

Larchmont Library Satisfaction and Usage Study



Prepared by



Methodology

FGI Research programmed and hosted an online research survey examining patron usage and satisfaction with the Larchmont Public Library. Postcards, as seen below, were mailed the week of November 1st, 2006 to residents living within the library service area. A 2nd mailing was sent out the week of December 15, 2006. Each postcard contained the URL for the study website and a unique ID for the respondent to enter to begin the survey.

Library patrons were also invited to participate in the survey when visiting the Library.

498 respondents completed the survey. Of the 540 individuals responding, 42 did not meet qualification criteria due to either being under eighteen years of age or not using the public library.

The study remained open for respondents until January 2nd, 2007.

THE LARCHMONT PUBLIC LIBRARY
Your participation is valuable and welcomed.

To identify how the Library can better serve the Town of Mamaroneck/Larchmont community, the Board of Trustees of the Larchmont Public Library is conducting a survey. The survey will remain open for your participation until (end date). This brief survey will require no longer than ten minutes of your time.

You may participate in one of two ways:

- 9) From a computer with Internet access, type this web address (<http://LD.fgiresearch.com/fgisurvey/larchmont>) into your browser and press the enter key. When prompted for a password, please type the ID number in the middle of the front side of this post card. **OR**
- 2) **Come to the Library, bringing a LPL library card, driver's license, or utility bill (It must have a name and address that confirms residency). You may then complete a paper version of the survey.** (You may also chose this option if more than one adult in a household wishes to complete a survey, as the password will only work once.)

Again, the Library thanks you for your time and your opinions

This survey is funded from private gifts. No tax funds are being used on this project.



Key Findings

- ❖ It is important to note that due to the non-random sampling methodology employed in this study it is unwise to try to derive the actual demographic make-up of Larchmont Library patrons from this survey. However, those patrons who participated in the survey represent a wide variety of ages and household types. Respondents also revealed themselves to be a highly educated lot, 92% of those surveyed reported having completed at least a Bachelor's degree.
- ❖ Patrons of the library report high levels of overall satisfaction, however this study does suggest that there is room for improvement. Parents generally report a lower level of satisfaction than do other patrons. Much of this dissatisfaction appears to be related to perceived inadequacies in the children's room. Parents would like to see improvements in facilities, resources, and programming. Parents also report lower levels of satisfaction with staff.
- ❖ Service to the community is another area where respondents give Larchmont Library good marks, while still suggesting that patrons see where enhancements could be made. 68% of those responding say Larchmont Library does an excellent job serving the community, while another 28% see the library as doing a "good" job.
- ❖ Satisfaction with the Adult Department is quite high, however there is some evidence that the library is "not keeping up with the times." Patrons find the supply of books and magazines adequate, but would like to see additions to the library's selection of DVDs, videos, audiobooks, and compact discs.
- ❖ The Library may want to consider a supplemental survey of pre-teen and teen-age patrons. Due to age restrictions this survey did not gather sufficient data to report any conclusions about the Teen Department.



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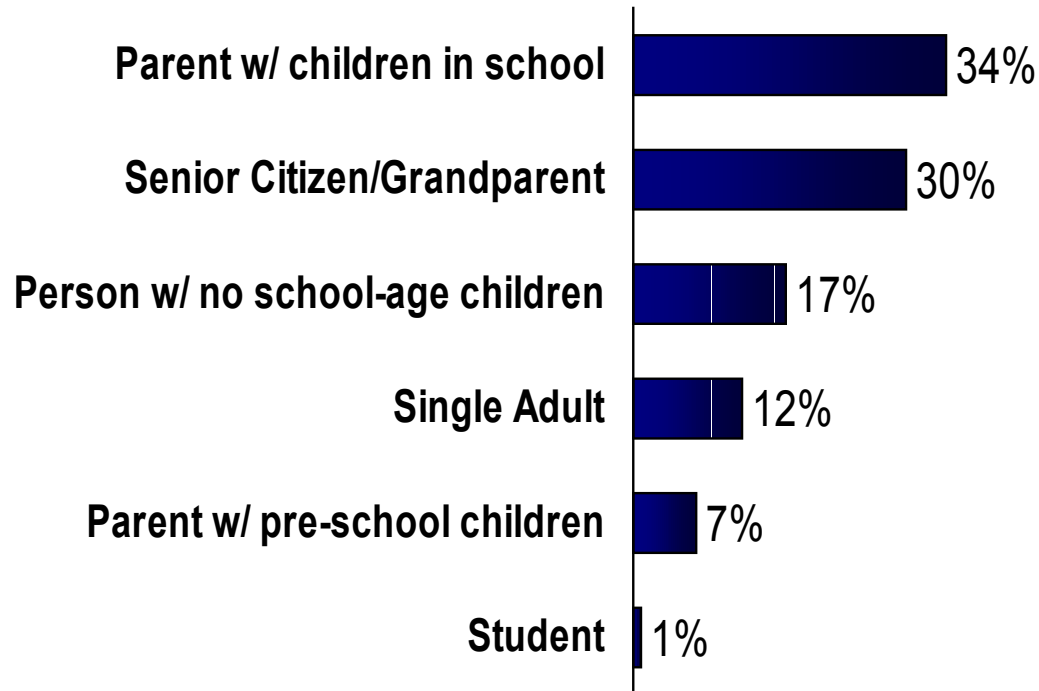
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Respondent Classification

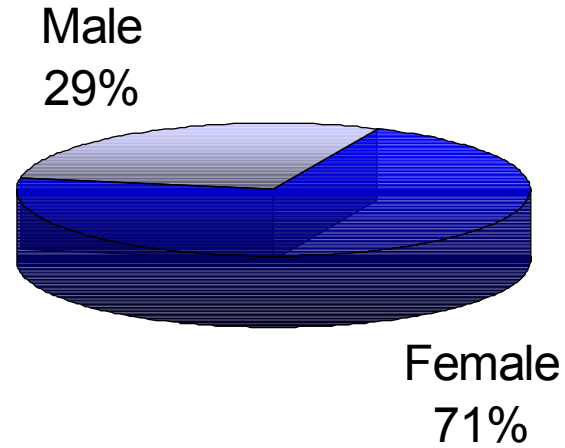
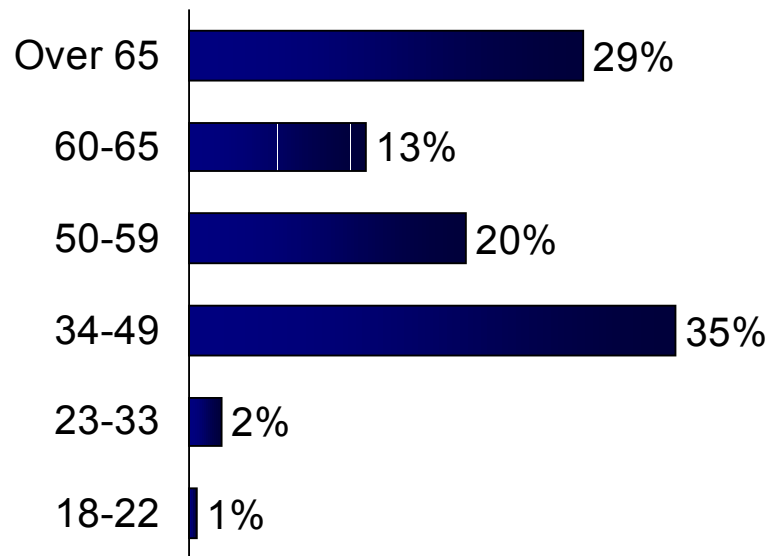


As a non-random sampling methodology was employed for this survey, it is important to note that the demographic distribution of the final sample is not necessarily representative of all Larchmont Library patrons.

Q1. Please select the one statement that best describes your situation.



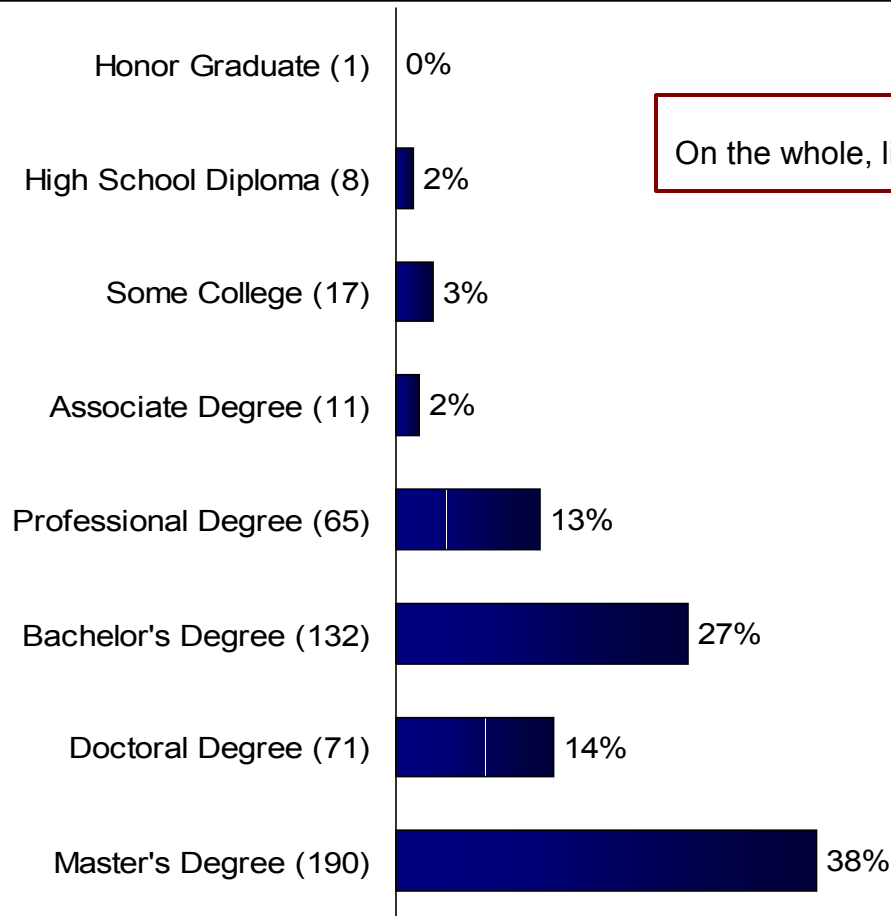
Age & Gender



Q2. What is your age range? Q3. Please select your gender.



Education



On the whole, library patrons completing the survey are highly educated.

Q4. Which of the following describes the highest level of education you have attained? (Number in parenthesis is actual number of respondents in each category)



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Overall Experience with Staff

Overall satisfaction with staff is high, however parents express a statistically significant lower level of satisfaction than do other patrons.

	TOTAL	Parent - school age	Parent - preschool	Person - no school age	Single Adult	Sr. Citizen/ Grand- parent
Staff is always helpful and knowledgeable	81.8%	69.8% *	58.8% *	87.8%	93.2%	93.8%
Staff is sometimes helpful and knowledgeable	16.8%	28.4% *	35.3% *	9.8%	6.8%	6.2%
Staff is rarely helpful and knowledgeable	0.8%	1.2%	5.9%	-	-	-
Never spoke to staff	0.6%	0.6%	-	2.4%	-	-

Q24. Please select the statement below that best describes your overall experiences at the Larchmont Public Library.

* indicate statistically significant difference at a 95% confidence level.



Larchmont Library Serving the Community

While there is room for improvement, almost all patrons think Larchmont Library is doing a good job of serving the community.

