Section 2: Charts and Graphs
Q1. Facilities and services of the Topeka & Shawnee County Public Library respondent households have used or visited in the past 12 months

by percentage of respondents

- Public Library at 1515 SW 10th Avenue: 88%
- Library website: 52%
- Bookmobile: 30%
- Computers at neighborhood community centers: 5%
- Adventuremobile (Bookmobile for children): 5%
- Red Carpet (Senior Services): 2%
- None chosen: 12%

Source: ETC Institute for the Topeka & Shawnee County Public Library (2014)
Q2. Purposes for which respondent households used or visited Topeka & Shawnee County Public Library

by percentage of respondents

- Checked out a book: 74%
- Checked out a movie: 45%
- Asked librarian a question: 43%
- Viewed art work in Gallery: 35%
- Picked up materials on hold: 34%
- Ate at the Millennium Cafe: 30%
- Used a library computer: 28%
- Shopped at the Booktique: 27%
- Spent time in a quiet place: 26%
- Met a friend or family member: 24%
- Attended a community meeting: 21%
- Checked out an audiobook: 20%
- Read a newspaper/magazine: 18%
- Checked out a music CD: 18%
- Played and explored in the Kids Library: 16%
- Used library wireless (Wi-Fi): 16%
- Picked up government form (i.e. tax form): 16%
- Downloaded e-book/audiobook: 13%

Source: ETC InstituteTopeka & Shawnee County Public Library (2014)
ETC Institute for the Topeka & Shawnee County Public Library
Charts and Graphs 2
Q2. Purposes for which respondent households used or visited Topeka & Shawnee County Public Library cont...

by percentage of respondents

- Used an online research tool: 12%
- Attended an adult program: 12%
- Checked out a magazine: 12%
- Worked on school assignment: 11%
- Used a study room: 11%
- Attended a pre-school program: 9%
- Attended a school-age children’s program: 8%
- Attended a computer training class: 7%
- Found information for business/job: 7%
- Downloaded music: 7%
- Researched your family or Topeka history: 7%
- Used job search resources: 5%
- Met with a Study Group: 4%
- Attended a teen program: 3%
- Used Notary Services: 1%
- Had a test proctored: 1%
- Other: 7%

Source: ETC InstituteTopeka & Shawnee County Public Library (2014)
ETC Institute for the Topeka & Shawnee County Public Library
Charts and Graphs 3
Q3. Main purposes for which ADULT members of respondent households used the Library over the past 12 months

by percentage of respondents (excluding ‘none chosen’)

- Checked out a book: 72%
- Checked out a movie: 28%
- Picked up materials on hold: 16%
- Checked out an audiobook: 11%
- Ate at the Millennium Cafe: 10%
- Attended a community meeting: 10%
- Downloaded e-book/audiobook: 9%
- Used a library computer: 9%
- Viewed art work in Gallery: 8%
- Shopped at the Booktique: 7%
- Spent time in a quiet place: 6%
- Attended an adult program: 5%
- Checked out a music CD: 5%
- Asked librarian a question: 4%
- Read a newspaper/magazine: 4%
- Worked on school assignment: 4%
- Used a study room: 3%
- Met a friend or family member: 3%

Source: ETC InstituteTopeka & Shawnee County Public Library (2014)
Q3. Main purposes for which ADULT members of respondent households used the Library over the past 12 months cont...

by percentage of respondents (excluding ‘none chosen’)

- Played and explored in the Kids Library: 3%
- Researched your family or Topeka history: 3%
- Attended a computer training class: 3%
- Attended a pre-school program: 3%
- Used library wireless (Wi-Fi): 3%
- Picked up government form (i.e. tax form): 3%
- Downloaded music: 2%
- Found information for business/job: 2%
- Met with a Study Group: 2%
- Checked out a magazine: 2%
- Used an online research tool: 2%
- Attended a school-age children's program: 1%
- Used job search resources: 1%
- Attended a teen program: 1%
- Had a test proctored: 0%
- Other: 5%

