



Community Engagement and Feedback

Report



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For Boulder Public Library
<https://boulderlibrary.org>

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EXECUTIVE SUMMARY

In an effort to engage the Boulder community and solicit feedback as to how the library can best support the community, Boulder Public Library contracted with Joining Vision and Action (JVA). A mixed-method, bilingual design was used to gather data included in the report. These methods included:

- A survey, available in both English and Spanish, that was completed by 1,752 respondents
- Five focus groups, four in English and one in Spanish, attended by 52 individuals

Key Strengths

Overall, feedback gathered through both the survey and the focus groups was positive with regards to the library, library staff and library programs. There were a few items that stood out as being particular strengths of the library.

- Library has a strong base of support
- Library seen as valuable resource for youth and children
- Staff interactions highly rated and valued

Key Needs or Gaps

While overall findings were positive, group comparisons and feedback received from focus group participants indicate a few needs or gaps worth highlighting.

- Residents in North Boulder and Gunbarrel feel underserved by current library facilities
- Lack of awareness of library's offerings
- Bilingual services may not be adequate or there is a lack awareness of available services

Recommendations for Improvement

With these strengths and needs or gaps emerging from the findings, the recommendations are:

- Engage a supportive audience
- Work with the North Boulder and Gunbarrel communities to find a solution to better extend library services into those communities
- Increase awareness and access to the library's more unique offerings

INTRODUCTION AND BACKGROUND

Boulder Public Library contracted with Joining Vision and Action (JVA) to facilitate a community engagement and feedback effort. This effort was part of the ongoing master planning process where Boulder Public Library sought to gather feedback from the public to better understand the needs and priorities to inform the library's efforts to best support the community.

Using a bilingual mixed-methods approach, this community feedback effort sought to better understand:

- How Boulder residents use the library and interact with library staff
- What library services are valued by patrons
- The priority individuals place for themselves and their households
- The perceived priorities for the community as a whole
- The value patrons place on library investments
- How well current library offerings are meeting the needs of individuals and their households
- How well current library offerings affect the community
- How patrons support the library

The following report highlights key findings that emerged from this assessment. In addition to highlighting strengths and gaps identified in the research, numerous group comparisons were conducted to gain further insights. This report concludes with recommendations for Boulder Public Library to consider when setting future priorities.

METHODOLOGY

Online Survey

An online survey was used to gather feedback from as many respondents in and around Boulder as possible. The survey was designed using SurveyGizmo. Where it made sense to do so, question response prompts were randomized to reduce response bias.

The methods used for outreach and survey participant recruitment were the library's email newsletter list and social media posts and ads. Additionally, various organizations were asked to assist with getting the word out about the survey to Boulder's Latino community.¹ Survey participants were offered the chance to enter a drawing for one of

¹ Organizations contacted were: Boulder County Latino Chamber of Commerce, Community Food Share, Immigrant Legal Center of Boulder County, El Centro Amistad, YWCA and Community Action Program.

10 \$50 gift cards of their choice (options included King Soopers, Target, Amazon and Downtown Boulder).

To increase outreach to underserved populations, Boulder Housing Partners administered a paper version of the survey to residents of the Manhattan housing site. A total of 10 paper surveys were collected. As the survey was designed for online completion, a few questions were omitted from the paper version (specifically, questions that gave the option to use a sliding scale to rate interactions with library staff, and how well the library met the participants' and the community's needs). Additionally, some respondents' answers to the questions related to the allocation of funds did not add up to 100% and therefore were not included.

Overall, survey response rate was high with 1,752 responses used for the analyses in the report.

Focus Groups

In order to facilitate in-depth discussions with the public about the library's strengths, what the public would be willing to see the library do more of and less of, and how the library could best help Boulder become a better community, a series of five focus groups were held. Four of these focus groups were held at the Main Library and one focus group was held at the Meadows Branch Library. In order to hear from a diversity of voices, one focus group was held in Spanish for Spanish-speaking residents.

Recruitment for focus groups was completed through interest shown and contact information collected through the community survey. Participants were given a \$40 gift card of their choice (King Soopers, Target, Amazon or Downtown Boulder) as a thank you for their participation. Participants also received a meal during the focus group sessions. Due to limitations in available space, childcare was offered at two of the focus groups. Recruitment for these two focus groups prioritized participants with children and childcare needs.

Interest in participating in the focus groups was very high, with over 1,000 individuals indicating their willingness to participate. Through the five focus groups, 52 individuals were able to participate.

Tests Performed

To better understand the nuances of the data set, the following inferential tests were performed.²

²To aid the reader, statistical significance in reported results are indicated by a fill pattern or italics applied to the data label.

³ There were 666 responses deemed "partials" by SurveyGizmo, meaning the respondent did not make it through the entire survey to the final "thank-you" page. Upon closer inspection, 36 of these were determined to have stopped responding in the final demographic section of the

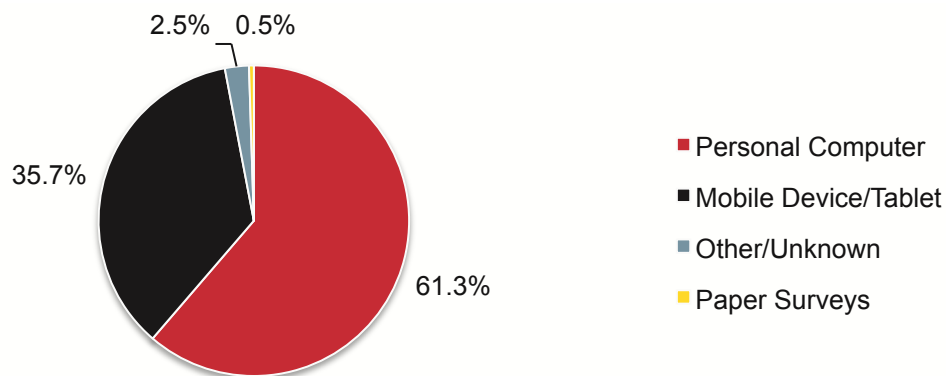
- Independent samples t-tests were used when comparing mean scores for two groups. Statistically significant results indicate that the mean scores for the two groups included in a test are not likely to be a random result, but a pattern that would continue should more respondents complete the survey.
- One-way ANOVA tests compare mean scores across multiple groups (e.g., the areas in Boulder that respondents live). Statistically significant results indicate that the mean scores between at least two groups are most likely not a random result, but a pattern that would continue should more respondents complete the survey.
- Two-way ANOVA tests include another categorical independent variable to determine if the combination of two different independent variables (e.g., respondents' age and the area in Boulder that respondents live) has a significant effect on mean scores. Statistically significant results mean the combination of the two independent variables do affect mean scores in a manner that is not a random result.

DEMOGRAPHICS OF RESEARCH PARTICIPANTS

Overall

A total of 2,396 respondents opened the survey. Of those, 1,752 were included in this analysis.³ Most respondents whose answers were included in the analysis completed the survey on personal computers (Figure 1).⁴

Figure 1. Respondents by device or method of survey delivery (n = 1,752)⁵



Race and Ethnicity of Respondents

Respondents were given the option of selecting all racial/ethnic background options to account for multi-racial/multi-ethnic persons. As a result, these are not exclusive groups. Most respondents indicated they were white or Caucasian (84%). When comparing survey respondents by self-identified racial and ethnicities to 2016 population estimates, we can see that those self-identifying as Hispanic or Latino are underrepresented.⁶

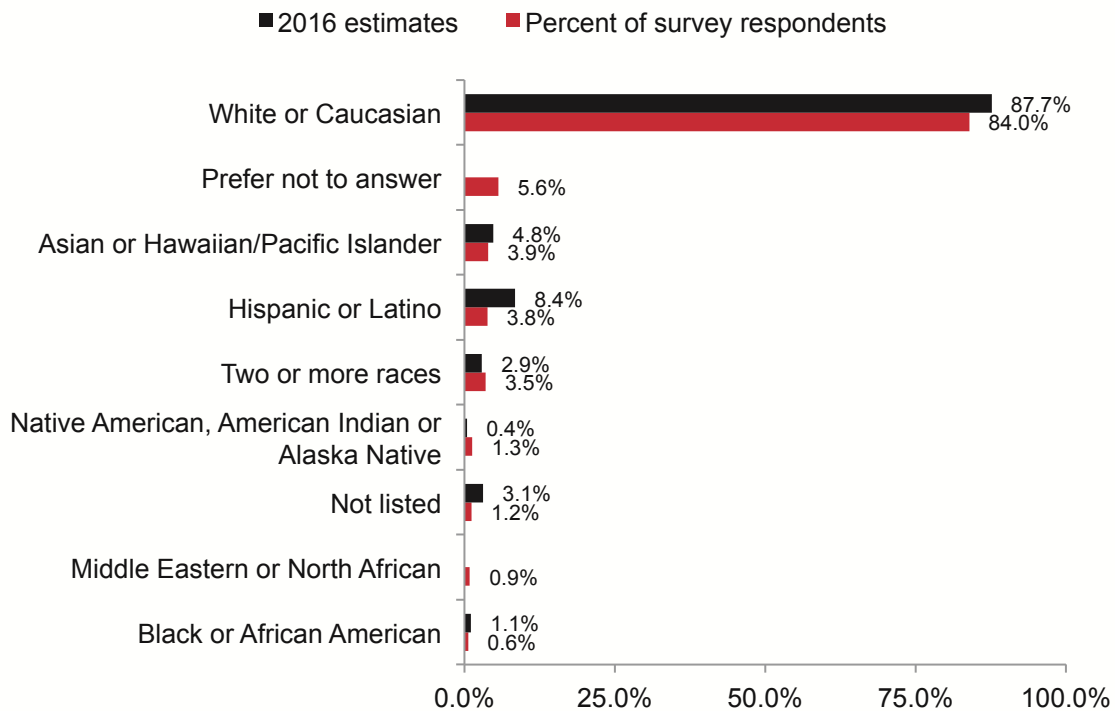
³ There were 666 responses deemed “partials” by SurveyGizmo, meaning the respondent did not make it through the entire survey to the final “thank-you” page. Upon closer inspection, 36 of these were determined to have stopped responding in the final demographic section of the survey. These responses were included in the final analysis as none of the demographic questions were required.

⁴ Those classified as Other/Unknown were a mixture of Linux or Chrome OS devices. It was unclear if a mobile or desktop device used.

⁵ 10 total paper surveys were collected; this accounted for less than 1 percent of total responses.

⁶ 2016 estimates come from the 2016 CENGAGE Learning, “Patron Profile Analysis” report provided to JVA by Boulder Public Library.

Figure 2. Respondents by race/ethnicity (n = 1,752)

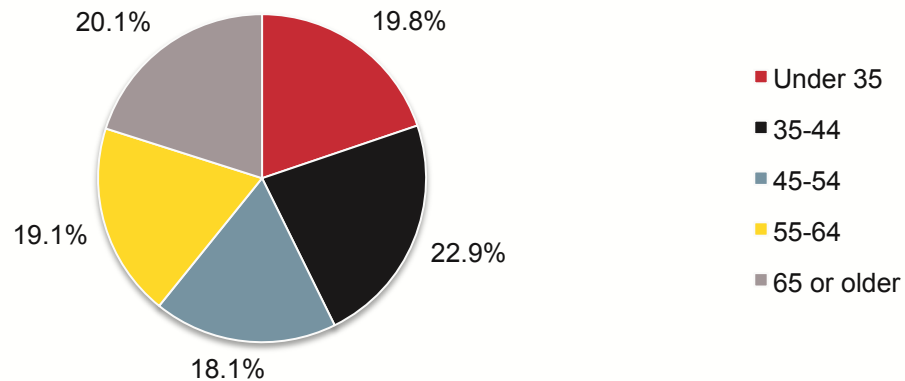


Ages of Respondents

The respondents represented a variety of age groups. With just 3.4% of respondents identifying as either 18 or younger or 18-24, this age group is underrepresented in the survey.⁷ This is perhaps the result of the University of Colorado library catering to the needs of the sizable number of college-age students in Boulder. For purposes of analysis, respondents who indicated they were 18 years of age or younger, or 19–24, were combined with respondents who indicated they were 25–34. The result is a “millennial” age group that encompasses respondents younger than 35 (Figure 3).

⁷ There were 51 respondents ages 19–24, and nine respondents under 18. According to American Community Survey estimates, 18- to 24-year-olds are 15.4% of the population in Boulder County. Social Explorer tables: ACS 2015 (5-Year Estimates)(SE), ACS 2015 (5-Year Estimates), Social Explorer; U.S. Census Bureau.

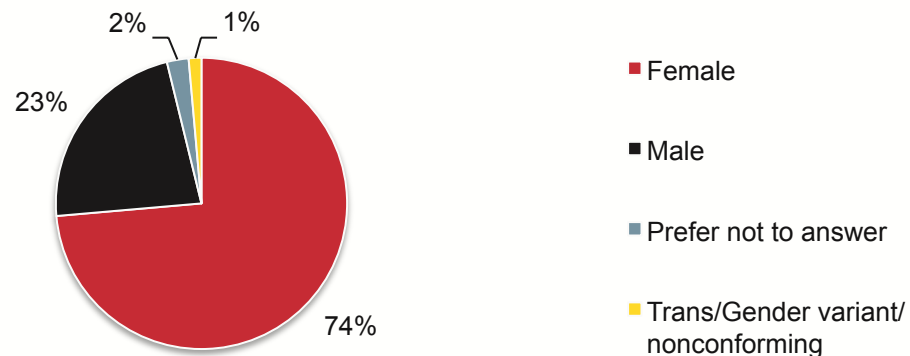
Figure 3. Respondents by age group (n = 1,688)



Respondents by Gender

Females represented approximately 74% of respondents (Figure 4). While this is a larger percentage than the 49.8% of Boulder County residents who are female, women make up a larger segment of library users in the United States.⁸

Figure 4. Respondents by gender (n = 1,702)



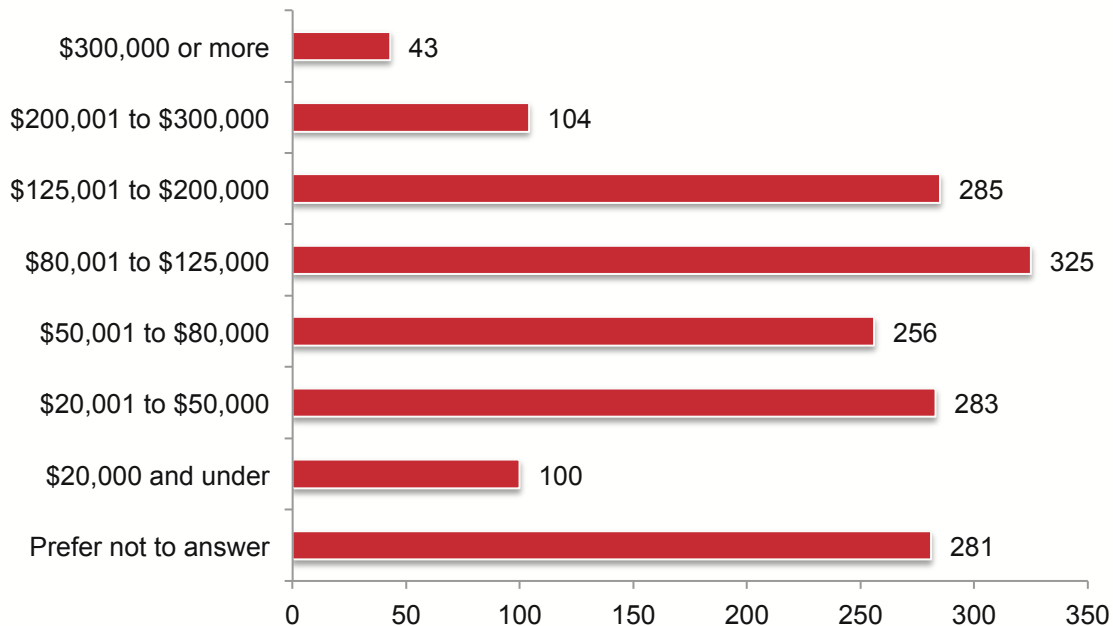
Respondents by Income

An annual household income of \$50,000 or higher was indicated by 73% of respondents. The most frequent response for annual household income was \$80,001 to \$125,000 (Figure 5). A sizable number of respondents indicated that they preferred not to answer

⁸ Horrigan, J. (2016). *Libraries 2016*. Retrieved from <http://www.pewinternet.org/2016/09/09/libraries-2016/>

the question. The median selection by survey respondents was \$80,001 to \$125,000, while American Community Survey puts median income for Boulder County at \$70,961.⁹

Figure 5. Number of respondents by annual household income



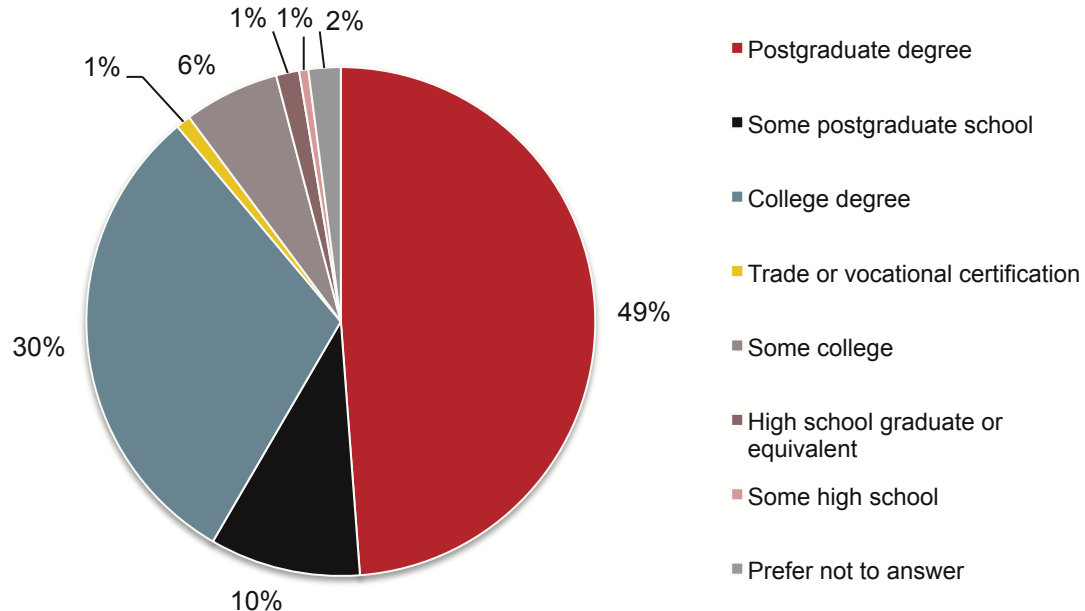
Respondents by Education Level

Eighty-nine percent of respondents indicated that they have a college degree or higher, a reflection of Boulder being a very well educated community. The most commonly selected education level was a postgraduate degree (49% of respondents). Respondents who attained less than a bachelor's degree represented a very small portion of the overall sample. Those with some college, a vocational or technical degree, high school diploma or equivalent, and some high school made up 6%, 1%, 1% and 1% of the sample, respectively (Figure 6). As 38% of Boulder has obtained an advanced degree (master's or higher), the opinions of those with advanced degrees represented in the sample are higher than Boulder as a whole but not out of line with library usage patterns.¹⁰

⁹ Social Explorer tables: ACS 2015 (5-Year Estimates)(SE), ACS 2015 (5-Year Estimates), Social Explorer; U.S. Census Bureau.

¹⁰ Social Explorer tables: ACS 2015 ACS 2015 (5-Year Estimates), Social Explorer, U.S. Census Bureau; Horrigan, J. (2016). "Libraries 2016." *Pew Research Center*. Retrieved from <http://www.pewinternet.org/2016/09/09/libraries-2016/>.

Figure 6. Education level of survey respondents (n = 1,711)

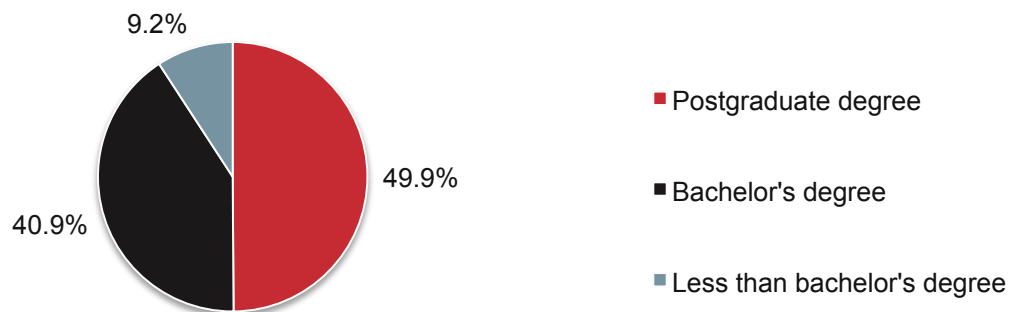


With some options receiving low numbers of selections, results were grouped for the education levels with smaller numbers of responses for the analysis, as follows (Figure 7):

- Postgraduate degree: respondents who completed a postgraduate degree
- Bachelor's degree: respondents who completed a bachelor's degree and those who completed some postgraduate school
- Less than bachelor's degree: respondents who do not have a bachelor's degree¹¹
- Those who chose prefer not to answer were excluded from the combined grouping

¹¹ Even with combining the groups, the discrepancy between numbers of respondents made the analyses by education level more prone to Type 1 error in tests of group comparisons, whereby a "false positive" of inferences of group differences may occur.

Figure 7. Respondents by education category (n = 1,676)



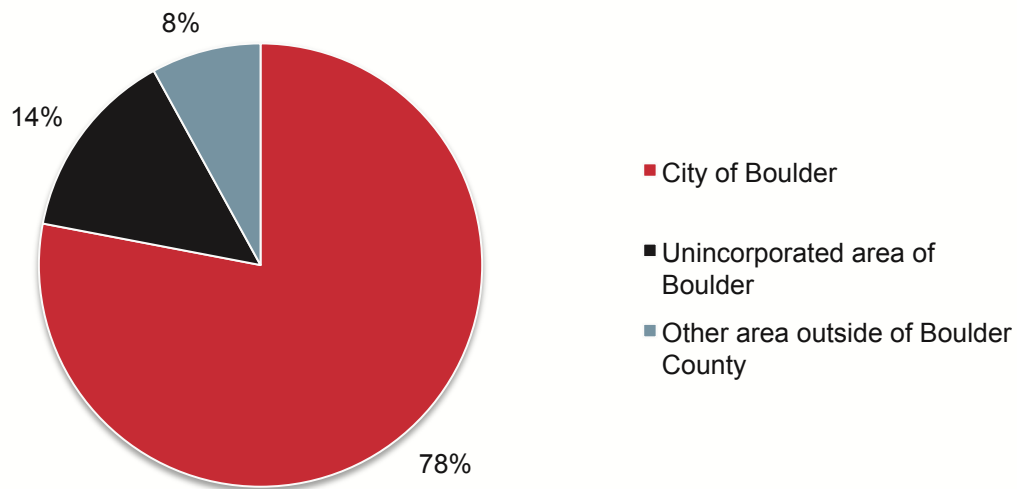
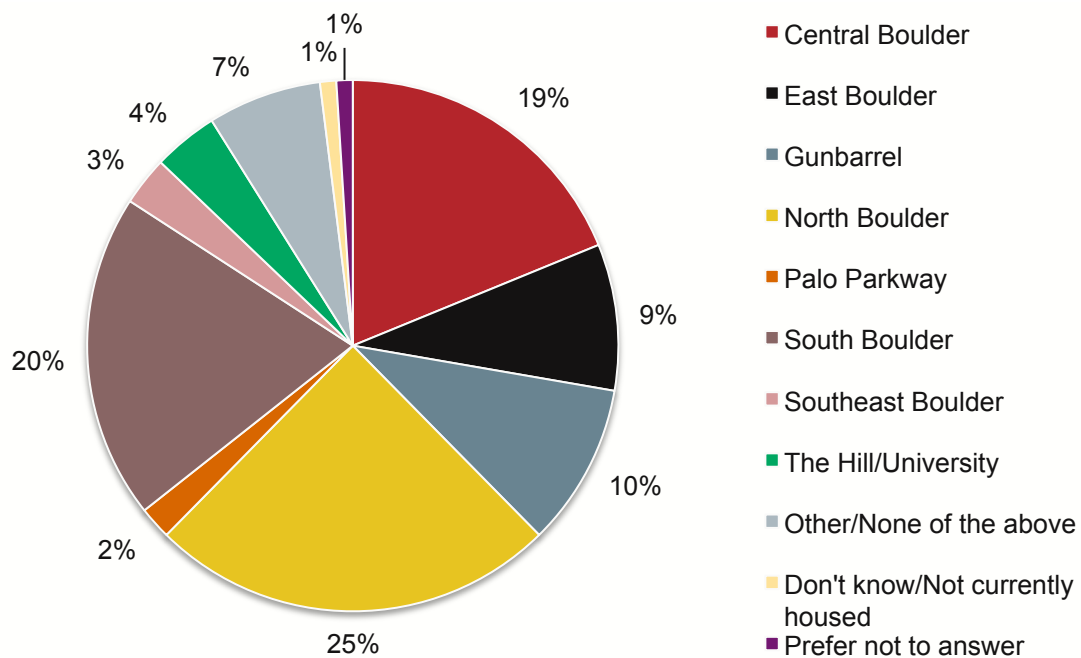
Respondents by Location of Residence

The majority of respondents indicated living in the city of Boulder (78%; Figure 8). Those who indicated living within Boulder were asked where in Boulder they live. North Boulder, South Boulder and Central Boulder were the most commonly selected areas by survey respondents (Figure 9). When comparing responses to total population by census tract data, the number of respondents for the neighborhood of The Hill/University appears to be underrepresented. The Hill/University neighborhood represents approximately 10% of Boulder's population.¹²

It is important to emphasize the question related to where in Boulder respondents live was a self-selection question, where respondents chose the area of Boulder in which they live. These neighborhoods do not have commonly agreed upon and defined boundaries. Due to this, comparisons of neighborhoods should be viewed as approximations of results for these neighborhoods.

¹² For this comparison, population figures from the American Community Survey 2015 estimates for census tracts 124.01 and 123 in Boulder County to come up with a total population of 13,619. The boundaries of these two census tracts do not match exactly with the boundaries of The Hill/University neighborhood.

Figure 8. Respondents by location of residence (n = 1,707)

Figure 9. Respondents by neighborhood (n = 1,557)¹³

¹³ Note on data, due to rounding totals may not add up to 100%.

With numerous neighborhoods receiving much lower selection rates, responses from respondents selecting neighborhoods that shared geographic boundaries were compared using a series of t-tests to determine if responses varied. To allow for groupings better suited for analysis, neighborhoods that did not vary greatly in response patterns and that shared a physical boundary were grouped together (Figure 10). A map showing the approximate geographies used for geographically based comparisons can be found in Appendix A. The changes made to the categories were:

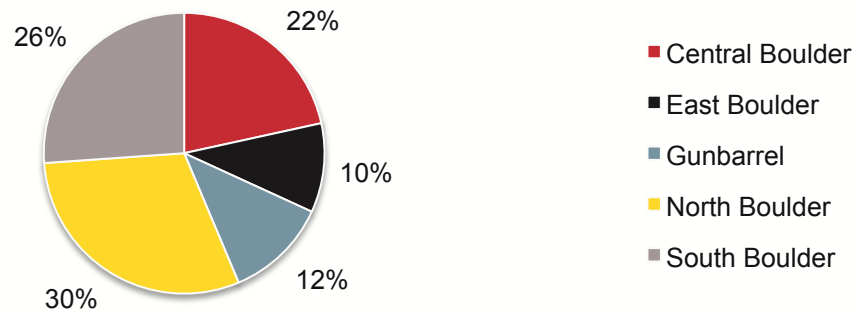
- Respondents who selected Palo Parkway were combined with respondents from North Boulder.¹⁴
- Respondents who selected Southeast Boulder were combined with respondents from South Boulder.¹⁵
- Respondents who selected The Hill/University were found to have differences in mean scores for numerous items and were not combined with either those from South Boulder or Central Boulder.¹⁶ Due to these differences and the limited number of participants self-selecting The Hill/University neighborhood, group comparisons using geographic neighborhoods will not include The Hill/University respondents in order to minimize the chance of Type 1 error.

¹⁴ The low number of respondents who selected Palo Parkway as their area of residence made t-tests unreliable. This combination was based on geography.

¹⁵ When comparing Southeast Boulder with South Boulder, the only responses to be flagged as statistically significant were related to: the library being a good place for food or beverages ($p < .01$), the importance of free concerts and cinema for the community ($p < .01$) and the importance of civic engagement for the community ($p < .05$).

¹⁶ When comparing responses for participants who selected The Hill/University to Central Boulder, statistically significant differences at a 95% level of significance were found in: allocation of capital funds towards the Canyon Theater, importance of learning to read for the community, importance of opportunities to be creative for the community, importance of inclusivity for the community and importance of safe places for children in the community. When comparing The Hill/University participants' responses with those indicating living in South Boulder, statistically significant differences at a 95% level of significance were found in: the likelihood of respondents to support a tax increase for the purpose of raising funds for the library, the library being a good place for reading or studying, the library being a good place for food and beverage, the library being a good place for children and youth, the importance of learning to read for the community and the importance of safe spaces for children.

Figure 10. Respondents by region of Boulder in which they live (n = 1,363)



The combined area of Palo Parkway and North Boulder represented by 30% of survey responses, yet only an approximate 15% of the population of Boulder lives in the combined areas of North Boulder and Palo Parkway. Central Boulder is represented by 22% of survey responses, yet the area of Central Boulder comprises an approximate 30% of the total population of Boulder. This would indicate the North Boulder region is overrepresented in the survey sample and Central Boulder is underrepresented. Some of this disproportionate representation in the survey is potentially explained by the possibility of Central Boulder residents self-identifying as living in North Boulder.¹⁷

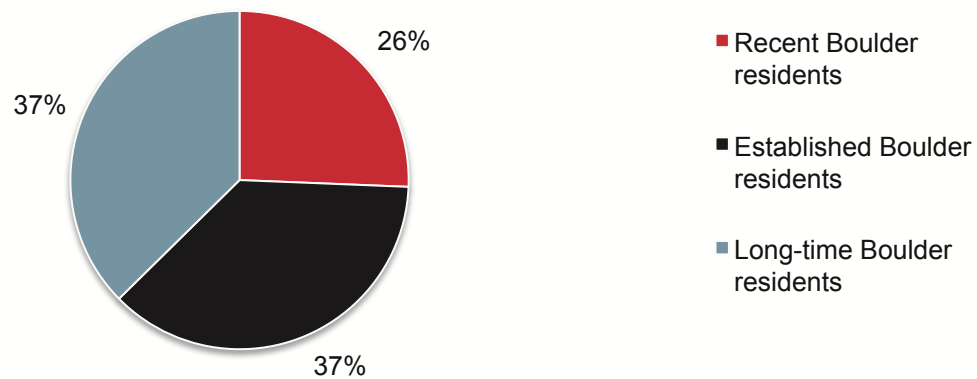
Respondents by Length of Boulder Residency

Respondents were asked to indicate their length of residency in Boulder by selecting from several options, ranging from less than a year to 30 or more years. For analysis purposes, the responses for the ranges were combined into the following three groups (Figure 11):

- Recent Boulder residents: Respondents who have lived in Boulder for four or fewer years.
- Established Boulder residents: Respondents who have lived in Boulder for 5–19 years.
- Long-time Boulder residents: Respondents who have lived in Boulder for 20 or more years.

¹⁷ Population estimates for the various areas within Boulder were taken from the Boulder Valley Comprehensive Plan Subcommunity Fact Sheets retrieved from: <https://bouldercolorado.gov/bvcp/key-resources-and-maps-bvcp-phase-1#three>.

Figure 11. Respondents by length of residence in Boulder (n = 1,560)

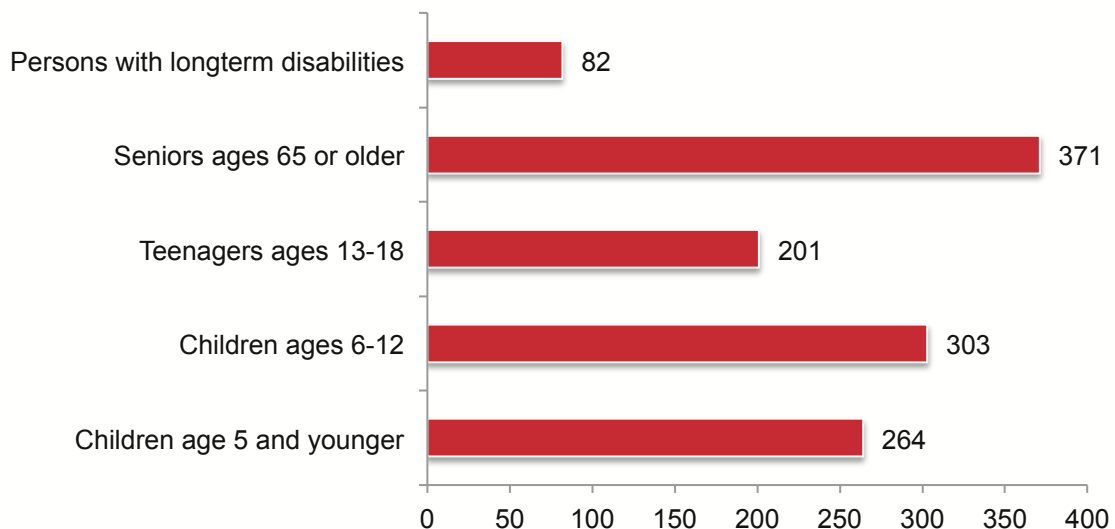


Respondents' Household Occupants

Respondents were asked about their household makeup (Figure 12). Specifically, respondents were asked if any of the following lived in their household:

- Children age 5 and younger
- Children ages 6 to 12
- Teenagers ages 13 to 18
- Seniors ages 65 or older
- Persons with disabilities

Figure 12. Respondents' household makeup



A binary variable representing respondents who have children and those who do not have children under the age of 18 in their households was created for comparison purposes. Respondents who had children under the age of 18 in their households represented 35% of the sample (Figure 13). While this demographic certainly reflects the library user base, with an estimated 19% of households in Boulder having children under the age of 18 present, this demographic is perhaps overrepresented in the survey.¹⁸

Figure 13. Respondents who have children under the age of 18 in their household (n = 1,752)



¹⁸ Figures were pulled from American Community Survey estimates. Social Explorer tables: ACS 2015 (5-Year Estimates)(SE), ACS 2015 (5-Year Estimates), Social Explorer; U.S. Census Bureau.

FINDINGS

The survey asked a series of questions, each designed to get at different topics. This portion is organized by topic, each of which is broken down by relevant group comparisons. Where relevant, findings from focus groups are included, along with analysis of where opinions from the focus groups appear to converge or diverge from survey findings. The sections included in this portion of the survey are:

- **Library Usage:** Describes the frequency survey respondents use the library both in person and online.
- **Staff Interactions:** Examines the frequency survey respondents utilize staff for assistance and how they rated their interactions with library staff.
- **Library Strengths:** Examines how survey respondents rated the library on various items. Includes findings from focus groups.
- **Allocating Library Funds:** Examines how respondents would choose to allocate funds to various library projects and priorities. Includes focus group discussions for what participants wanted to see the library do more of and what they would be willing to see the library do less of.
- **Individuals, Households and the Library:** Examines how survey participants rated the library for meeting their needs and, if applicable, the needs of their household.
- **Individuals and Household Priorities:** Examines how survey participants rate their own and the members of the household's priorities.
- **The Library and the Boulder Community:** Examines how respondents rate how well the library meets the needs of the Boulder community.
- **Community Priorities:** Examines how participants view the priorities of the Boulder community.
- **Library Support:** Describes the frequency of how survey respondents indicated the ways they supported the library.
- **Support for a Tax increase for Library Funding:** Examines how likely respondents indicated they were to support a tax increase for the purposes of increasing library funds.

Library Usage

Most respondents use the Main Library. Respondents were asked which library they use most frequently. The Main Library was by far the most commonly selected library, followed by the George Reynolds and Meadows Branch libraries. Only 26 respondents selected the option “I do not visit any library” (Figure 14). For analysis purposes, responses were combined for those who primarily visited a branch library for comparison with responses for those who primarily visit the Main Library (Figure 15). Respondents who chose “I do not visit a library more often than others,” “I visit a library/libraries that are not Boulder Public Libraries” and “I do not visit any library” were excluded from this grouping.

Figure 14. Percentage of respondents who most frequently use the various library locations (n = 1,746)

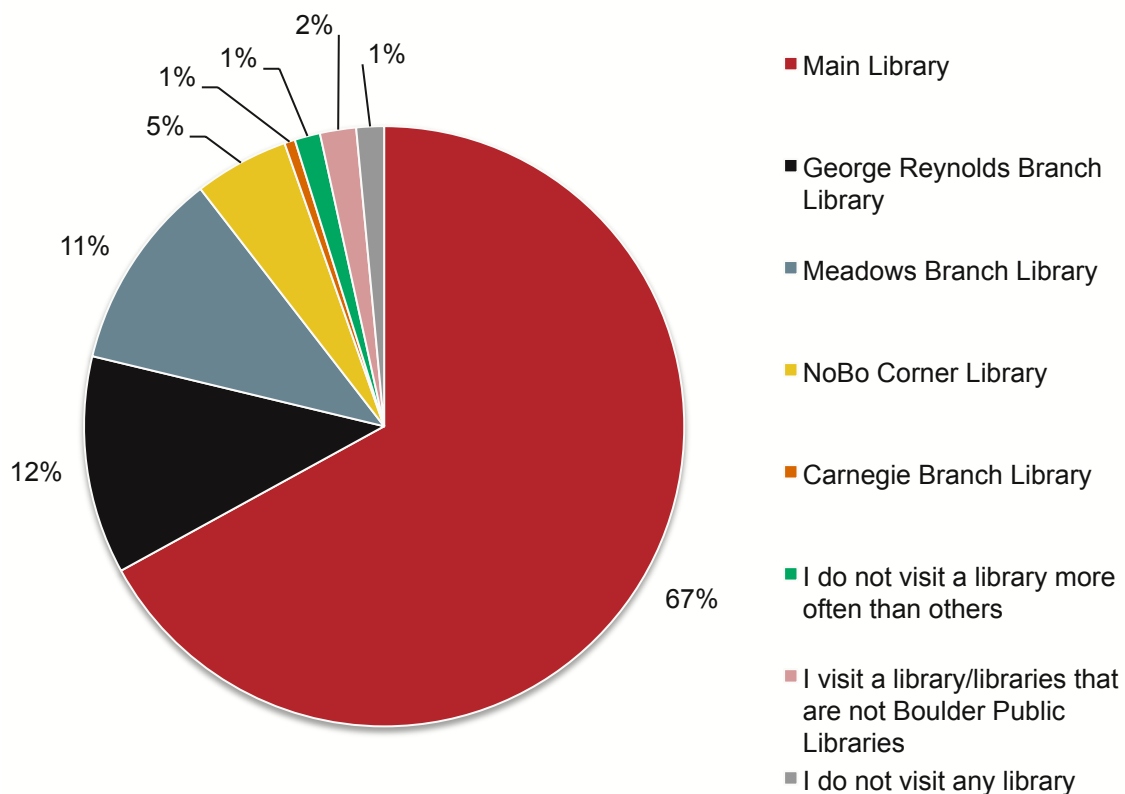
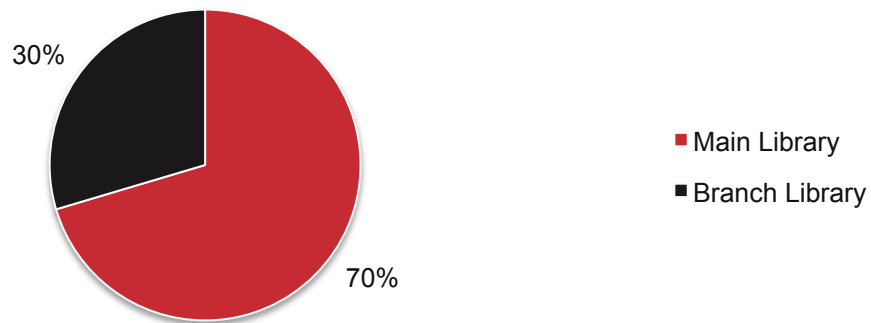


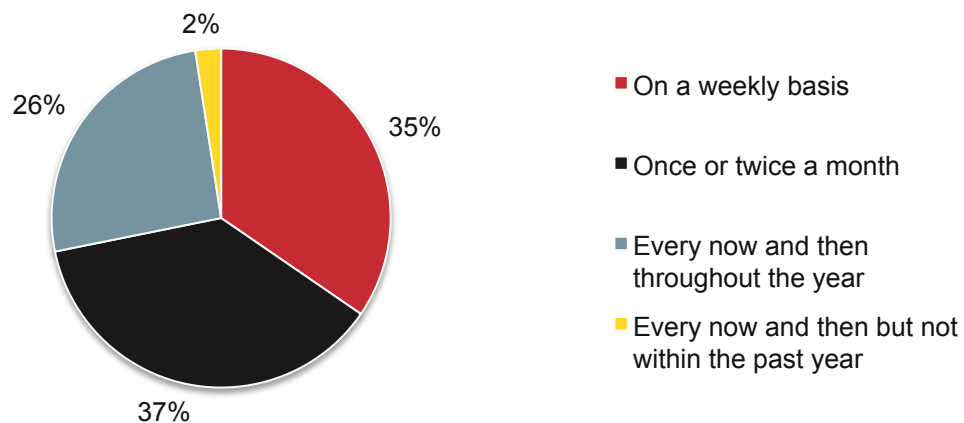
Figure 15. Percentage of respondents who most frequently use the main library or a branch library (n = 1,662)



Comparison of In-Person and Online Visits to the Library

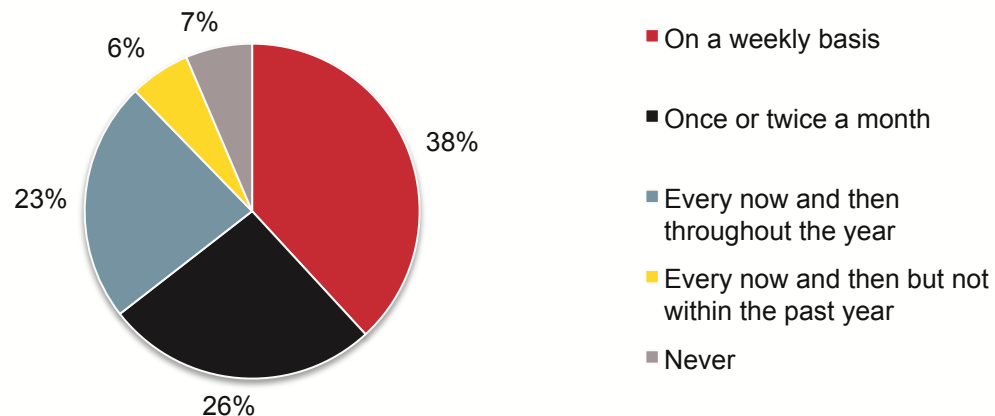
Most respondents are frequent visitors to the library. Respondents were asked to indicate how frequently they visited a library in person and how often they utilized the library website or a library app. Most respondents indicated they visit a library on a fairly regular basis, with 72% of respondents indicating using the library either once or twice a month or on a weekly basis. The option for “every now and then but not within the past year” was selected by just 2% of respondents (Figure 16).

