

Greenwich Community Survey Summary

Greenwich Library | September 2024

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Survey Overview

This document summarizes findings from a survey of Greenwich community members to understand their usage of and satisfaction with Greenwich Library system resources, services, programs, and facilities.

The survey was open for four weeks from Tuesday, April 24 through Tuesday, May 21. A total of **1,887 respondents participated in the survey**, including 1,876 in English, 5 in Japanese, and 6 in Spanish.

Community members could participate in the survey online, at a dedicated computer station in Library locations, or using paper versions of the survey at Library locations. Both the online and paper versions were available in English, Spanish, and Japanese.

Greenwich Library staff conducted outreach via a broad range of channels, including:

- Press release and media outreach.
- Emails, including the weekly newsletter and targeted lists.
- Greenwich Library website.
- Social media, including cross-postings in community Facebook groups.
- Print materials in the Library, including a flyer and bookmark with a QR code.
- Content for partners and community members to share with their networks.
- Exterior lawn signs at Library locations.
- Collaboration with community partners.

Survey participation was incentivized by a raffle for three gift cards to the Greenwich Library Café.

Definitions

In this report, we use the terms **Library nonusers** or **nonuser respondents** to refer to survey respondents who reported they did not use Greenwich Library online or in-person in the last 12 months. For those that did use the Library in the last 12 months, we call this group **respondents or Library users**.

Crosstabulations

We disaggregated all findings by respondents' attributes to understand potential correlations between respondents' attributes and their survey responses. The attributes for these crosstabulations include:

- **Neighborhood.** The neighborhood the respondent lives in. See Exhibit 1.
- **Age.** A respondents' age. See Exhibit 2
- **Parent or Caregiver Status.** Whether a respondent provides care for at least one child. See Exhibit 3.

We typically found no notable patterns by respondents' neighborhood, age, or parent or caregiver status. We describe the few cases in this report in which there were differences and otherwise do not discuss crosstabulations.

Key Takeaways

- Respondents are **highly satisfied** with the Library’s programming, communications, and offerings, both in-person and digital.
 - At least 96% of respondents are very satisfied or somewhat satisfied with **in-person offerings**.
 - At least 97% of respondents are very satisfied or somewhat satisfied with **digital offerings**.
 - At least 94% of respondents are very satisfied or somewhat satisfied with **programming**.
 - At least 96% of respondents are very satisfied or somewhat satisfied with **Library communications**.
- Respondents **interact with the Library frequently**. Over half (51%) of respondents use the Library weekly, either in-person or online. 15% of respondents use the Library daily, either in-person or online.
- Respondents **feel welcome at Library locations** (88% strongly agree) and agree that **Library staff are personable and helpful** (85% strongly agree).
- **There are many offerings for which less than half of respondents – in some cases, as few as one in five respondents – have awareness.** 66% of respondents are not aware of the Book Van and Home Delivery Service and 61% are unaware of book bundles for children. Compared with users, nonusers are much less aware of the following offerings: Museum passes (61% awareness among user respondents compared to 36% among nonuser respondents), lending art (51% for users compared to 39% among nonusers), and the Bloomberg terminal (31% for users compared to 19% among nonusers).
- The survey results indicated some opportunities for refinement to bridge the gap between respondents indicating they are “somewhat satisfied” and “very satisfied” with Library programming, communications, and offerings:
 - **Reserving rooms.** Some respondents noted the system to reserve rooms is confusing or that the rooms appear full frequently.
 - **Library website and presence on social media.** Some respondents noted that the Library website is difficult to navigate and could be improved. Others said that they would like to see Greenwich have more of a social media presence.
 - **Programming availability.** Some respondents expressed interest in additional availability for programming, especially for popular events.
 - **Programming for teenagers.** Six percent of respondents reported feeling “not at all satisfied” with programming for teenagers.

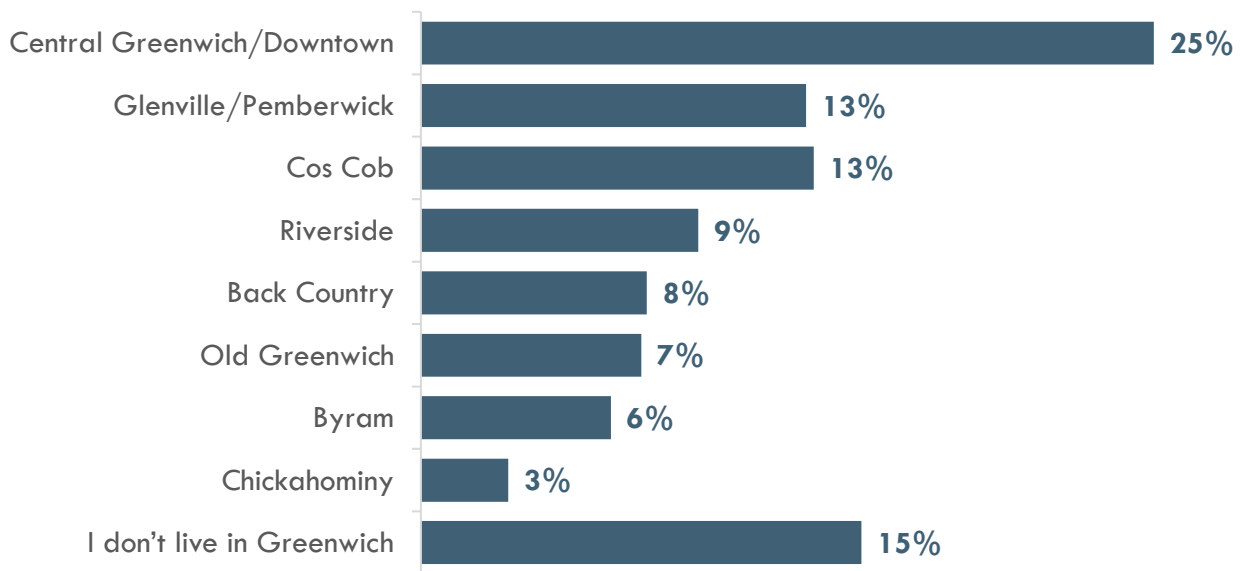
About the Respondents

All respondents self-selected to participate in the survey after learning about the survey through one of the outreach methods noted in the Survey Overview section. As a result, the sample of the community is not necessarily representative of community demographics. As noted in the Crosstabulations section, we have disaggregated findings by respondent attributes in some cases to allow for a more nuanced understanding of input.

Demographics

Exhibit 1 shows the neighborhoods in which respondents live. The largest proportion of respondents (25%) live in Central Greenwich/Downtown, with between 6% and 13% distributed in each of Greenwich's other neighborhoods. Fifteen percent of respondents reported that they don't live in Greenwich.

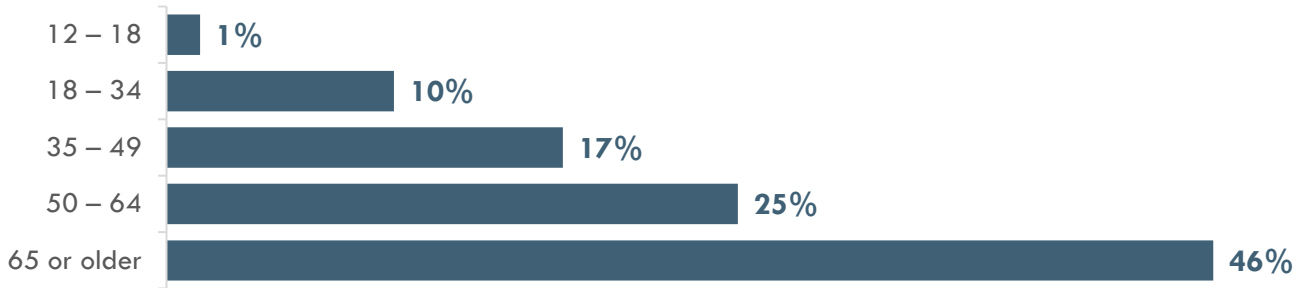
Exhibit 1. Neighborhood of Respondents (n = 1,555)



Source: BERK, 2024.

