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ALBANY
COUNTY
PUBLIC
LIBRARY

Patron
Survey

March 1999

Survey Research Center



P. O. Box 3925
Laramie, Wyoming 82071-3925

University of Wyoming

1999 Albany County Public Library Patron Survey

We need to determine whether you will be answering the following questions as a library user or non-user. Our definition of a library user is a person who has used any of the services provided by the Albany County Public Library by any means within the past 2 years. Aside from using the library as a walk-in, this also includes; calling by phone to ask questions or reach dial-a-story; via on-line connection; using read and return services or outreach services and reading newspaper columns such as "Ask the Library".

- i. According to this definition, have you used any branches of the Albany County Public Library within the past 2 years?

405 Users 401 Non-users

A. QUESTIONS ASKED NON-USERS N=401

1. Did you once use the Albany County Public Library but no longer do so?

33.4% Yes 66.6% No

2. Why don't you use the Albany County Public Library? (check all that apply**)

1.0% Unacceptable library services
47.1% I do not need any of the services provided by the Library
2.2% The hours of operation are inconvenient *(only these respondents were asked question 2a)
7.5% The location is inconvenient
0.5% I dislike/disagree with library policies
0.5% I do not want to use the computer catalog
44.1% Other*
6.0% Don't know/No Answer/Refused

If "Other", please specify:

*☞ PLEASE SEE APPENDIX I FOR COMPLETE TEXT LISTINGS.

**You indicated you do not use the Albany County Public Library because the hours of operation are inconvenient. Currently the Albany County Public Library's hours of operation are as follows: Laramie is open Mondays through Thursdays from 10:00 AM to 9:00 PM and Fridays through Sundays from 1:00 PM to 5:00 PM. Rock River is open on Wednesdays only from 9:30 AM to 12:30 PM and 1:30 PM to 4:30 PM. Centennial is open on Mondays through Fridays from 11:00 AM to 3:00 PM.*

- 2a. If the library's hours of operation at the branch you would use most often were to extend, which additional times would you prefer? (check all that apply**)

88.8% Open earlier on weekends
88.9% Stay open later on weekends
44.4% Open more weekdays
33.3% Open earlier on weekdays
66.7% Stay open later on weekdays

B. QUESTIONS ASKED USERS N=405

ii. Are there members of your household who are under the age of 18 and who also use the library?

39.5% Yes 60.5% No

iii. Programs and activities that a person under 18 may participate in are as important to us as those that you participate in. When you are considering your responses to the following questions, would you feel comfortable providing answers for yourself as well as those members of your household whom are under 18 and who use the library?

95.6% Yes 3.8% No 0.6% Don't know/No Answer/Refused

3. By which of the following means have you used the Albany County Public Library in the past 2 years? (check all that apply**)

88.6% As a walk-in (to use any services)
30.9% By phone (dial-a-story)
10.1% Through an on-line connection
63.2% Read and return books (books at offices and laundromats)
5.9% Outreach services (books delivered to homebound or Senior Center)
40.7% Newspaper columns such as "Ask the Library"
8.4% Other*
0.0% I have not used the library in the past 2 years
0.0% Don't know

If "Other", please specify:

* Please see APPENDIX II for complete text listings

4. Which branches of the Albany County Public Library do you use? (check all that apply***)

99.7% Laramie
1.1% Rock River
1.4% Centennial
0.0% Don't know/No Answer/Refused

5. How often do you see the Albany County Public Library?

4.2% More than once a week
11.7% Once a week
9.5% Once every one to two weeks
26.2% Once every two weeks to one month
23.1% Once every 1 to 3 months
7.0% Once every 6 months to 1 year
5.3% Less than once a year
0.6% Don't know/No Answer/Refused

6. Which of the following do you use the library for?

- 46.2% Hobby (see question 6a)
- 38.4% Homework
- 22.3% Interlibrary loans
- 7.0% Large print books
- 81.6% Reading for pleasure (see question 6b)
- 49.9% Magazines
- 36.2% Newspapers
- 23.1% Programs {children's or adult's} (see question 7)
- 76.3% Reading for information and to answer questions {referencing} (see question 6c)
- 51.3% Tax forms
- 28.7% Job or work related (see question 6d)
- 26.2% Young adult collection
- 14.5% Audio/visual equipment
- 37.0% Copier
- 3.9% Fax
- 19.2% Internet/computer
- 17.3% Lobby phone
- 44.0% Meeting place or rooms
- 19.2% Reading room
- 18.7% Wyoming room
- 3.1% Other*
- 0.3% None of the above selections

If "Other", please specify:

*  Please see APPENDIX III for complete text listings


6a. What kind of hobbies do you use the library for?

 Please see APPENDIX IV for complete text listings

6b. If "reading for pleasure", in general, how would you categorize the material you read for pleasure? For example: Science fiction, westerns, romance or mysteries.

 Please see APPENDIX V for complete text listings


6c. When reading for information and to answer questions, in general how would you categorize the subjects you explore? For example: Health and medical, travel, finance or construction?

 Please see APPENDIX VI for complete text listings

6c-a. When you are reading for information and to answer questions, what kinds of questions might you ask the reference librarian?

 Please see APPENDIX VII for complete text listings

6d. What kind of job or work related activities do you do?

 Please see APPENDIX VIII for complete text listings

7. What programs have you participated in within the past 2 years? (check all that apply**)

- 31.3% Summer reading
- 48.2% Story times
- 2.4% Cybercamps
- 2.4% Book discussion group
- 8.4% Class in computer catalog
- 6.0% Class in Internet
- 6.0% Tours
- 9.6% Other*
- 19.3% Don't know/No Answer/Refused

If "Other", please specify:

*☞ Please see APPENDIX IX for complete text listings

8. What kinds of formats would you like the library to buy for public checkout? (check all that apply**)

- 78.8% Print
- 47.4% Compact disks
- 27.0% Digital video disk
- 46.2% Computer programs
- 49.6% Videocassettes
- 58.2% Sound cassettes (books on tape and music)
- 39.3% Large print
- 2.8% Other*
- 5.8% Don't know/No answer

If "Other", please specify:

*☞ Please see APPENDIX X for complete text listings

9. What kinds of fiction would you like the library to buy more of?

☞ Please see APPENDIX XI for complete text listings

10. What nonfiction would you like the library to buy more of?

☞ Please see APPENDIX XII for complete text listings

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11. If the library's hours of operation at the branch you use most often were to extend, which additional times would you most prefer? (Check all that apply**)

- 51.8% Open earlier on weekends
- 37.3% Stay open later on weekends
- 11.4% Open more weekdays
- 17.5% Open earlier on weekdays
- 21.4% Stay open later on weekdays
- 22.6% Present hours are sufficient
- 3.9% Other*
- 0.8% Don't know/No answer/Refused

If "Other", please specify:

*☞ Please see APPENDIX XIII for complete text listings

12. If the library's hours of operation had to be cut, which of the following hours would you most prefer be cut?

4.9% Close on Saturdays
23.1% Close on Sundays
52.4% Cut weekday morning hours
10.6% Cut weekday evening hours
3.3% Other*
6.1% Don't know/No answer/Refused

If "Other", please specify:

*☞ Please see APPENDIX XIV for complete text listings

13. What programs and/or services would you like the Albany County Public Library to offer that they do not presently offer?

