Craven-Pamlico Regional Library System Survey

Craven-Pamlico Regional Libraries are in the process of evaluating services and setting priorities for the Library's future. Please complete this survey by January 31. It should take you 7 minutes or less and will give us valuable information to help us serve you better.

* 1. Have you used Craven-Pamlico Regional Library System?

○ Yes, I have used the library within the past 3 years. **Skip to Question 6.**

○ Yes, I have used the library but it was 3 years ago or more. **Skip to Question 4.**

○ No, I have never used the library. **Continue to Question 2.**

2. What would make you want to start using the library? Select as many as apply or use the comment field.

☐ More marketing about the library's programs and services.

☐ Different operating hours (please specify below).

☐ New or different youth programming and services (please specify below).

☐ New or different services in languages other than English.

☐ New or updated technology and internet connectivity projects.

☐ Other new services or programs (please specify below).

Other (please elaborate on your response)

3. If you have not been using the Library, please select the answer(s) that best describe why.

☐ The library is no longer convenient to me.

☐ I used the library with my children but they grew up.

☐ I had library fines.

☐ I don't have transportation.

☐ I don't know what the library offers.

☐ N/A

Please explain your response or provide another reason.

4. What would make you want to start using the library? Select as many as apply or use the comment field.

☐ More marketing about the library's programs and services.

☐ Different operating hours (please specify below).

☐ New or different youth programming and services (please specify below).

☐ New or different services in languages other than English.

☐ New or updated technology and internet connectivity projects.

☐ Other new services or programs (please specify below).

☐ Other (please specify)

6. How do you use the library?

◯ In person

◯ Online only

◯ Both in person and online

7. What library location(s) do you use? Select as many as apply.

☐ New Bern-Craven County Public Library

☐ Havelock-Craven County Public Library

☐ Vanceboro-Craven County Public Library

☐ Cove City-Craven County Public Library

☐ Pamlico County Library

☐ Hollowell Annex

☐ I don't go to the library, but I use digital services.

☐ Outreach Services - Program/Events at other locations

☐ Book/Tech Mobile (Bookmobile)

8. If you use the library with or on behalf of a child or children, please select the age(s) of the child(ren).Choose as many as apply.

☐ Ages 0-2

☐ Ages 3-5

☐ Ages 6-11

☐ Ages 12-18

☐ This does not apply to me.

9. Please rate the following programs and services according to their level of importance. If you are unfamiliar with the service, select N/A.

	Very Important	Important	Not Important	N/A
Library Programs for Children	☐	☐	☐	☐
Library Programs for Teens	☐	☐	☐	☐
Library Programs for Adults & Seniors	☐	☐	☐	☐
Summer Reading Program (for all ages)	☐	☐	☐	☐
Outreach Programs (visit to schools, community agencies, etc.)	☐	☐	☐	☐
Office Services (Copying, Faxing, Scanning, Notary)	☐	☐	☐	☐
Computer, Internet, Printer Use	☐	☐	☐	☐
Book Techmobile Services	☐	☐	☐	☐
CPRL Go App	☐	☐	☐	☐
Website: www.mycprl.org	☐	☐	☐	☐
Electronic Resources: Tumble Books, Libby, Universal Class, etc.	☐	☐	☐	☐
Checking out hotspots, laptops or other technology	☐	☐	☐	☐

10. Are there any library services, programs, or spaces that you would like to comment on?

11. Are there barriers that prevent you from using the library as much or as fully as you would like? Select as many as apply.

- [ ] I don't know enough about what the library offers.
- [ ] The library's hours are not convenient to me.
- [ ] I don't have transportation.
- [ ] Either I, or the person(s) I use the library with, have special needs and/or accessibility issues (please explain below).
- [ ] Either I, or the person(s) I use the library with, have fines that prevent us from using the library.
- [ ] I am uncomfortable communicating in English.
- [ ] This question doesn't apply to me.

Please elaborate on your response if needed.

12. What library hours would suite your family's schedule the best? Please check all that apply.

☐ Weekday mornings

☐ Weekday afternoons

☐ Weekday evenings (open until 7 pm)

☐ Saturday mornings

☐ Saturday afternoons

☐ Other (please specify)

_____

13. How do you currently find information about library programs and services? Select all that apply.

☐ Social Media

☐ Website: www.mycprl.org

☐ News Media (TV, Radio, Newspaper Ads)

☐ Friend or Family Member

☐ Outdoor Marketing or Signs Outside the Library

☐ Library Outreach at community events

☐ Event Guide/Promotional Flyers

☐ From a Library Staff Member

☐ Billboard

Other (please specify)

14. If you use the Book Techmobile, how do you learn about their stops? Please select all that apply.

☐ Website: www.mycprl.org

☐ Facebook

☐ Flyers inside the library

☐ From a staff member

☐ Word of Mouth

☐ Other (please specify)

_____

15. To what extent do you agree or disagree with the following statements:
Please select "neutral" if you do not currently use the library.

	Strongly Agree	Somewhat Agree	Neutral	Somewhat Disagree	Disagree
The library provides valuable services to the community.	○	○	○	○	○
The library has a good reputation in the community.	○	○	○	○	○
The library has provided valuable services to me and/or my family.	○	○	○	○	○
I would recommend using the library to my friends and family.	○	○	○	○	○

16. What new programs, services or resources would you like to see offered at your local library?

17. What are the most pressing needs of your community that the library could address?

18. Do you support an expansion of your local library? Our libraries offer a large array of programs for children, teens, adults and senior citizens. Many of our facilities do not have adequate space to accommodate growing attendance, often times putting teens and senior citizens at tables in the children's room to accommodate the large number of participants. Community support would go a long way in obtaining future funds to see these dreams become a reality. Do you support an expansion of your local public library?

○ Yes

○ No

19. Do you have additional comments or questions about the library?

20. Zip codes help us to identify which areas we are serving. Please provide the zip code of your residence.

21. What age group do you fall into?

- ◯ 12-18
- ◯ 19-35
- ◯ 36-49
- ◯ 50-65
- ◯ 66-79
- ◯ 80 and Over

22. Which race/ethnicity best describes you? (Please choose only one.)

- ◯ American Indian or Alaskan Native
- ◯ Asian/Pacific Islander
- ◯ Black or African American
- ◯ Hispanic
- ◯ Multiple Ethnicity
- ◯ White/Caucasian
- ◯ Prefer not to answer
- ◯ Other (please specify)

23. What is your gender?

○ Male

○ Female

○ Other/prefer not to say

24. What is your household income?

○ Under $15,000

○ Between $15,000 and $29,999

○ Between $30,000 and $49,999

○ Between $50,000 and $74,999

○ Between $75,000 and $99,999

○ Between $100,000 and $150,000

○ Over $150,000

25. What is your primary language?

○ English

○ Spanish

○ Other (please specify)

Thank you for taking the time to complete this survey for Craven-Pamlico Regional Library. We look forward to serving you in the future! We invite you to learn about all of the services and programs we offer by subscribing to our e-newsletter : Scan the code to sign up!