

Nanuet Library Survey of Patrons

Introduction

A recent survey conducted in connection with the Pew Research Center's Internet and American Life project (<http://libraries.pewinternet.org/2013/01/22/Library-services/>) revealed that public libraries are a highly valued part of the lives of most Americans. Amazingly, 91 percent of Americans aged 16 and older reported that public libraries are important to their communities and 76 percent said libraries are important to them and their families. Unfortunately these impressive figures don't mean that libraries find meeting the needs of patrons easy or that the role of the public library is simple or obvious. In fact, public libraries are faced with a myriad of challenges ranging from diminished resources to increased demands for costly digital information services.

Like other libraries, the Nanuet Library is grappling with these challenges. The survey of patrons reported here is part of its ongoing planning process; it was designed to elicit as simply as possible the opinions of patrons about the services currently available and suggestions for improvement.

The Survey

The survey (reproduced in Appendix A) was developed by the Board of Trustees after consultation with the library staff. It elicits information about what patrons like best about the library and what they view as most in need of change. Respondents are asked to rate their satisfactions with various library services and to indicate which services are most important. The survey also provides an opportunity for suggestions about what new programs or services might be desired. It elicits information about the patrons themselves; for example, the name of their home library, their time preferences for programs, how often they visit the library and demographic information such as age and education.

Surveys were made available at the checkout and reference desks at the Nanuet Library. A digital version was also available at the Nanuet Library website.

Participants

A total of 150 surveys were completed, 105 at the library and 45 online. Sixty-eight percent of the respondents were women, while 32% were men. The respondents' age groups are provided in Table 1.

Table 1. Percentages in the Respondents' Age Groups

Age Group (years)	Percentage
13-17	2
18-25	4
26-45	21
46-55	17
56-69	28
70+	28

Most respondents were retired (44%), although others worked either full time (25%) or part time (6%); approximately 13% were unemployed, while 12% were otherwise engaged (primarily as homemakers and students). The educational status of the participants was high with 29% completing advanced degrees and 37% completing college; 18% had some college credits and a total of 8% were in high school or had completed high school.

Most respondents had library cards issued by the Nanuet Library (82%), while others received cards from Finkelstein (9%), West Nyack (5%), Pearl River (3%), and New City (1%).

Participants indicated the number of times that they visited the library; most did so quite frequently. This is illustrated by the fact that 84% had learned about the survey from visiting the library, although some had learned about it from the website (13%) or from other sources (3%). Most were not members of the Friends of the Nanuet Library (71%).

The percentages for the frequency that respondents visited the library are presented in Table 2.

Table 2. Percentages of Frequency of Library Visitation

Frequency of Visitation	Percentage
2-3 Times a week	39
Once a week	19
2-3 Times a month	30
Once a month	9
Never (on-line users)	4

What Patrons Like Most

The survey began with an open-ended question that encouraged participants to spontaneously identify what they liked about the Nanuet Library. These data are provided in terms of the number of participants

who responded. The most commonly cited feature by a wide margin was staff friendliness and competence. Seventy-seven participants mentioned how helpful, kind, pleasant, knowledgeable, etc. librarians were. They mentioned staff at the circulation and reference desks as well as in the children's room, often citing the names of staff members who had been particularly helpful.

Participants also mentioned the feeling of comfort and ease that they experienced while at the library. Twenty-seven respondents described the library as welcoming, pleasant, quiet, clean, well-organized and/or user friendly. Convenience also proved to be a strong point with many patrons. Thirty-four patrons mentioned convenience, citing factors like location, proximity to the schools or businesses or their home. Five specifically mentioned the number of hours or days that the library was open. Six cited the parking facilities, including one person who appreciated the handicapped parking.

Many patrons praised the availability of materials and other resources that were important to them. Twenty-eight mentioned books specifically; six of those specified their appreciation of the availability of new or recent books while one mentioned large print books. Thirteen singled out the availability of DVDs; one person mentioned CDs. Six praised the availability and wide range of "materials" or "holdings" more generally. Computers were cited by five respondents and two specifically mentioned the availability of printing resources. One patron mentioned the library website, four their appreciation of interlibrary loans or access to other libraries and three liked online searching. One person mentioned museum passes and one enjoyed doing research at the library.

Many patrons cited the library's programs. Twenty mentioned children's programs and services including activities, books and computer games. Five cited adult programs including book clubs and one person appreciated the teen programs.

Several patrons mentioned physical aspects of the library. Two approved of the separate layout of the children's room, one liked the study cubicles and one the space to work with students. One person thought the library was well-lit and spacious. Two mentioned the community room and its importance in terms of community functions.

Finally, three patrons responded with great enthusiasm that they liked just everything about the Nanuet Library.

A complete list of responses to this question may be found in Appendix B.

What Patrons Want Changed

The second question in the survey was also open-ended. It asked participants to describe what changes could make the library more useful to them. These responses also provide number of persons. In response, many patrons requested more resources. Nine people requested more books (bestsellers, young adult, biographies, audiobooks and large print books were all mentioned.) Five respondents asked

for more and more recent DVDs, four requested more museum passes and one more CDs. Two each wanted a café and a drive up book drop.

