



## REGULAR MEETING AGENDA

**Date:** 9/17/2018  
**Time:** 6:30 p.m.  
**Menlo Park Library – Lower Level Meeting Room**  
**800 Alma St., Menlo Park, CA 94025**

### **A. Call to Order**

### **B. Roll Call**

### **C. Public Comment**

Under “Public Comment,” the public may address the Commission on any subject not listed on the agenda. Each speaker may address the Commission once under Public Comment for a limit of three minutes. Please clearly state your name and address or political jurisdiction in which you live. The Commission cannot act on items not listed on the agenda and, therefore, the Commission cannot respond to non-agenda issues brought up under Public Comment other than to provide general information.

### **D. Regular Business**

- D1. Approve the minutes from the August 20, 2018 Library Commission Meeting ([attachment](#))
- D2. Select a member of the Library Commission to serve on the Parks Master Plan Oversight Committee
- D3. Discuss and consider making a recommendation to City Council regarding the addition of a high school student member to the Commission
- D4. Discuss and consider making a recommendation to City Council regarding the selection of an active Library Commission member to the Belle Haven Neighborhood Library Needs Assessment Committee
- D5. Discuss and consider convening a quarterly public meeting of library support group agencies
- D6. Discuss and consider the results of the Belle Haven Neighborhood Library Needs Assessment ([attachment](#))
- D7. Discuss and consider Little Free Libraries
- D8. Consider requests for future agenda items

### **E. Informational Items**

- E1. Presentation from Jason Sugimura on adult literacy program Project READ
- E2. Presentation from Steve Haas – Friends of the Library

- E3. Presentation from Jacqui Cebrian – BHNLAC
- E4. Presentation from Monica Corman - Library Foundation
- E5. Menlo Park Historical Association presentation
- E6. Project READ Literacy Partners presentation
- E7. Library System Improvements project update
- E8. Report from the Assistant Director

**F. Commissioner Reports**

- F1. Individual commissioner reports

**G. Adjournment**

At every Regular Meeting of the Commission, in addition to the Public Comment period where the public shall have the right to address the Commission on any matters of public interest not listed on the agenda, members of the public have the right to directly address the Commission on any item listed on the agenda at a time designated by the Chair, either before or during the Commission's consideration of the item.

At every Special Meeting of the Commission, members of the public have the right to directly address the Commission on any item listed on the agenda at a time designated by the Chair, either before or during consideration of the item.

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## REGULAR MEETING MINUTES - DRAFT

**Date:** 8/20/2018  
**Time:** 6:30 p.m.  
**Menlo Park Library**  
**800 Alma St., Menlo Park, CA 94025**

**A.** Chair Leep called the meeting to order at 6:42 p.m.

**B. Roll Call**

**Present:** Bugna, Cohen, Leep, Pandey  
**Absent:** Chambers, Lemons, Hadrovic  
**Staff:** Assistant Library Services Director Nick Szegda

**C. Public Comment**

- Jim Lewis spoke in support, requested an update and offered to assist the Commission regarding Little Free Libraries project.
- Aldora Lee suggested the Commission to gather input from non-profit groups in the Belle Haven neighborhood regarding library services and requested that an update be provided on the contact with Bohannon organization.
- Pamela Jones spoke in support of cooperation between the library support agencies, especially concerning fundraising for the system improvements project.

**D. Regular Business**

D1. Approve the minutes from the June 18, 2018 Library Commission Meeting

**ACTION:** Motion/second (Cohen/Pandey) to approve the minutes without changes, passed (4-0).

D2. Discuss and consider forming a Library Commission subcommittee to work with the Menlo Park Library Foundation.

**ACTION:** Commissioner Cohen was appointed to be the Library Commission's liaison to the Library Foundation (Leep/Bugna), passed (4-0)

D3. Discuss and consider the results of the Belle Haven Neighborhood Library Needs Assessment

Chair Leep opened the item for public comment.

