# Sacramento Public Library Patron eReader Survey

## 1. Which genre of eReader did you check out?

| | Response Percent | Response Count |
|---|---|---|
| **Bestseller** | **32.0%** | **78** |
| Biography | 5.7% | 14 |
| Children | 5.3% | 13 |
| Fiction | 12.7% | 31 |
| Mystery | 8.6% | 21 |
| Nonfiction | 2.9% | 7 |
| Romance | 14.8% | 36 |
| Sci-Fi/Fantasy/Horror | 7.0% | 17 |
| Spanish | 2.5% | 6 |
| Teen | 5.7% | 14 |
| Urban | 2.9% | 7 |
| | **answered question** | **244** |
| | **skipped question** | **0** |

## 2. Is this the first time you have used an eReader?

| | Response Percent | Response Count |
|---|---|---|
| **Yes** | **76.6%** | **187** |
| No | 23.4% | 57 |
| | **answered question** | **244** |
| | **skipped question** | **0** |

## 3. How did you hear about eReaders being available for loan at your library?

| | Response Percent | Response Count |
|---|---|---|
| **Saw publicity at the library** | **41.8%** | **102** |
| Radio, TV or print ad | 10.2% | 25 |
| Email from Sacramento Public Library | 4.1% | 10 |
| From a friend, co-worker | 12.7% | 31 |
| Social media (Facebook, Twitter, etc.) | 1.6% | 4 |
| Other | 29.5% | 72 |
| | If other, then please specify | 66 |
| | **answered question** | **244** |
| | **skipped question** | **0** |

## 4. Did you ask Library staff for assistance with the eReader?

| | Response Percent | Response Count |
|---|---|---|
| Yes | 41.8% | 102 |
| **No** | **58.2%** | **142** |
| | If no, why not? | 53 |
| | **answered question** | **244** |
| | **skipped question** | **0** |

## 5. Was Library staff helpful in addressing your eReader questions?

| | Response Percent | Response Count |
|---|---|---|
| **Yes** | **98.0%** | **99** |
| No | 2.0% | 2 |
| | If no, why not? | 3 |
| | **answered question** | **101** |
| | **skipped question** | **143** |

## 6. Did you encounter technical difficulties with the eReader?

| | Response Percent | Response Count |
|---|---|---|
| Yes | 14.6% | 35 |
| **No** | **85.4%** | **205** |
| | If yes, what types of technical difficulties? | 35 |
| | **answered question** | **240** |
| | **skipped question** | **4** |

## 7. How easy was the eReader to use?

| | Response Percent | Response Count |
|---|---|---|
| 1 - Very Difficult | 2.1% | 5 |
| 2 | 1.3% | 3 |
| 3 | 14.6% | 35 |
| 4 | 37.1% | 89 |
| **5 - Very Easy** | **45.0%** | **108** |
| | **answered question** | **240** |
| | **skipped question** | **4** |

## 8. Did you watch the video the Library made available about using the eReaders?

| | Response Percent | Response Count |
|---|---|---|
| Yes | 6.3% | 15 |
| **No** | **93.8%** | **225** |
| | **answered question** | **240** |
| | **skipped question** | **4** |

## 9. How helpful was the video the Library made available?

| | Response Percent | Response Count |
|---|---|---|
| 1 - Not at All Helpful | 0.0% | 0 |
| 2 | 33.3% | 5 |
| **3** | **46.7%** | **7** |
| 4 | 6.7% | 1 |
| 5 - Very Helpful | 13.3% | 2 |
| | **answered question** | **15** |
| | **skipped question** | **229** |

## 10. Did you attend eReader training at the library?

| | Response Percent | Response Count |
|---|---|---|
| Yes | 7.5% | 18 |
| **No** | **92.5%** | **221** |
| | If no, why not? | 68 |
| | **answered question** | **239** |
| | **skipped question** | **5** |

## 11. How helpful was the Library training?

| | Response Percent | Response Count |
|---|---|---|
| 1 - Not at All Helpful | 0.0% | 0 |
| 2 | 5.6% | 1 |
| 3 | 11.1% | 2 |
| 4 | 38.9% | 7 |
| **5 - Very Helpful** | **44.4%** | **8** |
| | **answered question** | **18** |
| | **skipped question** | **226** |

## 12. What could we do to improve the training?

| | Response Count |
|---|---|
| | 5 |
| **answered question** | **5** |
| **skipped question** | **239** |

## 13. Have you used eBooks before borrowing this eReader?

| | Response Percent | Response Count |
|---|---|---|
| Yes | 31.4% | 75 |
| **No** | **68.6%** | **164** |
| | **answered question** | **239** |
| | **skipped question** | **5** |

## 14. Did you borrow the eBooks from the Sacramento Public Library?

| | Response Percent | Response Count |
|---|---|---|
| **Yes** | **54.1%** | **40** |
| No, I purchased it | 20.3% | 15 |
| No, I used a family member's/friend's | 6.8% | 5 |
| No, I did not know about them | 2.7% | 2 |
| Other | 16.2% | 12 |
| If other, then please specify | | 12 |
| **answered question** | | **74** |
| **skipped question** | | **170** |

## 15. How satisfied were you with the eBook selection on the eReader that you checked out?

| | Response Percent | Response Count |
|---|---|---|
| 1 - Very Dissatisfied | 5.0% | 12 |
| 2 | 2.9% | 7 |
| 3 | 22.7% | 54 |
| 4 | 34.0% | 81 |
| **5 - Very Satisfied** | **35.3%** | **84** |
| **answered question** | | **238** |
| **skipped question** | | **6** |

## 16. What could we do to improve the eBook selection on the eReaders?

| | Response Count |
|---|---|
| | 139 |
| **answered question** | **139** |
| **skipped question** | **105** |

## 17. How likely are you to:

| | 1 - Very Unlikely | 2 | 3 | 4 | 5 - Very Likely | Response Count |
|---|---|---|---|---|---|---|
| Recommend this eReader service to friends or family? | 3.0% (7) | 3.0% (7) | 9.7% (23) | 16.0% (38) | **68.4% (162)** | 237 |
| Continue borrowing eReaders from the Library? | 11.7% (27) | 6.1% (14) | 15.2% (35) | 14.7% (34) | **52.4% (121)** | 231 |
| Buy an eReader? | 18.1% (42) | 9.9% (23) | 25.4% (59) | 11.6% (27) | **34.9% (81)** | 232 |
| | | | | | **answered question** | **238** |
| | | | | | **skipped question** | **6** |

## 18. Which do you prefer?

| | | Response Percent | Response Count |
|---|---|---|---|
| **Print Book** | | **44.5%** | **106** |
| eBook | | 15.1% | 36 |
| No Preference | | 40.3% | 96 |
| | | **answered question** | **238** |
| | | **skipped question** | **6** |

## 19. Is there anything you want to share with us about this new service? We need to know what you think!

| | Response Count |
|---|---|
| | 149 |
| **answered question** | **149** |
| **skipped question** | **95** |

## 20. Please indicate your age (optional).

| | | Response Percent | Response Count |
|---|---|---|---|
| 18-34 | | 20.0% | 45 |
| 35-44 | | 18.2% | 41 |
| 45-54 | | 12.4% | 28 |
| 55-64 | | 23.6% | 53 |
| **65 or older** | | **25.8%** | **58** |
| | | **answered question** | **225** |
| | | **skipped question** | **19** |

## 21. Please indicate your gender (optional).

| | | Response Percent | Response Count |
|---|---|---|---|
| **Female** | | **78.2%** | **176** |
| Male | | 21.8% | 49 |
| | | **answered question** | **225** |
| | | **skipped question** | **19** |

## 22. Please indicate your race/ethnicity (optional).

| | Response Percent | Response Count |
|---|---|---|
| Latino or Hispanic | 4.6% | 10 |
| American Indian or Alaska Native | 0.5% | 1 |
| Asian | 9.7% | 21 |
| Black or African American | 7.4% | 16 |
| Native Hawaiian or Other Pacific Islander | 0.5% | 1 |
| **White** | **65.4%** | **142** |
| Some Other Race | 2.3% | 5 |
| Two or More Races | 9.7% | 21 |
| | **answered question** | **217** |
| | **skipped question** | **27** |

