

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.

- | | |
|---|--|
| <input type="checkbox"/> Bestselling Books | <input type="checkbox"/> Cassette/Book Kits |
| <input type="checkbox"/> Fiction Books | <input type="checkbox"/> Parents Collection |
| <input type="checkbox"/> Mysteries | <input type="checkbox"/> DVDs |
| <input type="checkbox"/> Science Fiction | <input type="checkbox"/> Children's DVDs |
| <input type="checkbox"/> Romance Books | <input type="checkbox"/> Musical CDs |
| <input type="checkbox"/> Short Stories | <input type="checkbox"/> Children's/Kids Musical CDs |
| <input type="checkbox"/> Classics | <input type="checkbox"/> Computer Software |
| <input type="checkbox"/> Career Books | <input type="checkbox"/> Children's Software |
| <input type="checkbox"/> Reference Books | <input type="checkbox"/> Audiobooks |
| <input type="checkbox"/> Non-Fiction Books | <input type="checkbox"/> Children's Audiobooks |
| <input type="checkbox"/> Large Print Books | <input type="checkbox"/> Audio Books on CD |
| <input type="checkbox"/> Young Adult Books | <input type="checkbox"/> Magazines |
| <input type="checkbox"/> Children's Books | <input type="checkbox"/> Kids Magazines |
| <input type="checkbox"/> Picture Books | <input type="checkbox"/> Newspapers |
| <input type="checkbox"/> Chapter Books | |
| <input type="checkbox"/> 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.	YES	NO
I read the sections involving library news and services.	YES	NO
I read the sections listing library programs.	YES	NO
The newsletter should be published more frequently.	YES	NO

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.	YES	NO
The layout and design of the homepage make it easy to use.	YES	NO
I have looked up information about the library on the homepage.	YES	NO
I have searched the library catalog from the homepage.	YES	NO
I have looked up information about a program on the homepage.	YES	NO
I have emailed a question or a request from the homepage.	YES	NO
I have reserved or renewed an item from the homepage.	YES	NO
I have used the Virtual Reference Collection.	YES	NO
I have used the Ask a Librarian service.	YES	NO

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.	YES	NO
I can find parking when I visit the library.	YES	NO
The library is a clean and comfortable place to visit.	YES	NO
The library is nicely decorated and pleasant.	YES	NO
I can find room to study and use the resources available.	YES	NO
The library should provide a quiet study area.	YES	NO
The library should expand its hours.	YES	NO
The library should be open on Sundays.	YES	NO

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.	YES	NO
I am able to get assistance when I need it.	YES	NO
The library's staff is able to answer my questions.	YES	NO
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!**