Tulare Library Advisory Board Meeting
Tulare Public Library | 475 North M Street | Tulare, CA
October 20, 2021, at 4:00pm | Tulare Public Library Charter Rm

Facilitator: Lisa Hollingshead | **Minutes:** Melissa Emerson

Attendees: Lisa Hollingshead; Ellen Baker; Michelle Lippincott; Donna Schauland; Peggy DeMuth; Jason Glick; Heidi Clark; Melissa Emerson; Mollie Roache; Carol Lovos; Rosemary Navarro

City of Tulare Mission Statement: To promote a quality of life making Tulare the most desirable community in which to live, learn, play, work, worship and prosper

Agenda

Topic		Speaker	Time
I.	CALL TO ORDER	Lisa Hollingshead	2
II.	CITIZEN COMMENTS: This is the time for citizens to comment on items within the jurisdiction of the Advisory Board. The Board cannot legally discuss or take official action on citizen comments that are introduced today. Each speaker will be allowed 3 minutes, with a maximum of 10 minutes per item, unless otherwise extended by the board.	Lisa Hollingshead	2
III.	COMMUNICATIONS: Communications are to be submitted 10 days prior to a meeting to be considered for this section of the Agenda. No action will be taken on matters listed under Communications; however, the Board may direct staff to schedule issues raised during Communications for a future agenda. Citizen comments will be limited to 3 minutes per topic, unless otherwise extended by Board.	Lisa Hollingshead	2
IV.	ITEMS OF STUDENT INTEREST		5
V.	CONSENT CALENDAR: All Consent Calendar items are considered routine and will be enacted in one motion. There will be no separate discussion of these matters unless a request is made, in which event the item will be removed from the Consent Calendar to be discussed and voted upon by a separate motion. • Approval of Minutes –September 22, 2021 • Privacy Policy • Checkout Policy	Lisa Hollingshead	2
VI.	SCHEDULED CITIZEN OR GROUP PRESENTATIONS	Lisa Hollingshead	2
VII.	GENERAL BUSINESS • Community Services updates: • Library Updates (Stats; etc.) • Programs & Outreach (Passport Fair; Spooktacular; VRC info; COHS graduation; etc.) • Suggestions from the Board	Lisa Hollingshead Jason Glick Heidi Clark Library Staff Board Members	3 10 10 10
VIII.	ITEMS OF BOARD MEMBER INTEREST	Lisa Hollingshead	2
IX.	SET DATE AND TIME OF NEXT MEETING • November 17, 2021 at 4pm Charter Room	Lisa Hollingshead	2
X.	ADJOURNMENT	Lisa Hollingshead	1
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IV. ITEMS OF STUDENT INTEREST *None*		5
V. CONSENT CALENDAR: All Consent Calendar items are considered routine and will be enacted in one motion. There will be no separate discussion of these matters unless a request is made, in which event the item will be removed from the Consent Calendar to be discussed and voted upon by a separate motion. • Approval of Minutes –August 18, 2021 • *Motion by Board Member Schauland, second by Board Member Baker. All approved.* • Food for Fines • *Manager Clark has presented paperwork to Director Glick to take to City Council for Approval October 19th. If approved the event will run November 15th, 2021 – December 18th, 2021. Patrons will be able to donate canned non perishable food and coats to Tulare Emergency Aide to pay for overdue fines up to $10.00.*	Lisa Hollingshead	2
VI. SCHEDULED CITIZEN OR GROUP PRESENTATIONS *None*	Lisa Hollingshead	2
VII. GENERAL BUSINESS • Community Services updates: • *Recreation has 8 school sites running BEST clubs at limited capacity. COVID safety protocols continue to be a priority. All fall sports programs are almost filled.* • *Parks is focused on tree trimming. New Park Ranger will begin on October 4th, tentative schedule will be Tuesday*	Lisa Hollingshead Jason Glick Heidi Clark Library Staff	3 10 10 10

2.0 Rules of Conduct

2.1 Customer Rules of Conduct

Statement of Purpose:
In order to provide a safe environment which promotes the enjoyment and full utilization of the Tulare Public Library, customers must adhere to the following policy:

