Q1 How did you learn about this survey?

Answered: 147   Skipped: 23
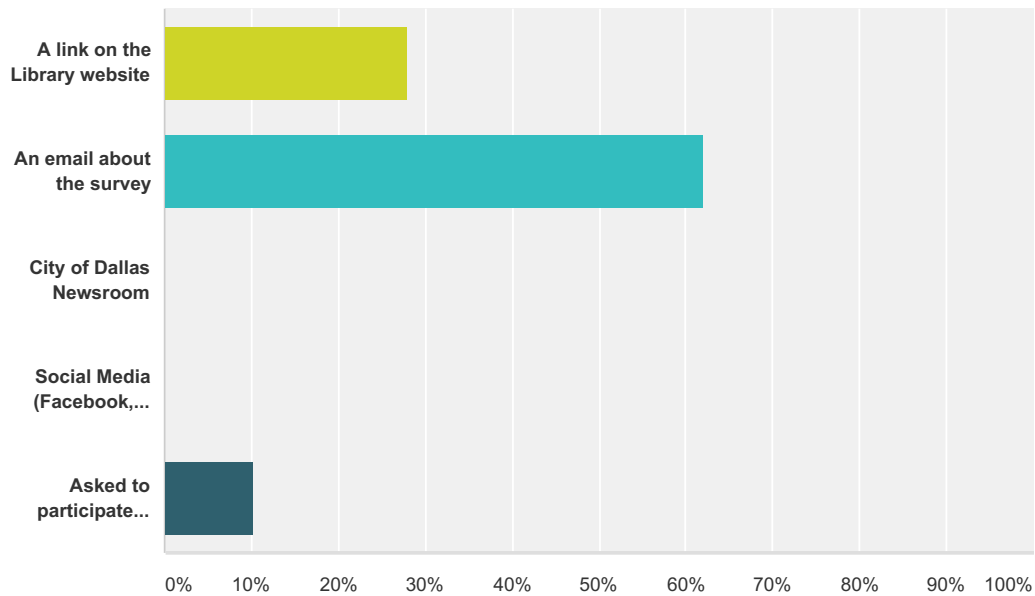
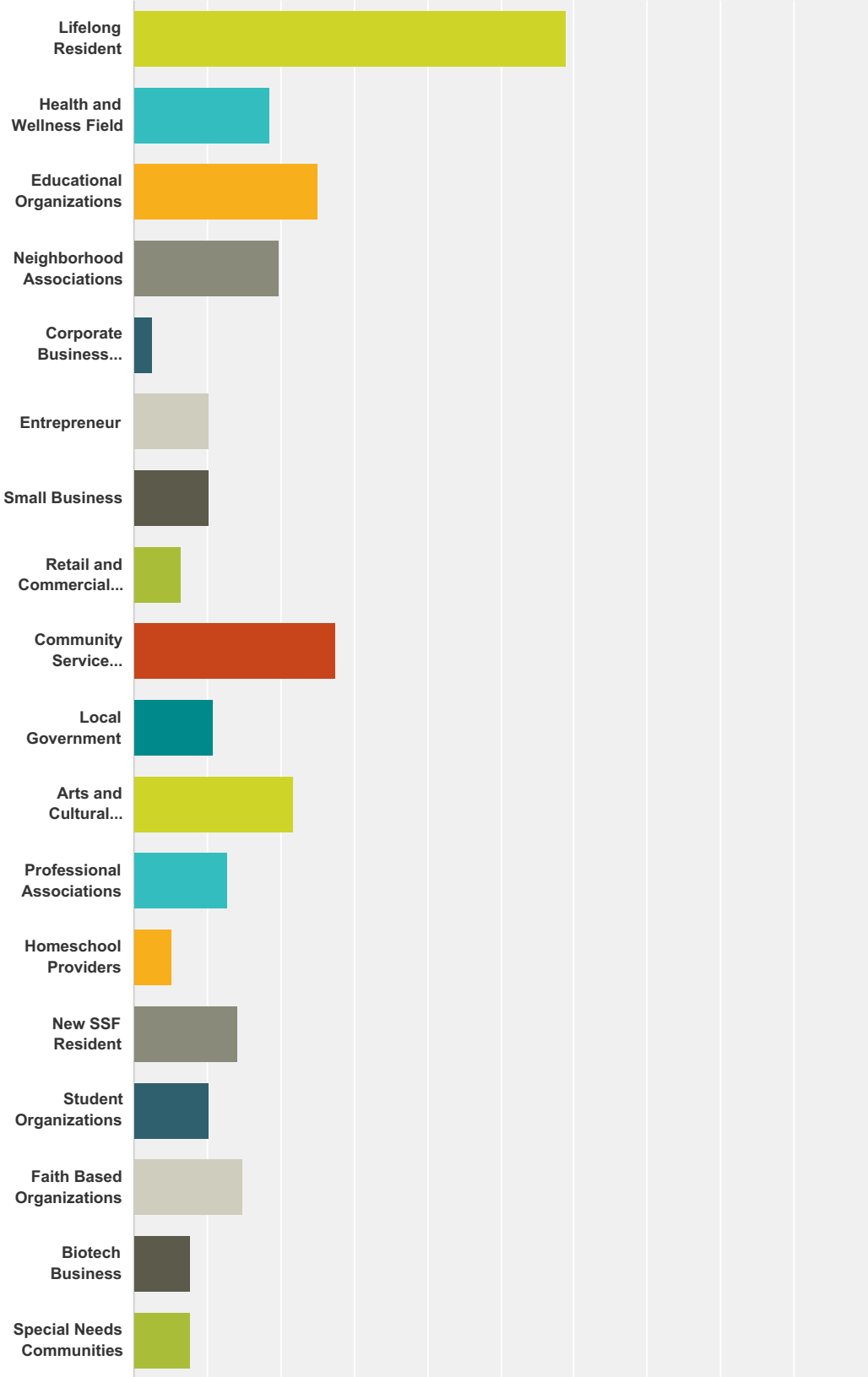| Answer Choices	Responses	
A link on the Library website	**27.89%**	41
An email about the survey	**61.90%**	91
City of Dallas Newsroom	**0.00%**	0
Social Media (Facebook, Twitter, etc.)	**0.00%**	0
Asked to participate while visiting a library	**10.20%**	15
Total		147

#	Other (please specify)	Date
1	I found a business card at the circulation desk asking us to complete the community survey.	9/11/2015 4:03 PM
2	Flyer at check out machine	9/7/2015 6:56 PM
3	A link from South San Francisco Park & Recreation	9/1/2015 1:39 AM
4	Browsing the SSF city website.	8/30/2015 11:10 PM
5	Asked at Farmer's Market	8/29/2015 2:39 PM
6	Found the flyer at checkout	8/29/2015 10:16 AM
7	I saw some papers about a survey in an open box container in the library next to some self-check out machines.	8/22/2015 5:14 PM
8	at ssf farmers market	8/18/2015 3:04 PM
9	Card left on the counter at a coffee shop	8/18/2015 9:14 AM
10	Asked at the farmer's market	8/17/2015 9:45 PM
11	Heard at Farmers Market last week	8/14/2015 6:04 PM
12	My friend gave me a card	8/13/2015 8:31 PM
13	at the SSF farmers market	8/9/2015 6:01 PM

14	Facebook	8/8/2015 5:09 PM
15	Facebook	8/8/2015 8:53 AM
16	Facebook	8/7/2015 9:20 PM
17	Friend	8/7/2015 9:15 AM
18	Facebook friend	8/7/2015 9:02 AM
19	Facebook	8/6/2015 11:08 PM
20	I heard about it at NNO in my neighborhood	8/6/2015 8:28 PM
21	A link from ssf.net	7/27/2015 7:49 PM
22	Daily Journal	7/25/2015 11:51 AM
23	From SSF newsletter	7/23/2015 3:14 PM
24	At a Friends of the SSF Library meeting	7/23/2015 9:39 AM
25	All 3 of the above.	7/23/2015 9:05 AM

Q2 How do you see yourself as a part of our community? Where are your interests? (Check as many as apply)

Answered: 156   Skipped: 14

South San Francisco Public Library | Community Survey
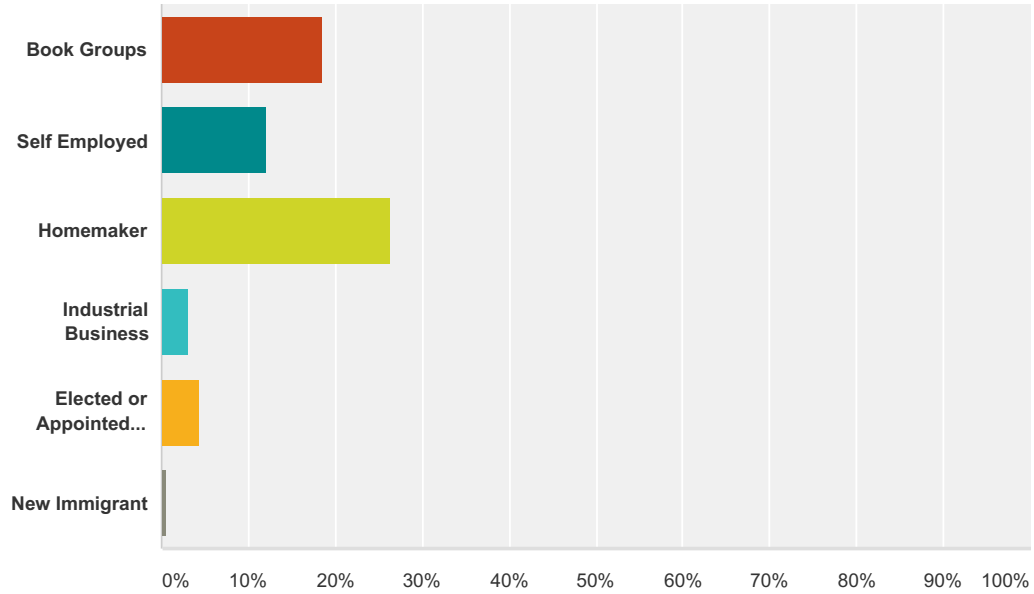
Answer Choices	Responses	
Lifelong Resident	**58.97%**	92
Health and Wellness Field	**18.59%**	29
Educational Organizations	**25.00%**	39
Neighborhood Associations	**19.87%**	31
Corporate Business (excluding Biotech)	**2.56%**	4
Entrepreneur	**10.26%**	16
Small Business	**10.26%**	16
Retail and Commercial Business	**6.41%**	10
Community Service Organizations	**27.56%**	43
Local Government	**10.90%**	17
Arts and Cultural Institutions	**21.79%**	34
Professional Associations	**12.82%**	20
Homeschool Providers	**5.13%**	8
New SSF Resident	**14.10%**	22
Student Organizations	**10.26%**	16
Faith Based Organizations	**14.74%**	23
Biotech Business	**7.69%**	12
Special Needs Communities	**7.69%**	12
Book Groups	**18.59%**	29
Self Employed	**12.18%**	19
Homemaker	**26.28%**	41

	Industrial Business	**3.21%**	5
	Elected or Appointed Officials	**4.49%**	7
	New Immigrant	**0.64%**	1
Total Respondents: 156			

#	Other (please specify)	Date
1	Retired. I've always greatly appreciated libraries. I do not have a computer so I use the terminals at ssf main branch.	9/11/2015 4:03 PM
2	working with people in need to learn a skill to benefit themselves.	9/2/2015 7:24 AM
3	Long time resident	8/31/2015 4:04 PM
4	this is a very confusing question.	8/29/2015 10:16 AM
5	I see myself as just an SSF resident & I'm interested in book groups, community service organizations & student organizations.	8/22/2015 5:14 PM
6	Retired electrical engineer, supporter of women's causes, strong believer of STEM education, project read volunteer.	8/10/2015 7:21 PM
7	Mother's Club	8/7/2015 9:02 AM
8	Just a regular citizen/resident of SSF	7/31/2015 12:05 PM
9	I grew up in SSF and this library was "my" library. I have always loved this library and thus still stay connected. I currently live in the East Bay as a Jr. High Math teacher.	7/31/2015 10:34 AM
10	I work in technology, at an internet startup. I'm also a home owner.	7/30/2015 10:20 AM
11	Parent	7/28/2015 10:22 AM
12	City employee, visitor, mother, student	7/27/2015 4:16 PM
13	retired historian	7/25/2015 7:09 AM
14	too bad there are no foreign language meetups in the ssf area so i have go elsewhere	7/23/2015 8:47 PM
15	Brisbane Resident using SSF Library	7/23/2015 4:07 PM
16	Senior Services	7/23/2015 2:02 PM
17	i own a company that works with libraries to improve technology offerings and move beyond traditional clunky desktops.	7/23/2015 9:47 AM
18	Federal Government	7/23/2015 9:39 AM
19	Resident	7/23/2015 9:13 AM

## Q3 How often do you visit one of the Library locations or Community Learning Center in South San Francisco?

Answered: 167   Skipped: 3
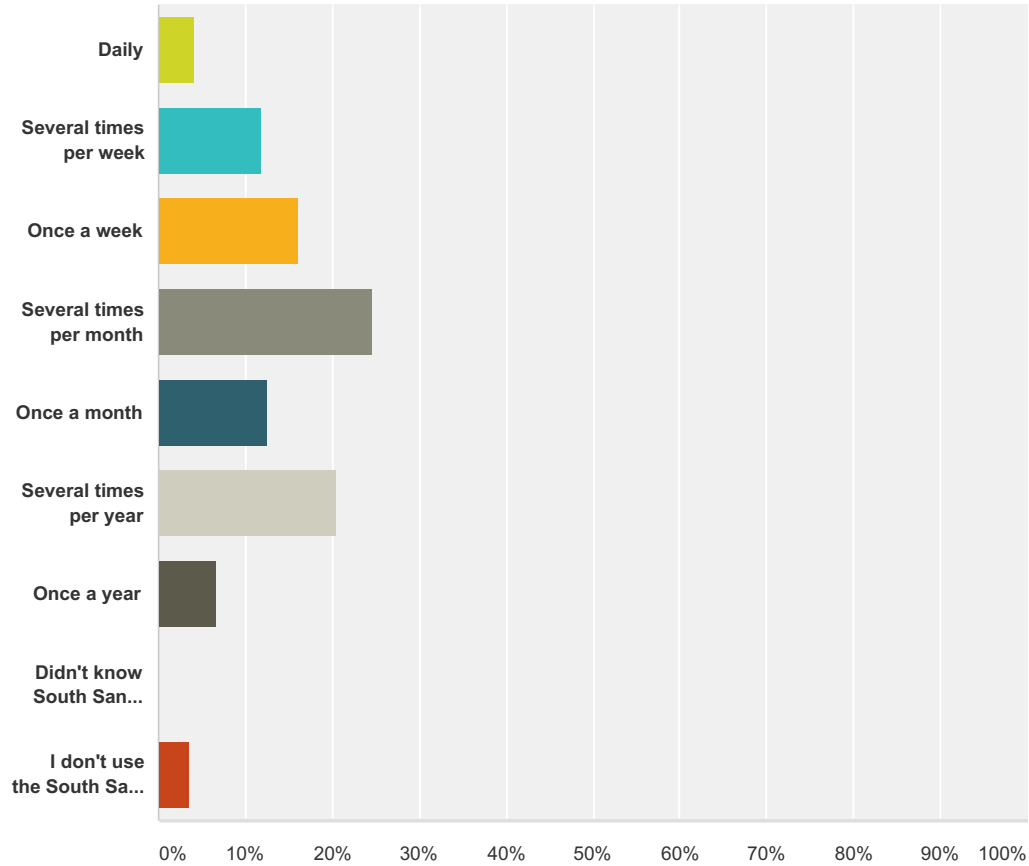
Answer Choices	Responses	
Daily	**4.19%**	7
Several times per week	**11.98%**	20
Once a week	**16.17%**	27
Several times per month	**24.55%**	41
Once a month	**12.57%**	21
Several times per year	**20.36%**	34
Once a year	**6.59%**	11
Didn't know South San Francisco had a library	**0.00%**	0
I don't use the South San Francisco Public Library	**3.59%**	6
Total		**167**

Q4 If you do not use the Library, please check all reasons why.

Answered: 19   Skipped: 151
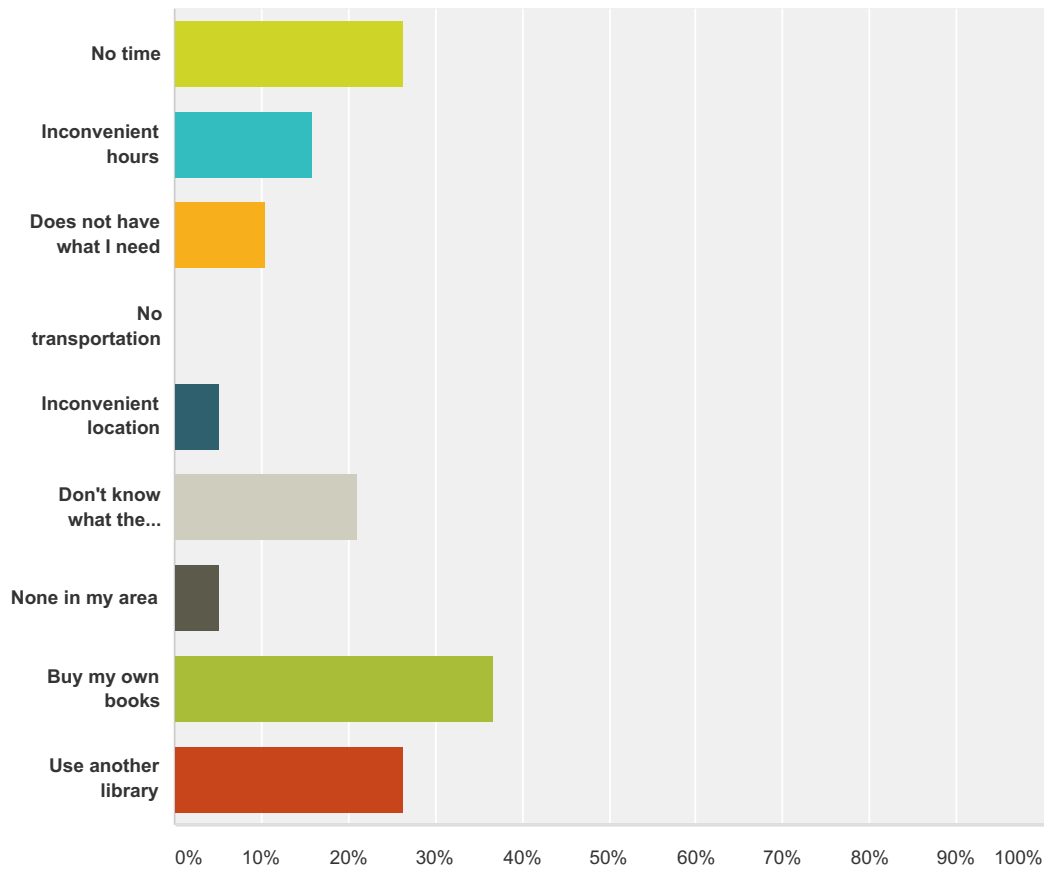
Answer Choices	Responses	
No time	**26.32%**	5
Inconvenient hours	**15.79%**	3
Does not have what I need	**10.53%**	2
No transportation	**0.00%**	0
Inconvenient location	**5.26%**	1
Don't know what the Library has for me	**21.05%**	4
None in my area	**5.26%**	1
Buy my own books	**36.84%**	7
Use another library	**26.32%**	5
Total Respondents: 19		

| #	Other (please specify)	Date
1	n/a	8/31/2015 9:27 AM

2	San Francisco MAIN Branch near work during work week.	8/31/2015 8:59 AM
3	the Grand Ave. library has an odor, the Orange library has few parking spaces when I get there, and they stopped subscriptions to some of my favorite magazines. I view online magazines and read from my computer.	7/26/2015 12:06 AM
4	Bring my grandchildren and I read books on my kindle.	7/23/2015 2:07 PM
5	I re entry visited the library after a long absence from it and I will go more often. I have always loved our libraries.	7/23/2015 10:08 AM
6	I visit the library less often because I am a frequent user of your online books.	7/23/2015 9:11 AM

Q5 Which library locations do you visit regularly, and how do you get there?

