

# Main themes from Library Survey

## Demographics

Questions regarding population concerning...

### **...area of residence**

- 45% from the Lancaster zip code (29720)
- 41% from the Indian Land/Fort Mill zip code (29707)

### **...number of household members**

- 43% had 2 members in their household
- 31% had 4 or more members in their household

### **...length of residence in the Lancaster County area**

- 31% for 21 years or more
- 27% for 4-10 years
- 17% for 11-20 years

### **...age of respondents**

- 21% age 61-70 years old
- 20% age 71 or older
- 17% age 41-50 years old
- 17% age 31-40 years old

### **...library location used most frequently**

- 46% use Del Webb
- 36% use the Lancaster Main Branch

### **...number of visits made to the library in the past year**

- 36% visited 21 times or more
- 20% visited 11-20 times
- 17% visited 5-10 times

## Library Needs/Wants/Visions

Questions were asked regarding their engagement within the library and respondents...

### **...identified needs of respondents when attending the library**

- 84% check out books
- 26% complete research
- 25% use it as reading space
- 24% use the children's programming
- 18% use the internet

In addition, respondents use the library as a meeting place, professionally and personally; resources such as book, movie, and audiobook rentals; fax machines; or book sale.

Study Primarily Audio Books Met Fax Feels  
Library Enjoyed Videos Field Trip  
Meetings Write Books  
Copy Machine Check ASL Class  
Book Sale Summer Reading DVDs Family  
Friends Homeschooling Magazines Overdrive  
Taxes

### **...identified the sole purpose of their visit to the library as being**

- 66% to check out books

In addition to this, respondents identified internet, books, DVD's, fax machine, audiobooks, and meeting space as a main highlight of their library experience.

Book Sale Room Fax Audiobook Meeting Dvds  
Library DVD Internet Movies  
Staff to Guide Tax  
Children's Programming  
Audio Books

### **...identified main reasons for not engaging in the libraries in their communities**

- 20% do their own research online
- 19% said library hours were not convenient with their schedule
- 18% do their reading online

In addition, respondents declared that they wanted a library environment that was welcoming, friendly, warm, open, and positive with a fresh and clean feel. Respondents said they don't make time to visit the library and would like for the atmosphere to be more kid-conducive. The location of the libraries also seem to be a barrier—distance from the library keeps people from attending.

**...identified words to describe their “perfect library”**

Quiet  
Selection of books  
Inviting, Welcoming  
Friendly  
Comfortable

Lots Current Books Selection Big Accessible  
Variety Staff Stocked Friendly Reading  
Comfortable Spacious Books  
Modern Quiet Technology Inviting  
Organized Welcoming Calm Peaceful  
Lots of Books Convenient Library Bright  
Children's Section Clean Cozy

**...identified features of a “library of the future”**

Selection of books  
Programs for the community  
More space, open space  
Access to more resources, including  
technology and internet  
Meeting rooms for businesses,  
organizations, and personal use  
Inviting children’s area  
Destination for a family

**...identified the community needs within the “library of the future”**

75% Current books and periodicals  
59% A comfortable place to read and visit  
56% Hours that are convenient to me  
47% Staff to guide me  
43% Online checkout of materials  
40% Access to internet  
38% Access to copier and scanner  
31% Programs for children  
29% Gathering/meeting space for organization  
27% Programs for respondents, or adults

Programs Activities Variety Librarians Children  
Reading Clean Technology Quiet Modern  
Comfortable Organized Friendly  
Convenient Books Spacious Staff  
Stocked Inviting Selection Resourceful  
Location Accessible Space Welcoming Safe  
Fun  
Lots Technology Access Light Bright Lots of Books  
Welcoming Programs Staff Peaceful  
Friendly Colorful Comfortable  
Variety Books Resources Quiet  
Spacious Inviting Reading Clean Internet  
Selection Safe Organized Chairs Modern  
Children

Family Lots of Natural Children's Area Bar Place  
Location Technology Large Selection Space  
Parking Library Book Clubs Books  
Comfortable Seating Programs Self  
Access Fun Meeting Rooms Sellers  
Internet Tech Resources Convenient Hours  
Audio Books