



## North Douglas Library District Summer 2024 Community Survey Results

### Survey Overview

The North Douglas Library District's community survey gathered information on the North Douglas Library District's value and importance to our community, community satisfaction with library services and programs, and community needs, interests, and wishes as the District plans for the future. This survey was part of the North Douglas Library District's 2023-2028 Strategic Plan (<https://www.ndld.org/strategic-plan>).

The survey was available both digitally as a Google form and physically as a printed survey, could be filled out either individually or as a household, and accepted responses from June 1, 2024 through September 30, 2024. The District received 40 survey responses and participants had the option to leave questions blank. Verbal comments to library staff are also noted in these results, when applicable.

These results are an encouraging starting point for the North Douglas Library District to begin customizing programs, resources, and services to our community's interests and needs. The option of filling out the survey either individually or as a household, with no identifier, makes it hard to determine how many people are represented within these survey results. Future surveys might consider asking how many individuals are represented in the household.

### Optional Survey Incentives

Upon completion of the community survey all participants had the option to sign up to become more involved in District planning and/or to enter to win a gift card drawing for one of ten \$50 gift cards to local North Douglas businesses.

Contact information for both these options was collected in a separate form. Physical survey copies included a separate contact information page, which were all detached and shuffled before any surveys were viewed.

The Friends of the Mildred Whipple Library generously provided ten \$50 gift cards to local North Douglas businesses. Survey winners were contacted the week of October 15, 2024. The Friends purchased gift cards to (alphabetical):

- Country Cabin Coffee & Laundry (x2)
- Drain Chevron
- Hacienda Vieja
- Las Palmas
- Meatworx
- NAPA Auto Parts
- Ray's
- Salt & Light Co. (x2)

## **North Douglas Library District | Summer 2024 Community Survey Results**

Overall 27 participants filled out the optional second form, including:

- 15 participants signed up to be involved in future District planning.
- 24 participants entered to win one of ten gift cards.

**A note on survey responses:** These results reflect a summary of responses. Direct quotes have been incorporated wherever possible. Some quotes have been lightly modified for clarity or to preserve anonymity.

**A note on Census data comparisons:** Some questions also include comparison to Census data when additional information would provide greater insight to survey results. Census data has a margin of error and these numbers should be considered estimates. The Census estimates the total population of the District at 2,899 with approximately 1,163 households. Census information accessed from (NDLD and the North Douglas School District share the same boundaries):

<https://censusreporter.org/profiles/97000US4104350-north-douglas-school-district-22-or/>  
[https://data.census.gov/profile/North\\_Douglas\\_School\\_District\\_22,\\_Oregon?g=9700000US4104350](https://data.census.gov/profile/North_Douglas_School_District_22,_Oregon?g=9700000US4104350)  
[https://data.census.gov/profile/Drain\\_city,\\_Oregon?g=160XX00US4120500](https://data.census.gov/profile/Drain_city,_Oregon?g=160XX00US4120500)

### **Survey Takeaways**

#### **What NDLD is Currently Doing Well**

- 87.5% of respondents rated the District as “Excellent”, 10% rated the District as “Good”, and 2.5% rated the District as “Needs Improvement”.
- On average, 77.5% of respondents were either very satisfied or satisfied with library services and resources (from the list provided). The highest rated services/resources were staff knowledge and assistance (97.5%), library atmosphere (92.5%), use of space within the library (92.5%), and physical collections for adults and seniors (90%). The lowest rated services/resources were wait times for digital materials (17.5% selected “not satisfied”) and library furniture (7.5%).
- In general, languages spoken or currently learning line up with non-English language collections already in the library’s collection. The library has over 12 languages represented in our language collections, and many of these sections are built through patron request.
- The most well-known District services (from the list provided) were the Dolly Parton Imagination Library, public computers, and physical fiction and nonfiction titles.
- Overwhelmingly, programs were highlighted as survey participants’ favorite part about the library. The second most common response was physical collections and the third was library staff.
- District service hours currently match requested service hours for the majority of respondents.

### **Potential Areas for Improvement**

- The most common request for one thing the District could improve on was to add “more” - more books/physical materials, more digital materials, more programs, more hours, and more space.
- Better/more education of available services and resources. Several surveys were unaware of the scale of offerings at the library or were unfamiliar with the types of services and/or resources their household used. For example, multiple surveys responded they did not use a digital resource but then selected one or more digital resources in a follow up question. Multiple surveys also suggested or requested programs that are currently offered by the library (such as story time, book club, and garden club), which could indicate a lack of library promotion or a request to expand these specific programs to different meeting times.
- For respondents that do not, or could not, visit the library, reasons cited included lack of availability of materials or programs (18.7%) and lack of access to the library location, whether through current library hours or household availability (31%).
- The least well-known services were the Library of Things, Libraries of Oregon professional databases, free clothes closet, laptop checkout, and materials in Spanish from the list provided.
- The District received many excellent suggestions on how to improve accessibility for both the library building and collections.

### **Community Concerns**

- Our community survey also asked several questions that focused on the North Douglas community as a whole, rather than just the District. Responses to these questions can show how the District fits into broader community trends and wishes and can help the District plan for future needs in ways that use our taxpayer money responsibly and that align with our vision and mission.
- The top concerns for or about the North Douglas community from survey responses were a loss of access to services, resources, and/or opportunities (64%).
- Specific comments highlighted a desire to build community connection and engagement and encourage greater tourism.

### **Community Suggestions & Wish List Items**

- From the list provided, the most requested items were more programs for adults, expanded adult collections, shorter wait times for digital materials, expanded digital collections, more programs for seniors, and more space for books and materials.
- The District received many excellent suggestions for future programs, resources, and services.

## **Next Steps**

### **Changes Already Made/In Progress (as of February 2025):**

- October 2024: Added an extra hour of service on Tuesday mornings based on survey results.
- January 2025: Redesigned the cardholder sign up process to simplify sign ups and increase user education on card types and checkout information.
- February 2025: Added in gentle stretching classes. More information about programming available at [www.ndld.org/events](http://www.ndld.org/events).
- In progress: Expanding access to, and collection of, digital materials.
- In progress: Expanding service hours to include Mondays.
- In progress: Updating the website. Adding more resources, redesigning difficult pages (such as the calendar/events, individual program pages, etc.).
- In progress: Figuring out how to continue to expand programs and collections within the District's current constraints.
- In progress: Author Events in collaboration with the Friends of the Mildred Whipple Library. The most recent event was in January 2025.
- In progress: Expanding the Library of Things and library Makerspace based on community interests and needs.

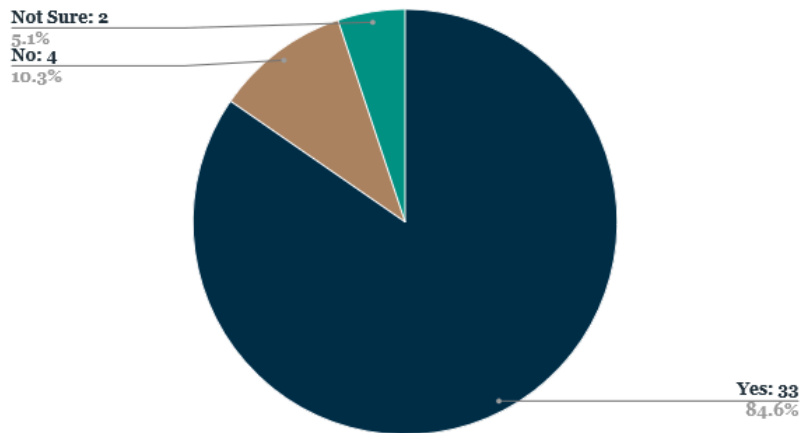
### **Looking Forward:**

- Maintain, and continue to improve, District value to the community while providing important services and resources.
- Maintain, and continue to improve, District culture and favorite parts of NDLD.
- Increase education on, and improve user familiarity with, library services and resources, from programs and available materials to card types and digital resources.
- Ensure library visitors' needs continue to be met ("Why do you visit the library" question).
- Add in specific community wish list items and suggestions wherever feasible.
- Expand ways to find out information about the District and library programs and events.
- Look into ways of renovating the library space to be more ADA compliant and meet wider patron usage and needs.
- Look into ways to expand physical materials, digital materials, programs, and resources based on survey feedback and further library user input.
- Expand partnerships with more community members and organizations and look into ways the District could support a community information hub.
- And more! These are just some of the projects the District has recognized. Send your suggestions to the library to have your feedback incorporated.

**Survey Respondents**

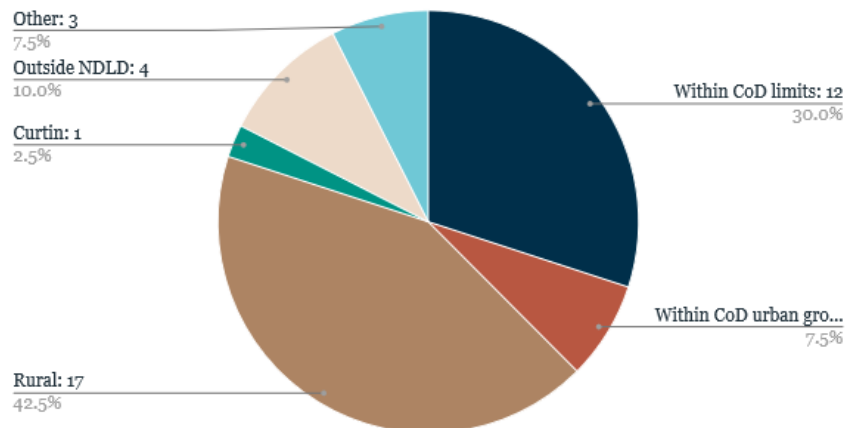
**1. Do you live in the North Douglas Library District? (39 responses)**

- Yes: 33
- No: 4
- Not sure: 2



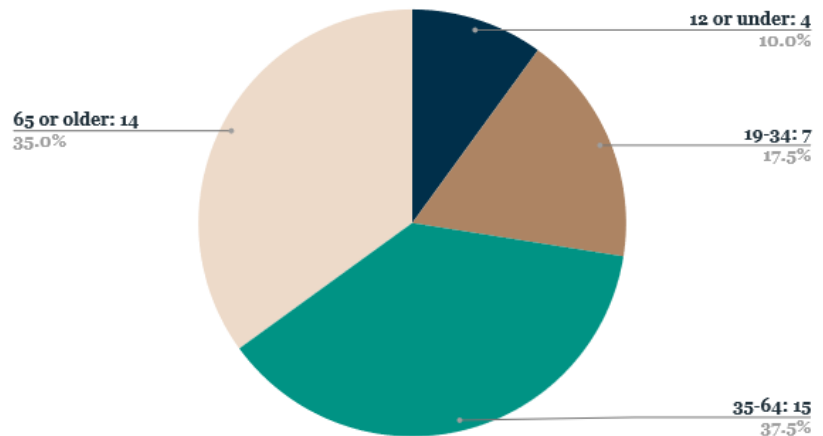
**2. In what region of the North Douglas Library District do you live? (40 responses)**

- Within the City of Drain limits: 12
- Within the City of Drain's urban growth boundary: 3
- Rural: 17
- Curtin: 1
- I live outside of the North Douglas Library District: 4
- Other: 3 (Elkton & Yoncalla)

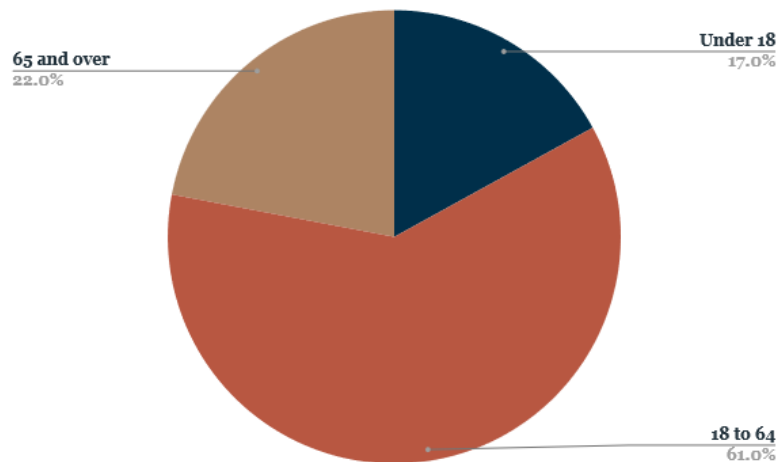


**3. How old are you? (For families: please select the age of the family member filling out this survey) (40 responses)**

- 12 or under: 4
- 13-18: 0
- 19-34: 7
- 35-64: 15
- 65 or older: 14

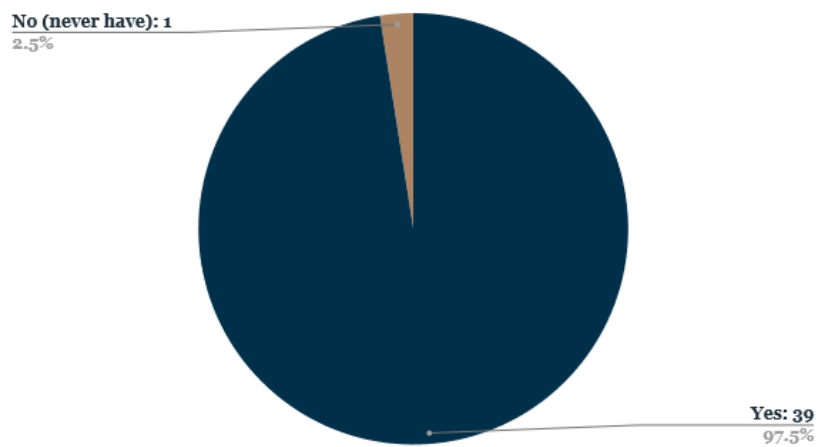


*How do these responses compare to available Census data?*



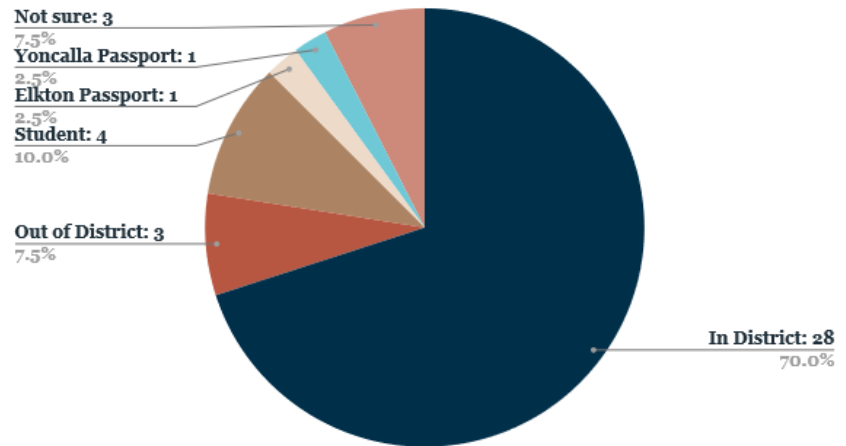
**4. Do you, or someone in your household, have a North Douglas Library District card? (40 responses)**

