

Annual Report of Oil City Library

2009

Mission Statement: Oil City Library will serve individuals of all ages in an environment that fulfills informational and recreational needs, assists in personal growth and development, and promotes the area's heritage.

Library Commissioners in 2009:

Deborah Rosen (President)

Emily Eisenman (Treasurer)

Rita Courson (Secretary)

Dr. Margaret Jetter

Cathy McBride

Neil McElwee

Lee Mehlburger

Claradeen Stiglitz.

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SECTION I: NARRATIVE DESCRIPTION OF 2009

The descriptive narrative is divided into 2 parts:

- The first part is about the Oil City Library, authored by Bruce George, the Library Director
- The second is about the Oil Creek Library District, authored by Daniel Parker, the Consultant for the Oil Creek Library District. The Oil City Library is the headquarters of a 3 county library district, comprised of 14 member public libraries in Clarion, Jefferson, and Venango counties that serve a total population of 140,000 people.

PART 1: THE OIL CITY LIBRARY, by Bruce George, Library Director

In 2009, the Oil City Library worked in many areas affecting the Library. These areas can be categorized as follows: Library Building, Library Technology, Library Services, Library Funding, and Marketing the Library. The following will summarize what occurred in each category in 2009.

Library Building

In 2009, Struxures Architecture/Construction (Seneca, PA) completed their building evaluation of the library building, which is entitled *Oil City Building Investigation & Study* (publication date November, 2009, hereafter called the *Study*). The cost of the *Study* was funded almost entirely by a grant from the Oil Regional Alliance of Business Industry and Tourism's Route 8/62 Corridor Preservation Initiative grants. The *Study* can be viewed on the Library's Web site, www.oilcitylibrary.org. Along the top of the Library's Home Page is a link labeled "Building Renovation Plan."

The Study proposes a \$2.5m renovation plan, broken into 5 progressive phases of work, for the library building, with a \$51.63 per square foot cost, as opposed to \$150-\$175 per square foot cost for new construction. The purpose of the renovation is to improve and modernize the utilization of space within the library, upgrade the heating/air conditioning systems and electrical systems, and improve the building envelope. Keys to the building renovation are bringing back into use the second floor auditorium of the Carnegie Library and bringing into use the unfinished basement in the building wing.

The last building renovation to the library building was done in 1979 and another renovation of the building is severely needed. The Library is now cramped and crowded, needs to address in relation to its building structure the major developments to public libraries over the last 30 years, such as the proliferation of formats (audio books, DVDs, music CDs, etc), the growth of library technology, and the creation of more social space that library users desire. All this as well as maintaining the Library's traditional role as a resource for books, which is also burgeoning.

Progress is being made on the renovation plan with funding being obtained for the Phase I renovations. The money obtained will repair a large portion of the roof to the Carnegie Library and

will replace the exterior handicapped ramp and stairs that serve as the two public entrances to the Library.

Library Technology

In 2009 the Library upgraded to the SirsiDynix's Symphony Integrated Library System (ILS). The ILS is the central piece of information technology at the Library. It organizes and interconnects the Library's crucial functions of cataloging, circulation, and the online card catalog. Also, it provides statistics and reports on collection usage, patron registration, etc. that are important in understanding library operations.

The Library upgraded to a Software as a Service (SaaS) platform that SirsiDynix hosts at its own facilities. In this relationship, SirsiDynix's data center hosts via the Internet all the functions of the ILS and provides all upgrades to the ILS, eliminating the Library investing in a server, in staff time to maintain the server, and in paying for upgrades as it was doing with the old SirsiDynix ILS that was replaced (the old ILS was installed in 1992 and last upgraded in 1999, becoming outdated).

The Oil City Library obtained the second, and final, year of the Bill and Melinda Gates *Opportunity Online Hardware Grant (Opportunity Online)*. To qualify for the second year of *Opportunity Online* the Library was required to raise 50% (\$5,200) of the total \$10,400 from outside contributions. Contributions from outside organizations and businesses proved generous and the grant match was met. Also, there were organizations that will continue to support public access computers in the future to continue the momentum gained by *Opportunity Online*. With the final year of funding from *Opportunity Online* the Library installed 8 new public access computers and purchased software and equipment that will support public access computing. A citizen's advisory committee met for the second year in a row to review how the Library would spend its Opportunity Online grant money. This citizen's advisory committee also decided in their meeting to become an ongoing committee to work to improve technology at the Library in the future.

It should be noted that 10 more public access computers were added in 2009 and that the Library has seen a 10% increase in the use of its public access computer in 2009. *Opportunity Online* permitted the capacity building, which was needed, and permitted having up-to-date public access computers and software applications to which patrons are responding to by using. It is now the Library's responsibility to maintain the momentum created by *Opportunity Online*.

The Library extended its wireless network to the outside of the library building providing a wireless signal on the Central Avenue side of the library building. The Library now has wireless networks both inside and outside of the library building.

Library Services

The core of library services is to provide accessible public service hours, accessible materials for use within the Library and to check out of the Library, accessible technology such as public access computers, and qualified staff to serve the public. The Library fares very well in all of these areas.

