

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

What do you value most about the library?

- The ability to read in a peaceful environment.
- Movies / documentaries
- The children's room
- unique programs, beautiful location, comfortable spaces
- The time's its open during the week days. The opportunities to get children involved in reading.
- That the staff is so friendly and helpful and that it is a nice and quiet/comfortable space to escape stresses of a daily life, at least for a bit :)
- Computer access, events that you hose (yoga, etc.) and great selection of books.
- Movie selection and environment
- The quietness and the knowledge
- That it's a beautiful and safe place for our community to learn and enrich ourselves.
- Books! And the cozy environment!
- The staff. They know the material and are always welcoming
- The community investment
- Beautiful atmosphere
- I love the author talks, free yoga and meditation classes.
- The Books
- I was very impressed how many people & children use the library! It was awesome to see!
- The help when I run into a problem.
- I love the online databases - Listen to Overdrive, love the SPOT program, I love the building & checking out the books.
- Beautiful place to sit & read - get away.
- Great service
- Children's programs
- Its existence
- That there is events/activities for kids of all ages to do during the summer and throughout the school year
- The children's library and events
- beautiful place of refuge / checking out books & CDs.
- The beautiful view to enjoy while reading.
- general access to resources - books, DVDs, children's programs.
- I love the Yoga Mondays, the children's area, the view, the decor, and the fireplace
- The wonderful children's area :-)
- Quiet dry place to work, like magazines and how-to books
- Safe, fun and bright place for kids to learn and have fun
- The friendly and helpful staff! Very kid friendly areas.
- openness of knowledge and availability to learn

- I love books for sure.
- Bringing my children to the Children's Library
- taking my nieces & nephew to a safe & dry spot for fun after school. I look forward to bringing my daughter there to explore soon.
- accessibility
- I have small children, so I especially appreciate how welcoming and kind the staff members are, even when we're noisier than is appropriate for a library. :-) The children's library is fantastic. It is so wonderful to have a dry place to play on rainy days.
- Books - what would we do without books.
- It is a wonderful, clean, fun, safe space to spend time with my daughter - the children's area is amazing!
- Its selection
- the children's / family events
- So many books!
- I love that my librarians know me by name & make a special point to help me with whatever I need.
- The programs for my kids and the added weekend hours.
- The atmosphere
- The kids room, the view, the events, the staff, the peacefulness.... everything!
- Accessibility.
- great facility that helps "sell" ketchikan, especially to families w/ youngsters -quiet -peacefulness -clean -view -computer chairs by windows toward deer mountain [see original sheet #198 for additional comments]
- The activities for my kids.
- I love the Children's Library and Children's Library staff!
- Children's books and programs
- Childrens activities, reading program - amazing
- Having a place to hang with my son where we can read, play games, legos, blocks & attend some awesome opportunities.
- Quality
- The selection of books available and the willingness of the librarians to help order more
- I value the atmosphere created here, that my kids can come and interact with others, staff knowing my kids names.
- a nice selection of children movies.
- I most appreciate that the library gives our community access to so many books and other resources.
- The layout & staff. How they are always willing to help. The events they do for all ages.
- I really like it so very much
- Childrens programs
- The books!
- The many cross-disciplinary events hosted there, children's library, and Alaskana collection.
- The quality of reading materials & online resources :)
- Customer service and place to study.
- Children's activities.

- The fact that it is a good, inexpensive to use, community resource.
- The children activities.
- I love the children's library and all of the activities
- Location
- I wouldn't want to live here without it. We love the children's room and storytime. I love checking out the new book shelf and that when I request a book to order it's usually only a matter of time before it comes in. The staff is friendly and helpful!
- The children's section is so welcoming and has so many good, current, kid's books and dvds. Also, there are so many fun board games and toys to play on rainy days. My almost 4 year old son and I love the summer reading program as well!
- Children's programs
- Staff is wonderful but for me the children's library is to die for!
- Programs for the kids
- The kids stuff.
- Having a multi-use community space. Functions as a library but also fills in needed community gaps as a meeting place and center of education for all ages.
- I value its place in our community and the services it provides to people, especially the children's programs and internet for people who can't afford it.
- Beautiful space
- The beautiful space and access to books.
- I love how welcoming it is, even on a rainy day.
- That we actually have one in Ketchikan.
- Its value as a community service to so many sections of Ketchikan. I don't think people realize just how beautiful a thing it is for bringing people together, encouraging people, and sparking interest & creativity in learning.
- The events / crafts for kids / families. The study space & the friendly staff.
- It is a wonderful quiet place to focus
- atmosphere, quality of the librarians, quality of books
- Internet access, new books, children's activities
- The family time and space it provides.
- The children's center! The storytime is the best.
- The amount of books and willingness to help obtain more books.
- The fact that it offers space & services to augment public & home school systems.
- The community service they provide with creativity, knowledge & politeness.
- kids program, kids room, amazing, smiley, helpful staff
- How great the lady is that does the story time
- I love how it gets involvement in the community. Lots of great activities for kids and adults!
- The wonderful staff.
- The kids room and all the activities they do for the little ones.
- The space and meeting areas, the children's and teen sections. The view! The fireplace! We love the library!

