

**2015 Library Patron Survey**

**1. How often do you use the library (in-person or online)?**

|  |  |  |
| --- | --- | --- |
| ◯ More than once a week | ◯ Less than once a month | ◯ First-time visitor |
| ◯ Once a week | ◯ 1-3 times a month | ◯ Never *(Skip to Question #9)* |

**2. How approachable are the library staff if you have a question?**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| ExtremelyApproachable | Very approachable | Moderately approachable | Slightly approachable | Not approachable at all |
| ◯ | ◯ | ◯ | ◯ | ◯ |

**3. How user-friendly is the library’s layout (can you find what you are looking for)?**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Very Easy | Easy | Moderate | Difficult | Very Difficult |
| ◯ | ◯ | ◯ | ◯ | ◯ |

**4. How do you search for books or DVDs? (Check all that apply)**

□ I DON'T CHECK OUT BOOKS OR DVDS (*Skip to Question #9*)

□ I go to the NEW section and browse or look for NEW stickers on DVDs

□ I look at the NEW ITEMS list on top of the NEW section

□ I go to my favorite section(s) and browse

□ I come in with a list or book in mind and stick to that

□ I go to the online catalog (AspenCat)

□ Other (please specify):\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**5. What types/genres of BOOKS do you like best? *(Don’t check out books? Skip to Question #9)***

|  |  |  |  |
| --- | --- | --- | --- |
| □ General Fiction | □ Biographies | □ Romance | □ Non-Fiction: Self Help |
| □ Mystery | □ Science Fiction | □ Fantasy | □ Others (please specify):**\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_** |
| □ Western | □ Historical Fiction | □ Non-Fiction: History |

**6. Does the library have a satisfactory selection of BOOKS within your favorite genre(s)?**

◯ Yes ◯ No

**7. What types/genres of MOVIES do you like best? *(Don’t check out movies? Skip to Question #9)***

|  |  |  |  |
| --- | --- | --- | --- |
| □ Action/Adventure | □ Comedies | □ International | □ Children & Family |
| □ BBC Series | □ Documentaries | □ Romantic | □ Thrillers |
| □ Independent  | □ Dramas | □ Sci-Fi/Fantasy | □ Others (please specify):\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |

**8. Does the library have a satisfactory selection of MOVIES within your favorite genre(s)?**

◯ Yes ◯ No

**9. What, if anything, prevents you from using the library more often? (Check all that apply)**

|  |  |
| --- | --- |
| □ The library’s hours don’t fit my schedule. | □ It's overwhelming. I could use an orientation. |
| □ I get what I need elsewhere. | □ Classes and programs aren’t relevant to me. |
| □ I'm too busy. | □ Classes and programs aren’t held at times that I can attend. |
| □ I can’t easily get to the library. | □ I use the library as often as I care to. |
| □ Other (please specify): |  |

 **10. Did you know the library has these FREE ONLINE SERVICES?**

|  |  |  |
| --- | --- | --- |
|  | **Yes** | **No** |
| **E-Books** | ◯ | ◯ |
| **Adult education:** Skills building in math, reading, writing, grammar and speaking | ◯ | ◯ |
| **Career tools:** Training on job search, interview skills, resumes and cover letters, business writing; Free resume builder | ◯ | ◯ |
| **GED test preparation** | ◯ | ◯ |
| **College preparation:** Skills review; Admissions essay writing; Prep for AP, ACT, SAT andCLEP exams, college placement exam | ◯ | ◯ |
| **Popular software tutorials:** Microsoft Office, Window and Mac operating systems, Photoshop, Illustrator | ◯ | ◯ |
| **Local History Center** (PastPerfect) | ◯ | ◯ |
| **Research databases** (EBSCO) with peer-reviewed articles not available on Google | ◯ | ◯ |
| **Foreign language learning** (Duolingo) | ◯ | ◯ |

**11. Have you had any frustrations/difficulties in working with the FREE ONLINE SERVICES above?**

◯ No ◯ I don't use the online services ◯ Yes (please specify):

 **Why not?**

◯ I didn't know about them.

◯ They can be intimidating.
 I could use an orientation.

◯ I use other resources.

◯ Other (please specify):

**12. Did you know the library has these FREE TECHNOLOGY SERVICES?**

|  |  |  |
| --- | --- | --- |
|  | Yes | No |
| **Schedule a one-on-one training session with library staff** to answer your questions on using computers, the internet, iPads or tablets, and smartphones. | ◯ | ◯ |
| **Learn how to do things on the computer** and other computer-related things from teens the first Thursday of every month from 4:15-6 p.m at the library. | ◯ | ◯ |
| **Self scan pictures or documents** | ◯ | ◯ |

**13. Are you able to accomplish what you want/need to do on the library's computers?**

◯ Yes ◯ I don’t use the library’s computers ◯ No (please specify):

**14. What is the best way to let you know about upcoming events for yourself and/or your family?
 (Check all that apply)**

|  |  |  |  |
| --- | --- | --- | --- |
| □ Posters | □ Facebook | □ Text | □ Other (please specify): |
| □ Newspapers | □ Email | □ Radio |

**15. What is the best day of the week for ADULT library events? (Check all that apply)**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| □ NOT AN ADULT | □ Tuesday | □ Thursday | □ Saturday |  |
| □ Monday | □ Wednesday | □ Friday |  |  |

**16. What is the best time of day for ADULT library events? (Check all that apply)**

|  |  |  |
| --- | --- | --- |
| □ NOT AN ADULT | □ Early Afternoon (1-3 p.m.) | □ Late Afternoon (5-7 p.m.) |
| □ Morning (10-noon) | □ Mid-afternoon (3-5 p.m.) | □ Evening (7-8:30 p.m.) |

**17. How interested would you be in the library adding the following?**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  | Not at all interested | Somewhat interested | Interested | Very interested | Extremely interested |
| Digital Audio Books | ◯ | ◯ | ◯ | ◯ | ◯ |
| Digital Music | ◯ | ◯ | ◯ | ◯ | ◯ |
| Library services for housebound individuals | ◯ | ◯ | ◯ | ◯ | ◯ |

**18. The library budget currently does not have room for additional operating hours. If that option
 becomes a possibility in the future, which hours would help you most? (CHOOSE ONE)**

|  |  |  |
| --- | --- | --- |
| ◯ Open Monday  | ◯ Open Sunday | ◯ None. The library is open  enough hours for me. |
| ◯ Longer hours on Saturday | ◯ Evening hours Tuesday  through Friday |

**19. How important would you consider it for the library to do the following
 if funding was available?**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  | Not at all important | Somewhat important | Important | Very important | Extremely important |
| Expand the children’s area | ◯ | ◯ | ◯ | ◯ | ◯ |
| Separate the children’sarea from the rest of the library | ◯ | ◯ | ◯ | ◯ | ◯ |
| Increase the teen/young adult area | ◯ | ◯ | ◯ | ◯ | ◯ |

**21. Any other feedback you wish to give us? Any programs or classes you wish the library offered?**

**Please tell us a little about you…**

|  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **22. Are you a:**◯ Full-Time Resident◯ Part-Time Resident◯ Visitor | **23. Please select your age range:**

|  |  |
| --- | --- |
| ◯ 8-11 | ◯ 46-55 |
| ◯ 12-17 | ◯ 56-65 |
| ◯ 18-25 | ◯ 66-75 |
| ◯ 26-35 | ◯ 76-85 |
| ◯ 36-45 | ◯ 86+ |

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**Please fold your survey in half and place in the box at the library.**

**THANK YOU for helping us improve the Library
for you and the community!**

A summary of the survey results will be available at the library's front desk in January 2016.