

Needs Assessment of Jamestown Public Library

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**GREENSBORO**

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# I. Executive Summary

Lillian Carden, CamiAnne Gentry-Bareth, Grey Jones, and Wilson Mericle performed a Needs Assessment for the Jamestown Public Library. Carden conducted an interview with the Jamestown Public Library's director, Jamie Cyrus, for her student research paper *Assignment 1-Administrator Interview*. This laid the foundation for beginning the needs assessment. Cyrus approved the proposal to survey her library's staff, volunteers, and patrons both electronically using Google Forms and on paper. These surveys were compiled using general needs questions as well as questions gathered from Carden's interview with Cyrus. Team members took shifts distributing the surveys, and when no team member was available, the forms were left on a table by the circulation desk with a sign encouraging patron participation. The surveys were collected from the three data sets, compiled, and analyzed. Recommendations for the Jamestown Public Library were formed and have been outlined in the Conclusions portion of this paper.

In conducting the needs assessment we found that the overall satisfaction rate was high across the board. However, there were a few aspects mentioned by each group upon which the library could improve. When examined, the patron surveys expressed a desire for more library events, better weekend hours, and updated materials. The volunteer surveys indicated a call for further technology training, team building, and clarification of library policies. Finally, the staff surveys illustrated a need for more time to fulfill job requirements as well as a salary evaluation.

Included in this study are a brief introduction to the Jamestown Public Library, a detailed explanation of our methodology, and an in depth analysis of the assessment's results. Also included are conclusions and recommendations to be presented to the library's staff, an objective look at the needs assessment's strengths and weaknesses, and finally, appendices which display our instruments and data.

## II. Introduction

The Jamestown Public Library is a small library which serves a town with a population of approximately 3,000 people. The library was originally the town school, and, in 1988, the school was closed and renovated into the current library. Though the library was, at first, run by a small group of volunteers, it has grown through the years and now has several staff members and many more volunteers. The library houses a wide collection of materials ranging from books to digital resources and DVDs. As Lillian Carden notes in her interview with Jamie Cyrus, the library director, “The [Jamestown] Public Library is a small, old-fashioned library which is gradually changing to meet the modern demands of its users” (p. 14).

Jamestown Public Library is an autonomous organization, meaning that it is not directly affiliated with the local government. The library receives approximately \$115,500 in funding every year from the town and the county in which it resides. These funds are grant-based so they must be renewed each year. In addition, the library hosts fundraising campaigns implemented throughout the year, such as selling donated books and raffling off other donated items.

Quoted from the “About Us” page of the library’s website, the mission statement of the library is as follows:

Jamestown Public Library strives to be a caring and compassionate community center that:

- ❖ Nurtures lifelong readers and lifelong learners
- ❖ Provides free access to literature, culture and information through books and other resources
- ❖ Respects the cultural and historical heritage of the community

- ❖ Helps the people of Jamestown and the surrounding communities to live more meaningful lives and more informed lives

While this is the detailed mission statement, Cyrus states that their unofficial goal is to provide access to information to as many community members as possible. When asked about the type of patrons the library serves, Cyrus said that although they are available for any community member, the library is mostly used by families. Almost half of materials that are checked out are from the children or young adult areas, and many of the remaining checkouts are from adults who are visiting the library with their families. As Carden states, “With its focus on creating a family-friendly environment, [JPL] offers services such as children’s reading programs, computer use classes, and public reading and study spaces” (p. 14).

### **III. Methods**

#### **Research Methods**

The methods used in this needs assessment included surveying library staff and volunteers, and surveying library patrons. The findings from Lillian Carden’s 2015 student research paper, *Assignment 1 - Administrator Interview*, were used to help formulate the questions for the surveys. The library staff members and volunteers were surveyed over the course of two weeks using paper forms, which were presented and turned in at the front desk of the library. The group felt that it was especially important to survey volunteers rather than just staff members because the library uses volunteers to work at the circulation desk, meaning they have the most face-to-face interaction with patrons.

In addition to staff members and volunteers, library patrons were surveyed. This was conducted over the course of one week. These surveys were distributed both electronically using Google Forms and on paper. The link to the electronic survey was posted on the library

website's homepage as well as on its Facebook page. Table tents were placed by the library computers encouraging patrons to complete the online survey. Paper copies of the survey were presented at a table set up by the front desk and entrance to the library. Team members sat at the table for several hours each day and asked each patron who came in to complete the survey. When group members were unable to be physically present, the surveys were left on the table with a sign encouraging participation and an envelope for completed forms.

## **Demographics**

According to Carden:

The library staff members are divided into three main groups: full-time, part-time, and volunteer. [Jamie Cyrus], the director, is the only full-time staff member. The library employs four part-time staff members, who work hours varying between 10 and 29 hours per week. Among these part-time staff are a children's librarian, library assistant, technology librarian, and administrative assistant. Although they each have a different title, all the paid staff are cross-trained and will often assist with many different job duties as needed (p. 2-3).

Of the five library staff members, three (60%) completed the survey. As indicated by written responses on the surveys, two of those three were either new employees or were transitioning to a new role within the library.

The library also has about 60 registered volunteers. This number represents a wide variety of community members, including members of the board of trustees, students who work during the summer, story-time readers, and volunteers who run the circulation desk. Only about 15 of these volunteers work at the circulation desk on a weekly basis and, of that subset, 11 completed the survey, which is a 73% response rate.

Patron responses were collected from 85 library users, including 11 electronic responses and 74 paper copies. Of these survey respondents, 81% reported visiting the library at least once a month. This number is not surprising, given that the survey was only circulated for one week. Offering a survey over a time period of several weeks or several months might reveal a different response rate of users who report visiting the library rarely or only several times per year. The age ranges of the patrons who completed surveys showed the following percentages:

Under 21	6.3%
22-34	20.2%
35-44	26.6%
45-54	16.5%
55-64	7.6%
Over 65	22.8%

**Table 1**

## **Instruments**

The library staff survey was presented on paper and was composed of two grids of statements, and two open-ended questions. For the two grids, respondents were asked to rate each statement on a scale of 1-7, where 1 was “Strongly Disagree” and 7 was “Strongly Agree”. The first set of statements were the “12 Questions”, which are described in Buckingham and Coffman’s book *First, Break All the Rules* (p. 28). These questions are meant to measure employee satisfaction and the “strength of a workplace” (p. 29). The second grid included questions that focused more on the general state of the library and the employees’ satisfaction with their hours and pay rate. The two open-ended questions were “Are there any additional resources you need to do your job well?” and “Do you have any additional comments?” The full text and format of this staff survey can be found in Appendix C1.

When approached with the suggestion to survey the library volunteers, the library director stated that she had been working on a survey for them already but had so far been unable

to implement it. Survey questions she had already formed were combined with other questions designed by the team. The survey was presented on paper, and composed of two grids of statements, three multiple choice questions, and four open-ended questions.

For the first grid, respondents were asked to rate their level of confidence when performing specific volunteer tasks on a scale of 1-7, where 1 was “Not at all Confident” and 7 was “Very Confident”. These tasks included things such as “Checking books in and out”, “Answering the phone”, and “Helping patrons with basic computer questions.” There was also a separate check box for each task where volunteers could indicate that they would like to learn more about how to perform a task. For the second grid, respondents were asked to rate each statement on a scale of 1-7, where 1 was “Strongly Disagree” and 7 was “Strongly Agree.” These statements focused on how well volunteers understood the mission, goals, and policies of the library, whether the library seemed organized, and whether communication was effective.

The multiple choice questions measured which area of the library volunteers see patrons using the most, how volunteers would prefer to communicate event information with patrons, and whether they are happy with the number of hours they volunteer. The first three open-ended questions asked whether volunteers were happy with the day and time they volunteer, and what were their favorite and least favorite parts about volunteering. The last open-ended question asked if they had any additional comments. The full text and format of this volunteer survey can be found in [Appendix B1](#).

The library patron survey was distributed both online via Google Forms and on paper. It was composed of six multiple choice questions, one statement grid, and two open-ended questions. The multiple choice questions included demographic questions, such as age and how often they visit the library as well as questions about which library services, spaces, and



materials they use. The statement grid assessed whether users were satisfied with library staff, technology, materials, and usability. The two open-ended questions were “What new services would you like to see offered?” and “Do you have any additional comments?” The full text and format of this survey can be found in Appendix A1.

## IV. Results

### Survey Results

In our survey of patrons, volunteers, and staff, we received feedback from 85 patrons, 11 volunteers, and 3 staff members. Each of these data sets will be discussed in detail, beginning with the results of the patron survey. Not all graphs will be displayed in this section. The complete collection of charts and graphs created based on these surveys can be viewed in the appendices

Demographically, the majority of patrons indicated an age of 35-44. A complete breakdown can be seen in figure 1.

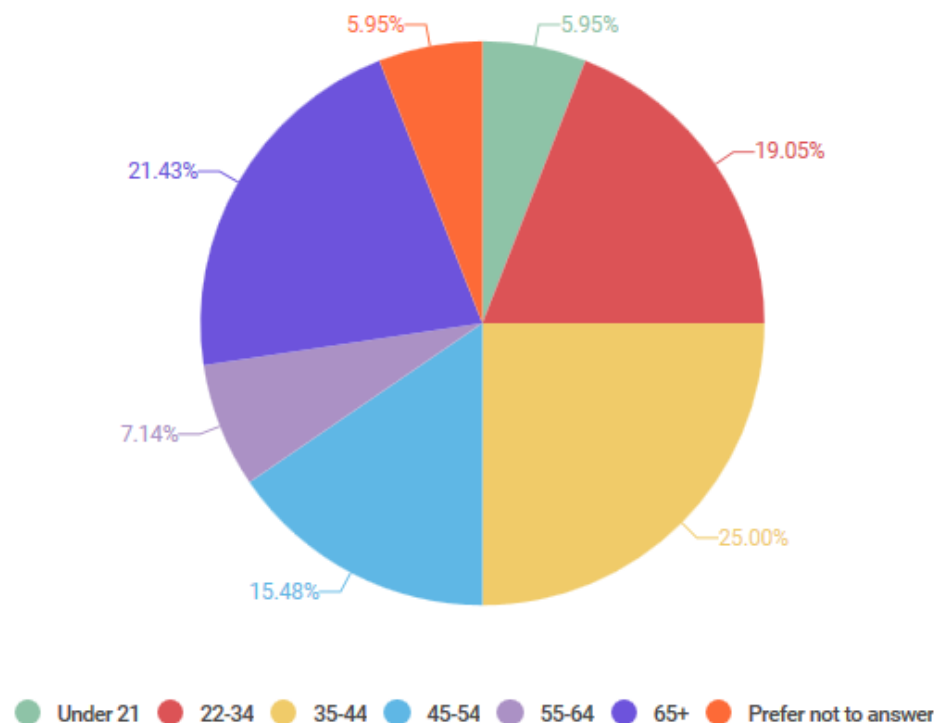
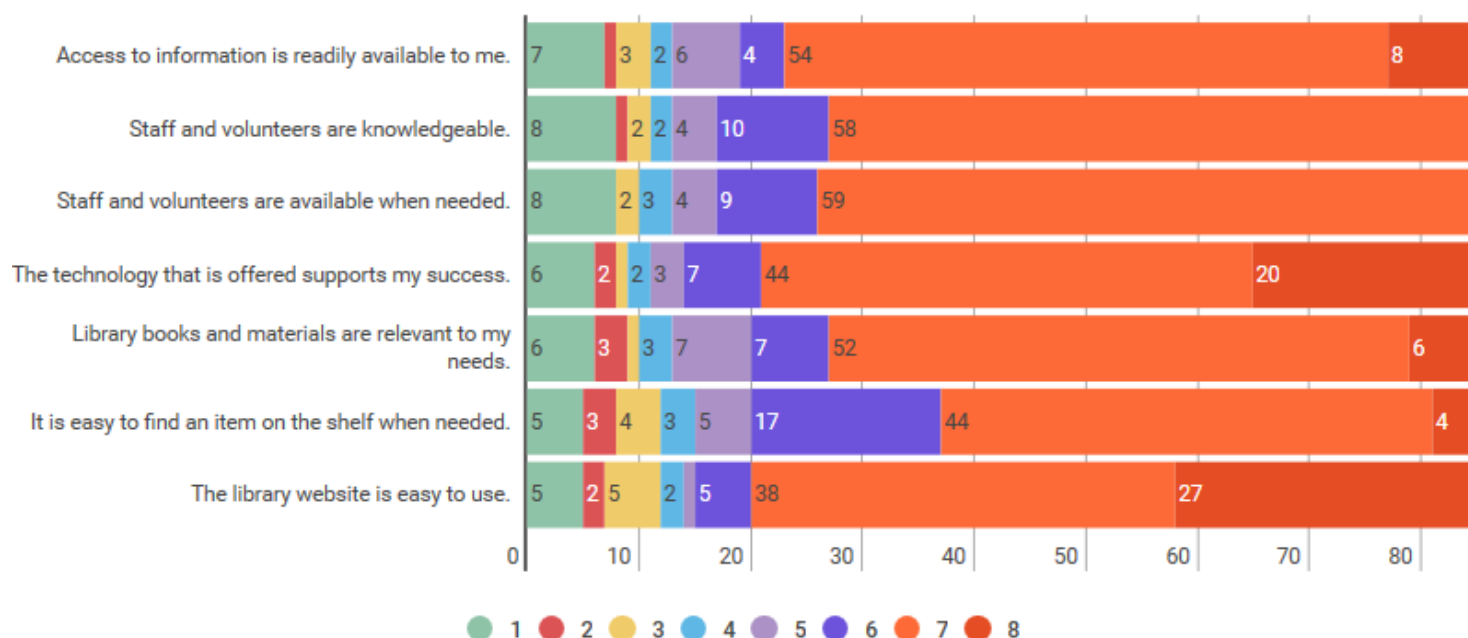


Figure 1

In regard to the frequency of which the patrons visit the library, 47.67% of patrons visit weekly with a very small number (2.33%) indicating a daily visit. Of those patrons visiting most frequently, 27.5% are 35-44 and 27.5% are 65+. The graph of these results can be found in Appendix A2.

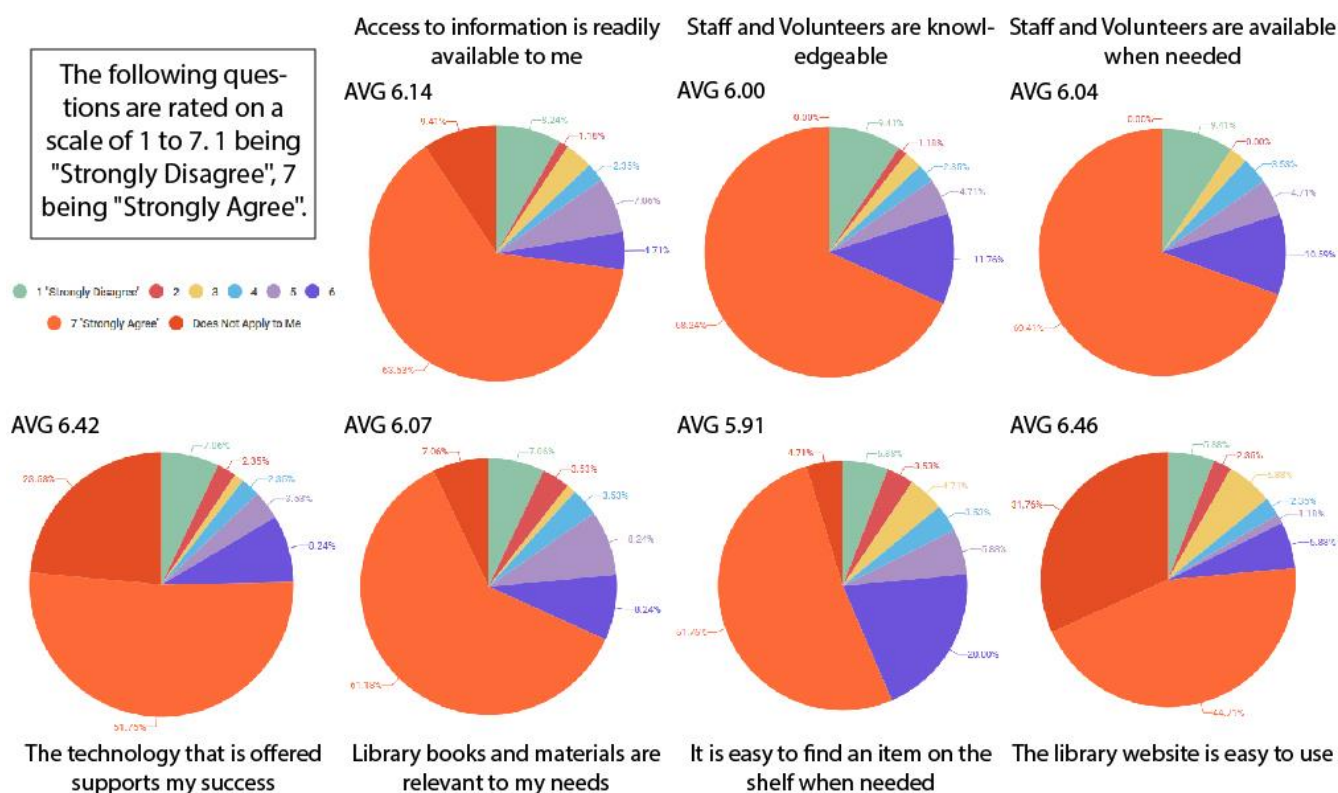
The results of ratings section of the patron survey can be seen in figure 2.



**Figure 2**

The standard orange color indicates a “Strongly Agree” (7 out of 7) response. Visually, the overall satisfaction of the patrons is apparent. The individual graphs are listed in Appendix B3-9. On average, patrons scored the library a 6.14 on “Access to information is readily available to me,” a 5.91 on “Staff and Volunteers are knowledgeable,” 6.04 on “Staff and Volunteers are available when needed,” 6.42 on “The technology that is offered supports my success,” 6.07 on “Library Books and materials are relevant to my needs,” 5.91 on “It is easy to find an item on the shelf

when needed,” and 6.46 on “The library website is easy to use.” Regarding specific numbers in compilation of all 7 of these questions, see figure 3.



**Figure 3**

Similar to figure 2, each color represents the rating given by the patron; each number within the color designates the number of patrons responding with that particular rating. A rating of 8 indicates that the particular question does not apply. The graph of these results can also be found in Appendix A10.

In response to library services used in the last 6 months, the largest percentage of patrons (33.98%) indicated that they used a computer. The following services were also used by patrons: “Asking staff members for help” (17.96%), “Reading a book or using reference materials” (13.11%), “Printer/fax/copy machine”(10.68%), “Children’s Literacy Station” (10.19%), “Placed an item on hold” (8.74%), and lastly “Using the Library Catalog” (5.34%). The graphs of these results can be found in Appendix A11 and A12.