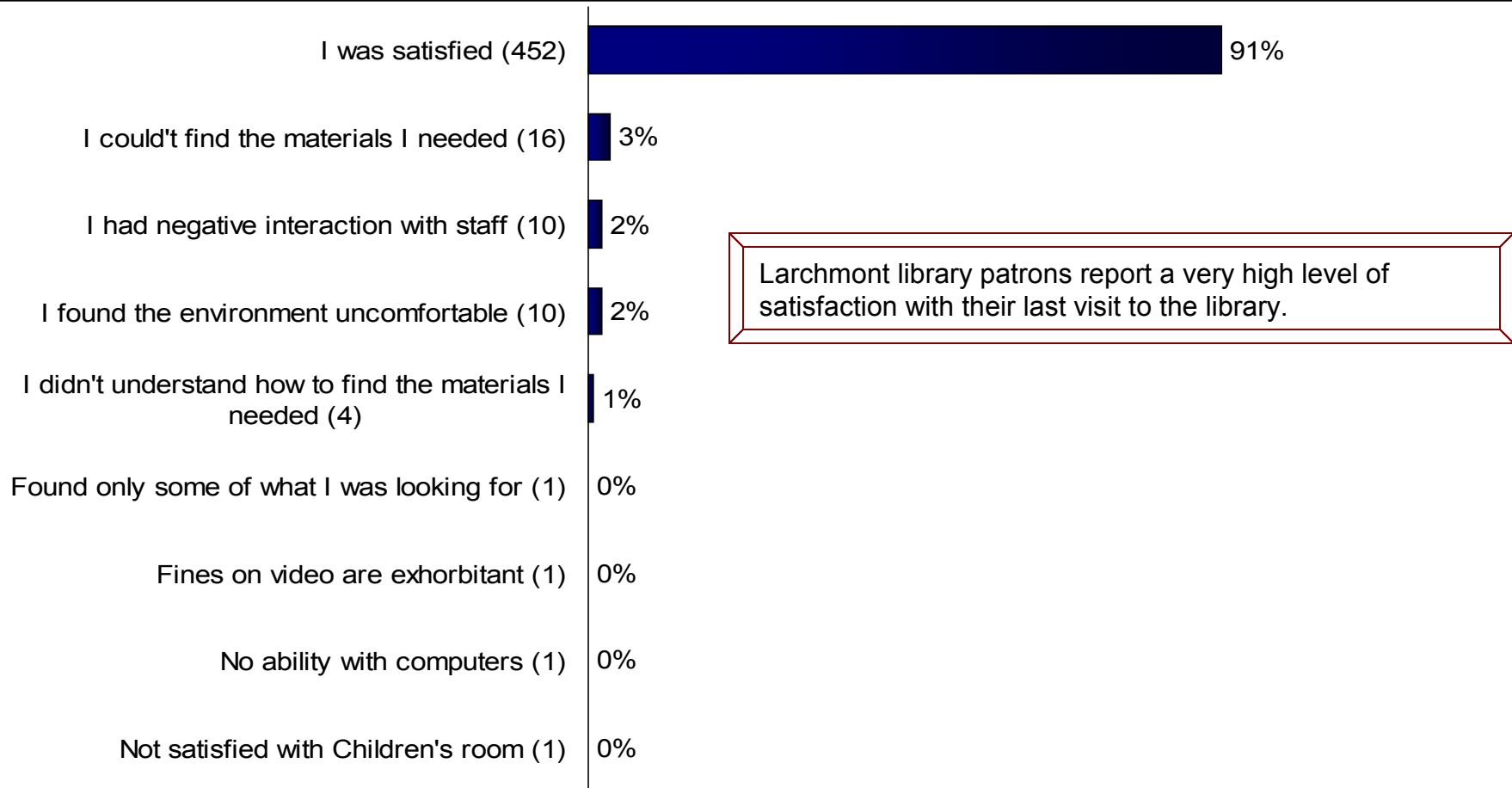
	TOTAL	Parent - school age	Parent - preschool	Person - no school age	Single Adult	Sr. Citizen/ Grand-parent
The Library does an excellent job serving the community	68.0%	59.8% *	29.4% *	73.5%	76.3%	79.9%
The Library does a good job serving the community	27.5%	33.7% *	50.0% *	24.1%	23.7%	18.8%
The Library does a fair job serving the community	4.0%	6.5%	17.6%	1.2%	-	1.4%
The Library does not adequately serve the community	0.4%	-	2.9%	1.2%	-	-

Q25. Please select the statement below that best describes your overall feeling about the Larchmont Public Library.

* indicate statistically significant difference at a 95% confidence level.



Satisfaction with Last Experience at Larchmont Library



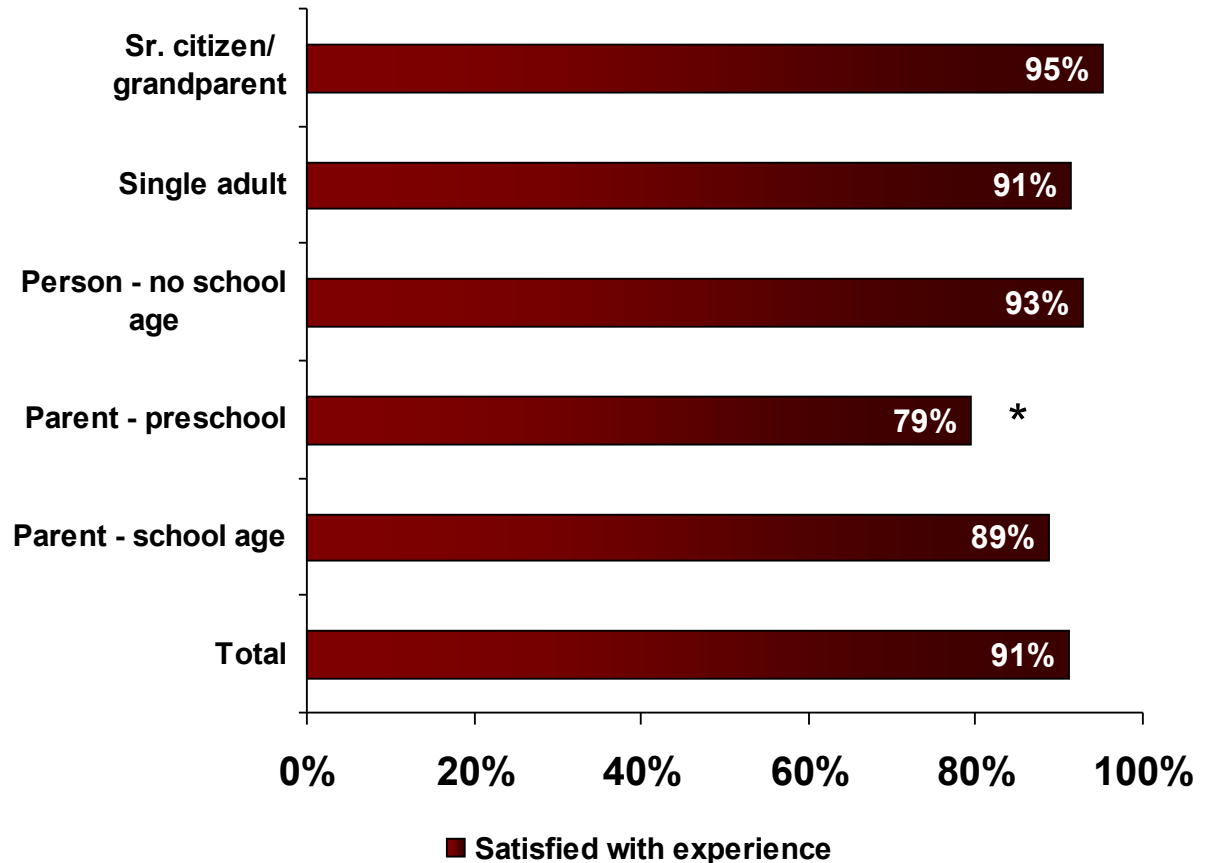
Q7. Describe your last experience at the Larchmont Public Library. (Number in parenthesis is actual number of respondents in each category)



Satisfaction with Last Experience by Respondent Classification

Parent's of pre-school age children have a statistically significant lower level of satisfaction than do other respondents.

While this may indeed be an area where Larchmont Library may want to focus for improvement, it is important to note that 34 respondents fit this category. Small base sizes make bias a real possibility when interpreting results.



Q7. Describe your last experience at the Larchmont Public Library.

* indicate statistically significant difference at a 95% confidence level.



Type of Negative Experience

Respondents Reporting a Negative Experience at Last Visit

Couldn't find materials/asked for assistance	n = 16	
Yes		44%
No		56%
Difficulty understanding how to find material/asked for assistance	n = 4	
Yes		75%
No		25%
Negative staff interaction	n = 10	
Children's room		70%
Reference room (main floor)		10%
Adult reading areas (upper floor)		10%
Check out desk		10%
Environment physically uncomfortable	n = 9	
Too noisy		44%
Temperature uncomfortable		44%
Tables inadequate		22%
Carrels inadequate		11%
Chairs uncomfortable		11%
Unemployed		11%



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Overall Usage Patterns

	TOTAL	Parent - school age	Parent - preschool	Person - no school age	Single Adult	Sr. Citizen/ Grand- parent
Books for adults	86.6%	88.6%	58.8%	92.6%	86.4%	86.6%
DVDs/videos for adults/teens	56.8%	64.1%	32.4%	55.6%	67.8%	56.8%
Reference services for adults	38.5%	28.7%	20.6%	37.0%	50.8%	38.5%
Books for children	32.2%	58.1%	97.1%	8.6%	13.6%	32.2%
Audiobooks for adults/teens	29.3%	22.8%	11.8%	45.7%	25.4%	29.3%
Electronic materials that I can get at home via my computer	24.0%	24.6%	23.5%	29.6%	23.7%	24.0%
DVDs/videos for Children	22.2%	43.1%	64.7%	2.5%	5.1%	22.2%
Programs for adults	21.4%	12.0%	14.7%	21.0%	22.0%	21.4%
Music CDs for adults/teens	20.4%	23.4%	11.8%	23.5%	28.8%	20.4%
Computers in the adult department	19.8%	18.0%	17.6%	14.8%	37.3%	19.8%
Programs for children	15.3%	22.8%	79.4%	1.2%	3.4%	15.3%
Books for teenagers	14.1%	37.7%	-	2.5%	3.4%	14.1%
Materials for school assignments	13.0%	32.9%	-	7.4%	3.4%	13.0%
The Library's wireless network (using my own equipment)	11.0%	10.8%	8.8%	11.1%	11.9%	11.0%
Computers in the children's department	5.5%	10.8%	8.8%	1.2%	3.4%	5.5%
Music CD for Children	5.1%	6.0%	23.5%	3.7%	5.1%	5.1%
Audiobooks for Children	4.9%	10.8%	14.7%	-	1.7%	4.9%

Q23. Of the following, please select all that you most often rely on the Library to provide.



Materials Checked Out at Last Visit

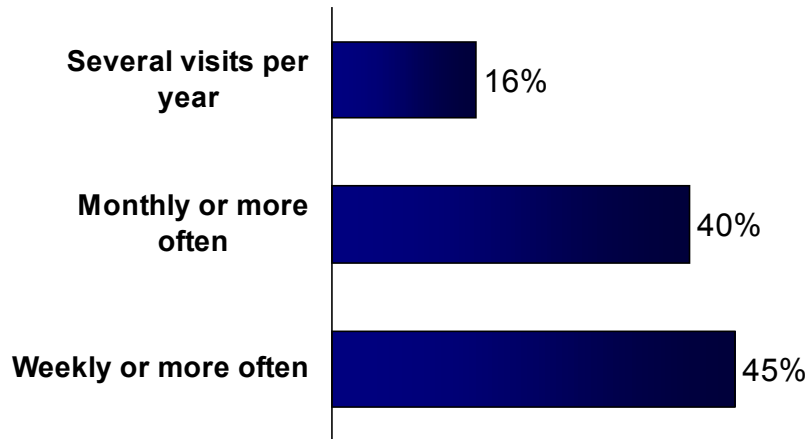
	TOTAL	Parent - school age	Parent - preschool	Person - no school age	Single Adult	Sr. Citizen/ Grand- parent
I checked out books from the adult department	72.5%	69.8%	50.0% *	73.5%	69.5%	80.4%
I checked out DVDs or videos from the adult department	42.0%	45.0%	20.6% *	38.6%	54.2%	39.9%
I checked out audiobooks from the adult department	20.3%	18.9%	5.9% *	25.3%	23.7%	21.6%
I checked out magazines from the adult department	3.8%	3.6%	2.9%	3.6%	3.4%	4.7%
I checked out materials for teenagers	4.8%	13.0%	2.9%	-	-	-
I checked out books from the children's department	22.9%	44.4% *	76.5% *	1.2%	3.4%	6.8%
I checked out DVDs or videos from the children's department	13.9%	23.7% *	50.0% *	3.6%	3.4%	4.7%
I checked out audiobooks from the children's department	1.6%	3.0%	2.9%	2.4%	-	-
I check out magazines from the children's department	0.4%	1.2%	-	-	-	-
I did NOT check out materials	8.0%	4.1% *	11.8%	10.8%	10.2%	9.5%

Q9. Which materials did you check out during your last visit to the library?

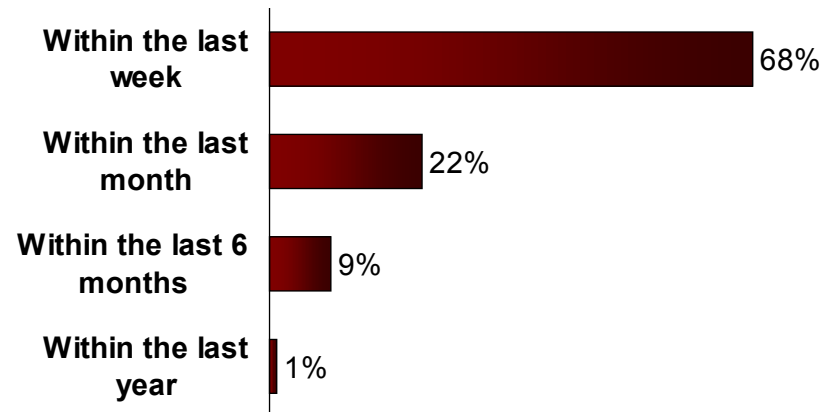
* indicate statistically significant difference at a 95% confidence level.



