

# Future Directions Survey (2015)



## Report on results of community *Future Directions* survey (Jan-Jun 2015)

### Have you watched our short slide show of potential library services?

Response	Chart	Percentage	Count
Yes		75.64%	295
No		24.36%	95
		<b>Total Responses</b>	<b>390</b>

### On average how often do you visit a library?

Response	Chart	Percentage	Count
Several times a week		17.50%	70
Once a week		18.00%	72
More than once a month		21.50%	86
Several times a year		21.25%	85
Rarely		17.50%	70
Never		4.25%	17
		<b>Total Responses</b>	<b>400</b>

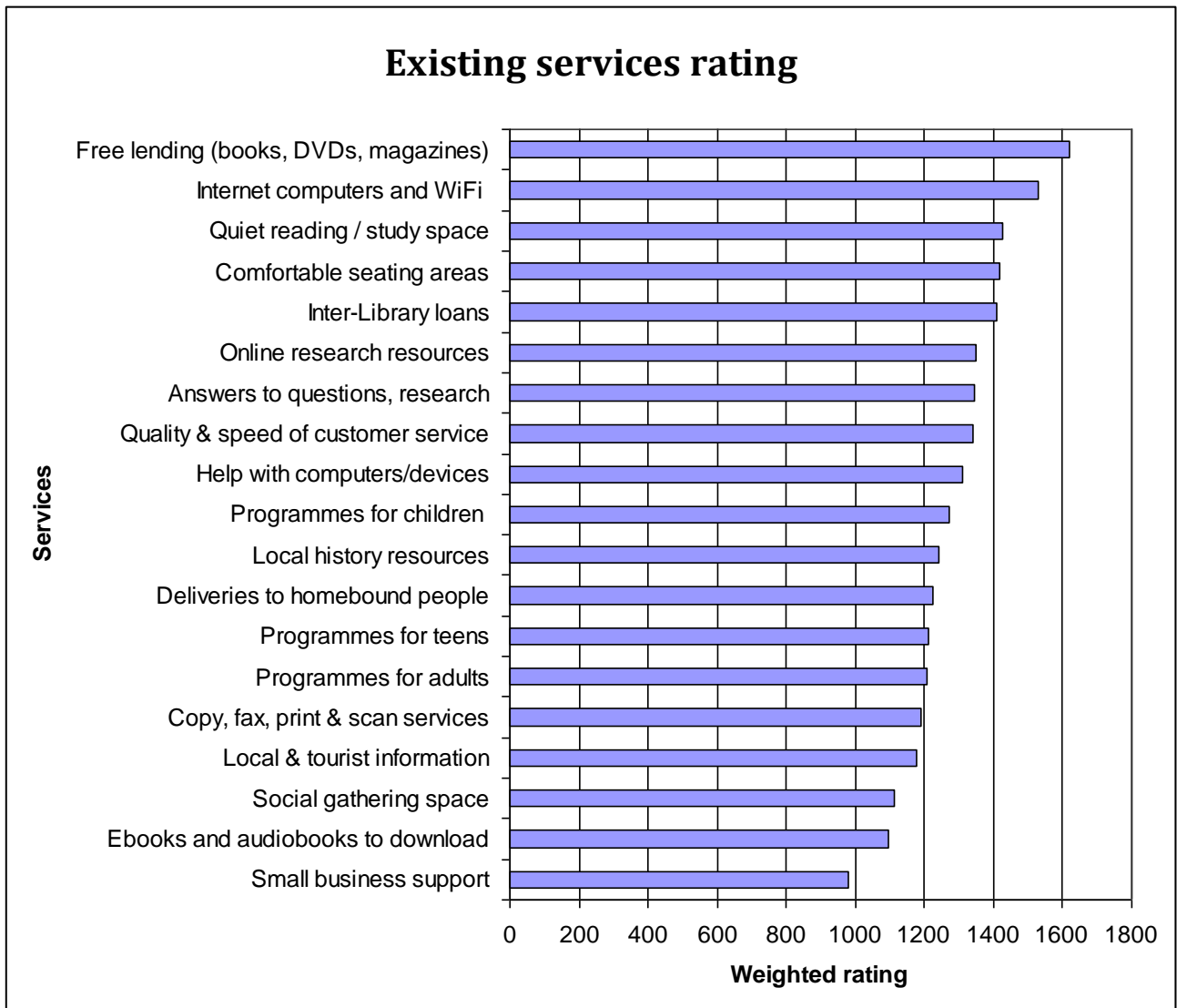
### How would you rate each of the following current library services?

