

APPENDIX D – Web Survey Report

Thomas Memorial Library

Cape Elizabeth, Maine

People in the Cape Elizabeth area were invited to participate in an electronic survey related to the Thomas Memorial Library during the month of November 2008 (October 30 – December 1). An email was sent to TML cardholders that had provided email addresses that invited them to complete the survey by clicking on a “hot-link” embedded in the email. The link to the survey was also available on the TML website and the November 22 issue of the “Cape Courier” contained information about the survey and the survey URL for readers who wished to participate.

A total of 683 people responded to the survey. Of these, ninety-three percent (92.8%) originated from the TML card holders and seven percent (7.2%) from the link on the website and the URL published in the “Cape Courier.” Because the overwhelming numbers of survey participants did so as TML cardholders, the percents and discussion which follow are primarily related to the opinions of library users even though the numbers and percents are those from the total responses. Not surprisingly, ninety-five percent (95.0%) said they had visited the TML in the last six months. (A compilation of the responses in chart form follows this survey report as an appendix headed “Web Survey Results.”)

Executive Summary:

Participants were overwhelmingly Cape Elizabeth residents (home zip code 04107); the highest percents of respondents were between 45 and 64 years of age and held graduate or professional degrees. Seventy percent were women; over half had no minor children at home.

- Ninety-seven percent had Internet access at home.
- The majority of users get to the library by driving there alone in a vehicle.
- Nearly eighty percent spent less than half an hour at TML during their last visit there.
- The primary activity for the greatest percent (75.0%) was to check out leisure reading, listening, or viewing materials.
- Respondents clearly chose a larger selection of materials and more cultural events and programs over more computers at the library and a larger selection of materials over more quiet space in the library.
- Many respondents are “very happy with the library as it is.” Nevertheless, many (include a good number of people who said they are very happy with the library as it is) would like larger collections, especially new books, audio books, and DVDs, along with specific types, i.e., more fiction, children’s books, young adult books, best-selling books.
- High numbers of respondents cited lectures, cultural events, and book clubs as the service that would encourage them to use the library more frequently.
- The two most important roles of the TML in Cape Elizabeth are introducing young children to the joy of reading and serving as a source of recreational reading. A close third in importance was serving as a source of information and materials that support education and learning.

Who participated in the web survey?

Ninety-five percent (94.6%) of the respondents lived in zip code 04107 although seventeen zip codes were represented, most by a single participant. Twenty-nine percent (28.7%) were in the 45 to 54 years of age range, with another twenty-five percent (24.7%) in the 55 to 64 years range. Well over half, (55.5%) had no children under the age of 18 in the household. Forty-four percent (44.1%) had graduated from graduate or professional school. Over forty percent (40.2%) had a household income before taxes of over \$100,000, with twenty-one percent (20.6%) reporting before tax income of \$150,000 or more. Seventy percent (69.99%) were women. Ninety-seven percent (97.2%) had Internet access at home; fifty-five percent (55.1%) had access at work; thirty-three percent (33.4%) had remote wireless access.

How did they get to the library?

Sixty-four percent (64.4%) of those who had visited the library said they had driven alone in a car to the library. Another twenty-six percent (25.8%) said they had ridden in a car with someone else. Less than six percent (5.5%) had walked and three percent (3.2%) had ridden a bicycle. (Note that respondents were also able to check “other” and to key in other/additional answers to some of the questions. Those responses are compiled in an appendix to this survey report in a section headed “Text Responses.”)

How much time did they spend at the Library during their last visit?

Nearly half of the respondents (48.9%) said they stayed at TML between 15 and 29 minutes. Another thirty percent (30.1%) had stayed less than 15 minutes. Sixteen percent (16.3%) stayed between 30 and 59 minutes.

What did they do during their last visit to TML?

The activity cited by the highest percent of participants, by far, was “checked out leisure reading, listening, or viewing materials. (Respondents could check multiple answers.)

Activity	% giving this response
Checked out leisure reading, listening, viewing materials	74.7%
Requested that something be borrowed from another library	29.9%
Checked out or consulted materials related to a hobby or personal interest	26.2%
Asked a librarian for help with a question	26.2%
Took a child to the library or to a children's program	22.3%
Visited the gallery to look at an exhibit	21.4%

Fifty-five participants keyed in other activities. The most frequently cited “other activities” related to the library book sale/bake sale (11 responses); returning materials (9 responses); reading a magazine or newspaper (7 responses); and picking up interlibrary loan materials (4 responses).

Forced choices/priorities

Respondents, both users and those who do not currently visit a public library on a regular basis, were asked to choose one item in each of eight pairs of services or resources as being more important to

them in deciding whether they visit a library or how often they might visit a library. The pairings are listed below in descending order of importance. A wide range between the percent of responses for each item in a pair indicates a clear preference for the item receiving the higher percent.

Larger selection of materials (94.4%)	OVER	More computers (5.6%)
More cultural events and programs (81.9%)	OVER	More computers (18.1%)
Larger selection of materials (80.3%)	OVER	More quiet space to study in the library (19.7%)
More DVDs and/or music (79.5%)	OVER	More computers (20.5%)
More new books (75.2%)	OVER	More DVDs and/or music (24.8%)
More cultural events and programs (74.4%)	OVER	A cafe or coffee cart in library (25.6%)
More cultural events and programs (71.3%)	OVER	More quiet study space in the library (28.7%)
A cafe or coffee cart in library (56.2%)	OVER	More computers (43.8%)

What one change would you make?

Many respondents are “very happy with the library as it is.” Many gave some version of either loving the library or having no change to suggest. Larger collections, especially new books, audio books, and DVDs were frequently mentioned, along with specific types, i.e., more fiction, children’s books, young adult books, best-selling books. Others cited needing more space, comfortable space, accessible space, places to sit, more tables, increased size. Another frequent response related to more cultural/community events and activities. Several wanted more hours, longer hours, or Sunday hours. There were also comments about longer loan periods and specific policies, such as fine policies. There were many comments about the general atmosphere needing to be improved, e.g., “the library lacks pizzazz. Its ambiance is neither inspiring nor stimulating.” (The responses to this open-ended question are compiled in the appendix section headed “Text Responses.”)

What one additional service would encourage you to use the library more frequently?

High numbers of respondents cited lectures, cultural events, and book clubs as the service that would encourage them to use the library more frequently. However, many others said a café or a coffee cart would bring them in more frequently. A few were adamantly opposed to a café in the library. Those in favor of the coffee cart or café outnumbered those who specifically expressed a dislike for the idea.

How important are specific services?

Using a scale of 1 to 5, with 1 representing “least important,” and 5 representing “most important,” respondents were asked to indicate how important each of five roles of the TML were in Cape Elizabeth. Respondents were able to give a rating of 0 (zero) for a role if they had no opinion about the role or felt they were unable to rate that role. The roles are listed below in descending order of the calculated mean score for each role. (The zero ratings were not included in the calculation of the means.)

Role in Cape Elizabeth	Mean score
Introducing young children to the joy of reading	4.63
Serving as a source of recreational reading	4.33
Serving as a source of information and materials that support education and learning	4.30
Providing up-to-date information resources and reference assistance	4.16
Serving as a center of the community's cultural life	3.50

Note that while all the roles received a mean rating above the mid-point, or average, 3.0, there is a significant gap between the fourth rated role and the fifth rated role.

Thomas Memorial Library Cape Elizabeth, Maine Web Survey Results

	Total Responses	Total Response Percentages	TML Cardholder Responses	TML Cardholder Response Percentages	Other Responses	Other Response Percentages
1) Have you visited the Thomas Memorial Library during the last six months?						
Yes	649	95.0%	606	95.6%	43	87.8%
No	33	4.8%	28	4.4%	5	10.2%
No Response	1	0.1%	0	0.0%	1	2.0%
2) How did you get to the library the last time you visited?						
Drove alone in a car	419	64.4%	394	65.0%	25	55.6%
Rode in a car with someone else	168	25.8%	153	25.2%	15	33.3%
Walked	36	5.5%	33	5.4%	3	6.7%
Rode a bicycle	21	3.2%	19	3.1%	2	4.4%
Other	7	1.1%	7	1.2%	0	0.0%
3) How much time did you spend at the Library during your last visit?						
Less than 15 minutes	196	30.1%	187	30.8%	9	20.0%
15 - 29 minutes	319	48.9%	297	48.9%	22	48.9%
30 - 59 minutes	106	16.3%	96	15.8%	10	22.2%
1 hour to 1 hour and 59 minutes	24	3.7%	21	3.5%	3	6.7%
2 hours or more	7	1.1%	6	1.0%	1	2.2%

Thomas Memorial Library Cape Elizabeth, Maine Web Survey Results

	Total Responses	Total Response Percentages	TML Cardholder Responses	TML Cardholder Response Percentages	Other Responses	Other Response Percentages
4) Which of the following did you do during your last visit to the Thomas Memorial Library?						
Checked out leisure reading materials, listening materials, videos, or DVDs	485	74.7%	452	74.6%	33	76.7%
Checked out or consulted materials related to a hobby or personal interest	170	26.2%	156	25.7%	14	32.6%
Looked for information related to my business or work	50	7.7%	42	6.9%	8	18.6%
Checked out or consulted materials related to my schoolwork/homework	31	4.8%	29	4.8%	2	4.7%
Used a reference book at the Library	40	6.2%	36	5.9%	4	9.3%
Asked a librarian for help with a question	170	26.2%	155	25.6%	15	34.9%
Requested that something be borrowed from another library	194	29.9%	179	29.5%	15	34.9%
Attended a program, lecture, book discussion or other meeting	23	3.5%	20	3.3%	3	7.0%
Used a public computer	96	14.8%	87	14.4%	9	20.9%
Used a computer with educational software for children	4	0.6%	1	0.2%	3	7.0%
Used other equipment (copy machine, microform reader/printer, etc.)	37	5.7%	35	5.8%	2	4.7%
Took a child to the library or to a children's program	145	22.3%	135	22.3%	10	23.3%
Used a study table or study carrel	27	4.2%	22	3.6%	5	11.6%
Spent 30 minutes or more reading a book or magazine in the library	58	8.9%	54	8.9%	4	9.3%
Visited the gallery to look at an exhibit	139	21.4%	133	21.9%	6	14.0%
Visited the Cape Elizabeth Historical Preservation Society	11	1.7%	10	1.7%	1	2.3%
Other (please specify)	43	6.6%	37	6.1%	6	14.0%

