



SCPL

Schenectady County Public Library

2021 SURVEY FINDINGS



“What Do You Need Now From Your Library System In A Post-Pandemic World?”

“Libraries store the energy that fuels the imagination. They open up windows to the world and inspire us to explore and achieve, and contribute to improving our quality of life. Libraries change lives for the better.”

—Sidney Sheldon

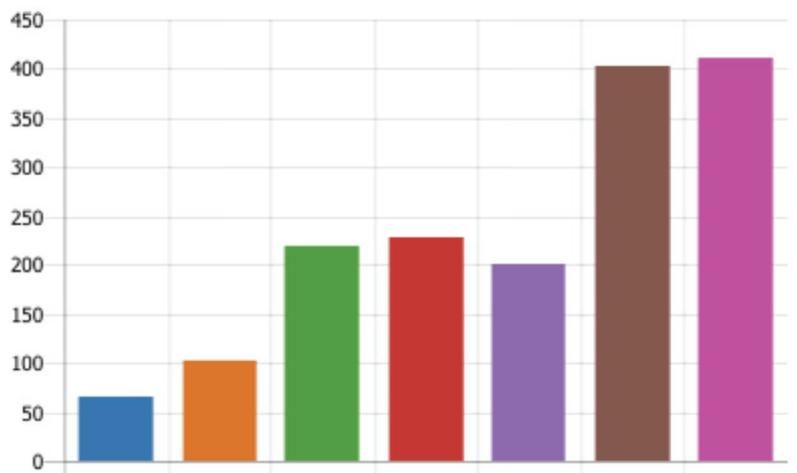
ANALYSIS OF SURVEY RESULTS

Shown on these pages are graphs created from responses to the questions on our SCPL Board of Trustees survey conducted from June 7 – July 16, 2021. The Board Planning Committee initiated the survey in order to gain insight as to what the community needs the most as we reopen after the COVID-19 pause.

As of January, 2021 NYS libraries are required to meet new minimum standards (<https://www.nysl.nysed.gov/libdev/ministan.htm>). Common threads running through all of these 14 standards emphasize communicating with the community, asking the community what is needed, and publishing to inform the community. This survey addresses these standards as will our response.

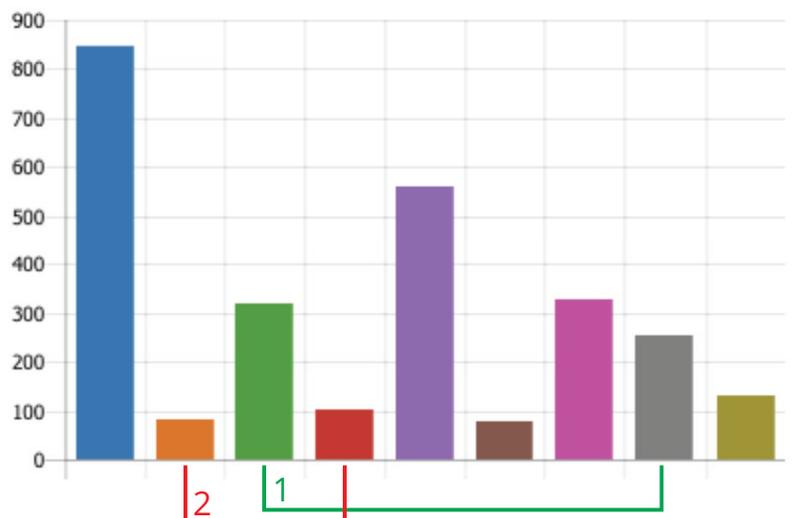
AGE DEMOGRAPHIC:

