

## SOUTH PLAINFIELD PUBLIC LIBRARY SURVEY QUESTIONS

The borough of South Plainfield is in the process of preparing to build a new Public Library. In order to serve the needs of our patrons, we are seeking input from you on a variety of issues. Your response will help us greatly in our planning process.

Additional surveys are available at the library. Please print this survey and return it to the South Plainfield Public Library, 2484 Plainfield Ave., South Plainfield, NJ 07080.

PLEASE NOTE THAT SURVEYS ARE **NOT** LIMITED TO ONE PER HOUSEHOLD!

<b>1. How often do you use the South Plainfield Public Library?</b>	
A. <input type="checkbox"/> At least once a week	D. <input type="checkbox"/> Once every six months
B. <input type="checkbox"/> Once every two weeks	E. <input type="checkbox"/> Once a year
C. <input type="checkbox"/> Once a month	F. <input type="checkbox"/> Never

<b>2. What are your main reasons for using the library?</b>	
A. <input type="checkbox"/> To borrow bestsellers	M. <input type="checkbox"/> To get information for school
B. <input type="checkbox"/> To borrow other fiction books	N. <input type="checkbox"/> To attend children's programs
C. <input type="checkbox"/> To borrow nonfiction books	O. <input type="checkbox"/> To use word processing computers
D. <input type="checkbox"/> To get information/research	P. <input type="checkbox"/> Get information for home/car repair
E. <input type="checkbox"/> To use the children's area	Q. <input type="checkbox"/> To borrow adult books on tape
F. <input type="checkbox"/> To use the young adult area	R. <input type="checkbox"/> To get income tax forms
G. <input type="checkbox"/> To borrow videos/DVDs	S. <input type="checkbox"/> To attend meetings/programs
H. <input type="checkbox"/> To use the copy machine	T. <input type="checkbox"/> To accompany someone
I. <input type="checkbox"/> To read/borrow magazines	U. <input type="checkbox"/> To meet friends/business associates
J. <input type="checkbox"/> To use the public fax machine	V. <input type="checkbox"/> To find a quiet place to work
K. <input type="checkbox"/> To read newspapers	W. <input type="checkbox"/> To use reference materials
L. <input type="checkbox"/> To use the internet	X. <input type="checkbox"/> Other _____

<b>3. If you don't use the library regularly, why not?</b>	
A. <input type="checkbox"/> Don't need to use it	F. <input type="checkbox"/> I use the library at my school/college
B. <input type="checkbox"/> The library is too far from my home	G. <input type="checkbox"/> I use a neighboring public library
C. <input type="checkbox"/> Don't have any transportation	H. <input type="checkbox"/> I buy my own books/magazines
D. <input type="checkbox"/> Don't know where the library is located	I. <input type="checkbox"/> I don't know what the library has to offer me
E. <input type="checkbox"/> Don't have a library card	J. <input type="checkbox"/> Other _____

<b>4. Did you find what you were looking for on your visit to the library?</b>		
<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> Partly

<b>5. Check all statements below which explain why you did not get what you were looking for.</b>	
A. <input type="checkbox"/> Item was checked out	F. <input type="checkbox"/> All computers were in use
B. <input type="checkbox"/> Library had no material on the subject	G. <input type="checkbox"/> I don't know how to use computers
C. <input type="checkbox"/> I could not find the material	H. <input type="checkbox"/> Could not find item on shelf
D. <input type="checkbox"/> Staff could not find the material	I. <input type="checkbox"/> Staff requested materials through ILL
E. <input type="checkbox"/> Library computers were down	J. <input type="checkbox"/> Other _____

<b>6. How would you describe your most recent experience in using the library's computers for locating books, videos etc?</b>	
A. <input type="checkbox"/> Very easy to use	D. <input type="checkbox"/> Too hard to use
B. <input type="checkbox"/> Somewhat easy to use	E. <input type="checkbox"/> All computers were in use
C. <input type="checkbox"/> Somewhat difficult to use	F. <input type="checkbox"/> Have not used the computers

<b>7. The following are online resources available at the library, some of which may be accessed from the library or your home computer. Please check any you have used in the past.</b>	
A. <input type="checkbox"/> EBSCO magazine index	E. <input type="checkbox"/> Chapter a Day Book Club
B. <input type="checkbox"/> Novelist	F. <input type="checkbox"/> Star-Ledger
C. <input type="checkbox"/> New York Times	G. <input type="checkbox"/> Library homepage - Useful Websites
D. <input type="checkbox"/> Contemporary Authors	H. <input type="checkbox"/> Library homepage - Homework links

<b>8. Please tell us what you think of this library facility. Please rank 1-5</b>					
	POOR	ADEQUATE	GOOD	VERY GOOD	EXCELLENT
A. Condition of the outside of the library	1	2	3	4	5
B. Condition of the inside of the library	1	2	3	4	5
C. Ease of access entering the building	1	2	3	4	5
D. Ease of access inside the library	1	2	3	4	5
E. Signs and signage	1	2	3	4	5
F. Layout and arrangement	1	2	3	4	5
G. Provision of seating and tables	1	2	3	4	5
H. Time waiting for service	1	2	3	4	5
I. Cleanliness	1	2	3	4	5
J. Lighting	1	2	3	4	5
K. Acoustics	1	2	3	4	5

<b>9. Are you aware the library offers a free delivery service of library materials for Homebound library customers?</b>		
A. Yes	B. No	C. Would like more info