Usage Patterns



Nearly half of patrons responding to the survey report visiting the Larchmont Library once a week or more. Over three-quarters of all respondents use the library at least once a month.



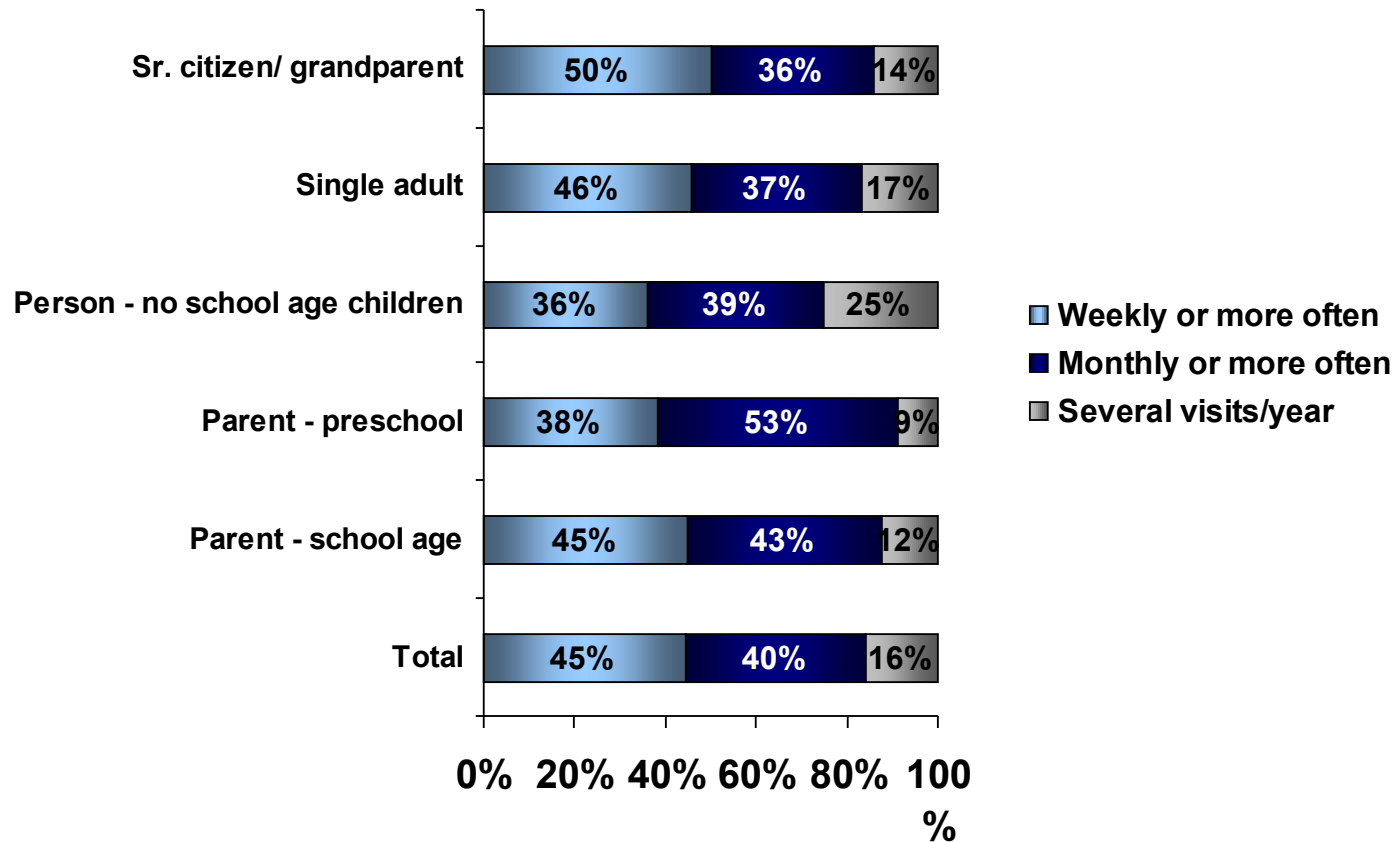
Q5. How often do you use the Larchmont Public Library? N=498

Q6. When did you make your most recent trip to the Larchmont Public Library? N=498



Usage by Respondent Classification

Senior citizens/
grandparents report
the most frequent use
of the library.



Use of Electronic Resources

About 78% of respondents use the library's electronic resources. Over fifty percent of those surveyed report accessing the library from their home computer. Few patrons are plugging into the library's wireless network.

	TOTAL	Parent - school age	Parent - preschool *	Person - no school age	Single Adult	Sr. Citizen/ Grand-parent
I use the Library's electronic resources from my home computer	50.8%	58.6%	32.4% *	60.2%	42.4%	43.9%
I use the computers in the adult department	45.4%	51.5%	29.4% *	44.6%	50.8%	40.5%
I do not use computers	22.1%	13.6%	* 32.4%	22.9%	22.0%	29.7%
I use the computers in the children's department	12.4%	30.2%	* 14.7%	3.6%	1.7%	1.4%
I use the Library's wireless network with my equipment	8.0%	10.1%	14.7%	6.0%	10.2%	4.7%

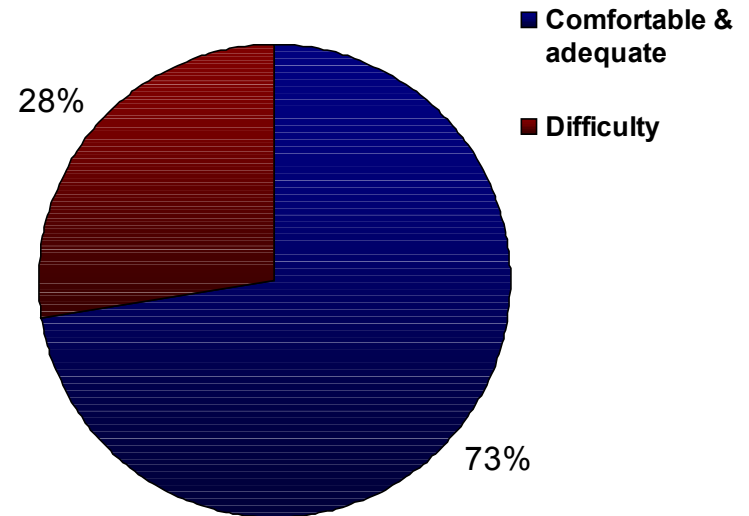
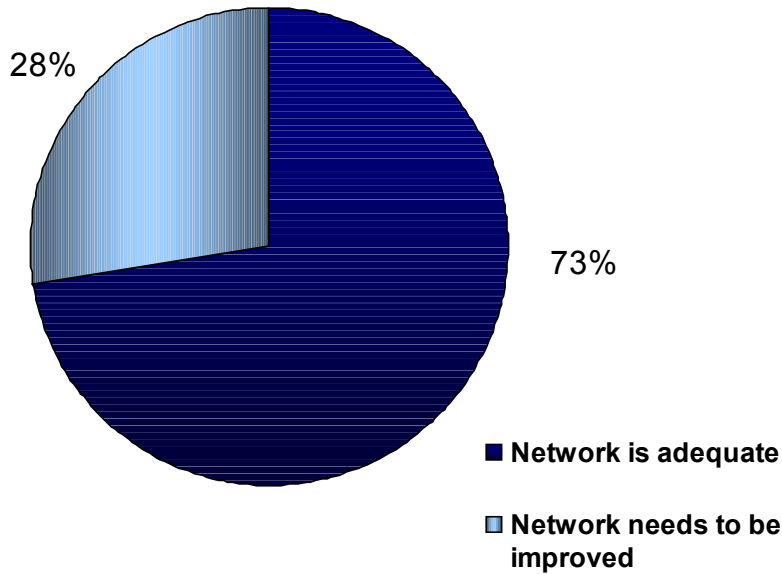
Q8. Larchmont Public Library now offers many electronic resources through the Internet.

* indicate statistically significant difference at a 95% confidence level.



Satisfaction with Wireless Network

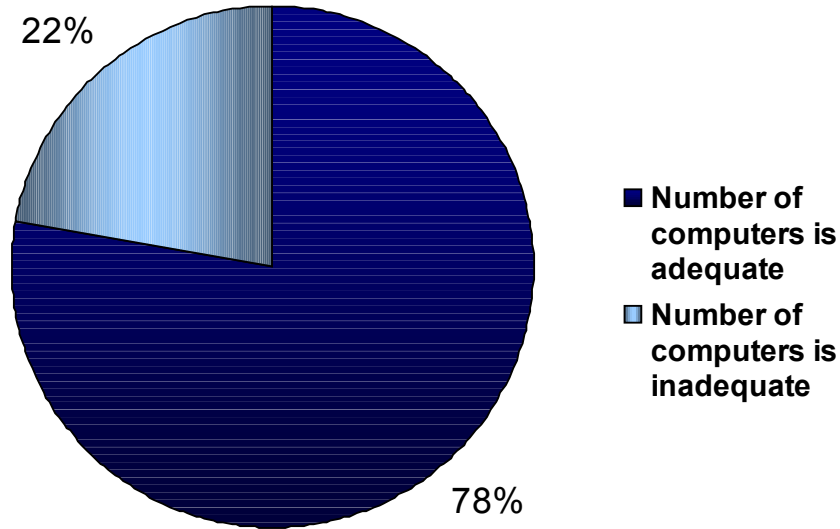
Of the forty patrons who reported using the library's wireless network, twenty-nine said the network was adequate and they could usually find a comfortable space with adequate electrical outlets. Eleven people said they had difficulty using their computer at the Larchmont Library.



Q8a, Q8b. Please select the statement, which is most applicable to your situation. If you use your own laptop or other device within our wireless network, please indicate which is most accurate. N=40



Satisfaction with Library's Computers



Over three-quarters of library patrons are satisfied with the number of computers available for use. There was no definable demographic segment of respondents expressing dissatisfaction.

Q12. Please select the statement which best describes your use of the library's computers. (asked only if used computers in adult department) n=228



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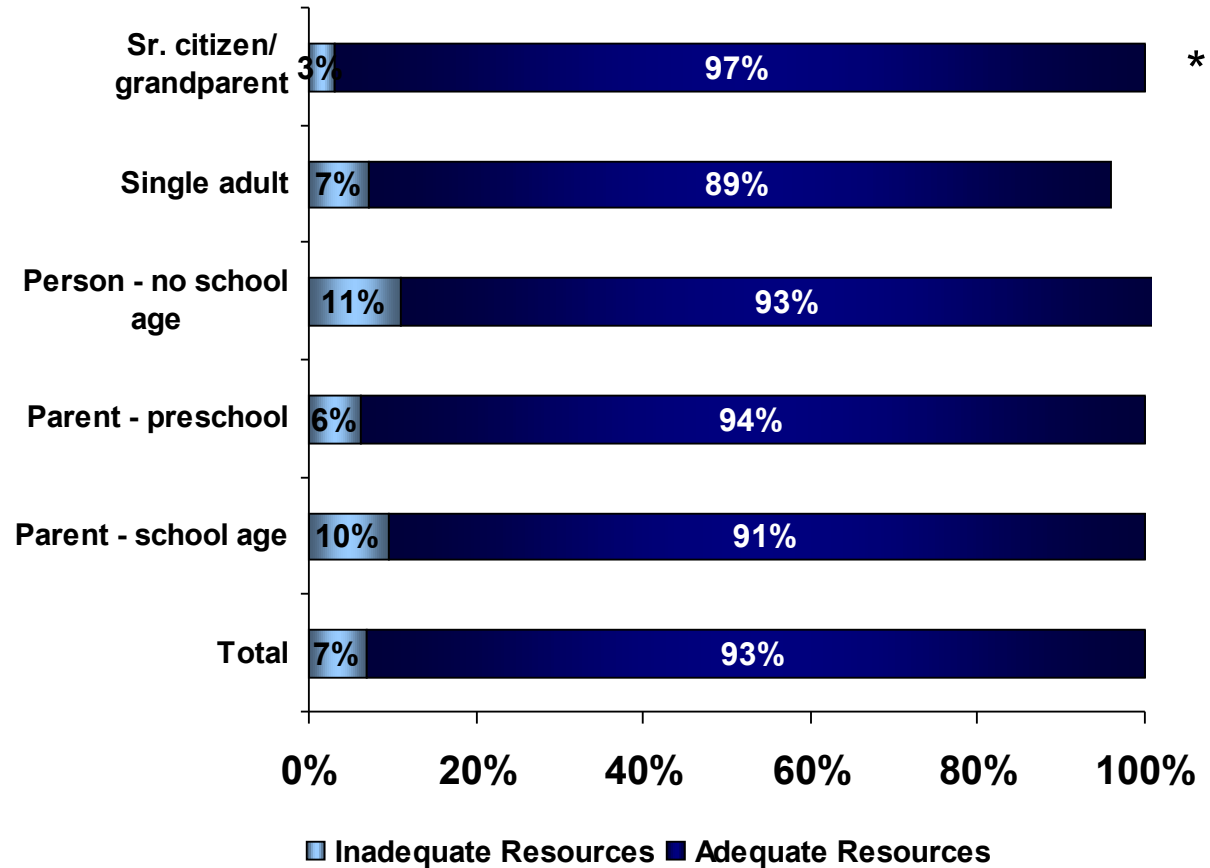
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Adult Department - Books

Library patrons find the selection of books in the Adult Department adequate, with few exceptions.



