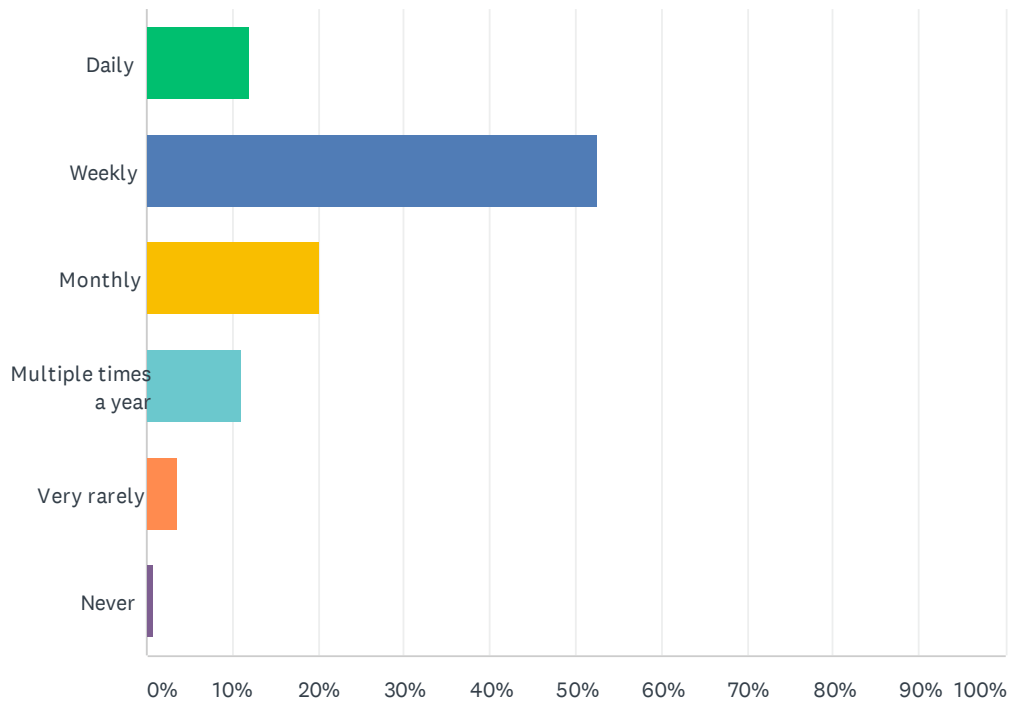


Q1 How often do you usually visit the library?

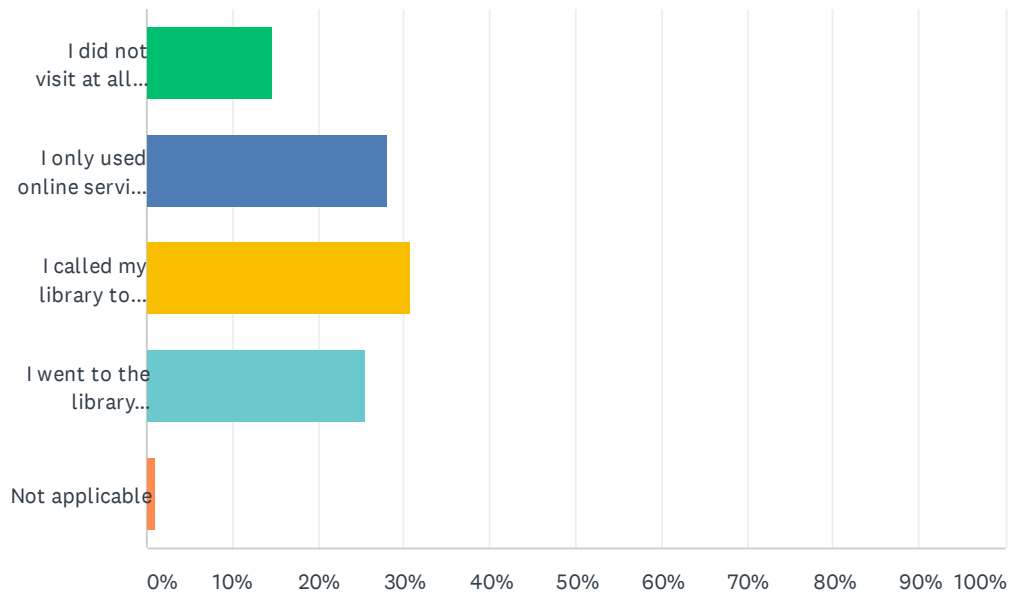
Answered: 751 Skipped: 4



ANSWER CHOICES	RESPONSES	
Daily	11.85%	89
Weekly	52.46%	394
Monthly	20.11%	151
Multiple times a year	11.19%	84
Very rarely	3.46%	26
Never	0.93%	7
TOTAL		751

Q2 How did your library visits change due to the COVID 19 Pandemic?

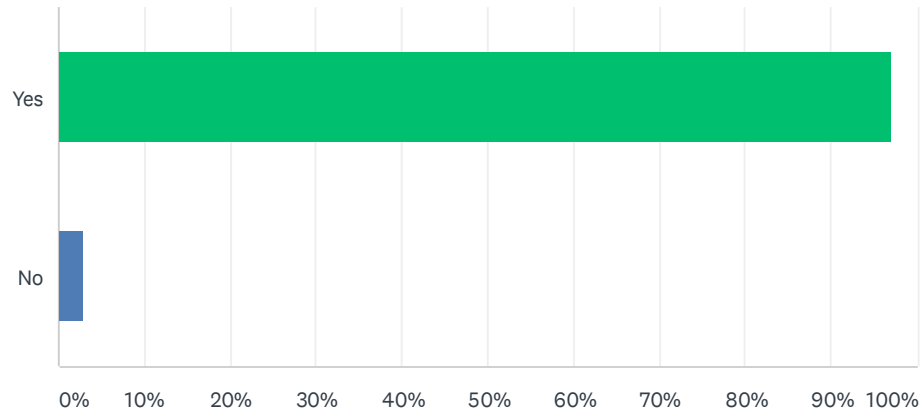
Answered: 741 Skipped: 14



ANSWER CHOICES	RESPONSES	
I did not visit at all during most of the Pandemic	14.57%	108
I only used online services (Overdrive, Hoopla, etc.)	28.07%	208
I called my library to order items and arrange for pick up (curbside service)	30.77%	228
I went to the library in-person when it was possible	25.51%	189
Not applicable	1.08%	8
TOTAL		741

Q3 Do you have Internet at home?