Any person who engages in the below behavior will be given one warning (per day) by the library staff to cease such conduct. Failure to obey may result in suspension from the library.
- Using cell phones, pagers, and other communication devices in a manner that disturbs others
- Bringing animals, other than service animals, into the library
- Loud talking, or engaging in noisy or boisterous activities that interfere with or are disruptive to other patrons' use of the library (e.g. crying children, yelling, screaming)
- Leaving children unattended anywhere on the library premises if they cannot care for themselves or if such children interfere with or disrupt other patrons' use of the library (Please see the library's *Child Safety Policy*)
- Leaving personal belongings unattended on library grounds, either inside or outside. The library is not responsible for loss, damage, or theft.
- Soliciting opinions/money, giving speeches, or requesting customers to fill out surveys
- Eating, smoking, using chewing tobacco or ecigarettes, or bathing in the library
- Using Library restrooms for changing clothes, grooming or any purpose other than for which restrooms are intended.
- Possession of a drink without a lid
- Bicycles, scooters, skateboards, skates, etc. are not allowed in the library
- Fraudulent use of another person's library card and/or number for any purpose, including to reserve or use computers
- Sleeping in/on the library's premises or bringing bedding into the library
- Violating Tulare Public Library's *Internet Service Policy* or *Child Safety Policy*
- Disobeying the reasonable direction of a library staff member or library security officer
- Bodily hygiene that is offensive to other persons in the library
- Lack of proper attire (no shoes, pants/skirt, shirt, etc.)

Any person who repeatedly participates in any of the above conduct may have their library privileges revoked for an indefinite amount of time.

A person will be immediately expelled and suspended for committing or attempting to commit a serious offense, including assault, battery, theft, vandalism, sexual offenses, offensive touching, harassment, stalking or threatening behavior, the use of alcohol or controlled substances, or having unsanitary bodily hygiene so offensive to other persons that it constitutes a nuisance in the Library. The Library will contact law enforcement if necessary.

2.1 Check-Out Policy

Tulare Patrons may have 25 items checked-out at one time. Patrons from outside Tulare County may be limited to 5 items checked out at one time. Patrons are financially responsible for all items checked out on their card. Fees will be applied for lost, damaged, or late items and any processing which may result.

Standard check-out lengths and limits:

3 weeks:
Books (3 per subject): 2 Renewals, 3 weeks each
Books on CD (10 per card): 2 Renewals, 3 weeks each
Music CDs (15 per card): 2 Renewals, 3 weeks each
Language Collection (3 per card): 2 Renewals, 3 weeks each
Adult Literacy Kits (3 per card): No Renewals
Encyclopedias: 2 Renewals, 3 weeks each

2 weeks:
Video Games (3 per card): 1 Renewal for 1 week.

1 week (unless otherwise noted):
DVDs (15 per card): 2 Renewals, 1 week each
Magazines (15 per card) 2 Renewals, 1 week each

Library Use Only:
Reference Books
Yearbooks
Flash Drives (1 per card – Limited supplies; first come, first served)
Headphones (1 per card – Limited supplies; first come, first served)
Laptops (1 per card – Limited supplies; first come, first served | Additional rules: Customers must be 18 & over; sign a *Laptop User Agreement Form*; and their card ~~must be free of all fines~~ balance must be at or below $10

Everyone must have their library card with them to check-out any library materials. Family members may check-out for one another; they must have their relative's card at check-out and verify name and address information on the library record. Patrons may check-out once a year without their card (must have another form of ID); this will be noted on their account.

Items may be renewed 2 times (unless otherwise noted above), in person, over the phone, or online. Items may not be renewed if the item has been requested by another patron. Items checked out from other libraries are subject to their loan rules and renewal policies. DVDs labeled "NR" (not rated) or "R" (restricted) will not be checked-out to minors (under 17) without a parent/guardian present. Accounts owing more than $10.00 will not be allowed to check-out.

1.0 Privacy Policy

According to California State Law (Government code section 6267) a library is obligated to assure confidentiality of records relating to registration and circulation. Library records will not be made available to any agency of the state, federal or local government except pursuant to such process, order or subpoena as may be authorized under the authority of, and pursuant to, federal, state, or local law relating to civil, criminal, or administrative discovery procedures or legislative investigatory power. The Library protects library user account information by placing it on a secure server. The Library does not collect personal information about a library user when a user visits the Library's Web site, registers for a program, or registers for a library card unless the user authorizes the Library to have that information. Protecting library user privacy and keeping confidential information that identifies individuals with their use of library books, materials, equipment, programs, facilities, and/or staff assistance is an integral principle of the Library.