*

Q10. Please select the statement that best fits your last experience of looking for BOOKS for adults.

* indicate statistically significant difference at a 95% confidence level.

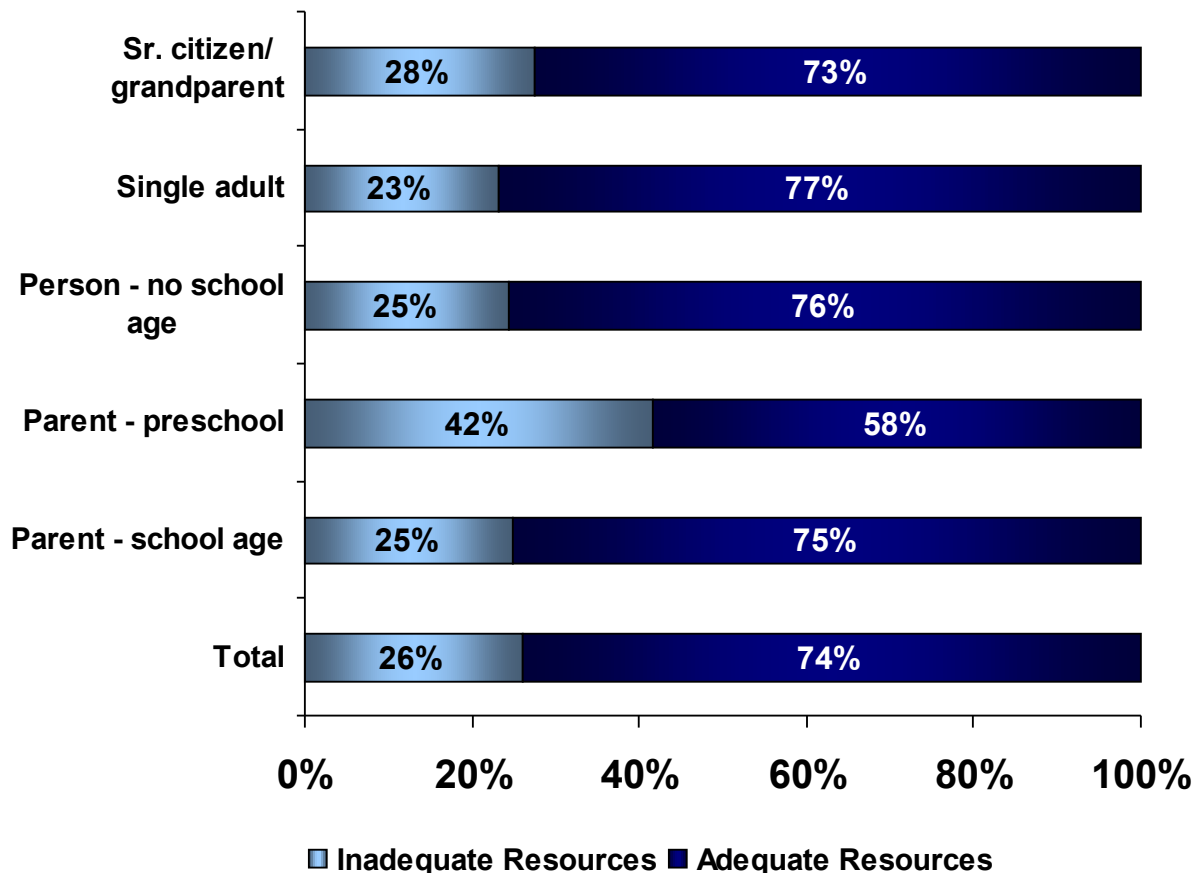
N=399



Adult Department – DVDs & Videos

Over a quarter of all respondents believe that the selection of DVDs and Videos in the Adult Department could be improved.

Parents of preschoolers express the highest level of dissatisfaction.



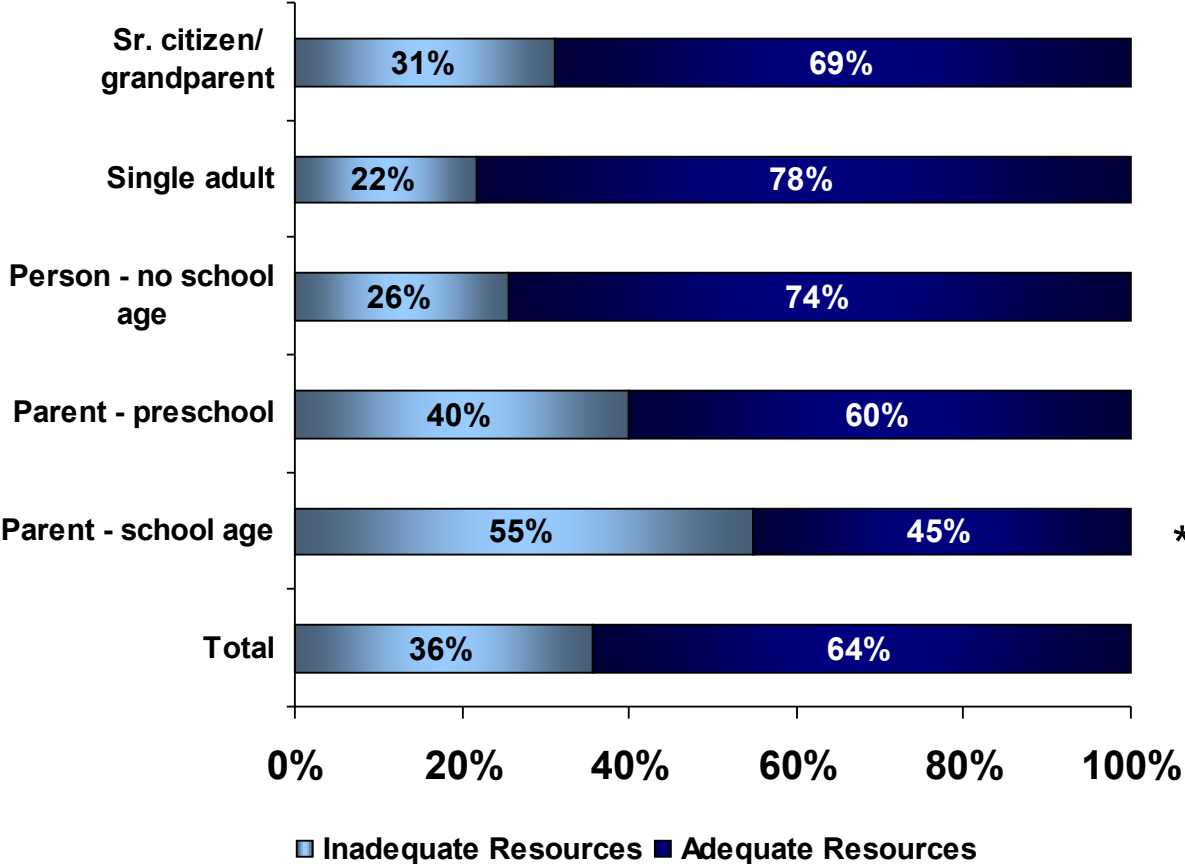
Q10. Please select the statement that best fits your last experience of looking for DVDs and VIDEOS for adults.

N=308



Adult Department - Audiobooks

Parents are most likely to believe that the selection of audiobooks in the Adult Department is inadequate.



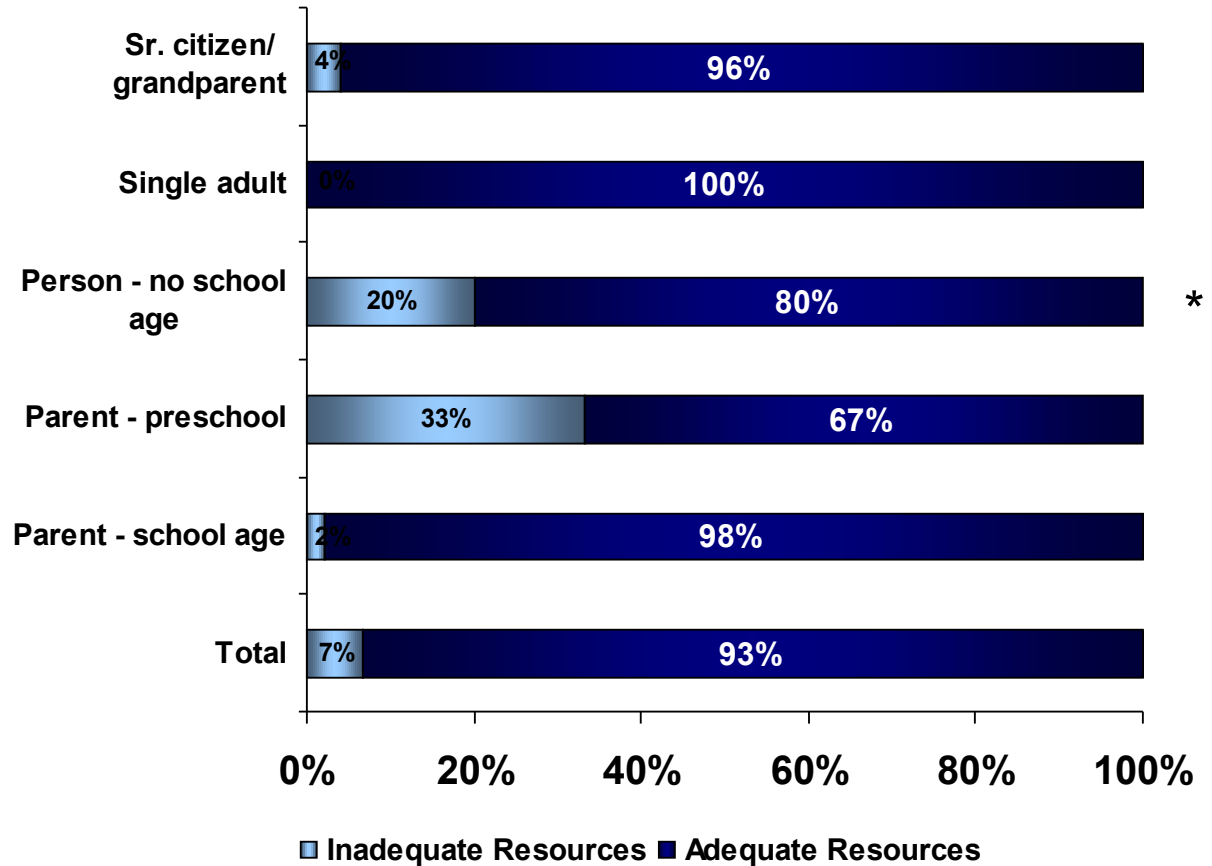
Q10. Please select the statement that best fits your last experience of looking for AUDIOBOOKS for adults. N=182

* indicate statistically significant difference at a 95% confidence level.



Adult Department - Magazines

The vast majority of respondents are satisfied with the magazine selection in the Adult Department. It is important to note that the actual numbers of persons expressing dissatisfaction in the Parent – preschool and Person – no school age are quite low, 1 and 6 respectively.