☞ Please see APPENDIX XV for complete text listings

14. What programs and/or services that are presently offered do you feel the Albany County Public Library should discontinue?

☞ Please see APPENDIX XVI for complete text listings

15. If a choice had to be made, would you prefer that the Albany County Public Library:

18.1% Be open more hours
74.4% Buy more books and materials
7.5% Don't know/No answer/Refused

16. Please rate your attitude toward the following on a scale from 1 to 5; with 1 being very positive, 2 positive, 3 neutral, 4 negative and 5 very negative or tell us if you have not used this service.

16a. Assistance at the checkout counter:

53.5% Very positive
32.9% Positive
7.0% Neutral
1.4% Negative
0.6% Very negative
4.2% I have not used this service
0.6% Don't know/No answer/Refused

16b. Assistance at the reference desk:

46.8% Very positive
25.6% Positive
7.5% Neutral
1.4% Negative
0.8% Very negative
17.3% I have not used this service
0.6% Don't know/No answer/Refused

16c. Adult services and programs such as book discussion groups, classes and tours:

6.1% Very positive
4.2% Positive
8.4% Neutral
0.6% Negative
1.1% Very negative
74.4% I have not used this service
5.3% Don't know/No answer/Refused

Question 16 Continued

16d. Children's programs such as summer reading and story times:

- 27.9% Very positive
- 13.4% Positive
- 3.9% Neutral
- 0.0% Negative
- 0.6% Very negative
- 51.0% I have not used this service
- 3.3% Don't know/No answer/Refused

16e. Layout/Organization of the library interior:

- 33.7% Very positive
- 41.5% Positive
- 18.1% Neutral
- 3.3% Negative
- 0.8% Very negative
- 2.2% I have not used this service
- 0.3% Don't know/No answer/Refused

16f. Availability of parking:

- 26.5% Very positive
- 31.2% Positive
- 20.1% Neutral
- 14.2% Negative
- 5.3% Very negative
- 2.8% I have not used this service
- 0.0% Don't know/No answer/Refused

C. QUESTIONS ASKED OF BOTH USERS AND NON-USERS: N = 806**17. Do you use other libraries?**

64.6% Yes (see question 17a.) 35.4% No

17a. If "Yes", which other libraries do you use? (check all that apply)**

95.4% One of the libraries at the University of Wyoming
7.7% Grade, junior high or high school Library
6.9% Library at place of employment
6.7% Another County library
3.6% Other*

If "Other", please specify:

*☞ Please see APPENDIX XVII for complete text listings

18. Why do you use the other libraries as opposed to the Albany County Public Library? (check all that apply)**

68.9% They have the subjects/materials I need
27.8% The hours of operation are more convenient
53.7% The location is more convenient
15.9% Other*
1.2% Don't know/No answer

If "Other", please specify:

*☞ Please see APPENDIX XVIII for complete text listings

Next are a few general questions, which will be used for classification purposes only


19. What other media do you use? (check all that apply*)**

92.2% Radio/TV/Movies
80.3% Subscriptions (magazines, newspapers)
70.3% Computer related
74.1% Bookstores
0.4% None of the above
0.1% Don't know/no answer

20. We would like to know a little bit about what you enjoy doing in your leisure time. Which of the following activities have you participated in within the past two years? (check all that apply**)

73.0% Sports
55.6% Crafts
52.5% Gardening
79.8% Cooking
58.2% Animal care
70.0% Computer games/Internet
81.8% Traveling
73.4% Camping/fishing/hunting
96.2% Spending time with friends and family
82.4% Movies
57.4% Clubs/Social groups
49.0% Religious activities
89.7% Reading
55.2% Arts
47.4% Investments
2.0% Other*
0.1% Don't know/No answer
0.1% None of the above

If "Other", please specify:

*  Please see APPENDIX XIX for complete text listings

21. Do you have internet access at home, school or work?

76.2% Yes 23.8% No

22. Approximately how many total blocks are there between your home and the library?

21.5% 0-5 Blocks
20.0% 6-10
25.1% 11-20
13.5% 21-40
15.3% Over 40
4.7% Don't know/No answer

23. To which of the following groups do you consider yourself a member? (check all that apply**)

14.0% Retiree
0.7% Wyo Tech student
16.0% Self-employed
19.1% Private sector employee
38.3% Public sector employee
2.2% LCCC student
26.8% Parent of a child under 18 (See question 23a)
38.1% UW student
2.0% Adult basic education student
11.5% Teacher
1.6% Don't know/No answer

23a. How old are the children at home? (check all that apply)**

- 21.3% 0-2 Years of age
- 25.9% 3-4
- 47.7% 5-11
- 27.3% 12-14
- 27.3% 15-18
- 1.4% Don't know/no answer

23b. Does the child or children attend a:(check all that apply)**

- 68.5% Public school (See question 23b-a)
- 12.0% Private school (See question 23b-b)
- 2.3% Home school
- 25.0% Child does not attend school
- 1.9% Don't know/no answer

23b-a. Is the child attending a public school a:

- 31.8% High school student
- 37.8% Junior high school student
- 60.1% Grade school student
- 10.1% Pre-school student


23b-b. Is the child attending private school a:

- 7.7% High school student
- 11.5% Junior high school student
- 61.5% Grade school student
- 38.5% Pre-school student

24. In what part of Albany County do you live?

- 1.1% Centennial
- 0.5% Rock River
- 0.2% Tie Siding
- 85.7% Laramie city limits
- 11.7% Area surrounding Laramie
- 0.1% Other*

If "Other", please specify:

*  Please see APPENDIX XX for complete text listings

25. How long have you lived in Albany County?

- 13.5% Less than 1 year
- 12.9% 1 year or more but less than 3 years
- 12.5% 3 years or more but less than 5 years
- 13.0% 5 years or more but less than 10 years
- 17.5% 10 years or more but less than 20 years
- 30.4% Over 20 years
- 0.1% Don't know/No answer

26. Respondent's gender

- 43.1% Male
- 56.9% Female

27. Respondent's age

- 28.7% 18-25 Years of age
- 18.2% 26-35
- 17.8% 36-45
- 22.0% 46-59
- 13.2% 60 and over

**Totals will exceed 100% due to multiple answers



APPENDICES

APPENDIX I

Question 2: Why don't you use the Albany County Public Library? Specify "other":

