City of Alexandria, Virginia

MEMORANDUM

DATE: APRIL 18, 2001

TO: THE HONORABLE MAYOR AND MEMBERS OF CITY COUNCIL

THROUGH: PHILIP SUNDERLAND, CITY MANAGER

FROM: PATRICK M. O'BRIEN, DIRECTOR OF LIBRARIES

SUBJECT: RECEIPT OF THE ALEXANDRIA LIBRARY 5-YEAR PLAN

ISSUE: Receipt of the Alexandria Library 5-Year Plan, 2001-2005, approved by the Alexandria Library Board on March 19, 2001.

RECOMMENDATION: That City Council:

(1)   Receive the 5-Year Plan (Attachment 1); and

(2)   Thank the Board for their efforts on behalf of the City.

DISCUSSION: The Alexandria Library 5-Year Plan, 2001-2005 is the result of several months of planning that began with the Library's citizen survey in the fall. On December 4, 2000, the Library staff presented the survey results to the public and held a dialogue with citizens on the survey findings and suggested actions. Branch managers and staff who serve the public directly also provided further input into the preparation of the plan. The Library administration and managers reviewed the survey data, staff comments, recent community demographics, current levels of activity in the Alexandria Library system, and comparative data from other public libraries nationwide that serve similar sized populations, as well as Virginia Council of Governments libraries, prior to developing goals and objectives and the draft Alexandria Library 5-Year Plan. The Alexandria Library 5-Year Plan was presented to the Alexandria Library Board, and the plan was unanimously approved on March 19, 2001.

Highlights of the process and the plan are as follows:

- More than 1,200 citizens and library users submitted survey responses and over 375 made additional comments or suggestions.

- Two-thirds of respondents were extremely or very satisfied with library book and magazine collections, databases, and Internet access. Four-fifths were extremely or very satisfied with circulation, children's, reference, local history, and interlibrary loan services.

- Ninety percent were extremely or very satisfied with staff helpfulness and ninety-five percent consider the library extremely or very important to their lives.

- Despite the positive responses cited above, almost half of the respondents want the library to buy more books, more videos, more books on tape/CD, more magazines and more computer services.

- Among problems identified were lack of sufficient copies of new books, slow reshelving of returned books, confusing instructions on online catalog, inaccurate holdings records, and lack of enough Internet terminals.

- Plan drafts were developed from survey and staff input and reviewed by staff and the Library Board. Goals cover acquiring more books and other library materials, expanding Internet access, building stronger reference resources, redesigning and enhancing web site, replacing the integrated automation system to improve catalog access and performance, increasing cooperation with schools and other agencies, reopening the Ellen Coolidge Burke Branch and adding space to the Duncan Branch.

- The Library Board approved the final plan on March 19, 2001, for submission to the Library of Virginia, a requirement to continue eligibility for state aid to the library. Copies of the plan are available to citizens upon request and a copy of the plan will be posted on the library's new web site with a response box for comments and suggestions.

FISCAL IMPACT: The Proposed FY 2002 Operating Budget includes approximately $5 million in General Fund support for the Alexandria Public Library. This includes $392,477 in recommended supplemental funding to meet increased demand for library services and to enhance library services, consistent with the goals in the 5-Year Plan. The recommended supplemental funding provides monies to increase the library collections, to increase computer access, and to provide sufficient staffing to meet the service goals included in the 5-Year Plan. The City's Proposed FY 2002-2007 Capital Improvement Program also includes funding to expand the Duncan Branch Library and to replace the library's automated catalog system, consistent with the 5-year goals.

Funding for initiatives identified in subsequent years of the plan will have to be provided through increased State aid or other non-City sources, or be considered for City funding in the context of the annual budget process and other competing priority needs in FY 2003 and beyond.

ATTACHMENT: Alexandria Library 5-Year Plan, 2001-2005

ALEXANDRIA LIBRARY

FIVE-YEAR PLAN
2001-2005

Alexandria Library Five-year Plan, 2001-2005

Introduction

In the last decade of the Twentieth Century, the public library witnessed unprecedented change in the delivery of information to its clientele. While books for educational, informational, and recreational reading remained the primary service functions, the digitization of information, the Internet, and access to the World Wide Web presented additional demands upon the library. Those demands required not only increased monetary resources for electronic information, but also rewiring and redesigning of spaces and purchasing of new furnishings to accommodate computer terminals and printers.

The most important point to make regarding this transformation is that electronic information affords the Alexandria Library the ability to provide access to on-line books, magazines, newspapers, reports, transcripts, etc. The library thereby provides access to materials that far exceed both the physical capacity of its branches as well as its financial resources to purchase, process, and preserve the same information in hard copy formats. By licensing access to information, the library realizes economies of scale that result in our citizens getting what they need when they need it and, in many cases, getting their needs met on a 24 hour, seven day a week basis year round. The free library card has become the citizen's credit card for a wealth of library information worth many times his/her $33 per capita annual expenditure for library services.

The challenge to the Alexandria Library presented by the developments of the last decade is to balance an ever increasing demand for books, videos, CDs, DVDs, magazines, and newspapers with the best, most useful electronic information resources. This new five-year plan has been developed to achieve that balance and provide the finest library services in clean, pleasant, comfortable facilities with staff and resources to meet the needs of all Alexandrians who choose to use those services.

Plan was approved by the Alexandria Library Board on March 19, 2001.

