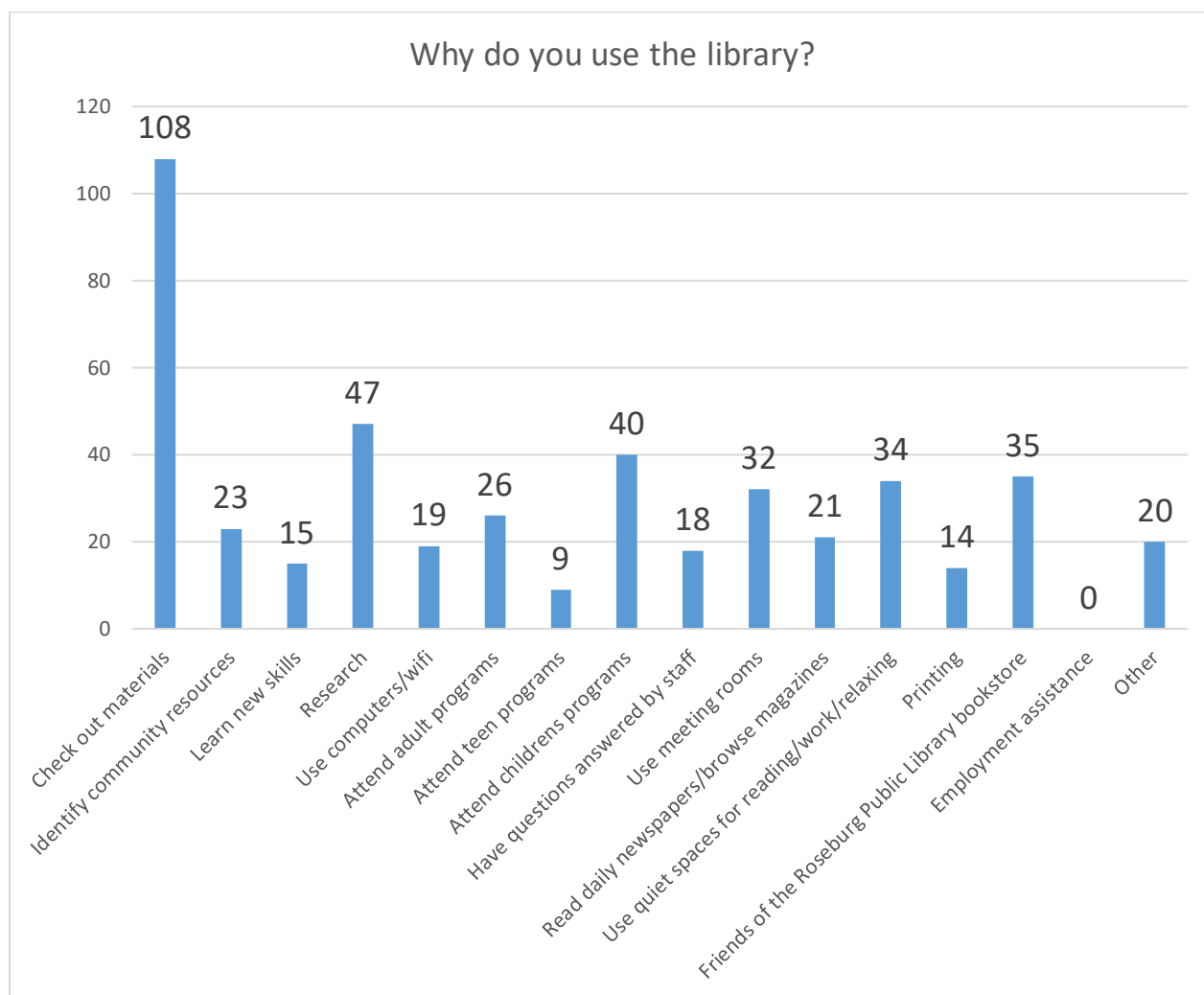
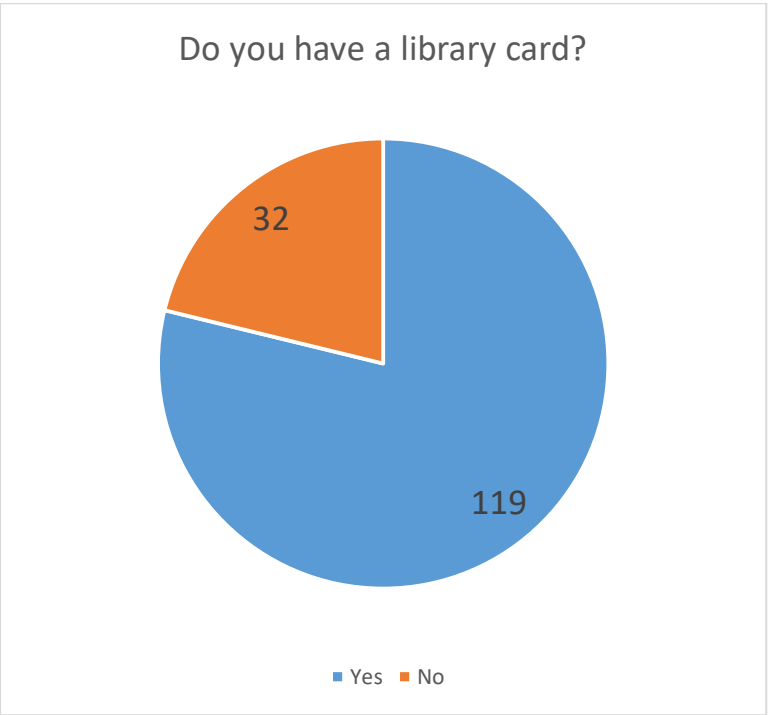
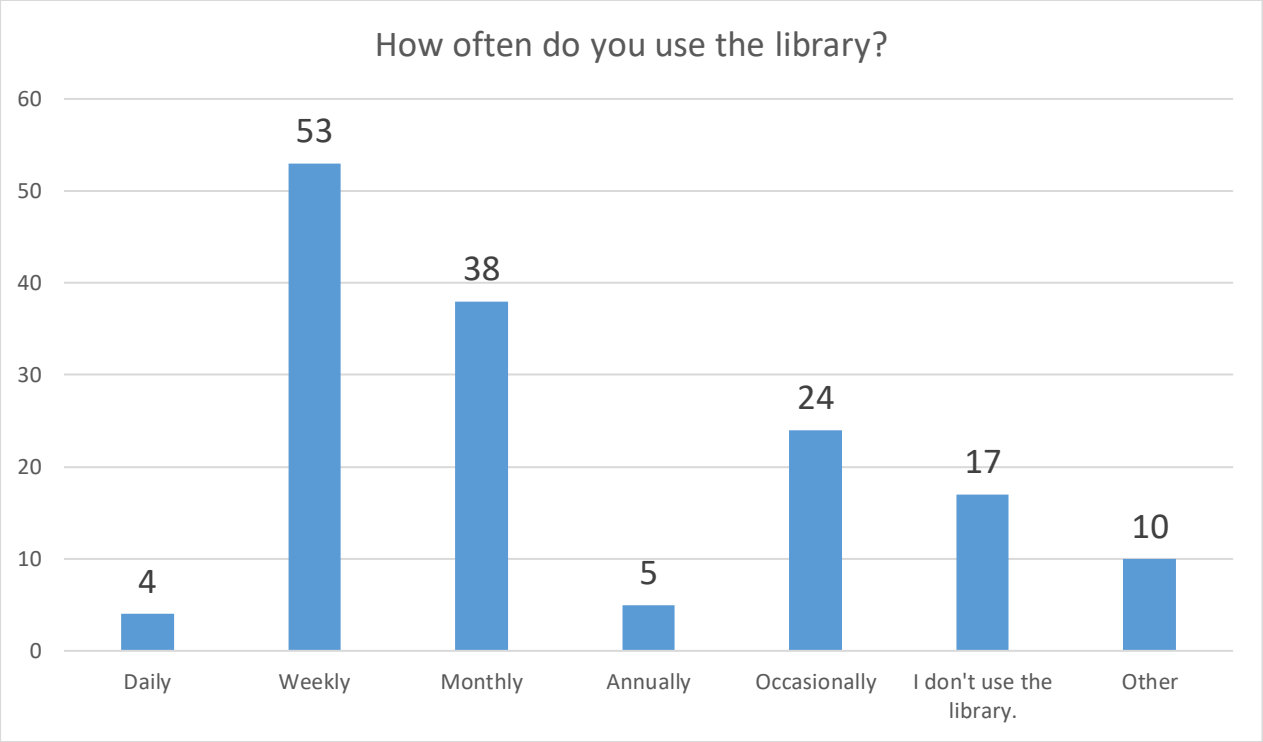
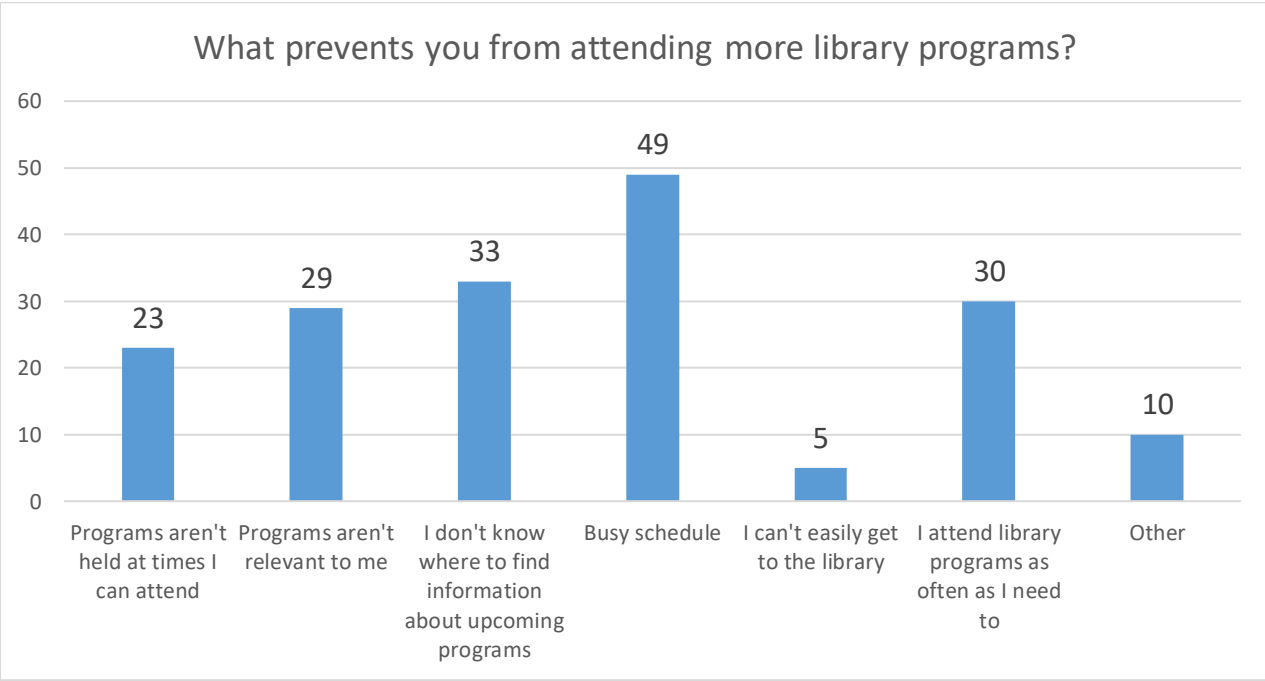
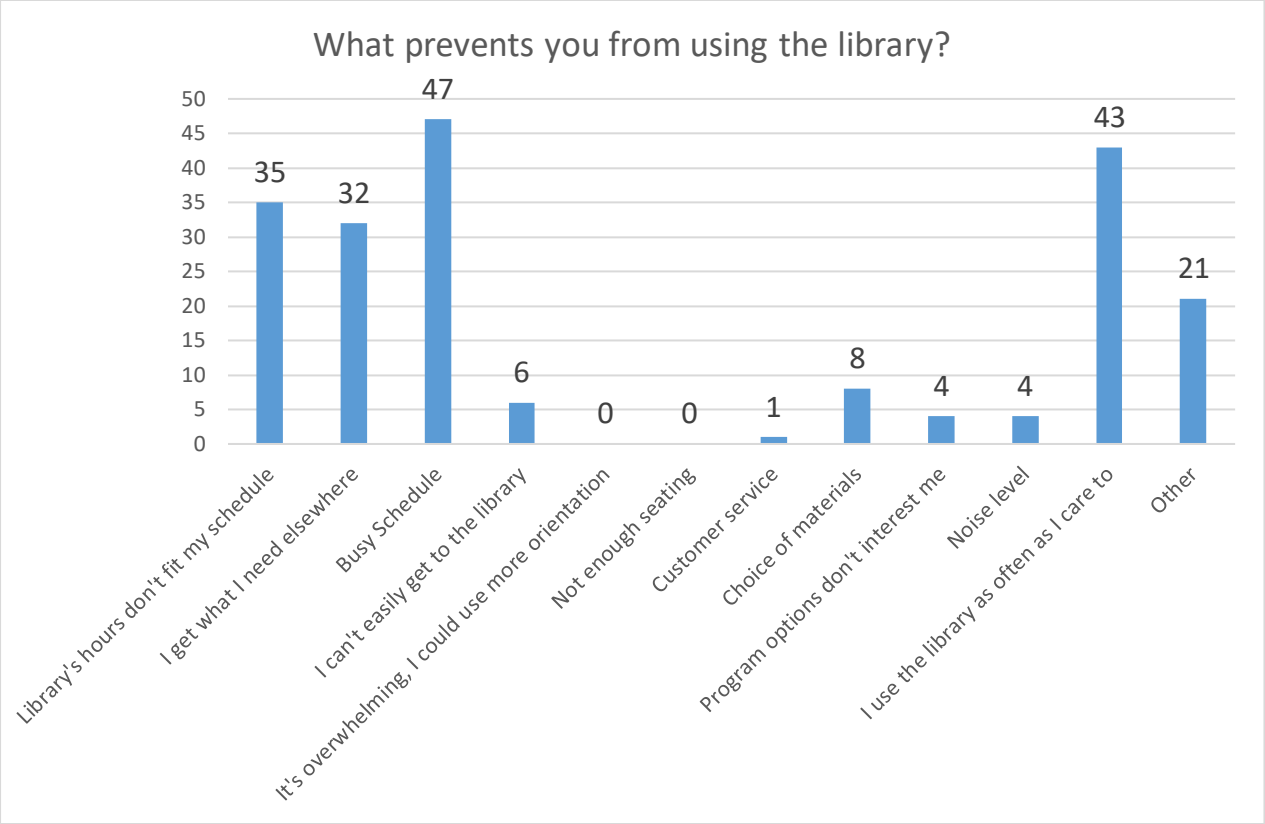
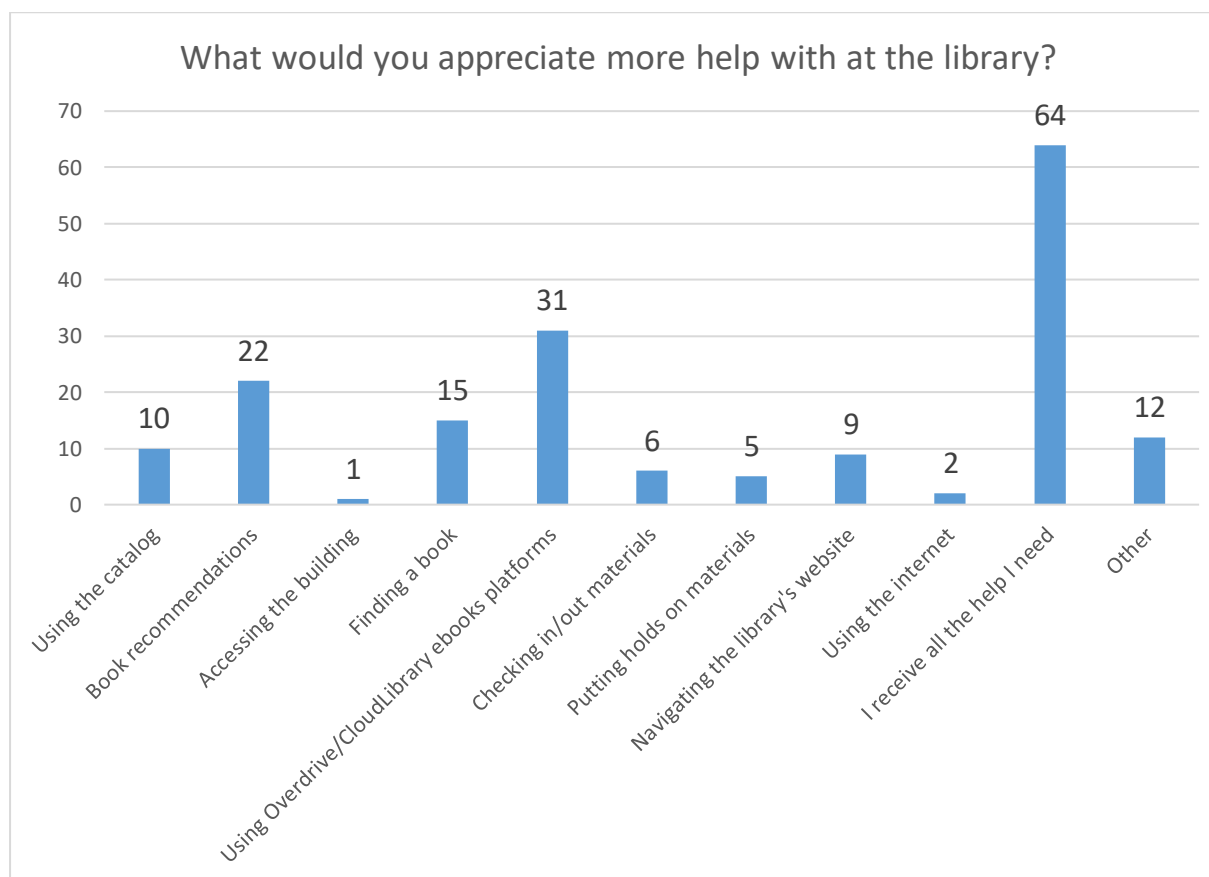
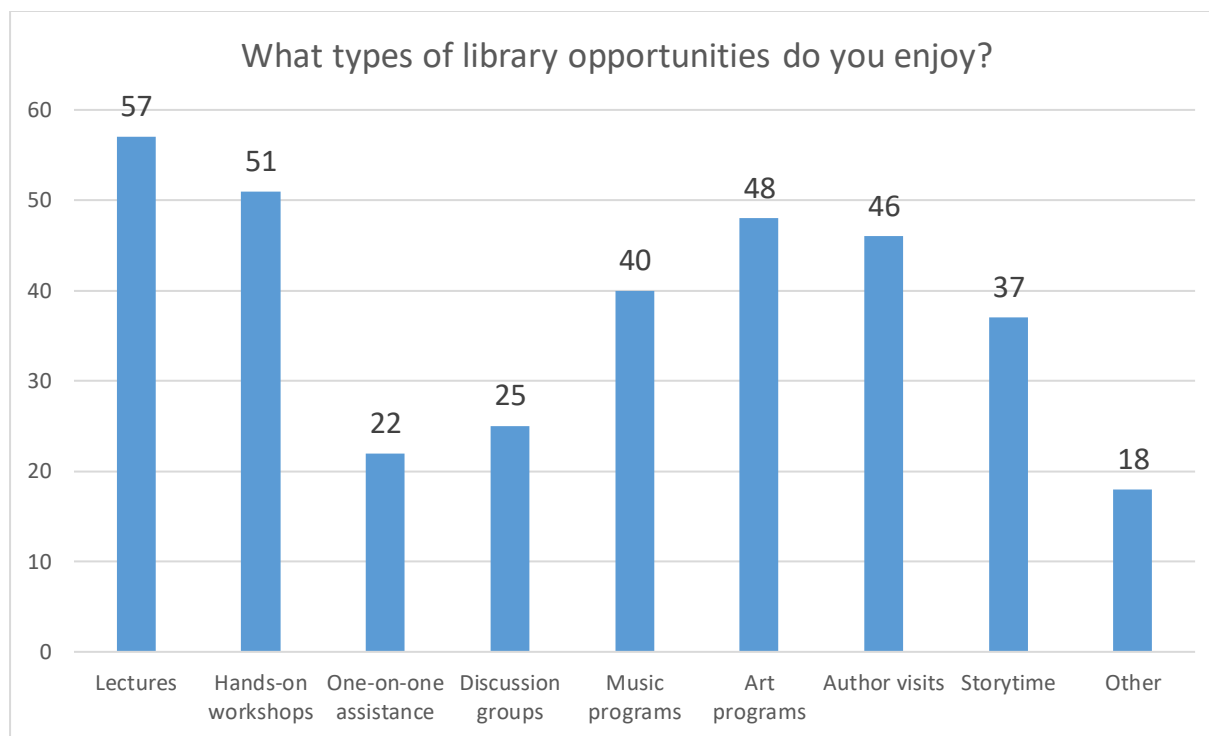