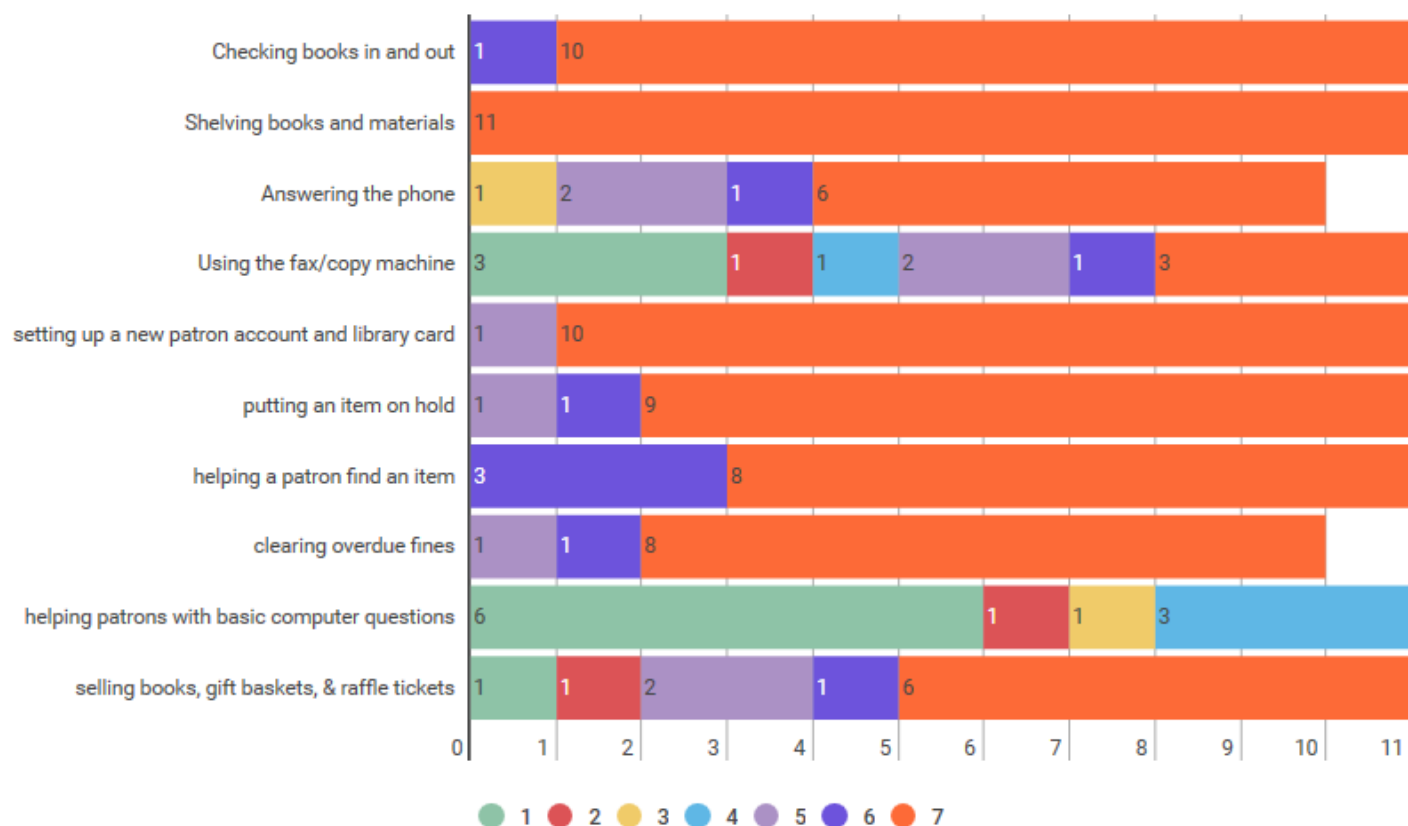
Patrons reported that they used the following areas of the library in the last 6 months: the Children's Room (22.82%), the Computer Lab and the Adult Fiction room (20.13%), the Adult Non-Fiction Room (15.44%), the Young Adult Room (10.07%), the Study Space (7.38%), and the Group Meeting Space (4.03%). The graphs of these results can be found in Appendix A13 and A14.

In response to, "Have you or a member of your family attended or participated in any of the following library events?", "Children's Story Time" was the most attended event (37.84%). Patrons also attended the "Summer Reading Program" (18.92%), the "Family Movie Showing" (16.22%), the "Open House" (10.81%), and "Book Club" or "Other," both at 4.11%. The graphs of these results can be found in Appendix A15 and A16.

With regard to the question on the types of materials checked out by patrons, 48.57% indicated "Books," 30.48% indicated "DVDs of videos," 9.52% "audiobooks," 6.67% "Magazine," 2.86% "E-Book," and 1.90% checked out "Family Activity Sets." The graphs of these results can be found in Appendix A17 and A18.

When asked, "What new services would you like to see offered?" we received 17 total responses. The complete list of responses can be viewed at Appendix A19. Examples include: "Book Club for Men" and "Ability to check out or read magazines online." Many of these suggestions appear to be feasible. Finally, we received 29 additional comments. The complete list of responses can be viewed at Appendix A20. Examples include: "Pleased with library and items from Greensboro branches" and "Great people who are very helpful and knowledgeable".

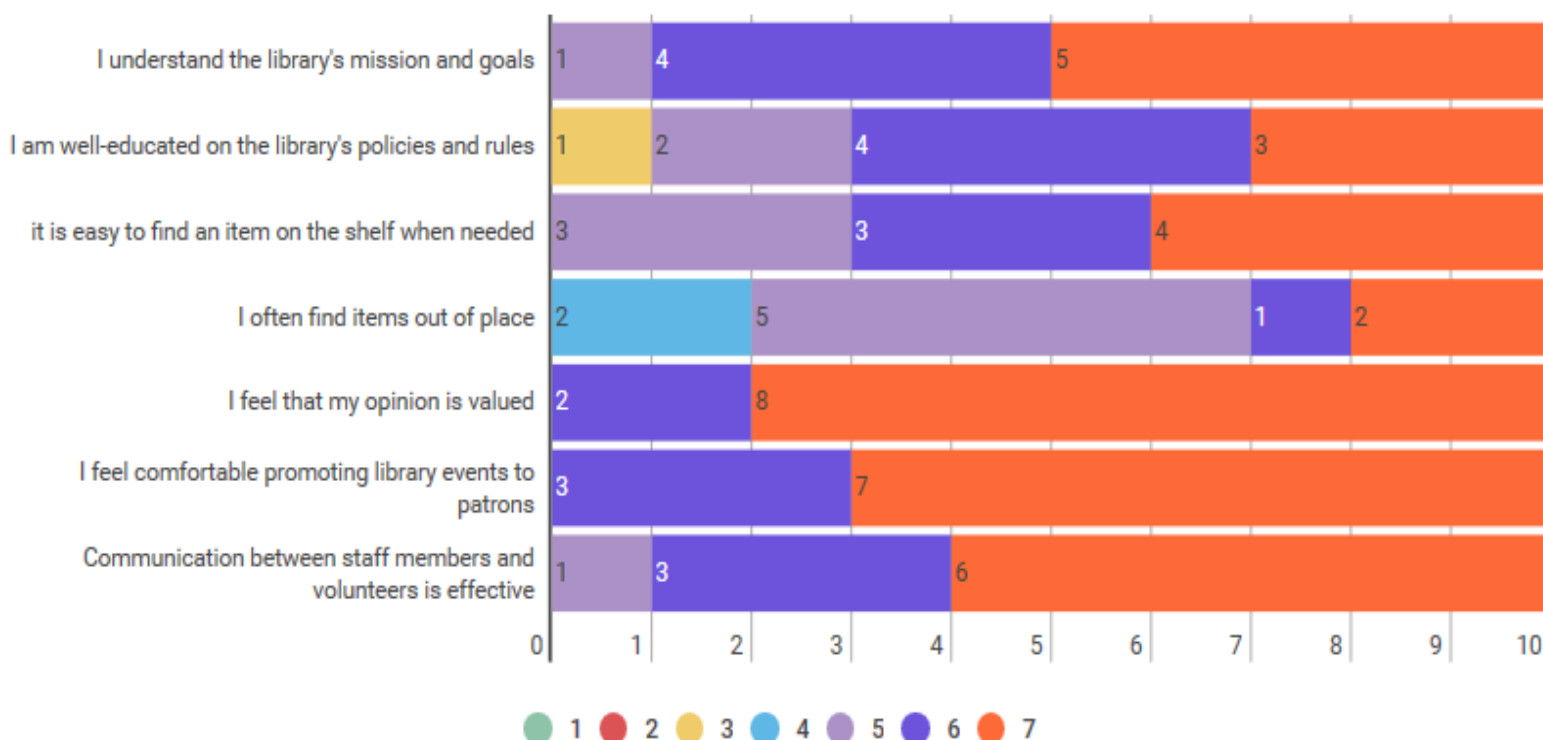
As for the volunteer results, we can see from figure 4 that most volunteers are comfortable performing a majority of his/her tasks with the exception of “helping patrons with basic computer questions.”



**Figure 4**

There were no volunteers that indicated higher than a 4 on this task. The graph of these results can also be found in Appendix B2. A further breakdown of each question can be found in Appendix B3-B12.

Figure 5 displays how the volunteers feel concerning Jamestown Public Library’s policies and procedures.



**Figure 5**

Overall, the volunteers rated the provided statements highly; however, the statement, “I often find items out of place.” scored low with 20% of volunteers rating it at 4. A more in depth view of each question can be found in Appendix B14-B20.

When asked which areas of the library saw the most use, 2 volunteers said the “Children’s Room”, 0 said the “Young Adult Room”, 5 said “Adult Fiction”, 0 said “Adult Non-Fiction”, 8 said the “Computer Lab”, and 0 said “Other”. These results partially coincide with results reported by patrons. Patrons revealed they used the Children’s Room, the Computer Lab, and the Adult Fiction Room most often.

When asked the preferred communication method between volunteers and patrons, 3 volunteers selected “Save the Date Cards,” 11 selected “Have a sign at the Front Desk,” 8 selected “Word of Mouth Conversations,” 7 selected “Recommend they join an email list,” and 1 selected “Other” with the recommendation of Newspaper.

All volunteers indicated that the number of hours spent volunteering is “Just Right” and that they are happy with the day and time they volunteer. Eight responses were received regarding the favorite aspect of volunteering:

“Interaction with people.”  
“Meeting and talking to people.”  
Meeting people and shelving books + organizing shelves.”  
“Covering books.”  
“People, books.”  
“Helping patrons.”

Five responses were received regarding the least favorite aspect of volunteering:

“Rude patrons.”  
“Reading shelves—especially the bottom shelf.”  
“Computer questions.”  
“Covering books.”  
“Putting books away on lowest shelf.”  
“None.”

When prompted for any additional comments, we received three comments:

“I sometimes find that policies are flexible, so I don’t always know how to handle them one on one.”  
“Better lighting is needed in the adult fiction room.”  
“Great place to be.”

Lastly, the results from the staff survey will be discussed. The graph of these results can be found in Appendix C2. The survey showed that staff members seem very satisfied overall, giving ratings of at least 6 on all of the “12 Questions,” which comprised the first half of the

survey. The only exception was the statement “I have a best friend at work,” which received one rating each of 7, 4, and 3.

The three staff members who participated in the survey answered positively to most of the questions regarding their overall job satisfaction. There were two exceptions: “I have enough time to get my work done” and “I am satisfied with my pay rate.” Two staff members gave a “somewhat satisfied” rating for time allotted for work, and one gave the low rating of a 2 for pay.

When asked to provide additional feedback, each of the three staff members responded:

“JPL [Jamestown Public Library] is a pleasant place to work.”

“Some of my responses are due to being new at my position. I am still learning what is expected of me in my new role. Having new employees, communication is still evolving to be effective. Getting situated in a new role takes time and there have been lots of changes and more to come soon. I love my job and the people I work with.”

“I have only been here for a few weeks, not entirely sure how to answer some of these questions.”

The staff was also asked, “Are there any additional resources you need to do your job well?” to which they responded with a unanimous, “No.”

## **Validity and Reliability**

The staff and volunteer surveys appear to be valid and reliable given the overall consensus of the responses. One issue occurred across all surveys. Several respondents did not fill out the back side of the paper forms. In total 11 of 99 surveys were returned without the back side filled out. 10 of those surveys were from patron respondents and 1 was a volunteer. In regard to patrons, 10 may have mixed up the ratings of “1 (Strongly Disagree)” with the rating “7 (Strongly Agree)” resulting in a number of low rating outliers. Of the 5 staff members at



Jamestown Public Library, only 3 responded to the survey, which leaves staff findings incomplete. With such a small sample, the staff results may not be indicative of the true average.

## **V. Conclusion & Recommendations**

### **Conclusions**

The staff and volunteer surveys appear to be valid and reliable given the overall consensus of the responses. One issue occurred across all surveys. Several respondents did not fill out the back side of the paper forms. In total 11 of 99 surveys were returned without the back side filled out. 10 of those surveys were from patron respondents and 1 was a volunteer. In regard to patrons, 10 may have mixed up the ratings of “1 (Strongly Disagree)” with the rating “7 (Strongly Agree)” resulting in a number of low rating outliers. Of the 5 staff members at Jamestown Public Library, only 3 responded to the survey, which leaves staff findings incomplete. With such a small sample, the staff results may not be indicative of the true average.

### **Recommendations**

The results of this needs assessment found the following suggestions should be considered in order to create a higher rate of satisfaction among library patrons:

- ❖ Expanded weekend hours
- ❖ A wider selection of children’s materials
- ❖ More visible signage and advertising for events
- ❖ Expansion of eBooks to include magazines.
- ❖ A larger social media presence
- ❖ More library events and family-oriented programs, such as additional story times

This study implies that patrons within the age range of 35-44 have lower satisfaction rates in regard to the relevancy of books and materials. Further research into the patron needs of this group is required, including, but not limited to, patron surveys and suggestion boxes.

While all three staff members stated high satisfaction with the number of hours scheduled, two of these employees expressed lower satisfaction with the amount of time they have to complete their work. This suggests that staff members may be assigned too many duties, or that delegation of tasks may not be optimal. Therefore, it is recommended that the duties of each employee be re-evaluated.

Two out of the three staff members rated the question, “Do I have a best friend at work?” low; therefore, it is recommended that team building exercises be implemented, as well as optional social activities. Other staff recommendations include a salary review followed by individual staff meetings, since one of the three employees expressed dissatisfaction with the rate of pay received.

Although volunteers expressed satisfaction in their roles, they were found to be in need of training on technology and electronic equipment. It is recommended that this issue be addressed with training seminars or individual training sessions. General training seminars for volunteers on library policies and procedures should also be implemented to increase consistency in policy enforcement.

## **VI. Strengths and Weaknesses of Your Needs Assessment Experience**

As a team, we were fortunate enough to work with a library in great need of a needs assessment that was also unrestricted by county laws or institutional policies. Overall, the experience was a positive one for all involved. The director and her staff were welcoming and

willing to aid our study in any way possible. In performing this needs assessment, our team hopes that we will be able to provide the Jamestown Public Library with the stepping stones to form a strategic plan.

Although the study itself was a success, we did encounter obstacles which impeded our progress and impacted the validity and reliability of the assessment. The first obstacle was of a geographic nature. One team member is located three hours away from the study site, and therefore was unable to physically participate in the distribution of surveys. However, this individual's attention to detail and organizational skills were able to keep the process on track and provide an objective insight to the data analysis. When it came to distributing surveys, it was difficult for times to be scheduled for each team member due to work and school obligations as well as the library's hours of operation.

One of the advantages of performing the needs assessment in person was the ability to "people watch" while working the survey table. All three team members were able to observe certain actions carried out by the staff and volunteers of the library as well as communications with patrons. On more than one occasion the circulation desk was left unmanned. Although the library is small, the patrons defaulted to asking questions to individuals unfamiliar with the library or leaving the desk altogether. A couple of volunteers were unfriendly to patrons, thus causing undue tension during the interactions. These instances shed light on the importance of further training for volunteers and clarification of library policies.

Given the above limitations, the study delivered a decent sample size of 99 total participants. Many of the comments provided by the participating patrons, volunteers, and staff were helpful in formulating recommendations for the library. 100% participation of volunteers and staff would have garnered more weight to the results, but this demonstrated one of the

difficulties of performing a needs assessment. The study further showed that the patron surveys were in need of clarity regarding the rating scale provided with the first questions. Some patrons may have believed the “1” to be the highest rating instead of the “7.” Although not enough to question the survey’s validity, the patron data seems to have been skewed by these few low outliers.

Finally, conducting this study proved that needs assessments are more difficult when the institution is unable to shut down. Patron surveys were easy to procure with both paper and online options; gathering staff and volunteer surveys, however, was challenging. It would have been helpful if the library had been able to shut down for an hour or two for each staff member and volunteer to fill out a survey and then assess any issues with all employees present.

## References

- Buckingham, M., & Coffman, C. (1999). *First, break all the rules: What the world's greatest managers do differently*. New York, NY: Simon & Schuster.
- Carden, L. (2015). *Assignment 1 - Administrator interview* (unpublished student paper). University of North Carolina at Greensboro, Greensboro, NC.
- Jamestown Public Library (2015). *About us*. Retrieved from URL <http://www.jamestownpubliclibrary.com/#!/about/c1vf6>

## VII. Appendices

### Appendix A

#### A1: Jamestown Public Library Patron Survey

How often do you visit the Jamestown Public Library? (Circle).

Daily      Weekly      Monthly      Several times per year      Rarely

Please select your age range. (Circle).

Under 21      22-34      35-44      45-54  
55-64      65+      Prefer not to answer

Please rate the following statements on a scale of 1 to 7, where 1 is “Strongly Disagree” and 7 is “Strongly Agree:”

	1 (Strongly Agree)	2	3	4	5	6	7	Does not apply to me
Access to information is readily available to me.								
Staff and volunteers are knowledgeable.								
Staff and volunteers are available when needed.								
The technology that is offered supports my success.								
Library books and materials are relevant to my needs.								
It is easy to find an item on the shelf when needed.								
The library website is easy to use.								

Which of the following library services have you or a member of your family used in the last 6 months? (Check all that apply).

- |  |  |
|--|--|
| <input type="checkbox"/> Children's literacy station | <input type="checkbox"/> Read a book or used reference materials while in the library            |
| <input type="checkbox"/> Placed an item on hold      | <input type="checkbox"/> Asked a staff member for help (finding an item, using a computer, etc.) |
| <input type="checkbox"/> Computer                    | <input type="checkbox"/> Other _____   |
| <input type="checkbox"/> Library Catalog             |  |
| <input type="checkbox"/> Print/fax/copy machines     |  |

Which of the following areas of the library have you or a family member used in the last 6 months? (Check all that apply).

- |   |  |
|---|--|
| <input type="checkbox"/> Children's Room        | <input type="checkbox"/> Study Space         |
| <input type="checkbox"/> Young Adult Room       | <input type="checkbox"/> Group Meeting Space |
| <input type="checkbox"/> Adult Fiction Room     | <input type="checkbox"/> Computer Lab        |
| <input type="checkbox"/> Adult Non-Fiction Room | <input type="checkbox"/> Other _____         |

Have you or a member of your family attended or participated in any of the following library events? (Check all that apply).

