LIVERMORE PUBLIC LIBRARY

Strategic Services Plan 2020-2025

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LIVERMORE
CALIFORNIA

INTRODUCTION

At their meeting on March 28, 2019, the Library Board of Trustees approved a process for updating the Livermore Public Library's Strategic Services Plan, which had been in place since 2014. The process to update this plan utilized community engagement, including patron surveys and interviews with stakeholders from a diverse range of local organizations. Over 1,550 surveys were completed by local residents and interviews were conducted with stakeholders from ten local organizations to gather information about the service needs of the Livermore community.

Library staff used the information gathered through community engagement to draft overarching objectives for library services. The Library Board of Trustees also provided direction at several of their meetings, and ultimately approved the plan on December 5, 2019. The resulting plan will guide staff in how best to balance limited resources in a way that fits the public needs, enhancing the quality of life for Livermore residents.

Library Board of Trustees

- Art Pontau, Chair
- David Struebing, Vice Chair

- Matthew Berry
- Jennifer Estridge
- Wendy Graber

Staff Planning Teams

Library Management Team

- Tamera LeBeau, Library Services Director
- Nathan Brumley, Supervising Librarian for Youth Services
- Joyce Nevins, Supervising Librarian for Adult Services
- Steven Moody, Supervising Librarian for Technical Services
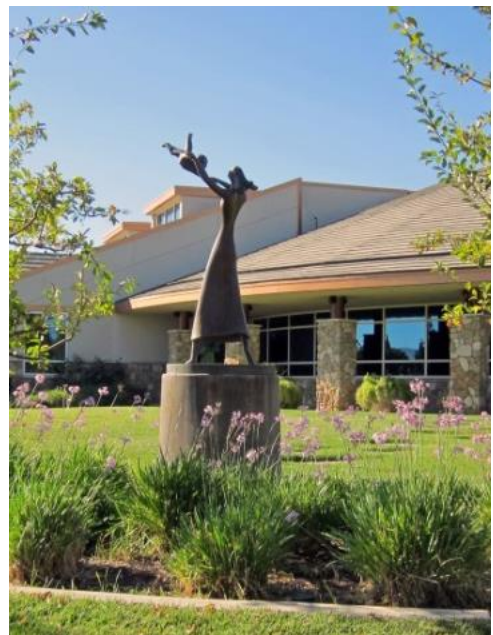
Survey Team

- Jackie Gosselar, Librarian II (Technical Services) – Team Lead
- Kelly Bouey, Library Assistant (Rincon Branch)
- Ellen Dean, Librarian II (Adult Services)
- Carey Jones, Administrative Technician (Literacy Services)
- Kathryn Kaldhusdal, Librarian II (Rincon Branch)
- Jennifer Mosel, Librarian II (Youth Services)
- Reuben Ramirez, Supervising Library Assistant (Public Services)
- Paul Sevilla, Librarian II (Adult Services)

Interview Team

- Tierney Alvarado, Librarian II (Youth Services) – Team Lead
- Rene Dalusong, Administrative Assistant (Administration)
- Katie Melville, Library Assistant (Public Services)

Background Team

- Blanche Angelo, Librarian II (Adult Services) – Team Lead
- Monica Cromarty, Librarian II (Technical Services)

MISSION STATEMENTS

City of Livermore

The City of Livermore works to enhance the community, public safety and the quality of life for Livermore residents; promotes economic vitality and innovation; and provides efficient, attentive and courteous service.

Livermore Public Library

The Livermore Public Library connects all people with information, education, and inspiring experiences to support personal growth, enhance quality of life, and build community in Livermore.

BACKGROUND

External Environment

The Livermore Public Library is located in the City of Livermore, California, the easternmost city in the San Francisco Bay Area. The City of Livermore (pop. 91,411) encompasses 26.44 square miles in the Tri-Valley Region of Alameda County.[1]

Founded in 1869, Livermore is California's oldest wine region, framed by award-winning wineries, farmlands and ranches that mirror the valley's western heritage. The wine industry continues to be an important part of Livermore's culture and economy with over 50 local wineries.[2] Although the City of Livermore is a suburban community, Livermore continues to honor and commemorate its historic farming and ranching past.
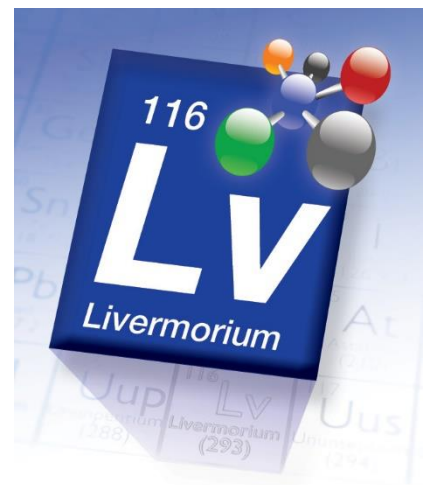
As home to renowned science and technology centers, Lawrence Livermore National Laboratory (LLNL) and Sandia National Laboratories, Livermore is a technological hub. LLNL has been part of the Livermore community since 1950 and has a long history of innovative scientific discoveries and advancements, including the creation of a new element, *Livermorium*, in 2012.[3] Sandia National Laboratories opened their doors in Livermore in 1956. Sandia develops advanced technologies to ensure global peace.[4] Both labs are major employers in the Livermore area. An additional component to the science and technology community in Livermore is i-Gate. I-Gate is a regional consortium that facilitates partnerships between the labs, regional and local governments, universities, and the business community to create a network to spur startups and facilitate new and innovative ventures.[5]

Livermore benefits from a vibrant business and arts community. Downtown Livermore is a popular shopping, dining, entertainment and cultural district with a 13-screen cinema and a 500-seat performing arts center. In addition to Downtown Livermore, the San Francisco Premium Outlets, located adjacent to the 580 freeway, offer additional shopping experiences for Livermore residents as well as drawing visitors from around the Bay Area and beyond. The Livermore Chamber of Commerce supports the local business community while Downtown Livermore, Inc. supports downtown business through downtown events and promotions. The arts in Livermore are supported by local artist groups, commissions, and advisory boards.

