

## EUGENE PUBLIC LIBRARY SURVEY

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OPEN-ENDED NARRATIVES



OREGON SURVEY RESEARCH LABORATORY  
5245 UNIVERSITY OF OREGON  
EUGENE, OR 97403-5245  
TELEPHONE: 541-346-0824  
FACSIMILE: 541-346-5026  
EMAIL: OSRL@OREGON.UOREGON.EDU  
WWW: <http://darkwing.uoregon.edu/~osrl>

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*Interviewers recorded verbatim. They have been corrected for spelling but not for grammar.*

### **Q:WHYNOT**

**What are the main reasons you do not use the Eugene Public Library?**

**PROBE: Why haven't you used the library more recently?**

**PROBE: Is there anything else?**

OPEN-ENDED, TYPE EXACT RESPONSE BELOW

Actually I didn't live in city limits until last winter and I worked near Springfield library.

Actually I've had more experience with the university library from being a student at one time or another.

All the resources that I've needed have been at the UO library and it's just more convenient as a University of Oregon student.

At first because I didn't drive and I couldn't go anywhere but now I can and I do have time to do it.

At the very moment, I'll probably be visiting the library w/in the next 6 mos. I am looking forward to the new library opening and having a better range and getting more help. .... Inadequate services even though I know how to find my way around.

Backed up on reading I have so many books.

Because I can't get there. I have to go in a wheelchair.

Because I don't know where it's at.

Because I don't need to. (p) Well I don't do much reading, and my parents don't read American books, we're Korean. I'm busy with some other stuff so I don't use the library anymore.

Because I have my own library.

Because I work at the University of Oregon library.

Because I'm a foreigner and I don't speak good English and I'm not in school, so I don't really need it. In the future I probably will, when I enroll in school.

Because I'm blind.

Because I'm totally against the library for the use of the few people who use it should be paid for when they walk through the door. It should be pay for use.

Because it's far away.

Because of our books here we don't need to go.

Because the knight library is a block from my house.

Because we just got moved here.

Because, I really hate accosted by people hanging out by the entrance wanting me to sign petitions and wanting give money and support pot measures.

'Cause I got the Internet at home and I get pretty much everything there.

'Cause I've been working and I just don't have a chance to get down there.

'Cause the night library is right by my house.

'Cause the one on campus is more convenient.

Closer to University of Oregon library.  
Commodity-its too full.  
Couldn't find enough info on project we were working on.  
Don't have a need for it.  
Don't need to; can use University of Oregon library.  
Don't read a lot.  
Don't read.  
Don't really need to.  
Far from my home. The last time I went it was very smelly. Fairly small for me.  
For one thing, my age. I'm in a wheelchair. (p) No.  
From what I have heard, the material is not up to date.  
Gosh probably the web I buy most of my books.  
Ha ah I have no idea to answer that, I guess I have reason to.  
Have access to one on campus.  
Have need reason.  
Haven't found any need to.  
Haven't had a need yet.  
Haven't had the need.  
Haven't really needed to yet.  
I always work late and I don't even know where to begin when I go there.  
I buy a few books and several magazines I read so that takes most of my time.  
I came here for school and haven't been here long enough to get around to it.  
I didn't like the people I ran into outside. P panhandling.  
I don't have a library card. It's never been an issue. I've never needed to use it.  
I don't have time because I work almost 50 hours a weeks.  
I don't know. (2 answers)  
I don't know if I have any reasons, I just don't use it.  
I don't know what is down there. I went down there once because I wanted to learn something about computers. I read a lot but I just read paperbacks.  
I don't know where it is and lane is more accessible to me.  
I don't know, well I was not that familiar with the computers, couldn't find information on it.  
I don't know. Didn't have enough selection.  
I don't know. I don't go out I don't go anywhere. What's the use of going to the library?  
I don't know. Just because I don't need to really.  
I don't like going downtown when they can use the school library or the Internet.  
I don't really know - I just don't know I've always used the University of Oregon. It's my favorite. It's not that I don't like the Eugene Public Library. Maybe I just like the University of Oregon library.  
I don't see well. (p) No.  
I don't um...my son his library at kindergarten.  
I don't. It is inconvenient, probe, I don't go down there.  
I generally, I don't need to I guess.  
I get my information from school.  
I go to University of Oregon, so if need anything, I go there.  
I guess, for me, I was a stay at home mom and now I'm working and I don't get around much. I get up at 4:00 am and after work I don't have time. But if I were sent information about something special at the library, I might go to the library. I just don't know what the library has to offer. Actually, I pass the library every day on my way to and from work.  
I guess, I uh, just mainly because I don't need to, I don't read a whole bunch so.  
I have 2 small children and we don't have car so it is hard for me to go.  
I have 400 books in my storage shed I am trying to get through.

I have a child that's 2 1/2 years old. Hard to break free.  
I have a fine.  
I have just learned about it and I haven't gone yet.  
I have many books and am a serious reader I take a number of publications so I have not felt the need.  
I have no particular reason.  
I have no reason to if I want a book I have plenty here at home and I'm not much of a reader.  
I have no reason to.  
I have only lived in the Eugene city limits for a couple of years.  
I just arrived a month ago.  
I just don't get down that way, mainly.  
I just don't have a need for it.  
I just don't have any need to. I have so many other things to read.  
I just don't read that many books and I don't like to drive that far from home.  
I just haven't had any need.  
I just haven't needed to do any research. I purchased the books I needed. Otherwise I would have been there.  
I just moved here and I'm too busy working.  
I just moved here shortly.  
I just moved to Eugene from Springfield a week ago and I have been thinking about going to get a Eugene library card but I've been too busy working.  
I just really don't have a need for it.  
I like to buy my books.  
I live closer to the knight library.  
I never think about it.  
I think because the set up was kind of cramped and the parking. I used to use it a lot when I was younger but not anymore.  
I think I will go soon because I am going to school but I haven't gone yet.  
I use the Internet.  
I use the Internet. Its inconvenient, resources are easier to find online.  
I use the Internet or something like that.  
I work constantly. I'd love to go, but I work all the time.  
I work in the field I leave early and get home late the field make s.  
I worked at the university until recent retirement and it was just more easy for me to use the U of O library.  
I would rather buy a book if I wanted to read it, and not have to worry about returning it. (p) No that was it.  
I'm a law student. Everything I need is in the law library.  
I'm a student I can find more relevant books more easily at the University of Oregon.  
I'm just a single over the hill male who has no use I get info off TV and newspapers.  
I'm new to the area and I've been incredibly busy at work.  
I'm not as educated as I'd like to be I have a hard time concentrating, reading, and keeping my attention, trying to understand words-I get frustrated going to the dictionary and trying to find words.  
I'm not going to school and get information on-line.  
I'm not in school right now so I really don't have a reason to go to the library and research.  
I'm not sure. I did not the exact location and I did not have a library card.  
It is so lonely; they don't have any money for the books they need. They don't buy books I am interested.  
It's because I can't walk down there. They tried to show me how to use the net part of it. I should have gone back for more instruction.  
It's far compared to school.

I've been a student the whole time I've been here and I've had access to the University of Oregon campus and at Oregon State University.

I've been out of the country generally the University library has more references and you order more through them.

I've been very busy, and will probably use it more once my last child leaves the nest. (p) The kids, when they were young, lost their favorite librarian due to budget cuts.

I've never had the need to use it.

Just a old logger.

Just because I'm a student and the University of Oregon is more convenient and as a student it's more extensive.

Just don't have time any books that I read are ones that I purchase and I keep.

Just don't want to don't do it.

Just moved to this area two months ago.

Just never have.

Knight Library University of Oregon.

Lack of time and the library hours.

Lack of time.

Lack of time.

Lack of time. I have a young child at home so it's hard to go there I know they're child friendly but I don't really think they're toddler friendly.

LCC.

Location.... And I don't know. If I need books I buy them.

Mainly because if we are reading, we buy the books and we get magazine subscriptions.

Mainly because my mom works at Harrisburg and I have plenty of books right now but maybe I will in the future.

Hmmm, because I take out textbooks from U of O.

Most of the books I need are on campus.

Most of the books I read I buy, or go online to read.

Mostly it is because when I was in school I didn't use it then and now I just don't. And then when I did use it was for travel purposes.

Moved out of the area.

My kids are too small not enough time, the lack of reading habit,

My mom used my library card and checked out too many books.

My son, my children. It's hard to take little kids unless you're going for them. He's just getting old enough to where I can take him and make a difference for him.

Never have time.

Never really needed it.

New to the area and haven't had the chance.

No need because I have the University library.

No need.

No particular reason - it's just very easy for me to go to the library since I work there on campus.

No reason its not that close to my house, its not really the location it's just that I'm busy and I haven't made time to go out and get some books.

No reason to.

No time. (2 answers)

Not enough time and they don't have enough variety and newer books.

Not enough books most of the books I want I seek out by myself. I collect books.

Not enough material.

Not enough time, I used to use it when I was going to LCC, but we're going to start going when the new one is finished.

Not enough time. Working too much at work and at home.

Nothing I need there.

Northwest Christian college library, the Knight Library, the Lane Community College and Eugene Bible College. And when I was living here and attending the George Fox College I used their library up in Tigard.

Oh I don't know I buy a lot of books to read and I don't drive anywhere I don't have to.

Oh, good question...um. I don't know.

Poor hours.

Probably because I don't have the need, I don't need the books there. I am retired and I don't really use it.

Sometimes I don't have time, my wife is the one that takes my girls I work and don't have time.

Springfield.

Springfield library.

The book selection is very small.

The first time I went there I tried to get a card and they said I did not have a valid address, and I was too and annoyed to leave the stuff and to go home and get proof of where I lived.

The hours conflicts with our work schedule and we use the Internet.

The inconvenience of where it is now.

The location is not convenient. I don't like downtown. The university library has all we need.

The location was the main reason.

The reason is that my husband went to go pay because of late on books, it was only about 2 dollars, and they didn't accept it because it was from my husband and not from me personally, and I thought that was the most ridiculous thing I've ever heard of, and I wasn't going to go pay it, because they had their chance.

The reference books aren't at the Eugene Public Library that I use.

The time no time.

The University of Oregon library is closer to me. (p) Nope.

The web-computer.

They don't have anything. It's hard to find anything. Most of the books are old and outdated.

Time.

Time pretty much. (p) Nope.

Time. I don't have time.

Too busy.

Too far away.

Uh transportation and anything we need is at U of O.

Uh...don't really need to. (p) No that's its.

Um 'cause, the U of O library is quicker, and is bigger.

Um I don't use it because it is too small, and the other person that lives here was charged for a book that was returned and that really caused a lot of problems.

Um it always just seems really crowded in there<p> the atmosphere in there is what I don't like.

Um because I use the U of O library and haven't got the chance to get over there.

Um because U of O is closer more convenient.

Um because whenever I need to go the library I'm on campus.

Um I don't know um no response never really used libraries that often if we want to read we buy it we have access to everything we want on the web in our situation our oldest is 18 months and as time goes on we will use library.

Um, mainly I buy my books, for one; and, uh, I haven't had a need to go to the library. (p: what about other members of your household?) Uh,.I've only got one, my sister, and I don't know if she's used the library or not.

Um probably because I got tired of it.

Um, as I said reading bothers my eyes, it puts me to sleep. I have so many magazines that um I just don't. I've never been a hardback book reader. I like magazines and short stories. I just haven't really gotten into it.

Um, 'cause I don't have a car. I'm a student at the U of O so I use the campus library, 'cause it's closer.

Um, I assume I can get more information from the University of Oregon.

Um, I personally don't like going downtown, the whole crowded scene, and usually we just buy books.

Um...I'm not sure how to say it, I don't want to be mean, because of the certain types of people who hang around there. We were bothered by some...undesirable people getting in and out of the library going in and out of there. (p) when we were outside city limits it was really expensive to get a card...maybe it's free now that we're in.

Um...usually buy the books I read.

Umm I was using it as a financial reference, but now with the market the way it is, I don't need to.

Umm, having access to the school library I go there-it's free and very close.

Umm, I guess just convenience. I don't go there because it's not very big, but I guess they're changing that.

Use the LCC library.

Veneta.

We don't need it.

We have a lot to read at home.

We have been buying our own books, and the library is pretty far from us.

We have been here since July.

We haven't been there yet. We just moved into the area.

We haven't had an interest in something to investigate or research.

We just don't have any need for it.

We just haven't lived in the area long enough.

We use the University Library.

We work from 7am to 7pm.

We working too hard.

Well actually I haven't been here long enough I just moved here 3 months ago.

Well I was mostly doing research for educational purposes. They had more books that were appropriate for that at the University of Oregon.

Well it is because I am taking computer classes out at LCC.

Well it is this, I am out in the Danebo area, it is very far. It is out of the area for me, they could have added onto the library, instead of building a whole new library, and have the U of O library.

Well just because we buy the books, or borrow them, or have them given to us as gifts. We have boxes and boxes of books, some we haven't read yet. We're readers.

Well part of it is I'm a firefighter and I do a lot of training and I go to Mexico for 5 months of the year and I used to use it when I went to school but now I'm just too busy but I used to use it.

Well we just have not had a need to.

Well when I was working, I was on the road. I do very little reading.

Well, any research I need I do on the internet and I don't need to go there, I really just don't.

Well, I don't know. I'm a student...I need academic work that is only found at the University of Oregon.

Well, I've been traveling a lot and I just don't read a lot of books anymore.

Well, um I just don't use the library myself, my children have, but my children have used. Myself, no.

Well, we have not had a need yet.

Well, we go to University of Oregon, it's closer, and there's more stuff there.

Work at school system, not that type of guy.

**Q:LIBDO3F**

**What is that [other reason]?**

OPEN-ENDED. TYPE EXACT RESPONSE BELOW.

As a family outing.

Books for my children.

Books on tape, children's books, the children's collections are very major factors, we're buying a library shelf just for the children, and the kids do research for classes there. And um, children's videos and educational videos, music opera and all of that.

Computer, Internet.

Education.

Enjoyment. (2 answers)

Entertainment.

Entertainment reasons.

Entertainment. (p) Well, to get videos and music. That's entertaining.

Entertainment or recreation. It is called Teddy Bear Time. It is singing, reading interactively, that the librarians do.

Entertainment, for teaching my child.

