

San Francisco Library - Hours of Operation Survey (2017)

The San Francisco Public Library is conducting this survey about usage and hours. Thank you for participating!

USAGE

1. In a typical month, how often do you use this branch library?

- Once a month or less often
- 2 - 3 times a month
- 4 - 10 times a month
- 11 -20 times a month
- 20+ times a month
- First time using
- Don't know

2. Do you use this branch...

- Weekdays
- Weekends
- Both weekdays and weekends

3. What are the primary times you use this branch?

- 9am – 12 noon
- 12 noon – 3pm
- 3pm – 6pm
- After 6pm

LIBRARY HOURS

4. Think about the hours that this branch is open currently. How well do these hours meet your needs?

- 5 Very Well
- 4
- 3
- 2
- 1 Not at All

5. If this branch were open more hours, would you use it more?

- Yes
- No
- Not sure

(If yes) 6. When would you most likely use it more?

- Mornings (or earlier than it is open now)
- Evenings (or later than it is open now)
- Weekends

7. Do you consider this site your primary branch library?

- Yes
- No
- Not sure

LIBRARY USE / AFFILIATION

8. On an average visit, about how much time do you spend in this branch?

- 10 minutes or less
- 1 – 2 hours
- 11 – 30 minutes
- 2 – 3 hours
- 31 – 60 minutes
- More than 3 hours

9. How long have you been using this branch?

- 3 months or less
- 1 – 2 years
- 3 – 6 months
- 3 – 5 years
- 7 – 12 months
- More than 5 years

10. For what reason(s) do you primarily use this branch?

(check all that apply)

- Books / DVDs / research materials
- Wifi access (using personal devices)
- Computer access
- Printers / copiers
- Homework / study time / reference assistance
- Programs / classes / exhibits
- Meetings
- Facilities (restrooms, etc.)
- Other (specify): _____

11. Have you visited any other San Francisco Public Library branches in the past month?

- Yes
- No

12. Which other branch(es) do you visit most often?

13. Do you have a San Francisco Library Card?

- Yes
- No

DEMOGRAPHICS

14. Age:

- Under 13 years old
- 13 – 17
- 18 – 24
- 25 – 34
- 35 – 44
- 45 – 54
- 55 – 64
- 65 and older

15. Ethnicity: (select all that apply)

- Native American or Alaska Native
- Asian or Pacific Islander
- Black / African American
- Hispanic or Latino
- White
- Other (specify): _____
- Decline to state

16. Employment:

- Full-time
- Part-time
- Student
- Retired
- Unemployed
- Other (specify): _____

17. Home ZIP Code: _____

Other Comments: _____

Please return completed survey to the surveyor. If the surveyor is no longer available, please leave it with SFPL staff at this branch. If you prefer, you may complete the survey online at www.sfplslibrary.com. One completed survey per patron, please. Use the survey code written below.