

**CITY OF MURRIETA
Council Chambers
1 Town Square
Murrieta 92562**



**Monday, April 29, 2024
Library Advisory
Commission
6:00 PM SPECIAL MEETING**

The City of Murrieta intends to comply with the Americans with Disabilities Act (ADA). Persons with special needs should call the Library Division at (951) 461-6147 or email at GSedlacek@MurrietaCA.gov at least 72 hours in advance.

Any presentation requiring the use of the City of Murrieta's equipment must be submitted to the Library Division 24 hours prior to the scheduled Library Advisory Commission meeting at City Hall located at 1 Town Square, Murrieta, CA; via email at GSedlacek@MurrietaCA.gov or call (951) 461-6147. Any writings or documents provided to a majority of the Library Advisory Commission regarding any item on this agenda will be made available for public inspection at the public counter at City Hall located at 1 Town Square, Murrieta, CA during normal business hours.

NOTICE AND CALL OF SPECIAL MEETING NOTICE IS HEREBY GIVEN that on April 26, 2024, the Library Division of the City of Murrieta has called a Special Meeting of the Library Advisory Commission to consider the following matters at the time and place listed on the agenda. /s/ Gretchen Sedlacek, Assistant Management Analyst

**Jeffrey Meeker
Chair**

**Ken Goltara
Vice Chair**

**Linda Hicks
Commissioner**

**Susanna Macias
Commissioner**

**Terry Gavitt
Commissioner**

**YOU MAY VIEW THE MEETING LIVESTREAMED VIA THE CITY'S WEBSITE AT
<https://murrieta.legistar.com/Calendar.aspx>**

**6:00 PM SPECIAL MEETING
MEETING****CALL TO ORDER****ROLL CALL****PLEDGE OF ALLEGIANCE****APPROVAL OF AGENDA****ADMINISTRATIVE UPDATE**

Administrative Update is the opportunity for the Library Manager to provide updates on current or upcoming projects, staffing, revenue information and statistics, as well as presentations by staff members and support groups.

- Heritage Room and Library History Update, Laura Davis, Librarian II
- Murrieta Public Library Foundation Introduction, Kevin Koon, President

PUBLIC COMMENTS (NON-AGENDA)

At this time any person may address the governing bodies on any subject pertaining to City business, which does not relate to any item listed on the printed agenda. Normally no action may be considered or taken by the governing bodies on any matter not listed on the agenda. Each speaker will be limited to three minutes.

CONSENT CALENDAR - APPROVAL OF 1 ITEM

All matters listed on the Consent Calendar are to be considered routine by the governing bodies, and will be enacted by one motion in the form listed. There will be no discussion of these items unless, before the governing body votes on the motion to adopt, specific items are removed from the Consent Calendar for separate motions.

1. Minutes**Recommended Action:**

Approve the Minutes of the Regular Meeting of February 12, 2024.

PULLED CONSENT CALENDAR ITEMS**DISCUSSION****2. Murrieta Public Library Statistical Report 2024****Recommended Action:**

Receive and file.

3. Draft Strategic Plan 2024 ReviewRecommended Action:

Review the draft of the Library's Strategic Plan; and

Recommend the Strategic Plan for final approval by City Administration and City Council.

COMMISSION MEMBER ANNOUNCEMENTS

Commission Member Announcements is the opportunity for Commissioners to provide miscellaneous reports and announcements.

ADJOURNMENT



CITY OF MURRIETA

Library Advisory Commission

Meeting Agenda Report

4/29/2024
Agenda Item No. 1.

TO: HONORABLE CHAIR AND COMMISSIONERS OF THE LIBRARY ADVISORY COMMISSION

FROM: Melvin Racelis, Library Manager

PREPARED BY: Gretchen Sedlacek, Assistant Management Analyst

SUBJECT: Minutes

RECOMMENDATION

Approve the Minutes of the Regular Meeting of February 12, 2024.

ATTACHMENTS

Regular Meeting Minutes, February 12, 2024



LIBRARY ADVISORY COMMISSION

CALL TO ORDER

Commissioner Goltara called the meeting to order at 6:00 p.m.

PLEDGE OF ALLEGIANCE

The Pledge of Allegiance to the Flag of the United States of America was led by Commissioner Goltara.

ROLL CALL

Present:	Commissioner	Jeffrey Meeker
	Commissioner	Ken Goltara
	Commissioner	Terry Gavitt
	Commissioner	Susanna Macias

Absent:	Vice Chair	Linda Hicks (excused)
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APPROVAL OF THE AGENDA

Action: It was moved by Commissioner Meeker and seconded by Commissioner Gavitt to approve the Agenda of February 12, 2024.

The motion carried by the following vote:

Ayes:	Meeker, Goltara, Gavitt, and Macias
Noes:	None
Absent:	Hicks

PUBLIC COMMENTS

None

APPROVAL OF MINUTES

Action: It was moved by Commissioner Gavitt and seconded by Commissioner Macias to approve the Minutes of December 18, 2023.

The motion carried by the following vote:

Ayes:	Meeker, Goltara, Gavitt, and Macias
Noes:	None
Absent:	Goltara and Hicks

NEW BUSINESS

1. Election of Chair and Vice Chair for 2024

The floor was opened for Chair nominations. Commissioner Meeker was nominated by Commissioner Goltara and there were no other nominations.

Action: It was moved by Commissioner Goltara and seconded by Commissioner Macias to close nominations.

The motion carried by the following vote:

Ayes: Meeker, Goltara, Gavitt and Macias
Noes: None
Absent: Hicks

Action: It was moved by Commissioner Goltara and seconded by Commissioner Macias to appoint Commissioner Meeker as Chair.

The motion carried by the following vote:

Ayes: Meeker, Goltara, Gavitt and Macias
Noes: None
Absent: Hicks

A brief recess was taken for Staff to confer with the new Chair.

The floor was opened for Vice Chair nominations. Commissioner Goltara was nominated by Commissioner Gavitt and there were no other nominations.

Action: It was moved by Commissioner Gavitt and seconded by Commissioner Macias to close nominations.

The motion carried by the following vote:

Ayes: Meeker, Goltara, Gavitt and Macias
Noes: None
Absent: Hicks

Action: It was moved by Commissioner Gavitt and seconded by Commissioner Macias to appoint Commissioner Goltara as Vice Chair.

The motion carried by the following vote:

Ayes: Meeker, Goltara, Gavitt and Macias
Noes: None
Absent: Hicks

2. Library Expansion Update by Senior Program Manager, Brian Crawford

Brian Crawford gave a recap of what's been done so far with the Expansion project. SVA has shown a variety of iterations and we've gone back and forth internally and had to cut back a bit to fit within the budget. It was in the \$9-10 million range, now it is in the \$6 to \$6.5 million range. SVA is working on schematic designs with a variety of skill sets and will get to a more educated construction cost estimate by looking at actual, recent construction projects that are similar to ours. Draft drawings were then shown with some explanation by Mr. Crawford. Hoping to present to Council sometime in April, then continue with design development, and then in the summer, we should be into construction documents and plan checks. Sometime in November, we should have a complete bid package ready to go out to public bid; could take 6-8 weeks. Once done, we will go to Council and get a construction contract approved. March 2025 is when we will likely break ground.

Commissioner Gavitt asked if the expansion includes a second story, as the drawings appear to show. Mr. Crawford responded no, it will be a one-story addition. Commissioner Macias asked if there will be any opportunity to add sensory areas in the Expansion and Mr. Crawford responded that that's one reason we had a lot of staff and community stakeholder input, and sensory areas will be taken into consideration.

3. Parks and Recreation Update by Parks and Community Services Manager, Lea Kolek

Lea Kolek provided an overview of CSD and Parks and Recreation and what they do. They have 19 full-time employees and 22 part-time employees. The Cal Oaks Pool is shuttered, waiting on funding to make renovations, so the project is on hiatus. CSD has over 25 events each year, some were highlighted in a slideshow. Recently contracted with Newman Hospitality Group for bigger events in the Amphitheater. Ms. Kolek also showcased some programs that CSD has, information on the Park Rangers, a dog park update, some analytics on the homelessness services, tot lot information, and a Parks and Recreation Master Plan Workshop update.

Chair Meeker noted that CSD is very busy and has a lot of great events; Ms. Kolek commented that information on events can be found on Facebook and Instagram, as well as their web page.

