



USER SURVEY

Please take a few minutes to fill out and return this survey about the Library's services. The survey can also be completed online by visiting the Library's website at: www.stfrancislibrary.org. Your feedback will help us provide the best possible materials and services for the community. Thank You!

Age Group:

- 0 - 11
- 12 - 18
- 19 - 29
- 30 - 49
- 50 - 64
- 65 or Over

Are you:

- Male
- Female

Are you a resident of St. Francis?

- Yes
- No

How often do you use the St. Francis Library?

- Never
- A few times a year
- Monthly
- Weekly
- Daily

Have you downloaded any books, music, audiobooks through the library/OverDrive?

- Yes
- No

If not, why not?

- I don't like the format
- The process is too difficult
- I don't have the devices needed
- I didn't know it was available

Do you interact with the St. Francis Library mostly in person or online?

- In person
- Online

How do you get information about the St. Francis Library: (check all that apply)

- Library website
- Library Facebook page
- Flyers/signs in the library
- Library e-newsletter
- City newsletter
- SouthShore NOW
- None of the above
- Other _____

Is there a better way that the library could share information with you?

Specify: _____

If you are a St. Francis Library user, please evaluate the library's services:

(On a scale of 1-5, 5 is excellent and 1 is poor)

- Overall collection of materials
- Hours of operation
- Cleanliness
- Comfort
- Helpfulness of staff
- Ease of locating materials
- Adult programs
- Children's programs
- Computer access
- Library website

OVER

What are your main reasons for visiting the St. Francis Library? (check all that apply)

- Borrow a book for leisure/recreation
- Borrow DVDs
- Borrow audiobooks on CD
- Borrow music CDs
- Obtain information for school/work
- Use a computer
- Read the latest newspapers or magazines
- Attend a children's program
- Attend an adult program
- Get help from a reference librarian
- Get tax forms
- Voting
- Other _____

Which of the following materials do you wish the St. Francis Library had more of? (check all that apply)

- Books for adults- fiction
- Books for adults - nonfiction
- Books for young adult/teenagers
- Books for children
- Graphic novels
- Audiobooks for adults
- Audiobooks for children/teens
- Music CDs
- DVDs for adults
- DVDs for children/family
- Public computers
- Video games
- Magazines
- Digital/downloadable materials
- Other _____

If you are NOT a regular St. Francis Library user, what keeps you from visiting the library? (check all that apply)

- Library isn't welcoming or comfortable
- Computers/software unsatisfactory
- I get my materials elsewhere
- It's too difficult to use the catalog on the computer
- I prefer other activities over reading
- I don't know what the library offers
- It's too difficult to locate materials
- Library doesn't have the materials I want
- There's always a waiting list for the things I want
- I'm too busy
- I owe library fines
- I am homebound and can't get there
- Poor staff service
- Not open at convenient times
- Library is too noisy/busy
- Library doesn't have programs I want
- Other _____

Do you have any suggestions for ways we can improve our programs/services?

Thank You for helping us to better serve you!

Please return completed survey by mail or drop-off at the library no later than July 31, 2013 to:

St. Francis Public Library
4230 S. Nicholson Ave.
St. Francis, WI 53235