Garden City

Public Library

SURVEY SUMMARY 2025

"The only thing that you absolutely have to know, is the location of the library."

- Albert Einstein

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PURPOSE

*From January to June 2025,
83,663 patrons have visited the Library.
This is 14,245 more patrons than
January to June 2024.*

PURPOSE

The purpose of the Library Survey is to gather feedback and insight from patrons to assess service effectiveness, identify areas for improvement, and ultimately, better meet the needs of the community.

The Survey will help the Library Board of Trustees, Library Administration and Staff understand what they are doing well and what needs attention, ensuring the library is doing well and an asset to the community.

Survey data will help shape decisions about resource allocation, program development and service enhancement.

Feedback on facilities, staff interaction, library communication and collection development will help create a more positive and welcoming environment.

Committee Members

Community Representatives:
      Mary Alaina Burbage – parent and Friends of the Library
      Dolores Finneran – patron and grandparent
      Eileen Kenny – parent and Garden City Welcoming Club
      Rena Kuhl – patron and Friends of the Library
      Marie Murphy – patron and grandparent

Library Board Representatives:
      Colleen Foley – Chairman of the Library Board
      Mary Maguire – Vice Chairman of the Library Board

Library Administration Representatives:
      Marianne Malagon – Director of the Library
      Courtney Rosenblatt – Director of the Library Operations

EXECUTIVE SUMMARY

EXCUTIVE SUMMARY

Methodology

A three-section survey and accompanying cover letter were developed using SurveyMonkey. The cover letter provided participants with an explanation of the survey's purpose.

- **Section One**, titled *About Me* (Questions 1–7), gathered general demographic information.
- **Section Two**, titled *About My Library* (Questions 8–12), focused on current library usage and satisfaction.
- **Section Three**, titled *Future Possibilities* (Questions 13–20), asked respondents to consider potential improvements and services.

Each question in these three sections required a response in order to proceed to the next section. Questions 21, 22, and 23 were optional and allowed participants to provide contact information to enter a raffle.

Prior to the survey's launch, the public was informed about the survey's start and end dates and provided with a QR code and direct link to participate. The survey was open from June 1 to June 30**.**

The survey was available exclusively online through Survey Monkey. Once the survey launched, an extensive media campaign was implemented to encourage participation from residents and other interested parties. Outreach efforts included coverage in the *Garden City News*, posts on the Library's social media accounts, in local social media community groups, and in-person promotion at large community events.

Additionally, business cards and bookmarks featuring the survey's QR code were distributed at all library programs and made available at the Circulation Desk. To ensure accessibility, Library staff also aided with accessing the survey by using iPads on-site.

One thousand, two hundred and ninety-two (1,292) individuals participated in the Garden City Public Library Survey, exceeding expectations. Of these, the overwhelming majority (>90%) are Garden City residents, and majority are library card holders (active and inactive).

Survey Results Summary

Demographics
The majority of survey respondents are members of households consisting of adults with children under the age of ten. The next largest group identified as couples without children, followed by single individuals. **This demographic breakdown aligns closely with data from the U.S. Census and the American Census Survey (ACS).**

Library Use & Collection Preferences
Most patrons visit the Library to borrow materials, including books, museum passes, DVDs, and video games. Respondents expressed strong interest in expanding the adult collection—specifically best sellers and biographies—and in obtaining additional museum passes, such as those for The Frick Collection and the New York Historical Society.
The survey also revealed a notable gap between the resources and services patrons *use and value*, versus their reported level of *satisfaction*. While fewer respondents attend programs overall, **children's programs are the most popular**. There is a clear desire for *more diverse and expanded programming* for both children and adults.

Facilities & Space Needs
Respondents identified a strong need for:
- More **study rooms**
- **Meeting/Program space** for community groups
- Improved **program space**

Following the development of the Children's Area in 2022, usage, programming, and patron satisfaction significantly improved. Currently, **teen/tween programs**, **adult programs**, **large children's programs and large group events** are all scheduled in the **lower level**, which has received lower satisfaction ratings. In response, the **Library Board of Trustees and Administration** are developing plans to renovate the lower level. If funding is approved, many of these space-related issues can be addressed.

Customer Service & Communication
Survey results indicate a need to improve **customer service** in specific areas of the Library. Additionally, respondents emphasized a desire for stronger communication through:
- The Library's **website**
- **Social media** platforms
- The **Garden City News**

The Library is actively addressing these areas, including an ongoing website upgrade, a social media reorganization and a collaboration with *Garden City News* to enhance the visual presentation of Library-related content.

Acknowledgments

The **Library Board of Trustees and Administration** extend their sincere thanks to everyone who participated in the survey. Your feedback is invaluable in helping prioritize initiatives and allocate resources to better serve the residents of Garden City.

Special appreciation is also extended to the **Community Survey Committee** for their time, dedication, and thoughtful work throughout this process.

Thank you.

The Garden City Public Library Board of Trustees

SECTION 1

ABOUT ME

SECTION 1 - ABOUT ME

1. Are you a Garden City resident or a Garden City School District resident?

Answered: 1292   100%
Skipped: 0
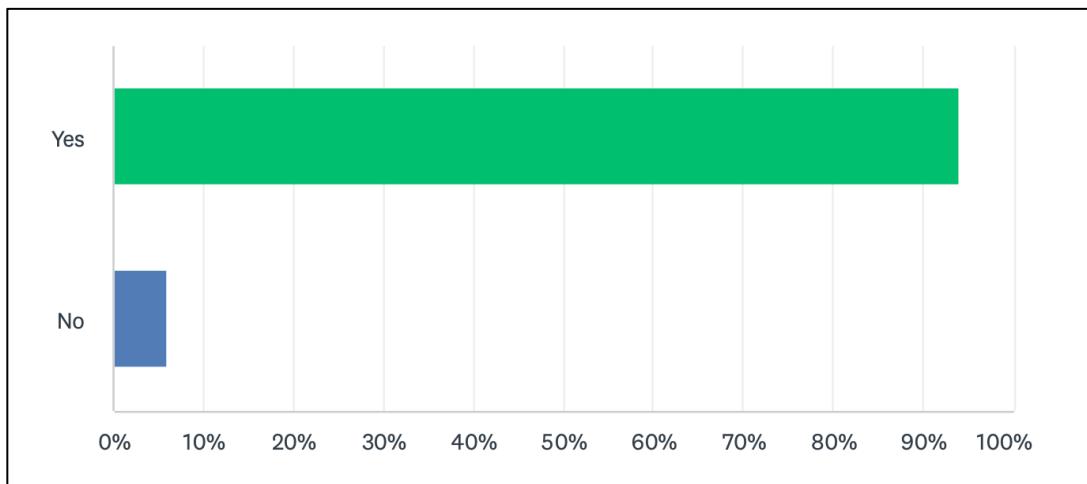
Survey Participation & Residency Overview
- **Total Population (Garden City):** 22,866 (2020 Census / American Census Survey[1])
- **Total Survey Respondents:** 1,292
- **Garden City Residents:** 94% (1,215 respondents)
- **Overall Community Participation Rate:** 5.6% of the total population

The high percentage of **respondents living in Garden City** confirms that the survey results are strongly representative of **local community perspectives**. With **5.6% of the entire population** responding—and 94% of them being residents—the survey provides a meaningful and acceptable basis for informing Library planning and decision-making.

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[1] American Census Reporter, ACS 2023, 5-year unless noted, https://censusreporter.org/profiles/16000US3628178-garden-city-ny/, taken August 2025 from the area of Garden City.

2. Do you Have a Garden City Library Card?

Answered: 1292   100%
Skipped: 0
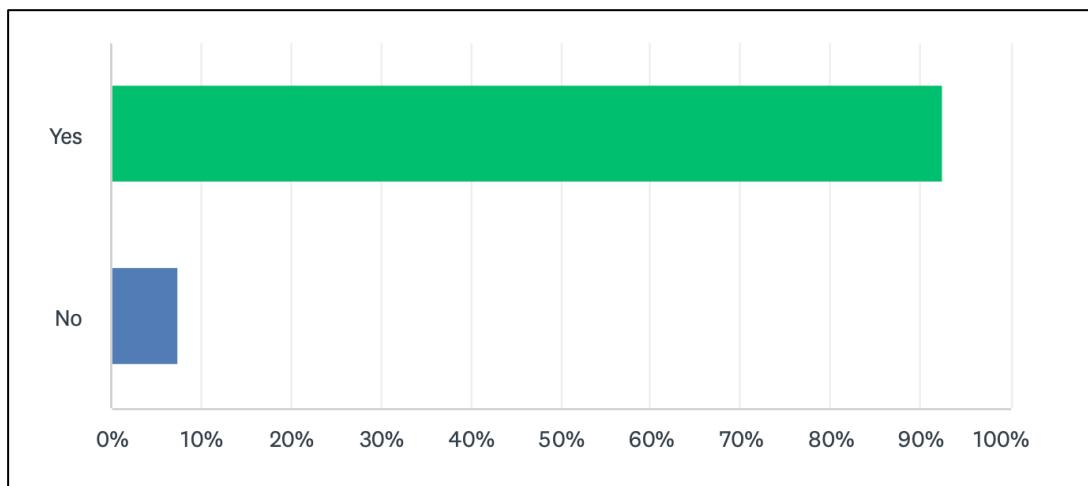
Survey Participation & Representation
- **Total Library Cards:** 13,326
- **Survey Participation Rate:** 9.6% of cardholders responded

This response rate represents a **strong and reasonable sample** of the Library's user base. Given the number of participants and the depth of responses, the survey provides a **reliable reflection of the community members** who use or are affiliated with the Garden City Library. Total Library Cards in Garden City are reflective of a 3-year active list.

3. My Household is:

Answered: 1292   100%
Skipped: 0
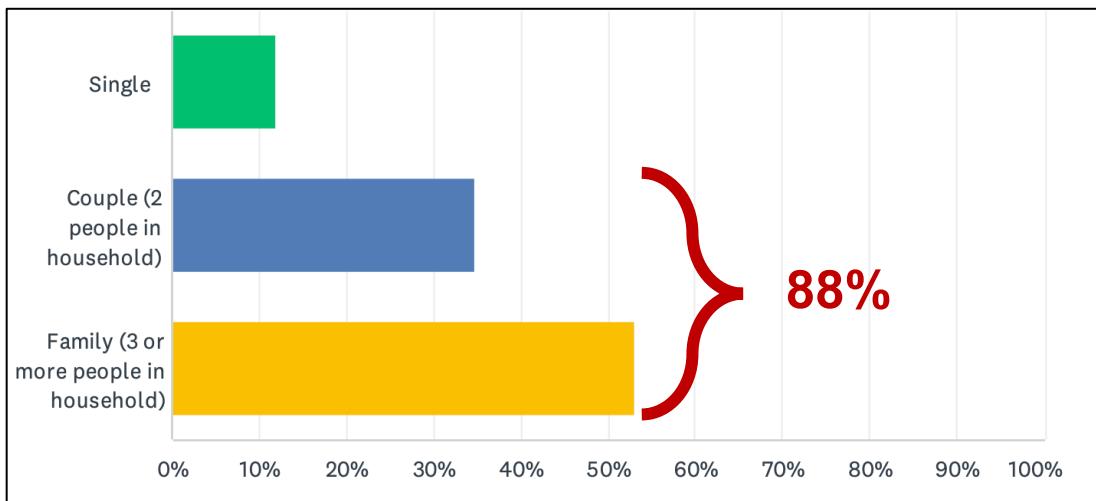
Demographic Insights from Survey and Census Data

Families made up 53% of survey respondents, while singles and couples accounted for the remaining 47%, with couples representing 35%. Combined, families and couples comprised 88% of all survey participants.