Detailed responses:

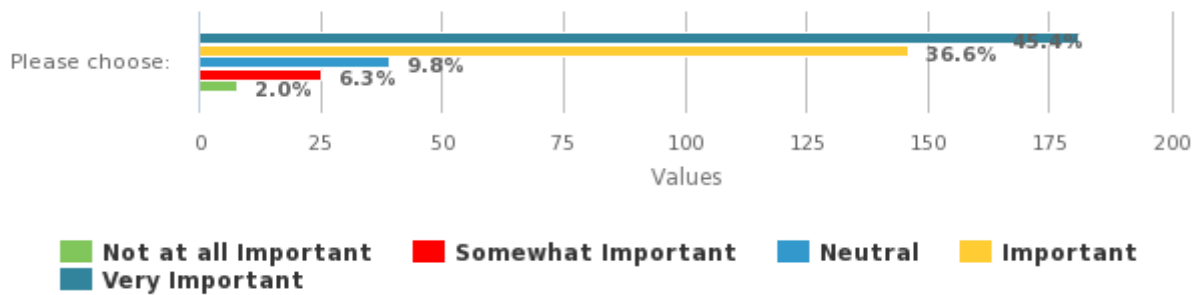
	Not needed	Unimportant	Neutral	Important	Essential	Total Responses	Mean
Quality & speed of customer service	5 (1.3%)	8 (2.0%)	58 (14.6%)	209 (52.5%)	118 (29.6%)	398	3.36
Free lending (books, DVDs, magazines)	5 (1.2%)	3 (0.8%)	33 (8.2%)	119 (29.8%)	240 (60.0%)	400	4.05
Ebooks and audiobooks to download	26 (6.5%)	18 (4.5%)	125 (31.2%)	150 (37.5%)	81 (20.2%)	400	2.74

Programmes for children	28 (7.0%)	15 (3.8%)	70 (17.5%)	146 (36.5%)	141 (35.2%)	400	3.17
Programmes for adults (talks, workshops)	10 (2.5%)	10 (2.5%)	86 (21.5%)	217 (54.2%)	77 (19.2%)	400	3.02
Programmes for teens	24 (6.0%)	9 (2.2%)	82 (20.5%)	182 (45.5%)	103 (25.8%)	400	3.02
Internet computers and WiFi	9 (2.2%)	6 (1.5%)	43 (10.8%)	131 (32.8%)	211 (52.8%)	400	3.83
Help with computers/devices	13 (3.2%)	13 (3.2%)	67 (16.8%)	179 (44.8%)	128 (32.0%)	400	3.28
Online research resources	10 (2.5%)	7 (1.8%)	61 (15.2%)	191 (47.8%)	131 (32.8%)	400	3.37
Comfortable seating areas	2 (0.5%)	11 (2.8%)	54 (13.5%)	182 (45.5%)	151 (37.8%)	400	3.54
Social gathering space	13 (3.2%)	26 (6.5%)	120 (30.0%)	173 (43.2%)	68 (17.0%)	400	2.78
Quiet reading / study space	4 (1.0%)	5 (1.2%)	52 (13.0%)	187 (46.8%)	152 (38.0%)	400	3.56
Copy, fax, print & scan services	13 (3.2%)	18 (4.5%)	100 (25.0%)	180 (45.0%)	89 (22.2%)	400	2.98
Inter-Library loans	8 (2.0%)	15 (3.8%)	66 (16.5%)	142 (35.5%)	169 (42.2%)	400	3.52
Answers to questions, research help	8 (2.0%)	4 (1.0%)	65 (16.2%)	198 (49.5%)	125 (31.2%)	400	3.36
Local history resources	10 (2.5%)	10 (2.5%)	94 (23.5%)	188 (47.0%)	98 (24.5%)	400	3.10
Local & tourist information	12 (3.0%)	15 (3.8%)	99 (24.8%)	196 (49.0%)	78 (19.5%)	400	2.95
Small business support	30 (7.5%)	27 (6.8%)	141 (35.2%)	154 (38.5%)	48 (12.0%)	400	2.45
Deliveries to homebound people	23 (5.8%)	8 (2.0%)	86 (21.5%)	174 (43.5%)	109 (27.3%)	400	3.06