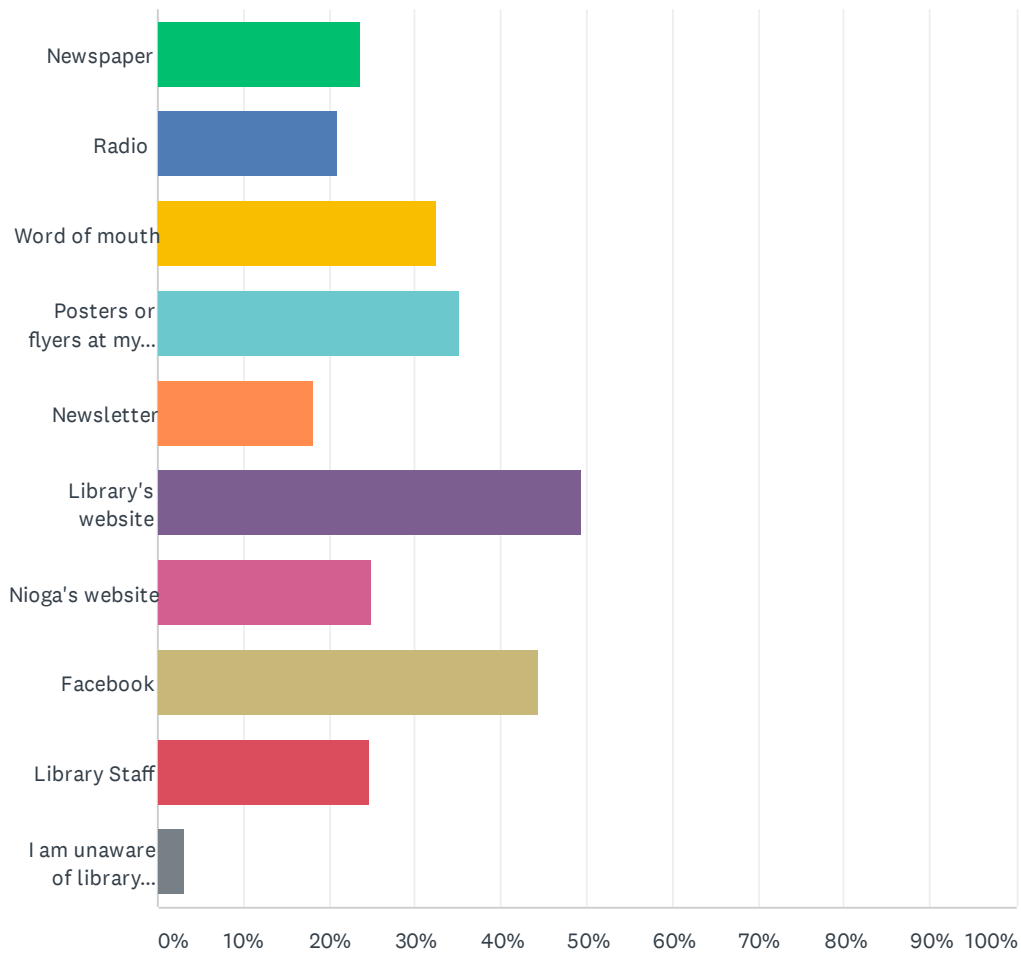
Answered: 744 Skipped: 11



ANSWER CHOICES	RESPONSES	
Yes	97.04%	722
No	2.96%	22
TOTAL		744

Q4 How do you find out about the programs and services that are available at your library? Check all that apply.

