

SHERWOOD
PUBLIC LIBRARY



User Survey, Summer 2021

102

Total Responses

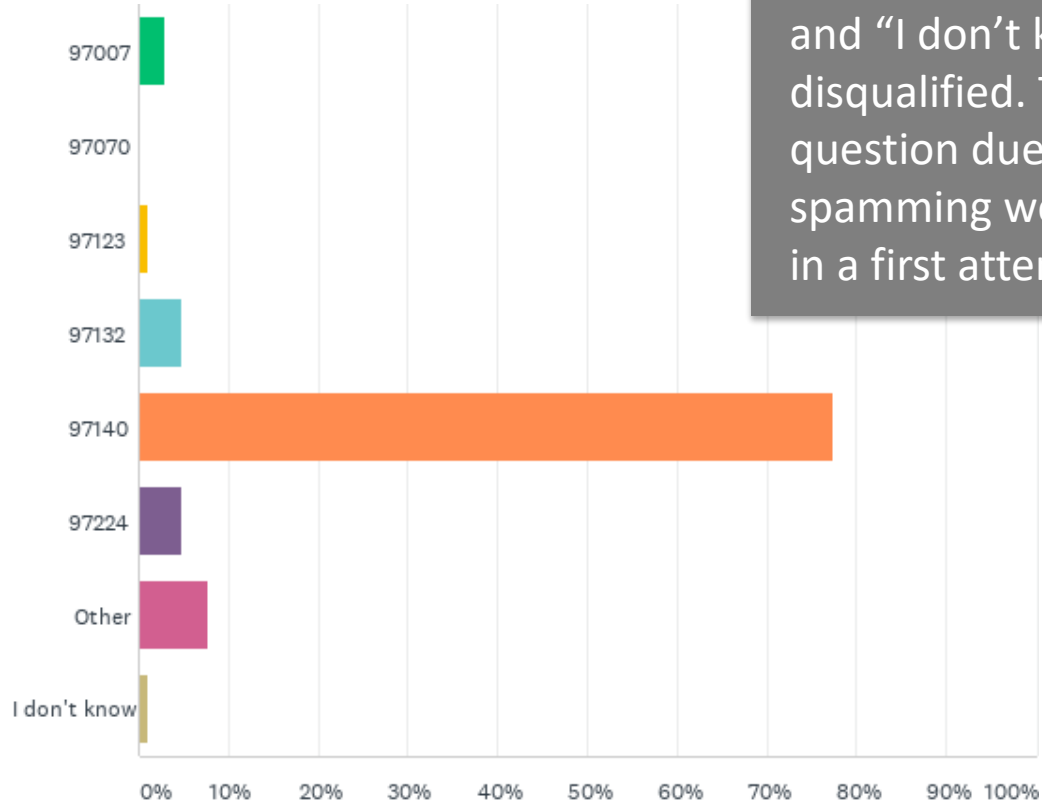
Open June 10, 2021, through July, 2021.

Responses in 2017: 546

Context: The COVID-19 pandemic affected all service levels over the last 15 months. As of surveying, hours had been nearly all restored, curbside was still offered, and events were still all online, outside, or hybrid. Masking, social distancing, and vaccinations helped make in-person services possible again.

Q1: What zipcode do you live in?

Answered: 102 Skipped: 0



NOTE: Answers of "other" and "I don't know" were disqualified. This was a new question due to survey spamming we encountered in a first attempt.

Q1: What zipcode do you live in?

Answered: 102 Skipped: 0

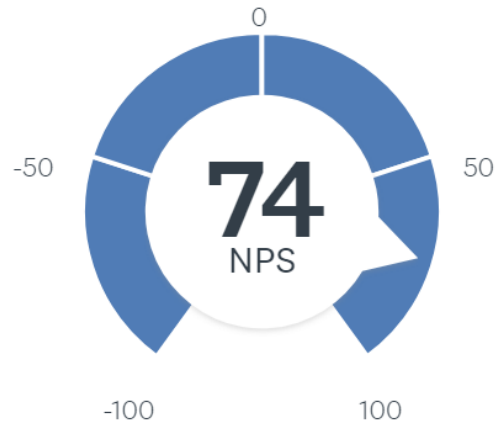
ANSWER CHOICES	RESPONSES	
97007	2.94%	3
97070	0.00%	0
97123	0.98%	1
97132	4.90%	5
97140	77.45%	79
97224	4.90%	5
Other	7.84%	8
I don't know	0.98%	1
TOTAL		102

Q2: How likely is it that you would recommend Sherwood Public Library to a friend or colleague?

Answered: 73 Skipped: 29

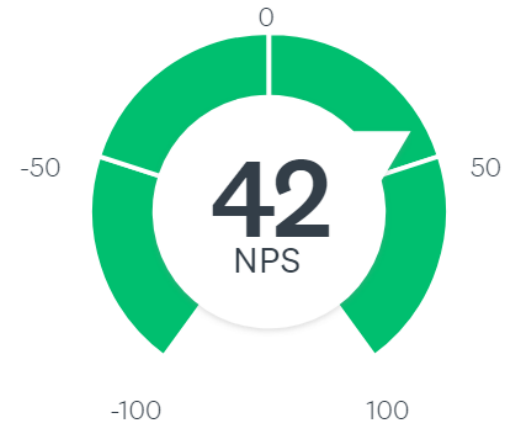
Respondents answer on a scale of 0-10.

Your Net Promoter® Score



Answered: 73 Skipped: 29

SurveyMonkey Global Benchmark



Average from 130,516 Organizations
7/1/2020 - 6/30/2021

Up 5 points!
Our NPS score
in 2017 was 69.

Q2: How likely is it that you would recommend Sherwood Public Library to a friend or colleague?

Answered: 73 Skipped: 29

DETRACTORS (0-6)	PASSIVES (7-8)	PROMOTERS (9-10)	NET PROMOTER® SCORE
4%	18%	78%	74
3	13	57	

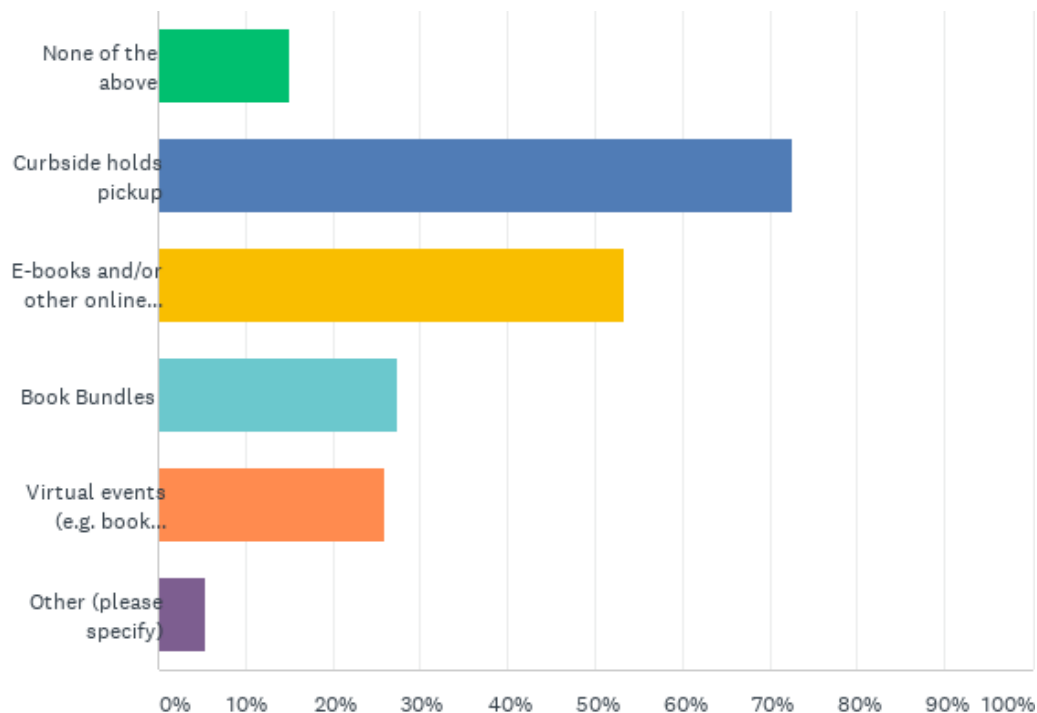
2017 results: 5.4% detractors, 20% passives, 74.5% promoters

Q3:
...[I]f there was one
thing we could
do...what would it
be?



