

## **Final Food Pantry Survey Questions (and results)**

### **Survey for the Library**

- The Long Range Planning Meeting and I designed a survey to give to the patrons at the North 40 Food Pantry. To date, we have 92 responses.

### **Survey results**

#### **Question #1 : Do you use the RFL Library?**

69 Use the Library =76%    22 do not use the library = 24%

#### **Question #2: If yes, are you able to use the library with COVID**

45 people that have used the library have done so during COVID = 65%    24 people that have used the library have not used the library during COVID= 35%

#### **Question #3: Would you be interested in a mobile library or transportation services?**

14 people interested in Mobile library = 15% ,    21 people interested in transportation service = 23% and 4 Maybes = 4%

#### **Question #4: Have you used the library's online services?**

28 Use library's online service = 31% of all patrons surveyed and of the people that use the library 41%

Reasons why not using online services: Can't use computer and no WIFI. A number of people who do not use online service were not aware of what we offer. I was able to inform them about this service and they were interested in trying it out.

**Question #5: What do you like about the library?** Options included: books, movies, materials, online services, programs, Community building- relaxed atmosphere, outdoor gardens and play area, unusual items at the library, and other

Books: 65 = 94%    movies: 58 = 84%    materials and services (faxing, copying, live trap etc): 56 = 81%, online services: 43 = 62%    programs: 67 = 97%    Community building- relaxed atmosphere: 68 = 99%    outdoor gardens and play area: 66 = 96%    unusual items at the library 43 = 62%

Other included : Internet (6 ) copy and fax machine (6), No fines, Amazing staff (8 ), Park passes and snowshoes, Computers, Volunteers wonderful, solar great- Staying ahead being municipality for our area, Book sale, notary, art gallery, Like the homeyness and great selection, education, kid section, Little Libraries, interlibrary loan

**Question #6 : For the people that use the library- What do you want more of or is there something more we can provide?**

Nothing: 51 = 74%

What people wanted: stem kits, COVID 19 shot, Hours back to normal, miss programs and presentations, mobile medical services, more music of all kinds, More suggestions for materials from patron, programs, cooking programs, reading time to kids, rent fitbit, rent games for online, senior center, social for ladies, branch in Glacier View and Crystal

**Question # 7: What can the library improve on?** Options: Resources, Hours, Services, Nothing, Other

Nothing: 69 = 83% Hours: 9 = 13% Other : Keep staff happy healthy, make room for classics, open earlier on Fridays (wanted to be able to go to pantry and then library), Improve communication, step up mail chimp the print and size don't for board opening is so small, Reading time preschool

**For those that do not use the library**

**Question #1: Why do you not use the library? (22 people)**

COVID: 2 =9%, Did not know there was a library: 2 = 9%, Not interested in libraries 2 = 9% , Planning on coming to library 3 = 14%, Too far away : 3 = 14%, wife uses library 2 = 9%  
Only one person said the following: No need, enough books at little libraries, Love it use it occasionally, Read same books over and over, enough books at base camp in Crystal, Amazon, use Denver library

**Question #2: What services or materials would you like to have at your library?**

Nothing: 19 = 86% Comment by one person: Kid activities, coffee, smoking section, new to area