



**Monrovia Public Library
Community Survey 2016**

Welcome!

Dear Fellow Monrovia,

Thank you for participating in our survey! As part of our strategic planning process to shape the future of our wonderful library, we are asking you to share how we can make it even better.

The survey should take about 10 minutes to complete.

A print version of the survey is available at the library if you prefer to respond in print. Ask any staff member for it! All responses are anonymous and confidential. Please complete the survey by November 3, 2016.

If you have any trouble accessing the survey, please contact Jen Sweeney (library consultant) at jksweeney572@gmail.com, (916) 718-9442. If you have any questions about the survey or the strategic planning process, please contact me at cvance@ci.monrovia.ca.us.

Thank you very much for your participation in this important process.

**Carey Vance
Library Manager
Monrovia Public Library**



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Your Use of Library Buildings

1. How often have you visited the Monrovia Public Library in the past year?

- Once every few months
- 1-3 times per month
- 4-5 times per month
- More than 5 times per month
- I have not used the Monrovia Public Library in the past year (please continue with Question 16)
- I have never used the Monrovia Public Library (please continue with Question 16)



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Your Use of Library Buildings, continued

2. What is the primary reason(s) you come to the library? Choose all that apply.

- | | | |
|---|---|---|
| <input type="checkbox"/> Spend time with my children | <input type="checkbox"/> Use restrooms | <input type="checkbox"/> Check out adult books and materials |
| <input type="checkbox"/> Use the library's wireless network | <input type="checkbox"/> Meet or work with friends/colleagues | <input type="checkbox"/> Check out children's books and materials |
| <input type="checkbox"/> Study or do homework or research | <input type="checkbox"/> Pick up materials on hold | <input type="checkbox"/> Check out teen books & materials |
| <input type="checkbox"/> Read or browse | <input type="checkbox"/> Attend programs | <input type="checkbox"/> Use business resources |
| <input type="checkbox"/> Get help from library staff | <input type="checkbox"/> Visit the Friends Bookstore | <input type="checkbox"/> Check out audio books |
| <input type="checkbox"/> Use library computers | <input type="checkbox"/> Use library databases | <input type="checkbox"/> Check out movies/DVDs/CDs |

Something else:

3. Do you use any other libraries?

- No
- Yes

If yes, which ones?



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What's Important to You?

4. Which of the following services and programs are most important to you? Please select up to ten.

- | | | |
|---|--|---|
| <input type="checkbox"/> Children's programs | <input type="checkbox"/> Providing services for job-seekers and businesses | <input type="checkbox"/> Providing reference and research assistance |
| <input type="checkbox"/> Teen programs | <input type="checkbox"/> Providing live & online homework help | <input type="checkbox"/> Furnishing referrals to community resources, services, activities |
| <input type="checkbox"/> Adult programs | <input type="checkbox"/> Supporting life-long learning | <input type="checkbox"/> Providing access to local history and genealogy |
| <input type="checkbox"/> Cultural events (music, film, drama, other arts) | <input type="checkbox"/> Serving as a community gathering place | <input type="checkbox"/> Promoting awareness of other cultures |
| <input type="checkbox"/> Civic engagement | <input type="checkbox"/> Providing access to information and content (books, magazines, digital resources, etc.) | <input type="checkbox"/> Promoting awareness of local, national, and world affairs to develop informed citizens |
| <input type="checkbox"/> Consumer health, finance, technology training, and other how-to topics | <input type="checkbox"/> Providing access to computers and technology | |
| <input type="checkbox"/> Promoting literacy among children and adults | <input type="checkbox"/> Providing a safe place for children after school | |

Something else:

5. What service, program, or resource do you wish the library offered that it doesn't offer now?

6. Where would you like to see the library focus its resources? Please rank the resources below from the highest priority (1) to the lowest priority (13).