**Page 1, Q3. How did you hear about eReaders being available for loan at your library?**

| | | |
|---|---|---|
| 1 | Librarian | Aug 18, 2011 1:49 PM |
| 2 | The library attendant told me about it while I was there. | Aug 18, 2011 1:47 PM |
| 3 | Library website | Aug 18, 2011 1:38 PM |
| 4 | From librarian at a Friends of Lib. meeting | Aug 17, 2011 3:14 PM |
| 5 | Lilbrary employee | Aug 17, 2011 1:38 PM |
| 6 | From my friendly librarian | Aug 17, 2011 1:22 PM |
| 7 | book store | Aug 14, 2011 1:41 PM |
| 8 | Library website | Aug 11, 2011 12:38 PM |
| 9 | Librarian | Aug 9, 2011 8:22 PM |
| 10 | Clerk at Barnes and Noble | Aug 8, 2011 6:20 PM |
| 11 | By my family member. | Jul 28, 2011 8:03 PM |

| Page 1, Q3. How did you hear about eReaders being available for loan at your library? | | |
|---|---|---|
| 12 | Library website | Jul 22, 2011 12:03 PM |
| 13 | Looked at it while checking out books | Jul 22, 2011 11:38 AM |
| 14 | Saw the ad on the mobile library truck | Jul 22, 2011 11:13 AM |
| 15 | Mr. Candee | Jul 22, 2011 11:10 AM |
| 16 | library website | Jul 18, 2011 10:38 AM |
| 17 | Talked to Library staff | Jul 12, 2011 5:16 PM |
| 18 | Sac foundation newsletter | Jul 12, 2011 5:12 PM |
| 19 | Library staff | Jul 11, 2011 3:16 PM |
| 20 | Newspaper article | Jul 11, 2011 3:10 PM |
| 21 | Website | Jul 11, 2011 3:07 PM |
| 22 | Saw website | Jul 11, 2011 3:05 PM |
| 23 | My mom | Jul 11, 2011 2:55 PM |
| 24 | SPL employee | Jul 11, 2011 2:53 PM |
| 25 | Library personnel | Jul 11, 2011 2:51 PM |
| 26 | Read online at Sac Library web site | Jul 11, 2011 2:45 PM |
| 27 | Our Bookmobile Librarian Neal told me about the program | Jul 11, 2011 2:40 PM |
| 28 | Library website | Jul 8, 2011 5:11 PM |
| 29 | Saw it on library sign in screen | Jul 8, 2011 5:09 PM |
| 30 | my husband | Jul 8, 2011 5:03 PM |
| 31 | Sacramento Bee article | Jul 8, 2011 4:59 PM |
| 32 | Sacramento Bee article | Jul 8, 2011 4:50 PM |
| 33 | Sacramento Public Library Website | Jul 8, 2011 4:44 PM |
| 34 | on line at library website | Jul 8, 2011 4:32 PM |
| 35 | On-line | Jul 8, 2011 4:28 PM |
| 36 | Library website | Jul 8, 2011 4:25 PM |
| 37 | Saw it on the Sac Library org website | Jul 8, 2011 4:19 PM |
| 38 | Sacramento library website | Jul 5, 2011 10:27 AM |
| 39 | Overheard conversation in library. | Jun 17, 2011 5:05 PM |
| 40 | Library staff at check out sold me on it. Sounded fun and easy to use. | Jun 17, 2011 4:59 PM |

| Page 1, Q3. How did you hear about eReaders being available for loan at your library? | | |
|---|---|---|
| 41 | From my dear friend | Jun 17, 2011 4:56 PM |
| 42 | The librarian alerted me when I was checking out books. | Jun 17, 2011 4:52 PM |
| 43 | Sac Bee | Jun 17, 2011 4:41 PM |
| 44 | On the library website. | Jun 17, 2011 3:57 PM |
| 45 | Library website | Jun 9, 2011 11:28 AM |
| 46 | Librarian told me about it. Later saw it in the Bee on Library week page. | Jun 2, 2011 12:20 PM |
| 47 | SPL website | Jun 2, 2011 12:13 PM |
| 48 | Saw online at Library website | Jun 2, 2011 12:02 PM |
| 49 | Library website | Jun 2, 2011 11:56 AM |
| 50 | newspaper article | May 26, 2011 1:09 PM |
| 51 | From a Sac Library employee | May 18, 2011 11:08 AM |
| 52 | daughter who works at library | May 18, 2011 11:02 AM |
| 53 | Asked the library about product information | May 18, 2011 10:57 AM |
| 54 | website | May 18, 2011 10:56 AM |
| 55 | walk in, right place at the right time | May 18, 2011 10:51 AM |
| 56 | Just walked in the first day it was available and saw it on the counter | May 10, 2011 9:23 AM |
| 57 | saw on SPL website | May 5, 2011 3:08 PM |
| 58 | Librarian offered it | May 5, 2011 3:06 PM |
| 59 | Barnes & Noble teacher appreciation day mentioned library had Nook preloaded available for checkout. | May 5, 2011 3:04 PM |
| 60 | on th library website | May 4, 2011 12:22 PM |
| 61 | Library Assistant | May 4, 2011 12:00 PM |
| 62 | The librarian told me | May 4, 2011 11:56 AM |
| 63 | Overheard conversation in library about checking out an eReader | May 3, 2011 2:56 PM |
| 64 | Metro magazines | Apr 26, 2011 2:17 PM |
| 65 | Brenda from Southgate told me about it | Apr 26, 2011 2:15 PM |
| 66 | Friends of the Library volunteer told me | Apr 13, 2011 3:41 PM |

| Page 1, Q4. Did you ask Library staff for assistance with the eReader? | | |
|---|---|---|
| 1 | My Dad and I figured out how it works. | Aug 21, 2011 8:30 AM |

| Page 1, Q4. Did you ask Library staff for assistance with the eReader? | | |
|---|---|---|
| 2 | Saw the video, comfortable with technology, relatively straightforward to use. | Aug 20, 2011 10:30 AM |
| 3 | figured it out by reading the directions | Aug 19, 2011 1:44 PM |
| 4 | Didn't need help | Aug 18, 2011 9:38 PM |
| 5 | Previously had checked out an e-reader | Aug 18, 2011 12:43 PM |
| 6 | I declined | Aug 17, 2011 3:37 PM |
| 7 | Thought I could figure out by myself | Aug 17, 2011 1:41 PM |
| 8 | I read the instructinos | Aug 17, 2011 1:22 PM |
| 9 | Have used twice before--fiction and best-sellers | Aug 17, 2011 10:04 AM |
| 10 | because i didnt need it | Aug 16, 2011 12:52 PM |
| 11 | didn't need help | Aug 14, 2011 1:41 PM |
| 12 | There was a handout at the counter and the online system was very easy to use. | Aug 14, 2011 11:49 AM |
| 13 | assistance was offer upon check out | Aug 11, 2011 4:21 PM |
| 14 | Some people I know already had one and let me tinker around on it, | Aug 10, 2011 8:01 PM |
| 15 | They offered before I asked | Aug 9, 2011 2:41 PM |
| 16 | I wanted to be able to do it myself, especially if I was going to buy one. | Aug 9, 2011 1:51 PM |
| 17 | not required | Aug 8, 2011 5:30 PM |
| 18 | Library Stuff Suck | Aug 8, 2011 3:48 PM |
| 19 | Because, my family member knows how and showed me. | Jul 28, 2011 8:03 PM |
| 20 | I use an iphone & figured I could learn on my own | Jul 22, 2011 12:03 PM |
| 21 | I like to figure stuff off myself | Jul 22, 2011 11:58 AM |
| 22 | had no need for assistance | Jul 22, 2011 11:44 AM |
| 23 | I thought I could figure it out on my own. Not too difficult. | Jul 21, 2011 11:46 AM |
| 24 | They offered and went over directions with me | Jul 12, 2011 5:12 PM |
| 25 | Already knew how to use it | Jul 11, 2011 3:07 PM |
| 26 | Already knew how it worked | Jul 11, 2011 3:05 PM |
| 27 | the info was included in the kit | Jul 8, 2011 4:56 PM |
| 28 | Did not need | Jul 8, 2011 4:53 PM |
| 29 | Easy to use/familiar with technology | Jul 8, 2011 4:44 PM |
| 30 | The library staff member who handed it out to me did a great job in showing me | Jul 8, 2011 4:34 PM |

