

GENERAL INFORMATION

1. Please select your current age group: (Please check only one answer)
- | | |
|---|--|
| <input type="checkbox"/> 19 Years of Age or Younger | <input type="checkbox"/> 20 to 24 Years of Age |
| <input type="checkbox"/> 25 to 29 Years of Age | <input type="checkbox"/> 30 to 34 Years of Age |
| <input type="checkbox"/> 35 to 39 Years of Age | <input type="checkbox"/> 40 to 44 Years of Age |
| <input type="checkbox"/> 45 to 49 Years of Age | <input type="checkbox"/> 50 to 54 Years of Age |
| <input type="checkbox"/> 55 to 59 Years of Age | <input type="checkbox"/> 60 to 64 Years of Age |
| <input type="checkbox"/> 65 to 69 Years of Age | <input type="checkbox"/> 70 to 74 Years of Age |
| <input type="checkbox"/> 75 to 79 Years of Age | <input type="checkbox"/> 80 to 84 years of Age |
| <input type="checkbox"/> 85 Years of Age or Older | |

2. Please write in your primary county and community of residence and the applicable zip code (the county in which you live, i.e. Nye County, Tonopah, 89049):

3. Please write in your primary county and community of employment and the applicable zip code (the county in which you work, i.e. Nye County, Tonopah, 89049):

4. Do you have access to the Internet at home?

No Yes

5. Are you a current user of the Tonopah Public Library? (i.e. have you used a library service within the last year)

No Yes

6. How important do you feel the Tonopah Public Library is as a community service? (Please check only one answer)

<input type="checkbox"/> Not Important	<input type="checkbox"/> Somewhat Important
<input type="checkbox"/> Important	<input type="checkbox"/> Very Important

7. Are you currently able to physically travel to the physical location of the Tonopah Public Library (located at 167 S Central Street in Tonopah, Nevada) without assistance?

No Yes

8. If you are able to currently physically travel to the physical location of the Tonopah Public Library without assistance, what mode of transportation do you frequently use? (Please select all that apply)

Drive by Myself

Have a Friend or Family Member Drive Me

Walk

Ride a Bicycle

Other, Please Specify: _____

9. If you are **not** a current user of the Tonopah Public Library, please tell us why you are not a current user:

10. If you have used or visited the Tonopah Public Library within the last year, how often do you visit and use it? (Please check only one answer)

- | | |
|---|---|
| <input type="checkbox"/> At least once a week | <input type="checkbox"/> Once every two weeks |
| <input type="checkbox"/> Once every three weeks | <input type="checkbox"/> Once a month |
| <input type="checkbox"/> Once every six months | <input type="checkbox"/> Once a year |
| <input type="checkbox"/> Less than once a year | <input type="checkbox"/> Not Applicable |

11. If you have **not** recently used or visited the Tonopah Public Library, which of the following reasons describes why? (Please check as many reasons as apply)

- I do not have time
- The library's hours were not convenient
- I buy books and read them at home
- I get all the information that I need elsewhere
- The library is too far away
- The library is only for children
- In the past, I was unable to find what I needed
- The library does not have what I need
- I do not know where the library is
- I do not need a library
- It is too difficult for me to get to the library
- I do not feel welcome at the library
- The service at the library is not very good
- The library is not handicap accessible
- I use other resources (online, etc.) to access information
- Other, Please Specify: _____

12. What are your main reasons for using the Tonopah Public Library? (Please check as many reasons as apply)

- To borrow best sellers
- To borrow other fiction
- To borrow non-fiction books
- For reference/research
- To use the children's area
- To participate in arts and crafts activities
- To borrow videos, CD's, and other electronic media
- To use a scanner/printer
- To read magazines, newspapers and other periodicals
- To use the Internet/Wi-Fi
- To get information for a school project
- To use and access government publications
- To participate in children's activities
- To use a computer (non-Internet)
- To study/work
- Other, Please Specify: _____

13. Over the last year, which specific services offered by the Tonopah Public Library have you used? (Please check as many services as apply)

- Public Computers
 - Online Resources (E-Magazines, Statewide Databases, Nevada Legal Forms, etc.)
 - Ebooks
 - Youth Programs/Story Hour
 - Other, Please Specify: _____
- _____
- _____

14. How do you usually find out about what is happening at the Tonopah Public Library? (Please check all that apply)
- Friends
 Teacher
 Family Member
 Library Publications
 Local Publications
 Nye County or Town of Tonopah Website
 Other, Please Specify: _____