Q4: What library services did you use during the pandemic? (Check all that apply.)

Answered: 73 Skipped: 29



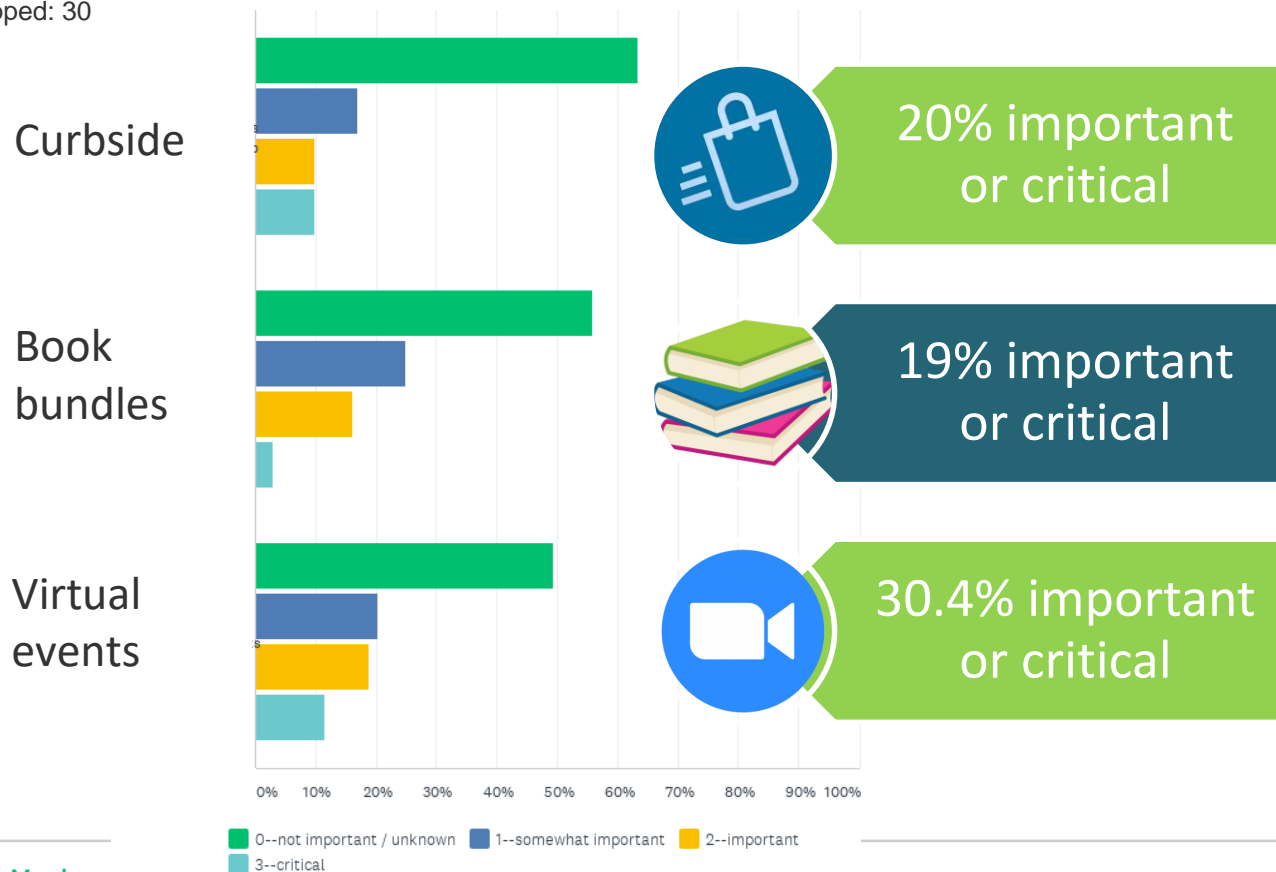
Q4: What library services did you use during the pandemic? (Check all that apply.)

Answered: 73 Skipped: 29

ANSWER CHOICES	RESPONSES	
None of the above	15.07%	11
Curbside holds pickup	72.60%	53
E-books and/or other online content (audiobooks, movies, articles, research)	53.42%	39
Book Bundles	27.40%	20
Virtual events (e.g. book discussions, storytimes, workshops, etc.)	26.03%	19
Other (please specify)	5.48%	4
Total Respondents: 73		

Q5: How important is it for you personally that these new services continue to be offered after the pandemic?

Answered: 72 Skipped: 30



Q5: How important is it for you personally that these new services continue to be offered after the pandemic?

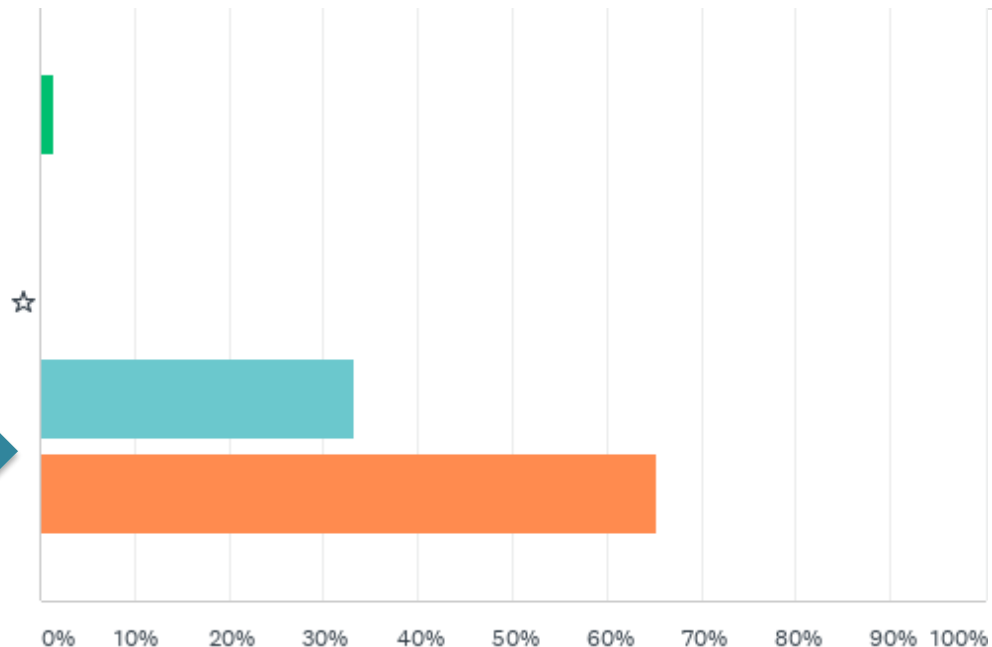
Answered: 72 Skipped: 30

	0--NOT IMPORTANT / UNKNOWN	1-- SOMEWHAT IMPORTANT	2-- IMPORTANT	3-- CRITICAL	TOTAL	WEIGHTED AVERAGE
Curbside holds pickup	63.38% 45	16.90% 12	9.86% 7	9.86% 7	71	0.66
Book Bundles	55.88% 38	25.00% 17	16.18% 11	2.94% 2	68	0.66
Virtual events	49.28% 34	20.29% 14	18.84% 13	11.59% 8	69	0.93

Q6: Customer Service is important to us at Sherwood Public Library. How are we doing?

Answered: 69 Skipped: 33

98.6% of respondents almost always get the service expected or routinely get service that exceeds expectations. Up 1.4% from 2017!



- I do not get the service I expect.
- I rarely get the service I expect.
- I sometimes get the service I expect.
- I almost always get the service I expect.
- I routinely get service that exceeds my expectations.

