



Help us learn more about the people we serve

We are committed to providing you with the best customer experience possible, and welcome your input to learn more about you and how you use the public library. Please complete and submit the survey below. Thank you for your participation!

What is your age? (select one option)

- 18-24, 25-34, 35-44, 45-54, 55-64, 65 or older

What is the primary language spoken in your household? (select one)

- English, French, Punjabi (Panjabi), Other

Do you have children? (select all that apply)

- I have children aged 0-5 years, I have children aged 6-12 years, I have children aged 13-18 years, I have children of adult age

What best describes your current employment status? (select one)

- Work full-time, Work part-time, Retired, Student, Homemaker, Unemployed, Maternity/parental leave

What is your yearly household income? (select one)

- Less than \$30,000, \$30,000 to just under \$50,000, \$50,000 to just under \$70,000, \$70,000 to just under \$100,000, \$100,000 to just under \$150,000, \$150,000 or more

What is your highest level of education? (select one)

- High school or less, Some college/university, College or university graduate, Other

For how many years have you lived in Canada? (select one)

- Five years or less, More than five years

How often do you visit the public library? (select one option)

- More than once a month, Four times a year, Twice a year, Less than once a year

How do you usually access the Library? (select one)

- Visit the Bob Harkins Branch (downtown), Visit the Nechako Branch (Hart highway), Visit the library website

When do you usually visit the library? (select all that apply)

- Weekdays: Morning, Afternoon, Evening; Weekends: Morning, Afternoon

What are the main reasons that you visit/use your library branch? (select all that apply)

- It is closest to where I live, It is closest to where I work, It is conveniently located, It has helpful staff, It has a good selection of materials, It has quiet reading/study space, It has convenient hours, It is easy to access a computer or the internet, It offers high quality programs and events, Other

When visiting the public library, how do you use it? (select all that apply)

- Borrow library materials, Access online resources, Attend programs or events, Quiet study/tutoring, Socialize/talk to other people, Attend meetings, Read, Use lab computers/internet, Use wireless devices/internet, Volunteer or donate time/materials, Other



How satisfied are you with each of the following aspects of the Prince George Public Library and its services? (select one option for each)

Staff knowledge & helpfulness

- Very satisfied
- Somewhat satisfied
- Dissatisfied
- Very Dissatisfied
- Don't Know/No opinion

Quantity and variety of material to borrow

- Very satisfied
- Somewhat satisfied
- Dissatisfied
- Very Dissatisfied
- Don't Know/No opinion

Attractiveness and cleanliness of library facilities

- Very satisfied
- Somewhat satisfied
- Dissatisfied
- Very Dissatisfied
- Don't Know/No opinion

Accessibility of library facilities

- Very satisfied
- Somewhat satisfied
- Dissatisfied
- Very Dissatisfied
- Don't Know/No opinion

Hours of operation of your library branch

- Very satisfied
- Somewhat satisfied
- Dissatisfied
- Very Dissatisfied
- Don't Know/No opinion

The variety of programs offered to the public

- Very satisfied
- Somewhat satisfied
- Dissatisfied
- Very Dissatisfied
- Don't Know/No opinion

On **weekdays (Monday to Friday)**, these hours of operation would be most convenient for me: (select all that apply)

- 8 AM – 10 AM
- 10 AM – 12 PM
- 12 PM – 5 PM
- 5 PM – 9 PM

On **weekends (Saturdays and Sundays)**, these hours of operation would be most convenient for me: (select all that apply)

- 8 AM – 10 AM
- 10 AM – 12 PM
- 12 PM – 5 PM
- 5 PM – 9 PM

If the library were open on Sundays throughout the year, I would visit: (select one)

- All the time
- Sometimes
- Very rarely
- Not at all

On which days should the library be open past 5:30 PM? (select all that apply)

- | | |
|------------------------------------|--|
| <input type="checkbox"/> Monday | <input type="checkbox"/> Tuesday |
| <input type="checkbox"/> Wednesday | <input type="checkbox"/> Thursday |
| <input type="checkbox"/> Friday | <input type="checkbox"/> Saturday |
| <input type="checkbox"/> Sunday | <input type="checkbox"/> None of the above |

The library should expand its current services by adding (select all that apply)

- Books/resources in community centres or schools
- Unstaffed book pick-up and return kiosks
- Mobile services (bookmobile)
- A branch in a new location in the city/region
- The library does not need to expand its services
- Other _____

If the Library opened a new branch, where in town should it be? _____

Please share any other comments you have:
