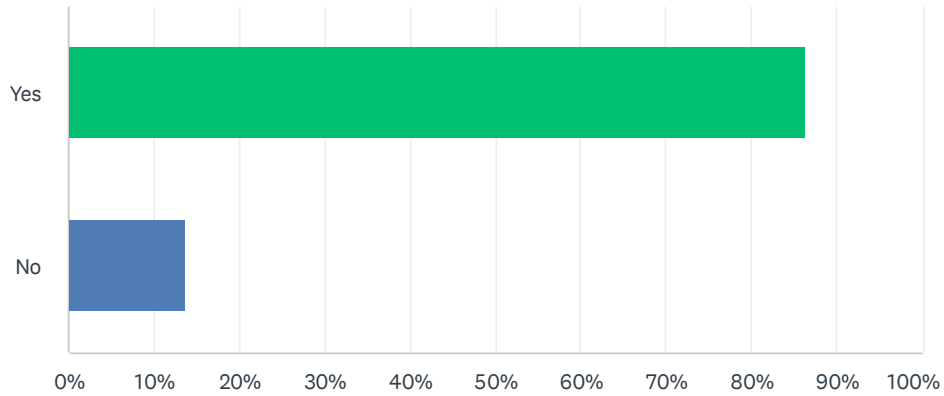


Q1 Have you visited a Buffalo & Erie County Public Library in the last 6 months?

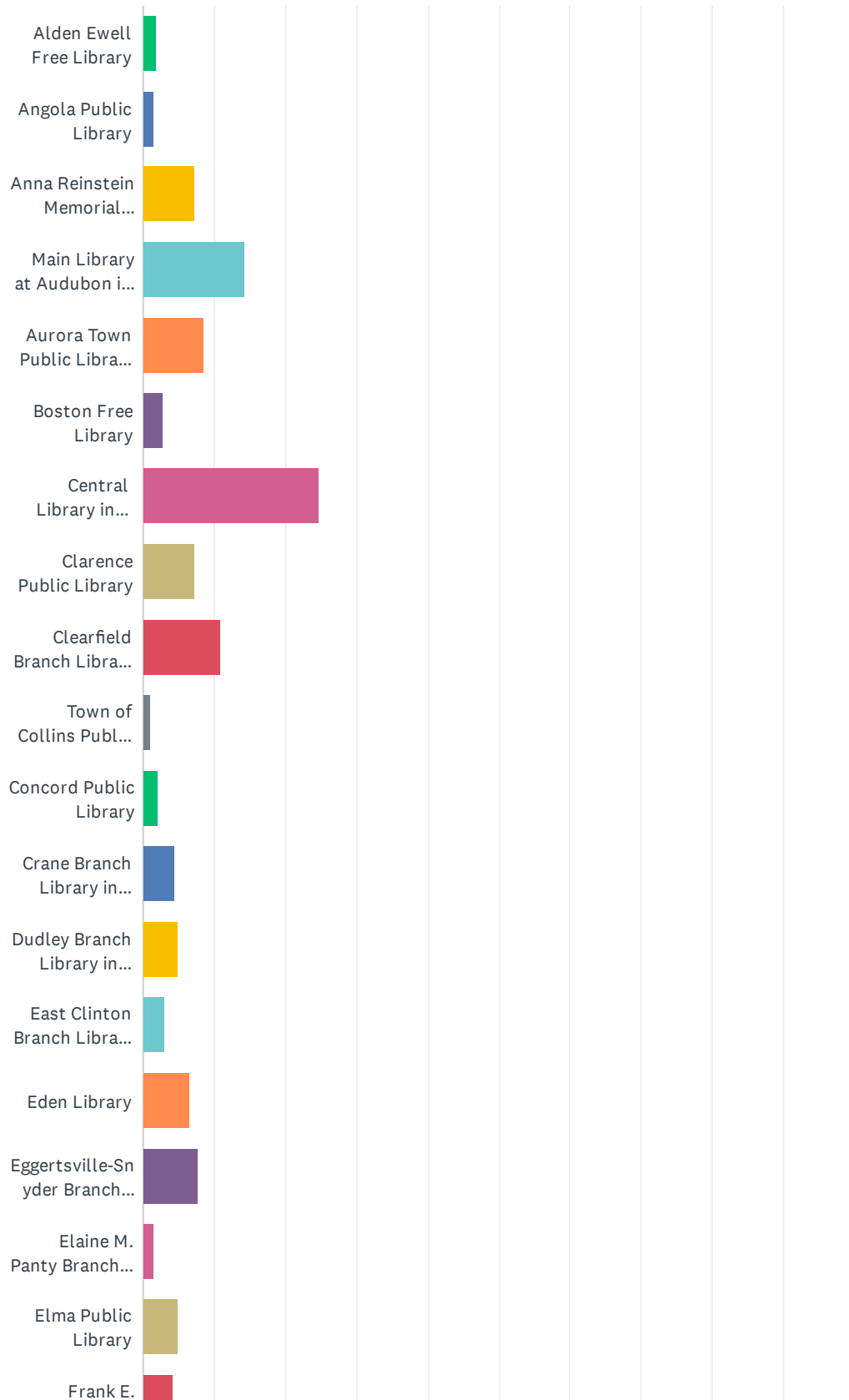
Answered: 1,184 Skipped: 0



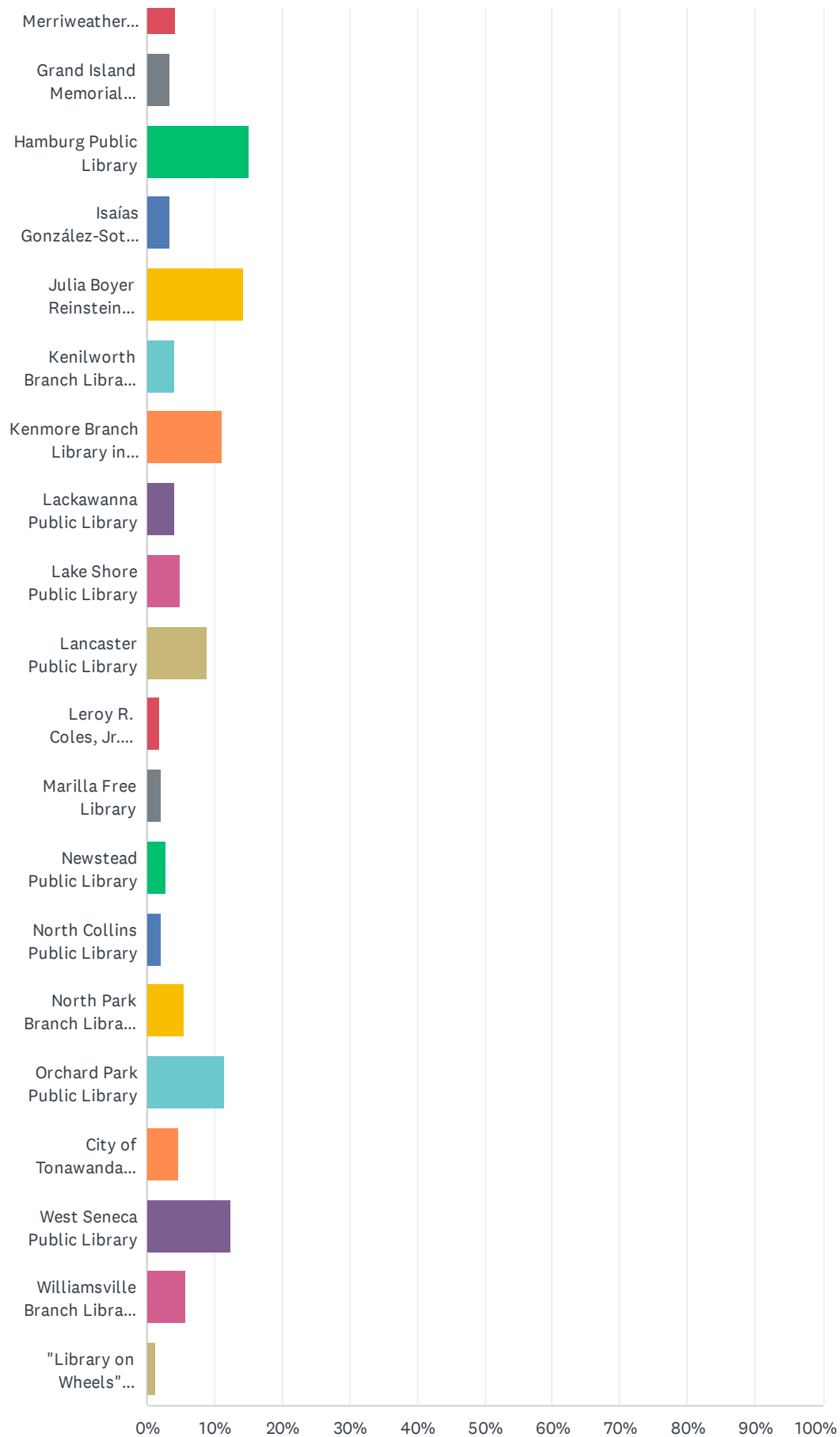
ANSWER CHOICES	RESPONSES	
Yes	86.32%	1,022
No	13.68%	162
TOTAL		1,184