A statistical snapshot on how the Library performed in 2009 is as follows:

- ✓ Registered Patrons: 10,498
- ✓ Library Visits: 153,500
- ✓ Number of Items Owned: 104,891
- ✓ Hours Open Per Week: 64
- ✓ Library's Web site: www.oilcitylibrary.org, makes the Library a 24 hour, 7 day a week operation. When the Library is closed the Library's Web site provides access to its online catalog and library subscription databases for use.
- ✓ Library Circulation: 139,064 items borrowed.
- ✓ Number of Magazine and Newspaper Subscriptions: 258
- ✓ Number of Computers Available to the Public: 24 (18 Online Public Access Computers, 3 Online Card Catalog Computers, 2 public access computers in the Heritage Room, and 1 computer in the Microfilm Reader/Printer Room. This is an increase of 10 public access computers over 2008.
- ✓ Library's Children's Programming: 35 Programs, with a total attendance of 837 people. In the Summer Reading Program 82 children participated with 63 children completing the Program. Children's programming was the most important programming that the Library provided in 2009.
- ✓ Meeting and Conference Room Use: Local Organizations held 315 Meetings
- ✓ Special Services Offered: Wireless Computer Network, Microfilm Reader/Printer, Heritage Room, Fax Machine, Photocopier, Laminating, Bookflix (an online early literacy resource that is accessible via the Library's Web site and that is funded by the Edith C. Justus Charitable Trust), and the BookPage (a monthly free publication reviewing books, audio books, and literary affairs).

In 2009, the Library conducted a patron satisfaction survey. The survey has provided substantial data (a narrative report and the statistical tabulation of the patron satisfaction report are part of this report). From the survey, the Library has immediately started a newsletter from people requesting that a newsletter be done. It is being issued every other month, with the first edition starting in November of 2009.

The Friends of the Oil City Library provided considerable support to library services in 2009. The Friends of the Library contributed to the Gates Foundation's Opportunity Online Hardware Grant (\$1,500) and were key supporters in the upgrade to the new Integrated Library System. The Friends of the Library did several fund raisers during 2009, including book sales, raffles, and bake sales.

Also, the Friends of the Library conducted some important programs at the Library in 2009. First, in April of this year, was hosting at the Library a Chamber of Commerce Mixer that included both the Venango and Franklin Chambers of Commerce. The mixer was to support the public libraries of Venango County having a county-wide **Big Read** (a program funded by the National Endowment for the Arts and is designed to restore reading to the center of American culture) of Jack London's classic novel "The Call of the Wild." The mixer was very successful event. Second, in November of 2009, in conjunction with the Community Playhouse, a Talking Book Theater presentation was given at the Library, with the Community Playhouse doing a scene from the classic play, "I Remember Mama," which was followed by seeing the classic movie of the same title.

Library Funding

The primary funding for the Oil City Library comes from the City of Oil City, which continues to recognize the need for library services for the City and surrounding community. The municipalities of Cornplanter, President, and Rouseville make an annual per capita contribution for library services and are formally served by the Library. It should be noted that the Oil Creek Library District, headquartered at the Oil City Library, is primarily funded by state funds.

The Library had discussions with Cranberry Township to make an annual contribution for library services in order to be formally served by the Library. The Township rejected this, as well as ending in 2010 its reimbursement to Township residents the out-of-town fee cost of obtaining a library card

State aid to the Oil City Library was cut for 2010 by \$13,800, or by 20.1%. In the October of 2009 Library Commission Meeting, the Library has raised fees and will cut reference material and magazine purchases in 2010 to compensate for the cut in state aid.

Marketing of the Library

The Library has been selected for the 2009 Best of Oil City Award in the Libraries category by the U.S. Commerce Association (USCA).

The USCA "Best of Local Business" Award Program recognizes outstanding local businesses throughout the country. Each year, the USCA identifies organizations and companies that they believe have achieved exceptional marketing success in their local community and business category. These are local organizations and companies that enhance the positive image of small business through service to their customers and community.

PART 2: OIL CREEK LIBRARY DISTRICT, by Daniel Parker, Consultant, Oil Creek Library District

In 2009, the Oil Creek Library District has had a productive and challenging year. The District which is comprised of the 14 public libraries in Venango, Clarion, and Jefferson counties serves as a liaison to the State Library, assists public libraries with meeting minimum standards of service as set forth by

the state, as well as providing professional assistance & consultation to help libraries in achieving their local goals for library improvement and development. Local library service is also augmented by services provided by the District, such as coordination of Inter-Library Loan service, updates to OCLC a shared catalog, reference service, technology support, and continuing education opportunities for librarians & staff. The District is also very involved in the statewide library community through affiliation with and participation in the Pennsylvania Library Association. The District's goals for 2009 were mainly been driven by the current economic crisis and its profound effect on local libraries and by the state's prolonged budget impasse which severely hampered District operations.

The state of the national economy and the fact that the recession has hit rural Pennsylvania extremely hard has made library service vital. In hard times, the library is the last fall back for people, it is a place to get free access to the internet & other technology, to search for a job, or research & develop a business, to find health and financial information, as well as basic family entertainment and opportunities for lifelong learning. The District has been working with its member libraries to help insure that libraries are there to meet the increased demand for their services. This is no small task because historically as demand for library service rises due to economic conditions, the amount of money available from private and government sources falls dramatically. The District has been advising libraries on budgeting and resource sharing to make sure that library patrons see minimal disruption in service. For those libraries in severe financial straits and unable to meet state mandated levels of service the District has been assisting with the preparation and documentation of waiver requests to be submitted to the State.

