St. Tammany Parish Library Website Survey

Thank you for taking the time to complete our survey.
Your input will help us improve the library's website in the future.
Please return this survey to the circulation desk at any of our 12 branches by December 31st.

Want to complete this survey online?

Visit s**ttammanylibrary.org/survey**
or scan the QR code

How often do you use the library's website?

- ◯ Very often (Daily)
- ◯ Not often (1 to 2 times a month)
- ◯ I do not use the website much at all (a few times a year, or not at all)

When you use the website, what is your main reason?

- ◯ View locations, hours, fees, services, or policies
- ◯ Search the catalog
- ◯ Browse upcoming events
- ◯ Check my account status
- ◯ View new and upcoming items
- ◯ Search online databases
- ◯ Borrow a museum pass
- ◯ Read a blog, watch a podcast, or listen to a veteran interview
- ◯ Book a meeting room
- ◯ Book a Reference Librarian
- ◯ Suggest a purchase

Other:_____

_____

How easy is it to find the information you need on our current website?

- ◯ Very easy
- ◯ Slightly confusing
- ◯ Very difficult

How satisfied are you with the website's current layout and navigation?

- ◯ Very user-friendly
- ◯ Somewhat user-friendly
- ◯ Not user-friendly

What challenges did you face trying to find information on our site?

_____

_____

_____

_____

Are there any features you would like our website to have? Can you provide examples of any websites with these features?

_____

_____

_____

_____

Which of these visual navigation types do you find the most helpful on websites?

- ◯ Icons
- ◯ Pictures
- ◯ Words with Pictures

Which device do you primarily use to access our website?

- ◯ Desktop (PC or Mac)
- ◯ Cell Phone
- ◯ Tablet (like an iPad)

How likely are you to return to our website based on your current experience?

- ◯ Very likely
- ◯ Somewhat likely
- ◯ Unlikely

How happy are you with the accessibility features for users with disabilities?

- ◯ Satisfied
- ◯ Somewhat satisfied
- ◯ Not satisfied
- ◯ This does not apply to my use

What features do you find most useful on the library website?

- ◯ Search bar
- ◯ Account access
- ◯ Quick links
- ◯ Events
- ◯ New Items

Other:_____

_____

Do you use the "Quick Links" on the website?

- ◯ Yes
- ◯ No

Do you use the "Get Help" link on the website?

- ◯ Yes
- ◯ No

Do you use the "Coming Soon" link on the website?

- ◯ Yes
- ◯ No

Do you use the "What's New" link on the website?

- ◯ Yes
- ◯ No

Do you use the "Events" link on the website?

- ◯ Yes
- ◯ No

Do you receive our monthly e-newsletter, the Bookrunner?

- ◯ Yes
- ◯ No
- ◯ I didn't know the library had a newsletter

Do you use our STPL Mobile App?

- ◯ Yes
- ◯ No
- ◯ I didn't know the library had an app

Please check the apps or services you use or are aware of that we offer:
Check all that apply.

- ☐ Hoopla
- ☐ Libby (Overdrive)
- ☐ CloudLibrary
- ☐ Print from home/mobile device
- ☐ Park and Museum Passes
- ☐ The STPL Podcast, "Check It Out"
- ☐ Madisonville Makerspace
- ☐ Test Proctoring
- ☐ Online databases

Please select your age group.

- ◯ Under 18
- ◯ 18 to 25
- ◯ 26 to 30
- ◯ 31 to 40
- ◯ 41 to 50
- ◯ 51 to 65
- ◯ 65+

How often do you use library services or visit a library?

- ◯ At least once a week
- ◯ At least once a month
- ◯ Once every few months
- ◯ Once a year
- ◯ Not at all

Which events are most important to you?
Check all that apply.

- ☐ Children's Events
- ☐ Teen Events
- ☐ Adult Events
- ☐ Crafting Events
- ☐ Historical Programs
- ☐ Technology-focused programs
- ☐ Genealogy Programs
- ☐ Gardening Events