These survey results are consistent with demographic data from the U.S. Census (2020) and the American Census Survey (ACS).[2] According to the ACS, married couples represent 84% of households, while single-person and male/female non-married households make up the remaining 16%.

The alignment between survey responses and official 2020 Census data reinforce the reliability of the Library's findings regarding community demographics.

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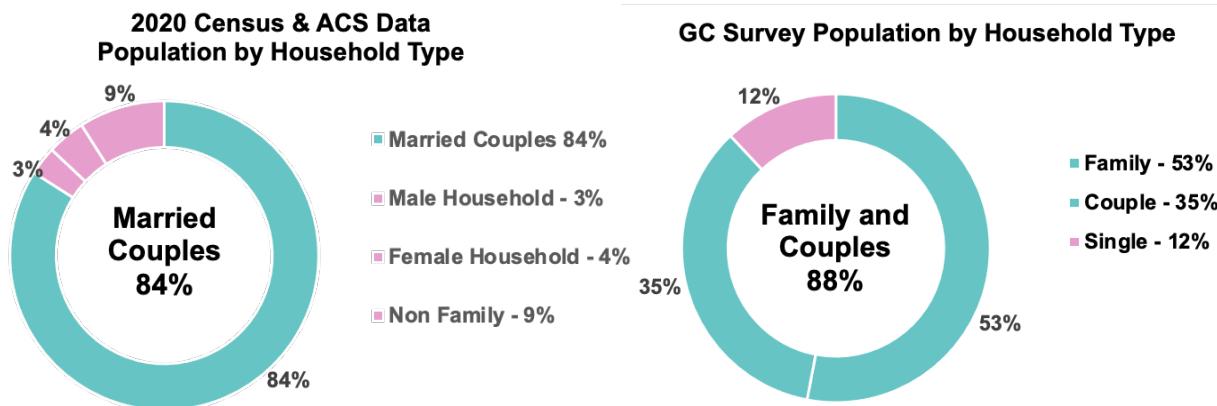
[2] American Census Reporter, ACS 2023, 5-year unless noted, https://censusreporter.org/profiles/16000US3628178-garden-city-ny/, taken August 2025 for the area of Garden City.

4. **Including yourself, what are the age categories in your household?**
   Choose all categories that apply.

   Answered: 1292   100%
   Skipped: 0

Respondent Age Categories
Survey respondents were able to select **multiple age categories** to reflect household composition. As a result, the data captures a broader view of family and multi-generational households. The results show that the **two largest demographic groups** represented are:
- **Children 10 years old and under**
- **Adults aged 41 years and over 60**

This suggests strong participation from families with young children as well as from older adults—both key constituencies in the Library's user base. These findings will help guide future planning and ensure that services and programs continue to meet the needs of these significant groups.

The chart below is from Survey Monkey based 1292 respondents making 2872 answers.
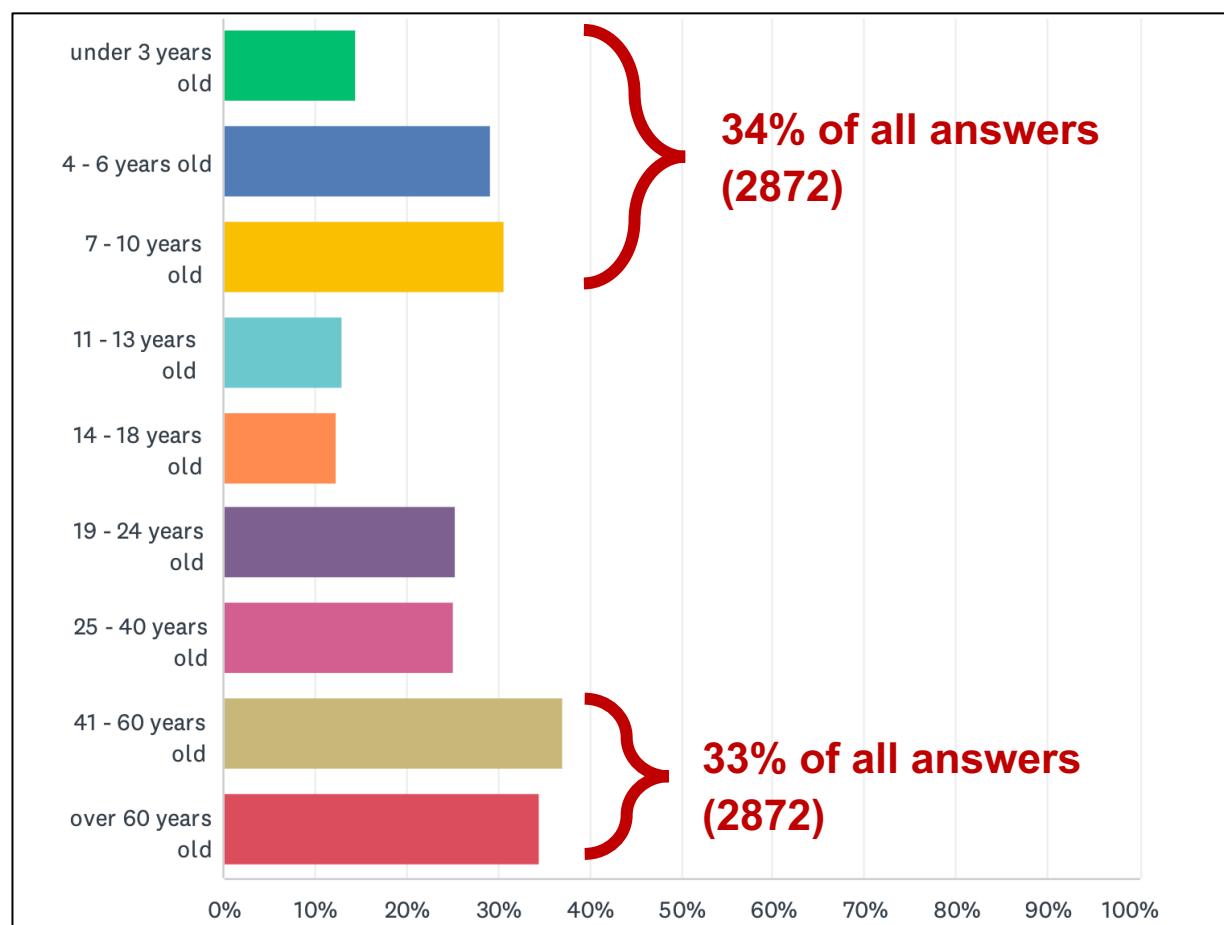
The Survey results and ACS data differ in some demographic age areas.
Below is the ACS data.[3]

Age

41.6

Median age

a little higher than the figure in the
New York-Newark-Jersey City, NY-NJ
Metro Area: 39.4

a little higher than the figure in New
York: 39.6

Population by age range

| 0-9 | 10-19 | 20-29 | 30-39 | 40-49 | 50-59 | 60-69 | 70-79 | 80+ |
| 13%[†] | 17%[†] | 9%[†] | 8%[†] | 15%[†] | 13%[†] | 12%[†] | 7%[†] | 5%[†] |

Population by age category

18 to 64
57%

Under 18
18 to 64
65 and over
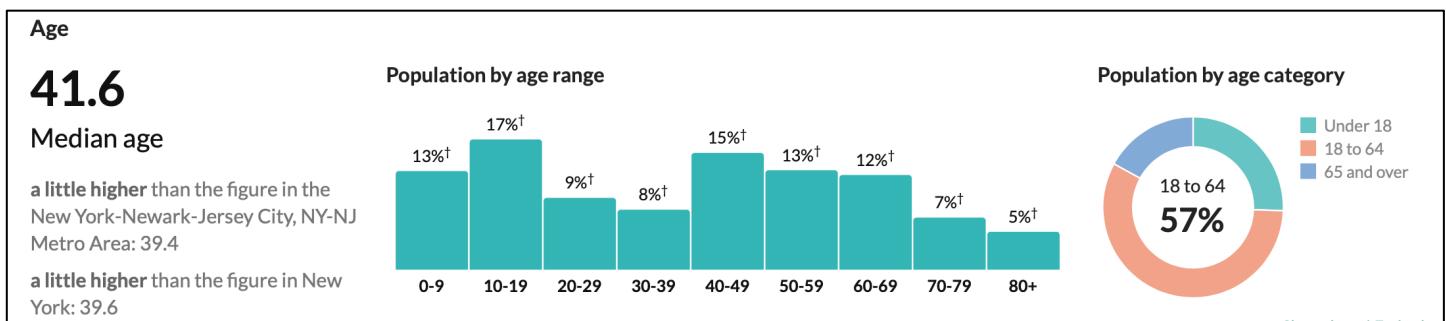
The **GC Survey** data has been **regrouped** to align with **ACS age groupings**.
There are **differences in age categories**, especially:

- **"Under 18"** in circular graphs.
- **"Under 10" (GC)** vs. **"Under 9" (ACS)** in bar graphs.

