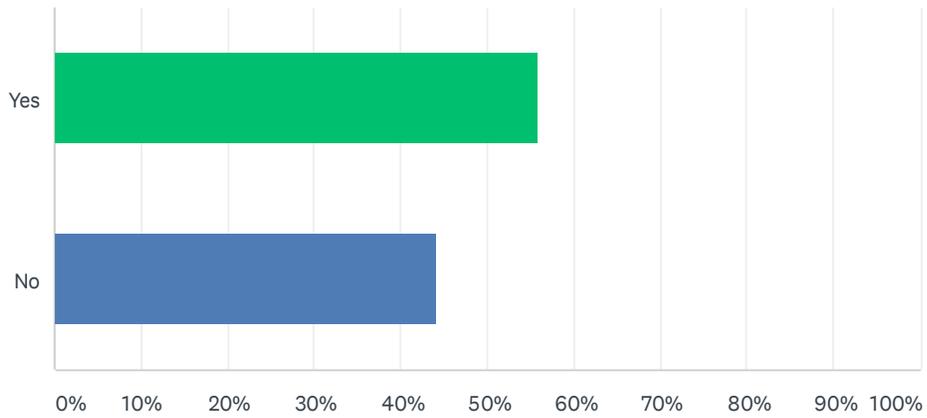# Q1 Have you visited a Buffalo & Erie County Public Library since the reopening in June 2020?
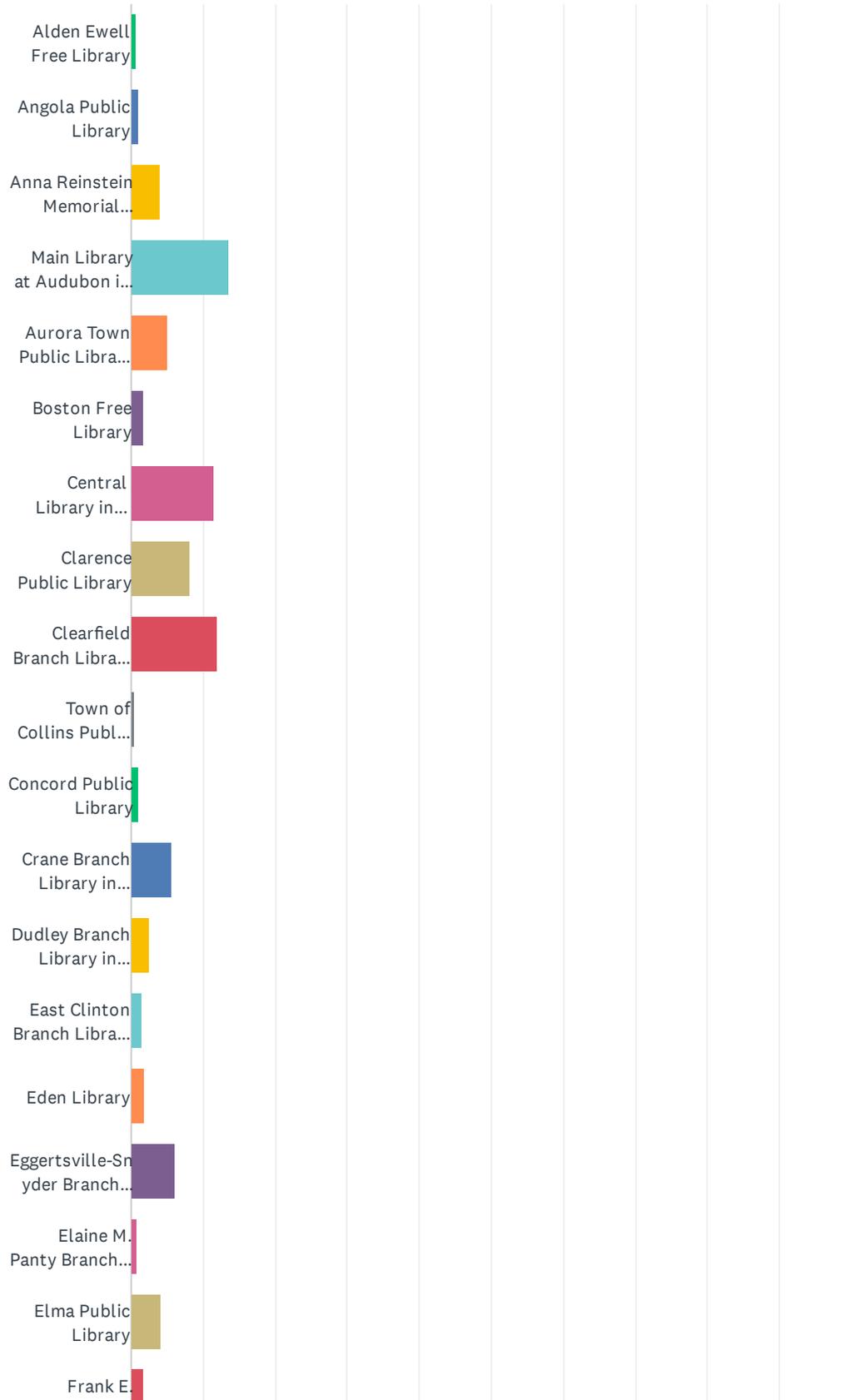
Answered: 6,101   Skipped: 0
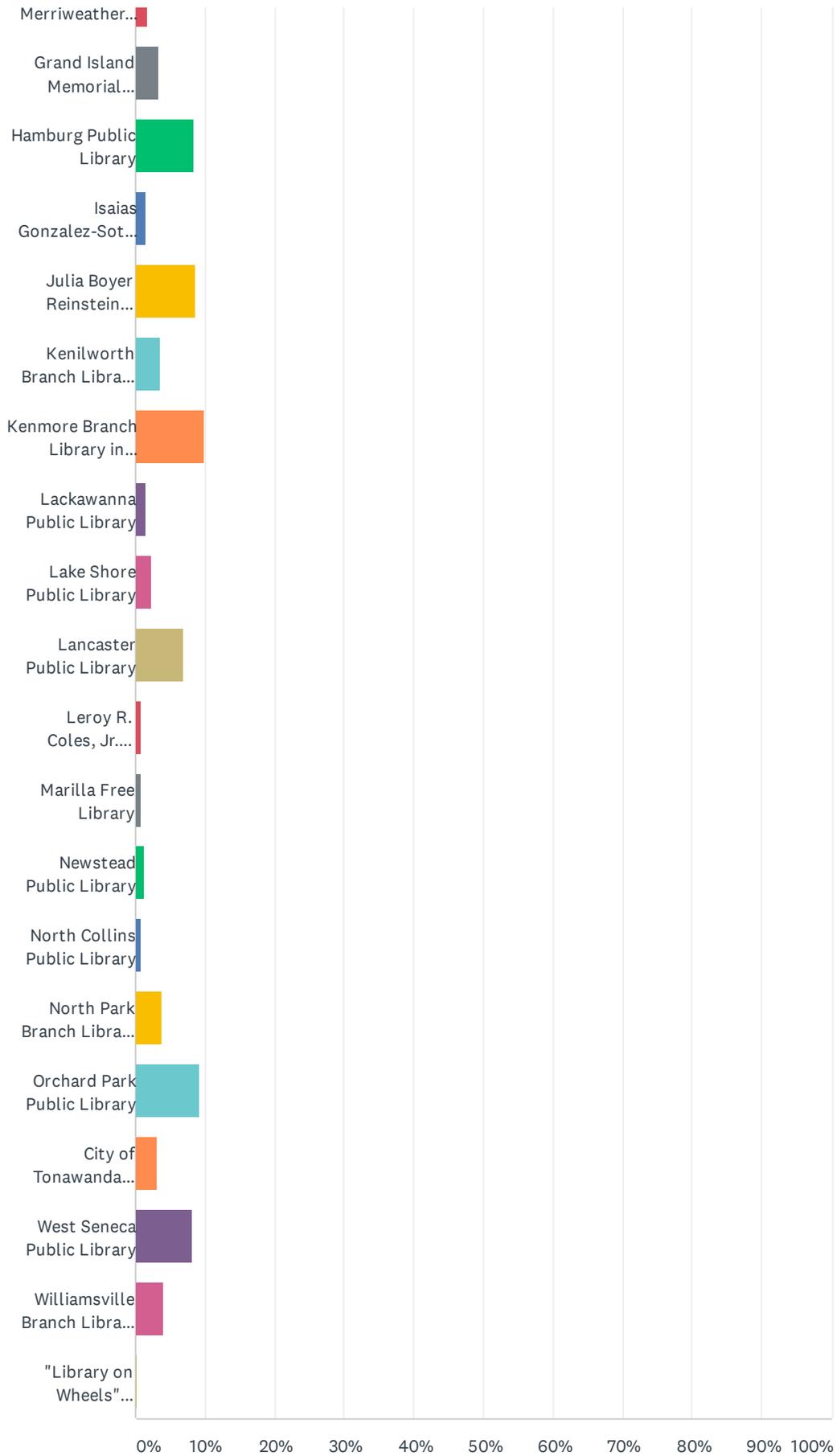

