

## Draft Master Plan Goals Community and Library Staff Feedback Report

### A. SUMMARY

#### Community open house check-in meetings

The community check-in meetings were an informal opportunity for community members to review and provide feedback on the draft master plan goals that were developed based upon community input collected earlier in 2017. Community members spoke with staff about the content of draft goals, their priorities for the library, new ideas for service improvements. Some attendees chose to participate in an activity choosing their top 10 goals.

A summary of the conversations, written feedback, and the results of the goal priority exercise received during the meetings are in **sections B** through **D** below.

Attendance for the five community check-in meetings on the draft master plan goals was as follows:

Thursday, Sept. 21, 2017	Main Library Canyon Gallery	13 attendees
Saturday, Sept. 23, 2017	Main Library Canyon Gallery	31 attendees
Thursday, Sept. 28, 2017	Wild Sage Common House - north Boulder	5 attendees
Thursday, Oct. 5, 2017	Boulder Rural Fire Rescue - Gunbarrel	13 attendees
Wednesday, Oct. 11, 2017	What's Up Boulder – C.U. Campus	more than 127 conversations and 63 participants in the maker activity

#### Online community feedback

For community members who were unable to attend the check-in meetings or preferred to submit their comments in writing, a link to the draft goals and commitments presented during the check-in meetings was provided with an invitation to provide feedback via the project's online comment form <https://boulderlibrary.org/about/library-master-plan/master-plan-contact-form/>. The feedback received via the online comment form as of Wednesday, Oct. 18, 2017 is in **Section E** below.

#### Library staff check-in meeting

Ten staff members provided feedback on the draft goals during an open house meeting held on Monday, Sept. 25, 2017. The same information presented at the community check-in open house meetings was available for staff to review and provide feedback. A summary of staff's feedback is **Section F** below.

### B. COMMUNITY CONVERSATIONS FEEDBACK

Overall, participants were interested in the draft goals and seemed content with what was generated through this process. There seemed to be a high level of trust conveyed that staff is handling this process well and would come out with the right priorities to meet community needs.

#### COLLECTIONS

A few patrons emphasized that more traditional library services were of interest to them (e.g. physical collection, holds, checking out e-books, children's programs, helpful staff, etc.). One man shared that he would like to see the e-book collection improved with a wider selection and more copies. Another man who has lived in Boulder for many years and is an e-book user shared specific input about the collection and plans to write in when he has suggestions to improve the collection. A father of elementary and junior

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high school students in bilingual programs requested that the library add more Spanish literature to the collection. He said the school library resources are not adequate. One patron asked for a 10-fold increase in the Hoopla limit and that the selection of e-books be expanded significantly.

### GEORGE REYNOLDS BRANCH LIBRARY

One patron suggested that the George Reynolds Branch Library be expanded.

### GUNBARREL

Many patrons spoke in support of getting library services in Gunbarrel. One county resident spoke in support of voting for funding for the library.

A woman with her two children had this to say: driving to Boulder proper takes about a half hour. Kids can't hang out or browse very long because it [Main Library] is too far away. They can't attend after-school programs because their school gets out at 4:15 in Gunbarrel. She wants the kids to be able to ride their bikes, have freedom, and hang out at the library. She lets them ride their bikes to King Soopers by themselves. She wishes RTD would invest more in the routes to Gunbarrel and a park and ride lot would be nice. Her son said that the ride to Boulder is way too long and boring.

### HOLDS

The holds service was raised by multiple participants as being highly valued. A couple people were surprised that staff is considering increasing the hold limit, and felt that 10 holds was most sufficient. One woman mentioned she appreciated the limit as a helpful way to restrict herself to a manageable number. One patron suggested that staff find a way to limit the amount of holds that become available at the same time (i.e. if one is ready for pick-up, the rest automatically go into a frozen status.) One staff member had a conversation with two women, who were strong proponents for a civic performance space, and responded to their questions about facilities and expansion possibilities within BPL.

### HOMELESS COMMUNITY MEMBERS

One suggestion was to create a people experiencing homelessness advisory group to help guide what the library does, as an avenue for promoting library and city resources to this community, and to build positive rapport with the library. One patron shared his perception that NoBo staff and/or the community at the NoBo Corner Library do not like the homeless population. One patron remarked that they dislike homeless persons sleeping at or around the library.

### MAIN LIBRARY

One patron suggested that more focus be given or money spent on the Main Library, rather than the branches. Another patron shared that she has trouble finding a place to sit and read at the Main Library. She does not like the renovation design and thinks that the library was better before the renovation.

