



# **Community Needs Assessment for the CPC Regional Library**

RB Software & Consulting, Inc.  
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## Executive Summary

- The purpose of this community needs assessment is to help those involved in the strategic planning process for the CPC Regional Library better understand the “needs, interests, and priorities” of those served by the libraries in the region. The assessment will also suggest future areas of focus for the libraries.
- The assessment is based on an examination of demographic data and trends for Carteret, Craven, and Pamlico counties; surveys of the counties’ citizens and the library staff; library usage, funding, technology, and facilities data; meetings with staff members and library board members; focus groups; and interviews with local community leaders.
- The demographic data reflect the fact that Craven County has a relatively young population (especially for those under 5 years of age), that Carteret and Pamlico counties have older populations than the rest of the state, that all three counties are seeing increases in the above-65 population group that are greater than the state’s average increase, that the populations of all three counties are better educated and wealthier than the state as a whole, that Pamlico’s population is not expected to grow much in the next two decades, and that Carteret is expected to grow much faster than the state average.
- A survey of county residents found that by far the most frequently used library resource or service was books for adults, followed by books for children, Internet access computers, and checking out videos and DVDs. A very high percentage of survey respondents rated the library as excellent in meeting their needs and in providing customer service and support. Books for adults, books for children, and programs for children were rated as the most important library resources and services. Of the items more directly under the control of the libraries, the inconvenience of library hours and the library not having what the respondent needs were the most frequently listed factors that limit the use of public libraries in the CPC Regional system.

- A survey of library staff found that most felt that the libraries are doing a good job of meeting the needs of patrons. Staff identified books for children, programs for children, large print books, and Internet access computers as the most important library resources and services. Staff saw the library's strengths as children's programs, the staff, customer service, and the ability to borrow materials from other libraries in the regional system. Staff saw training, programs for adults, and programs and services for teens as areas for improvement. For the most part, staff members were positive about the work environment at the libraries.
- Data regarding library usage and funding show that the CPC Regional Library ranks in the top one-fourth of the state's 80 public libraries in the number of reference questions per capita; the percentage of the population registered; and the number of users of Internet computers per capita. On the other hand, the library system ranks low on the amount of money spent on materials, non-print circulation per capita, and the number of public Internet workstations per 5,000 people. Over the last ten years, the CPC Regional Library has seen greater gains than the state average for public libraries in eight of the fourteen areas examined.
- A recent state-wide assessment of the degree to which the library has been successful in providing public access to computer technology found that the CPC Regional Library scores better than the state average in one of the three major areas examined and better than the state average on four of the eleven benchmarks that make up those three areas
- There is evidence, based on various measures, that the library facilities in Cape Carteret, Newport, and Havelock should be expanded.
- Direct interviews, focus groups, and other meetings with over 140 citizens and community leaders in Carteret, Craven, and Pamlico counties found strong support for and recommendations related to books, children's services, computers and Internet access, facilities, hours, the integrated library system, marketing and fundraising, the Pamlico Library, and staff.

- The report recommends that those involved in the strategic planning process for the CPC Regional Library consider the following areas:
  - Collections for adults
  - Programs and collections for children
  - Internet access computers
  - Personal research and general information
  - Facilities
  - Integrated library system
  - Marketing and advocacy for increased funding

## Introduction

In January 2013, the library board of the New Bern-Craven County Public Library contracted with RB Software & Consulting, Inc., for a community needs assessment to ensure that the future direction of the libraries in Craven County is consistent with the needs of the communities being served by those libraries. In June 2014, the CPC Regional Library received a federally funded LSTA (Library Services and Technology Act) grant to conduct similar community needs assessments in Carteret and Pamlico counties and to use the three assessments as the basis for a strategic plan for the regional library system.

The CPC Regional Library was motivated to engage in a strategic planning process because, as the grant application noted, the library system was concerned that “there is a serious lack of both region-wide long-range plans, and interrelated objectives and activities at the local level. Knowledge of community needs and expectations concerning public library services throughout the Regional Library service areas is incomplete and disparate.”

The purpose of this community needs assessment is to help those involved in the strategic planning process better understand “community needs, interests, and priorities” and to make recommendations for possible future roles for the CPC Regional Library.

The community needs assessment has been conducted by Dr. Robert Burgin, a library consultant with 39 years of experience in library education, library consulting, and library administration. The community needs assessment has included:

- An examination of demographic data and demographic trends for Carteret, Craven, and Pamlico counties, which make up the counties served by the CPC Regional Library.
- A survey of the citizens of Carteret, Craven, and Pamlico counties and a survey of the staff members of the public libraries in the CPC Regional Library.
- An examination of library usage, funding, technology, and facilities data for the public libraries in the CPC Regional Library.

- Meetings with the staff members of the public libraries in the CPC Regional Library and meetings with the library boards for the public libraries in the CPC Regional Library.
- Individual meetings with citizens from Carteret, Craven, and Pamlico counties.

## Chapter 1

### Demographic Data for Carteret, Craven, and Pamlico Counties

A community needs assessment for a public library naturally begins with an assessment of the community being served by examining that community's demographic data.

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#### Carteret County Data

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A summary of the most recent demographic data for Carteret County is shown in Table 1-1 on the following page.<sup>1</sup> The data for Carteret County are listed for 16 measures and compared with the median for all 100 counties in North Carolina. Carteret County's rank among the 100 counties is also shown, and the table is sorted by Carteret's rank.

The demographic data for Carteret County reflect the fact that the county:

- Is wealthier than the rest of the state. Carteret ranks 9th among the state's 100 counties in the median value of homes and 18th in median household income. It also ranks 88th in the percentage of the population living in poverty and 87th in unemployment, as of July 2014.
- Is very well educated. Carteret County ranks 10th in the state in the percentage of persons 25 and over with high school degrees or better and 22nd in the percentage of persons 25 and over with B.A. degrees or better. Carteret also ranks 89th in the state in the percentage of its population lacking basic literacy skills.
- Has a relatively older population than the rest of the state. Carteret County ranks 21st in the state in the percentage of its population 65 years of age and over.

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<sup>1</sup> The majority of the data comes from the United States Census Bureau (<http://quickfacts.census.gov/qfd/states/37000.html>). Unemployment data are from the North Carolina Department of Commerce, Division of Employment Security (<http://www.ncesc1.com/pmi/rates/ratesmain.asp>). Literacy data are from the National Center for Educational Statistics (<http://nces.ed.gov/naal/estimates/overview.aspx>).



The county also has relatively few younger individuals, ranking 92nd in the state in the percentage of its population under 5 years of age and 88th in the state in the percentage of its population under 18 years of age.

Table 1-1. Carteret County Demographic Data

Measure	Carteret	NC Median	Carteret Rank
Median Value of Homes, 2008-2012	\$207,600	\$129,650	9 of 100
Percentage of Persons 25 and Over with High School Degree or Better, 2008-2012	88.5%	80.8%	10 of 100
Median Household Income, 2008-2012	\$47,506	\$41,033	18 of 100
Population 65 Years and Over, 2012	20.3%	16.7%	21 of 100
Percentage of Persons 25 and Over with B.A. or Better, 2008-2012	23.8%	17.3%	22 of 100
Population Change, 2000 – 2013	15.2%	9.9%	36 of 100
Total Population, 2013 Estimate	68,434	55,454	38 of 100
Land Area, 2010	506.3	462.7	42 of 100
Population per Square Mile, 2010	131.3	113.1	43 of 100
Percentage Non-White, 2012	10.1%	22.8%	73 of 100
Percentage Hispanic, 2012	3.8%	6.1%	75 of 100
Unemployment, July 2014	5.8%	7.2%	87 of 100
Percentage in Poverty, 2008-2012	14.1%	18.0%	88 of 100
Population Under 18 Years of Age, 2012	18.6%	22.2%	88 of 100
Percentage Lacking Basic Literacy Skills, 2003	10.0%	14.0%	89 of 100
Population Under 5 Years of Age, 2012	4.5%	5.5%	92 of 100

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### Craven County Data

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A summary of the most recent demographic data for Craven County is shown in Table 1-2 on the following page. The data for Craven County are listed for 16 measures and compared with the median for all 100 counties in North Carolina. Craven County's rank among the 100 counties is also shown, and the table is sorted by Craven's rank.

The demographic data for Craven County reflect the fact that the county:

Table 1-2. Craven County Demographic Data

Measure	Craven	NC Median	Craven Rank
Population Under 5 Years of Age, 2012	7.3%	5.5%	8 of 100
Land Area, 2010	709.0	462.7	15 of 100
Percentage of Persons 25 and Over with High School Degree or Better, 2008-2012	87.3%	80.8%	15 of 100
Median Household Income, 2008-2012	\$47,383	\$41,033	19 of 100
Unemployment, July 2014	8.0%	7.2%	24 of 100
Percentage of Persons 25 and Over with B.A. or Better, 2008-2012	21.8%	17.3%	26 of 100
Total Population, 2013 Estimate	104,489	55,454	27 of 100
Median Value of Homes, 2008-2012	\$153,500	\$129,650	34 of 100
Population Change, 2000 – 2013	14.3%	9.9%	38 of 100
Population per Square Mile, 2010	146.0	113.1	39 of 100
Population Under 18 Years of Age, 2012	22.7%	22.2%	40 of 100
Percentage Hispanic, 2012	6.6%	6.1%	42 of 100
Percentage Non-White, 2012	27.6%	22.8%	43 of 100
Population 65 Years and Over, 2012	16.1%	16.7%	57 of 100
Percentage in Poverty, 2008-2012	16.3%	18.0%	72 of 100
Percentage Lacking Basic Literacy Skills, 2003	12.0%	14.0%	76 of 100

- Is relatively young, primarily with respect to pre-K children. Craven County ranks 8th in the state in the percentage of its population under 5 years of age. It is important to note that the percentage of the population in Craven County under 18 years of age or 65 and over is not significantly different from that of the state as a whole. It is only the under-5 population that is markedly greater. This is likely due to the large number of families with young children associated with the Cherry Point Marine Corps Air Station.
- Is relatively well educated. Craven County ranks 15th in the state in the percentage of persons 25 and over with high school degrees or better and 26th in the percentage of persons 25 and over with B.A. degrees or better. Craven also ranks 76th in the state in the percentage of its population lacking basic literacy skills.

- Is relatively wealthy. Craven County ranks 19th in the state in median household income and 34th in the median value of homes. The percentage of the population living in poverty is also low, ranking 72nd in the state. These rankings reflect modest, although not top-tier, wealth relative to the state as a whole.

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### Pamlico County Data

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A summary of the most recent demographic data for Pamlico County is shown in Table 1-3 below. The data for Pamlico County are listed for 16 measures and compared with the median for all 100 counties in North Carolina. Pamlico County's rank among the 100 counties is also shown, and the table is sorted by Pamlico's rank.

The demographic data for Pamlico County reflect the fact that the county:

Table 1-3. Pamlico County Demographic Data

Measure	Pamlico	NC Median	Pamlico Rank
Population 65 Years and Over, 2012	23.8%	16.7%	7 of 100
Percentage of Persons 25 and Over with High School Degree or Better, 2008-2012	85.0%	80.8%	29 of 100
Median Value of Homes, 2008-2012	\$154,400	\$129,650	32 of 100
Median Household Income, 2008-2012	\$43,825	\$41,033	35 of 100
Percentage of Persons 25 and Over with B.A. or Better, 2008-2012	18.1%	17.3%	45 of 100
Percentage Non-White, 2012	22.8%	22.8%	50 of 100
Percentage Lacking Basic Literacy Skills, 2003	14.0%	14.0%	56 of 100
Land Area, 2010	336.5	462.7	77 of 100
Unemployment, July 2014	6.2%	7.2%	79 of 100
Percentage Hispanic, 2012	3.3%	6.1%	83 of 100
Population Change, 2000 – 2013	0.1%	9.9%	85 of 100
Percentage in Poverty, 2008-2012	13.8%	18.0%	90 of 100
Total Population, 2013 Estimate	12,953	55,454	91 of 100
Population per Square Mile, 2010	39.1	113.1	92 of 100
Population Under 5 Years of Age, 2012	4.4%	5.5%	95 of 100
Population Under 18 Years of Age, 2012	17.4%	22.2%	97 of 100

- Has a relatively older population than the rest of the state. Pamlico County ranks 7th in the state in the percentage of its population 65 years of age and over. Conversely, Pamlico County has fewer younger individuals, ranking 95th in the state in the percentage of its population under 5 years of age and 97th in the state in the percentage of its population under 18 years of age.
- Is sparsely populated and is not growing. Pamlico ranks 91st out of North Carolina's 100 counties in terms of total population and 92nd in terms of population per square mile. The county's population grew by less than 1 per cent between 2000 and 2013, well below the state average of 9.9 per cent.
- Has modest wealth. Pamlico County ranks 32nd in the state in the median value of homes and 35th in median household income. The percentage of the population living in poverty is also low, ranking 90th in the state. Like Craven County, these rankings reflect modest, although not top-tier, wealth relative to the state as a whole.

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### Comparing County Data

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Demographic data for the three counties served by the CPC Regional Library can be compared by looking at their respective ranks among the 100 counties in North Carolina. These ranks are shown in Table 1-4 on the following page, which is sorted by Pamlico County's rank.

This comparison of ranks on demographic data for the three counties reveals some interesting differences.

- The differences in ranks between Carteret and the other two counties in the region are far smaller than the differences between Craven and Pamlico counties.
- The only major differences in ranks between Carteret and Pamlico counties relate to population. Both Carteret and Craven are far more populous than Pamlico, are more densely populated, and saw greater population growth between 2000 and 2013.

Table 1-4. Statewide Ranks on Demographic Data

Measure	Carteret Rank	Craven Rank	Pamlico Rank
Population 65 Years and Over, 2012	21	57	7
Percentage of Persons 25 and Over with High School Degree or Better, 2008-2012	10	15	29
Median Value of Homes, 2008-2012	9	34	32
Median Household Income, 2008-2012	18	19	35
Percentage of Persons 25 and Over with B.A. or Better, 2008-2012	22	26	45
Percentage Non-White, 2012	73	43	50
Percentage Lacking Basic Literacy Skills, 2003	89	76	56
Land Area, 2010	42	15	77
Unemployment, July 2014	87	24	79
Percentage Hispanic, 2012	75	42	83
Population Change, 2000 – 2013	36	38	85
Percentage in Poverty, 2008-2012	88	72	90
Total Population, 2013 Estimate	38	27	91
Population per Square Mile, 2010	43	39	92
Population Under 5 Years of Age, 2012	92	8	95
Population Under 18 Years of Age, 2012	88	40	97

- Carteret and Craven differ in just two areas: population and unemployment. Craven has a far greater percentage of its population under 5 years of age and under 18 years of age than does Carteret. Craven also had a much higher July 2014 unemployment rate than did Carteret. Otherwise, the two counties do not differ greatly on the demographic measures examined here.
- By contrast, Craven and Pamlico counties differ on a number of demographic measures:
  - Age distribution. Pamlico's population is markedly older than Craven's. Pamlico County ranks 7th in the state in the percentage of its population 65 and over; Craven ranks 57th. By contrast, Pamlico ranks 95th in the state in the percentage of its population under 5 years of age, and Craven ranks 8th.

Pamlico also ranks 97th in the state in the percentage of its population under 18 years of age, and Craven ranks 40th.

- Population and population growth. Craven is a fairly populous county, ranking 27th among the state's 100 counties in total population; Pamlico is far less populous, ranking 91st. Pamlico is also less densely populated than Craven and has seen far less population growth since 2000.
- Unemployment. Unemployment is a greater problem in Pamlico than in Craven. The July 2014 unemployment rate for Pamlico County ranked 79th in the state; Craven ranked 24th.

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### Demographic Trends for Carteret County

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Table 1-5 on the following page shows several demographic trends based on a comparison of data from 2000 to the most recent data (2012 through 2014). The percentage change for each measure is shown for Carteret County and for the state of North Carolina as a whole.

These trends reflect the following themes:

- An increase in the age of the population. The percentage of the population 65 and over has grown slightly more rapidly in Carteret County (18.0 per cent) than in the entire state (15.0 per cent), while the percentage of the population under 18 has declined more than twice as much in Carteret County (minus 10.1 per cent) than for the entire state (minus 4.1 per cent). The percentage of the population under 5 years of age has also declined slightly more in Carteret County than for North Carolina's 100 counties.
- Increased diversity. The percentage of non-Whites in Carteret County has grown steadily over the past dozen years (14.8 per cent) while holding steady for the state as a whole. The Hispanic population in Carteret has more than doubled since 2000 and has grown more rapidly than it has statewide

Table 1-5. Carteret County Demographic Changes, 2000 to 2012

Measure	Carteret	NC
Population Under 18 Years of Age	-10.1%	- 4.1%
Population Under 5 Years of Age	-8.2%	- 7.5%
Percentage of Persons 25 and Over with High School Degree or Better	7.8%	8.2%
Percentage Non-White	14.8%	0.7%
Total Population	15.2%	22.3%
Population 65 Years and Over	18.0%	15.0%
Percentage of Persons 25 and Over with B.A. or Better	20.2%	19.1%
Median Household Income	23.9%	18.5%
Percentage in Poverty	31.8%	36.6%
Median Value of Homes	67.6%	41.8%
Unemployment	100.0%	102.9%
Percentage Hispanic	123.5%	85.1%

- Relative increases in measures of wealth. The median value of homes has increased much more rapidly in Carteret County (67.6 per cent) over the last decade than it has for the state as a whole (41.8 per cent). Median household income has also increased more rapidly in Carteret (23.9 per cent vs 18.5 per cent for the state).
- Relatively slow population growth. Between 2000 and 2013, Carteret County grew less quickly than did the state (15.2 per cent vs 22.3 per cent).

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### Demographic Trends for Craven County

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Table 1-6 on the following page shows several demographic trends based on a comparison of data from 2000 to the most recent data (2012 through 2014). The percentage change for each measure is shown for Craven County and for the state of North Carolina as a whole.

These trends reflect the following themes:

Table 1-6. Craven County Demographic Changes, 2000 to 2012

Measure	Craven	NC
Percentage Non-White	-8.3%	0.7%
Population Under 18 Years of Age	-7.7%	- 4.1%
Population Under 5 Years of Age	0.0%	- 7.5%
Percentage of Persons 25 and Over with High School Degree or Better	6.5%	8.2%
Percentage of Persons 25 and Over with B.A. or Better	13.0%	19.1%
Total Population	14.3%	22.3%
Population 65 Years and Over	20.1%	15.0%
Percentage in Poverty	24.4%	36.6%
Median Household Income	31.7%	18.5%
Median Value of Homes	58.9%	41.8%
Percentage Hispanic	65.0%	85.1%
Unemployment	185.7%	102.9%

- An increase in the age of the population. The percentage of the population 65 and over has grown more rapidly in Craven County (20.1 per cent) than in the entire state (15.0 per cent), while the percentage of the population under 18 has declined more than twice as much in Craven County (minus 7.7 per cent) than for the entire state (minus 4.1 per cent). Interestingly, the percentage of the population under 5 years of age has remained steady in Craven County while dropping by 7.5 per cent statewide.
- Mixed changes in measures of wealth. The median value of homes in Craven County increased more rapidly than it did statewide (58.9 per cent vs 41.8 per cent), and the median household income grew much more rapidly (31.7 per cent vs 18.5 per cent). The percentage of people in poverty grew more slowly in Craven County (24.4 per cent) than it did statewide (36.6 per cent). On the other hand, unemployment grew more quickly in Craven than it did for the state as a whole by a good margin (185.7 per cent vs 102.9 per cent).



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### Demographic Trends for Pamlico County

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Table 1-7 below shows several demographic trends based on a comparison of data from 2000 to the most recent data (2012 through 2014). The percentage change for each measure is shown for Pamlico County and for the state of North Carolina as a whole.

Table 1-7. Pamlico County Demographic Changes, 2000 to 2012

Measure	Pamlico	NC
Population Under 18 Years of Age	-17.5%	- 4.1%
Percentage Non-White	-14.9%	0.7%
Population Under 5 Years of Age	-12.0%	- 7.5%
Percentage in Poverty	-9.8%	36.6%
Total Population	0.1%	22.3%
Percentage of Persons 25 and Over with High School Degree or Better	13.0%	8.2%
Percentage of Persons 25 and Over with B.A. or Better	23.1%	19.1%
Population 65 Years and Over	26.6%	15.0%
Median Household Income	28.6%	18.5%
Median Value of Homes	71.7%	41.8%
Unemployment	113.8%	102.9%
Percentage Hispanic	153.8%	85.1%

These trends reflect the following themes:

- An increase in the age of the population. The percentage of the population 65 and over has grown slightly more rapidly in Pamlico County (26.6 per cent) than in the entire state (15.0 per cent), while the percentage of the population under 18 has declined more than four times as much in Pamlico County (minus 17.5 per cent) than for the entire state (minus 4.1 per cent). The percentage of the population under 5 years of age has also declined slightly much more in Pamlico

County (minus 12.0 per cent) than for North Carolina's 100 counties (minus 7.5 per cent).

- Increases in education level. Growth among persons 25 and over with a high school degree or better has been more rapid for Pamlico in the past dozen years (13.0 per cent) than it has statewide (8.2 per cent). Likewise, the percentage of persons 25 and over with B.A. degrees or better has increased more quickly than it has for the state as a whole (23.1 per cent vs 19.1 per cent).
- Decreases in measures of wealth. On three of the four measures of wealth – median household income, median value of homes, and percentage in poverty – the situation in Pamlico has changed in more positive ways than it has for the state as whole. Most notably, the percentage of the population living in poverty has dropped by 9.8 per cent for Pamlico while rising by 36.6 per cent statewide. Median household income and the median value of homes have grown more rapidly than they have statewide, but the unemployment rate has also grown more rapidly than the unemployment rate for North Carolina as a whole.

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### Comparing Demographic Trends

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Demographic trends for the three counties served by the CPC Regional Library can be compared in four areas.

- Age of the population. The percentage of the population 65 and over has grown more rapidly in all three counties over the past dozen years than it has statewide. Conversely, the percentage of the population under 18 years of age has dropped more rapidly than the state average for all three counties, and the percentage of the population under 5 years of age has dropped more rapidly in Carteret and Pamlico.
- Measures of wealth. For all three counties, median household income and the median value of homes have increased more rapidly in the last dozen years than they have for the state as a whole. For all three counties, the percentage of the population in poverty has either dropped (Pamlico) or risen less rapidly than in

the rest of the state (Carteret and Craven). On the other hand, unemployment in Craven County grew at a much higher rate than it did for the state as a whole.

- Population growth. In all three counties, the total population since 2000 has failed to keep pace with the statewide average of 22.3 per cent. While Carteret and Craven experienced modest population growth, Pamlico's population change was basically flat.
- Education level. Both the percentage of persons 25 and over with high school degrees or better and the percentage of persons 25 and over with B.A. degrees or better grew more rapidly for Pamlico County than for the state of North Carolina. The opposite was true in Craven County, where those percentages lagged the state average. The percentage change in Carteret was closer to the state average for both high school degrees or better and B.A. degrees or better.
- Racial diversity. Changes in racial diversity among the three counties has been mixed. In Carteret and Pamlico, the percentage of Hispanics has grown more rapidly than the state average. In Carteret, the percentage of non-whites grew much faster than it did statewide, while in Craven and Pamlico counties, that percentage has dropped in the past dozen years.

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### **Growth Projections for Carteret County**

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The North Carolina Office of State Budget and Management provides population data and projections for the 100 counties in North Carolina. That information is shown in Table 1-8 on the following page for Carteret County.<sup>2</sup>

These statistics reflect the state's belief that population growth in Carteret County will outpace growth statewide, both between 2010 and 2020 and between 2020 and 2030. The state predicts that Carteret will be the 16th fastest growing county in the state between 2010 and 2020 and the 17th fastest growing county in the state between 2020 and 2030.

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<sup>2</sup> Data are found at "County/State Population Projections," URL: [http://www.osbm.state.nc.us/ncosbm/facts\\_and\\_figures/socioeconomic\\_data/population\\_estimates/county\\_projections.shtm](http://www.osbm.state.nc.us/ncosbm/facts_and_figures/socioeconomic_data/population_estimates/county_projections.shtm). Detailed growth data for 2000-2010 are not available on the site.

The increase is due to a predicted high rate of net migration into the county, which will offset the predicted drop in natural growth (births minus deaths). In fact, the predicted rates of net migration between 2010 and 2020 and between 2020 and 2030 are percentagewise among the five largest for North Carolina's 100 counties.

Table 1-8  
Population Data and Projections  
Carteret County, 2010 – 2030

Measure	2010	2020	2030
<b>Population</b>	<b>66,469</b>	<b>75,154</b>	<b>83,577</b>
<b>Population Growth, Previous 10 Years</b>	<b>7,086</b>	<b>8,685</b>	<b>8,423</b>
<b>Percentage Population Growth, Previous 10 Years</b>	<b>11.9%</b>	<b>13.1%</b>	<b>11.2%</b>
<b>Percentage Population Growth, Previous 10 Years, North Carolina</b>	<b>18.5%</b>	<b>10.8%</b>	<b>9.6%</b>
<b>Births, Previous 10 Years</b>	<b>N/A</b>	<b>6,492</b>	<b>6,933</b>
<b>Deaths, Previous 10 Years</b>	<b>N/A</b>	<b>8,617</b>	<b>10,959</b>
<b>Natural Growth, Previous 10 Years</b>	<b>N/A</b>	<b>-2,125</b>	<b>-4,026</b>
<b>Net Migration, Previous 10 Years</b>	<b>N/A</b>	<b>10,810</b>	<b>12,449</b>

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### Growth Projections for Craven County

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The North Carolina Office of State Budget and Management population data and projections for Craven County are shown in Table 1-9 on the following page.

The state is predicting a moderate level of growth for Craven County, although one that will trail statewide growth and one that will taper off, from 13.2 per cent between 2000 and 2010 to 8.5 per cent between 2010 and 2020 and 7.6 per cent between 2020 and 2030. The predicted growth pattern is the result of a small but positive natural growth (births minus deaths) and a small but positive net migration into Craven County.

Unlike Carteret County, the predicted growth for Craven County due to net migration is not strong and is less than the predicted growth for the state as a whole.

Table 1-9  
Population Data and Projections  
Craven County, 2010 – 2030

Measure	2010	2020	2030
<b>Population</b>	<b>103,505</b>	<b>112,332</b>	<b>120,904</b>
<b>Population Growth, Previous 10 Years</b>	<b>12,069</b>	<b>8,827</b>	<b>8,572</b>
<b>Percentage Population Growth, Previous 10 Years</b>	<b>13.2%</b>	<b>8.5%</b>	<b>7.6%</b>
<b>Percentage Population Growth, Previous 10 Years, North Carolina</b>	<b>18.5%</b>	<b>10.8%</b>	<b>9.6%</b>
<b>Births, Previous 10 Years</b>	<b>N/A</b>	<b>16,116</b>	<b>16,616</b>
<b>Deaths, Previous 10 Years</b>	<b>N/A</b>	<b>11,084</b>	<b>12,771</b>
<b>Natural Growth, Previous 10 Years</b>	<b>N/A</b>	<b>5,032</b>	<b>3,845</b>
<b>Net Migration, Previous 10 Years</b>	<b>N/A</b>	<b>3,795</b>	<b>4,727</b>

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### Growth Projections for Pamlico County

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The North Carolina Office of State Budget and Management population data and projections for Pamlico County are shown in Table 1-10 on the following page.

Unlike Carteret and Craven counties, Pamlico County is not expected to grow in population in the next few decades. The state predicts a negative growth rate of minus 0.6 per cent between 2010 and 2020 and a flat growth rate between 2020 and 2030.

The lack of growth results from the combination of a drop in natural growth (births minus deaths) and a failure of migrations into Pamlico County to offset that drop.

Table 1-10  
Population Data and Projections  
Pamlico County, 2010 – 2030

Measure	2010	2020	2030
<b>Population</b>	<b>13,144</b>	<b>13,071</b>	<b>13,071</b>
<b>Population Growth, Previous 10 Years</b>	<b>210</b>	<b>-73</b>	<b>0</b>
<b>Percentage Population Growth, Previous 10 Years</b>	<b>1.6%</b>	<b>-0.6%</b>	<b>0.0%</b>
<b>Percentage Population Growth, Previous 10 Years, North Carolina</b>	<b>18.5%</b>	<b>10.8%</b>	<b>9.6%</b>
<b>Births, Previous 10 Years</b>	<b>N/A</b>	<b>1,064</b>	<b>1,089</b>
<b>Deaths, Previous 10 Years</b>	<b>N/A</b>	<b>1,682</b>	<b>2,049</b>
<b>Natural Growth, Previous 10 Years</b>	<b>N/A</b>	<b>-618</b>	<b>-960</b>
<b>Net Migration, Previous 10 Years</b>	<b>N/A</b>	<b>545</b>	<b>960</b>

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### Comparing Growth Projections

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Table 1-11 on the following page summarizes the population growth projections of the North Carolina Office of State Budget and Management for the three counties served by the CPC Regional Library.

The table reflects the projection that growth in Carteret is expected to surpass the growth of 21.4 per cent for the entire state and that, while growth will be positive for Craven County, it will lag statewide growth. On the other hand, Pamlico is expected to see a very small decline in population between 2010 and 2030.

Natural growth rates – births minus deaths – are expected to be negative for both Carteret and Pamlico counties, which is not surprising, given the high percentage of the population 65 and over in these counties. Nevertheless, net migration is expected to be very strong in Carteret and should offset the negative natural growth. This is, however, not the case in Pamlico, where net migration will not be strong enough to balance the large drop in natural growth.

Table 1-11  
Population Data and Projections  
Carteret, Craven, and Pamlico Counties, 2010 – 2030

Measure	Carteret	Craven	Pamlico
<b>Population, 2010</b>	<b>66,469</b>	<b>103,505</b>	<b>13,144</b>
<b>Projected Population, 2030</b>	<b>83,577</b>	<b>120,904</b>	<b>13,071</b>
<b>Projected Percentage Population Growth, 2010 – 2030</b>	<b>25.7%</b>	<b>16.8%</b>	<b>-0.6%</b>
<b>Projected Percentage Natural Growth, 2010 – 2030</b>	<b>-9.3%</b>	<b>8.6%</b>	<b>-12.0%</b>
<b>Projected Percentage Net Migration, 2010 – 2030</b>	<b>35.0%</b>	<b>8.2%</b>	<b>11.5%</b>

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### Implications for Library Services

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These demographic patterns have several implications for public library services in the three counties served by the CPC Regional Library.

- First, it is important for library staff – both at the county level and at the regional level – to note both the differences and the similarities among the three counties. While it is unlikely that a “cookie cutter” approach to resources, services, and programs will work for the regional system, there is potential for some overlap in library service from county to county.
- The relatively young population in Craven County (particularly those under 5 years of age) supports the need for strong children’s programs and collections in the Craven County libraries. Public libraries have an important role to play in helping young children build the skills needed to succeed in school, and this is especially true in a county that ranks 8th in the state in the percentage of its population under 5 years of age. While the percentages under 5 years of age and under 18 years of age are much smaller in Carteret and Pamlico, however, staff in these counties should remember that public libraries still have an important role to play in helping young children build the skills needed to succeed

in school and that they represent an investment in the future of the nation, regardless of the percentage of the population that they represent.

- Carteret and Pamlico counties have older populations than the rest of the state, and all three counties are seeing increases in the above-65 population group that are greater than the state's average increase. Older populations tend to be strong users of library services in general and of traditional, book-oriented library services in particular.
- The populations of all three counties are better educated than the state as a whole. All have a larger percentage of high school graduates and college graduates than is typical for the state's 100 counties, and all rank lower than the state average in terms of persons lacking basic literacy skills. This is especially true of Carteret County, which ranks 10th in the state in the percentage of persons 25 and over with high school degrees or better and 22nd in the percentage of persons 25 and over with B.A. degrees or better. Highly educated populations tend to be heavier library users and tend to be heavier readers.
- The populations of all three counties are also wealthier relative to the state as a whole. All have higher median household incomes than the state average, and all have higher median home values as well. All have lower percentages of people in poverty than the state average, and Carteret and Pamlico had lower July 2014 unemployment rates than did the state. Wealthier populations tend to be heavier library users. Consequently, demand for library services in Carteret, Craven, and Pamlico counties is likely to be strong.
- Pamlico's small population is not expected to grow much in the next two decades, while Carteret is expected to grow much faster than the state average. The latter trend may put increased pressure on the libraries in Carteret County to maintain a high level of library services, particularly with the high rate of net migration into the county by individuals from areas of the country with better-funded libraries.



## Chapter 2

### Community Survey

The CPC Regional Library has conducted two surveys of its communities in the past two years. These surveys have been combined for the analysis in this chapter.

From late June through early August 2013, the public libraries in Craven County conducted a survey of its citizens, and during the month of September 2014, the public libraries in Carteret and Pamlico counties conducted a survey of their citizens. A total of 1,461 individuals responded.

The survey asked respondents to list the library facilities that they used most frequently. The results are shown in Table 2-1 below. (Multiple answers were allowed, and so the percentages total greater than 100 per cent.)

Table 2-1. Library Most Frequency Used

Library	Number	Percentage
Beaufort	366	25%
Cape Carteret	141	10%
Cove City	2	0%
Havelock	105	7%
New Bern	205	14%
Newport	107	7%
Otway	69	5%
Pamlico	308	21%
Pine Knoll Shores	300	21%
Vanceboro	13	1%

One fourth of the respondents listed the Beaufort Library as the facility that they use most frequently, and 21 per cent each listed Pamlico and Pine Knoll Shores.

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### Reasons for Using the Library

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The survey asked respondents to list the library resources and services that they most frequently use. The results are shown in Table 2-2 below.

Table 2-2. Most Frequently Used Library Resources and Services

Resource or Service	Percentage
<b>Books for Adults</b>	<b>73%</b>
<b>Books for Children</b>	<b>28%</b>
<b>Internet Access Computers</b>	<b>28%</b>
<b>Check Out Videos and DVDs</b>	<b>28%</b>
<b>Personal Research/General Information</b>	<b>24%</b>
<b>Books on Tape and CDs</b>	<b>24%</b>
<b>Library Website</b>	<b>22%</b>
<b>Newspapers and Magazines</b>	<b>22%</b>
<b>Programs for Adults</b>	<b>18%</b>
<b>Large Print Books</b>	<b>18%</b>
<b>Programs for Children</b>	<b>15%</b>
<b>Books for Young Adults</b>	<b>15%</b>
<b>Reference Service (in-house and telephone)</b>	<b>11%</b>
<b>Meeting Space</b>	<b>11%</b>
<b>Business and Work Related Research</b>	<b>10%</b>
<b>Computers for Children</b>	<b>8%</b>
<b>School Homework</b>	<b>7%</b>
<b>Genealogical Research</b>	<b>7%</b>
<b>Programs for Young Adults</b>	<b>4%</b>
<b>Outreach Services to Pre-school Children</b>	<b>3%</b>
<b>Foreign Language Materials</b>	<b>3%</b>

By far, the most frequently used service or resource among survey respondents were books for adults; nearly three fourths (73 per cent) of respondents listed these as one of the most frequently used resources and services of the library.

Books for children, Internet access computers, and checking out videos and DVDs were tied for the second most frequently used resources and services; 28 per cent of respondents selected these.

By contrast, the library's outreach services to pre-school children and foreign language materials were the least frequently used resources and services; in each case, only 3 per cent of survey respondents listed these among their most frequent reasons for using the library.

As Table 2-3 on the following page shows, although books for adults were the most frequently used resource or service at every library location,<sup>3</sup> there was some variation among locations for the other most frequently used library resources and services. Respondents who most frequently used the library in every location but New Bern rated checking out videos and DVDs as one of the five most frequently used resources or services, while those who most frequently used the New Bern library were unique in listing children's programs as one of the five most frequently used resources or services.

Nine resources or services accounted for the top five in all of the regional library system's locations. Checking out videos and DVDs and Internet access computers were listed in the top five for all but one library, and books for children were listed for all but two libraries.

Just as programs for children made the top five in only one location (New Bern), newspapers and magazines were rated in the top five in Pine Knoll Shores only. The library Website was listed among the five most frequently used resources and services in only two libraries: Newport and New Bern.

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<sup>3</sup> Because of the low number of responses from Cove City and Vanceboro, meaningful breakdowns cannot be provided for those libraries.

Table 2-3. Five Most Frequently Used Library Resources and Services by Location

Resource or Service	Beaufort	Cape Carteret	Newport	Otway	Pine Knoll Shores	Pamlico	Havelock	New Bern
<b>Books for Adults</b>	1	1	1	1	1	1	1	1
<b>Check Out Videos and DVDs</b>	2	2	4	3	4	2	4	
<b>Internet Access Computers</b>	3	5		2	3	4	2	4
<b>Books on Tape and CDs</b>	4	3			2			
<b>Personal Research/General Information</b>	5		5	4		3	5	
<b>Books for Children</b>		4	2	5		5	3	2
<b>Library Website</b>			3					3
<b>Newspapers and Magazines</b>					5			
<b>Programs for Children</b>								5

Much the same was true of the five least frequently used library resources or services. As Table 2-4 on the following page shows, nine resources or services accounted for the bottom five in all of the regional library's locations.

Three resources and services – programs for young adults, foreign language materials, and outreach services to pre-school children – were ranked among the five least used at every location. School homework and genealogical research were among the five least used resources and services at all but three locations each.

New Bern respondents were unique in rating business and work related research among their five least used resources and services, as were Newport respondents for reference service (in-house and telephone).

Table 2-4. Five Least Frequently Used Library Resources and Services by Location

Resource or Service	Beaufort	Cape Carteret	Newport	Otway	Pine Knoll Shores	Pamlico	Havelock	New Bern
Meeting Space			17				18	18
Business and Work Related Research								16
Reference Service (in-house and telephone)			19					
Genealogical Research		17		19	17	18	17	
School Homework	17	18		17	19			17
Computers for Children	18					17	16	
Programs for Young Adults	19	19	20	18	21	19	21	21
Foreign Language Materials	20	20	21	20	18	21	20	20
Outreach Services to Pre-school Children	21	21	18	21	20	20	19	19

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### Meeting the Needs of Community Members

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Respondents were asked to rate how well the library's resources and services meet their needs. As Table 2-5 on the following page shows, half of the respondents rated the public libraries in the CPC Regional system as excellent in this regard. Another 37 per cent rated the libraries as very good.

Table 2-5. How Well Does the Library Meet the Needs of Respondents?

Rating	Percentage
<b>Excellent</b>	<b>50%</b>
<b>Very Good</b>	<b>37%</b>
<b>Satisfactory</b>	<b>11%</b>
<b>Unsatisfactory</b>	<b>1%</b>
<b>Poor</b>	<b>0%</b>

This result represents the second highest percentage of excellent ratings for any of the nine public libraries that this consultant has surveyed in the past three years, and the library staff should be proud of this achievement.