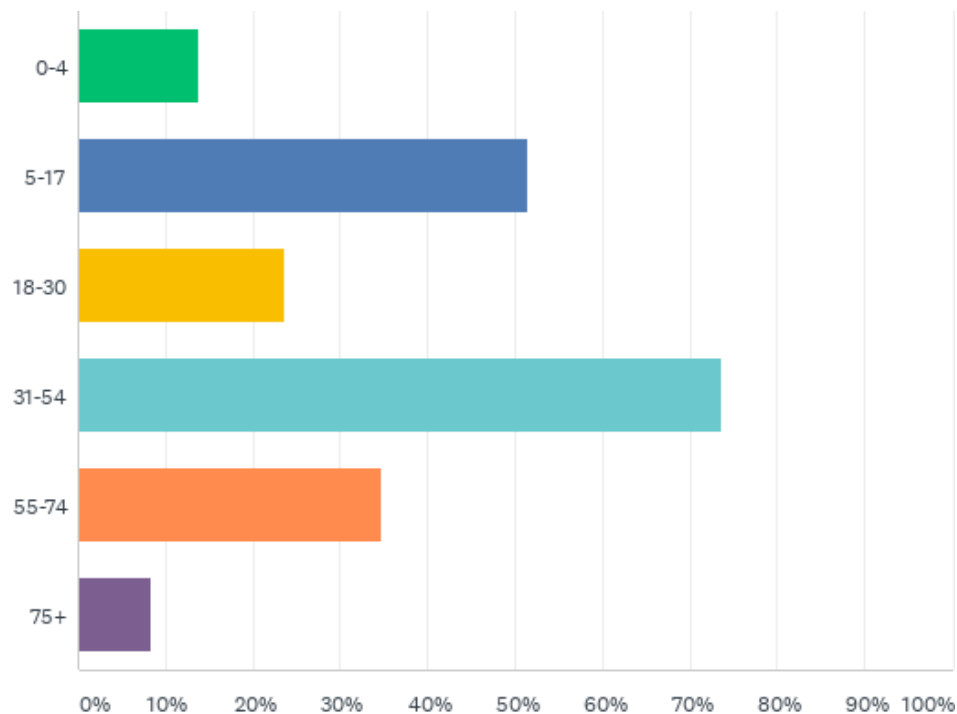
Q6: Customer Service is important to us at Sherwood Public Library. How are we doing?

Answered: 69 Skipped: 33

	I DO NOT GET THE SERVICE I EXPECT.	I RARELY GET THE SERVICE I EXPECT.	I SOMETIMES GET THE SERVICE I EXPECT.	I ALMOST ALWAYS GET THE SERVICE I EXPECT.	I ROUTINELY GET SERVICE THAT EXCEEDS MY EXPECTATIONS.	TOTAL	WEIGHTED AVERAGE
☆	1.45% 1	0.00% 0	0.00% 0	33.33% 23	65.22% 45	69	4.61

Q7: What are the ages of your household members? (Check all that apply.)

Answered: 72 Skipped: 30



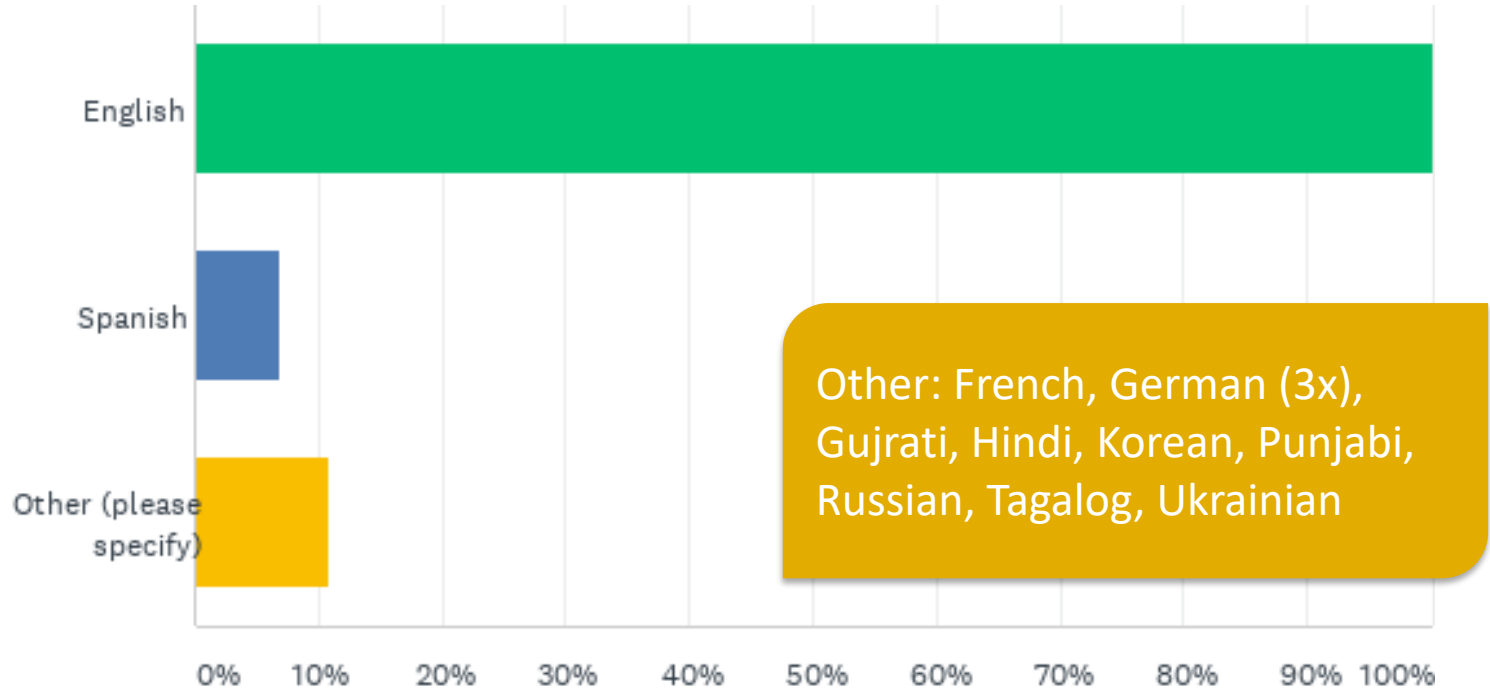
Q7: What are the ages of your household members? (Check all that apply.)

Answered: 72 Skipped: 30

ANSWER CHOICES	RESPONSES	
0-4	13.89%	10
5-17	51.39%	37
18-30	23.61%	17
31-54	73.61%	53
55-74	34.72%	25
75+	8.33%	6
Total Respondents: 72		

Q8: What languages are spoken in your home? (Check all that apply.)