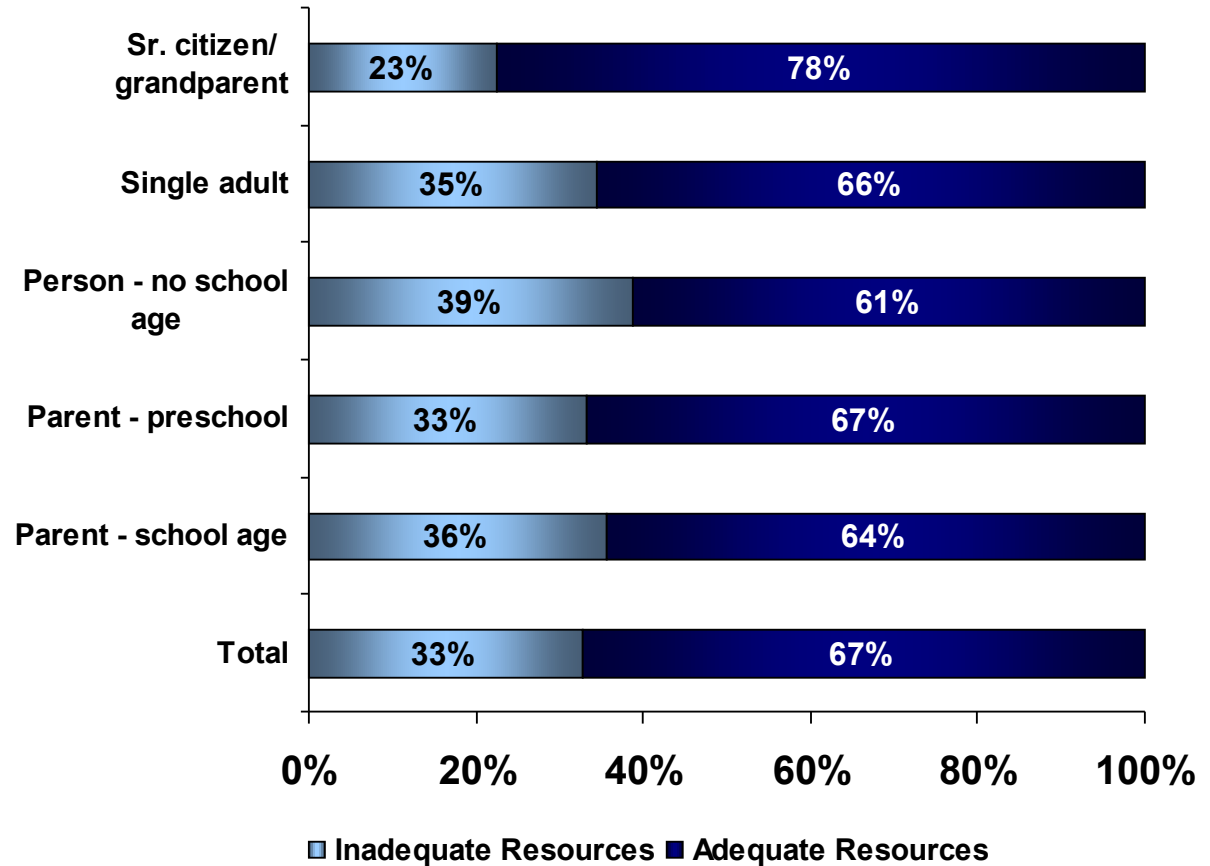
Q10. Please select the statement that best fits your last experience of looking for MAGAZINES for adults. N=151

* indicate statistically significant difference at a 95% confidence level.



Adult Department – Compact Discs

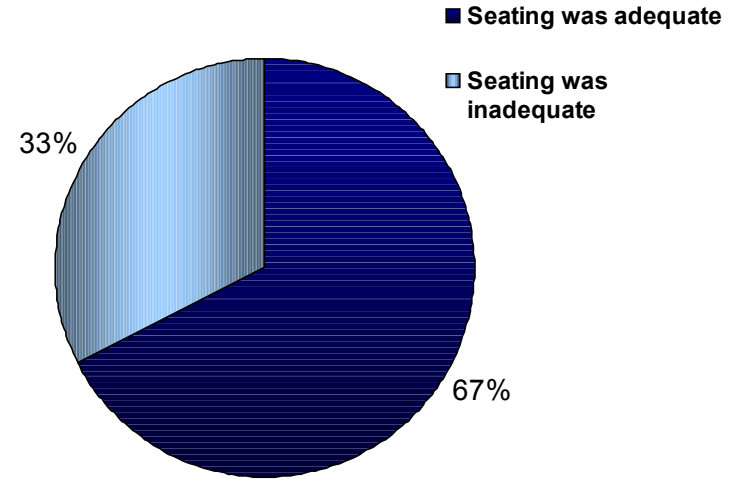
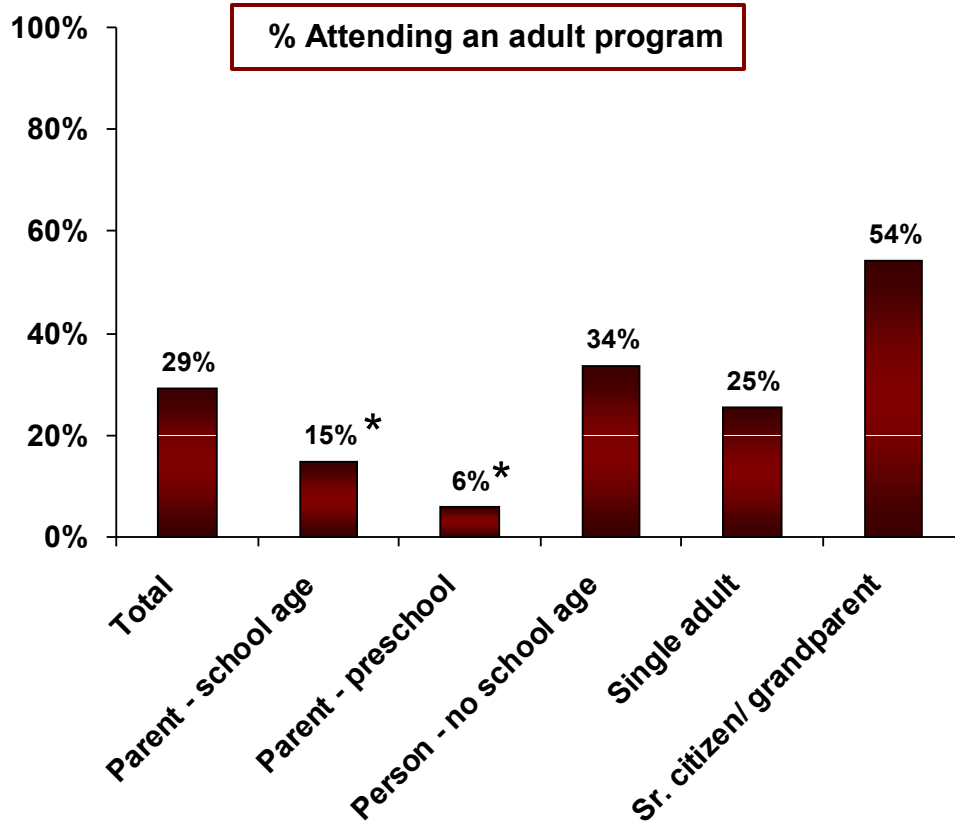
Patrons, across the demographic segments, would like to see an improvement in the availability of Compact Discs for adults.



Q10. Please select the statement that best fits your last experience of looking for COMPACT DISCS for adults. N=165



Adult Programs



Q12a. In thinking of the adult programs, please select the statement that is most accurate.
N=146

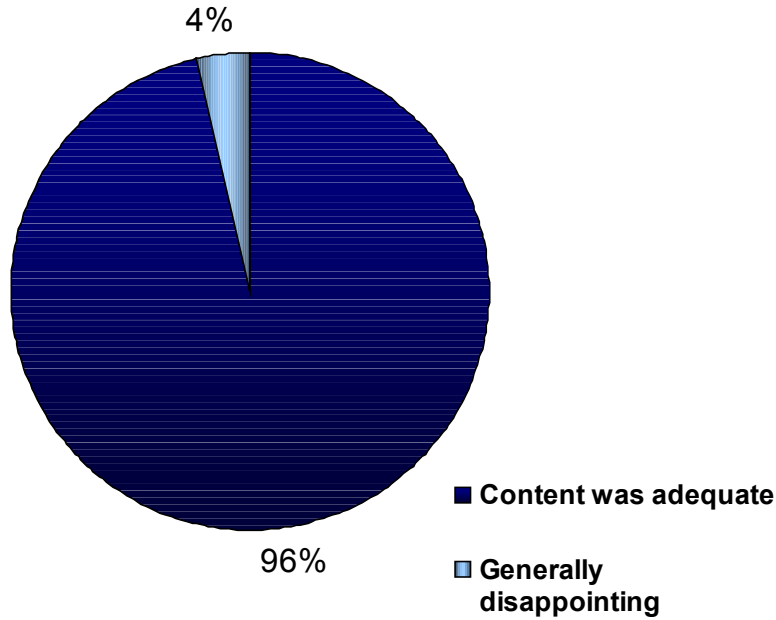
2. The facilities (seating space) are adequate
3. The facilities (seating space) are inadequate

Q11. Have you attended a program at the library aimed at adults within the past six months?

* indicate statistically significant difference at a 95% confidence level.



Satisfaction with Adult Programs

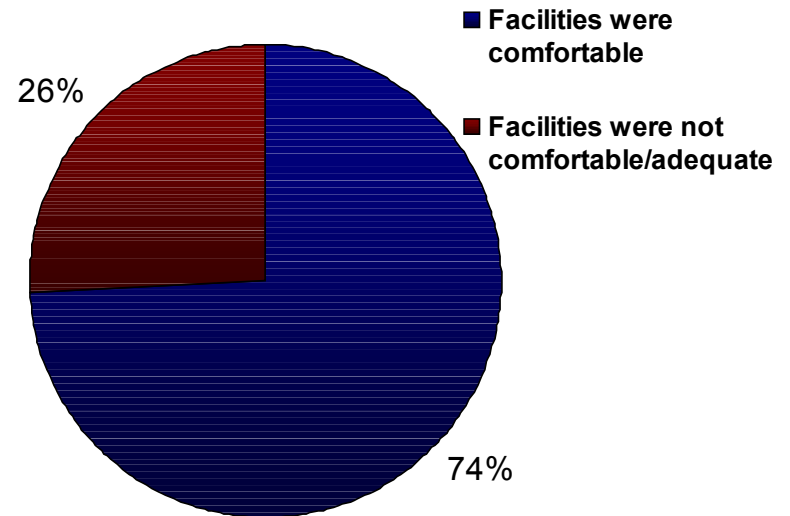


Q11a. On the whole, please indicate how you feel about the content of the programs for adults.

N=138

Q11b. Overall, please indicate how you feel about the facilities where the programs for adults were held.

N=139



Improvements Called for in Adult Programs

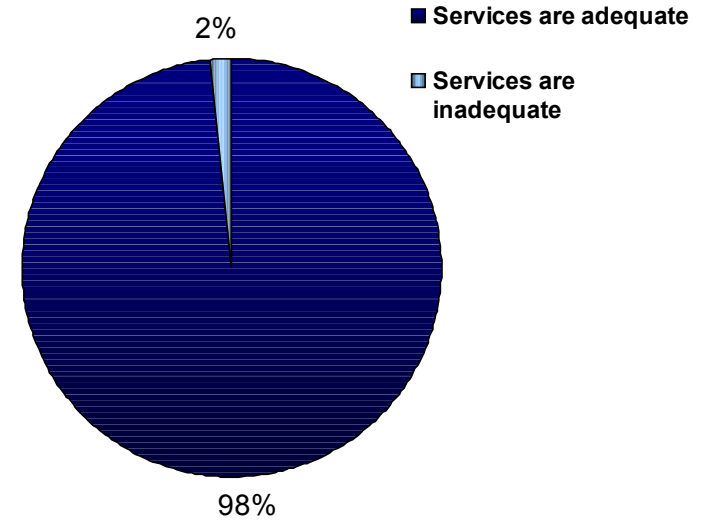
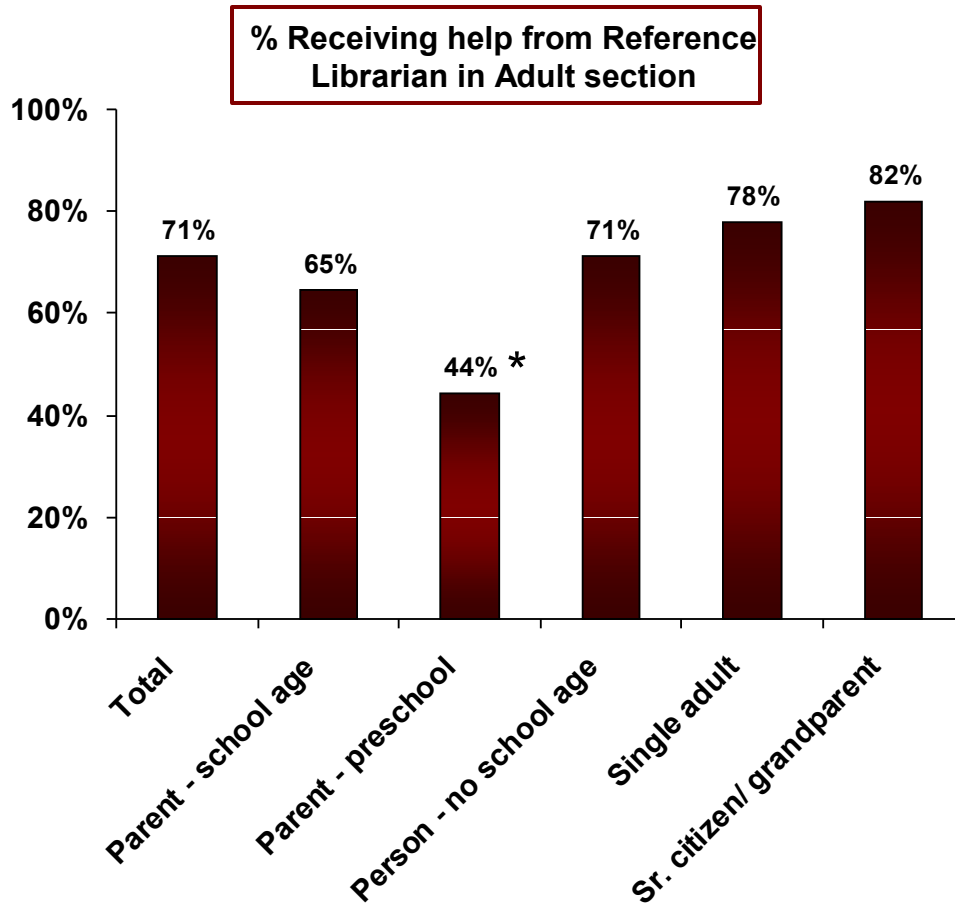
Satisfaction with content is high among those who attend Adult Programs at Larchmont Library. A quarter of attendees say the facilities could be improved. Major complaints were uncomfortable chairs and difficulty hearing or seeing the speaker.