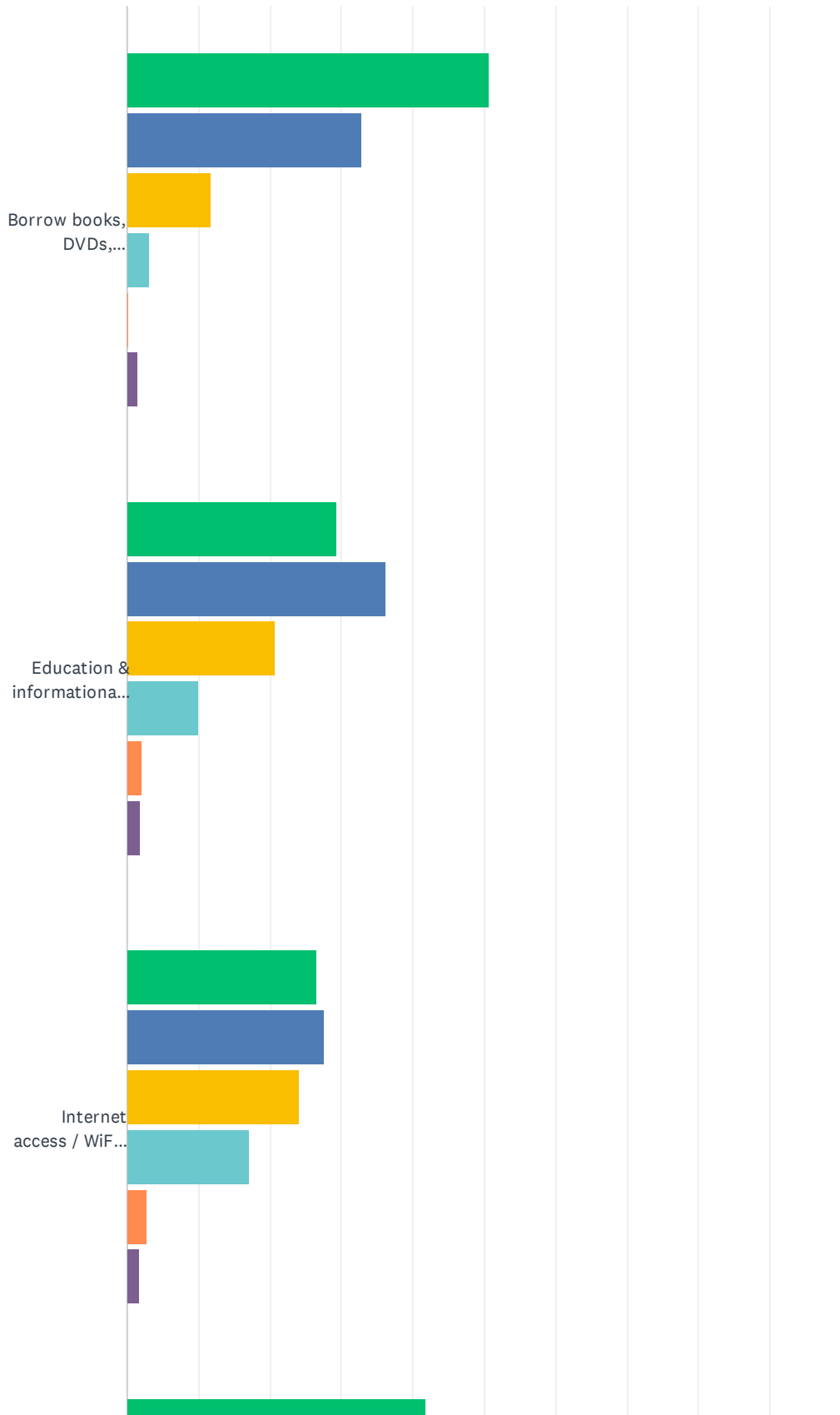
Answered: 750 Skipped: 5

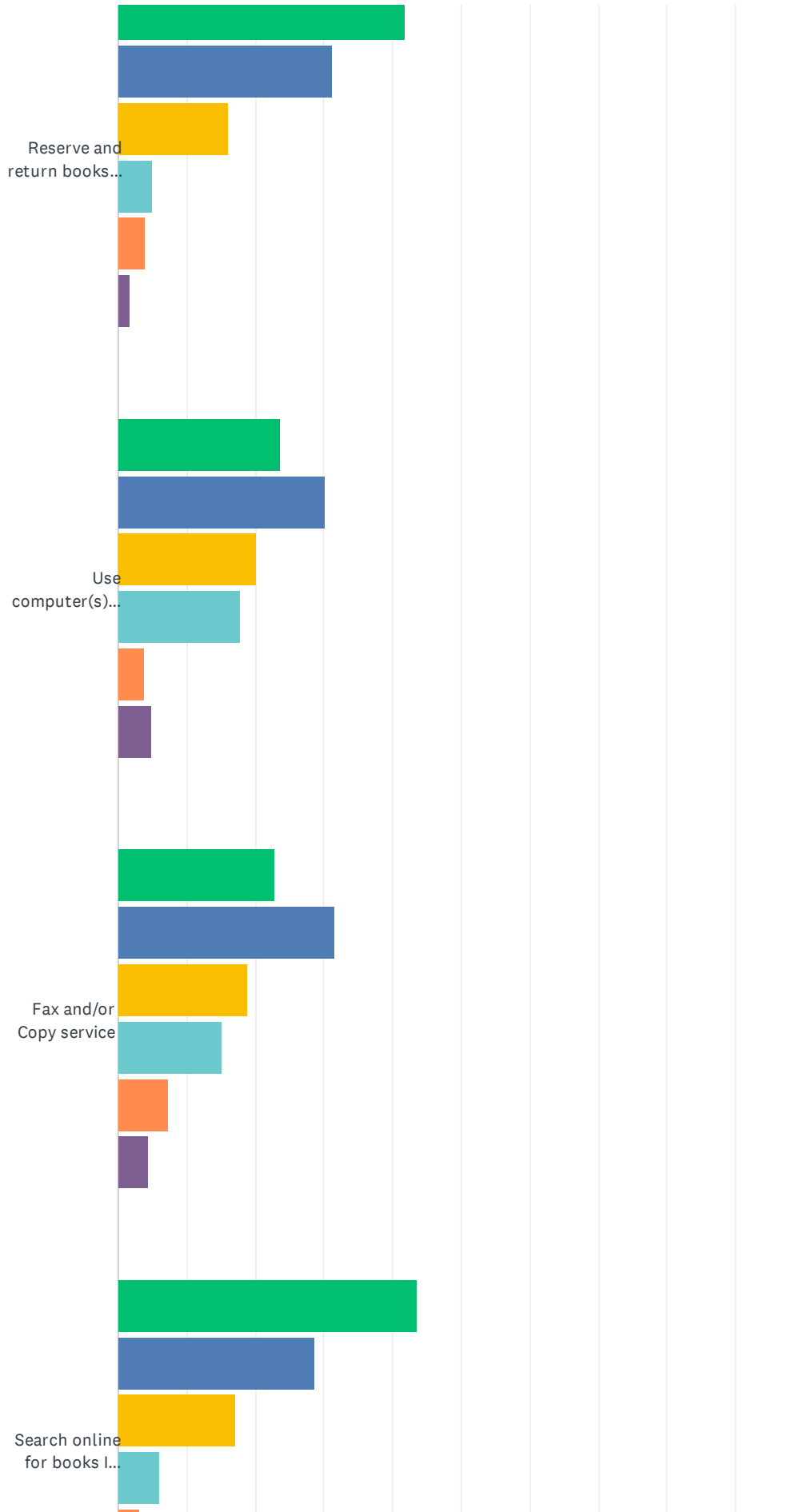


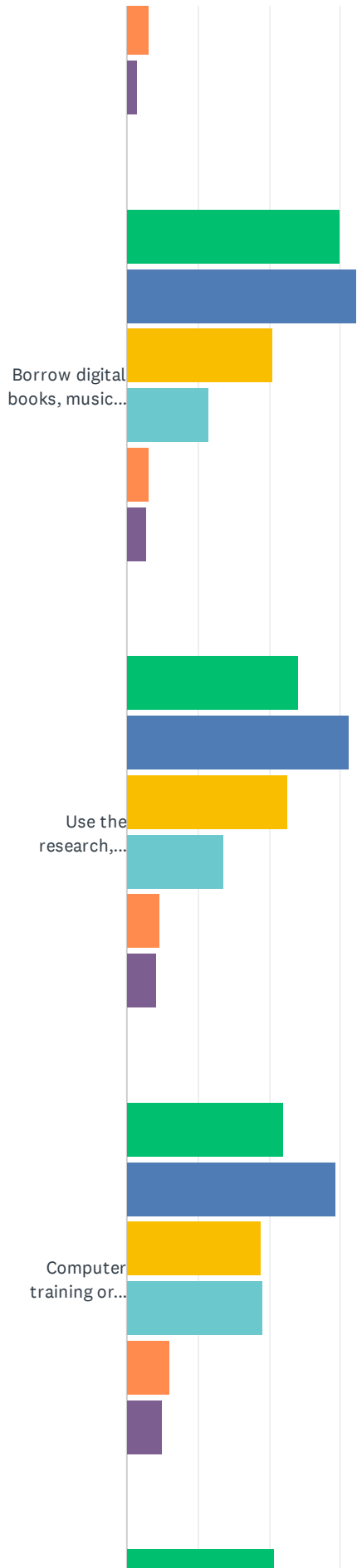
ANSWER CHOICES	RESPONSES	
Newspaper	23.60%	177
Radio	20.93%	157
Word of mouth	32.40%	243
Posters or flyers at my library	35.20%	264
Newsletter	18.13%	136
Library's website	49.33%	370
Nioga's website	24.93%	187
Facebook	44.27%	332
Library Staff	24.67%	185
I am unaware of library announcements	3.20%	24
Total Respondents: 750		

