

Library Usage

For each question, feel free to check all options that apply.

1. How often do you currently use the library, either in person or online?

- | | |
|---|---|
| <input type="checkbox"/> Never (can't remember my last visit) | <input type="checkbox"/> Monthly |
| <input type="checkbox"/> Rarely (5+ years ago) | <input type="checkbox"/> Weekly |
| <input type="checkbox"/> Occasionally (within the last 3 years) | <input type="checkbox"/> Daily (or more than once per week) |
| <input type="checkbox"/> Annually (once per year or so) | |
| <input type="checkbox"/> If you don't use the library (or only rarely), please tell us why: | |

2. How do you use the physical library?

- | | |
|---|--|
| <input type="checkbox"/> Check out print materials (books, magazines) | <input type="checkbox"/> Ask staff for assistance |
| <input type="checkbox"/> Check out non-print materials (DVDs, books on CD, music CDs, cake pans, puzzles) | <input type="checkbox"/> Attend in-person programming |
| <input type="checkbox"/> Request items via Inter-Library Loan | <input type="checkbox"/> Office services: copy / scan / fax |
| <input type="checkbox"/> Use library computers | <input type="checkbox"/> Use games or puzzles |
| <input type="checkbox"/> Use the wifi | <input type="checkbox"/> I do not (or rarely) use the physical library |
| <input type="checkbox"/> Use the meeting rooms | |

3. How do you use the virtual library?

- | | |
|---|---|
| <input type="checkbox"/> Check out materials online (e-books / downloadable audiobooks / digital magazines) | <input type="checkbox"/> Access genealogy resources (Ancestry / Heritage Quest) |
| <input type="checkbox"/> Attend online programs | <input type="checkbox"/> Renew your materials online / manage your library account |
| <input type="checkbox"/> Utilize databases (EBSCO) | <input type="checkbox"/> Search the library's catalog online / place reserves for items |
| <input type="checkbox"/> Utilize BrainFuse HelpNow to build skills or access practice tests | <input type="checkbox"/> Request items via Inter-Library Loan |
| <input type="checkbox"/> Learn a new language (via Mango or Transparent Language) | <input type="checkbox"/> Ask staff for assistance via email / website form / Facebook private message |
| <input type="checkbox"/> Access local newspapers online (late 1800s through 2022) | <input type="checkbox"/> I do not (or rarely) use the virtual services of the library |

4. Please rank various features of the library

| | Not applicable to me | Needs improvement | Satisfactory | Outstanding |
|--|--------------------------|--------------------------|--------------------------|--------------------------|
| Availability of computers | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Availability of meeting rooms | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Helpfulness of staff | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Curbside service | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Programming (online or in-person) | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Collections (books / AV items, etc.) | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Online Presence (website, Facebook, Instagram) | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Open Hours | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Databases / Online Services | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

Other (please specify) / Further comments:

5. How do you hear about the library and its offerings?

- | | |
|---|--|
| <input type="checkbox"/> Word of mouth | <input type="checkbox"/> City of Estherville Website |
| <input type="checkbox"/> Friends of the Library Newsletter | <input type="checkbox"/> Channel 3 Cable Roll-up Announcements |
| <input type="checkbox"/> EPL monthly calendars | <input type="checkbox"/> Estherville News |
| <input type="checkbox"/> Estherville Chamber Calendar of Events | <input type="checkbox"/> KILR Radio |
| <input type="checkbox"/> Facebook | <input type="checkbox"/> Other agencies (ELC Schools, ILCC, ISU Extension, etc.) |
| <input type="checkbox"/> Instagram | <input type="checkbox"/> I never (or only rarely) hear anything about the EPL |
| <input type="checkbox"/> EPL Website | |
| <input type="checkbox"/> Other (please specify) | |

6. When are you free to attend library programs and events?

- Weekday mornings
- Weekday afternoons
- Weekday evenings
- Saturday mornings

Other (please specify)

7. What is your comfort level related to asking questions of our staff?

- I prefer to ask online (via email, FB, private message, or web form)
- I prefer to ask over the phone
- I prefer to ask in person at the library
- Other (please specify), or further comments:
- I prefer to ask a certain staff person
- I have no need to ask questions of library staff members

8. I'm most likely to ask questions about:

- Library programs
- How to find what I need on the computer
- Library materials (how to find a book / request an inter-library loan, etc.)
- Library services (how to use databases or electronic materials)
- Other (please specify)
- How to find public records
- Referral services (such as "where do I go for X, Y, or Z in this community?")
- None of the above

9. What types of events would you (or others in your household) consider attending?

- Guest speakers
- Music
- Live theater
- Movies
- Crafts / hands-on projects
- Cooking classes
- Children's events
- Events for teens

Other (please specify)

10. Gender

- Male
- Female
- Prefer not to answer

11. Age range

- Up to 11
- 12-18
- 19-20
- 21-30
- 31-40
- 41-50
- 51-60
- 61-70
- 71+
- Prefer not to answer

12. Ethnicity

- Caucasian
- Hispanic
- African-American
- Other (please specify)
- Native American
- Asian
- Prefer not to answer

13. How long have you been a part of the community (living/working/passing through the area)?

- Lifelong resident
- 20+ years
- 10-20 years
- 5-10 years
- 3-5 years
- Recently moved here
- Prefer not to answer

14. Please share your career or student status (check all that apply)

- Full time student
- Part time student / part time worker
- Part time worker
- Full time worker
- Other (please specify)
- Retired
- Disabled
- Unemployed
- Prefer not to answer

15. What books / magazines do you like to read? What movies do you like to watch? What do you wish the library offered?

16. Do you have concerns about our community that you think the library could help with?

17. Do you have any further comments about the EPL's strengths, weaknesses, or offerings?

Conclusion

Your survey is completely anonymous unless you choose to give us your identifying information.

18. Please select your comfort level as regards our use of your survey information:

- I don't mind being quoted
- I would like to be entered in the prize drawing for those who have completed the survey
- I would like someone to contact me to follow up about my responses
- In order to accept any of these options, please give us your name and preferred contact method (phone, email, or physical mailing address):