

San Juan Island Library

Long Range Strategic Plan 2012-2017

Introduction

As the Library entered into the final year of the 2006-2011 Long Range Plan, the SJI Library Board of Trustees decided at the December 2010 Board meeting to start the process of long range planning for the next five years. This process was completed early summer and the plan was officially adopted by the Board in August 2011. The plan that follows includes a history of the library, description of the community, and details of the planning process. The plan also identifies the Library's mission and core values, and establishes strategic opportunities and objectives for the next five years.

History

The Friday Harbor Public Library, the predecessor to the San Juan Island Library District, opened on February 4, 1922 in the American Legion building with books donated by the Bellingham American Legion and local citizens. The American Legion Save-N-Auxiliary in 1924 began donating \$100 per year to buy new books and continued this annual donation for fifty-nine years.

In 1935, concerns about the safety of the American Legion building prompted a search for new quarters. The community constructed a one-story, concrete-block building with funds from the Works Progress Administration (WPA), a depression-era program established to provide work for the unemployed. The 30' x 85' building, owned by the Town of Friday Harbor, cost less than \$7,000 and was divided into two rooms. One room served as the Town Council meeting room and the other room served as the library, for which the town provided free rent and utilities.

By the late 70's, the island's population had grown substantially while the library's income failed to keep pace. This financial pressure spurred the creation of a "Friends of the Library" group to help support the library. Even with this support, continuing financial problems and insufficient space prompted the creation of an island-wide library district. Voters approved the district in 1982, with an annual taxation rate of \$0.50 per thousand dollars of assessed property value. The newly created Board of Trustees immediately began looking for larger quarters to house the library.

The library district purchased the present site, a 4,500 square foot former restaurant in 1983 and installed the library with minimal remodeling of the site. The first substantial remodel of the building was undertaken from April through September of 1988, during which the library occupied temporary quarters in the Moose Lodge. Funds for the remodel came from library savings and bank financing. The remodeled building was dedicated in October 1988.

In 1992 the SJI Library Board of Trustees initiated a long-range planning process to ensure the library's future viability. The result was a document entitled "Imagining the Future: San Juan

Island Library Long Range Plan 1993-2000" which outlined the library's priorities in the final years of the century. One of the goals of this plan was to expand the library's existing facility. After close examination of the available funding options for expansion, the Board of Trustees passed a resolution that authorized a tax lid lift to be placed on the September 14, 1993 ballot.

This lid lift (which passed with a 59% approval rating) enabled the library to collect the money necessary for the library expansion. In 1994 construction began on the library addition/renovation, which doubled the size of the library, from 4,500 sq. ft. to approximately 9,600 square feet. The expanded library reopened in February 1995.

Ten years later, in 2005 the interior of the library was remodeled to create sufficient shelf space for its expanded collection, to provide a quiet area for study, to enlarge the community meeting room, and to improve the space for the children's and teen's collections.

In 2006 the SJI Library Board of Trustees initiated another long-range planning process with a community-based Long Range Planning Committee. The committee followed the method outlined in *The New Planning for Results* by Sandra Nelson for the Public Library Association. The meetings were facilitated by Rand Simmons and Karen Goettling of the Washington State Library. The 2006-2011 Strategic Plan identified two primary service priorities for the Library: facilitate lifelong learning; and provide a public forum.

In an effort to provide a public forum, the Library introduced Live and Learn, a series of enriching programs for adults. Youth Services also added new programs specifically for older children and teens. The Library received a grant from the San Juan Island Community Foundation to purchase videoconferencing equipment to enable islanders to meet face to face without having to get on the ferry.

Library usage continued to increase over the next five years especially in the areas of technology, programming, and circulation. By 2010 there were 392,454 visits to networked Library services, and over 20,000 people accessed a public computer in the Library. The Library added a computer reservation system to accommodate the increase in public computer use and joined the K-20 Network to provide a speedier Internet connection. Programming continued to be popular among islanders. The Library saw a 27% increase in program attendance from 2009 to 2010. While some libraries saw a decrease in circulation, San Juan Islanders continued to borrow more and more library materials. By 2010, the number of items borrowed increased 42%.

Because by law the Library is only allowed a 1% increase in revenue from taxes each year and regular library costs increase 6% or more each year, the Library's resources were diminishing to maintain the current level of service. In past years the Library was able to maintain a reserve fund; however, the reserve fund was declining and expected to be nearly depleted by the end of 2012.

In an effort to assure current service levels, the SJI Library Board of Trustees passed a resolution that authorized a tax lid lift to be placed on the August 16, 2011 ballot. Election results were certified by the San Juan County Auditor on September 1, 2011. Proposition No. 1 passed with 55.26% approval of the total number of votes cast.

Community Description

The San Juan Island Library is located in Friday Harbor on San Juan Island. Friday Harbor is the only incorporated town in San Juan County, Washington - the smallest county in the state in land area, but featuring the longest total shoreline of any county in the United States. San Juan Island is on the western end of an archipelago of 172 named islands located off the northwest coast of Washington State in the Salish Sea and accessible only by water or air transportation. Only several dozen of the islands are inhabited, and of those, just four are sufficiently populated to be served by the Washington State Ferries.

The San Juan Islands are internationally renowned, regularly cited in the media as one of the world's premier location to visit for their scenic beauty and abundant wildlife. Although there are no exact figures, by some estimates as many as a million and a half visitors come to the county annually. Tourism, retail trade, food and lodging, and construction drive the local economy. Approximately 7,800 of the county's 15,769 residents live on San Juan Island, making it the most populated island in the county. Friday Harbor, the county's only incorporated town, with a population of 2300 inhabitants, is located on the eastern shore of the island.

Geographically isolated and largely rural and forested, the island community tends to be self-reliant, cosmopolitan and culturally sophisticated. This very geographic isolation means that islanders are predominantly left to themselves to fashion a rich social, educational and entertainment environment for the members of the community. Among adults, nearly 45% hold bachelor's degrees or higher, compared to the statewide average of 30%. Residents tend to be older and wealthier than in most other counties in Washington. The most recent census indicated that over 23% of the populace was age 65 or older, compared with 12% for the state as a whole, while only 16% were below the age of 18, compared with 24% for the state. Correspondingly, a significant segment of the population is retired or semi-retired, bestowing a sizable and highly valued pool of volunteers to contribute to the Library's daily operations. Per capita personal income is high relative to the rest of the state, ranking second among counties, and 46th highest of all counties in the United States. Similarly, the median value of owner-occupied housing units is \$487,500, significantly higher than the statewide figure of \$277,600. Nevertheless, among the younger, working-age population, it is almost an island tradition to hold two or more jobs in order to make ends meet, and almost 10% meet criteria classifying them as below the poverty level, which still is somewhat below state figures. Ethnically, the island is relatively homogenous, with a population classified as 95% white, of whom just over 5% are of Hispanic

origin, a much lower number than the rest of the state. The remaining groups include Black, Asian, American Indian or Alaska Native, and Hawaiian or other Pacific Islander.

Process

The San Juan Island Library Board of Trustees met in December 2010, and approved the formation of an initial planning group to develop the 2012-2017 strategic plan. This preliminary planning team was comprised of Marjorie Harrison, Library Director, Melina Lagios, Assistant Library Director/Youth Services Librarian, Floyd Bourne, Library Technology Specialist, Barbara Sharp, Friends of the Library representative, and Barry Jacobson, Board of Trustees representative. This group formulated a methodology and prepared a schedule of activities for the next six months, guided by the process outlined in the Public Library Associations publication, *The New Planning for Results: a Streamlined Approach*, with modifications

The preliminary planning team began its work with three tasks. First, to develop a list of potential consultant/facilitators who would help to guide the initial planning activities and orchestrate the community meetings. Second, to devise a strategy of assembling a list of individuals from the community as potential representatives of the island's varied interest groups and therefore as candidates for inclusion in the community planning committee. Third, to create an instrument to survey both Library patrons and non-patrons regarding their perceptions of the Library's needs and their desires for changes in services, operations, or collections. It was paramount that the blueprint for the Library's future be formulated with significant input from the public.

Liz Illg, a well-known local organizational consultant and facilitator, was ultimately selected to work on the long-range plan. She was extensively involved with the course of the process, and particularly in designing and conducting meetings with the community planning committee and with the Library staff. Nominations for potential community planning committee members were solicited from the Library staff, volunteers, patrons, and the Board of Trustees. Final selection of the committee members resulted in representation from government, education, seniors, the Hispanic community, old island families, and other significant segments of the island populace.

The preliminary planning team spent a great deal of time and creativity in devising a questionnaire, which was designed to solicit the community's view of current services and their perspective on the Library's future development. The existence of the survey was publicized, posted online, and paper copies were made available at the Library and, during one weekend, at a volunteer-staffed table at the town supermarket. Ultimately, 345 individuals took the survey. Those who completed the questionnaire were also asked for their additional comments, and many were freely offered. The results were tabulated and served as useful information during the rest of the planning process.

During the spring of 2011, informed by data about the community and the Library, those island residents who were involved in the community planning committee held a series of three monthly meetings. The first one began with the shaping of a community vision, followed by an analysis of the island's strengths, weaknesses, opportunities, and threats. The committee identified and prioritized the Library's primary service responses. The results of this initial session were communicated to a work group comprised of the Library's entire staff, which developed a response that refined and focused the community group's findings, and was offered back to the community planning committee at their next meeting. In this manner, and over the course of two more meetings in alternating sequence for the community and staff groups, the Library mission statement, core values, and long-range strategic plan were developed. These were presented for comment and further refinement to the San Juan Island Library Board of Trustees, who finally approved this blueprint for action on August 9, 2011.

Mission Statement

The San Juan Island Library provides community access to diverse and relevant collections, information resources, and services in support of individual educational, occupational, and recreational interests. The Library offers a welcoming place for community connection and promotes exploration of the joys of reading and of learning, while encouraging the discovery of life's possibilities.