Entertainment-videos, records.

Finding a novel to read. I guess that's the hobby.

For exercises for older people, for German history.

For fun, I bring my kids there for puppet shows and stuff.

For my girls homework assignments.

For my sons homework projects.

For other information.

For personal enrichment and cultural awareness.

For pleasure.

For readings and other events.

For the kids.

For travel.

Fun.

I am a musician and I play there about 2 times a year.

I copy off crossword puzzles that I like 2 or 3 times per year. (p) From the magazines.

I go in and get the paperbacks.

I go to the friends board meeting.

I have a little one. I take him, he is 3.

I have used the meeting room.

I just enjoy being around knowledge.

I like to read.

I like to look up travel info.

I look for cookbooks for business.

I use the reference area. The Financial Value Line, where those kinds of things are.

It's nice to go down and browse through the books and see what you've got currently in the library.

I've had showings at the public library. I'm an artist.

Just checks out books to read.

Just enjoyment.

Just entertainment, fiction books, stuff like that.

Just for entertainment, just for reading books.

Just for pleasure.

Just reading pleasure. We have a daughter so we like to go to the children's section.

Just recreation to socialize, run into people you know.

Just research papers, maybe.

Just to get facts and personal use.  
Just to get out of the house-because I live alone and I need people you know. I'm male.  
Just to see what is written about the same subject.  
Kids books.  
Lecture and speeches... [p] Well, magazines.  
Like if I'm ordering books for my school I go to the public library to see what the title author and all that are.  
Low cost of multi media.  
Personal entertainment.  
Pleasure. (2 answers)  
Pleasure (p) go there just to pick up something for pleasure reading.  
Pleasure, leisure, we're bookworms.  
Pure entertainment. (2 answers)  
Recreational reading.  
Reference for Oregonology.  
Reference materials, my husband often interested in authors' lives, that kind of thing.  
Research and sometimes to help my children with papers for school.  
Research for some project.  
Sometimes the Internet.  
Sometimes, to have a place to kill time, get out of the rain, to pee, to get a drink of water.  
Sometimes to look for fiction.  
Sometimes to use the Internet.  
Sometimes we get videos.  
The Internet service or using the computers.  
The magazine sale, and a couple of times per year they have a presentation that I attend.  
The kid stuff is good. The activities for kids are very nice.  
The movies for the kids.  
To check out children's books for my girls.  
To find novels to read.  
To get tax forms from the tax reference books.  
To learn English.  
To learn English at home.  
To relax.  
To rent books on tape for travel.  
To withdraw information from biographies, from anthologies, from fiction, the whole bit. If I have a problem in the legal area, I research legal issues there.  
Training for learning something new.  
Uh, Internet access.  
Um, the children's programs.  
Use maps.  
Use the Internet there.  
Videos, fiction; I meet people there. I read all the magazines. The CD's. I do various research there. I use all the materials downstairs for various research projects and I use the interlibrary system to check out books from other libraries.  
We use the library to look up things about books, subject and answer questions like an encyclopedia.  
We've called the reference line a few times and have always gotten a good response.  
We use the photocopier.  
Well, when my nieces come to visit, we go and get children's books.  
Well, I'm a native Eugenic, so when I'm having a rough time, I feel good about going to the library.  
Yeah, probably, kids books.



Years ago before we had a computer we went to the library and tried out the Internet. That was my first time getting on the Internet.

Yes, Internet, computers.

**Q:LIBDO10A**

**What are those [reasons]?**

OPEN-ENDED, TYPE EXACT RESPONSE BELOW

Children's books.

For child story times.

For children's events.

For my children.

I always take a look at their public notice bulletin boards.

I do volunteer work there, I attend meetings there, I have met informally there to do work.

I get books on tape and videos.

I happen to work for the city of Eugene so I do maintenance.

I have gotten tax forms at the library.

I perform for kids in " toddler tunes".

I use their bulletin board to put fliers up for my business.

I went to the bathroom there once.

Just personal reading.

Magazine or book sale.

Main reason is for my mom who needs large print.

Mostly I used the reference for consumer reports.

Occasionally I go to meetings there.

Picking up inter-library loans.

Sometimes I go up and look at the art upstairs.

Sometimes I meet friends.

Sometimes if I missed an article in paper I'll go in to check that, or a magazine article of interest.

Sometimes I'll take my friends kids, or take my own kids to get resource materials.

Sometimes to drop off periodicals, magazines.

Sometimes to look at the community info in the front.

Sometimes to post notices on bulletin bd.

The toddler toons. (p) No.

There was a book signing. I think there was a talk one time, you know... That's it.

They use to have puppet shows for my kids, in the summer they have a summer reading program.

To check out books for my children.

To drop off and pick up my grandchildren.

To find what the kids need at school.

To get books.

To get out of the house, and to see other children. We used to do teddy bear time.

To get reading material and leave.

To look into encyclopedias and dictionaries and other reference books and other books I know about.

To research newspapers on microfilm.

To study, for a quiet place to study.

To take my kids there.

Well my baby is a year old so sometimes I take him there so he can look at books and play at the table there, because there are usually some other kids there, so he gets to socialize.

Well, you know let me say that the children use the computers for lots of reasons like games and the kids use is so much more extensive...they use the computers for all sorts of stuff.

When my children were younger I brought them down there for activities, we'd do puzzles and play games and go to the activities there. I used the library much more then; I really enjoyed the activities and summer reading programs that were available then. Now I guess I go to the lectures and meetings they hold there sometimes.

When they have the magazine sale and book sale. Long ago they used to have meetings you could go to, before it became too small.

Yes, I've gone there to see displays that have been there.

Um. The knowledge for classes.

### **Q:CATDIFF3**

#### **Why is it difficult [for you to find what you need]?**

OPEN-ENDED, TYPE EXACT RESPONSE BELOW

Because I'm not familiar with computer systems and it's often hard to get someone to help you.

Because sometimes I don't know who the author is or the complete title so then I can't find what I want.

Because I'm not familiarized with the library's computer system.

Because it is easier to go get the book I want.

Because it's a new system, and I have yet to familiarize myself with it. It's been 9 months since I used it.

I believe they don't have everything categorized and they need to cross-reference it more.

I can't figure out the system. I have taken their lessons, and then they change the system on me. I can't even get into the system the last six months I've tried. When they first started out, they had an easy system. It was self-explanatory... I had no problem until they got this more complicated windows system, and I just hate it.

I grew up before computers the card catalog I know how to use there are always glitches that are in the computer I don't only have to know my subject but computers too.

I guess I'm not pushing the right keys,

I guess I am just old and used to other system.

I like card catalog, it was easier!

I think that I need more lessons using the computer. I usually have to ask for help.

Its because we're not computer literate. (p) Up to a point I can find things, you had a system before this one that seemed easier then this new one, I don't know why. (p) No.

It's not a logical search.

It's not a very good search engine compared to Google and Yahoo.

The software I suppose, probe, that's really hard to say. It isn't friendly for me. It is unfamiliar I'm not a computer user.

It's not difficult, it's just sometimes I can't seem to find specific things, yeah it takes a little searching to find exactly what I'm looking for sometimes.

The catalog doesn't reflect the entire collection it is not user friendly to the entire collection.

Um, it doesn't seem to show me what the full range of material on the shelf is. It is easier just to go to the shelf, instead of using the computer catalog.

Um, because sometimes I appreciated the system before where I could be off by a word and still find what I need. With this new one, I have to be exact in what I'm looking for or I can't find it.

Um, just there's a lack of resources, they need to expand I think, make and get more resources, that's basically the only thing I have a problem with, they're internet connections slow, I wish it was faster, if that changes I'd be stoked.

Um...it doesn't seem to be a very good search engine it's not very intuitive, (P) no that's it.

Um...shoot. I'm trying to decide if it's because I hate computers or if it's because it's an unfamiliar program.

Well its just you have to be specific.

**Q:FIND2A**

**Why are you unable to find what you need?**

OPEN-ENDED, TYPE EXACT RESPONSE BELOW

Again, it's the resources; they need more books you know?

At the Bethel branch, they don't have the books I need.

I don't know.

Most of the time because they don't stock it.

The times that I've looked for Spanish materials I haven't found very many items in Spanish.

**Q:STAFF5B**

**Are there any other reasons [that you are unable to find a librarian or library staff member who can help you]?**

IF YES: What are those?

OPEN-ENDED, TYPE EXACT RESPONSE BELOW

Because there aren't any that speak Spanish.

Huh no.

It is just there is one person in particular on the reference desk that has a bad attitude. I just find him it is just a bad attitude. He is just condescending he is just too full of himself.

N/A.

No. (6 answers)

No other reasons.

No. They are just swamped.

Some times due to a time constraint.

Sometimes I don't know where they're located, for a particular need.

Sometimes one needs it and it takes too long for someone to help you [p] I can't find the books sometimes I don't where they are.

The question is ambiguous you can always find on e the question is are they useful.

There's always a long line; they are just too busy.

Yes due to the language barrier.

Because they don't speak Spanish.

Due to the language barrier.

I just want to look at the books.

I try not to let them bother me. I try not to consult them. I never ask them a question.

No, they're just too busy.

**Q:LANG3A**

**Why not?**

OPEN-ENDED, TYPE EXACT RESPONSE BELOW

-->SKIPTO LANG5

Because we don't currently study languages.

Because he just never needed to study.

Because I can't speak it that well.

Because I don't do that very often I don't like languages.

Because I don't have an interest in reading Spanish.

Because I get what I need from the U of O Library.

Because I have my own books and dictionaries.

Because the collection is inadequate I use the U of O library for my French needs.

Because the course material was inclusive.

Because they have all the resources they need at their regular school.

Because we don't speak it a lot my wife doesn't speak it very much she took some classes in 87 but our primary language is English and we don't really use our Spanish very much.

Because we use the U of O.

Because were mainly focusing on learning English.

'cause I don't use the library.

'cause my library card expired.

Didn't fit the need at the time (p) had other resources on hand.

Didn't need to.

Didn't need to.

Don't have Ukrainian language material. You have Russian, but no Ukrainian. There's a difference, and I don't know why you don't carry Ukrainian.

Don't need to.

Easier to read in English.

Have not had the need to.

Haven't needed to.

He has enough resources at school.

He only studied for three months then moved to Italy.

He's a workaholic and he's never been to the library.

I can't carry on a conversation in it there is no need to.

I was not aware of the resources.

I asked where the materials were, and then she changed her mind. My daughter wanted to see what kind of Spanish books there were but she will use it as she learns more Spanish and needs to access it more. I know that in the Bethel library they took the Latino families in and showed them how to find things in Spanish and that was really positive.

I didn't know they had those resources.

I didn't need to.

I didn't know they had them.

I don't know.

I don't know.

I don't know they look everything up in English.

I don't know if he's ever tried.

I don't know no reason to.

I don't know she probably didn't need to. (daughter).

I don't know, I hadn't thought about it. Hmm.

I don't know. They have adequate resources in other places.

I don't need to I guess.

I don't think he's ever had the need.

I don't think there was ever a need for it because they have materials at school.

I guess it's bad enough in English why would I bother with another language.

I guess we didn't need it.

I have other resources available for foreign language books.

I haven't needed them.

I just haven't been into speaking it lately.

I just haven't had the need.

I think she just uses her school textbooks.

I'm not interested.

I'm trying to focus on English right now.

It never really came up as a reason to.

It was a long time ago when I lived in Germany.

It's no longer a personal interest.

It's not there, (Bengali language).

Just didn't have a reason to.  
Just haven't thought about it we have other resources.  
Just never needed to.  
Just took classes, not very good at it.  
Just, the, no specific reason.  
Lack of interest.  
My daughter hasn't got into it that far.  
My wife speaks fluent German and I haven't taken Spanish classes in a while.  
No because it was not our first language and we had no need to.  
No need to.  
No need.  
No need to.  
No need to, that was fifty years ago when I took German.  
No need to.  
No need.  
Not much need to I guess. I think there were classes at the university. They are resources available at the university.  
Not the need.  
She gets them at South High School. (P: Does she get it from the library there?) I assume she gets it from her teachers, I don't know if she gets it from the library there.  
She just doesn't know that much yet (1st year student) maybe someday.  
She's at Oregon State.  
She's got it here at home.  
She's in high school and just started French.  
That was thirty years ago.  
That's a good idea, I don't know, I just never thought of it.  
The info has been avail in English.  
They could find the information they needed elsewhere.  
They don't have much.  
They were available at school.  
U of O, the Knight library.  
Uh... Never considered it.  
Um she is just not much of a library type.  
Um uh, he's just not around enough to do so.  
Um I guess we just don't really have the need. (p) Um well we have a computer, and we get some Spanish channels on TV, plus she has the school library, too. (p: What resources does she use on the computer?) Um Internet. (p: Does her school library have Spanish resources?) Yeah. (p: What school is that?) Uh Churchill.  
Um probably because we did not know there were resources in the library for languages.  
Um, 'cause usually whatever I'm looking for is not in Spanish because the time of printing.  
Um, I...I could ask, want to hold on a second? (pause while Respondent asks household member, why not?) She said she's never needed to. (p) Well my kids are all in Spanish Immersion School, and I think they get most of their materials in school. I think they try to avoid it while they're out of school.  
Um, I...I don't have a command of the language. English is my first language. I don't have the command of Spanish.  
Um, we didn't really know if they were available.  
Um.. Because it's just a beginning class. It just hasn't come up.  
Um....it was just for one class and I never pursued it after I took it.  
Umm- he's only in first grade and doesn't have a need for that now.  
UO library is used.

We are studying English. We want to learn English especially my kids.  
We are studying Japanese now so we don't need many resources in Spanish.  
We haven't needed to. (p) Because we have other resources. (p) Um our own library. (p: You mean at home?) Yes.  
We speak Arabian and we don't know if the library has any books in that language/.  
Well because my son is now taking French.  
Well she doesn't pick up books on Tagalog.  
We're not that advanced.

## **Q:SATISF1A**

### **Why are you not satisfied?**

#### **OPEN-ENDED, TYPE EXACT RESPONSE BELOW**

Because I so often can't find what I'm looking for. (p) Well either they don't have such a book, or it's checked out. Especially newer books. (p: Which happens more often?) That they don't have it, a lot of times we've gone researching something, and the books are twenty-thirty years old, if they have them. (p: What did you mean, "especially newer books"?) They don't have them, that's what I mean. They don't have newer books on the subject.

