

Newport Beach Public Library – Customer Survey

Computers and printers	<input type="checkbox"/>				
Internet access	<input type="checkbox"/>				
Facilities	<input type="checkbox"/>				
Hours of operation	<input type="checkbox"/>				
Overall, how would you rate the library?	<input type="checkbox"/>				

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5. How important is each of the following library services to you?

	Very Important	Important	Somewhat Important	Not Important	Don't know/Not Applicable
Borrowing materials (books, DVDs, music, etc.)	<input type="checkbox"/>				
Reference (research assistance from librarians)	<input type="checkbox"/>				
Programs (classes, story times, etc.)	<input type="checkbox"/>				
Computers and printers	<input type="checkbox"/>				
Help using computers, printers, etc.	<input type="checkbox"/>				
Study rooms/reading areas	<input type="checkbox"/>				
Community meeting rooms	<input type="checkbox"/>				
Internet access	<input type="checkbox"/>				
ILL (Inter-library loan)	<input type="checkbox"/>				
Online services (website, catalog, research databases, etc.)	<input type="checkbox"/>				
Photocopier	<input type="checkbox"/>				
Newspapers and magazines	<input type="checkbox"/>				
Wi-Fi access	<input type="checkbox"/>				
Homebound services	<input type="checkbox"/>				
Overall, how important is the library to you and your family?	<input type="checkbox"/>				

6. How do you typically find out about library programs? Check all that apply.

Library website

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- Social media (Facebook or Twitter)
- Newspaper
- Library newsletter
- Signs or flyers in the library
- Word of mouth
- Library staff
- Don't know/Not applicable
- Other: _____

Section 2: We value your opinions. Please answer the following questions:

7. What do you value most about the library?

8. How could the library or its services be improved?

9. How does the library benefit you or the community?

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Section 3: Please tell us about yourself so that we may better serve you. Please check one answer for each of the following.

10. How old are you?

- 12 or under
- 13-18
- 19-24
- 25-64
- 65 or older

11. What is your gender?

- Male
- Female

12. What is the highest level of education you have completed?

- Some high school
- High school graduate or GED
- Some college
- College degree or higher

13. What is your preferred language?

- English
- Spanish
- Mandarin
- Farsi
- Other—please specify: _____

14. What is your employment status?

- Employed or self-employed
- Homemaker
- Retired
- Unemployed

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Section 4: Please tell us how important you think the following goals are:

15. Preserving Newport Beach's local history?

- Very important
- Important
- Somewhat important
- Not important

16. Encouraging and teaching technological literacy (the ability of an individual, working independently and with others, to responsibly, appropriately and effectively use **technology** tools to access, manage, integrate, evaluate, create and communicate information)?

- Very important
- Important
- Somewhat important
- Not important

17. Evaluating Library customers' experience of using our resources and services?

- Very important
- Important
- Somewhat important
- Not important

18. Empowering customers to define the way Library spaces are used?

- Very important
- Important
- Somewhat important
- Not important

Thank you for your time! If you have questions about this survey or about the library, please contact us at thetherton@newportbeachca.gov.