Commissioner Gavitt asked about the park updates and if there is a timeline, specifically to the ones at Copper Canyon Park. No improvements to be done there at this point. Commissioner Gavitt noted that there's a broken slide at Copper Canyon Upper and Ms. Kolek reported that the manufacturer no longer makes those slides, so they had to get the next best fit from another company, and there are challenges with making it fit.

4. Library Advocates as Fundraisers: Community Engagement Training Update by Circulation Supervisor, JoLene Vert

JoLene Vert gave a brief overview of a series of webinars she's taking to find ways to utilize our advocates for fundraising and other ways to have the community advocate on our behalf on a variety of projects. She will also be giving a more in-depth overview at an upcoming Foundation meeting.

A slideshow was presented on 10 Steps to Community Engagement. Identifying the need comes first, then defining the impact, defining the funding, identifying supporters, identifying fundraisers, creating a fundraiser plan, implementing the plan, making the ask, thanking people, and finally, celebrating. Number 11 is a bonus step – keeping in touch.

Chair Meeker asked Ms. Vert how serious is the effort to implement this plan in the future. She stated that the Friends already provide quite a bit of money to the Library for day-to-day operations; we want to focus on the Foundation for bigger projects and see if they'll agree to buy in.

Chair Gavitt noted that she is on the Foundation Board and one of the things she appreciates is having a specific goal for fundraising and learning about different types of fundraising.

CONTINUED BUSINESS

1. Draft Strategic Plan Review by Library Manager, Melvin Racelis

Melvin Racelis introduced Brian Ambrose, Community Services Director, to start off this topic. He stated that the Strategic Plan is of the utmost importance to the City and the future of library services in Murrieta. He took a moment to address Commissioner Macias' question earlier about sensory areas in the Expansion and assured her that it's taken very seriously.

The Strategic Plan is the blueprint for the next 3-5 years for the Library and helps us to inventory everything we're doing at the Library and to evaluate our operations. This is done so we can provide the highest quality level of service to our residents. All the more important as we embark on the Expansion. The first draft is provided in the agenda packet tonight and a copy was sent to the Assistant City Manager, both being asked to provide comments which will be married together and submitted to Council for approval.

Mr. Racelis noted that this is technically the second draft as the first draft was given at the last Commission meeting where comments were provided. What is before them now is relatively the same; the comments given were related to the website, cultural events, and an educational resource pamphlet, all of which were added.

Commissioner Macias mentioned that since the Expansion is expected to start in March 2025, and as we move towards that date and things take shape in the new space, she hopes that revisions will be allowed. Mr. Racelis answered yes, it will be a living document.

INFORMATION ITEMS

1. Library Services Update by Library Manager, Melvin Racelis

February is Love Your Library Month and we are again holding the Food for Fines program this year where patrons can bring in canned goods to offset their fines - \$1.50 per item.

The Library will receive the Lunch at the Library grant for \$11,700 to fund pop-up library programs at a school meal site this summer. The Library will also receive a grant for \$20,000 to expand the Library for All program to include all ages.

Touch-A-Truck is coming up on April 2, 2024. New this year will be a quiet hour from 9 to 10 a.m. – no horn honking.

Interviews are being scheduled for Library Assistants, one full-time position in Circulation, and two part-time positions that will be scheduled for interviews afterward.

Upcoming Closures: The Library will be closed on February 19, 2024 for Presidents Day and on April 6, 2024 for the Tour de Murrieta.

Revenue information is shown on the Agenda Report and the Statistical Report is attached.

Chair Meeker saw on a recent City Council agenda that there was some funding for the Library, asked if we got our full funding. Mr. Racelis noted that what he saw was probably for our Library for All and Lunch at the Library grants and it was on the agenda because we need to have Council approval to apply for any grants.

COMMITTEE MEMBERS REPORTS/COMMENTS

Commissioner Goltara respects all of the work that goes into putting out public surveys, all of the time spent, and how much it matters.

Commissioner Macias commented on community engagement training and fundraising. Excited to be a part of it, as ambassadors of the community, and continue the message about all of the work going on.

ADJOURNMENT

Chair Meeker adjourned the meeting at 7:30 p.m.



CITY OF MURRIETA

Library Advisory Commission

Meeting Agenda Report

4/29/2024
Agenda Item No. 2.

TO: HONORABLE CHAIR AND COMMISSIONERS OF THE LIBRARY ADVISORY COMMISSION

FROM: Melvin Racelis, Library Manager

PREPARED BY: Gretchen Sedlacek, Assistant Management Analyst

SUBJECT: Murrieta Public Library Statistical Report 2024

RECOMMENDATION

Receive and file.

ATTACHMENTS

Murrieta Public Library Statistical Report, First Quarter 2024

MURRIETA PUBLIC LIBRARY STATISTICAL REPORT 2024					
	JANUARY	FEBRUARY	MARCH	YTD	ENTIRE 2023
				2024	CAL YEAR
MATERIALS CHECKED-OUT	31,203	28,764	31,971	91,938	379,384
MATERIALS CHECKED-IN	16,039	15,221	16,471	47,731	218,985
Total Circulated:	47,247	43,985	48,442	139,674	598,369
LIBRARY CARDS:	302	312	343	957	3,856
DOOR COUNT:	12,146	12,290	15,225	39,661	163,544
NEW MATERIALS ADDED:	577	516	734	1,827	7,700
REFERENCE INTERACTIONS:					
Adults, Teens and Children					
Reference Questions	4,331	4,115	4,500	12,946	51,115
Technology Assistance	367	402	544	1,313	4,939
Total Reference Interactions:	4,698	4,517	5,044	14,259	56,054
COMPUTER USE:					
Lab & Adult:	442	473	479	1,394	5,671
Teen:	15	8	3	26	214
Children:	508	451	555	1,514	5,645
Total Computer Use:	965	932	1,037	2,934	11,530
PROGRAMS:					
Adult # of programs:	7	9	6	22	53
Attendance:	144	203	84	431	1,593
# Take-Home Kits	36	35	91	162	416
Teen # of programs:	0	2	5	7	35
Attendance:	0	51	95	146	496
# Take-Home Kits	87	50	50	187	749
Grades K-5 # of programs:	11	13	19	43	77
Attendance:	365	326	389	1,080	11,807
# Take-Home Kits	0	75	0	75	1,455
PreSchool # of programs:	7	12	9	28	50
Attendance:	200	414	305	919	2,223
# Take-Home Kits	0	0	0	0	100
Total # of Programs :	25	36	39	100	213
Total Attendance:	709	994	873	2,576	16,119
Total Take-Home Kits:	123	160	141	424	34,322

MURRIETA PUBLIC LIBRARY STATISTICAL REPORT 2024					
Page 2					
	JANUARY	FEBRUARY	MARCH	YTD	ENTIRE 2023
				2024	CAL YEAR
LIBRARY TOURS:					
Adult # of tours:	0	1	0	1	1
Attendance:	0	25	0	25	11
Teen # of tours:	0	0	0	0	0
Attendance:	0	0	0	0	0
Children's # of tours:	1	0	0	1	21
Attendance:	68	0	0	68	667
Total # of Tours :	1	1	0	2	22
Total Attendance:	68	25	0	93	678
SCHOOL VISITS:					
# of High School visits:	0	0	0	0	0
# of Middle School visits:	0	0	0	0	0
# of Elementary visits:	0	0	0	0	0
Total # of School Visits:	0	0	0	0	0
OTHER OFFSITE VISITS:					
	0	1	2	3	4
COMMUNITY ROOM USE:					
# of City Agency uses:	1	1	1	3	9
# of Library uses:	22	27	24	73	258
# of Resident/Non-resident uses:	0	3	7	10	21
Total # of uses:	23	31	32	86	288
NOTARY SERVICES:					
	3	0	5	8	52
PASSPORTS:					
	42	22	33	97	83
VOLUNTEER HOURS:					
	81	115	126	322	1,605



CITY OF MURRIETA

Library Advisory Commission

Meeting Agenda Report

4/29/2024
Agenda Item No. 3.

TO: HONORABLE CHAIR AND COMMISSIONERS OF THE LIBRARY ADVISORY COMMISSION

FROM: Melvin Racelis, Library Manager

PREPARED BY: Gretchen Sedlacek, Assistant Management Analyst

SUBJECT: Draft Strategic Plan 2024 Review

RECOMMENDATION

Review the draft of the Library's Strategic Plan; and

Recommend the Strategic Plan for final approval by City Administration and City Council.