Thomas Memorial Library Cape Elizabeth, Maine Web Survey Results

	Total Responses	Total Response Percentages	TML Cardholder Responses	TML Cardholder Response Percentages	Other Responses	Other Response Percentages
5) Regardless of whether or not you currently visit a public library on a regular basis, which of each of the following pairs of factors would be more important to you in deciding whether you visit a library and/or how often you might visit a library?						
Larger selection of materials OR More computers	589 35	94.4% 5.6%	544 32	94.4% 5.6%	45 3	93.8% 6.3%
More new books OR More DVDs and/or music	490 162	75.2% 24.8%	457 147	75.7% 24.3%	33 15	68.8% 31.3%
More quiet space to study in the library OR Larger selection of materials	120 490	19.7% 80.3%	106 459	18.8% 81.2%	14 31	31.1% 68.9%
A café or coffee cart in the library OR More computers	329 256	56.2% 43.8%	306 234	56.7% 43.3%	23 22	51.1% 48.9%
More computers OR More cultural events and programs	107 484	18.1% 81.9%	100 447	18.3% 81.7%	7 37	15.9% 84.1%
More cultural events and programs OR A café or coffee cart in the library	435 150	74.4% 25.6%	400 143	73.7% 26.3%	35 7	83.3% 16.7%
More DVDs and/or music OR More computers	465 120	79.5% 20.5%	433 108	80.0% 20.0%	32 12	72.7% 27.3%
More quiet study space in the library OR More cultural events and programs	168 417	28.7% 71.3%	155 384	28.8% 71.2%	13 33	28.3% 71.7%

Thomas Memorial Library Cape Elizabeth, Maine Web Survey Results

	Total Responses	Total Response Percentages	TML Cardholder Responses	TML Cardholder Response Percentages	Other Responses	Other Response Percentages
6) If you could change one thing about the Thomas Memorial Library, what would it be?						
(See text report for responses)						
7) If the Library could add one service that would encourage you to use the library more frequently, what would it be?						
(See text report for responses)						

Thomas Memorial Library Cape Elizabeth, Maine Web Survey Results

	Total Responses	Total Response Percentages	TML Cardholder Responses	TML Cardholder Response Percentages	Other Responses	Other Response Percentages
8) On a 1 - 5 scale, with 1 representing "least important" and 5 representing "most important," please indicate how important you believe each of the following public library roles are in Cape Elizabeth.						
Introducing young children to the joy of reading						
1 - least important	5	0.7%	3	0.5%	2	4.1%
2	4	0.6%	4	0.6%	0	0.0%
3	35	5.1%	31	4.9%	4	8.2%
4	139	20.4%	133	21.0%	6	12.2%
5 - most important	471	69.0%	439	69.2%	32	65.3%
0 - no opinion/unable to rate	29	4.2%	24	3.8%	5	10.2%
Mean Rating	4.63					
Serving as a source of recreational reading						
1 - least important	12	1.8%	11	1.7%	1	2.0%
2	10	1.5%	9	1.4%	1	2.0%
3	79	11.6%	72	11.4%	7	14.3%
4	216	31.6%	201	31.7%	15	30.6%
5 - most important	355	52.0%	331	52.2%	24	49.0%
0 - no opinion/unable to rate	11	1.6%	10	1.6%	1	2.0%
Mean Rating	4.33					
Serving as a center of the community's cultural life						
1 - least important	31	4.5%	30	4.7%	1	2.0%
2	78	11.4%	76	12.0%	2	4.1%
3	198	29.0%	185	29.2%	13	26.5%
4	235	34.4%	219	34.5%	16	32.7%
5 - most important	117	17.1%	106	16.7%	11	22.4%
0 - no opinion/unable to rate	24	3.5%	18	2.8%	6	12.2%
Mean Rating	3.50					

Thomas Memorial Library Cape Elizabeth, Maine Web Survey Results

	Total Responses	Total Response Percentages	TML Cardholder Responses	TML Cardholder Response Percentages	Other Responses	Other Response Percentages
8) On a 1 - 5 scale, with 1 representing "least important" and 5 representing "most important," please indicate how important you believe each of the following public library roles are in Cape Elizabeth. (continued)						
Providing up-to-date information resources and reference assistance						
1 - least important	15	2.2%	13	2.1%	2	4.1%
2	32	4.7%	31	4.9%	1	2.0%
3	95	13.9%	86	13.6%	9	18.4%
4	214	31.3%	198	31.2%	16	32.7%
5 - most important	307	44.9%	287	45.3%	20	40.8%
0 - no opinion/unable to rate	20	2.9%	19	3.0%	1	2.0%
Mean Rating	4.16					
Serving as a source of information and materials that support education and learning						
1 - least important	10	1.5%	10	1.6%	0	0.0%
2	21	3.1%	19	3.0%	2	4.1%
3	79	11.6%	72	11.4%	7	14.3%
4	206	30.2%	188	29.7%	18	36.7%
5 - most important	351	51.4%	331	52.2%	20	40.8%
0 - no opinion/unable to rate	16	2.3%	14	2.2%	2	4.1%
Mean Rating	4.30					
9) At what locations do you currently have Internet access?						
Home	664	97.2%	617	97.3%	47	95.9%
Work	376	55.1%	353	55.7%	23	46.9%
School	81	11.9%	73	11.5%	8	16.3%
Remote wireless connection	228	33.4%	209	33.0%	19	38.8%
Other (please specify)	12	1.8%	10	1.6%	2	4.1%
Do not have Internet access	17	2.5%	15	2.4%	2	4.1%

Thomas Memorial Library Cape Elizabeth, Maine Web Survey Results

	Total Responses	Total Response Percentages	TML Cardholder Responses	TML Cardholder Response Percentages	Other Responses	Other Response Percentages
10) What is the highest level of education you have completed?						
Elementary/grammar school (up to 8th grade)	3	0.4%	1	0.2%	2	4.1%
Some high school	8	1.2%	7	1.1%	1	2.0%
Graduated from high school	7	1.0%	6	0.9%	1	2.0%
Some technical/vocational/community college	8	1.2%	7	1.1%	1	2.0%
Graduated from technical/vocational/community college	9	1.3%	8	1.3%	1	2.0%
Some college or university	58	8.5%	54	8.5%	4	8.2%
Graduated from college or university	200	29.3%	192	30.3%	8	16.3%
Some graduate/professional school	80	11.7%	73	11.5%	7	14.3%
Graduated from graduate/professional school	301	44.1%	278	43.8%	23	46.9%
Other (please specify)	4	0.6%	4	0.6%	0	0.0%
11) How many children, under the age of 18, live in your household?						
0	379	55.5%	351	55.4%	28	57.1%
1	98	14.3%	91	14.4%	7	14.3%
2	135	19.8%	128	20.2%	7	14.3%
3	56	8.2%	52	8.2%	4	8.2%
4	9	1.3%	8	1.3%	1	2.0%
5 or more	4	0.6%	2	0.3%	2	4.1%

**Thomas Memorial Library
Cape Elizabeth, Maine
Web Survey Results**

	Total Responses	Total Response Percentages	TML Cardholder Responses	TML Cardholder Response Percentages	Other Responses	Other Response Percentages
12) Into which of the following categories does your age fall?						
less than 18 years	18	2.6%	15	2.4%	3	6.1%
18 - 24 years	12	1.8%	11	1.7%	1	2.0%
25 - 34 years	35	5.1%	31	4.9%	4	8.2%
35 - 44 years	126	18.4%	118	18.6%	8	16.3%
45 - 54 years	196	28.7%	184	29.0%	12	24.5%
55 - 64 years	169	24.7%	157	24.8%	12	24.5%
65 - 74 years	81	11.9%	75	11.8%	6	12.2%
75 or older	37	5.4%	34	5.4%	3	6.1%
13) Which of the following categories describes your total household income before taxes for the last year?						
Less than \$ 35,000	42	6.1%	37	5.8%	5	10.2%
\$ 35,000 - \$ 49,999	44	6.4%	40	6.3%	4	8.2%
\$ 50,000 - \$ 74,999	117	17.1%	114	18.0%	3	6.1%
\$ 75,000 - \$ 99,000	107	15.7%	97	15.3%	10	20.4%
\$ 100,000 - \$ 149,999	134	19.6%	126	19.9%	8	16.3%
\$150,000 or more	141	20.6%	130	20.5%	11	22.4%
No Response	98	14.3%	90	14.2%	8	16.3%

**Thomas Memorial Library
Cape Elizabeth, Maine
Web Survey Results**

	Total Responses	Total Response Percentages	TML Cardholder Responses	TML Cardholder Response Percentages	Other Responses	Other Response Percentages
14) Please indicate your home zip code						
04017	3	0.4%	3	0.5%	0	0.0%
04032	1	0.1%	1	0.2%	0	0.0%
04039	1	0.1%	1	0.2%	0	0.0%
04064	1	0.1%	1	0.2%	0	0.0%
04074	1	0.1%	1	0.2%	0	0.0%
04096	1	0.1%	1	0.2%	0	0.0%
04101	2	0.3%	2	0.3%	0	0.0%
04102	4	0.6%	2	0.3%	2	4.1%
04106	4	0.6%	4	0.6%	0	0.0%
04107	646	94.6%	600	94.6%	46	93.9%
04118	1	0.1%	1	0.2%	0	0.0%
04197	1	0.1%	1	0.2%	0	0.0%
04552	0	0.0%		0.0%	1	2.0%
06820	1	0.1%	1	0.2%	0	0.0%
10027	1	0.1%	1	0.2%	0	0.0%
94197	1	0.1%	1	0.2%	0	0.0%
96734	1	0.1%	1	0.2%	0	0.0%
15) Please indicate your gender						
Female	478	69.99%	445	70.19%	33	67.35%
Male	188	27.53%	173	27.29%	15	30.61%
No Response	17	2.49%	16	2.52%	1	2.04%