The results varied slightly for the library's locations. Respondents who most frequently used the Pine Knoll Shores Library were more likely to rate the ability of that library's resources and services to meet their needs as excellent (58 per cent). More than half of those who most frequently used Pamlico (52 per cent) and Beaufort (51 per cent) also rated those libraries as excellent in this regard. The percentage of respondents who gave excellent ratings to the library's resources and services were slightly lower for other locations: New Bern (46 per cent); Havelock (45 per cent); Cape Carteret (42 per cent); Newport (39 per cent); and Otway (39 per cent).

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### How to Improve Library Services, Resources, and Facilities

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Respondents were asked how the library's services, resources, and facilities could be improved. A total of 579 suggestions were received, and these are shown in Table A-1 of Appendix A. The most popular suggestions for improvement included the following areas:

- **Books.** The most frequently mentioned area for improvement was books and, in particular, more books, either in general ("More books") or in specific areas like medicine, fantasy and science fiction, theology, and the sciences. A large number of respondents wanted newer books, some wanted best sellers ("A

better source of new books both fiction and nonfiction”), and some wanted children’s books. Typical was the remark of a Beaufort user that “It is difficult to find the books that I’m looking for – mostly new releases. I am an avid reader and when there is a long waiting list, I end up purchasing for Kindle.”

- Ebooks. Several respondents also noted the need for ebooks. As one noted, “Current selection is lacking.”
- Computers. Computers were the second most frequently suggested area for improvement. Both more computers and better computers were noted, and some respondents even complained about specific computers that tend not to work well.
- Non-print items. Several respondents recommended getting more books on CD, audio books, and DVDs. As one Beaufort user noted, “Expand DVD selection.”
- Policies. Several respondents suggested changes in library policies, including not charging for DVDs in Beaufort or “recycling” audiobooks throughout the system or allowing users to designate a “home” library so that reserve materials go automatically to a specified library for pick-up.
- Space. A number of respondents noted the need for more space in the library facilities, either in general or for specific purposes, like meeting rooms in Havelock. Interestingly, several users commented on the need for expanded space for the library in Morehead City, even though that library is not part of the CPC Regional Library. Typical was the comment that “We need a big library in Morehead.”
- Hours. Several respondents identified the need for additional hours, including Sunday hours in Beaufort, weekend hours at Newport, more days open at Otway, or the need for programs to be offered on weekends. As one Cape Carteret user said, “It’s a bit of a challenge as a working adult to make it in during open hours.”
- Website. Some individuals recommended ways of improving the library Websites, including “More logical layout of the website; better response to queries on website; in general a more responsive website experience.”
- The online catalog and integrated library system. There were some complaints about the library’s WMS system, which provides the online catalog as well as

several reserve and checkout functions. As one user of multiple libraries noted, “The OCLC interface sometimes cancels holds for no apparent reason, has difficulty displaying my items checked out and has other anomalies.” A user in Pamlico County added, “The program to use at home (OCLC) is difficult,” and a Havelock user said that the “Current card catalog software is totally unsatisfactory.”

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### Customer Service and Support

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The survey asked respondents to rate the quality of customer service and support provided by the library staff. The results are shown in Table 2-6 below.

Three fourths of all respondents (75 per cent) rated the staff’s customer service and support as excellent. Another 20 per cent rated it as very good.

Table 2-6. Quality of Customer Service and Support

Rating	Percentage
<b>Excellent</b>	<b>75%</b>
<b>Very Good</b>	<b>20%</b>
<b>Satisfactory</b>	<b>5%</b>
<b>Unsatisfactory</b>	<b>0%</b>
<b>Poor</b>	<b>0%</b>

This result represents the highest percentage of excellent ratings for any of the nine public libraries that this consultant has surveyed in the past three years, and the library staff should be proud of this high rating.

Again, respondents who most frequently used the Pine Knoll Shores library (85 per cent) and the Pamlico library (82 per cent) were most likely to rate customer service and support as excellent. Nearly three fourths of the respondents who most frequently used the Beaufort (73 per cent) and Cape Carteret (73 per cent) libraries also gave excellent ratings. The percentages of excellent ratings were lower for Havelock (68 per cent), Newport (67 per cent), New Bern (66 per cent), and Otway (64 per cent).



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### How to Improve Customer Service and Support

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Respondents were asked to describe ways in which the library's customer service could be improved, and these 344 ideas are listed in Table A-2 of Appendix A. The vast majority of these comments praised the staff for being helpful, but a few complained about:

- The need for more staff. One user in Beaufort noted, "More people on staff during busier times." Another suggested "More staff available in kids area to help with suggestions of books/series." A user in Havelock said that "The only thing that I see that could be improved is that there are times where no one is running the front desk."
- Occasional poor customer service. Examples included staff talking too loudly, staff not being friendly and welcoming enough, staff not smiling, staff being rude, or staff not appearing to be happy with their work.

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### Frequency of Library Use

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Survey respondents were asked to indicate how frequently they use the library's materials and services. The results are shown in Table 2-7 below.

Table 2-7. Frequency of Use of Library Materials and Services

Frequency	Percentage
Daily	5%
2-3 Times per Week	26%
2-3 Times per Month	49%
Infrequently	18%
Never	2%

The largest percentage of respondents (49 per cent) reported using the library 2 or 3 times per month. Another 26 per cent reported using the library 2 or 3 times per week, and 18 per cent reported using the library infrequently. Only 2 per cent had never used the library.

This pattern held for all of the library locations in the CPC Regional System. Respondents who most frequently used Havelock and Otway were more likely to report weekly use of the library (34 per cent for both locations), while respondents who most frequently used Newport were more likely to report infrequent use (29 per cent) and the least likely to report weekly use (19 per cent).

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### Importance of Library Resources and Services

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Respondents were asked to rate the importance of various library resources and services. The percentage of individuals who rated a resource or service as very important is shown in Table 2-8 on the following page.<sup>4</sup>

Two resources and services were rated as very important by at least three fourths of the survey respondents. Books for adults were the highest rated resource, with 83 per cent of respondents rating them as very important, and 76 per cent of respondents rated books for children as very important. Over 60 per cent of the respondents rated two other resources or services as very important: programs for children (68 per cent) and books for young adults (64 per cent).

By contrast, foreign language materials were rated as very important by just 26 per cent of the respondents. Genealogical research (rated as very important by only 32 per cent of respondents), providing meeting space (38 per cent), and business and work related research (39 per cent) were rated as very important by fewer than forty per cent of the respondents.

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<sup>4</sup> Note that this is a slightly different question than the earlier one that asked respondents to list the library resources and services that they *use* most frequently. Someone might consider a resource important but not make heavy use of that resource.

Table 2-8. Percentage of Respondents Rating the Library Resource or Service as Very Important

Resource or Service	Percentage
<b>Books for Adults:</b>	<b>83%</b>
<b>Books for Children:</b>	<b>76%</b>
<b>Programs for Children:</b>	<b>68%</b>
<b>Books for Young Adults:</b>	<b>64%</b>
<b>Internet Access Computers:</b>	<b>59%</b>
<b>Computers for Children:</b>	<b>54%</b>
<b>Outreach Services to Pre-school Children:</b>	<b>54%</b>
<b>Personal Research/General Information:</b>	<b>53%</b>
<b>Library Website:</b>	<b>52%</b>
<b>School Homework:</b>	<b>51%</b>
<b>Programs for Adults:</b>	<b>51%</b>
<b>Books on Tape and CD:</b>	<b>48%</b>
<b>Large Print Books:</b>	<b>47%</b>
<b>Programs for Young Adults:</b>	<b>46%</b>
<b>Check Out Videos and DVD's:</b>	<b>44%</b>
<b>Reference Service (in-house and telephone):</b>	<b>43%</b>
<b>Newspapers and Magazines:</b>	<b>41%</b>
<b>Business and Work Related Research:</b>	<b>39%</b>
<b>Providing Meeting Space:</b>	<b>38%</b>
<b>Genealogical Research:</b>	<b>32%</b>
<b>Foreign Language Materials:</b>	<b>26%</b>

As with the most used resources and services, there was some variation among the library locations regarding the most important of the resources and services provided by the library, as can be seen in Table 2-9 on the following page. Three resources and services – books for adults, books for children, and programs for children – were among the top five for all library locations. Respondents who most frequently used the Newport library were unique in ranking school homework among their top five resources and services, and those who used Havelock were unique in ranking personal

research and general information among their top five. Altogether, nine resources and services accounted for the five most important in all of the regional library system's locations.

Table 2-9. Five Most Important Library Resources and Services by Location

Resource or Service	Beaufort	Cape Carteret	Newport	Otway	Pine Knoll Shores	Pamlico	Havelock	New Bern
<b>Books for Adults:</b>	1	1	2	2	1	1	1	1
<b>Books for Children:</b>	2	2	1	1	2	2	2	2
<b>Programs for Children:</b>	3	3	4	3	4	3	5	3
<b>Books for Young Adults:</b>	4	4		4	5	4		4
<b>Outreach Services to Pre-school Children:</b>	5		3	5				
<b>Internet Access Computers</b>					3	5		
<b>Library Website</b>		5					4	5
<b>School Homework</b>			5					
<b>Personal Research/General Information</b>							3	

There was slightly more variation among the five resources and services least likely to be rated as very important at the various locations, as can be seen in Table 2-10 on the following page. Only one – foreign language materials – was ranked in the bottom five at every location, and only one – providing meeting space was ranked in the bottom five for all but one location. Four resources and services were ranked in the bottom five at only one location: books on tape and CD (Havelock), large print books (New Bern), programs for young adults (Pine Knoll Shores), and check out videos and DVDs (Newport).

Table 2-10. Five Least Important Library Resources and Services by Location

Resource or Service	Beaufort	Cape Carteret	Newport	Otway	Pine Knoll Shores	Pamlico	Havelock	New Bern
<b>Books on Tape and CD:</b>							<b>17</b>	
<b>Large Print Books:</b>								<b>17</b>
<b>Programs for Young Adults:</b>					<b>19</b>			
<b>Reference Service (in-house and telephone):</b>		<b>18</b>	<b>20</b>		<b>18</b>			
<b>Check Out Videos and DVD's:</b>			<b>18</b>					
<b>Newspapers and Magazines:</b>	<b>17</b>		<b>17</b>	<b>18</b>		<b>19</b>	<b>18</b>	<b>18</b>
<b>Providing Meeting Space:</b>	<b>18</b>	<b>19</b>	<b>21</b>	<b>20</b>		<b>17</b>	<b>19</b>	<b>20</b>
<b>Business and Work Related Research:</b>	<b>19</b>	<b>17</b>		<b>17</b>	<b>17</b>	<b>18</b>		<b>19</b>
<b>Genealogical Research:</b>	<b>20</b>	<b>20</b>		<b>19</b>	<b>20</b>	<b>20</b>	<b>20</b>	
<b>Foreign Language Materials:</b>	<b>21</b>	<b>21</b>	<b>19</b>	<b>21</b>	<b>21</b>	<b>21</b>	<b>21</b>	<b>21</b>

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### Limits to Library Use

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The survey asked respondents to list the factors that limit their use of the library. The percentage of individuals who chose a particular factor is shown in Table 2-11 on the following page.

A total of 685 individuals out of 1,461 total survey respondents answered this question, indicating that just under half of the respondents (47 per cent) felt that some

factor limited their use of the library. The other 53 per cent apparently did not believe that their library use is limited in any way.

Table 2-11. Limits to Library Use

Factor	Percentage
<b>I have computer and Internet access at work or at home.</b>	<b>72%</b>
<b>I get books, videos, etc., elsewhere.</b>	<b>20%</b>
<b>The library hours are inconvenient.</b>	<b>19%</b>
<b>The library doesn't have what I need.</b>	<b>14%</b>
<b>The library's locations are not convenient.</b>	<b>8%</b>
<b>The size or layout of the library is a problem.</b>	<b>5%</b>
<b>I don't enjoy the library's atmosphere.</b>	<b>4%</b>
<b>I don't feel safe at the library.</b>	<b>1%</b>

Having a computer and Internet access at work or at home was, by far, the most frequently selected factor limiting the use of the public libraries in the CPC Regional system; over two thirds (72 per cent) of the individuals who responded to the question chose this factor. Another 20 per cent stated that they get books, videos, and other items elsewhere.

Of the items more directly under the control of the libraries, the inconvenience of library hours (19 per cent) and the library not having what the respondent needs (14 per cent) were the most frequently listed factors.

Having a computer and Internet access at work or at home was the most frequently selected factor limiting the use of a public library for all of the library locations except one; for respondents who answered this question and who most frequently used the library in Otway, the primary limit was the library's hours, which 66 per cent of those individuals listed. Inconvenient library hours were also more likely to be listed by respondents who used the Havelock library most often (33 per cent) than by other respondents to the question.

In addition, respondents were invited to provide comments on the limitations to their use of the library. The 338 comments received are shown in Table A-3 in Appendix A. The most frequently mentioned limitations include the following:

- **Safety.** A number of respondents mentioned safety issues as limiting their use of the library. Smokers and loiterers at the front door of the New Bern facility were a particular problem.
- **Space.** Several individuals noted the need for more space in the libraries or for specific improvements, like a private meeting room in Havelock.
- **Books.** A number of respondents mentioned the need for more books and, in particular, best sellers. A Beaufort user said, “For best sellers there is almost always a long reserve list for them.” A user in Cape Carteret said that her “daughter doesn’t like the library because they never have a good selection of books for a 4th-8th grade level.”
- **Ebooks.** Several respondents mentioned the need for access to ebooks. Some noted that they read “mostly” ebooks.
- **Hours.** Several individuals noted that the library hours were not convenient. Some wanted the library to be opened later, and some wanted Sunday hours. As a Beaufort user noted, “Any extended hours esp. on weekend appreciated.” Likewise, a Cape Carteret user suggested “Have them open every day late.”

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## Demographics

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The survey also collected demographic data about the respondents, and this information is summarized in Table 2-12 on the following page.

**Library card holders.** A large majority of the survey respondents (92 per cent) had library cards. This result is not surprising, as the survey was provided in paper at the libraries themselves and the URL for the Web-based survey was advertised at the libraries.

Table 2-12. Demographics of Survey Respondents

Measure	Percentage
<b>Have a library card</b>	<b>92%</b>
<b>Female</b>	<b>75%</b>
<b>Male</b>	<b>25%</b>
<b>White</b>	<b>90%</b>
<b>African-American</b>	<b>8%</b>
<b>Latino</b>	<b>1%</b>
<b>Asian</b>	<b>1%</b>
<b>20 years old and below</b>	<b>4%</b>
<b>21 to 30 years old</b>	<b>8%</b>
<b>31 to 40 years old</b>	<b>12%</b>
<b>41 to 50 years old</b>	<b>13%</b>
<b>51 to 60 years old</b>	<b>18%</b>
<b>61 to 70 years old</b>	<b>25%</b>
<b>71 years old and above</b>	<b>21%</b>

Library card holders were far more likely to use library services that require a library card, including books for adults (78 per cent vs 30 per cent for respondents who did not hold cards), checking out videos and DVDs (30 per cent vs 6 per cent), books on tape and CD (26 per cent vs 8 per cent), and books for children (29 per cent vs 16 per cent). On the other hand, respondents without library cards were more likely to use the library for activities that do not require a library card: Internet access computers (38 per cent vs 28 per cent for those with a library card) and for business and work related research (17 per cent vs 9 per cent).

Card holders were more likely than those without library cards to rate the library's ability to meet their needs as excellent (52 per cent vs 39 per cent) or to rate the library's customer service and support as excellent (77 per cent vs 57 per cent). This result suggests that the library's resources and services and its customer service are important factors in attracting individuals to the library.

Library card holders and those without library cards agreed on three of the five most highly rated library resources and services: books for adults; books for children; and programs for children. Card holders ranked books for young adults and Internet



access computers as their fourth and fifth most highly rated resources and services, while those without library cards ranked computers for children as their third most highly rated resource or service and outreach services to pre-school children as their fifth most highly rated.

Card holders were less likely to say that their use of the library was limited for any reason (47 per cent vs 55 per cent of those who did not have a library card). The largest difference between the two groups on limitations was that those without a library card were more likely to say that they get their books, videos, etc., elsewhere than card holders (40 per cent vs 18 per cent).

Otherwise, there were no substantial differences between library card holders and those without cards

**Gender.** Females made up 70 per cent of the survey respondents, a result that is not surprising, given the fact that females traditionally use public libraries more than do men.

Women were more likely than men to use books for children (32 per cent vs 17 per cent) and to attend programs for adults (21 per cent vs 9 per cent) but slightly less likely than men to use the library's Internet computers (26 per cent vs 37 per cent). The first result may be explained by the fact that mothers are more likely to oversee their children's reading than are fathers, but it is not clear why the other difference was found. Otherwise, there were few substantial differences in the ways in which females and males reported using the library.

Women and men ranked the same five library resources and services as the most important, but not surprisingly, women were more likely than men to rate as very important both programs for children (72 per cent vs 50 per cent) and books for children (79 per cent vs 62 per cent).

Otherwise, there were no substantial differences between the two genders on their responses to the questions on the survey.

**Ethnicity.** Whites represented 90 per cent of the survey respondents, and African-Americans represented 8 per cent. Whites make up 79 per cent of the

population of Carteret, Craven, and Pamlico counties, and so they are slightly overrepresented in this survey. This may be related to the fact that white individuals are typically heavier users of libraries than are members of the other ethnic groups.

Whites were less likely than non-whites to use the library's Internet access computers on a frequent basis (52 per cent to 26 per cent). This result is not surprising, given that whites are more likely to own computers and have Internet access at home. On the other hand, whites were more likely than non-whites to use books for adults (77 per cent vs 45 per cent) and book on tape and CDs (26 per cent vs 11 per cent).

Whites and non-whites ranked the same five library resources and services as the most important, but non-whites were more likely than whites to rate most of the library resources and services as very important; a higher percentage of non-whites rated 19 of the 21 resources and services as very important. The largest differences were found for reference service (which 69 per cent of non-whites vs 39 per cent of whites rated as very important), foreign language materials (50 per cent of non-whites vs 21 per cent of whites), and Internet access computers (81 per cent of non-whites vs 56 per cent of whites).

Whites were more likely than non-whites to list a factor that limited their use of the library; 49 per cent of whites provided such a reason, while only 38 per cent of non-whites did. Whites who listed a limiting factor were more likely to list having computer and Internet access at home or at work (75 per cent vs 45 per cent) but less likely to list the hours of the library as inconvenient (18 per cent vs 33 per cent).

Otherwise, there were no substantial differences between whites and non-whites on their responses to the questions on the survey.

**Age.** The largest number of respondents was between 61 and 70 years of age (25 per cent of respondents), 71 years old and above (21 per cent of respondents), and 51 and 60 years of age (18 per cent of respondents).

The number of respondents 65 years and older (37 per cent) is twice as high as the percentage of that age group for the population of Carteret, Craven, and Pamlico counties (18 per cent, according to census data); this result may reflect the fact that older, retired individuals have more time to use the library. By contrast, the percentage

of respondents under 18 years old (2 per cent) is far smaller than the percentage of that age group for the population of the county (21 per cent); this result is understandable, given the difficulty that children have in completing such surveys.

The different age groups showed interesting differences in their use of library resources and services. For example, books for young adults were the most frequently used resource or service for those 20 years old and below. Books for children were the most frequently used for those 21 through 40, the age of parents of young children. Books for adults were the most frequently used for those over 40.

Interestingly, the youngest and oldest age groups were most likely to rate the library's ability to meet their needs as excellent (59 per cent for those under 21 and 54 per cent for those over 70), while the 41 to 50 age group was the least likely to do so (43 per cent). The oldest age group was also more likely to rate the staff's customer service and support as excellent (80 per cent).

The age groups also differed in their ratings of the library resources and services. Not surprisingly, the youngest age group was the only one to identify school homework and programs for young adults among their five most important library resources and services, and the oldest group was the only one to list large print books. All but the youngest age groups included books for adults, books for children, books for young adults, and programs for children among their top five.

Otherwise, there were no substantial differences between the various age groups on their responses to the questions on the survey.

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### Home Zip Code

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The survey also asked respondents to list their home Zip codes, and these can be seen in Table 2-13 on the following page. The largest percentage of respondents listed New Bern, Atlantic Beach, and Beaufort Zip codes.

Table 2-13. Home Zip Codes of Survey Respondents

Home Zip Code	Percentage
New Bern	16%
Atlantic Beach	14%
Beaufort	13%
Other North Carolina	10%
Newport	8%
Morehead City	7%
Other Pamlico County	7%
Oriental	6%
Havelock	6%
Other Carteret County	6%
Bayboro	3%
All others	3%

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### Comments and Suggestions

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Finally, the survey invited respondents to share any comments and suggestions that they might have. The 426 remarks that were received are shown in Table A-4 in Appendix A. The most common themes included:

- Positive comments. Over half of the additional comments praised various aspects of library service, including the staff and the programs. Typical was the remark of a Pine Knoll Shores user: “We feel so blessed to have a state of the art library right down the street from us. If we need something that is not available onsite, the staff will find it for us. Our sincere thanks.” A Pamlico user also noted, “This library doesn't have the pretty building, but they have the passion. We feel welcome and wanted.”
- Ebooks. Several respondents mentioned the need for ebooks. As a Pamlico user said, “Would love to have an extensive ebook program so that patrons could

download books on tablets.” A New Bern user added, “Online books would be a huge hit. Could even charge a small fee to help with cost.”

- Space. Several individuals made recommendations related to the library’s space, including ways to make both the adult and children’s areas “more inviting.”
- Hours. Even though one Beaufort user said that “I am impressed with the hours of the Beaufort branch,” a number of respondents suggested longer hours or more days for their libraries. For example, another Beaufort users said, “Sunday (part time) hours, i.e., 1 - 5 pm, would make library more convenient for working patrons.”

## Chapter 3

### Staff Survey

In late August and early September 2014, the CPC Regional Library conducted a survey of the staff members of the public libraries in Carteret County and Pamlico County. A total of 34 staff members – 27 from Carteret and 7 from Pamlico – responded to the survey. In June 2013, as part of a separate project, the Craven County public libraries also conducted a survey of the staff members of that county's libraries. A total of 22 staff members responded to that survey. In all, then, 56 staff members responded to one of the surveys.

Because the survey instruments were identical, the results of the two surveys are combined in this chapter. The results can also be broken out by county, and substantial differences between the staff members of each of the three counties may be noted.

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### Meeting the Needs of Patrons

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Staff members were asked to rate how well the libraries are meeting the needs of their patrons. As Table 3-1 on the following page shows, nearly all (93 per cent) of the staff members who answered this question rated their library as a 7 or better on a scale of 1 ("Not Very Well") to 10 ("Exceptionally Well"). This result indicates that most of the staff felt that the libraries are doing a good job of meeting the needs of patrons.

Staff members in Carteret County were slightly more likely to rate the library as 7 or better in terms of meeting the needs of patrons: 96 per cent of Carteret County staff rated the library that highly, while 94 per cent of Pamlico County staff and 90 per cent of Craven County staff did so.

The results for the system and for each of the three counties are better than those of three of the four North Carolina public libraries that were recently surveyed by this consultant; for those libraries, between 60 and 80 per cent of staff rated the ability of the library to meet patron needs as a 7 or better.

Table 3-1. Percentage of Staff Members Rating How Well the Libraries  
Are Meeting the Needs of Their Patrons

Rating Out of 10	Carteret (N = 27)	Craven (N = 21)	Pamlico (N = 7)	System-Wide (N = 55)
<b>10</b>	30%	5%	43%	22%
<b>9</b>	30%	29%	0%	25%
<b>8</b>	26%	38%	29%	31%
<b>7</b>	11%	19%	14%	15%
<b>6</b>	0%	0%	0%	0%
<b>5</b>	4%	0%	14%	4%
<b>4</b>	0%	0%	0%	0%
<b>3</b>	0%	10%	0%	4%
<b>2</b>	0%	0%	0%	0%
<b>1</b>	0%	0%	0%	0%

Staff members were asked to elaborate on their ratings, and Table B-1 in Appendix B shows the 33 comments that were received. Some of the comments highlighted positive aspects of the libraries' services, particularly the good customer service ("we try to keep up with the latest books" and "We go beyond our need to help, and supply whatever service that is needed"). The fact that almost half of the comments mentioned the library's patrons highlights the importance that the staff place on serving the users of the library. Typical was the remark that "Overall, I feel that we do a very good job serving our patrons and our community and I am proud of our small library."

Other comments focused on ways in which service to the public could be improved. These included:

- Computer problems, including the integrated library system. Examples include the following comments: "Our system is better, but it still has bugs" and "The computerized catalog is fickle for home users and often does not allow patrons to place books on hold or view their account."

- Technology in general, including more up-to-date technology and more computer-oriented classes for the library users. As one individual noted, “Keeping up with technology through eBooks, adult programming, and technology services/training are on the low end of the scale.”
- The need for staff training, especially in areas such as job searching, downloading audio books and ebooks. For example, “Our staff needs training on posting job resumes, helping people using different email accounts with their communications, and responding with job applications.”
- Funding, especially for staff, books, programming, and marketing. Typical was the remark that “Funding is key to our problems here. Funding for additional staff who focus on technology and community programs (children, young adult, tutoring, etc.) is not available.”

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### Importance of Library Resources and Services

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Staff members were asked to rate the importance of various library resources and services. The percentage of staff members who rated a resource or service as “Very Important” is shown in Table 3-2 on the following page.

System-wide, two resources and services were rated as “Very Important” by at least 90 per cent of the staff members: books for children and programs for children. In each case, 96 per cent of the staff members rated books for children and programs for children as “Very Important.”

Large print books (rated as “Very important” by 86 per cent of staff system-wide), Internet access computers (85 per cent), books for adults (84 per cent), and books for young adults (84 per cent) were also rated highly by staff across the system.

By contrast, only 23 per cent of staff system-wide rated the library’s foreign language materials as very important. Genealogical resources (rated as “Very Important” by only 38 per cent of staff) were also rated lower than were other resources and services.



Table 3-2. Percentage of Staff Members Rating the Library Resource or Service as Very Important

Resource or Service	Carteret	Craven	Pamlico	System-Wide
<b>Books for Children:</b>	<b>96%</b>	<b>90%</b>	<b>100%</b>	<b>96%</b>
<b>Programs for Children:</b>	<b>100%</b>	<b>95%</b>	<b>86%</b>	<b>96%</b>
<b>Large Print Books:</b>	<b>89%</b>	<b>82%</b>	<b>71%</b>	<b>86%</b>
<b>Internet Access Computers:</b>	<b>85%</b>	<b>67%</b>	<b>100%</b>	<b>85%</b>
<b>Books for Adults:</b>	<b>93%</b>	<b>68%</b>	<b>100%</b>	<b>84%</b>
<b>Books for Young Adults:</b>	<b>85%</b>	<b>77%</b>	<b>100%</b>	<b>84%</b>
<b>Books on Tape and CD:</b>	<b>74%</b>	<b>57%</b>	<b>71%</b>	<b>75%</b>
<b>Library Website:</b>	<b>56%</b>	<b>50%</b>	<b>71%</b>	<b>63%</b>
<b>Programs for Young Adults:</b>	<b>64%</b>	<b>70%</b>	<b>71%</b>	<b>63%</b>
<b>Business and Work Related Research:</b>	<b>60%</b>	<b>58%</b>	<b>57%</b>	<b>57%</b>
<b>Check Out Videos and DVD's:</b>	<b>52%</b>	<b>45%</b>	<b>71%</b>	<b>55%</b>
<b>Personal Research/General Information:</b>	<b>54%</b>	<b>52%</b>	<b>29%</b>	<b>55%</b>
<b>Programs for Adults:</b>	<b>54%</b>	<b>57%</b>	<b>57%</b>	<b>55%</b>
<b>Outreach Services to Pre-school Children:</b>	<b>50%</b>	<b>52%</b>	<b>43%</b>	<b>50%</b>
<b>Computers for Children:</b>	<b>46%</b>	<b>67%</b>	<b>14%</b>	<b>49%</b>
<b>Providing Meeting Space:</b>	<b>38%</b>	<b>33%</b>	<b>71%</b>	<b>49%</b>
<b>Newspapers and Magazines:</b>	<b>48%</b>	<b>41%</b>	<b>29%</b>	<b>48%</b>
<b>Reference Service (in-house and telephone):</b>	<b>52%</b>	<b>45%</b>	<b>29%</b>	<b>48%</b>
<b>School Homework:</b>	<b>40%</b>	<b>55%</b>	<b>14%</b>	<b>42%</b>
<b>Genealogical Research:</b>	<b>41%</b>	<b>48%</b>	<b>29%</b>	<b>38%</b>
<b>Foreign Language Materials:</b>	<b>22%</b>	<b>23%</b>	<b>29%</b>	<b>23%</b>

There were some interesting differences from county to county, particularly with respect to Pamlico County, where staff were far less likely to rate computers for children, school homework, and personal research and general information as “Very Important” but far more likely to rate providing meeting space as “Very Important” than were the other two counties. It is not clear why this was the case, but the lower ratings for the

first two areas (computers for children and school homework) may be related to the fact that the Pamlico County Public Library is a joint-use facility with the local high school. Perhaps that library's staff view those resources and services as more likely to be provided by the school than by the library.

Another interest difference among the three counties had to do with Internet access computers, which the staff members of the Craven County libraries were less likely to view as "Very Important" than the staff members of the Carteret and Pamlico County libraries. While almost all of the staff members at the latter two libraries rated Internet access as "Very Important," only 67 per cent of the staff members at the Craven County libraries did so.

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### Staff Ratings vs Public Ratings

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It is interesting to compare the staff's rankings of the importance of library resources and services with those of the public in the community survey. (See Table 3-3.) These represent areas where staff and patron expectations diverge and where staff may want to better understand how patrons view the importance of library resources and services so that staff can better promote these resources and services to the public and better allocate funding for them.

The largest discrepancy between the two rankings was large print books, which 86 per cent of the staff rated as very important, compared to just 47 per cent of the public. In fact, only 54 per cent of the oldest age group rated large print books as very important. The next largest discrepancy between the two rankings was programs for children, which 96 per cent of the staff rated as very important, compared to 68 per cent of the public.

In general, the library staff were more likely to rate resources and services as very important than was the public. A higher percentage of staff rated as very important 17 of the 21 resources and services. The four areas that the public rated more highly were school homework (51 per cent of the public rated this as very important vs 42 per cent of staff), computers for children (54 per cent vs 49 per cent), outreach services to

pre-school children (54 per cent to 50 per cent), and foreign language materials (26 per cent vs 23 per cent).

Table 3-3. Percentage of Public and Staff Rating the Library Resource or Service as Very Important

<b>Resource or Service</b>	<b>Public</b>	<b>Staff</b>
<b>Books for Adults:</b>	<b>83%</b>	<b>84%</b>
<b>Books for Children:</b>	<b>76%</b>	<b>96%</b>
<b>Programs for Children:</b>	<b>68%</b>	<b>96%</b>
<b>Books for Young Adults:</b>	<b>64%</b>	<b>84%</b>
<b>Internet Access Computers:</b>	<b>59%</b>	<b>85%</b>
<b>Computers for Children:</b>	<b>54%</b>	<b>49%</b>
<b>Outreach Services to Pre-school Children:</b>	<b>54%</b>	<b>50%</b>
<b>Personal Research/General Information:</b>	<b>53%</b>	<b>55%</b>
<b>Library Website:</b>	<b>52%</b>	<b>63%</b>
<b>Programs for Adults:</b>	<b>51%</b>	<b>55%</b>
<b>School Homework:</b>	<b>51%</b>	<b>42%</b>
<b>Books on Tape and CD:</b>	<b>48%</b>	<b>75%</b>
<b>Large Print Books:</b>	<b>47%</b>	<b>86%</b>
<b>Programs for Young Adults:</b>	<b>46%</b>	<b>63%</b>
<b>Check Out Videos and DVD's:</b>	<b>44%</b>	<b>55%</b>
<b>Reference Service (in-house and telephone):</b>	<b>43%</b>	<b>48%</b>
<b>Newspapers and Magazines:</b>	<b>41%</b>	<b>48%</b>
<b>Business and Work Related Research:</b>	<b>39%</b>	<b>57%</b>
<b>Providing Meeting Space:</b>	<b>38%</b>	<b>49%</b>
<b>Genealogical Research:</b>	<b>32%</b>	<b>38%</b>
<b>Foreign Language Materials:</b>	<b>26%</b>	<b>23%</b>

Staff may wish to consider whether resources and services that they feel are important are being underutilized and how to correct that. Staff may also wish to re-

assess their thoughts on the importance of certain resources and services based on the ratings and actual usage patterns on their patrons.

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### Library Strengths

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Staff members were asked to list the greatest strengths of their libraries, and the 50 responses are shown in Table B-2 in Appendix B.

The most frequently mentioned strengths included:

- Children's programs. On staff members noted that "We offer excellent children's services," and another pointed out that "Children's Programs are very successful."
- The staff and the high level of customer service that they try to provide. As one respondent noted, "We provide a friendly and helpful environment. Our library does everything we can to provide the information and sources that patrons need to get their projects done. We enjoy our jobs and want to help each patron." Another said that "I feel that our library's greatest strength is our friendly public service. We have often been told that we are the friendliest library in the regional system. We know the majority of our patrons by name and talk to them when we check out their books. It makes our library a comfortable place to be, a haven for many, and that is what a library should always strive to be."
- The ability to borrow materials from other libraries in the CPC Regional system. One staff member listed "The ability to borrow books from three counties," and another listed "Size of book collection offered by using interlibrary resources."
- Genealogy and local history. Typical was the remark that the "Kellenberger room for genealogy is terrific." Another staff members pointed out that "Our library has an extensive collection of books and reference materials focused on local history and genealogy—materials that cannot be found elsewhere."

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### Opportunities for Improvement

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Staff members were also asked to list the greatest opportunities for improvement in their libraries, and the 50 responses are shown in Table B-3 in Appendix B.

The most frequently mentioned opportunities and needs were:

- Training, i.e., what one respondent called “Increased education of staff.” One individual suggested “... that we all would benefit from on-going mini-trainings (in house) throughout the year on a variety of topics.”
- Programs for adults, for example, “Keeping adults interested in reading by having programs for them” or “Maybe join with other community organizations for events and programs.”
- Programs and services for young adults and teens, which one staff member called “nonexistent.” Another suggested “reaching out to more teens and young adults.”
- The need for more space, including specific suggestions for added space for adult and young adult programs, for computer classes, or for the children’s rooms.

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### Future Priorities for the Library

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Staff members were asked to list the top five priorities for their libraries to concentrate on now and in the foreseeable future. The 49 responses to this question are provided in Table B-4 in Appendix B.

Staff addressed a wide range of priorities in answering this question, and the most frequent responses were in the following areas:

- Books. Several staff noted the need for books, especially current library books, books in specific areas like children’s and adult nonfiction, and ebooks. One respondent pointed to an interesting difference between adults and children with respect to books: “While the adults are very willing to request books from other branches, the children want immediate gratification; if the

book they want isn't on the shelf, they leave. We need to do a better job of providing the books they want to read."

- Programs of all types, including adult, young adult, children, and outreach programs.
- Building issues. A number of priorities were tied to the buildings themselves, including several calls for additional space or better use of existing space.
- Computers. Staff mentioned the need for new computers and for maintaining the existing computers as well as the need for training both the public and the staff. As one individual noted, "Technology is hard to keep up with. We have librarians who didn't encounter computers until well after college, trying to learn brand new technology. Networking, filtering, automating, updating, website updates, social media requires knowledge.

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### Work Environment

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Staff members were asked to rate the degree to which they agreed with a number of statements about the library's work environment. Table 3-4 on the following page shows the percentage of the 56 staff members who answered the question and who gave a rating of 4 or 5 to these statements, indicating a high degree of agreement.

(Note that the staff members at the Craven County libraries completed the survey prior to the arrival of a new New Bern-Craven County Public Library librarian and that their views of the work environment may have changed.)

For the most part, staff members were positive about the work environment at the libraries. In no case did more than half of the staff members show strong disagreement with any of the statements.

Staff members were especially likely to believe that their work is important to the library (system-wide, 95 per cent gave a rating of 4 or 5 to that statement), to feel that their supervisors care about them (89 per cent), and to believe that their fellow employees are committed to doing quality work (84 per cent).

There was less agreement that all staff were on the same page when it comes to the goals of the library (57 per cent) or that staff had been talked to about their progress

in the last six months (53 per cent). These may represent areas where supervisors need to pay additional attention.

Table 3-4. Percentage of Staff Showing High Degree of Agreement with Statements about Library Work Environment

Statement	Carteret (N = 27)	Craven (N = 22)	Pamlico (N = 7)	System- Wide (N = 56)
<b>My work is important to the library.</b>	<b>96%</b>	<b>95%</b>	<b>86%</b>	<b>95%</b>
<b>My supervisor, or someone at work, seems to care about me as a person.</b>	<b>93%</b>	<b>86%</b>	<b>86%</b>	<b>89%</b>
<b>My fellow employees are committed to doing quality work.</b>	<b>85%</b>	<b>76%</b>	<b>100%</b>	<b>84%</b>
<b>My input seems to count.</b>	<b>89%</b>	<b>73%</b>	<b>86%</b>	<b>82%</b>
<b>I have the necessary resources to do my work.</b>	<b>78%</b>	<b>82%</b>	<b>71%</b>	<b>79%</b>
<b>I see myself working here five years from now.</b>	<b>70%</b>	<b>68%</b>	<b>86%</b>	<b>71%</b>
<b>I receive praise frequently for doing good work.</b>	<b>74%</b>	<b>64%</b>	<b>86%</b>	<b>71%</b>
<b>Our organization and my peers are all on the same page when it comes to our goals.</b>	<b>52%</b>	<b>59%</b>	<b>71%</b>	<b>57%</b>
<b>In the last six months, someone at work has talked to me about my progress.</b>	<b>46%</b>	<b>59%</b>	<b>57%</b>	<b>53%</b>

There were few differences among the three counties, although the staff members in Pamlico County were slightly more likely to believe that their fellow employees are committed to doing quality work, that the organization and peers are all on the same page when it comes to goals, and that they see themselves working at the library five years from now.

The survey also asked staff members to add comments related to the work environment, and these are shown in Table B-5 in Appendix B. Most of the comments were positive, citing enjoyment is “being part of the library staff” and noting that “I feel

fortunate to work at this library with great co-workers and a director that truly is involved, knowledgeable and supportive.”

Other comments suggested ways to improve that environment, including:

- Periodic evaluations and incentives. As one staff member noted, “While I appreciate the vote of confidence and am self-motivated it is encouraging to have a supervisor confirm and guide your efforts.” Another suggested “Some form of staff incentives for doing a good job.”
- Being open to input from all staff members. “I feel everyone’s ideas should be at least heard.”

