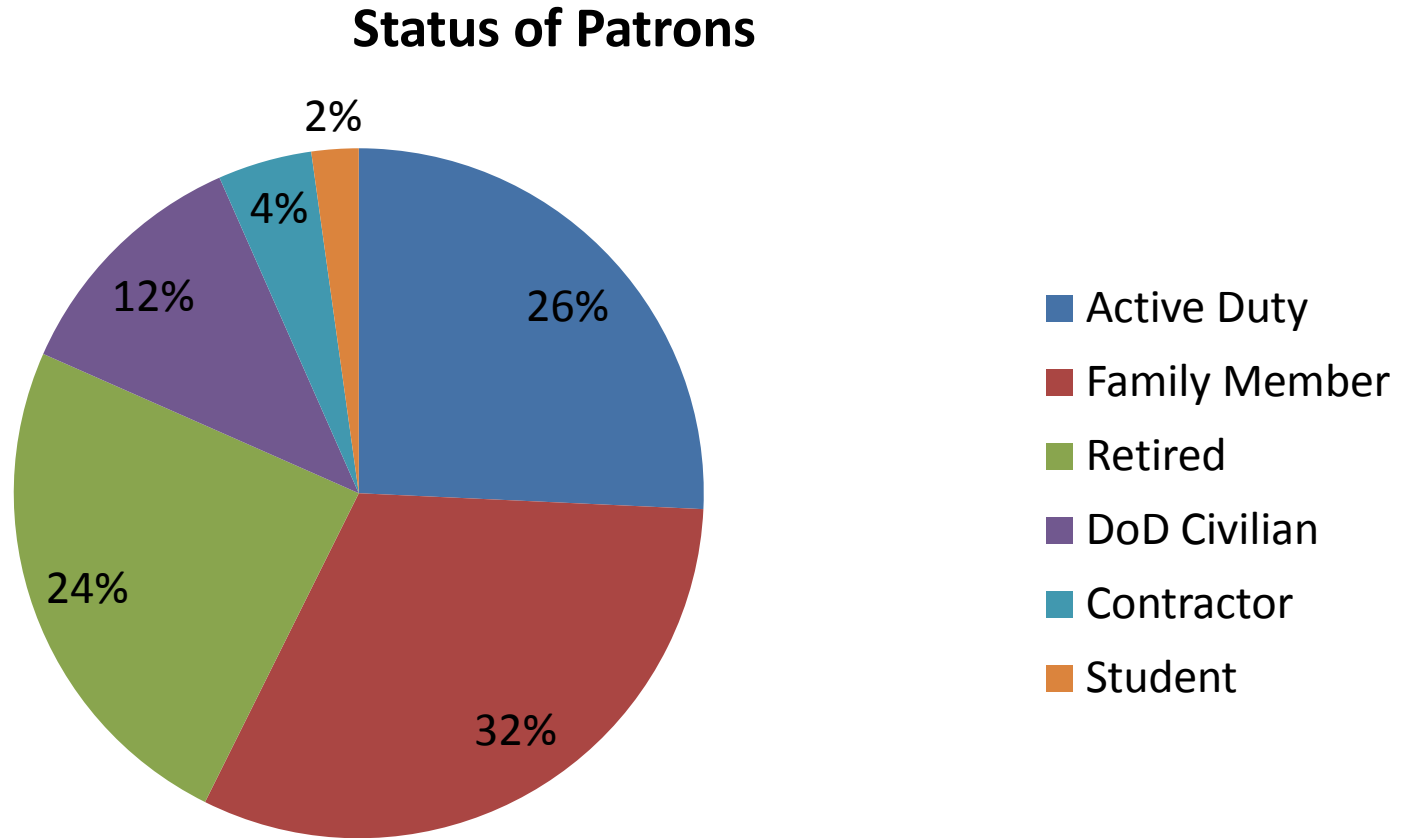


# FY11 377 FSS/FSDL Survey

Conducted June 1-30, 2011

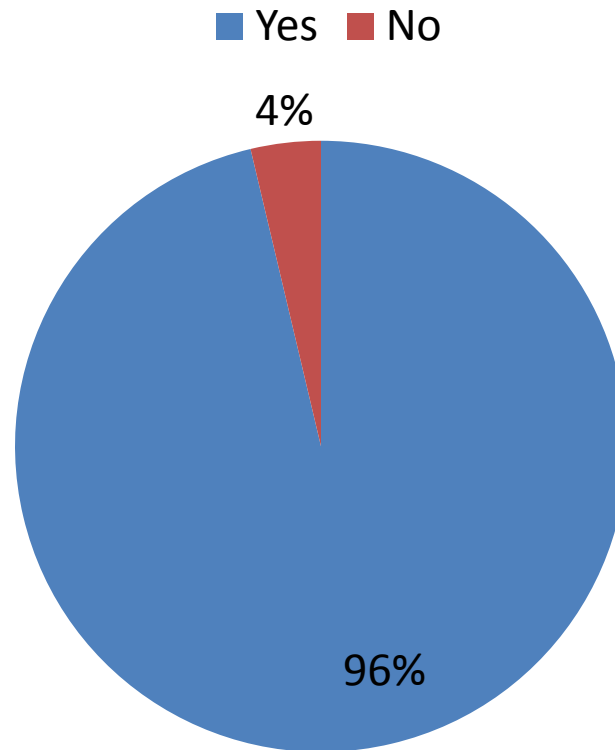
