

Hello, Thank you in advance for taking this survey Buffalo & Erie County Public Library services. If you include your name, email address and phone number at the end of the survey, you will be entered to win a library tote bag filled with books.

* 1. Do you use the Buffalo & Erie County Public Libraries?

Yes

No

* 2. Select your top two choices of items you primarily borrow from the Library:

Books

Music CDs

Movies

Audiobooks on CD

Graphic Novels

Downloadable materials (eBooks or eAudiobooks)

* 3. What type of materials do you usually borrow from the Library?

Adult materials

Youth materials

Both adult and youth materials

* 4. On a scale of 1-5, with 5 being the highest, please rate your satisfaction with the Library's overall collection of books, movies, graphic novels, music, audiobooks, downloadable materials (eBooks or eAudiobooks), etc.

1

2

3

4

5

* 5. On a scale of 1-5, with 5 being the highest, please rate your satisfaction with the accessibility of Library materials/resources and availability in accommodating formats.

1

2

3

4

5

* 6. Are you aware that you can place a 'hold' on materials that have a waiting list?

Yes

No

7. If an item is not available at your Library, how often do you place a hold?

Always

Sometimes

Never

* 8. Are you aware of a service called interlibrary loan, in which the Library can get materials we don't own for you to borrow?

- Yes
- No

9. If you have used the Buffalo & Erie County Public Library's interlibrary loan service, on a scale of 1-5, with 5 being the highest, please rate the ease of use in obtaining materials that the Library does not own.

1	2	3	4	5	N/A
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

* 10. Are you aware that some of the Library's Rare and Special Collections images are available to view digitally on our website, www.BuffaloLib.org?

- Yes
- No

* 11. Have you ever gone online to see the Library's Digital Collections?

- Yes
- No

12. On a scale of 1-5, with 5 being the highest, please rate your satisfaction with the website for the Library's Digital Collections.

1	2	3	4	5
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

13. On a scale of 1-5, with 5 being the highest, please rate your overall satisfaction with the Library's Digital Collections.

1	2	3	4	5
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

* 14. Do you attend free programs at your Library?

- Yes
- No

* 15. How do you find out about the free programs taking place at your Library? (Check all that apply.)

- | | |
|---|------------------------------------|
| <input type="checkbox"/> From library staff | <input type="checkbox"/> Facebook |
| <input type="checkbox"/> Library signage/posters/flyers | <input type="checkbox"/> Twitter |
| <input type="checkbox"/> Library website | <input type="checkbox"/> Instagram |
| <input type="checkbox"/> Word of mouth | <input type="checkbox"/> Pinterest |
| <input type="checkbox"/> Newspapers | <input type="checkbox"/> Flickr |
| <input type="checkbox"/> Radio | |
| <input type="checkbox"/> Other (please specify) | |

* 16. On a scale of 1-5, with 5 being the highest, please rate your satisfaction with managing your account information in the "My Account" section of the Library's website.

1	2	3	4	5	N/A
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

* 17. On a scale of 1-5, with 5 being the highest, please rate your satisfaction with your ability to find materials such as books and DVDs in the Library's online catalog.

1	2	3	4	5	N/A
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

* 18. On a scale of 1-5, with 5 being the highest, please rate your satisfaction with placing requests in the Library's online catalog.

1	2	3	4	5	N/A
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

* 19. Did you know that Buffalo & Erie County Public Libraries have..... (Check all that apply.)

- | | |
|---|---|
| <input type="checkbox"/> eBooks | <input type="checkbox"/> Exhibit tours |
| <input type="checkbox"/> Downloadable music | <input type="checkbox"/> Free children's programs |
| <input type="checkbox"/> WiFi | <input type="checkbox"/> Free adult programs |
| <input type="checkbox"/> Technology classes | <input type="checkbox"/> Genealogy training |
| <input type="checkbox"/> Public computers | <input type="checkbox"/> Online form to request the library purchase a book or other material |
| <input type="checkbox"/> Meeting rooms for not-for-profits to use | <input type="checkbox"/> Library cards for organizations and businesses |
| <input type="checkbox"/> School tours | <input type="checkbox"/> An online store which sells archival prints from the collection |
| <input type="checkbox"/> Exhibits | |

* 20. Would you be interested in letting your elected officials know that you value the Buffalo & Erie County Public Libraries?

- No
- Not sure
- Yes. (Please include e-mail address.)

21. If you could change anything about the Library, what would it be?

* 22. What is your age range?

Under 18

41-54

18-24

55-64

25-40

Over 65

* 23. Which Library do you use most often?

24. What is your zip code?

25. **OPTIONAL:**

Enter to win a library tote bag filled with books by providing your name, phone number and email address.

Name

City/Town

Email Address

Phone Number

**Thank you! Please return this survey to a
Library staff member by January 20, 2019.**