

Sanger Community Survey 2017

120 responses, collected online & in-library 6/28/17 - 8/11/17

About this Survey: This survey was created and executed by Sanger Public Library in summer of 2017 to supplement and assist in the Needs Assessment and Basic Conceptual Design for a new library, performed by Komatsu Architecture and presented to the city council on October 16th, 2017.

Where and How was the Survey Taken?

In-Library: Paper copies and library computer (60)

Online: Link from Facebook (31)

Online: Link from Friends of the Library email (14)

Online: Link from Sanger Public Library's website homepage (11)

Online: Link from Library e-newsletter (4)

Survey Scope and Topics:***

Questions 1-8: Usage of Current Library Services and Facilities

Questions 9-12: New Library Building and Future Library Services and Features

Questions 13-25: Ways to Connect with the Library and Demographics

Reading the Survey Results:

Answers are ranked from highest to lowest.

All percentages are expressed out of the number of people to answer each question. *For example: our survey had 120 responses, but if a question was answered by only 73 people, then an answer that received 30 votes would read as 41.1% (30 out of 73) instead of 25% (30 out of 120). This is done because some questions do not apply to all respondents and some respondents may skip questions for a variety of reasons (e.g., do not believe the question applies, do not wish to answer, do not have an opinion, etc.).*

*** Not all survey data is contained in this excerpt.

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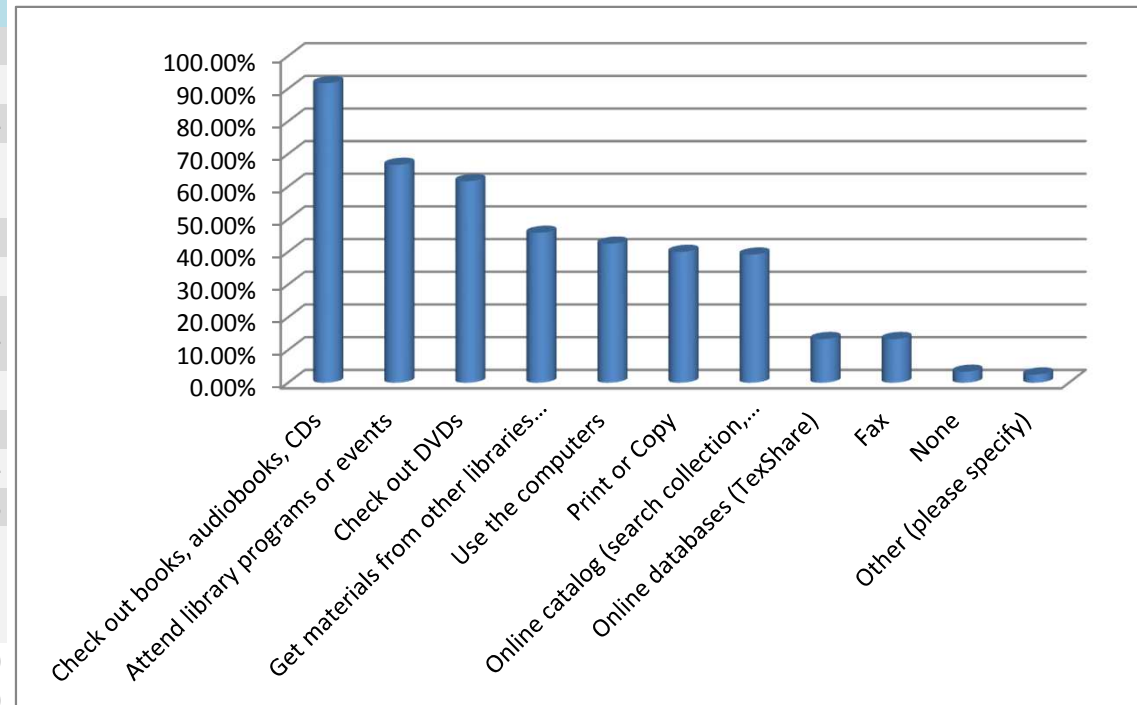
In-Library computer and paper (60), Facebook (31),
Friends of the Library email (14), Website Homepage (11), Library e-
newsletter (4)

Collectors:

All percentages are expressed out of *the votes in that question,* not the total number of respondents.

Q1. Which of the following library services have you used before? (Check all that apply.)