Digital resources were also in demand. Four participants requested more e-books. Two wanted more computers, one specifying laptops. Three wanted better software. One requested more digital resources designed for children.

Several patrons requested more services. Six people wanted the library to be opened longer hours. Two mentioned the need for more staff generally while four specifically asked for more help with e-books and one wanted more training on computers. Two respondents requested recommendations; one wanted recommendations on authors and the other on DVDs. One participant would like the library to keep a list of materials she has already borrowed. Another would like to be notified about programs and other library news on a more regular basis.

Requests for programs were somewhat fewer but respondents had several suggestions. Two requested more adult classes, one specifying at midday. Three wanted more adult programs generally and two of those asked that these programs take place in the evenings or on weekends. One each asked for more trips, more speakers and more children's programs.

Participants had suggestions about the physical plant and its organization. A number requested more space. Three respondents asked for better, quieter study areas. One person wanted to put comfortable seating in the community room, another asked for outdoor seating. One respondent would like better signs not made of paper. Also requested were more comfortable chairs, more parking spaces and toddler sized furniture for the children's room. Several respondents had very individual and specific requests concerning organization; this was especially true for DVDs. For example, one asked for a recommended DVD section and another that the DVDs be separated by genre.

Some home library issues emerged on this question of the survey. Eight non-Nanuet residents requested more access to Nanuet Library programs and services. Of the eight, five were Finkelstein cardholders. One Nanuet cardholder wanted to limit program registration to Nanuet residents only.

Impressively, 25 of the 150 respondents had no suggestions for the library. These participants answered this question with praise for the library or expressions of satisfaction with services provided. One respondent didn't want to pay any more taxes for library services. A complete list of responses to this question can be found in Appendix C.

Usage and Ratings of Library Resources

The survey also asked about library programs and services in a more structured fashion. In question nine, participants were asked to rate several programs and services in terms of their importance. Results in percentages are provided in Table 3. The most heavily used resources were borrowing books (73%)

and DVDs (69%), as well as consulting librarians (41%). Many participants used the programs offered by the library (30%) and museum passes (23%). Other resources, such as downloads and eBooks (15%) and music (9%) were less heavily used.

Two resources, librarian assistance (88%) and museum passes (50%) were evaluated as very important resources, while ESL instruction (14%) and genealogy classes (8%) appeared to be less important.

Table 3. Importance Ratings for Library Resources in Percentages

Resource	Very important	Somewhat important	Unimportant
Comfortableness	14	45	41
Librarian assistance	88	12	0
Health programs	27	40	34
Financial planning	22	36	42
Movies/Film talks	22	57	21
Book clubs	24	45	31
Games	20	35	45
Computer classes	22	37	41
Cooking demos	20	41	39
Cultural lectures	23	48	29
Genealogy class	8	43	49
ESL instruction	20	30	50
Free museum passes	50	32	18

In the space left for comments after this question, participants were invited to suggest what new programs or services they would recommend. Suggestions ranged from Baroque concerts to Spanish classes to knitting to SAT courses. One respondent offered her expertise in knitting. Please read Appendix D for a complete list of recommendations.

Respondents rated the extent of satisfaction with the library's programs and resources in a more structured fashion in question seven; these results are provided in Table 4. The comfortableness of the library and the staff assistance were consistently rated as excellent. None of the programs or resources were rated as unsatisfactory by a significant percentage of participants.

Table 4. Satisfaction Ratings for Library Resources in Percentages

Resource	Excellent	Satisfactory	Unsatisfactory	Have not used
Comfortableness	73	27	7	0
Location signs	57	41	2	0
Study areas	43	27	5	26
Temperature	47	44	9	0
Noise level	44	44	9	0
Restrooms	45	44	6	5
Lighting	45	47	3	5
Computers	31	42	5	23
Book collection	46	51	4	0
DVD collection	34	28	1	37
Audiobook	36	43	7	13
Programs/classes	34	26	0	40
Staff assistance	73	23	1	3

In the space left for comments after this question, participants were invited to comment on their satisfaction or lack of satisfaction with library programs and services. Many wrote positive statements, primarily about the staff and the pleasant atmosphere in the library. Four participants had limited criticism of some staff members; two wished that staff would be more proactive in providing assistance. Three people were dissatisfied with the state of the library's bathrooms; two found the library too warm. The issue of space emerged again, this time primarily in connection with the computer workstations which patrons complained were quite cramped when they were all in use. Several participants expressed a desire for more resources, especially DVDs and audiobooks. Three patrons complained about the noise level and three expressed a desire for more or more comfortable furniture. A complete list of responses to this question can be found in Appendix E.

Potential Age Differences in Ratings of Library Resources

Analysis of Variance was used to determine if there were significant age differences in the importance of and satisfaction with library resources. Unfortunately due to the small number of participants in the teen (n=2) and young adult groups (n=4), these two groups had to be dropped from the ANOVA. The F-ratios and the probability values are provided in Appendix F (Table 5), along with a brief explanation of ANOVA. The results of the ANOVA demonstrated that there were no significant differences in the importance ratings of the library resources among the age groups. In other words the four age groups rated the importance of each resource about the same.

