

KCKPL Facilities Survey 2011

We received a lot of great information from the **868 people who responded** to our survey. We learned what we're doing right and what we need to improve. At the same time, however, we learned of numerous misperceptions about the library, and we would like to take this opportunity to clarify them. The survey data follow these comments. Thank you to all who participated!

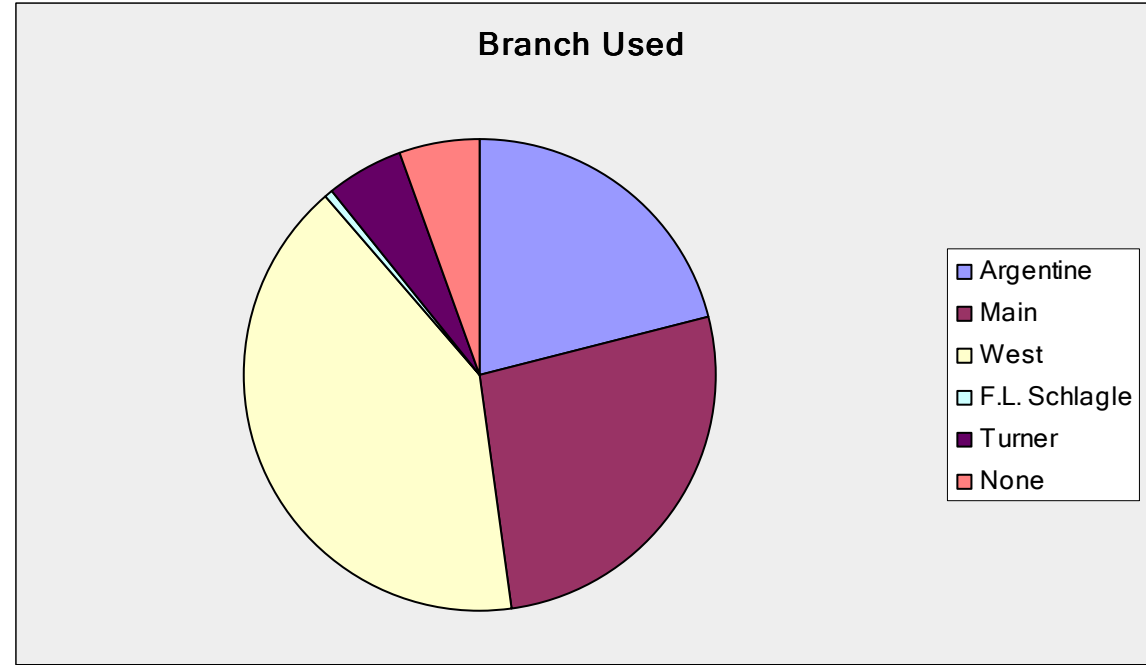
- Anyone living in the metro area can get a library card with KCKPL. You do not have to live in Wyandotte County in order to get a card.
- You no longer have to give your social security number to get a library card. Social security numbers have been purged from our database in order to protect patron confidentiality.
- The library offers an Adult Summer Reading program at all locations in which adults can read books and earn prizes for reading.
- The library system offers several adult book discussion groups, some of which allow the group members to choose the book to be discussed.
- Reference services are offered at all branches in the KCKPL system. At this time West Wyandotte is the only branch with a desk devoted exclusively to reference. At the Main, Argentine, and Turner branches circulation and reference services are provided at a central public services desk.
- Library programs are advertised on the library's website www.kckpl.org. A print calendar of all events is available at all branches and there is also an online calendar of events. In addition, some branches will send you emails outlining their upcoming programs and the library maintains a Facebook page that also promotes programs available. Press releases are also sent to the media to promote library programs.
- Parking can sometimes be difficult at the Main and Argentine Branches. However, due to the school district's move to their new office, there is a great deal more patron parking available in the lot behind the building at the Main Library and we are ensuring that there will be adequate parking at our new branch in the Argentine area.
- We understand that getting information on your Interlibrary Loan request can sometimes be frustrating; we are working on devising new processes to enable us to provide more information to you about the status of your request.

- E-books are available for download through the KCKPL system via the state contract with Overdrive. If you have difficulty downloading an E-book, please contact a branch for assistance.
- Cell phones can be used in any of our libraries, however we ask that you keep the ringer on silent and keep the conversation quiet. Cell phone use may be restricted in some areas of the library and you will be asked to take your call outside if the conversation becomes too loud.

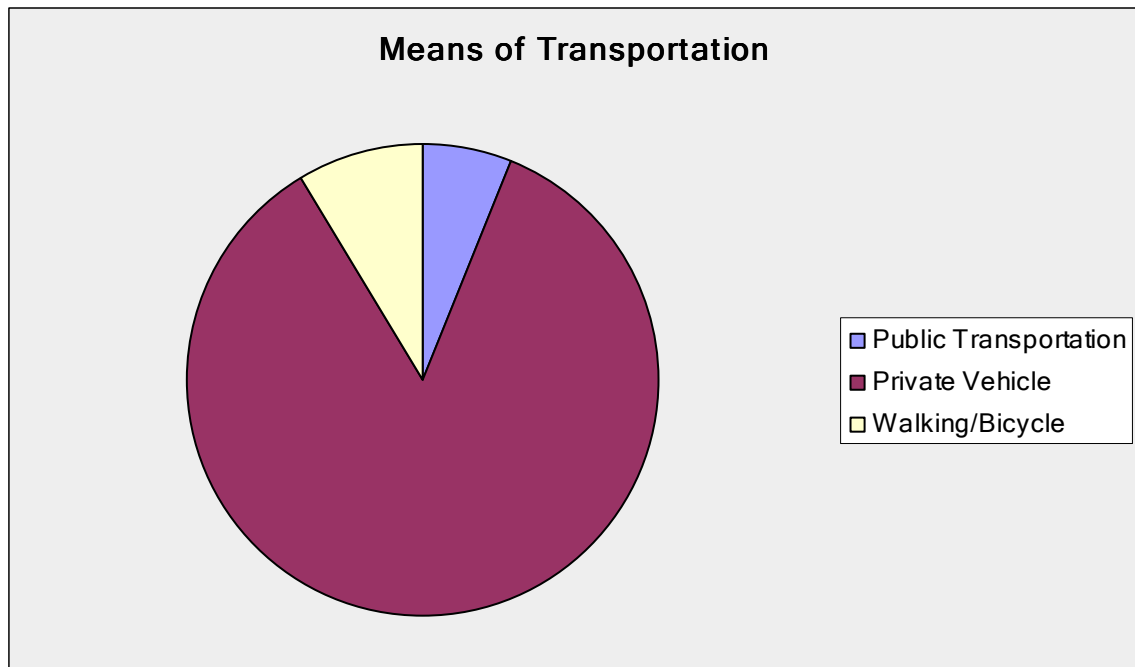
A Note on the Data

The number after “answered question” may be more or less than the numbers shown in the tables of data. Some answers were discounted as garbled, while other respondents gave more than one answer to a question.