ATTACHMENTS

Strategic Plan 3rd Draft



MURRIETA PUBLIC LIBRARY

STRATEGIC PLAN 2024





CONNECTED BY COMMUNITY

COMMUNITY **THRIVES** HERE



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LETTER FROM THE MURRIETA PUBLIC LIBRARY

Dear Members of the Murrieta Community,

I hope this letter finds you in good health and high spirits. It is with great pleasure and excitement that I write to you today to introduce the Murrieta Public Library's 2023 Strategic Plan, a roadmap that will guide us in the coming years toward providing an even more enriching and dynamic library experience for the community.

At the Murrieta Public Library, we have always been committed to serving as a vital resource for knowledge, learning, and cultural enrichment. As the community continues to grow and evolve, so too must the Library to meet the changing needs and expectations of the residents. With this in mind, we embarked on a comprehensive planning process over the past year to develop a strategic plan that reflects our shared vision for the Library's future.

The 2023 Strategic Plan is the result of extensive collaboration and input from the dedicated staff, Library Advisory Commission, Library patrons, community leaders, and stakeholders. It embodies our commitment to providing outstanding Library services that align with the values and aspirations of the Murrieta community.

As we embark on this exciting journey, we have invited valued community members to join us in shaping the future of the Murrieta Public Library through a community input survey conducted in the Spring of 2023 and a community feedback forum with selected community stakeholders. Your feedback, ideas, and involvement will be instrumental in ensuring the success of this plan. Together, we can create a library that reflects the heart and soul of the community. We are excited about the future and we are committed to delivering a library experience that is second to none.

Thank you for your continued support, and please do not hesitate to reach out with any questions, comments, or suggestions. Together, we will embark on the next chapter in the story of the Murrieta Public Library.

Warm regards,

Melvin Racelis
Library Manager
Murrieta Public Library

INTRODUCTION

Welcome to the introduction of the Murrieta Library Strategic Plan, a comprehensive roadmap designed to propel the Murrieta Public Library toward the realization of its updated mission and vision statements. The Library stands as a welcoming space for all, dedicated to providing free and equitable access to information, services, and technology while serving as the heart of the community. This strategic planning initiative, which commenced in Spring 2023, has been a collaborative journey, beginning with a community survey on library services. Three strategic planning sessions involving Library staff were conducted, resulting in the refinement of the Library's mission and vision statements and the updating of its core values. The process included a meticulous analysis of the Library's strengths, weaknesses, opportunities, threats, aspirations, and results through a combination of a SWOT and SOAR analysis. Moreover, community engagement was a cornerstone of this initiative, with a dedicated session in June 2023 that invited input from selected stakeholders who provided input on the Library's strengths, opportunities, aspirations, and results through a SOAR analysis. This strategic plan aims to ensure the Murrieta Public Library has an established course of action in achieving its mission statement:

The Murrieta Public Library is a welcoming space for all, dedicated to providing free and equitable access to information, services, and technology. We are committed to serving as the heart of the community, empowering individuals, and promoting resilience and a sense of belonging.

STRATEGIC PLAN OVERVIEW AND PROCESS

The Murrieta Public Library's inaugural strategic plan marks a pivotal moment in its organizational journey as it charts a course for the next three to five years. Recognizing the transformative power of strategic thinking, the Library has embarked on this unprecedented initiative to create a guiding document that will shape its future endeavors. Unlike any previous efforts, this strategic plan seeks to integrate the voices and perspectives of the community it serves, aiming to reflect the diverse needs and aspirations of Murrieta's residents.

The process commenced with a thorough examination of the Library's historical context, its current operational landscape, and an exploration of potential future trajectories. Engaging the community from the outset, the Library conducted a comprehensive survey on its services, fostering a dialogue with the very individuals it exists to serve. Subsequent strategic planning sessions involving dedicated Library staff were convened, contributing to the formulation and refinement of the Library's mission and vision statements. To ensure the plan remains dynamic and responsive, a key feature is its status as a living document, subject to reevaluation and updates every two years. This iterative approach underscores the Library's commitment to adaptability, ensuring sustained relevance in the face of evolving community needs.

By weaving community input into its fabric, this strategic plan not only sets a clear direction for the Library's future but also establishes a collaborative foundation that aligns the institution with the pulse of Murrieta's diverse and dynamic community. Through this ongoing process of reflection and adjustment, the Murrieta Public Library aims to be an agile and responsive hub, dedicated to meeting the evolving needs of its patrons for years to come.

HISTORY

The Murrieta Public Library's (MPL) envisions achieving its mission statement teamwork and community partnerships as a center of discovery that supports the community's intellectual, cultural, and economic success while preserving Murrieta's heritage.

The City of Murrieta (City) officially became a city in July 1991, and initially, the Riverside County Library System intended to build a branch in Murrieta. However, before this could happen, a dedicated group of Murrieta residents formed the Friends of the Murrieta Library (Friends) in September of 1996 with the expressed intent of bringing a library to the City, operated directly by the City. The Friends lobbied Murrieta's City Council to withdraw from the Riverside County Library System, and the City Council did so in October of 1996. In April 1999, MPL was established as an official department of the City and opened its location in a converted bank building.

Under the leadership of the first Library Director, Diane Satchwell, MPL obtained a grant for State Bond funds in 2005, allowing the City to build a new 25,000-square-foot facility for the Library. In 2005, Loretta McKinney became the second Library Director, overseeing the design and construction of the new facility, including the Heritage Room, which is focused on Murrieta's history. In March 2007, the Library was relocated into a new facility and remains in its current location. Initially, MPL was functioning as a stand-alone department of the City, but in 2013, after the departure of McKinney from the Library Director position, the Library department became a division of the City's Community Services Department, and Elise Malkowski assumed the role of Library Manager and was responsible for the Library division until her retirement in 2021. Melvin Racelis became the Library Manager in January of 2022 under Community Services Director, Brian Ambrose. Racelis currently oversees the Library and its creative, passionate, and hardworking staff, who have public service and a community focus as the core of their values. In October 2022, Racelis, with the valuable contributions of MPL staff, was able to obtain the California State Library's Building Forward Library Infrastructure grant for funding towards the Library's current expansion project that will expand and remodel the Children's area of the Library, along with the addition of a dedicated Storytime room. With the expansion project in progress, the future is

HISTORY

bright for MPL, and this would not have been possible without the dedication of all those who helped build MPL into what it is today.

The Murrieta Public Library continues its unwavering commitment to the City's theme of "connected by community." Serving as a cornerstone of this thriving suburban hub, the Library has proven itself an invaluable catalyst for fostering connections among the diverse residents of Murrieta. Through many innovative programs, engaging events, and educational resources, the Library has successfully created a shared space where individuals of all ages, backgrounds, and interests can come together, learn, and grow. The Library is well-known in the community for its programs, including the Library for All series, sustainability-themed programs, and services like the Seed Library, pollinator garden, annual Earth Day Celebration and plant trade, and its innovative Library of Things collection. These services, programs, and projects show how dedicated the MPL staff is to serving the community.

CITY COUNCIL GOALS

- Provide a high level of innovative public safety
- Aggressively pursue economic development
- Maintain a high-performing organization that values fiscal sustainability, transparency, accountability, and organizational efficiency
- Plan, program, and create infrastructure development
- Coordinate and deliver responsive, effective community services
- Foster and promote an engaged, connected, and caring community

MISSION STATEMENT

The Murrieta Public Library is a welcoming space for all, dedicated to providing free and equitable access to information, services, and technology. We are committed to serving as the heart of the community, empowering individuals, and promoting resilience and a sense of belonging.



VISION STATEMENT

We aim to inspire lifelong learning, creativity, and curiosity with an understanding of the needs of our diverse community. We seek to improve the quality of life through partnerships, innovation, and meaningful connections.





CITY OF MURRIETA ORGANIZATIONAL VALUES

Integrity

We are honest, ethical, and fair in all we do.

- Honesty
- Ethics
- Fairness
- Compassion
- Kindness

Public Service

We deliver responsive and caring service to our community, customers, colleagues, and region.

- Community Focus
- Engagement, Connection
- Responsiveness
- Kindness, Caring, Compassion

Professionalism

We exemplify professionalism through our knowledge, accountability, dedication, and initiative.

