

QUESTION BANK

Surveys for libraries

Modifications may need to be made to these questions, depending on the objectives of the survey, your survey sample, whether or not you employ filters or skip patterns, and other factors. Introductions and transitions are also included as examples. There will be an NCompass Live presentation on June 9, 2010, which will address how to incorporate questions such as these into a telephone, paper-and-pencil, and Internet survey. Sign up today at <http://www.nlc.state.ne.us/scripts/training/eventshow.asp?ProgID=9637> or view it once it's archived by searching "Conducting Surveys II: Data Collection" on the training portal at <http://www.nlc.state.ne.us/training/train.asp>.

Library would like to find out where we are now as a library. We would like to learn a little bit about your library experiences at ##### Library. The information gathered from the following survey may help us evaluate, plan, and shape some of our future thinking about our library and the various needs of our patrons.

Your opinions are very important to us, and your responses will remain confidential. Please take a moment to fill out this questionnaire, and return it to ##### Library in the accompanying envelope by February 29th. Thank you!

Overall, how satisfied or dissatisfied are you with the services the library provides to the community?

- Very satisfied
- Somewhat satisfied
- Neither satisfied nor dissatisfied
- Somewhat dissatisfied
- Very dissatisfied

Do you have a library card?

- Yes
- No
- Don't know

When was the last time you visited the library?

- Today
- In the last week
- In the last two weeks
- In the last month
- In the last six months
- In the last year
- It's been over a year since I visited the library
- I've never visited the library

Please rate the following services offered by ##### Library:

	Excellent	Good	Fair	Poor	Doesn't apply
Catalog system					
Assistance with using the catalog system					
Assistance with finding a book or other materials					
Customer service					
Interlibrary loan service					
Programming for adults					
Programming for children					
Programming for teens					
Notifications about fines					
Assessment of fines					
Website					

Comments: _____

How satisfied or dissatisfied are you with the variety of the following items?

	Very satisfied	Somewhat satisfied	Neither satisfied nor dissatisfied	Somewhat dissatisfied	Very dissatisfied
Adult fiction books					
Adult non-fiction / self-help books					
DVDs					
Children's books					
Teen books					
Books on tape					
Books on CD					
Magazines					
Newspapers					

Comments: _____

We'd like to know some details about your experience with programming at ##### Library.

How likely are you to participate in adult programming in the next year/six months?

- ___ Very likely
- ___ Somewhat likely
- ___ Somewhat unlikely
- ___ Very unlikely

How important is it to you that adult programming be offered to the community, through the library?

- ___ Very important
- ___ Somewhat important
- ___ Not very important
- ___ Not at all important

If you have children under the age of 18 living at home, how likely are they to participate in children's/teen programming in the next year/six months?

- Very likely
- Somewhat likely
- Somewhat unlikely
- Very unlikely
- No children living at home

Do you have children under the age of 18 living at home, have they participated in the summer reading program in the past?

- Yes
- No (*Skip to Question #*)

If you have children under the age of 18 living at home, have they participated in the summer reading program in the past?

- Yes
- No

If you have children under the age of 18 living at home, have they participated in the summer reading program in the past?

- Yes
- No
- No children living at home

How important is it to you that programming be offered to your children, through the library?

- Very important
- Somewhat important
- Not very important
- Not at all important
- No children living at home

Comments: _____

How important is it to you that programming be offered to children in the community, through the library?

- Very important
- Somewhat important
- Not very important
- Not at all important

Comments: _____

How important is it to you that programming be offered to your teen(s), through the library?

- Very important
- Somewhat important
- Not very important
- Not at all important
- No teens living at home

Comments: _____

How important is it to you that programming be offered to teens in the community, through the library?

- Very important
- Somewhat important
- Not very important
- Not at all important

Comments: _____

If you have children under the age of 18 living at home, how likely are they to participate in the upcoming summer reading program?

- Very likely
- Somewhat likely
- Not very likely
- Not at all likely
- No children living at home

Now we have some questions about ##### Library's website...

When was the last time you visited #####'s website, www.ourlibraryaddress.com?

- Today
- In the last week
- In the last two weeks
- In the last month
- In the last six months
- In the last year
- It's been over a year since I visited the website
- I've never visited the website (*Skip to Question #*)
- Don't recall (*Skip to Question #*)

If you recall, overall, how satisfied or dissatisfied are you with your most recent visit to the library website?

- Very satisfied
- Somewhat satisfied
- Neither satisfied nor dissatisfied
- Somewhat dissatisfied
- Very dissatisfied
- I've never visited the website
- Don't recall

What was the purpose of your most recent visit to the library website?

What was the purpose of your most recent visit to the library website? (Check all that apply)

- To access a database
- To learn about programs offered
- To learn about services offered
- To access the online catalog
- To reserve a book
- To get library contact information
- To find out how to get a library card
- Other (*Please specify*) _____

Please rate the ease of use of the library website to find/access information:

- Excellent
- Good
- Fair
- Poor

Thank you for your time. Just a few more questions...

Are you a fan of ##### Library on Facebook?

- Yes
- No
- Don't know
- I don't have a Facebook account

What would you say is the library's reputation in the community?

- Excellent
- Good
- Fair
- Poor

To what extent do you agree or disagree with the following statements:

	Strongly agree	Somewhat satisfied	Neither satisfied nor dissatisfied	Somewhat dissatisfied	Very dissatisfied
The library provides valuable services to the community					
The library has a good reputation in the community					
The library has provided valuable services to me					
I would recommend using the library to my friends and family					
There's room for improvement in the services the library provides					

We'd like to learn a little bit more about you. The following information will be used for demographic purposes only.

Gender:

- Male
- Female

Age:

- Under 18
- 18-24
- 25-34
- 35-44
- 45-54
- 55-64
- 65-74
- 75 or over

Do you live... (Check all that apply)

- Within city limits / In #YourCity#
- In AAA County (county where your city is located)
- In BBB County
- In CCC County
- Other county (Please specify) _____

Length of time living in #YourCity#:

- I don't live in #YourCity#
- Less than 1 year
- 1-5 years
- 6-10 years
- 11-20 years
- 21+ years

Highest level of education attained:

- Less than high school
- High school diploma/GED
- Some college
- Associate degree
- Bachelor degree
- Graduate degree

Race (Check all that apply):

- White
- Black or African-American
- American Indian and Alaska Native
- Asian
- Native Hawaiian and Other Pacific Islander
- Some other race (*Please specify*) _____

Ethnicity:

- Hispanic or Latino (of any race)
- Not Hispanic or Latino

Household Income:

- Less than \$20,000
- \$20,000 to \$29,999
- \$30,000 to \$49,999
- \$50,000 to \$74,999
- \$75,000+

If you have other comments for us about your experience with ##### Library, please provide it below:

Your name (optional): _____

Thank you for completing this questionnaire. We appreciate your feedback! Please return this questionnaire to ##### Library in the accompanying envelope by February 29th. If you have any questions regarding this survey, please contact Jane Smith at 402-555-0000 or jane.smith@yourlibrary.org.