

## HAUPPAUGE PUBLIC LIBRARY COMMUNITY SURVEY

It may be hard to believe, but more than three years have passed since the Hauppauge community voted to create a public library of our own. During the last three years the Library's Board of Trustees and staff have made great progress toward our goal of bringing first class public library service and a vital community center to the people of Hauppauge.

The library is now entering into the next phase of our development and we want to hear from you. We need to know what services, materials and programs you currently use and what additional things you would like to see us provide. We will be compiling this information to assist us in evaluating and planning for the library's future service, programming and facility needs. The survey results will be published in our newsletter.

*Please take a few minutes to complete the survey below and return it to the Survey Return Box on the library's circulation desk or mail it to The Hauppauge Public Library, 601 Veterans Memorial Highway, Hauppauge, NY 11788.* We look forward to hearing your thoughts and ideas so that we can best plan for your library's future.

### Materials

The library presently has a collection of approximately thirty-four thousand items that we lend to local residents. Insert a "1" to indicate those areas that you use most often and/or a "2" to indicate those areas where you would like to see our holdings increase.

- |  |   |  |
|--|---|--|
| <input type="checkbox"/> Bestselling Books | <input type="checkbox"/> Young Adult Books    | <input type="checkbox"/> Musical CDs       |
| <input type="checkbox"/> Fiction Books     | <input type="checkbox"/> Childrens Books      | <input type="checkbox"/> Kids Musical CDs  |
| <input type="checkbox"/> Mysteries         | <input type="checkbox"/> Picture Books        | <input type="checkbox"/> Computer Software |
| <input type="checkbox"/> Science Fiction   | <input type="checkbox"/> Chapter Books        | <input type="checkbox"/> Kids Software     |
| <input type="checkbox"/> Romance Books     | <input type="checkbox"/> Kids Non-Fiction Bks | <input type="checkbox"/> Audio Books       |
| <input type="checkbox"/> Short Stories     | <input type="checkbox"/> Cassette/Book Kits   | <input type="checkbox"/> Kids Audio Books  |
| <input type="checkbox"/> Classics          | <input type="checkbox"/> Parents Collection   | <input type="checkbox"/> Audio Books on CD |
| <input type="checkbox"/> Career Books      | <input type="checkbox"/> VHS Tapes            | <input type="checkbox"/> Magazines         |
| <input type="checkbox"/> Reference Books   | <input type="checkbox"/> Kids VHS Tapes       | <input type="checkbox"/> Kids Magazines    |
| <input type="checkbox"/> Non-Fiction Books | <input type="checkbox"/> DVDs                 | <input type="checkbox"/> Newspapers        |
| <input type="checkbox"/> Large Print Books | <input type="checkbox"/> Kids DVDs            |  |

Other: \_\_\_\_\_

### Technologies

The library presently has six public access adult computer terminals, two public access childrens computer terminals, two childrens educational game computers, five public access library catalog computers and a microfilm reader available for patron use. Insert a "1" to indicate those resources that you use most often and/or a "2" to indicate those areas where you would like to see our offerings increase.

- |  |   |
|--|---|
| <input type="checkbox"/> Adult Computers           | <input type="checkbox"/> Childrens Educational Game Computers |
| <input type="checkbox"/> Internet Access           | <input type="checkbox"/> Microfilm Reader                     |
| <input type="checkbox"/> Software (MS Word, etc.)  | <input type="checkbox"/> Basic Computer Courses               |
| <input type="checkbox"/> Childrens Computers       | <input type="checkbox"/> Advanced/Software Specific Courses   |
| <input type="checkbox"/> Library Catalog Computers | <input type="checkbox"/> Computer Printing Services           |

Other: \_\_\_\_\_

## Programs

The library offers an array of programs on a variety of topics for community residents of all ages. The library also makes its meeting room space available to a number of local organizations. Insert a "1" to indicate the types of programs that you have attended and/or a "2" to indicate those areas where you would like to see our programming offerings increase.

- |  |   |
|--|---|
| <input type="checkbox"/> Adult Programs            | <input type="checkbox"/> Childrens Programs       |
| <input type="checkbox"/> Defensive Driving Classes | <input type="checkbox"/> Storytimes               |
| <input type="checkbox"/> Craft Classes             | <input type="checkbox"/> Childrens Crafts         |
| <input type="checkbox"/> Cooking Classes           | <input type="checkbox"/> Holiday Crafts           |
| <input type="checkbox"/> Educational Classes       | <input type="checkbox"/> Family Programs          |
| <input type="checkbox"/> Computer Classes          | <input type="checkbox"/> Young Adult Programs     |
| <input type="checkbox"/> Art Presentations         | <input type="checkbox"/> Teen Advisory Board      |
| <input type="checkbox"/> Movies                    | <input type="checkbox"/> Homework Help Nights     |
| <input type="checkbox"/> Book Discussions          | <input type="checkbox"/> Community Group Meetings |

Other: \_\_\_\_\_

Please answer, by checking, the following questions about the library's programs.