Q2 Which library or libraries have you visited? Select all that apply.

Answered: 973 Skipped: 211



Public Survey - November 2021



Public Survey - November 2021

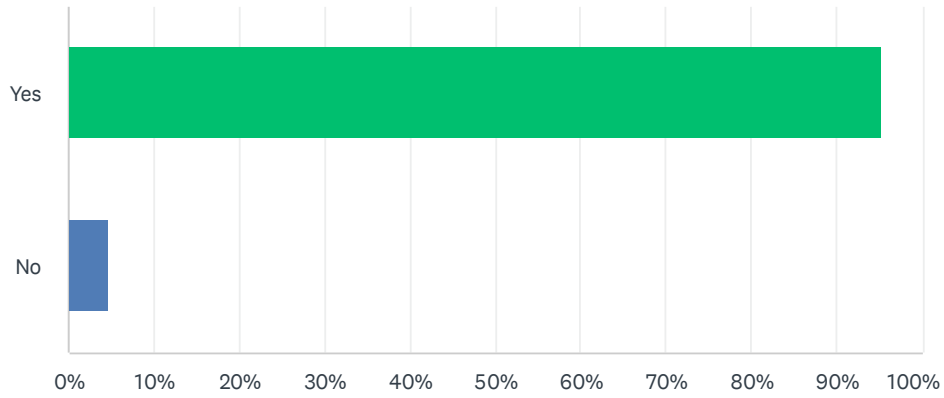
ANSWER CHOICES	RESPONSES	
Alden Ewell Free Library	1.85%	18
Angola Public Library	1.44%	14
Anna Reinstein Memorial Library in Cheektowaga	7.19%	70
Main Library at Audubon in Amherst	14.39%	140
Aurora Town Public Library in East Aurora	8.53%	83
Boston Free Library	2.77%	27
Central Library in downtown Buffalo	24.77%	241
Clarence Public Library	7.19%	70
Clearfield Branch Library in Amherst	10.79%	105
Town of Collins Public Library	1.13%	11
Concord Public Library	2.16%	21
Crane Branch Library in Buffalo	4.42%	43
Dudley Branch Library in Buffalo	4.83%	47
East Clinton Branch Library in Buffalo	3.08%	30
Eden Library	6.58%	64
Egbertsville-Snyder Branch Library in Amherst	7.71%	75
Elaine M. Panty Branch Library (formerly Riverside Branch) in Buffalo	1.54%	15
Elma Public Library	4.93%	48
Frank E. Merriweather, Jr. Branch Library in Buffalo	4.21%	41
Grand Island Memorial Library	3.49%	34
Hamburg Public Library	15.11%	147
Isaías González-Soto Branch Library in Buffalo	3.39%	33
Julia Boyer Reinstein Memorial Library in Cheektowaga	14.29%	139
Kenilworth Branch Library in Tonawanda	4.11%	40
Kenmore Branch Library in Tonawanda	11.10%	108
Lackawanna Public Library	4.11%	40
Lake Shore Public Library	4.93%	48
Lancaster Public Library	9.04%	88
Leroy R. Coles, Jr. Branch Library in Buffalo	1.85%	18
Marilla Free Library	2.06%	20
Newstead Public Library	2.77%	27
North Collins Public Library	2.16%	21
North Park Branch Librarv in Buffalo	5.45%	53

Public Survey - November 2021

Orchard Park Public Library	11.51%	112
City of Tonawanda Public Library	4.73%	46
West Seneca Public Library	12.33%	120
Williamsville Branch Library in Amherst	5.76%	56
"Library on Wheels" Bookmobile	1.34%	13
Total Respondents: 973		

Q3 Do you have a Buffalo & Erie County Public Library card?

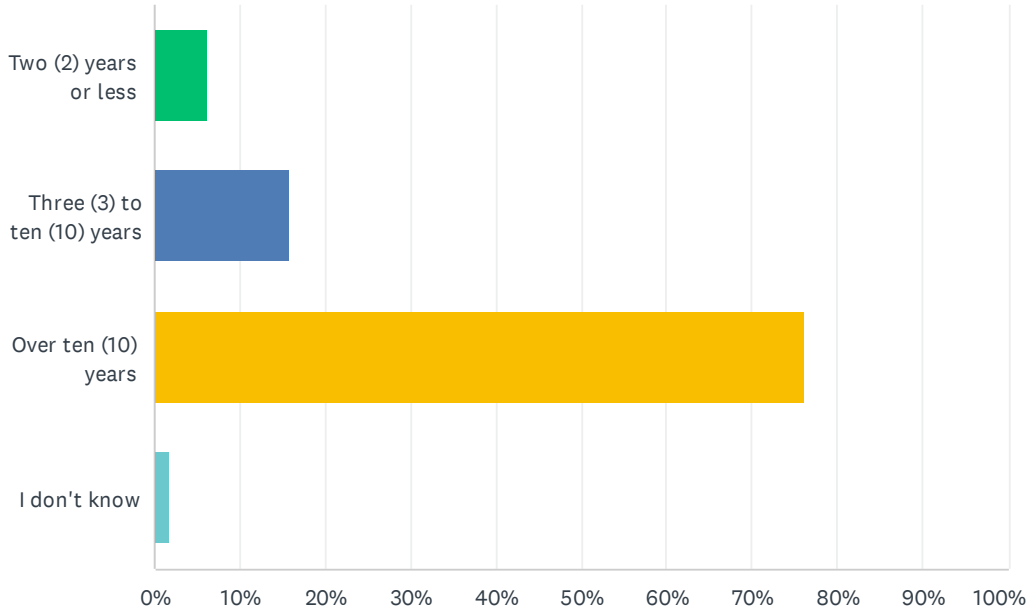
Answered: 1,153 Skipped: 31



ANSWER CHOICES	RESPONSES	
Yes	95.23%	1,098
No	4.77%	55
TOTAL		1,153

Q4 If yes, how long have you been a Buffalo & Erie County Public Library cardholder?