136 Total Surveys Collected

# Demographics of Library Patrons



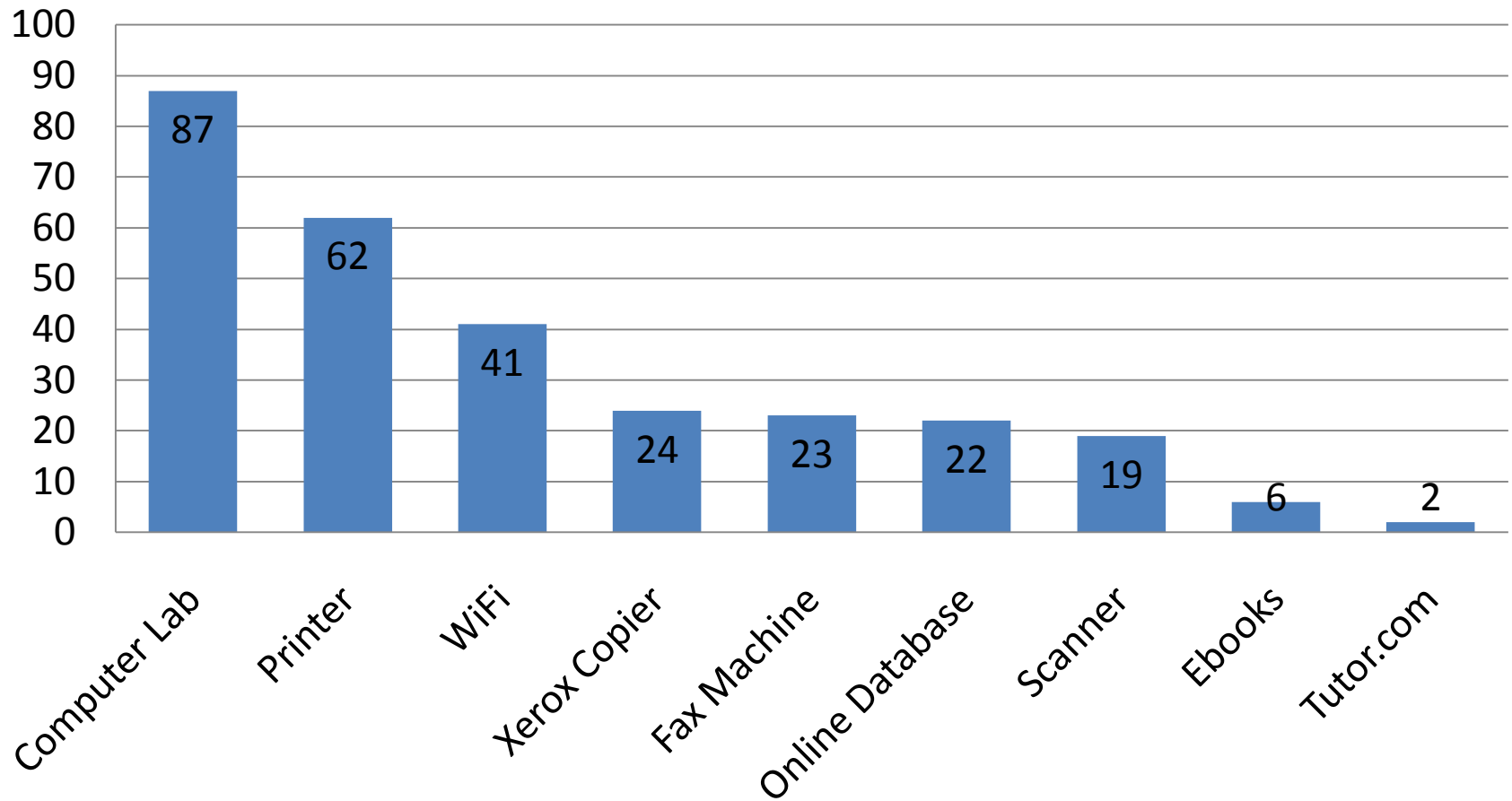
# Do the library hours meet your needs?