The Process

The Alexandria Library is no stranger to planning. The Alexandria Library has produced numerous five-year plans over the decades because state aid to libraries is contingent upon maintaining such plans. During the latter portion of the 1990s, the plans focused on information technology and were titled *Alexandria Library Strategic Information Technology Plan*. With rapidly evolving technologies, the plans were usually outdated within three years. For example, in 1990 the library had a dozen "dumb" terminals on which the public could only search the plain text, on-line public access catalog. Today the library provides 50 Windows-based computers for public access to the catalog, hundreds of thousands of electronic documents and the Internet and also has six computers dedicated to word processing. With the help of a Bill & Melinda Gates Foundation grant and Virginia Infopowering funds through the state Library of Virginia, the library will be adding 14 more PCs loaded with free Microsoft software at the Beatley, Barrett, and Duncan facilities. The Burke Branch Library will reopen with 19 PCs.

In addition to the library-generated plans, several outside consultant studies and plans for the library were developed in the 1980s and 1990s. The last study, conducted in 1994 by Professional Library Consultants of Minneapolis, was titled *Library Service Needs Assessment and Facilities Analysis Report*. Its implementation was approved by the Alexandria Library Board and the City Council and resulted in the following: building of a new 60,000 square foot central library; the redesign of the old central library as a neighborhood branch and home for the local history collections; the consolidation of two support services, formerly located in a rental facility, at Beatley; and the closure of the Burke facility. To meet citizen demand as evidenced by 4,500 petition signers, the City Council authorized the reopening of the Burke Branch in 2001.

The first major step in the production of the following plan was to reach out to our citizens. We conducted an extensive patron survey. The survey was available in all branches and copies were sent to all civic and neighborhood associations in Alexandria. More than 1,200 responses were received (Appendix A) and analyzed statistically. The results were presented to the public at an open hearing at the Beatley Central Library on December 4, 2000. More than a third of the respondents added comments expressing service concerns and suggestions for improvement.

Their comments were invaluable and aided staff in setting future service goals. Further input was gathered through the branch managers and their staff, most of whom serve the public directly.

The administration and managers reviewed previous plans, the current levels of activity in each branch, the survey results, and recent demographics. They compared our statistics with other public libraries nationwide, which serve similar-size populations, as well as with those from Virginia Council of Governments libraries; and produced the initial draft of the new plan for review by staff, the Library Board, and interested citizens.

Vision

In preparing the Alexandria Library strategic information technology plans over the past few years, a vision statement evolved:

> The Alexandria Library will be the central information resource for all residents, students, organizations, and businesses regardless of whether they utilize our services on site, via telephone, or through remote computer access.

It was clear from the responses to the patron satisfaction survey that the vision statement needed modification. The top three respondent desires for enhanced services were more books, videos, and audio books on tape or CD. The new vision statement reads:

> The Alexandria Library will be the central resource for reading, listening, and viewing materials and for information for all residents, students, organizations, and businesses, whether they borrow materials for home use, or utilize our services on site, via telephone, or through remote computer access.

Mission

The mission of the library differs from the vision in that it states what the library does and how it accomplishes its service provision. The mission statement reads:

> The Alexandria Library is an educational, user-oriented service institution providing free public access to recorded knowledge and ideas. The Library maintains collections of general, regionally historical, and recreational reading, listening, and viewing materials for home and on-site use; provides information services by both professional and skilled staff; provides access to off-site collections, electronic reference resources, and the Internet through the latest information technologies. The library publicizes services through children's programs, outreach, participation in community activities, and maintenance of an active web site on the Internet.

This mission statement, originally adopted in 1993, has been modified slightly to reflect the advances in electronic information technologies noted in the introduction.

Goals

In keeping with the vision and mission statements above, the Alexandria Library's overarching goal, as the recipient and steward of public tax support, is **to provide the best materials and information services to the greatest number at the least cost.** This reflects the standard mode of operation for the Library. The Library seeks the greatest discounts from vendors of books and other materials; takes advantage of "extend to other libraries" provisions of contracts negotiated by public libraries in Greater Washington Council of Governments jurisdictions; and buys supplies and equipment from local businesses at lower cost than provided through state-negotiated contracts.

As a result of the patron survey and input from library staff who serve the public daily, the most important goals focus on services and collections, not facilities. Facilities have been the focus of long range planning since 1992 with the renovation and expansion of the Barrett Branch and the approval of the 1994 *Library Service Needs Assessment and Facilities Report* which culminated with the new central library and consolidation of facilities. Service to meet community needs is what the library does; the collections and resources enable the staff to provide the service.

The library could undertake myriad service roles, but the reality of space, staff, and fiscal constraints requires filling the greatest needs and highest demands with the best-value service. The following subsections delineate the goals for the Alexandria Library's collections, services, staff, and facilities.

Collection Goals

1. To provide collections of current and popular titles sufficient to meet citizen demand in a timely fashion at each branch.

    a. Each branch will allocate a sufficient portion of its materials budget to assure patrons rapid access to high demand book titles and popular titles in other formats such as books on tape or CD, videos, and music CDs. Collections at the Barrett, Duncan, and Burke branches will achieve this goal by 2004. Goal will be successfully achieved if 25% or more of the branch's collection, acquired or purchased, has been published within the last five years. Beatley will achieve goal with 20% of collection by 2004.

    b. Library will automatically provide additional copies of high demand titles when wait for patron's reserve request exceeds three weeks. Goal will be achieved during FY2002.

    c. Library will expend 20% of its annual operating budget on materials, including information in electronic formats, by 2004. Public library standards in many states specify this goal to achieve comprehensive collections capable of meeting most patron needs. With city support, state aid, and gifts, the library achieved 16% in 2000.

    d. Library will provide small, popular material collections in a variety of foreign languages and direct patrons to foreign language resources, such as their home country newspapers and library sites on the Internet. Goal will be achieved during FY2002.

    e. Branch libraries will weed 10% of their circulating collections annually to assure that total collections are both current and targeted to patrons in their neighborhood service areas.

f.   Library will revise forms and simplify the process for patrons to request titles or materials to be considered for purchase by Fall 2001. A title suggestion form will be added to the library's web site within the same time frame.