Answer Choices	Responses	
Check out books, audiobooks, CDs	91.67%	110
Attend library programs or events	66.67%	80
Check out DVDs	61.67%	74
Get materials from other libraries (NTLC "Consortium" libraries or Inter-Library Loan)	45.83%	55
Use the computers	42.50%	51
Print or Copy	40.00%	48
Online catalog (search collection, renew items, request items)	39.17%	47
Online databases (TexShare)	13.33%	16
Fax	13.33%	16
None	3.33%	4
Other (please specify)	2.50%	3
wifi for personal computer		
Children's computer, coloring pages		
Visited children's area		
Answered		120
Skipped		0



Q2. Do you use our eBook and music streaming/download services (Freegal, Freading, Overdrive)?

Answer Choices	Responses	
No	80.00%	96
Yes	20.00%	24
Answered		120
Skipped		0

Q3. Please indicate which digital services you've used

Answer Choices	Responses			
Overdrive	69.57%	16		
Freegal	30.43%	7		
Freeding	21.74%	5	Answered	23
Texshare databases	21.74%	5	Skipped	97

Q4. Please rate the following aspects of these services

	Excellent		Satisfactory		Poor		Total	Weighted Average
Ease of use	69.17%	16	30.43%	7	0.00%	0	23	1.3
Selection of titles	34.78%	8	60.87%	14	4.35%	1	23	1.7
Device compatibility	72.73%	16	27.27%	6	0.00%	0	22	1.27

Other comments?

I do not use ebook or music streaming services because I prefer hard copies of books and music.		
I sometimes don't use digital services because of past difficulties and I prefer physical copies of books and magazines.	Answered	23
Overdrive was a huge improvement on Freeding	Skipped	97

Q5. I don't use Sanger Public Library's digital services because...

Answer Choices	Responses			
I prefer hard copies of books or music.	63.01%	46		
I did not know the library offered those services.	36.99%	27		
I'm not interested because I'm not tech savvy.	20.55%	15		
I don't own a phone/tablet/computer or use the internet.	10.96%	8		
I couldn't get it to work and/or found it too difficult.	6.85%	5		
Other (please specify)				
Hhave not had a chance to try it out.				
Haven't taken the time to learn to use them yet. I do plan on doing that, however.				
Haven't had time to investigate these products				
Have my own				
Selection of materials not broad enough or did not appeal to me	Answered	73		
I am a college student and have access to those databases	Skipped	47		

Q6. How often do you come into the Sanger Public Library?

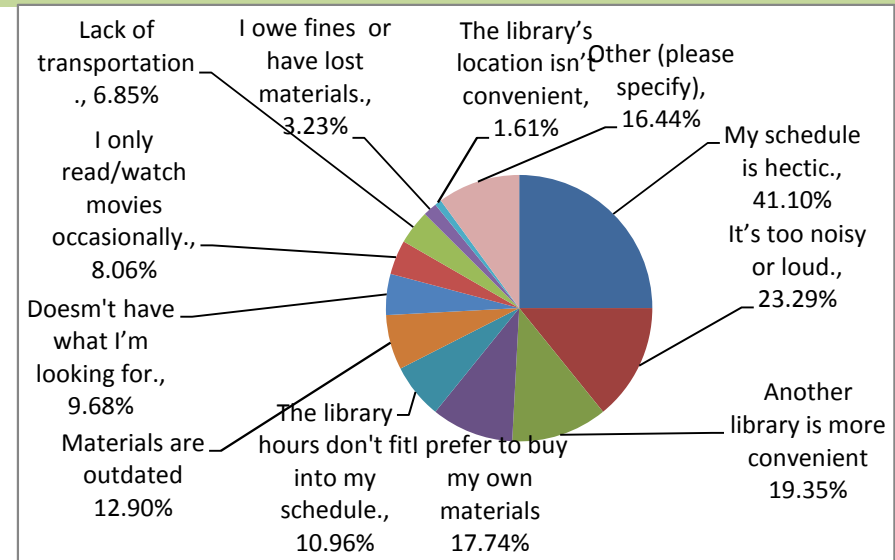
Answer Choices	Responses	
At least monthly	37.93%	44
At least weekly	25.00%	29
At least once every 3 months	17.24%	20
Seasonally (e.g. summer, school year, holidays)	6.90%	8
At least once every 6 months	6.03%	7
Annually	3.45%	4
Rarely or not at all	3.45%	4

Answered 116
Skipped 4

Q7. If you only use the library on a sporadic basis or haven't been at the library in a long time, please let us know why. (Check all that apply.)

