TABLE OF CONTENTS

Contents

THE SURVEY OF LIBRARY CAFES & FOOD SERVICE, 2014 EDITION	1
Survey Participants	
Characteristics of the Sample	
Best Selling Products	
Expansion Plans	
Catering	
Salary Costs	
Information Technology in the Cafe	
Outlets for Wireless Devices	
Outdoor Seating	12
Seating Capacity of the Cafe	13
Impact of the Café on Library Use	13
Vending Machines in the Library	13
Part Time Employees in the Café	13
Table 1.1 Approximately how many visitors did the library have in the past year?	15
Table 1.2 Approximately how many visitors did the library have in the past year? Broke	en
out for Public and Academic Libraries	15
Table 1.3 Approximately how many visitors did the library have in the past year? Broke	en
out by Number of Library Visitors	
Table 1.4 Approximately how many visitors did the library have in the past year? Broke	
out by Size of Library's Annual Budget	
Table 2.1 Your library's approximate annual budget for all costs is? (in \$US)	
Table 2.2 Your library's approximate annual budget for all costs is? Broken out for Pub	
and Academic Libraries	
Table 2.3 Your library's approximate annual budget for all costs is? Broken out by Num	
of Library Visitors	
Table 2.4 Your library's approximate annual budget for all costs is? Broken out by Size	
Library's Annual Budget	
Please describe the institutional entity for which you will be answering the questions	
BEST AND WORST SELLING FOOD PRODUCTS	
Please tell us what are some of your best-selling food products?	
Please tell us what are some of the slowest moving food and beverage products that yo	
might like to eliminate from the menu?	
Table 3 Does your library have any of the following types of food service operations: (c	
all that apply)	22
Table 3.1.1 Does your library have a Café?	
Table 3.1.2 Does your library have a Café? Broken out for Public and Academic Librarie	
Table 3.1.3 Does your library have a Café? Broken out by Number of Library Visitors	
Table 3.1.4 Does your library have a Café? Broken out by Size of Library's Annual Budg	et 23

Table 2.2.4 Days and Physics beautiful and a supplied to the s	22
Table 3.2.1 Does your library have a Restaurant?	23
Table 3.3.1 Does your library have Mobile Carts to Sell Food?	23
Table 3.3.2 Does your library have Mobile Carts to Sell Food? Broken out for Public and	
Academic Libraries	23
Table 3.3.3 Does your library have Mobile Carts to Sell Food? Broken out by Number of	
Library Visitors	24
Table 3.3.4 Does your library have Mobile Carts to Sell Food? Broken out by Size of	
Library's Annual Budget	
Table 3.4.1 Does your library have Vending Machines?	24
Table 3.4.2 Does your library have Vending Machines? Broken out for Public and	
Academic Libraries	
Table 3.4.3 Does your library have Vending Machines? Broken out by Number of Library	7
Visitors	25
Table 3.4.4 Does your library have Vending Machines? Broken out by Size of Library's	
Annual Budget	25
SALES VOLUME	
Table 4.1 Does the library plan any expansion or redesign of its food service or cafe	
operations over the next 3 years?	26
Table 4.2 Does the library plan any expansion or redesign of its food service or cafe	0
operations over the next 3 years? Broken out for Public and Academic Libraries	26
Table 4.3 Does the library plan any expansion or redesign of its food service or cafe	20
operations over the next 3 years? Broken out by Number of Library Visitors	27
Table 4.4 Does the library plan any expansion or redesign of its food service or cafe	2 /
	27
operations over the next 3 years? Broken out by Size of Library's Annual Budget	᠘ /
If so describe your plans or those of the firm holding a concession to the library's food	20
service if this is the case.	
Where will the funds come from to upgrade, alter, expand or otherwise improve your ca	
or food service operations?	29
Table 5.1 Which of the following generates the most income for the library food service	
operations?	30
Table 5.2 Which of the following generates the most income for the library food service	
operations? Broken out for Public and Academic Libraries	30
Table 5.3 Which of the following generates the most income for the library food service	
operations? Broken out by Number of Library Visitors	30
Table 5.4 Which of the following generates the most income for the library food service	
operations? Broken out by Size of Library's Annual Budget	
Table 6 Approximately what estimated percentage of revenues are accounted for by the	
following types of items?	32
Table 6.1.1 Approximately what estimated percentage of revenues are accounted for by	
bagels, croissants, and muffins?	
Table 6.1.2 Approximately what estimated percentage of revenues are accounted for by	
bagels, croissants, muffins? Broken out for Public and Academic Libraries	
Table 6.1.3 Approximately what estimated percentage of revenues are accounted for by	
bagels, croissants, muffins? Broken out by Number of Library Visitors	
Table 6.1.4 Approximately what estimated percentage of revenues are accounted for by	
bagels, croissants, muffins? Broken out by Size of Library's Annual Budget	
0,	

