

## Satisfying Curiosity: Resources for Learning & Leisure

### November 2022 - Patron Survey

We see our “library as an essential community resource to expand knowledge and improve quality of life” by connecting people to materials that inspire imagination, engage with information, explore ideas and discover possibilities. (See objectives for **“Satisfying Curiosity”** from our **2021-25 Plan of Service** on reverse).

Please complete the following survey to help us measure progress in achieving goals. Be candid with your comments and thank you for your help!

**How would you rate our physical resources?** Poor ~ Fair ~ Good ~ Very Good ~ Excellent

**What physical materials have you borrowed in the past year?** (Check all that apply)

<b>Books</b>	<b>Magazines</b>	<b>Graphic Novels</b>
<b>Music CDs</b>	<b>Audiobooks on CD</b>	<b>DVD / Blu-Ray</b>
<b>Literacy Kits</b>	<b>Equipment</b>	<b>Other</b> (specify below)

- **Did our library have the material you were looking for on shelf?** Yes / No
  - **If No, were you able to order it from another library?** Yes / No

**How would you rate our virtual resources?** Poor ~ Fair ~ Good ~ Very Good ~ Excellent

**What virtual materials have you accessed in the past year?** (Check all that apply)

<b>E-Book Download</b>	<b>Audiobook Download</b>	<b>Stream Download</b>
<b>E-Magazines</b>	<b>E-Resource Databases</b>	<b>Other</b> (specify below)

- **Have you used our public computers in the past year?** Yes / No
  - **If Yes, what did you use them for?** (Check all that apply)

<b>Library Catalogue</b>	<b>Library E-Resources</b>	<b>Internet Surf</b>
<b>Email / Social Media</b>	<b>Job Search</b>	<b>Résumé Writing</b>
<b>Print Documents</b>	<b>Gaming / View Videos</b>	<b>Other</b> (specify below)

- **Did you require help from staff to access E- Resources/ computers?** Yes / No
  - **If Yes, how would you rate staff help?** Poor ~ Fair ~ Good ~ Very Good ~ Excellent
- **Have you accessed our free Wi-Fi signal?** Yes / No
  - **If Yes, was the signal strong and stable enough for your purpose?** Yes / No

**Please return completed surveys to the library on or before November 30**

## Additional comments or recommendations for improvement:

## Satisfy Curiosity: Resources for Learning & Leisure

*We connect people to physical and virtual resources that inspire imagination, engage information, explore ideas and discover possibilities.*

Residents see the library as an essential community resource to expand knowledge and improve quality of life.

**Objective 1:** Collaborate with community to develop resources for early learning and literacy skills.

### Strategies:

- Involve educators in selecting learning resources.
- Include parents with pre-school and school-aged children in selection of leisure reading materials.
- Develop kits for learning and discovery.

**Objective 2:** Quality and efficacy of physical collections are guided by circulation trends.

### Strategies:

- Annual inventory and weeding of collections.
- Expand capacity in highly circulated collections.
- In-house promotion of under-accessed resources.

**Objective 3:** Patrons know how to access the larger collection of province-wide resources.

### Strategies:

- Train staff in use of computer resources.
- Teach patrons how to access resources.

**Objective 4:** Technology and virtual resource offerings keep pace with 21<sup>st</sup> century innovations.

### Strategies:

- Invest in digital resources through regional library.
- Instruct people on use of virtual tools and digital information literacy.

Visit our website at [www.draytonvalleylibrary.ca](http://www.draytonvalleylibrary.ca) to view the full Plan of Service.

## Measures

### Objective 1

#### By the summer of 2023:

- >5% Early literacy material.
- >5% ELL collections.
- >10% Junior & Youth items.

### Objective 2 & 3

#### By the Summer of 2024:

- <5% of inventory items show as “never circulated”.
- >10% item check-outs.
- ~50:50 ratio of items lent to items borrowed through ILL.
- >85% users found what they were looking for on shelves.
- >90% users rate collection as “very good” to “excellent”.

### Objective 4

#### By the summer of 2024:

- >10% database access
- ~15% of collections budget allocated to eBook licensing.
- >20% e-content downloads.
- >80% staff are comfortable troubleshooting tech-related issues.

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