To receive a library card, library users are required to provide identifying information such as name, birth date and mailing address. This identifying information is retained as long as the library user continues to use the library card. A library user's library record includes current information, items currently checked out or on hold, as well as overdue materials and fines. The Library does not maintain a history of what a library user has previously checked out once books and materials have been returned on time. When fines accrue on a user's account, the Library does maintain records of items still outstanding on the user's record. When overdue materials are returned and all associated fines are paid, the information associated with the library card number is deleted.

The Library requires a parent or legal guardian to authorize a child 13 and under to obtain a library card by signing the child's library card application. A parent or legal guardian of a child 13 or under who wishes to obtain information regarding their child's library materials must present valid identification. The Library will disclose that child's current circulation records upon written request from the child's parent or legal guardian who 1) originally authorized the child to obtain a library card or, 2) presents the child's card at the time of the request, or 3) is accompanied by the child to whom the circulation records pertain. Patrons over age 13 are able to apply for and receive library cards without a parent's signature if they meet our identification requirements. If your child is age 13 or over then the Library cannot disclose your child's circulation records without your child's written authorization.

The Library uses an online computer reservation program that allows the public to reserve a computer. The Library's public computer stations are programmed to delete the history of a library user's Internet session and all searches once a session is completed. Booking history is deleted every day. Information provided by a library user via email or Web forms will be used only for purposes described at the point of collection.

If contact information is provided, the Library may contact the library user. The Library treats reference questions, regardless of format of transmission confidentially. Email is not necessarily secure against interception and may be subject to disclosure requirements of the Public Records Act or other legal disclosure requirements. The Library's Web site contains links to other sites. Tulare Public Library is not responsible for the privacy practices of other sites, including providers of online database services for which the Library subscribes. The Library encourages library users to become familiar with privacy policies of other sites visited.

Library Statistics 2020-2021

General Public Services

	21-Jul	21-Aug	21-Sep
Library Visits / Door Count **(7.2)**	5,395	5,258	5,258
New Library Cards	226	126	152
New Library Card Self Registration	28	17	13
Reference Questions **(7.3)**	941	682	882
Passports (Applications Accepted)	139	122	170
Passport Questions (Desk Statistics Tally Sheet)	328	243	205
Genealogy Patrons	20	19	15

TOTAL # of Programs (7.22)	20	20	19
TOTAL Program Attendance (7.23)	369	343	424

Technology and Marketing

Public Internet Computer Uses (# of Sessions) **(7.25)**	597	673	714
Virtual Visits to the Library Website **(7.26)**	4,865	4,227	4,808
Wireless Sessions **(7.27)**	897	840	1,034
Facebook (Engagements Only)	616	557	1,179
Instagram (Interactions Only)	251	321	574

Patron Survey 2021 Open Responses

What do you value most about the library?

- I value the variety of available items.
- Being able to borrow materials for free.
- What I value most is being able to check out the books I want to read. The selection is very good and it's very rare when I can't find what I'm looking for.
- The peace and quiet as well as the amount of books there
- Free books, movies, place to read/study
- A safe, community resource.
- The youth programs like reading challenge and story time.
- Checking out book, audio books and books on cd.
- I have used public libraries throughout California, and this one is up there with my favorite one in Mountain View, CA. The staff here is always courteous, professional and helpful. There are plenty of study places with AC outlets to plug in my laptop. The overall environment is conducive to studying and doing other work, probably due to the security guy, Abraham, who seems to make sure all is in order. He is also very helpful and interacts well with library patrons. This is a great facility and a treasure for the community. Finally, I live in Visalia, which shows how much I think of this place. Thanks and keep doing a good job.
- Books. Media. Passport services.
- able to search for books/authors and put on hold
- The staff of the library is everything!! Always great to go in and see everyone smile with there eyes! And always receiving a hello, good morning or welcome to the library.
- the customer service is key to member returns and having security on site make individuals feel secure
- quietness
- "easy access to so many books that it is free"
- books
- the access to a computer and internet
- all the access to information about events in the community. it give me resources that without the library I otherwise wouldn't have access to
- separate children's area for kids still learning to use library and learning to use inside voices.
- how peaceful it is and the access to things like wifi, computers, or just a space to hangout and get away.
- I value the books and the help that I get.
- The availability to have reading material for free.
- place safe for my kids
- the vast amount of books

