Reserving	2	2%
Computers	1	1%
Free	1	1%
Hours	1	1%
Internet Access	1	1%
Children's Area/Child Friendly	1	1%
Other	3	3%

<i>What services should be added?</i>	Total	Percent*
more joint programs	37	41%
homework center	34	37%
technology/training	29	32%
online fine payment	26	29%
home delivery	15	16%
thematic displays	15	16%
online computer reserve	14	15%
home school resource area	12	13%
online program room reserve	12	13%
self checkout	10	11%
satellite material pickup	9	10%
distance learning	8	9%
borrow laptop	6	7%
borrow e-book	4	4%
other	32	35%

<i>What do you like least?</i>	Total	Percent*
Vagrants	14	15%
Air Quality & Temperature	9	10%
Parking	9	10%
Noise	8	9%
Shelving (lack/inappropriate)	8	9%
Décor/Design	7	8%
Collections (limited/aging)	6	7%
Unclean	5	5%
Insufficient Staff	5	5%
Size	5	5%
Lighting	4	4%
Staff Work Areas	4	4%
Management/Personnel Issues	3	3%
Age/Condition of Facility/Finishes	3	3%
Security & Safety	3	3%
Crowding	2	2%
Atmosphere	1	1%
Computers (not enough)	1	1%
Access to Collection	1	1%
Low Accessibility	1	1%
Hours	1	1%
Uncomfortable	1	1%
Other	10	11%

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