2.   To expand Internet access and increase on-site and remote access to additional electronic information resources. Access to electronic information, especially full-text resources, will be included among items counted in the library's collection.

     a.   Library will increase number of Internet public access terminals from 14 to 36 by the end of 2001. Fourteen terminals will be added at the Beatley Central Library. Four terminals will be added to both the Barrett and the Duncan branches.

     b.   Burke Branch will provide 19 Internet public access terminals when it reopens in late 2001. Twelve of these terminals will be in a computer lab for training in basic computer use, word processing, and Internet use.

     c.   Library will add filtered Internet public access terminals in children's areas by 2002. A staff group will explore the effectiveness of filtering systems and make recommendations on the best available.

     d.   Library will evaluate use of licensed electronic resources and make recommendations for additions or changes in time for preparation of FY2003 budget.

     e.   Library will increase remote access to electronic resources through development of a secure log-in procedure on the web site for Alexandria Library card holders by 2002.

3.   To provide reference collections to meet the everyday personal, work, and school-related needs of patrons. The Alexandria Library, limited in shelf space and fiscal resources, cannot acquire materials at comprehensive research levels, except in select areas of Special Collections/Local History.

a.   Beatley Central Library will continue to build the main reference collection designed to serve the on-site patron and the branches when their reference collections cannot fulfill patron needs. Reference librarians will conduct annual reference fulfilment surveys and use responses to improve collections.

b.   Branches will maintain reference collections designed to meet the most frequent needs of the greatest number of their local patrons. Annual reference collection use analysis and development will be conducted to avoid unnecessary duplication of expensive or infrequently used reference titles.

Service Goals

1.   To improve reference services so that more than 50% of our users are satisfied at the excellent level, and more than 90% are satisfied at an excellent and/or very satisfied level.

a.   Library will provide a minimum of one reference librarian and one children's librarian on service desks at all times in branches and a minimum of two reference librarians and one children's librarian at all times at the Beatley Central Library by 2002.

b.   Library will increase access to reference services beyond in person and telephone service. An "ask a librarian" e-mail form for Alexandria Library card holders will be designed for the web site by 2002. Patron e-mail requests for information will be answered within two business days.

c.   Library will create job description and request funding for a systemwide reference coordinator for FY2003 budget request. Coordinator will be responsible for continual improvement of print, non-print, and electronic reference resources and for training of new reference service personnel.

d.   Library will develop a program to offer reference librarians in branches the opportunity to work at the Beatley Central Library on a regular

basis to familiarize themselves with the more extensive reference resources. Reference coordinator will be responsible for implementing the program in 2003.

2.   To improve patron and staff access to collections and services offered through automated systems.

   a.   Library will prepare a *Request for Proposal* for an integrated library automation system to replace current acquisition, cataloging, processing, and circulation systems by 2002. Library will request capital funds for the system through the City of Alexandria's *Information Technology Plan Proposal, FY2002-FY2007*.

   b.   Library will redesign web site to take advantage of advances in information technology and to simplify remote use of those library services available only to Alexandria Library card holders. Web site visitors are being asked for improvement suggestions. Redesign is underway and will be implemented by May 2001.

   c.   Library will evaluate use of all on-line reference resources that require licenses for remote access and replace little-used services. Such resources will be reviewed prior to renewal.

   d.   Library will provide telephone or e-mail notification to patrons on the arrival of their reserve requests and on their overdue materials by 2002.

   e.   Library will provide patrons Internet and on-line reference classes to improve their information literacy levels and their ability to take full advantage of library resources.

   f.   Library will explore purchasing e-books for patrons to "borrow" for use on home, business, or school computers by 2003. Limited numbers of e-books will be available to patrons through a state library contract during 2001-2002. Library will review use and determine if demand warrants adding e-book titles to collection.

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g.   Staff will be oriented to new technologies and new staff will be trained on current technologies in the staff training facility whenever possible. Training of all staff on new integrated automation library system will take place prior to, and during installation in FY2002.

3.   To provide access to library services and resources in non-library settings.

a.   The Alexandria Library Foundation will seek funding to purchase and place public access kiosks in Alexandria Black Resource Center, City Hall and Landmark Shopping Center in 2003.

b.   Outreach services to homebound patrons will be expanded through addition of a mail delivery option for requested materials by 2002.

4.   To increase public awareness about the Library and its services.

a.   Library will review and update publications, brochures, and handouts annually.   An electronic bulletin board, newsletter, and calendar of events will be added to the Library's web site. Important Library policies will be posted on web site.

b.   Library will cooperate with Alexandria public schools to assure availability of an adequate number of copies of titles on school summer reading lists by summer following 2001-2002 school year.

c.   Library will work with Friends groups and volunteers to increase visibility in the community.

d.   Library will produce by 2003 a video and DVD presentation on facilities and services for use by community groups, for patron orientation, and for viewing on the web site.

Staffing Goals

1.   To provide adequate staffing complements to meet increasing patron needs. While staff helpfulness garnered the highest evaluation from the patron survey (52% extremely helpful, 38% very helpful), staffing at optimum levels is not

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possible, and the Library continues to have a difficult time recruiting new, well qualified, and reliable employees at most levels.

a. Library will conduct a detailed survey of libraries in the region and libraries serving similar populations around the country to determine current optimum staffing levels and complements by mid 2001.

b. Library will request review of all job descriptions and responsibilities through City Personnel Services during 2002 to assure competitiveness in regional labor market.

c. Library will study the concept of staff cross training through a review of the literature, consultation with other libraries that have instituted cross training, and discussions with current staff. Recommendations will be made by 2002.