APPENDIX D – Web Survey Text Responses

Thomas Memorial Library

Cape Elizabeth, Maine

How did you get to the library the last time you visited? - Other

Came with my husband
Drove a scooter
Drove my 3 year old son
Drove with my grandson
Drove with someone in my car
Motorcycled
Scooter
Walk,by car, by myself or with my children

Which of the following did you do during your last visit to the Thomas Memorial Library? - Other

Attended meeting
Attended book sale
Attended library book sale and bake sale
Bake / book sale
Book Sale
Book sale
Browsed a couple magazines
Checked book already requested
Checked out book obtained from another library
Checked Sunday New York Times, returned books
Children book return
Consumer Reports
Donated books
Dropped off donations (paperback books)
Got a pass to the Portland M. of Art
It was my first time at the library so I checked it out and got a library card
Library book sale
Looked for books on tape in CD form
Looked for children's books for my Kindergarten classroom
Looked for daily issue of New York Times, current issues of Newsweek, Money Magazine, and New Yorker
Looked for interesting and inspiring reading matter
Maine book collection room

Nice clean restroom!
Perused books for sale
Pick Up ILL Book
Picked up a book sent from another library.
Picked up a FAFSA financial aid form for my son
Picked up book borrowed from another library
Picked up child who was studying at library
Picked up ordered book
Picked up school library books left at TML by mistake.
Read a magazine article
Read Boston Globe
Read some articles in the Wall St. Journal
Read the New York Times
Read the newspaper
Renewed two audio books
Returned a book
Returned a book - 1 minute visit
Returned a book for someone else
Returned a book, borrowed from another library
Returned a borrowed book
Returned audio tapes
Returned book, renewed book
Returned books
Returned French language books/tapes
Sorted books for next year's Book Sale
Spent time in the poetry room to complete several poetry drafts
Spent time looking at the paintings on display in the entry area
Spoke to the person at the front desk regarding a situation that had occurred to my daughter and her friends
Took out a book for my daughter
Visited the beautiful poetry room (my favorite!). A wonderful special place.
Visited the book and bake sale
Volunteer book sorting
Volunteered & attended Trustees meeting

If you could change one thing about the Thomas Memorial Library, what would it be?

A better selection of new books. It takes too long to get new books or best sellers so I usually end up buying them at Target or BJ's Wholesale.

A bigger young adult section

A cafe with really good coffee (lattes!!) and tea and cookies would be really wonderful! This would create even more of a sense of community, would make for a delicious spot for a bit of reading, and might even make the library some money?? I also wish we had more benches in the front and near the main entrance/parking area for kids to gather/wait for parents or moms and kids to read in the

shade out front in the summer.

A larger meeting space to accommodate authors or speakers who might visit.

A larger reading area and more comfortable chairs

A larger selection

A larger selection of books, I request books from other libraries often

A larger selection of materials.

A more accessible community room. Present one is too dark and the lighting is awful.

A more cohesive children's section to include a story hour / play area away from the books.

A MORE COMFORTABLE READING AREA, MAYBE WITH A FIREPLACE, LIKE IN CAMDEN, ME.

A more complete science fiction section

A more straight forward method (other than stumbling through computer directions) of finding out whether or not the local, (Thomas Memorial Library) has the physical items I'm looking for. That is most often audio books, on cassette or CD, or other books by the same author and which I can put my hands on at that moment, i.e., immediate gratification. The desk librarians are always helpful about locating particular things, and having them sent to me. But I'd much rather browse the files myself than have someone wait for me to dither or for me to make up my mind, or to read a jacket cover to determine whether I haven't read the item before. I think this would be possible with a very simple computer program, but my skills are so limited that I'm not sure that would be true.

A quicker check out option than lining up behind someone with stacks of books in their arms

A warm and inviting lounge area where you could hold informal book discussions would be wonderful

Add a group meeting for investment club type of educational program with available materials for research from the library

Add comfort space(seating /benches/Rocking chair near reading materials particularly new additions in the hallway awkward to look at materials bending over taller bookcases ditto DVD and VCR materials

Add more "how to" books for arts, crafts, etc.

Add more recent books on CD to your collection.

Add more room in the children's area,

Add Value Line and/or Morningstar

Add year round selling/reselling of used books....put into larger area and organize by category

Additional comfortable and more private space for reading, computer usage.

All libraries should plan on using products such as Kindle to replace paper books

All on one floor! Have trouble with the steps, so don't go upstairs often.

Ambiance

An update to the community room. New rug, safety proof for kids.

As in olden days, be able to renew materials twice instead of just once.

As many new books as possible

Assuming you're asking about the physical plant: an inviting space where parents/caregivers could read with their children.

Atmosphere, needs to be more inviting and cozy for reading

Be allowed to check out books initially for three weeks instead of two.

Be closer to where I live...

Become friendlier. I've switched (and pay to use) to So. Portland Library for that reason and the fact that their books may be kept out for three weeks.

Being a Spanish major in university, I would like there to be a larger foreign language selection, especially Spanish literature, not just the English translations, but also the literature written in the Spanish language.

Better accessibility for the handicapped, especially wheelchairs
Better DVD selection. Otherwise it is a very friendly and accommodating place.
Better selection of current best selling fiction
Better selection of newer movies (DVD)
Better special event meeting space.
Bigger selection of books for adults. More copies of the classics and new books.
Bigger selection of books, more updated DVD's and now that you mention it a coffee bar or even a Keurig coffee machine or some type of hot beverage machine would prevent me from having to take timeouts from long study sessions. Provided they are kept away from computers and reference books, I'm guessing it would be very popular!!
Bigger space for more of everything. That said, I love the library just as it is.
Bigger, brighter children's space with an area for kids to read and/or play.
Book groups - more and at different times
Brick and mortar libraries are becoming obsolete. I would save Cape taxpayers money and close the library
Broader and deeper range of music
Broader selection of art history books
Broader selection of periodicals
Can't think of anything.
Can't think of anything. It is a fantastic resource.
Change the borrowing time to 3 weeks instead of 2.
Change the timing of the programs for children
Check out time from 2 weeks to 3 weeks
Communicate better and more visibly with Cape residents
Configuration of children's section for story hour
Continue to foster computer usage, training, and expand the network of resources that materials or books can be brought in from. Provide a simple option for phone renewal that allows me the user to decide on the degree of privacy I want versus, a preconceived precept applying to all users - e.g. if I'm out of town, I should be able to either send an email or call and renew books without having to have a card or any other material than my name and address, and typical code word to confirm identity. My choices for security would then be available to the staff, and services can be rendered.
Control the temperature better. Sometimes in cool or cold weather, it has been too hot and windows have been opened, which is a big waste of money.
Could not think of anything at this time
Create a flat box for returning DVDs and VCR tapes before or after hours.
Create better space for quiet reading/studying areas. In my profession I am always taking continuing education courses....lots of need for studying.
Creating an inviting atmosphere-this could be done by having an area where people could enjoy something hot (or cold, seasonally changing) to drink-coffee, cocoa, chai, etc, and a treat of some sort-muffin, pastry, cupcake. Have small tables for 2, so people could read, snack, talk-generally set up a semi-social, but quiet area for interaction. This would be a draw for the library as well as generate some income. Remember Bookland in Rockland? That was a good concept.
Cultural programs
Cultural programs
Decor in order to make more inviting.
Despite best efforts it continues to feel rather crowded. Not much choice when you cover such a broad range of needs, short of expansion.

Does a great job as is
Don't like the stairs
Easier access to the Maine history room. I haven't been there in a while, but the last time it seemed like I was inconveniencing the librarian because she kept checking on me and I felt rushed.
Enlarge for more wall space (portable) more reading materials available kitchen café ATM and post office... That's one "thing," isn't it? :o)
Enlarge it to accommodate larger collections.
Enlarge the 8-16 year old reading and DVD/CD offerings.
Enlarge the building to provide more shelf space
Establish a "librarians' favorites" table for new fiction. At a bookstore, I usually pick from the featured table of books that staff members recommend.
Every time I was looking for books there they were not carried at the library and I would have to wait days or weeks to get it in.
Everything is great. Love the small cozy atmosphere.
Expand the movie collection
EXPAND TOWARDS BECOMING MORE VIBRANT TO THE HUMAN SPIRIT.
Expanded hours...weekends, holidays, evenings, early morning.
Expanded selections. More often than not a book I am interested in reading is not available except for inter-library loan.
Extend open hours
Extend the hours
Extending the evening/weekend hours - many of us also work and can't use the library during the day.
Fee for late videos is outdated and unreasonably high
Fiction selection seems skewed too much to female tastes
Fine as is for me.
Fines for overdue books are too high.
First, I want to point out how wonderful the monthly art exhibits are. The change in artists and information about who is exhibiting really forces me to go check it out, then I end up looking around for something to read.
Second, in this economic cut-back time, libraries will be more important than ever.
Third - if I could change one thing, it would be to open the entrances to the children's and adult sides, so that those areas are more inviting for you to go in explore.
Flow of library layout. No books in hallways. Places to sit and read; little nooks or reading areas. (in order of importance)
Friendlier director
Friendlier staff -the front desk is not a very inviting place. Usually you feel as though you are bothering them or imposing on them to check out a book. Rarely do you get a smile or a hello when you walk into the library or check out. Especially if you are with a child!
Get a new Director
Get more UNABRIDGED audiobooks as opposed to abridged audiobooks.
Greater book selection
Growth in assets should keep up with growth of town ; more people more books etc
Happy with status quo.
Have a space for teens to study and hang out
Have a system so if you forget your card, you can still check out materials.
Have it be open on Sundays. But really, as it is now, I LOVE the library and am grateful for how nice it is.

Have more books available. I'm surprised how many books are not offered at the library.