ANSWER CHOICES	RESPONSES	
Yes	55.76%	3,402
No	44.24%	2,699
TOTAL		6,101

Q2 Which library or libraries have you visited?

Answered: 3,331   Skipped: 2,770

Alden Ewell Free Library

Angola Public Library

Anna Reinstein Memorial...

Main Library at Audubon i...

Aurora Town Public Libra...

Boston Free Library

Central Library in...

Clarence Public Library

Clearfield Branch Libra...

Town of Collins Publ...

Concord Public Library

Crane Branch Library in...

Dudley Branch Library in...

East Clinton Branch Libra...

Eden Library

Eggertsville-Snyder Branch...

Elaine M. Panty Branch...

Elma Public Library

Frank E...

Library Services September/October 2020

Library	
Merriweather...	
Grand Island Memorial...	
Hamburg Public Library	
Isaias Gonzalez-Sot...	
Julia Boyer Reinstein...	
Kenilworth Branch Libra...	
Kenmore Branch Library in...	
Lackawanna Public Library	
Lake Shore Public Library	
Lancaster Public Library	
Leroy R. Coles, Jr....	
Marilla Free Library	
Newstead Public Library	
North Collins Public Library	
North Park Branch Libra...	
Orchard Park Public Library	
City of Tonawanda...	
West Seneca Public Library	
Williamsville Branch Libra...	
"Library on Wheels"...	

0% 10% 20% 30% 40% 50% 60% 70% 80% 90% 100%

Library Services September/October 2020

ANSWER CHOICES	RESPONSES	
Alden Ewell Free Library	0.69%	23
Angola Public Library	1.11%	37
Anna Reinstein Memorial Library in Cheektowaga	4.02%	134
Main Library at Audubon in Amherst	13.69%	456
Aurora Town Public Library in East Aurora	4.98%	166
Boston Free Library	1.71%	57
Central Library in downtown Buffalo	11.56%	385
Clarence Public Library	8.14%	271
Clearfield Branch Library in Amherst	11.95%	398
Town of Collins Public Library	0.51%	17
Concord Public Library	1.11%	37
Crane Branch Library in Buffalo	5.55%	185
Dudley Branch Library in Buffalo	2.61%	87
East Clinton Branch Library in Buffalo	1.41%	47
Eden Library	1.98%	66
Eggertsville-Snyder Branch Library in Amherst	6.03%	201
Elaine M. Panty Branch Library (formerly Riverside Branch) in Buffalo	0.75%	25
Elma Public Library	4.17%	139
Frank E. Merriweather, Jr. Branch Library in Buffalo	1.59%	53
Grand Island Memorial Library	3.42%	114
Hamburg Public Library	8.44%	281
Isaias Gonzalez-Soto Branch Library in Buffalo	1.50%	50
Julia Boyer Reinstein Memorial Library in Cheektowaga	8.62%	287
Kenilworth Branch Library in Tonawanda	3.45%	115
Kenmore Branch Library in Tonawanda	9.94%	331
Lackawanna Public Library	1.38%	46
Lake Shore Public Library	2.25%	75
Lancaster Public Library	6.93%	231
Leroy R. Coles, Jr. Branch Library in Buffalo	0.75%	25
Marilla Free Library	0.87%	29
Newstead Public Library	1.17%	39
North Collins Public Library	0.87%	29
North Park Branch Library in Buffalo	3.81%	127