Which library branch do you use most often?		
Answer Options	Response Percent	Response Count
Argentine	21.1%	183
Main	26.8%	233
West	40.6%	352
F.L. Schlagle	0.6%	5
Turner	5.3%	46
None	5.6%	49
<i>answered question</i>		868
<i>skipped question</i>		0



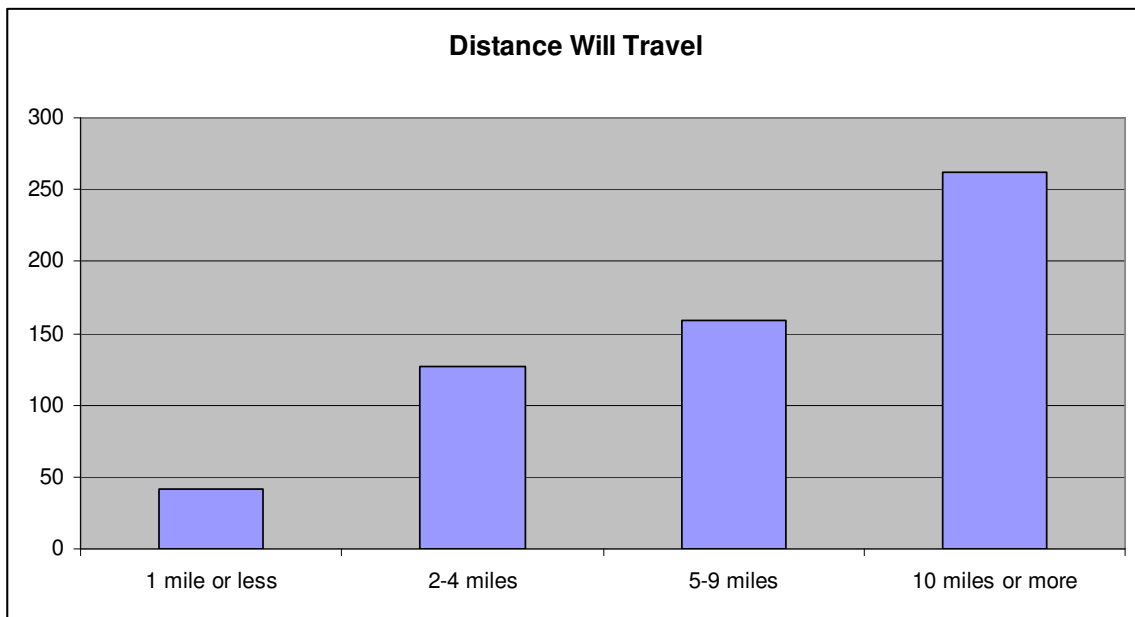
How do you get to the library?		
Answer Options	Response Percent	Response Count
Public Transportation	6.1%	50
Private Vehicle	85.2%	695
Walking/Bicycle	8.7%	71
<i>answered question</i>		816
<i>skipped question</i>		52



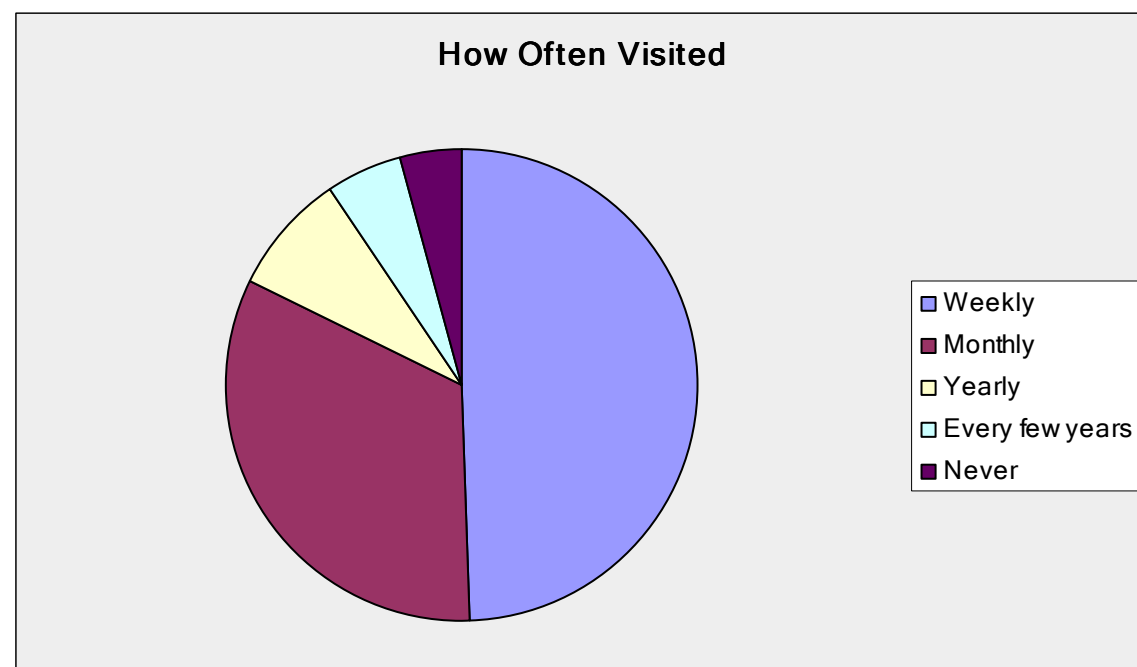
How far are you willing to travel to use the library?

Answer Options	Response Count
	666
<i>answered question</i>	666
<i>skipped question</i>	202

1 mile or less	41	7%
2-4 miles	127	22%
5-9 miles	159	27%
10 miles or more	262	44%



How often do you visit the KCK Public Library?		
Answer Options	Response Percent	Response Count
Weekly	49.5%	391
Monthly	32.7%	258
Yearly	8.5%	67
Every few years	5.2%	41
Never	4.2%	33
<i>answered question</i>		790
<i>skipped question</i>		78