% of total survey of this age group (2872)

| Under 10 years | 11 - 18 years | 19 - 24 years | 25 - 40 years | 41 - 60 years | Over 60 years |
| 34% | 11% | 11% | 11% | 17% | 16% |

GC Survey Population by age category

19 to Over 60
55%

Under 18
19 - 60 years
Over 60
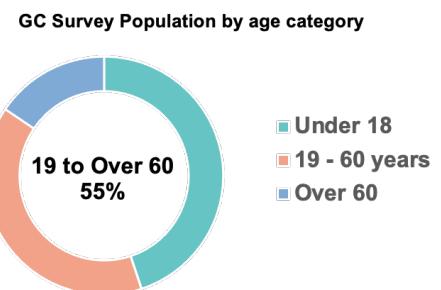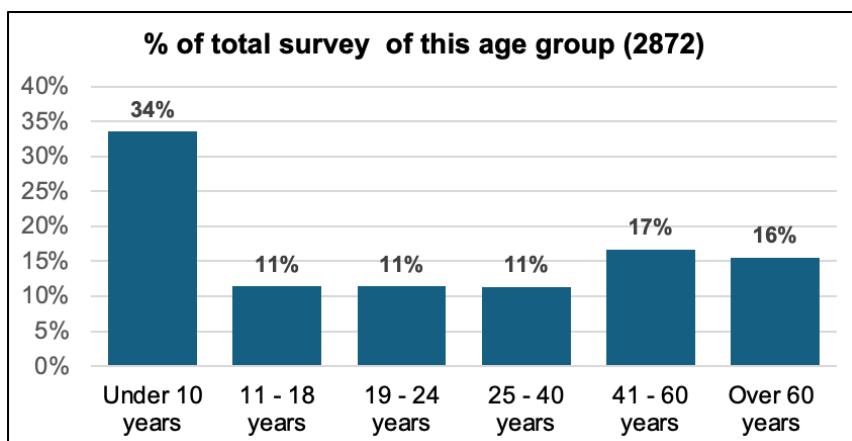
Category	Raw Data	% of respondence that answered this age group was in household (1292)	% of total answers of this age group (2872)
Under 10 years	963	75%	34%
11 - 18 years	327	25%	11%
19 - 24 years	329	25%	11%
25 - 40 years	326	25%	11%
41 - 60 years	480	37%	17%
Over 60 years	447	35%	16%
TOTAL	2872		100%

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[3] American Census Reporter, ACS 2023, 5-year unless noted, https://censusreporter.org/profiles/16000US3628178-garden-city-ny/, taken August 2025 from the area of Garden City.

Demographic Insights from Survey vs. Census Data

The **Garden City Library Community Survey** provides valuable insight into the makeup of current users and helps guide planning and service priorities. Key comparisons
with **American Community Survey (ACS)** data are as follows:
- **Children Under 10 Years Old**
  - **Garden City Survey (GCS):** 34%
  - **ACS (under 9):** 13%
  - *Interpretation:* The Library's user base includes a significantly higher proportion of young children, highlighting strong engagement among families with young children.
- **Adults Ages 19–60**
  - **ACS:** 45%
  - **GCS:** 39%
  - *Interpretation:* Slightly underrepresented in survey responses, suggesting an opportunity to better engage this age group through targeted services and programming.
- **Adults Over 60**
  - **ACS:** 24%
  - **GCS:** 16%
  - *Interpretation:* Older adults are also underrepresented in survey data, pointing to potential outreach or accessibility gaps.
- **Growth Trend:**
  The **under-10 age group** has been the **predominant population segment** in Garden City of respondents that completed the survey. COVID 19 pandemic disrupted the 2020 Census, leading to coverage errors. There may have been errors in some age groups. The 2020 Census Post Enumeration Survey (PES) results were made available in 2023. Counts were adjusted by state but not by county, geographic area, or demographic groups.[4]

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[4] 2020 Census Post Enumeration Survey results available for 50 states and DC in May, 3/17/2023, https://www.census.gov/newsroom/press-releases/2022/2020-census-pes-survey-results.html

Garden City Union Free School District (GCUFSD) Demographic and Enrollment Overview – April 2024 (*Western Suffolk BOCES***)[5]**

- **Projection Accuracy**:
  - Projections typically fall within a **±4% margin of error**.
  - **Short-term projections** (first five years) based on **currently enrolled students** are most reliable.
- **Historical Trends (2013–2023)**:
  - Enrollment remained relatively stable.
- **Five-Year Forecast (2024–2029)**:
  - **High school enrollment** expected to see **significant gains**.
  - **Small declines** projected in **primary, intermediate, and middle grades**.
- **Demographic Factors**:
  - **Slow population growth** in the district.
  - **Increased housing turnover** likely to continue, attracting **younger families with children**.
  - **Pre K data not included in school demographics**

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[5] GCUFSD Demographic and Enrollment Overview, April 2024,
https://files.smartsites.parentsquare.com/9192/garden_city_demographic_presentation_2023-24.pdf

Garden City Union Free School District
K – 12 Enrollment: 2013 – 2028

Number of Students

Projected increase of 112 students (2.8 percent)

Historical peak enrollment of 3,941 students in 2023

Gain of 20 students (0.5 percent) since enrollment in 2013

Historical Enrollment — Projected Enrollment

Year: 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28

18
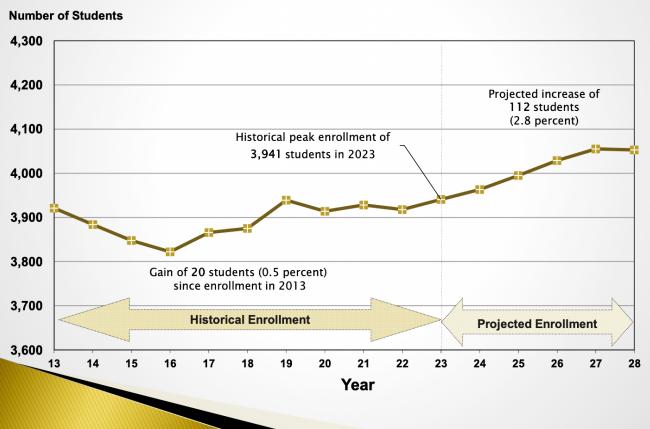
Garden City Union Free School District
Enrollment Change by Grade Configuration

Grade Configuration	Students Gained/Lost		
	2013 – 2018 Actual	2018 – 2023 Actual	2023 – 2028 Projected
K – 5	–7	+60	–39
6 – 8	–43	+117	–48
9 – 12	+4	–111	+199
Total K – 12	–46	+66	+112

19

Garden City Union Free School District
Housing Sales: 2012 – 2021

Number of Sales

260, 280, 271, 283, 287, 291, 259, 244, 281, 283

Year: 2012 2013 2014 2015 2016 2017 2018 2019 2020 2021

Source: NYS Salesweb
Note: 2022 and 2023 housing data is not yet complete

12
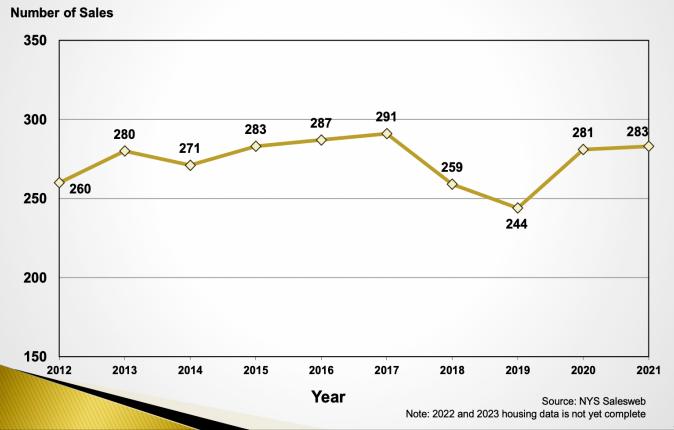
Garden City Union Free School District
Resident Population

Increased by 3.1 % (669 people) between 2000–2010
Increased by 5.1 % (1,133 people) between 2010–2020

Population

2000: 21,470
2010: 22,139
2020: 23,272

Census Year

8

○
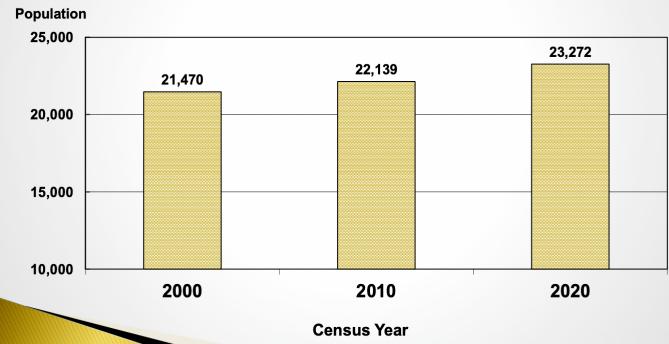
Strategic Implications
This demographic data reinforces the need to continue investing in services, collections, and spaces that support **families and young children**, while also identifying strategies to better serve **adults and seniors**.

GCUFSD Demographic and Enrollment Overview – April 2024 indicates stable numbers in elementary grades**. The resident population within the district is expected to grow slowly; however, increased levels of housing turnover are expected to continue to bring younger families with children into the district**. Pre K and under are not available in the school district report, except were referenced in the 2020 Census data.

As the Library continues to expand and enhance its services and programs, participation rates are steadily increasing. **To build on this momentum, it is essential to not only engage our regular patrons but also to develop strategies that attract and serve residents who do not currently make use of Library services.** These insights will directly inform future decisions, guiding improvements that benefit the entire Garden City community.

5. In the last 12 months, how often did you visit the Garden City Public Library?

Answered: 1292   100%
Skipped: 0

Majority of respondents visit the library 1 to 3 times a month. (44%).
Our users visit on a regular basis.
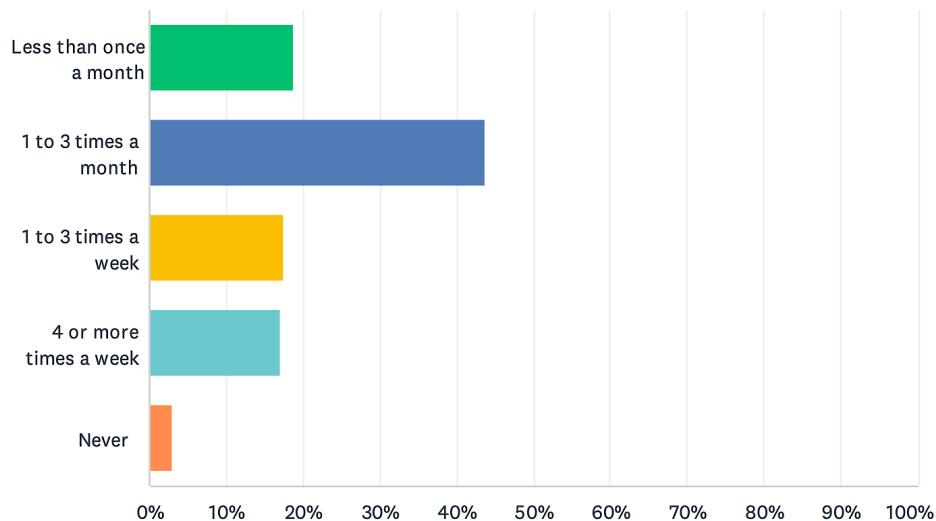
6. If you visit the Library, when do you usually come?
**Choose all that apply.**

