2012 Monroe County Public Library Survey

The Monroe County Public Library needs participation from county residents to plan Library services in the community. Even if you do not currently use the Monroe County Public Library, your input is important. Please take a few minutes to complete this survey and help us plan for the future. *If your household includes children, please consider their needs in your responses.*

CURRENT USE OF THE MONROE COUNTY LIBRARY

1. **Please indicate how often you and members of your household have used the following facilities or services in the past 12 months by circling the appropriate number.**

	Once a week or more	Once/twice a month	Few times a year	Never
(A) Main Library in downtown Bloomington	1	2	3	4
(B) Ellettsville Branch Library	1	2	3	4
(C) Library Website	1	2	3	4
(D) Bookmobile	1	2	3	4
(E) Homebound Service/Outreach Van	1	2	3	4
(F) Other: _____	1	2	3	4

2. **Please check ALL the purpose(s) for which you or members of your household used the library in the past 12 months?** [Check ALL that apply]

   ___ (01) Checked out a book
   ___ (02) Checked out an audiobook
   ___ (03) Downloaded e-book/audiobook
   ___ (04) Checked out a music CD
   ___ (05) Downloaded music (Freegal)
   ___ (06) Checked out a movie
   ___ (07) Checked out a magazine
   ___ (08) Picked up materials on hold
   ___ (09) Attended a children's program
   ___ (10) Attended a teen program
   ___ (11) Attended an adult program
   ___ (12) Attended a meeting
   ___ (13) Used a library computer
   ___ (14) Used library wireless (Wi-Fi)
   ___ (15) Worked on a school assignment
   ___ (16) Used job search resources
   ___ (17) Found information for work
   ___ (18) Asked a librarian a question
   ___ (19) Read a newspaper/magazine
   ___ (20) Spent time in a quiet place
   ___ (21) Met a friend or family member
   ___ (22) Accessed an online research tool
   ___ (23) Accessed a government form (tax, license, unemployment)
   ___ (24) Other: _____

3. **From the list in Question #2 above, please indicate the THREE main purposes for which you or members of your household used the Library over the past 12 months.**

   1st Main Purpose:____   2nd Main Purpose:____   3rd Main Purpose: _____

4. **Do you or members of your household have a library card for the Monroe County Public Library?**
   ___ (1) Yes
   ___ (2) No
   ___ (3) Don't know

5. From the following list, please check ALL the reasons preventing you or members of your household from using the Monroe County Public Library or its services in the past 12 months.

___(01) Did not know about the Library
___(02) Did not have what I wanted/needed
___(03) Locations not convenient
___(04) Used the Internet instead
___(05) Owed fines or fees
___(06) Bought/rented materials elsewhere
___(07) Library hours not convenient
___(08) Physical access too difficult

___(09) No transportation to get there
___(10) Was too busy
___(11) Hard to find parking
___(12) Inconvenient to use library computer
___(13) Environment unpleasant
___(14) Used a different library
___(15) Physical condition of materials
___(16) None

6. From the list below, please indicate the THREE primary ways you prefer to learn about library services.

___(01) Newspaper
___(02) Radio
___(03) Word of mouth
___(04) School
___(05) Library website
___(06) Visit/call to the library

___(07) Social media (Facebook/Twitter)
___(08) Library program guide
___(09) CATS TV Channel
___(10) Fliers/posters
___(11) E-mail
___(12) Friends Mailing

COMMUNITY ACCESS TELEVISION SERVICES (CATS)

7. Please check ALL the ways you and members of your household accessed Community Access Television Services (CATS) in the last 12 months.

____ (1) Cable   ____ (2) Stream from Web   ____(3) Do not access

8. Please indicate how often you and members of your household have used the following Community Access Television Services (CATS) in the past 12 months by circling the appropriate number.

	Once a week or more	Once or twice per month	Few times a year	Never
(A) City government meetings	1	2	3	4
(B) County government meetings (plus library board, RBBCSC, MCCSC and Town of Ellettsville meetings)	1	2	3	4
(C) Educational/cultural programs	1	2	3	4
(D) SCOLA international news	1	2	3	4
(E) Other public access programs	1	2	3	4

9. How would you rate your satisfaction with CATS? Note: If you do not use CATS, please indicate "don't know."

___ (1) Very satisfied   ___ (3) Neutral   ___ (5) Very dissatisfied
___ (2) Somewhat satisfied   ___ (4) Somewhat dissatisfied   ___ (6) Don't know

10. If there was ONE thing you could do to improve CATS, what would it be?

_____

_____

11. Using a scale from 5 to 1 where "5" is "Very Satisfied" and "1" is "Very Dissatisfied," how would you rate each of the following Library services for you and members of your household? [Circle your rating]. If you don't use, please circle "Don't Use".]