- Lynne Bramlett asked the Commission to review the CCIN email written by Belle Haven Neighborhood Library Advisory Commission (BHNLC) member Pushpinder Lubana. Bramlett suggested the cooperation between the Fair Oaks branch of the Redwood City Library and the San Mateo County Human Services as a positive collaboration.
- Pamela Jones spoke of concerns with the DScout platform. Jones spoke against the report's statement that the library "may be able to meet" the needs of the community in the current facility.

Chair Leep closed public comment on this item.

The Commission discussed the report's findings, and suggested that the discussion continue at their next meeting.

### **NO ACTION TAKEN**

#### **D4. Consider requests for future agenda items**

By acclamation, the Commission requested to add the following items to a future agenda:

- Library System Improvements-Main and Belle Haven
- Select a high school student to a one year term on the Library Commission
- Little Free Libraries
- Belle Haven Library needs assessment results
- Commission representative on the BHNLC
- Select a Library Commissioner to serve on the Parks Master Plan Oversight Committee
- Informational meeting for library support agencies

#### **E. Informational Items**

##### **E1. Library System Improvements project update**

Assistant Library Director Szegda reported that because of a possible Brown Act violation by a City Councilmember, the City Council meeting for August 21 had been cancelled. The system improvements project would not come before City Council until January of 2019. Szegda will continue to update the Commission on the situation if more information becomes available.

##### **E2. Report from the Assistant Director**

Assistant Library Director Szegda reported that the library was busy interviewing potential hires for five positions: Senior Librarian, two Librarian positions, and two Library Assistant positions.

The library recently hosted a presentation on the construction of the Hayward Library and a tour of the nearly completed facility.

Programming at the branch library has been gaining attendance – a recent performance as part of the summer puppet festival had 90 attendees.

#### **F. Commissioner Reports**

##### **F1. Individual commissioner reports**

Commissioner Cohen reported on the board composition of the Menlo Park Library Foundation.

Chair Leep reported on her visit to the Bibliotheque Richelieu in Paris. She also reported on the informational presentation she attended by supporters of the Hayward Library. Of particular interest to her was the way supporters linked funding for the library to other community needs.

##### **F2. Informal sharing of audio/digital/print books currently reading**

None.

**G. Adjournment**

Chair Leep adjourned the meeting at 8:02 p.m.

# Belle Haven Neighborhood Library Needs Assessment

June 2018



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## **INTRODUCTION**

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This report has been prepared by Gensler for the City of Menlo Park as part of the Belle Haven Neighborhood Library Needs Assessment (“Needs Assessment”).

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## INTRODUCTION

The Belle Haven Neighborhood Library Needs Assessment (“Needs Assessment”) was conducted from November 2017 through June 2018 with the intent of discovering, evaluating, and pinpointing the evolving needs, opportunities and desires of the Belle Haven neighborhood in Menlo Park and translating those into implications for the future of the library in Belle Haven. This report documents the findings of the Needs Assessment based on the research conducted by Gensler on behalf of the City of Menlo Park and does not reflect the views of the library or the City of Menlo Park.

*For more information, please contact:*

### **City Of Menlo Park**

Susan Holmer  
Library Services Director  
SEHolmer@menlopark.org

Nick Szegda  
Assistant Library Services Director  
NJSzegda@menlopark.org

### **Consultant – Gensler**

Jerod Turner  
jerod\_turner@gensler.com



# OUR APPROACH + METHODOLOGY

# INTRODUCTION

## OUR APPROACH + METHODOLOGY

The methodology and techniques below were employed as part of the Needs Assessment, utilizing a four-phase approach framework rooted in user-centered research and analysis. All artifacts and documentation that emerged as a result of these activities can be found in the Appendix.