Have more DVD's and audio books available for lending.

Have more selections at the library - both current best sellers and older classics and more videos or DVDs of current popular movies as well as classics.

Have some book signings or readings

Have special events for kids periodically throughout the year not only in the summer. They are great!

Have the historic society room open during hours that people with 9-5 jobs can attend. Besides that (yes this is 2 changes), expand the book selection.

Having a reading area

Having the library staff acknowledge me when entering, etc. The staff is downright unfriendly!!!!

Honestly, I would make the staff friendlier towards children and families. I hate to say it, but some of the staff make me feel as if I'm doing something wrong by bringing my children there and I don't think that's how it should feel.

Hours

I actually am quite happy with it the way it is. I don't feel a need for more open space or more "lounge" area or display area. I think it is more than adequate for our community - maybe a little makeover of the downstairs room where they do the book sale would be nice.

I am completely happy with the library - selection of books, helpful staff, physical layout are all great I am very happy with it as is.

I am very happy with the library services and your great staff who are always friendly and helpful.

I am very happy with the Library.

I believe our library is adequate for our town. I would not support spending money at this time or in the foreseeable future for any major renovations or upgrades to the library. Our schools all have libraries for the students to access. I think TML is fine the way it is. If I need a book and TML doesn't have it then they can get it for me thru the interlibrary loan.

I do not think that the library needs any changes. Because it is connected to interlibrary loan, I have always found what I need. The library has never been crowded when we visit. Librarians are helpful when they are needed. The library is quiet and has plenty of space and plenty of computers.

I don't believe it is possible yet to search the TML catalogue and find a listing of DVDs by alphabetical title. That would be most helpful.

I don't like to carry my library card, I'd like it to be computerized so that it doesn't need to be scanned in person.

I guess I like it all. I very much appreciate the library's commitment to interlibrary loan. If anything, I'd like a larger and more varied collection of audio books. I'm not a big fan of crime, mystery or goeey novels. I think a cafe would have to really be excellent to make me want to use it so, I wonder, is that worth the risk> I myself don't need to use library computers other than for access to collections but others in town might. I think if the library had tons of \$\$, it would be nice to have a better meeting space.

I have not used the library enough to have an opinion on what should be changed.

I have to mention my top two:

1. structural design - small rooms, stairs, etc.
2. more movies available on DVD or tape

I like contemporary science fiction and fantasy by Hugo and Nebula award winning authors (Bujold, Pratchett, etc.) It used to be difficult to find that at the library, but you have definitely improved diversity in reading materials the past few years. Please keep up the good work!

I love our library and its connection it has to the original library building.

I guess I would love to have a sunny reading room.

I love our library!

I love our library. I think we need to have more space, especially in the children's section.

I love the ideas of having a cafe...have mentioned it several times to friends and family...

I love the library and use it often. I can't think of anything I'd change.

I love the library as it is. It is comfortable and homey, and I really like the layout and building. The staff is friendly and helpful. Interlibrary loan provides for most of the materials I want to use. However, if I could change one thing, it would be to offer some book discussion groups in the evening.

I love the library-I would like to see more copies of new books but they do a great job of getting anything I want from other libraries-sometimes I have to wait a while for new books-no big deal-there are lots of other books to read in the meantime.

I love the physical space and really enjoy the art exhibits.

I love Thomas Memorial Library. I wish it were walking distance from my home. Could you move it???

I no longer live in Cape Elizabeth, when I did, I visited weekly. I loved the library and the children's room. Great story hours and programming for children. I wouldn't change anything.

I really enjoy books on CD and I would greatly appreciate if the selection could be larger. I am particularly interested in history and current events, biographies, American history and find the selection rather small. Thank you

I really love the staff--they are helpful and I love discussing books with them. They are usually very kind to my kids and me. However, sometimes they are a bit rigid about the kids behavior around the circulation desk. My kids do not do anything wild and crazy but sometimes they seem intolerant of their movement, touching things, etc. At times they correct my kids for little tiny things which seems to be overstepping boundaries. I feel less welcome at these times.

I spend most of my time at the children's area...it definitely needs more comfortable seating areas for children to read by themselves or for someone to read to them.

I take out a lot of books on DVD, which can't be returned in the book drop. I have a hard time getting to the library during open hours, so I have a lot of overdue fines. Would like it if I could return these materials in the book drop, or have lower fines.

I think it is a great library. I have been able to find the resources that I have needed for my work and personal life. It would be nice to see cultural program at the library. I would love to be on the mailing list!

I think it is a lovely little library and can't think of anything that I would change. You are always so helpful in borrowing books from other libraries.

I think it is basically fine. The collection seems to be small, in that when I request a book, it has to be brought in from another library. But, that works fine for me, and I can't see the need to have a larger collection in-house.

I THINK IT IS GREAT FOR THE SIZE OF THE TOWN

I think it is great- library staff are WONDERFUL!!!

I think it would be great if kids of any age could get their own library card. For the kids 5 and under they would have to be accompanied by an adult, but at least our daughter LOVES to check books out and I think she would find it fascinating to have her own card.

I think it would be nice to have a table of current books, award winners, book-club type books etc. as they do in book stores

I think it's a great library. I can't think of anything that I would change, per se. The fact that I can use Minerva and MaineCAT and pick up those books at TML is a huge benefit.

I think that everything about the library is perfect and the help is most pleasant and helpful. I cannot think of anything to change.

I think that it would be nice to have audio books out and easier to see, a larger selection would be nice to. I also liked the idea of a cafe or coffee cart in the library.

I think that Thomas Memorial Library is a wonderful library. If I had to change one thing, it would be to have a larger selection of books on CD.

I think the book plate (donation for someone's death, birthday, etc.) is a great idea. I would much rather send a donation to TM than buy flowers that die so quickly, but I wish you had an online service where I could make those donations.

I think the library is great. I always get help finding what I'm looking for and if you don't have it, we order it from another library.

I think there should be more events at the library.

I wish it could serve as a place for Middle School kids to "hang out" and do their homework.

I wish that the local library were a place that my parents and in laws could attend and not only have access to the internet/computer but that there were people there to assist them on how to use the internet, i.e., shopping, sending/reading email, learn how to use digital camera and downloading pictures. Perhaps the seniors could call in advance so that the helpers are ready for them and schedule a block of time for them to come in. I could see teenagers in the community working with these seniors.

I wish the librarians that work at the checkout desk were friendlier. A library in our opinion is a sanctuary of sorts and one should not be apprehensive about using the check out desk, because the person stationed there never says hello or anything but is generally even less than perfunctory almost bordering on forbidding. A more pleasant atmosphere on the part of all the library personnel would be nice.

I wish there was a quiet study/writing room. Also, sometimes patrons are talking in the adult section and it's hard to concentrate.

I would add a large and comfortable space for reading.

I would add to the music collection (CDs). It is very small and has very limited variety. I moved here recently and miss the music collection at my old library.

I would appreciate and use an option to be able to return DVDs and videos when the library wasn't open.

I would appreciate more desk or table space.

I would change the building. I believe that it is very difficult to retrofit functions to old spaces, such as the library to the Thomas building. How efficient could the staff be in staff space that is better situated to promote communication and flow of work? I am a frequent user of the library, but I only go in briefly to get materials and rarely stay to use materials there because the space is not conducive to that. Better space could promote a community synergy and offer people a place to gather, to learn, to talk to each other about things we should be thinking about and discussing. In a previous job, I worked on university building project that included a library. It is clear that ours is very limited by its physical condition. On another matter, I find every single staff member has been very helpful to me and members of my family. They suggest books and movies we might enjoy, they remind us that we have materials due or to pick up from interlibrary loan. The library is our favorite town destination. It is not unusual for someone in the family to be there several times a week. Sometimes I am there 4 or 5 times a week.

I would change the shape of the building.

I would change what the inside looks like- especially in the children's section. PAINT AND DECORATE THE WALLS, make it kid-friendly and inviting. Get illustrators to draw characters on the walls but at the very least liven it up with paint! I would also like to see the staff be nicer to the people who come. On several occasions, I have felt that the staff have been unnecessarily rude and it has made me not want to come back.

I would encourage the people at the desk to address me by name, thus making the library a friendlier place.

I would expand the floor space of the library.

I would have more children's books available on audio CDs.

I would have the library less sprawled out. It is now in two buildings with a long connector and many

floors. One can wander all over the place to use it, and I am sure many people have no idea of some of the library areas. It gives the feeling of being larger than it really is and provides relatively small stacks.

I would have TML stop buying abridged audio books. I don't know anyone who reads Readers Digest Condensed Books and that is exactly what abridged audio books are like. We tried listening to your Colin Powell abridged book on CD--it was choppy and almost confusing, as it jumped from topic to topic without transition. We found the unabridged version, available at PPL, to be much more coherent. (Thanks for asking!)

I would increase its number of materials.

I would increase the time that a book could be on loan from 2 weeks to 3 weeks.

I would like to see a computer room.

I would like to see a good audio book section. Over half the books I read are audio books

I would like to see more audio books

I would like to see more author visits and writing or book discussions

I would like to see the Children's Library more child friendly with comfortable reading areas for parents and children. More puzzles and activities for kids while parents are browsing books. More variety of programs for children.

I would love a more varied selection of audio books. I know that I can inter library loan specific books, but I do not keep a list going. Checking out audio books is not always planned and when I "browse spur-of-the-moment" in the audio section and come up empty handed. On the same note, it would be nice if the children's librarians might be able to write a list of popular audio books to choose from similar to the ones they write for the summer reading programs. Our family loves books on tape when we have long car rides and I am often stuck of what to choose. Just another quick note...a more contemporary selection of hands-on, traditional arts and crafts books would be wonderful!!

I would put the new book section on higher shelves and maybe display more of them face out.

I would really like to see the library open on Sundays, for part of the day.

I wouldn't change a thing

I wouldn't change a thing

I'd first change question #5 above. Most of the pairs represent false choices for me and my family. We're really not interested in most of them so to be asked to choose between two options that we have no interest in is just very bad survey research. There clearly are much better ways to determine the extent to which patrons are interested in any of those options.

