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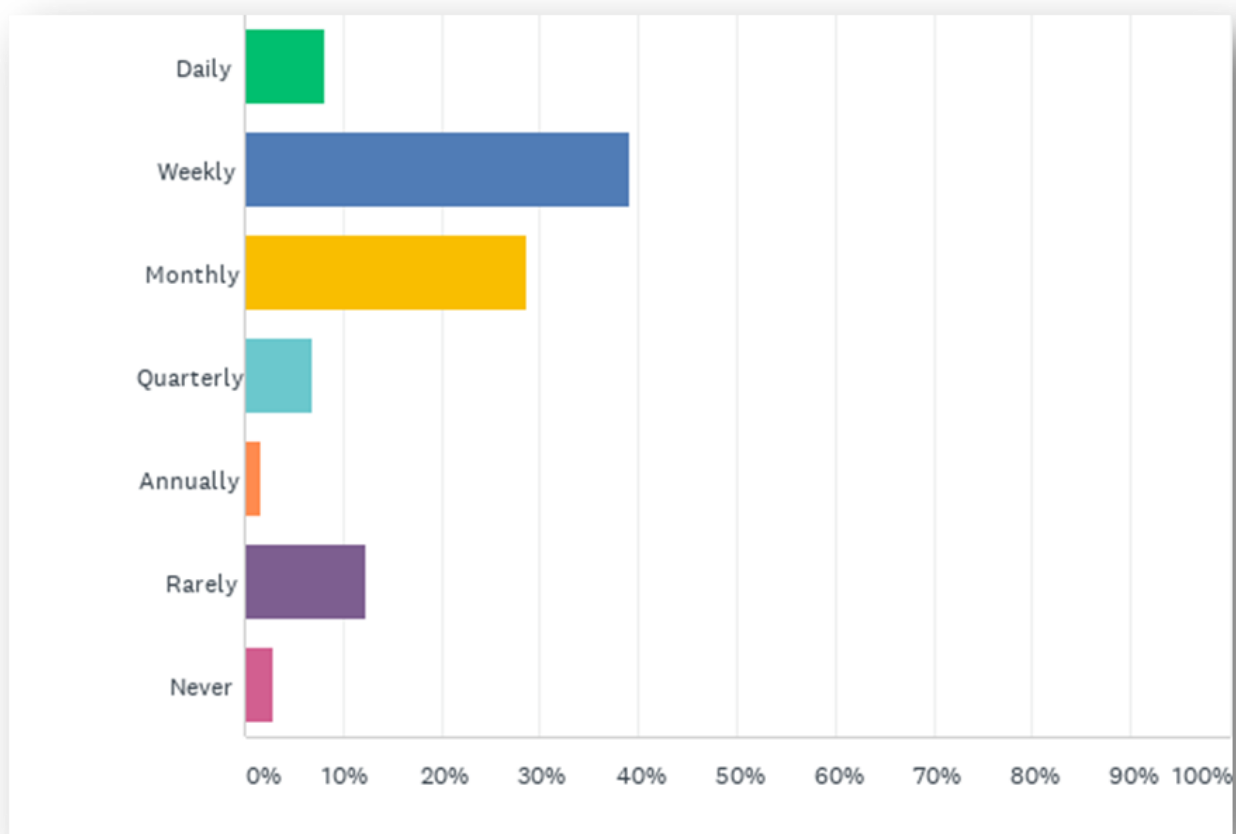
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I. LIBRARY USE

How often do you use Randolph County Public Libraries?

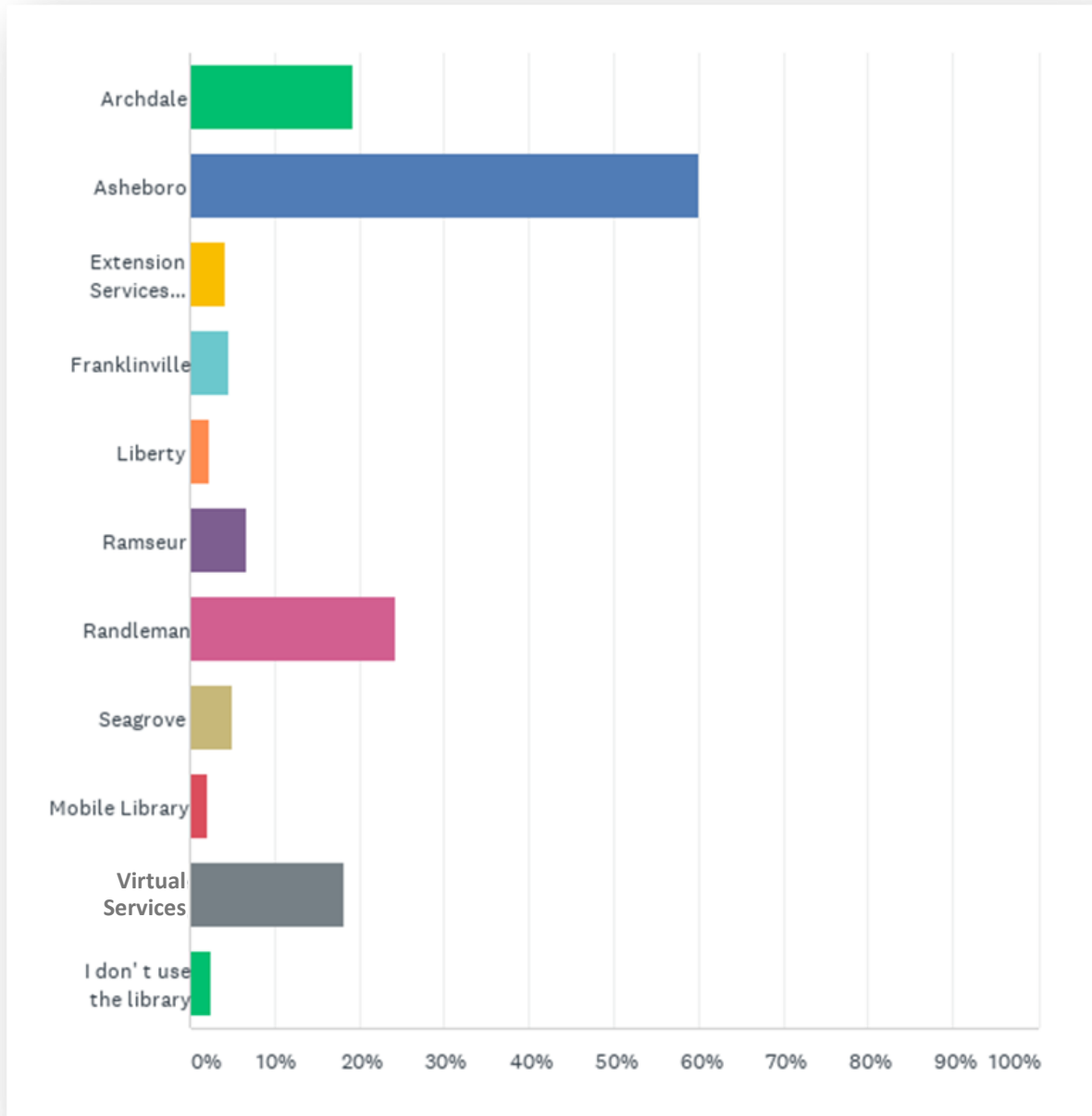
All respondents
n=487



Which locations do you typically use?

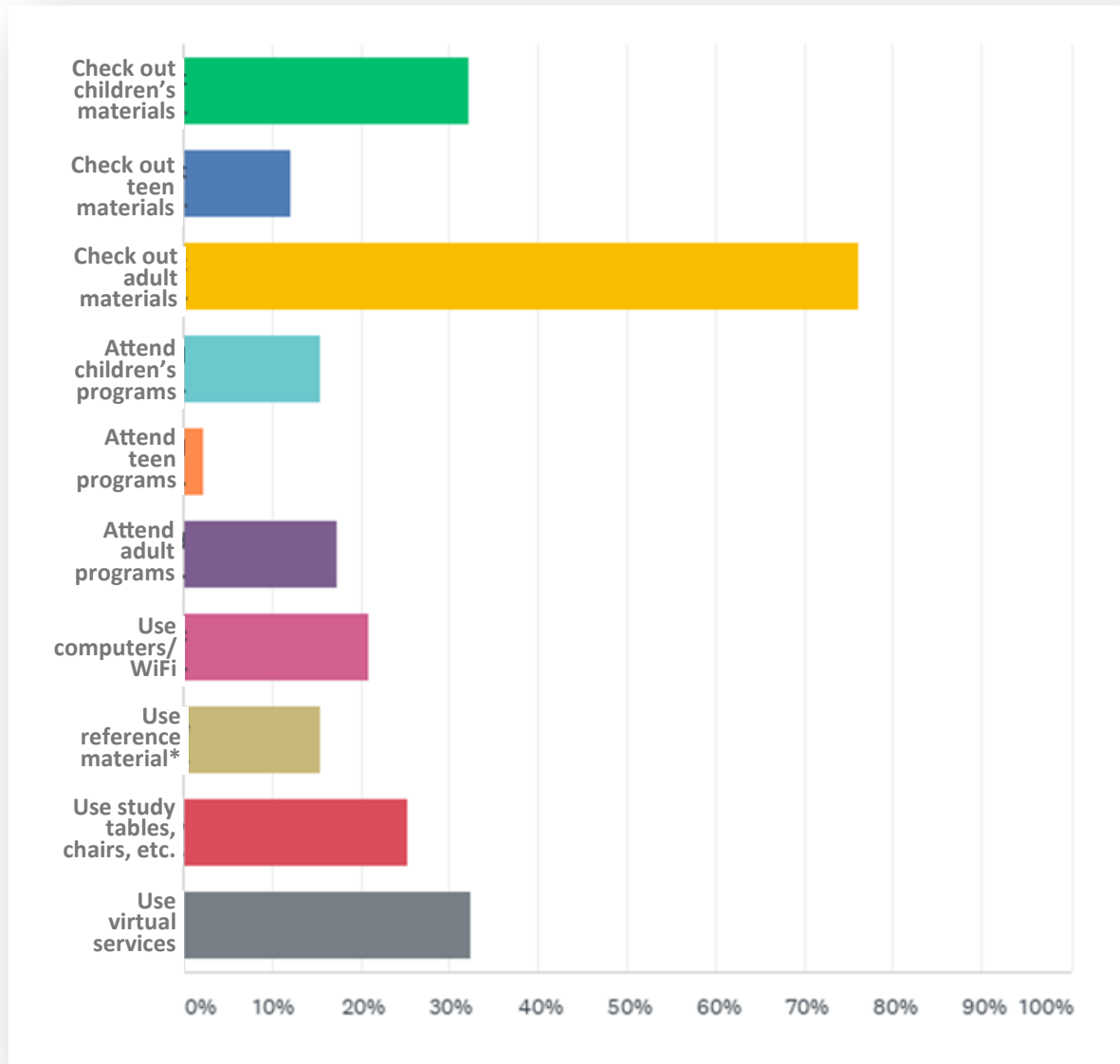
All respondents

Respondents could choose more than one location; n=489



What do you typically do at the library?

Respondents who use the library daily, weekly or monthly
Respondents could choose more than one function; n=420



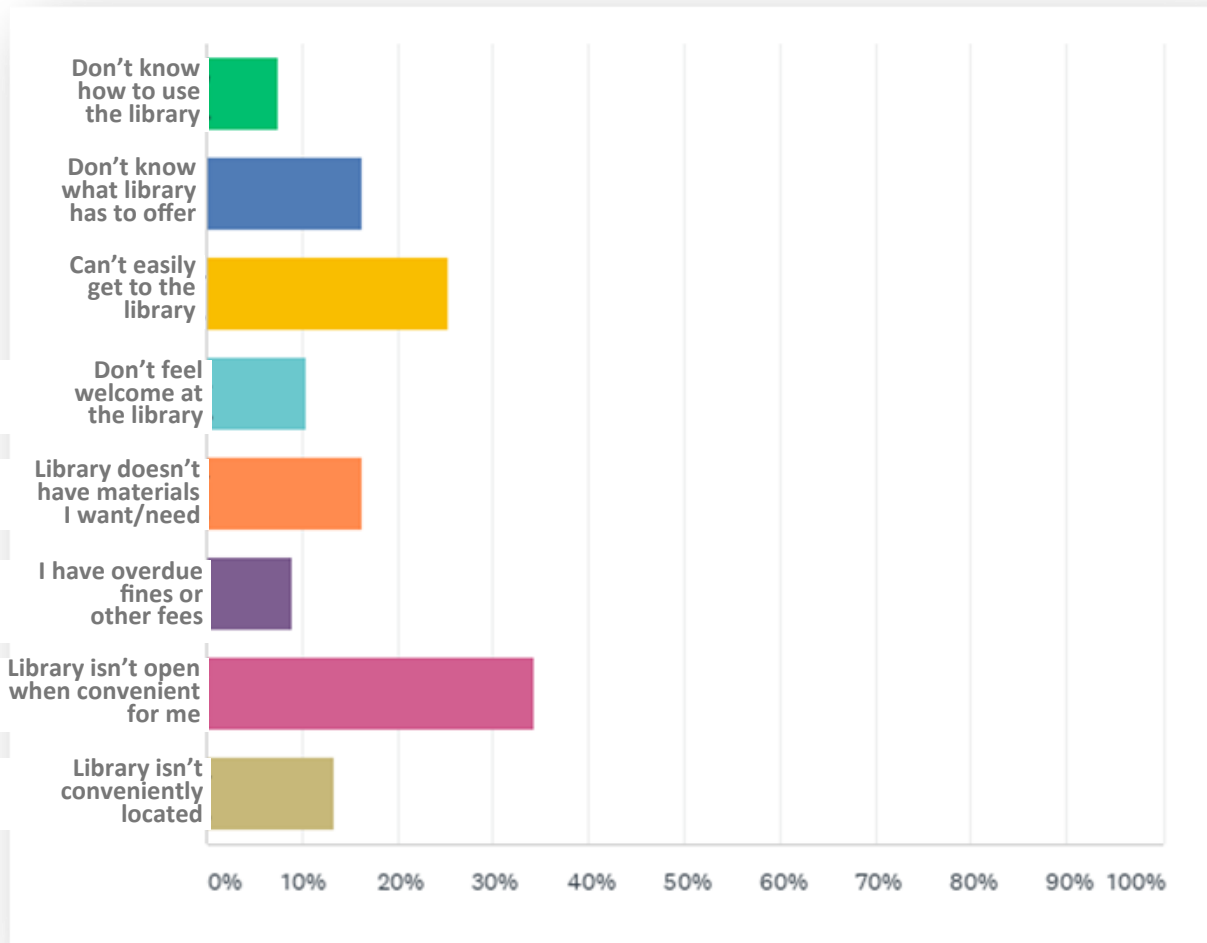
Randolph County Public Library Strategic Planning Community Survey

WHAT DO YOU TYPICALLY DO AT THE LIBRARY - OTHER/COMMENTS

Libraries	Comments
Archdale	Occasionally use the "tutoring rooms"
Archdale	Print
Archdale	Wowbrary
Archdale, Asheboro,	Would use mobile library if it came to my area
Archdale, Virtually,	In today's world with hectic schedules and extracurricular activities programming at library seems outdated, spending \$\$\$ for more books and other reading materials seems the best use of funding. Of all programs in use the children's programs should receive most funding as the earlier the love of reading is established the less likely it will be abandoned. \$\$\$ should be spent on reading materials and NOT on speakers,
Asheboro	Book deliveries
Asheboro	It has been great to just drive by and have the items brought to the car. I walk with a cane and some times it is difficult to find a parking place close by.
Asheboro	Look up events, books, activities.
Asheboro	Miramós todos los videos en "YouTube". [We watch all the videos on YouTube.]
Asheboro	Our family also really appreciates these services: free zoo passes, live shows for our children (Cat & the Hat, Grinch, etc.), Santa visits, craft bags, etc.
Asheboro	Printing & copying services
Asheboro	Use the Reference Desk
Asheboro	Working on getting into DAR. I wish I could get back in the library. I've had both my
Asheboro, Franklinville, Ramseur,	Activities provided
Asheboro, Mobile Library,	Didn't know you offered any programs for teens
Asheboro, Randleman,	Ask tech questions about my devices at the reference desk
Asheboro, Randleman,	movies
Asheboro, Randleman, Mobile	Writing Group meetings
Asheboro, Seagrove,	Book club at Seagrove
Asheboro, Virtually,	Buy used books
Asheboro, Virtually,	consult with librarians about books, etc
Asheboro, Virtually,	Movies
Extension	Delivery of large print books
Extension	Large print books brought to my house
Extension	Lisa picks out awesome books each month
Extension	unable to visit regularly
Franklinville, Ramseur,	Attend community programs. Or training..meetings
Franklinville, Seagrove,	movies, graphic novels / manga
I don' t use the library	No uso la biblioteca [I don't use the library]
Randleman	check out books . have been to 2 computer classes for older adults
Randleman	Interaction w/ staff - sometimes they're the only people I connect with all week!
Randleman	Occasionally go into the library for books or computer/printer usage
Randleman	Randleman has an excellent preschool program and we watch weekly.
Randleman	submit Publishers Clearing House entry
Randleman	Y tambien a sisto ala lectura de cuentos y actividad para ninos pequenos [And I also attend the reading of stories and activity for young children]

If rarely or never, why?

Respondents who use the library rarely or never
Respondents could choose more than one reason; n=67



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USE LIBRARY RARELY OR NEVER - WHY?

Libraries	Comments
Archdale	I have limited time
Archdale	I haven't had as much time to read as I would like so I have not been to the library as often. Usually when I can come the library is closed.
Archdale	I think I have succumbed to the "too busy" mentality, and just don't take time to stop and enjoy the services libraries provide.
Archdale	The library is still on virtual offerings for children. Please go to in person!
Archdale, Randleman,	Don't have a need
Archdale, Randleman,	Voy a leer con mi hija adolescente [I'm going to read with my teenage daughter]
Archdale, Virtually,	I would feel lost without my library. Thanks to all of you in the Archdale Library for being so helpful and kind. Great place and good organization!
Asheboro	At one time I went weekly, I love the Library. Till I was notified I did not return a movie, I explain I left it in the drop box. The gentleman that called me was rude and treated me like a thief and basically said I lied when I said I had placed the movie in the drop box.
Asheboro	Didn't know all the library had to offer
Asheboro	Don't think about it when it is open.
Asheboro	Falta de tiempo [lack of time]
Asheboro	Haven't visited because of Covid.
Asheboro	Honestly sometimes just so busy
Asheboro	i buy most of the books i read.
Asheboro	I don't have as much time to read as I used to have or would like to have, so I have just gradually gotten out of the habit. I would like to use it more. I do enjoy the speakers/programs you had in the evenings, pre-COVID.
Asheboro	I don't read much in my leisure time.
Asheboro	I don't think about using the library for most things. When I do, it is a hassle to reserve something because my library account isn't accessible.
Asheboro	I forget about all the resources available
Asheboro	I get frustrated by starting a series, mostly online, to find that the library only has access to a portion of the series. This has happened with some regularity, particularly online.
Asheboro	I live in Georgia.
Asheboro	I love libraries, I just don't have the time!
Asheboro	I OFTEN FORGET THIS VALUABLE RESOURCE, ALSO UNSURE SINCE COVID.
Asheboro	I simply do not have a need for the library at this stage of my life.
Asheboro	I use internet for most of needs
Asheboro	I went regularly when I didn't have internet.
Asheboro	I would use more virtual services but have not taken the time to figure out how to do so.
Asheboro	Kids are grown. We used to go regularly to check out books. I would attend classes and workshops more just not on my radar. (Though it should be. Great resource!)
Asheboro	N/A
Asheboro	N/A
Asheboro	n/a
Asheboro	NA

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USE LIBRARY RARELY OR NEVER - WHY?

Asheboro	Ned to have more coverage (TV or paper) about all the library provides. Lots of people missing out!!
Asheboro	Now that my daughter is grown, I don't really feel the need to go as often as I did when she was in school.
Asheboro	The children's section is poor at best. Having a book titled Communism for Kids was extremely offensive to more ways that I can count. I found nothing to counter that book. Having this book for adults is one thing, but it should not be for kids. If this is the agenda of the Library, there are far better ways my tax dollars can be used.
Asheboro	The library ceilings look like they have mold around the fans and I'm afraid to spend time in the building because I'm allergic to mold.
Asheboro	would like to see more books in the metaphysical subjects
Asheboro, Franklinville,	I just don't have a need to go
Asheboro, I don't use the library	I am able to conduct research etc. at home or work. I don't read enough to check out books.
Asheboro, Mobile Library,	I have rowdy children that can make it difficult to be volume appropriate sometimes. Two have sensory issues and one has adhd.
Asheboro, Ramseur,	Es muy util la biblioteca para nosotros [the library is very useful for us
Asheboro, Ramseur,	Wifi issues
Asheboro, Randleman,	Being closed due to the pandemic has curtailed my usage of the library drastically.
Asheboro, Randleman,	I just usually buy books I am really interested in or use free digital services (i.e. Amazon)
Asheboro, Randleman,	Kids are grown now but sometimes I still use the library as a source for something I don't have (reference section, what they offer (zoo option) and a book I'd rather borrow than buy).
Asheboro, Randleman,	N/a
Asheboro, Randleman,	The one hour limit is a deterrent for me, as I hardly get started and then it's times up! I
Asheboro, Randleman,	Time
Asheboro, Randleman, Mobile Library,	I would go more if it were open later.
Asheboro, Randleman, Virtually,	COVID has limited the use of the library of the past year. Also when working, it is difficult to get to the Randleman Library (most convenient) during open hours
Asheboro, Seagrove,	Just haven't had the time lately.
Asheboro, Seagrove,	Use it often
Asheboro, Virtually,	I am finally comfortable with my children's ages to bring them to the library. The previous uncomfortable feeling was due to me, and had nothing to do with the library.
Asheboro, Virtually,	I live in Nebraska

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USE LIBRARY RARELY OR NEVER - WHY?

