COMMUNITY SURVEY
CORNWALL PUBLIC LIBRARY

Have your say!

The Cornwall Public Library is updating its strategic plan and seeks your input to identify its priorities for its services and programs over the next five years.

Through public input and research, the strategic plan will provide a blueprint that will help the library embrace changes in our community and emerging trends in libraries across the country.

Your opinion matters! We want to know how you use the library and what matters to you. What you tell us will help us improve our services and programs for today's library users and for future ones.

There are three ways to complete the Community Survey:

- Online through SURVEY MONKEY
- Download the PDF and submit by email to generalmail@library.cornwall.on.ca.
- In-person at the library, once we have re-opened to the public.

CORNWALL PUBLIC LIBRARY
45 Second St. East
P.O Box 939
Cornwall, Ontario Canada
K6H 5V1
(613)932-4796
SERVICES

1. Do you have a Cornwall Public Library card?  Yes ☐  No ☐

2. On average, how often do you visit the Cornwall Public Library?
   Daily ☐  Weekly ☐  Monthly ☐  Less than once a month ☐  Never ☐

3. How do you get to the library? Check all that applies.
   Walk ☐  Bicycle ☐  Automobile ☐  City bus ☐  Handi-Transit ☐  Other ☐

4. How would you rate each of the following library services?

<table>
<thead>
<tr>
<th>Service</th>
<th>Excellent</th>
<th>Good</th>
<th>Fair</th>
<th>Poor</th>
<th>Don’t know/Not applicable</th>
</tr>
</thead>
<tbody>
<tr>
<td>Customer service</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>Collection (books, DVDs, music, newspapers, etc.)</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
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<tr>
<td>Youth &amp; adult programming</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
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<tr>
<td>Online services (website, catalog, research databases, etc.)</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>ILL (Inter-library loan)</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>Computers and printers</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>Internet access</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>Facilities /Hours of operation</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
</tbody>
</table>
5. How important is each of the following library services to you?

<table>
<thead>
<tr>
<th>Service</th>
<th>Very Important</th>
<th>Somewhat Important</th>
<th>Important</th>
<th>Not Important</th>
<th>Don't know/Not applicable</th>
</tr>
</thead>
<tbody>
<tr>
<td>Borrowing materials</td>
<td></td>
<td></td>
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<tr>
<td>Reference (research assistance from librarians)</td>
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<tr>
<td>Community meeting rooms</td>
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<td></td>
<td></td>
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<tr>
<td>Study rooms/reading areas</td>
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<td></td>
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<tr>
<td>Newspapers and magazines</td>
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<tr>
<td>Visiting Library Service</td>
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<td></td>
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<tr>
<td>Internet access</td>
<td></td>
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<tr>
<td>ILL (Inter-library loan)</td>
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<td></td>
<td></td>
</tr>
<tr>
<td>Access to Computers and printers Photocopier</td>
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</tr>
</tbody>
</table>

IMPROVEMENTS / EXPANSION OF RESOURCES

6. Which of the following services would you like to see expanded / increased?
   A. [ ] Quiet reading space
   B. [ ] Computer/Internet stations
   C. [ ] Community meeting space
   D. [ ] Book selection
   E. [ ] Children & Teen activities
   F. [ ] Audio-Visual / video game selection
   G. [ ] Programs for Adults
   H. [ ] Loaning non-traditional items
   I. [ ] Online resources
   J. [ ] Other/Comments
7. Mark all area in which you would like to see the collection improved.

A. □ Non-fiction
B. □ Fiction
C. □ Large Print
D. □ Audio/Video
E. □ Magazines/Newspapers
F. □ Children’s materials
G. □ Teen materials
H. □ Audiobooks
I. □ Accessible formats please specify
J. □ Non-traditional items (library of things)
K. □ Other, please specify

What subjects or types of items interest you?
______________________________________________________________________

ONLINE RESOURCES
8. How satisfied are you with the library’s online resources?

<table>
<thead>
<tr>
<th></th>
<th>Excellent</th>
<th>Good</th>
<th>Fair</th>
<th>Poor</th>
<th>Don’t know/Not applicable</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Movies</strong> (Hoopla, Kanopy, Kanopy Kids)</td>
<td>□</td>
<td>□</td>
<td>□</td>
<td>□</td>
<td>□</td>
</tr>
<tr>
<td><strong>Music</strong> (Freegal, Hoopla)</td>
<td>□</td>
<td>□</td>
<td>□</td>
<td>□</td>
<td>□</td>
</tr>
<tr>
<td><strong>study resources / home school resources</strong> (STEM Village, World Book Web)</td>
<td>□</td>
<td>□</td>
<td>□</td>
<td>□</td>
<td>□</td>
</tr>
<tr>
<td><strong>Audiobooks</strong> (Libby, Hoopla)</td>
<td>□</td>
<td>□</td>
<td>□</td>
<td>□</td>
<td>□</td>
</tr>
<tr>
<td><strong>Magazines</strong> (Flipster, Hoopla)</td>
<td>□</td>
<td>□</td>
<td>□</td>
<td>□</td>
<td>□</td>
</tr>
<tr>
<td><strong>eBooks</strong> (Libby, Hoopla, Cantook Station)</td>
<td>□</td>
<td>□</td>
<td>□</td>
<td>□</td>
<td>□</td>
</tr>
</tbody>
</table>
9. How often do you visit Cornwall Public library’s website?
   - Daily  
   - Weekly  
   - Monthly  
   - Occasionally  
   - Never   

10. Do you have a suggestion for new online resources?

__________________________________________________________________________

COMMUNICATION & OUTREACH

11. How do you typically find out about library programs & services? Check all that apply.
   - Library website
   - Social media (Facebook, Twitter, Instagram, other)
   - Newspaper (which one?) ________________________________
   - Radio (which station?) _________________________________
   - Posters or flyers in the library
   - Library staff
   - Word of mouth
   - Don’t know

12. Would your organization (school, daycare, long term care, etc.) benefit from a presentation on the library's programs and services?
   - Yes  
   - No   

Comments:____________________________________________________________________

13. How can our Cornwall Public Library serve our community better?

__________________________________________________________________________