| Page 1, Q4. Did you ask Library staff for assistance with the eReader? | | |
|---|---|---|
| | how to use it. | |
| 31 | easy to use | Jul 8, 2011 4:29 PM |
| 32 | I had just finished using a different one and was familiar with it. | Jul 5, 2011 10:27 AM |
| 33 | The librarian walked me through the device. The intro I received was enough for me. | Jun 17, 2011 5:10 PM |
| 34 | I know how to use it. | Jun 17, 2011 4:52 PM |
| 35 | Knew roughly how to use it. They showed me ho to turn it on and the basics. | Jun 17, 2011 4:49 PM |
| 36 | I had an idea how to work it. | Jun 17, 2011 4:13 PM |
| 37 | Didn't need help. Seems easy to use. | Jun 17, 2011 4:07 PM |
| 38 | I had used an eReader before | Jun 17, 2011 3:57 PM |
| 39 | Used before | Jun 9, 2011 11:28 AM |
| 40 | i can generally figure things out on my own :) | Jun 8, 2011 9:50 PM |
| 41 | Know a little bit already how to use it plus staff member gave a brief intro. | Jun 2, 2011 12:24 PM |
| 42 | I wanted to figure it out myself | Jun 2, 2011 11:56 AM |
| 43 | I like to learn as I go. Figured out everything I needed to know on my own. | May 26, 2011 3:20 PM |
| 44 | Library staff explained how to use it when I checked it out. | May 26, 2011 1:09 PM |
| 45 | Staff offered | May 25, 2011 10:41 AM |
| 46 | easy to use...didn't need help. | May 24, 2011 4:10 PM |
| 47 | I didn't think it would be difficult to understand or operate. I am used to computers. | May 18, 2011 10:48 AM |
| 48 | I figured out how to use it by myself (I had asked for help previously with my Sony eReader). | May 5, 2011 3:08 PM |
| 49 | Self explanatory | May 3, 2011 2:58 PM |
| 50 | Had already had a demonstration with Ms. Wong | May 3, 2011 2:56 PM |
| 51 | The included card was enough info. | May 2, 2011 12:49 PM |
| 52 | She recommended YouTube videos and that worked for me. | Apr 16, 2011 11:11 AM |
| 53 | I didn't need help, but my only question was what books came pre-loaded | Apr 13, 2011 3:41 PM |

| Page 2, Q1. Was Library staff helpful in addressing your eReader questions? | | |
|---|---|---|
| 1 | Jason was not very well versed w/ereader use. | Aug 18, 2011 1:01 PM |

| Page 2, Q1. Was Library staff helpful in addressing your eReader questions? | | |
|---|---|---|
| 2 | kj. | Aug 16, 2011 2:10 PM |
| 3 | Again, Neal | Jul 11, 2011 2:41 PM |

| Page 2, Q2. Did you encounter technical difficulties with the eReader? | | |
|---|---|---|
| 1 | Locating the text size control. | Aug 18, 2011 2:06 PM |
| 2 | One book shown in the library was not on the ereader. | Aug 18, 2011 1:39 PM |
| 3 | The quick start guide was not enough. | Aug 18, 2011 1:14 PM |
| 4 | Device was designed for smaller hands and a lighter touch. | Aug 18, 2011 1:01 PM |
| 5 | Was not charged | Aug 17, 2011 4:06 PM |
| 6 | my own lack of expertise | Aug 17, 2011 4:05 PM |
| 7 | klp; | Aug 16, 2011 2:10 PM |
| 8 | slow response ...turning pages. | Aug 11, 2011 4:22 PM |
| 9 | How to access the book I wanted. I took it to my daughter who figured it out. | Jul 22, 2011 11:54 AM |
| 10 | Sometimes the e-reader wouldn't come out of sleep mode. | Jul 22, 2011 11:39 AM |
| 11 | Not difficulties, really, but I was sometimes unsure if it was really off or not | Jul 22, 2011 11:16 AM |
| 12 | Couldn't figure out how to open book - I did eventually | Jul 22, 2011 11:12 AM |
| 13 | The charger got very hot! Don't leave plugged in unattended. | Jul 22, 2011 11:07 AM |
| 14 | it froze up saying your nook is starting up. | Jul 18, 2011 10:39 AM |
| 15 | Lost program after 2 weeks | Jul 11, 2011 3:00 PM |
| 16 | For 30 minutes, I was unable to select and open the book to read. | Jun 23, 2011 5:41 PM |
| 17 | Manuevering around, turning on touch screen. | Jun 17, 2011 4:21 PM |
| 18 | took awhile to figure out how to navigate the book list | Jun 8, 2011 9:51 PM |
| 19 | Hard to turn on/off through the plastic cover (needs a hole there?) | Jun 3, 2011 3:48 PM |
| 20 | Need more instructions | Jun 2, 2011 12:09 PM |
| 21 | Trying how to select a book and start reading | May 31, 2011 1:05 PM |
| 22 | could not get screen to work | May 24, 2011 8:41 AM |
| 23 | Need instruction manual etc. Poor design on the on-off swtich. | May 18, 2011 11:18 AM |
| 24 | I couldn't easily figure out how to increase font size or how to change contrast | May 18, 2011 11:09 AM |

| Page 2, Q2. Did you encounter technical difficulties with the eReader? | | |
|---|---|---|
| 25 | trial and error finally worked out | May 18, 2011 11:03 AM |
| 26 | it froze up | May 18, 2011 10:59 AM |
| 27 | How to select a book from the list; how to change books; how to use the arrow keys | May 18, 2011 10:49 AM |
| 28 | just unable to get results - my inability to confer data to 95 year old mother with hearing and visual problem | May 16, 2011 9:48 AM |
| 29 | One book opened in progress - I never did figure out how to reset to beginning. I called main library and got no satisfactory answer. | May 13, 2011 1:29 PM |
| 30 | At first I did not understand how to scroll to the books. Trial and error worked. | May 5, 2011 3:08 PM |
| 31 | holding power button down long enough first time | May 5, 2011 3:05 PM |
| 32 | Actually I did not use the reader as the books were too advanced for 6 years | May 4, 2011 12:13 PM |
| 33 | It would not turn off - after some difficulties the library staff managed to turn it off. | May 4, 2011 12:01 PM |
| 34 | Lost the book. Had to go into library to have help getting it back. | May 4, 2011 11:57 AM |
| 35 | Only learning how much pressure to use on the on-off switch | May 3, 2011 2:56 PM |

| Page 4, Q2. Did you attend eReader training at the library? | | |
|---|---|---|
| 1 | Didn't need it. | Aug 21, 2011 8:31 AM |
| 2 | see previous answer | Aug 20, 2011 10:31 AM |
| 3 | Did not need training | Aug 18, 2011 9:39 PM |
| 4 | I didn't know it was offered. | Aug 18, 2011 2:08 PM |
| 5 | Was not aware of it. | Aug 18, 2011 1:39 PM |
| 6 | Did not know it was available. | Aug 18, 2011 1:17 PM |
| 7 | Is this actually available? | Aug 18, 2011 1:02 PM |
| 8 | I did not feel like I needed the training | Aug 18, 2011 12:43 PM |
| 9 | I did not think I needed it. | Aug 17, 2011 1:41 PM |
| 10 | Did not read | Aug 17, 2011 1:26 PM |
| 11 | Wasn't aware of it | Aug 17, 2011 10:06 AM |
| 12 | the librian explained how to use it very well. | Aug 15, 2011 3:01 PM |
| 13 | I have used eReaders before and already knew the basics. | Aug 15, 2011 12:42 PM |

