

San Francisco Public Library Users Survey

1. SFPL User Survey

This survey on library user needs is being conducted by the San Francisco Public Library to better understand how we can serve patrons with online computer training and other library collections and services. We hope to gain insight the reasons you use the library, the library's computers, and library's online resources such as our website and our databases. Please take a few minutes and answer the following questions. The results of this survey will be used to better serve you in the future.

If you have questions about this survey, please contact the Chief of Branches at chiefofbranches@sfpl.org or 415-557-4353.

To begin the survey, tell us a little about yourself...

1. How old are you?

18 or younger

19-29

30-39

40-49

50-59

60-69

70 or older

2. What is your zip code?

3. What library location do you use most often?

Other (please specify)

4. Are you a member of the San Francisco Public Library (i.e. do you have a library card or account)?

Yes

No

San Francisco Public Library Users Survey

5. What language(s) do you speak at home?

- English
- Cantonese
- Mandarin
- Spanish
- Russian
- Vietnamese

Other (please specify)

6. Are you a parent or primary caretaker of one or more children 18 or under?

- Yes
- No

7. If you answered YES to the previous question, how old are your children. Select all that apply.

- 0-5
- 6-9
- 10-13
- 14-18
- I do not have children

8. What is your highest level of education?

- Less than high school
- High school/GED
- Some college
- 2 year college degree
- 4 year college degree
- Master's degree
- Doctoral degree

9. Which of the following describe you? Please mark all that apply:

- Employed
- Self-employed
- Student
- Homemaker
- Retired
- Unemployed
- Looking for employment

Other (please specify)

2. How do you use the library?

San Francisco Public Library Users Survey

1. What are you doing at the library today? Mark all that apply.

- Looking for a book to read
 - Checking out or returning a book/CD/DVD or other library resource
 - Reading, researching, or studying
 - Passing the time
 - Asking the librarian a question
 - Finding information for someone else
 - Finding information for myself
 - Other (please specify)
- Using the Internet
 - Checking my email
 - Looking for a job
 - Attending a children's program
 - Attending a general program
 - Attending a training

2. In general, what needs do you address by using the library or library computers? Please check all that apply.

- Pleasure reading
- Recreation or personal enrichment
- Child rearing or enrichment
- Educational information/homework help
- Language learning/ESL
- Social service information
- Food assistance
- Employment needs
- Housing information
- Legal information
- Immigration or citizenship help
- Consumer information
- Online shopping or eCommerce
- Current events
- Government information

Other (please specify)

3. How likely do you think it is that the library will help you achieve your goal today?

- Extremely likely Likely Somewhat likely Not likely

4. In general, how likely do you think it is that the library can assist you answering questions or addressing needs?

- Extremely likely Likely Somewhat likely Not likely

San Francisco Public Library Users Survey

5. In general, how likely do you think it is that the library can assist you in overcoming problems?

- Extremely likely
- Likely
- Somewhat likely
- Not likely

6. To what extent do you agree with this sentence, “The public library can be a transformational place for library users.”

- Strongly agree
- Agree
- Disagree
- Strongly Disagree
- Don't know

3. Library computers and electronic resources

1. How comfortable are you using library computers?

- Extremely comfortable
- Comfortable
- Somewhat comfortable
- Not comfortable

2. On average, how often do you use the library's catalog to look for books CDs, DVDs or other library resources?

- Daily
- Weekly
- Monthly
- Quarterly
- Annually
- Less than once a year
- Never

San Francisco Public Library Users Survey

3. On average, how often do you use the library's catalog to PUT A HOLD ON a book, CD, DVD or other library resource?

- Daily
- Weekly
- Monthly
- Quarterly
- Annually
- Less than once a year
- Never

4. On average, how often do you use library databases (such as the San Francisco Chronicle Historical archive, Morningstar Investment Research Center, or Rosetta Stone Online Language Learning)?

How often do you do this on average?

- Daily
- Weekly
- Monthly
- Quarterly
- Annually
- Less than once a year
- Never

4. Other computer-based learning

San Francisco Public Library Users Survey

1. How often do you use online tutorials, either through the library or another source (for example, a step-by-step resume writing or language learning tutorial)?

- Daily
- Weekly
- Monthly
- Quarterly
- Annually
- Less than once a year
- Never

2. How often do you watch instructional videos online (for example, a step-by-step resume writing, an overview of the citizenship process, or a language learning tutorial)?

- Daily
- Weekly
- Monthly
- Quarterly
- Annually
- Less than once a year
- Never

3. If the library begins offering online tutorials or instructional videos, which of the following topics would be most interesting to you? Please mark all that apply.

- Using the library (placing holds, renewing library materials, or searching the catalog, etc.)
- Finding useful articles or information using databases
- Basic computer skills (using computers, email, basic online searching, etc.)
- Social networking or ecommerce (blogging, facebook, ebay, craigslist, etc.)
- Employment related topics (creating a resume, job searching online)
- Preparing your child to read (activities for promoting early literacy and brain development, etc.)
- Obtaining social services

If there is a topic that would be of interest that is not mentioned, please describe:

San Francisco Public Library Users Survey

4. If the library begins offering online tutorials, how likely is it that you would use them?

Extremely likely

Likely

Somewhat likely

Not likely

5. If the library begins offering online instructional videos, how likely is it that you would use them?

Extremely likely

Likely

Somewhat likely

Not likely

6. If you have additional comments, please share them here: