



Tell us your experience with Maxwell Memorial Library!

1. On average, how often do you visit Maxwell Library in a typical month?

- Less than one visit per month
- 1-2 visits per month
- 3-4 visits per month
- 5 or more visits per month

2. What is your gender and age group?

- |  |  |
|--|--|
| <input type="radio"/> Female 12 or under | <input type="radio"/> Male 12 or under |
| <input type="radio"/> Female 13-18       | <input type="radio"/> Male 13-18       |
| <input type="radio"/> Female 19-29       | <input type="radio"/> Male 19-29       |
| <input type="radio"/> Female 30-44       | <input type="radio"/> Male 30-44       |
| <input type="radio"/> Female 45-64       | <input type="radio"/> Male 45-64       |
| <input type="radio"/> Female 65 or older | <input type="radio"/> Male 65 or older |

3. In general, what is the main reason you visit Maxwell Library? (check as many as apply)

- Books/Audiobooks (browse, checkout, pickup holds, etc.)
- DVDs (browse, checkout, pickup holds, etc.)
- Computers/WiFi (use library computers and/or wifi)
- Programs (attend adult, teen, or children's programs)
- Space (use of tables/chairs and workspaces)
- Other (please specify)

4. In general, how satisfied or dissatisfied are you with the service(s) you selected in the previous question?

- Very Satisfied
- Somewhat Satisfied
- Neither Satisfied nor Dissatisfied
- Somewhat Dissatisfied
- Very Dissatisfied

5. Overall, how would you rate the quality of your customer service experiences at Maxwell Library?

- Very Satisfied
- Somewhat Satisfied
- Neither Satisfied nor Dissatisfied
- Somewhat Dissatisfied
- Very Dissatisfied

6. Overall, how satisfied or dissatisfied are you with Maxwell Library?

- Very Satisfied
- Somewhat Satisfied
- Neither Satisfied nor Dissatisfied
- Somewhat Dissatisfied
- Very Dissatisfied

7. What one word would you use to describe Maxwell Library?

8. In general, when are the most convenient times for you to visit the library? (select all that apply)

Weekday mornings (10am-noon)

Weekday afternoons (noon-5pm)

Weekday evenings (5pm-8pm)

Saturday morning (10am-noon)

Saturday afternoon (noon-3pm)

Other (including hours library not currently open)

9. In your opinion, what one change would you make to improve Maxwell Library?

10. Do you have any additional comments in regard to Maxwell Library?

11. Maxwell Memorial Library is also holding a community focus group to gather opinions from community members Thursday, May 4, from 3:30 to 5 p.m. at the library. Are you interested in participating in a focus group?

No

Yes

If Yes, Email Address