I'd like to see a larger selection of materials.

I'd like to see more emphasis on getting more literary fiction. It seems there is always the most recent offerings of mysteries and fantasies but some of the best writers out there are poorly represented.

I'd like to see the front desk area be more inviting.

I'd love to see a larger selection of DVDs and more cultural events but I wouldn't want to see a cafe or coffee cart. We have 3 local stores within walking distance of the library that have coffee available. I would like to see a larger selection of entertaining movies

If being quiet is very important to some patrons, designate specific quiet times during the day so parents with school age children feel more comfortable. I know from various conversations with parents who have 6-10 year olds that they choose not to use the library (letting the kids take out books from Pond Cove instead) as the challenge to keep this age group whispering is too difficult. More flexibility between 3-5PM would be great.

I'm happy with the Library as it is.

I'm pretty happy the way things are. The staff couldn't be better! The inter-library loan is such a great blessing... use it often!

I'm very happy with the library as it is. That's not to say I wouldn't embrace change.

Improve interaction between staff and patrons.
Improve the physical plant and add more space.
In the summer the library is a bit humid. More important than my comfort, however, is that the humidity can't be good for the books. Thanks.
In the summer, please don't close at 1:00. I work every other Saturday and can't make it to the library. I'd rather see you close one morning, and stay open Saturday afternoon. No one in my family uses the computer access at the library, but I notice that it is listed in three of the options above. Also, I am not interested in a "coffee house" at the library. I'd like more audio CD's and that is not mentioned in the survey question above.
Increase the number and availability of newly published books.
Increase the number of audio books available.
Increased audio book collection
Increased non-fiction books (most recently published, particularly in the Environmental genre)
Increased size
Increasing the size of the children's section of the library
It fits our current needs.
It is a wonderful community resource. Needs more space/
It is fine the way it is.
It is hard for me to say because I like the idea of a small library with very accomodating, approachable employees (and volunteers), easy parking.
it needs a face lift - of course more light/windows would be nice but I realize expensive! So better surroundings, colors, furniture, art - and outside too - better landscaping/gardening etc...
It serves all my needs.
It would have a bigger selection of nonfiction books.
It's hard to connect to wireless at the library using your own laptop--I've been to some libraries where you don't have to go through a whole confusing process to get online.
Its layout makes it very inefficient for heating..too spread out.
Larger adult space with more materials available.
Larger comfortable spaces for quiet consultation and/or reading of newspapers and other library materials.
Larger DVD selection would bring me in more often.
Larger facility
Larger meeting rooms
Larger section for biographies/autobiographies, easier ways to find historical novels (sections) would prefer listed by author or title rather than numbers. Move fiction section higher, it's hard to see the titles on the bottom rows.
Larger selection of audio books and music
Larger selection of books for 3rd - 6th graders and more books on CD to go with them.
Larger selection of DVD's and Videos
Larger selection of DVDs made by independent film makers (not just typical stuff found at Blockbuster). If the library would like recommendations on the kinds of DVDs I have in mind, I would gladly recommend some (feel free to contact me at jbaugher@usm.maine.edu).
larger selection of new books, CDs, DVDs
Larger selection of newly published books, both fiction and nonfiction
Larger selection of recent fiction releases.
Larger selection of updated material.
Larger tables to spread out documents and notes when doing research.

Layout is too disjointed. I love the Kennebunk library layout, for example.
Layout makes library segregated and disjointed.
Length of borrowing time for all fiction/non-fiction reading materials and increase fines.
Lengthen the borrowing period from two to three weeks. I can't get through a book in two weeks and therefore am less inclined to check it out, even though I can renew it. I used to live in South Portland and they had a 3 week borrowing period.
Less stringent rules about identification needs upon taking a book out, when in fact the librarian knows very well who you are but still will not let you have the book. A little more kindness at the desk - clearly these two items are related
Longer check out times!
Longer hours
Longer hours
Longer hours in summer--when I visit!
Longer hours to accommodate after work schedule.
Longer hours.

Longer Open hours or a convenient/safe drop off for audio/video tapes when closed.
Make it a little bigger to house more books
Make it more comfortable to just sit and hang out
Make it physically larger, more open and airy and designed to bring the outside in.
Make it possible to "check out" audiobooks and music from the entire Minerva catalog online as MP3 downloads to iTunes
Make the upholstered chairs higher or the tables lower. I'm tall, but my arms and shoulders are not comfortable at the present furniture.
Making the entrance friendlier without the trash containers in front of the walkway.
Maybe a larger area for quiet reading.
More "structured" after school, vacation & summer activities. Especially for ages 8-13.
More "Teaching Company" CDs and DVDs
More activities for children. Maybe a weekly or monthly craft and or board games or a children's movie night.
More adult books
More appealing Jr. readers area if it still sits down in that alcove area
More area for relaxed reading/study. The space is a bit tight.
More Audio Books.
More book group support for kids and adults
More books
More books
More books
More books
More books available at TML.
More books on CD
More books on CDs vs. books on audio tapes.
More books on tape in cd format.
More books.
More books. More current books. Computers and events are great, but library has to be about books
More casual atmosphere, like Borders or a similar retail experience. I don't know why, but Borders

seems more conducive to reading, staff more in tune to customers.

More CDs--books on CDs

More children's books and newer children's books

More comfortable chairs(club chairs)all around--- benches/chairs along hallways(main entrance)at "new books"

More comfortable chairs.

More comfortable seats. Fewer stairs.

More copies of new releases.

More copies of popular bestselling books

More cultural groups, a book group

More cultural/community events

More current books

More current novels

More DVD choices

More DVD's, CD's or videos to check out, including books on CD

More emphasis on the internet for information, education and entertainment and/or greater integration with school education programs.

More fiction, wider range

More frequent special programs/events. The ones offered are fantastic, and we only wish we had more! Everyone does a great job, are very professional and welcoming, and you maximize all resources. We appreciate your outstanding efforts :)

More friendly, cozy, comfortable space to spread out, read and relax with a coffee.

More gallery space with a "friends of the Library" shop which sells artwork from local artists, used books and periodicals and items related to Cape Elizabeth history. The money raised could go directly to the library.

More historical and educational CD sets

More hours

More inviting space

More Large Print Books

More lounge chairs for reading

More materials of more varied subjects, e.g., Psychiatric/ clinical studies/periodicals, the DSM, the arts (dance) etc. Dance music (ballet music) & video, DVD, of live performances. Perhaps a cultural component here, i.e. various cultures' dance or artistic endeavors.

More music.

More new books

More new books

More NEW books

More new books especially in the young adult selection.

More new non-fiction

More non-fiction books, books on DVD, and greater selection of periodicals

More of a community gathering place.

More of the classics, perhaps new translations, editions, to replace the tired old Dostoyevsky's, et. al.

More open hours. How does a working person use a place which is only open from 9 to 5?

More patron friendly librarians, particularly in the adult section.

more personable and welcoming staff

More places to sit and read (i.e. couches vs tables and chairs to sit at)

More places to sit comfortably in the children's section. All the seats are hard and uninviting for children to cuddle up with a book. A reading nook with big comfy pillows or something that appears inviting rather than tables and HORRIBLE chairs would be nice.

More programs geared towards homeschoolers (grades kindergarten and up)

More public computers

More quiet space

More quiet space

More quiet space and more table to spread out reading/research material.

More quiet work space

More recent books; keep updating the books because that is what people want to read but don't necessarily want to buy.

More research information, especially in regards to history and genealogy.

More selection especially newer books

More space

More space

More space between the stacks.

More space for activities.

More space for and greater selection of new books.

More space for reading etc with views outside and light coming in

More space for the gallery.

More space for the library itself. I imagine you can only have as many books as you are able to display. I wouldn't want books to be completely replaced by computers (like BPL), books and DVD's take a lot of space.

More space to store historic collection, display space for historic collection and space for larger book & DVD/CD collections.

MORE SPACE!

More spacious, nicer building.

More table/reading work space

More travel DVDs, more magazines to cover all interests, but some especially for older and younger populations, (retirement, Kiplinger, travel, cooking, etc for older generation) music and culture for teens.

1984 DVD with Joan Benoit winning first Woman's Marathon! It must be out there somewhere. Track it down if possible.

More visual interest in the children's area - more updated bulletin boards for them, seasonal displays, etc...

More young adult books...unless we have what there is and my boys need to move into adult.

More. More staff, space, books, DVDs etc.

Move the Maine Collection to a spot that is easily accessed by the patrons. Now a patron must be escorted to the room. Even if I need a book, I will usually get it at the Portland Public Library instead.

Multiple copies of newly released best sellers on site and not having to get them from Minerva inter library

My needs may change as grandchildren come along and come to visit. My dad went to school in that building. I would hate to see the original part of the building change.

N/A

N/A

Needing to have your card with you each time. It would be nice to have some way of confirming identity if you happen to forget your card.

Needs to be open until at least 7pm each night and on Sunday
New books! New reference materials... did I mention new books!
Newer and more popular books in the young adult section
No changes
No ideas come to mind right now.
No inside stairs.
No need to change
Not much to change, but if anything a larger array of new fiction and nonfiction
Not much, the Library is the best town Library I have ever visited...
Not much. It's good the way it is. I guess I would add more videos, books on tape and more books.
Not much..it's a wonderful part of the community
Not one single thing, it's perfect!
Not open enough Too broken up
Not so many levels
Not sure.
Nothing
Nothing
Nothing
Nothing
Nothing
Nothing
Nothing at present
Nothing! Everything is perfect! We love it.
Nothing, I like it the way it is
Nothing, I think it is great.
Nothing, I think you all do a great job!
Nothing, it works fine just the way it is
Nothing, it's perfect just as it is.
Nothing. I like the Thomas Library. It has new books and a wonderful staff.
Nothing. I think it's a fabulous resource.
Nothing. I think it is a good library as it is. Over the long term, I would encourage more stack space for your book collection. Thinking about the growth of on-line sources and electronic books, this might not be the best thing to do.
Nothing. The library as it stands is a pleasant and inviting space to be in.
Nothing--it is a great library!
Obtain a bookmobile to call on neighborhoods away from the library at Pond Cove - the Cookie Jar area of Shore Road, for example. Or, expand the Fire Station on Shore road to include space for a branch library.
Off the top of my head I can't think of anything, everyone has always been so wonderful when I have needed help!
Maybe more PBS DVDs
One constant (say 2 week) checkout period for all books, music or video and an easy drive through drop off for all these materials day or night regardless about whether they come from Thomas Memorial Library or any other library within the Minerva system (consistency of slips for stamping dates would be nice across libraries but I don't think that is too important as long as the dates are correct on the web)

One more day with hours after 5pm for working Moms

Online newsletter about new books; events & programs, etc.

