



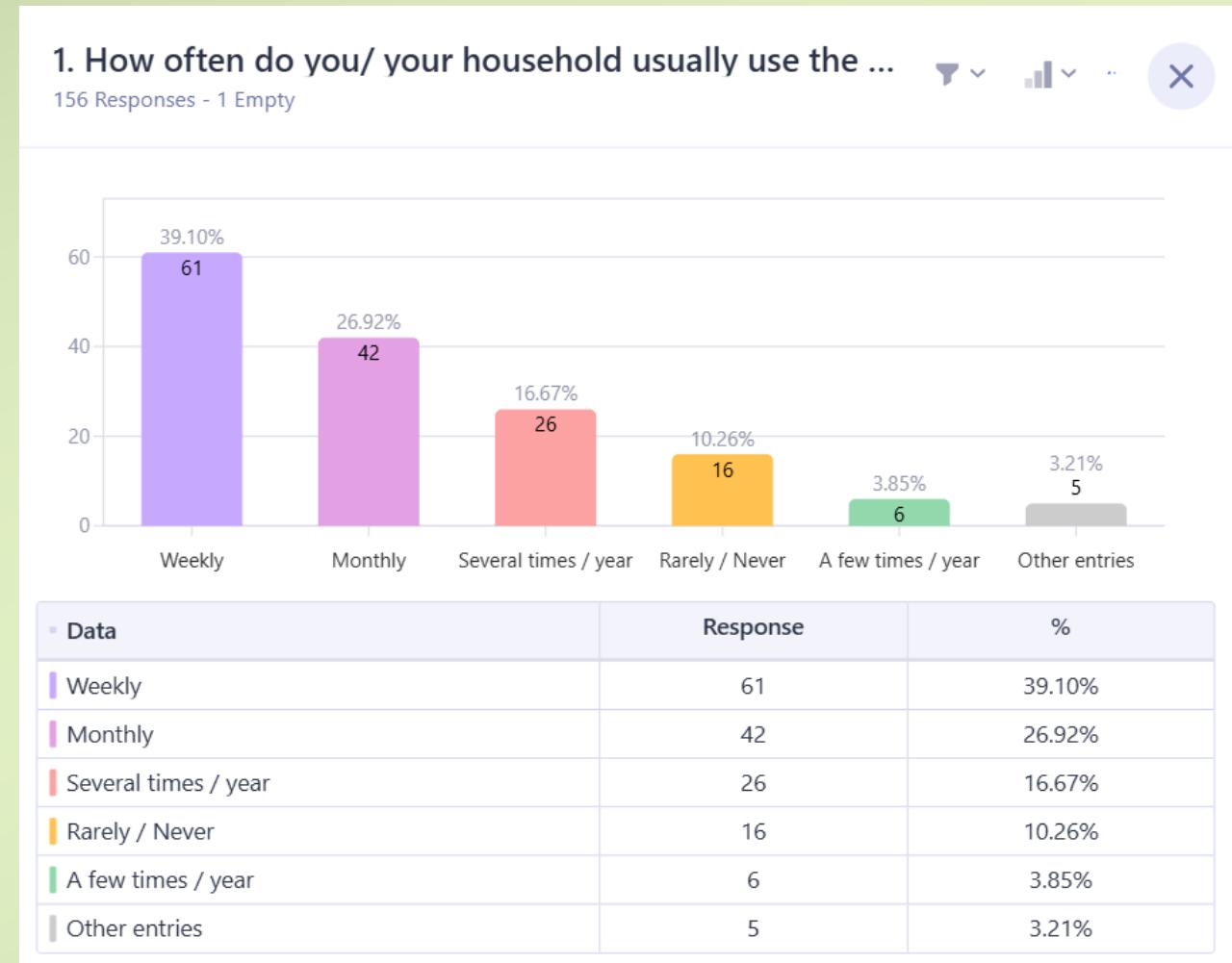
Merrickville Public Library – Community Survey

