

April 2007 TouchPoll Survey from Roseville (CA) Public Library

Q1: What was the purpose of your visit today?

(Select all that apply and then touch "continue.")

- Check out books, magazines or media
- Return books, magazines or media
- Renew books, magazines or media
- Use the Internet
- Attend a free library program (i.e. Storytime)
- Attend a paid class or event (i.e. Guitar)
- Study, read or research
- Use the library's database
- Rent DVD's or Video games
- Just to hang out
- Other

Q2: Please rate our Checkout Desk staff on their customer services skills.

- Excellent
- Very Good
- Good
- Fair
- Poor
- No opinion

Q3: Please rate our Information Desk staff on their customer services skills.

- Excellent
- Very Good
- Good
- Fair
- Poor
- No opinion

Q4: Please rate our Internet help staff on their customer services skills.

- Excellent
- Very Good
- Good
- Fair
- Poor
- No opinion

Q5: Do you place items on hold?

- Yes
- No

Q6: You indicated that you do not place items on hold.

The reason(s) are: (Select all that apply and then touch "continue.")

- Did not know service was available
- Waiting lists are too long
- Do not know how to place a hold
- Other

Q7: What type of program(s) for adults and families would you likely attend at the library?
(Select all that apply, and then touch "continue.")

- Performing Arts (music, drama)
- Art shows and receptions
- Guest speakers on various topics
- Guest authors
- Other
- Would not attend library programs

Q8: You selected other. What type of program(s) would you like to attend at the library? (Touch "continue" when finished.)

- children's reading groups*
- free programs for young children and their moms*
- teen book club*
- plays*
- book fairs*
- book signing*

Q9: Did you participate in the 2007 Roseville Reads program?

- Yes
- No

Q10: How did you participate in the 2007 Roseville Reads program?
(Select all that apply and then touch "continue.")

- Read the book
- Attended book discussion and/or movie night

Q11: Why did you not participate? (Select all that apply, and then touch "continue.")

- Read the book previously
- Prefer to read newer books
- Days/times of discussions were not convenient
- Did not know about the program

Q12: Would you consider joining a library sponsored book club?

- Yes
- No
- Not sure

Q13: Why would you not consider joining a library sponsored book club?
(Touch "continue" when finished.)

Q14: What type of book club at the library interests you?
(Select all that apply and then touch "continue.")

Mysteries
Romance
Science Fiction
Great Books
Non-fiction: History
Non-fiction: Biography
Non-fiction: General
Best sellers
General fiction
Other

Q15: What OTHER type of book club at the library interests you?
(Touch "continue" when finished.)

young readers, teaching children through books
manga
young adult fiction
religious fiction
chick lit

Q16: What one thing does the library currently not have that you would like to see? (Touch "continue" when finished.)

Actually, I like it the way it is, although it would be nice to have a larger selection of playaways.
art exhibits
I can't think of anything that is lacking.
more favorite books displayed
periodicals
software games
Blackwater
more activities for children
newer cd's in the free section
more playaway non-fiction audio books
Greater selection of DVD's for children
Greater selection of books for children on CD's
more chairs
I would like the library to get subscriptions to cosmogirl magazine, and teenvogue more dvds and book tapes
the library has met all my current needs.
more programs

Q17: What is your gender?

- Male
- Female

Q18: What is your age group?

- Under 12
- 12 - 17
- 18 - 24
- 25 - 34
- 35 - 44
- 45 - 54
- 55 - 64
- 65 - 74
- 75+
- Do not wish to answer

Q19: Do you have any additional comments you would like to share?

- Yes
- No

Q20: Please enter your additional comments, and then touch "continue."

*It would be helpful if one of the 15 minute parking places were marked yellow as a loading zone or a place to park for a quick dash to the outside book drop. Many kids wait to be picked up there and because of the tight parking cars have to park in the red zone. The parking at the downtown library is very difficult. Several times I have gone home and returned at another time.
need to repaint the lines for parking near courthouse
I luv your books
Thank you so much for the toddler programs and the poetry contest.*

Q21: To enter to win a book bag and Barnes & Noble gift card, please touch-type your email address or name and phone number. (Touch "continue" when finished.)