Welcome to Memphis Public Library & Information Center. In the interest of providing our customers with the best library experience possible, we would appreciate you taking a few minutes to complete this brief, confidential survey. It’s your library. Help us make it the best it can be. Thank you for your help.

I. TELL US ABOUT YOU

<table>
<thead>
<tr>
<th>Age</th>
<th>Gender</th>
</tr>
</thead>
<tbody>
<tr>
<td>0-12</td>
<td>M</td>
</tr>
<tr>
<td>13-17</td>
<td></td>
</tr>
<tr>
<td>18-24</td>
<td>F</td>
</tr>
<tr>
<td>25-39</td>
<td></td>
</tr>
<tr>
<td>40-64</td>
<td></td>
</tr>
<tr>
<td>Over 65</td>
<td></td>
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</tbody>
</table>

Do you own a library card? Yes
No

What is your ZIP code?

What is your cultural heritage?

| Asian          | Caucasian |
|                |          |
| Hispanic       | Native-American |
| African-American | Other |

Educational Level:

| Elementary School | Some High School |
|                  | Some College |
| College Graduate | Graduate Degree |

What is the primary language spoken in your home?

Which library location do you visit most?

What time(s) do you most often visit the Library?

<table>
<thead>
<tr>
<th>9 am – 1 pm</th>
<th>1 pm – 5 pm</th>
<th>5 pm – 9 pm</th>
</tr>
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</table>

How often do you visit the Library?

<table>
<thead>
<tr>
<th>2-3 times or more in a month</th>
<th>3-5 times a year</th>
<th>1-2 times a year</th>
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</table>

II. YOUR LIBRARY NEEDS

What are the most important reasons you visit the library? (check any that apply)

- To access job and career information
- To access special services sponsored by other organizations (tax assistance, DTV transition information, etc.)
- To attend a computer class
- To attend a library program
- To check out library materials
- To receive homework assistance
- To conduct research
- To use a library computer
- To use a meeting space

III. LIBRARY MATERIALS

What types of Library materials do you look for most frequently? (check any that apply)

- 7-Day Popular fiction
- Adult fiction
- Adult non-fiction
- Audio books (tape/CD/downloadable)
- Children’s fiction
- Children’s non-fiction
- English as a second language materials
- Entertainment materials (Music CD’s, Movies on VHS/DVD, etc.)
- Young adult fiction
### IV. FACILITIES

How can we improve your library experience? (check any that apply):

- Install more interior signage
- Install more interior lighting
- Install more displays for materials
- Designate more quiet areas for studying and reading
- Develop more parking
- Install more exterior lighting
- Improve security

### V. PROGRAMS

#### Which of the following types of ADULT programs would you attend, if offered? (check any that apply)

- Business/Finance
- Childcare workshops
- Computer instruction
- Crafts/hobbies (scrap booking, photography, etc.)
- English as a Second Language (ESL) classes
- Fine Arts (music, foreign films, etc.)
- Gardening
- Genealogy
- Health/Wellness
- Job and Career
- Legal
- Multicultural

#### Which of the following types of TEEN programs would you attend, if offered? (check any that apply)

- Arts and Crafts
- Business/Finance
- College Prep
- Computers/Technology
- Gaming
- Health/Wellness
- Movies
- Multicultural
- Music

#### Which of the following types of CHILDREN’S programs would you attend, if offered? (check any that apply)

- Arts and Crafts
- Bilingual story time
- Children’s story time
- Computers/Technology
- Health/Wellness
- Holiday programs
- Movies
- Music
- Toddler story time
VI.  STAFF
What services do you most appreciate from Library staff? (check any that apply):
- They provide accurate answers to questions
- They are helpful and friendly
- They help me use the computers
- They are always available and approachable
- They are knowledgeable about the Library’s collection and materials
- They know how to locate materials
- They refer me to outside agencies and services, where appropriate
- They provide alternatives when requested materials are not available

VI.  SERVICES AND FEATURES
Which of the following services, features and materials have you used? (check any that apply)
- LINC/2-1-1
- JobLINC: Mobile job and career information service
- 24 hour access to databases
- Large print books
- Audio books (cassette or DVD)
- Public computer classes
- E-Audio books
- Telephone and online renewals
- Entertainment DVD’s
- Telephone reference
- Genealogy resources
- Wireless internet access
- Government documents online
- WYPL radio
- Holds on materials
- WYPL TV

VII. COMPUTERS/DIGITAL SERVICES
Which of the following computer/digital services would you use, if offered (check any that apply):
- Podcasts, downloadable or streaming content from the Library Website (music, WYPL TV/Radio programming)
- Reserving public meeting rooms online
- Registering for library programs online
- Receiving personalized electronic newsletters about library programs and events
- Receiving personalized electronic updates about new books and other materials
- Online book discussion groups
- Digitized pictures, maps, and manuscripts from the Memphis historical collections
- More local genealogical sources online (death certificates, cemetery records etc.)
- Electronic Books
- Increased database access (including magazines and newspapers)
- Scanners for public use
- Downloadable audio books
- USB memory sticks (flash drives) for sale
- Automated public computer sign-up

VIII. OTHER INFORMATION
What do you think is the most important aspect of Library Service? (select one)
- Access to books, CD, DVDs and other materials
- Access to clean, safe facilities
- Special programming for people of all ages
- Courteous, knowledgeable staff
- Access to computers, the internet and other digital services
Would you be interested in volunteering at the library?  
Yes  No

Would you consider making a donation to the Foundation for the Library to help fund new collections, programs or services?  
Yes  No

Please share with us anything that you feel would improve your library experience.

Thank you for taking time to complete this survey. You may return completed surveys to any Library location or mail to:

Memphis Public Library & Information Center
Marketing/Communications Department
3030 Poplar Ave.
Memphis TN, 38111

Or complete the survey online at

www.memphislibrary.org/survey/start