Thanks in advance for filling out this questionnaire. It will be used by the Library Board and Staff to develop the year 2000 budget and to plan for the future. When you are finished with the survey, please deposit it in the box across from the circulation desk.

**Library Usage**

A. On average, how often do you use the Loveland Public Library (LPL)? Please mark one (X).

1. ( ) Once a week or more  
2. ( ) Once in the past 12 months  
3. ( ) Once a month  
4. ( ) This is my first use of the library  
5. ( ) Once every 3 months

B. If you haven’t used the Library regularly (more than once in the past 12 months) please tell us why. Please mark all that apply (X).

**Personal Factors:**
1. ( ) Limited time  
2. ( ) Homebound  
3. ( ) Prefer other activities over reading  
4. ( ) Not conveniently located  
5. ( ) Don’t have what I want in materials information  
6. ( ) Telephone voice mail difficulties; can’t get through to a human being  
7. ( ) Poor staff service  
8. ( ) Limited time  
9. ( ) Get reading materials elsewhere  
10. ( ) No transportation  
11. ( ) Other (please describe)_____________________________

**Library Factors:**
4. ( ) Not conveniently located  
5. ( ) Owe fines to the Library  
6. ( ) Don’t have what I want in materials information  
7. ( ) Telephone voice mail difficulties; can’t get through to a human being  
8. ( ) Poor staff service  
9. ( ) Not open convenient hours  
10. ( ) Disagreement with library policy  
11. ( ) Other (please describe)_____________________________

12. ( ) Not enough staff  
13. ( ) Library is too busy and crowded  
14. ( ) Too noisy  
15. ( ) Other (please describe)_____________________________

C. Please indicate on the following scale how often you use the following information sources. Please CIRCLE your choice in each category.

<table>
<thead>
<tr>
<th>Information Source</th>
<th>Daily</th>
<th>Weekly</th>
<th>Monthly</th>
<th>Yearly</th>
<th>Don’t Use</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Loveland Public Library</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
</tr>
<tr>
<td>2. Newspapers</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
</tr>
<tr>
<td>3. Word of mouth</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
</tr>
<tr>
<td>4. Government agencies,</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
</tr>
<tr>
<td>5. Own books, magazines etc.</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
</tr>
<tr>
<td>6. TV</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
</tr>
<tr>
<td>7. Internet use at home /at work</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
</tr>
<tr>
<td>8. Radio</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
</tr>
<tr>
<td>9. Other libraries</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
</tr>
<tr>
<td>10. Bookstores</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
</tr>
<tr>
<td>11. Seminars/workshops</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
</tr>
<tr>
<td>12. Other (please describe)________________</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
</tr>
</tbody>
</table>
Library Collection

D. Please rate your satisfaction with the library’s collection. Please **CIRCLE** your choice in each category.

<table>
<thead>
<tr>
<th></th>
<th>Very Satisfactory</th>
<th>Satisfactory</th>
<th>Unsatisfactory</th>
<th>Very Unsatisfactory</th>
<th>Don’t Use/Know</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Adult fiction bestsellers</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
</tr>
<tr>
<td>2. Adult fiction classics</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
</tr>
<tr>
<td>3. Adult fiction</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>a. Westerns, Mysteries,</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
</tr>
<tr>
<td>b. Science Fiction/</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
</tr>
<tr>
<td>c. Fantasy</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
</tr>
<tr>
<td>4. Adult non-fiction books</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
</tr>
<tr>
<td>5. Young adult fiction books</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
</tr>
<tr>
<td>6. Children’s fiction books</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
</tr>
<tr>
<td>7. Children’s non-fiction books</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
</tr>
<tr>
<td>8. Children’s media (video tapes, cassette tapes, CDs)</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
</tr>
<tr>
<td>9. Books on tape</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
</tr>
<tr>
<td>10. Video tapes (travel, how-to, movies)</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
</tr>
<tr>
<td>11. Music cassette tapes</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
</tr>
<tr>
<td>12. Foreign language cassette tapes</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
</tr>
<tr>
<td>13. Music on CD (rock, classical, country, jazz)</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
</tr>
<tr>
<td>14. Computer software and databases on CD, floppy disc</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
</tr>
<tr>
<td>15. Other please specify_________</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
</tr>
</tbody>
</table>

Please comment on any that you have rated unsatisfactory, very unsatisfactory________________________________________________________________________
___________________________________________________________________________________

Library Services

E. Please rate your overall satisfaction with the Loveland Public Library regarding the following: Please **CIRCLE** your choice in each category.

