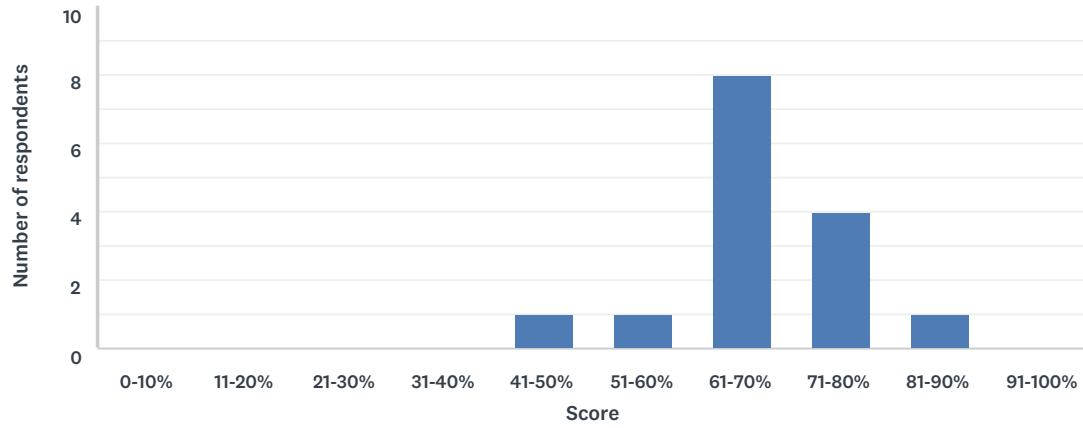


# SNHPC Age-Friendly Library Assessment

## Quiz Summary

AVERAGE SCORE

68% • 28/41 PTS



### STATISTICS

Lowest Score  
44%

Median  
66%

Highest Score  
85%

Mean: 68%

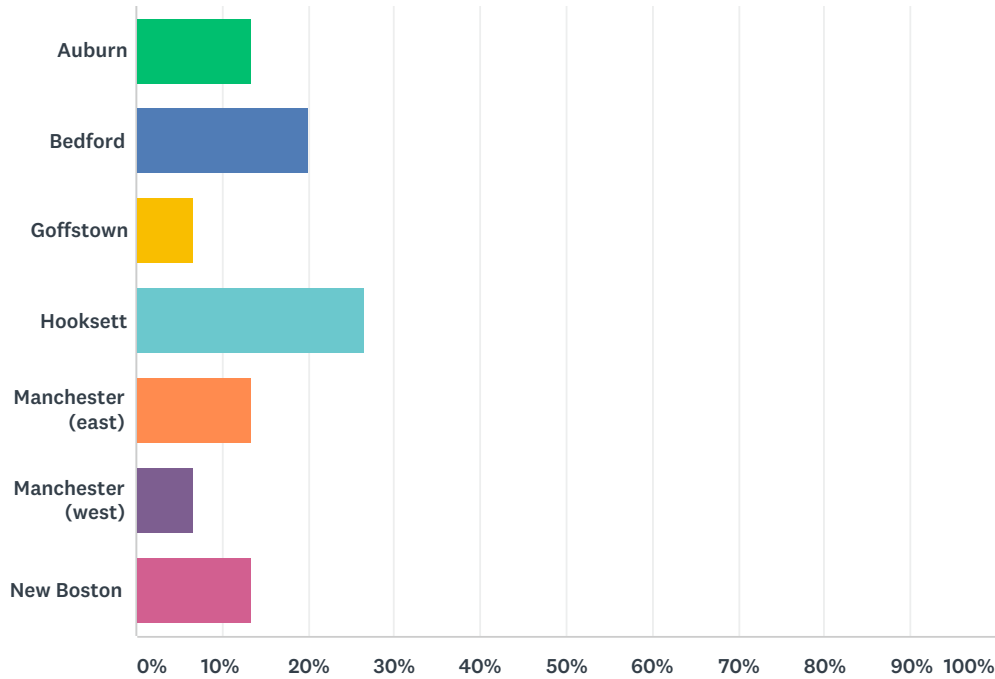
Standard Deviation: 10%

### Question Ranking

QUESTIONS (4)	DIFFICULTY	AVERAGE SCORE
<b>Q7</b> What programs does your library offer that might attract seniors?	1	58%
<b>Q3</b> Which of the following accessible features does the library provide? (Please check all that apply)	2	65%
<b>Q4</b> Which of the following amenities does the library provide? (Please check all that apply)	3	68%
<b>Q6</b> Regarding technological systems/ devices, check all that apply:	4	83%