	% of Respondents who said facilities were not adequate
	n = 36
Chairs uncomfortable	61%
Program too crowded	42%
Difficulty seeing speaker	42%
Difficulty hearing speaker	36%
Temperature	19%
Ambience/unpleasant space	11%
Too crowded/need bigger space	6%

Q11c. Please indicate which features could be improved in future programs.



Reference Services



Q13a. On the whole, do the Library's Reference services adequately serve the public? N=354

Q13. Have you received help from a Reference Librarian in the Adult section, in the past year?

* indicate statistically significant difference at a 95% confidence level.



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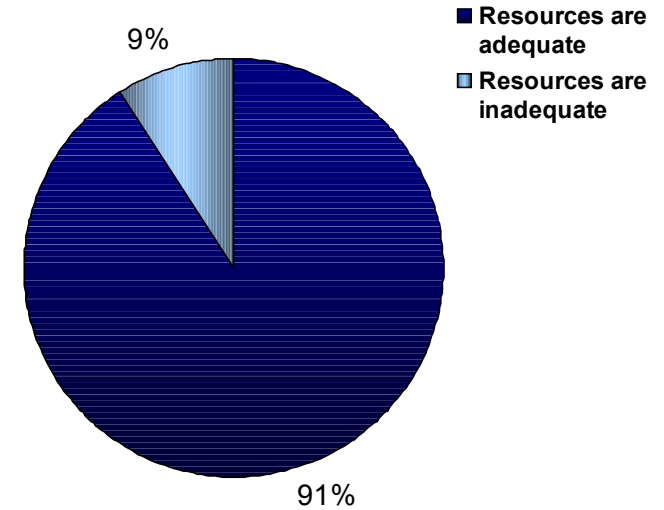
Section V – Teen Department

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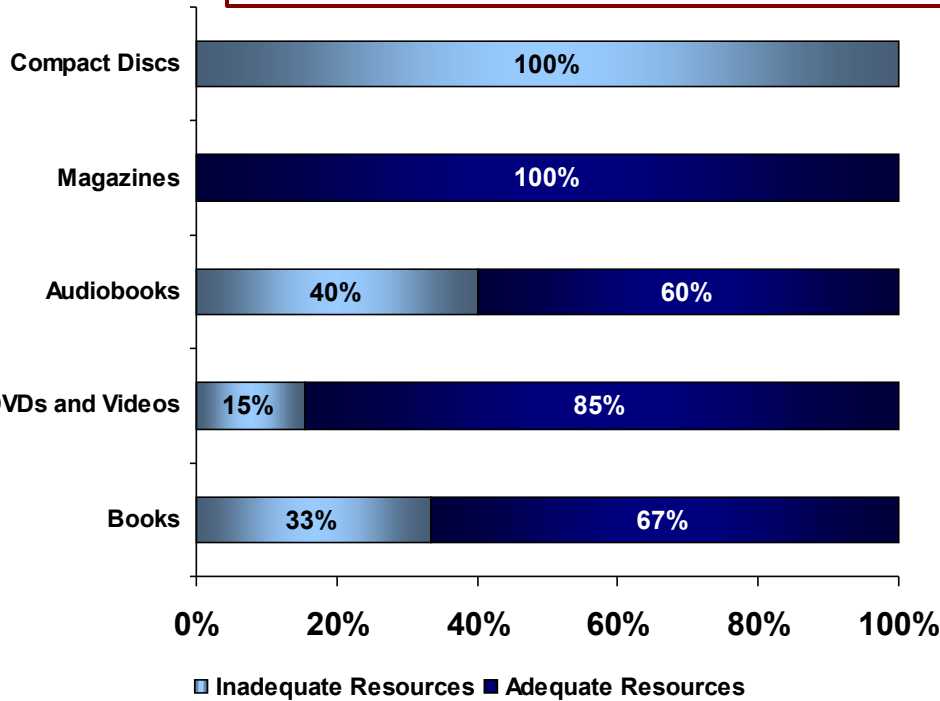


Satisfaction with Teen Department

Few respondents (24) reported using the teen department on their last visit to the library. This is most likely an artifact of limiting the survey to library users of eighteen years of age and older. Larchmont Library may want to survey their teen and pre-teen patrons in a follow-up survey.



Q15. The Library currently offers a number of electronic homework resources for teenagers, including newspaper and magazine articles that can be accessed from home computers with Internet access. Please indicate which of the following statements is most accurate. N=11



Q14. Please select the statement that best fits your last experience of looking for items for teenagers. N=24



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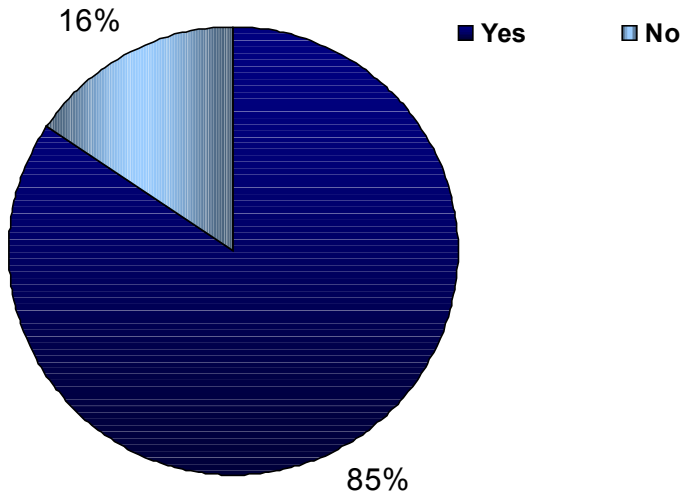
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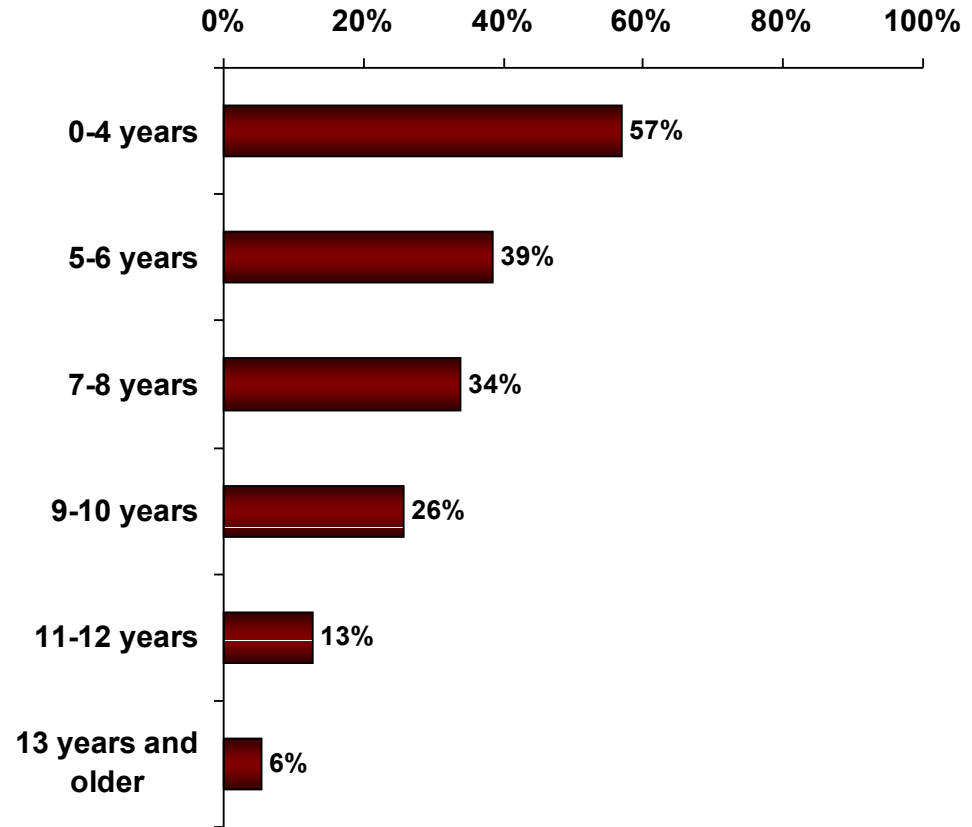
Section VI – Children's Room



Use of Children's Room



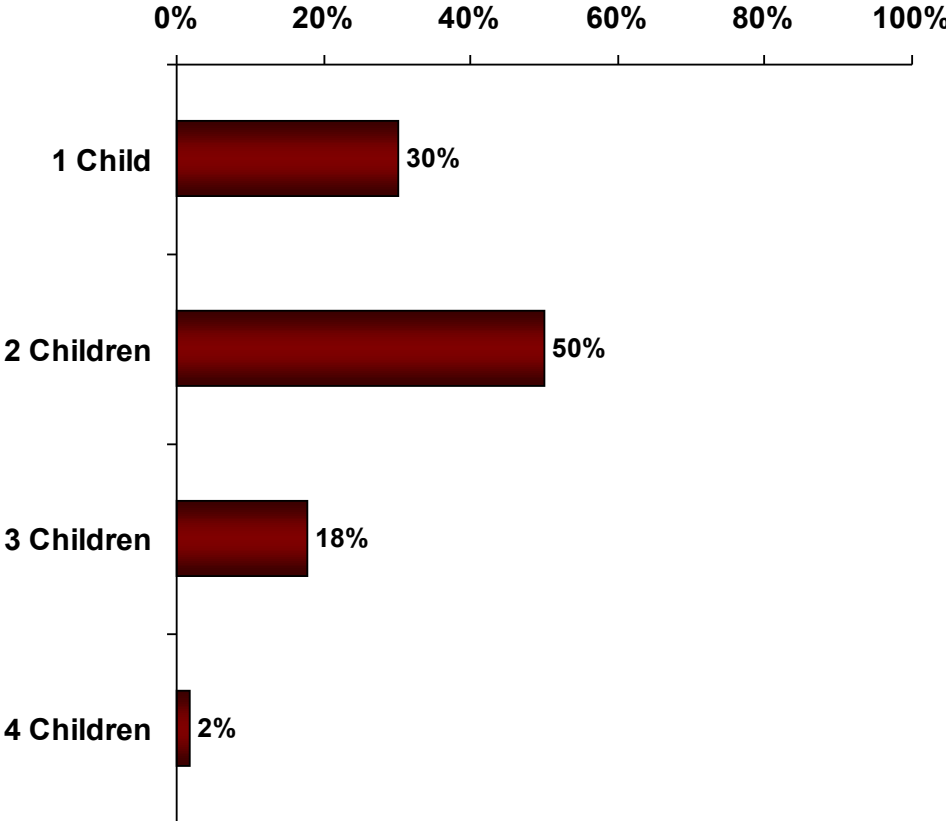
Q16. Do you regularly use the Children's Room of the Larchmont Public Library? N=129



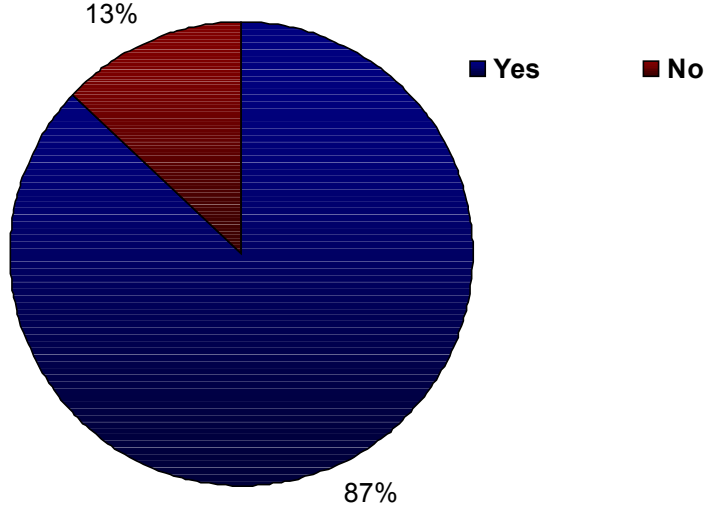
Q16B. What are the ages of the children you bring to use the Children's Room? Please select the range that best describes the age of the children. N=109



Number of Children Brought to Children's Room



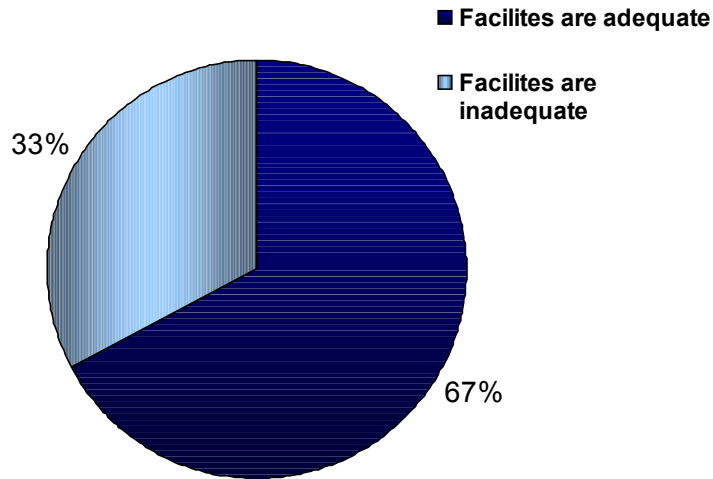
Q16A. How many children do you bring, on average, to the Library to use the Children's Room? N=109



Q17. Do you usually bring more than one child with you to the Children's Room? N=77



Satisfaction with Children's Room



22 respondents indicated that the facilities were inadequate. These respondents comments centered around four main themes.