Asheboro, Virtually,	I only needed it to print things off since I didn't have a printer at home.
Franklinville	[illegible]
Franklinville	It's hard to get a stroller up the steps..
Franklinville, Ramseur	I don't think of it...I may borrow a movie. If I could remember. The truth is I give books and take books from this little stand local to me. When you give a book and take a book free I take books for other people as well young children as well as very elderly
I don' t use the library	Find information online but that will probably change in the future since everything online is becoming more tainted and untrustworthy. If the library has old history books, they will become valuable to me and more relevant in the future as my granddaughter grows up and I want to teach her American History from unaltered sources.
I don' t use the library	I have the internet
I don' t use the library	I wasn't aware of the Randolph Co Library, but will try to check it out now.
I don' t use the library	No interest
I don' t use the library	Yo no hablo inglés fui una vez y no avía nadie q hablara español 😞 [I speak no English, I went once and there was no one who spoke Spanish 😞]
Liberty	I would rather use the NC Digital Library, but to do that I have to go through the Greensboro system.
Ramseur	I typically purchase books and have a substantial personal library of both hard copies and Kindle ebooks.
Randleman	I like Randolph County history or Randleman history open and available without asking. School yearbooks were out in old Randleman library not in new one
Randleman	I use the library all the time every day
Randleman	internet
Randleman	Most things I need other than books are offered online from home.
Randleman	Por el covid no iba [I was not going due to COVID]
Randleman	Right now I am re-reading the books in my personal library. I typically buy books that I want to read.
Randleman	The books I often look to checkout are relatively new and have not yet been purchased for circulation. We used the library a lot and often when my daughter was young but now she reads young adult fictional and fantasy books and there is not a wide selection of these books in the Randolph county system. However, we do donate books often to the Randleman library in the hopes that they can be used and shared with others.



II.

QUALITATIVE RESPONSES BY LIBRARY

Randolph County Public Library Strategic Planning Community Survey

WHAT ARE THE THREE MOST IMPORTANT THINGS THAT THE LIBRARY PROVIDES FOR YOU/YOUR FAMILY?

Libraries	Comments		
Archdale	Access to a variety of books	Access to studying materials	Great customer service and friendly faces
Archdale	Access to books	Access to a printer	A quiet place to study
Archdale	access to new books and new DVDs	access to books/DVDs online by request or reservation	excellent customer service (friendly, helpful staff)
Archdale	books	computer print-out	
Archdale	Books	Wifi	Education
Archdale	Books	Movies	Newspapers and magazines
Archdale	books	books	books
Archdale	books	historical records	
Archdale	Books	Programs	
Archdale	Books	Dvds	Computer access
Archdale	books	magazines	movies
Archdale	Books	A quiet place to imagine all of the books to read	Friendly, helpful staff.
Archdale	Books	Books	Computer
Archdale	Books		
Archdale	Books for children	Activities for children	Inter- library loan.
Archdale	Books for kids	Rainy day place to go	Adult books
Archdale	Books to read	DVD's to watch	Space to use while perusing periodicals
Archdale	Check out materials	Children's programs	
Archdale	Children activities	Space to read in town	Resources
Archdale	Children's books	Adult books	Movies
Archdale	Children's books and the summer reading program	Additional children's activities/materials	Children's Story time (pre covid)
Archdale	Computer	Copier	
Archdale	E books	Large print books	Science for teens
Archdale	Easy access to materials		
Archdale	ebooks	book discussion group	resource materials
Archdale	friendly staff	lots of books	dvds
Archdale	good fiction/nonfiction	copy machine	computer usage
Archdale	Internet	Children's programs	Books and movies
Archdale	Internet	Books to read	Fax machine
Archdale	Large print books	Books on CD	Adult books
Archdale	libros [books]	computadoras [computers]	imprimidoras [printing]
Archdale	libros [books]	Servicio para imprimir [printing]	Servicio de internet [Internet]
Archdale	Materials for check out	Children's programs	Book clubs
Archdale	Movies	Reference	Reading for fun
Archdale	new books	mags [magazines] to read without subscribing	quiet place
Archdale	new books	earlier books when I find a new Author	Great service

Randolph County Public Library Strategic Planning Community Survey

WHAT ARE THE THREE MOST IMPORTANT THINGS THAT THE LIBRARY PROVIDES FOR YOU/YOUR FAMILY?

Libraries	Comments		
Archdale	Nice books to borrow	Option to order books	Computers if needed
Archdale	Physical books	E books	New ideas
Archdale	Pleasant environment	Great selection of reading material	Great location
Archdale	print	books	
Archdale	Reading material	Browsing	Good service
Archdale	reading materials	DVDs	
Archdale	Storyhour	Summer reading programs	Books books books
Archdale	up to date books	reserve online	
Archdale	Wide variety of books	Free books to check out saving moneyy	Ebooks once I learn to use it
Archdale	wifi	conveniet	business
Archdale, Asheboro,	computer		
Archdale, Asheboro,	Education resources		
Archdale, Asheboro,	internet	books	
Archdale, Asheboro,	Reading Mayerial	Genealogical Information	
Archdale, Asheboro,	reading opportunities - books		
Archdale, Asheboro, Extension Services (home/institutional services),	Book mobile (Extension Services)	New books	
Archdale, Asheboro, Extension Services (home/institutional services), Franklinville, Randleman, Virtually,	Access to the library through my computer	A wide choices of books in many fields & DVDs	Helpful staff always friendly & willing to assist you
Archdale, Asheboro, Extension Services (home/institutional services), Randleman, Virtually,	Ability to print important documents.	Ability to search your resources and check out books, etc.	Your phone service directly to the library with an abundance of questions. And the Randolph Room.Thank you
Archdale, Asheboro, Mobile Library, Virtually,	a safe place		

Randolph County Public Library Strategic Planning Community Survey

WHAT ARE THE THREE MOST IMPORTANT THINGS THAT THE LIBRARY PROVIDES FOR YOU/YOUR FAMILY?

Libraries	Comments		
Archdale, Asheboro, Randleman,	amazonb books	resources for school - nice not to use Wikipedia	family movies as well
Archdale, Asheboro, Randleman,	Books	Movies	
Archdale, Asheboro, Randleman,	Books	Programs	Community
Archdale, Asheboro, Randleman,	It provides knowledge and fun	like checking out books / movies	
Archdale, Asheboro, Randleman,	nice atmosphere for computer research	reading	study room for tutoring
Archdale, Asheboro, Randleman, Virtually,	online books	books	help available
Archdale, Asheboro, Virtually,	books	Movies	research
Archdale, Asheboro, Virtually,	quiet place to study	access to books I wouldn't otherwise have	computers & printing services
Archdale, Extension Services (home/institutional services),	books	videos -- CDs -- DVDs	e-books
Archdale, Extension Services (home/institutional services),	Books of interest to read delivered monthly due to health issues		
Archdale, Franklinville, Randleman,	Free access to books	Summer reading programs	Children's programs
Archdale, Mobile Library, Virtually,	Audio books	Online books/e-books (wish there were more)	Ordering online and picking up with a phone call
Archdale, Mobile Library, Virtually,	Hold list	Free books	Awesome librarians
Archdale, Randleman,	Book club	Room for meeting , knit group	
Archdale, Randleman,	Books	Children's programs	Summer program
Archdale, Randleman,	Los libros [books]	Las computadoras [computers]	Y la tranquilidad k se siente [And the tranquility that you feel]

Randolph County Public Library Strategic Planning Community Survey

WHAT ARE THE THREE MOST IMPORTANT THINGS THAT THE LIBRARY PROVIDES FOR YOU/YOUR FAMILY?

Libraries	Comments		
Archdale, Randleman, Virtually,	Books	Audiobooks	Kids programs/activities
Archdale, Randleman, Virtually,	FREE Access to online reading materials	Friendly, helpful staff at each location I visit	Books on CD, ability to place items on hold, books
Archdale, Virtually,	Access to books and ebooks	Interaction with the community (book clubs, etc)	A place to study
Archdale, Virtually,	Archdale's great service	Willingness to locate reading materials from other libraries if needed	Large selection of reading materials
Archdale, Virtually,	books	ebooks	wifi
Archdale, Virtually,	Digital access to resources	Business Information	Cultural Activities
Archdale, Virtually,	Education	Enjoyment	Fellowship
Archdale, Virtually,	Good reading/listening materials	Great customer service	Easy access online
Archdale, Virtually,	Hold and pick up	Curb side pick up	
Archdale, Virtually,	Provides me with all the wonderful books I would never get to read because I don't have access!	Helps me locate information that I can't find elsewhere.	Provided a wonderful book club with Harriet!
Archdale, Virtually,	Reading material	Free Wi-Fi	Facebook link to library
Archdale, Virtually,	Reading material - books	Dvds	Ebooks
Archdale, Virtually,	Reading materials	An escape place some days	Contact with nice people - the staff is great. Love them all.
Asheboro	Children's services	Adult online books	Phone services
Asheboro	a good selection of books	the ability to reserve books	friendly helpful employees
Asheboro	A quiet place	Good books	A computer with WiFi and printer
Asheboro	A resource, whether we take advantage of it or not	Interesting speakers/programs	Children's books and programs for when the grandchildren come
Asheboro	a variety of adult books to checkout	being able to hold books and check on book status through my online account	phone notification when held books are available for pickup
Asheboro	a workspace	books	friendly librarians
Asheboro	access to books	read a lot - could not afford or have space!	
Asheboro	Access to books from all libraries in county	Clean (excellent!), safe environment, friendly	Programs

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WHAT ARE THE THREE MOST IMPORTANT THINGS THAT THE LIBRARY PROVIDES FOR YOU/YOUR FAMILY?

Libraries	Comments		
Asheboro	access to books, old and new	programs for children	link the the community
Asheboro	access to childrens books	my wife enjoys the online service you provide	
Asheboro	Access to Literature	Community Events	
Asheboro	access to reading materials		
Asheboro	access to new books and materials	freindly and curtious libraiains	clean facility
Asheboro	Adult programs	Books on crafts, cooking, gardening, spiritual, health, nutrition	DVD's
Asheboro	book	a pleasant & friendly atmosphere	
Asheboro	Book check outs	Meeting room used for club gatherings	Guest authors (Friends of the Library)
Asheboro	books	programs	resources
Asheboro	Books		
Asheboro	Books		
Asheboro	Books	crafts for children	Computers
Asheboro	books	movies	computer
Asheboro	Books	DVDs	Reference material
Asheboro	Books	Children's programs	Dvds
Asheboro	books	links to similar authors on the book search	
Asheboro	Books	Magazines	Programs of interest
Asheboro	books	ebooks	movies
Asheboro	Books	Reference guides	Information on everything
Asheboro	Books	Books	Books
Asheboro	Books	Movies	
Asheboro	books	videos	smiles
Asheboro	books		
Asheboro	Books	DVDs	
Asheboro	Books	movies	
Asheboro	Books	DVDs	Online research
Asheboro	Books	Informational Programs	Local History resources
Asheboro	Books	Workspace	
Asheboro	Books	Movies	Children's programs
Asheboro	Books	movies	Wowbrary
Asheboro	Books	Books	Books
Asheboro	Books	DVDs	
Asheboro	Books	Newspapers	Genealogy research
Asheboro	Books	Study space	Computers
Asheboro	Books - especially ebooks		
Asheboro	Books & periodicals	Informational programs	Genealogy

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WHAT ARE THE THREE MOST IMORTANT THINGS THAT THE LIBRARY PROVIDES FOR YOU/YOUR FAMILY?

Libraries	Comments		
Asheboro	books / research for books		
Asheboro	Books and Newspapers		
Asheboro	books for pleasure	resource materials	consults and advice - Davae Baer and the geneology staff
Asheboro	Books for reading	Audio books	
Asheboro	books for work	books for personal use	genealogy
Asheboro	books for work	books for personal use	genealogy
Asheboro	Books to borrow.	Movies to borrow.	Meeting place.
Asheboro	BOOKS TO CHECK OUT	PROGRAMS	RESEARCH ASSISTANCE
Asheboro	books to check out	magazines to read on-site and check out	community programs
Asheboro	books to read		
Asheboro	books to read		
Asheboro	Books to read		
Asheboro	Books!		
Asheboro	books, movies, reading of current magazines		
Asheboro	Bookw	Children programs	Community awareness
Asheboro	Call & reserve	E magazine	DVDs
Asheboro	Check out books	use of wi-fi	research materials and online check out
Asheboro	Children programs	Study areas	Rentals
Asheboro	Children's books	Children's programming	Adult books
Asheboro	Children's literature		
Asheboro	Computer usage	Newspaper	A good place for children to read
Asheboro	computer use	books in interest to my kids	feeling safe
Asheboro	Computers	Children library	Research materials
Asheboro	Computers and printers	Books	Educational classes
Asheboro	Computers/fax	Children's programs	Books
Asheboro	Current best sellers (books)	Genealogy materialsMr	
Asheboro	current releases	access by computer	
Asheboro	digital & audio books		
Asheboro	DVD / blu-ray	research materials online	
Asheboro	EASY CHECK OUT	COMPUTER USE	GOOD SELECTION OF BOOKS
Asheboro	e-books	access to e-books for college student	Some community programs
Asheboro	Electronic Books via Libby App	Books for my kids	Books for me
Asheboro	Electronic resources	Place for children to enjoy	Books
Asheboro	everything		
Asheboro	Free access to videos	Enjoy the Libby overdrive app	
Asheboro	Free books to read	DVDs to borrow	A chance to get out of house

Randolph County Public Library Strategic Planning Community Survey

WHAT ARE THE THREE MOST IMPORTANT THINGS THAT THE LIBRARY PROVIDES FOR YOU/YOUR FAMILY?

Libraries	Comments		
Asheboro	Fun activities	reading incentives	wide variety of books for all ages
Asheboro	Genealogy	Various research	
Asheboro	good selection of books	good selection of movies	online magazines
Asheboro	GREAT PROGRAMS FOR MY 7 YEAR OLD GRANDSON	CONTINUOUS PUZZLE TABLE AGAIN	IN PERSON PROGRAMS FOR KIDS
Asheboro	Historical Room Services	Reference desk Assistance	Adult Programs
Asheboro	Hours of operation	Computer/printing services	General book retrieval
Asheboro	information / relaxation / hand-held books	community	ILL - more information
Asheboro	Information for all ages	A safe space to study and congregate	Programs for children
Asheboro	information on books ready to pick-up by phone	new up-to-date books on current topics	happy friendly employees - very important
Asheboro	interlibrary loan	new non fiction books	magazines for checkout
Asheboro	Internet		
Asheboro	libros	Impresión de material [printing]	Material para adultos [material for adults]
Asheboro	learning community for our residents	programs	ebooks
Asheboro	LEISURE READING MATERIAL		
Asheboro	Librarian guidance	Availability of printed materials	
Asheboro	Libros [books]	Internet	Películas [movies]
Asheboro	Libros al nivel de lectura de mis hijos, y lectura de verano. [Books at my children's reading level, and summer reading.]	Internet dentro y fuera de la librería. [Internet inside and outside the library]	Ahora las manualidades para los niños, ukelele kits and yoga mats. [Now crafts for kids, ukulele kits and yoga mats.]
Asheboro	Libros para mi hijo [books for my son]	La experlará mi hijo de escoger lo que va a leer. [My child will experience it by choosing what to read.]	Buen servicio [great service]
Asheboro	Material & Book requests & delivery between different branches	Childrens' programs	Community programs
Asheboro	Modern/current new releases for children's books & craft bags	New releases for movies/tv on DVDs	Free Zoo Passes

Randolph County Public Library Strategic Planning Community Survey

WHAT ARE THE THREE MOST IMPORTANT THINGS THAT THE LIBRARY PROVIDES FOR YOU/YOUR FAMILY?

Libraries	Comments		
Asheboro	Online services for research and communication	Community Events like speakers and authors and artists and arrowheads type displays	Kids to gather to learn and socialize
Asheboro	Printer	Computer	Internet
Asheboro	Public computers	Resource materials	
Asheboro	quite	books	friendliness
Asheboro	Reading	Research	Movies
Asheboro	reading - checking out books	Asheboro Reads Book Club	Programs like the one on turtles, classes like one on Instagram
Asheboro	reading material	assistance in various needs	convenience
Asheboro	reading material		
Asheboro	reading materials	presentations	intelligent discourse
Asheboro	Reading materials for checkout		
Asheboro	Reference material	Community information	Wi fi service
Asheboro	research		
Asheboro	research	reading materials	entertain materials
Asheboro	resources	fun reading	
Asheboro	safe space	quiet area to relax	friendly staff
Asheboro	Science information	Craft and cooking books	Historical books
Asheboro	Senior info	take out books	
Asheboro	Service	Updated books	Audiobooks
Asheboro	Space and activities for children	Spaces for work and study	Access to books
Asheboro	the ability to get all kinds of reading material	the newest books put out by popular authors	the willingness of the librarians to "research" for us
Asheboro	they have a lot of books to read		
Asheboro	Toddler story time	A room for children	A close location
Asheboro	Variety of books	Fun storylines online	Resources my family needs for education
Asheboro	Variety of new print materials	WiFi	Access to genealogy sources
Asheboro	Various books	Social skills for kids/learning to ask for or listen to help	Resources and entertainment in forms other than only books
Asheboro	Wide selection of reading materials		
Asheboro	Wowbrary	Audiobooks	DVDs
Asheboro, Extension Services (home/institutional services),	assistance, find books and tapes & tell me of other programs, activities	Fix bags for children with projects	reading program

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WHAT ARE THE THREE MOST IMPORTANT THINGS THAT THE LIBRARY PROVIDES FOR YOU/YOUR FAMILY?

Libraries	Comments		
Asheboro, Extension Services (home/institutional services),	Extension program	books I enjoy	contact person
Asheboro, Extension Services (home/institutional services),	I love to read	it's pastime for me	
Asheboro, Extension Services (home/institutional services),	reading materials	ability to access information	sanctuary
Asheboro, Extension Services (home/institutional services), Seagrove, Virtually,	Space to study	Wi-fi	Manga
Asheboro, Franklinville,	large selection of books to pick from	family activity & fun things for my daughter to do	help to find items we want to use - movies too
Asheboro, Franklinville, Ramseur,	access to books	quiet place	
Asheboro, Franklinville, Ramseur,	BOOKS	Activities and programs for the kids	Internet access
Asheboro, Franklinville, Ramseur,	Check out books	Use internet	Print off needed items
Asheboro, Franklinville, Ramseur,	ease of checking out books	ability to use computers to print information	help from library employees
Asheboro, Franklinville, Ramseur,	Place to go for fun	Books of interest -fiction	Books for knowledge- learning, how to , health, places to go
Asheboro, Franklinville, Ramseur, Virtually,	Adult materials	Online materials	Geneology resources
Asheboro, Franklinville, Ramseur, Virtually,	Books	Digital books	
Asheboro, Franklinville, Randleman,	Books	Learning/projects	Books
Asheboro, Franklinville, Virtually,	Online ebooks	Online materials	Online audiobooks

Randolph County Public Library Strategic Planning Community Survey

WHAT ARE THE THREE MOST IMPORTANT THINGS THAT THE LIBRARY PROVIDES FOR YOU/YOUR FAMILY?

Libraries	Comments		
Asheboro, Liberty, Ramseur,	Music and movement	Kindergarten prep classes	
Asheboro, Liberty, Virtually,	Books/Movies	Friendly Service	A Welcome place to go
Asheboro, Mobile Library,	Book variety	Fun hands on programs to get kids active	Audio books
Asheboro, Mobile Library,	WiFi	books	cool videos
Asheboro, Mobile Library,	Wifi	Computers	Children's area
Asheboro, Mobile Library, Virtually,	Quiet workspace	Children materials	E-books
Asheboro, Ramseur,	Current books		
Asheboro, Ramseur,	Great books	Easy access to internet	Wonderful customer/community service
Asheboro, Ramseur,	libros de ninos [books for children]	uso de copadoras [use of copiers]	Todo es buen recurso en la biblioteca. [Everything is a good resource in the library.]
Asheboro, Ramseur,	Reading material for enjoyment	Online holds for materials	DVDs
Asheboro, Ramseur, Randleman,	internet	books	newspapers
Asheboro, Ramseur, Virtually,	Ability to check out books and materials	Ability to access resources online at home	Helpful assistance from library personnel
Asheboro, Ramseur, Virtually,	Books		
Asheboro, Ramseur, Virtually,	Books	Magazines	DVDs
Asheboro, Ramseur, Virtually,	Randolph Room / Genealogy	Adult programs	Ebooks
Asheboro, Ramseur, Virtually,	Up to date book collection	online resources (esp. language learning)	comfortable safe spaces
Asheboro, Randleman,	Access to books adult and children	Children's programs online	Online resources
Asheboro, Randleman,	Access to latest books	A place for genealogy research in comfort.	The system that is in place to get books sent to a certain location
Asheboro, Randleman,	Access to online reference sources	Special programs	Books and movies
Asheboro, Randleman,	access to quality books/movies		
Asheboro, Randleman,	Books		

Randolph County Public Library Strategic Planning Community Survey

WHAT ARE THE THREE MOST IMPORTANT THINGS THAT THE LIBRARY PROVIDES FOR YOU/YOUR FAMILY?

Libraries	Comments		
Asheboro, Randleman,	Books		
Asheboro, Randleman,	Books	Dvds	Papers magazines
Asheboro, Randleman,	Books	Quiet	Resource/Help
Asheboro, Randleman,	books	magazines	movies
Asheboro, Randleman,	Books		
Asheboro, Randleman,	Books I would like to read but not buy		
Asheboro, Randleman,	Books in circulation	Reference material	Audiobooks
Asheboro, Randleman,	books, movies, programs, all sorts of useful information		
Asheboro, Randleman,	Children's activities and books		
Asheboro, Randleman,	Computer usage	New books	Purchasing books when requested
Asheboro, Randleman,	DVD's	Books	Audio books
Asheboro, Randleman,	Internet Access	Children's Section	
Asheboro, Randleman,	Learning activities	Books	Virtual events for kids
Asheboro, Randleman,	Learning resources	Hardware resources (copy, print, fax)	Books for reading/research
Asheboro, Randleman,	movies		
Asheboro, Randleman,	reading material	socialization	good, informative programs
Asheboro, Randleman,	Reading material/educational material	Tax forms/materials	Computer/printing services
Asheboro, Randleman,	Real books	Genealogy resources	Online books/ genealogy resources
Asheboro, Randleman,	Research materials	Genealogy information	Local information
Asheboro, Randleman,	Wide selection of books	A calm relaxing atmosphere to browse	Borrowing resources for free
Asheboro, Randleman, Mobile Library,	Ebooks	Books and kids books and YA books and I love books	Tables and chairs

Randolph County Public Library Strategic Planning Community Survey

WHAT ARE THE THREE MOST IMPORTANT THINGS THAT THE LIBRARY PROVIDES FOR YOU/YOUR FAMILY?