- Access to others
- Age of children are young
- All the children are gone
- All the reading I get for gifts and I buy books
- Buy books (2)
- Buy my books
- Buy paperbacks and exchange with friends
- Can afford to buy books and no kids
- Children are grown
- Coe library is good enough
- Collections at the University are more relevant
- College
- College student (2)
- Didn't know where it was
- Don't know (2)
- Do little reading
- Do not know location
- Do not make time
- Do not read very much
- Don't have time
- Don't know where it is
- Don't read books
- Don't read books from the library-get them from bookstores
- Don't read much and not that good
- Don't really have a use for the library any longer
- Don't do much reading anymore
- Don't get out much, I'm an older lady
- Don't go to town often
- Don't have the time
- Don't like to read
- Don't read
- Don't really use the library.
- Easier to be on campus than at public library
- Easier to go to Coe
- Field of study not in the public library
- Get all needs fulfilled on campus
- Get enough reading material without it
- Getting old and must rely on a ride
- Graduate student, use the library at the University
- Have enough at home, and usually buy what I want
- Have not had time
- Have own library
- Haven't had the opportunity to use it, I just moved here
- Haven't lived here long enough to need it
- Haven't gotten around to it, I am old
- Haven't had a chance
- Haven't had a need
- Haven't had a need to use it
- Haven't had the opportunity
- Haven't had to use it lately, but find no problems
- Haven't lived here all that long
- Heavy research, better at U. W. libraries
- Husband is ill and can't get out
- I don't have a car, they should have a bus

APPENDIX I continued

- I don't have time to use it, I am a student
- I use the University's libraries
- Internet access really makes library obsolete
- Internet is easier
- Just don't need to
- Just moved here (4)
- Just moved here, haven't had time
- Just moved to Laramie recently
- Just moved to town
- Just new in town
- Just not convenient
- Just use U. W. library (6)
- Lack of convenience
- Lack of time
- Law school
- Laziness
- Listen to audio tapes and language tapes, no time for reading
- Live here only part time
- Live too far
- Lost card and use the University library
- Moved farther out of town
- Never been there
- Never had time
- Never thought about using it
- No need to
- No time (4)
- No time, live far away
- No time, no need
- Not a student
- Not enough time
- Not in college anymore
- Not in college anymore, don't need to use it
- Not lived here very long
- Other libraries (4)
- Personal library
- Physical disabilities
- Professor at U. W.
- Rather purchase book
- Senior and no way to get there
- Student at U. W. (3)
- Student who uses campus library (3)
- The library is overstaffed
- The University is easier to use
- Too busy (2)
- Transportation
- Trouble reading because of sight problems
- University (5)
- University library access
- University library-always on campus
- University time
- Use mainly computer for research or trade with friends
- Use the campus library
- Use the Coe library (25)
- Use the law school library and other U.W. libraries
- Use the library where I teach
- Use the University library system

APPENDIX I continued

- Use purchased books
- Use University
- U. W. library-grad student
- U. W. staff
- U. W. student (3)
- U. W. student only use U.W. libraries
- U. W. Library (3)
- When children were younger I took them
- Work at Coe and use services there
- Work on University campus
- Working

APPENDIX II

Question 3: By which of the following means have you used the Albany County Public Library in the past two years? If "other" please specify:

- Books on tape
- Brought Cub Scouts for projects
- Children's story hours
- Children's story time
- Children's programs
- Collect magazines for children in my classes
- Donate books
- Interlibrary loan
- IRS forms/meetings
- Kid's story time, children's special activities
- Meeting rooms (3)
- Meetings (2)
- Newspaper articles
- Picked up income tax forms & donated books
- Read news paper/magazine
- Read when they print new books at library in Boomerang
- Reference, newspaper
- Rent meeting rooms, tapes by cassette
- Research
- Sponsored readings and book sales
- Story hour (3)
- Study
- Support through Friends of the Library
- Tax forms (4)
- Taxes
- Used the meeting room

APPENDIX III

Question 6: Which of the following do you use the library for? Please specify "other":

- Don't know (7)
- Do you have...
- Donated magazines
- No Answer
- None

APPENDIX IV

Question 6a: What kind of hobbies do you use the library for?

- Acting
- All kinds
- Antiques, horses, Western history
- Art
- Art, reading about travels or others, religious books
- Astronomy, reading
- Auto, fishing
- Automotive repair
- Bicycling magazines
- Books as a hobby
- Buckskin, leather crafts
- Building a home, landscape
- Cars, models
- Checking on antiques, gardening
- Chess, hunting, fishing
- Chickens
- Child development
- Coin collecting
- Collecting antiques, home improvement
- Computer, crafts
- Computer, sewing, geneology
- Computers (3)
- Cooking
- Cooking and traveling
- Cooking, crafts
- Cooking, gardening (2)
- Cooking, knitting, small animal care, gardening, home improvement
- Cooking, needlework, gardening
- Craft, home improvement
- Crafting, quilting, studying Western religions
- Crafts - stenciling, knitting
- Crafts (5)
- Crafts, knitting, cooking, traveling
- Crafts, outdoor sports
- Crocheting, art
- Cross country skiing, hiking, knitting, gardening, cooking
- Crystal stones, alternative forms of healing
- Design
- Desks by books
- Don't know (7)
- Drawing and sketching, horoscopes, psychology, crafts
- Financial
- Finding answers for self and others
- Firearms
- Fly fishing and leathercraft, backpacking
- Fly fishing, hunting, outdoors
- Gardening (5)
- Gardening, architecture
- Gardening, cooking, reading
- Gardening, crosstitch
- Gardening, home repair, depends
- Gardening, horses
- Gardening, hunting, guns
- Gardening, kids, cooking

APPENDIX IV continued

- Gardening, livestock, horse training
- Gardening, quilting, cooking
- Gardening, sewing, writing, varied interests
- Genealogy
- Genealogy, interest in electronic games, statistics
- Golf, sports
- Home decorating
- Home improvement
- Home improvement, motorcycle, finance
- Home improvement, crafts, cooking
- Horse-back riding
- How to make a hammock
- Hunting, Entomology
- Hunting, fishing, boating
- Hunting, fishing, crafts
- Just pleasure
- Magazines
- Magazines, cookbooks
- Magazines, home improvement, landscaping, gardening
- Martial arts, golf, sports
- Materials that they have
- Music, coin collecting, outdoor sports
- Music, crafts
- Nature, photography
- Nothing
- Nothing specific
- Outdoor recreation
- Patterns, definitions, plant identification
- Personal reading, auto maintenance, airplanes
- Pet, gardening
- Photography
- Pleasure
- Pleasure reading (2)
- Quilting, crafts
- Quilting, painting
- Quilting, stained glass
- Quilting, tatting
- Quilting, woodworking, children's crafts, travel, pets
- Quilts; Christmas
- Radio
- Railroads and western history
- Raising dogs
- Reading (14)
- Reading for pleasure (5)
- Reading hobby
- Reading itself
- Reading, books on people or history
- Recipes and poems
- Recreational
- Recreational reading
- Reference
- Refinishing furniture, floors
- Relaxation, cooking
- Research for debate in high school
- Research on history of Wyoming, photo books
- Researching mountain biking, reading