Answered: 165   Skipped: 5
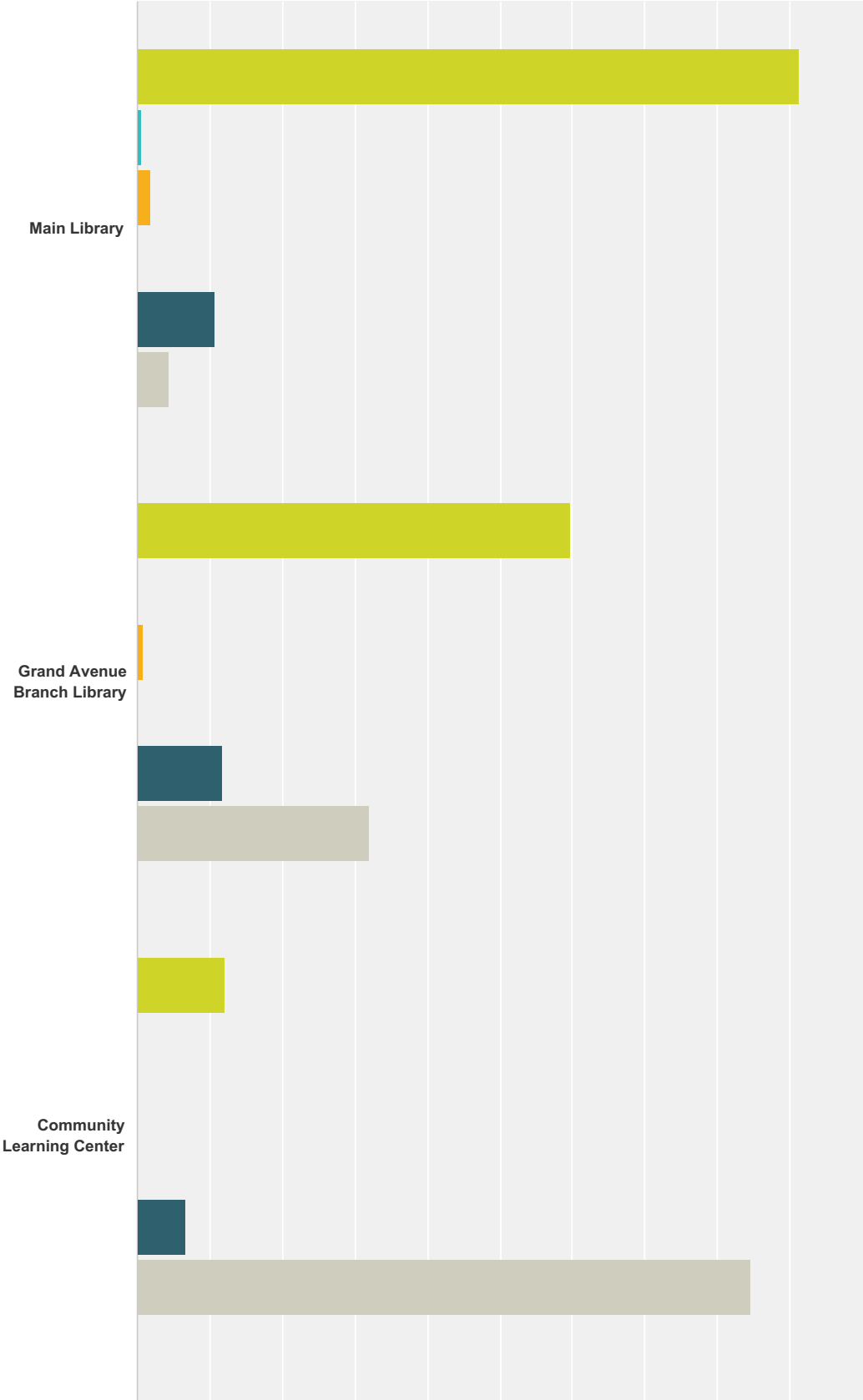
# South San Francisco Public Library | Community Survey
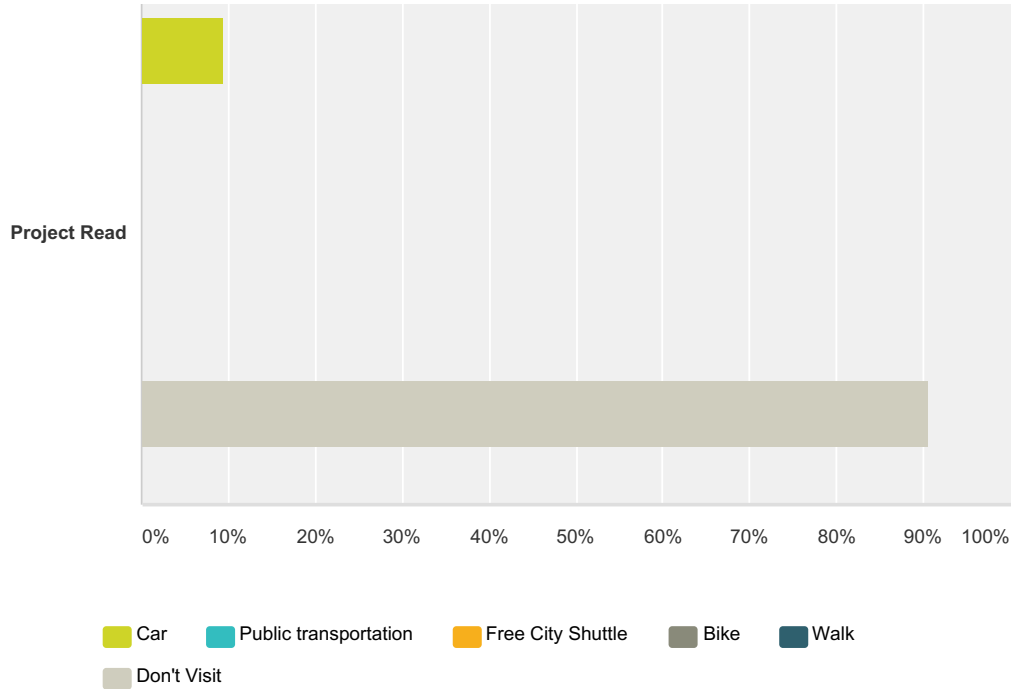
	Car	Public transportation	Free City Shuttle	Bike	Walk	Don't Visit	Total Respondents
Main Library	**91.30%** 147	**0.62%** 1	**1.86%** 3	**0.00%** 0	**10.56%** 17	**4.35%** 7	161
Grand Avenue Branch Library	**59.66%** 71	**0.00%** 0	**0.84%** 1	**0.00%** 0	**11.76%** 14	**31.93%** 38	119
Community Learning Center	**12.09%** 11	**0.00%** 0	**0.00%** 0	**0.00%** 0	**6.59%** 6	**84.62%** 77	91
Project Read	**9.41%** 8	**0.00%** 0	**0.00%** 0	**0.00%** 0	**0.00%** 0	**90.59%** 77	85

#	Other (please specify)	Date
1	Burlingame, Millbrae, San Bruno libraries	9/2/2015 7:24 AM
2	San Bruno Public Library	7/31/2015 9:36 AM
3	PLS ebook and audiobook checkouts, very awesome	7/24/2015 2:05 AM
4	We also like to visit other libraries in the Peninsula system	7/23/2015 8:47 PM

Q6 How often do you use the Library website?

Answered: 162   Skipped: 8
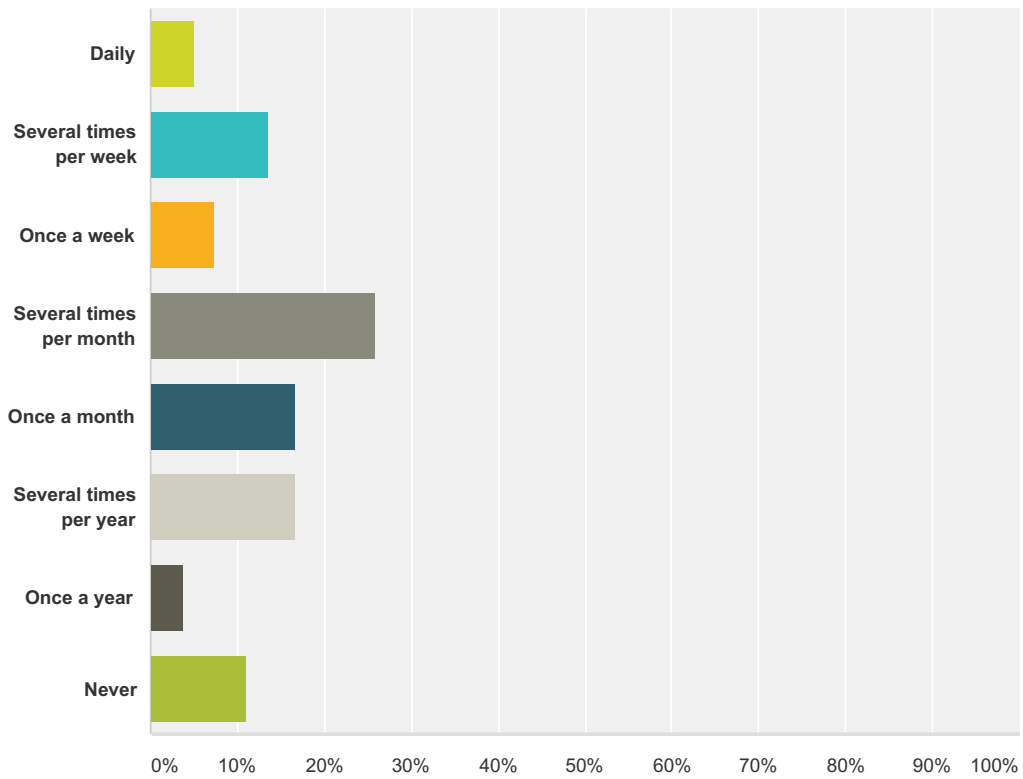
Answer Choices	Responses	
Daily	**4.94%**	8
Several times per week	**13.58%**	22
Once a week	**7.41%**	12
Several times per month	**25.93%**	42
Once a month	**16.67%**	27
Several times per year	**16.67%**	27
Once a year	**3.70%**	6
Never	**11.11%**	18
Total		**162**

Q7 Why do you use the library? Please check all that apply.

Answered: 157   Skipped: 13
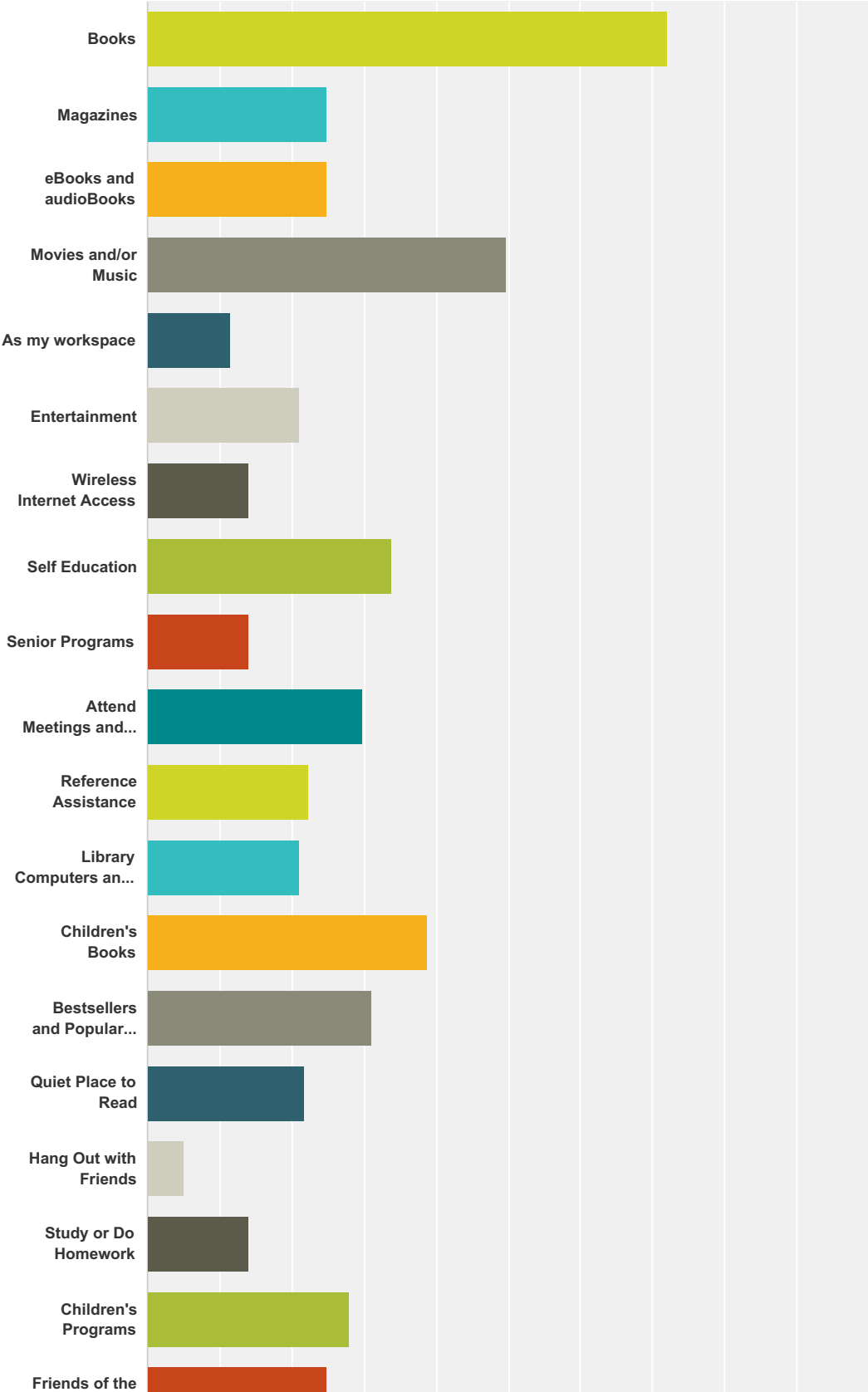
South San Francisco Public Library | Community Survey
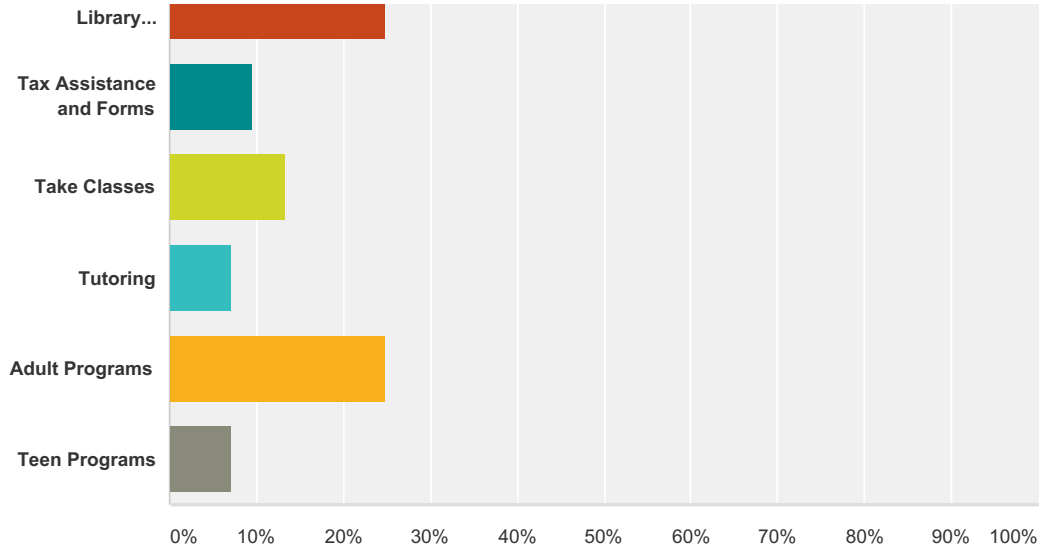
Answer Choices	Responses	
Books	**71.97%**	113
Magazines	**24.84%**	39
eBooks and audioBooks	**24.84%**	39
Movies and/or Music	**49.68%**	78
As my workspace	**11.46%**	18
Entertainment	**21.02%**	33
Wireless Internet Access	**14.01%**	22
Self Education	**33.76%**	53
Senior Programs	**14.01%**	22
Attend Meetings and Programs	**29.94%**	47
Reference Assistance	**22.29%**	35
Library Computers and Equipment	**21.02%**	33
Children's Books	**38.85%**	61
Bestsellers and Popular Materials	**31.21%**	49
Quiet Place to Read	**21.66%**	34
Hang Out with Friends	**5.10%**	8
Study or Do Homework	**14.01%**	22
Children's Programs	**28.03%**	44
Friends of the Library Booksale	**24.84%**	39
Tax Assistance and Forms	**9.55%**	15
Take Classes	**13.38%**	21
Tutoring	**7.01%**	11

	Adult Programs	**24.84%**	39
	Teen Programs	**7.01%**	11
Total Respondents: 157			

#	Other (please specify)	Date
1	I always check the book sales every time I go to the library. Especially the Main branch. One problem is that nowadays most libraries have become day care centers. Some parents don't seem to care how much racket their kids make and I find this very distracting. No way is any library a quiet place to read. Even some of the library's own equipment is very noisy. A good example is the Main branch's return book machine which sounds like a boiler factory. Also the rolling book wagons sound like a muni street car starting up. Nobody cares about peace and quiet such as was the case back in the last century when I was young. On the good side, I live in Daly but come to this library because you have an excellent staff and now have a sufficient number of terminals. I live within walking distance of a branch in Daly City but there are so few terminals that it is impossible to find an idle one.	9/11/2015 4:23 PM
2	hours of availability(wish there were more!)	8/15/2015 3:20 PM
3	I love going to the SSF Main Library. It's quite and there is always someone there to help you locate information or just help with computer issues. The staff is so friendly and pleasant to talk to. Keep up the great work!	8/4/2015 6:10 PM
4	Im old fashioned -- I LOVE to read: culture, politics, history, poetry and personal essay. You have a wonderful selection and you also let me make suggestions to purchase. Your staff is professional, courteous and extremely helpful.	7/31/2015 9:25 AM
5	My kids and I mainly go to the library to borrow books. Because our schedule is normally very full, we don't get to enjoy all of its other services. However, it is my plan to carve out time so that we can make use of all the other programs I checked off. The SSF Main Library is an wonderful environment, and we always have a good experience when we're there.	7/23/2015 10:21 AM
6	To meet and talk with other local residents as a quiet place to have meetings where my children can also have a safe and educational place to play.	7/23/2015 9:45 AM

## Q8 How much do you agree with the statements below?

Answered: 161   Skipped: 9
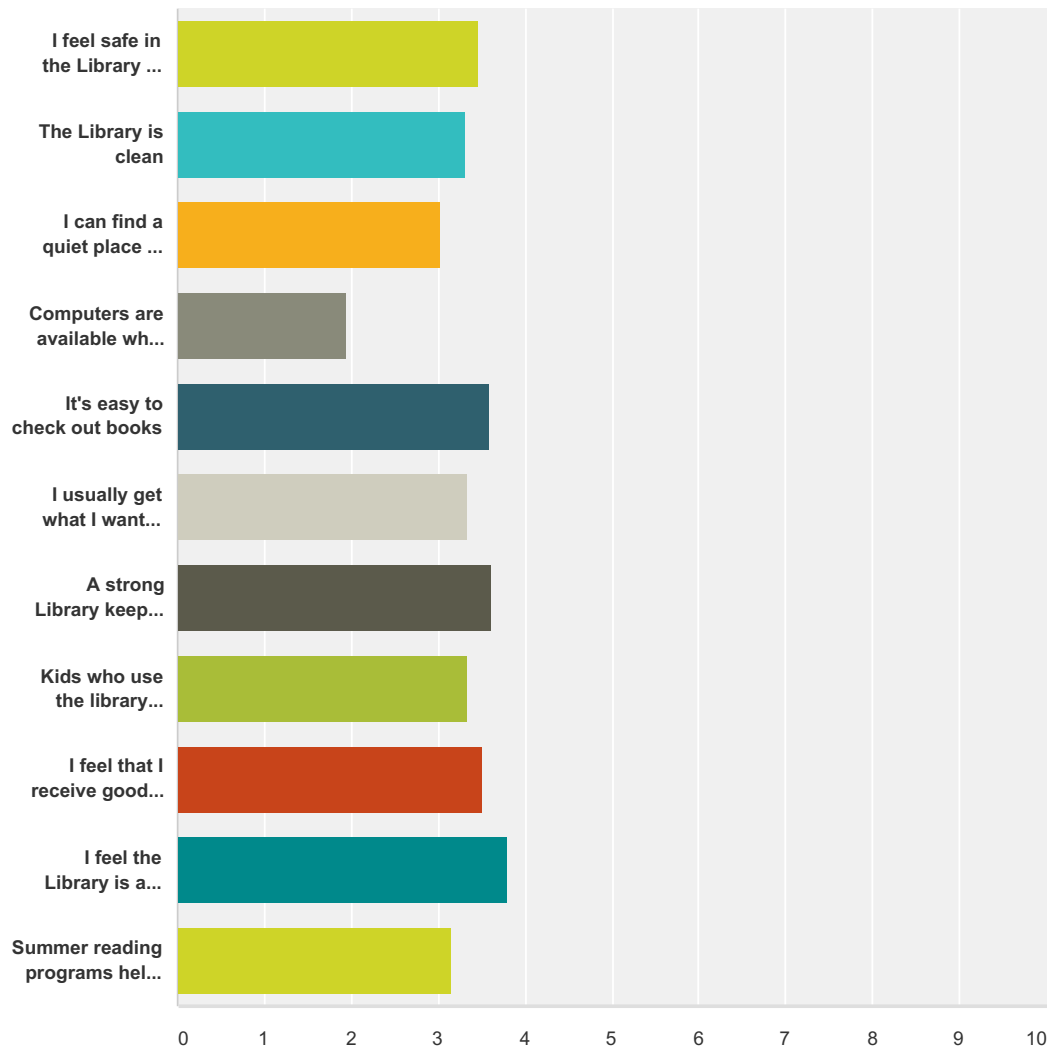
	Strongly Agree	Agree	Disagree	Strongly Disagree	Not Applicable	Total	Weighted Average
I feel safe in the Library or Community Learning Center	**67.92%** 108	**23.90%** 38	**1.26%** 2	**0.00%** 0	**6.92%** 11	159	3.46
The Library is clean	**45.28%** 72	**46.54%** 74	**5.03%** 8	**0.00%** 0	**3.14%** 5	159	3.31
I can find a quiet place in the Library	**43.95%** 69	**36.94%** 58	**7.01%** 11	**2.55%** 4	**9.55%** 15	157	3.03
Computers are available when I need them	**24.20%** 38	**28.03%** 44	**6.37%** 10	**0.64%** 1	**40.76%** 64	157	1.94
It's easy to check out books	**72.96%** 116	**22.64%** 36	**0.00%** 0	**0.00%** 0	**4.40%** 7	159	3.60
I usually get what I want when I use the Library	**50.00%** 80	**43.75%** 70	**1.25%** 2	**0.00%** 0	**5.00%** 8	160	3.34

A strong Library keeps our kids and seniors active and engaged	**76.73%** 122	**18.24%** 29	**0.00%** 0	**0.00%** 0	**5.03%** 8	159	3.62
Kids who use the library after school are less likely to get into trouble	**64.15%** 102	**23.27%** 37	**2.52%** 4	**1.26%** 2	**8.81%** 14	159	3.33
I feel that I receive good customer service at the Library	**67.50%** 108	**25.62%** 41	**1.88%** 3	**0.63%** 1	**4.38%** 7	160	3.51
I feel the Library is a good value	**87.50%** 140	**9.38%** 15	**0.63%** 1	**0.00%** 0	**2.50%** 4	160	3.79
Summer reading programs help prevent learning loss	**57.50%** 92	**27.50%** 44	**0.63%** 1	**1.25%** 2	**13.13%** 21	160	3.15

Q9 Please indicate how much you Agree or Disagree with the following statements about the website and catalog.