1. Children's room staff is unfriendly/not child centered
2. Facilities - including insufficient seating, physical layout too open and distracting for toddlers, shelves too tall
3. Resources are inadequate for 3-5 year olds, difficult to find books, sign-up system doesn't work well
4. Activities, programs are unoriginal and too few activities occur

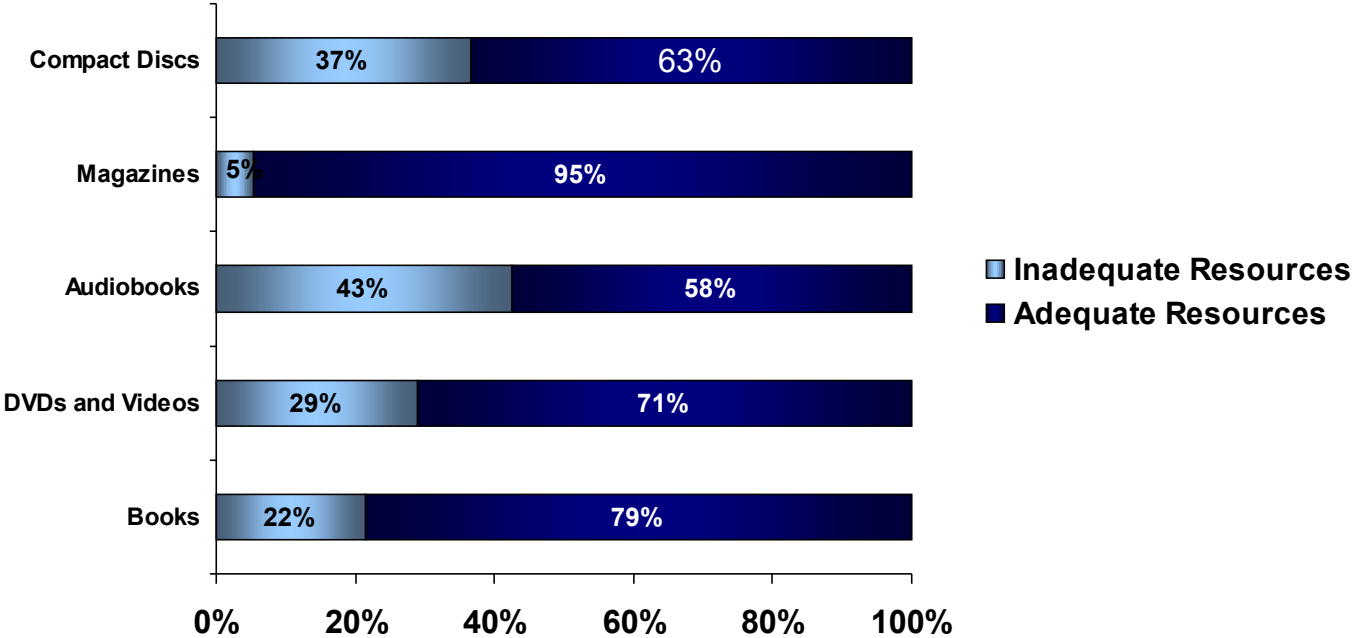
Q17a. When you are with more than one child, are the facilities adequate for you to comfortably work with each child and keep the other(s) safe and amused? N=67

Q17b. Please indicate why you found the facilities to be inadequate? N=22



Children's Room Resources

Parent's would like to see improvement in almost all of the materials available in the Children's Room.



Q18. Please select the statement that best fits your last experience of looking for items for children. N=109



Importance of Resources in Children's Room

	% of Respondents who said item was important to them	% of Respondents who said item was important to their children
n = 109		
Books for fun/nonassigned reading	86%	86%
Programs	42%	32%
DVDs/Videos	40%	67%
Spaces to read to my children	38%	32%
Books for school assignments	32%	27%
Audiobooks and read a-long books	11%	8%
Spaces for children to do homework/study	11%	7%
Computers	9%	19%
Help with school assignments/homework	6%	8%

Q19. Please indicate which three of the following, are most important to you.

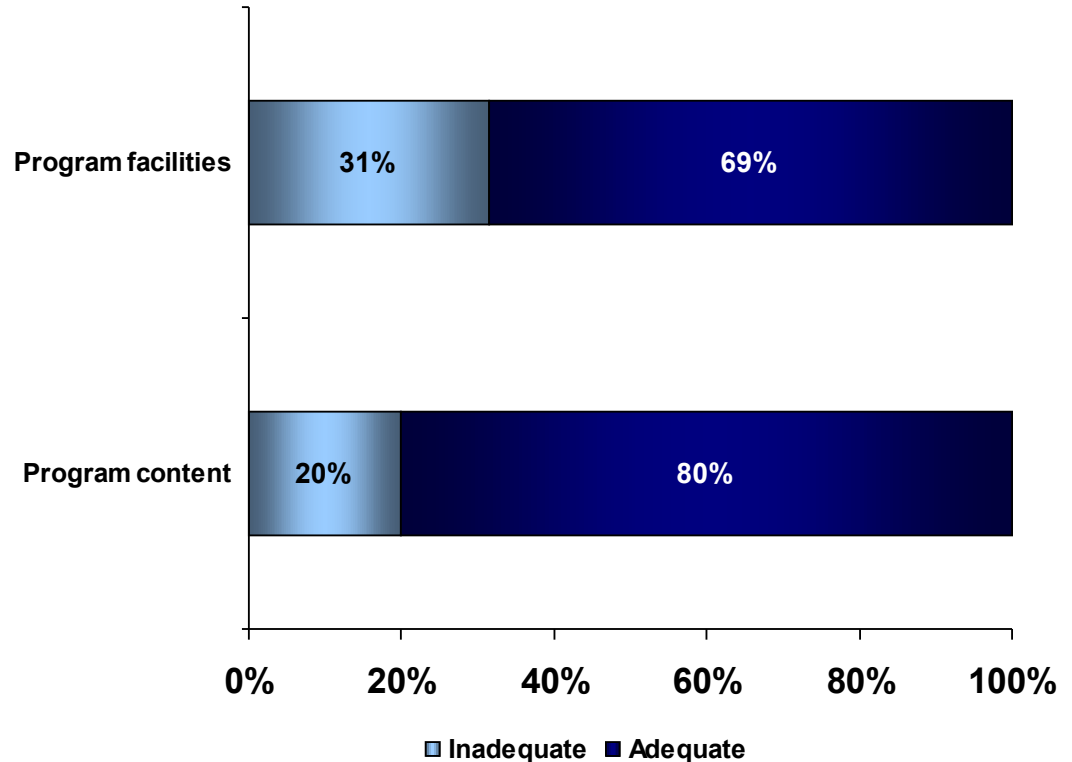
Q19a. Please indicate which three of the following, are most important to your children.



Children's Programs

A little less than half (48.6%) of respondents who regularly use the children's room have attended a program aimed at children within the past six months. Parents with preschool children attend these programs at a higher rate than do parents with school age children, 64% vs. 43%.

16 respondents indicated that the facilities could be improved, while 10 respondents found the program content disappointing. Suggestions for improvement included a less crowded program (10 respondents), more comfortable chairs (9) and room temperature (6).



Q20. Have you attended a program aimed at children within the past six months? N=109

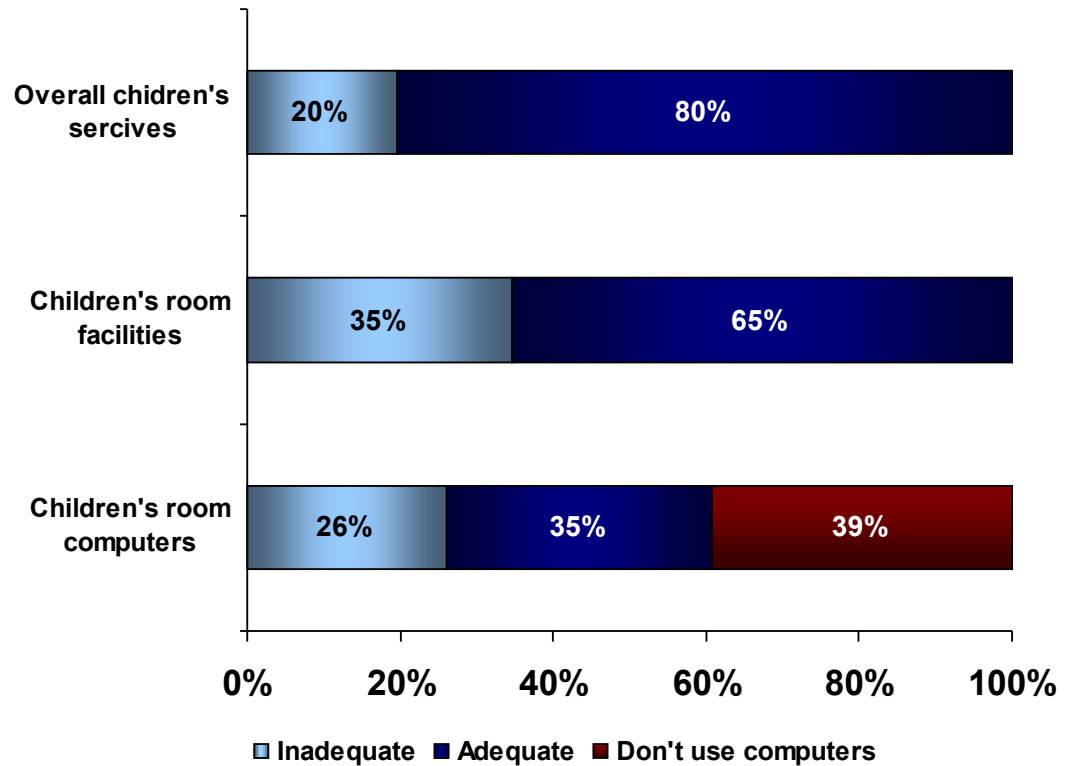
Q20a. On the whole, please indicate how you feel about the content of the programs for children. N=53

Q20b. On the whole, please indicate how you feel about the facilities where the programs for children are held. N=53



Satisfaction with Children's Services, Facilities, and Computers

Although overall satisfaction is high, patrons utilizing the children's room express significant levels of dissatisfaction with facilities and computers.



Q21. Please select the statement that best describes your use of the computers in the Children's Room.

Q21a. In thinking of the Children's Room, please select the statement that is more accurate.

Q22. On the whole, do the Library's children's services adequately serve the public?



Questionnaire

INTRO1.

<http://LD.fgiresearch.com/fgisurvey/larchmont>

STATIC INTRO PAGE:

Thank you for participating in this important research for Larchmont Public Library.

Your responses are completely confidential, so please express your thoughts and opinions freely. Read each question carefully and answer to the best of your ability.

Please take the survey only once. You may not use your “back” button to change responses, so please think carefully before entering your choice.

— — — — —

Please enter your ID Number to access the survey:
(Letters are NOT case sensitive)

If you have other difficulties accessing the survey, please email us at: surveysupport@fgiresearch.com.



Questionnaire

INTROTEXT

Thank you for participating in this survey. When you participate in our research surveys, your opinions make a difference!

Thanks again and let's get started!

S1. Please enter the zip code of you current residence. [RANGE = 00001 – 99999]

Note: No restrictions. [FGI will clean outlier zip codes on instruction from LPL]

Q1. Please select the one statement that best describes your situation.

1. Parent with children in school
2. Parent of pre-school children
3. Single Adult
4. Person with no school-age children
5. Student
6. Senior Citizen/Grandparent
7. Other (specify)
8. DK
9. PTNS

Q2. What is your age range?