Exhibit 2 shows the age of survey respondents. Most respondents (71%) are at least 50 years of age.

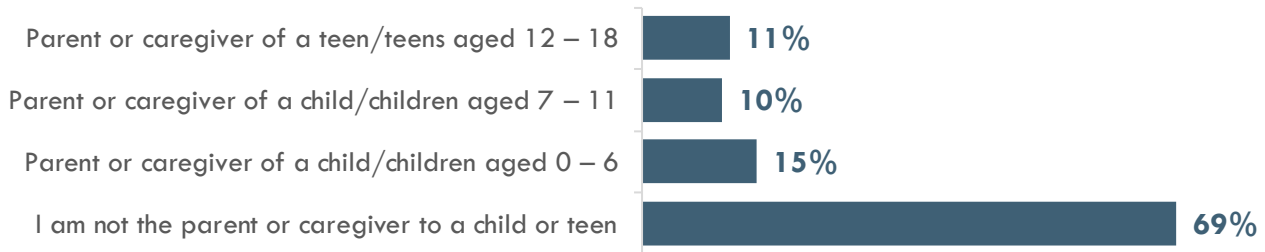
Exhibit 2. Age of Respondents (n = 1,550)



Source: BERK, 2024.

Exhibit 3 shows the parent or caregiver status of respondents. Two-thirds of respondents (69%) are not a parent or caregiver. The remaining third of respondents (31%) provide care to at least one child or teen, with roughly even distribution across the youth age brackets.

Exhibit 3. Parent or Caregiver Status of Respondents (n = 1,514)



Note: Percentages do not sum to 100% because respondents could select multiple options.

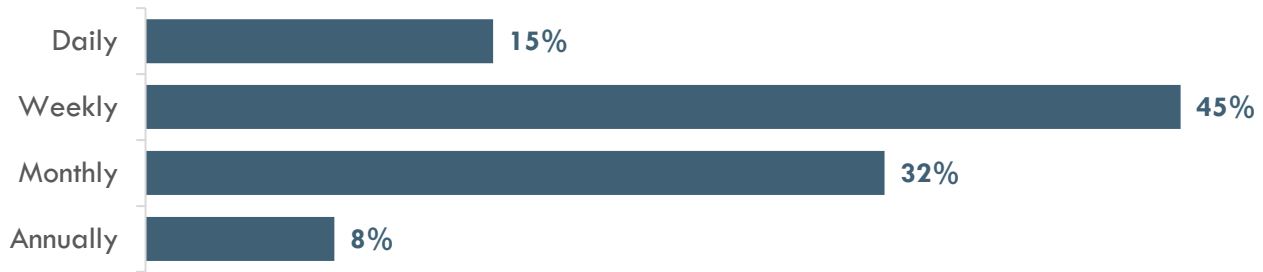
Source: BERK, 2024.

Library and Online Usage

Exhibit 4 shows the frequency with which respondents use the Library, either at in-person Library locations or online. Two-thirds of respondents (66%) use the Library at least weekly, with 15% of respondents using the Library daily. Most of the remaining one-third of respondents use the Library at least monthly, with few respondents (3%) using the Library annually.

Exhibit 4. Frequency of Either In-Person or Digital Library Use (n = 1,509)

Survey Question: “Which best describes how often you use the library, in-person or online?”



Source: BERK, 2024

Exhibit 5 shows the frequency with which respondents use the Library at in-person Library locations. Over one-third of respondents (44%) visit a Library location at least weekly. Almost half (47%) visit monthly and 10% visit annually.

Exhibit 5. Frequency of In-Person Library Use (n = 1,455)

Survey Question: “Which best describes how often you use the library, in-person or online?”

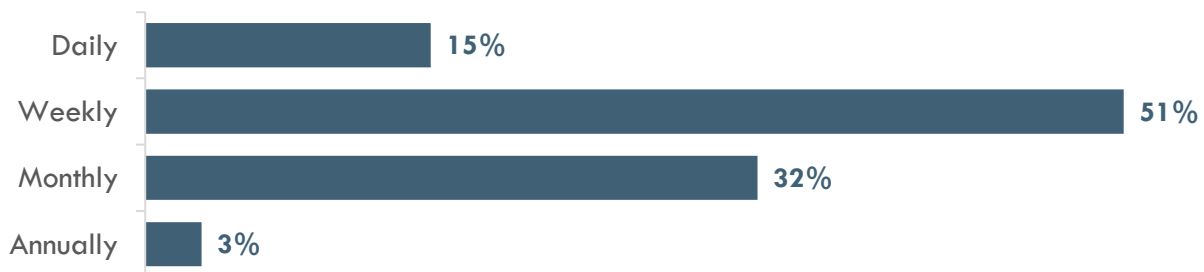


Source: BERK, 2024

Exhibit 6 shows the frequency with which respondents use the Library digitally. Most respondents (60%) use the Library digitally at least weekly, while one in four (40%) use it monthly or less.

Exhibit 6. Frequency of Digital Library Use (n = 1,210)

Survey Question: “Which best describes how often you use the library, in-person or online?”



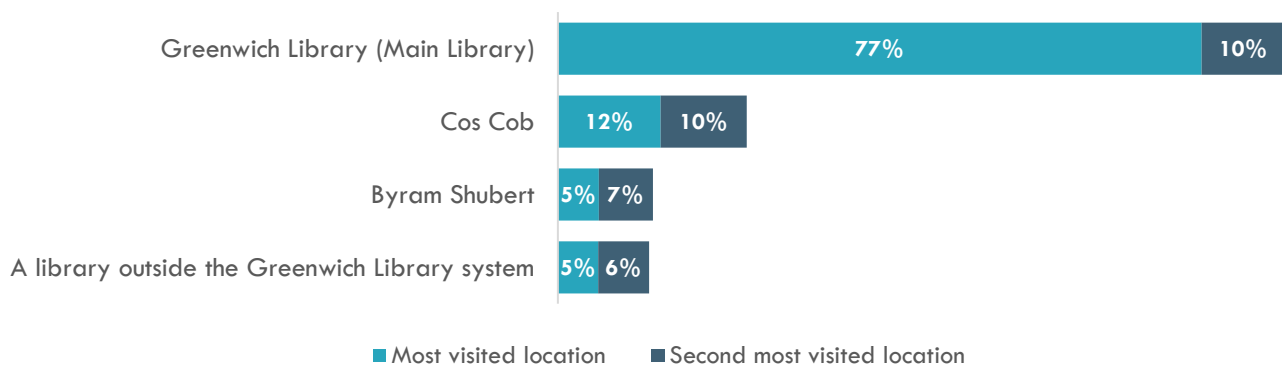
Source: BERK, 2024

Top Library Locations

Exhibit 7 shows respondents' most-visited and second-most-visited library locations. Greenwich Library is by far the most-visited Library location, with 77% of respondents indicating this as their most-visited location and an additional 10% indicating this as their second-most-visited location. After Greenwich Library, Cos Cob is the second most visited location, with 22% of respondents indicating it as their most-visited or second-most-visited location. One in eight respondents (12%) indicated Byram Shubert as their first- or second-most-visited location and a similar proportion of respondents included a library outside the Greenwich Library system in their top two most visited library locations.

