

Floyd Memorial Library 2024 Questionnaire for Patrons

The Board of Trustees of the Floyd Memorial Library (FML) would like to hear from you about the services and programs that we offer and where we should focus in the years to come.

We would appreciate you taking the time to complete the questionnaire below. It should take no more than 10 minutes to complete. Thank you for your contribution towards FML's future!

1. What best describes you?

A. Age Range

- 12-18
- 19-24
- 25-34
- 35-44
- 45-64
- 65-74
- 75+

B. Residency Status

- Resident
- Seasonal

C. Has a Floyd Memorial Library Card

- Yes
- No

2. How frequently do you visit the library?

- Daily
- Weekly
- Monthly
- Rarely
- Never
- If rarely or never, please specify why: _____

3. Which services have you enjoyed at FML over the past 12 months? (Tick all that apply)

- Adult Services (Historical Center, book discussions, etc.)
- Children or Teen Services
- Checked out a book
- Checked out an e-book
- Checked out a CD/DVD (movie, music, instructional)
- Attended an art or music event
- Participated in a recreational group (Scrabble, MahJong, Yoga, etc.)

Floyd Memorial Library 2024 Questionnaire for Patrons

- Consulted our Tech Support Services
- Consulted our Social Services Staff
- Accessed our Museum Pass Program
- Other Services offered by FML, please specify: _____

4. Are you satisfied with the customer service provided by FML Staff?

- Yes
- No

If not, what can we improve upon?

5. Are you satisfied with the FML's collection?

- Yes
- No

If not, what can we improve upon?

6. Which programs or services would you like to see more of at FML? (Tick all that apply)

- Cultural, historical or educational lectures
- Book clubs
- Technology and computer workshops
- ESL classes
- Cooking classes
- Exercise and fitness programs
- Entertainment programs and concerts
- Local tours and hikes
- Arts and craft workshops for adults
- Arts and craft workshops for youth
- Program specifically geared toward senior citizens
- Intergenerational programs
- Parenting classes
- Story time or play groups for young children
- Tween/teen programs

Floyd Memorial Library 2024 Questionnaire for Patrons

- School and college admission support
 - Babysitting training
 - Other:
-

7. Which of the following digital and technology services do you use or would be interested in using?

- Online catalog
- E-books and audiobooks
- Online databases and research tools
- Virtual programs and events
- Library mobile app
- Computer workstations
- Technology training and support
- Loanable technology (e.g. tablets, laptops, Wi-Fi hotspots, etc)
- None
- Other (please specify): _____

8. Where should FML focus its services and programs in the coming years? (Tick all that apply)

- Continue to build our library collection (including hardcopy books, e-books, audiobooks, historical information)
- Increase and develop programming in the areas of music, lectures, arts, and performances
- Improve or change the building and/or spaces within FML (increase the building size, expand the Community Room, provide more “workrooms” for community use)
- Improve and develop Community Outreach Programs to meet the growing needs of the Greenport and Oysterponds Districts, for example _____
- Provide life skills education such as Driver’s Ed, CPR, to be a source for practical learning in addition to academic
- Boost our technology and digital services in the areas of equipment and education
- Expand our library of “things”, physical items that you could check out to use at home and then return
- Other, please specify: _____

9. How do you prefer to receive information about library events and services?

Floyd Memorial Library 2024 Questionnaire for Patrons

- Library website
- Email newsletters
- Social media
- Printed flyers/posters
- Local newspapers
- Other (please specify): _____

10. Are there any local organizations or businesses you think the library should partner with for programs and services?

11. If you could wave a magic wand and transform the library to better meet your needs and emerging trends in the next 5 years, what would you ask for?

12. Overall, how satisfied are you with the Floyd Memorial Library?

- Very satisfied
- Satisfied
- Neutral
- Unsatisfied
- Very unsatisfied