

Patron Assessment Tool

Instructions

Your local library wants to know what you think about the services it provides. We are interested in your views and beliefs in a variety of areas. You will find statements about how you see things related to the library. We also need to know some things about you and you will find questions designed to help us understand you better. Finally, we want to know what you believe are important priorities for the future in the series of questions found at the end of the survey. **IF YOU HAVE NOT USED THE LIBRARY IN THE LAST YEAR OR IF YOU DO NOT HAVE A LIBRARY CARD, PLEASE TURN THIS BOOKLET OVER AND SKIP TO QUESTION #46 ON THE LAST PAGE.**

In each case, YOUR impressions, feelings, and opinions are important for library planning. In some cases, you may feel that your opinions are not well informed. Please go ahead and give your impression as it is now, even though you realize it could change by talking with others. Use the "Don't Know" response only in those rare cases where you have no impression at all.

I. Performance

In the blank by each of the following statements, write the number from the scale that best expresses your view:

1	2	3	4	5	6	7
Strongly Disagree	Disagree	Tend to Disagree	Tend to Agree	Agree	Strongly Agree	Don't Know

- ___ 1. Parking for patrons is well lit and safe.
- ___ 2. Our library offers a varied selection of training and educational events.
- ___ 3. There is always comfortable, available seating when I come to the library.
- ___ 4. Our library staff members are consistently able to provide the help I need.
- ___ 5. Overall, our library does a good job updating our collection of materials and resources.
- ___ 6. Staff members are consistently courteous and friendly.
- ___ 7. Our reference librarian(s) are expert at providing the research assistance to meet my particular needs.
- ___ 8. Check out at the circulation desk is generally quick and simple.
- ___ 9. Our library provides adequate access to our patrons regardless of physical limitations.
- ___ 10. Our library regularly provides or participates in enjoyable community events such as concerts, festivals, and recreational events.
- ___ 11. I consistently find materials of interest to me in the library audio-visual collection of materials such as videos, music, and audio books.

1
Strongly
Disagree

2
Disagree

3
Tend to
Disagree

4
Tend to
Agree

5
Agree

6
Strongly
Agree

7
Don't
Know

- ___ 12. The library consistently provides a quiet environment that makes my time there productive and enjoyable.
- ___ 13. I regularly find the book or resource I am looking for in our library collection.
- ___ 14. I am satisfied with the way staff members deal with fines and lost materials.
- ___ 15. I receive the same high quality service from each staff member at the library.
- ___ 16. The print collection of the library (e.g. books, magazines, newspapers) consistently has available the information that I expect.
- ___ 17. Staff members are available to provide the personalized instruction I need in using computers and other equipment.
- ___ 18. Our library is kept clean and attractive.
- ___ 19. All library staff members make me feel welcome at the library.
- ___ 20. When I have a special need, our reference librarians conduct research or provide additional resources quickly enough to be helpful.
- ___ 21. Our library collection reflects the diversity of individuals and groups in our community.
- ___ 22. Our library is consistently able to provide meeting space to groups that request it.
- ___ 23. Our library facilities are cramped and difficult to maneuver in.
- ___ 24. The signs and layout of our library make it easy for me to locate what I am seeking.
- ___ 25. Equipment at our library such as copiers and printers are consistently working when I need them.
- ___ 26. The staff has made me aware of databases available electronically at the library.
- ___ 27. I am rarely turned away from special programs and events because they are filled.
- ___ 28. I am generally satisfied with the services and resources provided by the library.
- ___ 29. When I have a problem with library services, prompt and positive attention is focused on my complaint.
- ___ 30. When equipment malfunctions, the library makes quick repairs to minimize inconvenience to users.
- ___ 31. Our library is usually on the cutting edge with the latest technology to improve library services.
- ___ 32. I feel the library is safe for members of my family and myself.
- ___ 33. When I come to the library, seeing familiar faces is an important part of the experience.

1 Strongly Disagree	2 Disagree	3 Tend to Disagree	4 Tend to Agree	5 Agree	6 Strongly Agree	7 Don't Know
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- ___ 34. The library computers are up-to-date and in good working order.
- ___ 35. I receive prompt, courteous, and helpful service when I call the library on the phone.
- ___ 36. Staff members go out of their way to address my individual needs.
- ___ 37. Our library should be open additional hours to better serve the community.
- ___ 38. When I make recommendations to staff members about new purchases, I believe my input is taken seriously.
- ___ 39. The staff has trained me to access information through databases available electronically at the library.

II. About You

Questions #40 through #49 give us important information about you and your family. The information from these questions will help us better serve all the persons in our community.