Facilities Goals

1. To provide attractive, accessible, welcoming, and well maintained facilities.

   a. Library will work with city staff, a citizen's advisory group, and the school staff to open the joint use Burke Library and Learning Center by December 2001.

   b. Duncan Branch will be renovated and expanded by 5,000 square feet by 2004. Branch was originally designed for future addition. Library will work with General Services to conduct expansion feasibility study during FY2002.

   c. Library will install new telephone system to allow seamless connections between and among branch libraries and city departments by 2002.
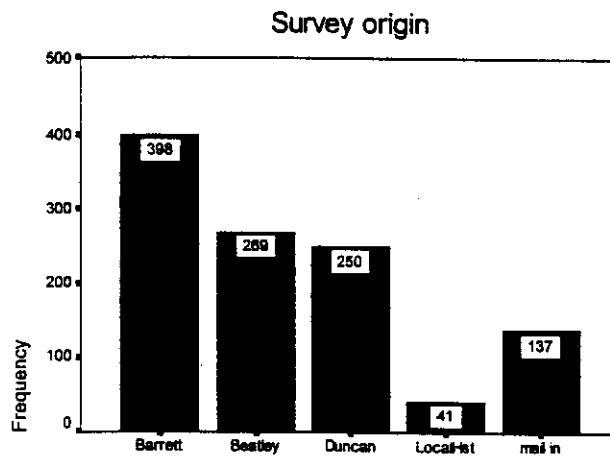
Appendix A
Alexandria Library
Patron Survey

Final Results
December 2000

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Survey Respondents

- *1097 patron satisfaction surveys filled out in branches or mailed in*

- *960 filled out in branches*

- *137 mailed in as of November 21*

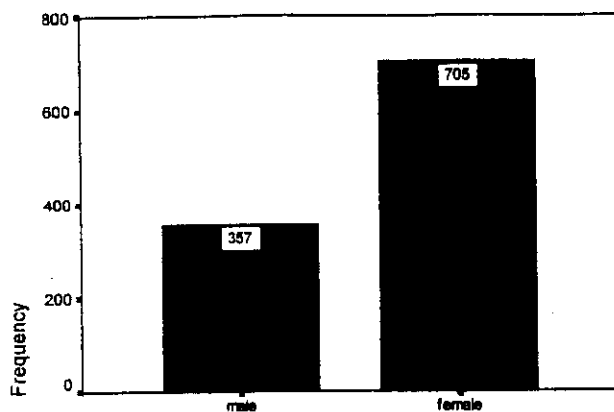- *377 respondents chose to add comments, both compliments and concerns*

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Survey origin

survey origin

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Barrett	398	36.3	36.3	36.3
	Bestley	269	24.5	24.6	60.9
	Duncan	250	22.8	22.8	83.7
	LocalHst	41	3.7	3.7	87.5
	mail in	137	12.5	12.5	100.0
	Total	1095	99.8	100.0	
Missing	System	2	.2		
Total		1097	100.0		

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Gender

gender

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	male	357	32.5	33.6	33.6
	female	705	64.3	66.4	100.0
	Total	1062	96.8	100.0	
Missing	System	35	3.2		
Total		1097	100.0		

4

Age
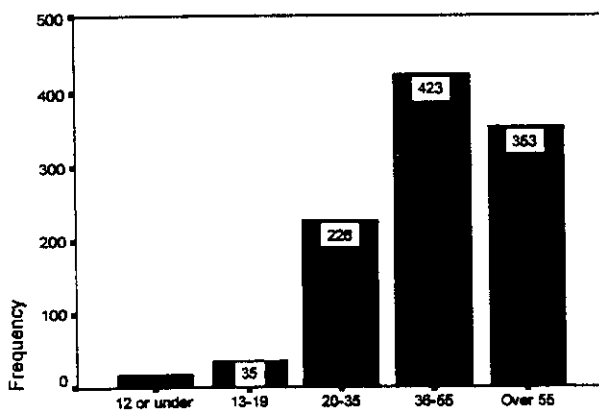
age

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	12 or under	17	1.5	1.6	1.6
	13-19	35	3.2	3.3	4.9
	20-35	226	20.6	21.4	26.4
	36-55	423	38.6	40.1	66.5
	Over 55	353	32.2	33.5	100.0
	Total	1054	96.1	100.0	
Missing	System	43	3.9		
Total		1097	100.0		