Answered: 73 Skipped: 29



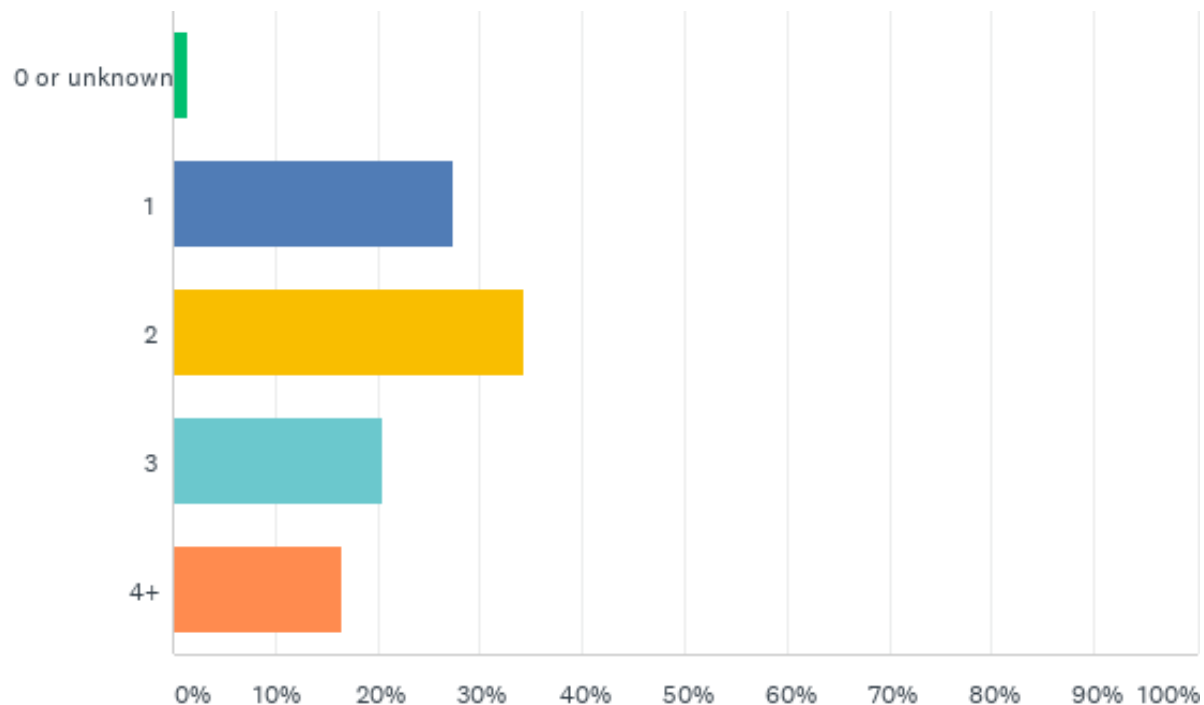
Q8: What languages are spoken in your home? (Check all that apply.)

Answered: 73 Skipped: 29

ANSWER CHOICES	RESPONSES	
English	100.00%	73
Spanish	6.85%	5
Other (please specify)	10.96%	8
Total Respondents: 73		

Q9: How many members of your household have a library card with Washington County Cooperative Library Services?

Answered: 73 Skipped: 29



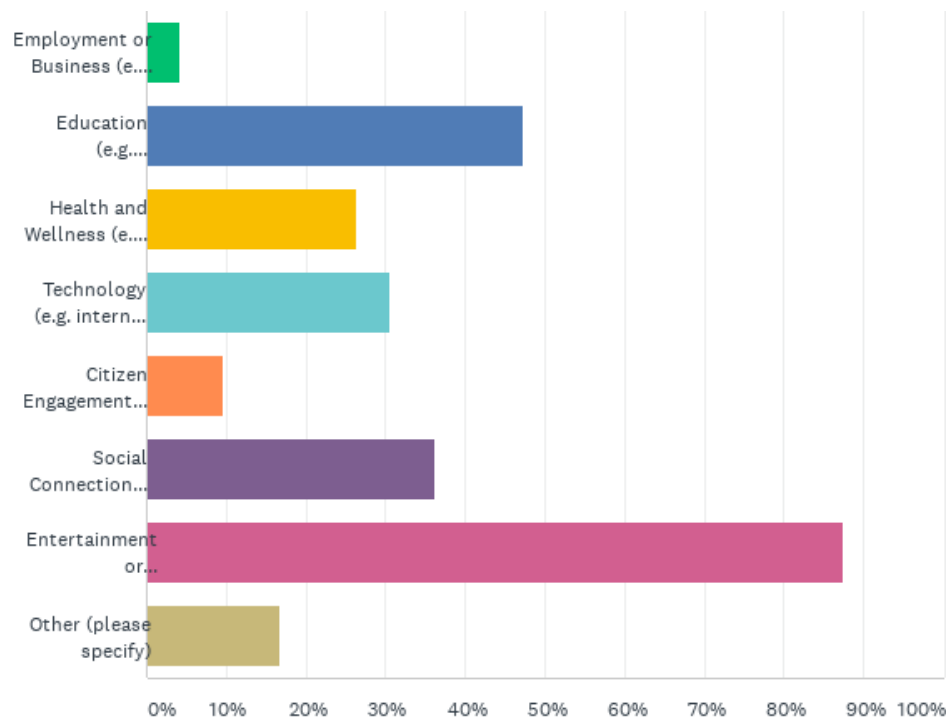
Q9: How many members of your household have a library card with Washington County Cooperative Library Services?

Answered: 73 Skipped: 29

ANSWER CHOICES	RESPONSES	
0 or unknown	1.37%	1
1	27.40%	20
2	34.25%	25
3	20.55%	15
4+	16.44%	12
TOTAL		73

Q10: How has the library made an impact on you, your family, or your household? (Check all that apply.)

Answered: 72 Skipped: 30



Q10: How has the library made an impact on you, your family, or your household? (Check all that apply.)

Answered: 72 Skipped: 30

ANSWER CHOICES	RESPONSES	
Employment or Business (e.g. resume help, job-searching, certifications, business research, finding or meeting customers)	4.17%	3
Education (e.g. kindergarten readiness, literacy, homework help, place to study, researching schools, homeschool curriculum, test prep, parenting/caregiver skills)	47.22%	34
Health and Wellness (e.g. finding answers to health questions, mental health resources)	26.39%	19
Technology (e.g. internet access, computers, technology classes, tech help sessions, resources about technology, online classes)	30.56%	22
Citizen Engagement (e.g. learning about local government processes, using library resources to get involved in local government)	9.72%	7
Social Connection (e.g. making new friends, connecting with people with common interests, getting to know fellow community members)	36.11%	26
Entertainment or Self-improvement (e.g. enrichment with reading, viewing and/or listening materials, classes, and/or events)	87.50%	63
Other (please specify)	16.67%	12
Total Respondents: 72		

Q10: How has the library made an impact on you, your family, or your household? (Check all that apply.)

OTHER (PLEASE SPECIFY):

Entertainment through reading. I'd like social connection to be more prevalent! :)

A warm & welcoming place when things get tough!

Relaxation - when I want to treat myself, I grab a magazine or book and read in one of your comfy chairs. It's a perfect rainy day activity for an introvert! ☺

access to free books

Enjoy summer reading program

Cultural passes

Used books, learning for the sake of learning

Local history research, hobby information.

offering great books!

I mostly just use your ebook service. If classes were virtual I would probably use them more.

Made the pandemic bearable

Story time, place for kids to play

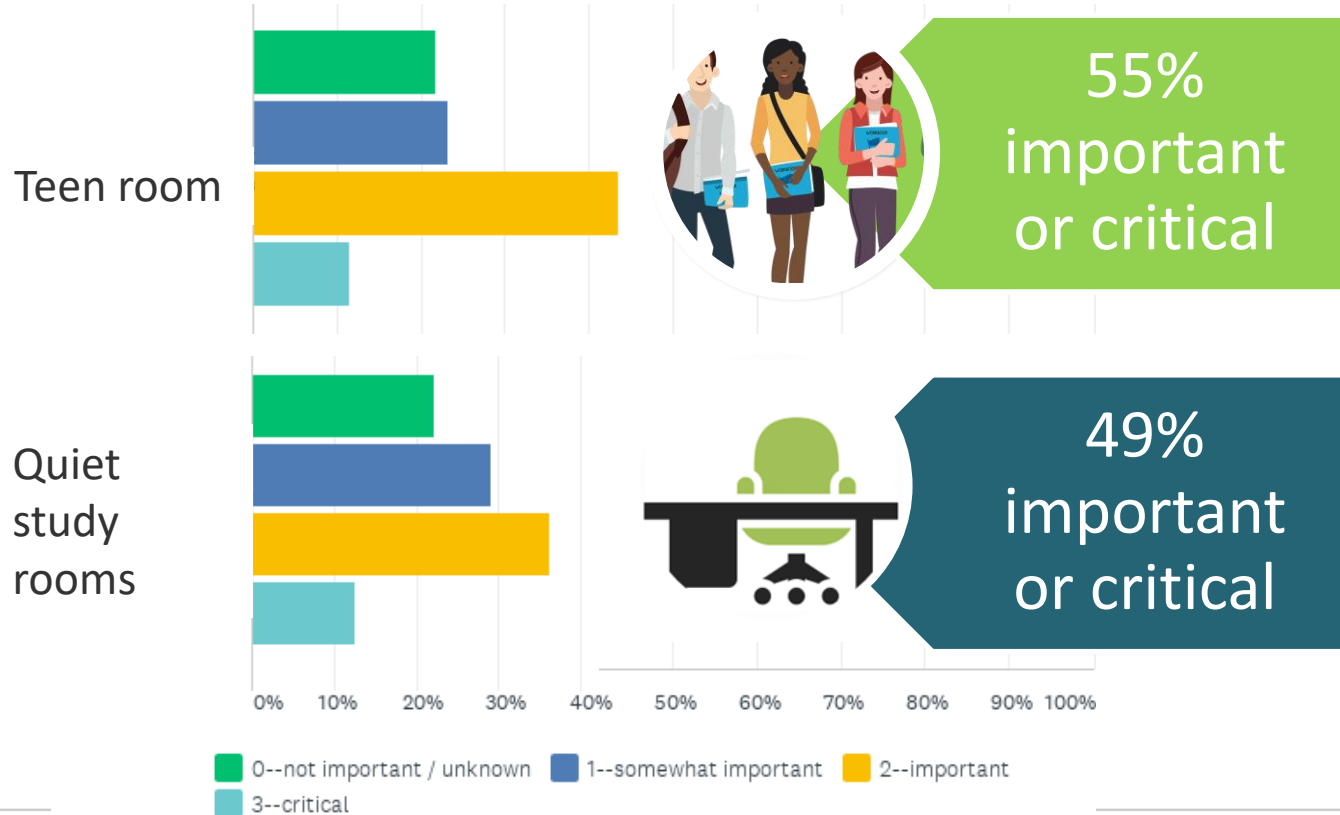
Q11: What changes would make the library more equitable, diverse, and inclusive?

