

Whiting Library Community Survey 2021

Please answer the following questions. If you would rather take the survey online, please go to:
<https://tinyurl.com/c3ftc5e5> Thank you so much for your input. We greatly appreciate your time!

1. Do you have a Whiting Library card? Yes No

2. Have you used any Whiting Library services in the past two years? Yes No

3. What brings you to use Whiting Library services? Choose all that apply.

- | | |
|--|--|
| <input type="checkbox"/> Check out books | <input type="checkbox"/> Browse, read, enjoy the library space |
| <input type="checkbox"/> Check out DVDs | <input type="checkbox"/> Make photocopies or print |
| <input type="checkbox"/> Check out CD audiobooks | <input type="checkbox"/> Use public meeting room |
| <input type="checkbox"/> Get arts & crafts projects/supplies | <input type="checkbox"/> Meet with friends and socialize |
| <input type="checkbox"/> Study/research/find information | <input type="checkbox"/> Attend programs for adults |
| <input type="checkbox"/> Read or check out magazines | <input type="checkbox"/> Attend programs for youth |
| <input type="checkbox"/> Use public access computers | <input type="checkbox"/> Attend programs for all ages |
| <input type="checkbox"/> Use online databases | <input type="checkbox"/> Download ebooks and audiobooks onto my smart device |
| <input type="checkbox"/> Use the free Wifi on my own device | <input type="checkbox"/> Find tax forms or print out other forms |
| <input type="checkbox"/> Access Large Print or ABLE library | <input type="checkbox"/> Do genealogy or use Vermont Room |
| <input type="checkbox"/> Check out park/museum passes | <input type="checkbox"/> Take free online courses |
| <input type="checkbox"/> Buy books at the Book Sale | <input type="checkbox"/> Other _____ |

4. How useful do you find the following electronic resources?:

- | | | | | | |
|-----------------------|--------------------------------------|-----------------------------------|-----------------------------------|-------------------------------------|------------------------------|
| Library website: | <input type="checkbox"/> Very useful | <input type="checkbox"/> Somewhat | <input type="checkbox"/> Not very | <input type="checkbox"/> Not at all | <input type="checkbox"/> N/A |
| Online catalog: | <input type="checkbox"/> Very useful | <input type="checkbox"/> Somewhat | <input type="checkbox"/> Not very | <input type="checkbox"/> Not at all | <input type="checkbox"/> N/A |
| Databases: | <input type="checkbox"/> Very useful | <input type="checkbox"/> Somewhat | <input type="checkbox"/> Not very | <input type="checkbox"/> Not at all | <input type="checkbox"/> N/A |
| eLearning courses: | <input type="checkbox"/> Very useful | <input type="checkbox"/> Somewhat | <input type="checkbox"/> Not very | <input type="checkbox"/> Not at all | <input type="checkbox"/> N/A |
| Audio/ebooks (Libby): | <input type="checkbox"/> Very useful | <input type="checkbox"/> Somewhat | <input type="checkbox"/> Not very | <input type="checkbox"/> Not at all | <input type="checkbox"/> N/A |

5. What keeps you from using Whiting Library more or at all? Choose all that apply.

- | | |
|---|--|
| <input type="checkbox"/> Everything is online these days | <input type="checkbox"/> I don't have transportation |
| <input type="checkbox"/> Library feels unsafe | <input type="checkbox"/> Library is unpleasant |
| <input type="checkbox"/> Staff isn't welcoming | <input type="checkbox"/> Hours are inconvenient |
| <input type="checkbox"/> I'm too busy | <input type="checkbox"/> Buy or rent what I need |
| <input type="checkbox"/> Didn't know the library existed | <input type="checkbox"/> Use a different library |
| <input type="checkbox"/> Library doesn't have what I need | <input type="checkbox"/> No comfy places to sit and read |
| <input type="checkbox"/> No good tables to get work done | <input type="checkbox"/> Other _____ |

6. Are there other services you would use if the library provided them? Choose all that apply.

- | | |
|---|---|
| <input type="checkbox"/> Study desks/places to bring laptop | <input type="checkbox"/> Enhanced digital resources, like movie streaming |
| <input type="checkbox"/> Lounge/seating area/comfy chairs | <input type="checkbox"/> Outdoor seating area in the backyard |
| <input type="checkbox"/> Laptop computers to check out | <input type="checkbox"/> Classes on how to use online databases and e-courses |
| <input type="checkbox"/> New programs, such as: _____ | |
| <input type="checkbox"/> Different hours, such as: _____ | |
| <input type="checkbox"/> Other services: _____ | |

7. How do you find out about the library's programs and services? Choose all that apply.

- | | | | |
|---|--|--|------------------------------------|
| <input type="checkbox"/> Library website | <input type="checkbox"/> Chester Telegraph | <input type="checkbox"/> Vermont Journal | <input type="checkbox"/> Facebook |
| <input type="checkbox"/> Library e-newsletter | <input type="checkbox"/> Front Porch Forum | <input type="checkbox"/> Library staff | <input type="checkbox"/> Instagram |
| <input type="checkbox"/> Friends/neighbors | <input type="checkbox"/> Flyers and signs | <input type="checkbox"/> Other _____ | |

Section 2: Please answer the following questions about living in Chester or Andover. Your answers will help us understand the values you hold for the community, so we can create useful programs and services.

8. What do you value most about living in the Chester/Andover community?

9. What do you think is the biggest challenge our community faces?

10. What would need to change in order for Chester/Andover to address this challenge?

11. If you have any additional comments, we would love to hear from you!:

OPTIONAL: The following information will be used for demographic purposes only. Please provide information for the person completing the survey. Every resident can fill out a survey.

Your age: Child (up to age 12) Teen (13-19) Adult (20-54) Senior (55+)

Where you live: Chester Andover Other: _____

Would you like to sign up for Whiting Library's monthly e-newsletter: Yes No

Would you like to sign up for the Youth Services e-newsletter? Yes No

Would you like to be entered into an appreciation raffle to win a Yeti Tundra 45 cooler?! Yes No

If yes to any of the above, provide your contact information. Your name won't be linked to your survey responses:

Name: _____

Email: _____

Phone number: _____

Thank you SO MUCH for your time! If you have questions about this survey or about the library, please contact us at whitinglibrary1@gmail.com or 875-2277.

PLEASE RETURN THE SURVEY BY JULY 1st, 2021. THANK YOU!!