

FOR CARNEGIE RESIDENTS ONLY

Date of Interview: _____

Interviewer: _____

Street Name: _____

Gender: **(64%)** Female; **(36%)** Male

Age:

(4%) 12-17 **(2%)** 18-25 **(29%)** 26-44

(38%) 45-60 **(21%)** 61-75 **(6%)** Over 75

Number of People in Household: **(68% no kids)**

Number of household members under 18: **(32% have kids)**

1. How often do you or someone in your household visit your library?

() Weekly; () monthly; () 2-3 times a year; () Rarely; () Never

73% USERS

27% NON-USERS

2. Why do you or someone in your household use your Andrew Carnegie Free Library? Check all that apply.

(66%) Check out books, CDs, DVDs, etc.

(18%) Read magazines, newspapers, etc.

(36%) Use a library wireless service or other services

(27%) School assignments or study

(17%) Business or career development

(33%) Pursue personal interests or hobbies

(14%) Attend an adult library program

(24%) Attend a children's program

(34%) Attend a community event (holiday party, civic meeting, etc.)

(36%) Visit Civil War room or Lincoln Gallery, or just want to see the historic facility

(23%) Other:

3. Please rate your library (facility, services, programs, etc.) from 1 -10. Put N/A if you don't know.

1	2	3	4	5	6	7	8	9	10	N/A
Poor									Excellent	

USERS/NON-USERS

(9.32) (8.48) Facility ambience and comfort

(9.44) (8.46) Facility accessibility and safety

(8.67) (8.31) Hours of operations

(9.69) (9.31) Staff friendliness

(9.63) (9.30) Staff professional knowledge

(9.41) (9.13) Children's programming, such as Dr. Seuss's birthday in March

(9.12) (7.70) Adult programming, such as individual computer lessons

(9.28) (8.91) Partnerships with schools/day care centers

(9.36) (7.67) Outreach to senior centers/civic organizations

(9.62) (9.12) Espy Post, Lincoln Gallery and Civil War programming

(9.57) (8.58) Access to computers, fax machines, copier, etc.

4. The Andrew Carnegie Free Library offers a wide variety of services. Please indicate how valuable you think these are. Put N/A if you don't know.

1	2	3	4	5	6	7	8	9	10	N/A
Of Low Valuable									Of High Value	

USERS/NON-USERS

(9.57) (9.15) Your library is open six days a week.

(9.86) (9.15) You may request any item from anywhere in the County to pick up at any library.

(9.79) (9.36) Your library card gives you access to more than 4 million circulating items throughout the county, including e-books, e-audio items and e-videos.

(9.46) (9.05) Your library provides free downloadable movies, music and audio books.

(9.72) 9.53) You may renew checked out materials online or with a phone call.

(9.64) (9.27) Your library ran 203 children's programs attended by 2,429 people in 2015.

(9.66) (9.48) Your library offers *Math4You*, and *Science4You* for pre-kindergartners every summer.

(9.46) (8.61) Your library ran 133 adult programs attended by 2,023 people in 2015.

(9.66) (9.50) Your library takes programming to the community — 143 outreach visits to area pre-schools, daycare centers, schools, civic groups, places of worship and senior centers in 2015.

(9.62) (9.18) Your library hosts the borough's annual holiday party for children.

(9.63) (9.20) The Greater Pittsburgh Literacy Council offers GED and English as a Second Language classes at the library.