**Current Services ranked:**



**Overall, how important is the library to you and your family?**

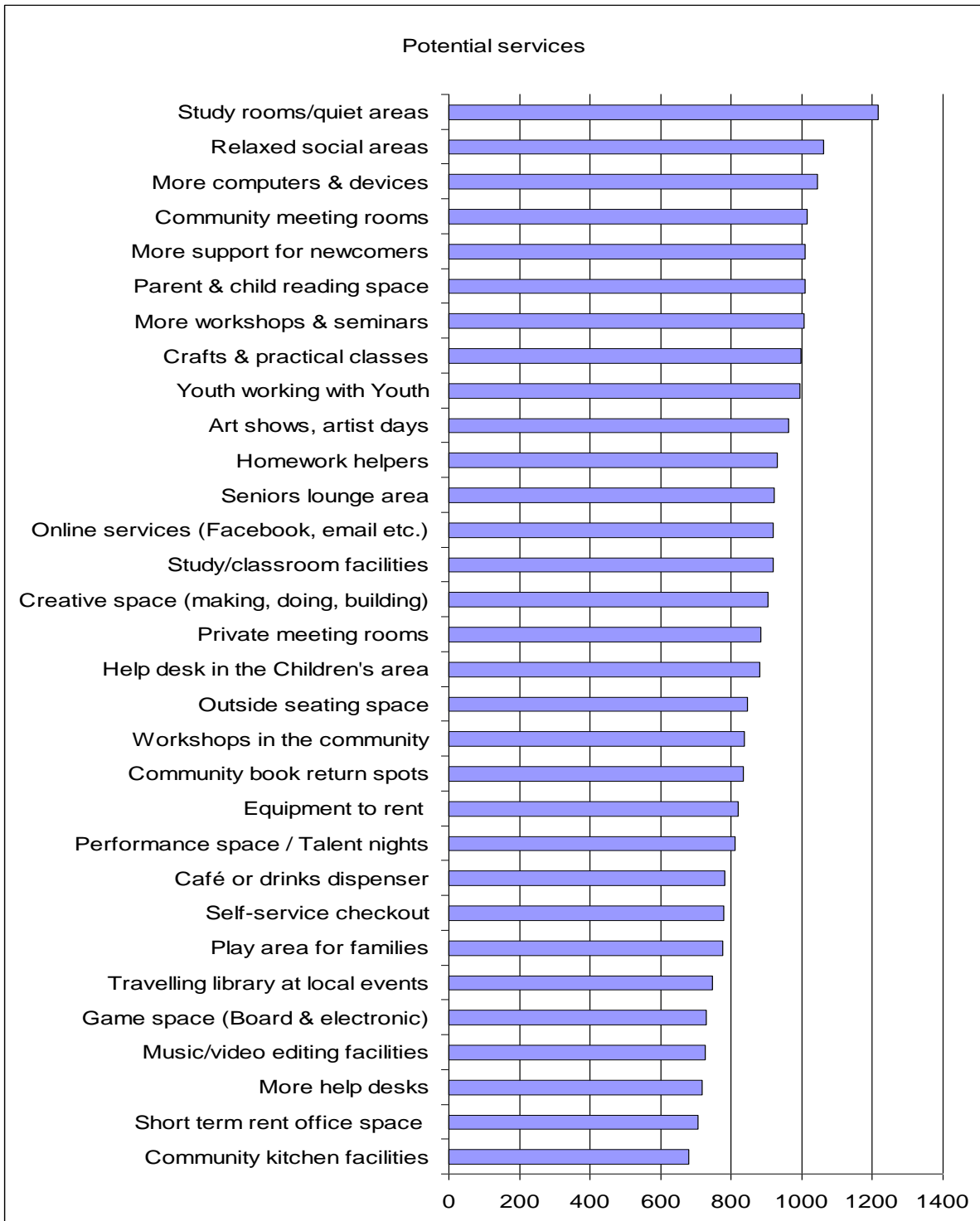


## How would you rate each of the following potential new or expanded services?

	Not needed	Unimportant	Neutral	Important	Essential	Total Responses	Mean
Self-service checkout	42 (10.91%)	50 (12.99%)	155 (40.26%)	115 (29.87%)	23 (5.97%)	385	2.021
Equipment to rent (e-readers, laptops, fishing poles?)	36 (9.35%)	48 (12.47%)	150 (38.96%)	123 (31.95%)	28 (7.27%)	385	2.132
Seniors lounge area	22 (5.71%)	26 (6.75%)	166 (43.12%)	134 (34.81%)	37 (9.61%)	385	2.397
Relaxed social seating / meeting areas	14 (3.64%)	23 (5.97%)	93 (24.16%)	204 (52.99%)	51 (13.25%)	385	2.758
Study rooms/quiet reading areas	11 (2.86%)	7 (1.82%)	69 (17.92%)	204 (52.99%)	94 (24.42%)	385	3.158
Community meeting rooms	24 (6.23%)	13 (3.38%)	124 (32.21%)	171 (44.42%)	53 (13.77%)	385	2.636
Private meeting rooms	32 (8.31%)	28 (7.27%)	163 (42.34%)	124 (32.21%)	38 (9.87%)	385	2.296
Online group study /classroom facilities	24 (6.23%)	22 (5.71%)	165 (42.86%)	139 (36.10%)	35 (9.09%)	385	2.390
Crafts & practical classes	21 (5.45%)	20 (5.19%)	128 (33.25%)	169 (43.90%)	47 (12.21%)	385	2.590
Community kitchen facilities	55 (14.32%)	65 (16.93%)	167 (43.49%)	75 (19.53%)	22 (5.73%)	384	1.768
Music/video recording & editing facilities	54 (14.03%)	56 (14.55%)	166 (43.12%)	76 (19.74%)	33 (8.57%)	385	1.888
Creative space (making, doing, building)	33 (8.57%)	33 (8.57%)	154 (40.00%)	115 (29.87%)	50 (12.99%)	385	2.345
Performance space / Talent nights	40 (10.39%)	52 (13.51%)	149 (38.70%)	109 (28.31%)	35 (9.09%)	385	2.109
Art shows, artist days	22 (5.71%)	37 (9.61%)	131 (34.03%)	145 (37.66%)	50 (12.99%)	385	2.499
Café or drinks dispenser	51 (13.25%)	42 (10.91%)	161 (41.82%)	93 (24.16%)	38 (9.87%)	385	2.031

