

Community Survey 2017 Adult Library Users – responses to the question:

What services could the library provide that would make it better?

- theatre troupe space.
- More educational movies about "The World."
- You're already way organized & sweet.
- More adult programs w/ children. Also more fantasy/fiction books for teens/young adults.
- N/A
- More classes people can take here
- I like it the way it is.
- More bilingual events for communities in town.
- Stay open later!
- ?
- More yoga!! :)
- I'm not sure.
- I would love to see more adult art programs, or crafts possibly. I would like to see more of a selection on the audiobooks in Alaska Digital Library.
- Movie room - not have to take movies out to watch.
- More community events
- Free coffee & tea!
- Have family movie times offered during the weekend
- A self service printing kiosk or updated printing process that would enable customers to print from their own devices, or by email
- More toddler activities.
- earlier open times.
- Not sure
- More DVDs / newer DVDs, more movies about animals.
- N/A
- Is there an after school homework program?
- nothing yet :-)
- maybe better wifi
- Phone service
- N/A Your services are great. I just haven't had much opportunity to use them.
- more maritime courses
- None come to mind. You guys are awesome.
- nothing that I can think of -
- Nothing
- Checking out in the kids section and using that exit would be extremely helpful
- I think it's already perfect for my needs. (Books.)
- Group library cards.

- I would love more manga or comic books
- Adult craft sessions would be fun.
- Easier to request books
- -2 hour wifi access, 1 hour is too short -better use of library voices: users are generally okay but librarians seem to speak very loudly & maybe consider closing the door to the children's room during story times & other loud activities - very distracting.
- None. They do a fantastic job at offering library services and other activities
- It would be nice to have a story time or more activities on the weekend so kids and parents who are at daycare/work during the week can participate.
- not sure
- Have a way for patrons to easily suggest books to order for the library shelves
- the services are already varied and good for the community!
- orca events at the library like TAG has.
- I believe wifi access could be provided freely without the hassle of access codes.
- None that I can think of
- Staff and funds to further community education.
- More events for children/toddlers in the evenings/weekends for working parents & and an in-house Friends of the Library store!!!
- N/A
- More teen & youth activities
- Updated poetry. alt. lit.
- The should upgrade the computer system to listen to Audio Books
- Easier and longer access to the wifi.
- Not sure...
- Overdrive
- Nothing I, just keep doing what it's doing.
- Maybe a skills work shop for teens
- More laanguage dvd for kids. Spanish etc... Saturday or sunday story time
- I have no idea
- Please either remove the wifi one hour or extend it. It's so difficult to work online at the library having to re-enter a number every hour. I've lost work from losing tgat internet connection when my password expires.
- More programs for homeschool kids.
- N/A
- Some adult programs that are geared towards 20s to 30s - like a half-way point b/w the teen programs & the more cerebral adult programs. More outdoor programs / features / lectures, etc. Sound proof study rooms? No cell phones!
- Longer summer reading program for kids. June to August.
- Can't think of anything.
- We are excited for the kid's garden.
- I do not have a suggestion to make the Library better. It is pretty great as is.

- Less restrictive wifi access for library card holders.
- More "How to" classes for adults.
- wifi on private devices without password would be very nice
- N/A
- I think it's pretty great already
- Community workshops. I'd love to see meeting with Cooperative Extension about gardening or chicken keeping, or government and civics...
- I can't think of anything.... our library already does so much
- Local Alaska Native print resources and a listening station for local Native language resources
- Better pay for the librarians.
- N/A
- Writer's workshops? Maybe better marketing of events
- Not one thing
- More lecture on different topics
- later hours for studying purposes.
- More movies - TV series
- More audio books on listen ak
- Not sure
- I can't think of anything at the moment. I would suggest that the Library always remember there are equally valuable programs happening throughout the community and to keep aware of conflicts with scheduling events.
- don't know
- I would like a "library of math & science" and classes/workshops for kids w/ that theme. And, some classes that help teens achieve more knowledge and independence, like teaching them about insurance, bill paying, car maintenance, dining, job resume, etc.
- Strangely I also enjoy the lack of cell service.
- unknown
- I can't think of anything.
- open later on weekends.
- Just keep up the good work :-)
- N/A
- I would like to see better selection of language software you can check out.
- I'm not sure at this point. I trust the staff to read the needs of our community. They seem like sincere listeners.
- an off-site bookdrop - other end of town.
- more reliable internet
- I'm not sure there's anything you can do about the damage to movies/DVDs that happens when multiple people use them. Perhaps some kind of movie download option would work better, so there isn't a physical item that can get scratched.
- Music events
- more informative books (how to)