Answered: 160   Skipped: 10
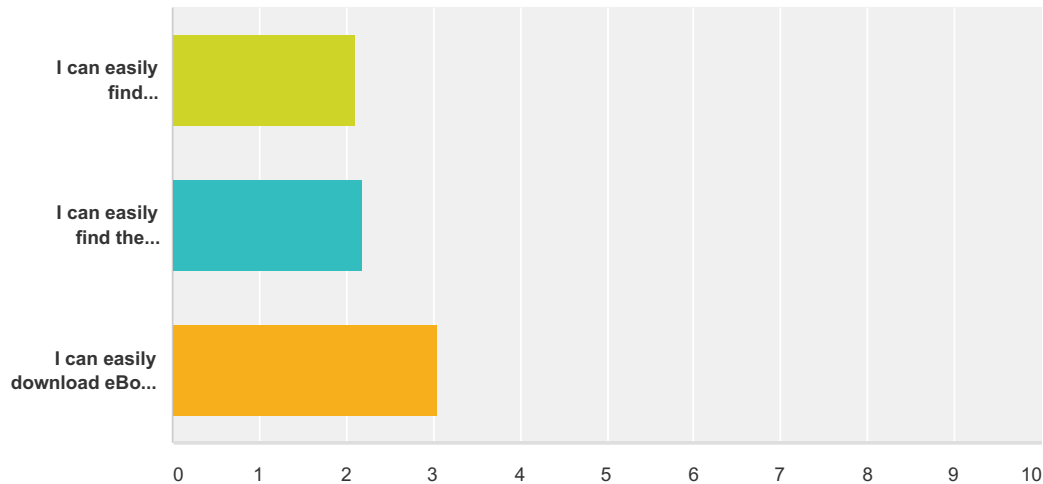
	Strongly Agree	Agree	Disagree	Strongly Disagree	Not Applicable	Total	Weighted Average
I can easily find information I am looking for on the Library's website	**28.13%** 45	**55.63%** 89	**5.00%** 8	**0.00%** 0	**11.25%** 18	160	2.11
I can easily find the materials I want in the online catalog	**31.65%** 50	**48.10%** 76	**4.43%** 7	**0.63%** 1	**15.19%** 24	158	2.20
I can easily download eBooks and other online resources	**23.87%** 37	**27.10%** 42	**9.03%** 14	**1.29%** 2	**38.71%** 60	155	3.04

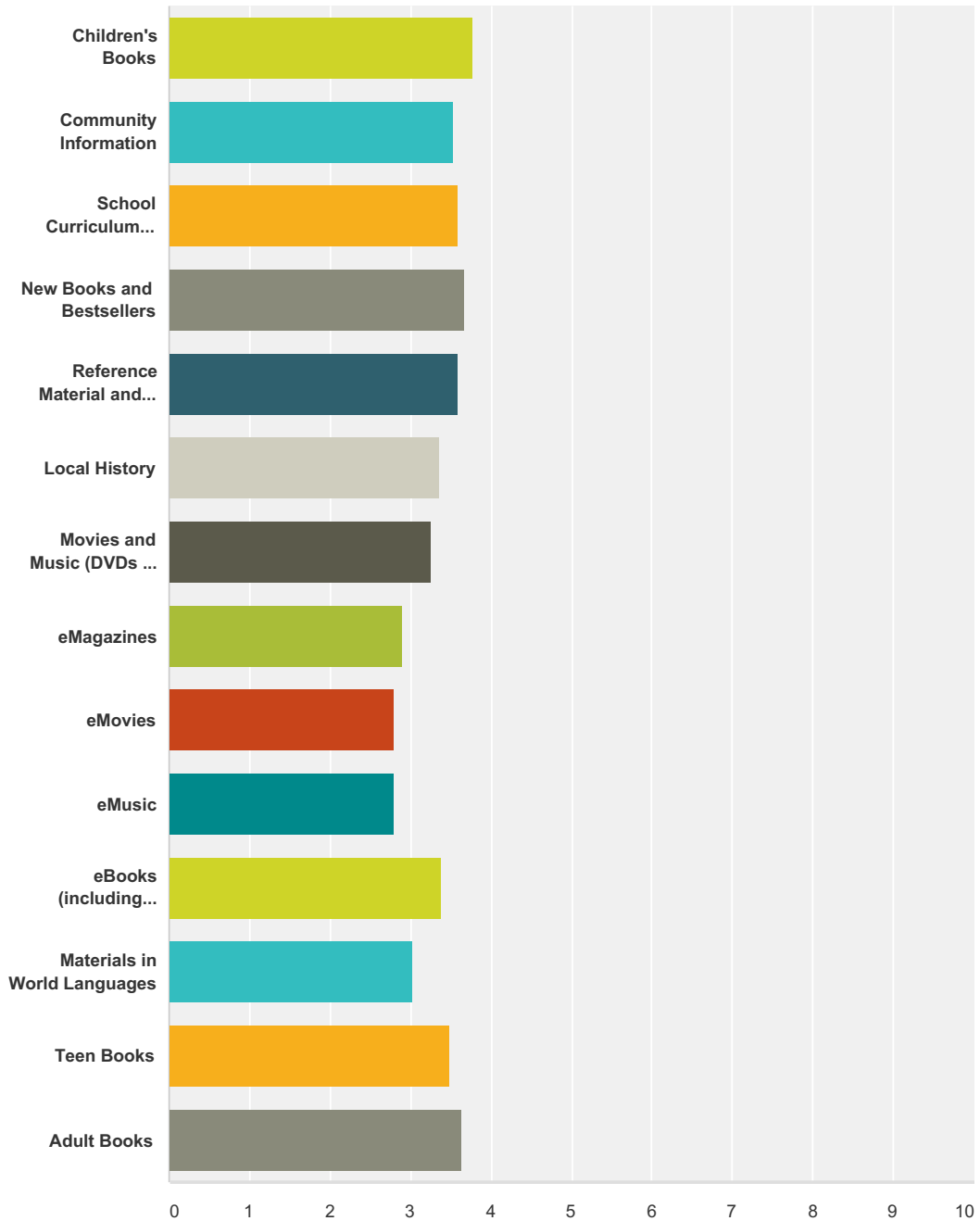| #	Other thoughts?	Date
1	I'm not sure the library and reading programs help keep kids out of trouble. I think that in the U.S. with 40% of children living below the poverty line, library programs are a very tiny factor. For me the most useful feature of the current website and catalog is the fact that you retained the former system of showing author, title, or classification category. That's the only way I can find anything. If you do away with the Dewey Decimal system as Millbrae has, it will be even harder to find anything. Since I don't have a home computer I don't do any eBooks nor Kindle nor any of that stuff and the books that only come in those formats are not available to me.	9/11/2015 4:33 PM
2	The best is to have email notification to notify the due date of the borrowed book.	9/1/2015 1:43 AM
3	DVD supply could be improved.	8/31/2015 8:40 AM
4	Online catalog and general interface are improving but still only at about a C-grade level. Lots of opportunities for additional improvement to get it to be truly intuitive and easy to use.	8/29/2015 10:21 AM
5	more copies of popular ebooks to help decrease waitlist time	8/18/2015 3:06 PM
6	don't use	8/15/2015 3:20 PM
7	Great selection	8/13/2015 8:32 PM
8	I would love more classes or options for the toddlers in the community. Ages 1-3 would be ideal since most are not yet in preschool yet in need of socialization.	8/13/2015 9:01 AM
9	The library Android app is missing Discover and Go since the last update.	8/8/2015 8:55 AM
10	It would be nice to have a list of DVD new releases on the website and to have them in a certain area at the Library so it's easier to find	8/7/2015 9:06 AM

11	I prefer to walk into the library and do a self search. When I do a self search I always locate something else that interest me. Such as a book, DVD or even upcoming events at the SSF Library. Plus I love that there is free Wi-Fi. So I can listen to music on my phone (with headset) and look for work on line.	8/4/2015 6:18 PM
12	There should be a choice called "Neither agree nor disagree" or "No opinion"	7/31/2015 12:11 PM
13	I absolutely love our library system. I almost always find what I'm looking for. Something, unfortunately, that I noticed within the last two years is that a lot of the classic movies and books are being removed from the system. While I used to rely solely on the PL system to find my items, I now need to go to Link+ (offered by other library's) to find a rare book. Perhaps instead of always getting rid of the older items, putting it in archive or a storage location that one can access?	7/31/2015 10:39 AM
14	I love the eBooks, but use them often enough!	7/31/2015 9:25 AM
15	I do not find the online website to be very user friendly, but I manage to navigate. I think they just updated their website...I haven't tried it out yet.	7/23/2015 10:22 AM
16	As a baby boomer, I am still somewhat intimidated by eBooks and other online resources. Might be helpful to hold more demystifying classes to help us get comfortable with these options.	7/23/2015 10:15 AM
17	While I like reading in the library, it is not a really quiet place to read. While I understand that many people benefit from having computers available to use in the library, since I have access to a computer at home, I would like to see more floor space devoted to books. I also want anyone who does not have access to a computer at home to be able to use one at the library. It makes me sad to see more floor space going to computers. While self-check out is nice for some people, I prefer to have my books checked out by library staff. I think the human contact is important (at least to me), and I would much rather talk to a person while checking out books. In case you are beginning to think that I am some anti-technology luddite, I spend over four hours a day on computers and love my smart phone. I would like to see more book club activity at the library. Pacifica has a walking book club discussion group- which seems like a great idea. I had sent the library an article about a program some libraries have where you can check out a person to talk with for a half an hour: http://centeredlibrarian.blogspot.com/2011/05/human-library-check-out-person-instead.html I think that idea totally rocks and I would be very glad to volunteer to help with a project like that if teh library is interested in it.	7/23/2015 9:47 AM
18	I wish a wider variety of eBooks and magazines was available through SSF library. I often see titles that I would like to check out, but they are for other libraries such as San Mateo or Burlingame and since I am a SSF library member I am not able to check those out. This makes me feel less "important" and like I am not getting as much out of the library because I belong to the "wrong" library.	7/23/2015 9:47 AM
19	Library's website needs to have a more prominent link to the SSF Bibliocommons website where you can log-in and view your account. Once I'm on the SSF Bibliocommons website, it's easy to navigate, but it's difficult to find in the first place from SSF.net. I love the new free holds! I take advantage of it and it's awesome. I've never been able to download an ebook, as hard as I try. And I'm 20-something and use technology for most of my waking hours! Please make it easier to use and more accessible, or at least put clearer and more prominent instructions on the website.	7/23/2015 9:24 AM

Q10 What are the most important materials the library should have to serve the whole community? Please rate the value of each item.

Answered: 153   Skipped: 17

	No Value	Low Value	Valuable	Highest Value	Total	Weighted Average
Children's Books	0.00% 0	2.00% 3	18.67% 28	79.33% 119	150	3.77

Community Information	0.00% 0	2.00% 3	43.33% 65	54.67% 82	150	3.53
School Curriculum Support	1.35% 2	3.38% 5	30.41% 45	64.86% 96	148	3.59
New Books and Bestsellers	0.00% 0	0.67% 1	31.54% 47	67.79% 101	149	3.67
Reference Material and Resources	0.00% 0	2.63% 4	36.18% 55	61.18% 93	152	3.59
Local History	0.00% 0	7.33% 11	48.67% 73	44.00% 66	150	3.37
Movies and Music (DVDs and CDs)	0.67% 1	12.75% 19	46.98% 70	39.60% 59	149	3.26
eMagazines	2.74% 4	27.40% 40	46.58% 68	23.29% 34	146	2.90
eMovies	5.41% 8	26.35% 39	50.68% 75	17.57% 26	148	2.80
eMusic	4.14% 6	29.66% 43	49.66% 72	16.55% 24	145	2.79
eBooks (including eAudiobooks)	0.67% 1	6.04% 9	48.32% 72	44.97% 67	149	3.38
Materials in World Languages	3.36% 5	19.46% 29	48.32% 72	28.86% 43	149	3.03
Teen Books	0.00% 0	3.33% 5	44.00% 66	52.67% 79	150	3.49
Adult Books	0.67% 1	2.68% 4	28.19% 42	68.46% 102	149	3.64

#	Any additional comments on materials?	Date
1	Since I have no home computer, none of e stuff has any value for me.	9/11/2015 4:39 PM
2	I always find great things to check out	9/7/2015 10:03 AM
3	Audiobooks on CD are still valuable to me for listening in the car.	8/31/2015 10:56 PM
4	Our library has things for our whole family.	8/25/2015 12:02 PM
5	e software for k-12 that support the local school math and English curriculum	8/15/2015 3:27 PM
6	Books in Spanish	8/13/2015 9:02 AM
7	The library always has what I want	8/13/2015 6:34 AM
8	I wish there were more copies of popular book. Still waiting more than 3 months on hold for a popular book, The Life Changing Art of Tidying Up.	8/8/2015 9:01 AM
9	There are not enough innovative children's programs especially compared to the county libraries	8/7/2015 9:25 PM
10	I didn't even know we had "emovies"	7/31/2015 10:41 AM
11	Please keep buying Books. :-)	7/31/2015 9:28 AM
12	I do not use much of the electronic equipment but younger ones in my household do enjoy using the e book, music and other material offered.	7/27/2015 10:08 PM
13	make it easier to borrow books via inter-library loan. the San Francisco library is more adapt to this service.	7/25/2015 7:22 AM
14	Many parents of young children bring their kids to storytime, etc but I don't necessarily think the parents are seeing value in the library for themselves. Perhaps the library could provide suggestions for those parents by putting parenting books near the children's section. Having a space/program where parents can interact with each other while their children play/are being read to at storytime could help increase involvement from parents to also interact amongst each other, developing a sense of community and even dialogue about community issues.	7/23/2015 9:57 AM

| 15 | It would be helpful if hard to find material could be borrowed from sourses out of our system. | 7/23/2015 9:43 AM |

Q11 How important are these Library services and their associated resources? Please rate all choices from least value to highest value.

Answered: 151   Skipped: 19

South San Francisco Public Library | Community Survey

Category	Value
Community Information ...	3.4
Homework Help	3.4
Children's Programs	3.7
Computer and Wireless Access	3.6
Teen Programs	3.5
Literacy and Reading...	3.6
English Language Ski...	3.3
Reference Assistance	3.5
Special Needs Programs	3.3
Educational Programs	3.6
Local History and Genealogy	3.2
Continuing Education	3.4
Book Discussion...	3.0
Technology Training	3.5
Entertaining and Fun...	3.4
Literary/Author Programs	3.2
Makerspace Programs	3.0
Career and Job Search...	3.4
Adult Programs	3.4

South San Francisco Public Library | Community Survey

	No Value	Low Value	Valuable	Highest Value	Total	Weighted Average
Community Information and Referral	0.00% 0	4.14% 6	49.66% 72	46.21% 67	145	3.42
Homework Help	1.36% 2	4.08% 6	40.82% 60	53.74% 79	147	3.47
Children's Programs	0.00% 0	0.67% 1	28.19% 42	71.14% 106	149	3.70
Computer and Wireless Access	0.00% 0	2.70% 4	35.81% 53	61.49% 91	148	3.59
Teen Programs	0.00% 0	2.72% 4	46.94% 69	50.34% 74	147	3.48
Literacy and Reading Programs	0.00% 0	2.03% 3	29.73% 44	68.24% 101	148	3.66
English Language Skills Support	0.68% 1	8.11% 12	47.97% 71	43.24% 64	148	3.34
Reference Assistance	0.00% 0	5.44% 8	43.54% 64	51.02% 75	147	3.46
Special Needs Programs	1.38% 2	7.59% 11	49.66% 72	41.38% 60	145	3.31
Educational Programs	0.00% 0	2.03% 3	38.51% 57	59.46% 88	148	3.57
Local History and Genealogy	0.67% 1	12.75% 19	53.02% 79	33.56% 50	149	3.19
Continuing Education	0.00% 0	4.83% 7	45.52% 66	49.66% 72	145	3.45
Book Discussion Groups	0.68% 1	15.54% 23	64.19% 95	19.59% 29	148	3.03
Technology Training	0.00% 0	4.03% 6	44.30% 66	51.68% 77	149	3.48
Entertaining and Fun Programs	0.00% 0	6.85% 10	49.32% 72	43.84% 64	146	3.37
Literary/Author Programs	1.36% 2	13.61% 20	44.22% 65	40.82% 60	147	3.24
Makerspace Programs	1.53% 2	23.66% 31	47.33% 62	27.48% 36	131	3.01
Career and Job Search Assistance	0.00% 0	9.46% 14	43.92% 65	46.62% 69	148	3.37
Adult Programs	0.68% 1	4.73% 7	46.62% 69	47.97% 71	148	3.42

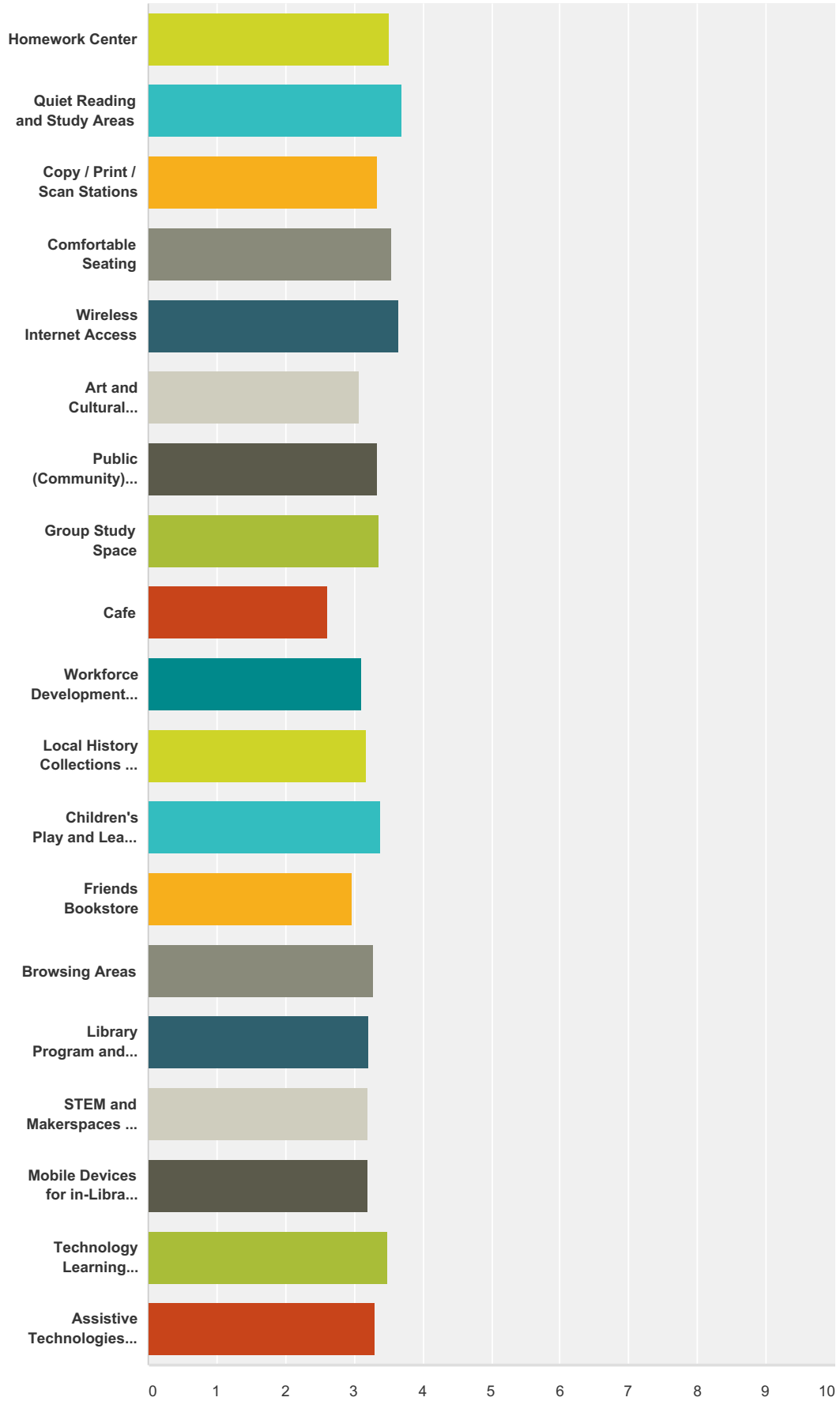| #	Any additional comments on services?	Date
1	Public libraries are important	9/7/2015 10:03 AM
2	Staff is a big help	9/4/2015 3:19 PM
3	I am happy to see that there are more programs and hands on activities for children. I only wish these programs were advertised in a way that parents don't have to dig deep in the library website. I really like how the Peninsula Library Systems website is set up. http://plsinfo.org	8/31/2015 9:32 AM
4	Our library is of great value to our community	8/25/2015 12:02 PM
5	Everything you do is important	8/21/2015 7:50 PM

6	comprehensive staff that reflects the community, you're all are welcome!	8/15/2015 3:27 PM
7	This library has a large selection of interesting and useful programs	8/12/2015 8:36 PM
8	The children's prograns are awesome!	8/8/2015 9:01 AM
9	Too little innovative programs. County libraries are so much stronger in this area.	8/7/2015 9:25 PM
10	All programs that promote Literacy and reading are valuable.	7/31/2015 9:28 AM
11	Keep the programs for the children. The librarians' interaction with the children during the programs or events is very essential for the children. The role of the library in the early years of developing and learning the language and vocabulary is crucial for the love f learning in school.	7/27/2015 10:08 PM
12	A greater focus on the children and engagement with the children. Also more exposure to the arts	7/23/2015 10:26 PM
13	there is a limit to the services one can expect a library to provide.	7/23/2015 9:13 PM
14	Healthy Living/Wellness programs is an area I would like to see incorporated into the SSF Library. Partnering with other City departments such as Parks and Rec could lead to more ACTIVE enjoyment of the library. For example, book clubs or local history talks that involve walking tours or visits to local restaurants, trails, and historical sites. Bringing activity and health promotion to the library's programs could help library users and the community.	7/23/2015 9:57 AM
15	I really like the used book sale area in the front of the front of the library. It is fun to look around and see what treasures I can find.	7/23/2015 9:50 AM

Q12 What spatial environments and amenities should the Library have? Please rate the importance of each.