Exhibit 7. Top Library Locations of Respondents (n = 1,489)

Survey question: "In the last 12 months, which one or two in-person location(s) have you visited most frequently?"



Source: BERK, 2024.

Detailed Findings

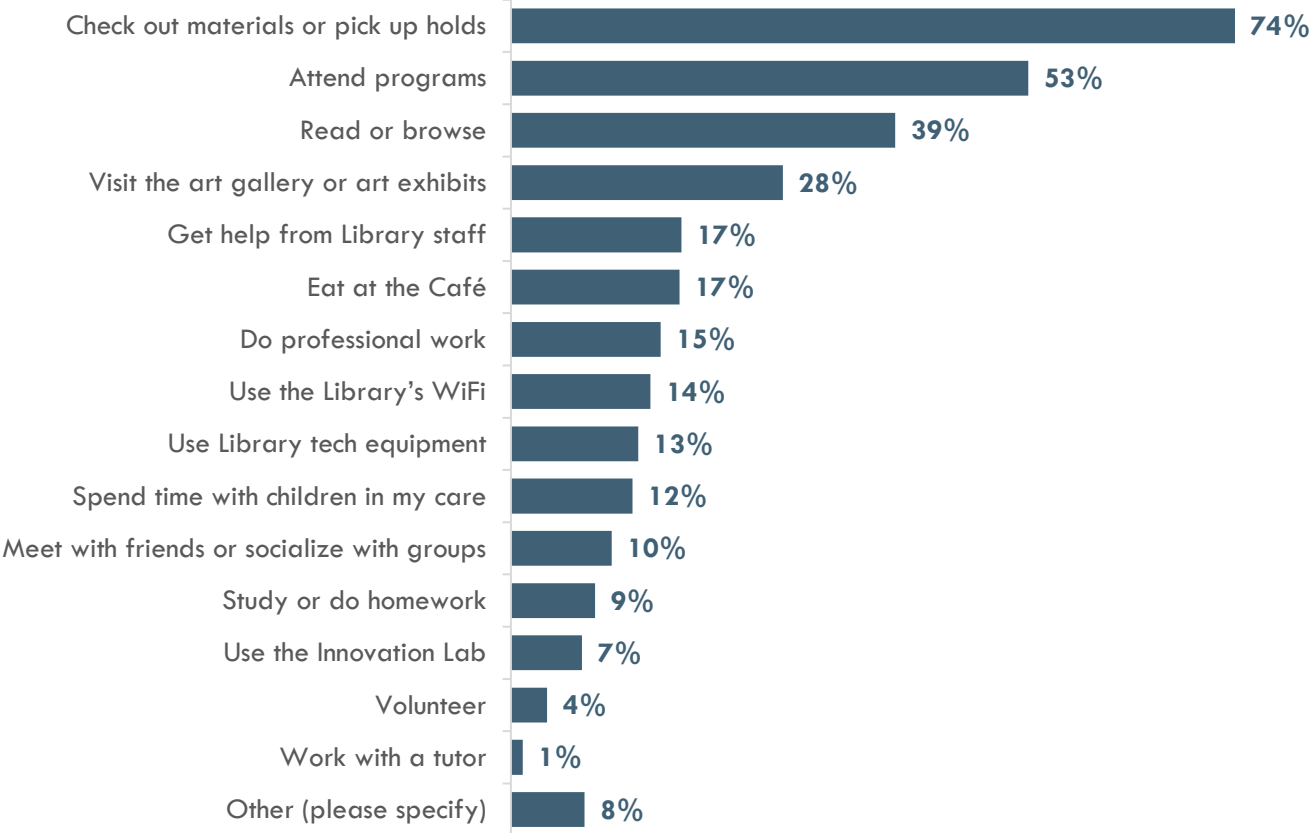
Typical Activities

Exhibit 8 shows respondents' typical activities at Library locations. Most respondents (74%) check out materials or pick up holds and over half (53%) attend programs. Over one-third of respondents (39%) read or browse, and over one-fourth (28%) of respondents typically visit the art gallery and exhibits. Most of the other uses are for less than one-in-six respondents. Respondents are least likely to use the Innovation Lab (7%), volunteer (4%), or work with a tutor (1%).

Most of the "other" responses reiterated uses already shown in the chart. Top responses that are not shown in the chart include usage of the meeting rooms or usage of Library spaces for personal projects.

Exhibit 8. Typical Activities of Respondents at Library Locations (n = 1,512)

Survey question: "What do you typically do when you visit Greenwich Library or its Byram Shubert or Cos Cob branches in person?"



Source: BERK, 2024.

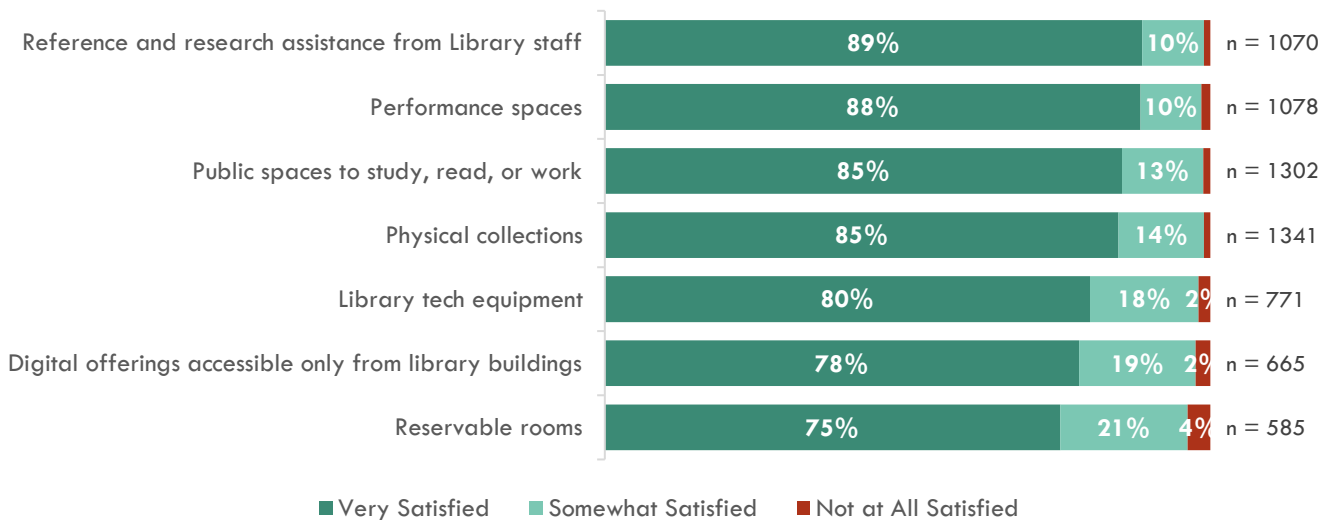
Satisfaction Levels

Satisfaction Levels with In-Person Offerings

Exhibit 9 shows respondents' satisfaction levels with in-person Library offerings. Respondents indicate a high overall level of satisfaction. Across all the in-person offerings evaluated, at least three-quarters (75%) of survey respondents indicated they are "very satisfied." Nearly all respondents (at least 98%) are "very satisfied" or "somewhat satisfied" with reference and research assistance from Library staff; performance spaces; public spaces to study, read, and work; the physical collections; library tech equipment; and digital offerings accessible only from library buildings. A small portion of respondents (4%) are not satisfied with reservable rooms. There were no notable findings when disaggregated by primary Library location.

