Our Community Survey was developed by the Planning Team with input from all library service areas. The 25-question “Survey Monkey” survey was made available to the public online through a link on the Library’s website, on dedicated computers located near the service desks in all three libraries, and in print in all public departments. The survey was open from July 4th through Labor Day and was publicized in the Library’s weekly e-newsletter, the Town e-newsletter and list serve, the Library’s Facebook page, the Neighbors and Friends in West Hartford Facebook group, the local press and via email and in person to members of Library discussion groups, Writers’ Groups and the Friends of the Library. All respondents had the option to enter a drawing for an e-reader, the opportunity to sign up for the Library’s electronic newsletter and/or to participate in a Community Conversation.

A total of 1832 individuals completed the survey, 1802 electronically and 30 in print.

Of those, 770 answered the open-ended question: What else would you like to tell us? Over 72% of the responses included positive statements about West Hartford’s libraries, library staff, programs, collections and/or services. 180 individuals made specific suggestions or provided constructive criticism. Other frequently addressed topics included library hours of operation, the need for free and convenient parking, and the elimination of restrictions on the number of items that may be reserved by library users through the electronic catalog.

Many of those who took the survey expressed their thanks for having been given the opportunity to share their views.
Who Answered our Survey? 1832 individuals (1714 WH Residents, 118 non-residents)

What is your gender?

What is your age? (Check one.)

What is your zip code?

West Hartford has three library buildings. Please check the West Hartford Libraries you have visited in the past six months: (Check all that apply.)

Noah Webster Library (Town Center)
Bishops Corner Library (Bishops Corner)
Faxon Library (Elmwood)
I have NOT been to any West Hartford Library in the past six months
Preferred Library Hours

1805 total responses; over 90% prefer mid-day hours, 7 days a week

A follow-up survey is needed to determine preferred hours by location.
Computers and Internet Access

- 1812 total responses; 31 have neither computer nor Internet at home
- Half of those without either use the Faxon Library
- 67% without either are age 55 or older; 33% are between ages 25-54
- 80% without either live in 06110, 06119, or do not live in West Hartford
If you care for children or tweens, how would you enhance the Children’s spaces?

- 712 responses; 50% would not make any changes
- 21% would increase access to books
- 19% would increase study spaces
- 18% would increase technology
Library Resources Ranked by Importance

- Books, newspapers, magazines, other print
- Downloadables
- AV (audio books, DVDs, CDs)
- Online Databases
- Live Presentations
- Online Learning
- Discussions and writing groups
- How To Programs

- 1735 total adult responses (ages 18-65+); 44 teen responses (ages 12-17)
- 60% of adults respondents rated print materials as Most Important, Very Important or Important
- 128 adults rated print materials as Not Very Important or Not Important
- 39/44 teens rated print materials Most Important, Very Important or Important
**Programs Desired by Type**

- Cultural events (music, film, dance, drama...)
- Literary events (author readings, book...)
- Hobbies and avocations, such as...
- Consumer health, wellness, finance, and...
- Civic engagement and current event...
- Computer use, technology and training
- Social events (trivia, gaming, networking)
- Business, career assistance and training
- Literacy and language-learning programs
- Other (please specify)

- 1597 responses; all adult age groups ranked Cultural Events #1
- Adults 45+ ranked Literary Events #2; Adults 18-44 ranked Hobbies #2
- Adults 18-34 ranked Social Events #3, Adults 45-64 ranked Hobbies #3
- 40 teen responses; Cultural Events ranked #1, Hobbies #2, Social Events #3
Additional Programs or Services Desired

- No opinion
- More technology training and classes
- More quiet spaces for study
- 3-D printers and maker space
- Resume and job hunting classes
- More group and study discussion spaces
- Studio to record TED-type or other videos
- Podcasting equipment and sound-proof...
- Other (please specify)

- 1526 responses, all adult age groups ranked Quiet Study Spaces in the top three
- Adults 45-65+ rated Technology Training #1; Adults 18-34 ranked Quiet Study Spaces #1
- All adults 18-64 ranked Resume/Job Hunting either #2 or #3
- 40 teen responses, 3-D printer/maker space ranked #1, Quiet Study Spaces ranked #2
Downloadable Materials

• 1809 total responses, 69% have used downloadable items; nearly 60% of users have NEVER borrowed from a library
• Among respondents over age 65, 62% have used electronic items
• Higher percentages of younger adults have used electronic items; 63% of teens have not used electronic items
Preferred Languages for Materials and Programs

- English
- Spanish
- French
- Italian
- Mandarin
- Arabic
- Russian
- Portuguese
- Vietnamese
- Urdu
- Nepali
- Punjabi
- Polish

Also: German, Hindi, Hebrew, Farsi, Japanese, Greek, American Sign Language

*= top languages other than English spoken at home by WH public school students
Reasons for Visiting other Libraries

- Looking for specific book or title held at the other library
- Attended a program at the other library
- Just like visiting other libraries
- Library offered materials/services not available in West...
- Parking is more convenient at the other library
- Other library is more convenient (closer location)
- Other library’s hours were more convenient
- Used their meeting room
- Other library’s staff is friendlier
- Other library’s staff is more helpful
- Other library is quieter
Where People Seek Information (check all the apply)

- All age groups use Google or another search engine
- After Google, more adults 18-34 use databases or other library resources
- After Google, more adults 35-65+ ask librarians
- After Google, teens ask librarians and use databases.
What else would you like to tell us?
Open-ended survey responses by category

<table>
<thead>
<tr>
<th>Category</th>
<th>Percent</th>
<th>Responses</th>
</tr>
</thead>
<tbody>
<tr>
<td>Children</td>
<td>8.18%</td>
<td>63</td>
</tr>
<tr>
<td>Collections</td>
<td>16.10%</td>
<td>124</td>
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<tr>
<td>Children</td>
<td>7.92%</td>
<td>61</td>
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<tr>
<td>Programs</td>
<td>3.77%</td>
<td>29</td>
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<td>Positive</td>
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<td>562</td>
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<tr>
<td>Program</td>
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<tr>
<td>Staff</td>
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<tr>
<td>Tech</td>
<td>1.04%</td>
<td>8</td>
</tr>
<tr>
<td>Uncategorized</td>
<td>2.21%</td>
<td>17</td>
</tr>
</tbody>
</table>

- 770 responses: 23% offer suggestions and/or constructive criticism
- Over 72% express appreciation, satisfaction, or enthusiasm for Library programs, staff, collections, locations and/or services