Core Values

Accessibility

The Library recognizes that a user-friendly environment helps our patrons to access information. The Library explores ways to make it easier for all patrons to navigate our physical and virtual resources.

Welcome and Respect

The Library strives to be the heart of the community, reflecting the vibrant personality of our island. It is a safe and welcoming place that encourages the free exchange and exploration of ideas, and respects the diverse viewpoints of all.

Professionalism

The Library recognizes the importance of having well-trained, knowledgeable staff for delivery

of quality services. The Library supports ongoing training to ensure professional standards and knowledge.

Intellectual Freedom

The Library strives to ensure protection of the individual's freedom to read, the maintenance of privacy, and unfettered intellectual inquiry and expression.

Innovation

The Library pursues innovation in services and resources to meet the evolving needs of the Library and our patrons.

Collaboration

The Library uses its unique position as a neutral public forum to foster partnerships and build connections across a broad spectrum of individuals and organizations in order to strengthen and enrich our community.

San Juan Island Library Long Range Strategic Plan 2012-2017

Strategic Opportunities

Library Operations

To examine processes, services, and policies to streamline and improve operational efficiency, and develop new and/or improved services to increase user satisfaction.

Youth Services Programming and Collections

To create a youth services department which will effectively meet the learning needs of children to age 18, and which will efficiently engage with child and teen patrons, their caregivers, and community members who work with them.

Adult Services Programming

To provide an array of programs to the public as a means to support learning, share ideas, and interact in a community forum.

Adult Services Collections

To maintain an accessible and current collection of materials in a variety of formats that meets the educational, occupational, and personal interests of the community.

Outreach

To strengthen delivery and awareness of Library services to underserved and other specific populations.

Technology

To provide access to current technologies and online resources to meet the educational, occupational, and recreational needs of our community.

Public Relations

To increase the public's awareness of Library services and resources.

Facilities

To provide safe, accessible, and welcoming spaces for people to meet, read, reflect, research, and connect to their community and to the virtual world.

Financial Sustainability

To ensure the Library has adequate financial resources to address population changes, shifting demographics, technological advances, patron demand, meeting room and facility use requirements, and Library programming attendance.

GOAL: LIBRARY OPERATIONS

To examine processes, services, and policies to streamline and improve operational efficiency, and develop new and/or improved services to increase user satisfaction.

Objective 1:

Evaluate and revise as necessary circulation policies and procedures to reduce shelving and circulation errors and to provide staff with clear, defined, and enforceable policies.

- Evaluate check-in and check-out procedures.
- Investigate drive-up and/or off-site book drop options.

Objective 2:

Evaluate and revise as necessary job descriptions and Library organizational structure to ensure efficient use of staff time and skills.

- Add additional staff and/or increase staff hours as needed.
- Assess staff workspaces and modify as appropriate to create efficient and comfortable use of space, additional staff, and better workflow.

- Evaluate the volunteer program and modify as appropriate to utilize volunteers to their fullest potential and ensure that customer needs are being effectively addressed.
- Update the Library's organizational chart.

Objective 3:

Evaluate and revise as necessary Library operations to ensure high quality customer service.

- Assess Library hours, staff schedules and desk scheduling to ensure optimal service coverage and patron accessibility.

Objective 4:

Cultivate the skills and knowledge of all staff through training and professional development in an effort to provide excellent customer service and improved job satisfaction.

- Institute an all-day annual employee inservice.
- Institute a program of staff attendance at regional and Washington State Library conferences on a rotating basis.

Objective 5:

Improve quality of reference and readers' advisory services

- Develop bibliographies and read-alike bookmarks.
- Use and promote NoveList.
- Revise desk schedules to include more coverage at reference desk in back of the building (may require increase in staff).
- Provide additional signage for desk areas.
- Investigate participation in Washington's Ask a Librarian 24/7 reference service.
- Offer reference training for staff.
- Explore ways to consolidate community information in the Library and provide central location for information and referral services.

Objective 6:

Revise policy manual with review by the Library's attorney and final approval by The Board of Trustees.

GOAL: YOUTH SERVICES PROGRAMMING AND COLLECTIONS

To create a youth services department which will effectively meet the learning needs of children to age 18, and which will efficiently engage with child and teen patrons, their caregivers, and community members who work with them.

Objective 1:

Acquire additional staffing for youth services.

- Add a librarian for teen collections and programs.
- Staff children's desk, especially during peak after school hours.

Objective 2:

Continue to foster and develop community partnerships with people and organizations serving youth.

- Work with schools and other organizations to help bridge student achievement gaps.
- Formalize the Library's youth volunteer program by forming a Teen Advisory Board and having teen assistants rotate each semester.
- Explore best practices for ways to support public and private school curriculum.

Objective 3:

Develop and maintain collections in response to community needs and that promote multiple literacies and learning through exploration.

- Evaluate collections for gaps.
- Promote use and awareness of collections through publicity at the Library, online, and within the community.
- Perform regular item evaluation and purging to keep collections well-maintained and accessible.

Objective 4:

Design and facilitate Library programs for children, families, and educators that promote learning, Library use, and shared community experiences.

- Evaluate current collaborative programs, such as Reading Buddies, for efficacy and relevance.
- Explore the option of adding dedicated student homework help time at the Library.
- Consider adding more multi-generational programming that helps children and adults connect through learning and literacy.
- Integrate state and national early learning initiatives into Library storytime curriculum and other services.

GOAL: ADULT SERVICES PROGRAMMING

To provide an array of programs to the public as a means to support learning, share ideas, and interact in a community forum.

Objective 1:

Maximize our Library's resources through collaboration with individuals and organizations.

- Develop partnerships with other libraries, and local organizations to enhance collaboration.
- Make community referrals and highlight local resources.
- Offer more community-wide programs (i.e. "One Read" programs, Book Club collection, or a Library Book Discussion Group).

Objective 2:

Seek community input to ensure that programs of interest are offered at our Library.

- Create opportunities for patrons to suggest and recommend program topics, presenters, and workshops (forms, online, in person, etc.)

Objective 3:

Promote and increase awareness of Library programs.

- Assess current publicity strategy to determine what method is the most effective and modify as appropriate.
- Coordinate displays with programs to highlight the Library's resources.

Objective 4:

Include more programs that foster civic engagement and the open exchange of ideas.

- Review current programming policy for form and content.

Objective 5:

Expand programming hours so that more members of the community can attend programs offered at various times.

- Offer daytime programs (i.e. Brown Bag Lunch programs/ discussion groups) and evening programs during the work week.

GOAL: ADULT SERVICES COLLECTIONS

To maintain an accessible and current collection of materials in a variety of formats that meets the educational, occupational, and personal interests of the community

Objective 1:

Analyze the collection to provide materials that serve community needs and revise collection development policy.

- Identify areas that are under-represented or over-represented, and purchase or purge accordingly.
- Assign staff stewards to manage specific collections. Rotate staff assignments for these sections.

Objective 2:

Assess placement of collection to improve access and enhance user experience.

- Investigate subject signage in nonfiction.
- Create displays to highlight our collections.
- Move biographies into one area.
- Make jobs collection more visible.

GOAL: OUTREACH

To strengthen delivery and awareness of Library services to underserved and other specific populations.

Objective 1:

Foster relationships with individuals and community organizations.

- Stay abreast of changing demographics, emerging trends, and new agencies and modify delivery of services as appropriate.
- Maintain communication through a variety of access points. Communicate with individuals and groups to assess community needs and to inform them of Library services and resources.

Objective 2:

Strengthen current programs and develop future services.

- Document, formulate policy and train staff in Books to You homebound delivery program.
- Provide a stable program for adult English language learners to promote literacy and success.
- Increase information literacy instruction to students K-12th grades.

GOAL: TECHNOLOGY

To provide access to current technologies and online resources to meet the educational, occupational, and recreational needs of our community.

Objective 1:

Ensure that the Library has high quality, up-to-date hardware and software that sufficiently support public demand and usage.

- Update existing technologies, assess emerging technologies for possible purchase, and retire obsolete resources.
- Research funding for new software & hardware.
- Use low-cost alternative solutions, where possible.
- Ensure that all aspects of technological usage capacity effectively meet public needs.
- Maintain security of patrons' privacy.

Objective 2:

Make the Library website and online catalog more user-friendly.

- Respond to user and staff suggestions to improve structure, navigation, and organization.
- Research existing community referral resources and add links to local resources to build a comprehensive community services connection point.
- Enable patron ratings, reviews, and other interactive options in the Library's online catalog.
- Add a reader's advisory search and "You may also like" recommendation features.
- Assess the feasibility of executing financial transactions online through the Library's website (i.e. donations, payment of fines, donations for inter-library loan borrowing).

Objective 3:

Expand the Library's digital collections of downloadable materials, online information and learning resources.

- Evaluate and subscribe to cost-effective downloadable media sources that provide high quality content that meets our collection development policies.
- Consider expanding equipment loan program so that patrons can both familiarize themselves with new technologies and access information through different platforms.
- Evaluate the need and install, as appropriate, additional electrical outlets in strategic locations throughout the building to accommodate for increased technology use.
- Review current online information and learning resources and consider adding highly requested or needed ones.
- Improve the Library's online social networking presence, and develop relevant policies.

Objective 4:

Maintain well-trained Library staff to provide the public with training in basic computer literacy and use of Library resources.

- Identify, encourage and enable staff attendance at technology trainings.
- Identify core technology competencies, train staff on these skills and ensure proficiency.
- Provide updated instructions and procedures for patrons' common technology-related questions and problem resolution.
- Offer individual and group instruction to the public.

GOAL: PUBLIC RELATIONS

To increase the public's awareness of Library services and resources.

Objective 1:

Convey to the public a clear, accurate, and easily recognizable image of the Library.

- Explore revising the various forms of presentation of public information about the Library – logo, graphics, lettering, and format.