Orchard Park Public Library	9.22%	307
City of Tonawanda Public Library	3.18%	106
West Seneca Public Library	8.20%	273
Williamsville Branch Library in Amherst	3.90%	130
"Library on Wheels" Bookmobile	0.18%	6
Total Respondents: 3,331		

## Q3 How likely are you to visit a Buffalo & Erie County Public Library in the next month?

Answered: 4,962   Skipped: 1,139
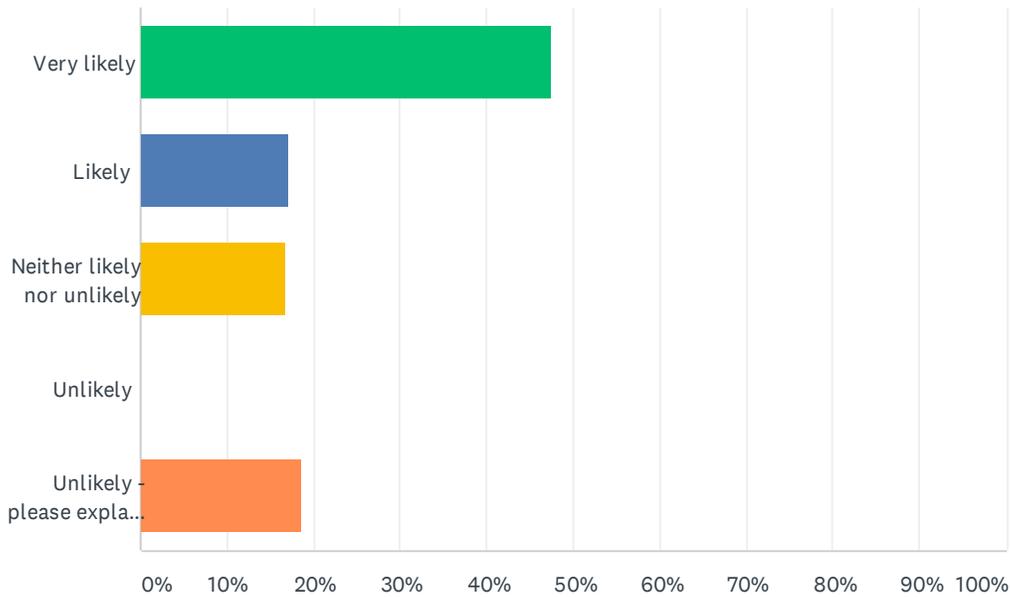
ANSWER CHOICES	RESPONSES	
Very likely	47.40%	2,352
Likely	17.17%	852
Neither likely nor unlikely	16.77%	832
Unlikely	0.00%	0
Unlikely - please explain why	18.66%	926
TOTAL		4,962

Q4 Did you know there are dozens of free online and virtual programs being offered by your local libraries that can be viewed through the Library's website, Facebook page(s) & YouTube?

Answered: 4,962   Skipped: 1,139
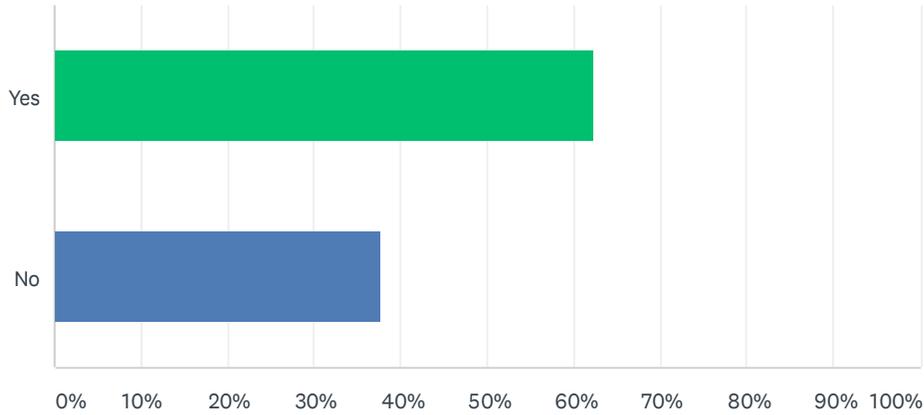
ANSWER CHOICES	RESPONSES	
Yes	62.35%	3,094
No	37.65%	1,868
TOTAL		4,962