Livermore is an academically engaged community with 30.9% of the adult population holding a bachelor's degree or higher[6], including many residents with doctoral degrees. The Livermore Valley Joint Unified School District serves over 13,900 students from K-12 with nine elementary schools, two K-8 schools, three middle schools, two comprehensive high schools, and two alternative schools.[7] In addition, Livermore has two private elementary schools and numerous private preschool programs. Las Positas College, a public community college in Livermore, has an enrollment of nearly 8,500 students and offers occupational degrees, associate degrees, and certificate programs.[8]

Although Livermore's population is less ethnically diverse than the state average, ethnic diversity in Livermore is increasing. As of the 2010 Census, 20.2% of Livermore's population identified as Hispanic or Latino, 10.7% as Asian, and 1.2% as Black or African American.[9] 21.9% of Livermore residents speak a language other than English at home, including 12.1% who are Spanish speakers.[10] Livermore's median household income is 34.17% higher than the state average, although 4.8% of Livermore residents have incomes below poverty level.[11] 24% of residents are under 18 years of age and 12.6% of residents are over 65 years of age, making the Livermore population slightly younger than the state average.[12]

The Livermore Public Library is served by an active Friends of the Library organization that contributes approximately $69,000 per year to support library programs and services.[13] Friends of the Livermore Public Library (FOLL) was established in 1978 as a 501c non-profit organization to support the Livermore Public Library. FOLL accepts donations and in turn sells donated books and other materials to support and underwrite many of the programs and special activities at the library.[14]

Organizational Environment

The Livermore Public Library (Library) is a municipal library functioning as a department of the City of Livermore (City) under the Livermore City Council and City Manager. The City Council is comprised of four Councilmembers who serve four-year terms and the Mayor who serves a two-year term.[15] The City Manager is appointed by the Council and serves as the chief executive officer responsible for day-to-day administration of City affairs and implementation of Council policies. The City Attorney, also appointed by the Council, advises and represents the City and Council on all legal matters.[16]

The City Council appoints a number of City Advisory Bodies, including the Library Board of Trustees. The Library Board is an advisory group which recommends policy to the City Council and helps set goals and objectives for Library services and programs. The Library Board of Trustees consists of five members who serve three-year terms.[17]

The Library Services Director reports to the City Manager and serves as a member of the City's Executive Team. The Executive Team is comprised of the City Manager, the Deputy City Manager, the City Attorney, and the Department Heads. The Library is one of six City departments, including Administrative Services, Community Development, Innovation and Economic Development, Police, and Public Works.[18] The Fire Chief is a Department Head in both Livermore and Pleasanton, and leads the Livermore-Pleasanton Fire Department, a joint powers authority serving both cities. Parks and recreation services are provided by the Livermore Area Recreation and Park District, an independent special district[19], rather than by the City of Livermore.
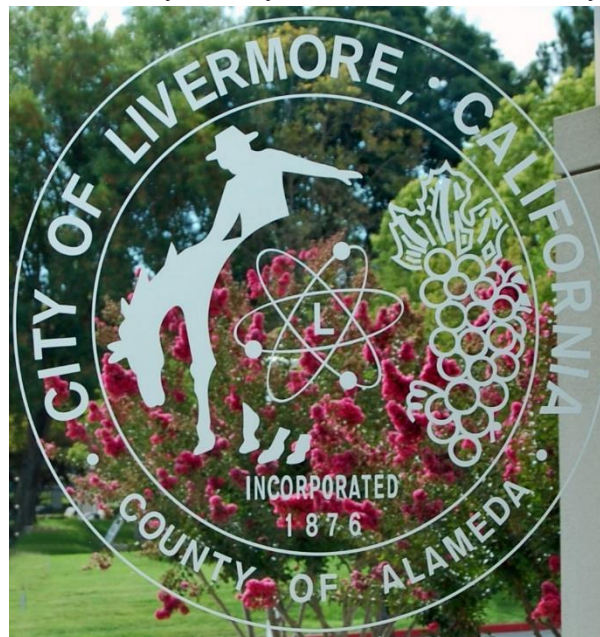
The City of Livermore's mission statement demonstrates the City's commitment to provide a high quality of life for Livermore residents: *The City of Livermore works to enhance the community, public safety and quality of life for Livermore residents; promotes economic vitality and innovation; and provides efficient, attentive and courteous service.*[20] The Library plays an important role in enhancing the community and quality of life for Livermore residents.

As a department of the City of Livermore, the Library participates in the City's budget process. The City develops a two-year financial plan every other year, and updates the budget segment every year. Budget allocations reflect the City Council goals and resident input on service priorities. The fiscal year begins on July 1, and ends on June 30 of the following year. The mid-period budget update, conducted in the off-year, allows the City to make necessary adjustments to previously approved budgets based on current financial data.[21]

In the fiscal year ending June 30, 2019, the Library's operating expenses were approximately 6.3 million dollars, accounting for 5% of the City's total General Fund expenses.[22] The Library receives many support services from other City departments. The City of Livermore Administrative Services Department provides financial, human resources, and informational technology (IT) support services to all City departments, including the Library. The City Public Works Department provides building and grounds maintenance for City-owned buildings, including the libraries. The City Attorney's Office provides legal counsel on Library policies and procedures.

Local Environment

The Livermore Public Library has existed as a tax-supported city library since 1901.[23] Any individual, resident or non-resident, may obtain a library card free of charge. The Livermore Public Library facilities include a main library and two branches.

The main Civic Center Library is a modern building that opened in 2004. This 53,000 square-foot library houses approximately 190,000 items and features meeting and study rooms, computer areas for children and adults, wireless Internet access and printing, a large reading room, open study and seating areas, a café, and a Friends' bookstore. It also houses the Technical Services and Administration departments of the Library. The Civic Center Library is open seven days per week for a total of 65 hours. Approximately 70% of the Library's circulation is conducted through the Civic Center Library, which receives over 340,000 visits per year.[24]
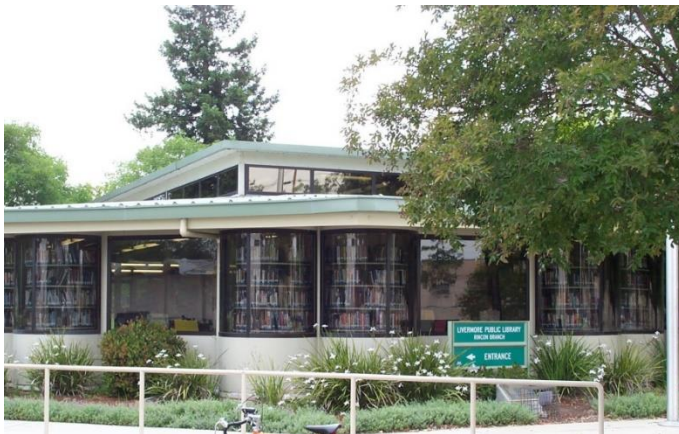
The Rincon Branch Library is a 4,200 square-foot library that opened in 1992. This branch houses approximately 21,000 items. The Rincon Branch Library is a neighborhood library located in the busy May Nissen Park next to Marylin Avenue Elementary School. The Rincon Branch Library features public computers, wireless Internet access, several small seating and study areas, and one meeting room that is used for library programs. The Rincon Branch operates a successful homework center throughout the school year using trained volunteers. The Rincon Branch also has the Library's largest collection of Spanish language materials to serve the Spanish-speaking population in the surrounding neighborhood. In September of 2019, the hours of the Rincon Branch Library were expanded from three days per week to five days per week, for a total of 31 hours. Approximately 5% of the Library's circulation is conducted through the Rincon Branch and this branch receives over 30,000 visits per year.[25]