Objective 2:

Implement a public relations program that efficiently and effectively presents the services and resources of the Library to the community.

- Examine allocation of advertising money and restructure public relations program as needed.
- Designate lead person for public relations.
- Identify evolving media outlets (websites, blogs, online, social networks, and print sources), generate e-newsletter lists, and regularly use these outlets to promote services.
- Explore options for directional signs in town and attractive information signs on the Library's exterior.
- Design an informational brochure and a newsletter to promote the Library. Place brochures at various agencies on the island and provide a "welcome packet" regarding Library services and resources for new residents.

GOAL: FACILITIES

To provide safe, accessible, and welcoming spaces for people to meet, read, reflect, research, and connect to their community and to the internet.

Objective 1:

Explore options for facilities expansion and/or relocation.

- Designate a committee to research options for short-term and long-term facility needs.
- Investigate options for expanded and improved parking.

Objective 2:

Ensure facility and furniture is clean and attractive.

- Clean the building more frequently, especially public restrooms
- Clean or replace soiled furniture
- Make entryway to Library more welcoming and attractive
- Provide adequate lighting in all areas of the Library

Objective 3:

Safety Committee to revise and develop emergency policies and procedures to address building safety concerns.

- Train staff in emergency policies and procedures.

Objective 4:

Review space usage.

- Reconfigure furniture, remodel study room, and redesign floor space to provide additional work areas for patrons to study and do research, make collections more accessible, and maximize use of Library spaces.
- Optimize use of study room, including dividing it into two rooms, adding learning tools, and developing and enforcing policies for room usage.

- Assess storage space and needs, both on-site and off-site, and enact modifications as appropriate.

GOAL: FINANCIAL SUSTAINABILITY

To ensure the Library has adequate financial resources to address population change, shifting demographics, changes in technology, patron demand, meeting room and facility use requirements, and Library programming attendance.

Objective 1:

Evaluate current revenue sources and develop a long term financial plan.

Objective 2:

Explore additional funding opportunities of grants and donations as they arise.

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Appendices:

Survey Results

Long Range Plan Community Survey Results

#1 How often do you visit the San Juan Island Library?

Answer Options	%	Response Count
One or more times per week	53%	181
One or more times per month	28%	94
Every 2-3 months	8%	27
Daily	7%	22
Once a year	3%	11
Never	2%	5
answered question	340	340
skipped question	5	5

#2 If you haven't used the San Juan Island Library more than once in the past year please tell us why. (Mark all that apply)

Answer Options	%	Response Count
Limited time	42%	16
Get reading materials and/or information elsewhere	34%	13
Other (please specify)	32%	12
Prefer other activities over reading	8%	3
Don't have what I want	8%	3
Too noisy	5%	2
Parking is too difficult	5%	2
Homebound	3%	1
No transportation	3%	1
Owe fines to library	3%	1
I use the library at school/college	3%	1
Not conveniently located	0%	0
Poor staff service	0%	0
Not open convenient hours	0%	0
Disagreement with library policy	0%	0
Not enough staff	0%	0
Library is too busy and crowded	0%	0
answered question	38	38
skipped question	307	307

#2 Comments: If you haven't used the San Juan Island Library more than once in the past year please tell us why. (Mark all that apply)

1	I live on Lopez Island but I go to school at Spring Street.
2	I'm very concerned about child and teen safety on or about the premises.
3	Seasonal resident.
4	nonresident
5	I'm just getting back into visiting the library and have been very pleased with the changes made. You guys do a great job and I'm excited about coming back to the library.
6	It is solely my own disorganized schedule that limits my library visits. I love the library and every time I take home a book, I am reminded of the benefits of a free society that treasures the written word. I have absolutely no complaints about the service, the availability of books, the policies, etc. I do rely quite a bit on my Kindle and book store purchases when delayed gratification is beyond me or my book club discussion is looming. But libraries will never be anachronisms.
7	Just get out of the habit of coming into the Library and remembering what a great resource it is as well as a nice place to just read.
8	Because I own a business and work for a living
9	Usually you don't have the books reviewed by the NYT.
10	New to the area, internet usage high.
11	I didn't know where it was located and I usually buy my books.
12	Don't read too much, too busy doing other things.

#3 How important do you think the following San Juan Island Library Services are to the community?

Answer Options	Not important	Somewhat important	Important	Very important	Score
Borrowing books	3	3	28	307	1321
Requesting an item from another library	8	35	95	193	1135
Borrowing DVDs	7	47	92	187	1125
Using reference materials	11	39	95	187	1122
Using public computers or wireless	13	40	98	182	1115
Reading newspapers or magazines	11	55	109	162	1096
Borrowing audio books	12	36	95	178	1081
Consulting a librarian	8	59	105	155	1061
Using online resources (Databases, Tumblebo	18	57	101	148	1027
Attending a library program for adults	19	64	108	133	1003
Using meeting room/attending a meeting	18	61	104	135	992
Attending a children's program	26	41	97	148	991
Working on homework	37	53	110	112	921
Looking for/applying for a job	44	84	93	90	851
Supporting small business	43	85	107	74	830
answered question					343
skipped question					2

#4 If the Library ever has to cut services due to financial constraints, which library services or resources are the LEAST important to retain? (Choose up to FIVE)

Answer Options	%	Response Count
Sunday hours	52%	168
Support for business and career	39%	124
DVDs for recreational viewing	38%	121
Outreach (Community programming and education)	30%	98
Online databases	21%	66
Audio books	20%	63
DVDs for lifelong learning and educational achievement	19%	61
Weekday evening hours	17%	56
Live and Learn programs	17%	55
Internet connectivity (speed & service)	13%	43
Computer availability	13%	42
Interlibrary loan	11%	34
Resources for lifelong learning and educational achievement	9%	30
Customer service (Staff availability)	7%	21
Teen materials	5%	16
Children's programs	4%	13
Adult fiction and nonfiction for recreational reading	3%	10
Children's materials	1%	3
answered question	322	322
skipped question	23	23

#5 Overall, where would you like the Library to focus its resources? (Choose top two priorities)

Answer Options	%	Response Count
Collections/materials (Books, DVDs, magazines, newspapers, onl	85%	285
Staff available to assist patrons	27%	90
Library computers and software	26%	86
Programming for adults, teens and children	25%	84
Clean and safe library buildings	22%	74
Other (please specify)	9%	31
answered question	336	336
skipped question	9	9

#5 Overall, where would you like the Library to focus its resources? (Choose top two priorities)

1	Kids programs in conjunction with the public and private schools, as well as the day care centers on the islands seem super important to expand and offer at different hours for different kinds of families. Libraries should be bastions of learning, especially for kids. Helping make the connection easy and convenient and assisted for parents to enter their kids' educational environment is a big opening to jump down, I think.
2	Research and reference
3	to me the highest priority is clearly the collections/materials, though might want to look at how we allocate \$s among the collection (a lot of the adult Fictn collection is what t i'd categorize as 'junk/airport reading' (e.g., Nora Roberts, etc.)...exactly the type of junkfood reading that i think is going to move to e-books. may want to spend more on the more unique, less mass market fiction and non-fiction. Re. my next highest priority-- it's really a tie between computers/internet and library human staff.
4	Doing a good job all around. With taking on children's craft projects and "babysitting" after school, somehow it appears as though the lib. is attempting to become all things to everybody.
5	I selected "other" so I could note that all of the items above not checked would be my second priority choices. They are all important but I believe that the traditional library function - adding and maintaining its collections - remains the most important. If pushed, I suppose cleanliness and safety would come second for me because the library must be a welcoming, clean place where adults and children feel sheltered from the cares of life and open to the magic of reading.
6	I would like to see some book discussion programs/groups involving classic books, the sort of reading recommended by Fadiman's "Lifetime Reading Plan" or Blook's "The Western Canon." . SVC used to rn adult classes in some of these works, but hasn't recently. There seems to be a lot of support for contemporary books and readers, but very little for the works which have gotten us to the point we're at as a civilization.
7	More old time movies for adults.
8	"library night" Music - sheet music/stands. Recording rehearsal certain times - like singles shopping nite in a supermarket - with music, poetry, etc. flashing lights and such. Networking on site-LAN
9	I dont' fully understand, clean and safe library building.... for a jr tax supported and valued facility, this seems to be, well, expected, and nothing less would be ok. But as a priority?? I don't really see it in the same category as the other options.
10	PARKING
11	Increasingly, the paper based reference materials and electronic reference materials are interconnected. Highly credible reference materials are vital-- the library needs to keep

	current on the most appropriate media.
12	Interlibrary Loan
13	Life skills, Job (vocational) training (free of charge)...
14	Larger building.....more jobs!
15	Cut Nothing!
16	Interlibrary loan
17	If we have to wait in line a little, that would be fine. Or, leave a message and have someone call back.
18	Better parking - take advantage of county lot next door
19	Survey the frequency of reading of magazines & periodicals.
20	Additional internet - connected desktop computers
21	New Fiction
	All services are important. Never cut hours especially weekends or holidays. I am a Veteran. On Veteran's Day (and some Holidays) why don't you get Volunteer staff to keep the Library open for Vets? They don't need it closed. They like to be warm and educated.
22	
	A lot of older people have a fear of using the computer for the first time. If someone could take some more time to show them which button to push or just help them get to the web site they need to get started just sit with them a minute or 2 otherwise you do a great job.
23	video connectivity with other islands.
24	Note: with respect to question 3 that referred how important are the services to the community, the respondent underlined community and wrote in "not all are equally important to all members of the community"
25	We love you! Please do not cut any services!
26	Parking space is at times tight and a challenge.
27	Some additional classic books - adult and YA.
	UNDER ITEM 4. Sunday Hours - good god - no.
28	
	under item 5 circled DVDS in collection/materials
29	Comments under #4 Skagit college and minnie knychs servcies should cover the areas

checked. All of your services are important.

