FRANKLIN PUBLIC LIBRARY

Franklin Public Library is developing a new strategic plan. Your input is vital to helping the library shape its services.

The Following survey asks questions about usage, perception of, and ideas for the FPL. The survey should take you no more than 10 minutes to complete.

After completing, there is a place to enter your email address or phone number if you would like to enter a drawing to win a $50 gift card to Pick n' Save or a $25 gift card to Kwik Trip, Walgreens or Target. Your contact information will only be used for drawing purposes only.

Watch for our new plan in 2019! Thank you in advance for your time and participation.

1. How did you learn about this survey?

	Library website		Newsletter from the library or library director
	Social media (Facebook, Twitter, Instagram, etc.)		Signage/flyers (in the library or the community)
	Word of mouth		Franklin Public Schools E-newsletter
	Email from the library		Library staff

Other (Please specify):

2. Overall, which of the following best describes how regularly you use Franklin Public Library?

□ Weekly   □ 1-2 times per month   □ 3-6 times per year   □ 1-2 times per year   □ Never

3. Do you have a library card?

□ Yes   □ No   □ I don't know

4. I would use Franklin Public Library more if: (Check all that apply)

	The location of the library was more convenient		The library had better customer service
	The open hours of library were more convenient		The library had more seating
	I, or my family, did not owe library fines		The library had more study spaces or rooms for small groups to use
	The library had the materials or information I want or need		The library had programs that interest me or my family member
	The library had resources I could use to create art or make products		None of the above. The library meets my current needs
	The library felt more safe / secure		None of the above. I'm unlikely to use the library regardless of changes
	The library had more up-to-date technology		

Other (if you would like, you may also share more information any responses you checked)

5. Which of the following are ways that you learn about activities, programs, or news about Franklin Public Library? (check all that apply)

	Library website		Signage/Flyers (in the library or the community)
	Library social media (Facebook, Twitter, Instagram, etc.)		Local newspaper
	Library electronic newsletter		Franklin Public School's E-newsletter
	Word of mouth		Franklin City Newsletter

Other (Please specify):

6. Which of the following services are you aware Franklin Public Library offers? (check all that apply)

	Computers and free Wi-Fi access		Audio books on CD
	Print newspapers and magazines		Special collections such as the circulating bakeware collection, board games, and more
	Books to borrow		Programming for adults (daytime and evening)
	Access to online subscription databases such as Hoopla, Gale courses, or Mango languages		Programming for teens (daytime and evening)
	Large print books		Programming for children (daytime and evening)
	Downloadable Ebooks, audiobooks, magazines, movies and music		Music CDs
	Movies on DVD and Blu-ray		Meeting/community room
	Faxing, copying, scanning and printing (including remote from devices and home)		Local history / genealogy collections and resources
	CreateSpace/Virtual Reality Center		Borrowing technology devices such as Mobile Hotspots or laptops (inside library only)
	Personal one-on-one technology help		Proctoring of student/employee exams

7. Please indicate your satisfaction with the following at Franklin Public Library.

1 = Very dissatisfied   2 = Dissatisfied   3 = Unsure   4 = Satisfied   5 = Very Satisfied

	1	2	3	4	5	Did not use
Locating materials that were used for schoolwork						
Locating materials to learn more about a topic, including "how-to", genealogical research, or other research						
Locating materials for personal enjoyment						
Locating materials for work or business						
Programming for children, teens, or families						
Programming (including training) for adults						
Getting help from a librarian, including research, book recommendations, or technical help						
Using a computer						
Using the Wi-Fi						
Using space in the library for meeting(s)						
Being able to meet and socialize with others in your community						
Access/referrals to social services and local resources						
Having a quiet space to read, work, or otherwise enjoy						
Borrowing unique items such as cooking/baking tools, knitting & crochet needles, or Makey Makey items						
Knowing what resources and programs are available						

8. Please indicate how important the following services are (or could be) to you and/or your family

1 = Not at all important   2 = Not very important   3 = Somewhat important   4 = Very Important

	1	2	3	4	I don't know
Access to a well-rounded collection					
Access to downloadable or streaming materials that complement the Library's print collection					
Access to digital devices such as laptops, Wi-Fi hotspots, iPads and other tablets, etc.					
Being able to get materials and access online resources both from this library and other libraries					
Access to a number of online learning sites, such as online tutoring, language learning, and testing databases					
Having convenient space for meetings with a variety of room sizes					
Having access to study rooms that can be used by both individuals and groups					
Access to computers, scanners, printing equipment, copiers, and other office equipment					
Access to Wi-Fi					
Getting personalized and timely technology assistance, such as help downloading eBooks to tablets, navigating a new laptop, etc.					
Programming and events that appeal to adults					
Programming and events that appeal to children					
Programming and events that appeal to teens and young adults					
Support and hosting of book clubs					
Comfortable spaces throughout the library to sit, read, and enjoy the library					
Connecting to other community members and finding information about local events and resources					