Source: ETC InstituteTopeka & Shawnee County Public Library (2014)
ETC Institute for the Topeka & Shawnee County Public Library
Charts and Graphs 5
Q4. Main purposes for which YOUTH members of respondent households used the Library over the past 12 months

by percentage of respondents (excluding ‘none chosen’)

- Checked out a book: 26%
- Checked out a movie: 14%
- Played and explored in the Kids Library: 9%
- Attended a pre-school program: 6%
- Used a library computer: 5%
- Worked on school assignment: 4%
- Attended a school-age children's program: 3%
- Picked up materials on hold: 3%
- Met a friend or family member: 2%
- Viewed art work in Gallery: 2%
- Checked out an audiobook: 2%
- Asked librarian a question: 1%
- Used a study room: 1%
- Used library wireless (Wi-Fi): 1%
- Attended a teen program: 1%

Source: ETC InstituteTopeka & Shawnee County Public Library (2014)
Q4. Main purposes for which YOUTH members of respondent households used the Library over the past 12 months cont...

by percentage of respondents (excluding ‘none chosen’)

- Ate at the Millennium Cafe: 1%
- Downloaded music: 1%
- Shopped at the Booktique: 1%
- Attended a community meeting: 1%
- Spent time in a quiet place: 1%
- Downloaded e-book/audiobook: 1%
- Met with a study group: 1%
- Checked out a music CD: 0%
- Checked out a magazine: 0%
- Used an online research tool: 0%
- Used job search resources: 0%
- Attended an adult program: 0%
- Found information for business/job: 0%
- Picked up government form (i.e. tax form): 0%
- Other: 1%

Source: ETC Institute for the Topeka & Shawnee County Public Library (2014)
Q5. Statements that best represent how often the Topeka & Shawnee County Library at 1515 SW 10th Avenue has been used by respondent households over the past 12 months?

by percentage of respondents

- Once per week: 25%
- Once per month: 32%
- Several times per week: 5%
- Daily: 1%
- A few times per year: 36%
- Never: 1%

Source: ETC InstituteTopeka & Shawnee County Public Library (2014)
ETC Institute for the Topeka & Shawnee County Public Library
Charts and Graphs 8
Q6. How respondent households rate the following services that the Topeka & Shawnee County Library provide

by percentage of respondents (excluding don’t knows)

<table>
<thead>
<tr>
<th>Service</th>
<th>Very Satisfied</th>
<th>Satisfied</th>
<th>Neutral</th>
<th>Dissatisfied</th>
</tr>
</thead>
<tbody>
<tr>
<td>Courteousness of staff</td>
<td>79%</td>
<td>17%</td>
<td>3%</td>
<td></td>
</tr>
<tr>
<td>Knowledge of staff</td>
<td>76%</td>
<td>19%</td>
<td>4%</td>
<td></td>
</tr>
<tr>
<td>Cleanliness/maintenance of Library</td>
<td>75%</td>
<td>20%</td>
<td>4%</td>
<td></td>
</tr>
<tr>
<td>Books for adults</td>
<td>67%</td>
<td>26%</td>
<td>6%</td>
<td></td>
</tr>
<tr>
<td>Requesting an item to be held</td>
<td>71%</td>
<td>20%</td>
<td>8%</td>
<td></td>
</tr>
<tr>
<td>Books for children</td>
<td>68%</td>
<td>22%</td>
<td>10%</td>
<td>1%</td>
</tr>
<tr>
<td>Hours of operation</td>
<td>64%</td>
<td>26%</td>
<td>9%</td>
<td>1%</td>
</tr>
<tr>
<td>Library website</td>
<td>52%</td>
<td>34%</td>
<td>11%</td>
<td>2%</td>
</tr>
<tr>
<td>Public computers</td>
<td>49%</td>
<td>35%</td>
<td>12%</td>
<td>1%</td>
</tr>
<tr>
<td>Parking</td>
<td>51%</td>
<td>32%</td>
<td>12%</td>
<td>5%</td>
</tr>
<tr>
<td>WIFI</td>
<td>60%</td>
<td>23%</td>
<td>15%</td>
<td>2%</td>
</tr>
<tr>
<td>Meetings rooms for community use</td>
<td>57%</td>
<td>26%</td>
<td>16%</td>
<td>2%</td>
</tr>
<tr>
<td>Alice C. Sabatini Art Gallery</td>
<td>55%</td>
<td>28%</td>
<td>17%</td>
<td>2%</td>
</tr>
<tr>
<td>Movie (DVD’s)</td>
<td>47%</td>
<td>35%</td>
<td>14%</td>
<td>4%</td>
</tr>
<tr>
<td>Millennium Café</td>
<td>51%</td>
<td>30%</td>
<td>17%</td>
<td>2%</td>
</tr>
<tr>
<td>Study rooms</td>
<td>54%</td>
<td>27%</td>
<td>15%</td>
<td>4%</td>
</tr>
</tbody>
</table>