Figure 16. Frequency of in-person library visits (n = 1,718)



Respondents frequently make use of the library website or app. While lower than the number of respondents who frequently visit a library, most respondents (64%) indicated using the library website or app either once or twice a month (Figure 17).

Figure 17. Frequency of library website or library app usage (n = 1,743)



Responses to the library usage questions on in-person visits and use of the website or app were used to create a new variable representing how respondents use the library (Table 1). Most respondents were classified as “Engaged Users” (57%), indicating they frequently visit a library and frequently use either the website or app to interact with the library online. This high number of frequent in-person and online users is likely a result of the survey outreach methods and perhaps a reflection of an involved public.

Table 1. Classification of library user types

		How often do you visit a library?	
		<ul style="list-style-type: none"> Every now and then throughout the year Every now and then but not within the past year 	<ul style="list-style-type: none"> On a weekly basis Once or twice a month
How often do you use the library website or app?	<ul style="list-style-type: none"> On a weekly basis Once or twice a month 	Online User (n = 137, 8%)	Engaged User (n = 978, 57%)
	<ul style="list-style-type: none"> Every now and then throughout the year Every now and then but not within the past year Never 	Infrequent User (n = 346, 20%)	In-person User (n = 250, 15%)

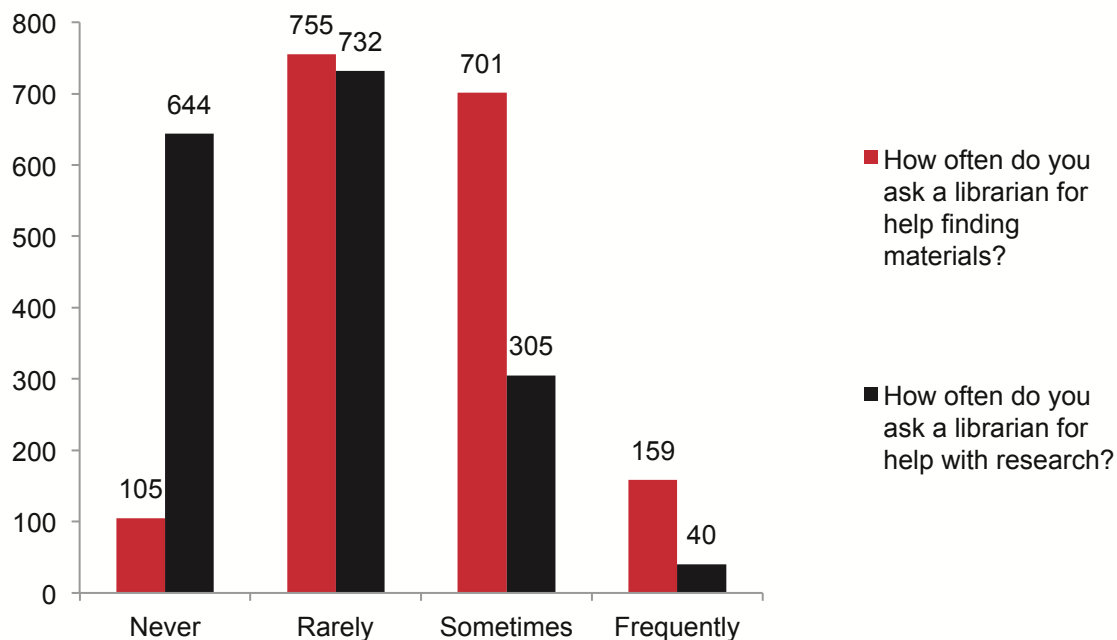
Staff Interactions

Frequency and Rating of Respondents' Interactions with Library Staff

Seeking assistance from staff

Staff are more often needed for assistance finding materials than for help with research. Respondents were asked how often they requested assistance from a librarian. Most respondents indicated they rarely asked a librarian for help with research and more often ask for assistance with finding materials (Figure 18). The low numbers for library patron utilizing staff for assistance is perhaps a reflection of the high percentage of users who utilize the library frequently and are familiar with searching for information on their own.

Figure 18. Comparison of how often respondents ask a librarian for help with finding materials and with research (Finding materials, n = 1,720; Research, n = 1,721)



Rating staff interactions

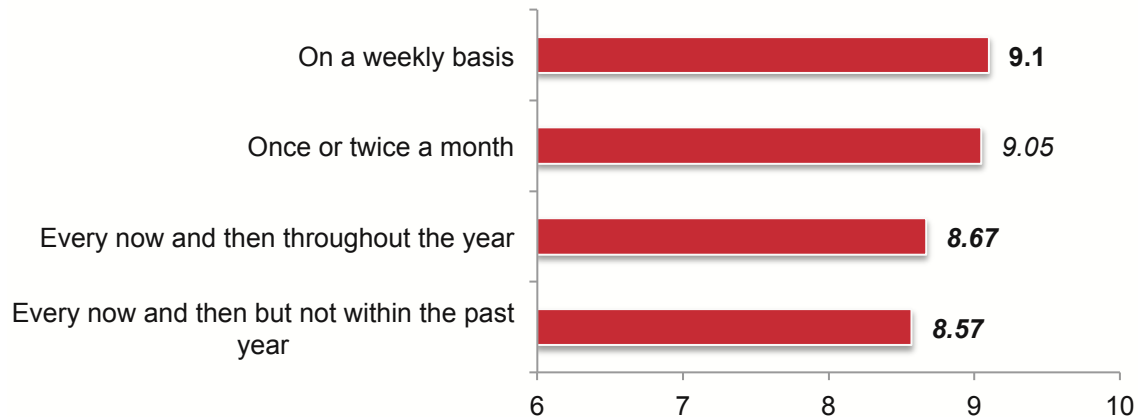
Respondents indicate high satisfaction with staff interactions. Overall, when asked to rate their interactions with library staff, respondents indicated a high degree of satisfaction. On a scale of 1 to 10, where 1 is very unsatisfactory and 10 is very satisfactory, overall mean scores for staff interactions were **an 8.5 out of 10**.

Satisfaction scores by frequency of interaction with library and library staff

Respondents who visit the library more often indicate a higher satisfaction with staff interactions. The difference between responses for those who visited a library on a weekly basis and once or twice a month, and those who visited a library every now and then throughout the year, was less than half a point (Figure 19). These differences

were found to be statistically significant, meaning the results are not due to random chance but an observed pattern.¹⁹

Figure 19. Average rating for staff interaction by frequency of library visit²⁰



Respondents who most sought help from staff finding materials rated interactions highest. Mean satisfaction scores for staff interaction increased the more often staff were asked for assistance finding materials (Figure 20). There was a statistically significant difference, when comparing those who sought help frequently and those who never sought help.²¹

Staff satisfaction ratings follow a similar trend when examining them by how often respondents sought help from staff with research. The exception to this was that those respondents who sought help with research “frequently” rated their interactions with staff lower than those who did so less frequently (Figure 20). However, this appears to be an effect caused by an outlier.²²

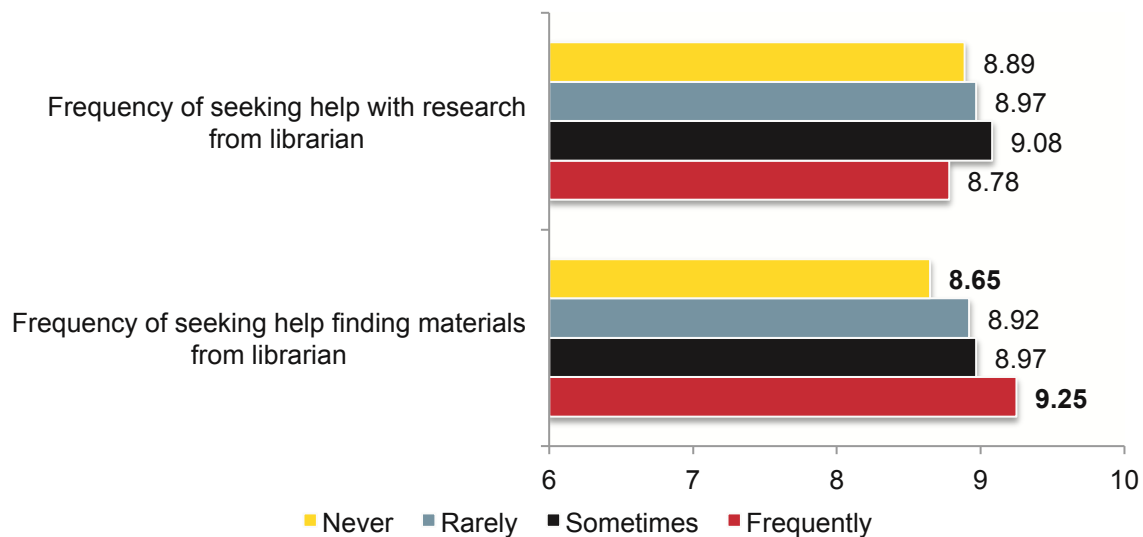
¹⁹ $F(3, 1,615) = 7.738, p < .001$.

²⁰ Bold and italics are used to indicate difference of statistical significance.

²¹ $F(3, 1,617) = 2.892, p < .05$.

²² Only 40 respondents indicated frequently seeking help with research. Of those, 27 rated their interaction with staff either a 9 or 10. One respondent rated their interaction a zero, and thus appears to be an outlier that is pulling that rating down.

Figure 20. Average rating for interaction with library staff by frequency of seeking help from librarians²³



Staff Interaction Summary

Patrons seek assistance from staff to help with finding materials more often than they seek help with research. Most survey respondents indicated seeking assistance from library staff rarely or sometimes. When compared with the frequency of seeking assistance for research, where respondents mostly indicated either never or rarely seeking assistance, we see that assistance finding materials is the primary reason patrons seek out help.

Overall, respondents are satisfied with their interactions with library staff.

Furthermore, it was shown that respondents who visited the library more and respondents who sought assistance from library staff more often rated their interactions with staff more positively.

Library Strengths

In order to gauge the library's perceived strengths, survey respondents were asked to rate their level of agreement with a series of statements about what the library was good for. Ratings were given using a 5-point Likert-type scale.²⁴ A summary of question prompts and ratings can be seen below in Figure 21.

²³ For this chart, statistically significant differences are bolded.

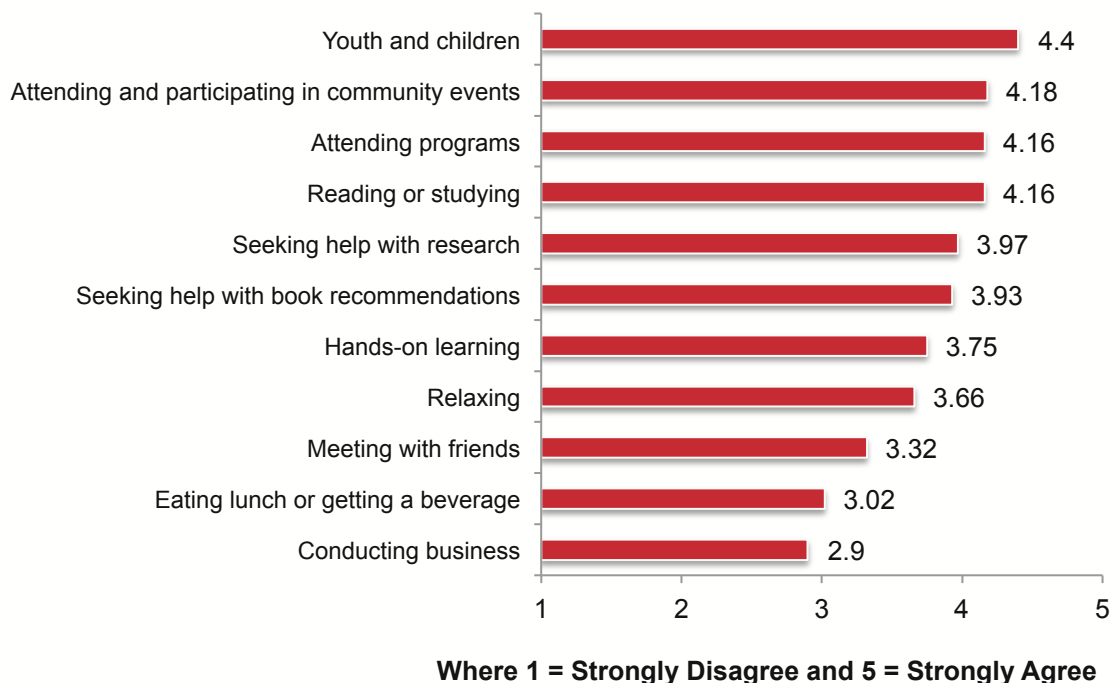
²⁴ The scale was scored as follows: Strongly disagree = 1, Disagree = 2, Neither agree nor disagree = 3, Agree = 4, Strongly Agree = 5.

Library seen as a good place for youth and children. With an average rating of 4.4 out of 5, this was the highest rated item. Other items respondents agreed were strengths included: attending and participating in community events, attending programs and reading or studying (Figure 21).

Library not rated well for non-community event socializing. With the library rated lowest on being a good place for conducting business and meeting with friends, it appears respondents do not view the library as a good place for meeting with friends or colleagues, as the items respondents rated the lowest were: meeting with friends, eating lunch or getting a beverage, and conducting business.

Figure 21. Average rating of responses about library strengths

The library is a good place for...



Library Strengths Comparison by Group

A series of tests comparing how respondents across different categories (e.g., demographics, type of library user, where respondents live in Boulder, length of residence in Boulder, and whether or not the respondent primarily used the Main Library or a branch library) rated the library on what it was good for reveals numerous statistically significant differences.

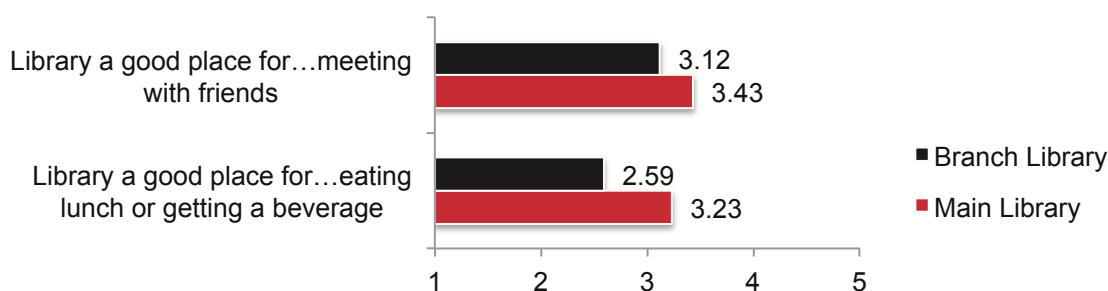
By Primary Library Visited

Main Library seen as more conducive for meeting friends and getting food or beverages. Respondents who primarily visit the Main Library rated the library better as a

place for both meeting with friends and for eating lunch or getting a beverage than those who primarily visit a branch library (Figure 22). These differences were found to be statistically significant, meaning results were not due to a random chance but a pattern observed in the data.²⁵

With the recent renovations to the Main Library to create more open spaces and bringing in Seeds Cafe to provide patrons with a place to purchase food and beverages, it is perhaps expected the Main Library would rate higher. **However, even if users who primarily frequented branch libraries were removed, the scores given by users who frequent the Main Library would still put these two items toward the bottom of library services that respondents value.**

Figure 22. Library strengths by whether respondents frequent Main Library or branch libraries



Where 1 = Strongly disagree and 5 = Strongly Agree

By Age Group

An examination of mean scores for library strengths across age groups yielded numerous statistically significant differences.

Youngest age group rated the library highest for being a good place for reading or studying. The 35 and younger age group rated the library highest for being a good place for reading and studying when compared with age groups 45 and older. The differences between the 35 and younger group and all groups 45 and older were found to be statistically significant (Figure 23).²⁶

Respondents ages 35–44 rated the library highest for being a good place for hands-on learning and for children and youth. When examining the scores for what the library is good for, the 35–44 age group scored these two items highest. When comparing scores for the library being a good place for children and youth, the difference

²⁵Eating lunch or getting a beverage: $t(1,622)=11.653$, $p<.001$; Meeting with friends: $t(1,632)=6.085$, $p<.001$.

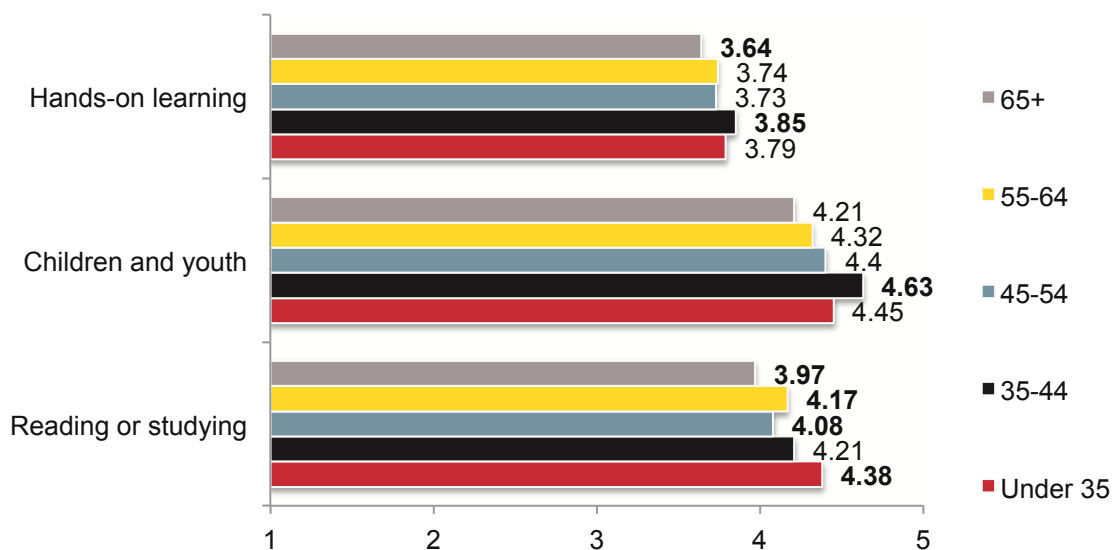
²⁶ $F(4,1,662)=7.794$, $p<.001$.

in mean scores between those ages 35–44 and all other groups was found to be statistically significant.²⁷ When mean scores for the library being a good place for hands-on learning are compared between those ages 35–44 and those ages 65+, the differences are statistically significant (Figure 23).²⁸

Respondents ages 65+ consistently rate the library lower than other age groups.

On nearly every item for this section of the survey, the 65+ age group rated the library either lower than every other age group or second lowest of all the age groups (Figure 23).²⁹

Figure 23. Responses to "I think the library is a good place for..." by age group³⁰



Where 1 = Strongly Disagree and 5 = Strongly Agree

By Those with Children in Their Households

Respondents with children rate the library higher for being a good place for youth and children. While every demographic group agrees the library as being a good place for youth and children, with an average score of 4 or higher, an examination of mean

²⁷ $F(4, 1,651) = 8.692, p < .001$

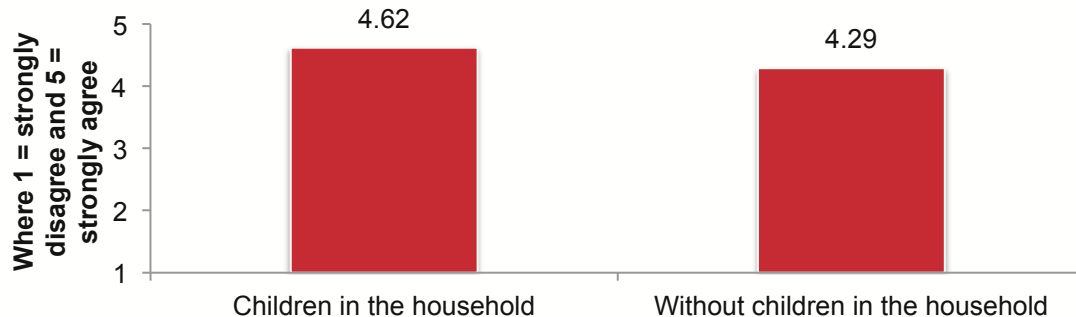
²⁸ $F(4, 1,628) = 2.681, p < .05$; library is a good place for "reading or studying," $F(4, 1,662) = 7.794, p < .01$.

²⁹ The effect can be seen in Figure 23, but it also applies to most all other items survey respondents were asked to rate. The lone exception for the portion of the survey asking respondents to rate what the library was good for was the 65+ age group rate did not rate the library lowest for being good for attending programs.

³⁰ Bold indicates differences of statistical significance.

scores for respondents with children under the age of 18 in their household to those without children under the age of 18 reveals respondents with children in their households rate the library as higher for being a good place for youth and children (Figure 24). This difference is statistically significant, meaning that it is due to something other than random chance.³¹ This difference indicates those with children in their households tend to strongly agree the library is a good place for children and youth.

Figure 24. Mean scores for the library being a good place for children and youth by those who have children in the household and those who do not



Library Strengths Identified in Focus Groups

Through the focus group discussions, four primary themes emerged concerning identified strengths.³²

Facility and Amenities

Participants agreed that one of the top strengths of the library is its look and feel. While all locations strive to be so, the Main Library “is especially welcoming and comfortable,” as one participant put it. Moreover, accessibility also seems to be an important asset. Importantly, there were some opposing opinions with regards to the renovations of the Main Library building, but generally the sentiment was positive.

- Architecture and atmosphere.** The architecture and interior design provide a high level of appeal. The aesthetics of the building itself plus its closeness to the creek are assets noted by focus group participants. Additionally, windows and bridges create a feeling of open space that enhances the overall atmosphere.

The library is one of my favorite places in Boulder. The Main Library is a beautiful building located near the creek.

—Survey respondent

³¹ $t(1,714) = 58.952, p < .01$.

³² In the focus groups, the prompt asked respondents to list their favorite thing about the library other than the availability of books.

- **Location.** Participants spoke specifically of the convenience of both the Main Library and the Meadows Branch.
- **Meeting spaces.** Focus group participants repeatedly indicated their satisfaction with the open spaces, study rooms and meeting rooms; they view them as good options for spending time in the library, getting work done and for meeting with others.
- **Computers.** The computer room and the availability of computers for use by the public are considered strengths.
- **Makerspace.** The Makerspace, or BLDG 61, was one of the most recognized and appealing aspects of the library that pulls people in, especially the younger demographic. Participants mentioned the fact that they “let you build whatever you want” and the idea of joining together a variety of projects and clinics to create things make this a unique asset. One participant commented on the You Fix It clinic, saying it “is a great asset to the community, enabling people to learn how to fix things around the house, helps reduce waste, and empowers people.”
- **Seeds Café.** All the groups mentioned the café located in the first floor of the Main Library as a convenient location to visit when they are at the library.

Library Staff

Focus group participants were very positive regarding their interactions with staff.

- **Staff knowledge.** Participants pointed out that the staff and the librarians are “very knowledgeable.” Participants perceive them as being “real resources” that are always available to help and answer questions, which, according to one participant, is especially true and important for homeschooled kids. Moreover, participants feel they can count on staff to give good book recommendations.
- **Staff friendliness.** Participants all agreed that staff at the Boulder libraries more often than not put in the effort to be friendly and helpful when they visited. One parent who is homeschooling her children spoke about how the staff know her children by name and felt staff were invested in her children’s education due to the amount of effort put into their recommendations and assistance.

Community Reach

A variety of elements that expand the library’s positive impact beyond the boundaries of its buildings were also discussed.

- **Family friendly.** The library is a family friendly space that offers a variety of resources for parents and their children to enjoy together.

- **Events.** The diverse variety of events offered by the library allows people beyond frequent library users to access many of its great resources. Such events include community art exhibits, live performances, concerts, lectures, literature fairs and other cultural events. “This is a really important aspect of what the library provides,” a participant said. A wide variety of events that are free push the library’s impact beyond its walls.

Inclusivity

Every focus group brought up inclusivity as a strength of the wider Boulder community and a strength that the library contributes to.

- **Sense of community.** Focus group participants expressed the view that the library offers a sense of community. One participant commented: “They make me feel welcome. I can be an introvert but I can also be around people and that makes me feel very welcome. The people are great.” Whether it is for families or individuals, focus group participants believed the library offers something for everyone.
- **Bilingual offerings.** Focus group participants specifically called out the bilingual story time as being a particular strength of the library, and some suggested expanding the offerings into more languages.

Programs

The diverse programs offered to different groups within the library seem to be very well received by its users.

- **Classes.** Classes such as Boulder Reads, GED courses and the ESL program were mentioned as important assets.
- **Children’s programs.** Programs targeting children was one of the most discussed items during conversation. Participants heavily commented on programs such as story time, musical story time, summer reading programs, special events for children ages 0–5, and children-specific spaces with toys. They noted that librarians not only know what they are doing but that they put a lot of passion into their work. Besides being a good resource for the kids, parents stated that these are great resources for them as well. “The librarians teach us how to do the work we need to do at home with our kids.” Participants mentioned how valuable it is to have these kinds of programs every day of the week at all the different branches. Moreover, children’s programs were especially liked and discussed positively by Spanish-speaking participants, who mentioned the importance of programs for children for their families as an effective way to become more involved in the community and form connections.

Adult programs. Participants also noted the importance of having programs that cater to adults. As one participant put it: “I like that they are doing something for the people who pay the taxes.” Cooking with honey, Sketch with AutoCAD and Make

Your Own Coffee were among the class titles mentioned during discussion. While it seems that these kinds of programs are not as frequently offered as other library offerings, participants are aware that they exist and are interested in seeing more of them.

Areas of Convergence and Divergence between Survey Respondents and Focus Groups

Convergence

Library has solid offerings for children. With both survey respondents and focus group participants highlighting the good work being done to reach children, this is the top area of convergence between respondents in the two methods.

Staff seen as strength. Focus group participants had plenty of positive words to say about library staff, and survey participants generally rated their interactions with library staff quite positively, too.

Library seen as a welcoming and inclusive environment. Survey participants called out the libraries contributions toward making Boulder an inclusive community in open-ended sections of the survey.

Divergence

Makerspace. Survey participants did not rate the library as being good for hands-on learning experiences, yet the Makerspace was discussed as a strength during multiple focus groups. Perhaps this difference is due to a lack of awareness of the Makerspace and all it offers; each time the Makerspace was brought up in discussion at the focus groups, there was at least one person who had not heard of it.

I've been so impressed by the inclusive programming at the library—multi-cultural programming for children and families that incorporates special needs!

—Survey respondent

Seeds Café. Focus group participants had nothing but positive things to say about the café located in the Main Library, yet survey participants rated the library quite low for being a good place to get lunch and a beverage.

Inclusivity. Most opinions regarding the library and inclusivity were positive and receptive to the library's efforts to be an inclusive and welcoming environment. There were, however, a few dissenting opinions expressed in the open-ended question for how the library could best serve the community. These opinions either pointed to inclusivity leading to homeless persons' usage of the library or dissatisfaction with the library being "political" with its inclusivity efforts.

Library Strengths Summary

Library widely considered a good place for children and youth. This item was rated higher than all other items overall. When examining scores for respondents with children under the age of 18 living in their household, the mean is even higher. Focus group participants noted the quality of children's programs available at the library, specifically story-time and bilingual activities.

Those who visit the Main Library see the library as a better place to meet with friends and get food or a beverage. Focus group participants were very positive about the addition of Seeds Café to the Main Library. Furthermore, survey respondents who primarily visit the Main Library rated the library higher as being a good place for food and beverage than those who primarily visit a branch library. Additionally, those who primarily visit the Main Library rated the library higher as being a good place for meeting with friends than did those who visit a branch library. It appears the Main Library's recent additions have helped it improve for these items. However, there is still room for improvement and increased awareness of these library offerings as some survey respondents did not rate the library highly on these items.

Library seen as a good place for reading and studying by the youngest age group. When compared with all other groups, those ages 35 and younger rated the library highest for being a good place to study or read. With this age group being the most likely to be in school, it appears the library is rated highest in providing reading and studying space to those who need it the most.

Respondents ages 65+ consistently rated the library lower on nearly all items. The oldest age group consistently rated the library lowest or among the lowest on nearly every item. This is perhaps indicative of an awareness gap or accessibility barrier.

Allocating Library Funds

To assess what investments respondents valued, survey participants were asked to allocate a percentage of capital funds toward building projects and to allocate operating funds toward library services. Answers to these questions were compared using the average allocation figure and a total allocation figure (respondents' answers were multiplied by 100 to theoretically give each respondent \$100 to allocate for each question).³³ Response options for the allocation of capital funds can be seen below in Figure 25, and response options for the allocation of operating funds can be seen below in Figure 26.

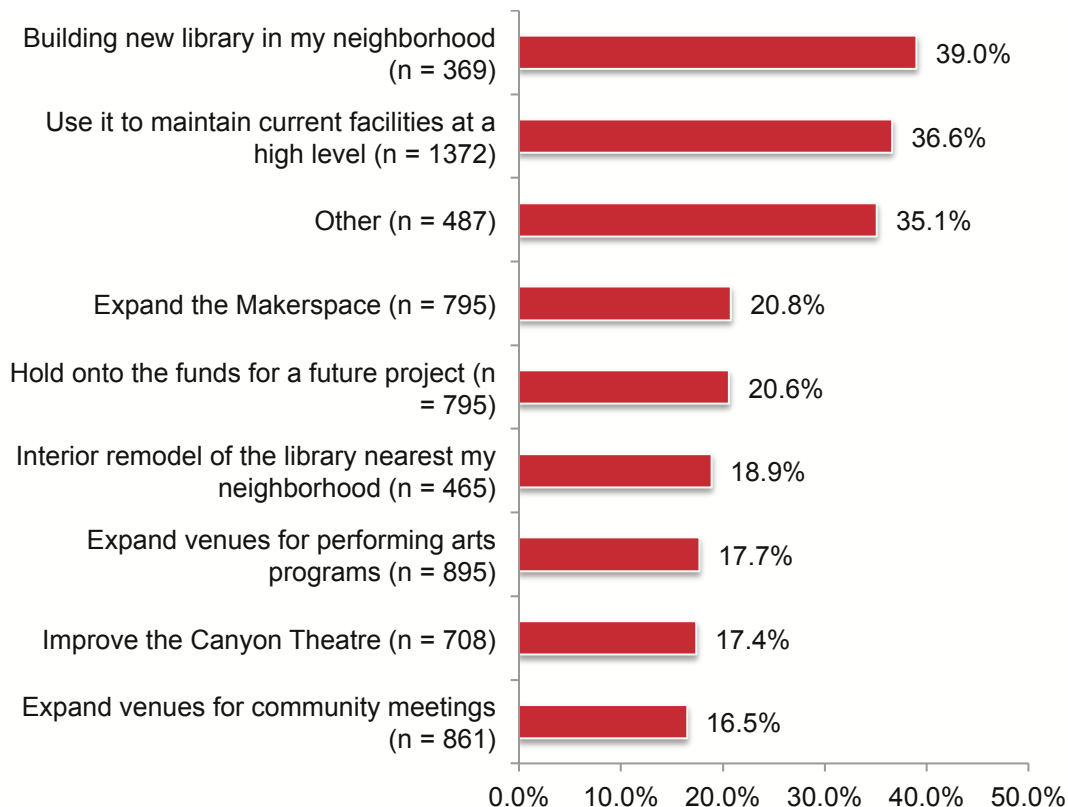
³³ In designing the survey, this question was presented as a percentage to avoid respondents' answers being influenced by the amount they were allowed to allocate.

Allocating Capital Funds

Average allocation

Respondents who want a new library allocated sizable portions of funds to that end. When examining the average allocations, respondents who selected allocating funds toward a new library on average allocated nearly 40% of their funds to this (Figure 25).

Figure 25. Average allocation percentage of capital funds



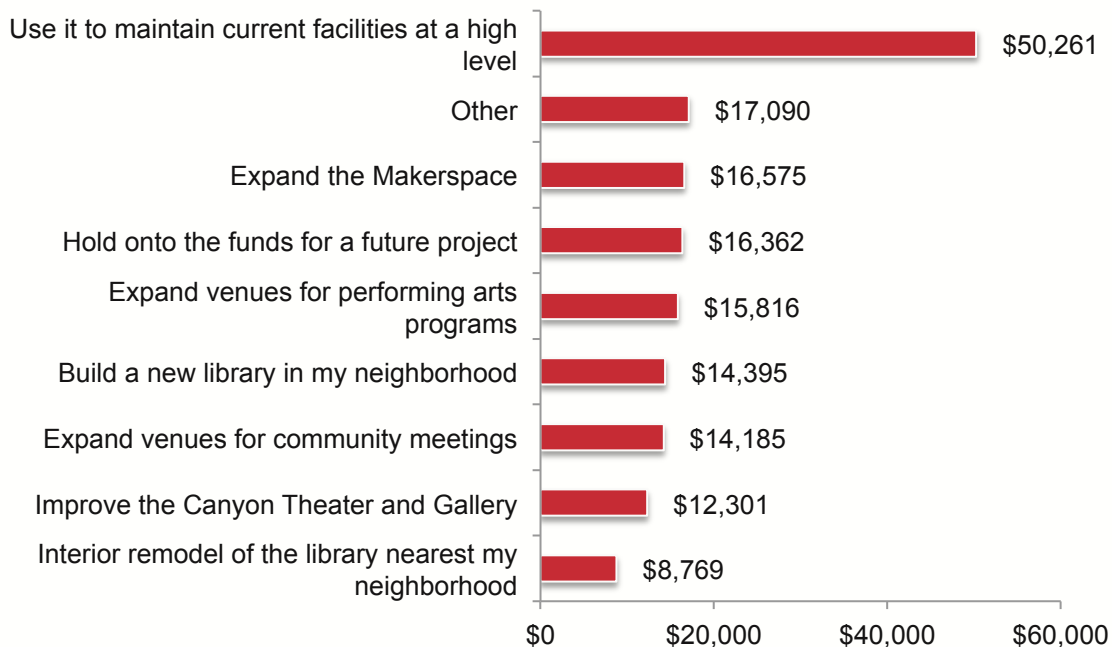
Total allocation

Survey respondents want current facilities to be maintained at a high level.

Allocation of funds toward maintaining the facilities at a high level received the second largest average allocation (36.6%), yet when examining total amount allocated toward maintaining facilities (if each respondent were allotted \$100 for their response to this item), it is nearly three times higher than the second highest item (Figure 26). Although maintaining the current facilities at a high level is the most popular use of funds, it is difficult to determine what respondents want to see, exactly. Perhaps this reflects patrons wanting the newly remodeled Main Library maintained.

Building a new library is a priority for a subset of respondents. Despite being the item with the highest average allocation, build a new library in my neighborhood ended up with the fourth lowest total allocation (Figure 26).

Figure 26. Total of allocated capital funds (each respondent allocated \$100)



Allocating funds toward “Other” projects

The item “other” ranks toward the top for both average allocation and total allocation. Further examination shows that many respondents took the opportunity to make requests outside the concept of capital funds. The most common request under the other item was more access to books and media in both physical and digital formats. Respondents also allocated funds to this item to specifically indicate where they would like a new library. These respondents overwhelmingly indicated North Boulder was a preferred location, whereas a few respondents indicated Gunbarrel as a preferred location. Most of the responses included suggestions that are more pertinent to the question regarding operating funds discussed in the section below.

Group Comparisons for Allocation of Capital Funds

By Where Respondents Live

When examining results based on geographic subcommunities within Boulder, it is worth reiterating the question related to where respondents lived in Boulder were self-selection questions. With this in mind, residents living in North Boulder and Gunbarrel want to see new library facilities built, whereas respondents living in other regions of Boulder appear to be satisfied with current library facilities.

Gunbarrel residents strongly desire a new library. Gunbarrel respondents were the only area to allocate more funds toward a new library than toward maintaining current facilities (Table 2).

Some North Boulder residents want a new library. There appears to be a segment of North Boulder residents who desire to have a new library location. This can be seen in the comments for those allocating funds towards an “other” project. However, despite the sample containing over twice as many respondents who self-identified as being from North Boulder, the total allocation is less than the total amount allocated by residents who self-identified as being from Gunbarrel (Table 2). Whether this difference is a result of respondents’ ability to self-identify where they live as being from North Boulder or a result of some North Boulder residents being close enough to the Main Library to feel their needs are met is difficult to determine. However, with a new library being built receiving an average allocation of 40% of capital funds, it is clear that there is a segment of this community that feels strongly about a new library building.

Table 2. Ranking total allocation of capital funds by where Boulder respondents live. Rows represent descending order of priority (most total allocated to least total allocated)

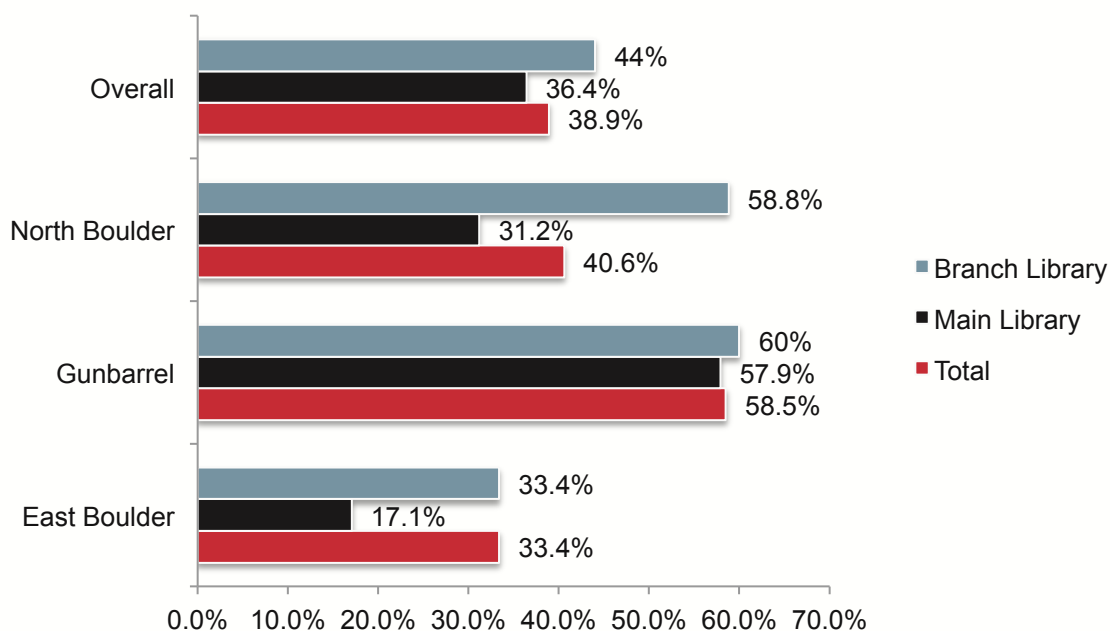
Central Boulder	East Boulder	Gunbarrel	North Boulder	South Boulder
Maintain current facilities (\$8,585)	Maintain current facilities (\$4,357)	New library (\$5,260)	Maintain current facilities (\$11,206)	Maintain current facilities (\$11,433)
Hold onto funds (\$3,142)	Hold onto funds (\$1,573)	Maintain current facilities (\$3,435)	Makerspace (\$4,224)	Hold onto funds (\$3,671)
Makerspace (\$3,051)	Performing arts space (\$1,317)	Performing arts space (\$1,058)	New library (\$4,198)	Makerspace (\$3,541)
Performing arts space (\$2,803)	Community meeting space (\$1,260)	Interior remodel (\$1,050)	Hold onto funds (\$3,851)	Performing arts space (\$3,368)
Canyon Theater (\$2,749)	Makerspace (\$1,110)	Community meeting space (\$1,035)	Performing arts space (\$3,485)	Community meeting space (\$3,150)
Community meeting space (\$2,424)	Canyon Theater (\$879)	Makerspace (\$904)	Canyon Theater (\$3,287)	Interior remodel (\$2,740)
Interior remodel (\$1,096)	New library (\$632)	Hold onto funds (\$886)	Community meeting space (\$3,133)	Canyon Theater (\$2,094)
New library (\$836)	Interior remodel (\$612)	Canyon Theater (\$672)	Interior remodel (\$1,521)	New library (\$600)

Respondents from North Boulder who primarily use the Main Library value a new library less than those who primarily use a branch library. North Boulder residents who indicated primarily using a branch library allocated nearly twice as much (58.8%) as those who indicated primarily using the Main Library (31.2%) (Figure 27).³⁴

One focus group respondent who lived in North Boulder described her preference for the Main Library as she felt the hours of the NoBo Corner Library were too restrictive and it was not “fun” to visit. She did note that the NoBo Corner Library was useful for an after-hours book dropoff point.

