### Survey Results for Year End 2020

**1. How would you rate each of the following EPML services?**

<table>
<thead>
<tr>
<th>Service</th>
<th>Excellent</th>
<th>Good</th>
<th>Fair</th>
<th>Poor</th>
<th>Don't Use /Not applicable</th>
<th>Total Answered</th>
<th>Skipped</th>
</tr>
</thead>
<tbody>
<tr>
<td>Customer service</td>
<td>34</td>
<td>8</td>
<td>3</td>
<td></td>
<td></td>
<td>45</td>
<td>3</td>
</tr>
<tr>
<td>Collection (books, DVDs, music, newspapers, etc.)</td>
<td>23</td>
<td>15</td>
<td>4</td>
<td></td>
<td></td>
<td>42</td>
<td>3</td>
</tr>
<tr>
<td>Programs (Story Time, recitals, art shows, etc.)</td>
<td>21</td>
<td>7</td>
<td>8</td>
<td></td>
<td></td>
<td>44</td>
<td>1</td>
</tr>
<tr>
<td>Online services (website, catalog, research databases, etc.)</td>
<td>21</td>
<td>8</td>
<td>3</td>
<td></td>
<td></td>
<td>43</td>
<td>2</td>
</tr>
<tr>
<td>E-Books</td>
<td>15</td>
<td>8</td>
<td>3</td>
<td></td>
<td></td>
<td>40</td>
<td>5</td>
</tr>
<tr>
<td>Inter-Library Loan - Borrow books from other Libraries</td>
<td>22</td>
<td>5</td>
<td>3</td>
<td></td>
<td></td>
<td>42</td>
<td>3</td>
</tr>
<tr>
<td>Library policies</td>
<td>28</td>
<td>11</td>
<td>3</td>
<td>1</td>
<td></td>
<td>44</td>
<td>1</td>
</tr>
<tr>
<td>Computers and printers</td>
<td>28</td>
<td>5</td>
<td>3</td>
<td></td>
<td></td>
<td>45</td>
<td></td>
</tr>
<tr>
<td>Internet access</td>
<td>28</td>
<td>5</td>
<td>4</td>
<td>2</td>
<td></td>
<td>43</td>
<td>2</td>
</tr>
<tr>
<td>Facilities</td>
<td>31</td>
<td>11</td>
<td>1</td>
<td></td>
<td></td>
<td>43</td>
<td>2</td>
</tr>
<tr>
<td>Hours of operation</td>
<td>22</td>
<td>8</td>
<td>2</td>
<td>1</td>
<td></td>
<td>33</td>
<td></td>
</tr>
<tr>
<td>Bookstore</td>
<td>21</td>
<td>8</td>
<td>1</td>
<td></td>
<td></td>
<td>32</td>
<td>1</td>
</tr>
<tr>
<td>Virginia W. Davis Archives of Southwest Texas</td>
<td>17</td>
<td>7</td>
<td>1</td>
<td></td>
<td></td>
<td>32</td>
<td>1</td>
</tr>
<tr>
<td>Weisman Museum of Southwest Texas</td>
<td>21</td>
<td>4</td>
<td>1</td>
<td></td>
<td></td>
<td>31</td>
<td>2</td>
</tr>
<tr>
<td>Overall, how would you rate the Library?</td>
<td>22</td>
<td>7</td>
<td>2</td>
<td></td>
<td></td>
<td>31</td>
<td>2</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>354</strong></td>
<td><strong>117</strong></td>
<td><strong>42</strong></td>
<td><strong>4</strong></td>
<td><strong>73</strong></td>
<td><strong>590</strong></td>
<td><strong>25</strong></td>
</tr>
</tbody>
</table>

**Percentage (96% questions answered):**  
- Excellent: 60%  
- Good: 20%  
- Poor: 7%  
- Don't Use /Not applicable: 1%  
- Total Answered: 12%  
- Skipped: 100%  

- 80% Approval
2. What do you value most about EPML?

Very helpful
The quick service
Fair
Peaceful, smiling faces
Staff
Accessibility and selection
It's new
The friendly staff - treat everyone like family
Maintanence and customer service
Services and friendly employees
Keep them go as is
Everything is ok
It is always very welcoming
The people
Your facilities are always clean (The Library, the museum, the bathrooms, the bookstore, and the meeting rooms are all taken care of with pride.)
Very please with my Tax Income preparation - thank you so much
Well informed staff, very helpful
It's quiet, clean, very well-lit area for families to enjoy!
The internet
Good hours, good location
The respect and caringness [sic] they gave out here
Friendly Service
Community Participation (meeting rooms, presentations), cleanliness, rotating featured books/themes
The hours of operation
Excellent
I've not been in town long enough to rate most of these items I will be glad to fill this out again next year.
Comfortable Access
Both
3. How could EPML or its services be improved, if at all?

   - Being more hands on
   - More books on Animals & Nursing. More magazines
   - More money
   - Keep it going!
   - Fix the outlets that are broken
   - More interactive workshops after COVID-19
   - Hard to say - everything is in place and personnel is real friendly!
   - Keep taking your time
   - Stay the same always
   - Having more updated books, puzzles, etc., as well as having a wider selection for dual language readers, PK-12
   - Continue offering a variety of programs for all ages
   - Being more hands on
   - Better regulate A/C and heat throughout the facility and teach visitors to "huuush." after all it is a LIBRARY.
   - I-pads, tables. More movies
   - More books from "Benner of Truth" & "Ligonier"
   - Extend hours
   - Please improve on the New Books Collections
   - Excellent
   - Not modern, not reshelved