Please take a moment to answer this anonymous survey about the Library. All questio	ns are optional.

Section 1					
1. Do you have a Library card?	Yes	No			
	0	0			
2. On average, how often do you visit t	he Library?				
	At least once a week	Once every two to three weeks	About once a month	A few times a year	Never

## Section 2

3. Please rate your satisfaction with each of the following  $\underline{\textbf{Adult}}$  services.

0

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know/Not applicable
Print books	0	0	0	0	0	0
Print magazines	0	0	0	0	0	0
Print newspapers	0	0	0	0	0	0
DVDs	0	0	0	0	0	0
Audio books	0	0	0	0	0	0
Music	0	0	0	0	0	0
eBooks	0	0	0	0	0	0
Classes and Programs	0	0	0	0	0	0

4. Please rate your satisfaction with each of the following **Children's** services.

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know/Not applicable
Print books	0	0	0	0	0	0
DVDs	0	0	0	0	0	0
Audiobooks	0	0	0	0	0	0

Music	0	0	0		0	0	0
eBooks	0	0	0		0	0	0
Classes and Programs	0	0	0		0	0	0
5. Please rate your sa	tisfaction with eac	h of the followi	ng <u>Teen</u> services.				
	Very satisfied	Satisfied	Neutral	Dis	ssatisfied	Very dissatisfied	Don't know/Not applicable
Print books	0	0	0		0	0	0
Audiobooks	0	0	0		0	0	0
eBooks	0	0	0		0	0	0
Classes and Programs	0	0	0		0	0	0
Section 3							
6. Please rate your sa	tisfaction with the	Library facility.					
		Very satisfied	Satisfied	Neutral	Dissatisfi	ed Very dissatisfied	Don't know/Not applicable
Building size		0	0	0	0	0	0
Upkeep of the Library	grounds	0	0	0	0	0	0
Cleanliness of the insi Library	de of the	0	0	0	0	0	0
Ease of entering the b	uilding	0	0	0	0	0	0
Ease of finding what y	ou need	0	0	0	0	0	0
Quiet study areas		0	0	0	0	0	0
Seating is available		0	0	0	0	0	0
Welcoming and comfort atmosphere	ortable	0	0	0	0	0	0

WI-FI reliability

Use of checkout stations	0	0	0	0	0	0
Use of return stations	0	0	0	0	0	0
Lighting	0	0	0	0	0	0
Sense of safety while in the building	0	0	0	0	0	0
Heating/Air Conditioning	0	0	0	0	0	0
Parking	0	0	0	0	0	0
Program rooms	0	0	0	0	0	0
Overall building level noise	0	0	0	0	0	0
Library hours	0	0	0	0	0	0
Children's area	0	0	0	0	0	0
Teen area	0	0	0	0	0	0

## Section 4

7. How important is each of the following?

	Very important	Important	Neutral	Not very important	Don't know/Not applicable
Building size	0	0	0	0	0
Borrowing materials	0	0	0	0	0
To get information/research	0	0	0	0	0
Using Internet computers	0	0	0	0	0
Using free Wi-Fi	0	0	0	0	0
Using the study rooms/reading areas	0	0	0	0	0
Using the children's area	0	0	0	0	0
Using Link+ (materials from other libraries)	0	0	0	0	0
Library website & catalogs	0	0	0	0	0

Online	resourc	es & databases	0	0	0	0	0	
Visiting	the Boo	okmobile	0	0	0	0	0	
		nportant is the Library r family?	0	0	0	0	0	
		g are online resources availa er. Please check any you are		ry, some of whi	ch may be accessed	l from the Library o	r your	
		Brainfuse						
		Consumer Reports.org						
		Discover & Go						
		EBSCOhost research databa	ases					
		Flipster						
		Kids Infobits						
		Mango Languages						
		Mountain View historical n	ewspapers onli	ne				
		Mountain View photograph	ns and oral histo	ories online				
		New York Times online						
		Novelist Plus						
		World Book Online						
<b>9</b> Цом	woulds	ou like to receive informatio	on about the Lib	rany2 Chack all	that apply			
6. 110W	would		in about the Lik	nary: Check an	шас арріу.			
		Library website						
		Social media (Facebook or	Twitter)					
		E-newsletter						
		Library print newsletter						
		Posters or flyers in the Libra	ary					
		Word of mouth						
		Library staff						
		Don't know/Not applicable						
		Other:						

9. If you don't use the Library regularly, why not?

		Don't need to use it
		The Library is too far from my home
		Don't have any transportation
		Don't know where the Library is located
		I use the library at my school/college
		I use a neighboring public library
		I'm too busy
		I buy my own books/magazines
		I don't know what the Library has to offer me
		Other
Section	5: Pleas	se tell us about yourself so that we may better serve you.
10. Hov	v old are	you?
		11 or under
		12-17
		18-29
		30-39
		40-49
		50-59
		60 or over
		Decline to answer
11. Wh	ere do y	ou reside?
		Mountain View
		Palo Alto
	$\Box$	Los Altos
		Sunnyvale
		Other Santa Clara County city or town
		Outside Santa Clara County

ız. II you are n	ot a Mountain view resident, please list why you use the Mountain view Public Library.
	Convenient hours
	Convenient location
	Collections
	Programs
	Study rooms
	Space
13. What is yoι	ur preferred language?
	English
	Spanish
	Chinese
	Other