- ___ 40. Compared with 5 years ago, I use the library.
- | | | | |
|-------------|-------------|-----------------|-------------------|
| 1 | 2 | 3 | 4 |
| More | Less | The same | Don't know |
- ___ 41. The department/area of the library I use most is
- | | | | | | | |
|---|---------------------|----------------------|--------------------------|--------------------|--------------|-------------------|
| 1 | 2 | 3 | 4 | 5 | 6 | 6 |
| Reference
<small>(includes computers)</small> | Audio visual | Adult Fiction | Adult Non-fiction | Periodicals | Youth | Children's |
- ___ 42. The approximate distance I live from the library is
- | | | | | | | |
|-------------------------|---------------------|--------------------|--------------------|--------------------|----------------------|----------------------|
| 1 | 2 | 3 | 4 | 5 | 6 | 7 |
| 4 Blocks or Less | 5 - 8 Blocks | 1 - 2 Miles | 3 - 4 Miles | 5 - 9 Miles | 10 - 15 Miles | Over 15 Miles |
- ___ 43. My highest education level is
- | | | | | | | |
|------------------------------|-------------------------|-----------------------------|--|-------------------------|--------------------------------|------------------------|
| 1 | 2 | 3 | 4 | 5 | 6 | 7 |
| Less Than High School | Some High School | High School Graduate | Some College or Vocational Training | College Graduate | Some Post Graduate Work | Graduate Degree |
- ___ 44. The number of children I have that are in preschool or elementary school is
- | | | | | |
|-------------------|----------------|-------------------|-------------------|------------------|
| 0 | 1 | 2 | 3 | 4 |
| 0 children | 1 child | 2 children | 3 children | 4 or more |
- ___ 45. The number of children I have in middle school or high school is
- | | | | | |
|-------------------|----------------|-------------------|-------------------|------------------|
| 0 | 1 | 2 | 3 | 4 |
| 0 children | 1 child | 2 children | 3 children | 4 or more |

Last Page

- ___ 46. I come to the library or access the library resources from my computer
- | | | | | | | | |
|-------|-------------|--------------|-------------|---------------|------------|--------------|------------------|
| 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 |
| Never | Once a year | Twice a year | Every month | Twice a month | Every week | Twice a week | Nearly every day |
- ___ 47. My gender is
- | | |
|------|--------|
| 1 | 2 |
| Male | Female |
- ___ 48. My age is
- | | | | | | | |
|----------|---------|---------|---------|---------|---------|-----|
| 1 | 2 | 3 | 4 | 5 | 6 | 7 |
| Below 19 | 19 – 24 | 25 – 34 | 35 – 44 | 45 – 54 | 55 – 64 | 65+ |
- ___ 49. I have lived in this community
- | | | | | | |
|------------------|-----------|-----------|------------|-------------|-----------|
| 1 | 2 | 3 | 4 | 5 | 6 |
| Less than 1 year | 1-2 years | 3-5 years | 6-10 years | 11-20 years | 20+ years |

III. Future Goals

The library is interested in discovering ways to **increase your use of the library**. A number of possible goals for the future are listed below. We would like to know how likely it is that each item will **increase your use of the library**. Please give careful consideration to each item and use the following scale to rate *how likely* it is to **increase your use of the library**.

- | | | | | |
|--|---------------|----------|--------|-------------|
| | 1 | 2 | 3 | 4 |
| | Very Unlikely | Unlikely | Likely | Very Likely |
- ___ 50. Expand /renovate library facilities to better serve the community.
- ___ 51. Increase the print material collection (e.g. books, magazines and newspapers).
- ___ 52. Increase the audio-visual collection (e.g. videos, music, and audio books).
- ___ 53. Provide more computer stations for patrons.
- ___ 54. Improve and expand staff services for patrons.
- ___ 55. Provide more online services such as registration for library cards, programs, and email notification of reserves.
- ___ 56. Increase training for patrons using library equipment (including computers) at the point of use.
- ___ 57. Improve publicity regarding library resources, services, and programs.
- ___ 58. Strengthen library outreach programs to those unable to physically come to the library.
- ___ 59. Improve care of buildings and grounds.
- ___ 60. Provide more programs for children.
- ___ 61. Provide more programs for adults.
- ___ 62. Strengthen the reference department to provide expanded, timely assistance to patrons.
- ___ 63. Provide a separate area in the library that serves refreshments and allows casual conversation.

Thank you for your time.

Please fold the survey in half and place it in the stamped return envelope provided for you.