ANOVA was also used to examine whether there were significant age differences in the respondent's satisfaction with the library resources. The F-ratios and the probability values are provided in Appendix F (Table 6). There were two significant differences that were found –the usefulness of signs and the study areas. Participants who were 25 to 46 and who were 70+ years were significantly more satisfied with library signage than were respondents between the ages 46 to 69. Secondly, participants in the 25 to 46 year group were significantly more satisfied with the study areas than the other three age groups.

Type and Timing of Programs

Participants were asked to indicate their preferences for the type and timing of library programs. A total of 57% selected individual programs that the patron could select to attend or not, while 24% preferred clubs that had regular meetings and a fixed membership. Finally, 19% wanted both.

Respondents were asked when it was most convenient to hold programs; Responses are summarized in Table 7. Note that participants could check off more than one option (e.g., evening and weekend); consequently, the percentage sums to more than 100 %.) More people preferred afternoon and evening programs; weekends were preferred somewhat more than weekdays.

Table 7. Percentage of Respondents Selecting Time Periods for Programs

Time Period	Percentage
Morning	29
Afternoon	42
Evening	39
Weekdays	27
Weekend	35

Final Comments

The last question in the survey encouraged participants to make final comments. A total of 61 patrons made use of the opportunity and of that number 38 took the occasion to praise the library often in glowing terms. "I consider this a hub of the community." "A WONDERFUL PLACE TO GO." Some patrons repeated specific suggestions about programs and services that they had made earlier or introduced new ones. Two contradictory themes emerged. Some patrons chose this place to express their satisfaction with a "traditional" library and an unwillingness to pay more for a new and more modern facility. On the other hand, several others stated pointedly that the current facility was tired and dated and that a reorganization and/or addition of space might be desirable.

A complete list of responses to this question can be found in Appendix G.

Summary and Recommendations

This survey suggested that overall the Nanuet Library is meeting the needs of the community. Response to the staff, the collections and the programs was positive and often enthusiastically so. However, respondents also noted the need for improvement in three areas:

A. Space and Amenities Patrons complained of inadequate space in several areas of the library, Space needs mentioned include: more quiet space, more space for computers, study space, outdoor space, classroom space, and an enhanced space for the children's room so that toddler toys might be available. Survey results also suggested that the library's amenities need updating. Several patrons mentioned a need for improved bathroom facilities. New furniture, carpet and counters, were also suggested as were more comfortable areas for reading and relaxing.

Given that the library was constructed in 1971 and that its amenities have not been updated since that time, these survey results are unsurprising. A new, modern larger facility would seem a fine solution to this problem; however, the Nanuet community is unable to finance a new library at this time due to the recent economic downturn. Alternative solutions are required and the library board and staff have already begun taking these steps in consulting with the architectural firm of Gisolfi and Associates.

RECOMMENDATION

The library board and staff should continue to work with Gisolfi and Associates to plan a reallocation of space within the library in order to arrive at a more flexible and efficient arrangement. Moreover, as a part of the renovation program, the updating of amenities should have a high priority. The goal is that the Nanuet Library should both function more efficiently and also provide a more pleasing experience to patrons.

B. Technology According to the survey, patrons would like both more technology and more instruction in the uses of technology. Items specifically requested included more and faster desktops, laptops, more ebook readers and more ebooks. Several respondents expressed frustration in getting their ebook readers to work in concert with the library's ebook titles; they requested that help be more readily available. Meeting these expressed needs has been very difficult for the library because of space, financial and technological limitations.

RECOMMENDATIONS

1. A faster, more powerful computer network which integrates well with the RCLS network should be a priority.
2. The library's wiring should be upgraded to accommodate increased use of digital equipment. For example, the library needs more electrical outlets.
3. More and faster desktops and laptops should be purchased as the reallocated space dictates. The plan for updating/replacing computers as they become outdated should be revisited and, if necessary, revised.
4. A small classroom for instruction in using ebooks and computers should be included in the reallocation of space.
5. All librarians should receive training to be competent in providing basic help to patrons who are unable to use their ebooks.

3_Communication Survey respondents clearly indicated the importance of positive communications with library staff and expressed their gratitude for help received. This is an area where the Nanuet library staff can build upon success. But their ability to do so has been handicapped by lack of space for displays and handouts. Cost and inadequate wiring has also precluded the use of digital displays.

RECOMMENDATIONS

1. In reallocating space, communication between the staff and patrons should be a priority. More display areas and equipment would be useful to this endeavor. In discussing library holdings, survey respondents emphasized their desire for new materials; this suggests that if it is necessary, pruning of older materials to obtain space for displays might be an acceptable tradeoff to many patrons. But however it is done, space for suggestions and the provision of help should be carefully considered.
2. A digital screen display with library information would be helpful.