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### Comments

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Finally, staff members were asked to provide further comments about the strategic direction of the library. These are shown in Table B-6 in Appendix B.

The comments covered a wide number of topics, many of which reflect answers to earlier questions about opportunities for improvement and future priorities for the libraries. Interestingly, several staff mentioned things that they are looking forward to:

- “I look forward to the public’s response, and I am excited about the upcoming changes and direction our library system will take.”
- “Overall I am proud of the wonderful library resources and services we provide to our local community and I look forward to working together to making improvements in the future.”
- “Looking forward to enlarging our building. More programs in the future with more staff.”
- “I have great faith in the administration. I am looking forward to seeing the results of this study.”



## Chapter 4

### Library Data

Data regarding library usage and funding for the CPC Regional Library are shown in Table 4-1 on the following page.<sup>5</sup> The library data for the regional library system are listed for 15 measures and compared with the median for the 80 public libraries in North Carolina.

The CPC Regional Library's rank among these public libraries is also shown, and the table is sorted by CPC's rank. (These data represent 2012-2013 because these are the most recent statistics available for the entire state.)

The usage and funding data for the CPC Regional Library reveal several aspects of library service and funding.

- The CPC Regional Library ranks in the top one-fourth of the state's 80 public libraries in three measures: the number of reference questions per capita; the percentage of the population registered; and the number of users of Internet computers per capita. The CPC Regional Library handles more than three times the number of reference questions per capita than does the average public library in the state, an indication that this traditional library service is still needed by the citizens of Carteret, Craven, and Pamlico counties, many of whom may not have access to computers or the Internet and therefore may not be able to use Google and other Web resources to answer every information need.
- Likewise, a much higher percentage of the population in Carteret, Craven, and Pamlico counties (84 per cent) has library cards than is the case statewide (54 per cent). This ranking reflects the fact that the borrowers' database has not been checked recently to ensure that the records are up to date and that expired card holders have been deleted. Staff deleted the expired borrowers' cards for their report to the State Library for 2013-2014.

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<sup>5</sup> Library usage and funding data are from the Library staff and from reports by the State Library of North Carolina (<http://statelibrary.ncdcr.gov/ld/aboutlibraries/statistics.html>).

Table 4-1. CPC Regional Library Usage and Funding Data

Measure	CPC	NC Median	CPC Rank
Reference Questions Per Capita	2.04	0.61	5 of 80
Percentage of Population Registered	84%	54%	11 of 80
Users of Internet Computers Per Capita	1.43	0.74	15 of 80
Program Attendance Per Capita	0.31	0.19	22 of 80
FTE Staff per 25,000 Population Served	8.58	7.03	25 of 80
Library Visits Per Capita	3.63	3.04	31 of 80
Personnel Expenditures Per Capita	\$12.84	\$12.61	39 of 80
Turnover Rate (Circulation per Book)	1.54	1.55	41 of 80
Library Income Per Capita (Total)	\$18.27	\$18.41	42 of 80
Library Income Per Capita (Local)	\$14.27	\$14.73	44 of 80
Book Volumes Per Capita	1.79	1.85	45 of 80
Print Circulation Per Capita	2.79	2.94	46 of 80
Public Internet Workstations Per 5,000 People	3.08	3.57	52 of 80
Non-Print Circulation Per Capita	0.43	0.69	54 of 80
Collection Expenditures Per Capita	\$0.96	\$1.73	67 of 80

- The CPC Regional Library also ranks in top one-fourth of public libraries in North Carolina in the number of users of Internet computers per capita. This likely indicates that a large number of the citizens of Carteret, Craven, and Pamlico counties do not have access to computers or the Internet.
- The CPC Regional Library ranks above the state median for public libraries on program attendance per capita and library visits per capita. The staff members of the public libraries in the region are clearly doing a good job of bringing people into the libraries, particularly with adult and children's programs.
- The CPC Regional Library also ranks above the state median for public libraries on FTE staff per 25,000 people served and personnel expenditures per capita. Of course, it should be remembered that the level of staffing among North Carolina's public libraries is lower than that of public libraries in the southeastern United States, so that even though the CPC Regional Library appears to be

reasonably well staffed, this may not be the case. For example, the North Carolina Public Library Directors Association guidelines recommend one FTE staff member for every 2,000 people in the service population,<sup>6</sup> which would suggest that the CPC Regional Library should have 93 FTE staff members, 29 more than it currently has.

- Relatively little money is being spent on materials by the CPC Regional Library, which ranks 67th among the state's 80 public libraries on this measure. This is unfortunate, because even though the number of books per capita in the region is near the state median (1.79 books per capita in CPC vs 1.85 statewide), the lack of adequate funding for new materials will make it difficult for staff to keep collections current and to meet the demands of the libraries' users.
- The CPC Regional Library has a relatively low non-print circulation per capita. This may be related to the lack of funding for materials, because less funding for materials like non-print typically leads to fewer items to check out and lower circulation figures. Print circulation per capita, while better than non-print circulation, is also not strong, relative to the other public libraries in the state.
- The CPC Regional Library also ranks low, relative to other public libraries in the state, in the number of public Internet workstations per 5,000 people. This is particularly unfortunate, given the heavy use of these computers. While the CPC Regional Library ranks 15th in the number of users of Internet computers per capita, it ranks just 52nd out of 80 in the number of public Internet computers that it makes available.

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### Library Usage and Funding Trends

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Table 4-2 on the following page shows trends in the usage and funding of the CPC Regional Library based on a comparison of data from 2002-2003 and 2012-2013. The percentage change for each measure is shown for the CPC Regional Library and

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<sup>6</sup> North Carolina Public Library Directors Association, "Guidelines for North Carolina Public Libraries," URL: <http://www.rburgin.com/ncplda-guidelines-1998.html#collect>.

for the 80 public libraries in North Carolina as a whole. The table is sorted in order of the percentage change for the CPC Regional Library.

Table 4-2. CPC Regional Library Usage and Funding Trends,  
2002-2003 to 2012-2013

Measure	CPC	NC Public Libraries
Collection Expenditures Per Capita	-36.4%	-18.0%
Turnover Rate (Circulation per Book)	-15.4%	-15.3%
Library Visits Per Capita	-4.7%	5.2%
Print Circulation Per Capita	0.4%	-9.8%
FTE Staff per 25,000 Population Served	1.3%	-8.5%
Program Attendance Per Capita	3.3%	-24.0%
Non-Print Circulation Per Capita	10.3%	-9.2%
Library Income Per Capita (Total)	13.8%	16.2%
Book Volumes Per Capita	17.0%	-1.6%
Public Internet Workstations Per 5,000 People	27.3%	55.2%
Library Income Per Capita (Local)	28.3%	29.0%
Personnel Expenditures Per Capita	29.8%	27.5%
Reference Questions Per Capita	37.8%	15.1%
Percentage of Population Registered	55.6%	12.5%

The usage and funding trends show the following:

- In all but three areas, the CPC Regional Library experienced positive growth in the ten-year period between 2002-2003 and 2012-2013. The library staff is to be commended for its efforts.
- In two areas, the CPC Regional Library experienced losses and, in addition, fared less well than the state's public libraries as a whole. Collection expenditures per capita dropped by 36.4 per cent for CPC while dropping 18.0

per cent for the state as a whole. Library visits per capita dropped slightly, 4.7 per cent, while increasing by 5.2 per cent statewide.

- In a third area, turnover rate (i.e., the average number of times per year that a book is checked out), the CPC Regional Library dropped 15.4 per cent, roughly the same as the state average.
- In three areas, the CPC Regional Library experienced gains but still lagged behind the gains experienced by public libraries statewide. Public Internet computers increased by 27.3 per cent in the last 10 years for the CPC Regional Library, but this was only half as large as the statewide increase of 55.2 per cent. Total library income per capita was up 13.8 per cent, slightly behind the state average of 16.2 per cent, and local income per capita, which increased 28.3 per cent, was just below the state average of 29.0 per cent.
- In five areas, the CPC Regional Library experienced gains over the last 10 years while public libraries in the state on average experienced losses. These areas include print circulation per capita, non-print circulation per capita, program attendance per capita, FTE staff per 25,000 people, and book volumes per capita. Library staff members should be proud that they were able to counter negative statewide trends in these areas.
- In three areas, the CPC Regional Library experienced gains over the last 10 years that were greater than the positive gains experienced by public libraries statewide. These areas include reference questions per capita (which grew at a rate more than twice that of the state as a whole), the percentage of the population registered, and personnel expenditures per capita.

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### Library Technology

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As noted in Table 4-1, the CPC Regional Library provides 3.08 public Internet workstations per 5,000 people in the service area, below the state median of 3.57. The library also offers training on the use of computers and software and help with computers, tablets, smartphones, and other devices.

The degree to which the library has been successful in providing public access to computer technology can be further examined by looking at the results of the recent Library Edge Assessment, which the CPC Regional Library and 74 other North Carolina public libraries completed in 2014. This assessment, which was led by the Urban Libraries Council and funded by the Bill and Melinda Gates Foundation, helps libraries analyze the technology services provided to users, identify gaps in services, and create action plans to target unmet needs.

The Library Edge Assessment scores the library in three areas:

- Community value, which analyzes how the library provides programs and services that enable the community to get value from the use of technology. For example, the library may meet benchmarks in this area by offering in-person classes on basic computer skills (which the CPC Regional Library does) or by offering access to photo editing software (which the CPC Regional Library does not do).
- Engaging the community, which looks at how the library involves the community to provide feedback to the library on technology needs and the ability of the library to use this feedback to align its digital technologies with the needs of its communities. For example, the library may meet benchmarks in this area by engaging in resource-sharing partnerships with a workforce development organization (which the CPC Regional Library does) or by surveying patrons annually about public technology use and outcomes in workforce development (which the CPC Regional Library does not do).
- Organizational management, which examines how the library integrates public access to the technologies into its planning and policies. For example, the library may meet benchmarks in this area by having session management software (which the CPC Regional Library does) or by having a hardware replacement plan with a 3-5 year refresh cycle (which the CPC Regional Library does not do).

Table 4-3 below shows the Library Edge Assessment scores of the CPC Regional Library and compares its scores with the average of scores for public libraries across the state.

Table 4-3. CPC Regional Library Scores on the Library Edge Assessment

	CPC	Statewide
<b>Community Value</b>	<b>65%</b>	<b>61%</b>
<i>Digital literacy</i>	<b>67%</b>	<b>60%</b>
<i>Digital tools &amp; resources</i>	<b>67%</b>	<b>64%</b>
<i>Meeting key community needs</i>	<b>62%</b>	<b>58%</b>
<b>Engaging the Community</b>	<b>46%</b>	<b>52%</b>
<i>Strategy and evaluation</i>	<b>48%</b>	<b>50%</b>
<i>Strategic partnerships</i>	<b>53%</b>	<b>53%</b>
<i>Sharing best practices</i>	<b>31%</b>	<b>56%</b>
<b>Organizational Management</b>	<b>25%</b>	<b>55%</b>
<i>Planning and policies</i>	<b>0%</b>	<b>57%</b>
<i>Staff expertise</i>	<b>6%</b>	<b>68%</b>
<i>Devices and bandwidth</i>	<b>41%</b>	<b>45%</b>
<i>Technology management</i>	<b>33%</b>	<b>63%</b>
<i>Technology inclusiveness</i>	<b>25%</b>	<b>39%</b>

As can be seen in Table 4-3, the CPC Regional Library scores better than the state average in one of the three major areas – Community Value – and better than the state average on four of the eleven benchmarks that make up those three areas – digital literacy, digital tools and resources, meeting key community needs, and strategic partnerships. In the other two major areas and on seven of the benchmarks, however, the library system lags the state in its provision of technology services.

Staff members are encouraged to use the results of the Library Edge Assessment to identify and prioritize goals and objectives in this area in order to better serve the library's patrons with the technologies.

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### Library Facilities

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Public library service in Carteret, Craven, and Pamlico counties is currently provided at the ten facilities listed in Table 4-4 below. The table also lists the square feet for each facility, the percentage of the system-wide square footage represented by each facility, the door count for each facility (a rough measure of library activity), and the percentage of the system-wide door count represented by each facility.

Table 4-4. CPC Regional Library Facilities

	Square Feet	Percentage of System Square Feet	Door Count	Percentage of System Door Count
<b>Carteret</b>				
Beaufort	14,976	20%	106,850	16%
Cape Carteret	3,664	5%	63,654	9%
Newport	3,500	5%	56,195	8%
Otway	2,000	3%	10,798	2%
Pine Knoll Shores	3,256	4%	32,642	5%
<b>Craven</b>				
Cove City	3,400	5%	6,545	1%
Havelock	8,449	11%	86,348	13%
New Bern	25,000	33%	229,446	34%
Vanceboro	3,000	4%	10,598	2%
<b>Pamlico</b>				
Pamlico	8,134	11%	77,740	11%
<b>Total</b>	<b>75,739</b>		<b>680,816</b>	

The table shows that several facilities are too small – notably, Cape Carteret (which represents 9 per cent of the system door count but only 4 per cent of the system square footage), Newport, and Havelock. The other facilities appear to be adequate based on the amount of activity that each supports.



The total square footage provided for libraries in each county can also be compared to the statewide average, and these figures are shown in Table 4-5 below. Both Carteret and Craven counties fall below the statewide average in terms of square footage for public libraries, adding weight to the argument that the libraries in Cape Carteret, Newport, and Havelock need to be expanded.

Table 4-5. Public Library Square Footage, CPC Counties vs State Average

	Square Feet Per Capita
Carteret	0.40
Craven	0.38
Pamlico	0.63
<i>NC Average</i>	<i>0.48</i>

Finally, the square footage required to provide service in the future should also be taken into consideration. Formulas and rules of thumb are available to estimate the appropriate size of a public library facility based on the population being served, and if these formulas are applied to the projected populations for Carteret, Craven, and Pamlico counties in 2030 (see Table 1-11), then the library facility needs for 2030 can be estimated.

Table 4-6  
Library Facility Needs for 2030

	Square Feet Needed, 2030	Current Square Feet	Percentage Growth Needed
<b>Carteret</b>	<b>51,803</b>	<b>27,396</b>	<b>89%</b>
<b>Craven</b>	<b>71,728</b>	<b>39,849</b>	<b>80%</b>
<b>Pamlico</b>	<b>8,289</b>	<b>8,134</b>	<b>2%</b>

These estimates are shown in Table 4-6 above. Both Carteret and Craven counties will need to increase the size of their library facilities in order to provide

adequate public library service to their projected populations in 2030. By contrast, Pamlico's facility appears to be of adequate size for the near future.

Increases in public library facilities in Carteret and Craven counties would need to come through building expansion or through the construction or provision of new facilities. As noted earlier, Cape Carteret and Newport appear to be the most in need of expansion among the Carteret County libraries, and Havelock appears to be the most in need of expansion among the Craven County libraries.

## Chapter 5

### Focus Groups and Interviews with Citizens and Community Leaders

The project consultant spoke to approximately 140 citizens and community leaders in Carteret, Craven, and Pamlico counties in direct interviews, focus groups, and other meetings. The following themes were the most frequently mentioned by these individuals.

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#### Books

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Books were one of the most frequently mentioned library resources by the individuals interviewed.

- A Beaufort user praised the library's collection as being good "for a town of this size."
- A Cape Carteret user wanted more children's books in particular.
- As one New Bern patron noted, the library does "an amazing job with the book collection for adults. [There is a] great array of materials."
- Another New Bern user added that there was a "pretty good collection of popular books," although it "would be nice to see some sections filled in."
- One New Bern user mentioned children's books and talked about how great it was "to see kids with 10 or 12 books at a time."
- A New Bern patron said that he liked the interlibrary loan process that allowed him to borrow books from outside the CPC Regional Library system.
- Members of the New Bern library board cited the need for more books.
- A Newport user wanted to see more books, especially best sellers.
- Users at Otway discussed the need for more books at that library and suggested removing the VHS and cassette tapes to make space for more books.
- A mother in Pamlico who homeschools her children wanted more books and pointed out that her children check out a lot of books and are exhausting the

collection. She suggested that books be rotated among the various libraries in the regional system.

- Several individuals at all of the library locations noted, in particular, the ability to borrow books from other libraries as a tremendous service of the library.
- Several users at various locations expressed an interest in ebooks, and one added that providing ebooks would be “a good way to position [the library] for the future.” Another suggested charging a fee for ebook access to help defray the costs. A local government official in Newport believed that the library “needs to get more into ebooks.”

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### Children’s Services

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Several of the individuals interviewed noted the importance and the popularity of the library’s children’s services.

- A Cape Carteret user said that the library does a great job of working with children but also wanted to see more funding for children’s services and resources.
- A Cape Carteret user said that the children’s staff “thinks outside the box.”
- Cove City board members praised that library’s “terrific” children’s programs.
- According to one Craven County government official, “The children’s area is heavily used.”
- One library board member in Havelock noted that “from a young person’s experience, the library is great.”
- A New Bern patron said that the library “seems to have a good range of children’s programs.”
- Members of the New Bern library board talked about how good that library’s children’s programs are. “The library changed my kids’ lives,” said one. “My children grew up here,” said another.

- New Bern library board members mentioned the need to “reach more kids, especially the children of working parents” and the need to “have programs at more convenient hours” for these individuals.
- A Newport user praised that library’s children’s programs but also felt that the library needed more room in its children’s section.
- A Pamlico user said that she loved storytimes and particularly liked “how they interact with the kids.” Another user said that she lives an hour away in Beaufort County but brings her children to Pamlico because “there’s nothing like it.”
- A staff member at the high school in Pamlico called the library staff “great with little kids” and said that the staff “keep [the kids] entertained.”
- A Pine Knoll Shores user called the children’s programs “excellent” and pointed out that the programs also allow young mothers to meet other young mothers.
- Several homeschool parents at various sites praised the libraries for supporting them. One Beaufort homeschooler suggested that the library have a homeschool section of its Website.

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### Computers and Internet Access

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The library’s computers and Internet access were also cited by several of those interviewed.

- A Beaufort user who likes to use Ancestry.com noted that the computer devoted to that service doesn’t work sometimes and needs to be upgraded. She did add that she could access Ancestry.com on one of the other computers.
- A Beaufort user who was having problems with another state’s unemployment site praised the library staff for being willing to help her with computer problems.
- Another Beaufort user complained that it is hard to navigate from the opening screen on the library’s computers to “where you want to go.”
- A staff member at Cape Carteret suggested that staff training would help staff support library users who bring in their own devices, like smartphones, tablets, and laptops.

- A library board member in Cove City stressed the importance of Internet access, “especially for kids doing school work.”
- A user in Cove City described the computers there as “antiques” and mentioned the need for newer computers.
- According to one local government official in Craven County, “The PCs are heavily used.”
- A user in New Bern suggested that Wi-Fi access is more important than many people might think.
- One New Bern patron wanted the ability to have more sessions on the computers in any given day.
- A teenage patron in New Bern felt that the library needed more computers and that users needed more time on the computers, especially for school work.
- A writer who uses the computers at the Newport Library wished that the library had more computers.
- Another Newport user said that the library needed more places for users to plug in their laptops and other devices. He suggested that divided carrels with outlets might help.
- Otway users cited the need to teach people how to use computers.
- A user in Pine Knoll Shores suggested that the library provide more computer classes.

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## Facilities

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A number of those interviewed commented on the library facilities in Craven County, both the facilities themselves and the locations of those facilities.

- A Cape Carteret user wanted to see that library expanded.
- A Cape Carteret library board member felt that the library might make more use of the shared meeting rooms but also believed that the library could be expanded out the back.

- Library board members in Cove City felt that their facility needs to be expanded. One noted that “50 children plus their parents came for the summer reading program” and that “so many people just flowed out of the tiny space.”
- One local government official in Craven County noted that “lots of people would like to see [the New Bern Library] move” and added that there are “several locations [that would be] good fits.”
- Library board members in Havelock noted the lack of meeting space in their library.
- Several New Bern patrons commented on the library’s “great location” and said that it was “convenient.”
- New Bern library board members mentioned the need for more space at the library and, in particular, more space for the Kellenberger Room.
- Several users at Newport wanted a larger facility. One user described that library as ‘kind of crowded.’ One recognized the need for the library “to expand again” but felt that any expansion would need to be upward due to the lack of land for a horizontal expansion.
- The question of a facility in Oriental was discussed at a meeting of individuals from that town, but there was no strong feeling that a library in Oriental would be sustainable. In fact, there was some concern that having a library in Oriental might “dilute” the limited resources of the county and thereby harm the library in Bayboro. The individuals who attended the meeting all used the library in Bayboro and praised that library’s ability to meet their needs.
- Users at Otway were concerned with the lack of space at that library and noted that the library at one time had use of the adjoining space for programs and the book sale. Unfortunately, that space has been rented out, and one user noted that the library’s usage had dropped since the library lost its programming space.
- Several individuals at Pamlico argued that the library needs more space. A staff member of the high school pointed out that the library is “very busy” and “is running out of book shelves.” A Pamlico user wanted more space for art shows, exhibits, and movies.

- A Pamlico user who said that she could give “nothing but a glowing report on the library” added that it still needs more space.
- Another Pamlico user argued that the books on the lowest book shelves are too low, especially for older users, and suggested putting the shelves on platforms, thereby raising them 2 to 3 feet.
- A Pine Knoll Shores user wanted a larger facility so that the library could host a film festival.
- In general, noise was not a problem at most of the facilities, according to those interviewed. A Beaufort user, however, did think that the noise was a problem there and suggested baffles hanging from the ceiling.

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### Hours

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Several individuals wanted their libraries to be open more.

- A Cape Carteret user felt that the library’s hours were not convenient for people with jobs.
- Users at Otway were interested in Saturday hours. As one noted, “We absolutely have to be open on Saturday. It would be good for kids and parents.”
- An individual associated with the Pamlico Community College said that his only criticism of the library was that it wasn’t always open when he wanted it to be.
- A high school student at Pamlico wanted the library to be open later, especially on Wednesdays. A library board member in Pamlico noted that there are “a lot of complaints about the library being closed on Wednesday afternoons.”
- A user at Pine Knoll Shores wanted that library to be open later and open on Sundays.

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### Integrated Library System

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There were a number of complaints about the integrated library system, which one New Bern patron described as “touchy.”



- The major complaint focused on the system's problems with holds on books. Several individuals at various library locations described incidents where a book would be placed on hold and then later no longer be on hold.
- As one New Bern patron noted, the problems with the integrated library system are "very hard on staff," who have to apologize for the system's problems to patrons. In spite of having to handle these complaints, though, "Staff are universally pleasant," according to one New Bern patron.
- In spite of the problems with placing books on hold, other patrons liked the system's online catalog. One New Bern patron noted that "getting into the catalog is easy," and another said that "finding books in series is easy."
- Several staff members felt that the WMS system was better but that there were still too many problems. One staff member noted, for example, that it takes a long time for the system to print overdue notices. Another staff member complained that it was "the worst system ever" and noted that support from OCLC has not been good.

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### Marketing and Fundraising

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Ways in which the libraries could better market their efforts and ways in which the libraries could engage in fundraising were also mentioned by some of the individuals who were interviewed.

- One local government official in Craven County complained that he did not receive user data for the library, especially data regarding the courier service and the number of books loaned among libraries within the county and the regional system.
- One New Bern patron also said that "It would be good to hear more about [library] usage and budgets" and pointed out that this information "could be used to sell the library."

- A patron in New Bern said that the library needed to think about “how to reach out to the community more,” and another commented that “any PR would be good.” She added that she belongs to several book clubs and is always surprised that some of the other members don’t know about the library or its book club kits.
- Another patron in New Bern added that staff members have made “a concentrated effort to include the ‘more marginal’ by helping them see what’s available at the library.”
- Another New Bern user suggested using email “blasts” to publicize the library’s programs and services.
- One New Bern patron wondered if the library could have an endowment, and another suggested that the Friends of the Library do more fundraising.
- A Newport user suggested that the library do more to promote itself, and a local government official in Newport recommended that the library “could advertise special library events.”

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### Pamlico Library

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The Pamlico Library also serves as the high school library in Bayboro and consequently presents some unique challenges. Members of the Pamlico community as well as students and staff from the high school were interviewed and provided some interesting observations about how well the joint use facility works.

- Several users from the Pamlico community noted that they might not have a library if it wasn’t a shared use facility.
- One staff member at Pamlico said that the school wants to use the library for testing but that this doesn’t work well because of the large number of community users.
- A large number of students from the high school provided feedback, and most found the library staff “very helpful” and felt that the library provided “lots of

activities.” Several praised the library staff for respecting them and not treating the students as children or talking down to them.

- Several students at the Pamlico High School praised that library for its many clubs and other activities for teens.
- A few of the Pamlico High School students complained that the library is often crowded, especially at lunch time; as one student noted, the joint use facility “works okay except when there are too many people.” Another student complained that some students were too loud and rude and suggested that the library staff do a better job of controlling who comes to the library.

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### Staff

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Several individuals who were interviewed noted the need for more staff at their libraries.

- One person in New Bern noted that there might be 10 or 11 people on the library’s computers but only two people on the desk to assist them.
- A New Bern user urged me to “stress the lack of staff” and added that existing staff are “too busy, especially if they want to reach out to the community.” She also wondered whether volunteers would help, although another user pointed out that “you have to be careful [with volunteers]; they have to be trained.”
- Still another New Bern user wondered whether existing staff “could be re-balanced” and felt that there might be enough staff in circulation but not in reference.
- Users on Otway felt the need for another staff member, especially if that library were open on Saturday.

Others interviewed praised the efforts of existing staff, both staff in general and specific staff members.

- Beaufort users described the staff there as “amazing,” “courteous,” “kind,” and “very friendly.” One noted that the staff “make the library inviting.”
- Cape Carteret staff were described as “fantastic,” “friendly,” “very courteous,” and “willing to please” by their users.
- Cove City board members praised their staff as “user friendly” and “doing their best to find answers and help people.”
- Library board members in Havelock praised their staff members for being “caring” and for “trying to help, even with limited resources.”
- One patron in New Bern noted that the staff “are really nice” and that she had encountered just one “nasty” person in 20 years of coming to the library.
- A teenage patron in New Bern said that “Lots of people are nice to me.”
- Another New Bern patron noted that “Based on my library experience elsewhere, people here do well.”
- One of the New Bern users felt that “the library has come a long way and is more involved in really helping people.” Another user added that “A lot of that is staff. They are good, helpful, and knowledgeable.”
- A teen user in New Bern admitted that his favorite thing about the library was “spending time with the librarians.”
- Among the many staff members who were singled out for praise were the staff of the Kellenberger Room, whom one individual called “wonderful.” As one patron in New Bern pointed out, “The Historical Society refers people to them.”
- Users called the Newport Library staff “accommodating,” “fantastic,” “friendly,” “helpful,” “knowledgeable,” “nice,” and “pleasant.” A writer who uses the Newport Library called the staff one of the library’s strengths.
- A local government official in Newport praised the staff there for being “responsive to patrons.”
- A user at Newport suggested that the library hire a Spanish speaking staff member to improve its services to that segment of the population.
- Users at Otway referred to the staff there as “great” and praised the customer service there.

- A Pamlico user praised that library's staff for making her feel welcome and added that she "could leave [her] son here and they would take care of him." Another user said that "No matter what the problem is, [the Pamlico] staff will help."
- An individual associated with the Pamlico Community College praised the library staff as "outstanding."
- A staff member at the Pamlico High School said that the library staff "bend over backwards" to accommodate the needs of the school and felt that they were particularly patient.
- A Pamlico user called that staff "full of energy." Another said that the staff make the library "a friendly, active place."
- Another user in Pamlico praised the library staff for "touching the lives of lots of people" and gave the example of the staff helping a man learn to read. She added that the staff "make you feel like you're part of the community."
- Users at Pine Knoll Shores called the staff there "accommodating," "enthusiastic," "excellent," "helpful," "warm and inviting," and "wonderful."
- One Pine Knoll Shores user noted that the staff "make people feel comfortable" and "are never too busy to help." Another said that "There is nothing they do poorly. They go out of their way to be helpful."

## Chapter 6

### Areas to Consider in Planning

The following areas are recommended for consideration by those involved in the strategic planning process for the CPC Regional Library and are based on an analysis of demographic data and demographic trends for the three counties served by the CPC Regional Library, usage and funding data and trends for the libraries in the regional system, a survey of the citizens of the three counties, a survey of the staff members of the libraries, and information gleaned from meetings with the library staff members and library board members, focus groups made up of citizens from the three counties, and interviews with local community leaders.

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#### Collections for Adults

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Regardless of the formats in which information is presented, public libraries have an important role in supporting the primary ways in which adults access this information, i.e., reading, listening, and viewing. Public libraries continue to help users find what they want, when and where they want it, and continue to help users make choices from among the available options.

Several factors support a continued focus by the CPC Regional Library on reading, listening, and viewing by adults.

- Carteret and Pamlico counties have older populations than the rest of the state, and all three counties are seeing increases in the above-65 population group that are greater than the state's average increase. Older populations tend to be strong users of library services in general and of traditional, book-oriented library services in particular.
- The populations of the three counties served by the CPC Regional Library are better educated than the state as a whole. All have a larger percentage of high school graduates and college graduates than is typical for the state's 100 counties, and all rank lower than the state average in terms of persons lacking

basic literacy skills. Highly educated populations tend to be heavier library users and tend to be heavier readers.

- Books for adults were by far the most frequently used library resource or service; nearly three fourths of those responding to the recent community survey listed these among their most frequently used library resources and services. The use of other collections was also highly ranked; checking out videos and DVDs ranked fourth, and books on tape and CDs ranked sixth.
- Books for adults were the most frequently used library resource or service at all locations. Checking out DVDs and videos were among the five most frequently used resources at all but one location (New Bern), and books on tape and CDs were among the top five at three locations.
- When respondents were asked on the recent community survey how the library's services, resources, and facilities could be improved, the most frequently mentioned area was books and especially more books and best sellers. Several respondents also recommended getting more books on CD, audio books, and DVDs.
- Several respondents to the recent community survey noted the need for ebooks, and the CPC Regional Library has recently contracted with a vendor to provide its users with access to these. Library staff will need to evaluate this initiative and decide whether to continue or possibly expand it.
- Books for adults were also ranked as very important by 83 per cent of respondents to the recent community survey, making them the highest ranked of the library's resources and services. Books for young adults ranked fourth.
- Books for adults were ranked as the most important of the library's resources or services at six of the library's locations and second at two others. Books for young adults were ranked among the five most important of the library's resources or services at all but two of the library's locations.
- The lack of books and particularly ebooks was frequently cited as a factor that limited the use of the library by respondents to the recent community survey.
- On a recent survey, library staff ranked large print books as the third most important of the library's resources and services and ranked books for adults as

the fifth most important. They also ranked books for young adults as the sixth most important and books on tape and CD as the seventh most important.

- When the staff survey asked staff to list the top five priorities for their libraries now and in the future, books were the most frequently listed resource or service.
- However, relatively little money is being spent on materials by the CPC Regional Library, which ranks 67th among the state's 80 public libraries on this measure. This is unfortunate, because even though the number of books per capita in the region is near the state median (1.79 books per capita in CPC vs 1.85 statewide), the lack of adequate funding for new materials will make it difficult for staff to keep collections current and to meet the demands of the libraries' users.
- Books were one of the most frequently mentioned library resources by the individuals interviewed.

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### **Programs and Collections for Children**

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Public libraries have an important role to play in helping young children build the skills needed to succeed in school, and this is especially true in Craven County, with its relatively young population.

Factors supporting a focus on children's programs and collections by the CPC Regional Library include the following.

- The relatively young population in Craven County (particularly those under 5 years of age) supports the need for strong children's programs and collections in that county's libraries. Public libraries have an important role to play in helping young children build the skills needed to succeed in school, and this is especially true in a county that ranks 8th in the state in the percentage of its population under 5 years of age. While the percentages under 5 years of age and under 18 years of age are much smaller in Carteret and Pamlico, however, staff in these counties should remember that public libraries still have an important role to play in helping young children build the skills needed to succeed in school and that



they represent an investment in the future of the nation, regardless of the percentage of the population that they represent.

- According to the recent community survey, books for children were the second most frequently used library resource or service; 28 per cent of survey respondents listed children's books as one of their most frequently used library resources.
- Books for children were among the five most frequently used library resources at six of the library's locations.
- Books for children were ranked as very important by 76 per cent of respondents to the recent community survey, making them the second highest ranked of the library's resources and services. Programs for children were the third highest ranked resource or service, computers for children were sixth, and outreach services to pre-school children were seventh.
- Books for children were ranked as the most important of the library's resources or services at two of the library's locations and second at six others. Programs for children were among the five most important resources or services at all of the library locations. Outreach services to pre-school children were among the top five at three locations.
- Books for children were ranked by staff as the most important of the library's resources and services on a recent survey. Programs for children ranked second.
- The CPC libraries appear to have very strong children's programs already, and the libraries should build on this strength by continuing to offer the programs that are in place and to expand these where possible. Staff rated children's programs as one of the library system's strengths on the recent staff survey.
- Several of the individuals interviewed noted the importance and the popularity of the library's children's services.

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### Internet Access Computers

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According to an August 2013 Pew Research Center report, 30 per cent of all adults in the United States lack high-speed broadband Internet access at home.<sup>7</sup> Public libraries have an important role to play in providing access to the Internet for this large group of individuals, many of whom would have no other way to access job information, apply for jobs, access government information, and apply for government benefits.

Several other factors support a continued focus by the CPC Regional Library on Internet access computers.

- Internet access computers were the third most frequently used library resource or service among the respondents to the recent community survey.
- Internet access computers were among the five most frequently used library resources or services at all locations but one (Newport).
- When respondents were asked on the recent community survey how the library's services, resources, and facilities could be improved, the most frequently mentioned area was computers. Both more computers and better computers were recommended.
- Internet access computers were ranked as very important by 59 per cent of respondents to the recent community survey, making them the fifth highest ranked of the library's resources and services.
- Internet access computers were among the five most important resources or services at two of the library locations (Pine Knoll Shores and Pamlico).
- When staff were asked on the recent survey to list the top five priorities for their libraries now and in the future, staff mentioned the need for new computers and for maintaining the existing computers as well as the need for training both the public and the staff.

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<sup>7</sup> Kathryn Zickuhr and Aaron Smith, "Home Broadband 2013." Available at <http://pewinternet.org/Reports/2013/Broadband/Findings.aspx>.

- The CPC Regional Library ranks in top one-fourth of public libraries in North Carolina in the number of users of Internet computers. This likely indicates that a large number of the citizens of Carteret, Craven, and Pamlico counties do not have access to computers or the Internet.
- However, the CPC Regional Library ranks low, relative to other public libraries in the state, in the number of public Internet workstations per 5,000 people. This is unfortunate, given the heavy use of these computers. While the CPC Regional Library ranks 15th in the number of users of Internet computers per capita, it ranks just 52nd out of 80 in the number of public Internet computers that it makes available.
- Based on a recent statewide assessment to help libraries analyze the technology services provided to users, the CPC Regional Library scored better than the state average in one of the three major areas – Community Value – and better than the state average on four of the eleven benchmarks that make up those three areas – digital literacy, digital tools and resources, meeting key community needs, and strategic partnerships. However, in the other two major areas and on seven of the benchmarks, the library system lags the state in its provision of technology services.

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### Personal Research and General Information

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Public libraries continue to ensure that residents have the resources they need to explore topics of personal interest and to continue learning throughout their lives.

Factors supporting personal research and general information as a future area of focus of the CPC Regional Library include the following:

- Personal research and general information was the fifth most frequently used library resource or service, according to the recent community survey. If reference service (in-house and telephone) and genealogical research were added to personal research and general information, the percentage of respondents listing these as one of their most frequently used library resources

or services would be 42 per cent and would rank second behind only books for adults.

- Personal research and general information ranked among the five most frequently used library resources at five of the library's locations.
- Personal research and general information were also ranked as very important by 53 per cent of respondents to the recent community survey, making it the eighth highest ranked of the library's resources and services.
- The CPC Regional Library ranks in the top one-fourth of the state's 80 public libraries in the number of reference questions per capita. The CPC Regional Library handles more than three times the number of reference questions per capita than does the average public library in the state, an indication that this traditional library service is still needed by the citizens of Carteret, Craven, and Pamlico counties, many of whom may not have access to computers or the Internet and therefore may not be able to use Google and other Web resources to answer every information need.
- Personal research and general information may be defined to include research into genealogy and local history. Along these lines, of particular importance to libraries in the CPC Regional system is the collection housed in the New Bern-Craven County Public Library's Kellenberger Room, which represents one of the finest genealogy and local history collections in the state.

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## Facilities

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Public libraries also have a role to play in providing residents with safe and welcoming physical places to meet and interact with others or to sit quietly and read. Currently, public library service in Carteret, Craven, and Pamlico counties is provided at ten facilities, and factors supporting the continued focus on these facilities include the following.

- When respondents were asked on the recent community survey how the library's services, resources, and facilities could be improved, a number of respondents

noted the need for more space in the library facilities, either in general or for specific purposes, like meeting rooms in Havelock. Several respondents also identified the need for additional hours, including Sunday hours in Beaufort, weekend hours at Newport, more days open at Otway, or the need for programs to be offered on weekends.

- Respondents to the recent community survey cited safety issues, space, and hours as factors that limited their use of the library.
- When staff were asked on a recent survey to list the library's greatest opportunities for improvement, they frequently listed the need for more space, including specific suggestions for added space for adult and young adult programs, for computer classes, or for the children's rooms.
- When the survey asked staff to list the top five priorities for their libraries now and in the future, a number of priorities were tied to the buildings themselves, including several calls for additional space or better use of existing space.
- Several of the individuals interviewed noted the need to expand library facilities, especially in Cape Carteret, Cove City, Havelock, New Bern, Newport, Otway, Pamlico, and Pine Knoll Shores.
- Several of the individuals interviewed wanted their libraries to be open more.
- A comparison of the space allocated to library facilities in the CPC Regional Library with their level of activity shows that several facilities are too small, including Cape Carteret, Newport, and Havelock.
- A comparison of the total square footage provided for libraries in each county with the statewide average shows that both Carteret and Craven counties fall below the statewide average in terms of square footage for public libraries, adding weight to the argument that the libraries in Cape Carteret, Newport, and Havelock need to be expanded.
- A comparison of the total square footage allocated to library facilities in the CPC Regional Library with the square footage recommended for the projected 2030 populations of these counties also shows that both Carteret and Craven counties will need to increase the amount of space allocated to their library facilities in order to provide adequate library service in the near future.

- These observations may be somewhat misleading for individual facilities, however. For example, Otway's door count may be limited by the fact that the facility is too small. In addition, while several facilities (like Otway, Cove City, and Vanceboro) appear to have adequate square footage, they lack programming and meeting space. In the case of Pamlico, it is difficult to determine adequacy of space given the use of the facility as both a public and a school library.
- Special attention needs to be paid to the joint use nature of the Pamlico facility to ensure that it serves both the public and the high school users. While the Pamlico Library appears to do an admirable job of serving both communities, there are several difficulties that need to be addressed.