30 white/black boards for math et al.

31 Item 4 comment - do not eliminate anything- if it is not broke don't fix it - work for additional funding- fundraising

#6 What suggestions for additional services do you have for the Library? (Select all that apply)

Answer Options	%	Response Count
Downloadable e-books	33%	99
Additional computer classes (word processing, spreadsheets, Internet, PowerPoint)	33%	99
Purchase a generator so the Library can serve the public during power outages	26%	78
Language learning database	24%	73
Additional youth programming and services	23%	70
"You may also like" feature available from the library catalog	23%	69
Add self checkout stations	22%	66
Add dedicated e-books / audio books download computer station	21%	64
Job search assistance (resume, cover letter writing, and help with online applications)	21%	63
Explore options for a larger facility	21%	63
Staffed homework help center	20%	61
Book reviews attached to catalog record	19%	57
Place to buy coffee and refreshments	17%	52
Downloadable music	17%	51
Additional adult programming and services	16%	47
24/7 virtual reference services	16%	47
Downloadable videos	15%	46
Additional laptops for in-house circulation	12%	35
Develop a collection of equipment to loan to community organizations and individuals	11%	34
Personalized recommendations based on reading history	11%	33
Interactive library catalog allowing patrons to review and comment on materials	10%	29
Upgrade restrooms	9%	27
Off-site material return	8%	23
Start a video game collection (Wii, Playstation, XBox)	7%	22
Add library services applications for mobile devices	5%	15

answered question

303

skipped question

42

#7 We welcome your thoughts about other ways to improve the Library. Please describe what changes, no matter how small or large, you believe would make the Library better.

1 Drive up return box similar to Orcas Library

2 This is a fantastic library and I think the librarian and the volunteers do a amazing job. I wish we had more financial research material in the reference section. I know this might be expensive but maybe it could be designed like the author program and individuals could donate a selected financial newsletter or resource. I would also like a separate section just labeled Biography and autobiography..

Overall the library is an excellent community resource.

Some paid staff working the checkout counter occasionally are very loud talkers, and distracting. Use of indoor "sotto voce" should apply to library staff as well as patrons.

3 If the Library desires fiscal restraint, reduction of paid staff seems the best option.

The late opening is disadvantageous. 9 AM or 9:30 AM would serve us better. Longer hours, fewer days, fewer staff would serve the community and still answer budget concerns.

4 Some of the staff seem very unfriendly to me. Don't hire people that don't like working with all members of the public.

5 get multiple copies of popular movies. fix the holes in the parking lot and provide more parking. Get an espresso stand. Provide more programs on current events that allow the audience to interact or engage on community issues rather than just listen to speakers. Help the community find a way to solve its problems outside of petitions and the elections process by learning to talk to one another.

6 See five, above...In general, I think the library is a great place to center itself as a place for children and teens to use as a place to do homework. Imagine students, parents, teachers, mentors and librarians all working together to foster a learning culture in our community - in a bit of a different way than a traditional library does...at night, in different languages, without cost to the users. I know of several people who have hired tutors so their kids can keep up in school. The library should/could offer these kinds of services as workshops on a nightly basis. Even just two or three hours an evening, right? Many need Spanish-English assistance in a stigma-free environment, and the library could be a spot for this...What ever, I don't know and am just rambling, at this point.

I just watched "Waiting for Superman," and I think of all the things that kids need and how they need more instruction time and how the SJI Schools do a great job with

	reading and writing, but are lacking in math and science. Wouldn't it be great to have and promote and encourage this kind of support in a super strong way? All new resources should be devoted to helping educate our youngest and most in-need kids and parents. By getting the kids and parents to learn together, it's a positive-sum game that engenders love and closeness in ways that are hard to create in a family.
7	I have wanted for some time to ask if I might help develop a program for students to teach them primary research tools. I believe this is important in a time when science is fighting to be heard. The online databases currently available contain very little in the way of authoritative research, i.e. OED, peer-reviewed journals. These are a required element of college work. They illustrate for students the idea of plagiarism vs. not. Students in the community need a class, tutorials, workshops that will teach them to love doing primary research and that this is very different from Wikipedia.
8	<p>I feel the library is my home now, but I did not feel that way when I first moved to the island three and a half years ago. I was looking for friendly greetings. chats about the books I was checking out, just a general sense of welcome and warmth. I was sadly disappointed for over a year. Now we know one another and I feel welcomed and cherished, I feel ownership. You want all your patrons to feel that ownership, from the first moment they enter the door.</p> <p>I love your catalogue, your on line presence. I would continue to make that more friendly, more the you and me in this together thing.</p> <p>I love author appearances, and was impressed with the collaboration to bring Ciscoe Morris to the island. More of that, please?</p>
9	i would like to see our library remain free from corporate government intrusion ie financial and software /hardware intrusion on patrons civil liberties and constitutional rights.the internet should remain free and open from controlling influences always! THANK YOU!!!
10	Given constricted funding for the foreseeable future, in my answers to question #6 I have focused on what I think are key Library services/offerings...ones that are NOT easily available elsewhere, and are more emblematic of traditional library roles and functions.....encouraging lifelong learning ' mind-opening ' in the truest sense,
11	I think you have a problem with this survey! If you haven't discovered the problem yet, drop me a line. It has to do with how the responses are structured. Jim Hooper
12	I LOVE THE SAN JUAN LIBRARY!!! Parking is a pain sometimes, but well worth the effort.
13	The library is fantastic. It serves my rather limited needs (borrowing internal and interlibrary loan print and audiovisual materials, and occasional meeting space) very well.

14

since I moved here 20 years ago the Library has been an important element in my life. I was impressed with the library then and I remain amazed at what a priceless advantage our library is to the community. I think it has become even more of a community social center in recent years and I know that services and patronage will continue to grow.

I hope the residents make the right choice and vote for the levy lid lift when it becomes a ballot issue. I know I will advocate for it. The library needs to be able to continue to grow and retain its place as a community center.

15

I would love to have a drive-up drop box for returns so I don't have to park my car, and get out in the rain, to return my materials. It's pretty annoying and was really inconvenient when my children were babies.

16

I think the library is wonderful as it is. What I notice the most for my perspective is the new books in the adult non-fiction and youth section and somewhat in the teen section. Those are the most important to me. Up to date non-fiction books are important in subjects that keep being researched and youth books written with the current day child/teen in mind is stimulating to their minds.

How about a book return box near the ferry!

17

Honestly, I didn't check some of these suggestions simply because the library does a pretty good job. I mostly notice the kids programming, and it continues to impress me.

18

I feel our library serves our community very well in general. The feel of the space is traditional and simple. It is clean and tidy, well appointed, well staffed, stocked and varied. It has all the essentials and more to boot-we are very fortunate. If there is any top heaviness it seems to be in staffing. It appears that there are many people available at any one time back in the offices and on the floor. It would be helpful to see a breakdown of all the library positions and how much is actually spent on staffing. An information kiosk would be a nice addition, perhaps virtual or audio tutorial for ways to better utilize library services-teach patrons how to help themselves. I'd like to see more teen volunteers in the library-perhaps a dedicated dollars for scholars position available throughout the year. I love our library and would do whatever it took to help keep the services we currently have and hopefully add more.

An outdoor space for reading in the sunshine on a bench would be so dreamy, a parklike setting with a food kiosk, ooh lala! Now I'm really dreaming.

19

I am so proud of our little library. I have been a patron and a volunteer and although I can't come as often as I used to due to my work schedule and moving to a different location, I think we do very well for a small town. I haven't attended any of the activities but you do seem to have a variety and it's great to have a place where people of all ages can have classes and meetings. We have free computer/Internet usage and free wifi, and I know this is a huge value to many community members, including me! The interlibrary loan is an invaluable asset and I have used it many times to find

resources as near as Orcas and as far as New York.

I would love to see a music cd section (teen, adult and children, with traditional/classical music as well as popular music) added as well as dedicated listening stations for music and audiobooks (with comfy seating!). Educational computer games would also be nice but not a big priority. I'm sure the community would contribute cds and money towards this project. I recently acquired a piano and was sad to not find much in the way of piano and vocal music songbooks which would be nice as well.

A bookmobile service for people in out of the way places on the island would also be nice (if you don't have this already, I'm not sure).

I hope during this process that you choose a modest set of goals, and focus on them. I can imagine the list of "wants" is big and you cannot do them all.

I never use computer resources, but my perception is that some people rely solely on the library for internet access. I think it is important to serve these patrons. I know of some have used the library internet access for job searches. That is a lifeline to some people. I often see the computers all in use with a wait list. In the years to come, I think you need more computers.

20 There is no substitute for a helpful librarian.

Coffee/tea and video games is going overboard. Keep it simple. In addition, how are you going to police whether a kid is old enough for the video game (mature only ratings)? Frankly, I do not think video games are worthy of the library's mission.

There are some job prep resources in town already. Consider whether taking this on is a true need.

Keep it simple!

21

Accepting donations of books to add to the library collection will help decrease costs and increase availability. I was disappointed to learn that my book donations, although not currently on the shelves, were instantly handed over to the Friends' store for sale.

If you offered a list of desired books, then patrons would be likely to purchase the books they are interested in to read for themselves and then donate them afterwards; this equates to a win-win for everyone.

22

The library is just about the only place in Friday Harbor offering free services to the public for recreation (books, magazines, other circulation materials); computer use, especially important these days for those on a limited income;

assistance from the reference department; a quiet place to do your homework; a space for the "regulars" to hang out where it is warm and they are welcome ; a chance to do meaningful volunteer work that helps the whole Island; a home for special programs like the ESL program, and AA meetings; great programs like the cooking classes I teach in the meeting room.

