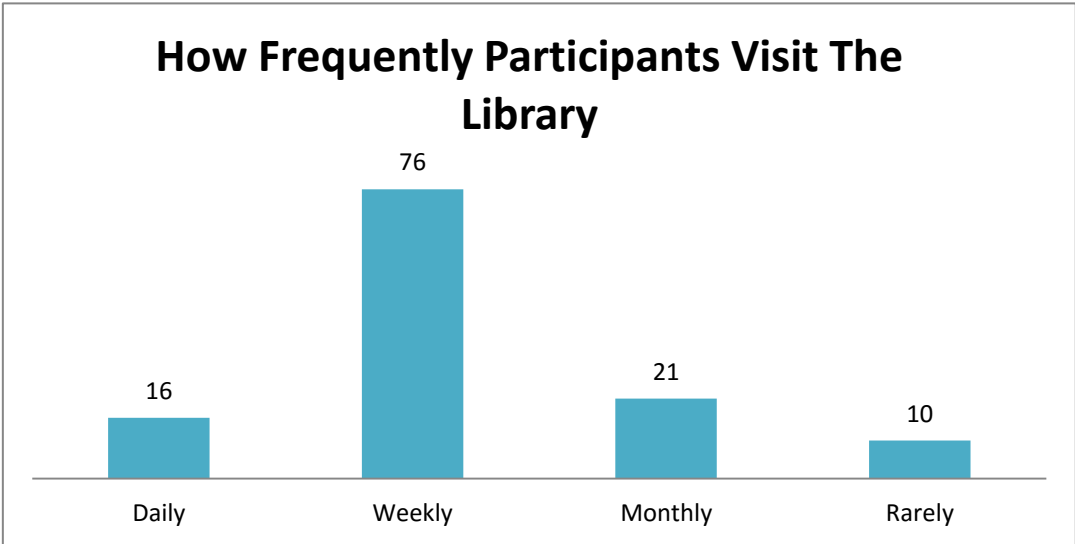
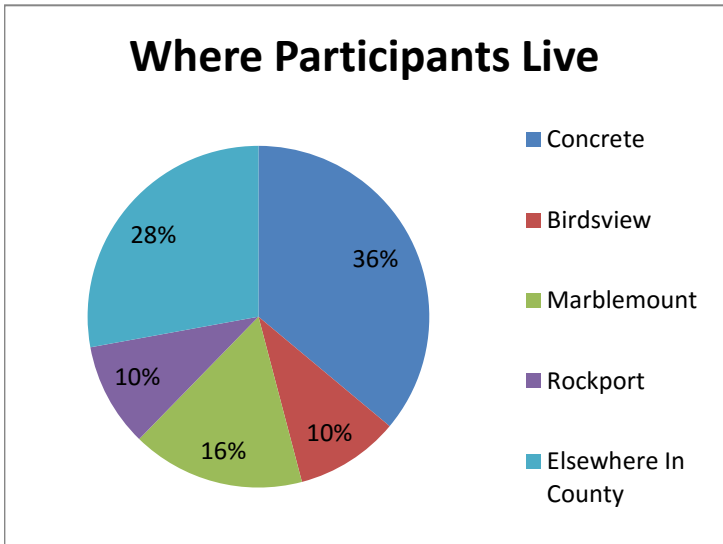
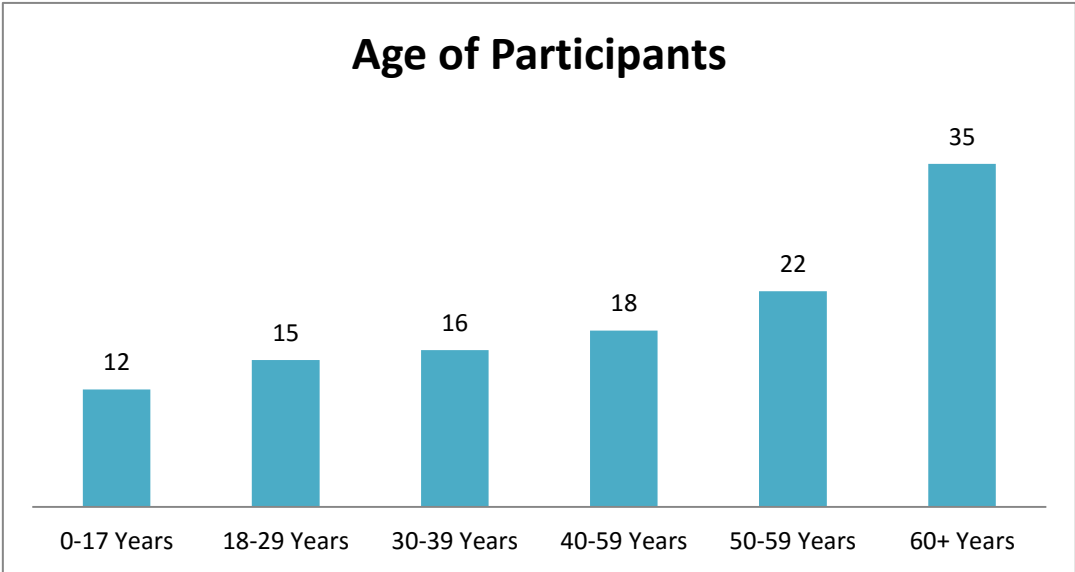
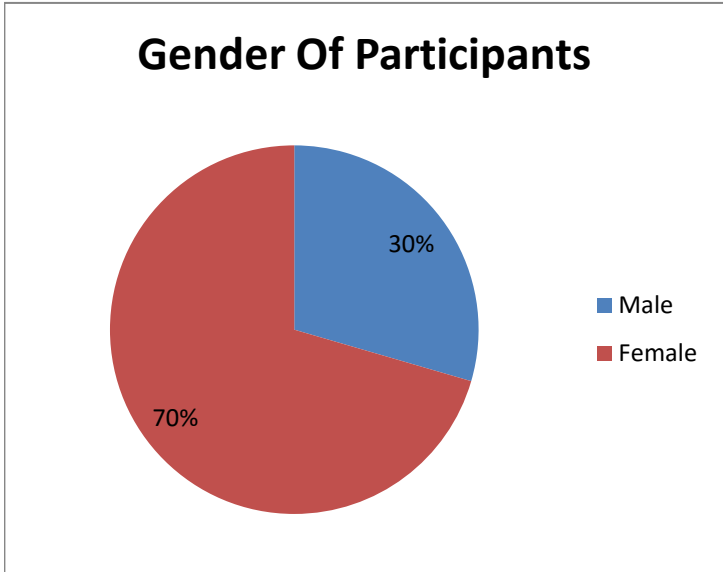
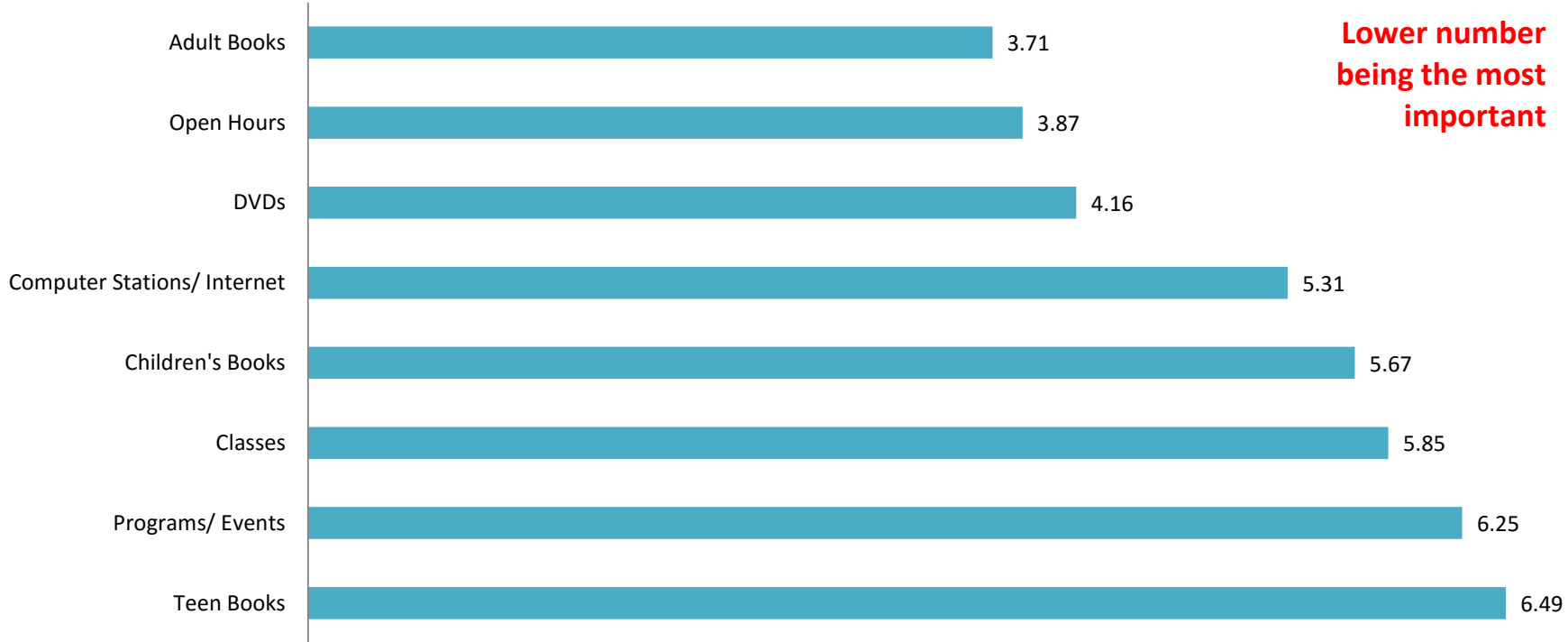


