

MADAWASKA VALLEY PUBLIC LIBRARY USER SURVEY

Please take the time to fill out this questionnaire to help us plan for improvements in library service.

1. GENDER:

Male ☐ Female ☐

2. AGE GROUP:

12 or younger ☐

13 - 18 ☐

19 - 35 ☐

36 - 64 ☐

65 and over ☐

3. HOW MANY PEOPLE ARE THERE IN YOUR HOUSEHOLD?

12 or younger	
13 - 18	
19 - 35	
36 - 64	
65 and over	

4. WHERE IS YOUR PERMANENT RESIDENCE? _____

5. HOW OFTEN DO YOU VISIT THIS LIBRARY?

2-3 times per month ☐

Once a month ☐

Once every 6 months ☐

Once a year ☐

Seasonal visitor ☐

Never ☐

7. DO YOU TYPICALLY COMBINE A TRIP TO THE LIBRARY WITH ANY OF THE FOLLOWING (Check as many as apply)?

Shopping ☐ Post Office ☐ School ☐ Work ☐ Recreational activities ☐

Other (Please specify) ☐ _____

8. PLEASE INDICATE BELOW, THE TIME AND DAYS WHEN YOU TEND TO VISIT THE LIBRARY. (Check as many boxes as apply)

	MON	TUES	WED	THUR	FRI	SAT
9:00 a.m.-12:00 p.m.						
12:00 p.m.-3:00 p.m.						
3:00 p.m.-5:00 p.m.						
5:00 p.m.-7:00 p.m.						

9. DO YOU FIND THE LIBRARY'S HOURS OF OPERATION CONVENIENT?

YES ☐ NO ☐

10. IF NO, PLEASE INDICATE THE HOURS YOU WOULD PREFER.

	MON	TUES	WED	THUR	FRI	SAT	SUN
9:00 a.m.-12:00 p.m.							
12:00 p.m.-3:00 p.m.							
3:00 p.m.-5:00 p.m.							
5:00 p.m.-7:00 p.m.							
7:00 p.m.-9:00 p.m.							

11. OVERALL, HOW SATISFIED ARE YOU WITH THE LIBRARY?

Very satisfied ☐ Somewhat satisfied ☐ Not at all satisfied ☐

Please check your satisfaction rate for the following:

	Very satisfied	Somewhat satisfied	Not at all satisfied
Parking space			
Study space			
Number of computers			
Noise levels			
Availability of staff			
Helpfulness of staff			
Availability of loan items			
Range of subjects covered by items available			
Sufficiency of materials			

Materials up to date			
Other (please specify)			

12. HOW WOULD YOU RATE THE LIBRARY FACILITIES?

	Good	Satisfactory	Poor
Heating			
Air Conditioning			
Physical Access – Main entrance Rear entrance			
Basement children's area			
Washroom			
Reading/study area			
Computer area			
Check out desk			
Shelving layout and accessibility			
Personal safety and security			

13. IN YOUR OPINION, WHICH ARE THE MOST IMPORTANT ROLES THE LIBRARY SHOULD PLAY IN THIS COMMUNITY? PLEASE PUT A NUMBER TO INDICATE PRIORITY FROM 1 TO 11, 1 BEING THE MOST IMPORTANT.

- Community gathering place: a central focus point for community activities _____
- Information about the community, local activities and services _____
- Formal education support for individuals of all ages _____
- Provision of popular materials for all ages _____
- Preschoolers' introduction to learning _____
- Programs and resources for young adults _____
- Reference materials _____
- Local history and genealogy resource _____
- Literacy support _____
- Computer literacy support _____
- A place to feel welcome and safe _____
- Other (please specify) _____

14. PLEASE RATE THE LIBRARY'S COLLECTIONS

	Good	Satisfactory	Poor	Don't know
Reference				
Adult Fiction				
Adult Non-Fiction				
Magazines				
Children's Books				
Young Adult Books				
Books on CD				
E Books				
Music				
DVDs				

15. WHAT USE DO YOU MAKE OF THE LIBRARY?

- Use public computer for Internet ☐
- Read, study, or work in the library ☐
- Borrow books ☐
- Consult bulletin boards and pamphlets ☐
- Browse for something interesting to read ☐
- Read for pleasure ☐
- Attend a library activity ☐
- Bring someone else ☐
- Consult reference materials ☐
- Read magazines ☐
- Read newspapers ☐
- Borrow an audio CD ☐
- Borrow a DVD ☐
- Relax; enjoy 'time out' ☐
- Consult library staff ☐
- Use photocopying services ☐
- Use print services ☐
- Reserve a book not on the shelf ☐
- Request a book interlibrary loan ☐
- Attend a specific function ☐
- Other use (Please specify): _____

16. WOULD YOU SUPPORT THE FUNDING OF A NEW LIBRARY? IF SO, HOW:

- Municipal Taxation ☐
- Provincial Grants ☐
- Federal Grants ☐
- Donations ☐
- Combination of above ☐

17. DO YOU HAVE ANY ADDITIONAL COMMENTS YOU WOULD LIKE TO MAKE?

Thank you for completing this questionnaire. Your comments will contribute to how our library services and facilities can be improved.