Because I would like to see more breadth and depth in all categories.

Because they don't have what I need I think they more information in Spanish and more recent materials.

I just think...for the resources I look for I haven't found any up to date materials...it's all out dated.....the art and design resources, yeah...id' like to see more current resources and materials there.

I'm hoping the new one will have more choices, that's why I usually went to UO library.

I think that the number of books and resources and the age of them needs to be addressed especially the books are really old and need to be replaced.

I would like more. More stuff. A wider selection.

It is uh pretty skimpy selection for some things like research material is not up to date , and the inventory is not very good.

It's not difficult, it's just sometimes I can't seem to find specific things, yeah it takes a little searching to find exactly what I'm looking for sometimes.

It's not up to date.

It's too small and unpleasant and I assume it's lacking in materials.

Lack of quantity in videos at least. For example for kids and for the adults too-lack of variety and quantity.

Oh I would like to see a bigger selection in certain areas.

The catalog doesn't reflect the entire collection it is not user friendly to the entire collection.

The collection is older, out dated material, I just don't think its a very extensive collection. The video and music collection is okay though.

There's not enough copies. They're always out. They don't have the newest material. And I think a lot of it is because the don't have the room.

They need to have more Spanish material.

This is an appalling library of a town this size - has nothing to do with the staff or taxpayers.

Um, it doesn't seem to show me what the full range of material on the shelf is. It is easier just to go to the shelf , instead of using the computer catalog.

Um, because sometimes I appreciated the system before where I could be off by a word and still find what I need. With this new one, I have to be exact in what I'm looking for or I can't find it.

Um, just there's a lack of resources, they need to expand I think, make and get more resources, that's basically the only thing I have a problem with, they're internet connections slow, I wish it was faster, if that changes I'd be stoked.

Um...it doesn't seem to be a very good search engine it's not very intuitive, (P) no that's it.

Um...shoot. I'm trying to decide if it's because I hate computers or if it's because it's an unfamiliar program.

Um its just way too small for the amount of people in Eugene and it is too strict for the city limit requirement to get a card and it is too small not a lot of books and no space to relax.

Um, a lot of the holdings are out of date. (p are there any other reasons) I guess just the lack of quantity of materials.

Umm, I don't know I guess the children's books are not kept up to date , and lot could be filtered through and gotten rid of.

Very few books in Spanish. More classic stories in Spanish for the children, classic movies in Spanish. Collections of Spanish stories.

We moved here from Ohio we had a wonderful library it had everything we were really spoiled, we had to go downtown it was the pits compared to what we had. We've just got completely out of the habit. The library in Ohio was a county library with no fees.

Well, basically I think I'm not satisfied with the resources based on the fact that the library's not big enough to hold the books I need, like the computer will come up with nothing for certain keywords, like masonry math and physics, I guess that's why I go to the knight library, there novels are all right, but even there they don't have some of my favorite books.

Well its just you have to be specific.

**Q: BEST**

**For you, what is the one best thing about the Eugene Public Library?**

OPEN-ENDED, TYPE EXACT RESPONSE BELOW

(Laughter) It has my tax forms, the ones I need.

Well, it is actually very proximal, the location is very close to where I like. If I had to drive out Barger or to Sheldon I would never use it...and I imagine those people never come out here.

Access. (3 answers)

Access to books. (2 answers)

Access of info for the community.

Access to free informational resources and their children's programs.

Accessibility. (3 answers)

Accessibility (p) I mean that it's in a very accessible and easy location for me and I feel that it does have a presence in the community.

Accessibility and the parking.

Accessibility of books (p) that they are there and you can go get them.

Accessibility and the volume of books.

Accessing the resources.

Ah, I'm grateful that they are there.

Ah, it seems like they are in this business not for personal gain. They are clear in their communications and they do not have hidden agendas. They reach a wide variety of people of different races and age groups.

Ah, for me the best thing was that they opened the Bethel one, because it's two blocks from my house, so I don't have to go downtown.

All the information they have available.

All the services they provide.

All the services they provide, and the fact that they have books on various subjects.

Anytime there's a library it's for education and recreation, a place to relax. It's a source of knowledge for our young people.

At this point the children's program.

Availability of the books for myself and my children.

Because it's easy to get to.

Being able to check out books for free.

Being able to find what you want to find, and being able to go in there when you want.  
 Being able to access the information that I wouldn't otherwise be able to get.  
 Best thing? I don't know.  
 Best thing? Um...um, location. I don't know. I haven't had to use it that often so I don't know what the best thing is. We have a computer, when we need something we go to the computer.  
 Book selection, large stacks, large selection of books.  
 Books. (3 answers)  
 Books about mathematics.  
 Books in general-its my drug of choice.  
 Books! (p) No, not really just books.  
 Brings knowledge to general public.  
 Can't say.....  
 Central location.  
 Children's programs.  
 Close to home. (2 answers)  
 Computer and Internet access.  
 Convenience. (2 answers)  
 Convenience. (p) Nope.  
 Culture in general.  
 Does it have literacy programs for children? That's an important thing. I don't know. I've never been there.  
 Doesn't apply.  
 Don't know. (5 answers)  
 Easily accessible.  
 Easy accessibility to books.  
 Everything.  
 For me, above all, my girls' homework-they always find what they need for their projects.  
 For me it's availability of resources for relaxation or research and the convenience of the location and the volunteers are very helpful. My 3 year old grandson was in the car with me he had a blues clues toy in the car but was throwing it out of the car I told him he had to treat it better or he'd have to give it to someone else who would.  
 For me, it's just being there, the accessibility.  
 For me the branch is handy.  
 For me, it's probably the readings and authors they bring in.  
 For research, for my son.  
 For the new one, it'll be really easy to find. It'll be located in the center of town. Even if you are from out of town.  
 For the variety of resources.  
 Free. (p) It's free. I don't have to buy books.  
 Gaining knowledge.  
 Gee, I don't know, that it's there and that it's open.  
 Gee, I guess the language section where they have; I don't know the language videos, educational videos, instruction videos; they have a real good Spanish section; swell, they have really good Spanish literature and music.  
 Jeez, I don't know, I can't think of anything off the top of my head.  
 Getting information about travel and where to go.  
 Gives people an opportunity for a wide subject range.  
 Good place to get books.  
 Gosh I don't know. I can't think of any one thing. It's just a great place to go and grab books.



Gosh, (laughter) it's, uh, gosh, that's really hard. The way it's run, they have a good collection and they keep it accessible and a very good staff, the whole thing looks good to me, great leadership--I love the staff.

Got a good science fiction selection.

Hard working staff.

Having access to books for free.

Having access to materials you want and it used to be more friendly about the fines, but now they're stricter. It used to be a dollar per book but now it's more. Before you could pay it when you can pay it.

Having it close to my home and it's easy to find things. They help me find books.

Having the Internet. Access to the system.

Hmm, probably the collections.

Hmm, uh, I think that you can find anything your looking for and it's easy to look for it. It's pretty full of information.

Hmmm, what is the one thing I like best about the library? Um , I guess the diversity of things it has to offer.

Hmmm, boy, uh, I would say, the best thing? Well, books for the kids.

Humph! I would just say, the basic fact that it has books to share.

Huh? I, yeah, it serves the needs of people who don't have access to Internet and books, and it's really helpful for those people.

I actually like the people in the puppet shows, I like the friendly people who are there to help the kids.

I can go get a book.

I can't think of one.

I can't comment on that because I don't know.

I can't really say. I'm sorry. Well I do know one thing, uh, the best thing is I'm a therapist and I work with low income clients and if there's a book I want them to read and I don't have it I can usually get it there.

I can't really say.

I did look up something a while back. I was interested in doing research. They did have the magazine I was looking for. A science journal.

I do like that it's expanding, and that it has a wide variety of books and things. I used to get a lot of my reading material there.

I don't have an answer for that one.

I don't have and answer for that.

I don't have anything.

I don't have one.

I don't know. (11 answers)

I don't know. I don't know why you're asking all this. I can't answer.

I don't know. Just the fact that it exists. So many features that if I wanted them, I'd have access to them.

I don't know. I did not like the library.

I don't know--I have no idea...I guess the stock of um, books...and um magazines I guess. Resources.

I don't really have an opinion on that. (p) because I've had no experience with it at all.

I don't use it.

I don't use it so I don't know.

I guess it would be the resources that are available.

I guess its existence.

I guess it's the large selection of knowledge. You can get from going there... If the kids have a question, I can go there and get an answer.

I guess I would say its accessibility on a wide variety of materials. It would be the first place I would go to find answers to questions.

I guess just being able to go get books instead of having to buy them. And information.

I guess one of the best things is the enthusiasm of the employees, especially in the children's section.  
 When we ask for a specific book they're very willing to help.

I guess that it's close by.

I guess that things are easily accessible.

I guess the children's section.

I guess the library bookmobile that comes across the street from me and I have not got around to using.

I guess the main thing that I've used it for is recreational reading. But I have a granddaughter and I'm looking forward to taking her to the library.

I have friends that use it it's a good source of free books I think it's a good service for a lot of people.

I have no idea. (2 answers)

I just like books I just like to read for me books are just positive and the library is open to everyone its public and it's not like you have to be a certain kind of person to feel comfortable there.

I kind of like knowing its there in case I need it, knowing that resource is available to me.

I know nothing about it!

I like books on architecture, and for a library this size, I think they have a real good section on architecture.

I like everything-because in comparison to libraries in South America this library is very good. In this country people don't appreciate books as much as in Chile. In Chile I had to go to a lot of different libraries to find a certain book. Here the libraries are much better and offer a lot more. All I have to say is that the libraries in the United States are excellent.

I like that it's nearby. It's downtown.

I like that they had taxpayer thing like in a pretty spot to figure out where they were.[p]where you pick up the booklet for March for the tax refund.

I like the children's section and when they have the tax consultants and tax help.

I like the children's section. I like taking my grandchildren to the children's section.

I like the downtown location.

I like the Internet.

I like the location and d the staff is helpful and I do agree that it needs to be bigger.

I like the people who work there.

I like their catalog system. I think it's very easy to use.

I like their selection of videos.

I love its auto books and it's free paperbacks. And it's reference desk.

I never used it I can't say.

I think being able to spend time with my kids at the library.

I think it, hmmm, I don't know - now that I live in town it'll be easier to access it.

I think it is a good resource for children and everybody actually.

I think it keeps a lot of people off the streets they have computers for the students I think is good for young people.

I think probably that it will be more centrally located than the library is at the present time and will have more books and a greater selection than they have now. I don't think they have room for any more books where they are now.

I think the best thing about the library it gives; it is an opportunity equalizer.

I think the best thing is um, they provide a lot of services, alternative media, the Internet, and their computerized database is really excellent.

I think the support staff is wonderful, very knowledgeable and very helpful.

I think wide public access to books.

I would guess the location.

I would like to find good service to the public.

I would like to go read books and learn about it.

I would think it is available for research for students but I don't use it. I'd rather read at home.

I wouldn't know.

If you curiosity about something you find it at the library or if you don't have a computer you can use the ones at the library also the videos. They let you take them home.

I'm glad they are building a new one.

I'm not much help.

I'm not sure.

I'm not sure. That's a hard question.

Information. (p) It's easily accessible.

Information. [p] Just research.

It has a lot of information that is very useful and that people need and it's easy to find.

It has lots of good books.

It helps the students a lot.

It is a community related responsive to the community.

It is a place to go and get out of the house. It is a social and recreation diversion. I read for recreation mostly.

It is accessible and open to public, it is free pretty much.

It is close.

It is free to everyone.

It is in a convenient location for me. It is nice that they have the branches.

It is in walking distance.

It is public and it is pretty busy.

It is the convenience.

It is there to get information when you need it.

It is very accessible.

It provides reading materials.

It seems interesting to me that when my kids have a school project they go to the library. And they can find what they need there.

It serves the community.

It was accessibility at the times when I was using the library.

It's a good resource for the materials I need.

It's a great resource for use for children, for finding good books.

It's a public library.

Its accessibility it is there.

It's an information center for all nationalities.

It's close to my home.

It's convenient to get to.

It's downtown.

It's got some information. It's better than nothing.

It's hard for me to answer...I've never been there. I don't know.

Its location.

It's online systems to see if they have a book in stock.

It's open to anybody. (p) no.

It's right by where I work.

Its seems to have a lot of materials that one needs.

It's the welcoming attitude that the staff has worked very hard on.

Its there and I haven't seen it yet.

Its there if I want to go.

It's there, I guess.

It's there. (p) In case I need to know something that I can't find anywhere else than the library.

It's there. Accessible. It's not in the middle of the traffic patterns in downtown, like the new one.

Just knowing it is there.

Just that it's there.

Just the selection and variety and books and the fact that they have puppets for the kids.  
Large print.  
(Laughs) Nothing.  
Let's see it might be the location.  
Like the way the employees help you out.  
Location. (2 answers)  
Location and convenience.  
Location and ease of finding things.  
Location. (p) It's convenient to where I work and live.  
Location. (p) I'm closer to, uh, south Eugene but closer to town. I like to be able to travel there without having to drive; to take the bus or walk.  
Location. (p) It's perfect. It's dead center.  
Location (p) Good central location.  
Los videos.  
Lots of information and good personnel that attend us well.  
Lot of books!  
Mm, I don't know for me personally but I have a lot of friends who go down there for the computers.  
Mm, gee, having been there so little I really wouldn't know.  
Mm., it has many different kind of books.  
Mm, the CDs. There's a wide selection of CDs.  
My grandkids enjoy it. They use the bookmobile quite a bit.  
My kid can go to it.  
N/A. (16 answers)  
No comment.  
No, nothing.  
No opinion.  
None.  
Not having been there, I wouldn't know but I think it's great that they're building a new one.  
Nothing.  
Nothing because I don't go there.  
Nothing for me. I don't use it.  
Nothing. It's a waste of taxpayer money.  
Oh, I just love libraries so much. I think accessibility is the main thing, and it will be better when the new one is done, because it is right by the Eugene station. I can't wait.  
Oh, let's see for me, heck, I think the children's program is very important. Not only for my own, but for the children in the community.  
Oh, umm, probably that it is free.  
Oh, I think its availability.  
Oh my! Um, probably their location.  
Oh! Well, I guess the friendliness, they're eager to help and always wait on you with a smile and so forth.  
Oh, I guess that you could access, you can get computer access. I think that's pretty cool.  
Oh, I don't know. I just like to read books I guess.  
Ooh, what's the best thing? That's tough because you think of; I guess I'm leaning towards service.  
Parking.  
Pretty much everything, it is not one particular thing. Books, computers, information.  
Probably because of the services.  
Probably close proximity to where we live.  
Probably location.  
Probably the children's section of the library.

