

Please return completed surveys to:

Alan Bern

Community Relations Librarian

Berkeley Public Library

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Community Assessment of Unmet Library Needs Southwest Berkeley

1. Which Zip code do you live in?

- | | |
|--------------------------------|--------------------------------------|
| <input type="checkbox"/> 94702 | <input type="checkbox"/> 94707 |
| <input type="checkbox"/> 94703 | <input type="checkbox"/> 94708 |
| <input type="checkbox"/> 94704 | <input type="checkbox"/> 94709 |
| <input type="checkbox"/> 94705 | <input type="checkbox"/> 94710 |
| <input type="checkbox"/> 94706 | <input type="checkbox"/> Other _____ |



2. Do you live or work in Southwest Berkeley. We are calling Southwest Berkeley the area from Sacramento Street west to the bay, and from Dwight Way south to the Oakland or Emeryville border. Yes No

3. Have you used a Library in the last year?

- Yes (continue to next question) No (skip to question 12)

4. How often do you use . . .

	At least once a year	At least once a month	Once a week or more	Not at all
Berkeley Libraries:				
Central Library (on Kittredge)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Claremont Branch (on Benvenue)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
North Branch (on The Alameda)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
South Branch (on Russell)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
West Branch (on University)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Tool Lending Library (at South Branch)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Berkeley Public Library Website	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Oakland Libraries:				
Golden Gate Branch	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other Oakland Library	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
UC Berkeley Library	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other Libraries	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

5. How do you get to the library?

- Car
- Public/Para Transit
- Walk/Wheelchair
- Bike/Skateboard

6. Why do you go to the library?

7. In the past year you have used this service ?

- Checked out any print materials (books, magazines, or newspapers)
- Read books, magazines, or newspapers in the library
- Talked to a Librarian
- Used computers in the library for word processing
- Used computers in the library for internet
- Attended children's programs or checked out children's materials
- Attended teen programs
- Participated in Adult Literacy Program (as a tutor or student)
- Used any materials in other languages (e.g. books, newspapers, DVDs)
- Checked out any media (e.g. DVDs, videos, music)
- Used Lawyer in the Library or Free Tax Services
- Attended events for adults
- Reserved a meeting room
- Used the Tool Library

8. Of the services that we just listed what are the top three if any you would like to see expanded.
(Please check only three)

- Print materials (books, magazines, or newspapers)
- Reference Librarian
- Computers in the library for word processing
- Computers in the library for internet
- Children's programs or materials
- Teen programs
- Adult Literacy Program
- Other language materials
- Media (e.g. DVDs, videos, music)
- Lawyer in the Library or Free Tax Services
- Events for adults
- Meeting rooms
- Tool Library

9. If you have a disability, have you used any library services for peoples with disabilities?

- Yes No

10. In the past year you have used **online** library services in any of these ways ?

- Searched, reserved or renewed books on the library website
- Used online language classes or test preparation
- Downloaded or read books online (e-books)
- Used online homework help (tutor.com)
- Found out about library events
- Found out about library hours
- Searched magazine, newspaper, or journal articles online
- Received email reminders about due or overdue books etc.

11. Overall, what are the services you use most frequently at the library?

12. What are the reasons you don't use the Berkeley Public Libraries more often?

(Please check all that apply)

- Library is too far from me
- Library doesn't have enough parking
- I'm too busy
- I buy my own books/movies/music
- I have my own access to the internet at home or work
- I use the university or other non-Berkeley Public Libraries
- I have no need for the library
- Library doesn't always have books/periodical I like
- Library doesn't always have of movies/music I like
- Library has limited number of computers and internet
- Library is too small or crowded
- Library has limited access for elderly or disabled patrons
- Libraries are for children
- I use the internet now to get information so I don't use the library
- No reason, I use the library all the time
- OTHER: _____

13. What are the most convenient days/times for you to use the library?

14. Is there a Berkeley Public Library close to your home or work?

- Yes No

15. One purpose of this survey is to explore alternative ways for Berkeley residents to make use of library resources. Please tell us if the following sound like good ideas:

- Bookmobile
- Mini-library kiosk at BART, a community or commercial center
- Weekly library drop-off at local spot
- Book/movie vending machines
- Books through the mail

16. Do you have any additional ideas on how the Berkeley Public Library can serve you outside of the library building?

I have a few quick questions about the demographics of you and your family and then we are done.

17. What is your ethnicity?

- White
- African-American
- Latino
- Asian/Pacific Islander
- Native American
- Multi-racial (specify _____)
- Other (specify _____)

18. What is your Gender?

- Male
- Female
- Other

19. What Age Range are you in?

- 18 or under
- 19-25
- 26-40
- 41-64
- 65 and over

20. Are there children under 18 years of age in your household? Yes No

21. What is your Education Level?

- did not complete high school
- high school graduate/GED
- some college
- college graduate
- post graduate degree

Thank you so much for your time and participation. The Berkeley Public Library appreciates your input.