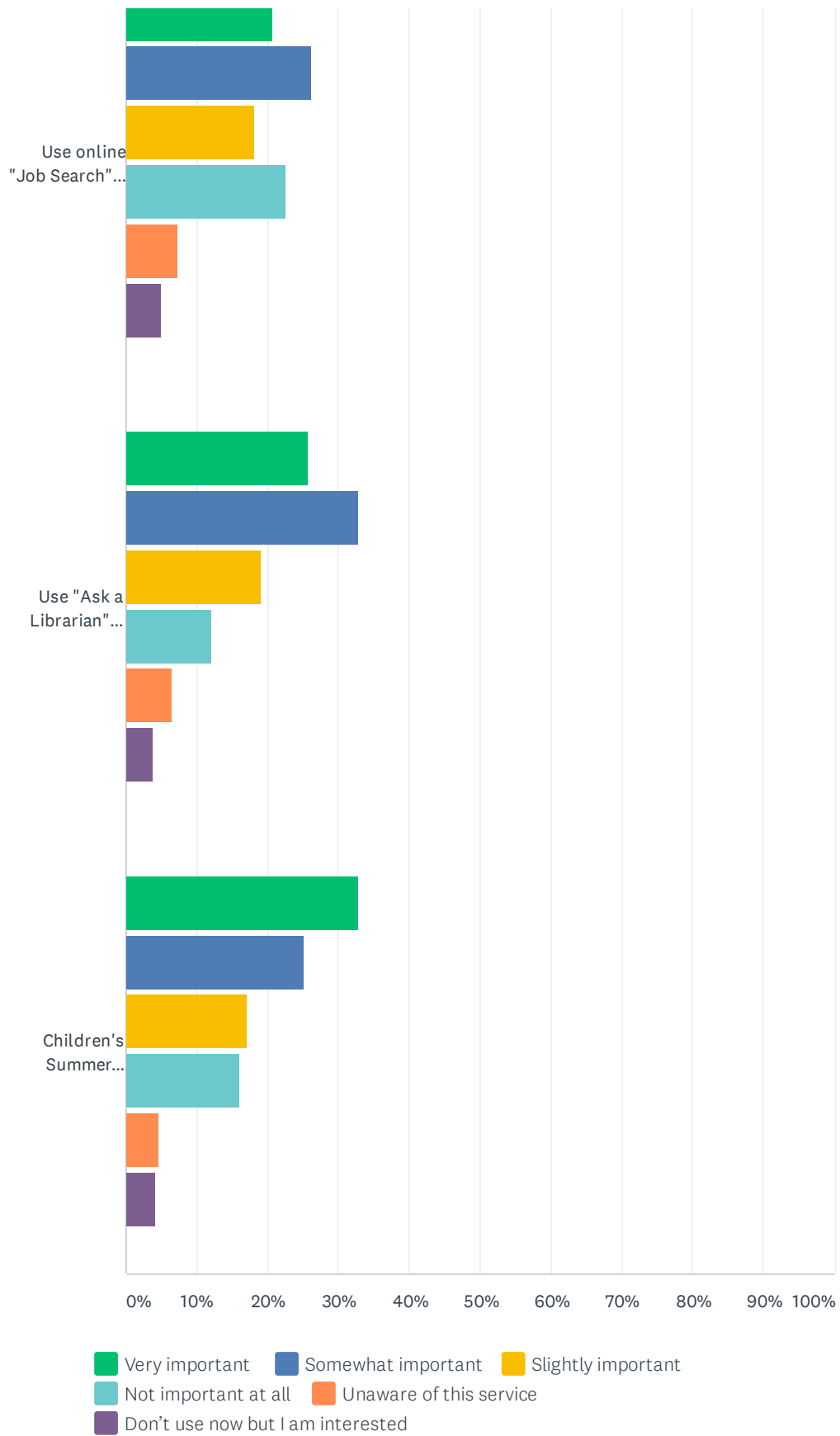
Q5 How important are the following library services to you?