APPENDIX IV continued

- Rock collection, geology
- Running and craft books, books on painting and gardening
- Sewing, gardening
- Sewing, kid's crafts
- Sewing, skiing, auto, personal nutrition
- Special interest, gardening, sporting
- Sports, religion
- Sports, travels
- Stamps, writing
- To get information on gardening, cooking
- Tourism and hiking, camping books
- Travel (3)
- Travel, cooking, referencing
- Woodworking (2)
- Woodworking, home repairs and clay pottery
- Woodworking, ceramics, arts & crafts, sewing, gardening, quilting, science
- Woodworking, gardening, crafts
- Woodworking, history

APPENDIX V

**Question 6b: If "reading for pleasure", in general, how would you categorize the material you read for pleasure?
For example: science fiction, westerns, romance or mysteries:**

- A little of everything (2)
- Action
- Adventure (5)
- All kinds (2)
- All of the above (4)
- Any novels (2)
- Anything at all
- Art
- Audio tapes
- Autobiographies (3)
- Bestsellers--Danielle Steele
- Biography (8)
- Broad variety
- Children's books (13)
- Children's stories
- Classics (5)
- Computer magazines (2)
- Computer novels
- Contemporary novels (2)
- Cooking/cookbooks (3)
- Crafts (3)
- Crafts and quilting
- Crime
- Current events
- Current fiction
- Do it yourself
- Economics
- Editorial
- Educational (2)
- Egypt
- Everything (4)
- Fantasy (4)
- Fiction (44)
- Firearms
- Geography
- Health
- Historical (6)
- Historical drama
- Historical fiction (11)
- Historical non fiction (3)
- Historical novels
- Historical romance
- History (19)
- Hobby related (3)
- Home improvement (2)
- Horror (4)
- How-to books
- Information
- Information on business directory
- Jane Auel or V.C. Andrews
- Laramie history
- **Magazines (2)**
- **Maps**

APPENDIX V continued

- Michael Crichton books
- Military
- Mysteries (87)
- Nature stuff
- Newspapers
- Non fiction (26)
- Non-historical fiction
- Novels (13)
- Parenting books
- Philosophy
- Poetry (2)
- Pop culture
- Psychology
- Reference
- Religious (2)
- Research materials (4)
- Romance (30)
- Romance-historical
- Science fiction (40)
- Science (5)
- Self-improvement (4)
- Short stories
- Sports
- Thrillers (4)
- Tom Clancy
- Travel (5)
- True stories
- Variable
- Variety (2)
- Various
- Vehicles
- Very broad
- War books
- Westerns (23)
- Whatever
- Wide variety
- Yearly book sale

APPENDIX VI

Question 6c: When reading for information and to answer questions, in general how would you categorize the subjects you explore? For example, medical, travel, finance or construction? Specify "other":

- Aircraft
- All the above (3)
- All types of information widely varies
- Animal information biological information
- Animals (3)
- Anthropology
- Antiques
- Archeology
- Art (3)
- Articles on authors
- Audio books
- Auto
- Auto repair (2)
- Baseball
- Biographies (5)
- Biology (2)
- Broad variety (3)
- Building (2)
- Business (4)
- Cars
- Cars--Repair and estimating value (2)
- Cats for 4-H *
- Child development (2)
- Child rearing
- Children
- Children's books and information
- Clothing fashions
- College directories
- Computer information (6)
- Construction (16)
- Consumer information (3)
- Cooking (7)
- Corporate information
- Crafts
- Criminal justice
- Crocheting and sewing
- Current events (2)
- Death penalty
- Decorating
- Dogs
- Don't know (20)
- Education (2)
- Educational activities
- Electric organs
- Encyclopedias
- Engineering
- Entertainment
- Environment
- Ethnic culture
- Everything
- Fiction
- Finance (40)
- Firearms

APPENDIX VI continued

- For child's school work (6)
- For writing about all kinds of eclectic subjects-historical
- Foreign foods, recipes
- Foreign languages
- Future education
- Gardening (6)
- Gas industry
- Genealogy research (3)
- General (4)
- General reference for school
- Geography (5)
- Go for different things
- Government documents
- Health & medical (31)
- Health (29)
- Health and science
- Health hobbies
- Historical (3)
- Historical and literary
- Historical fiction
- History--great help there!
- History (19)
- History and science
- Hobbies (4)
- Home decorating
- Home improvement (4)
- Home repair (2)
- Homework (3)
- Horse back riding
- Horses (2)
- House design
- Household
- How-to projects
- Hunting, fishing, history
- Information for remodeling
- Just situational
- Kid's section for homework questions
- Knitting
- Laramie history
- Law (3)
- Legal
- Legislation
- Literature (3)
- Little bit of everything (2)
- Livestock
- Looking up addresses
- Maps
- Medical (15)
- Medicinal
- Metaphysical
- Multicultural
- Music (2)
- Mystery
- Natural history
- Nature
- Nonfiction

APPENDIX VI continued

- Nutrition
- Occasionally travel
- One time I went for a speech on professional athletes
- Outdated material
- Outdoors
- Parenting
- People (2)
- Pets
- Phone directories (2)
- Places/travel
- Pleasure (2)
- Poetry
- Political science
- Political (2)
- Politics (2)
- Porcelain doll making
- Prices for motorcycles
- Product research
- Psychological
- Psychology (3)
- Publishing and purchasing
- Ranch related subjects
- Records management
- Recreation
- Recreational
- Reference
- Religion (4)
- Research for board committees and organizations
- Research for chemistry
- Research general (2)
- Research history
- Research in old newspapers
- Research papers
- Resumes
- Scholarship information
- School project resource (2)
- School related (3)
- Science fiction
- Science (6)
- Scientific (3)
- Sea life
- Sewing (2)
- Shorthand
- Social studies
- Sports (3)
- Statistical
- Statistics
- Subject will very
- Taxes
- Technology
- Toastmaster's speeches
- Topographical maps
- Trains
- Travel books
- **Travel information**
- **Travel (39)**

APPENDIX VI continued

- Varies
- Various homework projects
- Various (2)
- Vehicles
- Very broad (2)
- Veterinary medicine
- Western history
- Wide variety
- Wildlife
- Wood working
- Work
- World cultures
- Wyoming history
- Wyoming information
- Yellow pages

APPENDIX VII

Question 6c-a: When you are reading for information and to answer questions, what kinds of questions might you ask the reference librarian?