Roseburg Public Library User Assessment Survey Results

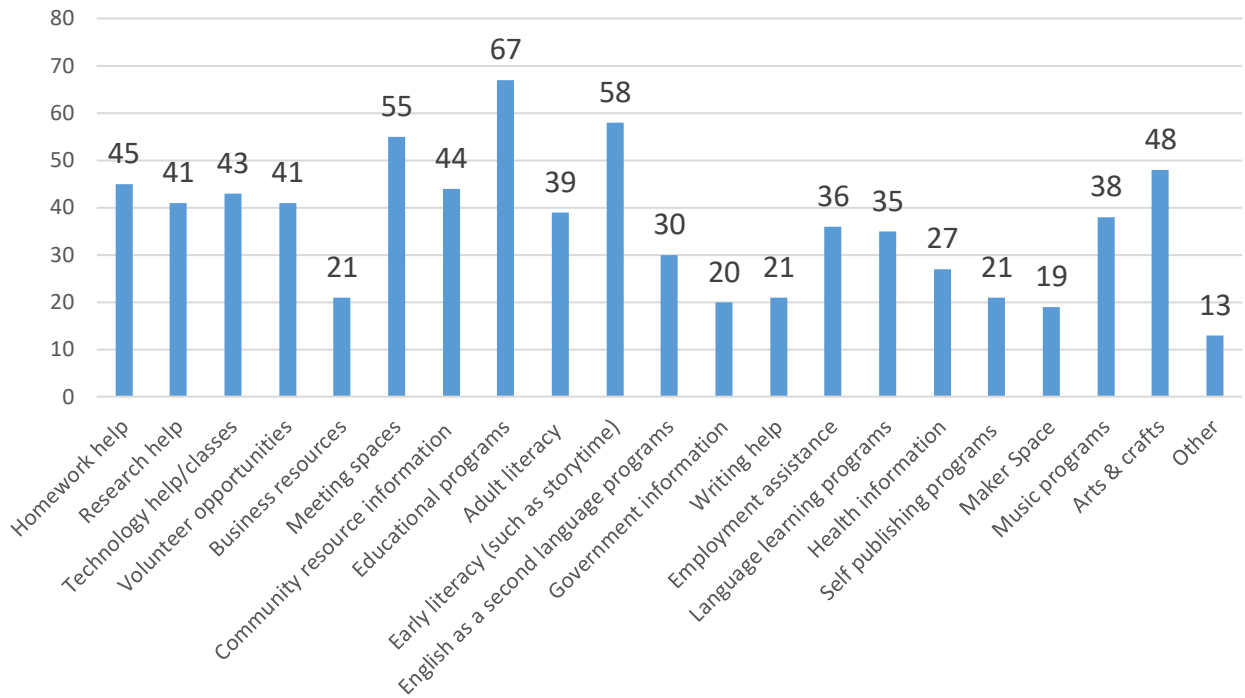




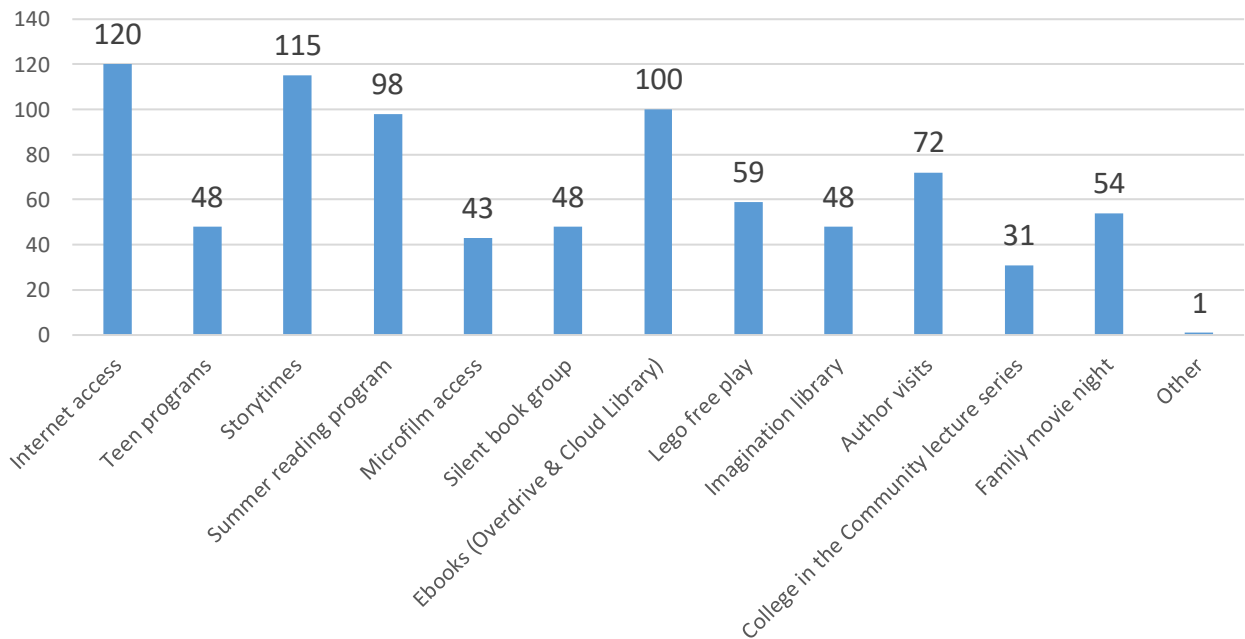


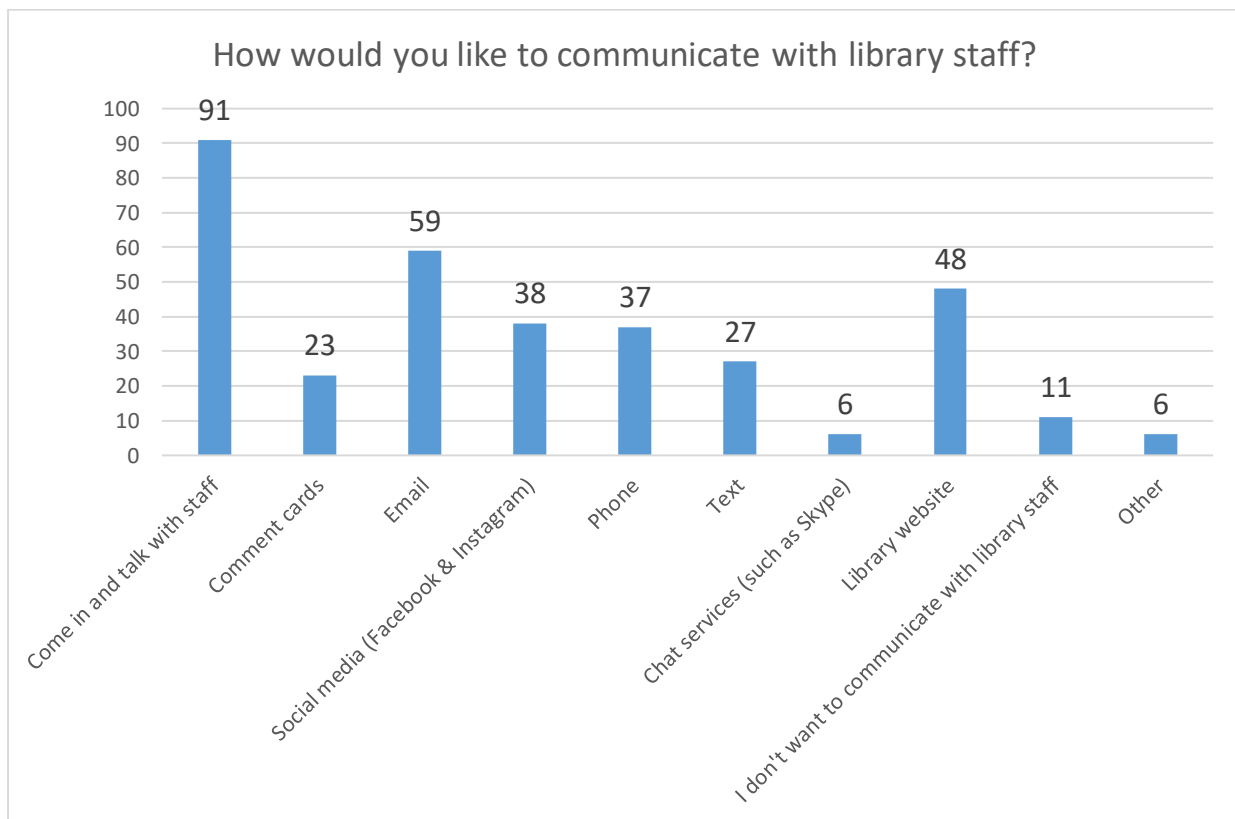
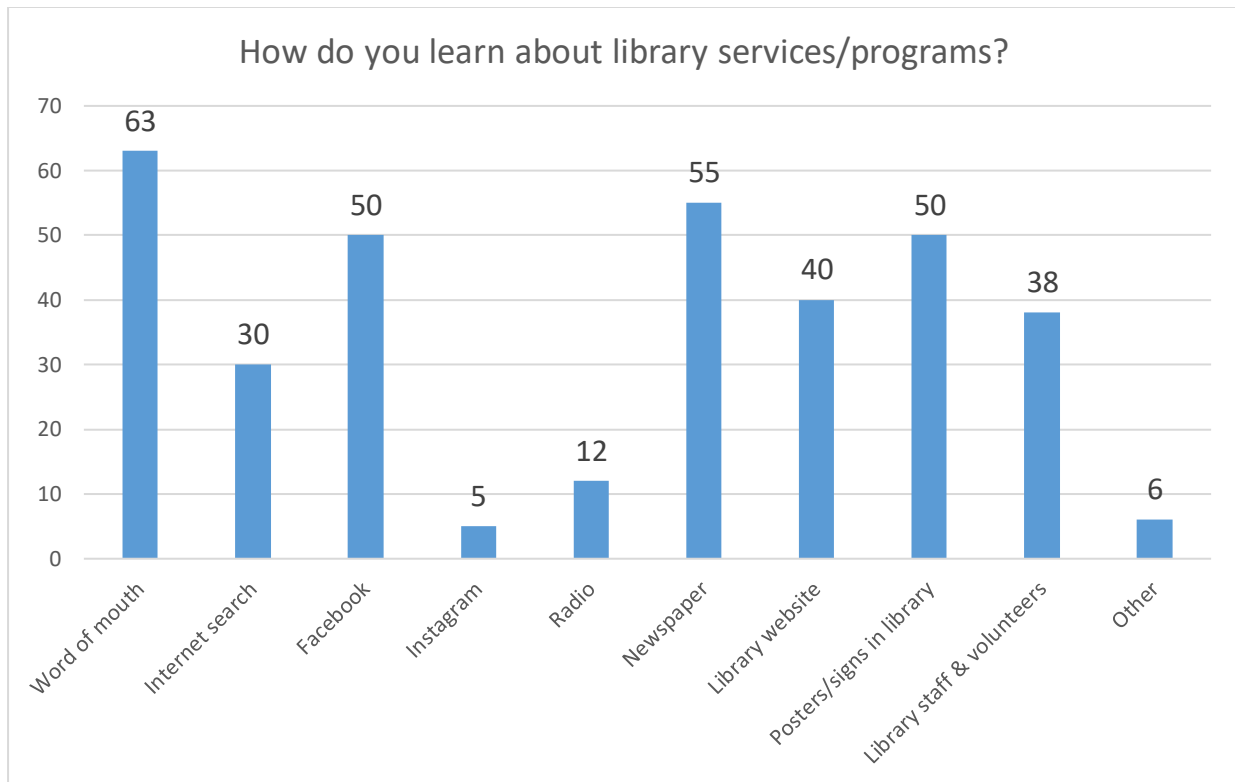


What information/programs/services do you want Roseburg Public Library to provide for the community?