## Q1 Where is the library located?

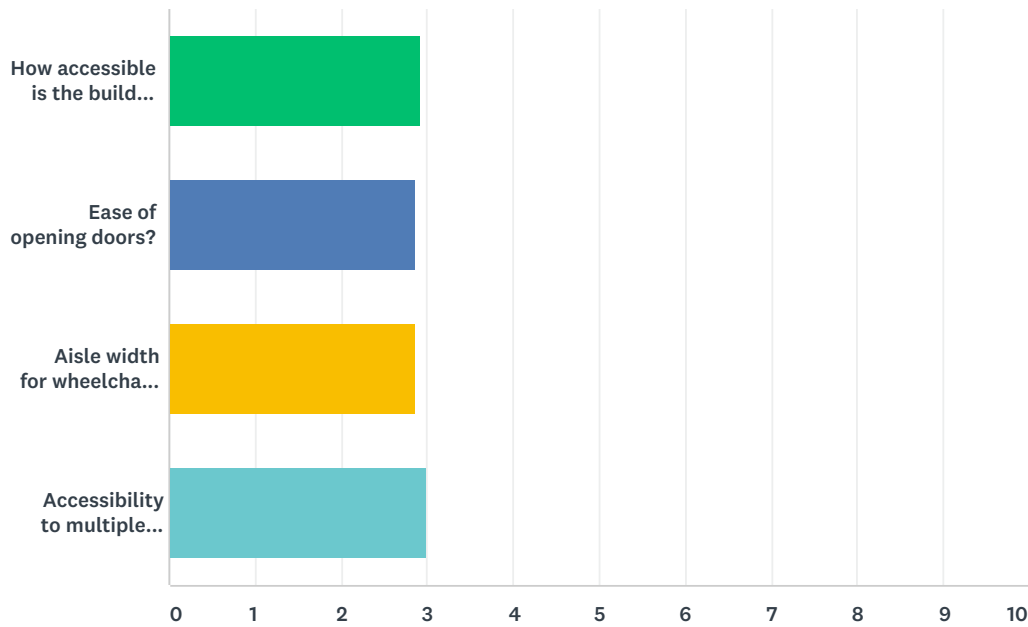
Answered: 15 Skipped: 0



ANSWER CHOICES	RESPONSES	
Auburn	13.33%	2
Bedford	20.00%	3
Goffstown	6.67%	1
Hooksett	26.67%	4
Manchester (east)	13.33%	2
Manchester (west)	6.67%	1
New Boston	13.33%	2
<b>TOTAL</b>		<b>15</b>

