The Indianapolis Public Library

Patron Survey for 2021-2023 Strategic Plan

"Your Voice, Your Vision, Your Library"

The Indianapolis Public Library (IndyPL) is beginning work for our 2021-2023 Strategic Plan and we want to hear from you! Your feedback informs what our patrons want, what we are doing well (and maybe not so well), and how to best serve the community. Please complete the survey to help inform how we can continue to serve you and your family. While complete surveys are appreciated, all questions are optional. ***Submitted surveys will be entered in a drawing for a $50 gift card!***

A link to this survey is also available online at bit.ly/indypl2020survey.

Please take the following survey ONLY if:

- You live in Marion County, IN but NOT in Speedway, IN

AND AT LEAST ONE OF THE FOLLOWING APPLY

- You have visited an Indianapolis Public Library Branch in the last 12 months
- You have checked out any Library material (including online) in the last 12 months
- You have accessed ANY IndyPL resources online in the last 12 months

1. Do you have a valid card (new card or card renewed in last 36 months)?
    a. Yes
    b. No
    c. Unsure

2. I consider the IndyPL to be an important part of the community.
    a. Unsure/I do not know
    b. Strongly Disagree
    c. Disagree
    d. Neutral Opinion
    e. Agree
    f. Strongly Agree

3. Overall, I am satisfied with the services provided by IndyPL.
    a. Unsure/I do not know
    b. Strongly Disagree
    c. Disagree
    d. Neutral Opinion
    e. Agree
    f. Strongly Agree

4. How likely are you to use the services of IndyPL in the next 12 months?
    a. Unsure/I do not know
    b. Very Unlikely
    c. Unlikely
    d. Neutral Likelihood
    e. Likely
    f. Very Likely

5. Please specific if you use each of the listed Library resources (Please circle "Yes", "No", or "Did not know about this" for each item)?

Free Books	YES	NO	Did not know about this
Free DVDs	YES	NO	Did not know about this
Free Computer Classes	YES	NO	Did not know about this
Free Career Services	YES	NO	Did not know about this
Free Animal Programs	YES	NO	Did not know about this
Free Music Programs	YES	NO	Did not know about this
Free Concerts	YES	NO	Did not know about this
Free STEM Programs	YES	NO	Did not know about this
Free Computer Coding Programs	YES	NO	Did not know about this
Free Author Events	YES	NO	Did not know about this
Free Financial Literacy Workshops	YES	NO	Did not know about this
Free Book Clubs	YES	NO	Did not know about this
Free Summer Reading Program	YES	NO	Did not know about this
Free Health and Wellness Programs	YES	NO	Did not know about this
Free Online Research Tools	YES	NO	Did not know about this
Free Story Times	YES	NO	Did not know about this
Free Crafting and Art Programs	YES	NO	Did not know about this
Free Public Computers	YES	NO	Did not know about this
Free Wi-Fi	YES	NO	Did not know about this
Free Bookmobile	YES	NO	Did not know about this
Free Library Card	YES	NO	Did not know about this
Free Movie Streaming	YES	NO	Did not know about this

6. What areas of needs and wants in your community can IndyPL help address with resources, services, or programs (select all that apply and provide any specifics)?
    a. Wellness _____
    b. Healthcare _____
    c. Financial _____
    d. Nutrition _____
    e. Education _____
    f. Parenting _____
    g. Literacy _____
    h. Technology _____
    i. Job Preparation and Searching _____
    j. Mental Illness _____
    k. Homelessness _____
    l. Recreational Reading/Listening _____
    m. Other (please specify) _____

7. What can we do to make you more likely to use the Library **(Select all that apply)**?
    a. Sell food/beverages
    b. Provide programs/books/materials that align with my needs/interest
    c. Have a more welcoming staff
    d. Forgive my library fines/fees
    e. Better align branches with public transportation
    f. Alert me when materials or programs I am interested in are available
    g. Home delivery of Library material
    h. Other _____

8. What barriers limit your use of IndyPL resources and programs (select all that apply)?
    a. I use IndyPL as often and in all the ways I want
    b. Staff is unwelcoming
    c. Too busy to visit
    d. I access books, music, movies, etc. in other ways
    e. No specific barrier
    f. I have Library fees or fines
    g. Library does not have items of interest
    h. Transportation issues
    i. I do not feel comfortable sharing the personal information required for a Library card
    j. I do not feel safe because: _____
    k. Other _____

9. What are some things IndyPL could improve upon to better serve the community?

10. What are the best ways for IndyPL to communicate about resources and programs (Please select all that apply)?
    a. Monthly eNewsletter emailed to patrons
    b. Radio
    c. TV
    d. Neighborhood newspaper
    e. Social media
    f. In-branch advertising (i.e. flyers, posters, etc.)
    g. Library website
    h. Billboards around the city
    i. IndyGo bus Ads
    j. Communications through various community groups (i.e. neighborhhood associations, healthcare clinic, social service provider, schools, etc.)
    k. Festivals and community events
    l. Other _____

11. What IndyPL Branch do you consider your home branch?
    - o Beech Grove
    - o Brightwood
    - o Central Library
    - o College Avenue
    - o Decatur
    - o Eagle
    - o East 38th St.
    - o East Washington St.
    - o Fountain Square
    - o Franklin Road
    - o Garfield Park
    - o Glendale
    - o Haughville
    - o InfoZone
    - o Irvington
    - o Lawrence
    - o Michigan Rd.
    - o Nora
    - o Bookmobile
    - o Pike
    - o Southport
    - o Spades Park
    - o Warren
    - o Wayne
    - o West Indy

12. Home Zip Code: _____

13. Age: _____

14. Race (Select all that apply):
    a. Asian
    b. American Indian/Native American
    c. Black/African American
    d. Latinx/Hispanic
    e. Multi-racial/Bi-racial
    f. White
    g. Prefer to self-describe _____

15. Sex:
    a. Male
    b. Female
    c. Prefer to self-describe: _____

To be eligible for a $50 gift card drawing, please provide the following contact information:

16. Name: _____
17. Phone Number: _____
18. Email: _____