The Springtown Branch Library is a 2,400 square-foot library that opened in 1986. The building is a portable structure that was previously a convenience store. This branch houses approximately 20,000 items and features three public computers, wireless Internet access, and one small seating and study area. The branch is currently open 1.5 days per week for a total of 11 hours. In addition to the full-service staffed hours, the "Easy Access Library", a completely self-service portion of the branch, is open seven days per week from 8:00 a.m. to 8:00 p.m. to patrons who have registered for an Easy Access keycard. The self-service portion of the branch offers checkouts of books, DVDs, and items on hold, and check-ins through the materials return system. Approximately 4% of the Library's circulation is conducted through the Springtown Branch and this branch receives over 14,000 visits per year. [26]

In addition to the physical branches, the Livermore Public Library has an online branch (the Digital Library) with an online collection of nearly 34,000 items, including eBooks, downloadable audiobooks, research databases, periodicals, online classes, business data, test preparation, a museum pass program, and more. Patrons can also renew the materials they checked out from the physical branches through the Digital Library. Approximately 21% of the Library's circulation is conducted through the Digital Library. The electronic content in the Digital Library is used over 200,000 times per year. [27]

The Livermore Public Library has a staffing allocation of 27 full-time equivalent (FTE) positions [28] and also employs a number of hourly on-call staff. The Library utilizes nearly 16,000 hours of volunteer help per year to assist paid staff. [29] The Library has implemented a variety of self-service technologies at all facilities in order to maximize services using existing staff.

The Livermore Public Library collects a broad range of materials in a variety of formats to support the educational, informational, recreational, and cultural needs of community members of all ages.

In October 2016, the Livermore Public Library began offering a new collection, the Library of Things. This new collection originally included games, educational toys, and technology and exploration tools for all ages. Ideas for this new collection were gathered from community surveys. Musical instruments and sporting equipment were added to the Library of Things in 2018. Since its inception in late 2016, items in the Library of Things collection have circulated over 11,500 times.

In addition to materials, the Library provides a broad range of educational, cultural, and recreational programs for all ages. In fiscal year 2018-19, the Library provided over 1,400 programs to nearly 47,000 attendees.[30] Popular programs include Summer Reading, story times, Livermore Reads Together, and the Authors and Arts series. The majority of programs are funded by the Friends of the Livermore Public Library. Librarians also provide educational instruction, including computer assistance and eBook instruction sessions for adults, early learning classes for young children, STEM learning opportunities for older children, and research instruction for students in their local classrooms.

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[30] (ibid.)

SWOT ANALYSIS
Strengths, Weaknesses, Opportunities, and Threats

Strengths
- Knowledgeable and dedicated staff
- Staff make good use of current technology to provide services to the public
- Civic Center Library facility is beautiful and open daily
- Abundant programming is available for all ages
- Supportive Friends of the Library group
- Collections are responsive to community needs

Weaknesses
- Not enough staff time
- Lack of flexibility in library buildings and furnishings
- Inadequate marketing of Library services
- Budget constraints
- Limited diversity in programming
- Outdated catalog and website interface

Opportunities
- Many community organizations willing to partner with the Library
- New neighborhoods being developed throughout Livermore
- Community interest in downtown
- Community partners willing to share Library messaging
- City departments willing to work with Library and share expertise
- Increase in cultural diversity in the community

Threats (Challenges)
- Competition for people's time and attention
- Perceived irrelevancy of libraries
- Lack of mental healthcare
- Housing insecurity
- Lack of new funding resources for libraries
- Information illiteracy
- Breakdown in civic discourse
- Publishers limiting libraries' access to some materials

STRATEGIC OBJECTIVES
& STRATEGY AREAS

With the following Strategic Objectives and Strategy Areas, staff aims to make the Livermore Public Library an inclusive and supportive education space, encouraging community members from all walks of life to gather together and learn from a variety of resources, including each other.

These overarching objectives and strategy areas will become measurable through the use of action plans which will be created by staff over the life of the plan. Each action plan will have measurable evaluation criteria, supporting one or more of the strategic objectives. Each year, the action plan results will be summarized and reported out in the Library's Annual Accomplishments Report.

Strategic Objectives

1. The Livermore Public Library will promote literacy in all its forms to help people fulfill their life goals and be more active and engaged community members.

2. The Livermore Public Library will affirm equity and inclusion by reflecting the diverse local community in staffing, materials, and services offered.

3. The Livermore Public Library will enable all community members to participate in and benefit from library services by increasing their awareness of and accessibility to these resources.
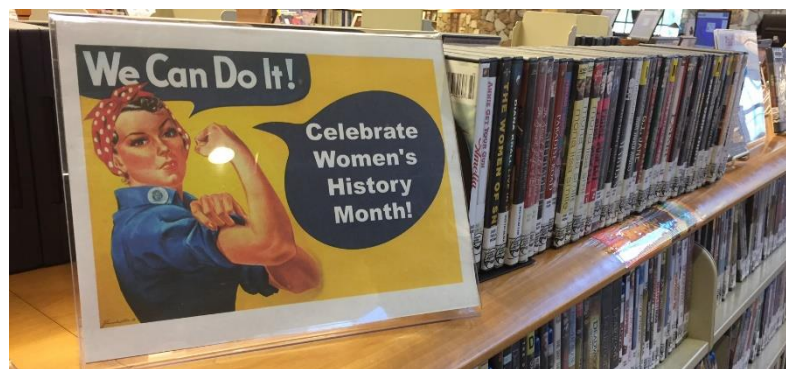
Strategy Areas

The following strategy areas will be used in pursuing the strategic objectives:

Collection Development

Library staff will use a wide range of collection development resources to ensure that collections include content reflecting diverse experiences and perspectives, including world languages, where appropriate. Staff will also ensure that library collections include resources to support various types of literacy, such as digital, financial, information, and cultural literacy.