Answered: 1292   100%
Skipped: 0

These are the top three times respondents chose to visit the library:
   a. Weekday afternoons
   b. Weekday mornings
   c. Weekend afternoons
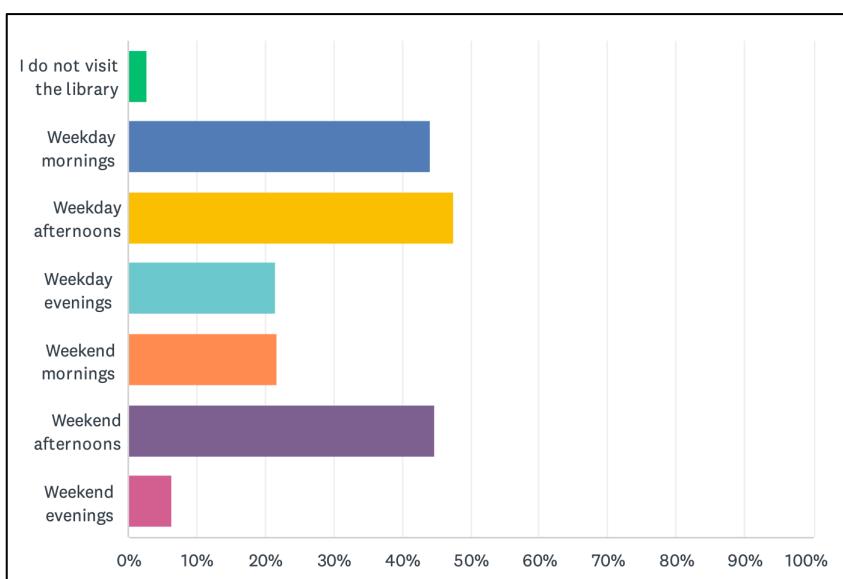
This response data from the Survey is consistent with Library usage patterns obtained from the Library's tracking technology.[6] The data used is a total average for time and each day of a month from January to June 2025. Google popular times technology also generally correlates with the Library's popular time.[7]

GC Library System - Visitors By day by hour
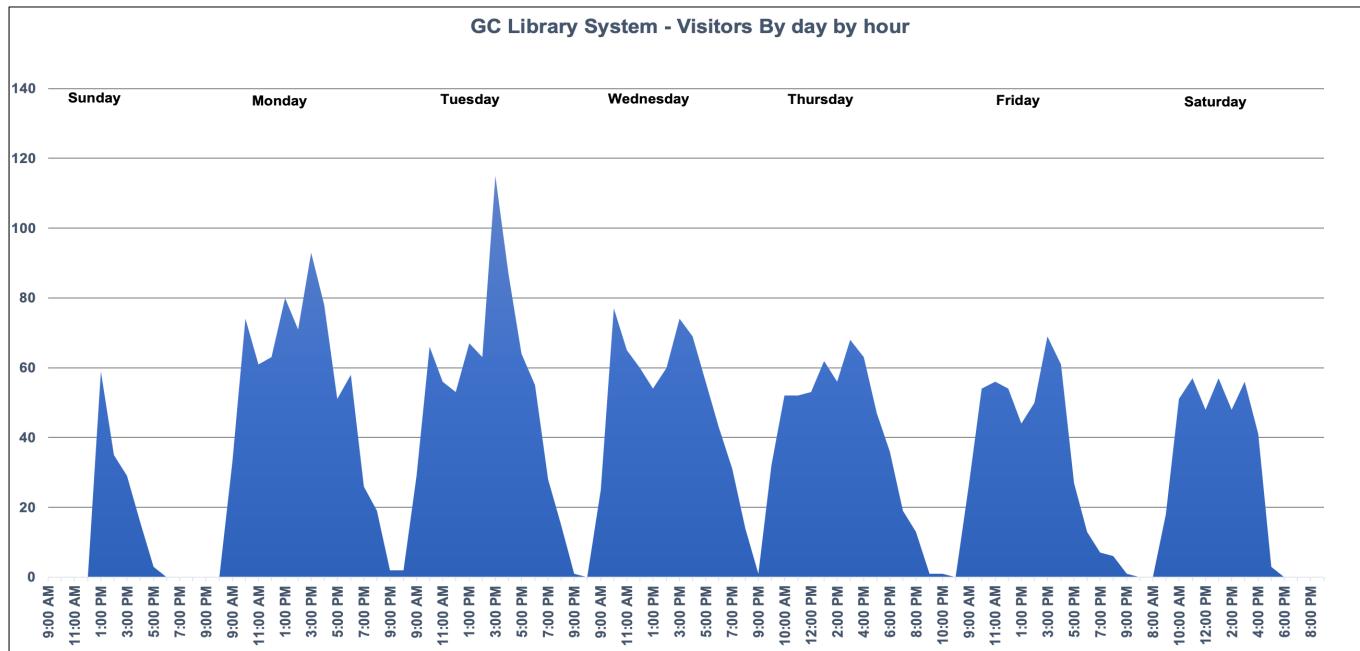
7. I visit the Library:

Answered: 1292   100%
Skipped: 0

Visits to the Library are recorded at 92% year-round.
4% of respondents never visit.
Responses in question 6 and 7 are consistent with each other.
Survey respondents make use of the Library collection, programs and service on a year-round
basis.

GCPL - Visits

	January*	Febuary*	March	April	May	June
2024	9969	10407	11802	13218	11725	12207
2025	11930	15555	13401	13436	14125	13726

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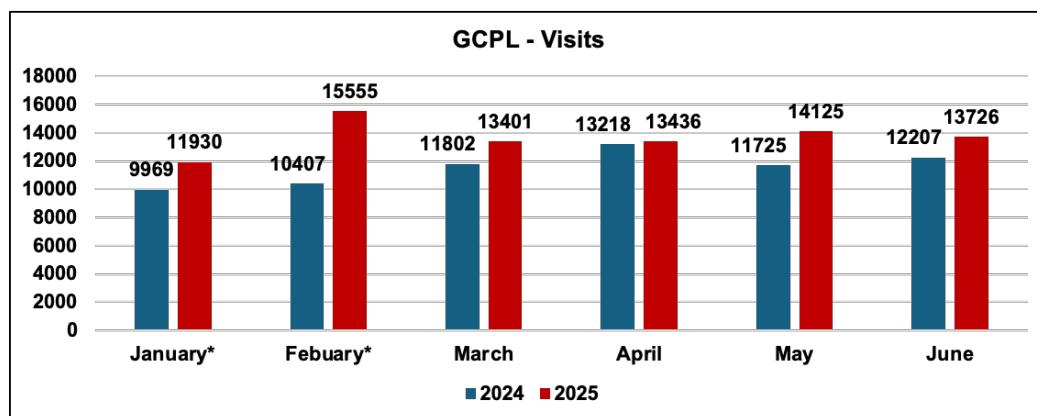
[6] Data retrieved from Library system on June 30,2025. The chart reflects the average by day of the month. Each day reflects library hours for that day.
[7] Google determines popular times for locations like the Garden City Public Library by analyzing a combination of aggregated and anonymized location data from users who have opted into Google Timeline on their Google accounts. 8/12/2025

SECTION 2
ABOUT MY LIBRARY

SECTION 2 – ABOUT MY LIBRARY

8. **For what purpose do you use the Library?**
   Choose all that apply.

   Answered: 1162   90%
   Skipped: 130

   a. Items that scored a higher percentage on the Survey:
Borrowing books	84%
Museum passes	30%
Borrowing DVD, movie/videos, games	30%
Book sales	25%
Children's programs	23%
Book clubs	22%

   b. Items that scored a lower percentage on the Survey:
Adult programs	15%
Teen programs	10%
Reading newspapers	10%
Copy/printing/scan	10%
Using WIFI own device	8%
Tutoring	7%
Using Library's computer/software	7%
Reference assistance	5%
Using WIFI library device	3%

Summary of Survey Responses and Observations

Written survey comments reflect strong appreciation for specific programs and services. Patrons expressed enthusiasm for *Movie Mondays* and games such as *Mahjong*, while younger patrons particularly enjoyed events like *Locked in the Library* and *Chick Hatching*, as well as other large-scale programs. Additionally, many respondents noted the usefulness of apps such as **Libby**, with several indicating that they value assistance from staff with **Libby**, **Hoopla**, and **OverDrive** as part of their connection to the Library. While overall survey scores were low, the volume and content of written comments suggest a high level of interest and engagement in particular services and programs.

Key Findings:
- **Reference Services:** Questions 8, 9, and 10, which addressed reference services, consistently received low scores. This aligns with broader trends across libraries, where the rise of Google and AI tools has decreased the demand for traditional in-library reference support.
- **Adult Programs:** These remain important to patrons, though opinions on the current offerings are mixed. There may be an opportunity to reassess and refine adult program offerings to better align with community interests.

- **Tutoring Services:** Although tutoring received low scores in the survey, staff observations indicate that tutoring takes place regularly in multiple areas of the library. This suggests that tutoring is a valued but perhaps under-recognized use of library space.

Conclusion:
As with libraries nationwide, the shift toward self-service digital information has reduced traditional reference desk use. However, patrons continue to value libraries as community hubs—not only for borrowing materials, but also for engaging with staff, participating in programs, and connecting with others. Future planning should prioritize **community engagement**, **diverse programming**, and **support for digital tools** to meet evolving patron needs.

9. **How often do you USE the following Library RESOURCES?**
   Select a score for each item on the scale of 1 to 5.

   Answered: 1162   90%
   Skipped: 130

   a. Items that scored 4 (*often*) or 5 (*almost every time I come*) on the Survey:
Children collection	42%
Adult collection	42%
Get information for school	36%
Attending children's programs	28%
Quiet study rooms	25%

   b. Items that scored 1 (*never*) or 2 (*infrequently*) on the Survey:
Print/copy/scan	79%	
Use free WIFI	71%	
Use computer at library	64%	
Teen collection	60%	NA 11%
Attend adult programs	58%	
Get information for school	55%	
Teen programs	46%	NA 15%
Adult Collection	36%	
Children Collection	36%	

The study rooms have recently been renovated *(2024)*. The rooms are experiencing an increase in use since the renovation. Question 4 indicates the age group that would use this room has increased.

Children's Programs – Strong Demand and Strategic Priority
- **High Attendance & Engagement:**
  Children's programs, held in the renovated Children's Area (2022), continue to be in high demand and are extremely well attended.
- **Demographic Alignment:**
  Survey responses reflect a strong presence of families and caregivers (babysitters, grandparents) among the library's user base, aligning with the sustained interest in children's books, activities, and programming.

- **Strategic Implication:**
  The consistent popularity of children's services, combined with demographic trends, highlights a clear direction for the Library to prioritize resources toward youth-focused programming and collections.