- |   |   |
|---|---|
| <input type="checkbox"/> Children's Story Time  | <input type="checkbox"/> Computer Classes     |
| <input type="checkbox"/> Book Club              | <input type="checkbox"/> Family Movie Showing |
| <input type="checkbox"/> Open House             | <input type="checkbox"/> Other _____          |
| <input type="checkbox"/> Summer Reading Program |   |

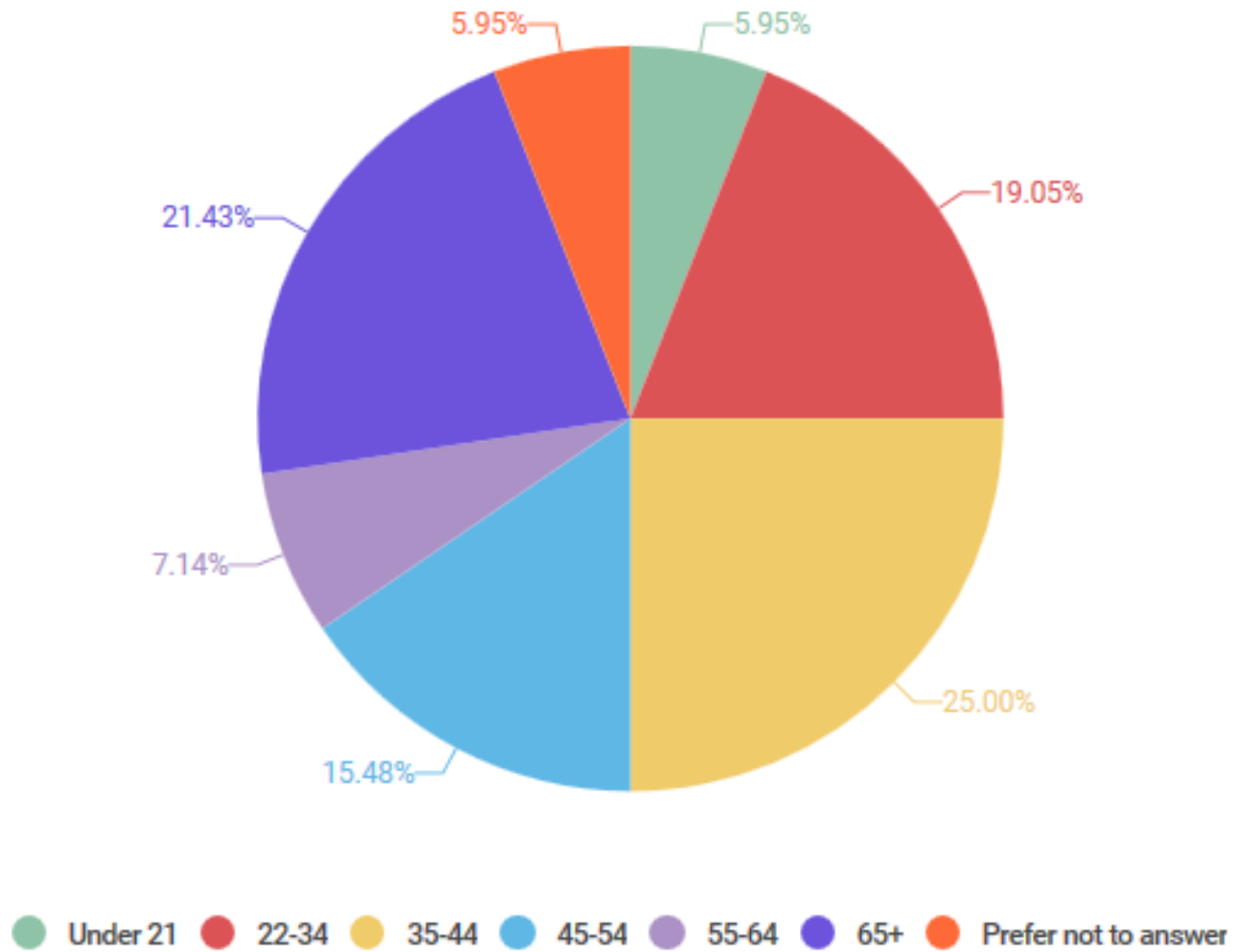
Which of the following materials have you or a family member checked out in the last 6 months? (Check all that apply).

- |                                   |  |
|-----------------------------------|--|
| <input type="checkbox"/> Book     | <input type="checkbox"/> Audio Book          |
| <input type="checkbox"/> E-Book   | <input type="checkbox"/> DVD or Video        |
| <input type="checkbox"/> Magazine | <input type="checkbox"/> Family Activity Set |

What new services would you like to see offered?

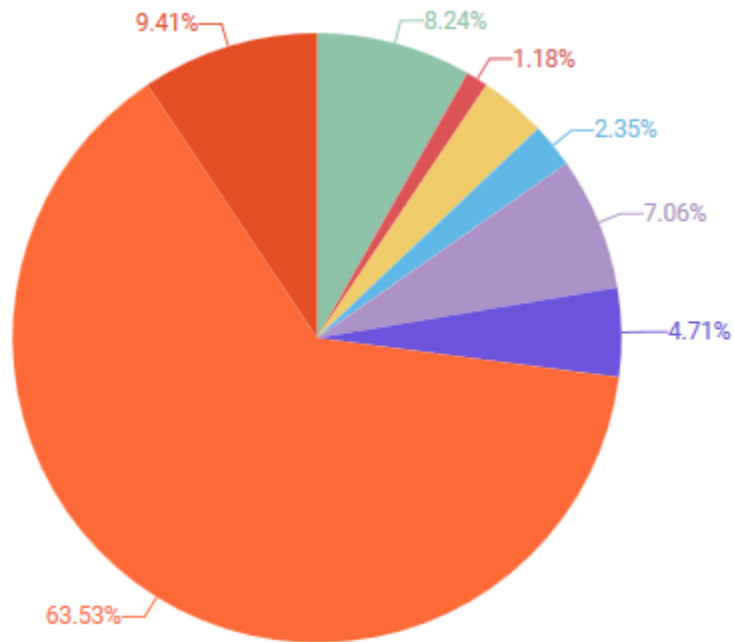
Do you have any additional comments?

## A2: Age Range by Percent



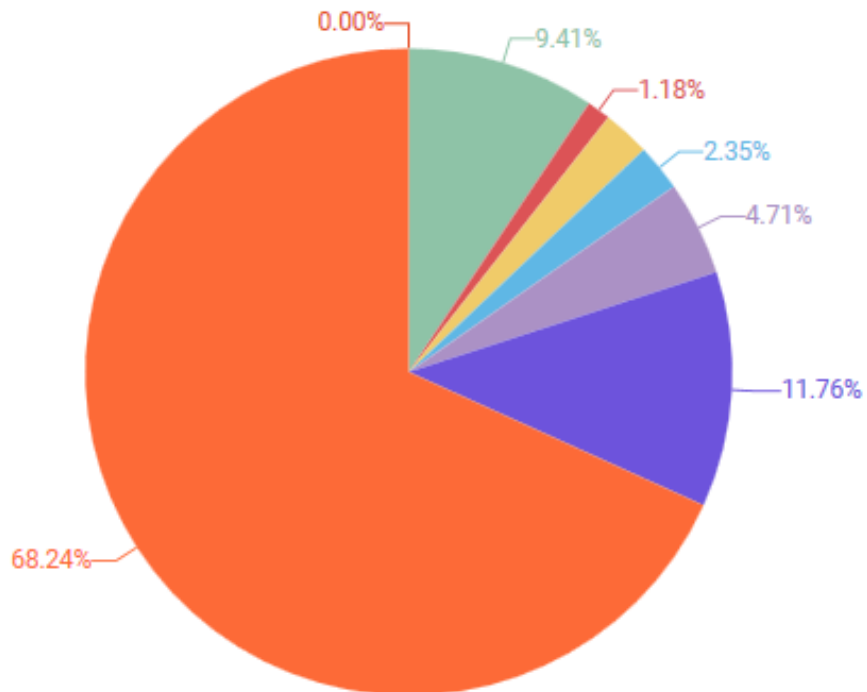


A3: Access to information is readily available to me



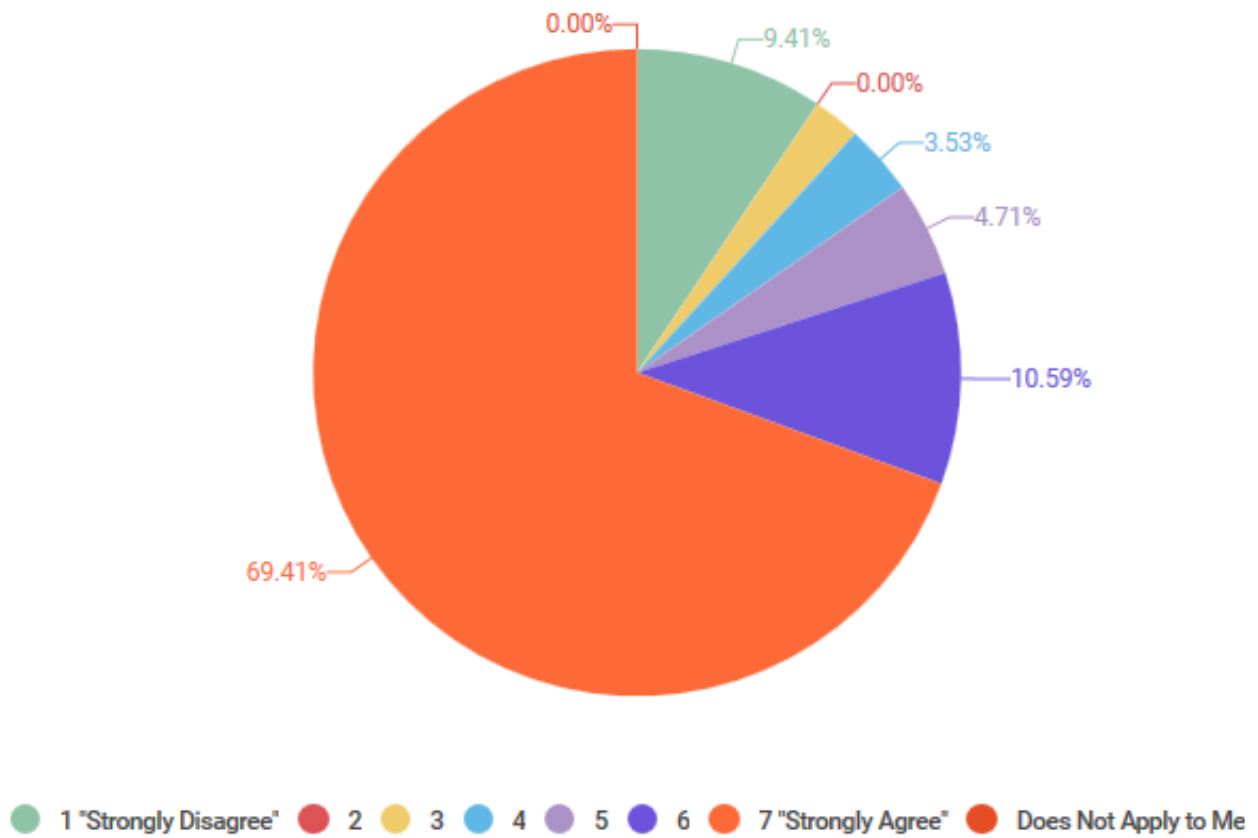
● 1 "Strongly Disagree" ● 2 ● 3 ● 4 ● 5 ● 6 ● 7 "Strongly Agree" ● Does Not Apply to Me

A4: Staff and volunteers are knowledgeable

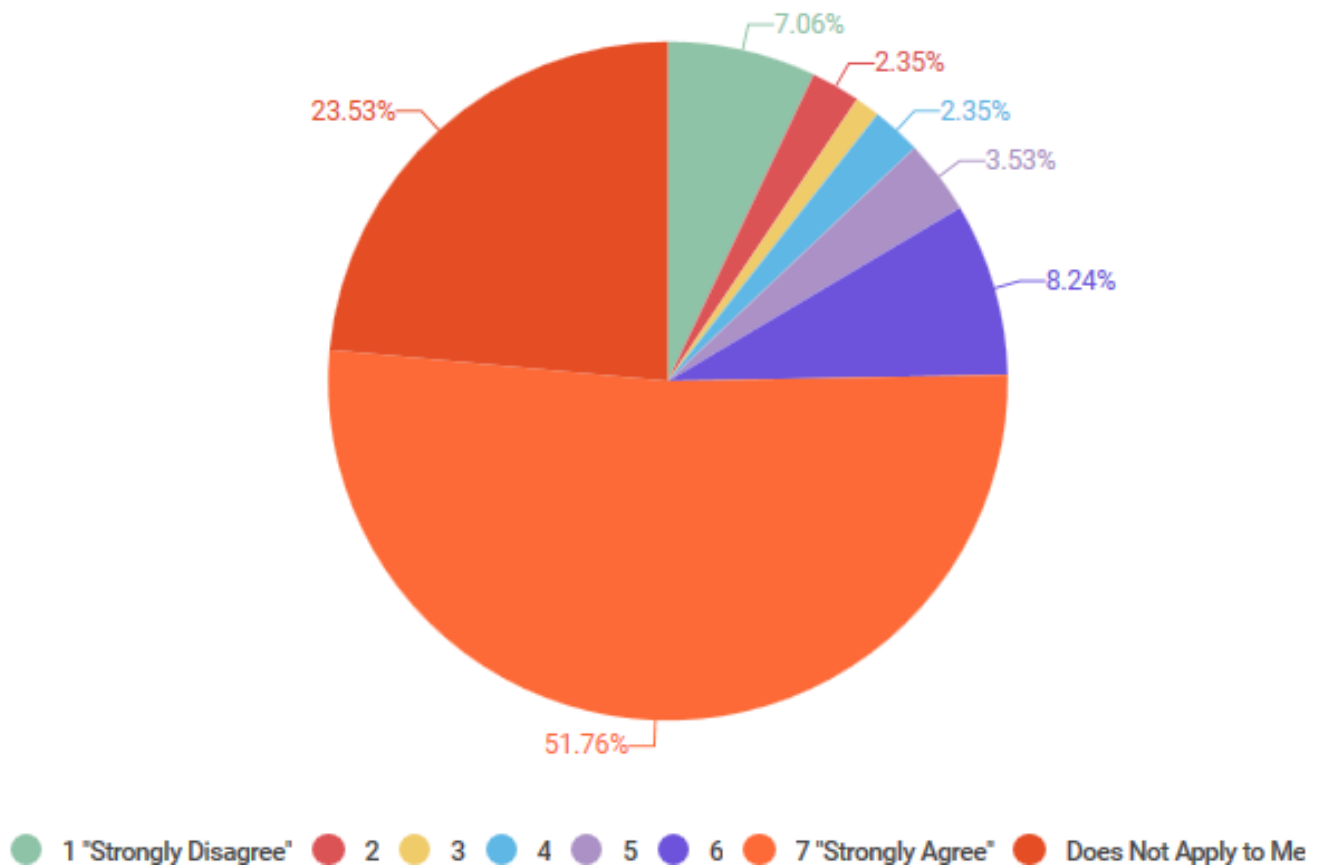


● 1 "Strongly Disagree" ● 2 ● 3 ● 4 ● 5 ● 6 ● 7 "Strongly Agree" ● Does Not Apply to Me

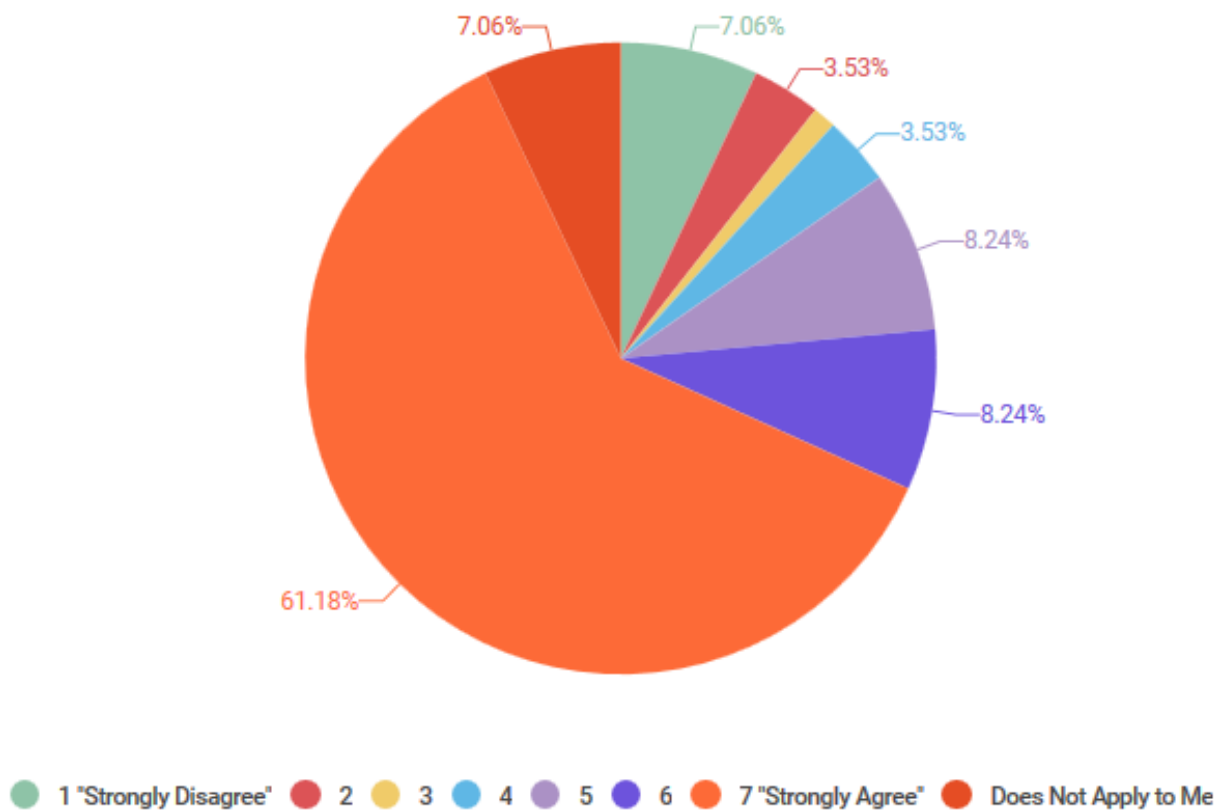
A5: Staff and volunteers are available when needed



