

Economic Impacts and Valuation Associated with the Construction and Operation of New and Renovated Kanawha County Public Library Facilities

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Kanawha County Public Library

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Introduction

The Kanawha County Public Library (KCPL) has locations in Charleston (Main Library), Riverside Public Library, and branches in Clendenin, Cross Lanes, Dunbar, Elk Valley, Glasgow, Marmet, Sissonville, and St. Albans. Use of the KCPL and its services has grown over the years in terms of attendance, circulation, availability and use of computers, and programs. In response to this demand, the KCPL is seeking to upgrade its library facilities and services by constructing new buildings in Charleston and Marmet and additions and building improvements at Cross Lanes, Dunbar, Sissonville and St. Albans.

The KCPL commissioned this study by the Center for Business and Economic Research (CBER) at Marshall University to seek to demonstrate the value of library service and the impact of improved library facilities to the community. The study quantifies the value of library services provided to the people of Kanawha County and the initial and ongoing economic impact of planned construction projects.

The KCPL is the largest public library system in West Virginia with ten locations and a Mobile Library (Bookmobile) serving over 180,000 County residents and over 89,000 registered borrowers. In fiscal year 2009-2010, 855,547 people visited the library and checked out over one million items. The collections of KCPL include nearly 600,000 physical items in a wide variety of formats, and KCPL also provides computer and on-line access to a number of sources which are not publically available elsewhere. Also, 1.2 million web pages were delivered to electronic visitors, while professional staff of KCPL answered more than 61,000 reference questions. KCPL is a community hub providing meeting space for organizations. Further, it conducts seminars, programs, and workshops for children, teens, adults, and families which enrich their lives.

Many West Virginia public libraries are seeking to improve their facilities. It is hoped that this study will be useful to library officials and to decision makers in Kanawha County and throughout West Virginia. Libraries throughout West Virginia are seeking to demonstrate their value to the people they serve and to those who make decisions on funding.

There are a number of different methodologies that can be employed to determine the benefits of a library. As public libraries provide services at no or low cost, using a simple cost-benefit model or traditional economic impact analysis does not fully capture a library's value. CBER will use the accepted technique known as "Economic Value Analysis" (EVA). EVA asks, "what would people be willing to pay for the service offered by the library if it were not provided at low or no cost as well as what is the output, income, jobs and taxes generated by the library?"

While it is relatively easy to assess the direct and tangible benefits of a library, it is more difficult to evaluate the indirect and intangible benefits as those are often invisible to the user and the community at large. It is the placing a value on this group of benefits which economic value analysis provides. This EVA study uses five different economic models, including:

- Market Pricing Approach;
- Contingent Valuation Approach
- Economic Impact Analysis

- Non-Use Valuation
- Social Impact Analysis.

No matter how it is measured the economic impact of the Kanawha County Public Library (KCPL) is substantial. CBER concludes that:

- KCPL provides a highly valued service to over 89,000 registered borrowers and directly and indirectly impacts the lives of more than 180,000 county residents.
- The planned construction projects will increase the contribution of KCPL to the economic vitality of Kanawha County and the surrounding area, both during construction and beyond.
- The KCPL raises the quality of public education, connects the community, improves the quality of life, and contributes to the area's economic growth.

Summary of Results

The five approaches used in this CBER study yield the following results:

- Using a *market pricing approach*:
 - **The benefit of the services offered by the KCPL is over \$14 million a year.** This includes the value to users of print books, audio books, video materials, computers, research and reference services, space for meetings, electronic research tools as well as programs for children, adults and other groups.
 - **The return on investment from the expenditures to support the KCPL is \$2.24 for every dollar spent.**
- Employing a *contingent valuation approach* **patrons averaged a monthly savings of \$90.25 per month for a combined savings of \$4.2 million.**
- Using *economic impact analysis* **the planned expansion projects will**
 - **Generate 667 jobs** during the construction phase.
 - **Create a direct impact of over \$18 million** on Kanawha county incomes.
 - **Result in permanent employment after construction of 163 jobs.**
- Using a *non-use valuation approach* involving a survey of library users finds that:
 - **87 percent felt the KCPL significantly contributes to county prosperity**
 - **95 percent concluded the KCPL was improving the quality of life in the county.**
- Finally a *social impact analysis* was completed which concluded **that the 1,525 programs offered by the KCPL for children, young adults, adults and families reached over 25,500 people. If even minimal admission had been charged, the costs to attendees would have approached \$200,000.**

These monetary or return on investment estimates by CBER are designed to be conservative. Since widely accepted methods were used to derive these amounts CBER is confident that a minimum value has been established for the KCPL. It is entirely possible that the true value of the KCPL exceeds the calculations in this report, but the CBER figures are fully acceptable to create a “floor” value for the KCPL.

The estimates show that the KCPL currently provides about 2.24 return for every dollar invested in services; proposed construction projects provide immediate direct economic benefits and will continue to contribute to the economic prosperity of the City of Charleston and Kanawha County long after construction is completed; and KCPL makes an important contribution to the economic well-being and the quality of life of Kanawha County residents.

Methods of Benefit Estimation

The five EVA methods are implemented with both evidence from the literature, economic modeling software, and results from the survey instrument. The results provide an overall picture of the impact of the KCPL. The following is a snapshot of the benefits and impacts created by the KCPL.

First, the *economic impact analysis* using economic modeling determines the effect impact on output, income, and jobs in the County both during the construction phase and the operation phase after construction. Some of the highlights from this analysis are:

- The construction phase will create 437 construction jobs and 230 jobs in other industries creating 667 jobs,
- Estimated total spending impact in Kanawha County during the construction phase is \$18 million,
- Total employment after the construction is estimated to be 163 jobs.

The *contingent valuation method* relied on the results of the visitor surveys. During a two week period, over 3,500 patrons responded to the survey either electronically or at the Main Library or a library branch location. These results illustrate the implications of what would happen in the absence of the KCPL:

- 76 percent of respondents would have tried to get the information elsewhere and 14 percent would have not have known where else to go to acquire the information,
- Over 1,800 respondents would have utilized a bookstore to retrieve the necessary information, and over 1,330 would have consulted with a family member or friend for the information,
- Patrons estimated their monthly savings by utilizing the KCPL which created a total sum of savings from the respondents of \$316,340 per month or an average savings of \$90.25 per respondent per month. The estimated savings to active patrons of the KCPL for an entire year was \$4.2 million.

The *market pricing analysis* attaches a dollar value of such services as library programs, reference questions answered, circulation of materials, and computer use. By using the prices patron would have had to pay for the use of the service multiplied by the annual number of uses, an estimated value of the service was calculated. The results from the market pricing analysis are:

- Print materials, audio materials, and video materials provide an estimated value of over \$10 million,
- The combination of children's programs, adult programs, young adult programs, and family programs at the KCPL provide an estimated value of over \$189,000,
- The total estimated value for all the services included in the market pricing analysis is over \$14 million a year, and
- By utilizing population in Kanawha County, KCPL operating costs, and the total market value amount, a cost-benefit ratio for the KCPL was calculated to be \$2.24, which means for every dollar spent over two dollars in benefits were received.

The *non-use valuation* is used to quantify the benefits received by the community as a whole and even those who do not directly use the KCPL. The KCPL patrons were asked to respond to survey questions which illustrate the benefits to non-users:

- Over 87 percent agree that the KCPL significantly contributes to local economic prosperity,
 - Over 95 percent agree that the KCPL significantly improves the local quality of life,
 - Over 73 percent agree that the KCPL helps existing local businesses grow,
 - Over 58 percent agree that the KCPL attracts new businesses to the community,
 - Over 79 percent agree that the KCPL plays a vital role in helping individuals find employment, and
- Over 75 percent strongly agree that the presence of the KCPL increases local residential property values.

While the *social impact analysis* does not provide a quantitative result, the analysis illustrates the variety of programs and events provided by the KCPL. For FY 2010, the KCPL offered over 1,500 programs for children, young adults, adults, and families with attendance of over 25,500. The KCPL provides a wide variety of programs and events that provide a social benefit to the surrounding communities:

- Programs to promote a healthier community,
- Programs specifically designed for children, families, teens, and senior citizens,
- Programs that support education such as literacy programs, computer classes, and adult education classes,
- Providing meeting and study space to individuals and groups,
- Programs for home schooling parents, and
- Mobile Library (Bookmobile) services for patrons in rural locations.

The following report provides an introduction to the KCPL and its branch locations, the results from the EVA, evidence from the literature on the value of libraries, survey results, in addition to patron geographic and demographic information.

Impacts Associated with Expansion

The KCPL is seeking to fund the following projects:

- Construction of a new Main Library in Charleston,
- Construction of a new building at the Marmet branch,
- Additional space and remodeling at the St. Albans branch,
- Additional space and remodeling at the Dunbar branch,
- Additional space added to the Cross Lanes branch, and
- Additional space added to the Sissonville branch.

KCPL plans also included construction of a new building to replace the Elk Valley Branch. The Library has elected to enter into a long-term lease on an 8,500 square foot building in a high traffic mall location, which is scheduled to open in April 2011.

The Center for Business and Economic Research (CBER) at Marshall University has been asked to estimate the economic value this project will bring to the communities throughout Kanawha County. As mentioned previously, one single method will not fully capture the value of the library.

Economic Impact Analysis

The first step of the EVA is the traditional economic impact analysis which determines the direct, indirect, and induced effects of the expenditures made by the KCPL. The economic impact is accomplished in two phases:

- Construction
- Operation after construction.

This estimate includes the economic impact of the construction of the Main Library and all branch projects. The construction impact analysis provides a one-time economic impetus which ceases after construction is completed. The second phase of the analysis illustrates the impact of operation after the construction of the new and expanded facilities is complete, which includes the continuing creation of output, income and jobs.

In order to determine the economic impact of the KCPL construction projects and operation after construction, CBER used the IMPLAN© model. IMPLAN© is an input-output model which takes the mathematical relationships between sectors of a region's economy and relates them to the social and economic characteristics of that economy. Based on these relationships the economic impacts of a given program or project can be determined. The result is an estimate of the output, income and jobs which can be attributed to that specific program or project. In the case of this analysis, the region is Kanawha County.

The most important component of an economic impact study is output, which estimates the total production of goods and services from the presence of a program in an area such as the KCPL.

Output results from direct spending on labor, supplies, equipment and services and is called the *direct effect*. That spending creates income for workers and suppliers which is then re-spent many times in the region. Spending on a project is redistributed as those who receive the income use it to purchase goods and services elsewhere in the region. Their spending creates even more spending from the incomes received. This is called a *multiplier effect*. An economic impact analysis measures the impact of this spending as it circulates through the economy.

Beyond the *direct effect*, the re-spending also has both *indirect* and *induced* effects which create the additional impact. Indirect spending results when businesses provide employment and purchase goods and services as a result of the direct income they received. The induced effect measures the spending of income by households as a result of the employment generated from direct and indirect spending.

The IMPLAN© regional modeling software will be utilized in the evaluation of these multiplier effects to allow industry-specific analysis, in this case the KCPL. The results from the IMPLAN© analysis are discussed in the following sections.

Construction Impact

The budgets for the construction of the new Main Library in Charleston and the other branch construction projects were totaled to provide the information for the construction impact for Kanawha County. The cost estimates are for construction only and exclude land acquisition, purchase of furniture and equipment, etc. The results are shown in Tables 1-3.

For the construction impact model, the following are the project assumptions:

- Total construction project costs are \$34.4 million. The following are the construction project cost estimates, provided by the KCPL for each location.
 - Main Library (Charleston) \$27,843,100
 - St. Albans \$2,682,723
 - Marmet \$1,507,345
 - Dunbar \$1,452,466
 - Cross Lanes \$493,000
 - Sissonville \$427,000
- Wages and employee compensation are 48 percent of project costs,
- Impacts are modeled for Kanawha County alone,
- Based on regional spending patterns, IMPLAN© assumes that \$11.7 million in direct project costs are spent outside the local area to purchase materials and services not available in Kanawha County.

The direct construction impact is modeled assuming all projects take place in one year. The KCPL projects create a direct impact of 437 construction jobs. This period of construction also creates an additional impact of 230 jobs in other industries. The jobs created from the KCPL construction projects are illustrated in Table 1. The direct employment impact of 437 jobs and the additional impact of 230 jobs create a total employment impact of 667 jobs.

Table 1: Employment Impact for KCPL Construction Projects

Construction Impact for One Year	
	Local Employment
Direct Impact	437 construction jobs
Additional Impact	230 jobs in other industries
Total Employment	667 jobs

The *direct impact* of KCPL construction projects will result in additional personal income of \$16.6 million by households in Kanawha County from employment during the construction projects and from the *additional impact* employment.

The *additional impact* spending of \$7.1 million includes both indirect and induced impacts. The indirect impact is the result of spending by businesses who receive income from direct spending and in turn spend it again in the form of salaries/benefits, investment, or other business expenditures. The induced impact is household spending by employees of businesses in both the direct (construction workers) and indirect categories. The KCPL projects create a combined *direct* and *additional* personal income impact of \$23.7 million which is illustrated in Table 2.

Table 2: Personal Income Impact for KCPL Construction Projects

Construction Impact for One Year	
	Personal Income
Direct Impact	\$16.6 million
Additional Impact	\$7.1 million
Total Income	\$23.7 million

The *total spending impact* includes indirect business spending and household spending that is illustrated in Table 3. Indirect business spending results when construction activities require goods and services from other businesses. Induced spending is household spending by employees of businesses in the both the direct (construction workers) and indirect categories. A portion of construction costs are immediately “leaked out” of the local economy due to the need to procure services and materials that are not available locally. Additional value is leaked when businesses and households in the indirect and induced categories of impact spend money outside Kanawha County as part of normal business patterns and spending decisions. As is common in a small geographic area and when isolating a small piece of economic activity, positive multiplier effects are smaller than “leaked” purchases leading to net negative indirect spending. The estimated total impact of the KCPL projects on economic activity is \$18.0 million.

Table 3: Total Spending Impact for KCPL Construction Projects

Construction Impact for One Year	
	Output (Total Spending)
Direct Output Impact	\$34.4 million total construction expenditure. Of that amount an estimated \$23.5 million will be spent locally (\$16.6 million in income and \$6.9 million on project materials and services). The remaining \$10.9 million will be spent outside the Kanawha County region (direct leakages)
Indirect (Leakages)	-\$5.4 million (local business and household income spent outside Kanawha County)
Total Spending Impact in Kanawha County	\$18.0 million

Operation after Construction Impact

The analysis of operation after construction includes the continuing creation of output, income, and jobs after the KCPL construction projects are complete. The results are for one year, but these impacts continue to take place every year thereafter. The results of the analysis are illustrated in Tables 4-6.

The operation of the Main Library and its branch locations will produce a direct employment impact not only in the year after construction is completed but for years after. The total FTE for KCPL for the year after construction is 112 FTE. Approximately 108 of these FTE positions are current KCPL jobs and 4 FTE positions are new jobs after construction. Along with the direct impact, an additional impact of 51 jobs in other industries will also be generated. A total employment impact of 163 jobs is generated each year after the construction project.

Table 4: Employment Impact for KCPL after Construction

Impact After Construction	
	Output (Total Spending)
Direct Impact	112 jobs (KCPL FTE jobs)
Additional Impact	51 jobs in other industries
Total Employment	163

The operation of the KCPL also creates a *personal income impact* for its employees and jobs in other industries. The *direct personal income impact* of KCPL employees is \$5.1 million for one year after the construction projects are complete. The *additional impact* of \$1.3 million impacts those 51 employees with jobs in other industries. Therefore, the *personal income impact* of the KCPL after construction totals \$6.5 million. These results are illustrated in Table 5.

Table 5: Personal Income Impact for KCPL after Construction

Impact After Construction	
Personal income	
Direct Impact	\$5.1 million
Additional Impact	\$1.3 million
Total Income	\$6.5 million

The total spending impact of the KCPL after construction is \$4.1 million. This spending impact will continue to benefit Kanawha County every year after construction is completed, as illustrated in Table 6.

Table 6: Total Spending Impact for KCPL after Construction

Impact After Construction	
Output (Total Spending)	
Direct Output Impact	\$8.3 million. Of that amount an estimated \$6.5 million will be spent locally (\$5.1 million in employee compensation and \$1.4 on goods and services). The remaining \$1.8 million will be spent outside the Kanawha County region (direct leakages)
Indirect (Leakages)	-\$2.4 million (local business and household income spent outside the Kanawha County region)
Total Spending Impact in Kanawha County	\$4.1 million

Contingent Valuation Method Analysis

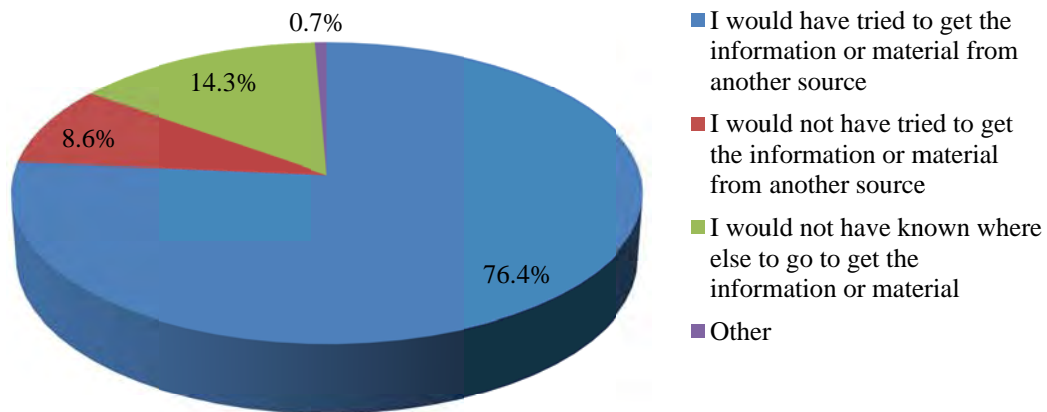
Another step of the EVA is the Contingent Valuation Method (CVM) that uses a survey method to evaluate non-priced goods and services by examining the economic implications of not having them (Griffiths, King, & Aerni, 2007). The CVM survey included both those patrons who access the physical facilities and also those who utilize the electronic capabilities and services of the KCPL from school, home or office.

Choices if KCPL Had Not Existed

Patrons responding to the survey were asked questions pertaining to what choices they would make if the KCPL and its branches did not exist. The following three figures illustrate how patrons would meet their information needs if the library did not exist, what other sources they might use to retrieve the information, and how much money is saved per month by utilizing library resources.

The survey asked how patrons would address their needs had the library not been available. Seventy-six percent of the 3,341 respondents answered that they would have tried to get the information or material from another source. Eight percent would not have tried to get the information elsewhere, and 14 percent would have not known where else to go to get the information or material. Figure 1 illustrates the results.

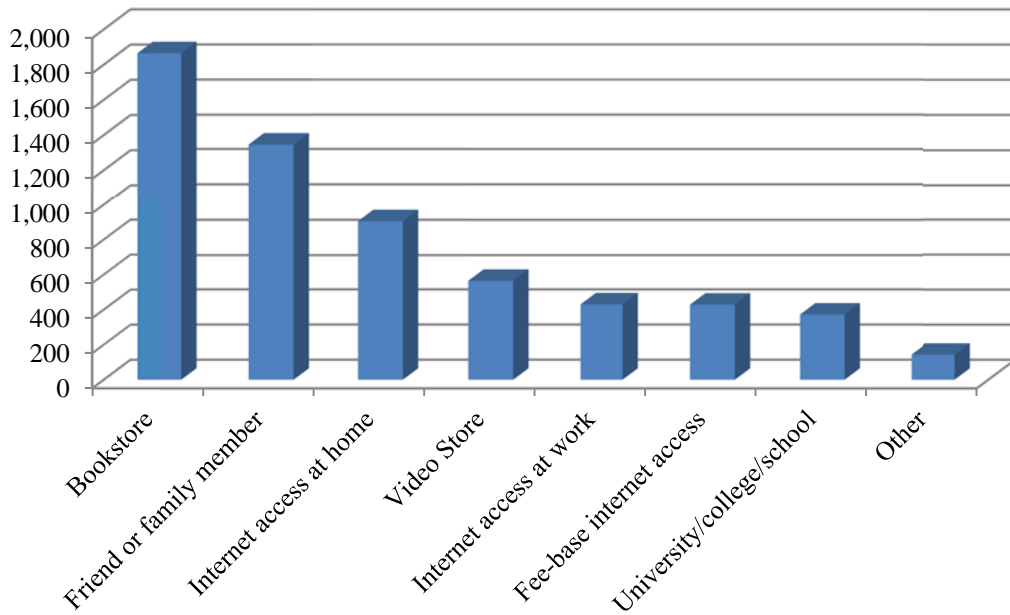
Figure 1: Addressing Needs if Library Had Not Existed



Those responding to survey were also asked, if they would have tried to get the information elsewhere, what sources would they utilize? Over 1,800 responded that they would have utilized a bookstore to retrieve the necessary information, and 1,339 would have tried to find the information from a friend or family member. One hundred and forty-three chose “other” as an

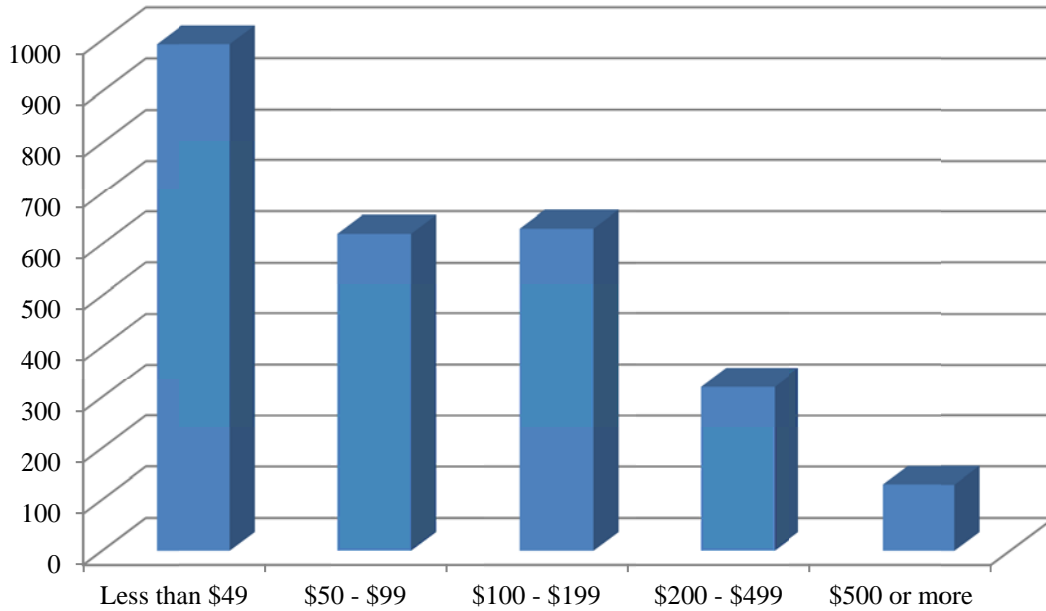
option and listed such sources as another library, other Wi-Fi, or another book club. Figure 2 illustrates the results.

Figure 2: Source to Retrieve the Information Elsewhere



Patrons of the KCPL were asked to estimate the amount of money they saved by borrowing books, audiobooks, periodicals, DVDs, CDs, and videos from the library rather than purchasing or renting the same items. Nearly 2,700 people answered this question, and 992 (36.8%) patrons estimate that they save less than \$49 per month. Six hundred and twenty-one (23.1%) patrons estimate that they save between \$50-\$99 per month, and 631 (23.4%) estimate that they save between \$100-\$199 per month. Over 129 responding patrons estimate that by utilizing the library they save over \$500 per month. These results are illustrated in Figure 3. By totaling each patron's estimate of monthly savings, the total sum of savings from the respondents per month is \$316,340 which is an average savings of \$90.25 per month per responding patron.

Figure 3: Estimated Savings per Month



From January 2010-February 2011, the KCPL had 47,215 active users among its registered borrowers. An active user is someone who has completed a circulation task such as checking out materials, paying bills, placing hold, renewing materials, etc. However, this number of 47,215 is a conservative estimate of active users. Those patrons who visit the library without checking out any materials are not counted as active users. Patrons may visit a KCPL location to read a magazine, newspaper, attend programs, or use a computer, and are not counted as active users. Similarly, because the electronic content is available to anyone with a library card and pin number, a patron who downloads material from the WVDeli (see p.38) and other online research tools is not required to activate his/her account and are not included in the number of active users.

Assuming the average savings of \$90.25 per month per responding patron, an estimate could be made that \$4,261,153.75 is saved annually by active users of the KCPL. This is only an estimate however, since it is likely that not all registered borrowers behave in the same manner as those responding to the survey.

Market Pricing Analysis

An important economic benefit of libraries is the services and programs they provide to the community for little or no cost. Because of this, the library provides an economic return for each tax dollar from the community (Indiana Business Research Center, 2007). The Indiana Business Research Center (IBRC) estimated the market value of the goods and services provided by Indiana’s public libraries by calculating the prices for the lowest cost substitute for each material and service. CBER calculated its own estimated market values for the materials and services of KCPL and utilized the methodology employed by the IBRC. This method was utilized because of its detailed methodology and conservative approach. The results associated with this analysis are conservative, and it is entirely possible that the true value of the KCPL exceeds the calculations in the following section. The methodology describing the calculations of the market valuation is located in Appendix D. The results of the Market Pricing Analysis are presented in Tables 7-11.

Table 7 illustrates the value of library materials including hardcover books, paperback books, children’s books, audio books, movies, music CDs, magazines, and newspapers. Hardcover books, with the largest circulation and market value price, create an estimated value over \$5 million. Children’s books also create a large estimated market value of nearly \$2.3 million. While other materials such as magazines and newspapers have only a small market price, they provide a valuable resource to library patrons who may not otherwise have access to newspapers or magazines.

Table 7: Market Value of Library Materials

Material	Circulation (FY 2010) ¹	Alternative Cost to Patron	Estimated Value
Hardcover books	365,157	\$13.72	\$5,009,954.04
Paperback books	106,750	\$11.24	\$1,199,870.00
Children’s books	214,462	\$10.69	\$2,292,598.78
Audio books	57,964	\$21.56	\$1,249,703.84
Movies	183,388	\$4.00	\$733,552.00
Music CDs	43,887	\$8.75	\$384,011.25
Magazines ²	16,469	\$2.11	\$34,749.59
Newspapers ³	3,334	\$0.75	\$2,500.50

Source: Based on the Indiana methodology using the calculations described in Appendix D

¹ Circulation data does not include renewals.

² The use of magazines is underestimated because of its difficulty to track usage. Magazine checkouts are permitted at branch locations only, while all use of magazines at the Main Library is in-house only.

³ The use of newspapers is also underestimated. Newspaper use is only counted when the patrons return it to a service desk or is collected by a staff member.

As technology continues to expand, such items as downloadable materials provide a valuable service to patrons. E-audio books, e-books, e-music, and e-video have a combined circulation of 8,083 and a total estimated value of \$62,603.68.

Table 8: Market Value of Library Downloadables

Downloadables	Circulation (FY 2010)	Alternative Cost to Patron	Estimated Value
E-audio book	5,460	\$7.49	\$40,895.40
E-book	2,037	\$9.82	\$20,003.34
E-music	221	\$1.29	\$285.09
E-video	365	\$3.89	\$1,419.85

Source: Based on the Indiana methodology using the calculations described in Appendix D

The programs of KCPL also provide an extremely valuable service to members of the communities in which the KCPL operates. Children’s programs, young adult programs, adult programs, and family programs produced a total attendance of 25,745 participants. Children’s programs with attendance of over 10,000 create an estimated value of \$72,261.00, and family programs create an estimated value of \$63,497.00. All program types combined create an estimated value of \$189,342.00 for the KCPL.

Table 9: Market Value of Library Programs

Programs	Attendance (FY 2010)	Alternative Cost to Patron	Estimated Value
Children’s programs	10,323	\$7.00	\$72,261.00
Young adult programs	3,575	\$8.00	\$28,600.00
Adult programs	2,776	\$9.00	\$24,984.00
Family programs	9,071	\$7.00	\$63,497.00

Source: Based on the Indiana methodology using the calculations described in Appendix D

While libraries may traditionally be viewed as a place to borrow a book or a movie, today’s library provides a variety of services and benefits to its community. As mentioned in previous sections, the KCPL facilities provide Kanawha County and surrounding areas with Internet access, librarian assistance with research, meeting room access, and electronic and online resources. By providing computer and internet access at library locations, many patrons use the KCPL as their only source of computer or Internet access. The estimated value of computer use is over \$2 million.