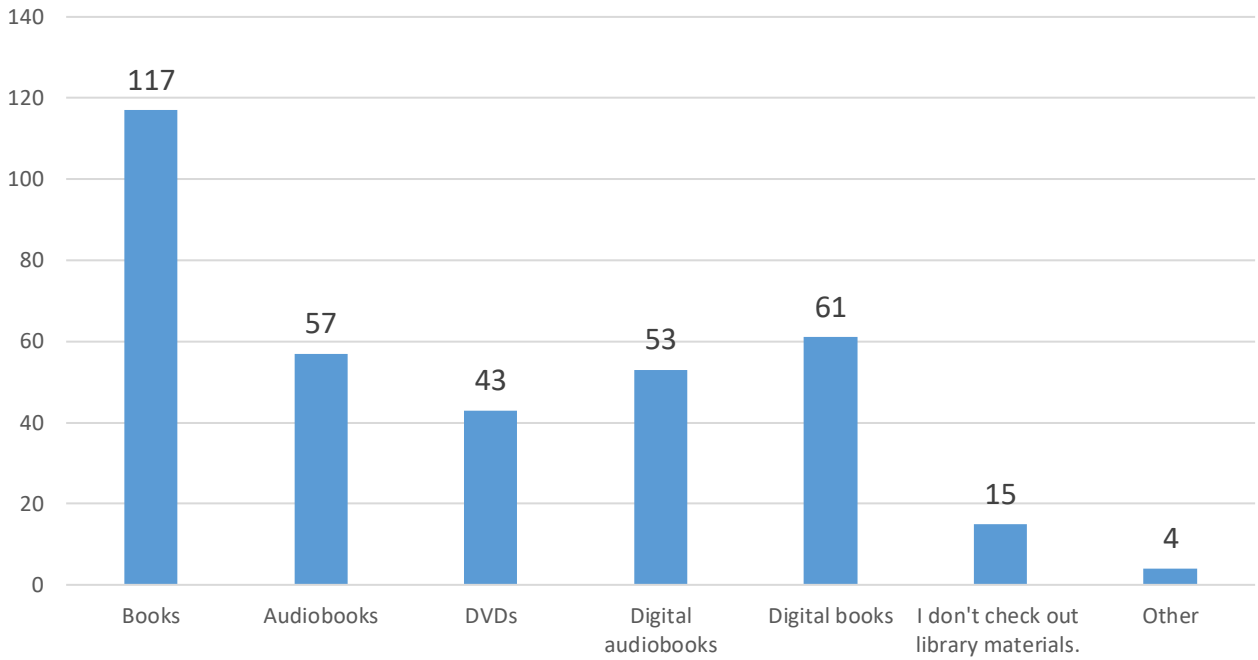


Which library programs or services have you heard of before today?

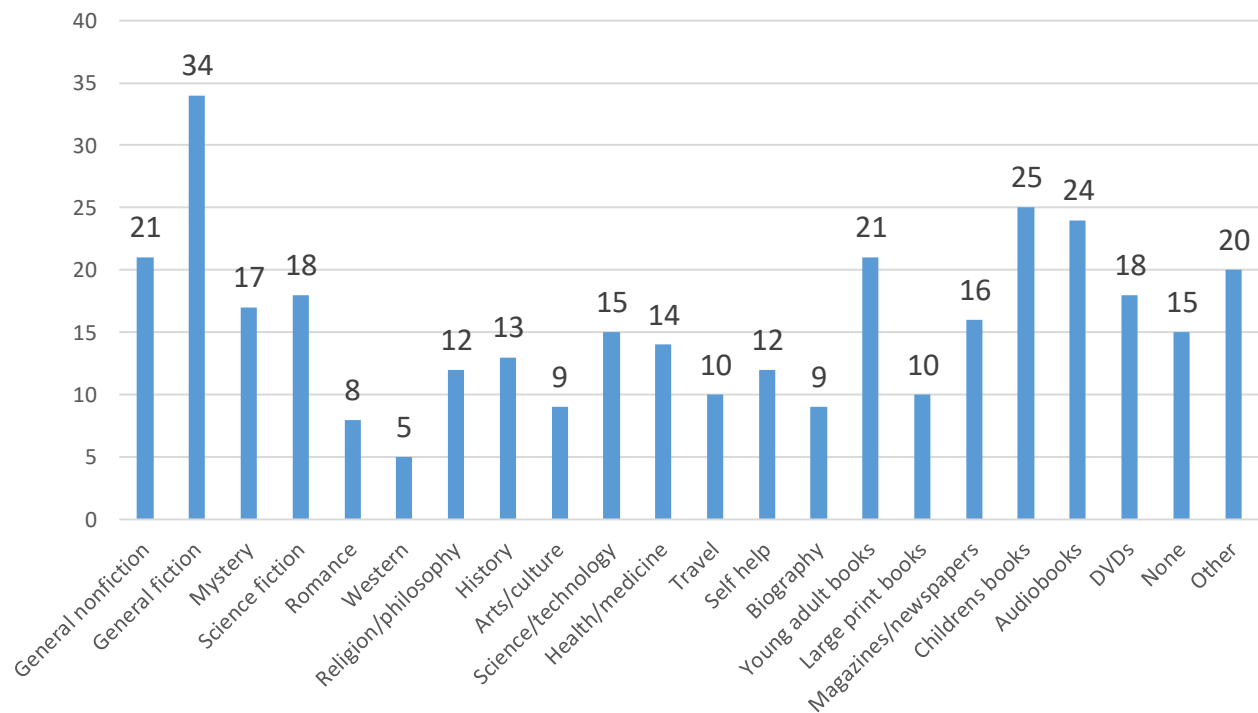




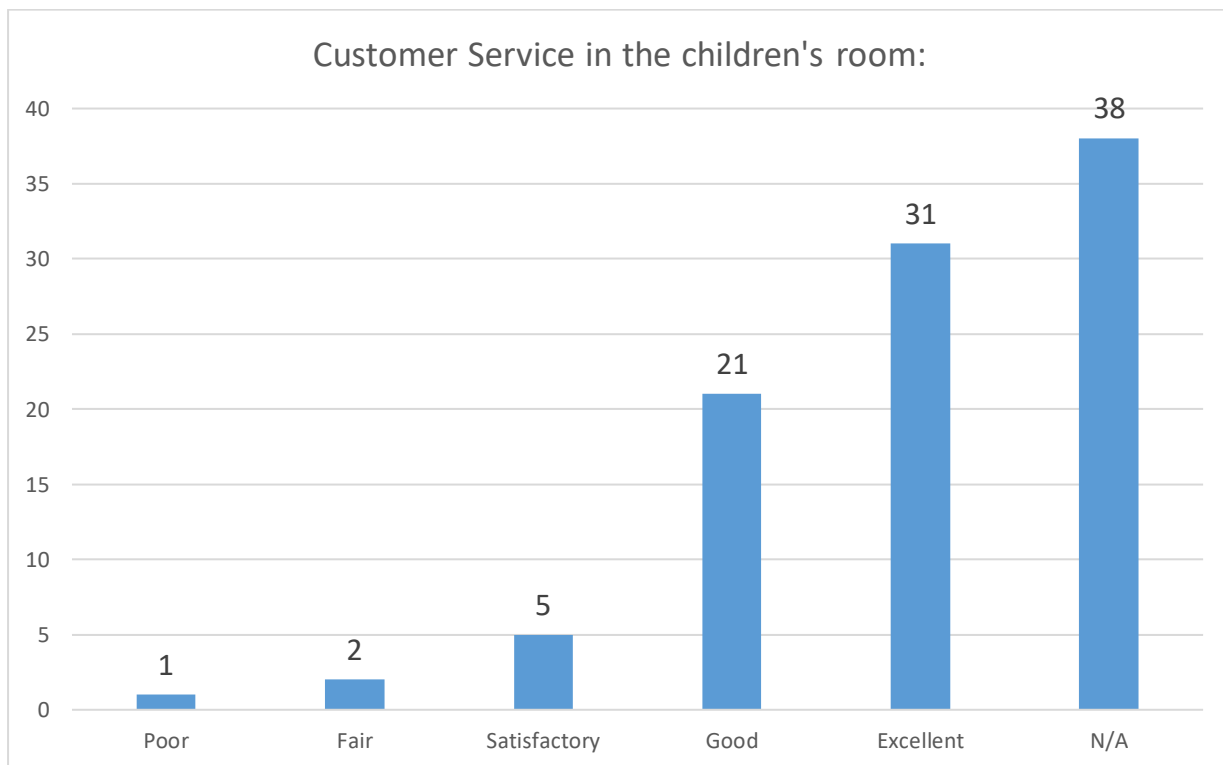
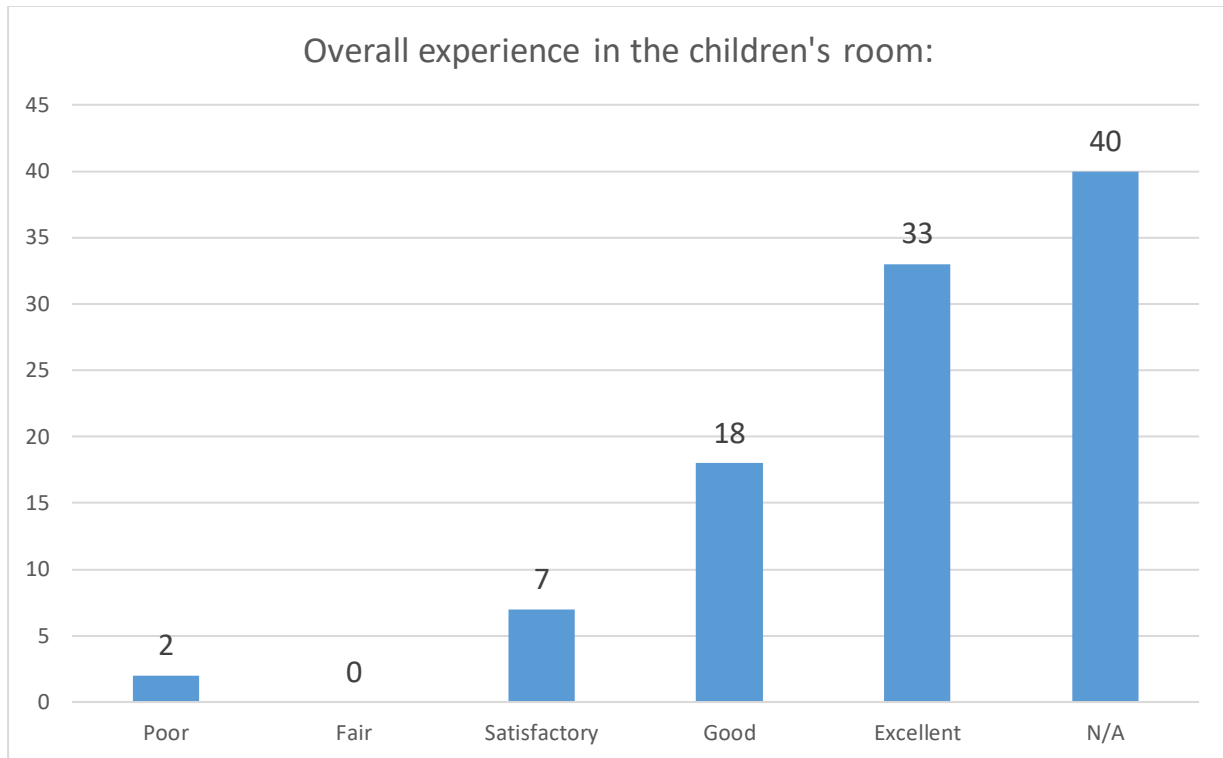
What are your preferred formats for library materials?

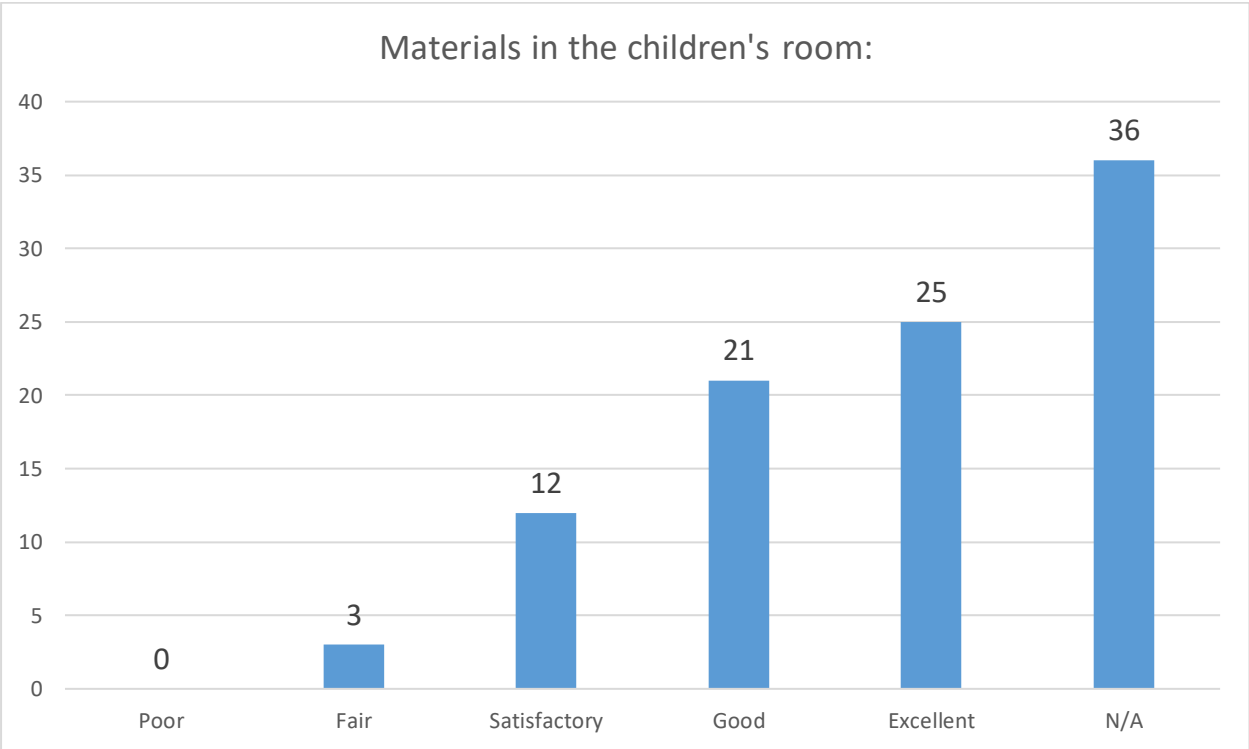
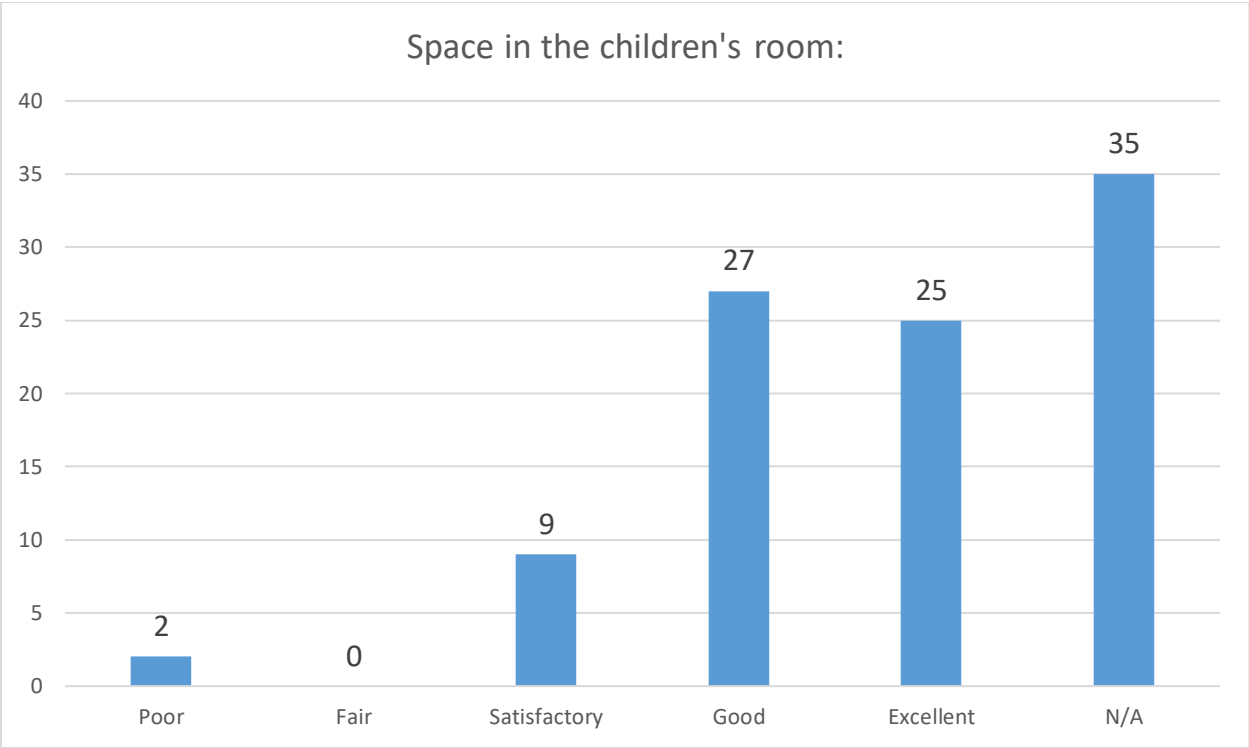


What areas do you think need more material?

