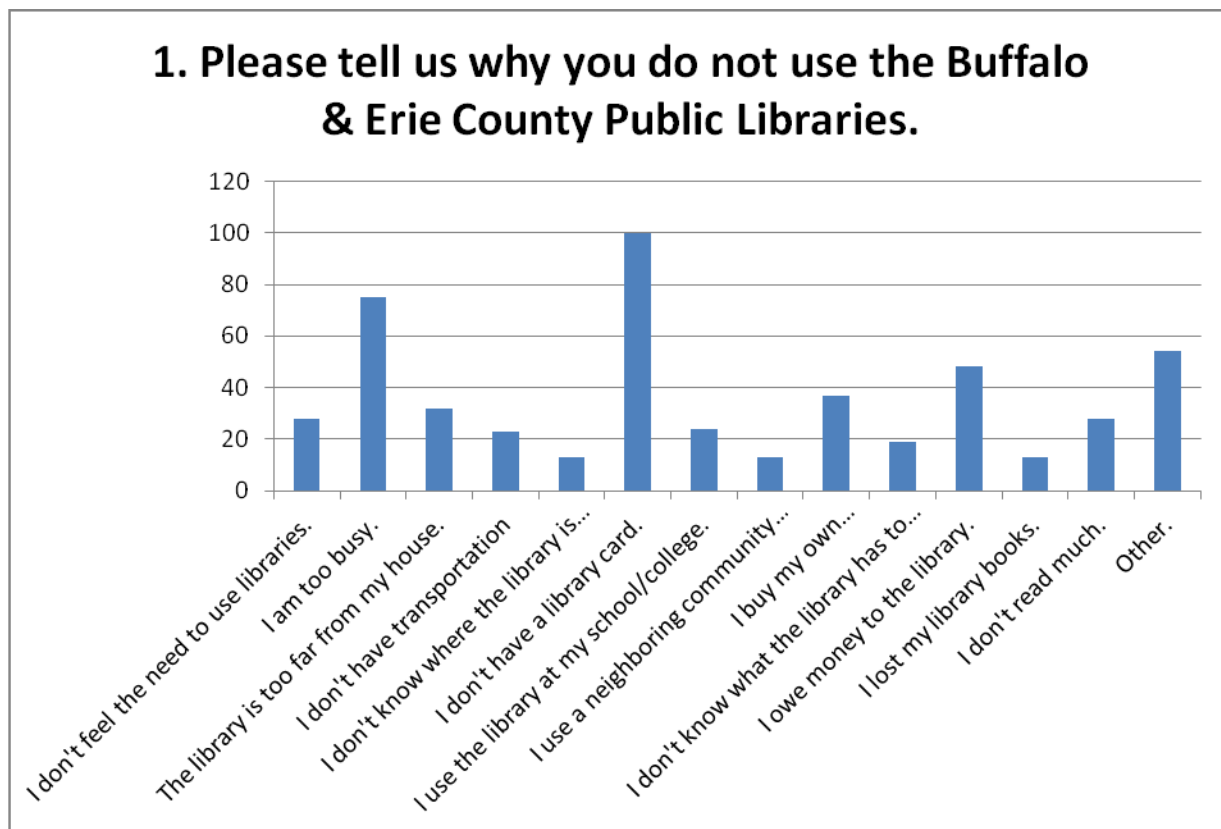


## Non-Library User Survey 2016 Responses

March/ April 2016

325 responses

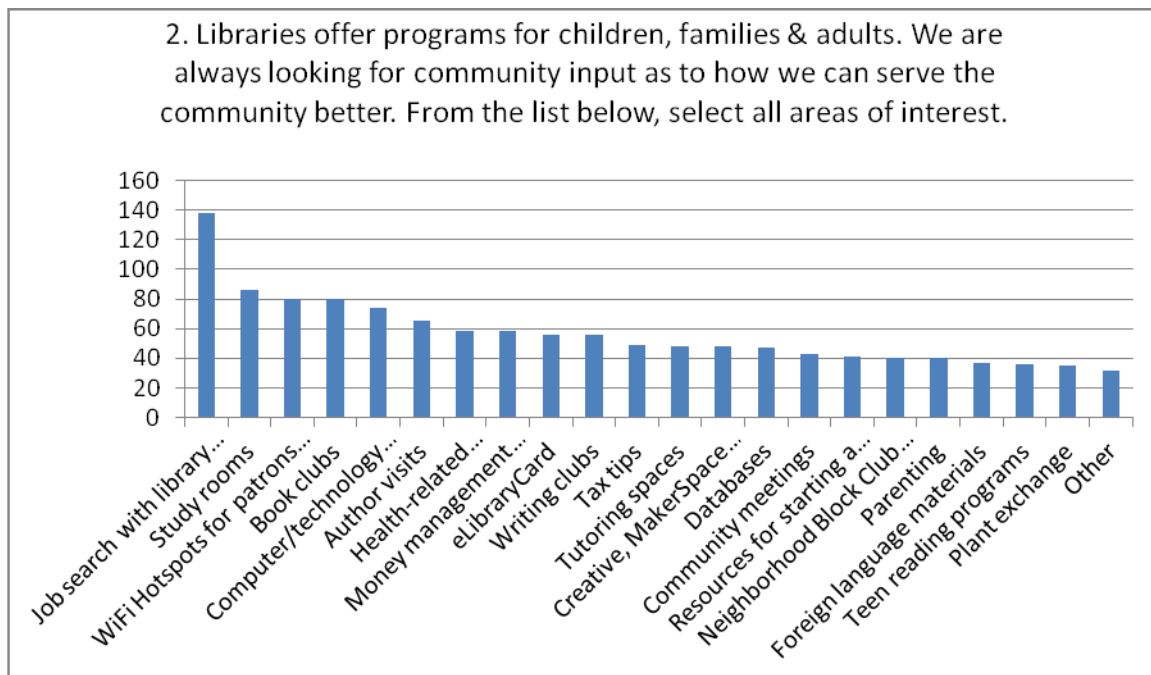


“Other” responses:

- All research is done at home on the internet.
- As a matter of fact, I live in Toronto, Canada!
- At my age & the library saying that I owe \$40 when I don't stops me from getting the books because the check out doesn't work then & I have challenged it.
- Between my Kindle, computer, and "Echo" I feel I don't need the libraries
- Canadian Resident
- did not feel welcomed, first impressions go very far
- Don't have Erie county address
- don't know
- don't know
- Don't live in area
- FACEBOOK

- forgot to bring proper ID to apply for card.
- From out of town and don't have the proper local ID yet
- have access to another one
- I am visiting the area for a short amount of time.
- I do use the libraries.
- I do use the library
- I do use the library often. Both the Crane branch and Main Library
- I just have not re-newed my library card, although I visit the library at least 3 times a week.
- I live & have a library card in another state. Am visiting & no computer where I am.
- I live in another state.
- I live in Fredonia and use their libraries mostly.
- I live in Niagara Falls
- I live out of town
- I need to ask my mother if I can do anything
- I need to print a label
- I read a lot, but have been doing more audio books
- I returned an item and was charged for it after.
- I use it all the time
- I use it online. I borrow books and love reading on my Apple devices!
- I use my Kindle
- I use the library
- I use them
- I used to go all the time, but I'm narcoleptic. I used to time out on the computer all the time and the guards used to yell at me.
- I. returned some books several years ago but I was told I didn't return them because they couldn't find them I love going to the library I am a avid reader and it bothers me very much
- I'm going to be moving out of state and simply forgot my card. Thank you for the guest pass!
- I'm visiting my mom, love using the library when I am here from California, for email and films for her
- Just moved to town
- Library in my area is too small and often very crowded.
- lost lib
- Mine was stolen