# Q5 Which of the following virtual/online library programs have you viewed or participated in? Select all that apply.

Answered: 4,562   Skipped: 1,539
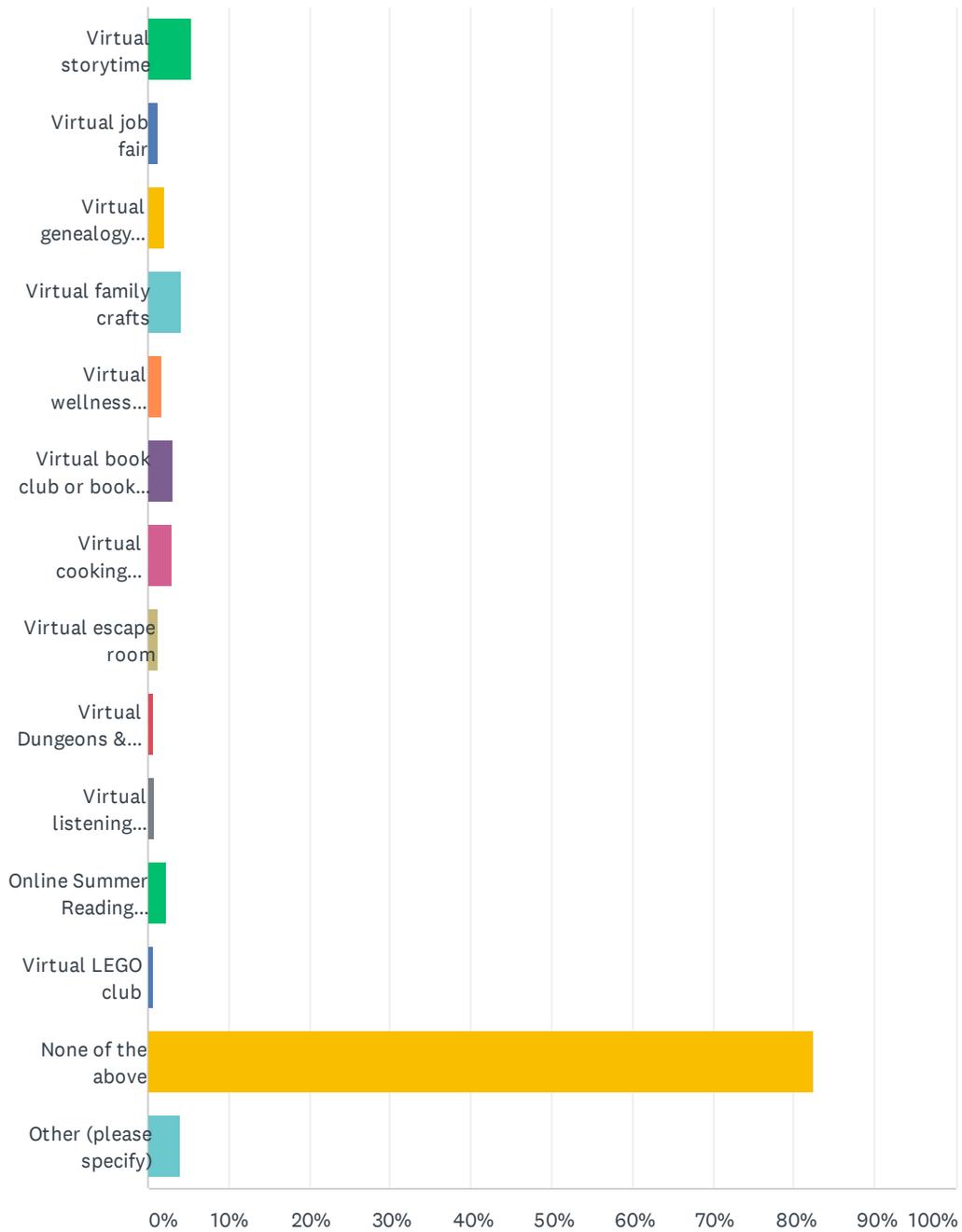
Library Services September/October 2020

ANSWER CHOICES	RESPONSES	
Virtual storytime	5.46%	249
Virtual job fair	1.18%	54
Virtual genealogy workshop	2.19%	100
Virtual family crafts	4.16%	190
Virtual wellness discussion	1.64%	75
Virtual book club or book discussion	3.05%	139
Virtual cooking demonstration	3.00%	137
Virtual escape room	1.36%	62
Virtual Dungeons & Dragons	0.59%	27
Virtual listening parties	0.79%	36
Online Summer Reading contests	2.35%	107
Virtual LEGO club	0.70%	32
None of the above	82.51%	3,764
Other (please specify)	3.99%	182
Total Respondents: 4,562		

# Q6 What type of online programming would interest you? Select all that apply.

Answered: 4,962   Skipped: 1,139
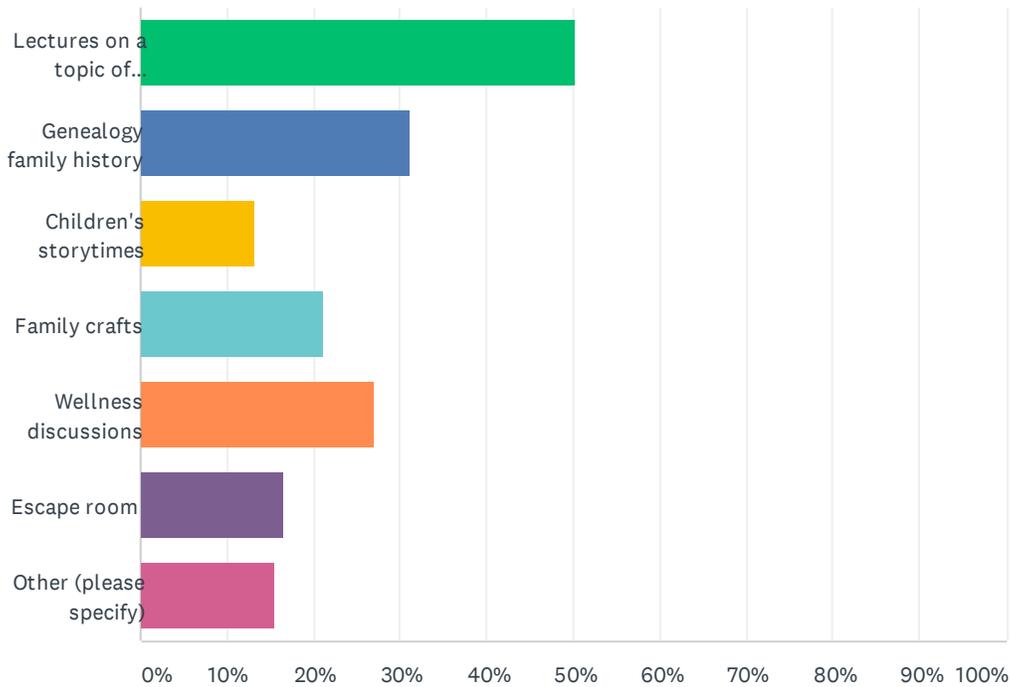
ANSWER CHOICES	RESPONSES	
Lectures on a topic of interest	50.26%	2,494
Genealogy family history	31.10%	1,543
Children's storytimes	13.24%	657
Family crafts	21.14%	1,049
Wellness discussions	27.03%	1,341
Escape room	16.59%	823
Other (please specify)	15.46%	767
Total Respondents: 4,962		

Q7 Which of the following best describes your use of downloadable eBooks and/or downloadable eAudiobooks? Select all that apply.