## Q2 Please rate the library's accessibility on the following:

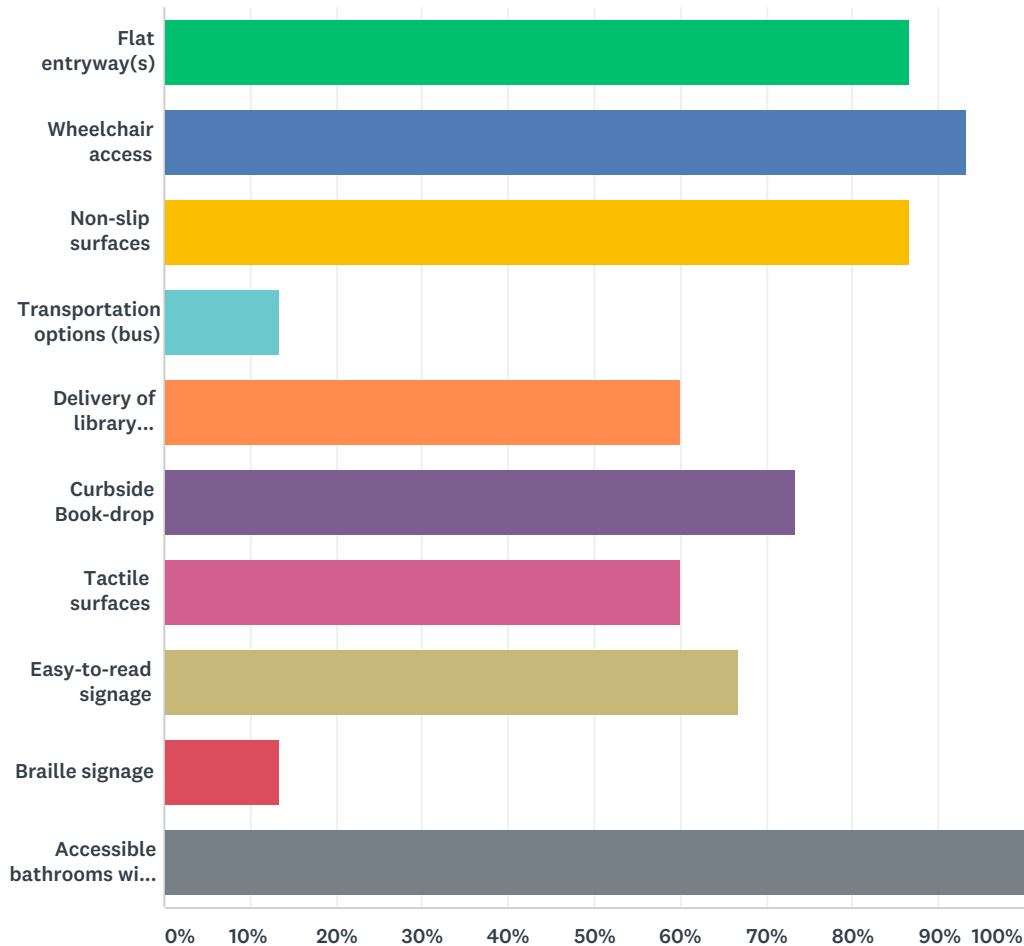
Answered: 15 Skipped: 0



	VERY ACCESSIBLE	SOMEWHAT ACCESSIBLE	NOT ACCESSIBLE	TOTAL	WEIGHTED AVERAGE
How accessible is the building from nearest parking to front door?	93.33% 14	6.67% 1	0.00% 0	15	2.93
Ease of opening doors?	86.67% 13	13.33% 2	0.00% 0	15	2.87
Aisle width for wheelchairs or strollers	86.67% 13	13.33% 2	0.00% 0	15	2.87
Accessibility to multiple building levels	100.00% 15	0.00% 0	0.00% 0	15	3.00

### Q3 Which of the following accessible features does the library provide? (Please check all that apply)

Answered: 15 Skipped: 0



#### QUIZ STATISTICS

Percent Correct 0%	Average Score 6.5/10.0 (65%)	Standard Deviation 1.19	Difficulty 2/4
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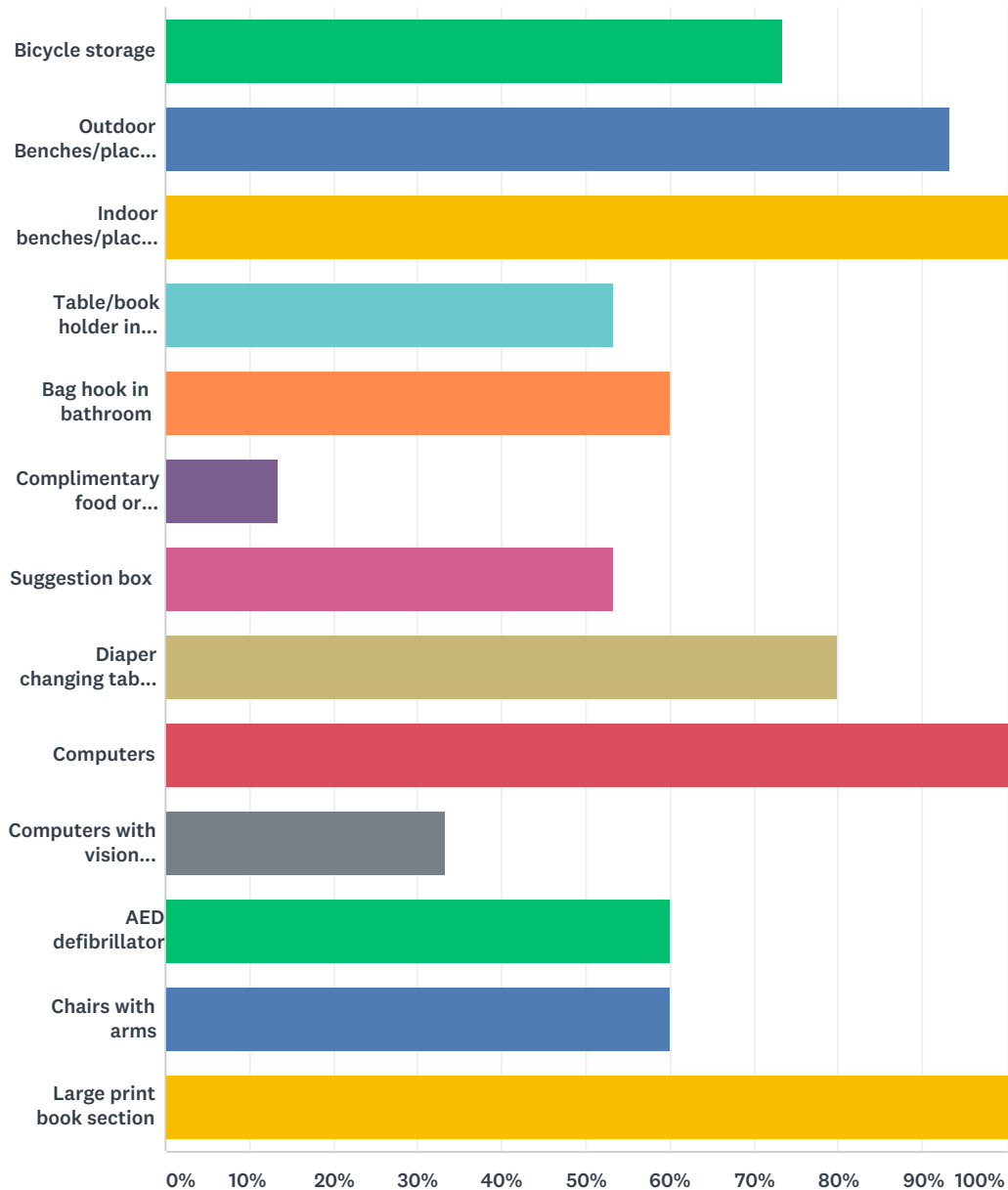
ANSWER CHOICES	SCORE	RESPONSES
✓ Flat entryway(s)	1/10	86.67% 13
✓ Wheelchair access	1/10	93.33% 14
✓ Non-slip surfaces	1/10	86.67% 13
✓ Transportation options (bus)	1/10	13.33% 2
✓ Delivery of library materials to homebound patrons	1/10	60.00% 9
✓ Curbside Book-drop	1/10	73.33% 11
✓ Tactile surfaces	1/10	60.00% 9
✓ Easy-to-read signage	1/10	66.67% 10