Libraries	Comments		
Asheboro, Randleman, Virtually,	Books	Ebooks	Programs
Asheboro, Randleman, Virtually,	Books	Videos	Research
Asheboro, Randleman, Virtually,	books for pleasure	support for my job	online catalog & placing books on hold
Asheboro, Randleman, Virtually,	free reading material	wide variety of information	safe restful place to enjoy facility
Asheboro, Randleman, Virtually,	Libby app	Children's programming	Selection of materials
Asheboro, Randleman, Virtually,	Online access/app	computer/printer/copier	books of course :)
Asheboro, Seagrove,	Books	Programs	History
Asheboro, Seagrove,	A good supply of fiction and nonfiction books	audio books	books for children and young readers
Asheboro, Seagrove,	a safe place to take my kids	internet access	books & movies
Asheboro, Seagrove,	books	DVD	computer usage - no computer at home
Asheboro, Seagrove,	books	DVDs	copy services
Asheboro, Seagrove,	Fiction books	Nonfiction books	Cookbooks
Asheboro, Seagrove,	Love reading	Dvd	Books on cd
Asheboro, Seagrove,	Reading	Entertainment	Education
Asheboro, Seagrove,	reading material	programs for adults	sources available internet, copies, etc if needed
Asheboro, Seagrove,	Teaching kids to love reading books	Nice quiet place to learn	Programs and classes they offer
Asheboro, Seagrove,	variety of books, new books	ability to do printing	doing research
Asheboro, Seagrove, Mobile Library, Virtually,	ebooks	check out online	request online
Asheboro, Seagrove, Virtually,	enjoy reading	book club help	

Randolph County Public Library Strategic Planning Community Survey

WHAT ARE THE THREE MOST IMPORTANT THINGS THAT THE LIBRARY PROVIDES FOR YOU/YOUR FAMILY?

Libraries	Comments		
Asheboro, Virtually,	Access to varied types of information,	current titles in all subjects	reminders, and website easy to use.
Asheboro, Virtually,	Adult Ebooks and audio books		
Asheboro, Virtually,	Audiobooks	Movies	Place to study on my projects
Asheboro, Virtually,	Audiobooks	Online reference tools	Information books
Asheboro, Virtually,	Book check out	research materials	technology aids for research
Asheboro, Virtually,	Books	Loaner books from other Libraries, delivered to Asheboro.	Relaxation
Asheboro, Virtually,	Books	DVDs	
Asheboro, Virtually,	books	information	
Asheboro, Virtually,	books	children center	ebooks
Asheboro, Virtually,	Books	Helpful people	Online books
Asheboro, Virtually,	Books for adults	Books for children	DVDs
Asheboro, Virtually,	Books for my mother	Books for me	
Asheboro, Virtually,	Books to read	Speakers/programs to attend	Tickets to the zoo offered
Asheboro, Virtually,	Checkouts	Children's Programming/Activities	Randolph Library App
Asheboro, Virtually,	E books	audiobooks	books
Asheboro, Virtually,	Ebooks	Children's room	Printers
Asheboro, Virtually,	Ebooks	Dvds	Large print books
Asheboro, Virtually,	Enclosed work desk with wifi when home wifi is out	Audiobooks	Intro to interesting books on display
Asheboro, Virtually,	Genealogical resources	Local history books	Classic books
Asheboro, Virtually,	New items	Programs	Online services
Asheboro, Virtually,	Reading material	On line reading material	
Asheboro, Virtually,	Reading material		
Asheboro, Virtually,	reference materials	Randolph Room	digital book
Asheboro, Virtually,	Research books for school projects	Books for fun	Dvds
Asheboro, Virtually,	research for genealogy		
Asheboro, Virtually,	The ability to read way more books that I could afford to buy.	Lots of non-fiction materials to use.	The ability to watch movies without having to purchase them.
Asheboro, Virtually,	Variety of materials	good programs	children's programs when children younger
Extension Services (home/institutional services),	books	research	usage of digital tablets, computers
Extension Services (home/institutional services),	Delivery of books to seniors		

Randolph County Public Library Strategic Planning Community Survey

WHAT ARE THE THREE MOST IMPORTANT THINGS THAT THE LIBRARY PROVIDES FOR YOU/YOUR FAMILY?

Libraries	Comments		
Extension Services (home/institutional services),	Extension to the disabled / cannot get to library	Lisa's smile and willingness to keep me in books. I read A LOT of books	
Extension Services (home/institutional services),	great selection of books	delivered to my door monthly	a great person we really appreciate
Extension Services (home/institutional services),	intellectual stimulation	emotional needs	social interaction - access to library materials
Extension Services (home/institutional services),	large print books	home delivery	
Extension Services (home/institutional services),	monthly drop off of new books to read	new requests for different books provided	courteous, friendly attitude shown during delivery
Extension Services (home/institutional services),	reading material and DVDs		
Franklinville	Books for preschool children	Events to socialize at.	
Franklinville	Books to read	DVD's to watch	
Franklinville	family research		
Franklinville	Latest books	Current periodicals	Seeing friends and neighbors
Franklinville	Reading material		
Franklinville	Town and local history	Things to do	Art/ craft/cookbooks
Franklinville, Ramseur,	A meeting place	Clean bathrooms	Nice staff willing to help
Franklinville, Randleman,	Audio Books	Christian Children's Material	
Franklinville, Seagrove,	movies that everyone can enjoy from all regions of globe	community computers	resource books and good routines
I don't use the library	History books		
Liberty	Books	Movies	Love looking through the books
Liberty	Books and educational information	information about community	children programs
Liberty	Check out books	Email newsletters about new books	On line services
Liberty, Ramseur, Virtually,	kids books	kids programs	kids toys / iPads / play area
Liberty, Virtually,	Book loan	Book club	
Liberty, Virtually,	Books	Social interaction during book club.	
Liberty, Virtually,	Ebooks	Books	Children's activities

Randolph County Public Library Strategic Planning Community Survey

WHAT ARE THE THREE MOST IMPORTANT THINGS THAT THE LIBRARY PROVIDES FOR YOU/YOUR FAMILY?

Libraries	Comments		
Ramseur	a genuine love of reading	fun, safe environment	lasting friendships
Ramseur	Book	Place to take my children	Children program
Ramseur	books		
Ramseur	Books	Information	
Ramseur	Books. I love to read.	Internet access. Different kinds of information.	programs.
Ramseur	Children	Teens	Adult Christian
Ramseur	E-book checkouts	Book checkouts	Downloadable audio books
Ramseur	great pickup point for books I have reserved	find out what is happening in the community	discounted books
Ramseur	I love our librarians (Ramseur!!!) Personal touch, they know us and care about us	Convenient location for pickup of held books, love online checkouts	Help gather materials if I'm short on time
Ramseur	reading material		
Randleman	Tiene buenos libros [has good books]	El personal es muy amable [the personnel are very friendly]	Es un lugar muy tranquilo [it is a very quiet place]
Randleman	Ability to check out stuff	Great people that work there!	
Randleman	Allow to read current new books	Crafts and health programs	Wonderful library staff
Randleman	Amazing customer service	Access to free books	Access to fun, educational programs
Randleman	Books	Bringing requested books from other libraries	
Randleman	books	manga	environment
Randleman	books	DVDs	
Randleman	Books	Digital books	Children's programs
Randleman	Books		
Randleman	Books	Audiobook	Look up information
Randleman	books	ebooks	more books
Randleman	books	educational programs/crafts	movies
Randleman	books	Microsoft word- free	crafts
Randleman	Books -- great books for our children in all areas	Books -- great inspirational books / nonfiction	Movies -- good movies for children and adults
Randleman	books -- it's just me / 73 yrs. old		
Randleman	Books and audiovisual materials	Hand on learning materials and technology for children	Digital library
Randleman	Books for lessons for my children	Preschool program	Summer programs

Randolph County Public Library Strategic Planning Community Survey

WHAT ARE THE THREE MOST IMPORTANT THINGS THAT THE LIBRARY PROVIDES FOR YOU/YOUR FAMILY?

Libraries	Comments		
Randleman	books to read	movies to watch	talking with the helpers friendly smiles
Randleman	Books!	Friendly, helpful librarians!!	Both of above
Randleman	books, DVDs & computers		
Randleman	Borrowing of books	Borrowing of movies	Acceptance of book/movie donations (I am on a minimalist journey - would rather have most my books/movies available to my community since they do no use sitting on my shelves - I can always borrow them back if I want to watch/read them again).
Randleman	Check out children's books	Children's programs	Check out Nonfiction material
Randleman	children, teen books	quiet, safe space	children's activities
Randleman	Children's programs	Children resources	Friendliness of staff always
Randleman	cleanliness	friendliness	online holding of books
Randleman	computer	cookbooks	
Randleman	Computer access	Copier access	Children's books
Randleman	current popular books	great librarians	clean & neat
Randleman	excellent service	current reading material	
Randleman	Excellent up to date materials	Professional staff who can assist	Technology when needed
Randleman	Fellowship, the librarians are soooooo nice.	Books, books, books!	Atmosphere, very comfortable aesthetic.
Randleman	free access to reading materials	new releases	easy reserve and pick up
Randleman	Free resources printed / online	Safe & clean space for study	Community resources such as job search, events
Randleman	Friendly and helpful employees	Books/Videos/Resources	Computers
Randleman	Friendly service	Books	Programs for my kids
Randleman	Fun and educational books	Fun and educational movies/shows	School age activities- but we have not participated since COVID.
Randleman	good choice of books	friendly help when needed	adult classes and programs
Randleman	Great space	Lots of activities	Awesome staff
Randleman	History WWII	crafts & health programs	assistance
Randleman	Lectura [reading]	Aprendisaje [learning]	destresa [skill]
Randleman	libros [books]	Programas para niños [children's programs]	story time

Randolph County Public Library Strategic Planning Community Survey

WHAT ARE THE THREE MOST IMPORTANT THINGS THAT THE LIBRARY PROVIDES FOR YOU/YOUR FAMILY?

Libraries	Comments		
Randleman	major source for newest / latest reading material		
Randleman	New books - to read for relaxation	programs for adults - how to classes - informative classes	
Randleman	new books to check out	magazines to read	
Randleman	Presta libros para leer [lends books to read]	Motiva a los niños dandole premio para que estudien lectura [Motivate children by giving them a prize to study reading]	Presta computadoras para que jueguen los niños [lends computers for children to play]
Randleman	Reading material	Computer use	Printer use
Randleman	Reading material	Dvds	
Randleman	reading materials	programs	computers
Randleman	reference	history	books
Randleman	The best employees in Randleman	Great selection of books	Great programs for children and adults
Randleman	Variety of books (topics & formats)	Welcoming	Helpful
Randleman	YA books / manga	ebook rentals	current releases
Randleman, Virtually,	Books	Educational programs	Socialization
Randleman, Virtually,	Children's services	Randolph Room/genealogy	Books for check out
Randleman, Virtually,	Family Feelings	Children's Programs	Helpful Support
Randleman, Virtually,	Information	Recreation	Education
Randleman, Virtually,	Preschool programs	Summer classes(teens)	Friendliness & customer service
Seagrove	books	movies	
Seagrove	books	articles	historical facts
Seagrove	books	digital materials	education
Seagrove	Books	Resources	Randolph County information
Seagrove	Children books	Adult fiction Christian based books	
Seagrove	numerous resources books	community events - book mystery date with book	computer use / references / nc resources
Seagrove	Story time	Hours open during lunch time	Someplace to take the kids to get out of the house and off screens!
Unspecified	reading material	connection to community	
Virtually	eBooks		
Virtually	kindle books		

Randolph County Public Library Strategic Planning Community Survey

THREE THINGS THINGS THE LIBRARY DOESN'T CURRENTLY PROVIDE / BENEFIT YOU/YOUR FAMILY?

Libraries	Comments		
Archdale	A way to know what the library offers other than books. (Such as zoo passes)	A more user friendly online library	
Archdale	Book club		
Archdale	community discussion groups		
Archdale	Cozy mysteries reading lists		
Archdale	Drive up window for those that can't get around well		
Archdale	fax service		
Archdale	In person children's programming	Summer reading program for adults	Cd cleaning?
Archdale	Job fairs	Help writing resumes	
Archdale	Later hours	In person children's events at Creekside	More digital options
Archdale	More books online	More hands on children's	Home school materials
Archdale	More copies of new books		
Archdale	More tv dvds particularly bbc or acorn media shows	More coin books	More paranormal romance books
Archdale	More variety in reading material	Online services such as Kanopy or Mango Languages	Summer reading challenges available for everyone
Archdale	New releases sooner		
Archdale	Resume assistance	Evening children activities	
Archdale	return of in person book clubs		
Archdale	staff needs to recommend books	hope the used book sales will resume someday	the library (physical) has lost some glow but this will return
Archdale, Asheboro,	A food / drink machine area where I can use to read and think	Also more privacy while using computer especially whilst doing research	
Archdale, Asheboro,	live music	[illegible] shows	
Archdale, Asheboro,	music		
Archdale, Asheboro,	OverDrive in Randolph County yet?		
Archdale, Asheboro, ExtensionFranklinville, Randleman, Virtually,	Sorry, I can't think of anything else that would help us.		

Randolph County Public Library Strategic Planning Community Survey

THREE THINGS THINGS THE LIBRARY DOESN'T CURRENTLY PROVIDE / BENEFIT YOU/YOUR FAMILY?

Libraries	Comments		
Archdale, Asheboro, Extension Randleman, Virtually,	n/a	n/a	n/a
Archdale, Asheboro, Mobile Library, Virtually,	updated selection	non-Christianity religious books	ancient history
Archdale, Asheboro, Randleman,	Adult classes	Homeschool groups	Unit studies for books/activities with books
Archdale, Asheboro, Randleman, Virtually,	larger selection of non fiction	reciprocal relationship w other counties	new online books
Archdale, Asheboro, Virtually,	More genealogy free resources on-line with card		
Archdale, Franklinville, Randleman,	More programs for preteens	More author speakers	Outdoor activities
Archdale, Mobile Library, Virtually,	More selection of online or e books, & audio books		
Archdale, Randleman,	Book club		
Archdale, Randleman,	Homeschool programs	Children art/craft days	Certain books
Archdale, Randleman, Virtually,	Wider access to books, audio books, ebooks from other places	As above I find that some books I would like to read are available outside our library system but if there is a way to borrow from other libraries info not know about it	More up to date Ebooks and audiobooks online
Archdale, Virtually,	Access to books out of print	Expand the NC and USA history collections	Posted book reviews or recommendations
Archdale, Virtually,	More LGBTQ+ books and materials		
Archdale, Virtually,	More titles in digital library		
Archdale, Virtually,	Possibly a drive thru pickup!	Don't know	
Archdale, Virtually,	Puzzle table with an ongoing puzzle for the public	Author visits or talks - in person. Or virtual	Program for seniors
Archdale, Virtually,	quiet study rooms/places to work		
Asheboro	A more diverse array of community programming	Speaker Series	Chess

Randolph County Public Library Strategic Planning Community Survey

THREE THINGS THINGS THE LIBRARY DOESN'T CURRENTLY PROVIDE / BENEFIT YOU/YOUR FAMILY?

Libraries	Comments		
Asheboro	Access to a statewide ebook network		
Asheboro	access to MORE of a series	Access to a wider range of research materials (ERIC, and such)	
Asheboro	Additional and more current Christian nonfiction and fiction	Additional current fiction, including "mass-produced" books	Additional programs
Asheboro	BEING OPEN OF SUNDAY	MORE AUTHOR DIVERSITY	
Asheboro	Being open on Sunday afternoons		
Asheboro	Bigger variety of educational classes		
Asheboro	Book club for working professionals.		
Asheboro	Book mobile in neighborhoods during the summer	Outreach to communities in low poverty areas	
Asheboro	BROADER SELECTION OF READING MATERIAL		
Asheboro	Can't think of anything		
Asheboro	Children would benefit from a safe space to do virtual learning		
Asheboro	Classes (Cooking, Woodworking, etc.)	Meeting Place for AA	Meeting Place for Local Musicians
Asheboro	coffee	music	clubs
Asheboro	College entrance assistance	High school student programs	Food
Asheboro	Current books		
Asheboro	digital movies for download	shady outdoor spaces with WiFi	tutoring
Asheboro	Early evening toddler activities.		
Asheboro	Handicap parking is too far from the door. It was better when you had HCP parking where you now park your vans Hard to roll a walker across the road. There was sidewalk to use when parking was at the former place.		
Asheboro	Hands on activities for youth not involving a computer	n/a	n/a

Randolph County Public Library Strategic Planning Community Survey

THREE THINGS THINGS THE LIBRARY DOESN'T CURRENTLY PROVIDE / BENEFIT YOU/YOUR FAMILY?

Libraries	Comments		
Asheboro	homeschool programs/group	homeschool curriculum lending library	
Asheboro	Hot spots adicionales. (No se puede adquirir uno fácilmente) [Additional hot spots. (You cannot easily acquire one)]	Ya no tienen una persona que hable español. Alguien que hable español. [They no longer have a person who speaks Spanish. Someone who speaks Spanish.]	
Asheboro	I would like more ebooks to be available		
Asheboro	In person help	Ancestry research	Kids room in person
Asheboro	industrious staff; smiles are great but my tax dollars pay many to do very little work		
Asheboro	Learning programs for adults	Creator space	Co working space
Asheboro	Many series are incomplete	Overview of new technologies	More adult classes--ie 3D printing. You have a lot for kids that adults would enjoy.
Asheboro	maybe a little better research facility		
Asheboro	Mobile access		
Asheboro	more "all ages together" - time to mix with other families	programs that appeal to all ethnic groups so we can learn from each other	Spanish classes
Asheboro	more ancestry research assistance	virtual access to titles they may not have on hand	more community events, i.e. local paranormal groups or historic talks
Asheboro	more and more current metaphysical book choices	Non-Fiction Book Club	we have a great library in Asheboro!
Asheboro	More audio books		
Asheboro	More children's literature		
Asheboro	More kindle e books		
Asheboro	more mystery novels		
Asheboro	N/A		
Asheboro	N/A		
Asheboro	Need more books to offer		
Asheboro	newer computers	newer headsets	

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THREE THINGS THINGS THE LIBRARY DOESN'T CURRENTLY PROVIDE / BENEFIT YOU/YOUR FAMILY?

Libraries	Comments		
Asheboro	Not sure, but does the NCZoo and you have programs that maybe talk and display ?small animals/reptiles , nature,/eco,.. etc ??? And ADVERTISE, ADVERTISE, ADVERTISE	Does library sponsor a nature hike ? Or a tri-cycle race for kids ? Or work with a school in science with experiments or a Rocket launch or something to do with Science Competition...? ADVERTISE ADVERTISE ADVERTISE	Maybe with family, sponsor a movies night sleep over or find a safe spot for registered families to view a meteor shower and camp out with a fire and s'mores and community...
Asheboro	Outside learning area	A social group of parents that have kids around the same age (that have met in groups at the library) to connect and share ideas	
Asheboro	PARKING AREA IS ATROCIOUS	IN PERSON MOVIE SHOWINGS AT THE LIBRARY	
Asheboro	play items in the children's room		
Asheboro	return to "human-to-human" special programs		
Asheboro	Safe environment		
Asheboro	Servicio en español para padres ya que muchos no se acercan por no hablar el idioma.	Servicio en español para padres ya que muchos no se acercan por no hablar el idioma. [Service in Spanish for parents since many do not approach because they do not speak the language.]	Más libros en español para niños. [More books in Spanish for children]
Asheboro	specific books		
Asheboro	Technology courses		
Asheboro	Teen programs	Online rental/reservation options	
Asheboro	Teen space	Teen resources	Teen activities
Asheboro	To fax documents		
Asheboro	Videos we can watch online		
Asheboro	Weekend longer hours		
Asheboro ExtensionSeagrope Virtually	The ability to get books from other library systems	Sunday hours	
Asheboro, Franklinville, Ramseur,	Free delivery	Library guide for dummies	List of resources you can find at the library
Asheboro, Franklinville, Ramseur, Virtually,	A way to pay fines online		

Randolph County Public Library Strategic Planning Community Survey

THREE THINGS THINGS THE LIBRARY DOESN'T CURRENTLY PROVIDE / BENEFIT YOU/YOUR FAMILY?

Libraries	Comments		
Asheboro, Franklinville, Ramseur, Virtually,	More online access	Research databases	
Asheboro, Liberty, Ramseur,	Middle school courses /classes	Spanish classes	
Asheboro, Mobile Library,	3D printing	more better video games	nicer ladies at front
Asheboro, Mobile Library,	A regular mobile visit in SE Randolph.		
Asheboro, Mobile Library,	Sensory friendly items	Tutors/ homework assistance	
Asheboro, Mobile Library, Virtually,	Secure internet option	More children activities	
Asheboro, Ramseur,	Children's programs in person	Evening hours in Ramseur	Better phone system
Asheboro, Ramseur,	Ebooks for my Kindle paperwhite	Ebooks for my kindle paperwhite	Ebooks for my kindle paperwhite!!!!
Asheboro, Ramseur,	Would be great to have more expanded mobile services		
Asheboro, Ramseur, Virtually,	Contests for teens--reading and writing contests for area teens	fun programs for teens at smaller branches	homework help
Asheboro, Ramseur, Virtually,	Hours are limited		
Asheboro, Ramseur, Virtually,	The newest Christian books	more christian authors	Christians DVDs more of them
Asheboro, Randleman,	An open inviting space.	Other branches need longer hours for access	
Asheboro, Randleman,	Extended hours	Sunday hours	
Asheboro, Randleman,	Improved range of books for the children's library.	Less torn, damaged books for children.	Need more variety of audiobooks.
Asheboro, Randleman,	In person children's programs	In person events	Access to ancestry info from home
Asheboro, Randleman,	mental outlet	commuity	useful information
Asheboro, Randleman,	More digital copies of books		
Asheboro, Randleman,	more programs	more talks about differents things like yoga, movements	
Asheboro, Randleman,	N/a		
Asheboro, Randleman,	Technology help desk for phones and other devices		

Randolph County Public Library Strategic Planning Community Survey

THREE THINGS THINGS THE LIBRARY DOESN'T CURRENTLY PROVIDE / BENEFIT YOU/YOUR FAMILY?

