

## **HAMPTON BAYS PUBLIC LIBRARY COMMUNITY SURVEY RESULTS**

**Survey Conducted August-October 2018  
728 Respondents**

**Library Board of Trustees**  
David Zimmerman, President  
Grace Daly, Vice President  
Regina Carpenter, Financial Officer  
Hilary Rose, Secretary  
Anthony Filorimo, Trustee  
Madeline O'Keefe, Trustee  
Barbara Skelly, Trustee

***Dear Hampton Bays & East Quogue Residents,***

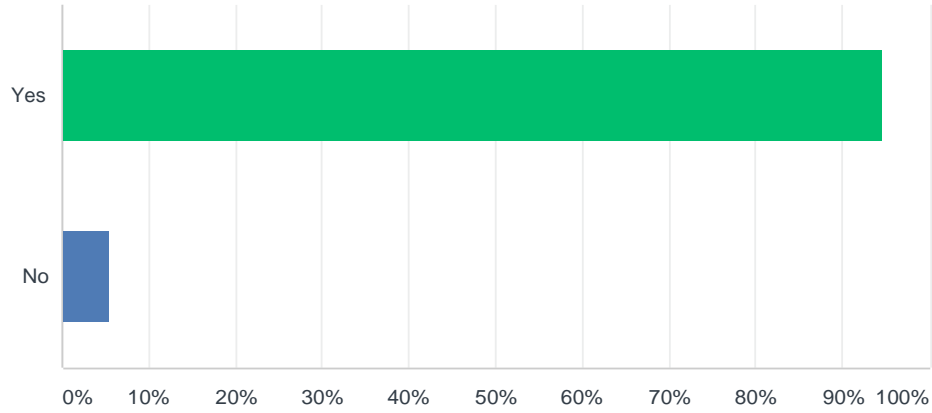
***We sincerely want to thank those who participated in this important community survey. We appreciate the fact that you took the time to fill it out, either on paper, or online. The information we received is very valuable and helpful to the HB Public Library in its planning efforts. The comments were very explicit, and all efforts have been made to capture and categorize them completely and accurately. The Library intends to make every effort possible to try to meet as many of the expectations and suggestions of our residents as reflected in these comments. Thank you again for your time and interest in this survey.***

- **Board of Trustees**
- **Susan La Vista, Director**
- **Library Staff**

*Thank You!*

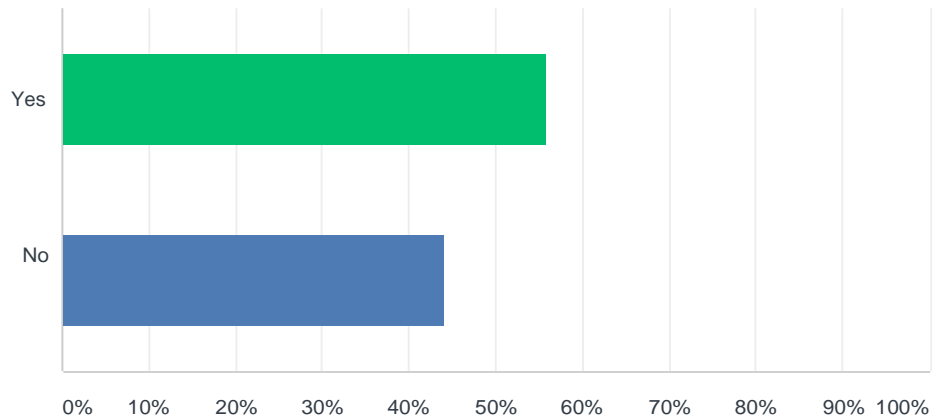
***(This information is also available at [www.hamptonbayslibrary.org](http://www.hamptonbayslibrary.org))***