| Page 4, Q2. Did you attend eReader training at the library? | | |
|---|---|---|
| 14 | didn't know about it | Aug 14, 2011 1:41 PM |
| 15 | Just read the instructions provided and also instructions on the Nook. | Aug 14, 2011 11:49 AM |
| 16 | did not know one was available | Aug 11, 2011 4:23 PM |
| 17 | I didnt need it. I had already researched it online. | Aug 10, 2011 8:02 PM |
| 18 | Too busy | Aug 9, 2011 4:36 PM |
| 19 | I didn't know it was available | Aug 9, 2011 2:41 PM |
| 20 | Not convenient. | Aug 9, 2011 1:52 PM |
| 21 | not needed | Aug 8, 2011 5:31 PM |
| 22 | Because library stuff suck | Aug 8, 2011 3:49 PM |
| 23 | conflict of schedule | Aug 8, 2011 2:50 PM |
| 24 | self starter | Aug 8, 2011 1:51 PM |
| 25 | NA | Aug 7, 2011 7:16 PM |
| 26 | Because, I was busy that day playing. | Jul 28, 2011 8:05 PM |
| 27 | not necessary | Jul 22, 2011 12:03 PM |
| 28 | Didn't know about it | Jul 22, 2011 11:55 AM |
| 29 | didn't need it | Jul 22, 2011 11:45 AM |
| 30 | Didn't know about it | Jul 22, 2011 11:14 AM |
| 31 | Didn't have time | Jul 22, 2011 11:12 AM |
| 32 | This is an ereader, not a nuclear device. Not trying to sound like a turd...it is just not that hard. | Jul 21, 2011 11:47 AM |
| 33 | i didnt know there was training | Jul 18, 2011 10:40 AM |
| 34 | Library staff gave me a brief tutorial on using the e-reader | Jul 11, 2011 3:17 PM |
| 35 | not needed | Jul 11, 2011 3:08 PM |
| 36 | Did not hear about it | Jul 8, 2011 5:10 PM |
| 37 | conflicted with schedule | Jul 8, 2011 4:54 PM |
| 38 | conflicting schedule | Jul 8, 2011 4:49 PM |
| 39 | not needed | Jul 8, 2011 4:30 PM |
| 40 | Did not know about it | Jul 5, 2011 10:28 AM |
| 41 | Did not know about class | Jun 17, 2011 5:18 PM |

| Page 4, Q2. Did you attend eReader training at the library? | | |
|---|---|---|
| 42 | The staff did an individual tutorial session. | Jun 17, 2011 5:14 PM |
| 43 | Unavailable | Jun 17, 2011 5:08 PM |
| 44 | Didn't know about it. | Jun 17, 2011 5:05 PM |
| 45 | Didn't need to go. | Jun 17, 2011 4:08 PM |
| 46 | Because I had used eReader | Jun 17, 2011 3:59 PM |
| 47 | Used before | Jun 9, 2011 11:29 AM |
| 48 | no time | Jun 8, 2011 9:51 PM |
| 49 | I was not aware of any training that was available | Jun 2, 2011 12:26 PM |
| 50 | Librarian showed me how to use it when I checked it out. | May 26, 2011 1:10 PM |
| 51 | did not need. | May 24, 2011 4:11 PM |
| 52 | Did not know you had training | May 18, 2011 11:14 AM |
| 53 | Didn't work with my schedule | May 18, 2011 11:09 AM |
| 54 | Did not know about it | May 18, 2011 10:49 AM |
| 55 | This is a pilot program and I'm not sure the training is in place yet or I may have missed it. | May 16, 2011 5:13 PM |
| 56 | It wasn't available. | May 13, 2011 1:29 PM |
| 57 | unaware of training session | May 10, 2011 9:26 AM |
| 58 | hasn't happened yet | May 9, 2011 9:55 AM |
| 59 | I did not know about it | May 5, 2011 3:09 PM |
| 60 | It was easy to use | May 4, 2011 12:03 PM |
| 61 | Did not know about it | May 4, 2011 11:57 AM |
| 62 | Unaware | May 4, 2011 11:53 AM |
| 63 | Didn't know about it. Figured it out myself. | May 3, 2011 3:00 PM |
| 64 | With Ms. Wong, downtown library | May 3, 2011 2:56 PM |
| 65 | Not needed | Apr 28, 2011 10:54 AM |
| 66 | Didn't need it | Apr 26, 2011 2:16 PM |
| 67 | I wasn't aware of any and it just isn't that difficult to figure out anyway. | Apr 16, 2011 11:12 AM |
| 68 | already familiar with an ereader | Apr 13, 2011 3:42 PM |

| Page 5, Q2. What could we do to improve the training? | | |
|---|---|---|
| 1 | Hands on demonstration (did not know about video). | Aug 18, 2011 1:15 PM |

| Page 5, Q2. What could we do to improve the training? | | |
|---|---|---|
| 2 | none | Aug 16, 2011 12:53 PM |
| 3 | I didn't realize ther was going to be training. I was in a hurry and kind of wasn't paying attention. So, maybe give an option to skip it? | Jul 22, 2011 11:17 AM |
| 4 | slow down the video presentation and go into more detail | May 18, 2011 11:03 AM |
| 5 | Nothing! | May 5, 2011 9:11 AM |

| Page 7, Q1. Did you borrow the eBooks from the Sacramento Public Library? | | |
|---|---|---|
| 1 | both borrowed and purchased | Aug 18, 2011 9:40 PM |
| 2 | I have borrowed before from library. I also own one. | Aug 17, 2011 4:07 PM |
| 3 | Have used Nook from Library and also my i-Pad | Aug 17, 2011 10:10 AM |
| 4 | No, used ebooks from a High School library catalog | Jul 22, 2011 12:08 PM |
| 5 | Use them on my kindle | Jul 11, 2011 2:39 PM |
| 6 | Did not answer | Jun 17, 2011 4:53 PM |
| 7 | Did not answer | Jun 17, 2011 4:00 PM |
| 8 | Did not answer | Jun 17, 2011 3:53 PM |
| 9 | Did not answer | Jun 17, 2011 3:50 PM |
| 10 | not available on my phone | Jun 2, 2011 12:26 PM |
| 11 | I buy ebooks and I borrow from Sac Lib also | May 26, 2011 3:22 PM |
| 12 | Used them on my computer | May 26, 2011 1:13 PM |

| Page 7, Q3. What could we do to improve the eBook selection on the eReaders? | | |
|---|---|---|
| 1 | Keep new titles coming and maybe have more copies of best sellers. Love borrowing e-reader!!! | Aug 21, 2011 8:32 PM |
| 2 | Less Fantasy, more "hard" SF? | Aug 20, 2011 10:32 AM |
| 3 | ummm, just refresh content | Aug 18, 2011 9:40 PM |
| 4 | Ask for book input from library customers | Aug 18, 2011 2:07 PM |
| 5 | Moe selections | Aug 18, 2011 1:51 PM |
| 6 | You had the books I wanted to read so I was happy. | Aug 18, 2011 1:48 PM |

| Page 7, Q3. What could we do to improve the eBook selection on the eReaders? | | |
|---|---|---|
| 7 | More books | Aug 18, 2011 1:46 PM |
| 8 | Not sure | Aug 18, 2011 1:39 PM |
| 9 | Out of 43 books, I had read 3 already, and only read 1 of the remaining selections. Poll the patrons of the library. | Aug 18, 2011 1:16 PM |
| 10 | Make them waterproof :-) | Aug 18, 2011 1:13 PM |
| 11 | Why not include "The Kid" by Sapphire or "Silver Sparrow" by Tayari Jones? Diversity in authors provided would help a lot. | Aug 18, 2011 1:03 PM |
| 12 | I thought the selection was good no improvement necessary | Aug 18, 2011 12:44 PM |
| 13 | Have more titles available | Aug 17, 2011 4:09 PM |
| 14 | Not sure, it seems fine | Aug 17, 2011 4:07 PM |
| 15 | Let libary patrons download their own selections from library selections | Aug 17, 2011 4:03 PM |
| 16 | More heroic fantasy selections | Aug 17, 2011 4:00 PM |
| 17 | This is my first experience with ereader so I certainly wouldn't know how to improve. Loved it! | Aug 17, 2011 3:15 PM |
| 18 | I think the selection is great and any improvment would jus tmake it more enjoyable :-) | Aug 17, 2011 3:12 PM |
| 19 | Don't know | Aug 17, 2011 1:39 PM |
| 20 | Ask patrons for author selections | Aug 17, 2011 1:31 PM |
| 21 | Allow patron selection | Aug 17, 2011 1:27 PM |
| 22 | Nothing | Aug 17, 2011 1:23 PM |
| 23 | Can't think of anything | Aug 17, 2011 10:10 AM |
| 24 | none | Aug 16, 2011 12:53 PM |
| 25 | N/A | Aug 15, 2011 3:01 PM |
| 26 | Let customers choose their own book titles. | Aug 15, 2011 12:42 PM |
| 27 | not such a long wait list on lots of books | Aug 14, 2011 1:43 PM |
| 28 | Get more Christian books, more romance, more fantasy more everything. | Aug 10, 2011 8:04 PM |
| 29 | Let the customer download a book they would like to read. Have a multi-culture selection and christian selections. | Aug 9, 2011 8:25 PM |
| 30 | More choices | Aug 9, 2011 2:42 PM |
| 31 | I had already read most of the books on there or wasn't interested in them. A broader selection would be best--of course I had the best seller Nook which makes a difference, but it was the one available at the time via Lucky Day | Aug 9, 2011 1:55 PM |