Respondents from Gunbarrel allocated a majority of funds to building a new library regardless of whether they primarily use the Main Library or a branch library. Gunbarrel residents who primarily use the Main Library allocated an average of 57.9% of capital funds toward a new library. Those who indicated primarily using a branch library allocated a slightly higher figure of 60% of available capital funds (Figure 27).

Figure 27. Average percentage of funds allocated toward building a new library by where respondents live in Boulder and by where they primarily use a library



³⁴ Multiple assumptions necessary to run a two-way ANOVA test were violated by the data, so the data presented here are descriptive and not statistically significant.

Summary of Capital Fund Allocation

Overall, library patrons value existing library facilities and want them maintained at a high level. By far, the most common destination for allocation of capital funds was maintaining current facilities.

Gunbarrel residents want a new library in their neighborhood. With an average allocation of nearly 60% toward a new library being built, Gunbarrel was the only neighborhood to allocate more funds toward a new library than any other capital fund option.

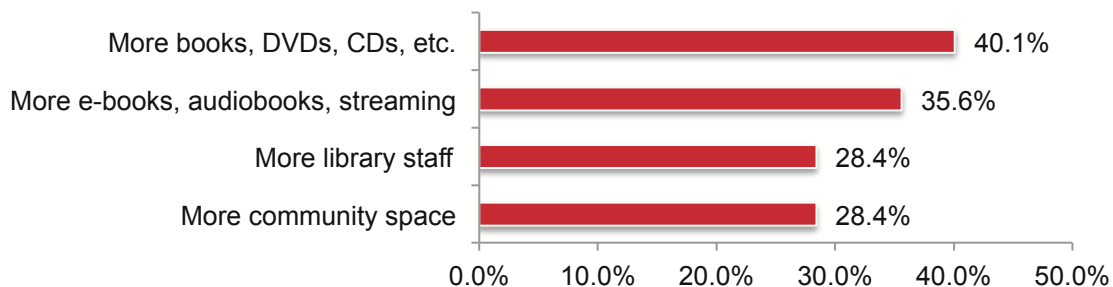
Some North Boulder residents want a new library. North Boulder residents who primarily use the Main Library allocated, on average, fewer capital funds toward building a new library than did those who primarily use a branch library.

Allocation of Operating Funds

In addition to capital funds, respondents were also asked to allocate operating funds to gauge the services respondents valued. The four options were: more physical media (books, DVDs, CDs, etc.); more digital media (e-books, audiobooks, streaming movies, etc.); more library staff; and more community space.

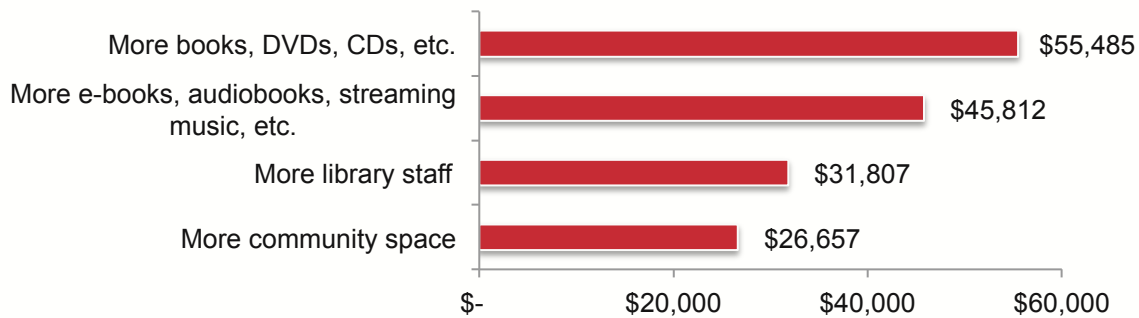
Respondents value physical media. Both the highest average allocation and the greatest total allocation of operating funds went toward more physical media (figures 28 and 29).³⁵

Figure 28. Average allocation percentage of operating funds



³⁵ Respondents' answers were multiplied by 100 to theoretically give each respondent \$100 to allocate the question.

Figure 29. Total allocation of operating funds

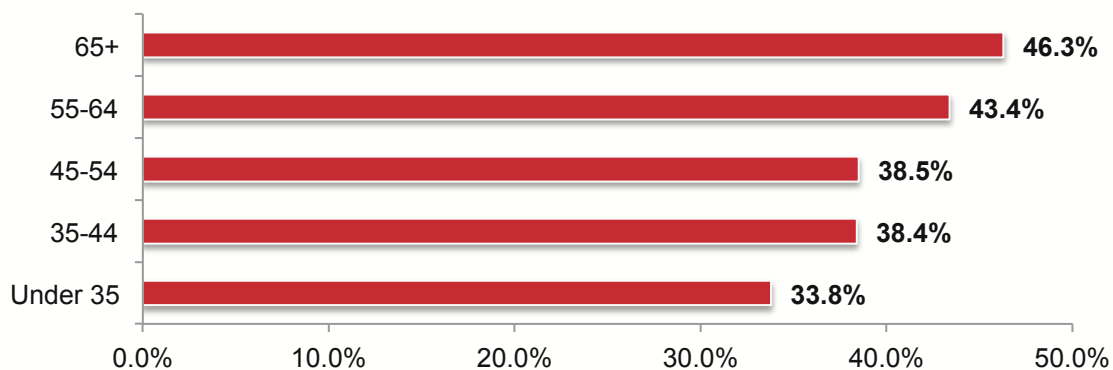


Group Comparisons for Allocation of Operating Funds

By Age Group

Older age groups allocate more toward physical media. Comparing the allocation of operating funds by age group reveals a statistically significant difference in how the oldest age groups allocate funds towards physical media compared to the youngest age groups.³⁶ Each age group allocated, on average, more toward books than did the age groups younger than them (Figure 30). The difference between the 65+ age group and the rest of the age groups is statistically significant. Similarly, the difference between the 55–64 age group and both the under 35 age group and the 35–44 age group is statistically significant.

Figure 30. Average percentage of operating funds allocated towards more physical media by age group



³⁶ $F(4, 1,341) = 14.950, p < .01$

Addressing the “Other” Allocation Comments from Capital Funds Allocation Question

As previously mentioned, several participants used the “other” item to allocate capital funds for library materials purchased by operating funds. The most common request under the other item was to use the funds to increase the library’s physical and digital collections. Some of the other more common requests were to allocate funds:

- To address the perceived issues created by the homeless population in the library (i.e., occupied seating and issues of safety)
- For more activities and programs for children
- Increase access through dropoff areas or mobile libraries
- To offer more events such as author readings
- To extend the hours the libraries are open

Library Resource Allocation: Focus Group Discussions

In the focus groups, participants engaged in a conversation about what they would like to see more of from the Boulder Public Library and what they would be willing to see the library do less of. For the discussions on what focus group participants would like to see more of, participants were given the opportunity to vote on what they would most like to see the library do more. The items consistently receiving votes across multiple focus groups are highlighted below. For the section on what focus group participants were willing to see the library do less of, each suggestion was discussed with opposing viewpoints voiced.

Want to see the library do more of

Diffusion and communication of all that the library does

While there are a wide variety of resources and programs available frequently and for free, focus group participants agreed that one of the most important areas of improvement for the library is “getting the word out about all they offer.” A physical booklet sent to community homes, a more streamlined website, website links on other Boulder sites, paper resources available to all residents, using the Nextdoor website, more publicity with the newsletter and advertisements on Channel 8 were mentioned as potential vehicles for communicating what is available in the library. Additionally, participants pointed out that a more consistent language and labeling of resources such as BLDG61 and the Canyon Theater would streamline information for those who are not aware of the library’s resources. Participants all agreed they would like to see the popularity of the library grow and for the library to “bring different kinds of people other than those who already visit.”

Digital experience

Another priority identified in the focus groups was an improved digital experience for library users. Besides having a wider selection of digital books, participants agree that

the library could do more to make its digital space more appealing and useful. They mentioned the following as potential areas of improvement: notify the holder when a book cannot be found, create a more streamlined system for accessing digital books, include Overdrive as opposed to Hoopla to shorten waiting time, and improve the website to make it more user friendly, particularly the mobile version.

Classes

Providing more classes to adults was another idea discussed in multiple focus groups. Participants mentioned wanting to see more technology classes such as computer programming, coding and smartphone use. Additionally, participants also mentioned including more general art classes as part of the program offerings.

Children's Programs

Further and improved programs for children was also a top topic of discussion. Users with children listed more afterschool and summer school programs for grades K–5, classes for elementary school children and Latino families, children's crafts hands-on classes, and reading clubs or groups for kids as wanted additions.

Community Forums

Participants heavily discussed the possibility of using the library as a safe space to hold community forums for discussions. They mentioned wanting to be engaged in more political discussions, conversations with community leaders and more cultural gatherings. The library seems to be an adequate, neutral and nonpartisan venue where people can voice their opinions and engage in conversations with others wanting to address similar issues.

Other Priorities

Participants also mentioned the following as potential areas of improvement:

- **Increase speaker series.** Establish an annual speakers series to bring top and popular authors to Boulder. Also, increase book fairs, author signings and other literature events.
- **More film screenings.** Participants would like to see an increase in the frequency and variety of film screenings.
- **Easier parking.** While parking for the first three hours is currently free, the kiosks are not the most convenient method of accessing parking for those who drive to the library.
- **Added creative spaces.** Multiple participants viewed the Makerspace as one of the major assets of the library. However, many focus group participants expressed difficulty in connecting with the Makerspace due to barriers of availability and class sizes. Participants think there could be more convenient and accessible programs or classes to join, as well as alternative places to gather and create.

Willing to see the library do less of

Participants were asked what they would be willing to have the library stop doing or do less of to free up time and resources to incorporate the ideas they generated for what they want to see more of. Many participants had difficulty generating ideas as they felt all the library's offerings were worthwhile; others expressed difficulty because they did not feel familiar enough with everything the library offers. The highlights presented here do not represent ideas that reached the same levels of agreement as the ideas for what focus group participants would like to see the library do more of because there was almost always someone in the room who disagreed with each idea.

Exhibits

Multiple focus group participants agreed that the gallery space is not being used very effectively and is, therefore, something they could do without. "[The gallery] feels empty all the time, so I think they could use the space for other things." One participant stated that there are a variety of other places around the city for art and that the library isn't necessarily the place for that. Another participant said that upon entering the gallery space for the first time, it felt like a separate entity from the library and that "I felt like I wasn't supposed to be there."

Extensions and Restoration

A few participants expressed feeling displeased with the latest remodeling done at the Main Library. They feel that there is no need to spend money on further extensions, restoration and updates to the library. One participant expressed the library should focus less on extensions and more on putting books where people already are, such as grocery stores and other retail centers to enhance accessibility.

Events

Some focus group participants mentioned that they rarely get to enjoy the various events offered by the library "because the timing is too inconvenient." Because of this, they felt willing to see the library put on fewer events (live music, movies, etc.). Those who voiced a willingness to see fewer events often pointed to events scheduled during daytime working hours. "There are many people missing on [this]."

Other Possible Trade-Offs

Participants mentioned the following as other possible items that they would be willing to see the library stop investing in:

- **Physical videos and music.** One participant mentioned how there were other and faster ways to obtain video and music files digitally.
- **Bike cart at festivals.** A participant mentioned that the bike cart is not entirely necessary.
- **Latest technology for checkouts.** Investing on the latest technology to check books out might not be the best way to spend the budget. One participant commented: "I don't need it to be so fancy; sounds cool, but

it's not necessary." Other participants mentioned the library seems to frequently change up its technology for checking out books.

- **Niche subscriptions.** A participant brought up being aware of certain niche subscriptions that might be too specific or narrow to be of use to the larger population. That money could be spent on resources that are useful to larger segments of users.

Areas of Convergence and Divergence

Areas of convergence with survey results

Digital experience. When asked what they would like to see the library do more of, many focus group participants indicated they would like to see the digital media selection improved and claimed it was lacking compared with other libraries' collections. When asked to allocate operating funds, many survey participants indicated they would like to see digital media libraries expanded.

Areas of divergence with survey results

Library as a community meeting space. Focus group participants discussed the need for the library to play a bigger role as a setting for community forums to discuss local issues, politics and events in town. However, when given the opportunity to allocate funds toward more meeting spaces, survey participants allocated some of the lowest total amounts toward community spaces.

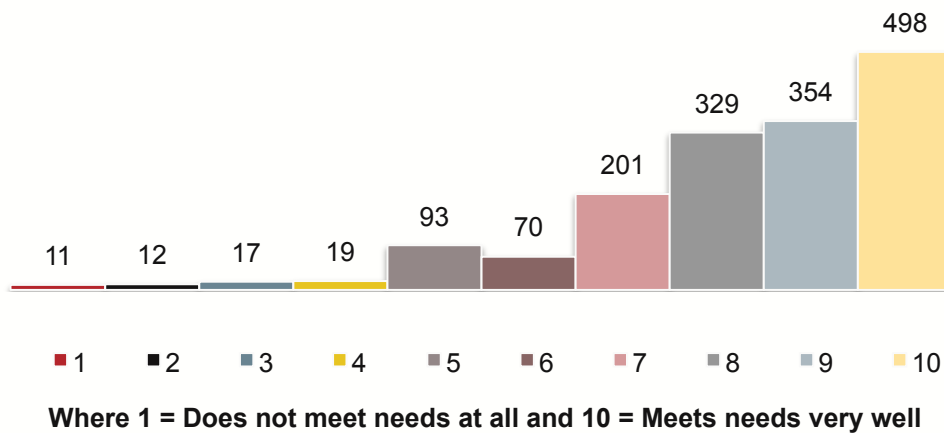
Individuals, Households and the Library

This section covers responses to the question of how well the library met the needs of respondents and, if applicable, the needs of their household. For this question, respondents were given a scale of 1–10, where 1 = does not meet needs at all and 10 = meets needs very well.

How Well Does the Library Meet Respondents' Needs?

Overall, the library is seen as doing well in meeting the needs of individuals and their households. The most frequent selection was a 10, indicating that many individuals felt the library meets their needs and the needs of the members of their household (Figure 31). The mean score for how well the library meets respondents' needs is 8.25 and the median score is 9.0.

Figure 31. Number of respondents rating how well the library meets their needs or needs of members of their household

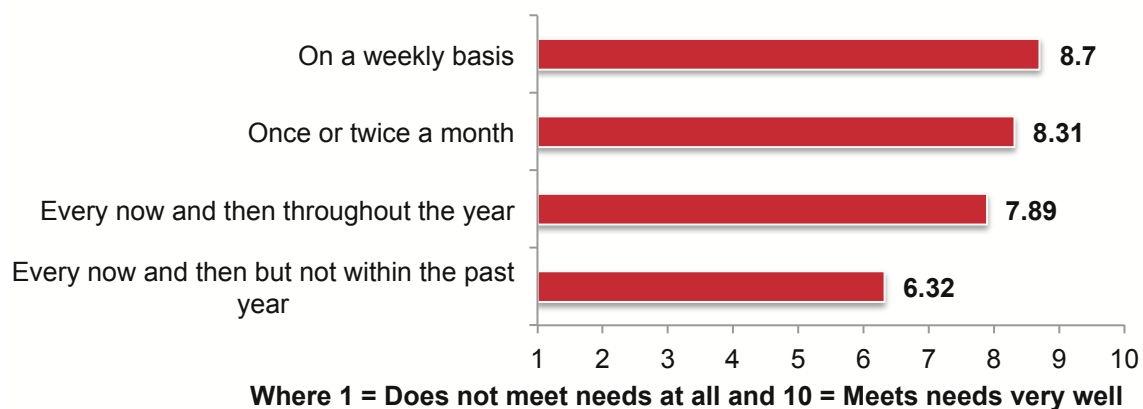


Group Comparisons

By Frequency of Visit

Those who visit the library more often rate the library higher. Comparing mean scores for how well the Boulder Public Library meets the needs of respondents and the members of their households shows that the more often respondents visit the library, the higher the score. These differences, between all grouping combinations, were statistically significant. The more frequently respondents visit the library, the more they feel it meets their own needs and the needs of their households (Figure 32).³⁷

Figure 32. How well the library meets individual and household needs by frequency of visiting a library³⁸



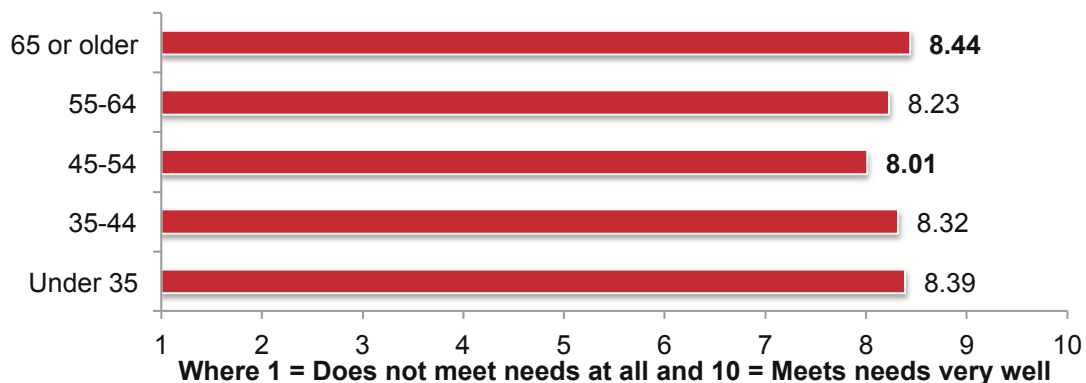
³⁷ $F(3,1,580) = 33.588, p < .01$.

³⁸ Bold indicates differences of statistical significance.

By Age Group

Those ages 45–54 rate the library lowest for meeting their needs. When examining mean scores by age group, respondents ages 45–54 years were found to rate the library lowest for meeting their needs and the needs of their household with a mean score of 8.01. When compared to mean scores for **respondents ages 65+ years, the group who rated the library highest for meeting their needs with a mean score of 8.44**, the difference was found to be statistically significant (Figure 33).³⁹ The high scores from the 65 and older age group is an interesting finding given this age group consistently rated the library lowest when asked about the library's strengths.

Figure 33. Mean scores for how well the library meets individual and household needs by age group



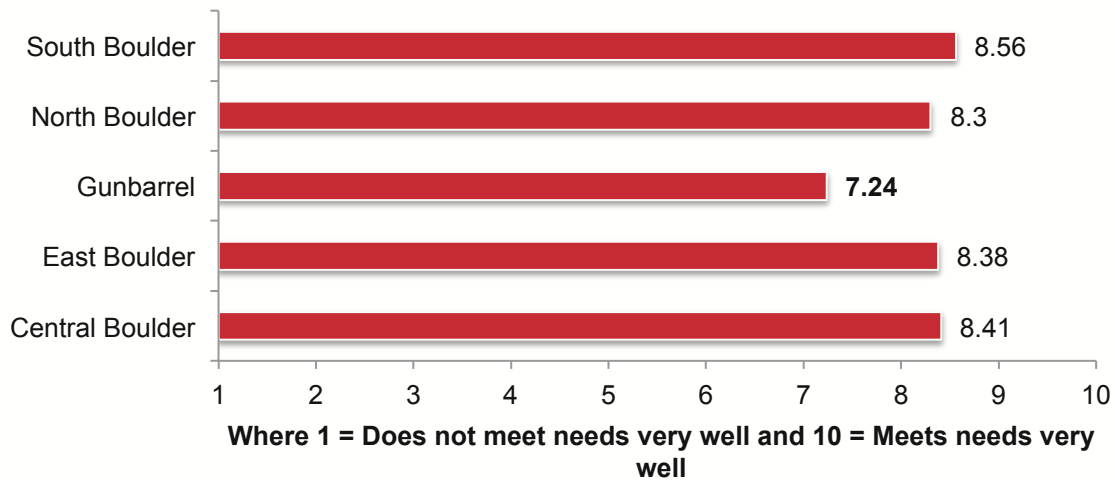
By Where Respondents Live in Boulder

Gunbarrel residents indicate the library does not meet their needs. Gunbarrel residents rated the library, on average, a point lower than any other Boulder neighborhood (Figure 34). This difference in mean scores between Gunbarrel and all other neighborhoods was found to be statistically significant,⁴⁰ This low score is likely indicative of this community feeling underserved by the library and is linked to their desire for a new library.

³⁹ $F(4,1,544) = 2.585, p < .05$.

⁴⁰ $F(4,1,241) = 15.304, p < .001$.

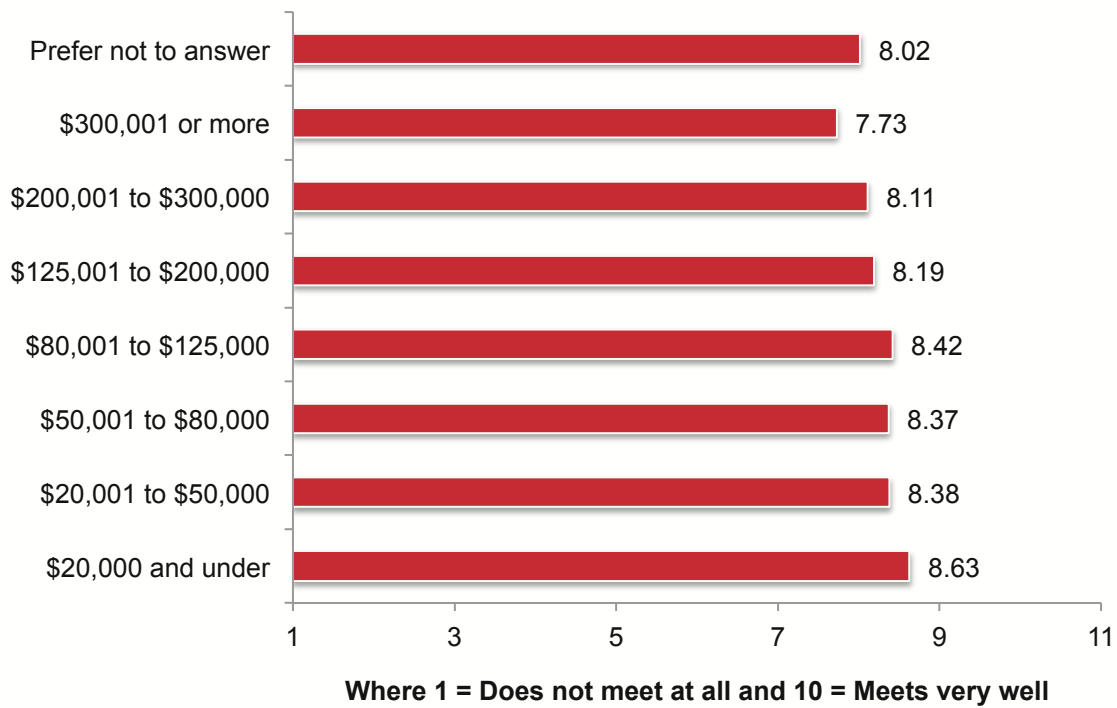
Figure 34. Average rating for how well the library meets individual and household needs by location



By Income Level

Lower income respondents tend to rate the library as meeting their needs better than higher income respondents. While no statistically significant differences were found, a trend of higher ratings for respondents with lower incomes can be seen in the data (Figure 35).

Figure 35. Mean scores for how well the library meets needs of individuals and households by income



Individual and Household Priorities

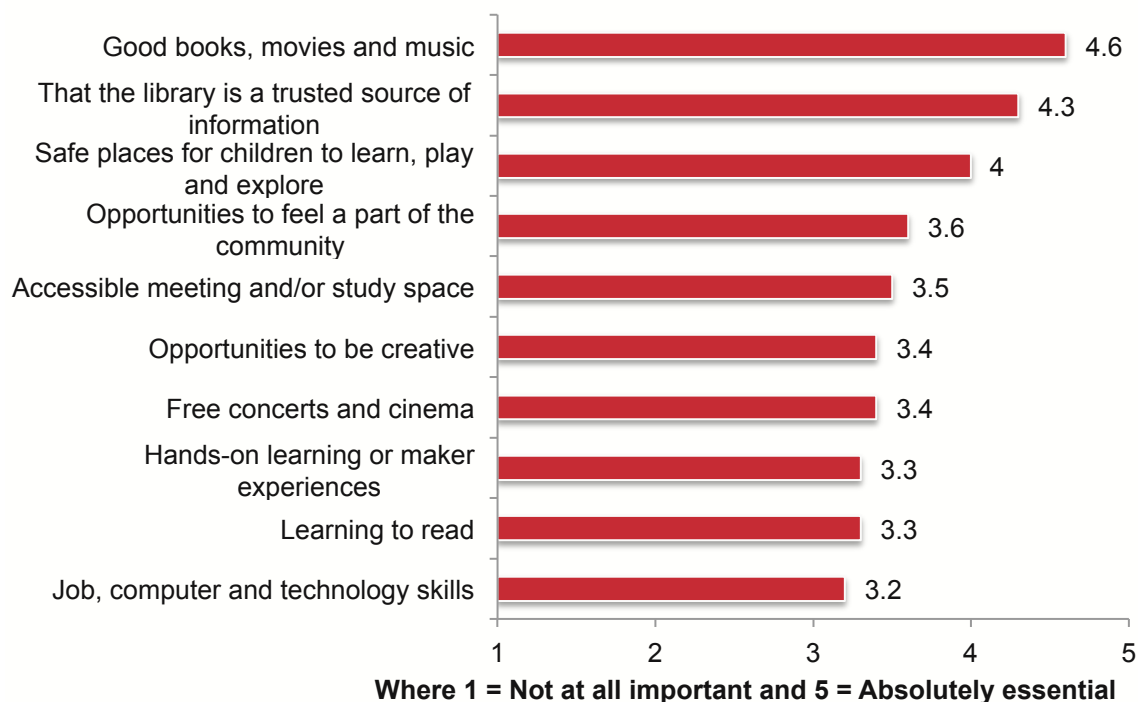
In order to gauge the priorities of individuals and their households, respondents were asked to rate a series of items for their importance. Respondents were asked to rate the importance of a series of 10 items.⁴¹

Respondents prioritize good books, movies and music. With a rating of 4.6—the highest score—respondents indicated the importance they place in quality media (Figure 36).

Respondents prioritize the library being a trustworthy source of information. With the second highest rating, respondents indicated that it is a priority for them that the library provides trustworthy information. This is perhaps explained by the current political and media environment, where the internet has made discerning legitimate news and facts from illegitimate news and facts a difficult task for some (Figure 36).

Job, computer and technology skills were rated the lowest priority. With a mean score of 3.2, indicating average importance, job, computer and technology skills rated lowest of all the items (Figure 36).

Figure 36. Mean scores for respondent and household priorities



⁴¹ Respondents were given a 5-point Likert-type scale, where 1 = Not at all important, 2 = Of little importance, 3 = Of average importance, 4 = Very important and 5 = Absolutely essential.

Group Comparisons

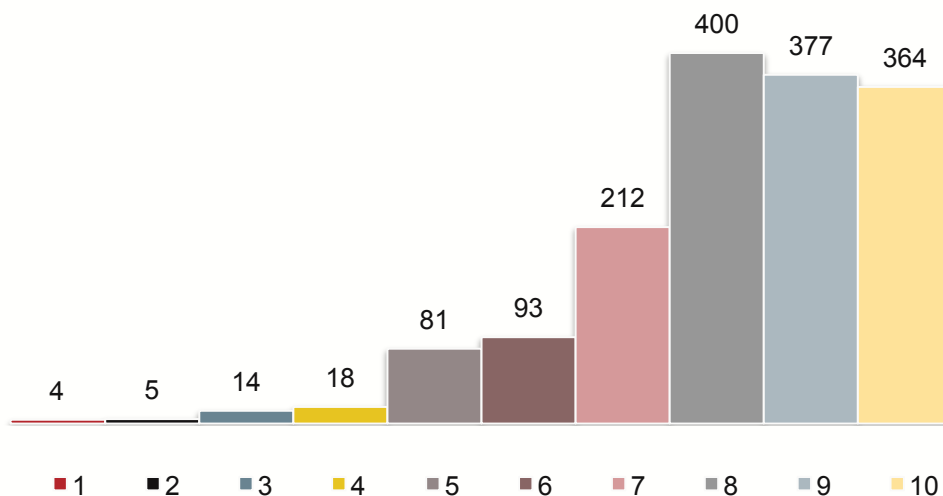
By Age

Various age groups tended to rate items in similar patterns to that seen for the entire sample (Figure 36). All groups rated good books, movies and music; safe places for children to learn, play and explore; and that the library is a trusted source of information as the top three items.

The Library and the Boulder Community

Overall, responses were positive for the Boulder Public Library meeting the needs of the community (Figure 37). However, the results were slightly less positive than the responses for how well the library met the respondents' needs and the needs of members of their households. Where respondents rated the library meeting the needs of themselves and their households an 8.25/10 (with a median score of 9), respondents rated the library an 8.17 (median score of 8) for meeting the needs of the community.

Figure 37. Number of respondents rating how well the library meets the needs of the community



Where 1 = Does not meet needs at all and 10 = Meets needs very well

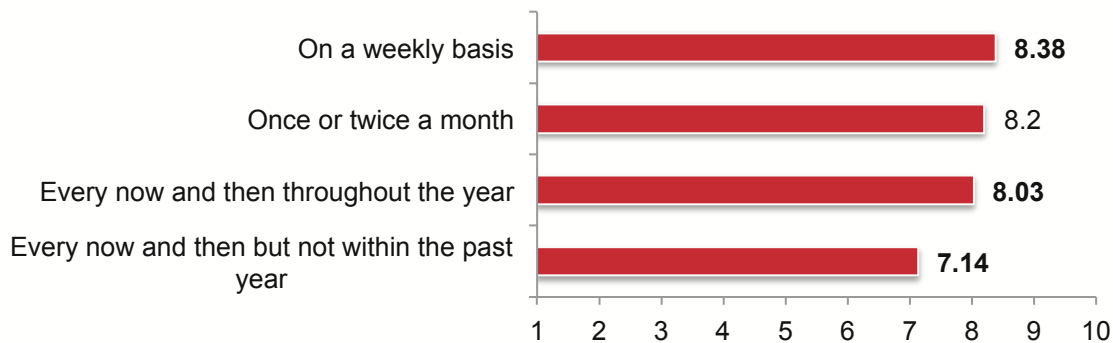
Group Comparisons

By Frequency of Library Visit

Respondents who visit more frequently rate the library better in meeting the needs of the community. Similar to findings of how frequency of visiting interacts with ratings for the library meeting respondent and household needs, those who visit the library more frequently rate the library higher at meeting the needs of the community than do those who visit less frequently. Comparing the ratings of respondents who visit a library on a

weekly basis with respondents who visit every now and then throughout the year or every now and then but not within the past year, the difference is statistically significant.⁴²

Figure 38. Respondents' average rating for how well the library meets community needs by frequency of visiting library⁴³



Where 1 = Does not meet needs at all and 10 = Meets needs very well

By Where Respondents Live in Boulder

Gunbarrel and North Boulder respondents rate the library lowest for meeting the needs of the community. When comparing mean scores for how well the library meets the needs of the community by neighborhood, both Gunbarrel and North Boulder have statistically significantly lower mean scores than South Boulder and Central Boulder.⁴⁴

Boulder residents rate the library better at meeting their own needs than the needs of their community. Interestingly, North Boulder respondents rated this item approximately three-tenths of a point lower than they rated the library for meeting their needs and the needs of their households (8.3). This difference was also found to be statistically significant,⁴⁵

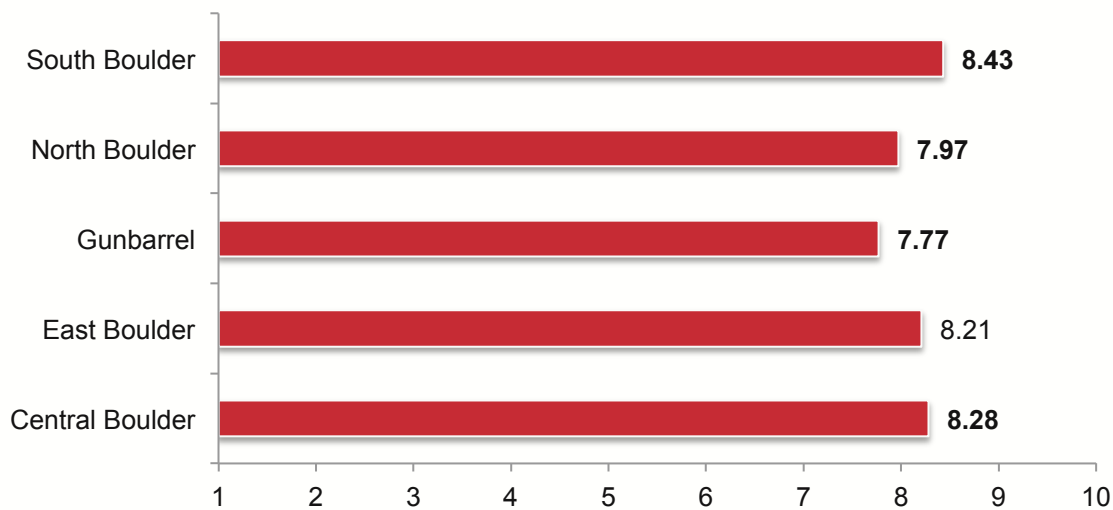
⁴² $F(3, 1,541) = 9.333, p < .01$.

⁴³ Bold indicates statistically significant differences.

⁴⁴ $F(4, 1,213) = 5.748, p < .01$.

⁴⁵ Using a paired samples t-test, $t(352) = 4.390, p < .01$.

Figure 39. Respondents' mean ratings for how well Boulder Public Library meets the needs of the community by where in Boulder respondents live.⁴⁶



By age group

No real differences emerged when examining ratings for how well the library met the needs of the community by age group.

By income

No differences of note emerged when examining ratings for how well the library meets the needs of the community by income.

Community Priorities

Respondents were asked a series of 13 questions to gauge what they perceived as their community's priorities, similar to the questions asked about their own priorities and the priorities of members of their households.⁴⁷

Respondents rated most important items to the community similarly to how they rated those items' importance for themselves and their households. The top three most important items were good books, movies and music, and safe spaces for children to learn, play and explore. Also, that the library is a trusted source of information was rated very high (Figure 40).

Respondents rated being culturally inclusive as important to their community.

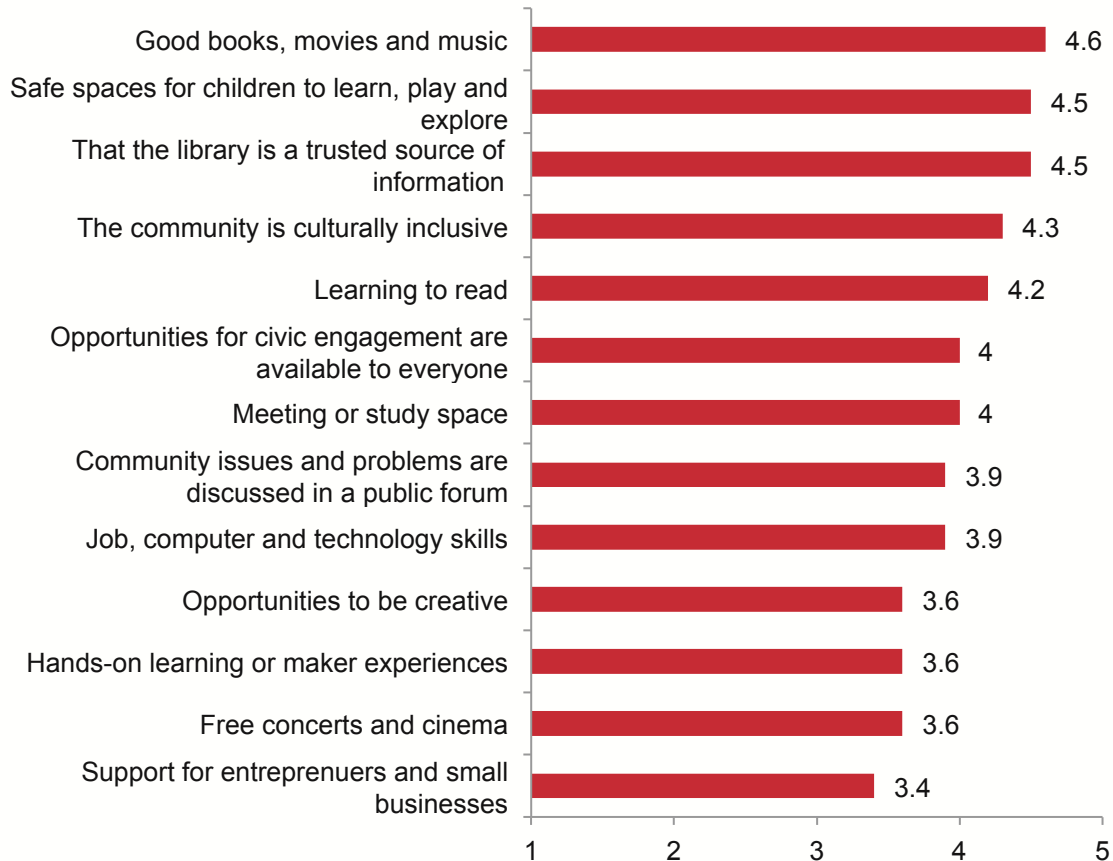
One item that was not included in self and household questions asked respondents to

⁴⁶ Bold indicates differences of statistical significance.

⁴⁷ A 5-point Likert-type scale was used, where 1 = Not at all important, 2 = Of little importance, 3 = Of average importance, 4 = Very important and 5 = Absolutely essential.

indicate how important it was for the community to be culturally inclusive. With a mean score of 4.3 out of 5.0, this indicates cultural inclusivity is very important (Figure 40).

Figure 40. Community priorities



Library Support

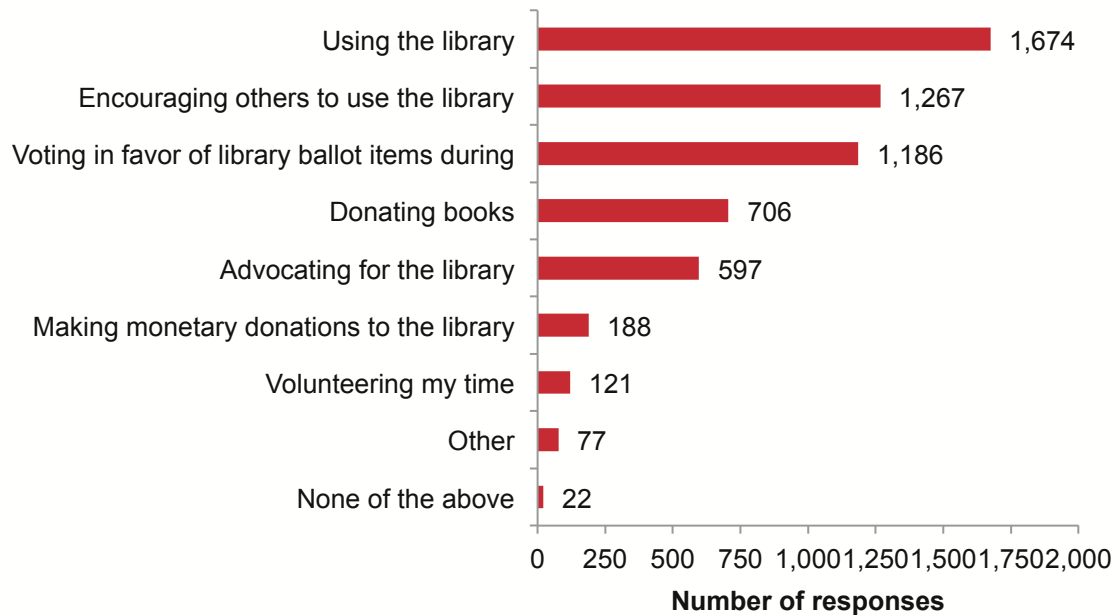
Respondents were asked two questions to gauge their support of the Boulder Public Library. The first gave them a “select all that apply” list of ways in which they could support the library and asked them to select the ways in which they supported the library. The second question asked how likely they would be to support a tax increase for library funding.

Methods of Support

Majority of respondents support the library by voting in favor of ballot items during elections. With 67% of survey sample indicating they vote in favor of library ballot items during elections, this is the third most common way in which respondents indicated supporting the library, behind using the library and encouraging others to use the library (Figure 41).

The items with the least amount of selections, other than the “none of the above” and “other” options, were volunteering my time and making monetary donations to the library.