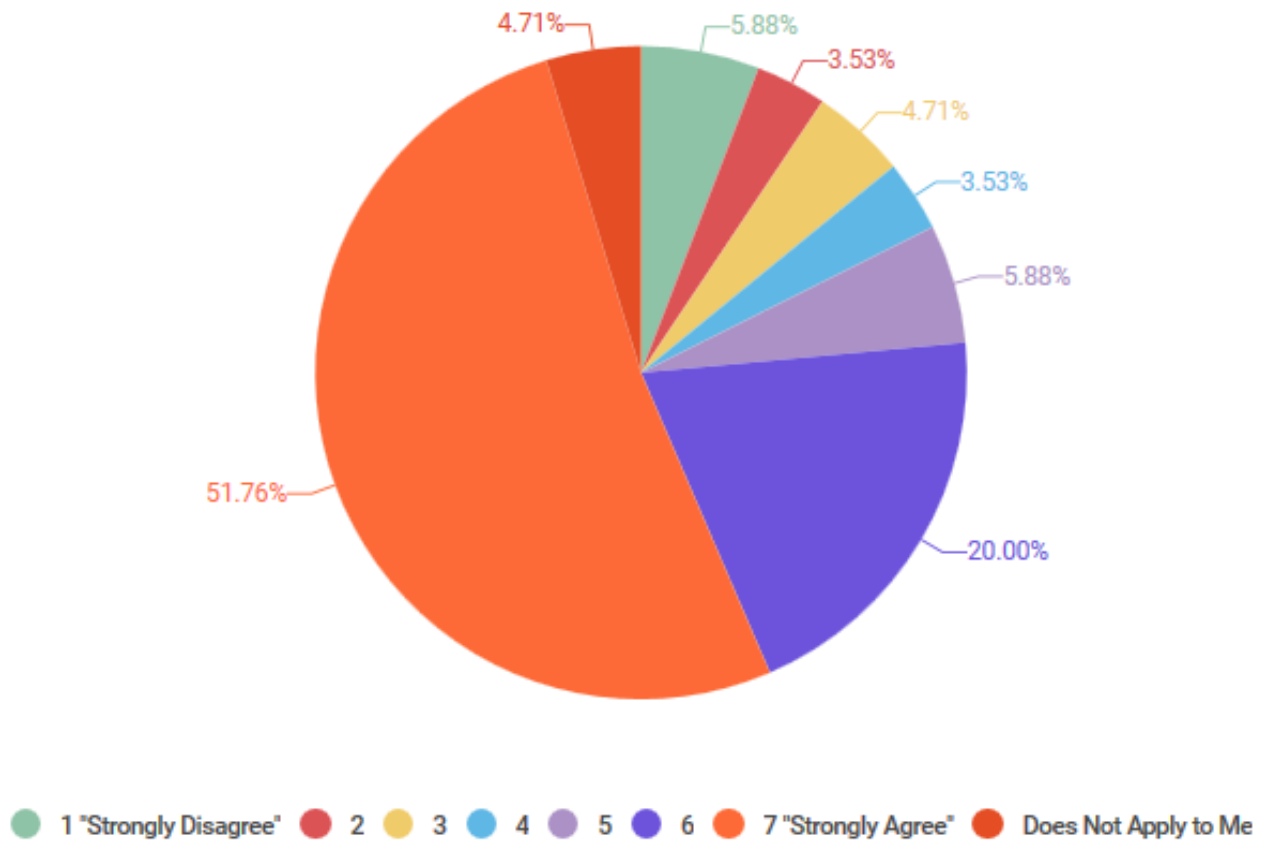
A6: The technology that is offered supports my success



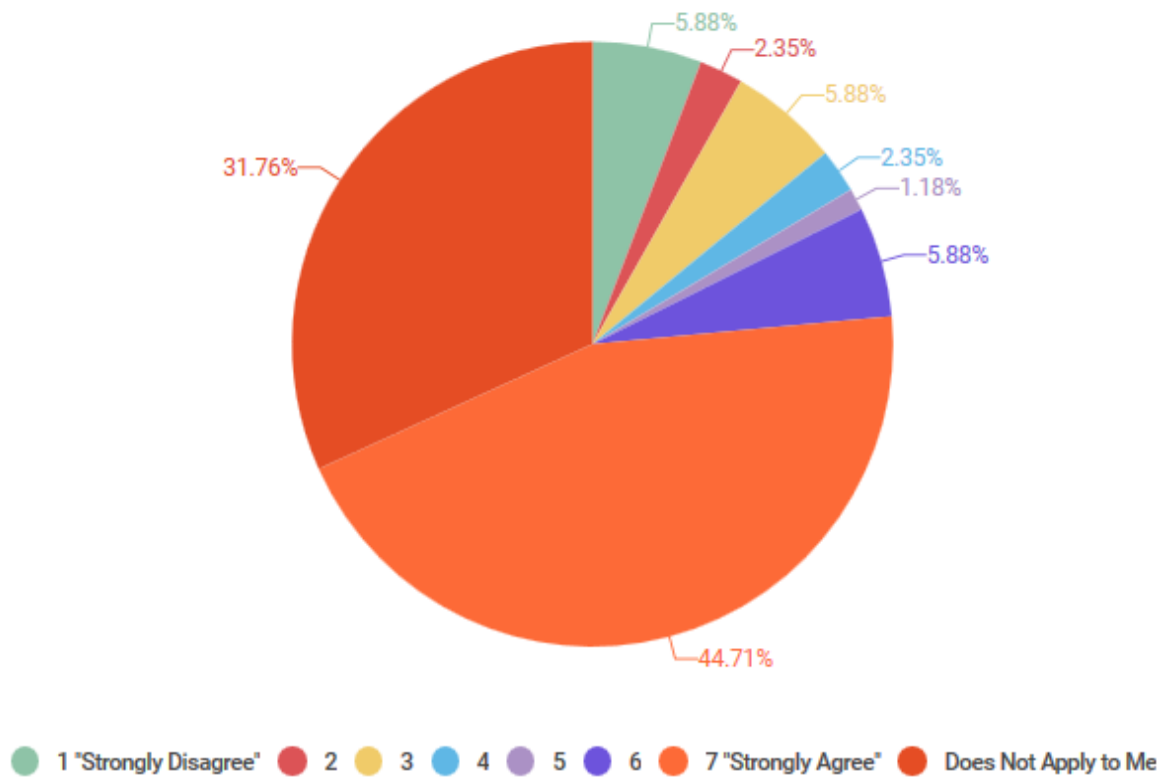
A7: Library books and materials are relevant to my needs



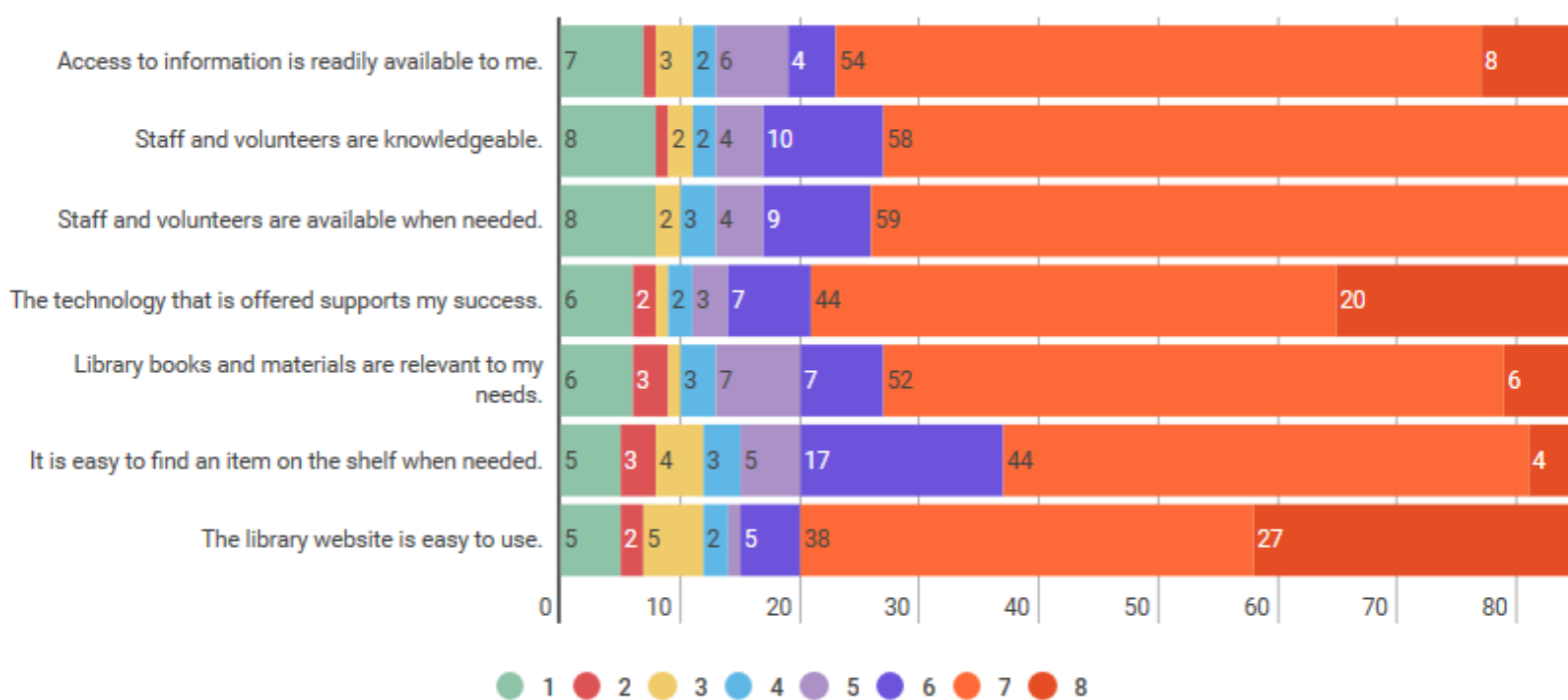
A8: It is easy to find an item on the shelf when needed