Answer Choices	Responses	
My schedule is hectic.	41.10%	30
It's too noisy or loud.	23.29%	17
Another library is more convenient for me or caters to my needs	19.18%	14
I prefer to buy my own books, movies, magazines, etc.	16.44%	12
The library hours don't fit into my schedule.	10.96%	8
The Library materials are outdated.	10.96%	8
The Library does not have what I'm looking for.	8.22%	6
I only read or watch movies occasionally.	6.85%	5
Lack of transportation.	6.85%	5
I owe fines to the library or have lost library materials.	2.74%	2
The library's location isn't convenient for me.	1.37%	1
I have had negative experience/interaction with staff.	0.00%	0
I have had negative experience/interaction with other people in or	0.00%	0
Other (please specify)	16.44%	12

Answered 73
Skipped 47



I only come to programs but do use to spell word	I just forget it is an option until I need it.
New Resident	Our children are older now and have access to libraries in their schools.
use college library during the school year	My life has changed...retired....
I own so many books, CD's and DVD's that I am trying to read them, listen to them, or watch them so I can pass them on to others.	I do utilize the ebooks regularly, but I work in Krum and the consortium relationship allows me to check out physical books there.
Not aware of all the library has to offer	I have massive amounts of books at home already
I go to college out of state	hard to get out. In a year or so the little ones will be able to behave in a library.

Q8. The Library's current hours are: Monday – Thursday: 10:00 AM – 6:00 PM Friday: 10:00 AM – 5:00 PM Saturday: 10 AM– 2 PM **If you could make changes what would they be?**

Answer Choices	Responses	
Library hours are fine as they are now	49.14%	57
Open more hours on Saturdays	21.55%	25
Stay open later on weekday evenings	20.69%	24
Open earlier on weekday mornings	10.34%	12
Other (please specify)	3.45%	4
need a night time occassionally		
Saturdays open until 5 PM.		
Later hours on Saturday and one or two late evening weekdays		
Open earlier on Saturdays and also during summer		

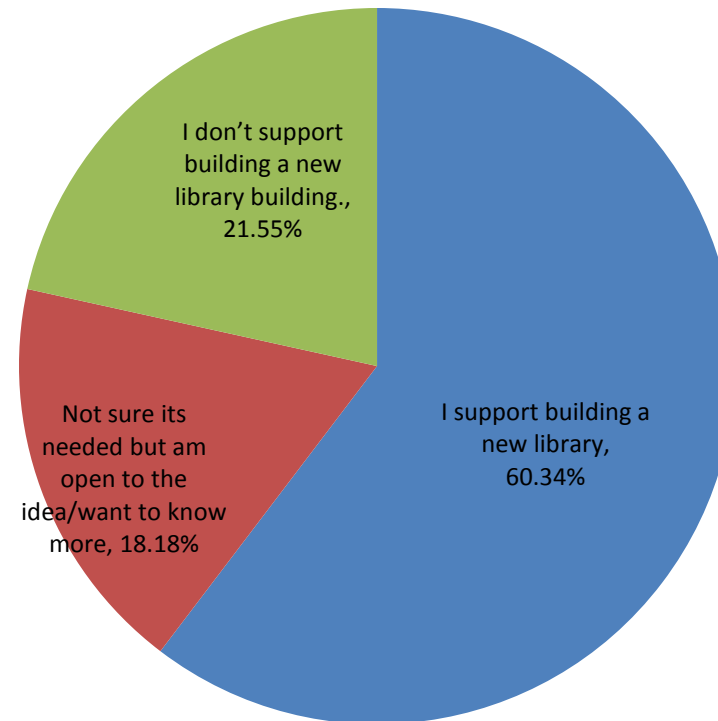
Answered 116
Skipped 4

Q9. Please read the following statement and answer the related questions below.

According to statistics from the Texas State Library, Sanger Public Library is only half the size of an average library in towns of similar population; we have no more room to grow our collection and programs along with the growing community. An expansion to the current building would not create enough additional space to address current or future demand and would only delay the long-term solution of a new building; expansions/renovations can also cost as much or more than new construction. Considering these and other factors, the City of Sanger is working on plans to build a new library building in next 4-5 years.

Based on the statement above, How much do you support building a new library?

