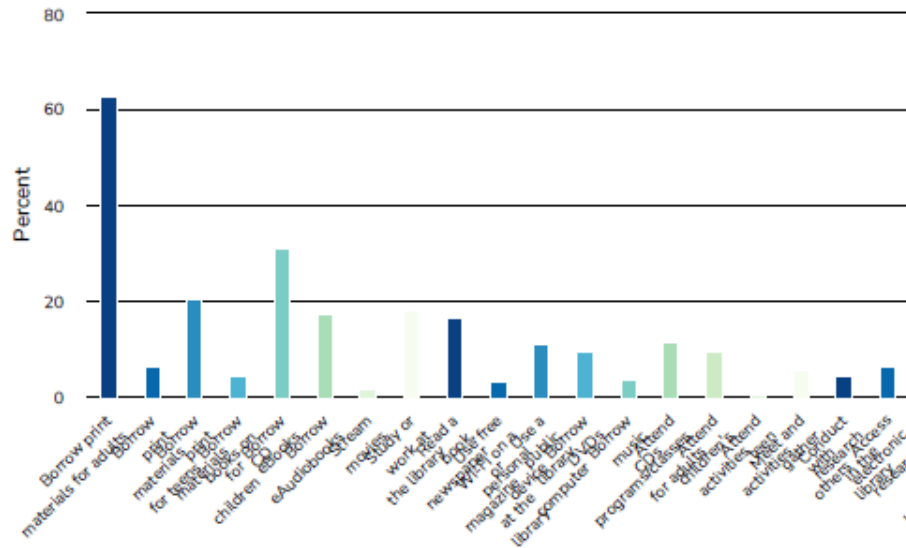


2025 Contra Costa County Patron Survey Responses – Hercules Library

4. What would you say are the three PRIMARY ways you used the library?



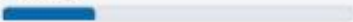
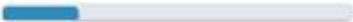
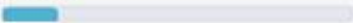
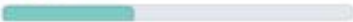
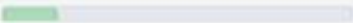
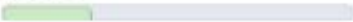
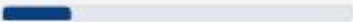
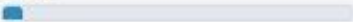
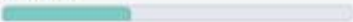
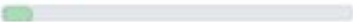
Value	Percent	Responses
Borrow print materials for adults	62.8%	135
Borrow print materials for teens	6.5%	14
Borrow print materials for children	20.5%	44
Borrow books on CD	4.7%	10
Borrow eBooks	31.2%	67
Borrow eAudiobooks	17.7%	38
Stream movies	1.9%	4
Study or work at the library	18.1%	39
Read a book, newspaper or magazine at the library	16.7%	36
Use free Wi-Fi on a personal device	3.3%	7

7. Please rate your satisfaction with the library in the below areas. Choose "Not Applicable" if something is not relevant to your library experience.

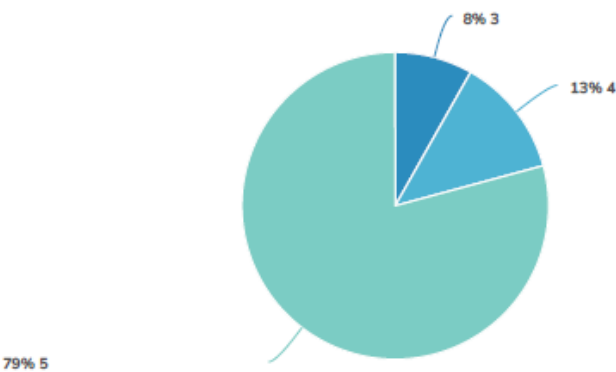
	Very Dissatisfied	Somewhat Dissatisfied	Neutral	Somewhat Satisfied	Very Satisfied	Not Applicable	Responses
Customer Service Count Row %	8 3.7%	0 0.0%	6 2.8%	8 3.7%	187 86.6%	7 3.2%	216
Availability of seating Count Row %	6 2.8%	3 1.4%	5 2.3%	21 9.7%	160 74.1%	21 9.7%	216
Availability of public computers Count Row %	2 0.9%	0 0.0%	16 7.4%	15 6.9%	104 48.1%	79 36.6%	216
Wi-Fi connectivity Count Row %	2 0.9%	0 0.0%	12 5.6%	15 6.9%	112 51.9%	75 34.7%	216
Open hours Count Row %	3 1.4%	10 4.7%	23 10.7%	61 28.4%	115 53.5%	3 1.4%	215
Variety of library programs and activities available Count Row %	2 0.9%	1 0.5%	31 14.4%	23 10.6%	124 57.4%	35 16.2%	216
Quality of library programs and activities available Count Row %	3 1.4%	1 0.5%	26 12.0%	24 11.1%	123 56.9%	39 18.1%	216