15. Would you like to receive regular updates and notifications about the various activities, programs, and events offered by the Tonopah Public Library?
- No Yes

16. Please select the way in which you would prefer to receive updates about the various activities, programs, and events offered by the Tonopah Public Library: (Please check all that apply)
- Library Website (Calendar of Events)
 Social Media
 Email Notifications from the Tonopah Public Library
 Local Media Publications/Newspapers
 Other, Please Specify: _____

17. If you do **not** currently use the Tonopah Public Library as a primary source of information and of other resources, how do you currently get information and other resources that you want? (Please check all that apply)
- Local Media Publications/Newspapers
 Online Websites (from a Mobile Device such as a Smartphone)
 Online Websites (from a Desktop or Laptop)
 Television
 Radio
 Streaming Service (i.e. Netflix, Disney+, etc.)
 Other, Please Specify: _____

LEVEL OF SATISFACTION WITH LIBRARY SERVICES AND FACILITIES

18. How would you rank your level of satisfaction with the staff of the Tonopah Public Library? (Please check only one answer)
- Very Dissatisfied Dissatisfied
 Slightly Dissatisfied Slightly Satisfied
 Satisfied Very Satisfied
19. Overall, how satisfied are you with the overall quality of the Tonopah Public Library's physical facilities? (Please check only one answer)
- Very Dissatisfied Dissatisfied
 Slightly Dissatisfied Slightly Satisfied
 Satisfied Very Satisfied
20. Overall, how satisfied are you with the current services offered by the Tonopah Public Library? (Please check only one answer)
- Very Dissatisfied Dissatisfied
 Slightly Dissatisfied Slightly Satisfied
 Satisfied Very Satisfied

21. How would you rank your overall level of satisfaction for each of the Tonopah Public Library's current services? (Please answer for each service individually but only if you have used that service in the past)

Public Computers (Please check only one answer)

- Very Dissatisfied Dissatisfied
 Slightly Dissatisfied Slightly Satisfied
 Satisfied Very Satisfied

Ebooks Collection (Please check only one answer)

- Very Dissatisfied Dissatisfied
 Slightly Dissatisfied Slightly Satisfied
 Satisfied Very Satisfied

Youth Programs/Story Hour (Please check only one answer)

- Very Dissatisfied Dissatisfied
 Slightly Dissatisfied Slightly Satisfied
 Satisfied Very Satisfied

For **all other services not listed above**, or if there is another specific resource, program, or service provided by the Tonopah Public Library not listed above that you would like to evaluate, please list and rank (on a scale of 1 to 5 with 1 being very dissatisfied and 5 being very satisfied) other services that you have recently used at the Tonopah Public Library:

- Service 1: _____
Service 2: _____
Service 3: _____
Service 4: _____
Service 5: _____
Service 6: _____

SPECIFIC EVALUATION OF LIBRARY STAFF AND FACILITIES

22. Please indicate your level of satisfaction concerning **CUSTOMER SERVICE** by indicating whether you disagree or agree with the following statements: (Please check only one answer per statement)

Library staff treat me fairly without discrimination.

- Strongly Disagree Disagree
 Neutral Agree
 Strongly Agree

Library staff are professional in their dealings with me.

- Strongly Disagree Disagree
 Neutral Agree
 Strongly Agree

Library staff are friendly.

- Strongly Disagree Disagree
 Neutral Agree
 Strongly Agree

Library staff are interested in me and my needs.

- Strongly Disagree Disagree
- Neutral Agree
- Strongly Agree

Library staff are knowledgeable.

- Strongly Disagree Disagree
- Neutral Agree
- Strongly Agree

Library staff provides quality service.

- Strongly Disagree Disagree
- Neutral Agree
- Strongly Agree

Library staff responds in a timely manner.

- Strongly Disagree Disagree
- Neutral Agree
- Strongly Agree

Library staff are difficult to approach.

- Strongly Disagree Disagree
- Neutral Agree
- Strongly Agree

23. Please indicate your level of satisfaction concerning the Tonopah Public Library's **FACILITIES**, by indicating whether you disagree or agree with the following statements: (Please check only one answer per statement)

Computers and electronic equipment are accessible in the library.

- Strongly Disagree Disagree
- Neutral Agree
- Strongly Agree

The library's meeting spaces and public gathering spaces meet my expectations.

- Strongly Disagree Disagree
- Neutral Agree
- Strongly Agree

The library is clean, well-lit and inviting.

- Strongly Disagree Disagree
- Neutral Agree
- Strongly Agree

The library feels outdated and the physical amenities are old and worn-out.