Another important role of the library is the ability to provide meeting space and study rooms to the community. The KCPL does not charge non-profit organizations for their use of meeting rooms and charges for-profits \$15.00 per hour to use the meeting rooms. The KCPL combines the use of meeting rooms and study rooms in their data collection and cannot separate the number of uses by room type. The following lists the locations which provide a meeting room for the community and how many separate groups utilized the rooms for FY 2010:

- Main Library-Charleston (67 groups)
- Clendenin (127 groups)
- Cross Lanes (186 groups)
- Dunbar (323 groups)
- Riverside (299 groups)
- Sissonville (57 groups)
- St. Albans (267 groups).

The total estimated alternative cost to patron for these services including computer use, assistance with reference questions, electronic tools, and meeting room space are \$3,064,695.10.

Table 10: Market Value of Library Services

Service	Usage	Alternative Cost to Patron	Estimated Value
Meeting room ⁴	1,325	\$75.00	\$99,375.00
Computer use ⁵	10,325,736	\$0.20	\$2,065,147.10
Reference questions asked	61,363	\$7.00	\$429,541.00
Electronic research tools ⁶	18,793	\$8.00	\$150,344.00
Online self-help resources ⁷	40,036	\$8.00	\$320,288.00

Source: Based on the Indiana methodology using the calculations described in Appendix D

By totaling the estimated values of materials, downloadables, programs, and services, a total estimated value is found. Table 11 illustrates the total estimated values for each category. Materials, which include books, CDs, movies, and serial subscriptions, create an estimated value of \$10.9 million. Services such as computer use, electronic references, librarian reference assistance, and meeting rooms total to an estimated value of over \$3 million. By combining all four categories, the KCPL is estimated to have a total annual market value of \$14,223,580.78.

⁴ The number of uses for the meeting rooms is the number of groups which have utilized the meeting spaces at all locations.

⁵ The minutes used for this calculation are based on the average length of usage at the Main Library location which is 44.5 minutes per session.

⁶ Electronic research tools include databases and electronic reference books.

⁷ Online self-help resources include such things as Tutor.com and Mango.

Table 11: Estimated Annual Total Value of KCPL

Category	Total Estimated Value
Materials	\$10,906,940.00
Downloadables	\$62,603.68
Programs	\$189,342.00
Services	\$3,064,695.10
Total Estimated Value	\$14,223,580.78

By using both the total market value of the KCPL from Table 11 and the population of Kanawha County, the public benefit-cost ratio can be calculated. Table 12 illustrates the benefit-cost summary for KCPL. With approximately 191,663 people living in Kanawha County, the market value of library services per capita is \$74.21. This figure is not adjusted for those who would only use the South Charleston and Nitro libraries which are not a part of the KCPL. The total operating expenses for KCPL were \$6,359,807 which results in \$2.24 in benefits for each dollar of library expenditures which is illustrated in Table 12.

The methodology employed in this section produces a conservative estimate of value. It is most likely an underestimate of the value to Kanawha County of the activities of the KCPL. It does establish a “floor value” which is designed not to run the risk of overstatement.

Table 12: Return on Investment (ROI) for KCPL

Total Market Value of Library Services	\$14,223,580.78
Kanawha County population (2009 estimate)	191,663
Market Value of Library Services per Capita (2009 estimate)	\$74.21
Total KCPL Operating Expenses	\$6,359,807
Public Benefit-Cost Ratio (ROI)	\$2.24

Non-Use Valuation

The third step of the EVA is to quantify the “non-use” value of the library. The non-use value includes the benefits received by the community including those who do not directly use the library facilities. Included in the non-use value is also the impact on property values, retail trade, and desirability for business or residential location.

There are few studies indicating the impact of libraries on those who do not directly use the library facilities. However, *The Role of Public Libraries in Local Economic Development* prepared for Kansas State Libraries does provide some findings and recommendations from their completed research. The purpose of that study was to determine how libraries in Kansas could play a more active role in the supporting business and economic development in their communities. The study focused on three questions (Glass, Clifford, Harris, & Rose, 2000):

- What is the current level of support for businesses and economic development by Kansas public libraries?
- What are the ways that Kansas public libraries might be helpful to local businesses and economic development?
- What specific steps can Kansas libraries take to develop more active economic development and business assistance programs?

By utilizing focus groups, case studies, and surveys, the study discussed a variety of recommendations for public libraries to play a more active role in the community in supporting business and economic development. The recommendations of the study included addressing staff training in the area of business and economic development, providing additional business resources on-line for all the libraries in the state, possibly additional funding for computer equipment, centralized phone reference service for business questions, and creating a minimal configuration of business resources in libraries (Glass, Clifford, Harris, & Rose, 2000).

Presence of the KCPL in the Community

As part of the non-use valuation a portion of the questions in the patron survey was designed to assess the benefits of library service to those who do not directly use the library facilities.

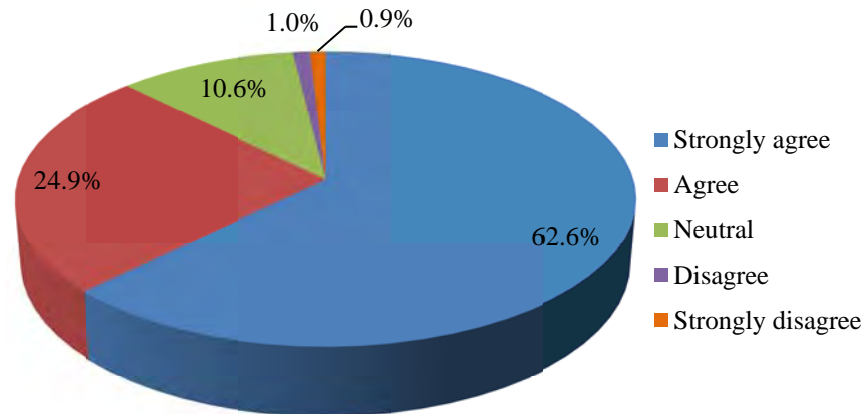
Those who took the survey were asked to respond to six statements pertaining to the presence of the public library. By using a five point Likert scale, respondents were asked to indicate how strongly they agree or disagree that the presence of the public library in the community does the following:

- Significantly contributes to the local economic prosperity
- Significantly improves the local quality of live
- Plays a vital role in helping existing local businesses grow
- Attracts new businesses to the community
- Plays a vital role in helping individuals find employment
- Increases local residential property values.

KCPL patrons were asked to indicate their opinion concerning the KCPL contribution to local economic prosperity. The results are shown in Figure 4. Over 60 percent of those responding

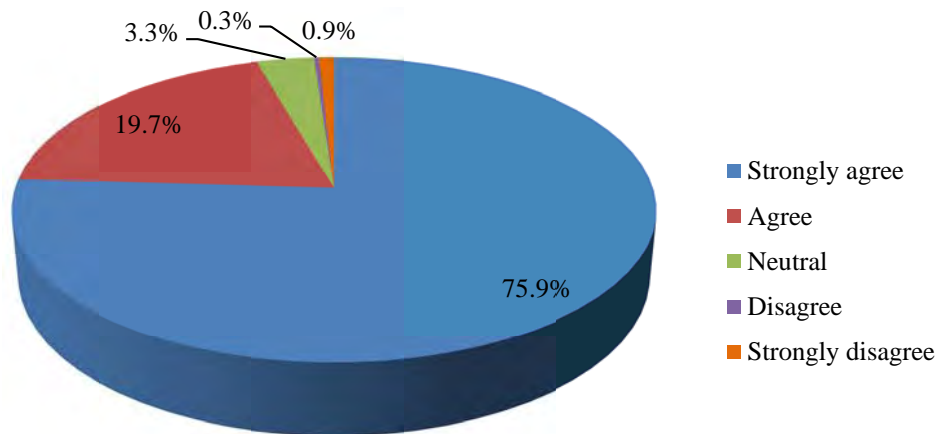
strongly agree that the KCPL significantly contributes to local economic prosperity. These are benefits which impact even those community members who do not utilize the library locations.

Figure 4: Library Significantly Contributes to Local Economic Prosperity



Those responding to the survey were also asked to indicate their opinion toward the KCPL improving the local quality of life. An overwhelming majority strongly agreed (75.9%) and an additional 19.7 percent agreed that the library locations improve the local quality of life for community members. Figure 5 illustrates the results.

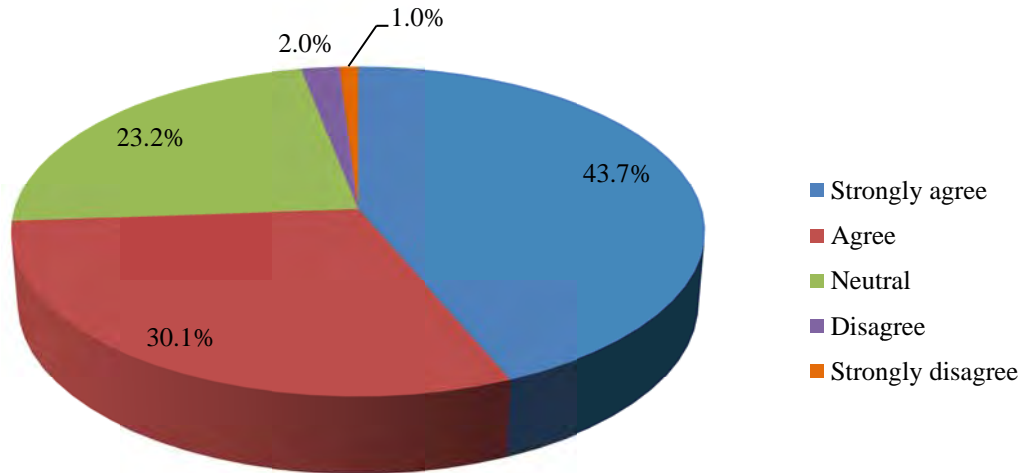
Figure 5: Library Significantly Improves the Local Quality of Life



Those responding to both the in-house and electronic survey were also asked about the impact of the KCPL on local business growth. Over 43 percent strongly agreed that the KCPL helps existing local businesses grow. Thirty percent also indicated that they agreed with the statement.

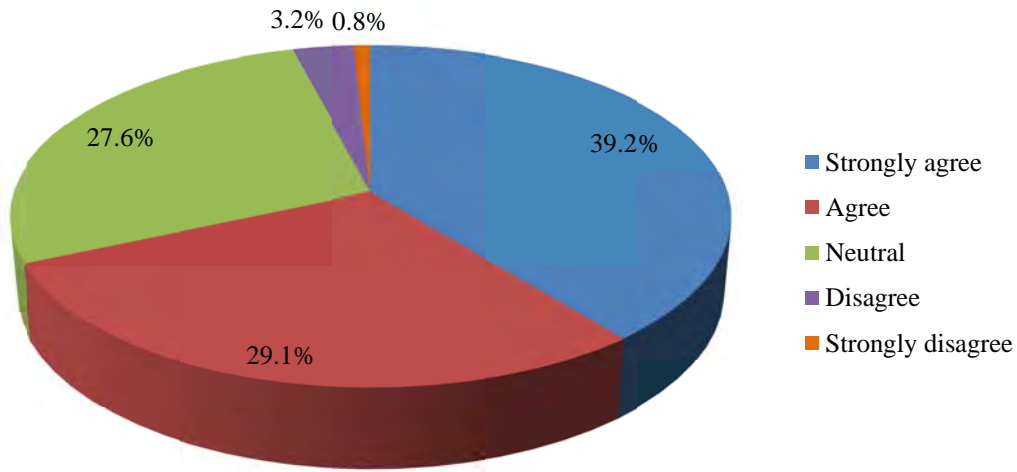
A combined total of only 3 percent either disagreed or strongly disagreed with the statement. Results are illustrated in Figure 6.

Figure 6: Library Helps Existing Local Businesses Grow



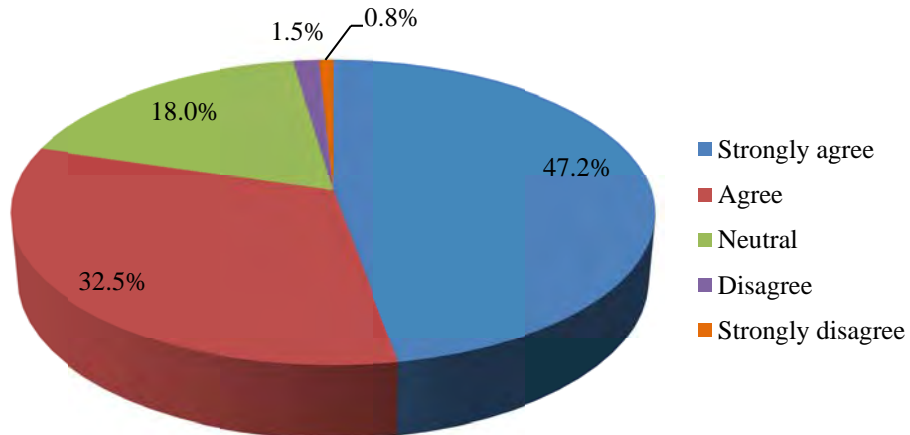
The patrons of the KCPL were also asked to indicate their opinion as to whether the KCPL attracts new businesses to the local community. As shown in Figure 7, over 39 percent of those responding strongly agreed with the statement, and 29 percent indicated that they agreed with the statement. By attracting new businesses to the community, even those who are not patrons of the KCPL are experiencing the non-use values of the library locations.

Figure 7: Library Attracts New Businesses to the Community



The survey also asked those responding to indicate their opinion concerning the KCPL helping individuals find employment. Over 47 percent strongly agree and 32 percent agree that the library locations assist community members in finding employment. Figure 8 illustrates the results.

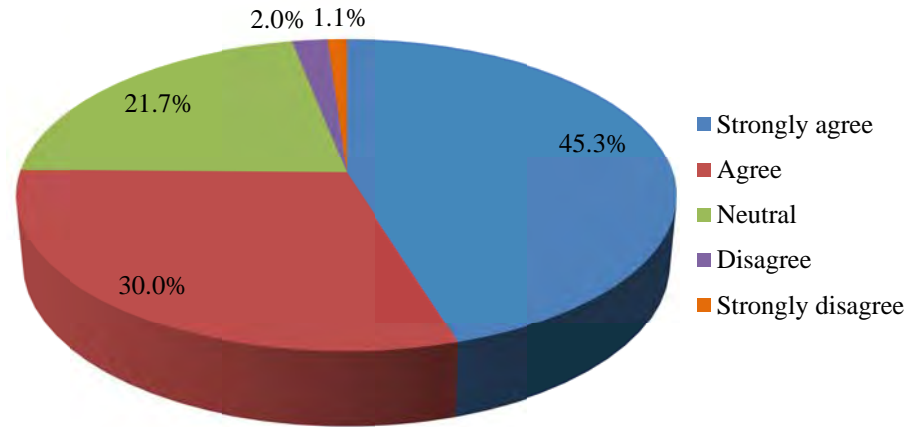
Figure 8: Library Plays a Vital Role in Helping Individuals Find Employment



Residential property values can also be viewed as a non-use value of a public library. Those patrons responding to the survey were asked to indicate their opinion as to whether the presence of a library in Kanawha County increases local residential property values. Over 45 percent

strongly agree, and 30 percent agree that property values are increased by the presence of the library. Over 21 percent indicated a neutral opinion on this topic.

Figure 9: Presence of the Library Increases Local Residential Property Values



Social Impact Analysis

The final step of the EVA is the social impact analysis. Libraries provide a variety of services such as special events and programs, classes and lectures, book clubs, health events, and much more. The KCPL provides a wide range of events and programs for children, young adults, adults, and families at all the library locations throughout Kanawha County. The programs and events provide a variety of benefits to those patrons who attend including increased education, healthier living, stronger communities, small business growth and development, recreation and much more. It is difficult to attach a specific dollar amount to the programs and the benefits libraries provide to the surrounding communities and its residents.

The following table illustrates the number of programs provided by the KCPL and the attendance for FY 2010.

Table 13: Number and Attendance for KCPL Programs for FY 2010

Program Type	Number of Programs	Attendance
Children’s Programs	648	10,323
Young Adult Programs	203	3,575
Adult Programs	369	2,776
Family Programs	305	9,071
Total	1,525	25,745

Source: WV Public Library Annual Report and 2009-2010 KCPL Annual Report

The programs and events of the Main Library in Charleston and the branch locations are illustrated below. These events and programs, both special and recurring, provide many social and community benefits. The programs and events of the KCPL support the following community goals:

- Promoting a healthier community which is measured by the health related services provided by the library. This can include health related workshops, screenings and delivery of health related information and materials to users.
- Improving quality of life for children including summer reading/challenge programs, art programs, early literacy training for parents and caregivers, use of children’s materials and parenting programs.
- Enhancing quality of education which ranges from summer classes, adult education/literacy programs to coordination with the public schools in the provision of materials including audio visual and computer networking.
- Creating a stronger workforce through resources for jobseekers, career changes, and small businesses as well as volunteer work for teens.
- Creating stronger communities by providing community meeting space, support for senior citizens programs and networking opportunities.

The KCPL provides a variety of events throughout the year to promote a healthier community. Some of the events include:

- Mouthful of Healthy Habits
- Yoga for a variety of age groups
- ATV safety classes
- Healthy Summer Challenge
- Wild and Wonderful Health Challenge
- Driver safety classes
- Youth ballet
- Rainbow of Colors: Fruits and Vegetables.

The Main Library in Charleston and all other branch locations also provide a wide range of other programs and events to assist in improving the quality of life for children. Some examples of these events include:

- Summer library club
- Baby & Me events (for birth-18 months)
- Books 'n' More (3-5 years)
- Playgroups at library locations
- Tiny tot groups (18-36 months)
- Toddler exploration (18-36 months)
- Read Across America: Dr. Seuss
- Kindergarten Here We Come
- Born to Read (Birth-36 months)
- Craft programs
- Bright Star Children's Theater
- Spring break activities.

The KCPL provides activities and events for families that also improve the quality of life for children. Some of these events include:

- Family night at the library
- Starlight story time
- Family read aloud
- Shakespeare for kids
- Home school day
- Magic of Science: Polymers and Slime
- Storytellers
- Story of Weather
- Read Across America
- WV education programs
- Make & Take Crafts
- Magic of Science programs.

The KCPL tailors specific programs and events for teens. Some of the programs and events include:

- Summer reading programs
- VolunTEENS
- Writing workshops
- Reading challenges
- Babysitter training classes
- Craft projects
- Anime club
- Interactive gaming sessions
- Fun Fiction.

The KCPL supports and hosts a wide variety of programs that support education. These events include adult education, summer classes, literacy programs including audio visual and computers. Some examples of these are:

- Computer classes for basic skills, Microsoft Office, Email, and the Internet
- Grant writing workshops
- Resume classes
- Home school events
- Historical programs
- Literacy workshops
- Home schooler training.

The programs and events of the KCPL assist in creating a stronger community by providing networking opportunities and support for senior citizens. Some of these are:

- Highmark PALS (People Able to Lend Support) which is a book group for seniors
- Programs for seniors by providing assistance for filing for retirement
- AARP driver safety course
- Social networking programs.

Besides organizing and hosting events and programs, the KCPL provides a wide array of additional services which impact and benefit patrons throughout Kanawha County. Some of these additional services include:

- Online tutoring services for grades Kindergarten through 12th and the first two years of college
- Providing access to online assistance with career and resume development
- Providing databases and premium, online resources for research topics, small business, consumer health, and jobs and career.
- Provide materials for adult literacy students and volunteers
- Meeting space for tutors and students
- One-on-one basic computer instruction

- Early literacy workshops for local groups and daycares
- Library orientations for class visits
- Mobile Library (Bookmobile) services to patrons in rural areas
- Health information through partnerships with local health clinics
- Providing teens with work experience through VolunTeen program
- Homebound services for those who qualify
- Used book sales.

Six branch locations and the Main Library provide public meeting space. This is available for use by community members at little or no cost. In FY 2010, 1,326 groups utilized meeting space from one the KCPL locations.

- The following locations provide available public meeting space
 - Main Library-Charleston
 - Clendenin
 - Cross Lanes
 - Dunbar
 - Riverside
 - Sissonville
 - St. Albans.

Along with providing public meeting space, programs, events, classes, and services, KCPL hosts two large annual events for the community. Both the West Virginia Book Festival and the KCPL annual Street Fair attract a large number of attendees to the area. Below are descriptions of both events.

The *West Virginia Book Festival* brings people and books together in a two-day event that celebrates the Mountain State's writers and brings authors from across the nation to Charleston. The annual event is made up of several components:

- Slate of programs presented by authors and others,
- Festival Marketplace, featuring publishers, book sellers and authors,
- Word Play, featuring hands-on activities just for children,
- And KCPL's annual used book sale.

The 10th Festival was held October 16-17, 2010, and the Festival attracted 7,000 to 9,000 attendees. The attendees traveled from at least 28 West Virginia counties and 10 other states, according to surveys returned by attendees. A large attraction of the Festival is the Festival Marketplace which features regional publishers, authors, book sellers, and many other exhibitors. In 2010, 57 vendors from West Virginia and 10 other states rented a total of 74 booth spaces at \$100 per booth space. Many of the vendors have rented space at all ten Book Festivals, and all available spaces sell out. Another feature of the event is KCPL's used book sale which has been in existence for more than 30 years. In 2010, the event grossed more than \$42,000, a significant increase over the previous year's gross of approximately \$28,500.

KCPL's annual Street Fair started in 1999 as an event to celebrate KCPL's 90th anniversary. Because the event was a success, it has been continued every year. In 2006, KCPL joined forces with FestivALL Charleston to form a partnership with the Festival. In 2010, FestivALL Charleston estimated that 5,160 people attended the KCPL's Street Fair as part of the larger FestivALL. The Street Fair offers programs and activities suitable for families and children. The Street Fair also offers a book sale, and in 2010, the sale grossed more than \$4,600.

Through the variety of programs, events, and classes of the KCPL, it is evident that the KCPL provides an intangible benefit to Kanawha County. These programs benefit children, teens, adults, families, and senior citizens. These programs not only provide fun and social events for citizens, but they also promote reading, education, and healthier lifestyles. These programs also assist patrons in gaining additional job skills and business knowledge by providing computer trainings and workshops, resume classes, and grant writing workshops.

Introduction to the Kanawha County Public Library and Branches

The Kanawha County Public Library (KCPL) is the largest public library system in West Virginia with a Mobile Library (Bookmobile), and ten locations throughout Kanawha County including the Main Library in Charleston, Riverside Public Library, and branches in Clendenin, Cross Lanes, Dunbar, Elk Valley, Glasgow, Marmet, Sissonville, and St. Albans.

The KCPL has nearly 90,000 library card holders, or registered borrowers, with all 55 West Virginia counties represented in the cardholder database. The KCPL also stocks almost 600,000 items in the library collection including print materials, audio materials, video materials, and print serial subscriptions. The data illustrating registered borrowers and collections from 2007-2010 is illustrated in Table 14 and Table 15.

Table 14: KCPL Registered Borrowers

	2010	2009	2008	2007
Registered Borrowers	89,457	92,531	91,647	90,615

Source: WV Public Library Annual Report

Table 15: Material Collections of the KCPL

	2010	2009	2008	2007
Total Print Materials	491,858	499,603	497,008	505,730
Total Audio Materials	42,930	45,641	44,886	40,151
Total Video Materials	33,261	34,111	32,403	30,132
Total Downloadable Materials	5,351	NA	NA	NA
Database/electronic book subscriptions	66	26	27	23
Total Print Serial Subscriptions⁸	1,061	1,038	951	1,069

Source: WV Public Library Annual Report and 2009-2010 KCPL Annual Report

The KCPL circulates more than one million items annually. In FY 2010, 1,169,070 materials were circulated throughout the ten locations and the Mobile Library (Bookmobile) including print materials, video materials, audio materials, and print serial subscriptions. The Nitro Library, which is an affiliate of the KCPL, circulated 12,412 KCPL items in FY 2010. The circulation statistics are detailed by branch location in Table 16.

⁸ This refers to the arrangements by which, in return for a sum paid in advance, periodicals, newspapers, or other serials are provided for a specific number of issues. These are print and microfilm subscriptions only; not electronic or digital subscriptions.

Table 16: KCPL Annual Circulation by Location

	FY 2010	FY 2009	FY 2008	FY 2007
Main Library-Charleston	426,772	438,860	432,914	390,789
Clendenin	52,243	52,882	48,889	49,486
Cross Lanes	86,595	81,985	78,929	69,552
Dunbar	92,659	88,225	79,745	81,324
Elk Valley	83,024	80,611	75,971	73,907
Glasgow	8,107	7,843	7,531	5,788
Marmet	17,520	19,036	18,071	18,911
Riverside	69,136	65,053	71,147	70,251
Sissonville	79,361	71,415	69,845	66,411
Saint Albans	156,169	153,268	159,487	168,224
Mobile Library (Bookmobile)	89,401	68,041	73,485	52,850
Downloadable Collection	8,083	NA	NA	NA
Total Circulation	1,169,070	1,127,219	1,116,014	1,047,493

Source: WV Public Library Annual Report

In FY 2010, the KCPL had a combined annual visitor attendance of 855,547 between its eleven locations. The attendance in FY 2010 was almost a four percent increase in attendance from 2009. The Main Library had the largest attendance, 409,169, which is a 15.5 percent increase from the attendance in 2009. Attendance figures for all branch locations from FY 2007-2010 are shown in Table 17.

Table 17: KCPL Annual Visits by Location

	FY 2010	FY 2009	FY 2008	FY2007
Main Library-Charleston	409,169	354,108	345,273	380,920
Clendenin	37,748	39,139	38,471	39,018
Cross Lanes	68,379	69,672	71,255	63,895
Dunbar	66,368	79,925	90,409	103,537
Elk Valley	46,025	45,873	42,964	47,589
Glasgow	2,815	3,184	2,712	2,385
Marmet	3,817	4,160	4,061	4,453
Riverside	51,590	55,771	79,957	80,100
Sissonville	51,286	52,840	40,357	54,191
Saint Albans	94,730	96,714	100,118	94,056
Mobile Library (Bookmobile)	23,620	21,258	24,377	21,624
Total Attendance	855,547	822,644	839,954	891,768

Source: WV Public Library Annual Report

Table 18 provides information pertaining to the square footage and the hours of operation per week of each KCPL facility. This information provides a clearer picture when looking at other statistics such as circulation and visits. As would be expected, the larger locations (Main Library and Saint Albans) are open the most hours per week. Small locations such as Glasgow are only open nine hours per week. Locations which are listed with a range of hours of operation are open Sundays from October through April to accommodate students.

Table 18: KCPL Facility Location Information

	Facility Square Footage	Hours of Operation per Week
Main Library-Charleston	53,600	64-68
Clendenin	4,400	31
Cross Lanes	6,300	39
Dunbar	8,288	54
Elk Valley	5,930	39
Glasgow	700	9
Marmet	429	22
Riverside	9,300	39
Sissonville	6,700	39
Saint Albans	10,928	54-58

Source: 2009-2010 KCPL Annual Report

Nitro Public Library is also affiliated with the KCPL. Nitro has an independent governing board. However, it is still strongly supported by KCPL. The Nitro Library’s automated system, catalog, Internet access/telecommunications, electronic information sources, and access to WVDeli are all provided by KCPL. Continuing education for staff, ordering, processing of all materials, daily delivery service, and some accounting services are also supported by the KCPL. The KCPL and Nitro share their materials through holds, and patrons may pick- up or return materials to any KCPL location or at Nitro. Nitro has adopted most of the policies governing the KCPL operation. KCPL staff are responsible for providing consulting services to Nitro Public Library, performing an annual evaluation of Nitro Library, and reporting the results to the West Virginia Library Commission. The daily courier service between all KCPL facilities and Nitro also delivers and collects materials from the South Charleston Public Library.