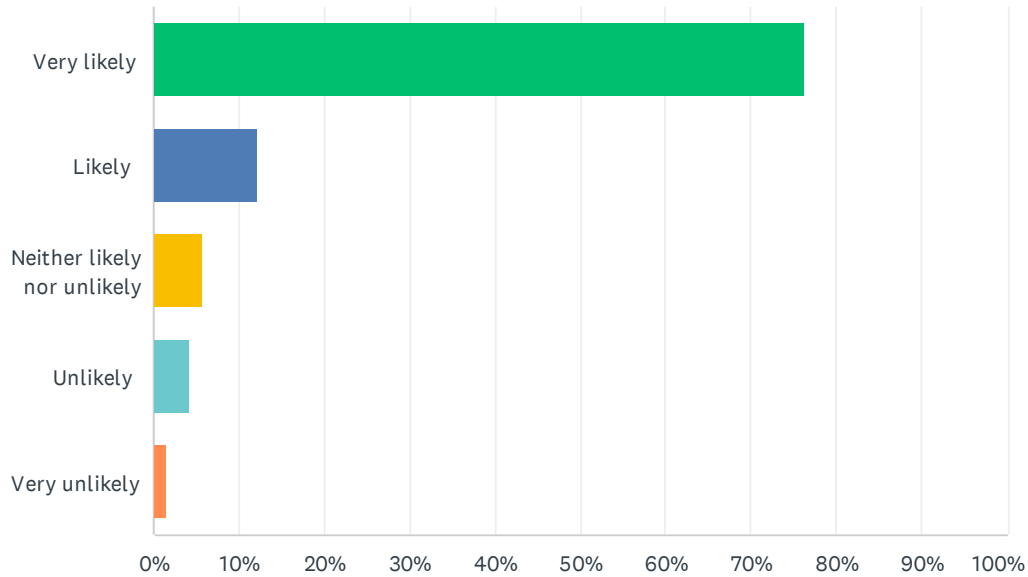
Answered: 1,093 Skipped: 91



ANSWER CHOICES	RESPONSES	
Two (2) years or less	6.22%	68
Three (3) to ten (10) years	15.83%	173
Over ten (10) years	76.21%	833
I don't know	1.74%	19
TOTAL		1,093

Q5 How likely are you to visit a Buffalo & Erie County Public Library in the next 3-4 months?

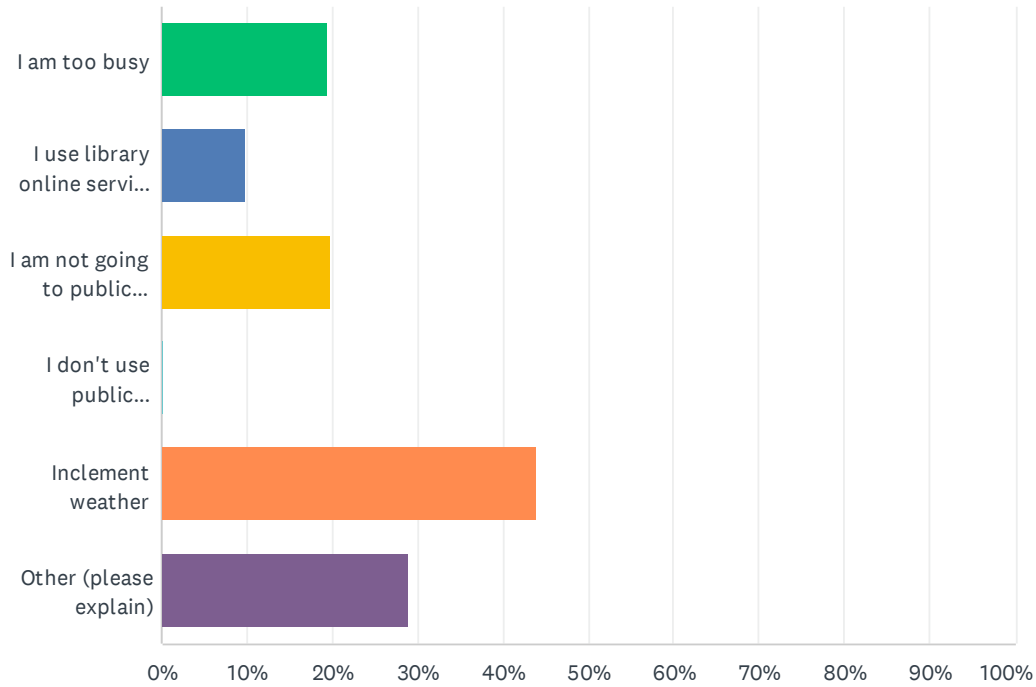
Answered: 1,028 Skipped: 156



ANSWER CHOICES	RESPONSES	
Very likely	76.36%	785
Likely	12.06%	124
Neither likely nor unlikely	5.84%	60
Unlikely	4.18%	43
Very unlikely	1.56%	16
TOTAL		1,028

Q6 What might prevent you from visiting a library in person in the next 3 months?

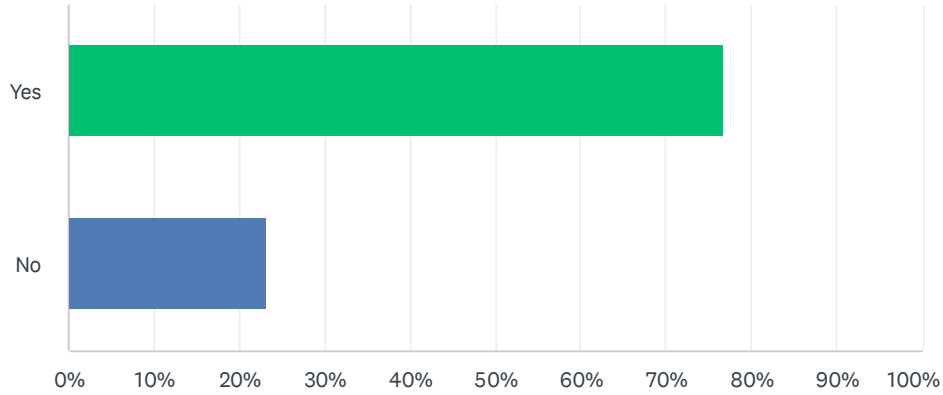
Answered: 811 Skipped: 373



ANSWER CHOICES	RESPONSES	
I am too busy	19.36%	157
I use library online services only	9.86%	80
I am not going to public places because of COVID	19.85%	161
I don't use public libraries	0.25%	2
Inclement weather	44.02%	357
Other (please explain)	29.10%	236
Total Respondents: 811		

Q7 Did you know that the Library offers FREE, in-person, and online (virtual) programs? (Online programs can be viewed through the Library's website, Facebook page(s) and/or YouTube.)

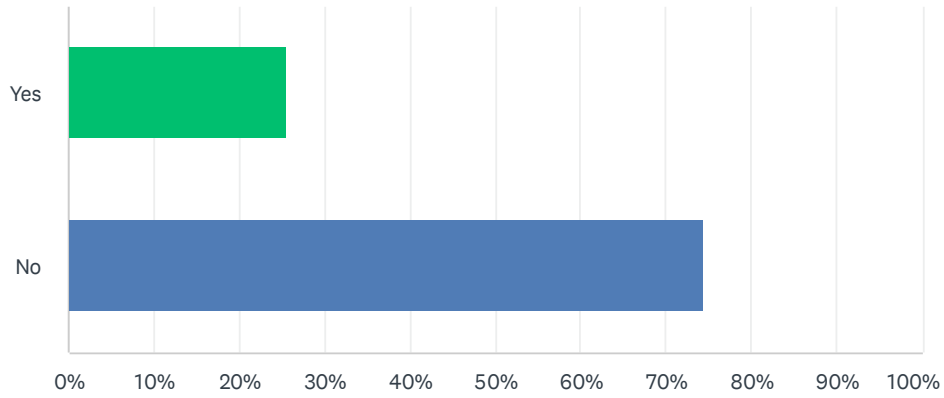
Answered: 1,028 Skipped: 156



ANSWER CHOICES	RESPONSES	
Yes	76.65%	788
No	23.35%	240
TOTAL		1,028

Q8 Have you attended any library programs (in-person or online) in the past 3 months?