Exhibit 9. Satisfaction with In-Person Offerings at Greenwich Library Locations

Survey question: "How satisfied are you with the following in-person offerings at Greenwich Library or its Byram Shubert or Cos Cob branches?"



Source: BERK, 2024.

Satisfaction with In-Person Offerings: Open-Ended Responses

Respondents were asked to explain their responses if they answered "somewhat satisfied" or "not at all satisfied" for any of the offerings listed. There were 251 comments.

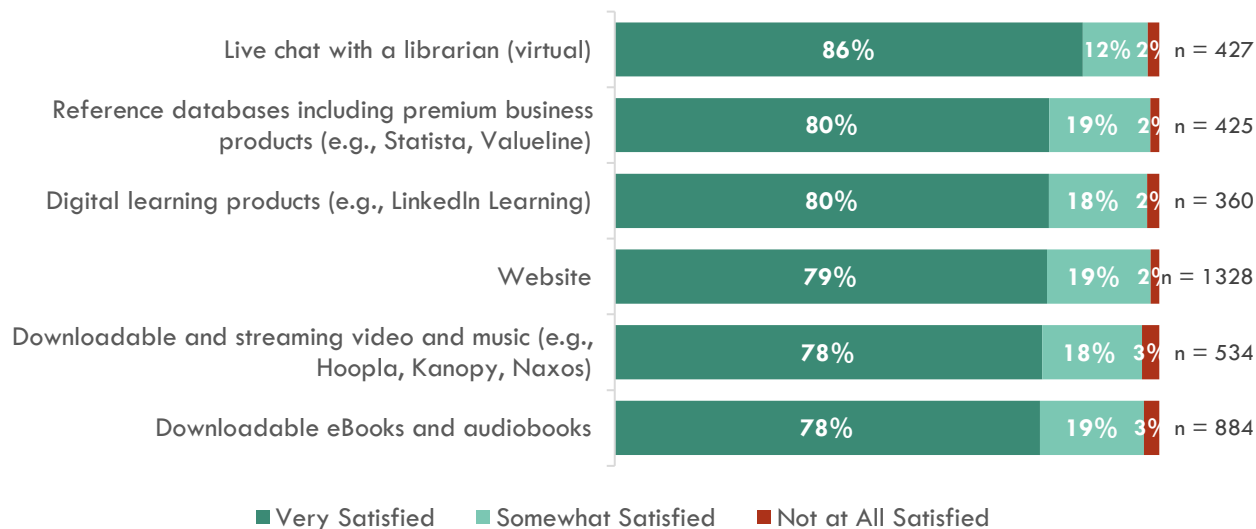
Respondents mentioned the desire for more diverse and updated collections, including books, eBooks, DVDs, and audiobooks. Some comments indicated some dissatisfaction with the physical aspects of Library spaces, such as seating, noise levels, and general comfort. The reservation system for rooms and the availability of study or meeting spaces were mentioned as areas needing improvement. Other comments addressed the amenities available in the Library, including the availability and quality of technology and equipment. Some comments regarding the Library's programs and events suggested more programming and more diverse programming. Some concerns about language barriers and physical accessibility were also noted. Some respondents noted some dissatisfaction with staff.

Satisfaction Levels with Digital Offerings

Exhibit 10 shows satisfaction levels of digital Library offerings. Respondents expressed a high level of satisfaction across all offerings evaluated, with at least 97% of respondents indicating they are “very satisfied” or “somewhat satisfied” with each offering. Respondents are most highly satisfied with the live chat feature, with 86% of respondents reporting feeling “very satisfied.”

Exhibit 10. Satisfaction with Digital Offerings at Greenwich Library Locations

Survey question: “How satisfied are you with the following Greenwich Library digital offerings?”



Source: BERK, 2024.

Satisfaction with Digital Offerings: Open-Ended Response

Respondents were asked to explain their responses if they answered “somewhat satisfied” or “not at all satisfied” for any of the offerings listed. There were 229 comments.

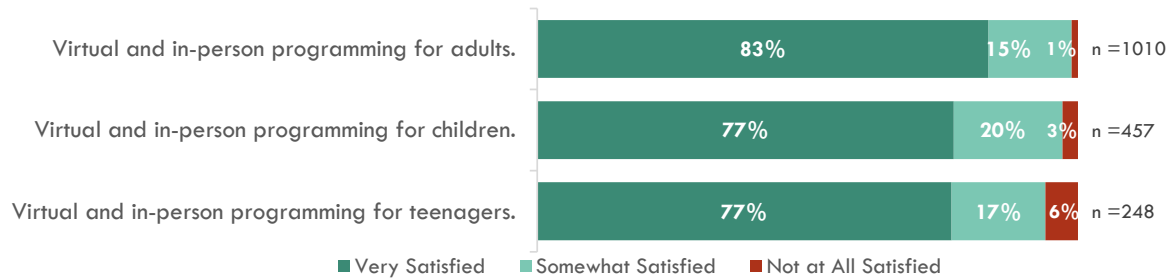
Some respondents find the Library's website and app difficult to navigate, citing challenges with searching for digital materials and the overall design. Other respondents expressed frustration with the limited availability and long wait times for popular eBook and audiobook titles. A number of respondents are either unaware of the full range of digital offerings available or find it challenging to learn how to use these resources effectively. Some respondents experience some technical issues with digital services such as Hoopla and Naxos, including app malfunctions and streaming interruptions, which disrupt their access to digital content.

Satisfaction Levels with Programming Offerings

Exhibit 11 shows satisfaction levels with Library programming offerings. Respondents expressed a high level of satisfaction across all offerings evaluated, with at least 94% of respondents indicating they are “very satisfied” or “somewhat satisfied” with each offering. The programming type with slightly lower satisfaction is programming for teenagers, for which 6% of respondents reported they are “not at all satisfied.”

Exhibit 11. Satisfaction with Greenwich Library Programming Offerings

Survey question: “How satisfied are you with the following Greenwich Library programming offerings?”



Source: BERK, 2024.

Satisfaction with Programming Offerings: Open-Ended Response

Respondents were asked to explain their responses if they answered “somewhat satisfied” or “not at all satisfied” for any of the offerings listed. There were 144 comments.

Some comments noted issues with attending programs given they are sometimes full or occur at times that may not work for all community members. Respondents highlighted the desire for more programming for teens, children, and adults.