On-line patron ILL requests

Open 7 days per week.

Open longer and more often

Open more evenings

Open more evenings - and a full day on Saturday and Sunday - all year long.

Open more hours

Open more hours.

Open on Sunday

Open on Sunday

Open on Sunday

Open on Sunday

Open Sundays.

Painting is my hobby - more information on how - to !!

Pay the library employees higher salaries

Perhaps a notice on Channel 3 of any newsworthy book or event, or featuring books in one category for hobby events, for two weeks at a time.(maybe you already do, and I haven't seen it in passing.)

Personally I have always liked it the way it has evolved over the years. I do find it strange that you promote the selection of more computers? I do like the fact that I am able to use them while there but it's not a priority. I have been in the Cape for over 40 years and made many friends at the library. Many have passed away and many new friends are taking their place. I will continue to come until I too have passed away.

Physical arrangement of collections

Provide a space for social interaction - many friends/children come to the library and we would like to have the option to visit with one another in a place that wouldn't interfere with other library activity
Questions above are most confusing! Bring the communications into the 21st Century.

I could be encouraged to come there more often but we are all so busy with our lives and as an adult I get most of my info off of the internet at my house, so this makes the library less necessary.

Get people to opt in to an email newsletter and keep us informed on new book releases for adults, art showing, cultural events, book signings, we need more social events ,etc. I would recommend trying out www.verticalresponse.com for email newsletter marketing, survey taking, and post card mailing to keep people informed.

The way you have to call people to remind them about overdue books is antiquated and should be automated electronically.

Reading chairs are attractive but quite uncomfortable for relaxed reading. Upgrade.

You seem to be hooked on "more computers". None of those you have seem to be internet capable (not that almost everyone in CE has one or two of these so please don't add).

Really, cafe or coffee cart and cultural programs/events go together. Both would be a great addition to the library.

Relocate the children's charge desk to the children's library.

Remove reference books greater than 5 to 10 years old.

Seems fine to me the way it is.

Selection of materials

Some of the books are so old that my son, who is quite allergic to mold and dust, cannot read them without an allergic reaction.

Some of the librarians are not friendly.

Some of the staff members are NOT overly friendly at the checkout.

Sorry, but it all seems surprisingly fine the way it is.

Staff

Stopped going to the library about a year and a half ago due to lack of new materials.

Summer hours

Supervision for pre-adolescents who go in after school as a place to hang out.

Take away the food in the young adult section, it's a messy, loud space. Have more quiet space for middle schoolers to get work done

Temperature is always too hot.

That the layout and/or ambiance was more inviting.

That the librarians were friendlier, more child-friendly, less curt, and seemed less bothered when you asked them a question.

That there is less noise in the library.

The library can get pretty loud with people talking out to each other and this isn't just kids but adults from patrons to the librarians themselves.

The other thing I have noticed is that computers can make for a noisy atmosphere as well when being used by teens that are unattended. This holds true at other libraries. I would like to see a more respectful atmosphere. This is very, very important to me and I am distracted by the noise quite often. that we cannot drop off outside during regular business hours

The art gallery

The atmosphere. It is not cozy or welcoming. Seating is not comfortable. Seating and tables are small and closed in. Not very cheerful.

The attitude of the front desk people. In my opinion the front room should be a welcoming, social place where children and adults are welcomed and enjoyed not shushed constantly. The front desk folks seem put out and annoyed more often than not. The children's librarian, on the other hand, is wonderful.

The children's library leaves much to be desired as far as aesthetics. The children's library in Camden is awesome; they have a lighthouse, fish, lobster boat, train station, etc. It is very nice and my son was content there for more time than he is content at the Cape library. They also have several interactive puzzles in addition to other toys. Our library could really, really benefit from a more open area for the kids at Thomas Library.

The collection of adult audiobooks would rotate among other libraries to increase variety without having to make an interlibrary loan request.

The ease in using Minerva. I look up a book on Minerva, select TML, get sent to another link and start over!! And if I select TML, then I don't get the material in a timely manner. Also, please STOP sending me reminders of when my book is due. That feels very patronizing.

The extra stairs for anyone who is slightly arthritic or disabled.

The fine policy!! Have some amnesty weeks, where people can bring in canned goods etc. Give a patron a little extended time if they say they cannot find a book or DVD, give a couple chances every 6 months on good faith and extend their borrowing time.

The front desk as you enter

The desk as you enter children's room

The desk as you enter adult section

The layout-- it's so hard to navigate around the building!

The layout of the building. Entering into the lending area is not as inviting as meeting professional staff/librarians as you enter.

The library card issue is ridiculous. It seems like you people are becoming more and more paranoid every year. It's not only a pain in the behind, it's a time drainer, energy exhauster, money sucker and

frustration builder. Just stick to the SIMPLE ways of signing out library materials and stop being so darn suspicious!

The library is fine- please don't turn this into a cafe, computer, or DVD rental place!

The library lacks pizzazz. It's ambiance is neither inspiring nor stimulating. The art exhibits are pedestrian at best. I go there primarily to access the statewide inter-library loan program, which is great.

The library's policy on ordering and requesting new book purchases by current cardholders who are taxpaying Cape Elizabeth residents.

The need to have a separate card for one's spouse to be able to pick up a book that is on reserve, when the library has called the house or notified by email that the book is in. Would be more convenient, for those who are comfortable with it, to have cards like the credit cards, where either party can use the a/c. We are overloaded with cards of one kind or another.

The price of late DVDs

The size and layout of the library. Really like the old building feel of it though.

The space allocation needs to be reconsidered. I have tried on several occasions to work with my laptop but have found that there are few tables available for this purpose. Too much room is given to the periodical section which dominates the center of the main room. You should open up the main room and move the book stacks down to the second level and make the main room more open, airy and accommodating to people who want to do computer work and research.

The speed of your Minerva serving MacIntosh computers is ridiculously slow. This is not the third grade. Let's gear up for people with less time to stand and wait.

The staff.

The YA room is too small.

There is no place to put this, so I'll add it here. Now that my children are grown, I simply use the library to pick up my interlibrary loan library books that I've requested off the Minerva website.

This is certainly all a small community can afford. I've never been there when I had to wait for a thing - including a computer. This survey seems to assume that we need more of a great many things. Lets face the facts, the large of Cape residents have internet access at home, the schools certain have plenty of resources as far as computer availability and internet access.

To be able to pick up a spouses book without needing the spouses card, especially if we have the same home address.

To be able to use my TML card at other local libraries rather than wait for materials on interlibrary loan

To be more welcoming to the youth of the community

To be open on Sundays

To have more space, with natural lighting and plenty of quiet study areas where you could plug in a laptop computer.

To make the downstairs more inviting.

Too divided - children/young adult/adult

Unfortunately, the layout is a little odd but that's hard to change. I wish the young adult section could be with the intermediate child section, my child skipped over the older books in the children's room to head to the young adult section, which is a shame, she is missing a lot.

Update/ renovate the community room used for story hour so that it is more inviting.

Updated look, cosmetically it is antiquated.

Very little. I think you do any amazing job serving our town. I wish you had more resources with which to work.

We have lived in Yarmouth for three years now, and one of our very favorite things about this great town is its wonderful library.

We think you're doing a great job and we like you very much. P.S., What does wanting my income in Q. 13 have to do with ensuring a representative sample of the town?

Weekend hours

Well, often the book (fiction) that I want is on a a wait lis; however, you can usually get it for me from another library.

Wider selection of DVDs , perhaps on a rotating basis. Other than that I find it a very well appointed library.

With all due respect to Kevin, who does a fine job, the speculate fiction acquisitions are few and skewed strongly toward fantasy. At the minimum, annual purchase of the year's Nebula and Hugo nominee novels is in order.

Your computer service is awful; the system you run on is lousy, no one can work on a computer for just 15 minutes, too many sites are blocked (I look up a lot of medical terms and you seem to think any body term must lead to a forbidden website) and your staff seems technically challenged. I suggest stopping by the SMCC library to see the wonder computer service they provide. And the workstations are ergonomically incorrect; people sit low and have their wrists in the worst possible positions.

If the Library could add one service that would encourage you to use the Library more frequently, what would it be?

An after-hours drop off for materials other than books

A babysitter for my two-year old and a killer cup of coffee.

A better, more varied collection of audiobooks.

A book club.

A café

A café

A café area to get coffee and chat with friends either before or after getting books.

A café with coffee & pastry/bagels/muffins...

A café/ coffee cart.

A coffee cart/café would certainly increase the likelihood of me going to the library in my free time.

Rather than going to Starbucks or another cafe to read, I would opt for TML because it is closer and I would like to support my town's library.

A computer friendly search option, such as what Amazon has, to help find something to read - that is in TML - when you are awaiting something you had to order and wait for. For example, if looking up a particular book and you find it is not available, the Amazon website shows an option of "here's what other people ordered that looked at this particular book."

A few more computers

A greater variety of children/parent programs available. More book clubs. Maybe even kid book clubs!!!

A morning or midday book group with the focus on books that children are reading in middle school or high school.

A place where people could go for coffee or tea, nearby a "friends of the Cape Elizabeth Library shop" would encourage more non-traditional library patrons to come into the library as well as be a social gathering place for patrons to visit.