Libraries	Comments		
Asheboro, Randleman, Mobile Library,	Family movie night outside	Concerts outside	Starbucks
Asheboro, Seagrove,	Books	Programs	History
Asheboro, Seagrove,	Lots of good children activities		
Asheboro, Seagrove,	more private areas to concentrate without interruption from kids	security	extended access
Asheboro, Seagrove,	n/a		
Asheboro, Seagrove,	streaming - Hoopla, Kanopy, Overdrive, or similar		
Asheboro, Seagrove,	useful/convenient	friendly	dependable
Asheboro, Seagrove, Mobile Library, Virtually,	a lot of the books I have previously wanted they did not carry and I had to purchase		
Asheboro, Virtually,	Access to mobile library in rural areas	More programs geared toward adults	
Asheboro, Virtually,	activities for children at the library	a map of the adult library book sections	
Asheboro, Virtually,	Audiobooks on political and philosophy topics.	Place for community music events	
Asheboro, Virtually,	Better timing or more options for young kids storytimes - morning vs. afternoon (when many children nap)	Easier Interlibrary loan - haven't tried but seemed difficult when I attempted in past	
Asheboro, Virtually,	children/ teens programs on weekends, or evenings, so working parents and school age children can benefit.	programs geared to senior citizens, held at library	stricter outside enforcement of smokers standing close to entrance.
Asheboro, Virtually,	Christian resources		
Asheboro, Virtually,	More ebook options, especially best sellers		
Asheboro, Virtually,	More How To Sessions	Semi annual book sale, accept and sell donated books	
Asheboro, Virtually,	More how to activities or make-and-take programs	Books clubs meeting at various times	
Asheboro, Virtually,	None		

Randolph County Public Library Strategic Planning Community Survey

THREE THINGS THE LIBRARY DOESN'T CURRENTLY PROVIDE / BENEFIT YOU/YOUR FAMILY?

Libraries	Comments		
Asheboro, Virtually,	Option to pay small fee to check out new items without being put on a long waitlist		
Asheboro, Virtually,	Programs after school hours for pre-teens	Outdoor gathering space	Homework help
Asheboro, Virtually,	rentals of tools, like gardening etc		
Asheboro, Virtually,	Self-checkout	More children's books	
Asheboro, Virtually,	the program that connects all the libraries in North Carolina to forgot what it is called		
Asheboro, Virtually,	Wider selection of ebooks		
Asheboro, Virtually,	Wi-fi shot spots	more adult programs and notifications for them	open data
Extension	allowing delivery and pick-up for us elderly		
Extension	can't think of anything at this time		
Extension	more mobile functions		
Franklinville	Local maps for Randolph County	Maps	Weekly events/lectures
Franklinville	Not sure. Don't use as much since my kids are grown		
Franklinville	Storytime.		
Franklinville, Ramseur,	I get out of jail free card for anything you've ever done wrong to the library that you can get back in and feel welcome most people feel their criminal theophies	Movie borrows and returns made easy	Community events
Franklinville, Seagrove,	more graphic novels	more rentable WiFi or iPads / computers / vr headsets	games you can rent
I don' t use the library	educational seminars/lectures		
Liberty	Access to the NC Digital Library		
Liberty	Self pick up check out	More music CDS	more books available
Ramseur	None		
Ramseur	Not sure.		

Randolph County Public Library Strategic Planning Community Survey

THREE THINGS THE LIBRARY DOESN'T CURRENTLY PROVIDE / BENEFIT YOU/YOUR FAMILY?

Libraries	Comments		
Ramseur	would like a variety of book clubs -- age group, interest groups, at local branch		
Randleman	adult programs	crafts	
Randleman	Age-appropriate reading lists		
Randleman	all books in a series - sad to start a series only to find missing books		
Randleman	At present - just one. In computer put the series title to look up		
Randleman	bathrooms	tables and chairs	
Randleman	Book sale	speakers covering different areas, ex. travel, culture, languages, health tips, etc.	
Randleman	Classes on ancestry search	Craft classes for adults	Computer classes
Randleman	Classes that middle aged adults who work during the day can attend. Most activities are geared toward children/youth/elderly. Would love more activities (both physical and not) that would apply to adults in 30s-40s. Tai Chi or Self-Defense would be neat! Or Sign language! Or a plant/gardening class!	I think each month libraries should feature a "World Wall" where there are fun facts about different parts of the world that people can go read and learn about.	Allow art work to be displayed and rotated each month (e.g. have a class where canvas and paint are available to make abstract art. Attendees display their art on the walls for a month. Next month it switches with something different that another class creates). If this is not available, then I think local artists should have a way to rotate their artwork each month with other local artists. I think a fee for attending an art class is ok, but local artists/photographers should hang their work at no cost.
Randleman	Don't know		
Randleman	Earlier opening	Bigger budget	Wider choice in ebooks
Randleman	Libros en español [books in Spanish		

Randolph County Public Library Strategic Planning Community Survey

THREE THINGS THINGS THE LIBRARY DOESN'T CURRENTLY PROVIDE / BENEFIT YOU/YOUR FAMILY?

Libraries	Comments		
Randleman	Longer hours at the Randleman location. Would love for them to be open til 6:00 so I could get there after work		
Randleman	more series like Heartland Hallmark movies	up to date movies	
Randleman	More things on Saturdays		
Randleman	Na	Na	Na
Randleman	no e-mail	no fax	no NC Cardinal interlibrary with other counties
Randleman	open later on Saturday and Sunday	evening hours and evening adult craft classes	
Randleman	Podria tener un area donde los niños pintaran [could have an area where the children will paint]	Podria tener un TV con programas edificaran a los niños [could have a TV with programs that will edify children]	
Randleman	Q sigan promobiendo la lectura [keep promoting reading]	continue la actidad con los ninos [continue the activity with the children]	Si pudieran tener una clase para los papas como usar la computadora por q durante la pandemia fuy muy difisil para ayudar anuestros hijos [If they could have a class for parents how to use the computer because during the pandemic it was very difficult to help our children]
Randleman	Sunday hours	Book club in Randleman	
Randleman	would love to hear/see more local writers / presentations		
Randleman, Virtually,	Inter-library sharing with Guilford County		
Randleman, Virtually,	Speaker programs		
Seagrove,	Adult programs (movie night, gardening programs)		
Seagrove,	FREE DVD 3-day checkout	Story-time for toddlers around 11:30-12:30	Play area for littles while big siblings look for books
Seagrove,	Tablets		

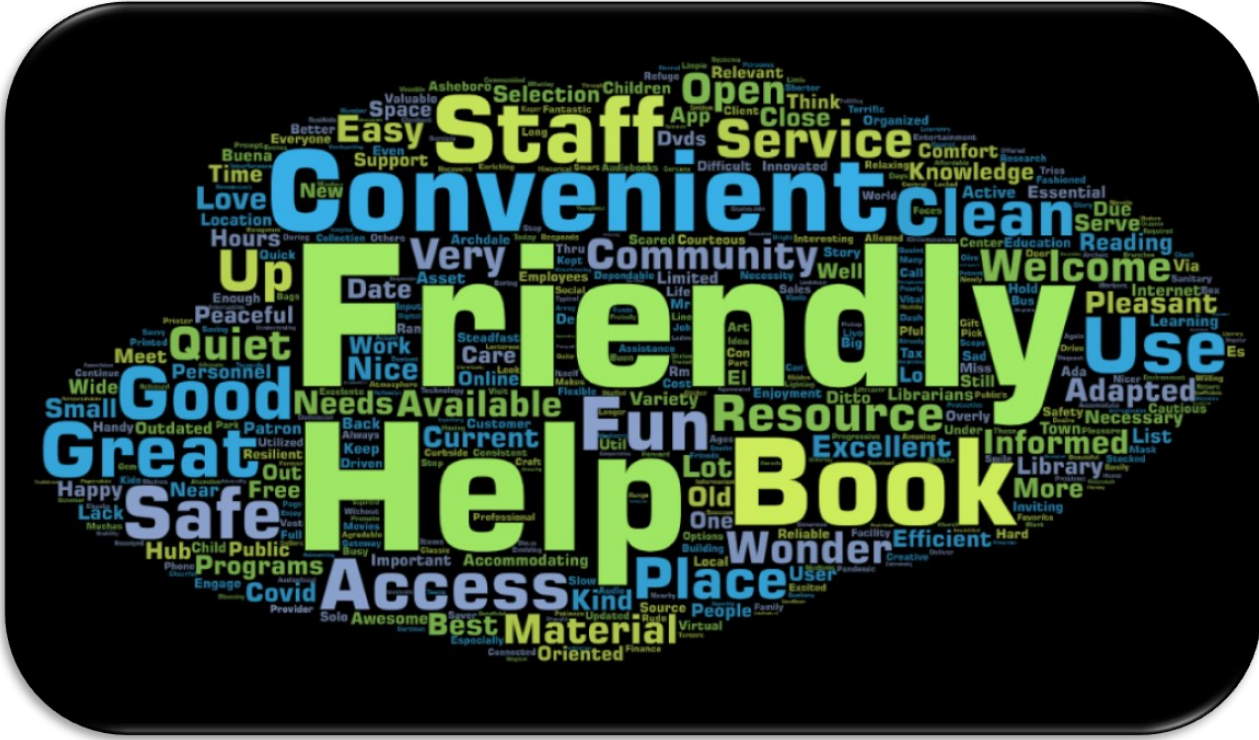
Randolph County Public Library Strategic Planning Community Survey

THREE THINGS THINGS THE LIBRARY DOESN'T CURRENTLY PROVIDE / BENEFIT YOU/YOUR FAMILY?

Libraries	Comments		
Unspecified	cartridge audiobooks for the blind	more large print material, especially in Spanish	



Strategic Planning Community Survey



What are three words or phrases that describe the library in 2021?

Randolph County Public Library Strategic Planning Community Survey

WHAT WORDS OR PHRASES DESCRIBE THE LIBRARY IN 2021?

Libraries	Comments		
Archdale	Adaptable	Convenient	
Archdale	Adapting Ada		
Archdale	Agradable [pleasant]	Limpio [clean]	Útil [useful]
Archdale	available	adaptable	
Archdale	available		
Archdale	Available to everyone	Knowledgeable staff	
Archdale	Awesome staff in Archdale	Variety of books	Helpful
Archdale	Books	Programs/activities	
Archdale	Clean	Friendly	Enriching
Archdale	Closed	Overly cautious	Willing to serve you via the phone
Archdale	Convenient	Reliable	
Archdale	convenient	cost efficient	friendly
Archdale	Convenient	Safe place	Reading source
Archdale	Convenient	Availability	
Archdale	Current	Helpful	User-friendly
Archdale	current books and DVDs	helpful, helpful, helpful thru the pandemic	
Archdale	Easy access	Quiet and peaceful	Good Selection
Archdale	Friendliness	Helpful	Prompt
Archdale	Friendly	Helpful	
Archdale	friendly	location	variety
Archdale	friendly	easy access to materials	
Archdale	great personnel	pleasant	convenient
Archdale	Happy	A learning place	A safe place
Archdale	Helpful	Convenient	Appreciated
Archdale	Important	Access to resources on the statewide list (Finance for one)	
Archdale	Librarians scared of the public	Not necessary to be closed to public for so long	Kind librarians
Archdale	Limited	Unimaginative at Archdale	Friendly
Archdale	lovely to have near me	tries to accomodate me at all times	good hours
Archdale	meeting the public's needs during COVID	a friendly place	
Archdale	Peaceful	Safe	Fun
Archdale	Pleasant	Clean	Resourceful
Archdale	Quiet	Peaceful	Place to get information
Archdale	safe place	workers who care	books
Archdale	Slow internet	Not too nice help	
Archdale	source of knowledge	friendly support systems	historical resource
Archdale	steadfast		
Archdale	Welcoming	Essential	Efficient
Archdale, Asheboro,	good	good	good
Archdale, Asheboro,	great		

Randolph County Public Library Strategic Planning Community Survey

WHAT WORDS OR PHRASES DESCRIBE THE LIBRARY IN 2021?

Libraries	Comments		
Archdale, Asheboro,	helpful	friendly	convenient
Archdale, Asheboro,	Helpful	Adaptable	
Archdale, Asheboro,	necessary		
Archdale, Asheboro, Extension	current material	very helpful employees	
Archdale, Asheboro, ExtensionFranklinville, Randleman, Virtually,	Available	Courteous	Protective
Archdale, Asheboro, ExtensionRandleman, Virtually,	Good	Consistent	Necessary
Archdale, Asheboro, Randleman,	amusing	fun	awesome
Archdale, Asheboro, Randleman,	Easily accessible	Reading enjoyment	Friendly faces
Archdale, Asheboro, Randleman,	helpful	informative	quiet
Archdale, Asheboro, Randleman,	Important	Happiness	Comfortable
Archdale, Asheboro, Randleman, Virtually,	lifesaver	helpful	community
Archdale, Asheboro, Virtually,	sad with Covid-19 problems		
Archdale, Extension	dependable	caring	thoughtful
Archdale, Extension	friendly	caring	service
Archdale, Franklinville, Randleman,	Friendly staff	Beautiful buildings	Wide selection
Archdale, Mobile Library, Virtually,	Great	Longer hold lists for some books	Accommodating
Archdale, Randleman,	Active	Social	Busy
Archdale, Randleman,	comunidad [community]	informasion [information]	Y lecturano solo muchas [reading...]
Archdale, Randleman,	Lack of programs (covid)	Required mask 	

Randolph County Public Library Strategic Planning Community Survey

WHAT WORDS OR PHRASES DESCRIBE THE LIBRARY IN 2021?

Libraries	Comments		
Archdale, Randleman, Virtually,	One of my best friends	A favorite place	Reading makes me smile (so does saving \$)
Archdale, Virtually,	a necessity	a pleasure	easy accessibility
Archdale, Virtually,	Access to reading materials	Some branches are nicer than others	
Archdale, Virtually,	Accessible	Friendly	Efficient
Archdale, Virtually,	Availability	Programs	Book sales
Archdale, Virtually,	Best place in town!	Ditto!	Ditto!
Archdale, Virtually,	convenient	relevant	
Archdale, Virtually,	Friendly	Helpful	Community-oriented
Archdale, Virtually,	Friendly	Dependable	Helpful
Archdale, Virtually,	Friendly staff	Shorter open hours	Books
Archdale, Virtually,	Life-saver	Helpful	Fun
Asheboro	Accessible	Great selection of materials	
Asheboro	accommodating	welcoming	helpful
Asheboro	Accommodating	Accessible	
Asheboro	Accommodating staff	Friendly staff	Current, new reading material
Asheboro	adaptable	resilient	great customer service
Asheboro	Adequate	Necessary	Available
Asheboro	Archaic	Not welcoming	Staff is condescending and not helpful
Asheboro	Asheboro	Best	Staff
Asheboro	available	nice	cooperative
Asheboro	books	printer access	tax assistance
Asheboro	Books	Support	Friendly
Asheboro	CAN'T THINK OF ANY		
Asheboro	cercana [close]	buena [good]	Lo necesario [necessary]
Asheboro	Classic	Small	Community
Asheboro	clean	friendly	helpful
Asheboro	clean	nice people	engaged
Asheboro	clean	quiet	friendly
Asheboro	Convenient	Friendly	
Asheboro	CONVENIENT	HELPFUL STAFF	PLEASANT ATMOSPHERE
Asheboro	Convenient	Easy access	Affordable
Asheboro	Convenient	Clean	Nice helpful staff
Asheboro	Convenient	Good hours	Internet
Asheboro	Current updated books	Updated audiovisual books	Better lighting
Asheboro	dedication	patience	knowledge of inventory
Asheboro	DOOR DASH BOOK CHECKOUT/RETURN		
Asheboro	Educational		
Asheboro	efficient	up to date	friendly
Asheboro	Essential	Community	Safe space
Asheboro	Excellent		

Randolph County Public Library Strategic Planning Community Survey

WHAT WORDS OR PHRASES DESCRIBE THE LIBRARY IN 2021?

Libraries	Comments		
Asheboro	Excellent	Professional	Hardworking
Asheboro	Fantastic story times online	Staff not scared to serve its patrons	More park story times
Asheboro	free books		
Asheboro	freindly and curtious staff	knowledgeable people	
Asheboro	Friendly	Great location accessible	Helpful
Asheboro	friendly	efficient	resources
Asheboro	Friendly	Flexible	Open
Asheboro	friendly and helpful personnel		
Asheboro	Fun	Resourceful	
Asheboro	good		
Asheboro	Good reading materials.		
Asheboro	Great service to the community		
Asheboro	GREAT staff	small	limited in scope
Asheboro	he!pful	interesting	useful
Asheboro	helpful	convenient	provider
Asheboro	helpful	clean	fun
Asheboro	helpful	convenient	necessary
Asheboro	helpful	think	responds to call
Asheboro	helpful	convenient	necessary
Asheboro	Helpful	Generous	Current
Asheboro	Helpful	Entertainment	Pleasant (atmosphere, facility)
Asheboro	Helpful	Pleasant	Knowledgeable
Asheboro	Homogeneous	Nearby	Accessible
Asheboro	Information	enjoyment	community
Asheboro	innovative	smart	organized
Asheboro	Internet access		
Asheboro	Keep up good work	Already have a lot of helpful friendly people	
Asheboro	knowledge	success	support
Asheboro	Knowledgeable	Locked	Books
Asheboro	lots of programs offered for all ages of children	opening back up	
Asheboro	Meets	My	Needs
Asheboro	More community programs		
Asheboro	Mr. Whatley seldom in Ran. Rm.		
Asheboro	necessary - great facility (Asheboro) -		
Asheboro	Nice employees	Clean building	Quiet
Asheboro	not open today		
Asheboro	Old Fashioned	Information Hub	
Asheboro	Online	Flexible	Clean / healthy

Randolph County Public Library Strategic Planning Community Survey

WHAT WORDS OR PHRASES DESCRIBE THE LIBRARY IN 2021?

Libraries	Comments		
Asheboro	Out of step	Old	Just for children
Asheboro	Outdated	old	not welcoming
Asheboro	Outdated		
Asheboro	Outdated	Good customer service	
Asheboro	overly cautious	creative	some are very friendly, some are very rude
Asheboro	place for learning	place for learners to gather	central hub for disseminating materials to communities
Asheboro	poorly staffed	mediocre collections	inefficient use of space
Asheboro	progressive	friendly	helpful
Asheboro	quiet	useful	
Asheboro	quiet	useful	
Asheboro	Quiet	Friendly	Open
Asheboro	research	time	no interference
Asheboro	Resource for information		
Asheboro	Resources	Entertainment	Relaxation
Asheboro	safe	fun	friendly
Asheboro	Safe	Sanitary	Courteous staff
Asheboro	Safe	Technologically savvy	Connected
Asheboro	Seguridad [safety]	Buen servicio [great service]	Amabilidad [friendliness]
Asheboro	steadfast	a blessing!	important
Asheboro	Still accessable	Worked hard to deliver to public	Friendly
Asheboro	Typical	Fun	Big
Asheboro	under utilized	geared more towards kids	
Asheboro	Up to date	Informative	Handy
Asheboro	useful	helpful	friendly staff
Asheboro	User friendly		
Asheboro	Vital to the community to promote learning and resources	Helpful Librarians	Interesting programs
Asheboro	welcoming	excelentes personas [excellent people]	Reinventándose (Después de Covid) [Reinventing itself after COVID]
Asheboro	welcoming	great staff	
Asheboro	welcoming to all	efficient & helpful	important part of community
Asheboro	WONDERFUL CURBSIDE SERVICE WHICH ALLOWED ME TO CONTINUE TO ENJOY THE LIBRARY		
Asheboro	wonderful service		
Asheboro	worked through adversity	always helpful	
Asheboro, Extension	adaptability	availability	up-to-date materials

Randolph County Public Library Strategic Planning Community Survey

WHAT WORDS OR PHRASES DESCRIBE THE LIBRARY IN 2021?

Libraries	Comments		
Asheboro, Extension	Great		
Asheboro, Extension	innovated	books brought to my home	service
Asheboro, Extension	wonderful!	helpful with research	fantastic!
Asheboro, Extension Seagrove, Virtually,	Small	Comfortable	Old fashioned
Asheboro, Franklinville,	helpful	needed in our town	enjoyment for all!
Asheboro, Franklinville, Ramseur,	Fun	Full of wonder/magical	Peaceful
Asheboro, Franklinville, Ramseur,	Having newly released books	Helpful staff	Access to printing off needed items
Asheboro, Franklinville, Ramseur,	important	adaptable	
Asheboro, Franklinville, Ramseur,	Lockdown	Hidden	Helpful
Asheboro, Franklinville, Ramseur,	needed	helpful	convenient
Asheboro, Franklinville, Ramseur, Virtually,	Friendly	Outdated	
Asheboro, Liberty, Ramseur,	Safe	Inviting	Interactive
Asheboro, Liberty, Virtually,	Friendly	Helpful	Great Resource
Asheboro, Mobile Library,	bus stop		
Asheboro, Mobile Library,	convenient	safe	sanitary
Asheboro, Mobile Library,	No idea when you even opened	Lack art and sculptures	They look boring
Asheboro, Mobile Library,	Safe	Useful	
Asheboro, Ramseur,	Courteous, professional personnel	Current books and quick service	Cannot download to my kindle paperwhite

Randolph County Public Library Strategic Planning Community Survey

WHAT WORDS OR PHRASES DESCRIBE THE LIBRARY IN 2021?