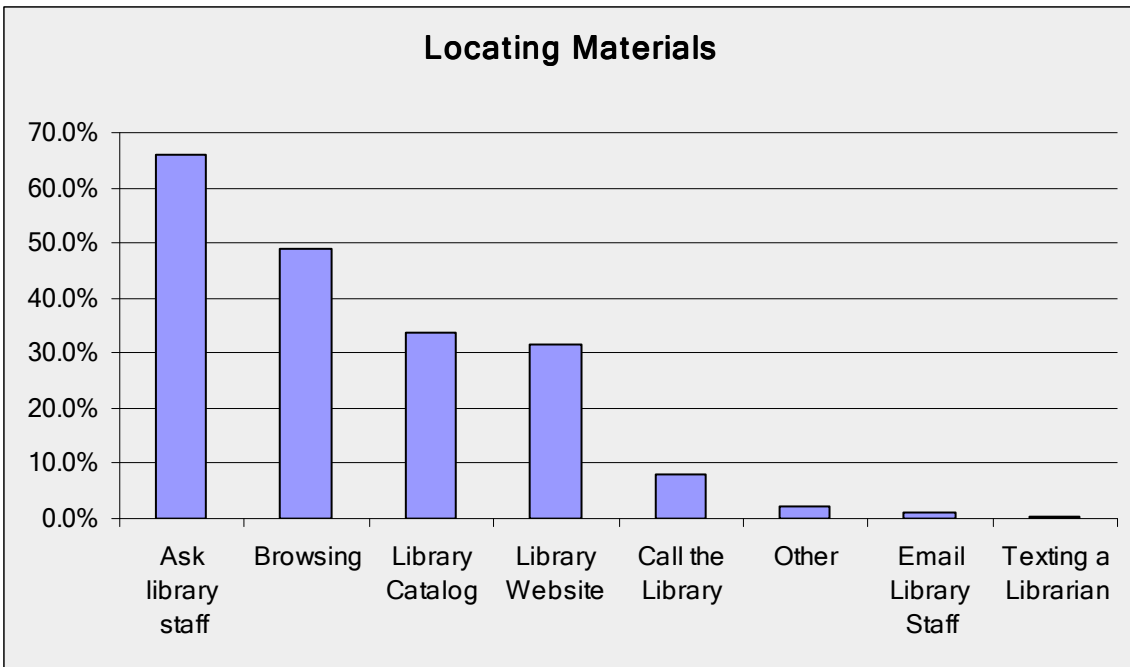
What days and times are most convenient for you to visit the KCK Public Library?

Answer Options	Mon	Tues	Wed	Thurs	Fri	Sat	Sun	Response Count
9am-Noon	178	160	169	152	155	266	153	389
Noon-5pm	241	232	249	230	233	399	365	562
5pm-7pm	297	290	286	294	262	192	167	424
7pm-9pm	166	162	160	168	158	146	120	250
<i>answered question</i>								795
<i>skipped question</i>								73

	Mon	Tues	Wed	Thurs	Fri	Sat	Sun
9am-Noon	22%	20%	21%	19%	19%	33%	19%
Noon-5pm	30%	29%	31%	29%	29%	50%	46%
5pm-7pm	37%	36%	36%	37%	33%	24%	21%
7pm-9pm	21%	20%	20%	21%	20%	18%	15%

How do you locate materials or information when you use the library?

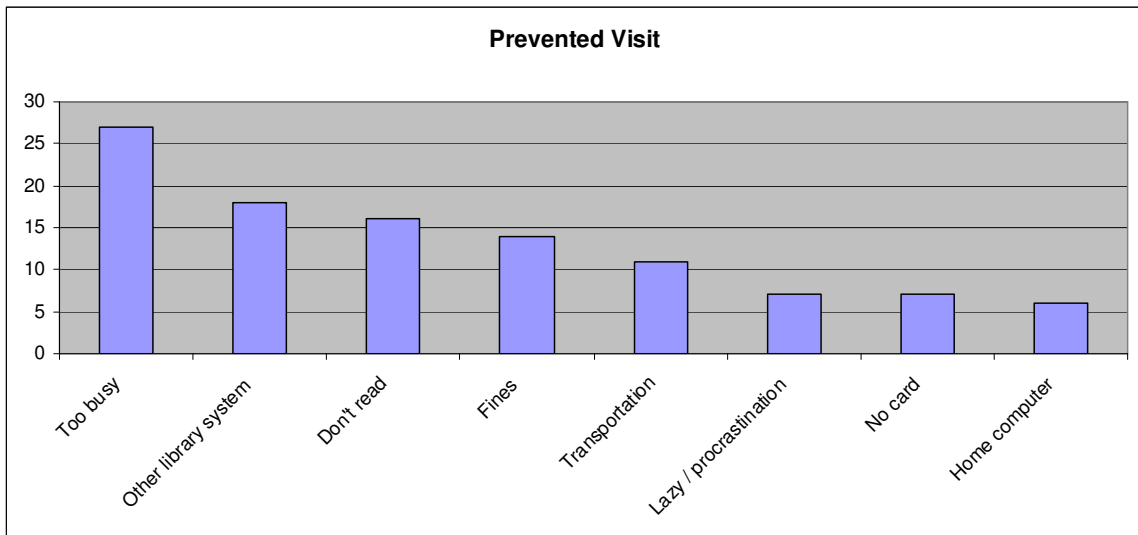
Answer Options	Response Percent	Response Count
Ask library staff	66.1%	535
Browsing	48.9%	396
Library Catalog	33.6%	272
Email library staff	1.2%	10
Library Website	31.5%	255
Call the Library	8.0%	65
Texting a Librarian	0.5%	4
Other (please specify)	2.3%	19
<i>answered question</i>		809
<i>skipped question</i>		59



If you have NOT visited the KCK Public Library in the last year, what has prevented you?	
Answer Options	Response Count
	184
<i>answered question</i>	184
<i>skipped question</i>	684

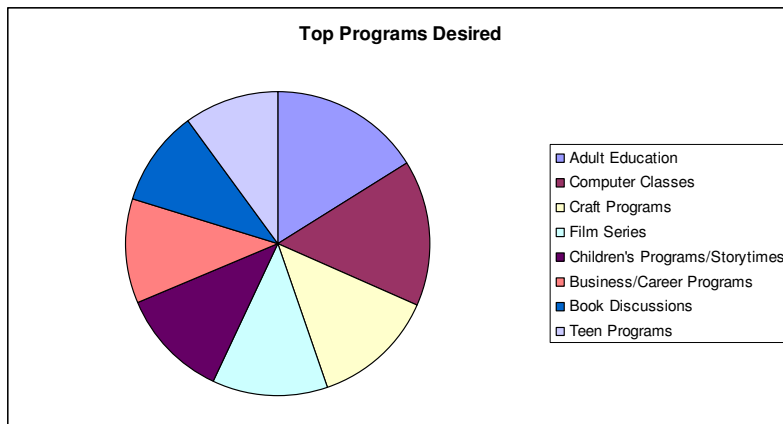
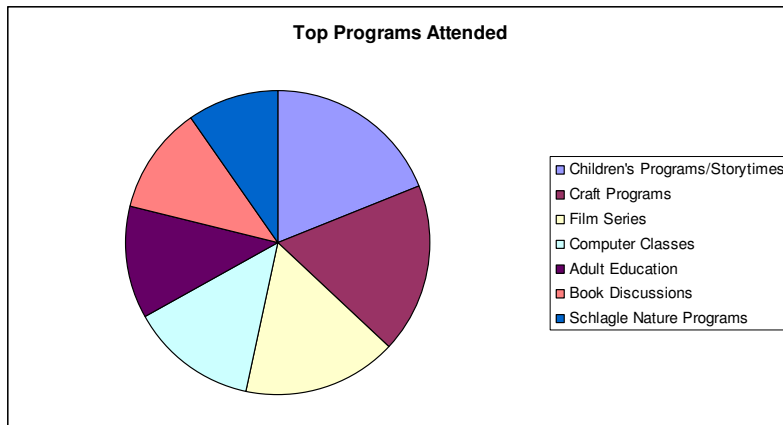
Five or more answers

Too busy	27
Other library system	18
Don't read	16
Fines	14
Transportation	11
Lazy / procrastination	7
No card	7
Home Computer	6



What types of programs have you attended at the library and what would you like to see more of?

