

The Haverford Township Free Library

1. How often do you visit the Haverford Township Free Library?

- daily
- once or twice a week
- more than once a month
- several times a year
- once a year
- never

Other (please specify)

2. Why do you go to the Haverford Township Free Library? Please check all that apply.

- Attend a meeting
- Attend programs
- Check out books
- Family tradition
- Free wireless
- Friendly staff
- Get tax forms
- Good selection of books
- Good selection of multi-media (DVDs, Books-on-Tape, CDs)
- Make copies
- Meet friends
- Quiet place to think
- Read magazines/newspapers
- Research
- To use computers
- Well informed and helpful staff

Other (please specify)

3. What role do you think libraries serve in the 21st century? Please check all that apply.

- cultural outlet
- entertainment
- gathering/meeting space
- place for relaxation and contemplation
- provide information
- social outlet
- support children's education
- support learning
- technology resource

Other

Improving the library

4. As the library considers how best to address current and future needs, please evaluate the following items and share your assessment of how much these areas should figure into our future plans.

	Not important			Important to me	
Accessible bathrooms	jn	jn	jn	jn	jn
Adult programs	jn	jn	jn	jn	jn
Audiobooks selection	jn	jn	jn	jn	jn
Books selection	jn	jn	jn	jn	jn
Children programs	jn	jn	jn	jn	jn
Children's space	jn	jn	jn	jn	jn
Cleanliness	jn	jn	jn	jn	jn
Comfortable seating	jn	jn	jn	jn	jn
Community space for meetings	jn	jn	jn	jn	jn
Computers	jn	jn	jn	jn	jn
DVD selection	jn	jn	jn	jn	jn
Elevator	jn	jn	jn	jn	jn
Food/Drink in the library	jn	jn	jn	jn	jn
Free access to downloadable books	jn	jn	jn	jn	jn
Free access to subscription databases	jn	jn	jn	jn	jn
Friendliness of staff	jn	jn	jn	jn	jn
Interactive website	jn	jn	jn	jn	jn
Library hours	jn	jn	jn	jn	jn
Lighting	jn	jn	jn	jn	jn
Music CD selection	jn	jn	jn	jn	jn
Parking	jn	jn	jn	jn	jn
Place holds or renew on-line	jn	jn	jn	jn	jn
Study tables and seating	jn	jn	jn	jn	jn
Teen programs	jn	jn	jn	jn	jn
Teen's space	jn	jn	jn	jn	jn
Tutoring space	jn	jn	jn	jn	jn
Wireless	jn	jn	jn	jn	jn
Workspace	jn	jn	jn	jn	jn

Other (please specify)

5. Please assess the materials, services or facilities provided by the Haverford Township Free Library on a scale of 1 to 5 with 1 being poor and 5 being outstanding.

	Poor		Satisfactory		Outstanding
Accessible bathrooms	1	2	3	4	5
Adult programs	1	2	3	4	5
Audiobooks selection	1	2	3	4	5
Books selection	1	2	3	4	5
Children programs	1	2	3	4	5
Children's space	1	2	3	4	5
Cleanliness	1	2	3	4	5
Comfortable seating	1	2	3	4	5
Community space for meetings	1	2	3	4	5
Computers	1	2	3	4	5
DVD selection	1	2	3	4	5
Elevator	1	2	3	4	5
Food/Drink in the library	1	2	3	4	5
Free access to downloadable books	1	2	3	4	5
Free access to subscription databases	1	2	3	4	5
Friendliness of staff	1	2	3	4	5
Interactive website	1	2	3	4	5
Library hours	1	2	3	4	5
Lighting	1	2	3	4	5
Music CD selection	1	2	3	4	5
Parking	1	2	3	4	5
Place holds or renew on-line	1	2	3	4	5
Study tables and seating	1	2	3	4	5
Teen programs	1	2	3	4	5
Teen's space	1	2	3	4	5
Tutoring space	1	2	3	4	5
Wireless	1	2	3	4	5
Workspace	1	2	3	4	5

Other (please specify)

6. In 2007, the library served more than 287,000 visitors despite having only 17 parking spaces. Has lack of parking ever affected your use of the library?

Yes

No

please explain

Support and embrace your library

7. Are you in favor or not in favor of plans to build a new library to better meet the needs of Haverford Township residents?

In favor of new library

Not in favor of new library

Not sure

Comments

8. We need volunteers to help advocate for the library. If you have time and are willing to become a library leader, please include your name and contact information and someone will get back to you shortly.

Name:

Email Address:

Phone Number:

Improving the Web site

The library is redesigning the Web site. Please help by answering the following questions.

9. For what purposes do you use the library's Web site?

- Homework
- Research
- Genealogy
- Library hours/locations/contact info
- Reference information
- Donate online
- Community and other links
- Download a book
- Access your account to renew or place hold on material

10. How often do you use the Haverford Township Free Library Website?

- Daily
- Several times a week
- More than once a month
- Several times a year
- Once a year
- Never

Other (please specify)

11. When you come to the Web site are you able to find what you need...

- Never
- rarely
- Some of the time
- Most of the time
- Always

12. Do you find the website easy to navigate?

- Yes
- No

13. Have you ever visited the Library's Web blog?

Yes

No

Not sure

14. Have you ever posted a comment on one of the library blogs?

Yes

No

Not sure

15. What was the last thing you looked for on the Web site and could not find?

16. What feature(s) would you like to see added to the Web site?

17. Please check any of the problems you may have had with the Web site

- Difficulty locating desired information
- Difficulty navigating the Web site
- Difficulty downloading material
- Difficulty reading text due to font size or type
- Lack of site map or search option
- The site looks different using different browsers

Other comments?

18. Other comments?

Thank you for sharing your thoughts

Thank you for sharing your thoughts about the current library and plans to build a new one. The Haverford Township Free Library has outgrown its space and the building. At the same time, use of the library has been growing, by more than 125 percent since 2003. What has served us well for more than 40 years is now crumbling and requires costly repairs nearly every month. A new library is urgently needed.

Imagine an inviting space designed to provide information in the full range of media now available. A place to grab coffee. For small business owners to find information or use a business center. A place for community groups to meet, for mentors and tutors to utilize. A space for children of all ages to gather and be challenged. A place for citizens of all ages, backgrounds to come together in a free space which is neither work nor home. Imagine a building with adequate space for parking, for wheelchairs and strollers, with up-to-date equipment and infrastructure that is less costly to operate because it utilizes energy more efficiently. This is just part of the vision...

But it will not become a reality without the full support of the community. We hope you will join the cause and support the efforts however you can.

Please stop by any time or visit us at www.haverfordlibrary.org!

Thank you.

- The Director, Board and Staff of the Haverford Township Free Library

You may either email your completed survey to:

Donna Jones, Administrative Services Manager
htfldir@gmail.com

or

Mail it to:

Haverford Township Free Library
1601 Darby Road
Havertown, PA 19083

Att: Donna Jones

or

Fax it to:

Donna Jones, Administrative Services Manager
610.853.3090