

**2013 COMMUNITY SURVEY**  
**October 1 - 31, 2013**  
**RESULTS**

*TOTAL COMPLETED SURVEYS = 83*

*Sent to 683 Roslyn households enclosed in water/sewer bills, and available in printed form at the Roslyn City Hall and Roslyn Library, and available to take online through the library's website and on the Friends of the Roslyn Library's Facebook page.*

**1. Do you, or do members of your family, use the library?**

Yes – 87%

No – 13%

**2. If yes, how do you use the library?**

Answer Choices	Responses	Rank
<b>Check out books, movies, and other materials</b>	<b>97.22%</b> <b>70</b>	<b>1</b>
<b>Access the internet</b>	<b>40.28%</b> <b>29</b>	<b>4</b>
<b>Attend programs and events</b>	<b>56.94%</b> <b>41</b>	<b>2</b>
Attend meetings	34.72% 25	7
Gain information and general knowledge	33.33% 24	8
Visit with other people in the community	34.72% 25	7
Do research and/or homework	23.61% 17	10
Use the printer, fax machine, or copier	36.11% 26	6
<b>Learn about local history</b>	<b>38.89%</b> <b>28</b>	<b>5</b>
Read magazines and newspapers	29.17% 21	9
Access local history resources	23.61% 17	10
<b>View public art</b>	<b>52.78%</b> <b>38</b>	<b>3</b>

Total Respondents: 72

## Comments

- Got my child some socialization in a safe environment.
- Enjoy the friendly atmosphere!
- activities: summe reading, chess, knittng
- Washington Digital Library

### 3. If not, what keeps you from using the library?

- No need.
- Out of town.
- I live in Seattle. i.e. weekender in Roslyn
- Time constraints. Internet use has replaced trips to the library.
- Not a full-time resident, just there on weekends so haven't explored the library yet. Own a home in Roslyn, support the Seattle Public Library.
- Just haven't needed it. No fault of the library.
- Cle Elum resident - no card available to non-residents
- I love the library, but it is mostly a time issue - and we have internet etc at home. I think our use may be different (increase) if we start a family.
- Live in the Teanaway
- Nothing
- We do not live in Roslyn full time. But we need to stop in and check it out as I'm sure we will use it more once we do!
- Can't climb the stairs - to many and too steep. So I go to Cle Elum library

### 4. Have you visited the newly renovated library since it moved back into the Old City Hall?

Yes – 88%

No – 12%

### 5. What do you like about the new space?

Answer Choices	Responses	Rank
<b>New materials</b>	<b>60.29%</b> <b>41</b>	<b>4</b>
Updated collections	44.12% 30	9
ADA access	26.47% 18	10
<b>Local art</b>	<b>70.59%</b>	<b>2</b>

Answer Choices	Responses	Rank
	48	
<b>How it is laid out and arranged</b>	<b>72.06%</b>	<b>1</b>
	49	
<b>Location in the Old City Hall building</b>	<b>70.59%</b>	<b>2</b>
	48	
Parking lot	47.06%	8
	32	
<b>Larger gathering space</b>	<b>54.41%</b>	<b>5</b>
	37	
More seating areas and reading nooks	51.47%	6
	35	
New shelves	47.06%	8
	32	
More floor space	48.53%	7
	33	
<b>Furnishings, color, design, etc.</b>	<b>69.12%</b>	<b>3</b>
	47	

Total Respondents: 68

### In Order:

1. How it is laid out and arranged
2. Location in Old City Hall building
3. Local art
4. Furnishings, color, design, etc.
5. New materials
6. Larger gathering space
7. More seating and reading nooks
8. More floor space
9. New shelves
10. Parking lot
11. Updated collections
12. ADA access

### Comments

- eagerly awaiting the completed building
- Movie collection & space.
- Open floor plan, bathrooms
- Everything is in one room.
- More creative art from young people would be appreciated.
- Never saw the old space.
- warm and inviting

- looks and feels great!
- friendly staff!
- everything!
- Has a great feel to it. Much attributable to the librarian.
- it is really lovely, open and inviting
- Comfy chairs! :)
- the Librarian and Library Assistant; landscaping
- All of the above
- It looks wonderful, and is friendly & welcoming.
- It has a cozy comfortable feeling when you enter
- Friendly helpful staff... with a wealth of knowledge and experience