### Q1 Do you have a Hampton Bays Library card?



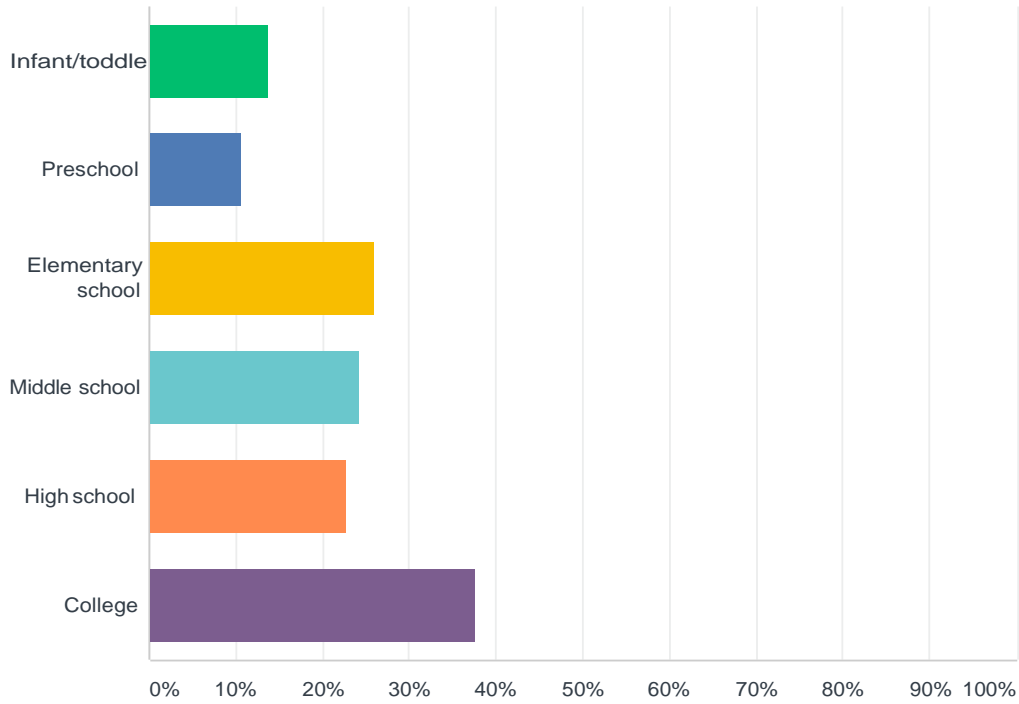
ANSWER CHOICES	RESPONSES
Yes	95%
No	5%

### Q2 If you are a parent of a child or children, do they have Library cards?



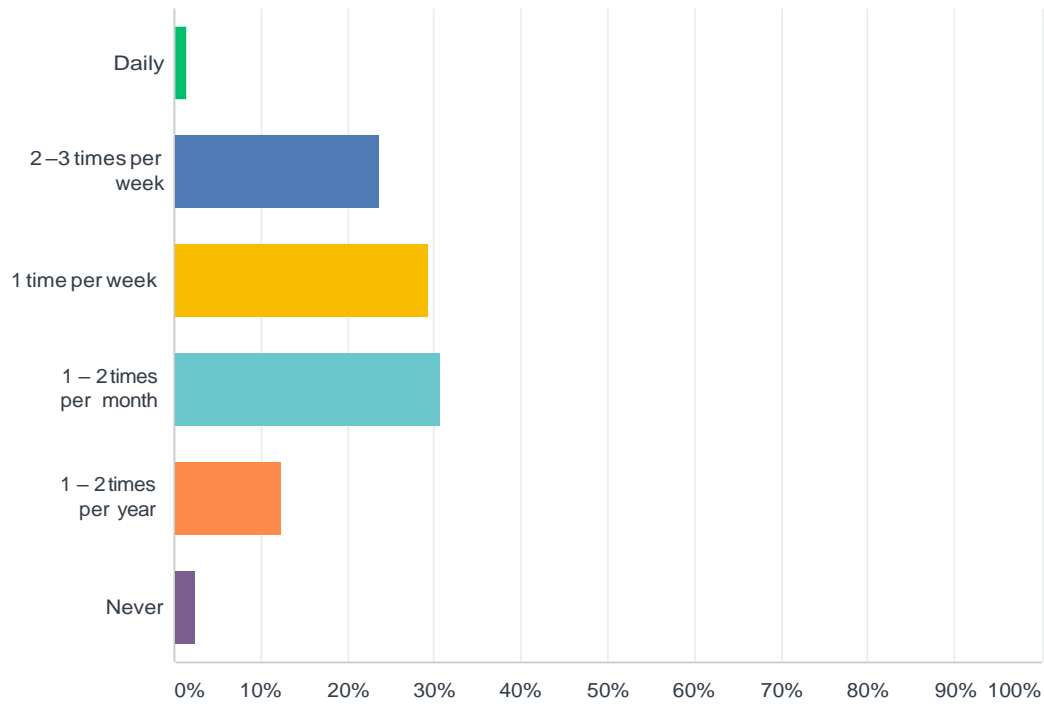