Figure 41. Number of respondents by how respondents support the library



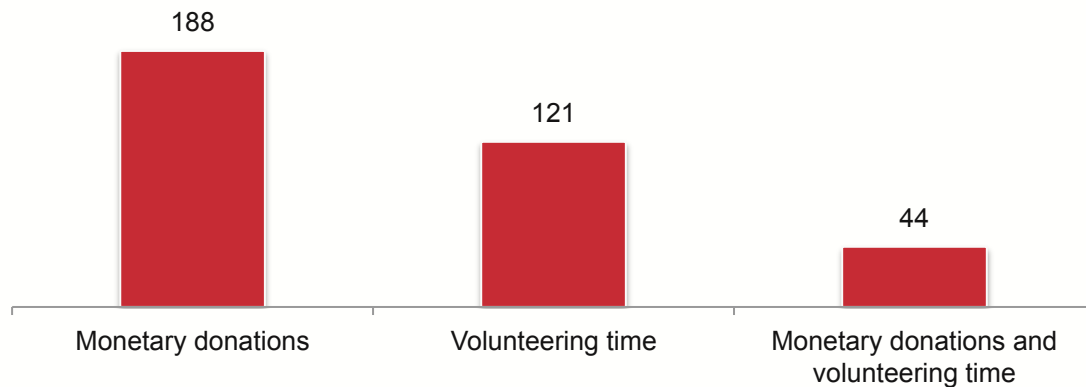
Demographics of Library Donors and Volunteers

This section of the report highlights information collected about respondents who indicated supporting the library through volunteering or monetary donation.

A total of 265 individuals indicated supporting the library either through monetary donations or by volunteering their time. A total of 44 individuals indicated they support the library through both donations and volunteering their time (Figure 42).⁴⁸

⁴⁸ The comparisons presented in this section were tested using Pearson's chi-square tests for association. No statistically significant differences were found. What is presented are descriptive comparisons not found to be statistically significant. As such, they should be viewed as observed trends.

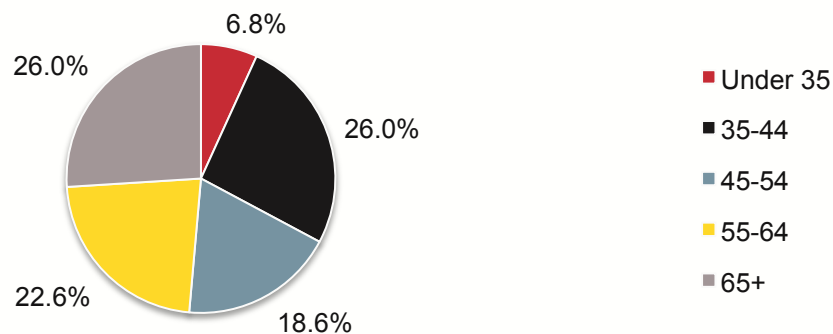
Figure 42. Number of individuals who support the library by monetary donation, volunteering and both⁴⁹



Age

Those ages 35 and younger do not support through making donations. With each age group representing approximately 20% of the total sample (Figure 3), those 35 and younger are underrepresented when examining who supports the library through monetary donations. Both the 35–44 and the 65+ age groups represent the largest groups who donate, with 26% each (Figure 43).

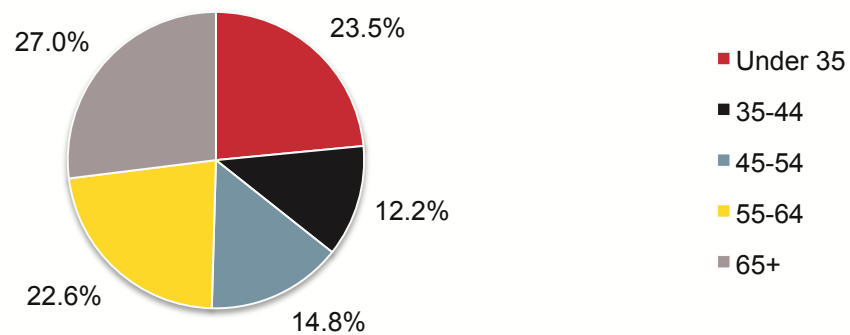
Figure 43. Support library through monetary donations by age group (n = 177)⁵⁰



Those ages 65 and older represent the largest portion of those who support by volunteering. Here we can see the largest slices being the youngest age group and the two oldest age groups. Groups including ages 35–54 are slightly underrepresented (Figure 44).

⁴⁹ These do not represent exclusive cases. E.g., the total number of individuals who support the library by volunteering is 121; 44 of those individuals also support the library through monetary donations.

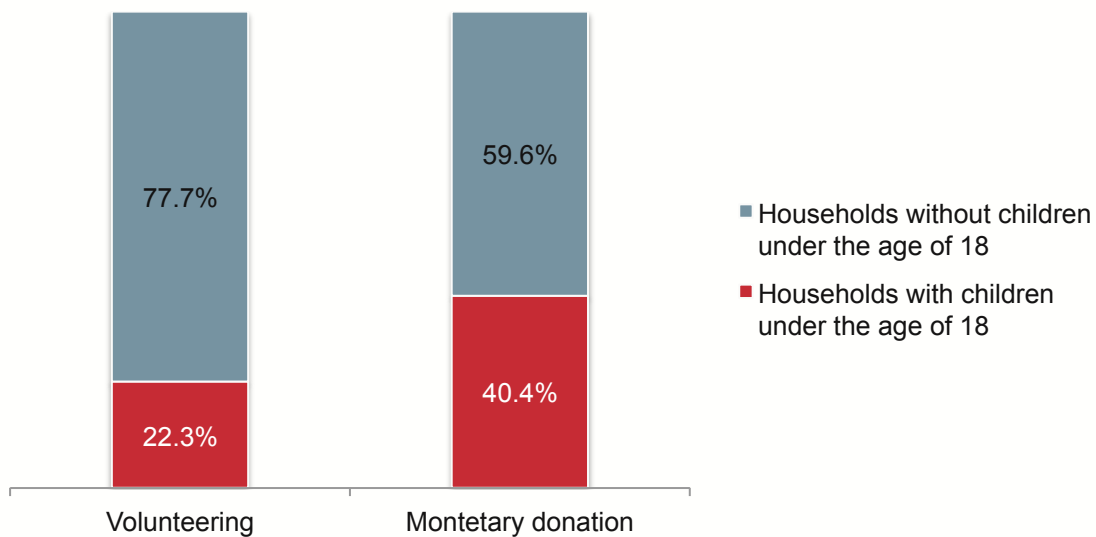
⁵⁰ Eleven individuals chose not to indicate their age.

Figure 44. Support the library by volunteering by age group (n = 115)⁵¹

Households with children

Those with children are less able to support the library by volunteering. With approximately 35% of respondents having children under the age of 18 in the house, we can see they are underrepresented in those who support the library by volunteering (Figure 45). Perhaps this finding is related to the 35–54 age groups being underrepresented in those willing to support by volunteering.

Figure 45. Type of support by households with children under the age of 18 in the household

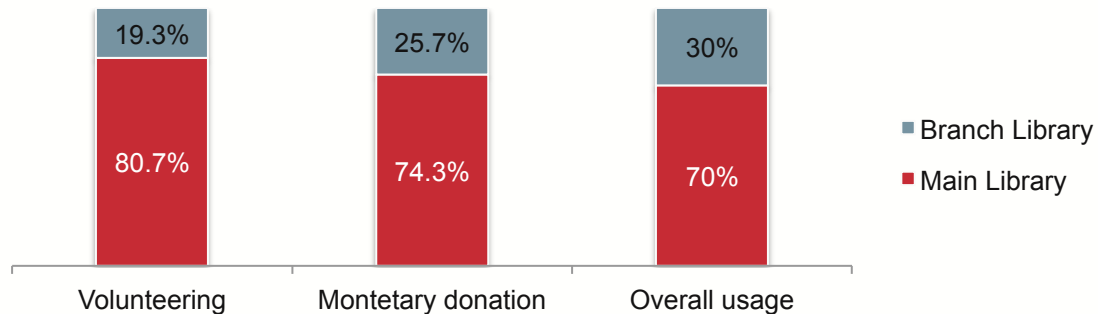


⁵¹ Six individuals chose not to disclose their age group. Please note that figures may not add up to 100% due to rounding.

Library visited

Main Library users are more likely to volunteer and support the library through monetary donations. While not a tremendous gap, when compared with overall usage rates, those who primarily visit the Main Library were found to indicated they volunteered and donated money at higher rates than those who primarily visit a branch library (Figure 46).

Figure 46. Percentage of donors and volunteers by library usage

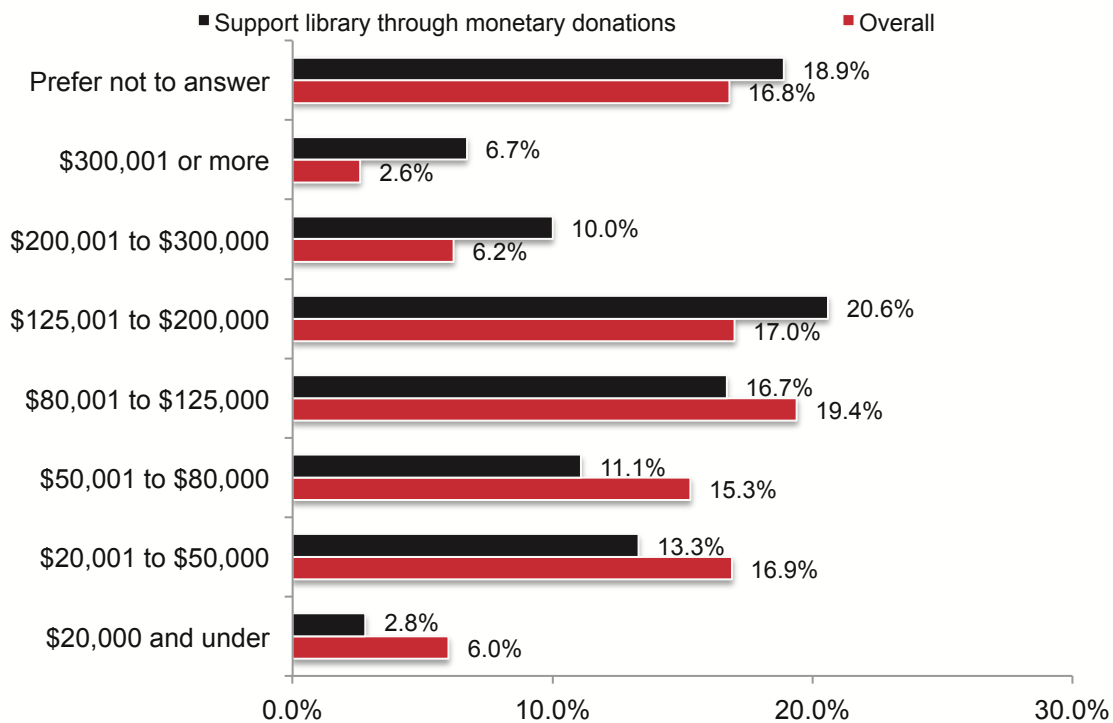


Income

Patrons making \$80,000–\$200,000 make up a large portion of those willing to donate. Making up a combined 41% of respondents who indicated they support the library, this income range is where many of the donors come from (Figure 47).

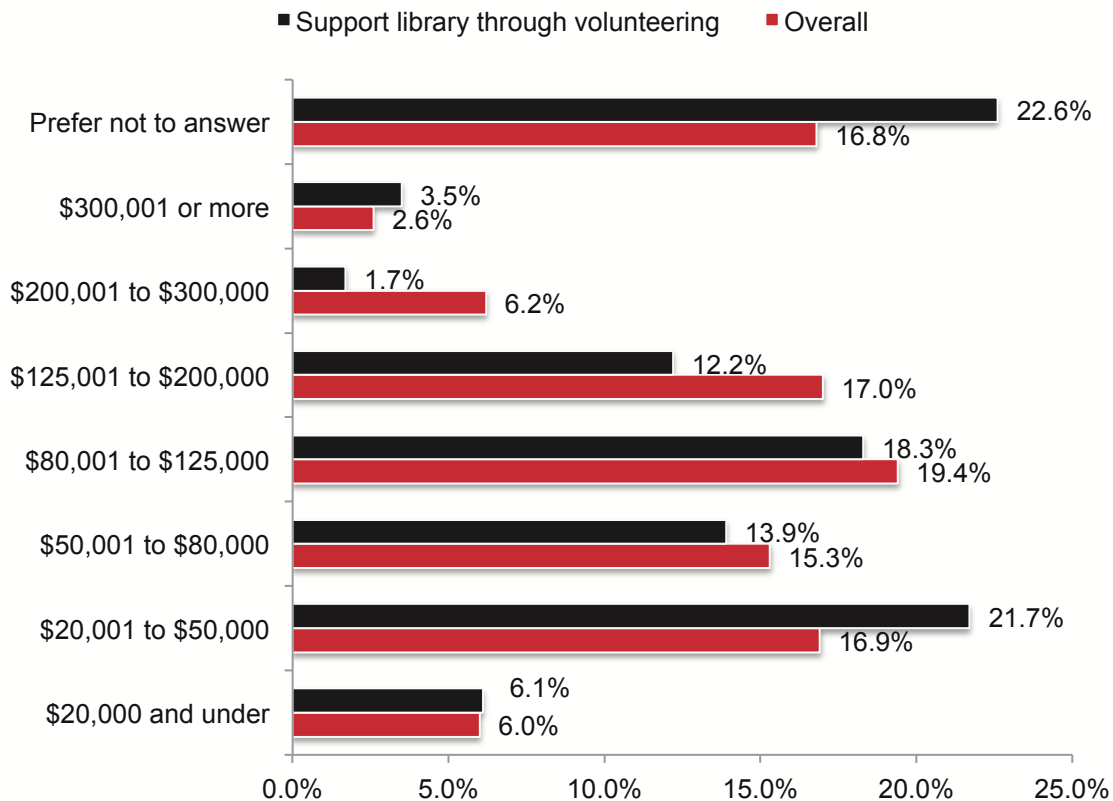
Patrons making \$125,001 and higher indicate donating to the library a disproportionate amount compared with their representation in the overall sample. Those making \$125,001 or more annually indicated they support the library at a rate higher than their overall representation in the sample. This effect increases for those with higher incomes (Figure 47).

Figure 47. Percentage of respondents who support through monetary donations by income level



Respondents making \$20,000 to \$50,000 are willing to volunteer. Few groups were overrepresented when comparing their representation in their willingness to volunteer with their overall representation in the sample. However, those on the lower end of household income made up a sizable proportion of those willing to support the library by volunteering (Figure 48).

Figure 48. Percentage of respondents who support by volunteering by income level



By location

North Boulder residents willing to support library through both donations and volunteering. North Boulder residents made up over one-third of those willing to donate money or volunteer to support the library. In both cases, their representation here was larger than that of their representation in the overall sample (figures 49 and 50).

Figure 49. Percentage of respondents who support library through monetary donation by where they live in Boulder

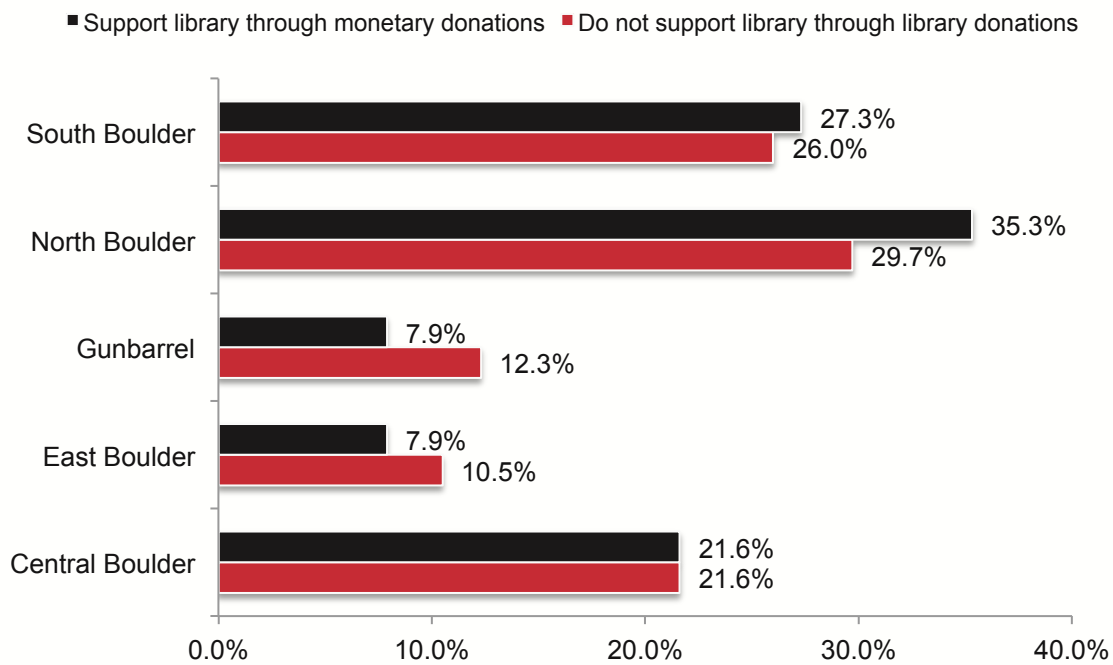
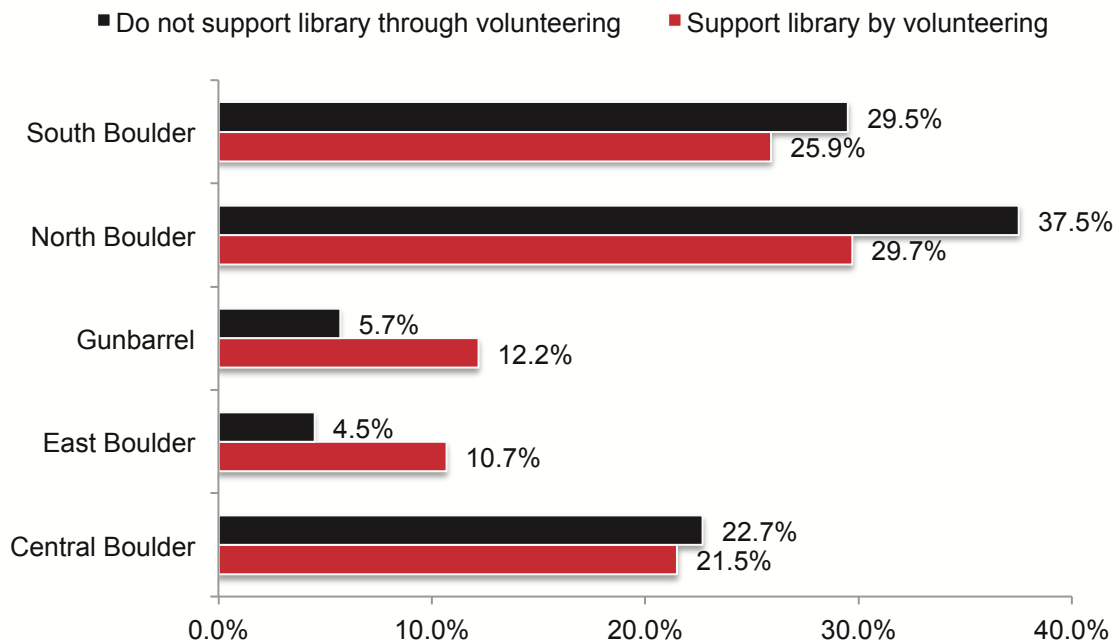


Figure 50. Percentage of respondents who support library by volunteering by where they live in Boulder

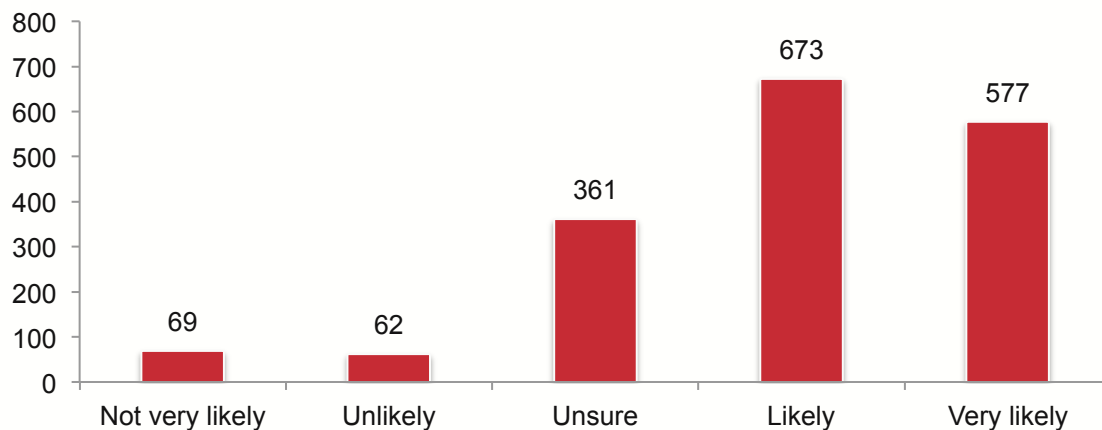


Support for a Tax Increase for Library Funding

The second question asked how likely respondents would be to support a tax increase for library funding. Respondents were given a 5-point Likert-type scale to indicate how likely they were to support such a measure.⁵²

71.7% of respondents are likely or very likely to support tax increase. Responses were largely in favor of a tax increase for library funding, with the most common option selected being “likely,” followed by “very likely.” Approximately 21% (361 respondents) indicated they were unsure if they would support such a tax increase (Figure 51).

Figure 51. Number of respondents by likelihood to support tax increase to increase library funding



Group Comparisons

A series of group comparisons were run to determine which users are more likely to support a tax increase than others. No significant differences on likelihood of supporting a tax increase emerged based on where in Boulder respondents live nor based on income group.⁵³

By Age Group

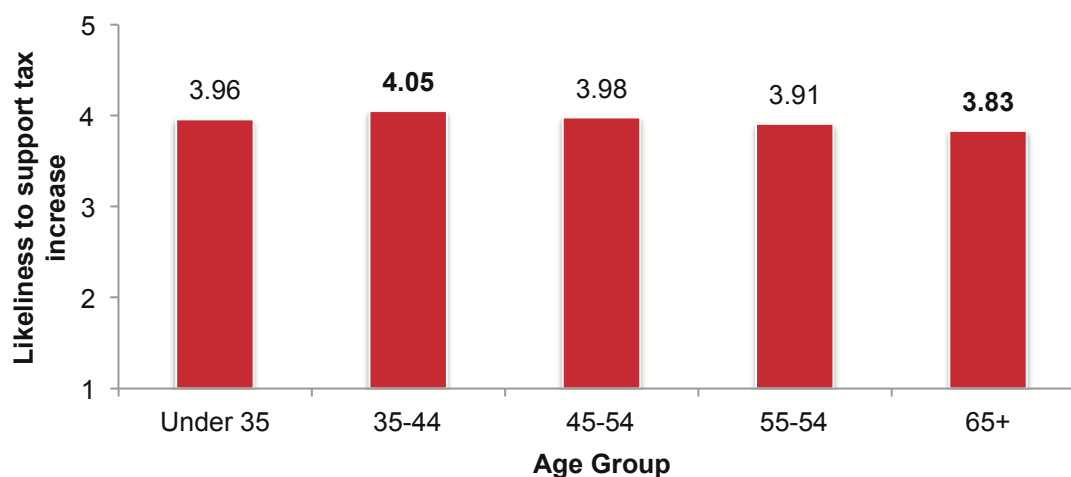
Respondents ages 35–44 are most supportive of a tax increase. An examination of mean scores of how likely respondents would be to support a tax increase by age shows a general trend of younger age groups being more willing to support a tax increase.

⁵² The Likert-type scale used was as follows: 1 = Not very likely, 2 = Unlikely, 3 = Unsure, 4 = Likely, 5 = Very Likely.

⁵³ It should be noted that the high amount of respondents unwilling to disclose their income group by selecting “prefer not to answer” were found to be lower than any other income group at a level that is statistically significant, $F(7,1,663) = 11.148$, $p < .001$. Unfortunately, as there is no income information for this group, it is difficult to draw conclusions when comparing them with other groups.

While slight, the difference between the 35–44-year age group and the 65+ year age group was statistically significant and showed the younger age group is more likely to support a tax increase (Figure 52).⁵⁴

Figure 52. Mean likelihood of respondents by age group to support tax increase (fill pattern indicates statistical significance)



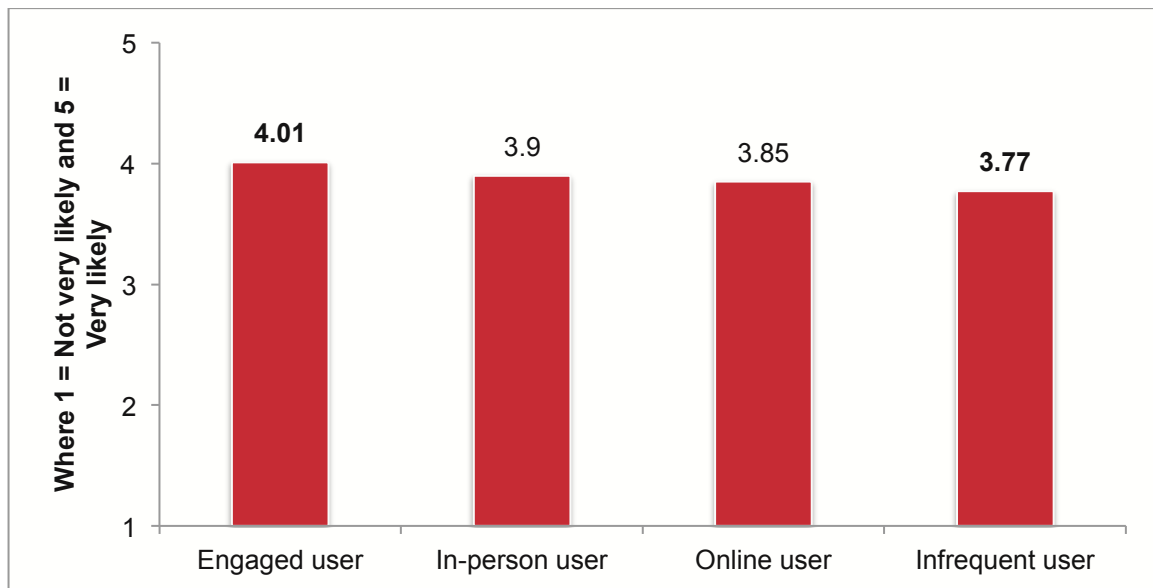
By library user type

Frequent online and in-person users of the library more likely to support a tax increase. When examining how likely respondents were to support a tax increase by the type of user, we see that those who more often interact with the library in-person and online are more likely to support a tax increase (Figure 53). The difference between “engaged users” and “infrequent” users was found to be statistically significant.⁵⁵

⁵⁴ $F(4,1,676) = 2.485, p < .05$.

⁵⁵ $F(3,1,701) = 5.264, p < .01$.

Figure 53. Likelihood to support a tax increase by library user type



LATINO COMMUNITY AND THE BOULDER PUBLIC LIBRARY

This section examines areas in which responses from Boulder's Latino/Hispanic community differed from that of the rest of the population.⁵⁶ Additionally, respondents who completed the survey in Spanish will be included in the comparison as well. Please note that the Spanish group *mostly* consists of those who self-identified as Hispanic or Latino.⁵⁷

It is important to keep in mind the numbers involved in these comparisons. There was a total of 67 individuals who identified as Hispanic or Latino, and a total of 22 individuals completed the survey in Spanish, 18 of whom identified as Hispanic or Latino.⁵⁸ Out of the entire sample, both of these represent a small percentage of respondents.

Library usage

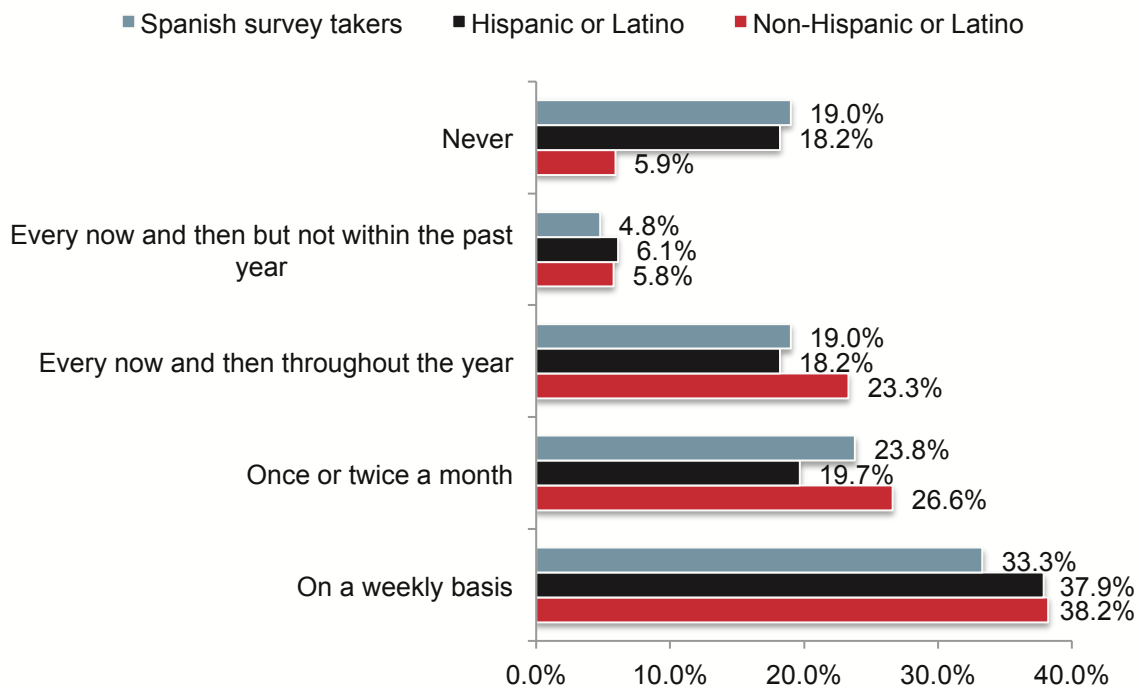
Higher percentage of self-identified Hispanic and Latino respondents indicate never using the library website or app. While the most commonly selected option for how often respondents use the library website or app was using the website or app on a weekly basis, both Latino/Hispanic and Spanish-speaking respondents indicated never using the website or app at a higher rate than did the rest of the sample (Figure 55).

⁵⁶ Due to the low number of Spanish speakers and those who self-identified as Hispanic or Latino, the findings presented here are descriptive statistics.

⁵⁷ There were four Spanish language survey takers who did not self-identify as Hispanic or Latino. One chose not to self-identify, two identified as Asian, and one identified as Hawaiian or Pacific Islander.

⁵⁸ Two Spanish language survey takers identified as Asian, one as Hawaiian or Pacific Islander, one preferred not to indicate their racial or ethnic background.

Figure 55. Percentage of responses for usage of library website or app by Hispanic/Latino and Spanish survey takers



Interactions with library staff

Self-identified Hispanic and Latino respondents rate their interactions with staff slightly lower. Overall, self-identified Hispanic/Latino respondents rate their interactions with library staff as mostly satisfactory. However, they do tend to rate their interactions slightly lower, with Spanish speakers rating their interactions the lowest (Figure 56).

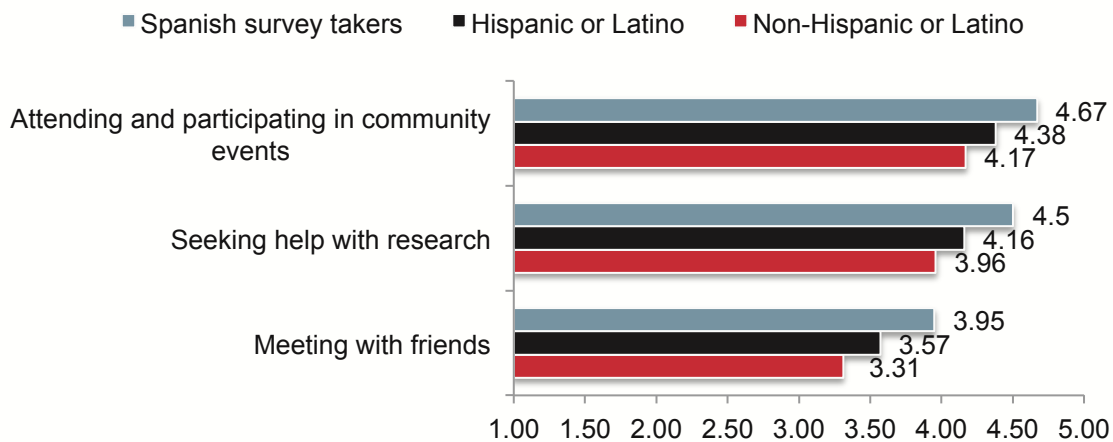
Figure 56. Mean scores for interaction with library staff by Hispanic/Latino and Spanish survey takers



Library strengths as discussed in the focus group

Self-identified Hispanic or Latino respondents are more positive about the library's strengths. When asked about what the library is good for, respondents who self-identified as Hispanic or Latino on average rated the library higher than the rest of the respondents. Interestingly, this finding appears to be driven by Spanish speakers who consistently rated the library highest of the three groups examined (Figure 57).

Figure 57. Mean scores for what the library is good for by Hispanic/Latino and Spanish survey takers⁵⁹

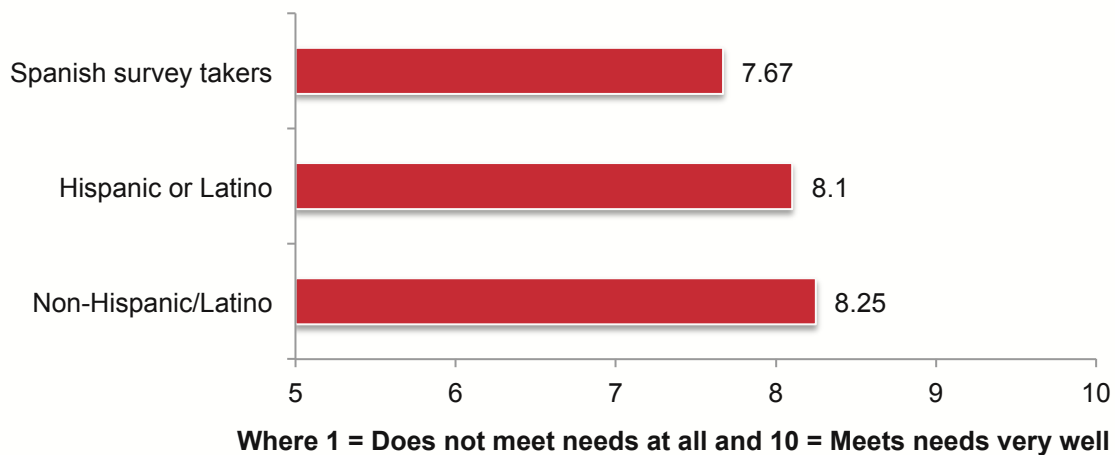


Meeting the needs of the individual and their household

Library rated lowest by Spanish survey takers. Self-identified Hispanic or Latino respondents rated the library lower for meeting their needs and, if applicable, the needs of their households when compared with the rest of the sample. While the difference is small, what is noteworthy is that the difference appears driven by those who took the survey in Spanish who rated the library noticeably lower (Figure 58).

⁵⁹ The items presented in Figure 57 represent those where a difference between Hispanic/Latino and non-Hispanic Latino was greater than .3. This pattern was repeated for nearly every item, but to a lesser extent. For items not included, the scores did not greatly deviate from what was seen in the entire sample analysis.

Figure 58. How well the library meets individual and household needs by Hispanic/Latino and Spanish survey takers

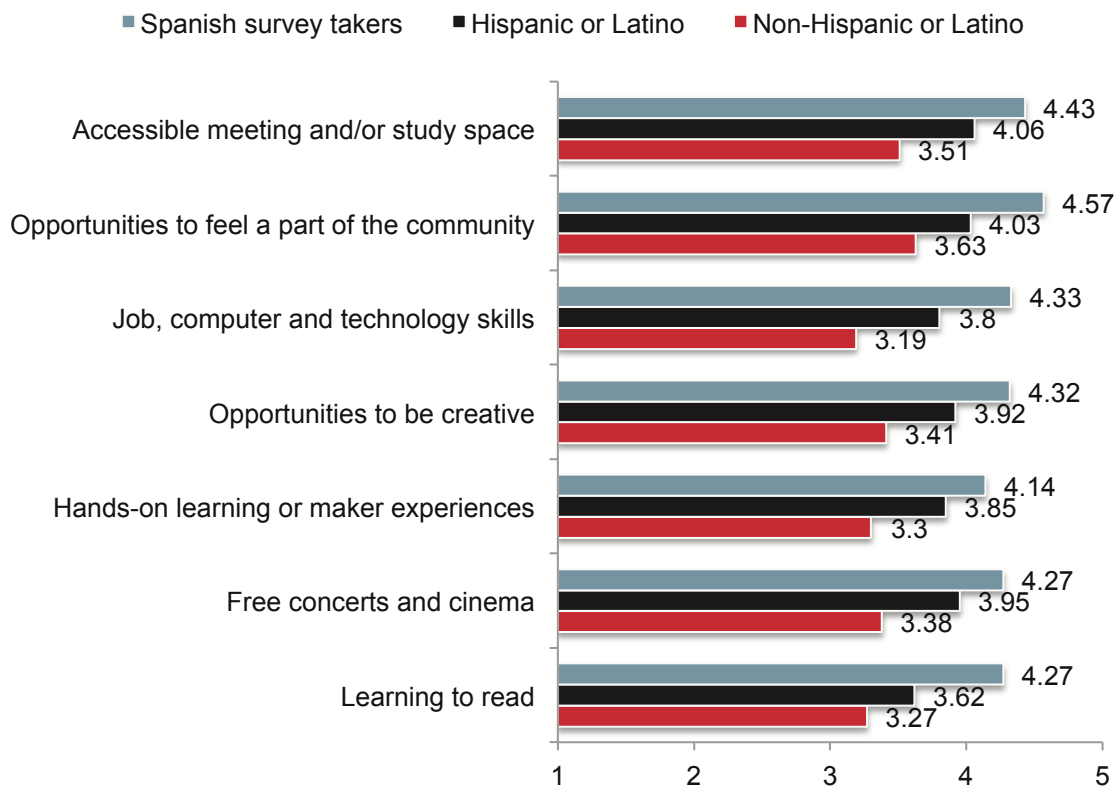


The pattern observed for how well the library meets the needs of individuals and households is interesting because it is opposite of the trend observed when respondents were asked what the library was good for. **This would indicate a potential gap in library services, where Spanish speakers view the library as being a good place for services, but the library as a whole does not meet their needs and the needs of their households.**

Importance of items to household and community

Self-identified Hispanic or Latino respondents rated more items as important to them and their households. Across the entire spectrum of questions, self-identified Hispanic or Latino respondents rated more items higher for importance to themselves and, if applicable, their households. This finding appears to be at least somewhat driven by respondents who completed the survey in Spanish. On the majority of items—such as learning to read, job skills related to computers and technology, opportunities to feel like a part of the community—respondents who completed the survey in Spanish rated the library nearly a full point higher than those who did not self-identify as Hispanic or Latino (Figure 59).

Figure 59. Importance of items for respondents and household by self-identified Hispanic/Latino respondents and Spanish survey takers⁶⁰

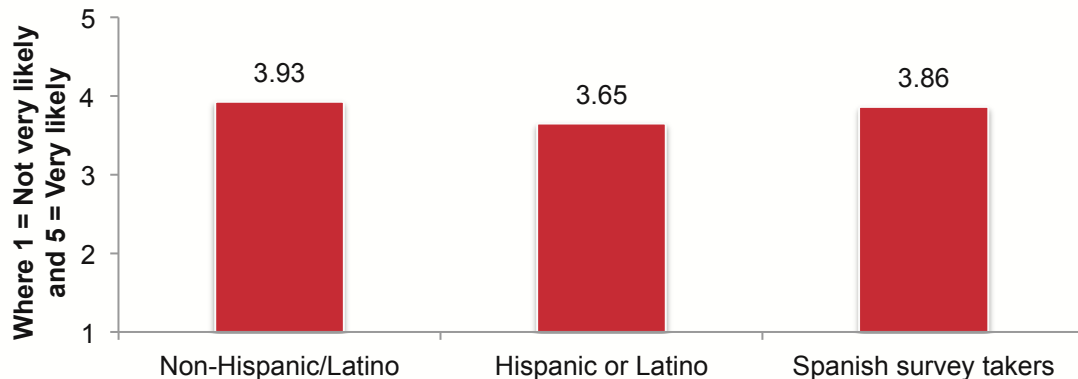


Latino community support for tax increase

Latino community less supportive of a tax increase. When compared with the rest of the sample, those identifying as Hispanic or Latino rated their likelihood to support a tax increase lowest (Figure 54).

⁶⁰ Ratings for the importance of good books, movies and music and that the library is a trusted source of information varied by less than a tenth of a point and therefore are not included here.

Figure 54. Likelihood to support a tax increase for library funding by Hispanic/Latino and Spanish survey takers



Spanish Language Focus Group Findings

While most of the conversation with the Hispanic/Latino population revolved around the same topics as the other focus groups, there were a couple of elements uniquely focused on by the Spanish speaking group around frequency of use and barriers to library use. The answers of Spanish speakers have been included in the above sections along with the English-speaking participants. This section focuses specifically on discussions only examined in the Spanish speaking groups.

Frequency of use

Participants with children stated that they come to the library more frequently due to the programs that cater to kids. However, most of the participants, with the exception of one who comes regularly to study, indicated that they come very infrequently (i.e., once a month, once every few months) and they only come for specific reasons like borrowing movies or meeting with someone in the meeting spaces.

