

Wisconsin's Digital Library: A Highlight of Impressions From Facebook in 2024

July 2024

It is an ongoing concern of the WPLC Board, Steering Committee, and Marketing Committee that we are doing a disservice to the library to promote a collection that already struggles to meet demand. We fear that long wait times will cause new users to turn away from the library on their first visit, possibly never to return. This survey of comments left by users on Wisconsin's Digital Library's Facebook page aims to understand the general sentiment of users as it relates to dissatisfaction with wait times.

Overall, the comments are overwhelmingly positive. Not including replies, there were a total of 44 comments made by users and here is the breakdown:

- 35 were positive comments about the library and/or Libby (80%)
- 5 were neutral or about something unrelated or tangential to the library and/or Libby (11%)
- 3 were seeking more information or education about how to use the library and/or Libby (7%)
- 1 was negative about the library and/or Libby (2%)

See below for more details, including all the comments made directly on posts and ads in 2024.

The highlight colors indicate the category into which they fell for assessment purposes:

pink is a positive comment

gray is an unrelated or tangential comment

green is a request for more information or education

blue is a negative comment.

Wisconsin's Digital Library's [2024 post with the most comments](#)

Spring Break tie-in promotion from March 2024, reached more than 18,000 people, received 274 "interactions" (reactions, saves, comments, and shares), and resulted in 468 people clicking the link to the Digital Library. There were 195 reactions, all thumbs-ups or hearts. There were 16 comments and none were negative:

1. Love using Libby and only have 200 + books tagged! 😊 Always find a good read and great suggestions to try new authors.
 - a. (Reply) Like you, I have over 200 books tagged for reading on Libby. I know now that I will never complete my 'TO Read' list in my lifetime.
2. Love my Library and this wonderful service.
3. Love the digital library!
4. So grateful for Libby!
5. Listened in Vietnam and Cambodia recently!

6. I love our local library but if I can get there use Libby. I do a lot of reading.
7. Thanks to Libbey, traveling is so much better. Can listen and download books on the go.
8. Libby is perfect for shut-ins. Audiobooks keep you company. Love it.
9. I always check on Libby to see if they have a book I am interested in before purchasing it.
🙄
10. This is free....other streaming services like Audible are not. It's easy peasy.
11. Support our libraries wherever you live.
12. Love Libby and use it almost exclusively to read. I wish The Wisconsin Public library system allowed checking out books for 21 days like many other library systems.
 - a. (Reply from WPLC) Good news, Greg! We do. Anything other than Lucky Day books can be checked out for 21 days. You just need to change your settings. Once you hit "borrow" tap the number of days listed before you add the book to your shelf.
13. How can I get Libby connected to my kindle fire? I cannot find the app on there?
 - a. (Reply from WPLC) Hi Sandy. Try this link. Hopefully that brings you to it.
<https://www.amazon.com/dp/B072K3231D>

Wisconsin's Digital Library's [2024 ad with the most comments](#)

Video tie-in for Valentine's Day and Love Your Libraries, reached almost 28,000 people, resulting in 415 interactions and 765 clicks, had 15 comments, one of which highlighted the long hold lines (but a user came to the Library's defense!)

1. I love it. Always have something to read. Cannot always get out to the library but can click an find something good to read.
2. Love love love the library and libby
3. Love my Libby. Reading Brief History of Everyone Who Ever Lived.
4. Really enjoy Libby
5. I use Libby and Hoopla. Love the many audiobooks.
6. Love Hoopla
7. Love it... I use the Libby app. I am waiting for more audiobooks! I have tagged some so I will be notified when they are added to the library collection 📖
 - a. (Reply from user) Hoppla often has audiobooks that Libby does not yet have!!
8. Hoopla!
9. I use this a lot.
10. While I do enjoy Libby, I think your local Libraries should get circulation credit. They rely on circulation numbers for funding.
11. I use Libby whenever possible.
12. Libby has not lived up to it's promise of being an improvement to Overdrive. It is difficult to obtain new items, patrons cannot recommend new titles and frequently the hold list is ridiculously long. (Holds #250 on 2 copies). Libby is a disappointment.
 - a. (Reply from WPLC) I'm so sorry you are frustrated with Libby, but I'm happy to share that you can now recommend titles for purchase using the 'Notify me' tag

when you discover a title that you'd like to read but that is not yet in the collection. And, if that title is purchased, you'll receive a notification. We are sorry for the long wait times on some of the titles, too. We are doing the best we can to purchase the books we know you want! In the meantime, there are a few things you can do. Explore the collection for books with no holds by visiting the Lucky Day collection or by selecting 'Available Now' in your search results. You are also welcome to make a donation to the collection! 100% of the donations we receive are used to purchase books for the digital library. Click here to donate to Wisconsin's Digital Library: <https://wplc.info/donate>

- b. (Reply from user) While waiting, I find something else to read. I read fast and usually return early.

Wisconsin's Digital Library's post with second most comments

(Together We Read, Feb 2024):

1. What a great read! This book tackles some very important topics in a loving and thought provoking way. You will empathize with both mothers who wish to protect their children.
2. I'm old fashion...I still love to "hold" a book in my hand!
3. Reading now
4. Just finished reading it. Fantastic
5. Love that you do this! I am enjoying this book!
6. Reading now. Like it so far.
7. Reading now 🙌
8. Loved this novel!
9. I'm reading this now.
10. This strikes me as an odd choice. How does a book get selected for this program? I found it to be too romance novel-ish among other problems.
11. Could not put it down
12. Audiobook 🙌🙌🙌

Wisconsin's Digital Library's all other 2024 comments on posts and ads

1. One of my holds became available today. So excited.
2. I discovered many new and great authors while waiting for holds, they were available
3. Love Libby!
4. I love being able to get digital books sent to my Kindle through Libby. I have one request for the Monarch system. Can we maybe get one more copy of the Book that would not Burn in digital? Pretty please? I've been in the queue since September 23. Started at 57th in line for the one copy. I'm now at 20th.
5. I love the opportunity to get books from our local library through Libby
6. Looking for the silent patient book
7. Love this feature!! Use it all the time.