ANSWER CHOICES	RESPONSES
Yes	56%
No	44%

### Q3 If yes to above question, what are their age groups?



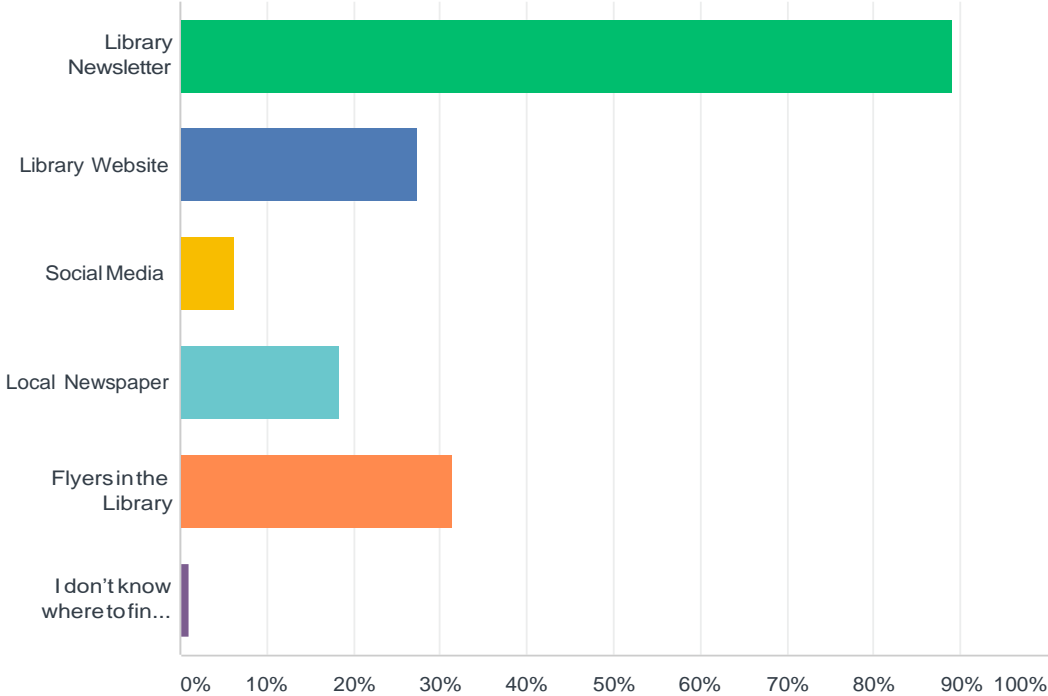
ANSWER CHOICES	RESPONSES
Infant/toddler	14%
Preschool	11%
Elementary school	26%
Middle school	24%
High school	23%
College	38%