Probably the fact that it promotes reading for our younger children and there's access to the library it's good for the school system to know that they can depend on that.

Probably just the access for the kids. It's kind of sad the Internet has come on so strong, there's so much you can get from a book.

Provides an education for kids and a place where they can learn and broaden their minds.

References.

Research materials. (p) Research on general topics.

Since I don't use it I really don't have an answer. I currently donate books to the library, but I do not take them out. (p: would that be the one best thing then, the book donation program?) I don't know if it's the best thing, it's the only thing I've had experience in since more than ten years.

Since I haven't used it, I really don't have an opinion.

I don't have an answer.

Staff. (p) The staff is always extremely knowledgeable and helpful and friendly. They do an exceptional job with extremely limited resources.

The staff is nice and helpful.

Story time for the kids and the children's books and the new library.

Stuff that can really help a lot of people.

Taking my son will be the best.

That I get a free library card.

That I know its there.

That is there for the children.

That it exists...that I could go if I needed to. I would like to use the Internet connection if I could remember that it's there.

That it exists...the best thing is that they are building a new one. And I like the people that work there.

That it has books.

That it is a library and that is the best thing about it you can borrow books.

That it is available to the public.

That it is there I am grateful that it is, just to get informed.

That it lets people have access to information.

That it provides books for people who otherwise wouldn't have any.

That it's available and open.

That it's available to the community and it's free.

That it's available to the community people who don't have access to the Internet. There are things available a the lib. That they couldn't get any other way.

That it's available. (p) that it's there if I need it. (p: do you mean the Sheldon branch?) Yes.

That it's centrally located.

That it's close to where I live and that it exists.

That it's downtown.

That it's free.

That it's free. (p) It's a community equalizer.

That it's there. (2 answers)

That it's there. I use it for a lot of different things.

That it's there and it's an option.

That it's there for information.

That it's there for people that want to use it.

That's hard because it's been so long since I've been there I think the reference area or not the reference area they have computers and since I don't have a computer I like that and as my kid gets older I'll definitely go there a lot.

That students can go there and find exactly what they're looking for.

That the branch is close to home.

That the resources are there to use when I like.

That they have the most books in different languages.  
That they now have a lot more materials than before.  
That we have one.  
That you can check books out.  
That you can use it for a lot of different things as in not just a place to go look for books but also a place to study and have quiet time I haven't been there for awhile but I think they have computers there also.,.  
That it's within walking distance.  
The children's section.  
The different ways you can research material.  
The, I don't know, the inter-library loans.  
The access; there are multiple branches.  
The accessibility and the help that's provided when you're there.  
The accessibility.  
The amount of knowledge and wisdom that you can learn and meeting new people its better than a bar or workout place I think its a good place not to party but to meet people that share the same interests and you might walk away with a friend.  
The availability.  
The availability to find what I need. (p) no.  
The best thing? The paperbacks that I can take out and don't have to worry about returning and the videos.  
The best thing? Um...I think that it's able to do so much with so little. It's still there with such a small amount of resources, such a small space. Everyone seems to have a really good attitude about working with such a small space.  
The book selection.  
The books. (p) A lot. [p] Literature that seems interesting to me.  
The books in Spanish for kids and adults.  
The books on automotive, mechanic, and audio.  
The branch library.  
The branches.  
The cassettes and videos and books that are helping me to learn English.  
The CD collection.  
The children's books.  
The children's collections.  
The children's department.  
The children's materials.  
The children's section. (3 answers)  
The collection of regional interest material.  
The computerized catalog and the website.  
The computerized checkout.  
The computers are there.  
The cultural information about our Hispanic culture.  
The facility is very nice at the Sheldon branch. The staff is excellent. Very helpful. Very nice. They don't have very many books, but you can access them through the system. And it's very close to my house.  
The fact that anybody who lives in Eugene can use.  
The fact that it's an excellent urban library. (p) um (laughter)...their collection is astounding considering their lack of resources.  
The fact that you can get a book you're looking for.  
The free books.  
The information that you can get there.

The interlibrary system where you are able to get books the library does not have in stock from other libraries.

The Internet access.

The kids always get what they need and its fun and they look forward to doing it. The library is like McDonalds to them.

The librarians at the Sheldon branch have been just so helpful we have gotten a lot of things just because of their help.

The location. (p) It's easy for me to get there from both work and home.

The music collection.

The new library. (2 answers)

The one best thing is that it affords reading material for many people who need it.

The one best thing? I don't know.

The opportunity to expand the library for my children.

The opportunity it gives individuals to educate themselves.

The overall services.

The people, the staff.

The periodicals department.

The quantities of current materials. I know if I go there that I would be able to find what I'm looking for or something very close to it.

The reference desk. (p) If I have any questions at school I can call them and ask anything I've called from school several times to find out when Chinese New Year's is or something and they've always been able to find the answer for me.

The reference staff.

The screen printing books, mechanical, carpentry books.

The selection. (2 answers)

The service it offers the community. (p) the library offers services or resources to those who would not otherwise have access to that material.

The services for children.

The services they provide if one needs to know something you go there and you get the information if you need something you go there and get it you don't need to spend the money to go to a bookstore to buy the book you need and you can check out many books at one time.

The services-all of them-downtown.

The Sheldon branch.

The silence.

The smell it takes me back to my childhood. I don't like change.

The Spanish English dictionaries. Books about music and records and CD. Children stories. Books about dentistry in Spanish because that is my field.

The staff. (2 answers)

The technical information.

The variety.

The variety of things they offer the variety of materials.

The videos.

The volume of books and authors I like, they have.

Their involvement, their ability to mobilize the community to support a good project. I think they've done a good job with mobilizing the community and even though I don't go-I appreciate their services like the storytelling.

There is a good variety of books and videos.

There isn't any cause I don't go.

They got a good spots section.

They have a good selection of books.

They have a nice collection of ethnic/world beat CDs.

They have all the books one need and movies for the kids. Since one sometimes does not have enough money to buy videos and at the library you can just borrow them and return them when you're done.

They have just about every topic...if I need information, they have what I need.

They have nice computers. (p: which ones, those in the Internet room?) Yes.

They have the info my daughter needs.

They help the children that are in school if they need anything they just go to the library and they get all the info they need.

This is going to sound really weird but I love the way it smells, it smells like old books.

To be able to come in and find something that I find interesting.

To be able to take books home and read them and return them, because I cant take time to read them there.

Uh don't have any.

Uh probably its hours and accessibility and parking.

Uh, don't have an answer.

Uh, I would say convenience.

Uh, the resources. (p) Oh, well, when you're looking up different things they have good resources.

Um, probably quick Internet access, computer access.

Um...gee I don't know, I guess it's pretty well stocked and everything. (p) I don't really use the library that much. They've got a good selection of information and books.

Um just they always have what I'm look for, most of the time.

Um so far , whatever I have needed to use it for it has had every information available.

Um for me it is the location.

Um how about the Internet access, or rather getting into the Internet by way of the library.

Um location, where it is located, centrally.

Um the books.

Um access to books, CD's... Access to a wide variety of media.

Um having a variety of options.

Um I don't know I don't use it.

Um I would say access over the Internet to services and the phone reference desk so I don't have to run in there every time.

Um it is free , free books that you don't have to pay for.

Um the 1 best thing is they have waived the fee for inter library loan.

Um that's one I can't comment on.

Um they have up to date books.

Um well I haven't used the library but it's very necessary and it should exist forever.

Um well that it is accessible and the bookmobile makes it easier.

Um, I guess the location.

Um, I'd say the availability of the staff.

Um, it's close to downtown.

Um... A great music selection. [p] um... Great children's books, the kid's dig that.

Um... Just equal access to information.

Um... Just the access of all the information, I guess.

Um.....I (laughter) I guess just that it's there, that's hard.....

Um...I don't know, like I said I've never had need for the library. Um. I guess you could just put down that it's there.

Um...gee I don't know, I don't go there so I don't know.

Um...I don't know because I never went there.

Um...maybe location.

Um...there CD collection.



Um...um I guess it's nice for children, and it's nice for less-needy people. (p) I guess it's nice for people, basically children. Because if their parents can't provide them with books, they can go to the library.

Um...well again I think the range of things available for kids is the best and most important part. (she asked her kids)..

Um, location. And how 'bout ease of access.

Umm, gosh I don't know - I can't think of anything I just like it - we all like it.

Umm, oh gee, they're friendly.

Umm...I don't know. Only used it about a few times. (p) whenever I've gone, what I needed was there. Very good collection in music and literature.

We can take the books to the house and keep them at home for a month.

Well just that it provides the opportunity for people who do read to access books.

Well as I say I haven't gone there for so many years but I think it's wonderful, a wonderful place for families and the elderly.

Well for me, when I was able to go, it was the closeness of it. I could walk.

Well I used the Standard and Poor's reference book and a couple of financial newspapers.

Well I like it for other people and kids.

Well I'm especially please that we have a new bethel branch.

Well it gives an opportunity for children , to share children's books that their parent cannot afford to buy.

Well it's um...has anything you'd want, as far as books, music, research material. If I'd used it more I could answer better.

Well since we're Hispanic we look for Spanish materials and I like the videos the most.

Well the availability and frankly the people who work help to find what they do have whether they have it or not is the ? If they have it they help me find it.

Well the best thing is it's accessible for everybody. Computer books.

Well they're helping people, you get what you want the reference people have been helpful.

Well, I don't know because I can't go down there in the wheelchair. I 'm 84 years old.

Well, I have access to it. I mean I can use. That's important to me.

Well, I remember when I was younger, the kid's section (p)and the community involvement.

Well, it's availability. I just haven't had an opportunity to use it.

Well, it's the thing that's good about Eugene in general, in that things are really close.

Well, just that it's accessible to me and I can get books there whenever I want to. I don't use the bookmobile, but if I couldn't get to the library that would be very desirable.

Well, since I had a good experience there, I say the personnel was great!.

Well, that's a good question, um...probably just the range of um, lets see...there's something for everyone.

What is the best thing, a lot of writing, different kinds of books, variety, I don't know.

Whenever I'm looking for a specific book I always find it.

When they have authors that come and read from their books for the kids.

Whenever you need help there's someone there to help you.

Wow. I guess that it's here.

You can check out books and videos to learn English.

You can do a lot of things there.

You can go there and look up get mechanical files on any kind of car you want.

You get books for free.

**Q:IMPROVE**

**If there were one thing you could change or improve [about the Eugene Public Library], what would it be?**

OPEN-ENDED, TYPE EXACT RESPONSE BELOW

A better book selection.

A coffee bar? Boy, you know nothing is coming to mind they do a really great job.

A larger collection which would depend on more money.

A larger place, with a larger collection I would do that. (p) no.

A lot more comfortable chairs - couches - of that sort.

A new space, a place to be proud of. (which I hope the new one becomes).

Accessibility and the size. [p] One very small location downtown where hardly anybody lives.

Add better services.

Add more books.

Again I'm not sure..

Again I've never been there so I don't know.

Ah! Gosh I don't know. More books on tape.

Ah, I don't know. (p) Um, I guess the one thing would be to enlarge their research materials. (p: What kinds?) Non-fiction books is what I mean, mostly.

Ah. I would make the library cleaner. The library is dirty. And it is just disgusting. It's not a good thing.

All that needs to change is going to I mean it's really going to blossom it's going to get bigger, more staff. More computers, more books, I can't think of anything they should change and I just hope the community will continue to support them, I think we will, we're a good community.

At this point nothing.

Availability factors---cost factors. (p) the building request problem.

Be able to check out more CDs in a given trip.

Better collection.

Better service.

Bigger and more resource material.

Bigger one.

Bigger selection in religious areas.

Bigger. (2 answers)

Boy I really don't know.

Can't answer that.

Charge for services.

Communication with the public as tot he activities that they have for young families.

Definitely the facility. I think they could make it more user friendly and updated.

Don't have an answer.

Don't know. (7 answers)

Don't know. Don't use it.

Enough money to keep the new one running.

Everything is fine.

For it to be more bilingual and more recent.

Friendlier staff.

Gee that they had playstation games.

Get it in the new space and have funds for it.

Get rid of the solicitors outside the front door.

Have more bestsellers on hand.

Have more books in Spanish so we (the Spanish community)can teach our children (Spanish culture).

Also they need more books for ESL students.

Have more space-a bigger branch. I would like to change the size of the building.

Have more Spanish Hispanic things and for it to be more bilingual.

Have the Bethel branch open on Sundays.

Having less homeless folks in the library would probably benefit it, in my opinion.

Hmm laughs... I suppose if they could afford longer hours.

Hmm uh nothing necessarily I would change about the library itself, the participants , now that is another thing It would help if the would not steal pages out of the reference books. And the staff wouldn't look at you like you are a thief, even though you have to give a license to check out a book and you are only going to be five feet away from the person you checked it out from. And to have them treat you like a thief who is going to rob them.

Hmm...I don't know probably either more books or longer hours or both.

Hmmm, maybe provide textbooks.

Hours of operation, I would prefer that it be open later, till 11, that may be living in fantasy land, budget constraints you know, that's why I go to the University of Oregon library, it's open late.

Hours.

I can't say, I've never been there.

I can't think of anything I really haven't been there...it was fine the one time I went. I really don't have any criticisms.

I can't think of anything.

I can't think of anything. (2 answers)

I do not know. (22 answers)

I don't know.

I don't have a clue.

I don't have an answer.

I don't have anything.

I don't know, is it open on Sundays? Longer hours I think.

I don't know because I don't use it.

I don't know but I think free transportation would be nice for those who don't have car.

I don't know enough about it.

I don't know for the simple reason I haven't been there in so long I don't know what their problems are.