Source: ETC InstituteTopeka & Shawnee County Public Library (2014)
ETC Institute for the Topeka & Shawnee County Public Library
Q6. How respondent households rate the following services that the Topeka & Shawnee County Library provide cont...

by percentage of respondents (excluding don't knows)

- **Bookmobile service**: 51% Very Satisfied, 30% Satisfied, 17% Neutral, 2% Dissatisfied
- **Library programs for youth**: 51% Very Satisfied, 29% Satisfied, 18% Neutral, 2% Dissatisfied
- **Books for teens**: 52% Very Satisfied, 28% Satisfied, 17% Neutral, 3% Dissatisfied
- **Booktique (books and gift shop)**: 55% Very Satisfied, 25% Satisfied, 18% Neutral, 2% Dissatisfied
- **Library programs for adults**: 48% Very Satisfied, 29% Satisfied, 20% Neutral, 3% Dissatisfied
- **Newspapers/magazines**: 48% Very Satisfied, 29% Satisfied, 22% Neutral, 2% Dissatisfied
- **Music/CDs**: 38% Very Satisfied, 38% Satisfied, 21% Neutral, 4% Dissatisfied
- **Rooms for teens (The Edge/David J’s)**: 51% Very Satisfied, 21% Satisfied, 25% Neutral, 3% Dissatisfied
- **Audiobooks**: 37% Very Satisfied, 34% Satisfied, 26% Neutral, 2% Dissatisfied
- **Wait times for checking out a DVD, book, game**: 35% Very Satisfied, 35% Satisfied, 22% Neutral, 8% Dissatisfied
- **E-books**: 32% Very Satisfied, 36% Satisfied, 24% Neutral, 8% Dissatisfied
- **Genealogy and Local History resources**: 41% Very Satisfied, 26% Satisfied, 29% Neutral, 5% Dissatisfied
- **Red Carpet (Senior) services**: 42% Very Satisfied, 21% Satisfied, 35% Neutral, 2% Dissatisfied
- **Adventure mobile**: 39% Very Satisfied, 20% Satisfied, 39% Neutral, 3% Dissatisfied
- **Freegal (online music)**: 28% Very Satisfied, 28% Satisfied, 37% Neutral, 8% Dissatisfied
- **Zinio (online magazines)**: 22% Very Satisfied, 27% Satisfied, 47% Neutral, 4% Dissatisfied

Source: ETC InstituteTopeka & Shawnee County Public Library (2014)

ETC Institute for the Topeka & Shawnee County Public Library

Charts and Graphs 10
Q7. Services from the list in question #6 respondent households feel are most important for the Library to provide

by percentage of respondents (excluding ‘none chose’)

Books for adults - 62%
Books for children - 32%
Books for teens - 24%
Courteousness of staff - 17%
Knowledge of staff - 16%
Movie (DVD’s) - 15%
Library website - 13%
Public computers - 11%
Requesting an item to be held - 11%
Bookmobile service - 11%
Audiobooks - 10%
E-books - 9%
Cleanliness/maintenance of Library - 9%
Meetings rooms for community use - 8%
Newspapers/magazines - 8%

Source: ETC InstituteTopeka & Shawnee County Public Library (2014)
ETC Institute for the Topeka & Shawnee County Public Library Charts and Graphs 11
Q7. Services from the list in question #6 respondent households feel are most important for the Library to provide continue...