- Yes: 39
- No (used to): 0
- No (never have): 1
- Not sure: 0

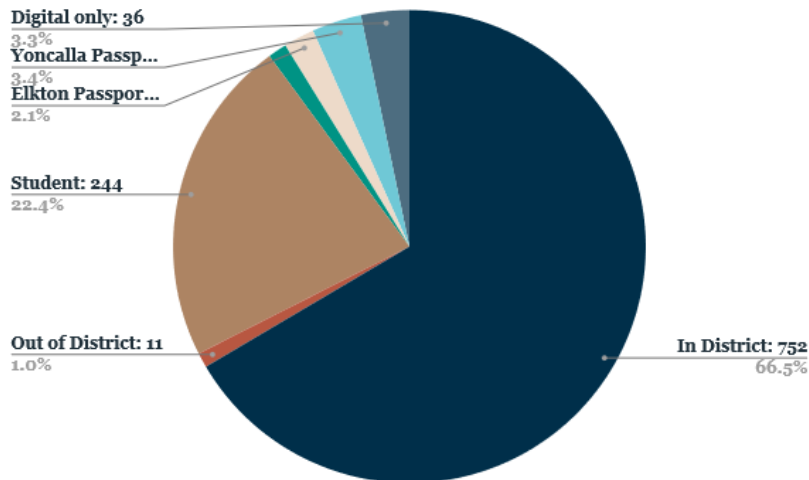


**5. What type of NDLD card do you have? (40 responses)**

- In District: 28
- Out of District (full card): 3
- Student: 4
- Oregon Library Passport Card: 0
- Elkton Passport Card: 1
- Yoncalla Passport Card: 1
- Digital-only card: 0
- Not sure: 3
- I don't have an NDLD card: 0

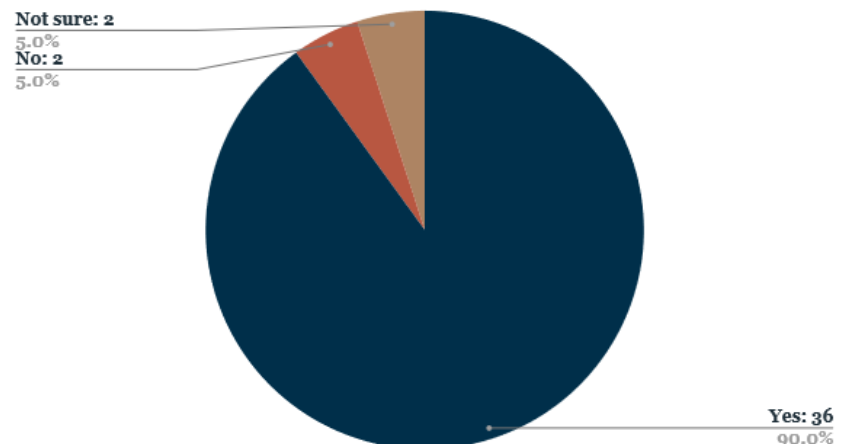


*How do these responses compare to NDLD cardholders as of September 2024?  
(Not labeled: General Passport, 0.5%)*



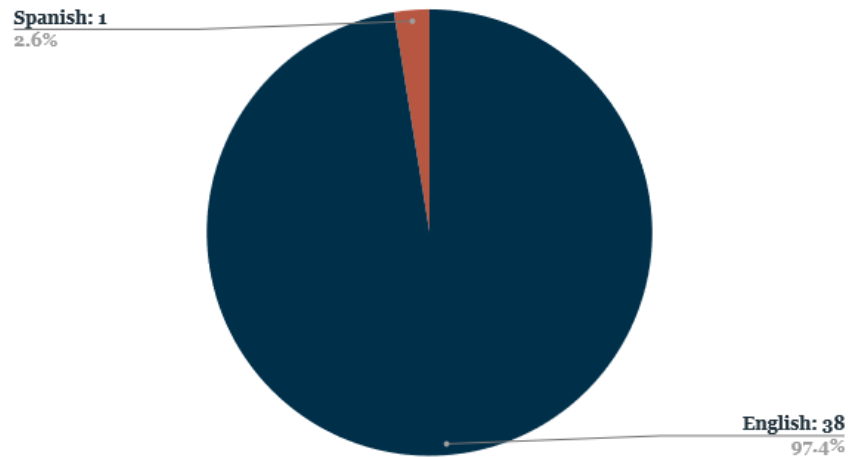
**6. Do you consider your household to be a North Douglas Library District user? (40 responses)**

- Yes: 36
- No: 2
- Not sure: 2

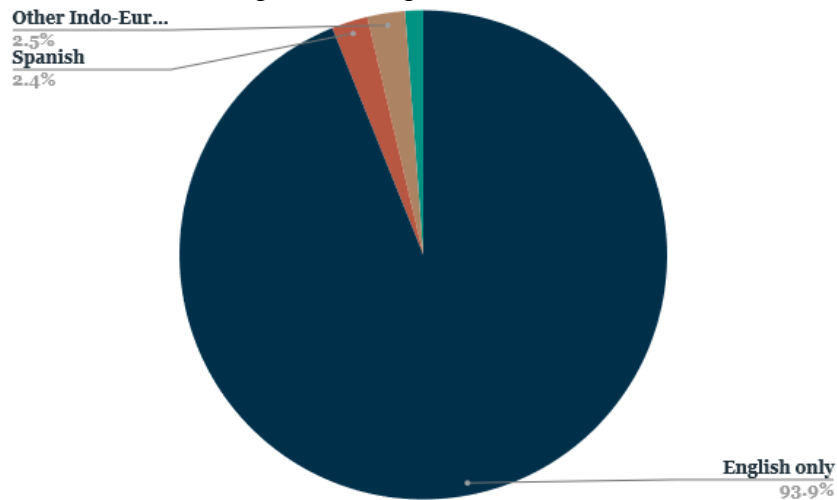


**7. What is the primary language spoken in your home? (39 responses)**

- English: 38
- Spanish: 1

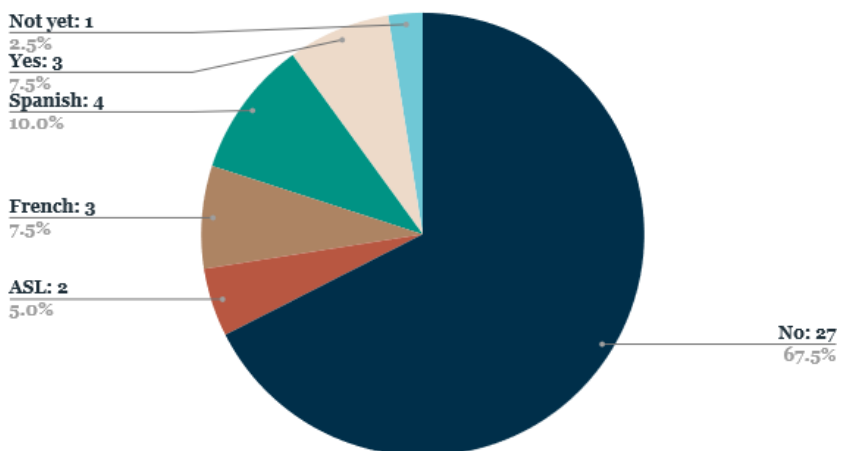


*How do these responses compare to available Census data?*



**8. Does your household speak (or is currently learning) additional languages? (35 responses)**

- No: 27
- American Sign Language (ASL): 2
- French: 3
- Spanish: 4
- Yes: 3
- Not yet: 1
- *Verbal comments to library staff (not shown in graph): Italian, Japanese, & Russian*

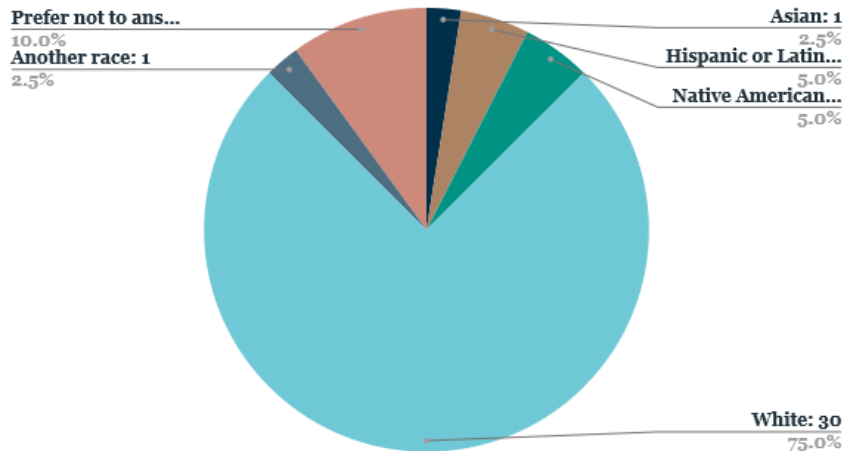




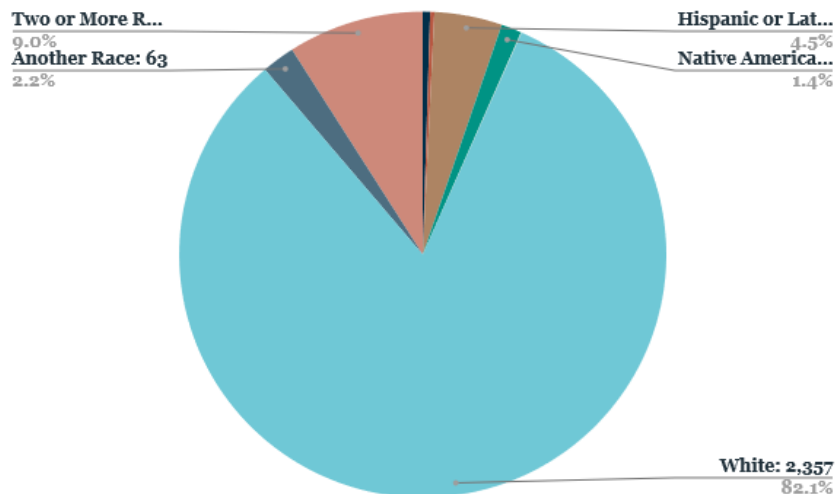
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### 9. Are you...? (40 responses)

- Asian: 1
- Black: 0
- Hispanic or Latinx: 2
- Native American or Alaska Native: 2
- Native Hawaiian or Pacific Islander: 0
- White: 30
- Another race: 1
- Prefer not to answer: 4

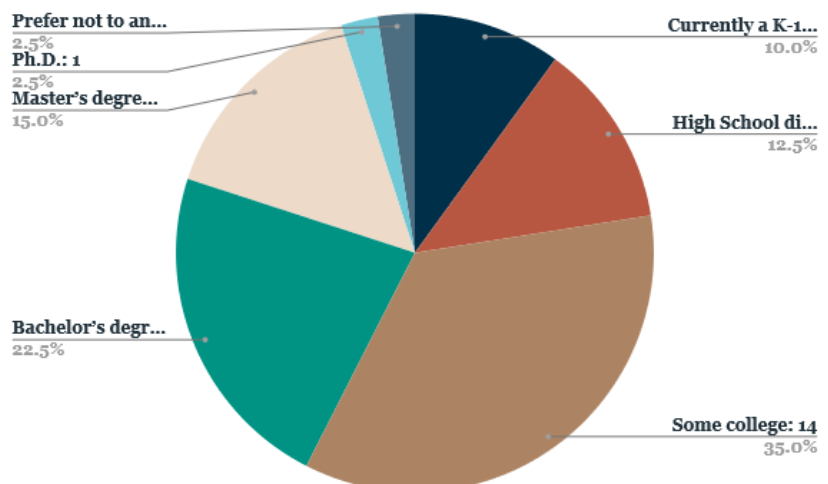


*How do these responses compare to available Census data?  
(Not labeled: Asian, 0.5%, Black, 0.3%, Native Hawaiian or Pacific Islander, 0.03%)*



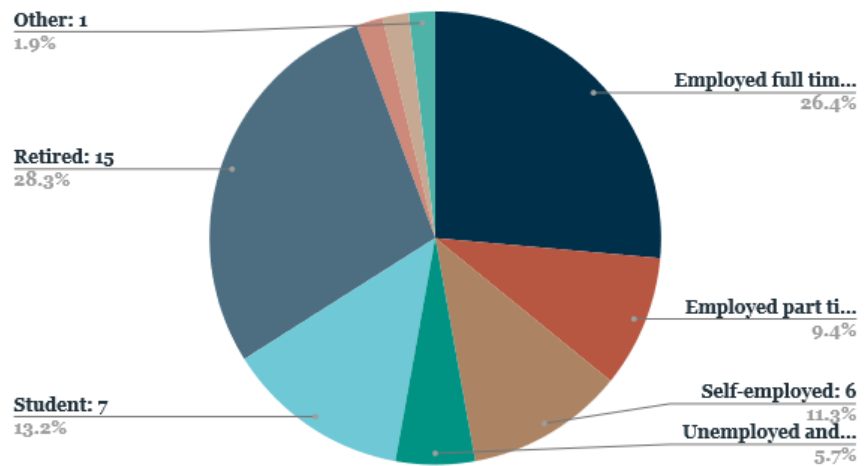
### 10. What is the highest level of education you've completed? (40 responses)