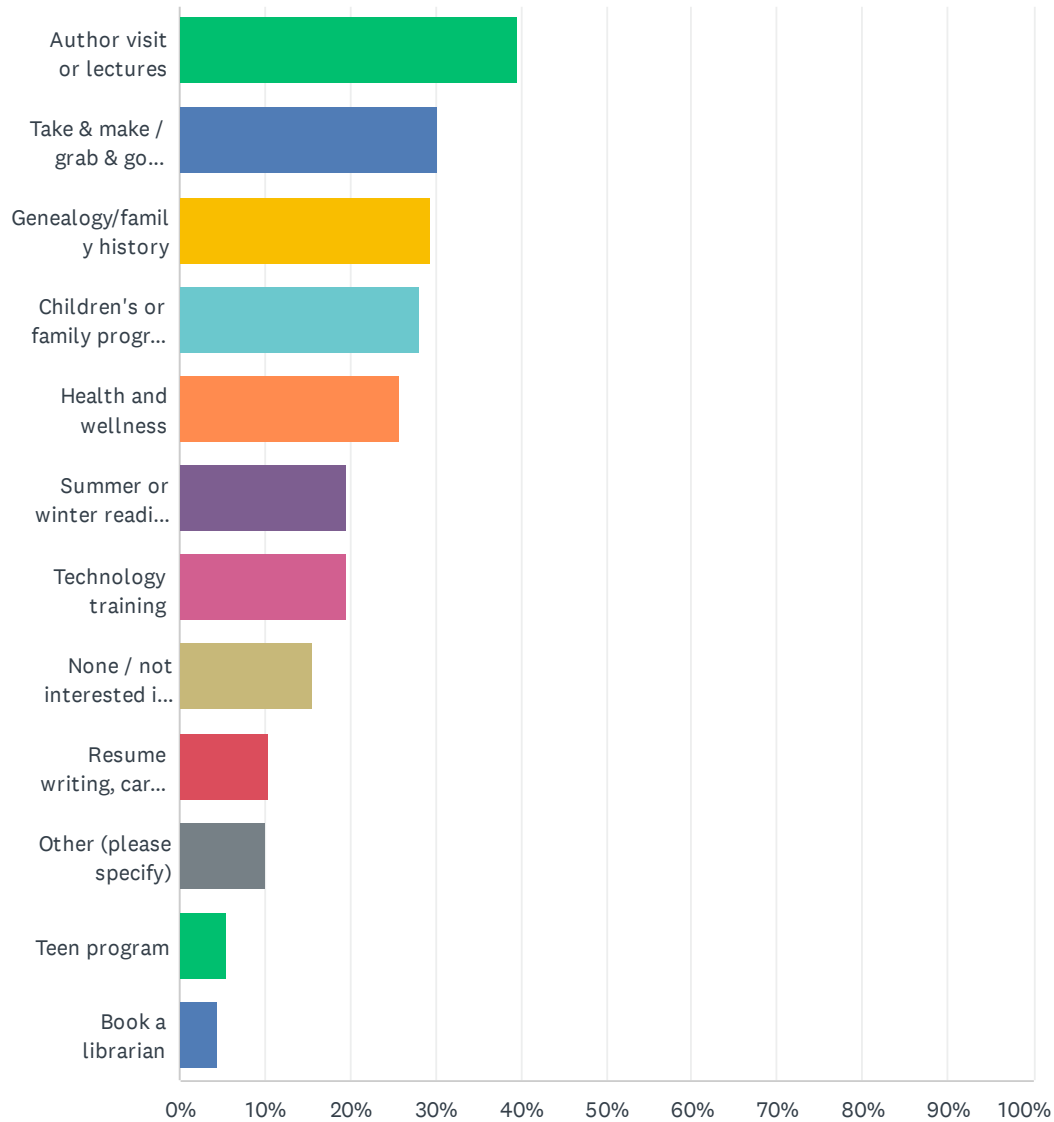
Answered: 1,028 Skipped: 156



ANSWER CHOICES	RESPONSES	
Yes	25.58%	263
No	74.42%	765
TOTAL		1,028

Q9 What type of in-person program(s) would interest you at this time? Select all that apply.

Answered: 1,028 Skipped: 156

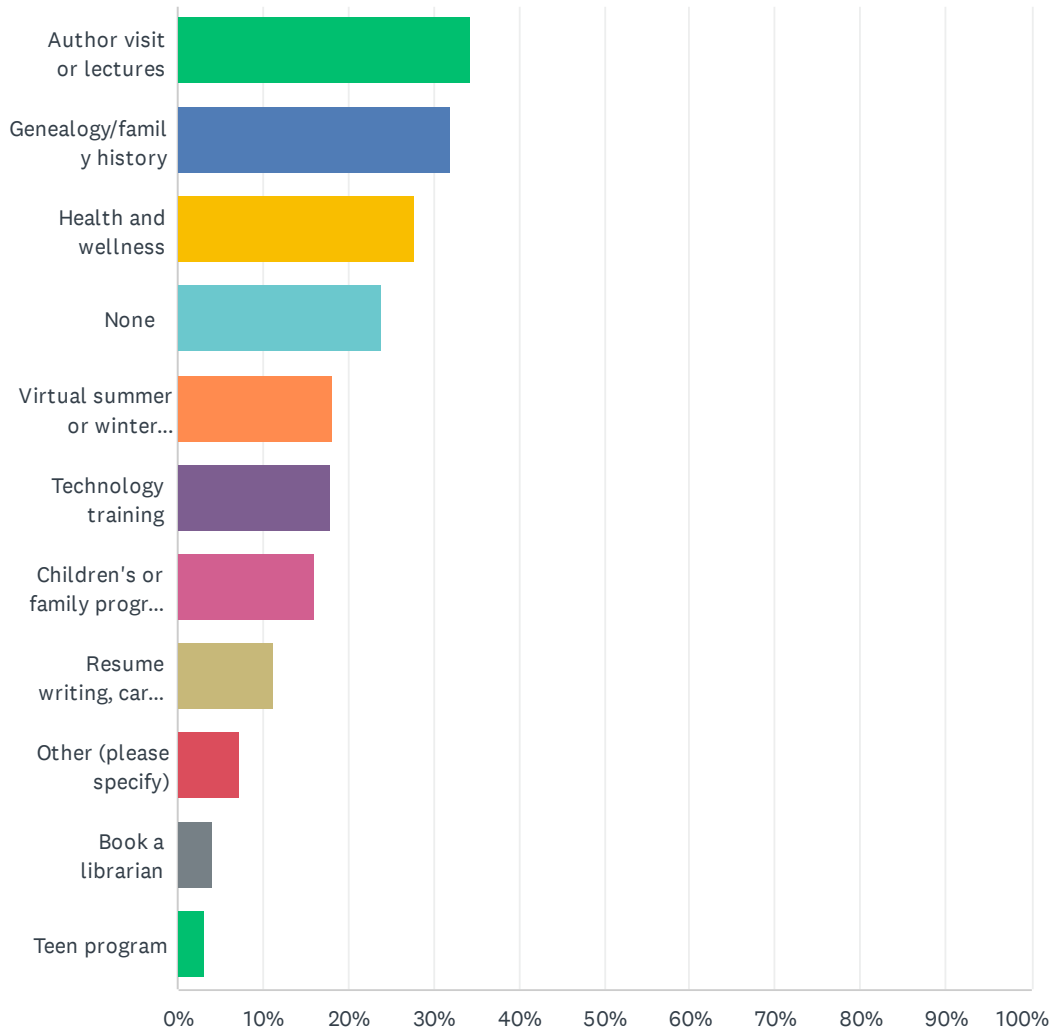


Public Survey - November 2021

ANSWER CHOICES	RESPONSES	
Author visit or lectures	39.59%	407
Take & make / grab & go activity/craft	30.35%	312
Genealogy/family history	29.38%	302
Children's or family programs (storytime, movies, crafts)	28.21%	290
Health and wellness	25.78%	265
Summer or winter reading activity/contest	19.55%	201
Technology training	19.55%	201
None / not interested in attending in-person programs at this time	15.47%	159
Resume writing, career planning, money management	10.41%	107
Other (please specify)	9.92%	102
Teen program	5.45%	56
Book a librarian	4.57%	47
Total Respondents: 1,028		

Q10 What type of online program(s) would interest you at this time? Select all that apply.