| Page 7, Q3. What could we do to improve the eBook selection on the eReaders? | | |
|---|---|---|
| 32 | add more | Aug 8, 2011 6:22 PM |
| 33 | Have all the books in the library avaliable as ebooks. | Aug 8, 2011 3:50 PM |
| 34 | not enough copies; no foreign language ebooks | Aug 8, 2011 2:51 PM |
| 35 | Of course we want more titles, but if you have to be selective then the bestsellers. | Aug 8, 2011 1:53 PM |
| 36 | It was my first time so I thought it was great! | Aug 7, 2011 7:17 PM |
| 37 | Add more games. | Jul 28, 2011 8:05 PM |
| 38 | Nothing plenty of titles for the time period you get the e-reader | Jul 22, 2011 12:04 PM |
| 39 | Put a TOC in the first selection "Asimov's Collection" so the reader can skip to the one they want to read | Jul 22, 2011 12:00 PM |
| 40 | Seemed like an up-to-date selection. Keep them coming! | Jul 22, 2011 11:56 AM |
| 41 | I'd love more diverse range of authors! | Jul 22, 2011 11:52 AM |
| 42 | Customize it to patrons selection Perhaps a set up wherein the patron pre-selects his/her e-books titles upon request of the e-reader | Jul 22, 2011 11:46 AM |
| 43 | It was a great selection for when I originally ordered it, but by the time I got it, I'd already read all but one of the books I wanted on it. Maybe if you updated them more frequently? I don't know exactly | Jul 22, 2011 11:29 AM |
| 44 | Have patrons make suggestions for the books and also make more books available to download onto the e-readers. | Jul 22, 2011 11:08 AM |
| 45 | Cannot comment only used e-book once | Jul 22, 2011 11:03 AM |
| 46 | Enlarge mystery section to include Dick Frances stories! | Jul 22, 2011 10:36 AM |
| 47 | I can't think of anything. You have 11 different genre's of ereaders. That is pretty good. | Jul 21, 2011 11:48 AM |
| 48 | add more books and magazines | Jul 18, 2011 10:42 AM |
| 49 | I would need more time to read it. | Jul 12, 2011 5:17 PM |
| 50 | Nothing | Jul 12, 2011 5:13 PM |
| 51 | Perhaps allow the borrower to select 4 or 5 books to download. I found it next to impossible to read more than 2 books in 3 weeks. | Jul 11, 2011 3:18 PM |
| 52 | More books to choose from | Jul 11, 2011 3:12 PM |
| 53 | So far so good! | Jul 11, 2011 3:10 PM |
| 54 | more bestsellers - but current selections are already broad | Jul 11, 2011 3:09 PM |
| 55 | Does the e-book selection change every few months? | Jul 11, 2011 3:04 PM |

| Page 7, Q3. What could we do to improve the eBook selection on the eReaders? | | |
|---|---|---|
| 56 | Nothing | Jul 11, 2011 2:56 PM |
| 57 | The selection was good | Jul 11, 2011 2:54 PM |
| 58 | For the Spanish eReader it might be great to add more teen books to the selection. I recommend the hunger games trilogy by Suzanne Collins in Spanish the title is "Los Juegos del Hambre," the Twilight saga aka Crepusculo might be good. | Jul 11, 2011 2:50 PM |
| 59 | Make material compatible with iPad | Jul 8, 2011 5:19 PM |
| 60 | Nothing now | Jul 8, 2011 5:15 PM |
| 61 | I think you should have a reader poll on the website and have readers choose the books. | Jul 8, 2011 5:13 PM |
| 62 | Put more books on/make two options available on one e-reader | Jul 8, 2011 5:05 PM |
| 63 | You could put the Harry Potter Books on the children's nook. Offer in Folsom | Jul 8, 2011 5:01 PM |
| 64 | Narrow subjects i.e. romance, paranormal/instead of all romance | Jul 8, 2011 4:58 PM |
| 65 | More choices or multiple genres | Jul 8, 2011 4:55 PM |
| 66 | I didn't care for most of the books on the bestseller nook. I had either read them or wasn't interested in them. I don't know how you would fix this, other than having several bestseller nooks as choices. | Jul 8, 2011 4:52 PM |
| 67 | Make selection of books to include those available online to check out and download | Jul 8, 2011 4:46 PM |
| 68 | Allow readers to choose own books | Jul 8, 2011 4:41 PM |
| 69 | The e-book selection would be nice if e-readers had the option for borrowers to pick which books came on them rather than mostly mainstream books. | Jul 8, 2011 4:36 PM |
| 70 | magazines and periodicals | Jul 8, 2011 4:33 PM |
| 71 | Having different varieties of books (more) | Jul 8, 2011 4:27 PM |
| 72 | More selection of books. | Jun 23, 2011 5:42 PM |
| 73 | Able to pick selection | Jun 17, 2011 5:19 PM |
| 74 | Continue to provide a wide range in selections on the ereader. | Jun 17, 2011 5:15 PM |
| 75 | This was an excellent selection. Over time it would be good to be able to select books. | Jun 17, 2011 5:12 PM |
| 76 | Interesting but was hoping for different titles in the urban selection (thought more Maya Angelou, etc.), true crime, graphic novels, espionage categories, crafts. | Jun 17, 2011 5:03 PM |
| 77 | Have more available | Jun 17, 2011 4:53 PM |
| 78 | More books | Jun 17, 2011 4:46 PM |

| Page 7, Q3. What could we do to improve the eBook selection on the eReaders? | | |
|---|---|---|
| 79 | Avoid duplication | Jun 17, 2011 4:38 PM |
| 80 | It is fine | Jun 17, 2011 4:22 PM |
| 81 | Back light so we can read at night | Jun 17, 2011 4:15 PM |
| 82 | Make it to where you can choose your books you'd like to read + download on to the eReader. | Jun 17, 2011 4:10 PM |
| 83 | By putting book series together like all Harry Potter all James Patterson. | Jun 17, 2011 4:00 PM |
| 84 | I think you can put a few from the same author. | Jun 17, 2011 3:55 PM |
| 85 | Let people vote on the books. Let people download books. | Jun 17, 2011 3:50 PM |
| 86 | Be able to request specific books on e-readers. | Jun 2, 2011 12:21 PM |
| 87 | Send survey out to library patorns soliciting book suggestions. | Jun 2, 2011 12:15 PM |
| 88 | Give more instructional material on how to use | Jun 2, 2011 12:11 PM |
| 89 | If they had large print | Jun 2, 2011 12:08 PM |
| 90 | A short description of what each story is about. I had to print a list with descriptions I got from amazon.com to keep track of which books I wanted to read next. | Jun 2, 2011 12:05 PM |
| 91 | Maybe more ethnic choices that wouldn't fit in the urban or Spanish catagories. | May 26, 2011 3:22 PM |
| 92 | Let the patron select additional titles to load onto the reader. | May 26, 2011 1:13 PM |
| 93 | Offer greater selection (i.e. Romance, Mystery, etc.) on each Nook | May 25, 2011 10:56 AM |
| 94 | Have a genre titled "Inspirational" | May 25, 2011 10:55 AM |
| 95 | more interesting books | May 25, 2011 10:45 AM |
| 96 | Allow one or two free downloads from library website? | May 25, 2011 10:43 AM |
| 97 | have adult books available | May 25, 2011 10:41 AM |
| 98 | choose some shorter books. | May 24, 2011 4:11 PM |
| 99 | better selction/not only best sellers | May 24, 2011 8:42 AM |
| 100 | Make more games available | May 20, 2011 4:26 PM |
| 101 | I love science ficiton books, and it would be nice if I could read some on the Nook. | May 19, 2011 2:35 PM |
| 102 | add more eReaders in Spanish | May 19, 2011 2:34 PM |
| 103 | survey the library patrons | May 18, 2011 11:18 AM |
| 104 | Add more books | May 18, 2011 11:17 AM |

