

**Consort Municipal Library
Plan of Service Needs Assessment**

1. Do you currently have a Consort Municipal Library membership?
 - a. Yes, I currently am a member of the Consort Municipal Library.
 - b. No, I do not have a membership, nor have I had one in the past.
 - c. No, I am not currently a member of the Consort Municipal Library. I previously had a membership in the past but let it expire.
 - d. No, I do not currently have a membership, but a family member does.

2. How often have you used library services (book loans, item loans, printing services, information and reference services, library programs like Sunday Fun-days or the summer reading program, the free Wi-Fi, etc.) in the past year?
 - a. I use library services regularly.
 - b. I use the services offered by the library seasonally rather than regularly. (Summer Reading Program, only in winter, etc.)
 - c. I rarely use the library services offered by the Consort Municipal Library.
 - d. I have never used the library services.

3. What age demographic do you fit in?
 - a. Preschool age 0-5
 - b. Elementary School age 6-12
 - c. Secondary School age 13-18
 - d. Adult age 18-29
 - e. Adult age 30-45
 - f. Adult age 45-64
 - g. Senior age 65+

4. What gender do you identify as?
 - a. Female
 - b. Male
 - c. Other
 - d. Do not wish to disclose

5. Are there any reasons preventing you from using the library services offered at the Consort Municipal Library? (For example, the hours of operation do not work with your schedule, accessibility issues, lack of diversity of items, lack of diversity of services provided, issues with staff, etc.)
 - a. No
 - b. Yes. Please state the reasons here: _____

6. Are there any services you would like to see provided at the library that are not being offered at this time?
- No, I am happy with the services currently provided.
 - Yes, I would like to see: _____
- _____
- _____
7. Do you believe the library adds to our community?
- Absolutely adds
 - Somewhat adds
 - Neutral
 - Does not add
8. What do you think is the most important service provided by the library? (Choose all that apply)
- Borrowing and loaning of items such as books, DVDs, and audiobooks
 - Access to subscription services for digital eResources and apps like Overdrive/Libby, Hoopla, CreativeBug, LinkedIn Learning, etc.
 - Free Wi-Fi and access to 2 laptops in the library
 - Reference and research services for those who need help finding information on a specific topic
 - Programming such as the Sunday Fun-days, the Summer Reading Program, etc.
 - The physical space that is a safe space you can spend time in, work in, etc.
9. Which services/programs/events would you be most interested in seeing the library offer? (Choose all that apply)
- Artists, Authors, and Speaker events
 - Skill-building sessions (for example, improving digital literacy, coding for beginners, etc.)
 - Expert advice events (i.e., how to fill out your taxes by yourself, mindfulness, and meditation, spotting fake news, etc.)
 - More craft and activity days/opportunities
 - Demographic specific programming (i.e., story time with ages 0-5, using a smartphone for seniors, etc.)
 - Improved collection (i.e., new/different books, more DVDs, less fiction, more fantasy fiction, etc.)
 - Other: _____
10. Do you believe the library should do better at promoting literacy?
- Yes
 - No

11. Do you believe the library could do better at promoting our other services?
- a. Yes
 - b. No
12. Do you feel comfortable coming into the library, which is in the school?
- a. Yes
 - b. No. (If you would like to share why, you may do so here)
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13. The library is open Mondays and Wednesdays, 1-6pm, and Tuesdays and Thursdays 3-8pm, except for statutory holidays. Are you aware of the library hours of operation?
- a. Yes
 - b. No
14. If you answered no, is it because the library hours are not easily accessible for you to find?
- a. Yes
 - b. No
15. How could we do a better job advertising our hours?
- a. Sign on main street when open
 - b. Bookmarks
 - c. Magnets
 - d. eNewsletter
 - e. Other: _____
16. Consort Municipal Library is a part of the Marigold Library System which allows greater access to even more items. Do you believe this adds value to our library?
- a. Yes
 - b. No
17. As a member of the Marigold Library System, we are part of the TRAC system, an interlibrary loaning system which allows for items to be loaned by public libraries across Alberta. Were you aware that you can borrow interlibrary loans?
- a. Yes
 - b. No
18. If you answered no, now that you are aware of this aspect are you more likely to use this feature?
- a. Yes
 - b. No
 - c. Will not affect my usage of the library

19. A library membership also gives you access to several eResources such as Overdrive/Libby, Hoopla, CreativeBug, Consumer Reports etc. Are you aware of the eResources you can access with your library membership?

- a. Yes
- b. No

20. If you answered no, how can we do better at advertising these?

- a. Info sessions
- b. Make flyers/booklets more accessible
- c. eNewsletter

21. If we offered sessions to familiarize you with the various eResources at the library, how likely would you be to attend?

- a. Not likely
- b. Neutral
- c. Very likely

22. Do you have any other suggestions for our library that you would like to share with us at this time? _____

If you would like to be entered into the draw for a chance to win a \$50 google play gift card, please fill out the following information. All your personal information will be kept private and confidential, and it will not be used outside of this survey contest. You will only be contacted by the information you have provided below if you are the winner. Your information will be shredded upon completion of contest.

Name (First and Last): _____

Contact (email or phone): _____

Thank you for your participation.

Please email your survey back to aconmlibrary@marigold.ab.ca by May 31, 2023