- Knowledge, Competence
- Accountability
- Trustworthiness, Dedication, Reliability and Responsibility
- Initiative



CITY OF MURRIETA ORGANIZATIONAL VALUES

Teamwork

We thrive in a positive work environment noted for support, collaboration, diversity, and balance.

- Positive Attitude
- Pride, Recognition, Support
- Collaboration, Unity
- Diversity
- Work/Life Balance

Leadership

We demonstrate leadership, guide stewardship of resources and cultivate a vision for the future.

- Assets
- Innovation
- Stewardship
- Vision
- Advancing
- Pride

COMMUNITY STAKEHOLDERS SOAR ANALYSIS

On June 10, 2023, a SOAR (Strengths, Opportunities, Aspirations, and Results) analysis was conducted with various community stakeholders that included members of the Library Advisory Commission, the Friends of the Murrieta Library, the Murrieta Public Library Foundation, Murrieta Valley Unified School District along with members of the public.

STRENGTHS

- Library Staff
- Variety of Programs Offered
- Local Control
- Variety of Resources Offered
- Innovative Programming and Resources, Materials

OPPORTUNITIES

- External Communication- Explore Additional Promotion and Outreach Opportunities
- Improve Website
- Form Additional Partnerships with Local Organizations and Businesses
- Programs and Services for the other side of Town (Bookmobile/Program Vehicle)
- Expand Hours of Operation

ASPIRATIONS

- Expand Partnerships with Local Organizations, Businesses, and Other City Departments
- Expand Geographical Reach Through Outreach Opportunities
- Establish a Second Branch in Northeast Murrieta
- More Community Events
- To be the Best Library in the Region

RESULTS

- Higher Metrics (Checkouts, Visits, Program Attendance)
- Better External Communication and Promotion of Events and Services
- Continuous Evaluation of Programs and Services
- Built-Up Network of Community Support
- Additional Staff Positions to Expand Services, Programs, and Outreach
- All Support Organizations (Friends, Foundation, Library Advisory Commission) Work Together to Support the Library

LIBRARY STAFF SWOTAR ANALYSIS

On April 28, 2023, MPL staff conducted a combination of a SWOT (Strengths, Weaknesses, Opportunities, Threats) and a SOAR (Strengths, Opportunities, Aspirations, Results).

STRENGTHS

- Community Focused
- Staff Excellence
- Quality Programming
- Innovative and Evolving Collection
- Not Profit-Driven

WEAKNESSES

- Communication
- Training
- Technology
- Staff Issues
- Collection Maintenance

THREATS

- Safety
- Irrelevance
- Privatization
- Budget
- Technology
- Censorship

OPPORTUNITIES

- Outreach and Partnerships
- Teen Services/Space/Programs
- After Hours/Expanded Services
- Utilizing Spaces
- Building Improvements

ASPIRATIONS

- Hiring/Promoting More Staff
- Remain a Free and Independent Library, Run by the City of Murrieta
- Act as a Lighthouse to the Community Through Innovative Programming and Resources
- Harmonious and Professional Workplace
- Opportunities for Collaboration

RESULTS

- Hire Additional Staff
- Higher Statistics
- Achieving Listed Aspirations
- Continue to Operate as a Standalone Municipal Library System

GOALS, OBJECTIVES, AND STRATEGIES



GOAL ONE

As a Community Hub, Expand Library Services, Programs, and Resources.

Objective 1: Improve access to the Library, along with physical and digital resources

Strategies

- Plan for additional operating hours that include additional evening and weekend hours
- Provide additional E-resources in FY 23/24 (Hoopla, Cloud Library, Creative Bug, ABC Mouse at Home, Hive Class, LOTE4Kids), and explore new E-resource offerings for FY 24/25
- Improve technology; add assistive technology to address accessibility needs in the Library
- Continue to utilize the biennial budget process for replacing aging furniture
- Continue the planning process for the Library expansion and refurbishments with targeted completion in FY 25/26
- Plan for design and site location of potential book locker pickup options in various locations in Murrieta in FY24/25
- Discuss possible plans that explore the potential for additional branch-like services for the east side of Murrieta
- Explore options for adding accessibility technologies and ADA-compliant improvements for patrons and staff, such as sidewalk and pavement replacements in FY 25/26, accessibility toolkits, and computer workstations with assistive technology software and hardware
- Plan for and design services for the home-bound
- Improve and redesign the Library webpage in FY24/25

Objective 2: Expand and improve programming and services

Strategies

- Explore opportunities to expand sustainable measures through planning for replacing landscaping with California native and drought-tolerant landscaping, research the feasibility of solar panels, and continue to expand the Seed Library and related programs
- Investigate potential designs for a children's sensory garden with the appropriate level of staffing and explore potential funding sources
- Research additional mobile makerspace options that would provide several pieces of technology, such as 3D printers, to utilize any space in the Library or offsite to conduct makerspace programs
- Explore expansion of Passport Services hours to increase revenues
- Discuss plans for providing additional programming and creating interactive spaces in the Children's area with various activities that promote collaborative learning and interaction

GOAL ONE

As a Community Hub, Expand Library Services, Programs, and Resources.

- Integrate data from the community input survey conducted in 2023 to determine the appropriate level of resources available for home-school families
- Investigate potential designs and addition of a central service desk in the Lobby and explore potential funding sources
- Implement regular program and service evaluations in order to ensure community needs are being met and provide for continued improvement
- Explore ways to increase diverse, equitable, and inclusive programming
- Evaluate staffing levels and add additional staff positions in order to sustain and expand service levels based on the City's staffing work plan through FY 27/29
- Provide programming in honor of cultural heritage months
- Continue to explore new partnerships with community organizations for new programs

Objective 3: Improve the Library collection

Strategies

- Expand the Library of Things collection
- Improve Library of Things storage capacity
- Building on the success of the Spanish Language collection, research circulation statistics on foreign language materials sections, determine appropriate levels for each section, and implement a collection development plan for the addition of additional foreign language materials
- Annually evaluate the collection development policy to ensure the collection upholds intellectual freedom and is protected from censorship
- Research and ensure the Children's collection is increased appropriately and ready when the Children's area expansion is completed in 2025
- Increase digital and physical collection materials that are representative of our diverse community based on demographic statistics

GOAL TWO

Broaden Community Connections and Engagement.

Objective 1: Strengthen community communication

Strategies

- Establish a social media plan that addresses workflow, content approval, and emergency communication procedures
- Explore additional marketing opportunities
- Budget and add an interactive digital display in the Library foyer

Objective 2: Advocacy to increase awareness and support for the Library

Strategies

- Work with the Friends of the Murrieta Library and the Murrieta Public Library Foundation on fundraising efforts and recognize them during Friends of Libraries Week or National Volunteer Week
- Conduct additional presentations at City Council Meetings and professional conferences to showcase Library achievements
- Work with Library Advisory Commissioners for additional advocacy opportunities
- Build a network of community support through additional partnerships with outside organizations
- Identify and connect with Library stakeholders to increase awareness of Library programs and resources
- Strengthen staff advocacy skills through professional development
- Utilize library advocacy toolkits that contain various advocacy staff training and resources available through the American Library Association

Objective 3: Increase outreach and partnerships

Strategies

- Conduct additional outreach visits to community events and incorporate a needs assessment element to gather feedback on the Library
- Continue to develop additional community partnerships to fulfill needs that are not traditionally found in a library
- Develop a plan for a mobile library vehicle for off site outreach for implementation when funding becomes available

GOAL THREE

Build a Harmonious and Professional Workplace.

