

COLD LAKE PUBLIC LIBRARY STRATEGIC PLANNING SURVEY



Please help us to improve our product or service by completing this survey.

To better evaluate the survey would you mind sharing your age as a single user or choose more than one if representing your family? (this question is optional)

- ☐ 0 - 5 ☐ 6 - 12 ☐ 13 - 17 ☐ 18 - 64 ☐ 65+

Do you have a library card?

- ☐ Yes ☐ No

- if no, please share your reason?

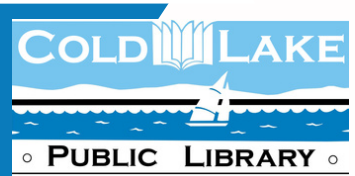
On average, how often do you visit the Cold Lake Public Library?

- ☐ Daily ☐ Weekly ☐ Monthly ☐ Less than once a month ☐ Never

The Cold Lake Public Library is used for both learning and leisure. I believe that my Library should focus on the following services that promote **learning** (please select your top 3 choices):

- | | |
|---|---|
| <input type="radio"/> Be an informed Citizen: Local, National, and World Affairs
The library should provide me with information that will make me an informed citizen. For example: providing access to news sources, information about how to vote, etc. | <input type="radio"/> Welcome to Canada: Services for New Immigrants
The library should provide newcomers to Canada with information on citizenship, English Language Learning, employment, public schooling, health and safety, available social services, and any other topics that they need to participate successfully in Canadian life. |
| <input type="radio"/> Make Career Choices: Job and Career Development
The library should assist teens and adults in identifying and investigating career opportunities. | <input type="radio"/> Build Successful Enterprises: Business and Nonprofit Support
The library should help business owners and directors of nonprofit organizations to be successful. |
| <input type="radio"/> Create Young Readers: Early Literacy
The library should have programs and services for children from birth to age five to ensure that they begin school ready to learn. | <input type="radio"/> Understand How to Find, Evaluate, and Use Information: Information Fluency
The library should provide assistance to residents who want to locate information and guide them in evaluation that information to meet their needs. |
| <input type="radio"/> Succeed in School: Homework Help
The library should provide students with resources that they need to succeed in school. | <input type="radio"/> Learn to Read and Write: Adult, Teen, and Family Literacy
The library should provide support to teens and adults who want to improve their reading and writing to meet personal and work-related goals. |
| <input type="radio"/> Get Facts Fast: Ready Reference
The library should be able to answer questions on a wide array of topics. | <input type="radio"/> Satisfy Curiosity: Lifelong Learning
The library should provide resources for lifelong learning. |

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- | | |
|---|---|
| <input type="radio"/> Make Informed Decisions: Health, Wealth, and Other Life Choices
The library should provide resources that allow residents to make informed decisions about their health, finances, and other important lifestyle options. | <input type="radio"/> Stimulate imagination: Reading, Viewing, and Listening for Pleasure
The library should provide a great selection of materials for personal interest in a timely manner and library staff should be able to provide recommendations for these materials. |
| <input type="radio"/> Connect to the Online World: Public Internet Access
The library should provide internet access at no cost and without unnecessary restrictions. | <input type="radio"/> Celebrate Diversity: Cultural Awareness
The library should promote appreciation and understanding of my own heritage and that of others in Cold Lake. |
| <input type="radio"/> Know Your Community: Community Resources and Services
The library should be a central source for finding information about all types of community organizations and services. | <input type="radio"/> Express Creativity: Create and Share Content
The library should have services that allow residents to create their own work, whether it is in print, through video or audio or other visual content. |
| <input type="radio"/> Discover Your Roots: Genealogy and Local History
The library should have resources that help residents connect with their family history and the history of their community. | <input type="radio"/> Visit a Comfortable Place: Physical and Virtual Spaces
The library should provide welcoming spaces for both quiet study and group interaction, as well as virtual spaces such as a website. |

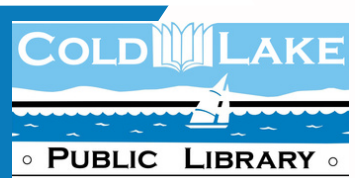
Why is the library important to you? We would love to hear your comments!

Overall, how would you rate the library?

- ☐ Excellent ☐ Very Good ☐ Fairly Good ☐ Somewhat Good ☐ Unsatisfactory

Please give the reason for your response.

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Currently our in house hours of service are:

SOUTH BRANCH

Monday	9:00 am to 6:00 pm
Tuesday	9:00 am to 8:00 pm
Wednesday	9:00 am to 6:00 pm
Thursday	9:00 am to 8:00 pm
Friday	9:00 am to 5:00 pm
Saturday	9:00 am to 4:00 pm
Sunday	Closed

NORTH BRANCH

Monday	10:00 am to 6:00 pm
Tuesday	10:00 am to 8:00 pm
Wednesday	10:00 am to 6:00 pm
Thursday	10:00 am to 8:00 pm
Friday	10:00 am to 5:00 pm
Saturday	10:00 am to 4:00 pm
Sunday	Closed

Did you know that patrons have 24/7 access to our online services?

- ☐ Yes ☐ No

Do you think the in house library hours are:

- ☐ Excellent ☐ Satisfactory ☐ Need improvement

- If you are not satisfied with the current in house hours, please let us know why:

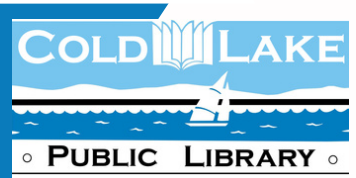
Do you think there is a need for adult education classes in the Cold Lake Public Library, such as job specific training, business courses and personal interest/development courses?

- Please list all the courses and programs that you feel should be available at the Cold Lake Public Library.

Are you a local business owner who is looking for additional training for your staff?

- ☐ Yes ☐ No

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Do you find that there are any barriers for you to partake of the services, training opportunities, or events at the Cold Lake Public Library?

- Please list all the barriers that you may be concerned with.

What do you value most about public libraries?

What do you feel are the needs of the community in Cold Lake?

Why do you use the library?

What do you think are the most important library services?

Thank you so much for your time and for all of your support!