A subscription to "The Economist"

AC in the summer

Accept return of audiovisual materials when closed

Access to genealogy information or search engines.
Add more evening hours
Add to the movie/reference collection
Again, I don't feel any lack of encouragement! Whatever you do, however, please skip the Café idea! The library already has two sources for good cups of coffee located just a few steps away. We should be patronizing these places rather than competing with them.
Also, very important to get DVD's - especially all the great film classics.
Ancestry.com
Ancestry.com subscription
As a history buff and family genealogist I would like to attend lectures and programs like MHS, but on nights and week-ends.
At this time, I think it is a very nice library.
Auto renewal from the web.
Availability of more current best sellers.
Begin to consider spending \$\$ on books...if reference materials are available online, books may not be needed... especially in the area of sciences. These \$\$ could be freed up to purchase books from other genres.
Better access to newly published books.
Better children's programs -- especially elementary to middle school age.
Better computer interface, ability to provide high speed down load of documents, videos, or music to my computer. We don't need more space, we need revised use of space.
Better selection of DVDs
Better selection of movies/DVDs to borrow.
Better wall space for art
Big comfy chairs
Book and Movie reviews
Book club
Book clubs for youth
Book group focus for round table.
Book group for elementary/middle school readers....better yet....i have 3 active, sports oriented boys at home....could we have a "Sports History" month to help channel their energy more towards READING?
Book reviews and recommendations.
Book signing lectures by authors
Book talks-book groups
Books and DVDS from other countries
Build a larger books on DVD resource section.
Café
Café
Café
Café
Café corner
Café or coffee cart might bring me in more frequently.
Café/coffee cart
Can't think anything
Can't think of a thing.

Can't think of a thing. I LOVE the library. Anything you come up with would only add to my devotion!
Can't think of anything
Can't think of anything - I already visit about every two weeks. Maybe return of the racks of books for sale.
Children's theater programs on a monthly basis. Puppetry, visiting artists etc.
Coffee cart
Coffee cart.
Coffee Cart.
Coffee shop
Coffee shop
Coffee shop would be fun, more current popular dvd's
Coffee shop!
Coffee would be fabulous! :)
Coffee, coffee, coffee!
Cozy areas with comfy chairs to read books with the kids. check out the new Portsmouth, NH library for ideas--it's awesome! (i know our budget is way different though).
Coffee/soft drinks
Computer service
Computers with a link to Ancestry.com with all the serveres possible, not limited services.
Cultural events , speakers
Cultural events.
Cultural programs.
Cultural programs/lectures/exhibits in a gallery/auditorium space
Currently quite satisfied.
CURRENTLY SERVES ME WELL. IN THESE INCREASING TECH. TIMES, SEE THE LIBRARY AS MORPHING TOWARDS A BROADER CULTURAL AXIS IN THE FORGING OF COMMUNITY CONNECTIONS.
Definitely different events and speakers. Speakers in regard to parenting skills, books and different topics of interest.
Do my job for me, so I could visit more frequently, and on a more leisurely basis. I love the library as is. Just can't use it often, as no time. Look forward to doing so someday in my retirement future.
Don't know
Don't know.
Don't know.
Download spoken books to iPod
DVD's
Easier access to more books
Easier access to requesting new books. All the liberal ones come out VERY quickly but we have to really press to get a conservative one. Videos and books on tape as well.
Educational lectures
Eliminate fines on overdue materials
E-mail notification of new acquisitions
Evening music performances, small chamber ensembles that did an hour or so of music, perhaps quarterly.
EXPAND BOOK DELIVERY TO PEOPLE W/ DIFFICULTY GETTING TO THE LIBRARY
Expand collection
Expand the magazine section.

Extend the time books can be held to three weeks instead of two weeks
Family type activities, for example a movie night.
Foreign language collection
Friendlier atmosphere; friendlier front desk staff
Friendly staff
Full weekend hours all year long.
Get more copies of bestsellers
Greater choice of periodicals, i.e., more in line with those offered at the main branch of the Portland library
Greater weekend hours (could be traded for less weekday hours to contain costs)
Happy with status quo.
Have an on-going book sale--not just summer and the big Friends sale.
Have bridge lessons and time for playing.
Have travel related presentations. I love to learn about interesting places to visit and would enjoy hearing about someone's trip to a different country, city, etc. What they enjoyed, what to avoid, where to dine, etc.
Having a Lonely Books Club for Adults
History / genealogy resources
Longer hours - esp. in the winter
Hmmm. Our library already does so many things well. How about voter registration or a free notary public service?
HmMMM
Home delivery for seniors, if it isn't available now.
Home delivery for the time soon approaching when I may not be able to get to the library on my own.
Host Book Club discussions
I already use it a lot!
I already use it weekly!! A café would make me stay in there longer.
I already use the library a lot, but perhaps a greater selection of magazines. Also, as much as I love picking up a "free" video, I'd hate to see us spend much more money in this area. There are so many outlets where one can grab a movie for a few bucks.
I already use the library regularly
I am quite pleased with the services the library offers (the inter-library loan service is wonderful...thank you!!!).
I am satisfied with the range of services offered.
I can't think of any
I can't think of any additional service.
I can't think of any.
I can't think of any. Currently, as long as we can order materials from elsewhere, what is on site is not really important. The ambiance of the reading area, papers and magazines is very pleasant and the children's library for our grandson seems very comprehensive. It strikes me that the real long-term planning issues should concern how the entire function of libraries will change in the digital age and, therefore, how the TML can be best positioned to take full advantage of those changes.
I can't think of anything.
I can't think of anything. We go all the time and I never think there's something I'm missing out on.
I don't know. I like the library.
I don't know; I use the library.

I hadn't thought of it, but a little coffee shop would do very nicely there. I'd even volunteer to be a barista (remember when the TC gave \$\$\$ to the Methodist Church for an espresso machine for teens? Why not for the library?) once a week and bake. Could be a great \$\$\$ maker and gathering place.

I like our Library. I grew up in Westbrook and spent most Saturdays at The Walker Library.

I like the library the way it is and I visit the library on a regular basis.

I love the email reminders, being able to renew online and requesting ILL online. I would like to see a bigger selection of books and DVDs to rent. Too many PBS programs are only available in VHS format.

I love the ideas of having a café... have mentioned it several times to friends and family...

I love the library as it is.

I love the quiet inviting atmosphere, its clean and well maintained with many books. I would like to see more CDs offered and computers in a separate room close to adult supervision.

I believe Thomas Memorial Library is one of the nicest libraries I have ever been to.

I think having a small café would be nice.

I think increased community programming would be beneficial to our town. Our current programming seems limited by space constraints. Often members of my family attend programs at the Portland Public Library. Sometimes we do not make it to Portland because of distance and timing. The important thing the Portland program makes clear is that there is so much that libraries can do to engage their populations to encourage reading, learning, personal betterment and community involvement. In that regard, Cape is under-served.

I think it has just the right amount of services - nothing should be added

I think the library might be a good place for children's programs, but there are plenty of places for adult programs so I would not encourage that aspect - unless they are "book" related as in reading groups and / or author presentations. A nice outdoor space might be nice for the warm months. I'm conflicted on the café. As I think about it, it might be nice - to encourage folks to come, relax and read such as in book stores. I do like being able to renew online!

I use the library a lot - often with my own laptop. I wish it were easier to access my online favorites without having to get a staff member to type in password override.

I use the library for leisure reading and entertainment. I can't think of anything I would change. I love the Museum pass. It saves me \$20 dollars.

I use the library frequently already. Love the changing art gallery; love the interlibrary loan resource; love the helpful and interested personnel.

I would find it nice to have book discussions held at the library, where you could meet other people who might have enjoyed reading a particular book and find out more about other books and authors that people are reading

I would like more music ,books on tape and DVD

I would like to receive a monthly email newsletter letting us know about new books, DVDs, books on tape or new services. Just a page long.

I would love to see more programming like your poetry writing event held in the spring. Rachel's lonely books club is also wonderful. Maybe each librarian could pick a topic that they might want to do a workshop on...Kevin could gather a group of people together for a science fiction night. It would be a way to bring people together and help build an understanding of what the library can offer people with a specific interest.

I would love to see some more adult programs like a book group or lectures.

I would use the library more if there was a popular/current DVD collection. I think the selectors need to broaden their selection.

I can't think of anything at the moment.

I'd be interested in a language learning center. I can't afford to buy a foreign language program, but would be likely to use one if it were available in the library. I used to have access to Rosetta Stone through PPL, but that was discontinued.

I'd like to see clearly marked "staff recommendations" section on books/AV materials, etc.
I'm happy with the amount of time I already spend there.
I'm not too imaginative here ... perhaps a beautiful reading area with big window looking out to woods or garden, with more comfortable seating, and even a gas fireplace, and the cherry on top would be the ability to drink a beverage in that area. (Maybe you can, but I usually assume you can't bring food into a library.) Interesting programming - talks, adult book club, cultural programming could be another attraction, too.
I'm very satisfied with the Library services. Even more than the good resource materials, it is because of the people who work there. At one time or another I've been helped by any one of TML's employees. So I would add the service of making sure that you all are adequately compensated for any training or education that you require. The keeping up cost and time of services begins with a well trained and educated staff. So I would like that you all get to take the courses that you need to keep you knowledgeable about libraries. Also, attending seminars, conferences, etc. is a way for you to keep energized and innovative (and enjoying your work) in running our library as public resources. I know whatever you learn, ultimately becomes my benefit and resource. So I promote services that benefit the TML employees.
Improved special event meeting space.
In the summer, air conditioning.
Increased cultural events, such as visiting authors/book signings, poetry readings, travel presentations (slide shows), premier movie showings . . .
Increased evening hours
Increased reference materials
Informational talks / discussions
input into material selected for library shelves
Intellectual/cultural events. Become more of a hub of learning and growing.
Inter library loan with the speed of Portland Public.
Interesting lecture series, more connection to the schools
It bothers me that all computer copies are delivered to the copier behind the circulation desk. There is no privacy at all for patrons. What if I was copying sensitive or private medical information?
It serves all my needs
It would be nice to have an area to meet with other people, to chat, read and grab a snack
It would be nice to have an area to meet with other people, to chat, read and grab a snack
It would have more books on audio CDs.
Just keep doing your good things the way you have been. Don't stop!!
Larger number of diverse book discussion groups, seem to be female oriented and not well publicized
larger selection of DVD/CD
Larger selection of new books, books on tape/CDs, DVDs
Lectures and perhaps book discussions
Lectures, Book Club
Lectures.
Lending of puppets, wooden toys, dress up outfits
Less blocked sites on the computers (e.g., facebook, google images, gmail, etc)
Literary lectures and programs with local authors.
Longer check out period for books.
Longer check out times!
Longer hours