	Very Dissatisfied	Somewhat Dissatisfied	Neutral	Somewhat Satisfied	Very Satisfied	Not Applicable	Responses
Library collection available at the Library Count Row %	3 1.4%	13 6.0%	23 10.6%	63 29.2%	104 48.1%	10 4.6%	216
Quality of collection at the library Count Row %	2 0.9%	10 4.7%	22 10.2%	62 28.8%	112 52.1%	7 3.3%	215
Library collection available online Count Row %	2 0.9%	3 1.4%	20 9.4%	45 21.2%	92 43.4%	50 23.6%	212
Quality of collection online Count Row %	2 0.9%	5 2.4%	20 9.4%	39 18.4%	94 44.3%	52 24.5%	212
Functionality of the library website Count Row %	4 1.9%	4 1.9%	19 8.9%	42 19.7%	123 57.7%	21 9.9%	213
Library facility Count Row %	3 1.4%	3 1.4%	4 1.9%	20 9.5%	180 85.3%	1 0.5%	211
Totals Total Responses							216

What top 5 services does your community most need?

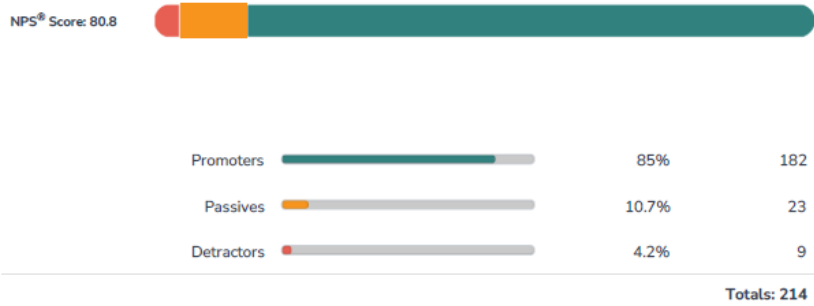
Value	Percent	Responses
Job resources and assistance	48.7% 	94
Support for career advancement	26.9% 	52
Support for small businesses	22.3% 	43
Immigration Services (Lawyer in the Library)	16.1% 	31
Computer and technology help	37.8% 	73
English Language Learner services	15.5% 	30
Homework Help	25.9% 	50
Veteran services	15.0% 	29
Help signing up and accessing social services	28.5% 	55
Mental health support and services	19.7% 	38
Early childhood support services (prenatal to age 5)	20.7% 	40
Probation/re-entry support and services	6.2% 	12
Aging and elder services	55.4% 	107
Out of school activities for teens	37.3% 	72
Other	8.8% 	17

12. How welcome did you feel when you last visited the library? (Please answer on a scale of 1 to 5, with "1" feeling not welcome, and "5" feeling welcome.)



Value	Percent	Responses
3	8.2%	17
4	12.6%	26
5	79.2%	164
Totals: 207		

21. How likely are you to recommend the Contra Costa County Library to a colleague or friend? Rate this on a scale of 0-10.