I don't know I haven't gone in such a long time.

I don't know I seem kind of lost in there it seems kind of overwhelming I feel there should be more direction signs and useful signs on where to find the books.

I don't know if I really have one.

I don't know if there is anyone at the library who is bilingual or who can help people who only speak Spanish, but that's something that I think is very important to have.

I don't know since I haven't been there.

I don't know that either.

I don't know that either.

I don't know, I can't remember what it was like.

I don't know, they're building a new building, so, got me.

I don't know.

I don't know.

I don't know.

I don't know.

I don't know.

I don't know.

I don't know.

I don't know. As far as I know, it's alright.

I don't know. I don't use it.

I don't know. I really don't.

I don't know. Uh...mm. I don't know. Not that familiar with it I guess.

I don't like how they organize fiction. (p) They have it all together. All genres together and I think they should separate it into mystery, science fiction general fiction and romance.

I don't like it downtown. It is taking a lot of space. They don't have the parking that they should.

I don't like it that now there is no limit to the CDs you can check out, it is hard to find what I want.

I don't really go enough I don't know.

I don't really know.

I don't really know. Not being a patron, I don't have any opinion.

I don't think I could answer that q. Fairly.

I don't think I have anything to change.

I don't think there's anything I could say.

I guess increase the hours.

I guess more materials probe I guess I have my narrow interests I don't know where things are lacking or where things are narrow. I don't what categories are narrow or unavailable.

I guess they're doing it--the size factor. More books. And then a better place to read in.

I guess volume more (P) books and stuff.

I have no answer for that because I don't use it. (p) No because I would rather buy the books.

I have no clue because I really don't access their resources. (p: Have you \*never\* been to the Eugene Public Library, then?) Nope. Not in thirteen years that I've lived here.

I have no clue.

I have no idea, location? (p: What location would you change it to?) I don't know, where is it at right now, on thirteenth? I don't know, I have no idea.

I have no idea.

I have no idea.

I have no idea. (4 answers)

I have no idea. I think they're doing fine.

I have no way of knowing.

I honestly can't say.

I like to see bethel site be larger.

I really can't think of anything, well, they could use more space than they got.

I really don't know enough about it to say.

I suppose but I would try to keep more popular books available and probably they are available but I don't know it.

I think it's fine.

I think probably putting my dough in the children's side of the library.

I think that the new library hurry up and get it dome.

I think they are changing it, I've thought they needed a new library for years, you know more space which I realize means more money.

I want the librarians to have more patience.

I want them to have more drop boxes around town to return books.

I want videos on airbrushing techniques.

I would ask that the database be amended to reflect a better media catalog.

I would change the overdue policy.

I would have made it a square building, and not so, pretty. Everything downtown has to be so pretty. That is part of why it is so expensive.

I would have better hours.

I would have it be a public library, which it is not ,and that is why I don't vote for the library. If I moved up the street I couldn't check out books, because they discriminate about who they let in there.

I would have more satellite I don't know if they would need a new downtown library if they had more satellites.

I would have the library hours be from 10 am to 10 PM Monday through Thursday and have it open from 10am to 6 PM Friday and Saturday and on Sunday from 12-10 PM.

I would improve putting in more conservative type reading materials.

I would increase the hours and expand the technological resources. I would also make the Spanish section bigger.

I would like it to be open earlier or consistently open during week . I would like it to have more videos. I think that the paperback selection is excellent.

I would like there to be story tellers for kids so the parents could go and look for books because when one has small kids its hard to look at the adult books.

I would like to have a lot of information in Spanish.

I would like to have more materials in Spanish.

I would like to see the Internet access improved and the research databases increased.

I would make it a county library (p) I think it's really sad that a lot of people outside the city limits don't have access to a library. It would provide a larger pool of money to draw on. It makes no sense to not have a county library. Seven years we had to pay a fee to use the library, and it was expensive for low-income students like us.

I would make the hours more flexible for the Sheldon branch I would make the hours more flexible.

I would say just what they are doing, they are building a new one and upgrading it.

I would say, more branches. I grew up in Portland and there were branches everywhere, and it made it a lot more accessible to people. (p: Where would you suggest they add branches?) Mm, probably...south Eugene.

I would think that overdue fines should stay at the library and not go into the city's general fund. (p) When you have an overdue book and you pay the fines, the fines get put back into the general fund. (p: Do you mean, the money that you pay?) Yes, the money that I pay.

I would want to hear the opinions from both sides, and wrestle with those opinions... I would want as much information about how they're doing new projects and what the costs will be.

I, um, don't know ,I think I would like to see it offer more the for young children in the way of story time.

I'd extend the hours of operation more consistent hours.

I'd improve the collection and extend it the collection and extend the hours.

I'd make it a little bit bigger and have some older books in there. (p) I mean books that were written longer ago.

I'd probably just make it bigger, more stuff.

I'd put a branch in Santa Clara.

I'd say ah increase the catalog probe increase the entire offering of the library.

I'd shut down the new job, and add some floors to the old one.

If there were one thing you could change or improve [about the Eugene Public Library], what would it be?

If there were one thing you could change or improve [about the Eugene Public Library], what would it be?

I'm not in a position to answer.

I'm not in there. I have no idea.

I'm not sure.

I'm not too sure, the size of it is pretty small.

I'm not too sure.

Include some more academic books.

Increase funding.

Increase the number of talking books.

is below ground. If you out at night, you don't want to be out. There might be a fee for parking too. I did hear that you had to park for it.

It satisfies me the way it is.

It would be access to the library and it's fee structure needs to be changed because it's too exclusionary. It's ridiculous how Eugene and Springfield compete for members.

It would be the building (the current one)... Tear it down, asbestos and all.

It's an enormous plan for the money we have.

It's been too long to take that guess.  
 It's fine the way it is.  
 Its funding ( should be more)and branch libraries - more of them.  
 It's pretty small so enlarge it.  
 Just expand or grow, and they are doing that. Possibly more services and more info.  
 Just get it moved in to the new building as soon as possible.  
 Just I don't know-a new building, but they've already started that!  
 Just to let everybody know it's a source of information.  
 Larger kids section, um, yeah, more computers.  
 Larger selection of everything.  
 Later hours.  
 Library is very loud so I want it quiet.  
 Like I said I can't tell you, except handing out information, ok.  
 Like I said I recommend they get more updated materials in different areas of study and interest. Maybe if they could survey people to see what people are interested in--so they could improve specific collections.  
 Location (p) it would be an easier to get to, closer to me.  
 Location, (p) I would move it to a less heavily trafficked area over to a more suburban side of town, less city, more grass, more pedestrian area.  
 Location.  
 Longer hours and bigger.  
 Longer hours, more books.  
 Longer hours.  
 Los banos.  
 Make a big, new library.  
 Make it a larger space so that all the books that they have would be able to be in circulation.  
 Make it bigger and make it open 24hrs, and 7days a week. Even on Christmas...but no overtime!.  
 Make it bigger.  
 Make it easier to check out books!.  
 Make it smaller.  
 Make the new library less ugly, the entry on wrong place and looks uninviting.  
 Making it bigger.  
 Making it easier to find any book whether it be on the shelf and the database.  
 Mas libros en espanol para ninos y para grandes.  
 Maybe their hours. That'd be about it.  
 Mm, greater selection (P) books and videos well just about everything really, they need more. If there's something I really need I go to the University of Oregon library.  
 Mm, I don't know.  
 Mm, I guess jus the ads I don't see a lot of Hispanic people knowing about the library not only for schools but for shelters and social services that may reach out to people who need information and access to the library  
 Mm, Maybe if they can have more computers so the waiting time isn't that long. (p: Was that Internet computers, or catalog computers, or another computer?) Well the um, like for the information, I think it is the catalog. (p: Have you used the catalog before?) No I haven't. (p: Because there was a long line?) Yes, uh-huh.  
 Mm, more books (laughter).  
 Hmm I don't know I haven't been there.  
 More assistance with the computer reference system and the e-mail accounts, computer help in general.  
 More auto books.  
 More books in a certain area probe call it new age metaphysics.  
 More books in commercial fishing field. Other than that I'm pretty happy.

More books in large print.  
 More books. (2 answers)  
 More branches. (p: Where do you suggest?) I would suggest the 30th and Willamette area, I would suggest closer to the University. (p: Of Oregon?) Yes. (p) Nope.  
 More computers...and just a better building.  
 More copies available of the more popular books.  
 More current and up to date books.  
 More evening hours.  
 More hours. (2 answers)  
 More information in the community. A good newspaper article would be good.  
 More periodicals.  
 More quantity and quality in its collections especially in Spanish-more Latino librarians.  
 More satellite libraries.  
 More selection and updated facilities.  
 More space. (2 answers)  
 More Spanish materials.  
 More Spanish.  
 More stacks, more books.  
 More staff to help.  
 More titles by William Manchester-I want a comfortable place.  
 More uh more advertisement to people.  
 More updated book selection.  
 More updated non-fiction and fiction.  
 More variety of videos and books.  
 More videos.  
 My husband would like more books on political science and things like that.  
 N/A. (22 answers)  
 New one, more books.  
 No answer.  
 No sure.  
 No, I'm not going to change anything!.  
 None. (3 answers)  
 Not sure. (2 answers)  
 Nothing probably.  
 Nothing really.  
 Nothing that I know of.  
 Nothing that I know of.  
 Nothing, nothing I can think of.  
 Nothing.  
 Nothing. (7 answers)  
 Nothing. I don't know.  
 Nothing-everything is good.  
 Oh boy I don't know that I have an answer to that since I haven't been there.  
 Oh boy. Put me on the spot... I don't know.  
 Oh dear. I don't think there's any major thing... Maybe extended hours.  
 Oh I think they are doing it, a new building.  
 Oh I think we need we need more branch libraries a lot of people can't get anywhere they depend on the library.  
 Oh probably with restrictions and fees well Santa Clara Eugene thing is a hassle.  
 Oh, I would build up on that library and scrap the new library . I would add more books and videos.  
 Oh, I don't know, I don't have any thoughts on that. (repeat) I don't have any thoughts on that.

Oh, there probably is something, I am not computer literate, so I have not tried to use the computer catalog.

Oh, to have more literature in Spanish.

Oh, you can't do anything about this, but some of the petitioners outside get pesky.

One complaint I have is that you cannot just walk into a library as a citizen and use the library without registering, and you have to have a card with you all the time and it is a hassle.

Open later.

Operating hours, open longer.

Parking for the main library.

Parking, I wasn't sure if we are going to pay for parking or free parking. No one should have to pay for accessibility to knowledge that should be free. That is my opinion. If you charge people to park, you won't have many people coming.

Parking, now and later with the new one!

Probably a greater amount of reading room. If there were more room, I'd stay around longer. I'd like to be able to get lost in it for awhile.

Probably the amount of books they got... I'm hoping the new library will be better. [p] more books.

Provide more storytelling and theater time.

Reader comfort (p) reader friendly upholstered chair.

Same as before...(people hanging out in front bothering her.).

Sigh, you know, I, hmmm,.um,.wow,.um,.boy that's a good question. Because I really think the staff is doing an incredible job. The only thing I would hope is that the new library is sensitive to people w/ disabilities or sensitivities.

Space I suppose it's a bit crowded now.

Take away the fines.

Tech side of things.

That the branches offer a larger selection of material, I think they are kind of limited out in the Bethel branch.

That they let you keep the books! (laughs).

That they would expand the Bethel branch.

That they wouldn't have built the new library that they just kept the old library.

That you could re-check a book out if you weren't done using it.

That's an easy answer. I'd increase the rate at which they process music donations. I donated a disc in April and it's still not out there. Six months is a bit much.

That's the improvement, expanding and improving the facility that is way I voted for that.

The air chuckle.

The atmosphere, of course I would want them to have more available videos, books, computers.

The bigger and better one is coming soon and more than one little children's computer and more to choose from those early discovery books there's only 15 and when they're all checked out there's no more. They're really neat books, and they've got the plastic thing in the middle. They have them on pyramids, wolves and fruit. I want more of those on different animals and different things. We go in with a list and they don't have the newer things like blues clues and dora.

The building itself! (which they are doing something about).

The building itself.

The building layout.

The building. (2 answers)

The building. (p) They need more light, more space and more comfortable places to read.

The catalog system in the computers.

The color-they need to liven it up more-make it more cheerful on the outside.

The computer search program (p) it needs to be improved.

The facilities, the actual building at the downtown, which they are doing.

The facility [p] it's so crowded.



The hours I think one of the reasons I stopped using it was the hours I think it should be open till midnight.

The hours I would like the hours to be longer on the weekends.

The hours [p] I just know when I was going to school it was closed at certain hours and made it very hard.

The hours I wish they were opened more in the evenings. I wish they were open every night.

The hours of operation.

The hours of operation. (2 answers)

The hours. (4 answers)

The hours. [p] Yes, I think they need to expand greatly the number of hours open.

The hours-and have them open on Saturday.

The parking lot! That's mainly why I don't go there (p: would you like to explain that at all) I just don't like the whole one way street I don't like the location, it's in a hard spot to get to and around.

The parking. There's no parking anywhere.

The physical space needs improved, which they are dealing with the new library. It's too crowded.

The place-its too small and there's too many people. It's a little dirty outside not inside.

The present one...parking.

The quantity of books.

The silence.

The size a larger selection of everything more resources.

The size and the content of information and the technology.

The size-I want a larger library.

The smell. (p) It's not always pleasant.

The space. I am glad for new library, that it is being built.

The technology to make sure its up to date , to have not only books there but the tech to be up to date so the library can continue to be a strong uh..... Advocate in promoting learning.

The thing that I am dreading about the new library is the lack of parking.

The times it is open.

The way they manage the Internet service. I wish you could sign up for all the computers.

The way they sort their fiction books, I really wish they were sorted by sub-genre, instead of just lumping fiction together.

They already have good ideas.

They could always have more variety but I understand they have a budget.

They need more space.

They need the new facility it is a stupid place to put it should be where there is more parking and less traffic.

They need to have books for \*all\* cultures.

They should be 7 days a week and extended hours for people who work a lot.

They should have more computers for the kids.

They should have more music concerts, classical. Type in classical not just folk!.

They shouldn't have built it right across from the bus station.

This sounds horrible, some people who go in there to sleep bother me.