**6. Is there anything you think should change when the library moves back upstairs once the building renovation is complete?**

- It's fine but new ideas are also OK
- Unknown as yet.
- Always - more new materials, more electronic resources.
- Computers further from the kids area. I know my kid is loud :-)
- More books
- Keep doing the wonderful work - I hope outside seating on the deck will be possible.
- Keep the new shelves if possible!
- Hopefully children's section would be in a room away from adult section - better for both.
- No
- More bookshelves & books. More outlets & secluded spaces.
- Space should be open - less nooks & crannies. Less clutter than the old place. Nice chairs for reading.
- It's moving back upstairs?
- ADA Access Displays for art & local history
- 2 smaller tables rather than large table for personal computer use - also consideration of proper lighting in this space.
- Really love the space, furnishings and book/DVD selection. Love the colors and comfortable seating area.
- Add more shelf space in the fiction section.
- More space around the Librarian's desk which should not be located in congested area as it is now.
- More books!
- I don't know... wait and see?
- no
- I would rather it not move back upstairs

- yes, would it still be handicapped accessible
- Try to keep it open and modern
- Maybe
- Not sure
- Using as much natural light as possible is really nice.
- Having the natural light from the windows upstairs will be a great addition.
- no
- I am not a frequent user of the library so I am unable to respond to this question :(
- Elevator
- Antiques/vintage "Roslyn" artifacts, in keeping with the historic building

**7. Is there anything you dislike about the new space?**

- Exposed ceiling - though understand why it is.
- Concerned about flooding in rain on snow events. Limited outlets.
- It looks very nice.
- Chairs at large table are cumbersome.
- Not enough parking.
- Wall paint color
- cold
- ceiling is kinda weird
- Downstairs although I love that its handicap accessible.

**8. Please help us determine what new things we could add to the library in the coming few years by telling us how much you would use the following, if they were available.**

	Never	Sometimes	Often	Average Rating	Rank
Downloadable music	45.78%	37.35%	16.87%		7
	38	31	14	1.71	
<b>Heirloom seed collection</b>	<b>30.12%</b>	<b>43.37%</b>	<b>26.51%</b>		<b>3</b>
	<b>25</b>	<b>36</b>	<b>22</b>	<b>1.96</b>	
Graphic novels for adults	73.49%	21.69%	4.82%		15
	61	18	4	1.31	
Movies in blu-ray format	55.42%	32.53%	12.05%		12
	46	27	10	1.57	
Seattle Times subscription	49.40%	40.96%	9.64%		10
	41	34	8	1.60	
iPads for use in the	62.65%	30.12%	7.23%		14

	Never	Sometimes	Often	Average Rating	Rank
library	52	25	6	1.45	
Kindles for checkout	56.63%	30.12%	13.25%		12
	47	25	11	1.57	
Digital printing machine	48.19%	44.58%	7.23%		11
	40	37	6	1.59	
Online homework help	77.11%	16.87%	6.02%		16
	64	14	5	1.29	
Foreign languages software	42.17%	46.99%	10.84%		9
	35	39	9	1.69	
Self-checkout machine	44.58%	36.14%	19.28%		6
	37	30	16	1.75	
<b>More open hours</b>	<b>20.48%</b>	<b>48.19%</b>	<b>31.33%</b>		<b>1</b>
	<b>17</b>	<b>40</b>	<b>26</b>	<b>2.11</b>	
<b>More cooperation among local libraries</b>	<b>30.12%</b>	<b>40.96%</b>	<b>28.92%</b>		<b>2</b>
	<b>25</b>	<b>34</b>	<b>24</b>	<b>1.99</b>	
New York Times subscription	53.01%	38.55%	8.43%		13
	44	32	7	1.55	
Video and photo editing software	50.60%	28.92%	20.48%		8
	42	24	17	1.70	
<b>Technology classes</b>	<b>33.73%</b>	<b>49.40%</b>	<b>16.87%</b>		<b>4</b>
	<b>28</b>	<b>41</b>	<b>14</b>	<b>1.83</b>	
<b>Consult an expert service (one-on-one meeting with a beekeeper, pie maker, technology whiz, etc.)</b>					<b>5</b>
	<b>34.94%</b>	<b>48.19%</b>	<b>16.87%</b>		
	<b>29</b>	<b>40</b>	<b>14</b>	<b>1.82</b>	

