



Community Survey Update – March 2018

Late in 2017 Port Hope Public Library (PHPL) launched a community library survey. Its purpose was to collect feedback regarding current services and programs so that improvements can be made to the delivery of library services. The input received also will inform service planning and development as a new strategic plan is written by the Library Board and staff throughout the coming year.

We thank the Port Hope community for its interest and participation.

Here's what you had to tell us.....

Why do you use Port Hope Public Library?

- Home entertainment and education (books, dvds) plus information on selected topics of interest
- Helpful and informative staff
- Free 24/7 WIFI
- Provides books for community book clubs (as well as the library's own clubs)
- An essential service
- Comfortable and convenient space
- Extensive hours (and free parking)
- Enjoy the parks adjacent to both Mary J. Benson and Garden Hill Branches

What could the library do to encourage your use of our local public library?

- 25% satisfied with current level of service
- Strong collection of books (update particular non-fiction areas)
- More programming including technology
- Expand selection of lending collections (instruments, tools...)
- Review loan periods for some materials
- Sunday hours of operation

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How do you find out about library programs and services?

- Library staff and library website topped the list
- Family or friend/library newsletter (**What's On**)/social media/radio program and news articles rounded out the options

Technology

- Visitors to the new website offered constructive comment and overall supported the new direction and reliability
- 40% respondents identified interest in on-line magazines and newspapers
- On-line catalogue is not user friendly

Service Development

- Satisfied with programs but would like more adult, teen and children's programming
- Greater visibility and profile in the community
- Encourage social engagement and partnerships
- Volunteer opportunities

Garden Hill Branch

- Collection of materials, WIFI/internet and meeting space were ranked of greatest importance to the residents who use this branch

Who participated?

- Highest % of respondents were over 50 years of age
- Mostly Port Hope residents
- Majority visit weekly or every 3 or 4 weeks