Longer hours in the evening
Longer hours.
Maybe a movie night?
More comfortable reading space, separate from the "stacks" (if you could have a cup of coffee there as well, that would be nice too!)
More magazines and journals
More adult and children's DVDs
More and more comfortable reading area
More art exhibitions
More audio CDs. The library has a lot of old cassette "books on tape." I only have a CD to access my books. Please, more audio CDs.
More audio books
More author lectures.
More best sellers available more quickly
More best sellers quicker.
More books
More books on CD.
More books on tape
Online list of new books to choose from
More books.
More children's programs
More children's programs
More children's programs in summer....outdoor concerts with subjects encouraging book browsing
More computer assistance with photos and internet related software. The staff needs training to do this.
More computers for kids to learn
More cultural events
More cultural events and programs
More cultural events, although the library is ill configured for them.
More cultural events, speakers.
More DVD choices
More DVDs to borrow, including more recent educational ones; e.g., Maine PBS, etc.
More easy-to-see renewal dates. There are quite a few rules on the renewal of books (new and from other libraries). One is never sure until you try to renew the book. Latest possible return date on the web would be really nice.
More events and guest speakers.
More events.....invite an author to speak...
More kids programming
More lectures/cultural activities, visiting authors - and nicer space to hold these!
More magazines with broader range and scope - two weeks for new books instead of one... Update and improve your books for travel and cultural information: If I want to study China for instance, one DVD that only covers part of the county and maybe two books of recent vintage...the rest are all outdated or non-existent. Same with other countries.
More materials but a coffee cart would also be nice!
More materials.
More music CDs and audiobook CDs

More new non-fiction
More new non-fiction books
More online access to materials/journals/subscriptions .
More parking
More periodicals.
More personnel to help one find materials
More popular current books
More room with more books and reading areas
More space for actual work and review of materials (table top space). A more open quiet room with a larger section dedicated to those folks that want to do business work functions.
More storytelling or activities for kids 4-7.
More up to date DVD or video collection for children
More user friendly synopses of available audio books
More USER FRIENDLY.
Mostly just a larger selection. But cultural programs would be nice as well.
My boys say "free food" but really we are happy with the service...books!
My husband wishes for "more interesting magazines--industry-related, airplane/flying related and automotive-related."
My use of the library is limited by time and life.
Need to be able to return DVDs/videos during off hours.
New books! New travel books!
Newer reference books, especially travel
New-release DVD rentals
Nice people to help when you need it
No idea, but I want to say that I really appreciate the e-mail reminders of when things are due. That's a great service!
None
None that I can think of
None to think of.
None. I love the library as is!
None. I'm happy with the service.
I don't think we need an event space.
Not sure
Not sure
Not sure
Not sure.
Not sure.
Not sure. I like the services provided. Life is busy and I wish I had more time to use what is offered.
Nothing - I use it frequently already. It serves my need for books and information and an occasional movie. I also love the monthly display by an area artist.
Nothing
Nothing
Nothing
Nothing comes to mind
Nothing I can think of.
Nothing I can think of.

Nothing to think of.

Offer classes on how to use the internet and other resources to locate information. This would be aimed both at school children and adults.

Online book lookup (from remote locations...i.e., home) for the library's catalog.

On the days that you are not open evenings, maybe you could at least be open until 6:00 so people coming home from work could briefly pick up or check out books.

On-line patron ILL requests

Online update of new books on tape.

Open earlier in the mornings.

Open Sundays

Open Sundays.

Our library offers all the services I need .

Perhaps a regular rotating lending program of audio books from the Portland library? (This may be impossible, but it's my fantasy!)

Perhaps this is offered but I would love to be able to request a book from home via the online catalog and then have it waiting at the front desk to check out. It can be frustrating searching for a book you've looked up especially when it isn't in the standard location.

Personally I would like it if the audio and video tapes/DVDs titles were easier to read. Also storing them down to the floor is more difficult for older patrons who have to bend over. Maybe a small stool people could sit on would help

Places to sit and read while waiting for another family member.

Pleasant manners.

I was a devotee of TML for many, many years. I no longer go there, and unless things change, I will continue my support of the South Portland library

Possibly a mid-week 5 to 7 p.m. open library either because of your work hours or you suddenly have nothing to read. A large graph or map, showing where each section is. Perhaps noting where art books are located, or background materials you need for research project or hobby, without having to asking the busy person at the desk.

Pretty women

Programs geared towards homeschoolers (even if an "older" storytime)

Promoting the library thru cape courier and online

Providing Lexile range for kids books. Coffee cart probably would bring me in more too!

Public lectures or video/discussion series.

Quiet work space

Reading/Book Club for adults

I've suggested certain new books reviewed by the New York Times be ordered and have been met with a negative response from all levels. The response letter to me from the Board President was unsatisfactory.

Segregated catalog of newer books only.

Self check-out

Send out monthly emails of new books received into the library.

Service is perfect, right now.

Small meeting rooms for maybe 4 to 10 & 8 to 16. Near a small kitchen so could have coffee and Snacks

Something like the Brown bag series in Portland.

Space for research.

Sponsor book discussion groups

Stay open later

Still find it a pain and hard to use the computer so much to find info..hate to ask for help

Study groups maybe... I don't know if this already happens but as my 8 year old enters middle school I think I would like a place for him to meet for group projects after school.

Talks by authors

Tea cart

The ability to keep books out for three weeks.

The addition of professional journals to the library's collection-- medical, psychological, health

The cafe concept is very inviting.

The cafe idea sounds GREAT...both the library and Cape Elizabeth in general lack a place like this.

The current services are adequate, the book selection is not. That being said, a coffee cart sounds pleasant.

The library currently offers enough variety of services to meet my family's needs.

The pastry cart sounded nice....I frequently forget to eat or am on the run..so a snack cart with a designated place to eat would be lovely!

The services are fine (and we do NOT need a coffee shop - most patrons are local residents; therefore coffee/snacking would be the equivalent to the children who require DVDs in the car en route to the grocery store)

There frequently

Three week intervals for taking out books

Tie Portland Public library system to the Minerva system

To be able to download full length books onto a MP3 player.

To be perfectly honest, I'm happy with the level of service at the present time, especially for the size of Cape.

To make the staff more friendly and service oriented (community services and the town hall employees are good local examples of this). The staff seems particularly prickly with children and parents with children. I feel strongly that public's library experience could be improved without changes to the physical plant, and given the current economic environment, the focus should be on improving the service environment rather than on capital improvements.

To stock some very old books. Out of print.

True handicap accessibility for everyone

Use the community space for more interesting events like film showings, play readings, poetry readings, talks by authors, staged readings (and the like) on a regular basis.

Use the library more frequently. Add special programs (gardening topical discussions (land preservation/ recycling. Perhaps achieved through better articulation with other organization in the community/county that have a specialized mission such as cooperative extension/ as are interested in disseminating information

Something to keep me at the library longer.... coffee and.....

We have several computers at home, but others who are not as fortunate may benefit greatly as the future IS using computers. Helping people take advantage of the opportunities now and in the future that computers offer would be most future oriented. For me personally I would like more access to DVDs, books on CD/tape, and books, magazines in general. I still read books with ease and the computer screen with more difficulty. Although providing a meeting place is VERY attractive especially if the space to keep warm will be cheaper than say one of the school buildings, and the Library is a lot friendlier environment than Town Hall. I do not know if you would get in trouble with local businesses or violate rules about eating and reading, something we all do but not in the library.

Why not "Movie Night", one for students (ala UMF1.00 student fees) -older kids, say 13 and up as well as a movie night for adults, kid free (babysitting @ the library might also be a convenience younger

parents could pay for), Scenario: John & Jane go to movie night-2.00 pp and drop off Ann & Billy in the "sitting area" say 5.00 per child. So, for a total of 14.00 parents get a couple of hours adult time, kids get a different social experience and the library wins. Conversely the elderly man gets a night out with others, gets to see a current movie at a reasonable price (2.00) and doesn't have to drive far in the dark. Go for some gently used chairs & couches for about 10 people and you have a good "trial basis" start. It combines the UMF concept with the Magic Lantern movie theater in Brunswick,

WIFI

With added computing space, displays to inform and encourage use of computers – e.g., to access sites to engage children, or for searching for information. Further support of school programs, esp. literacy

With internet service at home, I cannot think of anything needed. Perhaps a way to browse the DVD selections?

With the Minerva System the service provided is sufficient.

Writer's/Writing workshops for school children and adults, something similar to the "Telling Room" in Portland. Maybe even have visiting authors visit & talk about writing.

You guys are great!

You may offer this and I am unaware, but maybe having book discussions or offering a movie night might bring more people inn.

You might consider opening Sunday afternoons for a few hours for homework and adult use

At what locations do you currently have internet access? - other

Anywhere there is wifi

Blackberry

Blackberry

Broadband

Camp

Coffee shops

Everywhere there is cell service

I work from Home

iPhone

iphone

iphone

My PDA device

Public spaces (library, university, etc.)

Retired

winter home in SC

What is the highest level of education you have completed? - other

A certificate to teach Botanical Art and Illustration

... and 3 other grad degrees

Bs and Ms

Business College

Currently in grad school

Ph. D. mathematics

Ph.D.

PhD

Professional arts training/experience (dance)

Still in high school

What's that got to do with anything?