# 2016 Upper Skagit Library Survey

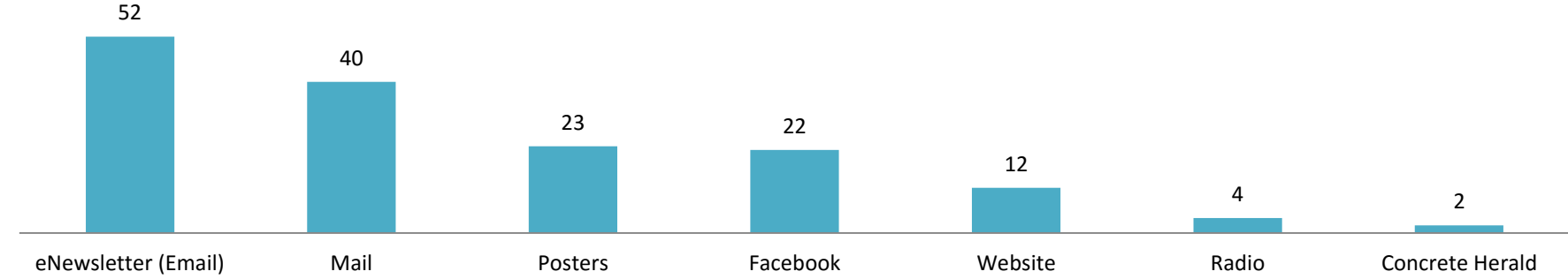
A total of 124 Upper Skagit Library District patrons participated in the survey. Many participants did not answer every question, and many answers were incomplete. All complete answers are included in this survey report.



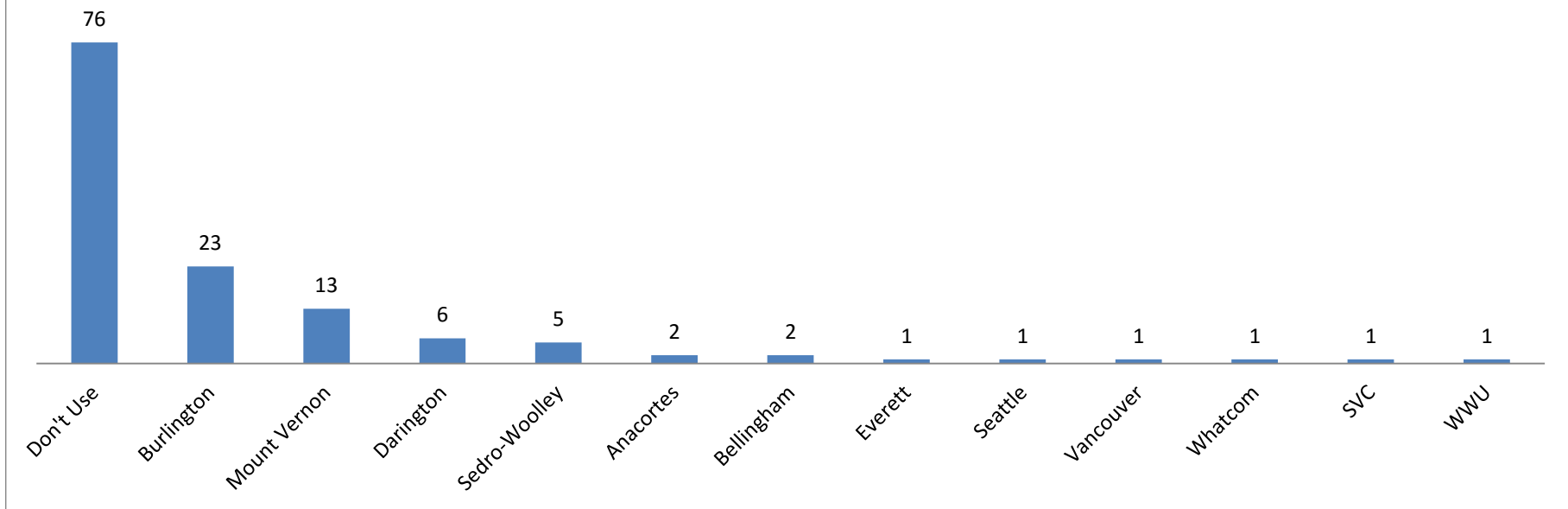
### Most Important Services To Participants