Advocacy was also a chief concern of the Oil Creek District in 2009. The District has been working with local libraries to get the word out to local communities that libraries are filling an essential function in this region during these hard economic times. The District also worked very hard to get that message out to local elected officials. Our message to elected officials was in a time when library use is at an all time high state and local governments need to be investing in library service not cutting support. Despite the best efforts of the District, the Pennsylvania Library Association, local libraries and library supporters the State appropriation to public libraries was cut by 20.1%, this has devastated local library services and District operations. Libraries across the three counties have had to cut hours of operation, reduce staff hours, stop buying books & other materials, and reduce programming. The District has been forced, by lack of funds, to eliminate two very popular online databases Learn-A-Test and HeritageQuest, funds to support inter-library loan delivery have been sharply reduced, technology support funds have been reduced by one half and some continuing education programs have been canceled or scaled back.

Despite the challenges of 2009, the District can report offering a number of highly successful continuing education programs that featured nationally known speakers who brought new ideas and fresh perspectives on library service to the region. There have been a number of presentations to local boards of directors on topics that will lead to improvement in local library service. The completion of an LSTA Grant funded study on the possibility of digitizing some of the local history materials and rare materials housed at District libraries was a significant milestone. Libraries are encouraged to pursue local digitization efforts, using the study as a guideline. Finally the District has been involved in the planning process for two exciting building renovation projects in Oil City and Brockway. These projects once complete will help these libraries offer increased services to people in their locality and the region.

SECTION II: OIL CITY LIBRARY 2009 PATRON SATISFACTION SURVEY

The 2009 Oil City Library Patron Satisfaction Survey was conducted in May and the beginning of June. Kim Bennett, Erin Wincek, and Katie Rogers volunteered to perform the survey, with Kim Bennett in the lead providing the design and statistical template and considerable statistical tabulation. Melody McFate volunteered to write the narrative summary of the survey.

The survey has provided substantial data. From the survey, the Library has immediately started a newsletter from people requesting that a newsletter be done. It is being issued every other month, with the first edition starting in November of 2009.

There are 3 parts to this section. They are:

- A narrative summary of the of 2009 Patron Satisfaction Survey
- A blank copy of the Patron Satisfaction Survey. This will be needed to reference the statistical results of the Paton Satisfaction Survey.
- The statistical tabulation of the Patron Satisfaction Survey. The comments to the Survey are not included.

PART 1: Narrative Summary of the of 2009 Patron Satisfaction Survey

In May and June of 2009, patrons of the Oil City Library had the opportunity to participate in a survey designed to assess (1) who is using the Library and (2) their degree of satisfaction with the Library. One hundred and fifty people,* 91% of whom were Library members with an average length of membership of 31 years, completed the survey. The following profile emerged: the typical respondent was a woman over 40 who lives in Oil City and visits the library weekly for personal pleasure. More specifically, three times as many women as men filled out the survey. Forty percent of respondents were over age 60 with another 36% between the ages of 40-60. One third are retired and 40% are employed either full- or part-time. Sixty-four percent of them live in Oil City, with the next highest percentage residing in Cranberry. A total of 75% visit the library either weekly or bi-weekly, with 81% of the usage being for personal pleasure.

Over 90% of respondents found the library staff to be friendly, welcoming, knowledgeable and helpful. Eighty-four percent rated the materials "easy to find", 79% thought the building is adequate, and 70% felt that Venango County should be contributing to the library. Respondents were asked to rate specific areas of the library (i.e. adult books, children's books, etc.) with respect to their awareness of the area, their use of it, and their satisfaction with it. General speaking, awareness of what is on the shelves fell in the 60-80% range with the notable exceptions being the MP3 books (only 21%) and the music collection (only 39%). Use of areas reflected the 60+ age of the respondents, with much higher percentages using adult books and magazines than children's or young adult books. Satisfaction with adult books was fairly high (78%), falling to moderate (60%)

* All statistics are rounded off

with new books. Use and satisfaction levels for magazines, videos and audio book was lower, falling in the 30-50% range.

Respondents were also asked to rate what might be termed the infrastructure of the library – card catalogs, copiers, public computers, meeting rooms, etc – along the same three aspects of awareness, use and satisfaction. General awareness of these facilities fell in the 40-60% range, while use and satisfaction varied from 13% (laminator) to 28% (public computers).

The final area surveyed was library programs and services, such as children's summer reading, Access PA, interlibrary loan, and requesting holds. These areas ranged from 50-75% awareness with a wide variety of use and satisfaction figures. Once again, it should be noted that specific percentages reflect the older age of the respondents: for example, few people in the 60+ category use the children's programs, and very few (7%) used the library for research.

At the end of the survey respondents were given the opportunity to list specific likes, dislikes and suggestions for library use and programming. Several frequent responses emerged. There were many favorable comments regarding the friendliness/helpfulness of the staff, the quality of the book collection and the "bright, cheerful space". The overwhelming complaint was the lack of parking. The most common suggestion was for more meeting space. Since only 57% of respondents were aware of the available meeting spaces, perhaps this is an area that needs to be publicized. Another frequent suggestion was for more DVDs.