## SNHPC Age-Friendly Library Assessment

✓ Braille signage	1/10	13.33%	2
✓ Accessible bathrooms with support bars	1/10	100.00%	15
Total Respondents: 15			

## Q4 Which of the following amenities does the library provide? (Please check all that apply)

Answered: 15 Skipped: 0



### QUIZ STATISTICS

Percent Correct  
0%

Average Score  
8.8/13.0 (68%)

Standard Deviation  
1.47

Difficulty  
3/4

### ANSWER CHOICES

### SCORE

### RESPONSES

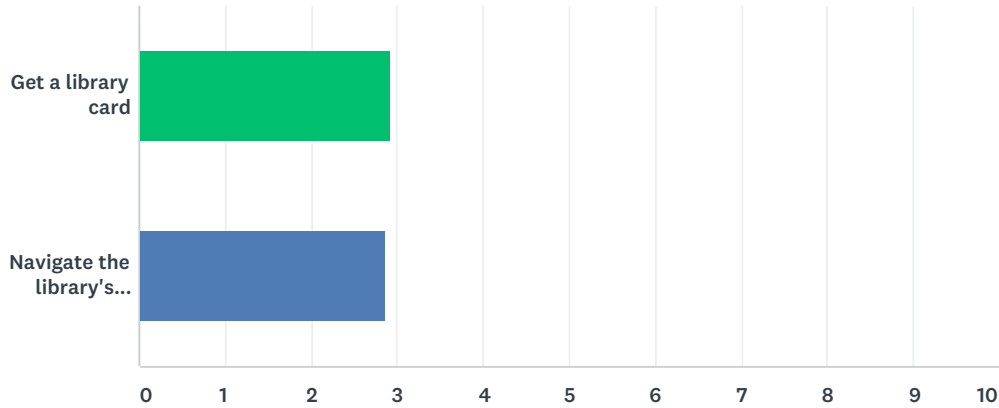
✓ Bicycle storage	1/13	73.33%	11
✓ Outdoor Benches/places to sit	1/13	93.33%	14
✓ Indoor benches/places to sit	1/13	100.00%	15

