



Thursday, February 18, 2010

# Snapshot

ONE DAY IN THE LIFE OF CONNECTICUT LIBRARIES

On Thursday, February 18th, Russell Library joined libraries all over Connecticut for a special event called “Snapshot Day.” It was a day for collecting information as a one-day “snapshot” of the impact that Connecticut libraries have on their communities.

This leaflet includes information collected from Russell Library patrons, as well as statistics collected on Library use and activity on Snapshot Day 2010.

Russell Library is very thankful to volunteer Sally Pickert for all of her work on Snapshot Day. She was instrumental in obtaining comments from Library patrons and was busy taking photographs all day.

*“You should be very proud of the spectacular responses that Russell Library patrons gave to the 2010 Snapshot Day questionnaire... The number of positive comments was overwhelming. There is very deep support for the library in this community.”* — Sally Pickert, Volunteer Coordinator

## Why Did Patrons Come to Russell Library on Snapshot Day?

(According to survey results from 613 surveys)

Check out an item	236
Use a computer	111
Research	62
Attend a program	17
Attend a Meeting	12
Get a Library Card	17
Quiet place to study	54
Job Help	31
Other	73

## *Statistics from Snapshot Day*

- 1,210 patrons visited the library
- 10 new patrons were registered (7 adults 3 children)
- Circulation Services staff checked **out** 1,503 books and other items
- They checked **in** 1,397 items
- They renewed 148 items, including 26 by telephone
- They placed 43 holds on items that were currently checked out of the library
- Circulation staff searched for 166 transit items requested by patrons from other LION libraries
- We sent out 12 books on interlibrary loan to non-LION libraries
- Information Desk staff answered 117 questions and 6 email questions
- Children's Services staff answered 33 reference interactions
- Circulation staff fielded 115 calls and inquiries from patrons
- Information Services had 248 computer uses
- Children's Services had 62 computer uses
- 65 people attended the children's program
- 24 people attended the Job Group meeting
- 5 people attended our "Word Beyond the Basics" computer class
- Six boxes containing 140 new books were delivered to the library
- Technical Services staff cataloged, processed and added 85 items to the collection
- 11 new issues of magazines were received
- Library Page Barbara Coyle logged just under 3 miles on her four-hour shift!

## *Patron Comments*

### **I Love Russell Library (total for this category: 38)**

- I couldn't live in this town without it
- What can I say? The Russell Library is my "second home." Source of feeding the mind, growing intellectually, see the world through the eyes of many different authors... I could write a book! Thank you for being here.
- The library is important to me because it gives someone like myself and many others the chance to use resources we can't provide for ourselves. Thank you Russell Library for being here.
- My lifeline to arts and reading.
- I have arthritis and when I'm suffering I read. The volume of books is amazing. The staff is kind and very helpful. I love this library.
- I come to the library at least 3 or 4 times per week to check out books, CD's and sometimes DVD's. It is a great service.
- Because the services are great and it's cost effective
- It is my information source; I check out 4-6 books every two weeks; often borrow CDs and DVDs. I love this library
- It is a vital service to the Middletown Community
- It's a super resource for all sorts of info. Russell Library is a great library- lucky to have it.
- Can't live without it. It's a place where there are resources of books of all types and it opens my mind. Reading is the best thing I enjoy doing.
- The Library is a great resource for my job hunting. We love Russell Library!
- So happy to know I have somewhere to go to complete paperwork, rent movies, look up on PC, continuing my ability to stay productive.
- As a homeschooling Mom I use the library a lot. Thanks!
- I LOVE THIS LIBRARY
- Best library, Good programs too
- Books, CD's, Community. Just invaluable, priceless, Middletown's biggest public treasure.
- This library is very supportive and has good programs- that are relevant.
- Books, media, programs, meetings. My tax \$\$ at work" Couldn't live without my library!
- I love the computer access! It's a terrific service- Thank you very much
- Libraries are our favorite place to be!
- I use it constantly for books and DVD's. It's a wonderful resource.
- We need the library! My boys and I love books and we could never afford all the books they or I want to read! We love the library!
- This is only my second time here (I'm a Wes student so I use Olin), but I love public libraries and it's nice to be able to come here as well.
- Resource for my children. So many books and DVD's, saves me money and enriches my life.

- I love books and the Russell Library is the greatest place to read and get books. The programs ... are excellent as well.
- My family and I use the library for books and videos and music. We live in walking distance (this was important when we bought our house) and we enjoy seeing others from the community at the library. We love Russell Library.
- I love to read and I love the Russell Library.
- It is a valuable resource for such a variety of people and interest and offers opportunities via books and movies like nowhere else can.
- Great selection of material (books, magazines, DC's and DVD's) for both adults and children. Great library!
- Place of books and quiet and good talks sometimes.
- It is the source of the richest collection of our cultural written (and audiovisual) heritage in town. Professional personnel, convenient hours of operation, superb programs! I LOVE THIS PLACE!
- I love reading and the library is crucial to my happiness. Thank you !!!
- It's a place of enjoyment.
- I love to learn and read and libraries are vital to feed my mind, do research and for relaxation. As an editor and writer, I would be lost without a great library- one reason I choose to live in Middletown (The Russell!).
- It is likely the most important place in Middletown.
- It's my home away from home. I LIVE IT! I pray I get locked in here some night! I love the movies shown at lunch time. I love the librarians too.

