**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:**