Answered: 1,028 Skipped: 156

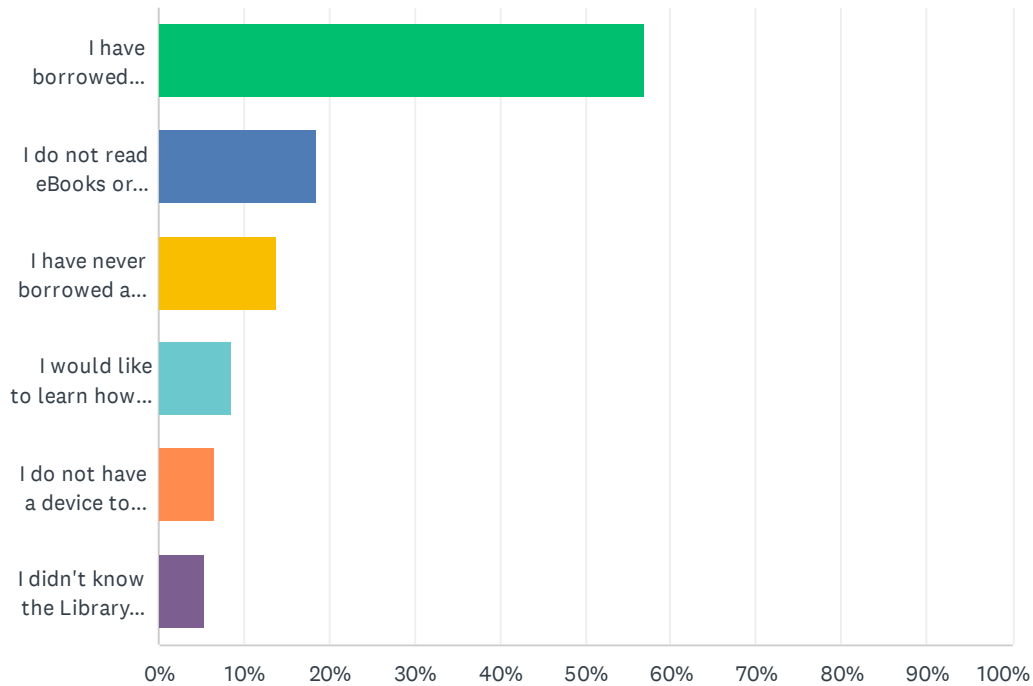


Public Survey - November 2021

ANSWER CHOICES	RESPONSES	
Author visit or lectures	34.24%	352
Genealogy/family history	32.00%	329
Health and wellness	27.82%	286
None	23.93%	246
Virtual summer or winter reading activity/contest	18.09%	186
Technology training	18.00%	185
Children's or family programs (storytime, making crafts)	16.05%	165
Resume writing, career planning, money management	11.28%	116
Other (please specify)	7.30%	75
Book a librarian	4.09%	42
Teen program	3.21%	33
Total Respondents: 1,028		

Q11 Did you know the library offers downloadable books? Which of the following best describes your use of downloadable eBooks and/or downloadable eAudioBooks? Select all that apply.

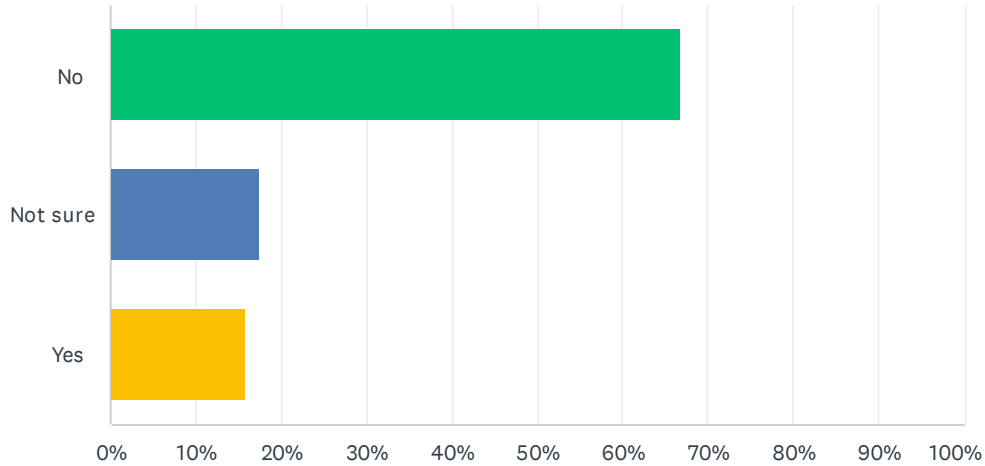
Answered: 1,028 Skipped: 156



ANSWER CHOICES	RESPONSES	
I have borrowed downloadable eBooks and/or eAudioBooks from the Library.	57.00%	586
I do not read eBooks or eAudioBooks.	18.48%	190
I have never borrowed a downloadable eBook and/or eAudioBook from the Library, but would like to.	13.91%	143
I would like to learn how to download eBooks and/or eAudioBooks from the Library.	8.56%	88
I do not have a device to read downloadable materials.	6.71%	69
I didn't know the Library offered downloadable eBooks and/or eAudioBooks.	5.35%	55
Total Respondents: 1,028		

Q12 Three (3) libraries currently offer checkouts of Chromebook laptops and hotspots for free internet access. Soon, more libraries will be offering them. Are you interested in borrowing a Chromebook laptop and/or hotspot for free Internet access?

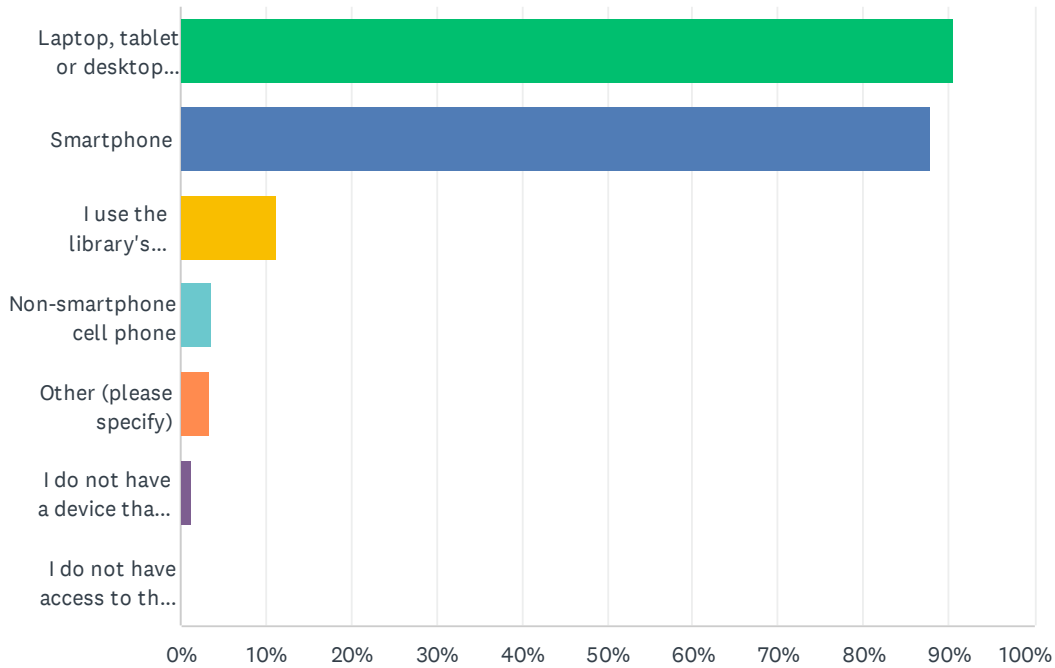
Answered: 1,027 Skipped: 157



ANSWER CHOICES	RESPONSES	
No	66.80%	686
Not sure	17.43%	179
Yes	15.77%	162
TOTAL		1,027

Q13 Which of the following devices do you regularly have access to? Select all that apply.