Objective 1: Improve Internal Communication

Strategies

- Create an internal communications plan for clear and effective communication procedures to ensure that staff at all levels are well-informed
- Train staff and utilize Microsoft Teams for group collaboration to increase efficiency
- Quarterly one-on-one supervisor feedback for direct reports in addition to annual evaluations to ensure staff are effectively meeting evaluation goals
- Incorporate reciprocal evaluations within annual evaluations for supervisors and their direct reports to ensure feedback is given from and to the supervisor

Objective 2: Staff development and collaboration

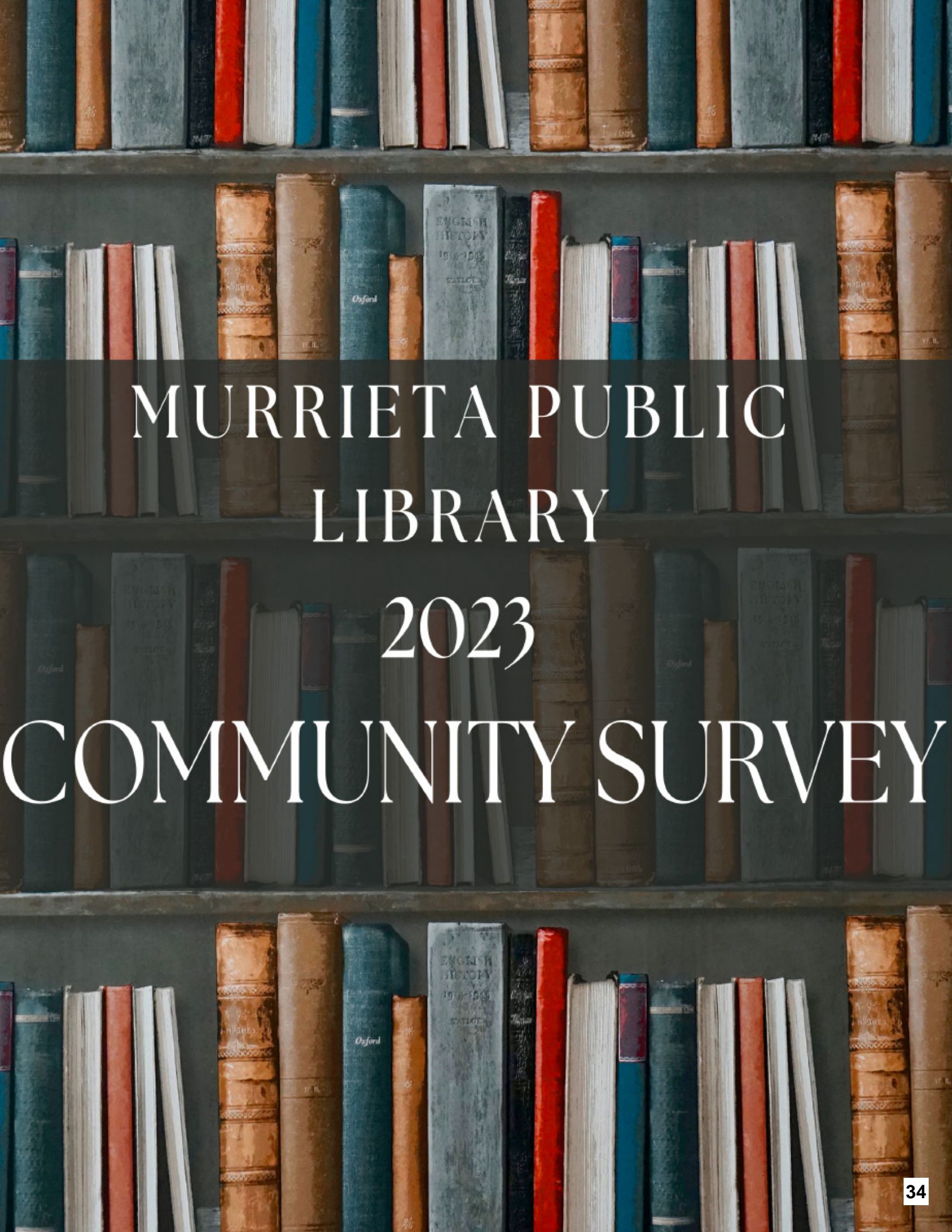
Strategies

- Develop a plan for the implementation of regular staff development days
- Strive to align the budget for training and conferences with the industry standard for libraries to encourage active staff participation in professional associations, the development of staff skills and ideas, and to improve employee performance, productivity, and retention
- Create a mentoring program with staff to encourage professional growth
- Conduct regular trainings on various topics relevant to staff needs throughout the year that including technical and safety trainings
- Create an onboarding orientation and training procedures
- Establish interdepartmental collaboration between Library divisions on larger projects and programs, including the Summer Reading Challenge and its kick-off
- Establish annual collaborative reviews of policies, procedures, and guidelines by establishing committees with staff representation from each department
- Conduct interdepartmental cross-training to give all staff the ability to cover any of the service desks

Objective 3: Staff wellness

Strategies

- Continually evaluate work practices to ensure equitable treatment of all staff within the framework of operational need
- Create a plan for additional team and morale-building opportunities
- Offer health and wellness activities such as incorporating mindfulness and movement sessions to staff meetings and group walks



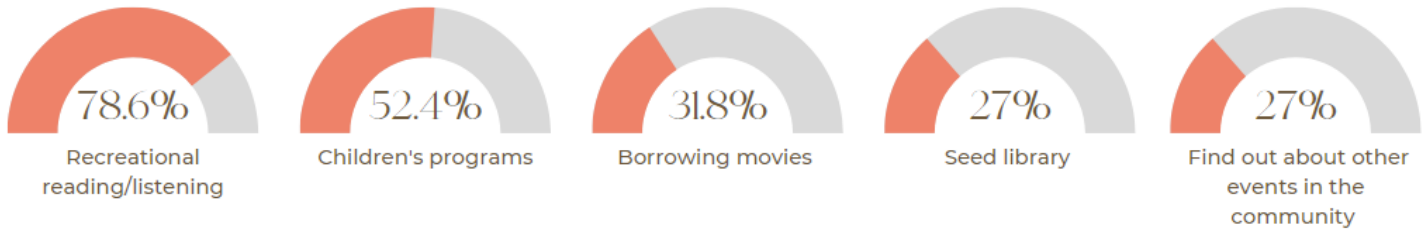
MURRIETA PUBLIC LIBRARY

2023

COMMUNITY SURVEY

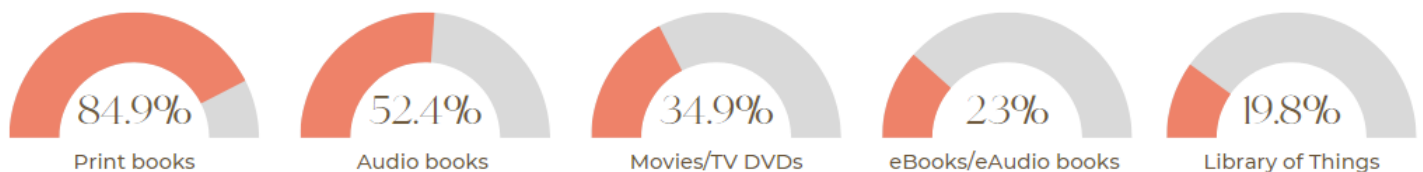
Library Usage

For what purposes do you use the Library?



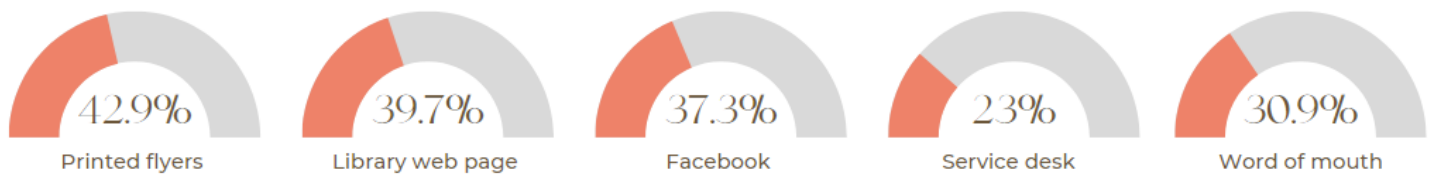
Recreational reading/listening	- 99
Children's programs	- 66
Borrowing movies	- 40
Seed library	- 34
Find out about other events in the community	- 34
Adult programs	- 28
Research	- 28
To socialize with others	- 23
Completing homework & studying	- 19
Teen programs	- 16
Community/civic group meetings	- 15
To use study rooms	- 14
Copying & Scanning	- 12
For tax and/or voting forms/information	- 12
Wi-Fi access using own or mobile device	- 10
Internet access using public computers	- 7
Public computers & Software access	- 7
Community room rental	- 5
To give or receive tutoring	- 2

What form of Library materials do you utilize?