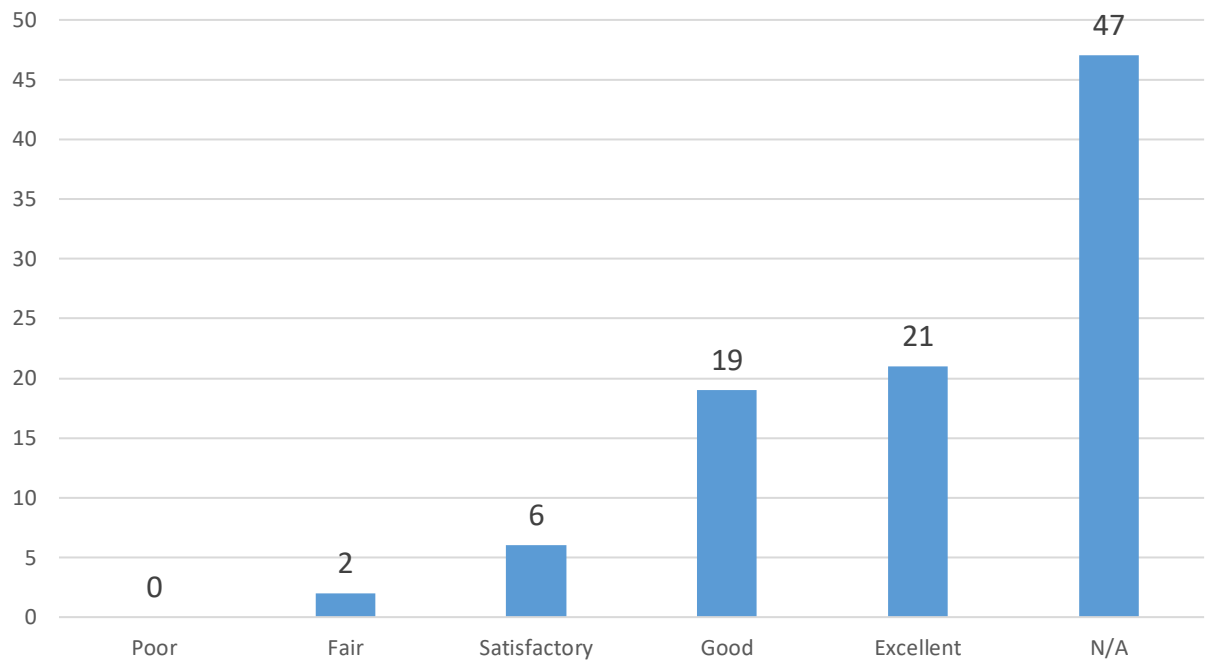


Evaluate the following about the children's room:

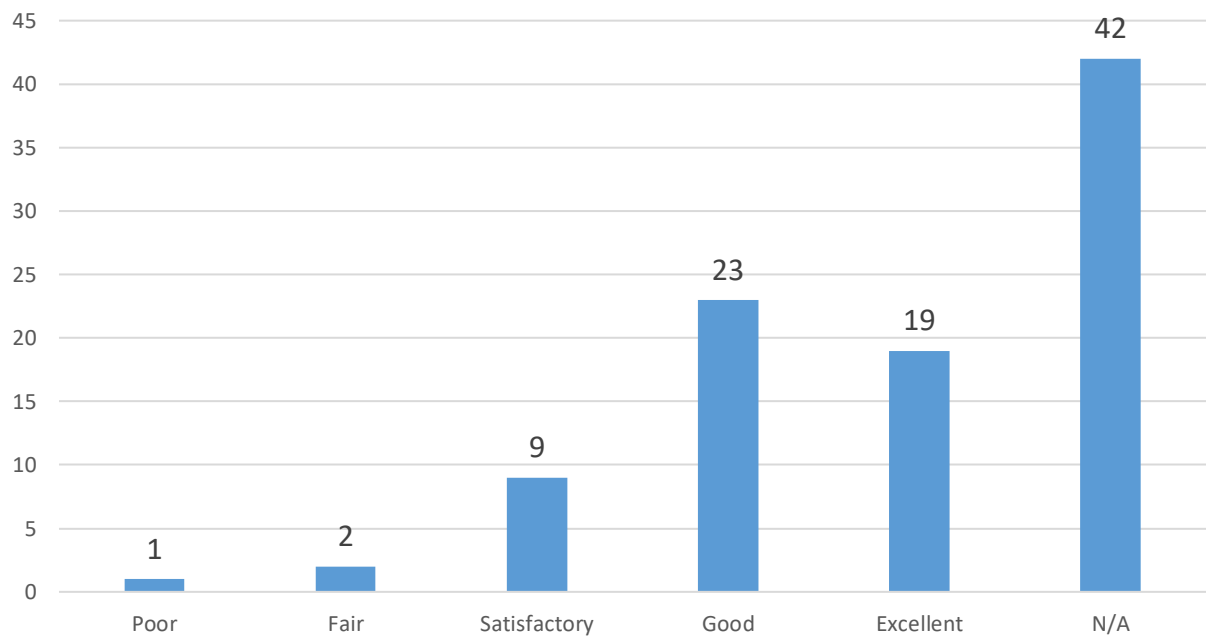


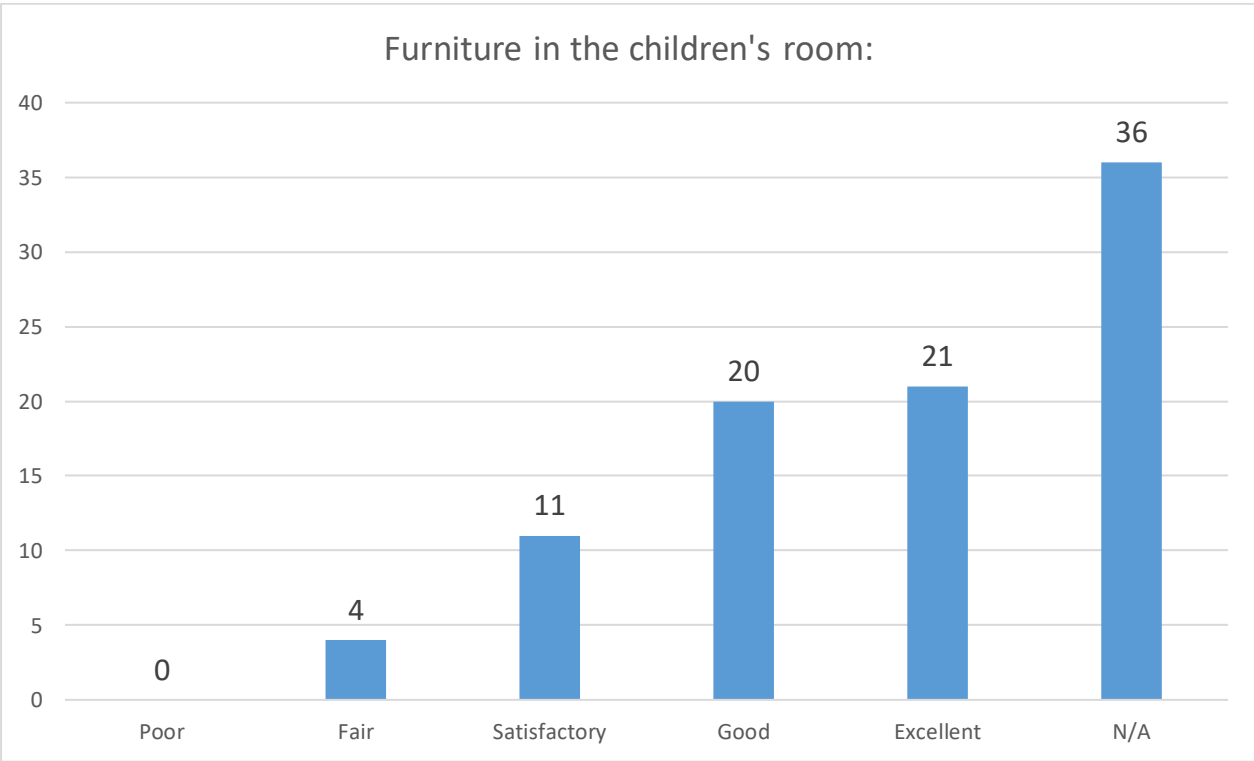
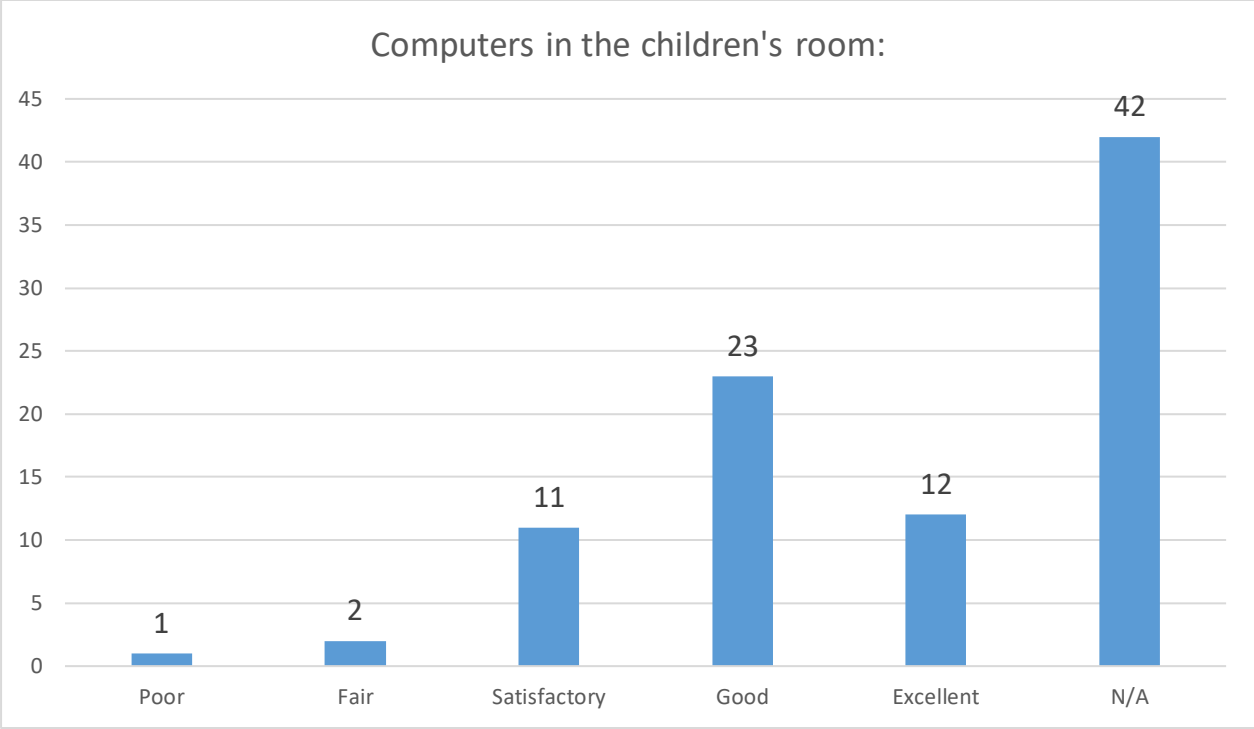


Storytimes & other programs in the children's room:

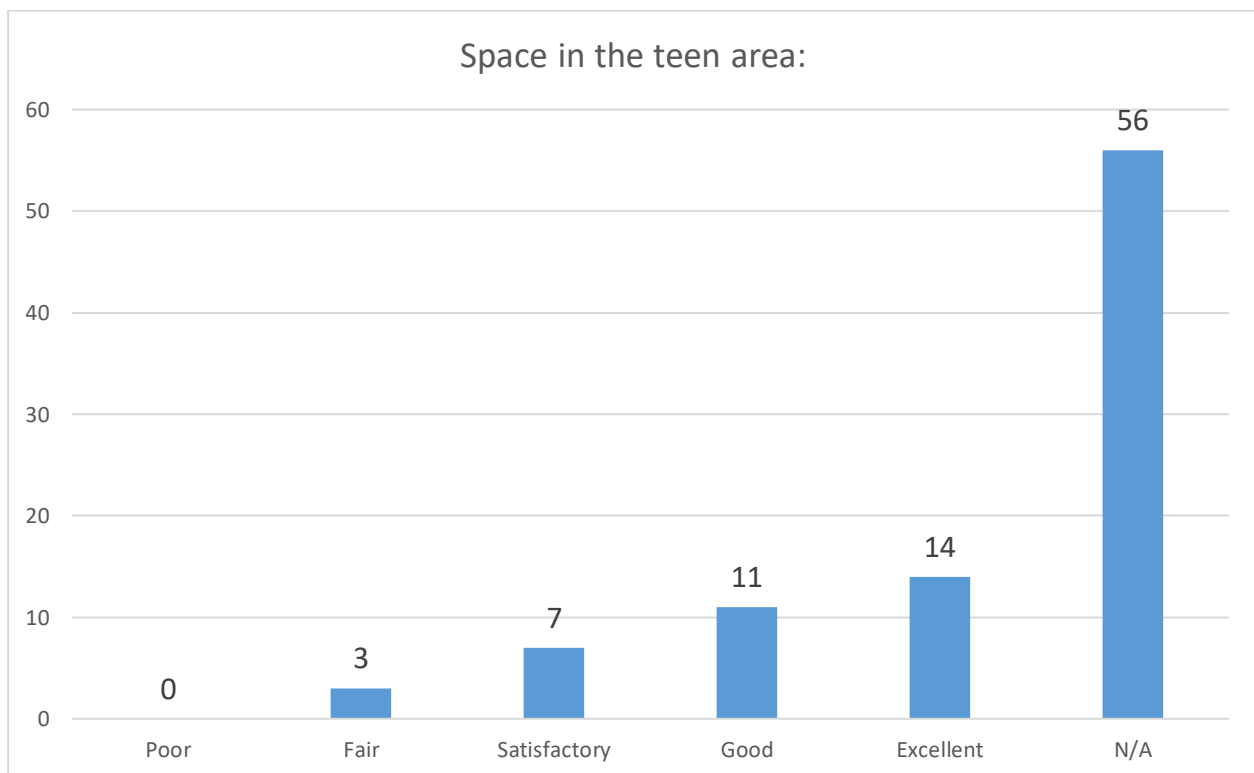
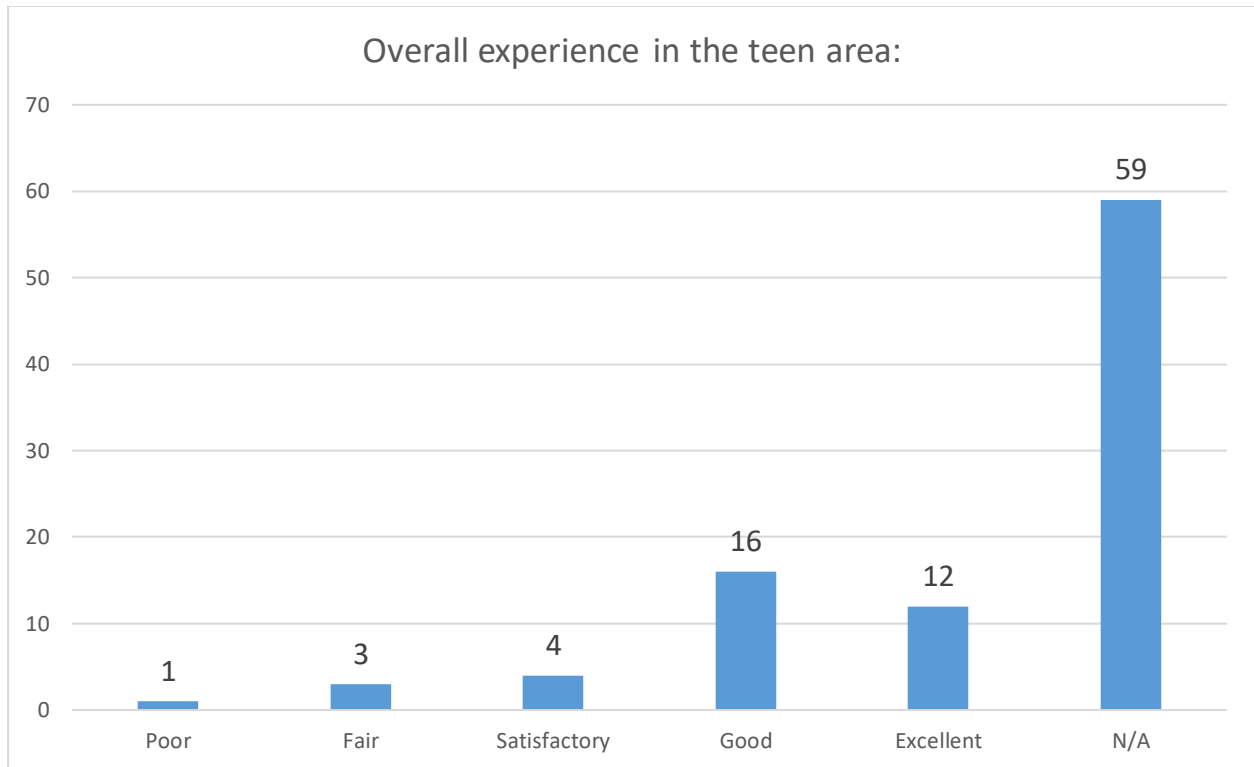