- About books
- About Wyoming native plants
- Ask for help with on-line catalog
- Ask for keyword to enter for topic
- Ask how to use computer (4)
- Ask to get certain materials out of the Wyoming room
- Ask to retrieve information on addresses & phone numbers on people
- Asked for help locating a city on a map
- Asked many, famous outlaws, general help
- Assistance to find a book on a particular subject
- Availability of materials (3)
- Can I get this through an interlibrary loan
- Can you recommend a topic, or author
- Contacting elected officials
- Could you help me find the resume section?
- Could you locate an item you don't have?
- Dates, word origin, historical events
- Do you carry anything on this subject, where can I find this?
- Do you hold books?
- Don't know (63)
- Don't use reference Librarian (3)
- Easiest way to find something
- Factual historical questions, names of books
- Find or locate statistical data
- For definitions
- General questions (4)
- Geography, biology
- Great variety of questions; information on how things work
- Help with subject not seen
- Help with the card catalog
- Here's a book I want to read, where is it at?
- History (2)
- History and science related questions
- How do I get a specific book
- How do you find...(19)
- How do you use the microfiche, how is microfiche organized?
- How to find books on subjects
- How to use computer (5)
- How to use microfilm
- How to use references
- How would I find information on...(3)
- I remember I did that, but I don't remember the question
- If they have information
- Important dates in other cultures
- Information at counter
- Interlibrary loan questions
- Internet services (2)
- Large print? What kind of books, location
- Locate things and find call numbers
- Need specifics on dates and places, local events
- Never
- None (12)
- Opinion on books, location

APPENDIX VII continued

- Other ways to find information
- Periodicals or if you have a certain book
- Policies of library
- Question about specific literature
- Questions related to gardening
- Recommendations if I can't find something
- Reference material
- Research
- Specific author or material location
- State documents
- Statistics help, where to find information, how reliable information is, what forms available
- Technical questions about the machines (4)
- To recommend journals related to my topic
- Tutorial questions
- Varies
- What day of the week in past dates
- What section books are in (3)
- Where a resource is and are there more
- Where are the tapes?
- Where can I find information on current events, poetry?
- Where is a book on a certain subject (9)
- Where sources are located (2)
- Where specific books are (19)
- Where specific subjects are (3)
- Where the books are (4)
- Where the directories are
- Where to find a section (3)
- Where to find information (4)
- Where to find Laramie history
- Where to find what I am looking for (62)
- Where would I find a census on the internet
- Where would I find information on...(2)
- Where's the best place to find a book about where to find stained glass?
- Why can't I find what I need on this computer?

APPENDIX VIII

Question 6d: What kind of job or work related activities do you do?

- About children
- Accountant
- Administrative assistant
- Art references
- Artist, teacher
- Bank manager
- Business reference books, industrial reference
- Cabinet maker
- Career information
- Compile material for in-services
- Computers
- Construction contractor
- Current news in newspapers and magazines
- Don't know (2)
- Entertaining clients/children
- Explosive engineer
- Find articles on endangered species
- For school, law school, graduate school, education, Planned Parenthood
- Gardening
- Geology research museum, paleontology
- Get books for my classroom
- Home repair and maintenance
- Information system manager
- Insurance administration
- Internet for work-at-home opportunities
- Job hunting
- Job search, used for reference for songs
- Job searches
- Just look up questions from Consumer Reports
- Legal research
- Look up statistics for story problems in math class taught
- Looked up statistics for work about Wyoming
- Mainly research
- Managerial, business
- Material for work
- Meetings (2)
- None
- Occasional research
- Occasionally use teacher education books and children's books for work
- Play athletics, travel, study history
- Political consultant
- Post office
- Professional photographer
- Project coordinator for foster grandparents
- Reading for information
- Reading journals
- Real estate
- Research (2)
- Research and blue books
- Reference (2)
- Reference books
- Reference books--medical
- Reference materials
- Remodeling

APPENDIX VIII continued

- Rented tapes related to work
- Research (10)
- Research and magazines on subjects that are work related
- Research for teaching
- Research for volunteer work on multicultural issues
- Research for work
- Research material
- Research material for classroom
- Research, Wyoming statutes
- Researching background information on government agencies
- Researching census information for relocation
- Run own business
- Same thing, Nature Biology
- School work, job information, i.e., public service testing
- School-diesel technology
- Social studies for 6th graders
- Story telling
- Student (2)
- Student use internship guides and job guides
- Take daycare to story hour
- Tax information for small business
- Taxes
- Teach adult and children ceramics, art classes
- Teacher (3)
- Teacher-bring students in for story time or use dial-a-story
- Teacher-research for students
- Try to find books not at Laramie Junior High School
- University research
- Use board members checks, meeting room?
- Western Research Institute
- Work at University
- Work for recreation/children
- Work in office

APPENDIX IX

Question 7: What programs have you participated in within the past two years? Specify "other":

- Adult classes
- Book donation
- Book sales
- Don't know
- Meetings, voting
- None
- Public meetings at library
- Summer reading

APPENDIX X

Question 8: What kinds of formats would you like the library to buy for public checkout? If "other" please specify:

- Audio visual
- Books on CD
- Books on CD and more tapes would be great!
- Buy more printed reference material
- Don't know
- Magazines (2)
- None
- The friends of the library is excellent
- Update reference materials, photography

APPENDIX XI

Question 9: What kinds of fiction would you like the library to buy more of?

- Academic
- Action (2)
- Adult fantasy
- Adult suspense novels
- Adventure (4)
- All fiction (3)
- Any
- Any and all
- Anything
- Anything well-written, not cussing
- Arthur C. Clark
- Ann Rand
- Basic works of English fiction
- Best sellers (15)
- Biographies (2)
- Children's resources
- Children's (6)
- CIA type books
- Classical
- Classics
- Clive Cussler adventure stories
- Computer mysteries
- Contemporary fiction (5)
- Courtroom
- Crime (2)
- Criminal
- Current best sellers
- Current fiction
- Current mystery
- Cussler-action adventure
- Don't know (149)
- Do good job already (4)
- Education
- Everything (3)
- Fact-related fiction. Based on true history of the world
- Fantasy (3)
- Fiction
- Foreign
- Futuristic
- General fiction (3)
- Good selection
- Historical (7)
- Historical fiction (6)
- Historical novels
- Historically based fiction on recent history
- Horror (4)
- Humor
- Isaac Asimov
- John Grisham (2)
- Juvenile
- Keep a wide variety for all ages of readers
- Ken Follett
- Kids
- Light-hearted

APPENDIX XI continued

- Maps
- Marine fiction--O'Brian series
- Men's
- Michael Crichton
- Modern Westerns
- More materials in Spanish
- More variety of authors
- More Science Fiction
- More up-to-date
- Murder mysteries
- Mysteries (45)
- Mysteries--new releases
- Mysteries for young adults
- Mysteries like real-life stuff
- Mystery-regarding law, authors Gaspen, Dick Francis
- New material
- No change (2)
- No preference
- Non-fiction (2)
- None (17)
- None, don't like to read fiction
- Non-traditional fiction, by minority writers, more pop culture, not so much mainstream
- Nothing
- Novels (3)
- OK
- Ones with not so much sex and bad language
- Paperback mysteries
- Period fiction
- Poetry, Kazansakis' books
- Recent popular books, e.g. Danielle Steele, also newer kid's books
- Religious/Christian authors
- Romance (5)
- Satisfied
- Science fiction and myths, dragon-type stories
- Science fiction (31)
- Short stories
- Space travel
- Star Trek (2)
- Suspense
- Techno-thrillers
- Teenage fiction
- Things that teach lessons
- Tom Clancy (2)
- Update audio books
- Usually mysteries
- Westerns (8)
- Wholesome, family-oriented
- Wide variety is good
- Young adult (2)
- Young adult fantasy fiction
- Young adult (3)

APPENDIX XII

Question 10: What non-fiction would you like the library to buy more of?