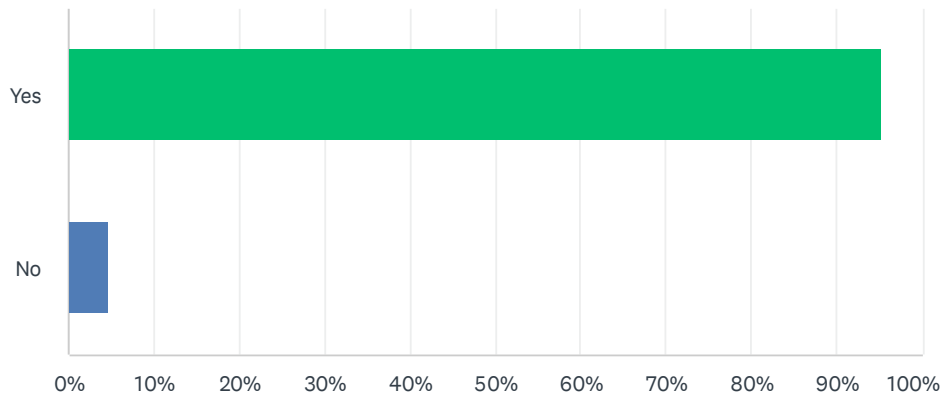
Answered: 1,027 Skipped: 157



ANSWER CHOICES	RESPONSES	
Laptop, tablet or desktop computer	90.56%	930
Smartphone	87.83%	902
I use the library's laptop or desktop computer(s)	11.30%	116
Non-smartphone cell phone	3.60%	37
Other (please specify)	3.31%	34
I do not have a device that can access the Internet	1.27%	13
I do not have access to the Internet	0.00%	0
Total Respondents: 1,027		

Q14 Do you have Wi-Fi or internet access at home?

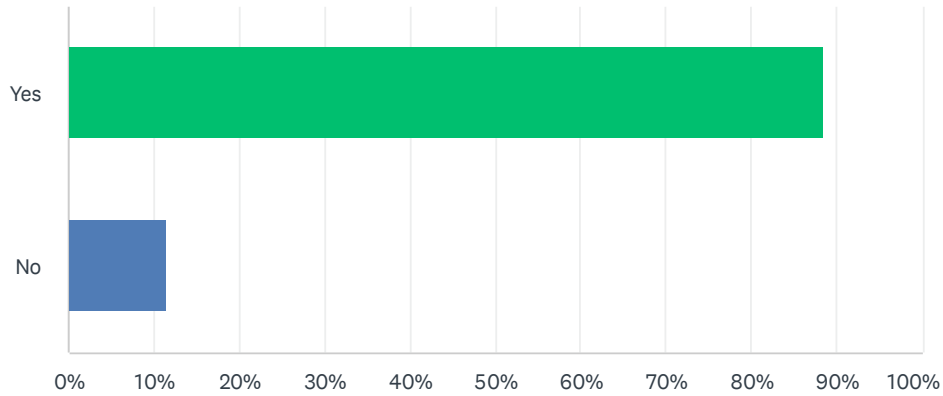
Answered: 1,027 Skipped: 157



ANSWER CHOICES	RESPONSES	
Yes	95.33%	979
No	4.67%	48
TOTAL		1,027

Q15 Did you know all Buffalo & Erie County Public Libraries offer free high-speed Wi-Fi access inside and outside of the building?

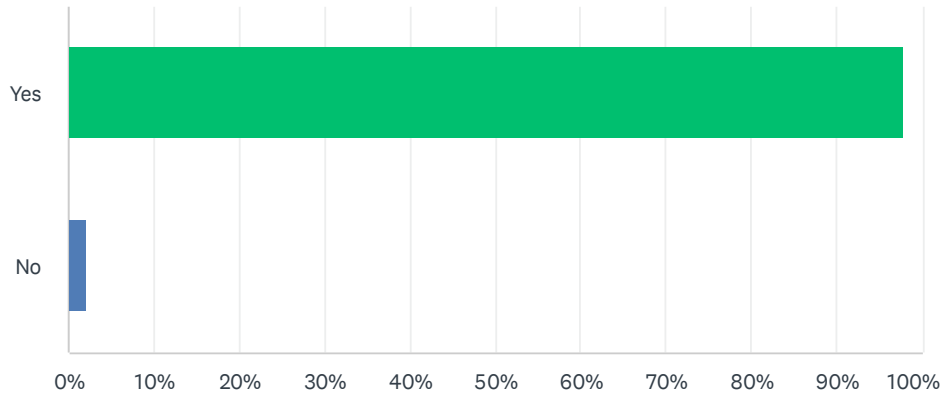
Answered: 1,027 Skipped: 157



ANSWER CHOICES	RESPONSES	
Yes	88.51%	909
No	11.49%	118
TOTAL		1,027

Q16 Did you know all Buffalo & Erie County Public Libraries have free public computers for use onsite?

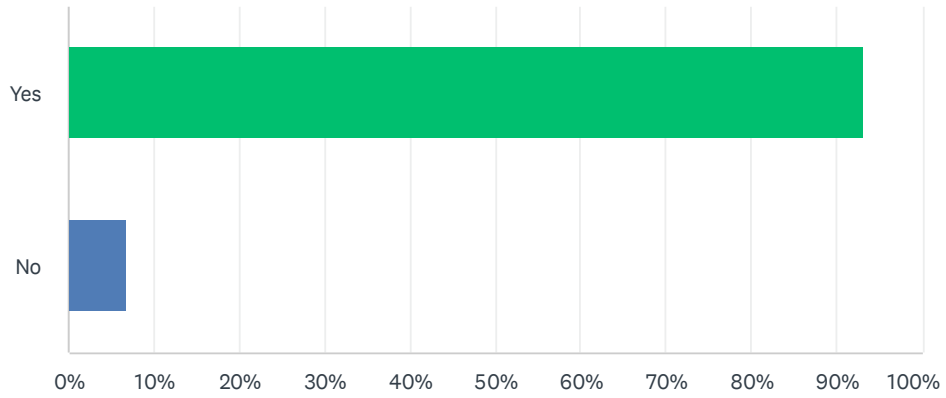
Answered: 1,027 Skipped: 157



ANSWER CHOICES	RESPONSES	
Yes	97.96%	1,006
No	2.04%	21
TOTAL		1,027

Q17 Did you know you can place a free hold on materials that have a waiting list?