Barriers to library use

Lack and inadequacy of information. Many of the participants were unaware of what the library offers in terms of services and resources, which presents a significant barrier to joining or participating. It also seems that a lot of the information regarding offerings is not available in Spanish and is not transmitted via avenues that are frequented by the Latino population.

Fear and insecurity. Spanish speaking participants voiced how language and cultural insecurities are substantial obstacles that keep them from coming and staying in the library. Some people might not know how to get around and get to the branches, while those who can believe the library does not offer a welcoming environment for them (e.g., lack of bilingual staff). Additionally, immigrants with unclear legal status fear being identified or questioned and prefer to stay out of any institution that might seem like a threat.

Absence of community. Participants commented that many members of the Latino population live in isolation or are disconnected from other members of this sector. This absence of community promotes lack of motivation, depression and lack of stimulation to go out and look for resources. While a sense of community is an important element of any and all population groups, it appears to be especially important for the Latino population living in Boulder and a definite barrier that keeps them from venturing into the library.

Latino Community Summary

When rating items of importance for their community and items related to what the library is good for, those who identified as Hispanic or Latino consistently rated items higher than those who did not identify as Latino. This difference appears to be driven in part by respondents who took the survey in Spanish as they rated these items higher than the entire sample who identified Hispanic or Latino and the entire sample who did not identify as Hispanic or Latino.

However, when examining scores for staff interactions and how well the library meets the needs of the individuals and their households, a trend in the opposite direction can be seen. Those who self-identified as Hispanic or Latino rated these items lower than those who did not. Again, this result appears to have been driven in part by respondents who took the survey in Spanish.

While these findings are not out of line with national findings, the discrepancy between the perceived strengths of the library and the extent to which the library meets the needs of this demographic would appear to indicate a barrier to accessing services.⁶¹ Spanish focus group responses suggest the barrier may be due to a lack of information about services, insecurity about language barriers, and an absence of a feeling of community in and around Boulder.

⁶¹ Pew Research Center found Hispanics and Hispanic immigrants utilize libraries less but rate library services higher than non-Hispanics and Hispanic immigrants. Brown, A., & Lopez, M. "Public Libraries and Hispanics." *Pew Research Center*. March 17, 2015, retrieved from <http://www.pewhispanic.org/2015/03/17/public-libraries-and-hispanics/>

SUGGESTIONS FOR HOW THE LIBRARY CAN BEST SERVE THE COMMUNITY

In order to gain perspective on how the library could best serve the Boulder community, survey respondents were given an opportunity to provide feedback on how they believed the library could contribute to making Boulder a better community for all residents in an open-ended format. Focus group participants contributed to discussions on how the library could best address community gaps and needs. This section begins with findings from focus groups and then examines responses from survey participants. Survey responses were grouped based on likeliness to support a tax increase to increase funding for the library.

Suggestions from the Focus Groups

Allow for the creation of community forum and act as a catalyst for community engagement

Given the neutral reputation of the library, it was viewed by many to be the ideal venue to host community conversations that seek to inform and engage diversity. Participants communicated having and knowing of prevalent interest in engaging on interchanges that promote brainstorming for community-wide solutions, critical thinking, Socrates dialogue and citizenry participation. There is an already existing wealth of knowledge to be shared by the extensive variety of talent that the city houses. It seems only natural that the library should act as the catalyst for making conversations happen.

Increase awareness of library services and programs

Again, participants in the focus groups believe strongly in the current direction and offerings of the library. However, there is a perception that library offerings are not advertised as well as they could be. One respondent recommended increasing the availability of physical materials highlighting events coming to the library so older adults would be more likely to come across it. Another respondent suggested having something physical, such as a calendar to put on their fridge, would make it easier to be reminded of library events.

Serve as a hub for diverse populations to promote inclusion and participation of both majority and various minority groups

The library has extensive potential to stimulate inclusivity due to its wide accessibility and the variety of resource offerings available throughout the city. As a focus group participant stated: “The library as a presence should foster inclusivity—that is its true purpose.” Participants seemed extremely concerned with the lack of connection there is between those on the opposite ends of the socioeconomic spectrum. Becoming a bridge between the various population sectors could increase the interest of library users to become aligned with library values. For the Spanish-speaking community, this item seems to be of heightened importance given the cultural, and personal, isolation the

group suffers from given the lack of options where members of this demographic group can meet and form connections.

Suggestions from Those Likely to Support Tax Increase

For respondents who indicated being likely or very likely to support a tax increase for library funding, a few key themes emerge:

Keep up the good work!

Many library respondents simply want the library to continue doing the work it is doing. Perhaps an explanation as to why so many respondents allocated capital funds toward maintaining current facilities, patrons are, by and large, happy with what the library offers, they believe those offerings are valuable to the community, and they would like the library to continue its current course. The following quotes are a few examples of this sentiment.

BPL is one of the most important assets the community offers. The main branch is right up there with the open space/mountain park system and multi-use path system as the top 3 reasons why I love Boulder and enjoy living there. It is a world-class facility and service, please continue to give it the attention and funding it deserves.

Continue as is for the most part. I believe it is essential for places like libraries to exist, and to help educate the community. They provide areas of both factual and creative learning and as such are places to unite all facets of the community.

By continuing to provide resources (physical materials to be checked out as well as online resources), personnel and space for people of all ages to have access to important information, forums, music and other performances, and other community events not provided elsewhere. The library is the most trusted source of information available to citizens in the community and an excellent place to foster lifelong learning in children and adults. It is the only substantial institution that endeavors to provide equal access to an important variety of media (publications, films, etc.) curated by professionals.

Being a resource accessible to all

Another key theme that emerges from open-ended responses is the library should strive to be a resource that helps connect all people with information and with people so as to enrich their lives in ways not available otherwise. For some, this was a simple increase in hours of operation. For others, the library is uniquely positioned to allow access to individuals who may otherwise experience barriers to accessing services. The following are examples of such sentiments.

Libraries are essential to a community to provide free and easy access to BOOKS and all the additional materials inside. It is a place that levels communities in terms of socioeconomics and fulfills needs of all.

Continuing to be welcoming to all, including homeless. I did not see longer hours as an option for funding here. This makes it possible for more people to use the library.

Having accessible gathering spaces. Having tools and technology that individuals can't purchase by themselves (subscriptions, Makerspace, etc.)

[C]reate a system for Homebound patrons to have books delivered and picked up from their homes. Naperville IL library has a very successful operation. I volunteered to deliver and pick up.

Increase awareness of programs

Respondents believe the library is already doing amazing things, and by simply letting the rest of Boulder know about it, the library will be contributing to Boulder being the best community it can be. The following quotes are examples of this sentiment.

The library is an open forum for all people who use it. There are so many things about the library that people do not even know: all types of Books, CDs, Movies, Audio Books, and DVDs. The library has classes, and art, and food. Programs, and meeting space, computers, magazines, and newspapers. You can access books, and magazines through your home computer, just by signing up with the library. The library is a wealth of information to all.

Outreach, outreach, outreach! The library is already a wonderful resource that needs to be better advertised. I think a lot of people have problems that they don't know the library can fix. If the word gets out the library will become more a centerpiece of the community.

I was recently made aware of the repair manifesto and sewing projects. I also have been to some of the free concerts. I think these activities are supportive of community access and involvement. We also got an audio book for a recent road trip. This is a great resource for the community.

Finding a solution to the issue of homeless individuals in the library

One of the more common suggestions from respondents involves having the library deal with the issue of homeless and transient individuals using the library. The primary reasons given for dealing with the homeless revolve around homeless individuals using the bathroom as a washroom, security reasons and issues of space. While many respondents bemoaned the inconveniences and lack of safety they felt due to homeless individuals in the library and others simply suggested removing or barring entry to those individuals, some respondents did suggest positive solutions such as partnering with community service providers to help connect homeless individuals with available resources. The following is an example of one such response.

I love the library which I visit regularly. However, it's not always comfortable spending time in the library, depending on the number of travelers and homeless present. I completely agree they have the right to be there, however, I think seating could be spread out a little more so that I don't need to sit next to someone sleeping, talking to themselves, or others on their phone etc. Hopefully the library works with local community services to provide support for those that may need it.

New library

Given the strong desire for a new library seen in the allocation of capital funds, it perhaps is not surprising that many respondents took the opportunity to express their desire to see a new library as their suggestion for how Boulder Public Library could best serve the community. Again, those calling for a library in Gunbarrel were more vocal than those calling for a library in North Boulder. However, many respondents also

suggested a library somewhere in the northeast, being that it is the region of Boulder without a current library facility and a few respondents, such as the one in the following quote, had a specific location in mind.

[T]here needs to be a library in north east boulder (30th/Valmont). perhaps it could be put into the new rec center that is scheduled for Valmont Park? this is the poorest part of Boulder (most subsidized housing, oldest housing/apt complexes) and yet none of the normal libraries are easily accessible by frequent public transport (esp. on weekends) and are probably too far for kids to bike to.

Suggestions from Respondents Unsure of Support for Tax Increase

Here the themes and frequency of respondents commenting on them for how the library could best support the community mirrors that of those who indicated a willingness to support a tax increase. The most frequent response was to suggest the library fulfill the roles it already currently does. Additionally, numerous respondents voiced concerns about homelessness and the need for a building new library in North Boulder or Gunbarrel.

One respondent, however, highlighted mistrust of how funds are managed as the cause for his uncertainty of supporting a tax to increase library funding.

Once upon a time, a local tax approved for backing library bonds was (rather sneakily) re-purposed to general government usage. So I'd be very careful about supporting another tax measure, or setting aside funds for a rainy day. Or for future library benefit. It might be shuttled off in another direction. Again. I think the library should have it's own protected fund, not get swallowed up in the city's General Fund. Police & general services are great & necessary, but it's administratively too easy to re-allocate from library sources.

Suggestions from Respondents Unlikely to Support Tax Increase

Again, it is worth re-emphasizing the small number of respondents who indicated they were unlikely to support a tax increase (131). There were far fewer open-ended responses analyzed here and as such those presented represent minority opinions.

Most frequent issue was homeless persons

The most frequently cited area for improvement was to find a solution to the homeless issue. Comments related did not have anything further to add to the discussion of this issue.

More requests for a new library building in North Boulder and Gunbarrel

Again, a sizable number of responses included a request for a library in areas of the city deemed underserved by library facilities. One commenter who requested a new library building referenced a broken promise from 1995.

Build a REAL branch on NOBO as promised in 1995.

Desire to see the Boulder Public Library be less “political”

Perhaps it is a reflection of current political undercurrents, but a couple respondents who were unlikely to support a tax increase suggested the library work to take a more neutral political stance. For one respondent, they saw the library’s goal of being an inclusive space to be taking a political stance. Another respondent complained the library was used as a forum for a one-sided political viewpoint.

Don't make it a political place, a place for political, very one-sided programs/discussions/etc. The community is already overwhelmed with this, making me feel unsafe. Make it be a neutral place, not a place for political agendas and forums. Make it be a place to read, to check out books and other media, to study solo and in small groups. Keep the library politically neutral.

SUMMARY

Strengths

Library has a strong base of support. Whether through the large number of survey responses, the sizable number of patrons willing to participate in a focus groups or the number of residents willing to support a tax increase for the purpose of supporting the library, one of the primary findings seen throughout the research conducted was the strong levels of support the Boulder Public Library has within the Boulder community. This support base perceives value in the library, wants to engage with the library and is willing to support it financially.

Staff seen as a strength of the library. Respondents and focus group participants were mostly effusive in their praise for library staff and the work that they do.

Services for youth and children viewed very highly. Consistently survey respondents rated the importance of safe places for children and youth very highly while also rating the library highly for being a good place for children and youth. Focus group participants and open-ended responses repeatedly singled out the bilingual story time as excellent programs for children.

Gaps

Residents in North Boulder and Gunbarrel feel underserved. In allocating resources, residents who identified as North Boulder and Gunbarrel devoted the most resources to building a new library in their neighborhood. Additionally, when asked the level to which the library met the needs of their community, residents from North Boulder and Gunbarrel rated the library lower than residents who self-identified as living in other subcommunities within Boulder. While there is some nuance to this finding, such as the fact that respondents self-selected where they live in Boulder and the finding that North Boulder residents who primarily used the NoBo Corner Library appear to feel more strongly about the need for a new library than do those who primarily use the Main Library, there is a strong desire from residents in these communities for greater access to library facilities.

General lack of awareness and/or support library offerings outside the traditional transactional services. The lower scores given to items related to the Makerspace and Seeds Café by survey respondents does not match the enthusiasm focus group participants have for these services. Perhaps it is a result of who ended up attending the focus groups, but it is possible that many library patrons are unaware of these offerings.

I have never thought as a library other than a place to rent books, study and do research. So this survey expanded my thoughts. Did not realize that there was a maker's space

-Survey respondent

Bilingual services may not be adequate or not advertised well enough. Participants in the Spanish language focus groups described not feeling comfortable coming to the library for cultural and linguistic reasons. Spanish survey respondents also rated their interactions with staff lower than self-identified Hispanic/Latino English speakers.

Recommendations for Improvement and to Inform Future Planning

Engage a supportive audience. Over 1,000 respondents indicated a willingness to support the library through a tax increase. Over 1,000 individuals were willing to participate in a library centric focus group. On nearly every measure, survey respondents find value in the library. Yet, only 121 individuals support the library by volunteering. While volunteering is certainly a difficult commitment many are simply unable to make due to demands of family and other responsibilities, an examination of current offerings and opportunities for patrons to engage with the library could help identify potential opportunities to engage a very supportive audience.

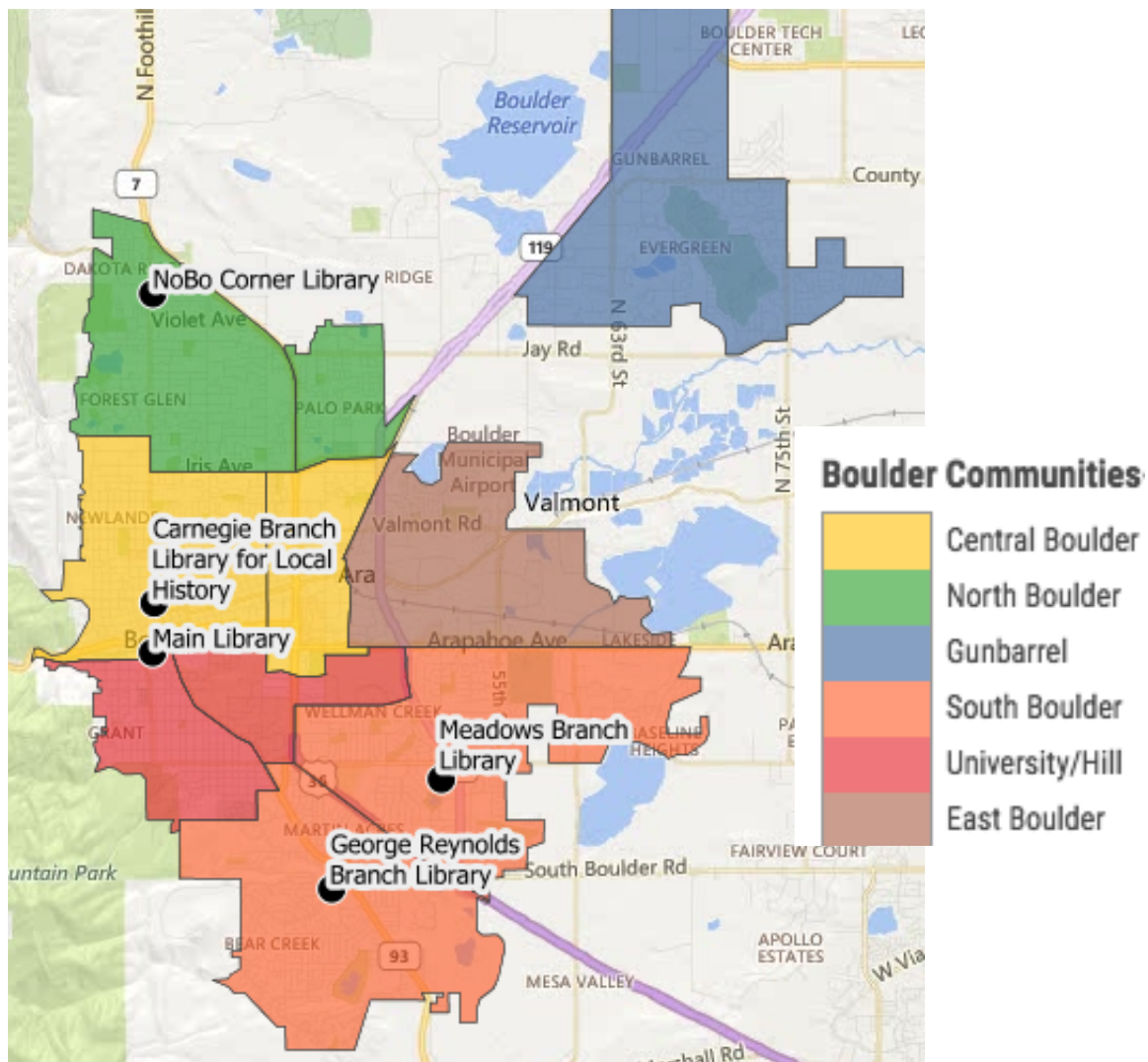
Work with the North Boulder and Gunbarrel communities to find a solution for extending library services into those communities. Respondents from both northeastern Boulder communities indicated feeling underserved by the library and throughout the survey expressed a desire for a new library.

Increase awareness of all the libraries offerings. Overall, library patrons believe Boulder Public Library offers a great deal of worthwhile programs and services. However, there is a widespread belief that the public simply does not know about all the things the library does, but instead views the library as a traditional place for transaction of books and other media.

Increase access to some of the library's more unique offerings. Focus group participants repeatedly praised both the Makerspace and the bilingual story-time offerings as being fantastic offerings. However, most of those who praised the Makerspace expressed difficulty in accessing the Makerspace due to limited slots in classes or limited hours of availability. Praise for the bilingual story time was often so enthusiastic that patrons wanted to see more story time and in more languages.

APPENDICES

Appendix A: Map of Boulder Communities as Combined for Survey Analysis and Library Locations



Appendix B: Open-Ended Survey Responses

Note: This list of items represents the unedited responses from survey participants.

Responses from survey participants (unedited)
Doing something to address the negative elements from out of town that have been attracted to it
Honestly, I think the library needs to continue to clean out the vagrants. You can do all kinds of wonderful things but if people do not feel safe or if the restrooms are gross than residents will be reluctant to use the facility and taxpayers will be reluctant to fund it.
Important family Resource, Storytime was most helpful for my preschoolers (especially Melanie) Summer reading programs and end of summer party was great reward. Very helpful for school projects and for children being courage to read.
It is a welcoming and inclusive place while also maintaining appropriate boundaries, an important balance given the use by some of the homeless population. I think the library provides a ton of excellent opportunities for children and adults- art, music, authors, storytimes, etc. Our library has a wonderful collection and access almost anything through prospector (I've only come across one book I wanted and couldn't get). I feel like there is something for everyone at our library!
The library is a safe space for all different cultures and ages to come together. Entrepreneurs can mix with carpenters well children are learning to read. The library of forwards the unique space for serendipity to happen and mutual inspiration. I use the streaming features a lot very grateful for them especially when I'm traveling. I also enjoy reading physical books and I'm grateful for being able to do so freely. The library has been a major source of personal growth for me.
Continue with diverse programming, especially for people of color, women and the LGBTQ community. - Provide trainings, informational resources to the homeless community who frequent the library - Provide diverse view points in programming.
By offering a wide variety of events that appeal to different age groups and families.
I would like to see the board books in a cleaner state. Please clean! -Sometimes the library does not feel comfortable.
?
1. It's a Library... 2. The library investigating what communities exist in Boulder, and which of those communities could be served by the library, but are currently underserved. e.g. research.

Responses from survey participants (unedited)

1. Keep doing what you're doing. 2. Look for opportunities to partner with other community service organizations. 3. Consider spearheading or supporting efforts to improve literacy in the community. 3a. Define literacy broadly: visual literacy, media literacy, news literacy, science literacy, etc. 3b. CU School of Education has awesome faculty doing research and programs in literacy!

20 % dyslexia, dyscalculia 10% gifted 10% with chemical sensitivities create facilities dedicated to learning differences; harness community expertise and provide leadership for community and literacy of all types currently not supported in the BVSD and CU

A dynamic library like Boulder is a crown jewel in a community.

A gathering place for diverse groups of people that provide many venues that can promote personal and community growth.

a gathering place, a safe space, community engagement, learning environment

A giant map w online options displaying construction in Boulder county. Updated weekly. What is that huge hole going to become? When will valmont be done? W visuals!!!

A good library is absolutely essential for a democracy. Citizens learn, share, and are challenged in our views and opinions. The more free access that we have to a range of resources, the better able we are to engage in civic discussions and make good decisions.

A great resource for all who visit

A larger selection of books -- for a library of its size, there is a lot of empty space on the shelves, and I often can't find specific books without resorting to inter-library loan. Keeping things clean and fresh and temperature - controlled to provide a comfortable atmosphere to study, etc.

A library in north Boulder could be a center for community gathering, inclusiveness, creativity, art venues, neighborhood events, etc. A new library concept that supports and inspires its community.

A library should have a collection of fiction and non-fiction books built and maintained over the years. You've bought into meeting space and community inclusiveness to the exclusion of what should be your mission.

A meeting place, a source of information, a treasure trove of books, films, language resources, an art gallery, speakers, - it I said a crucial community resource.

A model library system that hopefully can maintain its current standard for years and years to come.

A place for all members for the community.

Responses from survey participants (unedited)

A place for finding knowledge even in the age of the internet is absolutely essential for the democratization of our culture. One can be inspired by different things just by walking through the doors.

A place for knowledge of all kind, that empowers people

A place for meeting & community events & discussions. A safe place to explore books & music.

a place that challenges us to be a more inclusive community. I would like to see the library involved in address our privilege as a community

A place where information of all sorts are readily available. Knowledgeable staff. Community space for meetings, classes.

A safe space focused on learning and teaching.

A Safe space with a wealth of resources filled with information and imagination expanding potential

A source for information and pleasurable media.

A source of free books, vieos, cds available to all, making a safe space where people can gather and spend time in surrounded by cultural and learning opportunities. It's one of the best things about Boulder

A source of information and perhaps the best alternative to traditional school for "homeschoolers."

a very safe place for people to go and read and have fun.

Access to books and computers

Access to books is still the main value.

Access to books, CDs, DVDs, information resources, art, music, cinema and educational opportunities for children and foreign language learners. Also engaging teens and pre-teens. Space for art displays and live music performance.

Access to good reading material is essential.

Access to information and a non-commercial gathering place

Access to information and books and a public space especially for homeless individuals

Access to information, books, magazines, etc

Access to program, books, resources for all citizens.

Access to reading material is the only treasure I can see that comes from living in a civilized society. Creating opportunities for becoming more involved at a civic level. Ease of access to information.

Responses from survey participants (unedited)
Access, Literacy, Community Arts
Access; availability
accessibility
Actively supporting cultural inclusivity, providing information and technology resources (computer use etc),
Add a branch in Gunbarrel. We're desperate!
Adding a Gunbarrel library branch
Address and engage the different cultures of the population of Boulder, make outdoor area, do art and craft programs for adults, maybe you can cooperate/team up with other cultural centers in Boulder.
Address the dangerous transient problem at the main library.
Addressing the homeless and transient population
Again, please work to make the library a safe, clean space that is accessible for everyone. Provide adequate security so that spaces are not being squatted and monopolized by one group of people. Provide clean furniture to sit on and clean restrooms. I know the Makerspace is awesome, but let's use funding to raise the baseline of basic amenities to a high standard. Because, honestly, it's just gross in there and I don't feel safe.
All libraries, including the Boulder Public Library, are valuable resources that help promote education, community, culture, and ingenuity.
All of the past comments
All of the staff are friendly, especially story time teachers. Thank you!!!
Allow/accept Attention Homes staff/volunteers to engage homeless and transient people outside the library facility.
Allowing information flow into the community
Allowing longer meeting/workshop times
Allowing people of all walks to access information they need.
Allowing the staff to be free and not intimidated by management. It seems many staff members are being fired for no reason and volunteers are no longer welcome. New managers are unpleasant and very controlling. I was told by a downtown staffer that they are not able to give opinions and the upper management doesn't care what the public thinks. The atmosphere has changed for the worse in the last two years.
An oasis of intellectual space. Helps everyone who uses it to grow in many areas of life.

Responses from survey participants (unedited)

Anchor of engagement and learning in the community. Evolves with our culture and city. Fills gaps left by other services. Promotes equality.

Any building can become a community center or a place where people make things, but an excellent library supports a free democracy and everything that being an educated citizen requires. Public library is the only institution where people can meet on a level playing field and where they can be sure to find unbiased information, where they find staff that understand the complexities of electronic information and educated staff that can help people through the maze of sources and devices. A good public library should offer cradle to grave support for life-long learning, a place to entertain ideas, a place to turn to for the pleasure of being entertained through literature, art film, music. The library should offer depth especially in these times of pop-culture, fake news, unreliable information. The library should stand above, available to everyone irregardless of age, circumstances, education, race.

Anything that can be improved to continue the make the library a great place to be is important for our overall community. thx for the survey

as a best practices model for inclusion and diversity. More inclusion of people with disabilities including developmental disabilities.

As a central place to gain information(personally as well as on a community level) as well as to serve as a locale for providing some further education and for divulging local and regional culture. It should be a haven for children and should address the homeless population in Boulder's reading and entertainment needs and connection with the community to some degree.

As a civic Hub for the syndication of information and easy access for civic contribution.

As a community, study, and meeting space, with resources and access for community members and kids to learn and grow.

As a leveling of the participation playing field for lower ses and marginalized populations As a community learning and networking hub, with focus on non business class peoples As a solidly affirming venue for cultural and ethnic celebrations

As a maker and creative entrepreneur, the Boulder Public Library is the #1 cross-cutting community space in Boulder for me. I frequently attend classes at the BLDG61 Makerspace, participate in community arts/cultural meetings, host meetings for my business or for organizations where I am involved. I checked out over 100 books last year to support my business acumen and leadership. If the library wants to take teaching / learning to the next level, I would recommend hosting MOOC-style courses in a quasi in-person/digital fashion on a variety of topics and increasing the funding for the Makerspace. Both of those options will lead to increased entrepreneurial growth in our community, the backbone of innovation.

Responses from survey participants (unedited)

As a neutral, non political place for people of all ages and backgrounds to learn, grow, pursue interests and culture and relax both in place and online. This to be accomplished primarily thru reading, looking at or listening to books in all available formats.

As a new resident in Boulder, it can create opportunities for people like me to assimilate better with the local people.

As a place for people to come together and learn

as a positive and dependable core institution and community resource whose basic mission should continue to focus on providing a range of books and other reading materials

As a resident of North Boulder, I would appreciate having a larger facility that provides the services offered by other locations. I know many residents from here travel to other locations on a regular basis. I do appreciate being able to order resources with the ability to pick them up at NoBo. I would be willing to volunteer my time to the library if I were more aware of your needs.

As a small business owner and consultant/trainer, I would like to use the library more for meetings and events. The main library is a beautiful space, but isn't always welcoming because I sometimes feel uncomfortable with the number of homeless people and smokers in and around the library.

as a valued community resource for all

As a welcoming place for all people to learn, be included, and work to make the world a better place.

As a welcoming place that offers spaces and programs to serve a variety of community needs.

As a working adult, I'd like to see more evening availability of performances, Makerspace classes, etc. You guys are doing an awesome job! The library is my favorite place in Boulder!

As an artist I am happy that the library has venues for art work to be enjoyed. I think the library does a great job.

As community centers providing free resources to everyone.

As senior citizens, both my partner and myself, VERY MUCH appreciate the services of Donna El Tabib! She sends wonderful books and CDs every 2 weeks via volunteers who deliver them to our door. Thanks to all involved in this community service. I have also used various free community rooms to give public lectures. The above and the many other services I read about, I believe, greatly contribute in making Boulder a better community for all residents! Lon Loucks and George Mrazek.

At this time, the Main Branch is not safe for kids - high schoolers - especially in bathrooms due to the huge homeless presence that suffer from addiction & mental illness

Responses from survey participants (unedited)

Available and free for everyone!

Available for all residents, but still a safe, quiet space for traditional library uses. I would love to see expanded classes for the maker space and the ability to have open time to use the equipment, e.g. sewing machines, weaving looms, etc.

Awesome resource

Be a place that can evolve with changing needs. Coding, maker space, ebook, ect.

becoming an advocate for a single language venue; translating into other languages is expensive and defeats the purpose of having immigrants learn our language

Becoming more of a community center and promoting activities that bring people together. I would like to see a monthly community singalong in the Canyon Theater, similar to the annual Sing Along Boulder on Pearl Street (www.WorldSingingDay.org). Research has shown that singing together is the quickest way to bond a group of strangers. It can be very inexpensive to run - Just need someone to lead the singalong, pass out lyric booklets, play the original recordings of songs (from the Beatles and Sinatra to current hits and folk songs). Different local cultural groups can also come and teach songs from different countries.

being OPEN and not midst continued constructions

Being a good source of a variety of books, DVDs, movies for children and all.

Being a safer and nicer place for people to come - I've stopped coming as often due to the influx of homeless people camping out inside and around the library

being an awesome library with good books! Other programs - education, etc - are important but maybe would classify them under community resources in general.

being an inviting place to gather, whether solo or with another/others to engage in books, media, arts, culture, learning.....a place of engagement for any/all

Being known for its resources that are available to the community.

Better communications with the public about what is there, what is coming there-- programs etc., and what / how to use the program offerings. The current newsletter is insufficient for those communications. I often miss things because I see them too late. I'd love to get a paper newsletter with listings of adult / youth / and children's programming each month or every quarter, something to hang on the fridge and reference. Or something to download so that I can print as a one or two page document.

Responses from survey participants (unedited)

Better computer system to check books and reminders when books are due. I'm from Minnesota and our Minneapolis libraries were beautiful, large collections with the latest books, and great website- easy to navigate. I noticed that the book collections aren't nearly as vast as what I'm used to. Also, not a lot of new books. Books look old.

Beyond it's source of education and computer and internet, is a very positive attractive public space.

Bilingual signs would help alot !

BLDG 61 is an amazing resource. Growing the space, staff, classes, and open use time is an incredibly powerful way to empower residents of all ages to bring technology and creativity together.

Books

Books & more books: we need more books. Mostly physical books: because you find amazing books & information simply by browsing through the selection, but we also need more audio & e-books. Thanks much!

Books!

Boulder Library provides a warm space for learning privately and as a community.

Boulder Public Libraries are already making Boulder a great community!!!

Boulder Public Library is a place to learn, a place to play, and a place to open our minds. The more accessible, the better.

BPL is a wonderful community resource. Unfortunately, too many homeless people "camp" there. The City (not the Library!) needs to create a full-time shelter for them.

BPL is fabulous! Every time I think about down-costing to a cheaper community, I'm brought up short at the thought of leaving the library (despite Prospector). I really can't think how the library could be any better, it's already so good. Except maybe the people in North Boulder and Gunbarrel don't have as easy access as I do. From my house I can walk to all three main branches. I wish such access for everyone.

BPL is necessary for all age groups and residents. When I visit my neighborhood library, I see children, senior citizens, and people of all languages and ethnicities in the same space to learn and access information. This is now more important than ever.

BPL is one of the most important assets the community offers. The main ranch is right up there with the open space/mountain park system and multi- use path system as the top 3 reasons why I love Boulder and enjoy living there. It is a world class facility and service, please continue to give it the attention and funding it deserves.

Responses from survey participants (unedited)

BPL needs to work on keeping the grounds and library safe for children to move about freely, confidently without concern of interaction from strangers.

BPL provides a save and comfortable space to do work and be a part of the community while having great resources at your fingertips.

BPL provides easy access to books, magazines, music, other media, and their electronic equivalent -- primary service.

BPL provides opportunities for people of all ages to engage with one another and learn about others in their communities.

BPL should make children's reading programs a priority. Maker spaces for teenagers and college age students are helping them gain necessary skills to benefit our communities. BPL should continually survey our senior citizens about their interests and needs and then provide programs to help them stay current in the ever-changing world.

Bringing people and neighbors together

Build a Gunbarrel branch!

Build a library in Gunbarrel. Keep the loitering transients away so children feel safe and parents are comfortable bringing their children to the library. The bathrooms are not locker rooms.

Build a REAL branch on NOBO as promised in 1995.

Build a small library extension in the Gunbarrel area!!!! Gunbarrel residents desperately need a library to check out and return books and DVDs. Also, those without home computers need a place to use public computers. The closest Boulder County libraries in Longmont, Boulder, and Louisville are about a 25 minute car drive and not easily accessible with public transportation. A childrens section in the library would be a wonderful resource for the many children who live in Gunbarrel. A library is LONG OVERDUE in this community.

Build an annex in Gunbarrel...other facilities are too far to bike/walk too.

Build either 1) a larger library space in north Boulder or 2) a new library space in north east Boulder. Gunbarrel, Palo Park, Kings Ridge, Valmont, etc are all far from any library resources and in great need of such!

Building a library closer to my home in Gunbarrel, or just offering a traveling bus in the area several times a month like Douglas County offered would be a huge plus.

By becoming both the best example and the strongest voice of "the commons."

By being a hub of the community for our community values of education, free access to books, technology and maker space equipment. A safe place for children, students and elderly to spend time and offering community movies and cultural events

Responses from survey participants (unedited)

By being a library - not a place for children to play or for socializing or for theater or movies.

By being a resource for the adult community and building relationships with younguns

By being a venue where the community can come together, and a resource for people in need. I'd especially like to see the library do more to help the homeless people who gather there.

By being a welcoming and safe source of information and cultural enrichment for all. Not necessarily as a daytime residence for transients, but for those who contribute to Boulder by helping to fund the library with their taxes.

By being community hubs where great books, learning opportunities, and exposure to great culture bring people together to think more deeply about the world around them.

By being the communal center for shared knowledge, the arts, democratic discussion, and entrepreneurial/vocational support. And always, the foundation for these library contributions should be books and the written word.

By continuing its excellent programs.

by continuing to be a library and not try to be all things to all people

By continuing to be a place where anyone is welcome, a source of pride for the community, and offers access to great resources and activities.

by continuing to make it an inviting, safe and inspiring place that brings our community together.

By continuing to provide resources (physical materials to be checked out as well as online resources), personnel and space for people of all ages to have access to important information, forums, music and other performances, and other community events not provided elsewhere. The library is the most trusted source of information available to citizens in the community and an excellent place to foster lifelong learning in children and adults. It is the only substantial institution that endeavors to provide equal access to an important variety of media (publications, films, etc.) curated by professionals.

By continuing to reach out to families with children, to give them a safe fun place to be a family and have good experiences.

by continuing your good and imaginative work and offerings Please be sure to have appropriate bright LIGHTING in all the branches.

Responses from survey participants (unedited)

By creating a community of learning, self-improvement, understanding different viewpoints, getting kids hooked on reading and exploring knowledge, exposing community members to different cultures, etc. And being a source of great books and information. I think it is good to be examining its mission as now everything is so accessible in-home with the Internet and ebooks. I admit that I don't use the library very frequently but am glad it is there and wish I used it more. As soon as I walk in, I feel a good vibe, remember the way I felt as a child to walk into such a treasure trove and want to be there more. But busy lives get in the way and honestly, the homeless residents of the library are a turn off. I used to work there often, but now it is not so pleasant.

By creating a welcoming space for all community members to have the opportunity to enjoying learning.

By expanding in neighborhoods and buying more books

by having a huge amount of eBooks which never have to be printed or recycled or sold off because the book bindings are shot.

By holding to the same standards it has been in spite of the resistance we will get from a political landscape that does not appreciate what it offers.

By its support of community needs, a safe place to visit and utilize, stocked with the latest technology for public use, a well stocked book selection, a safe place to meet.

By just being engaging with the community is a way to make it better.

By maintaining a high standard as a source for authoritative information.

By making the following accessible to people who need them (in no particular order): Books Technology (computers, etc.) Kid Space Meeting Space Personal Space Art Making Teachings Community Events Copy Machines with Scanners (seriously, that's huge) Quiet Warm Space Safe Space Free WiFi

By moving away from it's policy to get rid of books - libraries are meant for browsing. It is my experience from working in a library in where I examine books being sent offsite that the people making the decisions of what books to get rid of don't even begin to have an inkling of a clue of what people potentially want or need. Before 2000, Boulder Public Library possessed an extraordinary book that had prophecies of what would happen after 2000. The book predicted that 2 dictators would come to power, 1 in Russia and 1 in the United States. They would cooperate. The book also went into great detail about how people would get rid of them. If BPL had kept this one book available prior to the 2016 election so people would know about the prophecy it could have made a difference. Some people would respond everything is on the internet, this isn't. In the U.S. a good chunk of the prophecies are delusional ravings of fundamentalists that the current president is the answer to their prayers. The only ones that come close are in the U.K.

Responses from survey participants (unedited)

By not allowing the 2nd floor to become a sandbox for the homeless. What does this mean: No cell phones; No loud, extended conversations; No smoking outside of the library; wait-a-minute: Boulder has a no smoking policy in downtown areas, but it is never enforced. There is more, but you would not like it.

By offering a culturally inclusive, safe, and knowledgeable space that is equipped with the essential resources for all members of the community

By offering a place of respect and help for those who need it for school, work, or creative pursuits.

By offering a place to find information or get resources like books, books on tape, etc.

By offering more cultural variety and more frequently for the public to participate.

By providing a common and freely available source of trusted information on a wide range of topics; and hosting meetings, programs and events of interest to community residents.

By providing a place for anyone in the community to reach their full potential - that may mean different things for different people.

By providing a safe, all-inclusive place that encourages learning and exploring within our community.

By providing a space for us to learn and grow.

By providing a venue for acquiring experiential knowledge in a community where information is relatively trivial to access in a variety of ways.

By providing an inclusive and approachable place for all members of the community to develop a lifelong love for reading and learning.

by providing books

By providing community activities and a safe place for all members of the community to use and access, the Boulder Public Library contributes to making Boulder a better community.

By providing factual information, the library informs citizen voters. By providing free cultural experiences plus books in all their forms, the library supports those with limited funds, especially young families and retirees.

By providing great programming for a wide range of interests.

By providing learning, cultural, creative and community enhancing opportunities for Boulder citizens, young and old. Though I do access e-books from library sources, I feel it's important to keep a large compliment of "real" books available to patrons.

By providing more books and research in particular. I don't go to the hosted community events, but I realize that's a very important part as well.

Responses from survey participants (unedited)
By providing more hands-on resources and learning experiences. This will connect directly back to the community and create a relationship between skills learned and economic opportunity.
By providing not only its own resources, but also hosting events that engage and give people opportunities they wouldn't ordinarily have.
By providing resources for all cultural background and demographic.
By providing the community, regardless of race, education level, or income level, with tools and resources for learning.
By providing utilities for public use, acting as a venue for entertainment, and being a repository for trustworthy information.
By responding to the higher concentration of lower income and Latino residents in North Boulder with a complete branch/community center.
By serving a wide variety of diverse interests while maintaining integrity of original library and educational purposes
By staying out of politics!!
By staying true to its mission and inclusive to all. We don't need shiny, new, and dramatic. We need good librarians, warm and inviting environments, and lots and lots of reading and informational material of all shapes and kinds.
By supplying fundamental educational and community needs regardless of income, background, etc.
By supporting funds to build a place for homeless people to spend time during the day. The last few times I was at the Boulder library it was so unpleasant and actually scary that I haven't been back.
By taking a mobile unit to community events.
by working with the city to balancing the needs of the homeless who use the library as a refuge with the population as a whole (including the homeless) who use the library for the services mentioned in this survey.
Centerpiece of our diverse and inclusive community!
Children's story time, programs in non-English languages
clean it up. make it safe for tax payers. remove homeless. open a satellite branch in gunbarrel.
Clean, safe place to meet or have children visit. Void of the homeless hanging around the entrance.
Comfortable place with the ability to power phones and personal laptop computers
comfy chairs

Responses from survey participants (unedited)
Communal space, BOOKS!
Community building, education and entertainment.
Community events and art shows at the library are wonderful. Space for meetings, for those learning to read, for children to learn to love reading = all very important. Inviting grounds and spaces indoors.
community events connect with nonprofits make it easier to hold events at the library more bike parking more open attitude by librarians promote lesser-known services in utility bills
Community gathered
Community meeting spaces available at BPL or Alpine Balsam space
community outreach/safe space for ethnic diversity; environmental awareness; stress on critical reading/thinking skills for all levels, free course on current media issues and how to distinguish good/bad sources; a safe place to discuss political and social issues during the current regime. become a community center. also, join with nearby libraries in an effort to promote this agenda throughout CO
Community programs, lectures, meeting space, etc.
Community space where everyone can get support, share ideas and collaborate
Consider having more programs like the Colorado Parks backpack and maybe a seed library to expand what the library can offer.
Considering Boulder prides itself on being soo focused on diversity and cultural inclusion, for YEARS I have found it nearly impossible to find even mainstream Christian and conservative literature. A number of years ago I finally gave up on going to the Boulder Public libraries and instead began going to actual bookstores, usually online or out of town, just to find what other cities provide normally in their libraries. BPL is very focused on their PC directive, NOT on true inclusion and serving ALL resident diversity.
Continue as is for the most part. I believe it is essential for places like libraries to exist, and to help educate the community. They provide areas of both factual and creative learning and as such are places to unite all facets of the community.
Continue current activities and increase art, culture and political gatherings/showings
Continue current path of being an essential community resource beyond 'just books'
Continue great services, community events, expanding book collections (including downloads of eBooks), increasing larger room space to reserve for groups.

