

Community Survey Template

Updated: February 2023

The Staff Survey Template gives libraries and their Boards an idea of what kinds of questions to ask on a community survey, as well as an example format. These questions can and should be adjusted to fit the unique needs of each library and community. It is often a good idea to offer the survey both on paper and online to get the attention of the most community members.

Public Library Survey

Please help develop the Strategic Plan for the Public Library by participating in this survey. In order to better serve library patrons and residents, your input on a variety of library topics is needed. Your responses will help greatly in planning the future of the library.

The survey was developed by the independent Library Strategies Consulting Group (LSCG), the South Dakota State Library, and Library.

The survey takes 10 to 15 minutes to complete on average. Thank you for taking the time to assist your library!

When you visit the library do you regularly...? (please mark all that apply):

- Check out books
- Check out DVDs
- Check out music CDs
- Check out video games
- Read magazines or newspapers
- Use computers
- Access the internet
- Use the makerspace
- Download books, music, or movies
- Read or study
- Come for a meeting
- Come to browse
- Get help answering a question
- Use business or employment materials
- Attend children's programs or events
- Attend teen programs or events
- Attend adult programs or events
- Other (please specify)

If you do not use the **Public** Library regularly, why not? (please skip this question if you do use the library)

- I don't need to use it
- I find what I need online
- Library hours are not convenient
- I use another library
- I prefer to buy my own books/magazines
- The library doesn't have the materials I need
- Library staff are not helpful
- I am physically unable
- Don't have a library card

Please check whether or not you are satisfied with the following aspects of library services (mark Very Satisfied, Somewhat Satisfied, Somewhat Dissatisfied, Very Dissatisfied, or Don't Know/Don't Use for each item).

Very Satisfied	Somewhat Satisfied	Somewhat Dissatisfied	Very Dissatisfied	Don't Know/Don't Use
Book Collection				
DVDs and CDs				
Magazines and Newspapers				
Downloadable eBooks and e-Audiobooks				
Downloading Movies				
Video Games				
Large Print Materials				
Children's Programs				
Teen Programs				
Adult Programs				
Meeting Rooms				
Reading Areas				
Computer Access				
Internet Access				
Staff Assistance				
Library Website				
Open Hours				

Please share any additional comments on your satisfaction with the above services or other aspects of the library:

Please indicate which of the following current library services are important to you or your family now (check all that are important to you now):

- Book Collection
- Magazines and Newspapers
- DVDs and CDs
- Downloadable eBooks & e-Audio Books
- Downloadable Music and Movies
- Video Games
- Large Print Materials
- Children's Programs
- Teen Programs
- Adult Programs
- Homework Help
- Meeting Rooms
- Reading Areas
- Computers and Related Technology

Please share any additional comments on the importance of the above services, or other aspects of the library, for you or your family in the future:

How could your satisfaction with library services be increased?

What computer technologies or training would you like to see offered or more available at the library?

What programs, activities, or library services do you think should be provided that are not currently offered?

Demographics

We would like to learn something about you. Providing the information below is optional. All information will be kept strictly confidential. Your response to these final questions will help the [redacted] Library understand the results we received and the differing needs of our community members.

Do you have a current [redacted] Library card? (Yes or No)

Do you have a library card from another library in the area? (Yes or No)

If yes, which library?

How often do you usually visit the library?

- Weekly or more often
- About once a month
- 2-4 times a year
- Rarely
- Never

Are you a resident of ? (Yes or No)

What is your gender?

- Male
- Female
- Other
- I decline to identify

What is your age group?

- Under 20-years-old
- 20 – 29
- 30 – 39
- 40 – 49
- 50 – 59
- 60 – 69
- 70-years-old or over

How many children age 17 or younger live in your household?

- None
- 1
- 2
- 3
- 4 or more

What is the highest level of education you have completed?

- Some high school
- High school graduate
- Vocational/technical school
- Some college
- College graduate
- Graduate/professional degree
- Other (please specify)

How would you describe yourself? (Check all that apply)

- Full-time student
- Part-time student
- Employed full-time
- Employed part-time
- Self-employed
- Retired
- Unemployed or looking for work
- Homemaker
- Parent
- Grandparent
- Other. Please list: _____

Please feel free to add any additional comments that you feel would help us plan for the future of the library:

Thank you for taking the time to complete this survey. Your perspectives are important to us, and we greatly appreciate your responses and comments. Survey results are one important component that will help create the strategic plan for library services over the next three to five years.

Thanks again!