APPENDIX A: LIBRARY SURVEY

We, at the Nanuet Public Library, need your help to improve our services to adults. The following questions will give you an opportunity to tell us about your experience at the library, and to let us know how we can make it even better. **For multiple choice questions, please circle the number next to your chosen option (s).**

1. Please tell us what you like best about the Nanuet Public Library.

2. How could we make the library more useful to you?

3. Which services do you use most at the Nanuet Public Library? (Circle all that apply.)

- 1) ☐ DVD Borrowing 4) ☐ Book/Audiobook Borrowing 7) ☐ Librarian Assistance
2) ☐ Music Borrowing 5) ☐ E-book Downloading 8) ☐ Programs and Classes 3) ☐ Museum
Passes 6) ☐ Other _____

4. How often do you come to the Nanuet Public Library?

- 1) Never 3) Once a Month 5) 2-3 Times a Month
2) Once a Week 4) 2-3 Times a Week 6) Daily

5. Do you use a library other than Nanuet? If so, which one, and what services do you use there? _____

6. Please provide the name of the library your library card is from and your zip code.

7. Please check the circle under the rating you feel is appropriate for each service.

	Excellent	Satisfactory	Unsatisfactory	I don't use this service.
Overall comfort and cleanliness of the library	☐	☐	☐	☐
Signs that help you locate materials	☐	☐	☐	☐
Study areas	☐	☐	☐	☐
Temperature in library	☐	☐	☐	☐
Noise level	☐	☐	☐	☐
Restrooms	☐	☐	☐	☐
Adequacy of lighting	☐	☐	☐	☐
Computer workstations	☐	☐	☐	☐
Size and selection of Book Collection	☐	☐	☐	☐
Size and selection of Large Print Book Collection	☐	☐	☐	☐
Size and selection of DVD Collection	☐	☐	☐	☐
Size and selection of Audiobook Collection	☐	☐	☐	☐
Programs and classes	☐	☐	☐	☐
Staff assistance	☐	☐	☐	☐

8. Please add any comments you may have about your ratings.

9. Please indicate how important the following library services are to you by checking the appropriate circle.

	Not Important	Somewhat Important	Very Important
Comfortable Reading Room	☐	☐	☐
Librarian Assistance	☐	☐	☐
Health/Exercise Programs	☐	☐	☐
Financial Planning Classes	☐	☐	☐
Movie Showings / Film Talks	☐	☐	☐
Book Clubs	☐	☐	☐
Games (including Mah Jongg)	☐	☐	☐
Computer Classes	☐	☐	☐
Cooking Demonstrations	☐	☐	☐
Cultural Classes and Lectures	☐	☐	☐
Genealogy Instruction	☐	☐	☐
Foreign Language and/or English as a Second Language (ESL) Instruction	☐	☐	☐
Free Museum Passes	☐	☐	☐

10. Please add any services you would like the library to offer.

11. When is the best time for you to come to a library program? (Circle all that apply.)

1) ☐ Morning 2) ☐ Afternoon 3) ☐ Evening 4) ☐ Weekday 5) ☐ Weekend

12. Which type of programs do you prefer? (Circle one or both.)

1) ☐ A club that meets regularly with a fixed group of participants

2) ☐ Individual programs in which I can participate as I want

13. Are you a member of "The Friends of the Nanuet Public Library"? (For information about joining this group, please visit our website, nanuetlibrary.org.)

1) ☐ Yes 2) ☐ No

14. Where did you receive or learn about this survey? (Circle one.)

1) ☐ Nanuet Public Library

2) ☐ Nanuet Library Website/Facebook 3) ☐ Other _____

15. Have you taken this survey before?

1) ☐ Yes 2) ☐ No

16. Into which age range do you fall?

1) 13-17 2) ☐ 18-25 3) 26-45 4) 46-55 5) 56-69 6) 70+

17. What is your current work status? (Circle one.)

1) ☐ Full-time ☐ 2) ☐ Part-time 3) ☐ Retired 4) Unemployed 5) ☐ Other _____

18. What is your gender?

1) ☐ Female 2) ☐ Male

19. What is the highest level of education you have completed? (Circle one.)

1) ☐ High School/HS Diploma 3) ☐ Bachelor's Degree 5) Advanced Degree 2) ☐ Some College Credits
☐ 4) ☐ Some Graduate Credits

20. Please add any other comments you may have about the library.

APPENDIX B. SUMMARY OF “WHAT YOU LIKE BEST ABOUT THE LIBRARY” (Q. 1)

Holdings current. Staff friendly, knowledgeable and helpful. Interlibrary loan and online search.

Book club. Helpful staff.

Easy access.

Feeling of welcome.

Location.

User friendly.

Location, operating hours, user friendly.

Excellent staff and cordial environment.

Convenience.

Open to community meetings.

Variety of items, easy access, nice and helpful people.

Friendly, helpful, calm atmosphere. You are doing a great job!

Staff are welcoming, kind and never too busy to help.

More online books for ages 10-15.

Staff is always welcoming, helpful, efficient and knowledgeable.

Proximity to area businesses and schools.

Staff always pleasant and ready to help.

Children's programs, crafts.

Friendly staff, children's programs and crafts.

Friendly, knowledgeable service.

The wonderful personalities at the front desk and reference sections.

The ability to use all libraries.