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### Integrated Library System

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The libraries in the CPC Regional Library share a WMS integrated library system, marketed by OCLC. The system provides a circulation module that allows staff to check out materials and to manage reserves and overdues, an online catalog that enables staff and users to access a wide range of library resources, and a cataloging module, which allows library staff to manage the central database of the library's holdings. The fact that every public library in North Carolina uses an integrated library system is evidence of their utility in helping library staff members serve their patrons.

However, there may be some significant problems with the WMS integrated library system that the public libraries in the CPC Regional system use.

- When respondents were asked on the recent community survey how the library's services, resources, and facilities could be improved, there were a number of complaints about the library's WMS system, which provides the online catalog as well as several reserve and check-out functions.
- On the recent survey of staff members, a large number of staff cited problems with the library's WMS system.

- There were a number of complaints about the integrated library system from the individuals interviewed.
- The staff of the CPC Regional Library System should continue to work with OCLC to make improvements to the integrated library system and to resolve the problems with placing items on reserve in particular.
- In the event that these problems are not resolved to the satisfaction of staff members, the staff of the CPC Regional Library System should consider switching to a different vendor, as soon as the contract with OCLC has expired. One very promising alternative is the NC Cardinal system that is being sponsored by the State Library of North Carolina.
  - Libraries apply for LSTA funding to join the NC Cardinal system. If approved, there is no cost for the first two years of membership in the system, which includes migration from the old system to NC Cardinal and all staff training on the new system.
  - Annual costs beginning in the third year vary depending on the size of the library, but annual costs for the CPC Regional Library System are likely to be less than \$30,000.
  - Three other regional library systems and 14 county libraries currently belong to the NC Cardinal system.
  - Member libraries can borrow materials from one another, much as the libraries in the CPC Regional Library can borrow materials from other libraries in the system. This service would provide users of the CPC Regional Library with access to roughly 4.2 million items from the libraries that currently belong to NC Cardinal.
  - Because the NC Cardinal system is a hosted, cloud-based system, local staff expertise and workload are minimized.
  - If interested, staff members of the CPC Regional Library System can obtain further information about NC Cardinal from Tanya Prokrym, the NC Cardinal Program Manager, at the State Library of North Carolina.

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### Marketing and Advocacy for Increased Funding

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It is extremely important for the staff members of the libraries in the CPC Regional system to better market their resources and services and for library board members, Friends of the Library members, and other library supporters to better advocate for the libraries. This need was pointed out by several members of the community, including one who noted that “It would be good to hear more about [library] usage and budgets” and pointed out that this information “could be used to sell the library.”

The three counties served by the CPC Regional Library provide an adequate level of funding for its public libraries. As Table 4-1 earlier notes, local per capita funding for the libraries in 2012-2013 was \$14.27, just below the state median for public libraries of \$14.73.

Nevertheless, several points should be made.

- First, while the public libraries in the CPC Regional Library are funded near the state median, more local funding will be needed to improve library services by a significant amount. If local citizens wish to have a higher quality of library service in Carteret, Craven, and Pamlico counties, then they need to work with library boards and Friends groups to advocate for increased funding.
- The populations of the three counties served by the CPC Regional Library are better educated than the state as a whole. All have a larger percentage of high school graduates and college graduates than is typical for the state’s 100 counties, and all rank lower than the state average in terms of persons lacking basic literacy skills. Highly educated populations tend to be heavier library users and to demand a higher level of library service, one that requires better than average funding.
- The populations of the three counties are also wealthier relative to the state as a whole. All have higher median household incomes than the state average, and all have higher median home values as well. All have lower percentages of people in poverty than the state average, and Carteret and Pamlico had lower



July 2014 unemployment rates than did the state. Wealthier populations tend to be heavier library users. Consequently, demand for library services in Carteret, Craven, and Pamlico counties is likely to be strong.

- Carteret's population is expected to grow much faster than the state average. The latter trend may put increased pressure on the libraries in Carteret County to maintain a high level of library services, particularly with the high rate of net migration into the county by individuals from areas of the country with better-funded libraries.
- On the recent survey of staff members, a large number of staff listed increased funding as a way in which service to the public could be improved.
- Ways in which the libraries could better market their efforts and ways in which the libraries could engage in fundraising were also mentioned by some of the individuals who were interviewed.
- The importance of the libraries' Websites cannot be overemphasized as a way of marketing the resources and services of the libraries. Respondents to the recent community survey ranked the Website as the seventh most heavily used of the library's resources and services. The Websites ranked among the five most frequently used library resources at two of the library's locations (Newport and New Bern).
- When respondents were asked on the recent community survey how the library's services, resources, and facilities could be improved, several individuals recommended ways of improving the library Websites.
- The library Website was among the five most important resources or services at three of the library locations (Cape Carteret, Havelock, and New Bern).
- It is especially important to provide information about the libraries' activities to local government officials. In the interviews, one local government official complained that he did not receive user data for the library. Local government officials cannot be expected to make informed decisions about library funding without this kind of information.

## **Appendix A**

### **Comments from the Community Survey**

The community survey included several questions that required written comments from the respondents. These comments are listed in the tables of this appendix.

Respondents were asked how the library's services, resources, and facilities could be improved. A total of 579 suggestions were received, and these are shown in Table A-1.

Respondents were asked to describe ways in which the library's customer service could be improved, and these 344 ideas are listed in Table A-2.

Respondents were invited to provide comments on the limitations to their use of the library. The 338 comments received are shown in Table A-3.

Finally, the survey invited respondents to share any comments and suggestions that they might have. The 426 remarks that were received are shown in Table A-4.

Table A-1. Suggestions for How to Improve Library Services, Resources, and Facilities

Location	Suggestion
	<b>E-BOOKS FOR KINDLE</b>
	Ebooks are needed. Current selection is lacking.
	Greater collection of DVDs at branches.
	I am not aware of what the Havelock library offers or the hours but do know where it is located. Marketing would help a great deal. Information sharing on the city's Facebook page maybe? Would hope it would have free Wi-Fi and would be neat to have an online library that you could check out books for kindles. A coffee shop perhaps (which would be an income generator). Are there book swaps like plant swaps? Summer reading programs?
	I love the storytime for toddlers and pre-school programs. It is hard to go to the Thursday programs due to conflicting schedules with the aquarium and Carteret Partnership. It would help to have a storytime on Monday or Tuesday. One other suggestion would be to have a children's table at the Bogue Sound Library for doing arts and crafts.
	I love the storytime for toddlers and pre-school programs. It is hard to go to the Thursday programs due to conflicting schedules with the aquarium and Carteret Partnership. It would help to have a storytime on Monday or Tuesday. One other suggestion would be to have a children's table at the Bogue Sound Library for doing arts and crafts.
	Internet download of books for check-out
	More books on CD for kids
	Online e-books and audiobooks, better selection young adult books
	Please have coming-due alerts! More adult book clubs! Even if not library run, have a bulletin board or Facebook group or something.
	Sorry, we do not use the library.
	Teen programs
Beaufort	1 hour limit before time stops
Beaufort	A better source of new books both fiction and nonfiction.
Beaufort	A larger magazine supply. We need a big library in Morehead.
Beaufort	A larger selection of children's books would be great
Beaufort	A page which tells user the quickest way to get or download Wikipedia and Google or Yahoo without being referenced to the library window / program.
Beaufort	Additional reading materials such as newer novels and children's books.

Table A-1. Suggestions for How to Improve Library Services, Resources, and Facilities  
(Continued)

Location	Suggestion
Beaufort	All are great.
Beaufort	Already good
Beaufort	Be more helpful when someone tries to use computer who does not know how.
Beaufort	Be open on Sundays and holidays.
Beaufort	Better access to program area – currently shared with Elections Dept., which locks it up. Add access to ebooks.
Beaufort	Book club?
Beaufort	Can't think of any
Beaufort	Connection for Kindle and iPad
Beaufort	Doing a wonderful job!
Beaufort	Drive through drop off for books, etc.
Beaufort	DVDs and VHS tapes should not cost. They do not cost in New Bern.
Beaufort	Ergonomic chairs. Coffee service.
Beaufort	Excellent library! We do not have Wi-Fi in our temporary home (our house burned down), so the Beaufort Library has been a God send.
Beaufort	Excellent. Staff members are really nice to my clients with special needs.
Beaufort	Expand DVD selection
Beaufort	Faster computers for catalogue searches within the library. I have found that it is quicker to search on my home computer and then go to the library to pick up books than to use the in-house computers to look up a book number. Also, if there was an easier way to search non-fiction DVDs through the electronic catalogue, that would be helpful. Right now, I search documentaries, but it does not always pull up non-fictions.
Beaufort	Have room available for meetings and microphone so we can hear speaker.
Beaufort	Have separate room for children and reference
Beaufort	Helping those who do not know how to use computers
Beaufort	I am new to the library and plan to avail myself of more services in the future.

Table A-1. Suggestions for How to Improve Library Services, Resources, and Facilities  
(Continued)

Location	Suggestion
Beaufort	I feel the community would benefit from on line books to be checked out. Many libraries have gone this route and enhanced the used of public libraries. My mother had asked about this in our library and was told they did not have this service. It would benefit those who are unable to drive to the library to check out books.
Beaufort	I miss the bookmobile
Beaufort	I think they are just fine.
Beaufort	I use this library weekly and I think everyone who works here is great. They have always been very helpful.
Beaufort	I wish we had more books available.
Beaufort	I wish you had more books available.
Beaufort	I would recommend that the audio books be recycled through the system's libraries frequently and updated. It also is important to request users to report bad CDs (CDs with skips, blank areas, etc.)
Beaufort	I'm still not really sure how to find books but it's not a problem because I know that people leave things in disarray but that's my only thing is the coordination of some Spanish and English titles.
Beaufort	If you don't have it, I don't need it. On the other hand, I could wish for more magazines and books and that the library were much larger. But that's being greedy.
Beaufort	Increase the large print book selection.
Beaufort	Instructions for computer use and printing (excluding unnecessary pages) could be improved
Beaufort	Interlibrary loan is expensive
Beaufort	It is difficult to find the books that I'm looking for – mostly new releases. I am an avid reader and when there is a long waiting list, I end up purchasing for Kindle.
Beaufort	Job well done!!
Beaufort	Limited supply of children's books
Beaufort	Love the online book request and renewals.
Beaufort	Make it so we can have a home library, so "holds" automatically come to home library.
Beaufort	Make the genealogy section more inviting, similar to the periodicals section.

Table A-1. Suggestions for How to Improve Library Services, Resources, and Facilities  
(Continued)

Location	Suggestion
Beaufort	Maybe a bookmobile.
Beaufort	More DVDs (recent)
Beaufort	More adult fiction and non-fiction best sellers
Beaufort	More audio books. Would be nice if audio books are cleaned regularly.
Beaufort	More books for young adults
Beaufort	More books on CD
Beaufort	More current children's videos. More children's books. I have no idea what the "Outreach" services for pre-schoolers are. And I attend weekly Toddler Time.
Beaufort	More downloadable books to ereaders.
Beaufort	More logical layout of the website; better response to queries on website; In general a more responsive website experience.
Beaufort	More and newer books for adults. Or a more easily accessible online way to do some ILL-type stuff. I feel like I hear or read about new books and can't always find them at library. Plus the online system is clunky.
Beaufort	More Spanish material for pre-school children, picture books, audio
Beaufort	More/better foreign language tapes/CDs/learning programs. Specifically Italian and French.
Beaufort	N/A
Beaufort	N/A
Beaufort	Need more current popular books. Very slim pickings on the shelves.
Beaufort	Need NYT, Wash Post
Beaufort	Newspaper selections
Beaufort	None
Beaufort	None
Beaufort	None. These people are dedicated to customer service.
Beaufort	Not a thing. The librarian was perfect or near perfect.
Beaufort	Nothing comes to mind. We have an excellent library and superior staff. I'm proud of our library.
Beaufort	Offer electronic lending library
Beaufort	Often disappointed when seeing books on "New Books" shelf are not recent, in fact a couple of years old.

Table A-1. Suggestions for How to Improve Library Services, Resources, and Facilities  
(Continued)

Location	Suggestion
Beaufort	Only use the library for the Let's Talk About It series and I think it's excellent.
Beaufort	Open on Sundays
Beaufort	Our library and its staff are so great I can't imagine any way it could be improved.
Beaufort	Perhaps email notifications a few days before a book is due.
Beaufort	Preservation (especially Beaufort). Very good selection of CDs and tapes.
Beaufort	Put in a coffee/beverage bar. In front. Café.
Beaufort	Some of my favorite (comfort) authors are out of print. It would be nice to have access to more of their books.
Beaufort	Sometimes I have felt my request for a book somewhere else in the system has fallen through the cracks.
Beaufort	Sometimes my children get reprimanded for being too loud in the children's area even when they are trying to play quietly. Also my 7 year old went to the counter to ask for someone to help her find a book and they would not help her since I wasn't with her at the moment.
Beaufort	Sometimes the computer is not accurate (email).
Beaufort	Staff is helpful and courteous. Most are very knowledgeable about their resources and how to use them. I enjoy the library. It's like home.
Beaufort	Sunday opening?
Beaufort	Taller step-stool in the ladies' bathroom. This would help me hold my grandchild when washing their hands.
Beaufort	The Beaufort branch has an amazing staff. Make patrons feel like family. In all my experience at the library, only one employee has failed to be courteous and helpful.
Beaufort	The genealogy computer is often turned off/won't work. I like to use this and would like it to be working.
Beaufort	The library needs to buy more best sellers and needs to get more of those 1 week browser books. I would like the library to buy newer books on pregnancy, infertility, and about miscarriage.
Beaufort	Tips on how to use ebooks/seminar where we could get a librarian or someone to work with us on setting that up. I understand the microfilm machines need repair.

Table A-1. Suggestions for How to Improve Library Services, Resources, and Facilities  
(Continued)

Location	Suggestion
Beaufort	Videos
Beaufort	Was given excellent service
Beaufort	We would love it if you could set up some sort of ebook lending library similar to what you have for audiobooks.
Beaufort	Would like to see Washington Post or New York Times in newspaper area. Even Sunday edition would be helpful.
Beaufort	You are wonderful
Cape Carteret	* A reference section for children with words even a baby can understand. * Cushions for the bottoms and backs of chairs located at the computers. * Chair for outdoor sitting.
Cape Carteret	A bigger selection of children's and adult books. A selection of Christian/Inspiration books would be nice.
Cape Carteret	All excellent compared to numerous other libraries in NC and out of state resources.
Cape Carteret	Arts & crafts books
Cape Carteret	Better variety of books on CD.
Cape Carteret	Computer network speeds are too slow.
Cape Carteret	Elementary school homework assistance. Maybe a group can meet in program room 1-2 days a week.
Cape Carteret	Expand to house more shelves at Cape Carteret so don't have to request from other branches all the time.
Cape Carteret	Few more quiet, educational manipulatives (toddler – Pre-K)
Cape Carteret	Fines are too high when circumstances prevent return. More mags. Children's / family movies.
Cape Carteret	First name / name tags for library staff for more personal approach. Cape Carteret – clean up, maintain, and furnish or decorate front porch. Trim big bush under flag pole area for better visibility when driving through parking lot at "T" intersection.



Table A-1. Suggestions for How to Improve Library Services, Resources, and Facilities  
(Continued)

Location	Suggestion
Cape Carteret	Hoping that the library would apply for grants to improve more youth and adult programs. Note: With this / these grants, the library would be able to pay their volunteers and employees. Maybe even get a library van to run errands to other libraries to pick up supplies, etc.
Cape Carteret	I have not been able to download ebooks on OneClickDigital. I would like better access and more book selections.
Cape Carteret	I like the library just as it is. The only thing I would ever change would be more computers for study and research,
Cape Carteret	I sometimes get books from the Onslow County library because you don't have the book I'm looking for. Larger selection of new adult fiction? Larger selection of current videos.
Cape Carteret	I would personally like to see a more complete political science section of the library.
Cape Carteret	It's a bit of a challenge as a working adult to make it in during open hours
Cape Carteret	Larger DVD selection
Cape Carteret	Larger selection of large print. Label ends of shelves with alphabet.
Cape Carteret	Larger selection of non-fiction books.
Cape Carteret	More BBC DVDs. Cushions for hard chairs at tables.
Cape Carteret	More best sellers, so will not have to wait as long.
Cape Carteret	More books
Cape Carteret	More books, more CDs, more magazines
Cape Carteret	More books. More books on tape or CD. Younger and older kid activities at the same time so the siblings are all at their library activities at the same time.
Cape Carteret	More children's books

Table A-1. Suggestions for How to Improve Library Services, Resources, and Facilities  
(Continued)

Location	Suggestion
Cape Carteret	More computers
Cape Carteret	More copies of books on the best seller list. More copies of books that are in a series or trilogies. Obtaining a specific author's Titles that may be his or her earlier works.
Cape Carteret	More copies of top books, audio and digital books online
Cape Carteret	More large print books. Computer classes. Need "How to" books for new computer operating systems.
Cape Carteret	More lectures
Cape Carteret	More nonfiction material – history, biography.
Cape Carteret	More programs for children on the weekend so working parents can involve our children. Most of the toddler programs tend to be during the week in the mornings.
Cape Carteret	More recent books
Cape Carteret	More up to date travel books
Cape Carteret	Need an expanded source of books. I often wish to read a particular popular book but there isn't a single copy in the system. For example, Laura Hillenbrand's book <i>Unbroken</i> .
Cape Carteret	Need more up to date books.
Cape Carteret	New books are always appreciated.
Cape Carteret	New books restocked more often. Better selection.
Cape Carteret	None so far so good can there be more adult hands on training for example acting out a book we may have read as a group or help with decorating the library
Cape Carteret	None. Very Satisfied

Table A-1. Suggestions for How to Improve Library Services, Resources, and Facilities  
(Continued)

Location	Suggestion
Cape Carteret	The community is expanding and people are retiring here. It would be good to involve the community and invite speakers to discuss their fields of expertise and help people meet each other.
Cape Carteret	The community room needs to be more available for use. Repeated use by groups and longer use hours.
Cape Carteret	The links on the website don't always work.
Cape Carteret	They would be fine.
Cape Carteret	We do enjoy ordering books online and having them delivered to our library.
Cape Carteret	We have been coming here since the library opened. For at least the past 5 years, the water fountains are always running (electric motors) but the water is never cool. Please fix them or shut them off and save the electricity.
Cape Carteret	When ordering books to be placed on hold, delivery sometimes seems to take a week or more. They do not always come on the next delivery day.
Cape Carteret	While I understand that audiobooks are more expensive than hardback books, the lack of the audiobooks and the length of time it takes before you even get them (usually only one) is a huge problem. There are many titles and/or authors that you never even get audiobooks from – such as C J Box. Anne Perry is another one whose books are seldom also purchase in audiobooks.
Cape Carteret	Would love an expansion and more relevant programs and book clubs.
Cape Carteret	You folks are the best! You have helped my mom by ordering large print books for her. She is 91 years old and can only read large print.
Cove City	Drop-box would be helpful.
Havelock	Better computer internet access
Havelock	Better computers
Havelock	Computer #7 in the library often freezes up on me when I use it. It is a lot frustrating
Havelock	Computers #7 & 8 are slow and freeze up a lot. It takes 5 minutes to load a single web page due to the freezing up and programs have to be restarted multiple times

Table A-1. Suggestions for How to Improve Library Services, Resources, and Facilities  
(Continued)

Location	Suggestion
Havelock	Computers 7 & 8 lock up constantly and multiple restarts on all programs
Havelock	Computers need to be updated. Computers are still XP, when Vista, 7 and * have been released
Havelock	Current card catalog software is totally unsatisfactory
Havelock	Faster and better computers
Havelock	Faster computers
Havelock	Faster internet service, computer was extremely slow and took awhile to print item.
Havelock	Have more copies of newest releases and better system for holding books
Havelock	I feel like this Library is one of the best in our area. I hope they can continue to be just that with the help of the county and city.
Havelock	I love Havelock Library. I wish it were bigger but I love that it is a quick turnaround when getting books from another location.
Havelock	I would like to access new e-books just as in other library systems.
Havelock	If the computers that are "out of order" were serviced and fixed things would run much smoother in that area.
Havelock	It would be nice if there was a way to have more books available
Havelock	Just wish I weren't charged late fees. Or if something is late it would be nice to get a call or email like any other library
Havelock	More books on fantasy/science fiction
Havelock	More books; computers that work; private meeting area
Havelock	More computers
Havelock	More computers
Havelock	More computers, meeting room and some type of window dressing.
Havelock	More convenient hours
Havelock	More copies of popular children books, I was told I could order the ones I needed from another library and I would get an email...never did.
Havelock	More frequent computer maintenance
Havelock	More working computers
Havelock	Need more books for preteens
Havelock	Never have book I want
Havelock	No improvement necessary!

Table A-1. Suggestions for How to Improve Library Services, Resources, and Facilities  
(Continued)

Location	Suggestion
Havelock	None
Havelock	Open more convenient hours.
Havelock	Open more convenient hours.
Havelock	Open on Sunday 1 – 5?
Havelock	Outside box for DVDs; wider selection of periodicals and DVDs; online instruction for library; access to periodicals online
Havelock	Programs that reached out to the ECE students would be wonderful. A little investment now would make them life long members of the public library relationship.
Havelock	Put a divider/small wall up maybe to keep small kids from trying to crawl/walk away while doing kid activities/stories.
Havelock	Sell more books. Put a special area for the books to be sold.
Havelock	Sometimes I wish they (the library) would open on Sundays for a few hours to work on research needs.
Havelock	Staff is excellent – always helpful; use only Havelock library
Havelock	The computers could run faster.
Havelock	The selection of current books is poor.
Havelock	Their computers could use an update because there have been times where they just stop working.
Havelock	There are no areas that require improvement
Havelock	Updated computers.
Multiple	\$1.00 per page for a fax is crazy. Local #.
Multiple	4 hours Saturday at Otway
Multiple	Adult fiction and non-fiction seems to cater to the readers of Daniel Steele and other pop authors who publish little worth reading. I'm not a mental giant but I'd like to see more thoughtful non-fiction aimed at an intellectual audience.
Multiple	Be able to download books to kindle devices.
Multiple	Because of small area there I always seem to be a large selection to choose from.
Multiple	Being open later. & Maybe Sunday afternoon.
Multiple	Better computers
Multiple	Better selection of DVDs

Table A-1. Suggestions for How to Improve Library Services, Resources, and Facilities  
(Continued)

Location	Suggestion
Multiple	Better selection of movies
Multiple	Books returned to Down East – 2 times now – Main Library charged past due fees for late books, when they were not late. I now have a receipt to prove the book was returned on time.
Multiple	Cannot think of any
Multiple	Children's programs
Multiple	Computer access to library resources or to check out often is "down" thus the procedure is slowed.
Multiple	Computers to check book availability frequently out of service
Multiple	Continue to update and add selections
Multiple	Easier linkage to books that can be checked out on Kindle and other eReaders. I have heard that this is possible, but haven't been able to figure out how to do it (and I tried)!
Multiple	Extended hours at regional branches would be helpful to my family; however, I realize that this change may not be cost efficient.
Multiple	For its size, the Bogue Banks branch of the library is great! Can't find much to improve upon given facility size. I LOVE the garden section. It is excellent. This library is not open in the evenings, but this again is understandable.
Multiple	Genealogy research
Multiple	Get more genealogy Web sites.
Multiple	Great just the way it is!!
Multiple	Have no complaints
Multiple	Havelock's computers need to be faster and not lick up (slow to respond). New Bern needs more computers (usually a wait list)
Multiple	I grew up with libraries and book mobiles. They were comfortable, homey places. The library in Beaufort looks and feels cold and industrial. It's not a comfortable place to visit.
Multiple	I like nature type books, and I would love nature and travel DVDs. The classical music section needs more books. Even though I have no children and I'm no longer teaching I still have a big interest in programs, computers, etc. There is fantastic software for children that rivals computer games.

Table A-1. Suggestions for How to Improve Library Services, Resources, and Facilities  
(Continued)

Location	Suggestion
Multiple	I wish our libraries had a larger selection of books, but I understand that funds are limited.
Multiple	I would like to see more educational programs for adults offered at each branch.
Multiple	If the library were opened every day, it would be great.
Multiple	It's very disconcerting not to be able to find a book and having to pay for an interlibrary loan. Please budget your money toward collection development instead of postage. I might as well buy my books off of Amazon!
Multiple	Larger books on tape and CD selection would be nice
Multiple	Larger selection Down East. Open more Down East.
Multiple	Learn about events. Read posters and bulletin boards and chat with librarians and patrons. Charlie Stross, Ken McLeod, Iain M. Banks, Karl Schroeder, John C. Wright, Molly Gloss, Alistair Reynolds
Multiple	Make the process to get eaudiobooks a little easier.
Multiple	More audio books would be great
Multiple	More audio books would be nice.
Multiple	More beginning reader / emergent reader books
Multiple	More books on CD would be nice.
Multiple	More classic novels and mysteries
Multiple	More classic novels and mysteries at Bogue Banks branch
Multiple	More ebooks available. When a series of fiction books are available, I would love the library to have all the books in the series.
Multiple	More electrical outlets to use laptop in library.
Multiple	More Irish novels
Multiple	More large print books available
Multiple	More large print books!
Multiple	More local history material
Multiple	More meeting space for Beaufort Library or move voting to different location.
Multiple	More up to date reference books for college. Books in present day circulation.
Multiple	Need more books on CD and MP3.

Table A-1. Suggestions for How to Improve Library Services, Resources, and Facilities  
(Continued)

Location	Suggestion
Multiple	No charge for kids videos, some of the books are in pretty poor condition
Multiple	None
Multiple	None come to mind
Multiple	None. Very well equipped for a small library.
Multiple	Not sure of any at the moment.
Multiple	Often fiction books that are in a series, the rest of the series isn't even in the county system libraries. It would be appreciated if the series were filled out.
Multiple	Online catalog is not always easy to use. Functions such as renewing items and requesting items often malfunction.
Multiple	Open a branch library in Morehead City in my neighborhood but not next door. Invite Denise Greer back with her coffee concession.
Multiple	Open all week and Saturday. Not Sunday.
Multiple	Open more hours.
Multiple	Otway location should be open more often
Multiple	Perhaps an in-service on looking up books on computer when can't remember author.
Multiple	Personally, I would appreciate more "large" print book. Also more daytime adult activities, since I'm a "Senior."
Multiple	Possibly longer hours – frequently I am caught having to leave without finishing due to Friday's early closure.
Multiple	Programs for school age children
Multiple	Quiet study areas are lacking in Western Carteret. Would like library to stay open after 5 more days.
Multiple	Satisfactory
Multiple	Some of children's books are in very bad condition.
Multiple	Some titles I could ask Havelock to borrow from other libraries; there are more local books I want to check out first. Internet speed and availability are good, especially considering budget items (what you can buy)
Multiple	Stay open on Sundays and holidays.



Table A-1. Suggestions for How to Improve Library Services, Resources, and Facilities  
(Continued)

Location	Suggestion
Multiple	The New Bern library is an old building that needs better air circulation and air filtration. Many senior citizens with asthma cannot use the library due to the air quality. My elderly mother, who has asthma, will not enter the building because it becomes difficult for her to breathe. Many of her friends have stated the same problem.
Multiple	The OCLC interface sometimes cancels holds for no apparent reason, has difficulty displaying my items checked out and has other anomalies.
Multiple	Website is hard to use
Multiple	Wifi
Multiple	Wish the library opened at 8 am
Multiple	Would like a library branch in Morehead City. Could Webb Library become a branch?
Multiple	Would like more fiction books on CDs. I am also interested in having e-books available.
Multiple	Would love it if the computers used for internet access were removed from the library. A library is a place to explore the written word, not to play computer games and check email. However, my main critique of the Carteret County library is the limited breadth and depth of books on the library shelves. Take out the computers and add more shelves of books that aren't donated beach read throw-aways.
New Bern	1) Availability of work space for students/tutor. 2) Would like to see an area designated for boating
New Bern	A larger budget for obtaining new book (and multiple copies of the most popular ones). Also, additional computers.
New Bern	All services, resources, and facilities are outstanding.
New Bern	Audio book lending, if not already available, digital lending too
New Bern	Better computer support
New Bern	Create a listserv for those interested in events
New Bern	Extend weekend hours. Eliminate charge for interlibrary loans.
New Bern	Facility is great for children's programs we attend
New Bern	Have more recent books on the shelf
New Bern	Honestly, we have adequate resources and the facilities are well organized and clean. Librarians are helpful and polite as well.

Table A-1. Suggestions for How to Improve Library Services, Resources, and Facilities  
(Continued)

<b>Location</b>	<b>Suggestion</b>
<b>New Bern</b>	<b>I have always had a pleasant experience.</b>
<b>New Bern</b>	<b>I suggest a room, staffed by volunteers, to sell used books, etc. year around. This is done in other places and makes more money for the library than the twice a year book sales.</b>
<b>New Bern</b>	<b>I think this library offers great activities and lectures, just so much, and I love it here.</b>
<b>New Bern</b>	<b>I wish there were more programs for children that working parents could attend, also, the library I have some of the large collections books like Fancy Nancy or Curious George</b>
<b>New Bern</b>	<b>I would like to see the calendar posted earlier so I can plan ahead. Usually by the first day of the month, I have already scheduled appts. When there are programs available.</b>
<b>New Bern</b>	<b>If a wealthy patron magically appeared and offered us our wish, how about a second floor (with elevators) and more computers so that downstairs was quieter and classes could be held upstairs.</b>
<b>New Bern</b>	<b>Improve your computer program. For example 7 day books don't end up in computer.</b>
<b>New Bern</b>	<b>If nonfiction DVDs could all be in one section, that would be great!</b>
<b>New Bern</b>	<b>It has been impossible to place holds or check my due dates on several occasions when I have tried to do so online. The old systems worked much better.</b>
<b>New Bern</b>	<b>It is fine.</b>
<b>New Bern</b>	<b>Knowledgeable staff. I have entered the wrong code at times, and the staff on hand could not or didn't reset the computer so I could sign in.</b>
<b>New Bern</b>	<b>Maybe have equipment available for use or take out, i.e., tape recorder / player, CD players, visual aid equipment, projectors.</b>
<b>New Bern</b>	<b>Medical information, textbooks</b>
<b>New Bern</b>	<b>More best sellers</b>
<b>New Bern</b>	<b>More best sellers.</b>
<b>New Bern</b>	<b>More books</b>
<b>New Bern</b>	<b>More books</b>
<b>New Bern</b>	<b>More books available</b>
<b>New Bern</b>	<b>More books on CD</b>

Table A-1. Suggestions for How to Improve Library Services, Resources, and Facilities  
(Continued)

Location	Suggestion
New Bern	More books on CD
New Bern	More books on CD
New Bern	More books!
New Bern	More children's books!
New Bern	More children's program
New Bern	More extensive video collection, greater selection of books. I often search on the website for a book which I would wish to borrow, and find it is not available. I came from a small town where the library's book and DVD collection were much more extensive, and I used that library regularly. In New Bern, sadly, I have not formed the same habit. I support and am grateful for the library, but I wish it were more complete than it is in areas where I would most use it.
New Bern	More homeschool books
New Bern	More new books; more modern facilities; better security
New Bern	More new books. Astronomy magazine. Archaeology magazine.
New Bern	More new books. Get rid of old, out of date books.
New Bern	More programming for young people in the 11-15 age bracket
New Bern	More up to date books
New Bern	More up to date books
New Bern	More writings on theology, sciences, physics, universe. (Not text books but theory)
New Bern	Mostly, this library has the children's books I am looking for to read to my daughter. There are some it does not carry.
New Bern	No change is needed.
New Bern	None. Everything has easy access. A lot of information.
New Bern	Online check-out sometimes doesn't work.
New Bern	Perhaps to have extra books available in advance of a discussion program about a book.
New Bern	Please get all titles in series; there are many gaps in holdings by popular authors. Online holds are difficult/impossible to use.
New Bern	Provide suggested reading lists for kids based on grade level

Table A-1. Suggestions for How to Improve Library Services, Resources, and Facilities  
(Continued)

Location	Suggestion
New Bern	Reading time for kids only Tues and Thursdays. More openings would be convenient.
New Bern	Search technology for finding in house books isn't user I, even for library staff. Finding library hours online is taking forever.
New Bern	Some updated materials would be great, ex., travel books from 2000 are too out of date.
New Bern	Staff is wonderful and a pleasure to work with! No improvements needed in my opinion ☺
New Bern	Tables for personal computers with electricity access are very limited.
New Bern	The catalog and account portions are often down.
New Bern	The computers still have some issues. I've tried to renew books with the computers in the library, can't seem to get it to renew, just keeps turning / finding.
New Bern	The interlibrary loan could be better. A little more sophisticated literature, maybe the NPR lists s of books.
New Bern	The need more of their team. The need was on the floor and two at the desk.
New Bern	The program for the preschoolers during the school year is great just a little long for them 30 min would be good
New Bern	The program for the preschoolers during the school year is great just a little long for them 30 min would be good
New Bern	Update check out so you don't need date due cards any more.
New Bern	We are usually at library on Wed 11-12 noon. Often there are disruptions from a group also there at the same time.
New Bern	We love going to the library!
New Bern	We need access to e-books and more print books in circulation.
New Bern	Website ... book searches are discouraging. It seems to take months to get popular new releases. Also, depending on how I enter my account determines whether it accepts entries or forgets them later. Ex. A book I put on hold was not truly on hold after I waited for it.
Newport	Building needs wheel chair/handicapped doors.
Newport	E-books

Table A-1. Suggestions for How to Improve Library Services, Resources, and Facilities  
(Continued)

Location	Suggestion
Newport	Fund more purchases of current books on the market. Waiting lists for new editions are excessive.
Newport	I would like to see later business hours. Some of us are working parents and grandparents and would like to visit our public libraries when we get off work Monday thru Friday weekdays. I'm not talking all night, maybe just a little later, say.....7PM would be wonderful!
Newport	I would like to see later business hours. Some of us are working parents and grandparents and would like to visit our public libraries when we get off work Monday thru Friday weekdays. I'm not talking all night, maybe just a little later, say.....9PM would be wonderful!
Newport	It would be nice to have an outside return box for DVDs and audio books, etc.
Newport	Larger selection of new books
Newport	Maybe brighter lighting in book section (or stronger bifocals)
Newport	More movies to check out. More newer books.
Newport	NEED BOOKS FOR ALL ETHNIC GROUPS
Newport	Never used any of the facilities, only checked out books
Newport	Newport children's section needs to be larger
Newport	No suggestions
Newport	See # 5
Newport	Services, resources, and the facility is great
Newport	The children's program is very low scale compared to other libraries. I think this is due in large part to the fact that the children's librarian only works part time. I'd like to see the program expanded. Also, I think it would be great if they had something for young adults.
Newport	The penalty for a late fee – even a small one – should be reviewed in my opinion.
Newport	Would like a list of books I have read. I get home with already-read books.
Otway	Be open more than 3 days a week.
Otway	Bigger selection
Otway	Coffee cart like Beaufort's

Table A-1. Suggestions for How to Improve Library Services, Resources, and Facilities  
(Continued)

Location	Suggestion
Otway	Down East Library needs to have more space for books, programs, meetings, etc.
Otway	More days and hours open!
Otway	More days open and hours
Otway	More ebooks. Ebooks for Kindles.
Otway	More space
Otway	Need more reading materials; large print, adult, etc. Open one more day per week would be nice.
Otway	Open more days
Otway	Open more days
Otway	The Down East Library is underutilized because it is not open when the community needs it. Specifically Saturday am. Most mothers of school age children work and can't get back down east before they close weekdays. Also MANY of our community are from "off" and I know several in my neighborhood alone that went to the library every SAT. Morning they were here to pick up summer reading type material when it was a volunteer library and open Saturdays. Also, the people who come weekends often don't have internet service and used the library for that.
Pamlico	Add Kindle Service
Pamlico	As a mother of three under five, I think the children's room is too small. Needs to be larger. Ms. Fran does a great job. Ms. Kat is wonderful with the children and keeping things going. Some of the children's books need replacing. More money for that!
Pamlico	As a non-profit that uses the meeting spaces, there are quite a few conflicts with library programming.
Pamlico	At some point in our library's future, I would like to see us have a community library building separate from the high school. I understand that we can't afford that in Pamlico County at this time, but it surely would be nice for library fans.
Pamlico	Been going here for twenty years.
Pamlico	Better check in or out. It seems to be a problem.
Pamlico	Better check-in computers
Pamlico	Bigger building
Pamlico	Can't rate because don't use

Table A-1. Suggestions for How to Improve Library Services, Resources, and Facilities  
(Continued)

Location	Suggestion
Pamlico	Chairs are uncomfortable. Students can be rude to public. Not enough staff to help public – people and students. I am disabled and really appreciate the doors. Handicap parking needs to be defined better and policed.
Pamlico	Classes on using the computers, cell phones, etc. Technology
Pamlico	Conference rooms / Small group study
Pamlico	Doing a good job
Pamlico	Doing good and has improved and upgraded
Pamlico	E-books added. I rarely come in anymore because I read books on my Kindle app
Pamlico	Eliminate the key for restroom for old guys
Pamlico	Everything was so accessible
Pamlico	Excellent services. No changes needed.
Pamlico	Expand the print fiction and audio books that are not mysteries.
Pamlico	Faster delivery of materials from other libraries
Pamlico	Faster internet service in the library
Pamlico	Few more computers
Pamlico	First Time visitor
Pamlico	For what the library does, I believe a bigger and more modern building should exist.
Pamlico	Free film “rental”
Pamlico	Furniture and tables are worn. Carpet is very dirty.
Pamlico	Get more audio books for children/young adults.
Pamlico	Great Computers
Pamlico	Great library
Pamlico	Great new computers. Need bigger library and more books!
Pamlico	Great selection of books. Notice Pamlico and New Bern always have the best sellers. Why doesn't the other libraries buy them?
Pamlico	I am new to the library so at this time have not experienced the services and resources available.
Pamlico	I am not a user of the library. I just came in to do a fax for the first time.
Pamlico	I don't know.