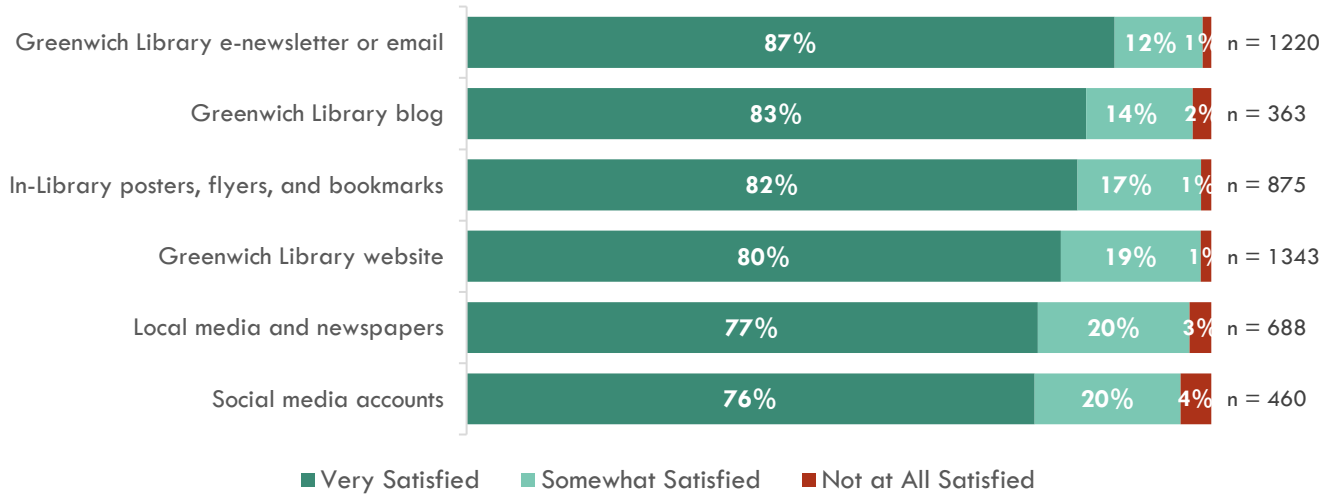
Satisfaction with Library Communication

Exhibit 12 shows respondents’ satisfaction levels with Library communication. Respondents expressed a high level of satisfaction across all communications channels evaluated, with at least 96% of respondents indicating they are “very satisfied” or “somewhat satisfied” with each channel. A small proportion of respondents are “not at all satisfied” with the Library’s local media and newspapers (3%) or social media accounts (4%).

The number of respondents who reported their satisfaction with each channel varied, ranging from a low of 363 respondents for the blog to a high of 1,343 respondents for the website. A lower number of responses for a given channel could indicate that fewer respondents use that channel, and could indicate an opportunity for improvement.

Exhibit 12. How satisfied are you with the following Greenwich Library communication channels?

Survey question: “How satisfied are you with the following Greenwich Library communication channels?”



Source: BERK, 2024.

Satisfaction with Library Communication: Open-Ended Response

Respondents were asked to provide any suggestions for improvements or other ways to reach them. There were 145 comments.

The most frequent theme revolved around issues with the Library's website, including difficulties in navigation, outdated design, and the need for more user-friendly features. Some respondents noted a desire for a stronger and more engaging social media presence to keep the community informed about Library activities and resources. Other respondents expressed the need for better communication and publicity about Library programs and events. This includes more proactive and timely notifications, better use of social media, and making event details more accessible.

Library Inclusion and Role in the Community

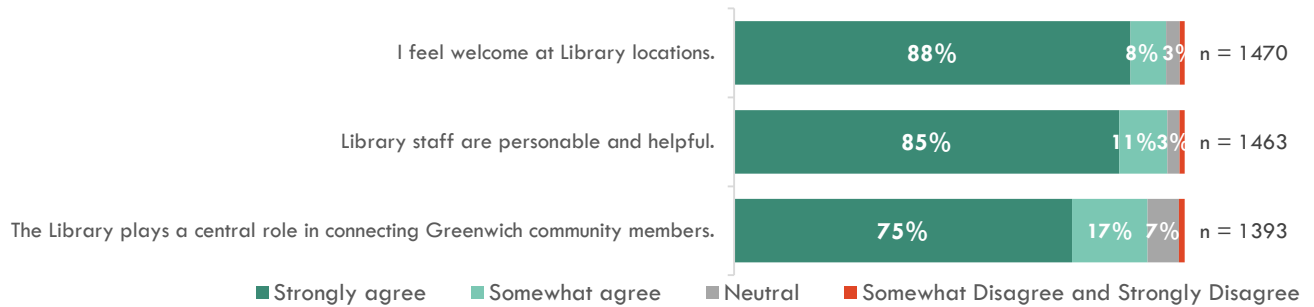
Exhibit 13 shows respondents' level of agreement or disagreement with statements about the Library, including if they feel welcome, if they think Library staff are personable and helpful, and if they agree that the Library plays a central role in connecting Greenwich community members. Across each statement, most survey respondents (75% - 88%) strongly agree.

Some responses differ by age. Higher proportions of older respondents “strongly agree” with the statements “I feel welcome at Library locations” and “Library staff are personable and helpful.”

- **“I feel welcome at Library locations”**: 91% of respondents aged 65 or older indicate they “strongly agree,” with this proportion diminishing with each decreasing age bracket down to a low of 61% of respondents aged 12 – 18 indicating they “strongly agree.”
- **“Library staff are personable and helpful”**: 89% of respondents aged 65 or older indicate they “strongly agree,” with this proportion diminishing with each decreasing age bracket down to a low of 57% of respondents aged 12 – 18 indicating they “strongly agree.”

Exhibit 13. Survey Respondents Agreement with Statements about Library Inclusion and Role in the Community

Survey question: “How much do you agree with the following statements?”



Source: BERK, 2024.

Library Inclusion and Role in the Community: Open-Ended Responses

Respondents were asked to explain their responses if they answered “somewhat disagree” or “strongly disagree” for any of the statements. There were 60 comments. While the survey requested feedback from people who did not agree with the positive statements about the Library, most feedback was nonetheless positive.

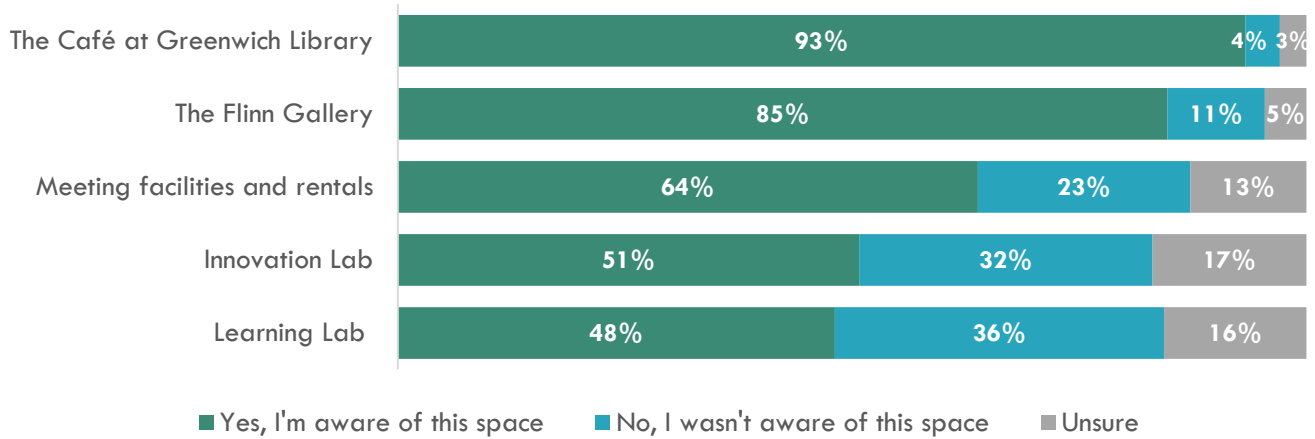
Respondents frequently highlighted the Library's significant role in the community and praised the quality and variety of its programs, resources, and environment. While many respondents praised the staff for being welcoming, helpful, and friendly, some also mentioned inconsistencies in staff demeanor across different branches.

Awareness of Offerings

Exhibit 14 shows respondents' awareness of certain spaces within the Greenwich Library system. Nearly all respondents are aware of the Café at Greenwich Library (93%) and Flinn Gallery (85%) About two-thirds of respondents (64%) indicated they are aware of the Library system's meeting facilities and rentals. Respondents indicated the least awareness of the Learning Lab and Innovation Lab, with roughly half of respondents indicating for each of these spaces that they were unaware or unsure of whether they were aware.

Exhibit 14. Awareness of Spaces within the Greenwich Library System (n = 1,514)

Survey question: “Are you aware of the following spaces within the Greenwich Library system?”