<input type="checkbox"/>	<input type="text"/>	Books and other print resources
<input type="checkbox"/>	<input type="text"/>	CDs and DVDs
<input type="checkbox"/>	<input type="text"/>	Digital books and audiobooks
<input type="checkbox"/>	<input type="text"/>	Reference databases
<input type="checkbox"/>	<input type="text"/>	Library facilities
<input type="checkbox"/>	<input type="text"/>	Expanded hours
<input type="checkbox"/>	<input type="text"/>	More librarians
<input type="checkbox"/>	<input type="text"/>	Children's programming
<input type="checkbox"/>	<input type="text"/>	Teen programming
<input type="checkbox"/>	<input type="text"/>	Adult programming
<input type="checkbox"/>	<input type="text"/>	Literacy services
<input type="checkbox"/>	<input type="text"/>	Local history
<input type="checkbox"/>	<input type="text"/>	None of these

7. I would prefer the library focus its resources on something else:



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Your Use of Library Website & Catalogs

8. How much do you agree or disagree with the following statement:

"I can easily find what I need on the library's website."

Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Please comment on the quality of the library website:

9. In a typical month, how many times do you access the library's website?

- 0 (zero) times per month
- Once every few months
- 1-3 times per month
- 4-5 times per month
- More than 5 times per month

10. What do you do most often when you use the library's website? Choose all that apply.

- | | | |
|--|--|---|
| <input type="checkbox"/> Check the library catalog | <input type="checkbox"/> Read online magazines and newspapers | <input type="checkbox"/> Use career & business resources |
| <input type="checkbox"/> Place holds | <input type="checkbox"/> Get online homework help | <input type="checkbox"/> Use test prep resources (GED, SAT, AP, etc.) |
| <input type="checkbox"/> Renew materials | <input type="checkbox"/> Find out about programs | <input type="checkbox"/> Use language learning resources (Duolingo, Pronunciator) |
| <input type="checkbox"/> Check out ebooks | <input type="checkbox"/> Use online encyclopedias or health, legal, family history resources | <input type="checkbox"/> Read Library Blog |

Something else:

11. Which of the following digital resources are most important to you? Please select your top two choices.

- Downloadable ebooks & audiobooks
- Library catalogs
- Encyclopedias, health & legal information, family history
- Homework help resources
- Test prep (GED, SAT, AP, etc.)
- Online career help
- Online magazines & newspapers
- Online language learning resources (Duolingo, Pronunciator)
- Online book reviews / Library blog
- None of these are important to me
- Something else:

12. How satisfied are you with the following digital resources?

	Not at all satisfied	Somewhat satisfied	Very satisfied	I don't use this resource	I am not aware of this resource
Library catalogs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Downloadable ebooks & audiobooks	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Online magazines & newspapers	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Encyclopedias, health & legal information, family history	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Homework help resources	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Test prep (GED, SAT, AP, etc.)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Online career help	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Online language learning resources (Duolingo, Pronunciator)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Online book reviews on the Library Blog	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

What other digital resource do you wish the library provided?



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Library Services

13. How interested are you in the following potential new services?

	Not at all interested	Not very interested	Interested	Very interested
Computer programming instruction	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Live musical performances	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Classes for adults	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Maker spaces (3d printer, graphic design software, etc.)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Educational lectures by subject specialists	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Book groups and author talks	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Technology lending service (laptops, e-readers, other tech tools)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Business services center (meeting rooms/presentation technology/scanners/ etc.)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Nature and science programming	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Language learning groups and classes	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Social events for adults	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Local history programs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Is there something else you are interested in?

14. What is the best way for us to tell you about library programs, events, or changes to library services?
Please select your top two choices.

- Library website
- Email
- Newsletter
- Library Facebook, Twitter, Instagram
- In-library printed materials (posters, fliers, bookmarks)
- Non-library source (newspapers, radio, blogs, etc.)

Some other way:

15. What, if anything, would make you use the Monrovia Public Library more? (Please continue with Question 20)



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For Infrequent Users

If you have not used the Monrovia Public Library within the past year, or at all:

16. What are the reasons that you don't use the Monrovia Public Library? Please select all that apply.

- Library hours are not convenient
- It takes too long to get the materials I want from the library
- The library does not have the materials I want
- It is too difficult to park
- No need: I get everything I need elsewhere
- No need: I don't read or use media much

Something else:

