



**MAIN LIBRARY
CATAWBA COUNTY LIBRARY SYSTEM
115 West C Street
Newton, NC 28658**

FOR IMMEDIATE RELEASE
April 21, 2008

CONTACT: Tammy Wilson, Public Information Officer
828-465-8661 twilson@catawbacountync.gov

Patrons give county library high marks

NEWTON—Area residents are pleased with Catawba County Library System, according to a recent customer service survey.

Results from the annual poll show that virtually all of the 813 patrons who took the survey rated the library service as good or excellent. The high marks reflect an ongoing perception of the county system as evidenced in surveys for about 16 years. The survey allows the library to gather formal responses from patrons from mid-February to mid-March.

Library users were asked to complete short paper surveys at all seven locations. The system, headquartered in Newton, has branches in Conover, Claremont, Maiden, St. Stephens, Sherrills Ford and Southwest (Mountain View/Banoak.)

Lynne Bolick Reed, library services coordinator at the Main Library, said that some of the questions were designed to identify ways to better reach patrons and respond to their needs. Individuals were asked for suggestions for programs and library materials as well as how people learn about library events. Another question: “How can we improve our service to you?”

Librarians were gratified to see that many responded with such comments as “It’s already great,” “Keep up the good job” and “Very happy with service.”

“While we’re very pleased with the results of the survey, we are particularly interested in individual suggestions to help us better meet customers’ needs,” Reed said.

Some requested expanded hours, more computer terminals and learning opportunities. Ideas for programs ranged from author visits to sessions on investing, book clubs and crafts. Likewise, patrons

offered ideas for new library materials ranging from “Letters from John and Abigail Adams” to “homeopathic books” and “Robert McCammon audio books.”

These and all suggestions will be considered and acted upon wherever possible, Reed said.

Volunteers from Friends of the Library helped to distribute the surveys. Respondents reflect a solid cross-section of residents in terms of demographics, with most respondents being females aged 35 to 64. St. Stephens branch garnered the most responses with 283.



A Service of Catawba County Government