

## Smith Library 2021 Survey Results Overview

1. 339 Responses
  - a. Had a library card (333)
  - b. Did not have a library card (6)
2. How often did you visit the library in the last 12 months?
  - a. Monthly (150)
  - b. Weekly (112)
3. Most important resource at the library?
  - a. Materials (314)
4. What book format do you prefer?
  - a. Physical Books (278)
5. What do you usually do at the library?
  - a. Check out books and other materials (257)
6. What types of events would increase your library use?
  - a. Author Events (95)
  - b. Cultural Events (75)
  - c. How To Classes (72)
7. How do you stay informed and where do you get info
  - a. Social Media (140)/Facebook (227)
8. What would you like to see offered?
  - a. Programs (Kids, Adults) (51)
  - b. Classes (GED, How To) (32)
9. What would encourage you to use the library more?
  - a. Wider Diverse Material Selection (46)
  - b. Programs/Classes (32)
10. What is your opinion of current hours?
  - a. They are fine the way they are (129)
  - b. Wish they were open later on Friday & Saturday (92)

11. 1-5 (5 being very satisfied) how do you feel about:

- a. Customer Service: 5 (232)
- b. Collection: 4 (160)
- c. Technology: 4 (132) 5 (125)

12. Visit Other libraries?

- a. Sachse (55)
- b. Plano (46)

13. How did you hear about the survey?

- a. Facebook (148)

14. Are you interested in an e-Newsletter?

- a. Yes (210)