



Community Needs Assessment Survey
Please complete and return by December 15, 2020

And be entered into a drawing for \$100 Visa Card



Please help the library plan effectively for the future. Responses remain **confidential** and **anonymous**.

You can also complete this survey online at <https://www.surveymonkey.com/r/rcplcnageneral> or scan the QR code to access via your phone.

1. Are you a Robeson county resident?

- ☐ Yes
☐ No

2. During the past 12 months, approximately how many times have you visited or used a library, including online library resources.

<input type="radio"/> Not at all	<input type="radio"/> A few times a year	<input type="radio"/> Every few months	<input type="radio"/> Monthly
<input type="radio"/> Several times a month	<input type="radio"/> Weekly	<input type="radio"/> Daily	

Please elaborate on your selection, especially if you do not use the library(why?) or use it infrequently:

3. Which of the following information sources do you use? Check all that apply.

- | | | |
|--|--|------------------------------------|
| <input type="radio"/> Print Newspapers | <input type="radio"/> Online Newspapers | <input type="radio"/> Social Media |
| <input type="radio"/> Print Magazine | <input type="radio"/> Order Books Online | <input type="radio"/> Book Stores |
| <input type="radio"/> Internet | <input type="radio"/> Television | <input type="radio"/> Libraries |

Feel free to elaborate:

4. Check the libraries you use the most.

- | | | |
|---|---|--|
| <input type="radio"/> Headquarters (Lumberton) | <input type="radio"/> Annie Hubbard McEachern (St. Pauls) | <input type="radio"/> Pembroke Public Library(Rowland) |
| <input type="radio"/> Hector Maclean Public Library (Fairmount) | <input type="radio"/> McMillian Memorial (Red Springs) | <input type="radio"/> I do not use the public library |
| <input type="radio"/> Donald A. Bonner Public Library (Rowland) | <input type="radio"/> Gilbert Patterson Memorial (Maxton) | |

Feel free to elaborate:

5. On average how long does it take you to arrive at the library you use most frequently?

- | | | |
|-------------------------------------|-------------------------------------|---|
| <input type="radio"/> 0-5 Minutes | <input type="radio"/> 15-20 Minutes | <input type="radio"/> 30+ Minutes |
| <input type="radio"/> 5-10 Minutes | <input type="radio"/> 20-25 Minutes | <input type="radio"/> Feel free to elaborate: _____ |
| <input type="radio"/> 10-15 Minutes | <input type="radio"/> 25-30 Minutes | |

6. If you do not use a public library, why not? Check the reasons or add one.

☐ No convenient location

☐ I use other sources for information

☐ The hours are not convenient

☐ Not a safe or comfortable environment

Other: _____

Feel free to elaborate:

7. Which days of the week are you most likely to use the library?

☐ Monday ☐ Thursday ☐ Sunday

☐ Tuesday ☐ Friday

☐ Wednesday ☐ Saturday

8. Which activities below are important in your daily life?

Leisure reading ☐

Social media (Facebook, Instagram, etc.) ☐

Blogging ☐

Online gaming ☐

Watching movies/TV (Broadcast/Cable/Streaming (Netflix, Hulu, etc.)/DVD/Blue Ray ☐

Attending community events (sports, concerts, etc.) ☐

Attending Community programs or services for the following age groups:

For children birth to age 5 ☐

For children Kindergarten to Grade 5 ☐

For teens/tweens Grades 6 to 12 ☐

For all adults ☐

For older adults ☐

Multi-lingual community programs or services ☐

Learning new skills and pursuing hobbies ☐

Pursuing career advancement or improving job skills ☐

Pursuing educational opportunities (GED, GRE, certifications) ☐

Learning about local history and genealogy ☐

Other and/or feel free to elaborate:

9. Tell us about your access to Technology:

I have convenient access to a computer or tablet.

YES

NO

☐

☐

I have reliable and fast Internet access at my residence.

☐

☐

I have reliable and fast Wireless Access at my residence.

☐

☐

I have reliable and fast Internet Access at work.

☐

☐

I have a mobile device (smart phone, laptop, tablet, etc.)

☐

☐

List mobile devices here and feel free to elaborate:

10. The library is a physical space. How important are the following to you and your family?

	1 (least Important)	2	3	4	5 (most important)
Welcoming environment	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Quiet space to read, work and study	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Location and access	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Building accessibility for all ages	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Meeting and conference rooms	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Archives and displays for local history and creative arts	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Study Rooms	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Children's Spaces	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Feel free to elaborate:

11. How important to you are the following library technology and web-based services?

	1 (least Important)	2	3	4	5 (most important)
Wi-Fi Access	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Internet speed	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Social Media presence	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Personal productivity equipment (scanning, copiers, faxing, printing)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Business and work force development (e.g. e-resources including continuing education, professional and personal development)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Digital access to local history, family and genealogy research databases	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Online Business research and market data information	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Streaming services for reading, video and audio	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Feel free to elaborate:

12. NC Cardinal is a consortium of NC public libraries that shares resources of NC public libraries to all people throughout the state through a shared catalog and a statewide library card. Over 7.2 million items are in the catalog and 51 NC counties currently participate. Would you like to see the Robeson County Public Library join the NC Cardinal Library consortium?

