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
   ○ Waldorf West Branch
   ○ P.D. Brown Branch
   ○ I don’t use Charles County Public Library.
   ○ Potomac Branch

   If you don’t use Charles County Public Library, please tell us why:
   
   [Blank space for answer]

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)
   
   [Blank space for answer]
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)

<table>
<thead>
<tr>
<th>Charles County Public Library Community Survey</th>
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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.

<table>
<thead>
<tr>
<th>Statement</th>
<th>Strongly agree</th>
<th>Moderately agree</th>
<th>Neither agree nor disagree</th>
<th>Moderately disagree</th>
<th>Disagree</th>
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<tbody>
<tr>
<td>The Branch is a welcoming and inviting place.</td>
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<td>It is clean and well maintained.</td>
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<td>I feel safe at this Branch.</td>
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<td>There is adequate parking at this Branch.</td>
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<td>The hours of operation are adequate for my needs.</td>
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<tr>
<td>The Branch is an important part of this community.</td>
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<td>The Branch is up-to-date and has pretty much everything we need.</td>
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<td>I can easily find what I'm looking for.</td>
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<td>The Branch is conveniently located for my use.</td>
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* 5. What services do you use at this Branch? Check all that apply.

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

* 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.copionline.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.

- Approachable and helpful staff
- Books & audio-book collections that reflect my interests
- DVDs
- Branch or Charles County Public Library website
- Available online resources supporting my information & learning needs
- Computer & software classes
- Classes on using digital devices - e-readers, tablets, smartphones
- Free Wi-Fi in the Library
- Programs for adults
- Other (please specify)

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

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<tr>
<th></th>
<th>Very important</th>
<th>Important</th>
<th>Somewhat important</th>
<th>Not important</th>
<th>Don't know</th>
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<tr>
<td>More current books</td>
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<td>More books on CD</td>
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<td>More current DVDs (movies)</td>
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<td>More e-books, video, music to download</td>
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<td>Literacy (reading) classes</td>
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<td>More computers &amp; digital devices (tablets, e-readers) for use in the Branch</td>
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<td>Classes on using computing devices &amp; software</td>
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<tr>
<td>Service Description</td>
<td>Very Important</td>
<td>Important</td>
<td>Somewhat Important</td>
<td>Not Important</td>
<td>Don't Know</td>
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<td>Computers dedicated to use by adults</td>
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<td>Computers dedicated to use by teens</td>
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<td>Computers dedicated to use by children</td>
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<td>More places to plug-in/re-charge your personal digital devices</td>
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<td>More preschool age programs</td>
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<td>More programs for children age 5 to 12</td>
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<td>More family programs</td>
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<td>More adult programs</td>
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<td>More teen programs</td>
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<td>Workforce development, job seeking &amp; career resources</td>
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<td>Book discussion groups/clubs</td>
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<td>Opportunity to make/create things, e.g. sew, paint, 3-D printing</td>
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<td>More meeting and gathering spaces for community use</td>
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<td>Expanded branch hours and days of service</td>
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<td>Renovated and expanded branch library at current location</td>
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<td>New larger branch library in a more convenient location</td>
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<td>Other services and level of importance</td>
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</table>
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
- [ ] 51 to 65
- [ ] 18 to 25
- [ ] 66 to 75
- [ ] 26 to 35
- [ ] 76+
- [ ] 36 to 50
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.

- 20601
- 20602
- 20603
- 20604
- 20607
- 20611
- 20612
- 20613
- 20616
- 20617
- 20622
- 20625
- 20632
- 20637
- 20640
- 20643
- 20645
- 20646
- 20658
- 20659
- 20651
- 20652
- 20664
- 20675
- 20677
- 20682
- 20693
- 20695
- Do not live in Charles County

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.