by percentage of respondents (excluding 'none chose')

- Alice C. Sabatini Art Gallery: 7%
- Library programs for youth: 7%
- Music/CDs: 7%
- Hours of operation: 6%
- Millennium Café: 6%
- Wait times for checking out a DVD, book, game: 5%
- Genealogy and Local History resources: 5%
- Study rooms: 4%
- WiFi: 4%
- Library programs for adults: 4%
- Booktique (books and gift shop): 3%
- Parking: 3%
- Zinio (online magazines): 2%
- Red Carpet (Senior) services: 1%
- Rooms for teens (The Edge/David J’s): 1%
- Freegal (online music): 1%
- Adventure mobile: 0%

Source: ETC InstituteTopeka & Shawnee County Public Library Findings Report 2014

ETC Institute for the Topeka & Shawnee County Public Library
Charts and Graphs 12
Q8. Reason(s) respondent households did not use the Topeka & Shawnee County Public Library at all or more often during the past 12 months

by percentage of respondents

<table>
<thead>
<tr>
<th>Reason</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>I was too busy</td>
<td>38%</td>
</tr>
<tr>
<td>Used the Internet instead</td>
<td>25%</td>
</tr>
<tr>
<td>Location is not convenient</td>
<td>19%</td>
</tr>
<tr>
<td>Bought/rented materials elsewhere</td>
<td>14%</td>
</tr>
<tr>
<td>Lack of knowledge about services</td>
<td>13%</td>
</tr>
<tr>
<td>Did not have what I wanted/needed</td>
<td>12%</td>
</tr>
<tr>
<td>Owed fines or fees</td>
<td>4%</td>
</tr>
<tr>
<td>Library hours not convenient</td>
<td>4%</td>
</tr>
<tr>
<td>Used a different Library</td>
<td>4%</td>
</tr>
<tr>
<td>Inconvenient to use Library computers</td>
<td>4%</td>
</tr>
<tr>
<td>Lack of transportation</td>
<td>3%</td>
</tr>
<tr>
<td>Did not feel safe in the Library</td>
<td>3%</td>
</tr>
<tr>
<td>Physical access too difficult</td>
<td>2%</td>
</tr>
<tr>
<td>Meeting space unavailable</td>
<td>1%</td>
</tr>
<tr>
<td>Library staff is not knowledgeable</td>
<td>0%</td>
</tr>
<tr>
<td>Other</td>
<td>11%</td>
</tr>
</tbody>
</table>

Source: ETC InstituteTopeka & Shawnee County Public Library (2014)
Q9. Respondent level of agreement with the following list of statements that could describe the Topeka & Shawnee County Public Library by percentage of respondents

- Provides high quality services: 48% Strongly Agree, 42% Agree, 8% Neutral
- Important provider of literacy services: 49% Strongly Agree, 41% Agree, 9% Neutral
- Accessible to community organizations: 47% Strongly Agree, 42% Agree, 10% Neutral
- Important provider of services to youth/teens: 48% Strongly Agree, 41% Agree, 9% Neutral
- Provides opportunities for self-improvement: 45% Strongly Agree, 41% Agree, 11% Neutral
- A source of community pride: 45% Strongly Agree, 38% Agree, 14% Neutral
- A great value for my tax dollars: 45% Strongly Agree, 36% Agree, 14% Neutral
- Innovative: 36% Strongly Agree, 42% Agree, 18% Neutral
- Contributes significantly to economic vitality: 40% Strongly Agree, 38% Agree, 18% Neutral
- A safe neutral place to discuss community issues: 36% Strongly Agree, 40% Agree, 20% Neutral
- A hub of community: 36% Strongly Agree, 37% Agree, 23% Neutral
- An important resource for small businesses: 37% Strongly Agree, 35% Agree, 23% Neutral
- A community leader: 35% Strongly Agree, 35% Agree, 26% Neutral
- A cultural hub of the community: 32% Strongly Agree, 33% Agree, 26% Neutral