Programming

Library staff will prioritize offering events and classes focused on literacy in all its forms; events should include diverse perspectives, presenters, and topics to foster understanding and affirm inclusion.

Partnerships

Library staff will partner with local organizations with common goals and complementary expertise in order to provide a broader range of services, attract new users, strengthen inclusion efforts, and increase the Library's reach throughout the community.

Community Engagement

Library staff will engage with the community by participating in local events and learning about community needs and service expectations, while promoting library resources.

Marketing
Library staff will use a variety of methods to promote the library's value to a broad Livermore audience through a sustained effort to reach both existing and potential library users.

Accessibility
Library staff will ensure that all community members have equitable access to services and collections, technology, and library spaces.

Recruitment
Library staff will seek candidates for regular, temporary, and volunteer positions from a wide range of sources, with the intention of increasing library staff diversity. Job announcements will include skills such as bilingual language preferences. Staff will strive to eliminate any potential bias in screening and interviewing.

Resource Management
Library staff will carefully assess their use of budget and staffing to ensure that these resources are expended in an efficient manner best suited to community needs.

Parameters

While implementing the strategic objectives, staff will operate within the following parameters:

- Library services will be provided according to the principles set forth in the American Library Association's *Library Bill of Rights*.

- Core public library services will continue to be provided free of charge in order to serve patrons at all socioeconomic levels.

- The library will continue to respect and honor all patrons' rights to privacy when obtaining their personal information.

- Volunteers will be utilized to support library staff and to extend services, but will not be used as a replacement for library staff.

- Open hours of library facilities will be maintained at least at their current levels.

- Partnerships will be embraced with local organizations having goals in common with the library.

- As a Department of the City of Livermore, the library will work cooperatively with other City Departments in pursuing City Council goals.

- The Library Board of Trustees will serve as a resource on future changes in strategy or direction.

- The library will follow the City branding requirements set forth in the *City of Livermore Graphic Identity Guidelines.*

- Innovative ideas that move the library toward its objectives will be embraced and pursued.

- New projects and programs will be evaluated on the basis of an action plan which will identify staffing and funding requirements and the way in which the project moves the library toward its strategic objectives.

- Existing projects and programs will be analyzed for fit with the library's current strategic objectives; those that do not fit will be reworked, minimized, or eliminated.

APPENDIX A

Livermore Public Library
Strategic Planning Service Survey 2019
Executive Summary

Staff collected surveys from over 1,550 community members in June and July of 2019. Surveys were gathered at all three library facilities, at other locations throughout the city, and online. Since respondents self-selected, the survey cannot be considered a scientific survey. However, demographic information showed a broad response across user groups. Staff also conducted stakeholder interviews with representatives from the local K-12 and higher education districts; the recreation and parks district; various business, non-profit, and arts organizations; the national laboratories; the faith community; and cultural groups.

The survey results have been summarized and included herein as Appendix A. The results highlight several themes, including literacy, education, diversity, and appreciation for the library services currently offered. Suggestions for new services often included those that the library already offers, highlighting the need to improve marketing of current services. These themes are reflected in the resulting plan.

Library use

Patrons with a library card (1554 responses)
92% Yes / 8% No

Visits to the library (1544 responses)
4% Daily / 40% Weekly / 32% Monthly / 21% A few times a year / 3% Never

On average, how often do you visit the library?

- Daily
- Weekly
- Monthly
- A few times a year
- Never
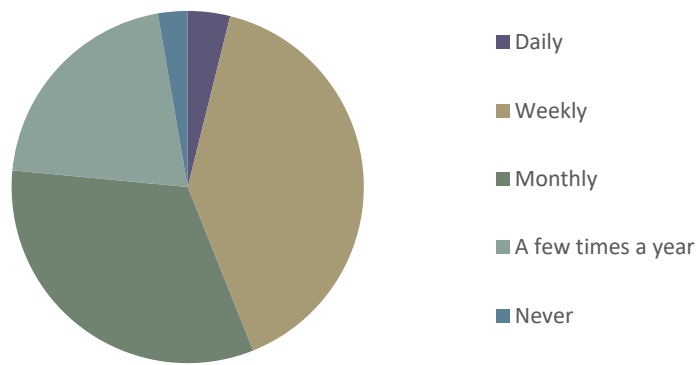
Library used most often (1534 responses)
85% Civic Center / 6% Rincon / 3% Springtown / 3% Virtual Library / 1% Easy Access / 2% None

Which library branch do you use most often?

- Civic Center
- Rincon
- Springtown
- Easy Access
- Virtual
- None
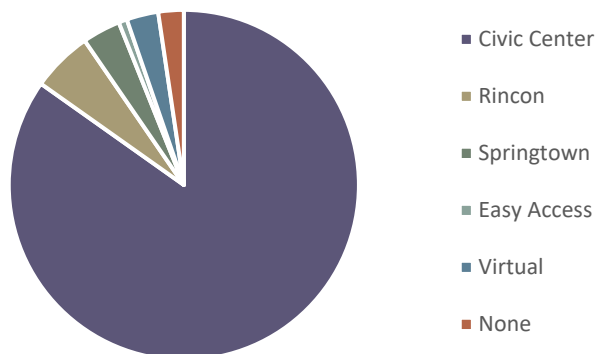
Library service ratings
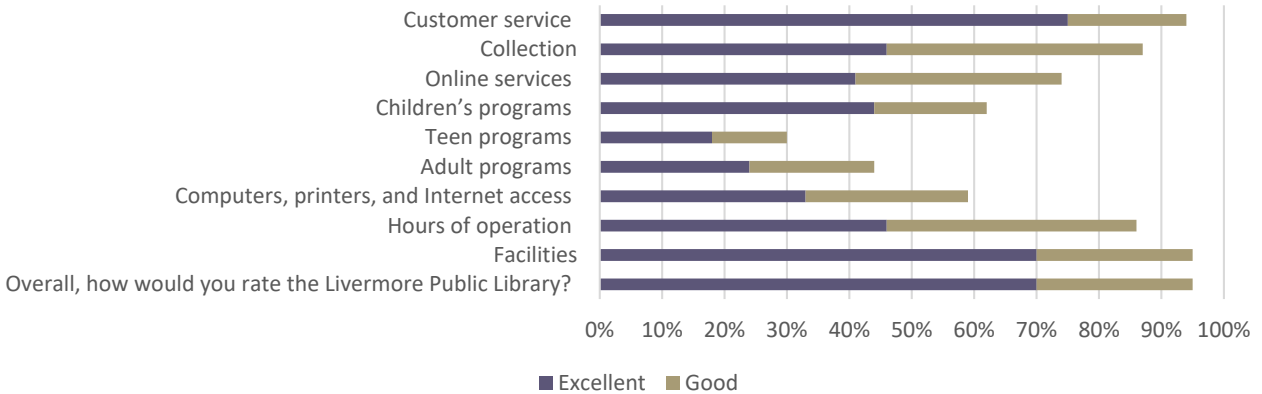
Customer service (1503 responses)