| Page 7, Q3. What could we do to improve the eBook selection on the eReaders? | | |
|---|---|---|
| 105 | Perhaps have public recommendations or allow patrons their choices to download before rental? | May 18, 2011 11:14 AM |
| 106 | can patron's suggest titles? | May 18, 2011 11:09 AM |
| 107 | Nothing. I enjoy paper reading. | May 18, 2011 11:08 AM |
| 108 | A brief summary of the book content would be helpful. Travel and adventure stories. | May 18, 2011 11:04 AM |
| 109 | offer better (larger) selection | May 18, 2011 10:58 AM |
| 110 | do not duplicate books! | May 18, 2011 10:57 AM |
| 111 | Allow patrons to download own books themselves. I usually have specific books I want to read and the random selection on the eReaders doesn't meet my needs. | May 18, 2011 10:55 AM |
| 112 | allow patron to choose their own selections | May 18, 2011 10:52 AM |
| 113 | Have a variety of genre on the readers so that all readers would have something for everyonje. I would never choose just a romance or sci-fi. | May 18, 2011 10:50 AM |
| 114 | I won't mind if non-fiction, fiction, romance, mystery, bio, urban and etc. were mixed in one nook eBook. Let's say the best of the best in these selections. Can't wait till patrons will be able to lend in the unselved feature set up through the public library. Can't wait till the eReader will be linked up to the public library eBook selection. | May 16, 2011 5:25 PM |
| 115 | Let patrons make their own ebook selections. | May 16, 2011 4:41 PM |
| 116 | our purpose: to allow the latest books to be read in LARGE font for 95 year old mother - hearing problems/also visual. Small print functions kept her from success | May 16, 2011 9:49 AM |
| 117 | Print a brief summary of each book to help in selecting or choosing what to read. | May 13, 2011 1:30 PM |
| 118 | Provide a menu of available ebooks and then let the patron select the ebooks they would like to read | May 10, 2011 9:32 AM |
| 119 | I wasn't that impressed with the initial book selection, or the genres you put the readers in. | May 10, 2011 9:24 AM |
| 120 | Hard to say - in my case I had already read some of them. Maybe stick to only fiction that got starred reviews in Booklist. | May 5, 2011 3:09 PM |
| 121 | Have a list of what books are preprogrammed. I was just given a choice of categories available. | May 5, 2011 3:05 PM |
| 122 | greater selection, more classic or acclaimed books | May 4, 2011 12:59 PM |
| 123 | I would like to see eReaders with whole series like one with just Alex Cross books or all the Harry Potter books in one eReader. | May 4, 2011 12:23 PM |
| 124 | For the childrens level the books were fine for older kids | May 4, 2011 12:13 PM |

| Page 7, Q3. What could we do to improve the eBook selection on the eReaders? | | |
|---|---|---|
| 125 | Allow self selection of books | May 4, 2011 12:04 PM |
| 126 | allow readers to load some books | May 4, 2011 12:03 PM |
| 127 | Have a wider variety | May 4, 2011 12:01 PM |
| 128 | Let customers pick the books put on eReader that they are checking out. Then librarians download them to eReaer. | May 4, 2011 11:58 AM |
| 129 | Since I was unfamiliar with the books, I would have liked to see a synopsis before choosing one of the books to read. I didn't see that as an option. | May 4, 2011 11:55 AM |
| 130 | Offer series such as Harry Potter, Twilight, The Hollows, etc. | May 4, 2011 11:53 AM |
| 131 | Allow the individual to select books to download. | May 3, 2011 3:02 PM |
| 132 | Allow us to borrow any eBook through library system onto the eReader. | May 3, 2011 3:00 PM |
| 133 | More selections | May 3, 2011 2:58 PM |
| 134 | For now it is fine, but more selection as time goes on | May 2, 2011 12:50 PM |
| 135 | Don't know | Apr 28, 2011 11:01 AM |
| 136 | Don't know | Apr 28, 2011 10:54 AM |
| 137 | More thrillers, mysteries, and horror | Apr 26, 2011 2:14 PM |
| 138 | Probably nothing. The only e-reader available was the Best Seller. It only had 2 books that were even remotely interesting to me but I realize I'm not the average reader. I like only cozy mysteries and a limited amount of non-fiction. | Apr 16, 2011 11:14 AM |
| 139 | include a list of books with short descriptions with the ereader box so you know what you are checking out | Apr 13, 2011 3:43 PM |

| Page 8, Q3. Is there anything you want to share with us about this new service? We need to know what you think! | | |
|---|---|---|
| 1 | I'm really excited that you are making this service available | Aug 22, 2011 9:31 PM |
| 2 | Love it! Heard the publishers are going to start charging you a lot more money for digital books, hope you can keep your costs down enough to continue to offer this wonderful service. | Aug 21, 2011 8:33 PM |
| 3 | I think it's extremely cool that SPL makes these available. Thanks! | Aug 20, 2011 10:33 AM |
| 4 | no | Aug 18, 2011 9:40 PM |
| 5 | I am so happy to be able to try out an ereader. Now I may go buy one mysef and get ebooks from library. | Aug 18, 2011 2:09 PM |
| 6 | I think this is a good service. I tried it, and now I'll buy one. | Aug 18, 2011 1:51 PM |

| Page 8, Q3. Is there anything you want to share with us about this new service? We need to know what you think! | | |
|---|---|---|
| 7 | Too slow getting to the page. | Aug 18, 2011 1:50 PM |
| 8 | 3 weeks is not enough time to read 41 books :-) | Aug 18, 2011 1:48 PM |
| 9 | It was nice to have an ebook to read from | Aug 18, 2011 1:46 PM |
| 10 | I enjoy reading the cover, story (book) review and about the author before reading a book--I missed that on ereader. | Aug 18, 2011 1:42 PM |
| 11 | When nook is returned, make sure it's charged. | Aug 18, 2011 1:18 PM |
| 12 | Prefer audiobooks. Please add to nook. | Aug 18, 2011 1:16 PM |
| 13 | I have not used this ereader enough to make an informed opinion. I hm an old person set in my ways. I still prefer written text. | Aug 18, 2011 1:14 PM |
| 14 | I actually prefer audio books. A nook loaded with audio books would be very popular. | Aug 18, 2011 1:04 PM |
| 15 | I really like the use of technology and being able to read an ebook because holding down paper pages can get tiring. I also requested the eBook because it had a book that I wanted to read on it, but I liked the fact that I could then get other books at the same time. The only problem is the check out time is only thirty days so there is not a lot of time to read all the books I wanted to. I like the eBook, but the main advantage which is a wide selection of books is lost when there is not enough time to read more than 4 books at the most. I understand that you would not want a longer checkout time because then fewer people would get to check them out. Despite this I would still check out the eBook. | Aug 18, 2011 12:48 PM |
| 16 | More titles available, love the ereader | Aug 17, 2011 4:09 PM |
| 17 | Such a long wait time. Make more available | Aug 17, 2011 4:07 PM |
| 18 | Great service for savvy folk! | Aug 17, 2011 4:06 PM |
| 19 | The service is great. My problem is the dim screen. My eyes tire after 30-45 minutes. | Aug 17, 2011 4:03 PM |
| 20 | For me the ipad2 works better for what I need | Aug 17, 2011 4:02 PM |
| 21 | It's confenient when you travel | Aug 17, 2011 4:00 PM |
| 22 | I would miss the interaction of library staff if ebook was my only source. There is more to a good library than just books! It is a congenial place to grow in knowledge. | Aug 17, 2011 3:16 PM |
| 23 | I found the nook 2 easy to use and navigate, I was happy with the reading selection, and the time period fo rcheckin gthe book out worked out nice | Aug 17, 2011 3:13 PM |
| 24 | I liked it! | Aug 17, 2011 1:39 PM |
| 25 | I think it's a great idea for travelers or those to carry books to work, but for some of us who are at home, I prefer real books. Ths oen is too small and not enough print on each page. | Aug 17, 2011 1:31 PM |