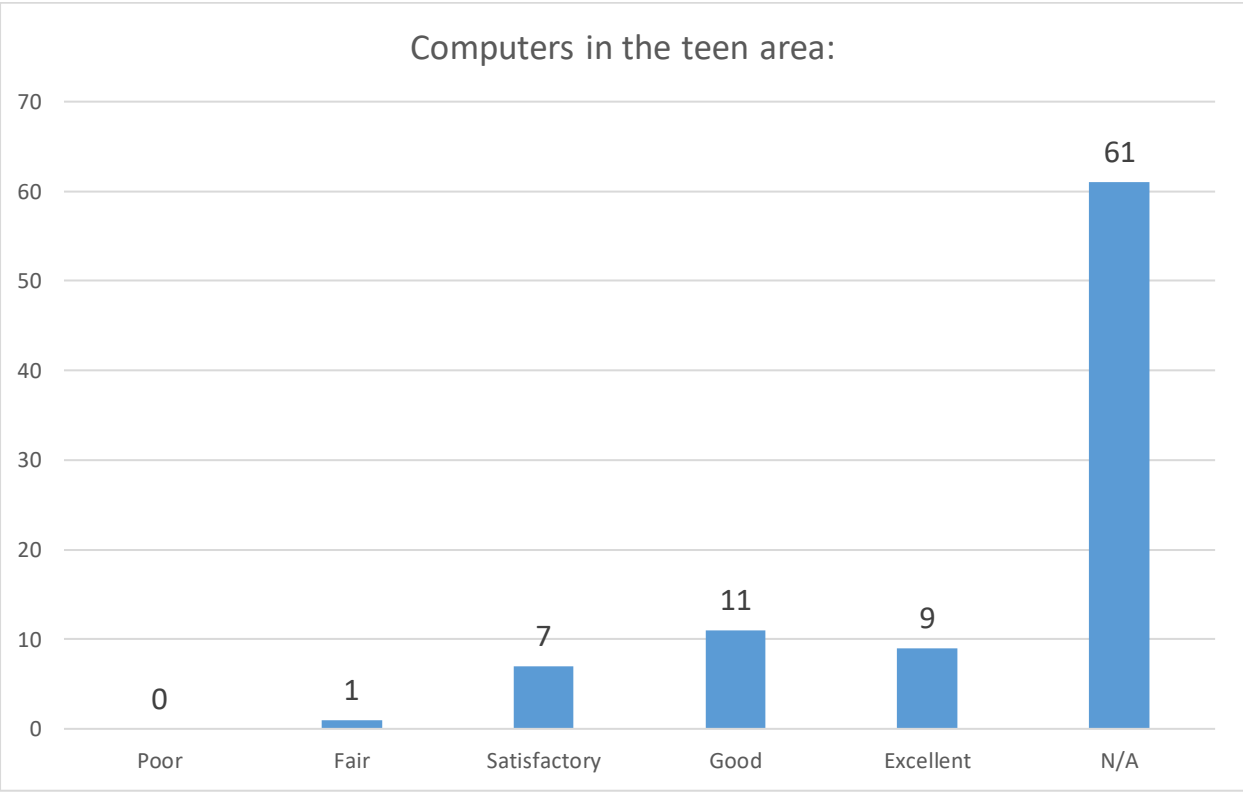
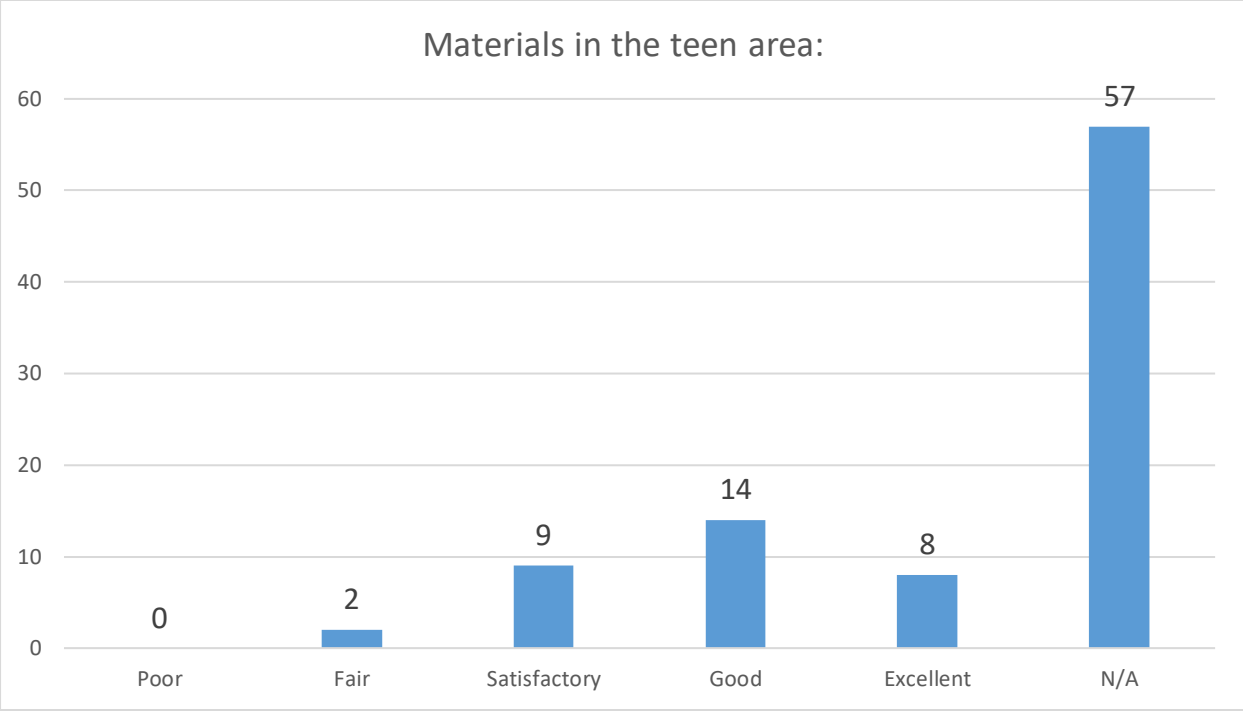
Play areas (such as Legos & puzzles) in the children's room:

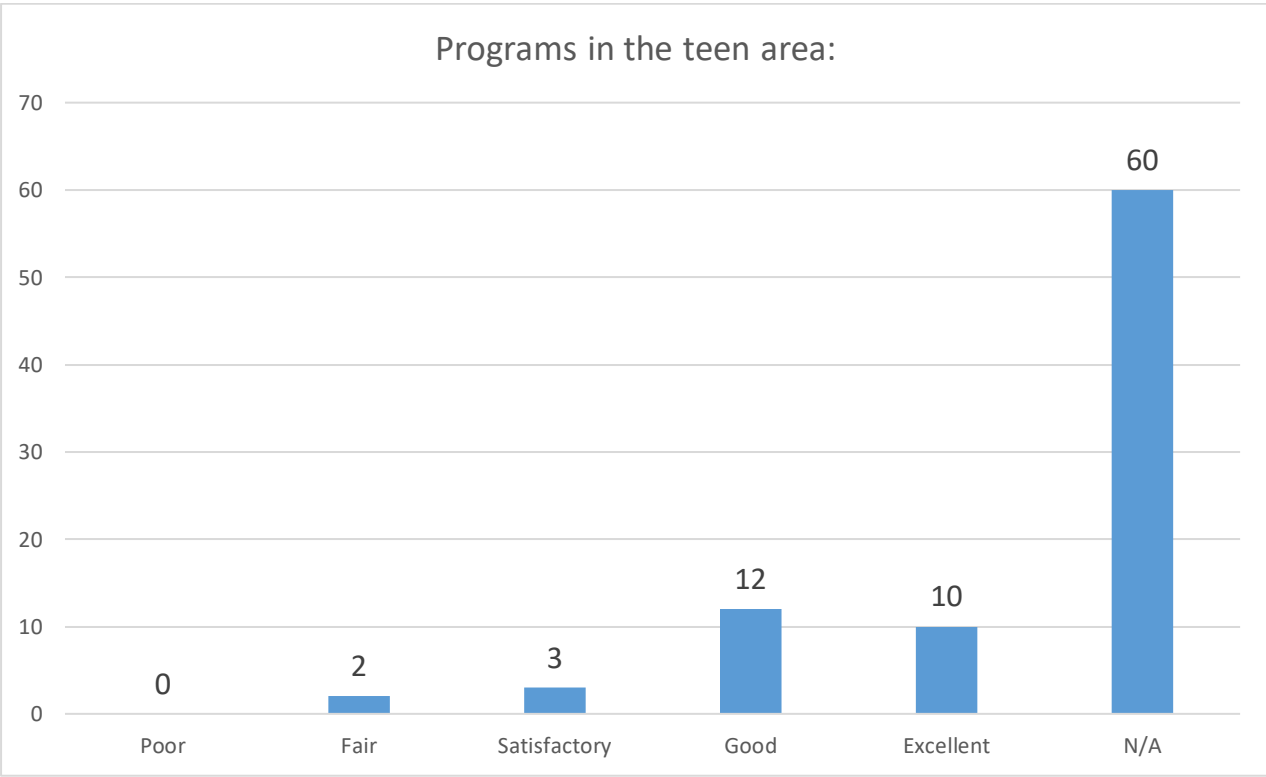
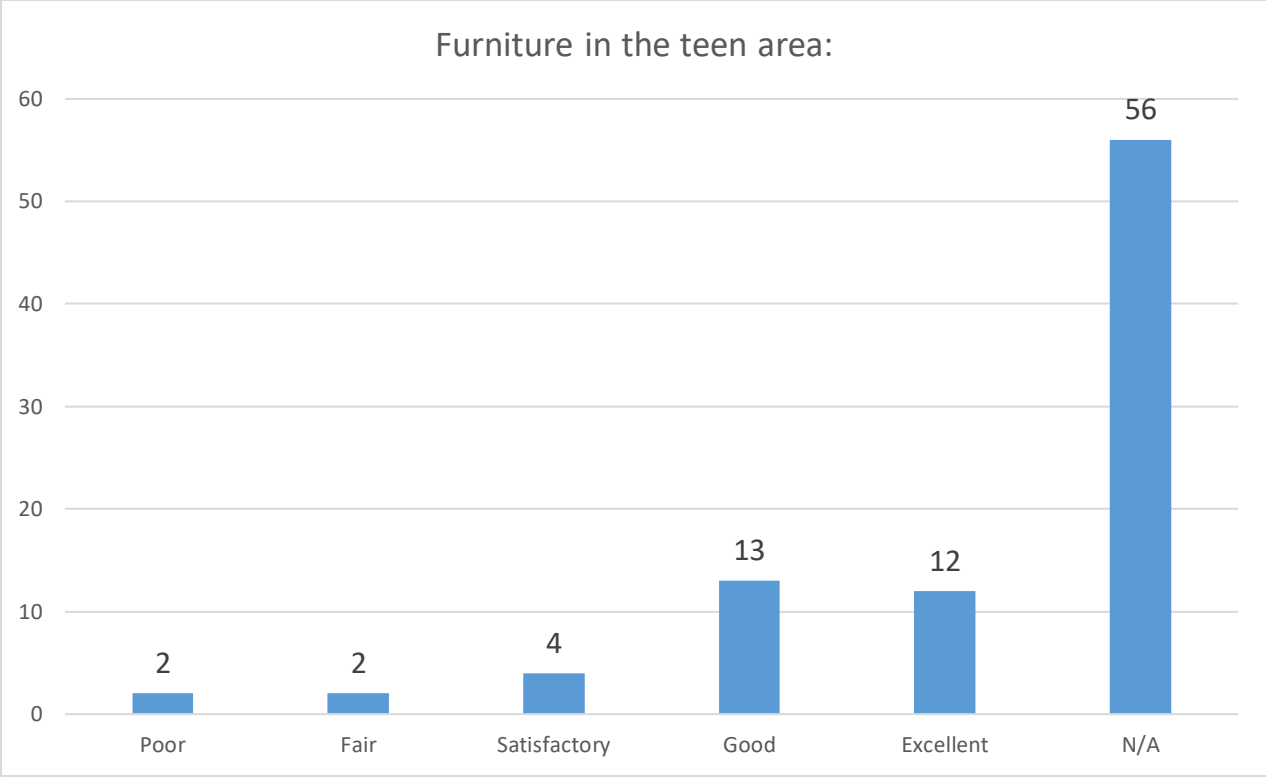