Answered: 151   Skipped: 19

South San Francisco Public Library | Community Survey

Category	Value
Homework Center	3.5
Quiet Reading and Study Areas	3.7
Copy / Print / Scan Stations	3.3
Comfortable Seating	3.5
Wireless Internet Access	3.6
Art and Cultural...	3.0
Public (Community)...	3.3
Group Study Space	3.4
Cafe	2.6
Workforce Development...	3.1
Local History Collections ...	3.2
Children's Play and Lea...	3.4
Friends Bookstore	2.9
Browsing Areas	3.3
Library Program and...	3.2
STEM and Makerspaces ...	3.2
Mobile Devices for in-Libra...	3.2
Technology Learning...	3.5
Assistive Technologies...	3.3

|	No Value	Low Value	Valuable	Highest Value	Total	Weighted Average
Homework Center	0.00% 0	4.70% 7	39.60% 59	55.70% 83	149	3.51
Quiet Reading and Study Areas	0.00% 0	0.00% 0	30.67% 46	69.33% 104	150	3.69
Copy / Print / Scan Stations	0.00% 0	7.95% 12	49.67% 75	42.38% 64	151	3.34
Comfortable Seating	0.00% 0	4.64% 7	36.42% 55	58.94% 89	151	3.54
Wireless Internet Access	0.00% 0	3.31% 5	28.48% 43	68.21% 103	151	3.65
Art and Cultural Exhibit Space	2.72% 4	18.37% 27	48.30% 71	30.61% 45	147	3.07
Public (Community) Meeting Rooms	0.00% 0	14.00% 21	38.67% 58	47.33% 71	150	3.33
Group Study Space	0.00% 0	10.81% 16	42.57% 63	46.62% 69	148	3.36
Cafe	14.86% 22	25.68% 38	42.57% 63	16.89% 25	148	2.61
Workforce Development Space	3.38% 5	16.22% 24	46.62% 69	33.78% 50	148	3.11
Local History Collections / Displays	1.33% 2	12.00% 18	54.00% 81	32.67% 49	150	3.18
Children's Play and Learn Area	2.03% 3	10.81% 16	34.46% 51	52.70% 78	148	3.38
Friends Bookstore	2.70% 4	22.97% 34	48.65% 72	25.68% 38	148	2.97
Browsing Areas	2.05% 3	10.27% 15	46.58% 68	41.10% 60	146	3.27
Library Program and Performance Space	0.00% 0	16.11% 24	46.31% 69	37.58% 56	149	3.21
STEM and Makerspaces (3D printers, interactive learning, etc.)	2.65% 4	13.91% 21	44.37% 67	39.07% 59	151	3.20
Mobile Devices for in-Library check-out (laptops, iPads)	4.03% 6	17.45% 26	34.23% 51	44.30% 66	149	3.19
Technology Learning Stations	2.00% 3	4.00% 6	38.00% 57	56.00% 84	150	3.48
Assistive Technologies and Equipment	1.33% 2	10.67% 16	45.33% 68	42.67% 64	150	3.29

#	Any additional comments on environments and amenities?	Date
1	The Library needs more space to provide full services	9/7/2015 10:04 AM
2	I like everything	9/4/2015 3:20 PM
3	Fax service	9/1/2015 6:00 PM
4	The Grand avenue and Main library should have study areas (w/ closed doors) just as they do at the Millbrae library. I also like how the Redwood Shores library is set-up. The children's area is great!	8/31/2015 9:42 AM
5	I love it all	8/30/2015 3:16 PM
6	I always can find a book to buy from me or my kids. We love the library books and DVDs as well.	8/25/2015 12:04 PM

7	A great library meets the needs of everyone	8/21/2015 7:51 PM
8	Libraries have something for everyone.	8/12/2015 8:38 PM
9	i dont' believe that children play areas have to be in the library. I have nothing again children being active, it just seem that library not the place to be running around, screaming and jumping around. was surprised to learn that it's a library policy to encourage it when made a complain about the intolerable noise at Orange park branch	8/10/2015 10:20 PM
10	A cafe would be wonderful, especially if it was near or part of a children's play area.	8/8/2015 9:03 AM
11	The San Mateo & Millbrae library has all of the above..	8/4/2015 6:28 PM
12	The cafe at the main library in SSF needs helps. I would love for a full cafe to be put in with drinks, snacks, juices, etc. please check out Santa Clara's main library cafe. They have a beautiful cafe that allows one to go to the library and loose oneself in work and run over to the cafe for a quick "pick me up."	7/31/2015 10:45 AM
13	for a library to be a resource for all the above is too ambitious. libraries are more important for young children or non-working adults do not have access to school or workplace libraries or areas to learn or or study.	7/23/2015 10:03 PM
14	Nightly events in the Library's auditorium should be a regular occurance - it's a great space that I think is underutilized. Some libraries such as Millbrae library, have private meeting spaces that can be reserved on a first come-first served basis with a time limit of 1-2 hours. This could prove very useful for student study groups, adult meeting spaces, book club meetings, and community group meetings. There needs to be a color printer for public use (pay a nonimal fee per printed page). Library members should be able to check-books out using their phone app with either a scanning device on the phone, or at least having their phone app serve as the library card (i.e.iPay) so we don't have to carry around our cards. Tutorials can be held at the library on how to use the Library App and also how to use local Apps such as Engage SSF.	7/23/2015 10:04 AM
15	i deal a lot with libraries technology. we years of experience assisting libraries in selecting the best technology. for short term use the libraries often believe they need should provide iPads and laptops for checkouts. our experience worldwide is the laptops out circulate iPads 5 to 1.	7/23/2015 10:00 AM
16	The cafe area the library has could really use an upgrade. Also, if you want to print something at the library the process to do so now is annoying.	7/23/2015 9:57 AM

Q13 How likely is it that you would recommend the South San Francisco Public Library to a friend or colleague?

Answered: 150   Skipped: 20
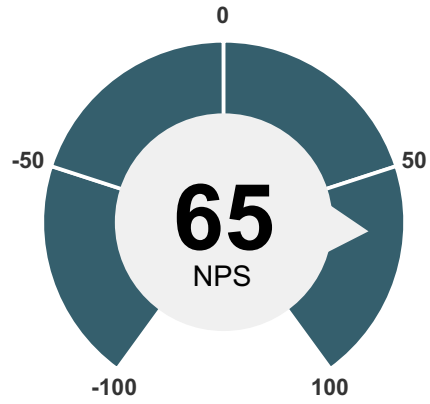
Detractors (0-6)	Passives (7-8)	Promoters (9-10)	Net Promoter® Score
9% 13	**17%** 26	**74%** 111	**65**

Q14 What do you think a library will be like 10 years from now?

Answered: 88   Skipped: 82

#	Responses	Date
1	More machines, more noise, fewer books, shorter hours, higher costs.	9/11/2015 4:50 PM
2	Predominately digital - which saddens me.	9/9/2015 10:35 AM
3	Nosier	9/7/2015 7:05 PM
4	Busier than ever	9/7/2015 10:04 AM
5	everything would be automatic and less human assistance which is not good.	9/2/2015 7:32 AM
6	Recreational space as all the technology will be virtual.	9/1/2015 5:40 PM
7	Community information and technology hub.	8/31/2015 10:58 PM
8	It will resemble what our library currently is but the paper magazines and most of the books will be available as e magazines and e books.	8/31/2015 4:47 PM
9	Same.	8/31/2015 11:18 AM
10	It will be similar to today's library, but with a bit more emphasis on technology/computers.	8/31/2015 9:48 AM
11	many updated conveniences for everyone.	8/31/2015 9:43 AM
12	very crowded	8/31/2015 9:43 AM
13	Hard to say but I would image that in 10 years libraries will be more & more digital. Technology will be more present. Possibly have a museum type feel to it that I would not embrace to much.	8/31/2015 9:42 AM
14	Everything will be automated, requiring very little human assistance. Most books will be ebooks. However, it will be very modern using the latest technology.	8/30/2015 11:19 PM
15	A great community learning and fun place	8/30/2015 3:16 PM
16	awesome. :-)	8/29/2015 10:25 AM
17	Very productive with programs for all ages.	8/28/2015 7:23 PM
18	Just as great as today.	8/25/2015 12:04 PM
19	I think it will be the same - just with more technology like computers or iPads, stuff like that.	8/22/2015 5:29 PM
20	Still popular, fun, informative	8/21/2015 7:51 PM
21	Very busy with many types of usage.	8/19/2015 11:23 PM
22	that would be so great if we could get renovated, newer building, etc	8/18/2015 3:10 PM
23	A more integrated part of the whole population, homeless, aged, isolated can feel like its their library and community too.	8/15/2015 3:33 PM
24	Full of crafts, tech and other workspaces	8/13/2015 8:34 PM
25	Busy, just like now	8/13/2015 6:35 AM
26	Awesome.	8/12/2015 8:38 PM
27	Larger space, with more books, videos, and music. More online material to checkout.	8/11/2015 10:45 PM
28	A lot of fun tech devices, but still full of books. More programs and activities.	8/11/2015 6:55 PM
29	There will be a full suite of on demand digital offerings, and the library will be a space to browse, collaborate and meet with others to learn, grow, create and dream. It should always be a focus for broadening the world of children, teens, immigrants and the elderly.	8/11/2015 5:57 AM
30	i am not sure since technology is changing so fast	8/9/2015 6:05 PM
31	To continue offering the same programs it has now and continue to improve these services.	8/8/2015 5:18 PM

32	A space for people to convene, Lear, and engage in exciting and stimulating programs.	8/7/2015 9:29 PM
33	spacious, inclusive to all needs, very technologically friendly, accessible to everyone via physical and virtual	8/7/2015 3:05 PM
34	Amazing place to learn and enjoy your time. .	8/6/2015 11:17 PM
35	Part of a recreational hub	8/5/2015 3:46 PM
36	More high tech..	8/4/2015 6:28 PM
37	modern, tech savvy, cafe feel	8/4/2015 4:25 PM
38	More technology	8/2/2015 8:08 AM
39	If funding and personnel are in place, the library could be a front runner of a resource center where other cities would model their own libraries after.	7/31/2015 5:40 PM
40	The library should reach people where they live.	7/31/2015 2:11 PM
41	I sincerely hope they are still around & reasonably accessible. When I was a girl, I thought the local librarian was the smartest person around, & I wanted to be just like her when I grew up!	7/31/2015 1:34 PM
42	I think the main library doesn't have enough space (sq footage) to do & be all the things being imagined right now. Either the space needs to be enlarged (2 stories maybe) or the number of programs be curtailed until such time as there is space available.	7/31/2015 12:27 PM
43	An organized library dedicated to serving the SSF community.	7/31/2015 10:45 AM
44	Full of good Books!	7/31/2015 9:45 AM
45	More digital content. Same safe learning environment.	7/31/2015 9:41 AM
46	Brighter, multifunctional, multilevel,	7/31/2015 12:32 AM
47	More ebooks and emovies hopefully	7/30/2015 10:44 AM
48	I believe the library will be a place where families will come and enjoy a program, event where they will be entertain and learn at the same time.	7/27/2015 10:14 PM
49	Less books :(	7/27/2015 7:53 PM
50	more electronic based	7/27/2015 8:47 AM
51	Better in keeping up with the times.	7/27/2015 8:43 AM
52	it will hold few books and more electronic equipment in their place.	7/26/2015 12:16 AM
53	Hopefully, The new library will incorporate quiet study rooms and space for a maker lab that does not need to be put away. The kids play area and computer area should be in a separate room so the noise does not interfere with the patrons trying to concentrate.	7/25/2015 2:15 PM
54	cool	7/25/2015 9:21 AM
55	I hope there will be some physical books left to read.	7/25/2015 7:33 AM
56	Exciting and trending	7/24/2015 5:55 PM
57	modern and more high tech	7/24/2015 3:03 PM
58	A community center integrating technology, literature, physical wellbeing, community building, and education for all levels.	7/24/2015 11:38 AM
59	more technology. More links with other libraries in US and internationally.	7/24/2015 2:11 AM
60	Better if you built a new one.	7/23/2015 10:59 PM
61	More technology in use.	7/23/2015 10:33 PM
62	The place to go for events such as new music, art, education, and a place to give back to the community.	7/23/2015 10:29 PM
63	The library should be a "jewel"/highlight in the San Mateo Country Library System. The library should be in the cutting edge/most innovative of serving the community through its library services.	7/23/2015 10:05 PM
64	Same	7/23/2015 7:52 PM
65	cannot really know .	7/23/2015 5:46 PM

66	Library needs to reinvent its wheel. Time has changed where we can get most of our information through the internet. In one hand the library needs to preserve as place to get information through books, magazines and reference materials. However, new services needed to be added to the library in order for it to sustain itself. Services that can improve our community would be a wonderful idea. A tutoring center for youth would helpful for parents who can't afford after school care. As a community we need to create a safe atmosphere at all branches of our library. Best way for the youth to stay of of trouble is to be off the street. In our community much of the parents works and there is a big block of time that the youth are doing nothing after school. If our library fun and welcome, perhaps the youth are more willing to hang there. If our library system does not change it will become like the postal office.	7/23/2015 4:15 PM
67	A Community/gathering area. Books still in shelves and computers for people to browse.	7/23/2015 4:12 PM
68	High tech - multi-disciplinary community spaces -fewer books - more tech screens and downloading station	7/23/2015 2:16 PM
69	It will be a comfortable place with many amenities. It will have much of the modern technology valuable to us.	7/23/2015 12:20 PM
70	More electronics than books.	7/23/2015 11:50 AM
71	good location, have more technology facility. provide more seminars to help parents with the process of applying college for the kids. provide more supports/ education programs for the high school students.	7/23/2015 11:25 AM
72	a hub not only for reading/research/studying but also for technology, recreation and performance space; making it a multi-use/multi-purpose go to space to stay relevant in the years to come.	7/23/2015 10:40 AM
73	High tech, etechnoly for books, music, movie. Would still prefer to have a person librarian.	7/23/2015 10:37 AM
74	It will be more technology based but there will still be books published and circulated by the library.	7/23/2015 10:24 AM
75	I hope it maintains the qualities we all need. A safe, quiet place to read and find books to take home. A place to learn and explore the world and beyond through books.	7/23/2015 10:17 AM
76	modern, technology enabled, welcoming, safe, a place you'd go to rather than Starbucks	7/23/2015 10:05 AM
77	In 10 years the SSF Library will be an integral and central part of the SSF community. It will be a multi-generational use space, where the community can come together to actively learn and educate themselves and connect with other residents.	7/23/2015 10:04 AM
78	a community center where people meet to collaborate and research ideas that change lives.	7/23/2015 10:00 AM
79	Unfortunately I think it will give up more space to computers and online materials. I hope the love of the printed word in an actual book is not lost. I would like to see the value of actual books upheld and cherished.	7/23/2015 9:57 AM
80	Access able, comfortable, with up to date technology and a great resource center.	7/23/2015 9:49 AM
81	Pretty much computerized.	7/23/2015 9:47 AM
82	Interactive and noisy. Lots of activity. Not quiet and serene like I like it...	7/23/2015 9:39 AM
83	In ten years the library will be the reference center of the community- where work, play and fun will be developed	7/23/2015 9:33 AM
84	Hopefully there will be construction of a newer, more modern building with the amenities you listed above.	7/23/2015 9:31 AM
85	Hopefully still full of books. We need to have programs and activities that engage kids/teens so that they grow up thinking that reading is fun and useful. There is a lot of technology now that competes for their attention.	7/23/2015 9:28 AM
86	Increased diversity, very similar to what you've done so far. It is no longer just a repository for books but still a source of literacy and information with new technology and innovations. I expect the library will continue in this direction. Getting information is less of a problem today but assessing the quality and relevance is more challenging. I assume the library will continue to improve our community's literacy in every sense of the word.	7/23/2015 9:23 AM
87	Hope that physical books will still be of most importance.	7/23/2015 9:22 AM
88	The library will be 100% computerized and 0% print.	7/23/2015 9:18 AM

Q15 Is there anything else you would like to tell us?

Answered: 56   Skipped: 114

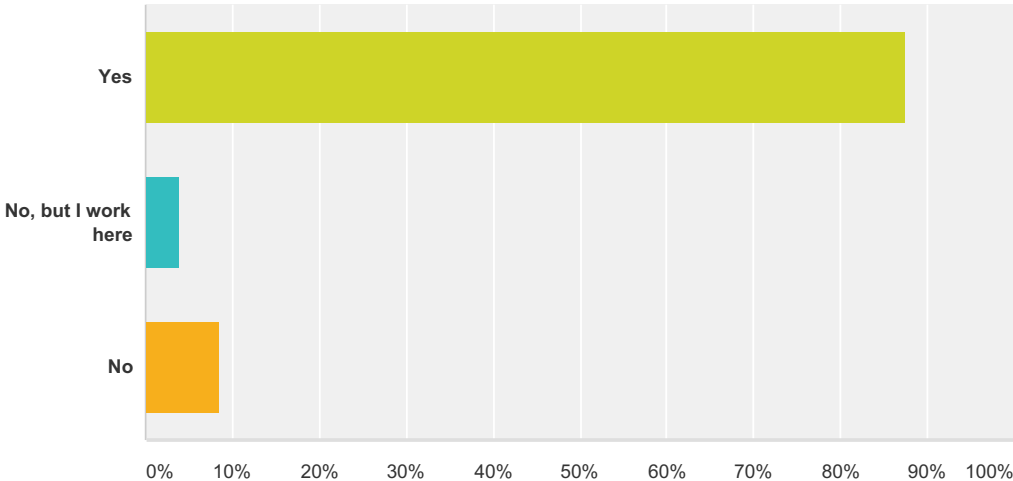| #	Responses	Date
1	SSF Main is so far above any other branch in Daly City, SSF area that I don'ta need to go to any other branch. I visit Millbrae on Sundays sometimes because they are open one hour earlier. But Millbrae is just as noisy and chaotic. It does have more terminals but has done away with the Dewey Decimal system. Now I can't find anything.	9/11/2015 4:50 PM
2	Please do not any more "book space" for computers. I come in to the library and see patrons gaming, following social media etc., on the library computers. These are home activities. A library should be predominately books - which some digital enhancements of course, but orientated toward learning. A library should be a reading, learning and reflection space.	9/9/2015 10:35 AM
3	You're doing a wonderful job!	9/7/2015 7:05 PM
4	A library is an invaluable resource, especially, for families. We need an updated library that is modern and supports collaboration and learning. More books!	9/3/2015 6:37 AM
5	allowed people to reserve private rooms for meetings or tutoring without fees.	9/2/2015 7:32 AM
6	Great library!	9/1/2015 11:15 AM
7	Thank you for what you do!	8/31/2015 10:58 PM
8	No.	8/31/2015 11:18 AM
9	offer a large variety of classes for the community.	8/31/2015 9:43 AM
10	no cellphones allowed and if anyone uses it, then he/she must leave.	8/31/2015 9:43 AM
11	Is there any way the Library could convince South San Francisco to get rid of the 1-way street on the South side entrance? It makes getting to the library VERY inconvenient for many of us.	8/31/2015 8:43 AM
12	The current Main library needs major renovation. It needs more light, modern spaces for reading, a children's center, cafe and needs to be larger.	8/30/2015 11:19 PM
13	It is extremely important that libraries are close to home (walking distance) so that they are easily accessible to my children and I. I am very happy that I am seeing more and more programs for all. I am really hoping to see that children programs can be possibly extended to later times during the weekdays.	8/28/2015 10:15 AM
14	Open even more hours	8/21/2015 7:51 PM
15	You currently do a great job!	8/19/2015 11:23 PM
16	love the library and all its programs and resources, my family utilizes the library the most out of all the city /government depts	8/18/2015 3:10 PM
17	keep searching for ways to improve.	8/15/2015 3:33 PM
18	I'd like to have the library magazines on my iPad	8/12/2015 8:38 PM
19	I would love more open hours.	8/11/2015 10:45 PM
20	Keep up the great work.	8/11/2015 6:55 PM
21	The library serves many social welfare functions and is an invaluable resource for many in our city without resources or alternatives. Please continue the wonderful, creative and inspirational work you do!	8/11/2015 5:57 AM
22	you have special needs programs. What programs do you offer for special needs patrons (kids) besides the reader/leader program?	8/8/2015 5:18 PM
23	I grew up in these libraries and care for them dearly. They pale in comparison to the county libraries. I find myself driving to Brisbane or Millbrae for all the exciting programs they have as a life long resident of SSF, I'd love to see us being some of this excitement to our libraries.	8/7/2015 9:29 PM
24	more programs during the day for those students who are homeschooled, also more programs for children with special needs-Autism spectrum	8/7/2015 3:05 PM

25	The more activities which can be provided in and around the library will help to keep it an active and vibrant part of the community.	8/5/2015 3:46 PM
26	The Grand Ave library is in a need for a make over. I do not go the Grand Ave library. It seems like a hangout for homeless. It has a bad odor when you walk in. I only go to Orange or drive to Millbrae or San Mateo for better comfort.	8/4/2015 6:28 PM
27	I love the library. It has been a great asset to me and my children.	8/2/2015 8:08 AM
28	The library is not advertised or work spread about it enough. Push the library for many can use this resource more often.	7/31/2015 5:40 PM
29	The library is not just about its contents, it should help creating it so patrons can eventuate their work into paper backs.	7/31/2015 2:11 PM
30	Keep our libraries open, accessible & current. For some people, it's the only access to educational & learning materials, a crucial part of our community.	7/31/2015 1:34 PM
31	Dedicating a space or room to stuff like "film or video production, editing, etc." is a waste of resources. i think there is a very limited # of people who would use this service. everything in a space like this will need to be constantly updated. There are plenty of resources "out there" in the general public arena (including schools) that specializes in film production. The money could be better spent by providing more computers for us to use. There never seems to be enough available computers. AND kids have their own computer areas. They should NOT be allowed to "take up" an "adult" computer. Why are kids allowed to use the "adult's" computers but adults are not allowed to use the "kid's" computers. A little double-standard there?	7/31/2015 12:27 PM
32	I love my local library. The staff is terrific!	7/31/2015 9:45 AM
33	I love the library! It's a great community resource. You should bring back 1-3 pages of free printing per day.	7/30/2015 10:44 AM
34	Don't convert libraries to "browsing", abandoning the traditional catalog system. It makes it harder to find specific materials one is looking for.	7/29/2015 11:22 AM
35	MAKE THE LIBRARY A PLACE WHERE PEOPLE WITH DISABILITIES WILL FEEL WELCOME AND NOT OUT OF PLACE.	7/27/2015 10:14 PM
36	No	7/27/2015 7:53 PM
37	really...have you checked the dictionary for the definition of the word library, café?!	7/27/2015 1:54 PM
38	no	7/27/2015 8:43 AM
39	Library as a valuable resource of all ages should be maintained without question. Funding should be a priority to keep it going. Recommend to have support groups in some important issues or concerns of community. Do a survey of what topics to discuss. For example, GAMBLING problem is an addiction affecting families of all races but there is no interest in getting involved to stop it and even medical professionals are not convinced that it is a concern in the community that breaks a family. I know some in this situation.	7/26/2015 7:53 PM
40	I wish the cityof SSF governing body would find money for a new library its highest priority, instead it has not, that is why our libraries are in disrepair.	7/26/2015 12:16 AM
41	Is there any way to enforce a "no cell phone" policy in the library? It is so distracting if people sit in font of their terminals and talk on their cell phones. PS: If this is a "short" survey, I hate to think what a long survey would look like.	7/25/2015 7:33 AM
42	More activities for special needs teens and adults.	7/24/2015 3:03 PM
43	I value the SSF library and the excellent online access to the ebooks. It was a really important part of my recovery after surgery in Nov 2014. I was able to engage my mind while i was homebound. I borrowed and read at least 40 books. I would have been bored and discouraged if the SSF library did not have online access to the ebooks. Thank you very much. I cannot express how grateful I am to the library.	7/24/2015 2:11 AM
44	We need a new library like Millbrae or San Mateo.	7/23/2015 10:59 PM
45	I am proud of the South San Francisco libraries. They should continue to serve the community to the best of their ability based on the resources available. Please keep the Dewey Decimal system at the South San Francisco Libraries! I found that the current library classification system at the Millbrae Library to be extremely inconvenient and disorienting to find books and other materials there.	7/23/2015 10:05 PM
46	Have been been going to libraries since I was a child; university, workplace, and libraries that had a membership fee. So I've seen what works and what doesn't, at least in my opinion. At times I wish I had become a librarian but I think I would have become close minded as to the working of the world outside of books.	7/23/2015 10:03 PM

| 47	I appreciate the thought of having more community spaces - We rent space for HOA - Home Owners Associations meetings every other month - while we use public spaces I would like to see that income go to the libraries even realizing all the supporting staff needed to make it happen. thank you - very comprehensive look at our city -	7/23/2015 2:16 PM
48	I absolutely love the library. I love reading real books more than on a computer screen. My children also love all of the programs and books available for them, especially the no cost to place an item on hold.	7/23/2015 11:50 AM
49	Please allow use of CA driver license to check out book. Make it easier for community to read more.	7/23/2015 10:37 AM
50	Thanks for having great libraries over the years for all of us to enjoy.	7/23/2015 10:17 AM
51	i am a local resident that has many years of experience in assisting libraries with technology offerings. i would strongly encourage you to see laptopsantime.com for examples of how other libraries have used technology in a better way. contact other libraries like Alameda County.	7/23/2015 10:00 AM
52	I only go to the main library, where I have been going for more than fifty years. I love the Orange Avenue Library and really appreciate that it is there and what a wonderful library it is.	7/23/2015 9:57 AM
53	I would like a really quiet place to study or read-no yapping on cell phones, no loud voices, no screaming kids.	7/23/2015 9:47 AM
54	I love the library. Please don't make it a crazy hub of activity.	7/23/2015 9:39 AM
55	I love the library.	7/23/2015 9:31 AM
56	Thank you for the fine job you all have done. The recent remodel of Orange is fabulous. You maintain a clean, welcoming, attractive environment for everyone. I especially appreciate the children's area.	7/23/2015 9:23 AM

Q16 Do you live in South San Francisco?