| Page 8, Q3. Is there anything you want to share with us about this new service? We need to know what you think! | | |
|---|---|---|
| 26 | Have longer time to keep, maybe 4 weeks or longer | Aug 17, 2011 1:29 PM |
| 27 | this ereader is not as comfortable to hold as a book. It needs some type of holder to make it more comfortable to hold. It si difficult to keep from accidetnally hitting buttons. Ths interrupts the reading flow. | Aug 17, 2011 1:27 PM |
| 28 | This was my first experience with an ereader. I'm still used to holding a book open in my lap so am unsure how I feel about the ereader. | Aug 17, 2011 1:23 PM |
| 29 | I had more luck with the dictionary on this Nook. I realize now that maybe the other ones were malfunctioning a little. | Aug 17, 2011 10:12 AM |
| 30 | no | Aug 16, 2011 12:54 PM |
| 31 | I had to wait quite a while before I was able to get to use another eReader. | Aug 15, 2011 3:03 PM |
| 32 | I think your new service is great! | Aug 15, 2011 12:43 PM |
| 33 | since this was my first and a lucky day. I did not realize there was different nooks available. Liked the variety...gave me a chance to read authors that I would not have considered. | Aug 11, 2011 4:25 PM |
| 34 | GET MORE BOOKS. | Aug 10, 2011 8:05 PM |
| 35 | I think it is a great service. I would love to check out an e-reader for a month and be able to read books that I choose. You can also have a lease program for three months with a small fee for e-readers. | Aug 9, 2011 8:29 PM |
| 36 | The image on the home page should have used the word survey in it. I didn't know what I was getting when I clicked. I hear you guys are millons in the hole. Fire the maketing director and the library director who got you into this mess in the first place and stop buying nooks and the like. None of that will matter when... when libraries are closing. | Aug 8, 2011 3:59 PM |
| 37 | I think this new service is awesome. If more copies can be made available, it would be great. | Aug 8, 2011 2:52 PM |
| 38 | More eReaders PLEASE! The waiting list is long. I would like to see more kids using them too. | Aug 7, 2011 7:19 PM |
| 39 | Make it start faster | Jul 28, 2011 8:06 PM |
| 40 | I think this is a great service provided by the public library! | Jul 22, 2011 12:09 PM |
| 41 | I've been thinking about buying one so this was a good way to "test drive" | Jul 22, 2011 12:04 PM |
| 42 | Not enough time to read everything wanted to read | Jul 22, 2011 12:01 PM |
| 43 | I just now read (on Nook) another way to turn pages-at bottom-which I may prefer. | Jul 22, 2011 11:57 AM |
| 44 | This service is great. I am glad the library adapts and changes with its patrons. Thanks! | Jul 22, 2011 11:53 AM |
| 45 | The Nook e-reader is relatively heavy; touch-response time is slow Can graphic | Jul 22, 2011 11:47 AM |

| Page 8, Q3. Is there anything you want to share with us about this new service? We need to know what you think! | | |
|---|---|---|
| | novels be included | |
| 46 | It is excellent that you provide this service, I just prefer print books | Jul 22, 2011 11:41 AM |
| 47 | You should see if you can get the e-reader companies themselves to sponsor this. I was dead set against buying an e-reader, but trying it out through you guys make me really want one now! Also, I really wish I could load things to the e-reader...you guys, should think about a graphic novel one | Jul 22, 2011 11:32 AM |
| 48 | I loved it! I hope to use one again in the future. | Jul 22, 2011 11:15 AM |
| 49 | No | Jul 22, 2011 11:12 AM |
| 50 | I really enjoyed trying out the Nook. I currently have a Kindle and would like to be able to download books from the library onto it. I like the features of Nook a little more. | Jul 22, 2011 11:10 AM |
| 51 | Great idea! | Jul 22, 2011 11:04 AM |
| 52 | Kids are into Elee Toys & are open to this idea and ready to step up and use...my kids did! | Jul 22, 2011 10:38 AM |
| 53 | The battery lasted all three weeks. That was good. I only read one whole book on the ereader. I felt that the startup time from pushing the power button to actual book reading was excessive. I think that other ereaders (kindle, etc.) turn on faster. | Jul 21, 2011 11:50 AM |
| 54 | i enjoed the games and i liked the books well most of them | Jul 18, 2011 10:43 AM |
| 55 | Thank you for allowing me to use one. The library system does a wonderful job. | Jul 12, 2011 5:14 PM |
| 56 | Needs light! Could not read at night. | Jul 11, 2011 3:25 PM |
| 57 | Very innovative and cutting-edge. I only wish checkouts were longer than 3 weeks! | Jul 11, 2011 3:20 PM |
| 58 | I think it's a great way to introduce patrons to e-readers. | Jul 11, 2011 3:19 PM |
| 59 | Thanks for being on the cutting edge of library programs! | Jul 11, 2011 3:15 PM |
| 60 | Its cool to use instead of a bay full of books. All you have is one. | Jul 11, 2011 3:13 PM |
| 61 | This is an excellent service to provide. Very exciting! | Jul 11, 2011 3:11 PM |
| 62 | I think it is great! | Jul 11, 2011 3:05 PM |
| 63 | I wish the library had more so people on the holds list could get them faster | Jul 11, 2011 2:57 PM |
| 64 | Reading the nook was easy, but navigating the device was hard for me. I didn't know how to get to what I wanted to read. | Jul 11, 2011 2:55 PM |
| 65 | Really enjoyed the e-reader | Jul 11, 2011 2:52 PM |
| 66 | I would like info on each book, i.e. Have I read it before? Would like to read it now? Which book is which (I don't always know just by the title) | Jul 11, 2011 2:46 PM |

| Page 8, Q3. Is there anything you want to share with us about this new service? We need to know what you think! | | |
|---|---|---|
| 67 | This was a good introduction to an e-reader. We will be purchasing one. | Jul 11, 2011 2:44 PM |
| 68 | This nook is outdated and poorly designed. However, new review shows that the latest model of nook could be better than Kindle. | Jul 8, 2011 5:20 PM |
| 69 | Great tool for learning | Jul 8, 2011 5:15 PM |
| 70 | Let readers pick some of the books | Jul 8, 2011 5:13 PM |
| 71 | This is a great intro to e-readers. Wish I could download free books (classics ot of copyright) onto the one I checked out. | Jul 8, 2011 5:06 PM |
| 72 | Nooks are easy to use and fun to read! | Jul 8, 2011 5:01 PM |
| 73 | Great idea! | Jul 8, 2011 4:58 PM |
| 74 | I think this is a wonderful service! Great way to allow people to try the technology and take out multiple books with less bulk. | Jul 8, 2011 4:56 PM |
| 75 | The checkout process was easy and the library staff was knowledgeable and very helpful with everything. I am glad to have had the opportunity to try the e-reader. It was a great way to test it out and determine if I should purchase one. Having the ability to download e-book from the library would be a great benefit. | Jul 8, 2011 4:47 PM |
| 76 | If I were to borrow an e-reader again I would like to choose my own books. I read 4 books while I had the e-reader. 2 which I read because they were there and 2 which I really would choose - including 1 chosen for my book club (I had already read at least 2 of the others) | Jul 8, 2011 4:43 PM |
| 77 | Everything was fine. Just the biography books kind of were boring and the e-reader is hard to navigate at times. Not really having a decent biography to read mede the adjustment to e-readers hard. I will have a better idea when the non-fiction e-reader is available and I hope it has something good. Otherwise, I will stick to print for now. | Jul 8, 2011 4:39 PM |
| 78 | Could not find the time to finish book in 21 days. | Jul 8, 2011 4:24 PM |
| 79 | Being able to use an e-reader helped me reach a decision on buying one! I loved being able to have a large selection of books on hand! | Jul 8, 2011 4:22 PM |
| 80 | I very much enjoyed the opportunity of trying it out without buying one. I love that the ereader holds so many books at one time! The hardest part is deciding what to read in the limited time available. | Jul 5, 2011 10:30 AM |
| 81 | Thanks for the opportunity. I purchased a nook. | Jun 17, 2011 5:16 PM |
| 82 | Love ebook for traveling, but reading at home a book is my preference. | Jun 17, 2011 5:12 PM |
| 83 | I really enjoyed having the variety of books. | Jun 17, 2011 4:53 PM |
| 84 | Time required to push button to put ereader to sleep and to turn off is almost the same. | Jun 17, 2011 4:47 PM |
| 85 | Thank you for offering this service. It was very interesting to try an e-reader, but for me it offers no benefits over printed books. Especially if I can not choose | Jun 17, 2011 4:44 PM |

