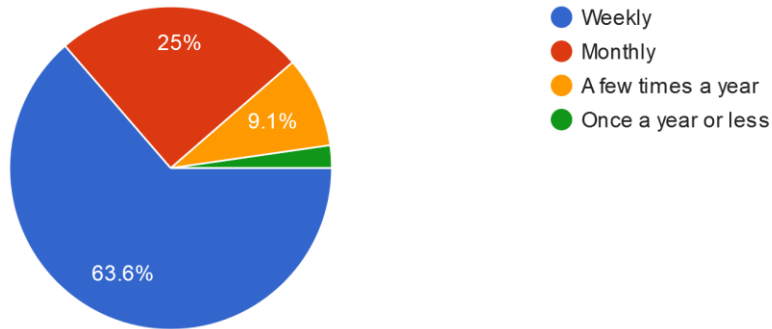


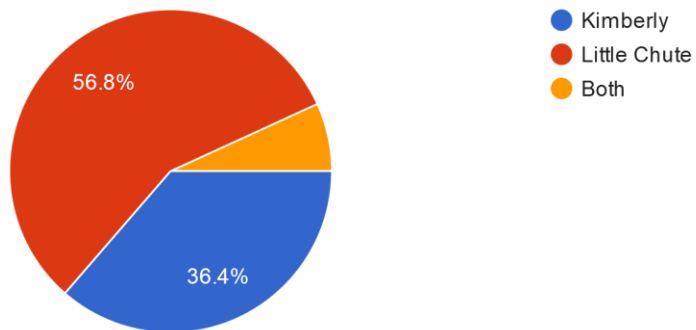
## How often do you visit the library?

44 responses



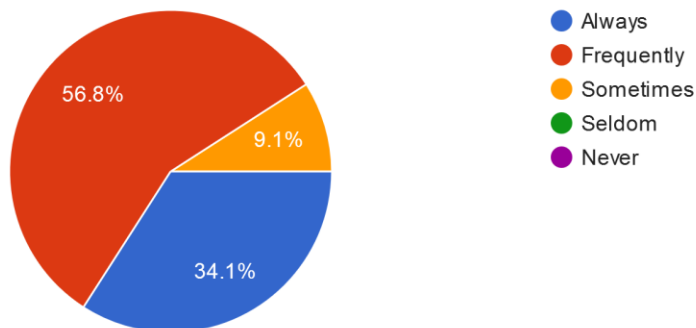
## Which location do you regularly visit?

44 responses



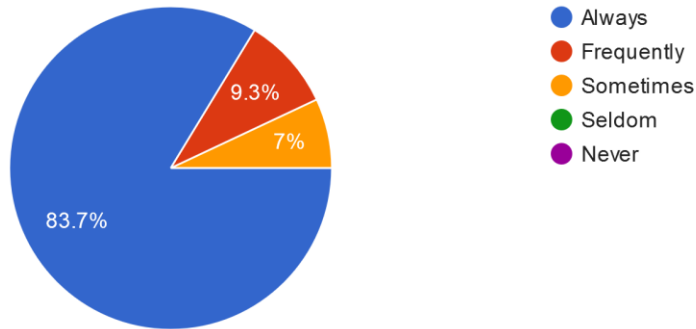
## When you visit the library are you able to find what you are looking for?

44 responses



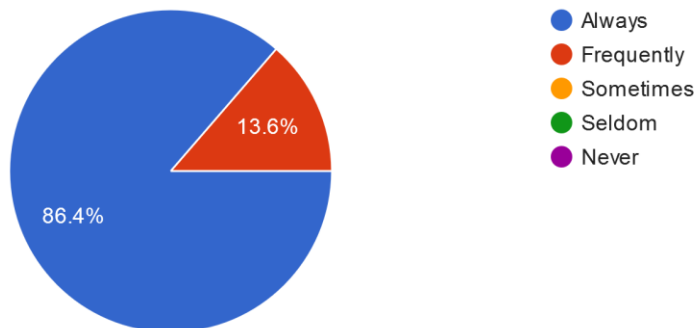
I feel genuinely welcomed when I come to the library.