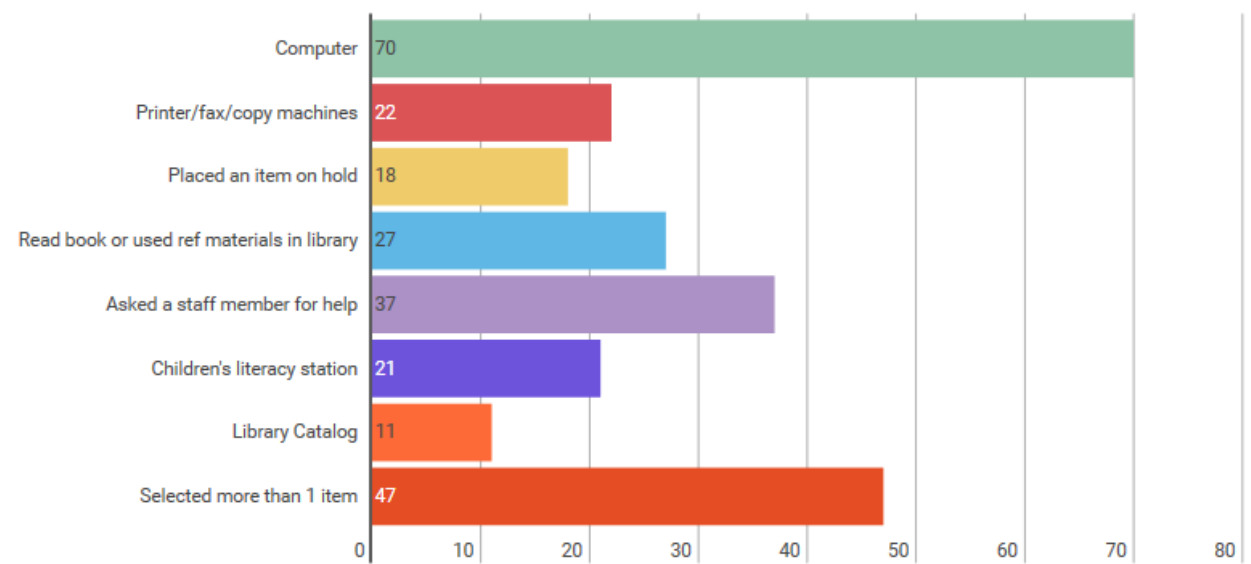
A9: The library website is easy to use



## A10: Overall ratings by number

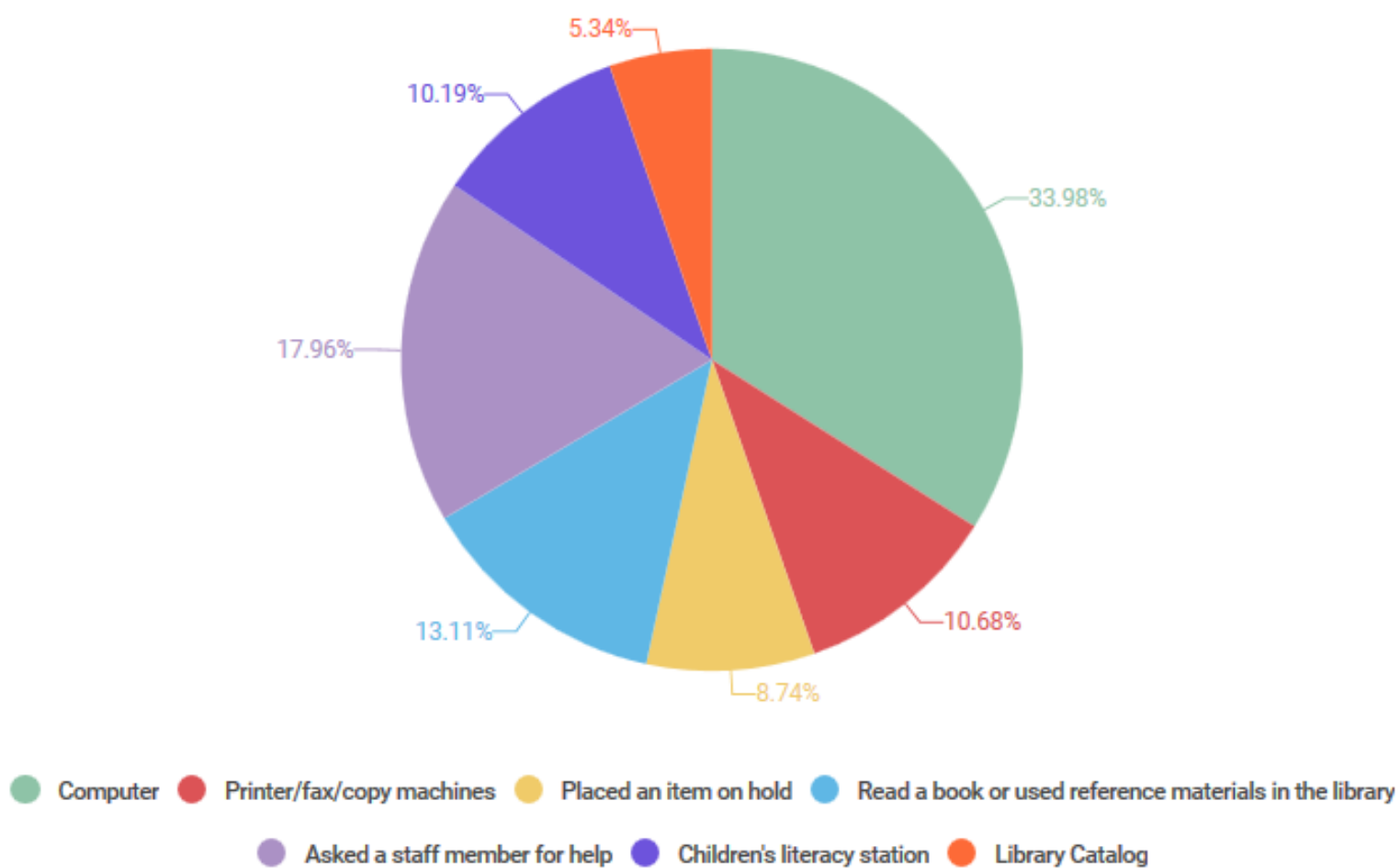


## A11: Services used by number

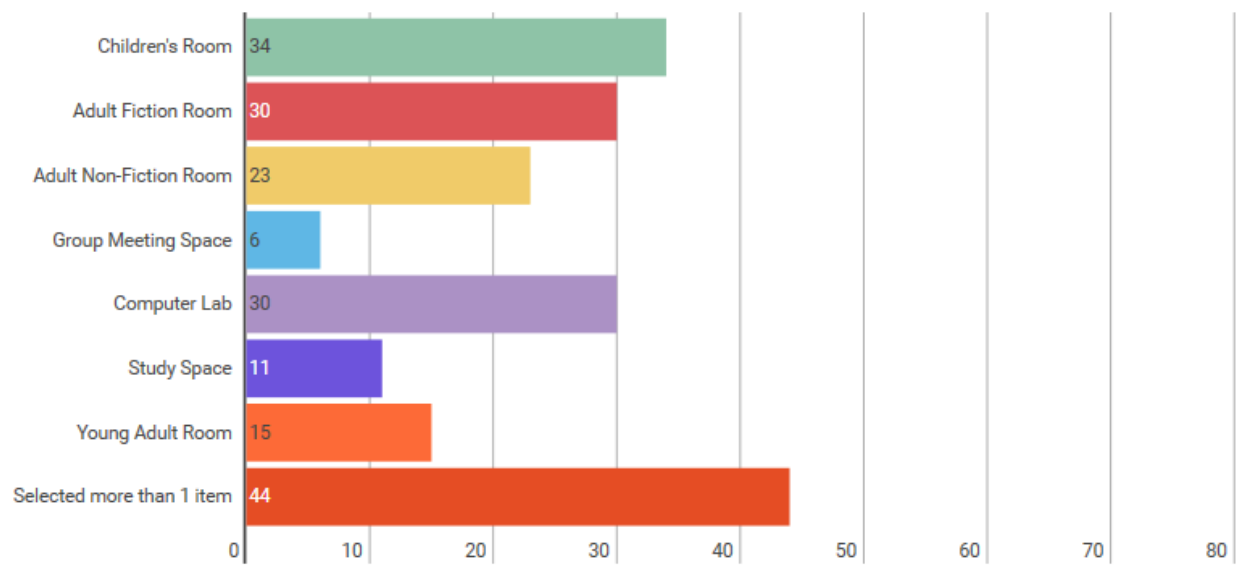




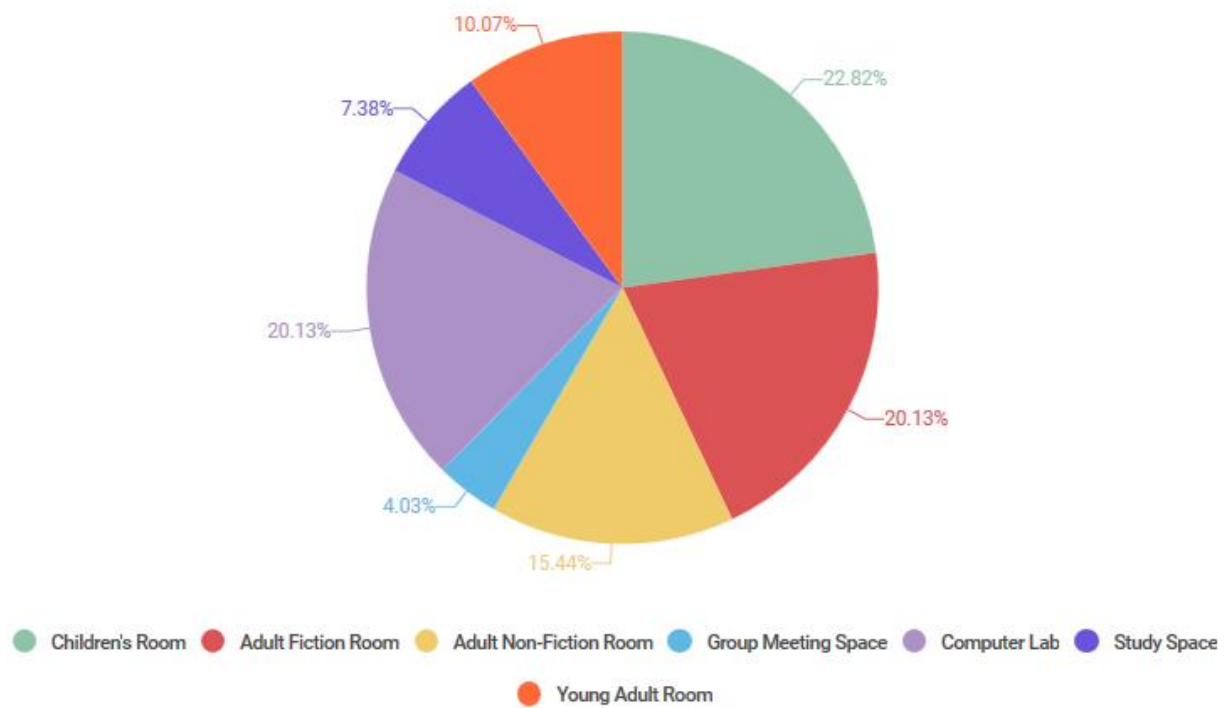
A12: Services used by percentage



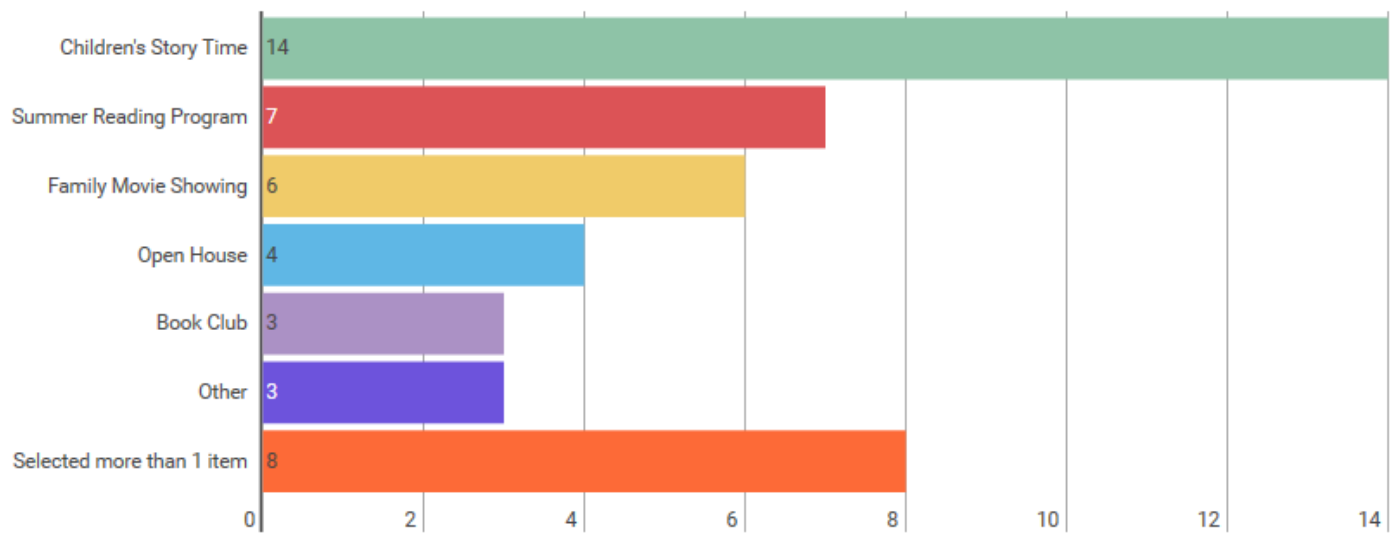
A13: Areas used by number



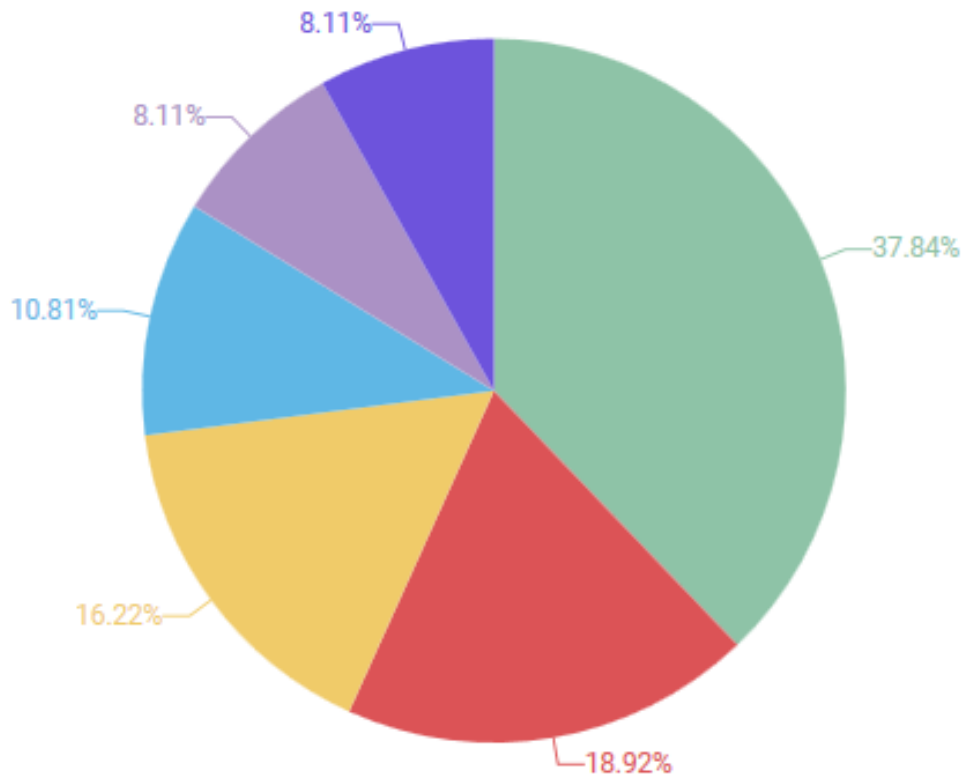
A14: Areas used by percentage



## A15: Events attended by number

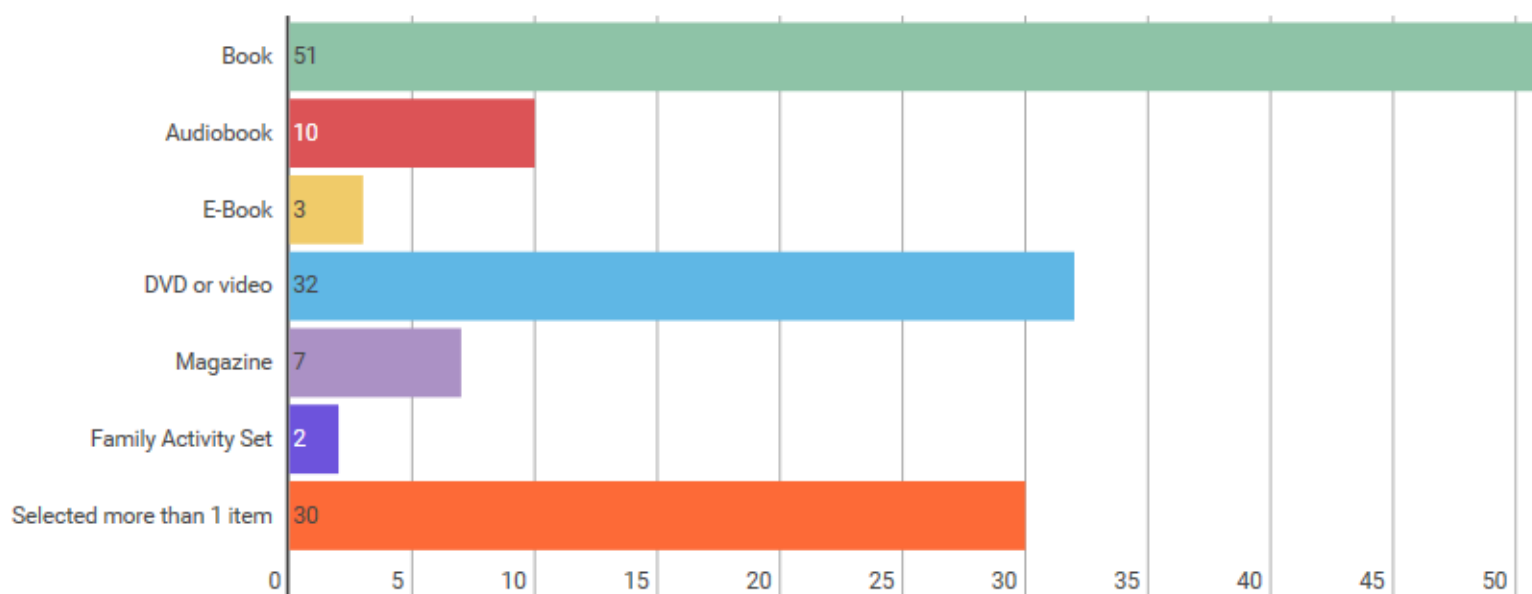


A16: Events attended by percentage

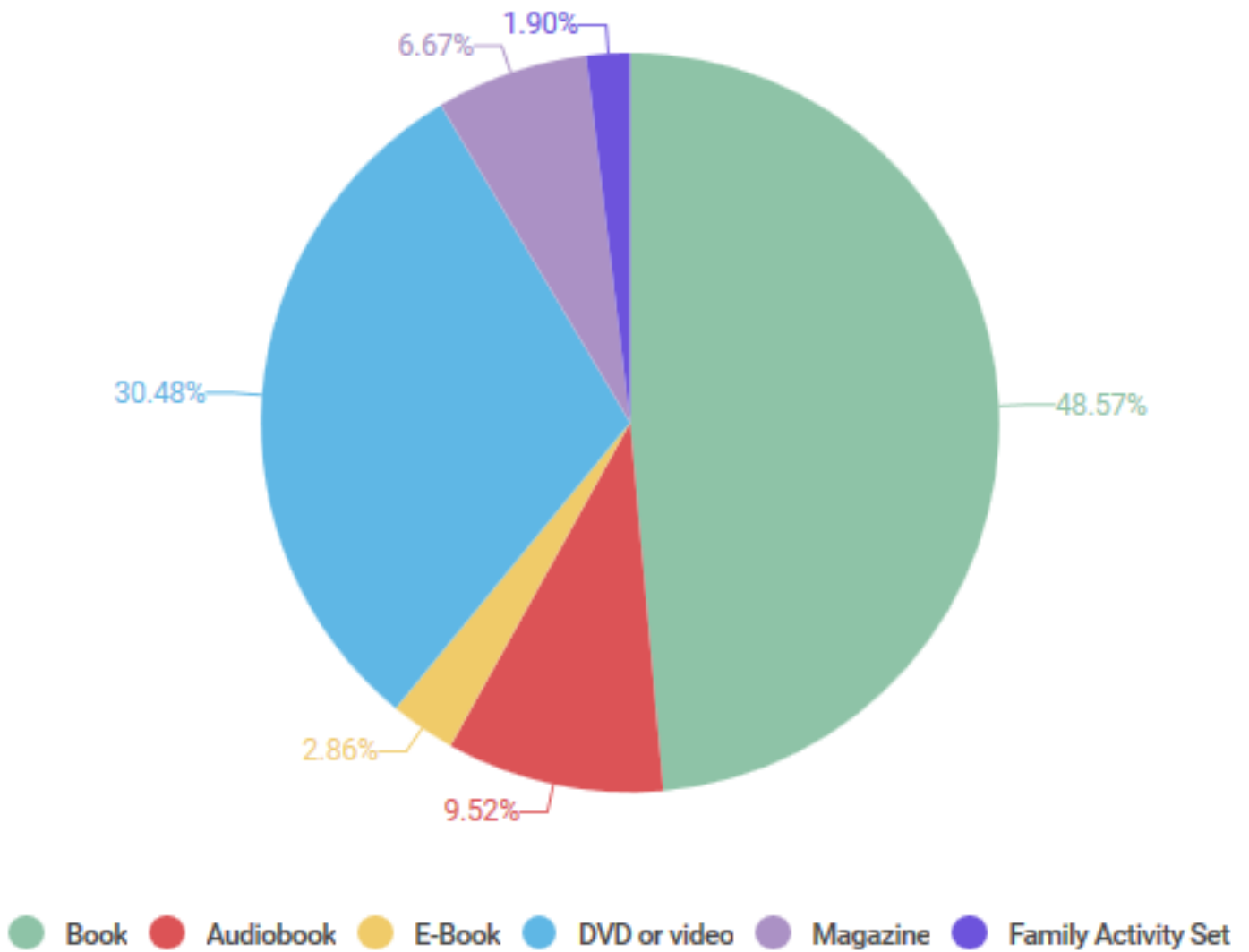


● Children's Story Time ● Summer Reading Program ● Family Movie Showing ● Open House ● Book Club ● Other

A17: Types of materials checked out by number



A18: Types of materials checked out by percentage



A19: Direct quotes from the inquiry, “What new services would you like to see offered?”

"Ability to check out or read magazines on line."

"Book Club for Men"

"Hannah would like more Madeline books please."

"Better weekend hours"

"I don't really think there is something new that needs to be offered here. I like this library above all others except my family's collection of books."

"Have a community used book sale."

"Make the library look better"

"Access account online"



## A20: Direct quotes from the inquiry “Additional Comments”

<p>“Pleased with library and items from Greensboro branches.”</p> <p>“you guys are doing a great job”</p> <p>“Most of the staff are friendly. Some have room for improvement. ALL people are important.”</p> <p>“friendly &amp; helpful staff”</p> <p>“some dvds work only in special circumstances. (not y’all’s fault—but frustrating)”</p> <p>“Don’t penalize children of parents who have late fees. They should still get to use computers even when parents cannot.”</p> <p>“I think you really do a wonderful job!”</p> <p>“A great, wonderful part of our community. You do well with a limited budget.”</p> <p>“I think that this library rocks! The fact that it is an historical landmark is amazing! I have been coming here for years to rent books or movies or to do something fun here (in the 7<sup>th</sup> grade I came here for knitting club) and I have always enjoyed it.”</p>	<p>“We love the Library! :)”</p> <p>“This library is an outstanding participant in Jamestown living.”</p> <p>“we love it here thank you!”</p> <p>“My great grandson and I always enjoy coming—Thanks!”</p> <p>“I love the Jamestown Library.”</p> <p>“Great people who are very helpful and knowledgeable.”</p> <p>“they are great”</p> <p>“JPL is an important part of our community.”</p> <p>“The personnel are helpful, friendly, and courteous. We are fortunate to have the facility here in our town.”</p> <p>“It would be nice to have a big sign at the road when you have events. I never realize you are having an event until it’s over.”</p> <p>“I don’t have much experience with the library yet since we just moved to Jamestown. I will visit more!”</p>
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## Appendix B

### B1: Jamestown Public Library Volunteer Survey

Please rate your level of confidence when performing the following tasks on a scale of 1-7, where 1 is “Not at all Confident” and 7 is “Very Confident.” Please also indicate whether you would like to learn more about this task.

	1 (Not at all Confident)	2	3	4	5	6	7 ( Very Confident)	Want to Learn
Checking books in and out								
Shelving books and materials								
Answering the phone								
Using the fax/copy machine								
Setting up a new patron account and library card								
Putting an item on hold								
Helping a patron find an item								
Clearing overdue fines								
Helping patrons with basic computer questions								
Selling books, gift baskets, & raffle tickets								

Which area of the library do you see being used the most? (Please circle)

Children’s Room  
Adult Non-Fiction  
Other \_\_\_\_\_

Young Adult Room  
Computer Lab

Adult Fiction

How would you prefer to communicate event information to patrons (Check all that apply)

- ☐ Recommend they join email list
- ☐ Word-of-mouth conversation
- ☐ Save-the-date cards
- ☐ Have a sign at the front desk
- ☐ Other \_\_\_\_\_

Please rate the following statements on a scale of 1-7, where 1 is “Strongly Disagree” and 7 is “Strongly Agree.”

	1 (Strongly Disagree)	2	3	4	5	6	7 (Strongly Agree)
I understand the library’s mission and goals.							
I am well-educated on the library’s policies and rules.							
It is easy to find an item on the shelf when needed.							
I often find items out of place.							
I feel that my opinion is valued.							
I feel comfortable promoting library events to patrons.							
Communication between staff members and volunteers is effective.							

The number of hours that I volunteer is... (Please circle)

Too many

Just right

Not enough

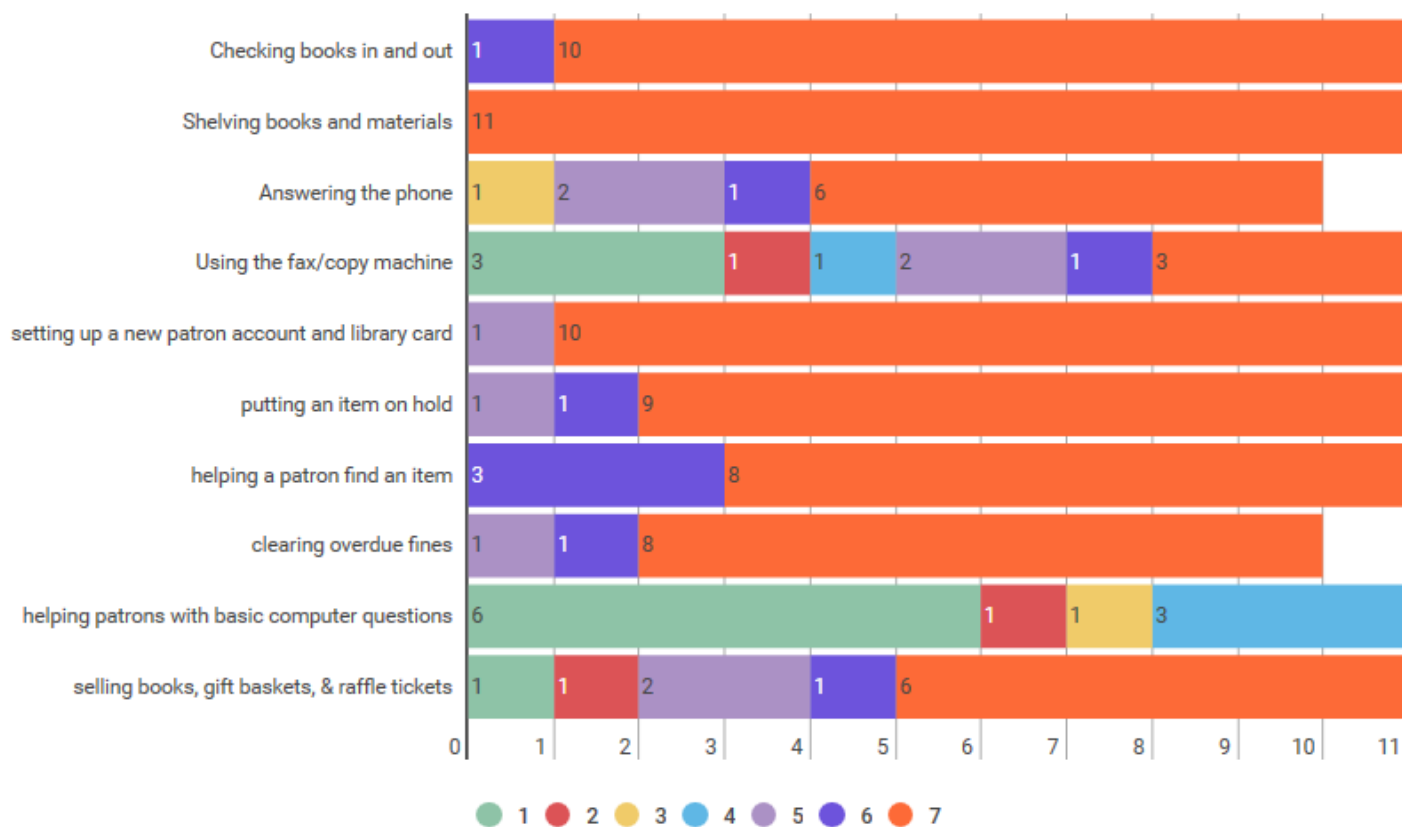
Are you happy with the day and time that you volunteer?