Responses from survey participants (unedited)

Continue keeping the hours you have at all the branches. It was difficult during those years when you cut hours (i.e. closed on one day of the week) to the branches. So glad they got the hours back. Make sure to keep enough reference librarians/staff to help the public. Thanks.

Continue on the current path to be a place for people of all ages and interests

Continue to address the transient issue. I don't feel safe letting my kids wander around too far.

Continue to ask opinions (like this!). Keeping up with the needs expressed by various groups of residents.

Continue to be a place for people to search out books, inspire children to read, and be an outlet to educate the community on civic matters.

Continue to progress as options and opportunities occur

Continue to provide a great place and activities for kids. That bring lots of different folks together.

Continue to provide and facilitate access to accurate and truthful information for everyone on the community.

Continue with all the programs they have. Build a library in the North Boulder and/or Gunbarrel area. I don't use it that often because it's not close to my home. I would use it a lot if it were.

Continue with programs for children and culturally sensitive gatherings for all. More events (celebrations and music).

Continuing a strong commitment to varied, current information and cultural resources that are readily available for free to all community members.

Continuing doing the things they do best.

Continuing improvements as ranked previously in survey. In my opinion Boston's new library space should be studied and imitated in Boulder. I toured there and it was amazing! They broadcast from the library. It is so open and draws people in from the outside.

Responses from survey participants (unedited)

Continuing its current excellent services BUT increasing its marketing of those GREATLY; networking with libraries worldwide to find out what other libraries are doing; increasing events I would want to attend; becoming more of a venue; increasing and expanding efforts to help those who are not in formal educational settings to have access to lifelong learning; keeping me better information about events - why did I not know about the lab meeting on April 5-6 when I go to the library at least once a week and literally use Prospector daily; Advertise Prospector heavily - I get scientific books, textbooks and pleasure reading through Prospector I would never be able to afford - absolutely the most important service the library provides but not mentioned in this survey anywhere. Finally, when we moved here 30+ years ago, my husband drew a circle of one mile radius around the library and confined our house hunting there; he fought to keep the library downtown and both our children took some of their first steps there. The remodel was brilliant and you guys are on a role, and so glad you're doing this, to stay current!

Continuing its high level of service and having unique programs that promote an informed, inclusive, resilient community.

Continuing services at the high level that it already does. I have young children, and BPL hits a homerun especially in this area--there are so many storytimes and excellent children's librarians. Access to resources and a safe, inclusive place to relax and learn is so essential to our community. I think that the best thing we can do is support library staff to continue to do what they do and develop more ideas to engage the community.

Continuing to be a safe place for everyone. Providing opportunities for civic involvement. Providing classes for under served populations (literacy, language, etc). Continuing to provide excellent kid programs.

Continuing to be a safe place for learning and education

Continuing to be an arts (nobo art show) and science (Makerspace) hub

Continuing to be an inclusive and inviting space to all Boulder residents

Continuing to be welcoming to all, including homeless. I did not see longer hours as an option for funding here. This makes it possible for more people to use the library.

Continuing to improve the buildings & interior space. Continuing to provide free concerts, lectures and art shows.

Continuing to maintain and expand the great, inclusive, creative, cultural and essential spaces and services it provides to the community.

Continuing to offer accessible, high-quality library services to all community members -- even beyond the walls of the libraries.

Continuing to offer great programming for all ages

Responses from survey participants (unedited)

Continuing to offer open doors to everyone but also to set expectations for use; continue to engage young children and youth in civics, learning to read and programming that builds on what they're already learning in school. The remodel of the children's library and seeds cafe at the Main branch make our day every time we visit--well done!

Continuing to offer quality, inclusive, diverse services.

Continuing to support reading, hosting cultural and community events, remaining a safe place for all.

Continuing with art, concerts and performances at Main library (and others) which represent different cultures and embrace diversity of the community and beyond

continuing with what it is doing now

Continuing with what they're doing

Contributing to literacy, community engagement and community building, holding a space for arts, creating a safe space for people of all identities, providing access to technology and other tools (like Makerspace), providing resources such as books and films, invaluable knowledge, and generally awesome staff. Getting folks excited about reading!

Convert part of library into a job retraining center

coordinating with the Senior Centers, the Rec Centers, VIA, perhaps meals on wheels for shut-ins.

create a educational interactive enviroment

create a system for Homebound patrons to have books delivered and picked up from their homes. Naperville IL library has a very successful operation. I volunteered to deliver and pick up.

Creating a safe and inclusive place to learn through many different mediums.

Creating larger spaces to store book to increase options.

Creating some way to relate with the local homeless population who can often take over space in the library for sleeping . If there was some way to provide a space for them that does not over cried the main library's space

Cultural events, Jaipur festival, author readings, concerts,etc. I do not see it as baby sitting service for children or adults.

Currently, it seems like the Boulder libraries are striving to meet many different needs, from having available books, music, movies, etc to the makers' space, gallery and performing arts, speakers, etc. I think all of those things are essential for any community, but I wonder if your funds might be getting spread out over too many areas now? Boulder has many different venues for all of these things, so I'm wondering if library money might be better spent on more traditional library issues such as books, music, learning, reading, etc.?

Responses from survey participants (unedited)

Dear BPL: Below are my thoughts for how BPL could improve things for patrons in the future. In a word, look back to the past. Let me offer an example or two. About a decade ago, I called Reference asking if there were any upcoming BPL activities to commemorate a very popular historical event which I had studied extensively, whose anniversary was fast approaching. Long story short, within a ten-minute chat, the librarian said there were none planned but then [1] asked if I'd like to host a public gathering myself [I said "Yes"], [2] she made all the arrangements to book a meeting-room, and [3] started the easy process of creating flyers to promote & advertise the gathering through BPL channels. All within ten minutes. The gathering I hosted was a huge success, with many attendees, from as far away as Evergreen. A few years later, around 2012, I thought it would be nice to repeat the above gathering, commemorating the same historical event, since all attendees loved the previous gathering. So I naively called BPL again. This time, it took days and days of jumping thru all kinds of hoops, calling different BPL branches & managers, trying to schedule & navigate 15 layers of tedious bureaucracy, while being told no meeting-room openings would be available for months... until I finally gave up, totally burnt out, never wanting to even think of it again. In a nutshell, the feeling of BPL being a user-friendly home-town library - especially BPL Main - sometimes seems to be a long-lost memory. Another example makes my point. After all the building renovation a couple years ago, I eagerly showed up when the much-anticipated bridge cafe finally opened. Only to be promptly smacked between the eyes with a menu featuring a \$9 grilled-cheese sandwich. Hello??!! Where am I, in the VIP snob-lounge at Aspen Airport? Maybe in the high-rollers' private-box at Monte Carlo? Or the gold-plated swimming pool for oil sheiks in Dubai? I mean, nine bucks for two slices of bread and a slab of cheese? Hello??? I realize of course that the cafe is an independent vendor, not a BPL department. But I trust you see my point. Another example occurred just this past week, when I discovered that some routine library services I had used for many years - like ILL - now don't consider me to be a legitimate patron because my files show my Boulder PO Box as my snail-mail address, even though I do ALL my library business by email, never snail-mail. I'm now required to either supply to the library computer the physical address of where I sleep [which is nobody's business but mine], and/or to show up in-person and show someone a picture-ID to confirm my ongoing 40+ year residency in Boulder... as though my word alone can't be trusted to be truthful, despite my 40+ years as a frequent patron in good standing. In other words, in recent years, the entire look & feel of what was once a friendly home-town Library now can feel more like it's being replaced with an elitist corporate machine. And it's not just patrons who have noticed this. During my 40+ years of very frequent usage of BPL, I've become friends with many BPL staff, at all the branches. In recent years, the BPL staff who work at the branches have increasingly felt marginalized & ignored by Main. Meanwhile, long-time support-staff - even those who work right at Main - have sometimes felt themselves being treated in a cavalier fashion re recent years' employment/personnel medical/benefit policies that had previously served everyone very well, for many decades. True, times change, and Boulder is no longer a sleepy little mountain town. A bigger population and changing demographics require new & innovative methods, which sometimes go less smoothly at first than everyone hoped. But, those kinds of routine admin rough-spots aren't the issue here; rather, the issue is the perception of BPL's overall organizational culture, and how it's felt by everyone who's affected by it. I'm not trying to find fault with anyone, since I'm sure your jobs are all very challenging, and BPL is an excellent library. But I still very much believe that the best mission-statement for BPL's future can be found by looking at its past. Thanks for the opportunity to express my opinions. Sincerely,

Responses from survey participants (unedited)
Desarrollando más actividades
Discouraging transient persons' abuse of the library facilities and grounds. This behavior makes it unattractive for children and elderly because they are at risk and can feel threatened by a unsocially acceptable transient person's actions.
Do not allow homeless people in the library
Doing a great job. I do find it a little difficult when transients are taking all the limited seating inside the library. Hard for my kids and I to feel comfortable next to them when they are not conducting themselves in a respectable manner.
Doing everything it does well.
doing just fine as is
doing what they doing now
Don't allow vagrants. I've seen drug deals, overdoses and people bathing. I don't take my kids
Don't forget the homeless people.
Don't get political and push "inclusivity" over being a world-leading place to find books, music, and DVDs, and having a space to enjoy reading such and studying quietly.
Don't go to the downtown branch due to having to navigate through the community outside of it.
don't know
don't let it be overrun by homeless people
Don't make it a political place, a place for political, very one-sided programs/discussions/etc. The community is already overwhelmed with this, making me feel unsafe. Make it be a neutral place, not a place for political agendas and forums. Make it be a place to read, to check out books and other media, to study solo and in small groups. Keep the library politically neutral.
double the size of the maker space and continue to support the cafe.
Downtown location has an amazing story time but I was less enthused about the Meadow's Branch. It would be cool to make the Meadow's Branch as fun as downtown now that Boulder is growing. You guys are doing a great job! Thanks for the survey!
East Boulder, including Gunbarrel, doesnt have a library or even a place to drop off books. It takes me at least 15 minutes to drive to the nearest library.
Educating children, but otherwise hadnot thought about it...probably should...

Responses from survey participants (unedited)

Education is a resource that should be available to the community for free. This should include substantial hands on learning opportunities. Businesses, entrepreneurial endeavors, and opportunities for the under served to contribute to the economic vitality of Boulder will result.

Education, enjoyment, & improving our community.

Education, growth for everybody through different avenues (books, movies, concerts, ebooks, creativity...). You are doing a great job. We love our library. I love how you are integrating homeless people in the maker space. I also appreciate they have a place where to be, where to hang out. And through my experience, they have been very respectful. My son (Anyll) and I (Christel) have been so grateful for all the great teachers you have been hiring. The classes are very constructive. The kids are behaving very well and everybody seems to be excited to learn more. The teachers encourage creativity through support and not by showing the perfect way. I love that! I am just concerned by the kids section. My personal experience, there is a high level of WIFI in this area. The place is not as healthy and safe for younger kids as it could be. In some countries, they now for example encourage building for daycare not to expose young kids to WIFI. I don't know if anything can be done in that direction. Thank you for asking us for feedback.

Educational, cultural, and social events, as well as help with research, and good books/movies/music/entertainment available to the public.

Encourage the homeless people to stop living inside the library. I'm unable to find a comfortable place to sit because I see homeless people sleeping in chairs surrounded by all their belongings.

Encouraging childhood literacy. Continue a strong children's program. Continue to provide both hard copy and electronic versions of bestselling books, and continuing to ensure hard copies are in good condition. Good music and art programs.

Encouraging people to participate in artistic and writing, creative endeavors.

encouraging reading actual books over digital media

Encouraging use as a community meeting space. Distributing information on ways to get involved & serve the community.

Engagement

Enhancing geographic access to web, e.g. by establishing add'l wifi networks in public spaces throughout the community, with access to research and other electronic resources available at the physical library.

Enlarge the collection of DVDs and books.

Ensure main downtown library is accessible and safe

Responses from survey participants (unedited)
Ensure security of facilities. Public libraries should not be used as homeless bathing areas or to use computers for inappropriate content.
Essential
essential community service
essential for low income to access information and the arts. This is also true for entire community. Necessary for our freedom
Essential hub for information.
Estaria mejor si la biblioteca ayudara a los bagabundos a encontrar un lugar donde puedan dormir y tomar (alcohol) en otro lugar y no dentro de la biblioteca, especialmente por los niños por que hay es donde los niños van a leer y pues miran a los vagabundos haciendo estas cosas que para ellos es un mal ejemplo.
Events and resources. I love the kids are for my little one
Events to allow people with different perspectives to interact and share.
Evolve into a modern, relevant library. Don't stay stuck in past. Develop innovative programming relevant to today
Expand Makerspace, tool library, hands-on learning workshops
Expand public meeting spaces, encourage diversity through reading/experiences/ perhaps performance art, or provocative art installations/programs.
Expand the children's section of the libraries and make it a really awesome place to go. Reach out to Spanish speaking communities with more reading programs. Have Therapy dogs come in to do reading programs with children. Educate students about Prospector. Get the homeless out of the downtown library and the Civic Center corridor. They make it feel like an unsafe place to go.
Expanding BLDG 61
Expanding on all that it does already
Expanding program offerings in the children's section especially in Spanish.
Expanding the Makerspace to enable all residents to learn STEAM skills.
Expanding the mind weather through information or imagination will always make a profound positive impact.
Expanding the NoBo branch!
expansion of programming

Responses from survey participants (unedited)

Expansion of the maker space and staff support in hands on learning experience. Host public forums. Longer hours would be nice for me personally; however, I'm not familiar with how significantly operating expenses would change. More small business resources. I love the direction the library is heading and hope to see further funding allocated to the organization in the future. I also hope to see the library reach out and form connections with libraries outside of our immediate locale and try to aid them in their search for knowledge as Boulder is a place of supreme privilege.

Exposing residents to a larger world, providing medical research results if desired.

Extended hours and more places to comfortably sit and read a book, (as opposed to using the computers). The Meadows library took out most of this seating with the 2016 remodel. I do not frequent the library as often anymore because of this.

Extended hours to meet the needs of different schedules. I'd also like to see free or affordable family programming on Friday nights.

Extensive programs, working to find new ways to serve the community

Fabulous resource that I use all the time. Love reading and having so many great books accessible to me. Please add more e-books AND make it easier to search for them!

Feel it is one of the more successful libraries I have encountered. Meaningful to me -- when I returned to Boulder after a ten year absence, they still had my card on file!!

fewer surveys like this one - good grief.

Find aid for homeless resting in library. Support families esp kids in high end environment availability. Trend setter & local news. Excellent cleaning staff. Of course our librarians and staff need raises.

Fine now

First and foremost through the access to good books and DVDs. Secondly by providing good spaces for meetings and studying.

First place I go when in a new city. You are all awesome, knowledgeable and welcoming at each branch. Thank you !!!!

Focus is on children, study and jobs, however, a resource not addressed is senior citizens. Their knowledge and usefulness is an untapped resource. Something to consider.

Focusing on books, reading, language(s), math and learning. Not politicizing any of the above.

for all the reasons stated before... by providing a safe, educational, inclusive place for people to meet, work and learn.

Responses from survey participants (unedited)

For teens and adults, I'd like to see it be a learning center, where people can explore all academic subjects, and where experimentation with materials can be tried, where knowledge for doing that is all around (Makerspaces sounds compatible with this). For children, I'd like this learning center to be available to them, but also be a place where kids can be kids, and can be encouraged to read through fantasy, and great literature.

Fostering community and cultural engagement. Establishing stronger boundaries to resist being having all tables and seating occupied all day by homeless and indigent people.

Free access to books, programs, media etc contribute to the knowledge base of our community. More information and opportunities for growth make a better community for all residents.

Free and accessible space to read, discover new music, perform research, attend community events, and even make gifts in BLDG 61

free and open space for mingling and sharing of ideas, warm safe space for the vulnerable homeless during the winter, bias-free place for literature and music and learning

Free movies, cultural events, learn-to-read programs, technology workshops, art events, etc.

free movies! up to date library selections. Programs for kids. open for hours that I can access.

Free open education!

Free public Access to higher learning

Free Wi-Fi Downtown

Free, open access to technology and reading materials

From what I read, it's continue to strive towards goals I envision. Offering a free resource providing essential skills and opportunities to community members who otherwise wouldn't be able to participate.

Gathering place, safe space for kids while learning and exploring, free source of knowledge and entertainment for the whole community

Get absorbed by HHS or P&R and expand their community contributions with the library budget.

Get more foreign language and language learning materials. Come up with ways to get teens to read more books.

Get rid of the automatic return thing. It cuts people off from the library staff. Plus at least three times I went to use it it was either not working or had spit a book back out that was returned by another patron.

Responses from survey participants (unedited)

Get rid of the transients. Stop wasting money on unnecessary remodeling. I'd rather see a library in Northeast Boulder

Given the high cost of real estate I really value the free access to meeting spaces at our libraries. I love the renovated main library and attractive coffee area. I really love the art display areas and i attend these functions and exhibitions. Again, since real estate is so expensive here this is very valuable because artists spaces and gallery spaces are getting squeezed out of Boulder.

Giving all people opportunities to enrich their lives through literacy and learning

Great books, good (but quickly filled) meeting spaces, cultural/scientific events

Great children programs

Great community resource for literacy, creativity and communing. Difficulty accommodating homeless folks and integrating them with others using the library.

Great resource of information open to all regardless of economic resources.

Gunbarrel area desperately needs a library. We've grown in population but no facilities are available in our area. Even a small one like nobo would be great.

Gunbarrel needs a small branch like the one that recently opened in North Boulder, mainly so we have a place to pick and and return books. Also, overdrive items - expand the checkout period to three weeks minimum and please add more copies of items.

Hacer más publicado, en los lugares de vivienda públicas. Hacer fácil las páginas de la biblioteca o avisos sobre cualquier evento ,que lleguen a nuestros teléfonos.

Hard to say because I think it does a great job already.

Have more diversity on the staff.

Having a free place to learn, connect, relax, use the internet, etc. allows people of varying economic classes to be the people they want to be and connect to the resources they need. Boulder Public Library supplies this opportunity through maker space, art gallery, theater, meeting rooms, and physical and electronic resources

Having a physical space to read, get books, seeing other people doing the same, this is very important. That anyone in Boulder can walk in and find useful, fun and meaning books is a true community resource. I love the library!

Having a video of Albert Bartlett's lecture "The Arithmetic of Growth" and forcing planners and city council to watch it once a week.

Having accessible gathering spaces. Having tools and technology that individuals can't purchase by themselves (subscriptions, Makerspace, etc)

Responses from survey participants (unedited)

Having free information, books, media, resources, and cultural opportunities that are available to everyone is essential for our community. Thank you!

Having grown up in Boulder (Whittier neighborhood in the 60's), the main library has always been a community hub in different ways...even more nowadays. Though my wife and I now live in Longmont, BPL (main and branches) is often a single reason to come to Boulder. Thank you for all your good work.

Having knowledgeable staff and broad resources.

Having more events.. My child has been to a few events, but I've never been to a grown up event, though I'd like to

Having one of them closer to me.

Having spaces for community to be welcome and meet, especially in a safe and comfortable environment.

Helping disenfranchised or lonely people feel more connected; providing safe and comfortable space for all; promoting both traditional and digital-age literacy; promoting creativity; promoting arts and culture; being a community centerpiece.

Helping provide tools for learning as both required skills (for life and work) shift and delivery mechanisms change. Evolve from a book/CD/DVD model to seminars, webinars, streaming, etc. and rededicate former shelf space to learning centers.

Helping young children make their dreams come true.

Highlighting contributions of women and minorities, particularly Native Americans Highlight contributions of religions. e.g., Quakers and Baha'i to peace Providing classes and other resources such as performing arts that make skills and ideas accessible to low-income people Offer a series that shows how people have organized for social change and ways to do so today -- include local and other speakers who have participated in such actions Offer regular workshops in writing, filmmaking and other modes of communication

Hire people who are librarians, who have a love of reading and are excited to share that. Not mean, sullen, unwelcoming people as are at GRB.

Homeless outreach

Honestly the library (main) does an admirable job. However it is uncomfortable to go there by myself with my kids as the last time we were harassed by homeless people on our way there and my kids saw some unsavory activities. I don't know what the solution is. If my neighborhood of Gunbarrel had a library I'd use it weekly. I loved going to the library as a kid and we also had a Bookmobile.

Honestly, I have lived here in Boulder for decades and I will not bring my grandchildren to the main library nor will I go there myself until there is a better handle on the homeless situation that has taken over the library. It's frightening.

Responses from survey participants (unedited)

Hosting community events that encourage reading and learning. Please host more events (even if there is a nominal charge) that brings the community together.

hosting public forums and encouraging a cross section of people to participate free English lessons expanded

How one uses the library is a personal endeavor. I like quiet places with books about me. Some personnel could be warmer and more receptive to the people who use the library.

I am fairly new to this community and I think the Boulder Library System is an excellent one. I would like to see a larger selection of ebooks available especially for people who are not able to frequent the bricks and mortar library as I am.

I adore the public library every time I go in there. I don't go often because I don't have a lot of time for leisure reading (my primary use of library resources) but every time I do I am so grateful that it's there. Fabulous job everyone.

I am a mother so any support around children is very important to our community and I see that contribution, as well as the Arts and ways to bring us together while providing support around community events

I am a tutor in Boulder Reads, which is an amazing part of the library

I am biased and in my opinion Boulder does an excellent job with library services. The only thing I could see as a need going forward is to have more small local branches that can cater to children. While my own child is now an adult, I grew up in Jersey City, NJ with a small library branch close to my home where the librarian would read to the neighborhood children. This to me is vital to the development of young lives (to say nothing of lowering crime).

I am hugely impressed by the opportunities offered by the Makerspace. I have not gone yet but I am excited to get certified to use the wood and metalworking tools you have made available, to use the kiln for clay work, and more. You have also saved me numerous times by providing a place to print things out. My student friends spend lots of time studying there. I'm also excited that you are offering movies to stream online, as it is getting harder for most Boulderites to afford luxuries like paying for entertainment. It's also definitely beneficial to the public that you offer computers to use. Overall I think our library must be one of the best in the country. Keep it up!

I am impressed with BPL's ability to stay at the top of relevancy. Love their ideas on creating apps, and the maker space while continuing to provide needed services such as good goods, storytime, good reference librarians. This may not have come across in my answers but I view children and non-reader focused events as essential, as well as good business and reference librarians.

I am particularly impressed by the BoulderReads program and believe it is essential to the community. I believe also the library offers a safe haven and refuge for all who need it, as well as encouraging independence and well-informed thinking.

Responses from survey participants (unedited)

I am very thankful to the Boulder Library. When I immigrated from Belgium, it was the only place that made me feel comfortable in Boulder. During my daily visits, I learned about the classes were offered. I took classes in English as a 2nd language, did my preparations to become American Citizen and I passed! I attended for a long time the Women of the West group, learning to understand American women and their culture. It all was very useful in my current profession as a nurse. The Boulder Library feels so comfortable for me that I love to visit it on my days off. Therefore, I suggest that everyone in our community have access to the library, no discrimination in anything. Provide more education, language classes, cooking classes and financial classes, a lot of people have financial burdens. There are the life long learning classes on line, but not everyone has access to a computer. That's what I learned through my daily work as nurse. I think the Boulder Library is on the right track! I recently donated \$75 to become Library League Member to show my gratitude. I have send in another feedback last week, but I was still under jetlag after my travel to Belgium. Thank you.
Reinhilde Seutin

I appreciate the strides BPL takes toward helping and working with BVSD librarians.

I approve of the library's general organization, administration and usage...

I avoid my library because I was accosted by too many homeless people. The library is no longer a safe place for me.

I believe that it is essential that the library provide Internet access for those without computers. Providing a repository of trusted information is also essential. I enjoy reading the books, both in paper and electronic

I believe the library already does a great job.

I believe the library is very important b/c it is a place where members of our community are drawn too as a safe place. My son volunteers every summer with the reading program and loves it. It has given him a great place to learn and have responsibilities.

I believe the public library is essential to a democratic society. All people must have access to information and viewpoints that represent the broad spectrum of ideas. Please work to be inclusive of all people--including people of all colors, socioeconomic stations, beliefs, genders, and language and other abilities. Please also work to be inclusive of all ideas--including those that are unpopular or sought out only by a few library users.

I can't think of any other way to improve what you do!

Responses from survey participants (unedited)

I do NOT support programs like Bldg 61 this belongs in a Community Center which we have in Boulder not in a Library. The Library is trying to step out of it's bounds. And I use the Main Library hardly at all anymore because of the 90 minute parking. One can hardly attend a meeting there and fit within the bounds of 90 minutes. This is TOO restrictive. Boulder has it's hand out everywhere for parking \$\$ and not fair to the citizens. A Library should be about reading period.

I do not think that 'eating/drinking' should be allowed in the Library. It is unsanitary and damaging to books and other materials. There is a cafe available which possibly could be expanded. In the summer the outside area has seating as well.

I don't know about all residents, but I would strongly support a real library in North Boulder. The corner library is simply not sufficient.

I don't know. I live in Longmont, so I don't get to the Boulder Libraries very often. I like all the variety of programs the Boulder Libraries offer. I lived in Boulder for 12 years and didn't have much money. I appreciated the free programs at the library has.

I don't, unless the homeless situation is resolved. I had trouble concentrating, even in the quiet area on the second floor, b/c people were relaxing & talking in the chairs that face south. Someone had a severe cough which could hypothetically be tuberculosis. On the 1st floor, all the booths were occupied by homeless people. One was reassembling all his possessions on the floor to put back in his backpack. As I left I had to pass a lineup of 4 men seated on the floor being detained by the police. I felt very ill @ ease from the cumulative effect of all these experiences. In the warm weather, I have to caution my grandsons to stay close to me & keep moving when we walk on the creek path under the bridge that connects the buildings. I want these people to have a community & shelter, but am concerned re the health & safety of the library patrons w the current situation.

I doubt the wandering path being installed outside will be of much value. Finding a humane way to decrease the transients hanging out and using the restrooms is high on my list of change needed at Main library!!!

I feel a library should offer access to books that are otherwise hard to obtain, or unaffordable for poor people...even maybe books that are not checked out often. The library really should in large part be a book museum and provider. People still like books studies show, contrary to what some people like to believe...including, apparently, libraries. So paring down the number of books to me is not in the best interests of a whole community. Otherwise, the library does a pretty good job for the community.

I feel that by being the wonderful libraries that they are is sufficient.

I feel you already do. The upgrades to the main library are fabulous. Thank you!

I find the cigarette use by people outside the library to be intimidating.

Responses from survey participants (unedited)

I fully support the library system but there isn't a library close to my neighborhood or where I tend to shop.

I hardly used the library before having kids. Now I find it essential and just try to spread the word so others see it as valuable. Also our library is so beautiful and such a pleasant place to be. Amazing children's offerings. We love it.

I have a dyslexic 7 year old, a neuro typical 4 year old and a two year old. All three love listening to audio books in the car and out. We have been disappointed with the selection available.

I have become very sensitive to electromagnetic fields, including Wifi, and I have unpleasant symptoms when I'm exposed. I would like to see the library minimize the Wifi signals there, since there is also free Wifi available in the downtown area now.

I have been so very impressed by the library's role in Boulder's civic, cultural, educational, environmental, social, political, and (wow, that is a big list of important contributions) just plain wonderful centrally located public resource of all kinds. I even send gratitude for a public pay phone that was essential at one point in my past! If this were not present, how could our community even consider survival as such, without this common need for a physical place for mental sustenance?

I have lived in Boulder upwards of 40 years. In the past 10 to 15 years, the Main Library has gone downhill, I limit my time there, the staff is less friendly, there are far too many homeless hanging out, the smell of alcohol and cigarette smoke is annoying and difficult for asthmatics, it seems that the city is turning the space into a shelter for the homeless to sleep, drink and hang out.

I have never thought of a library other than a place to rent books, study and do research. So this survey expanded my thoughts. Did not realize that there was a maker's space.

I have observed that the main library is inclusive and supportive of all visitors from the poorest to the wealthy. I like the non-judgmental attitudes of the staff.

I have seen library staff asking homeless patrons to leave or treating them with less respect than other patrons--creating a safe warm space for homeless people to stay during the day is one of the MOST essential functions of a library, in my opinion, and I really dislike the way I've seen disrespect toward the homeless increasing on the part of staff. I'm a former librarian myself (in another state) and this is especially surprising in Boulder, where I would hope people would have more compassion and understanding of this vital role of community service that the library provides. Please treat the homeless like any other people visiting and using the library (because they are just like us.)

I have seen specific topics available as children's books that help to make Boulder a more inclusive community.

I haven't thought about it much. Maybe more electronic access

Responses from survey participants (unedited)

I just moved here and I was able to use library resources from my first day in town. The space feels welcoming and inclusive.

I just really cannot understand why we need more library funding. We had a very very expensive remodel completed only a few years ago at the main branch. There is meeting space, tons of work/study space, the kids area is nice. Not everything has to be perfect and brand shiny new all the time. Living in Boulder has gotten way too expensive and constantly raising taxes is part of the problem! So no, even though I use the library on a regular basis, I do not support raising taxes to fund non-essential remodels and such. The library does not need to be an end all be all space for everyone. Let's be reasonable.

I know the library is an inclusive space for all people, however I have found certain times the balance is tipped when numerous homeless and jobless are there. I don't know what the solution is other than the city providing more support to this population. In general it is not bothersome, but at times the smells can be bad. I know that people are free to use the computers with some restrictions but on more than one occasion I have seen men looking at pages and pages of minimally dressed women. I don't know how the library can thread the needle of offering access but not allow freedom in searches as long as it's not porn. I hate seeing that and look away, but honestly it changed my usage of the main library. I don't recall if I have noticed it since the remodel.

I like encouraging everyone to read. I trust and value people who read for recreation and for lifelong learning!

I like how it serves such a cross section of our community. There's something there for everyone and everyone is welcome.

I like seeing what is offered by the Makerspace and public programs, and hope they can do more in the future.

I like that the library feels inclusive. I really think it should focus on having a high quality selection, access to trusted information, and encouraging people to read. There is something about the Boulder Library that I think could be improved. There is not enough quiet reading/studying space. Every time I try to find a place to work, the spaces are taken. Also, the structure of the building makes it so there are large areas that are not really quiet. If you could do one capital construction project on the Main branch, I would say build quiet areas. Also, I know this is a peevish thing to say, but I think the carpet that was installed last year is terrible. It was showing stains and wear and tear after a few months. It already looks totally shabby. And, the hand dryers in the bathrooms are awful. They haven't been upgraded in years. I can see wanting to save trees by avoiding paper, but I can't tell you how many times I've wiped my hands on my pants or used toilet paper to dry my hands before leaving the bathrooms at the library.

I like the fact that i can check out books and see films or attend events and recommend to my friends that they do the same.

Responses from survey participants (unedited)

I like the idea of "maker space" (although I'm not sure I love that name.) From what I see the library works very hard to be inclusive and responsive to current needs and interests. I work at the library on campus so don't visit BPL as often as I might, but having grown up in Boulder, the main library is a place I spent MANY hours and it was very important to me as a source of wonderful books and a kind of refuge for a shy child and adolescent. I hope it still serves today's young people that way.

I like the idea of the maker space and the non-book services, but I am worried about the libraries moving away from physical books. I really want to have a larger library that replaces the NoBo single room library. The George Meadows branch seemed sad. There were not many books and the place did not seem very welcoming.

I live in Gunbarrel. A library branch is needed there. I think the library does a great job now for contributing to the community. Keep up the good work.

I live in Table Mesa and love having the George Reynolds Branch so close! I think we need to put a small library in the bigger neighborhoods through out Boulder.

I love going there with my 2 year old. She loves the play areas and story time. It's been an amazing community for us to go to!

I love our library. I know people complain about the homeless folks, and I don't know if there is more we can do there (showers?) but no, they get that elsewhere. For me it's so valuable. I just started using more business research resources. I use hoopla even tho I don't have a smart phone. I know there is more there than I have time for. I trust your wisdom in keeping things great, and I thank you for a chance to weigh in. I realize I am passionate about BPL, probably because I love to learn. And, there is the entertainment of good fiction or movies. I probably need to volunteer or donate but I hope this love is also valuable to hear of... Awesome! thank you for all the ways you have improved my life, and help me contribute to others. I can't really think of improvements except perhaps making it easier to take local knowledge leaders and have them donate their time via groups or education. I'd be happy to do that, for example, as a communication specialist.

I love Seeds, and the library, but it's the usual complaint - the library has become a de facto homeless shelter. I try to get in/out as quickly as possible. Also rarely find the ebook I'm looking for. Seems like most of that budget doesn't go towards adult lit fiction. I love the gallery and free concerts. Wish the movie theater had been given more time to take root, better advertising, and less arcane movies. The jaipur festival is a great addition. More lit festivals would be good. If the library wants book donations, I've never seen or heard that.

I love the Boulder Library!! I was going once a week and meeting my friends and grown daughters there for lunch then book time. We stopped going in the winter because I could not handle the odor when the homeless took over upstairs. I had to leave 3 different times. Haven't returned yet, but hope to now that it is warmer.

Responses from survey participants (unedited)

I love the diversity and the story time that you have. The English classes are super fun. Thank you so much for all the job

I love the library (although not the renovated main library). It is the only way I can afford such a rich reading life.

I love the library and think it is an essential part of any community. I know they hold community events but I don't feel they are advertised well. Consider using social media platforms and websites such as Reddit (www.reddit.com/r/boulder) to advertise. I love free movies and music. More cultural events as boulder is very liberal but not culturally diverse.

I love the library which I visit regularly. However, it's not always comfortable spending time in the library, depending on the number of travelers and homeless present. I completely agree they have the right to be there, however, I think seating could be spread out a little more so that I don't need to sit next to someone sleeping, talking to themselves, or others on their phone etc. Hopefully the library works with local community services to provide support for those that may need it.

I LOVE the library! I love being able to get all kinds of books for free and then being able to return them for other people to use. Libraries are truly one of the wonders of the world! Hooray for libraries! Thank you to all libraries and people who work there and to the city for supporting great libraries.

I love the library. We have started avoiding the beautiful new main library and using our local branch. I am sorry to say, there are so many folks who are not showered and hang out, making it seem dirty. We do go there and know that it is the right of all to be there.

I love the main library & have been going there since I was 3. The renovation especially to the children's area was fantastic! While I appreciate the satellite NoBo branch, I almost never go there. Lack of parking & space to explore are the main issues. I live very close to this library but use it only as a pick up or drop off place for books I put on hold. I've had a couple of experiences where I can't find a place to park & had to drive to main library to return a book! So I'd say the north boulder branch could be expanded to support the community.

i love the movie selection and wish that there were even more titles. i like bringing my kids to play by the creek, it's in a beautiful location. i like getting a coffee at the cafe. but i don't get there that often because we like to go places we can walk to. Also, because we don't go too often we lose track of what is going on there. i think connecting the community to what is going on there and marketing are the library's biggest shortcomings.

I love this amazing resource just as it is!

I love to see people of all ages and backgrounds enjoying and using the library. It is important to the intellectual life of our community and should always be available as a resource for community members.

Responses from survey participants (unedited)

I now see that the library offers meeting space and food... and a few other things that I never knew about.... get the word out!! very exciting!

I only recently became more engaged with the library (as a member of the community at large rather than as a CU student), but I see it as a great gathering space in downtown Boulder. I also appreciate the branches, as I have driven to the Table Mesa location--a good mix between all of these services can best serve the community.

I really want a northeast boulder library in Gunbarrel - the library I use is in town because there isn't anything out here

I recently visited the NoBo Library and was highly impressed by the friendly staff and level of programming in such a small space. It felt very welcoming and appears to be a great place to educate our young community residents in reading, language, and art. All of these valuable services are offered at no cost. What a wonderful contribution to making Boulder a vibrant, desirable community to live, work and play.

I see a growing role for online resources. I would love to come into the Library more often, but I also love the accessibility of the online resources regardless of where I am.

I see it continuing to provide good books and movies

I see it contributing by expanding the maker space, technology skills, and job development as well as opportunities for better understanding of civic engagement and related Boulder issues.

I see that the Boulder Public Library is contributing to make Boulder a better place because the Boulder Public Library has many books and learning devices that help younglings and adults to learn new things. Some people read books that they don't want to read. At the library there are many books to read and to choose from.

I see the library as a tool for lifelong learning for people of all ages, especially for those out of school. I think it should be one of the top priorities of library programs for the community to educate community members so that they can be responsible, educated, driven, respectful, considerate citizens. I don't know how you do this, but I feel it is SO important!

I see the library as that essential place where people from all parts of the community can come together for a variety of products and services - it's an extension of the local school but for all ages and walks of life. I can't imagine life without the library!!

I see the library continuing to reach out to the community and expand its offerings so that all can benefit.

Responses from survey participants (unedited)

I see the preservation of the library building important to set an example of the city of Boulder's pride in our history and historic preservation and it is very important. I see illiteracy in the community and the library an important place for disseminating information and an opportunity to learn and love literature, movies, music. A safe place for children to learn to appreciate literature and information.

I started actively using the library about a year ago and just by checking out books every few weeks I feel more connected to Boulder.

I think BPL does a fabulous job. I treasure our library.

I think BPL plays an important role in offering various cultural opportunities. I wish we can reach out the information of BPL in easier manner.

I think community programming is vital to our libraries. Anything to keep the community (children, teens, elderly, homeless) engaged and involved with one another is vital!

I think having the community libraries are of critical importance. By having one in our community, we use it regularly.

I think it already does an excellent job at making boulder a great community.

I think it does a great job. People need to come and use it. It will open up a new world.

I think it is a disgrace how the libraries are used for the homeless and drug abusers. The George Reynolds library and the Main library are not good places to go to. People smoking and in all sorts of undress right outside the door; people laying on the floors inside, bathing in the bathrooms. Shame on the city and the library

I think it is a great resource in the community. I would like to see a sizable library in North Boulder. But I see North Boulder as pretty much not of interest to the city when it comes to services.

I think it is essential for our community to have a safe place to learn and access resources of all kinds. It is equally as important for the children of our community as it is for the homeless/at-risk population of our community.

I think it is great.

I think it is very important. For me it is a matter of not being convenient to visit in the center of Boulder.

I think it would be very helpful to have a branch in Gunbarrel. So many people have moved in there and there are tons of kids. It would give kids in the area something educational to do, and for us the other branches are pretty far away. It would add a lot to that part of the community.

I think it's a central point of connection to resources, technology, and community. I believe that helping residents of all ages plug in to that builds a better community for all of us.

Responses from survey participants (unedited)

I think it's a vital part of our community. I rarely buy books anymore so I use the library. After meetings in town, I wind up going to the library to get more work done

I think it's doing a great job!

I think of the main library as a community hub and gathering place. There is so much going on...concerts, gallery, interesting programs, activities and hangout place for kids (I always bring my visiting niece), books to check out for my niece (I typically buy used books because I'm a slow reader and kept getting fines). I do think the streaming movie selection could be a lot better. My one main complaint is that since the big renovation I am not very drawn to the library. It no longer feels warm and cozy. It feels cold and modern with bright lights. The new cafe is high priced with food that is too "Boulder weird" and not very accessible--especially for kids. My family has also been turned off by the renovation, especially in the kids area, with the bright lights and cold atmosphere. We do like that the kid area is self-contained though. If you could do something to make the library feel warmer and more cozy again I would spend more time there.

I think overall they are doing wonderfully. I think they need more ads though.

I think that contributing to the building and promotion of community is a critical contribution for the city's library program. The library needs to be flexible and creative in the way it accomplishes that. In North Boulder we have established the city's first art district. We need to get the north branch library built as a model creative arts center that builds on our diverse neighborhood community and identity. I think that can be done in a way that works economically for the city.

I think the homeless scene at the library is problematic. Obviously they are citizens too and this is their space just as much as it is mine. The downside is that I avoid the parts of the library that they congregate in (those lovely tables at the back), in part because of hygiene reasons. Clearly I'm raising a bigger issue than the library alone can handle--it's a Boulder and national issue too. Still, I wanted to raise it. I love the SEEDS cafe and think the space there is amazing.

I think the hours need to be expanded, especially into the evenings. I have been very negatively impacted by the loss of evening hours at the George Reynolds branch and also by staff there closing the library 5 minutes early multiple times (I'm trying to make it as fast as I can after my 8 to 5 or 6 p.m. day!). In general I think customer service/employee attitudes at Reynolds are much worse than the main library. I would like to see evening hours restored and expanded and would support paying for this. It's not all about stay-at-home parents and four year olds. Workers and adult students need access too. Also PLEASE keep working on homeless issues at the main library. I still wouldn't let a kid younger than mid-teens wander around the library or Civic Area alone, which makes me sad since it's something I did growing up in Boulder.

I think the inclusion of Building 61 Maker Space is an excellent contribution and should be expanded.

Responses from survey participants (unedited)

I think the library does a very good job currently. My biggest complaint is that I cannot find many of the books I want to read at the library - especially recently published books. I cannot read E-books.

I think the library serves its purpose

I think the library should be a gathering place. Maybe have quiet areas and then areas that are more like a coffee shop and then other area for kids to explore and play and be loud. At the main library I think there should be a roof top area where you can sit out and then the library could also rent that space for private events to get more revenue (events like weddings or parties). I LOVE all the kids story times and the events that happen. When my child is a bit older I definitely plan to take advantage of the maker programs. I like the new cafe, maybe there should be more outdoor areas and seating areas for people to take the food and drink and their new books. I'm excited about the new park area, I think that will help bring even more community to the library. For the other branches, I'd love to see outdoor play and sitting space and to make sure that kids (and parents) feel like they can make noise and have fun in the kids areas. I often find myself telling my two year old to hush when in the children's section of the meadows branch, but would love signs that say kids are free to explore and have fun so that we can feel a bit more relaxed about being there making noise. (I think that branch has a lot of old people which might be why I feel I need to hush my child).