To be more self-sufficient.

To have more bilingual books.

To have more services and books in Spanish and for them to be more friendly at the library.

To make it bigger.

Try to professionalize the staff.

Trying to find the books they have that system so messed up.

Uh , increase the number of computers for Internet.

Uh I should give you an answer but I don't know.

Uh no opinion.

Uh the fee for the library card.  
Uh, I really don't know.  
Uh, I wouldn't change anything.  
Uh...I'd probably put more space in there. It's kind of crowded. (p: what parts are crowded?) Um  
(laughter) the main floor is pretty crowded with tables and bookshelves, there's generally a lot  
of people in there.  
Um, complete overhaul, I'd change everything.  
Um more books.  
Um more evening hours.  
Um I don't know more books I guess.  
Um I would make it more spacious.  
Um I would like to be able to give new book suggestions over the WWW.  
Um probably to have more hours available.  
Um I don't have anything to say.  
Um I don't know bigger free.  
Um I don't know the thing I don't like is having to get books back by a certain date.  
Um I don't know.  
Um I would let everybody have a library card because homeless people are not allowed to get a card  
because they don't have an address it also screams out for more space a bigger building to fit the  
community.  
Um if I remember the hours are kind of short I wish they had 8-5 m-f.  
Um improve they're music and video collection.  
Um it's pretty good how it is.  
Um more access to books in Spanish. I guess, more variety of books in Spanish. (p) I guess, you know,  
magical realism books, fiction, I don't know.  
Um more up-to-date books. (p) No.  
Um probably a greater emphasis on ethnic materials, you know I doubt there are adequate materials for  
other language materials. I go there and I can't even find Latin American authors in English  
there, that's why I buy books. I'm not likely to find the sort of books I would like to read.  
There's more mainstream material but ethnic authors and books aren't really available. I always  
order books and buy them. I'm interested in foreign authors and Native American studies and  
they just don't provide enough material.  
Um probably nothing.  
Um the atmosphere the environment more warm and cozy.  
Um, expand. More resources.  
Um, I'd like to see more stuff on spirituality section. More on east/west stuff, Buddhism, Taoism..  
Um, just the fact that they need anew building, it's too small.  
Um, just the general book holding and a better selection.  
Um, more longer hours.  
Um, more space, more room.  
Um, that's a tough one uh I would have to say parking I don't know downtown doesn't have that good of  
parking areas and you have to pay for a lot of it.  
Um, well I don't know that I have anything for that.  
Um. The size . It's too small.  
Um... Expand the availability. [p] bookmobiles, locations.  
Um... I don't really know.  
Um... Nothing.  
Um...gee I don't know. (p) Uh, actually I think I'm pretty happy with it, for what I do.  
Um...internet, more internet, music maybe with head phones, also more newspapers, more media like  
newspapers from 20 years ago, old media stuff.  
Um...more books on tape.

Um...well...(P) the areas I would work on most are the books on tape, the videos (emphasis on children and foreign language) they need to work on french, Spanish, and Japanese, the languages students here study. That's just from the perspective of my; since we all have access to the web it's different. The EPL needs to offer Internet access to the people of this town even though it's not applicable to my household.

Umm, build a new one ...meaning in relation to the current.

Umm.. Nothing. Because it's being changed by the new library.

Umm.. Probably make it more modern and include a lot more research material and make it bigger.

Umm...I'm trying to think. I'd probably say, nicer areas to sit and read, or work. More computers, easier access to them. (p).

Well , its being fixed - the building itself was a mess- the building was too small and that's not good for the collection.

Well honey if you haven't been out then you wouldn't care I don't care. I'm sick.

Well I really don't.

Well I really have no criticism. But even though I don't want the new library to be built, I'm sure people will enjoy it.

Well I think I would put in more science topics. They don't seem too have any historical books with dinosaurs the whole history of the universe, the cosmos earth included.

Well I think they have been crowded and that don't have enough space to do the things they need to do.

Well I would really like to talk about the new library., It is the parking arrangement. I am a senior citizen I have fears about safe access. My understanding is the that the parking

Well it's location, where it's at right now, it's not in the best area of town. But that's not really anything against it.

Well now its too crowded but when the new one opens there should be room for everyone.

Well since I've used the phone and called a lot for info when I was in there I couldn't access the computer I had to make and appointment when I needed it.

Well, basically they're doing it. They're expanding it because the library is getting old.

Well, I think they're changing it already. Ample parking would be nice, they need to have good parking, get away from all those meters. Downtown is horrible for parking.

Well, I'd say a larger fiction collection.

Well, more hours of service.

Well, nothing, I can't judge because I don't go there.

Well, seeing as were going to have anew library very soon I don't know.

Well, they're already doing it. By building a bigger one. And I'd say update the computer catalog.

Well, you know I would say nothing because uh, it wouldn't be fair for me to make comment on that because uh well, see I'm not in the library that much and it wouldn't be fair.

Well....let's see...nothing really.

You're doing it, new library.

## **Q:KIDLANG2**

### **What language is that?**

OPEN-ENDED, TYPE EXACT RESPONSE BELOW

American Sign Language.

French. (10 answers)

French and Spanish.

French, Spanish, Japanese, English.

German.

He's learning to speak Spanish, that's the only thing we speak to him, Spanish. So he can be bilingual when he grows up.

Italian.

It's Spanish and French.  
Japanese and Spanish.  
Japanese. (3 answers)  
Japanese and French.  
Korean.  
My daughter speaks Japanese and some Spanish.  
My oldest is studying French and they all speak Spanish.  
My wife's language Tagalog.  
Not currently studying...Spanish.  
One speaks in Spanish.  
Russian.  
Sign language and Spanish.  
Spanish Japanese.  
Spanish. (71 answers)  
Spanish, Japanese and English.  
Spanish. And they also study French, too.  
Spanish. for one year.  
Spanish-I speak enough to where I try to teach it to them [p] they don't speak it, they're just trying to learn it.  
Well they both speak French and they study Spanish.

**Q:KIDLIB1**

**(How do these children / How does this child) usually get to the library?**

NOTE: IF CHILD/CHILDREN DOES NOT VISIT LIBRARY, ENTER "NA" IN OPEN-ENDED BOXES.

OPEN-ENDED, TYPE EXACT RESPONSE BELOW

Bicycle, walk, drive.  
Bus.  
Bus.  
Bus.  
Bus or bike.  
By bike or by car.  
By bus.  
By bus or by car.  
By car. (3 answers)  
By me.  
By me driving home.  
By me.  
By private vehicle.  
Car.  
Car.  
Currently we're not doing that. I used to do it once a week by a vehicle.  
Drive.  
Drive.  
Drives.  
Either car or bus.  
Go with me or their mother.  
Hasn't been.  
He doesn't come down that often.  
He doesn't go.

He goes with dad or mom.  
 He's goes with me ( father ) or her mother.  
 He's just my room.  
 I drive him there.  
 I drive him.  
 I drive them. (4 answers)  
 I drive them there.  
 I drive them. I drive them everywhere!.  
 I take her there, driving or biking.  
 I take him. (2 answers)  
 I take him. (p: How do you get there?) I drive.  
 I take them. (5 answers)  
 I take them in my car. (2 answers)  
 I take them or they go on the bus or the school take them.  
 I take them. (2 answers)  
 I take them. (p) drive them.  
 I usually take them in my car.  
 I usually take her.  
 I would drive them.  
 I would take her.  
 If they go...she would drive. She's got her license.  
 In car with family.  
 In car with his family.  
 In car with parents.  
 In my car or walking or on the bus.  
 Just drive down or walk generally drive.  
 Just me or the bookmobile.  
 Me.  
 Me (p) yes [vehicle].  
 Me driving them.  
 Mom.  
 Mom drives them.  
 My child has never gone to the library.  
 My wife , her parents.  
 My wife drives them.  
 My wife take s them in her car.  
 My wife takes them in her car.  
 N/A. (10 answers)  
 Bookmobile.  
 Parent.  
 Parents.  
 Parents.  
 Parents drive them.  
 Parents or older siblings drive them.  
 Parents.  
 Private transportation.  
 Private vehicle.  
 Private vehicle.  
 School field trips and with family by car.  
 She doesn't.  
 She drives.

She drives.  
Skateboard, we live four blocks away.  
That child probably drives.  
The baby is 3 months old-we don't take him to the library.  
The car.  
The school takes them.  
Their mom takes them.  
They are taken by car or ride bikes.  
They don't.  
They don't.  
They don't because we don't have cards.  
They don't go but I'm going to start taking them when they grow up a little more.  
They don't go.  
They don't they have a school library.  
They don't, they go to their school library.  
They have bus passes.  
They have never gone to the library.  
They only use the school library.  
They ride their bikes.  
They ride their bikes.  
They ride with us - we drive.  
Their mother.  
Two or three times a month.  
Uh by car. Private car.  
Uh only at their school.  
Uh , usually I take her or friends - I won't let her ride the city bus.  
Um I take them.  
Um we drive 'em.  
Um, by family car.  
Um, I take them.  
Umm by bike or driving <P> ME: with who? <R> with a parent.  
Uses school library.  
Usually I take them, I drive.  
Via their parents.  
Walk.  
Walk.  
We always take him in our car.  
We drive her.  
We drive him.  
We drive them.  
We go in the car.  
We have to take them.  
We take her (p) auto.  
We take her- in a car.  
We take her in our car.  
We take him.  
We take him.  
We take them.  
We take them in our vehicle-either me or my husband.  
We take them once in a while.  
We take them or they walk.

We usually ride bikes.  
With his father (p) in a vehicle or by foot, half-and-half.  
With me by car.  
With me his mother.  
With me, in my car.  
With parents.  
With parents.  
With school.  
With us . Do you mean in a car or what <P> with parents in a car.

**Q:KIDLIB3**

**(What do these children / What does this child) like best at the library?**

NOTE: IF CHILD/CHILDREN DOES NOT VISIT LIBRARY, ENTER "NA" IN OPEN-ENDED BOXES.

OPEN-ENDED, TYPE EXACT RESPONSE BELOW

Access to information so that they can solve their problems they have.  
Access to the internet/computers.  
All the books.  
Bookmobile-books on firemen.  
Books.  
Books.  
Books.  
Books.  
Books.  
Books they like all of the books.  
Books and story tapes.  
Books and videos.  
Books and videos.  
Books children's.  
Books!.  
Books.  
Checking out a book.  
Children's books.  
Children's section.  
Computers.  
Computers and the books of animals.  
Don't know. (2 answers)  
Don't know, never been.  
Don't really know.  
Dr. Sues stories.  
Ethnic research, he looks up a lot of books for IHS, so mythology, ethnic literatures, generally things that will support his studies of different cultures.  
Finding books.  
Hasn't gone yet.  
He doesn't go.  
He doesn't go that often.  
He doesn't go to the library because he is only 3 months old.  
He likes to play with the pastels and colors that they have. (p: Do you mean color crayons?) Yeah.  
He's never been there.  
He's probably not a big user. He's beyond it. He's almost a non-user. But he used it a lot as a child.

I don't know. (5 answers)

I don't know videos probably.

I don't know because like I said we've only been there once or twice, I remember when I was young they had a lot more activities for kids in the summer, last summer I wanted to take them to summer activities but when I looked the library wasn't really doing anything for the kids this summer.

I don't know. The availability of texts.

I guess the ability to find materials for research projects.

I would have to say the most obvious thing...the books.

I would just say he checks out books, he doesn't usually do anything else, once in a while they check out movies.

I'm not sure.

Information for homework.

I've got that loves to be left alone and read. I've got one that loves the videos. The other ones just like the quiet time and reading.

Looking at the books.

Los videos.

Movies and the books.

My youngest one she kind of likes the picture books and my older 2 like the non-fiction.

N/A. (9 answers)

A. (5 answers)

No.

Not applicable.

Oh, the children's book section.

One likes the puzzles and game s and the other books.

One likes the stories, 1 likes the novels or bigger books, 1 likes picture books.

Probably checking out books.

Probably the - she like the children's department.

Probably the books and magazines.

Puppet shows.

Reading.

Recreational reading.

Research (p) creation. (p) (silence).

Same as before.

That's really hard to say.

The books. (4 answers)

The books, [p] the 4-year-old likes picture books-my son likes harry potter now.

The books and the videos.

The books he finds to read.

The cartoon books.

The children' s section and the young adult section.

The children's books.

The children's books.

The children's books the videos the CDs for the computer.

The coloring books.

The computer.

The computer.

The computers.

The computers, the dolls, the books they like picking out and checking out books.

The drinking fountain.

The game table, the little bookshelf.

The Internet.



The kids books.  
The little machine where they can check out books.  
The Malaysia books ; the specific things they're interested in they can find specific books about their interests.  
The music. They can get the tapes and tape them, tape (burn) their own CDs.  
The programs that we attend and just looking at all the books.  
The puzzles. The boy likes computer. The girl likes the books.  
The songs, toddler tunes.  
The story hour.  
The story times.  
The storytelling.  
The variety of books.  
The variety of books [p] a little of everything easy to read, rhyming, activity books.  
The videos and children's area.  
The videos or CDs for the computer-He loves aviation.  
The videos, cassettes, books a lot of things.  
They don't go.  
They each have their own preferences my 12-year-old is following a series and my younger ones just like the books.  
They have a table down there with all the puzzles on it. They love that.  
They like Laura Ingals Wilder book about pioneers in the west and Angelina Ballerina.  
They like storybooks - all kinds of books especially language books.  
They like the videos, and the music.  
They like to go and get information for book reports.  
They love everything about it.  
They told me the books. (INTERVIEWER NOTE: Respondent asks his children again.) My daughter likes a wide variety, and my son likes the novels.  
They usually use it for research.  
They've never been there.  
To look at books and to play with the puppets.  
Uh they like the books on tape very much, they like the chapter books, oh the French books and videos.  
Um...I guess, just, getting books, checking out books.  
Um, they like to use the computers , the youngest likes the puppets , while the oldest looks at the CDs, music CDs.  
Um he mainly just looks at the books , oh, and I should say we just went to the snake program , we do go to some of the special programs.  
Um we, us the children like to check out books for school projects.  
Um they love books, the books.  
Um well she basically uses it for research and for books. Personal books, personal reading.  
Um, I think she's able to access everything fairly easily and quickly and for school projects that is useful.  
Um, She usually goes to find information for school.  
Um, getting books she needs for school.  
Um, the books.  
Umm, the books and seeing other children.,  
Umm, the same reasons I would use the University of Oregon library for--research.  
Umm....just to reference materials, books to read.  
Videos and books.  
Videos, asterisks, Merlin books, books on DNA.  
Well umm do I know ? No I think my son likes the Internet, but I don't know if my daughter does. <P> I don't know.

