

This survey – for adults over age 18 only - is being conducted to help your public library make better-informed decisions. Participation in this survey is voluntary. You may skip questions you do not feel comfortable answering. Return your survey to your library or mail to K. Fontichiaro, U-M School of Information, 4427 North Quad, 105 S. State St., Ann Arbor, MI 48109-1285. Questions: nextlevelleadership@umich.edu.

What library (system) do you most often use?

Some libraries have more than one location (branch). If this is the case, which branch do you visit most regularly?

How often do you visit the library, check out materials, use its online resources, or attend library events? *(Please cross one)*

- Daily Weekly Monthly Less than once a month Never

Do you have a library card? *(Please cross one)*

- Yes No Don't know

What is your age? *(Please cross one)*

- 18-22 years old 23-29 years old 30-39 years old
 40-49 years old 50-59 years old 60-69 years old
 70 years or older Prefer not to answer

On a scale of 1 (not at all satisfied) to 5 (very satisfied), how satisfied are you with the library overall? *(Please cross one)*

- 1 2 3 4 5

Check all that describe the library's atmosphere. *(Please cross all that apply)*

- Friendly Noisy Safe Comfortable Unwelcoming
 Fun Helpful Quiet Boring Exciting
 Clean Other

What do you, or would you like to, use the library for? *(Please cross all that apply)*

- Borrow physical materials Borrow digital materials (ebooks, streaming movies, streaming music etc.)
 Use public meeting room (if available) Meet with friends
 Study, read, or do research Use computers
 Attend adult programs Attend children's programs
 Use photocopier, printer, and/or fax machine None of the above

Other



To respond or



On a scale of 1 (poor) to 5 (excellent), how do you rate the quality of the following library services?

1 (poor) 2 3 4 5 (excellent)

| | | | | | |
|--|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| Physical library collections (books, movies, video games, etc.) | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Digital library collections (eBooks, streaming video, streaming music, etc.) | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Technology (computers, printers, scan, & fax) | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Library events & programs | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Staff's customer service | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Staff's ability to select materials to include in the library collection | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Building facility and maintenance | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

Complete the sentence: The biggest challenge my community is facing right now is...

Complete the sentence: One thing that would make my community an even more amazing place to live would be...

What is the best thing about your community's library?

If you could change one thing about your community's library, what would it be?



To respond or