Libraries	Comments		
Asheboro, Ramseur,	El cliente es recibido con buena atencion. [the client is received with good attention]		
Asheboro, Ramseur,	Welcoming staff and environments	Asset to the community	Wide array of resources
Asheboro, Ramseur, Virtually,	Available		
Asheboro, Ramseur, Virtually,	essential	helpful	stability
Asheboro, Ramseur, Virtually,	Friendly	Drive by Pick up	online service
Asheboro, Ramseur, Virtually,	Good resource	Helpful for those needing internet	Great for job seekers
Asheboro, Ramseur, Virtually,	helpful associates	options for access	
Asheboro, Randleman,	A service to the community	vauable resources	a quiet refuge
Asheboro, Randleman,	A vast world in a small space	A place where everyone is welcome	
Asheboro, Randleman,	Accessible	Clean	Friendly
Asheboro, Randleman,	Adaptable	Responsive to community needs	Friendly
Asheboro, Randleman,	clean	very nice employees	organized
Asheboro, Randleman,	Comfort	Knowledge center	Helpful
Asheboro, Randleman,	Convenient	Useful	Beneficial
Asheboro, Randleman,	Friendly Staff	Great resource / selections	Excellent programs that engage the community
Asheboro, Randleman,	Helpful staff	Availability of material	Variety of material
Asheboro, Randleman,	information	interesting ,movies books	wonderful patient staff that are terrific!
Asheboro, Randleman,	Inviting and easy to use	Access to lots of printed books	
Asheboro, Randleman,	Miss it		
Asheboro, Randleman,	more children using	teens using	
Asheboro, Randleman,	N/a		
Asheboro, Randleman,	Necessity	Convenient	Asset to community

Randolph County Public Library Strategic Planning Community Survey

WHAT WORDS OR PHRASES DESCRIBE THE LIBRARY IN 2021?

Libraries	Comments		
Asheboro, Randleman,	Not open enough hours	Not open enough days	
Asheboro, Randleman,	relevant	convenient	invaluable
Asheboro, Randleman,	Service oriented to the patrons	Cheerful and helpful staff	Shelves are kept stocked
Asheboro, Randleman,	very accessible	very pleasant	very accommodating
Asheboro, Randleman, Mobile Library,	Miss	You	Library! 📖
Asheboro, Randleman, Virtually,	continued online/app access		
Asheboro, Randleman, Virtually,	Excellent resource materials	Friendly, efficient personnel	Safe
Asheboro, Randleman, Virtually,	friendly	safe	clean
Asheboro, Randleman, Virtually,	helpful	reflective	desire to serve
Asheboro, Seagrove,	Ebooks and eaudio	helpful librariaans	easy and quick access
Asheboro, Seagrove,	Excited	Eager	Summer
Asheboro, Seagrove,	friendly	welcoming	fun
Asheboro, Seagrove,	helpful, kind people	convenient	peaceful
Asheboro, Seagrove,	Innovative	Friendly	Local
Asheboro, Seagrove,	resource	refuge	connection
Asheboro, Seagrove,	resourceful	community driven	page turners/books
Asheboro, Seagrove,	still convenient even when closed	safe	easy to access on-line
Asheboro, Seagrove,	Wonderful	Relevant	Can't live without it
Asheboro, Seagrove, Virtually,	current novels	great dvds	
Asheboro, Virtually,	Accessible	Evolving	Forward thinking
Asheboro, Virtually,	Accessible	Friendly	Informed
Asheboro, Virtually,	books	educational	fun

Randolph County Public Library Strategic Planning Community Survey

WHAT WORDS OR PHRASES DESCRIBE THE LIBRARY IN 2021?

Libraries	Comments		
Asheboro, Virtually,	Closed due to COVID	Difficult to access	
Asheboro, Virtually,	convenient	helpful	valuable
Asheboro, Virtually,	Digital activities difficult, especially audiobooks.	Website not user friendly	More audiobooks
Asheboro, Virtually,	Dustant	Needs better customer service	Request more patron input
Asheboro, Virtually,	Extremely kind and helpful staff.	wonderful selection of books and other mediums	safe
Asheboro, Virtually,	free	convenient	options
Asheboro, Virtually,	friendly staff	easy ordering	
Asheboro, Virtually,	Lots of resources	Helpful staff	Variety
Asheboro, Virtually,	Many resources	Quaint libraries	Helpful employees
Asheboro, Virtually,	Necessary	Asset for our community	
Asheboro, Virtually,	Not enough books due to space limitations.	Library personnel excellent.	Library management has adapted superbly to circumstances.
Asheboro, Virtually,	Peaceful space	Good selection	Convenient location
Asheboro, Virtually,	resourceful	current	relaxing
Asheboro, Virtually,	Responded well to Covid (app, audio apps, curbside pickup, virtual programming)	Outreach - loved craft bags and virtual programming	
Asheboro, Virtually,	Useful	Service oriented	Surprising number of resources, especially DVDs
Asheboro, Virtually,	Valuable Resource	Learning Center	Window to the World
Asheboro, Virtually,	variety	accessible	helpful
Extension	awesome	wonderful	convenient
Extension	excellent	staff	instinctual
Extension	excellent service	serving the community	provides technology insights and support
Extension	helpful	exciting	fulfilling
Franklinville	Friendly informative staff	Dated	
Franklinville	handy	friendly	material is up to date
Franklinville	Hard to get to.		
Franklinville	Love how close I am to one and books available. Actual books.		
Franklinville, Ramseur,	Closed down and unavailable	Use the little box in your neighborhood you can keep the book forever and give up books you don't want no more or your children have outgrown it's the new library	Good place to meet for community events
Franklinville, Randleman,	Convenient	Organized	Resourceful!

Randolph County Public Library Strategic Planning Community Survey

WHAT WORDS OR PHRASES DESCRIBE THE LIBRARY IN 2021?

Libraries	Comments		
Franklinville, Seagrove,	gateway to glory	happy place	community hub
Liberty,	Great	Clean	The best.
Liberty,	Limited	Restricted	Resilient
Liberty, Ramseur, Virtually,	convenient	accessible	friendly
Liberty, Virtually,	Accessible	Convenient	Wonderful
Liberty, Virtually,	Friendly	Consumer oriented	Child friendly
Liberty, Virtually,	Friendly	Up to date on best sellers	Child oriented
Ramseur	adaptive	consistent	traditional
Ramseur	Books	Helpful	Accessible
Ramseur	Helpful	Useful	Friendly
Ramseur	I love the library.	I can' do without my books.	I love the ladies at my hometown library. They are always so helpful.
Ramseur	indispensable	convenient	
Ramseur	Pleasant	Convenient	Local
Ramseur	trained staff	helpful staff	friendly staff
Ramseur	very convenient	wide range of books	friendly
Randleman	accessible	friendly	educational
Randleman	Accommodating	Friendly	Serving
Randleman	adaptable	a nice environment	friendly
Randleman	best place to visit		
Randleman	Caring staff	Amazing collection for a small library!	A community gem!
Randleman	clean	quiet	well-kept
Randleman	clean	friendly	good condition of books
Randleman	Clean	Organized	Creative
Randleman	Community	Intellectual development	
Randleman	convenient	friendly	
Randleman	easy	friendly	bright
Randleman	Enjoyable	Friendly staff at Randleman	Fun programs
Randleman	Excelente [excellent]	Comoda [comfortable]	Veneficiosa [??]
Randleman	Family friendly	Open to everyone	Regular schedule
Randleman	Free	Literary	Knowledge
Randleman	friendly	stocked	welcoming
Randleman	friendly	homey	assistance
Randleman	GREAT	WONDERFUL	HELPFUL
Randleman	great books	great movies	
Randleman	happy to check out books again		
Randleman	helpful	fun	a good resource
Randleman	Helpful	Reliable	
Randleman	Helpful	Friendly	Knowledgeable
Randleman	librarians are the best!		
Randleman	Modern	Comfortable	Clean

Randolph County Public Library Strategic Planning Community Survey

WHAT WORDS OR PHRASES DESCRIBE THE LIBRARY IN 2021?

Libraries	Comments		
Randleman	near by	new books	pleasant
Randleman	Not quite back to normal		
Randleman	open	wonderful	books
Randleman	OPEN! :)		
Randleman	Reopening	Quiet	Stagnant
Randleman	Safe	Fun	Reading
Randleman	safety	politeness	resources
Randleman	very informative	very convenient	very helpful
Randleman	We are allowed in	terrific staff	books
Randleman	Welcoming	Safe	Helpful
Randleman	Welcoming	Community Focused	Uses funds well
Randleman	Wonderful	Inviting	Gift to our community
Randleman	Wonderful resources	Escapism	Education
Randleman	Working	Church	Work
Randleman, Virtually,	Committed to public service	Essential to community	Strive for excellence
Randleman, Virtually,	Friendly	Innovative	Under-utilized
Randleman, Virtually,	Helpful	Kind	Supportive
Randleman, Virtually,	Welcoming	Family	Essential
Seagrove	Free	Convenient	
Seagrove	fun	useful	
Seagrove	Helpful	Good selection	
Seagrove	progressive	community driven	friendly
Unspecified	hub of information	gateway to exploration	great service!
Virtually,	Convenient	Resource	

Randolph County Public Library Strategic Planning Community Survey
WHAT WORDS OR PHRASES DESCRIBE THE LIBRARY YOU ENVISION IN 2026?

Libraries	Comments		
Archdale	Adaptable	Flexible	
Archdale	Advancing with the times	Updating books but also keeping the classics	More summer programs
Archdale	Archdale	Randleman	Better internet
Archdale	Children's programming		
Archdale	Creative programming	Inviting	Digitally up to date
Archdale	I'm content with the Archdale Library		
Archdale	Interesting programs		
Archdale	Keep the books!!	more books	
Archdale	Más actividades para niños [more activities for childre]	Más libros en español. [more books in Spanish]	
Archdale	Modern	Friendly staff	
Archdale	more books	same friendly workers	still cozy
Archdale	more e books	more current books	outside book pickup
Archdale	more e books		
Archdale	More ebooks, eaudiobooks		
Archdale	More open	Availability	Streamline
Archdale	More programs for all ages		
Archdale	Operating like its 2019	Utilizing social media more to share all they have to offer	
Archdale	our same wonderful staff	please don't go all digital	adults and children need real books to read, smell, love
Archdale	Outdoor area's to sit and read	Drive up window for those that can't get around	
Archdale	Please don't get rid of books	Open on sunday	More selection of non fiction books
Archdale	Safe	Peaceful	Relaxing
Archdale	Same as above		
Archdale	steadfast		
Archdale	Welcoming	Convenient	Helpful
Archdale, Asheboro,	More genealogical space	Helpful	
Archdale, Asheboro,	more spacious	more privacy	
Archdale, Asheboro,	music		
Archdale, Asheboro, Extension, Franklinville, Randleman, Virtually,	Accessible	Updated	Current

Randolph County Public Library Strategic Planning Community Survey
WHAT WORDS OR PHRASES DESCRIBE THE LIBRARY YOU ENVISION IN 2026?

Libraries	Comments		
Archdale, Asheboro, Extension, Randleman, Virtually,	Current	Consistent	I wouldn't change anything....
Archdale, Asheboro, Randleman,	A place to come together	Homeschool meet ups	Homeschool support
Archdale, Asheboro, Randleman,	Easily accessible	Lots of new books	More community programs
Archdale, Asheboro, Randleman,	helpful	informative	quiet
Archdale, Asheboro, Randleman, Virtually,	modern	abundance	interconnected to other area libraries
Archdale, Asheboro, Virtually,	bigger library and resources	more \$\$\$ from the state, local, etc.	
Archdale, Franklinville, Randleman,	Wide variety of material	Friendly staff	Fun activities
Archdale, Mobile Library, Virtually,	Easy to use	Lots of books	More accessible hours
Archdale, Mobile Library, Virtually,	Remove florescent lighting. It's not inviting, and very commercial	Have coffee, or hot chocolate	
Archdale, Randleman,	Social	Community	Events
Archdale, Randleman,	Welcoming	Lots of children's programs	Homeschool days
Archdale, Randleman, Virtually,	Unlimited access to borrow beyond our county	More audio books (often traveling or too busy to hold book)k	Keep the same friendly faces; reduce wait time by having more copies of new books or increased selection
Archdale, Virtually,	a necessity	a pleasure	easy accessibility
Archdale, Virtually,	Friendly	Inclusive	Accessible
Archdale, Virtually,	modern		
Archdale, Virtually,	More books and ebooks	Keep the friendly staff	Bigger budget for purchasing materials
Archdale, Virtually,	More books and reading material 😊	Focus on love of reading rather than entertaining programs	
Archdale, Virtually,	More programs for families	Interviews with authors	
Archdale, Virtually,	More socializing options	More author visits, readings, talks	
Archdale, Virtually,	Stay current in technological advances	Be a leader in technology training for the public (in materials access)	

Randolph County Public Library Strategic Planning Community Survey
WHAT WORDS OR PHRASES DESCRIBE THE LIBRARY YOU ENVISION IN 2026?

Libraries	Comments		
Asheboro	?		
Asheboro	A much much more Welcoming Entrance and Lighting	People of color using the library and working there	Links to larger library collections
Asheboro	a Theatre for viewing films		
Asheboro	ai should live that long!!		
Asheboro	Asheboro library desperately needs to be updated		
Asheboro	Atención Bilingüe [bilingual attention]	Mejor internet y equipo [better Internet and equipment]	Renovación [renovation/renewal]
Asheboro	Books	Friendly	Technology
Asheboro	CAN'T THINK OF ANY		
Asheboro	can't think of anything		
Asheboro	Check out books for adults	Internet	Good hours
Asheboro	clean HVAC ducts/vents	current in-house services	online resources
Asheboro	community	education	volunteers
Asheboro	Community education	City wide Wi-Fi	
Asheboro	Community interactions	Online services	
Asheboro	community resource	creative programming	friendly helpers
Asheboro	Continued access to all types of media	Enhanced website for catalog access	
Asheboro	Diverse	Inclusive	Covid-safe
Asheboro	Drive-through	More adult programs or activities. Seems much is geared toward children	I miss the magazine section.
Asheboro	Educational	Classes	Create Community
Asheboro	entirely new facility that would be accessible to all ages and conditions		
Asheboro	essential	educational	convenient
Asheboro	Exciting	Meeting Place	Progressive
Asheboro	Family resources	Easy to navigate	Free
Asheboro	Have programs that allow Handicap (&Vets)folks to be a part of...speakers, inspiring, motivational,... ADVERTISE. Example of the motivation and maybe have them speak since they are in VA. https://richmondmagazine.com/news/features/the-making-of-a-beautiful-life/	Have fundraising for a New Library, ADVERTISE and Have mini bus trips to areas of different interests like food or historical or spooky	Sponsor a mini IRONMAN
Asheboro	helpful	clean	fun

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WHAT WORDS OR PHRASES DESCRIBE THE LIBRARY YOU ENVISION IN 2026?

Libraries	Comments		
Asheboro	High tech	More interactive	
Asheboro	Hope I'm still able to use library (I'm 74 years)		
Asheboro	I don't know what the county vision is		
Asheboro	Innovative	Community Help	Resource
Asheboro	innovative	mobile to those who cannot get to a local library branch	teaching
Asheboro	Inviting	colorful	friendly
Asheboro	knowledge	success	more color
Asheboro	larger building & closer parking	bigger collection - esp. best sellers, Christian, conservative	More programs
Asheboro	Mobile - go to the people especially in underserved areas	Friendly / caring	Invested
Asheboro	Modern	Innovative	Community
Asheboro	Modern	Creative	Connected
Asheboro	Modern look/design	More computers	Larger more diverse updated books
Asheboro	more access to online media (big sigh) - I can't even imagine	More access to more books or data bases	more connected with a larger system (intercounty?) As a member of the UNC alumni association, for example, I have access to UNC, Duke, etc.
Asheboro	More adult activities	More resources	Friendly staff willing to help
Asheboro	more adult things to do		
Asheboro	more books		
Asheboro	more books available online		
Asheboro	More kindle e books		
Asheboro	More programs.		
Asheboro	more virtual access	outside of the box thinking to increase visitors	better advertising of programs and events offered
Asheboro	new technology		
Asheboro	no OLD ppl	no scary ppl	no pervs lerkers
Asheboro	Open	Vibrant programming for children and adults	Expanded WiFi
Asheboro	open	books	help other people
Asheboro	Open	More guest speakers on variety of interesting topics	Updated books

Randolph County Public Library Strategic Planning Community Survey
WHAT WORDS OR PHRASES DESCRIBE THE LIBRARY YOU ENVISION IN 2026?

Libraries	Comments		
Asheboro	Open on Sunday afternoons	Curbside pickup	
Asheboro	Opened doors	Ancestry help downstairs	Open for children
Asheboro	outreach	all ages involved	bringing programming into homes through virtual programming
Asheboro	please remain neutral and allow books of all types so that we can learn - even if one political party funds you please do not censor other viewpoints or allow other agencies to do so	Real books - please keep the books	Less internet everything - please keep the real books and fight to keep books from being banned
Asheboro	progressive	helpful	friendly
Asheboro	Promote more the amazing programs already available.	Promote more the amazing programs already available.	Promote more the library app, website, Facebook page...etc.
Asheboro	Regular gathering place		
Asheboro	Resources	Relaxation	Entertainment
Asheboro	Same		
Asheboro	Same as above		
Asheboro	Signs and tours	Lots of guests that hosts events	Career day every month with guest to learn community workers
Asheboro	Spacious	Fun	Engaged with local community
Asheboro	Teaching	Playful	Colorful
Asheboro	the staff to be friendlier	have more special programs and speakers for the community and county	to continue to grow with the entire county and its needs
Asheboro	UPPER LEVEL ENTRANCES FROM THE SIDEWALK AREAS	MORE LOWER AREA ACTIVITIES IN THE MOVIE ROOM	SAFER PARKING LOT ENTRY AND EXIT
Asheboro	VR TYPE SERVICES	TECHNOLOGY UPDATES	
Asheboro	welcoming to all	efficient & helpful	important part of community
Asheboro			
Asheboro, Extension	accessible	ability to remain abreast of current events	
Asheboro, Extension, Seagrove, Virtually,	Innovative	Comfortable	Connected
Asheboro, Franklinville,	more preteen activities	more instruction on how to find books since you changed to a new way	

Randolph County Public Library Strategic Planning Community Survey
WHAT WORDS OR PHRASES DESCRIBE THE LIBRARY YOU ENVISION IN 2026?

Libraries	Comments		
Asheboro, Franklinville, Ramseur,	needed	helpful	convenient
Asheboro, Franklinville, Ramseur,	Outgoing	Thoughtful	Beneficial
Asheboro, Franklinville, Ramseur,	outreach	widespread community-wise	valued
Asheboro, Franklinville, Ramseur, Virtually,	Virtual	Friendly	Web-based
Asheboro, Franklinville, Randleman,	Open more!!!!		
Asheboro, Liberty, Virtually,	Friendly	Helpful	Great Resource
Asheboro, Mobile Library,	advanced tech	more book options	longer hold time
Asheboro, Mobile Library,	Comfortable furniture	Huge central library with more than one floor of books	Visually exciting inside and out- classic paintings, sculptured, movable art to encourage research about the artist, materials used, etc
Asheboro, Mobile Library,	Food	Bus stop	movies there
Asheboro, Ramseur,	"REAL" books still available		
Asheboro, Ramseur,	Reaching ALL corners of the county/taking it to the streets	More community partnerships/volunteer opportunities	More outreach/education regarding ALL available services
Asheboro, Ramseur, Virtually,	essential	helpful to whole community	thriving
Asheboro, Ramseur, Virtually,	More community oriented	More internet/computer accessibility for those without	
Asheboro, Ramseur, Virtually,	more hours open	increase amount of digital books	
Asheboro, Randleman,	Accessible	Innovative	Fun
Asheboro, Randleman,	Additional research materials	Additional local information	Additional genealogy information
Asheboro, Randleman,	Free resources available for everyone	Continued up to date books/resources	
Asheboro, Randleman,	Innovative	Relevant	Available for all through increased outreach

Randolph County Public Library Strategic Planning Community Survey
WHAT WORDS OR PHRASES DESCRIBE THE LIBRARY YOU ENVISION IN 2026?

Libraries	Comments		
Asheboro, Randleman,	More "culturally" geared programs	Outreach to homeless kids and adults (resources to get back on feet)	
Asheboro, Randleman,	more books	more music	more movies
Asheboro, Randleman,	More Educational series	A local history museum	Keep the zoo pass
Asheboro, Randleman,	More large print fiction available for checkout.		
Asheboro, Randleman,	N/a		
Asheboro, Randleman,	Safe in all aspects (health and from crime)	Friendly	Where all must follow the rules for all to enjoy
Asheboro, Randleman,	Staff helps the patrons	Offers tutoring to students in need, all ages	
Asheboro, Randleman,	vital	information, programs	necessary
Asheboro, Randleman, Mobile Library,	Excited	Motivated	Empowered
Asheboro, Randleman, Virtually,	continued online/app access		
Asheboro, Randleman, Virtually,	More of above		
Asheboro, Randleman, Virtually,	personal contact with staff	variety of information to enjoy	open day and evening hours
Asheboro, Randleman, Virtually,	stronger online presence		
Asheboro, Seagrove,	access to books		
Asheboro, Seagrove,	Continue to get more large print books - especially inspirational		
Asheboro, Seagrove,	easy accessible/hate having to climb the high stairways even though a small elevator is accessible. It would be nice to go in on the main floor.	bigger/better/updated/new look/more room for books, some are packed in tightly	building of resources/relaxing environment/community driven
Asheboro, Seagrove,	More books	Less computers	
Asheboro, Seagrove,	More ebooks	More educational books	

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WHAT WORDS OR PHRASES DESCRIBE THE LIBRARY YOU ENVISION IN 2026?

Libraries	Comments		
Asheboro, Seagrove,	resource	refuge	connection
Asheboro, Seagrove, Virtually,	keep story time for kids	encourage more book clubs/it keeps us reading	
Asheboro, Virtually,	books	educational	fun
Asheboro, Virtually,	Complete series of a book	more cozy mysteries	mystery book club
Asheboro, Virtually,	diverse	more resources	
Asheboro, Virtually,	Easily accessible	More programs to attend	
Asheboro, Virtually,	Easy to use.	More kinds (topics) of audiobooks	
Asheboro, Virtually,	I know it will keep up with the information resources of 2026		
Asheboro, Virtually,	increased digital offerings		
Asheboro, Virtually,	Increased square footage for racks of books	Reading Room stocked with quality Newspapers and Magazines	Provides electronic books to patrons.
Asheboro, Virtually,	Innovative	Welcoming	Coffee shop atmosphere
Asheboro, Virtually,	Larger children section		
Asheboro, Virtually,	Mobile	Organized childrens section	Teaches technology use to all ages
Asheboro, Virtually,	modern	efficient	future forward operations
Asheboro, Virtually,	More activities		
Asheboro, Virtually,	More audio selections - kids and adults	More kids programming	Ways to create a "list" online for books vs having to put a book on hold immediately
Asheboro, Virtually,	More convenient	Even more important	
Asheboro, Virtually,	More programs for adults	Mobile book services	Easier access to library main floor
Asheboro, Virtually,	More public activities		
Asheboro, Virtually,	On line programs	Outreach	Better customer services
Asheboro, Virtually,	Quieter	Safer	
Asheboro, Virtually,	staying current with the times	have large space for special programs.	Children/teens: specific programs on safety, courtesy, emphasis on ways to show acceptance of all people
Asheboro, Virtually,	welcoming	warm	easy to navigate
Asheboro, Virtually,	Well Funded	Supported by the Community	Nicer bathrooms
Asheboro, Virtually,	with the current times	accessible	variety
Extension	approachable	serving community needs	books, technology update; historical fact provision
Extension	more mobile usage		
Extension	no complaints		

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WHAT WORDS OR PHRASES DESCRIBE THE LIBRARY YOU ENVISION IN 2026?