    75% Excellent / 19% Good / 1% Fair / 1% Poor / 4% Don't Know/Not Applicable

Collection (1503 responses)

    46% Excellent / 41% Good / 6% Fair / <1% Poor / 6% Don't Know /Not Applicable

Online services (1498 responses)

    41% Excellent / 33% Good / 7% Fair / 1% Poor / 18% Don't Know /Not Applicable

Children's programs (1500 responses)

    44% Excellent / 18% Good / 2% Fair / <1% Poor / 36% Don't Know /Not Applicable

Teen programs (1489 responses)

    18% Excellent / 12% Good / 3% Fair / <1% Poor / 67% Don't Know /Not Applicable

Adult programs (1494 responses)

    24% Excellent / 20% Good / 4% Fair / 1% Poor / 51% Don't Know /Not Applicable

Computers, printers, and Internet access (1501 responses)

    33% Excellent / 26% Good / 4% Fair / 1% Poor / 36% Don't Know /Not Applicable

Hours of operation (1508 responses)

    46% Excellent / 40% Good / 8% Fair / 2% Poor / 4% Don't Know /Not Applicable

Facilities (1475 responses)

    70% Excellent / 25% Good / 2% Fair / <1% Poor / 3% Don't Know /Not Applicable

Overall, how would you rate the Livermore Public Library? (1504 responses)

    70% Excellent / 25% Good / 2% Fair / <1% Poor / 3% Don't Know /Not Applicable

Importance of Library Services
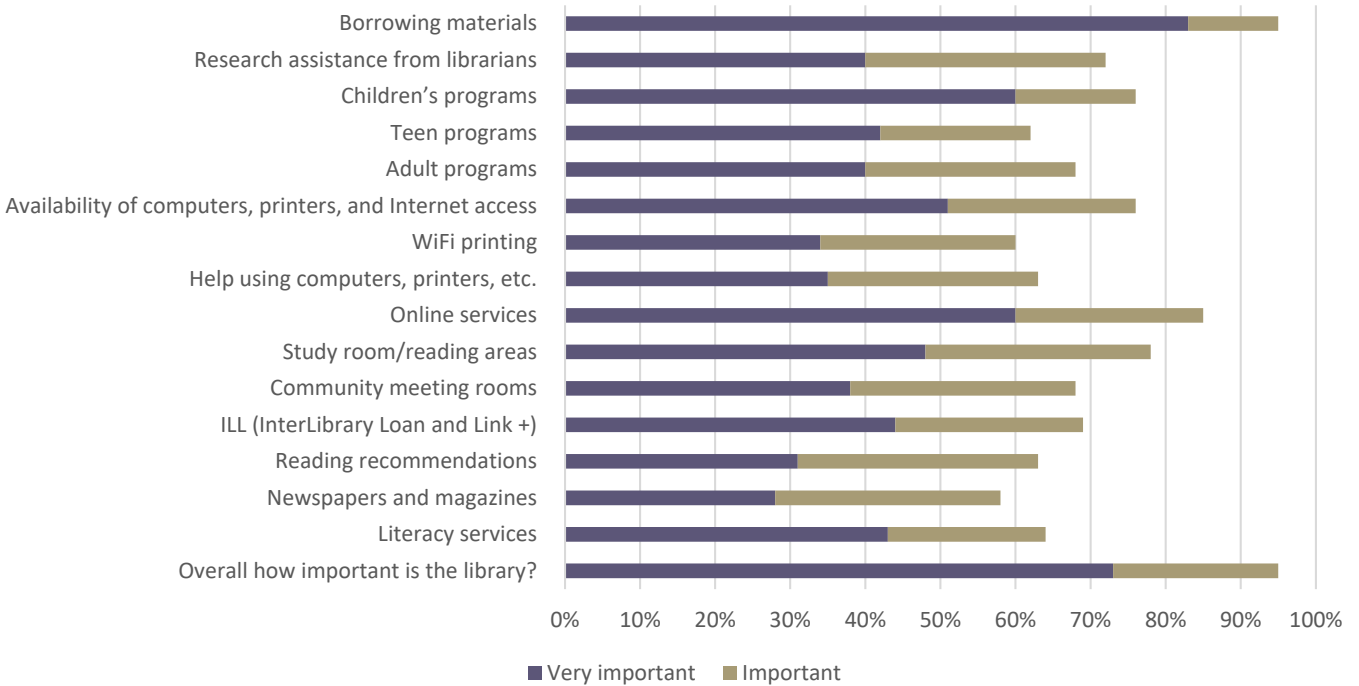
Borrowing materials (1451 responses)

> 83% Very Important / 12% Important / 3% Somewhat Important / <1% Not Important / 1% Don't know/Not Applicable

Research assistance from librarians (1431 responses)

> 40% Very Important / 32% Important / 16% Somewhat Important / 6% Not Important / 6% Don't know/Not Applicable

Children's programs (1433 responses)

> 60% Very Important / 16% Important / 4% Somewhat Important / 2% Not Important / 17% Don't know/Not Applicable

Teen programs (1433 responses)

> 42% Very Important / 20% Important / 6% Somewhat Important / 2% Not Important / 30% Don't know/Not Applicable

Adult programs (1435 responses)

> 40% Very Important / 28% Important / 15% Somewhat Important / 3% Not Important / 14% Don't know/Not Applicable

Availability of computers, printers, and Internet access (1448 responses)

> 51% Very Important / 25% Important / 10% Somewhat Important / 5% Not Important / 9% Don't know/Not Applicable

WiFi printing (1427 responses)

34% Very Important / 26% Important / 14% Somewhat Important / 8% Not Important / 17% Don't know/Not Applicable

Help using computers, printers, etc. (1429 responses)

35% Very Important / 28% Important / 15% Somewhat Important / 9% Not Important / 13% Don't know/Not Applicable

Online services (1428 responses)

60% Very Important / 25% Important / 7% Somewhat Important / 2% Not Important / 6% Don't know/Not Applicable

Study room/reading areas (1434 responses)