## Library Hours Meet Needs

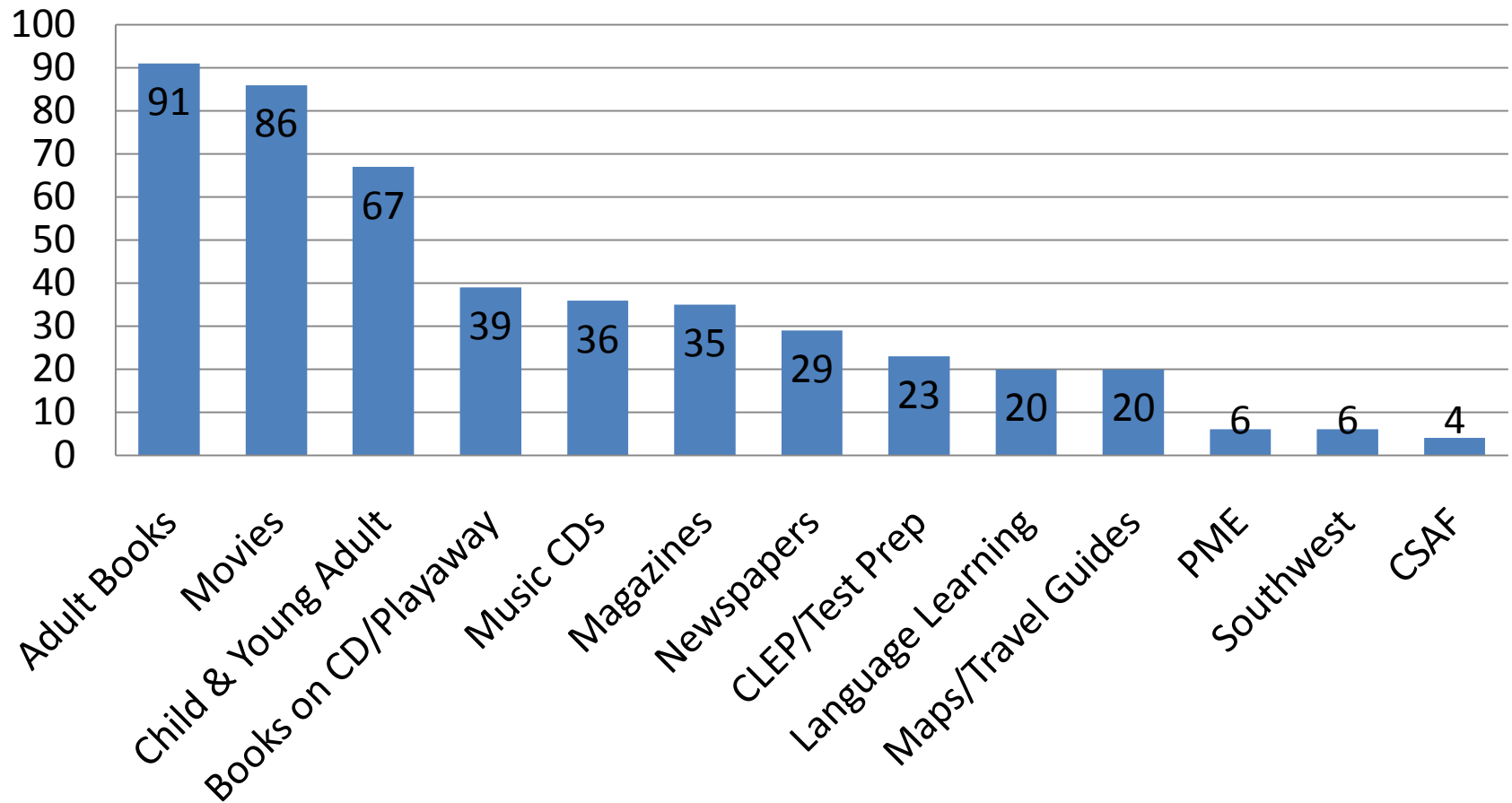


Patrons were asked to indicate which electronic resources, materials and/or services they used while at the Library. The following 3 slides show the results from this section of the survey.