- Currently a K-12 student: 4
- High School diploma or equivalent: 5
- Some college: 14
- Bachelor's degree, technical certificate, or equivalent: 9
- Master's degree: 6
- Ph.D.: 1
- Prefer not to answer: 1



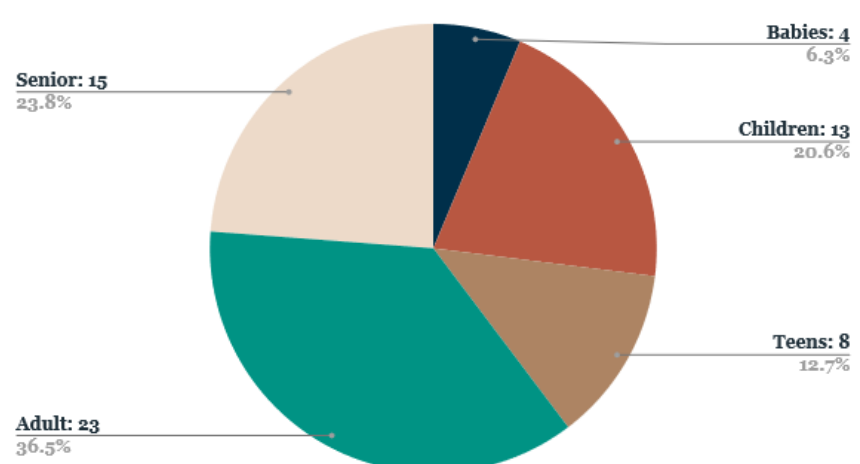
**11. Do you consider your household. . .? (Select all that apply) (40 responses)**

- Employed full time (35 or more hours per week at your primary job): 14
- Employed part time (up to 34 hours per week at your primary job): 5
- Self-employed: 6
- Unemployed and currently looking for work: 3
- Unemployed and not currently looking for work: 0
- Student: 7
- Retired: 15
- Homemaker: 1
- Unable to work: 1
- Other: 1
- Prefer not to answer: 0



**12. How would you describe your household? (Select all that apply) (40 responses)**

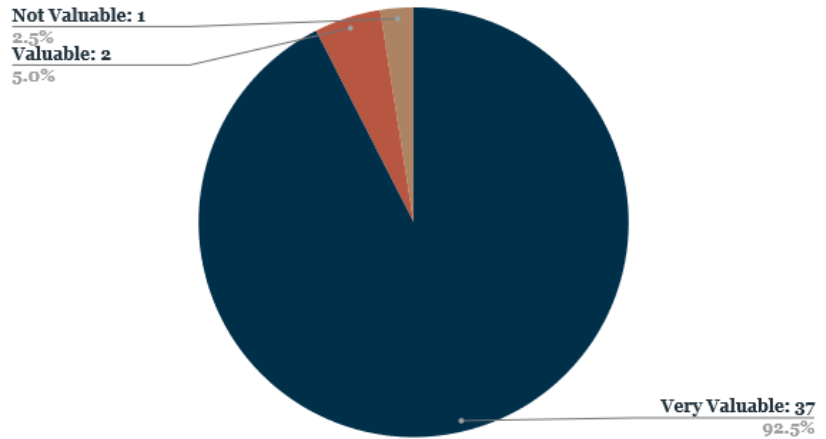
- Babies (PreK and younger): 4
- Children (K through 5th grades): 13
- Teens (6th through 12th grades): 8
- Adult (19 through 64): 23
- Senior (65 and older): 15



**North Douglas Community and the Value and Role of Library**

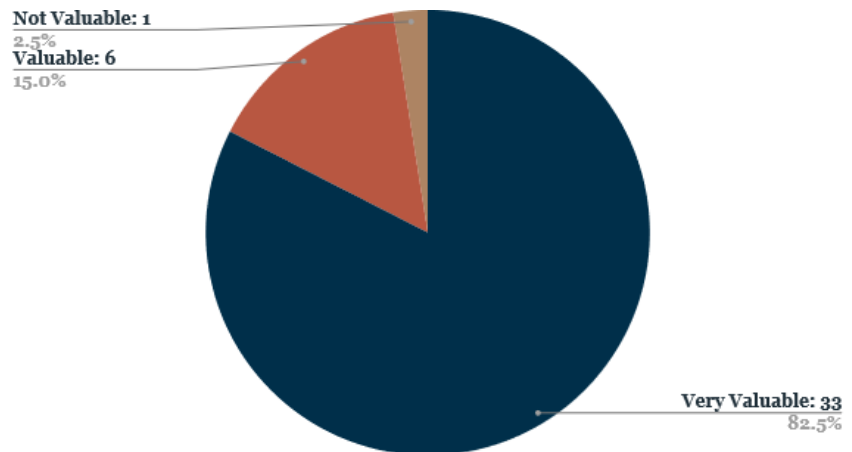
**1. How valuable is the library to your community? (40 responses)**

- Very Valuable: 37
- Valuable: 2
- Not Valuable: 1
- Not sure: 0

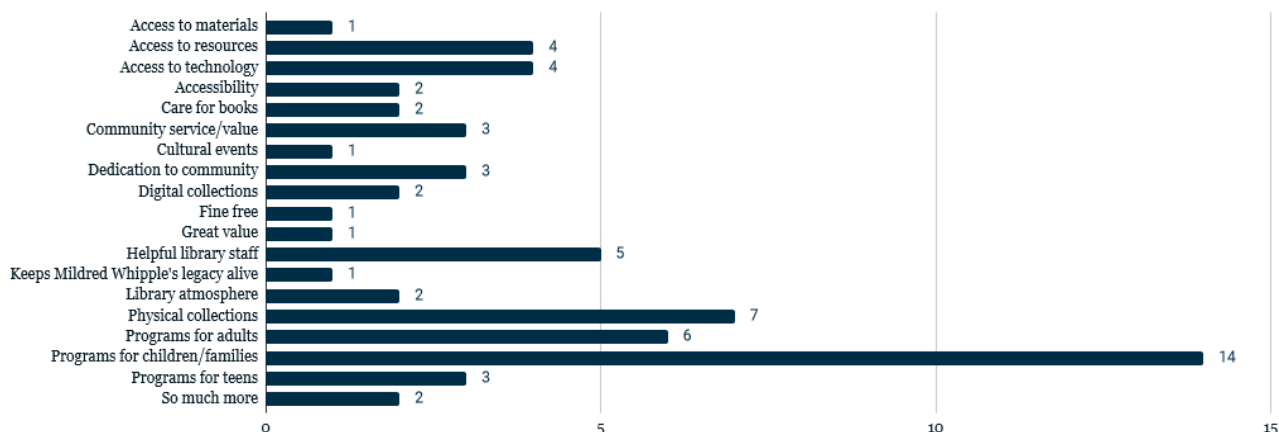


**2. How valuable is the library to you and your household? (40 responses)**

- Very Valuable: 33
- Valuable: 6
- Not Valuable: 1
- Not sure: 0



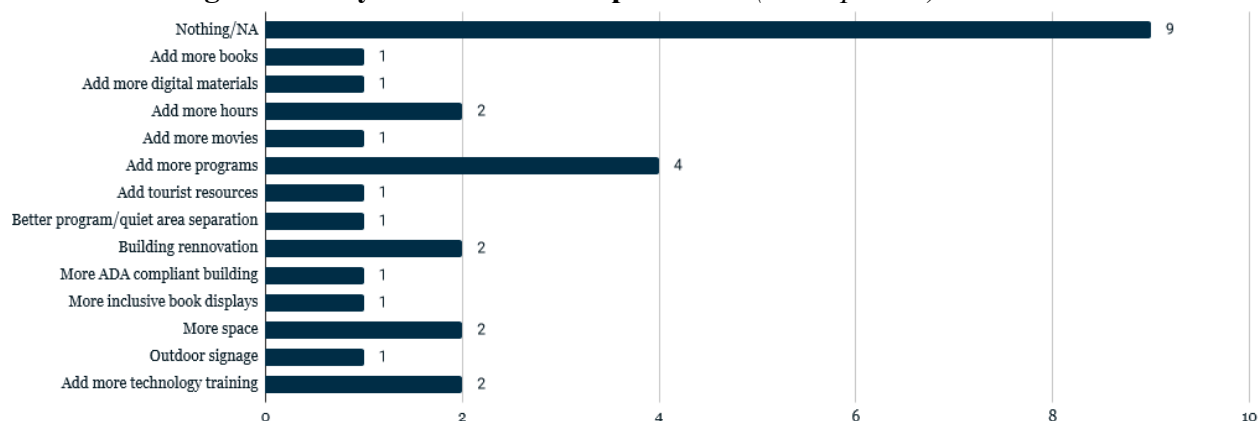
**3. What is your favorite part about the North Douglas Library District, or one thing the North Douglas Library District currently does very well? (36 responses)**



*Specific comments included (alphabetical):*

- “Access to books for everyone.”
- “Breadth of resources”
- “Dedication to community involvement”
- “Easy to use”
- “It’s so hard to choose just one thing! The staff are incredible, the book selection is excellent and the atmosphere of the library is always so kind and welcoming.”
- “Keeps the Mildred Whipple legacy alive”
- “Lots of new books”
- “Their desire to provide services that are important to the community as well as building community.”
- “They serve children, adults of the community in a superb, kind, imaginative fashion.”
- “Very helpful. My daughter is able to home school because of the library, since we have no internet.”

**4. What is your least favorite thing about the North Douglas Library District, or one thing the North Douglas Library District could improve on? (31 responses)**

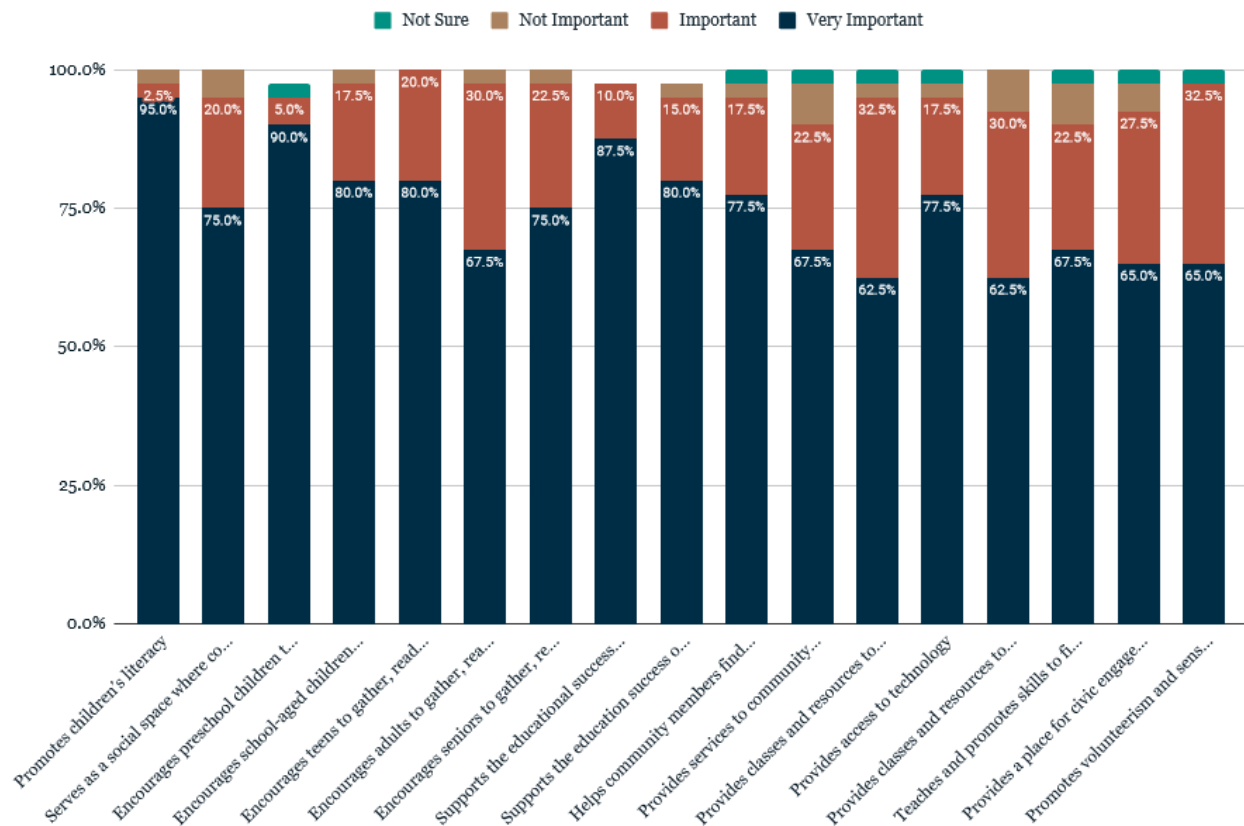


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*Specific comments included (alphabetical):*

- “Can’t think of anything. I love the Drain library!”
- “Exciting permanent signage that attracts people to the library”
- “Have more tourist info – Local point of interest – Brochures, maps, etc.”
- “It’s too small!... The library has clearly worked hard to design a space that fits the most needs, but more space is needed.”
- “I wish the building could be updated to be more ADA compliant.”
- “Less woke/left leaning political books sat up for display.”
- “More hours”
- “More opportunities for middle aged adults.”
- “more toddler activities and books to keep my brother busy”
- “Nothing that my family uses”
- “Returning books”
- “The building doors are heavy and awkward...the bathroom facilities are outdated”
- “Too few clubs”

