

**ANN FARWELL BRANCH
COUNTY OF PRINCE EDWARD PUBLIC LIBRARY
USER SURVEY, 2004**

Thank you for taking the time to fill in this survey

1. Are you: Male _____ Female _____
2. What is your age: under 12 _____ 13-18 _____
19-35 _____ 36-64 _____ 65+ _____
3. How many persons in your household?
0-2 years _____ 3-5 years _____ 6-12 years _____
13-19 years _____ Adults _____
4. How long have you lived in this community? _____
5. Is Ann Farwell Branch the library you usually visit? _____
6. Is this the library branch closest to your home? _____
7. How often do you visit the Ann Farwell Branch per month? 4x + _____ 3x _____ 2x _____ 1x _____
8. How would you rate the service provided by the Library staff at the Ann Farwell Branch?
Excellent _____ Good _____
Satisfactory _____ Poor _____
9. Are the open hours of the branch convenient and sufficient for your use? _____
10. If you have school aged children, do you spend time with them in the library doing homework or assignments? _____
11. Do our open hours give you sufficient opportunity to assist your children with school work? _____
12. Do you have any suggestions as to changing the open hours? _____
13. What is the main purpose in your reading?
Recreational _____ Fiction _____
General Information _____
Personal research: travel, consumer reports, etc. _____
Cultural _____
School related _____
Work related _____
14. Is your reading primarily?
Fiction _____ Non-fiction _____
Both _____
15. Have you ever accessed the internet from a computer in the library? _____
16. Did you know that one-on-one computer tutorials are available at this branch? _____
17. Would you be interested in booking a tutorial? _____
If so, please give us your name and telephone number _____

18. What use do you make of the library? Check those that apply.
Use of public computer for internet _____
Read, study or work without necessarily using library materials or services _____
Browse to find something interesting _____
Borrow books _____
Read for pleasure _____
Attend a library programme _____
Consult reference material and newspapers _____
Get general information _____
Check out / return audio-visual materials _____
Get answer to a specific question _____
Consult library staff _____
Use photocopying services _____
Reserve a book that was not on the shelf _____
Request a book on interlibrary loan _____
Borrow a video for home or group use _____
Attend a special programme _____
 19. Do you know anyone in the community who might benefit from a home book delivery service (shut-in service)? _____
 20. Would you be interested in volunteering to assist with a shut-in service? _____
If so, please give us your name and telephone number _____
 21. Would you be interested in an afternoon "Classics" Book Discussion Group? _____
 22. Would you like us to contact you regarding #21? If so, please give us your name and Telephone number _____
 23. Would you be interested in joining a "Friends of the Library" group? -for this branch only _____
-for the Prince Edward County Public Library System as a whole _____
 24. Would you like us to contact you regarding #23? If so, please give us your name and telephone number _____
- Do you have any other comments or suggestions?:

Additional copies of this form are available at the Ann Farwell Branch of the Library