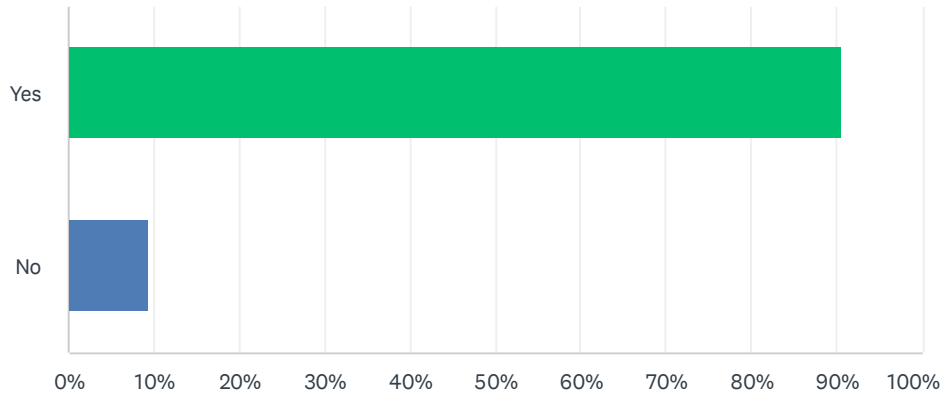
Answered: 1,027 Skipped: 157



ANSWER CHOICES	RESPONSES	
Yes	93.18%	957
No	6.82%	70
TOTAL		1,027

Q18 Did you know you can place a free hold on materials and have them delivered to your preferred library?

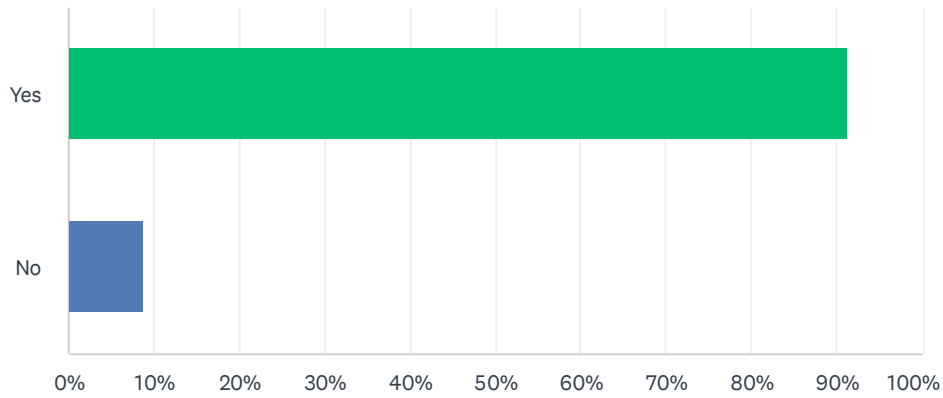
Answered: 1,027 Skipped: 157



ANSWER CHOICES	RESPONSES	
Yes	90.56%	930
No	9.44%	97
TOTAL		1,027

Q19 Did you know you can return most borrowed library materials to any of the 37 Buffalo & Erie County Public Libraries, not just the library you borrowed from?

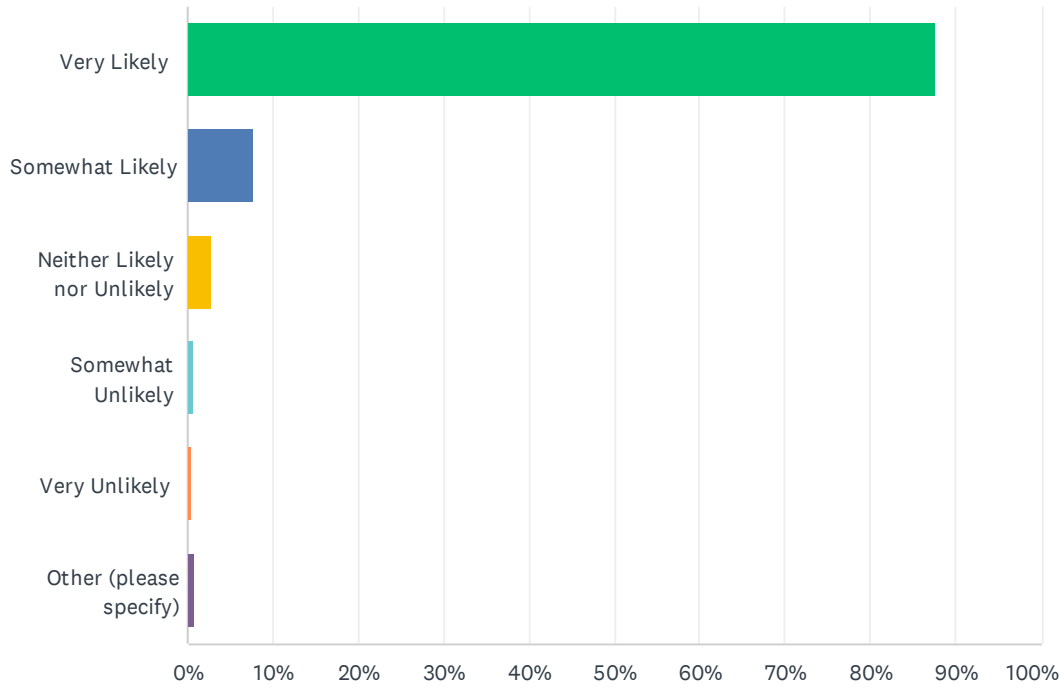
Answered: 1,026 Skipped: 158



ANSWER CHOICES	RESPONSES
Yes	91.33% 937
No	8.67% 89
TOTAL	1,026

Q20 How likely are you to recommend use of the library/library services to others?