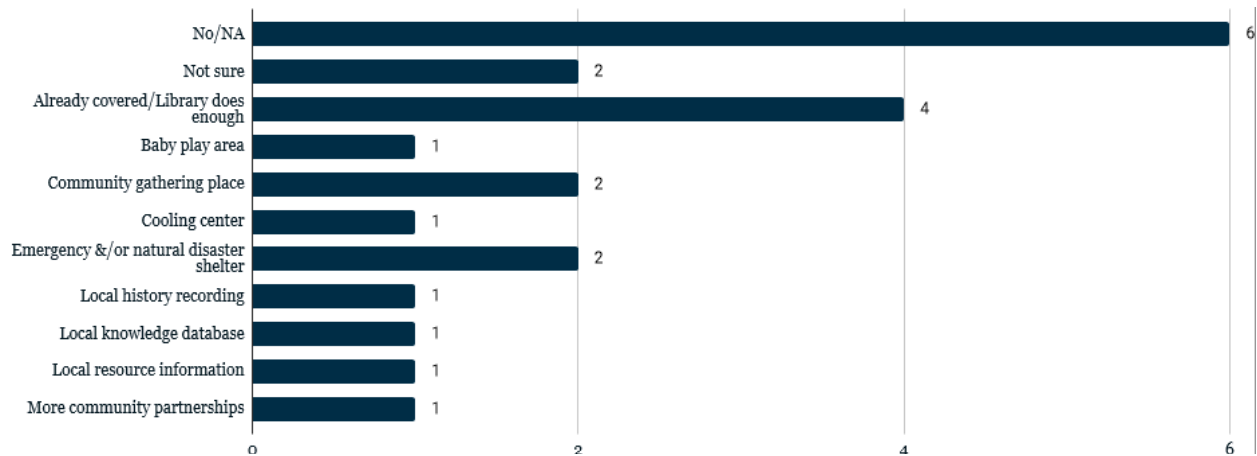
**5. Libraries can serve many functions in a community. The following is a list of the services and/or roles the North Douglas Library District currently provides. For each, please think about how important the service or role is to your community as a whole, not just to you and your household. (40 responses)**



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	<b>Very Important</b>	<b>Important</b>	<b>Not Important</b>	<b>Not Sure</b>
Promotes children's literacy	95.0%	2.5%	2.5%	0.0%
Serves as a social space where community members can gather and make connections with each other	75.0%	20.0%	5.0%	0.0%
Encourages preschool children to play, read, and learn	90.0%	5.0%	0.0%	2.5%
Encourages school-aged children to play, read, and learn	80.0%	17.5%	2.5%	0.0%
Encourages teens to gather, read, and learn	80.0%	20.0%	0.0%	0.0%
Encourages adults to gather, read, and learn	67.5%	30.0%	2.5%	0.0%
Encourages seniors to gather, read, and learn	75.0%	22.5%	2.5%	0.0%
Supports the educational success of children and teens	87.5%	10.0%	0.0%	0.0%
Supports the education success of adults	80.0%	15.0%	2.5%	0.0%
Helps community members find and access community resources, organizations, and services	77.5%	17.5%	2.5%	2.5%
Provides services to community members experiencing difficulties (ie. job loss, food insecurity, etc.)	67.5%	22.5%	7.5%	2.5%
Provides classes and resources to help community members develop job skills, write resumes, and search and apply for jobs	62.5%	32.5%	2.5%	2.5%
Provides access to technology	77.5%	17.5%	2.5%	2.5%
Provides classes and resources to help community members develop skills and explore hobbies	62.5%	30.0%	7.5%	0.0%
Teaches and promotes skills to find, evaluate, and use news and information	67.5%	22.5%	7.5%	2.5%
Provides a place for civic engagement where the community can learn what is going on locally, regionally, and nationally	65.0%	27.5%	5.0%	2.5%
Promotes volunteerism and sense of community	65.0%	32.5%	0.0%	2.5%

**6. Are there any other roles the NDLD should provide in our community? (23 responses)**



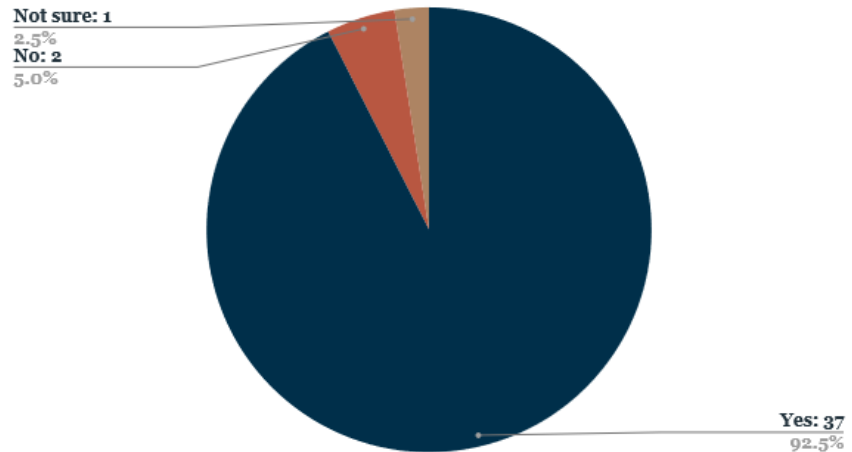
*Specific comments included (alphabetical):*

- “A place to gather and meet others in the community.”
- “Baby play area”
- “Create a data base of local individuals willing to share their unique talent and/or knowledge”
- “The library already does so much! Perhaps more partnerships with other local organizations?”
- “The list was well thought out and covered any area I could think of.”

## **Library Use and Culture**

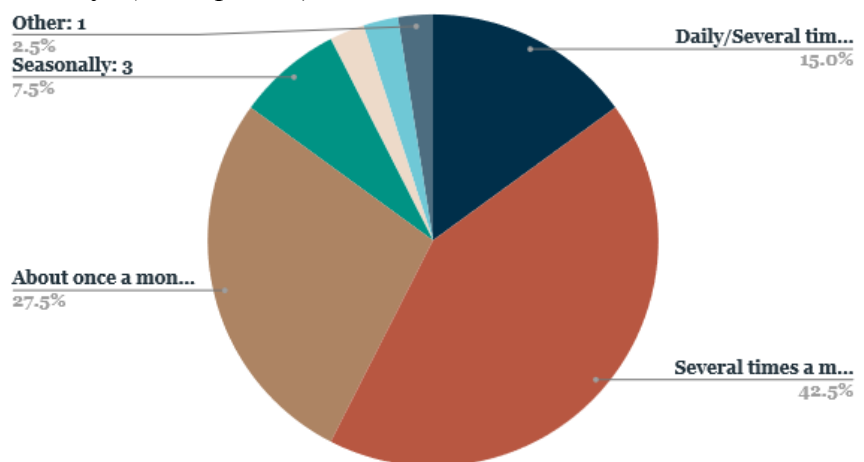
### **1. During the past 12 months has anyone in your household visited the North Douglas Library District's Mildred Whipple Library? (40 responses)**

- Yes: 37
- No: 2
- Not sure: 1



### **2. How often do you visit the library? (40 responses)**

- Daily/Several times a week: 6
- Several times a month: 17
- About once a month: 11
- Seasonally: 3
- A few times a year: 1
- Never: 1
- Other: 1 ("w")



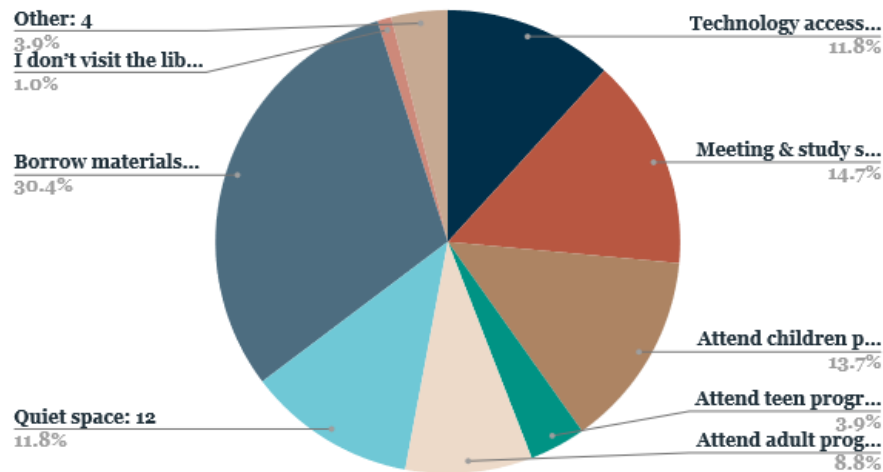
### **3. Why do you visit the library? (Select all that apply) (40 responses)**

- Technology access: 12
- Meeting & study space: 15
- Attend children programs: 14
- Attend teen programs: 4
- Attend adult programs: 9
- Quiet space: 12
- Borrow materials: 31
- I don't visit the library: 1



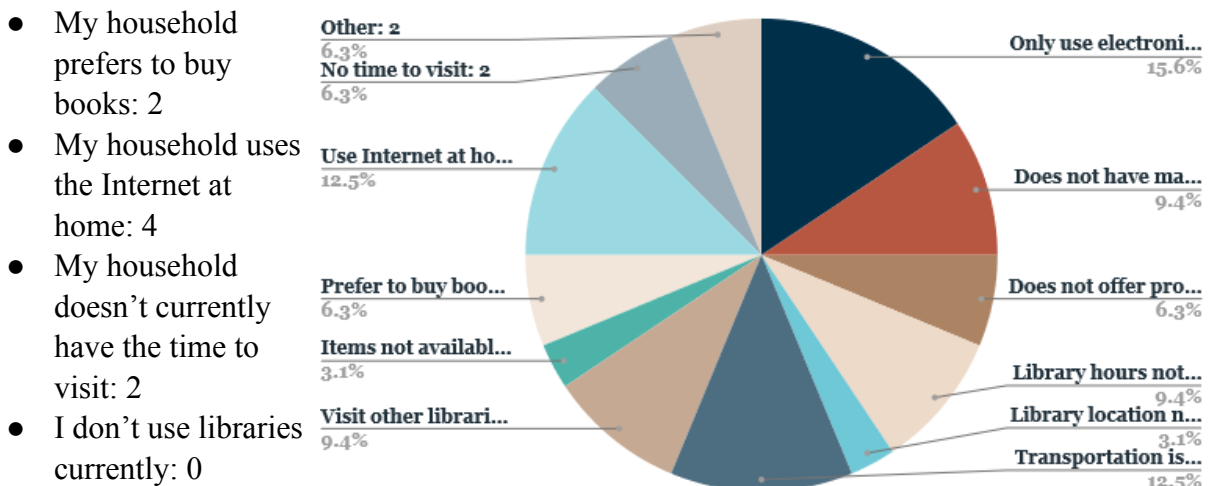
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- Other: 4 (“Because it’s fun” “Primarily use electronic resources” “Social contacts” “As needed”)
- *Staff note: From staff observation, many visitors seek out social connection at the library, whether that is meeting friends, attending shared interest programs, or conversations with library staff.*



### 4. If you do not visit the library, why not? (Select all that apply) (11 responses)

- My household only uses electronic resources: 5
- The library does not have materials my household is interested in: 3
- The library does not offer programs my household is interested in: 2
- Not aware of what services the library offers: 0
- Library hours are not convenient: 3
- Library location is not convenient: 1
- Transportation to the library is challenging: 4
- Parking at the library is inconvenient: 0
- My household visits libraries other than NDLD: 3
- Items I want are not available: 1

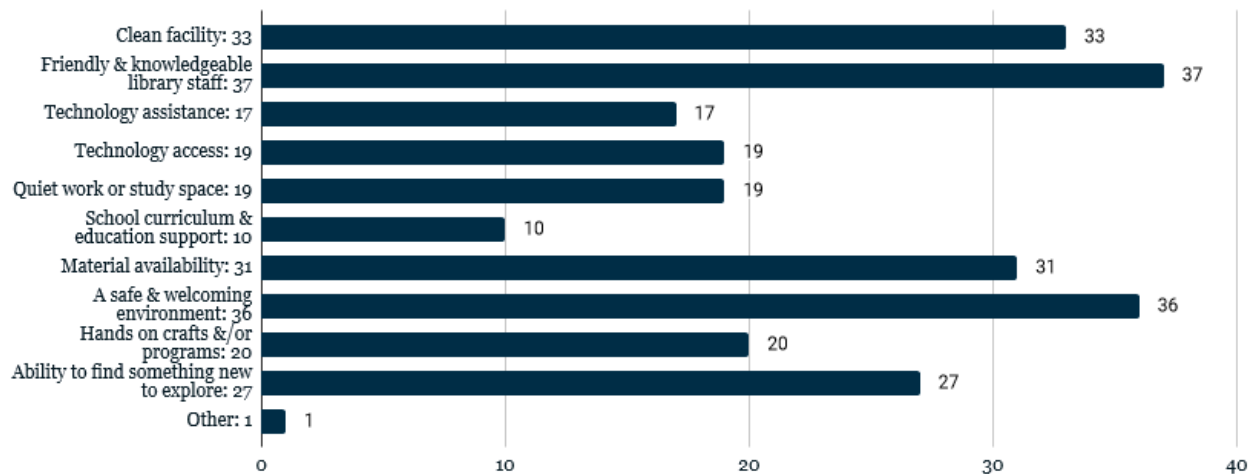


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- Other: 2 (Other family members take care of library needs, “I’m a homebody”)