Table A-1. Suggestions for How to Improve Library Services, Resources, and Facilities  
(Continued)

Location	Suggestion
Pamlico	I don't mind having copies pass across the desk but do mind the increase from 10 cents a copy to 15 cents a copy.
Pamlico	I had a hard time with the parking. I am disabled and there is only one space. I trip over the carpet with my walker.
Pamlico	I heard that ebooks for iPads, etc., are available but have seen no announcement of press/publicity.
Pamlico	I home school. Need more nonfiction for kids. Programs for home schooled needed.
Pamlico	I just became a member but so far I see no need for improvement. I am very satisfied and I am from bigger cities like Rocky Mount, NC and Richmond, VA.
Pamlico	I really like the books on tape and would be happy for a larger selection.
Pamlico	I see none.
Pamlico	I think everything is excellent.
Pamlico	I used to live in Pamlico and moved to Havelock six months ago. I now drive to Pamlico library a couple of times a month because they are so helpful when I have tech questions. They have taught me a lot which has helped me with my online classes.
Pamlico	I wish there was a bigger selection of books at the Pamlico Library rather than having to wait to get it from elsewhere in the region.
Pamlico	I would give an excellent, but the students can be rude and loud. Their behavior and profanity is observed by my little one and makes me uncomfortable. I do not think they are monitored by the school well.
Pamlico	I would like to see the library remodeled with up to date lighting and furniture.
Pamlico	I would love to have access to e books.
Pamlico	I'm not sure at the moment.
Pamlico	Improved computer system for catalog access. I would rather see more, newer books instead of videos.
Pamlico	Just stay the same as it is. It can't be any better.
Pamlico	Larger range of wifi
Pamlico	Larger variety of books
Pamlico	Library Website
Pamlico	Love the book displays!



Table A-1. Suggestions for How to Improve Library Services, Resources, and Facilities  
(Continued)

Location	Suggestion
Pamlico	Love the new computers!
Pamlico	More adult clubs, more books, more DVDs, and free circulation of DVDs.
Pamlico	More advertisement to let people know what's available and events at the library.
Pamlico	More audiobooks. I'm a disabled reader. More best seller books. (I know it's hard to justify.)
Pamlico	More best seller copies
Pamlico	More best sellers in large print.
Pamlico	More bestsellers in large print and CD
Pamlico	More books
Pamlico	More books (bestsellers)
Pamlico	More books on tape and CDs.
Pamlico	More books, and more from favorite authors. Fiction, and non-fiction.
Pamlico	More comfortable chairs
Pamlico	More comprehensive DVD offerings, more books
Pamlico	More educational DVDs
Pamlico	More events
Pamlico	More events
Pamlico	More large print boots. Students can be disruptive and rude.
Pamlico	More open hours – evenings. Better circulation and cataloging system.
Pamlico	More programming for young adults to keep them safe and occupied.
Pamlico	More programs for adults, for example, how to's and classes.
Pamlico	More recent Christian books for me to use for book club.
Pamlico	More selection of books on CD particularly in children's area/family friendly & informational ones
Pamlico	More selection of children's books and on grade level
Pamlico	More space
Pamlico	More space. More books. More adult programs, such as lectures.
Pamlico	More tax forms at tax time
Pamlico	More up to date audiobooks. More ebooks.
Pamlico	Morse Code and Braille books / tapes

Table A-1. Suggestions for How to Improve Library Services, Resources, and Facilities  
(Continued)

Location	Suggestion
Pamlico	N/A
Pamlico	N/a
Pamlico	N/a
Pamlico	NA
Pamlico	Need bigger children's room.
Pamlico	Need larger space, and easier access to books and books on tape. Inter library loan system is difficult and slow. Need to separate out the high school students and library patrons. When all the students are in the library it is very disruptive. Need better areas for reading. Need to expand library hours
Pamlico	Need more best sellers.
Pamlico	Need more Books on CD
Pamlico	Need more new releases (books)
Pamlico	Need more privacy she using computers.
Pamlico	Need more room
Pamlico	Need more selection of books
Pamlico	Need more space. Love the new YA room.
Pamlico	Need more video equipment for clubs that require such equipment
Pamlico	Needs more selection of books
Pamlico	Needs more space for activities, programs, and resources. They do a lot with what they have. The new computers are terrific!
Pamlico	New carpet,
Pamlico	New computers make a big difference. Necessary for my job hunt.
Pamlico	No need for much improvement. I appreciate the excellent selection of bipolar and multiple sclerosis books. You also have many up to date books in all genres.
Pamlico	None
Pamlico	None
Pamlico	None
Pamlico	None
Pamlico	None ☺
Pamlico	None at this time. The staff is EXCELLENT!!!

Table A-1. Suggestions for How to Improve Library Services, Resources, and Facilities  
(Continued)

Location	Suggestion
Pamlico	Not a library user
Pamlico	Not sure
Pamlico	Nothing. Everything is great.
Pamlico	Open on Sundays. No charge for returning DVDs to the box out front.
Pamlico	Open Wednesday afternoon
Pamlico	Provide a list of DVDs alphabetically, and by categorically, if possible: sci fi, love story, western, thriller, etc.
Pamlico	Put a listing of videos with star ratings like Netflix does.
Pamlico	Seating/reading chairs. Décor. Better art section.
Pamlico	Seats are uncomfortable.
Pamlico	Serve me some snacks
Pamlico	Some newer books are only available at other libraries in area. Perhaps more copies could be housed here. (I do reserve them with no problem.)
Pamlico	Sometimes the wifi does not work. Payment to borrow movies is annoying plus more expensive than say having rima and hulu and amazon prime which I have all three so I do not rent movies from the library.
Pamlico	Space
Pamlico	Space too small. Sometimes limiting to activity planned.
Pamlico	Staff is great but the library needs more books and programs. Otherwise more budget.
Pamlico	Thank you for recently obtained comfortable chairs in newspaper/magazine area to just sit and read. Occasionally, this same area is too cold for comfort because of vent blowing cold air down on chairs.
Pamlico	The children's room needs to be bigger.
Pamlico	The library does the best it can do with the funds available
Pamlico	The library is so heavily used that it desperately needs more space.
Pamlico	The library needs some sprucing up. Appearances may turn some people off and they would be missing out on an excellent library experience. The staff are friendly and helpful. New computers and lots of programs for patrons of any age. Most of the furnishings are very old; could use new shelves, furniture and carpeting.

Table A-1. Suggestions for How to Improve Library Services, Resources, and Facilities  
(Continued)

Location	Suggestion
Pamlico	The walls need to be painted and the floors redone. The building is very aged.
Pamlico	There aren't any
Pamlico	They are GREAT!
Pamlico	Use my laptop and the library's wifi. The wifi seems sporadic and not everywhere in library.
Pamlico	Very satisfied with services
Pamlico	We love to play at the library on rainy days. Although cozy, the children's room needs to be bigger. Ms. Fran's story time is wonderful and friendly. Ms. Kat makes my girls feel special by calling them "miss." She speaks to them and treats them like customers. They love her. The science and true book section of the children's room could be updated.
Pamlico	Web site (renew books) could work more often
Pamlico	Wish the building was prettier
Pamlico	Would like to see Ebooks available though our library system
Pamlico	You all are perfect!
Pine Knoll Shores	"Kinda small but the facility "makes up for it" with its computers and internet access.
Pine Knoll Shores	A wonderful service --- keep it going!
Pine Knoll Shores	Access to the library website is often restricted due to incompatible firewall software.
Pine Knoll Shores	At this point I can not think of any improve my to our wonderful library, just keeping it on Pine Knoll Shores is most important.
Pine Knoll Shores	Audio book series
Pine Knoll Shores	Better books for children.... more computers...updated books
Pine Knoll Shores	Better paid employees
Pine Knoll Shores	Better selection of modern fiction.
Pine Knoll Shores	Better signage to locate.

Table A-1. Suggestions for How to Improve Library Services, Resources, and Facilities  
(Continued)

Location	Suggestion
Pine Knoll Shores	Clean it up!
Pine Knoll Shores	Continue to add more books and books on CD. Provide lists of most frequently read books.
Pine Knoll Shores	E book check out.
Pine Knoll Shores	Everything about this library is excellent and the staff is exceptionally expert and helpful and friendly.
Pine Knoll Shores	Everything is fine
Pine Knoll Shores	Excellent service
Pine Knoll Shores	Excellent. Everything is great!
Pine Knoll Shores	Expand audio book
Pine Knoll Shores	Expanded DVD selection.
Pine Knoll Shores	Facility is fine. Library management has to give high priority to expanding services to include ebooks. I so prefer using my Nook or iPad for reading especially when traveling.
Pine Knoll Shores	I am sure there are things that could be improved upon but I have not found this true regarding my needs. Services, resources and facilities have been excellent!
Pine Knoll Shores	I have a second home in Pine Knoll Shores. The library is outstanding. I use it at least twice a week when I am in the area. The access allows me to keep up to date with business so that I don't have a backlog when I return to my primary residence.
Pine Knoll Shores	I have no complaints.
Pine Knoll Shores	I love my library just as it is.
Pine Knoll Shores	I particularly like the PKS Library's art exhibits, both in the gallery and in the showcase.

Table A-1. Suggestions for How to Improve Library Services, Resources, and Facilities  
(Continued)

<b>Location</b>	<b>Suggestion</b>
<b>Pine Knoll Shores</b>	<b>I think the foyer and entry area of the library need to be purged and cleaned up to present a more welcome and quiet feeling. Right now it is so junky it does not present a good first impression.</b>
<b>Pine Knoll Shores</b>	<b>I use the Havelock, college and Webb libraries to find current books. I would like Bogue to put more resources into purchasing adult books and CD's.</b>
<b>Pine Knoll Shores</b>	<b>I wish they had better choices for new releases for books</b>
<b>Pine Knoll Shores</b>	<b>I would like to have access to ebooks like the Granville County Library.</b>
<b>Pine Knoll Shores</b>	<b>I would like to see the library increase their offerings of Foreign Films on DVD especially those marketed through Mkz and Acorn, which markets the best of European videos. I appreciate that the library already offers many of the PBS titles and think that quality level of entertainment should be encouraged. I would be happy to be more specific if asked! Thank you.</b>
<b>Pine Knoll Shores</b>	<b>Improved collection of new material.</b>
<b>Pine Knoll Shores</b>	<b>Instruction on Computer</b>
<b>Pine Knoll Shores</b>	<b>Is it possible to be better than excellent? Any hope of the New York Times?</b>
<b>Pine Knoll Shores</b>	<b>Larger facility!</b>
<b>Pine Knoll Shores</b>	<b>Larger print (font) on computer. Current is tough one a senior.</b>
<b>Pine Knoll Shores</b>	<b>Larger space if at all possible.</b>
<b>Pine Knoll Shores</b>	<b>More audiobooks and CDs and MP3s.</b>
<b>Pine Knoll Shores</b>	<b>More available CDs/DVDs</b>
<b>Pine Knoll Shores</b>	<b>More books available</b>

Table A-1. Suggestions for How to Improve Library Services, Resources, and Facilities  
(Continued)

Location	Suggestion
<b>Pine Knoll Shores</b>	<p>I am a retired school teacher of 45 years in the classroom and a family researcher, who is the county coordinator in the NCGenWeb project for Nash County. Also, I own a home in Pine Knoll Shores. I have used your North Carolina family history resources extensively and they are generally good for a county library, however, there are ways to improve your collection and services. Considering, the central importance of Carteret County in the early history of North Carolina, local and family history needs to become a higher priority. Few North Carolina counties, I can think of none, blend your importance in the state's history especially in terms of early settlers influencing the early movement of people and the establishing of other counties. You do not need to re-invent the wheel, other public county libraries provide models and services you might consider. Without doubt, the finest county public library for family and local history in the United States is the Allen County Library in Ft. Wayne, IN. They are a destination highly treasured by family and local history researchers who have ancestors east of the Mississippi River. Check their website to fully appreciate the highest level of sophistication of providing resources, locally and online. Of course, you could not match their long history of make family and local history one of their highest priorities. I have researched in many of the public country libraries in central and northern eastern North Carolina including Craven, Wilson, Wayne, Nash, Edgecombe, Currituck, Craven, Pasquotank, Bertie, Hertford, Johnston and Halifax Counties. From my own experience, I would recommend the following, in order of importance: 1. Put the collection in a room that is accessible and securable. Much of what you have is old and exhibiting wear. It needs better protection. Place computers in that room encouraging researchers. It is not a good idea to have the collection out in the open as you do. 2. An excellent person, I am sure there are others, but she has been the county family and local history librarian at the Edgecombe County Library and currently serves in the same capacity at the Braswell Library in Rocky Mount, NC. Her name is Traci Thompson, her knowledge is extensive and has high relevance to your needs. I think you would be hard pressed to find a nicer, more knowledgeable librarian to advise you. It would probably be most helpful if she could physically see your resources but you could visit her or talk with her by phone. She is up to speed on everything. 3. If the committee does not exist, I would appoint the most knowledgeable, committed people, perhaps from the local historical societies as advisors to your staff. 4. The Craven County Library in New Bern, as you are probably aware, certainly provides a one room approach, if that is limit to what is practical. It seems to me that the large facility you enjoy, which is probably a blessing and a curse in certain ways, would provide the necessary space. Well, those of my thoughts. I wish all of you well. From first hand experience, very nice people serve as librarians at your county library. I wish all of you the very best. Earl P. Bell, Retired The History Department The Laboratory Schools The University of Chicago grad of Mars Hill (1958), Wake (1960); born in Halifax, raised in Bertie</p>

Table A-1. Suggestions for How to Improve Library Services, Resources, and Facilities  
(Continued)

<b>Location</b>	<b>Suggestion</b>
<b>Pine Knoll Shores</b>	<b>More children's classics available on site without having to order from another county library.</b>
<b>Pine Knoll Shores</b>	<b>More current novels</b>
<b>Pine Knoll Shores</b>	<b>More electronic best seller and business books</b>
<b>Pine Knoll Shores</b>	<b>More financial assistance to purchase latest books. Rent more space for BBPL.</b>
<b>Pine Knoll Shores</b>	<b>More Friends of the Library. They care.</b>
<b>Pine Knoll Shores</b>	<b>More movies to check out would be great. Updating masterpiece theater, classics, movies that are not at the local movie theater. Also, everyone talks in a normal tone of voice. I recall when libraries were quiet zones. It would be helpful for concentration if people spoke more softly. Purchase of serious literature, award winning fiction and non-fiction I believe would be a service to all readers.</b>
<b>Pine Knoll Shores</b>	<b>More new books</b>
<b>Pine Knoll Shores</b>	<b>More offered in digital books – like my Kindle Reader</b>
<b>Pine Knoll Shores</b>	<b>More titles in the audio book area</b>
<b>Pine Knoll Shores</b>	<b>More varieties of Health related magazines.... everything else is superb.... if they don't have the book, they get it transported in from another library! Wonderful service</b>
<b>Pine Knoll Shores</b>	<b>More, newer BBC DVD's</b>
<b>Pine Knoll Shores</b>	<b>More books</b>
<b>Pine Knoll Shores</b>	<b>No improvement needed at this time</b>
<b>Pine Knoll Shores</b>	<b>None for my use</b>
<b>Pine Knoll Shores</b>	<b>None that I can think of at this time</b>



Table A-1. Suggestions for How to Improve Library Services, Resources, and Facilities  
(Continued)

<b>Location</b>	<b>Suggestion</b>
<b>Pine Knoll Shores</b>	<b>Online access to books/e readers checkout</b>
<b>Pine Knoll Shores</b>	<b>Paperback book exchange is great to have at the beach. Give it a little more room.</b>
<b>Pine Knoll Shores</b>	<b>Perhaps expand a bit the selection of children's DVDs? Baby Einstein and anything in French (Tchoupi et Doudou or Sam &amp; Saam for example) would be greatly appreciated. I would suggest seeking out non-commercial, non-Disney fare (perhaps international children's programming) that would provide children with alternative perspectives to what they get on TV. The Triplets of Belleville or the Hayao Miyazaki films come to mind.</b>
<b>Pine Knoll Shores</b>	<b>Please don't change anything</b>
<b>Pine Knoll Shores</b>	<b>Quicker access to just-released best sellers.</b>
<b>Pine Knoll Shores</b>	<b>Satisfied with it all.</b>
<b>Pine Knoll Shores</b>	<b>Since my visits to Carteret are somewhat limited, I find the resources currently meet my needs</b>
<b>Pine Knoll Shores</b>	<b>The website has never been easy to figure out.</b>
<b>Pine Knoll Shores</b>	<b>This is the center of our small community. It's the meeting place!</b>
<b>Pine Knoll Shores</b>	<b>We could use more Adult Fiction Novels in LARGE PRINT. Especially, the newer novels and popular authors. Thank You</b>
<b>Pine Knoll Shores</b>	<b>Works well for me as is</b>
<b>Pine Knoll Shores</b>	<b>Would like to see more copies of best sellers</b>
<b>Pine Knoll Shores</b>	<b>Would love more copies or current fiction books!</b>

Table A-1. Suggestions for How to Improve Library Services, Resources, and Facilities  
(Continued)

Location	Suggestion
Vanceboro	More movies, more space
Vanceboro	Need more non-fiction books, more references, need movies/DVDs and videos, need more meeting spaces and provide a video phone
Vanceboro	They help people all the time with everything they need when they need it. They help the children with their work all the time when they ask.
Vanceboro	They might need wireless internet or Wi-Fi.
Vanceboro	We need more money for books.

Table A-2. Suggestions for How to Improve Library Customer Service and Support

Location	Suggestion
	I buy all my books online (used). I understand how important the library system is and will use it when the need arises.
	TELL a patron if they have books being held. I got home from the library to find a hold-expired email the next day!
	The staff is the best ever!
	When I've dropped by 2 times in one year. Phone service has always been good.
Beaufort	5 star library!!
Beaufort	Accommodating children when using the library. I have multiple children and can't be with all 3 of them at the same time.
Beaufort	All are great.
Beaufort	Be friendlier and offer more physical help with loading / packaging books. Overdue fines are too high. Could take into consideration elderly circumstances, making returns difficult when someone else has to do it for them. Thanks.
Beaufort	Can't imagine a friendlier place!
Beaufort	Checking out magazines can improved, especially so that patrons have a way of checking on the due dates electronically and to keep track of what was borrowed.
Beaufort	Customer support is great given the library's resources.
Beaufort	Customer support is knowledgeable and friendly. Coming to the library is like coming home.
Beaufort	Doesn't need improvement.
Beaufort	Engaging with middle school age children
Beaufort	Enjoy working with the library staff. More opportunities to learn services.
Beaufort	Enjoy working with the library staff. More opportunities to learn services.
Beaufort	Everyone is so friendly and helpful!
Beaufort	Excellent customer support!
Beaufort	Help finding books if not busy. I have trouble with top and bottom shelves.
Beaufort	I feel like they do a great job. I am a retired teacher and love how organized and specialized. No obvious problems here.
Beaufort	I think the support is wonderful as a result of good hiring practices and excellent training.

Table A-2. Suggestions for How to Improve Library Customer Service and Support  
(Continued)

Location	Suggestion
Beaufort	I wish library were still ½ mile from my home downtown. I had hoped to retire within walking distance. Ditto Post Office.
Beaufort	It seems that some of the children's librarians often gather at the front desk, talk loudly, and work on tubs of stuff while trying to check my books out or check the ones I am returning in. I usually go to another person if possible because they seem busy and distracted from helping me.
Beaufort	Keep up the good work!
Beaufort	More organization and upgraded Dewey Decimal System, I guess. No complaints really at all but when I'm in a hurry to obtain information, it can get quite bothersome. (I know the patrons mix things up so it's not your fault.)
Beaufort	More people on staff during busier times.
Beaufort	More staff available in kids area to help with suggestions of books/series.
Beaufort	N/A
Beaufort	N/A
Beaufort	N/A, they're great!
Beaufort	NA
Beaufort	None
Beaufort	None
Beaufort	None
Beaufort	None
Beaufort	None
Beaufort	None
Beaufort	Personally, I think the Beaufort staff provide great help and service.
Beaufort	Printed directions about computer use, so I don't have to find a librarian for assistance. This applies especially to print-outs.
Beaufort	Service is very good now. No problems.
Beaufort	Smile more!
Beaufort	The customer service varies depending on the actual employee you are working with. Several are excellent, some very good or satisfactory, and a few are poor.

Table A-2. Suggestions for How to Improve Library Customer Service and Support  
(Continued)

Location	Suggestion
Beaufort	The library staff are excellent.
Beaufort	The only thing I wish is for library staff to have name badges/lanyards. I always feel so bad when I go in and they know my name but I have a hard time remembering theirs because I have only heard it once or twice or have never known. I know I could ask but with an addled brain this would be a wonderful thing. Other than that I love the staff at the Beaufort branch of the library – they are all awesome!
Beaufort	The use of on line book and audio checkout!
Beaufort	They are great.
Beaufort	They are the best already!
Beaufort	Very friendly and helpful. Get a fingerprint scanner for when I forget my card.
Beaufort	We need more comfortable seating for the computers.
Beaufort	You are wonderful
Beaufort	You have always been very helpful and have met my needs.
Cape Carteret	* Free grant writing support help in all local libraries. * A copy of each book, CD, reference material, etc., in all libraries. * Newspaper and magazines computerized. * Film projector
Cape Carteret	A couple of your librarians could be more friendly and welcoming, so that you don't feel that you are putting them out by asking for help.
Cape Carteret	Always available to support – Cape Carteret.
Cape Carteret	Always friendly and helpful
Cape Carteret	Can't see any
Cape Carteret	Everything is good.
Cape Carteret	I can't see how. All the staff are outgoing and very knowledgeable about everything in the library.
Cape Carteret	I think they are very friendly and do a great job.
Cape Carteret	It's really great

Table A-2. Suggestions for How to Improve Library Customer Service and Support  
(Continued)

Location	Suggestion
Cape Carteret	Librarians are always very polite, friendly, and helpful.
Cape Carteret	More circulation (front desk) computers so that in real busy times would not have long lines
Cape Carteret	None
Cape Carteret	None – I always have wonderful support
Cape Carteret	None so far as my experience is concerned.
Cape Carteret	None so far so good book online that can be read by several people at the same time like in the adult read share class held here already please make it available to zoom in or out
Cape Carteret	Several times I've paid a fine on overdue materials without it being properly documented. When I try to check out on my next visit, I'm told that I still owe the fine I've already paid. Very pleased otherwise.
Cape Carteret	Staff is always very helpful and friendly.
Cape Carteret	The customer support is outstanding.
Cape Carteret	The librarians are always so friendly and help with any questions.
Cape Carteret	The librarians at the library located on Cape Carteret/Taylor Notion Road are bland (don't smile, hardly look at the customer). There is a VERY limited selection of Children and Adult books.
Cape Carteret	The people who work in the Western Carteret library are great! They are always very very helpful.
Cape Carteret	They're fine but not particularly friendly or welcoming
Cape Carteret	Very helpful staff for kids and adults.
Cape Carteret	We are new patrons to this library and couldn't be happier and more satisfied with the high quality of courteous and helpful library staff.

Table A-2. Suggestions for How to Improve Library Customer Service and Support  
(Continued)

Location	Suggestion
Cape Carteret	Your support of my mom is outstanding!
Cove City	N/a
Havelock	?
Havelock	? Always polite
Havelock	About half the staff is super nice and helpful the others well they don't seem to want to be there or they are too busy talking that they make the customers wait til they are done.
Havelock	Already wonderful
Havelock	Customer support has always been top notch!!
Havelock	Customer support is excellent!
Havelock	Everyone I have encountered has been very nice and helpful.
Havelock	Great staff and volunteers – keep up the good work!
Havelock	Great support
Havelock	Havelock's staff is wonderful!!
Havelock	I can't ask for anything else from the library staff.
Havelock	I enjoy books on Christmas-Jesus birth, snow and decorations; love stories. It would be nice to have them all in one place.
Havelock	I feel like they work very hard and we all are proud of how hard they work.
Havelock	I use Havelock library. Staff is super. First library I've used that knows me by name. They're always willing to help me search for an item or get me past a "brain freeze" while on the computer
Havelock	I use the Havelock facility and cannot say enough for the great service these people provide and they are always pleasant.
Havelock	More staff available to help with research.
Havelock	My favorite helper is Ms. Pat Cobb. She is very customer focused.
Havelock	N/a
Havelock	None
Havelock	None
Havelock	None. I'm always treated with respect and the staff is always willing to help with any problems.

Table A-2. Suggestions for How to Improve Library Customer Service and Support  
(Continued)

Location	Suggestion
Havelock	None. They are always good!
Havelock	Offer classes on using the online catalog and resources provided by the system.
Havelock	Overall the library has a kind, helpful staff. The only thing that I see that could be improved is that there are times where no one is running the front desk.
Havelock	Superior!
Havelock	Teach computer usage classes. Post a bill board showing library services available to the public.
Havelock	The customer support is wonderful. No need to improve on it. Everyone is very polite and helpful.
Havelock	The policy regarding “missing” books and who is responsible needs to be reevaluated.
Havelock	The staff are very courteous and professional! I need help with e-books. Is there a class scheduled? The New Bern library had a recent class but I missed it. I will pay for the class or a tutor.
Havelock	Yes. You need more computers. Don't have many so people can work. We can get more computer.so no have to get up for computer when we work on a paper.
Multiple	About as good as it could be
Multiple	All staff at the Carteret County Library are professional, friendly, and most helpful.
Multiple	All staff at the Carteret County Library are professional, friendly, and most helpful.
Multiple	Amazing. Great and caring staff.
Multiple	Brita and Donna at Bogue Banks Library are amazing! They have been so helpful, and always greet me with a smile and ask about my family! They are wonderful!
Multiple	Cannot think of any. Staff very friendly and knowledgeable.
Multiple	Clean up the pocket book racks. Some of the titles have been there as long as I have (22 yrs)
Multiple	Computer content not always accurate
Multiple	Customer support is terrific as is.



Table A-2. Suggestions for How to Improve Library Customer Service and Support  
(Continued)

Location	Suggestion
Multiple	Even though I drive by the New Bern library several times a week, I avoid going in there as much as possible because of the rude, unfriendly staff. Instead, I drive 20 min to the Havelock Library, where the staff are all so sweet, very accommodating. Even our school-aged kids say that they “feel happier” at the Havelock library- “like they want us there”.
Multiple	Extended hours for the Down East branch.
Multiple	Friendly, swift, the people are a plus
Multiple	Great service
Multiple	I frequent the Pine Knoll Shores and Beaufort branches. Staff has always been very helpful, I don't wish to change a thing
Multiple	I have always found the library staff to be polite and helpful and friendly.
Multiple	I would prefer a little more confidentiality on what I and other people are checking out or reading.
Multiple	Keep up the good work!
Multiple	Larger stuffed animals in the children's area. Adding more color (rugs, wall art, more children's artwork). Crafts hung from the ceiling. Story time. Craft time.
Multiple	More audio books for kids, story hours
Multiple	More frequent delivery of items from other libraries in the system.
Multiple	More open time on weekends! Customer support is always superb!
Multiple	No areas of improvement – I have always had excellent relations with library staff.
Multiple	None
Multiple	None, staff could not be more helpful!
Multiple	Some of the younger library staff don't seem as helpful as those who are more mature.
Multiple	Staff should appear happier in their work.
Multiple	Super support
Multiple	The full time staff members at the library are most helpful. The Down East library is awesome for its size! Wish it were open more often during non-work week hours.

Table A-2. Suggestions for How to Improve Library Customer Service and Support  
(Continued)

Location	Suggestion
Multiple	The gentleman that works here with the glasses is very very rude and talks down to people. He is short with them and acts like he is better than they are and knows more than you do.
Multiple	The New Bern personnel could be more helpful.
Multiple	The staff has always been very pleasant and helpful.
Multiple	There is one librarian who is extremely helpful. She makes my needs feel important and she is extremely knowledgeable. Sometimes other librarians make me feel like I'm an inconvenience.
Multiple	They always take care of what help I ask for.
Multiple	They are doing a great job.
Multiple	They are great!
Multiple	They are so nice the few times I have visited.
New Bern	?????
New Bern	?????
New Bern	/staff is very educated in their field
New Bern	As I stated on question 3, "more" staff! At any given time, the library can be packed, with "no" help.
New Bern	Automatic text on emails sent 24-48 hours prior to books' due dates.
New Bern	Bookmobile for the disabled at home.
New Bern	Books in series should be bought.
New Bern	Can't think of a thing, the staff is great, kind and considerate!
New Bern	Card catalog isn't very user friendly
New Bern	Children library staff, Ms. Pam & Mrs. Bryant always make us feel welcome. Great programs offered.
New Bern	Circulation needs to be informed better. Administrative & Department heads should have pagers to help keep staff from trying to locate them when patrons have to speak with them.
New Bern	Computer is "down" too often.
New Bern	Everyone has been great!
New Bern	Excellent
New Bern	Excellent, friendly service!

Table A-2. Suggestions for How to Improve Library Customer Service and Support  
(Continued)

Location	Suggestion
New Bern	I am very pleased, like the ability to get books from other branches and check my account at home and place holds. People so pleasant.
New Bern	I don't use library staff support much.
New Bern	I have had several issues with the circulation desk. Books not checked in properly, not all books renewed when trying to renew multiple book, etc. Not all the circulation staff have been friendly as well.
New Bern	I think all are amazing! I have a very talkative son with lots of questions and all are met on his level and with patience.
New Bern	If software were an easier, simpler design, staff would be able to connect information faster.
New Bern	It'd be nice if the staff that works in the Children's book area were more child-friendly. Usually, the librarian that sits in the room doesn't interact with my kids at all and isn't very willing to help. I rely on this person to help me find age-appropriate books for my 2 kids.
New Bern	It's just so great!
New Bern	More computer classes
New Bern	More friendly staff in adult section
New Bern	More Sun Journal subs. They usually are taken in use.
New Bern	More workers
New Bern	Need more help and research materials when conducting African-American genealogical research.
New Bern	No change is needed.
New Bern	None – it's excellent
New Bern	None needed
New Bern	None of the areas need improvements.
New Bern	None, the staff are great
New Bern	None. Everything is great.
New Bern	Open more days. Closed on days surrounding holidays when people are off and could be using the library. Example.. the Saturday before Easter.
New Bern	Personal items, business items, educational assistance
New Bern	Public telephone and a fax service

Table A-2. Suggestions for How to Improve Library Customer Service and Support  
(Continued)

Location	Suggestion
New Bern	Same as number three.
New Bern	See no.3. Totally satisfied...
New Bern	Send out email the day library books are due instead of email saying library books are now overdue
New Bern	Smile more
New Bern	Staff is excellent- always cheerful and helpful!
New Bern	Staff is excellent!
New Bern	The library is great.
New Bern	The library staff is great!
New Bern	There is plenty of excellent support now and always has been. You just need more room. The staff is helpful, smart, and kind.
New Bern	They are always courteous and helpful.
New Bern	We attempt to avoid one or two front desk staff due to their curmudgeonly attitudes.
Newport	Always room to improve customer service.
Newport	Customer service is also great!
Newport	Customer support for children could be improved
Newport	Do a great job! Thank you.
Newport	Get friendly people in the Newport location. They have bad attitudes.
Newport	I have NEVER met a disgruntled librarian and I hope I don't.
Newport	I have NEVER met a disgruntled librarian and I hope I don't.
Newport	I've found everyone in the library to be MOST helpful. They know what books & authors I enjoy and usually order something for me before I'm even aware it has been published
Newport	None, they're always very friendly.
Newport	Nothing, the staff has always been pleasant, polite, and willing to help.
Newport	The most helpful and considerate library workers I have ever encountered. No improvements needed.
Newport	Very helpful
Newport	Would like to get a list of books I have checked out. Memory is unreliable.

Table A-2. Suggestions for How to Improve Library Customer Service and Support  
(Continued)

Location	Suggestion
Otway	Less telephone time at desk or hang up when someone enters library.
Otway	More hours, especially Saturday.
Otway	Other than hours open, don't believe it needs any improvement. Just fine as is.
Otway	Otway folks are fantastic
Otway	Program room
Pamlico	Always happy here. (Not in Carteret County – Very rude.)
Pamlico	Always helpful
Pamlico	Always helpful.
Pamlico	Amazing librarians. Ms. Fran is wonderful with story time. I drive from New Bern.
Pamlico	At this time I cannot think of anything more that you could do. Having this survey is an excellent communication tool with your clientele.
Pamlico	Can't really think of any
Pamlico	Can't think of any.
Pamlico	Can't. Don't use. Staff seems nice. Lady asked me to do survey.
Pamlico	Customer support is outstanding!
Pamlico	Customer support is top notch.
Pamlico	Don't see any at this time
Pamlico	Everyone is always very helpful and attentive
Pamlico	Everyone that works in our library does a great job. Kat has brought a lot of innovative ideas and renewed energy to the library. L really like the convenience the internet service where I can reserve and renew books on-line.
Pamlico	Everyone was so helpful
Pamlico	Excellent customer interaction
Pamlico	Friendliest librarians ever.
Pamlico	Good
Pamlico	Great
Pamlico	Great!
Pamlico	Great! Service is amazing!

Table A-2. Suggestions for How to Improve Library Customer Service and Support  
(Continued)

Location	Suggestion
Pamlico	Had to wait for someone to show up at desk for 15 min. They were in back.
Pamlico	Hard to think of any.
Pamlico	Have more criminal justice books, I guess, or autobiographies on them.
Pamlico	Have more help for the people who don't know how to do stuff.
Pamlico	I ask for help every day and always get a smile and "no problem." They make my day and ease my frustration while looking for a job.
Pamlico	I don't know.
Pamlico	I feel welcome. Best library staff ever!
Pamlico	I like the friendliness of most of the staff. The young white girl with tattoos talks down to some customers. Everyone else is amazing. Ms. Kat is always great and helpful.
Pamlico	I think that everyone is so nice and friendly.
Pamlico	I think they do an excellent job.
Pamlico	I'm not really sure at the moment.
Pamlico	It is 100% now!
Pamlico	It works OK for me
Pamlico	It's great!
Pamlico	Just moved and the staff helped me with the internet and faxing.
Pamlico	Less talking from high school kids
Pamlico	Library staff is wonderful!!
Pamlico	Library staff is wonderful...just not enough of them.
Pamlico	Love them now!
Pamlico	Make sure that they have enough staff
Pamlico	More children's programming.
Pamlico	More desk help
Pamlico	More hours
Pamlico	More staff
Pamlico	More staff. The staff is great but seem to always be hopping.
Pamlico	Ms. Kat always says hello and makes sure things are working for me. She calls my daughter "princess" which she loves. I miss this library.

Table A-2. Suggestions for How to Improve Library Customer Service and Support  
(Continued)

Location	Suggestion
Pamlico	My wife has vision problems. Ms. Kat helped us to sign up for the library of the blind. She called to check on us and made sure we were getting the books we needed. She is wonderful.
Pamlico	N/A
Pamlico	N/a
Pamlico	N/a
Pamlico	NA
Pamlico	Need more CDs. Love to listen while driving. More computer classes foe seniors.
Pamlico	Need more people to help.
Pamlico	No improvement. Best staff ever!
Pamlico	None
Pamlico	None
Pamlico	None
Pamlico	None
Pamlico	None
Pamlico	None
Pamlico	None
Pamlico	None
Pamlico	None
Pamlico	None :P
Pamlico	None that I know of
Pamlico	None, very good
Pamlico	None. It is great the way it is.
Pamlico	None. They did excellent.
Pamlico	Not exactly staff but I have more time for Pamlico/Craven Library on Fri, Sat, and Sun, but that's the days they are closed or close early.
Pamlico	Oh gosh, they could not improve in ANY way. They have been SO helpful, friendly, effective and efficient. They are really polite and friendly while showing someone who knows nothing about this particular library where everything is.
Pamlico	Older ladies have a hard time helping on computer. Need more staff.
Pamlico	Provide more funds to the library so they can expand their resources.

Table A-2. Suggestions for How to Improve Library Customer Service and Support  
(Continued)

Location	Suggestion
Pamlico	Provide staff with reliable computer access
Pamlico	Really like the friendly and helpful staff. They do seem to have a lot to do.
Pamlico	Reminding people that a book is overdue beforehand
Pamlico	Reminding people that a book is overdue.
Pamlico	Staff helped me to get my job. Kat gave me one on one time help with my resume and my job application. She is amazing.
Pamlico	Staff is always pleasant and helpful. They know my name and are willing to help me with any request. Kat Clowers gave her break time to help me with a resume, and I got the job!
Pamlico	Staff is always pleasant. Some of the older ladies can be slow
Pamlico	Staff is courteous and helpful.
Pamlico	Staff leaped me with the website. Very nice.
Pamlico	The librarians are amazing. I have never heard one get angry. Witnessed a person cussing at Kat, and she calmed them down and kept calm.
Pamlico	The library is the heart of our community, and Kat is the heart of the library.
Pamlico	The library staff is great. My children love Ms. Fran. Ms. Kat is always wonderful, bubbly, and helpful. The staff make this library.
Pamlico	The staff was very friendly and told me about programs I might be interested in.
Pamlico	There is definitely no improvement needed in customer support. They (the staff) are great!
Pamlico	They all don't seem to know what programs are happening but other than that, they are very wonderful and helpful!
Pamlico	They carry my books for me and are always pleasant.
Pamlico	They go above their duty to help...they are a wonderful staff
Pamlico	Wear uniforms and name tags
Pamlico	Wonderful people already here!
Pamlico	Wouldn't change a thing...very impressed by the friendly attitude and professionalism.



Table A-2. Suggestions for How to Improve Library Customer Service and Support  
(Continued)

Location	Suggestion
Pine Knoll Shores	A class on how to use current digital appliances would be helpful. E.g., apple, iPads etc.
Pine Knoll Shores	Again, extremely satisfied.
Pine Knoll Shores	All is excellent
Pine Knoll Shores	Be more pleasant.
Pine Knoll Shores	Brianna & Donna provide EXCELLENT customer service..... Above & Beyond! Always willing to assist & always with a "Smile"
Pine Knoll Shores	Brita at Pine Knoll Shores (Bogue Banks) Library is always so helpful and knowledgeable! She is so pleasant and friendly and makes it a joy to visit the library!
Pine Knoll Shores	Customer support is great at BBPL.
Pine Knoll Shores	Expand the public displays of artwork & photography; send email announcements to patrons listing upcoming events.
Pine Knoll Shores	Foster check out
Pine Knoll Shores	I can't think of anything they could do better. Without exception, the staff are friendly and knowledgeable and always go the extra mile with a smile.
Pine Knoll Shores	I feel the customer service and support are excellent and don't feel any improvements are required.
Pine Knoll Shores	I prefer to always receive a printed receipt of which books I checked out and their due date. Sometimes the library staff provide this, sometimes they ask if I want it, and sometimes I am not asked and it is not provided.
Pine Knoll Shores	It is so perfect for me
Pine Knoll Shores	It is very convenient to my location and has a good new collection of books.
Pine Knoll Shores	Make us all feel as though we are known and valued, even if you don't see us often.

