

**Nonuser survey, "Are you overdue?" conducted fall 2008  
Analysis of write-in answers**

**From nonusers**

**Question 1: First thing comes to mind when hear library (next highest after books):**

1. 7 for reading/study
2. 5 for research/resource
3. 5 for quiet/peace/relaxation

**Question 2: First thing comes to mind when hear NN library (next highest after books):**

1. 7 for great/helpful other positive comments
2. 9 for not using or knowing about NN Libraries
3. 5 for reading/quiet

**From library respondents**

**Question 1: First thing that comes to mind (next highest after books):**

1. 10 for reading/study
2. 8 for quiet/peace/relaxation
3. 5 for information

**Question 2: First thing comes to mind when hear NN library (next highest after books):**

1. 16 were great/helpful and other positive comments
2. 6 were local/close/available
3. 4 were free

**From non-library respondents**

**Question 1: First thing that comes to mind (next highest after books):**

1. 34 for reading/study
2. 20 for research/resources
3. 18 each for peace/quiet/relaxation and information

**Question 2: First thing comes to mind when hear NN library (next highest after books):**

1. 30 for great/helpful and other positive comments
2. 22 were not using or not knowing about the libraries
3. 14 were local/close/available

**From online respondents**

**Question 1: First thing that comes to mind (next highest after books):**

1. 37 for quiet/peace/relaxation
2. 32 were research/resource
3. 28 for reading/study

**Question 2: First thing comes to mind when hear NN library (next highest after books):**

1. 37 were local/close/available
2. 20 were negative comments (limited selections, old, dirty, below average)
3. 17 were great/helpful and other positive comments

**From all respondents**

**Question 6: What was the main reason for most recent visit?**

1. 9 for copier
2. 8 to visit with friends/librarians/others
3. 7 to study or do homework

**Question 8: (what they were not happy about on most recent visit)**

1. 12 responses with lack of selection or not what they wanted
2. 5 responses to limited computer time
3. 5 responses to staff being rude or not helpful

**Question 10: Why did you visit the library in last 12 months:**

1. 16 responses dealing with research or study (could have checked off)
2. 6 for books on tape or audiobooks
3. 5 for classes or programs (could have checked off)
4. 4 for Bookstore or book sale

**Question 11: Convenient time to visit:**

Lots of different times were given as responses, but primarily they focused on the library being open later each evening and more hours on weekends

**Question 13: (statements attempting to explain why they don't use the library)**

1. 16 responses were from issues relating to location of the libraries in relation to the respondents' home or work.
2. 10 responses were related to selection of materials in the libraries not meeting the respondents' needs.
3. 8 responses were related to loaning issues, overdue books and fines.

**Question 14: What respondents do not like about NN Libraries**

1. 26 responses were related to issues of the atmosphere in the NN Libraries. (noise level, crowded conditions, safety, comfort, decor and lack of cleanliness).
2. 16 responses were related to a lack of selection of materials that meet the respondents' needs.
3. 13 responses were related to a lack of services (including customer service) and facilities to meet the respondents' needs.

**Question 15: programs, services, materials libraries should offer:**

1. 4 suggested reading groups or reading clubs for adults
2. 3 wanted more current movie DVDs
3. 3 wanted more current bestselling books

**Question 16: Free time, what they are interested in**

1. 13 responses were types of arts and crafts activities
2. 8 responses were religious activities
3. 6 responses were writing activities

**Question 17: How do you get information?**

1. 3 were friends or family
- No others were more than 1 of each

**Question 20: Where stationed?**

1. Norfolk: 4
2. Yorktown Coast Guard: 2
3. Others were 1: Portsmouth, Gloucester, Chatham, Annex, Fort Hamilton and retired or family members

**Question 21: Zip codes:**

1. 65 were 23666 (Hampton)
2. 29 were 23661 (Hampton), 29 were 23692 (Yorktown)
3. 22 were 23669 (Hampton)

**Question 26: Ethnic group:**

1. 7 were mixed
2. 3 were "American" and 3 were European groups considered white