

# Allegheny County Library Website Survey

Hi Library Patron,

Thanks for taking a few minutes to complete this quick survey to help us understand how library patrons use their library's website. By filling out this survey, you will be helping your library to more easily connect library patrons to the programs, services, and resources that are available.

In addition, you have the chance to be entered in a raffle for one of six \$50 Amazon gift cards. All responses will be kept anonymous. Any contact information provided to participate in the raffle will be used solely for the raffle.

When you have completed the survey, please return it to the front desk at your library to make sure your input is included.

Thanks!

## ***Background***

1. How old are you?
  - a. Under 18
  - b. 18-24
  - c. 25-34
  - d. 35-44
  - e. 45-54
  - f. 55-64
  - g. 65-74
  - h. 75+
  - i. Prefer not to answer
  
2. How do you identify your gender?
  - a. Female
  - b. Male
  - c. Transgender Female
  - d. Transgender Male
  - e. Gender Variant/Gender Nonconforming
  - f. Other:
  - g. Prefer not to answer

3. How would you describe yourself? Select all that apply

- a. Student
- b. Parent/Guardian
- c. Caregiver
- d. Educator
- e. Retiree
- f. Business owner
- g. Library enthusiast
- h. None of the above

4. How many people reside in your household, including yourself?

- a. 1 (I live alone)
- b. 2
- c. 3
- d. 4
- e. 5+

5. In which municipality do you reside?

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6. Do you have a library card?

- a. Yes
- b. No

7. If yes, which library issued your card?

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8. What do you consider to be your local library? For the rest of the survey, consider the phrase “your local library” to be the same as your answer here.

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9. What other libraries have you visited in the last year besides the local library you selected?

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10. How often do you visit your local library?

- a. Weekly
- b. A few times a month
- c. Monthly
- d. A few times a year
- e. Never

***Library Programming***

11. Do you feel well-informed about the services or programs your local library offers?

- a. Very well-informed
- b. Somewhat well-informed
- c. Somewhat uninformed
- d. Very uninformed

12. What library services have you utilized in the past year? Select all that apply.

- a. Borrowing in-person (books, DVDs, Library of Things, etc.)
- b. Borrowing online (ebooks, audiobooks, etc.)
- c. Reference desk
- d. Children's events
- e. Teen events
- f. Adult events
- g. Support services (social worker, tax services, tech support, test proctoring, etc.)
- h. In-library tools (computers, printers, recording studio, maker lab, etc.)
- i. Facility reservation or rental
- j. Homebound or mail delivery
- k. Bookmobile
- l. Other:

13. How often have you visited a library other than your local library to utilize services not offered at your local library?

- a. Weekly
- b. A few times a month
- c. Monthly
- d. A few times a year
- e. Never

14. Are there programs or services you wish your library offered that aren't currently available?

- a. Yes
- b. No
- c. Unsure

15. If yes, what programs or services would you like to see at your library?

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**Website**

16. How often do you visit your library's website?

- a. Daily
- b. Weekly
- c. A few times a month
- d. Monthly
- e. A few times a year
- f. Never

17. How do you typically access the website?

- a. Desktop or laptop computer
- b. Tablet
- c. Phone

Questions 18-23 are organized by topic.

18. Digital Programs & Services | Which of the following are reasons you visit your library's website? Select all that apply.

- a. Access to the library catalog
- b. Access to Hoopla/Overdrive/Libby
- c. Access to services your local library subscribes to (Ancestry.com, LinkedIn Learning, HeritageQuest, etc.)
- d. Book recommendations
- e. Library blog

19. In-Person Offerings | Which of the following are reasons you visit your library's website?

Select all that apply.

- a. Get a library card (or learn how to do so in person)
- b. Library hours
- c. Library contact information
- d. Information about in-person services (computers, printing, faxing, or facilities reservations)
- e. Information about specialty offerings at your library (maker lab, outdoor space, archival studio, etc.)
- f. Adjoined venue information (music hall, athletic facilities, museum, etc.)

20. Events Programming | Which of the following are reasons you visit your library's website? Select all that apply.

- a. Library events calendar
- b. Children's programs information
- c. Teen programs information
- d. Adult programs information
- e. Sign up for Library programs
- f. Clubs information

21. Reference Resources | Which of the following are reasons you visit your library's website? Select all that apply.

- a. Local civic information (election or tax information, etc.)
- b. Local history information
- c. Job search support

22. Payments & Policies | Which of the following are reasons you visit your library's website? Select all that apply.

- a. Library policies
- b. Pay fines
- c. Make a donation
- d. Make a purchase (library merchandise, online bookstore, etc.)

23. Getting Involved | Which of the following are reasons you visit your library's website?

Select all that apply.

- a. Employment opportunities at the library
- b. Volunteer opportunities
- c. Scholarship opportunities
- d. Information on the Board of Directors
- e. Community bulletin board

24. If your library were to update its website, what factors would be most important to you?  
Please rank 1-9 in order of importance.

- \_\_\_ Accessibility
- \_\_\_ Event calendar showing your library's programming
- \_\_\_ Event calendar showing programming from libraries in your region
- \_\_\_ Mobile friendly
- \_\_\_ Modern Visual Design
- \_\_\_ Multiple language options
- \_\_\_ Pay fines, program dues, or make donations online
- \_\_\_ Print-friendly pages
- \_\_\_ Simple site navigation

25. Is there anything specifically that is a source of frustration when using your local library's website?

- a. Yes
- b. No
- c. Unsure

26. If yes, what would you like to see change?

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27. Optional: If you would like to be entered in the raffle for one of six \$50 Amazon gift cards, please include your name and email below.

Name: \_\_\_\_\_

Email: \_\_\_\_\_