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Library Computer Usage – Lower-Level Consideration
- **Usage Data:**
  64% of respondents indicated they *do not use* or *infrequently use* the library computers.
- **Supporting Evidence:**
  Question 8 responses reinforce this finding, suggesting low reliance on library computer access among patrons.
- **Design Implication:**
  This indicator should be factored into any redesign plans for the lower level, as the current space allocation for computers may not align with user needs or behaviors.

10. **How SATISFIED are you with each of the following Library RESOURCES? Select a score for each item on a scale of 1 to 5.**

Answered: 1162   90%
Skipped: 130

a. Items that scored 4 (*very satisfied*) and 5 (*excellent*) on the Survey:

Adult Collection	51%
Children Collection	37%
Teen Collection	31%
Children Programs	29%
Use of Free WIFI	35%
Get information for school	26%
Museum Passes	23%

b. Item that scored 1 (*poor*) and 2 (*dissatisfied*) on the Survey:

Borrowing DVD/videos/games	18%	
Teen/young adult Programs	18%	NA 59%
Use of Notary	17%	NA 59%
Print/copy/scan	17%	NA 53%
Quiet Study Room	17%	NA 54%
Adult Programs	8%	NA 40%

**Survey Summary and Current Initiatives**

Overall, survey respondents expressed satisfaction with the Library. Since January 2025, the Library has implemented several changes aimed at improving services and patron experience. However, the need for further enhancements - particularly in the areas of collection development and program offerings - has been acknowledged by both the Library Board of Trustees and the Administration.

Children's programming has seen significant growth in both number of events and attendance in 2025. It's important to note that attendance tracking methods changed this year: in 2024, both the child and accompanying guardian were counted, **while in 2025, only the child participant is recorded. Despite this change, the upward trend in attendance remains evident.** Teen programming has remained steady in quantity, but participation in special events such as *Locked in the Library* and the *Chick Hatching* program has notably increased. Additionally, the Teen Librarian contributes support to children's programming, including activities like story time.

The survey results reinforce the previously identified need to expand and improve programming, as well as to enhance the organization and quality of the collection. Work in these areas is currently underway.

The Library is also in the process of updating the physical environment, with changes to the layout and presentation of books and media collections to create a more engaging and user-friendly space. To support these efforts, the Library has engaged **Thirdway Space Consulting** to assist the staff and Library Board in guiding strategic improvements and ensuring alignment with community needs.

Programs Offered - Jan 2025 thru June 2025

Category	2024	2025
Adult	64	146
Teens	93	85
Children	62	206
All Ages 25		7

Adult Programs

Month	Adult 24	Adult 25
January	8	24
Febrary	10	24
March	16	20
April	14	26
May	7	27
June	9	25

Teen Programs

Month	Teens 24	Teens 25
January	14	12
Febrary	21	13
March	17	16
April	18	21
May	11	7
June	12	16

Children Programs

Month	Children 24	Children 25
January	10	25
Febrary	13	47
March	15	51
April	12	33
May	6	27
June	6	23

Program Attendance

Month	2024	2025
January	810	1019
Febrary	733	1470
March	1028	1324
April	1783	1822
May	402	1369
June	517	1004

11. **How SATISFIED are you with each of the following Library SERVICES?**
   Select a score for each item on a scale of 1 to 5.

   Answered: 1162   90%
   Skipped: 130

   a. Items that scored 4 (*very satisfied*) and 5 (*excellent*) on the Survey:
Customer service at circulation	64%	
Customer service at adult	39%	
Children programs	32%	NA 42%
Information available through flyers	31%	NA 37%
Customer service at children	26%	NA 34%
Customer service at teen	21%	NA 61%

   b. Items that scored 1 (*poor*) and 2 (*dissatisfied*) on the Survey:
Information available through website	26%	NA 30%
Library flyers	25%	NA 35%
Information available through social media	21%	NA 48%
Customer service in children	21%	NA34%
Meeting/event space	19%	NA 57%
Customer service in adult	19%	

Survey respondents rated customer service at the Circulation Desk positively. However, the results also indicate a need to improve customer service across other areas of the Library.

In response, the Library Administration is actively addressing this concern by implementing set scheduling to ensure consistent staffing levels across all departments. This approach aims to establish a baseline standard of service throughout the building. Currently, all full-time equivalent (FTE) positions are filled.

To further support service improvement, staff now participate in daily morning meetings to receive guidance, share updates, and reinforce service expectations. In addition, focused meetings are being held with specific staff groups—including Adult/Reference, Children/Young Adult, and Librarian II positions—to provide targeted support, strengthen collaboration, and enhance service delivery in their respective areas.

12. **Which of the following statements below describe my Library experience?**

   Answered: 1162   90%
   Skipped: 130

Library services met my needs	47%
Library programs did not meet needs	34%
Library does not have books I want	26%
Library services did not meet my needs	8%
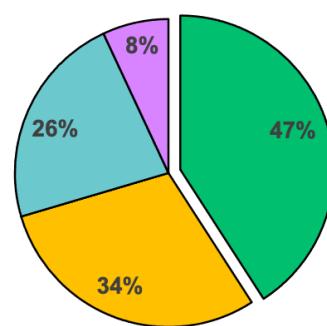
SECTION 3
FUTURE POSSIBILITES

SECTION 3 – FUTURE POSSIBILITIES

13. **Please tell us what you think of our Library facility.**
    Select a score for each item on a scale of 1 to 5.

Answered: 1041   81%
Skipped: 251

Items that scored 4 (*very satisfied*) and 5 (*excellent*) on the Survey:

Ease and accessing the building	70%
Outside of library	61%
Children area	55%
Adult area	49%
Young Adult/Teen area	39%
Condition of Lower level	38%

Items that scored 1 (*poor*) and 2 (*dissatisfied*) on the Survey:

Provision of seating/tables in lower level	35%	NA 32%
Condition of 1st Floor bathroom	22%	NA 22%
Lighting	21%	NA 3%
Condition of Lower-level	15%	NA 17%
Condition of Lower-level BR	6%	NA 37%

Survey results reflect that respondents are happy with areas of the library that have been recently improved including the exterior of the Library and the Children's Area. Plans to improve areas that scored low, including the lower level are being developed and will proceed when funding is available.

Adult Programs & Lower-Level Facility Assessment
- **Program Location:**
  All adult programs are currently held in the lower level of the library.
- **Attendance Review:**
  Program attendance is under evaluation, with efforts underway to identify strategies for improvement.
- **Facility Ratings:**
  Survey responses indicate low satisfaction with several aspects of the lower level, including:
  - Overall condition of the space
  - Lower-level bathroom
  - Seating and tables

These areas received low ratings, along with a high percentage of *Not Applicable (N/A)* responses.

- **Key Consideration:**
  The high number of N/A responses and low ratings may be contributing factors to low attendance at adult programs. This connection is being actively discussed as part of broader planning and redesign considerations for the lower level.

14. **Do you or a member(s) of your household consider the following programs IMPORTANT?**

Answered: 1041   81%
Skipped: 251

Items scored 4 (*important*) and 5 (*very important*) on the Survey:
Adult programs   64%
Children's programs   52%
Teen/young adult programs   43%

Program Areas – Overall Value to Respondents
- **Broad Support:**
  Survey data indicates that respondents place a high value on *all three* program areas — adult, teen/young adult, children's — even as usage patterns vary.
- **Implication:**
  While adult programs show the strongest engagement, the overall positive regard for all program types suggests that a balanced, responsive approach to programming remains important in future planning.

15. **Are you or a member(s) of your household SATISFIED with the following programs?**

Answered: 1041   81%
Skipped: 251

Items scored 4 (*very satisfied*) and 5 (*extremely satisfied*) on the Survey:
Adult programs   35%   NA 33%
Children programs   34%   NA 38%
Teen/young adult programs   31%   NA 54%

While three areas of programming were considered highly important, they did not score highly in terms of satisfaction, **indicating a potential gap between expectations and experiences.**
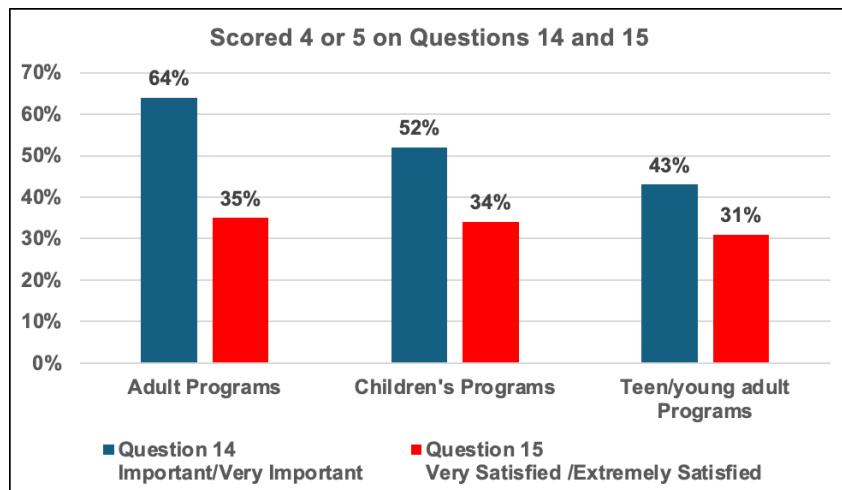
16. **What Library programs would you like to see enhanced or added? Choose all that apply.**

   Answered: 1041   81%
   Skipped: 251

Arts and craft workshops - adult	40%
Environmental programs	31%
Chess groups	30%
Arts and craft workshops - children	28%
STEAM	28%
Holiday events/special events	27%
Culture programs	24%
Health wellness talks	24%
Book clubs	22%
Interactive area in children's area	22%
Musical programs - children	21%
Yoga programs	21%
Vacation (school) week special programs	20%

17. **We are starting to design the space, use, and amenities of the Lower Level. Please select a score ranking each item in terms of importance using a scale of 1 to 5.**

   Answered: 1041   81%
   Skipped: 251

   Items that scored 4 (*important*) and 5 (*very important*) on the Survey:

Study rooms	60%
Local history/archives	51%
Rooms available for business meeting, college interviews, etc.	46%
Arts and craft area	43%
Meeting/programs rooms	41%
Movie presentation viewing area	40%
Computers with printers	40%
Café sitting area	39%
Art display area	33%
More space for teens/young adults	32%
Maker space	27%

18. **Please check all area(s) in which you would like to see the Library's collection improved, expanded, or updated.**
Choose all that apply.