**Page 8, Q3. Is there anything you want to share with us about this new service? We need to know what you think!**

| | | |
|---|---|---|
| | exactly which titles are on the e-reader. | |
| 86 | Make your quick start guide more complete (for instance, how to change font size) | Jun 17, 2011 4:39 PM |
| 87 | Add more eBooks to catalog. Support Kindle eBooks. | Jun 17, 2011 4:23 PM |
| 88 | I think is great! | Jun 17, 2011 4:16 PM |
| 89 | It was great! But let us download the book we wish to get onto one, then let us borrow them. | Jun 17, 2011 4:11 PM |
| 90 | I think the service was very good and fast. I hope they get different eReaders with different selections. | Jun 17, 2011 4:01 PM |
| 91 | I love it. I am sad to return it. I wish I could afford my own. | Jun 17, 2011 3:56 PM |
| 92 | Forcing me to complete the survey not appreciated 100% survey response not necessary for grant reporting | Jun 9, 2011 11:38 AM |
| 93 | I think this is a great idea - would like to have more in circulation so not so long of a wait list. | Jun 9, 2011 11:31 AM |
| 94 | great experience. first time i've finished a book for fun since i've started college :) | Jun 8, 2011 9:52 PM |
| 95 | I love the fact that it is available. | Jun 3, 2011 4:02 PM |
| 96 | Selection was too limited | Jun 2, 2011 12:30 PM |
| 97 | I think it's a great idea. I think it will encourage people to read, especially kids. | Jun 2, 2011 12:27 PM |
| 98 | Wonderful service! I loved using the nook more than I ever thought I would. I'm even going to buy a kindle for myself. | Jun 2, 2011 12:22 PM |
| 99 | Would there be some way to load our own titles prior to checkout rather than have pre-loaded books on the readers? | Jun 2, 2011 12:16 PM |
| 100 | Nook takes a long time to start up. You can pick up a book and start reading it immediately. | Jun 2, 2011 12:06 PM |
| 101 | Color e-readers would be great | Jun 2, 2011 12:01 PM |
| 102 | A great choice when traveling | May 31, 2011 1:07 PM |
| 103 | I think it's a wonderful service. Only suggestion is maybe the option to renwe for an extra week only. If someone wanted to read all or a majority of the books 3 weeks is too short a period. | May 26, 2011 3:22 PM |
| 104 | It would be nice to be able to download books from the library's collection. | May 26, 2011 3:20 PM |
| 105 | it is fun! | May 26, 2011 3:17 PM |
| 106 | The Nook Color costs the same amount as the replacement costs for one of these black and white Books. If a library patron loses or damages one of these black and white Nooks, they are out $250. These Nooks aren't worth $250 | May 26, 2011 1:19 PM |

| Page 8, Q3. Is there anything you want to share with us about this new service? We need to know what you think! | | |
|---|---|---|
| | considering that you can get a Nook Color for the same price (or less, when they are on sale) or a comparable Kindle for less. | |
| 107 | Battery life not sufficient. Needed recharge after about 300 pages of use. | May 25, 2011 5:27 PM |
| 108 | This type of reading is excellent for reading in a supine position - on my back in bed | May 25, 2011 10:55 AM |
| 109 | I think it's amazing you can offer this. Great that you're keeping up with technology. I liked it more than I thought I would. | May 25, 2011 10:44 AM |
| 110 | Thank you. Very nice. | May 25, 2011 10:42 AM |
| 111 | screen did not work! | May 24, 2011 8:42 AM |
| 112 | The service was wonderful. It gave me an opportunity to experience a ereader before buying one. The fiction selection was outstanding. What I didn't like about the Nook was the on/off button was hard to push and it's alittle to heavy to carry around. I understand the Kindle is about 4 oz. lighter. Again, loved the whole idea of being able to experience for free via our Outstanding library in Orangevale! | May 21, 2011 3:32 PM |
| 113 | The nook is very convenient because it has more than one story in it. There's no need to get a bag for 20 different books, and its much easier to keep up with one item. | May 19, 2011 2:36 PM |
| 114 | Great potential - work to be done | May 18, 2011 11:18 AM |
| 115 | I loved it! | May 18, 2011 11:17 AM |
| 116 | I like it and its a great reader | May 18, 2011 11:16 AM |
| 117 | I can see how this is going to become very popular and soon there will be a long "wait" list just to check out certain choices. | May 18, 2011 11:15 AM |
| 118 | I am glad the library offered me the chance to use an eReader and I think many will use it, especially Book Clubs. However, I prefer print books. Please don't use print book money to buy eReaders. | May 18, 2011 11:13 AM |
| 119 | Please get more Nooks so waiting list is not so long | May 18, 2011 11:11 AM |
| 120 | An excellent chance to try a new device. A Kindle or an iPad may be a better choice. | May 18, 2011 11:04 AM |
| 121 | Thank you for providing eReaders. I would like to see more become available. | May 18, 2011 11:00 AM |
| 122 | it is good to have the nook available. I hope you will offer all the books in the electronic selection. | May 18, 2011 10:58 AM |
| 123 | Great service - thanks! | May 18, 2011 10:55 AM |
| 124 | it would be very cool if I were able to choose the books in the ereader instead of it coming preloaded. Also I prefer the Kindle to the Nook. | May 18, 2011 10:52 AM |
| 125 | So far I love the service. I was one of the first people to put a hold on the | May 16, 2011 5:45 PM |

| Page 8, Q3. Is there anything you want to share with us about this new service? We need to know what you think! | | |
|---|---|---|
| | eReader, I say #2. My wait time was 1 week, probably because no one put holds on the romance nook(13 available). Brand new and word of mouth hadn't spead yet. Before I got the nook I looked back on the holds page and wa la! 75 holds. Others after me may complain about the long wait. In the future I know the library will attain more eReaders ( since this is the pilot program). This will be a big sucess. Here's to the future. Thanks! | |
| 126 | Great service! The library should keep abreast of new technological advances. | May 16, 2011 4:44 PM |
| 127 | wonderful idea! | May 16, 2011 9:49 AM |
| 128 | The ereader seems to have a mind of its own. It started and stopped whether plugged in or not. Stoped on its own if I laid it down. The start switch is difficult, but works well when it feels like it. Once I got the hang of it the reading part went fine. The basic instruction book is fine, but if I could have had some instruction I may have discovered how to use some of the features I am clueless about. | May 13, 2011 1:31 PM |
| 129 | I enjoyed using the ereader. I would like to try out another category - mystery or romance. | May 10, 2011 9:33 AM |
| 130 | I think its great you guys have started this program but obviously it seems lke you need more than 3 per location. I know there's over 150 people in line behind me for this one. | May 10, 2011 9:25 AM |
| 131 | However, eBooks are great for travel, otherwise I prefer print books because they don't need to be charged electrically. | May 5, 2011 3:10 PM |
| 132 | It was very useful. I enjoyed using the eBook. | May 5, 2011 3:07 PM |
| 133 | Carrying case bulky - longer handle would be helpful | May 5, 2011 3:06 PM |
| 134 | Very nice service, library staff explained well, I like the carrying case, very reasonable checkout time and requirements | May 4, 2011 1:00 PM |
| 135 | I think this service is very helpful to people like myself who have wanted to try out a eReader. This is also a great opportunity to read books that you would never pick out for yourself. I can't wait to get an eReader for myself. | May 4, 2011 12:24 PM |
| 136 | dictionary feature valuable for English learners | May 4, 2011 12:05 PM |
| 137 | The ebook is a little difficult to turn on and off, mainly due to the protective cover. I also was surprised how long it took to load. | May 4, 2011 12:02 PM |
| 138 | This is a great service - another plus for the Sac library system. Have lived in other areas and never have I found such a great library as Sac. I used it alot. | May 4, 2011 11:59 AM |
| 139 | I thought I could only borrow the eReader once? | May 4, 2011 11:56 AM |
| 140 | It is nice to have this service available. | May 4, 2011 11:54 AM |
| 141 | I think this is a great service and technology will only allow you to do ever more in the future. | May 3, 2011 3:03 PM |
| 142 | This is a great way to introduce the eReader to your patrons. It really gives us a chance to see how we'd like it before buying one. | May 3, 2011 3:01 PM |

| Page 8, Q3. Is there anything you want to share with us about this new service? We need to know what you think! | | |
|---|---|---|
| 143 | I prefer Kindle and my iPad | May 3, 2011 2:59 PM |
| 144 | I like the e-Reader for trips. I still love my books for home. Would need to learn how to load library books on the e-reader. | May 3, 2011 2:57 PM |
| 145 | Color for kids | Apr 26, 2011 2:18 PM |
| 146 | This service is cool. If I had the money I would buy an eReader. | Apr 26, 2011 2:16 PM |
| 147 | Keep it going | Apr 26, 2011 2:14 PM |
| 148 | I was happy to have this way of trying an e-reader. While I won't be getting one anytime soon, I will watch their maturation. While the search capability and the built in dictionary are cool features, it's difficult--and annoying--to access asterisked information and endnotes on the current version. | Apr 16, 2011 11:22 AM |
| 149 | I definitely think it is great, but having a book list available so you know what is on the ereader you are checking out is extremely important! | Apr 13, 2011 3:44 PM |