Libraries	Comments		
Franklinville	I would like to see Franklinville with a bigger space and more parking and easier access.		
Franklinville	Updated	Kids weekly story hour	Weekly or monthly activities or lectures on various subjects , travel, art, etc.
Franklinville, Ramseur,	Quiet darkened internet media center	Separate section for children who are studying for their school work and don't have a computer at home needing more supervision than the normal internet user	Librarians paid more because children are more likely to use a library then their home computer as well more likely to do their school work if they don't have a home computer it's the wave of the future people
Franklinville, Seagrove,	international material in English	local Friends of the Library / local bookshop	more donation bins
I don' t use the library	craft education (sewing, crochet, etc)	history educational seminar/lectures	
I don' t use the library	Honest literature		
Liberty,	informative	working with community on various projects	
Liberty, Virtually,	Wide selection of books	Many ebooks	
Ramseur	Digital	Community	Accessible
Ramseur	improved web page (more user friendly)	more events	virtual reading clubs or in-person locally
Ramseur	more books	more reading competitions	book club
Ramseur	Not sure.		
Randleman	Clean	Organized	Well resourced
Randleman	Community	Intellectual development	
Randleman	continue offering new releases of books		
Randleman	Continued free usage	Continue DVD rentals even as we love to digital streaming. Rural areas don't have the best internet for streaming	
Randleman	Continued service to community	Expanded holdings, especially digital	
Randleman	Creative and community-centered	Buzzing and beautiful	Innovative and growing
Randleman	current books		

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WHAT WORDS OR PHRASES DESCRIBE THE LIBRARY YOU ENVISION IN 2026?

Libraries	Comments		
Randleman	Excelente [excellent]	Genial	Buena [good]
Randleman	Free (or low cost)	Knowledge enrichment classes	Field trips
Randleman	friendly	homey	assistance
Randleman	good safe place as it is in 2021	be living to go to library	have staff as good as they are in 2021
Randleman	Keep it up		
Randleman	keep up good work	more craft classes	
Randleman	location in Pleasant Garden	evening hours	
Randleman	more adult activities		
Randleman	More audio books	Libby app updated so that books are easier to find	Continued reliability of the staff
Randleman	More audiobooks	Book clubs	
Randleman	more books		
Randleman	More community activities and meetings	Increased ebooks	
Randleman	more computer basic classes		
Randleman	more new movies	newer books	
Randleman	Open and no masks		
Randleman	Open programs		
Randleman	Paper books	Technology	
Randleman	Que hubiera algunos concursos para que los niños lean mas motivarlos [there were some contests for the children to read more to motivate them]	Hacer juegos [have games]	
Randleman	safety	quiet (place)	resources
Randleman	seed library	rewards program (earn points: exchange for something)	Discounts if show library card -- zoo, Emerald Point, Great Wolf Lodge
Randleman	Welcoming	Helpful	Safe
Randleman	well-kept	inviting	clean
Randleman, Virtually,	Additional services for teens		
Randleman, Virtually,	Helpful	Caring	Supportive
Randleman, Virtually,	Popular	Independent	Growing
Randleman, Virtually,	Welcoming	Educational	Essential
Seagrove	Open	Kid-friendly	Updated
Seagrove	continued community involvement	many resource	

Randolph County Public Library Strategic Planning Community Survey

ANYTHING ELSE YOU WOULD LIKE TO SHARE WITH US / PLAN FOR THE NEXT FIVE YEARS?

Libraries	Comments
Archdale	Actividades y eventos que atraigan a los jóvenes y niños a querer visitar la librería. [Activities and events that attract young people and children to want to visit the library]
Archdale	Coffee shop inside library, men's book club
Archdale	Continuing to provide newer books and up-to-date materials
Archdale	I am very grateful that I was able to get books through your contactless service (pick up at door)
Archdale	Internet computers and furniture need to be updated
Archdale	More adult activities, events, programs
Archdale	More ebooks and maybe a class to help adults learn how easy it is to download and read or listen to books.
Archdale	Please continue to keep up to date on new releases. Thank you for all your work and for keeping us going during the pandemic. Our best wishes to all of you. Thank you again!
Archdale	Seek more funding from the surrounding Communities that don't currently have a branch.
Archdale	Thank you
Archdale	Thank you for being here for us
Archdale	The Archdale Library doesn't seem to offer as many programs as the other RC libraries. I've been interested in attending some of the programs offered but they are usually in Asheboro. When my kids were young we visited the Archdale library often and it was adequate for them. I'd like to see more programs for adults.
Archdale	The archdale library is the most special place in the world for me and my family. The librarians are so helpful and kind. Please keep the doors open with no COVID restrictions.
Archdale	The children's programs available at Archdale are almost non-existent unless you are a toddler. There is absolutely nothing for older kids. I see in the library newsletter that all other branches have special events and activities for kids, but not Archdale. That has been very disappointing.
Archdale	We appreciate the children's programs and activities. I just hope that the libraries can continue to have a lot of things geared toward children.
Archdale, Asheboro,	Doing away with cards & maybe using cell phone scanning or finger print scanning. It might reduce cost.
Archdale, Asheboro,	Staff at Archdale library is sooo kind :)
Archdale, Asheboro, Extension	I appreciate the Extension Service very much. It has especially been nice this past year.
Archdale, Asheboro, Extension, Franklinville, Randleman, Virtually,	Continue your great service to the community. I appreciate all you do!
Archdale, Asheboro, Extension, Randleman, Virtually,	Possibly, if I had more time today...good luck with the new plan(s)

Randolph County Public Library Strategic Planning Community Survey

ANYTHING ELSE YOU WOULD LIKE TO SHARE WITH US / PLAN FOR THE NEXT FIVE YEARS?

Archdale, Asheboro, Randleman,	Concerned about the push on CRT [critical race theory] - we want to make sure we have access to accurate & not revised history. Don't take away Dr. Seuss for example. Thank you!
Archdale, Asheboro, Randleman,	I think everyone here is very amazing
Archdale, Asheboro, Randleman, Virtually,	Don't like the televisions in the libraries. I love the displays and the used books and mags for sale
Archdale, Asheboro, Virtually,	continue your great job.....
Archdale, Extension	Continue the Home Extension service for people who are disables and can't get to the library.
Archdale, Franklinville, Randleman,	Please, more activities for preteens and teens.
Archdale, Randleman,	No solo muchas gracias porque son de mucha ayuda para nosotros como padres [Not only a lot of thanks because they are very helpful for us as parents]
Archdale, Randleman, Virtually,	Thank you for all the services during COVID. Thank you for the good communication and online services to request, hold, search for materials. I often hear of new books and would like easy way to suggest purchase. Tech reviews or mini workshops on use of book readers; demonstration models of virtual readers on site to check out before buying. Increased virtual access to new books. Maybe follow some of the popular national book reading clubs and include copies. While I rave about our library not sure I want the secret out! Already on a few long waitlists for books and don't want more competition. I am so grateful that I can read it listen to books for free. Thank you!
Archdale, Virtually,	I'm involved with various volunteer roles in the area and meet people often who don't feel like the library could help them, i.e. they're Spanish-speaking, or LGBTQ kids without a lot of resources or support in a predominantly red county. I'll share this survey around, but I know I'd personally love to see the library become more diverse and inclusive so nobody feels excluded.
Archdale, Virtually,	Keep the wonderful staff you have. They are all wonderful and very special each in his/her own way.
Archdale, Virtually,	Keep up the good work! We love all you do for us as patrons.
Archdale, Virtually,	Yes! Turn all of the meeting rooms into additional spaces for books and reading materials! There are other places in the communities available for meetings, libraries should be dedicated in providing access to reading materials and less concerned with the need to entertain or provide meeting spaces. As a tax payer I prefer to expand the collection of books and not pad the pockets of entertainers or additional staff to keep buildings open for meetings after hours in the branches.
Asheboro	Although many things are now available online, virtually, etc. I hope the library will continue offering actual books and in-person programs.
Asheboro	Can't think of anything else

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ANYTHING ELSE YOU WOULD LIKE TO SHARE WITH US / PLAN FOR THE NEXT FIVE YEARS?

Asheboro	Do not move the Randolph Room. The plans will make it difficult for older people to access (walking, parking and climbing stairs). You would loose about all of your business there. No one really is interested in the museum and if so, just move that.
Asheboro	El horario ya es perfecto para cualquier persona y los programas son excelentes. Promover, como la librería se está reinventando. Hacerlo también en folletos en español. ¡Gracias por todo el esfuerzo durante la pandemia! [The schedule is already perfect for anyone and the programs are excellent. Promote, as the library is reinventing itself. Do it also in brochures in Spanish. Thank you for all the effort during the pandemic!]
Asheboro	Encourage children and teens to read new programs that they are interested in
Asheboro	even more choice of authors such as Beth Albright
Asheboro	Extended hours and more/more varied/non-local-focus presentations
Asheboro	Fix the bathrooms. They need an update.
Asheboro	Fix the bathrooms. They need an update.
Asheboro	Glad you are asking the public, don't get the paper but still would have it advertised...After rediscovering the library about 15 yrs. ago, I have been very pleased with what the library has to offer...a variety of audio/video/tapes to online computers to reference to employees reaching out to try and help and to call other libraries...just keep on keeping on, y'all are doing great...Keep up with the computer/Electronics that schools continuing to use, which does seem to change from year to year...I feel that the library is an anpendage from all schools and colleges and also a hub for social community in education outside of regular school...the library is an interactive jewel to the community and I appreciate y'all for being Open... because that is what is important, you are OPEN to Everyone and you can expand on that term to explore all cultures in the community... don't forget to celebrate with other cultures...
Asheboro	Have more events, talks, groups, etc. and advertise it better so more people would attend. Need more social media updates and more virtual access options.
Asheboro	I have a sense many folks are reading less. I'm not clear many younger folks LIKE to read. You ARE an important repository of information and culture.
Asheboro	I think you should eliminate overdue fines for books, continue curbside permanently to cater to disabled patrons, and promote NC authors by hosting both in-person and virtual book events. I also wish you had a few small push carts available, rather than just shopping baskets.
Asheboro	I think you will have to work harder and be more mobile in the future.
Asheboro	I would like to do e-books and other virtual services - I just do not know how.
Asheboro	I would like to see more programs for adults in the evenings.
Asheboro	I've noticed that the children's books that are "new" and chosen to be displayed, have become very liberal in nature. I'm all for having a wide selection of books available for parents that wish to seek them out, but with all the amazing, non-controversial, books available out there, I don't see a reason why we should choose to display those that are related to heated issues in a tax payer supported, government association. It makes me lean toward doing pickup only instead of visiting in person.

Randolph County Public Library Strategic Planning Community Survey

ANYTHING ELSE YOU WOULD LIKE TO SHARE WITH US / PLAN FOR THE NEXT FIVE YEARS?

Asheboro	If there is virtual programming, it would be ideal to have the option of watching live, or watching later due to scheduling conflicts.
Asheboro	I'll check website and hopefully add my name to a mailing list of events and classes.
Asheboro	keep it up people
Asheboro	Liked the drive by pick up
Asheboro	loving staff!
Asheboro	Me gusta mucho llevar a mi niño a que escoger los libros que el quiere. Me gustaría un programa para ayuda de niños con problemas de lectura. [I really like to take my child to choose the books he wants. I would like a program to help children with reading problems.]
Asheboro	Melina is doing a good job
Asheboro	More and more outreach to under-served populations in the county.
Asheboro	More Electronic books!!
Asheboro	More social studies education
Asheboro	Need to diversify staff and materials available.
Asheboro	Open children's room with smiles and sweetness to kids
Asheboro	Parking is a little inconvenient for seniors. Perhaps some handicapped spaces could be allocated to include seniors
Asheboro	Please get and keep important documents in hard bound copies such as our constitution! We need at least one copy. Encourage our children to read books - way too much unhealthy screen time for our youth.
Asheboro	Please have a CNC mill or lazer cutter available for ppl to use
Asheboro	Please keep the books, we older people like REAL books.
Asheboro	Seek local government funds for cleaning/updating HVAC system with goal of less moisture and cleaner air in whole library
Asheboro	Thanks for the good job you do.
Asheboro	The library should be a focus for new community members moving into our county. One of the first places to stop. There's not enough advertising or utilization of services that are being offered. I've been ashamed at how the library has responded to the pandemic as a whole because many businesses were open and still serving while the staff were scared and dropped the ball to serve their communities during this crucial time they needed the service the most. Many of our friends and fellow library users have been disappointed in the library's response to service. Our community needed you and you closed your doors.
Asheboro	The staff is usually courteous and is sometimes helpful. I wish they seemed happier to be there. The staff in the children's area have all been super!
Asheboro	Y'all are a wonderful community resource, and we appreciate all the hard work you are putting in to serving families on Randolph County. THANK YOU!
Asheboro, Extension	Please continue Extension program
Asheboro, Extension, Seagrove, Virtually,	Please increase the size of the library and have more weekend hours and programs. Increase the size of the genealogy dept so more people can use it. Set up more private adult study areas
Asheboro, Franklinville,	Loved the craft bags all year - would live maybe more (missed out on some this year - run out).

Randolph County Public Library Strategic Planning Community Survey

ANYTHING ELSE YOU WOULD LIKE TO SHARE WITH US / PLAN FOR THE NEXT FIVE YEARS?

Asheboro, Franklinville, Ramseur,	Hopefully libraries will remain in operation in our communities.
Asheboro, Franklinville, Ramseur, Virtually,	N/A
Asheboro, Franklinville, Ramseur, Virtually,	Please please please make it so we can pay our fines online. That would make things so much easier on me
Asheboro, Liberty, Virtually,	Please don't get rid of the classic books and original prints. If we forget our history we will repeat our history.
Asheboro, Mobile Library,	Make the library more accessible to those in rural areas by utilizing a regular schedule tour
Asheboro, Mobile Library,	The lady at the front is mean and she doesn't like kids. We're not getting into trouble but she treats us like we arf and looks as us mean. Need more younger people and cooler people like the guy with hair.
Asheboro, Ramseur, Virtually,	Focus on being open and welcoming to whole community. Communicate what the library offers in underserved communities and in Spanish.
Asheboro, Ramseur, Virtually,	It would be great for a more community based library system. A "gathering" place atmosphere would be wonderful.
Asheboro, Ramseur, Virtually,	No
Asheboro, Randleman,	Can you please make your webpage more user friendly. It's difficult to navigate all of the information
Asheboro, Randleman,	I have loved the in person events for children that include crafts and literary.
Asheboro, Randleman,	I hope that the library will continue to be a safe place where everyone is welcome.
Asheboro, Randleman,	I hope the Randleman library opening up at 9 a.m. again soon
Asheboro, Randleman,	I think that the libraries in Randolph County are outstanding... keep it up
Asheboro, Randleman,	i think the library is great!
Asheboro, Randleman,	Keep it viable by making it the center for all kinds of non traditional informational needs
Asheboro, Randleman,	No
Asheboro, Randleman,	Please keep out of politics and social issues. Remain neutral, PLEASE!
Asheboro, Randleman,	Thank you for all your staff efforts to keep us with books to read and other materials we need.
Asheboro, Randleman,	The entrance to the library is marred by black chewing gum that is stuck to the sidewalk. This is not a welcoming nor pleasing look to our library. In the summer heat, the gum adheres to people's shoes. It would be beneficial to the library patrons to have the gum removed soon.

Randolph County Public Library Strategic Planning Community Survey

ANYTHING ELSE YOU WOULD LIKE TO SHARE WITH US / PLAN FOR THE NEXT FIVE YEARS?

Asheboro, Randleman,	When our kids were young, we visited weekly and loved these libraries so much. The children's areas were priority and friendly staff made it nice. Please keep that and keep it friendly. The programs were awesome and the variety of those gave us options for them to be exposed to array of subjects from science to magic to math!
Asheboro, Randleman, Mobile Library,	Outdoor movies \$1 per family or \$2, sell concessions for normal prices, icecream, burgers, hot dogs, veggie dogs, veggie burgers, veggie tray w dressing
Asheboro, Randleman, Virtually,	continued online/app access I love when you have book sales of older books
Asheboro, Randleman, Virtually,	I'm pleased with how the libraries were pre-covid
Asheboro, Seagrove,	Continue the good work
Asheboro, Seagrove,	Encourage book clubs It keeps people reading and that is very good for everyone
Asheboro, Seagrove,	The Seagrove library is important to me. I hope you will keep it open.
Asheboro, Seagrove,	Update the building, add more room for books, cozy sitting areas to read, separate the internet section from the book section, have separate section for children to check out books in their section, update the children's room, I personally hate the rock statue at the side of the Asheboro building, replace it with something that has to do with reading. I think it's ugly, but I do love the water fountain. Bigger area for new books, area for crime, thriller section, area for romance authors, Christian book area, Christmas book section. You could also decorate these areas with things related to that section. I do appreciate the library staff who work hard providing this service to our county. They are always polite and helpful. I can't imagine a county without a library. Thank you for providing this service through the years.
Asheboro, Virtually,	Character cake pans available for checkout.
Asheboro, Virtually,	Don't limit your choice of audiobooks, etc to one party.
Asheboro, Virtually,	I have not often taken advantage of the special speakers and musical programs offered by the library. But, I have occasionally and am very grateful for those programs.
Asheboro, Virtually,	I hope in the future that as things go more digital that the brick and mortar building will remain. I love ebooks but I still love physical books and searching through the stacks.
Asheboro, Virtually,	I just moved from KY and my library there had many more titles available through overdrive than your library. Would like to see that expanded.
Asheboro, Virtually,	I really don't like the Asheboro parking lot. There are few spaces close to the entrance.
Asheboro, Virtually,	I would appreciate returning to being open on Saturday afternoons. It would also be nice if the computer area was physically separated from the book area (due to occasional noise and crowding).

Randolph County Public Library Strategic Planning Community Survey

ANYTHING ELSE YOU WOULD LIKE TO SHARE WITH US / PLAN FOR THE NEXT FIVE YEARS?

Asheboro, Virtually,	I would like to see our local library remain neutral on cultural matters. I feel like our library leans toward the Democrat, liberal, gay, Trump-hating vibe. For every resource you provide on one side of the spectrum you should provide an equally popular resource with the opposite point of you. Just remain neutral.
Asheboro, Virtually,	Keep up the great work! Thanks for providing quality service and keeping a varied selection of books available.
Asheboro, Virtually,	props to your excellent team!!
Asheboro, Virtually,	So many things that were implemented due to Covid have been such a convenience for young families (apps, curbside, online programming). I enjoy face to face interactions, but, still with many uncertainties - and the convenience of it all - nice if you can keep both available!
Asheboro, Virtually,	Would love to occasionally have " Meet the Librarians" for patrons; have " trade places for an hour with librarian" occasionally for teens/ preteens
Asheboro, Virtually,	Would love to see more promos and announcements of what is actually offered
Extension	As a relatively new resident I have few comments
Extension	Awareness of those who are shut-in or have other problems - transportation - and need info is priceless. Thank you!
Extension	Extension is my only experience with the library and it is excellent. I would be lost without it.
Extension	Home delivery has been GREAT for me.
Extension	Keep up Good Work! Don't lose Lisa Canoy
Extension	Please remember most seniors do not use electronic devices. Please keep providing printed material for them.
Franklinville,	More books.
Franklinville, Ramseur,	Find a way to compact the books. You sections between books for more computers. Pay the librarians more because they're going to be dealing with a lot more kids. Have acquired room for a child who was used to behave or can't get along with others. Children who normally come to the library have their parents phone number in case there's trouble. Assistant in place for child comes in without a parent they have to fill out this form. Then you already have the parents work phone number as well as home. Children aren't socializing as much as they used to they might forget how.
I don' t use the library	Que regalen libros gratis para niños [give away free books for children]
Liberty,	It would get great to enlarge the Liberty Library
Liberty, Ramseur, Virtually,	More digital ebooks. Continuation of kid/teen learning & activities
Ramseur	Brainstorming - eye-catching ideas to draw the communities back to the libraries despite the "all tech" world we are living in.
Ramseur	Please don' ever close down the libraries. We need them.
Randleman	Access to programs to help adults going through issues such as post-incarceration, drug use, etc. Also programs for children to volunteer -- more homeschool activity hub operations.
Randleman	Communicate services currently offered -- for example, many people don't know they can reserve the NC Zoo pass at the library

Randolph County Public Library Strategic Planning Community Survey

ANYTHING ELSE YOU WOULD LIKE TO SHARE WITH US / PLAN FOR THE NEXT FIVE YEARS?