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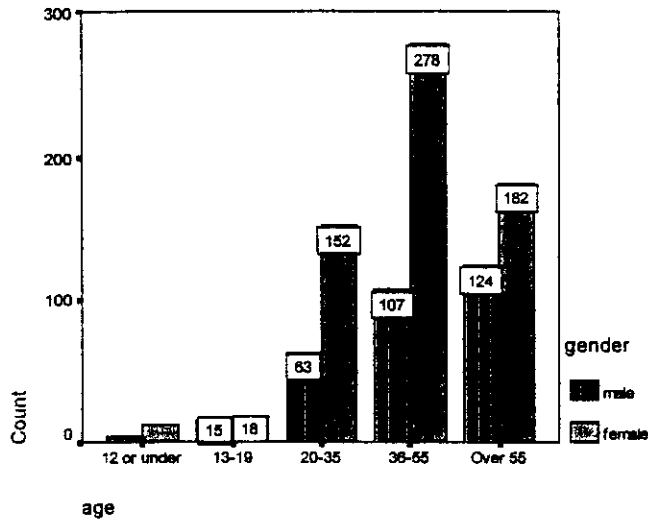
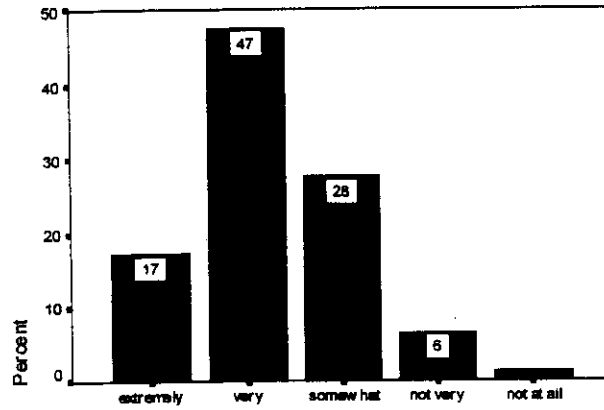## Respondents by sex and age group
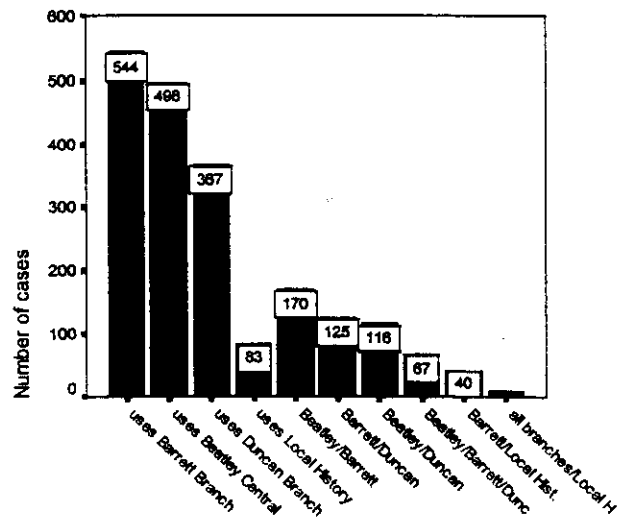
Users of one branch & multiple branch users

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Satisfaction with book collection

book coll. satisfaction

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	extremely	181	16.5	17.2	17.2
	very	498	45.4	47.4	64.7
	somewhat	289	26.3	27.5	92.2
	not very	68	6.2	6.5	98.7
	not at all	14	1.3	1.3	100.0
	Total	1050	95.7	100.0	
Missing	System	47	4.3		
Total		1097	100.0		

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Satisfaction with magazine collections
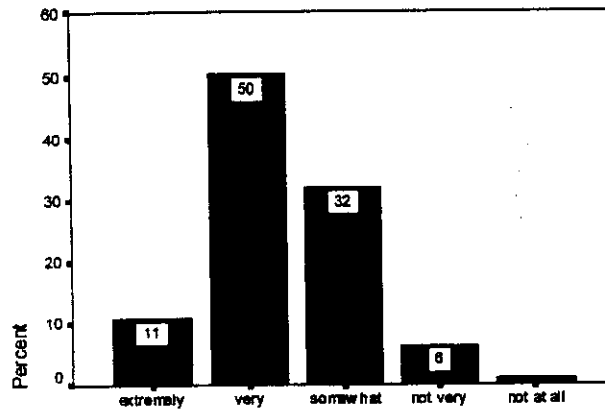
magazine col. satisfaction

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	extremely	80	7.3	10.8	10.8
	very	373	34.0	50.2	61.0
	somewhat	237	21.6	31.9	92.9
	not very	46	4.2	6.2	99.1
	not at all	7	.6	.9	100.0
	Total	743	67.7	100.0	
Missing	System	354	32.3		
Total		1097	100.0		

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Satisfaction with online databases
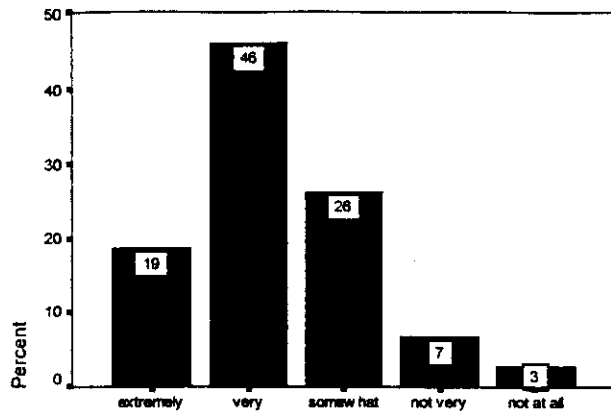
online database satisfaction

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	extremely	124	11.3	18.5	18.5
	very	308	28.1	46.0	64.5
	somewhat	175	16.0	26.1	90.6
	not very	44	4.0	6.6	97.2
	not at all	19	1.7	2.8	100.0
	Total	670	61.1	100.0	
Missing	System	427	38.9		
Total		1097	100.0		

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Satisfaction with Internet & software access
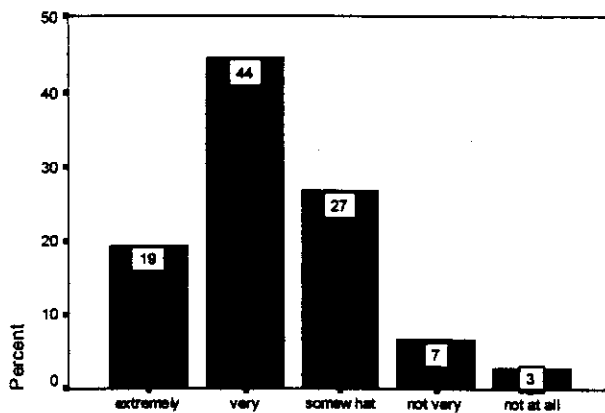
internet-software access

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	extremely	112	10.2	19.4	19.4
	very	257	23.4	44.5	63.8
	somewhat	155	14.1	26.8	90.7
	not very	38	3.5	6.6	97.2
	not at all	16	1.5	2.8	100.0
	Total	578	52.7	100.0	
Missing	System	519	47.3		
Total		1097	100.0		