Answered: 46 Skipped: 56

- A quiet area
- Art appreciation
- Bilingual signage & newsletters
- Book groups with diverse topics and participants
- Events focused on inclusion and diversity--accessible to _all_ audiences
- Exploration of authors, traditions, food from different countries
- Graphic novels for older kids.
- Have an event to highlight each country
- Keep highlighting POC authors
- Materials about different cultures and how to best communicate with each other
- Materials for children to learn about gender sensitivity.
- Meeting rooms
- More cultural events
- More diverse authors and topics
- More in-person activities for youth/kids that expose them to different cultures and languages
- More people of color out at the front desk
- More POC speakers and events that center around inclusivity, diversity, and anti-racism
- More programs for mature adults
- More storytimes that celebrate diversity
- More teen functions
- More youth Playaways
- Open earlier on Sundays
- Please continue these efforts. Social Justice Storytime & programs will reach the youth
- Removing fines was great
- Workshops/resources for Spanish speakers
- None/Unsure/NA (x24)

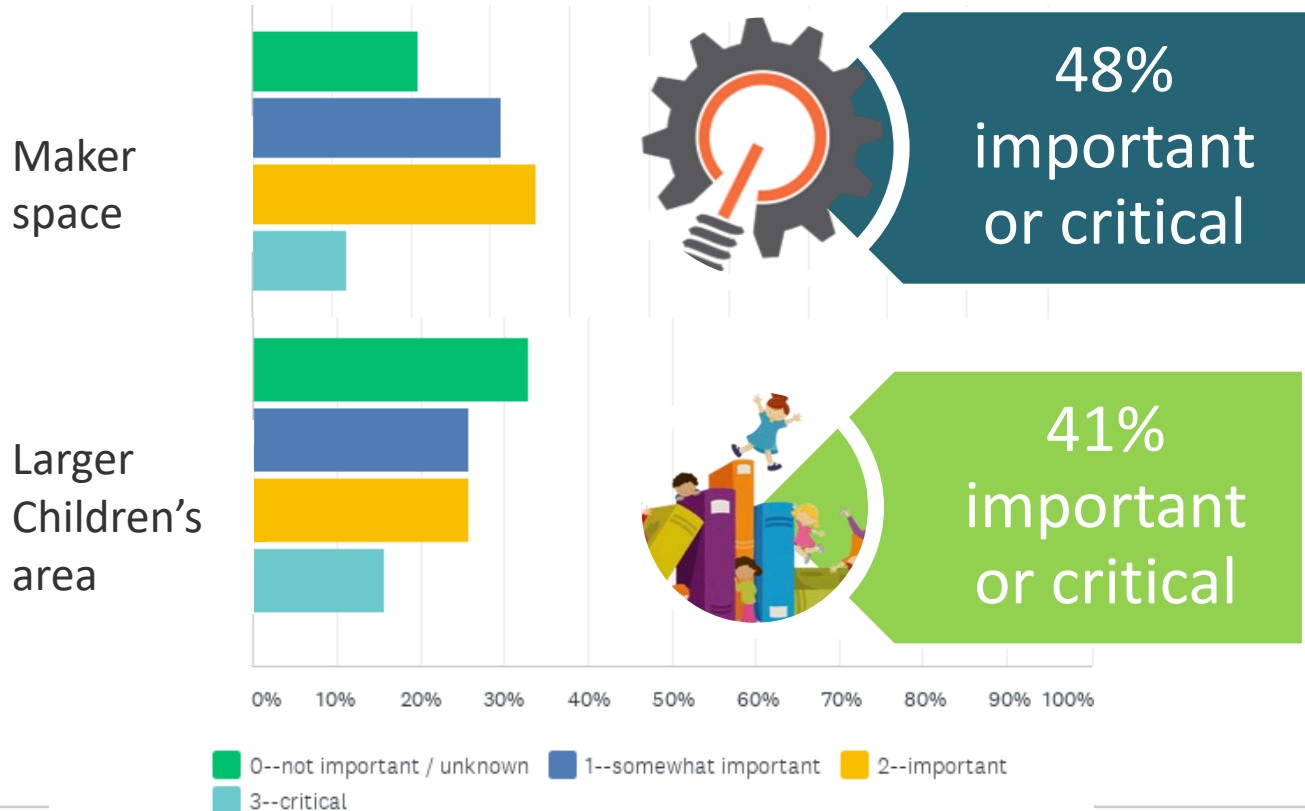
Q12: How important are these facility improvements to you?

Answered: 73 Skipped: 29



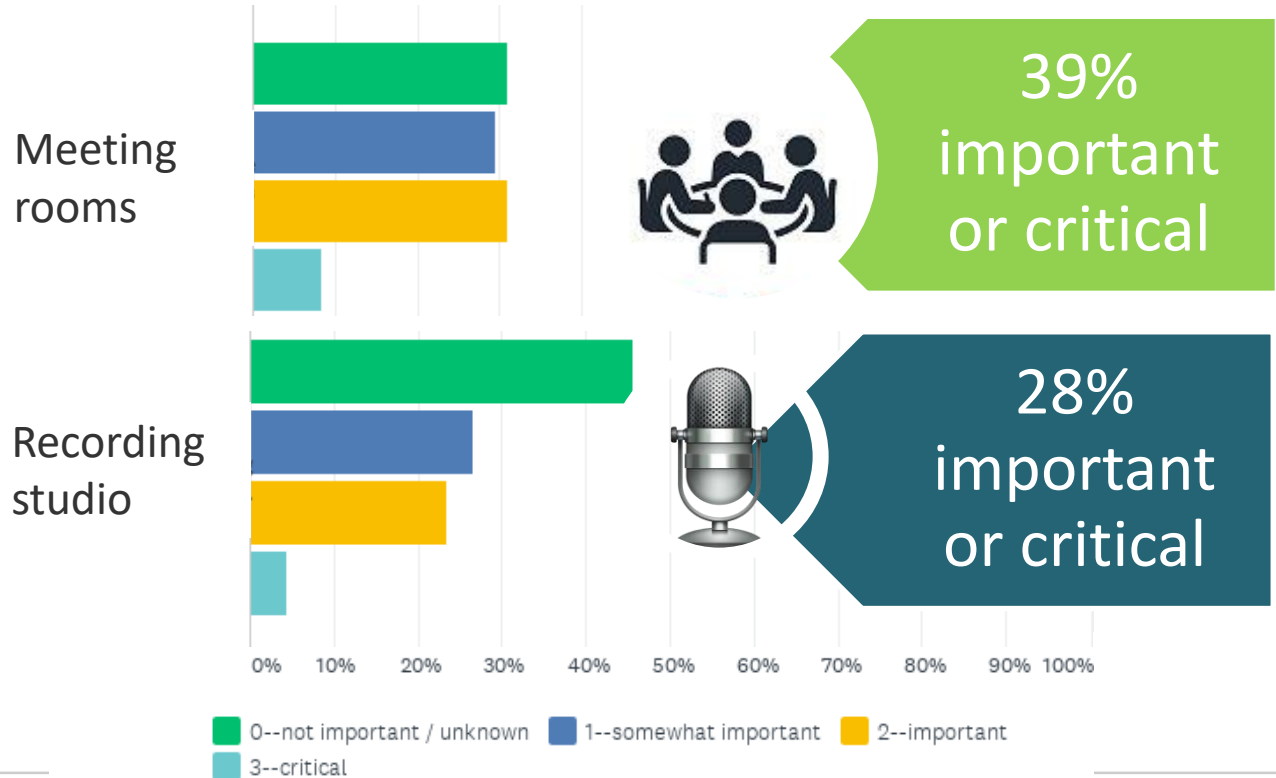
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Answered: 73 Skipped: 29