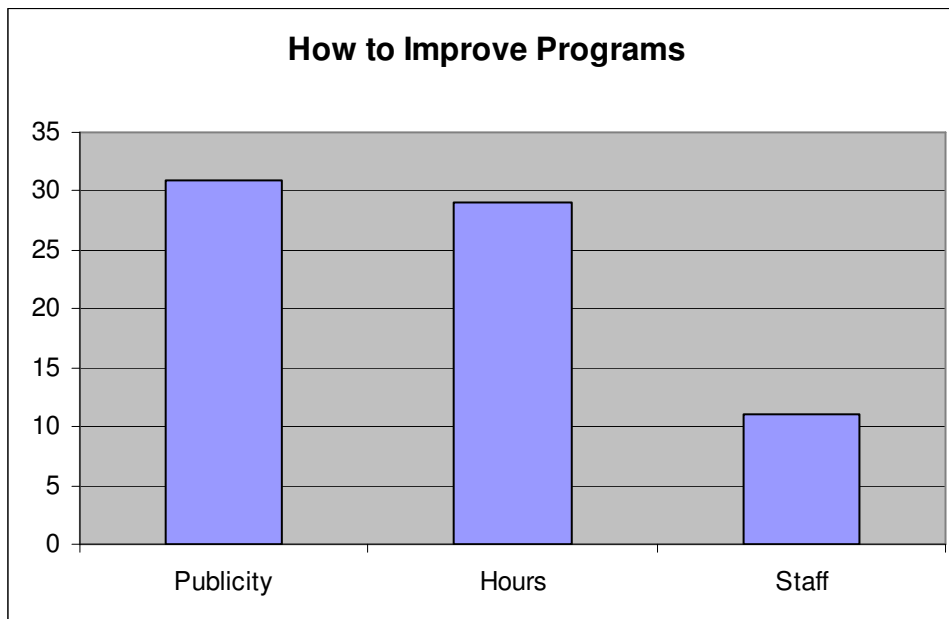
Answer Options	Attended	Want More	Response Count
Book Discussions	90	86	147
Craft Programs	146	113	208
Film Series	132	103	182
Computer Classes	110	131	197
Teen Programs	50	86	110
ESL Classes	42	48	76
Children's Programs/Storytimes	152	99	212
Baby Storytimes	32	41	66
Adult Education	96	138	181
Business/Career Programs	48	96	116
Schlagle Summer Camp	30	51	71
Schlagle Nature Programs	79	63	114
<i>answered question</i>			566
<i>skipped question</i>			302



How could we improve our library programs?	
Answer Options	Response Count
	317
<i>answered question</i>	317
<i>skipped question</i>	551

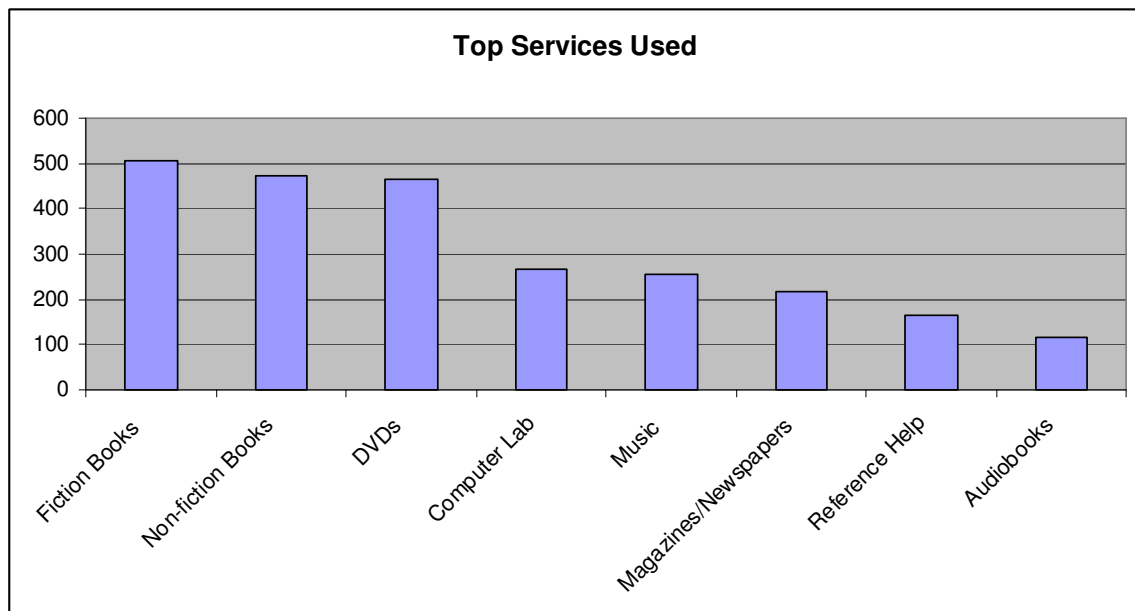
Note: This question received many answers not relevant to library programs. The top relevant answers are below.

Publicity	31
Hours	29
Staff	11

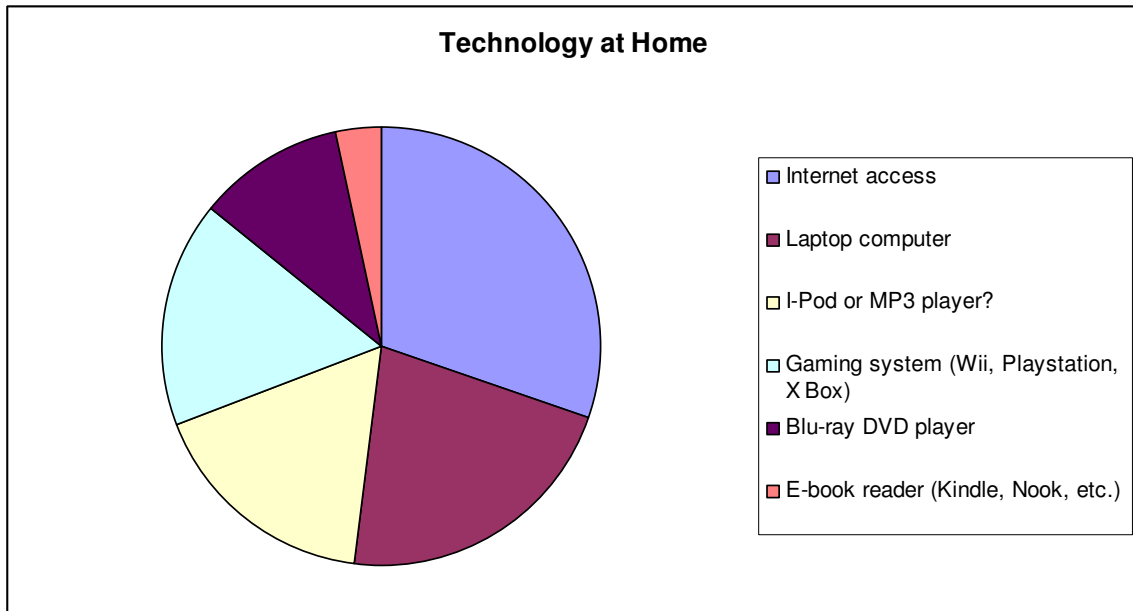


What library services do you currently use? Please check all that apply.

