



# **Board of Library Trustees**

**Item #5: Overview and Preliminary Results of the Library's Restoration of Services Community Survey**

**October 4, 2021**

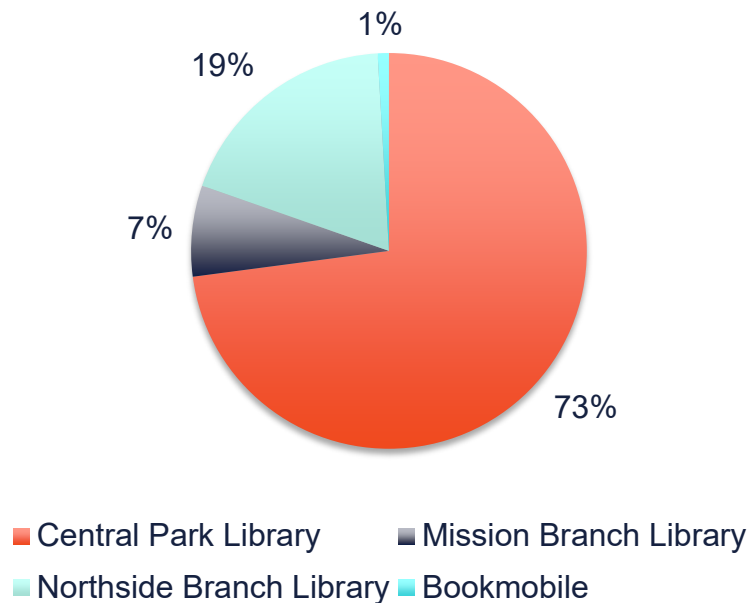


# **Library Restoration of Services Community Survey**

- Survey open from Sept. 13 – Sept 25
- 11 questions
- Distributed in multiple formats
- 875 Responses



# Participant's Location

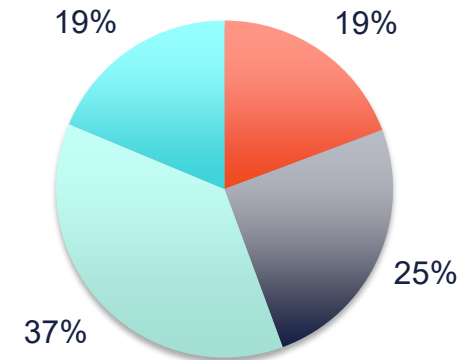




# Library Hours

- Current library hours received 3 stars
- There is demand for each option
- After school hours are desired

## Preferred Hours



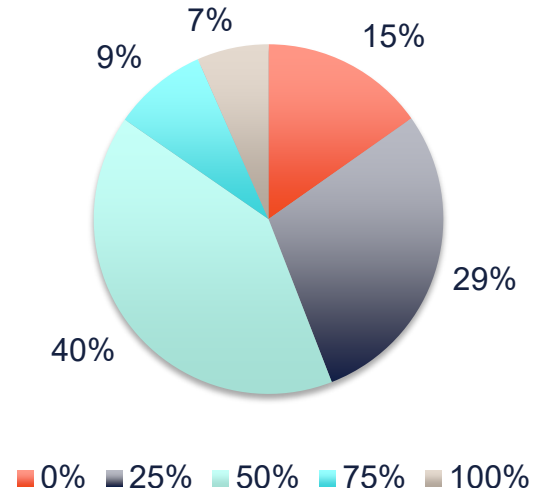
■ 10 am - Noon ■ Noon - 3 pm  
■ 3 pm - 6 pm ■ after 6 pm



# Library Programming

- Respondents gave virtual programming 4 stars
- 25% - 50% mix of virtual programming
- 80% of respondents “very comfortable” and “somewhat comfortable” with outdoor programming

**Percent of Virtual Programming Wanted**





# Comments About Virtual Programs

- “It is great to be able to sit at home and watch/participate in the programming and not worry about traffic or parking.”
- “I don't have to travel out of my home, but I get the same quality programming.”
- “For adults, the virtual programs were great!”
- “My kids have loved virtual story time and virtual arts and crafts.”
- “Topics are excellent. I learn a lot in 1 or two hours from the library programs which would take me several days to figure out ok my own.”
- “Very engaging during the pandemic”
- “There's a great variety and all of them are useful or entertaining. I'm constantly impressed.”



# General Comments

- “The librarians at Northside and Central Park have been fantastic!”
- “Thank you for all the efforts to keep options open!”
- “You guys have done a great job at helping tons of Santa Clara people and families make it through the pandemic, but I'm thrilled that you're looking into returning to a normal library rhythm.”
- “Keep the excellent service and kindness. Very grateful for all your hard work and flexibility.”
- “I would like to commend the library for everything they did with the Hold/Pickup service during the pandemic. Everyone was so friendly and accommodating and I for one really appreciated the friendliness and courtesy of the library staff. Great job!!”