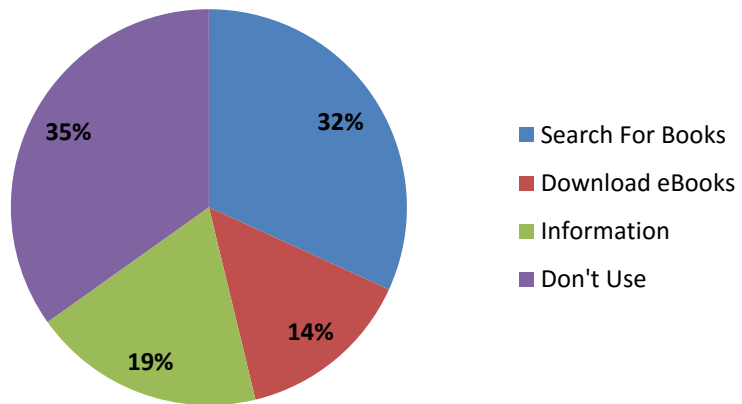
### Best Way For Library Information To Reach Participants



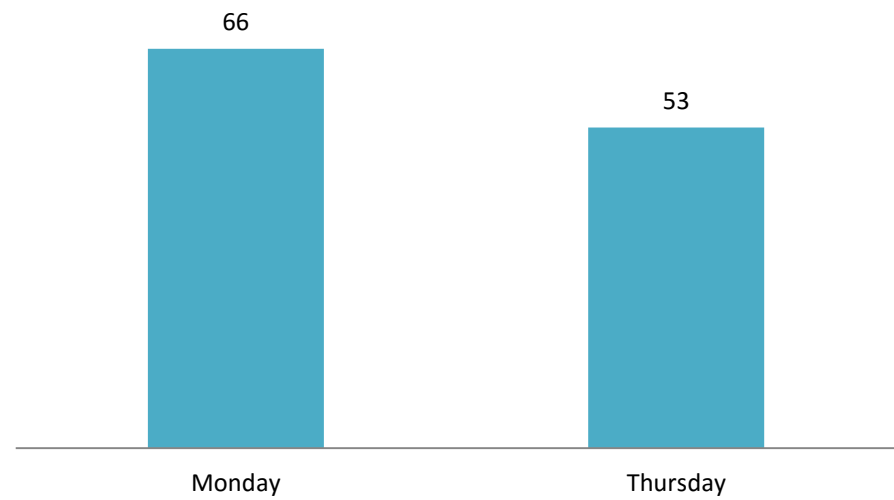
### Participants Use of Other Libraries



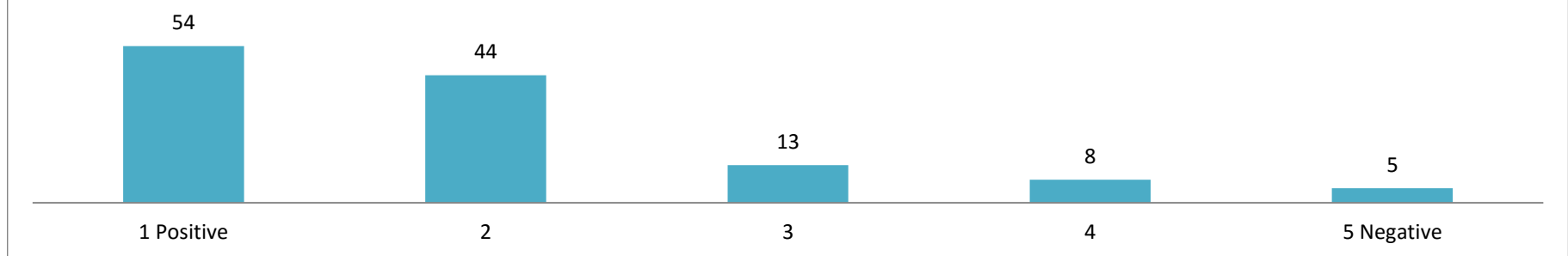
### How Participants Use Website



### Extra Open Day Preference



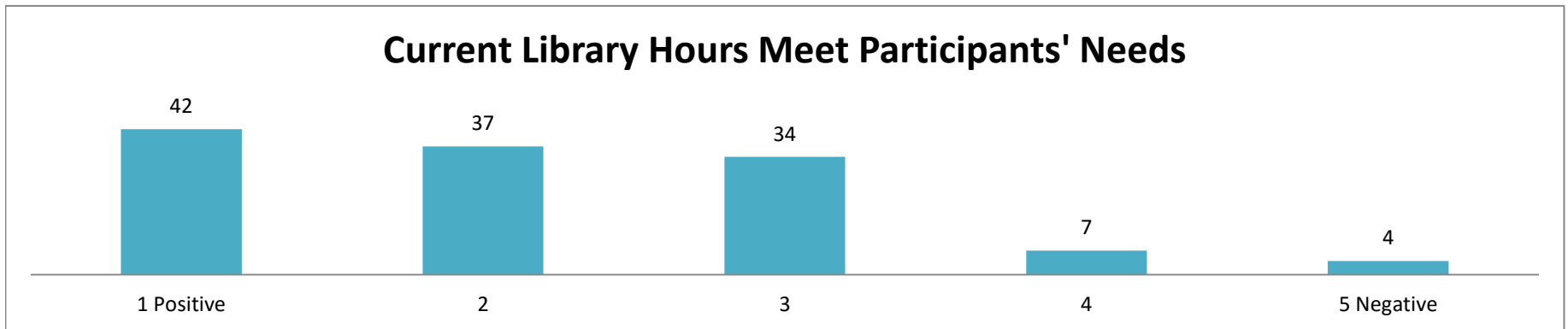
## Services Provided Meet Participants' Needs



## Suggested Improvements For Services Provided By The Library

- 1 More computers
- 2 I appreciate that people are probably doing the best they can do with limited means, but if the financial resources were available, longer hours would be good
- 3 You are already doing it, getting a bigger space!
- 4 Open more days
- 5 Need more books & audio!
- 6 More open hours
- 7 More space, more indie adult novels
- 8 Free interlibrary loans from anywhere in WA reciprocal borrowing at least with our county where books may be returned to any branch & more classes.
- 9 Would love to see some interactive activity options for older children
- 10 More books & movies
- 11 I love the library but it would be helpful if there was more sitting/reading area.
- 12 More space for sitting & reading magazines. Table & chairs for sitting with my laptop or using one of yours. Usually when I come, the library is full!
- 13 You are already doing it.
- 14 Longer hours on Saturday
- 15 More room for people with laptops
- 16 Open hours w/ available computers
- 17 Days & hours of operation can they be possibly expanded?
- 18 More classics, contemporary fiction
- 19 More and varied authors & new books

- 20 Play area for kids
- 21 Better hours & a play area for little ones
- 22 Too crowded w/ people using internet - also loud - same books and audio choices - more mags
- 23 Audio books, cheap copies
- 24 Open more longer on weekends Fri. & Sat.
- 25 More non-fiction books
- 26 More hours
- 27 More hours
- 28 A few more hours of availability
- 29 I love coming here. The atmosphere is positive and the staff is very helpful.
- 30 Longer open hours



### Suggested Improvements For Library Hours

- 1 It sure would be better to have longer hours. Late hours would be preferable.
- 2 Only because I work on Thursday & not available to take advantage of the library
- 3 You're closed weirdly during the holidays: ie = holiday on Thursday but closed on Friday?
- 4 7 days a week please, late nights sometimes
- 5 More days
- 6 Open more days or longer hours on some days
- 7 Open more days
- 8 1 or 2 more open days

