Engage to Change: Stage 1

Summary
Why?

• To collect feedback from community regarding West Branch
• To provide input to the library
What we did in stage 1

• 3 meetings
  Thursday, November 8 from 5:30-6:30 p.m.
  Monday, December 3 from 10 - 11 a.m.
  Sunday, January 13 from 2 – 3 p.m.

• Community survey

• West Branch Think Tank
3 meetings

• Asked 4 questions
  - What does West Branch currently do well?
  - What could West Branch do better?
  - What would make you feel heard as we continue our process?
  - How would you describe West Siders?

• Answered frequently asked questions
Survey

- Available online for 3 months (& printed copies available at the front desk)
What we gathered

• 500+ comments during 3 listening sessions
• 175 survey responses (168 online and 7 print)
Major Input

<table>
<thead>
<tr>
<th></th>
<th>Location</th>
<th>Hours</th>
<th>Programs</th>
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</thead>
<tbody>
<tr>
<td>What do we do well?</td>
<td>56</td>
<td>11</td>
<td>32 +</td>
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<tr>
<td>What could we do better?</td>
<td>36</td>
<td>84</td>
<td>54 -</td>
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<tr>
<td>Felt heard in the process?</td>
<td>27</td>
<td>9</td>
<td>5 -</td>
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Location
-- Easy to walk and bike to
-- Good for Neighborhood
-- Good for Property Values
-- Good for Washington Students
-- Don’t want library in shopping center
-- Don’t like school plan
-- Worried that West Branch will eventually close

Hours
-- Confusing, have to check if library is open
-- Not open when I want it open
-- Program Conflict due to hours (start to early, program too short, regular session moved/cancelled due to hours)

Programs
-- More Programs
-- Children’s Programs
-- Senior Programs
-- Programs like the other locations
-- Bring back programs (Wooly Bully, Opera, Christmas Trees, etc.)
## Major Input - Trust

- **110 comments on trust**

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<tr>
<th>Trust -- Open</th>
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<tr>
<td>-- Release Close session meeting minutes</td>
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<tr>
<td>-- Provide more information</td>
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<td>-- Want more information about why of concern</td>
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<tr>
<th>Trust -- Responsive</th>
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<tbody>
<tr>
<td>-- Question/Answer session</td>
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<tr>
<td>-- Answer our questions</td>
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<td>-- Respond to Social Media (Facebook, NextDoor, etc)</td>
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<td>-- Allow chance to talk</td>
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<tr>
<th>Trust – Overall Trust</th>
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<tr>
<td>-- Be Honest</td>
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<td>-- Answer: Who is profiting from Move ?</td>
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What we gathered – Other Comments
What we gathered
What we gathered - Programs

• Like Storytime
• Like Programs

+ 

• “more programs”
• “programs like other locations”
• “don’t like Panera Storytime”
• hours
What we gathered - Staff

- “Great & Friendly”
- Helpful
- “Human contact”
- “Good Customer Service”
- “Courteous, respectful”
- “Part of Community”

- “Needs improvement”
- ”Redirect customer to self-check”
- ”Re-direct customer to reference”
- “Staff doesn’t greet me when I enter”
What we gathered - Facility

+ “Don’t change a thing”
+ “Cozy, inviting, friendly, safe”
+ “Comfy, easy, quiet space”
+ “nice children’s area”
+ accessibility and easy to navigate
+ “Easy, safe parking”
+ “one level”

- “outdated décor”
- “more meeting space”
- ”more teen area”
- “too loud, separate kids area”
- “want comfy reading nooks with nice chairs”
- Make meeting room accessible from lobby
- Coffee shop
Facility and Renovations (from survey)

- want to maintain some elements and improve other

<table>
<thead>
<tr>
<th>Improve</th>
<th>Keep</th>
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<tbody>
<tr>
<td>Children's area</td>
<td>Accessible</td>
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<tr>
<td>Coffee Shop</td>
<td>Cozy</td>
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<tr>
<td>Meeting Rooms</td>
<td>Displays</td>
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<td>Study Rooms</td>
<td>Parking</td>
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<td>Safety</td>
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<td>5</td>
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“West Branch (only APL location) which provides all the varied types of library materials on a single level (ground floor) without stairs and almost at door parking”

“Aurora keep relying on a contemporary aesthetic. Consider establishing a more traditional aesthetic at the West Branch for variation in the city”

Think Tank

- 8 community members, 1 board member and 2 west branch staff
- Have met 3 times.
  - (schedules set by think tank) continuing to meet
- Created an email community members can write to auroralibrarythinktank@gmail.com
Think Tank – Progress to Date

• Committed to Serve the Community
• **Meeting 1:** Introduction & Big picture
• **Meeting 2:** Review Statistical Information & Best Practices
• **Meeting 3:** Discussing Priorities, Usage, and started brainstorming ideas
Next Steps

• Think Tank will develop recommendation to the Library staff
• Staff will present to the board
• Stage 2 with Community Input