

HALL MEMORIAL LIBRARY CITIZEN SURVEY

The Hall Memorial Library is in the process of developing a long-range plan for library service. The planning committee has been hard at work forming a vision of our ideal Ellington and the library's role in achieving that vision. Now it's your turn. Please fill out and return the following survey (one per household, please) so we can hear your library likes and dislikes, wants and needs, suggestions and dreams. We value your ideas and opinions. We want the library to be all it can be for you!

TELL US ABOUT YOUR HOUSEHOLD

How many people are there in your household? _____

In what age categories?

- | | |
|----------------------------------|----------------------------------|
| <input type="checkbox"/> Birth-2 | <input type="checkbox"/> 19-25 |
| <input type="checkbox"/> 3-5 | <input type="checkbox"/> 26-45 |
| <input type="checkbox"/> 6-12 | <input type="checkbox"/> 46-65 |
| <input type="checkbox"/> 13-18 | <input type="checkbox"/> Over 65 |

How long have you lived in Ellington?

- | | |
|-------------------------------------------|---------------------------------------------|
| <input type="checkbox"/> Less than 1 year | <input type="checkbox"/> 11-25 years |
| <input type="checkbox"/> 1-10 years | <input type="checkbox"/> More than 25 years |

Is a computer used in your home on regular basis? Yes No

Is there internet access in your home? Yes No

Do the members of your household have library cards? All Some None

Are the children in your household home-schooled? Yes No

Do members of your household regularly speak a language other than English? Yes No If yes, what _____

TELL US ABOUT YOUR LIBRARY EXPERIENCES

How often do any members of your household visit the library?

- | | |
|---------------------------------------------------|-------------------------------------------------|
| <input type="checkbox"/> More than once per week | <input type="checkbox"/> Several times per year |
| <input type="checkbox"/> More than once per month | <input type="checkbox"/> Once per year |
| <input type="checkbox"/> Once per month | <input type="checkbox"/> Never |

If you only occasionally or never use the Hall Memorial Library, what are the reasons?

- Don't need to use the library because _____
- Can't get to the library because _____
- Don't know much about the library
- Use another library
- Other _____

If you use another library instead of or in addition to the Hall Memorial Library, what are the reasons?

- | | |
|---------------------------------------------------|---------------------------------------------|
| <input type="checkbox"/> More convenient location | <input type="checkbox"/> Choice of Programs |
| <input type="checkbox"/> More convenient hours | <input type="checkbox"/> Other _____ |
| <input type="checkbox"/> Choice of materials | |

The Library is currently open Monday-Thursday, 10am-8pm, Friday-Saturday 10am-5pm, closed Saturdays in July and August.

Are these hours convenient for you? Yes No

What hours would you prefer? _____

What are the reasons that you visit the library (check all that apply):

- | | |
|---------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------|
| <input type="checkbox"/> To check out books | <input type="checkbox"/> To read newspapers/magazines/investment aids |
| <input type="checkbox"/> To check out music cds and tapes | <input type="checkbox"/> To socialize |
| <input type="checkbox"/> To check out videos or DVDs | <input type="checkbox"/> To relax |
| <input type="checkbox"/> To check out books on tape | <input type="checkbox"/> To attend children's programs |
| <input type="checkbox"/> To check out magazines | <input type="checkbox"/> To attend young adult programs |
| <input type="checkbox"/> To use the computers for internet access | <input type="checkbox"/> To attend adult programs |
| <input type="checkbox"/> To use the computers for word-processing | <input type="checkbox"/> To attend family programs |
| <input type="checkbox"/> To use the photocopier or fax machine | <input type="checkbox"/> To attend a non-library meeting or event, i.e. Girl Scouts, yoga class, Historical Society program, etc |
| <input type="checkbox"/> To do research or find information | <input type="checkbox"/> Other _____ |
| <input type="checkbox"/> To get help with research or finding information | |
| <input type="checkbox"/> To do homework/studying/business work | |

When you come to the library to browse for books and other materials, do you find what you want:

- | | | | |
|---------------------------------|--------------------------------|------------------------------------|--------------------------------|
| <input type="checkbox"/> Always | <input type="checkbox"/> Often | <input type="checkbox"/> Sometimes | <input type="checkbox"/> Never |
|---------------------------------|--------------------------------|------------------------------------|--------------------------------|

If you don't find the materials that you want is it because (check all that apply):

- The items are checked out
- The library doesn't own the items
- You were unable to locate the items
- The staff was unable to help you
- You did not ask for help
- Other _____

When you come to the library to look for specific information, do you find what you need:

- Always
- Often
- Sometimes
- Never

If you don't find the information you need, is it because (check all that apply):

- The item containing information was checked out
- The library doesn't own any items on the topic
- You were unable to locate any source of information
- The computers were all in use
- The staff was unable to help you
- You did not ask for help

When dealing with the staff do you find them to be:

- | | | |
|------------------------------------|------------------------------------|------------------------------------|
| Friendly and welcoming | Helpful | Knowledgeable |
| <input type="checkbox"/> Always | <input type="checkbox"/> Always | <input type="checkbox"/> Always |
| <input type="checkbox"/> Often | <input type="checkbox"/> Often | <input type="checkbox"/> Often |
| <input type="checkbox"/> Sometimes | <input type="checkbox"/> Sometimes | <input type="checkbox"/> Sometimes |
| <input type="checkbox"/> Never | <input type="checkbox"/> Never | <input type="checkbox"/> Never |

How do you find out about library news and events (check all that apply)?

- Newspapers (Journal Inquirer, Reminder)
- Town newsletter
- Library website
- Signs or flyers at the library
- Flyers brought home from school
- Other _____

Do you know that the library offers (check all that apply):

- | Know and use | Know but haven't used | Didn't know | |
|--------------------------|--------------------------|--------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | An online catalog that allows you to view library holdings from home, reserve items that are checked out, and request items not owned by Hall Memorial Library? |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | E-mail notification of overdue items? |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Free access, both in-house and from home, to an online collection of databases, including magazines, newspapers, encyclopedias, genealogy, health and business sources? |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Free 24/7 online reference service from home? |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Passes for free or discounted admission to 15 regional attractions such as museums, zoos and state parks? |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Meeting rooms available for not-for-profit use by town groups and businesses? |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Delivery of library materials to homebound residents? |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | An active Friends of the Library group? |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Access to the State of Conn. Job Bank and help with online employment applications? |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Special collections for summer reading lists, school assignments, Scout activities, etc.? |

TELL US HOW WE CAN SERVE YOU BETTER

The library is always exploring new services. Currently under consideration are wireless internet access, downloadable audiobooks, email notification of library events and new materials, and internet classes. What other services would you like to see at Hall Memorial Library? Feel free to use additional sheets!

If you could change anything about the library what would it be?

THANK YOU FOR YOUR TIME. PLEASE RETURN TO THE LIBRARY BY OCTOBER 10 IN PERSON, BY MAIL AT P.O. BOX 280, ELLINGTON, CT 06029, BY FAX 870-3163 OR VIA THE DROP-OFF BOXES AT THE SENIOR CENTER AND THE SELECTMAN'S OFFICE.