Answered: 4,962   Skipped: 1,139
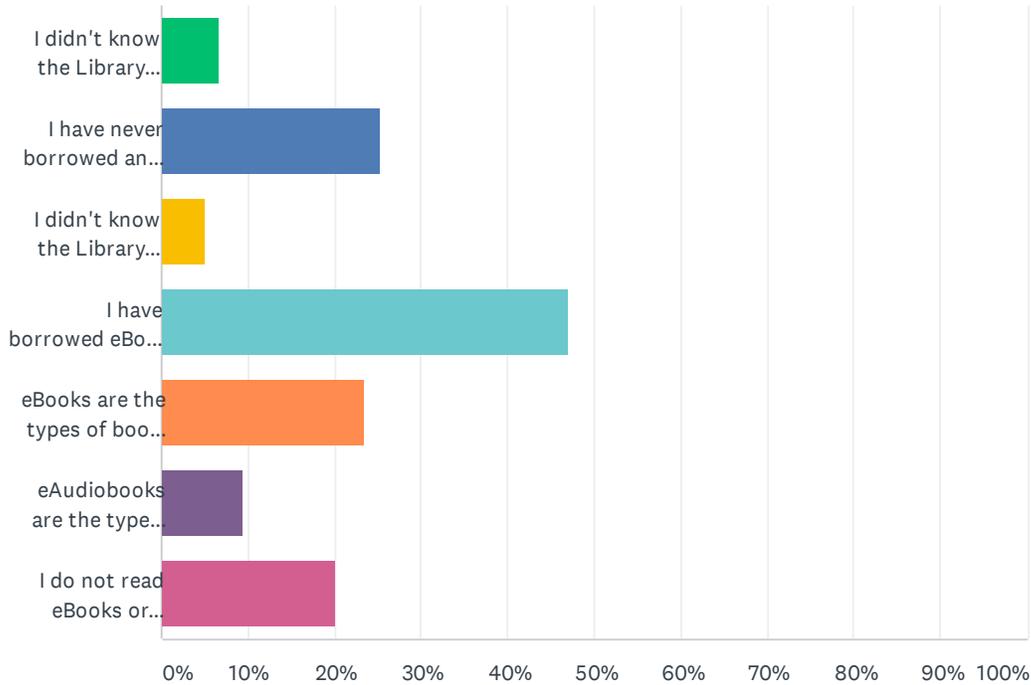
ANSWER CHOICES	RESPONSES	
I didn't know the Library offered downloadable eBooks.	6.67%	331
I have never borrowed an eBook from the Library.	25.31%	1,256
I didn't know the Library offered downloadable eAudiobooks.	5.06%	251
I have borrowed eBooks and/or eAudibooks from the Library.	47.02%	2,333
eBooks are the types of books I read most often.	23.44%	1,163
eAudiobooks are the types of books I read most often.	9.35%	464
I do not read eBooks or eAudio books.	20.11%	998
Total Respondents: 4,962		

# Q8 Which of the following devices do you own or consistently have access to?   Select all that apply.

Answered: 4,962   Skipped: 1,139
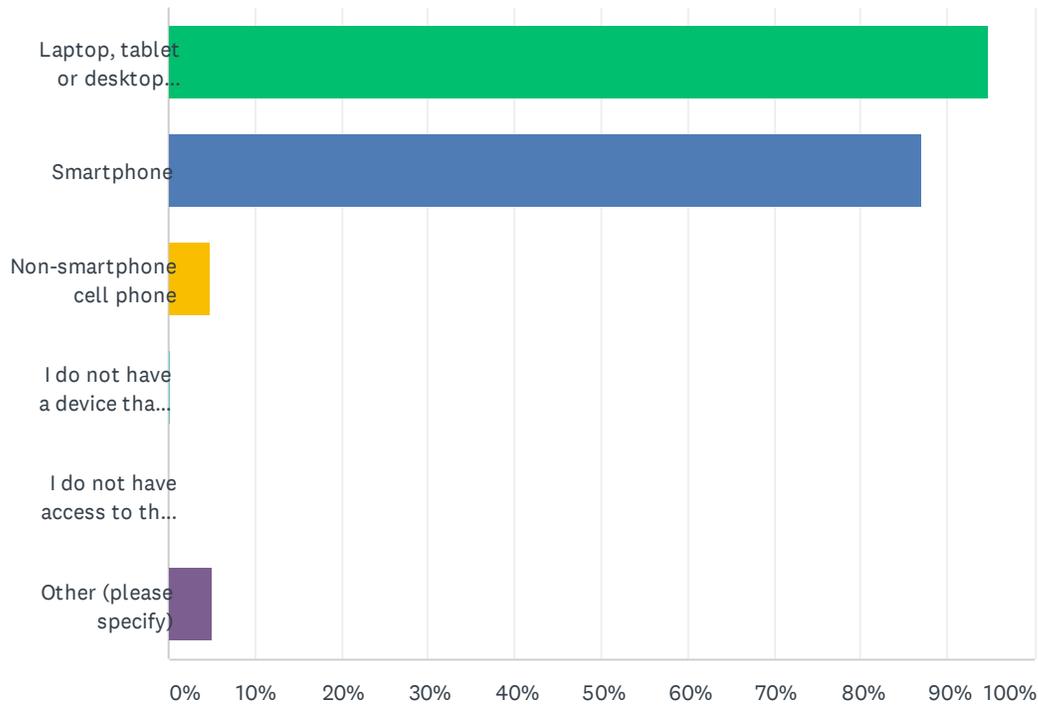
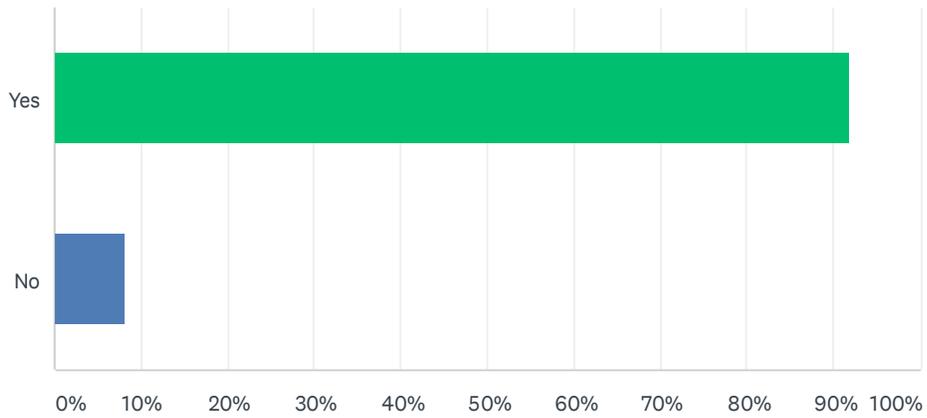| ANSWER CHOICES	RESPONSES	
Laptop, tablet or desktop computer	94.82%	4,705
Smartphone	87.12%	4,323
Non-smartphone cell phone	4.72%	234
I do not have a device that can access the Internet	0.28%	14
I do not have access to the Internet	0.00%	0
Other (please specify)	5.00%	248
Total Respondents: 4,962		

Q9 Do you have WiFi or internet access at home?