- More new books less media less videos
- New to Buffalo
- No I don't want 1
- Not from area
- Obnoxious security guards
- Read on my tablet
- The gentleman that works in the Springville library is extremely rude. When he is there when I go in, I feel very unwelcome.
- tired
- Usually don't need the services
- will enroll



“Other” responses:

- Activities for children with special needs
- Archival research
- away from my home and computer
- Community Education on other subjects
- Help looking for a house to rent or an apartment to rent.
- I have no interests that would require the library. I can get the info I need (regarding my interests) from other sources.
- I need to print a label, my printer at home is not working
- I work too much to read

- insure
- Looking for apartments
- meeting place
- miscellaneous
- N/A
- na
- none
- None
- none
- nope
- nothing
- online services
- paper research
- programming for retirees
- Promote more tutoring and programs, pamphlets on them would be nice
- Releasing resources to owner
- Resources to help people obtain picture Identification and assisting in getting required documents to do so, allot of resources for low to no income people, especially computer training and programs to obtain certifications
- set up event for Lifeline services
- tired
- Toddler + Story Time

### 3. What services would you like to see the Library provide in the next five years?

- more computers
- more computers
- more computers
- none
- none
- Cafe
- Cafe
- TV
- TV
- online services relevant to WNY and erie city citizens
- easier way to get library cards if your homeless
- more service for small children

- books
- used book sales
- nay
- improved resources
- unsure
- don't know
- more free resource info for housing and low income to no income patrons
- Keep up the good work
- aptitude testing , competitive writing classes with prizes and language classes
- any

- more technology, cheaper printing, ebooks, training programs
- all of the above selected
- A dedicated maker space. Less influence from individuals like Chris Collins. I want the second floor back.
- to keep the one's they have now
- Resume critique
- whatever
- books and movies
- pizza
- voter registration
- access
- easier speed and gut my eop ordersn
- library card mil orders to leave here
- Consolidating libraries regionally and/or consolidating districts into one chief unit of administration.
- nothing
- none
- no survey
- yes
- open interviews for jobs
- I would love to see the library host a summer book fair with local authors and national. Avid readers would love to meet local authors who are self publish.
- House for Rent or Apartment for Rent
- debt forgiveness day
- literature as well as media
- activities for children
- don't know
- INTERNET
- Job Fairs and help finding housing
- Ipad Loan, More of an ability to get older hard to find books, low cost party rental space.
- Just keep doing what you are doing
- Job training seminars, more community outreach programs for homeless and less fortunate adults and families
- I would love to have my own "My Library" account where I can see

what I've checked out in the past. Sometimes, I request a book I've already had. I would love to prepay on an account for my fees, instead of paying them at the library when it gets to \$10. I wish movies on DVD were listed by name only. Many times, I have to look under drama, adventure, comedy, and fantasy, sets, etc., it's SOOOO annoying, because often, titles are miscategorized or sets are split between genres. This does not happen at only one library.

- more hours
- Update you lending library in community based locations
- Library app to utilize
- more of the same, easier to order books from other branches
- access to print out services
- free tutoring
- giant telescopes
- Excel Courses
- More ebooks
- Meeting space like cafes
- Events, events, events! Especially those NOT for children. What about us childless people? There's not enough for us.
- easy to use e-books
- Increased access: open 7 days/wk and longer hours.
- counseling
- everythings fine
- heart health snack shop a water fountain that is cold
- N/A
- Looking for apartments
- open more hours to use the Internet
- more staff
- Children's Classes
- more thing for the kids
- A food court
- none
- kids programs