- You already do it all! :)
- Improve library catalog - searching with terms often does not yield good results. Also carry multiple copies of popular books. Make more copies of audio books available, if possible (the downloads, I mean)
- Suggestion: Get a snack vending machine or get a little store going selling snacks, hot dogs & hot pockets
- I see nothing needs changed or improved. If it works, don't fix it.
- More winter fireworks
- The acoustics in the large room are terrible. Makes it difficult to enjoy movies, talks and events. Acoustic ceiling panels would be great. A less expensive help would be putting material (cloth) on the walls.
- nothing
- Daytime or lunchtime yoga.
- I wish it was open later on Sunday. Writing workshops, horrible cell reception (not your fault)
- Not sure
- Nothing comes to mind.
- There are ALWAYS long wait list on books from the Alaska digital library! That could stand beefing up.
- plant rentals
- Increased ebooks suitable for kindle download.
- WI-FI / AUDIBLE!
- Programs shared w/ high school - middle school in poetry readings or reading English projects for class credit.
- It's perfect
- Self-help, support groups. Promote Promote Promote. Great place to hang out.
- Noise carries throughout the library and is very distracting. There need to be more meeting rooms.
- A more effortless way to renew materials. The website is a pain, with the long, annoying log-in ID.
- None - you are doing a great job!
- Longer hours. Th-Fri - or at least Thursday. KPL does such a GREAT job that I only want more access! I APPRECIATE that you re-opened SUNDAY - Thank you. Sunday espec. rainy Sundays are a lovely day to visit library. Thank you!
- more new books for tweens, more teen books that aren't so anghsty in a kissy/sexual way.
- I'm not a Luddite, but more and more of what I need is only available through electronic resource. There are books which would have been in the library and available to anyone, even 3-4 years ago.
- Color printing. Book drops for Borough residents like there used to be for convenience
- more audio books - MC Beaton, Alexander McCall Smith
- More popular movies on DVD
- Keep doing what you're doing - thanks!
- not sure
- wifi booster in the children's area
- Larger selection of books on the go.
- Prepare for the inevitable shrinking of school libraries solidify relationships with Borough and City
- None
- can't think of a thing!
- Lower overdue fines, but that's it. Mostly all-around excellent staff and services.

- Longer weeknight hours 8pm M-Sa.
- Honestly, our library has so much to offer, I just can't think of something you don't already do. I'd just say, keep it up and keep up the good fight for the budget you need
- I had a hard time clicking "excellent" on the books question. More and more of what I want is not available to me unless I buy some special device and download it myself. I recognize that the world is changing, but so is technology, and so rapidly that I wonder how often I'll have to upgrade whatever special device it is now that I need to access what materials I want. I am not a Luddite, exactly, but why are so many books marked as electronic resources in your system?
- transfers of books from the schools for pick up and check out at library, online internet scanning of books to reserve, more clubs, like chess club
- Larger DVD Collection
- More hours :-)
- Free Wi-Fi - a place to sip tea or coffee and read. a free shuttle from downtown or the mall
- I can't think of anything.
- Open later Thurs / Fri / Sat
- More books, more events.
- I can't think of any.
- more evening after work stuff like yoga
- Crafts for adults
- Need more current titles.
- A better selection of animal and other Nova program videos.
- Please fix the terrible acoustics in the program room! So hard to hear. Maybe hang some beautiful local weavings on the upper walls?
- Branch location(s)
- We leave AK for winter - the time of year we would use the library the most. I see us using library more as we age.
- I think the new garden is an excellent idea. Hopefully the funding will be provided.
- none
- Many of the videos are old & need attention. And maybe even a better (bigger) selection. And please encourage people not to eat meals & be on the phone loudly!
- Community forums on different topics featuring local experts and such. Like the one you just sponsored on the solar eclipse!!
- none that I can think of at the moment.
- How are the DVDs chosen? It seems there are many foreign films and fewer newer, US movies. Also is it possible to buy more effective PA equipment for the large conference room? especially for presenters who have to move around.
- You are doing an excellent job?
- I have been to the library once in six months. [over] I am working on transportation. KPU is VERY expensive ! All internet access could be provided free for all citizens (residents) who get electrical services as an educational program, esp. to seniors and students.
- Location & access is bad, winter icy, too far to walk