Answered: 4,962   Skipped: 1,139
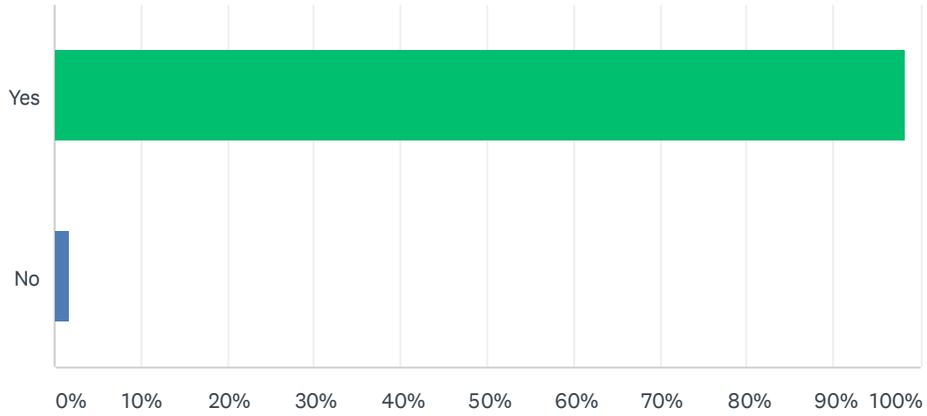
ANSWER CHOICES	RESPONSES	
Yes	98.39%	4,882
No	1.61%	80
TOTAL		4,962

Q10 Did you know all Buffalo & Erie County Public Libraries offer free high-speed WiFi access?
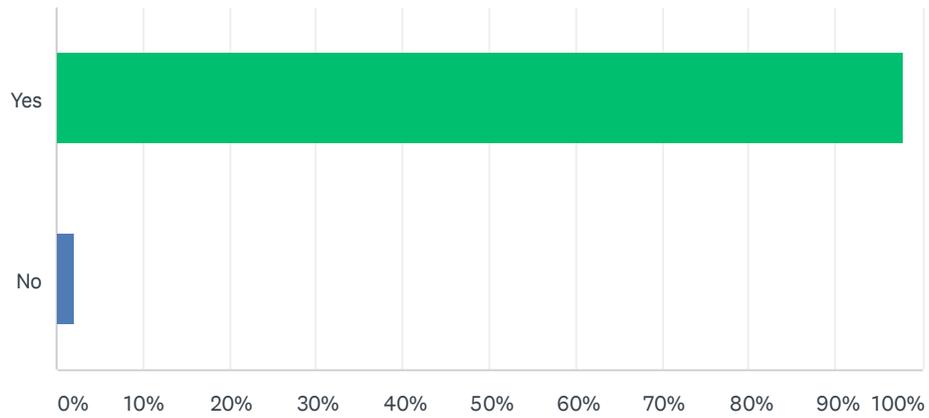
Answered: 4,962   Skipped: 1,139

ANSWER CHOICES	RESPONSES	
Yes	91.76%	4,553
No	8.24%	409
TOTAL		4,962

Q11 Did you know all Buffalo & Erie County Public Libraries have free public computers to use onsite?
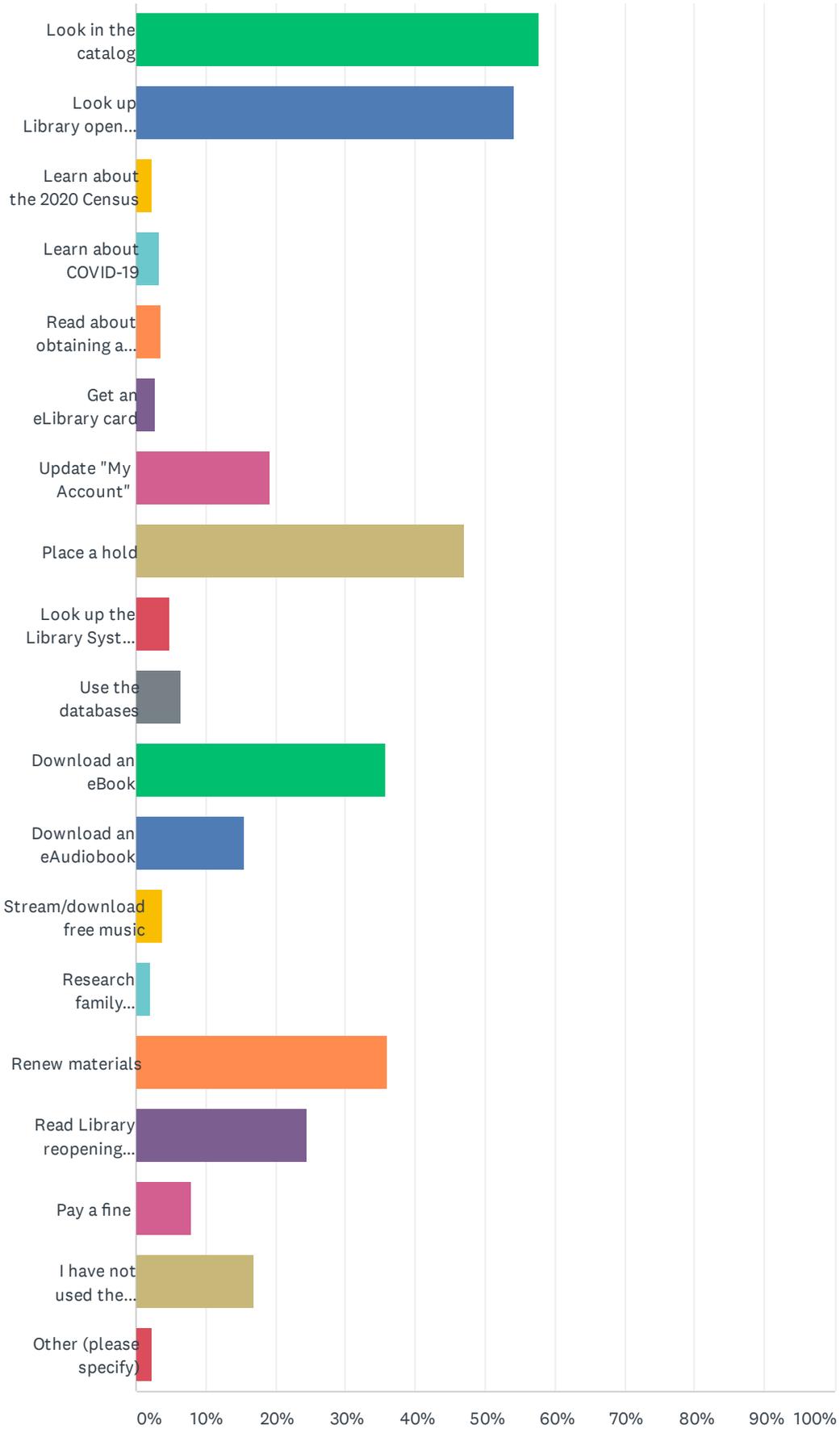
Answered: 4,962   Skipped: 1,139