Patron Survey 2021 Open Responses

- the free education and opportunities for children to learn
- i love it
- Reading A Lot Of Books.
- DVD's, Games, Veteran center
- We love all the children's books at the library and appreciate the diverse selection and ease of checking out and renewing books.
- The variety of materials and resources.
- Everything!
- The availability of books
- Being able to check out books.
- The selection and commitment of staff
- I love the ebooks that are available and the virtual catalogue is extensive which was great especially during the part of the pandemic that the library was closed.
- The online reservations
- The access to books through the library system and the programming they offer. While I haven't been able to go to bookclub recently because of work, I enjoy the connection with other readers.
- Access to books, both printed books and ebooks
- the noise level, friendly knowledgeable staff and the furniture/study space
- being able to check out books!
- you have a good staff
- I value the incredible service and support that the library has to offer. The staff is also very kind and supportive!
- I have begun to value the vast knowledge within the research book and websites. The many materials provided throughout the library has proven very useful to me and a lot of my friends.
- the help and friendliness of people
- internet access, printing, emailing
- I value the fact everyone is super friendly and helpful. I love being able to use the computer for free and able to make copies if need be.
- Access to the internet and dvds
- Access to wide variety of books and materials. Followed by passport services and ballot drop off.
- The variety of books and information.
- Staff friendliness and hours of operation.
- availability of materials
- for my daughter activities/books
- I am glad we have a library and that it is fairly up to date and continues to strive to improve all of its offerings.

Patron Survey 2021 Open Responses

- The books and the graceful. warm librarians. No matter my question- they never scratch their head and look like (oh my goodness). They SMILE and help me no matter what!!!
- all of it
- Access to knowledge
- I love that I can either come in and brouse, or order my books from the website.
- The people and how they are willing to help
- the access to knowledge
- children's story time
- "easy access, friendly service
- only boxes applied with an ""x"" apply to my needs"
- DVD movies and books
- books
- the easy access for my children to get books they enjoy reading
- the vast variety of books and excellent customer service from librarians and staff
- "access to books all over the valley and being able to pick up books at my local library.
- access to study rooms"
- I value being able to borrow items such as books, movies, games, and CDs for entertainment. Also having internet just in case if needed for research or entertainment
- I value peace and quiet
- accessibility to resources
- In person contact with library personnel and resources
- Books
- The friendly desk staff and librarians. They are helpful, kind, and have a wealth of knowledge.
- "the books
- good service"
- the quiet space where intellectual curiosity can be safe to flourish. I value the excellent service professionals who help guide my curiosity.
- very informative and willing to help
- Children book collection
- Books
- quiet time
- it's a very peaceful place and a great place to study and all the books you need are available
- i like the books and computers cds

Patron Survey 2021 Open Responses

- Our librarians are such an impeccable resources. Y'all are so vital to communal health. 🖤
- Faxing and resourses and veterans
- The friendly employees, how it's very clean.
- Borrowing books and having online databases
- Order pickup online
- The library is a gateway to other community resources for those who have no to limited internet access.
- Variety of books
- Access to books/book sales
- Collection
- I value the staff and how helpful they can be to find what you need.
- I love being able to put books on hold in the app & pick them up when they are ready. I also love the in person activities like Lego club & the to-go craft bags for kids.
- The staff is everything! They make me feel wanted and always have a smile (before mask) on there face.
- The audiobooks
- The book sales and checking out from the variety of books at the library
- The friendly staff.
- All the different resources that it provides for the community.
- The accessibility of great books. Books are very important to me, and having the TPL available now is just amazing!
- Everything a library is very important for a city.
- When I need help finding something they are determined to help as much as they can and do a good job at it.
- All different types of books can read. I love reading, when I find a good book I can't put it down.
- Being able to browse the shelves for books, book clubs, being able to ask for help if needed.
- That the library systems are connect to all other libraries in the area. Love being able to request books from another library.

Patron Survey 2021 Open Responses

Do you have any suggestions for improving the library?