Answered: 151   Skipped: 19

Answer Choices	Responses	
Yes	**87.42%**	132
No, but I work here	**3.97%**	6
No	**8.61%**	13
Total		**151**

Q17 What is your gender?

Answered: 151   Skipped: 19
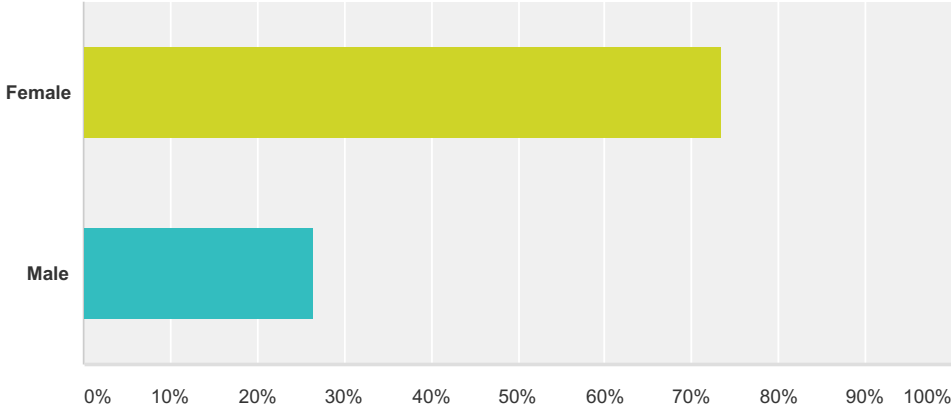
Answer Choices	Responses	
Female	**73.51%**	111
Male	**26.49%**	40
Total		**151**

Q18 What is Your Age Group?

Answered: 151   Skipped: 19
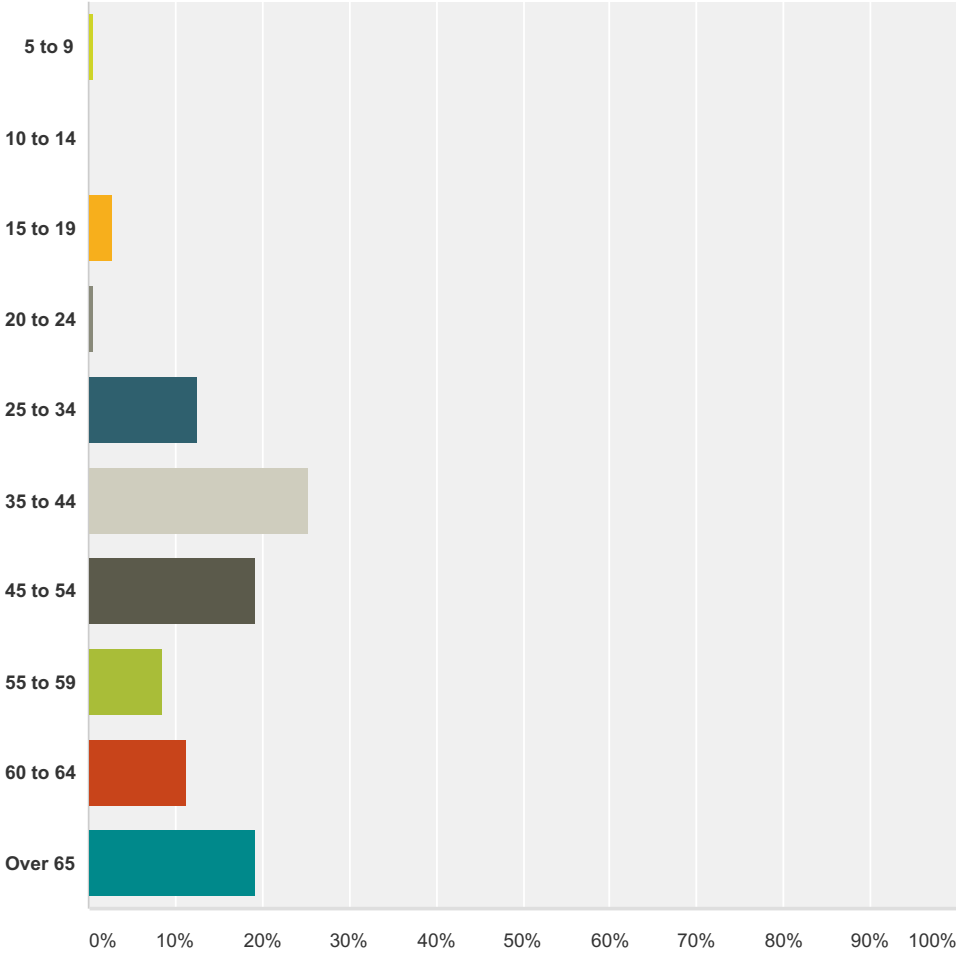
Answer Choices	Responses	
5 to 9	0.66%	1
10 to 14	0.00%	0
15 to 19	2.65%	4
20 to 24	0.66%	1
25 to 34	12.58%	19
35 to 44	25.17%	38
45 to 54	19.21%	29
55 to 59	8.61%	13
60 to 64	11.26%	17
Over 65	19.21%	29
Total		151

Q19 What is your preferred language?

Answered: 151   Skipped: 19
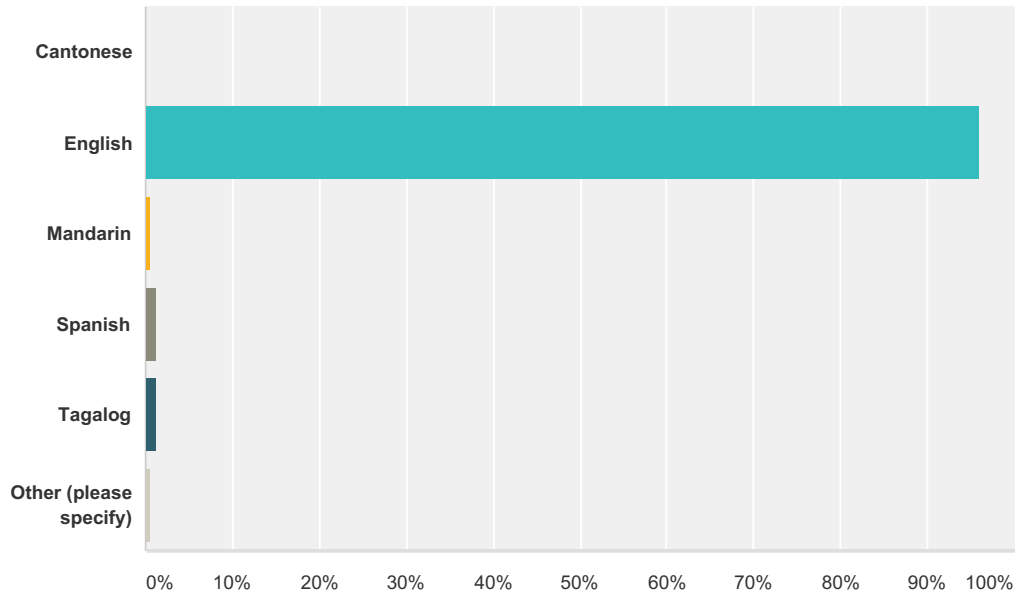
Answer Choices	Responses	
Cantonese	0.00%	0
English	96.03%	145
Mandarin	0.66%	1
Spanish	1.32%	2
Tagalog	1.32%	2
Other (please specify)	0.66%	1
Total		151

#	Other (please specify)	Date
1	And Spanish	8/13/2015 9:03 AM

Q20 Do you have access to a computer at home or for personal use at work?

Answered: 151   Skipped: 19
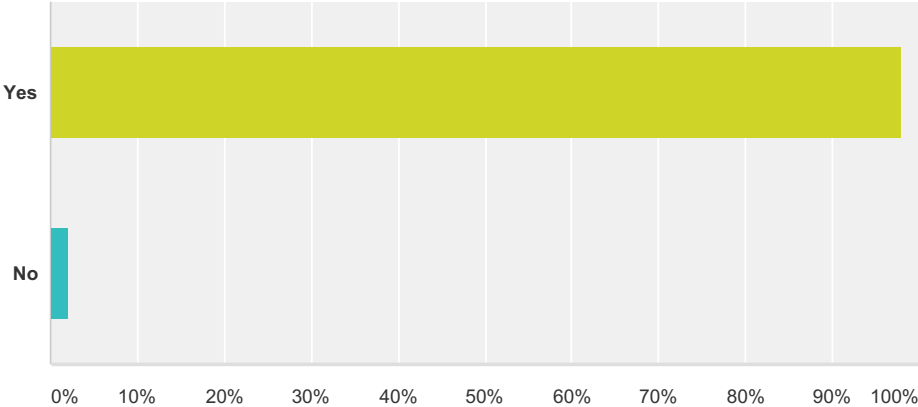
Answer Choices	Responses	
Yes	**98.01%**	148
No	**1.99%**	3
Total		**151**

Q21 Do you have broadband (high speed) access to the Internet at home or for personal use at work?

Answered: 152   Skipped: 18
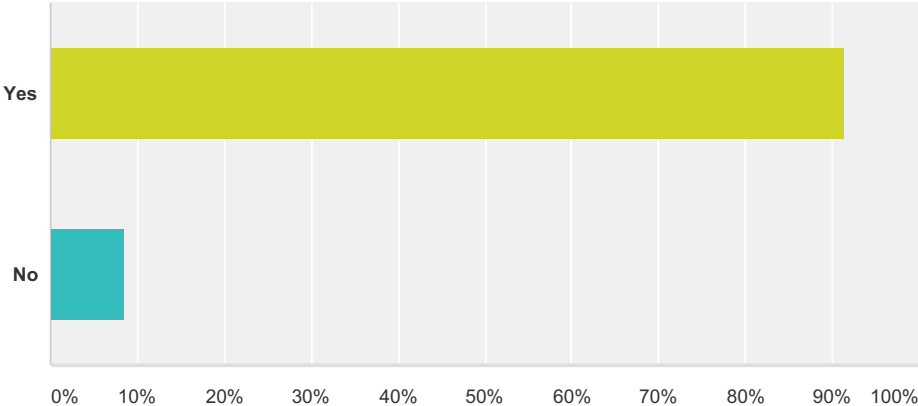
Answer Choices	Responses	
Yes	**91.45%**	139
No	**8.55%**	13
Total		**152**

Q1 How did you learn about this survey?

Answered: 47   Skipped: 10
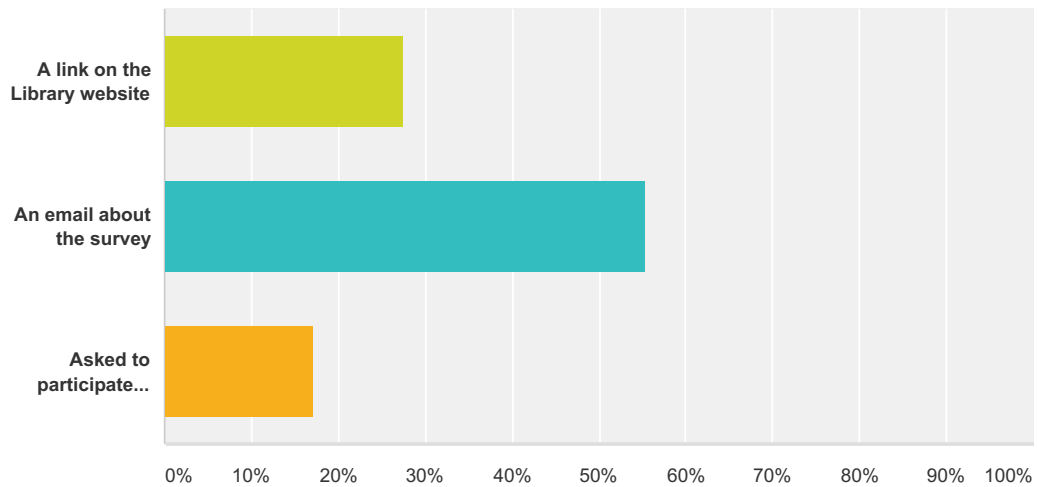
Answer Choices	Responses	
A link on the Library website	**27.66%**	13
An email about the survey	**55.32%**	26
Asked to participate while visiting a library	**17.02%**	8
Total		**47**

#	Other (please specify)	Date
1	Facebook	7/15/2015 2:50 PM
2	Via Facebook	7/14/2015 11:02 PM
3	Facebook	7/14/2015 8:24 PM
4	Facebook	7/14/2015 4:45 PM
5	Facebook	7/14/2015 8:42 AM
6	RSS feed	7/13/2015 2:48 PM
7	Twitter	7/13/2015 1:54 PM
8	Facebook link	7/13/2015 1:40 PM
9	Facebook post	7/13/2015 12:39 PM
10	At the SSF Public Library Community Forum	7/11/2015 10:10 PM

Q2 How do you see yourself as a part of our community? Where are your interests? (Check as many as apply)

Answered: 48   Skipped: 9
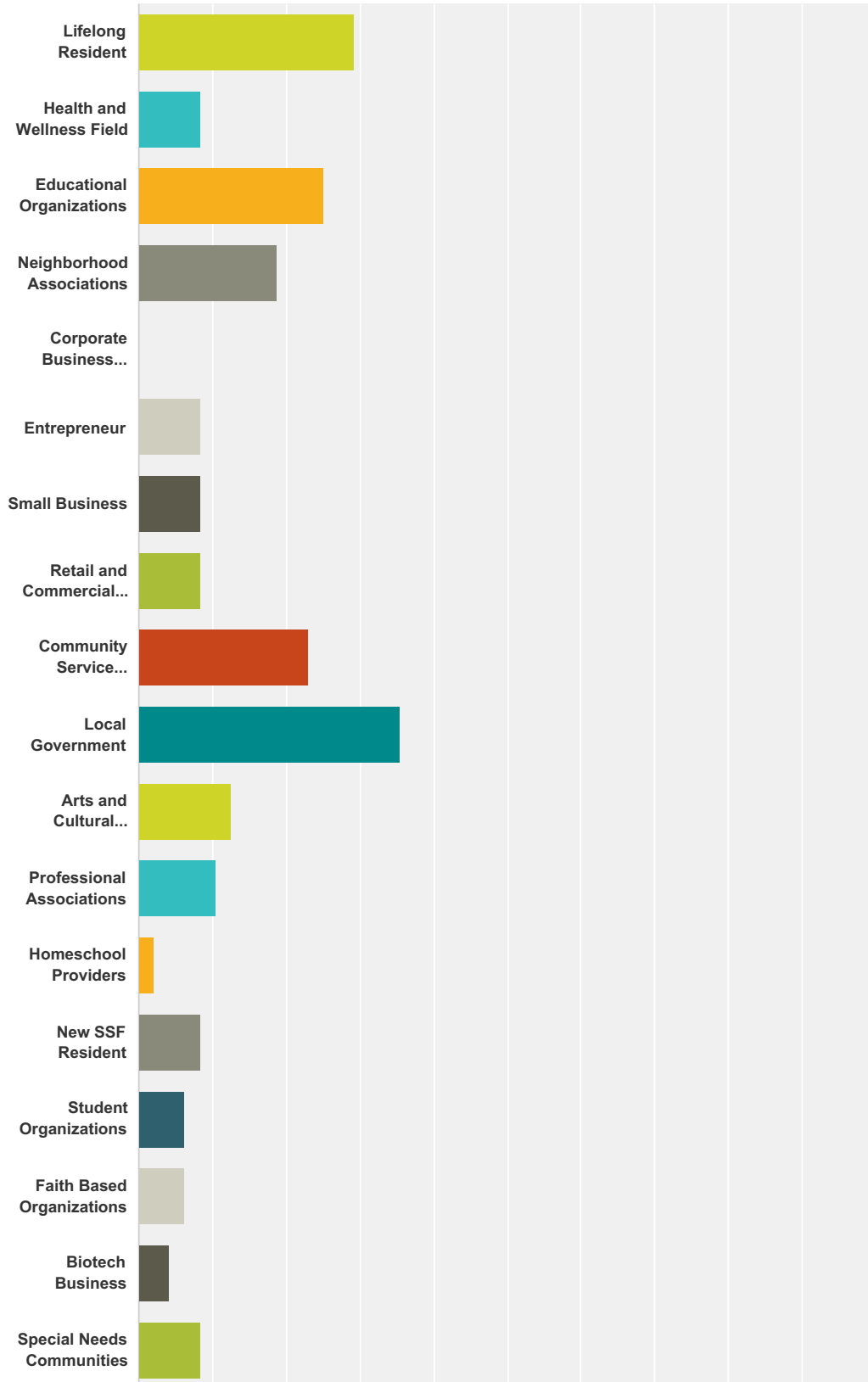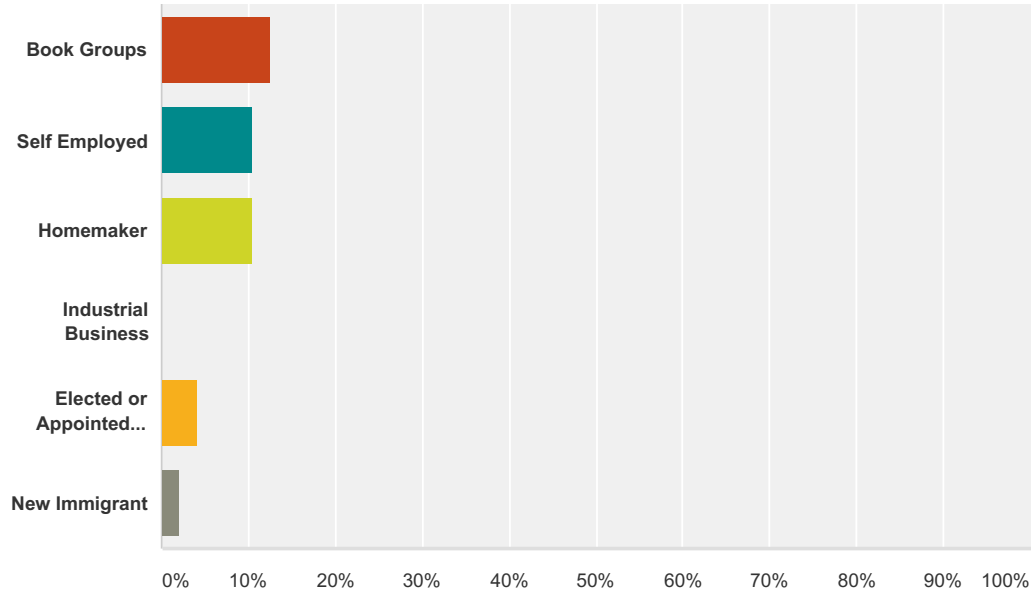
Answer Choices	Responses	
Lifelong Resident	**29.17%**	14
Health and Wellness Field	**8.33%**	4
Educational Organizations	**25.00%**	12
Neighborhood Associations	**18.75%**	9
Corporate Business (excluding Biotech)	**0.00%**	0
Entrepreneur	**8.33%**	4
Small Business	**8.33%**	4
Retail and Commercial Business	**8.33%**	4
Community Service Organizations	**22.92%**	11
Local Government	**35.42%**	17
Arts and Cultural Institutions	**12.50%**	6
Professional Associations	**10.42%**	5
Homeschool Providers	**2.08%**	1
New SSF Resident	**8.33%**	4
Student Organizations	**6.25%**	3
Faith Based Organizations	**6.25%**	3
Biotech Business	**4.17%**	2
Special Needs Communities	**8.33%**	4
Book Groups	**12.50%**	6
Self Employed	**10.42%**	5
Homemaker	**10.42%**	5

	Industrial Business	**0.00%**	0
	Elected or Appointed Officials	**4.17%**	2
	New Immigrant	**2.08%**	1
Total Respondents: 48			

#	Other (please specify)	Date
1	Chef instructor	7/17/2015 4:02 PM
2	Culinary chef instructor	7/17/2015 3:59 PM
3	Employment	7/15/2015 2:07 PM
4	work at the library	7/15/2015 1:56 PM
5	Resident since 1971	7/15/2015 1:06 PM
6	Dance Teacher for city Seniors programs	7/15/2015 10:15 AM
7	resident	7/14/2015 2:57 PM
8	city employee	7/14/2015 2:27 PM
9	City Government employee	7/14/2015 2:08 PM
10	Just enjoy reading books.	7/14/2015 2:06 PM
11	Grew up here just visiting now	7/14/2015 8:42 AM
12	Long-time resident	7/13/2015 2:48 PM
13	Just really appreciate the sense of community at the SSF library.	7/13/2015 1:54 PM
14	25 year resident	7/11/2015 12:22 PM

Q3 How often do you visit one of the Library locations or Community Learning Center in South San Francisco?

