

APPENDIX D - ONLINE CUSTOMER SURVEY

Charles County Public Library Community Survey

CHARLES COUNTY PUBLIC LIBRARY COMMUNITY SURVEY

Your Charles County Public Library is interested in identifying the community's needs and expectations related to library services looking ahead for the next several years. As a resident of Charles County, we invite you to share your ideas and thoughts about the branch library you use most often by completing this survey. This information will assist the Library in planning and prioritizing its services and allocating resources moving forward.

* 1. Which branch of the Charles County Public Library do you visit most often? Check only one.

Please answer the remaining survey questions based on this branch.

- La Plata Branch
- P.D. Brown Branch
- Potomac Branch
- Waldorf West Branch
- I don't use Charles County Public Library.

If you don't use Charles County Public Library, please tell us why:

2. How often do you visit this branch of the Charles County Library? Check only one.

- Daily
- Several times a month
- Once a month
- Three (3) to six (6) times a year
- Rarely

Other (please specify)

3. How far is this branch of the Charles County Public Library from your home? Check only one.

- 5 miles or less from my home
- 6 to 10 miles from my home
- 11 to 15 miles from my home
- 16 to 20 miles from my home
- More than 21 miles from my home

Other (please specify)

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4. Please indicate the degree to which you agree or disagree with each of the following statements about the branch library you use most often.

	Strongly agree	Moderately agree	Neither agree nor disagree	Moderately disagree	Disagree
The Branch is a welcoming and inviting place.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
It is clean and well maintained.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I feel safe at this Branch.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
There is adequate parking at this Branch.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The hours of operation are adequate for my needs.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The Branch is an important part of this community.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The Branch is up-to-date and has pretty much everything we need.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I can easily find what I'm looking for.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The Branch is conveniently located for my use.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

* 5. What services do you use at this Branch? Check all that apply.

- | | |
|--|--|
| <input type="checkbox"/> Borrow print books and/or books on CD | <input type="checkbox"/> Get help from Library staff to select reading and/or research materials |
| <input type="checkbox"/> Borrow DVDs | <input type="checkbox"/> Conduct business-related activities |
| <input type="checkbox"/> Borrow magazines | <input type="checkbox"/> Study at the Library |
| <input type="checkbox"/> Download ebooks, magazines or stream video from the Library's website | <input type="checkbox"/> Reserve the Library's meeting rooms |
| <input type="checkbox"/> Read books, magazines and newspapers in the Library | <input type="checkbox"/> Use the Library's computers |
| <input type="checkbox"/> Use the Library's online databases and resources | <input type="checkbox"/> Use my own laptop or tablet in the Library |
| <input type="checkbox"/> Use the Library's website from home, school or work | <input type="checkbox"/> Use Wi-Fi at the Library |
| <input type="checkbox"/> Attend Library programs for pre-school age children | <input type="checkbox"/> Take computer classes at the Library |
| <input type="checkbox"/> Attend Library programs for children age 6 to 12 | <input type="checkbox"/> Use job seeking, workforce development and career services at the Library |
| <input type="checkbox"/> Attend Library programs for adults | <input type="checkbox"/> Complete and/or send job applications on the Library's computers |
| <input type="checkbox"/> Attend Library programs for teens | <input type="checkbox"/> Work with a tutor at the Library |
| <input type="checkbox"/> Attend Library programs for families | <input type="checkbox"/> Volunteer at the Library or with the Citizens for the Charles County Public Library |
| <input type="checkbox"/> Participate in the Summer Reading program | |
| <input type="checkbox"/> Other (please specify) | |

* 6. How do you find out about this Branch's programs and events of interest to you and your family? Check all that apply.

- Library's website (www.ccplonline.org)
- Email notifications sent directly to you by the Library
- Flyers and posters in Library
- Articles in local publications
- Social Media (e.g. Facebook, Twitter)
- Word of mouth (e.g. neighbors and friends)
- Other (please specify)

* 7. In your experience, what are the strengths of this Branch? Check all that apply.