It is interesting to note that a similar survey was conducted in 2005. The results of that survey mirror those of the present survey, indicating a high degree of satisfaction with library staff and collection and unhappiness with the parking situation! The result of both surveys is perhaps best summed up in the words of one respondent: "The Oil City Library is the most positive asset of Oil City!"

PART 2, Blank copy of the Patron Satisfaction Survey and **PART 3, Statistical Tabulation of the Patron Satisfaction Survey** follow and are not paginated.

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*all statistics are rounded off

Oil City Library

Patron Satisfaction Survey

Thank you for taking the time to fill out our survey. Your thoughts and experiences about the library are important in order to make the library the best it can be. Please select the answers that best represent your point of view. Any additional comments you can provide will help us improve our services. Thank you for your input.

Please complete the form below (3 sides & please use back of 3 for any misc. comments), **fold and put in box.**

Getting to know you and your use of the Oil City Library (OCL):

How many years have you been using the library?

Are you a member of the OCL? Yes No - Why not?

Your sex? Male Female

Your age group: 11 and under 12 - 17 18 - 29 30 - 39 40 - 49 50 - 59 60 or over

Age of additional family members that use your card? Please indicate if more than one member is within age group.

5 and under 6 - 11 12 - 17 18 - 29 30 - 39 40 - 49 50 - 59 60 or over

What is your current work status? Employed full-time Employed part-time Self-employed

Homemaker Retired Unemployed Part-time student Full-time student Other _____

Where do you live? Oil City Cornplanter President Rouseville Other _____

How often do you use the Oil City Library?

At least 1x a week 1x/two weeks 1x/month 1x/six months 1x / year Less than 1x a year

What prevents you from using the library more often?

Main reason you use the library? Research Personal pleasure Work related School related

Children's use Social purposes Other _____

Please select one that best represents your opinion.

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	I Do Not Know
The library staff is friendly and welcoming						
The library staff is knowledgeable about library services						
The library staff is helpful with finding solutions to my questions						
Materials are easy to find in the library						
Do you think the Library is adequately funded on a local level?						
Do you think the building facility is adequate?						
Do you think Venango County should contribute to the provision of library services countywide? The County currently does not fund library services.						

Oil City Library

Patron Satisfaction Survey

Let us know what you think.

Would you be interested in any of the following (check all which apply):

book clubs young adult summer reading program adult combined book/film discussion group
 tutoring program more social space a Library newsletter chess club children's chess club
 computer club joining Friends of the Library volunteering financial support

If you would like to be contacted, please include contact information, name and phone number or email address.

How do you see the Library using currently unused space? (Renovation project: basement (7000 sq. ft.) and second floor auditorium (3,000 sq. ft.))

Are there any services you would like to see added to the library?

What do you like best about OCL?

What do you like least about OCL?

Did we miss anything or would you like to add some additional thoughts? Please use the backside of this page for comments.

Thank you!

STATISTICAL TABULATION OF THE PATRON SATISFACTION SURVEY

Complete Su	150	150
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Q1 - see separate sheet for frequency	how long member?	%	% of members that answered question
5 or less	12	8.00%	14.46%
6-10	8	5.33%	9.64%
11-20	10	6.67%	12.05%
21 -49	34	22.67%	40.96%
50 or more	19	12.67%	22.89%
blank	67	44.67%	
total	150	100.00%	100.00%

members answered question 83
 total years average years member 2574 31

Q2	are you member	%
1=yes	137	91.33%
2=no	9	6.00%
no answer	4	2.67%
total	150	100.00%

Q2A Why not? see comment sheet

Q3 sex?

1=male	34	22.67%
2=female	113	75.33%
blank	3	2.00%
total	150	100.00%

Q4	age?	
1=<11	3	2.00%
2=12-17	7	4.67%
3= 18-29	9	6.00%
4= 30-39	13	8.67%
5=40-49	27	18.00%
6=50-59	28	18.67%
7=60 >	61	40.67%
blank	2	1.33%
total	150	100.00%

Q5	additional family?	
5<	26	
6-11	22	
12-17	14	
18-29	10	
30-39	8	
40-49	5	
50-59	10	
60 >	21	
total	116	

Q6	Work?	
full-time	43	28.67%
part-time	17	11.33%
self-		
employed	4	2.67%
homemaker	7	4.67%
retired	50	33.33%

nemployed	10	6.67%
part-time		
student	1	0.67%
full-time		
student	7	4.67%
other	11	7.33%
blank	0	0.00%
total	150	100.00%

Q6A other work? see comment sheet

Q7	live?	
Oil City	97	64.67%
Cornplanter	16	10.67%
President	4	2.67%
Rouseville	1	0.67%
Other	31	20.67%
blank	1	0.67%
total	150	100.00%

Q7 A	live other?	
Clarion	1	3.23%
Cranberry	15	48.39%
Franklin	5	16.13%
Pinegrove	1	3.23%
rockland	1	3.23%
Seneca	6	19.35%
Venus	1	3.23%
blank	1	3.23%
total (31)	31	100.00%

Q8	visit OCL?	
a week	63	42.00%
1x/two week	50	33.33%

1x/month	28	18.67%
1x/six month	5	3.33%
1x / year	0	0.00%
Less than 1x	4	2.67%
blank	0	0.00%
total	150	100.00%