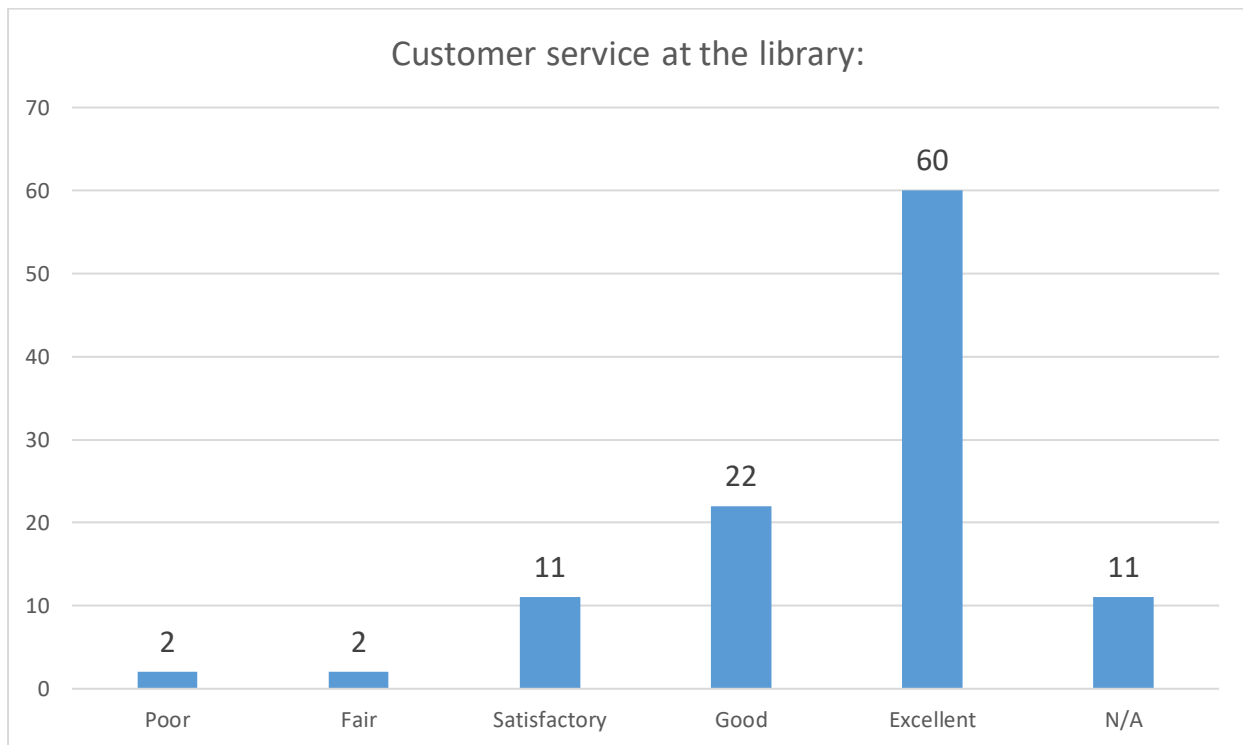
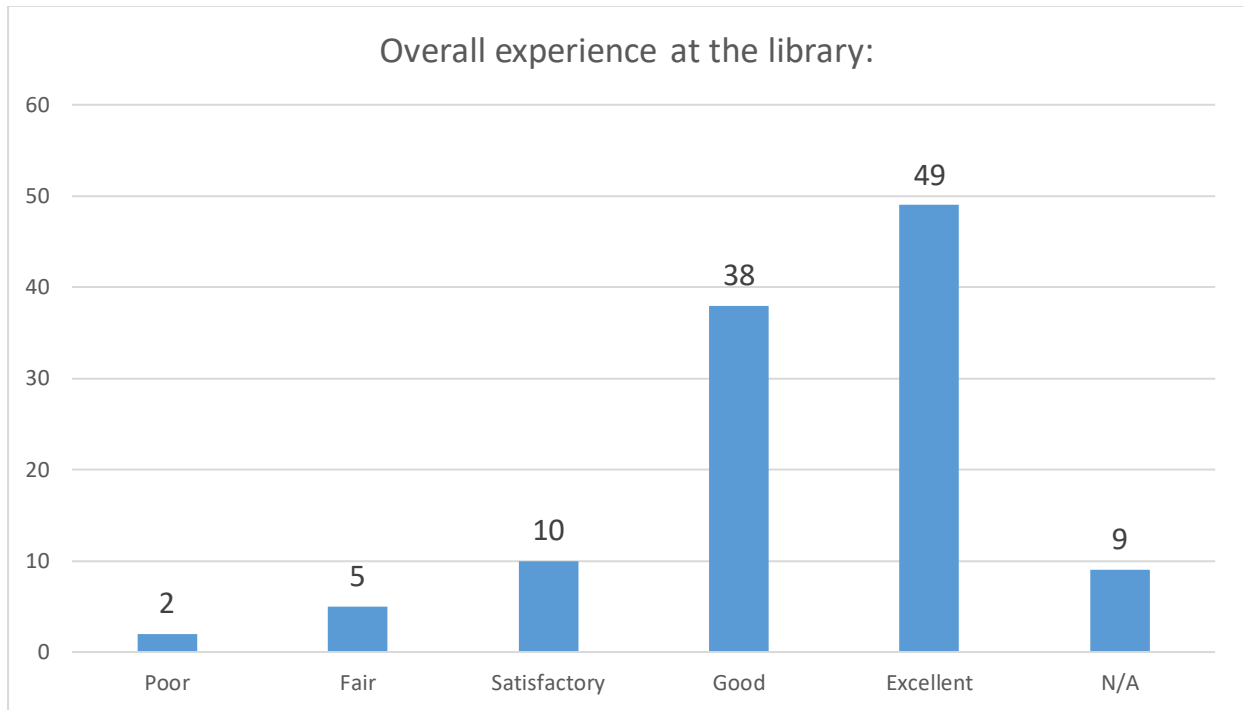
Evaluate the following about the teen area:

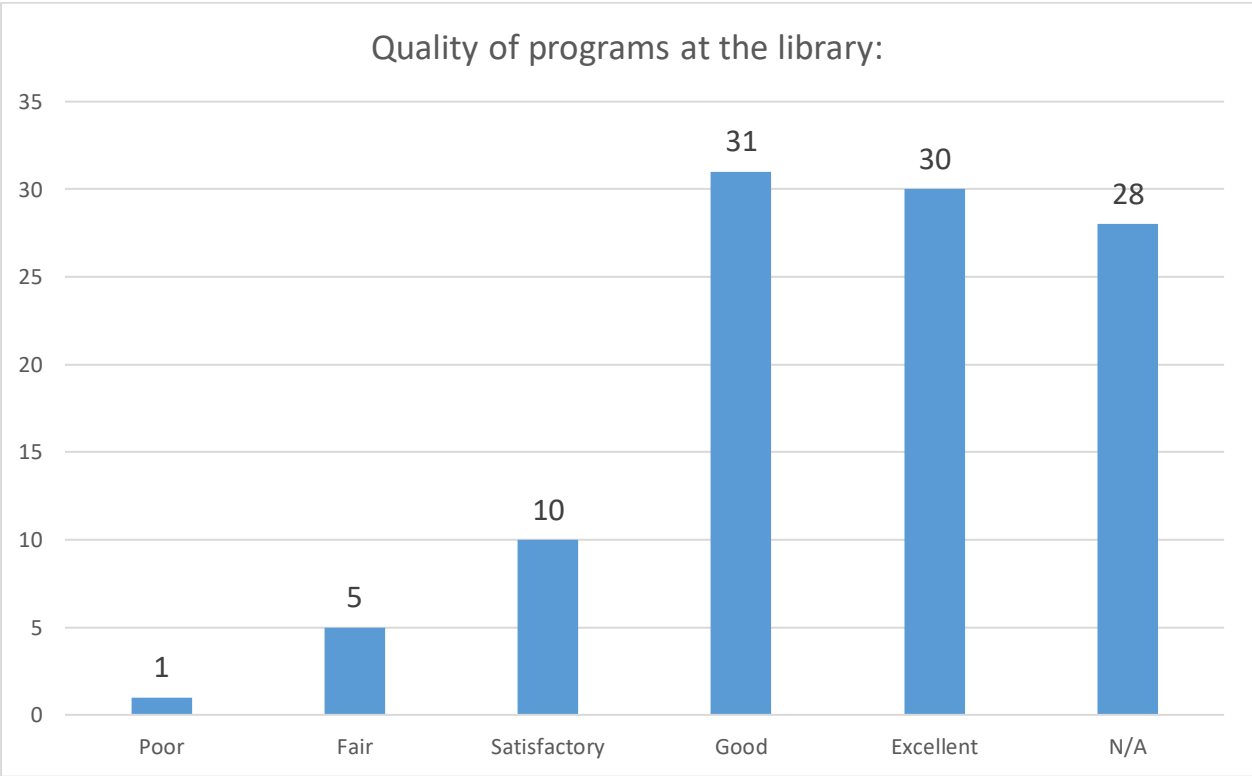
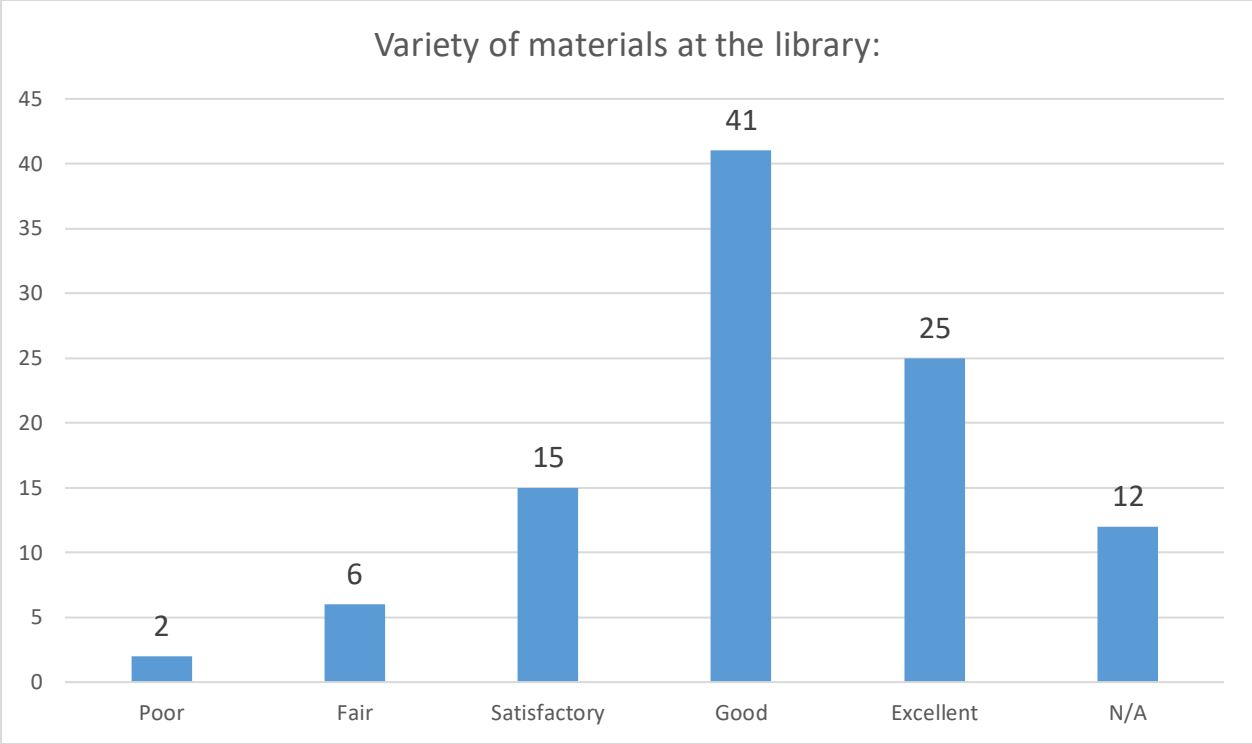


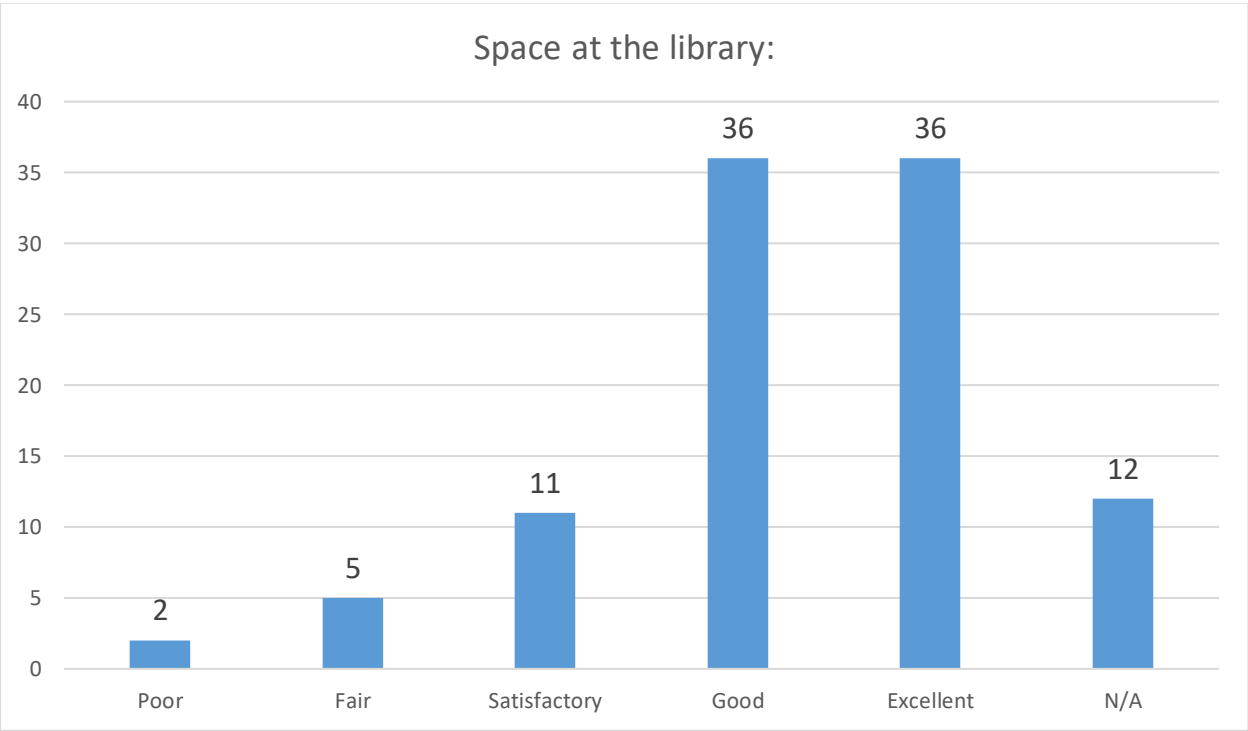
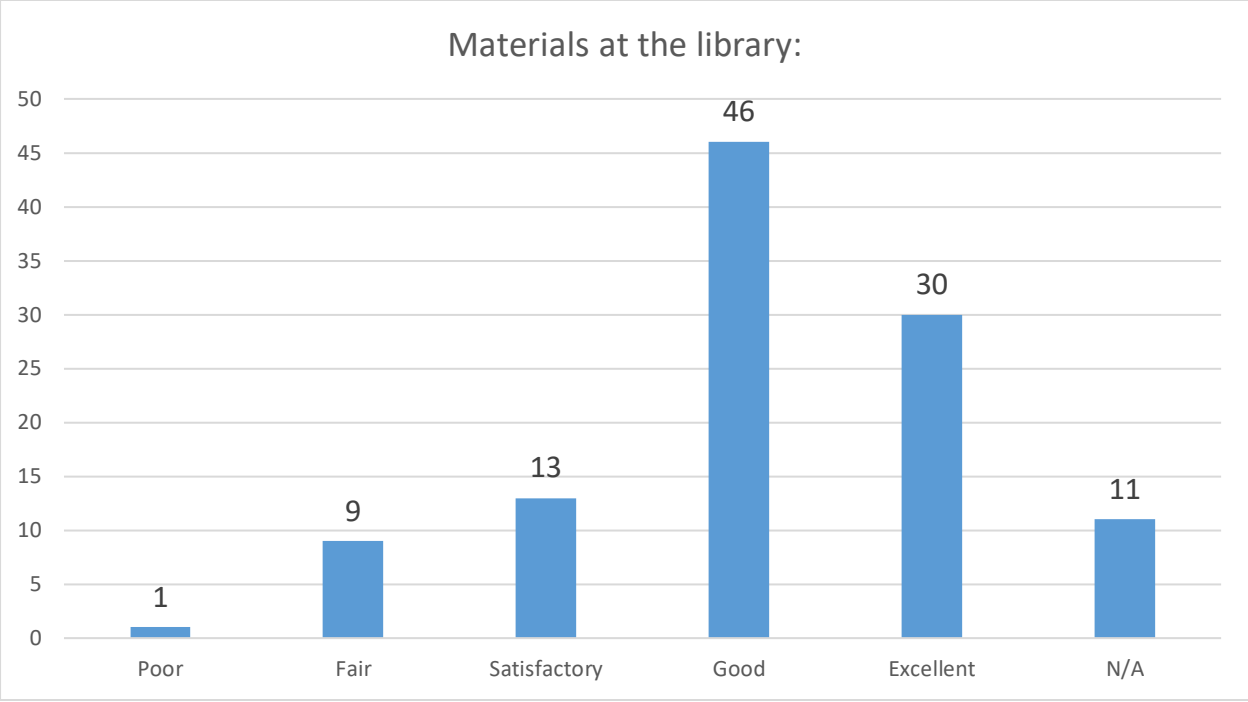