Table 19 illustrates the number of children’s programs, young adult programs, adult programs, and family programs offered by the KCPL. In FY 2010, there were a total of 1,525 programs throughout the KCPL locations with a total attendance of 25,745. The KCPL offers a variety of programs for its patrons including story hours, summer reading events, book clubs, lectures, film showings, yoga classes, and many more. The Social Impact Analysis further describes all the programs provided and sponsored by the KCPL.

Table 19: Number of KCPL Programs

	FY 2010	FY 2009	FY 2008	FY 2007
Children’s Programs	648	678	618	577
Young Adult Programs	203	252	189	110
Adult Programs	369	292	243	266
Family Programs	305	299	317	315

Source: WV Public Library Annual Report and 2009-2010 KCPL Annual Report

Table 20: KCPL Program Attendance

	FY 2010	FY 2009	FY 2008	FY 2007
Children’s Program Attendance	10,323	12,908	11,343	9,816
Young Adult Program Attendance	3,575	5,471	5,038	2,547
Adult Program Attendance	2,776	2,245	2,464	2,703
Family Program Attendance	9,071	9,820	12,333	12,632

Source: WV Public Library Annual Report

KCPL and Support of Schools and Educators

Besides offering a variety of programs for its patrons, the KCPL also plays a vital role in the support of the surrounding schools. During the FY 2008-2009 school year, the Kanawha County Public Schools borrowed approximately 5,000 items from the library to supplement school libraries. This number does not include private schools, daycares, and home schools that make heavy use of KCPL collections, programs and facilities. The Riverside branch location is also utilized as a school library.

Other services such as library staff presentations for school leaders, Mobile Library (Bookmobile) stops as schools during the year, and Live Homework Help seven days a week also support schools throughout Kanawha County. The KCPL also provides free access to a large number of electronic databases that are available to students from school or home. Mango Language services is also available to students online, and it provides students a way to learn 36 foreign languages. KCPL also provides test preparation tools, skill-building resources, and career resources for elementary students all the way through adult learners.

KCPL also provides a wide variety of materials to benefits students and teachers including story-time kits, GED preparation materials, financial aid and scholarship materials, and materials for teachers to utilize in the classroom. Other programs such as the West Virginia Book Festival, Read Aloud West Virginia, and other themed programs are in operation with the assistance of

KCPL. More information about specific programs and events is described in the Social Impact Analysis.

KCPL Website and WVDeli

Table 8 illustrates the number of pages delivered on the KCPL website (Kanawhalibrary.org). The average number of pages delivered over the 12 months is 107,313, and the total number of pages delivered for 2010 is 1,287,760. As technology advances, the website for KCPL is a crucial tool to reach out to patrons. Through the KCPL website, visitors are able to place holds on materials, search materials, access downloadable titles, access electronic resources and databases, and view information about upcoming KCPL events.

Table 21: KCPL Website Pages Delivered for 2010

Month	Number of Pages Delivered
January	113,629
February	100,840
March	119,248
April	115,657
May	111,128
June	105,270
July	99,064
August	104,788
September	105,140
October	105,699
November	108,835
December	98,462
Total pages delivered	1,287,760

In 2009, KCPL joined West Virginia Digital Entertainment Library Initiative (WVDeli). This is a consortium of eight libraries that provide patrons with digital downloads of audiobooks, e-books, videos, and music. KCPL card holders can download digital media from the library or from their home at any time.

WVDeli is purchased from Overdrive, Inc. In addition to a share of an annual licensing fee, each consortium member makes a commitment to spend a minimum of \$10,000 per year on digital materials. In FY 09/10 KCPL spent a total of \$30,045 on Overdrive, Inc. digital items. By the end of FY 09/10 there were 1,039 KCPL registered patrons (35% of consortium total), and KCPL registered patrons downloaded 8,083 items (36% of consortium total usage). The consortium (including KCPL) has purchased a total of 10,145 items to date with a total of 22,585 downloads. Tables 22-23 illustrate the collections and patron usage of the WVDeli.

Table 22: WVDeli Collections

Format	KCPL Items (as of June 2010)	KCPL Items (as of February 2011)	Total Consortium Items (as of February 2011)
E_Music	247	267	514
E_Video	440	498	903
E_Audiobooks	2,441	3,300	3,721
E_Books	2,223	3,465	5,007
Totals	5,351	7,530	10,145

Table 23: Patron Usage of WVDeli, FY 2010

Format	KCPL Patron Uses	Total Consortium Uses
E_Music	221	435
E_Video	365	795
E_Audiobooks	5,460	15,002
E_Books	2,037	6,353
Totals	8,083	22,585

Results of the Survey

In order to determine a portion of the economic impact of the KCPL a survey of its patrons was conducted by questionnaires distributed at the Main Library and all the KCPL branches. An electronic survey was also available to those who accessed the KCPL website. The survey instruments can be located in Appendix A and Appendix B.

During the two week survey period, November 8, 2010 through November 21, 2010, 3,631 surveys were collected, including 2,143 paper surveys and 1,488 electronic surveys. This survey period was selected as it represented a “normal time” with no special events which would have distorted the figures. A portion of the surveys were removed due to such reasons as an incomplete survey or illegible writing. Therefore, the total number of respondents for the questionnaire is 3,505.

Table 24: Patron Data during Survey Period (11/8/2010-11/21/2010)

	Survey Total	Door Count	Total Circulation
Main Library-Charleston	567	8,718 ⁹	16,880
Clendenin	210	1,761	2,142
Cross Lanes	181	2,811	3,111
Dunbar	186	2,287	3,431
Elk Valley	307	2,058	3,080
Glasgow	20	78	251
Marmet	27	149	682
Riverside	237	1,059	2,424
Sissonville	112	1,649	2,547
Saint Albans	212	3,306	5,886
Mobile Library (Bookmobile)	84	1,046	1,918
Downloadable Titles	-	-	750
Electronic surveys	1,488	-	-
Totals	3,631	33,640	42,532

While 3,505 patrons responded to the survey, not every respondent answered every question on the survey. The results from the survey are illustrated below in the following sections:

⁹ The door count for the Main Library includes the front door, back door, and drive-up patrons.

- Library visit,
- Library services,
- Patron geographic information,
- Patron demographic information,
- And patron comments.

Library Visit

Patrons responding to the questionnaire were asked a variety of questions pertaining to their visit. Those filling out the survey at a library location were asked about their current visit, and those responding electronically were asked to answer the questions pertaining to their last visit. The patrons were asked to answer questions regarding the following topics concerning their visit to any of the KCPL locations:

- Branch or branches utilized,
- Number of visits within the last year,
- Transportation to the library,
- Primary reason for the trip, and
- Other errands included on the trip.

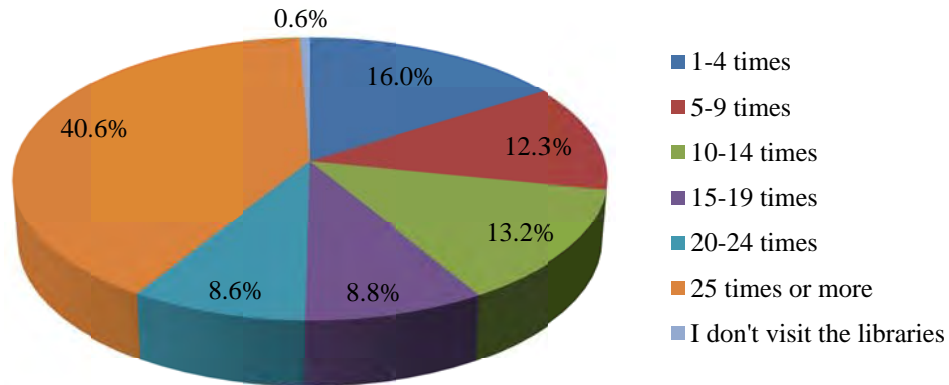
Patrons of the KCPL were asked to identify which branch or branches they utilized as either a main resource or occasionally. The results are illustrated in Table 25. The Main Library in Charleston received the largest number of responses with 1,201 people utilizing the library as the main resource and 806 utilizing it occasionally. The St. Albans branch and the Elk Valley branch received 454 and 368 responses respectively as branches utilized as main resources. It should also be noted that some respondents marked more than one answer for their main resource and also branches that they utilize occasionally. The “other” category included such responses as the South Charleston library and the Nitro library. While Nitro is an affiliate location of the KCPL, the South Charleston Public Library is not a part of the KCPL.

Table 25: KCPL Branches Utilized by Patrons

KCPL Branch	Utilize as Main Resource	Utilize Occasionally	Total
Main Library, Charleston	1,201	806	2,007
Clendenin Branch	224	85	309
Cross Lanes Branch	284	177	461
Dunbar Branch	257	364	621
Elk Valley Branch	368	167	535
Glasgow Branch	28	24	52
Marmet Branch	47	51	98
Riverside Branch	216	100	316
Sissonville Branch	198	101	299
St. Albans Branch	454	266	720
Mobile library (Bookmobile)	90	148	238
Other	60	126	186

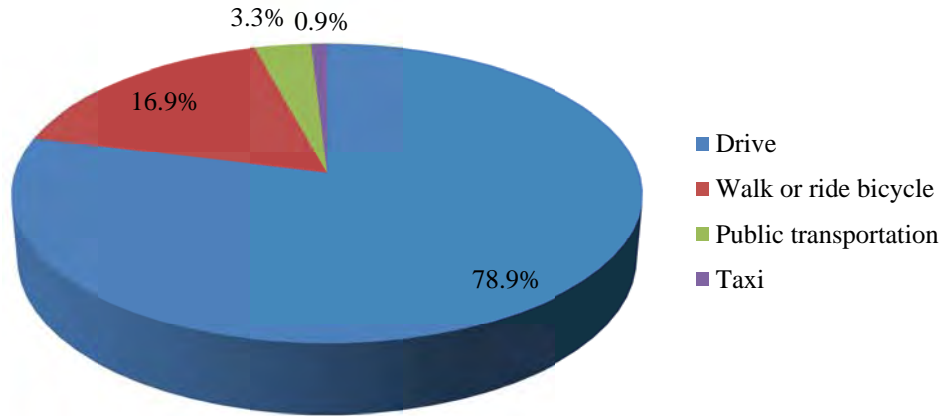
Over 40 percent of respondents stated that they have visited the Main Library in Charleston or a branch of the KCPL 25 times or more within the last year. An additional 8.6 percent of patrons answered that they have visited a Kanawha County library 20-24 times in the last year. Less than one percent of those taking the electronic survey answered that they do not visit the libraries. The complete results from this survey question are shown in Figure 10.

Figure 10: Visits to a KCPL Facility within the Last Year



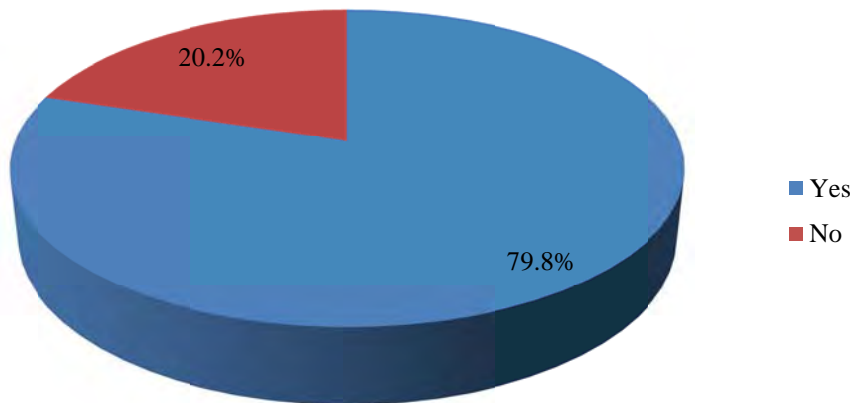
Patrons who responded to the survey were also asked to identify their method of transportation to the library. For those responding electronically, patrons were asked to identify the method of transportation on their last visit. Those responding to the paper survey were asked to indicate their method of travel for that particular visit. Over 78 percent of 3,471 people answering this question answered that driving was their method of transportation. Sixteen percent either walked or rode a bicycle to travel to the library.

Figure 11: Transportation Method to the Library



Over 79 percent of patrons responding indicated that visiting the library was the primary reason for their trip. This indicates that the KCPL was a “destination” for these users. The attraction of these users to KCPL locations increases the amount they spend on other “secondary” destinations. This amount may have not been spent had the KCPL not brought the patrons to the location. As noted in Table 26 most of those who indicated visiting a KCPL location as their primary reason for the trip also made visits to other locations where they spent money. The remaining patrons, 20.2 percent, answered that visiting the library was not the primary reason for their trip. The results are illustrated in Figure 12.

Figure 12: Visiting Library Primary Reason for Trip



Visitors were also asked to indicate what other errands, if any, were included on this trip. Those responding were instructed to mark all answers that apply. Over 1,300 patrons included shopping on their visits, and 974 included a trip to the post office or bank. Those marking “other” also included additional errands including attending work (181 responses), exercise (40 responses), and school (32 responses). The errands included in the “other” category that received 10 or more responses are included in Table 26. Other responses not included in Table 26 are community service, park, hair appointment, and senior citizen lunch.

Table 26: Other Errands Included During Library Trip

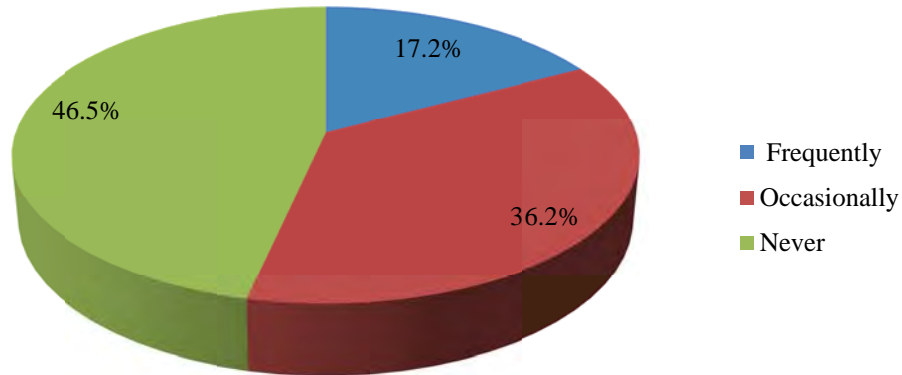
Other Errands Included	Responses
Shopping	1,328
Post office or bank	974
Personal business	730
Visit restaurant or coffee shop	729
Medical appointment	241
Entertainment	213
Work	181
Exercise	40
School	32
Meeting	25
Pick-up child	20
Church	14
Home	13
Visiting	10

Library Services

The next section of the survey asked the respondents to answer questions pertaining to the services utilized during their library visit. Those responding were asked to indicate computer and internet usage, primary reason for visiting the library, and library services utilized within the last year. The patrons were also asked to indicate if they were currently library card holders with the KCPL.

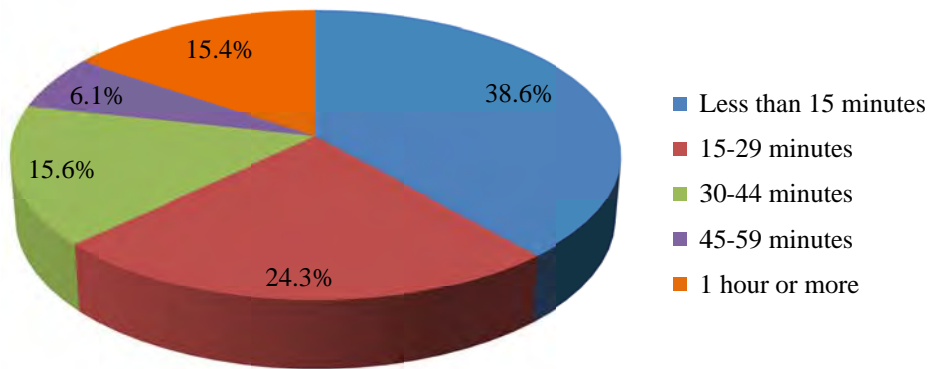
Patrons were asked to identify the frequency of their computer use in the library. Forty-six percent never utilize computers, while 36 percent occasionally utilize them, and 17 percent frequently utilize them. The results are show in Figure 13.

Figure 13: Patrons Utilizing Computer in Library



Those visitors answering that they utilize the computers in the library were also asked how much time is spent accessing the Internet. The largest response, 38.6 percent, answered that they spend less than 15 minutes. Twenty-four percent spend between 15 and 29 minutes, and 15 percent spend an hour or more utilizing the Internet at a KCPL facility. The results are illustrated in Figure 14.

Figure 14: Time Spent Accessing Internet in Library



Patrons completing the survey were also asked the primary reason for visiting the library. Those completing the paper survey indicated the primary reason for their current visit, and those completing the electronic survey indicated the primary reason for their last visit. Patrons were asked to mark only one response, and the results are as follows:

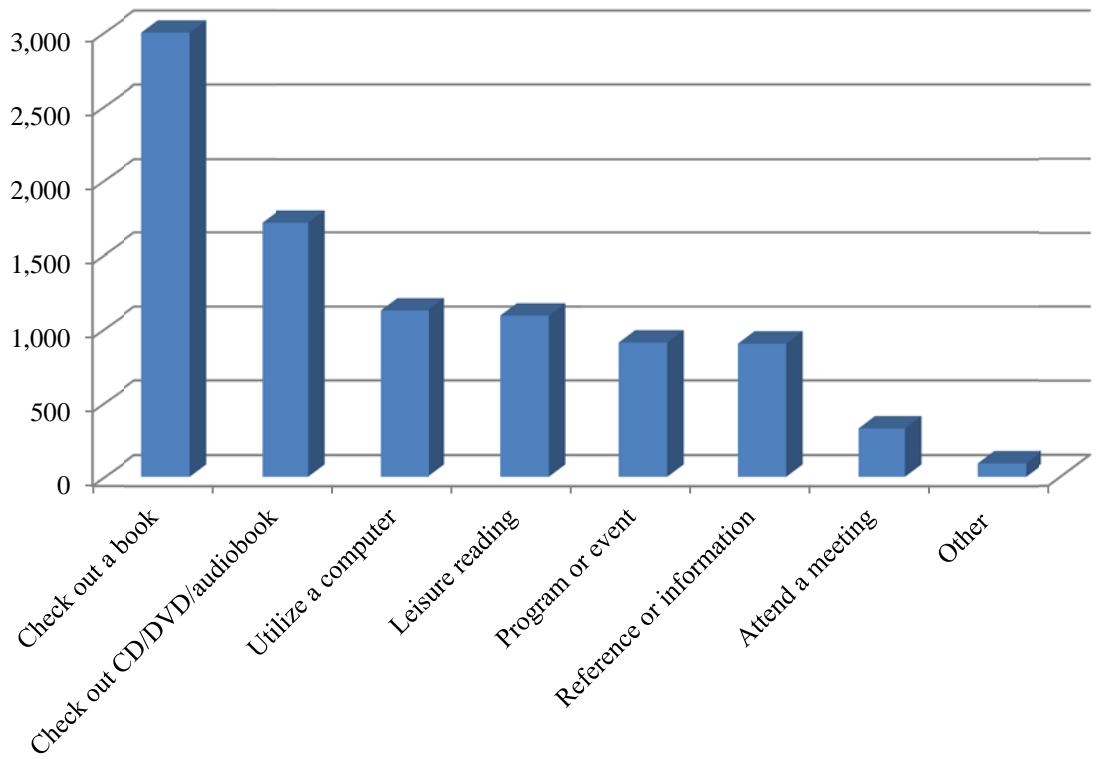
- Checking out or returning library materials (70.5%)
- Personal interests or recreational (10.8%)
- Other (7.5%)
- Job related activities (3.8%)
- Related to a student assignment (3.2%)
- As an educator/educational administrator (2.0%)
- As a home-schooling parent (0.9%)
- Obtaining information relating to a job search (0.7%)
- Obtaining information related to establishing/operating a business (0.7%).

Those marking “other” were also asked to please specify. The top five responses are listed below:

- Computer (53 responses)
- Meeting (25 responses)
- Buying books (21 responses)
- Book club (19 responses)
- Children’s program (14 responses).

Patrons were asked to identify what library services they have utilized within the last twelve months, and the results are shown in Figure 15. Respondents were asked to mark all that apply. Nearly 3,000 respondents answered that they have checked out a book within the year from the KCPL, and 1,711 have checked out a CD, DVD, or audiobook. A large number of respondents, 1,120, have also utilized a computer in the library. Ninety patrons marked “other”, and included such answers as buying books, tutoring, using the copy machine, and volunteering.

Figure 15: Library Services Utilized by Patrons



Patron Geographic Information

Visitors of the KCPL who responded to the survey during the two week survey period were asked to indicate their home zip code. For this survey question, 3,359 surveys with valid zip codes were included in the results. The 3,359 responses included 179 different zip codes from across the country.

Figure 16 illustrates the valid zip code responses in Kanawha County and the surrounding counties. The results indicate that the largest portion of respondents reside in Kanawha County, however, the library has visitors from all surrounding counties including Raleigh, Fayette, Boone, Lincoln, Cabell, Putnam, Mason, Jackson, Roane, and Clay.

Figure 16: Survey Respondents in Kanawha County and Surrounding Area

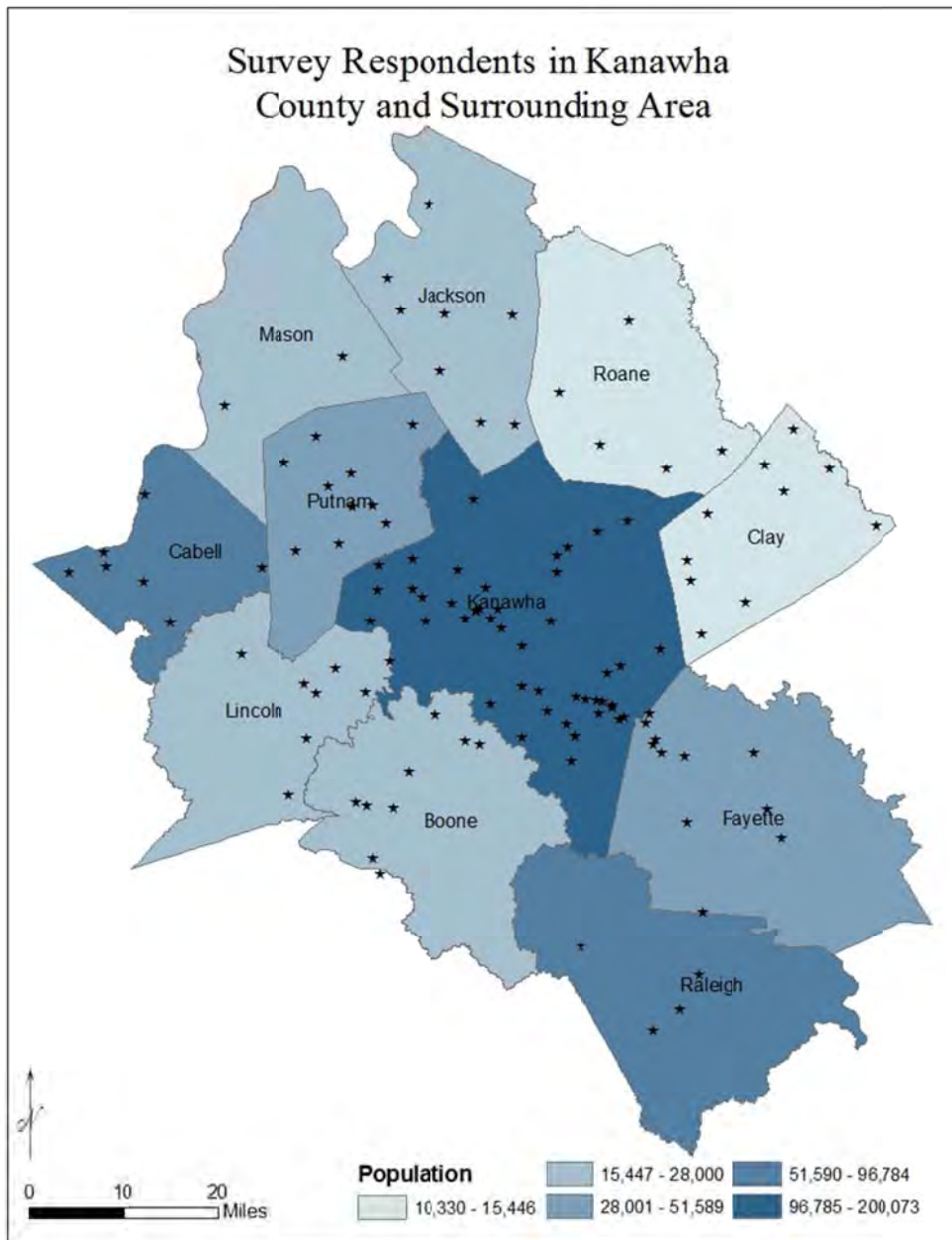


Figure 17 illustrates the number of respondents for Kanawha County and the surrounding counties. The areas with 40-146 respondents and 147-346 are within Kanawha County. The surrounding counties represent zip codes with 39 or fewer responses.