Short term rent office / meeting space	46 (11.95%)	58 (15.06%)	188 (48.83%)	73 (18.96%)	20 (5.19%)	385	1.836
Game space (Board games, Wii, Xbox, Online games)	54 (14.03%)	57 (14.81%)	159 (41.30%)	83 (21.56%)	32 (8.31%)	385	1.896
Online services (Facebook book clubs, ask us by email, etc.)	28 (7.27%)	36 (9.35%)	141 (36.62%)	135 (35.06%)	45 (11.69%)	385	2.390
More workshops & seminars	20 (5.19%)	18 (4.68%)	145 (37.66%)	146 (37.92%)	56 (14.55%)	385	2.613
More computers & devices	24 (6.23%)	11 (2.86%)	127 (32.99%)	156 (40.52%)	67 (17.40%)	385	2.712
Homework helpers	37 (9.61%)	15 (3.90%)	124 (32.21%)	170 (44.16%)	39 (10.13%)	385	2.418
Play area for families	55 (14.32%)	43 (11.20%)	145 (37.76%)	104 (27.08%)	37 (9.64%)	384	2.018
Parent & child reading space	34 (8.83%)	20 (5.19%)	98 (25.45%)	169 (43.90%)	64 (16.62%)	385	2.621
Help desk in the Children's area	41 (10.65%)	33 (8.57%)	129 (33.51%)	139 (36.10%)	43 (11.17%)	385	2.291
Youth working with Youth	29 (7.53%)	13 (3.38%)	117 (30.39%)	176 (45.71%)	50 (12.99%)	385	2.587
More support for newcomers	19 (4.95%)	15 (3.91%)	129 (33.59%)	175 (45.57%)	46 (11.98%)	384	2.628
Community book return locations	42 (10.91%)	32 (8.31%)	162 (42.08%)	113 (29.35%)	36 (9.35%)	385	2.164
Workshops out in the community	34 (8.83%)	29 (7.53%)	173 (44.94%)	124 (32.21%)	25 (6.49%)	385	2.177
Travelling library (join & borrow at local events)	50 (12.99%)	37 (9.61%)	172 (44.68%)	107 (27.79%)	19 (4.94%)	385	1.940
Outside seating space	43 (11.17%)	37 (9.61%)	141 (36.62%)	125 (32.47%)	39 (10.13%)	385	2.197
More help desks	51 (13.25%)	33 (8.57%)	201 (52.21%)	83 (21.56%)	17 (4.42%)	385	1.865

Potential Services ranked:



### What service is the most important to you?

The 323 response(s) to this question can be found in the appendix.

### How old are you?

Response	Chart	Percentage	Count
12 or under		1.88%	7
13-18		18.01%	67
19-25		5.11%	19
26-45		19.62%	73
46-65		36.29%	135
66-80		16.40%	61
81 or older		2.69%	10
		<b>Total Responses</b>	<b>372</b>

### What gender best describes you?

Response	Chart	Percentage	Count
Male		26.93%	101
Female		71.20%	267
Prefer Not to Answer		1.87%	7
		<b>Total Responses</b>	<b>375</b>

### Your family:

Response	Chart	Percentage	Count
Children under 5?		10.70%	20
Children 5 to 10?		14.44%	27
Children 10 to 12?		14.44%	27
Children 13-18?		30.48%	57
Children over 18?		56.68%	106
		<b>Total Responses</b>	<b>187</b>

## Survey size and duration

For a survey sample with industry standard confidence level of 95% and margin for error 5%, for a population of 7500, minimum 366 responses were required.

As survey respondents were not required to be Hanover residents, an overall area population of 9,000 was estimated. For statistical confidence the minimum number of responses required was 370.

An extra margin was planned, to allow for reaching a proportional number of respondents in each age group to reflect our population demographics. Final total target was 400 usable responses (not spoiled, duplicated or incomplete).

The survey was soft launched in mid November 2014, with a formal launch in January 2015. It ran until June 1 2015, when the target total was reached.

## Note on Age Groups – comparison of survey responses and Census population

Survey coverage was reasonable to good over all age groups except seniors over 80. The survey reached more than the targeted numbers in age groups 13-18 and 46-65. Children aged 12 or under were answered for by respondents in other age groups (74 respondents reported children 12 and under). Reach to young adults age 19-25 was fair given that local students were away at academic institutions, and to those aged 26-45 was enough to be statistically useful. However few responses were received from residents aged over 80 in spite of targeted visits to seniors' homes.