## Q4 How often do you visit the Library?



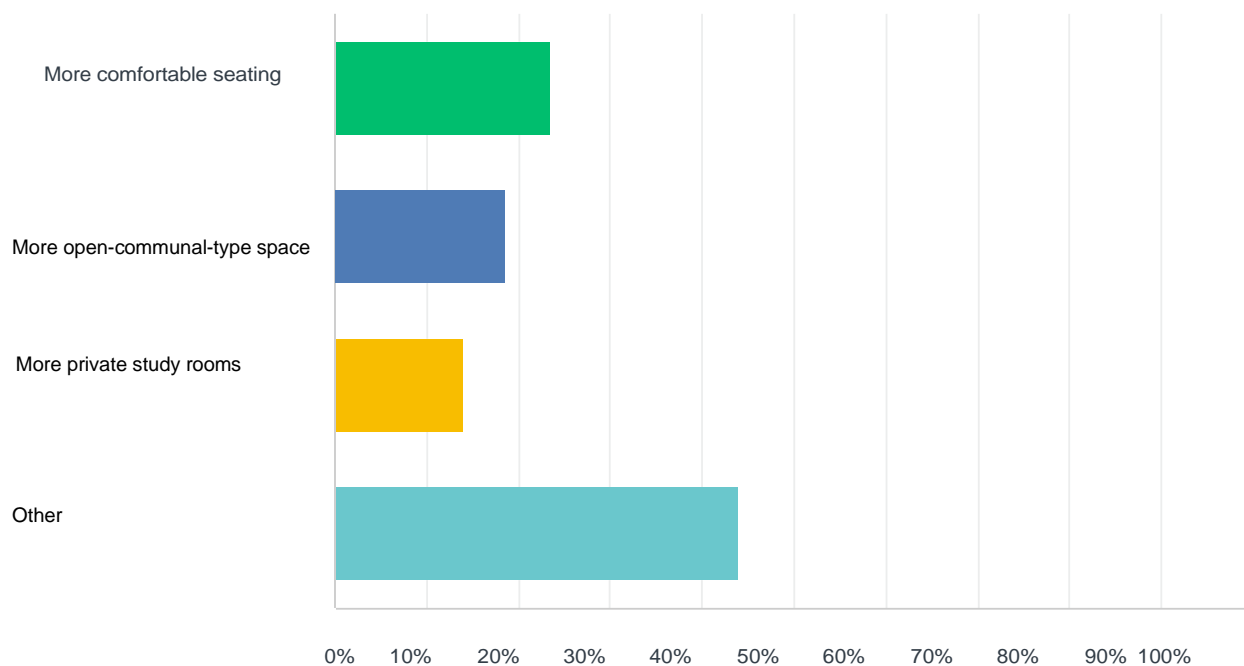
ANSWER CHOICES	RESPONSES
Daily	1%
2-3 times per week	24%
1 time per week	29%
1-2 times per month	31%
1-2 times per year	12%
Never	3%

# Q5 How do you get your information about the Library activities?



ANSWER CHOICES	RESPONSES
Library Newsletter	89%
Library Website	27%
Social Media	6%
Local Newspaper	18%
Flyers in the Library	31%
I don't know where to find Library info	1%

## Q6 If you could make one change to the Library, from the following choices, what would it be?



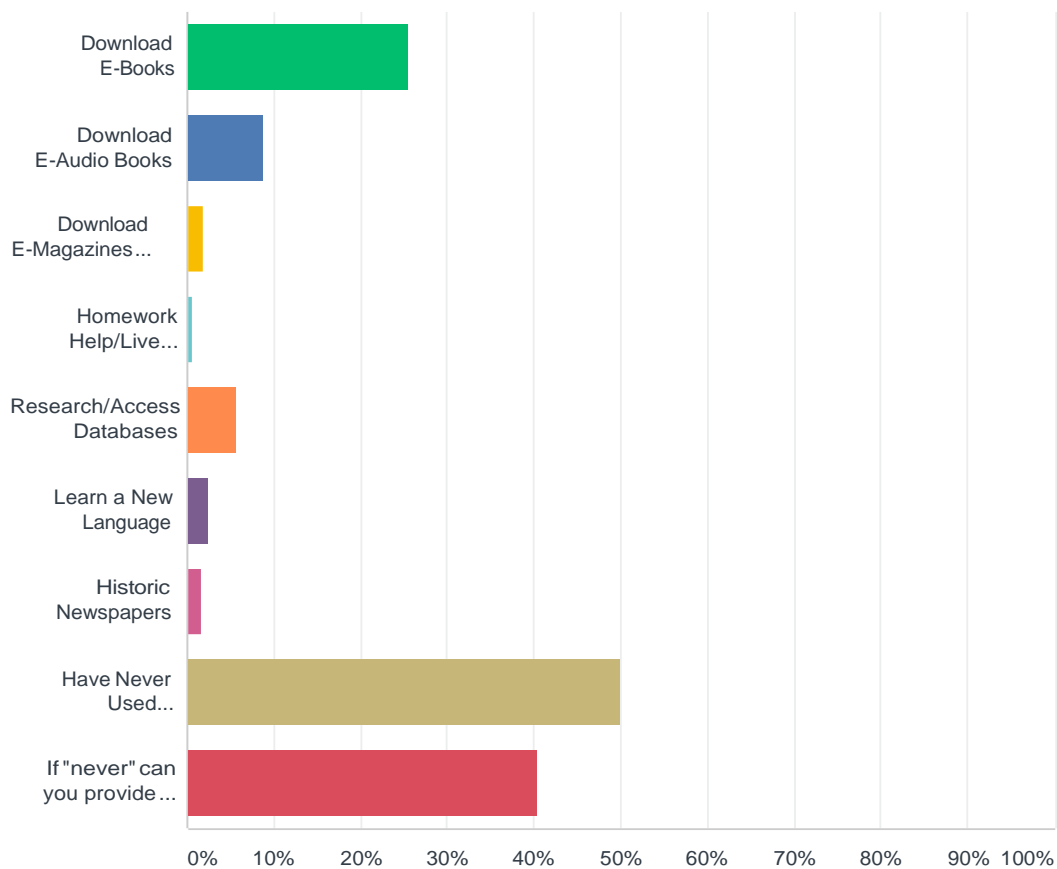
ANSWER CHOICES	RESPONSES
More comfortable seating	23%
More open-communal-type space	19%
More private study rooms	14%
Other	44%