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Satisfaction with circulation service
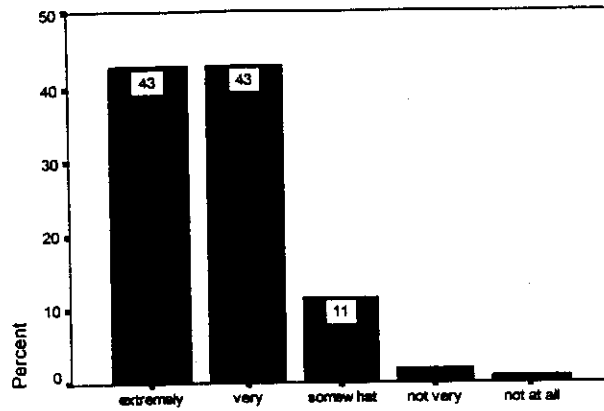
circulation service satisfaction

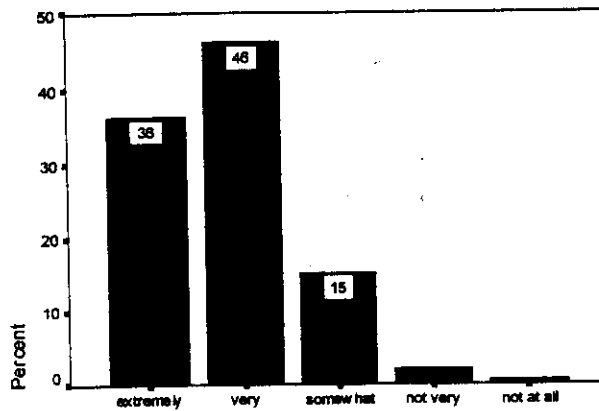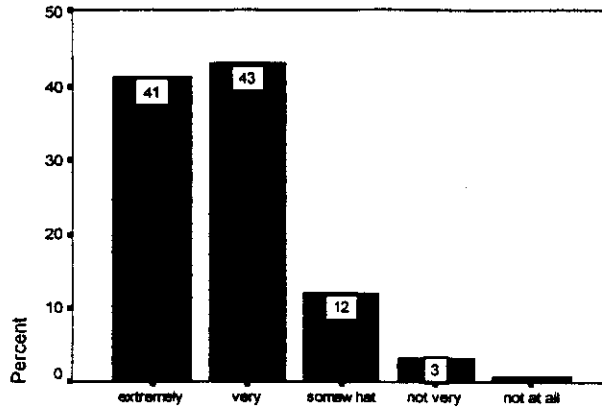|		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	extremely	386	35.2	42.8	42.8
	very	387	35.3	42.9	85.7
	somewhat	103	9.4	11.4	97.1
	not very	17	1.5	1.9	99.0
	not at all	9	.8	1.0	100.0
	Total	902	82.2	100.0	
Missing	System	195	17.8		
Total		1097	100.0		

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Satisfaction with reference service

reference service satisfaction

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	extremely	280	25.5	36.4	36.4
	very	355	32.4	46.1	82.5
	somewhat	116	10.6	15.1	97.5
	not very	15	1.4	1.9	99.5
	not at all	4	.4	.5	100.0
	Total	770	70.2	100.0	
Missing	System	327	29.8		
Total		1097	100.0		

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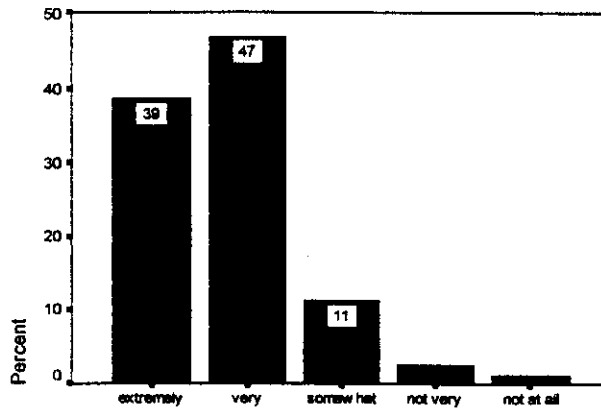## Satisfaction with children's service

children's service satisfaction

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	extremely	210	19.1	41.2	41.2
	very	219	20.0	42.9	84.1
	somewhat	61	5.6	12.0	96.1
	not very	16	1.5	3.1	99.2
	not at all	4	.4	.8	100.0
	Total	510	46.5	100.0	
Missing	System	587	53.5		
Total		1097	100.0		

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Satisfaction with interlibrary loan

interlibrary loan satisfaction

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	extremely	197	18.0	38.6	38.6
	very	239	21.8	46.8	85.3
	somewhat	57	5.2	11.2	96.5
	not very	12	1.1	2.3	98.8
	not at all	6	.5	1.2	100.0
	Total	511	46.6	100.0	
Missing	System	586	53.4		
Total		1097	100.0		

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Satisfaction with local history service
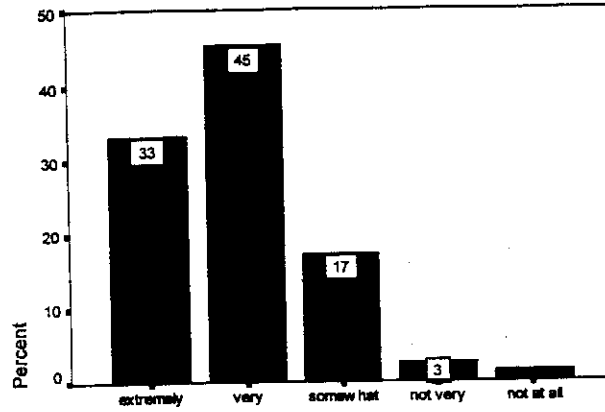
local history service