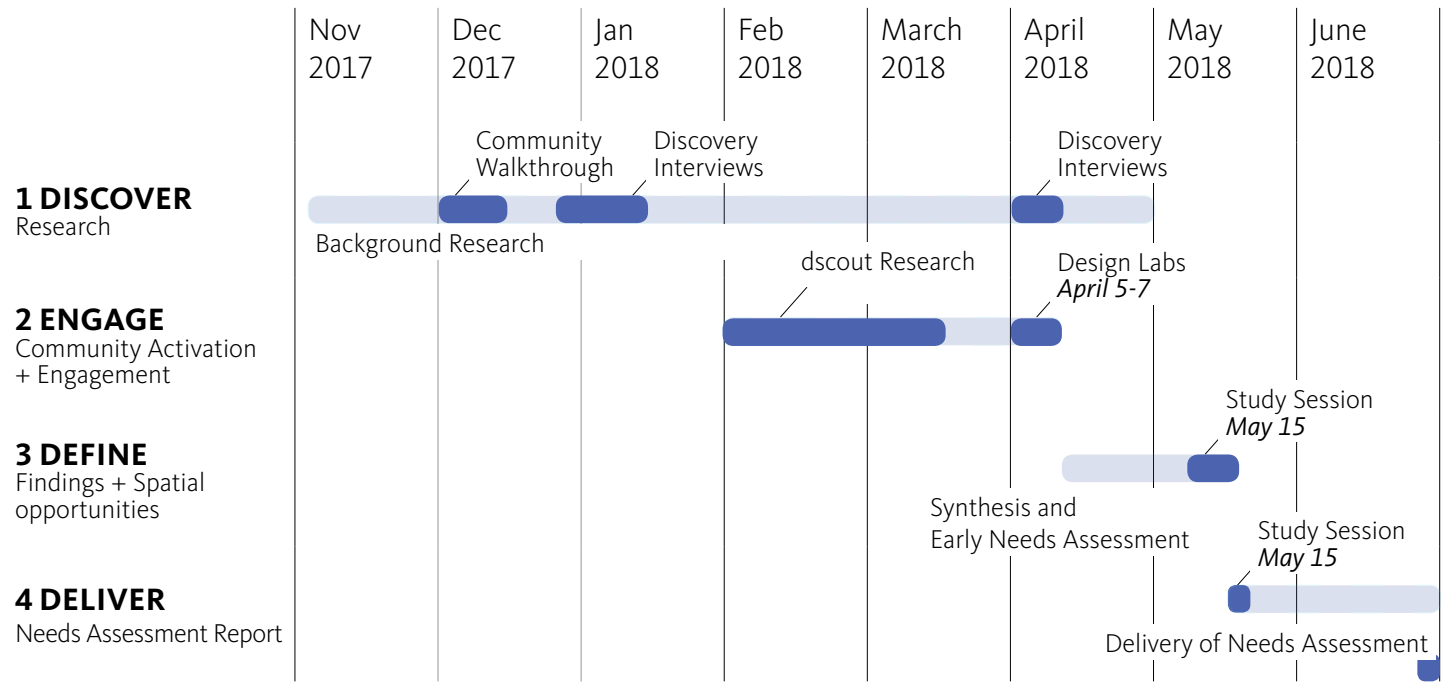
### SUMMARY OF INPUTS

#### SUMMARY OF INPUTS

- 1. Design Labs
  - Experience Canvas.....19 Artifacts Collected
  - Young Learner Worksheets.....38 Worksheets Collected
  - Installations and Comment Boxes.....212 Responses Collected
- 2. dscout Platform.....44 External Surveys Conducted
- 3. Local Intercepts and Interviews.....71 Interviews Conducted
- TOTAL 384 INPUTS**

See the following pages for more information about each of the activities conducted as part of the Needs Assessment.

