



2007 Community Survey

Cheltenham Township Library System has appointed a Citizens Committee to examine the future of library services and facilities. The challenge is to provide a facilities infrastructure that can support the materials, programs and services available today and in the future. Our choices will drive both the configuration of our library facilities and the cost to support it. Your input will help the Citizens Committee and the library system to make informed decisions about the future direction of Cheltenham's libraries. The survey should take 5 to 10 minutes to complete. Surveys must be submitted before 11/15/07. A summary of our facilities is as follows:

East Cheltenham branch – 5,812 sq. ft. – in present location since 1978, no opportunity to expand.

Elkins Park branch – 11,700 sq ft. – in location since 1981, poor parking & minimal opportunity to expand.

Glenside branch – 8,132 sq. ft. – in location since 1968, minimal meeting space & limited opportunity to expand.

La Mott branch – 628 sq. ft. – in location since 1966, chronic lack of space, limited opportunity to expand.

Cheltenham Township Library System totals 26,272 sq. ft. serving 36,875 residents.

For comparison purposes, the Abington Township Public Library is a 23,000 sq. ft. facility serving 58,680 residents.

Please return your completed survey to any of our four branches or by mail to CTLS 215 S. Keswick Avenue, Glenside, PA 19038.

1. **Are you a resident of Cheltenham Township?** Yes No Don't Know

2. **What is your zip code?** 19012 19027 19095 19038 Other _____

3. **What is your gender?** Male Female

4. **What is your age?** _____

5. **Do you use a public library?** Yes No

5a. If you use a public library, which public library (ies) do you use? Check all that apply.

East Cheltenham Elkins Park Glenside La Mott Jenkintown Abington Other(s) (List which library (ies) and why)

5b. If you do not use a public library, what would motivate you to use one? Check all that apply.

Better books, magazines & newspapers Better movies, music & audiobooks Better online resources Better facilities

Better parking Longer hours Better programming Better staffing Other (explain)

6. **Does the library (ies) you use fall short of your expectations of what a library should provide?** Yes No

6a. If yes, it falls short, please explain. _____

7. **Do you like the current 4 branch library configuration in Cheltenham Township?** Yes No Don't know Don't Use these libraries

8. **Please rate the importance of the following library collections to you to help us prioritize what is funded in the future.**

	Most Important	Very Important	Somewhat Important	Not Important	Don't Know/ Don't Use
Adult books					
Children's books					
Reference					
Magazines					
Newspapers					
Movies					
Music CDs					
Audiobooks					
Video games					
Downloadable audio					

Comments _____

9. Please rate the importance each library service currently available through CTLS to help us prioritize what is funded in the future.

	Most Important	Very Important	Somewhat Important	Not Important	Don't Know/ Don't Use
Internet access					
Public computers					
Wi-Fi					
Reference services					
Getting materials from other libraries					
Library services through website					
Adult programs					
Supplies and services for businesses					
Children's programs					
Public bathrooms					
Storytime					
Summer reading club					
Teen programs					
Photocopiers					
English As a Second Language (ESL tutoring)					

Comments _____

10. Are you satisfied with the hours our libraries are open? Yes No Don't Know

10a. If no, what hours would be better for you? _____

11. What potential services would you like to see funded in the future? Check all that apply.

- | | | | |
|---|---|---|---|
| <input type="checkbox"/> Self-checkout machines | <input type="checkbox"/> Small meeting rooms | <input type="checkbox"/> Quiet areas | <input type="checkbox"/> Larger community meeting rooms |
| <input type="checkbox"/> More online databases | <input type="checkbox"/> EBooks | <input type="checkbox"/> Café | <input type="checkbox"/> More public computers |
| <input type="checkbox"/> Gift shop/book sale room | <input type="checkbox"/> Copy center with business supplies | <input type="checkbox"/> Vending machines | <input type="checkbox"/> Local history/genealogy room |
| <input type="checkbox"/> Dedicated spaces for teens | <input type="checkbox"/> Dedicated spaces for children | <input type="checkbox"/> More programs | <input type="checkbox"/> Other _____ |

12. Please share your suggestions for programs that should be funded.

13. Do you think the present 'four branch' configuration can support these additional services and programs? Yes No Not Sure
 Comments _____

14. What is a reasonable distance to travel to visit a public library? Under 1 mile 1 – 3 miles 4 – 6 miles 7 – 10 miles

15. What is the primary method you use to visit the public library? Walking Biking Public transportation Car Website Other

16. The range of materials and services offered by a public library is dependent on the size of the library facility and staff. Cheltenham's libraries are busier than ever but our facilities are aging and operating at capacity. Considering the services and programs that you would like offered, what configuration would you suggest the Citizens Committee consider for Cheltenham's libraries?

- Two mid-sized libraries
- One central location
- One central library and two satellite branches in the Community Centers
- Present four branches with significant renovation/expansion
- No Change (Present system with four branches)
- Other (please specify) _____
- Not Sure / Don't Know

19. If you would like to be contacted by the library's Citizens Committee to provide additional information, please supply your name, email and phone number: _____