

David A. Howe Public Library Strategic Planning Survey (2016-2020)

Dear Patron,

Thank you for agreeing to take this short library survey. In an attempt to meet the needs of our community, the library is currently developing a strategic plan for the next five years. Your input really matters! The information you provide us in this survey will help us improve and enhance your library experience. The more information you provide us, the better we can serve you. Thank you for your time and opinions.

Please **return this survey by October 31, 2015**, to the main desk, or mail it to: Michelle La Voie, Director, David A. Howe Public Library, 155 N. Main Street, Wellsville, NY 14895. This survey can also be taken online on the library's website: www.davidahowelibrary.org.

1. How often do you or your family visit the library?
 - Daily
 - Once or twice each week
 - Once or twice each month
 - A few times each year

2. What materials do you or your family most commonly use or take home? (Check all that apply)
 - Adult books
 - Children's books
 - DVDs & videos
 - Musical CDs
 - Audiobooks
 - Magazines
 - Newspapers
 - Microfilm
 - Local history resources
 - Downloadable/digital materials

3. What other services at the library do you or your family commonly use? (Check all that apply)

- Public computers or devices
- Children's year-round programs
- Children's summer reading program
- Teen year-round programs
- Teen summer reading program
- Adult year-round programs
- Adult summer reading program
- Programs in the Nancy Howe Auditorium
- Technology classes and/or drop-in labs
- Art exhibits
- Community functions (i.e. fundraisers, special events, meetings)
- Wireless Internet access

COLLECTIONS

On a scale of 1-7 (1 being most important, 7 being least important), please rate the following types of materials that the library offers in order of importance:

___ Books

___ Magazines & newspapers

___ Videos & DVDs

___ Musical CDs

___ Local history resources

___ Audiobooks

___ Downloadable/digital media

Can you describe an aspect of our current collections that you like best?

What other materials should the library provide that it currently does not offer? Please list or explain.

TECHNOLOGIES

From the current offerings of library technology services, which do you most often use? (Check all that apply)

- Public computers & devices
- Internet access
- STARCat—the library's web catalog for finding collection materials
- Microfilm reader
- Free technology classes and/or drop-in labs
- Website

Which of the technology services have you found most valuable? Please list or explain.

What other technology services would you like the library to offer? Please list or explain.

PROGRAMS

On a scale of 1-11 (1 being most important, 11 being least important), please rate the following types of programs the library offers in order of importance:

____ Lectures

____ Theatre

____ Movies for adults

____ Book clubs for all ages

____ Movies for children or teens

____ Craft and hobby classes for all ages

____ Concerts

____ Fitness programs

____ Public technology & drop-in labs

____ Teen programs

____ Children's story time and other programs

In the past year, which programs have you enjoyed most and why?

What other programs should the library provide that it currently does not offer? Please list or explain.

FACILITIES

On a scale of 1-6 (1 being most important, 6 being least important), please rate the following types of facility improvements the library should address in order of importance:

- ____ ADA compliant, easily accessible parking
- ____ Elevators or lifts for ADA compliance and accessibility to library's multiple floors
- ____ Air conditioning
- ____ Restoration of cupola and/or other exterior building features
- ____ Improved seating, tables and floor layout
- ____ Landscaping

What do you value most about the facility? Please list or explain.

What other facility improvements should the library consider over the next five years? Please list or explain.

FUNDING

In general, do you believe that school district taxpayers receive a good return on their investment in relation to the type of library services they receive? (The average school district household spends \$80 each year on library services).

- Yes
- No

Please explain your answer:

As a taxpayer or donor, what is the most money you would be willing to pay each year for library services, taking into consideration the library's current level of service?

- \$25-\$50
- \$50-\$75
- \$75-\$100
- \$100-\$125
- \$125-\$150
- \$150-\$175
- \$175-\$200
- Over \$200

Comments:

HIGHLY QUALIFIED STAFF

On a scale of 1-8 (1 being most important, 8 being least important), please rate the following qualifications that you would like to see our staff exemplify in order of importance:

- ___ Knowledge of book titles, authors and subjects
- ___ Ability to help patrons on public computers and devices for Internet usage and software applications
- ___ Knowledge of local history resources and their location in the library
- ___ Ability to order books and materials from other libraries
- ___ Knowledge of programs and events occurring at the library
- ___ Ability to check out and check in materials in a timely manner
- ___ Respectful of patron records and confidentiality
- ___ Ability to assist with technology services including printers, faxes and copy machines

Comments:

OVERALL IMPORTANCE

On a scale of 1-5 (1 being most important, 5 being least important), please rate the following areas of library operations in order of importance to you or your family:

- ___ Collections (books, DVDs, music CDs, magazines, newspapers, etc.)
- ___ Technologies (computers and devices, Internet access, Website, online catalog)
- ___ Programs (story time, lectures, concerts, book discussions, movie showings, craft & hobby, fitness, technology classes and labs, summer reading, etc.)
- ___ Facilities (building, access, air conditioning, etc.)
- ___ Highly qualified staff

Thank you for participating in our strategic planning survey. If you would like to let us know about other areas of improvement, or inform us of what we are doing well, please share your comments below:

ABOUT YOU:

- | Gender | Age | Education | I value libraries the following way: |
|---------------------------------|-----------------------------------|--|--|
| <input type="checkbox"/> Female | <input type="checkbox"/> Under 18 | <input type="checkbox"/> Less than high school | <input type="checkbox"/> Essential |
| <input type="checkbox"/> Male | <input type="checkbox"/> 18-24 | <input type="checkbox"/> High school graduate | <input type="checkbox"/> Important |
| | <input type="checkbox"/> 25-29 | <input type="checkbox"/> Some college | <input type="checkbox"/> Good, but not necessary |
| | <input type="checkbox"/> 30-39 | <input type="checkbox"/> Undergraduate degree | <input type="checkbox"/> Nonessential |
| | <input type="checkbox"/> 40-59 | <input type="checkbox"/> Graduate degree | |
| | <input type="checkbox"/> 60-Over | <input type="checkbox"/> Currently a student | |

I have used this library for ____ years.

The best thing I ever checked out of this library is: _____