**Sample Planning Survey**

1. **On average, how often do you visit the [LIBRARY] in a typical month?**
   * Less than one visit per month
   * 1-2 visits per month
   * 3-4 visits per month
   * 5 or more visits per month
2. **In general, what is the main reason you visit the [LIBRARY]?**
   * Books/Audiobooks (browse, checkout, pickup holds, etc.)
   * DVDs (browse, checkout, pickup holds, etc.)
   * Computers/WiFi (use library computers and/or wifi)
   * One-on-One Help/Training with Staff (research, computers, technology, etc.)
   * Programs (attend adult, teen, or children’s programs)
   * Space (use of tables/chairs and workspaces)
   * Other: (Open ended response)
3. **In general, how satisfied are you with the service you selected in the previous question?**
   * Very Satisfied
   * Somewhat Satisfied
   * Neither Satisfied nor Dissatisfied
   * Somewhat Dissatisfied
   * Very Dissatisfied
4. **In general, how satisfied are you with the overall customer service you receive when visiting the [LIBRARY]?**
   * Very Satisfied
   * Somewhat Satisfied
   * Neither Satisfied nor Dissatisfied
   * Somewhat Dissatisfied
   * Very Dissatisfied
5. **In your opinion, what is the one of the most important services, programs, or benefits that the [LIBRARY] offers to the community?**
6. **In your opinion, what is one change that you would like the [LIBRARY] to make?**
7. **In your opinion, what is one service or program that the [LIBRARY] should offer to the community that they currently do not?**
8. **Additional Comments:**