Answered: 753 Skipped: 2







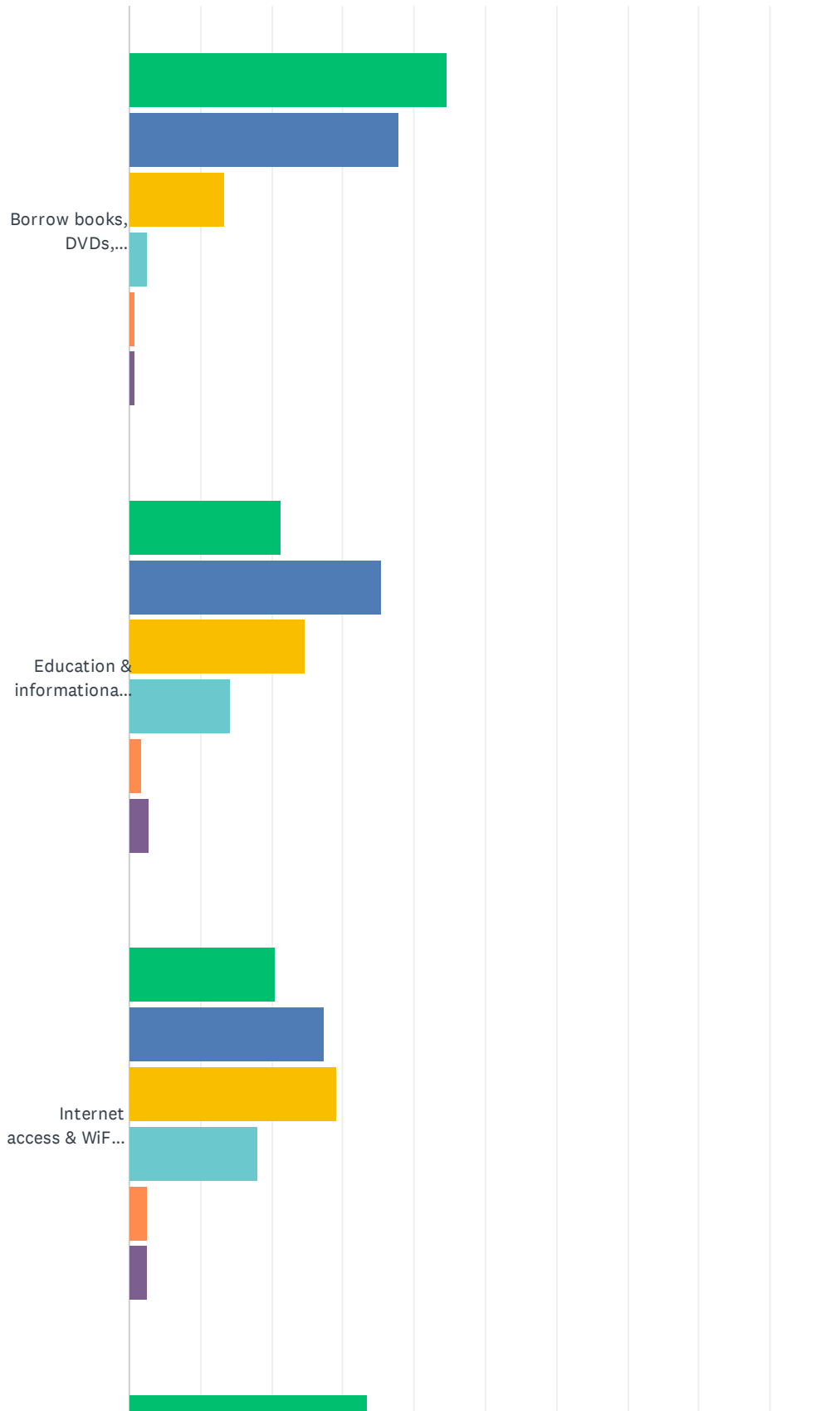


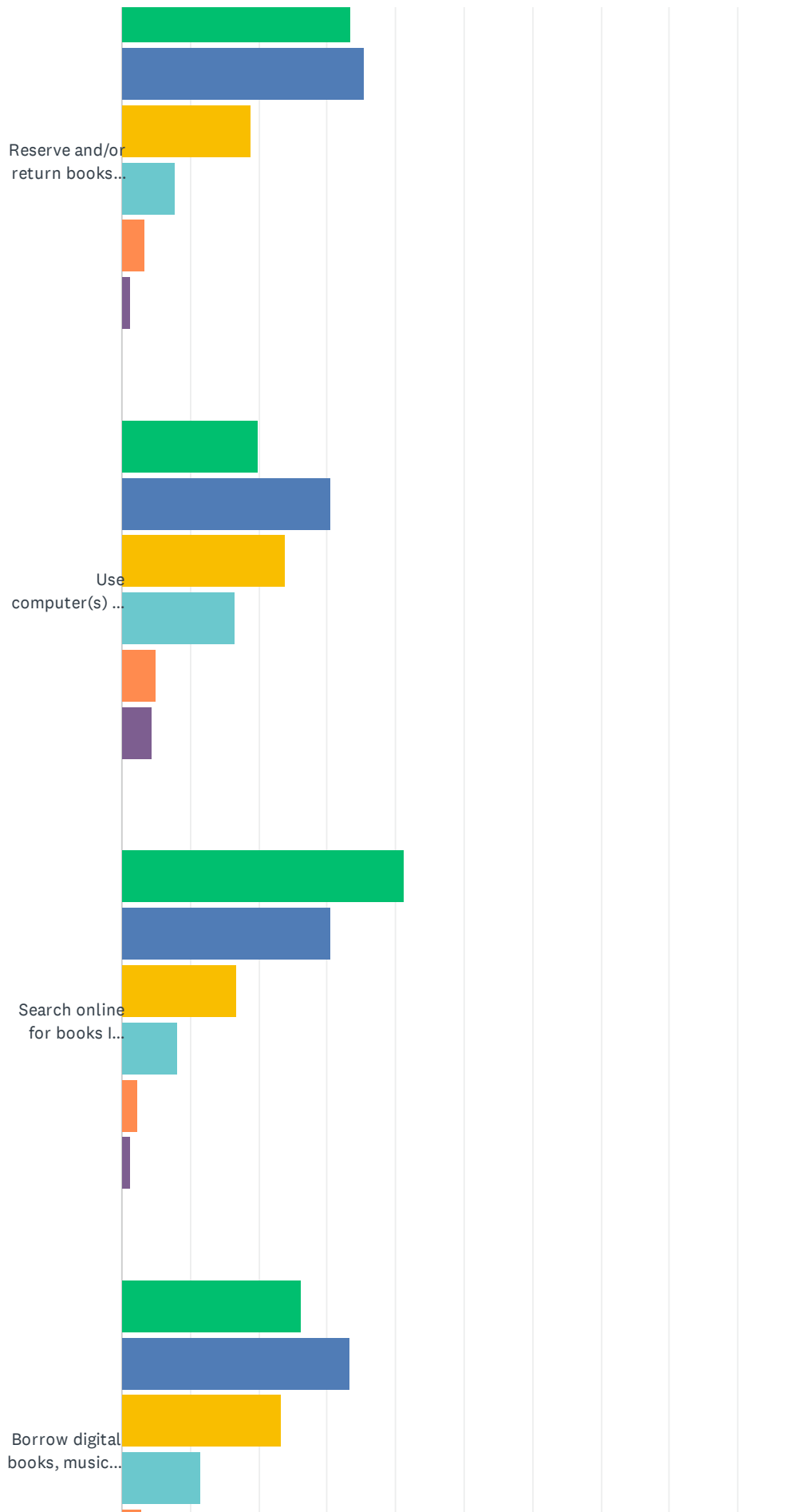
	VERY IMPORTANT	SOMEWHAT IMPORTANT	SLIGHTLY IMPORTANT	NOT IMPORTANT AT ALL	UNAWARE OF THIS SERVICE	DON'T USE NOW BUT I AM INTERESTED	TOTAL	WEIGHTED AVERAGE
Borrow books, DVDs, magazines, music, etc.	50.53% 380	32.85% 247	11.70% 88	3.19% 24	0.27% 2	1.46% 11	752	1.74
Education & informational programs	29.32% 219	36.14% 270	20.62% 154	10.04% 75	2.01% 15	1.87% 14	747	2.25
Internet access / WiFi use	26.47% 198	27.67% 207	24.06% 180	17.25% 129	2.81% 21	1.74% 13	748	2.47
Reserve and return books from another library	41.90% 313	31.19% 233	16.20% 121	5.09% 38	3.88% 29	1.74% 13	747	2.03
Use computer(s) and/or printers	23.62% 176	30.07% 224	20.00% 149	17.72% 132	3.76% 28	4.83% 36	745	2.62
Fax and/or Copy service	22.82% 170	31.68% 236	18.79% 140	15.03% 112	7.25% 54	4.43% 33	745	2.66
Search online for books I would like to borrow	43.45% 325	28.61% 214	17.25% 129	6.15% 46	3.07% 23	1.47% 11	748	2.01
Borrow digital books, music, magazines or movies	29.87% 224	32.13% 241	20.40% 153	11.60% 87	3.20% 24	2.80% 21	750	2.35
Use the research, reference or database services	24.00% 180	31.20% 234	22.53% 169	13.60% 102	4.53% 34	4.13% 31	750	2.56
Computer training or technology help session(s)	21.97% 165	29.29% 220	18.77% 141	19.04% 143	5.99% 45	4.93% 37	751	2.73
Use online "Job Search" to find a job	20.78% 155	26.14% 195	18.10% 135	22.52% 168	7.37% 55	5.09% 38	746	2.85
Use "Ask a Librarian" service to answer a question I have	25.73% 193	32.80% 246	18.93% 142	12.13% 91	6.53% 49	3.87% 29	750	2.53