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	extremely	140	12.8	33.3	33.3
	very	191	17.4	45.4	78.6
	somewhat	73	6.7	17.3	96.0
	not very	11	1.0	2.6	98.6
	not at all	6	.5	1.4	100.0
	Total	421	38.4	100.0	
Missing	System	676	61.6		
Total		1097	100.0		

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How helpful is staff?
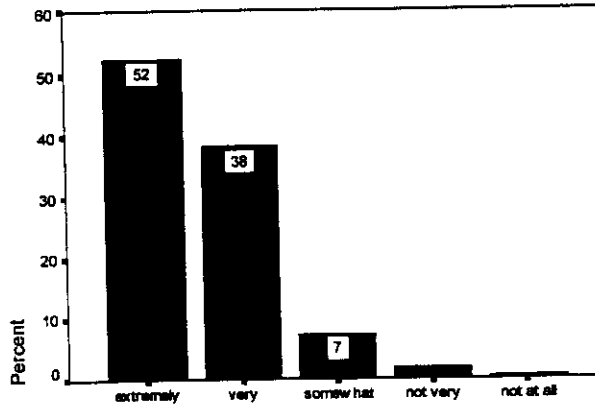
staff helpfulness

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	extremely	558	50.9	52.3	52.3
	very	406	37.0	38.1	90.4
	somewhat	78	7.1	7.3	97.7
	not very	19	1.7	1.8	99.5
	not at all	5	.5	.5	100.0
	Total	1066	97.2	100.0	
Missing	System	31	2.8		
Total		1097	100.0		

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How important is library to you?
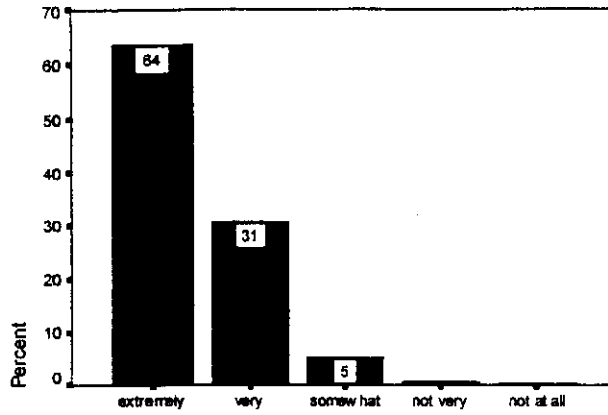
library importance

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	extremely	681	62.1	63.6	63.6
	very	329	30.0	30.7	94.3
	somewhat	54	4.9	5.0	99.3
	not very	5	.5	.5	99.8
	not at all	2	.2	.2	100.0
	Total	1071	97.6	100.0	
Missing	System	26	2.4		
Total		1097	100.0		

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How often do you use library?
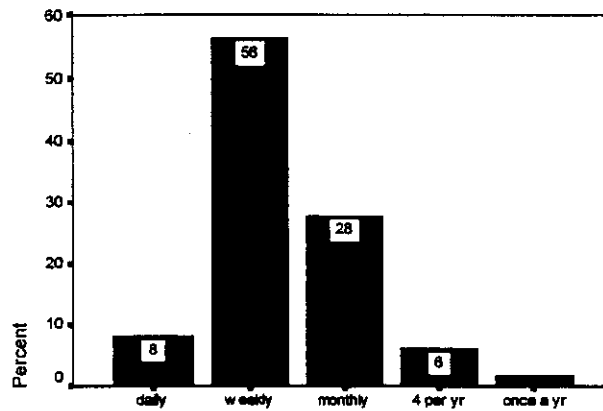
how often use library

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	daily	86	7.8	8.1	8.1
	weekly	600	54.7	56.2	64.3
	monthly	297	27.1	27.8	92.1
	4 per yr	65	5.9	6.1	98.2
	once a yr	19	1.7	1.8	100.0
	Total	1067	97.3	100.0	
Missing	System	30	2.7		
Total		1097	100.0		

19

23

How often do you ask librarian for help?

Percent values by category: daily 3, weekly 20, monthly 37, 4 per yr 29, once a yr 11
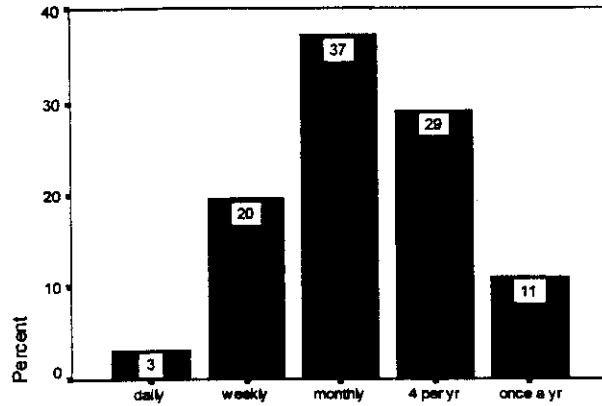
how often ask librarian

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	daily	32	2.9	3.1	3.1
	weekly	200	18.2	19.5	22.6
	monthly	381	34.7	37.2	59.8
	4 per yr	299	27.3	29.2	89.0
	once a yr	113	10.3	11.0	100.0
	Total	1025	93.4	100.0	
Missing	System	72	6.6		
Total		1097	100.0		