Figure 17: Number of Survey Respondents by Zip Code for Kanawha County and Surrounding Area

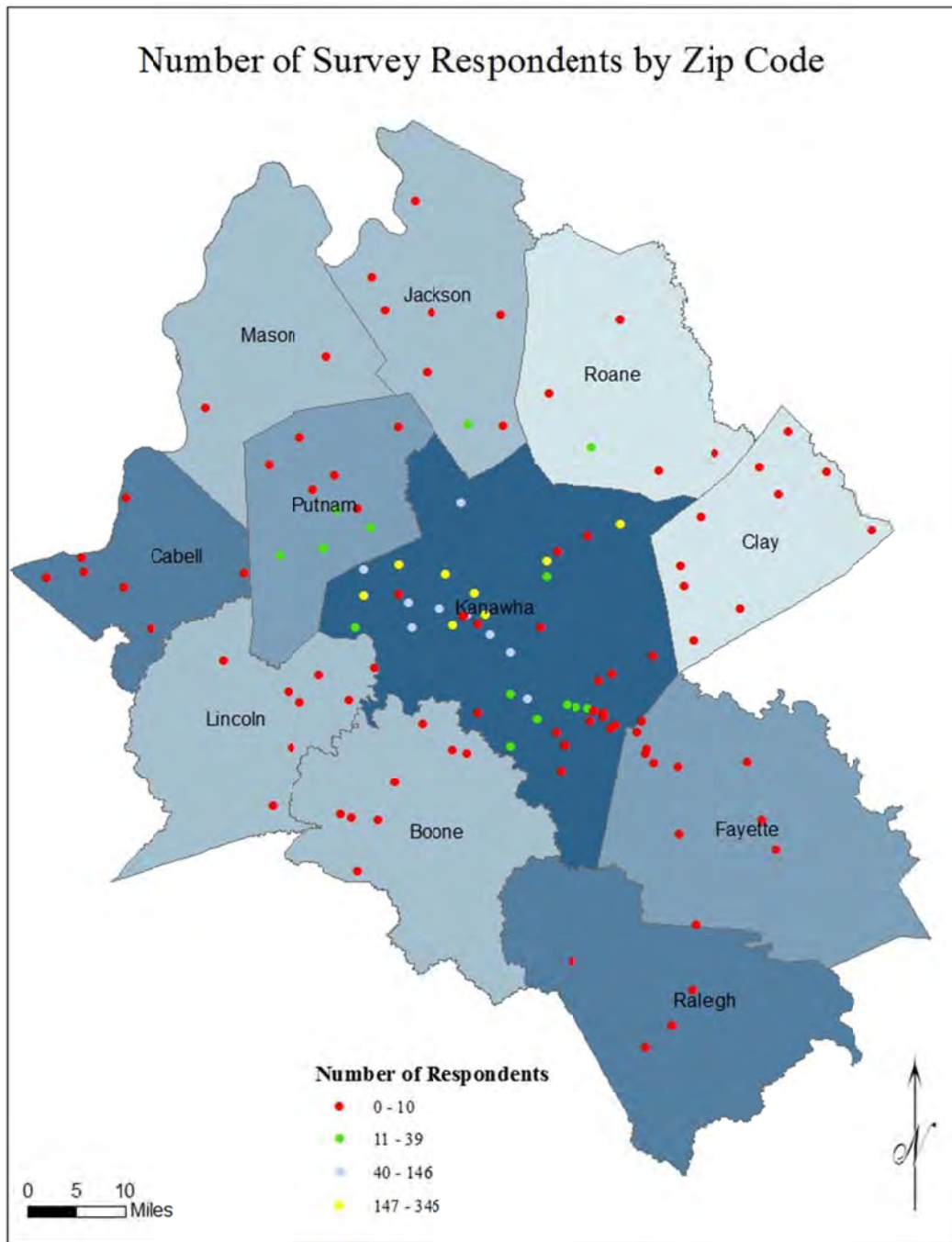
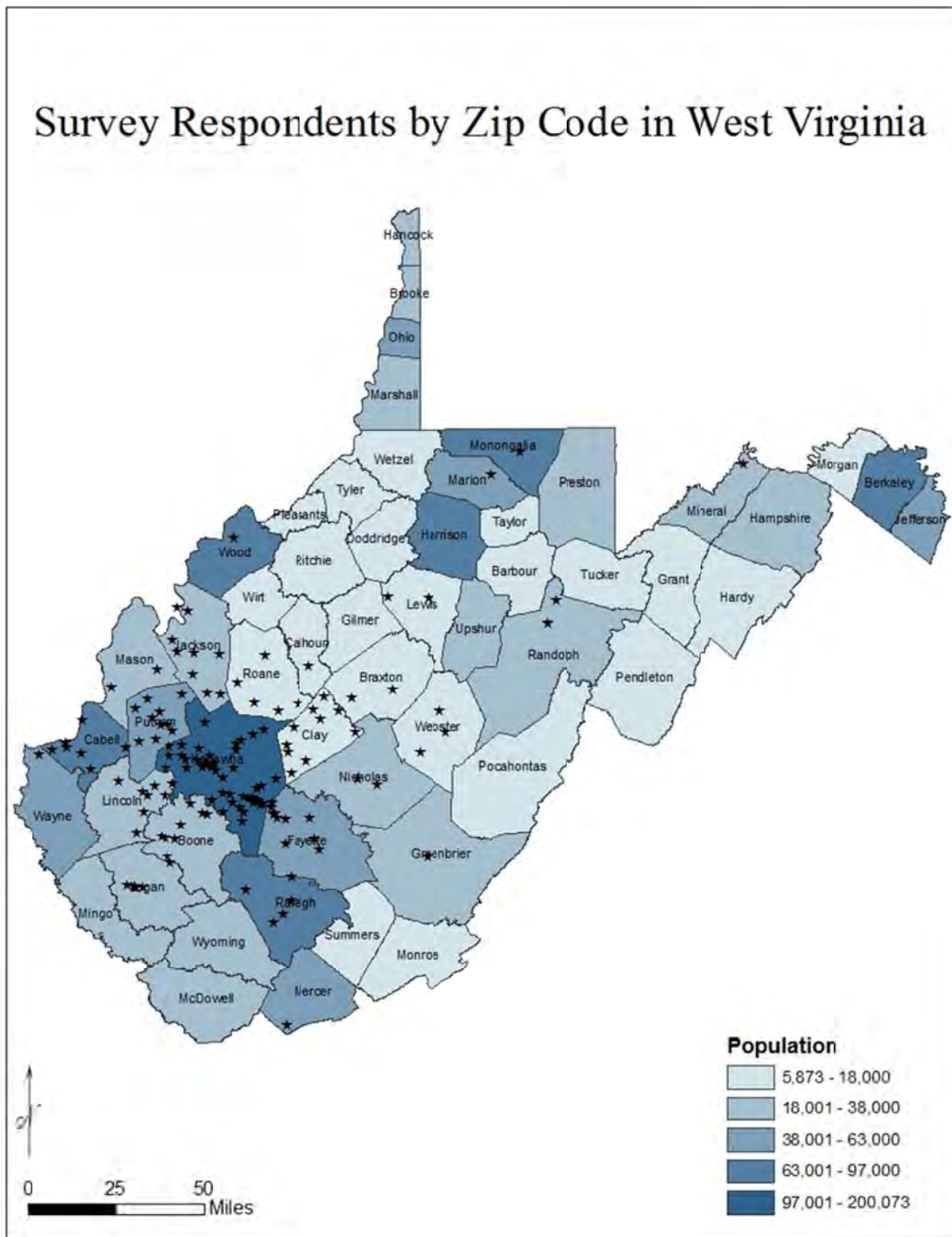


Figure 18 illustrates the represented zip codes throughout West Virginia. While the majority of the responses fall within Kanawha County and the surrounding counties, visitors indicated zip codes as far north as Monongalia and Mineral County and as far south as Mercer County. Other counties represented include Greenbrier, Webster, Braxton, Lewis, Randolph, Marion, Wood, Calhoun, Nicholas, and Logan.

Figure 18: Survey Respondents by Zip Code in West Virginia



While the largest number of responses was located within West Virginia, visitors indicated home zip codes throughout the country. The farthest point from the Main Library is located in Hot Springs National Park in Arkansas which is over 850 miles from the location of the Main Library. Other states represented in the survey data include Ohio, Kentucky, Virginia, North Carolina, South Carolina, Maryland, Pennsylvania, New Jersey, and Wisconsin.

Figure 19: Geographic Extent of Usage of Kanawha County Public Library



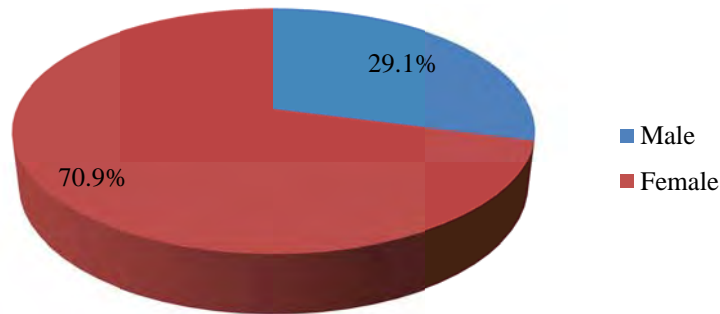
This geographic analysis indicates that the benefits of the KCPL are not limited to those who live in the Kanawha County. As the State’s “flagship” public library, its benefits are widely disbursed. This contributes to the positive public image of Kanawha County as an intellectual and information hub for the region. As demonstrated later in this report, it attracts visitors and their spending to the county which would not come if the library were not present.

Patron Demographic Information

Those responding to the survey were also asked to provide demographic information such as gender, age, and household income.

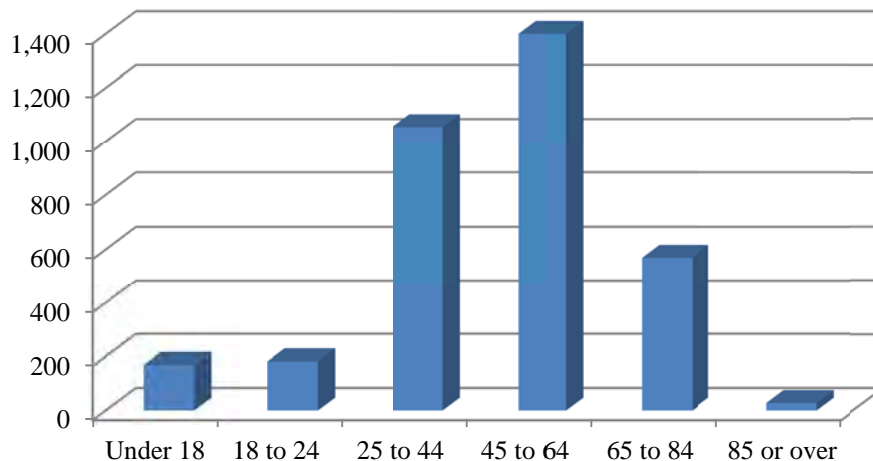
Over 3,400 patrons indicated their gender, and the results from the question are illustrated in Figure 20. Females accounted for the largest portion, 70.9 percent, and 29.1 percent of respondents were males.

Figure 20: Gender of Respondents



Those answering the survey questions were also asked to indicate their age. The results from this survey question are shown in Figure 21. Of the 3,447 people responding to this question, the largest age range is 45 to 64 with 1,445 (41.9%) people falling in the age range. The second age range receiving the most responses is 25 to 44 with 1,054 (30.6%) visitors indicating that age bracket.

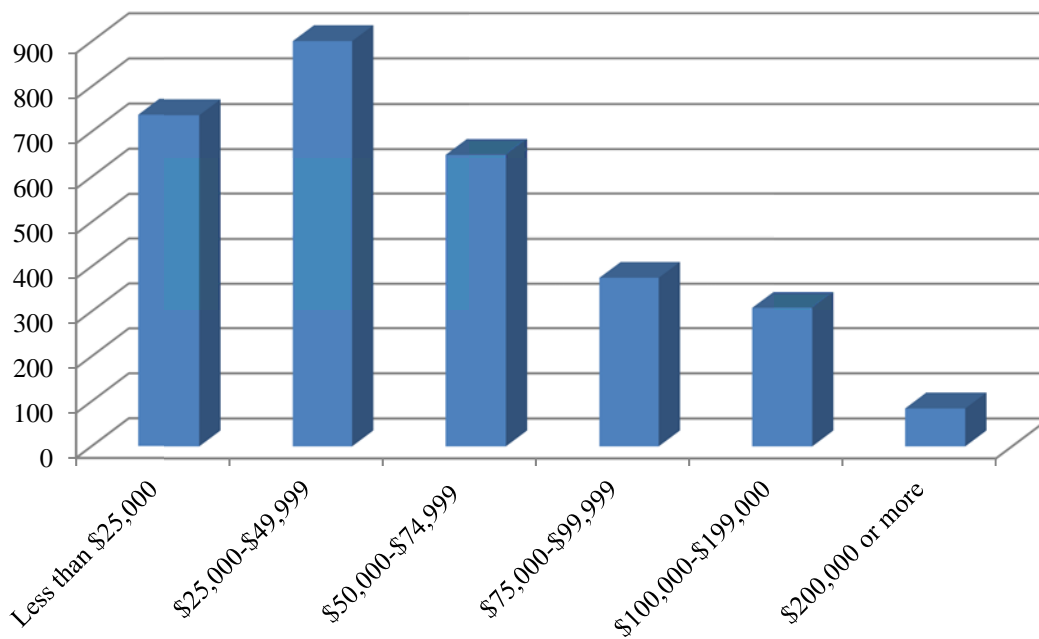
Figure 21: Ages of Respondents



For classification purposes, patrons were also asked to indicate their household income. Three thousand and sixty five people responded to this question with the largest segment of respondents (912 or 29.8%) answering that their household income is within the range of \$25,000 to \$49,999. Twenty-four percent of the respondents indicated that their household income range is less than \$25,000, and 21.2 percent with a household income range of \$50,000 to \$74,999. The results are shown in Figure 22.

This data indicates the importance of the KCPL to households with incomes below the state average. These households are the least likely to have alternative means of access to information such as home computers, serial subscriptions, and books. The availability of the materials and services at the KCPL contributes to the education, employability, recreation, and overall quality of life for residents of Kanawha County and beyond, which would diminish in the absence of the KCPL.

Figure 22: Household Incomes of Respondents



Patron Comments from the Survey

The final question of both the paper and electronic survey asked those responding to include any additional comments about the KCPL. The question generated over 1,280 comments. The comments ranged in a variety of topics including patrons' enjoyment of the libraries, suggestions for improvements, and questions pertaining to the KCPL.

Over 590 comments were statements reflecting patrons' enjoyment of KCPL. While the comments were varied, many survey respondents complimented the material collections of the KCPL, appreciation for the KCPL, and the enjoyment they receive from the KCPL. Two hundred and eighty-four comments complimented the staff of the KCPL by applauding the knowledge of the staff, helpfulness of the staff, and friendliness of the staff. Over 170 comments were positive statements reflecting the KCPL's impact on the community. Some comments named the KCPL as a great asset to the community, and others stated that the KCPL was a great resource for teachers, students, and seniors.

Another 125 comments stated a suggestion for KCPL. Some of the suggestions include wanting to use the computer for longer time periods, more materials for check-out, and more programs for children. Fifty-nine of the comments discussed parking. Many of these comments reflected a negative opinion of the parking availability for the Main Library location. Some comments stated that the area lacked safe parking, but most comments discussed the lack of parking for the downtown Charleston location. Other comments reflected the programs and services of the KCPL, benefits of the Mobile Library (Book Mobile), and opinions of the new construction projects. The complete list of comments is available in Appendix E.

Evidence from the Literature

The study of the economic value of public libraries is an ever-growing topic as some libraries struggle to remain funded by state and local dollars. Public libraries must compete with other public services such as schools and public health for their portion of funding resources. Therefore, many libraries must prove their value to the community in which they operate.

While this field of library valuation is still young, there are a variety of academic studies placing a value on libraries and their services. The studies have implemented many different methods to prove the value of the library system including:

- Economic impacts,
- Contingent valuation method,
- Market value analysis,
- Return on investment,
- Non-use valuation,
- Social impact analysis.

None of these methods appeared to be a dominant valuation method throughout the library studies. Many studies utilized more than one method to illustrate the value of their local library systems. All of the above methods are used in this evaluation. Below is a summary of the common library valuation methods and those studies that utilized the methods as described throughout the literature.

Economic Impacts. A method used in library valuation studies is presenting the *economic contributions* of libraries to area jobs, output and income. Economic impact studies use econometric modeling (input-output analysis) to make these determinations. In the same study where the Wisconsin Public Libraries were valued with a \$4.06 ROI, the authors stated that the direct economic contribution made by the public libraries to the Wisconsin economy is over \$326 million. This amount is attributed to library operations, staff spending, and visitor spending (NorthStar Economics, Inc, 2008). Another study, *The Economic Impact of Libraries in Indiana*, accounts that libraries throughout Indiana generated an estimated \$215.8 million in additional economic activity and also supporting nearly 2,000 additional jobs (Indiana Business Research Center, 2007).

Contingent Valuation. Many studies also utilized the *contingent valuation method* (CVM) by surveying users and non-users of the public library system. A study completed for public libraries in Florida collected survey information in four surveys (McClure, Fraser, Nelson, & Robbins, 2001). The survey methods included:

- Household telephone interviews with adults,
- In-library surveys of adult visitors,
- A survey of school, university and college, business, and non-profit organization librarians, and
- A follow-up survey of public libraries.

The surveys consisted of questions concerning the use of library services, reasons for last use of the library, and what a patron would do if there were no library available. The survey data was then used to provide an overall picture of the library and its benefit to the community (McClure, Fraser, Nelson, & Robbins, 2001). The study found that Florida's public libraries have contributed to patrons' financial well-being, created economic benefits to local businesses, and supported the local community. The surveys also found that the libraries provided access to financial information, business resources, support for public services, and educational support (McClure, Fraser, Nelson, & Robbins, 2001).

A study for Pennsylvania Public Libraries also utilized the CVM. This study identifies the CVM as "a tool to evaluate non-priced goods and services by examining the economic implication of not having them" (Griffiths, King, & Aerni, 2007). This survey asked users of the library what they would do to obtain the information they collected from their last library use if the library was not present. The survey also asked the patrons to estimate time and money to use an alternative source. The total estimated cost to use the alternative sources was \$1.647 million (Griffiths, King, & Aerni, 2007).

Market Value Analysis. One of the methods used in this report is the *market value* of public library services. This method has also been used in other analyses, such as the Wisconsin Public Libraries study. By using numbers such as circulation and program attendance, a dollar value is attached to each service and used to create an estimated economic value. The total economic value of Wisconsin Libraries using this method was estimated to be \$427.9 million. This number included circulation of children and adult materials, reference transactions, computer and internet access, and programs for both children and adults (NorthStar Economics, Inc, 2008).

The study valuing the economic impact of Indiana Libraries also adopted a market value analysis. This method also places a dollar amount on many of the libraries' services such as circulation, programs, periodicals, and meeting rooms. From their analysis, the Indiana Libraries' services have a total market value of approximately \$629.9 million (Indiana Business Research Center, 2007).

A report for Suffolk County, New York also utilized the market value method to illustrate the economic value of the libraries throughout Suffolk County. This report also created an estimated value per item for such as library items as fiction books, children's books, nonfiction books, audio recording, and video recordings. By multiplying this amount by the number adult fiction books circulated, a total estimated value is created. The total estimated value for Suffolk County Libraries, according to the study, is \$338 million (Kamer, 2005).

Return on Investment. While it is a difficult task to attach a dollar amount to intangible and free services, many library valuation studies have adopted the *ROI method*. This method allows entities to measure the return on taxpayer investment. For example, Wisconsin Public Libraries were valued to contribute \$753,699,545 to the Wisconsin economy with a \$4.06 return on investment for each dollar of taxpayer investment for library services (NorthStar Economics, Inc, 2008). Another study analyzing the economic value of libraries in Suffolk County, New York also utilized the ROI method. The report found that library users received almost four dollars' worth of library services for every tax dollar invested in their public libraries (Kamer, 2005).

Another study concerning the Colorado Public Libraries found that for every \$1 spent on public libraries, \$5.00 of value was realized by taxpayers (Steffen, Lietzau, Lance, Rybin, & Molliconi, 2009). The study by Indiana Business Research Center, which was mentioned previously, also calculated a benefit-cost ratio or ROI. By using operating expenses of the library system, population, and the total market value of library services, this study calculated a \$2.38 benefit-cost ratio for Indiana libraries (Indiana Business Research Center, 2007).

Non-use Valuation. The non-use valuation includes benefits from the library received by those non-users in the surrounding community. This valuation can include the impact on property values, retail trade, and desirability for residential or business location. There are few studies that illustrate this impact on non-users, however, one study illustrates the impact on Seattle, Washington from its library. The study found that the library contributed to “community character and livability” and also increased the appeal of the city as a tourist destination (Berk & Associates, 2005).

The Seattle Public Library Central Library: Economic Benefits Assessment, was produced to assess the library’s impact on Seattle’s economy including both a qualitative and quantitative analysis. One specific section of the report addresses the value of the library as a contributor to “community character and livability” (Berk & Associates, 2005). From this study, the Seattle library was viewed as being an important part of marketing downtown livability by making downtown Seattle a more attractive place to live.

The study also drew the conclusion that the library facilitates residential, retail, and commercial development. Because of its location, the library is seen to be located in a position between retail areas and office and government spaces thereby connecting people from offices, to the library, and to retail locations (Berk & Associates, 2005). The Seattle library is also viewed as a key element in the downtown cultural district. From the report, the town planned to implement cross-marketing strategies with the library and upcoming cultural events, such as museums, theatre, and symphonies. This would not only be a benefit to the residents of Seattle, but it was also noted that these improvements would attract more tourists to the area (Berk & Associates, 2005).

Another segment of the report discusses the impact of the Seattle library on the community image and identity. This creates values for even those residents who do not utilize the library. The study stated the library in Seattle enhances the appeal of the city and even Washington State as a tourist destination. The report also stated that increasing King County tourism by 1 percent yields \$1 billion in new economic activity statewide over 25 years¹⁰ (Berk & Associates, 2005). The Seattle library appears in electronic and printed travel guides for Seattle which can also create additional tourism for the city, county, and Washington State. The report also states that the Seattle library attracts “knowledge workers and members of the Creative Class to Seattle”.

¹⁰ As of 2005, the Seattle Convention and Visitors Bureau reports that King County attracts approximately 8.5 million overnight visitors per year. This results in \$3.8 billion in expenditures. The study states that the typical overnight visitor stays five nights and spent about \$444 in King County. The visitor spending generates indirect and induced economic activity resulting in a total of \$660 in new economic activity per visit throughout Washington State.

The Seattle library is also noted to enhance Seattle's reputation as a place of "thinking, learning, creativity, and innovation" which promote Seattle as an attractive place to live and work (Berk & Associates, 2005).

Social Impact Analysis. Libraries provide a wide variety of services and programs to the communities in which they operate for little to no cost. These programs and services such as book clubs, health events, educational programs, small business events, and assistance for people in the job market provide an intangible benefit to the citizens of the communities. These programs and events provide a social benefit to not only those who participate, but also those living in the communities. Social benefits of libraries are difficult to illustrate, and few analyses include the social impact of libraries. However, while difficult to quantify, the social benefits of a library system are what make a library so valuable to a community.

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Appendix A: In-House Library Survey

Kanawha County Public Library Visitor Survey

By answering the questions in this brief survey, you can help improve the Kanawha County Public Library system. All personal information will remain anonymous and confidential. Please complete the survey only one time. Thank you for your participation!

1. Please indicate which branches of the Kanawha County Library System that you utilize.

Branch	My main resource	Utilize occasionally	Never utilize
Main library, Charleston			
Clendenin Branch			
Cross Lanes Branch			
Dunbar Branch			
Elk Valley Branch			
Glasgow Branch			
Marmet Branch			
Riverside Branch			
Sissonville Branch			
St. Albans Branch			
Mobile library (Bookmobile)			
Other _____			

2. How many times have you visited the main library or one of its branches within the last year?

- 1-4 times 10-14 times 20-24 times
 5-9 times 15-19 times 25 times or more

3. How did you travel to the library on this visit?

- Walk or ride bicycle Public transportation (bus, shuttle, senior vehicle)
 Drive Taxi or other private transportation

4. Was visiting the library the primary reason for your trip?

- Yes No

If you included other errands on this trip, what other purposes did you pursue?

Please mark all that apply.

- Visit restaurant/coffee shop Post office or bank
 Shopping Medical appointment
 Entertainment Personal business
 Other (please specify) _____

5. How often do you use a computer in the library?

- Frequently Occasionally Never

If you answered that have used the library computers, how much time did you spend accessing the internet the last time you did so?

- Less than 15 minutes 15-29 minutes 30-44 minutes
 45-59 minutes 1 hour or more

6. Please indicate the **primary** reason you used the library on this particular visit. Please mark only one response.

- Checking out or returning library materials As a home-schooling parent
 As an educator/educational administrator Obtaining information for a job search
 Job related activities Related to a student assignment
 Obtaining information related to establishing/operating a business
 Personal interests or recreational purposes Other (please specify) _____

7. What services have you utilized in the past 12 months from any of the Kanawha County Public Libraries? Please mark all that apply.

- Check out a book Utilize a computer Check out CD/DVD/audiobook
 Program or event Attend a meeting Reference or information
 Leisure reading Other (please specify) _____

Survey continues on reverse side.

8. Are you currently a library card holder with the Kanawha County Public Library system?

- Yes No

9. If the library had not existed, what would you have done to address your reason for your last visit? Please mark only one response.

- I would have tried to get the information or material from another source
 I would **not** have tried to get the information or material from another source
 I would not have known where else to go to get the information or material
 Other (please specify) _____

If you would have tried to get the information from another source, which one(s) would you have used? Please mark all that apply.

- Bookstore Fee-base internet access Internet access at home
 Internet access at work University/college/school Friend or family member
 Video Store Other (please specify) _____

10. What do you estimate the amount you save by borrowing books, audiobooks, periodicals, DVDs/videos/CDs from your public library rather than purchasing or renting these items?

\$_____ per month

11. How often do you visit the Kanawha County Public Library **website** a month?

- 1-5 times 6-10 times 11-20 times 20 times or more Never

What was the **primary** reason for visiting the **website** on your last web site visit? Please mark only one response.

- Information about hours and directions E-library (online catalog)
 Research for school or educational purposes Live Homework Help (online tutoring)
 Obtaining information about upcoming events Other (please specify) _____

The remaining questions are for classification purposes only.

12. What is your gender?

- Male Female

13. What is your home zip code? _____

14. Please indicate your age group.

- Under 18 18 to 24 25 to 44
 45 to 64 65 to 84 85 or over

In which of the following ranges does your annual household income fall? (*This information is anonymous and will not be connected to any individual.*)

- Under \$25,000 \$25,000 to \$49,999 \$50,000 to \$74,999
 \$75,000 to \$99,999 \$100,000-\$199,000 \$200,000 or more

15. How strongly do you agree or disagree that the presence of the public library in the community:	Strongly agree	Agree	Neutral	Disagree	Strongly disagree
Significantly contributes to local economic prosperity	1	2	3	4	5
Significantly improves the local quality of life	1	2	3	4	5
Plays a vital role in helping existing local businesses grow	1	2	3	4	5
Attracts new businesses to the community	1	2	3	4	5
Plays a vital role in helping individuals find employment	1	2	3	4	5
Increases local residential property values	1	2	3	4	5

16. Do you have any additional comments about the Kanawha County Public Libraries?

Thank you for your time and participation.

Appendix B: Electronic Library Survey

Kanawha County Public Library Visitor Survey

By answering the questions in this brief survey, you can help improve the Kanawha County Public Library system. All personal information will remain anonymous and confidential. Please complete the survey only one time. Thank you for your participation!

1. How often do you visit the Kanawha County Public Library **website** a month?
 1-5 times 6-10 times 11-20 times 20 times or more Never

What was the **primary** reason for visiting the **website** on your last web site visit? Please mark only one response.

- | | |
|--|---|
| <input type="checkbox"/> Information about hours and directions | <input type="checkbox"/> E-library (online catalog) |
| <input type="checkbox"/> Research for school or educational purposes | <input type="checkbox"/> Live Homework Help (online tutoring) |
| <input type="checkbox"/> Obtaining information about upcoming events | <input type="checkbox"/> Other (please specify) _____ |

2. If you visit a branch(es) of the Kanawha County Library system, please indicate those that you utilize.

Branch	My main resource	Utilize occasionally	Never utilize
Main library, Charleston			
Clendenin Branch			
Cross Lanes Branch			
Dunbar Branch			
Elk Valley Branch			
Glasgow Branch			
Marmet Branch			
Riverside Branch			
Sissonville Branch			
St. Albans Branch			
Mobile library (Bookmobile)			
Other _____			

3. How many times have you visited the main library or one of its branches within the last year?
 1-4 times 10-14 times 20-24 times I don't visit the libraries
 5-9 times 15-19 times 25 times or more

4. If you visit the libraries, how do you primarily travel to the library on your visits?
 Walk or ride bicycle Public transportation (bus, shuttle, senior vehicle)
 Drive Taxi or other private transportation

5. Was visiting the library the primary reason for your last trip?
 Yes No

If you included other errands on this trip, what other purposes did you pursue?

Please mark all that apply.

- | | |
|---|--|
| <input type="checkbox"/> Visit restaurant/coffee shop | <input type="checkbox"/> Post office or bank |
| <input type="checkbox"/> Shopping | <input type="checkbox"/> Medical appointment |
| <input type="checkbox"/> Entertainment | <input type="checkbox"/> Personal business |
| <input type="checkbox"/> Other (please specify) _____ | |

6. How often do you use a computer in the library?
 Frequently Occasionally Never

If you answered that have used the library computers, how much time did you spend accessing the internet the last time you did so?

- | | | |
|---|---|--|
| <input type="checkbox"/> Less than 15 minutes | <input type="checkbox"/> 15-29 minutes | <input type="checkbox"/> 30-44 minutes |
| <input type="checkbox"/> 45-59 minutes | <input type="checkbox"/> 1 hour or more | |

7. Please indicate the **primary** reason you used the library on your last visit. Please mark only one response.

- | | |
|---|---|
| <input type="checkbox"/> Checking out or returning library materials | <input type="checkbox"/> As a home-schooling parent |
| <input type="checkbox"/> As an educator/educational administrator | <input type="checkbox"/> Obtaining information for a job search |
| <input type="checkbox"/> Job related activities | <input type="checkbox"/> Related to a student assignment |
| <input type="checkbox"/> Obtaining information related to establishing/operating a business | |
| <input type="checkbox"/> Personal interests or recreational purposes | <input type="checkbox"/> Other (please specify) _____ |

8. What services have you utilized in the past 12 months from any of the Kanawha County Public Libraries? Please mark all that apply.
- Check out a book Utilize a computer Check out CD/DVD/audiobook
 Program or event Attend a meeting Reference or information
 Leisure reading Other (please specify) _____

9. If the library had not existed, what would you have done to address your reason for your last visit? Please mark only one response.
- I would have tried to get the information or material from another source
 I would **not** have tried to get the information or material from another source
 I would not have known where else to go to get the information or material
 Other (please specify) _____

If you would have tried to get the information from another source, which one(s) would you have used? Please mark all that apply.