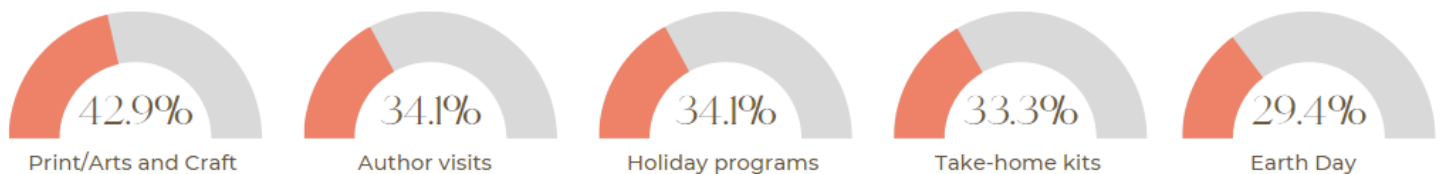
Print books	- 107
Audio books	- 46
Movies/TV DVDs	- 44
eBooks/eAudio books	- 29
Library of Things	- 25
Newspaper & Magazine reading	- 21
Video Games	- 20
Music CDs	- 11
Other	- 6
Home connectivity kits	- 4
Mobile hotspot	- 4
Database	- 3
None	- 2

How do you find out about Library programs, reading incentives, and promotional information?



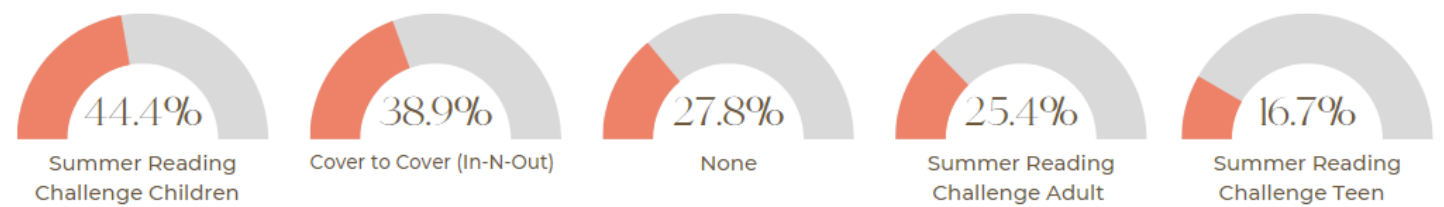
Printed flyers - 54
 Library web page - 50
 Facebook - 47
 Service desk - 45
 Word of mouth - 39
 Verbally from Library staff - 27
 More Murrieta newsletter - 22
 Intsrgram - 21
 QR Codes - 4
 Social media influencers - 1
 TikTok - 0

What type of Library programs do you or your family attend?



Print/Arts and craft - 45
 Author visits - 43
 Holiday programs - 43
 Take-home kits - 42
 Earth Day - 37
 History/Cultural - 32
 Story time - 30
 None - 21
 Movie events - 18
 Dog tales - 15
 Teen Safety course - 15
 3-D creat and print - 10
 Art studio - 9
 College SAT/ACT test prep - 8
 Library For All - 5
 Basic computer skill class - 4
 Estate planning - 3

Which of the following reading incentive and promotional programs have you participated in?



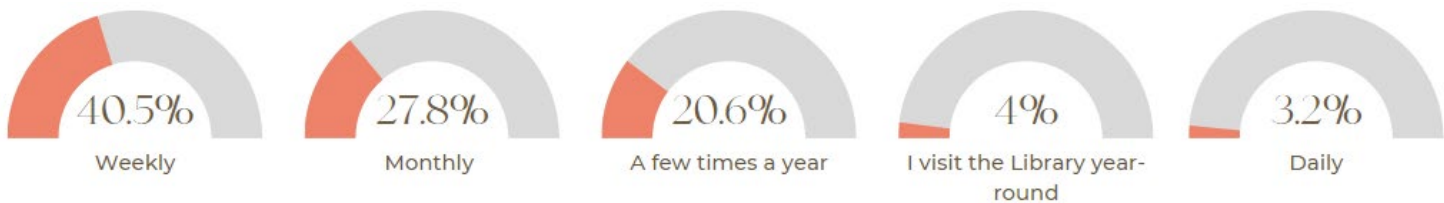
- Summer Reading Challenge Children - 56
- Cover to Cover (In-N-Out) - 49
- None - 35
- Summer Reading Challenge Adult - 32
- Summer Reading Challenge Teen - 21
- Food For Fines - 19
- National Library Week - 9
- Teen Art Contest - 5
- Library card sign-up month -4

Library Card usage



- Yes -121
- No - 9

How often do you visit Murrieta Public Library?



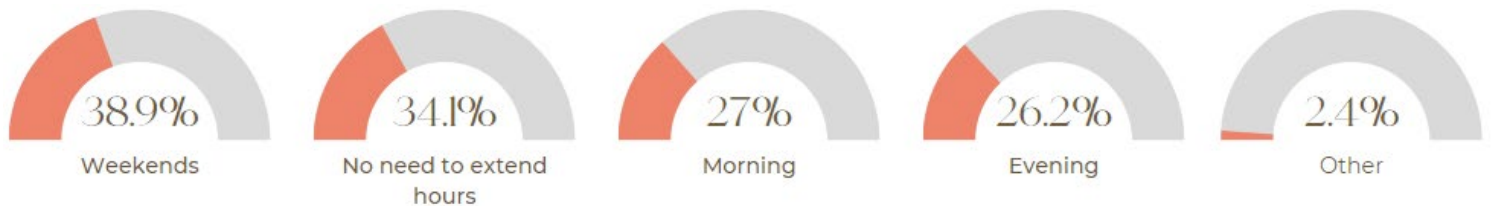
- Weekly -51
- Monthly -35
- A few times a year -26
- I visit the Library year-round -5
- Daily -4
- Never -4
- During summer -3
- Other -2

If you visit the Library, when do you usually come?



Afternoon -78
Morning -69
Saturdays -30
Evening -25

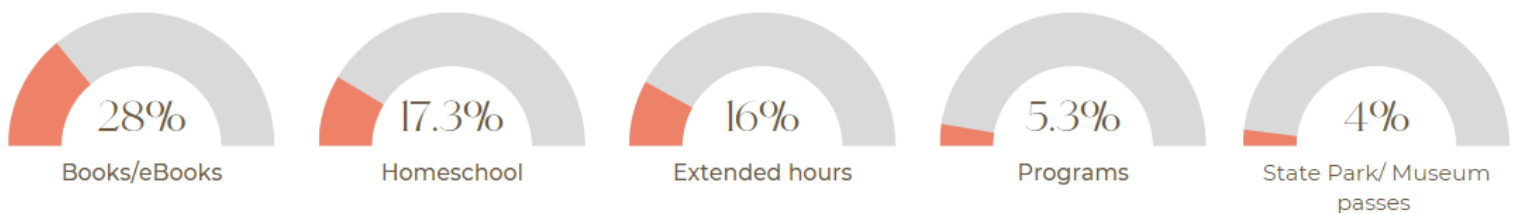
Where would you like to see Library hours extended?



Weekends -49
No need to extend hours - 43
Morning -34
Evenings -33
Other - 3

If you could improve upon the Library's offerings, what would you like to see?

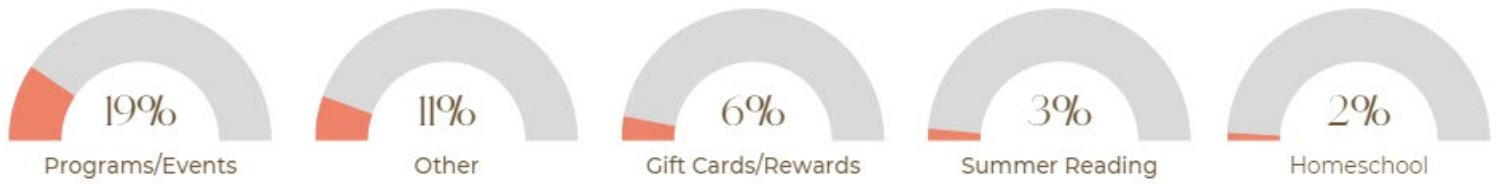
75 long responses, see attached.



Books/ eBooks (new collection, other language) -21
Homeschool (Programs, resources, events) -13
Extended days, hours -12
Programs -4
State Park/ Museum passes -3

What other type of programming and incentives would you like the Library to offer?

43 long responses, see attached.



Programs/Events (Toddler, Pre-Teen/Teen, and Adult/Senior) - 19

Other - 11

Gift cards/Rewards - 6

Summer Reading - 3

Homeschool - 2

Long Answers

If you could improve upon the Library's offerings, what would you like to see?

73 long answers/130

I would love to see more adult crafts and events as well as a book club or two.