What is your favorite part about volunteering?

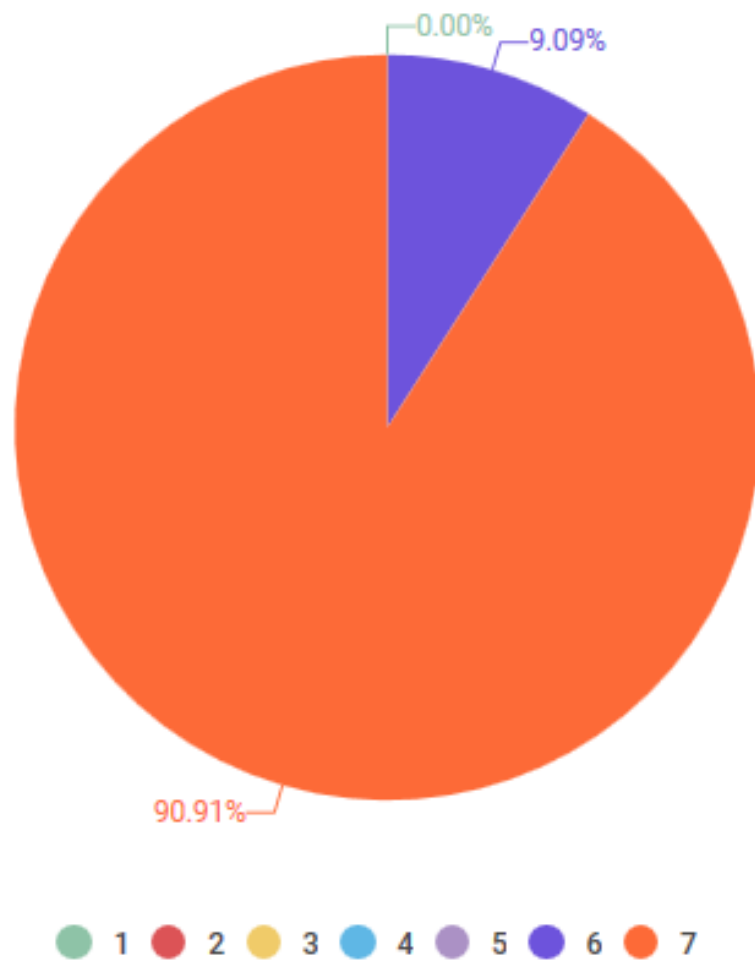
What is your least favorite part about volunteering?

Do you have any additional comments?

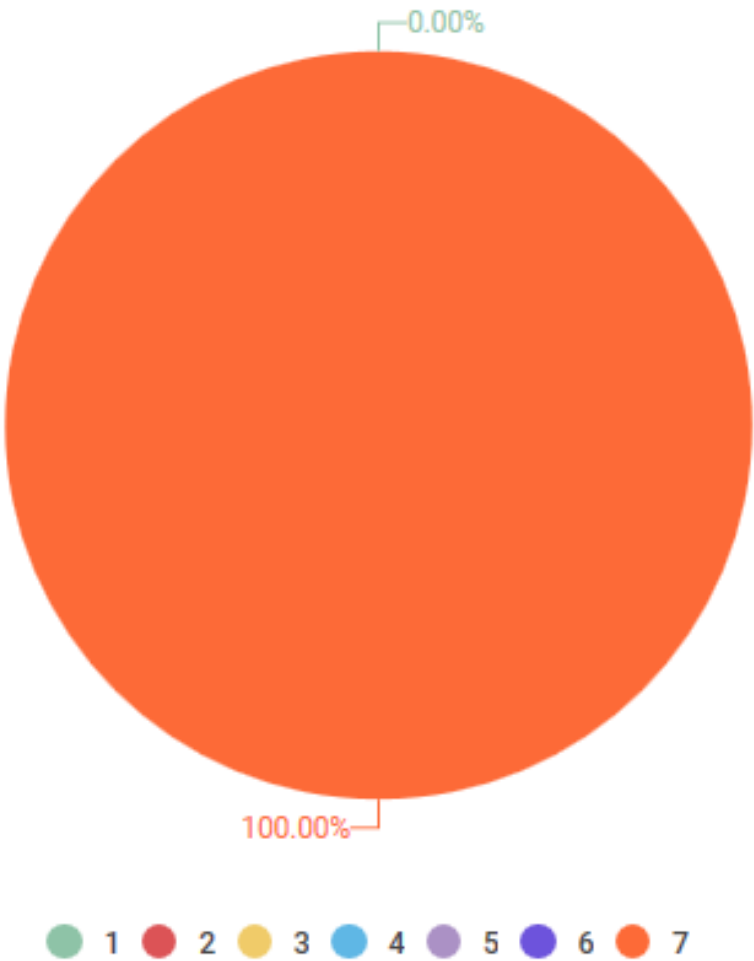
B2: Considering the level of confidence, rate on a scale of 1, “Not at all Confident” to 7, “Very Confident” for the following tasks



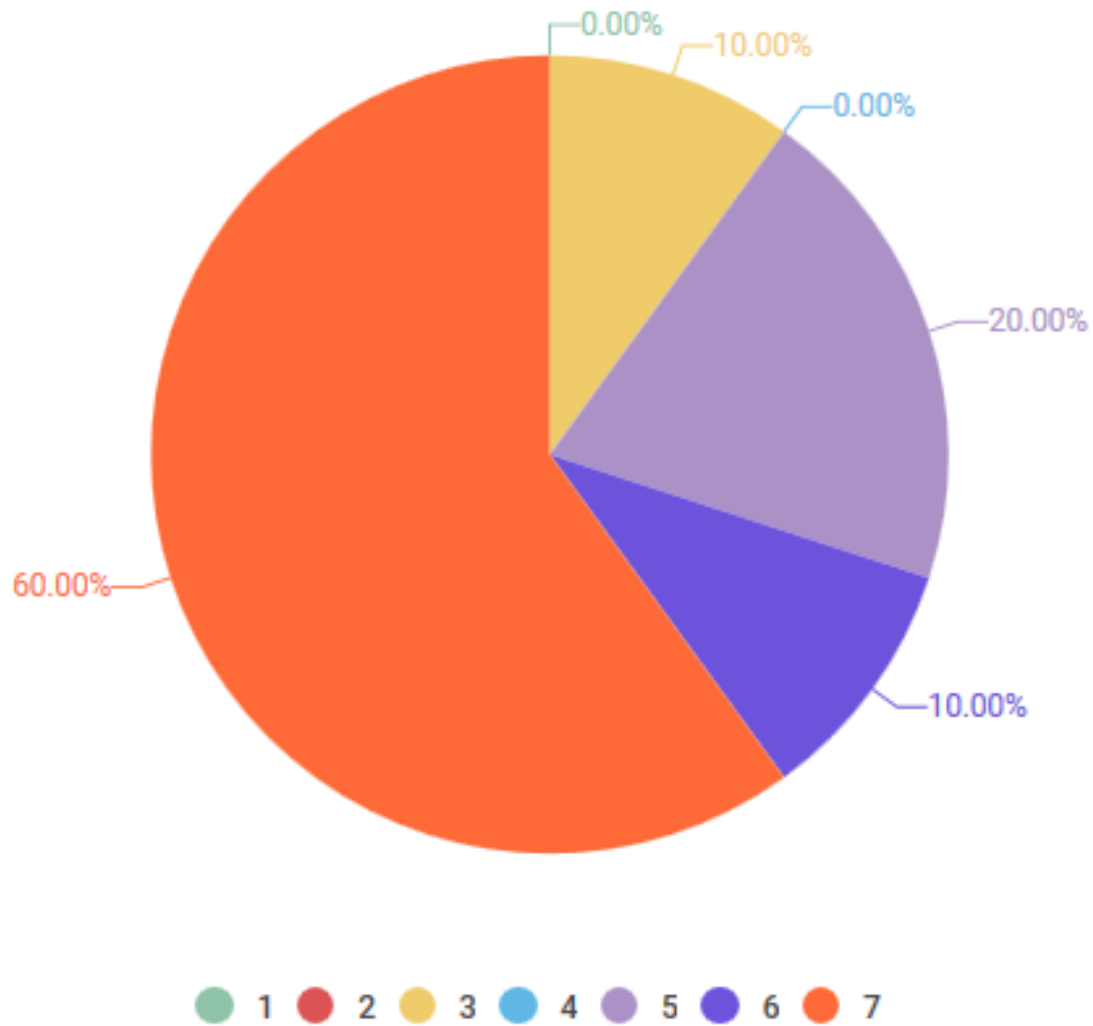
B3: Percentage of books checked in and out



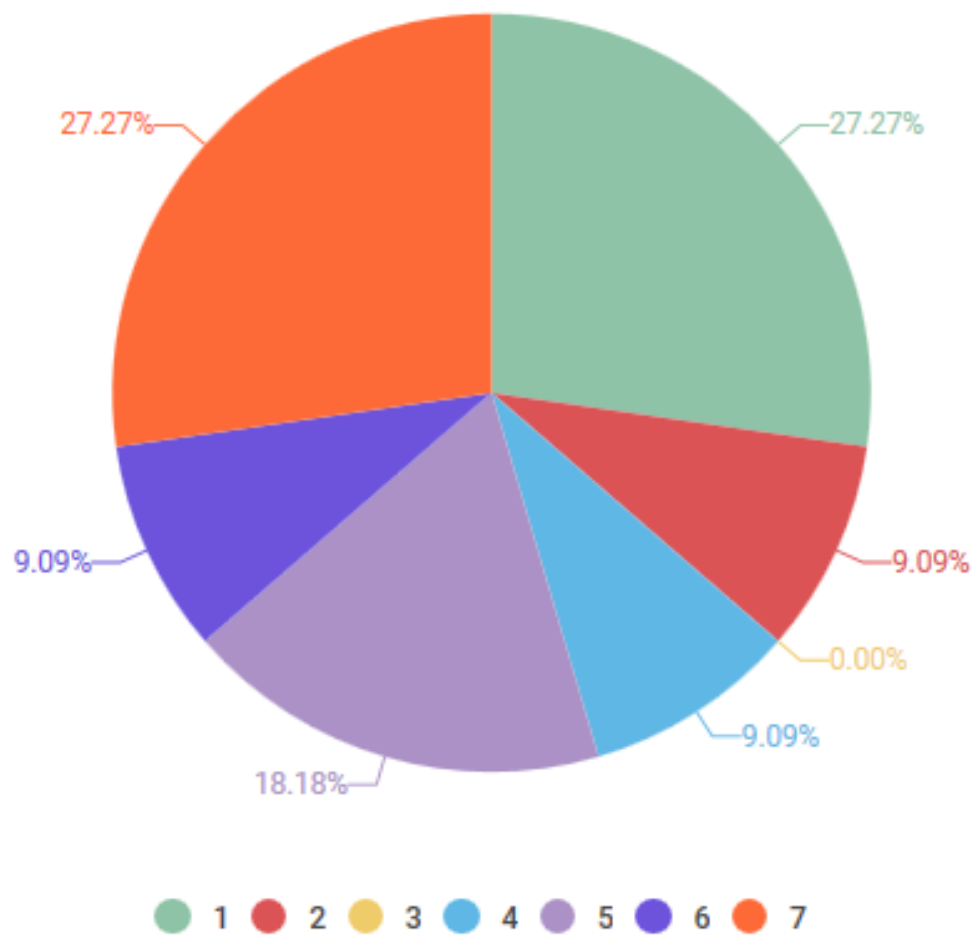
B4: Shelving books and materials by percentage



## B5: Answering the phone by percentage

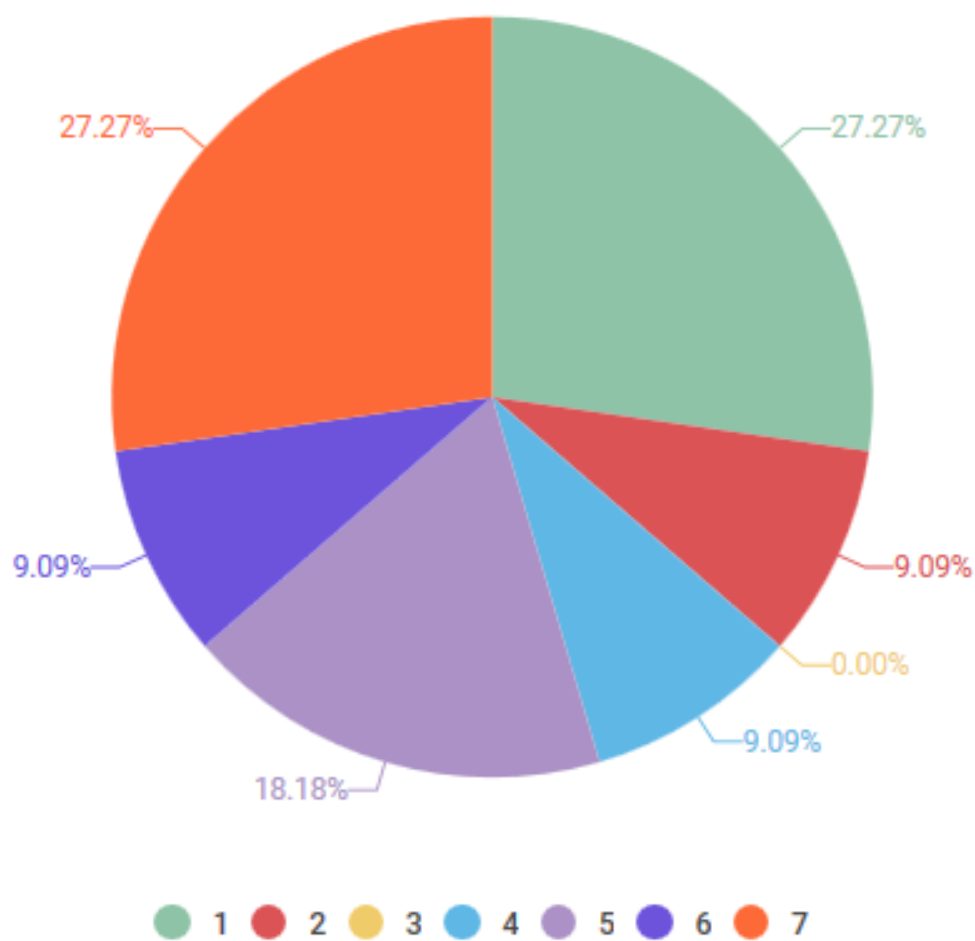


B6: Using the fax/copy machine by percentage

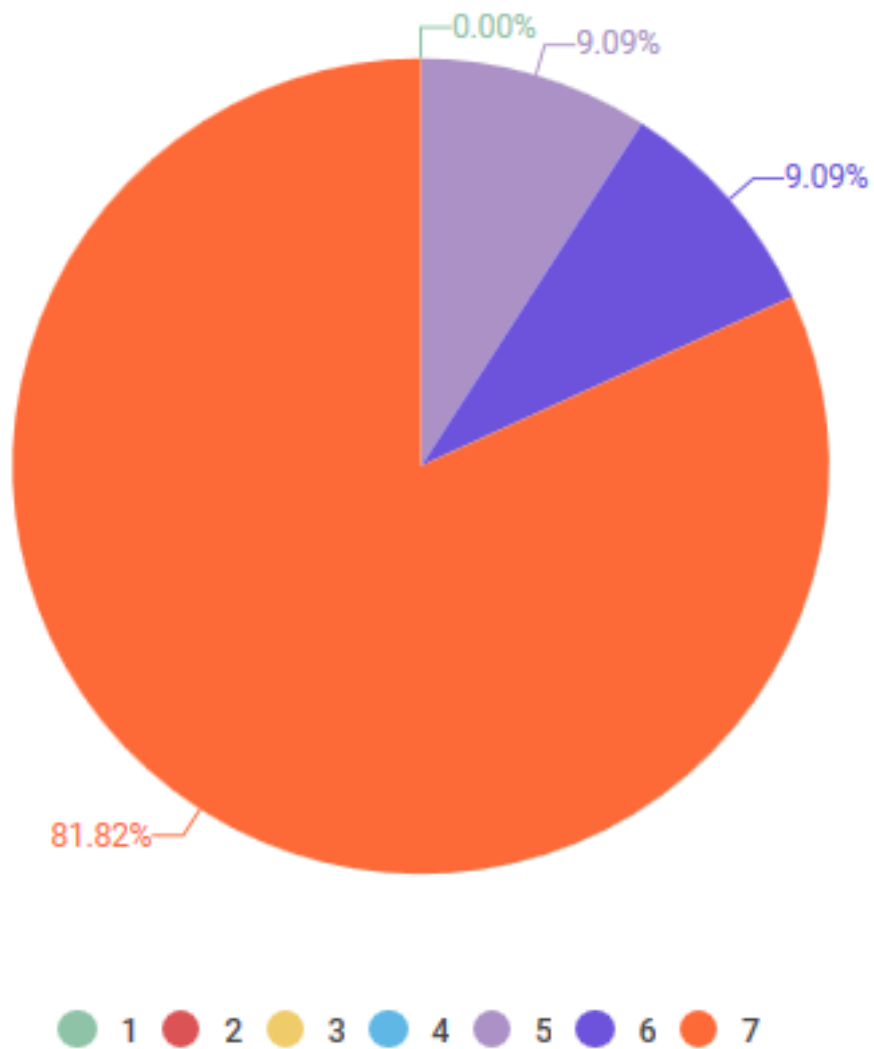




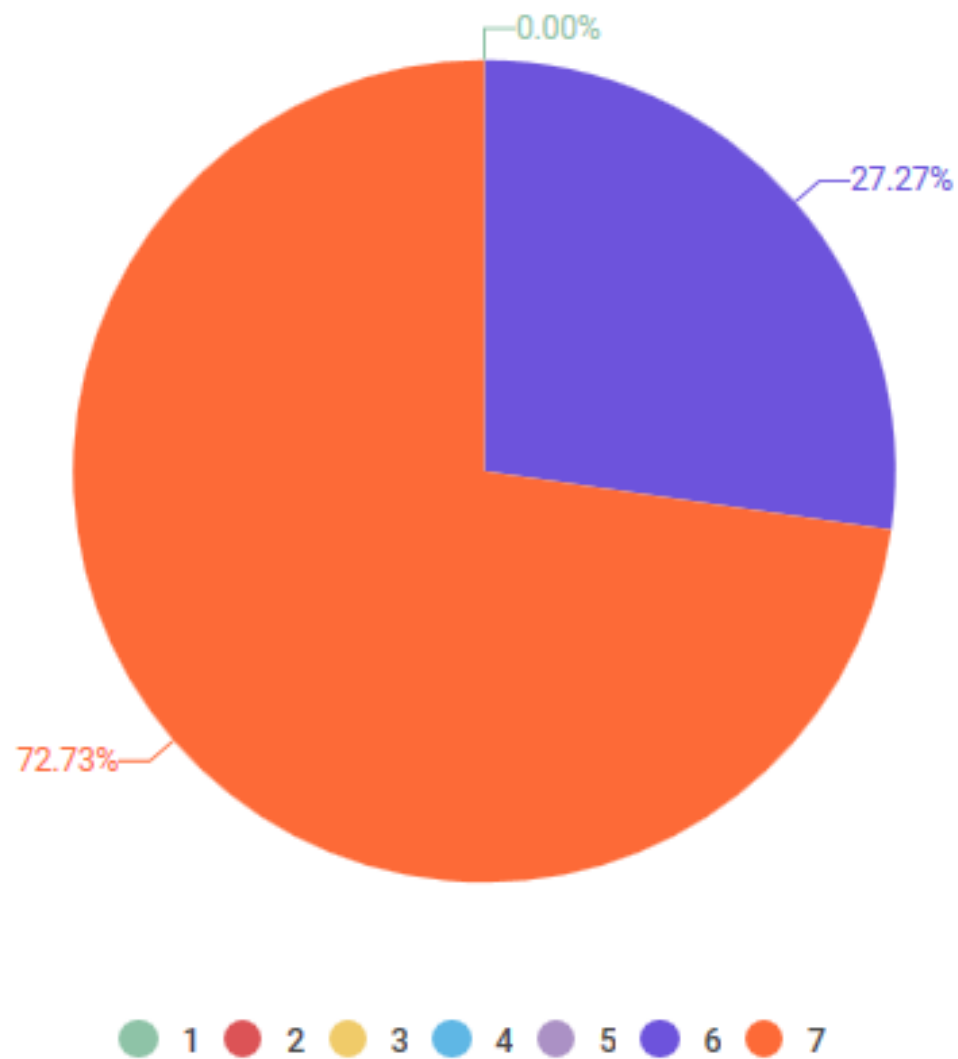
## B7: Setting up a new patron account and library card by percentage