43 responses



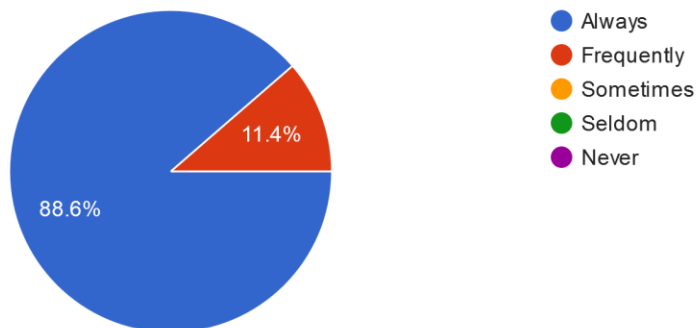
I have positive feelings about my experience after I've visited the library.

44 responses



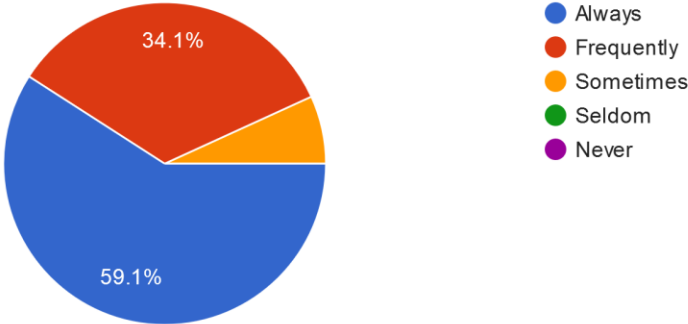
When I visit the library, I find it clean and well maintained.

44 responses



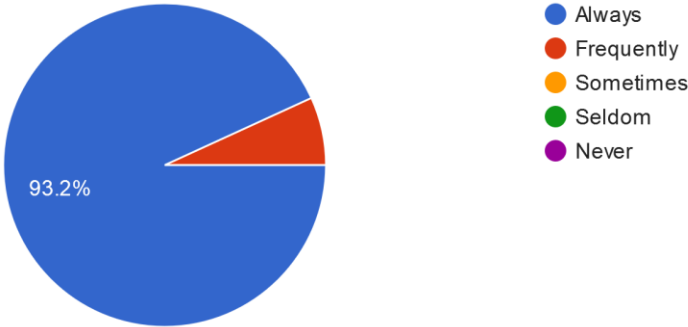
It's easy to find the materials (books, DVDs, etc.) I'm looking for in the library.

44 responses



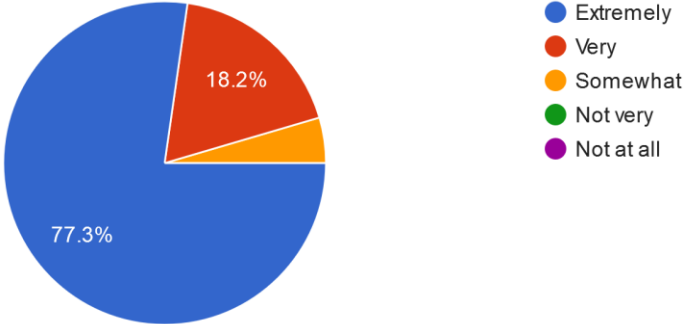
I can find a place to sit in the library.

44 responses



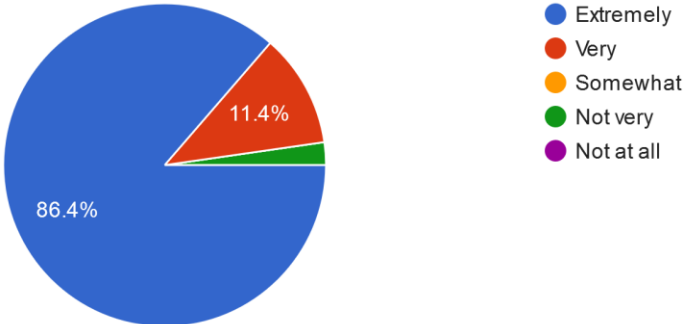
### How satisfied are you with the overall services of the library?