Survey area population (estimate) 9,000

Hanover Census population 7,490

Survey categories – by age in 2015	Age distribution census %	Target responses	Responses received	Short by	Reached %	% of area population	% of Hanover population
<i>Overall</i>		<b>400</b>				4.44%	5.34%
12 or under	2.64%	10.55	7	4	66%		
13-18	9.41%	37.65	67	-29	178%		
19-25	6.48%	25.90	19	7	73%		
26-45	21.70%	86.78	73	14	84%		
46-65	27.57%	110.28	135	-25	122%		
66-80	15.15%	60.61	61	0	101%		
81 or older	9.21%	36.85	10	27	27%		
Age not given			28				
<b>Total</b>	92.16%	368.62	<b>400</b>		100%		



## Appendix

### What service is the most important to you? |

#	Response
1.	Performance space with recording facilities.
2.	Reading and viewing materials - either accessible in the library or through inter-library loan.
3.	Quick and efficient assistance
4.	Love that you have Inter-Library Loan, and that I can access and manage my account online. Also very appreciative of the reminder e-mails when books are coming due. I also took part in an art workshop there that I really enjoyed.
5.	Lending books and DVD. Workshops, seminars, games
6.	Personal service - keep up the good work
7.	E readers. DVDs, social areas to accommodate lectures. And meetings. More computers
8.	Quick service
9.	Computer service including having laptops you can sign out
10.	computers and book sale, and dvds
11.	Computer technology support- do not know much about computers and yet society is forcing it upon us- need to learn but find it all frustrating
12.	help when stuck in researching genealogy as the assistance here has been fabulous
13.	help with computers
14.	On-line library book catalogue. On-line requesting of borrowing books. E-book borrowing.
15.	Crafting or night personal interest classes. Local Secondary school doesn't offer these night school classes any longer.
16.	We are a retired couple & We love to borrow DVD's for the winter months. You are suggesting many great ideas & if I had young family there are many things I would be interested in. I don't think a drink dispenser is a good idea ... too many chances for spills & accidents .... Some books cannot be replaced anymore.
17.	spaces to gather or read
18.	Hanover Library services are top rate as is.
19.	New books,
20.	I really enjoy the classes and continuing education opportunities as well as the visiting authors. As I've seen in other libraries I especially like personal, comfortable reading space, study carrels, and historical sections capable of not just cataloging local history, but displaying it. It helps make a local library a destination space not just an information depository.
21.	Getting books to read.
22.	Ability to access videos, E-books, and printed matter. Help with new software/programs for devices.

23.	interlibrary borrowing, friendly staff, welcome feeling when i take my elderly mother-in-law every two weeks
24.	friendly knowledgeable service
25.	book and dvd lending
26.	Movie loans
27.	The friendly smiling service from the staff. Also the computers for me is very important as I like to go and use them once in awhile for looking up on the ancestry web site.
28.	Interlibrary loans
29.	borrowing books
30.	borrowing books
31.	Computer Buddies
32.	social space and quiet reading areas
33.	help with choosing a book I am looking for and information about the autho
34.	accessibility of al types of reading material
35.	books
36.	Self serve check out, as a supplement to the regular checkout. It would streamline the process if you only have a few minutes and there is someone else asking questions of the librarian in front of you. This way, no one needs to be rushed along to help someone else.
37.	Help in finding books ,and use of my 'e' reader and computer.
38.	book lending
39.	books
40.	Lending books
41.	BOOKS!!!
42.	Book lending is still the most important to me along with interlibrary loans.
43.	Computer help and use of computers when one at home is in for repair .workshops for seniors on computer or ipad
44.	we need more books for teens
45.	book loans, database research and access to the inter-library loan service
46.	Lending of the magazines, and able to read the newspapers without having to buy them.
47.	Getting new vi tion books and ccraft classes
48.	Quality current books serviced by efficient, friendly staff.
49.	books in stock, place to sit and read (chapters Like) quality service
50.	book lending and downloading

	quiet reading/study space
51.	Book and CD borrowing...with interlibrary lending.
52.	audio CDs and DVD service
53.	A quiet friendly and welcoming atmosphere to sit and enjoy books, magazines and workshops. Free Wifi too!
54.	Youth and Children areas and interlibrary loans.
55.	Customer service
56.	Books!
57.	lending library
58.	work shops on computers, iPads
59.	Research services. Daily newspapers. Reference materials.
60.	The costumer service the staff provide is the most important to me. I also work with children, so any children's services are important to me.
61.	ebooks
62.	I mostly use the library for ebooks
63.	Loaning of reading material
64.	Comfortable places to read and wifi hotspot
65.	Makershop
66.	book lending, computer support
67.	<p>Tech assistance ...I need to focus in on your programs and begin to use them</p> <p>I would like to see or be made aware of recommended books on a variety of topics . When I use the library ,I usually come with a list of titles recommended by friends or from my Bookclub "to read "list.</p> <p>However ,should I not have my list in hand it would be advantageous for me to consult your list of recommendations. Perhaps this already exists and I am not aware .</p> <p>With member permission , could you forward news directly to email addresses .</p> <p>New books , courses , speakers etc. I don't think to go to your website to look and sometimes neglect to read your column in The Post .</p>
68.	Free books, DVD's, access to the internet and facilities to do research in.
69.	A quiet and comfy space to study and work
70.	I love the idea of a childrens activity/play area the pictures look great! Also anything to do with kids and young teens that is more than just a book....as we all know kids are our future and to help them get off the streets is a huge step foward for those who do not have parents who are there for the child's free time....this would allow for a better young community in my eyes! Also