- All kinds
- Alternative medicine
- Alternative medicine, spiritual, religious, philosophy
- Alternative medicine, environmental medicine, bio-engineering of seeds and humans
- Anthropological cultural study type things, more historical about Wyoming and mountians
- Anything at all, political satire
- Anything ranch related, horses
- Anything related to construction
- Anything, I just like books
- Art, folios
- Arts and crafts and decorating
- Autobiography (3)
- Auto repair books
- Auto repair manuals
- Auto repair manuals, broader selection
- Auto-biographies
- Baseball, historical Wyoming
- Best sellers (more quantity)
- Bibliographies
- Biographical and audio biographical
- Biographies (10)
- Biographies, autobiographies
- Biographies, autobiographies, gardening, cooking
- Biographies, more up-to-date movie biographies, etc.
- Biography, or history
- Biography, places in world
- Books that relate to the area, regional, self-help
- Business and management
- Business-related stuff
- Buy more periodicals-poor periodical selection
- Car repair manuals
- Child development
- Children
- Church history
- Clark, Victoria Wolfe, Patricia Cornwell
- Computer related
- Computer related-tutorial aids and references
- Concerning travels, more updated versions of information
- Conservative economics - the Fabian Society - socialism
- Cookbooks, decorating, gardening
- Cookbooks, gardening
- Cooking
- Crafts
- Current best sellers, history
- Current self-help
- Current top ten
- Current travel and most recent editions
- Don't know (125)
- Documentaries, both print and video documentaries
- Education, history, more updated nonfiction
- Encyclopedia-more variety in selection
- Environmental
- Environmental journals

APPENDIX XI continued

- Maps
- Marine fiction--O'Brian series
- Men's
- Michael Crichton
- Modern Westerns
- More materials in Spanish
- More variety of authors
- More Science Fiction
- More up-to-date
- Murder mysteries
- Mysteries (45)
- Mysteries--new releases
- Mysteries for young adults
- Mysteries like real-life stuff
- Mystery-regarding law, authors Gaspen, Dick Francis
- New material
- No change (2)
- No preference
- Non-fiction (2)
- None (17)
- None, don't like to read fiction
- Non-traditional fiction, by minority writers, more pop culture, not so much mainstream
- Nothing
- Novels (3)
- OK
- Ones with not so much sex and bad language
- Paperback mysteries
- Period fiction
- Poetry, Kazansakis' books
- Recent popular books, e.g. Danielle Steele, also newer kid's books
- Religious/Christian authors
- Romance (5)
- Satisfied
- Science fiction and myths, dragon-type stories
- Science fiction (31)
- Short stories
- Space travel
- Star Trek (2)
- Suspense
- Techno-thrillers
- Teenage fiction
- Things that teach lessons
- Tom Clancy (2)
- Update audio books
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- Anything, I just like books
- Art, folios
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- Autobiography (3)
- Auto repair books
- Auto repair manuals
- Auto repair manuals, broader selection
- Auto-biographies
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- Biographies, autobiographies, gardening, cooking
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- Biography, places in world
- Books that relate to the area, regional, self-help
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- Business-related stuff
- Buy more periodicals-poor periodical selection
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- Child development
- Children
- Church history
- Clark, Victoria Wolfe, Patricia Cornwell
- Computer related
- Computer related-tutorial aids and references
- Concerning travels, more updated versions of information
- Conservative economics - the Fabian Society - socialism
- Cookbooks, decorating, gardening
- Cookbooks, gardening
- Cooking
- Crafts
- Current best sellers, history
- Current self-help
- Current top ten
- Current travel and most recent editions
- Don't know (125)
- Documentaries, both print and video documentaries
- Education, history, more updated nonfiction
- Encyclopedia-more variety in selection
- Environmental
- Environmental journals

APPENDIX XII continued

- Environmentally-related, biography, Western history, Wyoming history
- Expand on everything
- Farming, livestock, agriculture--more recent
- Fly fishing
- Furniture refinishing
- Geneology
- Handy crafts-quilting
- Health
- Heroes in the past, presidents
- Historical (6)
- Historical biographies, past events
- Historical books, Western
- Historical novels. Don't need to buy more?
- Historical psychology, updated how-to books
- Historical reference books
- Historical stuff
- History (12)
- History-Western world
- History books
- History of Laramie and the West
- History, crafts
- History, local and international history
- History, Wyoming, U.S. and European history
- History, biographies, geneology
- History, biography, cookbooks
- Hobbies, health, parenting
- Home improvement
- Home improvement, autobiographies
- Horse section
- How-to books
- How-to books, repair and restoration, maintenance
- Hunting, fishing
- Information usable to most people, universal appeal information
- Journals
- Keep expanding
- Kid's books
- Language tapes
- Laramie history and others
- Life stories, biographies
- Local history
- Magazines
- Medical
- Money, finance
- More biographies (3)
- More biographies of women
- More craft related, expand and update religion books
- More crafts information
- More current cookbooks
- More current events
- More current events, world events, up-to-date
- More education resources
- More history (2)
- More local history
- More magazines
- More materials in Spanish
- More reference

APPENDIX XII continued

- More reference books for children
- More science books--about animals
- More up-to-date computer manuals
- More up-to-date reference material
- More updated material, self-help books, Christian oriented
- More updated reference materials, electronics--computers etc.
- More updated texts; geography, cultural, social--most of what is there is out dated!
- More updates on research
- Mountaineering, gardening, sailing, philosophy
- Music
- Mysteries, Westerns
- Mysteries, adventure, suspense
- Mystery, criminal
- Natural history
- Nature
- New York Times best sellers, art
- No comment
- None (18)
- Not written by professors, i.e. written for the public
- Nothing (2)
- Nothing lacking
- Novels on audio tape
- Old classics, Shakespeare, poetry
- Outdoor activities, sports
- Peabody Museum of Natural History, natural history publications
- Poetry
- Political things, biographies
- Political, economics, biography, history
- Political, Western
- Quilting & woodworking, broaden hobby categories, local geographic information
- Real-life biographies
- Reference (2)
- Reference materials (20)
- Reference, humanistic
- Regional animals
- Regional history
- Religion (2)
- Religion and philosophy--more current
- Religion--current, quilting, sewing, history, political science
- Research material publications
- Same
- Science (2)
- Science fiction
- Science related
- Science stuff--engineering
- Self-help (3)
- Self-help--new releases
- Self-help books
- Self-improvement
- Sports related
- Sports, marine, research, submarines, etc.
- Stock market, Morning Star, corporation, health journals
- Technical
- Technology, medical
- Technology; industrial, computer, aviation—stay up-to-date

APPENDIX XII continued

- Theater
- They do well, history
- They have a good selection
- Travel (2)
- Travel information
- Travel, adventure
- True stories about Wyoming
- True stories of adventure
- Update health and medical
- Update
- Update older titles
- Updated books about war & war machines, also history
- Updated encyclopedia
- Updated stuff on decorating
- War books
- Westerns
- Wyoming history (2)
- Y2K information

APPENDIX XIII

Question 11: If the library's hours of operation at the branch you use most often were to extend, which additional times would you most prefer? If "other" please specify:

- Earlier on Fridays (3)
- In general earlier in the morning
- Open 9 AM to 9 PM every day of the week
- Open Friday like other weekdays (2)
- Saturday 9-6, Friday 1-7 PM
- Saturday mornings would be great!
- Should open up earlier than 10:00 AM
- Summer hours open more
- Use mostly on weekends--too busy during the week
- Weekday hours are pretty good
- Weekends until 7 or 8 PM

APPENDIX XIV

Question 12: If the library's hours of operation had to be cut, which of the following hours would you most prefer be cut? If "other", please specify:

- Combination of weekday mornings and evenings
- Don't think they should change
- Friday evening
- Keep some mornings and cut some late hours
- Librarian
- Mix it up
- None
- They should not be cut (5)

APPENDIX XV

Question 13: What programs and/or services would you like the Albany County Public Library to offer that they do not presently offer?