Q8A what prevents more visits? see comment sheet

Q9	main reason use OCL?	
research	11	7.33%
personal	122	81.33%
work related	4	2.67%
school relate	1	0.67%
children's use	8	5.33%
social purpos	0	0.00%
other	3	2.00%
blank	1	0.67%
total	150	100.00%

Q9A other reasons use OCL? see comment sheet

Q10	staff friendly & welcoming	
Strongly Agree	103	68.67%
Agree	33	22.00%
Neutral	3	2.00%
Disagree	7	4.67%
Strongly Dis:	3	2.00%
IDK	0	0.00%
blank	1	0.67%
total	150	100.00%

Q11 staff knowledgeable

Strongly Agree	107	71.33%
Agree	34	22.67%
Neutral	5	3.33%
Disagree	1	0.67%
Strongly Dis:	0	0.00%
IDK	2	1.33%
blank	1	0.67%
total	150	100.00%

Q12 staff helpful

Strongly Agree	103	68.67%
Agree	35	23.33%
Neutral	3	2.00%
Disagree	4	2.67%
Strongly Dis:	0	0.00%
IDK	3	2.00%
blank	2	1.33%
total	150	100.00%

Q13 materials easy to find

Strongly Agree	81	54.00%
Agree	45	30.00%
Neutral	15	10.00%
Disagree	4	2.67%
Strongly Dis:	0	0.00%
IDK	1	0.67%
blank	4	2.67%
total	150	100.00%

Q14 think library is adequately funded

Strongly Agree	17	11.33%
Agree	28	18.67%
Neutral	30	20.00%
Disagree	22	14.67%
Strongly Dis:	6	4.00%
IDK	40	26.67%
blank	7	4.67%
total	150	100.00%

Q15 building facility is adequate

Strongly Agree	49	32.67%
Agree	71	47.33%
Neutral	13	8.67%
Disagree	10	6.67%
Strongly Dis:	0	0.00%
IDK	4	2.67%
blank	3	2.00%
total	150	100.00%

Q16 venango county should contribute

Strongly Agree	73	48.67%
Agree	34	22.67%
Neutral	18	12.00%
Disagree	4	2.67%
Strongly Dis:	2	1.33%
IDK	15	10.00%
blank	4	2.67%
total	150	100.00%

Q17 Adult Book Section(fiction, nonfiction)

aware	115	76.67%	use	109	72.67%	Very Satisfied	81	54.00%
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not aware	5	3.33%	do not use	11	7.33%	Somewhat Satisfied	36	24.00%
blank	30	20.00%	blank	30	20.00%	Neutral	6	4.00%
total	150	100.00%	total	150	100.00%	Somewhat Dissatisfied	0	0.00%
						Very Dissatisfied	0	0.00%
						Not Applicable	1	0.67%
						blank	26	17.33%
						total	150	100.00%

Q18 Large Print Book Section (g,h,i)								
aware	97	64.67%	use	42	28.00%	Very Satisfied	32	21.33%
not aware	12	8.00%	do not use	76	50.67%	Somewhat Satisfied	17	11.33%
blank	41	27.33%	blank	32	21.33%	Neutral	9	6.00%
total	150	100.00%	total	150	100.00%	Somewhat Dissatisfied	0	0.00%
						Very Dissatisfied	0	0.00%
						Not Applicable	29	19.33%
						blank	63	42.00%
						total	150	100.00%

Q19 Young Adult Book Section (j,k,l)								
aware	92	61.33%	use	35	23.33%	Very Satisfied	25	16.67%
not aware	7	4.67%	do not use	84	56.00%	Somewhat Satisfied	13	8.67%
blank	51	34.00%	blank	31	20.67%	Neutral	16	10.67%
total	150	100.00%	total	150	100.00%	Somewhat Dissatisfied	0	0.00%
						Very Dissatisfied	0	0.00%
						Not Applicable	27	18.00%
						blank	69	46.00%
						total	150	100.00%

Q20 Children Section (m,n,o)								
aware	99	66.00%	use	51	34.00%	Very Satisfied	39	26.00%
not aware	5	3.33%	do not use	69	46.00%	Somewhat Satisfied	16	10.67%
blank	46	30.67%	blank	30	20.00%	Neutral	11	7.33%
total	150	100.00%	total	150	100.00%	Somewhat Dissatisfied	0	0.00%

Very Dissatisfied	0	0.00%
Not Applicable	23	15.33%
blank	61	40.67%
total	150	100.00%

Q21 New Book Section (p,q,r)

aware	110	73.33%	use	92	61.33%	Very Satisfied	66	44.00%
not aware	8	5.33%	do not use	24	16.00%	Somewhat Satisfied	24	16.00%
blank	32	21.33%	blank	34	22.67%	Neutral	8	5.33%
total	150	100.00%	total	150	100.00%	Somewhat Dissatisfied	3	2.00%
						Very Dissatisfied	1	0.67%
						Not Applicable	6	4.00%
						blank	42	28.00%
						total	150	100.00%