	would benefit day care providers to come more often, parents and grandparents.
71.	Borrowing of books and DVD's and CD's, access to inter-library loan, an area for the display of local artists' works, advice from library personnel to help in searches
72.	Being able to request books to be ordered in.
73.	inter library loan
74.	Comfortable connected shared social lounge space for learning and creative expression.
75.	Quiet Rooms or space. A lot of people use the library to study.
76.	The friendly and knowledgeable staff are the most important library asset to me and my family. Since staff at the desk are hopefully a given that continues, the second most important would be to provide electronics-free gathering spaces – for visiting or social interaction (board games, reading groups) – to foster community growth.
77.	I would like West Grey Township residents to have free access again.
78.	Currently, exam proctoring
79.	Online rental of books and movies with lots of information help to find research information in local library and to get books from other libraries easily through e resources.
80.	Children's play area
81.	book dvd etc rental
82.	Lounge space to be able to sit and read
83.	Lending of hard copy books
84.	I go to the local history room at the Library, it is simple but just right. I think the Library is well planned out for my needs as a middle age male, but if you want the younger generations to come you have to offer what is up to date for them.
85.	there is absolutely no need for any expansion, you have a responsibility to the taxpayer to provide the core business and not to look for ways to expand the empire and cost the taxpayer more money.
86.	I love the audio book selection that I have used in the past. I often recommend that service to people more so than anything else.
87.	Books
88.	I may not visit the Library but I do download ebooks. I like reading my books on an ereader or laptop and appreciate this service.
89.	Area local libraries (example Walkerton & Chesley) provide an "Artist Wall" where local artists can exhibit their work by the month. Always wish that Hanover will promote local artists. Currently 4 small spaces available in Library, 1 space upstairs, 1 space basement at Hanover Medical clinic available (very scattered and only 1 piece art/artist)
90.	the ability to borrow from a wide assortment of topics and books.

91.	Workshops in yoga, tai chi, other excercises, art work, art shows, crafts etc
92.	Support for local artists, crafts people, artisans. Library, art gallery, museum is a great idea. or at least an art wall. Children, teenagers and elderly or disenfranchised should be primary concern. Intergenerational integration would be wonderful.
93.	Free access to any library in Grey County. I used the Hanover Library frequently for many years until I was informed that I was no longer considered to be in the Hanover area and had to pay to use your wonderful library. I shop for all my needs in Hanover and it was very convenient to use the library. No I don't use any library at all but I wish you luck with your expansion into new areas.
94.	Free accessible computer and reading material including e books
95.	Free lending of DVDs, books, CDs etc Inter-library loans Friendly knowledgeable staff to answer questions
96.	I believe the library should be a cultural center for the Town. I would like to see local art being displayed on the walls as other libraries do. I recently attended a free painting day, loved it. Would like to see this continue, giving it time to grow. We have so much talent in this area it would be nice to see all the arts promoted. The library would be a perfect place for this. I really like the idea Library - Art Gallery - Museum. Rentals for E-readers might be a good idea. Does this happen in other areas? What has their experience been? An area for those who love to assemble things would be a great idea. Maybe, older kids could mentor younger kids with this. Great experience for both. A comfortable lounge area would be a great place for people to just come and sit, relax and read. For those who live alone it would be good to just get out. For those who have a full house it would be a great place to find a little reading breathing space.  I am so excited that the Library Board is looking to the future. I still love the feel of a book in my hand. Reading is one of my greatest pleasures. But reality tells us the days of paper books are numbered. The library has many opportunities to enrich our community with a culturally based environment, love of the written word, introduction to new interests, and the crossing of generational lines as we all explore the richness of our gifts together. Thank you for this opportunity.
97.	interlibrary loan
98.	Art gallery space, and computer and internet access.
99.	Access to books.
100.	I am a person who NEEDS a local library, but am denied free membership because I live on the wrong side of the road...even though I get groceries, car repairs and all essential services in Hanover. I support the community in many ways. I resent the \$68 fee for membership in the Hanover Library, when I can get free membership in Kitchener. I have a limited income and feel this provincial policy should be revisited.
101.	Computer service , seniors discussion and activity groups, more library information, programs communicated by Bluewater Radio.  In general terms the Hanover library, staff and library board are actively progressive in thinking of future needs and services.  Continue the good work.

