

# Survey - Library Services in Yarmouth

## 1. Do you have a current library card (not expired)?

- Yes
- No
- I have an old card, expired.

## 2. Do other members of your household have a current library card?

- Yes
- No
- Some old cards, some have expired.

## 3. How often do you or family members visit the Yarmouth Town Libraries in a typical month?

- 1-3 times per month
- 4+ times per month
- 8+ times per month
- Never
- I only visit during the summer months.
- Don't know/prefer not to answer.

## 4. Which Library do you usually visit?

- South Yarmouth Library                       West Yarmouth Library

## 5. What are the most important services the library offers? Rank the services below; 1 = most important

<input type="text"/>	Providing books, audiobooks, DVDs, digital resources, such as databases, online newspaper articles
<input type="text"/>	Providing computers to people who might otherwise not have access
<input type="text"/>	Providing special events, lectures, workshops, etc. for adults
<input type="text"/>	Providing programs and events for teens
<input type="text"/>	Providing programs and events for children
<input type="text"/>	Assistance from a trained librarian
<input type="text"/>	Promoting literacy
<input type="text"/>	Providing museum passes
<input type="text"/>	Providing office services such as copy machine, faxing
<input type="text"/>	Children's Room
<input type="text"/>	Wireless internet access
<input type="text"/>	Other

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## 6. What more can the Library provide for you? (Check as many as apply.)

- More books
- More online, digital resources (databases, online newspapers, magazines, downloadable materials)
- Longer or more convenient hours. Please specify \_\_\_\_\_
- More computers
- More events, activities
- More programs for children
- More programs for teens
- More programs for adults
- More non-English materials
- Other (please specify)

## 7. Do you own an e-reader or device on which you read ebooks/listen to audiobooks?

- Yes, I own an e-reader
- Yes I own a device to play audiobooks
- No, I don't own either
- Other (please specify)

## 8. If you own one of these devices, have you ever used it to borrow e-content from the Library?

- Yes
- No
- Not sure
- Not applicable

## 9. Have you used the Library website [www.yarmouthlibraries.org](http://www.yarmouthlibraries.org) in the past 6 months?

- Yes
- No
- Don't know

## 10. If you answered "yes," how have you used the website [www.yarmouthlibraries.org](http://www.yarmouthlibraries.org)? (Check as many as apply.)

- Search for library items (books, DVDs, audiobooks, etc.)
- Request items
- Renew items on my account
- Locate information about the Library
- Locate information about the Town
- Locate information on the Web
- Other (please specify)

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**11. How can we improve our website [www.yarmouthlibraries.org](http://www.yarmouthlibraries.org) to make it more useful to you?**

**12. The Library offers programs and events in the community. Have you attended a Library program in the past 6 months?**

- Yes  
 No  
 Not sure

**13. If you have NOT attended a program at the Library within the last 6 months, please tell us why. (Check as many as apply.)**

- Day not convenient  
 Time not convenient  
 Topic not interesting  
 Library is not conveniently located  
 I did not know about the program  
 Other (please specify)

**14. What are the best ways for you to learn about upcoming Library events? (Check as many as apply.)**

- Library events calendar on [www.yarmouthlibraries.org](http://www.yarmouthlibraries.org)  
 Newspaper article or newspaper calendar listing  
 Flyer/poster posted in Town  
 Online calendars (such as [capecodonline.com](http://capecodonline.com))  
 Emails from the Library  
 Other (please specify)

**15. Are you satisfied that the Library staff is:**

- Helpful?  Courteous?  
 Knowledgeable?  
 Other (please specify)

**16. Are you satisfied that the Library facilities are:**

- Safe?  Comfortable?  
 Well-Lit?  Clean?  
 Other (please specify)

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## 17. What is your gender?

- Male
- Female
- Prefer not to answer

## 18. What is your age?

- Under 12
- 12-17
- 18-34
- 35-54
- 55-75
- Over 75
- Prefer not to answer

## 19. Are you currently (please check as many as apply)

- Employed by a business
- Employed by a non-profit
- Self-employed
- Out of work; looking for work
- Out of work; not currently looking for work
- A homemaker
- Retired
- Military
- A student
- Unable to work
- Prefer not to answer

## 20. Please feel free to comment on anything about Yarmouth Library services you feel might help us plan for services in the future. Thank you!