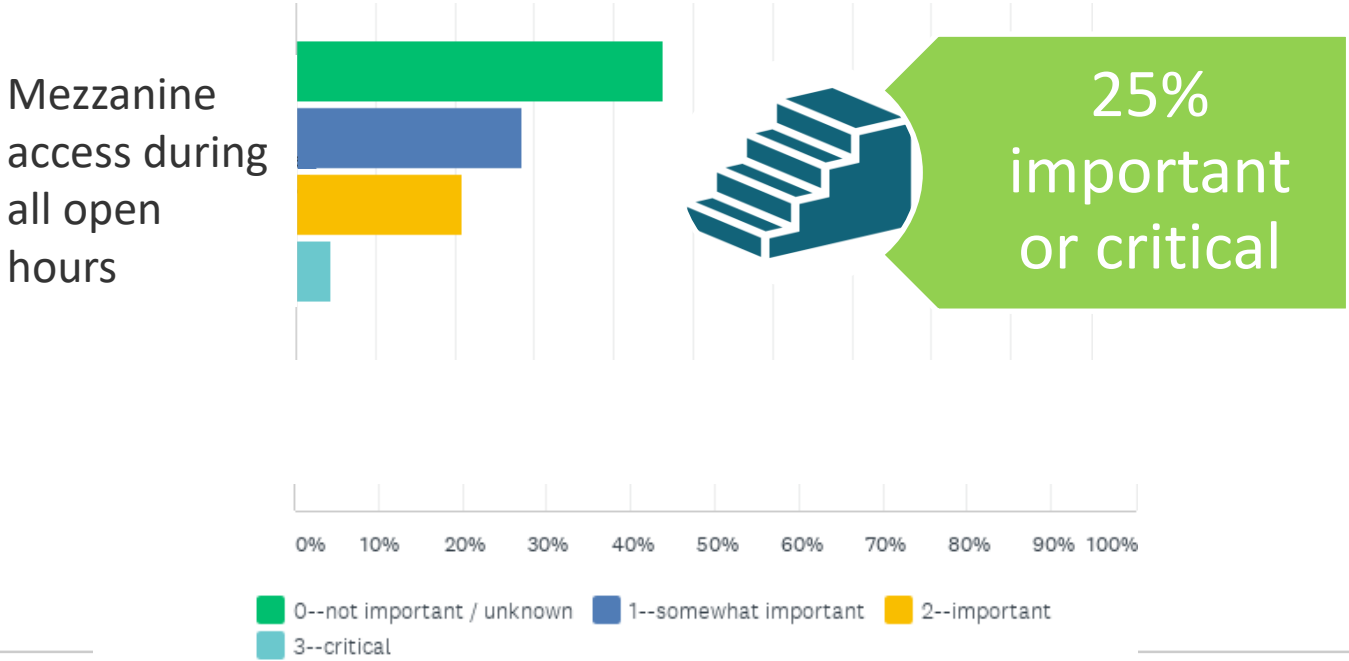
Q12: How important are these facility improvements to you?

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Q12: How important are these facility improvements to you?

Answered: 73 Skipped: 29

	0--NOT IMPORTANT / UNKNOWN	1-- SOMEWHAT IMPORTANT	2-- IMPORTANT	3-- CRITICAL	TOTAL	WEIGHTED AVERAGE
Meeting space for groups	30.99% 22	29.58% 21	30.99% 22	8.45% 6	71	2.17
Quiet study rooms	22.22% 16	29.17% 21	36.11% 26	12.50% 9	72	2.39
A space just for teens	21.74% 15	23.19% 16	43.48% 30	11.59% 8	69	2.45
Larger children's area	32.86% 23	25.71% 18	25.71% 18	15.71% 11	70	2.24
Access to the upstairs mezzanine during all hours the library is open	46.27% 31	28.36% 19	20.90% 14	4.48% 3	67	1.84
Maker space (a room with access to equipment such as 3D printer, sewing machine, die-cutter, etc.)	20.90% 14	31.34% 21	35.82% 24	11.94% 8	67	2.39
Recording space (a room with access to audio and video recording equipment)	45.59% 31	26.47% 18	23.53% 16	4.41% 3	68	1.87

Q12: How important are these facility improvements to you?

PLEASE SHARE ANY SPECIFIC IDEAS YOU HAVE ABOUT THE ABOVE OR OTHER NEW SERVICES YOU RECOMMEND:

Along w/3D printing, perhaps a Glow Forge or similar etching device.

Those are all great ideas for future improvements.

Makerspace--that would be lovely :)

To further promote community networking & collaboration, offer maker space events...like "show and tell," which can include DIY activities related to 'maker's' presentation.

It might be fun to have a few cd players with headphones near the children's area so kids could listen to stories/Playaways at the library.

frankly the library is too noisy most of the time.

Sherwood is lacking in meeting space areas, and I think they would be used frequently.

How do you pay for any of this? Don't raise my taxes for non-library things. So will you charge user fees?

Q12: How important are these facility improvements to you?

PLEASE SHARE ANY SPECIFIC IDEAS YOU HAVE ABOUT THE ABOVE OR OTHER NEW SERVICES YOU RECOMMEND:

quieter kids area

All of the things above sound really great, though I can't say they are important to my family specifically.

A maker space and recording space would be excellent! We would drive to another library to access either of those.

My only frustration is how chaotic it often gets after school with large numbers of unsupervised children. I would like to see more staff keeping an eye out for problems during this time.

I would love to see an extended "library of things" come to Sherwood!

I feel like our community has a bunch of resources for little kids and for teens, but is missing resources focused on the middle (roughly 9-12)

Self promotion: people can better understand the importance of libraries.