102.	Teaching of new computer technologies. And allowing all residents in Grey County to borrow free.
103.	on line access,books,cds, books on cd
104.	Computer Labs
105.	loaning of books.
106.	DVD loans
107.	All computer related questions and answers are online... Google can answer anything .... Most, if not all families have a computer. All questions can be answered ..... on anyone's computer.... Period.
108.	ILLO
109.	On-line search, log-in and renewal.
110.	Books for reading purposes at no cost
111.	borrowing books
112.	being able to borrow from other libraries, e books for tablets.
113.	interloan
114.	Book lending - computer help
115.	Book lending, interlibrary loans, computer help, e-books, videos
116.	the computers are my biggest help. altho i would love to borrow books from the library as well. but funds do not allow it. so because i do not live in hanover i have to buy a membership. i think that could be improved
117.	University proctor services to write exams
118.	Leding of books, DVDs, etc
119.	I think the most important service is the help a person gets from the front desk. When Dad stopped reading I didn't know why. I mentioned it to a person at the front desk and they suggested the large print books. Now Dad is an avid reader again.
120.	we really like the children's computers. I wish there were more.
121.	Teens area
122.	Quantity of good books to read.
123.	borrowing books, DVDs, interlibrary loan of books
124.	Access to local historical records. Computer / WiFi access and new technology demonstrations, ie 3D printers. Attached museum of local industry and talent.
125.	Friendly people behind the desk, whether borrowing or asking information. There is always a smile to greet me as I walk in!
126.	audiobook lending
127.	access to other libraries' books

128.	Large selection and availability of books to borrow. Assistance with technology
129.	New books, DVDs.
130.	Tech education, for Senior's Only, both "inside/outside", the Library location.
131.	Library books new editions
132.	Family area
133.	More info on Small businesses
134.	help with computers
135.	the areas for the children because they are our future and they need to grow educationally and traditionally. The childrens area can also be an asset to adults in the library
136.	I appreciate the variety of books available to be lent out, as well as DVDs which are hard to access outside of the library
137.	The computers
138.	daily newspapers/magazines;videos,DVD,etc. computers.etc available with someones assistance.
139.	Being able to borrow book and read newspapers.
140.	Books, Reading, Computer
141.	Social seating, computer classes
142.	Free access to computers and online services. Newspaper reading table.
143.	the library home school group
144.	Story hour, children books, dvds, help using the ipad.
145.	i would like to see more art shows in the library (art show room)
146.	Computers (internet access).
147.	internet computers
148.	I have noticed the library is becoming rather loud. We need quiet rooms
149.	I think the most important service at the library is Inter-Library loaning.
150.	If I need help there is someone there!
151.	FREE LENDING!!!
152.	Children's program
153.	Use of the internet
154.	reading space, newspapers

155.	Books and videos (Large print)
156.	Computer, newspaper
157.	help with in library computers to access book locations, films, etc.
158.	able to speak people regarding requests
159.	Borrowing books
160.	reference books- study area
161.	a QUIET daily reading area that is clean
162.	Wifi and newspaper reading paper
163.	internet
164.	inter-library loans are VARY important to me
165.	ebook, audio book dowloaders, and movie loans
166.	books
167.	continuous learning for everyone
168.	Equipment to rent
169.	DVD's - Book selection, great & knowledgeable staff
170.	taking out books
171.	Always being able to get the books I want or need!
172.	Books non-fiction and movies
173.	loaning out of books
174.	ACCESS THE INTERNET, ILLO, INFORMATION,CHILDREN MATERIALS
175.	DVD lending
176.	comfortable and cozy reading area
177.	Children's programs
178.	Interlibrary loans, books, research
179.	library
180.	Current free lending books
181.	Availability of books/latest books
182.	I find the Hanover library staff are marvelous, helpful, friendly, full of good advice. The Library itself has space for children and teens to relax and read, but seniors have none. Please make that a priority.
183.	Computer help
184.	Helping me with computer - guiding me through process



185.	Computer help
186.	book loan
187.	support with computers, classes, one-one by appointment or drop in
188.	Having access to the computers is the most important to myself!
189.	Inter library loans, nonresident use
190.	Inter library loans
191.	Community support groups & FREE activities/shows/workshops FOR NEWCOMERS and MOST ESPECIALLY CHILDREN, youth & our seniors.
192.	Four services I use and are most valuable to me. Fax service, computer help, taking out books to read and info on community events, travel and local area booklets. The staff is always most friendly and helpful. Thank you.
193.	Help with computer and Ipads
194.	good books
195.	Microfiche - geneology look ups updated
196.	e books and it would be fantastic if I were able to borrow one immediately instead of having to wait - and wait - and wait - why is that necessary? they are digital after all, and tracking is easily done?
197.	books available to borrow at no charge
198.	Computer Education helps
199.	tables, chairs to work and a larger, variety of style - lounge area to read
200.	Quick and attentive service that will help with all requests.
201.	Staff is now available for assistance - this needs to stay!
202.	I regularly borrow talking books to listen to when driving. Would like to see the selection of these books added to on a regular basis.
203.	Need help with coptupers and with finding books
204.	Need help with coputers and finding books
205.	Help with coputers and finding books
206.	Help with new technology.
207.	printer at the computers, interlibrary loans
208.	I feel that the library must be an essential part of the community but not try to offer too many outside programs that you lose sight of the heart of what a library is, such as the essentials like books, magazines, newspapers.
209.	child and preteen workshops
210.	Borrowing books
211.	book lending is the only program I currently make use of