## SNHPC Age-Friendly Library Assessment

✓ Table/book holder in bathroom	1/13	53.33%	8
✓ Bag hook in bathroom	1/13	60.00%	9
✓ Complimentary food or beverages	1/13	13.33%	2
✓ Suggestion box	1/13	53.33%	8
✓ Diaper changing table in men's/women's rooms	1/13	80.00%	12
✓ Computers	1/13	100.00%	15
✓ Computers with vision enhancement	1/13	33.33%	5
✓ AED defibrillator	1/13	60.00%	9
✓ Chairs with arms	1/13	60.00%	9
✓ Large print book section	1/13	100.00%	15
<b>Total Respondents: 15</b>			

## Q5 Please rate how easy it is to:

Answered: 15 Skipped: 0

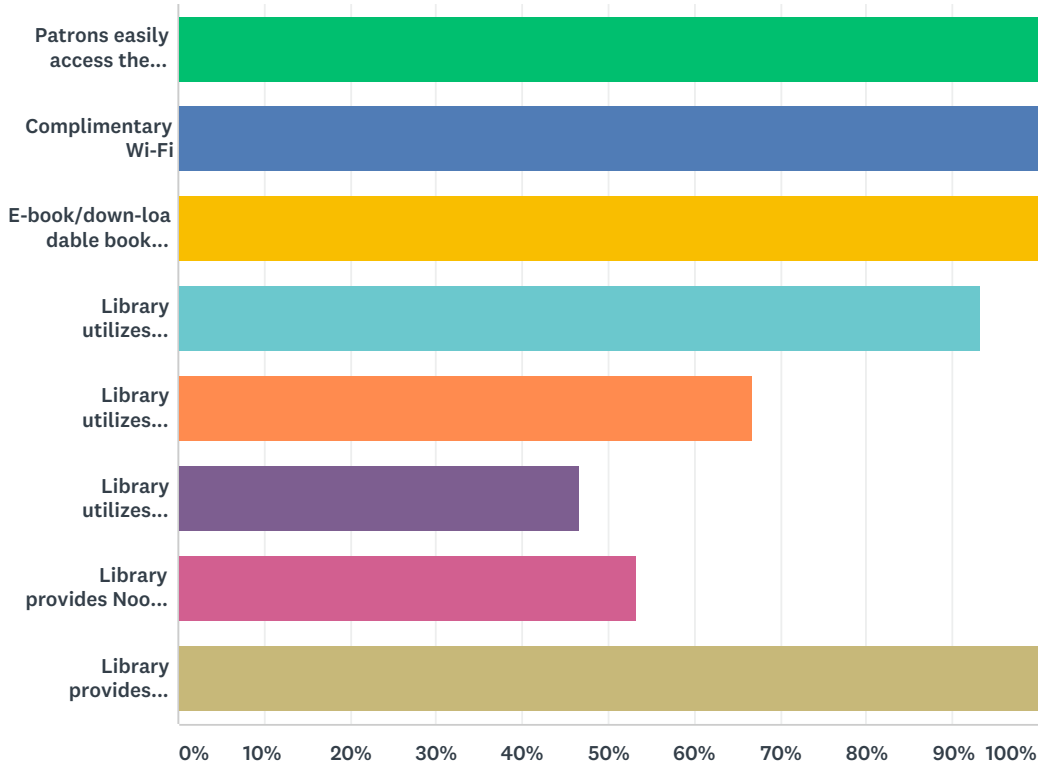


	VERY EASY	SOMEWHAT EASY	NOT EASY	TOTAL	WEIGHTED AVERAGE
Get a library card	93.33% 14	6.67% 1	0.00% 0	15	2.93
Navigate the library's website (ease of use)	86.67% 13	13.33% 2	0.00% 0	15	2.87



