Oakland Public Library
Community Survey

The Oakland Public Library Advisory Commission and staff have been working toward our goal of bringing first class library service and a vital community center to the people of Oakland.

The library is now entering into the next phase of our development and we want to hear from you. We need to know what services, materials and programs you currently use and what additional things you would like to see us provide. We will be compiling this information to assist us in evaluating and planning for the library’s future service, programming and facility needs. The survey results will be published in our newsletter (or however your library decides to do it).

*Please take a few minutes to complete the survey below and return it to the Survey Return Box on the library’s circulation desk or mail it to Oakland.*

We look forward to hearing your thoughts and ideas so that we can best plan for your library’s future.

**Materials (Please adjust to fit your library branch)**
The library presently has a collection of approximately thirty-four thousand items that we lend to local residents. Insert a “1” to indicate those areas that you use most often and/or a “2” to indicate those areas where you would like to see our holdings increase.

- Bestselling Books
- Fiction Books
- Mysteries
- Science Fiction
- Romance Books
- Short Stories
- Classics
- Career Books
- Reference Books
- Non-Fiction Books
- Large Print Books
- Young Adult Books
- Children’s Books
- Picture Books
- Chapter Books
- Children’s Non-Fiction Books

Other: ______________________________

**Technologies (Please adjust to fit your library)**
The library presently has six public access adult computer terminals, two public access children’s computer terminals, three children’s educational game computers, four public access library catalog computers and a microfilm reader available for patron use. Insert a “1” to indicate those resources that you use most often and/or a “2” to indicate those areas where you would like to see our offerings increase.

- Adult Computers
- Internet Access
- Software (MS Word, etc.)
- Children’s Computers
Children’s Educational Game Computers
_____ Microfilm Reader
_____ Basic Computer Courses
_____ Advanced/Software Specific Courses
_____ Library Catalog Computers
_____ Computer Printing Services
Other: ____________________________

Programs (Please adjust to fit your library)
The library offers an array of programs on a variety of topics for community residents of all ages. The library also makes its meeting room space available to a number of local organizations. Insert a “1” to indicate the types of programs that you have attended and/or a “2” to indicate those areas where you would like to see our programming offerings increase.

_____ Adult Programs
_____ Defensive Driving Classes
_____ Craft Classes
_____ Cooking Classes
_____ Educational Classes
_____ Computer Classes
_____ Art Presentations
_____ Movies
_____ Children’s Programs
_____ Storytimes
_____ Children’s Crafts
_____ Holiday Crafts
_____ Family Programs
_____ Young Adult Programs
_____ Teen Advisory Board
_____ Homework Help Nights
_____ Book Discussions
_____ Community Group Meetings
Other: _______________________________________________________________________

Please answer, by circling the answer that best represents your views on each program.

The library offers programs that meet my needs. YES NO
It is easy to register for library programs. YES NO
I have been able to secure a spot in the programs that interest me. YES NO
The programs I have attended were well organized and presented. YES NO
I would like to see the library offer additional programming. YES NO

Newsletter (Please adjust to fit your library branch)
The library currently publishes and distributes a four-page quarterly newsletter that provides information and updates about the library and its services as well as a list of upcoming library programs. Please answer, by circling the answer that best represents your views about the library newsletter.

I notice the library newsletter when it arrives in my mail. YES NO
The layout and print make it easy to read and use.  
I read the sections involving library news and services.  
I read the sections listing library programs.  
The newsletter should be published more frequently.  

Comments:______________________________________________________________

Web Page (Please adjust to fit your library)  
The library’s homepage (https://oaklandlibrary.org/) is an interactive gateway to the library and its services. Please answer, by circling the answer that best represents your opinions about the library’s homepage.

I have visited the library’s homepage.  
The layout and design of the homepage make it easy to use.  
I have looked up information about the library on the homepage.  
I have searched the library catalog from the homepage.  
I have looked up information about a program on the homepage.  
I have emailed a question or a request from the homepage.  
I have reserved or renewed an item from the homepage.  
I have used the Virtual Reference Collection.  
I have used the Ask a Librarian service.  

Comments:______________________________________________________________

Library Facility & Hours (Please adjust to fit your library)  
The library is open Monday-Saturday for fifty-six hours each week. Please indicate, by circling your answers to the following questions about the library facility and hours.

The library’s location is a convenient one.  
I can find parking when I visit the library.  
The library is a clean and comfortable place to visit.  
The library is nicely decorated and pleasant.  
I can find room to study and use the resources available.  
The library should provide a quiet study area.  
The library should expand its hours.  
The library should be open on Sundays.  

Comments:______________________________________________________________

Library Staff (Please adjust to fit your library)  
The library staff includes SUPPLY THE NUMBER people in a variety of positions. Please indicate, by circling, your answers to the following questions about the library’s staff.

I find the library’s staff pleasant and helpful.  
I am able to get assistance when I need it.  
The library’s staff is able to answer my questions.  
The library’s staff is responsive to my requests.
Comments:_____________________________________________________________  

Comments
Please write any comments or list any issues that you would like to see the library consider as it plans for the future.

If you wish to have someone contact you to discuss the library, this survey or anything included in the survey, please print your name and phone number.

____________________________        __________________________  
Name                                                      Phone Number  

THANK YOU FOR TAKING THE TIME TO COMPLETE THIS SURVEY AND FOR HELPING US TO SERVE YOU BETTER!