ANSWER CHOICES	RESPONSES	
Yes	97.90%	4,858
No	2.10%	104
TOTAL		4,962

Q12 In the past 6 months, have you used the Buffalo & Erie County Public Library's website (www.BuffaloLib.org) for any of the following activities? Select all that apply.

Answered: 4,919   Skipped: 1,182

Library Services September/October 2020

Library Services September/October 2020

ANSWER CHOICES	RESPONSES	
Look in the catalog	57.82%	2,844
Look up Library open hours or other Library information	54.28%	2,670
Learn about the 2020 Census	2.22%	109
Learn about COVID-19	3.35%	165
Read about obtaining a Library card	3.62%	178
Get an eLibrary card	2.68%	132
Update "My Account"	19.31%	950
Place a hold	47.10%	2,317
Look up the Library System programming calendar	4.90%	241
Use the databases	6.42%	316
Download an eBook	35.76%	1,759
Download an eAudiobook	15.39%	757
Stream/download free music	3.74%	184
Research family genealogy	2.11%	104
Renew materials	35.90%	1,766
Read Library reopening updates	24.50%	1,205
Pay a fine	7.95%	391
I have not used the Library System website	16.85%	829
Other (please specify)	2.26%	111
Total Respondents: 4,919		

# Q13 How do you get updates about library programs and activities? Select all that apply.

Answered: 4,962   Skipped: 1,139
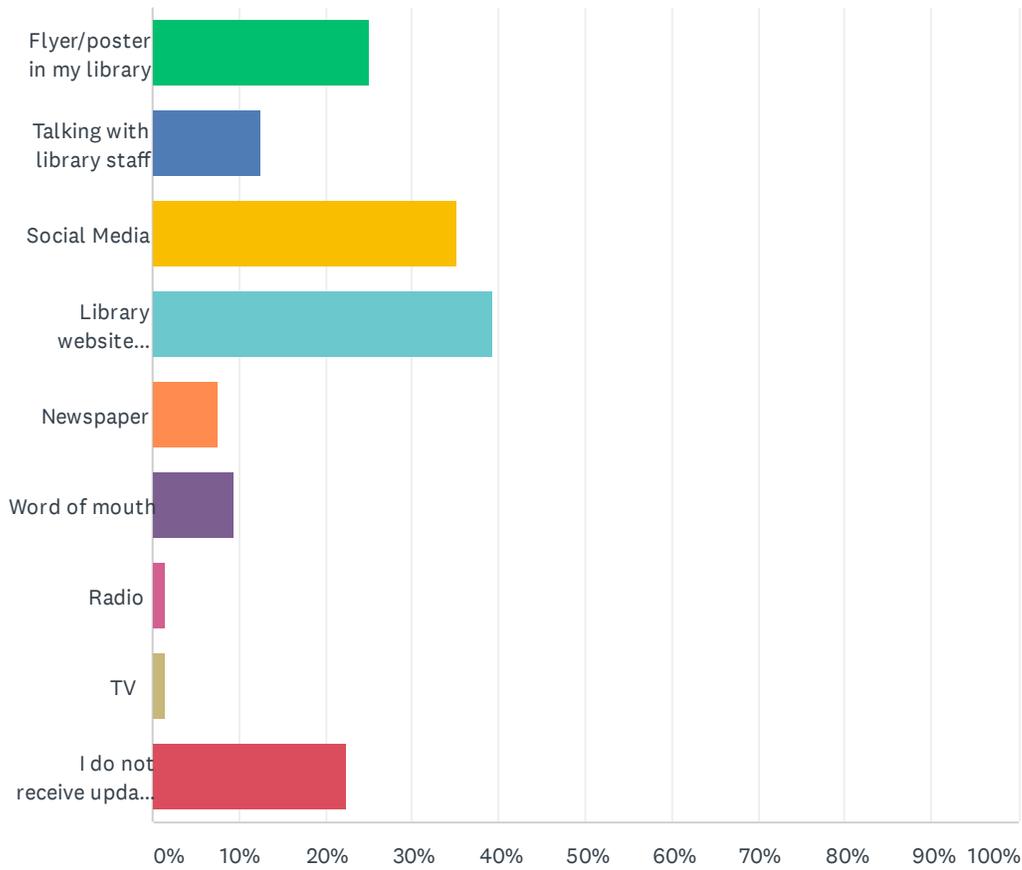
ANSWER CHOICES	RESPONSES	
Flyer/poster in my library	25.05%	1,243
Talking with library staff	12.58%	624
Social Media	35.07%	1,740
Library website calendar of programs and activities	39.24%	1,947
Newspaper	7.46%	370
Word of mouth	9.47%	470
Radio	1.39%	69
TV	1.39%	69
I do not receive updates on anything from the Library	22.33%	1,108
Total Respondents: 4,962		

Q14 What is the best way for the library to communicate with you?