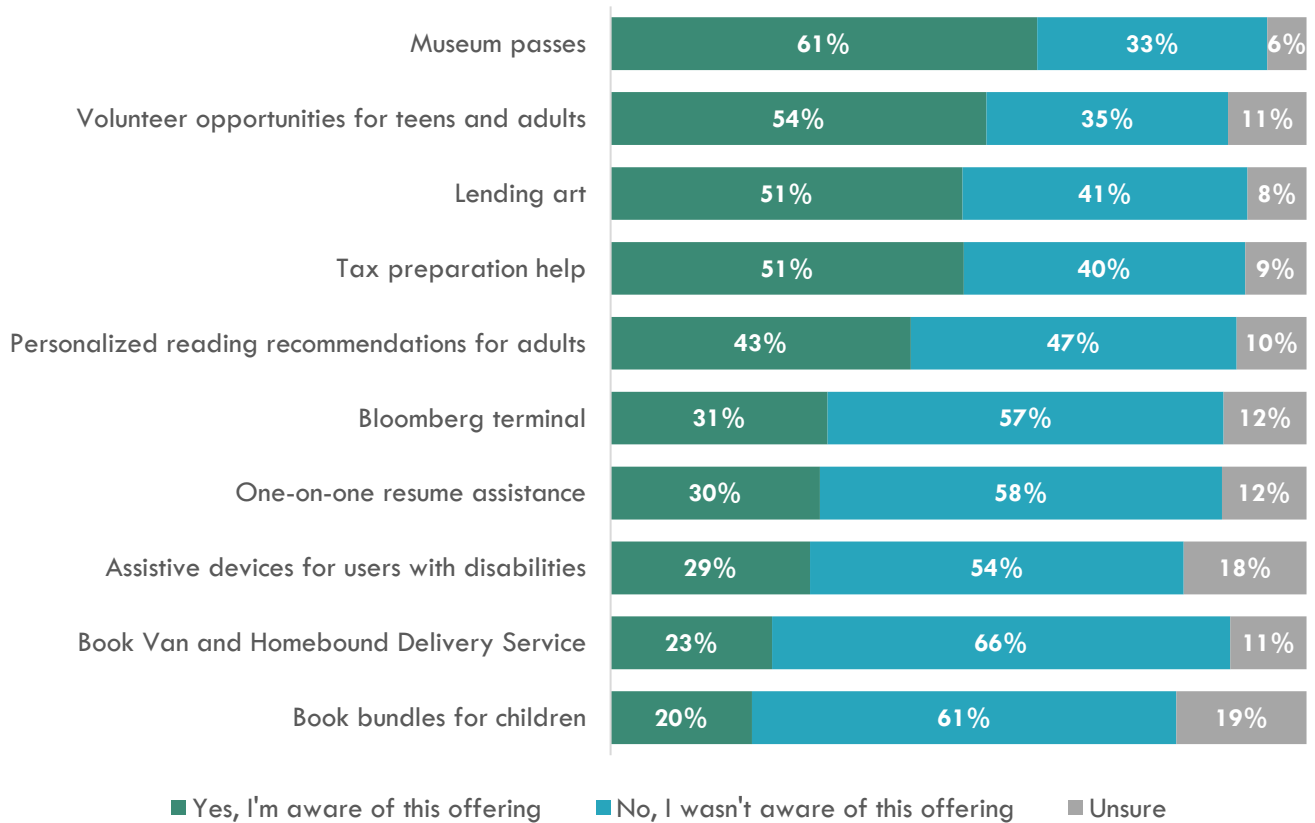
Source: BERK, 2024.

Exhibit 15 shows respondents' awareness of offerings within the Greenwich Library system. Across all offerings listed, a substantial proportion of respondents indicated they were unaware or unsure if they were aware.

At least half of respondents indicated they are aware of museum passes (61%), volunteer opportunities (54%), lending art (51%), and tax preparation help (51%). Respondents who are parents or caregivers are slightly more aware of museum passes than respondents who are not. For all other offerings, less than half of respondents indicated they were aware: four in ten respondents (43%) are aware of the personalized reading recommendations for adults and three in ten respondents are aware of the Bloomberg terminal (31%), one-on-one assistance (30%), or assistive devices for users with disabilities (29%). Few respondents are aware of the Book Van and Home Delivery Service (23%) or book bundles for children (20%), although a larger proportion of respondents who are parents or caregivers are aware of book bundles for children than their non-parent or non-caregiver counterparts.

Exhibit 15. Awareness of Offerings within the Greenwich Library System (n = 1,509)

Survey question: “Are you aware of the following offerings within the Greenwich Library system?”



Source: BERK, 2024.

Open-Ended Comment Feedback from Library Users

The survey asked respondents if they had other thoughts to share on the future development of the Greenwich Library System. There were 496 total comments. Themes across the comments are presented below, ordered roughly in the frequency in which they occurred. Notable or representative excerpts from comments are included as well, which have been lightly edited in some cases for typos and readability.

Praise for the Library

Out of 496 total comments, almost half of the comments (215 comments) solely praised and thanked Greenwich Library.

Respondents frequently expressed their satisfaction with the current offerings and praised the helpfulness and professionalism of the Library staff. Many respondents expressed strong support for the Library’s role in providing educational and community programs that benefit all age groups. Many respondents appreciate the Library’s ability to adapt to changing times and technologies, ensuring that services remain relevant and accessible to all members of the community. Many respondents highlighted how the Library has positively impacted their personal and professional development.

Other Suggestions

Out of 496 total comments, 268 were comments that did not solely focus on praise and contained suggestions for the Library. Many of the suggestions reflected ideas already discussed in the earlier sections of this report, so we do not repeat those themes here.

Some respondents had specific requests for physical or digital collections and others requested more language support and bilingual materials.

Library Nonusers

Exhibit 16 shows the reasons that nonuser respondents report for not using the Library. Over one-third (39%) chose another reason not listed and specified reasons such as not living or working close, that they use Perrot Library, or that they just don't need to use the Library.

One-third of nonuser respondents reported that they are too busy to visit the Library or use its resources. 16% said that it takes too long to get materials that they want and 11% of nonuser respondents said that they don't have a Library card or know how to get one.

Exhibit 16. Reasons Library Nonuser Respondent May Not Use Greenwich Library (n = 57)

Survey question: "What are the reasons you don't currently use the Greenwich Library and its resources? Select all that apply."



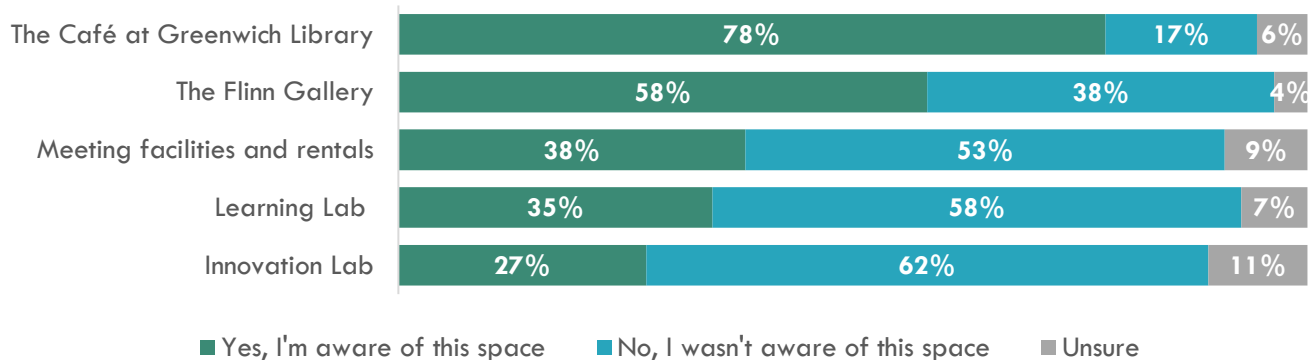
Source: BERK, 2024.