RESULTS (April 2025)

Q1. Use of services

- Frequency of visits

A few times / year	6	4%
Weekly	61	39%
Several times / year	26	17%
Monthly	41	26%
Rarely / Never	16	10%
During certain times of the year (eg summer)	5	3%
Blanks	1	1%
TOTAL	156	

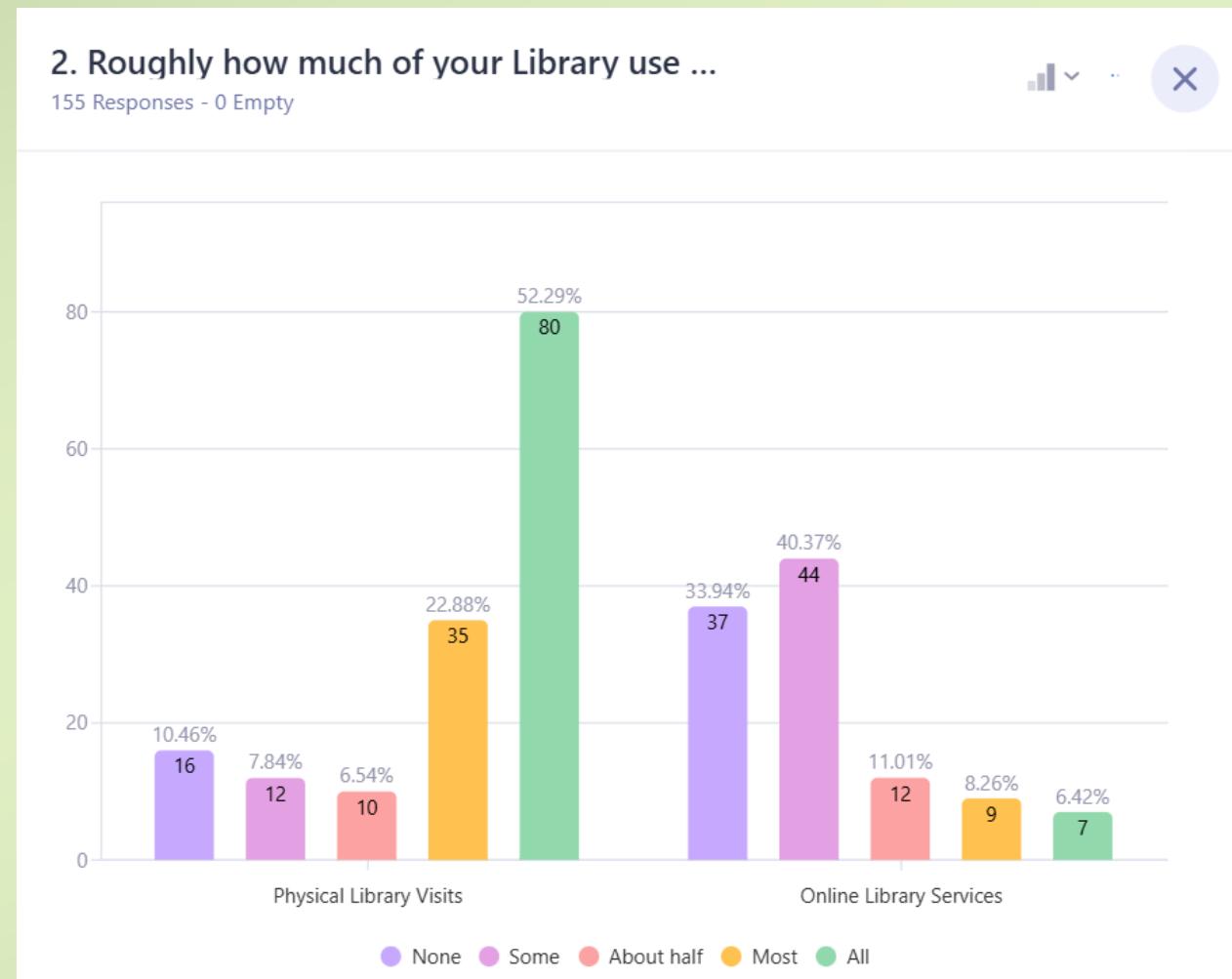


How Much of Your Library Use is...