Under 18	65
18-29	102
30-39	218
40-49	230
50-59	200
60-69	402
70 and older	412



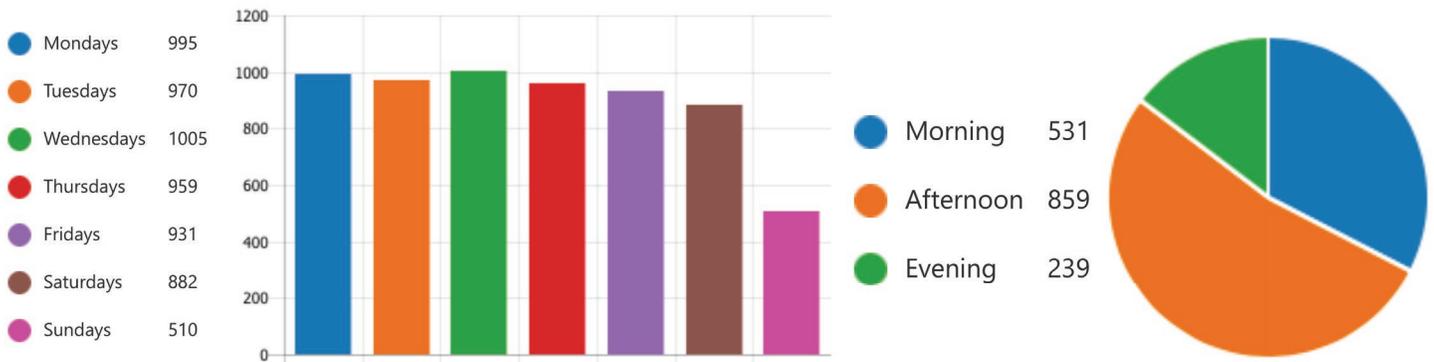
LOCATION USE:

Karen B. Johnson (Central)	847
Bornt Branch	80
Glenville Branch	319
Mont Pleasant Branch	103
Niskayuna Branch	560
Quaker Street Branch	79
Rotterdam Branch	329
Scotia Branch	253
Woodlawn Branch	129



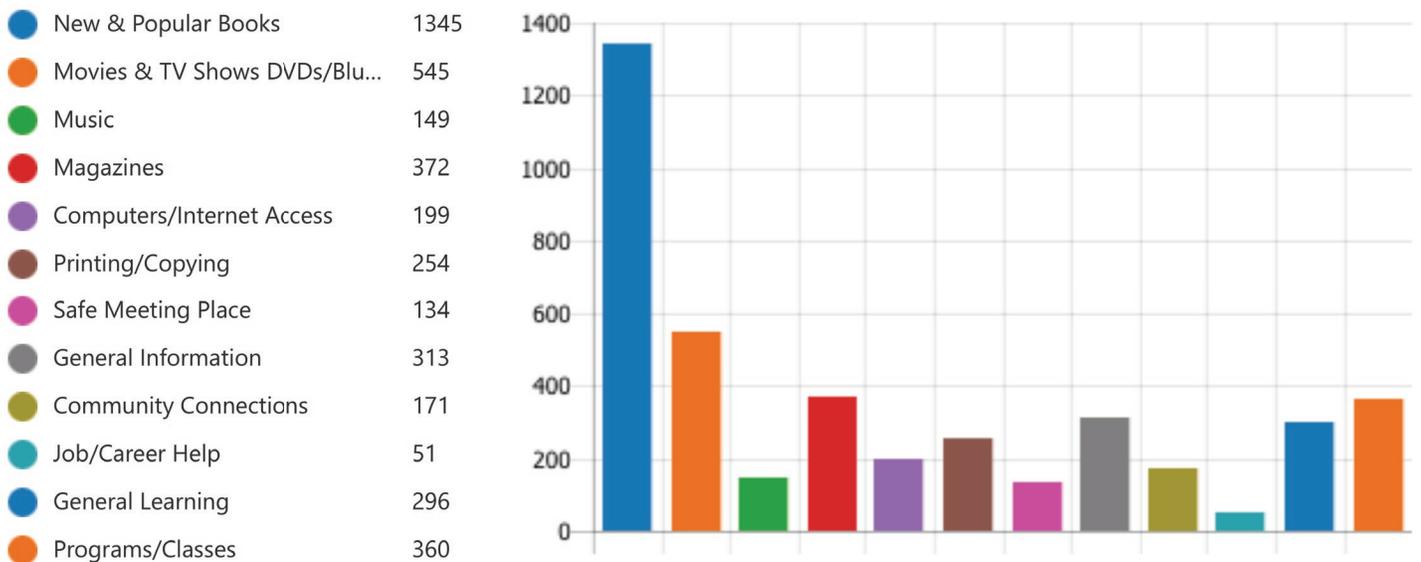
The majority of participants use multiple branches; the Hon. Karen B. Johnson Central Library was the most chosen overall either alone or in addition to a neighborhood branch or branches. Multiple branches seemed to be chosen in pairs such as Scotia/Glenville¹, Mont Pleasant/Bornt².