Table A-2. Suggestions for How to Improve Library Customer Service and Support  
(Continued)

<b>Location</b>	<b>Suggestion</b>
<b>Pine Knoll Shores</b>	<b>More Friends of the Library.</b>
<b>Pine Knoll Shores</b>	<b>N/a</b>
<b>Pine Knoll Shores</b>	<b>No additional support needed</b>
<b>Pine Knoll Shores</b>	<b>No improvement needed at this time</b>
<b>Pine Knoll Shores</b>	<b>No improvement needed regarding customer service.</b>
<b>Pine Knoll Shores</b>	<b>No Need for Improvement</b>
<b>Pine Knoll Shores</b>	<b>No needed.</b>
<b>Pine Knoll Shores</b>	<b>None</b>
<b>Pine Knoll Shores</b>	<b>None - Very helpful</b>
<b>Pine Knoll Shores</b>	<b>None that I can think of. The Pine Knoll Shores Branch personnel do a wonderful job.</b>
<b>Pine Knoll Shores</b>	<b>None, they are the best!</b>
<b>Pine Knoll Shores</b>	<b>None.</b>
<b>Pine Knoll Shores</b>	<b>None. Service is excellent!</b>
<b>Pine Knoll Shores</b>	<b>Staff are always pleasant and helpful. Thanks.</b>
<b>Pine Knoll Shores</b>	<b>The best. Bogue Banks customer support is quite simply stellar, needs no improvement. Please change nothing.</b>
<b>Pine Knoll Shores</b>	<b>The library at Pine Knoll Shores has excellent customer support....great staff...always helpful!</b>

Table A-2. Suggestions for How to Improve Library Customer Service and Support  
(Continued)

Location	Suggestion
Pine Knoll Shores	The library staff at Pine Knoll Shores are so great. They always great me with a smile and help me find books, get my name of the wait list, check me out/in efficiently. They know I am not good online. They willingly help me locate books.
Pine Knoll Shores	The staff is always eager to make everyone feel that they are special and that their needs are most important to them. I could not compliment the staff enough for their helpfulness, knowledge and the ability to provide a warm and friendly atmosphere.
Pine Knoll Shores	The staff is terrific
Pine Knoll Shores	The staff is very helpful...they make thing work smoothly at the library
Pine Knoll Shores	The Website is not as user friendly as library Websites I use elsewhere.
Pine Knoll Shores	Their service is always courteous and so helpful. There is nothing I would change.
Pine Knoll Shores	They are all very helpful and kind
Pine Knoll Shores	They are friendly and helpful!
Pine Knoll Shores	They are over and above customer service. Always a joy to work with.
Pine Knoll Shores	They are wonderful.
Pine Knoll Shores	Very helpful staff wanting to "please" the consumer.
Vanceboro	Noise level Control of children
Vanceboro	The learning school work from each other. They help friends when they come from school. The mom and dad are with them all the time and they all help others.
Vanceboro	We would make more space to add more services.

Table A-3. Additional Limits to Library Use

Location	Factor
	Don't know, as I have never been the Library. But since taking this survey I will check it out.
	Don't use one
	I live in Virginia. I have never set foot in the PKS library. When I lived in PKS there was no library. I am only completing this survey because you want everyone to do it.
	I READ EXCLUSIVELY ON MY KINDLE AND WOULD BE SO THRILLED IF I COULD BORROW BOOKS ELECTRONICALLY.
	I use the Cherry Point library. They have a kindle check out program and an online library of downloadable library books.
	I'm not there full time yet.
	Need one in Morehead
	Recently moved to the area and continue to "check out" books via internet for download to read on iPad.
	The library should be open late nights and weekends
Beaufort	All the libraries in Carteret County are great!
Beaufort	Any extended hours esp. on weekend appreciated.
Beaufort	Any extended hours esp. on weekend appreciated.
Beaufort	Blah blah blah on cell phone
Beaufort	Children's area is not separate from main area
Beaufort	Computer/internet access at home to search for stuff via the catalogue seems much faster than if I did it at the library (at a dedicated computer just for the catalogue), and I don't know if using the other library computers would see a difference in speed.
Beaufort	Drive through drop off
Beaufort	Each time I've needed a book, I had to get it from another library.
Beaufort	For best sellers there is almost always a long reserve list for them
Beaufort	Hours on Friday and Saturday
Beaufort	I am at work a lot.
Beaufort	I buy at least 6 books a month for my own entertainment that would not be found at the library such as newer novels/series and now with a baby on the way we've begun buying baby books as well.
Beaufort	I just love going to the library, usually weekly. Everyone there is very nice and helpful.

Table A-3. Additional Limits to Library Use  
(Continued)

Location	Factor
Beaufort	I love all of it.
Beaufort	I love my library! So glad you are in an area / easy parking and access to all! And the staff are super helpful!
Beaufort	I personally do not need most library services but feel that funding is VERY IMPORTANT because I remember well that love of reading began at the library. I may be able now to buy books for my Kindle but I want those for whom it's a problem to have all they need
Beaufort	I will always support our library in Carteret County, but it needs to meet the needs and demands of the future. Our children are driven to learn and they deserve the best education. I believe the library can and will enhance their drive if they can have the resources available.
Beaufort	I work with my client on things that need help in. And the library has resources that can help the person such as computers, books, etc.
Beaufort	I would love to see more adult programs
Beaufort	I'd like better written instructions on computer use and print-outs. I don't like bothering a librarian with my difficulties.
Beaufort	Just needs to be more culturally liberated mostly. Just brought up to what's written and out there now.
Beaufort	Library does an excellent job and is always a friendly place to be.
Beaufort	Library rarely has books I want without getting from another library.
Beaufort	Long wait
Beaufort	Low # of copies of popular books. Wait lists take very long!
Beaufort	Mostly have used Havelock library, close to home. Appreciate Spanish materials for kids. For work purposes, would like to use meeting space at Beaufort.
Beaufort	N/A
Beaufort	Need for electric wheelchair.
Beaufort	No limits
Beaufort	None
Beaufort	None
Beaufort	None
Beaufort	None
Beaufort	None, love the library and all its services

Table A-3. Additional Limits to Library Use  
(Continued)

Location	Factor
Beaufort	None, most of the staff are friendly and always willing to help me. If they do not have the book or DVD I want they can get it from another library if the system has it
Beaufort	Our library system is a good one and needs to be maintained the way it is (or expanded).
Beaufort	Sometimes
Beaufort	Sundays!
Beaufort	The library always reminds me of a grocery store. It is very open and not very cozy. The folks that created it, though, did a nice job turning a warehouse environment into a library. I enjoyed the other building so much more.
Beaufort	The library serves my needs
Beaufort	There are none.
Beaufort	There are several computers that either don't work or are so slow it becomes very frustrating.
Beaufort	We have limited internet access at home and it helps to augment our use at the library!
Beaufort	We so enjoy coming to this library as much as we can.
Beaufort	Website defaults to Western Carteret to place a hold. Software should know my home library. Bogue Banks Staff is OUTSTANDING!
Beaufort	Weekend hours - Sat & Sundays
Cape Carteret	1) Not a very large music CD collection. 2) \$1 fee for most DVDs is nominal but is it really necessary?
Cape Carteret	Again, please, please purchase more and a wider selection of audiobooks.
Cape Carteret	Extended hours in the evening
Cape Carteret	For me, everything is fine.
Cape Carteret	Have them open every day late
Cape Carteret	I would love a large library in Morehead City and weekend hours.

Table A-3. Additional Limits to Library Use  
(Continued)

Location	Factor
Cape Carteret	Interior handicap doors
Cape Carteret	It is not that inconvenient. Just wish they stayed open longer.
Cape Carteret	Library needs to be open Sundays.
Cape Carteret	My daughter doesn't like the library because they never have a good selection of books for a 4th-8th grade level.
Cape Carteret	My Kindle
Cape Carteret	My own schedule
Cape Carteret	Need longer and later hours.
Cape Carteret	Need to stay open longer
Cape Carteret	Not exactly inconvenient. Would like perhaps additional evening time.
Cape Carteret	See above
Cape Carteret	So far so good keep up the good work :)
Cape Carteret	Sunday hours
Cape Carteret	The CPC system usually has what I need but rarely is it actually located at my specific branch.
Cape Carteret	The library has been a lifeline for me many times when my home computer was not working and my work computer was not available. I've also used the fax machine and printer there many times for important documents to facilitate job searches.
Cape Carteret	Wider availability of adult novels, current novels.
Cape Carteret	Would like more options

Table A-3. Additional Limits to Library Use  
(Continued)

Location	Factor
Havelock	A private meeting room is needed
Havelock	Although I don't have a need for children's books, etc., or some of the other services provided, I strongly believe they are necessary for our community. I hope they continue. The Havelock staff is always helpful and very friendly.
Havelock	Better computers
Havelock	Can't always get books
Havelock	Current DVDs; *separate meeting room*
Havelock	Great and pleasant people work here.
Havelock	I don't have Internet access at home. On work I come to library for search on paper that I do.
Havelock	Library layout---There are no meeting rooms at the library. We can find a place to meet but it is in the larger area. When the Friends of the Library meet, we take up tables that library users could be using. Hours--I often am waiting of the library to open at 10 am. Others are waiting with me.
Havelock	Library services are not made public in an effective manner.
Havelock	N/a
Havelock	N/A
Havelock	N/A
Havelock	N/a
Havelock	No meeting room, computers down most of the time.
Havelock	None listed
Havelock	None of the above
Havelock	None of the above applies to me.
Havelock	None of the above-no complaints
Havelock	None of the above. The Havelock library is very convenient in location, hours and layout. And the atmosphere is enjoyable and friendly.
Havelock	Read mostly ebooks.
Havelock	Read mostly ebooks.
Havelock	Sometimes kids/students loiter
Havelock	The children's area could be a little "cozier" with more soft places to sit and fewer tables.
Havelock	The computers are very slow and that limits me and my family.



Table A-3. Additional Limits to Library Use  
(Continued)

Location	Factor
Havelock	This is the best library in Carteret and Craven county and NC service and material
Havelock	With the college next door I would have thought they would have built a larger library.
Multiple	All library staff, especially at the Cape Carteret branch, should be required to take ongoing classes or training in improving effective communication, listening and management skills and/or empathy training to be better equipped to positively serve any patron-very young, young, older, and /or mentally handicapped- AND be better equipped to work positively along side each other.
Multiple	All my comments apply to me, a very old man. Of course children's resources are very important, more important than me
Multiple	Closed on the weekends!
Multiple	Could update automotive maintenance references
Multiple	Customer service is outstanding at Bogue Banks. Let's Talk About It is also outstanding and author appearances are also appreciated.
Multiple	Extending hours into evening might get me to visit more days. Budget item.
Multiple	For the resources you have available I believe you do an excellent job.
Multiple	I am so glad we have the library resources we do in Carteret County. I especially like the convenience of the Bogue Banks location and the wonderful staff!!
Multiple	I deeply value our libraries and their resources. Thanks to all that are involved. The various libraries are a great resource to my family. Both children know they can go there to use the computers and to find needed materials as well as movies. It is also a protected and calm place for each of us to wait if need be for the other's activities. We visit at least one library a week for different reasons - frequently more often.
Multiple	I do not come in when the gentleman is working.
Multiple	I have a lot of books and I purchase many.
Multiple	I live so far away.
Multiple	I love my library

Table A-3. Additional Limits to Library Use  
(Continued)

Location	Factor
Multiple	I mostly use Cape Carteret library but I work in Morehead. I would not be able to use it if they were not open on Tues and Thurs evenings. If I am in Beaufort I sometimes stop by that branch or if I am on the island I will stop at Pine Knoll Shores.
Multiple	I primarily use the library to check out books and audio books since I love to read and love to encourage my child to read and cannot afford to purchase all of the books I'd like! I particularly love that you can order things online from other locations and pick them up at the location most convenient. I also really enjoy talking with the library staff and participating in library book sales. I like the summer adult reading programs as well as it challenges me to read extra material.
Multiple	I supported the library when it was Down East even though I live in Morehead. #1 because that community, especially the children needed that facility. #2 it was a friendly place to visit. Since the move to Otway I'm very disappointed in the limited hours it is open. The children down in those communities need a library open every day after school, and all day Saturdays.
Multiple	I travel a lot and enjoy audio books. The library staff in Beaufort is very helpful making suggestions for new audio books for me to check out.
Multiple	I wish Havelock would open at 9 a.m.
Multiple	I wish internet access were available after library hours.
Multiple	I wish we had a public library in Morehead City.
Multiple	I work 2 jobs and don't have much spare time for reading.
Multiple	I would purchase fewer books and instead use library resources if access and selection were better, and there was a way to borrow on my kindle.
Multiple	I'd love to have a library in Morehead, Hwy 24/Hwy 70 area.
Multiple	I'm a life long library lover. I'll stand by our public libraries however they're managed, so long as the focus is on books! Thanks.
Multiple	It is unfortunate that there is not a branch of the County library located in Morehead City. It takes me at least 15-20 minutes to travel to any of the libraries in Carteret County from my home. Thus, visiting the library must always be a "planned destination" rather than a "drop by visit." This is difficult with young children and limits the number of times that I am able to come to the library.

Table A-3. Additional Limits to Library Use  
(Continued)

Location	Factor
Multiple	It would help if the library was open a little later than what it is.
Multiple	Limited choice at (Pine Knoll Shores) Bogue Banks.
Multiple	Morehead City?
Multiple	My personal hours are not convenient
Multiple	No Otway hours Tues-Thur
Multiple	None
Multiple	None
Multiple	Not having more school age programs
Multiple	The Carteret County Library, Beaufort, is lovely, and although relatively new does not have sufficient meeting space. Election services use much of the space for extended time. Is it possible for that group to use another facility?
Multiple	The Carteret County Library, Beaufort, is lovely, and although relatively new does not have sufficient meeting space. Election services use much of the space for extended time. Is it possible for that group to use another facility? The Newport branch is quite small. Staff is quite competent. Variety and selection of books is limited by the facility size.
Multiple	The library in Newport is convenient. The library staff go out of their way to be helpful
Multiple	The Otway library is not open on Saturday but I work during the week so Saturday is my best day to go.
Multiple	This library is very close to work and is very convenient especially with its courier system. I can pick up materials delivered from other libraries from the Bogue Banks location. This is a fantastic service! It greatly improves my overall library experience. The main limitation is having to come during work hours (lunch) to browse or pick up materials because of the operating hours, but this is understandable at a smaller library. Love this library and the convenience of having a location right on the island.
Multiple	Wish I could be there Sunday.
Multiple	Would like to see longer hours on Saturdays and open on Sundays.
Multiple	Would like to see Otway library open every day

Table A-3. Additional Limits to Library Use  
(Continued)

Location	Factor
New Bern	Although I did not check the children's' or young adults' services, I think these are a very important part of the library services. I also very much enjoy the lunch and learn series and meeting the authors, or learning about other books. I also belong to a book club, and have used the book kits.
New Bern	At times at the library I have not felt safe. Even though my child is old enough to be in the children's library alone I do not allow it. I have also had people ask me for money when entering the library or in the library parking lot.
New Bern	At times I feel uncomfortable walking in & out of library. Smokers at doorways are often a problem. Online book would be a huge hit. Maybe could even charge a fair monthly fee to access.
New Bern	Being a County building I believe that the Police department should have to come in a couple times a day to check bathrooms and reading area.
New Bern	Closing on Sundays has been inconvenient at times but I understand it saves resources, so I'm good with it. :)
New Bern	Could be open later
New Bern	Don't have up-to-date DVDs. Need more help when genealogical research and materials for African-American research.
New Bern	I have a nook and would like to have more ebooks available.
New Bern	I live in a different county or I would come more
New Bern	I would like to read large print books on line, I have a craven county library card, I would also like to read on my nexus, thank you.
New Bern	Many times I have requested a book and was 50+ in the queue. Duplicate copies of the best sellers would help.
New Bern	More advanced search options for the online search.
New Bern	More new books
New Bern	My activities/volunteer work don't warrant using the library as I once did. Riverbend has its own library.
New Bern	No electronic book borrowing
New Bern	Not applicable to our library
New Bern	NPR book list books. I use your audiobooks download and alsobAudible.com.
New Bern	Public library closes early 2 days a week

Table A-3. Additional Limits to Library Use  
(Continued)

Location	Factor
New Bern	Quite often the selection of books is geared more to seniors
New Bern	Really just unsafe feeling at entrances to library.
New Bern	Smoking at front door
New Bern	The computer search and hold system frequently does not allow me to find a book in your library and place it on hold. A BIG problem!!
New Bern	The library feels very crowded, with few tables and only one reading area. The non-fiction section seems very outdated.
New Bern	There seems to be a lot of people "hanging around" and not there for library services.
New Bern	Too many people hanging out in front of library.... no security there
New Bern	Too many people hanging out in front of library.... no security there
New Bern	When people talking loud and cell phones ring.
New Bern	Where I live / distance
Newport	Aaaha....already mentioned it above!
Newport	Aaaha.... already mentioned it above!
Newport	Everything is great
Newport	I come for my children, ages 2, 5, 7. The Newport Library is very kid friendly. I love the separate Children's room. I will not go back to the Cape Carteret Library, because we had a bad experience. I feel that the staff, except for the ladies who do story time, are very intolerant of children.
Newport	I feel the Newport library helps a lot of local people. At this time I just don't need their services. When I did use the library, everyone working there was very helpful.
Newport	I go to school online and currently do not have internet access at home. I work full-time and sometimes cannot do my homework at lunch. My assignments are due on Sundays so I would love to be able to come to the library on Sundays but it is closed. School aged children sometimes have assignments due on Mondays so I think if the libraries were open on Sunday the kids could benefit from this also.
Newport	I wish the library had space for children to do their homework that wasn't in the same room with other children playing. It's very distracting. Also, there are children in the same room being tutored. The library needs some private areas for these kids.

Table A-3. Additional Limits to Library Use  
(Continued)

Location	Factor
Newport	I work full time and do not have time to access or participate in some of the services you offer. At some point I hope to be able to make use of more of your services
Newport	Long waiting times for new editions
Newport	Many newer books aren't in the system, even for getting from other libraries.
Newport	Many times Christian nonfiction is not available for what I need.
Newport	Newport is growing - more meeting space would be nice.
Newport	Saturdays and Sundays are when people don't work and need the library sometimes
Newport	Thank you for the services that you provide!
Newport	The library staff in Newport is very helpful, and very friendly, If I am looking for a book, they have always gotten it for me, and when I take a young child with me, and he is looking for dinosaurs, or Blackbeard books, or what his interest of the day is, they have always been most accommodating.
Newport	We live in Morehead City, so we are right in between 2 branches. A branch in Morehead would be great!
Otway	Days open
Otway	Library is only open Monday, Wednesday, and Friday in Otway.
Otway	Library may be closed at particular time I'm nearby -- but generally no problem.
Otway	My schedule
Otway	Need more hours / days open.
Otway	Need to be open more days
Otway	Those who work have hard time getting here by 6 pm
Pamlico	A small branch in Oriental would be wonderful!
Pamlico	All good couldn't be better
Pamlico	Although may of the items in #7 do not apply to me, I do think they are important.
Pamlico	At times forget the library is closed and 20 minute trip is not fruitful. Wish the library were closer and larger but know it is not possible.
Pamlico	Don't read
Pamlico	Excellent

Table A-3. Additional Limits to Library Use  
(Continued)

Location	Factor
Pamlico	Hard to find large print best sellers till they are older.
Pamlico	Hard to get to library because of busy school schedule. Not allowed free time to get to library. No transportation after school. Ride bus.
Pamlico	I am a college student who uses the library during the summer and holidays. This library has a great collection of black writers. I also enjoy the DVDs.
Pamlico	I am not a library use but would like to learn more about it.
Pamlico	I am sorry that budget cuts have restricted the library's hours.
Pamlico	I am visiting on a boat. Not a resident.
Pamlico	I do not have any issues with the library.
Pamlico	I don't have a grasp on how to do Internet research efficiently. I "hunt and peck" thus waste time.
Pamlico	I drive from Aurora for special events. Halloween and Christmas.
Pamlico	I have internet and am not a reader. I hear good things about the library, but just don't need to use it.
Pamlico	I have internet but know many in the community who do not. The building is old and needs repainting/redecorating.
Pamlico	I live closer to New Bern so go there most times.
Pamlico	I live in Havelock.
Pamlico	I live in Hoboken
Pamlico	I live in Lowland and it is far. Coming for the first time, I did not like the large number of students. They were very loud and running around. It did not feel like a library. The lady at the desk explained that the students were there for one hour a day, and apologized. She did encourage me to come back another time.
Pamlico	I live one hour away but use the library every chance I get.
Pamlico	I really love this library! Thank you.
Pamlico	I think that the library hours should be extended through the week and weekends.
Pamlico	I think this is the most accommodating library I've ever had access to.
Pamlico	I use the library to print from the internet. I also avoid the library during school hours due to the students being loud and rude.
Pamlico	I walk to the library, so weather is an issue.

Table A-3. Additional Limits to Library Use  
(Continued)

Location	Factor
Pamlico	I moved here from Connecticut. Although the library in Connecticut was way bigger, the Pamlico library is way better.
Pamlico	I'm from Pennsylvania, the staff and the youth by my computer were so helpful.
Pamlico	In nursing home, but my daughter helps me.
Pamlico	Internet time is too short.
Pamlico	It really is helpful when my internet or computer go out of service. I know I can count on the libraries service to get me through those days.
Pamlico	It would be nice to have more evening hours.
Pamlico	Just retired. Will be using library more. Hours were inconvenient. Would have come if open on Sundays.
Pamlico	Just use internet. Not a reader
Pamlico	Kindle
Pamlico	Layout and color need attention.
Pamlico	Long wait for bestseller books
Pamlico	More books - books recently reviewed in the New York Times would be good.
Pamlico	More equipment for the groups involving young adults, such as anime club, gaming group, etc., would be nice.
Pamlico	Moved here four months ago and just discovered the library. What a great place.
Pamlico	N/a
Pamlico	NA
Pamlico	NC Library for the Blind in Raleigh sends me large print due to cataracts
Pamlico	Need more current fiction books, and reading materials.
Pamlico	Need more space in the children's room.
Pamlico	Need more space to hold more books and programs!
Pamlico	Need more weekend hours
Pamlico	No issues.
Pamlico	None
Pamlico	None
Pamlico	None



Table A-3. Additional Limits to Library Use  
(Continued)

Location	Factor
Pamlico	None
Pamlico	None of the above!
Pamlico	None, I think it's all good here.
Pamlico	Not a reader
Pamlico	Oh, I love the library and the people who work here. When I bring my granddaughter she loves it.
Pamlico	Open on Sunday
Pamlico	Outlook
Pamlico	Pamlico library provides a very needed and vital service to our community. Thanks for all you do for us!!
Pamlico	People park in handicap, making it hard for me.
Pamlico	Saddened that the hours had to be cut
Pamlico	Service is good and convenient
Pamlico	Since I now have a Kindle, I don't go to the library as often to check out books for me to read. We use the library more during the summer for the kids to check out books than any other time.
Pamlico	Sometimes the counters are full when I'm in a rush. More computers and more books on cd. Like to play when I travel.
Pamlico	Sometimes the library can be difficult due to the high school students. They can be rude and use bad language.
Pamlico	Students can be very disruptive and use profanity. Several hang outside after hours and can be intimidating to us elderly individuals.
Pamlico	Sunday hours
Pamlico	The library and its staff do a wonderful job of having convenient hours and go above and beyond to assist the customer.
Pamlico	The only complaint is the short day on Wednesdays. Would love to see library open all day.
Pamlico	The program to use at home (OCLC) is difficult.
Pamlico	Too busy
Pamlico	Too many teens in library after storytime
Pamlico	Transportation. Need ride.
Pamlico	Use the library for the blind.
Pamlico	Used the library after the hurricane.

Table A-3. Additional Limits to Library Use  
(Continued)

Location	Factor
Pamlico	Used to use the bookmobile, but gas prices and limited transportation make it hard to get to library.
Pamlico	Usually can get books from other libraries. I love the library and believe in its value to the community.
Pamlico	Very pleasant and responsive staff
Pamlico	We still use and appreciate the facilities frequently and appreciate the excellent management and staff of the library.
Pamlico	Wednesday afternoon
Pamlico	Wednesday hours
Pamlico	Wish the library were open more hours. Also would like the high school students to be more considerate of the public. They are very loud and lay sprawled out on the floors making it hard to get to shelves. I also heard several being disrespectful to the librarian and making nasty remarks when they walked away.
Pamlico	Wish the library was open on Sundays.
Pamlico	Would like to download ebooks.
Pine Knoll Shores	A library is an important community resource that needs the time and money to figure out what they will look like in the future.
Pine Knoll Shores	Audio books
Pine Knoll Shores	Bogue Bands is my primary library source. I would like to use it more often but find more current books and shorter waiting list at other libraries.
Pine Knoll Shores	Bogue Bank Library is one of the most important resources for PKS residents as well as our visitors. The staff is very friendly and helpful. The library is one of our treasures here on the island.
Pine Knoll Shores	Bogue Banks Library is a friendly information center for all ages. The employees always help you out when you are searching for a particular item and I have found that they have helped me with my job, because of this. They are a valuable asset to the community.

Table A-3. Additional Limits to Library Use  
(Continued)

Location	Factor
Pine Knoll Shores	Bogue Banks Public Library is a magical place for my whole family. The quality and variety of the children's books is outstanding as is the children's programming throughout the year and in the summer. We are regular attendees of the Thursday story time and of the special Storytelling Festival events in the summer. There is a great selection of books on CD that my husband enjoys and I find the library to be a peaceful, convivial space for me to get writing and research done. Brita and Donna could not be warmer and more helpful presences. They make the library a space that we all eagerly seek out for our various needs. With all of the attractions of the beach and pool nearby, my children ask to go there almost daily. That speaks volumes!
Pine Knoll Shores	Enjoy the semi-annual book sales. Would like to see a program on genealogy and perhaps we might use the services of that?
Pine Knoll Shores	Everything about the library is awesome!!! If anything, evening hours could be offered a little bit more due to so many people working during the day.
Pine Knoll Shores	For a small town the library at Pine Knoll is very well stocked and has a staff that goes out of their way to be helpful. They are to be commended. We also love the idea of " recycling" via the paperback exchange.
Pine Knoll Shores	Having the library at Pine Knoll Shores is a joy. I use this facility at least three times a week.
Pine Knoll Shores	I am envious when I have company and they bring their nook, kindle or other device and have books that they have borrowed on them.
Pine Knoll Shores	I am unfamiliar with the libraries other than PKS. The PKS library is a great resource and the people of PKS should be very pleased and fortunate to have a library of this caliber. I would appreciate it if it were possible to get interlibrary loans which could be picked up at PKS with the catalog available on-line. Is this possible??
Pine Knoll Shores	I feel that Bogue Banks Library is set up just fine. If I need help, staff is very kind & helpful - finding something the there, getting the product from another library, etc. The only reason I checked the second item is because I would hope to have more current audio books & more familiar digital books.
Pine Knoll Shores	I have a 2nd home in Pine Knoll Shores and only check out books several times a year. My family is very happy with the library

Table A-3. Additional Limits to Library Use  
(Continued)

Location	Factor
Pine Knoll Shores	I have a computer at home but was having problems for last few weeks, so it was very nice to have the resources I needed. I don't have a printer at home and use the libraries when I need. I am very grateful to have the library with amazing people to help when I need and a friendly face every time.
Pine Knoll Shores	I love this library
Pine Knoll Shores	I love visiting the PKS library. The librarians are excellent, always helpful, and I never have problems settling in and being able to study. I always feel welcome here.
Pine Knoll Shores	I must comment on the staff at Bogus Banks. They are by far the most helpful, most professional, best workers of any library I've ever been to. It is always a treat to go there and they seem to "know" the patrons so well. They are so knowledgeable about books, authors, and equipment and if they don't know an answer, they will find a way to get it. Superior service with a smile!
Pine Knoll Shores	I need the library often when my home electronics break down. I still like the feel of a book to read.
Pine Knoll Shores	I use the Bogue Banks Library and like the display of works by local artists. Sometimes I'll drop in just to see the artwork, which leads to checking the latest books.
Pine Knoll Shores	I use the services of the blind in Raleigh.
Pine Knoll Shores	I visit during the summer and enjoy using the Library during that time. The staff is always kind and helpful.
Pine Knoll Shores	If they don't have a book we are looking for it doesn't take long to locate one and have it within a very short period of time.
Pine Knoll Shores	Library is very convenient for me; I'm just not there enough to use it as often as I would like.
Pine Knoll Shores	Love the library.
Pine Knoll Shores	Myself. I forget it's there. I hope to take time to visit more.

Table A-3. Additional Limits to Library Use  
(Continued)

Location	Factor
Pine Knoll Shores	It would be great to have the library opened on Sunday. During the summer months the population increases significantly with the influx of tourists who would benefit from Sunday hours. Also, the locals sometimes only have Sundays for any down time to pick up a good book and utilize the computers. Pine Knoll Shores' Library is a valued asset in the community and provides a special place for everyone. The computer, fax, internet and print services are invaluable to tourists (many do not carry computers/printers on vacation and do not have WIFI at vacation homes). Also those individuals who cannot afford these items know they can still meet their technology needs at the library. Great service, friendly and helpful staff.
Pine Knoll Shores	No complaints - It could not be better!
Pine Knoll Shores	No limitations; very convenient location!!
Pine Knoll Shores	None of the above
Pine Knoll Shores	None of the above!
Pine Knoll Shores	Not permanent resident, so hard to comment here.
Pine Knoll Shores	One of the best things about living here is our wonderful library. Their service to us and the location are so very special. I'd be lost without it!
Pine Knoll Shores	Only that at least a room for family and local family research would certainly be an improvement.
Pine Knoll Shores	OUR LIBRARY IS WONDERFUL AND THE PEOPLE THAT WORK THERE ARE FRIENDLY AND VERY HELPFUL. WE ARE LUCKY TO HAVE THEM HERE.
Pine Knoll Shores	Our second home is in PKS, and we don't get a chance to visit the library very often. I do enjoy the sales!
Pine Knoll Shores	Perhaps longer hours and more pay
Pine Knoll Shores	PKS library fits my needs.

Table A-3. Additional Limits to Library Use  
(Continued)

Location	Factor
Pine Knoll Shores	PKS Library is very convenient for me. Service is Excellent. Could use more Large Print New Adult Novels. More Popular Authors books have long waits.
Pine Knoll Shores	Sometimes I use the Used Book Store. I have just started using the library first for reading. I have been very satisfied with my experiences there.
Pine Knoll Shores	The biggest "issue" I have is in regarding having enough "personal time" to be at the library...
Pine Knoll Shores	The library is great.
Pine Knoll Shores	The library serves all my needs very well.
Pine Knoll Shores	The library works smoothly for me
Pine Knoll Shores	The limitations that I checked are not criticisms of the library but are intended to indicate that I am not entirely reliant on the library for those resources.
Pine Knoll Shores	The Pine Knoll Shores Library is a wonderful resource and a place where I have always received the most courteous and efficient service. The reason I don't use it more is that my home residence is Pitt County and I have internet service both there and at Pine Knoll Shores home. I plan to donate books to the PKS Library because I would like to support it as much as possible.
Pine Knoll Shores	The PKS Library is actually a community jewel. It is centrally located in a convenient and secure environment...adjacent to the town's public safety building. Many retirees and senior citizens make great use of these facilities and spend long hours here. As younger parents have populated our town, they and their children have made great use of our library. Civic groups, artists, historians, etc. frequently work with library staff to facilitate educational programs at the library. As stated before, the folks of PKS and other communities located on Bogue Banks Island make great use of this library.
Pine Knoll Shores	The reference section is limited.
Pine Knoll Shores	The resources and staff at PKS are excellent.

Table A-3. Additional Limits to Library Use  
(Continued)

Location	Factor
Pine Knoll Shores	Transportation for some to libraries in our county!!!!
Pine Knoll Shores	Vacation home. When I am visiting, use library frequently.
Pine Knoll Shores	Very convenient and all around excellent at the Pine Knoll Shores Location. Handicap accessible is also very helpful at this location.
Pine Knoll Shores	We are part-timers, but if we were full time, I would like adult book club kits.
Pine Knoll Shores	We come to our home in PKS 2-3 times a month. When we are here we use the library almost daily. The Wi-Fi is very important. And, again, more quiet in the library would enhance concentration. Everyone is in the habit of speaking in a normal-to-loud voice. In general, we love the library and are glad it is so convenient to us.
Pine Knoll Shores	We're visitors from Virginia.
Pine Knoll Shores	Wish library was opened a bit later as we both work and pick up our daughter at after school care at St. Egberts after 5 pm and would like to be able to get PKS library before closes on some evenings.
Vanceboro	Great job at our location.
Vanceboro	Rap songs

Table A-4. Other Comments and Suggestions

Location	Comment
	I do not use the library because I spend 9 months a year in the Bahamas and don't get around to it.
	I do not use the library. There is not one in Morehead.
	Libraries are important to communities. Ours needs to be better funded by the county.
	The Cherry Point Library recently installed a Starbucks in their library. Could the Havelock one do so as well?
	We appreciate you library services and look forward to their continuing at such a high level.
Beaufort	A special thank you to Ms. Susan and Ms. Rachel, who provide the Friday Toddlers' program. I bring my grandchild and it is an educational, fun, and professional resource. However, if the building of the new high rise bridge brings a long traffic delay to enter Beaufort from Morehead City, I don't know if I'll go to the library weekly.
Beaufort	Access to e-books is a new feature that I will probably use a lot. I also appreciate being able to "reserve" books from the various libraries at pick them up at my local branch. You do a wonderful job - thank you for being there!
Beaufort	Don't move or close down.
Beaufort	Great library!
Beaufort	Have you considered putting in a coffee shop in the library? Internet café?
Beaufort	I always have at least one book checked out.
Beaufort	I am a Friend of the Library
Beaufort	I am impressed with the hours of the Beaufort branch. Very accessible hours! Also the personnel at this branch (Beaufort) are very helpful and pleasant. I bring my grandson to Toddler Time, and the leaders are wonderful as well.
Beaufort	I am very proud and pleased with our library. Keep up the good work!
Beaufort	I consider the public library to be an essential element of our community. It provides indiscriminate services not available elsewhere within the area. The library is an asset to the community and it is highly valued.



Table A-4. Other Comments and Suggestions  
(Continued)

Location	Comment
Beaufort	I don't use the library as much as I'd like to due to my free time being limited. Every time I have ever been in the Beaufort Library I was treated with respect and offered help. It was always clean and inviting. I say Keep Up The Good Work!!
Beaufort	I love the Library and want to see more popular books and DVDs on the shelf. The new adult section seems empty at times
Beaufort	I love the library!
Beaufort	I love the new library and come often.
Beaufort	I love this library!!
Beaufort	I love this place and all the "so ready to help you" workers! Thanks!!
Beaufort	I love to read. I would stop at the Beaufort Library more if there were a better selection of new books. Presently, I usually go to the Web Library in Morehead City. I love the atmosphere there, however, their hours are not convenient to my schedule. The Beaufort Library stays open long enough for me to stop there if I need a new book at anytime. The Web closes before I get off of work. The only time that I can go to the Web is when I am off of work and in town. I live in Atlantic and the Beaufort Library is on my way home. Very Convenient for me to stop there.
Beaufort	I think it is important to serve the needs of children. You do an excellent job (working from the outside) and help the local school age children.
Beaufort	I think Libraries are a great resource to the communities it serves. I know that most individuals have their own computers and what not, there is still something about learning from the library. I really support the libraries and hope we can continue to have their great services in future years.
Beaufort	I think the folks at this branch are doing a wonderful job.
Beaufort	I think the library is just great! Don't know what I would do without it. Have been coming to the "Beaufort Library" ever since 1st grade. When I did not live here for some years, always went to public libraries. This one is the best! Am going to try to get books online, but still like to hold a book.
Beaufort	I think the library is wonderful. I am so thankful it is here because I don't have computer access @ home.

Table A-4. Other Comments and Suggestions  
(Continued)

Location	Comment
Beaufort	I want to thank the staff and library. Without Internet access, I wouldn't have my job. I applied online. Thank you for your great attitudes and helpful staff. Even when "hiccups" occur, the staff works to solve the problem. Thank you again.
Beaufort	Interlibrary loan
Beaufort	It would be nice if there were multiple copies of books -- not just the popular ones.
Beaufort	Keep up the good work!
Beaufort	Keep up the good work...
Beaufort	Keep up the great work!
Beaufort	Librarian in Otway felt she would lose her job if she stayed home while sick with the flu! Ugh!
Beaufort	Libraries are one of our most important public services! They do so much good in our communities.
Beaufort	Love my library and the people who work there!!
Beaufort	Love this library
Beaufort	Love, love, love The Let's Talk About It series and attend both Cape Carteret and Beaufort. I
Beaufort	My children love coming to story time. I'm so glad you offer this program.
Beaufort	N/A
Beaufort	Our area is very fortunate to have excellent library services. The Book Discussion Series is enriching, interesting, and unique. The program is well administered.
Beaufort	Please keep the library up and running!
Beaufort	Please keep up the great work. I love the online reserving books, and email pickups. And the librarian suggested monthly books, and the Lets Talk About It. Lecture series much appreciated. Thanks folks.
Beaufort	Please make the genealogical searches and print-outs clearer to use. For example, there are meaningless pages which print and which incur a cost. Please provide written info re how to avoid this. Generally, the info re using the genealogical info is not as clear as could be. Librarians are very helpful, but their help should not be needed.
Beaufort	Staff is great!

Table A-4. Other Comments and Suggestions  
(Continued)

Location	Comment
Beaufort	Sunday (part time) hours, i.e., 1 - 5 pm, would make library more convenient for working patrons.
Beaufort	Survey too long
Beaufort	Susan, Ms. Rochel, Ms. Millie (former employee), Ms. Shy -- everyone at front desk -- all awesome, treat my child and me like family.
Beaufort	Thank you for providing the services you offer to our community.
Beaufort	Thanks for all the services you provide! I love my local library :)
Beaufort	The library computer system should have a way to access Wikipedia, Google, Yahoo directly, without having to go through library access program.
Beaufort	The library is a great retreat, the staff always friendly and helpful. But when I look for certain artists and certain titles, they are not to be found in these walls. There are some instances of very limited info if any on those titles. Just update time ... sorry.
Beaufort	The staff at the Beaufort library have all been so very helpful and knowledgeable! We so enjoy going there!!
Beaufort	Two cards most important to me: drivers license, library.
Beaufort	We have the greatest library!
Beaufort	We treasure this library. What a wonderful resource. It has improved enormously since the move. The location is convenient to schools and locals' residences. Please encourage DOT to establish pedestrian routes to the schools!!!
Beaufort	Wonderful children's programs and love the ability to ILL from a huge selection. Thanks for all of the great work!
Beaufort	You all do a great job overseeing the library.
Beaufort	You are doing a wonderful job.
Beaufort	You have a very congenial staff that tried best to help me.
Cape Carteret	1) I love the "Let's Talk About It" program. 2) The driveway needs better illumination at night. Very difficult to see the driveway when traveling from Highway 24.
Cape Carteret	Again, just more audiobooks
Cape Carteret	All employees have given my family excellent service.