Source: ETC InstituteTopeka & Shawnee County Public Library (2014)
ETC Institute for the Topeka & Shawnee County Public Library
Charts and Graphs 14
Q10. Ways respondent households currently receive information about the Library

by percentage of respondents

- Visit/call to the library: 55%
- Library website: 43%
- Library newspaper: 42%
- Word of mouth: 39%
- E-mail/E-newsletter: 39%
- Newspaper: 38%
- Television: 21%
- Friends of the Library Mailing: 18%
- Radio: 12%
- Social media (Facebook/Twitter): 10%
- Topeka magazines: 8%
- School: 8%
- Library booth at community event: 4%
- Tours: 1%

Source: ETC Institute for the Topeka & Shawnee County Public Library (2014)
Q11. Ways listed in question #10 respondent households most prefer to learn about Library services by percentage of respondents (sum of top 3 choices)

- Library website: 32%
- E-mail/E-newsletter: 32%
- Visit/call to the Library: 32%
- Library newspaper: 31%
- Newspaper: 22%
- Television: 15%
- Word of mouth: 13%
- Friends of the Library Mailing: 12%
- Social media (Facebook/Twitter): 7%
- Radio: 6%
- Topeka magazines: 3%
- School: 3%
- Library booth at community event: 1%
- Tours: 1%

Source: ETC InstituteTopeka & Shawnee County Public Library (2014)
Q12. Principal roles and services that respondent households feel that the Library should emphasize in the next few years

by percentage of respondents

- Provide services that support reading and learning: 48%
- Provide resources for reading/listening/viewing pleasure: 45%
- Promote reading and literacy: 45%
- Provide services for children to enter school ready: 44%
- Provide quiet places for reading and individual study: 29%
- Help individuals use technology tools: 27%
- Provide a safe neutral place for all residents: 27%
- Serve as a source of reliable and trustworthy information: 26%
- Provide services to help school-age children learn: 24%
- Help school age children: 24%
- Support local economic development and job seekers: 18%
- Support school achievement: 18%
- Provide a location for community meetings: 12%
- Provide services for our multicultural community: 11%
- Support collaboration and group study: 8%
- Facilitate civic engagement: 7%
- Provide services that encourage innovation/entrepreneurship: 7%
- Provide creative do-it-yourself spaces: 6%

Source: ETC InstituteTopeka & Shawnee County Public Library (2014)
Q13. Respondent household priority actions that the Topeka & Shawnee County Public Library could take to continue and improve current Library services and facilities as well as address new emerging service needs - *Learning-KIDS*

by percentage of respondents

<table>
<thead>
<tr>
<th>Action</th>
<th>High Priority</th>
<th>Medium Priority</th>
<th>Low Priority</th>
<th>Not Sure</th>
</tr>
</thead>
<tbody>
<tr>
<td>Expand services and programs for teens that support literacy and a love of reading</td>
<td>64%</td>
<td>25%</td>
<td>4%</td>
<td>7%</td>
</tr>
<tr>
<td>Offer programs to encourage more parents to read to their children</td>
<td>66%</td>
<td>22%</td>
<td>5%</td>
<td>7%</td>
</tr>
<tr>
<td>Offer services for parents and kids for out of school learning</td>
<td>56%</td>
<td>32%</td>
<td>6%</td>
<td>7%</td>
</tr>
<tr>
<td>Provide services to allow children from birth to age five to enter school ready to learn, read, write and listen</td>
<td>65%</td>
<td>21%</td>
<td>7%</td>
<td>8%</td>
</tr>
<tr>
<td>Support school achievement</td>
<td>52%</td>
<td>31%</td>
<td>8%</td>
<td>9%</td>
</tr>
<tr>
<td>Provide programs for teens to understand employment opportunities</td>
<td>51%</td>
<td>30%</td>
<td>11%</td>
<td>7%</td>
</tr>
<tr>
<td>Expand and strengthen partnerships with other organizations serving preschoolers and parents</td>
<td>42%</td>
<td>37%</td>
<td>10%</td>
<td>12%</td>
</tr>
</tbody>
</table>

Source: ETC Institute
Topeka & Shawnee County Public Library (2014)
Q13. Respondent household priority actions that the Topeka & Shawnee County Public Library could take to continue and improve current Library services and facilities as well as address new emerging service needs—*Learning-ADULTS*