Answered: 4,962   Skipped: 1,139
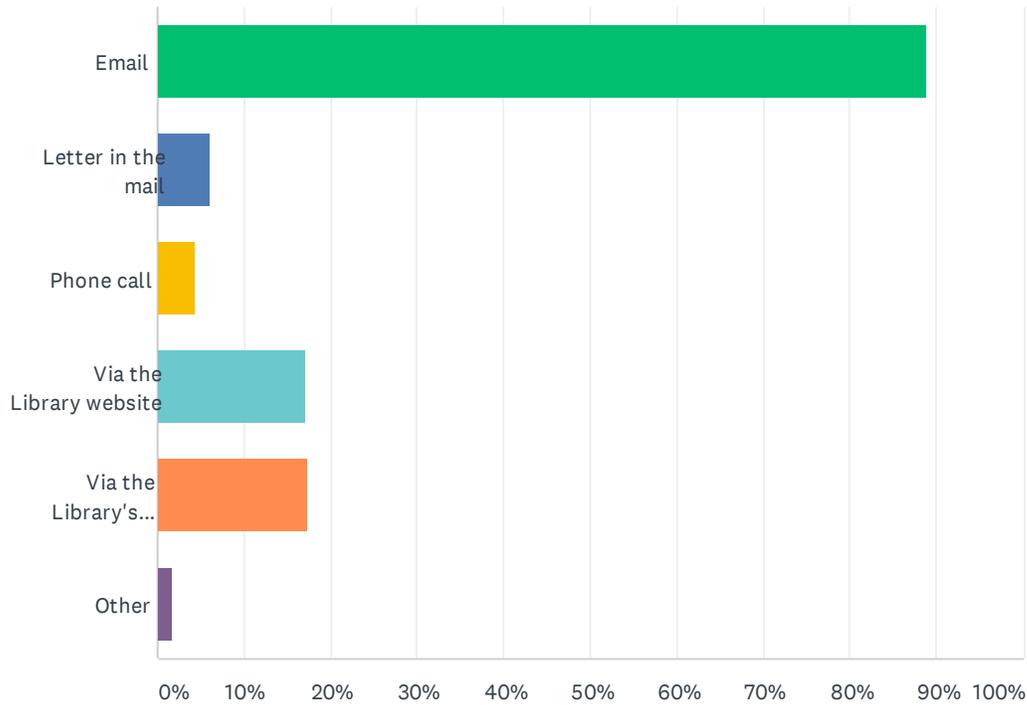
ANSWER CHOICES	RESPONSES	
Email	88.94%	4,413
Letter in the mail	6.05%	300
Phone call	4.29%	213
Via the Library website	17.07%	847
Via the Library's social media	17.37%	862
Other	1.67%	83
Total Respondents: 4,962		

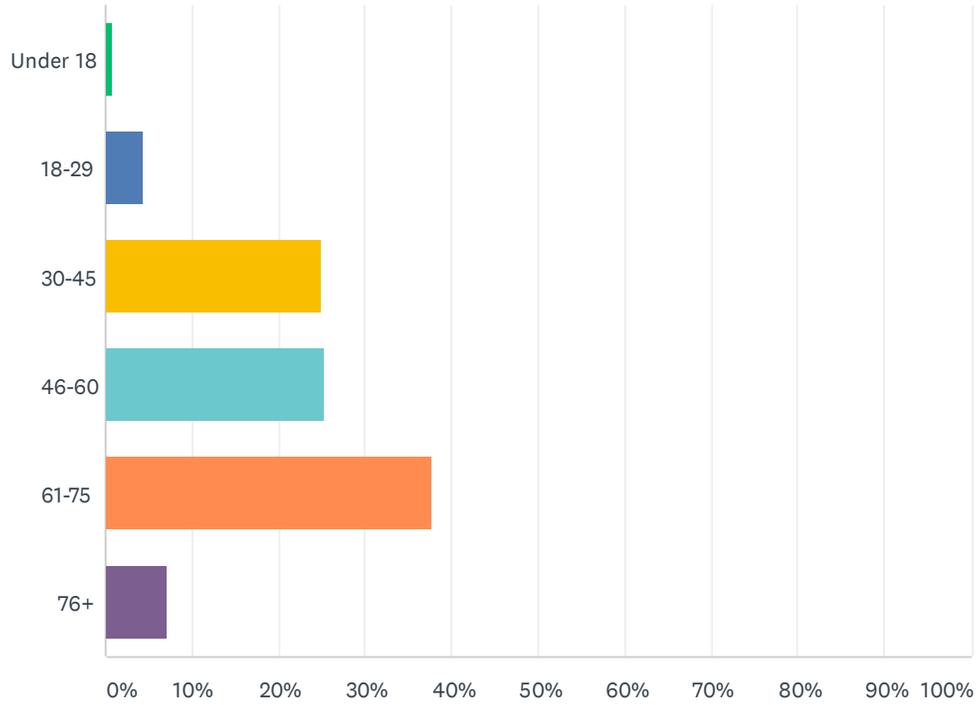# Q15 Is there anything else you would like to share?

Answered: 1,221   Skipped: 4,880

Q16 What is your zip code?

Answered: 4,962   Skipped: 1,139

Q17 What is your age range?

Answered: 4,962   Skipped: 1,139

ANSWER CHOICES	RESPONSES	
Under 18	0.79%	39
18-29	4.35%	216
30-45	24.85%	1,233
46-60	25.21%	1,251
61-75	37.73%	1,872
76+	7.07%	351
TOTAL		4,962

Q18 If you would like to enter to win a library prize package valued at $75.00, please include your name, email address & phone number. Ten winners will be selected randomly from all entries.

Answered: 3,726   Skipped: 2,375

ANSWER CHOICES	RESPONSES	
Name	99.95%	3,724
Email Address	99.73%	3,716
Phone #	97.72%	3,641