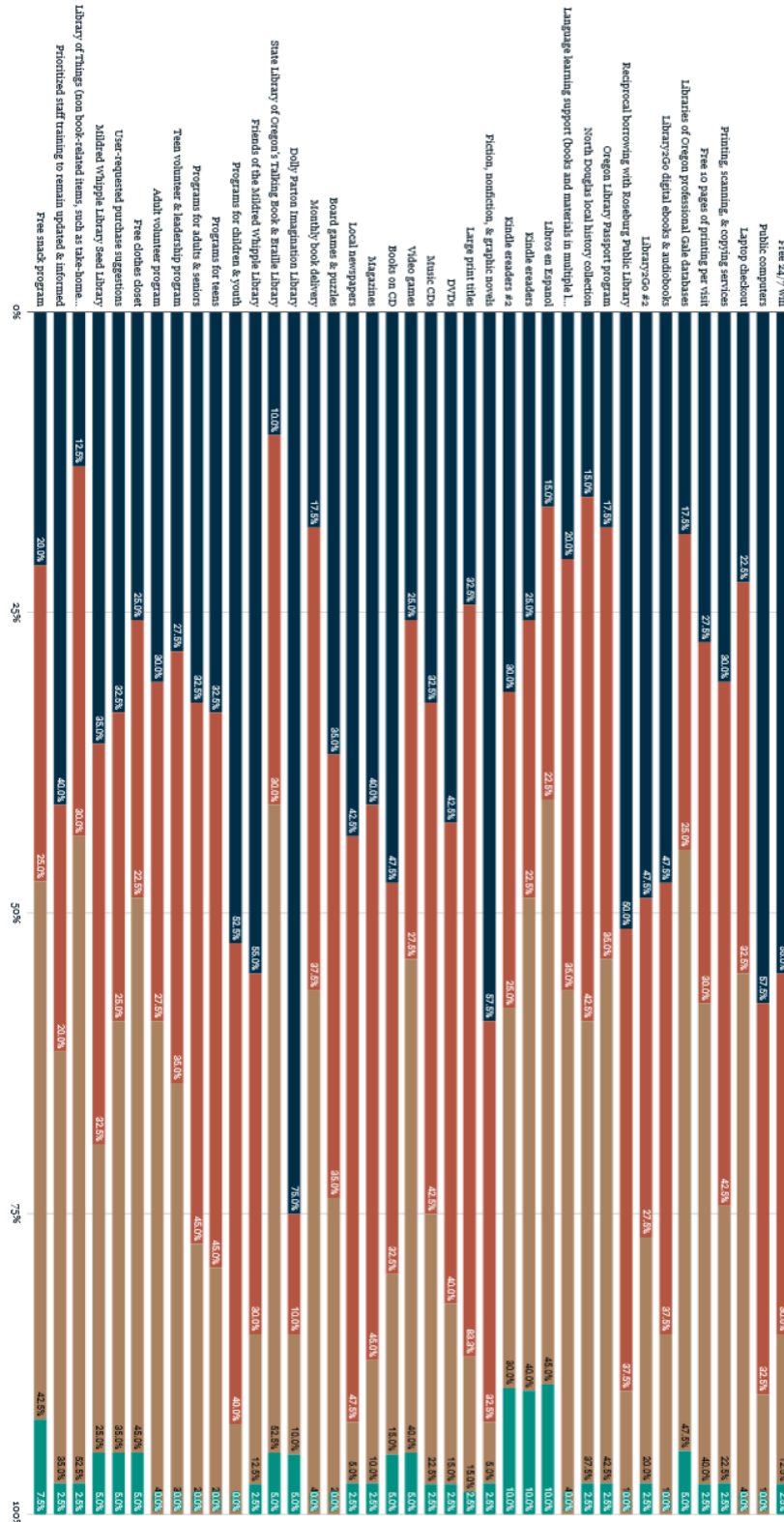
### **5. Which of the following are important to you when visiting the library? (Select all that apply) (40 responses)**

- Clean facility: 33
- Friendly and knowledgeable library staff: 37
- Technology assistance: 17
- Technology access: 19
- Quiet work or study space: 19
- School curriculum & education support: 10
- Material availability (for example, finding the book you’d like to borrow on the shelf): 31
- A safe and welcoming environment: 36
- Hands on crafts and/or programs: 20
- Ability to find something new to explore (such as a book, topic, or program): 27
- Other: 1 (“It’s really the only community access building in town to gather, or to interact with other people other than church, & I can find out what’s going on in the c[o]mmunity.”)



## Library Access, Services, and Resources

### 1. How familiar are you with the following library services & resources? (40 responses)



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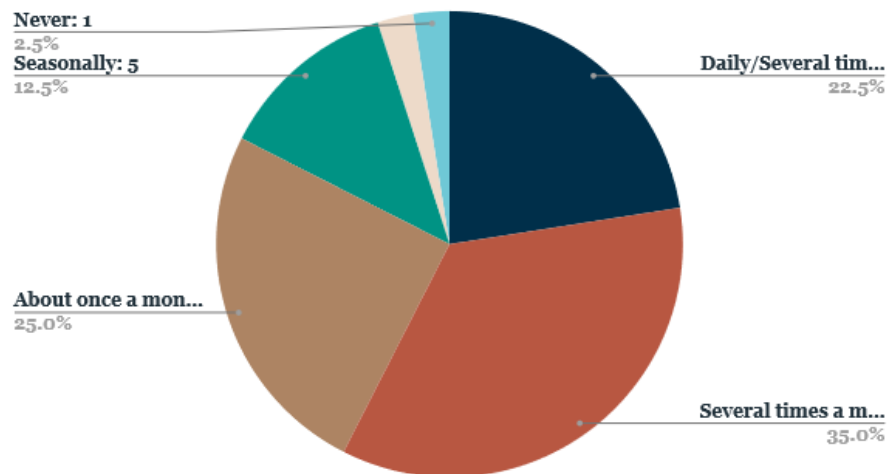
	Very Familiar	Somewhat Familiar	Not Familiar	Not Sure
Free 24/7 wifi	55.0%	30.0%	12.5%	2.5%
Public computers	57.5%	32.5%	10.0%	0.0%
Laptop checkout	22.5%	32.5%	45.0%	0.0%
Printing, scanning, & copying services	30.0%	42.5%	22.5%	2.5%
Free 10 pages of printing per visit	27.5%	30.0%	40.0%	2.5%
Libraries of Oregon professional Gale databases	17.5%	25.0%	47.5%	5.0%
Library2Go digital ebooks & audiobooks	47.5%	37.5%	15.0%	0.0%
Library2Go #2	47.5%	27.5%	20.0%	2.5%
Reciprocal borrowing with Roseburg Public Library	50.0%	37.5%	10.0%	0.0%
Oregon Library Passport program	17.5%	35.0%	42.5%	2.5%
North Douglas local history collection	15.0%	42.5%	37.5%	2.5%
Language learning support (books and materials in multiple languages to increase fluency)	20.0%	35.0%	42.5%	0.0%
Libros en Espanol	15.0%	22.5%	45.0%	10.0%
Kindle ereaders	25.0%	22.5%	40.0%	10.0%
Kindle ereaders #2	30.0%	25.0%	30.0%	10.0%
Fiction, nonfiction, & graphic novels	57.5%	32.5%	5.0%	2.5%
Large print titles	32.5%	83.3%	15.0%	2.5%
DVDs	42.5%	40.0%	15.0%	2.5%
Music CDs	32.5%	42.5%	22.5%	2.5%
Video games	25.0%	27.5%	40.0%	5.0%
Books on CD	47.5%	32.5%	15.0%	5.0%
Magazines	40.0%	45.0%	10.0%	2.5%
Local newspapers	42.5%	47.5%	5.0%	2.5%
Board games & puzzles	35.0%	35.0%	25.0%	0.0%
Monthly book delivery	17.5%	37.5%	42.5%	0.0%
Dolly Parton Imagination Library	75.0%	10.0%	10.0%	5.0%
State Library of Oregon's Talking Book & Braille Library	10.0%	30.0%	52.5%	5.0%
Friends of the Mildred Whipple Library	55.0%	30.0%	12.5%	2.5%

## North Douglas Library District | Summer 2024 Community Survey Results

	Very Familiar	Somewhat Familiar	Not Familiar	Not Sure
Programs for children & youth	52.5%	40.0%	7.5%	0.0%
Programs for teens	32.5%	45.0%	20.0%	0.0%
Programs for adults & seniors	32.5%	45.0%	22.5%	0.0%
Teen volunteer & leadership program	27.5%	35.0%	35.0%	0.0%
Adult volunteer program	30.0%	27.5%	40.0%	0.0%
Free clothes closet	25.0%	22.5%	45.0%	5.0%
User-requested purchase suggestions	32.5%	25.0%	35.0%	5.0%
Mildred Whipple Library Seed Library	35.0%	32.5%	25.0%	5.0%
Library of Things (non book-related items, such as take-home program kits, stuffed animal checkout, etc.)	12.5%	30.0%	52.5%	2.5%
Prioritized staff training to remain updated & informed	40.0%	20.0%	35.0%	2.5%
Free snack program	20.0%	25.0%	42.5%	7.5%

### 2. How often do you use library services and/or resources? (40 responses)

- Daily/Several times a week: 9
- Several times a month: 14
- About once a month: 10
- Seasonally: 5
- A few times a year: 1
- Never: 1
- Other: 0

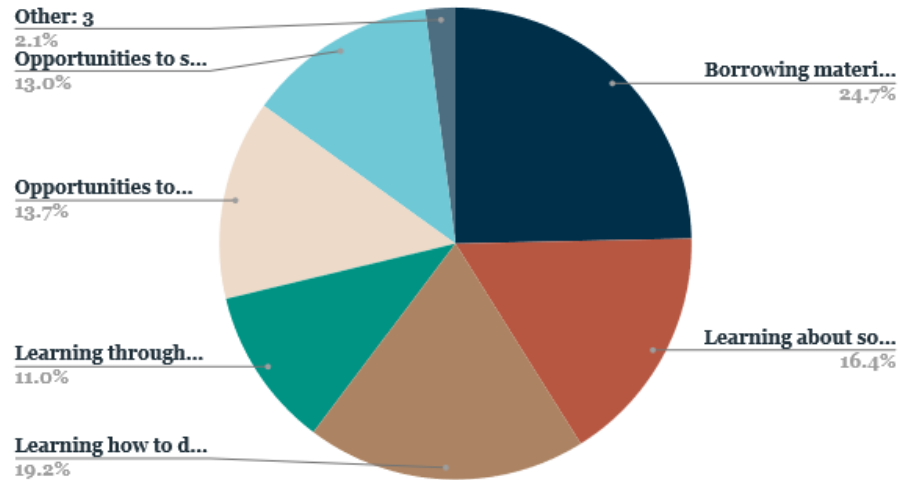


### 3. Please think about things you and your household would like to do at the library: (Select all that apply) (40 responses)

- Borrowing materials from the library, such as books, videos, e-books, or media: 36
- Learning about something, such as by taking a class or attending a lecture: 24
- Learning how to do something, such as learning a language or a craft, learning about woodworking or cooking, etc.: 28

## North Douglas Library District | Summer 2024 Community Survey Results

- Learning through technology, such as computers; or through online resources, such as the State Library of Oregon's Gale databases: 16
- Opportunities to meet other community members; for instance, through book discussions, social clubs, or travel opportunities: 20
- Opportunities to serve the community; for instance, volunteering or participating in community projects: 19
- Other: 3 ("Reading ebooks which allow us to enlarge fonts for easier reading" "For me personally a better organized schedule that fits in w/events" "Nothing that can't be done elsewhere")



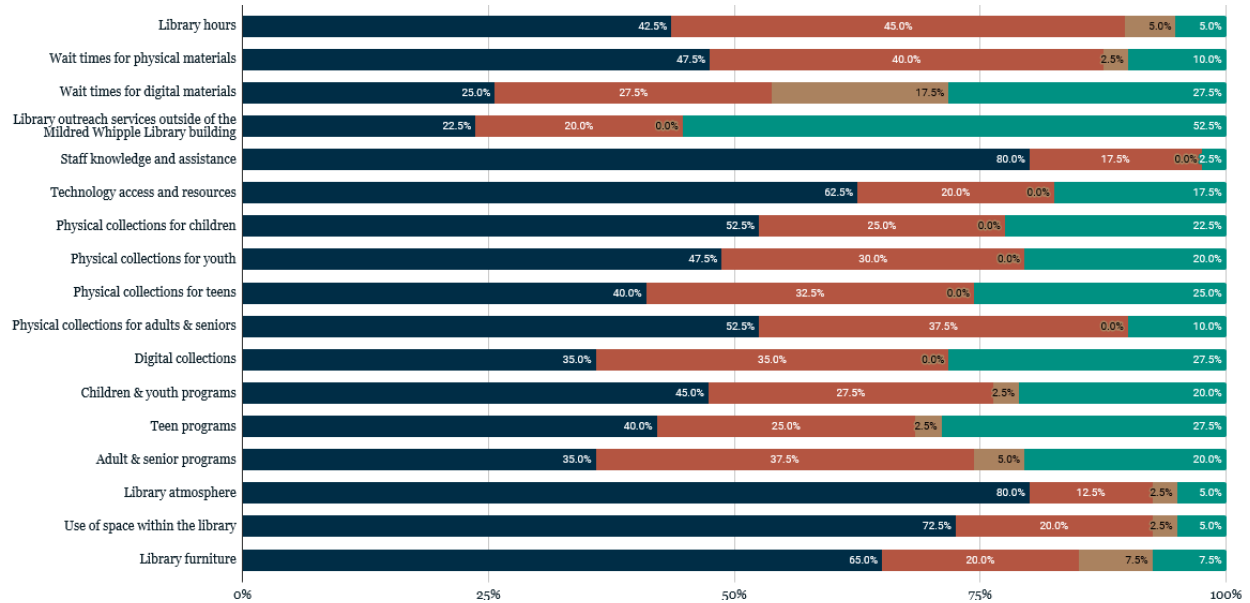
### 4. Regardless of the existing library hours, what day(s) and time(s) would your household want to use the library in the next year? (35 responses)

	Early morning (8 AM - 10 AM)	Morning (10 AM - 12 PM)	Midday (12 PM - 2 PM)	Afternoon (2 PM - 4 PM)	Late afternoon (4 PM - 6 PM)	Evening (6 PM - 8 PM)
<b>Monday</b>	0	15 (43%)	13 (37%)	11 (31%)	11 (31%)	5 (14%)
<b>Tuesday</b>	0	16 (46%)	17 (49%)	17 (49%)	15 (43%)	5 (14%)
<b>Wednesday</b>	1 (3%)	16 (46%)	16 (46%)	18 (51%)	16 (46%)	6 (17%)
<b>Thursday</b>	0	17 (49%)	16 (46%)	14 (40%)	13 (37%)	5 (14%)
<b>Friday</b>	1 (3%)	17 (49%)	17 (49%)	16 (46%)	12 (34%)	7 (20%)
<b>Saturday</b>	2 (6%)	18 (51%)	14 (40%)	14 (40%)	6 (17%)	3 (9%)
<b>Sunday</b>	1 (3%)	5 (14%)	4 (11%)	2 (6%)	0	0