- The community built through the library through all the different programs.
- The underpaid librarians!!! They are the heart of the library!!
- excellent space for knowledge ... we are transplants to Ketchikan during the summer months and only wish we could have a library of this caliber in our home town!
- The view, the people that work there.
- Very Comfortable
- Everybody, the staff, janitors, people, students, visitors
- many seating options, space options
- Audio books and kids books
- Just having it for a Community resource.
- The creative activities for adults and youth. The thoughtful attention to patrons of the library.
- Online database & community meeting spaces
- hours that they are open & the great books they have
- Books / Service / Atmosphere / Setting
- The staff, the books, the sheer amount of info & the classes - reading, language, science, etc.
- The book collection & DVDs.
- Amazing children's library and play area - story time - view - staff are amazing. Craft classes, children's shows & events
- Selection of books. Access to digital books.
- The books
- new location 3 homes from me.
- Access to books.
- Very hands on within the community
- Children's programs - events
- The fact that we have such a nice facility where we live. And, of course, the staff and book selection
- We learn a lot.
- Ability to access information!
- The staff are great
- I value the staff, the collection, the programs and the amazing space. It feels like our community values learning as a life-long pursuit. The building itself lifts my spirits when I visit.
- hours of operation. Books.
- Knowledgeable staff.
- Wide range authors
- It's comfortable and peaceful.
- I love books. The ones with paper in them. I have limited space in my home, so can't own them all. The library takes care of that for me.
- Being able to borrow books through overdrive and attending the talks that are enjoyable.
- Its up to date book selection
- Quiet
- The people

- I always get great help
- *Books* in a beautiful space
- Everything
- Everything! Friendly, helpful staff, beautiful environment, clean, roomy, easy to find materials and see everything
- Having a library in our community. Some communities do not have libraries. They are an important piece of our community.
- The staff
- DVDs, Yoga Class
- Music CD's, audio books, magazines, internet, movies
- there books
- It is a good place to spend time with my daughter
- Provides free services to the entire community. (we all help pay) Allows those who can't afford books, DVD's, internet, etc., access to services.
- The facility, staff & access
- The access to books / more
- Reading the variety of newspapers & relaxing in the nice atmosphere with an awesome view!
- It's gorgeous, comfortable. Love the fireplace
- grateful to have
- Search and internet
- the days & times its open
- The selection of craft books and vegetarian books. Like that I can find a great variety of the current information specifically on quilting and plant based, disease reversing diets.
- It's an amazing space, inspiring, my son and I come pretty much once a week. It is comfortable, smart, with a great cookbook collection,
- Availability of books I want and ability to get them through inter-library loan or request new titles
- The wide variety of new books
- Love the travel section
- Interesting materials and accessible hours.
- It's my library a resourceful, quiet, beautiful place
- Access and ease of finding materials
- Access to information; books. It's a welcoming, comfortable space to use for all ages.
- Beautiful new building; variety of books, community programs, staff!!!
- staff and kids programs. community involvement
- Fabulous! The diversity and richness of culture. Selection of media & quality service.
- View, quiet, staff SOOO kind & helpful & patient.
- the comfort and quiet
- That it exists.
- A beautiful place to visit, with bright, wide aisles, a great view and a wealth of wonderful books & magazines.
- Access to information. 2. Books. 3. Environment (including scenery)