Answer Choices	Responses	
I support building a new library	60.34%	70
I'm not sure that we need a new library, but I am open to the idea and want to know more	18.10%	21
I don't support building a new library building.	21.55%	25
	Answered	116
	Skipped	4



Demographic Breakdown of New Library Question

Age	17 & Under		18-20		21-29		30-39	
I support building a new library	40.00%	2	100.00%	1	87.50%	7	80.00%	16
I'm not sure that we need a new library, but I am open...	40.00%	2	0.00%	0	12.50%	1	15.00%	3
I don't support building a new library building.	20.00%	1	0.00%	0	0.00%	0	5.00%	1
	40-49		50-59		60 & Up			
I support building a new library	68.75%	11	38.89%	7	55.56%	25		
I'm not sure that we need a new library, but I am open...	12.50%	2	11.11%	2	24.44%	11		
I don't support building a new library building.	18.75%	3	50.00%	9	20.00%	9		

Q10. Understanding that a site has not been selected for a new library and there are many considerations to be made during the process, where do you wish a new library to be located? Please rank the options below in order of preference, with 1 being the most preferred and 3 being least preferred.

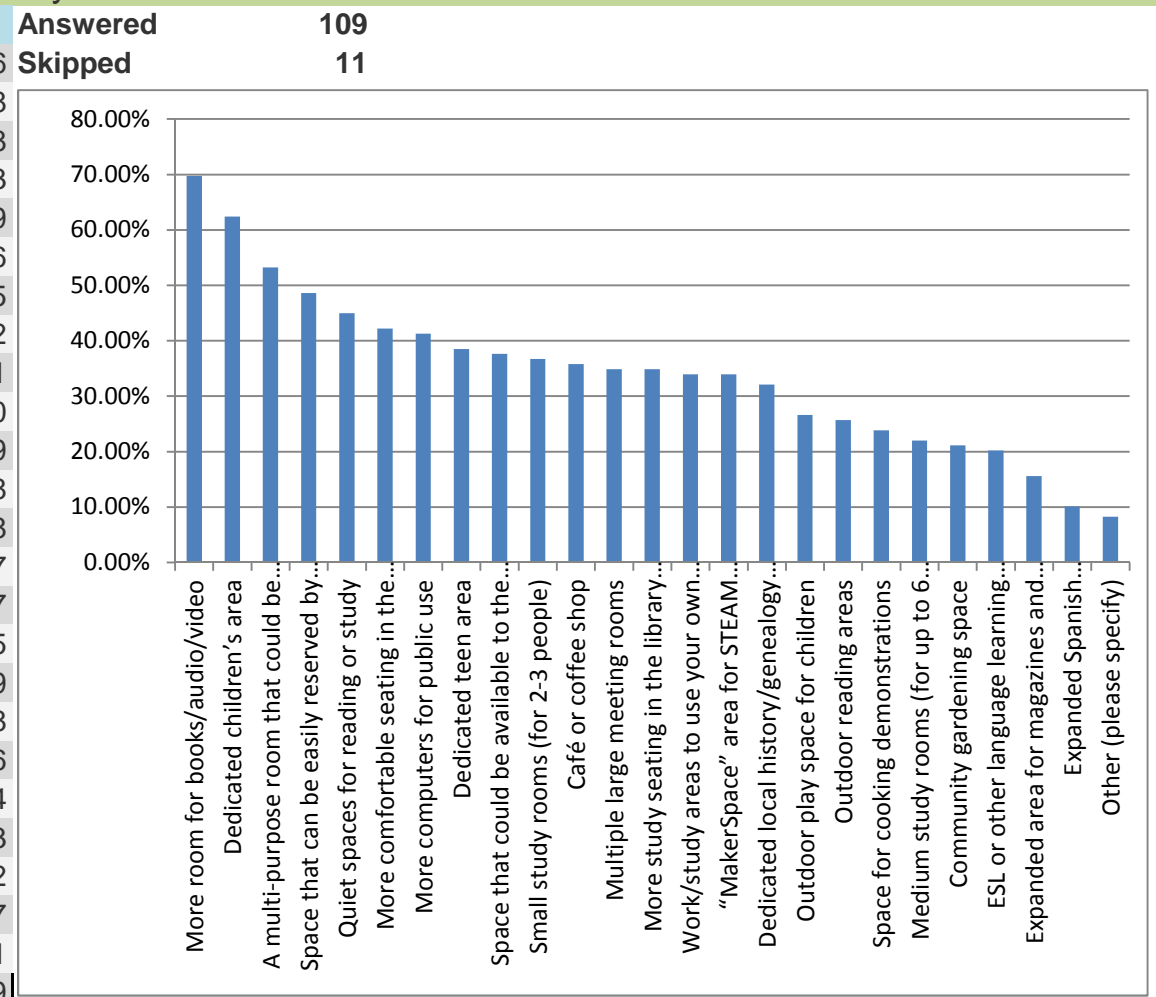
	1st Place Votes		2nd Place Votes		3rd Place Votes		Total	Score
East of downtown, towards Sanger High School and newer residential areas	21.95%	18	36.59%	30	41.46%	34	82	1.80
A downtown location	72.48%	79	23.85%	26	3.67%	4	109	2.69
West of downtown, towards Chisholm Trail Elementary School	21.25%	17	27.50%	22	51.25%	41	80	1.70

