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From: **Joel Koenig** <joelkoe44@gmail.com>

Date: Fri, Jun 2, 2017 at 3:07 PM

Subject: LibCom meeting packet, 6/5

To: "Farnan, David" <farnand@boulderlibrary.org>, "Phares, Jennifer" <PharesJ2@boulder.lib.co.us>, Alicia Gibb <amgibb@gmail.com>, Tim O'Shea <tim@engagecolorado.com>, joni teter <joniteter@gmail.com>, Juana Gomez <juana@lawrenceandgomez.com>

Hi y'all,

A few highlights after a cursory review:

I am not in favor of a Bridge House case worker in the Library for a few hours each summer Friday. While I am passionate about the Bridge House and am a very active volunteer and financial supporter; this program will create problems for the Library staff and our patrons. I know and have cared for financially and emotionally of many of the regular homeless at the Library. We should not be the venue for the social services provided by the Bridge House.

I agree with the thoughts of Joni concerning the construction a new Library in North Boulder or Gunbarrel. With a "thin" leadership team the focus should be on programs and services. Also the time and attention devoted to a significant construction project will exacerbate the limited resources of our talented personnel. The results of the survey do not make a strong case for a NOBO library; less so for Gunbarrel.

The survey was illuminating and instructive. As a "bean counter" I have lot's of thoughts and questions, but none are remarkable. One surprise-the 65+ were not as positive as the other demographics. Also, how do the demographics of the respondents compare with Boulder generally? One of my takeaways--" to know us is to love us". It is not a surprise that frequent users view the Library most favorably.

October study session-I can make all of those proposed dates work

Have a productive meeting

Joel Koenig

[720 979 1104](tel:7209791104)

If you save one life you save the World. Hebrew Bible

Malone, Maureen

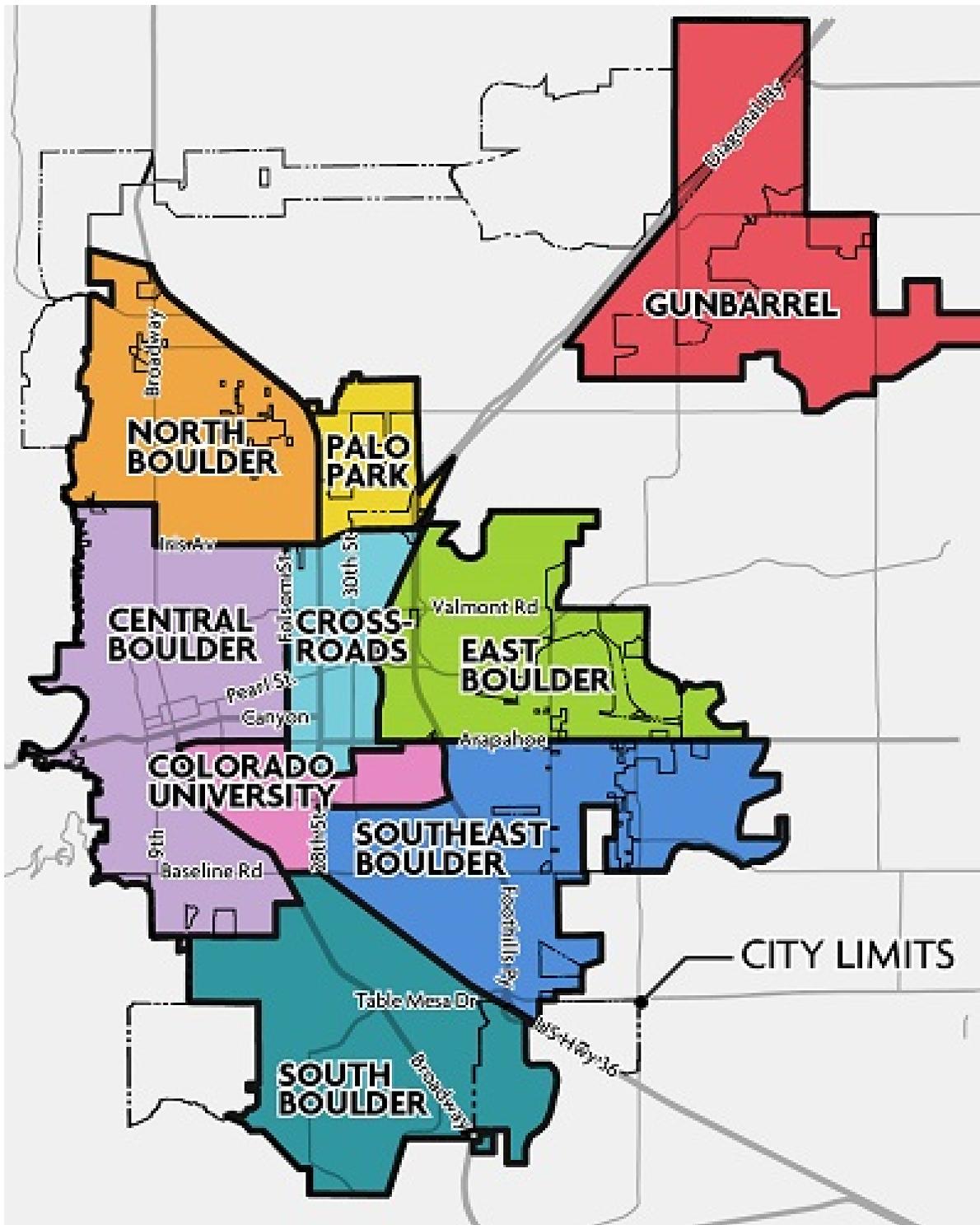
From: joni teter <joniteter@gmail.com>
Sent: Sunday, June 4, 2017 6:20 PM
To: BPL-COM; Farnan, David
Subject: Wednesday LibCom meeting