Well he just goes to study, I mean, to go pick up his books. (p) Check out his books or what he needs for school. He doesn't view it as a social thing.

Well, I guess books. They also enjoy being able to use the computers.

Well.. One likes the books and one likes the videos.

Wide variety of stuff.

Young adult fiction.

#### **Q:KIDLIB4**

**What programs, books or other resources could the Library provide to better serve (these children / this child)?**

NOTE: IF CHILD/CHILDREN DOES NOT VISIT LIBRARY, ENTER "NA" IN OPEN-ENDED BOXES.

OPEN-ENDED, TYPE EXACT RESPONSE BELOW

Actually it's pretty good.

At their age, they generally find things that are find.

At this point as far as I'm concerned they're pretty well provided for.

Books in general they read and they were on that readers program.

Boy I don't know.

Children's section is excellent. More programs. And I guess I would say a broader Spanish section for children.

Computer games for education.

Don't know. (5 answers)

Educational.

Educational, science type. She really likes nature science. She really likes the animal channel a lot cable.

Everything is good the only thing is some kind of course for her to learn to read Spanish.

Gosh - can't think of any.

Have more educational books like on math, writing, reading.

Hmm...I don't know um, he's my fifth kid through the IHS program, they need the access of the U of O library to do a lot of their research. The level they're expected to delve is beyond the capacity of a public library. There aren't that many materials at the public library, we have to go to the University of Oregon their world literature is much broader than what's available even at the knight library. I guess Latin literature and Asian literature are very important and should be more available for them . So I think Eugene Public Library is pretty thin as far as those subjects.

Hmm, I can't think of any now, ,.

Huh...the scholastic books.

I'd say more reference material.

I couldn't tell you my son is going through a Harry Potter stage right now.

I do not know.

I don't know.

I don't know.

I don't know.

I don't know.

I don't know.

I don't know.

I don't know because it's find right now. I can't see much to fix it. just more books I guess.

I don't know that we could ever check out all the books or read all of them. I think they have enough.

I don't know my kids are sort of like me they just need people to stay out of their way. They're very good.

I don't know because it's been such a long time since I've been to the library and I've never taken my kids so I don't even know what they would like at the library.

I don't know because my son is just too young.

I don't know if they provide what my children would like [p] special events [p] puppet shows, involvement in children's activities.

I don't know, maybe like more of those like books on tape.

I don't know. He has access at other places..

I don't know. I seemed to find everything I need when I go.

I don't know. If she were here I would ask her. But I really don't know.

I don't really know.

If they could offer an after care program that includes Spanish.

I guess more audio recording.

I guess more books, more new books, best seller types.

I really don't know.

I really don't know because I've never been to the library.

I think children's software programs on the PC's.

I think the library does a good job.

I think the library does a really good job already.

I think they're doing fine.

I would say have more kids involved in a group reading especially in the summer, there are activities I guess but I would like to see a group reading, meet for a couple hours and talk together, you know keep kids active and reading together. They have a lot for low income people but there a lot of needs that the program doesn't meet.

I'm not sure if it's possible to better serve. I don't really know.

I'm not sure....(p) no not really, it's a library..

I'm not there yet, she's just a baby, unknown.

I'm satisfied.

In my opinion they have everything.

Its okay now, not sure really.

Let me think ,.....I'm not sure.

Let's see.. I don't know. Haven't been in a child. More reference materials.

Longer hours on the weekends.

M don't know.

Maybe one some sort of incentive that would make it more fun to go and for the other a better selection.

Maybe longer hours.

Maybe magazines for children.

More in the religious areas specifically Christianity and Catholicism.

More hmmm more story-time and things for very young children.

More videos.

More books geared to younger children for children 0-2.

More books in Spanish.

More children Spanish books.

More computers.

More computers.

More computers and more materials and games in Spanish for the kids.

More computers there. Other than that it's fine.

More educational materials for learning English.

More information about animals and nature like volcanoes. Sometimes I have to help them and there are no materials in Spanish that I can read.

More kid oriented programs.

More locations.

More videos in Japanese and more materials in Japanese.  
More videos.  
More videos-more activities for kids like story-times.  
My son came home and said there were no Bob the Builder books.  
N/A. (10 answers)  
A. (6 answers)  
New technology.  
No comment.  
None. (2 answers)  
None. (INTERVIEWER NOTE: Respondent did not have anything to suggest.).  
Nothing.  
Nothing really.  
Nothing now.  
Oh I don't recall... Do they have books on tape? That's a valuable thing for kids.  
Oh man, um...well, let see I guess the only thing I can think of is sometimes there are these series for children ages eight to twelve, they're very popular and we had to reserve them because they're almost never in. So if there were a way to track these popular books and get more copies, if resources were available.  
Oh, I don't know...They're really good in the children's section.  
Probably more books and more magazines.  
Programs...I don't know. They probably wouldn't take advantage at their ages. It's hard to get teenagers to even check out books.  
Reading to them and having more story telling times.  
Really don't know.  
Science books.  
She was in international high school but her needs have changed, so I don't know.  
They are doing a good job, just more of what you are doing now.  
They could get the hunter safety cassette.  
They could provide more Teddy Best Time, a drop in time would be great. They could have a larger collection of board books, and puppets, they could have computer software for pre-school children. My goal is to form a lending library of toys.  
They need to have more computers - because my girls love computers.  
They're fine with what the library offers.  
They're pretty much doing ok.  
They've pretty much got everything our guys are interested in.  
To have an after school program.  
Uh, I really can't think of any they're doing a good job.  
Uh...lets see, um, I think the library the library has, in the past had extensive literary programs and they need to start those up again, do them again. The EPL can be a center for kids, with activities and all that. Oh! Another thing! The library can act as a place where citizens can find information on things that pertain to the citizens here, the city of Eugene recent politics, things that are going on here in town.  
I don't know that we could ever check out all the books or read all of them. I think they have enough.  
Um don't think any thing.  
Um more computers , um , I don't know any kind.... Of class , after school classes having to do with the library, or drama or bookmaking.  
Um I would like to see that the child sec have more videos , I found more children's video in the adult section , but they don't keep very many in the children's section.  
Um I am trying to think, I think , like stuff ,like practical stuff like consumer math, which my daughter needed a book on. And she wanted to check out a driving manual, My son says that the

geography collections are not very good, and I would like more local government books and also more health videos.

Um I think for children they are doing very well.

Um I think better quality Christian based books.

Um, I know it is a cop out but, I don't know.

Um, shoot I don't know, I pretty much think they've got a good thing going on there.

Um.. More computers.

Um...I think just reference material and having the latest research information.

Um...none.

Umm, nothing I can think of.

Umm, I don't know, more kids activities, you know.

We found ourselves questioning the services they do provide and on eis the check-out policy they can only check out a book one time in life so if I want to read it again I have to use another members card.

Well I think everything is okay so far, but he's still one year old. And he has so much fun when he goes there, so I think everything's perfect. (p: Thinking about the coming years, can you think of anything?) Maybe make the like, kids under five section a little bit bigger. Maybe like a room, because they get excited and start screaming, and it could disturb the other people. (p: Is this at the Bethel branch?) Uh-huh.

Well, right now I don't know because this is our first child and I haven't been to the library recently. Without first conducting any deep research I would say something to motivate and inform them of different things than what they're taught at school.

Wouldn't know.

#### **Q:ENDING1**

**That is the end of the library survey. Is there anything you would like to add?**

OPEN-ENDED, TYPE EXACT RESPONSE BELOW

"I use the Knight Library. I use more than the Eugene Public Library since I've been out of school."

Don't want to see the computer thing overtake the books, nothing beats real books.

Gee, to keep up the good work.

Get them (the library) off the PERS program.

Good luck.

Goodnight.

Hmm, not really I can't wait for the new one.

I am a foster parent of special-needs kids.

I am looking forward to the new library, and I know it is expensive but I'd like to have more evening hours.

I appreciate talking to you and I hope you good luck with who ever you're going to call too.

I don't know what.

I don't think so. (3 answers)

I don't think so. Why would you put in underground parking? I don't think women will want to use it.

I don't think the library should have computers for the Internet.

I guess because there is nothing there for me to use it. Maybe find ways to attract families...Activities for kids and families...not just to check out books...um...Something fun for kids. Something that would be interactive and attractive for kids. I look at that place as a total dump and I won't go there. Conservative activities...not so liberals.

I have 2 children and the biggest child does not let me read I wonder if there were a child care facility for children while I'm reading.

I have thought that the library had a made wrong decision to make the library downtown there is not enough parking , problems with drugs and teenagers there. It seems to me that Eugene will have to make another library soon it won't be big enough there. I think the library should offer classes

in Japanese for kids free and Spanish free because they are popular with kids. I think the city should employ Japanese people because there are a lot of Japanese people. Not so much Spanish.

I have to say, the other part of the household use the library much more !.

I hope the new library will have good parking<P>no.

I hope this is helpful.

I just want them to make it more cheerful and more colorful.

I just want to know the purpose of this survey and I want to know when you will have the results and where I can see them.

I like the libraries and that's why I did this survey...they have videos, CDs, everything. It would be a shame if they had to close the Sheldon branch because of lack of funding.

I look forward to going there to read the books.

I love the library right where it is.

I think it's a great thing that you're doing and I appreciate the call.

I think that's it.

I think the staff does a really good job. The downtown staff is adequate but the staff at the Bethel branch goes beyond the call of duty. I wasn't as familiar with library services until the Bethel branch opened.

I think they are doing a great job and thank them very much.

I use my library a lot. I think it is very important for everyone to have a library.

I usually don't do this but I'm doing it 'cause it's for the EPL. I like the library.

I want it to be more bilingual for Spanish speaking people. They need a Spanish speaking librarian and someone to help Spanish speaking people to use the computerized catalog.

I want them to make it more bilingual and more technical. I want them to have more recent material especially on computer tech topics.

I want to thank you for your time.

I was horrified when I moved in I thought the library was just horrible, and in a University town. The one in Springfield is outstanding.

I went to the library with my children to a program called Evenstar. That was a good program because it inculcated the habit of reading in the children. I would like to participate in a similar program in the future. It would be good to have program where both parents came to the library with their children and there was program that encouraged the family to study together.

I will go get my library card ASAP.

I wish the library had more variety and have more videos in Spanish.

I would like them to include more bilingual literature in general and have at least one bilingual person working there.

I would it to be tranquil and I could relax and read. I would like to be able to find novels in Spanish and English.

I would like the library to inform the Hispanic community more about their services to see what we have access to.

I would like there to be more books so the Hispanic community can learn to work - in English and learn English.

I would like to have some information about the library and I would like a transcript of our conversation, too.

I would to visit.

If they are going to do these survey's, they should not call in the evening.

I'll probably start visiting the library more now that I live in Eugene.

I'm glad that there's going to be a new library.

I'm glad that they're actually surveying the community.

I'm happy they're going to open a new one.

I'm very glad that the new library is being built.

I'm very glad you're doing this survey. I hope you are able to talk with more Hispanic households. The librarian at the Bethel branch is awesome her name is Caroline and I know she always goes out of her way to help the Hispanic families find what they're looking for.

It's been a couple years since I've been. (p) I do more research online on the Internet. I don't have time to read.

I've always wanted to go to the library but I'm just lazy. The thing is I've never tried to find out where the library is due to the fact that I don't speak English. I have a lot of work at home and work.

I've had about 10 people and do exactly what you're doing if you don't do it again don't call again.

Just I think the new library is gonna kick ass.

Just that I think they should do more classical music and more events for Spanish people. Hispanic speaking events.

Keep it up I would love to see more library services.

Libraries are a crucial part of a communities well being.

Library needs more money and longer hours.

Mm no.

More materials in Spanish for kids and adults... Movies classic movies.

More parking!!!!!!.

NA.

Nah this time I won't.

No. (119)

No I think the hours are something to improve on, and sometimes the staff are like stone faced. They just check out the books and don't treat me very , sometimes the staff are stone faced.

No it is a long survey it could be about a third as long.

No not really it's nice and I'm glad it's expanding.

No nothing in particular that I can think of.

No actually, thanks.

No, I'm just glad you're doing the survey, the new library is going to be a terrific addition to the city, and we are looking forward to it.

No I am real excited about the new library.

No I don't think so.

No I don't think I'm very good at this.

No I think I have said enough.

No I guess not, it's a good library...and there's nice people who work there, I like the coffee stand outside. And I wish they were open on Sundays.

No just can't wait for the new building to open up.

No nothing.

No sir.

No thank you. (4 answers)

No that's it.

No, I don't. (2 answers)

No, I don't think so.

No, I just hope that in the future there will be a good library, because people need it.

No, I just really support the Eugene Library, it's a wonderful place to go. I wish they had that coffee bar again.

No, I like to support the library I appreciate its presence in the community.

No, I think its great!

No, I'm anxious for the new library to open, hope there ARE ADEQUATE PARKING for DISABLED!.

No, I'm excited about the new one!.

No, I'm just looking forward to the new building going into service.

No, I'm looking forward for the new library to open.