Expand services and programs for adults that support literacy and a love of reading

Provide services to help people learn skills, start a new career, and connect with others with similar interests

Provide more computer training classes

Provide experiences for people to test, use, and learn the latest technological innovations

Provide English learning programs to Non-English speaking residents

Help adults develop new job skills

Provide programs to assist individuals in making decisions regarding retirement investments, healthcare and related issues

Provide services that help small business owners and entrepreneurs

Provide programs and services for people to participate in hands-on use of tools and technology

Offer programs that promote and encourage the enjoyment and understanding of movies and music

---

Source: ETC InstituteTopeka & Shawnee County Public Library (2014)

ETC Institute for the Topeka & Shawnee County Public Library

Charts and Graphs 19
Q14. Actions from the list in question #13 respondent households feel are most important for the Library to provide by percentage of respondents

Provide services to allow children from birth to age five to enter school ready: 43%
Expand services and programs for adults that support literacy and a love of reading: 33%
Offer programs to encourage more parents to read to their children: 31%
Expand services and programs for teens that support literacy: 30%
Support school achievement: 21%
Offer services for parents and kids for out of school learning: 19%
Provide programs for teens to understand employment opportunities: 18%
Provide English learning programs to Non-English speaking residents: 17%

Source: ETC InstituteTopeka & Shawnee County Public Library (2014)
ETC Institute for the Topeka & Shawnee County Public Library Charts and Graphs 20
Q14. Actions from the list in question #13 respondent households feel are most important for the Library to provide cont...

by percentage of respondents

Provide services to help people learn skills, start a new career, and connect with others with similar interests 17%
Provide more computer training classes 15%
Provide experiences for people to test, use, and learn the latest technological innovations 15%
Provide programs to assist in retirement investments, healthcare and related issues 14%
Help adults develop new job skills 12%
Expand and strengthen partnerships with other organizations serving preschoolers and parents 12%
Provide programs and services for people to participate in hands-on 10%
Provide services that help small business owners and entrepreneurs 7%
Offer programs that promote and encourage the enjoyment and understanding of movies and music 5%

Source: ETC Institute for the Topeka & Shawnee County Public Library (2014)
Q15. How respondent households feel about potential action the Library could take to continue to improve current services and facilities as well as address new emerging needs-

<table>
<thead>
<tr>
<th>Service Provided</th>
<th>High Priority (4)</th>
<th>Medium Priority (3)</th>
<th>Low Priority (2)</th>
<th>Not Sure (1)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Serve as a source of reliable and trustworthy inf.</td>
<td>71%</td>
<td>22%</td>
<td>3%</td>
<td>5%</td>
</tr>
<tr>
<td>Provide quiet places for reading and individual study</td>
<td>59%</td>
<td>30%</td>
<td>6%</td>
<td>5%</td>
</tr>
<tr>
<td>Foster reputation as being a safe neutral place</td>
<td>41%</td>
<td>42%</td>
<td>9%</td>
<td>9%</td>
</tr>
<tr>
<td>Provide a one-stop place for community inf.</td>
<td>38%</td>
<td>43%</td>
<td>12%</td>
<td>7%</td>
</tr>
<tr>
<td>Offer meeting space to community organizations</td>
<td>40%</td>
<td>41%</td>
<td>10%</td>
<td>9%</td>
</tr>
<tr>
<td>Provide a gathering spot for teens after school</td>
<td>43%</td>
<td>37%</td>
<td>11%</td>
<td>10%</td>
</tr>
<tr>
<td>Provide opportunities to connect citizens to civic life</td>
<td>32%</td>
<td>46%</td>
<td>13%</td>
<td>10%</td>
</tr>
<tr>
<td>Support local economic development and job seekers</td>
<td>37%</td>
<td>38%</td>
<td>16%</td>
<td>9%</td>
</tr>
</tbody>
</table>

Source: ETC InstituteTopeka & Shawnee County Public Library (2014)