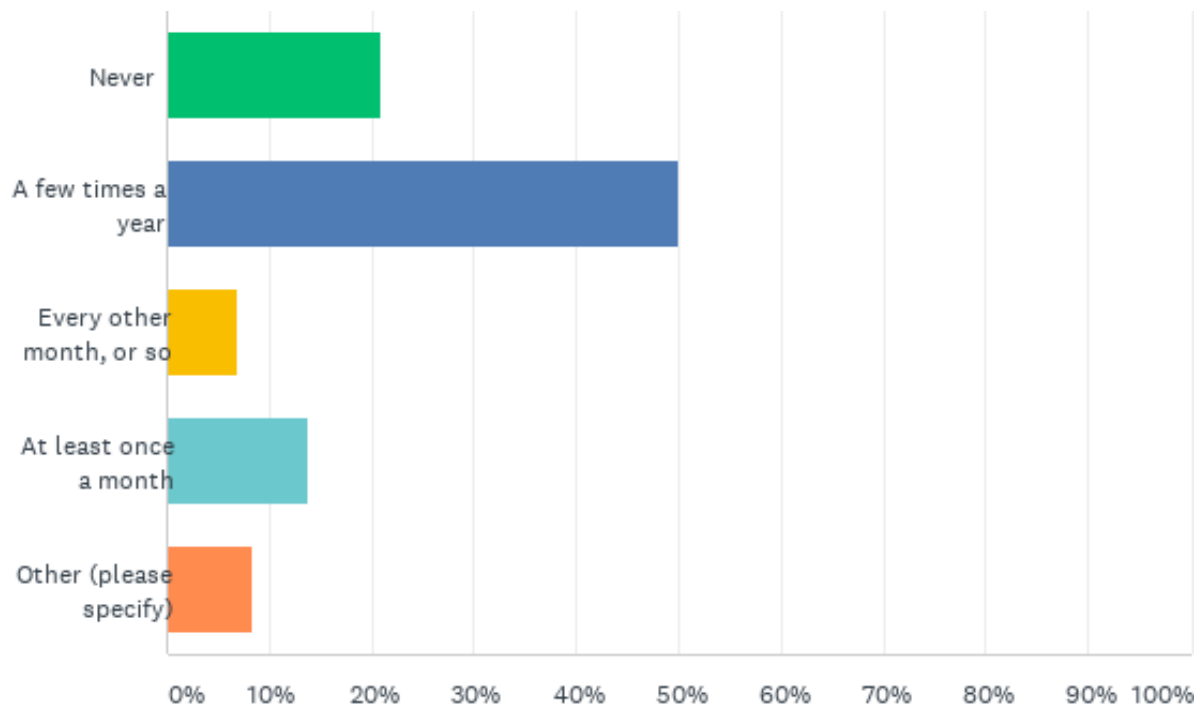
Q13: Is there a category or type of material you wish was available for checkout?

- FX makeup and “how to” materials
- More audiobooks
- Sci-fi / fantasy sections
- The Chosen
- Diverse authors and inclusive books
- Baking/cooking equipment for Library of Things. E.g. Millennium Falcon cake pan, donut maker
- Easier access to Library of Things searching
- More bookclub bundles for teens
- Photography equipment

- 3D printing software and printing access
- Larger Library of Things
- Faith-based materials chosen by members of that faith
- More new releases
- Online magazines
- French lesson books
- Magazines
- Streaming videos
- International movies

Q14: On average, how often do you attend library events, classes or programs, whether virtual or in-person?

Answered: 72 Skipped: 30



Q14: On average, how often do you attend library events, classes or programs, whether virtual or in-person?

Answered: 72 Skipped: 30

ANSWER CHOICES	RESPONSES	
Never	20.83%	15
A few times a year	50.00%	36
Every other month, or so	6.94%	5
At least once a month	13.89%	10
Other (please specify)	8.33%	6
TOTAL		72

Q15: What obstacles keep you from attending library events?

Answered: 56 Skipped: 46

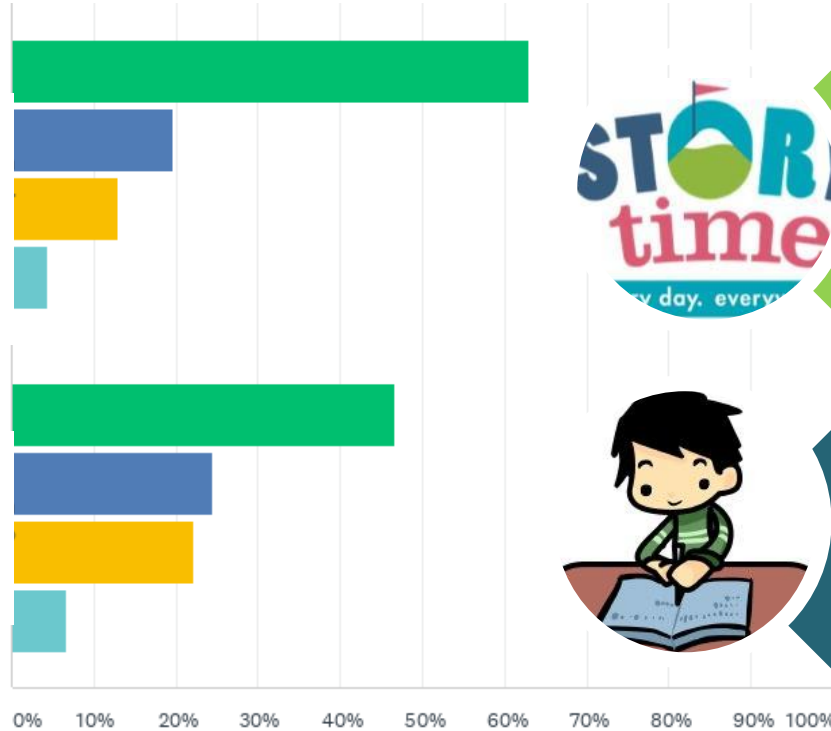
- Busy/time conflicts (x27)
- Too crowded / event fills up (x2)
- Didn't know about the events / forgot (x8)
- Not interested in types of events (x7)
- OBOB topics not appealing
- Pandemic (x6)
- Parking
- Too late at night

- Events that don't include all age ranges. Kids programs often are design for little kids, so big kids are bored or left out. They aren't old enough for teen classes. I would also like to see adult classes or options perhaps at the same time as kid events, so you can leave a little one in to play or craft while having the opportunity to engage in adult class

Q16: Help us prioritize potential future projects. How important are these to you?