## Q6 Regarding technological systems/ devices, check all that apply:

Answered: 15 Skipped: 0



### QUIZ STATISTICS

Percent Correct 33%	Average Score 6.6/8.0 (83%)	Standard Deviation 1.30	Difficulty 4/4
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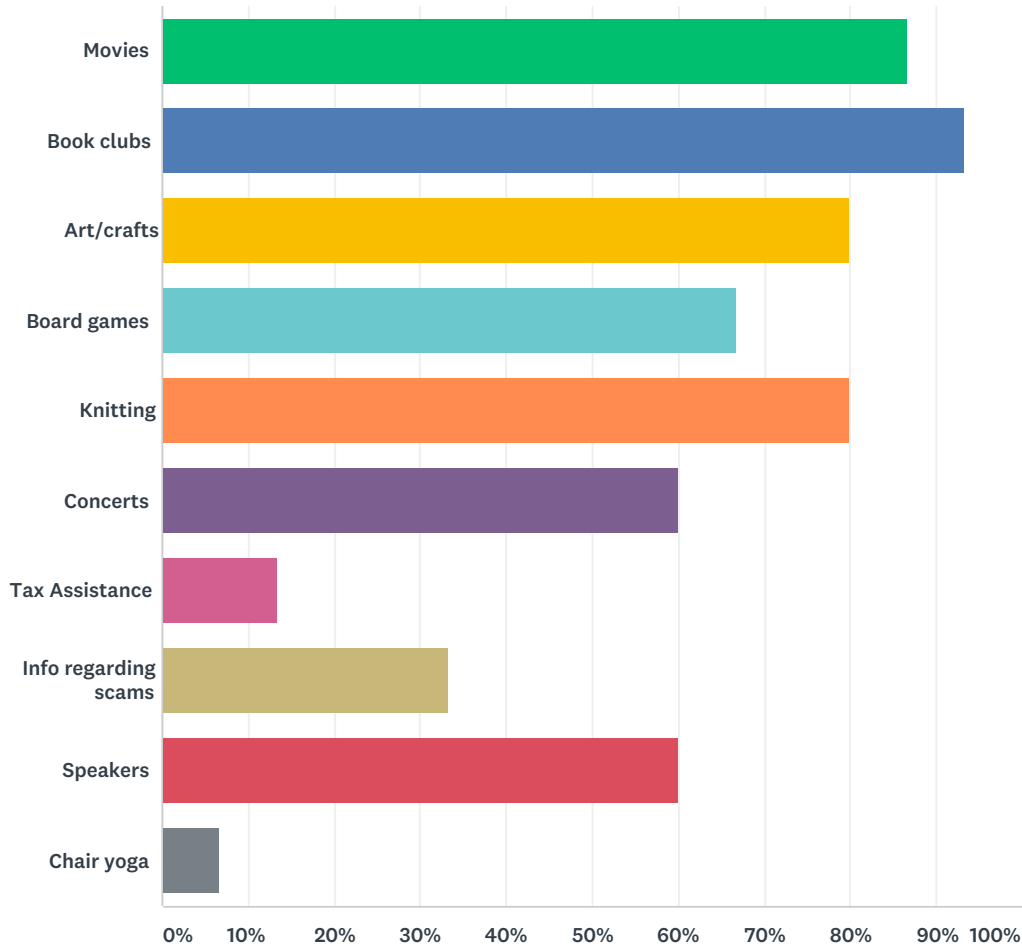
### ANSWER CHOICES

ANSWER CHOICES	SCORE	RESPONSES
✓ Patrons easily access the library website via smart phone.	1/8	100.00% 15
✓ Complimentary Wi-Fi	1/8	100.00% 15
✓ E-book/down-loadable book selection	1/8	100.00% 15
✓ Library utilizes Facebook	1/8	93.33% 14
✓ Library utilizes Twitter	1/8	66.67% 10
✓ Library utilizes Instagram	1/8	46.67% 7
✓ Library provides Nook, Kindle or other similar tablet style book system	1/8	53.33% 8
✓ Library provides technical assistance for patrons	1/8	100.00% 15

Total Respondents: 15

## Q7 What programs does your library offer that might attract seniors?

Answered: 15 Skipped: 0



### QUIZ STATISTICS

Percent Correct  
0%

Average Score  
5.8/10.0 (58%)

Standard Deviation  
1.70

Difficulty  
1/4

ANSWER CHOICES	SCORE	RESPONSES
✓ Movies	1/10	86.67% 13
✓ Book clubs	1/10	93.33% 14
✓ Art/crafts	1/10	80.00% 12
✓ Board games	1/10	66.67% 10
✓ Knitting	1/10	80.00% 12
✓ Concerts	1/10	60.00% 9
✓ Tax Assistance	1/10	13.33% 2
✓ Info regarding scams	1/10	33.33% 5
✓ Speakers	1/10	60.00% 9

## SNHPC Age-Friendly Library Assessment

✓ Chair yoga	1/10	6.67%	1
<b>Total Respondents: 15</b>			
#	OTHER (PLEASE SPECIFY)	DATE	
1	Museum passes, cookbook club, poet guest speakers	10/25/2017 8:24 AM	
2	Book & Bake Sale	10/23/2017 11:10 AM	
3	Monthly computer class	10/19/2017 2:34 PM	
4	Most of the programming appears to happen at the main site.	10/13/2017 2:22 PM	
5	Senior meetings once a month	5/15/2017 1:08 PM	
6	Dinner club, telescope, weekly newsletter, foreign film forum, ukulele lessons, dance	5/15/2017 11:18 AM	
7	No activities solely focused on senior patrons, Activities and events more focused on kids and families. Tax assistance includes free forms, free printing, city Locations to get prep help, link to NH tax help to set up appts.	5/5/2017 9:19 AM	