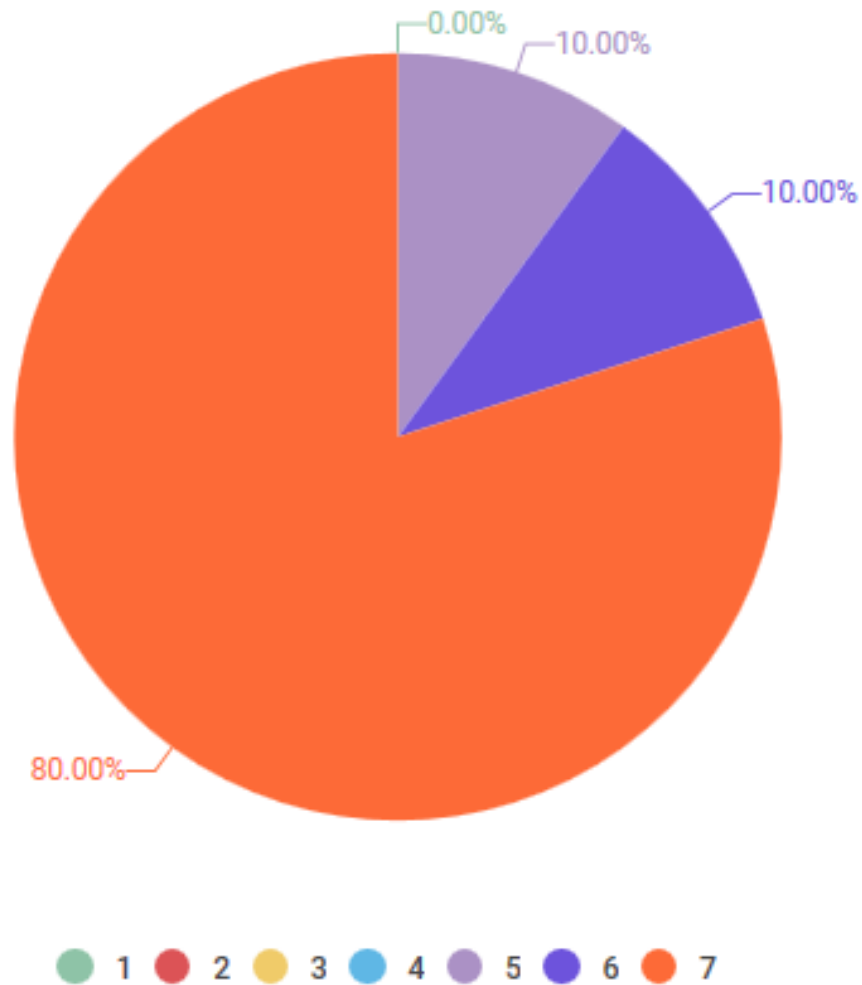
B8: Putting an item on hold by percentage



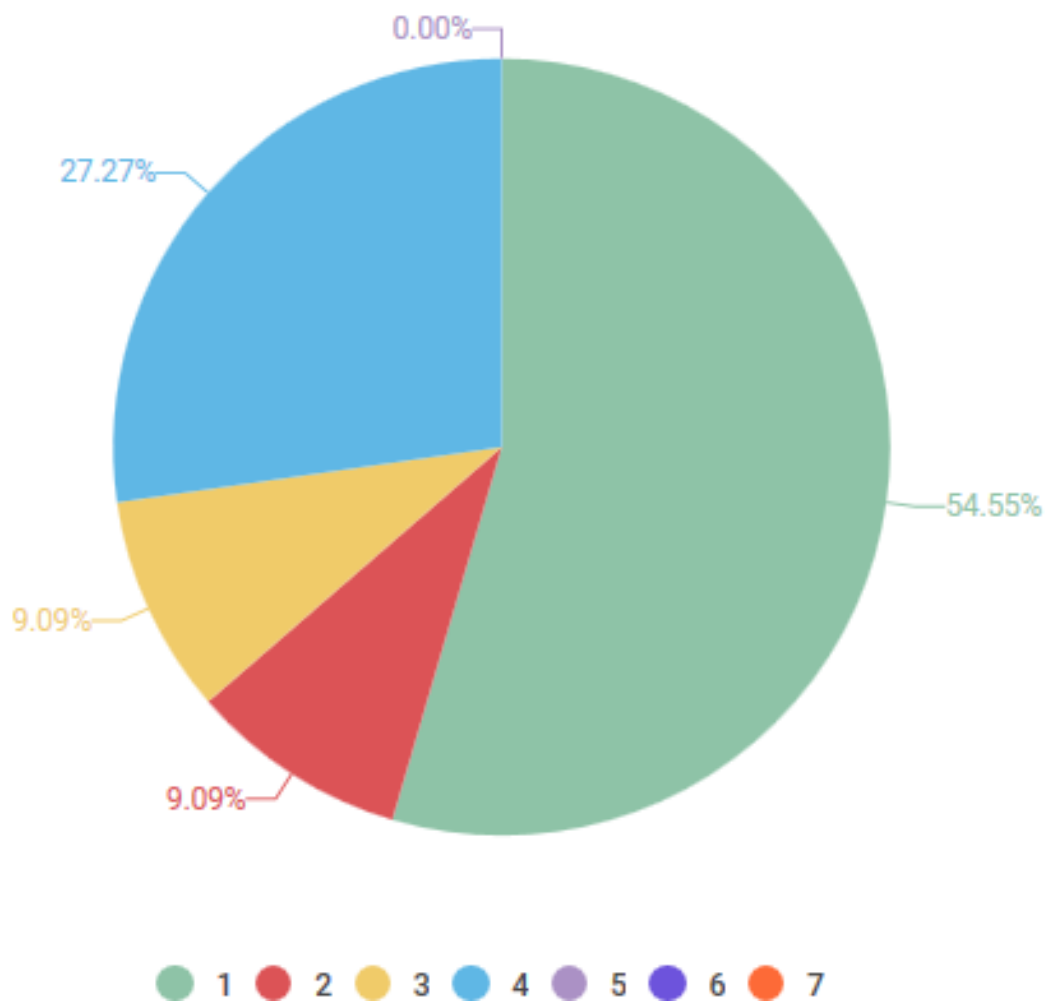
B9: Helping a patron find an item by percentage



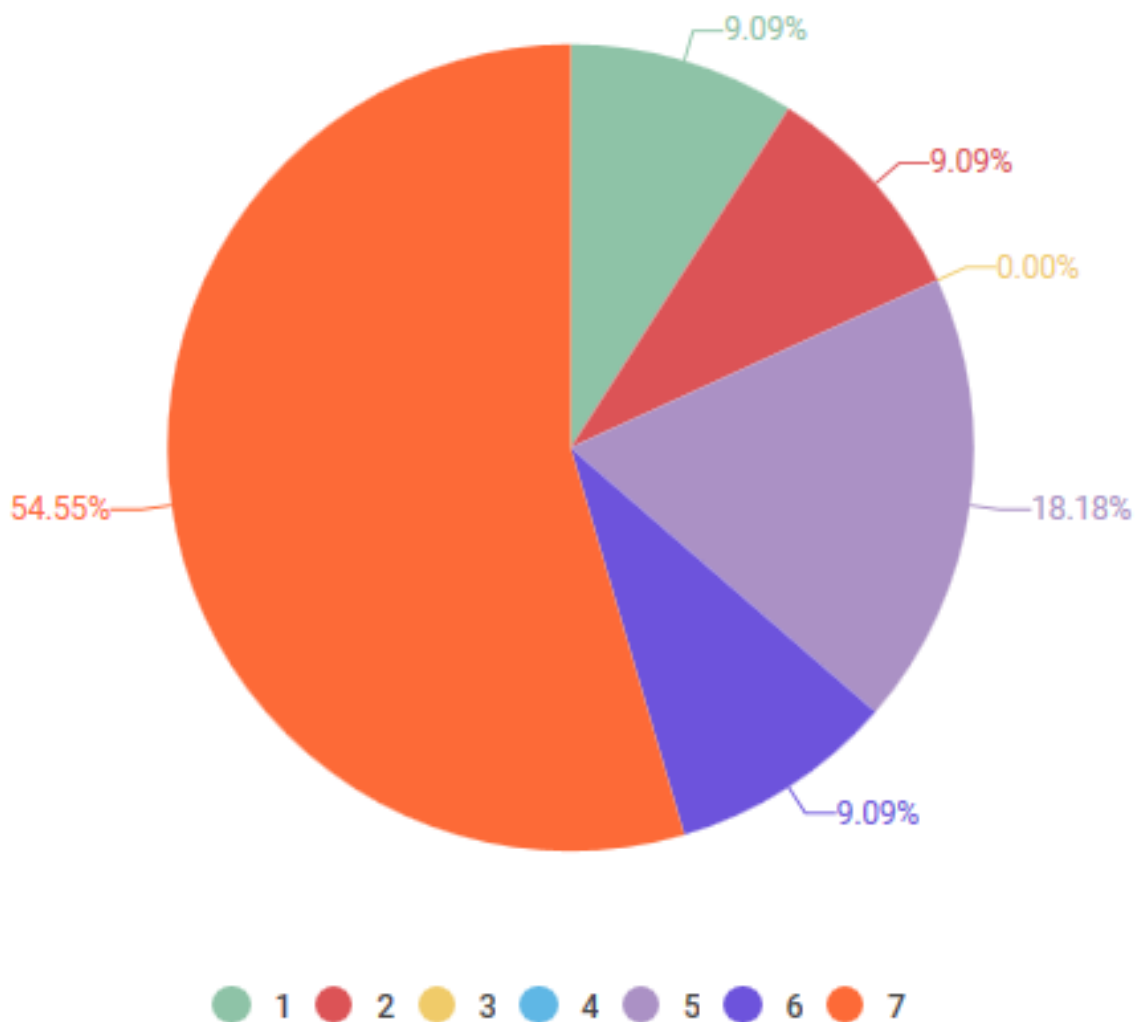
B10: Clearing overdue fines by percentage



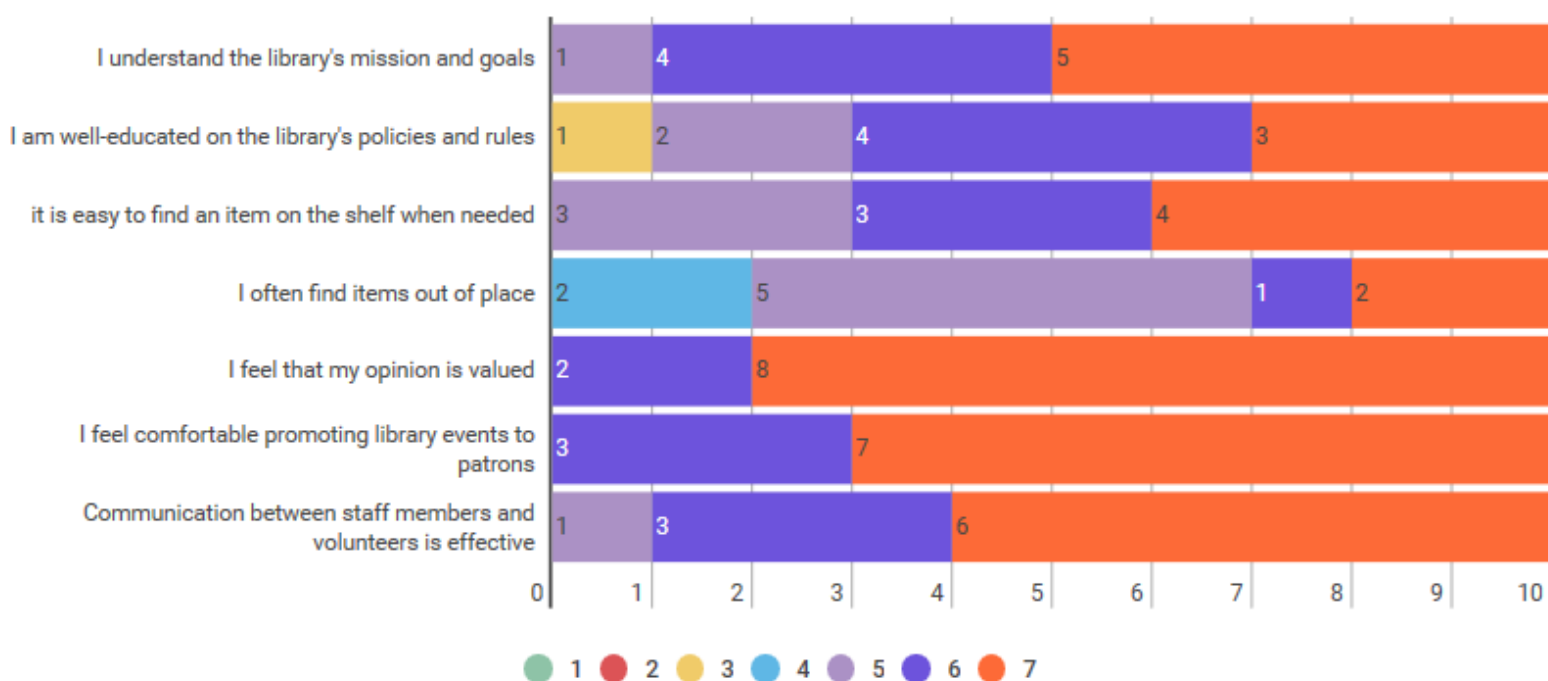
B11: Helping patrons with basic computer questions by percentage



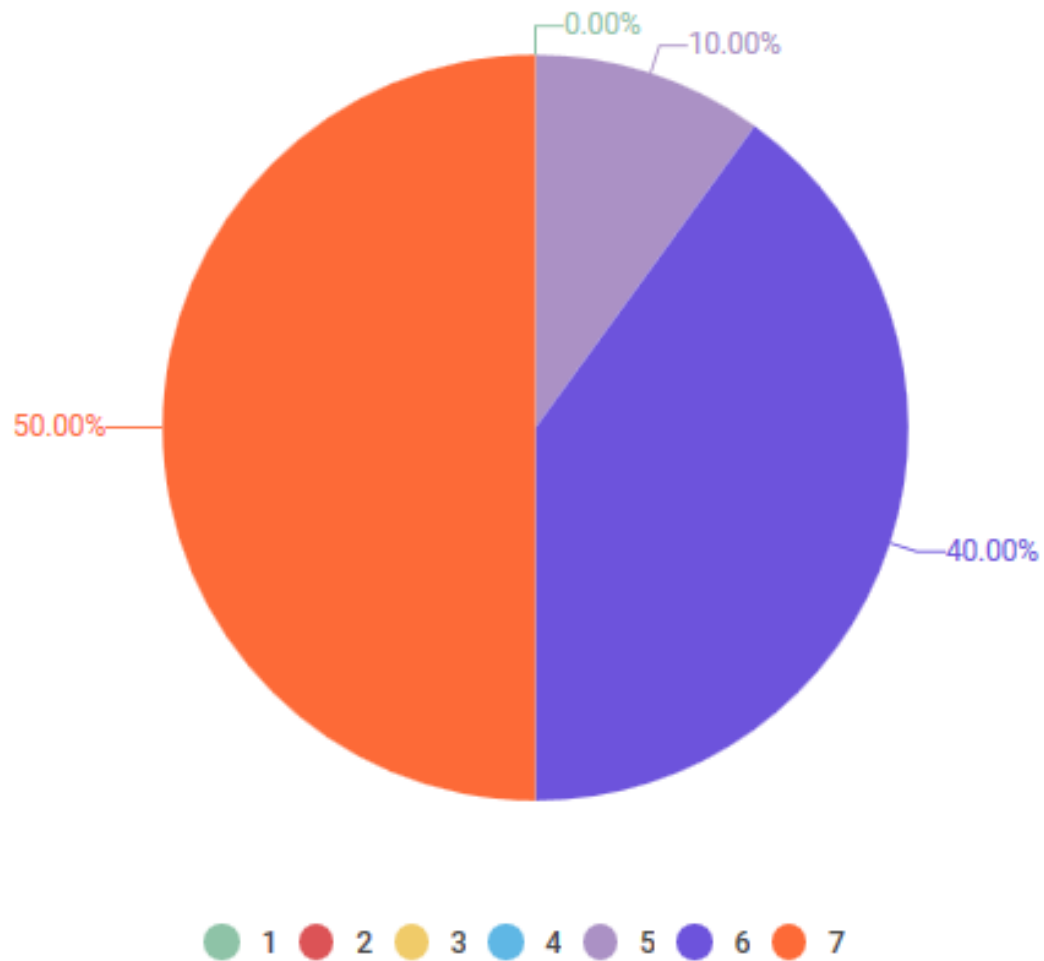
B12: Selling books, gift baskets, and raffle tickets by percentage



B13: Rate on a scale of 1, “Strongly Disagree” to 7, “Strongly Agree” for the following questions