Table 6.2.1 Approximately what estimated percentage of revenues are accounted for by soda, iced tea, fruit juice and other cold drinks?33
Table 6.2.2 Approximately what estimated percentage of revenues are accounted for by soda, iced tea, fruit juice and other cold drinks? Broken out for Public and Academic Libraries
Table 6.2.3 Approximately what estimated percentage of revenues are accounted for by soda, iced tea, fruit juice and other cold drinks? Broken out by Number of Library Visitors 34
Table 6.2.4 Approximately what estimated percentage of revenues are accounted for by soda, iced tea, fruit juice and other cold drinks? Broken out by Size of Library's Annual Budget34
Table 6.3.1 Approximately what estimated percentage of revenues are accounted for by sandwiches?
Table 6.3.2 Approximately what estimated percentage of revenues are accounted for by sandwiches? Broken out for Public and Academic Libraries35
Table 6.3.3 Approximately what estimated percentage of revenues are accounted for by sandwiches? Broken out by Number of Library Visitors35
Table 6.3.4 Approximately what estimated percentage of revenues are accounted for by sandwiches? Broken out by Size of Library's Annual Budget36
Table 6.5.1 Approximately what estimated percentage of revenues are accounted for by fruit?36
Table 6.5.2 Approximately what estimated percentage of revenues are accounted for by fruit? Broken out for Public and Academic Libraries36
Table 6.5.3 Approximately what estimated percentage of revenues are accounted for by fruit? Broken out by Number of Library Visitors37
Table 6.5.4 Approximately what estimated percentage of revenues are accounted for by fruit? Broken out by Size of Library's Annual Budget37
Table 6.6.1 Approximately what estimated percentage of revenues are accounted for by yogurt?38
Table 6.6.2 Approximately what estimated percentage of revenues are accounted for by yogurt? Broken out for Public and Academic Libraries38
Table 6.6.3 Approximately what estimated percentage of revenues are accounted for by yogurt? Broken out by Number of Library Visitors38
Table 6.6.4 Approximately what estimated percentage of revenues are accounted for by yogurt? Broken out by Size of Library's Annual Budget:39
Table 6.7.1 Approximately what estimated percentage of revenues are accounted for by salads?40
Table 6.7.2 Approximately what estimated percentage of revenues are accounted for by salads? Broken out for Public and Academic Libraries40
Table 6.7.3 Approximately what estimated percentage of revenues are accounted for by salads? Broken out by Number of Library Visitors40
Table 6.7.4 Approximately what estimated percentage of revenues are accounted for by salads? Broken out by Size of Library's Annual Budget41
Table 6.8.1 Approximately what estimated percentage of revenues are accounted for by coffee and coffee products?42

