Strategic Planning Survey for Patrons
Surveys are available at all library branches and at www.mywpl.org from (January 3 - 21, 2017).

1. Please rate the importance of the current library services that are provided:

<table>
<thead>
<tr>
<th>Library Services</th>
<th>Very Important</th>
<th>Somewhat Important</th>
<th>Neutral</th>
<th>Less Important</th>
<th>Not Important</th>
<th>Did not know it was available.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Children’s programs</td>
<td>□</td>
<td>□</td>
<td>□</td>
<td>□</td>
<td>□</td>
<td>○</td>
</tr>
<tr>
<td>Teen programs</td>
<td>□</td>
<td>□</td>
<td>□</td>
<td>□</td>
<td>□</td>
<td>○</td>
</tr>
<tr>
<td>Adult programs</td>
<td>□</td>
<td>□</td>
<td>□</td>
<td>□</td>
<td>□</td>
<td>○</td>
</tr>
<tr>
<td>Services for individuals with visual, auditory, or physical impairments</td>
<td>□</td>
<td>□</td>
<td>□</td>
<td>□</td>
<td>□</td>
<td>○</td>
</tr>
<tr>
<td>Reference/information help from librarians</td>
<td>□</td>
<td>□</td>
<td>□</td>
<td>□</td>
<td>□</td>
<td>○</td>
</tr>
<tr>
<td>Books, DVDs, CDs, etc.</td>
<td>□</td>
<td>□</td>
<td>□</td>
<td>□</td>
<td>□</td>
<td>○</td>
</tr>
<tr>
<td>eBooks, databases, and other online resources</td>
<td>□</td>
<td>□</td>
<td>□</td>
<td>□</td>
<td>□</td>
<td>○</td>
</tr>
<tr>
<td>Computers, Wi-Fi, printers, and other technology</td>
<td>□</td>
<td>□</td>
<td>□</td>
<td>□</td>
<td>□</td>
<td>○</td>
</tr>
<tr>
<td>Museum passes</td>
<td>□</td>
<td>□</td>
<td>□</td>
<td>□</td>
<td>□</td>
<td>○</td>
</tr>
<tr>
<td>Study rooms, meeting rooms, event space</td>
<td>□</td>
<td>□</td>
<td>□</td>
<td>□</td>
<td>□</td>
<td>○</td>
</tr>
<tr>
<td>Additional comments:</td>
<td></td>
<td></td>
<td></td>
<td></td>
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</tr>
</tbody>
</table>

2. Education
Which of the items listed below would be of value to you and your family in the next few years? Check all that apply.

- □ Reading and basic skills tutoring to help adults succeed in life and work
- □ Early reading programs to help young children prepare for school
- □ More curriculum-related resources and homework help for school age children
- □ STEAM (Science, Technology, Engineering, Arts, Math) programs for children and teens
- □ A wide range of adult learning materials
- □ A wide range of adult learning experiences
- □ Makerspace/creative space and materials for community members to create, learn, and share
- □ Online learning opportunities
- □ None of these are important to me
- □ Other (please specify)
3. **Internet Access & Digital Inclusion**
Which of the items listed below would be of value to you and your family in the next few years? Check all that apply.

- Free high-speed broadband and Wi-Fi Internet access, with public computing, printing, and scanning services
- Programs to teach people, including children and senior citizens, how to use digital tools such as computers, tablets, smartphones and apps
- Technology tools for loan, such as mobile hotspots, laptops and tablets that allow home use of broadband Internet services
- Laptops or tablets for people to use in the library
- Digital tools and equipment such as 3D printers, microphones, and cameras for creating audio podcasts, music, videos, art, and computer programs at the library
- None of these things are important to me
- Other (please specify)

4. **Enrichment & Entertainment**
Which of the items listed below would be of value to you and your family in the next few years? Check all that apply.

- Books, magazines, movies and music in traditional and digital formats to enrich people’s leisure time
- A wide range of arts and culture experiences for all ages, such as concerts, exhibits, movies, book discussion, author events, etc.
- Items for hands-on learning and fun in the library, or to borrow for home use, such as board games, musical instruments, specialty craft equipment, appliances, and tools
- None of these are important to me
- Other (please specify)

5. **Public Services & Community Engagement**
Which of the items listed below would be of value to you and your family in the next few years? Check all that apply.

- Meeting space for study/discussion groups; and community organizations and clubs
- ESL and citizenship materials and classes
- Forums for public discussions and civic involvement
- Information access to city and government services
- Preserving unique Worcester history resources and making them easily accessible to the public
- Redbox-style 24/7 pickup and return service for library materials at non-library locations via kiosk dispensers
6. **Economic & Workforce Development**
Which of the items listed below would be of value to you and your family in the next few years? Check all that apply.

- Provide training, technology, and resources to help people develop job-related skills
- Connect people to training and career development resources in the community
- Work space for mobile workers and entrepreneurs
- Information and training on how to start a business
- Business support services, such as access to databases, market analysis, sample business plans, and opportunities to connect with mentors and small business counselors
- None of these are important to me
- Other (please specify)

7. What do you use the library website for? Check all that apply.

- Account login (renew books, pay fines, place holds)
- View library catalog
- Download eBooks
- Access electronic databases
- Ask a librarian a question
- Learn about programs and events
- Hours/directions/general information
- Library jobs/volunteer opportunities
- Book a meeting room
- I don’t use the library website
- Other, please explain:
8. How would you like to find out about programs and services at your library? Check all that apply.

☐ Library website
☐ Flyer
☐ Email newsletter
☐ Facebook
☐ Other social media (ex. Twitter, Instagram, YouTube)
☐ Word of mouth
☐ Library staff
☐ Newspapers
☐ Online news sources
☐ Radio
☐ Bulletin board/digital display
☐ Online community calendar/resources
☐ Other, please explain:

9. Is there anything else you would like to tell us about current and/or potential library services?

______________________________________________________________________________________
______________________________________________________________________________________
______________________________________________________________________________________

10. What is your age?

☐ Under 13
☐ 13 - 18
☐ 19 - 35
☐ 36 - 49
☐ 50 - 65
☐ 66 - 75
☐ 76 and older

11. What is your language preference for reading? _________________________________

12. What is your zip code? ________________________
13. Which locations do you use most? Check all that apply.

- [ ] Main Library - 3 Salem Square
- [ ] Talking Book Library - 3 Salem Square
- [ ] Burncoat Branch - 526 Burncoat Street
- [ ] Frances Perkins Branch (Greendale) - 470 West Boylston Street
- [ ] Goddard Branch - 14 Richards Street
- [ ] Great Brook Valley Branch - 89 Tacoma Street
- [ ] Roosevelt Branch - 1006 Grafton Street
- [ ] Tatnuck Magnet Branch - 1083 Pleasant Street
- [ ] Mobile Libraries (Libby/Lilly)
- [ ] Other: _________________________