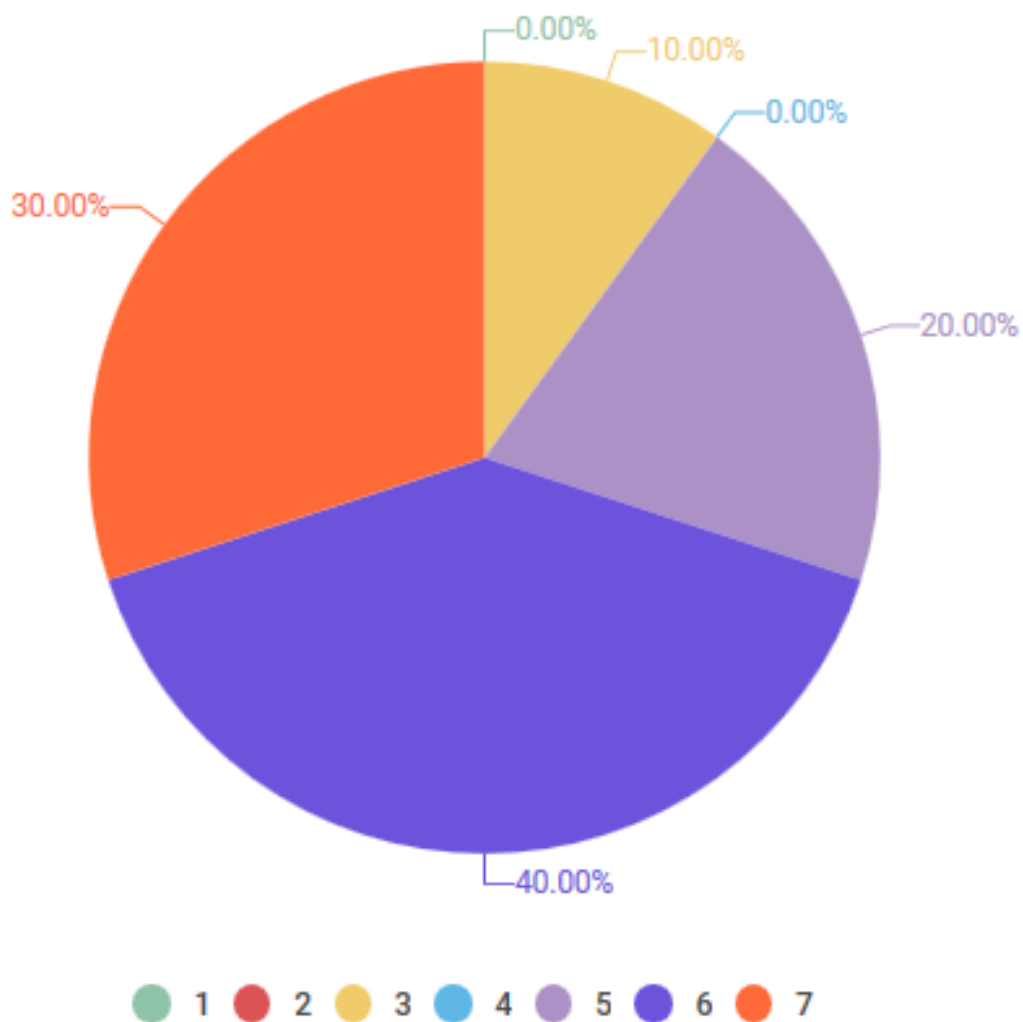


B14: I understand the library's mission and goals by percentage

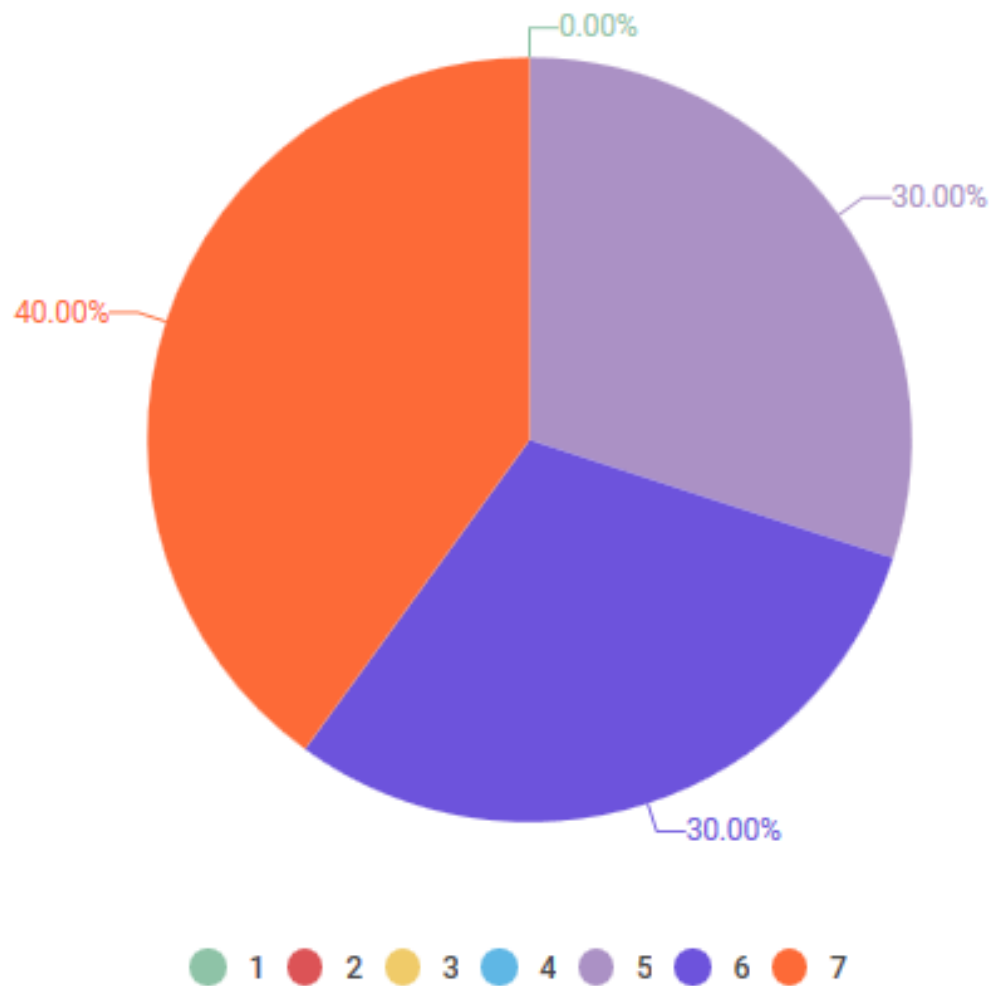




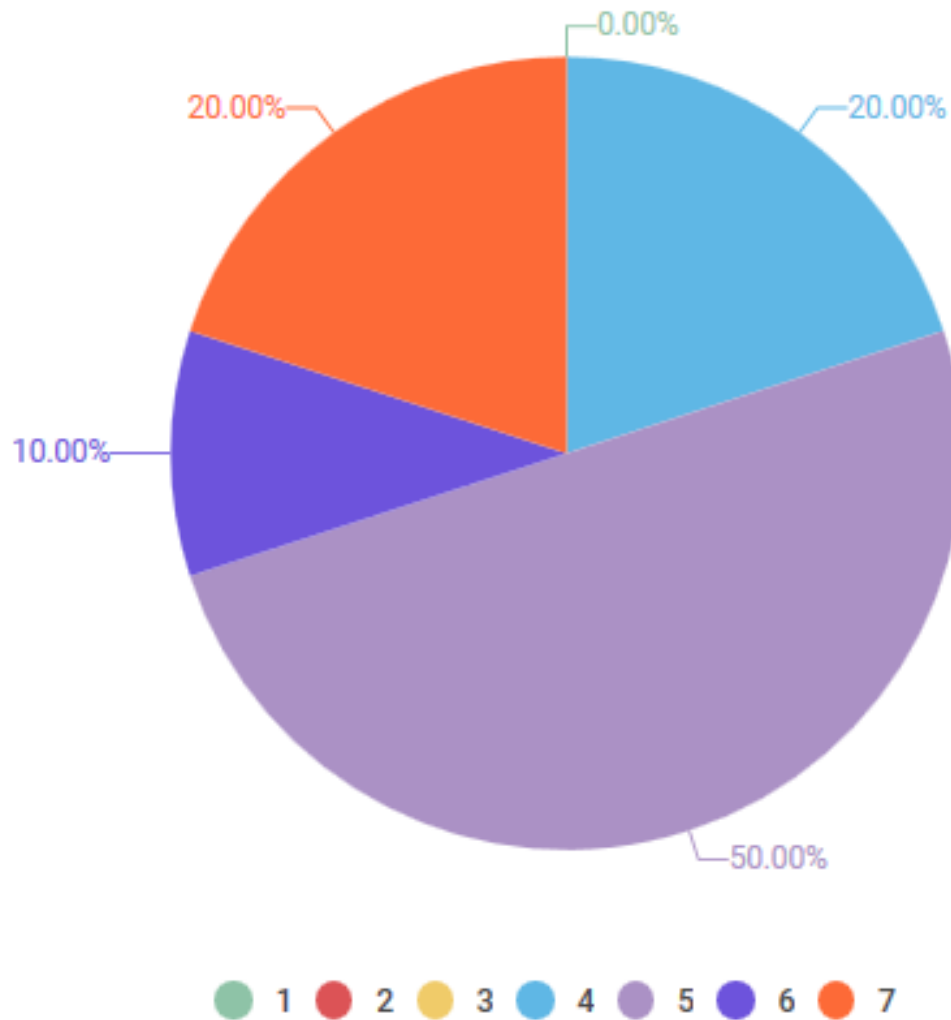
B15: I am well-educated on the library's policies and rules by percentage



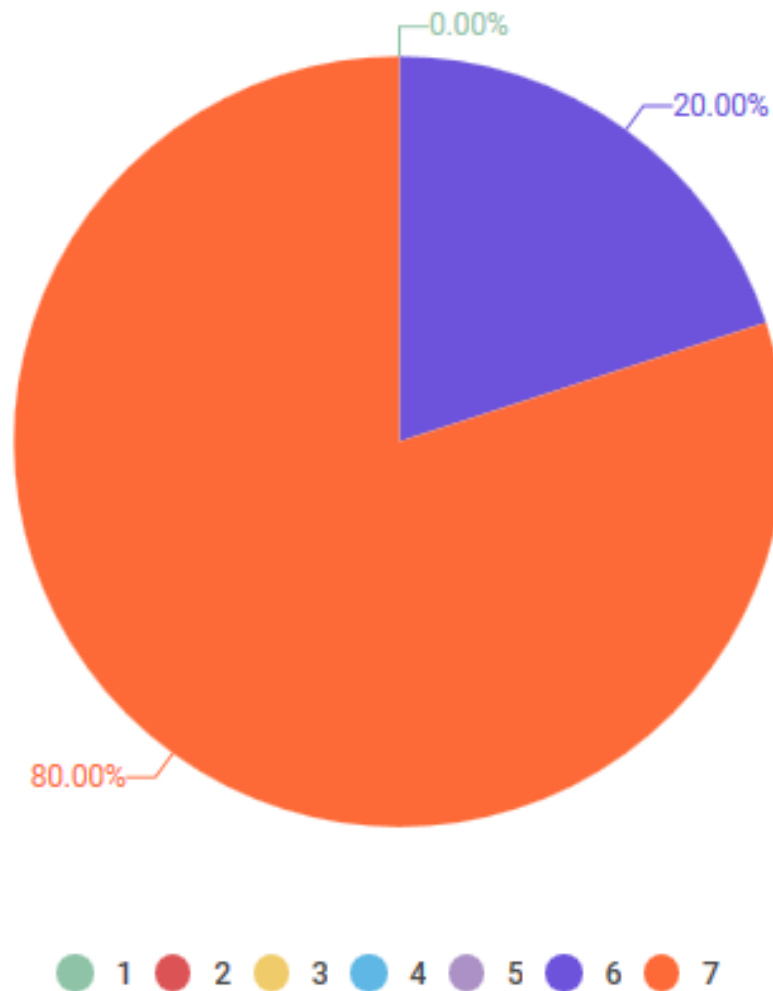
B16: It is easy to find an item on the shelf when needed by percentage



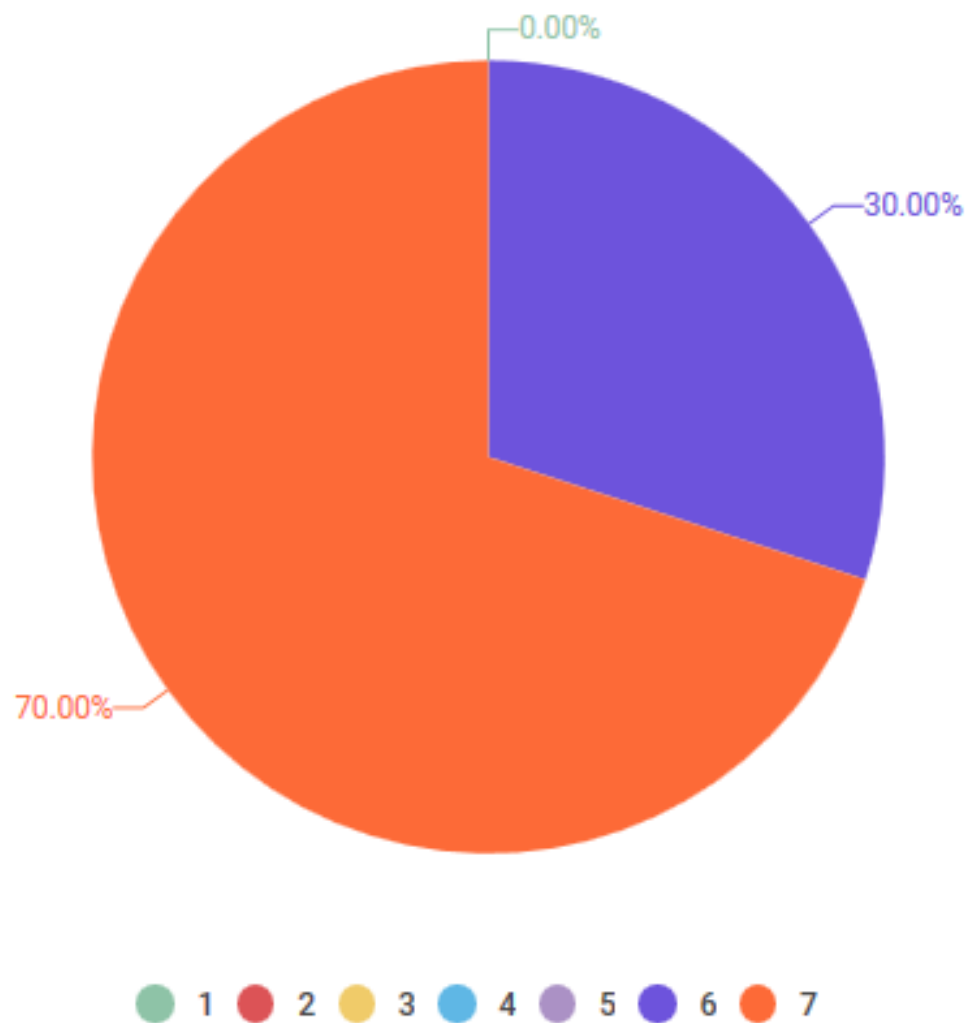
B17: I often find items out of place by percentage



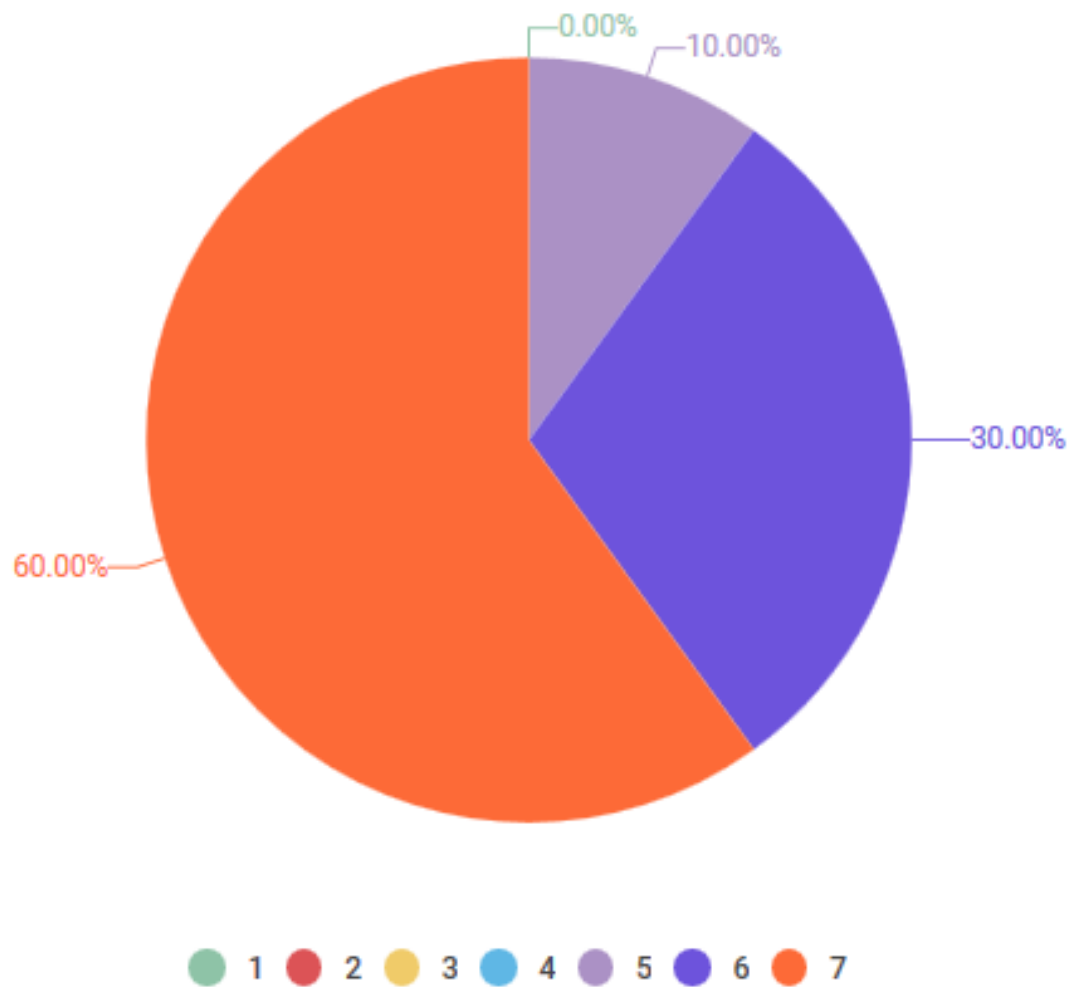
B18: I feel that my opinion is valued by percentage



B19: I feel comfortable promoting library events to patrons by percentage



B20: Communication between staff members and volunteers is effective by percentage



## Appendix C

### C1: Jamestown Public Library Staff Survey

Please rate the following statements on a scale of 1-7, where 1 is “Strongly Disagree” and 7 is “Strongly Agree.”

	1 (Strongly Disagree)	2	3	4	5	6	7 (Strongly Agree)
I know what is expected of me at work.							
I have the materials and equipment I need to do my work right.							
At work, I have the opportunity to do what I do bet every day.							
In the last seven days, I have received recognition or praise for doing good work.							
My supervisor, or someone at work, seems to care about me as a person.							
There is someone at work who encourages my development.							
At work, my opinions seem to count.							
The mission or purpose of my company makes me feel my work is important.							
My associates or fellow employees are committed to doing quality work.							
I have a best friend at work.							
In the last 6 months, someone at work has talked to me about my progress.							
This last year, I have had opportunities to learn and grow.							

Please rate the following statements on a scale of 1-7, where 1 is “Strongly Disagree” and 7 is “Strongly Agree.”

	1 (Strongly Disagree)	2	3	4	5	6	7 (Strongly Agree)
I understand the goals and mission of the library.							
I feel that patron needs are being met.							
Communication among staff members is effective.							
I have enough time to get my work done.							
I am satisfied with the number of hours I am scheduled.							
I am satisfied with my pay rate.							
Overall, I am happy with my job.							

Are there any additional resources you need to do your job well?

Do you have any additional comments?



C2: Asked to rate the following statements on a scale of 1, “Strongly Disagree” to 7, “Strongly Agree.”