- |   | YES                      | NO                       |
|---|--------------------------|--------------------------|
| The library offers programs that meet my needs.                     | <input type="checkbox"/> | <input type="checkbox"/> |
| It is easy to register for library programs.                        | <input type="checkbox"/> | <input type="checkbox"/> |
| I have been able to secure a spot in the programs that interest me. | <input type="checkbox"/> | <input type="checkbox"/> |
| The programs I have attended were well organized and presented.     | <input type="checkbox"/> | <input type="checkbox"/> |
| I would like to see the library offer additional programming.       | <input type="checkbox"/> | <input type="checkbox"/> |

## Newsletter

The library currently publishes and distributes a four-page quarterly newsletter that provides information and updates about the library and its services as well as a list of upcoming library programs. Please answer, by checking, the following questions about the library newsletter.

- |   | YES                      | NO                       |
|---|--------------------------|--------------------------|
| I notice the library newsletter when it arrives in my mail. | <input type="checkbox"/> | <input type="checkbox"/> |
| The layout and print make it easy to read and use.          | <input type="checkbox"/> | <input type="checkbox"/> |
| I read the sections involving library news and services.    | <input type="checkbox"/> | <input type="checkbox"/> |
| I read the sections listing library programs.               | <input type="checkbox"/> | <input type="checkbox"/> |
| The newsletter should be published more frequently.         | <input type="checkbox"/> | <input type="checkbox"/> |

Comments: \_\_\_\_\_

## Web Page

The library's homepage (<http://hauppauge.suffolk.lib.ny.us/>) is an interactive gateway to the library and its services. Please answer, by checking, the following questions about the library's homepage.

- |   | YES                      | NO                       |
|---|--------------------------|--------------------------|
| I have visited the library's homepage.                          | <input type="checkbox"/> | <input type="checkbox"/> |
| The layout and design of the homepage make it easy to use.      | <input type="checkbox"/> | <input type="checkbox"/> |
| I have looked up information about the library on the homepage. | <input type="checkbox"/> | <input type="checkbox"/> |
| I have searched the library catalog from the homepage.          | <input type="checkbox"/> | <input type="checkbox"/> |
| I have looked up information about a program on the homepage.   | <input type="checkbox"/> | <input type="checkbox"/> |
| I have emailed a question or a request from the homepage.       | <input type="checkbox"/> | <input type="checkbox"/> |
| I have reserved or renewed an item from the homepage.           | <input type="checkbox"/> | <input type="checkbox"/> |
| I have used the Virtual Reference Collection.                   | <input type="checkbox"/> | <input type="checkbox"/> |
| I have used the Live Librarian service.                         | <input type="checkbox"/> | <input type="checkbox"/> |

Comments: \_\_\_\_\_

**Library Facility & Hours**

The library leases eleven thousand square feet of space in an office building on the corner of Veterans Highway and Nesconset Highway. The library is open Monday-Saturday for fifty-six hours each week. Please indicate, by checking, your answers to the following questions about the library's facility.

	YES	NO
The library's location is a convenient one.	___	___
I can find parking when I visit the library.	___	___
The library is a clean and comfortable place to visit.	___	___
The library is nicely decorated and pleasant.	___	___
I can find room to study and use the resources available.	___	___
The library should provide a quiet study area.	___	___
The library should expand its hours.	___	___
The library should be open on Sundays.	___	___
Comments: _____		

**Library Staff**

The library staff includes more than thirty people in a variety of positions. Please indicate, by checking, your answers to the following questions about the library's staff.

	YES	NO
I find the library's staff pleasant and helpful.	___	___
I am able to get assistance when I need it.	___	___
The library's staff is able to answer my questions.	___	___
The library's staff is responsive to my requests.	___	___
Comments: _____		

**Comments**

Please write any comments or list any issues that you would like to see the library consider as it plans for the future.

**Name (Optional)**

If you wish to have someone contact you to discuss the library, this survey or anything included in the survey, please print your name and phone number.

\_\_\_\_\_  
Name

\_\_\_\_\_  
Phone Number

**THANK YOU FOR TAKING THE TIME TO COMPLETE THIS SURVEY AND FOR HELPING US TO SERVE YOU BETTER!**