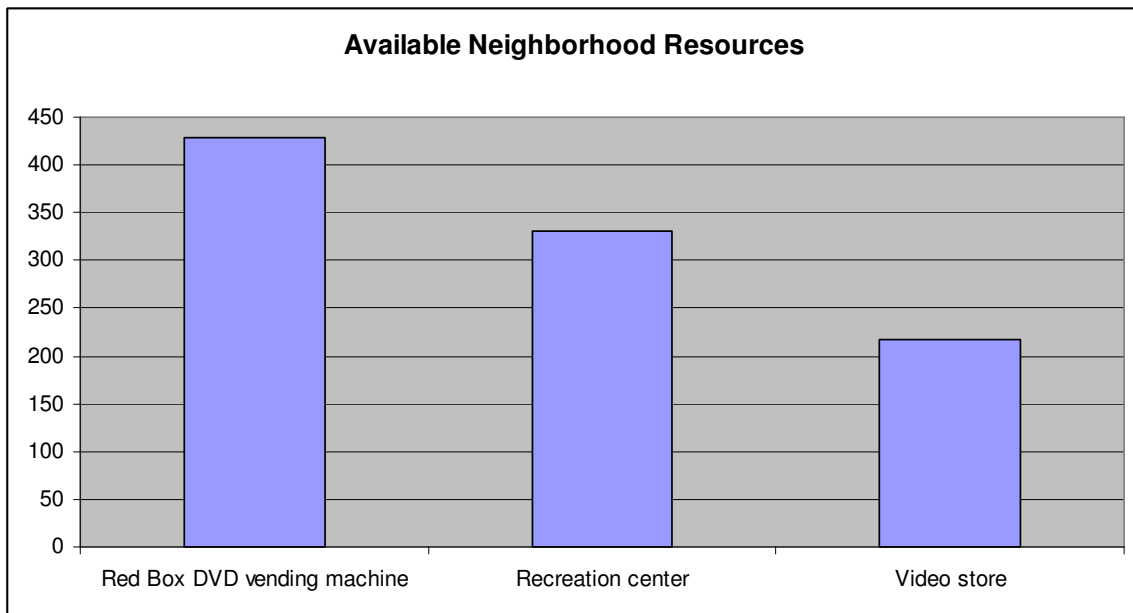
Answer Options	Response Percent	Response Count
Fiction Books	67.4%	505
Non-fiction Books	63.0%	472
Genealogy/Local History	12.3%	92
Graphic Novels/Comics	8.0%	60
Reference Help	22.2%	166
Business/Investment	6.8%	51
Foreign Language Materials (not Spanish)	6.5%	49
Computer Lab	35.4%	265
Magazines/Newspapers	29.2%	219
Career Materials	9.3%	70
Spanish Language Materials	9.3%	70
Meeting Rooms	11.6%	87
WiFi with Personal Laptop	10.9%	82
DVDs	62.1%	465
Adult Literacy	6.4%	48
Music	34.0%	255
Audiobooks	15.8%	118
Homework Help	6.4%	48
Other		57
answered question		749
skipped question		119



Do you have any of the following at home? (check all that apply)		
Answer Options	Response Percent	Response Count
Internet access	83.8%	563
Blu-ray DVD player	30.1%	202
Laptop computer	60.4%	406
I-Pod or MP3 player?	47.2%	317
E-book reader (Kindle, Nook, etc.)	9.4%	63
Gaming system (Wii, Playstation, X Box)	46.4%	312
Other		104
<i>answered question</i>		672
<i>skipped question</i>		196

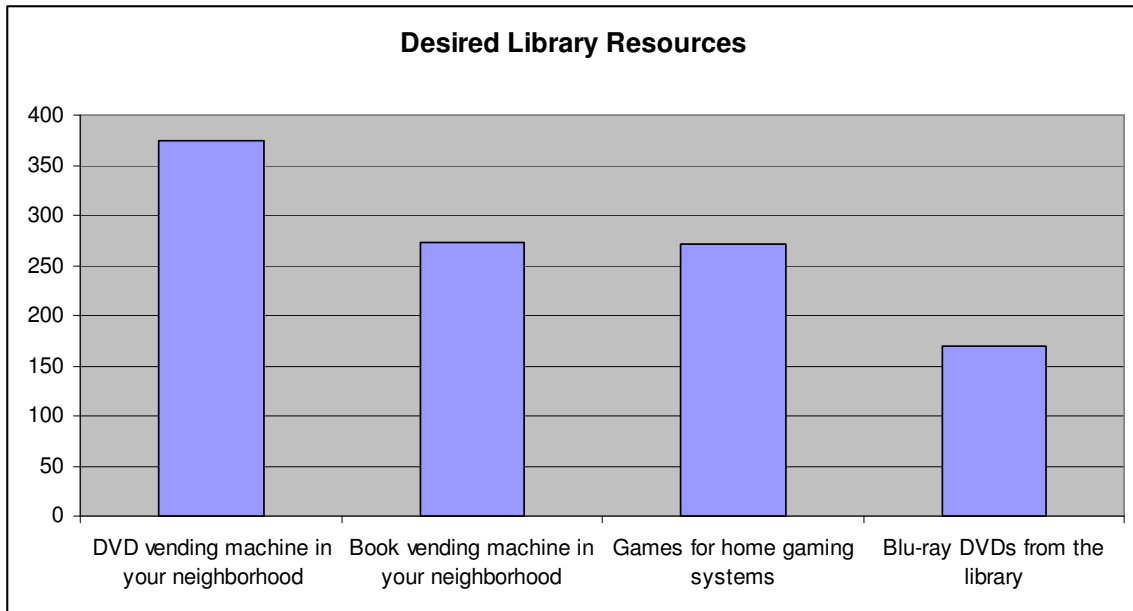


Does your neighborhood have any of the following?		
Answer Options	Response Percent	Response Count
Red Box DVD vending machine	75.4%	428
Video store	38.2%	217
Recreation center	58.3%	331
<i>answered question</i>		568
<i>skipped question</i>		300