Answered: 47 Skipp

Storytimes in languages other than English



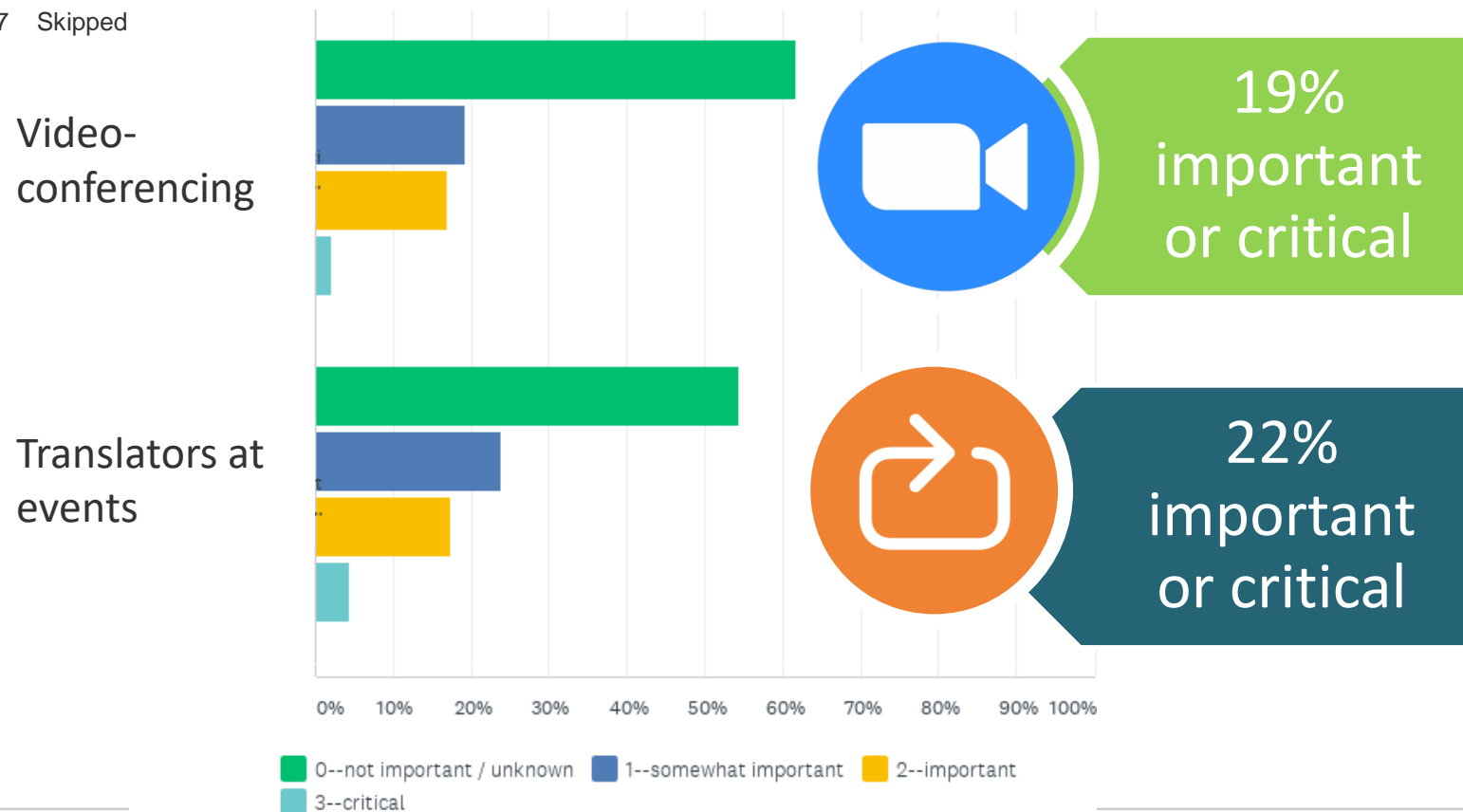
17%
important
or critical

29%
important
or critical

0--not important / unknown 1--somewhat important 2--important 3--critical

Q16: Help us prioritize potential future projects. How important are these to you?

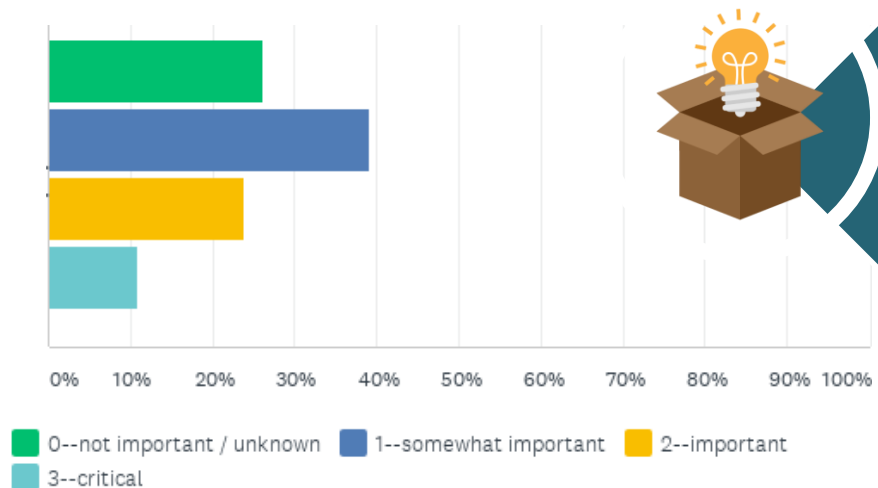
Answered: 47 Skipped



Q16: Help us prioritize potential future projects. How important are these to you?

Answered: 47 Skipped: 55

Outreach



Q16: Help us prioritize potential future projects. How important are these to you?

Answered: 47 Skipped: 55

	0--NOT IMPORTANT / UNKNOWN	1-- SOMEWHAT IMPORTANT	2-- IMPORTANT	3-- CRITICAL	TOTAL	WEIGHTED AVERAGE
Storytimes in languages other than English	63.04% 29	19.57% 9	13.04% 6	4.35% 2	46	1.59
In-person homework help	46.67% 21	24.44% 11	22.22% 10	6.67% 3	45	1.89
Videoconferencing in the library (e.g. Skype)	61.70% 29	19.15% 9	17.02% 8	2.13% 1	47	1.60
Translators at library events (e.g. ASL interpreter, Spanish translator)	54.35% 25	23.91% 11	17.39% 8	4.35% 2	46	1.72
Outreach (e.g. library pop-up services and events in the community)	26.09% 12	39.13% 18	23.91% 11	10.87% 5	46	2.20

Q17: What are we doing really well?

Staff is always friendly and helpful. Also I'm amazed at how adaptable and creative they are.

Q17: What are we doing really well?

You guys are doing great in managing the craziness that is the pandemic. Everytime I have been by everyone had been incredibly helpful and had a smile.

Q17: What are we doing really well?

Category	What are we doing really well?
Access ; staff	Access to books and information. Staff that are helpful to find what I need.
Collection	Easy access to a wonderful selection of books on audio.
Collection	Great collection.
Collection	Nice variety of new books
Collection	Offering a variety of things to borrow: books, games, items, etc.
Collection ; events	Providing a wide variety of materials and learning opportunities for patrons.
Events	Book clubs
Events (children)	Love the grab & go crafts and online STEM & Math weekly.
Events (teens)	After Dark for Teens
Facility ; staff	The physical space always looks attractive and the staff very helpful.

Q17: What are we doing really well?

Category	What are we doing really well?
General	Being a library
General	Everything
General	everything! I love the library!
General ; collection	Making me happy and making it possible to have access to certain books.
General ; staff ; community engagement	Easy to use in person services. Public engagement and soliciting feedback
Safety	Wearing masks, and staying distancing
Staff	Amazing people work at this library! I love the staff.
Staff	answering questions.
Staff	Being very helpful and friendly.
Staff	communication (email, etc.), really helpful staff
Staff	Customer service!

Q17: What are we doing really well?

Category	What are we doing really well?
Staff	Excellent customer service from all staff...thank you!
Staff	Having friendly, knowledgeable librarians.
Staff	Helping how ever is asked of them.
Staff	Listening
Staff	Staff is always friendly and helpful. Also I'm amazed at how adaptable and creative they are
Staff	Your employees are so kind and helpful!!
Staff ; safety	You guys are doing great in managing the craziness that is the pandemic. Everytime I have been by everyone had been incredibly helpful and had a smile.
Staff; facility	Friendly and helpful staff. Neat and clean environment.
Staff; facility	Kind and friendly attendants at the checkout desk. Clean building. Good lighting.
Staff; facility	Making the public feel welcome and the library inviting. Positive and helpful interaction with staff.
Staff; ILL; collection	Excellent customer service. LOVE the inter-library loan! Also really like your reading areas & selection of materials.

Q18: Is there anything else you'd like to share?

Category	Is there anything else you'd like to share about Sherwood Public Library services?
Collection (digital magazines?)	Please make past magazine issues available for checkout online.
Collection ; Events	Love the audio books for kids (that you use with headphones). Loved online trivia--will it come back?
General	Continue to be a library
Happy patron	[heart] (Submitted in hard-copy)
Happy patron	Great customer service, very friendly staff.
Happy patron	Great library!
Happy patron	Keep up the excellent work. Thank you!
Happy patron	Keep up the good work. We love our library.
Happy patron	Thank you for all you do!!
Happy patron	The facility is always clean, staff friendly, and the selection amazing!
Happy patron	They are amazing
Happy patron	We are super grateful for our Sherwood library and it's dedicated, creative, and kind staff members.
Happy patron	We love our local library and the wonderful librarians!!
Happy patron	We love the library! Thank you for everything.

Q18: Is there anything else you'd like to share?

Category	Is there anything else you'd like to share about Sherwood Public Library services?
Hours	For library hours--offer at minimum 2/two weekdays (eg. Tues & Thurs) with evening hours (eg. open until 6 or 7pm) versus only on Mondays.
n/a	nope
n/a	Nope
n/a	Not now
Reopening	I think you are doing a great job. Perhaps it takes removal of services during the pandemic to make community members realize how important the library is.
Reopening	Thank you for continuing your excellent services through the pandemic, and thank you for being such a great resource for kids to develop a love of reading!
Reopening	My family has greatly missed our library days and are excited to get back to them. Spending a morning or afternoon at the library has always been a special activity for us that we all enjoy.
Reopening	So glad you are open again. The library was one of the things I missed most during the pandemic

Q18: Is there anything else you'd like to share?

So glad you are open again. The library was one of the things I missed most during the pandemic.