- | | |
|--|---|
| <input type="checkbox"/> Approachable and helpful staff | <input type="checkbox"/> Programs for teens |
| <input type="checkbox"/> Books & audio-book collections that reflect my interests | <input type="checkbox"/> Programs for babies, toddlers and preschoolers |
| <input type="checkbox"/> DVDs | <input type="checkbox"/> Programs for families |
| <input type="checkbox"/> Branch or Charles County Public Library website | <input type="checkbox"/> Programs for elementary school age children |
| <input type="checkbox"/> Available online resources supporting my information & learning needs | <input type="checkbox"/> Access to computers in the Library |
| <input type="checkbox"/> Computer & software classes | <input type="checkbox"/> Job seeking, workforce development & career services |
| <input type="checkbox"/> Classes on using digital devices - e-readers, tablets, smartphones | <input type="checkbox"/> Days & hours of service |
| <input type="checkbox"/> Free Wi-Fi in the Library | <input type="checkbox"/> Meeting room space |
| <input type="checkbox"/> Programs for adults | <input type="checkbox"/> Branch is represented at local community events |
| <input type="checkbox"/> Other (please specify) | |

* 8. Please rank the following changes/improvements based on what is most important to you and your family.

	Very important	Important	Somewhat important	Not important	Don't know
More current books	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
More books on CD	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
More current DVDs (movies)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
More e-books, video, music to download	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Literacy (reading) classes	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
More computers & digital devices (tablets, e-readers) for use in the Branch	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Classes on using computing devices & software	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

	Very important	Important	Somewhat important	Not important	Don't know
Computers dedicated to use by adults	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Computers dedicated to use by teens	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Computers dedicated to use by children	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
More places to plug-in/re-charge your personal digital devices	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
More preschool age programs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
More programs for children age 5 to 12	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
More family programs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
More adult programs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
More teen programs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Workforce development, job seeking & career resources	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Book discussion groups/clubs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Opportunity to make/create things, e.g. sew, paint, 3-D printing	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
More meeting and gathering spaces for community use	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Expanded branch hours and days of service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Renovated and expanded branch library at current location	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
New larger branch library in a more convenient location	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Other services and level of importance

* 9. Which of the following do you or your family members have in your household? Check all that apply.

- Smart Phone (such as Android, iPhone, other)
- Tablet (such as Android, iPad, other)
- Laptop Computer (PC, Apple Mac, other)
- Desktop Computer (PC, Apple Mac, other)
- Internet connection of any type
- I don't have any of the above in my household
- Other (please specify)

* 10. What roles does the Charles County Public Library play in the lives of your community? Check all that apply.

- Provides lifelong learning resources for all ages
- Supports and promotes basic literacy (reading) for all ages
- Serves as a welcoming and safe place for community interaction and gathering
- Supports digital (computer & technology) literacy for all ages
- Other (please specify)

11. In your opinion, what are the MOST IMPORTANT CHANGES you would like to see the Charles County Public Library make over the next several years to ensure its value to you, your family and all residents of Charles County? Please list and describe below.

* 12. What is your gender?

- Male
- Female

* 13. What is your age?

- 10 to 17
- 18 to 25
- 26 to 35
- 36 to 50
- 51 to 65
- 66 to 75
- 76+

* 14. How long have you lived in Charles County?

- Less than 5 years.
- 5 to 10 years
- 11 to 20 years
- More than 20 years
- Other (please specify)

* 15. What is your Zip Code? Please select from the list below.

- | | | |
|-----------------------------|-----------------------------|---|
| <input type="radio"/> 20601 | <input type="radio"/> 20622 | <input type="radio"/> 20661 |
| <input type="radio"/> 20602 | <input type="radio"/> 20625 | <input type="radio"/> 20662 |
| <input type="radio"/> 20603 | <input type="radio"/> 20632 | <input type="radio"/> 20664 |
| <input type="radio"/> 20604 | <input type="radio"/> 20637 | <input type="radio"/> 20675 |
| <input type="radio"/> 20607 | <input type="radio"/> 20640 | <input type="radio"/> 20677 |
| <input type="radio"/> 20611 | <input type="radio"/> 20643 | <input type="radio"/> 20682 |
| <input type="radio"/> 20612 | <input type="radio"/> 20645 | <input type="radio"/> 20693 |
| <input type="radio"/> 20613 | <input type="radio"/> 20646 | <input type="radio"/> 20695 |
| <input type="radio"/> 20616 | <input type="radio"/> 20658 | <input type="radio"/> Do not live in Charles County |
| <input type="radio"/> 20617 | <input type="radio"/> 20659 | |

The Charles County Public Library thanks you for taking the time to complete this survey.
Your input will assist us in understanding your needs and how we can serve you moving forward.