Westborough Public Library 2013 Community Survey

The Westborough Public Library is conducting this survey as part of our 2014-2018 Strategic Plan. Your input will help us plan future services, classes and events. Thank you for your comments and suggestions. Please note, this survey is also available online at http://tinyurl.com/wpilsurvey.

The deadline for completion is 3/24/13, and surveys can be returned to the Library (55 West Main Street), Town Hall outside the Town Clerk’s Office (34 West Main Street) or the Westborough Senior Center (Rogers Road).

1. When you visit the library, are you able to find what you’re looking for?
   - Always
   - Usually
   - Sometimes
   - Rarely
   - Never
   - I don’t visit the library

   If you aren’t able to find what you’re looking for, please give an example. If you don’t visit the library, why not?

2. Have you used our online resources? (circle all that apply)
   - Library website (westboroughlib.org)
   - Tutor.com
   - Mango Languages
   - A to Z Databases (phone/business directories)
   - Overdrive (e-books)
   - Freading (e-books)
   - Zinio (digital magazines)
   - Morningstar (investments)
   - Value Line (investments)
   - Newsbank (world news & obituaries)
   - Chilton Library (car repair)
   - Learning Express (test preparation)
   - Ancestry Library Edition (genealogy)
   - Heritage Quest (genealogy)
   - Online Legal Forms
   - Online Encyclopedias
   - Westborough News archive
   - Other online databases (provided by the state)
   - None of the above

3. What do you, or would you like to, use the library for? (circle all that apply)
   - Borrow books
   - Read newspapers or magazines
   - Borrow movies
   - Use the public meeting space
   - Borrow audiobooks
   - Meet with friends
   - Borrow video games
   - Attend an adult class/event
   - Borrow an e-reader
   - Attend a teen class/event
   - Check out a museum pass
   - Attend a children’s class/event/storytime
   - Study/research
   - Attend a book club meeting
   - Use the library’s free wi-fi
   - Use a public computer
   - Meet with a student(s) for tutoring
   - Meet with a tutor for tutoring sessions
   - Other: ________________________________________________________
4. Do you have any comments about the library building (our physical space)?

5. What one thing would you change or improve about the library?

6. Please list two or three strengths of the Westborough Public Library.

7. How do you find information about the library? (circle all that apply)
   - Library website
   - Library Facebook
   - Library Twitter (@westboroughlib)
   - Library Flickr page
   - Foursquare
   - Yelp
   - Pinterest
   - Newspaper (which one(s)?)
   - Library staff
   - Friends/neighbors
   - Signs/flyers
   - Schools
   - None of these
   - Other: ___________________________

8. As we think ahead to the future, what are one or two goals the library should be working toward?

9. Are there any other comments you would like to share concerning the library, its staff, the building, services, and/or programs?

10. Please circle your age group:  
    - High School  
    - College  
    - Adult  
    - Senior

Survey results will be posted on the library website, westboroughlib.org, in April 2013. If you would like a response to any of your answers to these questions, please provide your name and preferred contact information below.