- Bookstore Fee-base internet access Internet access at home
 Internet access at work University/college/school Friend or family member
 Video Store Other (please specify) _____

10. What do you estimate the amount you save by borrowing books, audiobooks, periodicals, DVDs/videos/CDs from your public library rather than purchasing or renting these items?

\$_____ per month

11. Are you currently a library card holder with the Kanawha County Public Library system?
 Yes No

The remaining questions are for classification purposes only.

12. What is your gender?
 Male Female
13. What is your home zip code? _____

14. Please indicate your age group.
- Under 18 18 to 24 25 to 44
 45 to 64 65 to 84 85 or over

In which of the following ranges does your annual household income fall? (*This information is anonymous and will not be connected to any individual.*)

- Under \$25,000 \$25,000 to \$49,999 \$50,000 to \$74,999
 \$75,000 to \$99,999 \$100,000-\$199,000 \$200,000 or more

15. How strongly do you agree or disagree that the presence of the public library in the community:	Strongly agree	Agree	Neutral	Disagree	Strongly disagree
Significantly contributes to local economic prosperity	1	2	3	4	5
Significantly improves the local quality of life	1	2	3	4	5
Plays a vital role in helping existing local businesses grow	1	2	3	4	5
Attracts new businesses to the community	1	2	3	4	5
Plays a vital role in helping individuals find employment	1	2	3	4	5
Increases local residential property values	1	2	3	4	5

16. Do you have any additional comments about the Kanawha County Public Libraries?
- _____
- _____
- _____

Thank you for your time and participation.

Appendix C: Employment Impacts of KCPL

Employment Impacts of KCPL

Table 27 shows the employment impact during construction. The direct employment impact is 437 jobs in the construction industry. An additional 230 jobs are created in the indirect and induced categories in such industries as retail trade, professional, health and social services, and accommodation and food services. The KCPL construction projects create a total employment impact of 667 jobs.

Table 27: Industry-Level Employment Impacts of Library Construction in Kanawha County

INDUSTRY	Direct	Indirect	Induced	Total¹¹
Accommodation & Food Services	0	2	17	19
Administrative & Waste Services	0	8	4	12
Ag, Forestry, Fish & Hunting	0	0	0	1
Arts- Entertainment & Recreation	0	1	3	4
Construction	437	1	1	439
Educational Services	0	0	2	2
Finance & insurance	0	3	4	7
Government (includes education)	0	1	13	14
Health & Social Services	0	0	25	25
Information	0	2	2	4
Management of Companies	0	0	0	0
Manufacturing	0	4	1	5
Mining	0	0	0	0
Other Services	0	3	16	19
Professional- Scientific & Tech Services	0	19	3	22
Real Estate & Rental	0	4	6	10
Retail trade	0	40	27	67
Transportation & Warehousing	0	5	2	7
Utilities	0	1	1	2
Wholesale Trade	0	5	3	8
TOTAL	437	99	131	667

Table 28 illustrates industry-level employment impacts in Kanawha County after the construction is complete. After the completion of the projects, direct employment will be 112 jobs which are the FTE positions of KCPL after construction. The indirect category is jobs

¹¹ Some industries show a total of 1 total employment impact, but do not show an impact in the direct, indirect, or induced categories. This occurs due to rounding in the IMPLAN© model.

created by firm spending, and the induced category is jobs created by household spending. This is a total of 163 jobs in industries such as other services, real estate and rental, retail trade, and professional services.

Table 28: Industry-Level Employment Impacts of Library Operation after Construction in Kanawha County

INDUSTRY	Direct	Indirect	Induced	Total¹²
Accommodation & Food Services	0	1	4	5
Administrative & Waste Services	0	5	1	6
Ag, Forestry, Fish & Hunting	0	0	0	0
Arts-Entertainment & Recreation	0	0	1	1
Construction	0	1	0	1
Educational Services	0	0	1	1
Finance & Insurance	0	0	1	2
Government & non-NAICs	0	0	0	1
Health & Social Services	0	0	7	7
Information	0	1	0	1
Management of Companies	0	0	0	0
Manufacturing	0	1	0	1
Mining	0	0	0	0
Other Services (Library employees)	112	0	4	116
Professional-Scientific & Tech Services	0	2	1	3
Real Estate & Rental	0	4	2	6
Retail Trade	0	1	7	8
Transportation & Warehousing	0	1	1	2
Utilities	0	0	0	1
Wholesale Trade	0	0	1	1
TOTAL	112	20	31	163

¹² Some industries show a total of 1 total employment impact, but do not show an impact in the direct, indirect, or induced categories. This occurs due to rounding in the IMPLAN© model.

Appendix D: Methodology for Market Pricing Analysis

Methodology for Market Pricing Analysis

The market value approach to determining value when a product or service is offered at no cost to the user requires the investigator to use “proxy values.” Under the economic theory of substitution, proxy values are established by finding the lowest cost product or service which could be obtained in an open market. This approach is based on three assumptions:

- The user values the product or service sufficiently to pay for its acquisition,
- The “transaction cost” of finding and securing the alternative is no more than the cost of using the no cost product or service,
- “Acquisition cost new” does not represent the lowest cost alternative to the consumer, as the user will seek the lowest priced available substitute if the good or service is not available at no cost.

Once these proxy prices of the comparable products or services are established, the value of the good or service provided by KCPL can be found by multiplying the per-use/user cost times the proxy price. The result when summed is the estimated market value of KCPL for the study year. This result is an annual estimate which could vary as market prices change.

The willingness of KCPL patrons to seek market alternatives is demonstrated in Figure 16. A significant majority of those who completed the questionnaire would have sought out a commercial vendor (bookstore, video store, fee based internet provider, etc.) for the item or service provided by the KCPL. The transaction costs to the customer could be considerable. If even available, the good or service would have to be located. In many cases the expense of picking up the item and/or the loss of time, particularly if individuals had to leave work, should also be a factor. For those products which are ordered online, shipping costs must also be factored into the total price. For the purposes of KCPL’s market pricing analysis, shipping costs were included in the total cost of the items.

To obtain the estimated value of the lowest cost substitute for the KCPL product or service, the following process was employed. For hardcover and paperback books, the lowest price offered by internet sellers for used copies of the 20 most popular fiction and non-fiction books of 2010 was averaged. Because this figure is the lowest price quoted, it potentially underestimates the value to the consumer, represents books which may be in poor condition and therefore not true substitutes.

The same estimation approach, including the shipping cost per item, was used for audio books and music CDs. The cost of a DVD was based on the average rental price at a local store. Because of this location, no shipping costs were included in the price.

The availability of magazines and newspapers was more difficult to estimate as these pass between many hands and an individual price does not represent the value to multiple users. The news stand price of the Charleston daily papers (75 cents) was used for newspapers. For other print subscriptions the average price per volume if obtained under an annual subscription was used. A variety of magazines were used, including weekly news magazines and monthly special interest magazines.

For downloadable titles including e-audiobooks, e-books, e-music and e-videos, the price for downloading from market vendors was used as no low cost substitutes were available. E-audiobook and e-book prices were obtained from Amazon.com. The average download price for iTunes and the pay-per-view cost from Cinema Now, Amazon Unbox and Vongo were also gathered.

Pricing for programs offered by the KCPL were found by collecting average alternative costs for similar programs. The Clay Center, located in Charleston, WV, is the facility with the most comparable programs in close proximity to the Main Library location. It is recognized that admission prices vary based on the cost of the program to the provider, age of attendee, group rates and location of the venue. But in searching for comparable programs these prices are most representative of what a patron would have paid if the program had not been provided at no charge by the KCPL.

The cost of meeting rooms for public programs varied based on location of the room, size of the room and amenities, such as audio visual and kitchen implements, which are made available. The price used is representative of the average cost which would be paid for a facility similar to the rooms available in the Charleston area.

Reference services are provided at the Main Library as well as at all branch locations. Reference services are difficult to value. The KCPL calculates a value of \$8.89 per question by dividing the number of reference questions asked by the total number of hours all facilities are open to calculate "questions per hour." The average cost per hour for reference personnel is then divided by questions per hour. Published figures for reference questions in studies by other economists and from "calculators" provided by other libraries vary widely from \$5 to \$15 or higher, but are not well substantiated. In keeping with the conservative nature of values in this study, \$7.00 is used here.

Appendix E: Patron Comments from the Survey Instruments

1. The online program running access to the library is average at best. I should not have to log on as I access each function. i.e. logging on to check my account and then having to log on again to put a book on hold. Locking accounts if materials are overdue is a bit Draconian. Limiting the number of renewals to two is very limiting. Books could be divided into classes. Older, less used books should have more renewals than newer, more popular books.
2. The personnel at St. Albans Library are wonderful and helpful! I wish, or maybe you do this already, that you would coordinate visits with the schools to visit the libraries.
3. 50 years of enjoyment!
4. The KCPL is a blessing to folks who have lost their jobs. I love you all!
5. This is a fun, safe place to bring my grandchildren. It also teaches responsibilities to youth besides education and enjoyment in reading and learning.
6. This is a good source for auxiliary education.
7. The KCPL is a great asset to the area.
8. This is a great community resource, especially in Eastern Kanawha County where there are so few cultural resources.
9. The library is a must.
10. A town without a library is like a person without food.
11. The library is a valuable community service.
12. This is a very helpful system when needed. I like the online catalog access. I appreciate the meeting space. I think it's worth the cost.
13. Our whole family uses this library (Cross Lanes). Materials and personnel are great
14. I am legally blind and prefer to buy from Audible.com or Amazon because I can get them when I want them. I can't get first run books this way in the Kanawha library system. Your system is too difficult to use.
15. I absolutely love my Glasgow Branch.
16. There are absolutely terrific resources. Just allow me to get back to the home page more easily when I'm signed on. Keep up the good work.
17. I would recommend adding more DVDs and making us more aware of upcoming events!
18. Adding a \$15 fee for a computer to spit out a fine and somebody to lick the envelope is a bit too steep. I have a terrible memory and seldom check-out books because of the high penalty for being 45 days late.
19. Adequate parking is an issue. It is often difficult to find close parking. Although I am not handicapped, I have problems with my knees and walking long distances is difficult.
20. The St. Albans staff is helpful, very nice and a fun group of people.
21. All employees are so helpful and friendly.
22. All employees at the Clendenin Library are extremely friendly and helpful.
23. All the library staff are very nice here at the main branch.
24. All the employees are pleasant and helpful.
25. All the people are friendly helpful and appreciate the chance to help.

26. All workers I have had contact with have been very helpful.
27. You should allow patrons to e-mail the library to forward reserved books to the drive-up window. I presently have to call in this request.
28. You should be able to put books on hold via the internet if you have over-due books.
29. Although I do not use the library often, it would benefit others who are in school, unemployed, need references, or need access to a computer.
30. Although I don't live in Kanawha County, I support the system by purchasing books at your ongoing and annual book sales.
31. It is always a positive experience at the Clendenin Library. People at the Dunbar Branch are very helpful as well.
32. The library is always clean and nice and books are always in excellent condition. I enjoy the library.
33. I always enjoy coming to the library. Librarians are very helpful.
34. I am always helped nicely at the Clendenin Branch. I have had great experiences at Clendenin, Dunbar, and Sissonville.
35. The people are always helpful and very nice.
36. This is an outstanding resource for our community.
37. Any time I need in-depth information (book, reference material, etc.) I go to the library. It's a vital public service to provide computer/Internet access to those that can't afford or don't have access to it. I've found information on everything from home repairs to bicycle repair, job searches, Tony Robbins, and other self-help/coaching materials (and of course, researched reports for school (back when)). I also check out a lot of audio-visual materials, and read tons of books that I otherwise couldn't afford. Thank you! We're lucky to have a really great library. No community should have to do without one. Having local branches connected to a larger library with more funds and materials is very important, too. (By the way, how would a library contribute to local residential property values? Maybe I'm missing something, but I don't see how that could happen.)
38. I appreciate the opportunity to buy low cost books! (I especially appreciate travel books.)
39. I appreciate the services.
40. As a senior citizen on a limited income, I would not be able to afford buying new books or DVDs. I also appreciate the late hours and weekend hours that the library is open. I love being able to go online and see what new books are coming out and being able to place a hold for a certain book and being notified by e-mail of due dates and when books are ready for pick up at the library.
41. As happy as I am that we are getting a new library, I will miss and most likely not visit the new library as often as I do the main library in Charleston, since it is currently within walking distance from my office. I do not use the Putnam county libraries down where I live since they are so small and very poorly stocked. I will greatly miss the library when it moves to its new location.
42. As home schoolers, the library is vital to our kids' education.

43. As shown in the survey, the libraries need to emphasize lending library materials such as books, DVDs, etc.
44. As West Virginia now has the city with the largest percentage of homeless, the system needs to expand its services and neighboring community services as a haven and open door area to assist in helping the homeless find places to stay and food and other services to assist them, not to hinder. The library interlibrary loan system needs more professional clarity. For example, if you go to a branch they might have no idea where a book in the catalogue is located, as it has been sent from one library branch to another on loan. So you basically need to pre order all materials online. Then wait and hope they come in for pick up. No longer can you simply browse or go to one branch, find where a book is located and go pick it up in one day. You have to wait until the books is discovered and shipped if they will and it all takes days, weeks, or longer. It is really unprofessional. I use the main branch as I prefer it and am doing business in area when in town and I use the other branch as it is the closest to where I live for drop off and pick up to avoid overdue fees. I still drive an hour or more to drop off and pick up.
45. The workers are awesome; they are very good at their jobs and polite.
46. Awesomeness.
47. New main library parking is badly needed. The library is a great resource.
48. This is a beautiful library system.
49. Being able to read all of those books has made my life so much fuller.
50. This library is the best life can offer.
51. The library has the best staff ever.
52. I am a big fan!
53. I was born and raised in South Charleston, raised my kids in Charleston, and had a profitable business in Fort Hill. Still have property in Charleston and spend 3-5 weeks a year in Charleston, during which time I need computer access. Last year I started using the South Charleston library because computers are always available and people don't tie up computers playing games.
54. The branches need longer hours. Hours open are when people are at work or in school. They need to allow for longer hours on the computer without being booted off.
55. I recommend building a library that is useful and updated. Look at how the Columbia, Missouri, library looks and look at what they offer.
56. I say build the new library!
57. Can we please have a quiet room?
58. I can't imagine life without a library.
59. I can't live without you.
60. I can't live without it. It's better than the TV.
61. I can't wait for main library to have parking.
62. I can't wait for the new Elk branch.
63. I can't wait for the new library in Charleston!

64. I can't wait for the new library to open. It will only improve the library functions more. Thank you!
65. Cell phones and noise need to be controlled!!!
66. I like that children and families can spend time together unplugged from video games. They learn together and grow together.
67. It is clean, quiet, and peaceful.
68. Clendenin has the best staff. They are great.
69. The Clendenin Library has a pleasant atmosphere. The staff is very friendly and works hard at helping patrons needing assistance. They are great!
70. The Clendenin Library needs to be open more days per week. It's frustrating to need to go to the library and it is closed!
71. The Clendenin Library staff are the nicest, most helpful people I have ever met and they have been that way for at least the last 20 years. Having a library and these people on our community is what keeps our small town alive. Thank you so much.
72. The Clendenin staff are always friendly and helpful. They take their time dealing with each patron.
73. Continue the good work.
74. Continued funding for library services is vital to a healthy community and its citizens.
75. The libraries are cool.
76. I could not do without it: book sales, friendly librarians, and one week best sellers. I love the library!!
77. I couldn't do without the library.
78. I couldn't live without it! It's a great library, with great staff and it's very important to me.
79. I couldn't live without it.
80. Their courtesy and professionalism are the best there is.
81. Cross Lanes is great.
82. The Dunbar Library staff are very friendly and most helpful. Going there is a little out of my way but the service I receive is worth it.
83. Department signs, creative art banners, etc. They should offer faxing. I have been a card holder for 40+ years, so you would think if I forgot mine at home, I could renew it or get another book.
84. They desperately need automobile parking for the library. I have to park at the mall and walk. Adjacent, safe parking is a must. The drive-up window is great! Parking, parking, parking!
85. I do believe in the need of a new library being built. Hope it happens soon.
86. Do not ever leave.
87. You are doing a great job!
88. I don't know what I would do without it.
89. I don't know what I would do without it. Thanks
90. The downtown branch needs parking.

91. Due to our location in a rural community, this is our resource for reading and reference material without driving 15-20 miles.
92. Dunbar is well staffed, professional, and helpful. I like their contribution to the community life.
93. We enjoy the story time at both Charleston and South Charleston libraries and appreciate the reminders for due dates.
94. Each and every one of you are doing a fantastic job!
95. The Elk Library branch has been an invaluable resource during spouse's terminal illness for medical information, caregiver information, and lots and lots of leisure reading for both of us.
96. Elk Valley is the best!
97. The employees are always extremely helpful!
98. The employees are always helpful and polite.
99. The employees are always willing to help and are always friendly.
100. The employees are helpful and very nice.
101. The employees are very friendly and helpful.
102. The employees at the St. Albans branch are extremely helpful.
103. I enjoy the special programs. The staff is helpful.
104. I enjoy it very much.
105. Even though I live in NYC, I visit the library when I am home. It is one of the places I love the most in Charleston.
106. Even though these are hard times economically, I support the building of a new downtown library and renovation of some of the existing branch libraries. Libraries are an integral part of a community and bring people together in what is sometimes the only community activity available.
107. Everyone at Riverside and Marmet are like old friends and they help over and beyond most of the time.
108. Everyone has always been polite and helpful.
109. Everyone is always helpful and friendly.
110. Everyone is so friendly and helpful!
111. Everyone is very friendly and helpful at the St. Albans and Charleston locations.
112. Everyone is very helpful.
113. Everyone working here is very helpful and kind, always great with a smile!
114. Everything is great! Don't change!
115. Every time I visit the library the workers are very nice and always helpful.
116. This is an excellent community resource.
117. You are doing an excellent job. Keep it up!
118. This is an excellent library with wonderful books for avid readers!
119. The employees are excellent and lovely.

120. This is an excellent operation and probably does not need the proposed library "palace" on Washington St. in Charleston.
121. I receive excellent service from employees.
122. The staff is fantastic!
123. This is a fantastic system! Keep it going and vibrant. You could expand teen offerings and activities.
124. For question #3 about how frequently I visit the library, I included using the drive-thru window in my total. Otherwise, an actual trip into the building would be 1-2 times this year. Thanks for all that you do!
125. Frankly, I wouldn't want to live in a community that didn't have one!
126. Free parking is necessary.
127. Everyone is friendly and helpful.
128. The staff is friendly.
129. There are staff and plenty of selection choices.
130. The library has a friendly staff and is very clean.
131. The staff is friendly and very helpful.
132. The friendly staff is always helpful.
133. I think you should get more science fiction books and fantasy books.
134. I am glad it's in the Sissonville area.
135. I am glad they're here. I wish the one in Marmet was larger.
136. I am glad we have it.
137. I am glad we have it.
138. I am glad we have them
139. I am glad we have them.
140. I am glad we have them. My granddaughter uses the library often. We don't have a computer at home and she also gets tutored at the library twice a week.
141. I am glad you are here
142. The Glasgow Library is very well staffed with very friendly and helpful people.
143. The library is good.
144. It is good for the community.
145. Good job!
146. There is good service at Dunbar.
147. There is a good source of information, and it is quiet and clean.
148. The staff is good.
149. It is good to have the library.
150. The library is great.
151. There is great access and wonderful people are in the library to help.
152. This is a great asset to the community.
153. The library has great employees; they are very nice and helpful. It's a great environment.
154. It has great facilities and services.

155. It is a great field trip for the pre-school students from St. Andrews!
156. The library is great for home schooling. I love it.
157. This is a great institution. There are great people and they do a great job!
158. You do a great job of providing materials and a safe, friendly atmosphere.
159. Great job!
160. Great job!
161. Great job!
162. Great job!
163. This is a great library and I look forward to the new one soon.
164. This is a great library and staff.
165. I think this is a great library system
166. The library is great. The extensive collections make it easy to find what I'm looking for.
The staff is helpful and friendly.
167. Great library. I have been in many libraries and this one is the best.
168. Great library.
169. Great library. Thank you very much.
170. I have great memories here.
171. There are great people that are always helpful and friendly.
172. This is a great, friendly place. The library in Charleston is too hard to get to and has
terrible parking.
173. This is a great place and you are doing a great job!
174. This is a great place to spend time reading and using books.
175. This is a great public library. It's an asset for the area. I am glad to work toward the new
library.
176. The library is a great resource for reference material for all types of collector items and a
great resource for books on antiques: furniture, records, and toys
177. Great resource!
178. Great resource!
179. Great resources!
180. Great selection of materials and helpful staff!
181. Great selection!
182. Great service at Dunbar branch.
183. Great service with a good selection of audio books.
184. Great staff!
185. Great staff and building location.
186. Great staff! But the library needs a better book selection.
187. Great stuff.
188. Great, accessible, friendly resources!
189. Greatly appreciated. Would not drive to main library.

190. Handicapped parking at the main branch only allows persons with disabilities one hour to use the library. That is unacceptable and should be changed.
191. I am happy you are here. Thanks.
192. The library has helped me find information about my health and the employees have been so helpful when I could not find what I was looking for. Thanks.
193. I think that you should have free parking made available.
194. I have had three books on hold since September and they are still not in. this is not the library's fault, but I would like them. You should bring back no fee Thursdays.
195. I have loved KCPL since I was a child. I hope it stays around forever!
196. I have only lived here for a short time, so the amount of times I have used the library isn't really representative of how much I will use it in a year.
197. The local branch has become a great asset to our community. The staff is awesome, very helpful and caring people.
198. I have utilized the public library system since I was four years old. It has always been a fixture in my life for reading information and research, both personal and educational.
199. Having a Kanawha County Public Library in downtown is vital to the community. It provides unquantifiable educational opportunities for the population in the metro area. The community needs a four walls structure to maintain its large impact on folks of all ages and economic levels.
200. Help keep senior citizens current with their grandchildren.
201. The staff is helpful.
202. The staff is helpful and pleasant.
203. Hooray for the pickup window. The library needs free parking!
204. I hope the new building is successfully built in the next few years!
205. I hope the library can still be within walking distance.
206. I hope they stay. We need them for our future and our kids.
207. I am grateful for the privilege of having and being able to use a public library. I have been a card holder since I was a little girl and have always enjoyed perusing the aisles for good books to read and to avail myself of the resources. I am grateful to the people who make it possible.
208. I so thoroughly enjoy the services of the Kanawha Co. Public Library (St Albans Branch) that I am very reluctant to move from the area. It has been a most enjoyable and enriching experience using this library.
209. I absolutely love the Baby and Me class and can't wait to do more at the library when my child gets older.
210. I absolutely love the library and my 5 year old daughter has developed a passion and love for the library as well. I hope it's a habit she will continue throughout her lifetime. She scored significantly higher than grade level on her dibels testing and I attribute a big part of that to "our" library. Also the people working there are so helpful and encourage her greatly!

211. I always enjoy coming to the library but I don't have the time to visit more often.
212. I always find the staff friendly and helpful.
213. I always receive very kind, courteous service when I call to ask mundane questions, and receive very helpful assistance.
214. I am a big fan of the library. I couldn't support my book habit without the library. I learn about new authors and books from the library newsletters. I can manage my account online and can even reserve books to be received at future dates online. The library enhances the life of our community and is a vital part of civic life.
215. I am a huge KCPL fan. The online resources are spectacular! I am a musician and I love the entertainment.
216. I am against building new or moving the Elk Valley or Charleston libraries.
217. I am certainly glad we have our library in Glasgow, WV.
218. Many are available in book form only not in downloadable audio books. It is so nice to be able to listen to a book at work using my iPod. It's not safe to be tethered to a disc player and the players don't always have the tone I can hear easily.
219. I am eternally grateful for the public library system and the assistance offered by the knowledgeable staff at the Main Library.
220. I am glad it is here in Riverside.
221. I am glad it is so readily available to me.
222. I am glad there is a place I can go when I need to go find a book.
223. I am more interested in the online opportunities. Parking is difficult downtown and if there was a different location with more parking, I'd go there more.
224. I am not looking forward to a new library at all! The current library in Charleston is one of my favorite buildings and I always look forward to going there. I hate to think that I will no longer be able to visit it once you build a new library.
225. I am not looking forward to the Charleston Branch moving.
226. I am on temporary assignment in Houston since last November, so my answers above would not be useful to you. However, I do want to state that I have always thought the Kanawha County Public Library system is excellent, and after using the Houston (Harris County) Library system, the KCPL looks even better! Keep up the great work!
227. I am only passing through. I live in Fairmont, WV.
228. I am really pleased with my library and librarians.
229. I am so happy a new library will soon be available in the Elkview area.
230. I am so happy with the eBooks. Not having to drive anywhere and get a book just sit at home and enjoy reading what you want, when you want.
231. I am so thankful for everything the library has to offer. The programs for children are wonderful, the adult programs are so timely and informative, and the staff is always so kind and helpful (specifically at the Elk Valley branch). I honestly don't know what I would do without the library. I regret we haven't been as much this year, as I just had a baby. But I will be bringing her to as many events as we have time for in the future! We love the

- library! I hope I am fostering a love of books and learning in my children by setting an example. So far, so good.
232. I am so thankful that there is a library nearby where I can go for reading material. It is a friendly place. I get so much joy just seeing all the reading materials for my pleasure.
233. I am very concerned that the main library must discard thousands of books to meet the requirements of the Americans with Disabilities requirements.
234. I am very pleased with the KCPL, which is why I'm glad I have regular business in Charleston (100 miles from my home). The staff are always (without exception, in my experience) bright, proactive, helpful, interesting, witty, and friendly. The overdue policy is forgiving enough to keep me from getting panicky and overwhelmed when I have overdue things, but looms sufficiently to keep me motivated to get my materials returned. On a couple of occasions, when I have been unable to get to Charleston, and could not renew materials, someone there was good enough to grant me extensions, so that I didn't plow helplessly into a slew of overdue fees. Also, a couple of times, books I returned didn't get checked in. When I called it to KCPL's attention, they did not penalize me, and continued to let me check out materials, despite the missing books. (The books were later found on the shelf, thanks to enterprising staff.) I really appreciate that trust. I wish I could get to the KCPL for a lot more of the programs, especially the book clubs. My local library is loud, abysmally stocked, and totally depressing. It's hard to imagine life without the KCPL. The stairwell and some of the floors get awfully hot and stuffy sometimes, discouraging me from lingering, but that's barely a smudge, given how terrific everything else is.
235. I am very proud and happy we have a library
236. I am very thankful for them!
237. I am visiting, but have found your library to be very good.
238. I appreciate all of the helpful people that assist me each time I visit.
239. I appreciate all that the libraries do and offer. I just wish they had a bigger budget to do more, but I am thankful for the libraries we have.
240. I appreciate having the library where even students can have easy access.
241. I appreciate it.
242. I appreciate KCPL's resources and programs. I enjoy the programs, workshops and Book Festivals. It's a service I would greatly miss if it was not available.
243. I appreciate my library and the helpful staff. Thank you.
244. I appreciate the Bookmobile bringing material to those who otherwise probably wouldn't go to the library. Thank you.
245. I appreciate the great services the library system offers to Kanawha County. Keep up the great efforts. Thank you.
246. I appreciate the Kanawha County Public Libraries

247. I appreciate the late fee grace periods. We are late sometime and it's nice not to get beat up over it. Our old library in Billings, MT, charged on the first day late every time no matter what.
248. I appreciate the library very much. I love to read and the library has provided me with many hours of reading and enjoyment.
249. I appreciate the staff and how they are always available and helpful.
250. I began using the library when I was about 10 years old (in 1949) and rode the city bus to get there. I went to the planetarium, checked out many books, and attended activities. The library is a very valuable asset to our community and I hope we can build the new one soon.
251. I believe it is the best anywhere in the US.
252. I believe libraries provide helpful information and are necessary to the growth of our community. I like books and enjoy checking them out. I am thankful for all the resources the library provides.
253. I believe that the current library is not a vital economic development engine, other than providing jobs to its employees. I do believe that the future library could be an economic development engine if it realizes it's potential. I could be, and hope that I am, wrong and recommend the library educates the public to its value as an economic development engine.
254. I believe that the Kanawha County Public Library makes a very significant contribution to the cultural aspect of the community through the programs it sponsors, both in preserving our local culture and in broadening our cultural experiences. In addition, I cannot say enough about the significant contribution the library makes to the children of this community through programs like its story time programs for tots, its summer reading programs, its reading with pets program, its sponsorship of the book festival, not to mention its daily library services for children, and many, many more outstanding programs and activities. I believe that the library provides children with a very important step toward literacy and the love of reading. Indeed, libraries provide a critical service to the youth of this community.
255. I believe that libraries can be, if made accessible, the crown jewel of a community. Parking is an issue here.
256. I believe the Sissonville Library has a lot to offer our community. I'm thrilled to have it.
257. I bring my niece and nephew with me. They really like the activities. My 3-year-old nephew likes the puzzles at Dunbar. My 13-year-old niece loves the kid's floor.
258. I can get almost any book I want. The librarians are extremely helpful. Thanks for everything!
259. I cannot imagine the county and state without library services!! It would not be acceptable for education and economic growth to be without a library.
260. I cannot imagine not having public libraries.