9. Please share how strongly you agree or disagree with these statements about Franklin Public Library

1 = Strongly disagree   2 = Somewhat disagree   3 = No Opinion   4 = Somewhat agree   5 = Strongly agree

	1	2	3	4	5
The library is important to me and/or my family.					
The library enhances my and/or my family's quality of life.					
The library is old-fashioned.					
The library offers important services for children.					
The library offers important services for adolescents / teens.					
The library offers important services for adults.					
The library is important for the community.					
The library supports local businesses.					
The library is a place to relax.					
The library exposes me to new things.					
The library helps me find information I can trust.					
The library has done a good job of keeping up with new technologies.					
The library is effective at promoting literacy and a love of reading to people.					
The library provides connections to others and a social network.					
The library helps me succeed at school or work.					
The library is a key resource in education and literacy in our community.					

10. Below is a list of possible improvements to the physical space of the library. Please indicate how important you think each improvement might be by choosing if it is a "low priority", "medium priority" or "high priority" improvement.

1 = Low priority   2 = Medium priority   3 = High priority

	1	2	3
Provide more and larger meeting room space for community use and programs			
Add more private/quiet areas			
Add more computers			
Enhance the wireless access at the library			
Provide more dedicated collaborative work and creation spaces			
Provide better lighting			
Improve upon the outdoor garden space for library gatherings			
Have more comfortable spaces for reading, working, and relaxing at the library			
Expand the teen area			

11. Below is a list of items the library could do to change how they serve the public. Please indicate how important you think each change might be by choosing if it is a "low priority", "medium priority" or "high priority" change.

1 = Low priority   2 = Medium priority   3 = High priority

	1	2	3
Offer additional free early literacy programs to help young children prepare for school			
Increase coordination with local schools in providing resources to kids			
Create services or programs for local businesses and entrepreneurs			
Create services or programs for active military personnel and veterans			
Create services or programs for immigrants and first-generation Americans (for example, English as Second Language resources and services)			
Offer programs to teach patrons about protecting their privacy and security online			
Offer programs to teach people, including kids and senior citizens, how to use digital tools such as computers, smartphones and apps			
Offer video games, consoles, and accessories for check out			
Provide resources for parents and caregivers focusing on literacy and education			
Provide more literacy programming			
Offer more opportunities for community-building programs/activities			
Increase partnerships with local business and community groups			
Offer additional after-school programming for children between the ages of 6-11			

12. Is there anything else you would like to share about the library, our services, collections or building?

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The following questions ask for some basic demographic information. Because the library serves all of the community, it is important to know if our services are meeting the needs of various age groups, families and individuals. While the following questions are **optional**, we would appreciate responses to as many questions as possible. Any information gathered cannot be attributed to you, and will be kept private and confidential.

13. Where do you live?
□ Franklin   □ Oak Creek   □ Greendale   □ Hales Corners □ Greenfield   □ Milwaukee
Other (please specify) _____

14. Are you of Hispanic, Latino, or of Spanish origin?
□ Yes   □ No

15. How would you describe your race and/or ethnicity?
□ American Indian and Alaska Native   □ Asian
□ Black or African American   □ White
□ Native Hawaiian and Other Pacific Islander   □ Two or more races

16. In what grouping does your age fall?
□ <15   □ 15 - 24   □ 25 - 34   □ 35 - 44   □ 45 - 54   □ 55 - 64   □ 65 - 74
□ 75 - 84   □ More than 84 years old

17. Do you have dependent children in any of the following age categories living at home? (check all that apply)
□ Younger than 5   □ 5 – 12 years old   □ 13 -18 years old   □ 18+ still living at home   □ No children at home

18. Which best describes your employment status (Check all that apply)?
□ Working full time (not self-employed)
□ Working part-time (not self-employed)
□ Unemployed
□ Self-Employed/ Business Owner
□ Homemaker
□ Telecommute / Work from home
□ Disabled / Unable to work
□ Student
□ Retired
□ Other (please specify) _____

19. What gender bests describes you?
☐ Male
☐ Female
☐ Non-binary/ third gender
☐ Prefer not to say
☐ Prefer to self-describe _____

20. What is your approximate annual household income? Please select one.
□ Less than $25,000   □ $25,000-$49,999
□ $50,000-$74,999   □ $75,000-$99,999
□ $100,000 to $149,999   □ $150,000 to $199,999
□ $200,000 or more

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