- Name tags for the staff would help build relationships and be more welcoming
- Location sucks - especially in winter the whole building was poorly conceived. Why are we paying to heat all that air space?
- Can't think of any, at present.
- Continue expanding the nonfiction / reference resources
- I wish the library was *quieter* - library patrons today carry on conversations & talk on cell phones as if they were outside - I miss the quiet of the public library
- Be located nearer to it's downtown location as before.
- Would like Reader's Digest
- I rely on the library staff to keep abreast of new services. They do a fine job in doing that.
- Small carts such as used at the A and P. Carrying heavy baskets is difficult.
- I have noticed that you have books on the shelf that don't show up on an online search.
- Better sound proofing between children's library and adult library
- Computer classes
- I encourage the library to seek a cross walk at Schoenbar with a yellow warning light. Hard to cross there safely.
- None.
- none -
- Perhaps an occasional column from the Library Director in our newspaper. I enjoy the Sat. column from the library about suggested books.
- More books!!
- I'm satisfied as it is
- Less kid game and close off the kid station !!!
- adult classes - crafts. movie section NOT organized
- none that I can see
- Keep doing
- Not sure - you already excel at so many things. I'll let you know, however, if I think of something.
- Nothing!
- coffee area
- Craft time for adults!
- need for these who do not have internet
- Good selection / per author. Sometimes books I'm interested in is not available.
- More Listen Alaska resources to recorded books
- None that I can think of.
- Open Sundays
- More carts of used books for sale in the lobby
- Better interlibrary loan system for new release books. Or faster lending for new books
- ?
- Tea and cookies?
- I would prefer less mysteries and more books that have been reviewed by "The New Yorker".

- Keep present staff - They make magic happen!!
- I will use it more now that I'm retired - will let you know if I think of anything.
- A more convenient return drop-off box on far side of town - A&P location was VERY easy to use - now INSIDE the Plaza, I rarely use it because I have to park and walk a long ways to use it. Sometimes arthritic issues make that difficult, & if weather is icy, I wait drive uphill to library site.
- I would like to see the Library get the Fairbanks daily newspaper and subscribe to Valueline, a stock rating publication, and yes I know it is expensive.
- I think we have a wonderful library. It's beautiful, very comfortable & staff are always helpful.
- Additional storytime
- Have to give that some thought.
- ?
- Good as is
- Work to see that book series are complete.
- more large print non-fiction books - memoirs, auto biog., biography
- Can't think of anything...think it's just great with all it offers now....
- 3D printing. Perhaps a way to use meeting rooms after hours
- Help non-digital natives access ListenAlaska. It's for *Everybody*, regardless of age.
- We don't rent movies very often, but several times the disks were damaged & didn't run well. I don't know what the library can do about that. People who use them are thoughtless & careless, I think.
- More books on line. Listen Alaska.
- Bigger viewing area
- More Book Sales.
- more access to e reader books
- Lift up those shelves - Too low.
- More DVDs & British authors
- More space for or just more books & video on hand.
- More selection of audio/digital books.
- Add hoopla and/or Freegal music
- It's awesome
- not sure
- Can't think of anything
- I can't think of a thing.
- Study rooms for people under or at the age of 14.
- IDK
- To fix the vending machine