### PROJECT TIMELINE

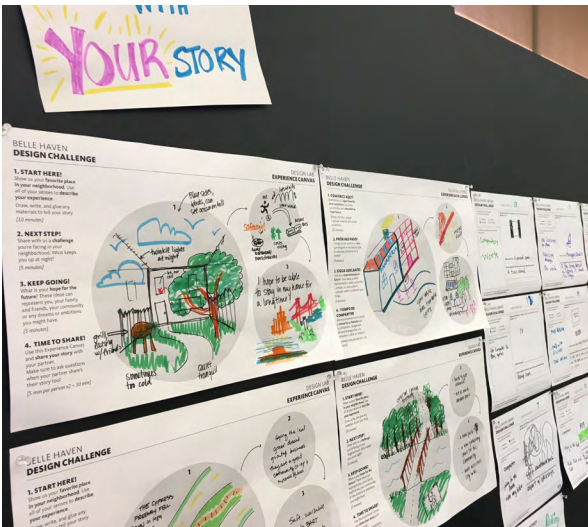


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## 1. ABOUT THE DESIGN LABS

The Design Lab Community Workshops were held on Thursday, April 5, 2018 from 7:00 PM–9:00 PM and Saturday, April 7, 2018 from 12:00 PM–5:00 PM at the Belle Haven Branch Library. These design labs included a variety of small-scale activities and co-design workshops to understand the needs of Belle Haven and build a vision for the library. Participants shared their perspectives and thoughts through activities, such as an Experience Canvas, Young Learner Worksheets, Comment Cards, two Mad Libs installations, and a Paint-By-Number feedback installation.

*See Attachment A in the Appendix for documentation of the Design Lab activities.*



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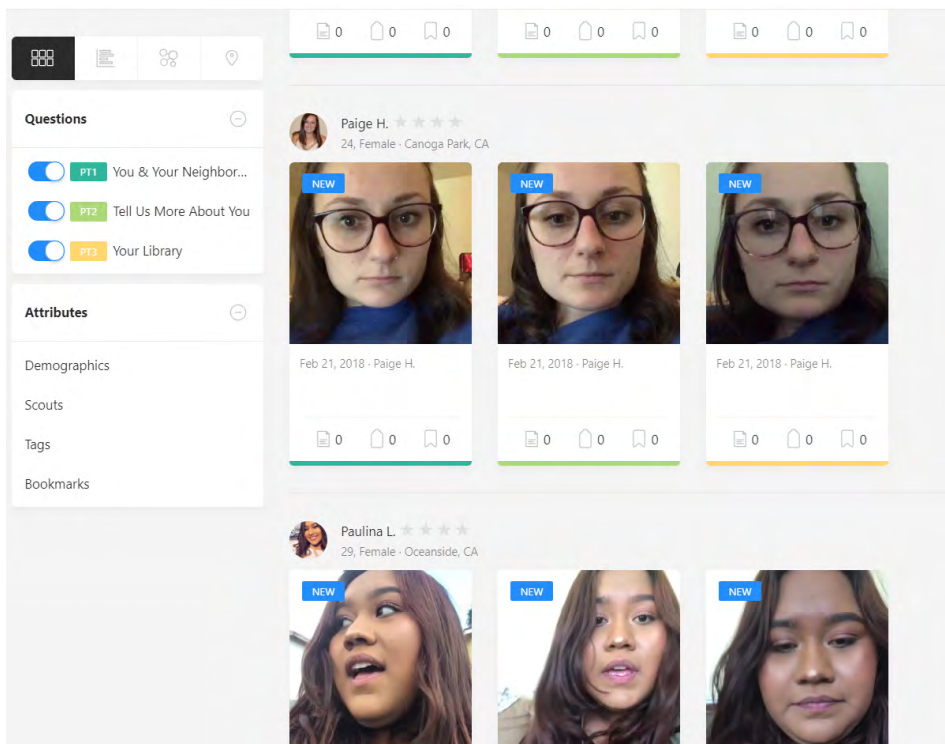
## INTRODUCTION

# OUR APPROACH + METHODOLOGY

## 2. ABOUT THE DSCOUT PLATFORM

The Needs Assessment leveraged a digital user research platform called dscout to conduct external market research on neighborhood and library needs with residents in communities similar to Belle Haven as well as local residents<sup>1</sup>. Research included 44 participants, 4 of whom were primarily Spanish speaking.

*See the Appendix for the demographics of participants, the full question set, and results.*



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<sup>1</sup>Local: The local population was invited to participate through postings on the City of Menlo Park Library's website, social media such as Facebook and Next Door, and printed collateral. "Local" could include any nearby residents and was not limited to residents of Belle Haven or Menlo Park.

Participation in this platform from local residents was limited due to difficulty accessing and using the platform. Residents cited difficulty accessing and downloading the related apps.