PLEASE SEE CONSOLIDATED COMMENTS TO “OTHER”  
ON LAST PAGES OF BOOKLET

## Q7 Overall, how satisfied are you with the following Library services?

	VERY SATISFIED	SATISFIED	SOMEWHAT SATISFIED	NOT SATISFIED	DON'T USE THIS SERVICE		
Hours	59%	33%	6%	1%	2%		
Parking	32%	42%	15%	8%	3%		
Seating/Workspaces	27%	43%	18%	2%	11%		
Library Lighting	38%	52%	6%	1%	3%		
Public Restrooms	36%	41%	9%	3%	11%		
Public Spaces for Local/Community Events	24%	40%	16%	3%	17%		
Library Internal Signage	31%	55%	8%	1%	6%		
Heating/Air Conditioning	34%	48%	11%	4%	3%		
Accessibility (ADA compliance)	26%	32%	4%	1%	37%		
Staff Helpfulness	71%	23%	3%	1%	2%		
Staff Knowledge	65%	28%	3%	1%	3%		
Public Computers	31%	29%	4%	1%	35%		
Public Scanning Station	18%	19%	4%	1%	58%		
Public Faxing Station	16%	19%	5%	2%	59%		
Copying Machines	26%	31%	7%	1%	35%		
Circulating Tablets	16%	19%	3%	1%	60%		
Audio Books	17%	20%	5%	1%	58%		
DVD / CD Collections	23%	31%	11%	1%	35%		
Wi-Fi Availability	27%	32%	3%	1%	38%		
Computer and Technical Support	29%	28%	5%	1%	38%		
Homebound Services	7%	8%	1%	0.1%	84%		
Electronic Checkout Station (elf-Checkout)	10%	12%	3%	1%	73%		

## Q8 Do you use the "Live-brary.com" service? And if so, for which purpose?



Download E-Books	25%
Download E-Audio Books	9%
Download E-Magazines via Flipster	2%
Homework Help/Live Tutors	1%
Research/Access Databases	6%
Learn a New Language	2%
Historic Newspapers	2%
Have Never Used "Live-brary.com"	50%
If "never" can you provide a reason why?	40%



## Q9 Regarding the Library's Circulating Collections, how satisfied are you with the current offerings?

	VERY SATISFIED	SATISFIED	SOMEWHAT SATISFIED	NOT SATISFIED	DON'T USE THIS SERVICE		
Fiction Books	32%	44%	9%	1%	14%		
Non-Fiction Books	29%	43%	9%	2%	17%		
DVDs and Blue-Ray Discs	21%	29%	9%	1%	39%		
Music CDs	11%	18%	5%	1%	65%		
Audio CDs	12%	18%	5%	1%	65%		
Video Games	5%	7%	2%	1%	86%		
Magazines	18%	26%	4%	1%	51%		
Kindles Pre-Loaded with Best Sellers	6%	7%	1%	03%	86%		
Jigsaw Puzzles	5%	8%	2%	04%	85%		