212.	lots of new books so good lending library
213.	Good variety of books - both adult and children's. Being able to re-new books on-line is valuable. If leaving for vacation and won't be back for longer than 3 weeks, re-newing books on line is perfect. Delivery of books to shut-ins and anyone not able to get to the library is so so important to avid readers.
214.	parent & child reading space / quiet space
215.	I like the basic lending of books that a library provides.
216.	Local book returns, also a change in hours, not opening til 10 is late in the day.
217.	e-services
218.	Friendly customer service assistance to help find books, give reading or other suggestions and help with computers. Would like to have a bigger, more cozy looking lounge area for adults, perhaps with a cafe  (food and drinks here) and would like to see a larger, more organized, perhaps slightly more separated children's area. A larger library with more of everything would be great!
219.	Magazines
220.	Present services and new services offered over past 4-6 years are excellent for a community of this size
221.	Childrens programs
222.	borrowing books
223.	the personal attention/advice that our current staff gives me
224.	free wifi
225.	Check out, they're always so sweet and helpful!
226.	Being able to have a comfortable place to pass the time
227.	cafe
228.	Borrowing e-books
229.	Art shows :)
230.	Wifi
231.	every service is important to my family and I
232.	COMPUTERS
233.	I would like private areas/rooms
234.	Book borrowing
235.	free lending/inter-library loans
236.	music editing services
237.	Ability to get any book I need regardless of what library it is at. However all libraries should share. (for example, Hanover and Walkerton)

238.	online catalogue
239.	inter-library loan service
240.	Printing/photocopying, WiFi/internet
241.	computers. Also hours of operation are great
242.	access to computers and assistance om them
243.	Free lending of books and movies.
244.	e books
245.	A buddy program: getting some kids to do a buddy program at the library in a lounge area where they can pair up with a child and read etc..
246.	Ebooks, computer access and practical classes
247.	Though I'm not a user of their particular branch, I value the importance/need/services of such.
248.	Books
249.	Inter library loans - programs to learn technology: IPADS, Kobo, etc.
250.	computer access
251.	Help with getting new books, etc.
252.	Renting books
253.	Local history resources
254.	Borrowing books for research
255.	Borrowing books, DVDs, magazines
256.	Computer access and local history
257.	Borrowing books
258.	Music/recording, video editing equipment & space
259.	musical recording/editing space
260.	Being able to borrow books
261.	Performance space/talent nights
262.	Free lending
263.	Music/video recording and editing
264.	Computer lab or a quiet study room
265.	Internet, printing, copying, faxing, etc.
266.	Internet computers & wi-fi
267.	Performance space/talent nights
268.	Conference rooms for studying in groups & quiet space for studying individually
269.	Speed that you can receive a book in high demand.

270. Music recording/editing facilities
271. Photocopying/printing/faxing services/wifi
272. Free book borrowing
273. Borrowing books for free
274. A quiet place to study
275. Book sources of information for school topics
276. Comfortable lounge area where everyone is welcome
277. Having the library be a positive space for youth to go
278. Book use
279. Performance/recording space
280. Checkout dvd
281. The knowledgeable and most helpful staff and the inter-library book lending
282. Free lending of books, dvds, and also quiet reading space
283. Digital downloading/community green space (reading table)
284. The kids zone - children's books
285. If novels were segregated to sci-fi, thrillers, mysteries, etc.
286. Youth area/lounge
287. wifi - good
288. Wifi - fast speed
289. Family support
290. The ability to order books the library doesn't have
291. Free lending of books, dvds, ebooks, etc.
292. Books
293. Sanitization
294. books
295. Multiple resources
296. books
297. Delivery of books dvd
298. Bringing books to seniors
299. extra helpers
300. Books being brought to our place of residence
301. meeting room

302.	Local history room (newspaper archive)
303.	Rent books and talking books. Computer (email)
304.	Books for borrowing
305.	Book lending, photocopying
306.	Perhaps co-ordinating kids activities with an adult activity (eg. yoga) so single parents don't have to hire a sitter.
307.	Continuing your excellent customer service. In the future, it would be valuable to add more computers and have a technology loaning program for patrons. Quiet study rooms would also be an appreciated addition.
308.	Study Space
309.	Books. Library is booked not teenagers playing games and watching porn on computers
310.	Free renting
311.	homework help
312.	computer help
313.	The most important service to me is the borrowing of books and movies, also online services.
314.	i love the fact that when you ask a question and the staff does not know they don't have any qualms about going to look and find answers to any & all inquiries.
315.	relaxed social seating/meeting areas
316.	Crafts & practical classes
317.	*****
318.	Books to borrow
319.	Loaning books, DVD's, some seminars. Would be interested if you would have chair yoga for seniors.
320.	Work shops to learn new skills.
321.	play area for families
322.	Learning to use a computer
323.	provision/lending of materials & computer services