I think the library should provide resources for community members from all economic levels, in particular for those with less money who may not have access to resources otherwise. This would include places for kids and teens to study and do homework, places for people to work on resumes and learn job search skills. I think it's important to have resource books, such as those on parenting, gardening, etc. And I think access to eBooks is a great way for the library to support the community AND help Boulder achieve its carbon goals. I typically have to drive if I go to a library, as the closest one is a 25 minute walk. However I frequently check out eBooks for my Kindle, which reduces congestion on the roads and is so easy! I used to check out paper books a lot when the library mailed them to you. It's much harder for me to find time to get to the library to check out a paper book now, which requires two trips to check out and return the book.

I think the maker space has been great. I think resources should go to programs for that and for books, dvds, etc for the libraries

I think the Makerspace is such a wonderful and needed space for the community. Teaching others how to make, reuse and learn is so important!

I think the range of programs offered at the library is excellent. My children love visiting the library. They visited the Makerspace for the first time today and had an excellent experience. Seeds Cafe is a welcoming space and the coffee is great. I volunteer with BoulderReads and am glad the library offers this essential literacy help. Community members from many walks of life are very likely to find a library event or service that is of interest or assistance to them.

Responses from survey participants (unedited)

I think the safety of the main / other branches of the library need to be addressed. I think the large homeless population perhaps should have amenities related near or at the library because the library is being utilised by the homeless population. Perhaps the library needs more security measures so that you could send a young adult to the library without feeling they were at risk. It is a public space so anyone can be there, I don't feel at this point I would recommend sending a young adult alone to study in the library.

I think there needs to be something done about the homelessness problem. They all congregate there making it smell very bad and they take up all the sitting areas so I can never sit and peruse. Also the smell is very strong so if there's one near the section I want to look at I'll just avoid it because it's very pungent.

I think we need to get all ages to read more books and get off electronic gadgets.

I think what the Public Library is doing great

I understand I am a rare voice in today's society, but the continued interest in expanding digitization to the exclusion of other traditional library functions worries me. I see BPL contributing to the community for all residents by carving out specialty areas (tech, maker, etc) but with retaining the most important and traditional functions at a high level. I also think it would be smart to be realistic about the populations and their use of the facilities, to coordinate with city government and agencies to create space to meet the needs of those populations without creating likely incursion into (again) traditional spaces, especially those for children.

I use the library principally for checking out books, ebooks, occasionally magazines. The cafe is relaxing, beautiful. The children's section is spectacular, safe. The staff is helpful and knowledgeable.

I used to love the main building the for children's area, story times and art displays. I now dread tracking my children there. The homeless population occupying every open space is off putting. Especially disturbing when they bring dogs into the facility. I miss the old children's area. It was much nicer. If there is money to be spent in the future, it seems a shame to build a nicer sanctuary for the transients and drug users who occupy the majority of the library today. I do not look forward to taking my children to the main library any more but hope some day it will be cleaned up and usable for the tax payers who support it.

Responses from survey participants (unedited)

I used to use it for a place to study, which was great (except for noise coming up from kids area, but that's changed). My husband uses it more than I do now, but we'll be having a baby soon, so the kids section, activities, and things for children will be becoming more of a draw for me. I also like the theater area being redone and used now. But on the down side, there does seem to be a problem with vagrants, transients, and homeless using the library to just hang out in (at least the Main library). If they are truly using the resources the library provides, that's good, but if they're just hanging around, sleeping, playing computer games, wasting time, or bathing in the bathrooms, it makes it uncomfortable for the rest of the community and concerns me about bringing children there (I know that was part of the reason for the location change of the kids section too, which is alarming). It's a library, not a shelter, and needs to be safe and clean for the community as a whole.

I want the homeless to have a place to safely relax, but the late number of them at the Main Library do at times make it uncomfortable to be there. I'm not sure what to do about this however! I am glad that the Library is available to this population.

I was never much of a library person until the Boulder Main library was built. But it's one of my favorite things about Boulder. I'm a big fan of the other branches in Boulder because they seem small and depressing (at least the last time I was in one of them), but they are convenient for the other sides of town and the linked branches to share resources is great. I used Main when I went to CU to study and loved it there, especially when I could grab coffee at the same time. I was disappointed when that closed, but glad a place to get coffee and food has returned and hope it stays. Now I mostly check out books to read and go in to browse magazines, but really like that the theater has finally been utilized for special films, productions and events. Big plus. The remodel has been a good idea, as the noise rising from the the children's section was sometimes too loud above and it's safer for the children now. And this last part is a big issue, as our next use will be taking our kids there (having our first soon). However, the homeless situation continues to sometimes be a bit overwhelming here too (I don't remember it being this way years ago). While the library should be a place for everyone to use, enjoy, and have as a resource, it can often times seem like a hang out for homeless and transients to lurk around, sleep, use the restrooms, and waste time playing games on the computers. It's sad that the location and design of children's area had take these issues into consideration, and concerns me about the future of using the library with my children as well. Unfortunately the situation has also led to some uncleanness and fowl smell in the library. Better after the remodel, but it's seems to be returning with use. So part of the funds allocation unfortunately should address this for the safety and cleanliness of the community. Maybe the new outreach group from the police dept can help and the library can uphold a policy when they see people continually sleeping and loitering around and not actually using the library for what it was intended.

I was recently made aware of the repair manifesto and sewing projects. I also have been to some of the free concerts. I think these activities are supportive of community access and involvement. We also got an audio book for a recent road trip. This is a great resource for the community.

Responses from survey participants (unedited)

I wish a space for 'other' was available for the wishful allocation preferences for the nearest branch library. The nearest branch library is North Boulder for many of us in the foothills, but unless one lives within walking distance, that branch is fairly useless. A couple designated five-minute parking spots for picking up or dropping off materials would go a long way to making it functional, as well as open hours on Thursday or Friday.

I wish that there could be a way to contact the branches by phone individually. Usually I am calling to ask a question related to the branch where I most often go and it's such a pain to wait for someone to answer the one phone number for all branches. Usually then I have to explain why I want to speak to someone at the branch and then wait for a while for the call to be transferred. It used to be so nice to be able to call the branch itself!

I wish the BPL was open earlier in the day. I like to go to the library first thing after dropping off my children at school, but I have to wait until 10 a.m. That is usually when I need to run shopping errands.

I wish the kids space and where homeless people hang out in the library were more away from each other...

I wish there were more recommendations for tween and teen books. This collection seems a little light and we end up buying a lot of books. While I was excited about the maker space, it's pretty hard to find time in my kids schedule.

I would like BPL to source more resources that I can use my kindle with [the rest of this survey was left blank since I already took it - I was hoping for an opportunity to write this]

I would like it to feel safe for children I do feel that it can seem taken over by homeless people using the restroom, computers and having a place indoors. That makes it seem less safe for the children and teens in the community. It has made my teens reluctant to use the library.

I would like to see either a large library in North Boulder or more resources behind the space that I just saw for the first time this week. I live in North Boulder, work in North Boulder and am very connected to news in my community and I didn't know the space even existed. That's a problem. If it's not meant to be a "true" long-term library, North Boulder needs a library.

I would like to see friendly and inviting staff welcoming patrons in every area of the library, and asking how they may assist them in every step of their needs. I've seen people being ignored or treated poorly if they look a little different from some of the staff. The public pays the salaries of staff and they deserve to be respected or they will not return to take advantage of programs offered regardless of how good they are. On the reverse side, staff is not always treated well by the public and should be supported by the administration when handling stressful situations over which they have no control.

I would like to see full branches in N Boulder and Gunbarrel

Responses from survey participants (unedited)

I would like to see more celebration of our library system--it's awesome and really a huge benefit and treasure in Boulder! I'd like to see more "library pride" and visual marketing around town.

I would like to see the library as a first rate literary center with great author talks and community reading programs. Other groups, such as Chautauqua, Center of the American West and Boulder Book Store, are taking on those roles. The Jaipur literature festival is not a good fit. Lately, there is too much emphasis on the maker space. I don't want the library to become a fix-it center. We need to address the homeless situation. Studying at the library can be difficult with outbursts and bad smells of the transient population. The library should not have to take on the role of social services.

I would like to see the library focus more on opportunities to include children who can't read text. 1 in 5 have some range of Dyslexia. BVKID is a parent group in Boulder, a quick survey of our members says more than half pay for audible because of lack of availability of audio books on the shelf or Overdrive. A large part of our parent members also subscribe to Learning Ally. I would be inclusive for the library to take seriously the needs of these kids in our community.

I would like to see the library open more hours, and also I would like to have free parking again at the main library. Being able to stay for only 90 minutes is frustrating and makes me go to different branches because it's a lot less hassle. If they don't make the parking free, they should at least have an option to pay for parking after your free 90 minutes. I used to park there all the time and spend a few hours at the library, have lunch by the creek with my kids and then go back for more books, and now I can't do that because of the parking.

I would like to see the library spaces continue to be quiet places. In this world of noise, the library is usually the only quiet space in the whole community. The world screams, and the library is a place to 'be' in the majesty of the world within ourselves where we are the creators of our own discoveries of our unique passions and learning processes... that are sometimes had with the assistance of a librarian. Please... teach the children to respect the silence that it takes to get to know the inner worlds of ourselves... keep the library as an inner sanctuary of learning, discovery, and delight... that is unique for every card holding member of the community. Thank you for asking! Questions are so very rare in this world of telling. :-)

I would like to see the theater space used for more free or low-cost films, speakers, and music events.

I would like you to create a branch in Gunbarrel. We have to drive too far in too much traffic to reach any of the branches.

I would LOVE to see a little library, like the North Boulder Corner Library, in Gunbarrel!! The neighborhood is about 15 minutes from the Boulder or Longmont libraries and would benefit from a little branch of it's own.

Responses from survey participants (unedited)

I would love to see at least a book drop off in Gunbarrel so that we do not have to drive to Boulder to just drop off books. Even better would be a library or a pick-up location.

I would love to see maker spaces in the branch libraries, and a further expansion of digital services. Vibrant libraries are a key part of a community.

I would love to see more e-books available on Overdrive, and access to Learning Ally for kids with dyslexia and other reading challenges. It would be wonderful for them to have a listening station at the library, so they can come and read the same way (in their own way) that other kids do.

I would love to see more Spanish Audio Books.

I would really like you to check out what other libraries are doing and to think about how to do that at the BPL. I could give a shit about making the library LOOK better--how about books, and ebooks, and innovative services? Check out the Arapahoe Library District, the Denver Public Library, the Louisville Public Library, the Mamie Dowd Library, the Anythink Libraries--so many libraries out there are doing it better than you are. I go to the library because I am a library person--I would go even if it were a dump. But I've been unimpressed for years.

I would very much like to see a full branch in North Boulder. I love having the NoBo Corner Library, but we need a real library facility in North Boulder. I would support a tax increase for this purpose.

I'd like to see more concentrated outreach to the Spanish-speaking community, and a full-service NoBo branch. How will the library capitalize on the former BCH space at Alpine?

I'd like to see more outreach for the college students as there are programs for senior citizens, high school students, and other youth but there is a gap in the programs.

I'd like to see the library take make inroads on taking activity back from coffee-shops as a communal co-working space for people to study, work, meet, convene, and make connections.

I'd love to see the Makerspace expanded and supported. I'd also like to see a larger permanent collection of physical books (I can never find a new book, I always have to order one). And the e-book app really needs to be redesigned, its very confusing.

I'm a privileged software engineer - the library should be a resourceful space for people *not* like me. It should be a safe place where kids (esp. underprivileged ones) can learn to read (etc), and people with otherwise fewer resources can congregate, learn, and create a better life. The vision of a library as a "book rental" space is outdated - it should be a learning center (wherein books do serve a key role). I feel that Boulder's library system gets this, and I'm inclined to support their vision for the future.

Responses from survey participants (unedited)

I'm going to talk about something else: We no longer visit the main library very often because I perceive it being less safe for my children due to the constant homeless people wandering and sleeping in the library. I would like to see that addressed somehow so that citizens who are paying taxes can reap the benefit of the library facilities and programs.

I'm not in favor of the physical changes made recently in the Main library. I don't think it was worth it to do all that work to make it look nicer ? some of the changes were good, such as the teen/maker space and kids reading places, but the front hallway remodel seems useless. Also, there seem to be fewer spaces for actual books. While I do like and use the added electronic resources, I think physical books should still be a priority.

I'm still looking for a space to explain my rating of 5 for the library meeting my needs. I have quit using the library because I'm so sick of being told I owe a back fine from 8 years ago, when I know that I paid it. When the library transitioned computer programs and records, it must have been entered wrong. I do not owe any back fines or any money, and I've abandoned the library because they won't fix this problem in the computer. I would like to go back to using it again, but not until this changes.

I've been so impressed by the inclusive programming at the library - multi-cultural programming for children and families that incorporates special needs! It is an extremely important part of our family life here in Boulder

Important resource for low income individuals.

Improve outreach and services to special populations such as Latinos, people with disabilities.

improve parking and bus access

Improve the current parking, recently changed, that is a total nuisance.

improve the meadows branch - more space, easier access to facility once inside. create less of a homeless hang out spot, unless there could be a room with wifi, coffee or other amenities for the homeless during working hours, might help alleviate hanging out in the lobby. i haven't used the main branch in awhile to comment much more, except for having a positive experience putting books on hold on various occasions.

In a time of cynicism and divisiveness, the library still feels like an authentic, inclusive and welcoming place. Because BPL is a City-funded operation, using all of our tax dollars, we are all invested in it. So it touches us all and is something we have in common. The more aspects of the library that can reinforce what we have "in common" the more it will contribute to making Boulder a better community.

In an expensive town, it offers free programs and materials. In a dumbed-down world, it offers a place for critical and expansive thinking.

Responses from survey participants (unedited)

In many ways, but most importantly providing computers and a safe place to hang out and learn. The Makerspace/classes are also very unique and provide great opportunities for people in the community to try new things.

In my opinion this is an excellent library and it goes above and beyond in providing an excellent resource for the community

In our time, shared common spaces are essential for any community and healthy country. Much of the aliveness of democratic conscience, learning through discussion and civic discourse and capacity to establish mutual respect, consensus and diversity appreciation depends on the shared space and educational opportunities offered by the library. Equally, the library provides irreplaceable space and encounters for young children and families, thereby serving the mental health and connectivity of the community. Early childhood can be a place of isolation for young mothers. The library is such an essential, safe and welcoming space for families. I have met two of my closest friends there. I would like to mention that I am very much in favor of supporting the homeless population and recognize the library's importance for them. However, I also often have increasingly felt disturbed by smell, inconvenienced, or felt concerned for the actual or perceived safety of my young child. I wish the library would establish a contained space for them that addresses both populations's needs.

In particular serving the part of the community that may not have the income to purchase books, movies and other learning materials. And I think it is good to attract all community to the library and so having meeting space available for non profit boards and/or HOA meetings would be good to get more people in and out of the library.

In the age of digital, I think teaching my kids how to find books and reading real books is very important to me.

In this crazy, fact-free political environment, I believe Boulder Public Library (and other libraries in Boulder county) serves as an important resource for actual/factual information for all residents --especially if Net Neutrality laws go away.

In this day of "alternative facts" and "fake news" and glorification of stupidity, a well-read and engaged community is essential. Libraries are the last bastions of a value for knowledge and culture.

Inclusion community programs. Keep library a welcoming place for everyone, including programs to engage children.

Inclusive bilingual

Inclusive safe engaging space to learn new thingz

Inclusive safe learning space.

inclusive space where information and creativity are readily offered and available

Responses from survey participants (unedited)

Inclusiveness, not catering to squeaky wheels only, keep it as a safe space to visit. I do not visit the main branch since it is not the safest appearing spaces to bring small kids.

Increase digital collections and focusing more on older members of community

Increase opening hours of the BPL. It would be nice if there would be an adviser for people in need, somebody like a social worker or a nurse (volunteer) Would it be possible to have shower places for both gender, well conducted to prevent misuse.

Increase the collection on Mexican Americans, include more material by Latino authors, art & history, as examples

Increase the hours.

Increase the number of books available online.

Increase the number of free events, especially for children. Music, learning to read, plays, movies, etc.

Increasing exposure and opportunities for the creative arts.

Increasing free community event opportunities and adding more materials to your collection.

Increasing learning and the desire to learn, increasing interest and reading storytelling and Civic engagement. Learn how to make things and watching performances.

Increasing outreach to Seniors, Disabled, Hispanics, all minorities. As senior citizens, both my partner and myself, VERY MUCH appreciate the services of Donna El Tabib! She sends wonderful books and CDs every 2 weeks via volunteers who deliver them to our door. Thanks to all involved in this community service. George Mrazek.

Increasing the availability of books instead of having to get books from other libraries

INFORMATION is the library and information is everything in the community. NO MORE BIG BUILDINGS AND BUILDING EMPIRES. the library should welcome people and be a safe place in the community to read and study and learn.

Install Library material drop off receptacles in satellite positions around the city. That way we don't all have to drive into downtown Boulder to return a library book. The library can own one electric vehicle and pay one part time person to drive to the satellite locations once a day to pick up the books and materials. That would cost far less than the amount of gas and pollution that is created by thousands of people driving to the library. Instead of wasting all this money on needless Renovations such as what's going on in the plaza right now, and what you did on the first floor, spend some money that actually benefits everyone instead of a Selected Few.

Responses from survey participants (unedited)

Is it possible to see a list of books people are asking the library to acquire? Maybe there is that ability already and I do not know about it. It would be very good for there to be a place online where people can see what books are requested. Then maybe someone can donate the book instead of the library having to purchase it. I would like to request that a book be purchased because it seems to not be available anywhere in Colorado, including in the university system, and it is \$35 on Amazon--too expensive for me. I could propose the acquisition and see it on a list and maybe someone else will see it on the list and know of a person who has the book and ask that person if they want to donate it. We could even have a distributed library where people post special collections in their possession and other people could borrow directly from them. I wish the library would be more of a library instead of a cultural center. Information and literature should be paramount. Music and movies are ok but should be a little piece of what the library does. It would also be good for the library to provide instruction on doing real research. It could propose a research problem every month and outline the approach. Such problems should include all kinds of issues, like how to tell climate change is real by going to publicly accessible government data sites. Also, the library should highlight incredible resources like gapminder.org. I think libraries have gotten way off track with coffee shops and concerts. Libraries are supposed to be for empowering citizens with knowledge. The maker space is probably good in that respect, although it probably needs to be under some other city effort, like a tool-sharing facility.

It already does so! I love the Main Library renovations, the café (especially because it's in association with the BCFM), and everything you offer for children. I'd love to see a bigger and better Makerspace, and more opportunities to learn how to build new practical skills (how about classes in repairing everyday items and managing typical adult roles and tasks that we may not have learned from our families?).

It could be a safe space for undocumented immigrants.

It could be, but for me it is not as it is,

It does a good job now.

It encourages participation in reading, the arts and general culture.

It gives everyone a chance to read and look at books.

It is a critical community resource, providing books, reference material, technology (and tech services like printing along with computer use), and community meeting/gathering space.

It is a good meeting place and source of books and CDs that otherwise would not get the attention of people. It is a voice of the community (but that could improve).

it is a great public space where all are welcome. the café and the new programs they are doing around the Makerspace and STEM is great for kids and our community. I would like for it to continue to be free.

Responses from survey participants (unedited)
It is a great space and very important for the community
It is a non partisan source of information and learning, which is absolutely essential in a fully functioning society.
It is a place of equity. A homeless patron can apply for a job while a stay at home mom enjoys the privilege of taking her child to storytime. It prevents ignorance of certain sides of this town and allows a more humble and aware community.
It is a place to encourage learning and reading and engaging in civic and other activities. It is a vital part of the City and includes services for everyone which is very important.
It is a resource that connects us to worlds and ideas larger than us.
It is a safe place where all types of people can be present, utilize its resources, and creatively contribute ideas.
It is always a balance for inclusivity and safety at our libraries. The library was an essential resource for our family with the children were little. We all loved story time and the checking out new books. Unfortunately, my teenage children do not view the libraries of places they can go independently because issues with safety they have witnessed in the libraries.
It is an accessible community gathering place with wonderful resources for all ages!
It is an important and dependable basic institution necessary to the community and society. Its core mission and focus is making books, other reading materials, and media available to the citizenry.
It is an important community resource.
It is an inclusive space with free access to knowledge (both via computer access and with books). It hosts many opportunities for enrichment, from story time for kids to the wonderful Maker Space.
It is an inclusive, safe haven for everyone to feel that they are welcome and belong
It is exhilarating to visit the library and see such a diverse population doing such a variety of activities.
It is fundamentally a place for all people, and preserving that right is important to me.
It is important that children use the library as if it were part of their every day life. I had that opportunity as I was growing up.
It is inclusive, safe, and obviously flavored by our community.
It is open and inclusive. Helping people with literacy, strengthen community....give kids a fun place to learn and have fun. The art, the beautiful setting, the friendly staff makes BPL part of the center of our community.

Responses from survey participants (unedited)

It is safe and fun space to bring my child and meet friends.

It is the only place where everyone can participate in community things in a fun, easy way. Offering concerts, movies, art shows etc. for free is the best.. It brings all kinds of folks together. Thanks!

It is vital for libraries to act as part of the public square to allow ALL members of our community to come together and share ideas and engage with one another. The library is an essential way of sharing resources and opportunity and supporting those in our community who are struggling more than others

It needs to be a welcome gathering place for all, and that would include the homeless community as much as possible in events and other offerings. The library needs to be (an is, in my opinion) the great leveler-access to all, espeically in the area of computers, since not all Boulderites are able to afford them--but also in the area of small study spaces. Most importantly, as a great leveler, is the Boulder Reads Program, for which I volunteer.

It needs to focus on what it can do best. It should provide books, music, movies, etc. both digitally and in person. It also can provide learning experiences such as the maker space.

It needs to have a presence in North and East Boulder. Right now those areas are growing in population, but there is no library.

It offers a safe place for children to read and learn to love reading. People who do not read cannot be good citizens and protect democracy.

it provides a forum for community [outreach] programs, gives children and adults alike an opportunity to read in a peaceful and safe setting, and serves the needs of boulder's residents

it provides a place for people to come and hang out (whether it's to sit and study or socialize in Seeds). the maker space also really puts effort into fostering creativity and the initiative to learn how to make or fix/mend things on ones own.

It provides a place for people to take care of their minds and creativity. it's a great place for community, also

It provides a safe, inclusive space for all.

It provides a safe, neutral space for people to meet and work.

It provides an invaluable resource. Access to books and information is essential to life. However, I do take issue with the masses of transient people that use the library as a shelter. d

It provides an opportunity for residents to pursue interests in a comfortable environment, pleasant staff, updated resources and integration.

it provides books

Responses from survey participants (unedited)

It seems very good now. I really like e books and hope for more titles. Young families really appreciate the programs for children. I have taken my grandchildren to special programs Saturday morning at GR.

It serves as a central community hub of activity and meeting space

It should always remain a place where all are included and keep everything affordable but safety must be kept in check, for example the drug use

It will be important to remember to emphasize inclusiveness to all members of our community including those that are marginalized, like the transient community. Being treated with respect fosters mutual respect, and it is necessary that we provide a space where anyone can come and use the library resources. Perhaps better understanding and opportunities to interact between the 'typical' Boulder residents, students, and the homeless will help to de-stigmatize and calm relations.

It would be great to be able to rent/check out or somehow use Design software while at the library.

It would be nice to see more library options in Gunbarrel. We do not seem to get any community services out here- no parks, libraries etc.

It's a great library but the needs of the community are continually expanding, so I advocate for the library to reflect the diversity and collective needs of the community, including more ebooks and audiobooks.

It's a great place for young kids to begin to engage in reading and for their parents to meet and form a community. The librarians (especially those at the Reynolds Branch) are creative, engaging, caring, and trustworthy. We are so thankful to the staff of this library for all of the development that they have cultivated in our kids (now aged 3 and 5) over the past 5 years.

It's a inviting and public space in a beautiful part of downtown Boulder. It's a way to enjoy Boulder without a cost. Seeds cafe provides an inviting place to connect with people and food. The library highlights local art and has exceptional learning opportunities.

It's a meeting place for folks to meet

It's a place for people to access free, quality educational and pleasure reading material and services that would be financially unavailable to them otherwise. It is also a pleasant and safe atmosphere for people to go individually or with others - a healthy and peaceful place in these chaotic times.

It's a place to gather and a peaceful place to relax.

It's a safe place for children to learn and love books, and it provides essential meeting spaces for all kinds of small groups; I've reserved meeting rooms myself. In general, it represents Boulder's commitment to education, community, and civic participation. I love our library!

Responses from survey participants (unedited)

it's a small sliver. I think the library needs to focus on its core competency rather than trying to be everything to everybody. You need to ensure everybody has access to a library in close proximity to their homes. City is broken into many "neighborhoods".... look at which ones are undeserved and use your building funds to address that need first.

It's an amazing place to be, learn, and relax. I love the library, it's one of my favorite indoor places in Boulder.

It's convenient for people of all incomes, it provides educational opportunities.

It's doing a great job. Just needs to be a bit cleaner.

It's equal public civics engagement center where community, children, youth, research, E books, movies, cinema, arts drawing, small business and entrepreneurs.

It's just a great and often overlooked resource

It's one of the few places where all walks of life come together in the community for a variety of needs.

It's open to everyone and very welcoming and helpful, and fun. Offering such a wide array of reasons for people to come in and use the resources here for them is wonderful! Offering relevant, meaningful, cultural, informative and fun meetings and programs as well as books, movies, audiobooks, etc. makes us a more informed, cultural, enlightened, compassionate and intelligent community.

It's the best community center for arts, learning, children, etc. up there with the Dairy. Since we have never received a Performing Arts Center, the library is essential in Boulder. I'm so sick of seeing all these restaurants, expensive stores and pricey condos. It's ruining the Boulder Community. The Library and the Dairy - + CU shoulder most of the responsibility for making Boulder a great place to live and raise children.

It's very important for people to have access to trustworthy information about public affairs. The library can help by continuing to acquire such materials, and even more so by helping/training people to access it.

It's wonderful

Its an amazing resource and gathering for people of all ages, backgrounds, etc. The intellectual resources it provides are invaluable to people of all income levels in our community.

Its the library!! I can not imagine trying to get by without access to a library! How do you find a job with no internet? How do you find a place in a new community with no internet. Not everyone is of the high income bracket or wants to spend money on books and library type things and this is where the library comes in. The library is very important for culture too, where else is the average 20 something going to actually pick up great expectations or other literary classics.

Responses from survey participants (unedited)
Job skill development, computers, inclusive and welcoming environment, way to meet and engage with others
Just keep doing what you are doing.
Just keep on doing a great job!
Just stay a good place for books.
Keep asking for feedback!
Keep being the tremous active forward leaning library.
Keep being your wonderful selves! :)
Keep building the collection of books, with a focus on newly published, highly acclaimed works and replacement of old classics. (many currently dust laden and allergy activating; therefore, useless to some of us)
Keep doing what you do best...making the library a source of good books and a place to study, read, and learn.
Keep doing what you're doing.
Keep doing what you're doing. We love the library!
Keep staff - people are more important than buildings or websites
Keep the library holds delivery system and partnerships with other libraries and Prospector! This is the most important factor for our family. Also, please find a way to limit the take-over by the homeless. I would like to spend time at the library working but feel uncomfortable spending more time than picking up books.
Keep up the good work!
Keep up the good work.
Keep up the good work. Take a customer service approach and always consider what is best for the patrons. Communicate clearly what you're up to.
Keep up the great programs and ideas.
Keep up what you are doing already.
Keep up with current Library science technology.
Keeping people safe
Kick out the homeless people
Kick out the homeless who trash the bathrooms and make people there feel really, really uncomfortable.

Responses from survey participants (unedited)

Knowledge is accessible, through books and electronic media. Great availability of physical media for computer learning and entertainment. Great availability for online knowledge access.

knowledge is power! spread knowledge & the arts!

Knowledge is power.

La Biblioteca de Boulder podría abrir sus puertas a los negocios latinos para que den presentaciones gratuitas de sus eventos culturales ofrecidos en Boulder

La Educación es la Base para una Sociedad con más Conciencia Social. Contribuir a mejorar las Habilidades Sociales. Incrementar la relación entre la Biblioteca y la Comunidad es Esencial para esta Ciudad.

Letting people who aren't library users know all the incredible resources and programs available

Libraries are a great community resource and Boulders lives up to that in all ways.

Libraries are a place where everyone is able make use of the resources without regard to economic status. So glad it exists!

Libraries are a reflection of the community. This is a highly educated, reflective and community cultivating public center. It should be busy, but quiet and inclusive.

Libraries are an essential part of the community. Would love to see an expansion to the east side of Boulder as there is no library support for a large population there.

Libraries are an integral part of an informed and educated community partly because literacy and critical thinking are essential in a democratic society. Libraries can also serve as centers for community exchange of ideas, culture and the arts.

Libraries are critical to fostering reading across all communities. reading = education = empathy and knowledge = stronger, healthier communities.

Libraries are essential for all members of our community. The local library is a wonderful place to borrow books, music, movies and to enjoy community programs. As a child I spent many happy hours at the library and in the summer I participated in the children's library's summer reading programs. I believe that making books accessible to everyone enriches our lives and the mental/physical/spiritual/social health of our communities.

Libraries are essential hubs for all of the reasons alluded to throughout this survey, they provide countless opportunities to improve as individuals and be involved in broader cultural discourses.

Libraries are essential in the community. As our world has changed through technology, the role of libraries has not diminished, but expanded.

Responses from survey participants (unedited)

Libraries are essential to a community to provide free and easy access to BOOKS and all the additional materials inside. It is a place that levels communities in terms of socioeconomics and fulfills needs of all.

Libraries are great resources both as a community space and for providing resources in person and online. It is an essential part of any community.

Libraries can be a hub for community events. The neighborhood libraries can bring residents together to celebrate and organize. The more people collaborate the stronger a community. Libraries could be essential to building a healthy community.

Libraries, in general, have become much more meaningful to all residents and visitors. Their obligation to residents, visitors and the community has become an integral part of life in all communities, and ours is no exception. More books, as well as visual aids and seminars will awaken the spirit of learning and understanding.

LIBRARIES: help as community builders, centers for diverse populations, centers for arts, cultural and music festivals, centers for youths, centers for literature, technology and center for Historical and civic engagement centers.

Library for community in Gunbarrel area; increased funding for acquiring more books (poor selection considering size of population)

Library is on the right tract.

Like any library the Boulder Public Library is full of so many useful items that are FREE to take out and use. It is open to anyone regardless of race or income or language. There is no excuse not to have books to read to children or books to read for anyone.

Limit the time people can use desk/table space, so that all can use. Increase parking, which is your number one problem. My use of the library has decreased by 75% due to that issue. I will not support funding until that is resolved.

Literacy and free, equitable access to knowledge are critical elements of a democratic society.

Literacy and opportunities for young readers to explore reading, topics and community. Computers available for researching, job applications and learning. Excellent staff who guide and maintain the quality of our libraries.

Literary resources are essential to growth. The young child programs at the Main library are a great place for children to gather and grow together. Summer festivals in the parking lot may be hosted by the city, however, they also give attention to the library and can be a reminder of the activities there.

local place for groups to meet

Los jovenes estudiantes la necesitan mucho.

Responses from survey participants (unedited)

Love the audio books! BLDG 61 is amazing - as are the staff. It would be better if it were expanded so it could reach more community members.

Love the inclusivity and Spanish language resources. Love the physical spaces and connection to the evolving Civic Area. Love the efforts to connect and engage members to civic processes. Could probably go further there with regard to increasing awareness of City Council activities. Visiting the Boulder Public Library helped convince me (several years ago) that I should accept a job offer here. Though I sleep better in North Boulder, I miss my years on The Hill, when I would often walk to the main library. (Nothing against the NoBo Corner Library, a well-placed and fabulous addition this side of town, but nothing really compares to the main downtown branch.) I recently took my sister and four-year-old niece there when they visited from the east coast. Our library system here is a great gem, and I appreciate all that y'all are doing, truly. It's nice that you're asking for feedback (with a bilingual form!), but pretty much I trust you to keep making a great thing even better. Okay, maybe that gigantic YES! art installation that was going to go up on the beautiful glass was a poor choice, but the voice of the community was heard, and it never happened. Thanks for all you do!

Main library ruined due to fear of the homeless. Very bad decision to replace wood with plastic. Really took beauty and made a Mc Donalds.

Maintain a clean, healthy, invigorating environment.

Maintaining broad selection of e books, not primarily romance trash. Covering the fiction period between latest books and the Guttenberg Victorian collecting. For example, Tom Lea, Robert Graves, Cornwell's Sharpe Series, Louis Lamour, Trevelyan, James M. Cain. Making New Yorker Mag, Atlantic, N Y Times and Wall St. Journal and Barron's available on line with sufficient copies and access. Expanding e book selection.

Maintaining traditional services and providing space for community groups and individuals to meet. Supporting outstanding efforts both local and non local to broaden horizons. Promoting creative arts, music & literary arts.with adequate space.

Maintenance, improvements & staying up-to-date.

maintaining a community focus and diversify beyond a traditional idea of the role of a library - expand what it means to share information and use different formats - talks - online resources - debates- movies - performance

Make as many items online as possible. Create spaces for work, meetings, and group learning. Have calendars with interesting meeting groups easy to see.

Make is safer and keep out vagrants and bums. My child and I need to feel safe there.

Make it a safe place. The number of indigents both inside and outside the library are intimidating and a turn-off. No amount of money spent on services or facilities could compensate for the current atmosphere.

Responses from survey participants (unedited)

Make it a safe space. My children played and learned here and loved it when they grew up in Boulder, I don't feel comfortable bringing my grandchildren here, the transient population has overshadowed The environment of the library as the safe and welcoming space. We are very sad about the direction this has taken in the community

Make it more international - offer other language classes or events

Maker Spaces are popping up everywhere. I want to see the spaces used with purposes and objectives in mind for residents (not too open ended). Also, I think a meeting space and study space mentioned in one of the previous are 2 very different concepts. I would want to see the library still providing quiet spaces for study or reflection outside of interactive community spaces, yet really maintaining these quiet spaces for people who are studying, researching, reading, etc. I would want to see availability in these spaces for those people--not napping spots or places to get out of weather.

Makes homeless problem obvious.

Making all forms of media available for public consumption, providing services that support literacy and an informed community, and a space for community to come together.

Making it a safe place. I wish the bathrooms were cleaner. Let people know about the cheap books for sale. They are kind of far away. Also please have the NEW BOOKS featured PROMINENTLY near the front door - especially NEW AUDIOBOOKS.

Making it even more possible to hold public meetings, convivias, celebrations, performances....

Making it the preferred venue for community discussions

Manage use of library for those who move in during day. The less fortunate living in the library make the library unsafe for me and my kids so I choose not to use it. I would prefer to not pay for the library and its services if it is not a good environment for my family. Yes, we have had issues prior with above. There has to be a better solution.

Más actividades de inclusión y de intercambio de cultura (cultural training)

Más unidos y respetuoso de las diferentes culturas

Maybe be more cultural. And when announcing the events also announce them in the schools or more ways other than just technology...

Mayor difusión!

Me parece que la biblioteca está en perfectas condiciones. Es importante continuar con todos los eventos y actividades para los niños así como mantener y actualizar los libros y materiales para aprender.

Responses from survey participants (unedited)
Meeting space
Mini Bldg61/Maker Spaces in all the smaller branches of BPL.
More activity and programs offered at the library
More advertising to the community
More audio books for everyone especially people with dyslexia
More audio books please!
More availability of online audiobooks for the 1 in 5 or so of us with Dyslexia
More books (including e-books), fewer internet computers
More books. There is often a long wait to check out a book I'm interested in.
More children's activities in the STEM areas and reading
More classic movie events including matinees.
more community art exhibits with rotating artists projects on view.
More community meetin spaces. More free diversity n cultural programs and presentation
More ebook availability
More educational programs for people of all ages
More exposure - art, literature, film. Creating community interactions and having juicy programs. Please help us make Boulder even more wonderful. I love the library!
More free opportunities/more advertising of these opportunities/more inclusive audience
More free space for hosting and even just advertising community educational programs/events. Now that local resource Video Station has closed and online video providers focus more on recent releases & popular hits, build an even more extensive selection of obscure/educational/foreign/historic movies, particularly useful for mountain residents w/out internet streaming capabilities. Safe/clean space for kids and all visitors to the library and surrounding park areas. Displays/events celebrating & educating about book history, book art, book technology, etc. Continuing a robust loan system between libraries to ensure access to a broad selection of loan materials.
more hours of operation

Responses from survey participants (unedited)

More hours, more staff. more access to the Makerspace. The staff is fantastic but they are overwhelmed. I've asked to volunteer there and never heard a follow up. I'd be interested in working there as well. Currently, many of the instructional hours I am interested in are only offered midday and I simply cannot make that. I feel that funding should go into that for sure and also streaming services. We are in the streaming age!!!

More locations

More Makerspace

More online holdings. Increasing the library-wide checkout limits on online subscriptions

More opportunities for library sponsored facilitated community dialogue on issues of local concern.

More outlets, pick up books

more parking (free)

More programs especially focused on diversity / bringing people together / homelessness.

more programs for kids and teens

More programs in Spanish / other languages. Expanding the NoBo library to offer more services / space to the community.

More resources for the Makerspace. Meets many objectives - job skills, creativity, learning, positive community engagement, software skills. For ex, learning coreldraw and other CAD tools is key to getting kids (and adults!) engaged in engineering and technical fields and is a key enabling ability to getting a good technical job but this software is normally very expensive - it is incredibly valuable to have these programs available to learn on and also support from the library staff. I recommend hiring another couple of technology staff members to help support community outreach and the Makerspace. This is from someone who is a NASA engineer who works locally in Boulder.

More security to make it a safer place, social workers to address patron problems that are beyond the scope of the staff. More police presence cut down on the crimes that occur in the library - drugs especially

More space to let people simply "be" with the books and learning materials. More room to linger with refreshment, to study, converse, research.

Responses from survey participants (unedited)

More Spanish speaking staff and programming. Support entrepreneurial aspirations with access to technology, training, like a pre-incubator business training in collaboration with SBDC, Boulder County Workforce and local incubators. Ask the community what we'd like to achieve and see where the library can help make that possible. I'm hoping the space next to the creek will be more accessible and safe for young children (fewer hypodermic needles, urine and broken glass). Connect professors, students, tech start ups, with teaching and volunteer opportunities to make a difference in Boulder. Expand city efforts like the Bridge House carpentry program to help people contribute to a constructive workforce.

More staff to help with those of us who are technology challenged.

More than just books - we need collaborative community spaces

Most important is maintaining the traditional functions of a library, which is a wide, deep selection of books (printed, digital, as well to a lesser extent music and movies)

Mostly by making available books, DVD's, audiobooks, and online materials.

Mostly by providing information, entertainment and education.

Move into the digital age more aggressively- stop heating books and other single serve resources. Put everything online, use chatbots for basic queries and librarians for in depth issues.

multiple opportunities for interreaction, meeting, learning

My kid loves the library. I'm continually impressed with the quality of the staff there. It feels like one of the old holdouts of my childhood. Books are timeless.

My most important concern: 1. In my opinion the public library is first and foremost a place to for seeking knowledge and information. i.e.; books, periodicals, online resources (Lynda, training, ebooks/video) 2. It is not a homeless shelter, day care center, or even community center. Those should all be separate entities. Keep the focus on sources of informations (books, periodicals, etc...). Spend the money on access to information.

My personal concern is making the library sufficient for people with disabilities. I would like to see more handicap parking on the Canyon Blvd/North side of the parking lot. Low cost or free handicap parking would be very helpful.

na

Need better access to tables, chairs, bench spaces for average citizens - at this point, almost all are routinely taken up by homeless, leaving little opportunity space for me and my family to spend time hanging out at the library.

Need more opportunities for dialogue on complex public issues...

Responses from survey participants (unedited)
Need more presence in the community. The "big" library is grand, but is not easy for all to access. Oh, parking. Charging is not cool.
Need to address the fact that library is a refuge for homeless people. Bring in people to get them signed up for Medicaid, pass out toiletries, etc. They are there. Let's help them somehow....
Need to meet the ever changing technological needs of the community.
needs to be and feel safe for families with small children, frail elderly, etc. as well as inclusive to entire community as trusted source of information and literature and meeting space for anyone whose purpose is to visit a library. Not a de facto homeless shelter or place for people who want to use it for other than its intended purpose
New books and e-books to keep an inventory that does not stagnate. How about having inexpensive showers and towel service available for campers to use and perhaps provide a dumpster for their trash?
New Books+less homeless sleeping indoors and in park outside
New branch in East Boulder/Gunbarrel. It's a well populated area that continues to grow and has a lack of services.
No ideas.
NoBo needs a much much bigger library. It is a high traffic branch that is tiny. You really can't use it for much other than ordering and picking up books. With the traffic, community and coffee shop right there, people would browse and spend more time if it were a bigger and more stocked space.
North Boulder needs a branch library. Perhaps spanish speaking staff & spanish language material. I didn't understand the question "Please rate the importance of each of the following areas for the community." Was it asking about the library meeting these needs or the community in general?
North boulder needs a decent library with parking.
Not
not have undesirable and scary people using the facility--should NOT be a hang out for homeless people
Not inclusive enough. There are other cultures here that need to be encouraged to this arena.
Not letting homeless people sleep in the aisles of the library.
Not often. Do not see library staff at community events (i.e. Boulder Boulder, parades, Pearl St. art events, Dairy Center) engaging citizens in any way that encourages curiosity about coming to the library.
Not sure

Responses from survey participants (unedited)

Not sure if you mean how does it do this now or how might it do so in the future. Currently, I find the BPL an excellent resource whether I am looking for something to read for my own interest, researching a writing assignment, or following up on something I have heard or read. In the future, I imagine that the BPL will continue to do so.