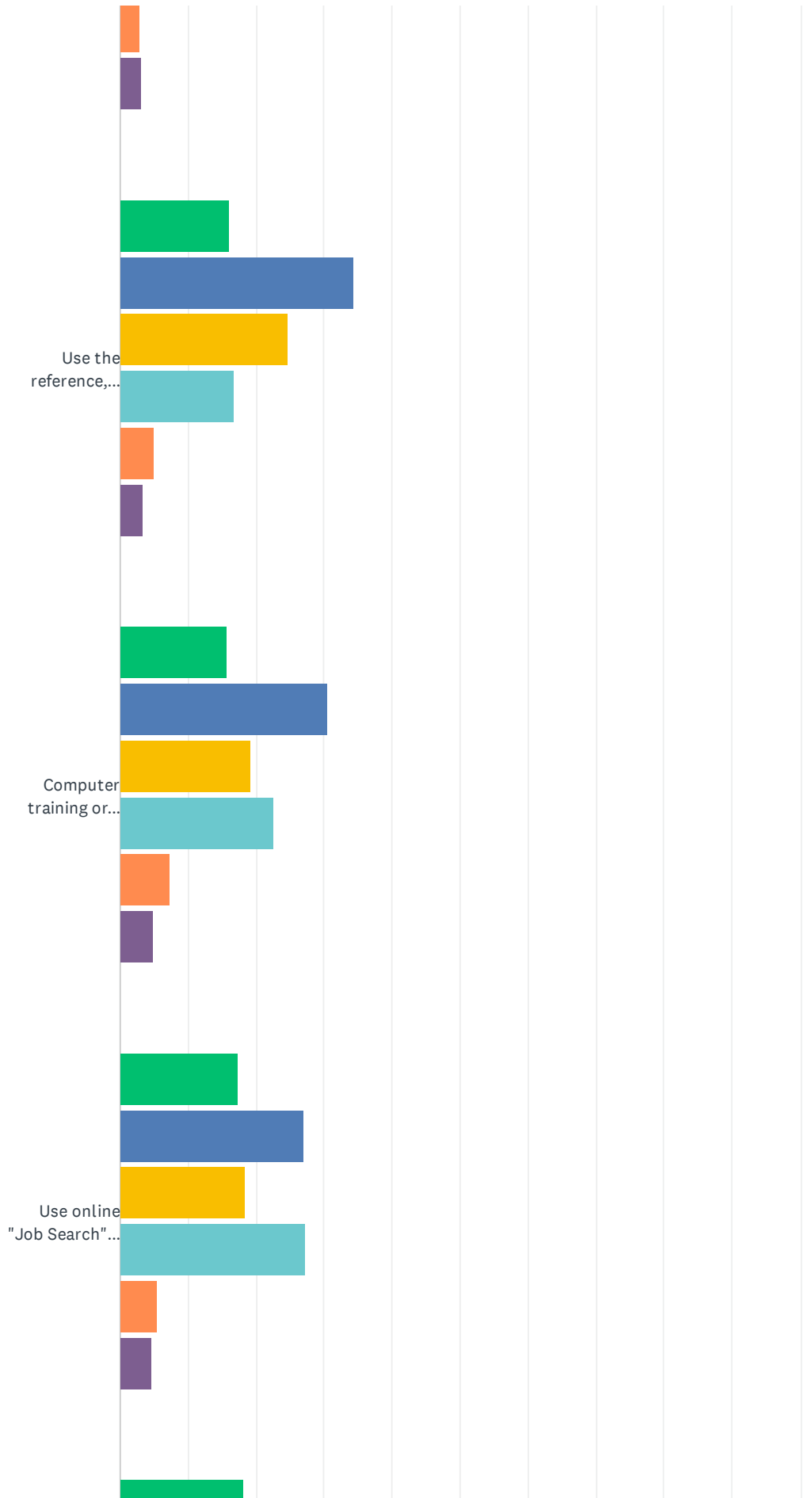
Children's Summer Program(s)	32.84% 246	25.10% 188	17.22% 129	16.02% 120	4.54% 34	4.27% 32	749	2.47
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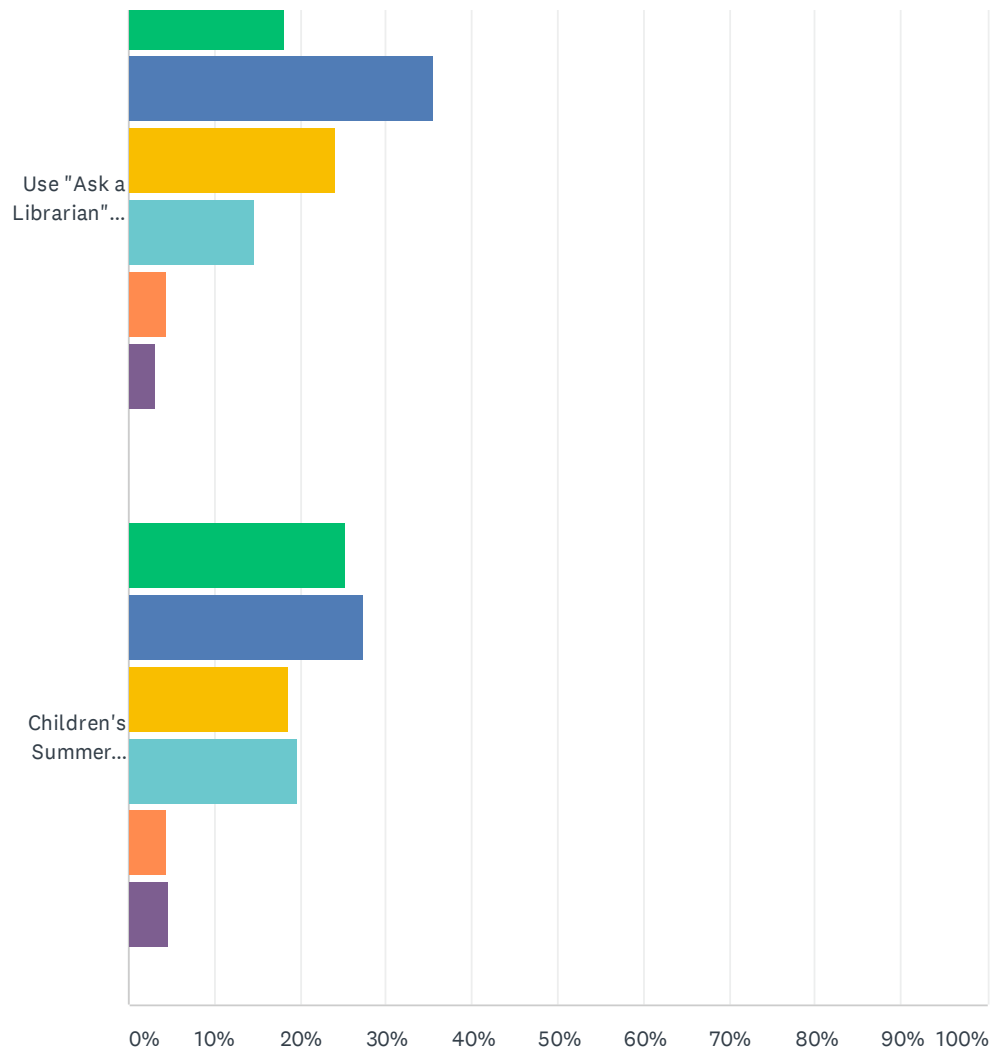
Q6 Which of the following library services do you use the most?

Answered: 754 Skipped: 1









Frequently Sometimes Infrequently Never
Not aware of this service Don't use now but I am interested

	FREQUENTLY	SOMETIMES	INFREQUENTLY	NEVER	NOT AWARE OF THIS SERVICE	DON'T USE NOW BUT I AM INTERESTED	TOTAL	WEIGHTED AVERAGE
Borrow books, DVDs, magazines, music, etc.	44.55% 335	37.77% 284	13.30% 100	2.53% 19	0.93% 7	0.93% 7	752	1.80
Education & informational programs	21.42% 160	35.34% 264	24.63% 184	14.19% 106	1.74% 13	2.68% 20	747	2.48
Internet access & WiFi use	20.59% 153	27.32% 203	29.07% 216	18.03% 134	2.42% 18	2.56% 19	743	2.62
Reserve and/or return books from another library	33.38% 250	35.38% 265	18.83% 141	7.74% 58	3.34% 25	1.34% 10	749	2.16
Use computer(s) or printer(s)	19.81% 147	30.46% 226	23.85% 177	16.58% 123	4.99% 37	4.31% 32	742	2.69
Search online for books I would like to borrow	41.15% 309	30.49% 229	16.64% 125	8.12% 61	2.40% 18	1.20% 9	751	2.04
Borrow digital books, music, magazines or movies (electronic downloads)	26.16% 197	33.20% 250	23.24% 175	11.42% 86	2.92% 22	3.05% 23	753	2.41
Use the reference, research or database services	16.11% 121	34.35% 258	24.63% 185	16.64% 125	4.93% 37	3.33% 25	751	2.70
Computer training or technology help session(s)	15.64% 117	30.48% 228	19.25% 144	22.59% 169	7.22% 54	4.81% 36	748	2.90
Use online "Job Search" to find a job	17.39% 129	27.09% 201	18.33% 136	27.22% 202	5.39% 40	4.58% 34	742	2.90
Use "Ask a Librarian" service to answer a question I have	18.16% 136	35.65% 267	24.03% 180	14.55% 109	4.41% 33	3.20% 24	749	2.61
Children's	25.40%	27.42%	18.55%	19.62%	4.30%	4.70%		

