

Loveland Public Library Survey – Help us plan for the future

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. <input type="checkbox"/> Once a week or more | 3. <input type="checkbox"/> Once a month | 5. <input type="checkbox"/> Once every 3 months |
| 2. <input type="checkbox"/> Once in the past 12 months | 4. <input type="checkbox"/> This is my first use of the library | |

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. <input type="checkbox"/> Limited time | 9. <input type="checkbox"/> Get reading materials elsewhere |
| 2. <input type="checkbox"/> Homebound | 10. <input type="checkbox"/> No transportation |
| 3. <input type="checkbox"/> Prefer other activities over reading | 11. <input type="checkbox"/> Other (please describe)_____ |

Library Factors:

- | | |
|---|---|
| 4. <input type="checkbox"/> Not conveniently located | 12. <input type="checkbox"/> Not open convenient hours |
| 5. <input type="checkbox"/> Owe fines to the Library | 13. <input type="checkbox"/> Disagreement with library policy |
| 6. <input type="checkbox"/> Don't have what I want in materials information | 14. <input type="checkbox"/> Not enough staff |
| 7. <input type="checkbox"/> Telephone voice mail difficulties; can't get through to a human being | 15. <input type="checkbox"/> Library is too busy and crowded |
| 8. <input type="checkbox"/> Poor staff service | 16. <input type="checkbox"/> Too noisy |
| | 17. <input type="checkbox"/> 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.

	<u>Daily</u>	<u>Weekly</u>	<u>Monthly</u>	<u>Yearly</u>	<u>Don't Use</u>
1. Loveland Public Library	1	2	3	4	5
2. Newspapers	1	2	3	4	5
3. Word of mouth	1	2	3	4	5
4. Government agencies,	1	2	3	4	5
5. Own books, magazines etc.	1	2	3	4	5
6. TV	1	2	3	4	5
7. Internet use at home /at work	1	2	3	4	5
8. Radio	1	2	3	4	5
9. Other libraries	1	2	3	4	5
10. Bookstores	1	2	3	4	5
11. Seminars/workshops	1	2	3	4	5
12. Other (please describe)_____	1	2	3	4	5
_____	1	2	3	4	5

Library Collection

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

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

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.

	<u>Very</u> <u>Satisfactory</u>	<u>Satisfactory</u>	<u>Unsatisfactory</u>	<u>Very</u> <u>Unsatisfactory</u>	<u>Don't</u> <u>Use/Know</u>
1. Staff helpfulness	1	2	3	4	5
2. Staff knowledge	1	2	3	4	5
3. Hours open	1	2	3	4	5
4. Parking	1	2	3	4	5
5. Seating	1	2	3	4	5
6. Study areas	1	2	3	4	5
7. Quality of library building, lighting, heating, signage, etc.	1	2	3	4	5
8. Public meeting room	1	2	3	4	5

	<u>Very</u> <u>Satisfactory</u>	<u>Satisfactory</u>	<u>Unsatisfactory</u>	<u>Very</u> <u>Unsatisfactory</u>	<u>Don't</u> <u>Use/Know</u>
9. The library's new computer catalog, LIBRA	1	2	3	4	5
10. The Internet access provided through the Technology Center	1	2	3	4	5
11. Internet training through scheduled classes at the library	1	2	3	4	5
12. Availability of computer software, equipment for word processing,	1	2	3	4	5
13. Federal, state income tax forms, information	1	2	3	4	5
14. Adult programs (e.g., Kevin Cook noontime nature)	1	2	3	4	5
15. Children's programs (e.g., Story times, music, etc.)	1	2	3	4	5
16. Summer reading program	1	2	3	4	5
17. Summer Storyteller in the Park	1	2	3	4	5
18. Outreach service to Homebound, Yellow Shelves	1	2	3	4	5
19. Off-site materials returns at King Sooper's, West Safeway	1	2	3	4	5
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 morning (9:00 – 10:00 AM) | 6. () Sunday 1 – 5 P.M. during summer months |
| 3. () Friday evening (6:00 – 9:00 PM) | 7. () Weekday evenings (9:00 – 10:00 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 | |
| 2. () 18- 24 | 5. () 45 – 54 |
| 3. () 25 – 34 | 6. () 55 – 64 |
| 4. () 35 – 44 | 7. () 65 or over |

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 _____