Table 6.8.2 Approximately what estimated percentage of revenues are accounted for by	
coffee and coffee products? Broken out for Public and Academic Libraries42	2
Table 6.8.3 Approximately what estimated percentage of revenues are accounted for by	
coffee and coffee products? Broken out by Number of Library Visitors42	2
Table 6.8.4 Approximately what estimated percentage of revenues are accounted for by	
coffee and coffee products? Broken out by Size of Library's Annual Budget43	3
Table 7 Does your cafe or restaurant cater special events in any of the following locales: Off	Ĩ
Campus?44	1
Table 7.1.1 Does your cafe or restaurant cater special events off campus?44	4
Table 7.1.2 Does your cafe or restaurant cater special events off campus? Broken out for	
Public and Academic Libraries44	1
Table 7.1.3 Does your cafe or restaurant cater special events off campus? Broken out by	
Number of Library Visitors44	1
Table 7.1.4 Does your cafe or restaurant cater special events off campus? Broken out by	
Size of Library's Annual Budget45	
Table 7.2.1 Does your cafe or restaurant cater special events In the Library?45	5
Table 7.2.2 Does your cafe or restaurant cater special events In the Library? Broken out for	
Public and Academic Libraries45	
Table 7.2.3 Does your cafe or restaurant cater special events In the Library? Broken out by	
Number of Library Visitors45	
Table 7.2.4 Does your cafe or restaurant cater special events In the Library? Broken out by	
Size of Library's Annual Budget40	5
Table 7.3.1 Does your cafe or restaurant cater special events On Campus but not in the	
Library?46	ś
Table 7.3.2 Does your cafe or restaurant cater special events On Campus but not in the	
Library? Broken out for Public and Academic Libraries46	ó
Table 7.3.3 Does your cafe or restaurant cater special events On Campus but not in the	
Library? Broken out by Number of Library Visitors40	ó
Table 7.3.4 Does your cafe or restaurant cater special events On Campus but not in the	
Library? Broken out by Size of Library's Annual Budget	
Table 8.1 How much did the library cafe or restaurant earn in catering out of library events	
in the past year? (IN \$)48	
Table 8.2 How much did the library cafe or restaurant earn in catering out of library events	
in the past year? Broken out for Public and Academic Libraries48	
Table 8.3 How much did the library cafe or restaurant earn in catering out of library events	
in the past year? Broken out by Number of Library Visitors48	
Table 8.4 How much did the library cafe or restaurant earn in catering out of library events	
in the past year? Broken out by Size of Library's Annual Budget49	J
Table 9.1 Approximately what is the total annual cost of salaries of the employees who	_
work in the cafe or restaurant? (in \$US)50)
Table 9.2 Approximately what is the total annual cost of salaries of the employees who	^
work in the cafe or restaurant? Broken out for Public and Academic Libraries50	J
Table 9.3 Approximately what is the total annual cost of salaries of the employees who	•
work in the cafe or restaurant? Broken out by Number of Library Visitors50	J
Table 9.4 Approximately what is the total annual cost of salaries of the employees who	1
work in the cafe or restaurant? Broken out by Size of Library's Annual Budget5	1

If the library has a cafe or restaurant, what hours is it open during the weekdays from
September to June?51
If the library has a cafe or restaurant, what hours is it open in the summer months?52
Table 10.1 Is the library cafe or restaurant a wireless hot spot or does it otherwise provide
internet access?53
Table 11.1 Does the library cafe or restaurant offer computer workstations to library
patrons?53
Table 11.2 Does the library cafe or restaurant offer computer workstations to library
patrons? Broken out for Public and Academic Libraries53
Table 11.3 Does the library cafe or restaurant offer computer workstations to library
patrons? Broken out by Number of Library Visitors53
Table 11.4 Does the library cafe or restaurant offer computer workstations to library
patrons? Broken out by Size of Library's Annual Budget54
Table 12.1 Does the library cafe offer outlets for patrons to connect or charge their wireless
devices?
Table 12.2 Does the library cafe offer outlets for patrons to connect or charge their wireless
devices? Broken out for Public and Academic Libraries55
Table 12.3 Does the library cafe offer outlets for patrons to connect or charge their wireless
devices? Broken out by Number of Library Visitors55
Table 12.4 Does the library cafe offer outlets for patrons to connect or charge their wireless
devices? Broken out by Size of Library's Annual Budget56
Table 13.1 Does the library cafe or restaurant offer outdoor seating?57
Table 13.2 Does the library cafe or restaurant offer outdoor seating? Broken out for Public
and Academic Libraries
Table 13.3 Does the library cafe or restaurant offer outdoor seating? Broken out by
Number of Library Visitors
Table 13.4 Does the library cafe or restaurant offer outdoor seating? Broken out by Size of
Library's Annual Budget
Table 14.1 What is the maximum seating capacity of the library cafe or restaurant?58
Table 14.2 What is the maximum seating capacity of the library cafe or restaurant? Broken
out for Public and Academic Libraries58
Table 14.3 What is the maximum seating capacity of the library cafe or restaurant? Broken
out by Number of Library Visitors58
Table 14.4 What is the maximum seating capacity of the library cafe or restaurant? Broken
out by Size of Library's Annual Budget59
Does the library plan to alter the seating arrangements in the library cafe or restaurant in
any way? If so how?59
Table 15.1 Would you say that your library cafe or restaurant has been successful in
increasing the number of patrons who visit the library?60
Table 15.2 Would you say that your library cafe or restaurant has been successful in
increasing the number of patrons who visit the library? Broken out for Public and
Academic Libraries60
Table 15.3 Would you say that your library cafe or restaurant has been successful in
increasing the number of patrons who visit the library? Broken out by Number of Library
Visitors60
·