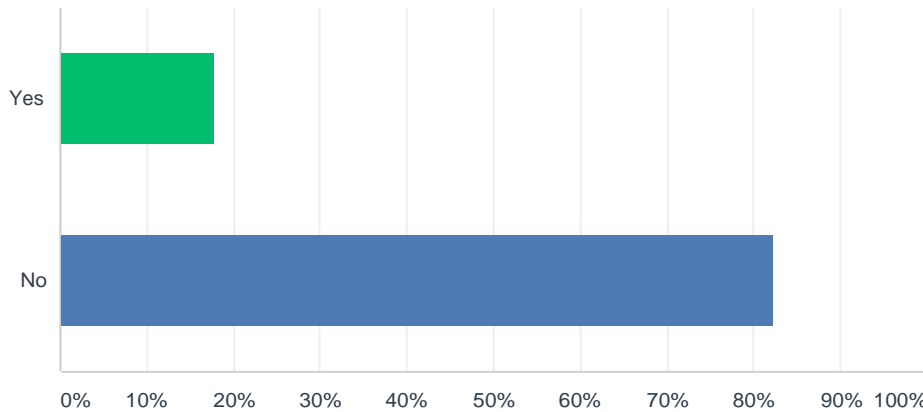
## Q10 Regarding other programs and services that the Library offers, how satisfied are you with the following?

	VERY SATISFIED	SATISFIED	SOMEWHAT SATISFIED	NOT SATISFIED	DON'T USE		
Book Clubs	9%	10%	2%	1%	78%		
Movies	12%	20%	5%	2%	61%		
Cultural Programs	17%	25%	8%	1%	49%		
Bridge/Canasta/Mahjong	8%	8%	3%	1%	80%		
Bus Trips	21%	17%	5%	1%	56%		
Exercise/Yoga Classes	13%	18%	4%	1%	64%		
Artist Displays/Exhibits	23%	34%	6%	1%	36%		
Lectures	16%	26%	7%	1%	51%		
ESL Services	4%	4%	1%	0.2%	90%		
Musical Concerts	14%	19%	4%	2%	61%		
Cooking Demos	17%	16%	4%	1%	61%		
Newsletter	47%	37%	4%	1%	11%		
Ancestry/Genealogy	7%	9%	2%	1%	81%		

# Q11 Are there any other programs or collections that you would like the Library to offer?

PLEASE SEE CONSOLIDATED COMMENTS TO OPEN ENDED QUESTIONS  
ON LAST PAGES OF BOOKLET

# Q12 The “Friends of the Library” are a vital part of our organization. Would you be interested to learn more and willing to become a Volunteer?