- A room to have refreshments
- Additional adult reading and book discussions
- Adult literacy classes
- Advertise more
- Anything for children that they can come up with
- Area newspapers, including Fort Collins, Laramie, Cheyenne, specialty journals
- Art gallery, adult readings, poetry
- Audio cassettes
- Author visits to the library to talk to children about writing their books
- Being open more, do more book clubs & discussions
- Better search database
- Books on tape
- Children's resources--computers ie. games, learning
- Children's reading time
- Classes to help people know their way around the library
- Computer area
- Computer, CD, more DVD
- Computer games
- Connection with other research institutions via Internet
- Courteous service
- Different hours for computer classes or more hours
- Don't know (235)
- Don't know, fine
- E-mail
- Easier to get books somewhere else
- Expand video selection, more foreign language, history programs/videos
- Financial report-Value Line
- Guest speakers
- Have the books checked out longer
- Help for grade school children studies
- Humanities discussion
- I think they do an admirable job
- Intergenerational book club (mother/daughter for example)
- Internet access
- Internet classes
- Internet programs--more computers--more internet access
- Lectures, taxes, wildlife, community events, and area history, etc.
- Meeting rooms are hard to get because they charge
- More children's activities
- More classes
- More computer accessibility--even if for 30 minute increments
- More computer classes (2)
- More for Jr. High and High School
- More help in library
- More history
- More history of guns and the latest things done with guns
- More information and referral service maybe, no library cards if possible like they have in Montana
- More information on sign language
- More Internet access, faster connection
- More meeting facilities
- More movies, expand audio tapes in self-help and psychology
- More multimedia, readings (poetry, etc.)
- More public forums, and topics of public interest speakers

APPENDIX XV continued

- More serious atmosphere for small children
- More things for children
- Movie videos
- Music
- Music records, tapes, increased selection, card catalog
- New book shelf
- None (49)
- Nothing (2)
- Personally recommended books by staff
- Put the money into being open longer
- Reading for elderly
- Seminars over arts and crafts
- Software for your computer
- Speakers for the library, from speakers before
- Sponsor educational programs, for example; tax preparation, reading group
- Sufficient
- Teach adults how to read
- Technical articles
- They do fine, except the reference librarian in the evenings
- To be able to check out the books in the Wyoming room
- Tutorials on computers in the library
- Video library
- Video programs
- Workshops on tax forms
- Young author's workshops

APPENDIX XVI

Question 14: What programs and/or services that are presently offered do you feel the Albany County Public Library should discontinue?

- Anything on Sunday afternoon
- Change their magazines to “not available for check out”
- Changes should be driven by demand (2)
- Cut anything that cuts others down
- Discontinue scratched record albums
- Don't know (227)
- E-mail, Internet (2)
- Everything they do is good
- Flower show in the spring
- No, they are doing a very good job
- Non-discriminatory groups, hate groups
- Non-profit organizations should not have to pay to use the meeting rooms!
- None, but they do need more funding
- None (118)
- None, all programs and services are important
- Nothing (5)
- Story time is good
- The audio cassettes and CDs
- The library offering videocassettes
- Thrasher Magazine
- Wildcat

APPENDIX XVII

Question 17a: Which other libraries do you use? If "other" please specify:

- Biencke Library at Yale
- Carbon County Library
- Carl and Wildcat
- Computer
- Ft. Collins and Cheyenne
- In Kentucky
- In Nebraska, had to pay for
- International interlibrary loans
- Law Library
- Learning Resource Center
- Library at CSU (2)
- Many other college libraries
- Out of town
- Outside of Wyoming
- Subscriptions to journals
- Use my own private library (2)
- WyoTech Resource Center

APPENDIX XVIII

Question 18: Why do you use the other libraries as opposed to the Albany County Public Library?

- Always have used Coe Library
- Better and more reference materials at Coe Library
- Better for referencing
- Bigger selection (2)
- Bigger selection at U. W.
- Cheaper copies
- Closer to where I live
- Coe has books that the public library does not have
- Computer lab, education magazine
- Don't know the location of the library
- Don't know where the library is
- Don't know about it
- Employment has the specialized books needed
- Familiarity
- For technical information work related
- Friend took me there
- Graduate student
- Greater variation and collection of materials at the University
- Has all the research needed for school
- Have everything I need
- I am a student and spend a lot of time on campus
- I have to pick up my brother there
- I live on campus
- I lived there at the time
- I prefer to use the public library first
- I work at Coe and have access
- If I can't find what I need
- If the Albany County Public Library doesn't have what I need
- Internet
- Just easier to use U. W. Library
- Just moved here (2)
- Kids in school
- Knew way around other library--law library
- Material availability is greater
- Materials are more professional, Albany County Public Library is more personal
- More accessible
- More broad selection of books on tape, video, availability of more books
- More conducive to studying
- More familiar and convenient
- More research that is needed
- More resources available (print material)
- More technical references, use their computers to get on the Internet
- Not experienced
- Open longer and have more materials
- Research books, journals
- School, I am already there
- Science library has better information
- Scientific journals
- Scientific research etc., is better at Coe at U. W.
- Selection
- Sometimes the public library doesn't have stuff
- Student (4)
- Student, first introduced to the Coe Library
- Tax forms

APPENDIX XVIII continued

- They have more archives
- They have more material
- They have what I need
- To do my homework
- Took freshman orientation course which gives a tour of University library
- Took Universities Studies course that includes library tour
- Travel
- Travel to Rawlins
- Use campus library
- Use University Library
- Used the law library as a student
- Used to be a student
- Variety of information and Internet use
- When in school I use Coe Library
- When out of town
- Where I work
- Wife used to work there
- Within reach, on campus
- Work at the Junior High
- Work at the University
- Work in Coe Library
- Work there (2)
- Work there and the check out times are longer

APPENDIX XIX

Question 20: We would like to know a little about what you enjoy doing in your leisure time. Which of the following activities have you participated in within the the past two years? If "other" please specify:

