

## Dayton Public Library – Library User General Survey Fall 2014

Please take a moment to answer this anonymous survey about the library. All questions are optional. Please note Question 5 at the end of the survey concerning a large bequest the library has received.

The survey may be dropped off or mailed to Dayton Public Library PO Box 378, Dayton, IA 50530.

Please check one answer for each of the following.

70 COMPLETED  
SURVEYS RECEIVED AS  
OF 12/17/2014

1. How would you rate each of the following library services?

	Excellent	Good	Fair	Poor	Don't know/N/A
Customer service	64 <input type="checkbox"/>	5 <input type="checkbox"/>	1 <input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Collection (books, DVDs, music, newspapers, etc.)	46 <input type="checkbox"/>	23 <input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Programs (classes, story times, etc.)	30 <input type="checkbox"/>	19 <input type="checkbox"/>	2 <input type="checkbox"/>	<input type="checkbox"/>	16 <input type="checkbox"/>
Online services (website, catalog, research databases, etc.)	29 <input type="checkbox"/>	15 <input type="checkbox"/>	2 <input type="checkbox"/>	<input type="checkbox"/>	21 <input type="checkbox"/>
ILL (Inter-library loan)	40 <input type="checkbox"/>	13 <input type="checkbox"/>	2 <input type="checkbox"/>	<input type="checkbox"/>	14 <input type="checkbox"/>
Library policies	43 <input type="checkbox"/>	19 <input type="checkbox"/>	1 <input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Computers and printers	36 <input type="checkbox"/>	17 <input type="checkbox"/>	2 <input type="checkbox"/>	<input type="checkbox"/>	12 <input type="checkbox"/>
Internet access	34 <input type="checkbox"/>	15 <input type="checkbox"/>	2 <input type="checkbox"/>	2 <input type="checkbox"/>	14 <input type="checkbox"/>
Facilities	39 <input type="checkbox"/>	22 <input type="checkbox"/>	8 <input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Hours of operation	36 <input type="checkbox"/>	23 <input type="checkbox"/>	8 <input type="checkbox"/>	2 <input type="checkbox"/>	<input type="checkbox"/>
Overall, how would you rate the library?	54 <input type="checkbox"/>	16 <input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

### 2. What do you value most about the library?

Good assortment of books, magazines, movies.  
Large variety of services and the best customer service.

Good selection of books.

Book choices that are available.

Selection of books and movies.

All different kinds of books!

The assistance you give to patrons.

Books.

Service.

That you do not have to go a long distance to get the information you need and that everyone knows your name and you're not just a number.

The people.

Movies and internet.

New books.

The staff.

Computers, movies, summer reading and ILL (inter-library loan); helpfulness and friendliness of staff.

Helpfulness of staff.

Movies, books, Internet, and amazing customer service.

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The books! And movies! ☺

Involvement in community.

If the library does not have what you need, the librarian will get it for you.

We rent movies all the time, and my children love story hour in the summer.

Friendly staff and willingness to get whatever asked for.

Getting the newest novels by the well-known authors.

Staff is amazing!

We love the variety of books and the ability to inter-library loan. Also, all who work at the library are great at their jobs and very friendly.

The choice of movies and availability.

For children to be able to use a very nice computer and low cost and amount of time allowed to have movies.

It's a nice place to come in after school and read or do homework.

The wonderful staff that babysits everyone's kids.

Being able to borrow books on tape; visiting with friends.

Helpful staff.

For the size of town, an overall nice library. Helpful for the children of Dayton.

Many new books at all times.

The librarian.

Movies and access to library.

Books!

Tanya and Mary and all their help with inter-library loans.

Location, location, location.

Good selection of current books and magazines.

Available to new ideas and projects; Tanya and Mary are most valuable too!

Convenience.

Getting to check out as many books as we want.

Accessibility; internet accessibility.

Customer service!!

Accessibility, kindness.

Books.

Great staff.

Amazing staff.

The books.

Books.

Gives children access to many educational items.

Access to new movies.

The books.

The service and variety of books.

Good books.

The staff.

Clean.

Books.

### 3. How could the library or its services be improved, if at all?

Librarian and the board would know more than I.

Bigger facilities—more computers.

More hours.

More hours?

None.

They are so good right now that other than being open every day, I cannot think of anything. ☺

N/A

More hours.

More private about account info.

Continue to purchase quality books.

Open Tuesday and Thursday as well, but that would be tough on staff.

Needs a bigger space.

More hours it's open.

Unsure.

Need a bigger building.

More room for children's programs.