Follow Up Flag: Follow up
Flag Status: Completed

Hi, David -

I have one question/request from this week's packet. The survey references subareas of Boulder in several of its comparative analyses (South, East, Central, etc.) Can y'all bring a map showing how these sub-areas are delineated for survey purposes?

Thanks - Joni



Gunbarrel Community Focus Group

Future Library Services

Tuesday, May 16 | Boulder Rural Fire Rescue

6:00 to 7:30pm

Welcome, my name is Laureen Trainer! I want to thank you for joining me today to talk about future library services in Gunbarrel. The Boulder Public Library is working on a new master plan that will recommend library services in Gunbarrel and a part of the process includes talking to community members – that would be you – about what library services you would like to see. For our discussion tonight we won't be talking about buildings or locations or timelines; rather we want to focus on how the library can serve you and what you want to see in terms of services and programs. Any questions so far?

A few things before we begin – I am not a librarian and I don't work at the library, which is only to say that you won't hurt my feelings with any of your comments or thoughts – promise! I ask that you be open-minded with your thoughts and honest with your comments and that we all respect each other in this discussion. I will be recording this conversation to document everything and so I don't have to be scribbling furiously while you speak. However, this is an anonymous focus group, you do need to identify yourself before you speak and I won't include any names in my write-up. Also, please feel free to write any notes/comments as they pop into your head and you can hand me the paper at the end of our discussion tonight.

Some last notes – there is food – enjoy it! If you need to use the restroom, feel free to do so at any time. The restrooms are... I ask that you silence your cell phones and that if you do need to take a call to please just step outside of the room.

Alright – I think we're ready. Any questions before we dive in?

To begin, I'd like to hear a little bit about the community of Gunbarrel. I'm going to ask each of you to describe your community in just 6 words.

Conversation about community

What role would a new branch library play in Gunbarrel?

Why would it be important to you? To the community?

Where do you go now to get library services?

What library services do you typically use?

How often do you visit the library now?

Do you envision using the library more/about the same/less if a branch library opened in Gunbarrel?

All the above would be a conversation

Hand out sheet of services (from NoBo Services Questionnaire)

I'd like you all to take a moment to read through this list and then rank (1-10, 1 being the most important) these services in order of importance to you.

I will collect these sheets at the end

What services/programs would you like to see that weren't on this list?

Now, I'd like you to write the your top three on three different post-it notes – 1 service for note – and then post them on our white sheet.

Group writes top three services, I sort into categories

It looks like there are a few clusters here of agreed upon top services and some outliers.

Conversation about the top choices and why they are important

I'm going to ask you to think again about what is most important to you – and it might have changed from what you originally marked, or not – and I'd like you to vote again. Please place a red dot next to your absolute, must have service; a green dot next to your second choice; and a blue dot next to your third choice.

People vote with sticker

Let's talk about programs for a moment.

Have you attended library programs in the past? What types?

What types of programs appeal to you? Why?

What types of programs would be important to have in the community?

I will provide types of programs (hands-on, adults, teens, kids, computer skills, job readiness, ESL) as needed if people need prompts

Are programs an essential part of a library branch in Gunbarrel?