I understand why you may not want to extend weekend hours, but I would probably take my kids to the library more frequently if you were open on Sundays

Homeschool materials

We are so grateful for the amazing children and it's programming. I would love to see more family events like the evening family event recently on a Friday, however we unfortunately could not go.

Pre-teen activities

You have great activities for young kids & teens, but the kids in the 8-12 range are left out. Programs are either too young or too old.

And when we can participate, there often are T enough. If we don't find out and register immediately, we are out of luck. Need more availability.

More e-audiobooks access through apps like hoopla

We LOVE the Zip book program!

I'd like to see you expand both hours and staff. Also beef up the wifi. It can get overwhelmed. That's silly.

I think they do good as it is

More current family movies. More Christian audio options on overdrive/Libby.
Newspapers online--Press Enterprise, Wall Street journal.

More marketing on social media for children's library events!

3d printer for public use

Sports equipment like ping pong and pickleball for the courts near the library.

Chess Club all ages

Replacement of badly scratched dvds

I would like to see the teen area looking better. It feels underused and looks dated. I don't like the american comics shelved with the manga. They should be seperated. It's hard to get things off the shelf without all the heavy colored comics falling over. There is never anybody at the teen desk, and the other desk is always helping people print.

1. More emails & newsletters. I signed up a while back and I rarely get emails from you guys. I miss that. More communication in general.
- 2 have fax services in the library
3. more communication via text messages especially regarding account stuff - requests and and when stuff is due.
4. Have the computer lab available to use.
5. Instead of having the study room available to use on a first come, first serve basis, do online appointments instead.

I would like to use it with my grandkids

A more current selection of knitting and crochet books. Also, a way to pay for used books in the little bookshop worth a debit or credit card. I rarely carry cash so miss many opportunities to purchase books. I don't have social media. I never hear about any of the programs /classes/events available. Could patrons be sent an email newsletter?
New book event that is held in other libraries. (Chino Hills library has a new book event) which encourages children to read more.
I don't see anything that would need improvement. This library is great.
I wish there wasn't a sign-up for story times and that the library was open on Sundays.
More amulet books, and drawing stations where kids can draw and read aloud books, that one of the library workers read to all of the kids that are there to listen or that want to listen and I also would like to see more Dog man books because a lot of kids in my school go to that library and they like to read dog man oh also outside in the grass field a do you kind a want like a playground or monkey bars and also more games for kids really like playing on the computers and maybe a little bit more time on the computers for you people who do a lot of research and come to the library to do it because I bet a lot of people come to the library to do the research because it's quiet there so that's why I would like to change maybe.
Extended children story time. Or other children activities
More children programs a week.
Audiobooks
Children's take home Craft kits
Murrieta library is excellent
Please keep the Library for all program snd Kudos to Agnes she does an excellent job!
Extended hours on Saturdays.
Need to have more current books.
Please open earlier in the mornings. It is very difficult to come in the afternoons especially with the Murrieta Elementary School Traffic and parent parking the Library lot.
to be able to wait list for state park pass online
Book clubs for adults, themed by genre or interests. Have the book shop open Saturday morning. â€œPremiumâ€ library card for a fee that allows the library to have more new book/audiobook releases that are only available to premium members.
Vending machines for snacks and drinks :)
I love the children's program events. I'd love to see a summer program line up. My kids have really enjoyed the art classes.
More online eBooks. I had a cloud library access through San Bernardino County library and was able to access many titles that the one through Murrieta/Riv Cty doesn't have.
Children's garden open more often.
Expanded hours, expanded space, expanded materials, expanded programs

More light novels that are more obscure and not really heard of in the library circulation system.
More complete series filled out, e.g. in the manga department.
More DVDs available to check out
Easier way to figure out content of books to see if appropriate for my kids
More young adult LGBTQ+ inclusivity books.
I would like to see more books with diverse povâ€™s. That includes people of the lgbtqia+ community, disabled people, people of color and people of different religions.
More museum passes/ more homeschooling resources.
Would like there to be a chess club like at the Menifee branch. Would it be possible to rent out Enrichment STEAM kits like at some charter schools? Maybe offer a kids LEGO robotics class?
You guys are awesome
There are a lot of books that I can't get here/even with the network of libraries. This surprised me coming from suburban Chicago where there were so many in network libraries that I could always get any book I wanted
Offer more books in Spanish
Adding some legal adviser or some sources to help people with law problems.
More books from other languages
I would like if library offer more adult educational programs, personality development programs, woman oriented programs.
It is a fabulous library. I specifically like that I can order my books online and quickly pick up in the holds shelf. No complaints.
Open more hours. I could not believe they were closed during school recess periods!!
Box Set Book Series: The Rose Years (Roger Lea MacBride), The Caroline Years (by Maria D. Wilkes, Celia Wilkins), The Charlotte Years (by Melissa Wiley), The Martha Years (by Melissa Wiley).
No late fees.
More inviting seating arrangements.... comfortable chairs grouped together (like curling up with a good book)
Offerings for homeschoolers like Menifee library offers. (They have a weekly storybook reading and craft or worksheet about the book topic for example apples in September)
I would like to see more events tailored to homeschool kids in elementary school. There is a lot of toddler or adult events but few day time activities for kids being homeschooled.
More Homeschool offerings in the morning hours. I usually only see things for very young ones but we have 3rd grader and Kinder and a 3 year old. Maybe event that can take place out on the grass so families can socialize after event as well.

I would love to see more morning time activities or groups for homeschoolers. There's a lot geared towards small children, but would love something that's for early to late elementary kids.
Classes tend to fill up quickly, so more offerings would be great!
Events DURING school hours for children being homeschooled: Computer skills class Art Story time Crafts
More morning activities for homeschooling families
Homeschool curriculum, more passes to educational trips, aquariums.
Please offer more activities for homeschool children between the ages of six and 12. We currently utilize the libraries in Temecula because they offer weekly activities such as stem projects, Legos &, art.
More opportunities for homeschool children, activities for multiple grades (elementary and middle school) not just toddlers and high schoolers, chess club
More kids activities that are not solely outdoors during the summer, it's too hot outside, and also ones that are not only in the mornings. There used to be so many actives during the month at this library and the last year there hasn't been that many options. Adding a weekly chess club would be awesome too, the Menifee library has one and they have so many kids that participate! Or a weekly 3-D printing would be cool as well.
I think the Library offers so many wonderful things. I think the more we can focus on community events on the weekends and local collaborations we will thrive.
more senior events
I would like to see a book club in the evening for adults
More storytimes/ homeschooler storytimes or events during the day Summer events in morning
More programs for homeschooled children during the daytime hours.

What other type of programming and incentives would you like the Library to offer?

43 long answers/130

We would like to attend more activities for toddlers if the hours work with our schedules

Make the summer reading program fun again. The prize wheel and other interactive games was a lot more fun for the kids and got them more excited to read. Maybe a holiday program as well to encourage kids to read over the break.

More STEM programs for the pre-teen demographic

Parent and me stuff. Love it.

Book exchange

My son says Del Taco would motivate him, lol!

Computer classes

A wholesome middle grade book club would be great.

More teen programming and some book clubs.

Gift cards.

Story time for babies

Would love to see knitting, quilting and gardening classes
A cafe/coffee shop would be nice.

More rewards for reading and offering more things to visit the library more frequently.

I haven't thought of it.

I wish there were DIVERSE children's programs ie. Dia de los ninos and Kwanza.

Role playing game instructions or classes (Dungeons and Dragons), trading card games (Pokemon)

Story time every day of the week because I don't really see at the library that often drawing because I really like drawing and I think that other kids at the library do too.ðŸ™ƒf
Kids holiday events (Easter, Halloween, etc)
You are doing a great job
A digital library card that I can add to my Apple wallet and not have to carry a plastic card.
This was our first time coming to the library (during the Earth Day event) and we really enjoyed ourselves. Thank you so much! We are interested in exploring some of the other things you have to offer given the high standards we saw and after speaking to the friendly staff. Our only request would be that the library would not participate in any events such as Drag Queen storytime. We would not feel safe coming to the library if this would be something that would be allowed. Thank you again for hosting the Earth Day event and doing such a fine job!
A focus on seniors
I would like to see more programs and more often. I would like to see children's story times more often and continued through the summer. I would like to see more programs for kids in grades 1-5.
Screenings of Anime and other medias.
N/A
More DVDs available for borrowing
Renting study room via online
Chess
Some that are available weekend and evenings for those of us who work
Adult educational programs, personality development programs.
Adult education related services
More lectures/ guest speakers on topics.