Physical vs Online visits

Physical Visits		
. None	16	10%
. Some	12	8%
. About half	10	6%
. Most	35	22%
. All	80	51%

Online Visits		
. None	37	24%
. Some	44	28%
. About half	12	8%
. Most	8	5%
. All	7	4%



Q2. Non-use

- Only fifteen (15) entries offered
- When asked what would make people come in, responses were vague and/or dismissive (i.e. “everything is on the internet”)

No time / Too busy	2
Hours not convenient	0
The Library doesn't have the Collections/Services I want	0
Not Familiar with the Library's Services	3
Location inconvenient / transportation issues	0
Accessibility issues	0
I don't need any Library Services	5
Don't think about it.	1
No time / Too busy Not Familiar with the Library's Services	2
Not Familiar with the Library's Services The Library doesn't have the Collections/Services I want	2
TOTAL	15

Q3. Client satisfaction

- Level of satisfaction is **high**
 - On a scale of 1-5, **96%** respondents scored 4 or 5
- What is valued
 - The single greatest reason for this level of satisfaction is ***the friendly and knowledgeable staff***
 - Other items noted were the kids, programs, accessibility and the ambience of the building

Suggestions for improvement

- **Kids' programming** offered by a variety of instructors/facilitators
- Toy library
- Increase collection (both books & magazines), cookbooks, and more puzzles
 - One respondent asked for Business and Management books, and more French language books for adults / fewer pocketbooks
 - Same individual suggested greater engagement with community to facilitate book access/exchanges
- **Share more about available services (incl. ILL)**
- More social media postings
- Newsletter, education campaign/guided tours
- More “teen” programming
- **Improved desk/study areas**
- A press reader
- More staff, **more programming for more age groups (i.e. adults** vs children/seniors)
- More morning hours; extended evening hours
- Disabled parking closer to building
- **Update building** (one respondent called it “old and musty”)
- WINE ;0)

Q4. Satisfaction with collection

- Level of satisfaction is **HIGH** : 92% of respondents scored 4 or 5
- What collections are favoured – a little bit of everything!
 - Print, e-books, audio books
 - Fiction, non-fiction, science fiction, graphic novels, periodicals
 - Magazines, DVDs, puzzles
 - Adult, children, YA, teen
 - Kanopy, museum passes, **ILL**

Q4. Satisfaction with collection

- What is missing -
 - **British & Canadian authors**, local authors
 - **Mysteries**, History, cookbooks/gardening, books on chair yoga
 - Women's books (mysteries & fiction - less romance)
 - English Lit. classics, historical fiction, science fiction
 - Language learning, audio books ("although Libby is already quite good")
 - Poetry
 - New releases, more teen books
 - Animal nature (DVDs), more movies, AV equipment
 - ebooks (to reduce wait times)

Other comments

- A place to sit and read for adults - it is such a beautiful spot. Indoors or outdoors in the summer. It is a beautiful space and could be more inviting for adults. Could the interior layout for adults be redesigned?
- Events, speaker series, workshops are good and encouraged. It would be great to have more of a hub feel. It always feels like events are tucked away in the corners rather than occurring as a vibrant and inviting part of the library.
- My experience has been that whatever book I choose staff will obtain it on loan
- There is a very good selection, and it is greatly appreciated how books can be accessed from other libraries on request
- This is a small library. If the book is not available, it can be ordered. So, am not feeling like the library should get more of a particular genre/subject.
- There are some sections that are rather out of date (home projects and hobbies; self care and psychology).
- The "adopt a book" program is brilliant and works very well.
- What I do like is the "news from the library" - the New Book section in the library - and the always willingness to use interlibrary loan

