Group 7
Katrina Burch
Alex Siekal
Ashleigh Hvinden

**Introduction**

Programing is an integral part of any library, especially those in the public sector. In order for library administrators to learn what programing should be revised, added, and fixed, it is important to consider public opinion. We felt that the public should weigh in on what features the library should have in order to better their overall experience. The library programing work-group chose to have a self-administered questionnaire. The survey consists of fifteen questions with five optional questions at the end asking demographic questions (i.e. sex, nationality, and occupation). We utilized all different types of survey-asking techniques such as open-ended questions, fill in the blank, and matrix-type questions. Our survey team asked for voluntary participants from library patrons during random times of the day.

**Survey Instructions**
Please fill out the questions to the best of your knowledge. If there is any question you feel you cannot answer, feel free to skip it. Please return the questionnaire in the self-addressed stamped envelope when you are finished answering the questions. You may also submit it by mail at a later date.

**Survey Questionnaire**
1. Based on a ranking from 1 to 5, one being definitely and five being not in the least, do library hours affect your decision to patron the library?

Definitely\_\_\_\_ It is a consideration\_\_\_\_\_\_ Not a factor\_\_\_\_\_\_ Indifferent\_\_\_\_\_\_\_ Unlikely\_\_\_\_

2. Label your top four reasons for coming to the library with one being the highest rank, four being the lowest:
­­­­­­\_\_\_\_\_\_\_ Computer usage

\_\_\_\_\_\_\_ Looking for reading material

­\_\_\_\_\_\_\_ Information for homework

\_\_\_\_\_\_\_ looking for city literature (bus schedules, town events, etc).

\_\_\_\_\_\_\_ Other (please specify)

3. Are computers an appeal to your visit to the library?
Yes \_\_\_\_\_\_ No\_\_\_\_\_\_\_ (if yes, please see question 4)

4.  If answered question 3 with yes, what is your main reason for computer usage at the library
\_\_\_\_\_\_ Personal [no computer access in home]

\_\_\_\_\_\_ Employment needs

\_\_\_\_\_\_ Homework

\_\_\_\_\_\_ Other (please specify)

5. Does having the option of digital versions of the library collection impact your decision about coming to the library, why or why not?

6. Does the location of the library impact whether you go to the library
Strongly agree     Agree      Disagree      Strongly disagree

7. If you have used a library computer, approximately how much time did you spend?
\_\_\_\_ 0-10 minutes
\_\_\_\_ 10-20 minutes
\_\_\_\_ 20-30 minutes
\_\_\_\_ 30-45 minutes
\_\_\_\_ 45-60 minutes
\_\_\_\_ over 60 minutes

8. Are community programs such as scrapbooking, picture taking, author signings and readings, and town meetings part of the appeal to come to the library?
Yes\_\_\_\_\_\_  No\_\_\_\_\_\_ Does Not Apply\_\_\_\_\_\_\_\_\_\_\_

9. Would having a book club or clubs influence your decision to frequent the library more than you already do?

10. Of the current programing at the library, please explain one area that you feel needs improvement and why?

11. Besides each of the statements presented below, please indicate whether you strongly
gree, agree, disagree, strongly disagree, or are undecided

**Question**        **Strongly Agreed | Agreed | Disagree| Strongly | Disagreed | Undecided**
Do you feel programing
should be open to all ages?

Should the library use
filters on its computers?

Should there be a time
limit for library computers?

12. Should libraries provide classes that teach which resources are both accurate and “approved”?

\_\_\_ Yes   \_\_\_\_\_ No (See question 13)

13. If no, do you feel it is the duty of the librarian to provide those databases?

14. Does the ability for Librarians to teach classes regarded what is and what are not accurate resources impact your patronage?

\_\_\_\_ Yes  \_\_\_\_\_ No

15. Does communication with patrons via Twitter, Facebook, Myspace, and other Internet tools impact your decision to come to the library and/or library events?

Yes\_\_\_\_\_\_\_\_\_\_ No\_\_\_\_\_\_\_\_\_ Unlikely\_\_\_\_\_\_\_.

16. Besides programing focusing on library materials, please rank your top 3 choices of other programing:
\_\_\_\_\_ social networking

\_\_\_\_  Life skills

\_\_\_\_ Employment strategies

\_\_\_\_ Gaming

\_\_\_\_ Movie nights

\_\_\_\_\_ Genealogy classes

\_\_\_\_\_ Computer literacy

\_\_\_\_\_ Volunteer work

\_\_\_\_\_ English / Other language classes

\_\_\_\_\_ Homeschooling resources

17. Would providing seminars regarding the type of book collections already in place and asking for suggestions about what books needs to be added be useful? Why or Why not?

18. Would story time for different ages be helpful and/or appreciated?
\_\_\_ Yes      \_\_\_\_No

**Optional questions:**
Name \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ (optional)

Age:
Under 21 \_\_\_\_\_\_\_\_\_\_\_\_
21 to 29\_\_\_\_\_\_\_\_\_\_\_
30 to 39\_\_\_\_\_\_\_\_\_
40 to 49\_\_\_\_\_\_\_\_\_\_\_
50 to 59\_\_\_\_\_\_\_\_\_
60 to 69\_\_\_\_\_\_\_\_\_\_
70 to 79\_\_\_\_\_\_\_\_\_\_
80 to 89\_\_\_\_\_\_\_\_\_\_
Do not wish to disclose: \_\_\_\_\_\_\_\_\_\_

Sex/Gender: \_\_\_\_\_\_\_\_\_\_\_\_\_

Occupation: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Acknowledgments**
The library programing work-group who constructed this survey would like to thank all participants for their participation and stress the importance of each participant’s response. We greatly value the responses of our patrons and without your opinions we would not be aware of personal opinion to better our library and its programs.

**Conclusion**
The variety of programing at a library can attract many different patrons and understanding and acknowledging this difference is good for the image of a public library. By having this variety it promotes the library as an essential part of the community that is not just for checking out reading material.