Table A-4. Other Comments and Suggestions  
(Continued)

Location	Comment
Cape Carteret	Have noted exceptional children and youth support and events. Have used all except Otway.
Cape Carteret	I don't use a lot of the library's resources, but I'm glad they are available for people who need them.
Cape Carteret	I enjoy the library and all the staff. If they don't have what I'm looking for, they order it for me.
Cape Carteret	I love coming to the library. The whole staff here are friendly and helpful and seem to enjoy their work.
Cape Carteret	I love this library!
Cape Carteret	I think the library is a great resource to our communality. If I had children, I would spend more time there participating in programs for them.
Cape Carteret	I understand the female staff is now required to wear dressed skirts at work. Is this even relevant in the 21st century? I also wonder if they were provided a clothing allowance for this additional expense.
Cape Carteret	I use the library a lot, and am glad we have it here. When I first moved here, I had to go to Swansboro to borrow books. Staff is very helpful; I look forward to visiting our library. I enjoy being able to request books from other libraries.
Cape Carteret	I would love for the library to have "new" books more often. However, I understand there may be budget issues.
Cape Carteret	Library staff is very helpful and friendly.
Cape Carteret	Love going tot he library with my daughter! Very nice & helpful staff!!
Cape Carteret	Loved the summer programs for kids at the library.
Cape Carteret	Melanie and Timothy are very helpful with my issues with the computer.

Table A-4. Other Comments and Suggestions  
(Continued)

Location	Comment
Cape Carteret	Need to encourage someone, a handyman or woman, to spruce up the bathrooms...new caulking around the sinks, perhaps a good cleaning and coat of paint. Maybe have a spruce up the library party and make sure there are people who could easily scrape off the old caulk and so forth and replace with new while other people were doing a general spiffing up of the hallway, the classrooms, etc. New posters, artworks, to decorate the rooms...encourage the children to create for these rooms.
Cape Carteret	Never give up. Myself and more others than you realize still love the feel of real paper between our fingers. A good sturdy binding and well spaced type. You just can't beat it people!
Cape Carteret	None
Cape Carteret	None
Cape Carteret	Please see item # 3. Fix the water fountains.
Cape Carteret	Thank you and great job, staff!
Cape Carteret	The Cape Carteret library is great! Pleasant place to be.
Cape Carteret	The computer system seems to have problems and takes a long time to find books, etc., on it. A new system would be nice.
Cape Carteret	The libraries are a fantastic resource for the communities. The personnel are always so cheerful and helpful. We are blessed!
Cape Carteret	The staff is extremely helpful and courteous.
Cape Carteret	Unaware of what programs for adults are offered. Maybe advertising is poor or programs aren't available.
Cape Carteret	We love the library! Thanks for all that you do!
Cape Carteret	We love this library. It's clean and quiet and has a great atmosphere.
Cape Carteret	We use the library often it is convenient next to our athletic club and I can get all the best seller books on the Website.

Table A-4. Other Comments and Suggestions  
(Continued)

Location	Comment
Cape Carteret	We very much appreciate having a public library in this area with convenient hours, a well-developed collection, and helpful staff.
Cape Carteret	Would like a "DVD drive" for donations to build a bigger DVD library. Appreciate large print selection.
Cape Carteret	Yes, I do not have any at this time. Thank everyone for all you do.
Cove City	Drop-box needed
Havelock	All of the staff in Havelock are wonderful
Havelock	Bookmobile; working computers; monthly book club
Havelock	Can the library lend ebooks?
Havelock	Havelock library has a wonderful and very helpful staff.
Havelock	I am very happy with our library's services especially the availability of new books and the staff is always very helpful and accommodating. I use the library frequently and always recommend it to my friends whenever the subject of books comes up.
Havelock	I enjoy the great service and material.
Havelock	I find all the desk assistances very helpful in Havelock location.
Havelock	I have been using the library since I was very young.... old enough to walk there on my own. When moving to different states, because my husband was in the Marine Corps, one of the first places I would check out would be the local Library :)
Havelock	I have enjoyed participating in adult evening book discussions even though travel schedule has limited my attendance. Book selections opened my eyes to new authors.
Havelock	I have worked as Havelock East Chief Judge for Craven County Board of Election and we worked several years in the Havelock Library with these elections and I can honestly say working there was the most pleasant experience I have had since I have done the elections which has been almost 16 years. The Havelock Library is run so efficiently and with a very professional staff. Thank you.
Havelock	I think the other branches need more programs like New Bern. The puppet plays and the great lady who does them would really help the other branches.

Table A-4. Other Comments and Suggestions  
(Continued)

Location	Comment
Havelock	I have lived here five years and am a retired school librarian. I am impressed by the services provided by our library. I do think we need to move forward and keep pace with technology such as offering new books as e-books for "check out". I am also concerned about the library services available to other areas of Craven County such as Harlowe. This is a topic of recent discussion by our Friends of the Library group. I have found all the library staff at the Havelock Library to be very helpful! They go out of their way to help patrons. The Let's Talk About Series offered in Havelock and New Bern have all been fantastic! I have used the New Bern Library also and participated in adult programs up there. It is a little further to travel and I appreciate the choice offered by these libraries. I love using the online catalog with interlibrary loan capabilities.
Havelock	I pray the library does not close! Thanks for your work! I get a little confused @ the website and all the links - a more user friendly website would be cool. My library may not have all the listed possible resources but I think it should!! The library is a wonderful place for kids, young adults and adults. I have very fond memories of my weekly trips with my dad when I was younger and want to pass that on to my daughter.
Havelock	Keep up the good job!
Havelock	Keep up the work Havelock Library NC. Great job.
Havelock	Luanne and the ladies at the library are great
Havelock	My family enjoys the library and uses its services whenever the need arises. We use the library for both school projects and enjoyment. The library has been very valuable to me and my class this past year. Your staff was quite helpful and knowledgeable to the needs of my mentally disabled class. The materials they suggested were awesome and greatly appreciated. Kathy Noel
Havelock	Need a larger - separate children's library
Havelock	Need accurate or appropriate speed for internet/printing. Convenient times for opening/closing library.
Havelock	Need more buy in from the community. The city needs to distance itself from funding to the library. County needs to step up and provide service to the county resident.
Havelock	Sure

Table A-4. Other Comments and Suggestions  
(Continued)

Location	Comment
Havelock	The book sales are great. Everyone is very helpful when you ask a question or looking for a book. A well run library (Havelock).
Havelock	The Havelock library is a very nice, polite, family oriented place where everyone would come back to everyday, The treat their patrons like family. Plus, they have a very nice Horseshoe Crab shell on display near the entrance too.
Havelock	The kids' section could just be a little more kid friendly. It's hard to find a place on the floor to snuggle up with a book and read to my child.
Havelock	The library should open a little early like 9 am some days. That would be awesome!!
Havelock	The library staff at the Havelock library are outstanding. They are very helpful in providing answers to questions, knows exactly where the reference books are located, makes the atmosphere very conducive for learning. I feel comfortable doing my online college work.
Havelock	The staff in Havelock are all well prepared, knowledgeable, friendly and always smiling.
Havelock	The staff is always friendly and helpful, but Cheryl in particular carries the banner for courteous, knowledgeable, professional and extremely helpful and dedicated service, which is very beneficial to me.
Havelock	Very good about rotating peoples times on the computer
Havelock	Would like to see more programs for children and young adults.
Multiple	Enjoy our library participating in the Let's Talk About it Series; great to hear professors and I have met lots of people in this community. Also, enjoy the book club for adults the library does, especially during the summer. Enjoy special guests and programs the library has for the public. I am glad the library features our local artists and authors.
Multiple	Great job. Love the Down East Library. Locations are very convenient. Nice, clean well-lighted places with interesting art and bric-a-brac.
Multiple	Great library and staff
Multiple	Happy to have all the services the library does offer. I just wish there was a larger budget so it could offer more.
Multiple	I am grateful for the Otway Library



Table A-4. Other Comments and Suggestions  
(Continued)

Location	Comment
Multiple	I do enjoy that ours is a regional library and I don't have to have a library card for each library. Also am impressed I can order books from the surrounding areas and get them at my local library sight. The library in Beaufort is wonderful and seems to have the best selection of audio books but too far to drive. Ordering them is so convenient. Have tried to download from online but not successful.
Multiple	I do enjoy the library. The atmosphere is peaceful, and people take advantage of it well.
Multiple	I feel that the county library system is a real asset to the community and we are fortunate to have such an excellent facility.
Multiple	I have been a reader since a very young age. I am so thankful Carteret has good libraries with helpful and friendly staff. Good work!
Multiple	I like the book sales that they have once a month. Miss Susan is wonderful with the children during the story hour. The personnel go out of their way to be helpful.
Multiple	I love Otway Library. Thanks for making it happen.
Multiple	I love the children's department, staff and kids storytime - New Bern is blessed to have such an awesome children's department. Thank you for all you do.
Multiple	I love the library...thank you!
Multiple	I love the little private places and plants.
Multiple	I miss the old Bookmobile, which used to come out to our neighborhood. For many elderly who do not drive, this was a great resource.
Multiple	I never enjoyed coming to the library in my whole life as of today. The best of everyone is here at Otway!
Multiple	I often hear of new books on the radio, TV, or other sources. The librarian used to be able to get these for me from other branches. I think you stopped doing that and I don't know why. It was the best service you rendered to me personally.
Multiple	I thank you and enjoyed my experience here and would highly recommend and/or return in the future.
Multiple	I think the staff does a good job and make the library a pleasant place to visit.

Table A-4. Other Comments and Suggestions  
(Continued)

Location	Comment
Multiple	I used the AARP tax filing service for the first time this year at the Beaufort Library, and would love to have that service again. Thanks for all you do. Also, my granddaughter lives in another state, but spends time with me in the summers. We go to the children's activity times & she loves it. They have been enjoyable and she learns.
Multiple	Instead of not allowing someone to renew a book or tape when someone else has requested it could you have a short extension rather than another 3 weeks. I refuse to turn mine in if I am almost finished and I pay the fine.
Multiple	Keep up the good work!
Multiple	Libraries are important to our communities despite the internet!
Multiple	Love the library!
Multiple	Love to see ebooks for Kindle/Nook.
Multiple	More new releases please! Thanks.
Multiple	My family loves the audio books! Keep em coming!
Multiple	New Bern's copier need to be able to print 11 x 17
Multiple	Older books are the best. Please try to keep as many as possible as they help people survive.
Multiple	Pine Knoll Shores is the one I go to the most.
Multiple	See comment above at # 9.
Multiple	Summer reading programs are great!
Multiple	Thank you for all that you do!!!
Multiple	Thank you for doing this!
Multiple	Thank you for the opportunity to participate in the survey, and to work as a Bookwagon volunteer, and to be a part of the Friends.
Multiple	Thank you for your service and library. We are from Morganton, NC, but while we are here for 2 months each year, we use and enjoy your library.
Multiple	Thank you so much to the fantastic Havelock library staff for creating a library where our entire family loves to visit. It is very important to me (despite the digital age!) for our children to grow up loving (print) books, and to have the library be a place of warm, fond memories, and your wonderful staff has helped to make this possible! :-)
Multiple	Thanks for all you provide and do for patrons.
Multiple	Thanks for being here

Table A-4. Other Comments and Suggestions  
(Continued)

Location	Comment
Multiple	Thanks for providing this worthwhile service
Multiple	The Bogue Banks Library is a huge asset to our PKS community, including residents, part-timers, and visitors. It's a full-service library with an A++ staff. I always enjoy my visits, whether to return a book, pick up a selection or browse the book exchange, DVD and CD titles, or put a piece in the puzzle. The staff is fun, personable, knowledgeable and always willing to help or accommodate. I'm so glad we have the library located in our community and have access to the larger library Carteret Craven Pamlico system. I like using the online resource to request books from other libraries in the system to be sent to Bogue Banks instead of having to drive to various locations. Thank you for continuing to support the branches!!
Multiple	The library is a gateway to our futures dreams :))
Multiple	The library is wonderful!
Multiple	The library staff is most welcoming and helpful. It is always a pleasure to be there.
Multiple	The magazines you subscribe to don't match my interests very well.
Multiple	The Newport library is very nice, as is the Cape Carteret one. I also support the Cape Carteret and Otway used book sales.
Multiple	The public library system is vital to our county and to all public citizens.
Multiple	The staff is the best part of the library. They are technically proficient, professional, friendly and make the library a pleasant place to be.
Multiple	Very pleased with library as run
Multiple	We really need a location in Morehead City. The Webb just isn't enough at all.
Multiple	Would use Otway more if opened more.
New Bern	♥ the library
New Bern	Everyone is doing a great job and the library is very involved with the community!
New Bern	I do not think the library should stay open past 8:00 p.m. during the week. The summer reading program is awesome. I wish it lasted for 6 weeks not just 4 weeks.
New Bern	I enjoy all of my visits to the library.
New Bern	I especially like using interlibrary loans.

Table A-4. Other Comments and Suggestions  
(Continued)

Location	Comment
New Bern	I feel "safe" but I feel like I need to keep an eye on my belongings at all times.
New Bern	I have been bringing children to the library on Fridays, Tuesdays, and SR Programs for 10 years.
New Bern	I have been very pleased with the staff and attended many of the programs that the library has offered. E-reader classes, historical classes, ghost story, etc. Please keep offering programs for seniors.
New Bern	I have one major one but will not respond at this time.
New Bern	I haven't been using the library as I use to due to getting a NOOK several years ago. However as money is getting tighter (and I miss the feel of an actual book in hand) I plan to return to the Library in my near future. Thank you for being such a wonderful resource.
New Bern	I look forward to going to the library soon to check out what CDs/DVDs are available.
New Bern	I love the library and its fine folks.
New Bern	I love the library.
New Bern	I love the library. It's peaceful for me
New Bern	I really love the library as it is and can't think of a way I would change it. Maybe the website could be updated.
New Bern	I think books are very important. I refuse to get a Kindle- I like to hold a book. Libraries provide a lot of services- to all ages.
New Bern	I think I've said it all. Thank you for doing the survey.
New Bern	I would be interested in more adult lectures/discussion groups. I have thoroughly enjoyed the Lets Talk About It programs, and several lectures that I have attended. When my sons were younger, they participated in the children's programs and the young adults programs and absolutely loved both!
New Bern	If there were a simple way to locate DVD films if I come in wanting "something" but not knowing what I want.
New Bern	In 1965, I researched my great-grandfather's Civil War record in your "Compendium of the War Between the States," and in reading everything written about the 15th Wis. Inf. Reg. And located what had happened to him at Chickamauga, being captured and wounded, died in Atlanta. My parents and I were able to pay respects to his grave in Marietta, GA, 100 years after his death.

Table A-4. Other Comments and Suggestions  
(Continued)

Location	Comment
New Bern	It might be possible, by re-allocating space, to make the adult area of the library more inviting. Probably more computers are needed for community members who don't have Internet access. Also, some of the reference staff are not very enthusiastic about helping people. I have only had two transactions with the reference staff. First, I suggested a book for the library to buy. The book was purchased but there was no follow-up to let me know it had arrived. In other libraries I have used there was a system to place a hold for the person who suggested the purchase. Second, I could not place a hold using the automated system (which has been an ongoing problem) so I asked one of the reference staff to do it for me. It was placed for pickup at Newport rather than New Bern, so when they called me to pick it up I had to wait again for it to be sent on to New Bern. These are small things but things like this can add up to make a difference in people's perceptions of customer service.
New Bern	Just love and value the library. Think it's great.
New Bern	Keep up the great work!
New Bern	Libraries should be a vital and beloved part of any community. I am grateful for ours.
New Bern	Library staff friendly and helpful. Wonderful facility. New Bern is fortunate to have this great asset.
New Bern	Love love love the children's programs. My two oldest sons have been attending the one for 3rd - 5th graders and they have a blast. Thanks for all you do!
New Bern	Love story time
New Bern	Love the Lunch and Learn series, children's programs, and the garden program in May.
New Bern	Love this library. Been coming here since I was a kid.
New Bern	Maybe have the Pamlico county library do one of these.
New Bern	More children's literature, some books are in poor repair and should be removed
New Bern	My young adults are not comfortable in the young adult section, especially finding books around the outside of the bookshelves. They also feel like the selection is limited.
New Bern	Online books would be a huge hit. Could even charge a small fee to help with cost.

Table A-4. Other Comments and Suggestions  
(Continued)

Location	Comment
New Bern	Play and Learn/Lending Library is hard to find on the internet and hard to find a schedule of events and programs that are available for sign-up (like Play & Learn)
New Bern	Staff here have been so helpful and awesome with the school children. We are mental health service and they have been patient and kind.
New Bern	The New Bern Library feels like home. Everyone there is helpful, kind and works hard to make our library experience easy and enjoyable. Thank you. P.S. Storytime is AMAZING, like a little Broadway show for kids, yet free!
New Bern	The Newport Library has made many wonderful and helpful improvements to keep up with the changing times. It has come a long way since it was in the Fire Dept. Thanks for being in Newport.
New Bern	The Newport Library is very pleasant and a great place to visit for information.
New Bern	To save money the library should close at 8:00 and should not be open on Sundays, this would save also.
New Bern	We have an excellent, well-used library. The staff are very helpful and pleasant. Let's keep them all!
New Bern	You have an excellent staff!
Newport	I absolutely love the small-town atmosphere of the Newport Library with all the kind and gracious workers there. I have never used a library that is much closer to my home, but I would rather drive further for the difference in the atmosphere and the difference in the people that work there.
Newport	I actually read about a book a day from the library.
Newport	I am so grateful that we have our libraries and I hope that that benefit, never goes away! Thank you :)
Newport	I do love the summer program for the children at the Newport library.
Newport	I greatly enjoy the library and often refer clients there for Internet access and to find positive ways to spend time.
Newport	I love using the library and especially Newport's.
Newport	I really like our library. It's small and the budget isn't big but it's a comfortable, welcoming atmosphere and I can always find something to read. Love the 3rd Saturday book sales.

Table A-4. Other Comments and Suggestions  
(Continued)

Location	Comment
Newport	Just later business hours and thank you for what you do! You are appreciated!
Newport	Library personnel are helpful, very friendly and knowledgeable, and generally make the visit very pleasant.
Newport	More newer books for adults and kids / tweens. On CD and in book form.
Newport	Myself and wife love the Newport Library. My wife takes our Grand-Daughter to the Library and she always has a book and loves to read. My wife is also the Visual Impaired Teacher for Craven County and has checked out Large Print Books and Books on Tape for her students. The library is a Great place to go, relax, read and dream.
Newport	Our Newport library is just the best!! I've visited some other sites in the county and the staff and atmosphere can't touch that of the Newport staff.
Newport	The library has always been my second home as I raised my family. Thank you for all you do to make everyone feel welcome.
Newport	The library is a very important part of the community to me and I feel so glad that we have such a tremendous library with great staff in New Bern
Newport	The online survey did not have the option of noting which items were in a previous question were Not Applicable. I'd like to note that I don't have children, so those services aren't particularly important to me personally, but I appreciate the fact that they are available for the children of Craven County.
Newport	The ONLY suggestion I have is to make the public libraries available a little later during weekdays for us working class people. Thanks for all you do! It is appreciated!
Newport	Very thankful for the option to request holds and have them sent to one library. We home school and use the library frequently, but one branch rarely has all the books we need. Having them all sent to one location is fantastic. Also makes it easy to just run in, grab the books, and run out. That is a necessity with a 3 year old boy along. Thanks so much!
Newport	We really like Ms. Susan and story time.

Table A-4. Other Comments and Suggestions  
(Continued)

Location	Comment
Newport	You need to replace all the staff at Western Public Library. They are unfriendly and make me feel like I'm bothering them when I visit. This is why I make the trip all the way to Newport. They make me feel welcome and their children's librarian especially makes my three girls feel like family.
Otway	I am certainly glad that Otway HAS BEEN ADDED TO THE SYSTEM.
Otway	Thank you. Love the Down East Library!
Otway	There is a need for children's programming even though there has not been great attendance historically. So many parents work and transportation is a problem Down East. When the library was at Smyrna corner young adults walked to the library all the time. Not many live that near the new location but they should be targeted. Children's programs on Saturday worked. Demonstrations and visits from the aquarium and local artists and experts attracted families.
Pamlico	♥ the Pamlico County Library!
Pamlico	All of the librarians are so accommodating friendly and make the library a fun and comfortable place to be! Thank you!
Pamlico	Always enjoy coming here
Pamlico	Comfy chairs for patrons. Furniture is old and uncomfortable.
Pamlico	Current staff very helpful. Happy to have the resource. More up to date systems would enhance my use of the library.
Pamlico	Don' t go away!
Pamlico	Filled this out because the pretty head librarian asked. She is very nice and helpful.
Pamlico	Foreign language courses
Pamlico	Friendly and helpful staff. Library seems to be well organized and well run. I like art exhibits at library, love book sales and paperback exchanges.
Pamlico	Get more large print
Pamlico	Great investment of my tax dollars.
Pamlico	Great job
Pamlico	Great large print collection. Beach book club is great.
Pamlico	Great library
Pamlico	Great place



Table A-4. Other Comments and Suggestions  
(Continued)

Location	Comment
Pamlico	Great place for families.
Pamlico	Great staff! A pleasant place to visit and get help.
Pamlico	Hear good things about the library.
Pamlico	I am a high school student and I visit the library d after school and at lunch. Wish we could eat in the library. They really need to update their technology for gaming and the gaming club. Ms. Baker is great.
Pamlico	I am thrilled that we have this grant opportunity!
Pamlico	I came with a friend last year and liked the storyline so much better then in New Bern. They actually read to the children, I hike in New Bern I feel like we are watching TV. The story time in Pamlico is personable and my kids love the crafts and Ms. Fran. Will continue to drive from New Bern till my children begin school.
Pamlico	I do like the library and wish I could use it more often.
Pamlico	I don't have children at home but I still feel it important to list my opinion about books and programs.
Pamlico	I donate to the library but don't use. I believe in the library's services to the community.
Pamlico	I enjoy my library very much!
Pamlico	I enjoy using your library
Pamlico	I have always visited my local library where ever I have lived. I started to read before I attended kindergarten, thanks Mom!) And passed my local library d from grade school through high school. I took my children to story hours and children's events when they were preschoolers. I feel very strongly that we need to have books available to all people and I find the Pamlico library is a welcoming, vital, and important place in the county.
Pamlico	I have commented before but I do really love this library and the staff.
Pamlico	I love everything about your library.
Pamlico	I love it here.
Pamlico	I love our county library and I like everyone I've met who works there. Keep up the good work!
Pamlico	I love our library
Pamlico	I love our library. Would be lost without it.
Pamlico	I love our library. Great job!

Table A-4. Other Comments and Suggestions  
(Continued)

Location	Comment
Pamlico	I love the library but it is hard to get all the books I am interested in. Also, I have had problems with getting books on hold. They come in a timely manner most of the time but they randomly kick me off the list or lost. That is frustrating.
Pamlico	I love this library and all who work here. I volunteer once a week and am on the board of the Friends of the Library as its treasurer, so I am highly involved with all aspects of the library.
Pamlico	I love this library! No complaints. The children programs are excellent!
Pamlico	I love y'all.
Pamlico	I think that everyone is so helpful and friendly.
Pamlico	I thought the library would be quieter than it has been.
Pamlico	I use the computers almost d for business, social, and college class.
Pamlico	I walk to the library from home several times a week. Sidewalks in Bayboro would be great.
Pamlico	I want my library to be successful. I love reading and books and my library helps touch a lot of people, young and old with programs to teach reading and the love of reading.
Pamlico	It became a little difficult to concentrate when a large number of students came in. They were very noisy.
Pamlico	It's a very nice library for a small town. The people are knowledgeable and very helpful. It's always a pleasant experience for me to go to this library.
Pamlico	Just be more careful when it comes to people returning books! Sometimes I find I owe the library for books that I have returned! Aside from this issue I feel the library is a wonderful place for my family and I. We love story time and Mrs. Fran! We think the world of the librarians whom, as trying as we have been at times, always handles us with the utmost patience and care! They go above and beyond for children and people, so we couldn't ask for more and find that we don't really mind or complain about the little things like returned book fines!
Pamlico	Keep Internet on even when closed. People without Internet could sit in car and research when closed.
Pamlico	Keep on doing an excellent job!
Pamlico	Keep up good work

Table A-4. Other Comments and Suggestions  
(Continued)

Location	Comment
Pamlico	Keep up the good work
Pamlico	Keep up the good work.
Pamlico	Library is important to Pamlico. Lots of friends use it.
Pamlico	Library staff is exceptional. Go beyond. Give great reading recommendations.
Pamlico	Library system is not user friendly. Have to do a lot of clicking to put holds on books. Easier just to ask at the library.
Pamlico	Love the Facebook page. Great group of ladies at the library.
Pamlico	Love the Pamlico library. Wish it was a little more visually updated the building looks a little run down inside and out. And the parking lot has a couple of holes in it, which is not good for our vehicles.
Pamlico	Lowland is far away.
Pamlico	More Books. Thanks. I love reading.
Pamlico	More staff to cut down wait time to check out.
Pamlico	Need bookmobile back. My granddaughter helped me with this survey so I could do it.
Pamlico	Need more adults to help with students.
Pamlico	Need more computer classes to help the unemployed.
Pamlico	Nice facilities. Helpful people.
Pamlico	No
Pamlico	Our library is a fantastic resource with wonderful staff who have great ideas, just not a lot of funding.
Pamlico	Outstanding book sales!
Pamlico	Overall the Pamlico Library does an excellent job meeting a wide variety of needs for the citizens here in Pamlico as well as surrounding communities. The staff makes the most of the very limited financial resources available in this small county. In many ways it is a community center in this area and we are so fortunate to have our library.
Pamlico	Pamlico County Library has a fantastic staff and gets a lot done with their limited resources. Thanks!!!!!!!!!!!!
Pamlico	Pamlico County Library is doing a great job. I actually prefer to come to Pamlico Library over the New Bern library.

Table A-4. Other Comments and Suggestions  
(Continued)

Location	Comment
Pamlico	Pamlico Library is run extremely well, and all the employees are always so helpful and friendly.
Pamlico	Please double proofread email notices for mistakes
Pamlico	Positive visits
Pamlico	Programs. Seeing my friends on weekend. In special needs social program.
Pamlico	Really loving the loving atmosphere when I come in to check out a book
Pamlico	Run my own lawn business. Use computers for business and personal. Not a reader. Would like the kids to be better behaved. They are rude to staff.
Pamlico	Support the library!
Pamlico	Thank you for the disabled doors. I come more often because it is easier to get in.
Pamlico	Thank you for the services you do provide.
Pamlico	Thank you for your time.
Pamlico	Thanks for such great experiences for my grandkids.
Pamlico	The head librarian is very friendly. She is a fountain of information.
Pamlico	The library has increased the black author books. Thanks!
Pamlico	The library is a great asset to Pamlico. One of the few organizations I don't mind paying taxes for.
Pamlico	The library is just generally great in all areas. I've n had any complaints and they've only gotten better over the years, as they've added more and more fun events to go to. All of the librarians are friendly and helpful.
Pamlico	The library provides a very important component of my emotional and intellectual well-being.
Pamlico	The Library Staff is always friendly, courteous & very helpful.
Pamlico	The library staff is friendly. Do not like that I cannot use my picture id to checkout if I forget my card.
Pamlico	The Pamlico County library is an excellent library which manages to do an OUTSTANDING job with the budget it has: great community outreach, good customer relations, employees who actually READ!

Table A-4. Other Comments and Suggestions  
(Continued)

Location	Comment
Pamlico	The people at the Pamlico Library are excellent! They are knowledgeable and able to help with computer issues I might have and I think it is awesome that the services they offer are here for the public! Wish I could get here more often but due to my schedule I cannot.
Pamlico	The staff at our public library are always friendly and helpful. I don't think there's a time I've ever been when I haven't been met with a smile!
Pamlico	The staff is great, but they do get loud helping others. They also are constantly moving around getting books, helping, others on computer, and shelving. It can be distracting if you're working on a test. An area closed off for testing would be great.
Pamlico	This is a great service and more programs for the children would be wonderful. My kids see this as their second home!
Pamlico	This library doesn't have the pretty building, but they have the passion. We feel welcome and wanted.
Pamlico	This library is very busy and is necessary to the community.
Pamlico	Very happy
Pamlico	We appreciate the Pamlico Library and the staff, who are very hardworking and helpful!
Pamlico	We are so lucky to have this library and the staff that work here.
Pamlico	We love the library, particularly its staff who are not only knowledgeable, but are always helpful. Would love to see more series books completed (Hardy Boys & Nancy Drew for kids, Left Behind, etc.) and more family friendly CDs of books on tape since most are still on cassette.
Pamlico	We need more equipment for gaming club. Teens need more space.
Pamlico	Why aren't audiobooks and ebooks available in card catalog? Also need best seller ebooks.
Pamlico	Wish the DVDs were free. I am disabled and on a tight budget. This library has been a god-send.
Pamlico	Wish there was a cafe for drinks/coffee.
Pamlico	Would like Sunday hours
Pamlico	Would love to have an extensive ebook program so that patrons could download books on tablets.
Pamlico	You guys are really nice when I go there. Thank you.

Table A-4. Other Comments and Suggestions  
(Continued)

Location	Comment
Pamlico	You may enter me into the drawing for a WalMart gift certificate but if I am a winner, please give my prize to someone who needs it more than I.
Pine Knoll Shores	A large amount of property taxes flow to the county and town. Library branch is important.
Pine Knoll Shores	Although I am not yet a full-time Carteret County resident I very much enjoy using the PKS library. The staff is friendly and competent, the selection is pretty good and the intra-branch loan system works great. The county library online catalog is a bit awkward but that's probably just because I need more experience with it. Hats off to the staff and volunteers who make the library work so well.
Pine Knoll Shores	As a part time resident of PKS I am very appreciative that the small library there provides very appropriate materials and services for beach vacationers. It's just right as far as I'm concerned. JH
Pine Knoll Shores	BBPL is one of the best and most used assets the Town of Pine Knoll Shores has. This facility is invaluable to its citizens of all ages and the programs for children outstanding. The staff is well informed and helpful to all and always courteous and friendly.
Pine Knoll Shores	Bogue Banks has very friendly staff who support civic organizations in Pine Knoll Shores. I don't know what we would do without our library!
Pine Knoll Shores	Bogue Banks is a haven for those of use who love libraries and reading and the thrill of talking about what we've read when we return the finished volume. I cannot imagine my life or this place without this particular site. Note: As I re-read this review, I realize that it may sound excessively positive. I do not know what else to answer except what my experience has been over many years. This is a gem. Thank you for it.
Pine Knoll Shores	Bogue Banks is a wonderful library with very attentive and kind librarians.
Pine Knoll Shores	Excellent library and staff!
Pine Knoll Shores	Great employees!
Pine Knoll Shores	Great staff! Most helpful.
Pine Knoll Shores	Great staff. Very supportive.

Table A-4. Other Comments and Suggestions  
(Continued)

Location	Comment
Pine Knoll Shores	How about a book return at Atlantic Beach Station?
Pine Knoll Shores	I am a vacation home owner but use the library frequently. It is a tremendous resource and the staff is friendly, knowledgeable and always helpful.
Pine Knoll Shores	I am teaching a 69 year old woman to read. Brita and Donna are a tremendous help in picking out books for her reading capability.
Pine Knoll Shores	I enjoy the art displays and the books for sale and free magazines to recycle. The local info.
Pine Knoll Shores	I enjoy the Bogue Banks Public Library and use all the resources there. I like the set up and atmosphere.
Pine Knoll Shores	I especially enjoy how easy it is to reserve a book. Thanks!!!!
Pine Knoll Shores	I love it here. Please do not change much.
Pine Knoll Shores	I love my PKS library and librarians! The library is a wonderful casual escape where you are greeted with a hello or welcome and always a smile! The art displays are also a big plus!
Pine Knoll Shores	I love the library here. The staff is very helpful.
Pine Knoll Shores	I LOVE THE LIBRARY!!!!!!!
Pine Knoll Shores	I love the library. I love our librarians.
Pine Knoll Shores	I love the Pine Knoll Shores library. It is a wonderful resource and the people there are wonderful
Pine Knoll Shores	I made my comments, all good, previous page...
Pine Knoll Shores	I really enjoy the recommendations of the staff for books based on other books I have read and enjoy. I look forward to going to the library and seeing what books are new, etc. The staff has treated me very well from the first time I went in, and they are consistently friendly and out going.

Table A-4. Other Comments and Suggestions  
(Continued)

Location	Comment
Pine Knoll Shores	I think the library at Pine knoll Shores is a great facility. I have not taken advantage of the many areas of service they provide due to limited time in Pine Knoll Shores as I am a part time resident. I am going to try to set time aside on future visits to spend more time at the library.
Pine Knoll Shores	I think we have a great library staffed by some really fine people. I just wish we had a greater selection on new best sellers and popular new printed stuff.
Pine Knoll Shores	I very much enjoy all contacts I have with the PKS library staff. They are professional, caring and fun. We are fortunate to have the quality of personnel and facility as we do in PKS.
Pine Knoll Shores	I wish the new library in Beaufort did not have such a sterile, contemporary design. I prefer the hometown, friendly, helpful assistance I enjoy at the Bogue Banks library in Pine Knoll Shores.
Pine Knoll Shores	I would love to see reading groups and book clubs for young adults! (Adults in their 20's)
Pine Knoll Shores	Include library events or calendar in Shoreline
Pine Knoll Shores	It is wonderful for our whole family, 6 of us, to be able to go to a local library to get the books we enjoy reading. Kids love going and checking out books especially during the summertime. Only area of improvement would be the kids' computer and having games/educational programs for kids of all ages. It appeared most were only for the very young, with limited instructions for the programs.
Pine Knoll Shores	Just continue to be updated "electronically." 'Thanks for being here!!
Pine Knoll Shores	Keep doing what your staff has always done. Thanks and regards, ....Jacqueline
Pine Knoll Shores	Keep our library open and growing!!!
Pine Knoll Shores	Keep up the good work
Pine Knoll Shores	Keep up the good work. I want to have use of the Library space more in the future. I would like to have an art show and I would also like to have some time in the meeting room one day soon.



Table A-4. Other Comments and Suggestions  
(Continued)

Location	Comment
Pine Knoll Shores	Keep up the good work. You provide a great resource to this retirement community. In addition to what you offer as a library it is also a great place to meet and chat with neighbors. Thank you.
Pine Knoll Shores	Keep up the great job you are doing.
Pine Knoll Shores	Keep up the great work all of you do.
Pine Knoll Shores	Kudos to the staff at PKS Library. They are very helpful and kind. It's like a family of friends at the library. I feel very welcome there and know that I can receive help when needed with faxes, copies, reserving books, etc. KUDOS!!
Pine Knoll Shores	Love our little library here in Pine Knoll Shores. They are so friendly and helpful.
Pine Knoll Shores	Love the library and staff. Very knowledgeable about books, authors, genres, etc. I always look forward to going to the library at this location.
Pine Knoll Shores	Love the Pine Knoll Shores library. Wonderful service and staff. Always willing to help. Wonderful children's program!
Pine Knoll Shores	Love this library
Pine Knoll Shores	My children are grown but I am a former teacher and I like children's resources.
Pine Knoll Shores	My family and I love the library in Bogue Banks, and the librarians who work there. We drive all the way from Havelock every week to take part in the story time and to check out books and visit with the librarians. They have made the library feel so welcome and wonderful. It is truly a great place to be at and we love it there.
Pine Knoll Shores	My grandchild loved the story time held at Pine Knoll Shores library while she visited here. Excellent program!
Pine Knoll Shores	My wife and I have the utmost admiration for the staff at the Bogue Banks Library (PKS). Excellent customer service. Helpful, courteous and kind. Friendly, knowledgeable, dedicated, committed. Attractive and interesting displays. Cheerful atmosphere.
Pine Knoll Shores	N/a

Table A-4. Other Comments and Suggestions  
(Continued)

Location	Comment
Pine Knoll Shores	Not any really. I'm happy with the service now.
Pine Knoll Shores	Pine Knoll Shores library is the center of our community.
Pine Knoll Shores	PKS has a great Library. The Staff are always very helpful.
Pine Knoll Shores	Please keep up the wonderful service and great facility.
Pine Knoll Shores	See note in number 9
Pine Knoll Shores	Staff is excellent and go beyond the norm for assistance and help.
Pine Knoll Shores	Staff very welcoming and accommodating.
Pine Knoll Shores	Thank you for this valuable resource to our local community!
Pine Knoll Shores	Thank you for what you are doing for us. I understand that funding is an issue in keeping up with current trends, but I would hope more could be done in that area. I did not mention anything to support materials/programs for youth because I have no experience with such. However, I do hear wonderful remarks about the programs.
Pine Knoll Shores	Thanks for providing these services in Pine Knoll Shores!
Pine Knoll Shores	The art exhibit at the PKS library is usually great.
Pine Knoll Shores	The Bogue Banks Library is an important part of life for people living on this barrier island. Many people in Pine Knoll Shores use it daily. It is a community center for residents and visitors,

Table A-4. Other Comments and Suggestions  
(Continued)

Location	Comment
Pine Knoll Shores	The Bogue Banks Library is one of the most important amenities in our community. The Library staff is highly competent, always welcoming and professional. As Bogue Banks is a tourist destination the BB Library serves as an important resource for tourists visiting the area. Tourism is an economic engine for Carteret County and the BB library serves a vital purpose for this industry. Also, the BB library provides a venue for local book clubs, artist exhibitions, and a location for exhibits on the area's history. We are very fortunate to have this resource in our community. Keep up the good work!!
Pine Knoll Shores	The librarians, Donna and Brita, have always been most helpful and friendly / perhaps they deserve special recognition. It's apparent that they enjoy their jobs!
Pine Knoll Shores	The library does a great job.
Pine Knoll Shores	The library has always been an important part of my life. The staff at PKS is always helpful, courteous, and friendly.
Pine Knoll Shores	The library is very open and friendly. The staff are not here for employment but are dedicated and passionate about the community and it is clear that they truly care about their constituents. This is not a job bit a passion. Keep the great talent coming!!
Pine Knoll Shores	The library makes such a contribution to the fullness of experience here on the island.
Pine Knoll Shores	The library staff is extremely helpful. Having a library in the community is essential.
Pine Knoll Shores	The Pine Knoll library is small but they try to have the resources necessary to be a convenience to everyone. I think it is a great little library with a friendly, helpful staff.
Pine Knoll Shores	The PKS librarians are very helpful and very friendly.
Pine Knoll Shores	The PKS library is a great resource for the residents in Pine Knoll Shores and is used and liked by my wife, myself and friends and neighbors.
Pine Knoll Shores	The PKS Library provides a wonderful service to our little community and I would hope that it will only grow.....and please do everything you can to retain the current staff. Britta and Andrew especially.