- better technology, stay with the times
- Coffee shop, but the library near me is in a strip mall. That is about as inviting as a cobra in aggressive mode. Would it be possible to put the library back into the building on Hertel and Delaware if asbestos abatement is done?
- idk
- top 40 books, build more libraries
- N
- NONE
- writing workshops
- Resume Workshops
- Language Classes
- Social Media Use
- ESL
- Jobs help
- Become more of a space where people can meet in the evenings for Book Clubs, courses of interest.
- Children's programs, pre-school etc.
- Kids reading groups
- Better services for the Community
- More activities that outreaches to the community
- Just don't close
- Do not close neighborhood libraries. Our kids and grandkids need them
- convience
- Storytime, Toddler storytime
- Children's Activities
- More study rooms
- Audio Book Rental, Comm. Education Training
- Story Telling, Crafts, Children's activities
- Computer Classes
- If I had time to read really
- Tutoring, community outreach
- Children Activities
- I would like to see on-site instructors to help guide consumers through resources
- Nighttime kids program

- Maybe Job Fairs
- Work Force
- Definitely would like to see some famous authors come for book signings and maybe run a Smartphone course for Android and IOS
- Smart Phone classes
- Kenilworth isn't our closest library and they've discontinued toddler story time. When our grandchildren visit we love walking to the library to read to them and go to story time.
- not to close
- Allowing all the branches to make decisions if my card was cancelled on fines that are owed, instead of referring them to the Central Library.
- Quiet spaces (rooms) to read or write with little interruption and to make sure that these places are wheelchair accessible
- not sure
- job fairs, health care related computer program training, legal tips
- Not sure.
- more job fairs
- no changes
- A free concert series on Jazz, Classical, or Gospel
- Have better books or more better things
- More comic books and graphic novels.
- Have Games
- Electronics
- Special Needs
- More E-book downloads
- Book Signings
- iPads
- computer
- don't know



Buffalo	Amherst	Lancaster	Kenmore
Buffalo	Amherst	Lancaster	Niagara Falls
Buffalo	Amherst	Lancaster	Niagara Falls
Buffalo	Amherst	Cheektowaga	Grand Island
Buffalo	Cheektowaga	Cheektowaga	Grand Island
Buffalo	Cheektowaga	Cheektowaga	Clarence
Buffalo	Cheektowaga	Cheektowaga	Clarence
Buffalo	Cheektowaga	Tonawanda	N. Tonawanda
Buffalo	Cheektowaga	Tonawanda	N. Tonawanda
Buffalo	Cheektowaga	Tonawanda	Eden
Buffalo	Cheektowaga	Tonawanda	Eden
Buffalo	Cheektowaga	Lancaster	Canada
Buffalo	Cheektowaga	Lancaster	Canada
Buffalo	Tonawanda	Lancaster	Amherst
Buffalo	Tonawanda	Lancaster	Tired
Buffalo	Tonawanda	Kenmore	Derby
Buffalo	Tonawanda	Kenmore	Boston
Buffalo	Tonawanda	Kenmore	Camillus
Buffalo	Tonawanda	Lackawanna	Amherst
Buffalo	Tonawanda	Lackawanna	Buffalo NYS, Erie
Buffalo	Buffalo née	Lackawanna	County
Buffalo	Buffalo NY	Williamsville	West Seneca
Buffalo	Buffalo NY	Williamsville	Fredonia, NY
Buffalo	Buffalo NY	Williamsville	My family lives in
Buffalo	Buffalo NY	Erie	Hamburg
Buffalo	Buffalo NY	Erie	Buffalo zip 16
Buffalo	none given	Erie	Toronto, Canada
Buffalo	none given	Hamburg	Massachusetts
Buffalo	none given	Hamburg	Cheektowaga
Buffalo	none given	Hamburg	Orchard Park
Buffalo	none given	Niagara Falls	Manila née
Buffalo	none given	Niagara Falls	Alden née
Buffalo	Amherst	Niagara Falls	Marilla
Buffalo	Amherst	None given	Pottstown, PA
Buffalo	Amherst	None given	Bflo
Buffalo	Amherst	None given	East Amherst
Buffalo	Amherst	Buffaloing	Orchard Park
Buffalo	West Seneca	Buffaloing	Op
Buffalo	West Seneca	Williamsville	Grand Island
Buffalo	West Seneca	Williamsville	Clarence Center
Buffalo	West Seneca	Lockport	Orchard Park
Buffalo	West Seneca	Lockport	town
Amherst	Lackawanna	Buffalo, NY	Trail, OR.
Amherst	Lackawanna	Buffalo, NY	Springville
Amherst	Lackawanna	Depew	West valley, cat.
Amherst	Lackawanna	Depew	county.
Amherst	Lancaster	Kenmore	HAMBURG