Answered: 1041   81%
Skipped: 251

Best sellers	52%
Biography/autobiography	34%
Audio/DVD	29%
Fiction - general	22%
Children's interactive toys	21%

Collection Use & Circulation Strategy
- **High Demand Titles:**
  Best sellers continue to be the most requested category within the Library's collection, reflecting ongoing patron interest in popular and current titles. The Library has increased its financial commitment and now participates in a leasing program pertaining to best-selling books.
- **Collection Development & Promotion:**
  Since July, the Library has been working with **Thirdway Space Consultant** to spotlight additional areas of the collection. This collaboration focuses on:
  - Enhancing the visibility of underutilized materials
  - Improving use of physical space
  - Strengthening marketing efforts
  - Increasing overall circulation

19. **Please check all area(s) which you would like to see technology improved.**
Choose all that apply.

Answered: 1041   81%
Skipped: 251

Improve access from home	44%
More computer access to the collection	32%
Additional computer with word processing and spreadsheet programs	26%
Develop STEAM area	23%

20. How do you find out about Library services and events?
Choose all that apply.

Answered: 1041   81%
Skipped: 251

|	
Garden City Library website	65%
Garden City News	39%
Social Media	39%
Friday GC Library email blast	22%
Flyers	14%
Information on flatscreen	7%

Communications & Outreach Enhancements
- **Digital Presence:**
  The Library is currently in the process of upgrading its website and enhancing its social media footprint to improve accessibility, user experience, and community engagement.
- **Print Media Collaboration:**
  Over the past year, Library staff have been working in collaboration with *Garden City News* to improve the visual presentation of Library content in the newspaper, aiming to better showcase programs, services, and events to the broader community.
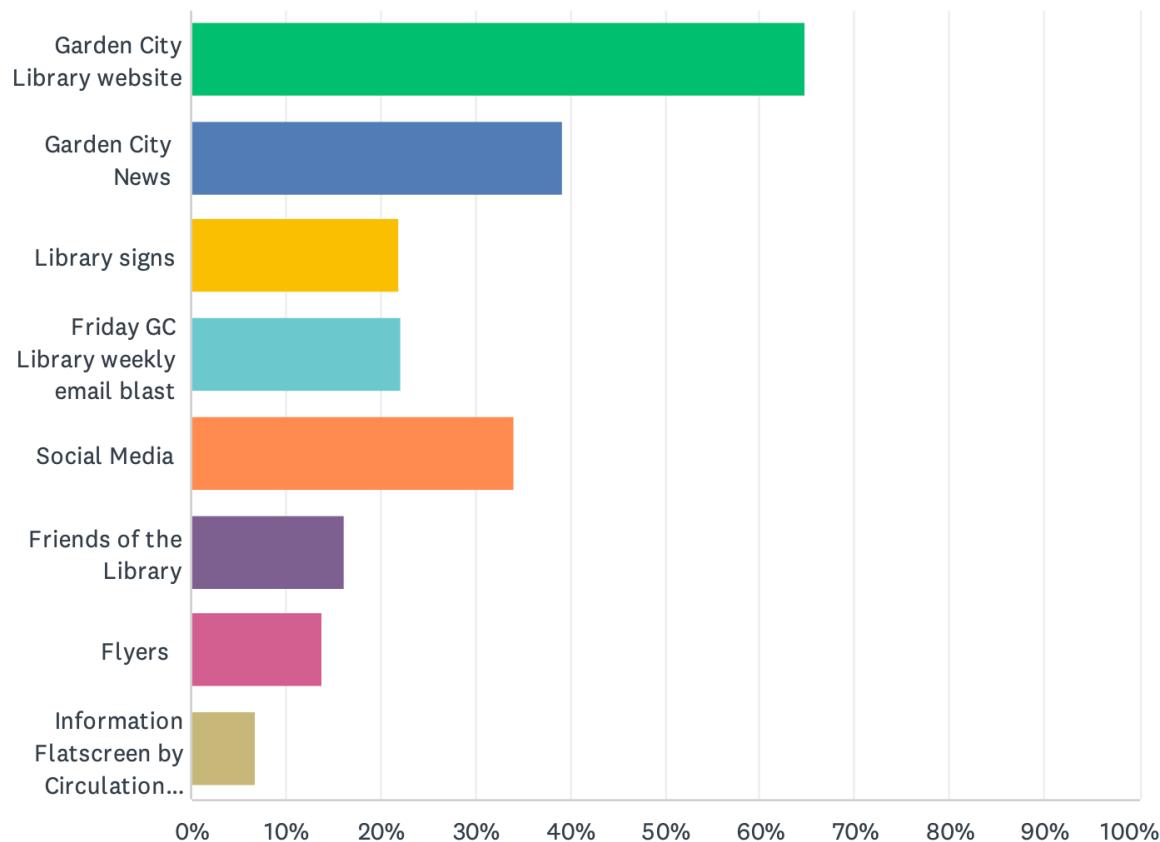
WRITTEN COMMENTS SUMMARY

Written Comments for Survey Questions

Four survey questions - **#8, #16, #18, and #19** - allowed respondents to provide written comments in addition to, or instead of, selecting from listed answer choices. Respondents had the option to:

- Select a listed answer only,
- Select a listed answer and provide a written response, or
- Submit a written response only.

The open-ended comments have been categorized by topic area based on the associated question. The information below **does not** include data that was checked off in listed responses. Numbers following each comment refer to the corresponding entry in the Survey Monkey report for tracking and reference purposes.

Question 8: For what purpose do you use the Library?
(*Choose all that apply*)

66 written responses
1162 respondents

Books & Reading

- Libby / Digital Reading (many mentions: #14, #17, #18, #19, #20, #24, #36, #52, #53, #63)
- Audiobooks (#35, #61)
- Reference (#13)
- Reading books provided (#12)

Work & Study

- Quiet work time / grading / report cards (#3, #58)
- Work from home / WFH (#44, #50, #57)
- Homework / studying (#29, #51)
- Browsing (#31)
- Quiet space (#33)

Children's Activities & Spaces

- Scavenger hunts / activities (#3)
- Children's room, play area, toys (#22, #23, #34, #37, #43, #48)
- Visiting chicks (#32, #46, #49)
- Kids with other kids (#41)
- Nannying (#43)

Movies & Entertainment

- Monday afternoon movies (#4)
- Movies (multiple: #10, #30, #45, #62)
- Old films (#42)

Lectures & Adult Programs
- Lectures (#5)
- Mahjongg / Mah jong (#15, #55)
- Adult activities (#16)
- Games / Chess (#28, #39, #47)

Art & Exhibits
- Viewing monthly exhibits (#38)
- Visiting art exhibits (#66)

Library Services
- Passport day (#27)
- Community service (#21, #26)
- Using library supplies (#25)
- Assisting staff (#60)

Media & Downloads
- Freegal music downloads (#2)
- Hoopla (#53, #65)

Volunteering & Donations
- Sorting and pricing books (#1)
- Donating books (#56, #64)

Special Events
- Blood drive (#6)

Feedback / Suggestions
- Parking lot improvements: shade trees, resurfacing, more room to open doors
- Bathrooms: prefer filtered fresh air vs. chemical fragrances
- More newspapers (e.g., *Epoch Times*)
- Soothing music in the children's room
- Concern about screen time for kids (#8)

Non-Use or Limited Use
- "I typically don't go" (#11)
- "I don't use the library" (#40)
- "None" (#9, #54, #59)

CATEGORIZED THEMES (with mentions)

Category Q8	# of Mentions
Books & Reading	14
Children's Activities & Space	12
Work & Study	9
Lectures & Adult Programs	7
Movies & Entertainment	6
Library Services	5
Non-Use or Limited Use	5
Media & Downloads	3
Volunteering & Donations	3
Art & Exhibits	2
Special Events	1
Feedback/Suggestions	1

Question 16: What Library programs would you like to see enhanced or added? (*Choose all that apply*)

125 written responses
1041 respondents s

Children's Programs (Toddlers to Preteens)
Most frequently mentioned category

- More weekend programming for toddlers and preschoolers (e.g., comments #10, #16, #17)
- More weekday program time variety to fit different pre-K schedules (#17, #55)
- Additional activities: crafts, STEAM, story times, acting, LEGO, play space (#6, #22, #38, #78, #79, #85, #102)
- Issues with limited registration and Eventbrite system (#45, #93, #62)
- More options for children ages 5–12, particularly for working parents (#12, #74, #53)
- More programs like baby yoga or activities that promote development (#106)

Teen / Tween Programming

- Interest in teen movie nights, book clubs, or theater/improv (#56, #48, #79)
- Desire for more 4th–5th grade (tween) programs (#53)
- Teen fitness or exercise groups (#66, #123)
- Volunteer opportunities for tweens and teens (#19, #37, #105)

Adult & Senior Programming
- Request for more evening/weekend adult programs for working individuals (#72, #98, #116, #80)
- Discussion groups: literature, current events, cooking, crafts (#20, #44, #91)
- More senior-specific programs and daytime classes (#63, #107, #119, #125)
- Music programs, concerts, museum trips (#73, #81, #95, #94)

Exercise & Wellness
- Interest in Tai Chi and Yoga (#13, #15, #43, #60, #119)
- Requests for fitness classes that align with specific religious values (#2)
- CPR, prenatal, wellness-related training (#92)

Technology & Digital Services
- Requests for help using Libby, Hoopla, Freegal (#5, #26, #76, #90, #110)
- Interest in GenAI/AI education (#3)
- Computer or tech learning classes (#34)

Books, Materials, & Access
- Satisfied with current collection (#9)
- Requests for more audiobooks, eBooks, Libby/Hoopla improvements (#39, #40, #51, #103)
- Requests for more children's book variety (#62, #96)
- Concerns about content in children's/YA books (#101)
- More Books (#57)

Facilities & Amenities
- Toy/play areas for kids like other libraries have (#6, #75, #78)
- Complaints about locked or inaccessible children's construction room (#62)
- Desire for food/café options (#87, #88)
- Room reservations or access for community groups (#29, #84)
- Noise complaints in adult section due to tutoring (#64)
- Interest in a performance space/auditorium like Elmont's (#84)

Special Programs & Requests
- Arts & crafts, painting, knitting, crochet (adults and kids) (#20, #89, #112)
- Canasta, Bridge, Book Sales (#21, #28, #117)
- Cultural/language classes: Italian, Spanish, ESL (#23, #36, #70, #77, #108)
- Unique ideas: community seed library, psychic readings, bike rentals, theater improv group (#83, #99, #87, #79)
- Museum passes (#59, #100)

Critical / Negative Feedback

- Frustration with sign-up systems and program availability (#45, #93)
- Discontent with fines, staff attitude (#52)
- Concerns about "ideology" in children's books (#101)
- General disappointment with programming compared to other libraries (#54, #75)

CATEGORIZED THEMES (with mentions)