Who should the library partner with in Gunbarrel to do programs?

On a scale of 1-5 (1 being very important), how would you rank the importance of programming at a library in Gunbarrel? You can write your number on a stick note and just hold it up.

A few final questions! I going to ask you to do a little more voting as we wind down our time together today.

We want to get a sense of when you use the library so that we can have operating hours that are most convenient for you. You'll see two last sheets of paper on the wall – one for days of the week and one that has hours broken into four blocks of time. Thinking about when it is most convenient for you to got to the library for a service or program – please choose the 3 days you would like to have the library open. This is not to say that it will only be open 3 days a week, but it will help with planning.

People put sticker dots next to their 3 days

And finally, what hours are best for you? Please vote on 2 blocks of time. Again, this is to help in planning.

Anything else that we need to know from you?!

Also, again, please feel free to write thoughts/notes/ideas and hand them to me.

I want to thank you once again for your time and participation, I appreciate your willingness to share your thoughts with me.

NoBo Community Focus Group

Future Library Services

Thursday, June 8 | North Boulder Corner Library

6:30 to 8:00pm

Welcome, my name is Laureen Trainer! I want to thank you for joining me today to talk about future library services in North Boulder. The Boulder Public Library is working on a new master plan that will recommend a larger branch library in North Boulder and a part of the process includes talking to community members – that would be you – about what library services you would like to see. For our discussion tonight we won't be talking about architectural designs or locations or timelines; rather we want to focus on how the library can best serve you and what you want to see in terms of services and programs. Any questions so far?

A few things before we begin – I am not a librarian and I don't work at the library, which is only to say that you won't hurt my feelings with any of your comments or thoughts – promise! I ask that you be open-minded with your thoughts and honest with your comments and that we all respect each other in this discussion. I will be recording this conversation to document everything and so I don't have to be scribbling furiously while you speak. However, this is an anonymous focus group, you do need to identify yourself before you speak and I won't include any names in my write-up. Also, please feel free to write any notes/comments as they pop into your head and you can hand me the paper at the end of our discussion tonight.

Some last notes – there is food – enjoy it! If you need to use the restroom, feel free to do so at any time. The restrooms are... I ask that you silence your cell phones and that if you do need to take a call to please just step outside of the room.

Alright – I think we're ready. Any questions before we dive in?

Let's start with some of the basics. How often do you visit the NoBo Corner Library? I'm going to ask each of you to raise your hand and then keep it raised – I haven't visited in the past year. I visit a few times a year. A few times a month. Once a week. More than once a week.

There is a sheet of paper in front of you that has a list of services offered at the NoBo Corner Library. Take a moment to read through the list and then think about which ones you have used in the past six months. Please put a check mark next to those you've used in the past six months. Now, please circle those services that you use most often.

Starting backwards – are there any services that you haven't used in the past six months? Why haven't you used those services?

Conversation about "unused" services

Flipping it around – I want you to think about your top three services – the ones that are most valuable to you. Please take 3 sticky-notes and write one service on each sticky-note and then post it on the sheet on the wall.

Group writes top three services, I sort into categories

It looks like there are a few clusters here of agreed upon top services and some outliers.

Conversation about the top choices and why they are important

What services/programs would you like to see that weren't on this list? Why are these services important to you? To the community?

I will add these services to our top three list as discussion is happening

Which of the services on your list of NoBo services would you be willing to cut to bring in these new services/programs?

I'm going to ask you to think again about what is most important to you – and it might have changed from what you originally marked, or not – and I'd like you to vote again. Please place a red dot next to your absolute, must have service; a green dot next to your second choice; and a blue dot next to your third choice.

People vote with sticker

Let's shift slightly to the North Boulder community.

I'd like you to describe the strengths of the community in 6 words.

What role does the library play in support these strengths right now?

What role should it play in the future?

What resources would need to be added to ensure this role?

What could drop away so that the library could focus its resources?

Is there a group(s) that the library could partner with to strengthen its role in the community?

Conversation about community

Again, looking at the flip-side. What are areas for improvement in the community?

Is the library addressing these areas now? How? Is it effective?

What should the library be doing to address these issues, if anything?

What resources would be needed to effectively address these issues?

Which services would you be willing to let go of to bring about these changes?

Who should the library be partnering with to address these issues?

Conversation about community

Anything else that we need to know from you?!

Also, again, please feel free to write thoughts/notes/ideas and hand them to me.

I want to thank you once again for your time and participation, I appreciate your willingness to share your thoughts with me.