### NORTH BOULDER

A drive-up book drop at NoBo Corner Library was suggested. A NoBo Library patron and JLF volunteer shared that several patrons said the NoBo Corner Library is too small and needs to be open more hours. She lives in the Boulder Meadows mobile home community and would really like direct access to the NoBo Library and north Boulder businesses. One patron commented that "the farther north you go [with a full-service branch library], the less attractive it will be for me." One patron commented that "NoBo is awesome and asked where a new branch library would be located. A self-identified strong proponent of a north Boulder branch library said it is essential to reducing the literacy/education gap.

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### PARKING

One couple mentioned that lack of parking is a barrier to service at the NoBo Corner Library. A couple shared frustration with inadequate parking at the Main Library, "Downtown parking is terrible." One person asked for better parking at the Main Library.

### PROGRAMS

A young mother shared praise for BPL. She and her family are new to the area, and she has begun using the Main Library. She plans to bring her daughter, who is now two-years-old, to the concerts and musical storytime in the future.

Staff spoke with several patrons about the BLDG61 maker space, and about the programs and equipment available.

A patron shared interest in the library piloting civic dialogues.

One patron suggested conducting a survey of underserved community members, specifically patrons who receive homebound delivery service.

A family shared that they would like even more programs for kids and music programs.

### SAFETY

One patron shared that she feels the library is safe. Another shared that she does not feel the library is safe and she is intimidated by other patrons she perceives are homeless. A grandparent shared his concern about safety at the Main Library. He said that he would not leave his grandkids there. He felt that it [environment at the Main Library] has changed over the years and is less welcoming.

### OTHER

Some other ideas that were shared include:

- Consider adding a bookmobile
- More comfy chairs
- Higher check-out limit on courtesy cards/longer check-outs
- More grassy areas outside the branches for WiFi (higher WiFi speed if you have library card) or a little free library outside library locations
- Consider adding playgrounds at the branch libraries

## C. COMMUNITY WRITTEN FEEDBACK

**What do you consider the highest priority goals for the Boulder Public Library during the next 10 years?**

- Continuing to be great
- Expanding/sifting through collection
- Increase digital fiction book collection
- Teen community building – resources in critical issues/suicide
- Keep investing in events for diverse community
- Latino/a connections
- More outreach to the elderly
- Continuing programming (esp. children's)

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- Enhance children's events and activities, especially outside normal working hours
- More cultural programs and partnership with C.U. cultural and musical programs
- Special shows, programs, events
- Community gardens
- Bees
- Bigger/better north Boulder branch library
- Expand north Boulder library
- North Boulder Branch should have 24-hour lockers to pick up materials
- Conduct a facilities study of the Meadows Branch in context and comparison to George Reynolds Branch.
- Selfishly, I love the proposal of a Gunbarrel library. The learning garden/urban farming goal sounds marvelous too.
- Continue to keep Seeds Café. We love Seeds!
- More space for BLDG 61
- Expanding makerspace hours for adults working traditional 9-5 hours
- Provide makerspace schedule for scheduling purposes
- Patient satisfaction survey. WiFi for neighborhoods. Increase collection budget

### **Please share any additional ideas and input about the draft Library Master Plan goals!**

- Use outdoor spaces for more practical things like edible landscapes and orchards that feed the homeless.
- Have a system of rewards for homeless like some of the churches. For example: [if they] pick up rubbish around the building and [they] get something [in return]
- Have more movie nights
- Focus on kids who are underserved
- Outreach to the Latin community – more activities and inclusion for this population
- Newspapers, books, and art magazines in Spanish
- More art and literacy programs for older adults
- Latin American author presentations
- More Latin board member participation
- Collaboration with Latin American museums and history
- Semi-annual tea and welcome open house for the elderly and minorities of the city
- Spanish speaking staff
- Also, Meadows and NoBo would be priority over George Reynolds Branch Library.
- Would love to see more events @ the main branch theater! Movies, plays, maybe even live music?
- Would love to have books in Portuguese.
- We live in the Silver Maple neighborhood (15<sup>th</sup> & Cedar) w/2 small children and would love to see a corner library @ the Alpine-Balsam development.
- Move adult hangout/reading space i.e. good chairs and light (Main Branch seems cold and welcoming). More books on the shelf for browsing.
- Need a space for local musicians to perform

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### D. COMMUNITY GOAL PRIORITY EXERCISE

Participants were asked to share their top 10 priority goals by selecting from the goal statements (printed on magnetic material) and placing on a white board. Participants were not asked to rank order their list.