Category Q16	# of Mentions
Children's Programs (toddlers to preteens)	33
Special Programs & Requests	22
Adult & Senior Programing	20
Books, Materials & Access	11
Facilities & Amenities	10
Critical /Negative Feedback	10
Technology & Digital Services	9
Teen/Tween Programming	8
Exercise & Wellness	7

Question 18: Please check all area(s) in which you would like to see the Library's collection improved, expanded, or updated. (*Choose all that apply*)

113 written responses
1041 respondents

Digital Content (eBooks, Audiobooks, Streaming, Apps)

- eBooks / Kindle / Libby / Hoopla improvements
    - Requests for more titles, better variety, faster availability (#18, #20, #21, #23, #39, #68, #69, #84, #99, #110, #111)
    - Interest in digital access to older fiction, best sellers, and large print
- Streaming content
    - Kanopy mentioned (#84)
- Frustration with digital borrowing limits
    - Max 8 holds on Libby is too few (#66)

Language Materials & Foreign Language Books
Very frequently requested (28+ mentions)
- Spanish, Italian, French – especially for children and adult learners (#4, #10, #12, #24, #62, #87–88, #105)
- Chinese, Armenian, Greek, and general "all foreign languages" (#16, #24, #29, #32, #36, #52, #61, #71, #78, #77, #94, #97, #98)
- Language learning tools or audio (#35, #91)
- Audio travel tips in foreign languages (#91)
- Children's books in multiple languages (#60, #70)

Large Print Collection
- Several requests for:
    - Large Print Fiction and Nonfiction, especially bestsellers and sports books (#28, #33, #37, #46, #79, #85, #101)

Genre/Subject Expansion Requests
- Mystery / Thriller (#2)
- Historical fiction (19th century) (#8)
- Fantasy & Sci-Fi (#17, #57, #75)
- Realistic fiction (#17)
- Horror (#50)
- Manga / Anime / Graphic novels (#13, #22, #53, #113)
- Memoirs & Biographies (#30, #108)
- Education / Business / Finance (#27, #43, #54)
- World cultures / Metaphysical / LGBTQ topics (#48, #81, #103)
- Gardening, Painting, Sewing, Crafts (#31, #59, #108)
- History (#72)
- Sports (#28, #40)
- Children's STEM / Coding / Chess (#38)

Teen, Tween, and Children's Collection
- More robust YA and Tween selections requested (#42, #83, #112)
- Children's book quality concerns – either inappropriate material or lack of popular books (#34, #58, #112)
- Frustration with collection quality compared to other libraries: Mineola, Franklin Square, Jericho, etc. (#58, #92)

Museum Passes
- High interest in expanding museum passes (#25, #26, #49, #64, #65, #100, #106)
- Specific requests: Frick, NY Historical Society (see earlier batches too)

Non-Book Resources

- Interest in a Library of Things:
    - Tool borrowing, craft machines, toys, games (#15, #67)
- Freegal music downloads (#3)
- Video games – multiple copies requested (#56)

Periodicals & Databases

- Additions requested:
    - Financial Times, business journals, NY Law Journal, journals with archives (#54, #78, #96)

Other Feedback & Issues

- Comments that library's adult nonfiction collection is weak (#102)
- Fines and unfriendly staff driving patrons to other libraries (#41)
- Frustration with:
    - Renovation decisions (furniture, space use) (#112)
    - Board and leadership transparency (#74)
    - Limited opportunities for feedback (#74)
- General satisfaction: several say "nothing" or "satisfied" (#5, #6, #7, #45, #73, #86, #89, #90)

CATEGOZIED THEME (with mentions)

Category Q18	# of Mentions
Language Materials & Foreign Language Books	33
Genre/Subject Expansion Requests	26
Digital Content	14
Other Feedback & Issues	13
Teen, Tweens and Children's Collection	8
Large Print Collection	7
Museum Passes	7
Non-Book Resources	4
Periodicals & Databases	3

Question !9: Please check all area(s) in which you would like to see technology improved. (*Choose all that apply*)

43 written responses
1041 respondents

Technology Resources & Access
Positive Feedback:
- PC support is "excellent" (#2)
- Technology is "fine" (#12)
- No concerns about technology (#26)

Requests & Concerns:
- **Better access to computers & printers**
    - More printers needed (#15)
    - Computers not always available (#22)
    - Older copier needs replacing – no email/fax capability (#29)
    - Suggestion for **color printers** and more modern machines
- **Website & Catalog need improvement**
    - Update the library website (#19, #41)
    - Improve online catalog usability (#42)
- **Digital resources**
    - Libby rentals for 21 days (#18)
    - More digital media copies (#35)
    - Digital access to old *National Geographics* (#27)
- **Other concerns:**
    - Safety and atmosphere in computer area downstairs (#38)
    - Strong complaint about night shift staff in lower level being rude and unprofessional (#14)

Emerging Technology / Innovation
- 3D Printing / Makerspace requested multiple times (#4, #20)
- AI Classes or Programming (#7, #13)
- STEM > STEAM preference expressed (#43)

Programming Feedback
Positive Ideas / Suggestions:
- More programs for seniors (#21)
- In-person or online computer classes requested (#33)
- Kids' computer learning games / STEM for young children (#36)
- Yoga, game days (#11)

Complaints & Concerns:

- **Registration system is broken / unfair**
  - Too difficult for working parents to register children (#9, #37)
  - Programs fill too fast, with no second time slots offered (#17)

Children's programming:

- General support for more children's programs and toys (#31)
- Strong objection to certain children's books perceived as "LGBTQ / gender identity" themed (#30)

Facility-Related Requests

- Better chairs in the quiet study room (#21 – possibly same person submitted twice)
- Improved lighting and display for adult new books (#34)
- Coffee vending machine requested (#32)
- Book drop in parking lot should be reopened (#39)

Broader Concerns / Dissatisfaction

- **Perception of poor reputation**:
  - GC Library is "talked about as being the worst on Long Island" (#17)
- **Fines and unwelcoming staff** (#16)
  - Patron now goes to East Meadow Library for better service
- **Libby is ineffective for new books**
  - Extremely long waitlists for bestsellers (#40)

Other Suggestions

- Maintain Freegal music downloads (#3)
- Add museum passes (Adventureland, Harbes Farm, etc.) (#24)
- Update and promote registration process across age groups (#9, #37)

CATEGORIZED THEMES (with mentions)

Category Q19	# of Mentions
Tech Access (computers/printers)	6
Website & Digital Improvements	5
Children's Programming	5
Facilities / Furniture	4
Libby / Digital Borrowing	3
Program Registration Complaints	3
STEM / Learning Tech for Kids	3
3D Printing / Makerspace	2
Artificial Intelligence	2
Staff Behavior Complaints	2
Coffee / Food Vending	1
Book Drop	1
Museum Passes	1
Negative Reputation	1
LGBTQ/Gender Themes in Books	1

SURVEY INSTRUMENT
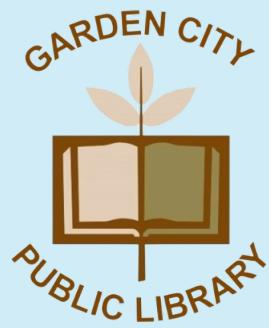
GARDEN CITY PUBLIC LIBRARY SURVEY 2025

What do you want your Library to be?

We have been working on the outside of the Library and the inside. We are ready to take our next steps.
To do that, we need your input.

As we embark on a long-range planning process that will set our priorities for the next few years, we want to make sure that our decisions reflect what **YOU** want from your library.

The survey has a total of 20 questions in 3 sections.
Section 1 has 7 questions.
Section 2 has 5 questions.
Section 3 has 8 questions.
Please take 15 minutes to help plan the library's future.
The last 3 questions are optional and enters you into a gift card raffle. Please complete the entire survey to be counted.

Thank you for your time and input.
The Garden City Library Board of Trustees
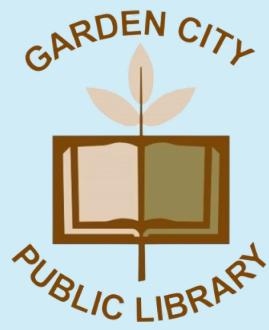
GARDEN CITY PUBLIC LIBRARY SURVEY 2025

ABOUT ME

**This is the first section of three sections.
Please complete the 7 questions in this section.**

* 1. Are you a Garden City resident or a Garden City School District resident?

○ Yes

○ No

* 2. Do you have a Garden City Library Card?

○ Yes

○ No

* 3. My household is:

○ Single

○ Couple (2 people in household)

○ Family (3 or more people in household)

* 4. Including yourself, what are the age categories in your household? (Choose all categories that apply. Enter the # of people in the category in the dropdown box)

☐ under 3 years old   ☐ 19 - 24 years old

☐ 4 - 6 years old   ☐ 25 - 40 years old

☐ 7 - 10 years old   ☐ 41 - 60 years old

☐ 11 - 13 years old   ☐ over 60 years old

☐ 14 - 18 years old

* 5. In the last 12 months, how often did you visit the Garden City Public Library?

○ Less than once a month

○ 1 to 3 times a month

○ 1 to 3 times a week

○ 4 or more times a week

○ Never

* 6. If you visit the Library, when do you usually come?
(Choose all that apply)

☐ Weekday mornings ☐ Weekend mornings ☐ I do not visit the library

☐ Weekday afternoons ☐ Weekend afternoons

☐ Weekday evenings ☐ Weekend evenings

* 7. I visit the Library:

◯ Year round

◯ During the summer

◯ Never
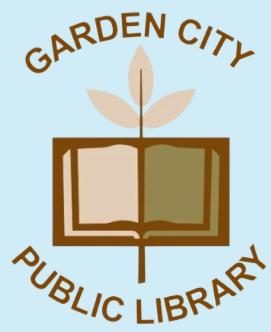
GARDEN CITY PUBLIC LIBRARY SURVEY 2025

ABOUT MY LIBRARY

This is the second section of three sections.
Please complete the next 5 questions in this section.