- 9 Sundays
- 10 Mondays :)
- 11 More hours
- 12 Open later at night
- 13 Make the closing time the same as Friday
- 14 More days & longer hours
- 15 Sunday hours
- 16 Works for me.
- 17 Could use more hours open.
- 18 Expand them if you can
- 19 Maybe open later so you can close later
- 20 Longer hours on Saturday and maybe on Monday
- 21 Being open later on weekends
- 22 At least one evening for those of us who work would be wonderful
- 23 Stay open more days and longer hours
- 24 Make Thursday open
- 25 Saturday 11-5
- 26 More days open
- 27 Better hours
- 28 Open on Thursdays
- 29 I live in Rockport and go D.R. Monday & Thursdays. Library is closed those days. I would use it more if it was open.
- 30 Maybe open weekdays (Friday) stay open until 6pm rather than 5pm :) Tue & Wed are great!
- 31 Sometimes when the holidays land your open closed days land weird
- 32 More Hours?
- 33 24 hours open
- 34 More open
- 35 Open on Monday
- 36 It'd be nice to have more open hours but we easily work with the current hours.
- 37 Open longer on Saturday
- 38 Can't wait for the big one!
- 39 Longer open hours

## In your opinion, what is the one thing the Upper Skagit Library could do to improve its service?

- 1 More computers
- 2 Besides longer hours: quieter environment some users talk too loud.
- 3 Make the textbooks available for use with the Microsoft Imagine Academy.
- 4 Open more
- 5 It would be nice to have a room that community members could borrow to teach free classes or get together with groups to meet.
- 6 Bigger selection
- 7 More seating. Most days I can't get a seat to use my computer
- 8 Bigger building
- 9 Kids to be quieter & not running around. Also not looking over your shoulder at your computer.
- 10 Add space
- 11 More room, eventually
- 12 Help people to curb talking. I would like it to be quiet
- 13 Have more space for teens & children. Have more space for collaborative projects & programs.
- 14 More open hours
- 15 Open more
- 16 A bigger library :)
- 17 More hours
- 18 I think you all are wonderful
- 19 Maybe open on Mondays
- 20 It's fine right now
- 21 Wi-fi password to help lower the all night use of the parking lot by people who don't care about the world around them. You are familiar with what I am speculating of. It's the same reason you had to cover the electrical outlets outside.
- 22 Service is very good, need more days open longer 5 days a week, plus Sat.
- 23 More Computers
- 24 More Computers
- 25 Considering the size of the community, I feel the USL is doing a fine job. But if I were to chose, I would say a larger audio book collection.
- 26 It would be helpful if it had a quiet area. There are always so many kids running around, talking!
- 27 Maybe open one more day.
- 28 With new library 5 days/week open.
- 29 Have more room
- 30 Larger building w/ more books.

- 31 The new library should have a conference room setup as seen at the Burlington library: accessible from outside of the library with both rooms, tables for coffee etc. Large TV screen, retractable video screen, internet & electric outlets across the floor.
- 32 Be open more
- 33 Bigger selection of books but you don't have room yet.
- 34 More community classes...
- 35 My 13 yr old says he sees too much porn by other users, more monitoring.
- 36 Doing great
- 37 More Authors, more of the classics for all to use
- 38 Enlarge number of acquisitions, especially religion.
- 39 Learning kits for pre-5th
- 40 Nothing :)
- 41 Have more options. Larger selection
- 42 Acquire more books especially non fiction
- 43 Im happy with the services!
- 44 Bigger place
- 45 I am new to the community and so far this library meets my needs
- 46 More Computers for the public
- 47 Maybe a larger facility, which is in the works I see
- 48 Maybe have more hours that people can come in and work.
- 49 More new books
- 50 Larger childrens area: with over stuffed comfy sitting.
- 51 More hours
- 52 Play area & more computers
- 53 A play area for children
- 54 Better book turnover
- 55 Summer story time or kids events
- 56 I am very happy with the library
- 57 More books I would like
- 58 Have a separate room for internet use.
- 59 I grew up in a city and spent a lot of time in my library. Rule number one was: SILENCE! The Concrete version is WAY! TOO! LOUD! Suggestion SIGNS. Plus I'll soon be bringing ear plugs
- 60 Nothing! You all are doing great. My family and I always have the greatest experience.
- 61 More access to books & DVDs Marblemount east (Bookmobile)
- 62 Little more space