261. I can't imagine life without a library. When I first came to the area to stay, my grandson met me at their door with his library card in his hand and said, "Here Grandma, you can borrow mine until you get your own."
262. I can't imagine life without libraries.
263. I can't imagine life without them!
264. I can't image life without the library. I am learning to change as technology changes, for example using the e-library with my iPod. I love placing books/audio books on hold over the computer and then running down to my local branch for pick up. Use of the library helps me stay simple, green, and in my budget!
265. I can't wait for the new library. I just hope the parking is better.
266. I come from California and this library is vastly superior to theirs.
267. I commute 100 miles per day for my job. The DVD-books are a life line! They help me "read" books I otherwise would never get to.
268. I continue to be amazed by the resources available (for no cost!) at the library. The service is outstanding; the staff has always managed to locate the books I am searching for.
269. I couldn't do without the bookmobile.
270. I couldn't live without them!
271. I do not agree that the public library personnel should have access to individual's social security numbers, nor ask for them as verification if the patron does not have their library card.
272. I do not agree with new location of Elk Valley Branch. The public should have been advised before the decision was made. A library does not belong in a "strip" mall, and is not in public's best interest.
273. I don't know how I would function without the KCPL.
274. I don't agree with moving the main library. Please stay where you are.
275. I don't know how people manage without their local library. To me, it is a wonderful place to go and learn. And it's free.
276. I don't know what I would do without libraries! I love to read, but I can't afford to buy a lot of books. I love the fact that I can put holds on books, and the books are then sent to the library I designate. The employees at the Dunbar branch and the main library are very helpful. (These are the only two I frequent.)
277. I don't know what I would do if we did not have a library. I am an avid reader and cannot afford to buy all the books that I read.
278. I don't know what I would do without it!
279. I don't know what I'd do without our wonderful public library and their services. The staff is tremendous and is always helpful and alert. Thank you!!!
280. I don't know what we would do without the book mobile. I don't drive so we walk to the book mobile.

281. I don't think there is enough value taught about how important libraries and books in general really can be. I wasn't brought up reading books and such, but my kids will have a book daily in their life.
282. I don't use the library as much as I did when my children were toddlers through middle school. We made almost weekly trips to the library to choose recreational materials as well as educational and research materials and to attend library programs. I truly value the contributions that the library makes to my family life. Thank you.
283. I don't use the library as often as I would like because parking limits my ability to count on getting in and out during quickly during lunch or breaks from work. I do feel strongly that a library is a vital part of any community.
284. I don't use the library very often, but I'm really glad it's there. Thank you!
285. I enjoy all of the help I receive at the Elkview library and from the employees at the main library. Also, I would like to say that the University of Charleston has a great library with a lot of very helpful people that I use in the evenings.
286. I enjoy coming here to read without distraction.
287. I enjoy coming to the library daily. I am always treated with dignity and respect when I visit.
288. I enjoy dealing with the Library. It is nice to order your books online and then just pick them up and then again it is nice to go and browse.
289. I enjoy the library and all the services it provides to me and my family as it provides items of interest to us for free. It also opens up newer areas we might not have known about.
290. I enjoy the programming for preschool kids.
291. I enjoy visiting the library and in the past it is the first place I locate when I move. The librarians and staff are always friendly and helpful and strive to make it an enjoyable experience.
292. I especially enjoy the new books section of the main library. The library is exceptionally well run and beneficial to the entire community. Other cities do not have these excellent services.
293. I feel it is difficult to access the Internet site.
294. I feel so fortunate to have a wonderful branch library close to my home in Sissonville. Also, the free income tax support offered at the library is invaluable to the senior citizens in the area.
295. I feel that they work well with the children and help them want to read more.
296. I feel we could use more activities for pre-school age children.
297. I find it to be an invaluable resource staffed by friendly, helpful people!
298. I find the Kanawha County Public Libraries incredibly valuable and convenient, aside from parking issues. I live in a rural area with libraries that are seldom open and when open have a severely limited selection. Kanawha County is fortunate to have such a resource available.

299. I find the libraries providing what a good community center would also provide. I still see a need for a community center development.
300. I find the personnel at the Kanawha library to be well-trained and efficient.
301. I gave the book to the start the Dunbar Library.
302. I greatly appreciate the employees' help and the services the library provides. I am getting ready to retire soon and will not be able to afford internet access at home. More computers would be money well spent.
303. I greatly value the Sissonville Branch of the Kanawha County Library. I check out books and resources on a regular basis and keep up-to-date on programs for adults and kids so that we can participate.
304. I grew up in a city that had no public library. Because of this, I realize what an asset the services the library provides is a must for any community. Thank you for this great service to the community.
305. I hate paying for parking to visit the library. I usually find things online and pick them up at the window but I think I miss so much by not coming inside very often.
306. I have always been treated kindly. The check-out folks are very efficient and service has been excellent.
307. I have always felt that the KCPL was a welcoming and inviting place to visit. I have always enjoyed my visits, no matter how long. I began to take my children to the library and obtained library cards for them by age 2. Library staff at all the libraries I have visited (Charleston, Dunbar, Nitro, St. Albans and of course Cross Lanes) have been friendly, helpful, and have become real friends.
308. I have always found library staff interested in helping me and in getting materials into the hands of the public, including the classrooms where I have volunteered. They expect materials to be used and keep an eye out for changing and emerging forms of materials. Although I use many kinds of materials, the audio book collection in particular has helped me to maintain an exercise habit for years, and I am very grateful for it.
309. I have always found the librarians and assistants very cordial and extremely helpful whenever I needed their help.
310. I have always found the librarians to be friendly and helpful.
311. I have always loved going to the library, and started taking my first child when he was about two. I love reading books and think a child who loves reading does much better in school. The Library gives opportunities to children and adults that they might not have otherwise. Kanawha County Libraries are a wonderful thing!
312. I have been an avid reader all my life and could not imagine a world without a library. I have always had good experiences at the Kanawha County libraries. The staff is always courteous and knowledgeable. I hope the new library can be built soon I would thoroughly enjoy the opportunities it would offer.
313. I have been an avid reader since childhood. My mother always took me to the main library in Charleston. I really love have a local library in our neighborhood.

314. I have been living here for three months. English is not my native language. I wish I could find more French books. But it is a fun place for babies. We love the activities on Tuesdays.
315. I have been so happy with the extensive help I have received from all the staff working there. And, I don't want to forget the friendliness and smiles.
316. I have been to libraries in other states and counties, and I believe Kanawha County has the best resources and employees/knowledgeable staff. I am very grateful for the library in my community. I would never live in an area without a library!!
317. I have been using the book mobile library for quite some time and I have learned quite a bit from it. I also get books for my niece.
318. I have been using the KCPL system for the last 20 years. I even live in a different county and still only use KCPL. You have the best library system in the state of WV. I also love the free programs that you have for children and adults throughout the year. Thank you!
319. I have been using the library for more than 30 years as I am an avid reader. I feel that the library is an important part of our city.
320. I have been using the library system for years for books, audio books, and research. I would be lost without the library and I believe having a local library improves a community as much as a school or a mall could.
321. I have been very satisfied with the service of my branch of KCPL.
322. I have been visiting the St. Albans library since I was a youngster, and I took my children there for summer reading programs, checking out books, specialized programs, etc. It is a wonderful library.
323. I have changed my work location so I do not visit the library in Kanawha County as I used to. I now use the Jackson County Library. I based my survey answers on the time I used the Library in Kanawha County.
324. I have found it to be of great help when my smaller, local library cannot help me. The employees are great in every way.
325. I have found the employees to be friendly and very helpful. They make a trip to the Elk Valley Branch a pleasure.
326. I have gone to public libraries my entire life and I am so thankful for the library system.
327. I have had a library card for 64 years.
328. I have had a library card since I moved here 35 years ago. The library has helped me introduce the joys of reading to my children who are now adults. We spent a lot of hours at the Dunbar Library in particular. Their summer programs were great!
329. I have lived in three other urban centers and have never had my needs met as effectively as the KCPLs do. The librarians are amazingly talented and I appreciate the resources you provide for my family so much.
330. I have lived multiples places domestically and internationally and KCPL is an excellent system and resource, superior to most other systems I've used, especially in the US.

331. I have never been able to download an audio book via the WV Deli. Most of the books are available only to iPods, but even those available to MP3 players are difficult to download (at least for me). The people in the Reference Department have tried to help, but with no results.
332. I have nothing but sheer accolades for the employees of the Kanawha County Public libraries. They've been nothing if not helpful, kind, and professional to me upon each of my visits.
333. I have to say I really enjoy the Cross Lanes Library. My mother is a librarian in another state and I introduced the library to so many of my friends. It is so beneficial and you can save so much money. I was actually able to check a great book out for Washington DC and it made my trip there so much better. Thank you Cross Lanes Branch!
334. I have used the library my whole life and because it provides a source for reading materials, it contributes to the whole community. Reading is the most important thing that should be stressed to all individuals.
335. I haven't utilized the local library recently due to having a very busy schedule. I will be visiting more often during the winter months. I plan to retire in a few years, and the library will be extremely important to me at that time.
336. I hope it gets money for its new building in Charleston.
337. I hope the KCPL continues to improve and grow.
338. I hope you get to build the new library building.
339. I just joined the library. I really enjoyed my trips to the main library and the Dunbar library.
340. I just really enjoy being able to come to this library. Everyone is helpful and friendly and it's a great place to come to relax and read, use the computer or take books, DVDs, CDs home.
341. I like all libraries, as institutions. They should always exist, and I congratulate them moving forward with the changing times. They should keep their independence, and be seen as an institution for the people, for their betterment. Congratulations on standing up for people's privacy. Be careful of commercial interests gaining influence of what and how content is offered (WV Deli). Thanks.
342. I like being able to reserve books for a later day or get it later. I also like "Make it, Take it" day.
343. I like coming to the library. I think it is very important to our community for many reasons.
344. I like the library!
345. I like helping people.
346. I like helping people.
347. I like it when confirmation of a "hold" item is received by e-mail.
348. I like it!
349. I like that the bookmobile comes to our school. Otherwise most of our students would not get to borrow books.

350. I like that the Main Library is open on Sunday afternoons.
351. I like that the staff is friendly, also that the front door is now open for public use.
352. I like that they have computers for people to use.
353. I like the people that work there. They always help me find books I'm interested in.
354. I like to come here and read in a quiet environment.
355. I like to read a lot and I always was told you learn more when you read more.
356. I live in a rural area and my children are visited by the bookmobile. What a wonderful service! By the time they get to middle school they will understand the KCPL system!
357. I live in Elkins and only use the library every few weeks or so when I'm visiting Charleston to get books on CD. The library greatly increases my quality of life. Thank you.
358. I live in Putnam County but I only utilize the Chas "MPO?" and occasionally the Cross Lanes branch. I love this post office. I would be lost without it.
359. I live in Putnam County but send a small donation to the Friends of the Kanawha Library most years. I'm often surprised at the books and music CDs I find there, and my interests and tastes are not mainstream.
360. I live near the main downtown library and would visit more often if there were free parking.
361. I look forward to the new main library which will have much better parking availability. When I am sure that it actually will be built I will make a financial contribution to the effort. I would like to see more books on CD; I have found them to make any driving I do more enjoyable and more productive.
362. I love all the staff at the Elk Valley Library. They have great programs for us kids.
363. I love books.
364. I love books, and the librarians at the sites I visit are very helpful. Parking is a problem with Charleston Library and building needs proper security.
365. I love coming to the Dunbar Library. The staff is always so nice and helpful.
366. I love coming to the library and getting books because I love to read.
367. I love the Dunbar library.
368. I love going to the bookmobile, everyone is so nice and helpful
369. I love going to the Dunbar library. I don't have to pay for parking and the employees have always been very helpful. I have gone there for at least 20 years.
370. I love going to the libraries and attending programs. People are always nice and the libraries are clean and quiet. I feel safe going there, to the local ones. I don't normally go to the Charleston location because of the location however, access to parking, and I don't feel as safe. Again, love the local libraries!
371. I love going to the library.
372. I love going to the library. I was a volunteer 14 years ago and I have a KCPL card for 25 years. Keep up the good work.
373. I love going to the St. Albans branch in particular.
374. I love having a library close by. I moved from a place that did not have one available.

375. I love having access to a library but I wish there was free/available parking at the Main library, or that there was a branch in Kanawha City near where I live.
376. I love it and all you do at the main branch. Unfortunately, working full time does not afford me the luxury of taking advantage of your programs. Can't wait to experience the new library building!
377. I love it just the way it is.
378. I love it!
379. I love it!
380. I love it!
381. I love it! Being able to draw resources from other libraries in the state is fantastic. This is the best state library system I have seen. (I have lived in two other states as an adult) Keep up the good work!
382. I love it! I bring my grandchildren here often to foster the love of reading. The employees are great- they have very interesting programs.
383. I love it. The Kanawha County libraries greatly improve my quality of life! Thanks!
384. I love the Kanawha County libraries and want to thank the librarians for all that they do!
385. I love the Kanawha County library
386. I love libraries. I don't know what I would do without libraries. I just moved from Pittsburgh where I visited the Carnegie libraries several times a week. Here, I can't walk to my library so I go less frequently but I still love reading and would not be able to access books without the library. Why in the world is the downtown library moving? It is currently in such a beautiful building and in a few years so much more stuff will be online that you won't need as much space!
387. I love literature.
388. I love my libraries.
389. I love my library visits!
390. I love my library!
391. I love my library!
392. I love my little library in Big Chimney. I used it for years, reared my children on its books and had countless hours of contentment reading what it had to offer. However, I moved out of state last year and no longer use the library. I sincerely thank it and all its employees for years of service.
393. I love my local library, and don't know what I would do without it. Thanks for all the good work you do!
394. I love our library!
395. I love our library. It's a great resource for the community.
396. I love our local library and am so glad we have it. It's a great part of our lives and the community.
397. I love the book mobile.
398. I love the children's programs on Thursdays.

399. I love the choice of ordering my books and picking them up at the drive thru.
400. I love the Clendenin Branch library, the workers are great and friendly and I just love them!
401. I love the Clendenin Library and would be greatly upset if services were cut in any way.
The library is a vital part of my life.
402. I love the convenience of the library and online services!
403. I love the Cross Lanes branch. The staff there is excellent, friendly, and very knowledgeable!
404. I love the Cross Lanes Library. I would like to see an increase in the number of kids programs. The ones we have attended have been wonderful.
405. I love the Deli!
406. I love the drive-thru function. I often call in for a book and pick it up as I go through town on other errands. Very helpful.
407. I love the Elk Valley library. Because it's close by. I never go to one in Charleston. There is no parking.
408. I love the fact that I can reserve or request a book on-line, they notify me via e-mail and then I can call and have it sent to the drive through. So convenient! I really appreciate it.
409. I love the help I got here. Thank you very much.
410. I love the KCPL system but I do not see the necessity for building a new facility and do not support this expenditure.
411. I love the ladies on the bookmobile.
412. I love the libraries, especially the Sissonville Branch. I have been going there since I was a child and if the library were not there it would be heartbreaking.
413. I love the libraries.
414. I love the library.
415. I love the library.
416. I love the library.
417. I love the library and all it does for the community.
418. I love the library and hope for a new library downtown.
419. I love the library. I practically grew up there and now my children have joined me in utilizing the library. I really appreciate the service it provides for me and others. Thank you.
420. I love the library and its free resources. I believe it is great, and helps encourage people to read and "dig deep" in life with books. Thank you.
421. I love the library and its staff!
422. I love the library and its wonderful staff. They do a great job in selecting books!
423. I love the library and the programs.
424. I love the library and their services. I have taken my kids nieces and nephews for several programs.
425. I love the library because it nearly always has what I need, or they will find it.

426. I love the library in St. Albans. They are so friendly and helpful. My mother, who is 99 years old, goes to the library at least once a week. A handicap restroom would be most helpful and necessary.
427. I love the library system. The people who work there are always so cordial and helpful. I love the scope of services offered.
428. I love the library; the employees are wonderful, friendly, and helpful.
429. I love the library!
430. I love the library!
431. I love the library!
432. I love the library!
433. I love the library!
434. I love the library!
435. I love the library! I like the programs and the great selection of books!
436. I love the library! I'm so thankful for all the resources it offers and its great selection of books, audio books, and playaways.
437. I love the library! It is an invaluable resource for everyone! And all the staff is wonderful!
438. I love the library! The employees here are very friendly and helpful.
439. I love the library!
440. I love the library!
441. I love the library, it is my favorite place!
442. I love the library.
443. I love the library.
444. I love the library.
445. I love the library.
446. I love the library. I think it's a wonderful resource for everyone, but especially families. Visiting the library with children is a great way to instill the love of learning and books.
447. I love the library. I wish parking was less expensive or at least available without the threat of parking tickets. The computer has greatly improved the search for materials.
448. I love the library. It's just not very accessible for parking and such. It is nice that it is downtown. But with the heavy-handed parking enforcement, I look for any reason to avoid downtown. I know this isn't related to the library per se, but it affects my decision on where to go. I have nothing but good things to say about the library and appreciate your services.
449. My kids and I love the library.
450. I love the library. I think it could use a newer facility. Also, I don't see many community outreach or events for people in my age range.
451. I love the library. I would hate to see it disappear.
452. I love the library. It is a great place for kids and adults. It's one of America's great institutions. Keep moving on!

453. I love the library. It is a second home for my family. This is where my children learn to read.
454. I love the library; it is my favorite place in our area.
455. I love the library. You do a great job!
456. I love the old building, it is majestic.
457. I love the old library on Capitol St. It's such a great historic and beautiful building that it should be preserved even if the library is moved to a new building.
458. I love the old main library. It's such a landmark and close to the businesses downtown and the mall. I probably wouldn't patronize other businesses as much if it were moved near the Clay Center and vice versa
459. I love the people and how friendly and willing they are to help!
460. I love the programs for the babies and kids.
461. I love the public library. It is a great, free source of information.
462. I love the Riverside branch. It is so convenient for me.
463. I love the room at the main library just for teachers!
464. I love the Sissonville Branch and use it more than our Jackson County library.
465. I love the St. Albans branch! They are very friendly and helpful
466. I love the St. Albans library. The workers there are all so friendly and helpful!
467. I love them and hope to use them more in the future.
468. I love them and I don't know what I would do for reading materials if they weren't around!
Thanks so much!
469. I love them! They provide such an opportunity to everyone and must remain a viable presence.
470. I love them! Don't close them, sell them, change them, or even move them unless absolutely necessary, please. The world and this community would be far less enjoyable places without the libraries.
471. I love them, period.
472. I love this local library at Elk Valley. I also bring my toddler grandson here. He also loves the library.
473. I love this place.
474. I love this St. Albans branch. I love the people there. They are always helpful and pleasant!
475. I love to read and I don't know what I would do without my library. Please make the second floor and entrance to the front door safer.
476. I love visiting the library; it helps the ones that can't afford to buy.
477. I love you! The staff is awesome!
478. I love your libraries and library employees. Your late rates are horrible though. You need to reinstitute the once a month free late fee you had once. People forget dates and it is expensive. The South Charleston library never charges that much nor do libraries I visited in Colorado or California when I lived there. Also, moving to 25313 FYI, so above zip only good for now and last 7 years.

479. I love your library.
480. I love your library. However, I am so disappointed that you moved all of the Christmas books from their previous location. I understand why, but could you not group them somewhere else "together." It was so nice to be able to find a Christmas book any time of year. Also, I have found new authors because of that location and grouping. Please find another area and put the books back together. I appreciate the drive-thru too.
481. I mainly get books on CD to listen to when I am traveling. Sometimes I check out a book. If the library wasn't there I would probably buy the books on CD and occasionally have to buy an extra book.
482. I make frequent use of the videos for teaching college classes. It would be nice if the library had more videos on economics and health care.
483. I miss the fine free times. I have quit checking out so much because of the box you are in when you use the library. Example, my youngest son (five years old) rarely uses the library because children lose books behind beds, etc. and it takes a while to find them and then the fines add up and I can't afford it. Two of our household cards are blocked by fines I can't pay. I don't use the library nearly like I use to. I used to come at least weekly, sometimes more. Also, the internet account has to be updated constantly with a call to the library. I wanted to place holds on books last week but its privilege expired again. So I haven't had time to call. I work 2 jobs and am a handicapped single mom of four with two in college. It would help if we could update info online. I mostly place holds on books and pick them up at main library drive-thru window. Thank you for the opportunity to share my concerns.
484. I mostly use the South Charleston library to borrow books on tape.
485. I never visit the one in town. I think there are very scary and intimidating people hanging around just looking for trouble. Nor did I ever allow my children to visit.
486. I noticed the drive-thru window was not mentioned once through the entire survey. I have enjoyed using the drive-thru window service and most often that is the only way in which I pick up and drop of my books. Thank you for thinking of this unique service and I have bragged about it to other individuals. And they have started to use the library services because they can now drive thru to get their books/materials. Again, thank you!
487. I often use the magazines and newspapers you carry. I also obtain books via inter-library loan, books on tape/CD, and movie rentals are used too.
488. I prefer not to give information about household income.
489. I put a book on hold last November and I never received it. What's the sense of putting it on hold if you never get it? There was only one copy and it was on the Bookmobile.
490. I read an average of 10 books a month and usually use a website where I can swap books. I thought I could even save myself more money by checking out the books I want to read at the local library.
491. I really appreciate all the employees at the Elkview Branch. They are a great group of people and are always so helpful! We have been going there for years.

492. I really appreciate the new non-fiction area as I can always find something to read. Thanks!
493. I really like the Inter Library Loan Program, and the E-Books options.
494. I really like this library close to home. I do not like to drive in town traffic. Thank you for having the library here.
495. I really love having a quality library with helpful employees in our small town.
496. I really wish the main library would remain in its current location!
497. I recently retired and had used the school library, but now I use our community library almost every week.
498. I save money by getting books at the library. I love to read.
499. I started out as a bookmobile kid years ago in Ordinance Park. It was an exciting day when the bookmobile came every two weeks and I could get eight new books. I've never stopped reading.
500. I strongly commend/admire/appreciate the library personnel I associate with and when they assist me. Thank you.
501. I strongly feel that having a library in your town greatly improves all aspects of the community in which you live. When my kids were small they loved going upstairs at the St. Albans library. The internet is great for research and reading some things but can't take the place of having a book, newspaper or a librarian. Thanks for being there, great job.
502. I strongly support the building of a new state-of-the-art main library.
503. I strongly support the construction of a new main library in downtown Charleston.
504. I support the building of a new downtown public library. I am willing to make a donation.
505. I support the library. My entire family uses the library.
506. I think a public library is very important in a community; it exposes people to a range of literature and reference sources. If it isn't available from the library you use they try to obtain it from another for you. That is a wonderful program they offer. The staff is always pleasant and helpful. You offer a wide variety of programs.
507. I think it does much on little money.
508. I think it is a terrific resource. Everyone is so nice and accommodating.
509. I think it is a wonderful asset and a very good thing
510. I think it is awesome that it is free! How wonderful!
511. I think it is important to have public libraries.
512. I think KCPL does an excellent job serving the community, and hope the hours and services are never decreased. We need the library
513. I think public libraries are a vital source to the community and are needed as a public information source for most everyone. Especially those without computers at home and those who can't afford to buy books or have no other resources to reference materials.
514. I think that it is an important part of our community and essential to everyone. The employees are very helpful and friendly. It is quite an asset to our valley.
515. I think that the library is a wonderful place for kids to learn how fun it is to read and to meet and play with other kids.

516. I think the KCPL is an asset to our communities.
517. I think the lack of adequate staffing, i.e. pages, is a detriment to the present library. The materials are scattered all over the library and the staff has to access these materials for the public. The staff and staff morale is of utmost importance in bridging the gap between the patron and the materials he/she needs whether paper, electronic or help with computer questions.
518. I think the libraries are a vital source of both culture and education for the valley. As a parent of three school-age children, I rely on the library for recreational reading and visual items along with information needed for school projects. The library allows me to give my children access to many interesting and fun programs. It also enables me to feed the inquisitive nature of my kids, opening whole areas of the world to them through both books and videos. They are nine, 11, and 14 and all enjoy visiting the library. We consider a trip to the library to be a fun weekend activity and generally spend two to three hours there when we go. Thanks for all you do!
519. I think the library is the best idea anyone ever had! We can access materials that we need, like encyclopedias, and not have to cover the costs on an individual basis.
520. I think the library is very important, especially to me because it has helped me get my two year old to like reading and being read to.
521. I think the main library should stay downtown. This location allows more people access and further east is a bad neighborhood. I know, I live there.
522. I think the price tag for building a new library facility in downtown Charleston is outrageous. A more modest plan would result in cost savings that could be utilized in procuring additional books and other resources for the library. Considering the current economic conditions it is unwise to continue forward with this elaborate and cost prohibitive initiative.
523. I think there should be better use of the knowledge of librarians. I like how the librarians at the St. Albans branch put special books out for display. I have read and enjoyed a few books only because they were displayed this way. I think there should be a special link on the on-line library with favorite picks of each librarian. They could also develop a link to books/materials that would be topical to events and interests that are currently in the news or popular. I can't help but think that the librarians are sitting on a boatload of knowledge that they're just not communicating broadly and efficiently. I would think it would be fun and interesting if when a person accessed the website, the graphics were a bit more interesting and had some movement and maybe when you clicked on a thumbnail photo of a librarian, you'd get a pop-up window that showed their favorite selections. The website needs to be more vibrant. And thanks for whoever did develop the website, I still miss card catalogs but the website, especially with access from home, rocks!
524. I think there should be more books on the Bible and more books on role making.
525. I think they are great.

526. I think they are one of the most important opportunities in a community. Without ours I would be lost; they are wonderful!
527. I think they should let the public have a say in what materials are purchased.
528. I think you should be able to go to the library on your lunch hour and sit down and read a book, especially one that has been checked out of that library. I think that is very wrong. It is the library. I should be able to sit there and read a library book.
529. I truly appreciate the availability of music and audio books in your collection. Traditional library collections are important, but continuing to modernize the collection with new media sources is essential. Thank you for this wonderful service.
530. I truly love the quality of selection that is offered.
531. I use it to help with school and jobs.
532. I use the library quite often. The staff is always helpful. They can recommend books to me and are always friendly.
533. I use the library very often. The staff is always most helpful.
534. I use the website for 90 percent of my business. It is easy to use and navigate. Thank you!
535. I used to take my daughter to the library, and now she takes my grandchildren to the library. Thank you for allowing us to carry on that tradition. May you continue to grow.
536. I utilize the bookmobile and do not know what I would do without it.
537. I utilize the KCPL daily. The library assists me in various ways and for that I am truly grateful.
538. I very much appreciate the services the library provides. Thank you!
539. I visit the St. Albans Branch.
540. I was so happy when the library moved to Elkview.
541. I will be very sad when the library leaves Capitol Street. I am sure I will go there much less frequently since I will have to drive there.
542. I will miss the current location of the library, but I'm glad it's remaining downtown.
543. I wish I had more time so I could come to the library.
544. I wish the Cross Lanes branch library was bigger, and held more materials. It's very small, about the size of a small school library. But they do a fantastic job, do have plenty of material, and are always friendly and helpful.
545. I wish the main branch was open until 9 PM throughout the year.
546. I wish there were more popular events at the library.
547. I wish they carried Detroit newspapers.
548. I wonder how many of your daytime users are people who work in the Capitol Street area. They will disappear if and when the library moves to the Clay Center and they will miss the library. You might consider sending a Bookmobile to Capitol Street once a month or more. Of course the library may pick up some new users from the East End. I myself won't be able to access the library at Clay Center due to mobility problems and inability to afford hired transportation. At present I live only two blocks away and occasionally work at a law firm across the street from the library. Good luck. My late mother deemed the KCPL an

excellent resource in all the years she lived in Charleston, especially in the quality of reference service librarians.