No, I'm really excited about the new library.  
No, it was fun.  
No, just close that new one down.  
No, ma'am.  
No, no I don't.  
No, nothing.  
No, we're just excited for the new building to open up.  
No, when my children were little I used it all the time, years ago I took them to all the story times, things like that.  
No, you've done a good job!.  
No, I don't think so.  
No, I think that's it.  
No, pretty thorough.  
No, that will be it.  
No, that's about it.  
No, that's it.  
No. (8 answers)  
No. I'll of course think of something after you hang up.  
No. Just that some of those questions are confusing. (p). The one where you said "maintain their collections" did you mean new acquisitions or does it mean the books are cared for. (p) No.  
Thank you.  
No-goodnight.  
None.  
Nope. (19 answers)  
Nope, that's it.  
Not really. (2 answers)  
Please have more propaganda inviting people to visit the library.  
Please no fines sometimes we work so much that we can't take back the materials on time.  
Reminds me of Denver survey!.  
Thank you.  
The Eugene Public Library is extraordinarily well stocked.  
The library needs to increase the quantity and quality of books in English and add more books in different languages for people of all cultures.  
The new library has been something we've needed for a long time, very excited about it.  
They are great people.  
They ask too many stupid questions, make you look like an idiot!.  
They used to have an art library where you could check out big beautiful prints, we made use of that all the time. I don't know if they had to cut it because of funding or what but we just loved it and used it all the time. Walls were constantly changing here.  
Uh no. (2 answers)  
Uh nope.  
Um. Just make sure you got the notes about the library taking so long to process the CDs I donated. I'm inclined to donate music, but only if they speed it up.  
Um okay, what is your name? <P> How long have you worked there? Do you like it? How old are you? <P>.  
Um yeah I actually mentioned to a librarian I do a lot of things on line, like reserving books, and when they are ready, or in and available, the library sends a postcard. I think it would be better to switch to email , they are working on it, I guess.  
Um only that it would be nice if the library provided classes or workshops.  
Um no I don't think so.  
Um I don't think so.



Um no. (3 answers)

Um no I guess I'll plan to use it more when the new branch opens because of curiosity and because it is larger.

Um not that I can think of.

Um, no.

Um, no just the hours thing is pretty big for me, but I don't know if they can do that, they can't make everybody happy.

Um, not that I can think of, the thing about the fiction section is really the big sticking point. A more extensive history section would be really keen. I know they're doing the best they can with the funding they've got right now.

Um...I don't know umm...do they charge for library cards? (p: I'm not authorized to give you information....) Um...o.k.

We may be a bizarre sampling because we're both grad students. We use different resources.

We really anxious for the new library.

Well that they are going to lose a lot of lower income people if they have to pay for parking....I think it would be a total nightmare with the traffic. They could build up, and add more books, a better video system on the fiction videos, that I could use for the classes I teach, there aren't enough, they are all British.

Well, they either need the computer to have really good instructions posted on wall or near computer showing how to use or have a regular card catalog system available for us.

Well um I do plan to use the library more now that I have a child. It is just, well, it is crappy. I don't even know what they have to offer. I just know that compared to other libraries, like Roseburg, which is really nice, the Eugene library is not very good.

Were really excited about the new library we cant wait were really excited they're doing it I think having the new lib will address some of my concerns such as not having enough selection of books.

What is your name? Where are you calling from? It's good for the community when you need to know something it's easy to just go to the library and find it. Even though there is not enough material in Spanish.

When I'm using the library's catalog, and I specify my search parameters, I get a list of results. When I select one of those results, say a book title, to see if it's available, I get the information I need, it's impossible to go back to the list that was generated by my search parameters. I have to re-enter the search parameters to get my list again.

When you asked if there were something I would improve, I don't know if this is where to comment, But I, we, would use it more if they had a greater science fiction, and fantasy section.

Who do you represent?.

Yeah can I add a suggestion? I think the one way the library could expand hours is to cut down services at certain times of the day. That way it would cost less money to keep open more hours. [p] I would cut all services except checkout.

Yeah, I would like to see more science journals and books etc, good information any topic that has merit.

Yes I think that the library should nor discriminate about who can have a card and require id I own a home in Eugene but don't live inside the city limits but I believe I'm entitled to that card.

Yes please get that library finished soon its so crowded in there at times you cant even get to the shelves.

Yes, I think that the new library is a step in the right direction.

You've done a nice job.

## INTERVIEWER OBSERVATIONS

A couple years ago r had a heart attack and broke a leg. She was unable to get out of bed and her library card had expired. She sent her license and proof of residence with a personal aid to EPL to get card renewed, she also called to o.k. It. They refused to renew it even after repeated legal documents of address etc and several calls from her and her doctor. Because she was unable to do anything besides read she would have made extensive use of EPL but was unable to because of a policy she finds ridiculous. Parking is also a struggle she is disabled but not handicapped. She has a hard time finding parking that is close enough for her (she doesn't have a handicapped parking permit.).

All is well.

Another person who has never gone to the library but still ask "library" questions! Making survey longer than 4 min.

At the end of survey r said thank you for being interested in my answers and I'm glad to see that the library cares about what the community thinks and what the Spanish community needs.

At the end of the interview, after the questions about the Eugene police department, I heard a click as if someone hung up the phone, but Respondent was still on the line. It is possible that someone, maybe her husband, was listening in on the other line during the interview. I had no indication of this previous to the end, and no hint that it may have influenced her answers, however.

Converted her with non-users take 4 minutes.

Data correction slip filled out for ? Inform2.

Did first half of the interview in English because I learned half way through that r speaks Spanish.

Extremely undereducated Female Respondent . Could not understand a lot of the questions I needed to speak slowly and explain a lot of them.

For lang1 and lang2 Respondent indicated 1 "yes" they speak and study Spanish. For lang3 and lang3a she indicated that they "don't need" resources in Spanish at the library because they use their own books at home. For lang5 she answered 8 "don't know" because they have \*never\* even looked at or tried the Spanish resources at the library. (it may make a difference that they only use the Sheldon branch and have not used the downtown branch.) However, Respondent may not seek out all that the library offers, as she indicated in libuse2, libdo2, and inform4. She also indicated in libdo8, libdo9 and kidlib3 that she and her son don't see it as a "social" thing, and she did not offer anything for improve or kidlib4, despite probing.

He lived in Santa Clara and just recently was annexed into city of Eugene.

He mentioned several times that the U of O library recently was remodeled and it's just beautiful there.

The hours of operation were a big deal and the fact that computers are so accessible at the knight library was also a big deal for him.

He seemed extremely distracted sort of mumbling answers, the questions towards the end of the survey offended him very much and he refused to answer several of them.

He was extremely jovial and good-humored. I have a feeling he was joking with a couple of the questions (especially the education q--he said fourth grade).

He's here on a student visa, very thick Asian accent and has only lived here for 1 yr. hence, no voting, or knowledge about city affairs etc.

Hispanic Respondent .

Hmmm, this was suppose to be shorter!.

Hmmm, Editing all the open ends makes it longer, but even still, this was a long one!.

Husband speaks Spanish/English, wife speaks only English-but took some Spanish classes at LCC in 1987. Children speak English although 1 child 12 year old is taking Spanish courses.

I agree to some degree with this woman, there are some really silly questions!.

I know this r - I realized it towards the end of the interview.

I still think there are some unnecessary questions in this survey (inform3) for instances, and the redundant questions! Such as (catdiff1 and catdiff2) and the language thing!.

Male Respondent started interview then handed phone to f who hung up. Then I called back and completed interview with m.

Nah. (2 answers)

None. (18 answers)

Puerto Rican professional working for the university.

Respondent called the University of Oregon library the night library.

Respondent did not want to give out any personal info.

Respondent has only been in Eugene for 2 months--she's a student. Also she's not registered to vote in Oregon.

Respondent hesitated to answer questions about police until I assured him the survey was complete anonymous and confidential. He says the police are racist.

Respondent is half Native American and half Hispanic but speaks very little Spanish.

Respondent is very dissatisfied about not being able to use the library because they live outside the city limits. She said they can vote in city elections. But must pay a fee to have a library card.

Respondent just moved here and has never used the library.

Respondent new to area.

Respondent refused question about income because she said it was not relevant for students.

Respondent said "don't know" for a few of the questions about what they do at the library because he says his wife (who isn't Hispanic) is usually the one who takes the girls to the library.

Respondent said "good question" after ?'s about epd. After being indecisive she asked her husband-he said neg. and that they were racist. Then after some silence she said "positive I guess".

Respondent said he believes the epd is racist & stops people because they look Mexican. But then said "well maybe I just think that. Because it \*is\* there job to stop people."

Respondent said he speaks a little Spanish & his wife took some Russian courses and they've know a little Chinese.

Respondent said he wanted to add that he commends the Eugene police department for not cooperating with the FBI's investigation of terrorists in the Eugene area.

Respondent said her parents speak Spanish and she considers herself Hispanic although she doesn't speak Spanish.

Respondent said if they ask a question about the Eugene police dept, they should ask what your objections are. Respondent wanted me to type: "my problem with the police dept. is lack of response. The length of time it takes them to respond to a call."

Respondent said it's been over 10 years since he was at the library.

Respondent said she has dyslexia-- hasn't been in the library in 15 years.

Respondent said she really hadn't been there in a couple years. She added that if there was any reason for having trouble getting information from librarians, it's that she was overworked. She also said she uses the LCC library more because she worked there...and she wanted to clarify that she was pooling together income for her and her roommate, even though they weren't a couple.

Respondent says she uses the night library at the U of O.

Respondent sounded extremely disengaged mentally disabled perhaps? Laughed at odd times and seemed to answer some questions without having really listened to the question.

Respondent speaks Korean and a little bit of English. She could understand enough to complete the survey. I could understand her enough to record the information.

Respondent speaks some Spanish, but did not feel comfortable doing the survey in Spanish.

Respondent speaks two languages-Spanish and French. I was only able to enter Spanish.

Respondent spoke perfect English at end of survey I realized that he speaks Spanish. Survey was conducted in English.

Respondent wanted to know if questions about police were to find out if police were stopping more Hispanics than whites.

Respondent was blind.

Respondent was English speaking and not Hispanic but he said his wife is Hispanic.

Respondent was reluctant to do survey at first due to his break up with his girlfriend, but decided to do it anyway because he says our # always shows up on his caller I.D.

Respondent watching game.

Really isn't happy with the library.

Respondent indicated in why not that the reason her parents don't use the library more is because they are Korean and they don't read English; and I sensed that this might partly be the reason she doesn't use it, although she gave other reasons for herself. I did not get a chance to ask her if they had a Korean collection or what she thought of it. Respondent, who is Korean, was not willing to answer the last three questions even after I told her it was about the Eugene police department.

Respondent lives in Santa Clara but she said she does vote in Eugene city elections. She and her children have never used the Eugene public library because they use other libraries. They are of Hispanic or Latino descent but they only speak English.

Respondent said for lang3 that although members in his household are learning Spanish, they do not use the Spanish resources at the library. He explained they have other Spanish resources in lang3a. He answered 8 "don't know" for lang5, because he hasn't looked at or checked out the Spanish resources available at the library. For best he indicated that he does not use the library much, himself. He may know how often his kids use it because he drives them there (kidlib2). He didn't have anything to suggest for improve or for kidlib4, which may indicate that the library meets their current needs. Or it may be that he is unaware of his children's use of the Spanish resources at the library or he may be unaware that they may have unmet needs.

Respondent said that English is her second language. She is Japanese. I did not ask, but she did not indicate any awareness of or interest in any services that might be available in her native language at the library.

Respondent said that she visited the Sheldon branch once but she never used it or any of the other branches. Respondent said that she doesn't read very much. Because she cannot see very well, she avoids reading. She seems to be unaware of (or perhaps uninterested in) any library services available to people with eye sight disabilities. Respondent is a retired registered nurse, so her answer for educ is 9 "other".

Respondent 's answers for lang1, lang2, lang3, lang3a, lang4, lang5 and lang6 were for her children. Her answers for kidlang1 and kidlang2 are somewhat redundant, then.

R's husband is ecuatoriano. R speaks English only.

R's phone died just as I was starting questions about Eugene police department.

Seemed extremely enthusiastic about the new building, said all complaints about the collection size were due to the limited space in the current building.

She didn't answer income questions--she's old and retired and said repeatedly "well I'm not working so I don't have any income". I put "no answer".

She had never been, no user, yet it still ask three or four questions about library, i.e. "what's the one thing about the lib you like, and the next one" and others, made me feel foolish!

She had said that her son used the bookmobile, then later mentioned that her husband uses the library; she does not.

She is a librarian at a local elementary school and hence all the references to "school".

She said I was a great interviewer.

She seemed apologetic about her non-use of the library but mentioned several times that the solicitors/ "undesirable people" who hang out near the library's entrance make her uncomfortable.

Single male didn't use library.

Skip logic did not work. R said she does not use library and does not have a library card, but the computer still proceeded to questions about library usage.

That went faster, but still long!

This family was survey friendly but extremely hungry.the vibe I was assured of was that 1) the female Respondent did in fact have some Latin American heritage but refused to identify as such by her

own admission. 2) She is a librarian at Roosevelt middle school.wanted us to know nothing about her family other than previous languages spoken. Also she believes that for the funding the library receives - they do a good job but for a library in a town this size- it 's pathetic (in paraphrase).

This gentleman and his wife are studying English and use the library to check out books in English in order to learn to read better in English.

This is a household of 7 single men-all Hispanic.

This lady was sort of venting on me but I guess I do understand some of her frustration. She utilizes the U of O catalog and computer to do most of her research. Her emphasis was that her opinions were not as valid because she utilized both libraries to access or check out sources.

This man didn't like library folks!

This person was extremely rude! She barely made it through!

This r did not want to answer any personal questions or questions having to do with his family.

This r did not want to do survey but once he did he had a lot to say!

This r speaks Spanish but I had to talk slow for her to understand, and it seemed as though she had some difficulty finding the words she wanted. Her children can understand Spanish but not speak it.

This r taught me 2 new words in Spanish. When I asked what he likes best @ the library he said the books on "serigraphy" which he says means screen-printing. He also mentioned he wants there to be videos on how to use the airbrush which he called an "airografo".

This Respondent works for the Eugene public library.

This was another "non-user" who are still asked too many "user" like questions. I.e., (what's the one best thing) which doesn't have probe for nonusers (na). P.s., This took much longer 'cause she put me on hold for at least four minutes.

This was weird. The r said she had been in Eugene for 2 weeks, did not have a library card, and had never had a card, but the survey went on as if she were a regular library user. She was nice and answered the questions, but thought it was rather silly.

Thought that his income was nobody's business.

Very friendly elderly woman said she understand a little bit of Spanish, but doesn't speak it. She did have an accent.

Very soft spoken female Respondent. Didn't have much to say - she said she is from a small town in Mexico and only went to 2nd grade.

Visited the library once, but never signed up or used anything there.

When asked age, Respondent said "middle-aged". She refused to give a number.