

Help Us Help You

Faced with patron needs, the Hillsborough County Public Library is seeking ways to provide social services to our patrons. It is our intention to accumulate information from these surveys to determine the best resources that are inclusive of all patrons. These questions will identify concerns, especially those of vulnerable populations. Implications support the establishment of social services offered in this library system to maximize wellness opportunities for our patrons. All responses are anonymous and all identities are protected.

What is your age?

- ☐ Under 18
- ☐ 18-24
- ☐ 25-34
- ☐ 35-44
- ☐ 45-54
- ☐ 55-64
- ☐ 65+

What is your gender?

- ☐ Female
- ☐ Male
- ☐ Prefer not to say

What is your race?

- ☐ American Indian or Alaska Native
- ☐ Asian
- ☐ Black or African American
- ☐ Native Hawaiian or Other Pacific Islander
- ☐ White, Not Hispanic
- ☐ Hispanic or Latinx

What is the highest level of education you have achieved?

- ☐ 8th Grade or Less
- ☐ Some High School
- ☐ High School/GED
- ☐ Some College, No Degree
- ☐ Associate's Degree
- ☐ Bachelor's Degree
- ☐ Graduate or Professional Degree
- ☐ Prefer Not to Answer

What is the primary reason you come to the Hillsborough County Public Library?

- ☐ Library Services (ex: Reference, Interlibrary Loan)
- ☐ Library Programs (ex: Children's Story Time, Adult Book Club)
- ☐ Special Services (ex: Computer & Tech Classes, Social Services)
- ☐ Events (ex: Board Game Tournament, Free Tax Help)
- ☐ Other: _____

What social service(s) does your household seek assistance with?

- ☐ Transportation
- ☐ Education
- ☐ Job Seeking/Employment
- ☐ Affordable Housing
- ☐ Drug Addiction
- ☐ Mental Health
- ☐ Financial Assistance
- ☐ Hunger
- ☐ Homelessness
- ☐ Healthcare
- ☐ Childcare
- ☐ Disability
- ☐ Veterans
- ☐ Special Needs
- ☐ Immigration
- ☐ Other (Please describe)

What factors are contributing to your underserved community?

Choose

The library's location made meeting with a social worker more accessible.

1234567

Strongly Disagree

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Strongly Agree

The social worker was able to help me identify my social service needs.

1234567

Strongly Disagree

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Strongly Agree

The social worker provided assistance in a timely manner.

1234567

Strongly Disagree

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Strongly Agree

The library staff were willing to answer all my questions.

1234567

Strongly Disagree

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Strongly Agree

The library staff were helpful in locating informative materials related to transportation.

1234567

Strongly Disagree

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Strongly Agree

What social services do you need but are not available in your community?

Your answer

What barriers have prevented you from accessing local social services?

Your answer

My social services needs were fulfilled by the consultation with the social worker.

1234567

Strongly Disagree

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Strongly Agree

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