Gardening Presentations California Native Plant Society Meetings Green Cleaning Class-Waste management Composting Class-Waste Management Home maintenance classes Nature presentations about animals or hiking places More little kid events and services.
More food incentives. The kiddos love these. Canes etc. :)
We really like the reading cards with incentives please! ðŸ™‚
More museum passes. We like the Western museum but haven't been able to check out the Perris railroad one yet.
Homeschool programming
definitely more food for fines, and local food businesses like the in n out one.
More food for fees days!
Maybe one free book a month to a winning child. I know a company would sponsor that.
I enjoy the summer reading program offerings. If more slots were able to be open, this would be great. I do understand it comes down to funding, however.
Homeschooling storytimes/ events during the day. Preschool activities during the day Summer activities during morning before it gets too hot

Service Desk Experience

Service Desk staff are helpful providing assistance with library card account information, i.e., items checked out, hold statuses, pin help, blocks, etc.

A - Excellent (93 responses, 74.4%)

B - Good (18 responses, 14.4%)

C - Average (6 responses, 4.8%)

D - Fair (0 responses, 0.0%)

F - Poor (1 response, 0.8%)

G - Don't know/Not applicable (4 responses, 3.2%)

Service Desk staff are helpful with providing assistance in finding materials, information and services I want or need at the Library

A - Excellent (92 responses, 73.6%)

B - Good (21 responses, 16.8%)

C - Average (3 responses, 2.4%)

D - Fair (0 responses, 0.0%)

F - Poor (0 responses, 0.0%)

G - Don't know/Not applicable (7 responses, 5.6%)

Service Desk staff are helpful providing assistance with computer, scanning and printing needs

A - Excellent (54 responses, 43.2%)

B - Good (10 responses, 8.0%)

C - Average (1 response, 0.8%)

D - Fair (1 response, 0.8%)

F - Poor (0 responses, 0.0%)

G - Don't know/Not applicable (56 responses, 44.8%)

Service Desk staff are helpful providing assistance in updating library card information

A - Excellent (80 responses, 64.0%)

B - Good (15 responses, 12.0%)

C - Average (4 responses, 3.2%)

D - Fair (0 responses, 0.0%)

F - Poor (1 response, 0.8%)

G - Don't know/Not applicable (21 responses, 16.8%)

Service Desk staff are helpful providing assistance with fine/fee payment

A - Excellent (72 responses, 57.6%)

B - Good (14 responses, 11.2%)

C - Average (4 responses, 3.2%)

D - Fair (1 response, 0.8%)

F - Poor (2 responses, 1.6%)

G - Don't know/Not applicable (26 responses, 20.8%)

Service Desk staff are helpful providing assistance with checking out materials

A - Excellent (90 responses, 72.0%)

B - Good (15 responses, 12.0%)

C - Average (6 responses, 4.8%)

D - Fair (1 response, 0.8%)

F - Poor (1 response, 0.8%)

G - Don't know/Not applicable (9 responses, 7.2%)

Service Desk staff are helpful providing assistance checking out LOT/LOT Jr. items

A - Excellent (50 responses, 40.0%)

B - Good (7 responses, 5.6%)

C - Average (1 response, 0.8%)

D - Fair (0 responses, 0.0%)

- F - Poor (0 responses, 0.0%)
- G - Don't know/Not applicable (63 responses, 50.4%)

I can trust Library staff to help me find unbiased and factual information to answer my questions

A - Excellent (66 responses, 52.8%)

- B - Good (13 responses, 10.4%)
- C - Average (3 responses, 2.4%)
- D - Fair (0 responses, 0.0%)
- F - Poor (0 responses, 0.0%)
- G - Don't know/Not applicable (40 responses, 32.0%)

Staff responds in a reasonable amount of time

A - Excellent (82 responses, 65.6%)

- B - Good (19 responses, 15.2%)
- C - Average (5 responses, 4.0%)
- D - Fair (1 response, 0.8%)
- F - Poor (0 responses, 0.0%)
- G - Don't know/Not applicable (14 responses, 11.2%)

Staff are knowledgeable

A - Excellent (85 responses, 68.0%)

- B - Good (20 responses, 16.0%)
- C - Average (3 responses, 2.4%)
- D - Fair (0 responses, 0.0%)
- F - Poor (0 responses, 0.0%)
- G - Don't know/Not applicable (14 responses, 11.2%)

Staff are helpful

A - Excellent (94 responses, 75.2%)

- B - Good (21 responses, 16.8%)
- C - Average (5 responses, 4.0%)
- D - Fair (0 responses, 0.0%)
- F - Poor (0 responses, 0.0%)
- G - Don't know/Not applicable (2 responses, 1.6%)

Staff are friendly

A - Excellent (90 responses, 72.0%)

- B - Good (24 responses, 19.2%)
- C - Average (4 responses, 3.2%)
- D - Fair (2 responses, 1.6%)
- F - Poor (0 responses, 0.0%)
- G - Don't know/Not applicable (2 responses, 1.6%)

Staff are courteous

A - Excellent (89 responses, 71.2%)

- B - Good (22 responses, 17.6%)
- C - Average (6 responses, 4.8%)
- D - Fair (2 responses, 1.6%)
- F - Poor (1 response, 0.8%)
- G - Don't know/Not applicable (2 responses, 1.6%)

I can easily use the PAC (public access computer)/card catalogue to locate materials and view my account information

A - Excellent (65 responses, 52.0%)

B - Good (25 responses, 20.0%)

C - Average (4 responses, 3.2%)

D - Fair (1 response, 0.8%)

F - Poor (1 response, 0.8%)

G - Don't know/Not applicable (25 responses, 20.0%)

I can easily use the self-check kiosks to check out materials and view my account information

A - Excellent (80 responses, 64.0%)

B - Good (24 responses, 19.2%)

C - Average (4 responses, 3.2%)

D - Fair (0 responses, 0.0%)

F - Poor (1 response, 0.8%)

G - Don't know/Not applicable (12 responses, 9.6%)

I can easily return materials at the indoor book return station

A - Excellent (87 responses, 69.6%)

B - Good (19 responses, 15.2%)

C - Average (3 responses, 2.4%)

D - Fair (0 responses, 0.0%)

F - Poor (0 responses, 0.0%)

G - Don't know/Not applicable (10 responses, 8.0%)

I/my family feel(s) safe at the Library

A - Excellent (92 responses, 73.6%)

B - Good (21 responses, 16.8%)

C - Average (4 responses, 3.2%)

D - Fair (1 response, 0.8%)

F - Poor (0 responses, 0.0%)

G - Don't know/Not applicable (3 responses, 2.4%)

I/my family feel(s) comfortable at the Library (in terms of furniture, lighting, etc.)

A - Excellent (80 responses, 64.0%)

B - Good (26 responses, 20.8%)

C - Average (7 responses, 5.6%)

D - Fair (1 response, 0.8%)

F - Poor (0 responses, 0.0%)

G - Don't know/Not applicable (7 responses, 5.6%)

The wait time for tools/technology/toys is reasonable

A - Excellent (51 responses, 40.8%)

B - Good (23 responses, 18.4%)

C - Average (5 responses, 4.0%)

D - Fair (1 response, 0.8%)

F - Poor (0 responses, 0.0%)

G - Don't know/Not applicable (41 responses, 32.8%)

There is space for me/my family to sit down

A - Excellent (63 responses, 50.4%)

B - Good (33 responses, 26.4%)

C - Average (11 responses, 8.8%)

D - Fair (4 responses, 3.2%)

F - Poor (0 responses, 0.0%)

G - Don't know/Not applicable (10 responses, 8.0%)

The Library is clean

A - Excellent (93 responses, 74.4%)

B - Good (20 responses, 16.0%)

C - Average (4 responses, 3.2%)

D - Fair (0 responses, 0.0%)

F - Poor (0 responses, 0.0%)

G - Don't know/Not applicable (4 responses, 3.2%)

The Library is well-maintained

A - Excellent (93 responses, 74.4%)

B - Good (21 responses, 16.8%)

C - Average (3 responses, 2.4%)

D - Fair (0 responses, 0.0%)

F - Poor (0 responses, 0.0%)

G - Don't know/Not applicable (4 responses, 3.2%)