Answered: 57   Skipped: 0
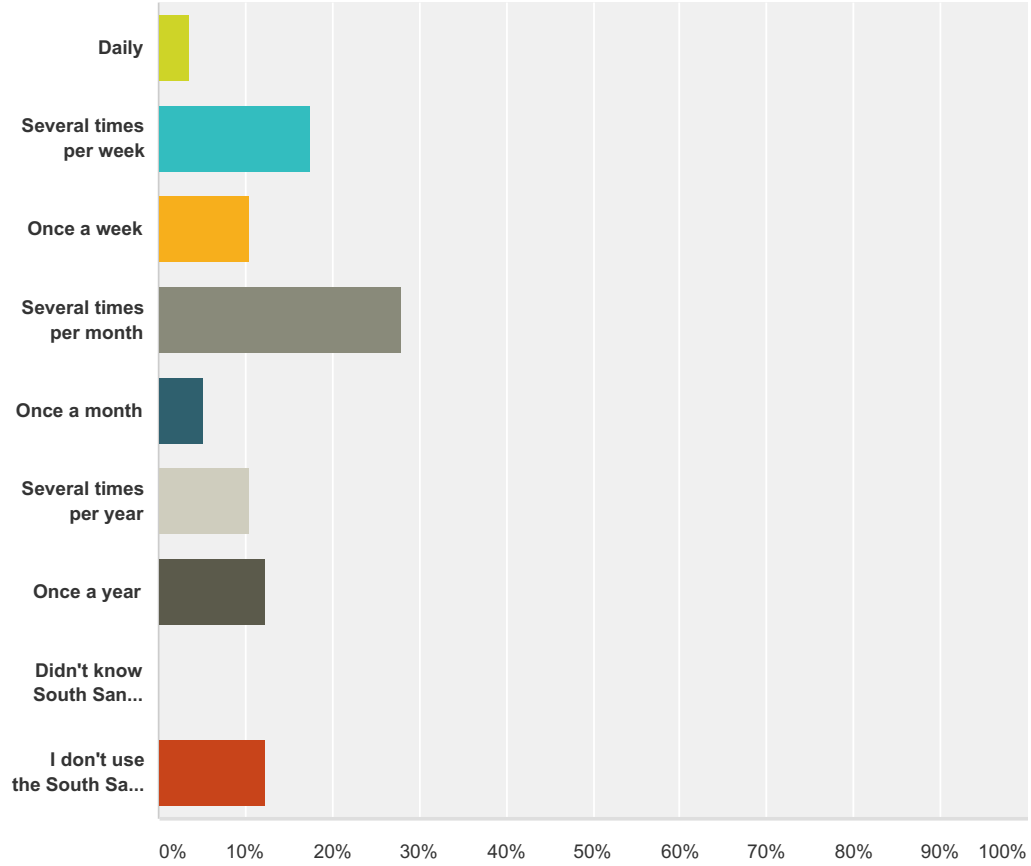
Answer Choices	Responses	
Daily	**3.51%**	2
Several times per week	**17.54%**	10
Once a week	**10.53%**	6
Several times per month	**28.07%**	16
Once a month	**5.26%**	3
Several times per year	**10.53%**	6
Once a year	**12.28%**	7
Didn't know South San Francisco had a library	**0.00%**	0
I don't use the South San Francisco Public Library	**12.28%**	7
Total		**57**

Q4 If you do not use the Library, please check all reasons why.

Answered: 12   Skipped: 45
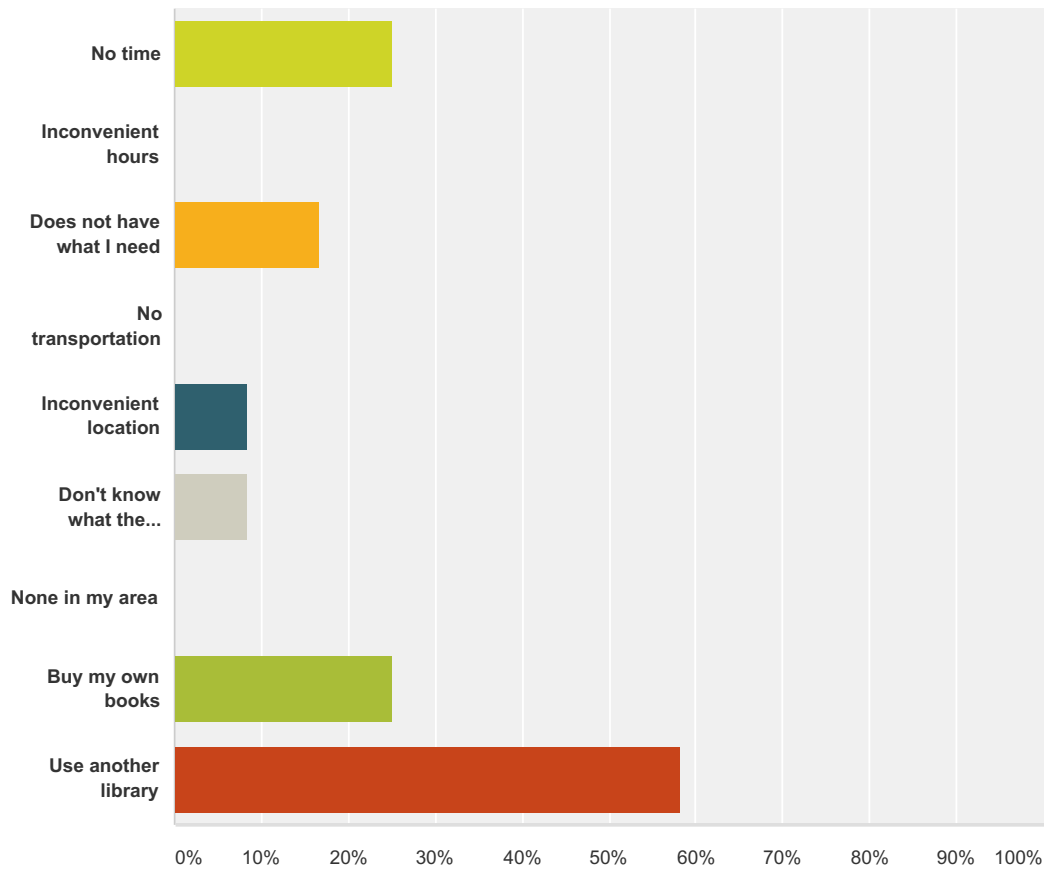
Answer Choices	Responses	
No time	**25.00%**	3
Inconvenient hours	**0.00%**	0
Does not have what I need	**16.67%**	2
No transportation	**0.00%**	0
Inconvenient location	**8.33%**	1
Don't know what the Library has for me	**8.33%**	1
None in my area	**0.00%**	0
Buy my own books	**25.00%**	3
Use another library	**58.33%**	7
Total Respondents: 12		

#	Other (please specify)	Date
1	Only here abou twice a year	7/14/2015 8:42 AM

Q5 Which library locations do you visit regularly, and how do you get there?

Answered: 55   Skipped: 2
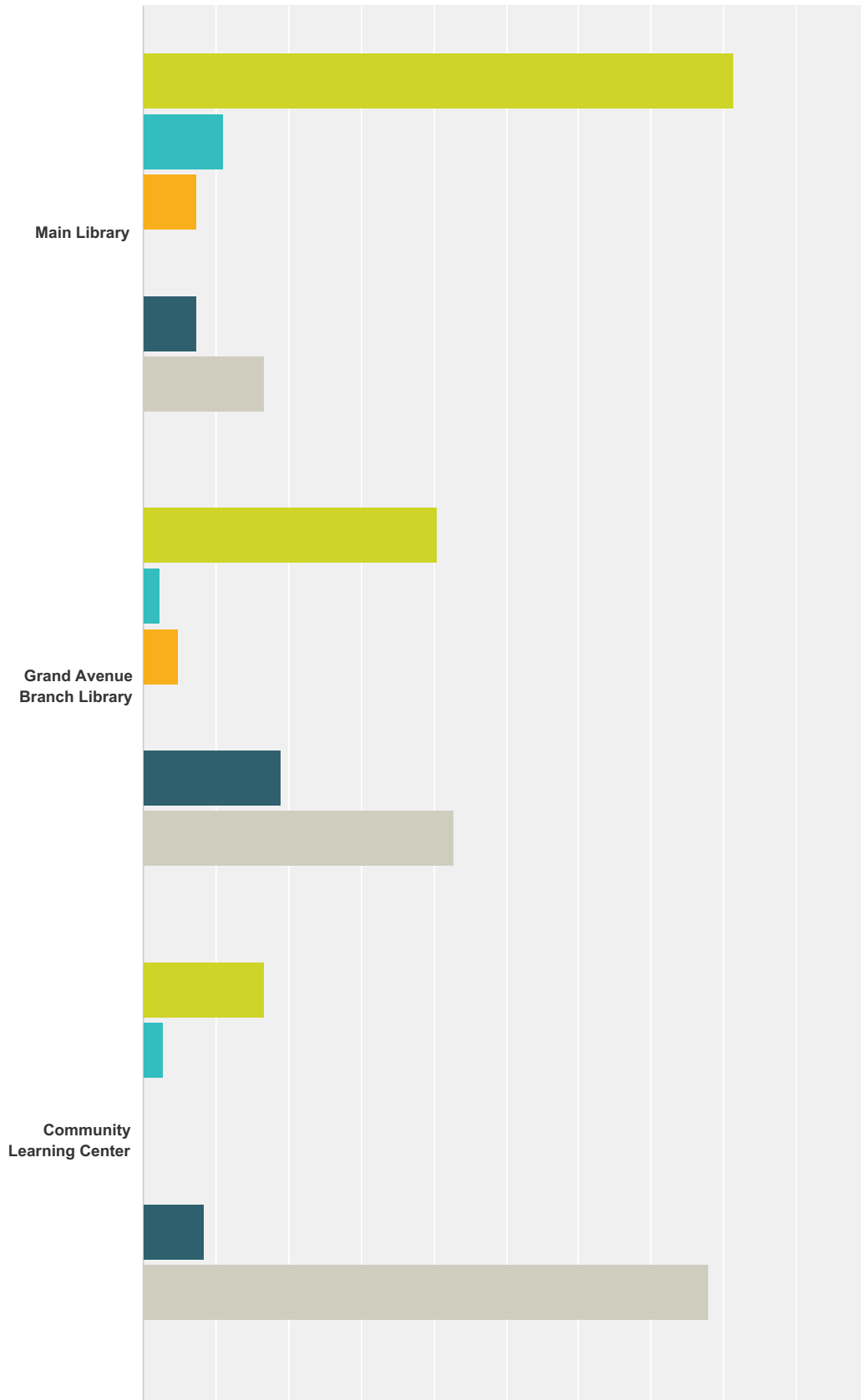
Legend: Car, Public transportation, Free City Shuttle, Bike, Walk, Don't Visit
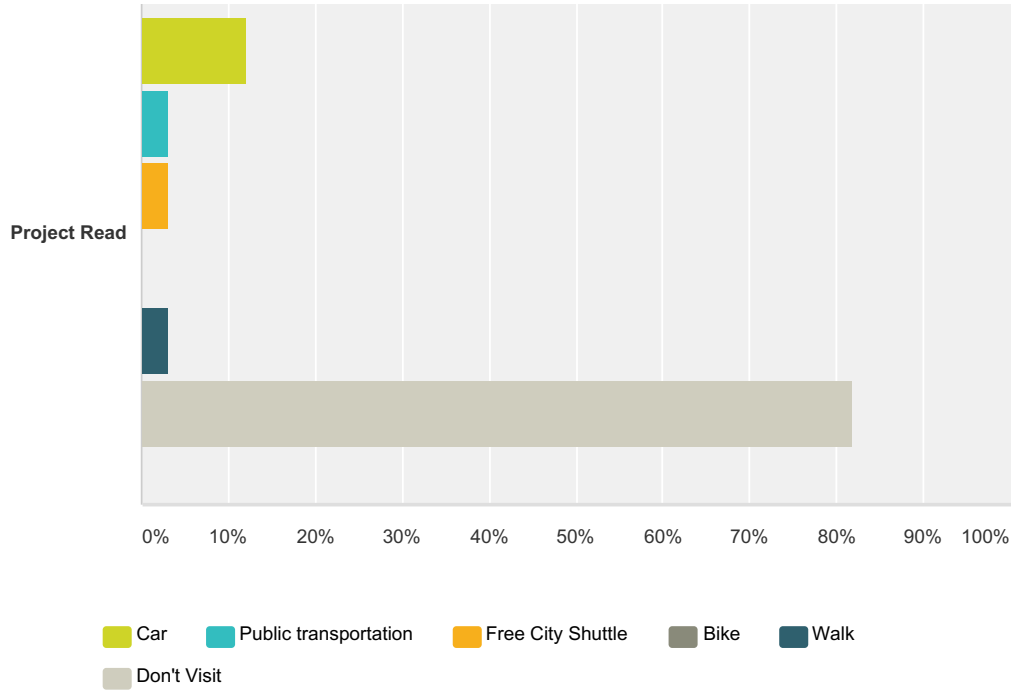
	Car	Public transportation	Free City Shuttle	Bike	Walk	Don't Visit	Total Respondents
Main Library	81.48% 44	11.11% 6	7.41% 4	0.00% 0	7.41% 4	16.67% 9	54
Grand Avenue Branch Library	40.48% 17	2.38% 1	4.76% 2	0.00% 0	19.05% 8	42.86% 18	42
Community Learning Center	16.67% 6	2.78% 1	0.00% 0	0.00% 0	8.33% 3	77.78% 28	36
Project Read	12.12% 4	3.03% 1	3.03% 1	0.00% 0	3.03% 1	81.82% 27	33

#	Other (please specify)	Date
	There are no responses.	

Q6 How often do you use the Library website?

Answered: 52   Skipped: 5
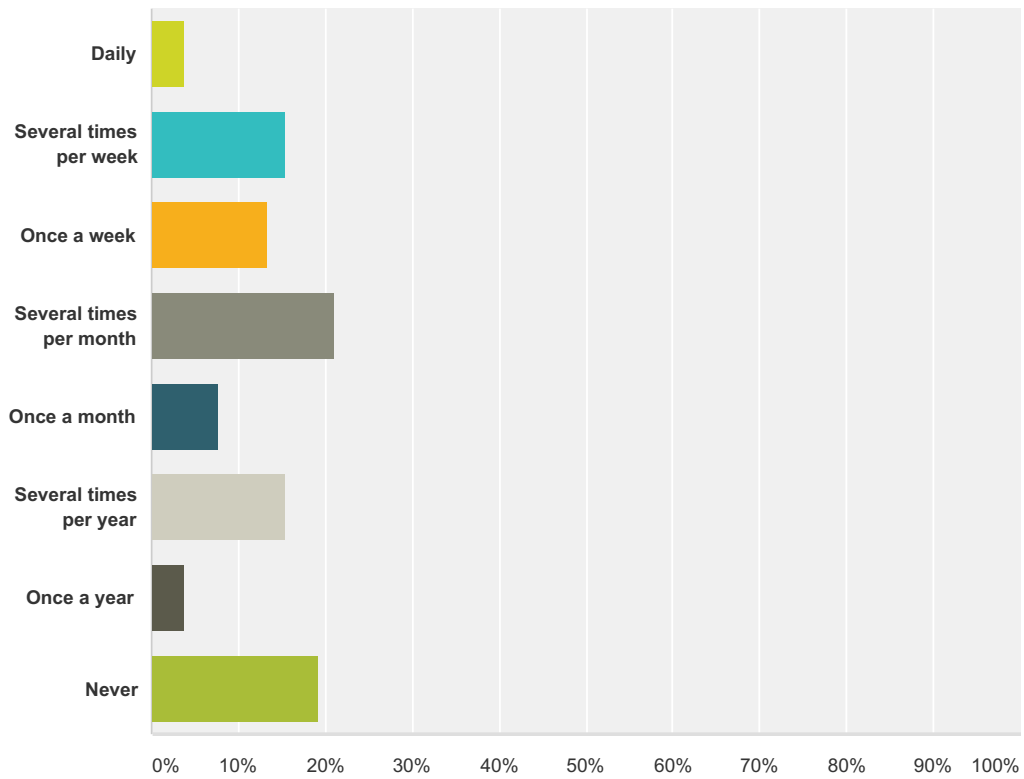
Answer Choices	Responses	
Daily	**3.85%**	2
Several times per week	**15.38%**	8
Once a week	**13.46%**	7
Several times per month	**21.15%**	11
Once a month	**7.69%**	4
Several times per year	**15.38%**	8
Once a year	**3.85%**	2
Never	**19.23%**	10
Total		**52**

Q7 Why do you use the library? Please check all that apply.

Answered: 48   Skipped: 9
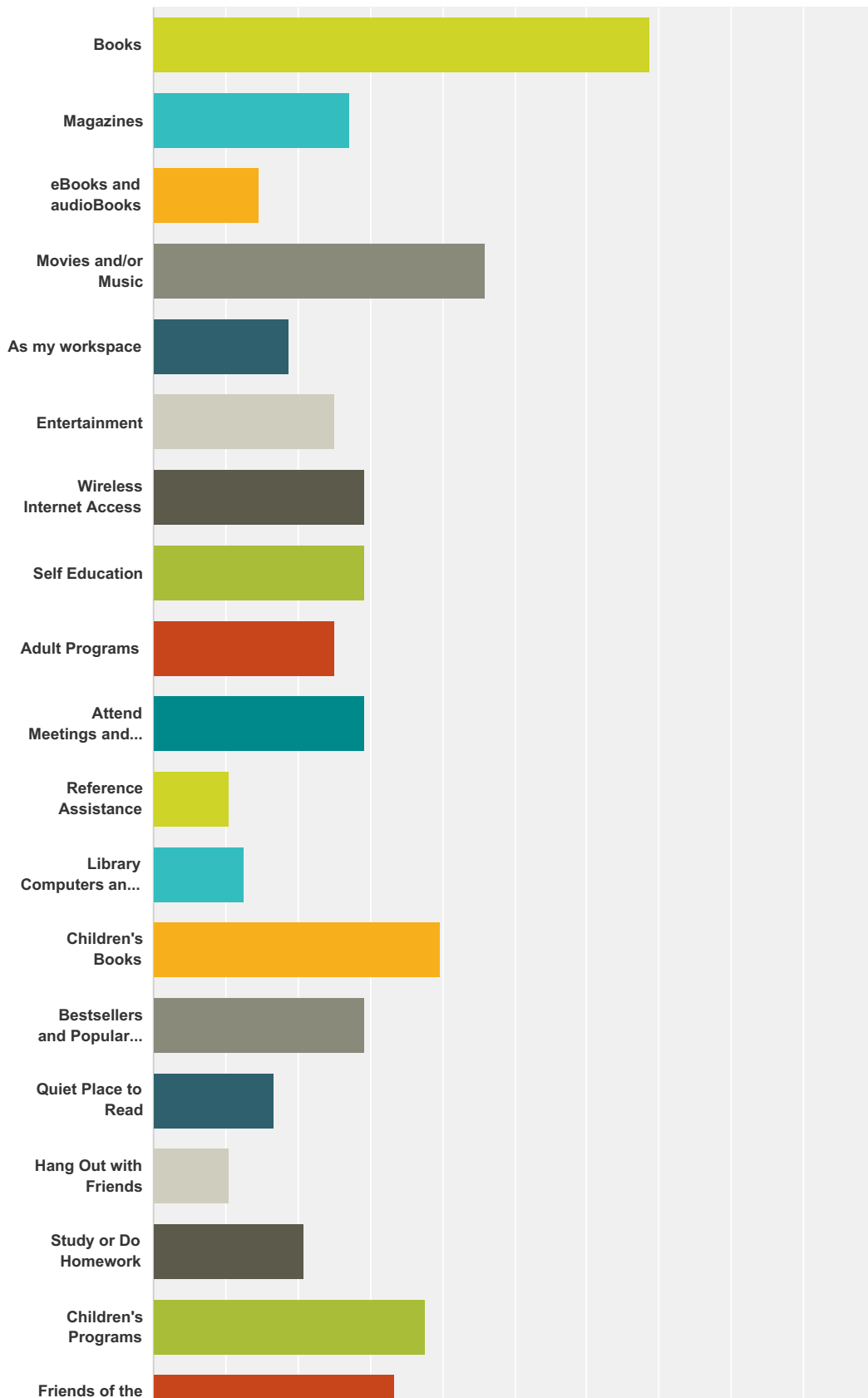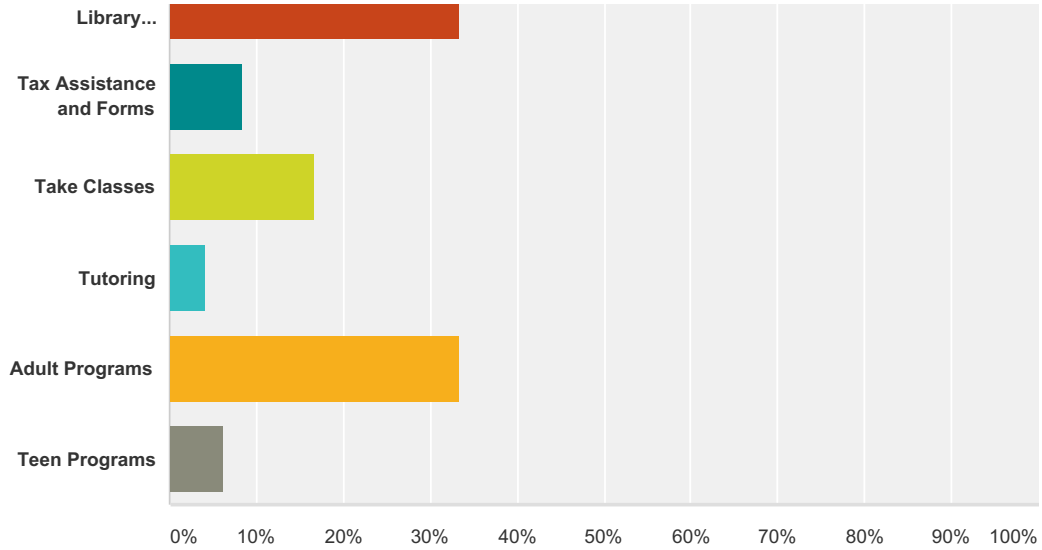
Answer Choices	Responses	
Books	**68.75%**	33
Magazines	**27.08%**	13
eBooks and audioBooks	**14.58%**	7
Movies and/or Music	**45.83%**	22
As my workspace	**18.75%**	9
Entertainment	**25.00%**	12
Wireless Internet Access	**29.17%**	14
Self Education	**29.17%**	14
Adult Programs	**25.00%**	12
Attend Meetings and Programs	**29.17%**	14
Reference Assistance	**10.42%**	5
Library Computers and Equipment	**12.50%**	6
Children's Books	**39.58%**	19
Bestsellers and Popular Materials	**29.17%**	14
Quiet Place to Read	**16.67%**	8
Hang Out with Friends	**10.42%**	5
Study or Do Homework	**20.83%**	10
Children's Programs	**37.50%**	18
Friends of the Library Booksale	**33.33%**	16
Tax Assistance and Forms	**8.33%**	4
Take Classes	**16.67%**	8
Tutoring	**4.17%**	2

Adult Programs		**33.33%**	16
Teen Programs		**6.25%**	3
Total Respondents: 48			

#	Other (please specify)	Date
1	Volunteer	7/14/2015 3:50 PM
2	Maker Space	7/14/2015 3:37 PM
3	I use the Tahoe city library	7/14/2015 8:44 AM
4	Author talks	7/13/2015 1:56 PM

Q8 How much do you agree with the statements below?

