



Maxwell Memorial Library – 2023 Community Survey

We want to hear your thoughts! Whether or not you currently use the Library, the more we know about you and your interests, the better we can plan community programs and services. Please provide your feedback on the Library, its programs and services, and community needs to help the Board of Trustees in their strategic planning process. We want to know what you think about Maxwell Memorial Library today, and what you'd like to see it become in the future.

Please return completed surveys by June 16, 2023 to Maxwell Memorial Library's front desk or book drop, or mail to:

Maxwell Memorial Library
 ATTN: Survey
 14 Genesee Street
 Camillus, NY 13031

1. In your opinion, how important is Maxwell Memorial Library to...?

	Very Important	Somewhat Important	Not Very Important	Not Important At All
You and your family	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The community	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

2. Which services provided by the library are in your opinion the most important in serving the needs of the community as a whole?

Please rank in order of importance, with 1 being most important, 5 being least important.

- _____ Offering a community gathering place
- _____ Promoting an early love of reading
- _____ Providing access to recreational and informational materials (print and digital books, movies, magazines, and databases)
- _____ Hosting events and programs
- _____ Providing access to technology for people who might not otherwise have access

3. How much do you think Maxwell Memorial Library contributes to the following?

	A lot	Some	Not too much
Developing an early love of reading	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Promoting a sense of community	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Creating educational opportunities for people of all ages	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Providing a trusted, reliable place for people to learn about new technologies	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Serving as a gathering place for addressing issues in the Village and Town	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Providing a comfortable, welcoming place for people to spend time	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Helping people find jobs or pursue job training	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Helping people find information	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Providing support with technology	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

4. How much do you think Maxwell Memorial Library contributes to how you handle the following things in your own life?

	A lot	Some	Not too much
Find information that is trustworthy and reliable	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Cope with a busy world	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Grow as a person	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Learn new things	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Get information that helps you with decisions you have to make	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

5. How have you used Maxwell Memorial Library in the past 12 months? Check all that apply.

- Visited the library in person
- Downloaded digital materials (books, movies, music)
- Used the library's website for research or to access databases
- Attended a program
- Used curbside pickup
- I haven't used the library

6. In the last 12 months, how many times did you go inside Maxwell Memorial Library?

- At least once a week
- Less often
- I only use other libraries... _____
- Several times a month
- I only use the website
- At least once a month
- I only download digital materials

7. Which of the changes below would encourage you to visit the library more often? Check all that apply.

- More convenient library operating hours
- Programs that are relevant to my life
- Availability of public transportation
- Other (please specify): _____
- Better availability of library materials
- Feeling more welcome
- No changes

8. What do you typically do when you visit Maxwell Memorial Library? Check all that apply.

- Attend a class, program, or lecture
- Get individualized technical support
- Check out books or other materials
- Get help from a staff member
- Just sit and read, study, watch or listen to media
- Copy, print, fax or scan
- Other (please specify): _____
- Use the library's computers or WiFi
- Spend time with my children
- Use a meeting room
- Visit the Children's Room
- Visit with friends
- Work remotely

9. How important are the following to you in your personal use of the library?

	Very Important	Somewhat Important	Not Important At All	N/A
Research assistance from the library staff	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Borrowing books, DVDs, etc.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Friendly, knowledgeable staff	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Programs and classes for all ages	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Library technology & equipment (computers, printers, scanner, copier)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Access to free WiFi	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Availability of newspapers and magazines	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Borrowing ebooks & audiobooks (Libby and Hoopla)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
One-on-one technology support	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Study room availability	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Meeting room availability	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Spaces that allow for quiet and active users	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Building exterior that is clean and appealing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

10. Rate the following library services. Please select the most appropriate answer option.

Check one box only per row.

	Excellent	Good	Fair	Poor	Not Sure
Customer service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Collection of books, DVDs and other materials	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Books and programs for children (storytime)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Computer and Internet Access	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Lending of books and other reference materials	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Printing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Hours of operation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Library staff	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Collection of ebooks and audiobooks through Libby and/or Hoopla	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

11. How do you learn of Maxwell Memorial Library news and events? Check all that apply.

- | | |
|---|--|
| <input type="checkbox"/> Social media (Facebook, Instagram, etc.) | <input type="checkbox"/> Library website |
| <input type="checkbox"/> Library e-newsletter | <input type="checkbox"/> Newspaper |
| <input type="checkbox"/> Library print newsletter | <input type="checkbox"/> Posters or flyers in the library |
| <input type="checkbox"/> Library staff | <input type="checkbox"/> Word of mouth from friends or neighbors |
| <input type="checkbox"/> I don't hear any library news | |
| <input type="checkbox"/> Other: _____ | |

12. What do you enjoy most about living in the Camillus community?

13. How do you think this community is changing?

14. What role do you think the Library should play in the Camillus community?

15. Other than the library, where in your community do you experience the greatest level of community interaction? *Check all that apply.*

- School events (e.g. sports, drama, concerts, parent/student organizations)
- Town-sponsored recreational activities (e.g. soccer, dance)
- Local eating establishments (e.g. trivia night, watching sports on a big screen)
- Faith-based events (e.g. weekly services, fundraisers, gatherings)
- Club-sponsored activities (e.g. Garden Club, Kiwanis, Book Clubs, Girl Scouts, Boy Scouts)
- Other (please specify): _____

16. How might the library partner with a community group or organization to develop new programs and services?

17. What group or groups would you suggest as a potential partner?

18. What other programs or services would you like to see offered at Maxwell Memorial Library?

19. What words best describe Maxwell Memorial Library? Please feel free to share any experiences you have had while using Maxwell Memorial Library, positive or negative.

20. If you could change something about Maxwell Memorial Library, what would it be? Why?

21. If you were given unlimited money to spend on Maxwell Memorial Library, what would it be used for?

DEMOGRAPHICS

All responses are kept confidential and help us plan programs and services.

22. What town do you live in? _____

23. What is your age? 13-19 20-29 30-44 45-59 60-74 75+

24. Are you raising a child or children as part of your household? *Check all that apply.*

- No, I am not raising any children Yes, I am raising a child/ren under the age of 6
 Yes, I am raising a child/ren, age 6-18 Yes, I have a child/ren at home over the age of 18

25. Are you currently...? *Check all that apply.*

- Employed full-time Employed part-time Self-employed/entrepreneur
 Stay-at-home parent Between jobs Student (full or part-time)
 Planning to retire in 5-10 years Retired Caring for aging parents
 Caring for an adult partner, sibling, or child A new resident to Camillus (fewer than 3 years) Planning to move away from Camillus in the next 5 years
 Other (please specify): _____

26. What is the primary language spoken at home? _____

27. What is your race or ethnicity? *Check all that apply.*

- Asian/Asian American
 Black/Caribbean/African American
 Hispanic/Latino
 Middle Eastern
 Native American/American Indian/Alaska Native
 Pacific Islander
 White
 Multi-racial or multi-ethnic
 Other (please specify): _____
 Prefer not to answer

28. Do you have any additional comments or suggestions you would like to add?

Thank you for taking the time to complete the survey. We value your input!