- Strongly Disagree Disagree
- Neutral Agree
- Strongly Agree

The library's bathrooms are clean, well maintained, convenient to use and are accessible.

- Strongly Disagree Disagree
- Neutral Agree
- Strongly Agree

The library's physical space and layout are adequate.

- Strongly Disagree Disagree
- Neutral Agree
- Strongly Agree

The library's hours of operation are adequate.

- Strongly Disagree Disagree
- Neutral Agree
- Strongly Agree

If you indicated that you are not satisfied with the library's current hours of operation, please indicate in the space provided what hours you would like to see the library open for (example: Fridays and Saturdays from 10am to 8pm):

There is sufficient parking available in the library's parking lot.

- Strongly Disagree Disagree
- Neutral Agree
- Strongly Agree

IDENTIFICATION OF FUTURE NEEDS

24. Which physical improvements would you like to see the Tonopah Public Library? (Please check all that apply)

- More Study Rooms
- More Study Tables
- More Individual Meeting Rooms
- More Story Hour Space
- More Arts and Craft Space
- Additional Quiet Reading Space
- Additional Computer/Internet Stations
- Increased Book Selection
- Increased Selection of Magazines, Newspapers, and/or Other Periodicals
- Additional Children Activities
- Additional Teen and/or Young Adult Activities
- Additional Adult Activities
- Additional Audio-Visual Materials (videos, CD's, and other electronic media)
- More One-on-One Assistance
- Other, Please Specify: _____

25. Which improvements to the Tonopah Public Library's collections would you like to see the Tonopah Public Library pursue and develop? (Please check all that apply)

- General Non-Fiction Audio/Visual
- Religion/Philosophy Magazines, Newspapers, and/or Other Periodicals
- History
- Science/Technology Children's Materials
- Health/Medical Teen or Young Adult Materials
- General Fiction Other, Please Specify: _____
- Mystery
- Science Fiction _____
- Romance
- Western _____
- Travel
- Self-Help _____
- Biography
- Arts/Culture _____
- Large Print

26. I would like to see the Tonopah Public Library create new **outreach and 'mobile' services**, possibly including the development of increased homebound services, the development of a Bookmobile service, pop-up events, and program and service delivery to area senior centers within the are.

- Strongly Disagree Disagree
 Neutral Agree
 Strongly Agree

27. What types of outreach and mobile services, resources, and programs (i.e. Homebound services, a Bookmobile, pop-up events, program and service delivery to area senior centers, etc.) would you like to see the Tonopah Public Library provide?

28. I would like to see the Tonopah Public Library expand its **digital and technology usage assistance and training services**.

- Strongly Disagree Disagree
 Neutral Agree
 Strongly Agree

29. What additional digital and technology usage assistance and training services (i.e. use of a mobile phone or tablet device, Microsoft Office Suite including Word, Excel, and PowerPoint, use of online Internet browsers, etc.) would you like to see the Tonopah Public Library provide?

30. I would like to see the Tonopah Public Library expand its **STEAM (Science, Technology, Engineering, Arts, and Math)** services, resources, and programs.

- Strongly Disagree Disagree
 Neutral Agree
 Strongly Agree

31. What additional STEAM (Science, Technology, Engineering, Arts, and Math) services, resources, and programs would you like to see the Tonopah Public Library provide?

32. I would like to see the Tonopah Public Library create new **vocational training** services, resources, and programs.

- Strongly Disagree Disagree
 Neutral Agree
 Strongly Agree

33. What types of vocational training services, resources, and programs would you like to see the Tonopah Public Library provide?

34. I would like to see the Tonopah Public Library create new **professional certification** opportunities, services, resources, and programs.

- Strongly Disagree Disagree
 Neutral Agree
 Strongly Agree

35. What types of professional certification opportunities, services, resources, and programs would you like to see the Tonopah Public Library provide?

36. Please use the remaining space provided here to share any additional thoughts, ideas, comments, or suggestions that you would like to share with the Tonopah Public Library about its programs, resources, services, facilities, or other activities and operations not covered by the previous questions in this survey.

Thank you for completing this survey!

Please return your completed survey to the Reference/Check-Out Desk or return by mail to:

Frederick Steinmann
University Center for Economic Development
University of Nevada, Reno Mail Stop 0024
Reno, NV 89577

For any questions that you may have about this survey, please contact Frederick Steinmann, Assistant Research Professor with the College of Business at the University of Nevada, Reno by email (fred@unr.edu) or by phone (775.784.1655).