

BHM REGIONAL LIBRARY COMMUNITY SURVEY

Deadline: September 30, 2016



BHM Regional Library
Read • Connect • Learn
Eight Libraries in Beaufort, Hyde, and Martin Counties

Thank you for taking part in this important survey. The library's leadership will carefully review your responses as they work to ensure that the library provides the maximum possible benefit to the citizens of Beaufort, Hyde and Martin Counties in the years ahead. Your involvement is greatly appreciated.

1. Which of the following library resources and services do you most frequently use? (Please check all that apply.)

- | | |
|---|---|
| <input type="checkbox"/> Books for Adults | <input type="checkbox"/> Library Social Media (Facebook, etc.) |
| <input type="checkbox"/> Books for Children | <input type="checkbox"/> Library Website |
| <input type="checkbox"/> Books for Young Adults | <input type="checkbox"/> Meeting Space |
| <input type="checkbox"/> Books on CD | <input type="checkbox"/> Newspapers and Magazines |
| <input type="checkbox"/> Business and Work Related Research | <input type="checkbox"/> Outreach Services to Pre-school Children |
| <input type="checkbox"/> Computer Classes | <input type="checkbox"/> Personal Research / General Information |
| <input type="checkbox"/> EBooks | <input type="checkbox"/> Programs for Adults |
| <input type="checkbox"/> Foreign Language Materials | <input type="checkbox"/> Programs for Children |
| <input type="checkbox"/> Free Wi-Fi | <input type="checkbox"/> Programs for Young Adults |
| <input type="checkbox"/> Genealogical Research | <input type="checkbox"/> Reference Service |
| <input type="checkbox"/> Internet Access Computers | <input type="checkbox"/> Videos and DVDs |
| <input type="checkbox"/> Large Print Books | |

2. Please check the term below that most accurately describes how well the Library's resources and services meet your needs.

- Excellent Very Good Satisfactory Unsatisfactory Poor

3. Please list any ways or areas where the services, resources and facilities could be improved.

4. Please check the term below that most accurately describes the quality of customer service and support provided to you by the Library staff.

- Excellent Very Good Satisfactory Unsatisfactory Poor

5. Please describe any ways or areas where the Library's customer support could be improved.

6. How often do you use the Library's materials and services? (Please check one.)

- Daily 2-3 Times per Week 2-3 Times per Month Infrequently Never

7. Which library or libraries do you use most often? (Please check any and all that apply.)

- | | | | |
|---------------------------------------|-----------------------------------|--|--|
| <input type="checkbox"/> HWG (Aurora) | <input type="checkbox"/> Bath | <input type="checkbox"/> Belhaven | <input type="checkbox"/> Headquarters (Washington) |
| <input type="checkbox"/> Hyde County | <input type="checkbox"/> Ocracoke | <input type="checkbox"/> Robersonville | <input type="checkbox"/> Williamston |

- Please complete other side -

8. By circling the appropriate number, please rank the importance to you of the following Library services and resources from “5” meaning “Very Important” to “1” indicating “Not At All Important.” Circle NA if the category does not apply to your use of the Library.

Books for Adults:	5	4	3	2	1	NA
Books for Children:	5	4	3	2	1	NA
Books for Young Adults:	5	4	3	2	1	NA
Books on CD:	5	4	3	2	1	NA
Business and Work Related Research:	5	4	3	2	1	NA
Computer Classes:	5	4	3	2	1	NA
EBooks:	5	4	3	2	1	NA
Foreign Language Materials:	5	4	3	2	1	NA
Free Wi-Fi:	5	4	3	2	1	NA
Genealogical Research:	5	4	3	2	1	NA
Internet Access Computers:	5	4	3	2	1	NA
Large Print Books:	5	4	3	2	1	NA
Library Social Media (Facebook, etc.):	5	4	3	2	1	NA
Library Website:	5	4	3	2	1	NA
Meeting Space:	5	4	3	2	1	NA
Newspapers and Magazines:	5	4	3	2	1	NA
Outreach Services to Pre-school Children:	5	4	3	2	1	NA
Personal Research / General Information:	5	4	3	2	1	NA
Programs for Adults:	5	4	3	2	1	NA
Programs for Children:	5	4	3	2	1	NA
Programs for Young Adults:	5	4	3	2	1	NA
Reference Service:	5	4	3	2	1	NA
Videos and DVDs:	5	4	3	2	1	NA

9. Which of the following issues, if any, limit your use of the Library and its resources? (Please check any and all that apply.)

- The library hours are inconvenient.
 I don't enjoy the library's atmosphere.
- The library doesn't have what I need.
 I don't feel safe at the library.
- The library's locations are not convenient.
 The size or layout of the library is a problem.
- Other: _____

10. The Library is committed to providing quality services to all citizens of the community. By supplying the VOLUNTARY requested information below, you will help us do so.

Do you have a library card? Yes No
 Gender: Male Female
 Ethnicity: White African-American Latino Asian Other: _____
 Your age: _____ Home Zip code: _____

11. Four survey respondents will be selected at random to win a \$25 Walmart gift card. If you want to be eligible for one of these prizes, please provide your email address or telephone number. (All responses to the survey will be anonymous.)

Email address or telephone number: _____

12. We would welcome any other comments or suggestions you may have.