20

Number of cases: buy more books 455, buy more videos 255, buy more books on ta 219, subscribe to more me 167, provide more compute 152, buy more music CDs 133, hire more staff 62
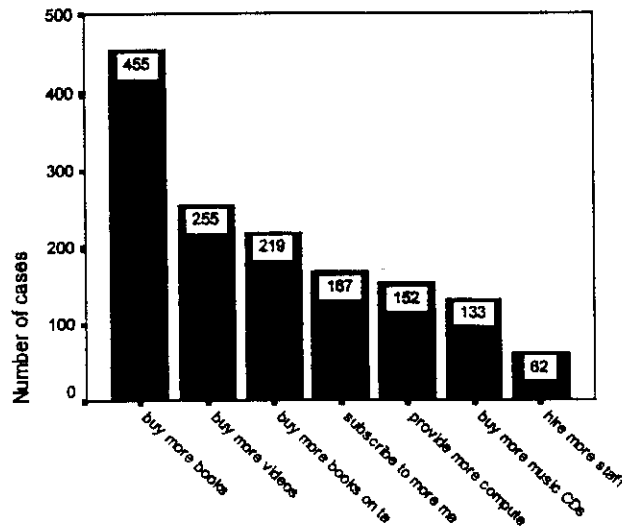
What patrons want library to offer

24

Zip codes of 137 mail-in respondents
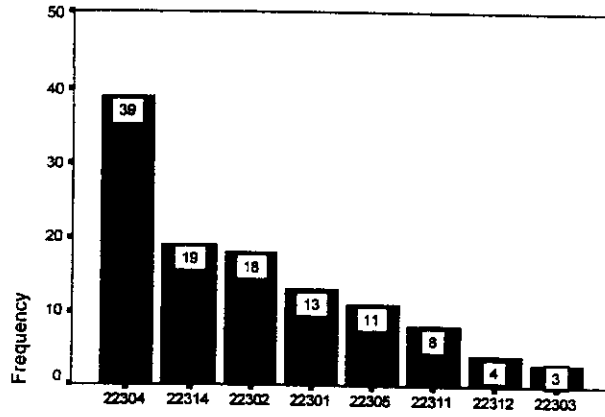
residence zip code

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	22304	39	28.5	33.9	33.9
	22314	19	13.9	16.5	50.4
	22302	18	13.1	15.7	66.1
	22301	13	9.5	11.3	77.4
	22305	11	8.0	9.6	87.0
	22311	8	5.8	7.0	93.9
	22312	4	2.9	3.5	97.4
	22303	3	2.2	2.6	100.0
	Total	115	83.9	100.0	
Missing	System	22	16.1		
Total		137	100.0		

22

Other libraries used by 137 mail-in respondents

23
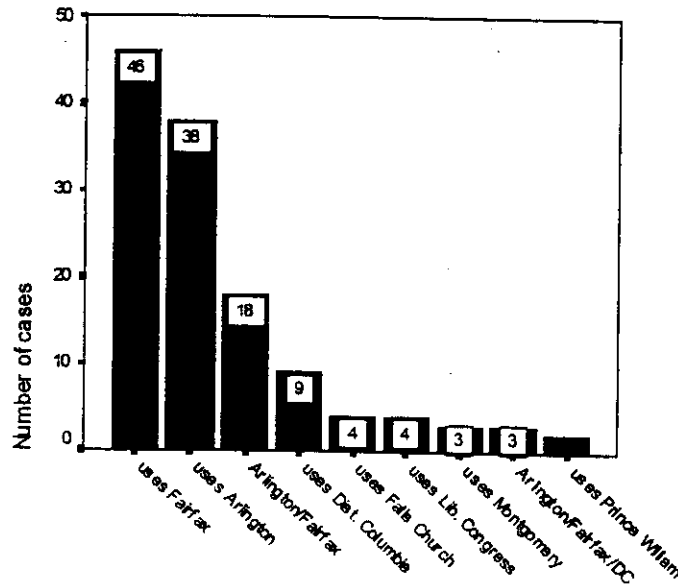
377 comments added by respondents
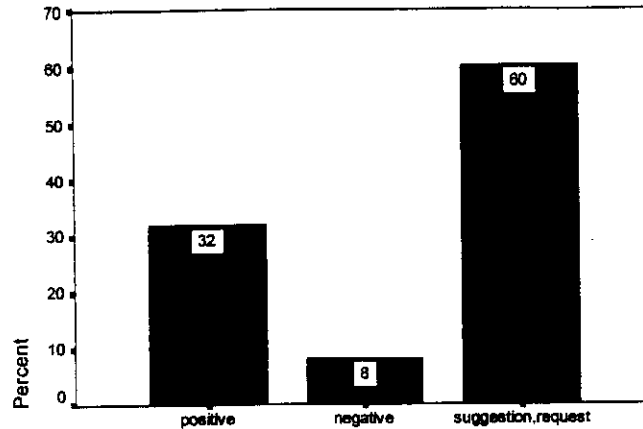
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	positive	120	10.9	31.8	31.8
	negative	30	2.7	8.0	39.8
	suggestion,request	227	20.7	60.2	100.0
	Total	377	34.4	100.0	
Missing	System	720	65.6		
Total		1097	100.0		

377 Comments

- *A third (120 comments) were positive and gratifying to our staff who work very hard to provide the best library service they can*

- *Less than 10 percent (30 comments) were very negative criticizing staff, collections, Burke closure, parking, noise, Internet access, check out system, on-line catalog, landscaping, and the Beatley building design*

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377 Comments continued

- *More new books, enlarge new book sections*
- *Faster, more accurate reshelving of books and other circulating items*
- *Date due slips in each book*
- *Upgrade, simplify on-line catalog system*
- *Renew books via automated telephone system*
- *Improve reserve book system*
- *Purge missing item records*

377 Comments continued

- *More Internet access, short term user terminals, telephone sign up*
- *Computer training classes*
- *Printing from Internet*
- *Color printing from all terminals*
- *Friendlier, more helpful staff*
- *More parking*
- *Less noise, ban cell phones inside*
- *Quiet study rooms*

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