549. I work within a block of the main library, and find it extremely convenient, useful and money-saving.
550. I would be here more often if parking was better.
551. I would be lost without my library in Nitro. I would like to be able to access my account more online, as it seems it always stops working on the weekends.
552. I would be lost without my local library with their helpful, friendly, and knowledgeable staff.
553. I would be lost without the Clendenin library. I love to read and I just wouldn't know what to do without the Clendenin Library.
554. I would be lost without the Library. My quality of life would be greatly reduced if it was not available. My daughter is a teacher in Virginia and misses the Teachers Services she used when she was living here. It isn't available in her area. I can't believe more people don't use one of the best free services available.
555. I would be lost without the library. I read a lot.
556. I would give up my driver's license before I gave up my library card. It is so valuable to me.
557. I would have a difficult time without the St. Albans library. Everyone is accommodating and friendly. I love the St. Albans library.
558. I would like a comfortable place to read. The chairs are uncomfortable.
559. I would like internet or e-mail access to request teacher packs or book lists.
560. I would like to say that I am VERY thankful to have a library that I can visit and for the ability to be able to go online to select materials and have them sent to a location where I can pick them up. The only problem I have with the Marmet Library is the hours. If I can't get to the library on Thursday before 8 PM I have to wait a week to be able to go to the library. I would think it would be beneficial to the school children in the area if the library hours were more assessable as well.
561. I would like to see a really nice business section. A good business newsletter, such as: Cabot's Market Letter, Barron's Daily newspaper, or A Value Line Large Cap book that is maintained and up to date. I would like to see a really nice copier that works properly. I would like to see KCPL do something about banning cell phones and folks carrying on a lengthy conversation inside KCPL.
562. I would like to see more books for teens. I would also like to see books that have been recently published.
563. I would love to have a computer with faster speed to download audio books.
564. I would love to see more activities for preschool children and working parents. (Have some activities for these children in the evenings.) I feel very out of the loop with socializing my children and play dates because of the need to work. Please offer evening story times, too!

565. I would not have moved to Charleston (from NYC) if there had not been a viable library system in place. I use it all the time as do other members of my family. But we need the new library.
566. I would not know what to do without an old or new library! It is so supportive when it comes to education, learning, jobs, and knowledge.
567. I would probably use the library more if the initial check out time was longer than 28 days. I like to read when I'm in the mood and when I have time.
568. I would use it much more if there was close, free parking.
569. I would visit more often if there was better and more parking nearby. It is such a struggle to park.
570. I'd hate to live without my local library
571. I'd like to see a more aggressive outreach program to let people know what the library offers. Just having a Web site won't do it. I'd love to see e-mail outreach that draws people to the Web site and lets them know what's happening at the libraries.
572. I'd like to see more evening activities for working adults (book clubs, etc.). Maybe some workshops related to reading or writing or a one time a month class on how to maximize use of everything the library offers.
573. If I couldn't come to the library, I couldn't afford to pay for books. This library is the best thing in Sissonville.
574. If I had any extra money I would donate it to the library or South Charleston Public Library. We pay a lot of taxes in this country and what makes you feel you're getting something for your money? The libraries.
575. If it weren't for the library my daughter would have been unable to complete her summer courses or her volunteer service vital for graduation.
576. If the library did not exist the world would be more cruel and dreary and sad. Education is the key to a better life and future.
577. If we did not have a strong public library, I would re-locate to another town.
578. If we didn't have libraries with their free information, how else would we gain knowledge?
579. If you build it (the new one) they will come!! The school libraries could never survive without the resources available from KCPL!
580. I'll bet a lot of your cardholders use the South Charleston Library more than Kanawha County ones. You should have included that question in your survey. The main reason is accessibility (at no cost and handy parking). Your proposed new library will have the same parking problems the present one has, so stay where you are and put the millions saved into more books.
581. I'm a Clay County citizen working in Charleston. I cannot visit the Clay County Library during normal operating hours, but the local library at Elkview on the way home gives me access as I need it.
582. I'm disappointed that the campaign for a new library will only benefit residents of Charleston or those who use the Charleston branch. I visit it occasionally, but I primarily

- use the St. Albans branch which is very important to our community. It's disappointing that it and the other branches won't receive any benefits from this initiative.
583. I'm glad my kids and I have a place to go to check out books and they can do activities that are close to home.
584. I'm glad that the library is here and it is very removed. It would surely inspire a chain of events that would turn this place into an interstate rest stop.
585. I'm glad this St. Albans Library is available for my family.
586. I'm glad you are here.
587. I'm glad you're here! I'm also happy that my tax dollars support the library, as well as the schools.
588. I'm just happy that it is nearby and has parking.
589. I'm really impressed with the children's programming here.
590. I'm so grateful that the greatest pleasure and fulfillment is provided and nurtured by my county!
591. I'm so thankful to have it!
592. I'm thankful to have it to visit
593. I'm very much thankful for the library not just for me but for my children as well.
594. In Question 10 above, I estimated my monthly savings by using the library to be \$95. However, I want to clarify that I could not afford to do that each month. I would have to limit the number of books I read and/or the number of DVDs I watch. Also, without the public library, I would have to find someplace else to conduct research, probably a college or university library that would be inconvenient to travel to.
595. In visiting the library I find the people employed to be very helpful and courteous. They have gone out of their way to help assist me in my visit.
596. In winter stay open, people depend on you. Also do not close on holiday weekends for any day except the holiday.
597. Interior renovations would be a plus (new carpet, furniture, etc.).
598. Internet is nice, but don't forget books are the reason the library exists.
599. The library is an invaluable asset to the community.
600. It is a very helpful resource for schooling families.
601. It comes in very handy for people with limited transportation.
602. It does a nice job.
603. It expands one's horizons and introduces children to the world and its similarities and differences. It allows children to see the possibilities and potential.
604. It has been a lifesaver for me. It allows me to visit other lands and to lessen the stress of everyday life. It is one of the joys I value in life.
605. It has been a main part of my life since I was nine years old.
606. It has been very helpful, to me, in finding information.
607. It is a great asset.
608. It is a great blessing in my life.

609. It is a great place to get away from the stress of life. Great place to take the kids, for my grandchildren.
610. It is a major source of help to our children for reading and for the programs provided. It's also a good place for older people to attend the programs, and get reading materials.
611. It is a place I just seem to be able to chill out, kick back and for a while be at total peace. It adds to my day; it is just something about a library!!
612. It is a superb resource for Kanawha County residents. I feel so lucky to have access to it.
613. It is an important resource to the community.
614. It is an invaluable institution.
615. It is and always will be a doorway to the unknown.
616. It is great to have a public library in your area.
617. It is here when you need it.
618. It is one of my favorite places to visit.
619. It is one of the best, if not the single best, cultural organization in the community.
620. It is our family's favorite place! My kids say that even considering out of state vacations we've taken. The library is so accessible and offers so much.
621. It is so sad that whoever does your book selection uses the lowest common denominator. Neither the fiction nor nonfiction collections have representative classics or time-tested basics. Shiny new titles are not the book selection to build a comprehensive collection. And why don't you ever survey the branches to see what the population there would like? Your choice of magazine titles is truly irrelevant. And, with magazines priced out of the casual-buying market these days, I would hope that the library would get a more representative selection. A public library is supposed to be an educational, informational, and recreational site; KCPL seems to emphasize the recreational aspect far more. When I was in library school years ago, the public library was searching for its place in society. I guess, in light of the Internet replacing many of your goals, you are still searching.
622. It is very helpful and the people are very helpful.
623. It plays a big role in the ability of our kids or people to read and stay in contact with the upcoming world that they're not able to afford. God bless the public libraries!
624. It provides an incredibly valuable resource, well beyond its demand on the taxpayers. Stellar staff deserves higher compensation, however.
625. It rocks! Can I live here?
626. It rocks.
627. It was a life saver for me when my own computer was in the shop. Thank you!
628. It would cost us a lot to buy all the books we read. The library has saved us a lot of money. I look forward to the new library when it is built.
629. It's a good thing.
630. It's a great library. I enjoy coming to this library.
631. It's a good service to the community.
632. It's a great place to come. Everyone is helpful and friendly.

633. It's a great place!
634. It's a great place!
635. It's a great resource.
636. It's a life-saver and life enhancer par excellence. I really appreciate the staff, the collection, that all the NY Times best sellers are in the system, all the music and videos, and the ability to request materials for purchase or loan. It's great!
637. It's always there when I need it.
638. It's amazing. Keep up the great work! The time and effort you guys put in for the community is inspiring.
639. It's close to home.
640. It's great for kids!
641. It's great!
642. It's great.
643. It's just a library. Get over yourself.
644. It's one of my favorite places to visit.
645. I've been very pleased since I started coming here.
646. I've lived all over the US, and I think the Kanawha County Library system is top-notch, particularly considering the large geographical area and relatively small population. You folks do a great job! Thank you so much!
647. Just love everything about our library!
648. Just love that I can order books online and also as home school information on a topic.
649. I just moved here they are wonderful and very helpful!
650. Kanawha County libraries are very helpful to people who don't have enough money to go out and buy books and for that I and many other people thank you.
651. Kanawha has the best library system of any I have seen. It played an important role in educating my daughters (both excellent students) and instilling in them a lifelong love of reading. Since I must have a book to read constantly, the library has saved me significant money and given me great pleasure. The ability to request books at home from any library in the system and even from other statewide systems and pick them up locally is a wonderful service. The addition of the WV DELI has been wonderful and the live homework help is wonderful for our children. Many people in this area do not have computer access so the library fills an important need here. Many meetings are held at the library along with many library sponsored events. Children's programming is extremely important because good readers are better students and this interest must be instilled early in life. A new main library would be a drawing point and a destination for Charleston with better parking and easier access for everyone, and improvements to the branches would be of great benefit to the residents of those areas of the county. I am passionate about libraries and hope the new library will soon be built.
652. The KCPL rocks.

653. KCPL has a very helpful, courteous and highly trained staff, both professional and at the paraprofessional level. To lose any part of the library services would be a devastating blow to the community.
654. KCPL is a wonderful resource, and greatly adds to the quality of life in Kanawha County. While it probably does not attract jobs or businesses in its own right, it contributes to the overall quality of life that makes this a desirable location.
655. KCPL is an essential resource for Kanawha County and should receive better support from the School Board, the County, and the City. The new library will attract businesses to the area and will be a focal point for the community!
656. KCPL is the most important educational resource for adults and it makes all the difference in my quality of life. God bless the KCPL staff.
657. KCPL makes a great contribution to the community and is a valuable educational asset.
658. KCPL provides vitally important services and programs that are not available through other avenues. Thank you for constantly updating services to meet the needs of library patrons.
659. Keep adding e-books and materials you can access via the internet.
660. Keep doing what they are doing. It is a great place to go and take children to start them on reading and so they can enjoy all the possibilities of life.
661. Keep getting new DVDs.
662. Keep the Elk Valley Branch in Big Chimney. Elkview is too far to ride a bike. I know, I know.
663. Keep the Riverside library going. It is used by several seniors who need this library.
664. Keep up the good work.
665. Keep up the good work.
666. Keep up the good work.
667. Keep up the good work.
668. keep up the good work!
669. Keep up the good work!
670. Keep up the good work!
671. Keep up the good work!
672. Keep up the good work.
673. Keep up the good work.
674. Keep up the good work.
675. Keep up the great work with access to DVD/CD/audio books.
676. Keep up the great work!
677. Keep up the great work!
678. Keep up the great work! Nearly all of your employees are super pleasant to work with. Your collection is quite good for this size metropolitan area.
679. Keep up the great work. I consider the Kanawha County Library system an absolutely invaluable resource to our community. I would, however, like to see a greater expansion of

audio/video titles such as more historical documentaries, concert performances, classic films and television shows.

680. Keep up the improvements!
681. Knowledge is power!!
682. Lack of library resources is detrimental to the community especially for the disadvantaged and young people.
683. Last time I tried to reserve a book online I was denied, not because I owed money. I could not understand why to be honest. I guess you don't like me anymore. Anyway I guess I have been cut off from library service which makes this email and survey all the more interesting. I used to use your service all the time but between parking and your on-again off-again weekend hours (many times I would come down on even Saturdays to find locked doors) I found I gave up. Couple that to when I tried to hold a book a couple weeks ago and was denied this e-mail is all the more confusing.
684. Lending libraries are great, wonderful, and good. Knowledge and continual learning is satisfying.
685. Let's keep all libraries open for future generations. Thank you, Happy New Year.
686. Let's keep the one we have downtown please.
687. Let's raise the monies to make a larger library. I lived in a Muslim third world country (on its economy, among its people serving in the Peace Corps; I was 66 at the time) for three years, and there was no library system. I really missed it. A man from Ireland brought books to his house to lend to others. People need libraries. In a third world country information is passed through family members and often it is outdated or biased. Now with the internet young people find their answers there, and we know what the internet can do to information. We need a better library. I am used to the Salt Lake City library and the Hennepin County library - I am disappointed with this city's library and use the state capitol grounds library as much or more (see survey). Actually this happened twice once while I was at the computers. The Japanese young man next to me also commented. I told him of my earlier experience and he asked the woman to please be quieter. No luck, she kept right on.
688. Libraries are cool!
689. Libraries are great! Can't do without them.
690. Libraries are great! I have very fond memories, from my childhood, of visiting the main branch.
691. Libraries are one of the most important sources of free reading materials, entertainment, and information. I cannot imagine our community without our library.
692. Libraries are the ultimate expression of the freedom of speech.
693. Libraries are very important part of the community.
694. Libraries continue to contribute to the growth and viability of communities.
695. Libraries have been an integral part of my life. I strongly think they are necessary to a vital community.

696. Libraries rock!
697. Library is a great place!
698. Library is very important part of the Elk Valley Community! I am retired and on limited income, and the library helps me fulfill interests I otherwise could not afford.
699. Library is very important!
700. Library programs are especially vital to the education of local children.
701. Library services help everyone and need to continually be expanded to reach more people's needs.
702. Library staff is always very helpful and courteous. All communities need libraries. Democracy and freedom depend on them.
703. The Library staff at both main and Cross Lanes branches is very nice and helpful!!
704. I like the convenience of the mobile unit and the ladies are very courteous and helpful. Hope the unit is always on this Foodland parking lot.
705. I like them a lot!
706. I like WV Deli
707. Local libraries make a huge difference in the community's lives. People can read, attend programs, and check out books on all subjects. A library is the heart of the community! It fosters learning in children, provides free entertainment and encourages reading, which in turn promotes better school scores. It is certainly more important than a McDonalds!
708. I look forward to future expansion and appreciate the availability of resources! Thanks.
709. I get lots of good help.
710. I love having a library in Marmet!
711. I love having the Bookmobile at Charleston Arbors.
712. I love having the library so convenient to residence.
713. Love it.
714. Love it!
715. Love it!
716. Love it!
717. Love it!
718. Love it!
719. Love it!
720. Love it! Happy to pay my taxes to support the libraries!
721. Love it!
722. Love it.
723. Love it.
724. Love it.
725. Love it. Great.
726. Love it. It needs more funding.
727. Love Kanawha County library in Charleston.
728. Love the car book pickup!

729. Love the children's activities to keep children little mind to work and explore things.
730. Love the children's programs.
731. Love the Clendenin staff.
732. Love the Deli section.
733. Love the drive-in service!
734. Love the drive-thru.
735. Love the family fun time and programs.
736. Love the lending library!
737. Love the library.
738. Love the library.
739. Love the library and always enjoy my visits- also sometimes do classes- meet new people.
The librarians are always courteous and helpful.
740. I love the library. The people are so nice.
741. Love the library!
742. Love the Library! Especially the available programs for kids.
743. Love the library! Thanks a lot!
744. Love the library!
745. Love the library, friendly staff and books, that can take me anywhere in the world. I enjoy the different classes that are offered. I would enjoy more nutritional and cooking classes. My sisters and I use this as our day together. It brings back memories of the library with mom, dad and the family. We really enjoyed the 100 books for the anniversary of the library and enjoy showing off our "gold" cards! Thank you for all of your hard work and the years of enjoyment.
746. Love the library. Keep up the good work! Downtown needs parking.
747. I love the library. You just need more hand rails on the steps. My mom loses her balance when going up steps. She has fallen more than once. So, if you could do that it would be nice.
748. Love the online catalog and really enjoy the Riverside site. I have also utilized the Bookmobile to pick up books that I have reserved online.
749. Love the online account access to renew book and place holds on other book interests.
750. Love the online capabilities and quality of staff at Sissonville Public Library.
751. Love the Riverside library.
752. Love the St. Albans library and staff!
753. Love the staff! Amazing and helpful people work at the Library and I really enjoyed volunteering there in high school and going back to visit.
754. Love the WV Deli
755. Love the WV Deli
756. Love them.
757. Love them.
758. Love them.

759. Love them!
760. Love them!
761. Love to come to the library. The ladies who work here are very friendly and helpful
762. Love you guys!
763. Love, love, love St. Albans kid's department.
764. Loved the Book Reading Group; Jack Hanna; the annual sale.
765. Love it, one of the best resources available!
766. The main branch has fine staff; they are very capable.
767. The main library needs parking.
768. Major Public Library used is South Charleston, as I attend weekly meetings there. You could serve me better if there were crosses between you and it.
769. Majority of my experiences have been positive. The employees I have dealt with have been terrific.
770. Make it easier to get on computers for all people not just card holders.
771. Make online more user friendly.
772. Marmet needs a bigger place. The trailer is too small.
773. Marmet needs a branch.
774. Marmet needs a library not a portable trailer.
775. Marmet needs a nice branch and offer more to the youth.
776. Mobile library employees are friendly, courteous and helpful. Wouldn't change a thing!!
777. More art books.
778. More comfortable chairs for leisure reading would be great. I love the library!
779. More computers.
780. More craft classes.
781. More current books, magazines, anime, and college textbooks.
782. More DVDs.
783. More eBooks-how about offering eBook readers for rent?
784. More online books and plays.
785. More than 50 years ago we all worked hard to get the St. Albans library built. We love the people working in the St. Albans library.
786. More time on computers.
787. More variety of movies, please.
788. Much better than Putnam Co.
789. My three year old daughter loves to come to the library with us.
790. My children and I would be far less educated. We could not afford to buy all the things they get from the library. Most learning doesn't happen in school, it's what we do on our own time that matters most.
791. My Children are now in college and we still frequent the St. Albans Public Library. My children grew up visiting the library on a weekly basis. The Library is an important, vital, visible, and welcoming source in the community (most especially to young families!).

792. My daughter loves the library. She has a very good grade for reading and it's a nice positive environment for her to be in. The people that work here are very helpful.
793. My experience with the people employed at the KCPL is they are always so helpful and friendly. Going to the library is always something I look forward doing.
794. My family and I enjoy coming to the library often!
795. My family profits greatly from not only the materials, but also the wonderful and educational programs.
796. My favorite place to visit. I like the extended evening hours. Staff is always courteous and helpful.
797. My girls love story time at Elk Valley and the ladies do a fabulous job.
798. My granddaughter would rather read a book than play!
799. My husband and I enjoy being able to rent DVDs for free. We are low income and cannot afford to rent them from video stores very often.
800. My husband and I have become closer because it brought back my love of reading.
801. My kids love it too!
802. My kids love the library.
803. My library use is limited to mostly obtaining books my children may need to do non-internet based research. The education system is apparently behind the curve on the use of internet based research tools. I generally purchase online books and read them on an electronic device like a Kindle or computer. Perhaps the library could find a way to lend books online; that would be a service which would save me money. I do not believe I would set foot in a library if it were not for the children in my household needing hard materials.
804. My number one reason for coming so often is that my daughter (age three) loves it here and it is a wonderful place for her to socialize with other children while learning to love learning!
805. My older son is a physician and my younger son is in law school. When they were little, they used the Library a great deal. The South Charleston Branch was very much a part of their lives. I am older and have an entire office equipped for research, which is why I don't use the Library very much, but it is important for young families.
806. My son and I love the St. Albans public library.
807. My son loves it.
808. Need better transportation facilities for elderly-like after dark programs, etc.
809. Need food and pop machines on 2nd floor.
810. Need more books available on WV Deli.
811. Need more CDs and more room.
812. The library needs up-to-date CDs and DVDs to keep up with today's world. The library needs to interface with Kindle. Libraries are historical repositories but are quickly becoming extinct in the traditional way in today's world, much like the post office. You

need a better vision for your new library that emphasizes tomorrow's world, not just a brick and mortar building.

813. The library needs more inspirational books and need new ones more often.
814. The library needs more parking. And meters should be at least two hours.
815. The library needs more programs.
816. We need new library downtown.
817. We need the new library.
818. Need to clarify that a commuting friend checks out books for me much more often than I visit, and that I have no opinion about economic impact on local community in which I do not live. But I greatly appreciate the much better selection compared to my local library. Do not understand the need to move from existing (Main) building.
819. Need to expand St. Albans Library, not get rid of good books.
820. Need to get a fax and a notary, please. Would do a lot of good.
821. Need to switch to Mac.
822. Needs more funding for new books.
823. Never change the Dunbar Library!
824. New library should have been "unreadable."
825. Nice people.
826. Nice to have. I read more and watch less TV.
827. Nice work guys. Keep it up. Thanks.
828. The Nitro and South Charleston have more DVDs. But the return policy at South Charleston is hard for me to use. I'd like to see more kids' movies and shows.
829. The Nitro Library needs to become a branch of the Kanawha county Library system. Also I appreciate the fact that many schools are a part of the KCPL system which drastically helps teachers and students have access to materials.
830. I have a six year old and three year old and they were very rude about my kids being loud so I left and have never been back.
831. No this library is fine.
832. No, everything is great. Thanks.
833. I am not happy about main library moving. I hate to see current facility abandoned and \$25 million go into another.
834. I have not used in past year due to no longer drive, but would if I could, especially South Charleston branch ,due to books and parking. I have also used the main Charleston library, mainly for a book club and when my daughter was younger.
835. Nothing could ever replace a good book.
836. Obviously, I'm in favor!
837. The staff at Cross Lanes does an excellent job.
838. One of my favorite places to visit. A mental uplift.
839. One of my favorite things to do is visit the library. There are lots of entertainment choices for FREE. My children also love to visit the library. It saves us a lot of money.

840. One of the best places there is.
841. The online e-books are easy to use.
842. Only that the loss of the library would equal a loss to the community that cannot be estimated.
843. Opening the Riverside branch was a real help to me. Previously, I had to use the main branch. Although I love going to that beautiful old building, it is not very convenient as far as parking. Thank you for being here.
844. Our children in this area need all the academic help possible. I love to see kids there, browsing the books.
845. Our family couldn't do without it.
846. Our KCPL system is great and improving each year! Keep up the good work.
847. Our libraries are gems. The staff is very helpful, and many people utilize them.
848. Our library is wonderful. I tell people from other communities many times about how our library system is so up to date and current.
849. Our library system is of the utmost importance.
850. Our local librarians are so helpful.
851. Over the past 10 years, especially, the library has become more responsive to public needs and made better use of technology to meet those needs. The addition of the WV Deli audio and downloadable .pdf books is one fine example.
852. Parking.
853. Parking is a pain!
854. Parking is a serious problem!
855. Parking is difficult at the Main Charleston library, especially when you are accompanied with a toddler.
856. Parking is hard but still not sure a new library is worth the cost.
857. Parking is needed; the 15 minute meters are ridiculous.
858. Parking!
859. People who do not use the library do not know what they are missing.
860. The personnel are always friendly and very helpful.
861. Personally, the library is very important to us as a source of information and entertainment in our reading resources.
862. Please build the new library in Charleston. It is sorely needed for many reasons!
863. Please build the new one soon!
864. Please don't institute a pay library system or add/raise current fees.
865. Please don't move the main library - those of us who work in downtown Charleston can walk to it daily.
866. Please give us somewhere to park.
867. Please keep a library in our community! We love it!

868. Please quit letting young kids ages 10-12 using computer downstairs, talking carrying when they could use the ones upstairs. They are in library constantly after school using adult section.
869. The staff at the Sissonville Branch is both professional and courteous.
870. Provides a great service for families, students, retirees, and unemployed businesses.
871. Provides important services to the community.
872. Public libraries are an essential building block for individual perseverance and success. Thank you.
873. The Public Library is the most excellent free service available in ANY community.
874. Reading and understanding what you have read is the best thing we have going for us in this country.
875. Reading improves students!
876. Reading is one of my favorite things in life without books to keep my brain active it would become lazy, inactive. Reading makes me more creative.
877. Real necessity for community.
878. Really like where your library is currently. I do realize you guys are going to move the library one day. I will miss that distinct one-of-a-kind, structure. It's like a second home.
879. Really serves the public! I do not live in WV, but am here caring for my 91 year old mother and have answered in behalf of her. Reading is one of the few things she can still do and actually enjoy. And since I am basically homebound with her for the most part, I am able to read library books and audio books along with her. We are both widows on fixed incomes, but this service makes us feel rich. Thank you for enhancing the quality of life for two elderly ladies.
880. The reference librarians rock. They can find anything I need.
881. Reference materials need to be available for checkout.
882. Riverside Branch has the best staff!!
883. Riverside Branch very helpful, convenient, and efficient.
884. Satellite Libraries are a vital and useful source for the community.
885. Security here. Should worry about the volume level of headphones even though no one complains.
886. Seems very warm.
887. Should be open longer Friday through Sunday.
888. Significant disadvantage of the new library location will be the continued need to pay to park a car.
889. Since I mainly use the electronic offerings. I am more interested in eBooks than audio offerings. The library seems to fund audio recordings at a significantly higher level than eBooks. I wish they would increase their eBook resources.
890. Since moving to St. Albans in 2004, the public library has served as a social and educational resource for my family. The staff has been professional and friendly. Thank you!

891. The Sissonville staff is helpful, friendly, and accommodating.
892. Sissonville, though I love it, is a cultural vacuum in which I would have lost my sanity were it not for the Public Library. West Virginia's third-world, extraction-colony style lack of infrastructure makes the Public Library one of the only places where I can access the Internet and thereby participate, at least peripherally, in the twenty-first century. Finding a job, paying one's taxes, banking, paying bills - all of these tasks are facilitated by the services that the library provides. And I read a lot. The library's great for that too.
893. So glad our library increased in size.
894. So glad you are here for us. Thanks!
895. So glad you are here!
896. You provide some of the best programs available to the people of Kanawha County. One suggestion, please do more education/outreach inside the school system. Send home monthly fliers on upcoming activities offered, in addition to fliers encouraging the summer reading programs (which tout the great prizes and fun activities). Send a representative to the schools on parent teacher nights and/or school promotional nights (especially in Title 1 elementary schools). Continue the wonderful work, but more PR of programs would be a great benefit. Thank you!
897. Some of the DVDs/videos are inappropriate; please consider a way not to allow under age patrons to be able to check out such material.
898. Some of the school branches of the library should have their access restricted. They do not respond to requests for their books, DVDs, CDs, etc.
899. St Albans Library has the greatest staff; helpful, courteous, and knowledgeable.
900. St. Alban's branch is excellent.
901. St. Albans branch is great, really friendly people
902. St. Albans branch library is excellent as is the staff.
903. St. Albans is a great library. My children grew up there and we all still use it.
904. Staff and facilities at this library are excellent. Staff always friendly and helpful.
905. Staff is very helpful, considerate and accommodating. It is always a pleasure to visit the Elk Valley Branch
906. Staff at main branch is very helpful.
907. Staff at the Clendenin branch is excellent and knowledgeable. They need more help supporting programs. The facility equipment is not being properly maintained: the A/C in the summer is barely sustainable and the humidity levels are conducive to the growth of mold. The library periodically smells musty, even with two dehumidifiers running non-stop.
908. Staff at the main branch is always polite and helpful.
909. Staff is friendly and very helpful. The library offers great programs for kids.
910. Staff in main library is loud and disruptive. Poor reading room atmosphere. Like a homeless shelter.
911. Staff is always helpful. Programs are diverse.