Answered: 52   Skipped: 5
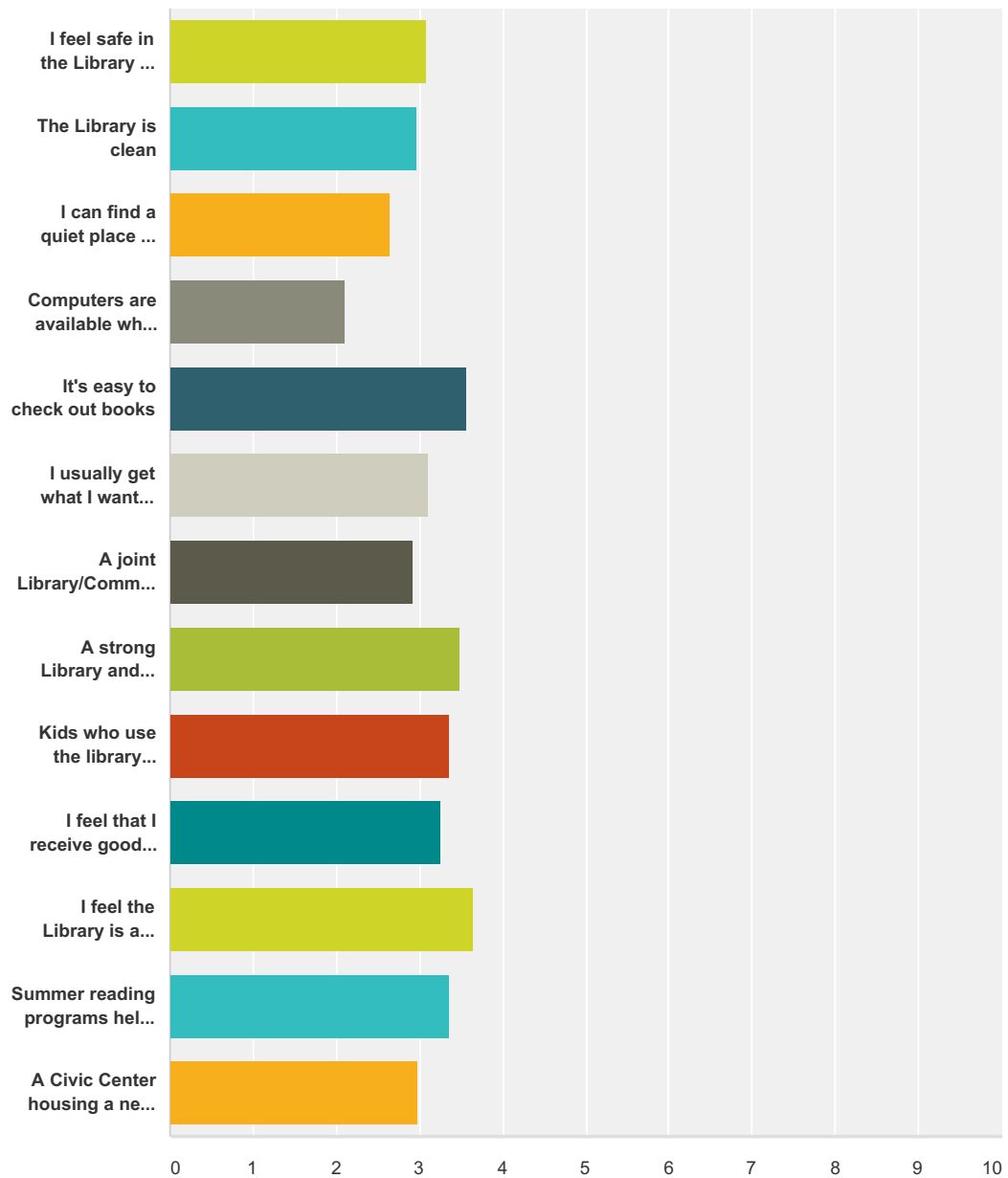
	Strongly Agree	Agree	Disagree	Strongly Disagree	Not Applicable	Total	Weighted Average
I feel safe in the Library or Community Learning Center	**48.08%** 25	**36.54%** 19	**1.92%** 1	**1.92%** 1	**11.54%** 6	52	3.08
The Library is clean	**39.22%** 20	**37.25%** 19	**13.73%** 7	**0.00%** 0	**9.80%** 5	51	2.96
I can find a quiet place in the Library	**32.00%** 16	**36.00%** 18	**14.00%** 7	**2.00%** 1	**16.00%** 8	50	2.66

Computers are available when I need them	**24.00%** 12	**34.00%** 17	**6.00%** 3	**0.00%** 0	**36.00%** 18	50	2.10
It's easy to check out books	**82.00%** 41	**8.00%** 4	**2.00%** 1	**0.00%** 0	**8.00%** 4	50	3.56
I usually get what I want when I use the Library	**48.00%** 24	**38.00%** 19	**2.00%** 1	**2.00%** 1	**10.00%** 5	50	3.12
A joint Library/Community Center is an exciting vision	**44.23%** 23	**30.77%** 16	**9.62%** 5	**3.85%** 2	**11.54%** 6	52	2.92
A strong Library and Community Center keeps our kids and seniors active and engaged	**69.23%** 36	**21.15%** 11	**3.85%** 2	**0.00%** 0	**5.77%** 3	52	3.48
Kids who use the library after school are less likely to get into trouble	**64.00%** 32	**20.00%** 10	**10.00%** 5	**0.00%** 0	**6.00%** 3	50	3.36
I feel that I receive good customer service at the Library	**67.31%** 35	**13.46%** 7	**7.69%** 4	**0.00%** 0	**11.54%** 6	52	3.25
I feel the Library is a good value	**84.62%** 44	**7.69%** 4	**1.92%** 1	**0.00%** 0	**5.77%** 3	52	3.65
Summer reading programs help prevent learning loss	**62.00%** 31	**28.00%** 14	**2.00%** 1	**0.00%** 0	**8.00%** 4	50	3.36
A Civic Center housing a new Library, Community Center, Police and Fire Stations will support a well educated, safe community.	**56.00%** 28	**16.00%** 8	**12.00%** 6	**2.00%** 1	**14.00%** 7	50	2.98

Q9 Please indicate how much you Agree or Disagree with the following statements about the website and catalog.

Answered: 48   Skipped: 9
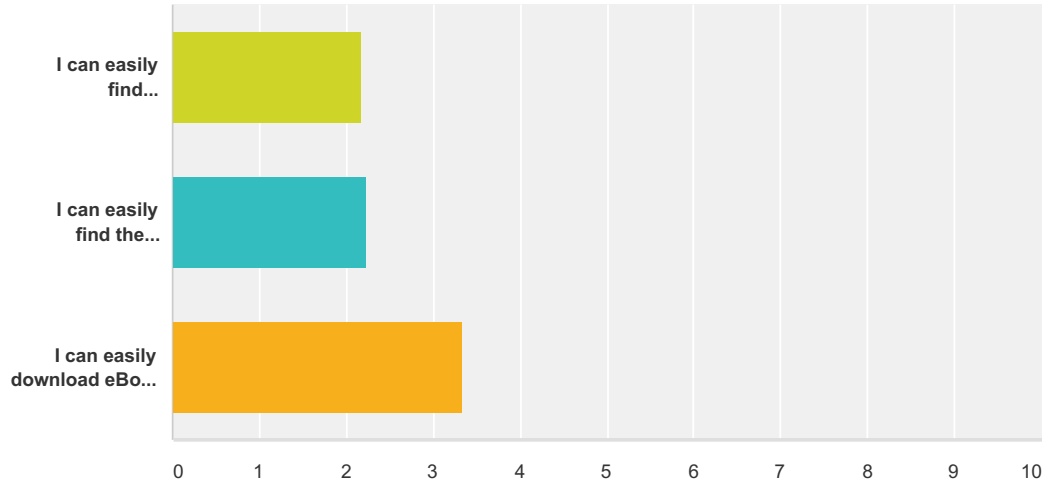
	Strongly Agree	Agree	Disagree	Strongly Disagree	Not Applicable	Total	Weighted Average
I can easily find information I am looking for on the Library's website	35.42% 17	41.67% 20	8.33% 4	0.00% 0	14.58% 7	48	2.17
I can easily find the materials I want in the online catalog	35.42% 17	41.67% 20	4.17% 2	2.08% 1	16.67% 8	48	2.23
I can easily download eBooks and other online resources	10.42% 5	35.42% 17	4.17% 2	8.33% 4	41.67% 20	48	3.35

#	Other thoughts?	Date
1	I'm basing my answers regarding "the website and catalog" as refering to ssf.bibliocommons.com, since this survey is titled "SSF Public Library." Fyi, the website and catalog I prefer to use (because I'm used to using it) is catalog.plsinfo.org.	7/21/2015 1:05 AM
2	I love the free compomentry cooking class library offers and love it don't need to pay which is nice	7/17/2015 4:05 PM
3	I try to use Blio, the county's ebook reader and it always crashes. Navigating all the sites that you need to visit to get ebooks can be an issue	7/15/2015 1:59 PM
4	My children have started to complain that there are too many noisy activities going on at the library (specifically the one on Grand Ave). Additionally, the roaming homeless population seems to have adopted this location as it's hangout, nap arena, playground, etc ... which makes it a less desirable location to have my kids go afterschool to work on their homework and play at the playground due to safety concerns (there doesn't seem to be anyone patrolling the area and clearing it out).	7/14/2015 2:15 PM

Q10 What are the most important materials the library should have to serve the whole community? Please rate the value of each item.

Answered: 47   Skipped: 10
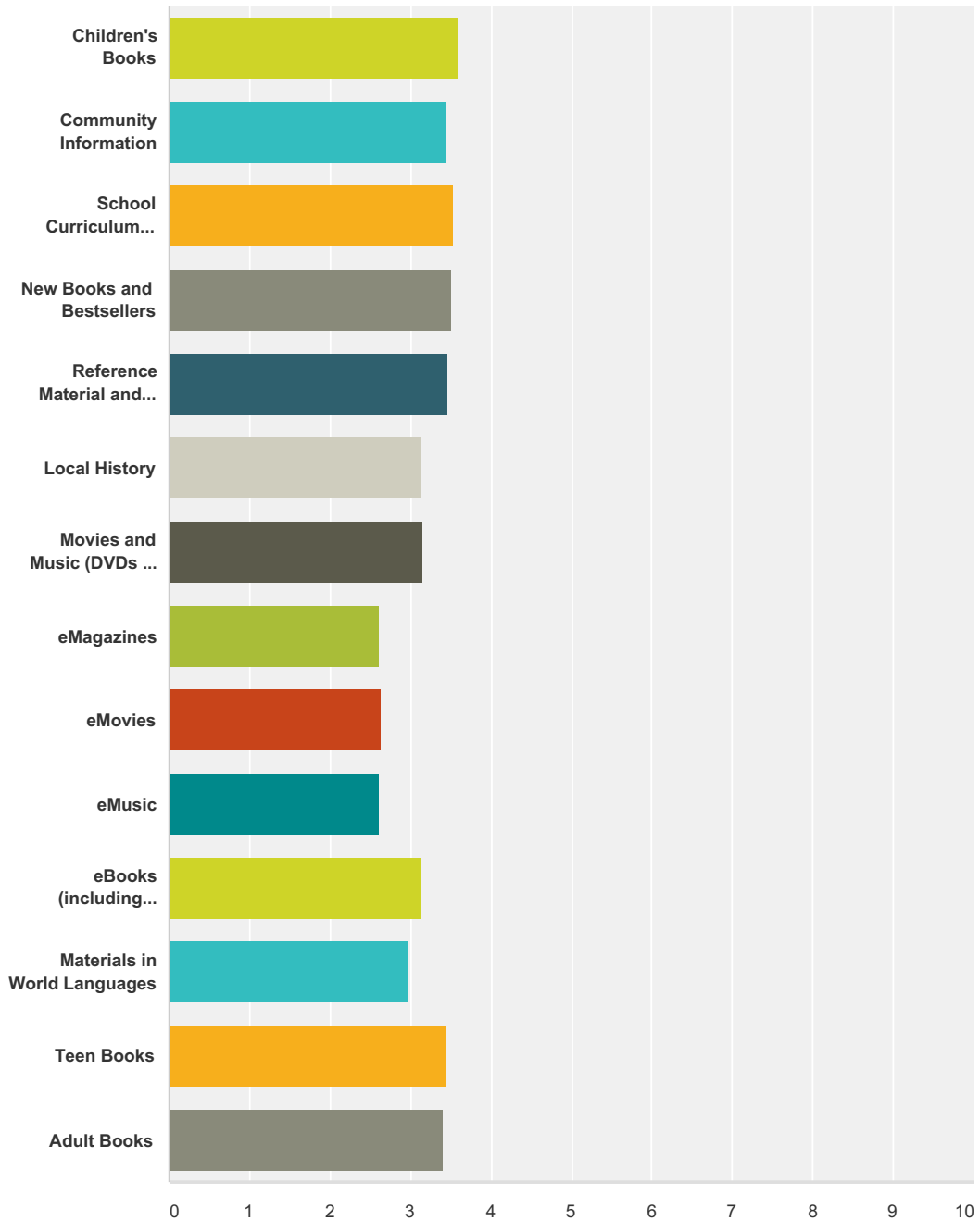
	No Value	Low Value	Valuable	Highest Value	Total	Weighted Average
Children's Books	0.00% 0	0.00% 0	40.00% 18	60.00% 27	45	3.60

Community Information	0.00% 0	6.38% 3	42.55% 20	51.06% 24	47	3.45
School Curriculum Support	0.00% 0	4.44% 2	37.78% 17	57.78% 26	45	3.53
New Books and Bestsellers	0.00% 0	2.22% 1	44.44% 20	53.33% 24	45	3.51
Reference Material and Resources	0.00% 0	8.51% 4	36.17% 17	55.32% 26	47	3.47
Local History	4.26% 2	12.77% 6	48.94% 23	34.04% 16	47	3.13
Movies and Music (DVDs and CDs)	4.44% 2	11.11% 5	48.89% 22	35.56% 16	45	3.16
eMagazines	9.52% 4	28.57% 12	54.76% 23	7.14% 3	42	2.60
eMovies	13.33% 6	22.22% 10	51.11% 23	13.33% 6	45	2.64
eMusic	6.82% 3	31.82% 14	54.55% 24	6.82% 3	44	2.61
eBooks (including eAudiobooks)	0.00% 0	16.28% 7	53.49% 23	30.23% 13	43	3.14
Materials in World Languages	6.67% 3	20.00% 9	44.44% 20	28.89% 13	45	2.96
Teen Books	0.00% 0	2.27% 1	50.00% 22	47.73% 21	44	3.45
Adult Books	4.55% 2	0.00% 0	45.45% 20	50.00% 22	44	3.41

#	Any additional comments on materials?	Date
1	Would love to see books in Spanish from Mexico, or other Spanish-speaking countries. I base this on some children's books in Spanish from the USA that I've checked out -- the translations are not good and/or correct.	7/21/2015 1:11 AM
2	My kids enjoy the graphic novels. I would like to see video games available to borrow.	7/14/2015 4:31 PM

Q11 How important are these Library services and their associated resources? Please rate all choices from least value to highest value.
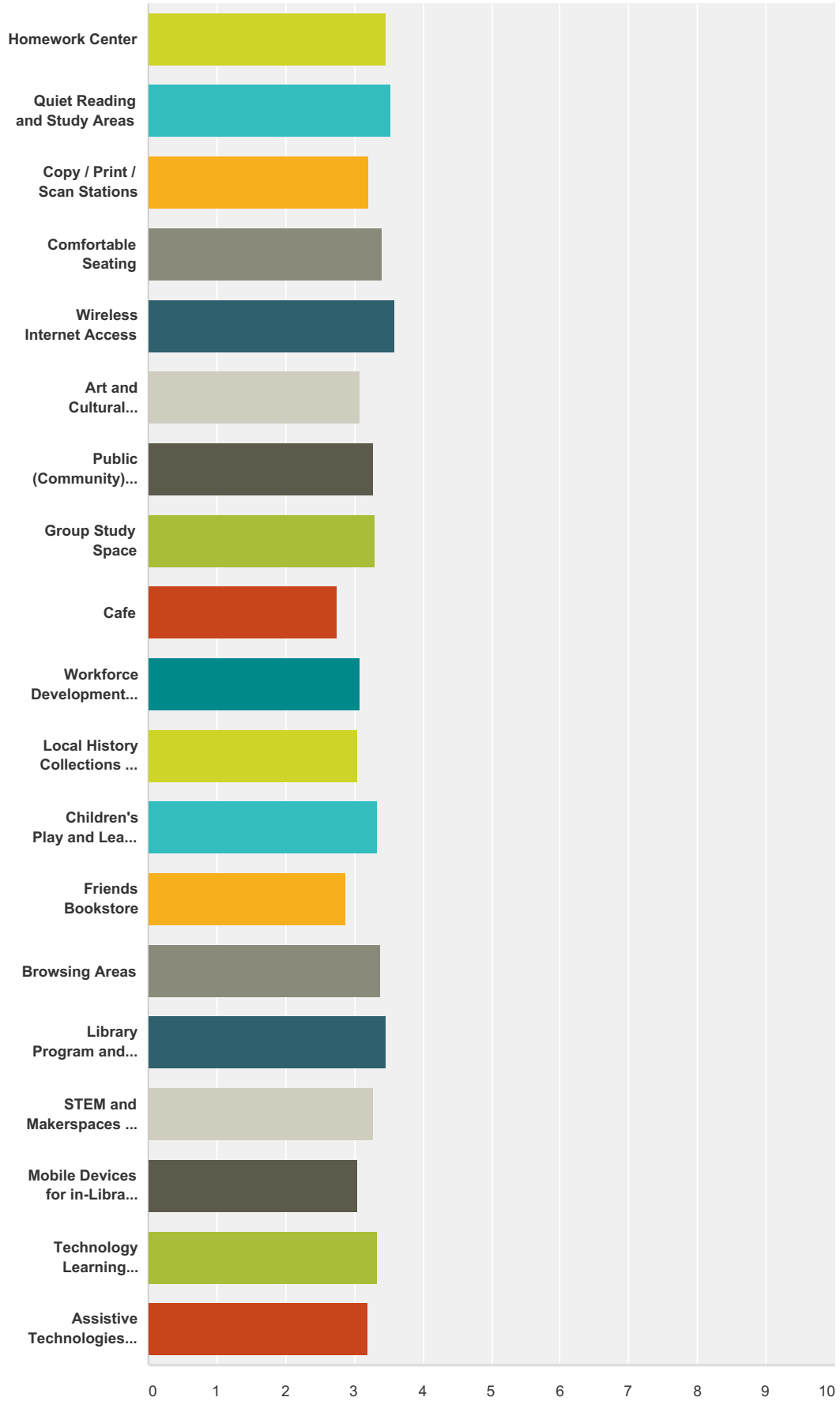
Answered: 47   Skipped: 10
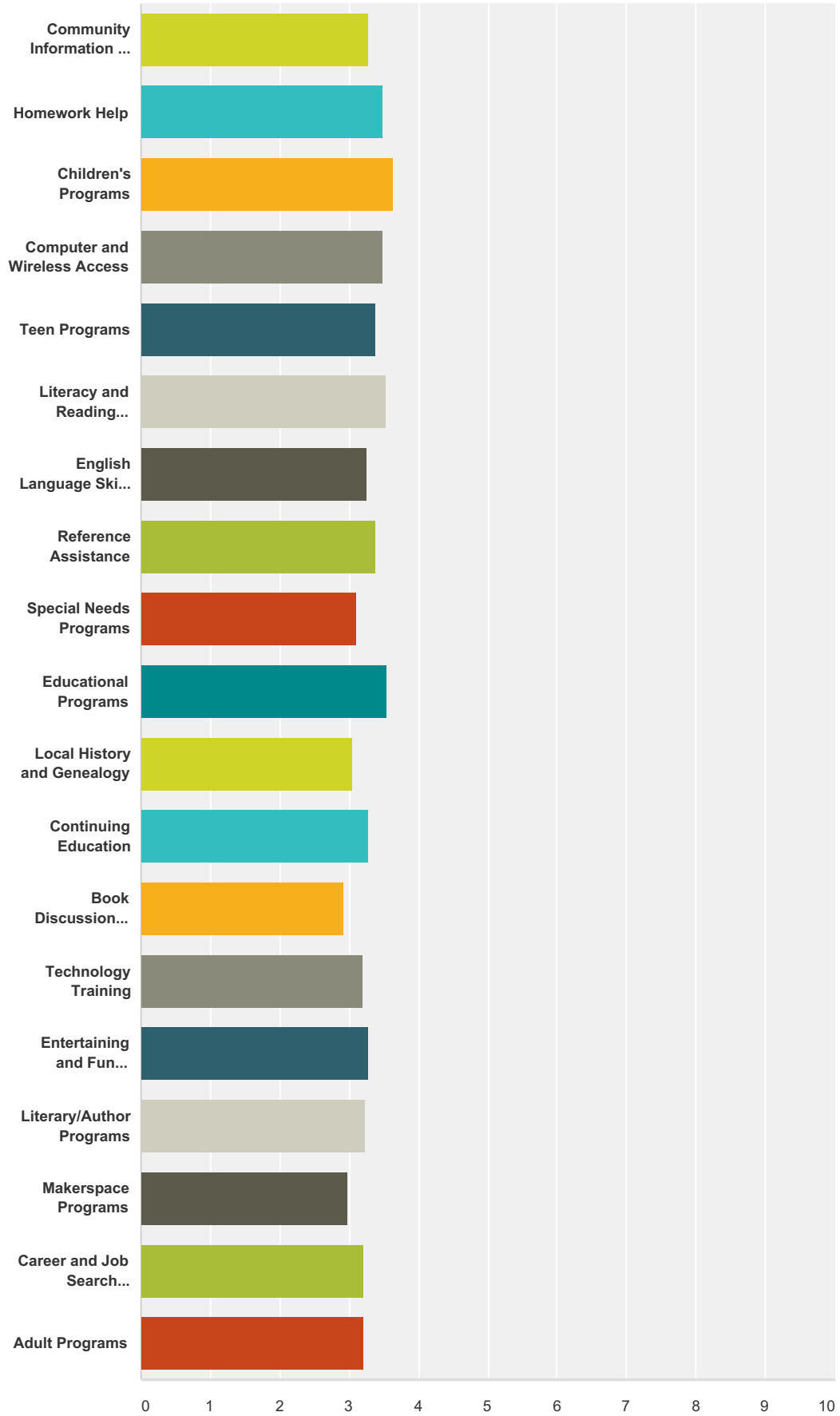
South San Francisco Public Library | Community Survey_rev1

	No Value	Low Value	Valuable	Highest Value	Total	Weighted Average
Community Information and Referral	0.00% 0	6.52% 3	58.70% 27	34.78% 16	46	3.28
Homework Help	2.17% 1	4.35% 2	36.96% 17	56.52% 26	46	3.48
Children's Programs	2.13% 1	0.00% 0	29.79% 14	68.09% 32	47	3.64
Computer and Wireless Access	2.13% 1	2.13% 1	40.43% 19	55.32% 26	47	3.49
Teen Programs	2.17% 1	2.17% 1	50.00% 23	45.65% 21	46	3.39
Literacy and Reading Programs	0.00% 0	0.00% 0	46.67% 21	53.33% 24	45	3.53
English Language Skills Support	2.13% 1	6.38% 3	55.32% 26	36.17% 17	47	3.26
Reference Assistance	2.27% 1	2.27% 1	50.00% 22	45.45% 20	44	3.39
Special Needs Programs	2.13% 1	14.89% 7	53.19% 25	29.79% 14	47	3.11
Educational Programs	0.00% 0	4.35% 2	36.96% 17	58.70% 27	46	3.54
Local History and Genealogy	6.38% 3	10.64% 5	55.32% 26	27.66% 13	47	3.04
Continuing Education	2.17% 1	8.70% 4	47.83% 22	41.30% 19	46	3.28
Book Discussion Groups	0.00% 0	19.57% 9	67.39% 31	13.04% 6	46	2.93
Technology Training	2.27% 1	15.91% 7	40.91% 18	40.91% 18	44	3.20
Entertaining and Fun Programs	4.35% 2	4.35% 2	50.00% 23	41.30% 19	46	3.28
Literary/Author Programs	0.00% 0	13.95% 6	48.84% 21	37.21% 16	43	3.23
Makerspace Programs	6.82% 3	15.91% 7	50.00% 22	27.27% 12	44	2.98
Career and Job Search Assistance	2.22% 1	13.33% 6	44.44% 20	40.00% 18	45	3.22
Adult Programs	2.22% 1	6.67% 3	57.78% 26	33.33% 15	45	3.22

#	Any additional comments on services?	Date
1	I've been to forums/talks that take place at the back of the Orange branch at the window niche. This must be annoying to those who go to the library seeking a quiet space to study, etc. But the downstairs auditorium is unwelcoming. Any way to make it more welcoming? Will this be addressed in the design of the renovation?	7/21/2015 1:11 AM

Q12 What spatial environments and amenities should the Library have? Please rate the importance of each.