Q22 Magazines (s,t,u)

aware	107	71.33%	use	59	39.33%	Very Satisfied	37	24.67%
not aware	7	4.67%	do not use	60	40.00%	Somewhat Satisfied	23	15.33%
blank	36	24.00%	blank	31	20.67%	Neutral	12	8.00%
total	150	100.00%	total	150	100.00%	Somewhat Dissatisfied	0	0.00%
						Very Dissatisfied	0	0.00%
						Not Applicable	21	14.00%
						blank	57	38.00%
						total	150	100.00%

Q23 Reference (dictionaries, encyclopedias, etc.) (v,w,x)

aware	103	68.67%	use	49	32.67%	Very Satisfied	31	20.67%
not aware	9	6.00%	do not use	68	45.33%	Somewhat Satisfied	15	10.00%
blank	38	25.33%	blank	33	22.00%	Neutral	15	10.00%
total	150	100.00%	total	150	100.00%	Somewhat Dissatisfied	0	0.00%
						Very Dissatisfied	1	0.67%
						Not Applicable	25	16.67%
						blank	63	42.00%

aware	59	39.33%	use	9	6.00%	Very Satisfied	7	4.67%
not aware	47	31.33%	do not use	101	67.33%	Somewhat Satisfied	3	2.00%
blank	44	29.33%	blank	40	26.67%	Neutral	19	12.67%
total	150	100.00%	total	150	100.00%	Somewhat Dissatisfied	1	0.67%
						Very Dissatisfied	1	0.67%
						Not Applicable	39	26.00%
						blank	80	53.33%
						total	150	100.00%

Q28 Databases (Online access to Heritage Quest, Learning Express, Legal Forms, POWER Library) (bk,bl,bm)

aware	76	50.67%	use	34	22.67%	Very Satisfied	23	15.33%
not aware	29	19.33%	do not use	77	51.33%	Somewhat Satisfied	17	11.33%
blank	45	30.00%	blank	39	26.00%	Neutral	14	9.33%
total	150	100.00%	total	150	100.00%	Somewhat Dissatisfied	0	0.00%
						Very Dissatisfied	0	0.00%
						Not Applicable	28	18.67%
						blank	68	45.33%
						total	150	100.00%

Q29 Access PA (POWER Library, NextReads, AskHere PA, and the state-wide online catalog) (n,o,p)

aware	73	48.67%	use	35	23.33%	Very Satisfied	24	16.00%
not aware	36	24.00%	do not use	74	49.33%	Somewhat Satisfied	13	8.67%
blank	41	27.33%	blank	41	27.33%	Neutral	18	12.00%
total	150	100.00%	total	150	100.00%	Somewhat Dissatisfied	0	0.00%
						Very Dissatisfied	0	0.00%
						Not Applicable	30	20.00%
						blank	65	43.33%
						total	150	100.00%

Q30 Children's Story Time (q,r,s)

aware	90	60.00%	use	15	10.00%	Very Satisfied	17	11.33%
not aware	18	12.00%	do not use	107	71.33%	Somewhat Satisfied	3	2.00%
blank	42	28.00%	blank	28	18.67%	Neutral	18	12.00%
total	150	100.00%	total	150	100.00%	Somewhat Dissatisfied	1	0.67%

Very Dissatisfied	0	0.00%
Not Applicable	34	22.67%
blank	77	51.33%
total	150	100.00%

Q31 Children's Summer Reading Program (t,u,v)

aware	92	61.33%	use	20	13.33%	Very Satisfied	19	12.67%
not aware	18	12.00%	do not use	102	68.00%	Somewhat Satisfied	6	4.00%
blank	40	26.67%	blank	28	18.67%	Neutral	16	10.67%
total	150	100.00%	total	150	100.00%	Somewhat Dissatisfied	0	0.00%
						Very Dissatisfied	0	0.00%
						Not Applicable	33	22.00%
						blank	76	50.67%
						total	150	100.00%

Q32 Online card catalog -- within OCL (w,x,y)

aware	89	59.33%	use	69	46.00%	Very Satisfied	37	24.67%
not aware	20	13.33%	do not use	50	33.33%	Somewhat Satisfied	21	14.00%
blank	41	27.33%	blank	31	20.67%	Neutral	15	10.00%
total	150	100.00%	total	150	100.00%	Somewhat Dissatisfied	7	4.67%
						Very Dissatisfied	1	0.67%
						Not Applicable	9	6.00%
						blank	60	40.00%
						total	150	100.00%

Q33 Oil City Library's Website (z,ca,cb)

aware	81	54.00%	use	44	29.33%	Very Satisfied	29	19.33%
not aware	27	18.00%	do not use	74	49.33%	Somewhat Satisfied	12	8.00%
blank	42	28.00%	blank	32	21.33%	Neutral	24	16.00%
total	150	100.00%	total	150	100.00%	Somewhat Dissatisfied	1	0.67%
						Very Dissatisfied	1	0.67%
						Not Applicable	24	16.00%
						blank	59	39.33%
						total	150	100.00%

Q34 Online card catalog – on oilcitylibrary.org (c,d,e)

aware	72	48.00%	use	51	34.00%	Very Satisfied	37	24.67%
not aware	36	24.00%	do not use	63	42.00%	Somewhat Satisfied	11	7.33%
blank	42	28.00%	blank	36	24.00%	Neutral	18	12.00%
total	150	100.00%	total	150	100.00%	Somewhat Dissatisfied	2	1.33%
						Very Dissatisfied	0	0.00%
						Not Applicable	18	12.00%
						blank	64	42.67%
						total	150	100.00%