Exhibit 17 shows nonuser respondents' awareness of certain spaces within the Greenwich Library system. Over two-thirds (78%) of nonuser respondents are aware of the Café at Greenwich Library and over half (58%) are aware of the Flinn Gallery.

About half of user respondents are aware of the Innovation Lab (51%) and Learning Lab (48%). For Library nonusers, about one third (35%) are aware of the Learning Lab and about one fourth (27%) are aware of the Innovation Lab.

Exhibit 17. Nonuser Respondent Awareness of Spaces within the Greenwich Library System (n = 55)

Survey question: "Are you aware of the following spaces within the Greenwich Library system?"



Source: BERK, 2024.

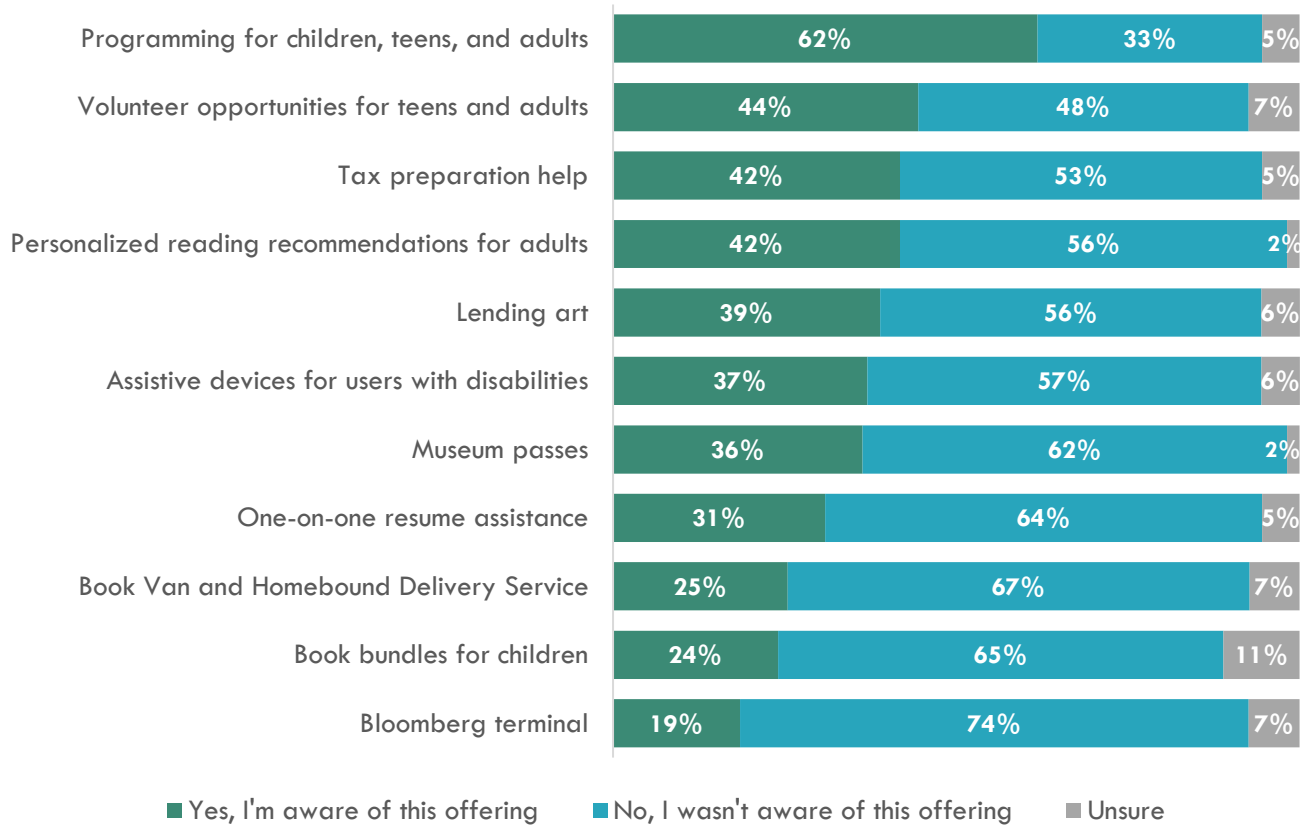
Exhibit 18 shows nonuser respondents' awareness of offerings within the Greenwich Library system. Two-thirds of nonuser respondents (62%) are aware of programming available at the Library. Besides programming, a substantial proportion of nonuser respondents indicated they were unaware or unsure if they were aware of Library offerings. Less than one-third of respondents are aware of the Bloomberg terminal, book bundles for children, Book Van and Homebound Delivery Service, or one-on-one resume assistance.

Compared with users, nonusers are much less aware of the following offerings:

- Museum passes (61% awareness among user respondents compared to 36% awareness among nonuser respondents)
- Lending art (51% awareness among user respondents compared to 39% awareness among nonuser respondents)
- Bloomberg terminal (31% awareness among user respondents compared to 19% awareness among nonuser respondents)

Exhibit 18. Nonuser Respondent Awareness of Offerings within the Greenwich Library System (n = 56)

Survey question: “Are you aware of the following offerings within the Greenwich Library system?”



Source: BERK, 2024.

Open-Ended Feedback from Nonuser Respondents

Nonuser respondents were asked if anything could encourage them to start using Greenwich Library, its Byram Shubert or Cos Cob branches, or its online resources. There were 31 total comments.

Out of the total comments, many related to life being busy and comments about traffic. Some other suggestions included:

- Longer hours on Friday, Saturday, and Sunday.
- More time and information regarding the above programs offered.
- Library card for non-residents.¹
- More book talks and author talks.

¹ This service does currently exist for non-residents.

Appendix: Survey Instrument

Greenwich Library needs your feedback! Tell us about your library experiences—or why you don't use the library—to help us continue to provide better services. At the end of the survey, you can join a [raffle for one of three \\$50 gift cards to The Café in the Main Library's lower level!](#)

Survey length: 5 - 10 mins

Who should respond: Anyone ages 12+, regardless of whether you use the library. Multiple responses per family are welcome.

Deadline: Close of business Sunday, April 28.

For all questions, please consider your experiences with Greenwich Library, its Byram Shubert and Cos Cob branches, and the Library's website and app. Please note that Perrot Memorial Library is not part of the Greenwich Library system and is not being evaluated as part of this effort.

