



PRINCE GEORGE'S COUNTY  
MEMORIAL LIBRARY SYSTEM  
[www.pgcmls.info](http://www.pgcmls.info)

## Online Library Questionnaire

PGCMLS wants to hear how to best support you during the public health emergency. Help us shape our virtual programs and online services by completing this online library questionnaire.

1. How many people live in your household?

### Question Title

2. What age groups are represented in your household? *Mark all that apply*

- Ages 0-5
- Ages 6-12
- Ages 13-18
- Adults (Ages 18-59)
- Seniors (Ages 60+)

### Question Title

3. How frequently did you visit our physical libraries prior to the closure?

### Question Title

4. How frequently did you use our online library and resources prior to the closure?

### Question Title

5. Are you using the online library more during the closure than you were prior to the closure?

- Yes
- No

**Question Title**

6. How are you getting online during the public health emergency? *Mark all that apply*

- Wired Internet at Home (e.g. Broadband, Dial-up)
- Mobile Device Internet
- PGCMLS Kajeet Hotspot
- Public WiFi Signal
- Other (please specify)

**Question Title**

7. Which branches do you use most when the Library is open? *Mark all that apply*

- Accokeek
- Baden
- Beltsville
- Bladensburg
- Bowie
- Fairmount Heights
- Glenarden
- Greenbelt
- Hillcrest Heights
- Hyattsville
- Largo-Kettering
- Laurel
- Mount Rainier
- New Carrollton
- Oxon Hill
- South Bowie
- Spauldings
- Surratts-Clinton
- Upper Marlboro
- I only use the Library online
- None, I currently do not use the library
- Other (please specify)

**Question Title**

8. How are you currently engaging with the Library online? *Mark all that apply*

- PGCMLS App
- PGCMLS Website
- PGCMLS Online Resources
- PGCMLS Vendor Apps (e.g. Libby, Kanopy, etc.)
- Facebook
- Instagram
- Twitter
- LinkedIn
- YouTube
- Virtual Programs

**Question Title**

9. How are you hearing about the Library's online resources and programs? *Mark all that apply*

- PGCMLS Social Media
- PGCMLS Email Marketing
- Prince George's County Government (County Executive, Council, PGCPD, etc.)
- Partner Organizations
- Word of Mouth (in-person, email, or social media)
- PGCMLS Website
- PGCMLS Staff
- News/Media

**Question Title**

10. Did you visit a PGCMLS branch between March 12-15 to stock-up on physical materials (books, DVDs, etc.) for the closure?

- Yes
- No
- I wanted to, but didn't have time

**Question Title**

11. What types of virtual programs are you most interested in? *Mark all that apply*

- Demonstrations of Online Resources/Apps
- Read-Aloud and Storytime
- Book Discussions
- STEM Activities
- Health/Wellness Programs (COVID-19 Q&A, Yoga, etc.)
- Lectures/Talks
- Census Information
- Community Conversations with Civic Leaders
- Performing Arts - Performances
- Arts & Crafts - Activities
- Online Gaming (Puzzles, Chess, etc.)

**Question Title**

12. How often would you attend a live virtual program?

- 1 per day
- More than 1 per day
- 2-3 per week
- 1 per week (weekday)
- 1 per week (weekend)
- 1 every other week
- 1 per month

**Question Title**

13. What is your preferred platform for accessing live virtual programs? *Mark all that apply*

- Facebook
- Instagram
- Twitter
- YouTube
- Zoom
- Other (please specify)

**Question Title**

14. Please let us know if you have used any of the Library's WiFi resources during the closure. *Mark all that apply*

- Drive-Up WiFi at a Branch
- Kajeet WiFi Hotspot
- N/A

**Question Title**

15. What languages are spoken in your home? Mark all that apply

- English
- Spanish
- French
- Farsi
- Other (please specify)

**Question Title**

16. Are you accessing resources from other public libraries (besides PGCMLS)? If so, let us know which libraries. *Mark all that apply*

- No, I only use PGCMLS
- Yes, I also use DC Public Library
- Yes, I also use Anne Arundel County Public Library
- Yes, I also use Montgomery County Public Libraries
- Yes, I also use Charles County Public Library
- Yes, I also use Howard County Library System
- Yes, I also use another public library system (other than those listed)

**Question Title**

17. Would you be interested in listening to a PGCMLS podcast?

- Yes
- Maybe
- No
- Other (please specify)

**Question Title**

18. Do you have any additional suggestions for ways PGCMLS can engage you and the community during the closure? If you would like staff to follow up with your responses, please include your name and email address in this answer (optional).

Thank you for participating in this Prince George's County Memorial Library System survey, which intends to collect customer feedback in order to evaluate programs and services. You are not required to provide any personally identifiable information in order to participate. Should you opt to provide your name and contact information for follow-up from staff, your contact information will only be used for providing you with a response. The information is not provided to outside parties without an order from a court of competent jurisdiction or as otherwise required by law. Contact us at [pr@pgcmls.info](mailto:pr@pgcmls.info) if you have any questions.