23. Under 18
24. 18-22
25. 23-33
26. 34-49
27. 50-59
28. 60-65
29. Over 65

[IF Q2=1; THANKAND TERM]

Q3. Please select your gender.

1. Male
2. Female

Q4. Which of the following describes the highest level of education you have attained?

1. Doctoral Degree
2. Professional Degree
3. Master's Degree
4. Bachelor's Degree
5. Associate Degree
6. Some college
7. High school diploma
8. Other (Please specify)
9. DK
10. PTNS

Q5. How often do you use the Larchmont Public Library?

1. Weekly or more often
2. Monthly or more often
3. Several visits per year
4. I am a public library user but I don't use Larchmont Public Library
5. I do not use the public library



Questionnaire

Q5a. Why do you choose to use libraries other than Larchmont Public Library? Please select all that apply. [RANDOMIZE LIST 1-5]

1. Larchmont Public Library's resources are deficient
2. Parking at Larchmont Public Library is difficult
3. Other public libraries are more geographically convenient for me
4. The hours of Larchmont Public Library are not convenient for me
5. I like the environment of other public libraries better
6. Other reasons (Please specify)

[IF Q5A = 1-6; THANK AND TERM]

Q6. When did you make your most recent trip to the Larchmont Public Library?

1. Within the last week
2. Within the last month
3. Within the last six months
4. Within the last year
5. I haven't used the Larchmont Public Library for more than 12 months

[QUALIFIED AFTER Q6 RESPONSE]

Q7. Describe your **last** experience at the Larchmont Public Library.
[Single Punch]

1. I was satisfied with my experience
2. I couldn't find the materials I needed
3. I didn't understand how to find the materials I needed
4. I had negative interaction with staff
5. I found the environment uncomfortable (example: noise, furniture)
6. Other (Specify)

PREQ7A

[IF Q7=1 OR 6 GO TO Q8]

[IF Q7=2 ASK Q7A ELSE GOTO Q8]

Q7a. When you couldn't find the materials you needed, did you ask staff members for assistance?

1. Yes
2. No

PREQ7B

[IF Q7=3 ASK Q7B ELSE GOTO Q8]

Q7b. If you had difficulty understanding how to find the materials, did you ask staff members for assistance?

1. Yes
2. No

PREQ7C

[IF Q7=4 ASK Q7C ELSE GOTO Q8]

Q7c. Having found your interaction with the staff negative, please accept our apologies and indicate the area where you encountered the problem. Please select all that apply. **[RANDOMIZE 1-5] [MULTIPUNCH]**

1. Adult reading areas (main floor)
2. Adult reading areas (upper floor)
3. Adult reading areas (bottom floor)
4. Reference room (main floor)
5. Children's room
6. Other (Please specify)



Questionnaire

Q7d. Having found the environment physically uncomfortable, please choose which of the following describes your experience. Please select all that apply. [RANDOMIZE 1-5]

1. Too noisy
2. Temperature uncomfortable
3. Tables inadequate
4. Carrels inadequate
5. Chairs uncomfortable
6. Other (Please specify)

Q8. Larchmont Public Library now offers many electronic resources through the Internet.

Please check all the statements that apply to you.

1. I use the computers in the adult department
2. I use the computers in the children's department
3. I use the Library's wireless network with my equipment
4. I use the Library's electronic resources from my home computer
5. I do not use computers.

[IF Q8=3 GO TO Q8a, ELSE GO TO PREQ12]

Q8a. Please select the statement, which is most applicable to your situation. If you use your own laptop or other device within our wireless network, please indicate is most accurate.

1. The wireless network is adequate
2. The wireless network needs to be improved

Q8b. Please select the statement, which is most applicable to your situation. If you use your own laptop or other device within our wireless network, please indicate which is most accurate.

1. I can usually find a comfortable space with adequate electrical outlets
2. I usually have difficulty finding a comfortable space to work with my equipment

PREQ12. [IF Q8= 1 or 2 GO TO Q12 ALL OTHERS GO TO Q9]

Q12. Please select the statement which best describes your use of the library's computers.

1. The number of computers is adequate
2. The number of computers is inadequate
3. I don't use the Library's computers
4. Don't know

Q9. Which materials did you check out during your last visit to the library? Please check all that apply.

1. I checked out books from the adult department
2. I checked out DVDs or videos from the adult department
3. I checked out audiobooks from the adult department
4. I checked out magazines from the adult department
5. I checked out materials for teenagers
6. I checked out books from the children's department
7. I checked out DVDs or videos from the children's department
8. I checked out audiobooks from the children's department
9. I checked out magazines from the children's department
10. I did **NOT** check out materials **[EXCLUSIVE]**

[IF Q9 NOT EQUAL = 1-4, SKIP TO Q11]



Questionnaire

Q10_1. – Q10_5. Please select the statement that best fits your last experience of looking for **[INSERT ITEMS 1-5]** for **adults**.
[RANDOMIZE]

1. BOOKS
2. DVDS AND VIDEOS
3. AUDIOBOOKS
4. MAGAZINES
5. COMPACT DISCS (MUSIC)

RESPONSE LIST FOR Q10_1 – Q10_5

- 1) The resources are adequate with few exceptions
- 2) The resources are not adequate
- 3) I did not check out these materials
- 4) Don't know
- 5) PNTS

Q11. Have you attended a program at the library aimed at adults within the past six months?

1. Yes
2. No

[IF Q11 = 2 GO TO Q13a]

Q11a. On the whole, please indicate how you feel about the content of the **programs for adults**.

25. The programs' content was adequate with few exceptions
26. The programs' content was generally disappointing with few exceptions
27. Don't know

Q11b. Overall, please indicate how you feel about the **facilities** where the programs for adults were held.

3. The facilities were comfortable and adequate with few exceptions
4. The facilities were not comfortable or adequate
5. Don't know

[IF Q11b =1 OR 3, GO TO Q12a]

Q11c. Please indicate which features could be improved in future programs. Please select all that apply. **[MULTI PUNCH]**

11. Temperature
12. Chairs uncomfortable
13. Program too crowded
14. Difficulty seeing speaker(s)
15. Difficulty hearing speaker(s)
16. Other (Please specify)

Q12a. In thinking of the adult programs, please select the statement that is most accurate.

21. The facilities (seating, space) are adequate
22. The facilities (seating, space) are inadequate
23. Don't know

Q13. Have you received help from a Reference Librarian in the Adult section, in the past year?

28. Yes
29. No



Questionnaire

[IF Q13=2 GO TO PREQ14]

Q13a. On the whole, do the Library's Reference services adequately serve the public?

5. Yes, the services are adequate with a few exceptions
6. No, the services are not adequate
7. Don't know

PREQ14. [IF Q9=5 GO TO Q14, ALL OTHERS GO TO PREQ16]

Q14_1 – Q14_5. Please select the statement that best fits your last experience of looking for **[INSERT ITEM 1-5]** for teenagers. **[RANDOMIZE]**

14. BOOKS
15. DVDS AND VIDEOS
16. AUDIOBOOKS
17. MAGAZINES
18. COMPACT DISCS (MUSIC)

RESPONSE LIST FOR Q14_1 – Q14_5

21. The resources are adequate with few exceptions
22. The resources are not adequate
23. I did not check out these materials
24. Don't know
25. PNTS

Q15. The Library currently offers a number of electronic homework resources **for teenagers**, including newspapers and magazine articles that can be accessed from home computers with Internet access. Please indicate which of the following statements is most accurate.

3. The resources are adequate with a few exceptions
4. The resources are not adequate
5. Don't know
6. Prefer Not to Say

PREQ16 [IF Q9=6, 7, 8, or 9 GO TO Q16, ALL OTHERS GO TO PREQ23]

Q16. Do you regularly use the Children's Room of the Larchmont Public Library?

12. Yes
13. No

[IF Q16=2 GOTO PREQ23]

Q16A. How many children do you bring, on average, to the Library to use the Children's Room?

- [Range = 1-50]
[Don't Know]
[Prefer Not to Say]



Questionnaire

Q16B. What are the ages of the children you bring to use the Children's Room? Please select the range that best describes the age of the children. Please select all that apply.

1. 1-4 years
2. 5-6 years
3. 7-8 years
4. 9-10 years
5. 11-12 years
6. 13 years and older

[ASK ONLY IF Q16A>1;ELSE GOTO Q18]

Q17. Do you **usually** bring more than one child with you to the Children's Room?

13. Yes
14. No

[IF Q17=2 SKIP TO Q18]

Q17a. When you are with more than one child, are the facilities adequate for you to comfortably work with each child and keep the other(s) safe and amused?

19. Yes
20. No

[IF Q17a=1 SKIP TO Q18]

Q17b. Please indicate why you found the **facilities** to be inadequate? [VERBATIM]

Q18_1. – Q18_5. Please select the statement that **best** fits your last experience of looking for **[INSERT ITEM 1-5]** for children. [RANDOMIZE]

3. BOOKS
4. DVDS AND VIDEOS
5. AUDIOBOOKS
6. MAGAZINES
7. COMPACT DISCS (MUSIC)

RESPONSE LIST FOR Q18 – Q18_5

10. The resources are adequate with few exceptions
11. The resources are not adequate
12. I did not check out these materials
13. Don't know
14. PNTS

Q19. Please indicate which **THREE** of the following, are most important to **you**. [RANDOMIZE LIST 1-9] **[SELECT UP TO 3 RESPONSES]**

17. Books for fun/ non-assigned reading
18. Books for school assignments
19. Help with school assignments/homework
20. Audiobooks and read-along kits
21. DVDs/videos
22. Programs
23. Computers
24. Spaces to read to my children
25. Spaces for children to do homework/study
26. Other (please specify)



Questionnaire

Q19a. Please indicate which **THREE** of the following, are most important to **your children**.

[RANDOMIZE LIST 1-9] [SELECT UP TO 3 RESPONSES]

4. Books for fun/ non-assigned reading
5. Books for school assignments
6. Help with school assignments/homework
7. Audiobooks and read-along kits
8. DVDs/videos
9. Programs
10. Computers
11. Spaces to read to my children
12. Spaces for children to do homework/study
13. Other (please specify)

Q20. Have you attended a program aimed at children within the past six months?

17. Yes
18. No

[IF Q20=2 GO TO Q21]

Q20a. On the whole, please indicate how you feel about the **content of the programs for children**.

24. The programs' content is generally adequate with few exceptions
25. The programs' content is generally disappointing with few exceptions
26. I don't know

Q20b. On the whole, please indicate how you feel about the **facilities** where the programs for children are held.

3. The facilities are comfortable and adequate with few exceptions
4. The facilities are not comfortable and adequate
5. Don't know.

[IF Q20b=1 GO TO Q21]

Q20c. Please indicate which of the following could have been improved when you attended the **Children's program**. Please select all that apply.

10. Temperature
11. Chairs uncomfortable
12. Program too crowded
13. Difficulty seeing speaker(s)
14. Difficulty hearing speaker(s)
15. Other (Please specify)

Q21. Please select the statement that best describes your use of the computers in the Children's Room.

19. The number of computers is adequate
20. The number of computers is inadequate
21. I don't use the Library's computers
22. Don't know



Questionnaire

Q21a. In thinking of the Children's Room, please select the statement that is more accurate.

3. The facilities (seating, space) are adequate
4. The facilities (seating, space) are inadequate
5. Don't know

Q22. On the whole, do the Library's **children's services** adequately serve the public?

9. The resources are adequate with a few exceptions
10. The resources are not adequate
11. Don't know
12. Prefer Not to Say

PRE Q23 [ASK ALL]

PRE Q23 [ASK ALL]

Q23. Of the following, please select all that you most often rely on the Library to provide.

[MULTIPUNCH]

5. Books for adults
6. Books for teenagers
7. DVDs/videos for adults/teens
8. Audiobooks for adults/teens
9. Music CDs for adults/teens
10. Materials for school assignments
11. Books for children
12. DVDs/videos for Children
13. Audiobooks for Children
14. Music CDs for Children
15. Programs for adults
16. Programs for children
17. Computers in the adult department
18. Computers in the children's department
19. The Library's wireless network (using my own equipment)
20. Reference services for adults
17. Electronic materials that I can get at home via my computer
22. Other (Please specify) _____
23. Don't know
24. Prefer Not to Say



Questionnaire

Q24. Please select the statement below that **best** describes your **OVERALL** experiences at the Larchmont Public Library:

3. Staff is always helpful and knowledgeable
4. Staff is sometimes helpful and knowledgeable
5. Staff is rarely helpful and knowledgeable
6. Never spoke to staff
7. Don't know

Q25. Please select the statement below that **best** describes your **OVERALL** feeling about the Larchmont Public Library:

11. The Library does an excellent job serving the community
12. The Library does a good job serving the community
13. The Library does a fair job serving the community
14. The Library does not adequately serve the community
15. Don't know

Q26. Thank you for completing this questionnaire. Please enter any additional comments:

[VERBATIM]

