

# Mannsville Free Library Patron Survey

## (Due Aug. 1, 2023)

Please take a moment to answer this anonymous survey about the library. All questions are optional. Any feedback provided helps to improve our library.

1. Do you own a library card? (Choose only one.)

*Check all that apply.*

- Yes
- No
- I am unsure.

2. On average, how often do you visit the Mannsville Free Library?

*Mark only one oval.*

- Daily
- Weekly
- Monthly
- Less than once per month
- Yearly
- Never

3. How do you rate the following services at Mannsville Free Library?

Mark only one oval per row.

|  | Excellent             | Good                  | Fair                  | Poor                  | Don't Know/Not Applicable |
|--|-----------------------|-----------------------|-----------------------|-----------------------|---------------------------|
| <b>Customer Service</b>                                  | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/>     |
| <b>Collection Material Selection (books, DVDs, etc.)</b> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/>     |
| <b>Programs (Children's, Adults')</b>                    | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/>     |
| <b>Online Services (Website, Research Services)</b>      | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/>     |
| <b>ILL (Inter-Library Loan Service)</b>                  | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/>     |
| <b>Library Policies</b>                                  | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/>     |
| <b>Computer/Printer Access</b>                           | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/>     |
| <b>Facilities (Cleanliness, Accessibility)</b>           | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/>     |
| <b>Hours of Operation</b>                                | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/>     |
| <b>Overall Impression of the Library</b>                 | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/>     |

4. How important are each of the following services to you?

Mark only one oval per row.

|   | Very Important        | Important             | Somewhat Important    | Not Very Important    | Don't Know/Not Applicable |
|---|-----------------------|-----------------------|-----------------------|-----------------------|---------------------------|
| <b>Borrowing Materials</b>  | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/>     |
| <b>Reference Materials</b>  | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/>     |
| <b>Computer - Printer Access</b>                                      | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/>     |
| <b>Programming</b>  | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/>     |
| <b>General Assistance</b>   | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/>     |
| <b>Reading and Study Areas</b>  | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/>     |
| <b>Internet Access</b>  | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/>     |
| <b>Inter-library Loan</b>   | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/>     |
| <b>Photocopier</b>  | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/>     |
| <b>Newspapers/Magazines</b>   | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/>     |
| <b>Homebound Services</b>   | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/>     |
| <b>Overall, how important is this library to you and your family?</b> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/>     |

5. In what areas do you feel the Mannsville Free Library could use improvement? Please provide specific suggestions and solutions.

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6. Is there anything else you would like the Mannsville Free Library Director or Board of Trustees to know?

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