Q34 Online card catalog – on oilcitylibrary.org (c,d,e)

aware	72	48.00%	use	51	34.00%	Very Satisfied	37	24.67%
not aware	36	24.00%	do not use	63	42.00%	Somewhat Satisfied	11	7.33%
blank	42	28.00%	blank	36	24.00%	Neutral	18	12.00%
total	150	100.00%	total	150	100.00%	Somewhat Dissatisfied	2	1.33%
						Very Dissatisfied	0	0.00%
						Not Applicable	18	12.00%
						blank	64	42.67%
						total	150	100.00%

Q35 Copier (f,g,h)

aware	113	75.33%	use	71	47.33%	Very Satisfied	49	32.67%
not aware	5	3.33%	do not use	47	31.33%	Somewhat Satisfied	13	8.67%
blank	32	21.33%	blank	32	21.33%	Neutral	16	10.67%
total	150	100.00%	total	150	100.00%	Somewhat Dissatisfied	0	0.00%
						Very Dissatisfied	1	0.67%
						Not Applicable	18	12.00%
						blank	53	35.33%
						total	150	100.00%

Q36 Fax machine (I,j,k)

aware	71	47.33%	use	18	12.00%	Very Satisfied	15	10.00%
not aware	39	26.00%	do not use	102	68.00%	Somewhat Satisfied	7	4.67%

blank	40	26.67%	blank	30	20.00%	Neutral	18	12.00%
total	150	100.00%	total	150	100.00%	Somewhat Dissatisfied	0	0.00%
						Very Dissatisfied	1	0.67%
						Not Applicable	36	24.00%
						blank	73	48.67%
						total	150	100.00%

Q37 Color printer (l,m,n)

aware	63	42.00%	use	19	12.67%	Very Satisfied	13	8.67%
not aware	47	31.33%	do not use	97	64.67%	Somewhat Satisfied	10	6.67%
blank	39	26.00%	blank	34	22.67%	Neutral	18	12.00%
total	149	99.33%	total	150	100.00%	Somewhat Dissatisfied	0	0.00%
						Very Dissatisfied	0	0.00%
						Not Applicable	34	22.67%
						blank	75	50.00%
						total	150	100.00%

Q38 Laminator (o,p,q)

aware	60	40.00%	use	12	8.00%	Very Satisfied	15	10.00%
not aware	51	34.00%	do not use	104	69.33%	Somewhat Satisfied	5	3.33%
blank	39	26.00%	blank	34	22.67%	Neutral	21	14.00%
total	150	100.00%	total	150	100.00%	Somewhat Dissatisfied	0	0.00%
						Very Dissatisfied	0	0.00%
						Not Applicable	37	24.67%
						blank	72	48.00%
						total	150	100.00%

Q39 Public access computers (r,s,t)

aware	104	69.33%	use	42	28.00%	Very Satisfied	29	19.33%
not aware	8	5.33%	do not use	78	52.00%	Somewhat Satisfied	12	8.00%
blank	38	25.33%	blank	30	20.00%	Neutral	16	10.67%
total	150	100.00%	total	150	100.00%	Somewhat Dissatisfied	1	0.67%
						Very Dissatisfied	0	0.00%
						Not Applicable	26	17.33%

blank 66 44.00%
total 150 100.00%

Q40 Circulation desk (questions, check out/in area) (u,v,w)

aware	117	78.00%	use	113	75.33%	Very Satisfied	92	61.33%
not aware	2	1.33%	do not use	5	3.33%	Somewhat Satisfied	15	10.00%
blank	31	20.67%	blank	32	21.33%	Neutral	2	1.33%
total	150	100.00%	total	150	100.00%	Somewhat Dissatisfied	3	2.00%
						Very Dissatisfied	2	1.33%
						Not Applicable	1	0.67%
						blank	35	23.33%
						total	150	100.00%

Q41 Study/conversation areas (x,y,z)

aware	99	66.00%	use	51	34.00%	Very Satisfied	41	27.33%
not aware	10	6.67%	do not use	65	43.33%	Somewhat Satisfied	11	7.33%
blank	41	27.33%	blank	34	22.67%	Neutral	20	13.33%
total	150	100.00%	total	150	100.00%	Somewhat Dissatisfied	1	0.67%
						Very Dissatisfied	0	0.00%
						Not Applicable	19	12.67%
						blank	58	38.67%
						total	150	100.00%

Q42 Restrooms (da,db,dc)

aware	119	79.33%	use	100	66.67%	Very Satisfied	65	43.33%
not aware	0	0.00%	do not use	23	15.33%	Somewhat Satisfied	26	17.33%
blank	31	20.67%	blank	27	18.00%	Neutral	11	7.33%
total	150	100.00%	total	150	100.00%	Somewhat Dissatisfied	3	2.00%
						Very Dissatisfied	0	0.00%
						Not Applicable	4	2.67%
						blank	41	27.33%
						total	150	100.00%