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**Staff helpful/friendly (Total =19)**

- Great librarians- great collection.
- Has everything in one place, Great people.
- The staff, especially the reference librarians, suffer so gladly we fools- who come to rely on them so much- for assistance, information and the human touch! I'm here today, as every day, to go online.
- It has all the books that I enjoy! Everyone is very helpful and pleasant!
- Its location is close to home. And it's a fabulous library. People are very friendly.
- A great place to get my 1 year old familiar with at an early age. Great selection and staff!
- Warm welcome from all librarians- helpful and patient. Great DVD and video collection as well as books.
- I love to read. Sometimes I read a special book and I can find it here with help from our librarians. I enjoy the videos and the CD's also.
- I am able to reserve new books of well-known authors. The Research Employees are able to obtain and reserve any book I request.
- It is clean, quiet, and the staff- the research librarians are invaluable help. Zack was extremely helpful and knowledgeable. He showed me how to update and upload my resume. He's a lifesaver! I much prefer it to the State Labor Dept. Thanks.
- Research is very important. Polite librarians and staff.
- I love the location! So close to my work and real central to town. The staff is always nice and helpful and cheerful. Why wouldn't you frequent such a great place?
- Every day I come here to connect with the world...I don't have internet at home and I love the environment. Plus the librarians help me technically when I might otherwise be at a loss.
- It's close to my home and the staff is friendly.
- Quietness and friendliness.
- Many reasons:
  - 1) Source of audiobooks on tape.CD. This is how I complete a number of books during commuting.
  - 2) Computers/Internet is handy for research
  - 3) Periodicals/Consumer Reports
  - 4) Local concert series at library
  - 5) Most important- Reference help with searches on-line and in-house.
- Quiet... Easy access to information and a very helpful staff.
- It's a place to get good books for my children. I also like the helpful staff the library has.
- The computer access; the book sale; the wealth of information of the staff and on the shelves. My kids want to come here, which means reading is important to them.

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**Wide and Accessible Selection (Total = 34)**

- Statewide access to books
- Spanish Chapter books
- Best sellers
- Gardening and Cooking
- Researched 68 Mustangs
- I have lived in Killingworth my whole life and have been coming here to check out books since I was a kid.
- Such a great library. So many options and selections. A great resource!
- It has a terrific selection of movies, new crafting and design books, computers and an extensive children's dept. I wish there were more programs and guests.
- Learning Chinese

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**Children's books, programs (Total = 32)**

- My children love to come here to do lots of fun activities. There are many programs that they love to attend.
- I enjoy taking my sons to the library on the weekends to encourage their reading.
- Variety of children's books as I am studying Early Childhood Education at MXCC. We are given assignments on books that are available to us at the library.

- I brought my two girls here, ages 3 and 5. It's their first trip to a library. It's important because it introduces reading as an alternative to video games, computers and TV.
  - Incredible resource for all ages. My daughter says without the library, what would children read?
  - It is wonderful for the whole family. Great information and events.
  - It is very useful for my job because I work with preschoolers.
  - Children enjoyed programs offered
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**Quiet place, peaceful (Total = 31)**

- refuge
- quiet place to collect thoughts
- quiet place to get work done, helped me get my grades up in school
- a place to come and have peace to do something
- quiet place to go to when I need to research
- keep sanity
- It is a place of comfort and peace where I can educate myself and become lost in my own thoughts
- gives me structure
- Since I have been unemployed it has been a place to come to fill my time constructively
- Helps get my mind off of things.
- Great place to come and study for school since it's so quiet.
- It's nice and quiet to study, read, use the computer. But when people talk so loud on phones it gets really annoying as well as disturbing
- large enough to find a place to work quietly
- alone time
- The computers were vital to me finding employment.

**Free, affordable (Total= 27)**

- I check my internet accounts through the library. I do not have internet at home. Also, the wide variety of books, fitness DVD's and movies are great. I save a lot of money and that's important during a recession.
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**Community involvement (Total = 22)**

- cool place to hang out
  - everyone can come
  - community resource
  - Hubbard room
  - see my friends
  - Bring people together
  - public place
  - Middletown's biggest public treasure
  - makes books accessible to everyone. Strengthens sense of community
  - The library is an extremely important cultural center and a great source of resources- books, movies, etc, made publically and freely accessible. I see this as being of great importance to the town and surrounding towns.
  - sense of community
  - Enjoy spending time at the library... seeing people, playing in children's section with my grandson, checking out movies and books
  - Russell Library and my hometown library in East Hampton allow me the most wonderful pick of books, CD's DVD's etc. I love their sense of coming together in each community, their interesting, rewarding programs, their chance to look up research materials. What a gift!
  - The library is important to me because I enjoy reading and there should be a public place for people who love reading.
  - The library is the center of our community...I've never seen a better library that was utilized in so many ways.
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**Convenient location (Total = 15)**

- Near home or office
  - Live elsewhere (Hartford, Westfield, Killingworth)
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**Other Services offered (Total = 12)**

- tax forms
- print reports
- exhibition space
- meeting rooms, State Legislator holds office hours for constituents
- meeting for DCF
- large print books
- book sale
- meeting room for ESL students
- senior adult services
- Xerox machine
- Tutor English for Literacy volunteers
- concert series, Hubbard Room activities

**Come often/ Frequent User (Total = 10)**

Surveys and comments were compiled and analyzed by volunteer Sally Pickert.