All of the things you have suggested above would enhance the library as money and staff permit. I would suggest first implementing the changes that would have the most impact on children and youth and the segment of the population that is financially challenged right now, hopefully with the Friends picking up the tab for things like the generator, which would provide a great place to sit out a freezing-and-no-power day, and perhaps the coffee and refreshment center that I have seen at libraries like that in Redding, CA, which the local Friends run for profit (Vending machines there with good quality products that don't require a person in attendance). Other things like upgrading the restrooms could wait, unless the cost is truly minimal.

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24

I need longer email usage sessions. Also would like to see small children computer game playing limited to an area away from the adults

25

I believe that having the young childrens section in the back of the library means that the library doesn't have a quiet area. The young children need to be supervised and by being nearer to the front desk like in the teen section they would be less likely to go wild. The teens section is quieter and could easily be relocated where they are still under observation but in such a way that the library has a quieter study area. It used to be arranged this way before the remodel and a patron could find a quiet area to read.

	I have also experienced that the children's section is almost never attended and if the kids need help they have to go find a staff person. This is enough for some kids that they won't get the help they need and we want the turn these kids turned ON to the library experience not OFF. I think that if the children's section is moved closer to the front desk the young kids would get better service from the staff and they are the least able to ask for what they need. Thanks
26	I didn't find a place to tell you how very much I love our library. The staff is helpful, kind and knowledgeable. Keep up the great work!
27	Not many suggestions; you are doing an awesome job!
28	The San Juan Library is a fabulous resource for the community and I can't say enough good things about you. Not only do you have an excellent collection and access to inter-library loan, but your community programming is an essential component of our healthy community. Without you, we would be ever so much more limited in community education and programming. If you do face budget problems, I would recommend collaboration with other organizations or a dedicated tax revenue which I would absolutely support! If the island can support school sports through Island Rec, certainly we can support the library with a dedicated tax revenue.
29	The truth is I am very satisfied with the library. If I have to I can come up with suggestions to tweak this or that but frankly I am satisfied with the ways things are done and feel no need to change or add anything significant. Keep up the great work.
	We love our Friday Harbor Library.
30	<p>It would seem that downloadable materials would be a good option for patrons and the Library, saving space, have more selections, and could (hopefully) be cost effective. Would it work for Mac OS and Windows? I think it could save on interlibrary loans which is a valued service considering our limited access to other libraries.</p> <p>The signage could be improved or a print out map of the different areas and movable shelves. I still don't know where the new DVD's and new books are....a heads up when you move things around would be appreciated.</p> <p>The staff and volunteers are wonderful and we appreciate the service you provide.</p>
31	<p>With cutbacks presently here for a long time to come I'm actually somewhat surprised to read questions here about providing additional services unless of course they wouldn't be funding-necessary related. Another thing that I'm still not used to is the thoughtful but spendthrift attitude of staff to regularly offer purchasing a book I'm interested in that is not on the shelf. I'm glad the service is available, but I'm beginning to ask whether more checks and balances should be practiced in offering it.</p> <p>If our library continues to get noisier, where will people flee to for assured quiet? I'm wondering why is it we think we probably should be like bookstores, urbane libraries,</p>

community centers, meeting places and always copy something else? Are not libraries meant to be quiet reflective places where we can hear ourselves think without engaging in noisy conversation or raising our voices over others to be heard? Such startling changes seem to come with unintended consequences.

I should hasten to add that I come to the library about 3 times a week and think the staff is always supportive, well informed, and does a very good job.

Just a few thoughts. Thanks for the opportunity to pass along comments about situations I've been thinking about the last year.

32 Book, audiobook and DVD shelves crowded. Do we need all those things?

33 I often use the library for books and up to date DVD's. The library has been great at purchasing DVD's when requested.

34 The most important function of a library is to have a strong collection of books or I guess other media available for lending. Additional functions that have a high employee time input-- e.g. helping people with homework, jobs, computers, etc. -- and must therefore be expensive should not be allowed to detract from resources required to maintain a very strong collection of physical or online resources.

The list of possible services is interesting in that I hadn't even considered many of them. Most would be helpful additions, especially, I believe, the services that help children. I hope the library never gets into the "you may also like" feature. Netflix and Amazon do this and it annoys me - primarily from the standpoint of what feels like an invasion of privacy. I'm afraid that going down that road would discourage eclectic reading. (For example, if I wanted to study World War II, I might feel like too many biographies on Hitler, Goebbels, etc. would make me look like a Nazi fan. This is probably a bad example but reading is such a personal enterprise that it feels invasive to have suggestions offered on what I might want to read).

35 We live in a world of changing technology and I believe our library has adapted well in embracing the electronic advances without short changing the good old books we hold in our hands.

I do have one suggestion that isn't noted - maybe a feature on the order of a "Geek Corner," where new technologies in gaming, word processing, etc. could be accessed with some professional guidance. The kids keep up but many adults I know are way behind and they are missing some great opportunities, primarily because they have limited access to help and they are embarrassed to be electronically marginalized. Maybe a once a week class conducted by a savvy volunteer would be economically feasible,

36 I would like to be able to recommend additional authors to place in the collection. As an example the Peter Tremayne, Sister Fidelma mystery series. He is a terrific author

	under his pseudonym and under his real name of Peter Berresford Ellis he is a noted ancient Celtic historian.
37	Purchase more books, especially fiction.
38	Is there a better way to enforce your return policy on books that have holds on them? For instance, you might consider imposing a significant fine on them. Overall, we consider this a wonderful library with excellent services.
39	Is there a better way to enforce your return policy on books that have holds on them? For instance, you might consider imposing a significant fine on them. Overall, we consider this a wonderful library with excellent services.
	Improve parking. I know, it's not obvious how you could do this, but it's needed.
	Keep using resources for increasing availability to material which isn't popular enough to add physically to the collection -- interlibrary loan, e audio books, and e-books for example. Monitor the level of use of on-line databases and consider dropping those which aren't being used.
40	I wonder how much use some of the periodicals get -- there seem to be a lot of them, and I don't often see people reading them. Should some of this money be shifted to more popular resources?
	BTW, no matter how popular they seem, I believe the library as a repository of knowledge should maintain a healthy holding of the foundation texts of western civilization. People can't check out what isn't there, and in the long run, these books are more important to a healthy intellectual community than yet another cookbook, health fad book, or political diatribe. And as noted above, I hope the library can help people become more involved with reading these books and finding out the magic of why classics are just that.
41	I feel the use of a urinal in the men's restroom is unsanitary and unsightly. Most household do not have urinals and are not essential.
42	The library does not need a generator. We're hardly ever out of power for more than a few hours. Why don't you use the money you'd spend on the generator on your employees.
	We live on a green island. Please don't lure children to the reading program in the summer with plastic, choking-hazard made-in-China items. How about pencils? Paper?
43	Teens volunteering in the library would bring more teenagers in. (That's a good thing.)
44	I really would not change a thing. I love this library and all of the services it provides. The hours are perfect the amount of staff is great. The size and amount of materials is great. Access to interlibrary loan is priceless. I love a great selection of DVDS and

Videos. I am happy that if a DVD is scratched I can take it to be run through a machine. Access to computers and the internet is perfect. And although I do not attend many of community programs I love seeing that they are there if I am feeling drawn. I also believe that the amount of programs and quality of programs is wonderful. I am incredibly thankful to have such an amazing resource in this somewhat isolated community!

I would suggest resurfacing and painting the parking lot. Three times I have come out of the library to nasty notes on my car about my parking job. When I parked I was just following the mis-parking of the cars on either side of me who left before I did. Make the spots wider, even though you will lose some.

47

Also, if there could be some way for patrons to check in their own books. Twice I have turned books in and received late fees notices and I have found the books on the shelf.

Other than that, I love our library and appreciate the variety of materials available. Thank you for all of your hard work.

48

I hope you always have a nice warm place to sit and read in the winter. So cozy.

49

The paint scheme on the outside of the library is dark, grim and uninviting. In this time of restricted funds, a new paint job is not high on the priority list - but should be in a long range plan. The smallest bathroom needs new fixtures. The parking lot is way too small. If the DOT would allow the fence on the east to be taken down, or an entryway placed through the fence, with clearly marked library parking spots designated in the DOT lot, this would allow more handicap parking spaces close to the library and allow more patrons to use the library. Its free to ask them. There are times I have seen cars not coming into the lot, with potential patrons inside. Their faces show their disappointment. Over all, we have a great library and thanks for all your efforts.

50

Clean the restrooms daily, offer more computer stations; provide more adult programming in the evenings; continue using volunteers, but stop using volunteers to check out materials; provide more staff at the reference/check out counter during peak usage; close the library on Sundays; begin offering basic computer classes again; and begin working towards a new building that is our community's center.

51

Access to OED Online.

52

Lighting on DVD shelf (formerly non fiction) very glary - as a short person find it difficult. How god is that if that's all I have a gripe with! Oh, could interlibrary loans show up on my account when ready to pick up?

53

Additional books for the children's section to help teachers with resources for their classrooms. Maybe an easier way for teachers to order books that they need.

54

improve parking

55

I think the library is great; can't think of anything.

	Pre-paid legal services
56	Volunteers (professionals, business owners, philanthropists...) to teach courses for retired, senior, tutoring, et al.
	Ordering food/drinks from Criminal Coffee
57	Give more money
	Leave it alone
58	I think a larger manga selection would be nice.
59	I'm very satisfied with our library
60	longer check out times for books and dvds
61	As a person with allergies, I would appreciate no animals being allowed in the Library. (not an animal hater, just don't enjoy being allergic to things :(
62	It's perfect! :)
63	Longer hours - open at 9am.
64	A larger facility and staff to meet the growing demands of this community.
65	Put in coffee for sale to help fund Library.
66	This individual wrote "NO" next to the "you may also like" feature, presumably to indicate an extreme dislike of this service.
67	Love our library! Thank you!
68	Longer hours would be nice.
69	Lattes?
70	An effort should be made to keep the library quiet. Loud conversations and cell phone usage should be outside. Tis is not just a problem with young people, but they especially should be helped to understand that the library is a place for quiet.
71	Do not keep records of borrowing.
72	This individual wrote NO! by the video game suggestion
73	A light behind check out desk to illuminate paintingn hung there.
74	Open Saturday night till 8 pm. Open National Holidays.
	Please remove or at least move, the computer out of the young kids areas. Toddlers are dazzled by this instead of books.
75	(This patron crossed out the selection on video games, presumably to indicate an extreme negative response to the library even considering adding video games to its collection.)

