Are you overdue?

What do you think about libraries?

The Newport News Public Library System is studying how it can improve. In order to do this, we are surveying residents to get their opinions and to find out more about their interests. Information gathered from this survey may be used to make changes in library services and programs. Your responses will help your community libraries better serve their residents.

Please answer all of the questions on this survey. The most important thing you can do is make sure the responses that you provide are as accurate as possible. There are no right or wrong answers; we are only interested in your opinions. Please respond to each question. You may write in your own answer if the choices don’t apply to you, and you may provide comments. The results of this survey will be available on the library’s website at www.nngov.com/library, or you may request to have a written report of the findings to be mailed or emailed to you. All responses will be kept confidential and will not be associated with you in any way.

Thank you so much for your time and attention to providing accurate responses.

Your opinions of libraries

We need your opinions of libraries. Information from this section may be used to make changes in hours, programs, services and materials to better serve the community.

1. What is the first thing that comes to your mind when you hear the word “library”?
   Please write your answer here: ____________________________

2. What is the first thing that comes to your mind when you hear “Newport News Public Library”? Please write your answer here: ____________________________

3. Please think back to the most recent time you visited a public library. What library did you visit? Please place an X next to the name of the library you last visited.
   - Virgil I. Grissom Library
   - Main Street Library
   - West Avenue Library
   - Pearl Bailey Library
   - Some other library
   - I have never visited a library or used library services online. Please skip to question 13 on page 2.

Please continue on the back
4. When was your most recent visit?

- [ ] Within the past week
- [ ] 1-2 years ago
- [ ] 1-2 weeks ago
- [ ] 3-4 years ago
- [ ] 3-5 weeks ago
- [ ] 5-10 years ago
- [ ] 1-6 months ago
- [ ] More than 10 years
- [ ] 7 months-1 year ago

5. What time of day did you visit the library on your most recent visit? Please place an X next to the time and day of the week.

- [ ] 8 a.m.-noon
- [ ] noon-5 p.m.
- [ ] 5-9 p.m.
- [ ] After 9 p.m.
- [ ] Weekday
- [ ] Weekend

6. What were your main reasons for visiting the library on your most recent visit? Please place an X next to all of your reasons:

- [ ] Check out books
- [ ] Browse the collections
- [ ] Check out DVDs or CDs
- [ ] Read current newspapers or magazines
- [ ] Attend programs or classes at the library
- [ ] Attend a meeting at the library
- [ ] To use the computer
- [ ] To do research or get help with research
- [ ] To bring children or others
- [ ] Other. Please write your reasons for visiting the library here: ______________________________

7. Were you happy with your most recent visit to the library?

- [ ] Yes (skip to question 9)
- [ ] No
- [ ] Maybe
- [ ] I don’t remember (skip to question 9)

8. If you were NOT happy with your visit, why were you not happy?

Please write your answer here: ______________________________

9. Now, please think back over the past 12 months (one year) before today. How many times did you visit each of these libraries?

Place an X next to number of times you visited each library.

Virgil I. Grissom Library:
- [ ] None
- [ ] 1-3
- [ ] 4-6
- [ ] 7-9
- [ ] More than 9

Main Street Library:
- [ ] None
- [ ] 1-3
- [ ] 4-6
- [ ] 7-9
- [ ] More than 9

West Avenue Library:
- [ ] None
- [ ] 1-3
- [ ] 4-6
- [ ] 7-9
- [ ] More than 9

Pearl Bailey Library:
- [ ] None
- [ ] 1-3
- [ ] 4-6
- [ ] 7-9
- [ ] More than 9

Any other library:
- [ ] None
- [ ] 1-3
- [ ] 4-6
- [ ] 7-9
- [ ] More than 9

10. During the past 12 months (one year), did you visit any library for any of the following reason? Please place an X next to all of the reasons you visited a library in the past year.

- [ ] Check out books
- [ ] Browse the collections
- [ ] Check out DVDs or CDs
- [ ] Read current newspapers or magazines
- [ ] Ask a question or get information
- [ ] Attend programs or classes at the library
- [ ] Attend a meeting at the library
- [ ] Use the computer
- [ ] Do research or get help with research
- [ ] To bring children or others
- [ ] Other. Please write your reasons for visiting the library here: ______________________________

11. During the past 12 months (one year), what time was the most convenient or easiest for you to visit the library? Please place an X next to the time and day of the week.

- [ ] 8 a.m.-noon
- [ ] noon-5 p.m.
- [ ] 5-9 p.m.
- [ ] After 9 p.m.
- [ ] Weekday
- [ ] Weekend

Please specify what time and day of the week would be most convenient for you here: ______________________________
What do you think about libraries?

