*Sample Questions*

* What is your zip code?
* What library branch do you visit most often?
* What are the ages of your children?
* How familiar you are with your home library and its services? Please rate on a scale from 1 to 10.
* Do you access your home library's website?  If so, what areas of the website do you use most frequently?
* Do you feel comfortable taking your child on a trip to your home library?  If not, what have been the barriers to your feeling comfortable?
* Would you register your child for a program that is specially designed for children with special needs, or would you prefer your child to be included in programming with same-age peers?  Why or why not?
* Which of the following would be of interest to you?  Please check all that apply (large print books for children; high-interest/low reading level booklists; pairing chapter books with audio books, more parenting books on special needs topics; adapted books; Braille books)
* Would you be interested in using these services if your home library provided them?  Please check all that apply (in-person tour of the building; video tour of the building; social story of the library; storytimes specially designed for children with special needs; book discussions for teens and adults with special needs; demonstration of how to download books to your e-reader; book delivery service to your home)
* As a parent of a child with special needs, what other suggestions would you make for your home library?

*What we learned*

* 42% of responders were somewhat familiar with home library and its services, while another 42% responded that they were very familiar with their home library services.
* When asked, if you feel comfortable taking your child with special needs to the library, about half responded “yes” and half responded “no.” Reasons given of those who responded “no” included:

“He is not always very quiet in the library.”

“She likes to run, which is not looked at favorably. She is also loud, which is distracting to others.”

“No; she will pull books off the shelves.”

“No. They don’t understand his reaction when he is excited.”

“I only feel comfortable for brief visits. I’m not altogether sure why.”

* The top three items responders were interested in were 1) High Interest/ Low Reading Level book collection and lists 2) Pairing chapter books with audio books 3) More parenting books on special needs topics
* The top four services responders were interested in were 1)Storytime events specially designed for children with special needs 2) Book discussions for teens and adults with special needs 3) Demonstration of how to download books to e-readers 4) Social Story about the Library