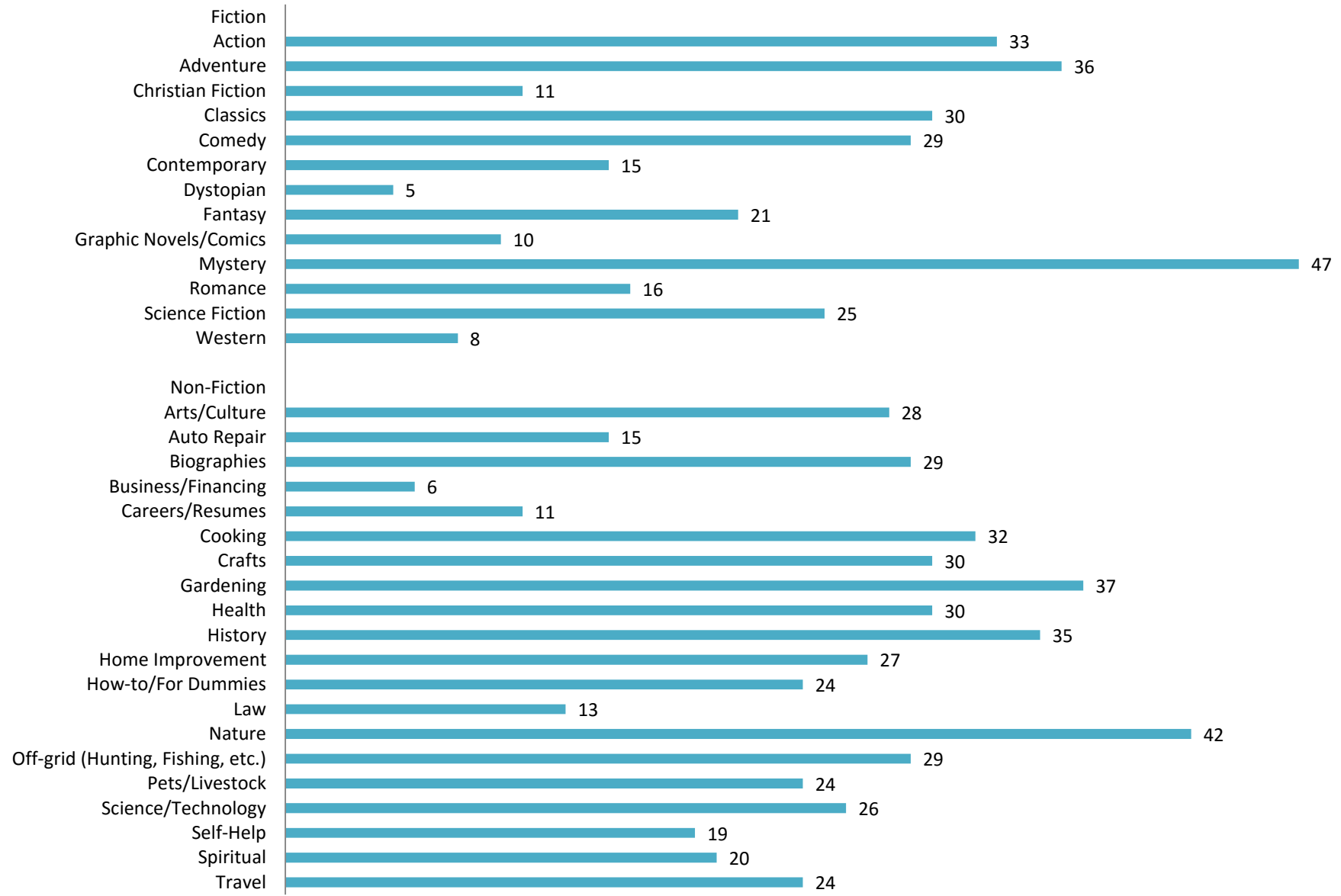


- 63 More child books
- 64 Segregate computers from books.
- 65 Not much, I would love for you to be open one more day
- 66 Get a bigger building.
- 67 Bigger selection, longer hours.
- 68 Expand, very crowded. Which you are working on and doing a great job.
- 69 Be larger and more DVD's
- 70 Not much
- 71 Extend Wi-Fi range
- 72 Inter library loans for free!
- 73 Computers
- 74 Nothing it's great
- 75 Family classes educational to child-adult child to teen
- 76 Bigger area (building) in the works
- 77 Better hours
- 78 Hours
- 79 Have a game room where kids/gamers could make a little noise without disturbing other users.
- 80 I am happy with the current service, but it is always good to expand
- 81 The services will be improved with the new library I believe. The only issues being size and availability.
- 82 Nothing that I can think of.
- 83 A book trade service
- 84 More open hours
- 85 As far as service, not a thing!
- 86 Rooms for quiet study or study group
- 87 Have longer hours everyday
- 88 I like it the way it is.

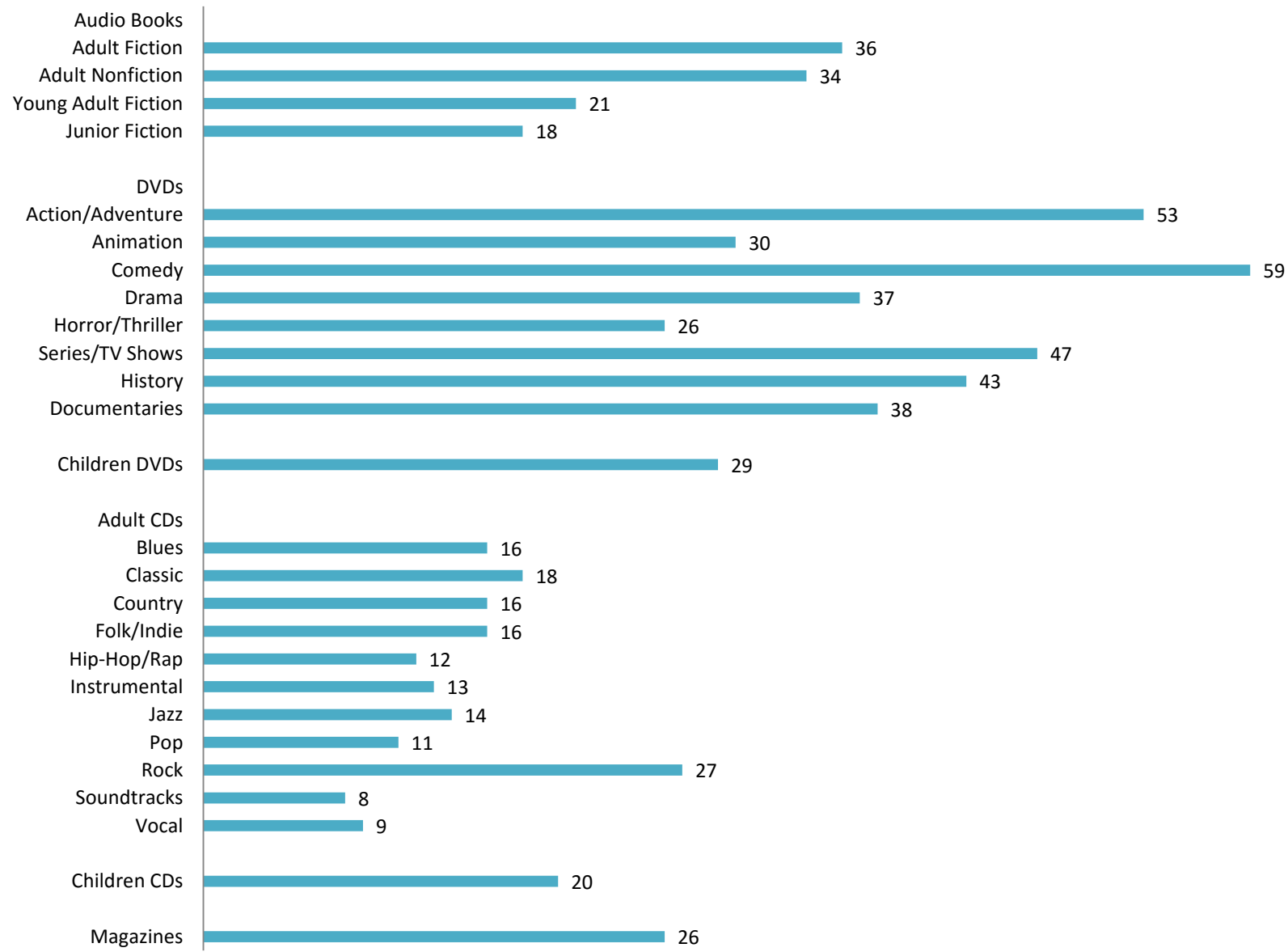
## Other comments or suggestions:

- 1 Only real service dogs allowed w/vest. No stinky fake service dogs! Customers should be reminded to use "inside camp voice." The library is still a quiet zone.
- 2 U Rock
- 3 Keep up the GREAT work!!
- 4 Thank you for your help finding books etc.!
- 5 The staff at the library is fantastic and extremely helpful with many things
- 6 Would love to see more Christian based books in fiction. Non-fiction and romance for all ages. Also larger area for laptops users and more space for each setup. Also classes geared for kids like crafts or other hobby classes.
- 7 This library is awesome!
- 8 Library is great!!
- 9 Play area/pen for children.
- 10 Play area for children, play pen.
- 11 I bet librarians hate being "cops." But I'd like it if they would remind patrons now and then that libraries are not town hall meeting places! Yes, I sound like a cranky old curmudgeon. Yes I do chat (quietly I hope) with a librarian from time to time and you gotta say hi to a friend sometimes when meeting at the library. But you know the ones who are way too loud there, wih lengthy conversations.
- 12 Thank you :)
- 13 To have an indoor area for after hours so people can sit or stand in the warmth so people don't have to sit in the cold or windy or wet
- 14 Really liked it when Nancy Pearl came. Like readings from local authors & guests.
- 15 Further Wi-fi range (Marblemount?)
- 16 Thanks for all of your hard work and kindness!!!
- 17 After school tutoring for children struggling in reading and writing.

