

2026 Massanutten Regional Library Community Survey

Thank you for being a part of the Massanutten Regional Library! You can help us serve you even better by taking part in this anonymous survey. The survey will be open until August 3, 2026, and should take five to ten minutes to complete. Whether you are currently a library patron or not, your participation will help us learn what we are doing well, and where we can improve our services, collections, spaces, and programs.

Please circle or write:

1. Do you live or work in Harrisonburg, Rockingham County, or Page County?

Yes (go to 3)

No (go to 2)

2. Do you visit Harrisonburg, Rockingham County, or Page County regularly?

Yes (go to 3)

No (end of the survey)

3. Have you used the library in the last 3 years?

Yes (continue to 5)

No (skip to 4)

4. Why haven't you used the library in the last 3 years?
-

5. Which location of Massanutten Regional Library do you use most often?

- a. North River Library in Bridgewater
- b. Village Library in Broadway
- c. Elkton Community Library
- d. Grottoes Branch Library
- e. Central Library in Harrisonburg
- f. Page Public Library in Luray
- g. Shenandoah Community Library

6. What is your zip code? _ _ _ _ _

7. How often do you visit the library?

- a. Daily
- b. Weekly
- c. Monthly
- d. A few times per year
- e. Once a year
- f. Less than once per year
- g. I use online resources and e-books only

8. Do you use the library for the following?

Books/magazines

Often | Sometimes | Rarely | Never | I didn't know you did that

DVDs or books on CD

Often | Sometimes | Rarely | Never | I didn't know you did that

E-books or e-audiobooks

Often | Sometimes | Rarely | Never | I didn't know you did that

Museum passes or camping gear

Often | Sometimes | Rarely | Never | I didn't know you did that

Magzter e-magazines

Often | Sometimes | Rarely | Never | I didn't know you did that

Meeting or study spaces

Often | Sometimes | Rarely | Never | I didn't know you did that

Wi-Fi, computers, or printing

Often | Sometimes | Rarely | Never | I didn't know you did that

Online resources like Rosetta Stone, BrainFuse, Consumer Reports, etc.

Often | Sometimes | Rarely | Never | I didn't know you did that

Adult programs, classes, and events

Often | Sometimes | Rarely | Never | I didn't know you did that

Children's story times, youth events and afterschool programs

Often | Sometimes | Rarely | Never | I didn't know you did that

Teen events and programs

Often | Sometimes | Rarely | Never | I didn't know you did that

Summer Reading Challenge

Often | Sometimes | Rarely | Never | I didn't know you did that

Help with research or technology troubleshooting

Often | Sometimes | Rarely | Never | I didn't know you did that

Referrals to resources for housing, employment, or other social services

Often | Sometimes | Rarely | Never | I didn't know you did that

9. What additional resource/service/program would you like the library to provide?

10. How do you get information about the library? (Select all that apply)

- a. Social media
- b. Library website
- c. Library e-newsletter
- d. Friends/family/neighbors
- e. TV/radio/newspapers
- f. Other? _____

11. If the library were to add an additional location, would it be most important to you to (please rank 1-6 in order of importance):

- a. ___ Be located near a playground, recreation center, or athletic fields
- b. ___ Be located near bike paths or walking paths
- c. ___ Be located near businesses (grocery stores, restaurants, shopping).
- d. ___ Have parking
- e. ___ Serve our rural community
- f. ___ Have a drive-up book drop

12. Do you or someone you know need a homebound materials delivery service? If so, would you like us to contact you? Yes/No

Optional phone or email: _____

Demographics

13. My age is ...

- Under 18
- 18-29
- 30-49
- 50-64
- 65+

14. What is your annual household income?

- Less than \$15,000
- \$15,000 to \$30,000
- \$30,000 to \$50,000
- \$50,000 to \$75,000
- \$75K to \$100K
- \$100K to \$150K
- More than \$150K
- Prefer not to answer

15. My race/ethnicity is ...

- Asian or Asian American
- American Indian or Alaskan Native
- Black or African American
- Hispanic or Latino
- Multiracial
- Native Hawaiian/Pacific Islander
- White
- Other
- Prefer not to answer

Thank you for your responses. This information will help MRL provide improved services, spaces, and collections.