44 responses



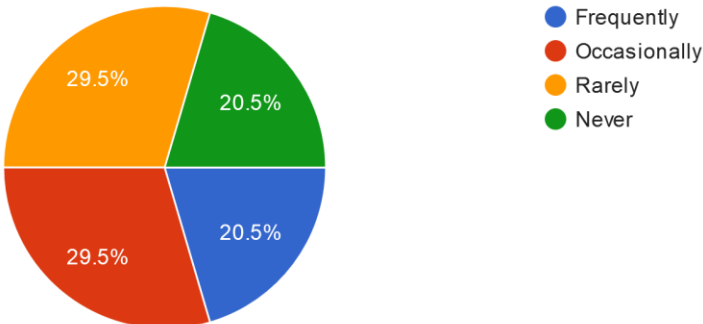
### How helpful is the staff?

44 responses



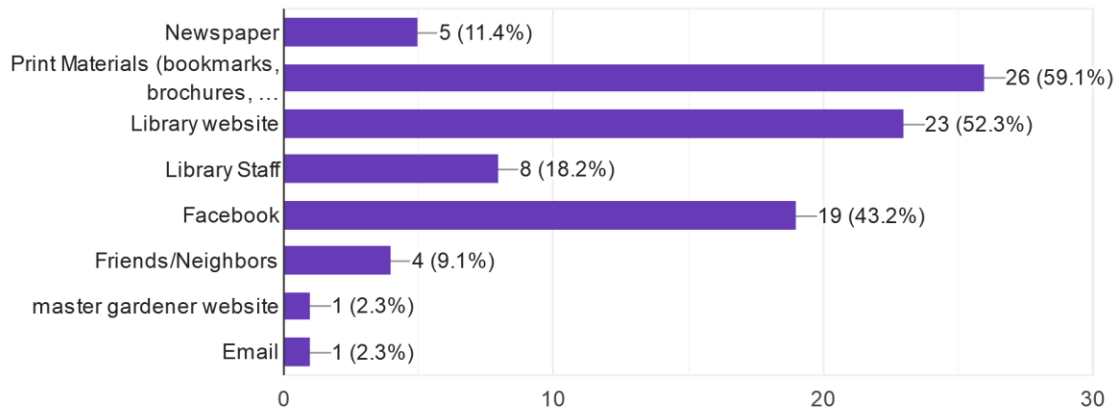
### Do you attend programs at the library

44 responses



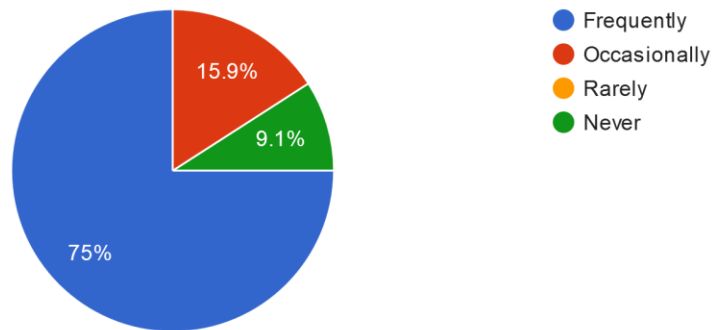
## How do you find out about the library's programs and services? (please check all that apply)