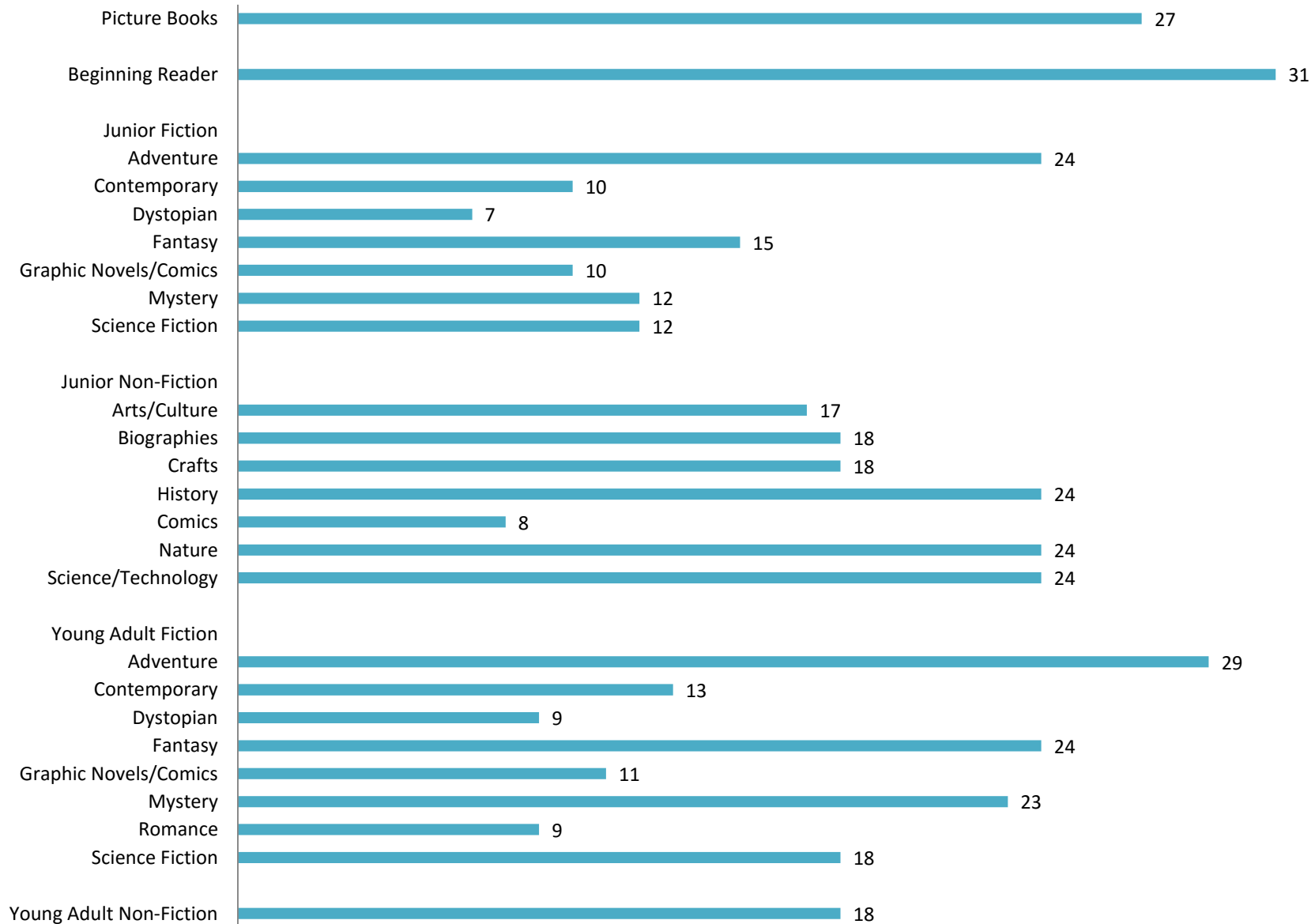
## Adult Materials of which Participants Would Like To See More

