Juneau Public Libraries
Survey Results

In October and November of 2021. The Juneau Public Libraries conducted a public survey to help determine priorities for the Library’s forthcoming strategic plan. 635 residents responded to the survey. Below are the results from the public survey.
AGE OF RESPONDENTS

- 0-12: 5%
- 13-19: 5%
- 20-35: 19%
- 36-50: 28%
- 51-65: 19%
- 65 or Older: 24%
How Often Do You Visit the Library?

- I Only Use Online Resources
- I Have Not Visited
- Not in the Last Year
- Once per Year
- Once a Month
- Once a Week
I Mostly Use Online Resources

Pop-Up Libraries

Mendenhall Valley

Douglas

Downtown

Which Locations Do You Visit?

- I Have Not Used the Library
- I Mostly Use Online Resources
- Pop-Up Libraries
- Mendenhall Valley
- Douglas
- Downtown
Most Common Library Uses

- Check Out Books
- Request and Pick Up Items
- Use the Library’s Meeting /Study Rooms
- Check Out DVDs or Other Media
- Attend Library Events for Adults
- Ask Questions at the Desk
- Use Public Wi-Fi
- Use Printing, Copying or Faxing Service
- Attend Library Events for Children
- Use the Library to Study
What Could Make Juneau an Even Better Place to Live?

- Community Events & Activities
- Mitigate the Impact of Tourism
- More Affordable Housing
- More Services Like the Library
- Better Bike or Pedestrian Infrastructure
- Indoor Activity Spaces
- More Attention to Diversity & Equity
- Opportunities to Socialize
- Better Weather
- Lower Cost of Living
- Drug and Alcohol Prevention and Recovery

Nothing or N/A
How Do You Think the Library Can Help Make Juneau an Even Better Place to Live?
Residents Chose the Service Responses Below Most Often

- Provide Physical Books and Materials: Highest choice
- Support Early Literacy
- Offer Library Events and Programs
- Provide Digital Materials
- Library as a Community Space
- Opportunities for Lifelong Learning
What Do You Think The Library Is Doing Really Well?

- Providing Good Customer Service: 90
- Offering a Welcoming Space: 80
- Offering a Quality Collection: 60
- Providing Access to Materials from Other Libraries: 50
- Services Are Good All Around: 40
- Offering Programs and Events: 30
- Offering Digital Resources: 20
- Providing Services During the Pandemic: 10
- Employing Great Staff: 5
- Offering eBooks and eAudiobooks: 3
How Would You Suggest the Library Could Improve Its Services?

- Offer More Programming: 55
- Offer Longer Hours: 55
- No suggestion: 52
- Improvements to Physical Collections: 39
- Improve Digital Resources: 20
- Promote Library Services: 14
- Offer More Outreach: 13