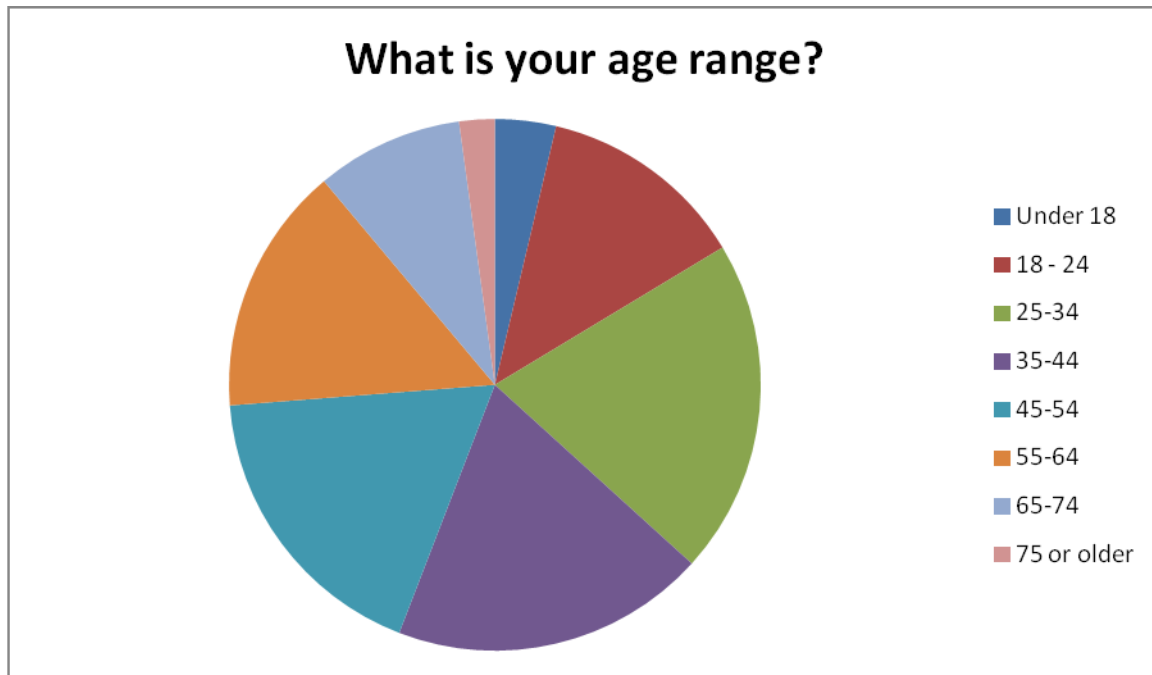


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 Tonawanda  
 Buffalo N.Y.  
 Elma  
 Town of  
 Tonawanda  
 Buffalo, New  
 York  
 utica  
 Buffalo 14220  
 Lancaster  
 Angola  
 East Amherst  
 fdzbgz  
 North buffalo  
 Amherst  
 Hamburg  
 n/a  
 Holland  
 Orchard Park

