



Library User Survey

What starts with an L and ends with a Y, sits on First Street in Kalama, and is filled with brand new technology, up-to-date information, meeting spaces large and small, great programs for kids and adults, and can take care of you and your family from cover to cover? Your Kalama Library! Your Library Board wants to be good stewards as we allocate and spend public resources and we're asking for a bit of your time in filling out and

sending in this survey. Tell us what you'd like to see happen at your Kalama Public Library. You can make a difference.

Please complete and return to the Kalama Public Library at 312 N. First Street or to City Hall at 195 N. First Street in Kalama. Please return by September 30, 2019. We greatly appreciate your input. Please circle answers or check the appropriate boxes.

- 1. Where do you live? Inside Kalama City Limits Outside Kalama City Limits Outside of 98625 Area
- 2. How often do you visit the Library? Daily Weekly Monthly Quarterly Annually Never
- 3. How many household members use the Library? 1 2 3 4 5 More than 5

4. Do you use electronic access for ebooks or audiobooks?
(These services are available with a city library card)

Yes	No

5. The purpose of your visits – Please check all that apply

- Check out books or DVD's
- Use public computers or Wi-Fi
- Use Printer or copier
- Attend programs or meetings
- Social interaction
- Children's events
- Volunteer

6. Is the Library – Please check all that apply

- A welcoming place
- Comfortable
- Are there enough computers
- Do the operating hours suit your schedule

6. Collection -what are your primary interests – Please check all that apply

- Adult fiction
- Young Adult/Junior fiction
- Non-fiction
- Children's books
- DVD's

7. Does the current collection meet your needs?

Yes	No

If No – What is the collection missing? Literature Non-fiction Romance

Westerns Young Adult Mystery Suspense Fantasy

Other: _____

8. Do you use the Library website or Facebook to access information on programs or the collection?

Website

Facebook

10. Are there programs you would like to see the Library provide?

Senior programs

Genealogy

Education

Children's Programs

Computer

Travel

Social

Other: _____

11. What do you like best about the Kalama Public Library?

12. If there were funds for expanding Library service in the future, what are the top three areas we should pursue? Please circle the top three (3).

Longer Hours

More Books

More DVD's

Computer Access

Ebook/Audio Books

Senior Programs

WiFi Speeds

Children's Programs

Community Education

Social Groups

Other: _____

13. What can we do to improve?

14. Please rate the Library's customer service based on a scale of 1 to 5, with 5 being "strongly agree" and 1 being "strongly disagree".

Staff is attentive to your needs

5	4	3	2	1
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Staff is knowledgeable

5	4	3	2	1
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Staff provides timely service

5	4	3	2	1
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Staff listens and is open to suggestions

5	4	3	2	1
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15. Any other comments