Activate outdoor space at branches\*\*\*\*\*  
Increase the collection budget\*\*\*\*\*  
Open a branch library in north Boulder\*\*\*\*\*  
Open Gunbarrel Corner Library\*\*\*\*\*  
Create a facilities restoration plan for the Carnegie Library\*\*\*\*\*  
Implement the Canyon Theater & Gallery rental program pilot\*\*\*\*\*  
Conduct a patron satisfaction survey\*\*\*\*\*  
Create a partnership strategic plan\*\*\*\*\*  
Expand maker programs\*\*\*\*\*  
Increase engagement of BPL's teen advisory groups\*\*\*\*\*  
Conduct a facilities study of the George Reynolds Branch Library\*\*\*\*\*  
Improve library safety and security\*\*\*\*\*  
Improve promotion of library programs and services\*\*\*\*\*  
Upgrade patron WiFi access\*\*\*\*\*  
Pilot civic dialogues\*\*\*\*  
Host an annual literacy-focused program with local partners\*\*\*\*  
Conduct Main Library north building renovation feasibility study\*\*\*  
Host BPL teen advisory group summit\*\*\*  
Increase culturally relevant Latino programs\*\*\*  
Initiate outreach to Latino community\*\*  
Provide uniform hours at all facilities\*\*  
Audit facilities for ADA compliance and social inclusivity standards\*  
Create a 20-year facilities build out plan\*  
Create plan to expand makerspace facilities\*  
Improve wayfinding to be clear and consistent \*  
Create technology strategic plan\*  
Implement volunteer-lead Homebound delivery program\*  
Expand holds service\*  
Begin to address facilities maintenance backlog  
Develop 10-year capital needs plan  
Host BPL teen advisory group summit  
Improve facilities cleaning standards  
Launch pilot maker programs at branches

\*=number of times comment repeated

## **E. COMMUNITY FEEDBACK RECEIVED ONLINE**

- Please continue to support the BLDG61 makerspace, that is a wonderful idea and my kids talk about it constantly. I would also love to see continued support of audiobooks both in physical CDs and especially Hoopla, the decrease to 4 titles per month was rough on my household. Thank you.
- Providing feedback about your early literacy program providing 21st literacy. Seems like there is a huge gap in both adult and young student population you are missing. 10 to 20% of the population has some range of Dyslexia. Please be inclusive of this population.
- ADA compliance is not just about ramps on mobility issues. You have up to 20% of the population that is neurologically different and struggles with reading and writing yet your audio materials are very limited especially for children. BVKID.org is all local Boulder parent nonprofit group that creates awareness and advocacy for kids with dyslexia. Most of the members do not utilize the library with their children and instead pay a monthly audible subscription for the children's ear reading.
- I notice the word "book" does not appear in the presentation. That pretty well says it all.
- I would like to know the Master Plan.
- I am strongly in favor of adding a corner library to the Gunbarrel neighborhood!
- I firmly urge the consideration of Diagonal Plaza for the new North Boulder Library location. There are already three extremely large vacant buildings there. It would serve both north and east communities. There is plenty of free parking. There are bus stops on both sides of the Plaza.
- First of all - adequate parking at all library locations. Libraries should NOT have places like BLDG 61 - that belongs in a community center with easy parking and access, not where it is currently located. Libraries should stay with media focus and not try to be all things to all people. We have other facilities for some of these purposes.
- I use the NOBO branch to pick-up books that I reserve. Great service. But, would be great to have the library open 7 days a week. I don't care about having a larger, more elaborate library in N Boulder. Would be fine as is if open 7 days/ week. If you do build a bigger library in NOBO, it may very well become an expensive homeless shelter. Are you concerned about that? How will you manage it?
- Dear Sirs, I would like to see the following services in Gunbarrel: Adult Programs, Book check-out, Meeting spaces for Community, Other media check-out (DVDs). Thanks for redoing the Master Plan.
- Hi. I had a prior commitment the evening of the Gunbarrel meeting, so would just like to add the following comments:
  - Gunbarrel needs a branch library ASAP; it is the most underserved section of the city in terms of library access and travel distance to the nearest branch-- far more so than N Boulder.
  - I use interlibrary loan/Prospector very heavily--usually have about 1-2 ILL books checked out at any one time. I have to travel all the way into town to pick those books up when they arrive. (A.k.a. "increased carbon footprint.")
  - Most of the library improvements of the past ten years have actually decreased the services I need and use in a library--fewer catalog terminals, et al.
  - Many of the periodicals I used on a regular basis have been discontinued, e.g., Gramophone, BBC Music; there are now NO periodicals that cover classical music or provide CD/DVD reviews.

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- The library is noisier, dirtier, and a far less usable place than it used to be; too many tables with people sleeping or otherwise "crashing," and fewer books.

Thanks for reading these comments from Gunbarrel.