Answered 114 Skipped 6

Several respondents didn't rank the options and simply checked their preference (hence there are more people who answered the question than there are individual vote totals for any location). ---- Higher "score" is the more preferred... percentages are calculated from the votes for that location.

Q11. What features would you like to see in a future Sanger Public Library?

Answer Choices	Responses	Count
More room for books/audio/video	69.72%	76
Dedicated children's area	62.39%	68
A multi-purpose room that could be configured for different uses	53.21%	58
Space that can be easily reserved by members of the community	48.62%	53
Quiet spaces for reading or study	44.95%	49
More comfortable seating in the library (couches & armchairs)	42.20%	46
More computers for public use	41.28%	45
Dedicated teen area	38.53%	42
Space that could be available to the community after library operating hours	37.61%	41
Small study rooms (for 2-3 people)	36.70%	40
Café or coffee shop	35.78%	39
Multiple large meeting rooms	34.86%	38
More study seating in the library (tables & chairs)	34.86%	38
Work/study areas to use your own computers & devices	33.94%	37
"MakerSpace" area for STEAM (Science, Technology, Engineering, Art, and Math)	33.94%	37
Dedicated local history/genealogy area	32.11%	35
Outdoor play space for children	26.61%	29
Outdoor reading areas	25.69%	28
Space for cooking demonstrations	23.85%	26
Medium study rooms (for up to 6 people)	22.02%	24
Community gardening space	21.10%	23
ESL or other language learning materials or programs	20.18%	22
Expanded area for magazines and newspapers	15.60%	17
Expanded Spanish language/bilingual collection and resources	10.09%	11
Other (please specify)	8.26%	9



Q12. Identify how important you think the services below will be to you and your household in the future:

	Very important		Important		Unimportant		Total	Weighted Average
Provide students of all ages with age appropriate study materials, work spaces, and recreation	65.77%	73	28.83%	32	5.41%	6	111	0.74
Provide a comfortable space for individuals to go when they need a place outside of their home to read, think, or work	62.50%	70	33.04%	37	4.46%	5	112	0.79
Provide young children with quality learning environments in addition to picture books, Storytime, etc.	57.01%	61	31.78%	34	11.21%	12	107	0.97
Provide a variety of cultural, educational, and recreational programs for people of all ages.	52.29%	57	38.53%	42	9.17%	10	109	1.05
Provide resources for adults and job seekers, such as listings of employment opportunities, personal/professional development	43.75%	49	49.11%	55	7.14%	8	112	1.20
Serve as a community hub – a place where organizations or clubs space to hold meetings, present concerts, events, lectures, etc. and can support discussion and communication between members of the community in a neutral environment.	42.86%	45	37.14%	39	20.00%	21	105	1.34
Provide community information (e.g. local government, area history, local issues) and offer resources for personal and household questions (e.g., hobbies, health, home appliances, etc.)	38.32%	41	49.53%	53	12.15%	13	107	1.36
or physical materials, such as crafting equipment, 3D printing, specialized tools, professional creative software, A/V equipment	24.04%	25	36.54%	38	39.42%	41	104	1.91

Answered 114
Skipped 6

Q13. How do you find out about library news, events and/or services? (Select all that apply)

Answer Choices	Responses	
Library staff	52.25%	58
In-house library promotion (flyers, posters, displays, etc.)	38.74%	43
Library Facebook	35.14%	39
Newspaper - Sanger News	34.23%	38
Library website	24.32%	27
Word of Mouth	24.32%	27
Library e-Newsletter	16.22%	18
Newspaper - Denton Record Chronicle	5.41%	6
Posters around the community	5.41%	6
Other (please specify)	5.41%	6
email		
I don't hear anything.		
Attend friends' meetings		
We don't need a new library.		
Emails		
library meetings		
	Answered	111
	Skipped	9