Lots of programs for my kids to enjoy, helpful staff and good selection of new books.

Great children's programs.

Offerings and hours.

Internet access, wifi, touch screen, seasonal display and children's books, and librarians.

Convenience, friendly staff.

Books, service and very good reference desk.

The people and the parking.

The parking, the staff and the books.

The people are friendly and more likely to help if there is a problem.

The people and the assortment of books, videos and CDs.

The people, DVDs, DVD TV.

The ladies at the reference desk. Checkout desk ladies are a close second.

People who work there. People at the desk are exceptional, very friendly and very helpful.

Employees are very pleasant and knowledgeable.

All the people that work at the Circulation Desk. They are always the nicest people!!! The Circulation Manager always goes out of the way for everything!!!! They are exceptional.

The people are helpful. They make me smile.

Friendliness, facilities, selection, ease of access.

The employees, the children shows, the computers and the BOOKS.

Large print books, adult programs like book club and Mah Jongg, films, very helpful librarian assistance.

Everything.

I love the selection of books and the staff is very pleasant. They are always helpful.

Convenience, friendly staff and good selection of materials.

The service is excellent! Staff is very helpful and friendly.

Friendly staff, comfortable atmosphere.

Friendly, well organized.

Friendly librarians and staff. Collection of DVDs.

Convenience, ample parking, friendly and helpful staff.

The staff is very helpful and friendly.

The children's programs, friendly staff and wide selection of DVDs and BlueRay movies. The books, too!

Variety of subjects—extensive and diverse media library.

Getting free books and DVDs!!

Friendly staff, great website and comfortable setting.

The librarians are extremely helpful and knowledgeable, especially Helayne, Janice, Lauren. I also loved the children's programs. Miss Traci and Lauren are great. My kids really enjoyed them.

Everything. Women are courteous and knowledgeable.

Children's section. New to the library and have not yet had time to explore the adult areas.

It is clean and has a wide range of books. Children's library. Open 7 days a week..

Friendly and helpful personnel and the latest bestseller books.

The large selection of novels and the children's programs.

Staff, DVDs, new books, travel books.

Helpful and courteous staff.

I usually find the book or DVD on the shelves.

I like the best is the printing services.

I like all the programs offered and I like seeing the same friendly faces every time I use the library.

Close to home, helpful staff, special programs.

Handicap parking convenience—selection of two week books, library layout.

Staff is very helpful.

New book selection! Helpful reference desk!

Comfortable, clean, close to home, quiet.

Convenience of location to my home. Care and courtesy of employees.

The multitude and variety of programs.

Close to home and has books to read.

The children's programs and computer games for kids. I also like the museum passes that help enrich the children's growth.

Friendliness of the staff.

Children's section; atmosphere is comfortable.

A lot of selection of children's books.

Pleasant environment. Very good community room.

I like when I am not able to use my computer or printer, I can easily come here.

Quiet and pleasant. Very nice selection of books.

Friendly staff.

I find the women at the circulation desk very helpful and friendly.

The librarians. They are kind and helpful and go above and beyond to help their patrons.

Always quiet.

Convenience.

The people.

The people.

Free DVD and series for my parents and I. Children's books.

I prefer it to Finkelstein; personnel are friendlier.

The friendly staff.

Lauren and Janice are so pleasant and helpful.

Convenience. Friendly librarians.

The staff.

Close to home, open seven days. Librarians (research) are very helpful.

Location, reserving books on the computer.

Space to work with students.

Book selection.

The selection of books and the catalog—for ordinary books, it's great!

Its well stocked shelves, the numerous computers, the air of silence, the excellent service of the librarians.

Children's programs.

The variety of books.

The staff is very helpful.

NEW fiction, LP, non-fiction, biographies, DVDs

Peaceful and accessible to most available sections.

Location next to school.

Teen programs.

The staff.

Staff.

Can't think of anything I don't like.

I can walk to it as I don't drive.

Location close to the school.

LOVE THE WHOLE ATMOSPHERE AND WONDERFUL STAFF.

The sense of community. My family loves the after school programs.

E-books.

Good selection, hours of operation, friendly service.

Location, it's clean.

Availability of various materials.

I like the staff. They are very helpful in finding books and assisting me.

The staff.

I like how friendly the environment is.

Study cubicles.

The staff is helpful and friendly.

Warm friendly atmosphere and staff.

Location.

Staff is excellent/helpful. Good selection of books. Separate area for children.

Selection... and if you don't have the book I want you can get it quickly.

The variety of everything and ease of finding what you're looking for.

Classes and other programs for children.

All the librarians assistance as needed.

Friendly and helpful.

Ease of finding materials.

To be able to borrow books and movies conveniently.

Great resource for researching materials.

Convenience and parking.

The friendly helpful people, the collections and the convenient location.

Convenient location.

Friendly staff, stacks that are easily accessible, attractive appearance, easy parking, easy to reserve books and DVDs.

Everything. Such a pleasant place to go to.

Convenience, service and helpful people.

The programs for children.

Access to catalog at home.

Location, plenty of parking and well located.

Well lit and spacious.

Selection of books, friendly and competent staff.