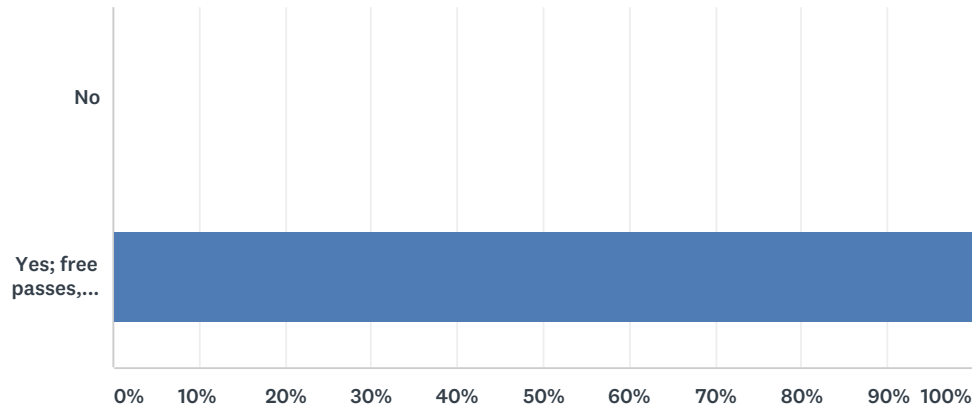
## Q8 Please list any programs your community offers that might attract millennials.

Answered: 14 Skipped: 1

#	RESPONSES	DATE
1	Volunteer program, catalog search for books and ebooks currently at library (on website). Access to certain databases, informational programs such as "Tickborne Disease Education Program."	10/25/2017 8:24 AM
2	Business & career services; 1,000+ business journals, Regional Business news, online skills improvement, ancestry brochures, election...	10/23/2017 11:10 AM
3	we wish we knew	10/19/2017 2:42 PM
4	3D printer display and technical things	10/19/2017 2:38 PM
5	adult programming, lyada.com	10/19/2017 2:34 PM
6	childrens programming is active on site	10/13/2017 2:22 PM
7	Movie event, historical society, Hooksett Senior Monthly Meetings, Missing Downton Abbey Tea Parties	5/24/2017 9:44 AM
8	loans of memberships and passes to museums, alzheimer group, parks and rec programs, fish and game discussions, Moore Center programs	5/23/2017 9:52 AM
9	Legos for adults only, Zumba, Yoga	5/15/2017 1:08 PM
10	Many intergenerational activities; active children & youth programming	5/15/2017 11:18 AM
11	Family & children activities/events, technology, and ability to access databases from home	5/10/2017 4:41 PM
12	arts and crafts in the summer, quick pick for books located in the kids room, current movies, online books/audio books, Lynda.com (job training). Nothing specifically geared towards millennials	5/10/2017 12:31 PM
13	Children summer reading program, tutoring, bookworms book club, concert gift certificates	5/9/2017 8:57 AM
14	family activities /events, e-sources, ability to access databases from home	5/5/2017 9:19 AM

## Q9 Does the library promote local, regional, state programs or activities and if so how?

Answered: 15 Skipped: 0

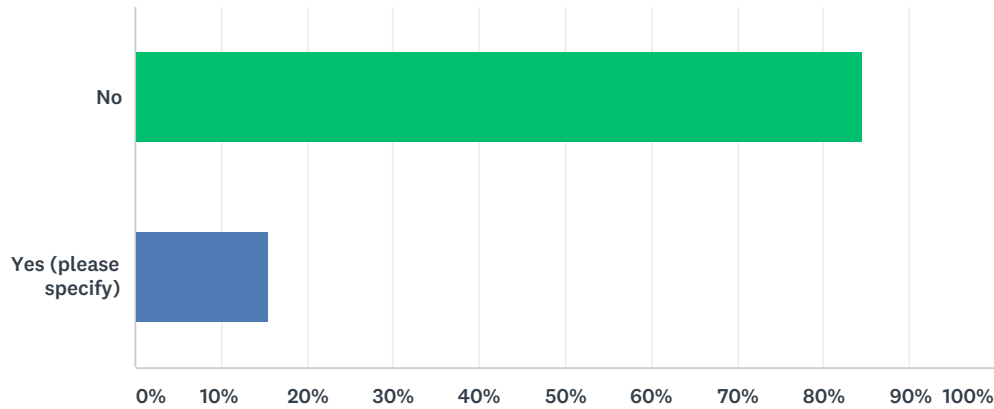


ANSWER CHOICES		RESPONSES	
No		0.00%	0
Yes; free passes, brochures, links to web sites, partnering with other agencies,		100.00%	15
<b>TOTAL</b>			<b>15</b>

