



Robbins Library Community Survey

INTRODUCTION

The Robbins Library and Fox Branch Library (together referred to as "the Library" in this survey) are currently engaged in a broad-based and long-range strategic planning process. Our goal is to identify unmet and under-met needs, and to serve YOU - the Library's patrons - as well as possible.

Given that end goal, your input into this process is important and valued. Please take a few minutes to complete the following community survey. It has 16 core questions plus 6 optional demographic questions. On average, it takes just 12-15 minutes to complete.

NOTE: This questionnaire was created and is overseen independently by Library Strategies Consulting Group. Your individual responses are confidential. Only total, aggregate responses will be shared with the Library.

Please take the survey by end of day on July 23, 2021.

VISIT FREQUENCY

1. About how often do you usually visit the Library, including online?

- At least once a week
- 1-3 times a month
- Approx. 6-9 times a year
- Approx. 2-5 times a year
- Rarely
- Never

COMFORT LEVELS

2. Pre-pandemic, did any of the following conditions keep you from seeing the Library as a comfortable and safe place? Check as many as apply.

- Parking at Robbins Library
- Parking at Fox Branch Library
- Indoor environment/setup of Robbins Library
- Indoor environment/setup of Fox Branch Library
- Safety of personal information
- Staff friendliness/helpfulness
- NONE - the Library meets all my comfort and safety expectations
- Other (please specify):

3. If you rarely or never used the Library pre-pandemic, why not? Check all that apply.

- I never go in - I only use Library resources online (Libby, Hoopla, Kanopy, etc.)
- I don't see a need to use the Library
- The Library is just never top of mind for me
- It is too far away / out of my way
- I find what I need on the Internet/Google
- I prefer to buy my own books and other materials
- Library hours are not convenient
- There are long wait times for popular items
- The Library doesn't have what I need
- Library staff are not helpful/friendly
- I am physically unable to visit the Library
- I lack transportation options
- I don't have a library card
- There are fines or fees on my library card
- I use another Library

Other (please specify):

4. Pre-pandemic, did any of the following conditions keep you from seeing the Library as a comfortable and safe place? Check as many as apply.

- Parking at Robbins Library
- Parking at Fox Branch Library
- Indoor environment/setup of Robbins Library
- Indoor environment/setup of Fox Branch Library
- Safety of personal information
- Staff friendliness/helpfulness
- NONE - the Library meets all my comfort and safety expectations
- Other (please specify):

5. Is there anything the Library could do or offer that would make you more likely to visit?

AFFILIATIONS

6. In the past two years, including pre-pandemic, which of the Library's locations have you visited? (Check all that apply.)

- Robbins Library (700 Massachusetts Avenue)
- Edith M. Fox Branch Library (175 Massachusetts Avenue)
- robbinslibrary.org
- None

7. Under normal circumstances, which physical location do you use MOST FREQUENTLY?

- Robbins Library (700 Massachusetts Avenue)
- Edith M. Fox Branch Library (175 Massachusetts Avenue)
- None / Not Applicable

USAGE PATTERNS

8. Over the last two years (i.e. Summer 2019 - now, and including the pandemic), for what reasons have you visited the Library? Check all that apply.

- Check out items
- Download items (ebooks, e-audiobooks, etc.)
- Browse the physical collections
- Pick up holds
- Read or study on site
- Get help from the staff
- Use computers
- Use WiFi
- Use online databases (ex. Ancestry, Consumer Reports)
- Attend an in-person children's program
- Attend a virtual children's program
- Attend an in-person teen program
- Attend a virtual teen program
- Attend an in-person adult program
- Attend a virtual adult program
- Attend a meeting
- Use genealogy/local history resources
- Borrow from the Library of Things
- Use the Children's Discover It Yourself collection
- Borrow from the art prints collection
- Other (please specify):

Robbins Library Community Survey

SATISFACTION

9. Think about the physical library location you used MOST FREQUENTLY pre-pandemic. Please check whether or not you are satisfied with each aspect of operations.