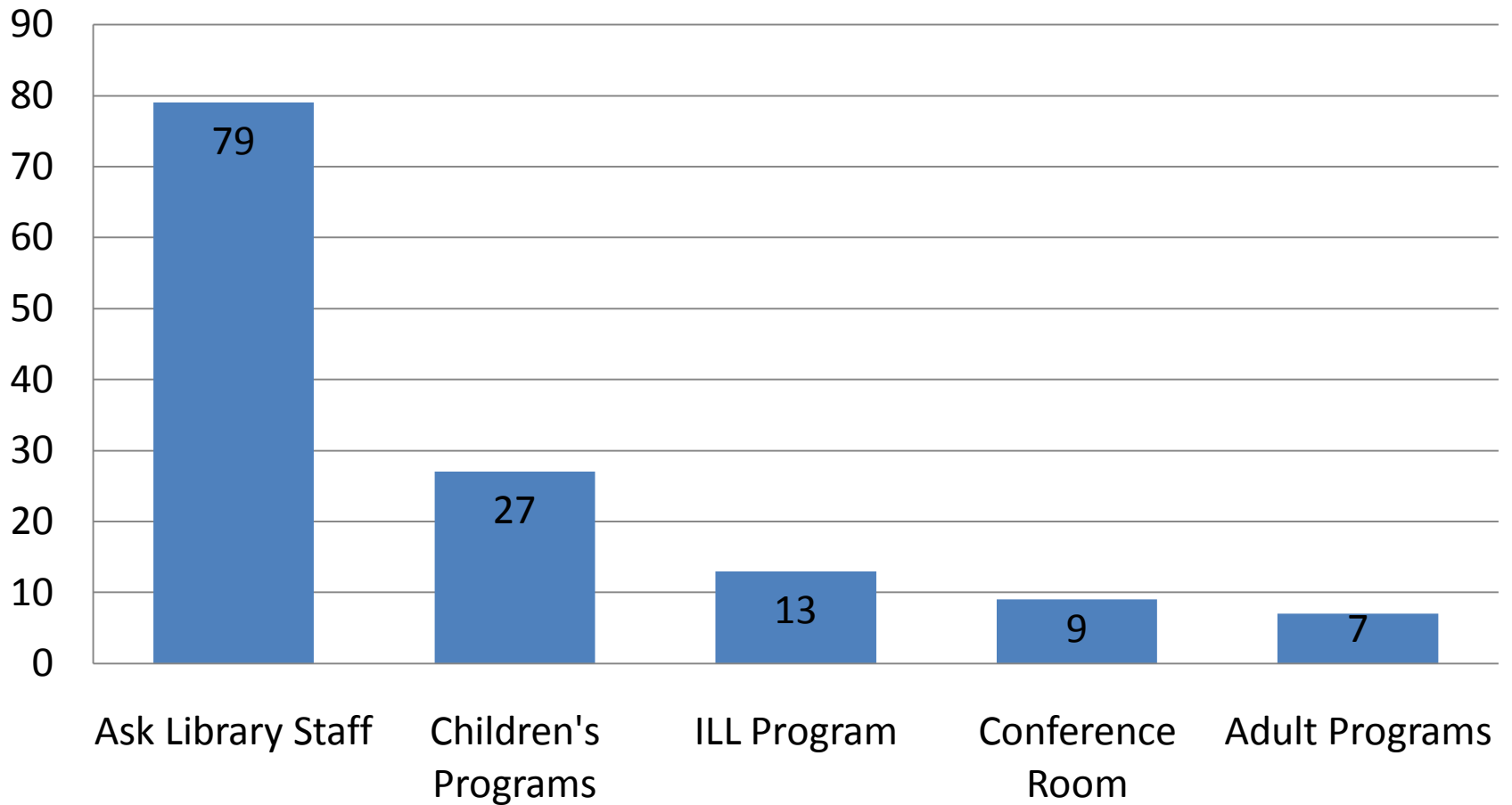
# Electronic Resources Used



# Materials Used/Checked Out

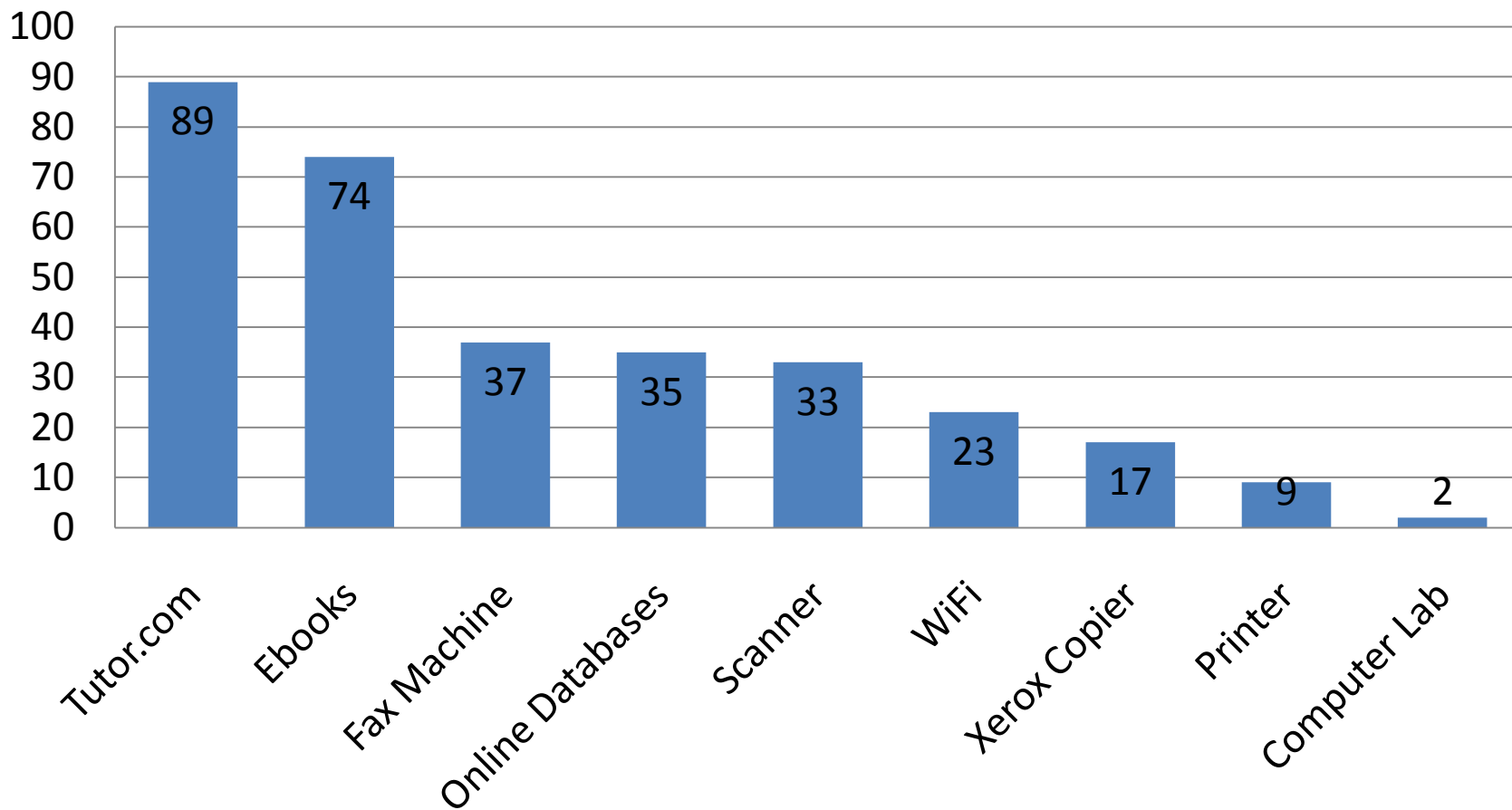