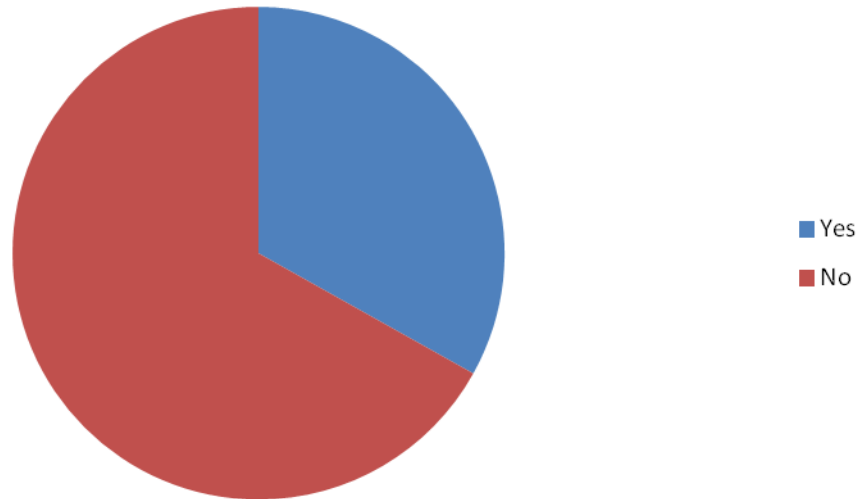
Buffalo née  
 Buffalo/riverside  
 Elmwood Village  
 Buffalo nay.  
 N Buffalo  
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 Cheektowaga /  
 Sloan  
 BUFFALO, NY,  
 14211  
 Depew  
 Village/Lancaster  
 Town  
 North Buffalo  
 Newfane  
 Bowmansville  
 Cheektowaga/Slo  
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 Depew  
 Sanborn

Alden  
 Cheektowaga/A  
 mherst  
 Indian Falls  
 Linwood  
 Buffalo  
 Grand Island  
 Cheektowaga,  
 Losson Branch  
 Lakeview  
 Fredericksburg,  
 VA  
 arcata ca  
 16chapel rd, apt9  
 Kenmore ny  
 14217  
 newport news  
 Elma, Ny  
 downtown  
 Buffalo New York

Buffalo  
 Evans  
 North  
 Tonawanda  
 Buffalo  
 the moon  
 Erie  
 lyndonville  
 Kaisertown  
 Buffalo,N.Y.  
 Eden  
 West Seneca NY  
 Buffalo, New  
 York  
 Ads  
 City: Buffalo  
 Not  
 Springville  
 Clarence, NY



Would you like more information about receiving a free Buffalo & Erie County Public Library card?



My email address is...

usafusnseals@yahoo.com  
usafusnseals@yahoo.com  
usafusnseals@yahoo.com  
ms.irisbrunildarivera@yahoo.com  
ms.irisbrunildarivera@yahoo.com  
ms.irisbrunildarivera@yahoo.com  
None  
None  
tony20770@gmail.com  
tony20770@gmail.com  
tinikajohnson2733@yahoo.com  
tinikajohnson2733@yahoo.com  
amberdifrancesco@gmail.com  
amberdifrancesco@gmail.com  
na  
na  
tbunce58@gmail.com  
tbunce58@gmail.com  
Cidndn@kdkdkd.com  
kaniem@buffalolib.org  
danmacisaac@gmail.com  
mariyajc88@gmail.com  
sonyagrayson66@gmail.com  
geneva44@yahoo.com  
kadrehawkins@gmail.com

jamir\_him@yahoo.com  
karenj784@gmail.com  
i dont have one  
redrumednag@gmail.com  
jenduc@gmail.com  
dog2elf@yahoo.com  
lyndfay25@gmail.com  
tschmiederjr@gmail.com  
claimant@muchomail.com  
simondeshaun@gmail.com  
gharwell19.gh@gmail.com  
deshawn8790@gmail.com  
Djbaker585@gmail.com  
nicholas.hurst87@gmail.com  
pinkfreak41@gmail.com  
berger.brye@yahoo.com  
michaelminns199@yahoo.com  
sarah.biglips@gmail.com  
ernestjflorack@hotmail.com  
myag.cutiepie4@gmail.com  
aaron.niziol@gmail.com  
jjray2k@gmail.com  
tamsocialmediatips@gmail.com  
Bobbyv813@gmail.com  
russianwright@gmail.com