- More copies of popular items.
- Be open on mondays
- What comes to mind is making sure books get checked in properly and believe people when they say they turned them in. Don't continue to fine them and threaten to send the amount to a collection agency when the book was turned in all along.
- Nothing more you are doing great !
- More open hours
- More databases for research articles, especially in the sciences and social sciences. This would allow access to accurate updated information.
- Post flyers or put up a bulletin board that announce upcoming adult programs. Some questions in this survey ask about adult programs, which I am not aware take place here.
- Continue to expand book selection.
- More Programs that have The community more involved.
- "a tutorial for basic or entry level microsoft or computer services.
- maybe a bit far fetched but a domesticated area for members to enjoy music in a way that beneficial possibly 30-45 minutes and session ends. extended times on some days "
- none
- I don't know
- none at this time
- none whatsoever best library I've been to. Hands down!
- check in items asap
- I wish you guys were open on Mondays.
- No.
- "No- I feel the personal working there are great. They are always very helpful and very very friendly also the library is always kept very clean. "
- none
- no
- yes
- Remove all the fee.
- No
- More e-books!
- Keep up the social media posts to keep us informed!
- "Can you please add a reading wishlist to the app? There are several books I would like to read but don't want to order as I know I won't finish other books on

Patron Survey 2021 Open Responses

time. Also, having a history of books that I've checked out with dates would be great!"

- Newspapers are important to me. I don't like that you discontinued the SF Chronicle. I especially don't like that nobody there seems concerned about whether or not the papers got delivered that day or not. Everyone seems to think it is some other employee's problem.
- I'd like longer hours but understandably this is not available during Covid
- No, thank you so much for all you provide, libraries are the last places you can go where you don't need to buy anything.
- Complete book series on audio or ebook
- None right now
- none at this
- make it where senior can walk in a shorter distance and door
- I think the library doesn't have any current flaws, so as of right now I'd say everything is perfect.
- I stand with how the library is operating as most things are rather easy to understand where sections of the library is
- I think helping elderly people with computers. They don't have any clue when people talk technology to them, some anyways.
- no, I love the library!
- Na
- "open more hours
- more digital selection"
- N/A
- "1. expand the available magazine selection thru the online magazine program Flipster 2. Bring in language learning tools- rosetta stone, babel, etc. 3. Broaden the selection of technical/computer (h/w+s/w) related books. More programming languages. Also the automotive repair manuals. And to have as current as possible. 4. While this one is for the whole system and not just Tulare but better availability and functionality for the website/ebooks. "
- I don't think so. there are more books or used as a reference, that I will never run out of the material.
- STOP with the masks!
- Continue to have new release books
- libraries should be open everyday except on holidays
- n/a
- books I haven't read
- better app to check out or look for books at home. more user friendly

Patron Survey 2021 Open Responses

- available study rooms outside regular library hours for college students who can't come in until later. For example, a few weekends a month during midterms/finals to have extended study room hours or have early access to study rooms before library hours.
- well not really but I would appreciate if certain books aren't missing pages, torn, or scratched movie discs then others can enjoy them without the item missing a page or a disc being scratched but other than that, they library is great.
- I would say an improvement on the movie selection
- no (:
- Not at this time
- No
- no
- longer check out times. Length of time materials can be checked-out for.
- no
- None at this time.
- none noe
- none
- N/A
- not wearing mask
- You're doing a great job. I love how y'all have been expressing yourself virtually. You remain a safe space for all learners and readers. Rooting for you forever.
- A candy dish would be great!
- More community activities like a book club
- Give them more funding for their valuable programming.
- No
- Access to higher quality/classic children's books online
- Writers groups, programming for adult men
- I suggest having something that is particularly to a certain age groups.
- Made the use of a few air freshener sometimes it can be a lil ripe in the summer
- Have more children activities
- Maybe keeping the library open a little bit longer for people who work during the hours when the library is open right now
- I would like to see more community events at the library. My kids always love those events.
- A book talk online about the best books to read and why
- If anything, later hours on certain evenings
- The book that are the real truth about every Disney character, like I read this book about Hansel and Gretel. It was about what really happened to her.
- I have not found anything at this time

Patron Survey 2021 Open Responses

- No you are doing fine
- No not at this time. I am quite pleased with it overall.

Patron Survey 2021 Open Responses

What kind of programming would you attend / watch in the future and what format works best for you?