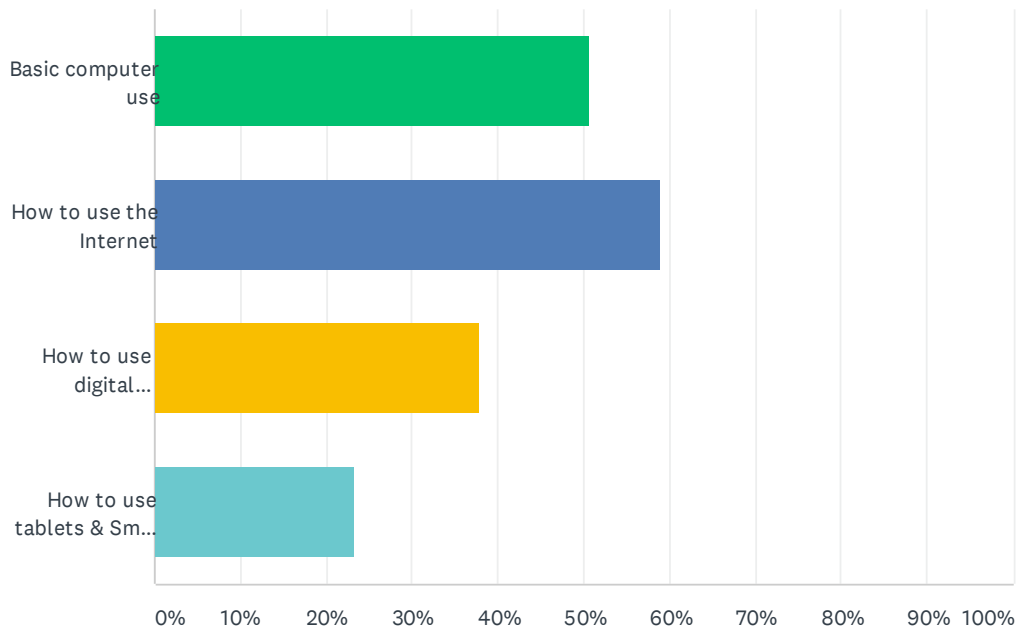
Summer Program(s)	189	204	138	146	32	35	744	2.64
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Q7 Is there a service that you would like to see at your local library that is unavailable now?

access books outside niog	0.35%	2
book club group	0.35%	2
books unavailable OverDrv	0.18%	1
deaf services	0.35%	2
good service	0.53%	3
have board games	0.35%	2
home delivery	0.18%	1
loan elect reading device	0.18%	1
more adult programs	1.58%	9
reading room	0.35%	2
safety	0.18%	1
young adult teen	0.70%	4

Q8 What technology training or classes would be most beneficial to you or others?