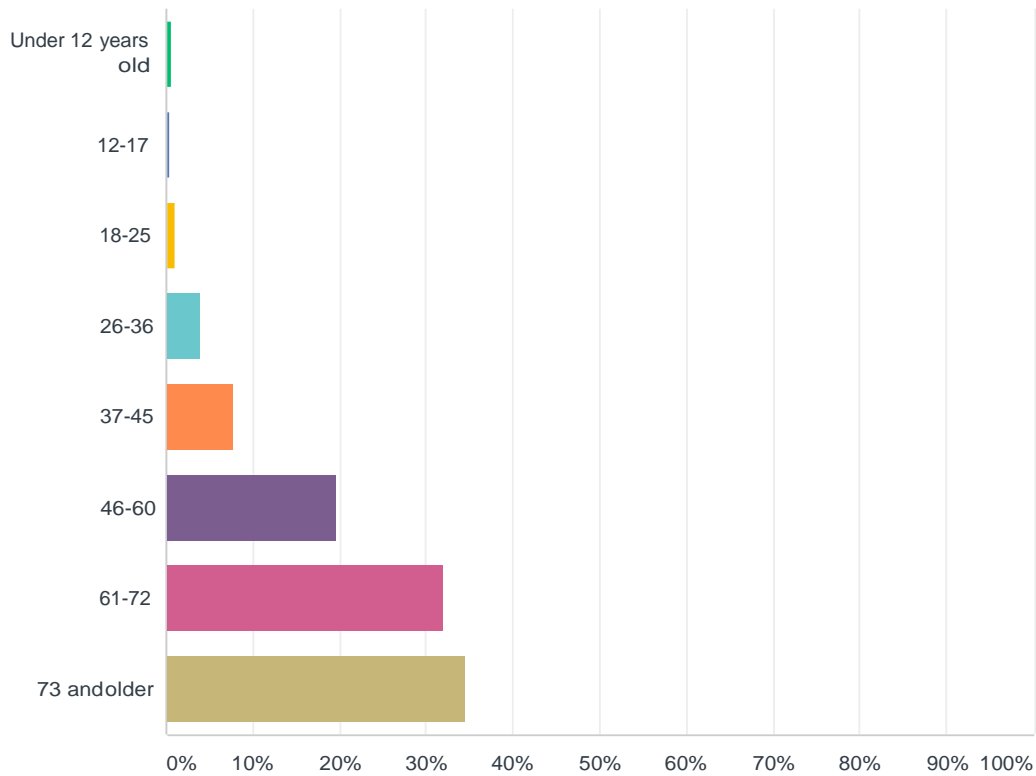


ANSWER CHOICES	RESPONSES
Yes	18%
No	82%

# Q13 In your opinion, what does the "Library of the Future" look like?

PLEASE SEE CONSOLIDATED COMMENTS TO OPEN ENDED QUESTIONS  
ON LAST PAGES OF BOOKLET

## Q14 Kindly tell us your age category so that we can tailor future collections and programs accordingly



ANSWER CHOICES	RESPONSES
Under 12 years old	1%
12-17	1%
18-25	1%
26-36	4%
37-45	8%
46-60	20%
61-72	32%
73 and older	35%

**Q15 Thank you for completing the Community Survey. Please offer any additional comments or suggestions for the Hampton Bays Library. We welcome your feedback.**

**CONSOLIDATED COMMENTS TO THE OPEN ENDED  
SURVEY QUESTIONS**

(Each response included in this listing was mentioned multiple times)

**INSIDE THE PHYSICAL BUILDING**

More tables for working/research  
More quiet areas, too noisy all around  
Fix air conditioning and heating  
Offer small beverage/café area  
Rent out study rooms for tutors  
Better/enhanced Wi-Fi  
Build A New Library!  
Add on to existing Library /add more space!  
Reconfigure the existing space to improve  
Clean or replace the carpets  
Paint the walls  
Enforce the 'no eating' policy  
Magazine shelves up too high  
DVD shelves up too high  
Stools to sit on while accessing lower shelves  
Have a visible suggestion box  
Enforce quiet time in computer area  
Offer Day of Clean Up/Paint for Volunteers to help Library!  
Need more power outlets, i.e. for computer charging

**OUTSIDE THE PHYSICAL BUILDING**

Bookstore needs overall improvement; too cramped; steps are dangerous  
Create play area for kids  
More parking spaces  
Small meditation garden  
More bike racks  
Chamber music or outdoor concert on the lawn in Summer

## **ADULT/COLLECTIONS/PROGRAMS**

Add programs for disabled

Allow longer loan period, more like 21 days

Better E-book selections

More recent "new" best seller books/also in paperback/dedicated area to showcase

Computer Classes (group) for evening

Italian and French Language Class

Spanish Language Class

Art Classes i.e. watercolors

More Gardening courses

Computer use longer than 30 minutes

More evening programs for working people

Beginning Canasta; Bridge; MahJongg classes

More bus trips, even overnights

More large print books

Zumba classes in evening

Program that introduces ALL that the Library offers

Offer Investment Club or program

CPR/first aid/stroke seminar

Ballroom or Line dancing program

Chess Club or program

Classical Music program

Offer Job Fair at least once per year

Self defense class

Local history program

Author's Lunch program

Movie programs at night

Singles Social Night Event

Seniors Chat-Group on Current Events

Rotate the Museum passes with new museum offerings

More foreign film showings

## **TEEN-YA/COLLECTIONS/PROGRAMS**

More focus on books, less on computerization

Stop using library funds to purchase video games

Offer Science class and science section

## **CHILDREN'S/COLLECTIONS/PROGRAMS**

More iPads for kids

Expand # of participants, programs fill up too fast

Too noisy, need more books, less toys

## **QUESTION RE 'LIVE-BRARY'**

Overwhelmingly, patrons do NOT know that it exists!

Strong interest in this, need seminar/program to introduce

## **QUESTION RE 'LIBRARY OF THE FUTURE'**

Concrete suggestions were put into other answer categories

## **STAFF MEMBERS KNOWLEDGE/HELPFULNESS**

Overwhelmingly positive, glowing comments

## **ADDITIONAL COMMENTS**

Open earlier, stay open later

Sunday hours need to be longer

Free copying services

Email reminders for patrons on what's happening

Need more fund-raising events to keep us going

Find more grants to help support financially

Board meeting minutes need to be posted more quickly

\*\*\*\*\*

*(Survey information is also available at [www.hamptonbayslibrary.org](http://www.hamptonbayslibrary.org))*