Current library hours

Hours added in October

**5. How satisfied is your household with the following library services and/or resources? (40 responses)**

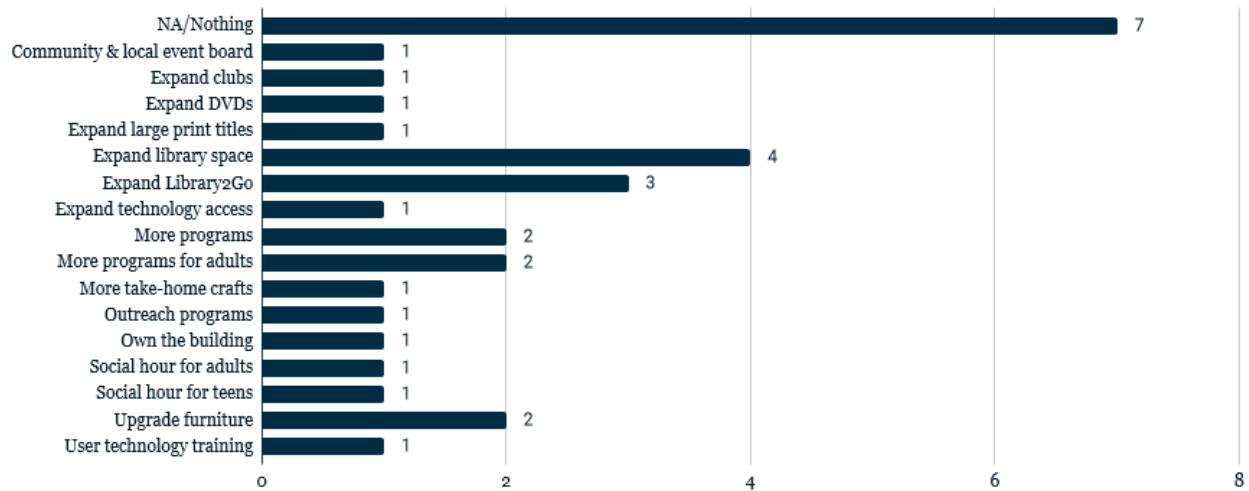


	Very Satisfied	Satisfied	Not Satisfied	Don't Use
Library hours	42.5%	45.0%	5.0%	5.0%
Wait times for physical materials	47.5%	40.0%	2.5%	10.0%
Wait times for digital materials	25.0%	27.5%	17.5%	27.5%
Library outreach services outside of the Mildred Whipple Library building (such as Pop-Up library services in Curtin or school visits)	22.5%	20.0%	0.0%	52.5%
Staff knowledge and assistance	80.0%	17.5%	0.0%	2.5%
Technology access and resources	62.5%	20.0%	0.0%	17.5%
Physical collections for children (board books, early readers, picture books)	52.5%	25.0%	0.0%	22.5%
Physical collections for youth (chapter books for elementary and middle school-level readers)	47.5%	30.0%	0.0%	20.0%
Physical collections for teens	40.0%	32.5%	0.0%	25.0%
Physical collections for adults & seniors	52.5%	37.5%	0.0%	10.0%
Digital collections (digital collections are maintained through the Oregon Library Consortium)	35.0%	35.0%	0.0%	27.5%

## North Douglas Library District | Summer 2024 Community Survey Results

	Very Satisfied	Satisfied	Not Satisfied	Don't Use
Children & youth programs	45.0%	27.5%	2.5%	20.0%
Teen programs	40.0%	25.0%	2.5%	27.5%
Adult & senior programs	35.0%	37.5%	5.0%	20.0%
Library atmosphere	80.0%	12.5%	2.5%	5.0%
Use of space within the library	72.5%	20.0%	2.5%	5.0%
Library furniture	65.0%	20.0%	7.5%	7.5%

### 6. What library services and/or resources would you like to see improved or expanded? (23 responses)



#### *Suggestions included (alphabetical):*

- Better balance between number of adult and number of children's programs
- "Bulletin Board Advertising - What's happening in the community and the library."
- Community game night program
- Computer & iPhone classes
- Expand digital audiobook selection
- Language club

### 7. Is the library accessible to you and your household, and is each household member's needs adequately supported at the library? (34 responses)

- 8 surveys answered "Yes".
- 3 surveys said they didn't know.
- Specific recommendations for improving accessibility have been added to Question 8 (below).



**8. What could the library do to make the building more accessible to our community (for example, in terms of: age, gender, race, mobility, sensory, etc.)? (22 responses)**

- 2 surveys responded the library building was very accessible.
- 2 surveys responded the library building was accessible.
- 1 survey responded they were “satisfied with what the library offers”.
- 3 surveys were unsure, and 5 surveys responded “NA”.

*Specific recommendations included (alphabetical):*

- Accessible bathrooms (general updates & changing stations)
- Add an elevator
- Better sound-proofing/quiet spaces (x3)
- Doors that are easier to open (x2)
- Enhance community outreach for inclusivity
- Expand e-books, audiobooks, and online databases (x2)
- Expand the library space
- More audiobooks
- More DVDs
- More language materials
- More local & regional newspapers
- More programs for 30-50 year olds
- More programs for persons with autism
- More programs for teens and working adults
- More space for babies to play
- Not have books on the lowest shelves.
- “Offer diverse collections, programs, and events reflecting community demographics and needs”
- “Offer diverse workshops and classes to meet evolving community interests and needs.”
- Own the building
- Update chairs
- Update lighting (“sometimes the lights are too dim in the bookshelves which makes book titles harder to read”)
- Update/renovate the building (x2)
- Wheelchair ramps

**9. What could the library do to make our material collections (physical books, DVDs, digital books, etc.) more accessible to our community? (19 responses)**

- 9 surveys responded “NA” or unsure.

*Specific recommendations included (alphabetical):*

- Better promotion of collections (1 survey responded they didn’t know the library offered items - such as DVDs, video games, board games, and Kindles - until this survey)

- Digital offerings
- “Email newsletter about new materials”
- “Ensure physical materials are easily browsable”
- “Expand”
- “Expand selection”
- Graphic novels
- Language collections
- More audiobooks
- “Nothing, everything is available online, without the library.”
- Shorter wait times for digital materials (1 survey mentioned the hold limit means they miss out on new releases, which often have 6+ month waitlists)
- Wide range of formats for checkout

**10. Is there anything else the library could do to make the North Douglas Library District more accessible to our community? (19 responses)**

- 2 surveys responded “No”.
- 3 surveys responded “Unsure”.

*Specific recommendations included (alphabetical):*

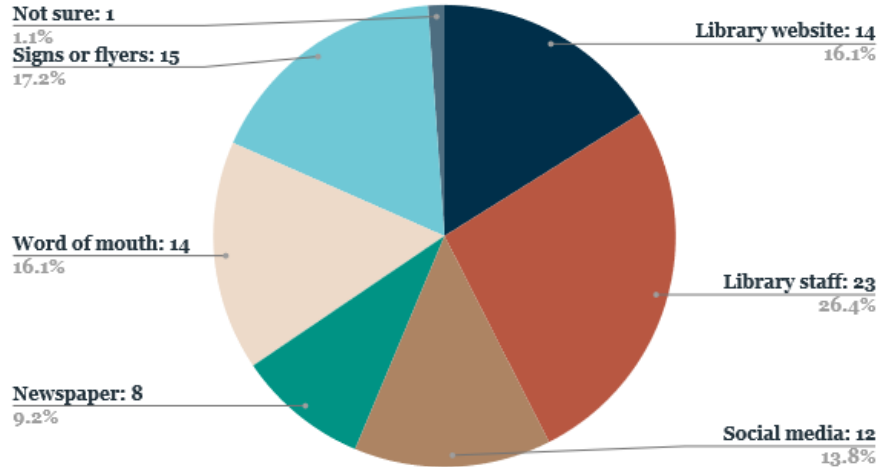
- “By offering more classes or programs community members could be more engaged and create more of a sense of community and utilize the space which would be nice. Weekly preschool reading time, ukulele classes, book clubs, etc would be great places to start.”
- Expand open hours (x3)
- “Expand to become a regional hub instead of a local hub.”
- Have a backup toner for printing [*Library staff note: During the 2024 tax season the public printer’s replacement toner was backordered.*]
- “Home delivery services”
- “Inclusive events and workshops”
- “I think you guys have done an amazing job with what you have available”
- Multilingual signage
- Multilingual staff
- “The building needs to be updated to meet modern requirements and features, from technology to ADA accessibility (such as the bathrooms are not motorized scooter accessible).”
- Update website

## **Information and Technology**

### **1. How do you typically find out about library news and programs? (Select all that apply)**

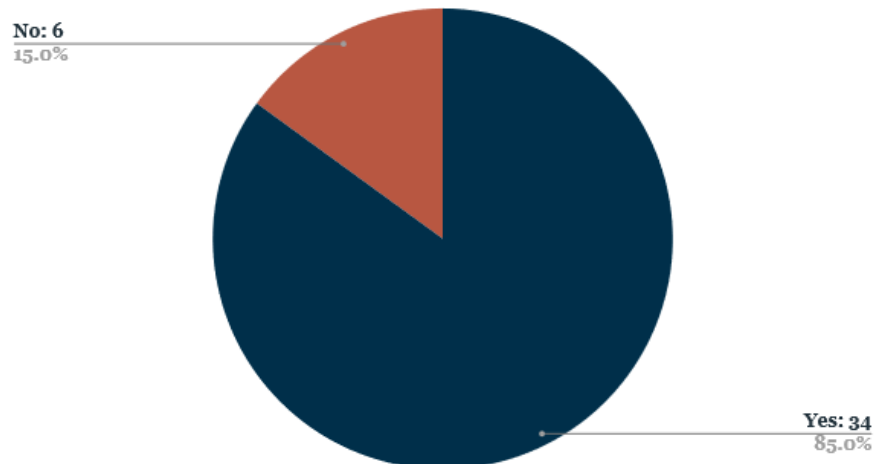
*(39 responses)*

- Library website: 14
- Library staff: 23
- Social media: 12
- Newspaper: 8
- Word of mouth: 14
- Signs or flyers: 15
- Not sure: 1



### **2. During the past 12 months, has anyone in your household visited the North Douglas Library District's website (<https://ndld.org>)? (40 responses)**

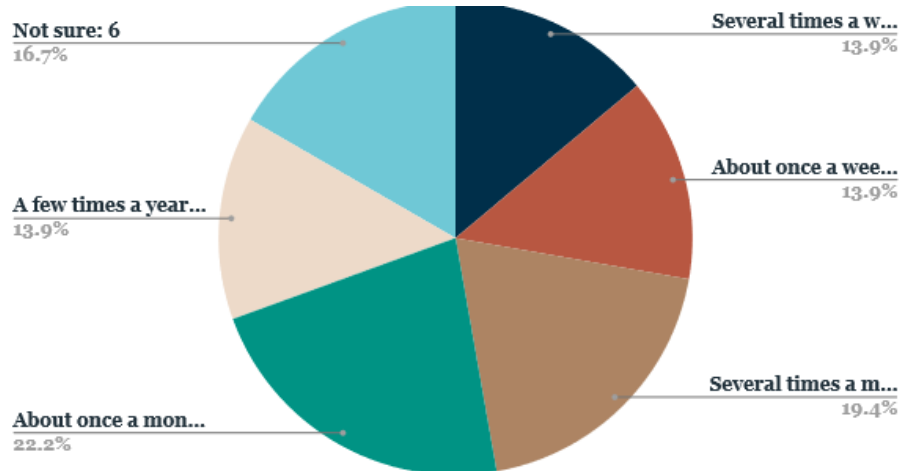
- Yes: 34
- No: 6
- Not sure: 0



### **3. If you selected "Yes" above, during the past 12 months how often have the people in your household visited the website? (36 responses)**

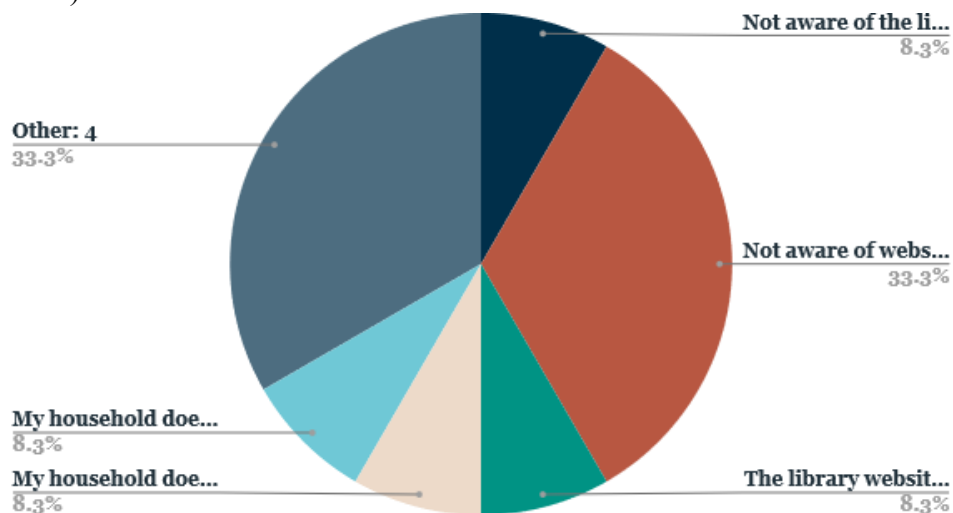
- Several times a week: 5
- About once a week: 5
- Several times a month: 7
- About once a month: 8
- A few times a year or less: 5
- Not sure: 6

## North Douglas Library District | Summer 2024 Community Survey Results



### 4. If you selected “No” above, why hasn’t your household visited the North Douglas Library District website in the past 12 months? (Select all that apply) (8 responses)

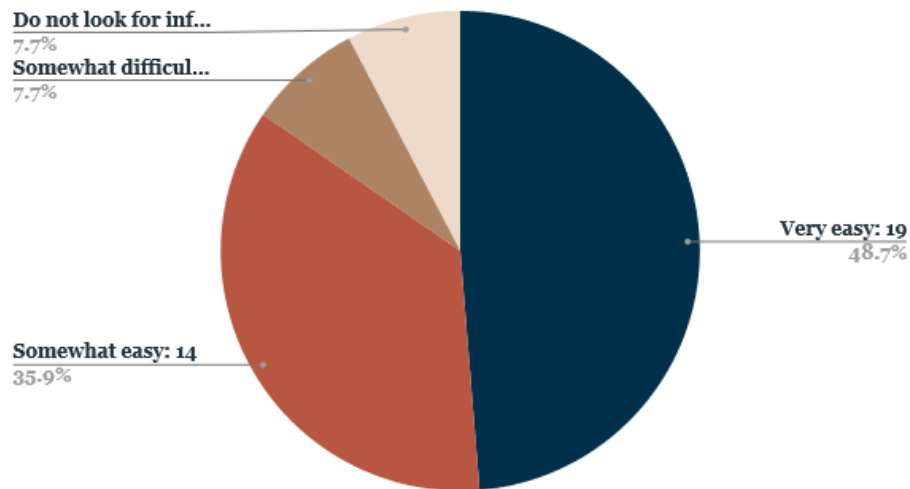
- Not aware of the library’s website: 1
- Not aware of what materials and services are offered through the library website: 4
- My household prefers to use physical books and materials (magazines, videos, research resources, etc.): 0
- The library website does not have the materials or services we are interested in: 1
- My household does not have access to a computer/device to access the internet: 1
- My household does not have internet access: 1
- Other: 4 (“I forgot about it” “Hours are inconvenient” “I get updates on library programs from other family members” “Nothing on website that can’t be found elsewhere on internet”)