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### 3. ABOUT THE LOCAL INTERCEPTS AND INTERVIEWS

As part of the community engagement process of the Needs Assessment, local leaders and strategic partners were invited to be interviewed to help identify core attributes, opportunities, and challenges facing Belle Haven. Interviewees who accepted this invitation and were interviewed included:

**Library Staff** (12/21/17)

Juan Quinonez  
Jennifer Wilkins

**Belle Haven Action** (1/25/18)

Annielka Perez  
Julie Shanson  
Cecelia Taylor

**City of Menlo Park** (12/21/17)

Derek Schweigart

**Library Commission**

Lynne Bramlett (4/3/18)  
Ester Bugna (4/6/18)  
Kristen Leep (4/25/18)

**Participants engaged during site survey and activities:**

Laura Evans (*Belle Haven School Librarian*) (12/14/18)  
Rondell Howard (*Belle Haven After School Program Recreation Program*) (1/25/18)  
John Weaver (*Menlo Park Library Senior Program Assistant*)

**Contacted for interviews, but no response:**

Todd Gaviglio (*former Belle Haven School principal*)  
Jim Cogan (*City of Menlo Park Housing and Economic Development Manager*)  
Diana Ramirez (*Boys and Girls Club of the Peninsula Unit Director*)  
Mayra Lombrera (*Onetta Harris Program Assistant*)

In addition, residents and visitors of the Belle Haven neighborhood and library users were intercepted to get their perspectives on their neighborhood and the library's role and services. Intercepts were conducted at the Belle Haven Branch Library, the Menlo Park Main Library, on various streets and amenities in the Belle Haven neighborhood (including Kelly Park) as well as at the Belle Haven Branch Library Open House (February 25, 2018) and the Belle Haven Spring Fair (April 28, 2018). Intercepts and observations at the Belle Haven Branch Library occurred only during public library hours, rather than school library hours.

*See the Appendix for the Intercept Guide and Interview Guide.*

# START WITH YOUR STORY

## BELLE HAVEN DESIGN CHALLENGE

### START HERE!

Show us your favorite place in your neighborhood. Use all of your senses to describe your experience. Draw, write, and glue any materials to tell your story.

### NEXT STEP!

Share with us a challenge you are facing in your neighborhood. What keeps you up at night?

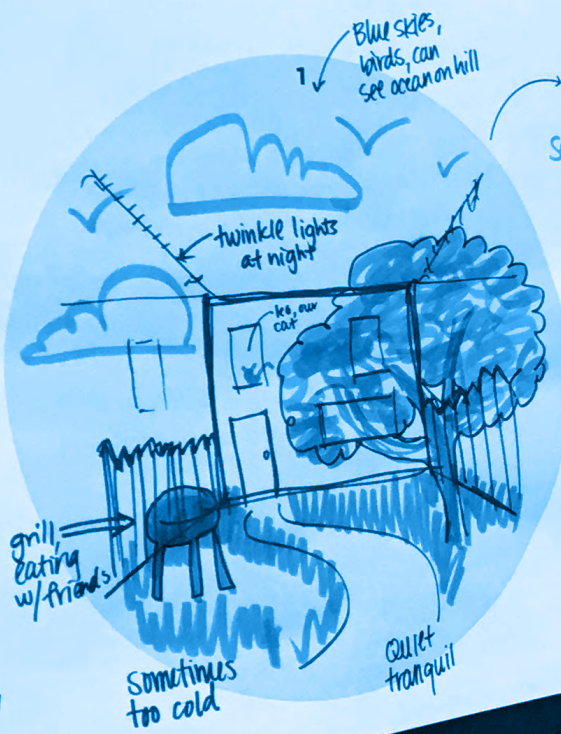
### KEEP GOING!

What is your hope for the future? These ideas can come from you, your family, friends, your community, or your dreams or ambitions.