48% Very Important / 30% Important / 10% Somewhat Important / 4% Not Important / 8% Don't know/Not Applicable

Community meeting rooms (1422 responses)

38% Very Important / 30% Important / 14% Somewhat Important / 5% Not Important / 12% Don't know/Not Applicable

ILL (InterLibrary Loan and Link +) (1407 responses)

44% Very Important / 25% Important / 8% Somewhat Important / 3% Not Important / 20% Don't know/Not Applicable

Reading recommendations (1424 responses)

31% Very Important / 32% Important / 22% Somewhat Important / 7% Not Important / 8% Don't know/Not Applicable

Newspapers and magazines (1429 responses)

28% Very Important / 30% Important / 23% Somewhat Important / 10% Not Important / 9% Don't know/Not Applicable

Literacy services (1425 responses)

43% Very Important / 21% Important / 9% Somewhat Important / 7% Not Important / 20% Don't know/Not Applicable

Overall how important is the library? (1445 responses)

73% Very Important / 22% Important / 3% Somewhat Important / <1% Not Important / 1% Don't know/Not Applicable

Channels of communication

How do you typically find out about library programs and services? (1445 responses)
62% Library website / 22% Social media / 16% Newspaper / 18% Library email notification / 54% Signs or flyers in the library / 30% Word of mouth / 24% Library staff / 4% Don't know / 6% Other
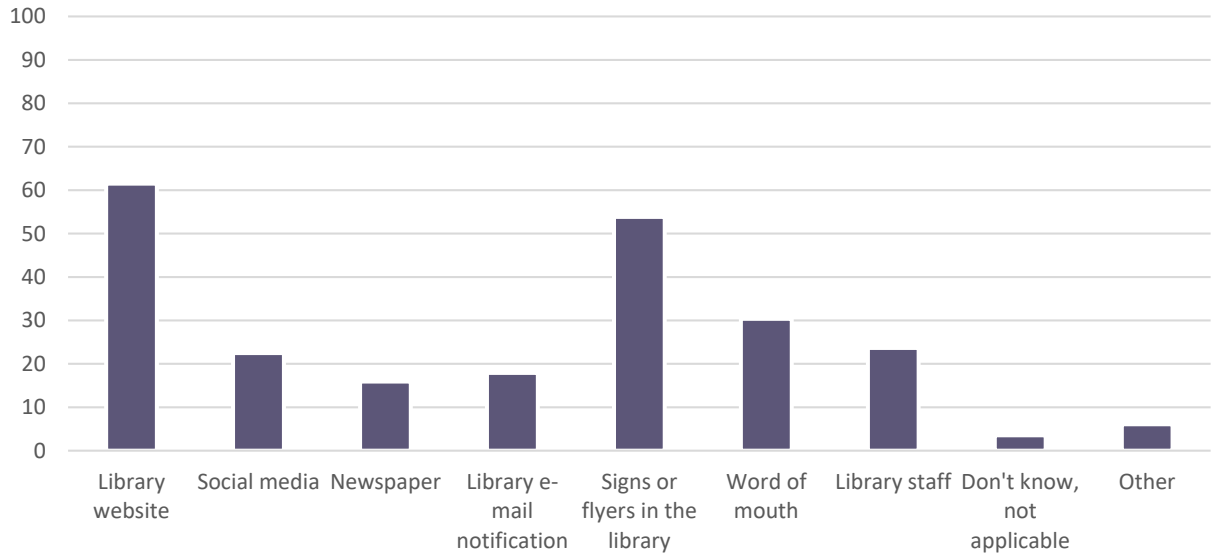
Respondents were asked to check all answers that apply; therefore, totals exceed 100%.

Demographics

What is your age? (1281 responses)
7% under 18 / 3% 18-24 / 14% 25-34 / 24.3% 35-44 / 16% 45-54 / 15.3% 55-64 / 20.3% 65+
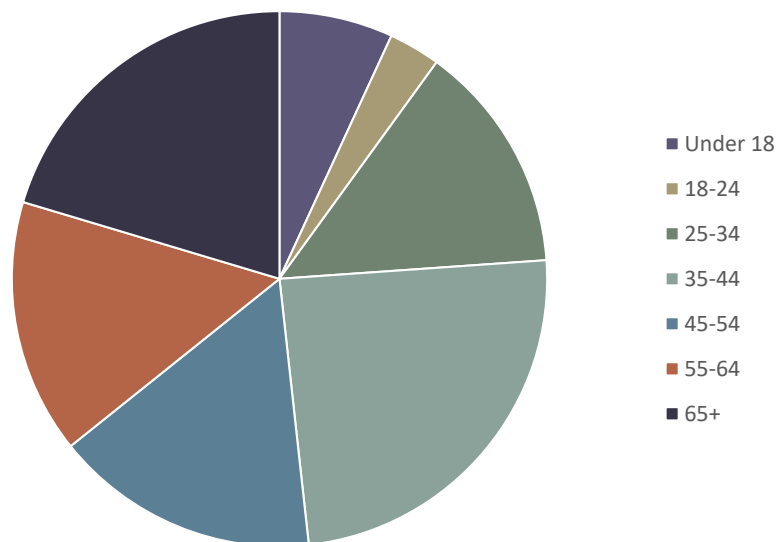
Which language(s) are spoken in your home? (1179 responses)

889 respondents spoke English only at home

199 respondents spoke English and another language

120 respondents spoke Spanish (or Spanish and English) at home, the next most frequent language spoken