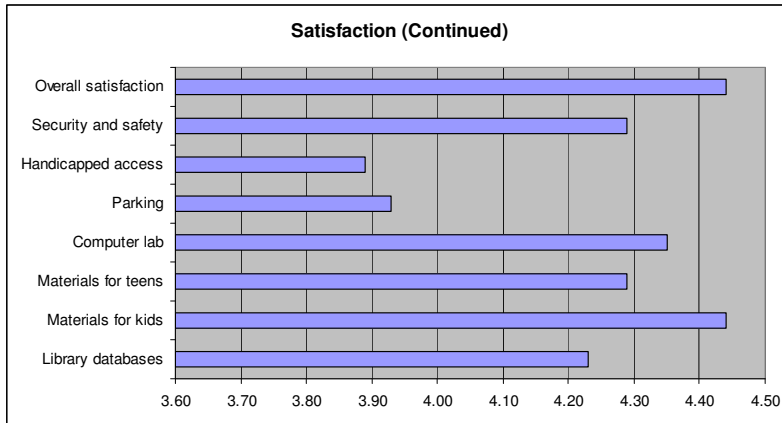
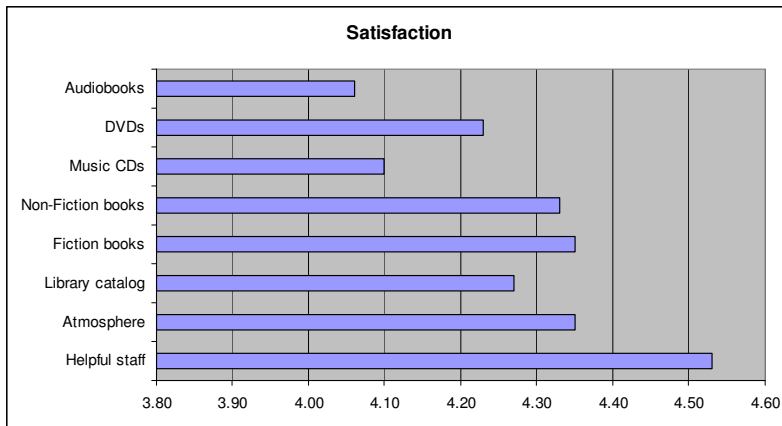
Would you use any of the following if they were available from the library? (check all that apply)

Answer Options	Response Percent	Response Count
Book vending machine in your neighborhood	52.0%	273
Games for home gaming systems	51.8%	272
DVD vending machine in your neighborhood	71.2%	374
Blu-ray DVDs from the library	32.2%	169
<i>answered question</i>		525
<i>skipped question</i>		343



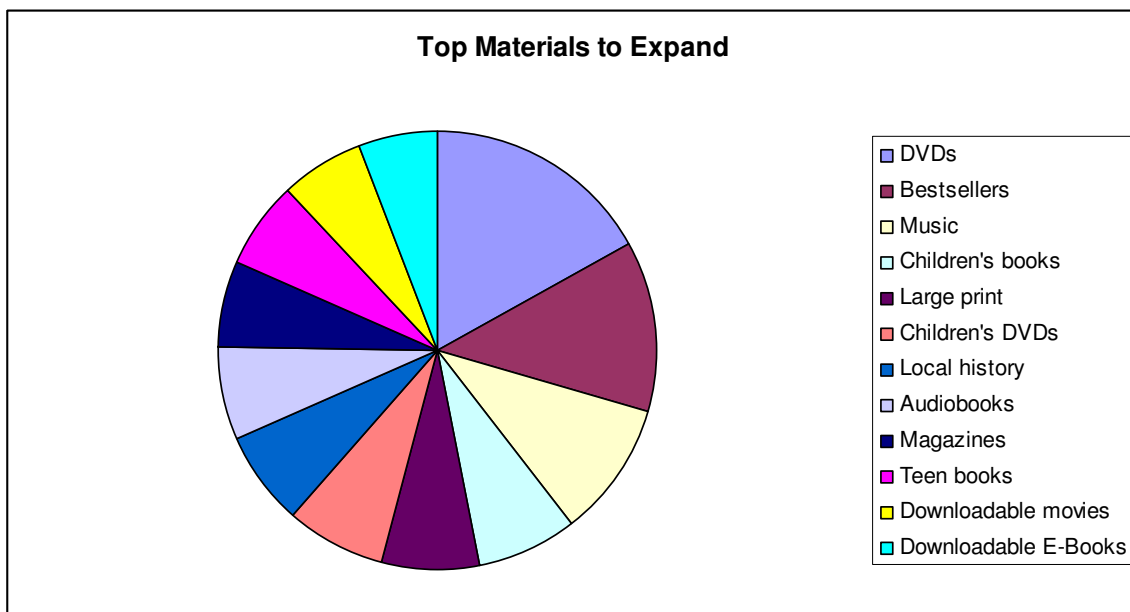
Rate your satisfaction with the following features of the KCK Public Library that you use.

Answer Options	Poor					N/A	Rating Average	Response Count
	1	2	3	4	Excellent 5			
Helpful staff	9	12	51	157	472	12	4.53	713
Atmosphere	10	16	76	192	366	21	4.35	681
Library catalog	6	21	75	163	280	69	4.27	614
Fiction books	2	9	68	196	293	49	4.35	617
Non-Fiction books	2	8	77	198	289	45	4.33	619
Music CDs	8	18	103	147	211	121	4.10	608
DVDs	9	8	89	179	257	76	4.23	618
Audiobooks	9	15	76	113	157	190	4.06	560
Library databases	7	7	68	132	197	144	4.23	555
Materials for kids	2	5	52	130	266	123	4.44	578
Materials for teens	3	6	65	94	192	186	4.29	546
Computer lab	8	17	49	109	260	147	4.35	590
Parking	37	57	97	144	280	36	3.93	651
Handicapped access	38	27	48	79	177	194	3.89	563
Security and safety	13	11	89	149	320	35	4.29	617
Overall satisfaction	5	8	69	175	380	20	4.44	657
<i>answered question</i>								735
<i>skipped question</i>								133



What materials should be expanded at the KCK Public Library? Please select your top five:

