

# Prattsburgh Free Library Community Feedback Survey

Please take a moment to answer this anonymous survey about the library. Your feedback is important to us because it will help us to better provide for the needs of the community and our patrons. All questions are optional. At your convenience, please return the completed survey to the library.

## Section 1: Please check one answer for each of the following:

Do you have a library card?

Yes                      No  
                     

How often do you visit the library?

Daily                      Weekly                      Monthly                      Less than once  
                                                                  a month

How would you rate the library in the following categories?

	Excellent	Good	Fair	Poor	Not applicable
Customer service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Collection (books, DVDs, music, newspapers, etc.)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Programs (after-school, specialty classes, storytime, etc.)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Online services (the library website, Starcat catalog, research databases, etc.)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Computers, printers, Internet access and WIFI	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Library policies	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Facilities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Hours of operation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Overall, how would you rate the library?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

How important is each of the following library services to you?

	Very Important	Important	Somewhat Important	Not Important	Don't know/Not Applicable
Borrowing materials (books, DVDs, music, etc.)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Programs (after-school, classes, storytime, etc.)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Internet access	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Computers and printers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Help using computers, printers, etc.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Study rooms/reading area	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Continued on the other side

	Very Important	Important	Somewhat Important	Not Important	Don't know/Not Applicable
Community meeting room	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Photocopier / FAX	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Inter-library loan	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Overall, how important is the library to you and your family?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**How do you typically find out about library programs? Check all that apply.**

- |   |  |
|---|--|
| <input type="checkbox"/> Library website                | <input type="checkbox"/> Facebook/Social Media |
| <input type="checkbox"/> Signs or flyers in the library | <input type="checkbox"/> Word of mouth         |
| <input type="checkbox"/> Library staff                  | <input type="checkbox"/> Other: _____          |

**Section 2: We value your opinions. Please answer the following questions:**

In a few words please tell us what do you value most about the library?

In a few words please tell us how the library or its services could be improved?

**Section 3: Please tell us about yourself so that we may better serve you. Please check one answer for each of the following.**

**How old are you?**

- 17 or under
- 18-29
- 30-44
- 45-59
- 60 or over

**What gender best describes you?**

- Male
- Female
- Non-Binary

**What is the highest level of education you have completed?**

- Some high school
- High school graduate or GED
- Some college
- College degree or higher

**What is your employment status?**

- Employed or self-employed
- Homemaker
- Retired
- Unemployed

Thank you for your time. If you have questions about this survey or about the library, please contact us at (607) 522-3490.