Location.

APPENDIX C. SUMMARY OF WAYS TO MAKE THE LIBRARY MORE USEFUL (Q. 2)

An outdoor seating/reading area.

More informative speaking engagements.

Adult programs after work hours.

Limit some programs like Mah Jongg and book clubs to Nanuet residents only.

Recommended DVD section would be helpful.

Music program like one I went to at the Conger's library.

I would like sometime to be on the Internet and Microsoft Word at the same time to do my work.

Nice selection and children's library.

Drive up book drop that could open with swiping one's library card.

Nothing at this time.

Improved parking; somedays there are no spots to park.

Make it easier to search specific locations.

Being a working mom, I am unable to come to daytime programs—more weekend programs, programs after 5:30 would be great!

More computers, use of upstairs as additional seating, couches and sofas.

Workers need to wear name badges so when rude we know who they are.

Better movies and more trips to go on.

More biographies, new ones.. New movies. More staff to help people.

Best way I can think of is to order more music.

I'd like to be able to take museum passes out from the library. (West Nyack patron.)

Be able to reserve books and videos, even with my Finkelstein library card.

I'd like to be able to reserve books at the Nanuet Library (Finkelstein patron.)

E-book downloads easier, or a group class, assistance for us e challenged types.

I overuse this library. It is perfect.

More adult classes, more e-book downloading, more museum passes.

A café.

There is nothing I can think of that they can improve upon.

Check in books from Finkelstein (Finkelstein patron.)

More recommendations for authors, highlighting great books, CDs, DVDs especially new items.

More museum passes. New children's CDs and DVDs. LeapPad games and video games like Nintendo Ds

Easier for non-Nanuet library patrons to request DVDs etc. Ease of requesting one volume of a group of CDs on my own w/o the librarian having to order it at the desk.

Continue the services.

More things available to non-Nanuet library patrons.

Get latest Midsomer mysteries—has “new” Barnaby!

Better programs for the 1st and 2nd grade set.

I think it's great as it is.

I don't think you could.

Enlarge, reorganize CD storage area.

Longer opening hours—Sundays in summer.

Get passes for more museums (i.e. Metropolitan Art Museum.)

Having more librarian assistants that can help more people.

More books and maybe more DVDs.

Reserve books for me even though I have a Finkelstein card.

Great as it is!

More e-books and more foreign films.

It has all I need.

Quiet atmosphere. Great selections of recent fiction and DVDs available. Interesting functions, events, activities.

Only two of the computers in the kids' section have multiple games set up for kids to play; the other computers could be programmed with more games.

Allow non-residents to be able to join clubs. I tried to join a book club a year ago and was advised that I could not get in since I was not a Nanuet Library holder. Same for kids' programs. That turned me off to this library.

More books.

Parking on certain days.

Laptops.

We would love to have a place for quality teenage books that is separated from the rest of teenage material.

I find that the DVD section is confusing, perhaps break out/separate television from other and biographies, etc.

I would appreciate more discussion groups and speakers.

Chairs at desks are very uncomfortable.

Nothing.

Increase hours of operation. Have more computer programs and instruction on their use.

Computer courses, FINANCIAL SAVINGS—ADVISEMENT.

I like it the way it is.

More bestsellers.

Be open Friday night.

Have a list of books I've already borrowed.

Open earlier. Pearl River opens at 9 AM.

More mid-day classes for adults.

CONTINUE doing what you do so well—maintaining your service to the community.

No idea.

More young adult novels.

Longer hours.

It seems to be ample to my needs as well as to location.

Great the way it is.

E-reader help

More books.

I'd love to have sidewalks built on Rtr. 304 from West Nyack Rd. to Rt. 59; then I would not have to walk with the cars.

Better study areas.

So far, so good.

I can't think of anything at the moment.

Have more e-books.

Stay open on Sundays during the summer.

Supplying more books.

More books.

It could have more selection of teen books.

More quiet space away from information desk and phones.

I preferred when the fiction was divided by genre as opposed to alphabetical by author.

More audiobooks and large print books available.

Happy as it is.

Cannot think of anything.

Don't like to use the bookdrop for returns...no proof of return.

Offer programs later in the evening for those of us who work from 9-5.

Having more museum passes.

Make finding the books easier, too clustered and out of place.

Make the e-book catalogue user friendly.

Maybe giving some course on ebooks; once I find out what to do they change the format and I have to come into the library to get info. Now the problem is only one girl knows anything about it and you have to wait until she is in. All the people at the information booth should be able to help you. It is very frustrating to a Kindle user.

More toddler friendly. Pearl River, for example, has toddler chairs and tables which are safe for my child to transfer independently and read or do puzzles.

You can't. It's fine as it is.

I wish there was an outside drive through drop off location. New City's is incorporated into the parking area.

Make it easier to locate DVD films on the shelves.

Longer hours on Fridays and weekends.

So far, so good.

Open on Sunday.

Better signs not made of paper, coffee bar.

Inform people about coming events.

Better study and quiet meeting areas.

Additional e-books.

Lower tax need.