- Video or outside.
- I don't really attend things
- Spanish conversation group, author visits, documentary movie program
- I like the public viewing movies, however I frequently forget or am busy when they are shown. Maybe staff recommendations for materials.
- genealogy, LinkedIn account setup, job search and resume workshops
- Anything that would have dungeon and dragons or trading card games.
- any IT or microsoft programs
- not sure
- an educational showing so I can take my nephew
- Maybe a program learning about a specific topic.
- I'm not sure what program I would attend.
- none
- work help
- none
- Book Club
- N/A
- Not sure
- Family events/ in person
- History
- Trivia nights might be fun- I think you guys had an Office themed one virtually a few months back? In-person events are better for me, but love how you guys have adapted to virtual events
- Story time for kids, in person
- not sure
- computer- internet
- I have no comments on the topic of programs, I currently don't have a format preference
- I would think it rather interesting to attend some programs but as it stands in my life, work and family have a lot of my time. I find it best for me to check a book and borrow it to continue to read and exercise my mind.
- "Computer help. I would like to read about different things you can do. "
- Virtual book club
- in person
- Open to anything
- whichever the program I would prefer in person

Patron Survey 2021 Open Responses

- A video or movie. Something historical.
- "Travel documentaries. Historical drama"
- no answer
- I would like to take some computer classes
- need computer training
- not entirely sure what programs I would be intereseted in
- not sure
- I would attend online programs
- I don't know
- In the past, I enjoyed the musical groups in the Council. Chambers and community activities like Antiques Roads how.
- I don't know
- Local history
- idk
- I would attend eastern-philosophy, martial arts and even meditation for health and wellness. I am middle-aged and we need similar programs that youth seniors have. ty (:
- Virtual
- none
- computer class information classes
- N/A
- more arts and crafts
- I really love hearing from local authors and community collaborations.
- Na
- Youth activities
- I would love to see some more adult art classes.
- Not sure
- Educational in-person presentations for elementary-age children
- Author talks, writing or publishing workshops
- I would like to attend an interactive program.
- More nard programs, or even how to adult things that wasn't thought to ppl in school like check book, taxes, how to read labels on the cloths
- Reading a loud
- Adult programs and virtual will work the best.
- N/A
- Don't know
- I don't have no suggestions at this time
- To learn Spanish and more about my culture.
- I enjoy in-person book club rather than virtual

Patron Survey 2021 Response Statistics
Total Submissions = 113

Do you have a library card?

- Yes = 103
- No = 8

On average, how often do you visit the library?

- Daily = 4 (3.64%)
- Weekly = 45 (40.91%)
- Monthly = 55 (50%)
- Yearly = 5 (4.55%)
- Never = 1 (0.91%)

How would you rate each of the following library services?

- **Customer Service**
  - Excellent = 92 (83.64%)
  - Good = 17 (15.45%)
  - Fair = 0
  - Poor = 0
  - Don't know = 1 (0.91%)
- **Digital collection (eBooks, eAudio…)**
  - Excellent = 40 (37.38%)
  - Good = 31 (28.97%)
  - Fair = 6 (5.61%)
  - Poor = 0
  - Don't know = 30 (28.04%)
- **Adult In-Person Programs and to go activities**
  - Excellent = 31 (28.97%)
  - Good = 25 (23.36%)
  - Fair = 3 (2.8%)
  - Poor = 1 (0.93%)
  - Don't know = 47 (43.93%)
- **Adult Virtual Programs**
  - Excellent = 26 (24.3%)
  - Good = 20 (18.69%)
  - Fair = 4 (3.74%)
  - Poor = 1 (0.93%)
  - Don't know = 56 (52.34%)