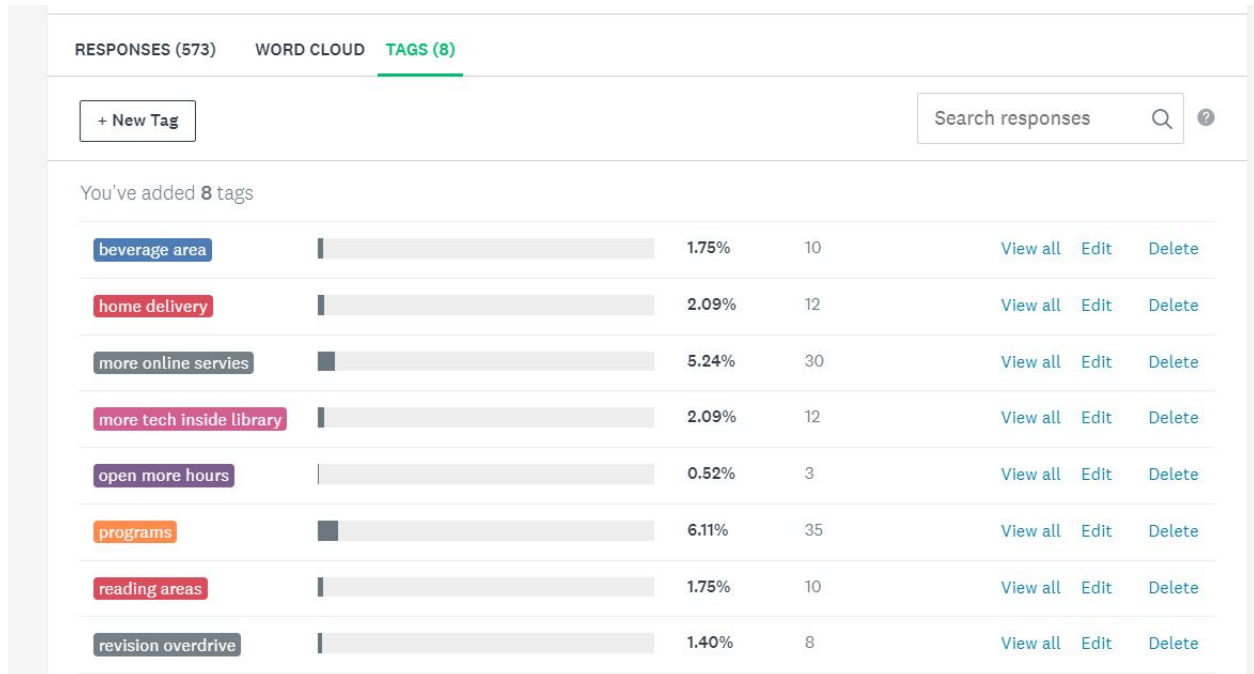
Answered: 643 Skipped: 112



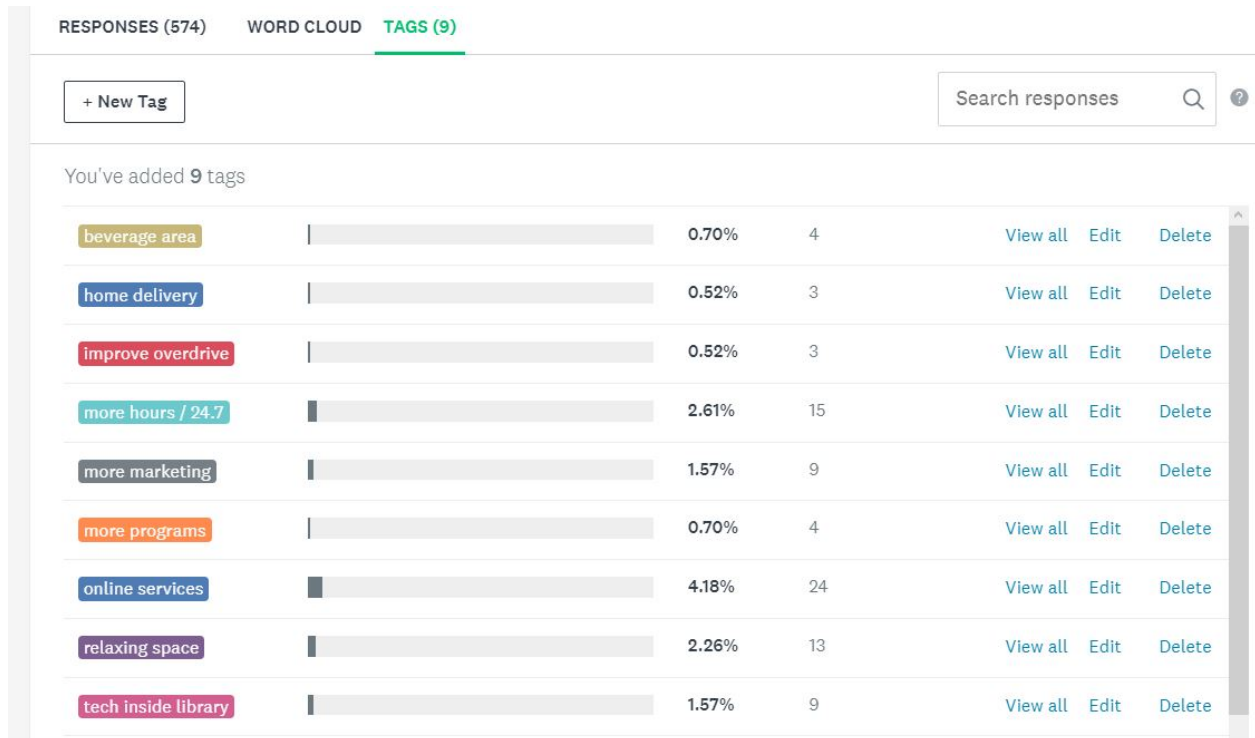
ANSWER CHOICES	RESPONSES	
Basic computer use	50.54%	325
How to use the Internet	59.10%	380
How to use digital services (to download eBooks, eMusic, etc.)	37.95%	244
How to use tablets & Smart phones	23.17%	149
Total Respondents: 643		

Q9 What do you think the library should add to its services and programs to plan for the future?

Answered: 573 Skipped: 182

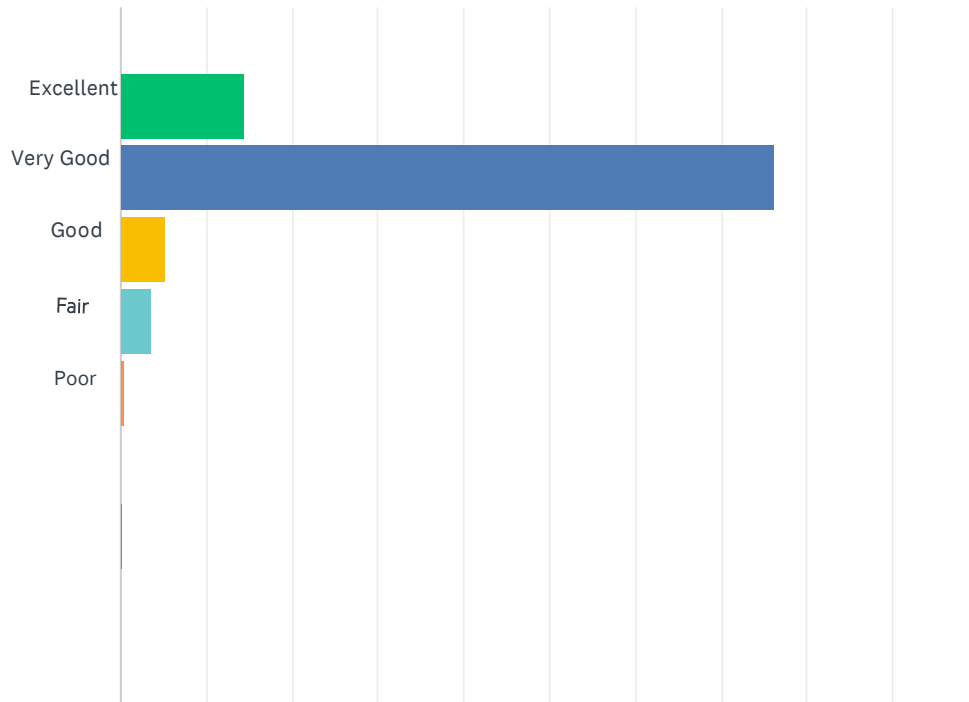


Q10 What can we do to make it easier for you, your friends and family to use the library?



Q11 During the COVID 19 Pandemic, libraries in the Nioga System worked to keep patrons safe. How would you rate the precautions taken?

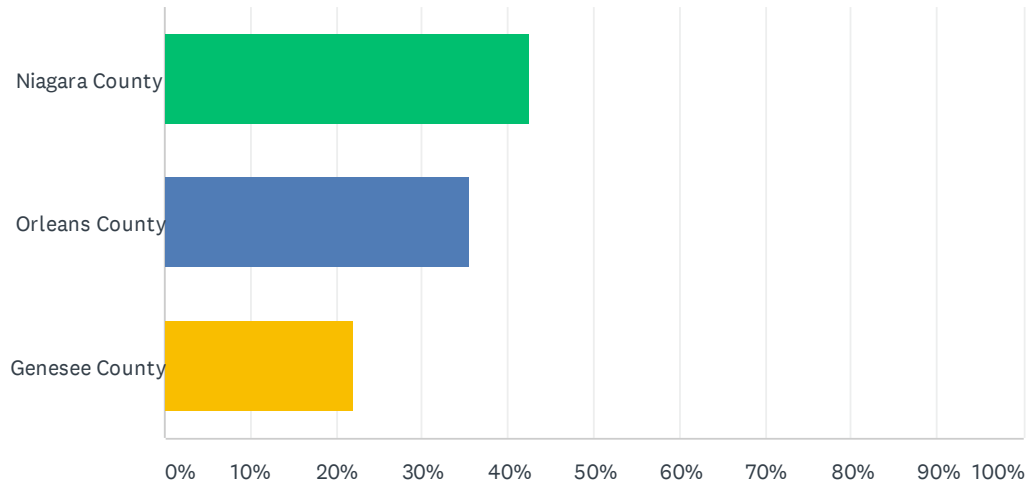
Answered: 746 Skipped: 9



ANSWER CHOICES	RESPONSES
Excellent	14.44% 96
Very Good	76.09% 506
Good	5.26% 35
Fair	3.46% 23
Poor	0.45% 3
TOTAL	746

Q12 I live in

Answered: 743 Skipped: 12



ANSWER CHOICES	RESPONSES	
Niagara County	42.53%	316
Orleans County	35.53%	264
Genesee County	21.94%	163
TOTAL		743

Q13 Enter to win a \$50 Gift Card! Share your first name and a phone number OR email address so we can contact you if you win.

Answered: 741 Skipped: 14

ANSWER CHOICES	RESPONSES	
First Name	99.06%	734
Company	0.00%	0
Address	0.00%	0
Address 2	0.00%	0
City/Town	0.00%	0
State/Province	0.00%	0
ZIP/Postal Code	0.00%	0
Country	0.00%	0
Email Address OR	94.47%	700
Phone Number	65.72%	487