# Edgewood Community Library
# Community Assessment Survey 2015

**Purpose of Survey**

Please help us understand the needs of our community by participating in this survey. We place great value in your input and opinion. All information provided will remain confidential and anonymous.

**Definition of Terms**

**Digital Resources** - a virtual collection of information, stored in digital format and accessible electronically (ex: HelpNow, JobNow, Gale Databases, Newsbank, Britannica Public Library Edition)

**eAudiobook -** a downloadable sound recording of a book

**eBook** - an electronic counterpart of a printed book that can be viewed on an ereader device

**Interlibrary Loan -** a service whereby a user of one library borrows materials owned by another library

**NM FamilyPass -** upon checkout, this pass allows free admission for up to six people to any NM Department of Cultural Affairs museums and historic sites

**Social Media -** computer-mediated tools that allow people to create, share or exchange information, ideas, and pictures/videos in virtual communities and networks (ex: Facebook, LinkedIn, Twitter, YouTube, Pinterest)

**WiFi -** allows electronic devices to access a computer network and/or the Internet wirelessly

1. **What ZIP code do you live in?** *(please check one option)*
   - ☐ 87015 Edgewood
   - ☐ 87035 Moriarty
   - ☐ 87059 Tijeras
   - ☐ 87047 Sandia Park
   - ☐ 87008 Cedar Crest
   - ☐ Other *(please specify)*
   
   _____

2. **Which of these library features/services have you heard about?** *(please check all that apply)*
   - ☐ WiFi
   - ☐ Public Computers
   - ☐ Interlibrary Loans
   - ☐ Digital Resources
   - ☐ eBooks
   - ☐ eAudiobooks
   - ☐ Online Library Catalog
   - ☐ Free Programs/Events
   - ☐ Automatic Text/Email Alerts
   - ☐ Online Library Account
   - ☐ Library Webpages
   - ☐ Copying/Printing

3. **How did you hear about these library features/services?** *(please check all that apply)*
   - ☐ Flyer
   - ☐ Word of Mouth
   - ☐ Automatic Text/Email Alerts
   - ☐ Social Media
   - ☐ Handout
   - ☐ Newspaper
   - ☐ Library Staff
   - ☐ Library Webpages
   - ☐ Other (*please specify* )
   
   _____

**4. How often, if ever, have you used these library features/services?**
*(please check appropriate response for each feature/service)*

|  | Daily | Weekly | Monthly | Yearly | Never |
|---|---|---|---|---|---|
| Borrow Library Materials |  |  |  |  |  |
| WiFi |  |  |  |  |  |
| Public Computers |  |  |  |  |  |
| Interlibrary Loans |  |  |  |  |  |
| Digital Resources |  |  |  |  |  |
| eBooks |  |  |  |  |  |
| eAudiobooks |  |  |  |  |  |
| Online Library Catalog |  |  |  |  |  |
| Free Programs/Events |  |  |  |  |  |
| Automatic Text/Email Alerts |  |  |  |  |  |
| Online Library Account |  |  |  |  |  |
| Library Webpages |  |  |  |  |  |
| Copying/Printing |  |  |  |  |  |

**5. What library features/services should we offer that we currently don't?**
*(please indicate in the space provided)*

**6. Which of these library programs have you heard about?** *(please check all that apply)*

☐ Museum Pass Program                ☐ Weekly Story Time
☐ Summer Reading Program          ☐ Pawsitively Love Reading (Read to the Dogs)
☐ Family Fun Night                        ☐ Adult Computer Classes
☐ NM FamilyPass                            ☐ Learning Backpacks

**7. How did you hear about these library programs?** *(please check all that apply)*

☐ Flyer                                          ☐ Newspaper
☐ Word of Mouth                          ☐ Library Staff
☐ Automatic Text/Email Alerts        ☐ Library Webpages
☐ Social Media                               ☐ Other (*please specify*)
☐ Handout

**8.** **How often, if ever, have you participated in these library programs within the last 6 months?**
*(please check appropriate response for each program)*

|  | More than 10 times | 7 - 10 times | 4 - 6 times | 1 - 3 times | Never |
|---|---|---|---|---|---|
| Museum Pass Program |  |  |  |  |  |
| Summer Reading Program |  |  |  |  |  |
| Family Fun Night |  |  |  |  |  |
| NM FamilyPass |  |  |  |  |  |
| Weekly Story Time |  |  |  |  |  |
| Pawsitively Love Reading |  |  |  |  |  |
| Adult Computer Classes |  |  |  |  |  |
| Learning Backpacks |  |  |  |  |  |
| Special Events |  |  |  |  |  |

**9.** **What library program/s should we offer that we currently don't?** *(please indicate in the space provided)*

**10.** **How strongly do you agree or disagree with the below statements?**
*(please check appropriate response for each statement)*

|  | Strongly Agree | Agree | Neutral | Disagree | Strongly Disagree |
|---|---|---|---|---|---|
| Library staff and volunteers are helpful |  |  |  |  |  |
| Library staff and volunteers are polite |  |  |  |  |  |
| Library staff and volunteers are knowledgable |  |  |  |  |  |
| The library offers a welcoming atmosphere |  |  |  |  |  |
| I can usually find what I need on the library shelves |  |  |  |  |  |
| Library materials are up-to-date and useful |  |  |  |  |  |
| The public computers are adequate for my needs |  |  |  |  |  |
| The WiFi/Internet speed is adequate for my needs |  |  |  |  |  |
| The library is important to the community |  |  |  |  |  |
| Overall, I am satisfied with the library |  |  |  |  |  |

11. **Are there any changes you feel the library should make in its service to the community?**
*(please indicate in the space provided)*

12. **Any comments or suggestions you'd like to share with us?**  *(please indicate in the space provided)*

# *Thank you for taking our survey!*

## One last thing…

**Would you like to enter for a chance to win 1 of 8 Amazon.com $25.00 gift cards?!**  Please provide your contact information on the attached entry form (leave it attached, please) and turn in your survey to library staff (only one entry per person will be accepted).  A drawing will be held on *December 4, 2015* .  You don't have to be present to win.  Good luck!