Q43 Hours (d,e,f)

aware	114	76.00%	use	97	64.67%	Very Satisfied	62	41.33%
not aware	4	2.67%	do not use	7	4.67%	Somewhat Satisfied	31	20.67%
blank	32	21.33%	blank	46	30.67%	Neutral	11	7.33%
total	150	100.00%	total	150	100.00%	Somewhat Dissatisfied	7	4.67%
						Very Dissatisfied	0	0.00%
						Not Applicable	1	0.67%
						blank	38	25.33%
						total	150	100.00%

Q44 Parking (g,h,i)

aware	107	71.33%	use	88	58.67%	Very Satisfied	28	18.67%
not aware	3	2.00%	do not use	20	13.33%	Somewhat Satisfied	29	19.33%
blank	40	26.67%	blank	41	27.33%	Neutral	22	14.67%
total	150	100.00%	total	149	99.33%	Somewhat Dissatisfied	20	13.33%
						Very Dissatisfied	5	3.33%
						Not Applicable	4	2.67%
						blank	42	28.00%
						total	150	100.00%

Q45 Meeting Rooms (j,k,l)

aware	88	58.67%	use	26	17.33%	Very Satisfied	20	13.33%
not aware	19	12.67%	do not use	94	62.67%	Somewhat Satisfied	7	4.67%
blank	43	28.67%	blank	30	20.00%	Neutral	17	11.33%
total	150	100.00%	total	150	100.00%	Somewhat Dissatisfied	6	4.00%
						Very Dissatisfied	0	0.00%
						Not Applicable	30	20.00%
						blank	70	46.67%
						total	150	100.00%

Q46 Heritage Room (m,n,o)

aware	79	52.67%	use	23	15.33%	Very Satisfied	24	16.00%
not aware	25	16.67%	do not use	96	64.00%	Somewhat Satisfied	6	4.00%
blank	46	30.67%	blank	31	20.67%	Neutral	14	9.33%
total	150	100.00%	total	150	100.00%	Somewhat Dissatisfied	2	1.33%

Very Dissatisfied	1	0.67%
Not Applicable	29	19.33%
blank	74	49.33%
total	150	100.00%

Q47 Microfilm Reader/Printer (To view The Derrick from 1871 – present.) (p,q,r)

aware	82	54.67%	use	26	17.33%	Very Satisfied	18	12.00%
not aware	25	16.67%	do not use	96	64.00%	Somewhat Satisfied	11	7.33%
blank	43	28.67%	blank	28	18.67%	Neutral	15	10.00%
total	150	100.00%	total	150	100.00%	Somewhat Dissatisfied	1	0.67%
						Very Dissatisfied	0	0.00%
						Not Applicable	30	20.00%
						blank	75	50.00%
						total	150	100.00%

Q48 Requesting a hold (placed on a book already checked out) (s,t,u)

aware	111	74.00%	use	87	58.00%	Very Satisfied	72	48.00%
not aware	5	3.33%	do not use	34	22.67%	Somewhat Satisfied	16	10.67%
blank	34	22.67%	blank	29	19.33%	Neutral	8	5.33%
total	150	100.00%	total	150	100.00%	Somewhat Dissatisfied	3	2.00%
						Very Dissatisfied	0	0.00%
						Not Applicable	7	4.67%
						blank	44	29.33%
						total	150	100.00%

Q49 Requesting an item not owned by the OCL (to be obtained from another library) (v,w,x)

aware	100	66.67%	use	61	40.67%	Very Satisfied	52	34.67%
not aware	14	9.33%	do not use	59	39.33%	Somewhat Satisfied	11	7.33%
blank	36	24.00%	blank	30	20.00%	Neutral	9	6.00%
total	150	100.00%	total	150	100.00%	Somewhat Dissatisfied	0	0.00%
						Very Dissatisfied	0	0.00%
						Not Applicable	23	15.33%
						blank	55	36.67%
						total	150	100.00%

Q50 Overall Satisfaction Of Materials

Very Satisfie	75	50.00%
Somewhat S:	27	18.00%
Neutral	3	2.00%
Somewhat D	2	1.33%
Very Dissati:	0	0.00%
N/A	0	0.00%
blank	43	28.67%
total	150	100.00%

Q51 Overall Satisfaction Of Services

Very Satisfie	76	50.67%
Somewhat S:	23	15.33%
Neutral	2	1.33%
Somewhat D	3	2.00%
Very Dissati:	0	0.00%
N/A	0	0.00%
blank	46	30.67%
total	150	100.00%

Q52 Overall Satisfaction Of Staff

Very Satisfie	83	55.33%
Somewhat S:	11	7.33%
Neutral	1	0.67%
Somewhat D	4	2.67%
Very Dissati:	5	3.33%
N/A	0	0.00%
blank	46	30.67%
total	150	100.00%

Q53 Would you be interested in
book clubs 40 26.67%

young adult			
summer			
reading			
program	12	8.00%	
adult			
combined			
book/film			
discussion			
group	26	17.33%	
tutoring			
program	11	7.33%	
more social			
space	11	7.33%	
Library			
newsletter	25	16.67%	
chess club	16	10.67%	
children's			
chess club	7	4.67%	
computer			
club	12	8.00%	
joining			
Friends of			
the Library	17	11.33%	
volunteering			
financial	18	12.00%	
support	3	2.00%	
Q53A			see comment sheet
Q54			see comment sheet
Q55			see comment sheet
Q56			see comment sheet

Q57
Q58

see comment sheet
see comment sheet