#	OTHER (PLEASE SPECIFY)	DATE
1	Bulletin boards	10/19/2017 2:34 PM
2	NH author list	10/13/2017 2:22 PM
3	Mango language; community meeting space	5/15/2017 11:18 AM
4	Bulletin boards with flyers, notices, flyer in holders, notices in elevator, tacked on walls	5/10/2017 4:41 PM
5	free passes to NH based museums, events, etc. discounted if event is location in Mass.	5/10/2017 12:31 PM

## Q10 Did you notice any safety concerns, such as chairs with wheels or other issues?

Answered: 13 Skipped: 2



ANSWER CHOICES		RESPONSES	
No		84.62%	11
Yes (please specify)		15.38%	2
TOTAL			13

#	YES (PLEASE SPECIFY)	DATE
1	Wheels on chairs only in the computer area.	5/15/2017 1:08 PM
2	Oversized books reduce already narrow aisles. Difficult to get out of lovely chairs in front of fireplace	5/15/2017 11:18 AM

# Q11 What other items are on loan at the library other than books, movies, CD's, nooks, magazines or other reading material?

Answered: 15 Skipped: 0

#	RESPONSES	DATE
1	Databases available on website for all library cardholders, telescope	10/25/2017 8:24 AM
2	cakepans, audiobooks, find-a-job-online, music CD's, video games for Nintendo Wii, Nintendo DS, and X-Box	10/23/2017 11:10 AM
3	telescope, metal detector	10/19/2017 2:42 PM
4	A telescope that can be loaned out for a week at a time	10/19/2017 2:38 PM
5	audio books, telescopes, board games	10/19/2017 2:34 PM
6	telescope	10/16/2017 7:22 AM
7	paintings/prints	10/13/2017 2:22 PM
8	Legos, science telescopes, puzzles, cake pans, CO2 emergency device to v/levels in their home	5/24/2017 9:44 AM
9	telescopes and mini robot	5/23/2017 9:52 AM
10	Lego kits, telescopes, ukeleles, cake pens	5/15/2017 1:08 PM
11	Telescope, museum passes, noise cancelling headsets for in library use	5/15/2017 11:18 AM
12	Music, ability to access databases and download eBooks magazines and audiobooks from home, variety of e-sources	5/10/2017 4:41 PM
13	telescopes	5/10/2017 12:31 PM
14	telescopes, board games, audio	5/9/2017 8:57 AM
15	Music, ability to access databases and download eBooks magazines and audiobooks from home, variety of e-sources – info on business and job listings, Ancestry info , Heritage Quest Genealogy database, language learning software	5/5/2017 9:19 AM

## Q12 Do you have any recommendations for the library?

Answered: 10    Skipped: 5

#	RESPONSES	DATE
1	no	10/25/2017 8:24 AM
2	n/a	10/23/2017 11:10 AM
3	this library is less than 10 yrs old. New construction and design open concepts and windows 6 yrs old	10/19/2017 2:42 PM
4	no	10/19/2017 2:34 PM
5	No one on site could answer my question about books for homebound patrons; was given a phone number for the main library. New design is very nice and accessible; divit in front of wheel chair access doorway might create access problems, especially when ground has ice/snow. Very little adult programming for local adult residents; it is in the same building as the Cashin Activity Center. However, weekend/evening offerings might be of interest to those living in nearby neighborhoods. Most staff were friendly, helpful and outgoing.	10/13/2017 2:22 PM
6	Obtain a CCTV or a device like the Visee-Electronic Magnifier-TV-Computer that can be connected to a TV or to a computer monitor to enhance printed materials.	5/24/2017 9:44 AM
7	invite foster grandparents	5/23/2017 9:52 AM
8	Seemed very well organized and managed properly.by staff	5/15/2017 1:08 PM
9	Website calendar needs to link to program descriptions ex Ukester. Personable & helpful staff.	5/15/2017 11:18 AM
10	Recommendations: More senior focused programs, larger print signage, increased signage to easier navigate library, specific accommodations for hearing and sight impaired, carpeting throughout ( floors very hard on the back walking and/or standing any length of time). On website "About US" page – note re free parking left side of building.	5/5/2017 9:19 AM