- ☐ Yes
☐ No

13. Comments:

14. How important are the following library digital and physical collections for Adults?

	1 (least Important)	2	3	4	5 (most important)
Newspapers and Magazines	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Local history archives and family genealogy	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Fiction	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Nonfiction	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
DVDs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Audio books	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Local author collection	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Large Print	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
eBooks	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
eAudiobooks	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Digital Magazines	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Feel free to elaborate:

15. Consider the following Library digital and physical collections below – check the box if you feel it is important for that age group.

	For Children (ages birth to 11 years)	For Teens (ages 12-18 years)
Magazines	<input type="radio"/>	<input type="radio"/>
Fiction	<input type="radio"/>	<input type="radio"/>
Nonfiction	<input type="radio"/>	<input type="radio"/>
DVDs	<input type="radio"/>	<input type="radio"/>
Audio books	<input type="radio"/>	<input type="radio"/>
eBooks	<input type="radio"/>	<input type="radio"/>
eAudiobooks	<input type="radio"/>	<input type="radio"/>
Digital Magazines	<input type="radio"/>	<input type="radio"/>

Other and/or feel free to elaborate:

16. Performing and Visual arts

	1 (least Important)	2	3	4	5 (most important)
How important are performing and visual arts at your library?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

17. How would you rate the quality of our facilities?

	1 (not satisfied)	2	3	4	5 (extremely satisfied)
The over quality of our facilities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Comments:

18. Consider each of the programs below – check the box if you feel it is important for that age group:

	For Children/Teens	For Parents	For Adults
Participating in community festivals	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Genealogy research	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Local history	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Parenting information	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Early literacy (story times)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
School-age STEAM (Science, Technology, Engineering, Art & Math) opportunities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
School-age literacy	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Teen engagement	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Volunteer opportunities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Healthy living	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Special-needs populations (all ages)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Technology (classes on devices, software, digital safety, privacy protection)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Book clubs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Author visits	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Civic education/engagement (current events, community topics)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Programs about/by community groups (Red Cross, SmartStart, etc.)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Personal-interest programming (Escape Rooms, cooking, meditation, etc.)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Programs for military/veterans and their families	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Feel free to elaborate:

19. Rate the importance of each potential or expanded service for you:

	1 (least Important)	2	3	4	5 (most important)
Access to innovative technology to experience (3D printers, virtual reality, maker space)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Access to multimedia production tools (hardware, software & studio space)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Live streaming Library programs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Access through the library to stream movies/TV	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
English as a second language (ESL) programs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Opportunities to digitize and record family histories	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Greater focus on business resources for entrepreneurs and the self employed	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Greater access to personal productivity equipment (scanning, faxing, printers)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Greater emphasis on job skills and job fairs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Story walks in parks for young children	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Greater focus on pre-literacy/early literacy and parenting	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Story time and programs outside the library.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Where: _____?					
Other: _____					

Demographic Information: These questions will help us examine potential trends and customize services and programming that are more relevant.

20. Please tell us your gender:

- ☐ Female ☐ Male ☐ Non-Binary

21. Please tell us your race and check all that apply:

- ☐ White ☐ Black or African American ☐ Hispanic/Latino
☐ Asian ☐ American Indian or Alaskan Native ☐ Native Hawaiian or Other Pacific Islander
☐ Other (please specify): _____

22. What is the major language spoken in your home?

- ☐ English ☐ Spanish ☐ Other (please specify): _____

23. Please tell us your age range:

- ☐ 17 or Under ☐ 18-24 ☐ 25-34 ☐ 35-44 ☐ 45-54 ☐ 55-64 ☐ 65+

24. Your education (highest degree earned):

- ☐ Some High School ☐ High School Diploma ☐ Associate of Arts (2 year community college)
☐ Technical Certificate ☐ Bachelor's Degree ☐ Master's Degree
☐ Ph.D./Ed.D. ☐ JD/MD

25. Your Combined Household Income:

- ☐ \$0-\$25,000 ☐ \$25,000-\$50,000 ☐ \$50,000-\$75,000 ☐ \$75,000-\$100,000 ☐ \$100,000+

26. What is your zip code? _____

The Library is committed to providing quality services to all citizens of the community. We welcome any other comments or suggestions you have:

All completed and returned surveys with a name and contact information will be entered into a drawing for a chance to win several small prizes to say thank you!

Name (optional): _____

Phone Number (optional): _____

Email Address (optional): _____

Thank you!!

All answers and comments shall be used exclusively for the collection purposes of this needs assessment. No one's specific answers shall be divulged or shared with any individuals or organizations beyond the planning committee.

