

Tell Us About Us Survey Overview

Thanks to you, we were able to gather almost 630 replies to the library's Tell Us About Us survey. The staff and Trustees are using the results to guide our planning and budgeting for the future.

The Survey:

626 respondents filled out the survey from December 1, 2019 through March 31, 2020. Surveys were available in print to those visiting the library and electronically on the library's website. Additionally, an insert was included in Waterloo residents' water bills giving instructions on how to complete the survey.

The Staff:

91% of respondents reported the staff are helpful, especially at the reference desks and when seeking a certain item.

Building & Facilities:

The library earned high marks in terms of hours of operation and 90% of respondents rated the library's facilities as "Excellent or Good".

How Important is the Library?

More than 92% of respondents said the library was important or very important to them as well as to the community.

Collections:

Overall the collections were positively rated by those who make use of them (88%). Respondents especially liked the sharing of materials between the Waterloo and Cedar Falls libraries.

Publicity:

More than half of respondents use the library website from outside the library building at least once per month. The library's website and social media pages rank first and second as the sources used to find out what's happening at the library.

Traditional Uses of the Library:

Borrowing materials, especially books and movies, printing and using the computers and access to meeting room space were the most frequently indicated uses of the library.

You've told us that the Waterloo Public Library is important to you and to our community. Looking forward, we will work to provide you with free access to information, education and recreation through a variety of delivery options. The library's 5-year strategic plan is available at waterloopubliclibrary.org.

Congratulations to Lisa, Jill, Del, LeeAnn and Janet who each won a \$25 Amazon Gift Card for completing the survey.