

Findlay Hancock Public Library Community Survey

1. Do you use the library?

Yes

If No, why not?

2. Which library location do you most often use?

Findlay Hancock Main Library

Arlington Branch

Bookmobile

Library website for downloads

3. Why do you visit the library? (Check all that apply)

Learning experiences for me

Learning experiences for my children

To check out books/materials

To spend time with friends

To spend time with family

To see or learn about something I am already interested in

To feed my/our curiosity

To provide my children with a place to play

It is fun

Other (please specify)

4. What does the library do well? (Check those that are most important to you)

To be honest, this library doesn't do anything well

It makes my job as a parent/caregiver easier

- The library helps people in my community
- The library contributes to the quality of life in my community
- Staff members always make me feel welcome
- The library work well with other community organizations and/or local business.
- None of these
- Other (please specify)

5. What materials and services are most valuable to you and your family? (Check your top 3 choices)

- The collections of books and materials appeal to my family or me.
- I/we enjoy the downloadable books/collections. (ebooks, streaming video/music)
- I/we enjoy the in-person programs (e.g., classes, story times, author visits, etc.)
- I/we utilize the electronic databases such as Ancestry, CreativeBug, etc.
- I/we enjoy the adult literacy program (Read for Life)
- I/we enjoy Dolly Parton's Imagination Library
- I/we enjoy the meeting rooms
- I/we enjoy the computer access
- I/we enjoy the wireless internet connection.
- I/we use the library for document services (printing, copying, faxing)

6. What materials and services are most valuable to the community? (Check your top 3)

- Collections of books and materials
- Library space to reserve and hold events/meetings
- Wireless internet connectivity and computer access
- Quiet study/reading space
- Downloadable books/collections. (ebooks, streaming video/music)
- Document services (printing, copying, faxing)
- Classes and programming for children
- Classes and programming for teens
- Classes and programming for adults

- Classes and programming for seniors
- Adult literacy program (Read for Life)
- Dolly Parton's Imagination Library
- Support and resources for students and educators
- Access to other community organizations/services/businesses through partnerships and programming.
- Other (please specify)

7. What would improve this library? (Check your top 3 choices)

- I think they are doing a great job already
- More materials/collections such as books, DVD's etc.
- Dedicated quiet areas
- Displays that are easy to browse and find new materials
- Public programs for children
- Public programs for teens
- Public programs for adults
- A wider variety of public programs
- More meeting space to reserve
- More outreach to the broader community (bookmobile, presence at events, delivery)
- Friendlier/more welcoming staff
- Other (please specify)

8. It is easy to find things in the library.

- Yes
- No (Please describe)

9. Where do you usually hear about new titles you want to check out?

- Library Newsletter

- Friends/word of mouth
- Books I see in stores
- TV
- Magazines or newspapers
- Social Media
- Newsletters
- Church
- Library staff
- Other (please specify)

10. How do you find out about community events? (check all that apply)

- Local newspaper
- Church
- Facebook or social media
- Bulletin Board
- Friends/word of mouth
- Event Mailings/flyers/signs
- Other (please specify)

11. What are your interests/hobbies (check all that apply)

- Art
- Baking/Cooking
- Crafts
- Fitness/Sports
- Foreign Languages
- Hunting/Fishing
- Genealogy/History
- Gardening

- Gaming
- Reading
- Music
- Movies
- Nature
- Technology
- Travel
- Pets
- Photography
- Painting
- Knitting/Crocheting
- Sewing/Quilting Technology
- Other (please specify)

12. On the library's website, I know how to:

- Make a purchase suggestion.
- Reserve a book/movie/audiobook.
- Find programs.
- Register for programs.
- Reserve a meeting room.
- Ask a reference question.
- Find the Library staff and leadership.
- Access Library Board meeting information.
- I don't know how to do these things.
- I don't use the library's website.

13. What skills or education do you think would improve your career or increase your income?

- Microsoft Office (Word, Excel, PowerPoint)
- Job Specific Software

- Resume writing
- Grant Writing
- Small business or startup information and guidance
- Foreign Language
- Accounting Software
- Project Management Software
- Nothing right now/I am retired
- Other (please describe)

14. What personal/life improvement or organizational skills are interesting to you? (check all that apply)

- Job Searching on the internet
- Will/Trusts/ Legal document support
- Online Calendars (iCal, Google Calendar, MSOutlook)
- Collaborative platforms (Microsoft Teams, Slack, Basecamp, etc.)
- Cloud photo storage (iCloud, GooglePhotos)
- Video or photo editing software/apps
- Notary
- Passport Application process
- Tax information and support
- Nothing/I am retired.
- Other (please specify)

15. Typically what do you do at the library? (check all that apply)

- Use the Computer
- Pick up Reserves
- Attend a program (ex. Storytime, book club)
- User the copier/fax/scanner
- Browse Collections

Check-out books & materials

Research History/Genealogy

Use public meeting space

Work/Study

Meet Friends

Other (please specify)

16. My dream library would...

17. What would improve your library experience?

18. What is your favorite thing about this library?

19. What would make the library a more comfortable place to be? (Check top 3)

More soft seating

Improved cleaning/decluttering of public areas

Easier access to collections (displays, walkways, shelving arrangements)

More quiet study space

Space to reserve for small groups

More outdoor areas for reading and enjoyment

Neuro Diverse hours or designated spaces

Equipment to reserve for meetings (laptops, microphones, projector, etc.)

Other (please describe)

20. The library has been operating for 12 years on the same tax levy funding. How would you vote today if the library were requesting a moderate increase in levy funding?

- I would vote in favor of a moderate increase or replacement levy.
- I would vote against a moderate increase or the replacement levy.
- Unsure.

21. What is your age?

- Under 13 years old
- 13-17 years old
- 18-24 years old
- 25-34 years old
- 35-44 years old
- 45-54 years old
- 55-64 years old
- 65+ years old

22. I am interested in providing additional feedback to the library for the Strategic Planning Process. (Circle one)

- Yes
- No

23. My preferred contact method for participation is:

- Emailed questionnaire
- Phone call interview
- Video conference meeting (via Zoom/MSTeams)

24. If you answered Yes , please provide your contact information:

Name

Email

Phone