Table A-4. Other Comments and Suggestions  
(Continued)

Location	Comment
Pine Knoll Shores	The staff at the Bogue Banks Library is outstanding! They go above and beyond to help. They are truly amazing!
Pine Knoll Shores	The staff at the PKS library are professional and are always ready to assist.
Pine Knoll Shores	This is a wonderful library, in a wonderful place, with a really dedicated staff. Essential to the community. Keep it going! Thanks for the survey.
Pine Knoll Shores	This library is great!
Pine Knoll Shores	We feel so blessed to have a state of the art library right down the street from us. If we need something that is not available onsite, the staff will find it for us. Our sincere thanks.
Pine Knoll Shores	We have a vacation home there and enjoy coming to the library sometimes to use the internet, although we have a computer, or get a book. We enjoy the free magazines too :) Nice friendly atmosphere and interesting displays.
Pine Knoll Shores	We really appreciated when the library made available return boxes for DVDs.
Pine Knoll Shores	You all do a great job!!!
Vanceboro	Keep up the good work!

## **Appendix B**

### **Comments from the Staff Survey**

The staff survey included several questions that required written comments from the staff members who responded. These comments are listed in the tables of this appendix.

Staff members were asked to elaborate on their ratings of how well the libraries are meeting the needs of their patrons. Table B-1 shows the 33 comments that were received.

Staff members were asked to list the greatest strengths of their libraries, and the 50 responses are shown in Table B-2.

Staff members were also asked to list the greatest opportunities for improvement in their libraries, and the 50 responses are shown in Table B-3.

Staff members were asked to list the top five priorities for their libraries to concentrate on now and in the foreseeable future. The 49 responses to this question are provided in Table B-4.

The survey also asked staff members to add comments related to the work environment, and these are shown in Table B-5.

Finally, staff members were asked to provide further comments about the strategic direction of the library. These are shown in Table B-6.

Table B-1. How Well Does the Library Meet the Needs of Its Patrons?

County	Comment
Carteret	I believe that our customer service is one of the strongest assets the library has to offer. There are some areas that I think need improvement although money is a factor that is out of our control. E reader titles and E Audio books are limited and Best sellers are not available on NC Live and One Click Digital. We are working to improve but have more to do in that area. Many titles will only let one title check out at a time. These are shared throughout the state; it takes so long to get the title you forget you requested it. WMS is still a challenge to navigate and seems to have a never ending cycle of fixing one problem only to have new problems arise. It is not public library friendly or public user friendly.
Carteret	I consider 8 a good rating. We can always make improvements in service. With a little effort we could be 9. With thoughtful and continued effort we could reach 10.
Carteret	I feel that our branch is meeting patron needs very well in spite of our tight budget. Public computer access is essential in our blue-collar community and our computers are busy all hours of the day. We offer fax service, local newspapers, public use copier, and movies for checkout, numerous children's programs and two staff members who are notaries. We even keep a jigsaw puzzle out at all times, for those who want to just sit and relax with something other than a computer or a book and it is a patron favorite, especially on Saturdays. The only area that is lacking in recent years is availability of the latest fiction, particularly in the adult area. The book budget has been too tight for purchase of bestsellers and we have a large adult reading population. The patrons can request from other branches, and do so, but it would be optimal to be able to have a selection of the latest releases available in our branch. Overall, I feel that we do a very good job serving our patrons and our community and I am proud of our small library.
Carteret	I think we do an outstanding job given our budget constraints, but we have been unable to purchase many of the best sellers due to lack of funds.
Carteret	I think we do very well with what we have to work with. We could better meet our patrons' needs if we had a catalogue system that worked correctly. That is our biggest hindrance.

Table B-1. How Well Does the Library Meet the Needs of Its Patrons?  
(Continued)

County	Comment
Carteret	I work in Newport, and since we are one of the smaller branches, sometimes we do not have the most recent books due to budget issues. That being said, some of our patrons just expect to be able to walk over to the new shelf and pick up the newest bestseller (they almost always bring in the clipping from the newspaper). We can, and do, always request it for the patrons, however, with there only being a couple of copies in the system and everyone wanting to read the book, sometimes the reserve list is extensive. This is the only thing I can think of that would make me not check 10.
Carteret	Need more funds for meeting the demand of current literature
Carteret	Overall I think we meet most of the needs of our patrons. Areas where we are somewhat lacking are in keeping up with the latest technologies such as e-Reading devices. Computer literacy training is something that is done informally here (staff helping patrons on a one-on-one basis) but there is still a need among some library users for basic computer literacy.
Carteret	Patrons are pleased with the access to public computers. Also, patrons are able for the most part to access library materials as desired.
Carteret	Very seldom does a patron leave unsatisfied. In fact, I'm having trouble remembering the last time someone asked for something we didn't provide.
Carteret	We do some things well and others not so well, so I put us in the middle. Computers, WiFi, customer service, acquisitions, and children's programming are done very well. Keeping up with technology through eBooks, adult programming, and technology services/training are on the low end of the scale.
Carteret	We do the best with what we have
Carteret	We have a new system that emails incorrectly or confusingly. We also have our main webpage crash where patrons can not get on to it.
Carteret	We need more Adult Fiction, Popular Fiction! More Popular DVDs, "R" rated DVDs would be nice
Carteret	We need to improve in our New Library books collection. Our book budget is low.

Table B-1. How Well Does the Library Meet the Needs of Its Patrons?  
(Continued)

County	Comment
Carteret	We not only provide materials of interest but current titles for our patrons to enjoy. The library is a focal point of our community and a place to meet and network. Our computers and wifi give residents and visitors access to the internet for work, studies, research and pleasure. Our art gallery showcases local art and serves as a meeting room for groups and associations in the area. We offer copying, fax and scanning service to the public. The children's program is popular and lets families get to know each other in a relaxed and friendly manner. Story times let children experience exciting literature, express themselves in performance art and do fun hands-on art activities. Library skills and school readiness at the forefront. Many "regulars" come to the library to read the daily papers. Visitors and locals take part in our book and puzzle exchanges. Audio books on CD and MP3 give travelers hours of listening delight. Our PBS oriented DVD collection has many followers and our extended DVD assortment is a great value for kids and adults.
Carteret	We serve a patron base that is mostly retired. Not all--but most of the patrons that come to the branch I work at are seniors. We are timely (as Amanda said at our meeting) in meeting their needs. We provide excellent customer service and outside of glitches that occur due to our current ILS, I feel we really provide the best service possible given what we have to work with, and we always do it with a smile.
Carteret	We serve a patron base that is mostly retired. Not all--but most of the patrons that come to the branch I work at are seniors. We are timely (as Amanda said at our meeting) in meeting their needs. We provide excellent customer service and outside of glitches that occur due to our current ILS, I feel we really provide the best service possible given what we have to work with, and we always do it with a smile.
Craven	1. One of the reasons I gave us an 8 is because we have a lot of computer malfunctions. Our system is better, but it still has bugs. When our system malfunctions we have to ask our patrons to wait for us to reboot our system. 2. Our staff needs training on posting job resumes, helping people using different email accounts with their communications, and responding with job applications. 3. Needs training on showing patrons how to get on their community college page.
Craven	I feel that our staff is meeting the needs of our patron in a very high matter. We go beyond our need to help, and supply whatever service is needed.



Table B-1. How Well Does the Library Meet the Needs of Its Patrons?  
(Continued)

County	Comment
Craven	Funding is key to our problems here. Funding for additional staff who focus on technology and community programs (children, young adult, tutoring, etc.) is not available. We do not have any young adult programs offered to our teens. Advertising by staff regarding online access to NC LIVE, audio books, eBooks, access to their online library account information and our website information is rarely offered to our patrons. Almost all of our staff does not know how to download audio books or eBooks to a device. How can they then teach our patrons? Training would be nice, but when there is a lack of desire to learn, funding devoted to training would be wasted.
Craven	I believe the library is meeting the needs of our patrons because we try to keep up with the latest books and we try and beyond in trying to assist their needs
Craven	I think we do a very good job addressing the needs of our patrons. Patrons frequently come in asking for fax service, which we do not have for the public and telephone service. Our public telephone was removed by the phone company because they said it was not used enough. We do allow patrons to use our business phone if they need to call for a ride, but they sometimes need more time than we can give them. The other place we could improve our service is with EBooks. We do have a listing on our web page where people can download the classics. Our patrons want to know when we will have all the books available. I think our service is excellent. We try to help with all the services offered on our web site in any way we can.
Craven	Most of our facilities seem helpful and well-appointed to meet the needs of patrons, but it could be argued that having a public phone in the library for patron use would be helpful.
Craven	Patrons are treated differently, staff are too loud, many times if some patrons are studying, I have seen them leave the Library because of the noise level.
Craven	The computerized catalog is fickle for home users and often does not allow patrons to place books on hold or view their account. The computer classes are constantly booked and a continuous waiting list exists for all classes. The 11 public use computers are constantly in use, and often require maintenance. Patrons would like a free way to access ebooks. The mp3 program for books is not user friendly. (One Click Digital)
Craven	The library has been working very hard to provide high quality reference and information services to the public.

Table B-1. How Well Does the Library Meet the Needs of Its Patrons?  
(Continued)

County	Comment
Craven	We do a good job in general with some outstanding aspects but there are services that users would like that we do not offer. eBooks are the primary example, more Internet computers and possibly more computer instruction. A separate computer lab and more quiet study areas would also allow us to better serve the needs of our users.
Craven	We have a wonderful Community and they enjoy the Library.
Pamlico	I think the library tries to address needs and wants but they are not executed effectively. Example: a program is promised to a patron and a date is established but not one is planning the event or is it on the community calendar. The patron calls and asks but no one knows what is going on for the program. We tend to have more quantity than quality programming as well.
Pamlico	Our library could do better at meeting the technological needs of our patrons. We need more computers and computer classes. Our website could be more up to date also.
Pamlico	Our patrons are like family. We treat them as they are, and they treat us in the same way.
Pamlico	Pamlico is successful in meeting the needs of the community. It is limited by funds (more staff needed) and facility (larger with an additional meeting room).
Pamlico	We are hampered by lack of funding.
Pamlico	We do the very best that we can with limited funds and small staff.

Table B-2. Library Strengths

County	Strength
Carteret	At the library I currently work at our greatest strengths are children and teen programming.
Carteret	Collections Programs Computer use Reference Magazine and periodicals Interlibrary Loans program Staff mesh together
Carteret	Customer service, children's department (i.e. collection and programs), regional interlibrary loaning of materials, selection of adult fiction titles and best sellers, internet access and Wi-Fi, meeting spaces, hours of operation, local history and genealogy collection, website, providing a venue for displays and exhibits by local artists.
Carteret	Friendly and personal service A community center
Carteret	Friendly Staff. Beautiful, inviting space. Great parking. Terrific programs for patrons.
Carteret	Helping people find books, either specific titles or subjects and helping people with paperwork/tech: faxing, printing, copies, etc.
Carteret	home school help. Children's' programing. Help with patrons.
Carteret	I do not work every day, however, the staff that I work with, we get along excellent and we help each other. I think these things are extremely important. Tension in the office makes for an unpleasant work experience. If I have a free minute, I am offering to help one of the other girls with one of their projects and they do the same for me. We all know the patrons on a first name basis, their likes and dislikes, and what they expect of us. Each of the women I work with strive to please each and every patron that walks through the door.
Carteret	I feel that our library's greatest strength is our friendly public service. We have often been told that we are the friendliest library in the regional system. We know the majority of our patrons by name and talk to them when we check out their books. It makes our library a comfortable place to be, a haven for many, and that is what a library should always strive to be. Our location also proves to be a strength, in that we are in a central area of our small town, connected with the town hall and very close to the post office, police station, fire station and town park. The children from our elementary school can do walking field trips and see their whole town in one day and we are a part of all of that.

Table B-2. Library Strengths  
(Continued)

County	Strength
Carteret	It is a small branch but we have a large LP section, which often provides our patrons with the latest titles before we are able to purchase the regular print version due to a prepaid account. We pride ourselves on a somewhat unusual children's picture book collection, avoiding a more mundane selection. With a small E, J and YA, fiction and non-fiction section I think it's important for our patrons to find an outstanding assortment of books in that area. Our ability to meet our clientele's needs in varied ways, book suggestions, tourist information, local history, friendly technology assistance and more. We are told on a daily basis our branch is considered a very friendly, accommodating and cozy library. Our Friends group is absolutely fantastic, more than supportive of our programs and needs.
Carteret	Open, inviting atmosphere Customer service Children's programs 10-library system/sharing of resources Susan Simpson
Carteret	Our library has an extensive collection of books and reference materials focused on local history and genealogy--materials that cannot be found elsewhere. These are valued by our community. We offer excellent children's services. The programs are popular and well-attended.
Carteret	Our library is appealing. When people come in and look around for the first time they often come up to the circulation desk to tell us what a nice library we have. We are also commended for the programs we offer for children, young adults, and adults.
Carteret	Our size and our great customer/patron service.
Carteret	personal service
Carteret	Personal service- customer service Youth Programs / Adult programs Welcoming atmosphere Strong community support - Friends of the Library
Carteret	Providing a learning and service area for Newport Patrons. Many of the Patrons walk to the library to bring in and check out books plus attend the children's programs. It is vital that we keep the site up to date on resources and programs for the community. These are our strengths.
Carteret	Size of book collection offered by using interlibrary resources. Free parking. Expanded hours. A friendly, capable staff. A well-planned facility.
Carteret	The knowledgeable staff.
Carteret	The relationship that the library has with its patrons.

Table B-2. Library Strengths  
(Continued)

County	Strength
Carteret	The staff and how well we work together to provide great customer service to our patrons. We try to get the materials for our patrons in a timely manner. We often have the latest best seller and once we see there is a demand for a title we purchase depending on our budget
Carteret	The staff is our greatest strength. We do so much with so little money and time. I've worked at 3 of the 5 Carteret County Libraries and this seems to be true across the board. The staff is dedicated, underpaid, and we all have complimentary strengths.
Carteret	Versatility of staff.
Carteret	We are a small branch and know our patrons by name.
Carteret	We are a small library. We offer very good customer service. In addition, our staff works well together. We offer quite a few computers for the public to use so that people do not usually have to wait. We have a good collection of large print books and great programming for children, teens, and adults. Our library is a place where people come to connect, to read for pleasure, and to work. We also have a paperback exchange for people who are on vacation who may not have or want a library card. I love our library.
Craven	1. Our computer access. Our desire to be helpful to all our patrons. 2. Our children's room book collection and child friendly computers. 3. The ability to borrow books from three counties. 4. A friendly place for people to come and use our services. 5. A good selection of books for all age levels.
Craven	Children's Programs are very successful. Our weekly preschool program and Summer Reading Program is attended well. Our latest library tours have been a huge success with our local elementary schools. Our selection of DVD's, an excellent source of income, is strong.
Craven	Customer Service
Craven	Customer Service; Children's Programming; Genealogical & Local History Resources
Craven	Great children's programs. Kellenberger room for genealogy is terrific. Good service for getting books from branch libraries.
Craven	Great location, attractive building, excellent genealogical resources, helpful and competent staff, diverse programs for children, young adults and adults.

Table B-2. Library Strengths  
(Continued)

County	Strength
Craven	I think some of our greatest strengths are the employees, the children department, genealogical research and overall the location. However I do believe the patrons play a great part in the strengths of the library too because without them, we would not exist
Craven	Most library employees are usually friendly to patrons and we do provide good resources for people to complete research and other projects.
Craven	operating hours books and magazines free computer use free movies and other programs
Craven	our helping at all lengths and trying every avenue to please our patrons
Craven	Our library is in the historic district, but we are pressed for room. I think that the computers should be in a separate area with security.. It think that the reference librarians offer a great service and are so unappreciated, but continue to do their jobs. I doubt that anything will change but maybe with the new boss it will.
Craven	Our willingness to help our patrons through any means available to us. Close links to the community through our local churches and citizens.
Craven	Programming - for both children and adults Kellenberger Room- local history collection Friendly and knowledgeable staff ability to borrow materials from other libraries in the region
Craven	Staff's knowledge of support and willing to assist.
Craven	The greatest strengths are all the staff are very welcoming and provide the best service for their clients within a restricting budget.
Craven	The library provides a tremendous amount of free services - Internet access, Wi-Fi, computer classes, programs, and classes - the majority of which is free to the public.
Craven	They try hard to supplies the public with the books that they are looking for. And also help the patrons find books that are located at different libraries.
Craven	To be able to acquire, organize and provide ready access to a variety of resources and services.
Craven	we provide a friendly and helpful environment. Our library does everything we can to provide the information and sources that patrons need to get their projects done. We enjoy our jobs and want to help each patron.
Pamlico	Customer service and support.
Pamlico	Miss Kat, the patrons The Friends of the Library Our Children

Table B-2. Library Strengths  
(Continued)

County	Strength
Pamlico	Our library is friendly and the staff works very hard to satisfy the needs of all the patrons.
Pamlico	The greatest strength is staff's willingness to assist and help patrons with anything. Whether it is to try and schedule a program to address needs or to help with personal research and assistance. Our staff wants to help our patrons succeed.
Pamlico	The way we work with other libraries and the programs we offer.
Pamlico	We have a good relationship with our community. We try to provide good customer service.

Table B-3. Opportunities for Improvement

County	Opportunity for Improvement
Carteret	As stated previously, our greatest need is for a bigger budget to be able to do more for our patrons as far as book purchases, computers, magazine subscriptions, etc. Our building has no more room for expansion but our non-fiction area is in desperate need of appropriate shelving.
Carteret	Assisting with ebooks.
Carteret	Better circulation software.
Carteret	budget increase
Carteret	E books Increased education of staff Increased literary collection Increased participation by community
Carteret	Expand and weed collections. Provide more detailed/organized training for staff. Provide better pay for staff. Combine part-time positions making them full-time positions. Provide more programming for school age children and young adults.
Carteret	Having adequate budget to purchase library materials and offer programs is very important. Also, I think offering technological assistance and maybe some basic computer training to patrons would be helpful. Having more computers and working scanners in the staff workroom would be very helpful. I think more people in our community should take advantage of our libraries.
Carteret	I believe we could strive for more organization of resources, be more timely in getting materials out to the shelves. Be more consistent about weeding and discarding. It would greatly help our limited space issues, personal and public. Be more pro-active rather than reactive. Be more organized in general.
Carteret	I don't think that the staff is being used to their full potential. There are many staff members who spend a lot of time goofing around on the internet (using Facebook, etc. for personal purposes). The exception to this seems to be the staff who work with the kids, who are always rushing about to get programs planned, one of whom comes in for multiple hours beyond her normal schedule every week without getting paid. Communication also needs to be improved. The use of email from Ms. Simpson has helped, but at our branch, information is spread by word of mouth, and with people coming in on different shifts and on different days, it's really hard to keep up with what's going on. There's no single policy for a unified, consistent means of communicating with the staff.
Carteret	Keeping up the newer books
Carteret	Maybe having more programs that are more appealing to teens.
Carteret	More things available for the young adults to do.



Table B-3. Opportunities for Improvement  
(Continued)

County	Opportunity for Improvement
Carteret	Our greatest opportunities for improvement have to do with technology. First and foremost, we need a new or vastly improved cataloguing and checkout system. I would also love to see some kind of basic skills computer education class offered for seniors.
Carteret	our system. more space.
Carteret	Outreach
Carteret	Provide popular titles as ebooks Adult programming Provide more copies of best sellers to reduce long reserve lists (ebooks would help) Staff training Communication between branches
Carteret	Staff have to the opportunity to advance their education through tuition reimbursement, which is wonderful. However, I feel that we all would benefit from on-going mini -trainings (in house) throughout the year on a variety of topics. They could range from working well with co workers to the newest trends in technology for libraries. Perhaps we could think about providing*** scheduled** time for staff to do online trainings such as are offered through the State Library and recording the certificates or training time used. Would be wonderful even if at minimum each branch could schedule some mini meeting/training/problem-solving/brainstorming sessions.
Carteret	Technology and Library Collection.
Carteret	Technology investments and training in e-reader devices or loaning of e-reader devices, reaching out to more teens and young adults, providing more computer literacy and job training services either through partnerships with outside organizations or having the staff necessary to implement these services in more depth than our traditional, informal one-on-one training sessions.
Carteret	Technology. Our patrons need help with technology. Most of the staff can help with basic functions, but anything above the basics is not available. We also need more access to eBooks.
Carteret	The only thing I really see negative, or needing improvement on are budget issues. (Which I am aware cannot just be fixed by waving a magic wand). For instance, a bigger selection of most recent releases. Or more money for children's programs, that sort of thing.
Carteret	Updated book purchases
Carteret	We need automatic doors for our patrons to be fully handicap accessible.

Table B-3. Opportunities for Improvement  
(Continued)

County	Opportunity for Improvement
Carteret	We need more Adult Fiction and Popular Best Sellers! Trying to get those that don't use the library to come in and use our services. Maybe join with other community organizations for events and programs.
Carteret	YA/teen programs-small numbers and in limbo with teen librarian transition. A/C Humidity controls: Mold on books, complaining patrons, complaining employees, complaining employers. When the ideal for a library is 65 degrees at 30% and we averaged this summer at 75 degrees and 75%...something needs to happen.
Carteret	Young adults...we need a space for them and a program that will draw them in.
Craven	1. More computers for adults and children to do school projects. 2.. Additional help at times. 3. Time to train our staff on public information needs
Craven	children's books our out dated (non-fiction ) and our adult non fiction
Craven	Computer & Technology (i.e. Online Catalog & Circulation Software); Outreach Services
Craven	I can't see that we have any opportunities. We need new reading material, and more room, but have no way of seeing this happen due to the budget.
Craven	If we have more space and money we could add more programs for the adults. And also buy more computers for the library.
Craven	Improve website Improve use of social media increase YA area and services to Teens
Craven	increasing digital holdings cleanliness more space more computer classes better computer maintenance
Craven	Keeping adults interested in reading by having programs for them.
Craven	Literacy programs. Young adult programs, which are presently nonexistent. Advertising all that a library patron can access online is relatively nonexistent through the staff.
Craven	More programming opportunities for young adults and tweens
Craven	Staff need to be professional and dress appropriately
Craven	The greatest opportunities for improvement are with the newest technologies and increasing computer availability.

Table B-3. Opportunities for Improvement  
(Continued)

County	Opportunity for Improvement
Craven	The library greatest opportunities for improvement I think is always having the proper tools that is needed to run and become a better library in all ways in serving the people and surrounding counties
Craven	The library needs to introduce eBooks to the public. There is a tremendous, growing demand for this. I recommend that the number of printed books and periodicals be reduced, so that funds can be diverted toward an eBook collection.
Craven	There are some common miscommunications and other areas where the needs and desires of employees from one department to the next do not get communicated very well. In addition, everyone seems to have a different way of doing things, with no two people following precisely the same procedures, which makes many routine tasks confusing and often frustrating.
Craven	There is a need for more room, a separate room for computers with security, parking for staff
Craven	To plan ahead for further growth of our library.
Craven	We need more space for children's room and storage area to store materials.
Craven	We need to move and find more room
Pamlico	Having consistency between librarian, region, and staff. There are many "exceptions" to the rule on the local and regional level. Staff members are told one thing and are see another. It makes knowing what is acceptable and not acceptable a grey area. Also, the expectations for one library in the region are not the same for another. Communication is another big opportunity. The only way you find out about a new policy, book, program, etc. is from another staff member between shift changes. There are no memos, talks, emails, etc. from management. Also, staff are very unaware of programs and collaborations that happen at the library. This makes staff look ignorant when patrons call or come in asking about a program. That then makes the patron look at us as having no credibility and therefore do not listen when we try to enforce rules, explain policy or procedures and then go to the librarian who then makes another "exception". Staff then gets reprimanded for not being knowledgeable or being "unable to handle the situation".
Pamlico	More space
Pamlico	Our building needs to be updated. We need more space also.
Pamlico	Technology provided services.
Pamlico	We need more space, more shelving, more staff.

Table B-4. Future Priorities for the Library

County	Priority
Carteret	1. Larger Library Budget 2.Current library books. 3. E-books collection 4. Automated doors for the disable. 5. Keep up with technology changes.
Carteret	1. Programming for adults 2. Weeding the large print collection or donating books to another library. 3. Ebooks that are not through OneClick digital. 4. Fundraising 5. A new ILS.
Carteret	1. While the adults are very willing to request books from other branches, the children want immediate gratification; if the book they want isn't on the shelf, they leave. We need to do a better job of providing the books they want to read. 2. We could do so much more with the children's programs if we had some money. 3. We have no space for the teenagers. 4. Since many of our patrons are retired, we need more books on CD and Large Print books. 5. The nonfiction section in the children's section needs a serious overhaul.
Carteret	1. Ebook lending 2. Migrate to new ILS 3. Expand adult programming 4. Educational opportunities and training for staff 5. Mobile computer lab for programming and training
Carteret	1. High quality, qualified employees who are paid wages that are commensurate with their work. 2. Keeping up with the times by making e-books a bigger part of our business (both providing and advertising them). 3. Maintaining a high quality collection. 4.Providing more outreach and community services.
Carteret	1. Increased funds for current publications and literature 2. Increased technology: e-books and Kindles for check-out
Carteret	1. Programming-We do well with youth services, but could really use more young adult & adult programming. 2. Technology-Our new computers are wonderful, but we need to invest in more eBooks, technology training for staff and patrons, and hardware that can be used in the library or checked out. Such as eReaders for the vision impaired. 3. A dedicated program room at the Carteret County Library. This is a serious need in my opinion. 4. More cooperation with schools, job services, and community outreach. If we were to partner with other community service organizations, we could reach more people and stretch tight budgets to include more patron services. 5. Centralized services would help stretch budgets. We don't want to be cookie-cutter libraries, but if we were to centralize services such as short adult programs that could be lead by one staff member in all 5 libraries (just one example) and centralize all publicity/print materials such as brochures/closing signs/library events.

Table B-4. Future Priorities for the Library  
(Continued)

County	Priority
Carteret	5 priorities *Acquire a better library catalog system than WMS if the OCLC system fails to continue to perform for us in the way we require it to. *Continue to build upon Youth-Teen- and Adult programs *Continue to build E audio and E reader digital collections *Continue to build strong community relationships. (and example: perhaps partnership with agencies of some kind to help unemployed people gain resources or job bank opportunity) *Continue to build community relationships, outreach programs...
Carteret	Consistent adherence to policy and procedures at all branches.
Carteret	E books A means of soundproofing children's library space Getting the word out (advertising) More programs from the community Spruce up furnishings
Carteret	ebooks and book devices
Carteret	Expand and weed collections. Provide more staff training on technology. Provide better pay for staff. Combine part-time positions making them full-time positions. Provide more programming for school age children and young adults.
Carteret	In no particular order... Adult Fiction Adult DVDs E-Books Children's Programs Adult Services
Carteret	Internet access; computer technologies Children's programs and collections Adult fiction and large print collections; audio-visual collections General library customer service practices Meeting space availabilities
Carteret	keeping our patrons
Carteret	More programs for teens and adults More Technology New Books New Audio Books Getting something better than- OCLC/WMS
Carteret	Offering timely library materials in desired formats for leisure reading Pre-school programs School kid programs Adult programs Technology access
Carteret	Patrons should always come first. Making sure they are happy is the biggest priority I can think of. Making sure we have a clean, easily accessible library. Always being friendly and courteous to patrons and coworkers. Maybe trying to schedule a monthly staff meeting (not necessarily between all of the libraries, but each individual one) so we are all on the same track. Maybe we could open the used book store across the street more often to help with funding. Budget restraints seem to be the biggest issue we have.

Table B-4. Future Priorities for the Library  
(Continued)

County	Priority
Carteret	<p>More competency and less 'I don't knows'. WMS makes us look like fools. It's slow and inaccurate and terrible for searches, some of these authors have funky last names. If you don't spell it exactly right, you'll never find it. We use KDL and Google and amazon first then we use our own catalog...hello? Technology is hard to keep up with. We have librarians who didn't encounter computers until well after college, trying to learn brand new technology. Networking, filtering, automating, updating, website updates, social media requires knowledge. It's a steep learning curve with no classes or instructions offered in-house or up front. We have to take our own time and money to learn what we need to function after we find out we need to know it and it's only reimbursed after the fact. If we could take free online classes on company time...that would still be something. When you install a new networked scanner, fax, printer, copier...SET IT UP, don't run through it with one or two employees and take off. Do a full instructional course with all employees present and make sure it works and that every employee is comfortable using all facets of the new equipment. "Sorry, I'm don't know if the fax machine will work today" Maybe this all CopyPro's fault, but it makes us look like we can't handle a fax machine. A full instructional course would have revealed that we have a broken machine, and allowed us to say hey, "show me how to network the scanner to each computer", instead me coming up with it on my own and then trying to figure it out. People ask us how to use a Nook, a Kindle, and a Kindle Fire. Unless we can find a co-worker that has one (and chances are they do, but haven't checked out a library ebook) we are out of luck. "Sorry, I don't have an e-reader, the library hasn't instructed us on e-readers...I don't know." 1 day of training with someone tech savvy with the different e-readers could catch every librarian up to speed to at least help patrons with the basics. I know that we are a small library and really don't have any room to expand, but we're struggling to expand on what we have: Customer Service. A brand new fax machine I 90% more unreliable than the last one is not expansion, it's regression. Not staying up with the latest reading tech is regression...it's leaving us behind. Being in the dark as much as the patrons are, on where books are and why we can't find them, is not professional. I think we can do quite a bit more to make us more prepared to provide for and help our patrons: Library-wide education classes on e-readers, machine capabilities, IT and social media, and advice on how to better use WMS (if that's possible) would do much to put our minds at ease when patrons come to us for help.</p>

Table B-4. Future Priorities for the Library  
(Continued)

County	Priority
Carteret	Programs for young adults. Programs for younger children to help them get starting reading earlier.
Carteret	Stay current with book selections in order to satisfy patron needs. Stay informed and up-to date with technology. Maintain a professional atmosphere while serving our patrons in a friendly and courteous manner. Keeping children's programs relevant, educational and inspiring. Being our best to show our best.
Carteret	system space communicating with the community getting more involved with community mobile book deliveries for elderly patrons
Carteret	The two above, plus extended hours until 6pm for people who work, a larger and more accessible large print section, and a toddler time.
Carteret	To continue to provide the best service possible with our small staff and tight budget.
Craven	(1) new computers (2) children's non-fiction (3) more money (4) adult non-fiction (5) curtain
Craven	1. Training 2. Programing for the elderly. 3. Keeping all our computers in working order. 4. Access to funding for new books.
Craven	1. eBooks 2. Intercom system 3. Automated computer check in system with print modules (such as: SAM) 4. Additional space is needed 5. A branch library is needed 6. Direct Deposit for staff
Craven	1. Expansion of physical structure; that would require new location for the library 2. Outreach Services
Craven	1. Having current reading materials available. 2. Maintenance of our computers, and office equipment. 3. Keeping our current patrons happy and satisfied on a limited budget. 4. Trying to get more people involved with the library. 5. Keeping employee moral up.
Craven	Better use of existing space; increased storage eBooks for patron pleasant and efficient customer service
Craven	Children's and Young Adult services and programs. Electronic Books, Computer classes, Facebook, Twitter, Tumbler etc. The technology changes so quickly many people are left behind.
Craven	Fairness Enforced Rules Staff need to stay in their job duties and not try to run the whole Library More computer classes Keep sleepers out
Craven	I think we need to work on computerized books and high technology.



Table B-4. Future Priorities for the Library  
(Continued)

County	Priority
Craven	Improve the computer system. Better organize the books and audio on tapes. More table space so more people can use the library. More money so they can order more new DVDs and books when they come out. A raise.
Craven	improved computer technology, books for kindles/iPads; more reading groups for adults; additional computers; additional staff
Craven	Increased funding for additional staff. Quarterly evaluations, documented, of staff computer knowledge. Someone solely devoted to Children's Programming and outreach to local preschools. Classes offered to patrons on the how to's of NC LIVE. Someone solely devoted to the website and advertising through the local paper and Facebook.
Craven	Keeping the book collection up-to-date, keeping internet computers available for patron use (and streamlining the process for patrons to sign up), children's and adult reading programs, improving and maintaining communications between employees, and instituting a standard method of performing all tasks then ensuring that all employees are aware of the processes.
Craven	More shelving space for books and. materials, need time and help for bringing in more programs for the community. More training in helping people. doing computer projects.
Craven	More space for expansion. Having another satellite location. Possible computer lab.
Craven	see the above
Craven	space for growth in the young adult area technological advancement upgrade to computer systems (Internet browsers for patron use especially)
Craven	stay relevant stay open
Craven	The parking space, more lighting in the area, more computers for the patrons, more study rooms to be used and building space
Craven	To provide staffs with up to date information about services available at our library or out in the community.
Pamlico	1. Computer access for public. 2. Computers for staff. 3. Computer classes for public. 4. Updating our building. 5. More shelf space.
Pamlico	1. Consistency 2. Technology 3. Effective Programming 4. Communication between librarian, region, and staff members (including substitutes) 5. Staff Training



Table B-4. Future Priorities for the Library  
(Continued)

County	Priority
Pamlico	Books for all ages Internet Access Programs for 5 under Young Adult Programming/Services Internet resources (Ebooks/audio)
Pamlico	Getting more space, Getting a bigger budget, Giving more hours to staff, & more circulation computers.
Pamlico	Space Funding Staffing Updating decor Replace WMS

Table B-5. Comments on the Library's Work Environment

County	Comment
Carteret	As we don't receive periodic evaluations I think it is sometimes hard to judge from the library organization's point of view if you are doing your best at your job. While I appreciate the vote of confidence and am self-motivated it is encouraging to have a supervisor confirm and guide your efforts.
Carteret	Being the 'low man on the totem pole' sometimes I feel like my input is not taken seriously, or taken at all. Times are changing, and with that so are the needs, expectations, and wants of our patrons. Sometimes a fresh look at things, or even a different book recommendation is all it takes. I feel everyone's ideas should be at least heard.
Carteret	I absolutely love working at the library. I have met some very interesting people while working here. I love the smell of the library and every book in here is most precious. My mom got me and my sister reading early and I have loved it ever since.
Carteret	I do not want to leave this job, but if I do, it will be for a similar, but better paying job.
Carteret	I feel fortunate to work at this library with great co-workers and a director that truly is involved, knowledgeable and supportive. I have met my community and neighbors behind this library counter. Interaction with the public motivates me, keeps me informed and lets me show case my strengths. A constant stream of experiences that are sometimes unexpected, but never stale.
Carteret	I know I'm new here, but I feel that most people are still very much dependent on prior knowledge before coming here. I think a little solidarity, at least in knowing what other librarians know will spread the knowledge. Those who know more, teach those who know less. At least, then none of us are behind.
Carteret	I love my job! and love helping the library patrons, but the pay scale for the CCPL does not meet my educational background. I would love to stay at the CCPL, but...I need more money for my family! We need more Library Staff Meetings. Some form of staff incentives for doing a good job. Staff Appreciation Day with random gift cards, cups, etc. to show that we are appreciated by the library, the county, and the public.
Carteret	I love my work and I love my library.
Carteret	I will be too old in five years.

Table B-5. Comments on the Library's Work Environment  
(Continued)

County	Comment
Carteret	I'm very happy with my job. I enjoy the work and my colleagues (mostly-there is always one person dragging down the entire staff). I like what I do and enjoy having different tasks to perform. My one complaint is being underpaid for my skill set and education.
Carteret	No supervisor has ever attended a children's program to see what we do there or monitor our quality of work.
Carteret	Overall, I feel that our library has a wonderful staff and director and that we provide excellent service to our patrons and our community as a whole. We do a lot with a little, as my mother would say, and we do it well.
Carteret	work as a substitute (retired)
Craven	I enjoy being part of the library staff and enjoy working with our patrons.
Craven	I have not been at my current position for 6 months yet. I am very happy and content with my job. I work with wonderful people, and have many likeable patrons. I would like to have more training within our library system.
Craven	I love working with children. I wish other library responsibilities take away so much of my time. If I had more time I could do more with my program.
Craven	I will be retiring within the next 5 years.
Craven	Our county Commissioners have been very helpful and caring about our library. All the libraries work together in helping and sharing books and materials. I look forward to going to work and helping others.
Craven	The future priorities of the library should be: eBook Lending Collection, purchase of an automated computer check-in system, weeding of print collections to accommodate eBooks and additional computers
Pamlico	I feel a lot of my work is in vein because it is not followed through by management or it is being "split up" when it is unnecessary. I also feel that staff can voice opinions all they want but it means nothing in the end. I was disrespected and disregarded by another staff member for a responsibility that was assigned to me by the librarian in a staff meeting. When it was brought up in private with the librarian I was told to "take it as a grain of sand".
Pamlico	I love working here, even though it's only 1 or 2 days a week.
Pamlico	The staff at Pamlico exceed expectations.
Pamlico	This is the third time I have taken this survey.

Table B-6. Comments on the Library's Strategic Direction

County	Comment
Carteret	I have great faith in the administration. I am looking forward to seeing the results of this study. We need more recognition and a bigger budget to provide more materials for our patrons.
Carteret	I look forward to the public's response, and I am excited about the upcoming changes and direction our library system will take.
Carteret	Library staff turnover is often related to the low pay and the fact that many jobs are part-time and do not offer benefits.
Carteret	Overall I am proud of the wonderful library resources and services we provide to our local community and I look forward to working together to making improvements in the future.
Carteret	Technology, technology, technology! I know that's 3 words, but I can't say it enough. Providing and using current technologies would help us elevate our current services and prepare us and our patrons for the future.
Carteret	Without more space and without more funds, there is little we can do to improve. As it is now, in order to expand any section, we would have to eliminate another.
Craven	eBooks and an automated computer reservation system should be the top 2 priorities.
Craven	I don't feel that we have a direction. We are basically sitting still, trying to make the best of what we have.
Craven	I know that we are an aid and a help to the community. But sometimes when they (the Public) go wrong, I wish that my co-workers and I could look to the bosses and get support That rarely happens.
Craven	I wish we had more funding so we could have more storage.
Craven	Looking forward to enlarging our building. More programs in the future with more staff.
Craven	My hope is that our funding will increase so we can move forward as a library and better meet our patron's needs. Increased staffing is a huge priority. Without the staff, we cannot continue to move forward. It's just not possible.
Craven	New Bern will need an additional library branch in the near future. I think we need job counselors on hand, and an office supply area. Many of the patrons are filling out job and school applications, or working on resumes and employment flyers. I think we could be more in touch with the local schools and have the books on hand for the reading lists.
Craven	Not at the present, however I do hope the library strategies will continue to grow more abundantly in whatever direction it takes for the future

Table B-6. Comments on the Library's Strategic Direction  
(Continued)

County	Comment
Craven	Some staff won't speak to co-workers and they speak to patrons and it is noticed and talked about. Could be a friendlier work place.
Pamlico	There needs to be more communication, consistency, staff leadership, and less cattiness between libraries and staff members from different libraries. Everyone is on their own agenda and do not seem to be working towards a common goal. I also think that the regional office needs to be in a mentality that they "work for the libraries" not that the libraries work for them. They are not helpful, subjective in policy creation, and create excuses for individuals who are not knowledgeable and/or skilled in their position.
Pamlico	we are always up for improvements.