

Lyme Public Library Survey

Please answer the following questions. Any additional comments you can provide will help us improve our services. Thank you for your input!

1. Have you or your family used the Lyme Public Library in the past year?

- Yes. (Skip to Q3.) No. (Please answer Q2 and then skip to Q4.)

2. Why don't you use the Lyme Public Library? (check all that apply)

- | | |
|--|---|
| <input type="checkbox"/> Too far to travel to the Library | <input type="checkbox"/> Hours are inconvenient |
| <input type="checkbox"/> Too busy | <input type="checkbox"/> Use a different library |
| <input type="checkbox"/> The staff and/or Library aren't welcoming | <input type="checkbox"/> Buy or rent from another source |
| <input type="checkbox"/> Don't know about the Library | <input type="checkbox"/> Library doesn't have desired materials |
| <input type="checkbox"/> Get information from other sources | <input type="checkbox"/> Don't have a Library card |
| <input type="checkbox"/> Don't have transportation | |
| <input type="checkbox"/> Other: _____ | |

3. Why do you visit the Library? (check all that apply)

- | | |
|---|--|
| <input type="checkbox"/> Check out books, audiobooks, music CDs, movies | <input type="checkbox"/> Make photocopies and use printers |
| <input type="checkbox"/> Study and research | <input type="checkbox"/> Use one of the 3 public meeting rooms |
| <input type="checkbox"/> Use public access computers | <input type="checkbox"/> Meet with friends |
| <input type="checkbox"/> Use online resources | <input type="checkbox"/> Attend a concert or music program |
| <input type="checkbox"/> Attend children's programs | <input type="checkbox"/> Obtain tax forms |
| <input type="checkbox"/> Attend adult programs or lectures | <input type="checkbox"/> Use Lyme historical archives |
| <input type="checkbox"/> Attend a Library book club or reading group | <input type="checkbox"/> Helpful staff and welcoming environment |
| <input type="checkbox"/> Read newspapers and magazines. | <input type="checkbox"/> Other: _____ |

4. Did you know the Library provides many digital services? Download books, magazines, music, videos, and stream concerts. Learn over 70 languages online. Access to statewide catalogs and collected databases.

- | | |
|--|--|
| <input type="checkbox"/> Have used one or more of these services | <input type="checkbox"/> Not aware of or don't know how to access services |
| <input type="checkbox"/> Was aware of them but haven't used them | <input type="checkbox"/> Don't use digital services |

5. Are there other services you would like the library to provide? (check all that apply)

- | | |
|---|--|
| <input type="checkbox"/> ESL classes (English as a Second Language) | <input type="checkbox"/> Computer classes and assistance |
| <input type="checkbox"/> Older adult programs | <input type="checkbox"/> Tax assistance |
| <input type="checkbox"/> Yoga | <input type="checkbox"/> Genealogy research |
| <input type="checkbox"/> Bridge or Mah Jong groups | <input type="checkbox"/> Other: _____ |

6. How do you find out about the Library's programs and services? (check all that apply)

- | | | | |
|---|--|---------------------------------------|---------------------------------------|
| <input type="checkbox"/> Newspaper | <input type="checkbox"/> Friends/Neighbors | <input type="checkbox"/> Twitter | <input type="checkbox"/> Other: _____ |
| <input type="checkbox"/> Library website | <input type="checkbox"/> In-library flyers & signs | <input type="checkbox"/> Facebook | _____ |
| <input type="checkbox"/> Library newsletter | <input type="checkbox"/> Library staff | <input type="checkbox"/> Email blasts | _____ |

7. How could the library or its services be improved? _____

8. Would you like to participate in a focus group to further explore how to improve the Library and its services?

If so, please provide:

Name _____ Phone ____ - ____ - _____ Email address: _____

Please return this survey by mail, or drop it off at:

Lyme Public Library • 482 Hamburg Road • Lyme, CT 06371

You may also complete this survey online at: www.LymePL.org/LateNews.htm

Thank you for your help!