

Greetings,

Please take this quick survey to help Buffalo & Erie County Public Libraries to better serve the community. You will be entered to win one of 5 prizes valued at \$75 if you include your contact information at the end of the survey. Thank you.

If you would prefer to take the survey online, scan this QR code or go to: <https://tinyurl.com/ms37h658>



1. Which library or libraries have you visited in the last 6 months? _____

2. Do you have a Buffalo & Erie County Public Library card? Yes No

3. Did you know local libraries offer FREE onsite and/or online (virtual) programs? Yes No

4. What type(s) of programming would interest you and/or your family? *Circle all that apply.*

Children's or family programs (storytime, movies, crafts)

Summer or winter reading activity/contest Take & make/grab & go activity/craft

Genealogy/family history

Job/career fair

Teen programs

Parenting support

Health and wellness

Veterans program

Resume writing, career planning, money

Understanding Medicare/Medicaid program

Technology training

None/not interested in attending programs

Book a Librarian

Other _____

Author visit or lectures

5. Did you know libraries offer downloadable books and this year launched 24/7 streaming services with movies, music albums, and graphic novels? Which of the following best describes your use of these services? *Circle all that apply.*

I have borrowed downloadable eBooks and/or streamed movies/music from the Library.

I have never borrowed these types of materials from the Library, but would like to.

I would like to learn how to download eBooks from the Library.

I did not know the Library offered digital content.

I am not interested in reading/watching/listening to digital content.

I do not have a device to use.

6. Did you know you can borrow Chromebook laptops and hotspots from all Buffalo & Erie County Public Libraries? Yes No Not sure

7. Did you know all Buffalo & Erie County Public Libraries offer free high-speed Wi-Fi access inside and outside of the building plus public computers for onsite use? Yes No Not sure

8. Did you know you can place a free hold on materials and have them delivered to your preferred library? Did you also know that you can return most materials to any Buffalo & Erie County Public Library? Yes No Not sure

9. How do you get updates about library hours and activities? *Circle all that apply.*

Flyer/poster in my library	Word of mouth
Talking with library staff	Radio TV
Calling the library	Buffalo Rising, WNY Family Mag.,
Social media	Kids Out & About, Buffalo.com,
Library website	Step Out Buffalo, etc.
Email from the library	I do not receive updates from the Library
Newspaper	Other: _____

10. What is the single best way for the Library to communicate information with you about new programs and initiatives? *Circle ONE*

Email Letter/postcard in the mail Poster/flyer in the library Library website
Library social media Radio commercial TV commercial Other (please specify) _____

Is there anything else you would like to share?

What is your zip code? _____

What is your age range? Under 18 18-29 30-45 46-60 61-75 76+

Optional - If you would like to enter to win a library prize package valued at \$75.00, please complete info below:

Name: _____

Email address: _____

Phone number: () _____

Five (5) winners will be selected randomly from all entries.

THANK YOU! GIVE COMPLETED SURVEY TO A LIBRARY EMPLOYEE. SURVEY ENDS DECEMBER 2, 2022.

Libraries, please return completed surveys to Dev. & Comm. Dept. @ Central Library by 12/6/2022