Randleman	continue to have friendly and helpful individual working at the library - ladies at Randleman Library are the best
Randleman	Continue to provide a hub for the community, have books of various genres & topics
Randleman	Honestly, I'd just like to continue to see the library thrive. I could not be happier.
Randleman	I love that the Randleman library talks with teachers of all areas - homeschool, public, private to determine how they can best collect resources for teachers. I also love to see even more invested in Children because they are the future!!
Randleman	I think it would be fun to have a sidewalk chalk day to thank librarians! I think the library is a fundamental part of our community, and citizens may want to express their appreciation. By creating a designated day, when the library is closed and parking lot isn't full, people can bring their sidewalk chalk and decorate the parking lot of their frequented library. So when the library reopens that following week, the librarians are surprised with the beautiful words of appreciation for them! I would not supply sidewalk chalk - citizens who want to participate can bring their own. I would also like to have more books available, and a way to put these requests into the system. There have been lots of books I would LOVE to read but am left having to purchase them to read since our library doesn't have them. Then I am stuck with a book and more "stuff." I don't have a Kindle, and love holding books instead of doing e-books (we all get too much screen time as it is). I believe movies I have donated are available to borrow back, but all books have gone to a "book sale," which stinks when you want to put a book into the library system to borrow back out.
Randleman	Just keep doing what you do now
Randleman	Keep being open [with paper survey form, patron included a request for RCPL to join NC Cardinal. --RH]
Randleman	Keep up the wonderful work you are doing for the community
Randleman	Libraries are good places for reaching out multicultural ESOL communities to include in our literacy opportunities.
Randleman	more research into county /cities and local history, and make available in library in each town. younger people dont know these things.
Randleman	NC Cardinal with county libraries
Randleman	None
Randleman	Open at 9 am; get free interlibrary load with other counties
Randleman	Randleman has the best, most helpful and friendly staff if all the branches I have visited.
Randleman	Sigan como asta a hora ofreciendo la ensenansa para nuestros hijos [Keep up the hour offering the teaching for our children]
Randleman	thank you
Randleman	Thank you for all you do!
Randleman	you're great *

Randolph County Public Library Strategic Planning Community Survey

ANYTHING ELSE YOU WOULD LIKE TO SHARE WITH US / PLAN FOR THE NEXT FIVE YEARS?

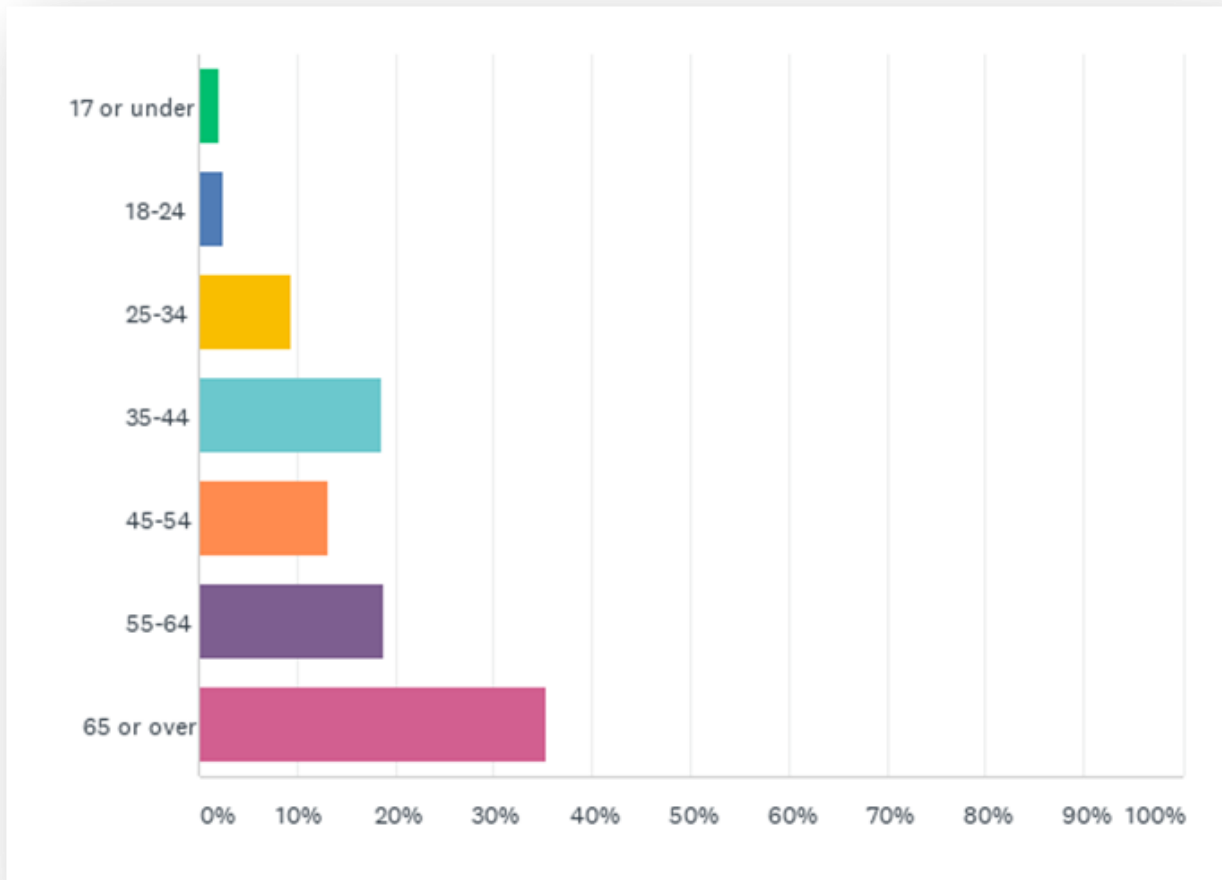
Randleman, Virtually,	Don't lose the sense of family. Libraries to us are not buildings as much as people. We've lived in different places and always find the local library and it's the sense of community that always made us continue to use the library. Randleman is family to us because my children know they care. That comes from the people and should never change.
Randleman, Virtually,	I have truly been impressed with my home library this year (Randleman). The ladies have gone out of their way for it to not feel like a pandemic. We have maintained the community feelings while still having all the same resources and programs. It made this year feel a bit more normal. I just want to continue to see them doing what they've always done for my family.
Seagrove,	Keep up good work! Love the Randolph Public Library especially ours in Seagrove
Unspecified	We appreciate our local library SO MUCH! We are a nursing home and your services have kept our residents feeling more connected to the community



III.
DEMOGRAPHIC
PARTICIPATION
AND RESPONSES

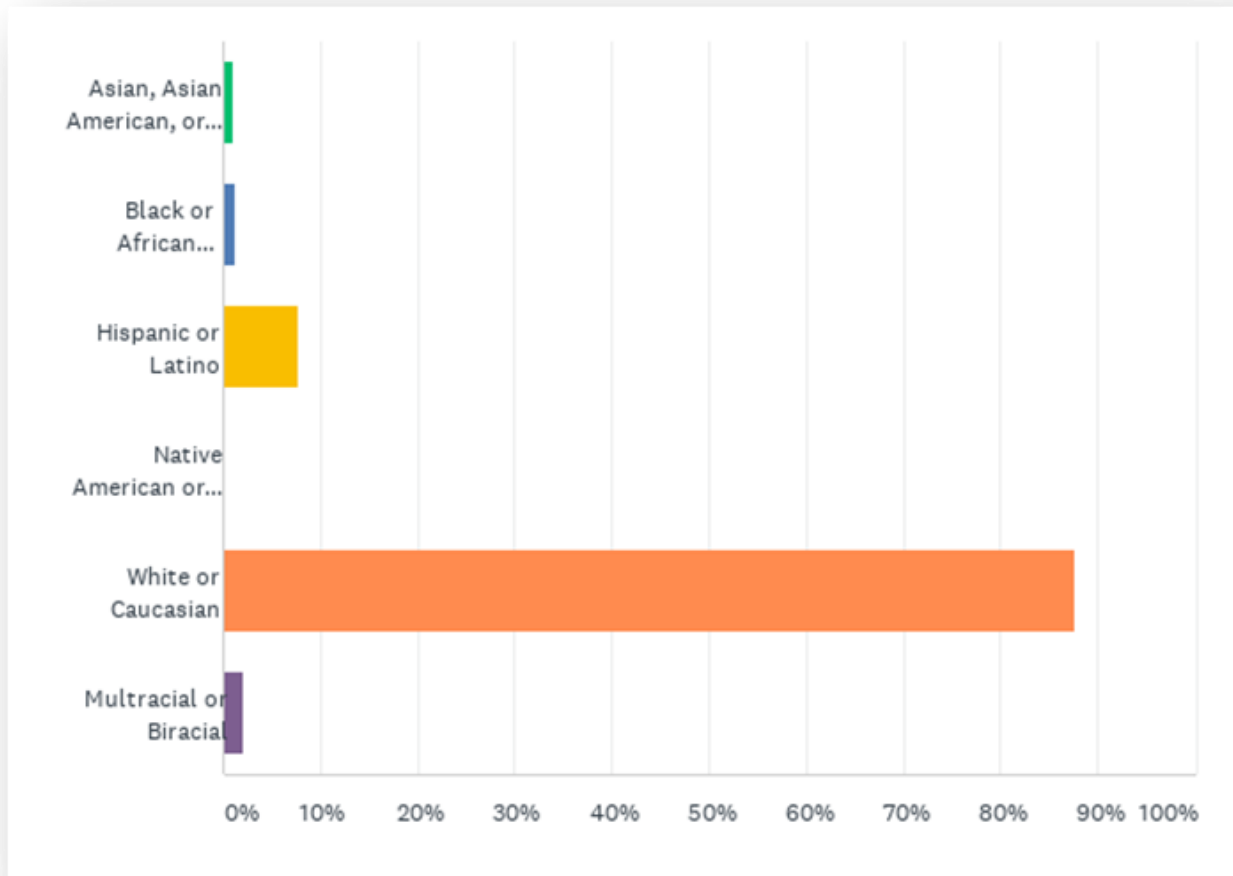
Survey Respondents by Age

n=483



Survey Respondents by Race/Ethnicity

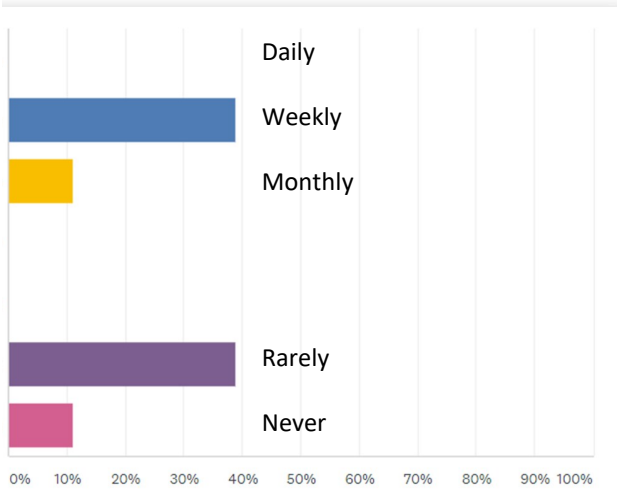
n=472



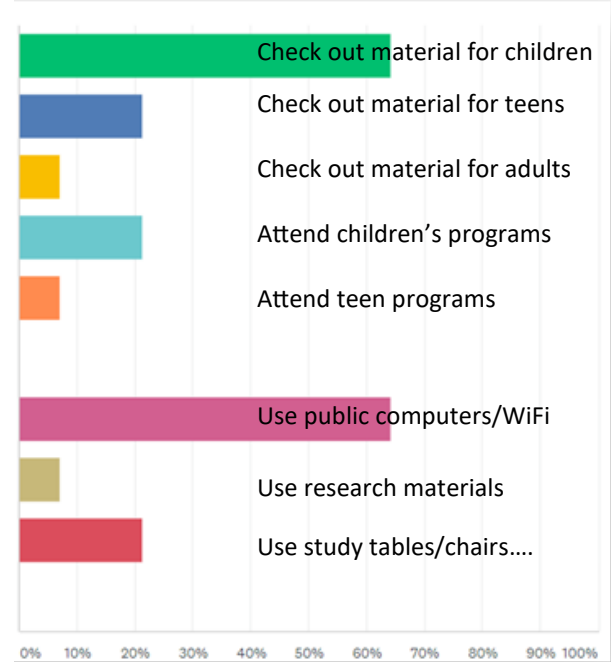
Library Use—Hispanic/Latino Respondents

Results from Spanish language survey; n=18

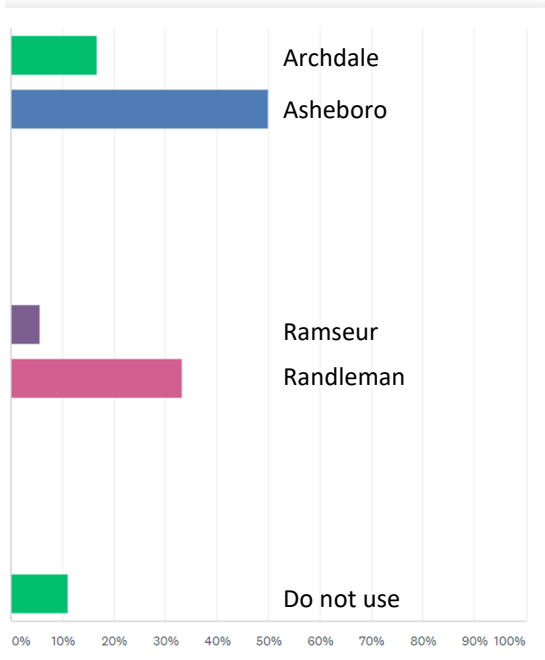
How often do you use the library?



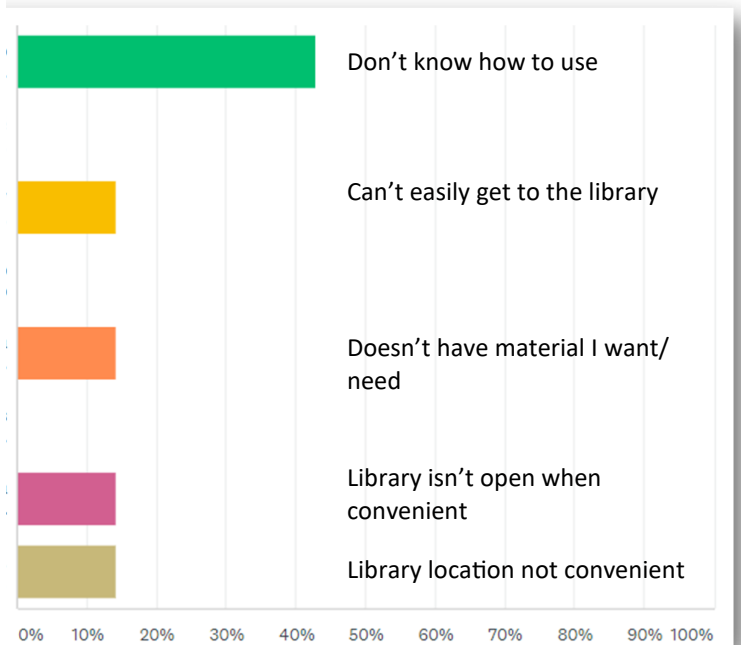
What do you typically do?



Which library/libraries do you visit?



Rarely/never visit — why?





IV.
**COVID ERA LIBRARY USE
AND SERVICES**

Randolph County Strategic Planning Community Survey
 HAVE YOU RESUMED YOUR PRE_COVID USAGE?

Have you resumed your pre-COVID use of the library?

NOTE: In addition to the comments below, 133 respondents replied YES and 8 replied NO.

Libraries	Comments
Archdale	Archdale closes too early now. I go to the park with my daughter after school then swing by the library and they're already closed!
Archdale	I am the same. I generally reserve books online and pick up.
Archdale	I haven't need yet but glad to know that library is open again. I will use it again soon.
Archdale	I've had to tale my mom to work in Winston Salem and I hope to go back to the Library again soon
Archdale	No I haven't been to there since covid. I am not sure what is currently available.
Archdale	No se [don't know]
Archdale	No, I had plenty of reading material at home. Will probably start back by the end of June
Archdale	no, i still do not want to come back in, i like the outdoor pickup. covid is not over
Archdale	Not entirely "back" but getting there
Archdale	Not yet as masks have been required. As soon as we can go in without masks we will resume weekly visits!
Archdale	Not yet because of work schedule
Archdale	Not yet. Have a lot of books at home right now.
Archdale	Pronto, no sabía que ya estaban abiertas al público. [Soon, I didn't know that they were already open to the public.]
Archdale	See previous answer
Archdale	Unfortunately not because of the pandemic resulting in the closing of the library.
Archdale	We have used curbside pick up several times a month during the covid shut down. We are still utilizing this service to pick up our reserved books. We have not been coming into the building because I have 2 young children who can't be vaccinated at this point.
Archdale	We've actually started going more so than before because my child has got to where he is more interested in reading and also has to do so with normal school and summer school.
Archdale	Yea no different for us just more convenient when we know what we are looking for and they have it ready on a busy day HUGE blessing but no more no less in our opinion
Archdale	Yes and have been happy to be back inside and visit with the Staff as well as find books.
Archdale	Yes I have resumed my pre-Covid usage patterns. In fact, I saw no reason for many places to close.
Archdale	yes with a mask
Archdale	Yes, except I browse online and request books / DVDs by phone,
Archdale	Yes, really missed it!
Archdale	Yes, the librarians act like they are terrified for people to be in the building.
Archdale, Asheboro,	Still limiting my activities outside the home.

Randolph County Strategic Planning Community Survey

HAVE YOU RESUMED YOUR PRE_COVID USAGE?

Libraries	Comments
Archdale, Asheboro,	yes!
Archdale, Asheboro, Extension Randleman, Virtually,	I will do so; but my work is keeping me too busy right now so I use the Library resources from home mostly.
Archdale, Asheboro, Mobile Library, Virtually,	i have
Archdale, Asheboro, Randleman,	fairly close
Archdale, Asheboro, Randleman,	I have not started coming back in to date, but plan to soon. Due to Covid and the library being closed, I had borrowed books from family and friends and also loaded up books on my Amazon Fire tablet.
Archdale, Asheboro, Randleman,	We are getting there.
Archdale, Asheboro, Randleman, Virtually,	I am a senior, just not comfortable yet to visit in person, will re-evaluate in the fall
Archdale, Asheboro, Virtually,	4th quarter 2021
Archdale, Asheboro, Virtually,	I wasn't sure if it was open again.
Archdale, Asheboro, Virtually,	Just today I have
Archdale, Extension	Home Extension books - -Lisa is the BEST!
Archdale, Franklinville, Randleman,	Curbside service should continue, even if on limited days, for those who need it.
Archdale, Mobile Library, Virtually,	I probably used the library more during covid-19. I hope to continue that.
Archdale, Randleman,	As long as masks aren't required.
Archdale, Randleman,	I was going to a book club which has not began again also a knitting group which has not began again
Archdale, Randleman,	No tobias no regreso [I did not return]
Archdale, Randleman, Virtually,	Yes, with the exception of children's activities - those aren't happening much right now and we won't do much in person kid's stuff until they're able to be vaccinated.
Archdale, Virtually,	As much as I am allowed.
Archdale, Virtually,	I can't get my act together since covid. I hope I will settle down shortly.
Archdale, Virtually,	I have started coming back, maybe not quite as often but do come in. Miss our book club and hope it can restart soon.
Archdale, Virtually,	I've not been inside the library since COVID, I am. currently using pickup and library online books, magazines and audiobooks.
Archdale, Virtually,	I've partially resumed, but a lot of the adult programs (book clubs, etc) have not resumed so that's still a difference from pre-Covid
Asheboro	Have not had the opportunity to come to library in person yet.
Asheboro	have not returned to pre-COVID use - will probably do so by the end of summer/early fall.

Randolph County Strategic Planning Community Survey

HAVE YOU RESUMED YOUR PRE_COVID USAGE?

Libraries	Comments
Asheboro	Haven't yet but plan to
Asheboro	I am looking for more ebooks and materials. RCPL isn't even connected to the NC databases. I have found Guilford county to have a greater offering.
Asheboro	I am not able to use library as much as previously since my husband (89) fell and broke his hip last August.
Asheboro	I attended programs sponsored by the library and I plan to get back to those.
Asheboro	I didn't know that they were open or the hours
Asheboro	I didn't know the library had reopened.... Has it?
Asheboro	I have resumed my regular usage pattern.
Asheboro	I haven't because I didn't know that they are back open to the public.
Asheboro	I haven't heard when folks are welcomed to in person without masks.
Asheboro	I never stopped library usage. I just used the outdoor library pickup method.
Asheboro	I try -- limited hours make it harder
Asheboro	I wasn't aware the library had re-opened
Asheboro	I'm just out of the habit of dropping by.
Asheboro	Just found out the library is open
Asheboro	kinda
Asheboro	kinda
Asheboro	No but summer i wkl
Asheboro	No lo se [do not know]
Asheboro	No y no lo se [no and I don't know]
Asheboro	No, I am just reacclimating with a lot of public spaces
Asheboro	No, I hurt my back and it's hard to carry books while I browse. I'm also still nervous about being around people.
Asheboro	NO, STILL SOME UNCERTAINTY
Asheboro	no, too busy with other things. Have been trading books with other friends.
Asheboro	No. Too many anti-vax clowns in Asheboro/Randolph County!
Asheboro	No. I didn't know that the library was opened back up for in-person visits.
Asheboro	No. I have not because I am unsure of what the hours of operation for the Asheboro branch are
Asheboro	No. I hope to resume library usage before the end of June.
Asheboro	No. I'm vaccinated but still not comfortable in crowds and I'm not sure local leaders care enough about my health to make good decisions for me.
Asheboro	No. Pre-covid, I took my 4 year old daughter to the library once a week to visit the children's corner and check out materials in person. It was a wonderful place for us to go to pass time. Nowadays, with a second daughter (a 1 year old), it's a little easier, more convenient to place materials on hold (online) and then drive through to pick them up. This summer may change things with more time on our hands...
Asheboro	No. Staying busy is why I haven't been to the library. I hope to return in the next month or so.
Asheboro	No. Was not sure if the library was open.
Asheboro	Nope. We come 100% more now
Asheboro	Not for children yet until all age groups can receive COVID vaccine.
Asheboro	Not fully, but will try to soon.
Asheboro	Not sure - probably return soon now that I'm vaccinated

Randolph County Strategic Planning Community Survey

HAVE YOU RESUMED YOUR PRE_COVID USAGE?