- **Youth In-Person Programs and to go activities**
  - Excellent = 30 (28.04%)
  - Good = 24 (22.43%)
  - Fair = 3 (2.8%)
  - Poor = 0
  - Don't know = 50 (46.73%)
- **Youth Virtual Programs**
  - Excellent = 29 (27.62%)
  - Good = 23 (21.9%)
  - Fair = 3 (2.86%)
  - Poor = 1 (0.93%)
  - Don't know = 49 (46.67%)
- **Online services (website, catalog, research databases, etc…)**
  - Excellent = 63 (59.43%)
  - Good = 23 (21.9%)
  - Fair = 2 (1.89%)
  - Poor = 1 (0.93%)
  - Don't know = 17 (16.04%)
- **Wi-Fi / internet access**
  - Excellent = 58 (53.7%)
  - Good = 17 (15.74%)
  - Fair = 4 (3.7%)
  - Poor = 0
  - Don't know = 29 (26.85%)
- **Facilities (Cleanliness, accessibility, bathrooms, etc…)**
  - Excellent = 87 (79.82%)
  - Good = 17 (15.74%)
  - Fair = 2 (1.83%)
  - Poor = 0
  - Don't know = 3 (2.75%)
- **Hours of operation**
  - Excellent = 56 (52.34%)
  - Good = 42 (39.25%)
  - Fair = 4 (3.74%)
  - Poor = 2 (1.87%)
  - Don't know = 3 (2.75%)
- **Passport Acceptance Facility**
  - Excellent = 36 (33.33%)
  - Good = 19 (17.59%)
  - Fair = 2 (1.85%)
  - Poor = 1 (0.93%)
  - Don't know = 50 (46.3%)

Patron Survey 2021 Response Statistics
- **Veteran's Resource Center**
  - Excellent = 24 (23.3%)
  - Good = 20 (19.42%)
  - Fair = 1 (0.97%)
  - Poor = 1 (0.97%)
  - Don't know = 57 (55.43%)
- **Genealogy / Local History Room**
  - Excellent = 31 (30.39%)
  - Good = 20 (19.61%)
  - Fair = 2 (1.96%)
  - Poor = 0
  - Don't know = 49 (48.04%)
- **Overall, how would you rate the library?**
  - Excellent = 83 (75.45%)
  - Good = 24 (21.82%)
  - Fair = 2 (1.82%)
  - Poor = 0
  - Don't know = 1 (0.91%)

How important is each of the following library services to you?

- **Borrowing Physical materials from TPL**
  - Very Important = 82 (75.23%)
  - Important = 18 (16.51%)
  - Somewhat Important = 3 (2.75%)
  - Not Important = 0
  - Don't know 6 (5.5%)
- **Online services (website, catalog, databases, etc…)**
  - Very Important = 63 (59.43%)
  - Important = 23 (21.7%)
  - Somewhat Important = 2 (1.89%)
  - Not Important = 1 (.94%)
  - Don't know = 17 (16.04%)
- **Reference (research assistance form librarians**
  - Very Important = 52 (47.27%)
  - Important = 32 (29.09%)
  - Somewhat Important = 16 (14.55%)
  - Not Important = 2 (1.82%)
  - Don't know = 8 (7.27%)
- **Adult In-Person Programs and to go activities**
  - Very Important = 31 (28.97%)
  - Important = 25 (23.36%)
  - Somewhat Important = 3 (2.8%)

- Not Important = 1 (.93%)
- Don't know = 47 (43.93%)
- **Adult Virtual Programs**
  - Very Important = 26 (24.3%)
  - Important = 20 (18.69%)
  - Somewhat Important = 4 (3.74%)
  - Not Important = 1 (.93%)
  - Don't know = 56 (52.34%)
- **Youth In-Person Programs and to go activities**
  - Very Important = 30 (28.04%)
  - Important = 24 (22.43%)
  - Somewhat Important = 3 (2.8%)
  - Not Important = 0
  - Don't know = 50 (46.73%)
- **Youth Virtual Programs**
  - Very Important = 29 (27.62%)
  - Important = 23 (21.9%)
  - Somewhat Important = 3 (2.86%)
  - Not Important = 1 (.95%)
  - Don't know = 49 (46.67%)
- **Wi-Fi / Internet Access**
  - Very Important = 58 (53.7%)
  - Important = 17 (15.74%)
  - Somewhat Important = 4 (3.7%)
  - Not Important = 0 (%)
  - Don't know = 29 (26.85%)
- **Help using computers and technology**
  - Very Important = 51 (48.11%)
  - Important = 24 (22.64%)
  - Somewhat Important = 13 (12.26%)
  - Not Important = 7 (6.6%)
  - Don't know = 11 (10.38%)
- **Study Rooms**
  - Very Important = 45 (42.45%)
  - Important = 19 (17.92%)
  - Somewhat Important = 15 (14.15%)
  - Not Important = 9 (8.49%)
  - Don't know = 18 (16.98%)
- **Faxing and scanning**
  - Very Important = 40 (37.38%)
  - Important = 29 (27.1%)
  - Somewhat Important = 10 (9.35%)
  - Not Important = 9 (8.41%)
  - Don't know = 19 (17.76%)