- The staff = personable, curious (to solve problems/guide in research), smart. Our Librarians = Rich Resource. They are the best!
- Loves: Kid's section, inventive adult programs (Adore Seed Xchange and Flower Show), awesome kids programs, super librarians who are always excited to see my kids and me, great cookbook section
- the staff - Lisa Pearson!
- That we have a well functioning monument to literacy and lifelong learning.
- The helpful staff, the light & open spaces
- staff - creative energy & dedication exhibited by staff, children's space, view, books
- My family loves it here. we try to participate in many events. love the reading programs in the summer
- New books, programs
- My husband loves the e-books, I love the large print & video & magazine loans.
- I value everything, particularly a staff who listens :)
- Books to hold onto
- You guys do a great job!
- The atmosphere
- The Location and Building
- the investment in the community at large.
- Access and the space
- I love the peaceful environment where I can read a book alone or with my children.
- The beautiful setting with wonderful staff and books! Inviting environment that is totally brag-worthy!
- Programs for kids, like babytime, storytime, teen events; great diverse collection, and a gorgeous space to hang out.
- The meeting spaces and tables within the library.
- Brings community together, books get us there but then it's about so much more :)
- That we have one and it is open to everyone. Libraries used to be the jewel of a community. A town's library told the world that its citizens valued literacy and life long learning, and that they wanted to reflect those values. I wish more of our elected officials understood that today.
- The amazing variety of books, the physical beauty of the space, at any time many different members of the community are using library in different ways: clubs, reading, on computers its amazing
- New release fiction.
- Children's programs that they put on they are always a lot of fun and put together very well
- Everything
- Quiet, beautiful setting to study
- Books available for research
- The wonderful staff, the children's programs, the community programs (ballet, puppet theater, etc.), the art and architecture of the building.
- Peace and quiet.
- Sunday afternoon hours are so nice - Thanks!
- That it continues to be a positive place in the community.
- I appreciate the kindness of the staff answering questions. I love the comfortable chairs to read. I dozed off one time and nobody woke me up to make me leave. I am glad the library is beautiful and clean.

- easy access
- Audio books & movies
- It's here.
- The book selection and children's story times
- Love the space, helpful staff, interesting programs, good selection of books. The space is great. I used to use the library 3x every week, now less in new location.
- It's here and easily accessible - and the view is great.
- Selection of biographies and magazines
- Books, physical facility & setting so beautiful. Free services so nice for families & those with limited income.
- The wonderful staff and programs.
- computers, word processor, interlibrary loan
- So many things - Children's Library & programs - wonderful! The staff all delightful! Thanks! The variety of services, internet, interlibrary loan, the view, the books, the artwork - awesome!
- A peaceful place of learning with extensive diverse resources. A vital part of our community with creative, energetic leadership.
- The library is one of the most comfortable buildings in Ketchikan. I love it, and go there often to read, research, relax and enjoy its quietness.
- I use the Library to get rec reading books.
- The hours that it is open - The beauty of the art. - The fireplace. - As a senior citizen widow it is a retreat from my condo - where I can see beauty of mountains, read a book, story, visit, learn
- Outreach Librarian & programs for families.
- Source of books - Beauty of bldg and site.
- Having one
- the open spaces & the views
- Book selection
- Can purchase books for 50 c. or \$1.00
- The fact that we have one - & it has great hours! Thank you!
- Hands-on access to books & magazines, and staff putting away a stack of my prospective books when I have selected the ones that I want.
- The book and newspaper selection - would it be possible to have more national newspapers available? N.Y. Times, Washington Post, USA Today?
- It's Zen ('would use more' - next to Location on the other side of the page)
- Quiet and a place to catch up on the latest knowledge by magazines and books.
- I love the great source of new books - fiction & non-fiction. But also I think it is wonderful how the library has become a meeting place for all kinds of people and ideas.
- Access to information (books, internet, public meetings) regardless of income. Basic community infrastructure to attract people and businesses to the community.
- Easy access - friendly staff
- Book talks - great! Yoga
- Beautiful well kept building. Staff do good job of keeping it quiet.

