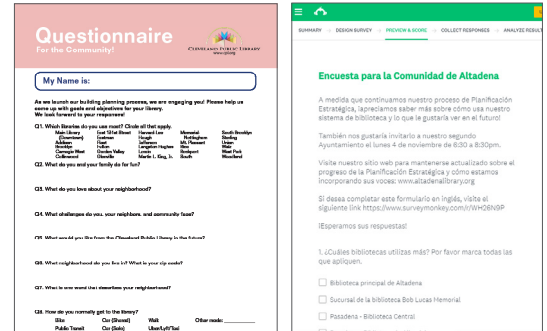## C Community Survey

Purpose:

- To gain feedback from the community on their desired library of the future.

- To learn more about what the goals and aspirations are, what they can envision a dedicated space in the library to be and to engage them in the process to foster ownership.

- To garner feedback about what the community will want the library to do, be and contain for themselves, their families and their neighbors (based on community needs, dreams and aspirations).

Description:

The consultant team generates a short series of questions that gain valuable insight to how the community envisions the future library working best for them and their needs. The questionnaire also provides insights into what their communities and neighborhoods are like and what challenges they face there, and also what they love about their communities and neighborhoods.

Example Materials:

Example community survey questionnaires in print form and as an Online survey (offering bilingual surveys may be considered).

Sample Questions and Results:

1. Which libraries do you use most?

    What this question tells us: allows us to sort the responses by community or library branch.

2. What hobbies do you and your family enjoy? What do you and your family do for fun?

    What this question tells us: we begin to discover what are the community's interests and passions and how the library may be able to support the community's aspirations.

3. What do you love about your neighborhood?

    What this question tells us: learning what values and experience principles the community truly enjoys.

4. What challenges do you, your neighbors, and community face?

    What this question tells us: discoveries and anecdotes into what struggles the residents face and where the library may be able to better meet their needs.

5. What would you like from the Public Library in the future?

    What this question tells us: allows the community to directly comment on their specific requests.

6. What is one word hat describes your neighborhood?

    What this question tells us: quickly lets us know what the individual communities are like and what makes the customer either like or dislike about their neighborhood.

Example of community survey results summarized.

Community members answering survey questions at a community holiday event in Pleasant Hill, California.