Offer free wifi and workspaces for people who work from home. Telecommuters. Offer thought leadership sessions. Guest speakers authors. Business leaders should have forums on their needs...hiring training housing etc. Lots digital content. Online learning not just YouTube local relevancy.

Offer more free cultural events. Expand language learning sections with DVDs and CDs.

Offering a mix of private-public spaces where visitors can engage in study, research and also connect with other community members. I would like more opportunities to connect with other community members in casual and more organized settings.

offering an even greater variety of materials if the library had more funding

Offering creative outlets with expert staff. The makers space embodies where Boulder public library should be going. We need more opportunities like this offered to all. Larger makers space would be helpful to the community. This stimulates business and startups and helps people find their passion to pursue.

Offers a safe and supportive space focused on knowledge and learning for children of all ages, families, and other community members.

Ofrecer mas libros en diferentes idiomas

Once upon a time, a local tax approved for backing library bonds was (rather sneakily) re-purposed to general government usage. So I'd be very careful about supporting another tax measure, or setting aside funds for a rainy day. Or for future library benefit. It might be shuttled off in another direction. Again. I think the library should have it's own protected fund, not get swallowed up in the city's General Fund. Police & general services are great & necessary, but it's administratively too easy to re-allocate from library sources.

Open a branch in Gunbarrel to serve more of the community. There are many young families and seniors in Gunbarrel that would love to have the services of a library reasonably close!

Open ended indeed. i think being able to access the sheer number and variety of books that are available through the library is a fabulous rescue for the community, not to mention all of the other services we provide. Especially when it comes to kids, a love of reading is vital to future success, besides it is fun when you find the right book. I would never have found some of my new favorite books were it not for our library collection, books i would have never known to look for and i have been able to read more than i could possibly hope to buy for myself.

Open later on Friday and Saturday evenings

Responses from survey participants (unedited)

open to all local individuals with adequate hours and good programs. But, Boulder has too many taxes to cover all wants, so the library suffers

open to all with free (90 minute) parking

Opening a regular-sized library in North Boulder. We love our Corner Library but would benefit greatly from a more traditional library.

Opportunities for learning that would otherwise be cost prohibitive. The Makerspace provides a good deal of that.

Our art quilt group meets in your conference rooms when available--the main library and the Meadows branch. Free meeting space is important for social and working groups. I'm retired and books are expensive. I really, really appreciate the free lending of audio and eBooks available through the library.

Our family would use the library more if it wasn't a homeless shelter. We have felt very uncomfortable many times in the main branch due to the number of homeless people sleeping inside the library or inside the bathrooms.

Our library collection is excellent and used weekly by my family. I love the library because I feel its staff and programming strive to include everyone in Boulder whatever their economic status or social standing. The Boulder Public Library is one of the few places in this city where I truly feel all are welcome. The inclusiveness of the library experience enriches the life of my entire family.

Our library is growing more wonderful every day. Open, welcoming, inclusive, innovative, beautiful, fun space! Love our libraries!!

Our main library is a great example of what a public library can be. That said, the ongoing problem of homeless congregating in and around the library is the single biggest problem it faces (besides the hideous decor choices of the recent remodel). The library needs to actively involve itself in solving this problem (which deters people from using resources and the library itself) by pressing the city and law enforcement to come up with creative, viable solutions. The library must involve itself in and drive this solution, for the good of the library itself and the community it seeks to serve. I go to the library to work or meet or read or use the cafe, but most of the time, 75% of the seats are occupied by homeless people parked there--often sleeping--for hours on end, meaning there is no place for me--a library patron--to sit down and USE LIBRARY RESOURCES. This is not what a public library is meant for. Also, I loved the idea of the arts cinema, but it folded practically as soon as it began! We need that in town! Boulder needs more than one such cinema, and the auditorium in the library often sits empty. Finally, BOOKS!!! There are book series that lack a volume, and popular authors whose bodies of work are not complete on the shelves. We need these gaps assessed and filled!

outreach - book mobile - bring books to certain neighborhoods, especially for children

Outreach to members that don't currently use the library facilities or borrow items.

Responses from survey participants (unedited)

Outreach, outreach, outreach! The library is already a wonderful resource that needs to be better advertised. I think a lot of people have problems that they don't know the library can fix. If the word gets out the library will become more a centerpiece of the community.

Particularly at a time of polarity and divisions, a well-run library can help bring people together from all walks of life in a way that churches don't.

Partnering with KGNU.org would be amazing. Have a show! They have shows from 5 min to an hour. It could be amazing. I think we need to remember what is the air to lungs of Democracy? Access to information YO! Part of the Resistance is empowering folks with resources to fight- they go low- we go high- with facts and stories, yeah?!Anecdotal- Friends and I were just joking about a singles mingle program at a library. I have dear friends who are librarians in Denver. They liked it. I am realizing, I haven't used the library since graduating, 8 years ago. Don't tell my friends! Other than meetings on civic issues, I haven't given myself a reason to go. I tend to go to the Boulder Bookstore and buy what I need/want. And loads of friends swap books, so I always have a stash. I give away a lot of the books I buy. Maybe better advertise to graduates, community folks to donate books to you? Thanks for being here, I value you and am going to try to visit more < 3

People who use the library now understand what you offer and remember to come there. However, I know many (especially younger people) who simply visit the Web for their information needs. I think you need to find ways to get back in front of people who have forgotten about the library. My kids search on Google for their books and other information. They will be very pleasantly surprised to remember the library has something for free and that it has free programs as well. You have so much to offer! Many people just don't know it!

Perhaps incorporating a tool sharing form, or other community fora to foster the bartering of services?

Perhaps outreach to populations who are not currently using the library but who would benefit. I spend most of my time in the children's section and it seems like there's a potential for more diversity in the families who use that space.

Please (continue to) work with the local homeless programs/shelters/day shelters to incentivize homeless to go elsewhere and not use the library as a homeless shelter. Basically I've completely stopped using the library due to the disruptiveness, unsanitaryness, and inappropriate behavior of the homeless/"traveler" community in the main branch.

Responses from survey participants (unedited)

PLEASE allow people to nap in the library. I was appalled to find someone booted out a couple days ago for napping. He was not disruptive at all, but the security guard was very distracting in his effort to expel the man from the library. I was so distracted and upset that I stopped working and left. Sleeping is a very natural thing to do in a library. If someone is snoring, I'd support asking them to leave a quiet area. But kicking them out just on the basis of sleeping displays an appalling degree of disdain for the poor -- and ignores the fact that even the housed gentry, like me, would like to have a quiet and comfortable place to nap in a place with books. As a CU employee, I nap frequently in the CU libraries. I used to nap in the Berkeley library. And the Davis library. And the Santa Monica library. And the Redondo Beach library. And the Manhattan Beach library. No problems anywhere. But here, in Boulder, that's not allowed.

Please bring a library to Gunbarrel. We need this as well as a rec center

Please consider opening a branch in Gunbarrel. We are part of the city yet there's no access to library branches without a minimum 15 minute drive. The library would have an important role in building community in our often neglected area of the CITY of Boulder. Please make it happen for Gunbarrel!

Please keep the present library building during the civic project that is ongoing. Do not tear it down. Remodel inside, but do not destroy!!!

Please make a new NoBo Library facility a high priority.

Please make it safer for my kids and me to walk through the parking lot to the entrance of the main library

Please note, the section on monetary allocation is confusing. It wasn't clear if the value should be entered above or below the line. I put in numbers below the item on the first section and above on the second. I haven't been at the library for a year, but in the past, the number of homeless people was overwhelming since they didn't always have a place to go in the library.

Please, please build a full-size library in North Boulder! There are many times where I would like to use a free community space to do work or meet colleagues, but the only option available in North Boulder is a coffee shop. I believe that the NoBo corner library has seen a large number of patrons of various backgrounds, and it shows the need for a full-size library. I haven't come to community meetings re: the master plan because I have children and I work, therefore I simply don't have the time to attend. But please hear my request!

potential building more locations to allow for easier access for low income and disabled community members. I just think libraries are critical to a highly educated public of all income levels and the more access the better.

Problem with cinema--too many homeless. I stopped going years ago. Very disappointed and angry that George Reynolds shelves are mostly empty and books cleared out. I can understand how new acquisitions may be difficult when budgets are tight, but there's no excuse for destroying the collections. Put books back on the priority list!

Responses from survey participants (unedited)

Programs that unite and interest the citizens while becoming a safe place to visit.
Provide free resources for learning about the world and engaging with community. Place for all socioeconomic levels. Innovation to reach different demographics, especially teens and Latino.
Provide more interactive and creative programs for adults, such as crafting, sewing or painting programs Provide wellness workshops for teens, adults and seniors focusing on health (physical and mental) Publicize the community events going on in the library space better
Provides a place for children to explore worlds' outside of their own. Provides a free and open space for people to meet without feeling pressured to spend money. Excellent resource for students and everyone else to get high quality information and access top-notch research tools.
Provides a place to learn new information and discuss, and provides exposure to things people can't get access to elsewhere (speakers and events on subjects people don't normally interact with, technology not available in a person's home, etc)
Provides access to reliable information and help with tools/resources to get information of all types for all people.
Providing a community gathering place and education opportunities.
Providing a maker space for community members to actualize creative projects for free!!!
Providing a safe and inclusive space for the community to use for learning, meeting, and working.
Providing a safe location to study and learn bout variety of things
Providing a space for meeting, learning and being the utmost resource for information.
providing a supportive space for meetings and sponsoring speakers
Providing a welcoming, non-judgmental space where people can meet and learn and by providing a broad and deep collection of materials in a variety of formats.
Providing access to the internet, study space, meeting spaces, up to date collections of books, ebooks, CDs and videos. Training programs and Boulder Reads literacy program
Providing air fresheners at all areas in the library to make it easier to study and not get distracted by the horrible smells.

Responses from survey participants (unedited)

Providing books and other resources for people to learn about the world and also escape it through reading. Teaching and encouraging people to read. Being a place people of all ages can rely on for accessing information about anything and everything that's available in print. Teaching people how to access all the resources the web has to offer for self-education.

Providing diverse and accessible resources that respond to the needs of the community and are offered in a welcoming building.

Providing ESL opportunities for culturally different resident. Ensure with city that transportation is available for older residents.

Providing free high quality opportunities for both learning and cultural exchange and entertainment and community building.

Providing free information for everyone, as well as space for community meetings in all libraries and artistic space at Canyon.

Providing high quality information services using authoritative sources. The Reference librarians have been invaluable, though circulation staff could use a little customer service training.

Providing information and access to one and all.

providing information and space/specialized facilities for meetings of all kinds - a place where people of all kinds of backgrounds can interact during programs and activities.

Providing open access to information/knowledge.

Providing resources to the public and connecting of services and resources

providing resources to those in need, promoting reading to children,

Providing services in the Gunbarrel area which is currently under-served.

Providing services, books and digitally available materials. Being inclusive, providing programs for children (story hours etc) and making patrons feel that they are in a safe environment.

Publicando que los libros en papel, son mejor que leer en algún dispositivo, no daña tanto la vista como en ellos.

Purchase more books, DVDs and audio books in Spanish. Include more events, classes and other opportunities in Spanish; outreach and support of our Spanish-speaking community

Put a full branch in North Boulder.

Putting a Library in North Central to Northeast Boulder / Gunbarrel.

Que no cobren tan caro cuando a uno se le olvida devolver un libro a tiempo. Cobran mucho!!!

Responses from survey participants (unedited)
Raising knowledge. There were several things in this survey I didn't know I could do - like donating books.
Reaching out to the community through its various programs
Ready access to written materials. Community meeting space
Remain a center for research and learning, community interaction.
Representation of diversity with services, staff. More training, classes, job skills. More community contribution and support of maker space. Mentorship volunteers - use seniors, academics, students for sharing job skills and tech training. I'd like to see the library in the community. I'd like to see the library be a place for action and to help people figure out how to get involved with contributing to our community.
Requesting feedback such as this - and then listening to it. Book chats or an Authors Day. Yearly Author Event with a talk & discussion.
Resources for reference and enjoyment are very important for the community, especially people who have limited income.
Return the online catalog terminals--too many have been removed, esp downstairs. The big open area on the 2nd floor is a zoo--too many people taking up too much space. The auto-checkout stations don't work well--I am usually forced over to the desk.
Revert to the core mission of libraries- what a library should be- and not try to be too many different things beyond.
revive the failed cinema!
Safe beautiful space for everybody to read, learn and engage as community
Safe place for many homeless during the day, which I have mixed feelings about....doing a better job at serving the housed community of tax payers than 5 years ago.
Safety is first. I do not always feel safe at the main library due to so many transients staying there, using the bathrooms as heir personal space and hanging around the library. Especially when I'm there with my kids, I cannot guess which of the transients is of sane mind and which is unpredictable. Due to that reason, I've been favoring other branches more lately.
Seguir apoyando a la Comunidad en General. Y ahora de manera especial a los Inmigrantes para apoyarles e informar respecto a sus derechos. Seguir en la ayuda para su adaptación con la Cultura de los Estados Unidos.
Seguir trabajando junto a la comunidad
sending books to people who can't get to the library extended hours are good cafe is too expensive for many people

Responses from survey participants (unedited)
Shared resource that ALL people can access, regardless of socioeconomic status
Simply keep up doing what you are doing now,
Since information today is mostly on the web and library can continue to be of service as a community meeting place focused on sharing information.
Smart people. Smart community.
So many people are unaware of the things that the library offers for free. A continuance of these resources and programs is essential, but higher awareness and community engagement will make the library have a bigger contribution to Boulder's community.
So many ways! In this era when people are having a hard time distinguishing truth from fiction, trusted institutions like the library play a key role in teaching information literacy skills. It plays a role in the social safety net, helping people access the internet who don't have it at home (even our homeless neighbors- I know it can be difficult to balance their needs against those of other users, but I do think that the library belongs to them, too). It reduces our environmental footprint by allowing us to borrow instead of buy. It promotes literacy and cultural programs, and provides space for groups to meet.
SOLVE THE TRANSIENT PROBLEM. The library should not be a daytime shelter. It should be a place where people use the resources and not just hang out. Hire a social worker?
Sometimes I feel Unsafe with the homeless people inside. I've been to the library twice for children's programs and someone's wallet was stolen twice
Space for democracy to happen. E-Book (need more options) for people for whom it is hard to get there in person.
spend less money on remodeling (or put it back the way it was before the last remodel). spend the money on books and spaces for books.
Start by resuming distribution of large print books to retirement communities! You are not meeting your obligation for service to the community.
Stay a trusted place to go by keeping the homeless population under contro in the library.
Stay one step ahead of the technology. Make it easy to obtain materials. Ensure that library spaces are impressive civic spaces.
Stay open more hours and offer more services directed toward the senior population;
Stay open seven days a week. Later on Friday nights.
Stop allowing the City Gov. to use the library as a day shelter for our homeless community.
Strong and beautiful libraries are the base that builds strong communities.

Responses from survey participants (unedited)

Substantially reduce the amount of surface parking at the main town center library so that it is more bikeable, walkable, transit-friendly, and more vibrant. Hosting more community meetings and socializing events.

supporting all community programs

Supporting JLF@Boulder

Supporting reading at all levels

Supports community, diverse interests.

Take books that you are going to toss to Harvest of Hope or the shelter or places like that. Have open forums on issues. Lets talk about the Judge who lives here who is nominated for the Supreme.

Take what they're doing already to 11. More funding would allow their already awesome trajectory to keep moving forward.

tech help. providing a safe place for learning. more senior programing would be helpful. Spanish language classes - book group. English classes, (other classes would be helpful i.e. math for living skills. other classes tailored to specific populations) One of the things I would most highly commend the Main Branch for is the way in which the staff works with a wide diversity of people - helpful, kind, and almost always able to help without belittling or talking down to patrons even when the patrons are rude or inconsiderate.

Tener mas actividades de creación artística, cultural e interacción social para que la comunidad participe se integre y forme vínculos de confianza y seguridad. Para el sano desarrollo de niños, jóvenes y familias y comunidad en general. Arte y cultura accesible para todos. Sin costos que muchas familias no podemos pagar.

Thank you for doing this survey and for all the many services you provide for citizens in the Boulder community.

the biggest detriment to the main branch acting as a better community is the take over of the main branch by transients on the weekend; there is commonly no where to sit and the atmosphere can seem mildly threatening.

The Boulder Public Library enables more people in the community access to books of their choice. Because of the extensive network, we can order books online to be picked up at our local branch or checkout electronic material. The library branches are a safe space for people of all ages with activities of all sorts. I love that there are branches in many different neighborhoods and support adding branches if there are neighborhoods that are not currently served.

Responses from survey participants (unedited)

The Boulder Public Library has been a wonderful gathering place for me as a mother of young kids (when my kids were young - reading hour, reading in the children's section, looking at the fish - an important destination). And now that my kids are older, has been a great resource to find books as my girls are avid readers and to keep them in reading material from bookstores would put us in the poor house. And we love getting suggestions from the knowledgeable staff who know the material available and what is age appropriate and what is of interest to kids at each age. Our family LOVES the library and feel it is an essential part of our community!

The Boulder Public Library is an awesome place, but the homeless people there scare my kids.

The Boulder Public Library is an essential resource for learning and research and lovers of the written word for the citizens of Boulder.

The Boulder Public Library is an inclusive environment where everybody feels welcome and safe. Staff is friendly and programs accessible and of paramount importance (story time, reading pals, etc.) for building community. You can find multiple ways to research the material you need, from books to articles to movies, making learning available to everyone. The Library is a place for sharing ideas and make Boulder better.

The Boulder Public Library is the best public library system I've experienced, as a former professional public librarian myself, and user of libraries across the country. I'm glad to see the commitment to keeping our library system growing, vital, and responsive to the evolving needs of our community. I would support increased funding for staff, materials, and services unequivocally.

The Boulder Public Library should focus on the social, educational, civic and safety first contributions to the community. The remodel has a welcoming atmosphere and is appreciated. However, I will be honest, when smelly and scary persons are within my circle of comfort, I leave. I acknowledge the right of everyone to use the public facility but I have a right to avoid such situations as well.

The Boulder Public Library system consistently provides easily accessible, and high quality, books, cd's, and dvd's, that cover an enormous swathe of interests and topics.

The Boulder Reads and Conversations in English programs substantively and figuratively promote inclusion and connection across cultural and ethnic lines.

The BPL already makes Boulder a better community!

The BPL does a great job reaching out to the community. I did notice that there was a meeting that had an overflowing room - maybe there needs to be a larger meeting room available.

The BPL is a great resource for the CU boulder students, young children, and adults who are looking to find books, entertainment, and research material. Reading and learning is of high importance to a well functioning community

Responses from survey participants (unedited)

the BPL is tremendous. And doing surveys like this will only keep it great. Your building 51 (61?) is amazing. I watched some kids go in there and just 'play' and 'learn'. The people working there deserve major kudos. They are doing a fantastic job. Keep up the good work. And, hell yes, I will pay more of my taxes for the library, way more. It's one of the city's strongest and potentially most import resources.

The BPL provides a space to access information! It is such a pleasure to use the main branch, with all the light and nooks for reading.

The children's program- support for parents and kids.

The city planners waste money on erecting columns justified as beautifying Boulder. Then they approve structures that obliterate the natural views to people who enjoy outdoor seating at cafes. Why should one think that residents would vote for more taxes (in your survey) when we see revenues misspent? Sure I understand that new Library taxes would be "earmarked" for the Library. Would it be enlightened to use current income from an assortment of taxes and fees and earmark some of it for the Library? The income generated by the city through the recent burdensome rise in our property taxes should have monies "over the top" which can be spent on our Boulder Library which is one of the two fabulous assets of our city--the other asset are the views of the Flatirons slowly being curtailed off by ugly box-like buildings. This survey asks questions about trusting the Library. There should be a survey that asks questions about trusting city council planners/members/administrators.

The depth of the collection of the library helps us all explore ideas and do research for personal projects, and school/work projects. The library provides places for people to study, engage in art (watching films, reading), and has a bunch of programs that I really appreciate, even if I don't personally use them (storytimes, Makerspace, Boulder Reads). It lifts up the community, and provides options for people to explore the world.

the issues with the transient population that use the library are very complicated but serious - I feel that they have a right to be there and am glad that the library can provide services to them, but some of them can be threatening. I've left the library on more than one occasion because of negative interactions with people who are clearly mentally ill. I've also been harassed outside of the library, particularly the Meadows Branch where people hang out just beyond the library property. In the winter we share the space with people who are ill with the flu and coughing. I love the library and it makes the place very inhospitable. I don't know what the solution is; perhaps it requires a larger community effort rather than expecting the library to solve the problem.

The libraries are a great place in Boulder. I didn't know about the Maker Space... It would be great if I could participate, but for 13 years, nobody's really willing to turn off their cellphones or wireless. That makes life hard. I'm a resident. And I have been completely left behind. So, as to the question of how the BPL contributes for all residents, for me, it's a place where I can check out a book and leave.

Responses from survey participants (unedited)

The library acts as a community space, so there should be many opportunities for people to gather for different reasons, in a way that highlight the resources of the library. Would love to see NoBo as a true branch (with true parking!).

The library as shifted its focus to keep up with the times by offering e-books, audio books, maker space, the Seeds Cafe, and technology support to name a few. You have continued to produce quality shows in the Canyon Gallery and the staff has always been extremely helpful. Keep up the good work.

The library brings education, entertainment, and opportunity to the community. I feel that it is a solid example of how to use my tax dollars efficiently.

The library contributes by providing a lovely environment for learning, enrichment, and entertainment.

The library enhances our community by providing a safe, clean, well-equipped, enjoyable place for people to study, research, read, explore, find books etc. that interest them with helpful and friendly staff who are knowledgeable and well trained. Free parking is essential. There need to be more stations to enter license plate #s and if one legitimately needs to be there longer than 90 minutes for example to study, research or attend an event, there should be no fee.

The library is a cultural center and an integral part of any community that cares about its citizens

The library is a place where many of my friend go to study because they don't really have a place to do so. It unites the community!

the library is a wonderful source of books,music,CDs and research info. I only get material by hold. I seldom sit and read or buy food anymore because there are too many homeless people camped out in chairs and using the restrooms for personal grooming.

The library is absolutely essential to me personally and professionally. It is one of the most essential government services and something that brings value to people regardless of age, gender, ethnicity, faith, or other. Language, literature, and communication bind us together!

The Library is an essential part of our community and should be highly valued for a place of civic and cultural enlightenment.

The library is an important and great equalizer. It provides books, knowledge, opportunities, and space for all regardless of economic status.

The library is an open forum for all people who use it. There are so many things about the library that people do not even know: all types of Books, CDs, Movies, Audio Books, and DVDs. The library has classes, and art, and food. Programs, and meeting space, computers, magazines, and newspapers. You can access books, and magazines through your home computer, just by signing up with the library. The library is a wealth of information to all.

The library is at the very heart of our democracy.

Responses from survey participants (unedited)

The library is beautiful. Unfortunately it kind of functions as a homeless shelter and it's not a very pleasant place to take children unless you are confining them to only the children's section.

The library is currently totally open to the public, which puts its assets at risk, lessens security and erodes the library experience. The library should be a facility that is only open to those residents of the city who are registered as members.

The library is essential for reliable information, community gathering and creating, early literacy, and entertainment.

The library is essential in providing materials and resources for all of us to learn and enrich our lives, regardless of financial means.

The library is fantastic. Love the meeting spaces, Seeds Cafe, art gallery and SBDC. The only glaring problem are all the transients with backpacks and even dogs. Something has to be done. Don't mind as much when I am by myself but if I am with my family, I feel uneasy.

The Library is mostly used by Seniors and Young children/Parents. Keeping the library welcoming and safe and free from harassment is important.

The library is much more than a library. When we first moved here it served as a community meeting place, a safe place for my kids, a meeting place, entertainment. I love the library. I love that it has books, food, art, and performances. I love the way it looks.

The library is one of my favorite places in Boulder. The main library is a beautiful building located near the creek. It is a gathering space and it serves the community well

The library is one of the cornerstone's of my family's lives. My son has benefited so much from the Pages & Paws program. My daughter loves getting book recommendations from the Meadows Branch librarians. I constantly order books I need for research and the process is simple.

The library is one of the few public spaces where democracy lives and expresses itself via materials, access to media, programming, and the fact that anyone can use the library.

The library is perceived as a safe place for everyone. I love the environment, appreciate the staff, have always found what I'm looking for.

The library is serving its function extremely well. Don't fix what isn't broken.

The Library is the repository of thought and wisdom. We need that in these times. It needs to be free and available to all.

the library must provide access to information for ALL in the community, keep no long term records on materials used by any individual, and unfailingly stand up for freedom of information rights

The Library needs to be a source for accurate information.

Responses from survey participants (unedited)

The library needs to offer quiet spaces where one can study and gain access to knowledge as well as services that create opportunities for learning & doing research, for supporting literacy and education and accessing the Internet.

The library needs to remain a SAFE space for children and families. I support the entire community but it should not become a homeless day shelter. People should not be sleeping in the children's library. This is of utmost importance.

The Library needs to step up and provide a safer, cleaner and more customer friendly environment. I used to go to the Library weekly or more, but now, it is so unsafe feeling, the staff is often in a bad mood, and it smells in the library. I no longer take the grandchildren there, it is to unsafe and unsanitary.

The library proves itself to be the cultural heart of Boulder. It offers for all its community residents more than any other organization or institution provides - public or private.

The library provides many services to the community free of charge. Everyone can enjoy access to the same things regardless of financial situation.

The library provides space for people to work and study in, free materials available to everyone but especially low-income families, and its programs better than community.

The Library should be a cornerstone of any thriving community. Unfortunately the main branch of the Boulder library is often overrun by homeless people in and immediately around the building. No amount of capital expenditures or improvements will address this issue and I would oppose a tax increase unless the City intends to address homelessness in the library and outside of it.

The library should be a library and not a hang-out for those who have no where else to go! I haven't visited the main library in over year due to the number of street people in the place. Not very welcoming.

The library should be a welcoming place for all who want to learn, read, and study. It would be nice to have plenty of comfortable chairs, tables, and computers.

The Library should consciously design spaces that discourage socializing and business, and promote studying and focus. There are too many groups of people that hang in and around the library all day long; many of whom appear disheveled and often unclean. I have had trouble finding quite and non-smelly places to work. I have been approached and asked for money, the use of my phone, etc. The library should be a place people come to learn and relax, not a place to spend the day.

Responses from survey participants (unedited)

The library should continue to purchase materials. We cannot rely only on streaming resources. Additionally, the library needs to up its foreign language game. There are definitely not enough books in Spanish. We need a better solution to the homeless problem than limiting branch libraries to hold pickup places like the NOBO library. NOBO is too small. The librarians at NOBO are wonderful and do their best but the space is not comfortable for playing and reading with children. We need a real branch library.

The library supports our intellectual growth, especially through the interlibrary loan program. The freedom to explore new ideas is a fundamental human right honored by the library.

The main branch also plays an important role as an anchor to the civic area of downtown, so has a role more important than most branches to connect well with people using the entire civic area and help attract all families and residents to the civic area. I also think it has an important responsibility, while a very delicate issue, to minimize the impact that the migrant and homeless population has on other residents as that population continues to grow in its use of the library as a day shelter, not necessarily for intended library uses. Importantly, keeping the library and library grounds safe and welcoming to children and families is of highest importance.

The main library (which is also my neighborhood library) hosts so many homeless people who spend the day there that other users sometimes have less access to computers, readings spots, etc. While I support the use of the library by homeless people, I don't think they should treat the library as their living quarters because that makes the library less usable for other residents.

The main library is not very accessible to families and I do not feel as safe there with my children as my local library

The main library is one of Boulder's best places, as long as the surrounding area is safe (and you don't make more bad choices about public art, and I do mean the Big Red YES debacle). Because I work in Denver, I don't get there often anymore, but I still treasure it. As they say, a voter registration and a library card = power and freedom.

The main library is unpleasant. People watching movies laugh out loud, others sing along. It often smells.

The major issue I have with Boulder's library is the library's encouragement of homeless people in the Canyon branch. My friends and I will not go there anymore because we have seen/ heard obscenities and general harassment by street people. The library needs to be used for what it is intended and not a place to sleep or hang out.

The many offerings of free programs (mostly underwritten by the BPL Foundation) in music, theater, film and at the art gallery.

Responses from survey participants (unedited)

The most important issue to me is adding e-books to the library. I only use the Overdrive App, I rarely visit the library. I have been disappointed with the long wait times for popular e-books, and wish the library would expand the e-book selection and number of copies of popular books.

The people and place are amazing. It is nourishing and vital across the board. A foundation of health, happiness, and wholeness in our community for all members / neighbors.

The programs for kids and parents and the beautiful remodel of the children's area in the main library show that the Boulder Public Library takes early literacy seriously and is committed to investing to the future of the community. The library is also very inclusive of all residents. Maybe a little too inclusive as the transient population seems to consistently have a strong presence in and around the main library. This often makes it difficult to enjoy the space and to feel safe with small children. As a Boulder native I find the extent to which the city caters to the needs and wishes of this population disgraceful. I wish something could be done about this.

The reason I would not be very likely to vote for a tax increase for the library is that it just underwent a huge remodel. It's a great library.

The smelly, rude, dishevelled people keep me away.

The worst thing about the library is it is shelter for the homeless. I download books from home but rarely set foot in the buildings. This is too bad but the people hanging around the library make me frightened and uncomfortable.

there is a SERIOUS issue with the way the homeless use the facility that even though the remodel made great new places, i am not comfortable hanging out there as many of the homeless have huge body odor and are trying to sleep and do their grooming in the bathroom... i do not have an answer but it is a problem needing to be solved, the library is not one's personal home (sleeping or grooming) and one should not be offensive (stinking) to others.

There is no library branch anywhere near Gunbarrel. This community is expanding residentially and commercially. We need a good sized branch in Gunbarrel to ensure the whole community of Boulder is served.

there needs to be a library in north east boulder (30th/valmont). perhaps it could be put into the new rec center that is scheduled for valmont park? this is the poorest part of boulder (most subsidized housing, oldest housing/apt complexes) and yet none of the normal libraries are easily accessible by frequent public transport (esp. on weekends) and are probably too far for kids to bike to.

There remains a real problems at BPL with homeless population. At times, the smell in the library (GBR) is over-powering and makes it an unusable place to work in. I do not have a solution, simply an observation.

Responses from survey participants (unedited)

think it does a good job now. Would hope there is interaction between library staff with preschool--especially with lower income and newly arrived families--by staff visits and perhaps book giveaways when possible. Don't really know how much connection currently exists.

This is a very easy question to answer. Public Libraries in all communities are an essential aspect of individual and community growth.

This library system is amazing. You should be very proud.

Through access to current and classic books and media in all formats.

Through the range and high quality of educational, recreational and research materials; through providing a safe, non-commercial, well designed venue for individuals or groups; through the introduction of stimulating ideas, in print, art, performance or electronic media.

To be honest, I used the library more when I had kids at home. There is no library near my house and only the main library has much space for study etc. I might use it for quiet work space but I don't because I feel I am taking space needed by homeless people. It would be nice to know what is offered in terms of tech help. I don't think of the library as having help with that. More audio books would be great.

To have a democracy, we need informed citizens. Free libraries where everyone can access information are just about the best idea anyone's ever had. I support adding new technologies for information, but please don't give up on books. They're still important, too. I see a real mix of people at the library, ages, gender, ethnicity, it's great. BPL feels very welcoming. Once in awhile downtown it's hard to find space because of people taking shelter. I know they need somewhere to go and that the library is trying to balance needs. I hope the library gets some support from other sectors, like providing other places for shelter.

To keep doing what it's doing

To me, libraries are a resource for all residents, providing access to learning (and entertainment) that can be life-changing. A vibrant library system is a sign of a vibrant community.

To this day, have a beef with the library, re: the 14 million dollar building. 25 (?) years ago, showed my colleague from Holland and her sister, a librarian in the tiny town of Den Helder, the new library. The sister-librarian's comment, "Fancy building, old books". These days, with electronic access to libraries (though that is pretty throttled at BPL), it's less of an issue...but at the time, it was disablingly true, and indicative of the misplaced priorities at the BPL. Don't know to what degree that is still the case there...don't really use the library anymore.

Trying to solve the homeless issue that exists in the library.

Responses from survey participants (unedited)

Two aims: Support tech use of library resources: emphasize tech classes, ebook acquisition process (how to request a license for one, what is my wait time on list, etc.) Make ebooks as easily available as paper ones through prospector, etc. Provide public meeting space and work on building community through face to face activities. Promote parking for elderly users who can't bike. Promote ematerials so those with failing eyesight can use readers to magnify type. Can we donate our (amazon kindle purchased) ebooks to the library somehow?

Unirse a comunidades con menos acceso a su libros y otro recursos sobre todo que los menores tengan acceso a más recursos y libros en apoyo de la biblioteca para que los menores tengan mejor educación y mejor aprendizaje .

Until the library figures out how to deal with the large numbers of homeless people it is limiting its ability to meet its other goals/be welcoming to other people in the community

Varied programming, community building programs, keeping current with publications, having adequate materials (enough new titles, for example) to meet need, fun and safe children spaces

Vastly expand electronic access to all materials and advanced search capabilities.

VERY IMPORTANT

very inclusive and a safe space for everyone in the community to learn, read, study and grow

We are extremely fortunate to have such lovely libraries! I am proud of the work you have done to date to stay current and attractive. I love taking my grandchildren to both the Main library and the tiny one in Nobo.

We desperately need gathering places where all feel comfortable and meet to feel a part of the community. So programs at the library meet that need. Would love to see an added coffee shop so there would be more space to meet and visit with friends after picking up books.

We have a serious problem with drug users and vagrants fillings the building on a daily basis. This needs to be addressed by the city.

We have a terrific library system here. I appreciate especially the branch libraries for local neighborhood conveniences. I appreciate the connection with libraries in Longmont, Louisville and Lafayette which allows us to use all and return books to all. And the Prospector system is greatly used and enjoyed by our family. Our 4 children have been raised in Boulder and all depended on the BPL from toddlerhood to adult ages. (One daughter greatly enjoyed being a part of a wonderful teen writing group when in high school. Another daughter now brings her own children to the library regularly). Thank you as we have watched our library grow with the community, add programs as needed and continually update facilities. We love you and all the kind and helpful staff who make it possible. We are very, very grateful!

Responses from survey participants (unedited)

We live in the holiday Neighborhood, and we love our little corner library. However, the hour of operation is extremely inconvenient for us. Our kids would like to be able to pick up books any day, especially when there's school. It is very hard to use the corner library as a reliable source of getting reading materials for them for school work. Please extend the operation hour to be open consistently every day of the week. It doesn't have to be long, but, just long enough for the neighborhood reader to have a chance to pick up books after school/work on Thursday and Friday. Thank you so much!

We live within walking distance of the Meadows Branch, it was a criteria of mine when purchasing a house. I feel that the library is an under used resource in many communities, ours included. I wish there was more marketing and announcements regarding locations, resources, opportunities and events. Too often people don't even know that the Meadows Branch exists. I believe libraries are vital parts of communities, they offer meeting spaces, access to computers and the internet, opportunities for people to learn essential skills, reading, typing, internet searching and much more. I think the the library is a wonderful resource but because it is always there people forget the resources that it offers. Therefore, I believe the Boulder Public Library needs to be more pro-active in marketing itself in new innovative locations to engage the younger generations.

We love the library! I try to take my 5 year old daughter a few times a month. She loves reading! Please (continue to) keep it safe for all. The mental wellbeing of many of the homeless people in the library is a big concern. At times, it feels like a day time shelter and less like a library. It can feel unsafe to be in the stacks looking for books with people sleeping, or lurking in the corners. Boulder needs to make other resources available so they have a place to go during the day.

We LOVE the library. I would like to see more children's books (including board books) in Spanish at all branches and more outreach to our Spanish-speaking population. Could you recruit native Spanish-speaking librarians??

We moved here from Palo Alto, CA. They have a wonderful library system. I was so disappointed in the Boulder libraries that we rarely use them. When our kids were school age they tried but got very little help from librarians, and the many homeless people are a problem.

We need a location in the northeast side of Boulder.

We need to bring back volunteer readers for groups of kids - several times a day, please.

We use the libraries primarily for baby/kids activities. The free storytimes are a huge asset to the community, and have several locations besides the main downtown library is great because caretakers can walk or bike there and don't have to drive or take the bus downtown.

welcoming attitude, responsive staff, sharing community activities, serving as a forum for issues

Well kept libraries are well used by the community, a gathering place for families and for individuals to read, browse, study, learn.

Responses from survey participants (unedited)

Well organized, well staffed, well stocked resource for a diverse community!

What I said previously. And... Bit better website to easily follow along with any important events.

When I first moved to Boulder and was just beginning my professional career, the library was my sanctuary for finding knowledge and building my understanding of myself and the world. Now that I am more developed and have more resources, I depend less on the library in my day-to-day life?but I know how important the library is to helping people make positive changes in their lives.

When I visit a city I usually go to the local library. It tells me a lot about the community. I like the bulletin/info boards which tell me how active the community and what is going on in the community. I feel BPL does a good job in this area. The libraries are always busy. The one area I think needs improvement are the story times. The main libraries location of story time is not conducive to the program. The ramp/tunnel comes right up into the story time area. There is a play table right there and the staff removes the items because it is distracting, people are looking for books or reading in the chairs right in that area. The other 2 branches where I have attended story time at are the GRB and the Meadows Branch. I feel the staff at both of these locations need some training on early childhood education. The audience is primarily toddler and preschoolers and the programs seemed to be geared for older children. Even when it is story time for all ages. Most 4 and 5 year-olds are in preschool or Kindergarten in the mornings. In addition I would like to see an increase in the number of holds allowed. Our previous library allowed 20, it was quite a shock to be reduced to 10. I understand that there is a lot of staff time involved in this process but it would be nice.

When you opened the maker space, it redefined what the Boulder Library was in my mind. Now it is a place for sharing not only books, but all kinds of resources. As physical books become less popular, I see this as the most beneficial aspect of a library. Shared resources and community center.

where else is there that performs this service

Wish there was a branch closer to Gunbarrel area. Would like to do a better job on awareness of materials available online.

with electronics, space for meetings, all forms of the arts, cd's, dvd's and electronic books, etc...

With the building 61 makers space. This provides a forum for creativity and entrepreneurialism and gives back to the community. People are so empowered here and have an opportunity to learn new things and access cost prohibitive equipment and tools. The staff there is phenomenal and keeps us coming back and learning new things. Truly the definition of life long learning. What a library should strive to offer it's community.

Responses from survey participants (unedited)

With today's technology and the ease at which it is to work and gather information from my own home or on the run with my iPad or phone, this question is hard to answer. I haven't used a library since the ripe age of 15. I'm 43 now. I do remember it being a humble place. That said, keep it humble, while providing the latest technology for research, ebooks, etc.

Wonderful meeting space and excellent resources

Work on other areas for the homeless to spend the entire day'

working together to build another arts venue. increase e-books/audiobooks/access to academic databases. support neighborhood libraries (downtown boulder hard to access).

would be nice to have a branch in Gunbarrel areas

Would like to see a Gunbarrel branch

Would love more afternoon programs for kids!

Would love to see "play groups " offered for specific age groups. Example: 3 year olds playtime at 11am. As a new resident to Boulder something like this would be so helpful to meet friends for my children and I.

Would love to see more community space and kid/family activities

Would love to see space for a community loaner program where people can check out tools or other household items that are not worth purchasing when only used one or two times a year. A new service I've read about that other cities have started. So many homes in Boulder are too small to store infrequently used items and it's good for the environment! Would be perfect!!

Yes

Yes. Some of the programs need to be expanded. Particularly morning, evening and weekend access to maker space. Also the digital offering need to be greatly expanded. It is often difficult to find titles and there are very long waiting lists.

You already do; well done!!

you are already awesome! I love you madly:)

You are doing a great job already. There is little room for improvement. I sometimes get frustrated to trying to find a book or CD which is not available or has a long waiting list. I love the performances of classical music.

You can't overstate the importance of libraries. I'm very thankful for the Boulder library and all it has to make literacy and information accessible to everyone.

Responses from survey participants (unedited)

You did not ask for explanation of low ratings - the challenge of homeless folks loitering has been a turn off. Study areas often are not comfy due to odor, noise and cell phone use (by all categories of Library users). I realize these are huge challenges. There is no easy answer other than on a personal level regarding the Homelss, I send support to the Shelter, supervised apartments and Bridge House.

you do a great job...always inviting and inclusive and creating space for community gatherings. Librarians are helpful and friendly. an important asset to our community. Let us know of opportunities to engage, participate and volunteer through direct mailing...not only for library services but also for organizations that operate in and through the library.

You must stop letting the homeless people use the library for shelter, bathing and hanging out. The library on Arapahoe stinks, I do not feel safe there and I have heard others say that do not feel safe there. Please make our library safe and enjoyable.

You need better marketing (get a larger variety of people interested enough to actually use these amenities). Not everyone knows what they need unless it's conveyed to them in a way they can understand (and in a way that gets them excited about it).

Your many programs.