

Silver City Public Library User Survey 2022



Here's your chance to help build the future of the Silver City Public Library. Through this survey, we hope to learn how the library can better serve your needs. Whether you are a current library user or not, we need your input.

The survey will require 10 to 15 minutes to complete. All respondents will remain anonymous, and all answers are confidential.

Please take a few minutes today to answer each question on the survey. Your responses will be processed confidentially and only group data will be made available.

If you have any questions regarding the survey or would like a copy of the survey results, please call the library at (575) 538-3672 and ask for the director or the assistant director or email us at ref@silvercitymail.com

Thank you for your contribution to this important survey. We're looking forward to seeing you at the library!

Demographics

To learn how we can provide better services to our community, we need to know a little about who we are serving.

What is your age?

- 11 and under
- 12-17
- 18-29
- 30-39
- 40-49
- 50-59
- 60-69
- 70+

In what area do you live?

- Arenas Valley
- Bayard
- Buckhorn
- Cliff/Gila
- Faywood/Highway 61
- Hanover/Fierro
- Hurley
- Mimbres/San Lorenzo
- Mule Creek
- Pinos Altos
- Red Rock
- Santa Clara
- Silver City
- Tyrone
- White Signal
- Catron County
- Hidalgo County
- Other, please specify _____

Are there any children between the ages of 0-18 in your household?

- Yes
- No

Do you have a library card?

- Yes
- No

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How do you use the library? Check any that apply.

- Read/borrow books or other materials
- Borrow DVDs
- Borrow internet hotspot device
- Use the library's wireless internet
- Use the public internet computers
- Printing
- Use the meeting rooms
- Use the children's room
- Use the teen room
- Attend events/activities
- Research/study
- Job seeking
- Socialize/see friends
- Online/digital services
- I do not use the library

How often do you visit the library in person?

- Weekly
- Monthly
- About twice a year
- Once a year
- Never
- Other, please specify _____

How often do you visit the library online?

- Weekly
- Monthly
- About twice a year
- Once a year
- Never
- Other, please specify _____

Physical Collection

How important is each of the following subjects to you? Check any that apply.

Adult materials

Non-fiction books

- Health/Medical
- History
- Science/Technology
- Biography
- Religion/Spirituality
- Self-Help
- Do it yourself
- Art/Crafts
- Home repair
- Biography
- Law/legal
- True Crime
- Home schooling
- Other, please specify _____

Fiction Books

- Best sellers
- Romance
- Mystery
- Sci-Fi/Fantasy
- Westerns
- Action/Adventure
- Suspense
- Graphic novels/comics
- Literary fiction
- Other, please specify _____

How important is each of the following formats to you? Check any that apply.

- DVDs
- Audiobooks
- Books

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How important is each of the following subjects and formats to you? Check any that apply.

Teen Materials

Non-fiction books

- Science
- Math
- History
- Arts and literature
- Technology
- Career
- Money management
- Body development (for example: puberty)
- Social relationships (for example: feelings, friendship, acceptance)
- Other, please specify _____

Fiction Books

- Graphic novels/comics
- Manga (Japanese style graphic novels)
- Action/Adventure
- Mystery
- Sci-Fi/Fantasy
- Best sellers/popular
- Books made into movies and TV shows
- Other, please specify _____

How important is each of the following formats to you? Check any that apply.

- DVDs
- Audiobooks
- Books

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How important is each of the following subjects and formats to you? Check any that apply.

Children's Materials

Non-fiction books

- Science
- Fairy tales
- Religion
- Career
- Technology
- Arts and literature
- Biography
- Animals
- Social relationships (for example: feelings, friendship, acceptance)
- Other, please specify _____

Fiction Books

- Books made into movies and TV shows
- Mythology (for example: Percy Jackson series)
- Sci-Fi/Fantasy
- Mystery
- Graphic novels/comics
- School life (For example: bullying, friendship, social relationships)
- Family life (For example: divorce, sibling relationships)
- Growing up
- Social acceptance
- Outdoors/conservation
- Humor

How important is each of the following formats to you? Check any that apply.

- DVDs
- Audiobooks
- Books

Customer Service

How satisfied are you with the following services?

	Not satisfied	Somewhat satisfied	Satisfied	Very satisfied
Customer service (overall)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Research assistance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Local history assistance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Job seeking assistance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Technology assistance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Technology

When using the library's technology, which of the following do you use?

- Computers with internet access
- Printing
- Wireless internet (using your own device)
- Technology assistance (provided by staff)
- Technology classes
- Borrow internet hotspot device
- Gaming
- Computers with word processing

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How satisfied are you with the following services?

	Not satisfied	Somewhat satisfied	Satisfied	Very satisfied
Computers with internet	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Printing	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Wireless internet	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Technology classes	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Gaming	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Borrowing internet hotspot devices	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Computers with word processing	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

What type of technology would you like see? Check any that apply.

- Faxing
- Scanning
- Laptops/tablets to use in the library
- Other, please specify _____

Programs

If you have attended a library activity in the past, how satisfied were you with the event?

	Not satisfied	Somewhat satisfied	Satisfied	Very satisfied
Adult activities	○	○	○	○
Children's activities	○	○	○	○
Teen activities	○	○	○	○

How do you find out about library programs/services? Check any that apply.

- Library website
- Library social media (for example: Facebook and Instagram)
- Newspaper
- Library emails
- Flyers promoting programs
- Word of mouth
- Library staff (in-person or phone)
- Radio
- Community calendars (online)
- Other, please specify _____

How interested are you in the following activities? Check any that apply.

- Digital literacy classes
- Classes on using the library's digital services
- Science, Technology, Engineering, Art and Math (STEAM) for children
- Science, Technology, Engineering, Art and Math (STEAM) for teens
- Gaming (video games)
- Board games or other types of games
- Theme/fandom events (e.g. Star Wars, Lord of the Rings, K-pop)
- Other, please specify _____

Digital Services

When using the digital/library's online resources, which of the following do you use? Check any that apply.

- Hoopla
- Ancestry.com
- Library catalog
- Library website
- Flipster
- Comics Plus
- Overdrive
- Rocket Languages
- El Portal (for example: Chilton, New Mexico Reads and Gale databases)
- Brainfuse HelpNow
- Newsbank
- Brainfuse JobNow
- New York Times

What types of digital/online resources interest you? Check any that apply.

- E-books
- Audiobooks
- Movies/TV Shows
- Music
- Graphic Novels/Comics
- Magazines
- Teen materials
- Children's materials
- Tutoring
- Health
- Legal
- Foreign language learning
- Genealogy
- Local history
- Other, please specify _____

I would use the library's digital/online resources more often if: (Check any that apply).

- I had better internet access at home
- I was more comfortable using the internet
- The online resources were easier to navigate
- I owned a computer/tablet/smart device
- I knew about the online resources
- Other, please specify _____

Other Services

How satisfied are you with the following services?

	Not satisfied	Somewhat satisfied	Satisfied	Very satisfied
Meeting rooms	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Copier	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Teen room	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Children's room	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

The current library hours are as follows:

Sunday closed
 Monday 9 am – 6 pm
 Tuesday 9 am – 6 pm
 Wednesday 9 am – 6 pm
 Thursday 9 am – 6 pm
 Friday 10 am – 5 pm
 Saturday 10 am – 3 pm

How satisfied are you with the following services?

	Not satisfied	Somewhat satisfied	Satisfied	Very satisfied
Hours	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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If not satisfied with the current hours, what changes would you like to see?

Is there anything not covered in the survey above that you would like to comment on?

What do you value most about the library?