76	I would probably spend more time at the library if it were not so noisy. I go in, grab a DVD and go, rarely looking through books and never stopping to read there.
	This patron added numerous comments to various suggested options for improvements in #6:
77	A resounding "NO" to anything related to downloadable content, the video game collection, personalized recommendations, and consideration of a larger facility.
	Also no to upgraded restrooms, coffee/refreshments and self checkout stations.
	Thought for improvement: I have found it very frustrating to look up books by subject. I usually have to ask the staff for help. They have said "we know whats to get there." Why is it so hard?
78	Drive through book drop.
79	I have a problem with the taller shelves, which due to my height I cannot reach. More step stools would help.
80	Love it just the way it is!
	More magazines
81	My opinion is, the checkout area needs to have more noise control of some sort put in or implemented. At times, when sitting in the reading area, it gets so noisy that it is very disturbing. This is not only with the patrons but also with the staff. Kathy's voice carries and should tone her volume when speaking in this area. Thanks.
	This library is the best! Keep up the great job!
82	It's great: The staff, the service. If you don't have it, you get it for us. Thank you all so much.
83	I really don't get excited about changing the library. I do get excited about maintaining the present high level of service we have.
84	Bigger selection of movies - DVDs
85	Open longer and more materials
86	Better parking - take advantage of county lot next door.
87	I am very satisfied with the SJ Library. It is one of the best community libraries I have ever used. Make as much use of volunteer support as you can to retain library services.
88	Better lighting for YA area. More comfy chairs near the fireplace
89	Easier and more parking

	Ged drid of dreary brown paint on oudside of building. Looks like a big turd.
90	No suggestions. None.
	Also hookup Batter or external powered fan for fireplace so fireplace can be used when the power goes off (without smoking) or getting too hot.
91	If we had a bigger Library we could have a seprate place for computer users and a seperate place for readers. Both stuffed back in the corner is not good. the computer people do not like anyone talking. They need a seperate place.
92	Make the video work!
93	This one is great; it's cozy but I see it's also becoming too popular- we are growing.
94	Parking
95	I would like to see more of what you already have than new services. Library is a wonderful service. Thank you so much!
96	Can't think of a thing. It's a great library.
97	Wonderful library!
98	upgrade parking (currently very tight) (Do) everything your can from this list!
99	Annual membership \$10 ????? Make it voluntary. (patron obviously confused about Friends of the Library's status as a separate, non profit organization).
100	improve parking
101	Children's programs are too "young" for our 10 year-old, and teen programs are too "old", so we don't use those services.
102	Under the item purchase a generator - hand written in - ridiculous. Looks fine! Under item 6 - additional adult programming - commented independent/foreign film festival program. explore options for larger facility - wrote in teens and new book display.
103	Other comment - I use the dvd collection frequently and they often stall in the middle of viewing them. The librarian says that you have a machine that cleans them to prevent this. I would be willing to volunteer to clean the dvds if it would be helpful to the staff. thank you so much for offering such a great collection.

Item 7 - general comments

I would love to see an independent/foreign film program at the library.

- | | |
|-----|--|
| 104 | more copies of books. |
| 105 | More parking One way only in and out. |
| 106 | It's a wonderful library. If it could be magically moved downtown and close to the schools and big enough to encompass school libraries that would be convenient for all and efficient and might save tax money or help the schools. |
| 107 | remodel the bathrooms |
| 108 | having the library open later on week days |
| 109 | black/white boards. more space for students to work with boards. esp. when tutoring or in groups. |
| 110 | its pretty wonder the way it is. maybe a film series of fine films for adults. |
| 111 | I would like to see it open for more hours. |
| 112 | more research and wordprocessing stations. |
| 113 | did not complete the rest of the questionnaire. |
| 114 | I don't know if there already is study help for children because I don't have any, but I think that is a great idea. |
| 115 | Patron wrote "NO" by start a video game collection. |
| 116 | I avoid coming to the library when school is out, kids running around lots of noise. More computers for public use. |
| 117 | ban cell phone, or no ring mode for all cell phones. Separate area for socializing and cell phoning, etc. |
| 118 | Adding CDs to the library. |
-

#8 Please rate your overall satisfaction with the San Juan Island Library services:

Score 4=Very satisfied 3=Satisfied 2=Partially satisfied 1=Not satisfied

Answer Options	Not satisfied	Partially satisfied	Satisfied	Very satisfied	Score
Helpfulness of staff	0	7	37	271	3.73
Courtesy of staff	2	5	40	270	3.73
Staff availability	0	7	55	253	3.69
Staff knowledge	0	5	53	247	3.65
Ease in checking out materials	0	8	73	235	3.63
Hours open	4	14	101	209	3.57
Interlibrary loan process	0	7	50	189	3.48
Ease in finding materials	1	19	104	197	3.48
Library's online catalog	0	18	71	170	3.38
Reference service	2	8	92	138	3.36
Library website	0	12	82	144	3.27
Telephone service	0	3	77	113	3.25
Adult programs	2	9	96	99	3.20
Internet service	1	9	54	137	3.18
Children's programs	3	4	57	88	3.12
Summer reading program	2	5	46	89	3.05
Availability of computers	2	20	78	83	2.97
Outreach services (Community program	2	5	61	71	2.89
If less satisfied with any item above, please add explanation					46
answered question					331
skipped question					14

#8 Comments: If less satisfied with any item above, please add explanation

1	Good adult programs but wish there were more for adults like there are for kids particularly author talks and folks sharing their travels and also more in the evenings for adults; it can be difficult finding an available computer as they are all in use and the reservation system is confusing to use; a lot of volunteers don't seem to know what they are doing when they check out my books - I'd rather have a staff person check out my books so I know the items are checked out and they can answer my questions.
2	Longer hours Monday through Saturday would be advantageous. Closing on Sundays would reduce costs.
3	Not all Library staff seem friendly, or particularly helpful. Some staff are very friendly, and some are rude, condescending - and frankly not that helpful.
4	Reference service -- see above.
5	My only concern with the library services is that I can never remember where I click on the screen to make an interlibrary loan request. If you can help lobby the system to make the button more visible, I would be very grateful.
6	I have had glitches trying to use the online catalog and the website. The website could be better designed for ease of use. Oftentimes links are buried, requiring a link to a link to a link to get where I want to go. Regarding the catalog, the search engine drives me crazy. I type in a keyword, and a book with the word in the title doesn't even show up in the results. And the author's name search is so fussy it's not worth using: you have to know exactly how the author spells his or her name, including middle initials sometimes, to get the results you want. Finally, I wish you could narrow searches to bring up only juvenile, or young adult, or whatever kinds of books. It would save us from wading through a lot of inappropriate stuff when my daughter types in words like "mermaid".
7	I really like the idea of adult programming, but I feel very little of it applies to me (I'm in my mid-20s) so I rarely attend. It would be nice to have some programs targeted more to my age group.
8	your hours are fine for most people. I just have a weird schedule. That's not your fault. :)
9	I have experienced a few times where the catalog on the website does not work when I access it from home.
10	I have found problems with the website not working mostly with the searching for books. It would be alot easier to check out books if there was a self check out device.
11	If I can't a book in our library I would like to option of going right to interlibrary loan online and the option of recommending the book become part of the collection.

12	The ILL process is just fine. Unfortunately, most of the books I request are not available or are available for a considerable cost.
13	It would be good to see more evening hours
14	I think the redesign of the web sit made it more difficult to navigate--visually too busy.
15	Keep up the good work. It's always good to stop and evaluate the job being done but I am more than satisfied with the library as it is.
16	Occasionally certain staff members can seem less welcoming to some demographics. Most adult programs haven't gained enough participation to seem fun and lively.
17	Not less, but more satisfied than you have a checkmark for. Il use the interlibrary loan service and find it invaluable---extremely useful, prompt and simple to take advantage of.
18	This is a very good survey. I hope you get results that offer the guidance you want, but if you didn't change a single thing about the library, I would be very satisfied. Great job!
19	There have been times when a book is listed as available and it's not on the shelf and no one knows where it is.
20	There have been times when a book is listed as available and it's not on the shelf and no one knows where it is.
21	I feel the staff is looking down their nose at me. I often feel like the library is too hoit-toity.
22	I'd like more signage and more clear signage throughout the library; the catalog is sometimes confusing how to put items on hold and what to press when searching; there are not always enough computers available and some seem to be hogged by a few patrons; the website looks great, but there is a lack of information about the library on the site; and volunteers sometimes offer reference service rather than asking staff to help patrons.
23	Too often have been told a book was not turned in... I go to the shelf, there it is. Prior to letters being sent; late books, please just have someone ok the stacks. Books and dvds.
24	I love our library. If it carried on just the way it is, I'd be happy.
25	telephone assistance with problem accusing audio books was short shrift!
26	Summer Reading - philisophical problem using rewards (read Alfie kohn). Library Website - often have to sign in twice-not particularly user-friendly for old farts.
27	Please hire ***** because if it weren't for her, you'd be screwed
28	Have a hard time with the library catalogue. If I put an author's name in, it will only

	find it by putting in last name first. The program's search system could be more dynamic and user-friendly
	More weekend hours, please! Hire more staff!
29	I want 8am-8pm everyday
30	Would like to see Library open at 9am, also add more evening hours and more Sunday hours.
31	I think there could be a larger selection of kids programs esp. for tweens. The online catalog is ok, jus hohum.
32	Kids programs primarily for stay at home moms, not for us working moms.
33	Children should not read to get a prize. Just celebrate the joy of reading a good story, adventure & mystery through reading, learning through reading, etc.
	More unisex teen programs..
34	I am computer-challenged (indicated don't know how to use online catalog and website)
35	It was nice in the old days when a person could just sit down at a computer and do research for a reasonable time if someone was not using it. This half hour code business limit time shut off is not necessary. It takes me a half our hust to find what I am looking for :)
36	Too new to area
37	All services are fine.
38	There was a period of time, which seems to have passed, when our family was wrongly accused of not returning books. More than once those books were later found on the shelves and all we got during the process was a deaf ear from staff.
39	Sometimes I can't find authors in the on line catalog and then discover them on the shelf. Titles too.
40	Person left blank staff knowledge.
41	patron left reference service blank.
42	The receipt style check out slips are totally useless to me and annoying. I can't read what's printed there without putting on eyeglasses- at least the date due slips could be read easily. It's awful to have one more piece of trash to throw away. The folks at the check out desk don't ask if we want them like they used to with date due slips. Can we decline to have them printed? I'm hoping so.
43	not all items checked on answers.
44	i would like the library to be open til 8pm every night.