Patron Survey 2021 Response Statistics

- **Overall, how important is the library to you & your family?**
  - Very Important = 82 (76.64%)
  - Important = 20 (18.69%)
  - Somewhat Important = 4 (3.74%)
  - Not Important = 0
  - Don't know = 1 (.93%)
- **How important is the library to your community?**
  - Very Important = 99 (90.83%)
  - Important = 8 (7.34%)
  - Somewhat Important = 1 (.92%)
  - Not Important = 0
  - Don't know = 1 (.92%)

In the past 12 months did you…
- Attend an adult in-person program
  - Y = 12 (11.01%)
  - N= 97 (88.99%)
- Watch an adult virtual program either live or recorded
  - Y = 20 (18.69%)
  - N = 87 (81.31%)
- Attend a youth in-person program
  - Y = 13 (11.93%)
  - N = 96 (88.07%)
- Watch A youth virtual program either live or recorded
  - Y = 16 (14.95%)
  - N = 91 (85.05%)

What is the most effective way for the library to communicate program and service information to you?
- Social Media = 68 (30.63%)
- Flyers / handouts in the library = 52 (23.42%)
- Flyer in your utility billing = 23 (10.36%)
- Library website = 64 (28.83%)
- Other: Please list = 15 (6.76%)

Do you currently have regular access to a computer & the internet for your personal use somewhere other than the public library?
- Y = 91 (83.49%)
- N = 18 (16.51%)

As far as you know, is there anywhere else in your community besides home, work, or school where you can access a computer and the internet for free?
- Y = 18 (16.51%)
- N = 62 (56.88%)
- Don't know = 29 (26.61%)

In the past 12 months how often have you…

- **Used a computer / laptop in a public library to access the internet?**
  - Every day or most = 12 (11.21%)
  - At least once a week = 12 (11.21%)
  - About 1-3 times a month = 12 (11.21%)
  - Less than once a month = 28 (26.17%)
  - Never/Don't Know 43 (40.19%)

- **Used the internet from outside the library to access library resources?**
  - Every day or most = 15 (14.15%)
  - At least once a week = 25 (23.58%)
  - About 1-3 times a month = 14 (13.21%)
  - Less than once a month = 23 (21.7%)
  - Never/Don't Know 29 (27.36%)

- **Used the library's wireless (Wi-Fi) network to connect to the internet with your own devices?**
  - Every day or most = 14 (13.08%)
  - At least once a week = 11 (10.28%)
  - About 1-3 times a month = 12 (27.1%)
  - Less than once a month = 29 (21.7%)
  - Never/Don't Know 41 (38.32%)

Patron Survey 2021 Response Statistics
Demographics

- **How old are you**
    - 12 or under = 2 (1.92%)
    - 13-18 = 5 (4.81%)
    - 19-24 = 13 (12.5%)
    - 25-64 = 67 (64.42%)
    - 65 or older = 17 (16.35%)

- **What gender best describes you?**
    - Male = 30 (28.85%)
    - Female = 74 (71.15%)
    - Other = 0

- **What is your preferred language?**
    - English = 102 (98.08%)
    - Spanish = 2 (1.92%)
    - Other = 0

- **What is the highest level of education you have completed?**
    - Some High School = 6 (5.71%)
    - High school graduate or GED = 18 (17.14%)
    - Some College = 31 (29.52%)
    - College Degree or higher = 47 (44.76%)
    - N/A = 3 (2.86%)

- **What is your employment status?**
    - Employed or self-employed = 51 (49.51%)
    - Student = 8 (7.77%)
    - Retired = 26 (25.24%)
    - Underemployed = 1 (0.97%)
    - Unemployed = 17 (16.5%)

- **What is your ethnicity?**
    - White = 45 (32.27%)
    - Hispanic / Latino = 47 (45.199%)
    - Black / African American = 3 (2.88%)
    - Native American = 2 (1.92%)
    - Asian / Pacific Islander = 0
    - Other = 7 (6.73%)