

Planning for the Future - Library Services for the Next Five Years

* Which Library do you use most often? _____

* How important are these Library services to you?

	Very Important	Important	Somewhat Important	Not Important
Borrowing items (books, DVDs, music, etc.)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Attending free events & programs at the library (storytimes, computer training, crafts, movies, book discussions, etc.)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Using free WiFi available in all 37 libraries	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Using public computers available in all 37 libraries	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Using Online databases	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Borrowing from one library and returning to another	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Borrowing from libraries outside of Erie County	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Downloading books or music	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

* Overall, it is easy to...

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	N/A - I don't use this service
Borrow /checkout books and/or other materials at the self checkout stations	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Find books and/or other materials in the library	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Attend programs or events	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Download books from the website	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Download music from the website	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Manage "My Account" online	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Get information about library services from staff members	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Get information about library services over the phone	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Find information about library services through social media	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Find information on the Library System website	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Use the Library catalog	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

* I would like to see the Library do the following ...

	YES	NO	Maybe
Expand the collection	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Expand the digital (downloadable books) collection	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Extend open hours	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Provide more services for the underemployed	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Provide more services to new immigrant populations	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Provide more services on health and wellness	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Provide more MakerSpace technology (such as 3D printers, etc.)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Offer more children's events and programs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Offer more young adult events and programs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Offer more adult events and programs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Offer more family events and programs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Offer more literacy programs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Improve customer service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Improve marketing and promotions of library services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Add more foreign language materials	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Expand technology training	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Expand outreach	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Loan WiFi Hot Spots	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Offer more displays featuring materials from the Rare and Special Collections	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Improve promotion of the Rare and Special Collections	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

* Overall, how satisfied or dissatisfied are you with Buffalo & Erie County Public Libraries?

Very satisfied Somewhat satisfied Neither satisfied nor dissatisfied Somewhat dissatisfied Very dissatisfied

If you are somewhat dissatisfied or very dissatisfied, why? _____

* What services would you like to see the Library provide in the next five years?

* Overall, how important is the library to you and your family?

Very important Important Somewhat important Not important

* What is your age range? Under 18 18-24 25-35 35-44 45-54 55-64 65-74 Over 75

* What is your home zip code? _____

Thank you. Please return to your library before March 31, 2016.
Questions? 716-858-7182