- The wonderful staff, the aesthetics, accessibility in locale and hours - the positive approach to everything
- Books, Books!
- Variety of books & programs. Meeting space, large print books = good selection
- Easy access, friendly service, excellent comfortable space.
- The library offers many opportunities for people of all ages. It is and should remain "the hub" of our city.
Thank you!
- The view and comfort for reading
- The availability and times, friendly staff and so much more!
- All that I've marked above
- Movie
- staff and services
- Native American (Alaskan) books.
- all the above. one of the best libraries I have been in.
- Ability to get books through library loan
- Central location and full range of services.
- its openness to the community
- variety of books, and willingness to order special books
- The resources available
- The *books*, of course, and the beauty of the facility. The Children's section & librarian are super.
- Very friendly services!
- Available
- atmosphere is calm & relaxing. Love the way it is laid out. Very nice staff!
- Books
- That our community values it so much that we were able to build that amazing new building! Books, DVDs, talking books, magazines - great collection & great hours - love that Sunday afternoon!
- The knowledgeable staff.
- Services offered are important to the community, our library is fantastic!!
- Good view
- Wifi & computer-internet access
- The diverse collection of books and the programs for my grandchildren
- Books and top notch staff
- That it is for the entire community to use--and rooms are all open depending on use and availability. I have been able to work quietly as well as tutor in the study rooms. Thankful for that. Like to read while I look at the mountains too. Well not at the same time. :)
- Always helpful! I believe they can solve almost any problem. Calm, restful, inviting environment for all ages.
- just having it, and the customer service
- Customer service and range of products
- ... ability to order books from libraries around the state ... Wonderful author programs ... availability for community to use meeting spaces.
- Excellent architecture. Art installations. Periodicals. Comfortable sitting areas. Wi-fi. Conference rooms.

- Being able to come and have a great selection of books of all kinds.
- The staff / the beautiful facility / range of materials / opportunities for students to experience employment
- ListenAlaska and audio-books/playaways. Children's programs (storyhour - grandkids). Holiday and crafting/instructional books/magazines (especially Backyard Poultry, all Christmas magazines, gardening & stonework, etc. Books, cookbooks on occasion ...) *I always bring out-of-town guests to our library - they love the artwork (& your pamphlet) esp. "The Tree." :-)
- Availability - good reading material
- the art work is exceptional
- access to books, movies & info for free. Libraries are great social equalizers, allowing people with less money to access information & educate themselves.
- recently using the spot beacon program most - good for public safety.
- Books - newspapers
- Employee help (great!) & outreach librarian
- Audio books, large print books
- The convenience when I need to check out a book or look up something
- I couldn't vote yay or nay on the library election, *but* I can pay taxes for it!
- Shelving isn't too high. A great place for families. I love the section for children.
- Children's programs
- Everything - things I most frequently & vastly appreciate = 1. Online digital library. 2. Interlibrary loan. 3. Computer access. 4. Actual items for checkout.
- Open comfortable space - Great view. Friendly staff. Great selection of magazines, newspapers & books.
- Friendly service
- Most often I can find books that I believe are of value to read.
- A steady supply of good books!
- It's here & accessible - lots of books, CD's, views
- Books / Ambience / Help of Librarians / *Art* / Mtg Rooms
- Need help downloading audio books to my phone. No one seems to want to help me do that. I am older & not technological.
- For the size of our town, I think the book collection is excellent. Also, it is a wonderful place to just sit & read and the staff are always kind & very helpful.
- Helpful staff & downloading books
- Viewing, books, DVD
- Book Sales.
- Welcoming, helpful staff --
- The beauty - atmosphere - art - programs for the community - friendly, helpful staff
- Availability
- checking out free books!
- Such a great community resource
- Good array of material. Relevant to area.
- good up to date fiction

- The librarians and DVD
- The good cross section of material
- Location - Parking size
- Excellent personnel. *Always* very helpful.
- Being able to check out DVDs and download audio books
- the access & vicinity
- Children's area
- free access to information
- The overall environment or feel of the place. Sort of like sitting in your living room when you visit.
- Bright and well lighted. Quiet and away from downtown traffic. Comfortable seating. Friendly, helpful staff. Clean restrooms and larger stalls. Glad to see adult programs. Enjoy the "Ad Lib" column in Daily News.
- Ease of use (meaning good parking, not crowded inside, easy to find what I'm looking for, wonderful staff at check out desk, etc)
- A quiet place I like to do homework
- Books & bathrooms
- Books
- Variety books, choices genre's, good new books selections. Book drop-off box.
- Books
- Customer service