**In order:**

1. More open hours
2. More cooperation among local libraries
3. Heirloom seed collection
4. Technology classes
5. Consult an expert service
6. Self-checkout machine
7. Downloadable music
8. Video and photo editing software
9. Foreign languages software
10. Seattle Times subscription

11. Digital printing machine
12. Kindles for checkout
13. New York Times subscription
14. iPads for in-library use
15. Graphic novels for adults
16. Online homework help

**Comments:**

- Class & Speaker would be nice.
- small meeting space/ group home work space.
- Weekend residents appreciate Sunday hours.
- Wall Street Journal
- More programs!
- I always find myself wanting to go to the library on Friday and Saturday
- move to a ground level location
- Scanner, especially for photographs

**9. What do you feel that you or other members of our community need that the library could provide?**

- book on robotics
- A few more computers. Coffee & chat area.
- Job fair. Networking meetings.
- Community
- Have heard the children's activities are wonderful.
- Technology classes. Book/poetry readings; more literary oriented gatherings. Roslyn history talks in concert with the museum emphasizing & showing off information in the local history section/collection. Have older locals give talks.
- Place to gather for special interest groups. Adult education.
- Skit room with communal props - maybe video capability. Music Jam room - insulated - music lessons?
- I really enjoy most of the services this library provides.
- computer use
- Community center gathering space in old gym.
- more kids' books on tape/CD
- more weekend hours the new space is really great. Has an open feel. Doing a great job getting books that patrons suggest. Very helpful staff.
- could programs there serve wine, snacks, to provide more ambience?
- the library does a great job!

- When there is a series of books please have the entire series. It is frustrating to be able to read a few books from a series only to have some in the series missing.
- help with e books on personal devices
- more hours, or online link to databases or something that individuals can't afford on their own?
- More open hours
- more hours
- Music
- You are already providing some really cool presentations - do to time constraints, I've had trouble getting to them, but I want to go. Please keep this up!
- participation, expertise, support
- Library programs are great, need to get the word out (more consistently)
- The community gathering space that will become available upstairs
- more open hours
- Longer hours
- maker/studio space
- Place to gather for events you already provide. Writing group speakers
- Workshops
- Access to a large format printer
- As I came from the Westside and King County was said to have one of the finest Library Systems in the U.S. I feel that answering this question would be like comparing apples and oranges :) my children, grandchildren, and great grand children are all users of the King County system but it is impractical to expect that system in a small county.
- I feel strongly that we need inter-library collaboration.
- Can't think of anything now.
- I would love to see more community classes. Cooking, technologies.
- I haven't been there so I am really not able to make any suggestions. We will visit soon though!
- tutoring for after school homework
- Better location
- On Line Catalog for books. Only works within the library on their computers. Not on the web site
- Anything to do with auto repair, from software to a diagnostic tool
- I'm not sure I like this question being required.

**10. Is there anything the library is currently doing that you think it should NOT be doing?**

- no - great library!



- We love storytime.
- Closed on Sat. Being a weekender, I don't get a chance to visit the library much.
- Wonderful program. Keep it up.
- No. Thank you for the services you provide the town.
- Our family really enjoys the library!
- Good luck and I would support the library if asked.
- You're doing a great job with summer activities for young people! Keep up the good work. You are promoting excellent volunteer help. The book sale is super!
- Would be nice to have a tiny space for small groups to meet in & not worry about disturbing others.
- Update some of the financial section. Add more books about Financial planning, Retirement, Taxation, etc. that have been recently published.
- I don't think so
- Thank you for maintaining the Roslyn Library as a vital center of our community!
- we love the roslyn library!
- Allowing children to play video games
- should not be closed so much , esp on Friday evening and Saturday. Could staff stagger shifts to cover more hours?
- No - you are doing a wonderful job. We love the library!
- No - you guys are awesome.
- Roslyn Library is awesome!
- No. I'm continually impressed with what our library offers in the community.
- No I have been very pleased with the personal attention and the information which I have been given, when I have used the Library :)
- I am unaware of anything .
- NO. Doing a great job.
- We love you guys!!
- No. It is great! !!
- moving back to old location
- No. I think both Erin and Shawna do a nice job
- I'm not sure I like this question being required.