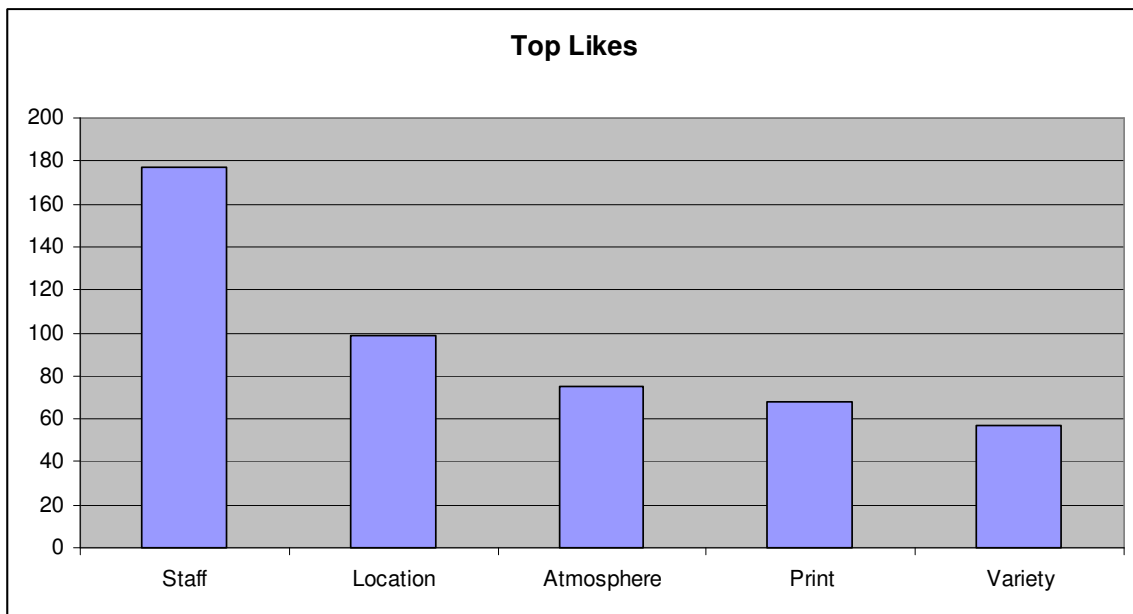
Answer Options	Response Percent	Response Count
Bestsellers	40.5%	251
Audiobooks	22.1%	137
Graphic novels	6.8%	42
Local history	22.9%	142
Genealogy	16.5%	102
Large print	23.4%	145
Magazines	21.1%	131
DVDs	54.8%	340
Music	32.6%	202
Teen books	20.6%	128
Children's books	23.9%	148
Children's DVDs	23.1%	143
Children's music	14.0%	87
Comics	10.8%	67
Spanish language materials	16.5%	102
Foreign language (not Spanish)	8.1%	50
Downloadable E-Books	18.7%	116
Downloadable movies	19.8%	123
Downloadable audio books	13.4%	83
Library databases	10.2%	63
Other		64
<i>answered question</i>		620
<i>skipped question</i>		248



What do you like the most about the KCK Public Library?	
Answer Options	Response Count
	604
<i>answered question</i>	604
<i>skipped question</i>	264

Ten or More Answers

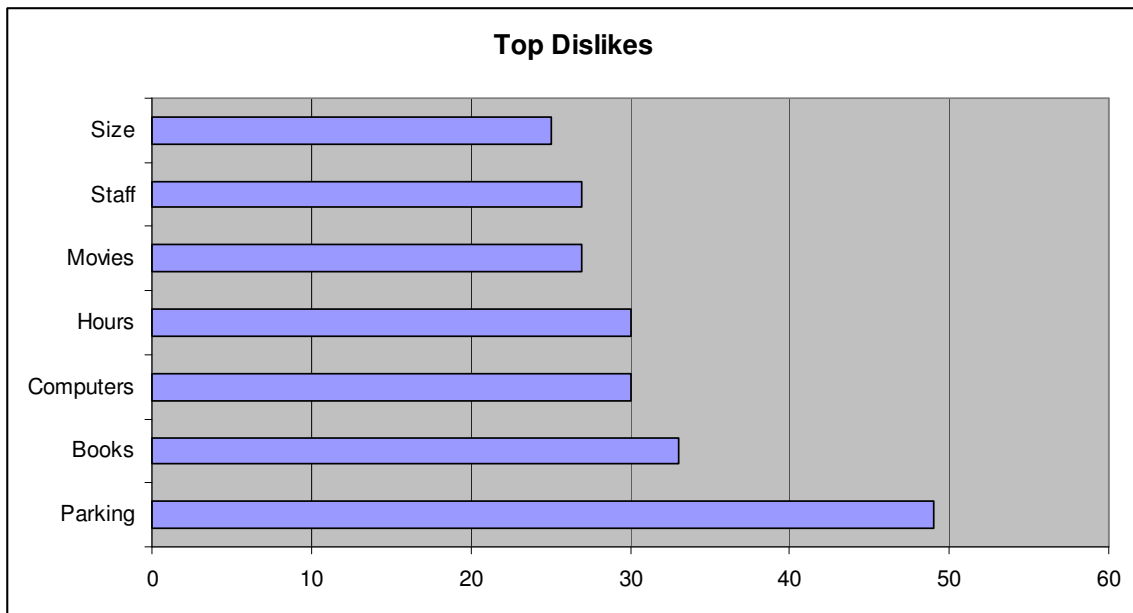
Staff	177
Location	99
Atmosphere	75
Print	68
Variety	57
Convenience	47
Movies	40
Computers	38
Accessibility	36
Programs	26
Materials	23
Free	22
YS Dept	19
Building	16
ILL	13
Music	11
Information	10



What do you like least about the KCK Public Library?	
Answer Options	Response Count
	452
<i>answered question</i>	452
<i>skipped question</i>	416

Ten or more answers

Parking	49
Books	33
Computers	30
Hours	30
Movies	27
Staff	27
Size	25
Location	17
Access - disabled	16
Web site / catalog	15
Materials	14
Other patrons	14
Programs	13
Fines	12

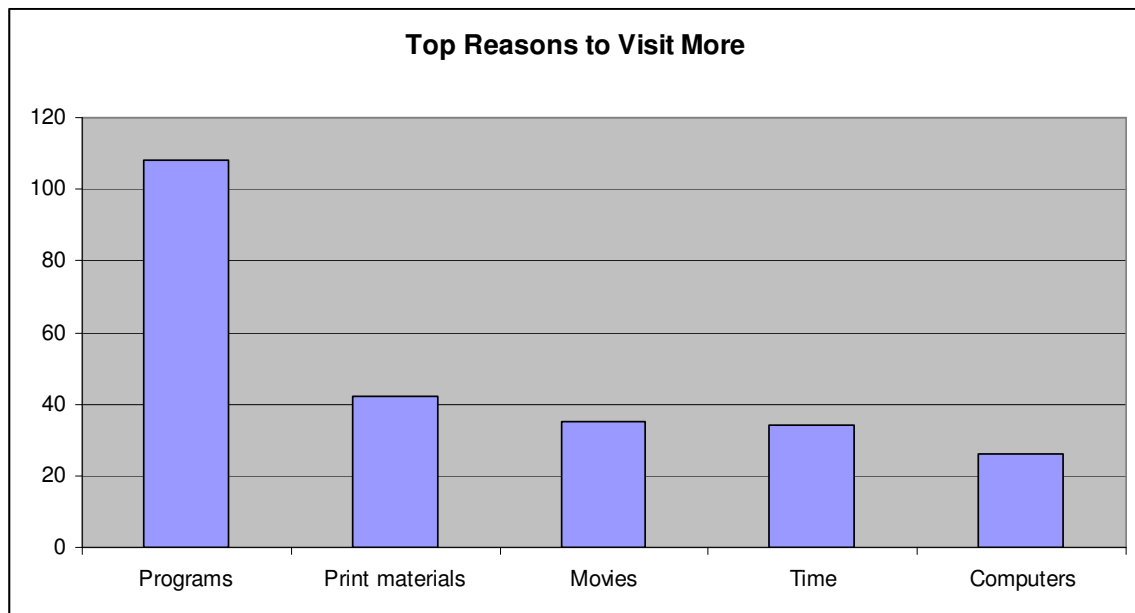


What would make you want to visit the KCK Public Library more often?