44 responses

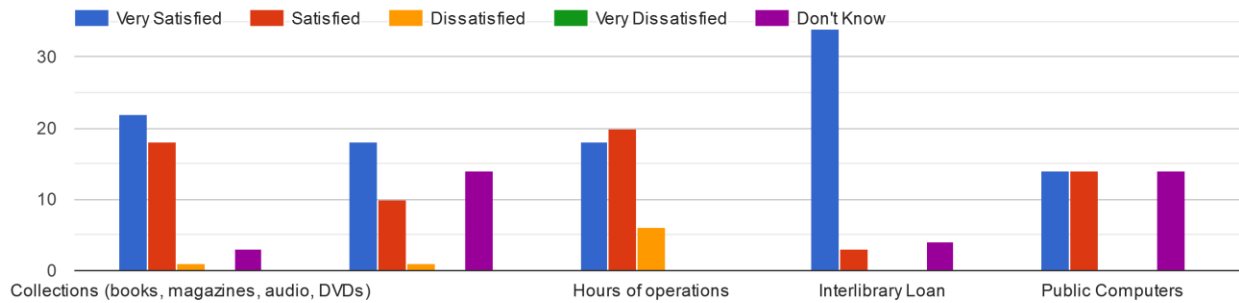


## How often do you request items from other libraries to be sent to Kimberly or Little Chute

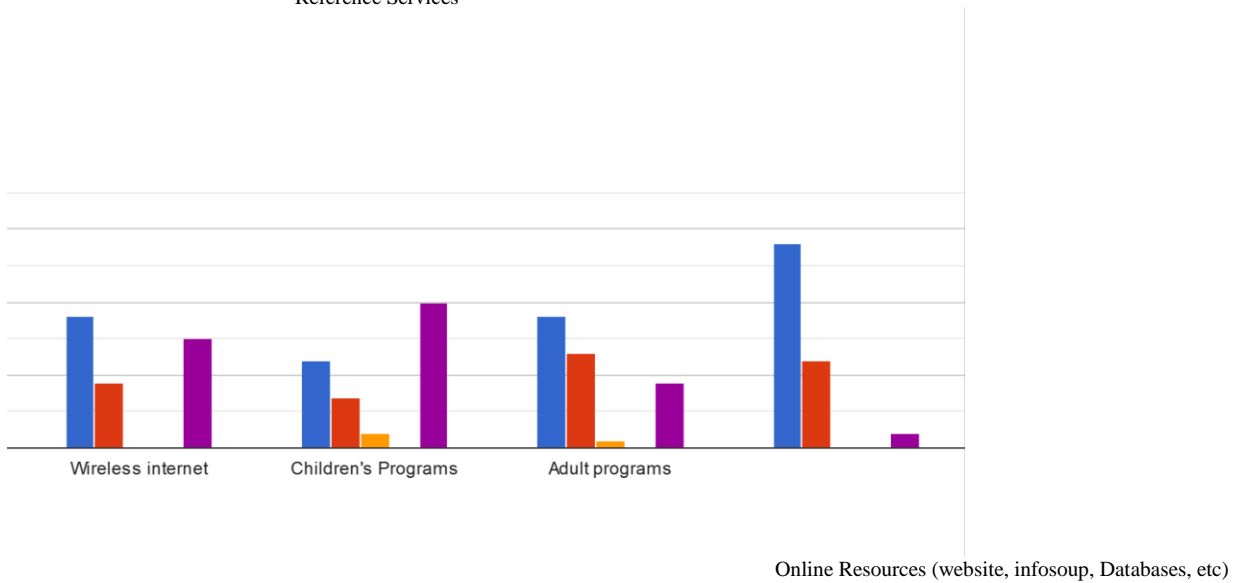
44 responses



Please rate your satisfaction with each of the following services provided by the library.



Reference Services



## Comments:

21 responses

The staff at the Kimberly library is outstanding. Always pleasant and friendly.

Not much for young professionals as far as adult program offerings.

I began visiting the library in 1990 when we moved to the area. The staff is always welcoming and helpful. The library is the heart of the community (Kimberly and Little Chute. The staff is very responsive to adults and children.

We wish we could attend more of the children's events and activities. Frequently they are held during the work day or very early evening that we just can't attend. I wish some things were offered around 630 similar to the early daytime things. We really enjoyed the one book reading event we could attend because we happened to be off of work that day.

I have not used the reference section, but answered based on the availability of reference materials through Badgerlink.

I'd like to see evening hours resumed to 8pm Mon.-Thurs. at both locations and open Saturdays in summer at both locations

Living in De Pere I use your evening programs

I am only satisfied with the contents of the library because InfoSoup is so easy to use and items often arrive in a timely manner. I have noticed a decline in the number of physical books available at the library, and this is disappointing. The children's "chapter" book section is far too small for the Kimberly location. :( Love the new self check-out...when it works properly. ;)

Everyone is friendly and helpful. We love coming to the library.

public access door needs fixing very hard to open

The staff is very friendly and helpful. we enjoy the friendship with them.

wish the library was open longer on Saturdays

it is a huge resource to our community

could use more computers, staff is good about helping on computer when I don't know how to get what I want on my jump drive

love everything about the library keep up the great work!

Love the staff at the Kimberly Library! We enjoy the free children's programs.