### 5. When you need information about the North Douglas Library District or Mildred Whipple Library, how easy or difficult is it for you to find the information you are looking for? (39 responses)

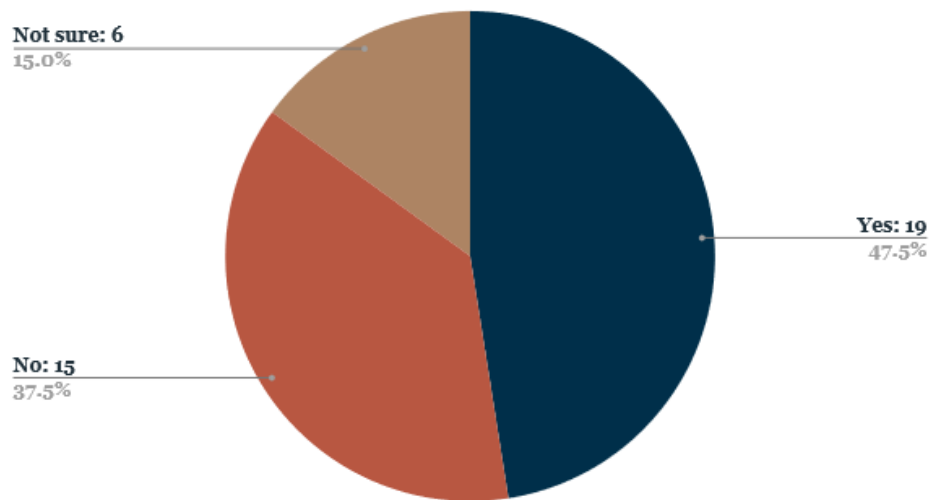
## North Douglas Library District | Summer 2024 Community Survey Results

- Very easy: 19
- Somewhat easy: 14
- Somewhat difficult: 3
- Very difficult: 0
- Do not look for information about the library: 3



**6. During the past 12 months, has anyone in your household used one of the library's digital resources (such as Gale databases, Library2Go, online catalog, etc.)? (40 responses)**

- Yes: 19
- No: 15
- Not sure: 6

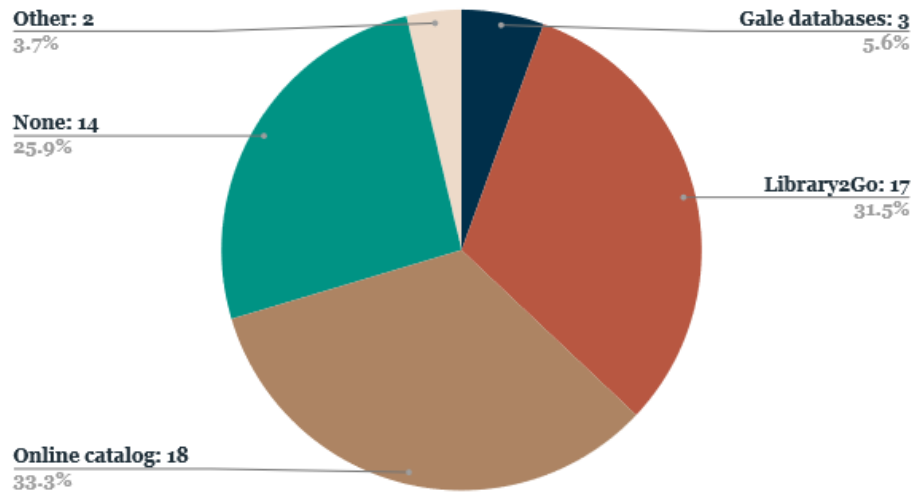


**7. Which, if any, of the library's digital resources has your household used in the past 12 months? (Select all that apply) (37 responses)**

- Gale databases: 3
- Library2Go: 17
- Online catalog (<https://ndld.biblionix.com/catalog/>): 18

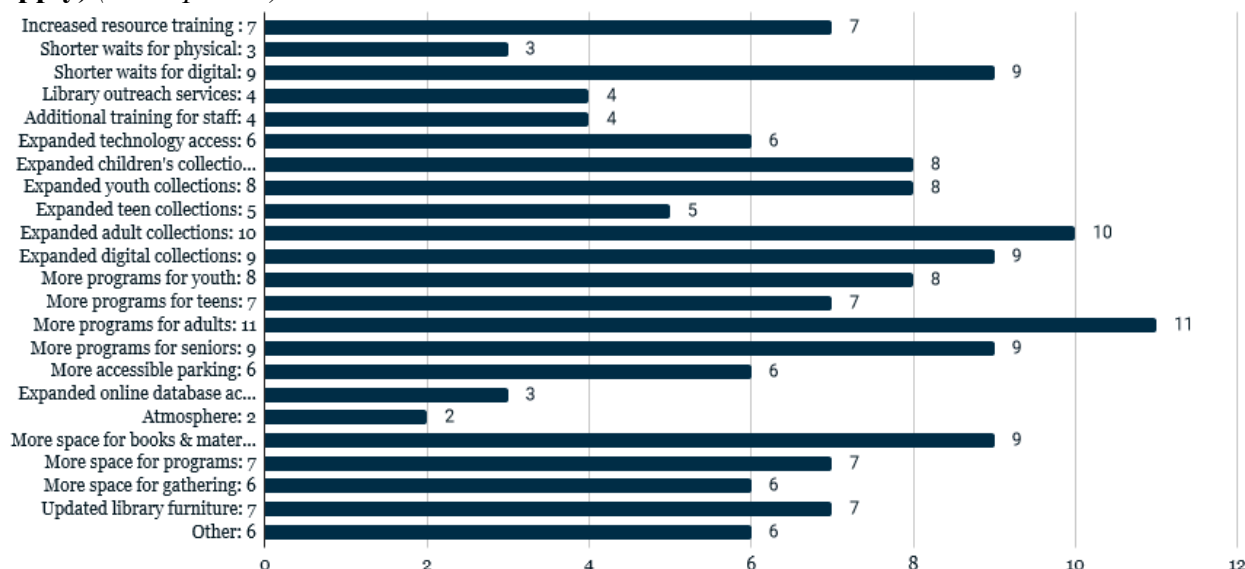
## North Douglas Library District | Summer 2024 Community Survey Results

- I have not used any of these resources: 14
- Other: 2 (“I have not used them yet, but I plan to” “interlibrary (Roseburg)”)



## Library and Community Wish List

1. Which enhancements would increase your satisfaction with the library? (Select all that apply) (33 responses)

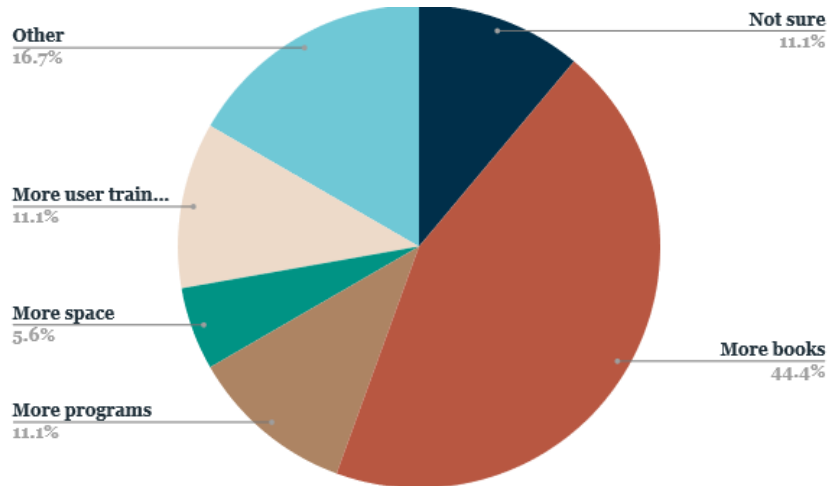


- Increased resource and/or database training for library users: 7
- Shorter wait times for physical materials: 3
- Shorter wait times for digital materials: 9
- Library outreach services outside of the City of Drain (such as Pop-Up library services in Curtin or school visits): 4
- Additional training for staff: 4
- Expanded technology access and resources: 6
- Expanded physical collections for children (board books, early readers, picture books): 8
- Expanded physical collections for youth (chapter books for elementary and middle school-level readers): 8
- Expanded physical collections for teens: 5
- Expanded physical collections for adults & seniors: 10
- Expanded digital collections: 9
- More programs for children & youth: 8
- More programs for teens: 7
- More programs for adults: 11
- More programs for seniors: 9
- More accessible parking: 6
- Expanded online database access: 3
- Atmosphere: 2
- More space for books & materials: 9
- More space for programs: 7
- More space for gathering: 6
- Updated library furniture: 7

## North Douglas Library District | Summer 2024 Community Survey Results

- Other: 6 (“more audiobooks” “Perhaps a program that kids could sign up for to learn how to utilize the library. Specifically for homeschooled children that don’t get the traditional library how to.” “tutorials: computer use, iphone use” “If possible transfer ownership of Building to Library District” “More back room storage space plus break room for staff” “own the building”)

**2. If you selected any of the above options, do you have specific focus areas in mind? (ie. Which collections would you like to see enhanced? Which programs would you like to see added? How would you like the library’s atmosphere to improve?) (16 responses)**



*Specific comments included (alphabetical):*

- “Adding programs for digital literacy”
- “Digital wait times are too long.”
- “Groups for parents and additional hobbies/studies would be lovely”
- “I’m already extremely satisfied with our library but as you plan for the future I think these are important things to prioritize.”
- “Include enhancing collections in diverse languages and genres”
- More audiobooks (clean historical romance, suspense)
- “More DVDs”
- More nonfiction
- “More programs for adults specifically.”
- “More space in general would be great!”
- Training for large print readers on how to customize Library2Go
- “Would also love to see updated furniture (such as moveable tables or more comfortable chairs).”

**3. What programs, resources, or services do you think this community would benefit from? (18 responses)**

- “All”
- “Anything to support the most vulnerable in our community”
- “A true community center”



## **North Douglas Library District | Summer 2024 Community Survey Results**

- “Community-wide, a broader range of activities for all ages to participate in year round (especially those that are free or have financial assistance available).”
- “game nights, movie nights, things that bring in families or people without families to draw the community together.”
- “Gardening help! How to solve common garden issues, bugs, yellow leaves, when to fertilize, etc.”
- “I like the idea that has been presented regarding borrowing of hobby items.”
- “issue study groups/discussions/panels. bilingual & multilingual svcs & encouragement”
- “I would love to have a language/culture club added for language-learning and practice.”
- “Literacy visits to school”
- “Music concerts”
- “Since joining this community 4.5 years ago we’ve struggled to find a place to join to find a sense of belonging and get to know others. In previous towns, we found this in the library. If our library had more classes, this would be a great place to meet people and create that sense of “community.””
- “Technology access”
- “This community could also benefit from programs that promote wellness, such as yoga or meditation classes, as well as workshops on sustainable living and environmental awareness. Additionally, services like career counseling, legal aid clinics, and access to entrepreneurship resources would support diverse community needs.”
- N/A or unsure: 4

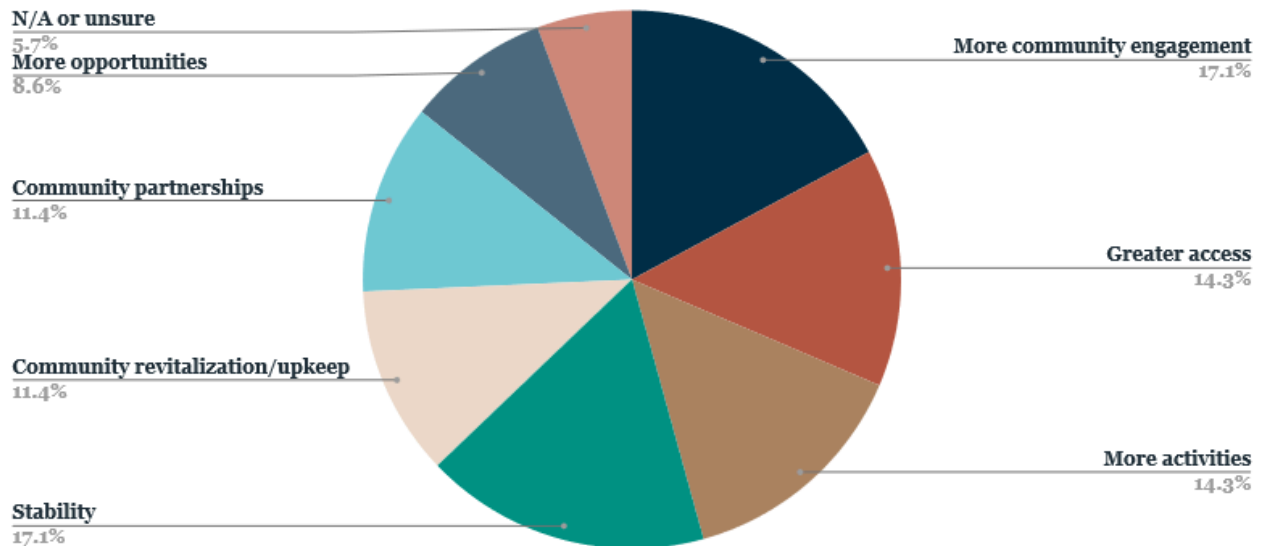
### **4. Looking forward and thinking outside of the box, what would you like to see be possible at the library? (22 responses)**