* 8. For what purpose do you use the Library?
(Choose all that apply)

☐ Book clubs

☐ Borrowing books

☐ Borrowing videos/movies/DVD/games

☐ Assistance with Hoopla/Libby/Overdrive

☐ Book sales - event or sale shelf

☐ Using Library's computer/software

☐ WIFI access using Library's device

☐ WIFI access using your own device

☐ Technology help/classes

☐ Copying/scanning/printing

☐ Charging your electronic device

☐ Events - i.e. donating blood, flu vaccines, health screenings

☐ Completing homework/studying

☐ Other (please specify)

☐ Meetings - community/civic

☐ Museum passes

☐ Notary

☐ Programs - children

☐ Programs - Teen/young adult

☐ Programs - Adult

☐ Reading newspaper/magazine

☐ Recreational reading/listening

☐ Reference assistance

☐ Research

☐ Socialize with others

☐ Tax information/voting information

☐ Tutoring - giving/receiving

* 9. How often do you **USE** the following library **RESOURCES**?
Select a score for each item on a scale of 1 to 5.

	never 1	infrequently 2	sometimes 3	often 4	almost every time I visit 5	NA
Children's collection	○	○	○	○	○	○
Teen/young adult collection	○	○	○	○	○	○
Adult collection	○	○	○	○	○	○
Attend Children's program	○	○	○	○	○	○
Attend Teen/young adult program	○	○	○	○	○	○
Attend Adult program	○	○	○	○	○	○
Electronic/downloadable books, audiobooks and/or magazines	○	○	○	○	○	○
Museum passes	○	○	○	○	○	○
Borrow videos/DVD/games	○	○	○	○	○	○
Quiet study rooms	○	○	○	○	○	○
Read newspaper/magazine	○	○	○	○	○	○
Use computer	○	○	○	○	○	○
Use free WIFI	○	○	○	○	○	○
Use notary service	○	○	○	○	○	○
Print/copy/scan	○	○	○	○	○	○
To get information for school	○	○	○	○	○	○
Research materials/databases	○	○	○	○	○	○

* 10. How <u>SATISFIED</u> are you with each of the following library <u>RESOURCES</u>?
Select a score for each item on a scale of 1 to 5.

	poor 1	dissatisfied 2	satisfied 3	very satisfied 4	excellent 5	NA
Children's collection	○	○	○	○	○	○
Teen/young adult collection	○	○	○	○	○	○
Adult collection	○	○	○	○	○	○
Children's programs	○	○	○	○	○	○
Teen/young adult programs	○	○	○	○	○	○
Adult programs	○	○	○	○	○	○
Electronic/downloadable books, audiobooks and/or magazines	○	○	○	○	○	○
Museum passes	○	○	○	○	○	○
Borrow videos/DVD/games	○	○	○	○	○	○
Quiet study rooms	○	○	○	○	○	○
Read newspaper/magazine	○	○	○	○	○	○
Use computer	○	○	○	○	○	○
Use free WIFI	○	○	○	○	○	○
Use notary service	○	○	○	○	○	○
Print/copy/scan	○	○	○	○	○	○
To get information for school	○	○	○	○	○	○
Research materials/databases	○	○	○	○	○	○

* 11. How <u>SATISFIED</u> are you with each of the following <u>SERVICES?</u>
Select a score for each item on a scale of 1 to 5.

	poor 1	dissatisfied 2	satisfied 3	very satisfied 4	excellent 5	NA

Customer service in the Children's Area	○	○	○	○	○	○
Customer service in the Teen/young adult Area	○	○	○	○	○	○
Customer service in the Adult Area	○	○	○	○	○	○
Customer service at the Circulation Desk	○	○	○	○	○	○
Customer service in the Reference Area	○	○	○	○	○	○
Children/Family programs	○	○	○	○	○	○
Teen/young adult programs	○	○	○	○	○	○
Adult programs	○	○	○	○	○	○
Meeting/event space availability for outside groups	○	○	○	○	○	○
Interlibrary loan/availability of items from other libraries	○	○	○	○	○	○
Public computer use/printing/scanning	○	○	○	○	○	○
WIFI quality and accessibility	○	○	○	○	○	○
Information and resources available through Library website	○	○	○	○	○	○
Information and resources available through social media	○	○	○	○	○	○
Information and resources available through Garden City News	○	○	○	○	○	○
Information available through Library flyers	○	○	○	○	○	○

| Library on-line catelog | ○ | ○ | ○ | ○ | ○ | ○ |

* 12. Which of the following statements below describe my library experience?
(Choose all that apply)

☐ The hours do not work with my schedule.

☐ The Library does not have the materials I want.

☐ The Library does not have the books I want.

☐ The Library does not have the services I want.

☐ The Library does not have the programs I want.

☐ The customer service in not up to my expectations.

☐ I purchase/stream my books, movies, games, and music outside of the Library services.

☐ I use the Library services and my needs are met.
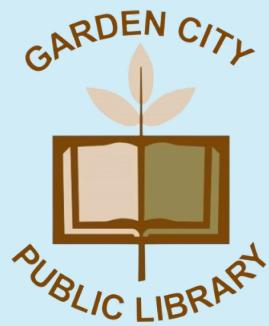
GARDEN CITY PUBLIC LIBRARY SURVEY 2025

FUTURE POSSIBILITIES

You have made it to the last section.
Please complete the next 8 questions in this section.

Questions 21, 22, 23 are optional.
Please enter your name, email and phone # to be considered for a gift card raffle.
You must complete the survey to be eligible for the raffle.

* 13. Please tell us what you think of our library facility.
Select a score for each item on a scale of 1 to 5.

	poor 1	dissatisfied 2	satisfied 3	very satisfied 4	excellent 5	NA
Condition of the outside of the Library	○	○	○	○	○	○
Condition of the Children's Area	○	○	○	○	○	○

Condition of the Teen/young adult Area	○	○	○	○	○	○
Condition of the Adult Area	○	○	○	○	○	○
Condition of 1st Floor bathrooms	○	○	○	○	○	○
Condition of Lower Level bathrooms	○	○	○	○	○	○
Overall condition of Lower Level	○	○	○	○	○	○
Ease of access entering the building	○	○	○	○	○	○
Signs and signage	○	○	○	○	○	○
Provision of seating/tables in Children's Area	○	○	○	○	○	○
Provision of seating/tables in Teen/young adult area	○	○	○	○	○	○
Provision of seating/tables in Adult Area	○	○	○	○	○	○
Provision of seating/tables in Lower Level (cafe)	○	○	○	○	○	○
Cleaniness	○	○	○	○	○	○
Lighting	○	○	○	○	○	○
Acousitics	○	○	○	○	○	○

* 14. Do you or a member(s) of your household consider the following programs **IMPORTANT?**
Select a score for each item on a scale of 1 to 5.

	not important 1	somewhat important 2	neutral 3	important 4	very important 5	NA
Children's programs	○	○	○	○	○	○
Teen/young adult programs	○	○	○	○	○	○
Adult programs	○	○	○	○	○	○

* 15. Are you or a member(s) of your household **SATISFIED** with the following programs?
Select a score for each item on a scale of 1 to 5.

	poor 1	dissatisfied 2	satisfied 3	very satisfied 4	extremely satisfied 5	NA
Children's programs	○	○	○	○	○	○
Teen/young adult programs	○	○	○	○	○	○
Adult programs	○	○	○	○	○	○

* 16. What Library programs would you like to see enhanced or added? (Choose all that apply)

- [ ] Arts and craft workshops - adults
- [ ] Arts and craft workshops - children
- [ ] Book clubs
- [ ] Calming space
- [ ] Chess groups
- [ ] Computer gaming groups
- [ ] Cooking - adults
- [ ] Cooking - children
- [ ] Cultural programs
- [ ] Environmental programs
- [ ] Exercise groups - adults
- [ ] Game groups (i.e. Mahjong, Bridge)
- [ ] Gardening
- [ ] Health/wellness talks
- [ ] History progams
- [ ] Holiday events/Special events (i.e. Night in the Library, Eclipse)
- [ ] Interactive area within Children's Area

- [ ] Maker space and programs
- [ ] Movement classes - children
- [ ] Movie night/matinee - children
- [ ] Movie night/matinee - adults
- [ ] Musical programs - children
- [ ] Performances
- [ ] Pop culture events
- [ ] Puppet shows
- [ ] Science/natural history programs
- [ ] STEAM (Science, Technology, Engineering, Art, Music)
- [ ] Story time programs
- [ ] Summer reading
- [ ] Support Groups
- [ ] Technology classes
- [ ] Travel programs
- [ ] Vacation (school) week special programs
- [ ] Yoga programs

- [ ] Other (please specify)

[   ]

* 17. We are starting to design the space, use, and amenities of the
Lower Level.
Please select a score ranking each item in terms of importance using a
scale of 1 to 5.

	not important 1	somewhat important 2	neutral 3	important 4	very important 5
Arts and craft area	○	○	○	○	○
Art display area	○	○	○	○	○
Cafe sitting area	○	○	○	○	○
Computer area with printers	○	○	○	○	○
Interactive space	○	○	○	○	○
Kitchen near meeting rooms	○	○	○	○	○
Library of Things	○	○	○	○	○
Local history/achieves	○	○	○	○	○
Maker space	○	○	○	○	○
Meeting rooms	○	○	○	○	○
Movie/presentation viewing area	○	○	○	○	○
Podcast rooms	○	○	○	○	○
Rooms available for business meetings, college interviews, etc.	○	○	○	○	○
Study rooms	○	○	○	○	○
Teen Area - moved to lower level	○	○	○	○	○
More space to Teens/young adults	○	○	○	○	○

* 18. Please check all area(s) in which you would like to see the Library's collection improved, expanded, or updated.
(Choose all that apply)

- ☐ Arts/culture
- ☐ Audio/DVD
- ☐ Best sellers
- ☐ Biography/autobiography
- ☐ Children's books
- ☐ Children/teen board games
- ☐ Children interactive toys
- ☐ Classics
- ☐ Cooking
- ☐ Computer games
- ☐ Fiction - general
- ☐ Health/wellness/medical
- ☐ Foreign language materials (list language in "Other"choice)
- ☐ History
- ☐ Other (please specify)

- ☐ Library of Things
- ☐ Magazines
- ☐ Mystery
- ☐ Newspapers
- ☐ Nonfiction - general
- ☐ Religion/philosophy
- ☐ Romance
- ☐ Self help
- ☐ Science fiction
- ☐ Science
- ☐ Technology
- ☐ Travel
- ☐ Western

* 19. Please check all area(s) in which you would like to see technology improved.
(Choose all that apply)

☐ More computer access to the collection

☐ More desktop computers for children use

☐ Improved access from home computer

☐ More on-line databases

☐ Additional computers with word processing and spreadsheet programs

☐ More access to printing/scanning/copying

☐ More access to technology classes

☐ Assist with on-line services (i.e. Hoopla, Libby, Overdrive)

☐ Develop STEAM area

☐ More iPads children use

☐ Other (please specify)

[   ]

☐ NA

* 20. How do you find out about Library services and events?
(Choose all that apply)

☐ Garden City Library website

☐ Social Media

☐ Garden City News

☐ Friends of the Library

☐ Library signs

☐ Flyers

☐ Friday GC Library weekly email blast

☐ Information Flatscreen by Circulation Desk

Questions #21, 22, and 23 are voluntary.
If you would like to be entered into a raffle for a $50 gift card, please provide the information below:

21. Enter name:

First name

Last name

22. Enter email address:

Email address

23. Enter phone number:

Country code

Phone number   +1