### HOW ARE WE DOING?

<b>10. Please check all item(s) which describe the service you received at the library.</b>	
A. <input type="checkbox"/> Staff was helpful & pleasant	E. <input type="checkbox"/> Staff was too busy to help
B. <input type="checkbox"/> Staff was considerate & thoughtful	F. <input type="checkbox"/> Staff took too long to help
C. <input type="checkbox"/> Staff was knowledgeable & helpful	G. <input type="checkbox"/> Staff was discourteous & uncooperative
D. <input type="checkbox"/> Staff communicates inappropriately or unclearly	H. <input type="checkbox"/> I did not ask for help

<b>11. How would you evaluate the library's services in the following areas?</b>					
A. Hours of operation:	POOR	ADEQUATE	GOOD	VERY GOOD	EXCELLENT
1. Meets your needs	1	2	3	4	5
2. Needs to be open earlier	1	2	3	4	5
3. Needs to close later	1	2	3	4	5
4. Needs to have more weekend hours	1	2	3	4	5
B. Overall collection	1	2	3	4	5
C. Availability of reading materials I want	1	2	3	4	5
D. Ability to obtain materials from other libraries	1	2	3	4	5
E. Comfort/Cleanliness	1	2	3	4	5
F. Convenience to my home	1	2	3	4	5
G. Helpfulness/Courtesy of library personnel	1	2	3	4	5
H. Ease in finding materials	1	2	3	4	5
I. Ease in checking out library materials	1	2	3	4	5
J. Ease of parking	1	2	3	4	5
K. Book collection	1	2	3	4	5
L. Media collection	1	2	3	4	5
M. Number of staff	1	2	3	4	5
N. Seating	1	2	3	4	5
O. Building size	1	2	3	4	5
P. Building quality	1	2	3	4	5
Q. Telephone service	1	2	3	4	5
R. Reference service	1	2	3	4	5
S. Children's programming	1	2	3	4	5
T. Materials in other languages (please specify)	1	2	3	4	5
U. Adult Programs	1	2	3	4	5
V. Display Area	1	2	3	4	5
W. Other _____	1	2	3	4	5

<b>12. Please rate the following in terms of importance to a new library building</b>					
	NOT IMPORTANT	SOMEWHAT IMPORTANT	IMPORTANT	VERY IMPORTANT	MANDATORY
A. Study Rooms					
B. More Storytime Craft Space					
C. Study Carrels					
D. Meeting rooms					
E. Computer training room					
F. Young Adult area					
G. Larger children's room					
H. More parking					
I. More word processing computers					
J. Separate reading area for magazines and Newspapers					
K. Drive up drop-off for library materials					
L. Other _____					

<b>13. Please check all area(s) in which you would like to see the library's collection improved, expanded or updated.</b>	
A. <input type="checkbox"/> General nonfiction	K. <input type="checkbox"/> General fiction
B. <input type="checkbox"/> Religion/Philosophy	L. <input type="checkbox"/> Mystery
C. <input type="checkbox"/> History	M. <input type="checkbox"/> Science fiction
D. <input type="checkbox"/> Science/Technology	N. <input type="checkbox"/> Romance
E. <input type="checkbox"/> Health/Medical	O. <input type="checkbox"/> Western
F. <input type="checkbox"/> Travel	P. <input type="checkbox"/> Travel
G. <input type="checkbox"/> Self Help	Q. <input type="checkbox"/> Audio/Video
H. <input type="checkbox"/> Biography	R. <input type="checkbox"/> Magazines/Newspapers
I. <input type="checkbox"/> Arts/Culture	S. <input type="checkbox"/> Children's materials
J. <input type="checkbox"/> Foreign language materials (please specify) _____	T. <input type="checkbox"/> Other (please specify) _____

<b>14. Please check all area(s) in which you would like to see technology improved</b>	
A. <input type="checkbox"/> More computers to access the collection	D. <input type="checkbox"/> Additional computers with word processing and spreadsheet programs
B. <input type="checkbox"/> More internet access	E. <input type="checkbox"/> More on-line databases
C. <input type="checkbox"/> Improved access from home computers	F. <input type="checkbox"/> Other (please specify) _____

## ABOUT YOU

In an effort to tailor our collection to the needs and wishes of our patrons and to serve you better, we would like to learn something about you. Providing the information below is completely voluntary. All information will be kept strictly confidential. Your response to these final questions will help the library to continually improve its services.

### 15. Your sex

- A.  Male
- B.  Female

### 16. Your age group

- A.  11 and under
- B.  12 - 17
- C.  18 - 29
- D.  30 - 39
- E.  40 - 49
- F.  50 - 59
- G.  60 or over

### 17. Are there are any children under the age of 18 living in your home?

- A.  Yes
- B.  No

If yes, how many? \_\_\_\_\_

### 18. Are any of those children preschool age?

- A.  Yes
- B.  No

If yes, How many? \_\_\_\_\_

### 19. Your highest education level

- A.  Some high school or less
- B.  High school graduate
- C.  Vocational/Technical school
- D.  Some college
- E.  College graduate

### 20. What is your current work status? Check all that apply.

- A.  Employed full-time
- B.  Employed part-time
- C.  Self-employed
- D.  Homemaker
- E.  Retired
- F.  Unemployed or not working
- G.  Part-time student
- H.  Full-time student
- I.  Other \_\_\_\_\_

**21. Where do you reside?**

- A.  South Plainfield
- B.  Plainfield
- C.  Edison
- D.  Piscataway
- E.  Other \_\_\_\_\_

**22. If not a resident of South Plainfield, why do you use the South Plainfield Public Library?**

- A.  Collections
- B.  Convenient Hours
- C.  Convenient location
- D.  Other \_\_\_\_\_

**23. Please feel free to provide any additional comments that you feel would help us in planning for the new public library.**