



Public Survey November 2021

Please help the Buffalo & Erie County Public Library System to plan for the future.

What library or libraries have you visited in the last 6 months? *List all that apply.*

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

- YES NO

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

- Two (2) years or less Over ten (10) years
 Three (3) to ten (10) years I don't know

How likely are you to visit a local Library in the next few months?

- Very likely Likely Neither likely nor unlikely Unlikely Very unlikely

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

- I am too busy I don't use public libraries
 I use library online services only Inclement weather
 I am not going to public places because of COVID
 Other (please explain): _____

Did you know that the Library offers FREE, in-person & online (virtual) programs?

(Online programs can be viewed through the Library's website, Facebook page(s) and/or YouTube.)

- YES NO

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

- YES NO

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

- Children's or family programs (storytime, movies, crafts) Health and wellness
 Summer or winter reading activity/contest Resume writing, career planning, money management
 Take & make / grab & go activity/craft Technology training
 Genealogy/family history Book a librarian
 Teen program Author visit or lectures
 None / not interested in attending in-person programs at this time
 Other (please specify): _____

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

- Children's or family programs (storytime, making crafts) Resume writing, career planning, money management
 Virtual summer/winter reading activity/contest Technology training
 Genealogy/family history Book a librarian
 Teen program Author visit or lectures
 Health and wellness None
 Other (please specify): _____

Did you know the library offers downloadable books? *Select all that apply.*

- I have borrowed downloadable eBooks and/or eAudioBooks from the Library.
 I have never borrowed a downloadable eBook and/or eAudioBook from the Library, but would like to.
 I would like to learn how to download eBooks and/or eAudioBooks from the Library.
 I didn't know the Library offered downloadable eBooks and/or eAudioBooks.
 I do not read eBooks or eAudioBooks.
 I do not have a device to read downloadable materials.

Would you borrow a library Chromebook laptop & hotspot for free Internet access?

- YES NO NOT SURE

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

- Laptop, tablet or desktop computer I do not have a device that can access the Internet.
 I use the library's laptop or desktop computer(s) Other (please specify): _____
 Smartphone _____
 Non-smartphone cell phone _____

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

- YES NO

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

- YES NO

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

- YES NO

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

- YES NO

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

- YES NO

Did you know you can return most library materials to any of the 37 Libraries?

- YES NO

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

- Very likely Somewhat Likely Neither likely nor unlikely Somewhat Unlikely
 Very unlikely Other (please specify): _____

How do you get updates about library hours & activities? *Select all that apply.*

- Flyer/poster in my library Newspaper
 Talking with library staff Word of mouth
 Social media Radio
 Library website TV
 Other websites such as Buffalo Rising, WNY Family Magazine, Kids Out & About, Buffalo.com, etc.
 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: _____

What is the single best way for the Library to communicate information with you?

- Email Library social media
 Letter/postcard in the mail Radio commercial
 Library website 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 30-45 61-75
 18-29 46-60 76+

OPTIONAL - Enter for a chance to win a library prize package valued at \$75.00. Ten winners will be selected randomly.

Name: _____ Email: _____

Phone number: __ (____) _____

Return completed survey to staff or place in survey container by December 8, 2021. Thank you!