12. In the past 12 months (one year), how many times did you go online to use library services from home, work or another location?
   - None  - 1-2  - 3-5  - More than 5

13. Please read each of the following statements. Do any of these statements apply to you? Place an X next to those statements that apply to you.
   - I use my school or college library.
   - I don’t know how to use the library.
   - I use a library outside of Newport News.
   - I use a library located on a military installation.
   - No libraries are located near me.
   - Newport News libraries are not open when I want to or are able to use them.
   - I buy books instead of borrowing them.
   - I don’t have a library card.
   - I don’t have time to go to the library.
   - I don’t have money to spend at the library.
   - I use Newport News library services online.
   - I don’t need to use the library.

14. Please read each of the following statements. Do you agree with any of these statements? Place an X next to those statements that you agree with, or mark if you don’t agree.
   - Newport News libraries are not comfortable.
   - Newport News libraries have too many rules.
   - I don’t like books.
   - Newport News libraries don’t have up-to-date or new materials.
   - Newport News libraries don’t have anything that interests me.
   - Newport News libraries are too noisy.
   - Libraries are boring places.
   - I don’t agree with any of these statements.
   - Other things I don’t like about Newport News libraries. Please specify the things you don’t like here:

15. Please read the following list of programs and services. For each one, please mark whether you think the program or service is offered in Newport News libraries or whether it should be offered. Please mark at least one selection for each item.

<table>
<thead>
<tr>
<th>Program/Service</th>
<th>IS offered</th>
<th>IS NOT offered</th>
<th>SHOULD be offered</th>
<th>I don’t know</th>
</tr>
</thead>
<tbody>
<tr>
<td>Storytimes, Wii games, other programs for children and teens</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>A card catalog and resources that can be used online from home</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Movie DVDs and music CDs to rent for free</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Special services for job-seekers, people with disabilities</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Lists of books that match your interests</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Current magazines and newspapers</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Books, DVDs, CDs for sale</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Listening stations for music CDs</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Free wi-fi Internet access and computers for public use</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Research assistance from trained professionals</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Drive-up book returns</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Photocopy and fax services</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Free meeting room space for community groups</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Coffee shop, art gallery, exhibits</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Author talks, crafts, concerts, other programs for adults</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Special collections for genealogy, law, business, Spanish</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Are there any other services, programs or materials that you think the Newport News libraries should offer? Please write those here:
You and your interests
Please answer all of the following questions about you and your interests. Information from this section may be used to ensure that libraries provide information and materials that are most useful and appealing to the entire community.

16. What do you like to do in your free time? What are you interested in doing or learning more about? Please place an X next to all of the following activities that you have done in the past 12 months (one year) and those things that you are interested in doing or learning about in the future.
- Listening to music
- Playing video games
- Meeting new people
- Gardening/landscaping
- Learning about history
- Reading graphic novels
- Reading fiction or nonfiction
- Exercising/health and fitness
- Watching movies at home
- Attending festivals/special events/live theater
- Learning more about my career
- Playing sports, watching sports
- Visiting coffee houses, restaurants, pubs, bars
- Traveling, visiting museums, tourist spots
- Home improvement/repair/decorating
- Attending classes/workshops
- Other. Please specify any other activity or topic you are interested in:

17. Thinking back over the past 12 months (one year), which of these ways did you use most often to find information about topics that you are interested in? Please place an X next to those you have used most often:
- Internet
- Magazines
- Newspapers
- Direct mail
- Television
- Radio
- Libraries
- Bookstores
- Word-of-mouth
- Email
- Text messages
- Advertisements
- Community organizations, such as churches, clubs, etc.
- Newsletters/fliers/brochures/pamphlets
- Schools/colleges
- All of the above
- None
- Other. Please specify any other way you use to find information:

18. What is your gender?
- Male
- Female

19. Are you an active-duty member of the U.S. Armed Forces?
- Yes
- No (skip to question 21)

20. If you are an active-duty member of the U.S. Armed Forces, where are you stationed? Optional
- Aboard a ship docked at Newport News shipyard
- Fort Eustis
- Langley Air Force Base
- Yorktown Naval Weapons Station
- Other. Please specify:

21. What is the zip code of your mailing address?
- 23601
- 23602
- 23603
- 23604
- 23605
- 23606
- 23607
- 23608
- 23609
- 23612
- Other. Please specify:

22. How long have you lived at this address?
- Less than one month
- 1-6 months
- 6-12 months
- 1-3 years

23. Do you have children under 18 years of age living with you?
- Yes
- No

24. Which one of the following groups includes your age?
- 12-17
- 18-30
- 31-40
- 41-50
- 51-60
- 61-70
- 71-80
- 81-90
- 91-100
- Older than 100

25. What is the last grade or level you completed in school?
- None
- Elementary school (5 years or less)
- Middle school
- Some high school (9-11 years)
- High school graduate (12 years)
- Technical/vocational school
- Some college
- College graduate
- Some graduate school
- Graduate, professional, doctorate degree

26. What ethnic group do you consider yourself a part of or feel closest to?
- African-American/Black
- Asian
- Native American/American Indian
- Caucasian/White
- Latino(a)/Hispanic
- Pacific Islander
- Bi-racial or mixed ancestry
- Other. Please specify:

Survey complete. Thank you!