APPENDIX D. COMMENTS ON LIBRARY DESIRED SERVICES:

Teen programs

Baroque concerts, plays.

More classes.

More clubs.

I'd like to see programs offering instruction and/or practice in Spanish

Crocheting class.

Basic Spanish class for children 5 years and older. It is important to introduce foreign language early.

The librarian wasn't sure whether you offered Ancestry. Also, I always enjoy seeing the art collections and craft displays that Pearl River has.

Eating nook.

Quiet meeting areas.

I would love to teach a Japanese class. Contact Judith Malo jmalo10@aol.com.

More toddler classes.

Offer Nanuet School District first choice on books to be sold since they were purchased with Nanuet tax dollars.

Art exhibits.

Tapes and books on tapes need to be checked. Many times they don't work. These materials need to be replaced or fixed if possible.

The music section to be better organized. International music collection—French songs.

More family movies rated PG and PG13.

I do a knitting class.

Extend the number of painting classes. Increase advertisement of programs in newspaper and local radio.

More children's programs are always a bonus. Crafting for adults or more crafting programs appropriate for the whole family.

E-readers.

Day trips.

Non-profit events located local or NYC.

More museum passes. More children's classes- offering more hour options.

More British series—get 4 parts of Forsythe Saga series back.

Enjoy coming to the library—congenial atmosphere and nice people to talk to!

Increase children's programs. Add yoga class and music concerts for older children-not just the Pre K and K groups.

Bring in the latest authors and have book signings.

Social activities, i.e. day trips (cultural)

Homework help on weekends.

Gardening series would be nice== different topics like shrubs, flowers, maintaining flower beds, etc.

If they can, investigate other free museum passes and outside educational excursions.

Drop off box for books.

Grammar, SAT prep classes.

Music instruments training.

Job search and resume assistance.

I would like to see a genealogy class at Nanuet, of a "hands-on" nature.

Writing "club", playwriting, fiction.

Can't think of any.

More museum passes.

APPENDIX E. COMMENTS ON RATINGS OF LIBRARY SERVICES:

Bathrooms are inadequate.

Staff assistance is the best.

The library is always too hot.

My family has lived here twenty years and I can count on the fingers of one hand how many times we have used the library.

I would like to see more books and DVDs in Nanuet Library.

Personal conversations near quiet study areas should be more discouraged.

Reading area near newspapers needs much more comfortable chairs.

I don't use everything the library has to offer because of my work schedule.

I know that you don't have the funds to expand the space but perhaps you can get a designer to give you some helpful tips to maximize the space you already have to make it look more spacious.

IF funding is an issue, I think patrons would contribute to make toddler area more comfortable. Place a collection jar at front desk for example. Table and chair sets are less than \$100. And sofa chairs are about \$ 100.

I have had occasion to ask staff assistance upstairs which was less than productive. The front desk has always been excellent.

Computer stations when full can be a bit close together.

Should have more than one copy of DVDs.

The staff of the Nanuet Library is excellent A+. They are all helpful and knowledgeable. I enjoy coming to the library because of the staff.

The library is welcoming and wonderful.

Bathroom in children's wing needs to be redone.

Computer stations are too close together. Would be nice to have partitions.

Always a pleasant experience because of the personal touch of the staff.

The children's staff is great.

More programs for kids weekdays after 4PM.

I had difficulty with staff at checkout. Rude. Name tags needed.

The staff is very nice to me and helpful all of the time.

Never have been asked if I needed help searching.

Noise level. Sitting room across from current books and large print books area is quite noisy. People talk loudly and don't consider other people in the library. Some are on cell phones.

It couldn't be any better.

The employees are so helpful and always smiling. They are what makes the library.

Need more computer workstations!

The library is always clean and well organized whenever I am there.

I do almost all my "reading" via books on CD and would like the Nanuet Library's collection to be larger.

Children's- need new DVDs and CDs. A lot of DVDs do not play properly. I think it would help to highlight new items or popular- good authors.

The ladies bathroom always has an odor.

In the summer the library is too warm.

Generally excellent library and hope to see it in the future.

I wish I had more time to take advantage of all the programs—someday.

Staff assistance—Janice at the front desk and Miss Lauren in children's library are wonderful. Unfortunately, there are some other librarians at the front desk that are extremely rude. They become annoyed when you check out and return numerous books.

The library is very clean and comfortable. Everything is very neat and organized.

Computer workstations cramped if computers are all in use.

I am very happy with the service provided by the Nanuet Library. The only improvement would be what I stated before about the kids' computers.

Janice W. is an excellent librarian and kind (nice) person!

Not enough "classic" drama and adventure.

Great library!

The only problem I ever ran into was when I wanted to attend a book discussion and was refused entrance because I did not "pre-register". It would have been more gracious to allow me to attend and request that I pre-register in the future. (As a handicapped person, it takes an effort for me to get out and I was dismayed at the reception I received.)

Staff often loudest—especially in room labeled "staff only". Few time I had to ask staff to speak softer and I've seen people leave study carrels in anger because of loud conversations in "staff only" room.

The people that work here are friendly and helpful.

Nothing bad, I'm quite happy here, though I'd like a few more stools in the stacks.