41 unique languages represented

45 respondents spoke Chinese, the third most frequent language represented
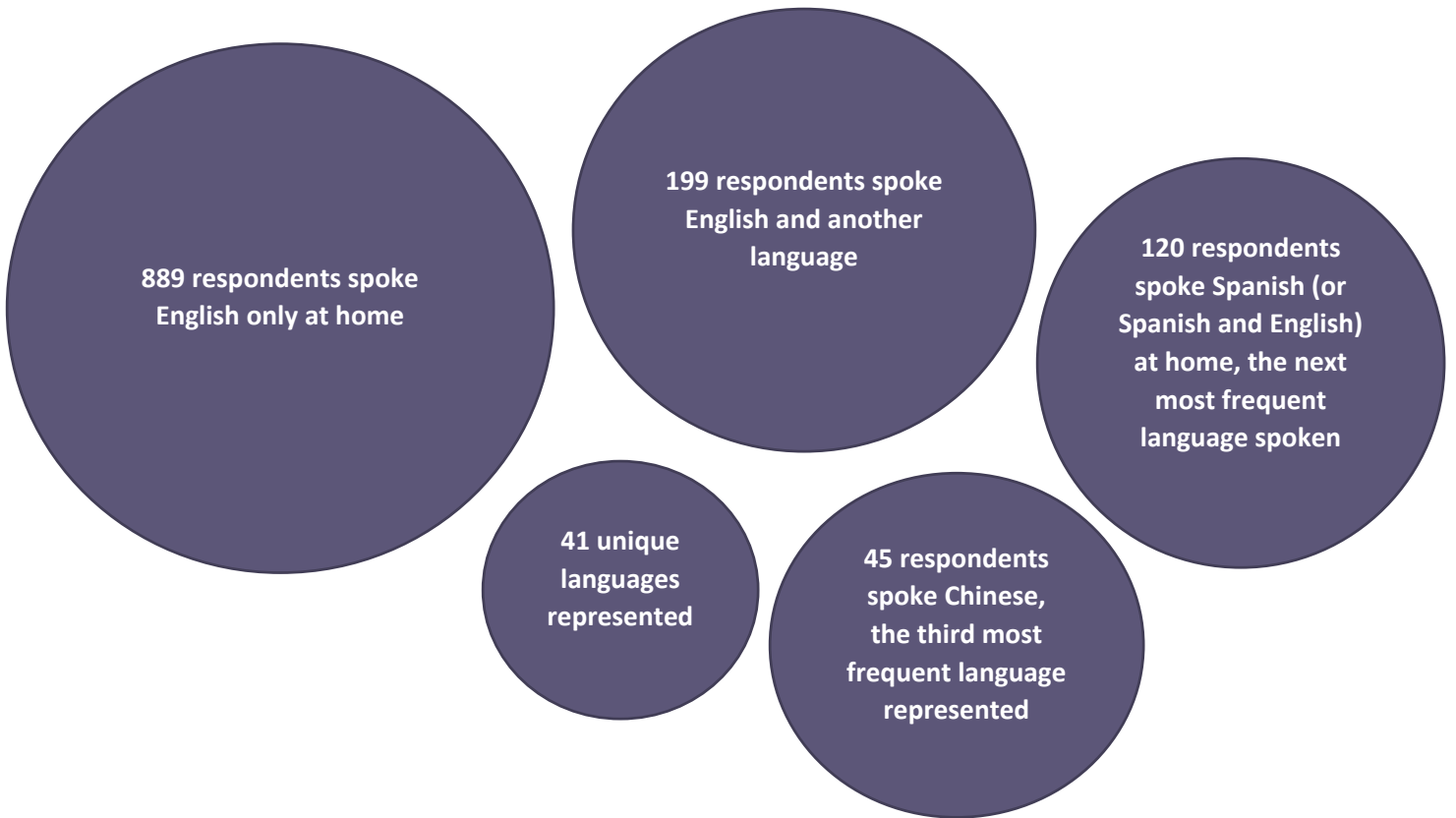
What new events, classes, resources, or services would you like your library to offer?

701 Responses, 856 Skipped
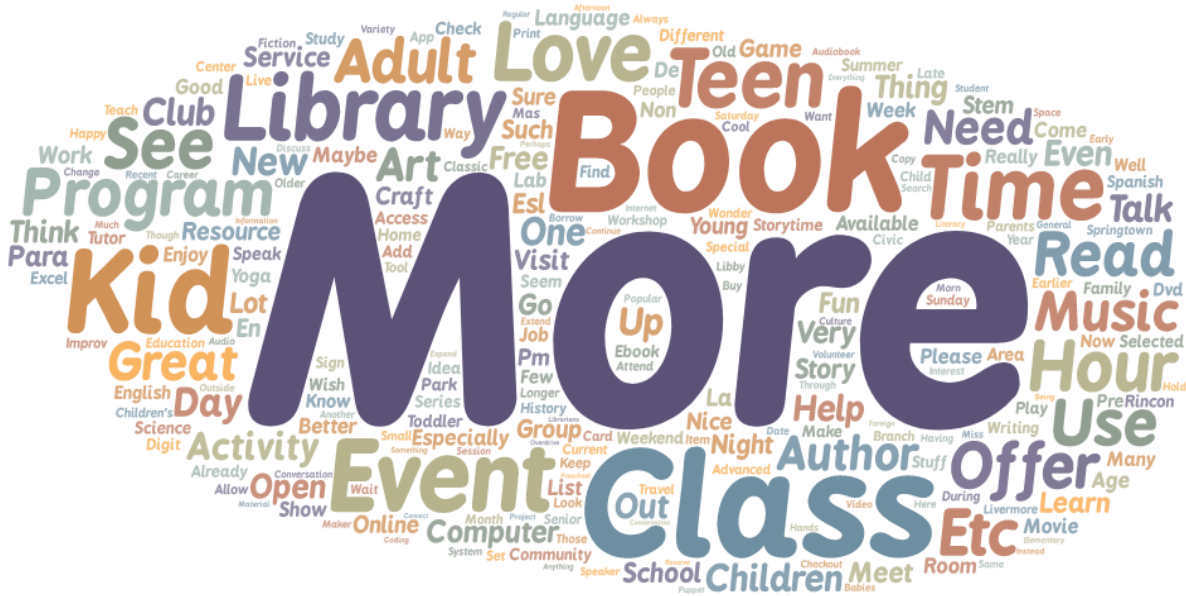
- Adult programming and services
  - Offer more adult art courses: painting, drawing, and crafting classes, music
  - Additional more author visits and book clubs
  - Reinstate passport services
  - Add and increase general continuing education and enrichment courses on the sciences, arts, finance, and humanities
  - Additional movie nights
  - More yoga programs
- Children's programming and services
  - More STEM and STEAM workshops
  - Storytelling events
  - More children's events in the evenings and on weekends
  - More programs for babies aged 0-18 months
  - More programs for toddlers
  - Storytime programs in languages other than English
  - Increased summer programming
  - More author visits
- Collection
  - More audiobooks and ebooks
  - More copies of popular titles
  - Increased diversity in the collection
  - More Spanish and Chinese language resources

- o Continue growing the Library of Things offerings (tools, instruments, baking ware, etc.)
    - o More DVDs
    - o More video games
- Communication
    - o Increase notifications and advertising outside the library and digitally
- Facilities
    - o Update computer systems, including self-check
    - o More study rooms
    - o Provide a makerspace
    - o More clearly defined zones for noise
- Language services and Literacy program
    - o Increase the number of ESL classes for adults
    - o Include classes for a variety of languages beyond English and Spanish
- Local history
    - o Offer more genealogy classes and resources
- Online services
    - o Improve the web interface, search, and app
    - o More online services such as Hoopla and Kanopy
- Rules/policy
    - o Longer hours on the weekend for Civic Center
    - o Extended days of operation and hours for both Rincon and Springtown
    - o More Spanish-speaking staff members
- Technology programming and services
    - o More advanced computer classes for adults and teens, including Excel
    - o Coding/programming classes
    - o Availability of a 3d printer
- Teen programming and services
    - o Teen book clubs and reading groups
    - o Additional STEM classes for teens
    - o More teen programming overall

What do you value most about your library?

