

## [LIBRARY'S NAME] IMPACT STUDY

Dear Participant,

We kindly invite you to take a survey about our library. We encourage you to share your opinion on the library's impact on different areas of life.

The survey is fully anonymous and should take approximately 10 minutes. There are no right or wrong answers – we only ask for your honesty.

Thank you for your help and for taking the time to help us gather our patrons' opinions.

### 1. How often have you used [LIBRARY NAME], including its branches, in the last 12 months?

Please consider borrowing, spending time in the library, attending library events, and using its online services. Please include visits with children, grandchildren, or siblings as well.

- ☐ more than once a week
- ☐ several times a month
- ☐ once a month
- ☐ several times a year
- ☐ less than once a year – this is my first visit in over a year

### 2. What was the purpose of your visit(s) to this library in the last 12 months?

Please include both in-person and online services. Please consider only your visits to the library. Questions about children and youth will follow.

	Yes	No	No, but I would like to
I borrowed books home	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I accessed e-books or audiobooks	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I borrowed films, music recordings, or games	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I used the online catalogue or library website	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I used the Wi-Fi provided by the library	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I received help from a librarian with using computers	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I used the photocopier, printer, etc.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I used a quiet space in a library for study/work	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I used books on-site (e.g., in a reading room)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I borrowed or read newspapers/journals on-site	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I received help from a librarian in choosing reading materials	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I received help from a librarian in finding the information I needed	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**3. Have you also visited this library for the following purposes in the last 12 months?**

Please include both in-person and online services. Please consider only your visits to the library. Questions about children and youth will follow.

	Yes	No	No, but I would like to
I viewed exhibitions organised by the library	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I talked with a librarian or library users	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I spent time with friends or other people in the library	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I participated in library events (e.g., holiday celebrations, festivals, library fairs, city games)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I attended author meetings	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I took part in courses (e.g., computer, language, or others)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I took part in art and craft workshops organised by the library	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I participated in a book discussion club or group	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I was involved in charitable actions or volunteered at the library	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I studied or worked on-site at the library	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**4A. Do you take care of any family member under the age of 18 (e.g., children, grandchildren, younger siblings)?**

If you do not take care of family members under the age of 18, please skip to question 7.

- ☐ Yes  
☐ No → please skip to question 7.  
☐ I prefer not to answer → please skip to question 7.

**4B. Do you visit [LIBRARY NAME] with the child(ren) or young family member(s) in your care?**

If you do not visit the library with such family members, please skip to question 7.

- ☐ Yes  
☐ No → please skip to question 7.

**5. Did your child(ren) participate — either alone or with you — in the following activities at this public library in the last 12 months?**

	Yes	No	No, but we would like to
Borrowing books for children and teenagers	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Storytime or reading sessions by a librarian (including at preschool or school)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Talking with a librarian about children's literature	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Using a play area in the library	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Attending arts and crafts or hobby clubs for children	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Participating in children's library events (e.g., holiday celebrations, festivals, city games)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Attending meetings with children's book authors	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Studying or doing homework in the library	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Taking part in library competitions (e.g., reading, writing, art contests)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**6. To what extent do you agree or disagree with the following statements based on your use of this library in the last 12 months?**

Please consider access to literature, reading, events, etc. If you did not use the library for a particular purpose, please select "Not applicable." Please consider visits with children, grandchildren, or siblings.

	I agree	I disagree	Not applicable
I have gained knowledge on parenting	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I received help choosing books for my child(ren)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The library supports my child(ren)'s reading habits	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
My child(ren) are more willing to read books	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The library helps my child(ren) develop a passion for reading	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
My child(ren) develop knowledge and skills (e.g., manual, artistic)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
My child(ren) develop teamwork and social skills	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**7. Now, let's talk about education. Based on your use of [LIBRARY NAME] and its branches in the last 12 months, to what extent do you agree or disagree with the following statements?**

Please consider access to literature, reading, events, etc. If you did not use the library for a particular purpose, please select "Not applicable."

	I agree	I disagree	Not applicable
I have gained knowledge	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I received a better grade in school or university	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I gained new professional competencies	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I expanded my interests	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I improved my computer and internet skills	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I improved my skills in searching for books and articles (e.g., in catalogues, databases)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

I improved my skills in searching for information online	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
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**8. Now, let's talk about social inclusion and cohesion. Based on your use of this library in the last 12 months, to what extent do you agree or disagree with the following statements?**

Please consider access to literature, reading, events, etc. If you did not use the library for a particular purpose, please select "Not applicable."

	I agree	I disagree	Not applicable
I found someone to talk to	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I had a place to meet with friends	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I felt more connected to other community members	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I was able to volunteer in various activities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I had the opportunity to co-create an association or informal group	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**9. Now, let's talk about leisure time. Based on your use of this library in the last 12 months, to what extent do you agree or disagree with the following statements?**

Please consider access to literature, reading, events, etc. If you did not use the library for a particular purpose, please select "Not applicable."

	I agree	I disagree	Not applicable
Through reading, I found valuable entertainment for both adults and children	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I could attend free cultural events (e.g., concerts or other performances, author meetings, lectures)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I could take part in free educational workshops (e.g., on arts, literature, ecology)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I enjoyed spending time at game-related meetings (e.g., board games, urban games, video games)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The library provided a space to pursue my passion	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**10A. If you didn't have access to library services, how much would you be willing to pay per month to receive the same information and services elsewhere?**

Please consider borrowing, spending time in the library, attending events, and using the library's online services.

[NOTE: This scale should be adjusted to a local currency and its purchasing power. The scale below is realistic for the Polish context. It is based on the results of a pilot study conducted on 9,237 respondents aged 16 and older.]

☐ up to 50 PLN → please skip to question 11.  
☐ 51–100 PLN → please skip to question 11.  
☐ 101–150 PLN → please skip to question 11.  
☐ more than 150 PLN → please skip to question 11.  
☐ I wouldn't pay anything → please go to question 10B.

**10B. If you didn't have access to library services, how would you obtain them?**

Please select all that apply.

- ☐ I would borrow books and other materials from friends or family
- ☐ I would buy printed books myself
- ☐ I would buy e-books or audiobooks myself
- ☐ I would use online books and materials available for free
- ☐ I would use other cultural institutions
- ☐ I would read less or stop reading altogether
- ☐ Other: .....

**11. Do you have any suggestions for improving this library?**

Please write your answer below:

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**Demographic Information**

**D1. Gender:**

- ☐ female
- ☐ male
- ☐ I don't identify with either male or female
- ☐ I prefer not to say

**D2. Age:**

- ☐ 16-19 years
- ☐ 20-24 years
- ☐ 25-44 years
- ☐ 45-60 years
- ☐ 60 years and over

**D3. Education:**

Please indicate the highest level of education you have completed.

[NOTE: This scale should be adjusted to local educational levels. The scale below is realistic for the Polish context.]

- ☐ higher education
- ☐ secondary or post-secondary education
- ☐ vocational education
- ☐ primary or lower secondary education
- ☐ primary education not completed

[NOTE: In the Polish study, we also asked about the voivodeship and county in which respondents lived. This allowed public libraries to determine how closely the respondent group reflected the library population, which is based on administrative boundaries.]