912. Staff is always very helpful and pleasant.
913. Staff is very nice and helpful.
914. Staff is wonderful and always helpful.
915. Staff is wonderful. I'm fortunate to be able to use the library.
916. Staff members are very helpful and polite.
917. Staff is very helpful, pleasant, and nice!
918. Staff was very friendly and helpful in obtaining a library card and using the online catalog.
919. Staff, in person or by phone, far surpasses any other business with courtesy at all times. Attentiveness, patience, eagerness to serve and willingness to assist everyone should receive the utmost salary considerations feasible.
920. Suggest you move audio/video to 1st floor; figure out a way to have main floor seem more that a lounge for street people; continue to improve friendliness of counter staff; keep the Library on Capitol Street.
921. Thank God for the libraries!
922. Thank you.
923. Thank you.
924. Thank you.
925. Thank you.
926. Thank you - you're great!
927. Thank you.
928. Thank you all.
929. Thank you for all you do. I love the library!
930. Thank you for being available when we need to use the services.
931. Thank you for being here.
932. Thank you for being here. I have always found an answer to any question. Kanawha county librarians are the most helpful people in any library around.
933. Thank you for being so helpful!
934. Thank you for being there!
935. Thank you for the very helpful and friendly staff at the library and the bookmobile you guys are awesome!!
936. Thank you!
937. Thank you!
938. Thank you!
939. Thank you!
940. Thank you! I have been able to find most of the books I want or need somewhere in the Kanawha library system, and I appreciate the work that goes into maintaining and improving the libraries.
941. Thank you!!
942. Thank you!
943. Thankful.

944. Thanks.
945. Thanks.
946. Thanks! Inner Library Loan is the best deal on the planet, any book, nationwide, \$3 for 30 days! Wow.
947. Thanks for being here.
948. Thanks for being here and all of the positive attitudes.
949. Thanks for being here and your help when I need it.
950. Thanks for being here.
951. Thanks for having such a great children's program! We love the library!
952. Thanks for your services. Getting an account at the library was one of the first things I needed to do when moving to the community.
953. Thanks so much for the branch libraries. They mean so much to the outlying communities in Kanawha County.
954. Thanks!
955. Thanks!
956. Thanks! I love the Library.
957. If the Cross Lanes Branch wasn't here, I wouldn't be at the library at all.
958. The ability for teachers to request books from the KCPL saves us time and money. I loved that service when I was a teacher in the classroom and I recommend it to all of the teachers that I now supervise.
959. The assistance of the employees is great. Having this wonderful source of material is comforting, especially to seniors.
960. The assistance rendered from all agents at our Public Libraries is outstanding!
961. The audio/visual department would work better if you could search the catalog without knowing the title of the CD or DVD. I guess you need an easier online catalog or search engine.
962. The Book Festival is great.
963. The branch in Sissonville needs fax services for public use.
964. The branch is very friendly and helpful.
965. The children's library at the Main Branch does a marvelous job. The programs are excellent for babies and toddlers.
966. The children's summer program was really interesting and had more events this year than last. Great Job!
967. The Clendenin Branch needs more programs for adults and children. I've noticed the other branches offer more programs.
968. The Clendenin Library is vital to my routine. They are a very helpful and knowledgeable staff.
969. The collection of materials is extensive and the employees are friendly and helpful.
970. The contribution of the library to community intellectual life and growth is invaluable.

971. The Cross Lanes library has always been such a help to my family. If it wasn't for all the help from the library personnel, for all the projects, for school, my kids would never have gotten through school.
972. The current library no longer serves a practical purpose. A new library is highly needed.
973. The downtown library facility needs to be updated badly. More fresh air is needed. Modern lighting and more windows would be a plus also. It can be a creepy place to be in. I drive extra miles to a nicer facility if I am going to spend more than a few minutes to check out an item.
974. The Dunbar library is a peaceful place to browse for books/DVDs. The staff is great!
975. The Dunbar staff is very friendly and helpful Public Libraries are valuable assets to the community.
976. The educational programs for children and adults are outstanding. The library personnel at St. Albans are very helpful and knowledgeable. The website is usually very user friendly and makes using the library convenient.
977. The Elk Valley branch will not be my main library when it moves to its new location. I will have to travel too far to get to it.
978. The Elk Valley Library has a wonderful staff. They are always willing to help and have great programs for kids and teens.
979. The employees always are helpful, courteous and go out of their way to find an item I have requested, if it is not locally available.
980. The employees here are very helpful and polite. We visit the children's floor.
981. The hours of operation are not very good. I drive-thru would be appreciated at least for drop offs.
982. The Kanawha County Library(s) are an invaluable source of information. I'm so thankful for the library!
983. The Kanawha County Public Libraries are wonderful. Thank you, KCPL!
984. The Kanawha County Public Library is essential to our community life. The staff is always well informed, cheerfully courteous, and very helpful. They are the best! And I love the library's programs. Keep up the good work! PS: driving and parking are not a problem for me. I can always find a place to park, and I don't mind walking a bit to get to the library.
985. The Kanawha Public Libraries do a good job and are vital to this community.
986. The KCPL has evolved added computers audio materials. The St Albans staff is always friendly and willing to help.
987. The KCPL system has added to the quality of my family's life in terms of education, entertainment, and financial savings. It is as important as the grocery store to us.
988. The kid's activities were great.
989. The last time I was in a Kanawha County Public Library, there were way too many loud kids. I think there should be something done about the noise levels. I believe the availability of computers to all ages is great in the library, for education, not Facebook! I believe that children up to a certain age should have to at least have some kind of subject in

which they are curious about, in order to use the computer, rather than roaming freely.

Other than that everything is great, and everyone that has helped me has done a great job.

990. The librarians are always friendly and helpful.
991. The librarians are always pleasant and very well informed.
992. The librarians are helpful and just wonderful.
993. The libraries are priceless! Parking is a problem downtown so often I go to Dunbar unless I'm walking over from work downtown. Staff is generally very helpful. Love the drive thru window downtown to return books.
994. The libraries are really nice and polite.
995. The libraries provide a valuable service to their communities and the folks I have worked with are great. I enjoy the programs I am able to participate in and always enjoy a stack of books to read.
996. The library at Elk is very convenient to our home. Everyone who works there is very helpful.
997. The library has a great program for children in Charleston.
998. The library has been a vital and enjoyable part of our family for many, many years. I wish more people knew how much the library offers.
999. The library has contributed substantially to the quality of my life, my children and my grandchildren through book and many other activities. It is insane to think of the library as not being an absolute essential part of any community.
1000. The library has greatly contributed to the ability for average citizens to have access to many types of interesting and educational material. That ability may increase education more than even local schools. Most people seek information from a library because they want to, out of personal interest. Being interested in a subject is (I believe) the greatest motivator in educating yourself.
1001. The library has material I need.
1002. The Library is an asset to the community and I am very thankful to have it so near my home.
1003. The Library is a constant source of vital information for any community to have so that it maintains the level of life that seeks to grow in every area of life.
1004. The library is a great place to come and get info when don't have internet at home.
1005. The library is a great resource. It is a shame more libraries are not in such rural areas as that is a direct correlation to education and income. In my opinion, all kids should be able to have transportation provided to a public library at least monthly.
1006. The Library is a treasure to me. The collections are substantive; the service is excellent; the location is convenient. The Library has significantly added value to my personal life. Thank you for all that you do.
1007. The library is a valuable resource even with the advent of the internet. The mobile library is a great asset even in this day. The Bookmobile was the only way I could get books when I was a child, and I love reading.

- 1008.The library is a vital source of reading material for our grandchildren.
- 1009.The library is a wonderful place to take children of all ages.
- 1010.The library is absolutely essential to life in the Kanawha Valley. I have used it my entire life and hope to have an item to return when I die. The AV collection is especially important to me.
- 1011.The library is an excellent resource for children. I bring my son here on a regular basis.
- 1012.The library is conveniently located to my workplace. I enjoy being able to walk on my lunch hour. The personnel are always very helpful.
- 1013.The library is great. I wish each branch still had subs to help. I would still work there!
- 1014.The library is great!
- 1015.The library is like a sanctuary - you can go in there, relax, browse, not spend a dime, and come out with more knowledge, books, dads, cods, etc. that you can enjoy at home and learn from. Without the library I do not know what I would do!!! Also, my husband feels the same way, so you could count this survey as two!
- 1016.The Library is one of the best examples of our democracy. Freedom to information empowers each individual. Please never take this resource away. The individuals that do not use the Library do not understand its value. It is a good way to use your tax dollars!!!!
- 1017.The library is the center of my life. I thank God we have one I can get to. Thanks!
- 1018.The library is the greatest under-used resource in our community.
- 1019.The library is the most civilized institution Americans have.
- 1020.The library is very convenient for everyone.
- 1021.The library is vital to any community; it is the basic point of learning for children, if you can't read you can't learn. The county should triple the funding; I have noticed a decrease in new books each month. The deli is nice, but hard to use if all you have to read on is a desktop.
- 1022.The Library is very useful.
- 1023.The library is wonderful.
- 1024.The library needs a fax machine or an office center. I really love this library.
- 1025.The library offers so much in the way of books, Information, and just general enjoyment through the programs they offer I can't bear to think of life without it.
- 1026.The library plays a vital role in people's lives. It is like a booster to economy and social well-being.
- 1027.The Library provides essential services that are not available anywhere else.
- 1028.The library serves to promote education of the public and also provides some civic benefits, forum for political candidates and issues.
- 1029.The library should not be considered just some other silly economic development tool. It is about making lives better, not helping business.
- 1030.The library staff is so friendly and helpful. It is a real sanctuary from the rest of the world.
- 1031.The library system is a wonderful asset to our community and something we need to safeguard.

1032. The main branch is a great location for people who work downtown to get audio books on their lunch break.
1033. The main branch needs parking for patrons!
1034. The main library should be bigger!
1035. The main purpose for visiting the Library is to check out books and DVD's for our grandchildren. We let them pick out what they want and read to them during the week and return the books the next week and check out some more.
1036. The Marmet branch's hours are a tad inconvenient, but everyone is always very friendly.
1037. The number of street people in the library should be curtailed significantly.
1038. The one in Marmet needs to be bigger.
1039. The online catalog and the ability to reserve books are really great.
1040. The parking situation is horrible!!!!!!
1041. The people are always friendly and helpful when I go to the library.
1042. The people are friendly and very helpful.
1043. The people are very nice and its comfortable here I'm in and out the way I want to be.
1044. The people are very nice and helpful.
1045. The people that work at Cross Lanes Library are really helpful and nice.
1046. The people that work here are positive influences.
1047. The people there are always pleasant and do a great job!
1048. The people who work here are tops.
1049. The people who work there are wonderful. They are the most helpful, kindest, people.
1050. The personnel are always friendly and helpful and the facilities are clean, both of which is very much appreciated.
1051. The personnel at Riverside library are fantastic! They are efficient, helpful and wonderful to work with.
1052. The personnel at the Cross Lanes branch are very helpful and friendly.
1053. The programs at riverside are great. The kids programs are great and well put together.
1054. The public library also plays a vital role in the education and development of our youth.
1055. The public library is one of the best services government provides.
1056. The Riverside Library is a wonderful resource. It provides an extraordinary service for the community. May God bless those who operate and maintain it!
1057. The Riverside Branch is a great place and a wonderful resource. Thank you Riverside and all Kanawha County Libraries.
1058. The South Charleston library should be part of the KCL system.
1059. The self-help books have helped me more than my doctor.
1060. The service is usually good or OK.
1061. The single negative in using the main library is the absence of parking.
1062. The Sissonville library is the very best I've ever used. Personnel and books.

1063. The Sissonville Branch has been a huge help to our community. So many resources are available there, and the employees are ever so helpful in obtaining information that a patron needs. People of all ages have benefitted from this library.
1064. The Sissonville employees are most helpful and very friendly.
1065. The St. Albans branch is one the best organized and efficient libraries I have patronized.
1066. The St. Albans Children's Library and programs are wonderful!
1067. The St. Albans library is my favorite! It is a very home school-friendly library! They treat my family so well! They even know us by name.
1068. The staff (main branch) has always been very helpful and friendly.
1069. The staff are very nice and helpful with a lot of things.
1070. The staff at Cross Lanes Public Library is knowledgeable and friendly. It is always a pleasant experience to visit them.
1071. The staff at Elk Valley are always pleasant, helpful, and take an interest in their patrons and the community they serve.
1072. The staff at St. Albans branch are very knowledgeable and very helpful!! Good staff!
1073. The staff at the downtown library are always very pleasant and helpful.
1074. The staff at the Dunbar Library are very efficient, helpful and friendly. The facility is always clean.
1075. The staff at the Elk Valley Library are very helpful. We have wonderful experiences here! We visit at least once a week.
1076. The staff at the Main Library is very helpful. Also- I love the pick up window. With the parking situation in Charleston, this is the most convenient thing ever. I love that I can have my kids in the car and run to do my library business without it being an ordeal. I also love the hours of the window. Can take care of business after our after-school events.
1077. The staff at the St. Albans branch is extremely helpful, polite and a joy to be around.
1078. The staff at the downtown library is always very pleasant and helpful.
1079. The staff at the Dunbar Library is very efficient, helpful and friendly. The facility is always clean.
1080. The staff at the Elk Valley Library is very helpful. We have wonderful experiences here! We visit at least once a week.
1081. The staff at the Main Library is very helpful. Also, I love the pick-up window. With the parking situation in Charleston, this is the most convenient thing ever. I love that I can have my kids in the car and run to do my library business without it being an ordeal. I also love the hours of the window. Can take care of business after our after-school events.
1082. The staff at the St. Albans branch is extremely helpful, polite and a joy to be around.
1083. The staff at the St. Albans branch is friendly and helpful. The facility is clean and quiet. I have lived in St. Albans all my life and remember the Book Mobile that visited Central School.
1084. The staff is great.
1085. The staff is always very helpful! Also always so friendly!

1086. The staff is friendly and helps you any way they can.
1087. The staff is helpful and knowledgeable.
1088. The staff is very courteous and professional.
1089. The staff is very gracious, helpful, and makes you feel like you are important. The reference materials as well as reading materials and other resources are invaluable. Thank you for providing to the community.
1090. The staff is very helpful and friendly.
1091. The staff is very helpful, very nice, and always with a smile. Feels great to visit the library!
1092. The staff is wonderful.
1093. The staff members are consistently helpful and pleasant.
1094. The staff of the Cross Lanes library is the best. They are friendly and always go out of their way to help.
1095. The web site events calendar(s) could be more user friendly. The last I used it you had to look up each site separately rather than a Master calendar.
1096. The West Side of Charleston needs a branch. Especially when you move to the East End. If you don't provide a convenient library, then please provide more EBooks - not audible. Thank you.
1097. The wireless internet access at high speed is so important and much appreciated.
1098. The workers at the Dunbar branch are great.
1099. The workers in this library are friendly and helpful when you need to find something. And they are very nice. I would tell anyone about this library.
1100. The WV Deli site is a wonderful resource for audiobooks! The selections are extensive with many recent novels available. The books are easily transferred to my iPod.
1101. There are four of us at home, weekly visits are a must.
1102. There are many people who are unable to purchase books, reference materials and access the internet, as well as provide a safe place for their children to learn and grow. I believe the library offers a wonderful experience and resources to people young and old, with money and without. In particular, we cannot allow the people in our communities on limited (or no) income to starve their children and themselves when it comes to education and experiences! Thank you!
1103. There are other resources, even if I think the public library is the best one.
1104. There is no parking at the main library. It is a real hassle. Charleston in general needs more free/complimentary parking for its shoppers etc. We often avoid doing business in Charleston because of parking problems and have to park almost a mile from the main library in order to walk to be able to enjoy it.
1105. There is so much hands on in the library that you don't experience with computers
1106. There should be age limits for children being allowed on the adult computers. You should offer fax services, for payment.
1107. They are a great resource.

- 1108.They are a vital source of necessary information to all individuals, particular ally those less fortunate.
- 1109.They are awesome.
- 1110.They are awesome! The staff are also wonderful! Invaluable to Charleston!
- 1111.They are awesome. Elk Valley is the best.
- 1112.They are great!
- 1113.They are great!
- 1114.They are maintained wonderfully and have friendly and helpful staff.
- 1115.They are nice people that help everyone.
- 1116.They are very well maintained and an asset to the community.
- 1117.They are vital to the community- everyone is very nice.
- 1118.They are wonderful.
- 1119.They are wonderful.
- 1120.They are wonderful.
- 1121.They do a great job!
- 1122.They have always been part of my life, beginning with the bookmobile. We must keep our libraries here in the valley. You do a wonderful job.
- 1123.They have always been very helpful to their readers
- 1124.They have always been very helpful when I've dealt with them.
- 1125.They have helped me with my granddaughters school work and enhanced my learning on many subject of living, knowledge of any subject I seek knowledge in.
- 1126.They need more employees with good attitudes and who want to help adults and children.
- 1127.They need more funding. So that we don't lose a needed place in the community.
- 1128.They need to be stronger as information source and supplier - less of a book collector. Use computers, use electronic books, like Kindles--- Take these daring steps forward.
- 1129.They should have more reference books and electronic devices, both books and computers, primary sources and lunch room for public.
- 1130.They support literacy and quality of life in many ways; I can't imagine life without public libraries!
- 1131.They're great.
- 1132.They're wonderful and need support.
- 1133.Think the library is great! Hope you grow and grow. It makes my leisure hours so very enjoyable with movies and audio. I get a lot of work done also, listening to books.
- 1134.This community is most fortunate to have access to libraries in the smaller community centers.
- 1135.This is a fine library, especially considering the size of the community. The staff at Sissonville is wonderful. The services are very good, especially being able to search online and order the book for delivery to my branch regardless where it is.
- 1136.This is a great library. I love it.

1137. This is one of the best library systems I have ever had access to. There are always current offerings and I always find too many selections. I check out regular books, audiobooks on cassette, cd, playaways and movies and have recently started using WV Deli. The rest of my family is jealous that they don't have access to all that the Kanawha Library system offers.
1138. Those who serve at the St Albans Library are some of the kindness and most helpful I have ever dealt with.
1139. To close our library would certainly be a disservice to the community.
1140. Too much loitering in the library.
1141. Longer computer time limits.
1142. Use of public fax.
1143. Use your money to pay for quality subscriptions online. Don't waste the money on a fancy building! A library is all about information, not a physical presence.
1144. Using Kanawha County Public Libraries has been an excellent resource for me as a parent and as a teacher. My classes utilize material from the Public Library for projects, research, and to increase the amount of independent reading done by my students. As a parent, I enjoy taking my son to the library for events such as the monthly free movies, read aloud, and summer reading program. His love for reading and for learning has been ignited by making trips to the library part of our routine. It is also an invaluable thing to have something to do with him that doesn't cost a lot of money.
1145. Valuable, public, common, dedicated staff.
1146. Very convenient, saves me from having to purchase books.
1147. Very friendly helpful librarians. I enjoy all of my visits.
1148. Very handy on my way home from work. Should have joined sooner.
1149. Very happy that this is available for anyone who would or need to use this resource
1150. Very helpful.
1151. Very helpful staff. You can tell they love what they do.
1152. Very important source of reading materials to keep the mind alert
1153. Very important-I have used since libraries since kindergarten-to read is better than watching TV. Words, info improve our minds and improve our lives.
1154. Very interested in photography/photoshop classes.
1155. Very nice librarians at Clendenin Branch. Very helpful.
1156. Very pleasant and helping staff members. I am answering for my son who did not have email when applying for a library card. They staff, coordination and events offered to children are extremely beneficial and much appreciative, especially those of us that do not have a great deal of disposable income. In addition, a free public library serves a vital and necessary in the overall well-being in any community. Being able to check-out a book versus purchasing a book is a wonderful life lesson I use with my children and it has helped continue a curiosity in learning and researching a question when they do not know the answer. Although I may know the answer, we go to the library to research and look it up

which gives them an added sense of security and one not to take for granted. Thank you very much.

1157. Very positive place to be, so much to offer.

1158. Very professional and friendly staff!

1159. Very thankful for the services they provide.

1160. Very thankful we have one in Dunbar.

1161. Adds so much to my reading enjoyment

1162. Very useful and convenient. Good hours.

1163. Video switch to DVD

1164. Visiting the library is great for me and my grandchildren. Invaluable for their learning and growth.

1165. Vital resource for teachers, and families of school age children. Wonderful for fixed income seniors. I love the library and look forward to spending time in the new library!

1166. Vital to communities.

1167. Vital to my happiness and contentment.

1168. We (Kanawha Valley Beekeepers) greatly appreciate having a central location for our association meetings.

1169. We are glad for the bookmobile coming to our community.

1170. We are glad it is here!

1171. We are lucky to have a resource. Love it (Main Charleston Library) for young children.

1172. We buy books, but attend 3 clubs at libraries.

1173. We do not agree with building a new library in Charleston. Economy is too bad.

1174. We have loved the library and their friendly staff for many years and will continue to use it.

1175. We love Kanawha County Library!!

1176. We love libraries!

1177. We love our libraries!

1178. We love St. Albans branch and love the staff there. We moved here in October 2010.

1179. We love the bookmobile at Sissonville.

1180. We love the children's programs and the summer programs. The family read aloud is great, it encourages my children in between other programs. The ladies at the Clendenin Library are my favorite people thus my favorite library.

1181. We love the Elk Valley library. Everyone who works there is so helpful.

1182. We love the library for our kids!

1183. We love the library!

1184. We love the library.

1185. We love the library. We visit often and check out many materials.

1186. We love this place!

1187. We love you all here.

1188. We need a new library in Charleston

1189. We need a new main branch with more parking.

1190. We need our library!
1191. We need parking at main library location.
1192. We need public libraries.
1193. We need the library many people can't afford to buy books.
1194. We own property in St. Albans and when visiting family multiple times per year, we visit the library.
1195. We participated in the yearly town fairs that were used to raise funds to build the library in St. Albans. We are very proud of it.
1196. We really enjoy the children's activities and events!
1197. We really enjoy using the library. It has been a great resource for books and DVDs. As I begin home schooling, I will use the library and the website even more than I do now.
1198. We who live in Kanawha County, are blessed with a truly outstanding library system.
1199. Web site needs improvement. Too much information, but it is not easy to find information about the library, like holidays and days closed. Where is this information? The calendar shows that the library will work on Thanksgiving?
1200. Well done; thank you very much for being here.
1201. Well kept.
1202. What if maybe a person has an overdue fine, and they buy a book half of that could go to their fine.
1203. What is the status on the building alterations of the Dunbar library?
1204. What would I do to stay sane without you guys?!
1205. When books are renewed online, it would be helpful to get an e-mail reminder before they are due again. It's hard to remember with no little slip of paper to consult.
1206. When I was a child, I spent every possible minute in the Library which was then on Lee Street. Those are great memories. Libraries do leave memories and build more informed adults. I think the ones provided by the Charleston Library are wonderful for our youth and community. Wish they had them back in the 1940s and 50s. This is very active and wonderful Library, but I would love for there to be better, easier, safer, less expensive, 'no worry' parking facilities around the building.
1207. When I worked downtown I used the main library, because I could walk there in two minutes. Now retired, I can never find a parking place near the downtown library. My library day has always been Friday and I can't use the Riverside library for weekend checkouts because it is closed on Fridays. Also, you should put more books on CDs at Riverside. I hate having to wait on them to be transferred to RHS. Hope you build a new main library in Kanawha City with lots of material and lots of parking. There is no safe parking downtown. Main library needs to be accessible to all Kanawha County residents, not just downtown workers.
1208. When is the new library going to be built?
1209. When requesting material online, it would be nice to be able to request your books be picked up at the drive thru instead of calling in when you receive your pickup notice.

1210. When they move to Elkview in January I'll miss these great ladies. I live 3/4 to one mile and Elkview is 6 miles. I realize it needs to be more handicap accessible. So I'll miss this place. They say good things must come to an end!
1211. When using the computers- others should be made to keep their music, phones, conversations, and web sites quiet to others. I cannot think with distractions, it is a library after all.
1212. Whenever I visit the Main Branch (downtown Charleston), I am dismayed by how noisy it can be. Visitors should be prohibited from using cell phones, and they should be frequently reminded to keep their voices down. Libraries are supposed to be quiet. Cell phone use is worst of all.
1213. Wish for free and close parking.
1214. Wish I had the option of picking up books at the drive through window. It would save so much trouble trying to find parking when I drive. It would be really nice.
1215. Wish it had longer hours.
1216. Wish you had a branch in Southridge/Trace Fork area.
1217. Wish you would buy more new books.
1218. With access now to so much information online, I very seldom check out a book for any reason, only kid's books for my child and very few of those anymore. I can get used children's books at yard sales and thrift stores for 50 cents which is cheaper than parking downtown. Nor do I do any research at the library. It is easier and faster to do it from home and stay in my PJ's! I appreciate the family-oriented programs offered by the Main Library, but I feel they are very under-advertised, and that the library could do a more aggressive effort to create awareness and draw families and young children in for these events. I seem to hear about them only if I happen to be at the library already (and often after the fact!). There are many free and low cost avenues for reaching out to the community: church bulletins, mothers groups, social networking and more. Other than parking (which could be remedied with a coupon voucher for city garages), I am not in support of a new library building. Times have changed. It used to be the library was the only resource to access information. Now it all can be done from home at the click of a mouse.
1219. With no library in town, St. Albans would be not a good place to live. The library is most essential.
1220. With their books and programs, the library provides alternatives people may not have realized existed and so it expands their horizons and minds.
1221. Without exception, I have always found the members of the KCPL staff friendly and helpful.
1222. Without KCPL I would have a difficult time getting needed info.
1223. Without the library my family would be lost. The library is one of the best places on earth.
1224. Without the library my family would not have access to the books, DVDs, and educational materials due to financial constraints,
1225. Wonderful job everyone! Love the Library.

1226. Wonderful place, a great asset to the community. Thank you for the wonderful job that you do.
1227. Wonderful place to visit.
1228. Wonderful resource.
1229. Wonderful resource for readers to get books and teach children how to care for books and where to get them if they need them.
1230. Wonderful resource materials- staff helpful and knowledgeable of resources available.
1231. Wonderful Resource! I probably used it more for research before the Internet, but I still find it valuable and a necessary component of a sustainable community.
1232. wonderful source of information
1233. Wonderful staff and atmosphere.
1234. Wonderful!
1235. Wonderful, friendly staff!!
1236. Wonderful, helpful people work at Clendenin Branch. We are very fortunate!
1237. I would like to see a class for young teenagers on how to manage money 6 to 8 weeks including how much certain jobs pay, what they will have to do to pay for everything, how much it would cost them to a credit card, and so on.
1238. I would not want to do without.
1239. I would prefer that the library strictly adhere to the DDC.
1240. I would use the main library more if it was more accessible and more parking available.
1241. I wouldn't know what I'd do without it.
1242. I wouldn't know what to do without it! Thanks
1243. Yes I believe the current location of main library makes more sense if it remains downtown!
1244. Yes! The St. Albans library personnel have always been very kind and helpful for any of my needs within their power anytime I have been at the library. I thank them!
1245. Yes, I am against moving the Main Library and the Elk River Library (especially to a mall). Elk River can utilize the building behind them if they need more space!
1246. Yes, please keep up the good work! Also, please offer coffee and hot chocolate for free or for low-cost at the libraries. Thank you!
1247. Yes. Relocation of the Elk Valley Library to a Strip Mall is in my opinion a travesty. The public was not given a chance to comment on this, and I am very upset at this decision. Also, I totally disagree with decision to build a new library. The existing main library is a historic building that should be remodeled, and the changing library usage towards electronic media could be accommodated therein.
1248. You all are awesome!
1249. You are great! Thanks for all your service.
1250. You do an excellent job. Thank you. Libraries are needed at all times but especially during these economically challenging times.
1251. You don't always have the books I want.

1252. You guys are doing a great job!

1253. You have a great staff working for you! They are really very knowledgeable!

1254. You have a wonderful staff!

1255. You rock.

1256. Your book buyers have wonderful taste and judgment!