DAYS & TIME USE:



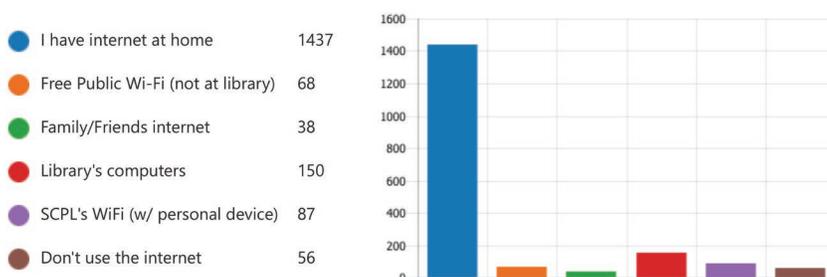
Overall, multiple days of the week and weekend were chosen; very few patrons wanted only one specific day of the week; this applies to hours of operation as well; working patrons and families want evening and weekend hours as reflected in the comment section. Across the board participants use their location(s) throughout the week and weekend. Comments indicated a desire for a full reopening.

USES OF LIBRARY:



New and popular books, movies, programs/classes, and magazines were a large reason for using the library which directly speaks to supporting the educational materials line of the budget to ensure consistent purchase of these items. Patrons indicate computer use as well which supports maintaining our technology replacement plan.

INTERNET CONNECTIVITY:



While the majority of this survey's results came in via online, paper versions were provided at all library locations. The results may be skewed towards having internet at home, but this does still show that $\geq 10\%$ of our users rely on us for their internet needs.

SURVEY COMMENTS:

Survey comments are divided according to Strengths, Weaknesses, Opportunities, and Threats (SWOT) model recommended in the Minimum Standard Document for community focus group sessions. This is just a small sampling of patron comments...

STRENGTHS

I use the digital collections the most, and appreciate the increasing selections.

Thank you for all you have done for our community during the pandemic!

I particularly like Hoopla availability through SCPL

You have managed to continue to be relevant and connected to our community throughout the COVID-19 Crisis.

Library staff is always friendly and helpful. Thank you so much for being flexible during the pandemic and offering curbside pickup. I really enjoyed being able to borrow and appreciate that it was available.

The libraries are important to my quality of life.

We can't wait to have the library open for classes. It helped my daughter so much when she started Pre-K this year!

WEAKNESSES

My kids are really missing going to story times and other educational programs.

Just two days a week makes it somewhat difficult for picking up reserves.

Please open up fully!

Please reopen libraries nights and weekends. Finding the time during the day to get to the library is stressful for folks like myself worked full time in office since March 2020.

Weekends are key, and without evenings or weekends I just can't bring my grandson of 6 years old, because I work.

OPPORTUNITIES

More in person children's activities/classes on weekends! We miss music and story time in person. Thank you!

Keep up Overdrive and Hoopla--it is easier getting those books to listen to than getting hard copy audio from the library.

Purchase fewer multiple print copies of bestsellers - you need to broaden your ebook and audiobook offerings and increase the number of holds and loans allowed for these items. While I love print books, I recognize that there are costs associated with printing, shelving, storing and circulating them, requiring staff and physical space. Library funds might go further if more electronic items were purchased.

Quaker street may serve a rural area but is needed and should reopen on Saturdays.

I don't understand why I never see an adult librarian working at my branch. I see the children's librarian there, always helping people, but never see or meet an adult librarian to ask questions, get recommendations, etc. I shouldn't have to always go to Central or call Central for adult reference help. And the lack of adult programming during past year during pandemic was very noticeable. I saw flyers of lots of incredible and creative things going on for families with kids all year from your children's dept. but next to nothing for adults. Why? Your adult dept. couldn't figure out how to do any programs for us virtually or otherwise? A virtual cooking class? A virtual book group? A performer? Isn't it part of their librarian job to provide these programs for us? I had to go to a neighboring library system this past year to enjoy some adult programs.

THREATS

It is time for the library to return to normal hours. There is very little library access for people who work full time, because evening and weekend hours are minimal. There is really no excuse for this.