**Program Evaluation Survey Template**

**Notes for Library Worker making the survey.**

* The following questions *could* be used in a survey to assess your program.
* Each content area has its own section (do not include the content type in your actual survey.)
* Anything in brackets you need to fill in/choose from
* Go through each question and make sure it’s tailored to your survey and your library
* Each question on here has tags for other types of survey it could be used in (**Program Evaluation, Usage, Visioning, Satisfaction, Collection**) We do not recommend including this information on your survey
* Anything in italics is not intended to be used in your actual survey

**“Thanks for taking the time to fill out this survey about [Program Name]. This survey is [anonymous] and the information collected will help guide us to make further decisions about [program name.] This survey will take about [10 minutes].”**

**Satisfaction & Value Content**

*Questions answered: how satisfied are your customers? Do they value what you’re doing, your space, or their experience?*

1. **What do you value most about [program name]? *Program Evaluation,  Satisfaction, Visioning***

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1. **Did you face any barriers in accessing [program name]? If so, please share as much as you’re comfortable.  *Usage, Visioning, Satisfaction***

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1. **How could [program name] be improved, if at all? *Program Evaluation, Satisfaction, Collection, Visioning***

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**Outcome Content**

*Question being answered: what do your customers get out of their experience at your library, in a program, or using a service?*

1. **How does [program name] benefit you or the community? *Program Evaluation Satisfaction Collection Visioning***

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1. **How do you think [program name] will help you in your personal and/or professional life? *Program Evaluation, Satisfaction, Collection, Visioning***

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1. **To what extent do you agree/disagree with the following statements about the program you attended: *Program Evaluation Satisfaction***

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|   | Strongly Agree | Agree | Neutral | Disagree | Strongly Disagree | Don’t know/Not Applicable |
| I learned something valuable  |  |  |  |  |  |  |
| I can apply what I learned on my own |  |  |  |  |  |  |
| I was able to access tools/materials/technology I don’t have access to elsewhere |  |  |  |  |  |  |
| [My/my childs] [social/movement/self-regulation/other] skills have improved because of this program |  |  |  |  |  |  |
| I was satisfied with my instructor |  |  |  |  |  |  |
| I felt safe/comfortable in this program |  |  |  |  |  |  |
| I feel more connected with people after this program |  |  |  |  |  |  |
| I would recommend this program to others |  |  |  |  |  |  |

**Demographic Content**

*Question being answered: who is taking your survey?*

**Please tell us about yourself [or the person you’re filling this survey out for]  so that we may better serve you. Please check one answer for each of the following.**

1. **How old are/is [you/your child]? *Program Evaluation, Usage, Visioning, Satisfaction, Collection***
* 12 or under
* 13-18
* 19-24
* 25-64
* 65 or older
1. **What gender best describes [you/your child]? (Fill in the blank.)  *Program Evaluation, Usage, Visioning, Satisfaction, Collection***

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1. **What is the highest level of education you have completed?  *Program Evaluation, Usage, Visioning, Satisfaction, Collection***
* Some high school
* High school graduate or GED
* Some college
* College degree or higher

1. **What is your preferred language?  *Program Evaluation, Usage, Visioning, Satisfaction, Collection***
* English
* Spanish
* Vietnamese
* Other—please specify: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
1. **What is your employment status? *Program Evaluation, Usage, Visioning, Satisfaction, Collection***
* Employed or self-employed
* Stay-at-home
* Retired
* Student
* Unemployed

**User Habits Content**

*Question being answered: how are people interacting with your library?*

1. **How do you typically find out about what’s happening at the library? Check all that apply. *Program Evaluation, Usage, Visioning***
* Library website
* Social media (Facebook or Twitter)
* Newspaper
* Library newsletter
* Internet search (google, etc.)
* Signs or flyers in the library
* Word of mouth
* Library staff
* Don’t know/Not applicable
* Other: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

1. **Have you attended this program before? [for series/repeat program] Circle one. *Usage, Program Evaluation***

Yes- many times       Yes, once or two times      No

**“Thanks for taking our survey! Any follow up questions can be sent to [person’s name and contact information.] We appreciate your time!”**