	Very Satisfied	Somewhat Satisfied	Neutral	Somewhat Dissatisfied	Very Dissatisfied	Don't Use
(A) Books for adults	5	4	3	2	1	9
(B) Books for teens	5	4	3	2	1	9
(C) Books for children	5	4	3	2	1	9
(D) Newspapers/magazines	5	4	3	2	1	9
(E) Audiobooks	5	4	3	2	1	9
(F) E-books	5	4	3	2	1	9
(G) Music CDs	5	4	3	2	1	9
(H) Downloadable music (Freegal)	5	4	3	2	1	9
(I) Movies (DVDs) for adults	5	4	3	2	1	9
(J) Movies (DVDs) for children	5	4	3	2	1	9
(K) Library website	5	4	3	2	1	9
(L) Online research tools	5	4	3	2	1	9
(M) Online library catalog	5	4	3	2	1	9
(N) Public computers	5	4	3	2	1	9
(O) Wireless access	5	4	3	2	1	9
(P) Requesting an item to be held	5	4	3	2	1	9
(Q) Courteousness of staff	5	4	3	2	1	9
(R) Knowledge of staff	5	4	3	2	1	9
(S) Cleanliness/maintenance of facilities	5	4	3	2	1	9
(T) Convenience of locations	5	4	3	2	1	9
(U) Hours of operation	5	4	3	2	1	9
(V) Parking	5	4	3	2	1	9
(W) Meeting room facilities	5	4	3	2	1	9
(X) Library programs for adults	5	4	3	2	1	9
(Y) Library programs for teens	5	4	3	2	1	9
(2) Library programs for children	5	4	3	2	1	9
(3) Bookmobile service	5	4	3	2	1	9
(4) VITAL adult literacy services	5	4	3	2	1	9

12. Which FOUR services from the list in Question #11 do you or members of your household feel are __most important__ for the Library to provide? [Using the letters and numbers above in Question #11, please write in the letters and numbers below for your 1st, 2nd, 3rd, and 4th choices, or circle NONE.]

1st: _____   2nd: _____   3rd: _____   4th: _____   NONE

E-READERS AND E-BOOKS

13. Do you own an e-reader? (Check ONE)

___(1) Yes [Please answer Q13a]

___(2) No, but I plan on purchasing an e-reader in the next 12 months

___(3) No, and I do not plan on purchasing an e-reader in the next 12 months

13a. Please check the type of e-reader you own. (Check ALL that apply)

____ (1) Tablet computer (color)   ____ (3) Smart phone

____ (2) E-reader (black and white)   ____ (4) Other: _____

14. How many e-books have you purchased from retail outlets in the past 12 months?

___(1) 10 or more e-books   ___(2) 5-9 e-books   ___ (3) 1-4 e-books   ___ (4) None

15. How many e-books have you downloaded from the Library in the past 12 months?

___(1) 10 or more e-books   ___(2) 5-9 e-books   ___ (3) 1-4 e-books   ___ (4) None

16. Using a scale from 5 to 1, where "5" is "Very Satisfied" and "1" is "Very Dissatisfied," how would you rate each of the following e-book services offered by the Library? [Circle your rating. If you don't use, please circle "Don't Use".]

	Very Satisfied	Somewhat Satisfied	Neutral	Somewhat Dissatisfied	Very Dissatisfied	Don't Use
(A) E-book titles available	5	4	3	2	1	9
(B) Ease of searching for titles	5	4	3	2	1	9
(C) Ease of downloading	5	4	3	2	1	9
(D) Assistance from staff	5	4	3	2	1	9
(E) Documentation/instructions	5	4	3	2	1	9

LOOKING TO THE FUTURE OF THE LIBRARY

17. From the following list, please choose the THREE principal roles and services the Library should emphasize in the next few years. [Please check your top THREE.]