Libraries	Comments
Asheboro	Not yet - I hope to get back when I have some vacation time for reading.
Asheboro	Not yet, planning to thoughsenior
Asheboro	Not yet. Maybe once younger children are vaccinated. Unfortunately the majority of the Asheboro community remains unvaccinated and unmasked. I can't expose my children to that.
Asheboro	Not yet. Not sure if they opened back up yet.
Asheboro	Pronto [as soon as possible]
Asheboro	semi, but we are using ebooks now as well
Asheboro	Si, también utilizamos (curb side pick up) durante la pandemia. [Yes, we also use curbside pickup during the pandemic.]
Asheboro	Todavía no estoy segura ,pero me gustaría esta semana. [I'm still not sure, but I would like this week.]
Asheboro	Ventilation is key, if there are small spaces, I would still wear a mask and would want air purifier in any areas that the public uses...the virus is still present, and not all people have been vaccinated...thus the library is a public place, still need a little protection...
Asheboro	when staffing changes have been made and rude, irresponsible employees have retired or let go
Asheboro	Will not sit there for hours wearing a mask. (Very highly over rated). Will continue when that is no longer an option.
Asheboro	Yes we have
Asheboro	yes!
Asheboro	yes!
Asheboro	YES! Please do not be part of shutting down our economy and masking our children again.
Asheboro	Yes!!!
Asheboro	Yes, I have! Thanks for all you did in 2020.
Asheboro	Yes, more than before
Asheboro	Yes, the library should have never been closed. Many other places were open and the library failed our community when we needed it the most by closing.
Asheboro, ExtensionSeagrove, Virtually,	The library is not open long enough for me to study like I used to.
Asheboro, Franklinville, Ramseur,	No. I thought they were still not allowing us in
Asheboro, Franklinville, Ramseur,	No. We use to go weekly, or more. We have not been back since COVID. It's not open when I'm able to go.
Asheboro, Franklinville, Ramseur, Virtually,	No because I wasn't sure if the library was back open. I plan to start going back to the library in the next month.
Asheboro, Franklinville, Randleman,	Yes/no because of being so busy.

Randolph County Strategic Planning Community Survey

HAVE YOU RESUMED YOUR PRE_COVID USAGE?

Libraries	Comments
Asheboro, Franklinville, Virtually,	I was not aware until recently that the libraries had resumed a more normal schedule.
Asheboro, I don't use the library	No change since before COVID
Asheboro, Liberty, Ramseur,	No because children's in person classes are not offered for my little ones
Asheboro, Liberty, Virtually,	not completely, we have been busy with other things.
Asheboro, Mobile Library,	No, not enough time, hours do not alone with my work schedule, and I don't live close to a library
Asheboro, Mobile Library,	Not sure when it's open to the public
Asheboro, Mobile Library, Virtually,	Are workspaces open?
Asheboro, Ramseur,	ya regrese[I'm back]
Asheboro, Ramseur,	Yes!
Asheboro, Ramseur, Virtually,	I plan to, we just haven't gotten back into the habit of coming in to browse yet.
Asheboro, Ramseur, Virtually,	No. I have been using it virtually. I do not know if you can go inside to look around.
Asheboro, Randleman,	I didn't know the library was open.
Asheboro, Randleman,	I didn't know you were open to the public. You were closed so long!
Asheboro, Randleman,	No not really. The library doesn't seems too sterile and uncomfortable for use. I want to hurry and get out of there asap.
Asheboro, Randleman,	No, I have 7 kids so covid guidelines are tough for us.
Asheboro, Randleman,	No, not ready quite yet.
Asheboro, Randleman,	No. I haven't returned to anything normal yet.
Asheboro, Randleman,	No. Maybe eventually, when regular hours are in place again.
Asheboro, Randleman,	Non, because the children's programs are not being held in person.
Asheboro, Randleman,	yes but I sometimes prefer picking up outside.
Asheboro, Randleman,	yes have resumed usual library visits
Asheboro, Randleman,	yes I love the library, Im a senior and its one of my favorite places!
Asheboro, Randleman,	Yes, I am using the library regularly now. I appreciated the delivery to my car service that your staff cheerfully performed during the pandemic. Thank you!

Randolph County Strategic Planning Community Survey

HAVE YOU RESUMED YOUR PRE_COVID USAGE?

Libraries	Comments
Asheboro, Randleman, Mobile Library,	No, still getting caught up from when kids were out of school.
Asheboro, Randleman, Virtually,	Children's programs are not in-person yet
Asheboro, Randleman, Virtually,	No. I was unaware that the library had reopened.
Asheboro, Randleman, Virtually,	No. Hopefully soon.
Asheboro, Randleman, Virtually,	Not fully but plan to
Asheboro, Randleman, Virtually,	Yes, slowly.
Asheboro, Seagrove,	Sort of. I've been super busy but I'd love to visit again.
Asheboro, Seagrove,	I have resumed my library usage
Asheboro, Seagrove,	No - not on computer yet. Out of practice, I think I will come back. Have too much yard work now.
Asheboro, Seagrove,	No didn't know library was open
Asheboro, Seagrove,	No, but it is not the !library's fault. Other obligations have interrupted my routine.
Asheboro, Seagrove,	Yes,
Asheboro, Seagrove,	Yes, but I haven't visited the actual library as much as before but now that I am vaccinated I will go more often.
Asheboro, Seagrove,	Yes, so thankful it's open again.
Asheboro, Seagrove, Mobile Library, Virtually,	I have not had extra time
Asheboro, Virtually,	Almost, we're getting there. We will probably become more active over the next few months.
Asheboro, Virtually,	I actually use the library more since Covid. The drop off/pick up is great.
Asheboro, Virtually,	I have increased my usage patterns
Asheboro, Virtually,	I haven't used the library since prior to COVID. I have not been certain as to what services are available or not so I have been waiting for things to open back up. I plan to get there soon.
Asheboro, Virtually,	I'm just beginning to use the library as I did pre-COVID with your reopening just beginning.
Asheboro, Virtually,	Library hours
Asheboro, Virtually,	No, because Randolph County's vaccination rate is too low for me to feel I can safely resume my normal activities.
Asheboro, Virtually,	No, due to backlog of books gifted to me during the Covid, that I have not yet finished reading.
Asheboro, Virtually,	No, I now have a printer.
Asheboro, Virtually,	Not yet. Still many unknowns with little children. Our family really enjoyed the virtual programming and opportunities to gather outside - once storytimes resumed.
Asheboro, Virtually,	Online and in person usage remained the same.
Asheboro, Virtually,	was not aware until today that you were fully operational.

Randolph County Strategic Planning Community Survey

HAVE YOU RESUMED YOUR PRE_COVID USAGE?

Libraries	Comments
Asheboro, Virtually,	Yes!
Extension	Yes I love the Extension program
Franklinville	Got to get back on my regular usage.)
Franklinville	I put items on hold then go pick them up at the library mostly now. I would occasionally go in and browse. Adult programs I might participate in if there were any. Used to go in and help put together a jigsaw puzzle some.
Franklinville	Tomorrow.
Franklinville, Ramseur,	My library closed on me during covid. I think I thought they were still closed
Franklinville, Seagrove,	Yes, happy to be back in and browse & great company
I don' t use the library	No se como se usa [I do not know how it is used]
Liberty	No I am out of the habit of going to the library but ready to resume
Liberty	Not comfortable going inside.
Liberty, Ramseur, Virtually,	Yes, first in person visit 6/4/21
Ramseur	I will soon resume visiting the Ramseur library regularly
Ramseur	We are almost back to our normal usage. Just haven't fully resumed because it is the summer.
Randleman	I have actually used the library more post covid. The online services have been helpful and honestly I'd rather keep doing the library this way until covid really is less of a concern.
Randleman	I have not resumed normal usage patterns but plan to in the near future, since the library has reopened to in-person visitors. I am just now starting to get back into "normal" activities in general.
Randleman	I haven't attended in person. I have appreciated the regulations the Randleman library followed. I have done more adult programs than ever. I haven't returned because I worry now masks won't be required due to Coopers latest announcement.
Randleman	no not yet because my library is not open until 10am which is late in the day for me
Randleman	No, I haven't resumed my pre-covid library usage. I brought my children once since covid began and the atmosphere of the Randleman library was extremely disappointing. It felt like a prison because you had to be scanned in twice to even enter the main part of the library. We received a ticket telling us how long we could be there and my children were not allowed to go by themselves to browse the books. We were also required to wear masks the whole time. There is a glass wall completely surrounding the circulation desk. This intimidated my children and they did not feel comfortable in this environment. A lot of the restrictions have been lifted for the state but I feel because of the head librarian's personal beliefs she has not lifted these same restrictions. I am fine with the restrictions but don't feel it is the head librarian's job to control everyone else because of her personal opinion. I will not use the library until it lightens up on some of their restrictions.
Randleman	No, personal life is busy

Randolph County Strategic Planning Community Survey

HAVE YOU RESUMED YOUR PRE_COVID USAGE?

Libraries	Comments
Randleman	No. Since the kids got out of school we have been busy but we hope to start back soon.
Randleman	No. I usually use my Libby app unless there is a need to go inside the library
Randleman	No. Time restraints.
Randleman	No. While vaccinated, I have a compromised immune system and am still very cautious about being in public places with people who don't wear masks.
Randleman	Plan to return soon to checkout materials Have been busy with work/school
Randleman	Por ahora no ay alguna fecha para regresar ala biblioteca. [For now there is no date to return to the library.]
Randleman	Pretty much, but would like to come more ofetn
Randleman	Pronto [soon]
Randleman	Pronto [soon]
Randleman	Si [yes]
Randleman	Waiting for the masks to be gone. Hate wearing them inside.
Randleman	Yes - couldn't wait!
Randleman	Yes [heart]
Randleman	Yes I have
Randleman	Yes I have
Randleman	Yes it's great
Randleman	Yes, except unsure when we will be able to have adult programs and crafts again. I miss those.
Randleman	Yes, I returned to the RandlemanLibrary just as soon as I could.
Randleman	Yes, I've been vaccinated
Randleman	Yes, we have
Randleman, Virtually,	I have done curbside, but have not resumed in person. I had planned to, but with the CDC's new rules I have worried the libraries will abandon the masks and safety measures. I would like to see those continue for a while until we know we are in the clear as a county. If those measures stay in place, I plan to return as soon as possible.
Randleman, Virtually,	Yes - my family used it throughout the pandemic. We appreciated how the library implemented changes to allow us to safely continue using their services. Children loved the take home activities and were able to participate in programs that were sometimes impossible to do so in person prior to the pandemic due to scheduling conflicts.
Seagrove	I can't wait until the Seagrove library is back open for normal hours. We're new to the area and I have 4 kids, 1 being a toddler; I am interested in a weekly story time around 11:30.
Seagrove	I should soon
Seagrove	starting to
Seagrove	Yes! So thankful they are back open! [heart]

Randolph County Public Library Strategic Planning Community Survey

ARE THERE COVID ERA SERVICES/PROGRAMS THAT YOU WOULD LIKE TO SEE CONTINUE?

Are there COVID era services/programs that you would like to see continue?

NOTE: In addition to the comments below, 34 respondents replied NO.

Libraries	Comments
Archdale	Adult daytime activities. Chair yoga. Art. Crafts. Etc
Archdale	Book Clubs Used book sales
Archdale	Book pick up.
Archdale	Children's programs
Archdale	Contactless pickup for items on hold.
Archdale	Curb side pick up can be convenient. I like it sometimes.
Archdale	Curbside
Archdale	Curbside pick up. I love this option!
Archdale	Curbside pickup
Archdale	I am still wearing my mask in the Library
Archdale	Is the pandemic really over>
Archdale	Open the library and get business back to normal.
Archdale	outside book pickup
Archdale	Remote printing
Archdale	Sanitation of books/videos between check outs
Archdale	Tables and doors still need to be wiped down bathrooms also.
Archdale, Asheboro,	no, but do appreciate
Archdale, Asheboro, ExtensionFranklinville, Randleman, Virtually,	Sometimes it is nice to drive up and get your book.
Archdale, Asheboro, ExtensionRandleman, Virtually,	Possibly but not too many come to mind at the moment. I do like the opportunity to send e-mails to asprint201@gmail.com from home or my cellphone so I plan to continue using this service. Very convenient, Thank you
Archdale, Asheboro, Randleman,	Crafts
Archdale, Asheboro, Randleman, Virtually,	Curb side pickup has been great.
Archdale, Asheboro, Virtually,	Have hand cleaning available as coming into the library and other areas.
Archdale, Extension	Home Extension books
Archdale, Mobile Library, Virtually,	Curbside pickup
Archdale, Mobile Library, Virtually,	I actually enjoyed ordering online and then being able to pick up my books or audio books with minimal interaction. Not that I was scared of getting sick, but because I have social anxiety and that made the experience MUCH better.
Archdale, Randleman,	Book club at the Randleman library
Archdale, Virtually,	Curb side pick up on request

Randolph County Public Library Strategic Planning Community Survey

ARE THERE COVID ERA SERVICES/PROGRAMS THAT YOU WOULD LIKE TO SEE CONTINUE?

Libraries	Comments
Archdale, Virtually,	I personally like the door greeters and 'sneeze' guards! Until COVID never thought of the exposure to germs and viruses the staff encountered daily! We need to insure that our library staff stays well as a patron I can't begin to imagine going to Archdale library without the great staff they have working there. They are helpful and eager to assist, I no longer visit the other branches, the ride to Archdale is worth the time to receive great service!!! Keep the sneeze guards and greeters somehow they make me feel safer! The closing times~ love that closing is earlier keeps me from procrastinating and I actually arrive in time to spend looking for materials rather than dashing in the last few minutes they are open~ this especially is true for Saturday hours!
Archdale, Virtually,	It would be nice if the book drop outside could continue if only on a limited basis! Thanks for that!
Archdale, Virtually,	Outside Book pickup Children Story Time Online
Archdale, Virtually,	Outside pick up would be helpful when I'm in a rush and don't have time to come inside and enjoy.
Archdale, Virtually,	The book pickup/dropoff system has been very nice. (I have a elderly father with health and mobility issues and he isn't able to make it inside the library.)
Asheboro	Ancestry research
Asheboro	being able to come in to the library and read magazines
Asheboro	Car pick up for checked out books & materials
Asheboro	Children programs
Asheboro	Come in on a rainy day - elevator down (can't do stairs). A very nice librarian took my books with my card and brought me 3 new books! Can't ask for better people and service than that!!
Asheboro	Continue having customers wear masks
Asheboro	Curb side pickup
Asheboro	Curb side pick up was very helpful
Asheboro	Curb side pickup is a fantastic option for people who have limited mobility . Also very convenient for people who have others pick up for them.
Asheboro	Curbside is amazing!
Asheboro	CURBSIDE PICK UP
Asheboro	curbside pick up
Asheboro	Curbside pick up is GREAT!
Asheboro	Curb-side pick up was a BLESSING to me as a mom of 2 little kids.
Asheboro	Curbside pickup
Asheboro	Curbside pickup
Asheboro	curbside pickup
Asheboro	Curbside Pick-up
Asheboro	Curbside pickup
Asheboro	drive by pickup for those with handicap parking cards
Asheboro	Drive pick up
Asheboro	DVDs, children's reads and programs
Asheboro	ebooks
Asheboro	Family movies, educational programs for adults
Asheboro	I LOVE the Libby App to read books from the Library!!!
Asheboro	I loved the curbside pickup!!!!

Randolph County Public Library Strategic Planning Community Survey

ARE THERE COVID ERA SERVICES/PROGRAMS THAT YOU WOULD LIKE TO SEE CONTINUE?

Libraries	Comments
Asheboro	If, for some reason, I couldn't come into the library (heaven forbid), the curb service would be helpful.
Asheboro	Impresión de material [material printing]
Asheboro	Kids craft bags and all the youtube videos available from the library's channel.
Asheboro	mobile books brought to me
Asheboro	More programs and speakers.
Asheboro	No -- "human-to-human" please!
Asheboro	not sure yet!
Asheboro	outdoor programs
Asheboro	Outdoor programs for kids
Asheboro	Pick up at the door
Asheboro	pick up books at curb - very helpful for elderly
Asheboro	Pick up services was nice. Requesting books prior to coming.
Asheboro	Pickup option is super nice for those with several small children!
Asheboro	Selecting books online and the librarians pull them for me for easy pickup
Asheboro	SPEAKERS AND PROGRAMS, BOOK CHECK OUT
Asheboro	The children's park programs are a good addition.
Asheboro	yes
Asheboro	Yes
Asheboro	Yes, curb service will always be a great addition.
Asheboro	Yes, take home children's kits/online activities for a time convenient for our family. Curbside pickup-this is really great if a young child is sleeping in the car or may disrupt others if too tired to behave :) Seeing the staff in short videos or learning about new things via Facebook still provides the connection even when away from the library. You guys have been amazing during the pandemic!
Asheboro, Extension	yes - children's & adult programs
Asheboro, Franklinville,	liked curbside pickup
Asheboro, Franklinville, Ramseur,	not sure
Asheboro, Franklinville, Ramseur, Virtually,	I really like curbside pickup and would like to see that stay
Asheboro, Franklinville, Randleman,	I'd love it to be back to normal!
Asheboro, Mobile Library,	online ask a question chat
Asheboro, Ramseur,	I think it is great to have a virtual option for some programs, for people who cannot attend in person, or who do not yet feel comfortable being in a group setting
Asheboro, Ramseur, Virtually,	Curb side pick up as an option.
Asheboro, Ramseur, Virtually,	Not sure

Randolph County Public Library Strategic Planning Community Survey

ARE THERE COVID ERA SERVICES/PROGRAMS THAT YOU WOULD LIKE TO SEE CONTINUE?

Libraries	Comments
Asheboro, Ramseur, Virtually,	The Drive by service was awesome. I have arthritis in my knees and knowing that it could be brought to the car was a great service
Asheboro, Randleman,	Curb side pick up
Asheboro, Randleman,	Curbside pickup
Asheboro, Randleman,	Hand sanitizer stations
Asheboro, Randleman,	I thought curbside pickup worked well
Asheboro, Randleman,	It would be nice for the handicapped to have the books delivered to them in their cars if they request the service.
Asheboro, Randleman,	Items brought to curb
Asheboro, Randleman,	storytelling to small kids
Asheboro, Randleman,	Tal vez [perhaps]
Asheboro, Randleman,	We love virtual programs!
Asheboro, Randleman,	Would like some virtual offerings to continue as well as pick up service options
Asheboro, Randleman,	wouldn't be bad idea to continue curbside service for those who prefer it and would like to see screen barriers at checkout for safety
Asheboro, Randleman,	Yes, I like the option of online story time.
Asheboro, Randleman, Virtually,	Hand Cleaner dispensers in the libraries and research rooms.
Asheboro, Randleman, Virtually,	I'm interested in the service that allowed a librarian to pick out a few titles for pleasure reading based on your preferences. I'm not sure if that's still available.
Asheboro, Randleman, Virtually,	Online access
Asheboro, Seagrove,	Not for a long time
Asheboro, Seagrove,	yes, i love when authors come and speak and I also come to Christmas music/programs for adults.
Asheboro, Seagrove,	Yes. Glad the Seagrove library is open at 10 am instead of 1 pm.
Asheboro, Virtually,	Curb pick up
Asheboro, Virtually,	Curbside pick up
Asheboro, Virtually,	Curbside pickup
Asheboro, Virtually,	Curbside pickup
Asheboro, Virtually,	Curbside pickup has been absolutely wonderful.
Asheboro, Virtually,	Curbside pickup was a blessing (due to small children)
Asheboro, Virtually,	Curbside pickup was pretty cool. But, I really don't mind coming inside.
Asheboro, Virtually,	drop off/pick up through drive through
Asheboro, Virtually,	Hand sanitizer available and keyboard covers.
Asheboro, Virtually,	I appreciate getting my materials delivered to my car.
Asheboro, Virtually,	It was nice to be able to use the drive up service to pick up books.
Asheboro, Virtually,	Keeping a distance between patrons especially unmasked now that the delta strain is on the rise and so many in our county are not vaccinated.
Asheboro, Virtually,	Yes, curbside pick-up has been wonderful.
Extension	mobile services and computer service
Extension	Taking the vaccine more serious in public
Franklinville,	I like being able to call and they check the books out and me be able to just go by and pick them up. Even liked them putting them outside. It was quicker.
Franklinville,	No. I thought the pandemic is over?
Franklinville,	Storytime for young children.

Randolph County Public Library Strategic Planning Community Survey

ARE THERE COVID ERA SERVICES/PROGRAMS THAT YOU WOULD LIKE TO SEE CONTINUE?

Libraries	Comments
Franklinville, Ramseur,	Summer programs for children Santa Claus normal stuff... Movies for kids I would volunteer to help out with that.
Liberty	books sent to electronic format
Liberty, Virtually,	I like being able to call and have books placed in a bag with my name outside on a cart.
Liberty, Virtually,	I've really enjoyed curbside service, as it's sometimes easier to grab my books & go when I have my children with me.
Liberty, Virtually,	Putting books on cart outside for pickup
Ramseur	Curbside is a nice alternative if in a hurry. Note: we LOVE the library - the library app as well! The barcode scanner is great!
Ramseur	Magazines to check out and read at home.
Randleman	computer, smart phone, facebook use classes
Randleman	Hand sanitizer available in library.
Randleman	Hand sanitizing -- and masking thru the summer
Randleman	I didn't utilize this, but heard there was a program where someone would read to the Animal Shelter's dog, and kids could watch virtually. I think that sounded neat and should continue.
Randleman	I enjoy being able to access materials online and being able to pick up the materials to use at home. I like this because I intend on using this until the Randleman library goes back to normal.
Randleman	I like curbside and mask wearing when in the library. Randleman has done a fantastic job with the set up!
Randleman	I love the take home adult programs! The ladies at Randleman rock for keeping us busy during this.
Randleman	Las actividades para Ninos en vacaciones [Activities for Children on vacation]
Randleman	Love the monthly kits for kids. We could never make the in person activities so this is great!
Randleman	No-touch pickup
Randleman	Online programs make it easier to reach Children who do not live in City limits
Randleman	sanitize at door
Randleman	Summertime programs for children
Randleman	Take home activities for the kids. Curb-side pick-up.
Randleman	Yes
Randleman, Virtually,	Access to Ancestry Library edition online
Randleman, Virtually,	I have missed being in person for the children's programs, but we LOVE the online programs the Randleman Public Library has done. The kids love the videos. I don't think this needs to continue in addition to in person, but wanted to let the ladies know we have LOVED having that this crazy year.
Randleman, Virtually,	Please see previous response. Love the library staff so would want in person programs because of that but also appreciate the option for well thought out and educational take home programs.
Seagrove	I like when I see the librarians wipe down books with disinfectant wipes!!!