1107 Responses, 450 Skipped

- Access
  - The availability of books for all at no cost
  - Convenient locations and accommodating hours
  - Availability of computers, printers, scanners, and Internet/Wifi
  - Availability of programs and activities for children and adults
  - Ease of checkout of all materials
  - Librarians to help patrons find materials
- Adult programs
  - Availability of adult programs generally
  - Writer's meet up
  - Yoga
  - Jazz in July
  - Author talks
  - Summer reading
  - Armchair travelers
- Children's programming and services
  - Selection of children's books, magazines, puzzles, and audio resources
  - Music and movement
  - Storytime
  - Variety of children's programming
  - Summer reading
  - Create Lab
  - Homework help
  - Facilities and space in the Youth Room
  - Building a love of reading through the children's programs and resources available
- Collection
  - Variety and availability of resources to check out

- o Diversity of resources
- o Helpful organization of resources
- o Books, DVDs, Library of Things, Newspapers, Magazines, Talking Books
- o Good selection of ebooks and audiobooks
- o Link + and ILL make even more resources available
- o Holds and notifications
- o Books in Spanish
- o Discover & Go passes
- o Bookstore
- o Convenient and available print books
- o Selection of new books
- o Children's books and book selection
- Facilities
  - o A safe, clean, quiet, welcoming environment
  - o Family-friendly space
  - o Study areas and reading rooms
  - o Ability to reserve study rooms and the community rooms
  - o Atmosphere conducive to reading and studying
  - o Comfortable
  - o Quiet space with Internet access
  - o Availability of computers
  - o Well-designed layout
  - o Café onsite
  - o Art displays
- Friends of the Library
  - o Bookstore
  - o Book sales
  - o Friends of the Library programs
- Literacy program
  - o Adult literacy program
- Online services and computers
  - o Availability of computers, printers, and the Internet
  - o Libby app and Overdrive
  - o Online Gale courses
  - o Online book requests
- Staff/customer service
  - o Excellent customer service
  - o Friendly, knowledgeable, available, professional, helpful staff
  - o Reading recommendations
  - o Helpful staff and Librarians at all locations: Rincon, Civic Center, and Springtown
- Teen programming and services
  - o Exam cram, Summer reading, and teen programs broadly
  - o Teen collection, including print material and DVDs

- Value
    - Welcoming space for the entire community
    - Free educational center for children and families
    - Provides free resources and services to all, especially underserved populations
    - Promotes a feeling of community; functions as a community center

How does the library benefit you or your community?

876 Responses, 681 Skipped

- Access
    - Free access to education, entertainment, and information
    - Close proximity to residential areas
    - Free access to computers, WiFi, and the Internet
    - Reading and research material for the entire community
- Branches
    - Providing programs for all ages in the community
    - Present in different areas of the community to provide access
- Children's programming and services
    - Sparks a love of reading early in development
    - The range of events, classes, books, puzzles, and resources available
    - Opportunities to help children socialize
- Collection/resources
    - Exposure to new and different resources
    - Saves users money and space through borrowing library collections and Link + instead of buying materials
    - Always a new book to borrow

- Community
    - Connects community members with common interests
    - Welcoming to all people
    - A quiet, safe space to gather
    - Encourages learning, engagement, and growth
- Education/information
    - Provides educational opportunities
    - Supplements school resources for children
    - Encourages freedom of thought- resources from various viewpoints are represented
    - Ease of use - resources are available in multiple platforms
- Facilities
    - Provides a safe place for all to read and learn
    - Great facilities for meetings and events
    - Helpful to reserve study rooms and conference room
- Free
    - Allows free access to space, reading materials, Internet, programs, and Link +
    - A place where you can go for free
    - Supplements education for free - museum passes and library materials which may not be financially available to some
    - Uncensored access to information
- General programming and services
    - Fosters a love of reading and books
    - Vast array of resources available
    - Variety of programs for all ages and skill levels: child, teen, adult, literacy groups
    - Promotes community activities and engagement
- Intrinsic value
    - Provides opportunities for personal growth and enrichment
    - Critical part of the community
    - Supports inclusivity and diversity efforts for the city
    - A safe place for the homeless
    - A non-commercialized space for education
- Literacy
    - Most accessible source of literacy in the community
    - Literacy tutoring
    - Improves English skills
    - Improves reading ability for children and adults
- Online services
    - Offerings in the digital library
    - Online holds
- Staff/customer service
    - Kind and helpful librarians
- Technology
    - Computers available for online forms and applications

Is there anything else you'd like to tell us?

623 Responses, 934 Skipped

- Improvements
    - Longer hours at the Springtown and Rincon branches
    - More materials in Spanish and other languages
    - Increased communication regarding events
    - Issue with sleeping and homeless patrons in the library
    - Customer service improvements needed
    - Clean tables, furniture, and carpets due to odor
    - Loitering in bathrooms
    - More copies of ebooks, and a greater selection
    - Difficult parking with not enough spaces
    - Bring back US passport by appointment
    - Improve the app and website so they are easier to use, less "clunky"
    - People talking on cell phones in quiet spaces
    - More computer classes
    - More adult classes
    - Longer weekend hours
    - More diversity in the collection
- Service continuation
    - Continue no-fee program
    - Keep growing and expanding services
    - No more budget cuts to the library
    - Continue children's programming
    - Continue providing current print, digital, program offerings

- Praise
  - Kind, friendly, helpful librarians and staff at all library branches
  - Great customer service
  - Availability of online resources
  - Ebooks and audiobooks
  - Friends of the Library bookstore
  - Beautiful building and logically organized
  - Welcoming environment for children and families
  - Diversity in the collection and events offered
  - Link + service expands access to books from any different libraries
  - Enjoyable and welcoming atmosphere
  - Proud to have a library of this quality in the community
  - All programs, including storytime, yoga, special events
  - Volunteer programs, including YAVs
  - Meeting rooms and study rooms available
  - Café onsite