ETC Institute for the Topeka & Shawnee County Public Library

Charts and Graphs 22
Q15. How respondent households feel about potential action the Library could take to continue to improve current services and facilities as well as address new emerging needs:

- Provide materials that support reading at all stages of life: 75% High Priority, 3% Medium Priority, 17% Low Priority, 5% Not Sure
- Provide popular resources for reading, listening, viewing pleasure: 66% High Priority, 4% Medium Priority, 24% Low Priority, 6% Not Sure
- Collect and preserve local history: 51% High Priority, 34% Medium Priority, 8% Low Priority, 7% Not Sure
- Provide more downloadable content: 45% High Priority, 38% Medium Priority, 6% Low Priority, 11% Not Sure
- Provide services and programs for local authors to create and contribute content to the library's collection: 39% High Priority, 39% Medium Priority, 12% Low Priority, 11% Not Sure
- Provide service that anticipates your reading and viewing interests and automatically requests materials based on those interests: 35% High Priority, 36% Medium Priority, 19% Low Priority, 11% Not Sure

Source: ETC InstituteTopeka & Shawnee County Public Library (2014)
Q15. How respondent households feel about potential action the Library could take to continue to improve current services and facilities as well as address new emerging needs - **EQUITABLE ACCESS**

by percentage of respondents who

- **Expand online services**
  - High Priority (4): 35%
  - Medium Priority (3): 38%
  - Low Priority (2): 13%
  - Not Sure (1): 14%

- **Expand service delivery methods**
  - High Priority (4): 30%
  - Medium Priority (3): 36%
  - Low Priority (2): 22%
  - Not Sure (1): 12%

- **Expand service delivery methods to home/work**
  - High Priority (4): 22%
  - Medium Priority (3): 39%
  - Low Priority (2): 25%
  - Not Sure (1): 14%

- **Develop small branch libraries in community**
  - High Priority (4): 24%
  - Medium Priority (3): 33%
  - Low Priority (2): 30%
  - Not Sure (1): 14%

- **Expand Library evening hours (Saturday)**
  - High Priority (4): 23%
  - Medium Priority (3): 32%
  - Low Priority (2): 29%
  - Not Sure (1): 17%

- **Expand Library evening hours (Monday-Friday)**
  - High Priority (4): 19%
  - Medium Priority (3): 33%
  - Low Priority (2): 31%
  - Not Sure (1): 17%

- **Expand Sunday morning hours**
  - High Priority (4): 19%
  - Medium Priority (3): 28%
  - Low Priority (2): 36%
  - Not Sure (1): 18%

- **More personal contact with librarians in community**
  - High Priority (4): 11%
  - Medium Priority (3): 32%
  - Low Priority (2): 39%
  - Not Sure (1): 19%

Source: ETC Institute for the Topeka & Shawnee County Public Library (2014)

ETC Institute for the Topeka & Shawnee County Public Library

Charts and Graphs 24
Q16. Actions from the list in Question #15 respondent households feel are most important for the Library to provide

<table>
<thead>
<tr>
<th>Action</th>
<th>Percentage of Respondents (Sum of Top 4 Choices)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Provide materials that support reading at all stages</td>
<td>39%</td>
</tr>
<tr>
<td>Provide popular resources for reading/listening/viewing</td>
<td>37%</td>
</tr>
<tr>
<td>Serve as a source of reliable and trustworthy info.</td>
<td>28%</td>
</tr>
<tr>
<td>Provide quiet places for reading and individual study</td>
<td>26%</td>
</tr>
<tr>
<td>Provide more downloadable content</td>
<td>20%</td>
</tr>
<tr>
<td>Collect and preserve local history</td>
<td>17%</td>
</tr>
<tr>
<td>Offer meeting space to community organizations</td>
<td>14%</td>
</tr>
<tr>
<td>Provide a gathering spot for teens after school</td>
<td>14%</td>
</tr>
<tr>
<td>Expand online services</td>
<td>12%</td>
</tr>
<tr>
<td>Support local economic development and job seekers</td>
<td>12%</td>
</tr>
<tr>
<td>Develop small branch libraries in community facilities</td>
<td>11%</td>
</tr>
</tbody>
</table>