APPENDIX F. F-RATIOS AND PROBABILITIES FOR THE ANOVA

Analysis of variance (ANOVA) allows a researcher to compare several age groups simultaneously. SPSS, a statistical package, provides the research an overall statistical value (F ratio); larger numbers indicate a greater difference among the four groups. SPSS also provides the exact probability of obtaining this due to chance; smaller numbers indicate that it is less likely that the difference is due to chance.

Table 5. ANOVA Results for Library Resources

Resource	F-Ratio	Probability
Comfortableness	1.923	0.120
Librarian assistance	0.808	0.493
Health programs	1.348	0.262
Financial planning	0.803	0.495
Movies/Film talks	2.209	0.090
Book clubs	1.295	0.279
Games	0.618	0.605
Computer classes	0.556	0.645
Cooking demos	3.006	0.033
Cultural lectures	0.353	0.787
Genealogy class	1.439	0.235
ESL instruction	0.443	0.723
Free museum passes	2.083	0.106

Table 6. ANOVA Results for Satisfaction with Library Resources

Resource	F Ratio	Probability
Comfortableness	1.109	0.387
Location signs	3.095	0.029**
Study areas	4.836	0.003**
Temperature	0.782	0.506
Noise level	1.341	0.298
Restrooms	1.638	0.184
Lighting	1.809	0.149
Computers	1.356	0.259
Book collection	0.855	0.466
DVD collection	1.988	0.119
Audiobook	2.316	0.079
Programs/classes	1.136	0.337
Staff assistance	0.437	0.727

APPENDIX G. SUMMARY OTHER COMMENTS (Q. 20)

Whatever happened to the new library?

I have an AS degree. You have too many creeps that hang out in there.

A WONDERFUL PLACE TO GO TO.

I don't agree with a tax increase.

Overall, this library is great!

There is absolutely no need to build a new library. Work with what we already have and repair as needed.

I don't "love" the design and layout of the library. Having the community room on the second floor certainly means that it doesn't get as much use as if everything was on one level. I think Pearl River has a nice workable layout as does Suffern but I realize that there must have been space limitations when it was designed.

I did not know about the free museum passes and would like to see this publicized.

Thank you for a wonderful library.

Friendly and clean, not noisy and well located.

I consider this a hub of the community! When my children were younger, I structured my summer around your programs. As a teacher, I have used many resources from here for my work.

Thank you for all you provide for the families in Nanuet.

Needs to be modernized—facility is dated.

Traditional library OK. Most services offered are costly and unnecessary.

The library is a fabulous place that enriches peoples' lives.

I love the people. It is welcoming. The atmosphere is wonderful. The children's section is well done. A+

Would appreciate an email system if books are due. No need to mail letters.

I love my library. I have it on speed dial.

Overall very nice asset to the community.

More afternoon classes.

Refinish front desk. I'll provide an estimate. Custom Woodworking shop 845 300-8670 Robert Poletto

This is an outstanding service.

I think the library is a great resource that is underutilized.

Great place.

I love the Nanuet Library reference desk-excellent service. Checkout needs work!

It is very nice to find good biographies, movies. Nice staff.

I live in Nanuet and don't understand why I can't belong to the Nanuet Library.

I love Nanuet Library.

Love the library. First class, wonderful facilities! Also love the suggestion box where I can request books of interest. Fantastic.

Nice library!

I really enjoy coming to this library and I have been coming for about 20 years.

I love my library and it's staff.

I like the library very much. I think it needs a bit of reorganization to highlight better features. Would like to see more new items available and more programs as they are often very good!

Keep up the good work and thank you!

The search mechanism for finding DVDs and CDs is difficult to use, especially if looking for items with one word (even in quotes.) It gives you 784 selections.

We love the Nanuet Library! Thank you!

My kids- 4 and 7- like the programs upstairs, especially Haunted Birdhouse and Mr. Kurt.

Come visit the Nanuet Library. It's a great place!!

I truly enjoy coming to the Nanuet Library. The staff is wonderful and very helpful.

Love the children's programs! Especially book club, music, animals and yoga!

The books in the children's library could be more organized and user friendly.

It's just a very pleasant place to relax and get the very latest books to read and lovely people to help you!

The computers in the children's area are a distraction from the books.

Thank you.

Remember your library (and I used it!) as a storefront on Middletown Road—You've come a long way!

Would like to renew 14 day books for 1 week.

We love it! Best children's section ever!

It is a joy for me and my dis to go to the Nanuet Library. The Librarians are all very nice, friendly and helpful.

It's great!

Allow non-Nanuet library card holders the ability to take classes.

I don't like the computer usage time- not consistent with other libraries and the man at the desk is not very friendly.

I find it most helpful to be able to reserve books and DVDs online.

The library could implement better security of its inventory. Less foreign language DVDs. The library should be a resource, not a social event.

Great staff!

It's a pleasure to come here.

I have been a member of the library since 1960 and consider it very important in my life.

Your great parking lot. (I originally came from Queens!)

This is a great library with very helpful staff!

Great library!

It's pleasant. Librarians very nice and helpful.