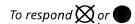
This survey – for adults over age 18 only - is being conducted to help your public library make better-informed decisions. Participation in this survey is voluntary. You may skip questions you do not feel comfortable answering. Return your survey to your library or mail to K. Fontichiaro, U-M School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

What library (syster	ii) uo you mo	st often use:			
Some libraries have most regularly?	more than o	ne location (branch). I	f this is the case, which	n branch do you visi	
How often do you v events?	isit the librar	ry, check out materials	, use its online resourc	es, or attend librar (Please cross one)	
Daily	VVEERIY	Withting	once a month	Olvevel	
Do you have a librar	y card?			(Please cross one)	
○ Yes		O No	O Don't kn	O Don't know	
What is your age? 18-22 years old		23-29 years old	◯ 30-39 ye	(Please cross one)	
0 40-49 years old		50-59 years old		O 60-69 years old	
70 years or older		O Prefer not to answe	_ •		
On a scale of 1 (not a	it all satisfied) to 5 (very satisfied), h	ow satisfied are you wit	h the library overall	
O 1	<u> </u>	○ 3	4	(Please cross one) 5	
Check all that describe the library's atmosphere.			(Pla	ease cross all that apply)	
Friendly	Noisy	Safe	Comfortable	Unwelcoming	
Fun	Helpful	Quiet	Boring	Exciting	
Clean	Other				
What do you, or wo	uld you like t	o, use the library for?	 (Plo	ease cross all that apply)	
Borrow physical	materials		orrow digital materials (e novies, streaming music e	-	
Use public meeti	ng room (if av	ailable)	leet with friends		
Study, read, or d	o research	U	lse computers		
Attend adult pro	grams	ΠA	ttend children's program	S	
Use photocopier	, printer, and/	or fax machine N	lone of the above		
Other					









On a scale of 1 (poor) to 5 (excellent), how do you rate the quality of the following library services?	1,000y 3
Physical library collections (books, movies, video games, etc.)	
Digital library collections (eBooks, streaming video, streaming music, etc.)	
Technology (computers, printers, scan, & fax)	
Library events & programs	
Staff's customer service	
Staff's ability to select materials to include in the library collection	
Building facility and maintenance	
Complete the sentence: The biggest challenge my community is facing righ	t now is
What is the best thing about your community's library?	