Answered: 47   Skipped: 10

South San Francisco Public Library | Community Survey_rev1

A horizontal bar chart with the following categories and approximate values:

Category	Value
Homework Center	~3.5
Quiet Reading and Study Areas	~3.5
Copy / Print / Scan Stations	~3.2
Comfortable Seating	~3.4
Wireless Internet Access	~3.6
Art and Cultural...	~3.1
Public (Community)...	~3.3
Group Study Space	~3.3
Cafe	~2.8
Workforce Development...	~3.1
Local History Collections ...	~3.1
Children's Play and Lea...	~3.4
Friends Bookstore	~2.9
Browsing Areas	~3.4
Library Program and...	~3.5
STEM and Makerspaces ...	~3.3
Mobile Devices for in-Libra...	~3.1
Technology Learning...	~3.4
Assistive Technologies...	~3.2

	No Value	Low Value	Valuable	Highest Value	Total	Weighted Average
Homework Center	0.00% 0	4.35% 2	45.65% 21	50.00% 23	46	3.46
Quiet Reading and Study Areas	0.00% 0	2.13% 1	42.55% 20	55.32% 26	47	3.53
Copy / Print / Scan Stations	2.22% 1	4.44% 2	62.22% 28	31.11% 14	45	3.22
Comfortable Seating	0.00% 0	4.35% 2	50.00% 23	45.65% 21	46	3.41
Wireless Internet Access	0.00% 0	2.13% 1	36.17% 17	61.70% 29	47	3.60
Art and Cultural Exhibit Space	0.00% 0	14.89% 7	61.70% 29	23.40% 11	47	3.09
Public (Community) Meeting Rooms	0.00% 0	13.64% 6	45.45% 20	40.91% 18	44	3.27
Group Study Space	0.00% 0	6.52% 3	56.52% 26	36.96% 17	46	3.30
Cafe	6.52% 3	30.43% 14	43.48% 20	19.57% 9	46	2.76
Workforce Development Space	2.22% 1	17.78% 8	48.89% 22	31.11% 14	45	3.09
Local History Collections / Displays	4.26% 2	6.38% 3	70.21% 33	19.15% 9	47	3.04
Children's Play and Learn Area	2.17% 1	6.52% 3	45.65% 21	45.65% 21	46	3.35
Friends Bookstore	6.67% 3	17.78% 8	55.56% 25	20.00% 9	45	2.89
Browsing Areas	0.00% 0	10.87% 5	39.13% 18	50.00% 23	46	3.39
Library Program and Performance Space	2.17% 1	6.52% 3	34.78% 16	56.52% 26	46	3.46
STEM and Makerspaces (3D printers, interactive learning, etc.)	2.17% 1	8.70% 4	47.83% 22	41.30% 19	46	3.28
Mobile Devices for in-Library check-out (laptops, iPads)	4.55% 2	13.64% 6	54.55% 24	27.27% 12	44	3.05
Technology Learning Stations	0.00% 0	8.51% 4	48.94% 23	42.55% 20	47	3.34
Assistive Technologies and Equipment	0.00% 0	11.63% 5	58.14% 25	30.23% 13	43	3.19

#	Any additional comments on environments and amenities?	Date
1	Although a cafe sounds nice (reading and coffee or tea seem to go together). But I am against food in the library. It's either a library or a cafe, not both. Besides, bringing food and drink to the vicinity of library materials are just spills and accidents waiting to happen. I'd really hate to see a renovated library be defaced by soiled carpets and fabric chairs, or food crumbs between the pages of the latest edition of the best seller the libray just got in. I'm an advocate for "NO FOOD OR BEVERAGES ALLOWED." My only exception would be bottled water. Everyone needs to hydrate.	7/21/2015 1:22 AM
2	In my previous position as a trainer in non profit management, I used libraries throughout the county & the Peninsula Community Foundation for my trainings. Space was free (almost 10 years ago); I'm presuming SSF Library and other libraries no longer have the space.	7/15/2015 1:36 PM

Q13 How likely is it that you would recommend the South San Francisco Public Library to a friend or colleague?

Answered: 45   Skipped: 12
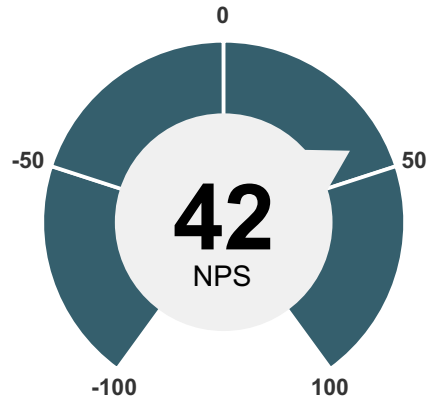
Detractors (0-6)	Passives (7-8)	Promoters (9-10)	Net Promoter® Score
20%	**18%**	**62%**	**42**
9	8	28	

Q14 What do you think a library will be like 10 years from now?

Answered: 28   Skipped: 29

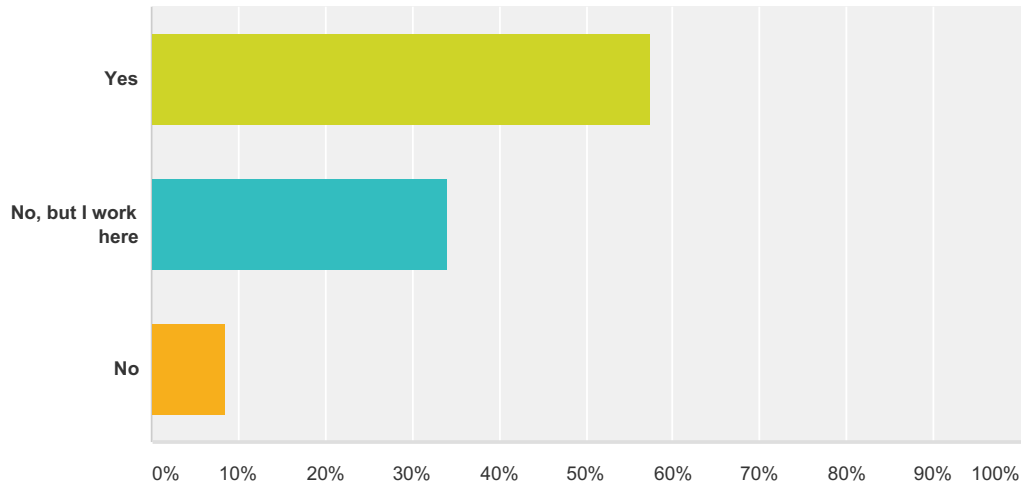| #	Responses	Date
1	A library 10 yrs from now will be a reflection of the needs of its users. A good library will listen to its users, as you are trying to do now. Thanks.	7/21/2015 1:22 AM
2	It will be even better than ever	7/17/2015 4:07 PM
3	Hopefully better funded, with the librarians making more money and having more (and better) resources to assist the patrons with.	7/17/2015 3:38 PM
4	A technology center	7/16/2015 2:46 PM
5	more computers, and work stations	7/15/2015 2:19 PM
6	more technology, less staff	7/15/2015 2:03 PM
7	Multi-dimensional. Of course, it all depends on funding. It depends as well on marketing, sophistication, educational level and the voters of any particular city.	7/15/2015 1:36 PM
8	Multiple floor expansion, more parking, a lot more maker space technology besides the 3d printer, study group rooms a bigger book collection.	7/14/2015 8:34 PM
9	Instead of computers of today; it would use art glass developed by Corning.	7/14/2015 4:53 PM
10	High tech with more activities.	7/14/2015 4:34 PM
11	innovative	7/14/2015 4:30 PM
12	Smaller; everyone accesses online; those who don't have computer access at home will likely continue to use the library; Hardback books inventory will drop	7/14/2015 4:24 PM
13	Probably a national online library where you can view books, magazines, newpapers online, as well as view movies and music online.	7/14/2015 4:04 PM
14	An amazing larger and modernized library with many research resources, with study/meeting rooms.	7/14/2015 3:54 PM
15	heavily visited	7/14/2015 2:35 PM
16	An educational extension that serves many of our students and community members.	7/14/2015 2:33 PM
17	Hopefully very much the same, but with more access to new technologies and classes to help people learn them.	7/14/2015 2:21 PM
18	more computers than books	7/14/2015 2:11 PM
19	More technologically advanced.	7/14/2015 2:10 PM
20	The leader of Internet friendly	7/14/2015 8:55 AM
21	The same	7/14/2015 2:59 AM
22	Lots more connection to technology and curated content of on-line materials. Lots of focus on local community	7/13/2015 2:52 PM
23	A lot more electronic resources but continuing to be a gathering space. A place where youth can go to associate and feel safe.	7/13/2015 2:01 PM
24	Sadly, fewer printed items; more electronics	7/13/2015 1:47 PM
25	more connected with other city departments; central hub for community resources and entertainment center	7/11/2015 10:15 PM
26	The go to place to find out what is happening in SSF. The first place you look for all kinds of info!	7/11/2015 12:29 PM
27	Different then it is now - more of a shared, mixed use space.	7/11/2015 5:43 AM
28	vibrant, fun, community based	7/10/2015 1:58 PM

Q15 Is there anything else you would like to tell us?

Answered: 13   Skipped: 44

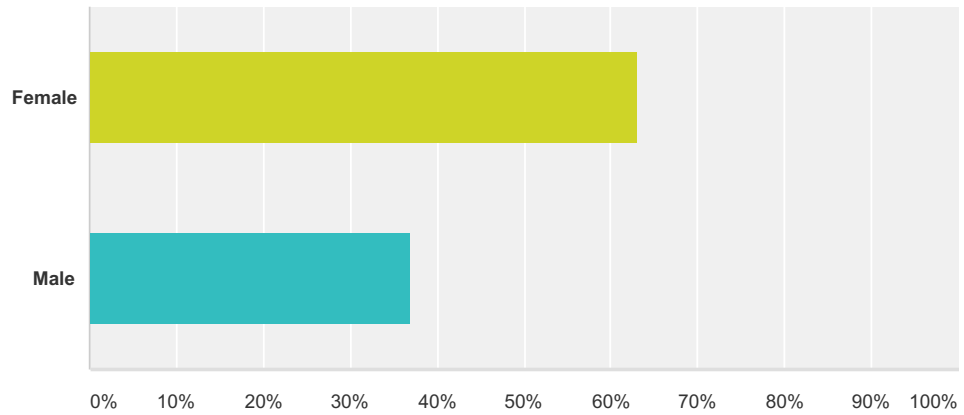| #	Responses	Date
1	I would suggest a more colorful children's section at the Orange branch. Or is it the drab-colored carpet that overcasts that section? I'm guessing the design of the Orange branch is about 50's era. So, yes! It's time to modernize it with the renovation!! New and bright carpet! Excellent lighting! Etc!	7/21/2015 1:22 AM
2	That all	7/17/2015 4:07 PM
3	I love libraries, but I hate that some are so obviously neglected. They are such important and great tools, fountains of knowledge that provide great services to the community that it is unfortunate and sad to see them neglected and in disarray.	7/17/2015 3:38 PM
4	Awesome !!!	7/15/2015 2:19 PM
5	Been impressed lately with what SSF Library has been offering in terms of programming. I spent my childhood in libraries. Was at the Orange a couple of weeks ago, it was busy, noisy and crowded. Not an easy place to read the Decline and Fall of the Roman Empire.	7/15/2015 1:36 PM
6	I love the library it's great for my kid!	7/14/2015 8:34 PM
7	No	7/14/2015 4:53 PM
8	I believe Redwood City residents have zinio. Perhaps South City can have that as well.	7/14/2015 4:04 PM
9	good learning came from good libraries	7/14/2015 2:35 PM
10	Let the Parks and Recreation department provide recreational activities. The library should be a quiet place to go to read and work on quiet projects and/or homework/research, etc ...	7/14/2015 2:19 PM
11	Should be the place where think tanks go to find solutions...??	7/14/2015 8:55 AM
12	For a public commuter like me, the library should be located in ecr where it is easily accessible	7/14/2015 2:59 AM
13	The kids programs are magnificent	7/13/2015 2:01 PM

Q16 Do you live in South San Francisco?

Answered: 47   Skipped: 10

Answer Choices	Responses	
Yes	**57.45%**	27
No, but I work here	**34.04%**	16
No	**8.51%**	4
Total		**47**

Q17 What is your gender?

Answered: 46   Skipped: 11

Answer Choices	Responses	
Female	**63.04%**	29
Male	**36.96%**	17
Total		**46**

Q18 What is Your Age Group?

Answered: 46   Skipped: 11
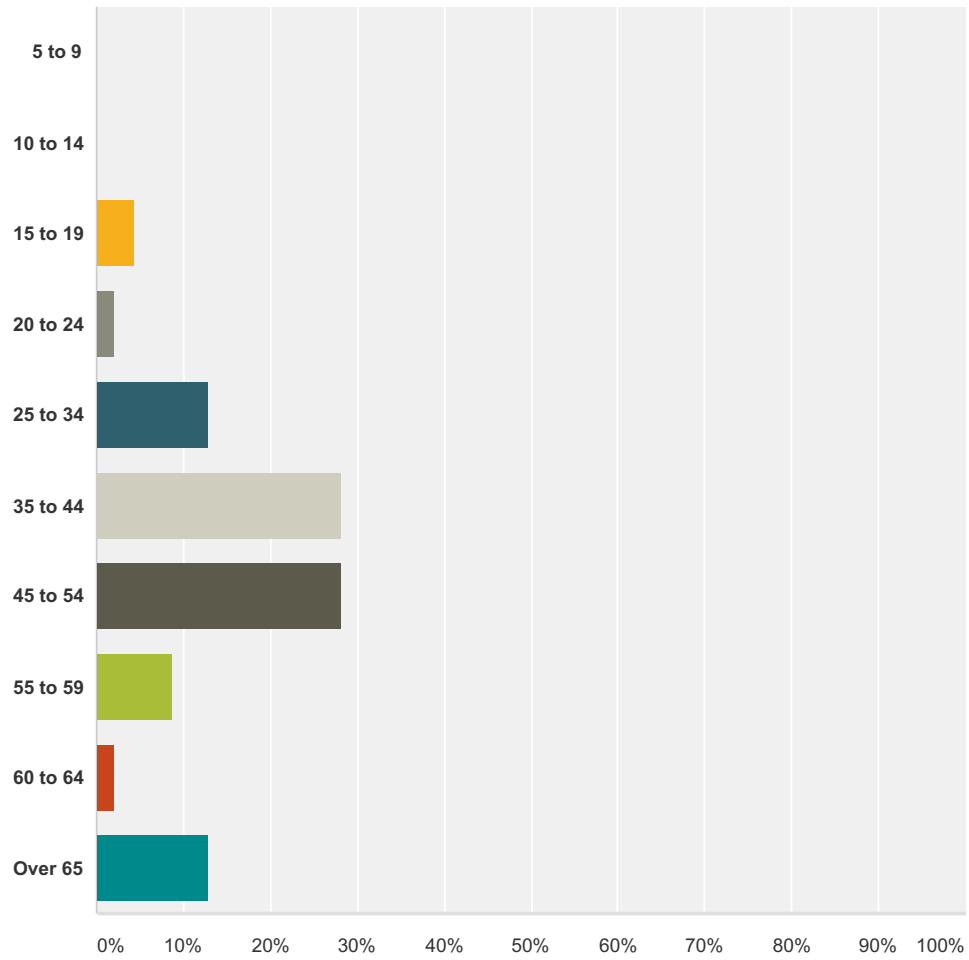
Answer Choices	Responses	
5 to 9	0.00%	0
10 to 14	0.00%	0
15 to 19	4.35%	2
20 to 24	2.17%	1
25 to 34	13.04%	6
35 to 44	28.26%	13
45 to 54	28.26%	13
55 to 59	8.70%	4
60 to 64	2.17%	1
Over 65	13.04%	6
Total		**46**

Q19 What is your preferred language?

Answered: 47   Skipped: 10
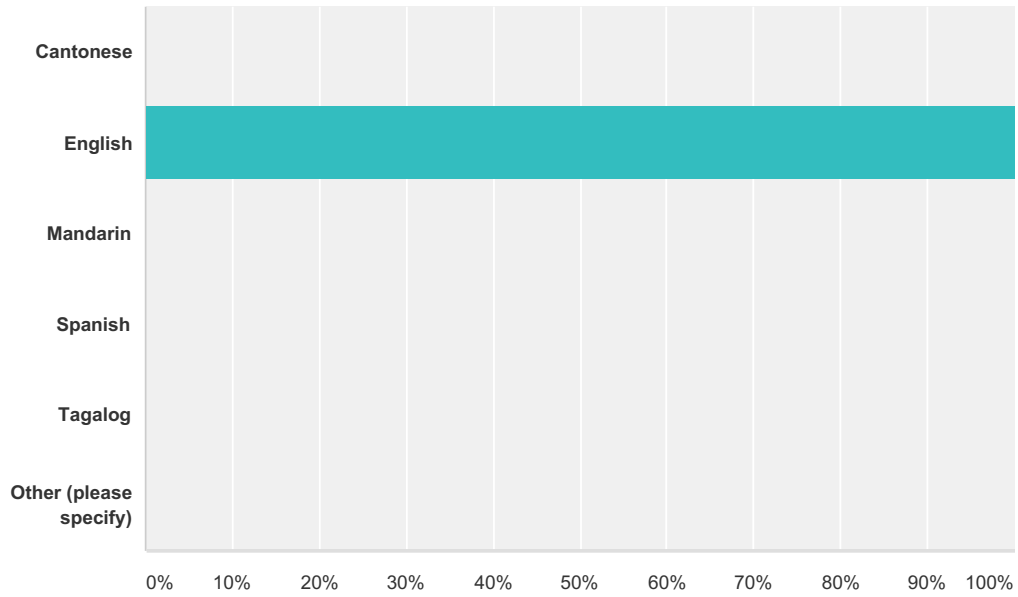
Answer Choices	Responses	
Cantonese	0.00%	0
English	100.00%	47
Mandarin	0.00%	0
Spanish	0.00%	0
Tagalog	0.00%	0
Other (please specify)	0.00%	0
Total		47

#	Other (please specify)	Date
	There are no responses.	

Q20 Do you have access to a computer at home or for personal use at work?

Answered: 47   Skipped: 10
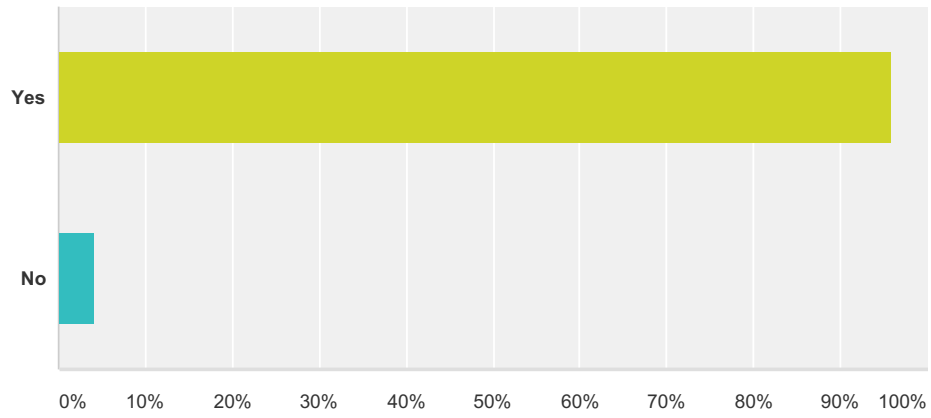
Answer Choices	Responses	
Yes	**95.74%**	45
No	**4.26%**	2
Total		**47**

Q21 Do you have broadband (high speed) access to the Internet at home or for personal use at work?

Answered: 47   Skipped: 10
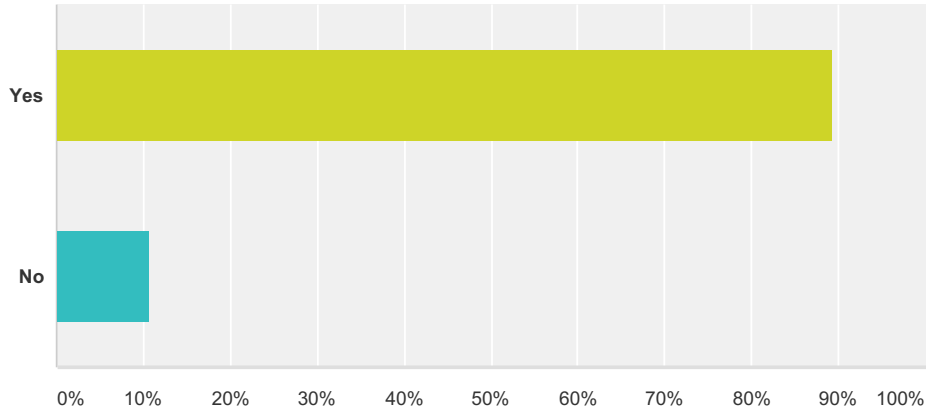
Answer Choices	Responses	
Yes	**89.36%**	42
No	**10.64%**	5
Total		**47**