1. **Have you used the Greenwich Library system in the past 12 months**, either by visiting Greenwich Library or its Byram Shubert or Cos Cob branches, or by using the Library website?
 - Yes**, I have used the Greenwich Library system **in the past 12 months**
 - No**, I have not used the Greenwich Library system **in the past 12 months** [\[if you select this option, SKIP to page 4\]](#)
 - No**, I have **never** used the Greenwich Library system [\[if you select this option, SKIP to page 4\]](#)

2. **Which best describes how often you use the library, in-person or online?** *Please select one option per row.*

	Daily	Weekly	Monthly	Annually
In-person	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Online	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

3. **In the last 12 months, which one or two in-person location(s) have you visited most frequently?** *Please note that Perrot Memorial Library is outside the Greenwich Library system. Please select one option per row.*

	Byram Shubert	Cos Cob	Greenwich Library (Main Library)	A library outside the Greenwich Library system	None of the above
My most-visited location	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
My second most-visited location	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

4. **What do you typically do when you visit Greenwich Library or its Byram Shubert or Cos Cob branches in person?** *Select all that apply. Please note that Perrot Memorial Library is not part of the Greenwich Library system and is not being evaluated as part of this effort.*

- | | |
|--|--|
| <ul style="list-style-type: none"> <input type="checkbox"/> Attend programs <input type="checkbox"/> Check out materials or pick up holds <input type="checkbox"/> Do professional work <input type="checkbox"/> Eat at the Café <input type="checkbox"/> Get help from Library staff <input type="checkbox"/> Meet with friends or socialize with groups <input type="checkbox"/> Read or browse | <ul style="list-style-type: none"> <input type="checkbox"/> Study or do homework <input type="checkbox"/> Use the Innovation Lab <input type="checkbox"/> Use the Library's WiFi <input type="checkbox"/> Use Library tech equipment (e.g., computers, printers) <input type="checkbox"/> Visit the art gallery or art exhibits <input type="checkbox"/> Work with a tutor <input type="checkbox"/> Volunteer |
|--|--|

- Spend time with children in my care
- Other (please describe)_____

5. **How satisfied are you with the following in-person offerings** at Greenwich Library or its Byram Shubert or Cos Cob branches? *Select "N/A or unsure" for any resources you don't use. Please select one option per row.*

	Very satisfied	Somewhat satisfied	Not at all satisfied	N/A or unsure
Physical collections (e.g., books, magazines, DVDs, CDs)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Digital offerings accessible only from library buildings (e.g., Bloomberg, New York Times)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Library tech equipment (e.g., computers, printers, scanners, copiers, assistive devices, and fax machines)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Public spaces to study, read, or work	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Reservable rooms (e.g., group or single-study rooms and phone booths)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Reference and research assistance from Library staff	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Performance spaces (e.g., Berkley Theater and Marx Family Black Box Theater)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

If you answered "somewhat satisfied" or "not at all satisfied" to any of the above, please explain why.

6. **How satisfied are you with the following Greenwich Library digital offerings?**

Select "N/A or unsure" for any resources you don't use. Please select one option per row.

	Very satisfied	Somewhat satisfied	Not at all satisfied	N/A or unsure
Downloadable eBooks and audiobooks	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Downloadable and streaming video and music (e.g., Hoopla, Kanopy, Naxos)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Digital learning products (e.g., LinkedIn Learning)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Reference databases including premium business products (e.g., Statista, Valuline)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Live chat with a librarian (virtual)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Website (www.greenwichlibrary.org)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

If you answered "somewhat satisfied" or "not at all satisfied" to any of the above, please explain why.

7. **How satisfied are you with the following Greenwich Library programming offerings?**

Select "N/A or unsure" for any programming you don't participate in. Please select one option per row.

	Very satisfied	Somewhat satisfied	Not at all satisfied	N/A or unsure
Virtual and in-person programming for children	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Virtual and in-person programming for teenagers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Virtual and in-person programming for adults	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

If you answered “somewhat satisfied” or “not at all satisfied” to any of the above, please explain why.

8. How satisfied are you with the following Greenwich Library communication channels?

Select “N/A or unsure” for any channels you don’t use. Please select one option per row.

	Very satisfied	Somewhat satisfied	Not at all satisfied	N/A or unsure
Social media accounts	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Greenwich Library website	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Greenwich Library e-newsletter or email	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Greenwich Library blog	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
In-library posters, flyers, and bookmarks	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Local media and newspapers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Please share any suggestions for improvements or other ways we can reach you.

9. How much do you agree with the following statements about the Greenwich Library system?

Select “N/A or unsure” if you don’t know. Please select one option per row.

	Strongly agree	Somewhat agree	Neutral	Somewhat disagree	Strongly disagree	N/A or unsure
The Library plays a central role in connecting Greenwich community members	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Library staff are personable and helpful	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I feel welcome at Library locations	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

If you answered “disagree” or “strongly disagree” to any of the above, please explain why.

10. Are you aware of the following spaces within the Greenwich Library system? Please select one option per row.

	Yes, I’m aware of this space	No, I wasn’t aware of this space	Unsure
Innovation Lab (a maker space)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Learning Lab (classroom for tech support and learning about tech)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The Café at Greenwich Library	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The Flinn Gallery (an art exhibition space)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Meeting facilities and rentals	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
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11. Are you aware of the following offerings within the Greenwich Library system? *Please select one option per row.*

	Yes, I'm aware of this space	No, I wasn't aware of this offering.	Unsure
Museum passes	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Bloomberg terminal	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
One-on-one resume assistance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Personalized reading recommendations for adults"	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Book bundles for children	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Lending art	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Book Van and Homebound Delivery Service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Volunteer opportunities for teens and adults	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Assistive devices for users with disabilities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Tax preparation help	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Skip this page if you answered questions 2 through 11.

Questions for current nonusers

Please only answer the questions on this page if you skipped here from question 1.

12. What are the reasons you don't currently use the Greenwich Library and its resources? *Select all that apply.*

- Library operating hours are not convenient
- It takes too long to get the materials I want from the Library
- I'm not satisfied with the Library's offerings
- Library locations aren't convenient
- I'm not interested in the Library's offerings
- Parking near the Library is difficult
- I'm too busy to visit or use their resources
- I don't have a Library card or know how to get one
- I face accessibility challenges
- Other (please specify) _____

13. Are you aware of the following spaces within the Greenwich Library system? Please select one option per row.

	Yes, I'm aware of this space	No, I wasn't aware of this space	Unsure
Innovation Lab (a maker space)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Learning Lab (classroom for tech support and learning about tech)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The Café at Greenwich Library	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The Flinn Gallery (an art exhibition space)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Meeting facilities and rentals	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

14. Are you aware of the following offerings within the Greenwich Library system? *Please select one option per row.*

	Yes, I'm aware of this space	No, I wasn't aware of this offering.	Unsure
Museum passes	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Bloomberg terminal	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
One-on-one resume assistance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Personalized reading recommendations for adults	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Book bundles for children	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Lending art	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Book Van and Homebound Delivery Service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Volunteer opportunities for teens and adults	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Assistive devices for users with disabilities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Tax preparation help	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Programming for children, teens, and adults	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

15. Please share any additional thoughts here.

- **If you're a current user of the library:** Please share any other thoughts you may have for the future development of the Greenwich Library System.
- **If you haven't used the Library in the last 12 months:** What, if anything, would encourage you to start using Greenwich Library, its Byram Shubert or Cos Cob branches, or its online resources?

Raffle Entry and Demographics

16. **Your neighborhood:** *Please select one option*

- Back Country
- Byram/Chickahominy
- Central Greenwich/Downtown
- Cos Cob
- Glenville/Pemberwick
- Old Greenwich
- Riverside

I don't live in Greenwich

17. Your age: *Please select one option*

12 - 18

18 - 34

35 – 49

50 – 64

65 or older

18. Are you the parent or caregiver to a child or teen? *Select all that apply*

Parent or caregiver of a child/children aged 0 – 6

Parent or caregiver of a child/children aged 7 – 11

Parent or caregiver of a teen/teens aged 12 – 18

I am not the parent or caregiver to a child or teen.

19. Please share your email address if you'd like to enter the raffle for **The Café gift cards!** We will not share your email address or use it for any other purpose than for the raffle, unless you indicate in the next question that you would like to receive email updates from us. **Add news@greenwichlibrary.org to your contacts to ensure the email won't go to your spam folder if you win!**

Email Address _____

20. Would you like to receive email updates and announcements from Greenwich Library?

Yes

No