- A 55-Alive AARP Driver program
- Arthritis class at senior center
- Auto mechanics
- Classes
- Gold prospecting, mountain activities
- Golfing
- Hiking
- House repair
- Mechanical skills, home improvement
- Music (2)
- Music and concerts
- Political activities
- Research
- Singing
- Take classes, study French, home decorating

APPENDIX XX

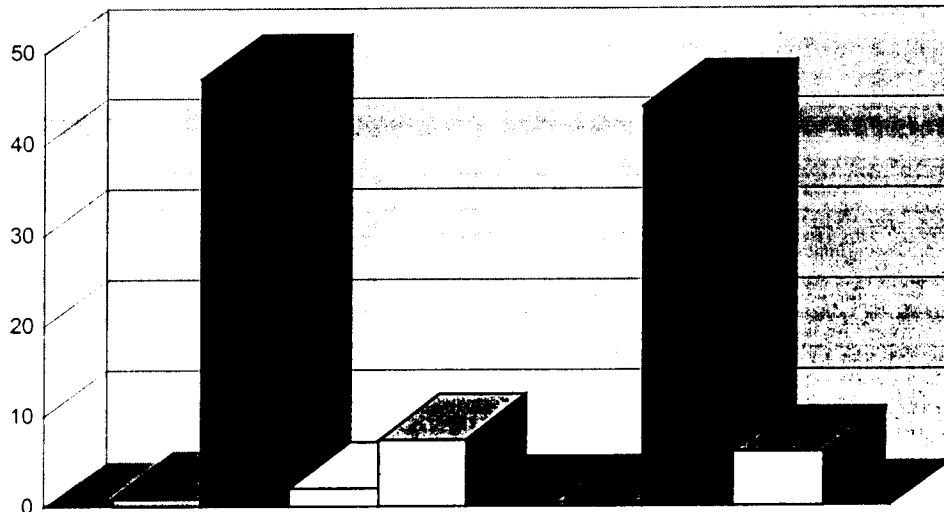
Question 24: In what part of Albany County do you live? If "other" please specify.

- WyColo



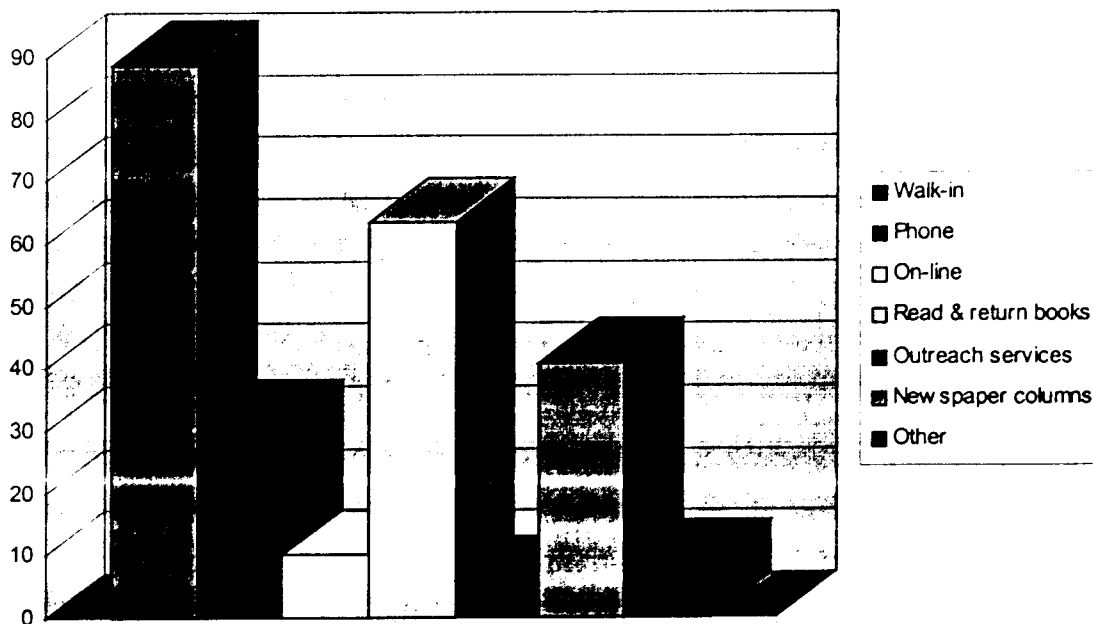
GRAPHS

Q2: Why don't you use the Albany County Public Library?



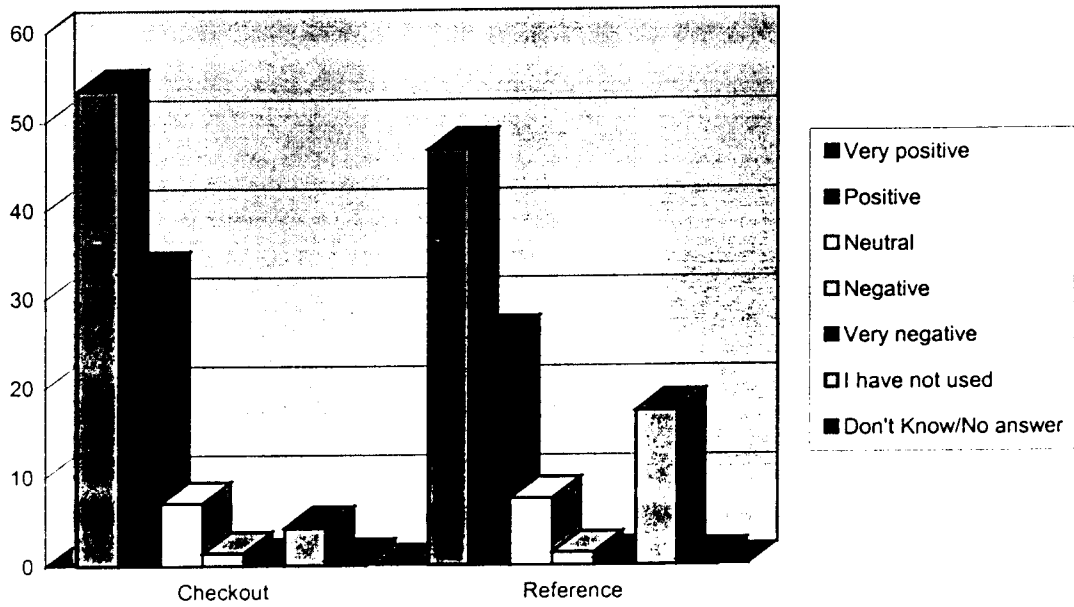
- Unacceptable services
- Hours inconvenient
- Dislike/disagree with policies
- Other
- Don't need services
- Location inconvenient
- Don't want to use computer catalog
- Don't know /No answer/Refused

Q3: By which of the following means have you used the Albany County Public Library in the past 2 years?



- Walk-in
- Phone
- On-line
- Read & return books
- Outreach services
- New spaper columns
- Other

Q16a & Q16b: Assistance at the checkout counter and reference desk



Q18: Why do you use the other libraries as opposed to the Albany County Public Library?