- “Author visits.”
- “Classes, weekly groups and skill building for personal growth and community building.”
- “Community garden?”
- “Concerts for kids.”
- “Expand partnerships with local organizations and other neighboring small communities. Even though we have a direct route to the coast and a lot of traffic passing through, Drain doesn’t have a lot of resources or opportunities and by partnering with other communities (such as Curtin, Elkton, and Yoncalla, maybe even Cottage Grove, etc) everyone could benefit from greater access.”
- Expanded space/expansion: x4 (“Expanded space” “Expansion!” “Expansion!!!!” “Expansion”)
- “Increased funding”
- “I would love to see the library expand its presence into more areas of the district, rather than primarily be within the library’s walls. I would also love to see the library have ownership of the building so the Civic Center could be updated to meet community needs.”
- “More always available books in the library2go collection”
- “More arts and crafts for k-5”

## North Douglas Library District | Summer 2024 Community Survey Results

- “More engagement with all parts of the community.”
- “One on one help w/ tutorials”
- “[Own] the civic center building and create a community center”
- “Rollerskating in the parking lot day”
- “See ‘Wish List’ answers”
- “Senior exercise classes - there is NOTHING available in Drain.”
- “Virtual reality experiences, maker spaces for creative innovations, interactive storytelling.”
- N/a or unsure: 3

### **5. When it comes to the future of the North Douglas community, what do you most hope for? (26 responses)**



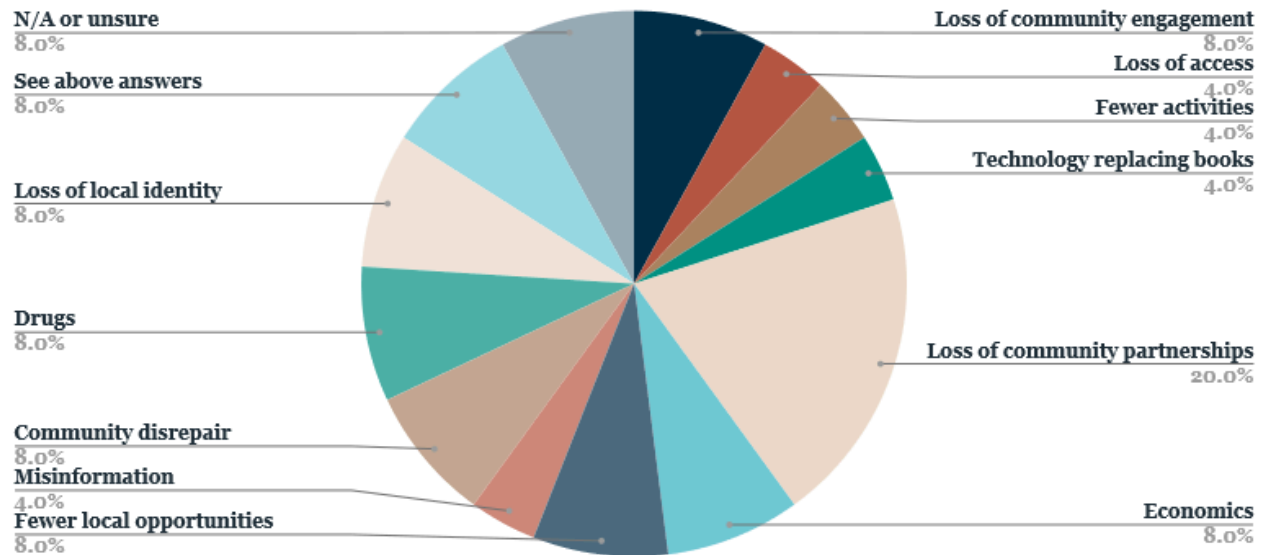
#### *Specific comments included (alphabetical):*

- “Additional businesses that will provide job opportunities for the coming generations”
- “After school/summer program and rec facility”
- “An active, engaged community that supports local community betterment organizations and resources, like the library.”
- “A revitalized downtown - Drain visually isn't very inviting for traffic to stop and visit. We have some great businesses and historic monuments but little about our main street encourages traffic to stop and spend money to support our local economy.”
- “Community enrichment and relationship building.”
- “Easier community use of Comm. Ctr. City Mgr & Council that values & supports library svcs, facilities, & goals”
- “I hope for a thriving community with equitable access to education, resources, and opportunities for growth and well-being.”
- “More mutual aid and community coordination”
- “More programs and resources to help build stronger communities, especially those that bridge multiple communities.”
- “Staying strong...economically and educationally, as well as socially”

## North Douglas Library District | Summer 2024 Community Survey Results

- “That it grows and thrives”
- “That the library remains a vital asset providing access to knowledge.”
- “The community needs a visual improvement”
- “Welcome to Drain - small park - directory - bench & table, etc. Where through traffic can see it - with shade & parking.”

### **6. When it comes to the future of the North Douglas community, what are you most concerned about? (20 responses)**

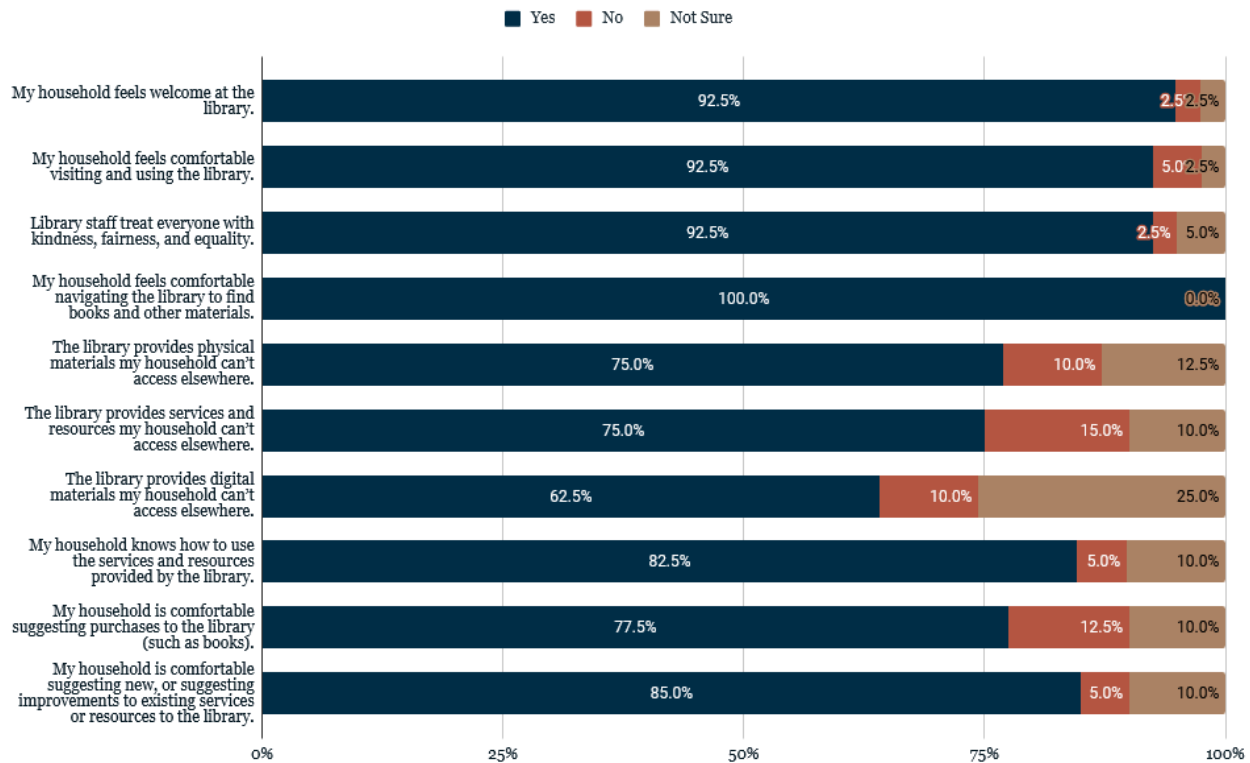


#### *Specific comments included (alphabetical):*

- “City Council that doesn't listen to community feedback & concerns.”
- “Drug infiltration and unsafe parks”
- “It's difficult to keep track of all the different community organizations and what they have going on.”
- “Lack of local jobs for young people:
- “Main street looks so terrible when you come into town. Almost every business needs a fresh coat of paint and many aren't even open...There are so many people in this community that care about community well-being, but the general lack of updates and upkeep sure don't give that impression.”
- “Maintenance of Civic Ctr. facilities.”
- “My concern lies in maintaining community cohesion amid growth, preserving local identity, and ensuring equitable access to resources for all residents.”
- “Opportunities for youth to grow”
- “The lack of access to exercise programs, especially for seniors, but everyone else too.”
- “Things to attract tourists - updated & interesting shops.”

## Final Thoughts

**1. Please answer the following statements to the best of your knowledge of the North Douglas Library District. Even if you don't use the library, please answer based on what you know or have heard about it. (40 responses)**



	Yes	No	Not Sure
My household feels welcome at the library.	92.5%	2.5%	2.5%
My household feels comfortable visiting and using the library.	92.5%	5.0%	2.5%
Library staff treat everyone with kindness, fairness, and equality.	92.5%	2.5%	5.0%
My household feels comfortable navigating the library to find books and other materials.	100.0%	0.0%	0.0%
The library provides physical materials my household can't access elsewhere.	75.0%	10.0%	12.5%
The library provides services and resources my household can't access elsewhere.	75.0%	15.0%	10.0%
The library provides digital materials my household can't access elsewhere.	58.7.5%	10.0%	25.0%
My household knows how to use the services and resources provided by the library.	82.5%	5.0%	10.0%

## North Douglas Library District | Summer 2024 Community Survey Results

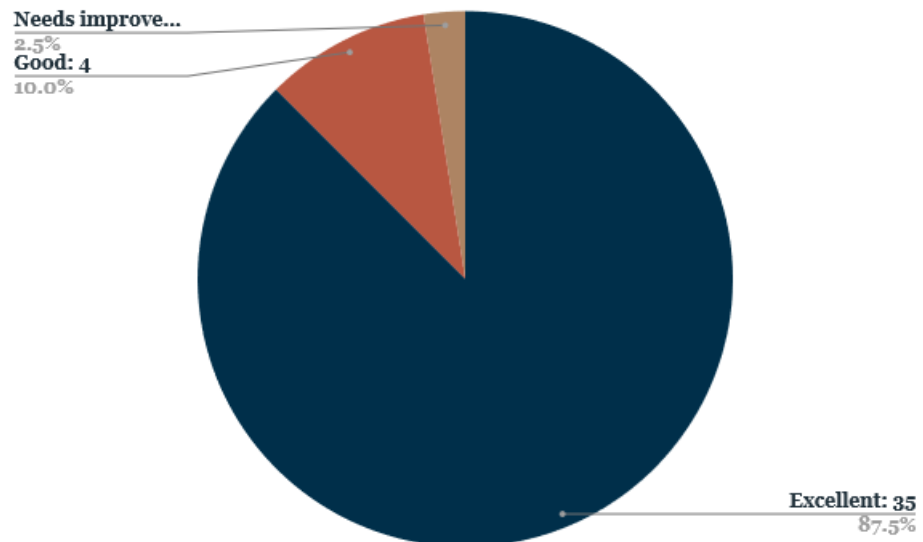
	Yes	No	Not Sure
My household is comfortable suggesting purchases to the library (such as books).	77.5%	12.5%	10.0%
My household is comfortable suggesting new, or suggesting improvements to existing services or resources to the library.	85.0%	5.0%	10.0%

### **2. If you responded “No” to any of the above statements, please elaborate if you feel comfortable doing so: (8 responses)**

- “Didn't respond "no" to anything, but just wanted to add: this library is so incredible! My family always visits other libraries wherever we go and this one is by far our favorite. You may not be able to offer everything a bigger library can, but the welcoming atmosphere, friendly staff, and wide range of materials and programs offered make this library one of the best there is. Keep up the great work!”
- “I am not too familiar with the state library access, or other digital resources. I didn't even think of suggesting purchases to the library.”
- “I do other research & have my own archive. I can not base answers on not being a user [of some services]”
- “I have not asked. I do believe staff would be willing to provide a tour and show us how to access the various services and materials.”
- “i look elsewhere for digital materials rather than wait six months or longer”
- “Not all staff are approachable.”
- “Our library & librarians are great!”
- “Some staff aren't friendly”

### **3. Overall, how do you rate the North Douglas Library District? (40 responses)**

- Excellent: 35
- Good: 4
- Needs improvement: 1



**4. Please elaborate if you feel comfortable doing so: (16 responses)**

- “Amazing improvement in last few years. Superior staff: dedicated & friendly. Focus on continuing education opportunities. Restricted only by need to expand. Focus on how to make that happen.”
- “Excellent staff, implementation of unique ideas for ease of locating materials, and many other innovative changes.”
- “Excellent, but it's so small (more room for collections). Need city appreciation & support.”
- “I love our library - I feel like they try so hard and the people there want to be there. We appreciate our library and their staff. :)”
- “I rate it excellent perfect for [ ]”
- “I think the library has made excellent use of its resources.”
- “I think the staff is knowledgeable, helpful, and friendly. The library itself is open and welcoming. The materials are easy to locate and there are a wide range of subjects.”
- “I would like to see more options in all areas, but I know this is a small community, but that in itself is the reason it's so important. There is NO community resource for exercise in Drain besides the pool, which is only open from Jun-September, & currently has a broken down boiler, so it's extremely hard for seniors to swim in very cold water.”
- “It's good enough for me!”
- “Kids really enjoy going with grandma, as Mom, I have not been in quite a while due to work hours, but the kids always come home happy and excited.”
- “Not necessary. People feel uncomfortable using the library. Plus most of what you provide can be provided online by other organizations that don't make me pay additional taxes.”
- “Staff is wonderful”
- “The library needs to step out from under the City of Drain's control. Acquire the building & grounds, use the community room as a profit center to make enough income to fund NDLD future stability.”
- “Yes”
- “You guys all do such an amazing job! We are so lucky to have such an incredible library in our small town - you do more work on a smaller budget and with less resources than larger libraries and you've managed to accomplish so much while making the library a welcoming, inclusive, and friendly place to be. I'm always excited to visit our library!”
- “You guys are doing great! I'm excited to see how you continue to exceed expectations in the future.”