Searching Infosoup can be frustrating at times

I often reserve books from the entire system

We are lucky to have a library because previously we only had a few bookshelves in the Bank of Little Chute

Wouldn't mind getting email notices but not sure I've signed up for such

I really enjoy the smiling faces. I love seeing [REDACTED] and [REDACTED]

## **If there was one thing that you could change about the library, what would it be?**

27 response

Hours

Categorizing dvds by genre instead of alphabetically

Consistent hours during the week. I never know if it's closing at 5 or 8 for example. I have to constantly check online. I wish it was open later than 5 because it's hard to get there after work.

More hours

More nighttime programs for kids. I work in the mornings and afternoons and can never take my child to the children based programs.

The hours. Open later more frequently. My son was in tumbling last spring and the Library closed as we got there. Would have enjoyed being able to visit the library after tumbling or even while I was sitting there waiting for his class to finish.

Wish you could be open more hours in Little Chute. I can never remember which night the library is open.

better hours

Love my local library!

get books online from the library

Making the children's area more inviting.  
more quilting magazines  
go back to the regular copy machine, it was easier and we gave the money to the librarian, thank you.  
high chairs- I'm disabled & getting out of short chairs is difficult  
open every night instead of alternating nights.  
only thing would be to have the Kimberly library open on Saturdays, all year... the same as Little Chute  
Open Sat. and Sun. all year.  
More village funding  
Have PS4 games available at Little Chute, not Just Kimberly  
change nothing  
Open more evenings  
More large print of popular fiction  
Can't think of anything  
Not a Thing!  
Make Little Chute a little more updated and make it more fun looking.  
More movie releases DVDs  
More kids movies

## **Please tell us any other comments you would like to make about the library or about its staff, services or programs.**

19 responses

The staff is always very helpful.  
Great staff. Always willing to answer questions  
As time moves on I have watched the library grow and expand both in content and programming. We have raised our family here and were privileged to spend many happy hours at our libraries, and continue to do so to the third generation! At this time in my life, I especially appreciate the large print selections.  
My texts telling me that my materials are in for pickup seem to always come at 4:59 on a day when you close at 5! ☹️  
The staff is terrific. The book collection is getting a bit sparse, especially non-fiction. Maybe a bit too much weeding?  
Staff is helpful, friendly & polite  
I am unsure about how to use Hoopla and other ebooks. I followed the instructions and it told me to see my library for assistance. That I wasn't allowed to use this program. I was confused. I didn't have any fines. Would be nice to have prequalifications listed if I missed a crucial step. I also wish I could view more than years old expired issues of Consumer Reports. I believe that newest issue on there is from 2014! Hmm.  
outside area of the building needs to be redone- what is there is overgrown-new landscaping keeping with the windmill design  
Staff is awesome, always friendly and ready to assist or make suggestions  
Great staff thank you to all.



staff is always friendly and helpful!  
 staff is wonderful, helpful and friendly  
 Excellent helpful and friendly  
 Staff is awesome! always willing to help!

Pleasant place to visit

Good Use of human resources-utilization at both Kimberly & Little Chute. Would like Director out of his office more. Hold newspapers, especially, more accountable for non-delivery, We all pay for those subscriptions.

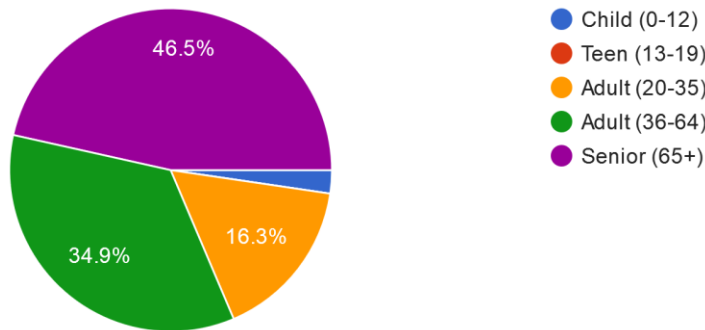
Perhaps better notification to regular customers of special events that will impact parking or unusual closings. ie fire department open house. Otherwise - you guys rock!

I think it would be nice to have the community more involved in the library (have kids paint walls, etc)

Staff is always friendly

### Please give us an indication of your general age

43 responses



### Please tell us where you live

43 responses