Q5. Programming

- Level of satisfaction is **HIGH** – 90% of respondents scored 4 or 5
- Which program are used...
 - Kids' programming
 - “Off the shelf” gardening workshops, Seedy Saturday, Aging Brain, Meditation sessions, computer/smart phone workshop
 - Puzzle night
 - Book Club
- What is missing...
 - Programming for Tweens and Teens

Suggestions

- Writers' workshop; Author's readings
- **Adult programming (evenings)**
- **Pre-teen programming**
- Art classes, cartooning, crafts for 8-12 years
- Book club / reading groups; Films
- Drop-in groups; Exercise classes (e.g. chair yoga)
- Speaker series; Local interest/history lectures; pop-up demos
- Financial workshops (other introductory type workshops); tech/security
- **Newsletter (or similar)**

A6. Technology

- Level of satisfaction is HIGH – 90% of respondents scored 4 or 5
- What is used
 - Computers, printers, scanner, Internet
 - If not used, respondents acknowledge that such services should be available
 - Libby, Kanopy
- What is missing
 - **3D printer**, and large-scale printer
 - **Cricut**, laminator,
 - Tool library (with lesson on how to use)
 - Radon monitor loans
 - Tablet loans
 - VR
 - Subscriptions to Ancestry, Newspapers, and other genealogy sites