DONT HAVE ONE

PilchardsGirl@Yahoo.com  
ttrinkets67@gmail.com  
bianzanodale2466@yahoo.com  
dteachn1@yahoo.com  
slynnkohut@gmail.com  
suezshop@yahoo.com  
thontheriver@aol.com  
cburdie@msn.com  
brookerb20@gmail.com  
sumack@bluefrog.com  
here2luvu69@yahoo.com  
Kadobos@gmail.com  
Kgkeen3@gmail.com  
blah@yahoo.com  
cidonnelly@yahoo.com  
rethadunnjones1@gmail.com  
mgmgiam@gmail.com  
willscottusn.123@gmail.com  
Angelsrlovely@yahoo.com  
davebrown295@gmail.com  
jnasztalos@yahoo.com  
thetoyaj34@gmail.com  
mayflower51155@gmail.com  
lacy.ann.taylor@gmail.com  
gamblinjanet@gmail.com  
Shaywoknap@gmail.com  
rodgermorrison@roadrunner.com  
Titusworkinghard@gmail.com  
alaina.wayland@gmail.com  
kanrfb@aol.com  
originalzeke@roadrunner.com  
toni.asztalos@yahoo.com  
ruthiescott@verizon.net  
leopardgirl8@hotmail.com  
perezja2014@gmail.com  
myabankss8@yahoo.com  
lilnick1031@yahoo.com  
sbostw4926@aol.com  
donnadpd@aol.com  
buzylove@aol.com  
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ms.hardaway24@yahoo.com  
lorne@nickelcityre.com  
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kwood2190@yahoo.com  
vernibaby1@yahoo.com  
foreverhot77@live.com  
chandriamccaster@yahoo.com  
sikoratommy@gmail.com  
Saintsangel18@gmail.com  
mreisch716@yahoo.com  
againstallodds21@gmail.com  
no  
jsppear407@cs.com  
lasusanna@asis.com  
hwinkfield@hotmail.com  
jj.anderson8220@gmail.com  
robert.juliano3@gmail.com  
latashafields@gmail.com  
ronnekarobinson@gmail.com  
kfbuffalo@yahoo.com  
djmt1@yahoo.com  
f  
scaldarella621@gmail.com  
croyal.168@gmail.com  
kramz50a3@msn.com  
j\_calderon66@yahoo.com  
mcwilliams31547@gmail.com  
richardrfrank4848@gmail.com  
fkipler1007@gmail.com  
shalil4789@yahoo.com  
harman-kardon@live.ca  
chesticr563@gmail.com  
melswife247@gmail.com  
selinahayes64@gmail.com  
morgan.gerefy@icloud.com  
dundreb128@gmail.com  
jurkowsj@dyc.edu  
topdog1165@gmail.com  
hopkinslatisha83@gmail.com  
I dont have one  
laurapiper0119@gmail.com  
www.aol.brights.com  
dsafasdfa  
ybrown619@gmail.com  
wroblewski.melissa@yahoo.com

lilbithlf@yahoo.com

annarobinson621@hotmail.com

reghawk8649

My home address is....

15 School St OP, NY, 14127

15 School St OP, NY, 14127

69 proctor ave

69 proctor ave

na

na

099 the jones stret, buffalo, ny 142222226

2025 Delaware Ave., Apt 2E Bflo NY 14216

27 E Girard Blvd Kenmore NY 14217

1305 main street buffalo NY 14209

410 Langfield Dr

62 isabelle st apt 3c

12 e amhesy

4111 Bryant Blasdell NY

43 Eagan Dr #4

19 block st.