45 Website being up-to-date would be helpful!

46 Need separate area for computers, NOT in the center of the library.

#9 How satisfied are you with the Library's facilities?

Score 4=Very satisfied 3=Satisfied 2=Partially satisfied 1=Not satisfied

Answer Options	Not satisfied	Partially satisfied	Satisfied	Very satisfied	Score
Cleanliness of facility in general	2	12	90	227	3.63
Personal safety	0	4	102	205	3.48
Comfort	1	13	116	192	3.47
Cleanliness of bathrooms	9	25	97	175	3.41
Convenience to my home	4	11	134	169	3.36
Furniture (chairs, tables)	3	17	131	168	3.35
Library interior lighting	5	9	141	161	3.32
Public meeting room	2	13	113	132	3.29
Display area	4	18	150	139	3.22
Signage	4	11	156	132	3.19
Study areas	4	17	135	107	3.14
Noise level	17	43	135	133	3.13
Library exterior	9	31	148	131	3.13
Building size	10	37	137	134	3.12
Parking	53	102	91	77	2.57

If less satisfied with any item above, please add explanation 108

answered question 332

skipped question 13

#9 Comments: If less satisfied with any item above, please add explanation

1	parking too cramped but have done the best with what you have
2	Parking - not enough spaces, tight and confusing lot; the library is noisy and there are few places to get away from the noise; not enough signage and what there is doesn't explain fully; not enough display areas and the display area in the front entrance has good displays from time to time but are easily missed in that small area; the bathrooms often look and smell dirty and the facility in general feels grimy.
3	Parking lot is too small
4	The hand soaps were not filled and it appeared dusty.
5	Building exterior paint color is not inviting. Too dark. Plants (nandina) leading up to the entry door should be either radically renovated by proper pruning or replaced with something which would look better.
6	I am not for building a bigger facility if it means closing on Sundays. I think the most important part of a library is access.
7	Some paid staff use too much volume. Parking does get full, sometimes.
8	Signage could be larger and easier to read.
9	lighting overall very good, except in teen area...pretty dark in the corner by the magazines/graphic novels. noise level (driven by children and teens) can at times be pretty high and disruptive. Both parents and staff need to recognize that the Library is a space used in common with others, and courtesy is required.
10	The parking lot -- what can I say? It's not much better than before the renovation, but it's no worse than the post office, or my dentist's office, or the back of King's Market, or Seems to be an island thing.
11	I would use the library more often if it had a larger collection (so it probably needs a larger facility). Often I go there to look up books on a certain topic and there is nothing available that quite fits what I'm looking for.
12	I feel the outdoor footprint is too small for the volume of patrons, #of cars and proximity to the road. There is not much space for bicycles, mopeds,... Walking into library parking lot from the sidewalk is not clearly and safely delineated. Perhaps the staff/disabled parking could be in front and patron parking all along the west side of building a clear walking path established and the very front of the library can have a larger purpose of space, such as bike and benches, stroller parking...

13

the parking gets a little crowded, but I no longer drive so this is not a concern for me. I live just out of town -on Argyle, so it's a nice long walk for me to get to you. Not too much but I'm not able to come as often as I used to now that I can't drive. The noise level is sometimes a bit much, but I don't think this is your fault. I've noticed that as libraries become less of a book lender and study chamber and more of a multimedia entertainment/research/community hub people in general have stopped whispering like they did in libraries when I grew up in the 80's. Our library is still much quieter than some I have seen that have too many toys and non-book activities for kids, who tend to think it's some kind of playground.

The parking space is narrow & patrons don't respect the size of spaces available.

14

Staff does encourage the use of "outside voices" and patron use the entrance area to socialize with small children running around. If I have serious reading to do it is often impossible.

16

As I'm sure you know, parking is tough. Spots are very tight, the lot is often full or nearly full, and the lot is very tight in general. It is also tough to pull in and out of the lot sometimes, because the entry/exits are narrow.

Long-range, I think you need more space for print collections and computer resources. I would like to see more print books and there is not enough room for that.

17

The handicap parking requires those parking there to back up into cars behind them. The first time I parked in the spot backing the handicap spot had me walking out to a \$1700 car bill from being backed into. The library patron that did this left me a note and covered the payment, but because of the aggravation and delay of my car being in the shop for a week I will not longer park in those spots. Sometimes it is difficult to find parking and more spaces/larger spaces would be great.

18

The cleanliness of the bathrooms varies, but one can't really tell if it is just user carelessness or not enough cleaning--how often does the night cleaning crew come in?

I think our level of usage really requires more spaces--I occasionally skip coming in because the lot looks full

Any chance we could talk public works to the right, or, at least in winter, the motel to the right into some shared spaces?

I work in the meeting room most weeks, and the chairs are incredibly uncomfortable to sit in.

19

The cleanliness of the bathrooms varies, but one can't really tell if it is just user carelessness or not enough cleaning--how often does the night cleaning crew come in?

I think our level of usage really requires more spaces--I occasionally skip coming in because the lot looks full
Any chance we could talk public works to the right, or, at least in winter, the motel to the right into some shared spaces?
The overstuffed chairs are not very comfortable.
I work in the meeting room most weeks, and the chairs are incredibly uncomfortable to sit in.

20 There is a light glare on the keyboards that makes use difficult

The back half of the library use to be quieter and a good place to read or study.

21

The parking area is tight. It is difficult for large (family) vehicles to get in and out.

22

The parking lot is a disaster, but I don't see that anything can be done to change it. The new traffic direction helps somewhat. Regarding my partially satisfied rating for personal safety - better lighting is needed in the parking lot. I'm afraid I'll fall or be struck by a car on a dark, rainy evening.

23

The parking lot is a challenge for turning radius of many vehicles. It is especially challenging when two cars are trying to maneuver in it.

24

The parking lot is a little small, but so is the building. But still, not enough of a problem to really matter.

25

Having already addressed increasing noise level, I'll pass.

26

We have held community meetings in the meeting room and I have had to clean the tables before the meeting. There has been glue, dust and dirt left behind by the previous meeting room user. I would suggest emphasis on cleaning room before leaving and having more cleaning materials available. It wouldn't have to be expensive.

27

cell phone conversations should be held outside the library

28

The armchairs are very uncomfortable for reading in.

29

Parking limits are just a fact of life but sometimes I do have trouble getting out of some of the spaces. Thanks for making the lane in front one-way. I feel sorry for the tenants next door who must get tired of shooring library patrons away.

This is not a big issue.

30

The parking lot could be large to accommodate more cars.

31

The parking lot does get full sometimes. Perhaps I am unaware of extra library parking nearby.

32

Parking is designed for the days of reasonably sized cars. Unfortunately, unreasonably sized cars prevail, can barely get in and out of car.

33

Parking can be a problem. Please consider restriping to allow more room for larger

	vehicles that you find on the island, such as pickups.
34	Parking can be a problem. Please consider restriping to allow more room for larger vehicles that you find on the island, such as pickups.
35	I don't spend much time in the library, so don't know much about furniture, study areas, etc. I come to get and return materials (including ILL materials), but do my reading at home. But I do love the increased access to on-line materials, and it would be good if these could be increased within your budgetary constraints.
36	<p>Parking: Not enough spaces spaces are provided in the current small lot, and the size and configuration of the existing spaces are very cramped.</p> <p>Building size: While currently somewhat satisfactory, it is clear that the use of the library is outgrowing the current building - and has already outgrown the parking lot. Long-range strategic planning MUST evaluate the current location/facility and if deemed needed, identify a future site that has more options for expansion in the 20-50 year horizon. Priority should be given to a location in Town and preferably more conveniently located within walking distance of the downtown core and closer to the schools. A couple of ideas are the Boe property on the corner of Tucker and Guard (old Pig War Museum) and the old Browne lumber property (in partnership with other development/downtown parking).</p> <p>Public Meeting Room: The Public Meeting Room is excellent and provides a tremendous service to so many groups, meetings and events, however it is often unavailable. It would be ideal if the library had additional meeting spaces available - even smaller spaces with just enough room for 8-12 to meet.</p>
37	I am very glad the dog stopped coming. Although I LOVED SEEING HIM, I am allergic and had to stop coming for a while.
38	During the hours just after school there is no corner that is quiet. I am fine with kids having a safe place to hang out and use the computer, do homework, read etc after school but it would be nice to have atleast one corner of the library that stayed quiet - preferable the back area with the comfortable chairs and by the windows.
39	See above...
40	The library in general and the bathrooms in particular are not cleaned frequently enough; there is not enough parking and the parking area is difficult to maneuver; the library is often a very loud place which would be fine if there were more quiet places to escape from the noise; with all the people who use the library daily and for programs a larger building would better serve our population and more meeting space would be desireable; and I think that a larger and more accesible community bulletin board would be great along with better signage for the library's collections and spaces.
41	Parking. Duh.