# Services Used

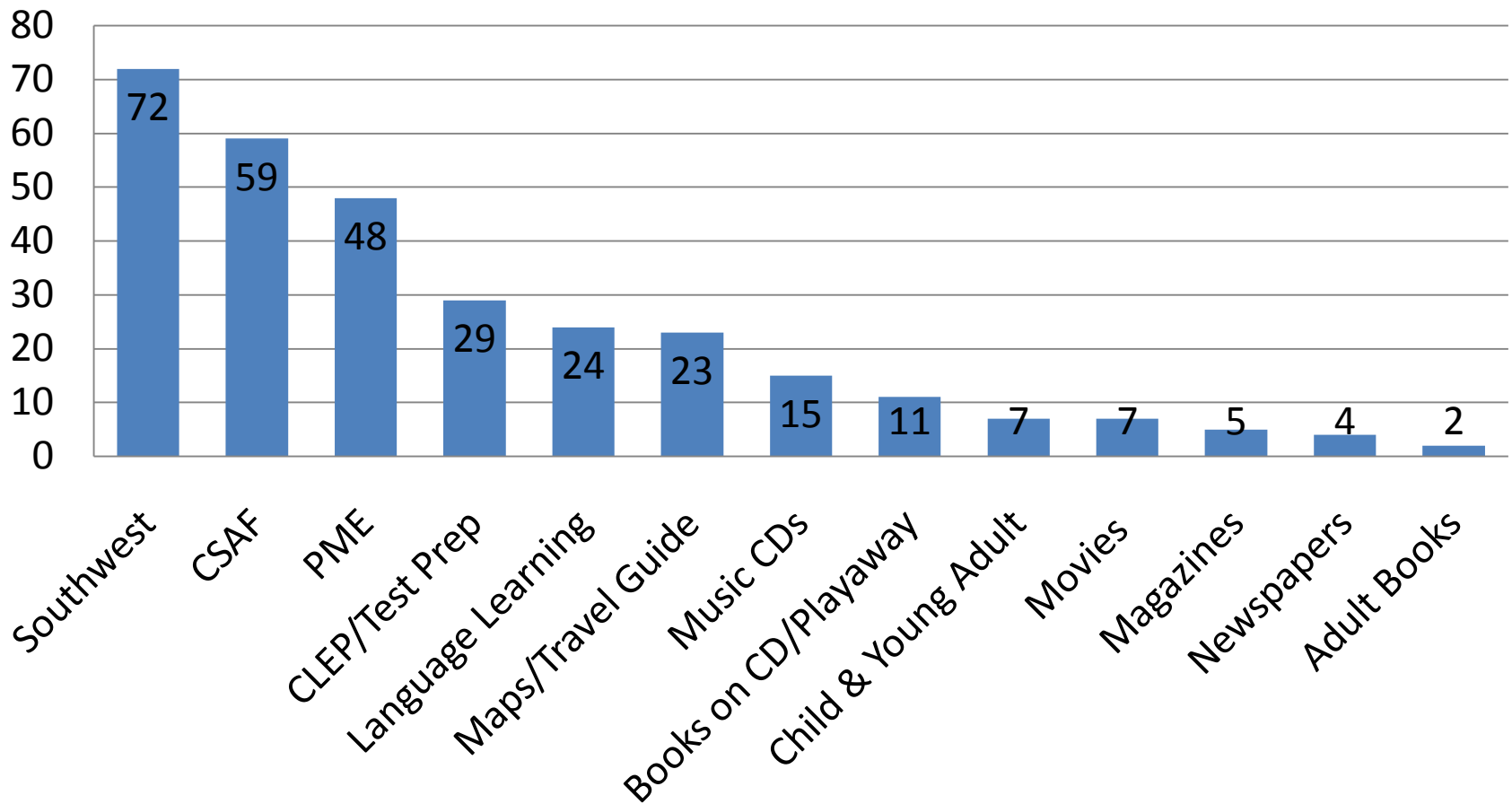


Patrons were asked to indicate which electronic resources, materials and/or services they were unaware the Library provided. The following 3 slides show the results from this section of the survey.