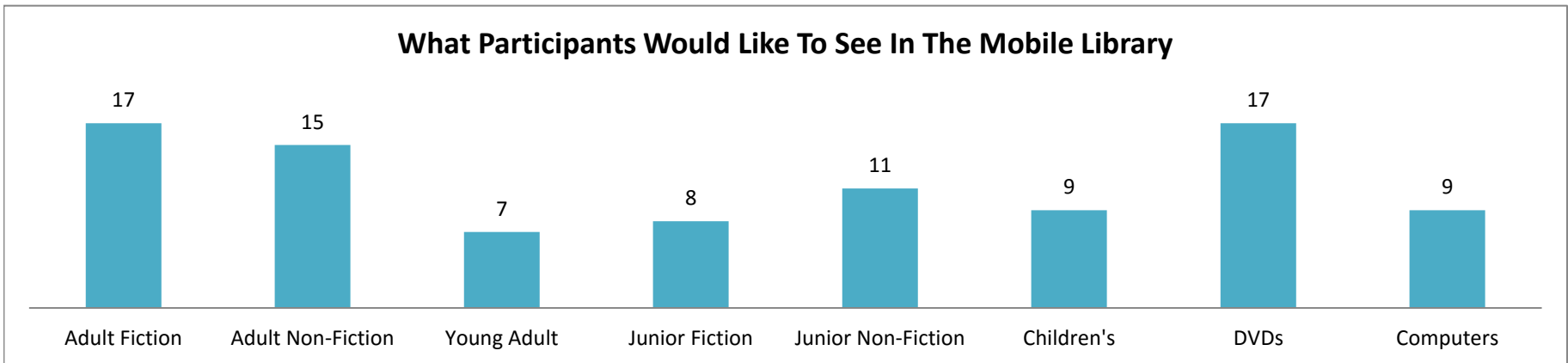
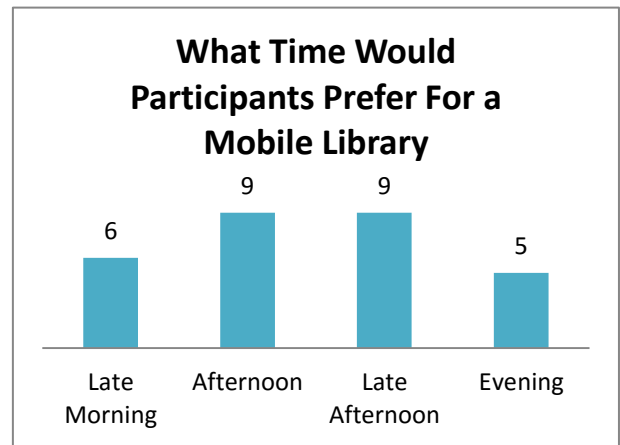
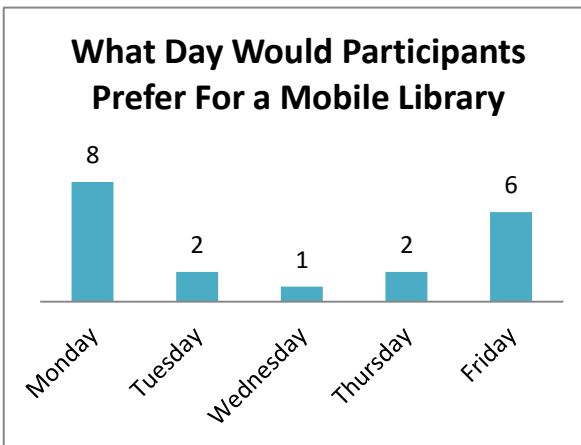
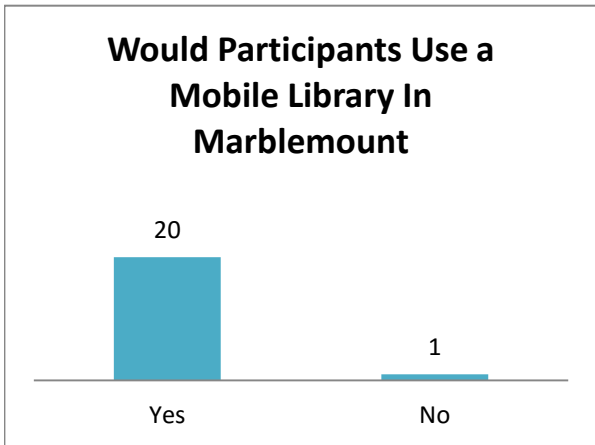
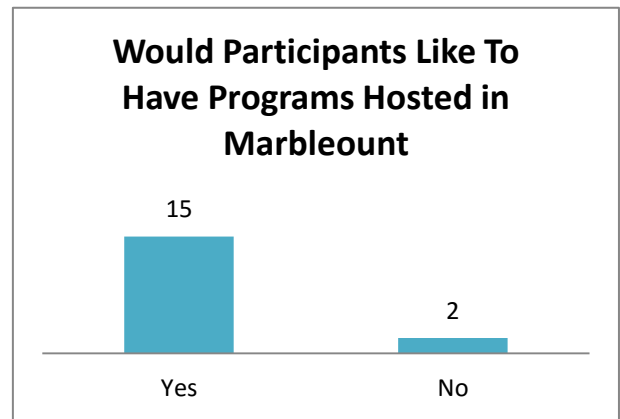
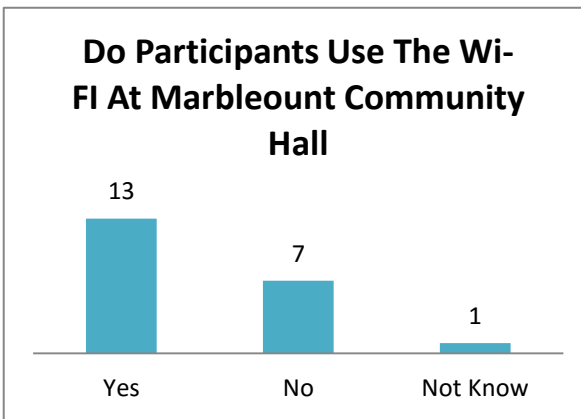
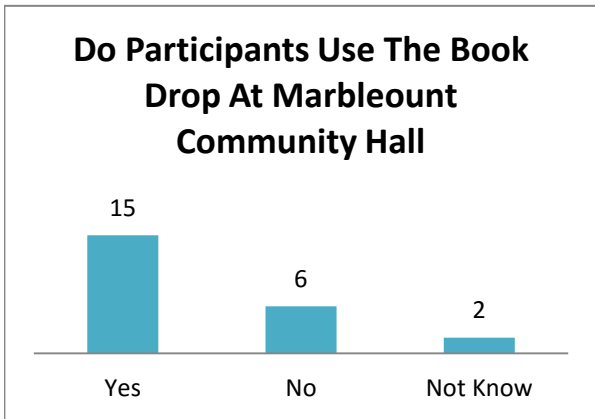


## Media Materials of which Participants Would Like To See More



## Children's Materials of which Participants Would Like To See More





## What does the library mean to you and/or your family or how has the library helped you?

- 1 This Library has helped with research for papers – college + grammar school. Helps with a place to access internet and make photocopies and printing – A place to check out books and DVDs. Also the Library provides a place to learn. (F-57)
- 2 The Upper Skagit Library means a lot to my family and I. I am a homeschool mom, so the option to have some extra reading material is great. We also enjoy the activities throughout the year. The Staff is always helpful in making sure books are available. (F-28)
- 3 When I got here 9 years ago, I looked inside and thought “Where’s the beef!” (I forgot the saying that good things come in small packages!) (M-57)
- 4 Entertainment. Communication. News and Information. Studying. It’s a valuable, and even critical space in the town. I appreciate and depend on it. (As you can see by now: I love it when it’s quiet.) (M-72)
- 5 I use the library for books and printing or faxing documents. I find it very useful. (F-26)
- 6 It is a public service that offers resources that meets the needs of its community. (F-57)
- 7 The library has help me and my brother a lot for me it help me work on homework and it really quite for me for my brother the little computer has show them home to count. (F-14)
- 8 We are most grateful for the free wifi. We don’t have wifi where we live so we are grateful for access to it so close to us. And it’s fast! I also have always loved finding a good new read as I search through library books. (F-26)
- 9 It helps me keep in touch with family and helps me get better at reading. (F-12)
- 10 The library provides me and my family’s only source of internet and entertainment. Whether that entertainment be in the form of DVDs or books, or internet access. Personally the library is my only source of contact for news, social media and meeting friends. The librarians are so friendly I always look forward to coming in. (F-51)
- 11 Reading is so important in our family; we read every night before bed. The library is great for my family so we can have a variety of books when we cannot always afford to buy books. (F-35)
- 12 The library is one of my daughters favorite places and one of the few places for younger children to interact with each other in the Upper Skagit. (F-45)
- 13 Reading is part of my day’s activities. Without a book to read I am not a happy person. Therefore, the library is the most important place in town to me. Thank you for your service. (F-75)
- 14 Being able to borrow DVDs and books that I normally would not be able to see or read. (F-50s)
- 15 I love the library. We get books, audio books, DVDs, internet service, fax service, scanning, etc. (F-39)
- 16 The library means so much to me. I don’t know what I’d do without it. It seems like there’s always been a library in Concrete, even when I was a kid. Reading is one of my passions. The library is where I get the books to feed my passion. I, also, did classes on the computer for my work, because I did not have a computer. Thank you! The ladies, and one gentleman, workers at the library are very friendly and helpful all the time. 😊 (F-66)
- 17 Lets me get out of the house + learn new things from books. (F-21)
- 18 I like coming + getting history books. (M-26)