Table 15.4 Would you say that your library cafe or restaurant has been successful in	
increasing the number of patrons who visit the library? Broken out by Size of Library's	
Annual Budget	61
Table 16.1 Would you say that operating a cafe in the library has led to patrons spending	3
more time in the library?	
Table 16.2 Would you say that operating a cafe in the library has led to patrons spending	3
more time in the library? Broken out for Public and Academic Libraries	
Table 16.3 Would you say that operating a cafe in the library has led to patrons spending	3
more time in the library? Broken out by Number of Library Visitors	_
Table 16.4 Would you say that operating a cafe in the library has led to patrons spending	3
more time in the library? Broken out by Size of Library's Annual Budget	63
Table 17.1 Does the library have vending machines in any of its buildings?	
Table 17.2 Does the library have vending machines in any of its buildings? Broken out fo	
Public and Academic Libraries	
Table 17.3 Does the library have vending machines in any of its buildings? Broken out by	y
Number of Library Visitors	
Table 17.4 Does the library have vending machines in any of its buildings? Broken out by	
Size of Library's Annual Budget	
Table 18.1 How many vending machines does the library have in all its locations and	
buildings?	65
Table 18.2 How many vending machines does the library have in all its locations and	
buildings? Broken out for Public and Academic Libraries	65
Table 18.3 How many vending machines does the library have in all its locations and	
buildings? Broken out by Number of Library Visitors	65
Table 18.4 How many vending machines does the library have in all its locations and	
buildings? Broken out by Size of Library's Annual Budget	66
Table 19.1 What was the approximate annual revenue of all vending machines located in	ı all
of the library buildings in the past year? (in \$ US)	67
Table 19.2 What was the approximate annual revenue of all vending machines located in	ı all
of the library buildings in the past year? Broken out for Public and Academic Libraries	67
Table 19.3 What was the approximate annual revenue of all vending machines located in	ı all
of the library buildings in the past year? Broken out by Number of Library Visitors	67
Table 19.4 What was the approximate annual revenue of all vending machines located in	ı all
of the library buildings in the past year? Broken out by Size of Library's Annual Budget	68
Table 20.1 Does the library have mobile kiosks or carts to serve out of the way places in	the
library?	
Table 21.2 Does the library have mobile kiosks or carts to serve out of the way places in	the
library? Broken out for Public and Academic Libraries	69
Table 22.3 Does the library have mobile kiosks or carts to serve out of the way places in	the
library? Broken out by Number of Library Visitors	
Table 23.4 Does the library have mobile kiosks or carts to serve out of the way places in	the
library? Broken out by Size of Library's Annual Budget Budget	70
Table 24 What is the average number of hours worked for your part timers?	
Table 24.1.1 What is the average number of hours worked for your part timers?	
Table 24.1.2 What is the average number of hours worked for each of your part timers?	
Broken out for Public and Academic Libraries	71

Table 24.1.3 What is the average number of hours worked for each of your part timers?	
Broken out by Number of Library Visitors72	L
Table 24.1.4 What is the average number of hours worked for each of your part timers?	
Broken out by Size of Library's Annual Budget72	2
What are some of the best management ideas that you have used to improve your library	
cafe or food service over the past few years? It could be an idea in marketing, cooking,	
menu development or any other area72	2

SURVEY PARTICIPANTS

Athens County Public Library Bemidji Public Library **Bertram Library** Brooklyn College Library **Buena Vista University Buffalo & Erie County Public Library** Campbelltown City Council City of Cameron City of San Benito Columbia County Library Coralville Public Library Donna Public Library **Emerson Public Library** Felician College Forbes Library Galesburg Public Library Goulburn Valley Regional Library Corporation Griswold Public Library Laramie County Library System Latrobe City Council Madison Public Library Midland County Public Library **New Mexico State University** Northeastern State University Patrick Lynch Public Library Prescott City Public Library Riverland Community College Rockwall County Library Sam Fore, Jr. Wilson County Public Library Shaker Heights Public Library Shellharbour City Libraries & Museum The Brentwood Library

Tulsa City-County Library
University of Nebraska-Lincoln
Upham Memorial Library
Wollongong City Council
Worthington Libraries