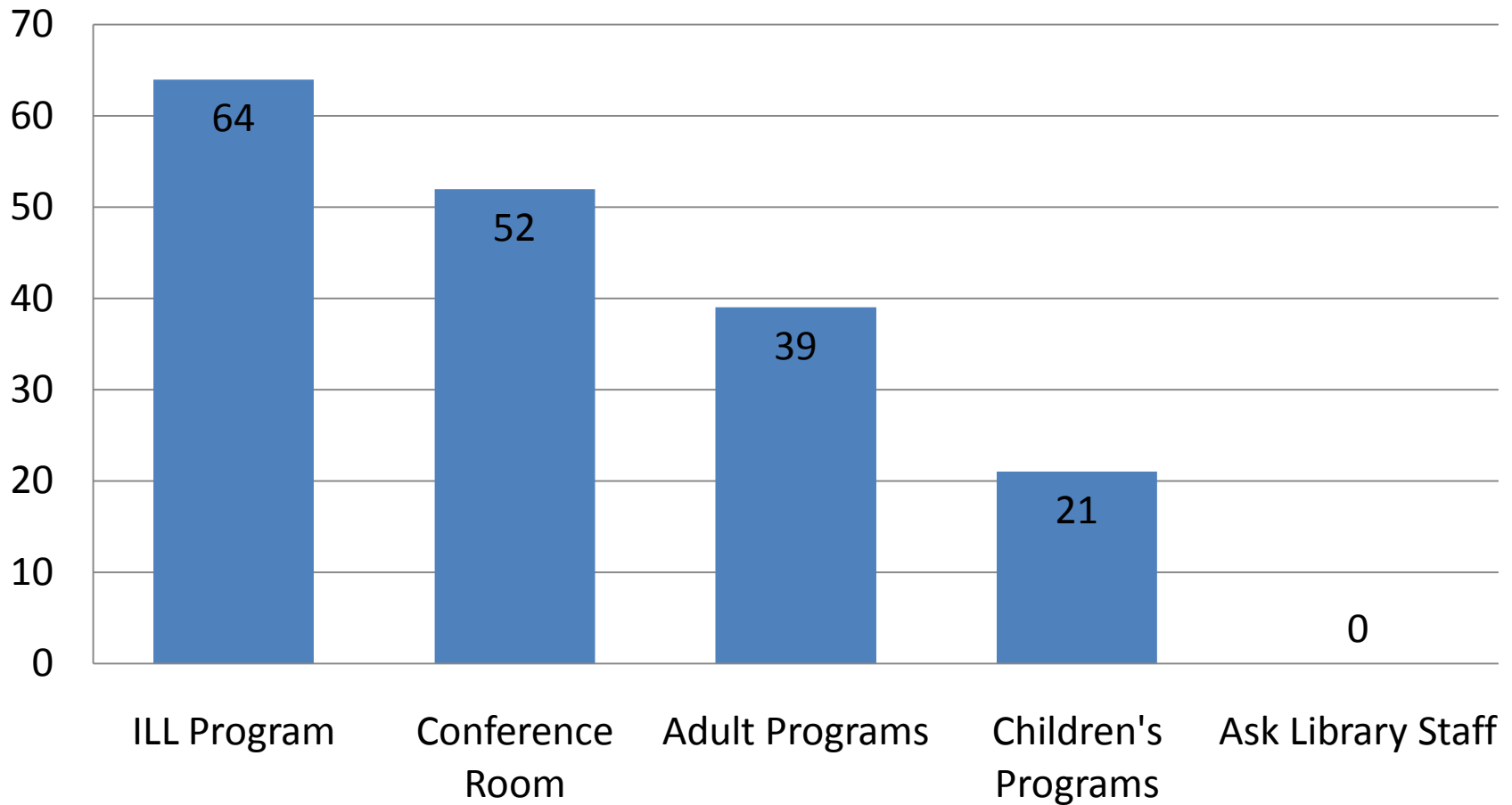
# E-Resources- Patrons Unaware the Library Provided



