

*Detroit Public Library:*

When the program is a children's program, I typically leave time at the end to ask the kids what they thought and what they'd like to see done differently. This has always gone a long way to hone my offerings. With kids who are too small to have that conversation or adult programming, I do a Google survey and just pass out QR codes to that survey as people are leaving. I don't always get tons of responses but over time, it helps. When doing that, I try to earnestly ask folks to let me know what they thought without holding back too.

*St. Joseph/Maud Preston Palenske Memorial Library:*

We conduct both an audience evaluation and a staff evaluation for our events. I've attached the current version of our [audience evaluation form](#). Patrons can fill it out during the event or scan the QR code to access a digital version of the form. This flexibility has been valuable, especially for patrons who may wish to provide constructive or negative feedback without handing the form directly to library staff.

When I started at MPPML, there was some audience feedback in place. Unfortunately, the focus was more on how staff interacted with patrons during the program, rather than on the content of the program itself. Since we've switched to this new form, we've received excellent feedback, which has been valuable for our future programming efforts.

*Grand Ledge Area District Library:*

Hi Lindsey: this is the trial of our existence-- figuring out what works for our community! We've done surveys,(but folks have to be able to answer quickly or they won't complete) we chat with patrons-- and we track numbers for response. If an event generates good numbers, it come back again. If not...

*Comstock Township Library:*

Our library did a survey with our Strategic Plan that had a lot of survey questions on it, but as a recent follow-up, we have one for this year's SRP that asks them:

- Name of Program
- Date of Program
- Program Met Expectations: Yes or No
- Convenience of Program Day and Time: Excellent, Good, Satisfactory, Fair, or Poor
- How did you hear about this program?

We printed these out on half sheets so one page is two surveys. On the back is a digital QR code to a Google Form version of the survey, and we also have a space for additional comments or questions. Hope that helps!

*Wickson Library:*

As basic as it sounds, I always have a VERY SHORT [survey](#) at all of my adult programs. I will attach it. I mention it briefly at the beginning of the program and follow up at the end. People are happy to fill it out since it only takes a minute. I print them out so they are ¼ page size. Not intimidating at all.

*Commerce Township Community Library:*

I'd love to share what we do here, and I hope it helps. I've included links to both our Program Feedback Survey and our Storytime Feedback Survey, which we use through SurveyMonkey like Alyson said. When patrons register for a program, we can set the survey to automatically be sent to them after the program date through our event registration software (LibCal). For the Storytime Survey, since we don't use registration for Storytimes, we advertise it at the end of each Storytime "series" throughout the year. The Youth Librarians will put a QR code at the end of their presentation and also have printed out surveys if patrons prefer to do it that way.

Program Feedback: <https://www.surveymonkey.com/r/CTCLProgramSurvey>

Storytime Feedback: <https://www.surveymonkey.com/r/CQFRF9S>

I go through the results of the Program Feedback Survey every few days and compile them into a neverending Google Sheet, but SurveyMonkey also helps you to compile any measurable results. I hope this is helpful and please let me know if you have any questions!