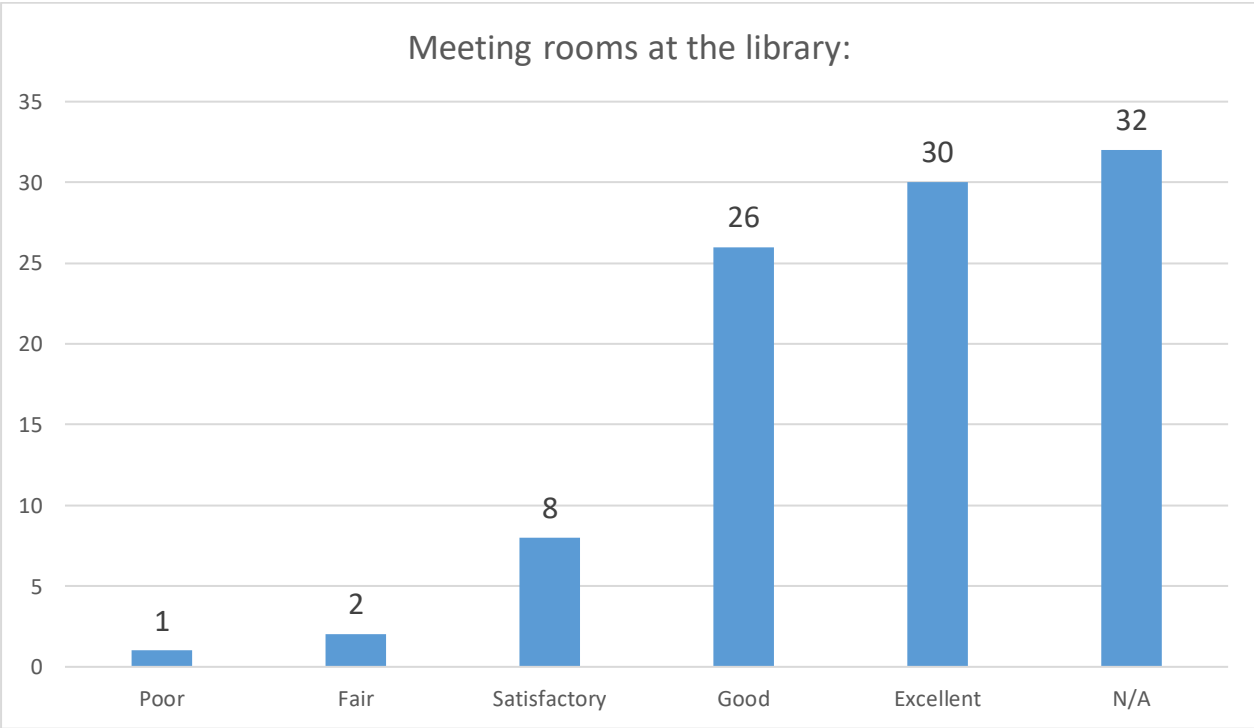
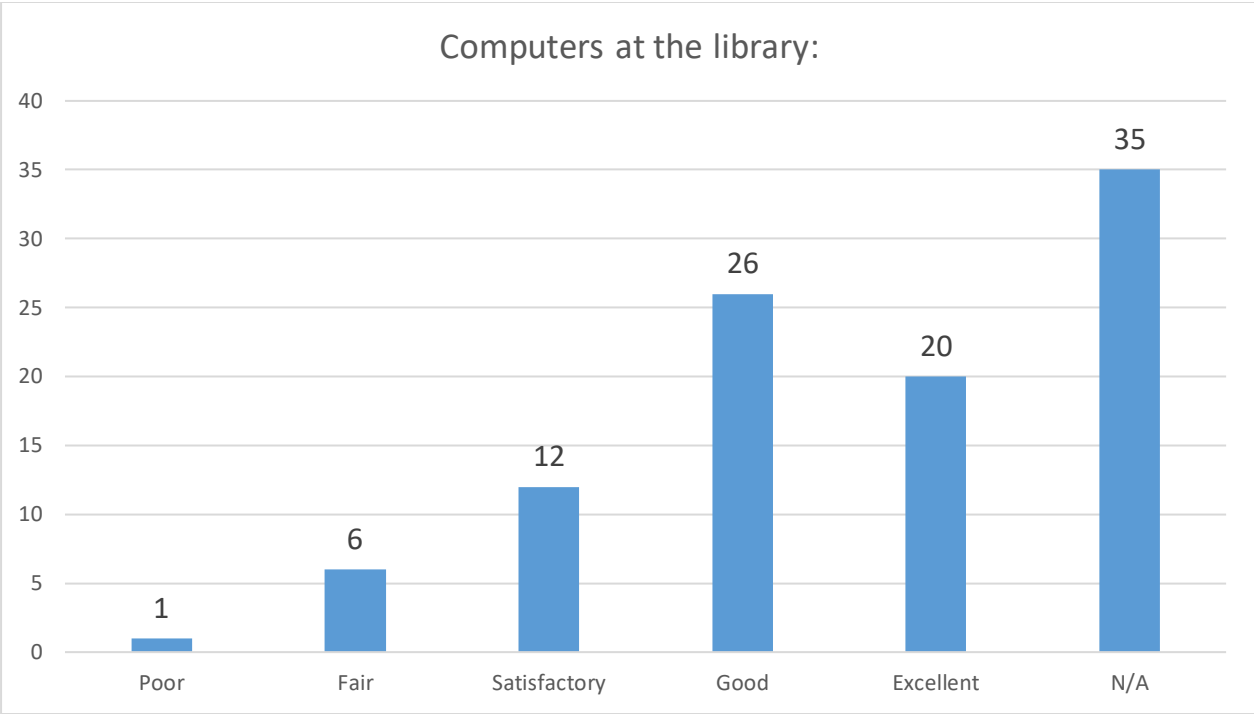


Evaluate the following about the library:

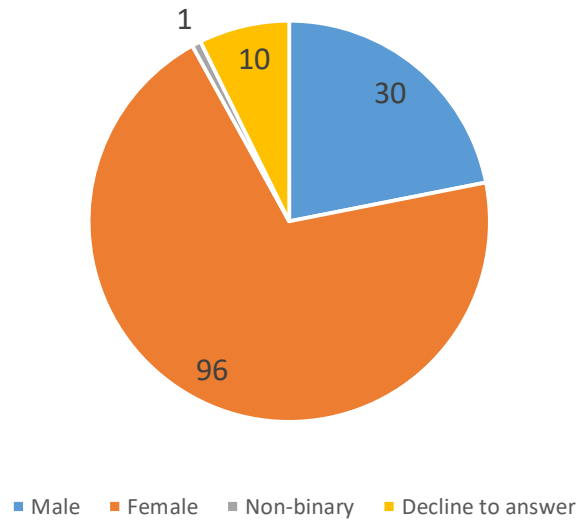




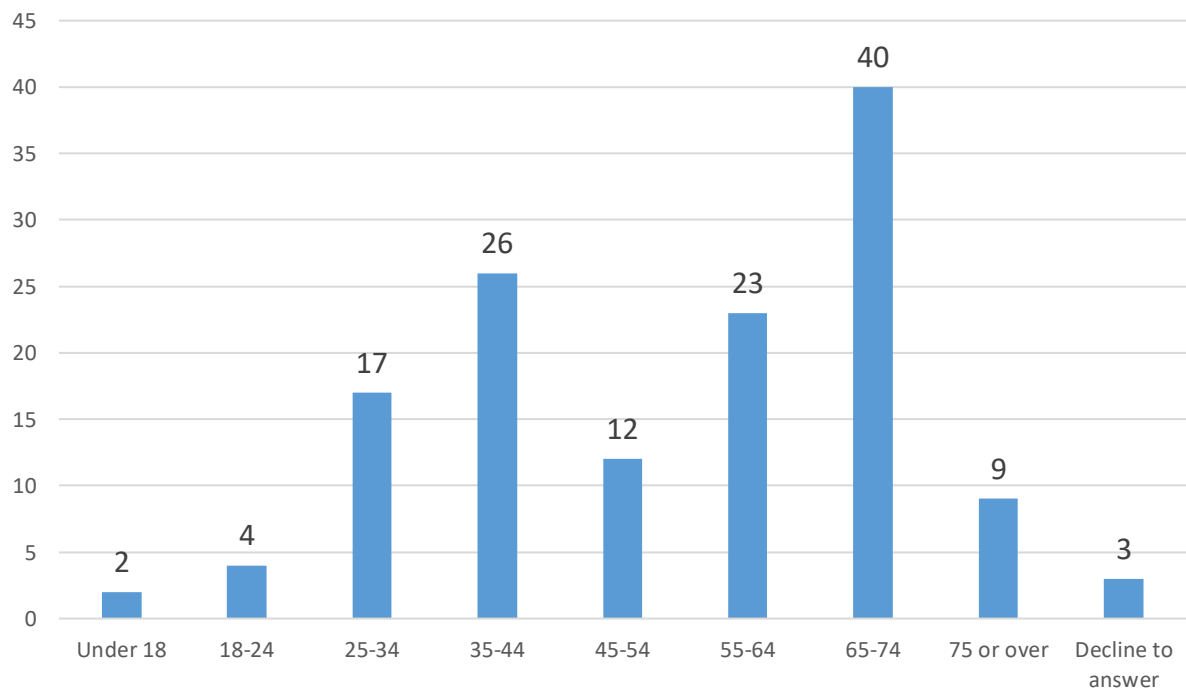


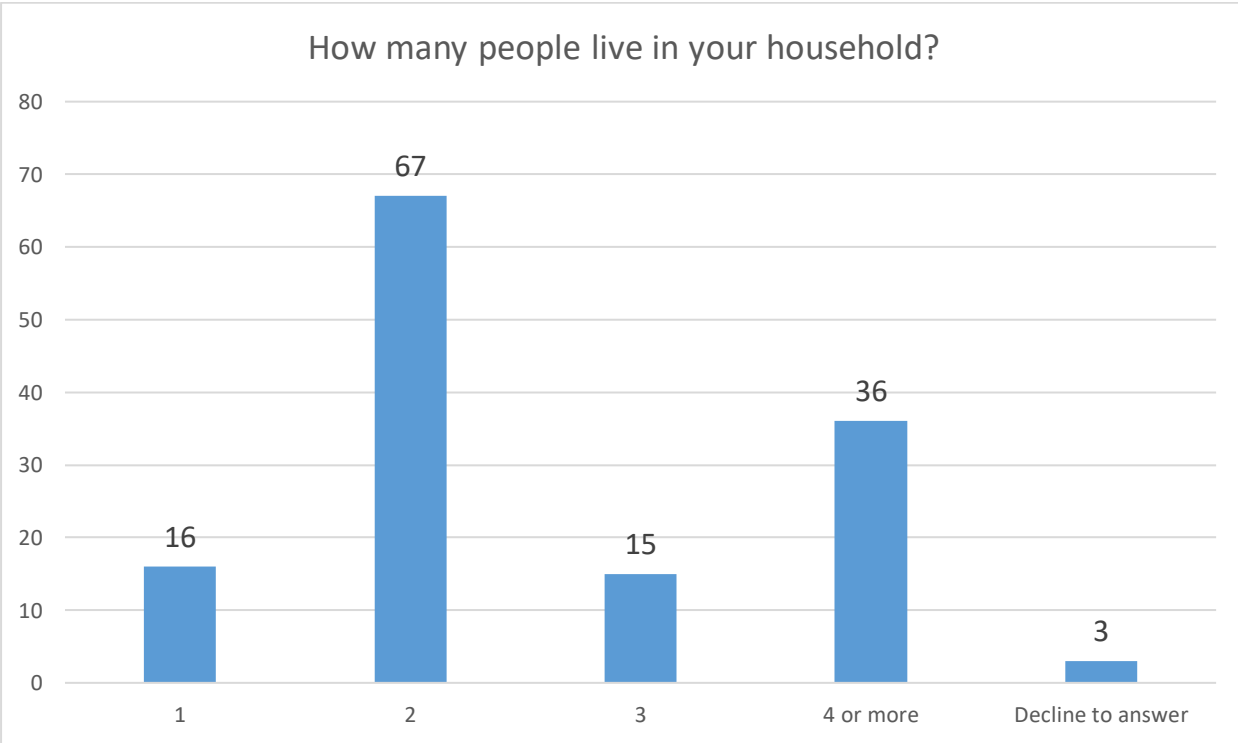
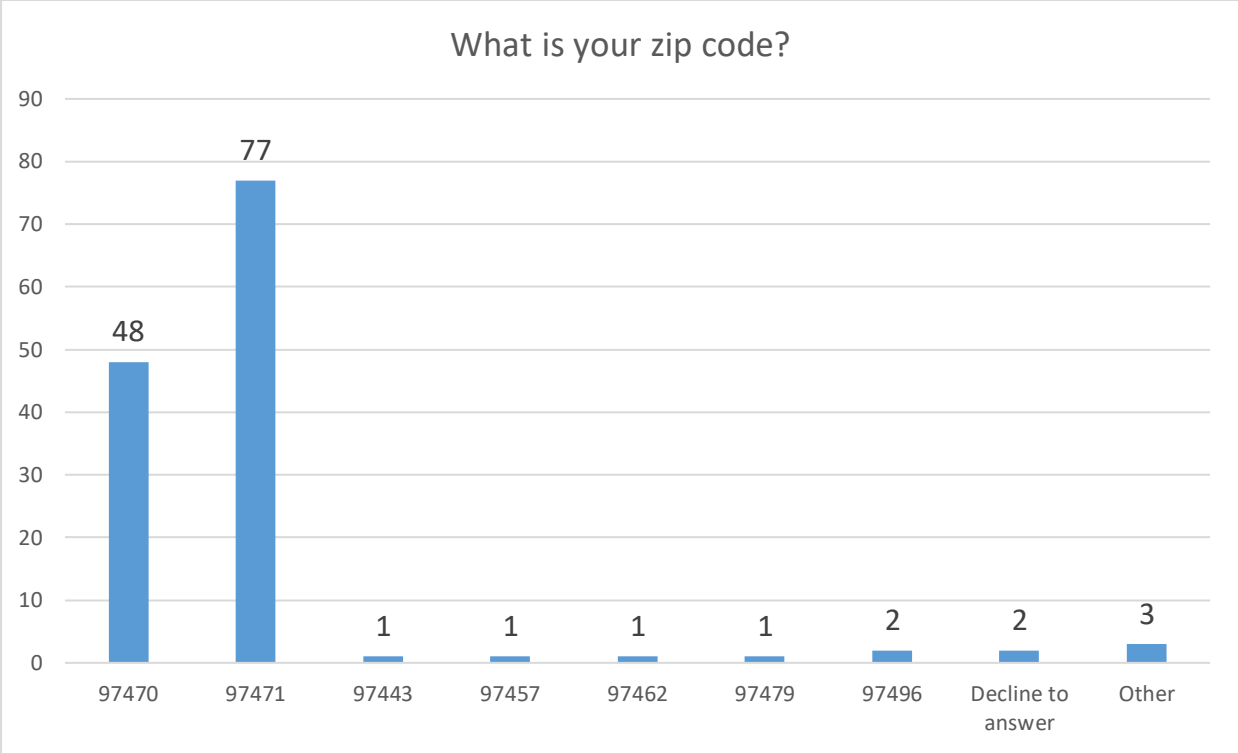


To which gender do you most identify?



What is your age?





Short Answer Responses:

What do you think the library needs to work on? Feel free to be as broad or specific as you wish.

A little more selection - series that follow through

Keeping the doors open! I greatly missed not having a library!

N/A

A better more functional website please for the love of God.

I don't know

Inter library loan - work & other Douglas County Libraries

I appreciate that we have a library but with my busy work schedule and no need for the library's services on my "day to day" I don't go to the library.

Larger history section would be nice.

Children are noisy & seem to be unsupervised; very noisy

Quiet people

To become a free library again.

Homeless/mentally ill users make family users uncomfortable and feel unsafe with children - less likely to return. We know they need access to services and a place to go, but this is not the right fit if you expect families and children to feel safe and comfortable.