Answer Options	Response Count
	433
<i>answered question</i>	433
<i>skipped question</i>	435

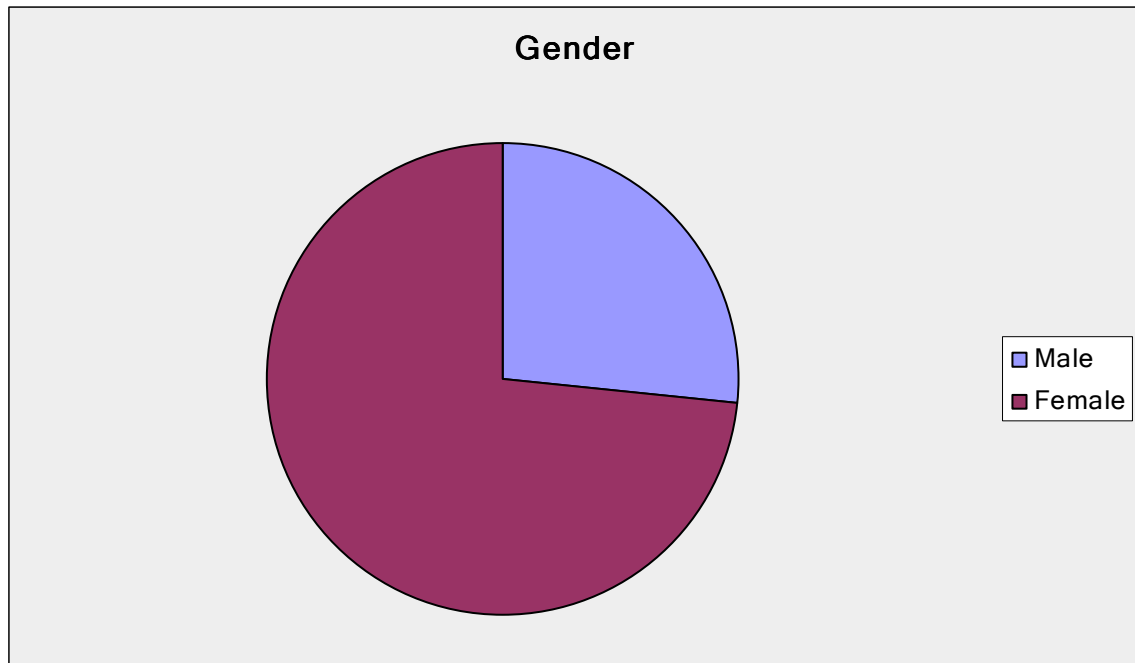
Ten answers or more

Programs	108
Print materials	42
Movies	35
Time	34
Computers	26
Hours	19
Materials	14
Staff	12
Food/coffee	11
Size	10



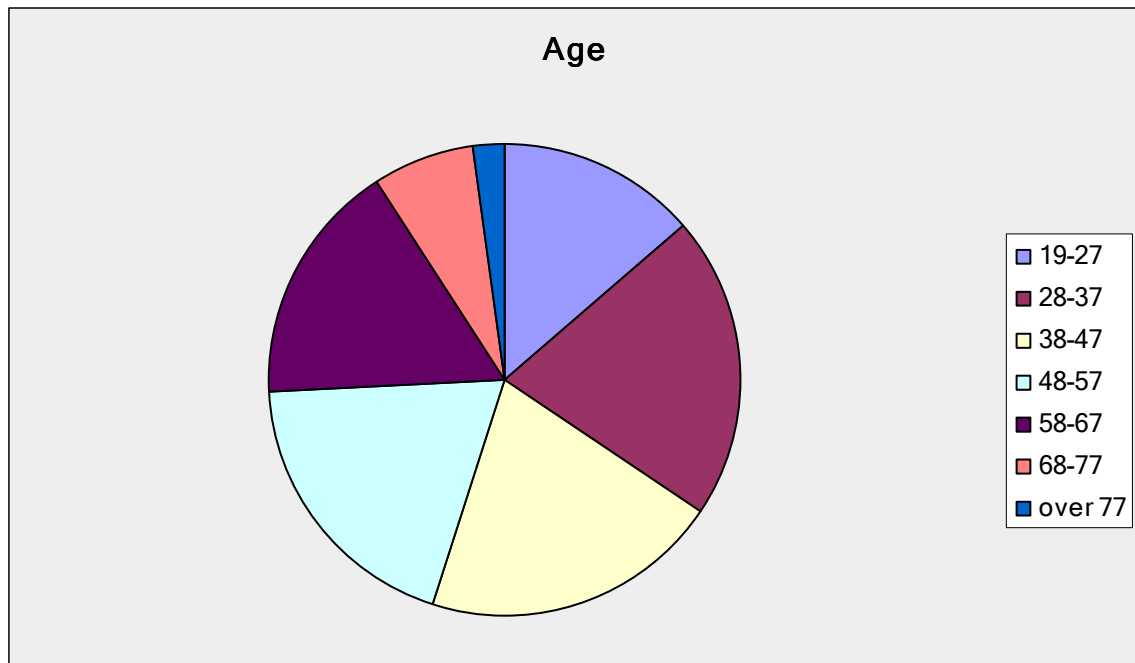
Please indicate your gender:

Answer Options	Response Percent	Response Count
Male	26.6%	201
Female	73.4%	556
<i>answered question</i>		757
<i>skipped question</i>		111



Please indicate your age:

Answer Options	Response Percent	Response Count
19-27	13.6%	99
28-37	20.7%	151
38-47	20.7%	151
48-57	19.2%	140
58-67	16.6%	121
68-77	6.9%	50
over 77	2.2%	16
<i>answered question</i>		728
<i>skipped question</i>		140



What is your zip code?	
Answer Options	Response Count
	754
<i>answered question</i>	754
<i>skipped question</i>	114

63* & 64*	19	2.52%
660*	11	1.46%
66101	53	7.02%
66102	126	16.69%
66103	43	5.70%
66104	111	14.70%
66105	14	1.85%
66106	165	21.85%
66109	92	12.19%
66111	25	3.31%
66112	74	9.80%
66113	2	0.26%
662*	20	2.65%

