

Library Services September 2020

* 1. Have you visited a Buffalo & Erie County Public Library since the reopening in June 2020?

Yes

No

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2. Which library or libraries have you visited?

- Alden Ewell Free Library
- Angola Public Library
- Anna Reinstein Memorial Library in Cheektowaga
- Main Library at Audubon in Amherst
- Aurora Town Public Library in East Aurora
- Boston Free Library
- Central Library in downtown Buffalo
- Clarence Public Library
- Clearfield Branch Library in Amherst
- Town of Collins Public Library
- Concord Public Library
- Crane Branch Library in Buffalo
- Dudley Branch Library in Buffalo
- East Clinton Branch Library in Buffalo
- Eden Library
- Eggertsville-Snyder Branch Library in Amherst
- Elaine M. Panty Branch Library (formerly Riverside Branch) in Buffalo
- Elma Public Library
- Frank E. Merriweather, Jr. Branch Library in Buffalo
- Grand Island Memorial Library
- Hamburg Public Library
- Isaias Gonzalez-Soto Branch Library in Buffalo
- Julia Boyer Reinstein Memorial Library in Cheektowaga
- Kenilworth Branch Library in Tonawanda
- Kenmore Branch Library in Tonawanda
- Lackawanna Public Library

- Lake Shore Public Library
- Lancaster Public Library
- Leroy R. Coles, Jr. Branch Library in Buffalo
- Marilla Free Library
- Newstead Public Library
- North Collins Public Library
- North Park Branch Library in Buffalo
- Orchard Park Public Library
- City of Tonawanda Public Library
- West Seneca Public Library
- Williamsville Branch Library in Amherst
- "Library on Wheels" Bookmobile

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* 3. How likely are you to visit a Buffalo & Erie County Public Library in the next month?

- Very likely
- Likely
- Neither likely nor unlikely
- Unlikely - please explain why

* 4. Did you know there are dozens of free online and virtual programs being offered by your local libraries that can be viewed through the Library's website, Facebook page(s) & YouTube?

- Yes
- No

5. Which of the following **virtual/online** library programs have you viewed or participated in? *Select all that apply.*

- Virtual storytime
- Virtual job fair
- Virtual genealogy workshop
- Virtual family crafts
- Virtual wellness discussion
- Virtual book club or book discussion
- Virtual cooking demonstration
- Virtual escape room
- Virtual Dungeons & Dragons
- Virtual listening parties
- Online Summer Reading contests
- Virtual LEGO club
- None of the above
- Other (please specify)

* 6. What type of online programming would interest you? *Select all that apply.*

- Lectures on a topic of interest
- Genealogy family history
- Children's storytimes
- Family crafts
- Wellness discussions
- Escape room
- Other (please specify)

* 7. Which of the following best describes your use of downloadable eBooks and/or downloadable eAudiobooks? *Select all that apply.*

- I didn't know the Library offered downloadable eBooks.
- I have never borrowed an eBook from the Library.
- I didn't know the Library offered downloadable eAudiobooks.
- I have borrowed eBooks and/or eAudiobooks from the Library.
- eBooks are the types of books I read most often.
- eAudiobooks are the types of books I read most often.
- I do not read eBooks or eAudio books.

* 8. Which of the following devices do you own or consistently have access to? *Select all that apply.*

- Laptop, tablet or desktop computer
- Smartphone
- Non-smartphone cell phone
- I do not have a device that can access the Internet
- Other (please specify)

* 9. Do you have WiFi or internet access at home?

- Yes
- No

* 10. Did you know all Buffalo & Erie County Public Libraries offer free high-speed WiFi access?

- Yes
- No

* 11. Did you know all Buffalo & Erie County Public Libraries have free public computers to use onsite?

- Yes
- No

12. In the past 6 months, have you used the Buffalo & Erie County Public Library's website (www.BuffaloLib.org) for any of the following activities? *Select all that apply.*

- Look in the catalog
- Look up Library open hours or other Library information
- Learn about the 2020 Census
- Learn about COVID-19
- Read about obtaining a Library card
- Get an eLibrary card
- Update "My Account"
- Place a hold
- Look up the Library System programming calendar
- Use the databases
- Download an eBook
- Download an eAudiobook
- Stream/download free music
- Research family genealogy
- Renew materials
- Read Library reopening updates
- Pay a fine
- I have not used the Library System website
- Other (please specify)

* 13. How do you get updates about library programs and activities? *Select all that apply.*

- Flyer/poster in my library
- Talking with library staff
- Social Media
- Library website calendar of programs and activities
- Newspaper
- Word of mouth
- Radio
- TV
- I do not receive updates on anything from the Library

Please specify which social media channels, newspapers, and radio/TV stations you receive updates about the Library through.

* 14. What is the best way for the library to communicate with you?

- Email
- Letter in the mail
- Phone call
- Via the Library website
- Via the Library's social media
- Other

15. Is there anything else you would like to share?

* 16. What is your zip code?

* 17. What is your age range?

- Under 18
- 18-29
- 30-45
- 46-60
- 61-75
- 76+

18. If you would like to enter to win a library prize package valued at \$75.00, please include your name, email address & phone number. *Two winners will be selected randomly from all entries.*

Name

Email Address

Phone #

Thank you!