<table>
<thead>
<tr>
<th></th>
<th>Very Satisfactory</th>
<th>Satisfactory</th>
<th>Unsatisfactory</th>
<th>Very Unsatisfactory</th>
<th>Don’t Use/Know</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Staff helpfulness</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
</tr>
<tr>
<td>2. Staff knowledge</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
</tr>
<tr>
<td>3. Hours open</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
</tr>
<tr>
<td>4. Parking</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
</tr>
<tr>
<td>5. Seating</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
</tr>
<tr>
<td>6. Study areas</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
</tr>
<tr>
<td>7. Quality of library building, lighting, heating, signage, etc.</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
</tr>
<tr>
<td>8. Public meeting room</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
</tr>
</tbody>
</table>
9. The library’s new computer catalog, LIBRA  
10. The Internet access provided through the Technology Center  
11. Internet training through scheduled classes at the library  
12. Availability of computer software, equipment for word processing,  
13. Federal, state income tax forms, information  
14. Adult programs (e.g., Kevin Cook noontime nature)  
15. Children’s programs (e.g., Story times, music, etc.)  
16. Summer reading program  
17. Summer Storyteller in the Park  
18. Outreach service to Homebound, Yellow Shelves  
19. Off-site materials returns at King Sooper’s, West Safeway  
20. Other Please specify_______________________________  

Please comment on any of the above that you rated unsatisfactory, very unsatisfactory:

____________________________________________________________________________________  
____________________________________________________________________________________

F. The Loveland Library’s current hours are:  
Monday – Thursday (10 AM – 9 PM)  
Friday – Saturday (10 AM– 6 PM),  
Sunday (during school year 1 PM – 5 PM)  

If funding were available for extended hours, which of the following would you be most likely to use? Please mark ONE (X) that would be your FIRST CHOICE.

1. ( ) Would recommend no change in hours  5. ( ) Saturday evening (6:00 – 9:00 PM)  
2. ( ) Weekday and Saturday  6. ( ) Sunday 1 – 5 P.M. during summer months  
   morning (9:00 – 10:00 AM)  7. ( ) Weekday evenings (9:00 – 10:00 PM)  
3. ( ) Friday evening (6:00 – 9:00 PM)  
4. ( ) Other (please specify)______________________

G. Which of the following library-sponsored, adult programs would you attend?

1. ( ) Book Club  5. ( ) Nature, Gardening series  
2. ( ) Personal investment series  6. ( ) Music, lectures, performances  
3. ( ) Travel (National, international) series  7. ( ) Film Discussion series  
4. ( ) Elder Care series  8. ( ) Other (Please identify)_______________________

H. Which of the following classes on searching and using information would you be likely to attend?

1. ( ) Basic Internet/WWW  4. ( ) Use of ACLIN (Access Colorado Library Information Network), First Search, etc.  
2. ( ) Use of LPL catalog, LIBRA  
3. ( ) Basic word processing, spreadsheet use, etc.  
5. ( ) Other (Please identify)_______________________
I. Do you use the Internet/World Wide Web (WWW)? 1. ( ) Yes 2. ( ) No

If “yes” please answer the following:

J. Where do you use Internet/WWW?
   1. ( ) Work 4. ( ) Loveland Public Library
   2. ( ) School 5. ( ) Other library
   3. ( ) Home 6. ( ) Other (please identify)_____________________________

K. How much do you use the Internet/World Wide Web (WWW) in a typical week?
   1. ( ) less than 1 hour per week 4. ( ) 11-20 hours
   2. ( ) 1 – 5 hours 5. ( ) 21 or more hours
   3. ( ) 6 – 10 hours

Information about you -

L. Are you: 1. ( ) Male 2. ( ) Female

M. Your age group?
   1. ( ) Under 18 5. ( ) 45 – 54
   2. ( ) 18-24 6. ( ) 55 – 64
   3. ( ) 25 – 34 7. ( ) 65 or over
   4. ( ) 35 – 44

N. What is the highest level of education you have completed? Mark one (X).
   1. ( ) K – 8
   2. ( ) Have not completed high school
   3. ( ) High school or equivalent
   4. ( ) Vocational school/community college/some college
   5. ( ) College degree (e.g., completed BA or BS)
   6. ( ) Graduate school (e.g., completed MA or MS, Ph.D., etc)

General Comments:________________________________________________________________________________________
________________________________________________________________________________________________________
________________________________________________________________________________________________________
________________________________________________________________________________________________________

Thanks again for your help in planning the future of your Loveland Public Library
If you would like a copy of the Executive Summary of the survey results, please fill out the following:

Name__________________________________________________________
Address________________________________________________________
Zip Code________________________