22. What is the most important reason for your score?



ResponseID	Response
80	1. library is close to home 2. library open hours is convenient 3. there is always someone to help me at the desk
187	The library is airy and pleasant. The staff are always kind and helpful. The library is a comfortable place to read and browse books. Bonus points for great bathrooms.
296	Professional people, friendly, comfortable and if I request a book that is not in the library; no issues with ordering it (if it is available).
306	I love the library! I have access to so many books, movies, services etc. I want to support all of my local libraries especially as funds and resources are being cut.
310	I volunteer at the library
417	Our Libraries serve everyone and is a treasure box of resources!! Thank you!!
426	Drag queen shows keep the score this low.
496	Kind, helpful staff; warm atmosphere; great selection; good parking; easy check-out and return; ability to check-out on line with hold. Thank you for making the Hercules library available for us.
610	For me, the library has been and continues to be a vital source for continuing my education as an adult, obtaining needed information, and for my recreation. It is the same for our community as a whole.
782	Very inclusive and welcoming environment.
828	There's so many great resources at our libraries! We use them daily, through Libby and Hoopla. We also go to the library in person at least once a week.
865	Ease of use and friendly/helpful staff

ResponseID Response

4025	I believe the library is an invaluable resource. I forward the newsletter to family that lives in my county. I tell them about the various apps. I tell my niece and son about children's programs, and my daughter to join the garbage pick up program near her. The more we know the more curious we become and the more we want to know. Thank you for the safe place.
4054	Hercules has the best looking library with the nicest people working there.
4073	Free Education
4155	Don't recommend libraries - kinda like recommending the post office.
4218	Books are always available staff is extremely friendly
4375	Many people aren't aware of all the services available at the library, especially online services.
4457	I love the Hercules Library. The staff are very friendly and helpful. The Link system and inter-sharing of materials between the CC Library system is robust, and I have saved so much money borrowing books, DVDs, and STEAM kits for my child. I am also a college professor and use many resources from the library to develop my curriculum.
4505	I love our library for my kids and for me. So beautiful with the high ceilings and lots of big windows with natural light and the central rock garden. Also the Libby app I've discovered in the last year is so amazing!! Love the audiobooks too!
4533	Its convenient and decent library.
4590	Resources Resources Resources
4709	Beautiful , well-maintained place to read or take a class. Easy to request books and pick up.
4753	The kindness and helpfulness of the staff.
4801	Good resources. However, some of the furniture could be upgraded. Especially, cushions that look beat up and aren't clean. Not very appealing to sit down and read if furniture is in this condition. Clean furniture would be very appealing for any guests.
4843	abundant resources, materials clean, quiet, comfortable safe
4868	It's a good resource for the community if you appreciate books and learning.
5010	Public libraries in general are a major resource.
5229	feel welcome
5345	Safe location, friendly staff, helpful staff, computers.
5428	I have used libraries during my entire lifetime. The availability of materials and reference staff keeps me coming back

ResponseID Response

8227	Community Connection, Creating Opportunities Between Youth and Seniors to Bond. Respect and Elder Knowledge.
8303	I love the library and what it is able to offer their patrons. My favorite invention ever is the Libby app. It allows me to listen to audiobooks anytime, anywhere! That is priceless.
8327	Loads of free books, movies, other material to keep one entertained and educated.
8427	Great digital and print book collection
8441	Most of the staff is amazing and as a Friends of the Hercules Library I come in very frequently to purchase books. There is always something to buy and a great selection
8532	Libraries are positive for the community.
8568	I love libraries. Over my life i have treasured and used my local library. It is a community resource and safe warm place.
8578	I love the Hercules library; it has great resources and our family visits at least once a week. Pinole is our local library but we drive further to Hercules because it is more kid friendly, vibrant, and pleasant overall.
8625	I appreciate all the services libraries provide beyond being stewards of books.
8664	Convenient locations, friendly staff, lots of resources, collection is augmented with Link .
8689	Hercules branch is a clean, spacious, well lit library on a single level. Easly accessible to elderly, room for young children.
8762	I believe libraries are a great resource for everyone. I found the five libraries I've visited to be very good, but markedly different from each other.
8834	I had a good experience at the library.
9040	I found the CC library to meet my needs and expectations.
9100	I like the CCC Library very much and thing everyone should check it out.
9128	The library is a great place if you have young children with a strong interest in books.
9320	Accessibility of hours and availability of material
9476	easy access nice location workers or volunteer very helpful
9596	Experience at library
9678	Great and friendly library
9820	everythings and services are free!