1. How often do you visit a Buffalo & Erie County Public Library?

- Once a week or more: 334
- Once a month: 86
- A few times a year: 9
- Less than a few times a year: 4
- Never: 4

2. Which one Library do you use most often?

- Alden: 3
- Angola: 21
- Audubon: 17
- Boston: 1
- Central: 18
- Clearfield: 12
- Clarence: 24
- Collins: 13
- Concord: 19
- Crane: 22
- Dudley: 10
- East Aurora: 21
- East Clinton: 11
- East Delavan: 10
- Eden: 13
- Eggertsville-Snyder: 16
- Elma: 4
- Hamburg: 10
- Julia Boyer Reinstein: 15
- Kenilworth: 16
- Kenmore: 29
- Lancaster: 21
- Lakeshore: 17
- Marilla: 23
- Merriweather: 1
- North Collins: 6
- Niagara: 4
- North Park: 20
- Newstead: 13
- Orchard Park: 27
- Reinstein: 3
- Riverside: 10
- Tonawanda: 2
- Williamsville: 5
- West Seneca: 5

3. Please circle your 4 main reasons for using the library.

Read/borrow books: 394
Borrow DVDs/Blu-rays/music: 276
Find a job: 21
Use the computers: 124
Take a computer class: 27
Use the free WiFi: 49
Get information for school: 27
Attend children's programs: 67
Attend adult programs / lectures: 47
Get information/research: 102
Use the young adult area: 17
Obtain income tax forms: 29
Attend meetings/programs: 29
Use the public copy machine / printer or fax machine: 69
Accompany someone: 31
Meet friends/business associates: 13
A quiet place to work: 67
Read newspapers: 40
Use reference materials: 44
Research family history: 13
Use the internet: 56
Other:
  - Attend book club
  - Audio books on CDs
  - Books on tapes
  - Buy books
  - Databases
  - Drop off used books
  - Magazine exchange
  - Read by the fire (LNC)
  - Read magazines
  - Social networking
  - Tutoring

4. Please circle the reasons you do not use the library. Circle all that apply.

No need to use libraries: 2
Too busy: 22
Too far from my home: 3
No transportation: 8
Don't know where the library is located: 3
No library card: 5
Use the library at my school/college: 5
Use a neighboring community space: 0
Buy my own books/magazines/eBooks: 15
Don't know what the library has to offer: 8
I owe money to the library: 13
I lost my library books: 5
Don't read much: 3
Other:
- Too many books in closed stacks
- Online card catalog too slow
- Fees
- I order on my Kindle.
- Lost library card
- Not a lot of time
- Not open
- Dirty furniture (particularly CEN)
- People drinking alcohol in library
- Poor quality of DVDs
- Rude, loud teens at CEN
- Too much noise

5. Libraries offer a variety of free programs for children, families & adults. We are always looking for community input to serve you better. From the list below, circle all areas of interest.

Job search with library resources: 53
Community meetings with elected officials: 64
Neighborhood Block Club presentations: 48
Creative, MakerSpace programs: 50
Databases – how to use them: 60
Tutoring spaces: 43
Study rooms: 39
Plant exchange: 45
Book Clubs: 110
Writing Clubs: 50
Tax Tips: 41
Health related programming: 62
Starting a business: 30
Money management programs: 46
Author visits: 119
Parenting: 33
Teen reading programs: 36
Other:
- A quiet place
- Art
- Cell phone classes
- Children’s programs
- Computer 1 on 1 learning
- Computer classes after 4 pm or weekends
- Cooking forum for juveniles
- Craft classes
- Having NPK open more days
- How to use Kindle
- In-house movies
- Internet classes
- Movie night
- Music & concerts
- Personal research program
- Pet forum
- Programs for 9+
- Quiet corner
- School-age programs
- Senior programs
- Used book sales
7. What town/village/city do you live in?

- Akron: 12
- Alden: 8
- Amherst: 18
- Angola: 17
- Aurora: 16
- Brant: 1
- Buffalo: 96
- Cheektowaga: 13
- Clarence: 19
- Colden: 1
- Collins: 7
- Concord: 8
- Depew: 6
- Derby: 4
- East Amherst: 6
- Eden: 8
- Elma: 2
- Evans: 3
- Getzville: 3
- Gowanda: 3
- Hamburg: 12
- Holland: 6
- Kenmore: 10
- Lackawanna: 1
- Lakeview: 6
- Lancaster: 17
- Lockport: 1
- Marilla: 16
- Newstead: 3
- Niagara Falls: 1
- North Collins: 5
- Orchard Park: 9
- Perrysburg: 1
- Silver Creek: 1
- Snyder: 3
- Springville: 11
- Tonawanda: 14
- Versailles: 1
- West Falls: 2
- West Seneca: 5
- Williamsville: 5

8. Please circle your age range?

<table>
<thead>
<tr>
<th>Age Range</th>
<th>Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Under 18</td>
<td>21</td>
</tr>
<tr>
<td>18-25</td>
<td>15</td>
</tr>
<tr>
<td>26-40</td>
<td>61</td>
</tr>
<tr>
<td>41-55</td>
<td>104</td>
</tr>
<tr>
<td>56-70</td>
<td>128</td>
</tr>
<tr>
<td>70+</td>
<td>58</td>
</tr>
</tbody>
</table>

437 total responses

Winter 2014/2015 Survey for Patrons and Non-Library Users

1. How often do you visit a Buffalo & Erie County Public Library?
   - Never: 4

2. Please circle the reasons you do not use the library.
   - Use the library at my school/college
   - No library card
   - Too busy
   - Don’t know where the library is located (2)
- Buy my own books/magazines/eBooks (2)
- Don’t know what the library has to offer (2)