201 hartford

405 Marilla St , Buffalo, NY 14220

206 Berehaven Drive

211 E. Eagle Street, Apt. 509, Buffalo, NY 14204

300 ellicott street

321 Cornwall ave

119 phyllis ave

1 west Cleveland dr

236 Adam st Buffalo, NY 14206

85 slate creek dr apt 10, 14227

254 S Elmwood

107 weyand ave

136 Point St. 14214 Lackawanna, NY

195 Princeton Avenue Apt.3 Amherst,New york 14226

12030

12030 clinton st alden ny 14004

12030 clinton st marrila ny

202 s. division street apt. 605

100 east tupper street

62 seymour st

6394rebecca@gmail.com

110 Ontario Street, Buffalo, New York 14207

145 14th street

246 Cambridge Ave

none

47 W Chippewa

162 Wildwood st.

3126 Eggert Rd.  
159 Claude dr  
211 E. Eagle Street, Apartment 509, Buffalo, New York, 14204  
46 Tiernon  
60 Columbus ave buffalo ny 14220  
35 alpine place  
211 Lock street, apt 5 Lockport NY 14094  
7 shire drive 14051  
165 e monmouth ave tonawanda ny 14150  
11 Blah St, 14201  
68 leonard st buffalo ny  
790 lancer crt.  
254 ashley street bfo ny  
Homeless  
48 California street  
1096 genesee st  
96 North Lincoln Ave  
1261 E Dalavan  
132 Lancaster Avenue  
59 spruce st.apt.2  
46 Commonwealth Avenue  
65 Kies Ct, Niagara Falls, NY 14304  
20 Ward Pk Grand Island Ny 14072  
20 Ward Pk Grand Island NY 14072  
322 Pennsylvania st. 14201  
77 Patricia Dr. West Seneca, NY 14224  
146 Garry Dr, West Seneca, NY 14224  
73 Dorchester Rd. Buffalo  
129 Royal Coach Rd. West Seneca, NY 14224  
105 Landings Dr. Amherst 14228  
379 Wyoming Ave  
94 Marano Dr, Depew, NY 14043  
91 Orange St. Buffalo, NY 14204  
117 Peppermint Rd. Lancaster, NY 14086  
42 Glenhaven Drive Amherst, NY 14228  
106 Meadowbrooke Ln  
5340 Genesee St, 14026  
5226b Cambria Rd., Sanborn, NY 14132  
457 Normal Ave #2 Buffalo, NY 14213  
268 Grant Street, Buffalo, NY 14213  
16 Trent Square, Apt. B  
300 Homecrest Drive, Amherst, NY 14226  
2470 federal rd linwood ny 14486  
119 leonard st  
550 shirley ave  
110 Dolphin Drive  
317 Millicent ave buffalo ny 14215

653 Borden Road, Chtg, NY,14227  
328 Fargo Ave Apt #1 Buffalo, NY 14213  
63 tioga st buffalo ny 14216  
7 sickman  
100 e. tupper  
11055 Kings Crest Ct., Fredericksburg,VA 22407  
995 11th st arcata ca 95521  
414 Shirley ave  
16chapel,rdapt9 kenmore ny 14217  
366 Elmwood Ave, Apt. 220, Buffalo, NY 14222  
24 Mt.View Pl Lancaster, NY 14086  
70 Carmel Road, Buffalo, NY 14214  
P O Box 213 North Boston Ny 14110  
P.O Box 434; CHEEKTOWAGA, ny  
8784 Lakeshore Rd.  
1264 Mckinley prwy  
426-5th st  
83 Beach Road, Cheektowaga, NY 14225  
540 Shirley Ave, Buffalo, NY 14215  
54 Congress, Buffalo, NY 14213  
12304 E. Yates Center Rd., Lyndonville, NY 14098  
349 Forest Ave, Buffalo, NY 14213  
28 Grant Street  
457 Normal Ave #2, Buffalo, NY 14213  
336 Forest Ave.14213  
74grey  
141 Winspear Av, Buffalo, NY 14215  
8 camalot court  
85996 grierr  
adsfadfasdf  
299 Plymouth Avenue  
117 kirby ave  
83(81) Grant Street Apt. 3----14213  
712 Main Street #109  
100 east tupper, #45, buffalo, ny 14202  
2823 Kulp Rd. Eden, NY 14057