# Materials- Patrons Unaware the Library Provided



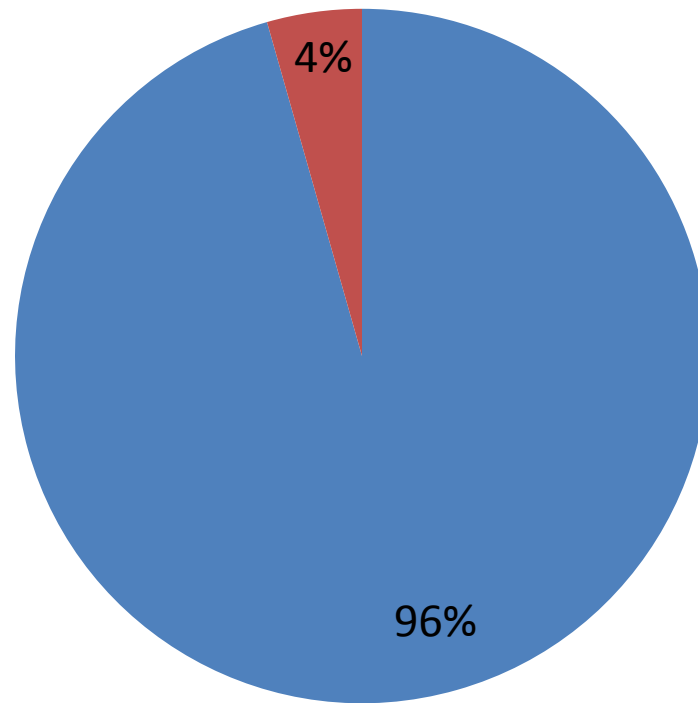
# Services- Patrons Unaware the Library Provided



# The following chart reflects the overall satisfaction with the KAFB Library

■ Above Average   ■ Average   ■ Below Average

0%



# Comments by Patrons (25 Total)

- This is a well stocked library which meets all our needs. The people are also very helpful
- More parking spots!
- Thanks so much! I especially appreciate the “reserve a book by phone.” And the always pleasant way my requests are handled. I am fortunate to be entitled to use the library!
- Do you have Xbox 360/Playstation 3 games to check out?
- Great place to visit. Staff have outstanding people skills!
- We travel full-time and are at KAFB frequently (retired from KAFB, actually) and very much appreciate everything the library does for everyone, not just us. You have a great staff, helpful, friendly and available. Keep up the good work and again, thank you.
- Really enjoy the Summer Kid’s Program
- Very helpful & professional staff

# Comments (Cont.)- 25 Total

- A couple years ago, I wrote a commendation letter to the Base Commander for the Nucleus- it was published!
- Outstanding facility!
- Need to keep books updated. McNaughton doesn't cut it. Would like to see computer training offered for people who aren't currently employed.
- Always helpful, pleasant- thanks!
- Thanks so much!!!
- Requisition more staff to allow training outside of library hours so library can reopen at 10 on Fridays. At the gym on Fridays and come to the library at 10 along with many. The people I see walk to the door and turn around because it is closed at 10am. How about 3<sup>rd</sup> Thursday like other offices?
- Very courteous staff
- Amazing service!
- I always find the library staff very helpful, very willing to go beyond even what's asked, and friendly. Thank you!
- Su rocks!

# Comments (Cont.)- 25 Total

- Everyone is great here. Marla is amazing!
- Always kind people at work. Joy to come to the library! Good choice of movies and books. The staff always answers our questions. Would be nice to have a list of summer reading book for all grades. Thank you!
- Extremely helpful staff! Love this library and so do my kids. Convenient to work too!
- Purchase more books in series of books. For example, young adult section: Michael Scott has two books in the end of the series you don't have (The Necromancer-released a year ago and The Warlock- released May 24, 2011). Rick Riordan has other series' besides Percy Jackson. Complete the series of "The Vampire Diaries".
- Need to be open Sunday. Later weekend hours.
- I love quiet and cold it is especially on a hot day. Excellent service as well!
- The ILL could go a little faster. I have been waiting a month and have not heard anything. The children's story time could be a little more involved. 3 books and a color page does not always keep their interest. Puppets, songs, chalkboard, homework sheets and maybe a chance to use paste, scissors, markers would be a nice addition.