___(01) Support job seekers and local economic development

___(02) Provide quiet places for reading and individual study

___(03) Support group study and collaboration

___(04) Support education and literacy for children and adults

___(05) Provide resources for reading/listening/viewing pleasure

___(06) Serve as a source of free information

___(07) Foster civic engagement

___(08) Help individuals use technology tools to find, use and analyze information

___(09) Support individuals in creating and sharing their digital content (art, music, writing, video, etc.)

___(10) Provide services to support our multicultural community

18. **Following are some actions that the Monroe County Public Library could take to improve Library services and facilities. Please indicate whether you feel each action is a high priority, medium priority, low priority, or are not sure by circling the number to the right of the action.**

	High Priority	Medium Priority	Low Priority	Not Sure
Facilities priorities				
(A) Additional locations	4	3	2	1
(B) Expanded evening hours (Monday-Friday)	4	3	2	1
(C) Expanded weekend hours (Saturday-Sunday)	4	3	2	1
(D) After-hours availability of meeting and performance spaces	4	3	2	1
(E) More group study spaces	4	3	2	1
(F) Improved parking	4	3	2	1
(G) Reduced use of environmental resources, such as water and electricity	4	3	2	1
Digital priorities				
(H) Support for basic computer literacy	4	3	2	1
(I) More help with developing workforce skills through digital training	4	3	2	1
(J) Support for learning skills for digital creativity (e.g., movie making, game design, music production)	4	3	2	1
(K) More downloadable e-books	4	3	2	1
(L) More downloadable audiobooks	4	3	2	1
(M) More downloadable movies	4	3	2	1
(N) More downloadable music	4	3	2	1
(O) More local digital content (books, music, history, film)	4	3	2	1
Service priorities				
(P) Multicultural services (staff, collections, programs)	4	3	2	1
(Q) Personalized staff service	4	3	2	1
(R) Broadened community partnerships	4	3	2	1
(S) Multi-age programs	4	3	2	1
(T) Fun, entertaining programs	4	3	2	1

19. **Which FOUR actions from the list in Question #18 do you or members of your household feel are __most important__ for the Library to provide?** [Using the letters and numbers above in Question #18, please write in the letters below for your 1st, 2nd, 3rd, and 4th choices, or circle 'NONE'.]

1st: _____   2nd: _____   3rd: _____   4th: _____   NONE

20. **Overall, how would you rate the importance of the Library __to yourself and members of your household?__**
 ____ (1) Extremely important   ____ (3) Not very important
 ____ (2) Somewhat important   ____ (4) Not at all important

21. **Overall, how would you rate the importance of the Library __to the future of Monroe County__?**
 ____ (1) Extremely important   ____ (3) Not very important
 ____ (2) Somewhat important   ____ (4) Not at all important

22. **In your opinion what is the most important action the Monroe County Public Library could take to improve?**

_____

_____

DEMOGRAPHIC INFORMATION

23. **What is your gender?**
___(01) Male   ___(02) Female

24. **What is your age?** _____

25. **What is your highest education level?**
___(01) Elementary/middle school   ___(04) Bachelor degree
___(02) High school diploma   ___(05) Graduate degree
___(03) Associate degree   ___(06) Other: _____

26. **What is your home ZIP code?** _____

27. **Which language is primarily spoken in your home?**
___(01) English   ___(03) Other: _____
___(02) Spanish

28. **Counting yourself, how many people in your household are:**

Under age 5 ____	Ages 15-19 ____	Ages 35-44 ____	Ages 65-74 ____
Ages 5-9 ____	Ages 20-24 ____	Ages 45-54 ____	Ages 75+ ____
Ages 10-14 ____	Ages 25-34 ____	Ages 55-64 ____	

29. **Do you have a computer with Internet access in your home?**
___(01) Broadband access   ___ (03) No access
___(02) Dial-up access

30. **What is your household income?**
____ (1) Under $25,000   ____ (4) $75,000-$99,999

____ (2) $25,000-$49,999   ____ (5) $100,000 or more

____ (3) $50,000-$74,999

This concludes the survey. The Monroe County Public Library thanks you for your participation! Please return survey in the enclosed envelope to: ETC Institute, 725 W. Frontier Circle, Olathe, KS 66061

Your response will remain completely confidential.
The address information on the sticker to the right will
ONLY be used to help identify areas with special interests.