17. Which of the following services and programs are most important to you? Please select up to ten.

- | | | |
|---|--|---|
| <input type="checkbox"/> Children's programs | <input type="checkbox"/> Providing services for job-seekers and businesses | <input type="checkbox"/> Providing reference and research assistance |
| <input type="checkbox"/> Teen programs | <input type="checkbox"/> Providing live & online homework help | <input type="checkbox"/> Furnishing referrals to community resources, services, activities |
| <input type="checkbox"/> Adult programs | <input type="checkbox"/> Supporting life-long learning | <input type="checkbox"/> Providing access to local history and genealogy |
| <input type="checkbox"/> Cultural events (music, film, drama, other arts) | <input type="checkbox"/> Serving as a community gathering place | <input type="checkbox"/> Promoting awareness of other cultures |
| <input type="checkbox"/> Civic engagement | <input type="checkbox"/> Providing access to information and content (books, magazines, digital resources, etc.) | <input type="checkbox"/> Promoting awareness of local, national, and world affairs to develop informed citizens |
| <input type="checkbox"/> Consumer health, finance, technology training, and other how-to topics | <input type="checkbox"/> Providing access to computers and technology | |
| <input type="checkbox"/> Promoting literacy among children and adults | <input type="checkbox"/> Providing a safe place for children after school | |

Something else:

18. Are you aware of the following resources & services offered by the Monrovia Public Library?

	Yes	No
Text the Library (renewals, check your account)	<input type="radio"/>	<input type="radio"/>
Downloadable ebooks	<input type="radio"/>	<input type="radio"/>
Online newspapers & magazines	<input type="radio"/>	<input type="radio"/>
Online encyclopedia, health, & legal information	<input type="radio"/>	<input type="radio"/>
Homework help (online & live)	<input type="radio"/>	<input type="radio"/>
Career resources	<input type="radio"/>	<input type="radio"/>
Online test prep (GED, SAT, AP, etc.)	<input type="radio"/>	<input type="radio"/>
Online language learning resources (Duolingo, Pronunciator)	<input type="radio"/>	<input type="radio"/>
Online book reviews on the Library Blog	<input type="radio"/>	<input type="radio"/>

19. What, if anything, would make you use the Monrovia Public Library more?



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About You

20. How did you hear about this survey?

- Email from Monrovia Public Library
- Email from an organization other than the Monrovia Public Library
- Newspaper or radio advertisement
- Link on the Monrovia Public Library webpage, Facebook page, Twitter, or Instagram
- Poster or flier in the library
- Request to participate during a library event
- Request from a friend or colleague

I heard about the survey another way:

21. What is your zip code?

22. Which area best describes where you live?

- North of the 210 Freeway
- South of the 210 Freeway
- I live somewhere else (please specify):

23. What is your age?

- 5-9
- 10-14
- 15-19
- 20-24
- 25-34
- 35-44
- 45-54
- 55-59
- 60-64
- 65-74
- 75-84
- 85+
- I prefer not to answer

24. Please describe any children living in your household (select all that apply).

- I do not have any children living at home.
- I have a child or children under the age of 6 living in my household.
- I have a child or children between the ages of 6 and 18 living in my household.
- I have a child or children over the age of 18 living in my household.

25. Which of the following best describes your education?

- Some elementary/high school
- High school diploma/GED
- Some college
- Associate's degree
- Bachelor's degree
- Graduate or postgraduate degree

26. What is your occupation?

27. In what industry/sector do you work?

- Agriculture, forestry, fishing and hunting, and mining
- Construction
- Manufacturing
- Wholesale trade
- Retail trade
- Transportation and warehousing, and utilities
- Information
- Finance and insurance, and real estate and rental and leasing
- Professional, scientific, and management, and administrative and waste management services
- Educational services, and health care and social assistance
- Arts, entertainment, and recreation, and accommodation and food services
- Other services, except public administration
- Public administration
- Military

Other (please specify):

28. What is the primary language spoken in your home?

- English
- Spanish
- Russian
- Mandarin

Other:

29. What is your total household income?

- Less than \$50,000
- \$50,000 to less than \$100,000
- \$100,000 to less than \$200,000
- \$200,000 to less than \$350,000
- \$350,000 to less than \$500,000
- \$500,000 or more



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Thank you!

Thank you for taking the Monrovia Public Library Community Survey. Your input will help us plan resources and services to meet your needs. If you have any questions, please contact me at cvance@ci.monrovia.ca.us

**Best wishes,
Carey Vance
Library Manager
Monrovia Public Library**