



# Sault Ste. Marie Public Library

## Public Library Survey

Your Library has begun the process of developing a new strategic plan and wants to hear from our community to help determine Library's future and what the Library can do to improve the lives of your fellow Saultites.

Please take some time to complete this survey (approximately 10-15 minutes) and help us out!

### Tell Us about yourself

How old are you?

- Under 12 years old
- 12-17 years old
- 18-24 years old
- 25-34 years old
- 35-44 years old
- 45-54 years old
- 55-64 years old
- 65-74 years old
- 75 years or older

What is your postal code?: \_\_\_\_\_

### Question 1

When was the last time you used your library card?

- 0-3 months
- 3-6 months
- 6 months – 1 year
- I don't have a library card

## Question 2

How often do you visit the library in person?

- I don't Visit the Library
- Once a Week
- More Than Once a Week
- Less than Once a Month
- Once a Month
- A few Times a Year

## Question 3

How often do you visit the Library's website and use the Library's online resources?

- I don't use the Library's online resources
- Once a Week
- More Than Once a Week
- Less than Once a Month
- Once a Month
- A few Times a Year

## Question 4

Do you believe the Library is fully accessible?

- Yes
- No

If no, what can be done to improve accessibility?

## Question 5

How do you learn about what is happening at the Library? (Select all that apply)

- |   |   |
|---|---|
| <input type="checkbox"/> Brochures/Flyers/Posters/Library Newsletter    | <input type="checkbox"/> Local Radio                                |
| <input type="checkbox"/> Library Staff/volunteers                       | <input type="checkbox"/> Local Television (Shaw TV, CTV News, etc.) |
| <input type="checkbox"/> Library Website                                | <input type="checkbox"/> Online news (SooToday, Sault Online, etc.) |
| <input type="checkbox"/> Local Newspapers (Sault Star, Sault This Week) | <input type="checkbox"/> Social Media (Facebook, Instagram, etc.)   |
|   | <input type="checkbox"/> Word of Mouth                              |
|   | <input type="checkbox"/> Other: _____                               |

**Question 6**

How satisfied are you with the following at the Library?

	<i>Not Very Satisfied ----- Very Satisfied</i>										N/A
	1	2	3	4	5	6	7	8	9	10	
Children’s Services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Customer Service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Library Spaces	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Library Hours	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Library Social Media	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Library Website	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Information Services (research, reader’s advisory, and reference services)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Variety of programs and services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**Question 7**

Overall, do the Library collections meet your expectations (physical, digital and online)?

	<i>Not Very Satisfied ----- Very Satisfied</i>										N/A
	1	2	3	4	5	6	7	8	9	10	
Physical collections (Books, DVDs, Audiobooks, CDs)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Online Collections (ebooks, downloadable audiobooks, databases)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Special Collections (walking poles, special passes, thermal cameras, etc.)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

How might Library collections be improved?: \_\_\_\_\_

**Question 8**

Does the Library offer programs and events that are of interest to you? (check all that apply)

Type of Program	Child	Teen	Adult	Not Interested
Educational/ Instructional <b>(Virtual)</b> (Gardening information, Financial/Banking instructions, Health information Session, etc.)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Educational/ Instructional <b>(In-Person)</b>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Reading/Book Clubs <b>(Virtual)</b>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Crafting <b>(In-Person)</b>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Crafting <b>(Virtual)</b>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Social/Signature Events <b>(In-Person)</b>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Social/Signature Events <b>(Virtual)</b>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Makerspace/Creative Studio <b>(In-Person)</b>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Makerspace/Creative Studio <b>(Virtual)</b>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Early Literature <b>(Virtual)</b> (Babytime, Toddler Time, etc.)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Early Literature <b>(In-Person)</b>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Author Talks <b>(In-Person)</b>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Author Talks <b>(Virtual)</b>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

What program or service would you love to see your Library offer?: \_\_\_\_\_

**Question 9**

How likely are you to recommend the Sault Ste. Marie Public Library to a friend or family member? (10 -point scale)

<i>Not Very Likely ----- Very Likely</i>										<i>N/A</i>
<i>1</i>	<i>2</i>	<i>3</i>	<i>4</i>	<i>5</i>	<i>6</i>	<i>7</i>	<i>8</i>	<i>9</i>	<i>10</i>	
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**Question 10**

What kind of technological experiences would you like your library to provide? (Check all that apply)

- Workshops
- Library Wi-Fi
- Computers
- Wi-Fi Hotspots
- Maker Technologies (3D printer, green screen, etc.)
- Programming (i.e. Raspberry Pi)
- Other: \_\_\_\_\_

**Question 11**

Is there an area of your life that the Library does not support but could?

**Question 12**

What do you like best about the Library?

**Question 13**

Are you aware that you can volunteer and/or donate to the library?

Volunteer    yes    no

Donate        yes    no

**Question 14**

If there is anything else you would like to tell us about the Library, we would be glad to hear it.

**Thank you for taking the time to complete this survey! Your contribution will help inform us as we develop the Library's next strategic plan.**