



*your community
your library*

Patron Survey 2021

Building on 50 Years of Success

The Bonnechere Union Public Library (BUPL) would appreciate you taking a few minutes to provide feedback on your use of this library. We are interested in learning how well our variety of services meet patron needs so we can plan for BUPL's future. We thank you in advance for providing this information.

- Please bring the completed survey to the library and receive a draw ticket for a chance to win some great prizes.
- Only one survey per person is allowed, but your other family members are encouraged to complete their own survey.
- Please complete this **ONLY** if you have a library card. If you do not, we ask that you complete the Survey of Area Residents 2021 instead of this one. It is available at the library, BV and NAW Township offices or on BUPL's website www.bonnechereupl.com.

1. a) How many people in your household have a BUPL library card?

- One
- Two
- Three
- Four
- Five or more

b) How many additional people borrow products or use the products and services of this library using your card? For instance, are you a mother who uses your card for your children's needs at BUPL? Or do you and your partner/spouse share one card? So, other than you, how many people use your card?

- None
- One
- Two
- Three
- Four
- Five or more

2. Are you a full-time or seasonal resident? Full-time Seasonal

3. Do you visit or follow BUPL's Facebook page? Yes No
4. Do you access BUPL's website for any of the following reasons (please check all that apply):
- to renew books
 - to reserve books
 - to request Inter-library loans
 - to check new materials that have arrived in the library
 - to check the schedule of activities
 - to verify when the library is open
 - other _____
5. How often did you physically visit this library before COVID-19 impacted us in March 2020?
- At least once a week
 - 2-3 times per month
 - Once a month
 - Once every 2-3 months
 - Less than once every 3 months
 - Never visit
6. How would you rate each item in the Library's collection?

	Good	Satisfactory	Poor	Don't know
Adult fiction	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Adult non-fiction	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Best sellers including Giller, Canada Reads, Evergreen series, etc.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Large print books	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Magazines	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Newspapers	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Children's books	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Young adult/teen books	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Audiobooks	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
CDs (music)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
DVDs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Video games for use in the library	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Indigenous authors and topics	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Science fiction/fantasy	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Reference	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
French fiction and non-fiction	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

7. Are there other formats/genres that you feel the library is missing but should have?

8. The COVID pandemic resulted in changes to the library's hours and to some of the regular programs that were offered. Which of the following programs were used by you or other people in your household before they were affected by COVID? (please check all that apply):

- Club meetings (e.g., book club, knitting, photography, astronomy, etc.)
- Homeschool Program
- Other activities or programs for children, teens or pre-teens
- Other adult programs/special events (e.g., crafts, author/poet readings at BUPL, etc.)
- Other _____

9. Please indicate if you encountered problems with any of the following (please check all that apply):

- Couldn't get information needed or wanted
- Not enough study/work space available
- Not enough computers
- Library too noisy
- Staff not helpful
- Difficult to get there while library is open
- Problem with overdue charges
- Other problems _____
- No problems

10. Please check any of the following reasons that this library is important to you and your family (please check all that apply):

- It helps our family save money
- Books/other materials are important to us
- We meet people and socialize
- Our family enjoys going there
- The library provides a safe and quiet place
- It's an entertainment source (movies, games, museum/provincial park passes, events, clubs)
- It helps with education and research
- It provides access to high-speed internet
- I/we enjoy the relationship with library staff
- Other _____

13. How could BUPL serve you better?

Please tell us about yourself.

14. Your age group:

- 12 or younger
- 13 -18
- 19 - 34
- 35 - 54
- 55 and over

15. Highest level of education:

- Grade 8 or less
- Some high school
- Graduated high school
- Some post-secondary
- Completed post-secondary

16. What is your township of residence? _____

17. Any other comments you wish to make?

Please bring the completed survey to the library and receive a draw ticket for a chance to win some great prizes. To be eligible for a draw ticket, the completed survey must be received at the library by 3:00 p.m. on Saturday, July 31, 2021.

We thank you for taking the time to fill in this survey. Any personal information collected in this survey will be kept confidential and is for Bonnechere Union Public Library's internal purposes only. Demographics will be used for statistical purposes.