Love the library. Kris and staff do an amazing job! Perhaps more leadership/volunteer opportunities for youth who want to give back to the library? Maybe more color and art throughout the library? (Maybe in partnership with UVAA?)

We need to see more before I have an opinion.

More audiobooks for ages 9-13. Couch in children's room. Mom's group. Read aloud of classic novels. Library swag for sale or prizes for kids - book bags, t-shirts

Nothing, I like it as it is, and cannot imagine anything changing.

1. Communicating offerings to the public in sufficient detail - for example, college in the community is great + much needed, but not well advertised + no details on talk content or speaker. 2. Patrons don't know how easy it is to ask for new materials (I'm a volunteer - I try to tell them whenever possible to request an item they're looking for and they're always surprised. 3. Find ways to lower cost of library cards to non-residents. \$60 is a huge barrier to people who have no other library options. 4. Regular ongoing training for volunteers. Every

time I work there I discover things I did not know, questions I cannot answer. But let's find training format more flexible than trainings or classes.

Library appears to attract population who come to sleep - disruptive (hang out) behavior. I feel need to police environment for myself + grandkids when I bring them. More intervention when people talk on phones to one another - playing music

Cutting the cost of a library card for nonresidents

Strong need for more digital content, especially digital audiobooks. Feels understaffed. Volunteers are great but obvious they aren't librarians. Materials look rough need gone through and thrown away or recovered or something. Would like to see evening/after hours events/programs. But might be hard without enough staff.

Getting the info out and getting community included. Getting more tax dollars and government support so everyone can use the library and not personally have to pay. Tax services provide services for all.

Expanding resources & hours

You are doing amazing.

The only thing I see could help is parking - when the meeting rooms are used there's very little parking space - Maybe the ones for meetings which usually last 1 hr. or more - could use other parking lot?

Hours - open more often and making sure people know what the hours are

The main book shelving area doesn't seem designed to attract people

Making people be quiet! Make computers available for longer periods of time. Both initially and renewing times. Make restrooms available more easily. Make study rooms available to reputable groups gratis.

Sorry that I cannot be of much help to you. Upon leaving the Navy in 1997, I decided to start building my own personal library. I have collected over 1300 books, about half have been read. Since I read for entertainment, not for knowledge, most of my collection exists of mystery, adventure, sci-fi, military fiction and a good assortment of "the Best Books I've ever written". I read about 1 book a week, so had I not created my own, I would be at your library so often I would be a nuisance!

Having a lot more books. There is a lot of unused space that I've seen smaller libraries filled with a lot more books. Needs more book variety.

Honestly, I could not say. I have not been there since it reopened.

Materials - variety and recommendations

I feel like the ambiance isn't conducive for families. I've seen libraries in big cities decide to be welcoming with noise, music, and making it lively (but still keeping rooms for silent study). I understand the need for it to be focused for work/study, though!

More signage; more reference volunteers

From my experience you all are doing a great job. I wish I had more time to enjoy more of what the library has to offer.

Losing political correctness

Communications about what is going on at the library, what it offers. Until I attended a workshop at the library the other day, I didn't realize it was open, and I don't know what services it offers now.

Don't know, have not been in a long time.

Remain relevant in a smartphone/internet age

More advertisement for programs. I think \$60 a year is too high for memberships for outside Roseburg. I think people just don't join because of it. Maybe a couple of days you could open at 10?

Being a welcome place for diverse group of people

1) Shorter questionnaires - this one could be broken into 2, 3, or 4. Think more people would complete the form. 2) More senior programs - might be able to utilize services of AARP & other senior organizations

Can't think of anything. One problem I have and had when it was the county library also, is the level of heat. Even wearing a t-shirt in winter it's sometimes unbearably warm, especially in the stacks.

More, newer books

Making space available to local nonprofits free of charge. You don't have to provide all the programs if you allow the community to come do their already established programs there. Delegate and work with other entities better.

Getting more audio books on the cloud library that are none fiction science bestsellers. The science Friday books of the year are great.

Obtaining more books

Morning hours

More new books

N/A

I am very well satisfied with library and how Kris Wiley runs it.

Raising \$\$ for new materials

More hours.

Growing its catalog of materials, both on site and online.

Expanded hours, decreased cost

The meeting rooms are often very cold.

Not sure

The selection and quality of most books is lacking. Also additional funding to reduce costs for cards for county residents.

I DON'T ROUTINELY USE THE LIBRARY

More marketing of programs. More comfortable seating

Needs to close, it's a scam

I feel I am being penalized for living outside the city limits and have to pay \$60 annually for a library card whereas if I lived in the city limits I could get one at no cost. Why not be fair to all patrons and charge \$20 across the board? This is why I have not renewed my card or have not stepped foot into the reopened library. I used to volunteer weekly at the library for 5+ years. Until everyone is treated equally with the same access to books I will not be participating.

Foreign language children's books need to be moved back into the children's room as we have a good selection and they are almost hidden

Can't think of anything

A space for using Skype

I would like to know whether I've already checked out a book on a previous visit. Also, I would like to be able to check online whether there is a waitlist for a book I have checked out.

Clear instructions for ebook access brochure or posted on web.

Adult collection-- Specifically DVD's and audiobooks. It feels like there isn't a great variety being bought. I also feel like we need more programs for adults. I see a lot of stuff offered for the kids, but not a lot for the adults.

Book variety

I would love to have access to more digital and audio books

The variety of adult books is limited in the fiction section. Specifically in classics. There isn't a large selection of certain classic children's books as well. Maybe more variety in adult programs that are fun - crafts, etc.

Connections with Preschools

Renovating Ford Room, adult collection development, adding more comfortable furniture in adult area

What do you think the library is doing well? Feel free to be as broad or specific as you wish.

I love our library! The people are friendly and the atmosphere is great.

Everything - As far as I can tell!

Children's programs

I like that the children's area doesn't have raggedy toys like when it was open before.

Use of volunteers; nice space; community rooms; customer service!

Think that the library is doing pretty good given the current funding and staffing - very happy the library is resuscitated.

Great customer service

Volunteer staff

Not sure. I know they have hosted meetings like "Blue zones" meeting and such, which is cool. Also community programs are always nice.

Outreach programs. Providing a welcoming place. Pleasant and informative staff.

No idea

Rooms; kid place

Employees and volunteers are helpful and friendly.

Looks great, love the programming, friendly staff and volunteers, keep innovating.

The fact that it reopened is great.

Fun activities for kids! Great staff

Customer service, materials, and computers

Providing innovative new offerings, i.e. community college, Maker Space, Imagination library. Lots of new books. Being helpful and accessible staff.

Helpful, friendly, attempting to get new materials

Has added lots of new editions in all areas

Great communication in a variety of outlets. Good use of social media. Lots of enthusiasm and passion from staff. Innovative ideas willing to try new things and take risks. Great use of partnership opportunities with other community organizations.

Yes

So far I am pleased it is open and going to provide services. I hope it expands and the county will start to support it as well.

After not having a library for so long, we are just so thankful to have one!

The director has been above and beyond amazing! She goes above and beyond to make people feel welcomed and if you ask a question she helps answer.

Many things - I appreciate your being there

Volunteers are friendly try to help. Computers are spaced fairly well. Stacks and items are well cared for, computers are clean and modern.

It's open again! I think that is well.

You're open, that's a good start.

Children's programs, storytime

The children's program is what I have the most experience with; love it! Thank you! The lady who reads the stories with the cute clothes is wonderful!

Honestly, everything!

Can't say since I haven't been in yet since the reopening. I am thrilled that it is open again though! I love the opportunities for kids and the resources that are available at the library.

Don't know; have not been in a long time.

It's still a beautiful space, I think it's great that there are rooms to rent for classes. I like that there is an inside bathroom with a key you have to ask for. The staff are very helpful & pleasant. I'm glad you already extended hours

Having service open and free

Doing better than expected. New in charge librarian is excellent. Like the weekly newspaper articles.

Obtaining new materials and providing programs for community to attend

Engaging the community. (Almost) Everyone loves the reopened Roseburg Library. We're very glad to have it back the library is a great educational resource - especially for the children of Douglas County. Reading and math scores were down in the last year, per News Review. Library is helping educate our youth.

Excellent choice of materials. Lots of new books.

I like the space set-up

Youth programs.

I like the events like Stella Luna and the surgery robot. Perhaps working with featt on a sensory-friendly version of these events.

A lot!

Expanded hours

Children's program

Engaging the public like the articles in the paper

Doing a good job

Because of Kris Wiley and volunteers

Community outreach - I like Kris' column in the newspaper & I find out about all sorts of services / programs from it

Customer service.

Trying to find something for everyone and appeal to the masses. It feels very inviting. Very helpful staff and volunteers.

Books sales, volunteers, outside appearance (ex. new mural)

Everything is great so far -- thanks for re-opening!

It is a very friendly inviting atmosphere.

Good welcoming space

The kids room is attractive and welcoming to look at.

I DON'T ROUTINELY USE THE LIBRARY

Not to be rude, but the whole process was poorly executed and is still run poorly.

Cloud library (easier to use and more choices than overdrive; but appreciate option for people who use kindle for ebooks; Kris Wiley very responsive via email for questions and trouble shooting. Love that I can reserve and renew online.

I LOVE Roseburg library! You're all doing a great job

More interactive with community than previous library

Variety of programs... Maker space

Building and book collection are much improved. Very inviting. Lot more good books on shelves.

I think Library staff has done an excellent job with everything

It's really nice to just have a library again. For real. The hours are a little weird. It would be nice if they were the same every weekday.

Service, checkout process,

Staff is very helpful

Staff are terrific to work with. Great community partners. The meeting space is a wonderful addition to the community.

The staff/volunteers are wonderful! Helpful, friendly, knowledgeable. Love the amounts of kids' programs and appreciate the work you're doing in developing teen programs.

Providing baked goods

Fun Active programming for Kids and Teens

The volunteers are the best!

What role do you think the library should play in the community? Feel free to be as broad or specific as you wish.

Resources, Information provided in friendly non-judgmental way. Thank you & Merry Christmas; Happy New Year too!

Community center of learning and personal growth.

Raising awareness about how to treat homeless people with respect.

Collaborate with lots of community partners; attend other community events. Some people think the library is still closed.

Host political debates with members of Douglas County

I like that the library is open for those who need it. I use the internet and digital books for my needs. I always have supported the library and used it a lot in my younger years.

Doing well as is - Newspaper articles is enough. Growing up the library had one role for me which was, books and research. Now it has readings to kids, computer access and workshops. And this day and age any technology workshops for learning and growing are needed.

Providing educational opportunities to the community.

What best libraries do - Eugene - involve city interests - more relevant programs. Meet w/ other libraries - share info. Lets elderly - encourage to bus in & book clubs in these retirement communities - encourage donations for lg. print books section. Best seller lists, etc. Have teas and read author's comments on their books. "How to" classes: learn a craft; write a memoir; travel suggestions around NW. I donated 3 boxes of books - of various interests I buy and return. Congratulations on your reopening!

Quiet place

Educating the public with free library services

Get children and teens excited about reading and learning. The library has been a major part of our 12 and 14 year olds' lives. They love to read and are doing great at school. Keep up the good work! Thank you for all you do, it makes a big difference!

I feel that the library is useful and deserves to continue.

Wonder if there is a role to try a lending "library" of other things...tools, video games, sports equipment (maybe in partnership with the YMCA). Items that might be too expensive or too infrequently used for community members to purchase as individuals. Kind of like the makerspace items. Thank you. And thanks for having this available in Spanish.

Open for research for school/college projects/reports. We enjoy audiobooks. Maybe people could donate their more current audio.

Encourage all things bookish; thank you ~ we love the library!

Source of information, education, and entertainment via printed word. (Also digital and read aloud.) Foster critical thinking and exchange of ideas. Promote literacy. Promote love of books and reading.

Just keep providing materials - e-books - don't try to do too much as to incur financial problems - hate to see library close again.

A gathering place for acquiring information, education, and reading enjoyment

I think it should be very invaluable with the community and evolve into areas that people express more interest. I find it is good now. It just needs to listen and adapt as needs change to help the most people.

Hub of community; equal access for all regardless of station in life; source of entertainment and education; all viewpoints accessible; fighter of censorship; community partner.

The library is the heart of the community, we need services for all. I would like to use the children's services for my child and the audio books for myself. Thank you for serving the community.

You're doing great! Keep up the good work!

My little one still talks about Stella Luna to this day. It had a huge impact on him. If in the budget can we bring more theater back? Even us adults had an impact from it.

Resource point for community members

I think the library should play an important part in the community, especially when it comes to literacy and early childhood education and reading.

Educational

Every community requires a public center, a heart where people can meet inexpensively and learn and share. A retail area and a courthouse don't meet this need. The library can, and did, and can again. You're making it do so now more and more. Since the Mercy com. educ. center closed to free public use, county and city culture has suffered, especially non-profits, official or not. Charging fees is harsh for many, too many must fold, some are too large to meet in homes, or too small to meet in large spaces. The library should be free of charge for all Roseburg citizens to meet within.

As it is doing.

The library should be a vehicle for learning, it should encourage reading and it should disseminate esoteric information that goes beyond the local news and national news. Maybe the library should sponsor more field trips. I'm glad you're here

Always be available to the public as a publically available resource.

I think it would be awesome if there were a coffee shop space to sit sip and read. Also books for purchase.

Open to all, promoting early literacy

A safe space for all people (yep, even our homeless!) where people can relax, learn, recreate, + discourse. Thank you for being that for our community!

Main role: access to information, promote literacy.

Offer resources and applicable programs

I would think it would play a major role, for people who don't have internet access or much money, in finding a job and communicating with friends + family. Also it's valuable for entertainment - DVDs, audiobooks, books, that is assuming you still have all of these.

It should offer many quality services within its purview, and as needed by the community it serves. But every service offered should be done well (so as not to incur waste). There should be fiscal responsibility, and costs should not be endured by increased taxes on taxpayers (property taxes, per se). It should be run as a nonprofit, and rely on donations as a major part of its success.

Education; access to books, internet, assistance. Yes I feel you are doing a great job. FYI when you were closed I had to spend a LOT of money on books I probably read less because I typically read 2-3 books a week. Thank you for being open

A big one

N/A

Should be a major community resource/learning center. Join schools, UCC to provide comprehensive services

Provide opportunities for community members to learn and to come together as they do. Especially important is helping children discover the joy of reading and learning.

Library should be a welcoming source of knowledge and a path to education for members of the community in any age group.

I love it that the library is used by so many and would like to see even more become frequent users. I think many people still see a library as just a repository of books, so maybe we need more outreach to all ages? The library today is a central information resource as well as playing roles that are educational and community supportive.

I don't know

Community resource. Support community programs not just try to do them all yourself. The library is there for literacy and to provide information services to the community.

A place for those without internet access at home, a place to get materials for research, a place for events for children, a place for lectures and meetings. I feel the library is doing a good job overall and credit the staff. More events would be good and having times that aren't during work hours for parents.

A resource

Literacy center

Be a resource for the public/connect community

A very large roll. A city without a library is nothing, as we in Roseburg learned.

I think you are trying to play an active role in the community & draw people in - this town certainly needs more educated citizens! But I've seen the numbers of patrons/cards & it's not very impressive. Not sure how you can bring them in but I see you trying.

The library should be a safe place for everyone to come and learn.

It should be the centerpiece of the community.

Hub for resourcing and opportunities like job applications, space for children and teens to hangout, free resources and reading materials, genealogy resources; it should be a hub of community involvement and activities on every level

I think it is doing well as is.

IS an important center for everybody in the community

It should be a gathering place that provides comfort and open arms.

OUTREACH TO THE LOCAL SCHOOLS TO ASSIST WITH READING/WRITING.

Needs to close, the community voted not to support the library for a good reason, and most still do not.

This library has come roaring back into this community and is a proven leader. Keep up the good work. Very inclusive atmosphere.

The library should offer good reading materials for all types of people, and be a safe and fun gathering place for talks, seminars, movies, etc.

Continue with more community events

A place where all have access to all learning resources

A place to learn and grow for all.

It should be a huge part of community. A place where people can safe and wanted. I always felt that way in my library growing up.

Continue to partner on programs for all ages. Continue with innovative and fun events for kids and adults

Educational, social hub, support, and I think this library is well on track in all three areas!

Book Sharing, non-school learning hub

Gathering space for the community