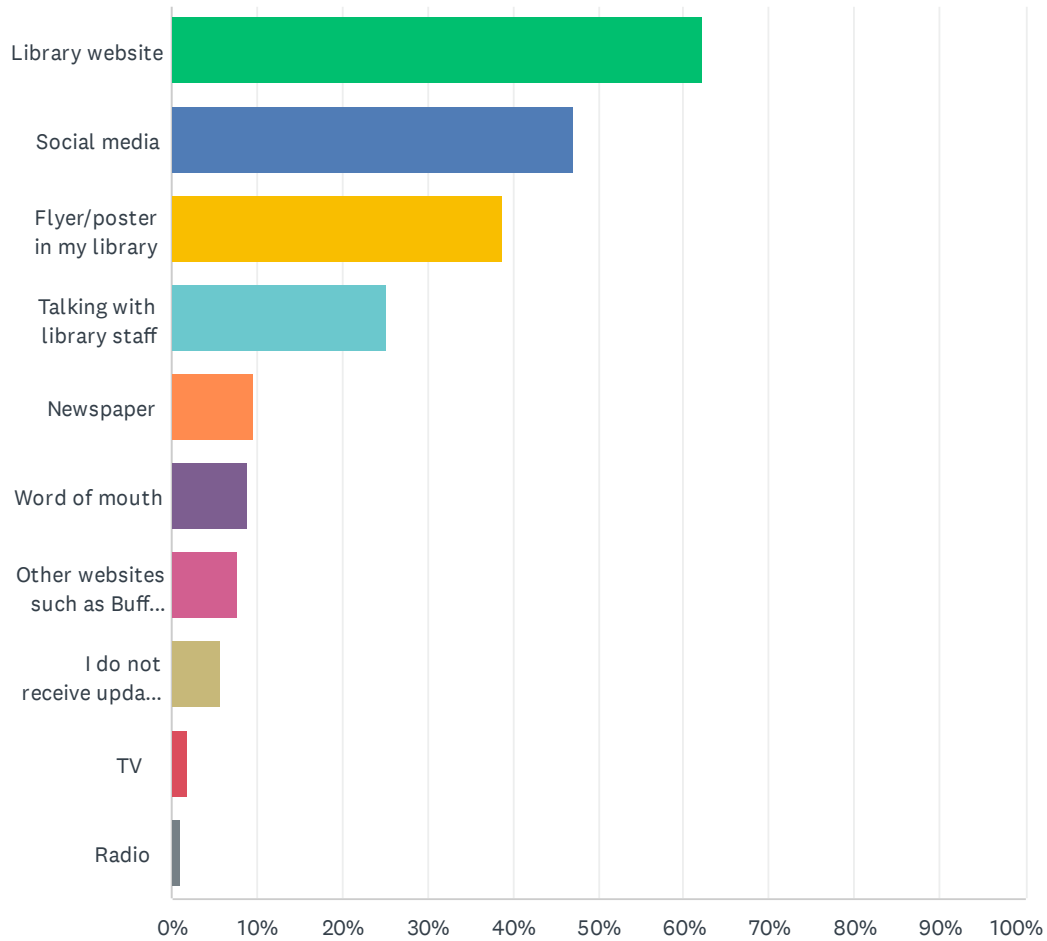
Answered: 1,027 Skipped: 157



ANSWER CHOICES	RESPONSES	
Very Likely	87.63%	900
Somewhat Likely	7.59%	78
Neither Likely nor Unlikely	2.73%	28
Somewhat Unlikely	0.68%	7
Very Unlikely	0.49%	5
Other (please specify)	0.88%	9
TOTAL		1,027

Q21 How do you get updates about library hours and activities? Select all that apply.

Answered: 1,026 Skipped: 158

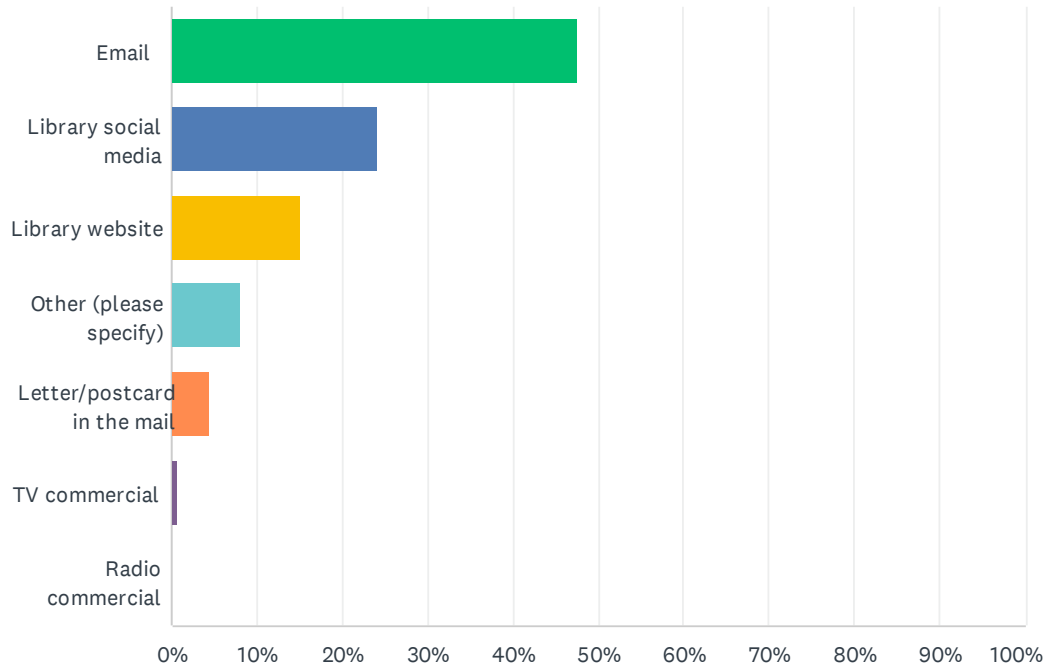


Public Survey - November 2021

ANSWER CHOICES	RESPONSES	
Library website	62.28%	639
Social media	47.08%	483
Flyer/poster in my library	38.89%	399
Talking with library staff	25.24%	259
Newspaper	9.65%	99
Word of mouth	8.97%	92
Other websites such as Buffalo Rising, WNY Family Magazine, Kids Out & About, Buffalo.com etc.	7.70%	79
I do not receive updates on anything from the Library	5.65%	58
TV	1.95%	20
Radio	1.07%	11
Total Respondents: 1,026		

Q22 What is the single best way for the Library to communicate information with you about new programs and initiatives?

Answered: 1,025 Skipped: 159



ANSWER CHOICES	RESPONSES	
Email	47.61%	488
Library social media	24.00%	246
Library website	15.12%	155
Other (please specify)	8.00%	82
Letter/postcard in the mail	4.49%	46
TV commercial	0.68%	7
Radio commercial	0.10%	1
TOTAL		1,025

Q23 Is there anything else you would like to share?

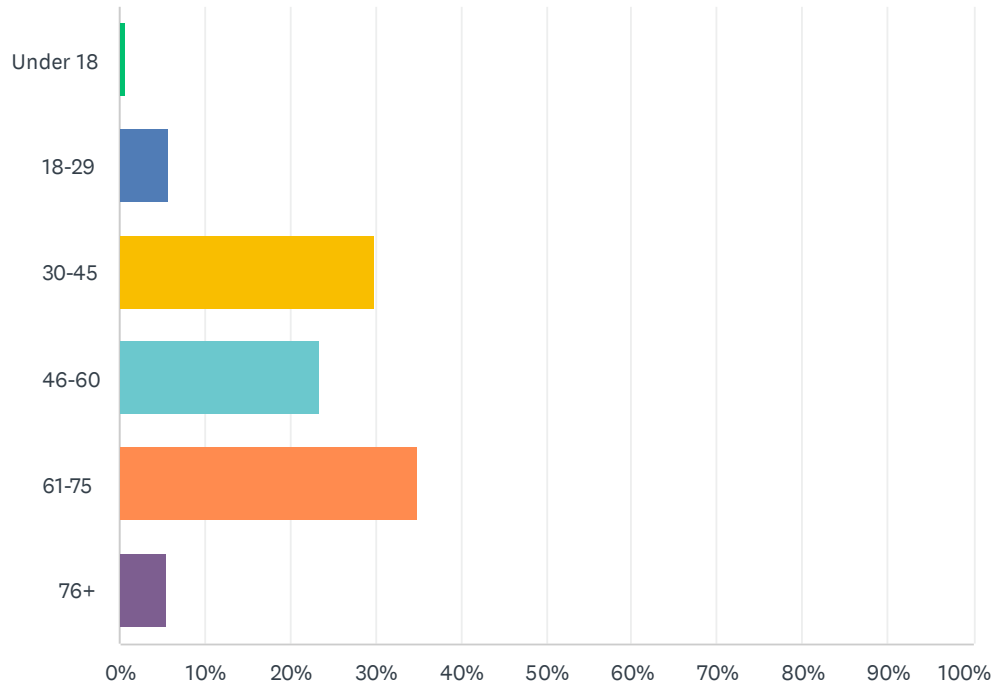
Answered: 277 Skipped: 907

Q24 What is your zip code?

Answered: 1,027 Skipped: 157

Q25 What is your age range?

Answered: 1,020 Skipped: 164



ANSWER CHOICES	RESPONSES	
Under 18	0.59%	6
18-29	5.69%	58
30-45	29.80%	304
46-60	23.53%	240
61-75	34.90%	356
76+	5.49%	56
TOTAL		1,020

Q26 If you would like to enter to win a library prize package valued at \$75.00, please include your name, email address and phone number. Ten winners will be selected randomly from all entries.

Answered: 695 Skipped: 489

ANSWER CHOICES	RESPONSES	
Name	99.86%	694
Email Address	97.84%	680
Phone Number	97.55%	678