	Very Satisfied	Somewhat Satisfied	Neutral Opinion	Somewhat Dissatisfied	Very Dissatisfied	Don't Use / NA
Open hours	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Locations	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Parking	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Staff helpfulness and friendliness	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Meeting rooms	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Reading and study areas	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Restrooms	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Overall cleanliness	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Safety and security	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Computers	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
WiFi	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Printing, scanning + copying services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Feel free to share additional comments on your satisfaction with any of the above:

10. Please check whether or not you are satisfied with the following aspects of Library collections and resources.

	Very Satisfied	Somewhat Satisfied	Neutral Opinion	Somewhat Dissatisfied	Very Dissatisfied	Don't Use / NA
Books for adults	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Books for teens	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Books for children	<input type="radio"/>	<input type="radio"/>	<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"/>	<input type="radio"/>	<input type="radio"/>
Music on CD	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Movies	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Magazines and newspapers	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Inter-library loan materials	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
eBooks	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Other downloadable or streaming materials	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Library databases	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Large print materials	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Local history or genealogy resources	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Resources in languages other than English	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Library of Things	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Children's Discover It Yourself collection	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Art Prints collection	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Feel free to share additional comments on your satisfaction with any of the above resources:

11. We're interested in your experiences with in-person (and again, pre-pandemic) Library programming, outreach, and operations generally.

	Very Satisfied	Somewhat Satisfied	Neutral	Somewhat Dissatisfied	Very Dissatisfied	Don't Know / NA
Accuracy and quality of information received from staff	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Children's programs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Tween/teen programs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Adult programs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Outreach to the community (activities such as the Library visiting schools or senior living communities)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Newsletter about Library services, classes, and events	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Social media communications (inc. Facebook, Twitter, Instagram)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Computer and technology assistance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Feel free to share additional comments on your satisfaction with any of the above activities and services:

THE FUTURE OF THE LIBRARY

12. Which of the following services are important to you and your family?

- Books
- Ebooks and e-audiobooks
- Magazines and newspapers
- Movies on DVD
- Downloadable or streaming movies
- Music (downloadable/streaming OR physical media)
- Large print materials
- Library of Things (ex. games, art prints, do-it-yourself items)
- In-person children's programs
- Virtual children's programs
- In-person tween/teen programs
- Virtual tween/teen programs
- In-person adult programs
- Virtual adult programs
- Meeting rooms
- Reading and study areas
- Access to computers and related technology on site
- Access to scanner and/or copier on site
- Computer assistance
- WiFi
- Employment resources
- Genealogy and local history resources
- Library "grab bags"
- Contactless pickup option

13. Please indicate which of the following Library services you expect to be important to you or your family IN FIVE YEARS? Check as many as apply.

- Books
- Ebooks and e-audiobooks
- Magazines and newspapers
- Movies on DVD
- Downloadable or streaming movies
- Music (downloadable/streaming OR physical media)
- Large print materials
- Library of Things (ex. games, art prints, do-it-yourself items)
- In-person children's programs
- Virtual children's programs
- In-person tween/teen programs
- Virtual tween/teen programs
- In-person adult programs
- Virtual adult programs
- Meeting rooms
- Reading and study areas
- Access to computers and related technology on site
- Access to scanner and/or copier on site
- Computer assistance
- WiFi
- Employment resources
- Genealogy and local history resources
- Library "grab bags"
- Off-site pick up for library materials

THE LIBRARY OF THE FUTURE, CONT.

14. How can the Library's services, materials, and processes be made more meaningful and accessible for you - or others within your community - in the next few years?

15. What - if any - classes, events, resources, or Library services do you think could be provided that are not currently offered?

16. Are there any other ways that your satisfaction with the Library could be increased?

17. What do you feel are the biggest challenge(s) facing the Arlington community at this time? (Your answer does not need to revolve around, or even reference, the Library.)

ABOUT YOU

We would like to learn something about residents taking part in this questionnaire. Providing the information below is OPTIONAL. Your responses to these final questions will help the Library understand the results we receive - and the differing and varied needs of community members across Arlington.

18. What is your age group?

- 19 or under
- 20 - 29
- 30 - 39
- 40 - 49
- 50 - 59
- 60 - 69
- 70 or over

19. What is your gender?

- Female
- Male
- Non-Binary
- I prefer not to answer

20. What is your race/ethnicity

- Native American / Indigenous
- Asian American or Pacific Islander
- Indian American
- Black / African American
- Hispanic / Latinx
- White / Caucasian
- Multiple races/ethnicities
- Prefer not to say

21. How many minors under the age of 18 reside in your household?

- None
- 1
- 2
- 3+

22. What is the highest level of education you have completed?

- No or some high school
- High school graduate
- Vocational/technical school
- College graduate
- Graduate/professional degree
- Other (please specify)

23. How would you describe yourself? (Check all that apply)

- Employed full-time
- Employed part-time
- Self-employed/working at home
- Unemployed or looking for work
- Retired
- Volunteer
- Full-time student
- Part-time student
- Parent
- Grandparent
- Caregiver
- Other (please specify)



Robbins Library Community Survey

Thank You

Thank you for completing this questionnaire.

Survey results will contribute to the creation of a robust Strategic Plan, which will in turn guide the Library for the next five years.