42	I hope that in the future the library will be in a much larger facility with more space for comfortable seating, art and sculpture to be displayed, and more square footage for quiet study spaces.
	I would like to see the library moved near Market Place grocery so that people can go to the library and get their groceries or go to the senior community center without having to drive from place to place.
43	The lighting is so harsh in the meeting room and other areas that it limits my time in the library, OR I have to wear a visor. darn
44	I'm not crazy about the exterior paint color.
45	need more room for working at tables.
46	parking difficult with pickup truck.
47	More electronic outlets in certain areas as some are different to access (power strip might help).
48	I would love to see the library expand and become a real community hub, with more programs for everyone. I would also love to see the library become an anchor location in our town. I left many things empty because I don't have a strong opinion one way or the other.
	the exterior color of the library is too dark in my opinion
	there is a need for grown up sitting in the childrens area as the chairs are too small and there is little to no back support offered by the bench seating
49	when the bathroom is stunk up you notice right away when walking into the library, maybe a self closing door or an automatic air freshener could limit this, or a remodel so the bathrooms are not right in the middle of the library and then could possible have a venting window or a stronger exhaust fan though that might increase noise
	the parking lot is just too small especially with the size of most vehicles today
50	parking - obvious
51	Signage has been inaccurate lately, particularly in the new books sections. Maybe it is just in transition but it would be better to have an accurate hand letter piece of cardboard than a nice looking but inaccurate sign.
52	parking is tight
53	parking spaces small / lot crowded
54	There is insufficient parking but not much that can be done re: this issue.
55	everyone knows the parking lot is tight and tricky, especially for older patrons and those with larger vehicles.

56	I don't care for how things are set up. For instance, children's section should have own room. Seating in center of room is in a high traffic area, hard to have privacy/tranquility. The fireplace and magazine area is great.
57	People drive in the wrong way when I'm trying to drive out. They ignore the one-way sign. Exterior building color is too dark.
58	A library can always be bigger! The meeting room could be wider.
59	Chairs in Meeting Room are awful
60	Hard to park the family car.
61	Parking lot can be tough to maneuver (sp) vehicles in.
62	Parking is insufficient and cramped, very difficult to navigate even in a small car.
63	More parking area
64	Noise level is really bad. I routinely turn my hearing aid off so I can concentrate. Kids are rude and unsupervised. Librarians at the desk talk way too loudly, esp. on telephone and to patrons.
65	The noise level at times can be too loud. The building could be larger. The display area seems like an afterthought. Signage is hard to find.
66	Parking alongside of building is too tight.
67	Too tight parking spaces and too few! Need light for art behind desk.
68	Sometimes patrons seem to forget to be quiet in the library. Sometimes they visit too loudly.
69	Parking spaces small and difficult to get into.
70	parking spots tight and people enter incorrectly
71	(this patron filled out the online survey but forgot to answer #9 so turned in a hard copy answering just answering #9) Meeting room tables often have a sticky residue left over I think from craft projects. It is very difficult to remove especially often it "sets."
72	Love Family Movie night and how accommodating the library is to public program ideas.
73	As already mentioned, it's noisy! People talk like they're at the grocery store!
74	Poor art display areas.
75	Outside color too dark, now fence, etc not inviting. Display: don't keep that (interior) side door open. People work hard to build the display then you keep a door open in front of it, so people have to see through all that glass.

76	Parking sucks! Library exterior is bleck. Wish people knew libraries were kind of a quiet place.
77	The noise level often interferes with any task oriented project. The parking lot is too small-it is an accident waiting to happen.
78	Unsure of exact cleanliness as you allow dogs into the facility for some story time program. Doesn't seem sanitary, healthy or hygienic at all!! Oh, and have you ever heard of allergies?!? Putting others in the community at risk, what a great library. Maybe you should move this story time program to the animal shelter instead, so you don't continue to expose those vulnerable to this unsanitary and unhygienic practice to this suffering. So tired of the laize faire attitude about animals on this island!!
79	Don't care for color of exterior.
80	Could be more parking Could have two meeting rooms Ha! Ha! Not enough room for either.
81	Need more parking. I'm sorry the one wall in the meeting room had to be covered with a TV.
82	Parking - take advantage of county lot next door
83	Liked previous color of Library better.
84	Need more study rooms.
85	Bring back grey or tan building color, with white trim - become a proud place, not hiding like a dog turd.
86	Parking is difficult at times when many patrons aare visiting library.
87	Not enough parking. Cell phone free zone. Need more quiet reading areas. Single tables in corners. More straight backed chairs around fireplace and in the back corner. Better reading lights in fireplace area. Please hire someone who knows how to keep clean bathrooms especially the men's room. I am a professional cleaner and have seen this go on for years . Need new blood - hire someone else (not me :)
88	We need video connections with the other islands.
89	The parking lot is difficult at best; dangerous at worst.
90	Use is growing, it is popular.
91	Parking - too little Convenience to my home- too far away, but that's my fault.
92	Improvements cost money. The library does a good job with scarce resources.
93	parking too tight unless you have a small car.
94	See parking comments elsewhere. Sometimes the glare from the lights make it hard to read the letters on the keyboard in the computer area.

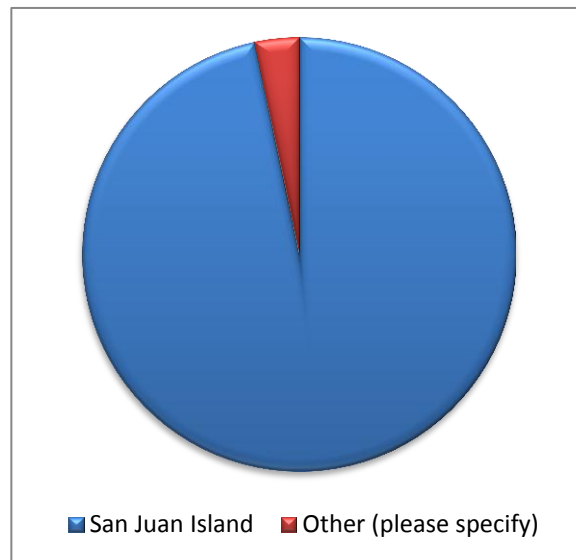
95	Staff workplace is not conducive to optimal concentration. Staff bathroom is awful. No, I'm not a staff member.
96	Some patrons are not considerate with the noise level. Could be better enforced.
97	PARKING LOT SMALL- CROWDED. EXTERIOR PART OF PARKING.
98	Size- sometimes I wish the teens had more space for peer interaction. Its so wonderful to see them there with their loud energy. The library is a good place for such an at risk age group. Display- I think the new book nonfiction section has very poor visibility. However, the dvds which displaced it are my favorite. More space for both.
99	Outside needs better lighting at entrance & out to parking areas. Over time I find I am talking more inside the library because many other patrons speak freely inside. I know I am wrong to do so- should go into meeting room to visit if it is free.
100	it would be nice to have more room to maneuver into parking spaces
101	parking spaces too small, hard to maneuver.
102	it would be nice to have some more quiet spaces for tutoring or small group work without being so distracting or distracted.
103	stop cell phone chatter, though very much improved it would be helpful to re-enforce no cell policy. perhaps tri-fold no cell displays on tables or end of bookshelves etc. did not specify gender.
104	Parking arrangements are always a frustration.
105	More quiet space!
106	Kids running around like it's a fairground. noise - ban cell phones
107	meeting rooms - add more public meeting rooms. Need less combersome chairs in closet, i.e. extra chairs in meeting room.
108	Library exterior is very dark and dull. Could be bright and attractive.

#10 Where do you live?

Answer Options	Response Percent	Response Count
San Juan Island	97%	323
Other (please specify)	3%	11
answered question	334	334
skipped question	11	11

Other (please specify)

lopez Island
California, but own property on SJI.
Orcas
both gig harbor & san juan
Shaw
Lopez
Stuart Is.
Lopez
N. Saanich
Near Seattle
Wenatchee, wa. SJI during school year.



#11 If you are a San Juan Island resident, how many months were you actually in residence here during the past year?

Answer Options	%	Response Count
10-12 Months	87%	284
7-9 Months	6%	20
0-3 Months	4%	12
4-6 Months	3%	9
answered question	325	325
skipped question	20	20

#12 What is your gender?

Answer Options	%	Response Count
Female	68%	224
Male	32%	105
answered question	329	329
skipped question	16	16

#13 What is your age?

Answer Options	%	Response Count
55 - 64	28%	95
65 - 74	21%	69
45 - 54	16%	54
35 - 44	12%	41
75 - 84	8%	28
25 - 34	7%	22
Under 13	2%	8
13 - 17	2%	7
18 - 24	2%	5
85 and up	2%	5
answered question	334	334
skipped question	11	11

#14 What is your highest educational level?

Answer Options	%	Response Count
Post graduate	42%	134
College graduate	28%	88
Some college	18%	58
High school graduate	6%	20
Vocational/Technical school	4%	12
Some high school	2%	7
answered question	319	319
skipped question	26	26

#15 What is your current work status? (Check all that apply)

Answer Options	%	Response Count
Retired	31%	102
Self-employed	23%	75
Employed full-time	20%	65
Employed part-time	17%	57
Homemaker	8%	27
Semi-retired	6%	20
Full-time student	3%	10
Unemployed or not working	3%	9
Other	3%	9
Part-time student	2%	5
answered question	329	329
skipped question	16	16

#16 If you have children, how many children in your household are the following ages?

Answer Options	0	1	2	3	More	Total
4 years old and younger	81	16	7	1	0	24
Between 5 and 13 years old	77	27	17	5	0	49
Between 14 and 18 years old	78	23	2	1	1	27

answered 153 153
skipped 192 192

