

Montague Public Libraries
Carnegie/Turners Falls, Montague Center and Millers Falls
Service Plan Survey Summer 2011

Delivery Instructions: Drop off at any Montague Public Library Branch, mail to 201 Avenue A, Turners Falls, MA 01376, or leave with the volunteer or place of business offering survey

1. How often do you visit public libraries? (Choose one)

- A few times or more a week
 - Once every week or two
 - Once a month
 - 4-6 times a year
 - Once a year
 - Never: **If never, please explain why you don't use public libraries:**
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2. If you use one or more public libraries, which facility do you use most often?

- Carnegie/Turners Falls Montague Center Millers Falls

OR

Other town public library (name) _____

3. If you do visit the Montague Public Libraries, for what purpose(s) do you use the library/libraries? (Please mark all that apply)

- Fiction books, movies, music, or magazines.
 - Nonfiction books, magazines or newspapers.
 - Children's books, movies or magazines.
 - Children's programs (Example: music and movement, birds of prey, summer reading).
 - Electronic access (Internet, on-line databases, word processing, e-mail).
 - Browsing and reading while at the library.
 - Studying.
 - Copy machine.
 - Other _____
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4. Do you find the staff to be:

- Helpful yes no
Knowledgeable yes no
Courteous yes no

5. What do you find most valuable at the Montague Public Libraries?

6. What would you like to see changed/improved at the Montague Public Libraries?

Please address the following areas:

A. Materials (for example, books, dvds, magazines)

B. Programs (for example, story hour, music and movement)

C. Facilities (for example, seating, shelving, lighting, bathrooms, accessibility, parking)

D. Website (for example, information, ease of use)

7. What is your age group?

- Under 13
- 13 to 17
- 18 to 64
- 65 and up

8. Are you: female male

Thank you for helping us to improve our public libraries!