

## We Value Your Opinion!

In 2012, the Franklin Public Library will celebrate its 10th Anniversary in the new building. The Library Board of Directors is seeking input from the public as part of its strategic planning for the next decade. ALL residents and/or library users are encouraged to complete this survey. We encourage multiple members of households to participate, but we ask that individuals complete only ONE form either online at [www.mcfls.org/franklin/anniv\\_survey.htm](http://www.mcfls.org/franklin/anniv_survey.htm) or by using this form. The due date for your survey response is SATURDAY, OCTOBER 22. Please return completed paper surveys to the Checkout Desk at the Franklin Public Library.

### USAGE:

How often do you visit the Franklin Library? Check the appropriate blank:

daily  weekly  monthly  yearly  never

How often do you access Franklin Library services online? Check the appropriate blank:

daily  weekly  monthly  yearly  never

If you do not visit the Franklin Library, indicate why:

hours not convenient  location not convenient  get information from internet or elsewhere  
 library does not have what I need/want  I buy books, magazines, newspapers, DVD's/CD's, etc.  
 I use a different library  other (please indicate reason) \_\_\_\_\_

What are the reasons you use the Franklin Library? Check all that apply:

borrow books  borrow DVD's/CD's  borrow audio books  borrow eBooks  quiet reading  
 research for personal, work, school projects  read newspapers or magazines  attend adult programs  
 access databases (including ancestry programs)  study/work  use computers  copy/fax machine  
 WI-FI access  attend meetings  use meeting rooms  attend children's programs  meet friends

### MATERIALS:

Check all the following areas in the materials collection which you would like to see expanded or improved:

art/culture  business resources  children's  history  health/medical  foreign language  
 genealogy  religion/philosophy  travel  self-help  large print  teen/young adult  
 science/technology  science fiction  romance  westerns  mystery  biography  
 audio/video  downloadable e-books  magazines/newspapers  NONE

Overall, rate the following:

Quality of PRINT materials

Excellent

Acceptable

Needs Improvement

Presentation of PRINT materials

Quality of AUDIO/VIDEO materials

Presentation of AUDIO/VIDEO materials

\_\_\_\_\_

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Tell us how you think the Franklin Library could improve its collection: \_\_\_\_\_

### FACILITY:

Please place a check next to any areas of the Franklin Library building which may need improvement:

exterior condition  interior condition  signage  layout of children's area  
 available seating/tables  acoustics  cleanliness  safety  outdoor seating  
 layout of young adult area  available study space  lighting  NONE

If you indicated areas that need improvement, please comment on the ways we could improve them:

\_\_\_\_\_  
\_\_\_\_\_

**SERVICES:**

Are the Franklin Library hours convenient?  Yes  No  
If no, what changes do you suggest:  open earlier  later  offer more weekend hours

Check the following regarding Franklin Library staff:  
 friendly/helpful  knowledgeable  too busy to help  uncooperative/discourteous  
 did not ask for help

Check which program categories your family has attended in the last 6 months:  
 children's program  young adult/teen program  adult program  NONE

Check which of the following services you would like to see changed/expanded:  
 number of computers  computer programs available  audio/visual materials  computer classes  
 databases  adult programs  young adult programs  children's programs  book clubs  
 meeting space  NONE

Overall, how satisfied are you with the services?  excellent  acceptable  needs improvement

List additions or changes you feel the Franklin Library could make to its services: \_\_\_\_\_  
\_\_\_\_\_

**VALUE:**

What features do you like best about the Franklin Library? \_\_\_\_\_  
\_\_\_\_\_

What features do you like least about the Franklin Library? \_\_\_\_\_  
\_\_\_\_\_

How do you receive information about the Franklin Library and its programs? Check all that apply:  
 flyers at library  City newsletter  library website  daily newspaper  friend  
 TV monitors in the library  Other (please specify) \_\_\_\_\_

Do you feel well-informed about the Franklin Library and its programs?  Yes  No

If not, what information could be improved? \_\_\_\_\_  
\_\_\_\_\_

Do you support using additional public funds to implement your suggestions?  Yes  No

General Comments: \_\_\_\_\_  
\_\_\_\_\_

Respondent please include  male  female \_\_\_\_\_ zip code

Indicate the number of people in your household in the appropriate age brackets:  
( ) 0-5 yrs ( ) 6-10 yrs ( ) 11-17 yrs ( ) 18-25 yrs ( ) 26-44 yrs ( ) 45-60 yrs ( ) 60+ yrs

**Thank you for helping to make YOUR library the "Jewel of Franklin!"**

If you would like a copy of the Executive Summary of this survey once completed, please visit the Franklin Library website at [www.mcfls.org/franklin](http://www.mcfls.org/franklin) or visit the Franklin Library after January 15, 2012.