Source: ETC InstituteTopeka & Shawnee County Public Library (2014)

ETC Institute for the Topeka & Shawnee County Public Library

Charts and Graphs 25
Q16. Actions from the list in Question #15 respondent households feel are most important for the Library to provide...

by percentage of respondents (sum of top 4 choices)

- Expand service delivery methods: 10%
- Foster reputation as being a safe neutral place: 10%
- One-stop-shopping place for community inf.: 10%
- Automatic requests for anticipated interests: 8%
- Ways to connect to civic life actively engage community: 8%
- Expand service delivery methods to home or work: 8%
- Local authors to create and contribute content to the library: 8%
- Expand Library evening hours (Saturday): 7%
- Expand Library evening hours (Monday-Friday): 6%
- Expand Sunday morning hours: 5%
- More personal contact with librarians out in the community: 2%

Source: ETC InstituteTopeka & Shawnee County Public Library (2014)
ETC Institute for the Topeka & Shawnee County Public Library
Charts and Graphs 26
Q17. Respondent satisfaction with the overall value their household receives from the Topeka & Shawnee County Library by percentage of respondents (excluding ‘don’t know’)

- Very Satisfied: 61%
- Somewhat Satisfied: 27%
- Neutral: 8%
- Somewhat Dissatisfied: 2%
- Very Dissatisfied: 2%

Source: ETC Institute for the Topeka & Shawnee County Public Library (2014)
Q18. How respondents rate the importance of the Library to their household

by percentage of respondents (excluding ‘don’t know’)

- Extremely important: 50%
- Somewhat important: 41%
- Not very important: 8%
- Not at all important: 2%

Source: ETC Institute for the Topeka & Shawnee County Public Library (2014)
Q19. How respondents rate the importance of the Library to the future of Topeka & Shawnee County

by percentage of respondents (excluding ‘don’t know’)

- Extremely important: 74%
- Somewhat important: 23%
- Not very important: 2%
- Not at all important: 1%

Source: ETC InstituteTopeka & Shawnee County Public Library (2014)
ETC Institute for the Topeka & Shawnee County Public Library
Charts and Graphs 29
Q21. Demographics: Gender of Respondents
by percentage of respondents

Male 49%
Female 51%

Source: ETC Institute for the Topeka & Shawnee County Public Library (2014)
Q22. Demographics: Age of respondent

by percentage of respondents

- Under 35: 21%
- 35 to 44: 14%
- 45 to 54: 19%
- 55 to 64: 26%
- 65+: 21%

Source: ETC Institute for the Topeka & Shawnee County Public Library (2014)
Q23. Demographics: Highest level of education

by percentage of respondents (excluding ‘not provided’)

- Bachelor degree: 35%
- Graduate degree: 22%
- Associate degree: 13%
- High school diploma: 22%
- Other: 6%
- Elementary/middle school: 1%

Source: ETC Institute
Topeka & Shawnee County Public Library (2014)
Q25. Demographics: Primary language spoken at home

by percentage of respondents (excluding ‘not provided’)

Source: ETC Institute for the Topeka & Shawnee County Public Library (2014)

Source: ETC Institute for the Topeka & Shawnee County Public Library

ETC Institute for the Topeka & Shawnee County Public Library

Charts and Graphs 33
Q26. Demographics: Ages of respondent households by percentage of respondents

- Under age 5: 5%
- Ages 5-9: 6%
- Ages 10-14: 7%
- Ages 15-19: 7%
- Ages 20-24: 9%
- Ages 25-34: 10%
- Ages 35-44: 10%
- Ages 45-54: 14%
- Ages 55-64: 18%
- Ages 65-74: 9%
- Ages 75+: 5%

Source: ETC Institute
Topeka & Shawnee County Public Library Findings Report (2014)
Q27. Demographics: Household income by percentage of respondents

- Under $25,000: 9%
- $25,000 - $49,999: 20%
- $50,000 - $74,999: 21%
- $75,000 - $99,999: 16%
- $100,000 or More: 22%
- Not provided: 12%

Source: ETC Institute for the Topeka & Shawnee County Public Library (2014)