I am well satisfied with our library. It suits the needs of our community.

More non-fiction.

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It would be nice if it was open more, but I know that takes more money. We're glad it's open as often as it is!

I think they are doing an excellent job now.

Possibility of purchasing building next door and expanding. Exercise equipment, tanning, daycare or some other community-based service to make \$.

More room, more computers, more hours, would like to be open daily. Need more computers—some just for adults. Dayton library has an excellent collection.

Wider variety of books (more current).

Be open daily.

New computers.

Too bad can't be enlarged.

You do just great!

Open few more days; comfy chairs to read in.

More marketing/info.

There's always room for improvement, but I don't know what it is.

You guys!! Who else?

Larger space.

We like it just as it is.

Book sales ongoing (room dedicated to ongoing sale like Fort Dodge and Ames).

I think the library and its services are outstanding, but they could be even better if we had a bigger library (see below: Perhaps a start on a near new library in Dayton.)

OK.

Nothing.

More computers.

?

Dayton is good.

### 4. What is your favorite library in the central Iowa area? Why?

Dayton.

This one, Ogden, Stratford.

Dayton. I get all the services a larger library has but right here at home.

Dayton—because it's local.

Fort Dodge—lots of room to get stuff done.

Dayton—because of location.

Do your best.

Dayton.

Dayton only one I use.

Dayton Public Library, of course.

Dayton.

Don't have one.

Ames—size of collection.

This one because of convenience, location, and mostly the staff.

Ames Public Library.

This one! You guys are great!

Dayton because it is close to home; Ames – kids' music selection.

Dayton Public Library—nice and convenient!

Ames library just has lots to offer.

Dayton library—location and friendly staff.

Love how much room is at Fort Dodge library but like staff and service in Dayton best.

I only frequent the Dayton library.

Dayton—duh! But Story City is awesome.

I have only been to a few others, and one really nice one I've been to is Mason City. It's huge, of course, and has lots of different rooms and space for events, classes, and a huge book selection.

Dayton—friendliness, courtesy, know my name and everyone else's. Convenient. Great!

Only know Dayton library. Very pleasant employees now!

This is the only one I go to.

Not Fort Dodge.

Dayton—friendliness and helpful staff.

Dayton library; enjoy the book sales and their prices. Lehigh book sales are too expensive.

Don't have one.

Ours—because.

Fort Dodge—chairs that are comfy to read in.

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Dayton—all of the above (location, location, location).

Dayton.

Here and Fort Dodge.

Fort Dodge, due to its size and openness. If 10 reflects Fort Dodge, Dayton reflects 9.5.

Here.

Dayton only one I use.

Dayton.

Dayton.

The Dayton library; It's close.

Dayton—access.

This one.

Dayton—close by and personnel.

Good.

Dayton.

Dayton—hometown and people who work there!

### **5. The Dayton Public Library recently received a bequest from the Estate of Robert Hedberg in the amount of \$49,000. What suggestions do you have for the use of this bequest for the betterment of the Dayton Public Library?**

It would be nice if it could be enlarged or have a bigger building.

Long-term stability of the library.

More room.

Let the librarian spend as she sees fit. She knows the needs best.

Update books.

You would know best.

Ask the board.

Longer hours, more programs for the younger kids.

Expand your space.

Be open more hours.

More space and books and movies.

Size prohibits but would be nice to have an area for patrons to read—away from children's area.

More reading activities for kids; expand the size.

Individual carrels for each computer—provide privacy and eliminate horseplay by kids!

Bigger facilities so you can get more books, movies, and internet/computers.

Kids music selection?

Programs for kids.

Tanya and the board will be able to make good decisions.

More activities for the kids would be great. 😊

More computers/media; ipads for checkout?, more room for kids programs.

I think it would be nice to start a building fund, but I think it is too much for us to undertake.

Maybe we can update the loan out desk, and it would be nice to lower the shelves but that is not possible without more space. I would not rush into anything.

Speakers?

It would be nice to expand the size of the library somehow, but not sure that is even a possibility. More books and movies are always great, along with more open hours.

I have no idea; unknown.

As mentioned above, purchase adjacent building if possible if price is right to expand services. Invest to keep \$ coming in long term.

More shelves!

New building.

Replace small shelves with bigger ones.

Update and/or upgrade the books, and DVDs, and CDs, and books on tapes.

New book and/or computers.

More books, DVDs, computers.

I don't know.

Good question; will take some thought.

Perhaps a start on a near new library in Dayton.

More books.

Making more room.

Bigger.

More books/movies.

Computers.

Trip for employees & board to Europe.