- 19 Outside tables to gather at for nice weather days. Thank you for asking. (F-55)
- 20 I love coming here we get new movies and to use the internet. (F-29)
- 21 It helps me learn. (M-12)
- 22 Having moved many times in my life, I've learned that a library is essential for survival! To me it's the hub of the community – the place where one can find the most important information about the area! (F-68)
- 23 It's the heart – vital to sanity. (M-71)
- 24 You mean everything! (M-40)
- 25 It has helped me stay informed. (M-25)
- 26 I do not watch TV. I enjoy reading historical fiction novels. I go most often to Sedro Woolley because they have such a bigger selection. However, I realize your library is too small at present to accommodate more books. But I do love the library + support it. (F-78)
- 27 The library been very helpful since we don't have internet or cable for watching TV. My husband been very ill so being able to watch movies has really help us. Also I love to paint and books with pictures have helped me in my drawings. Thank you. (F-62)
- 28 Accessing information; not going totally crazy living alone in the woods! (Renting DVDs + books). Everyone is always very helpful + kind. Thank you. (F-30)
- 29 It offers our family a place to explore our world thru the adventures of the mind. (F-41)
- 30 Nice to see a posting of what is going on in community. I really enjoy the monthly read you have had at least twice. Movies were great to be able to see reading is the best way to go. (F-62)
- 31 This library is so helpful for my family. I have school so it helps make that possible. Thank you. (F-33)
- 32 It has provided hundreds of books + movies for entire family + it is nice that there is access to internet! Also some of the other community events held here. The people who work here are so helpful + nice. (F-67)
- 33 We love our library + are so grateful it exists! And although it's a 25-mile RT into Concrete, we do it just to access it. We also love all of the staff, and how generous everyone is with their time + talents. Thank you. (F-64)
- 34 Email. (M-74)
- 35 I've always been a fan of a library + I'd say this one is one of my favorites. You guys keep everything so updated and you all are so friendly and have such great programs for everyone included. (F-29)
- 36 The use of the internet, and the loan of books and movies. (F-54)
- 37 The library helped me work on weddings and designing things with the computer. It's also provided me many ours of reading many of the authors' books. Also to find music for my weddings I've worked on. (F-62)
- 38 Schoolteacher. (F-Elderly)
- 39 We are new residents to Concrete and have found the staff to be friendly, and helpful. They know a lot about the local activities. We like the family feel of the library, and the location makes it easy to make frequent trips. (F-53)
- 40 I love to read but cannot afford to buy a book every time I finish a book so the library is great! (F-37)
- 41 In the past, when my children were younger and home we would frequent the library more often. Do appreciate its availability. (F-49)
- 42 I like that it gives us more family time together and I like that they (my kids) love to read. (F-40)



- 43 Without internet in our home the library is our means of using many internet services. (F-72)
- 44 Love being able to check out movies. (F-35)
- 45 Love coming here seeing all the new books, seeing people in the community. (F-34)
- 46 Everything I'm unable to get internet use it there for kid and college class and we are unable to have cable so we get movie from there. (F-47)
- 47 It's something nice + fun for my little toddlers + me to do together. (F-36)
- 48 It is a great community builder. Only hampered by size but not by creativity and your enjoyable staff. (F-37)
- 49 Very helpful with printing + laminating for my school + my kids. (F-25)
- 50 It's just nice to have a library! (F-60)
- 51 It's fun and I really like the coloring books. (F-8)
- 52 I love the library, I've always made it a point to find my local library no matter where I live. And now that I have a family it's even more important to me. (F-29)
- 53 This library means civilization for Concrete. Basic information service for everyone. God bless the park and surf. (M-41)
- 54 As a homeschooling parent the library has been an amazing resource and weekly adventure for my kids and I. My kids love coming here and look forward to it every week. We use it for research and fun! (F-36)
- 55 Knowledge, audio books. (F-10)
- 56 A nice service to help one learn. (M-68)
- 57 It's a great resource for community based education. (M-36)
- 58 I am a homeschool mom of 4. We regularly use the library to check and receive info for many different subjects. (F-38)
- 59 Libraries have always been important to me + my extended family. I can't imagine not having access to one for books, research, etc. (F)
- 60 I like the library for actual books. My computer bit the dust, so it's important for me to have access to a computer. You are doing a great job! (F-58)
- 61 School work + entertainment. (F-6)
- 62 Very important to the whole community for many reasons and to all the citizens. Has helped m in providing timely + accurate information. (M-69)
- 63 Good meeting place, pleasant surroundings. (F-74)
- 64 It's a joy to read an interesting book. (M-59)
- 65 We have a cabin at Lake Tyee. The kids love to visit the library when we come to town.
- 66 I think it's the best place in the Concrete School District! (F-62)
- 67 The library means the world to me! I've received help with my computer, research, books, and so much more! (F-53)
- 68 Gives us a place to get books, movies and information that is needed!! (F-51)
- 69 It's definitely a resource for homeschooling my children as well as a place to come to connect to the community especially since we live so far away from town – pretty much our only interaction with other people during the week. (F-37)
- 70 It's a big part of my life. Keeps me up to date with local happenings. (F-68)
- 71 I love to get movies and a book now + then. Also when I have my grandson love to bring him here to have fun! (F-55)
- 72 It supports my work on climate change mitigation. I'm now getting famous!! (M-58)
- 73 Keep kids busy especially storytime. (F-43)

- 74 Love the library. It has helped in too many ways to list. (F-22)
- 75 The Concrete library is so helpful to have in our city. Staff is so nice and helpful. (F-58)
- 76 I have read more books and I'm trying to get my brother hooked on reading other than video games and electronics etc.... (F)
- 77 The library is currently, and has always been a place to find knowledge. My concern is that it will be phased out by technology. Such as shown by the U.S. Postal Service in the last few months. The internet was designed by the military during the cold war for a specific function. I feel that it is more overused, unregulated, and a huge source of potential danger. The two should not exist together. (M-44)
- 78 I have done searches for many friends and stay in touch with my family all over the country by email. Thank you! (M-62)
- 79 I used the Yakima library where I just moved from daily for homework, reading books + the internet, a library is very important to me! (F-42)
- 80 Because I can read and talk to my family through wify. (M-11)
- 81 To let us use the computers and use the books. (M-12)
- 82 I have a long commute each day + appreciate checking out audio books. Having a central place of knowledge + entertaining prose in the community I live is very important to us all. (M-66)
- 83 I love libraries! Wherever I go, I must find one + get a card. I love books and reading for pleasure. My husband enjoys learning too and we read together (different topics) We have limited electricity (solar) so books are our TV shows + movies + internet. (F-25)
- 84 First off, the people who work here are incredible. Always nice and very helpful. I love how this library gets new movies on a consistent basis. Great place! (M-39)
- 85 Library should be (will be) a boost to the local children's education = future lives. (M)
- 86 It is a place to visit and obtain a wealth of knowledge. It is a place for our children to come and further their education and knowledge of many different areas. (F-62)
- 87 Libraries are a great equalizer. Everyone has the same opportunity to avail themselves of all they have to offer. (M-62)
- 88 A chance to meet new friends, staff and other patrons. To learn much more than otherwise would be possible. Thank you library! (F-senior)
- 89 When I needed internet access (did not have it where I lived) the library was there for me! Huge help to me! Now I get many books + videos from the library which I could not afford to purchase. (F-66)
- 90 Great place to take the kids to get movies + look at books. (M-36)
- 91 It means a great deal to me and my family, it has given the time as family that we need. (F-23)
- 92 For books and wifi. (M-14)
- 93 The library is one of my go to places when I'm mad or sad, and I have recently started checking out books and movies and that makes me very happy. (M-14)
- 94 Open internet. I have limited data and your facility allows me to continue education. (M-43)
- 95 I very much enjoy our library. The staff is helpful and friendly. (F-60)
- 96 The library is a very important part of my lifestyle. I use the wi-fi at least 5 days a week. Longer hours would be better, to be able to sit comfortably and not have batteries drained. I also use books + periodicals and may use DVDs. More selection would be a good thing. (M-62)
- 97 Being able to check-out DVDs for both knowledge & entertainment. Books that you send for (if possible). You always answer questions & look up information. Staff is very helpful. Your community notices are great & easy to read. (F-65)