Q7. Accessibility

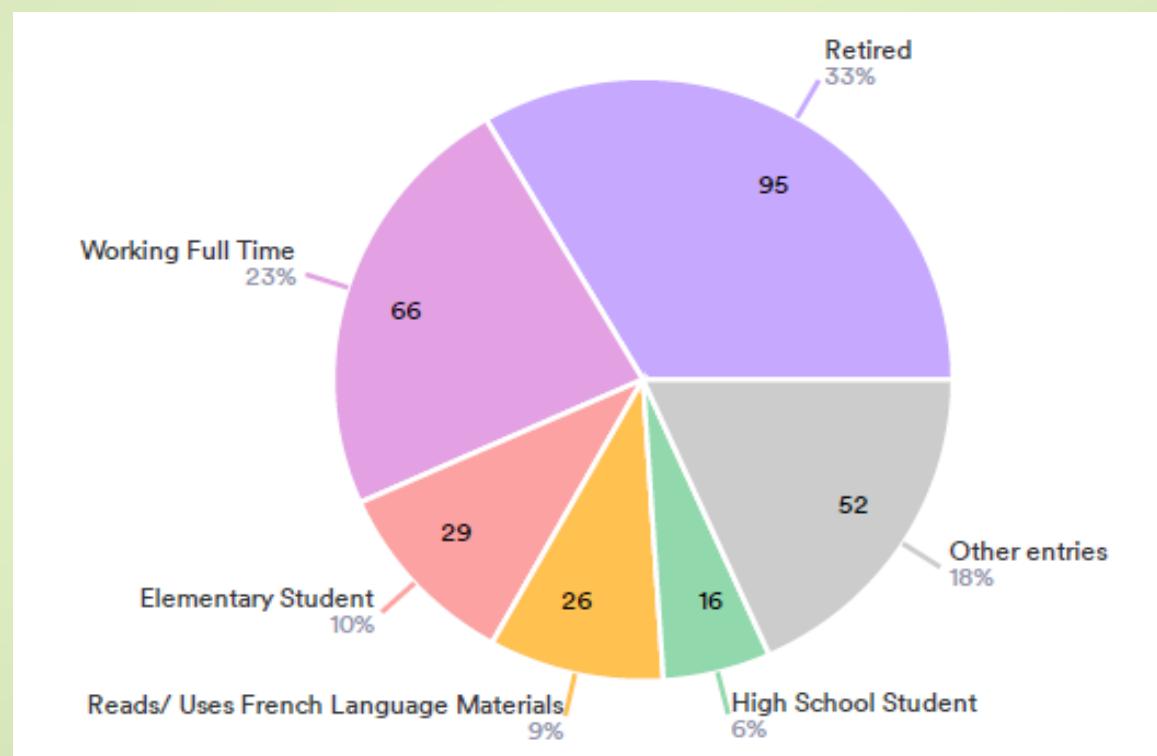
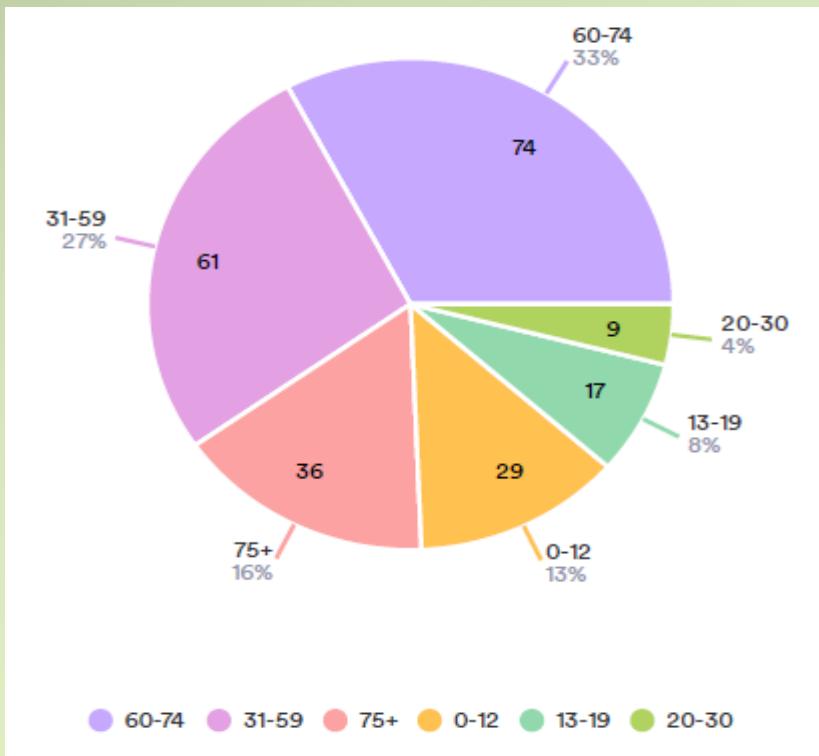
- Some didn't know that the upstairs space was "accessible" or that there is a "change station"
- Chair to sit on to remove / put on boots
- Paved parking
- Doors are difficult to open
- One respondent noted having allergic reactions to interior space
- Better lighting in upstairs area
- More large print books
- More sitting area; outdoor space in summer time
- Would like to be able to see online which museum passes are available (I think this is a service thing, not accessibility)

Q8. Communication

- Preferred method
 - Email (33%)
 - Phoenix (29%)
 - Website (18%)
 - Social media (16%)
- Desired content
 - Programming, general event information
 - New materials/releases
 - How to use website and online services
 - Volunteer opportunities

Q9. Demographics

- **Geographic reach:** Merrickville (59%), Wolford (26%), Montague (8%), North Grenville (5%), Other (2%)
- **Age distribution:**
- **Economic status:**



Q10. Kudos, Suggestions, & Issues

- It is very clear that the MPL (and MK) are well loved and very much appreciated
- There were some suggestions for modernizing and/or expanding services or the building itself
- There does seem to be a need for increased communications/instruction as there appears to be a “gap” in what people know and don’t know but should know.

Take aways

- Generally, respondents **LOVE** what the Library is doing; they just want more ...
- Those who use the library, use it with relative regularity and largely physical visit the premises
- Non-users don't need the services, are too busy, or are able to get what they need from the Internet (small sample size)
- Client satisfaction is **HIGH**
- Some good suggestions for improving services to be considered
- Technology does not seem to be a huge attractor, but there were some good suggestions
- Perhaps some accessibility concerns could be addressed.
- **Communications!**