- I would really like a branch or even a twig library in Gunbarrel! While I love the main branch and enjoy going there, it would be a lot more convenient to have something closer (living in Heatherwood). I know funding is short, but perhaps there might be a way to engage local patrons in helping out with the work?
- I suggest lockers for pickup of reserved materials, like Amazon lockers: enter a password to open, 24 hours.
- Tell the director everyone in the world wants a library in Gunbarrel. I'm sick of driving to Louisville.
- I was unable to attend the presentation in Gunbarrel about establishing a library yesterday (10/5). However, I certainly hope that there could be one established out here! I think the old fire station would make a great library space!
- I rec'd your letter re Home Bound program which I have utilized and it is wonderful. My idea was that perhaps you could use the post office Media Rate which is very inexpensive for books mailing. This would bypass the need for volunteers which I know can be hard to find in this economy. Perhaps the program could send fewer books and less often to keep the costs down. This is all a compromise I know but just my thoughts on the matter. If you want to use USPS , I would donate \$100 a month every month to help cover some of the mailing costs. Also, I would be happy to work on a donor program to help ensure others could help with the mailing costs. I am not thinking of the homebound as the donors necessarily, but businesses and community people.

Thank you for your letter and please let me know if I can be of any assistance. Home Bound is one of the finest services that Boulder offers to the sick and elderly (of which I am certainly one, being 75 yrs of age, lol)

### **F. LIBRARY STAFF FEEDBACK**

The facilitators reported that there was a lot of energy and excitement around the goal of a potential new north Boulder library. There were questions about ongoing budget or resource needs to fund the goals and commitments.

A few comments were "It's enough" or "it's good, but it's enough" related to the goals. There was excitement about the potential workplans, but also a little trepidation about the workload and the thought that they would not want to see any more goals added to these.

A couple of staff members mentioned that the community input process is interesting and they suggested creating more of an opportunity for ongoing public input (even outside of the master plan process), and not necessarily an annual survey because that may be too formal and or not approbative way to attract in-time and relevant public input.

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One staff member shared her excitement about the draft goal 'pilot civic dialogues.' She suggested that the library could invite outside facilitator/mediators (i.e. CU professors) and that dialogues may be very topical with the Safe Space movement that is trending right now.

### **What do you consider the highest priority goals for the Boulder Public Library during the next 10 years?**

- Increase collection budget \*
- North Boulder Branch Library\*
- Expand maker program
- Improve and expand library safety/security
- Increase Latino outreach
- Literacy focused festival with local authors
- 10-year capital needs plan (complete in 2018 rather than 2020)
- Corner library – Gunbarrel
- ADA compliant facilities
- Security and deal with homeless issues
- Uniform service levels and hours
- Teen engagement across the library program, volunteer roles, committees, etc.
- Outreach and partnerships with the Latino and other communities such as those with limited economic means

\*= comment repeated once

### **Please share any additional ideas and input about the draft Library Master Plan goals!**

- Consider adding social workers to staff at Main
- Please improve facilities cleaning standards earlier!
- I would suggest "increase engagement of BPL's teens" versus just on advisory groups. There are many ways teens could be involved
- If we are providing uniform service levels at all branch libraries, I hope we can have more full-time staff at the branches.
- Have feedback forms on these questions at all events.

### **Staff Goal Priority Exercise**

Participants were asked to share their top 10 priority goals by selecting from the goal statements (printed on magnetic material) and placing on a white board. Participants were not asked to rank order their list.

Increase collection budget\*\*\*\*

Initiate outreach to Latino community\*\*\*\*

Host an annual literacy-focused festival with local partners\*\*\*

Collect community input for Gunbarrel Corner Library project\*\*\*

Collect community input for a branch library in north Boulder\*\*\*

Improve promotion of library programs and services\*\*

Increase engagement of BPL's teen advisory groups\*\*

Pilot civic dialogues\*\*

Provide uniform hours at all facilities\*\*

Create a partnership strategic plan\*

Expand holds service

Increase number of culturally relevant Latino programs

Open Gunbarrel Corner Library

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Open branch library in north Boulder\*  
Launch pilot maker programs at the branch libraries\*  
Upgrade patron WiFi access  
Develop a 10-year capital needs plan\*  
Expand WiFi at branch libraries to adjacent low-income neighborhoods\*  
Audit facilities for ADA compliance and social inclusivity standards\*\*\*\*  
Improve wayfinding to clear and consistent\*\*  
Improve facilities cleaning standards\*  
Create a facilities restoration plan for the Carnegie Library\*\*  
Improve library safety and security\*\*  
Create a technology strategic plan  
Activate outdoors spaces at branches  
Begin to address the facilities maintenance backlog  
Conduct patron satisfaction survey\*\*  
\*=number of times comment repeated