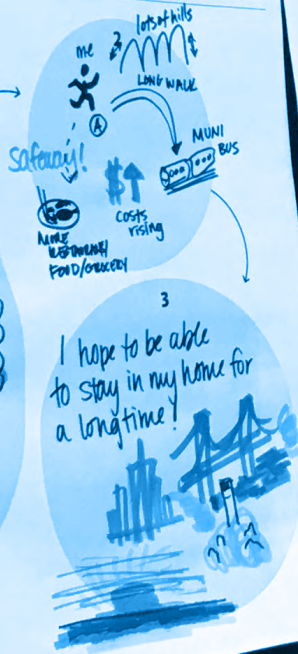
### TIME TO SHARE!

Share this Experience Canvas with your partner. Make sure to ask questions when your partner shares their story too!

10 minutes per person x2 = 10 min



## DESIGN LAB EXPERIENCE CANVAS



## BELLE HAVEN DESIGN CHALLENGE

### 1. COMIENCE AQUÍ!

Muestren su lugar favorito en el vecindario. Use todos sus sentidos para describir su experiencia. Dibuje, escriba, y pegue cualquier material para contar su historia. (10 minutos)

### 2. PRÓXIMO PASO!

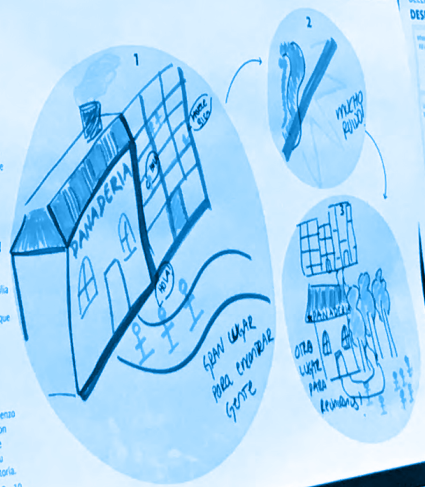
Comparta con nosotros un reto que tenga en el vecindario. ¿Qué le mantiene despierto en la noche? (5 minutos)

### 3. SIGA ADELANTE!

¿Cuál es su esperanza para el futuro? Estas ideas pueden representarse a usted, su familia y amigos, su comunidad o cualquier sueño o ambición que tenga. (5 minutos)

### 4. TIEMPO DE COMPARTIR!

Use esta Experiencia en Lienzo y comparta su historia con su compañero. Asegúrese de hacerle preguntas a su compañero sobre su historia. (10 minutos por persona x2 = 10 minutos)



## BELLE HAVEN DESIGN CHALLENGE

### START HERE!

Show us your favorite place in your neighborhood. Use all of your senses to describe your experience. Draw, write, and glue any materials to tell your story.

THE CYPRESS FREEWAY FELLS DOWN in 1999

2  
Hoping the local grocer doesn't go bankrupt. They are a great community co-op + source of food.

3  
Safe, walkable to BART

## DESIGN LAB EXPERIENCE CANVAS

## BELLE HAVEN DESIGN CHALLENGE

### 1. START HERE!

Show us your favorite place in your neighborhood. Use all of your senses to describe your experience. Draw, write, and glue any materials to tell your story. (10 minutos)

### 2. NEXT STEP!

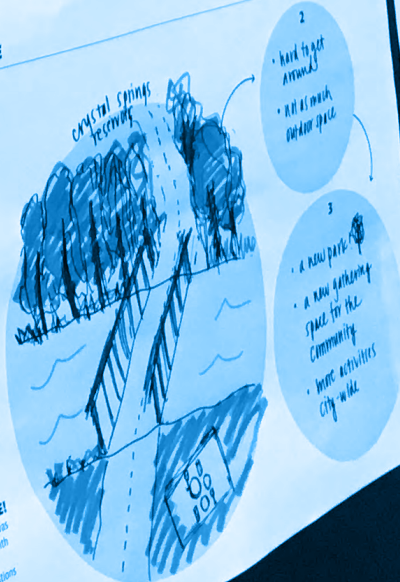
Share with us a challenge you are facing in your neighborhood. What keeps you up at night? (5 minutos)

### 3. KEEP GOING!

What is your hope for the future? These ideas can represent you, your family and friends, your community or any dreams or ambitions you might have. (5 minutos)

### 4. TIME TO SHARE!

Use this Experience Canvas and share your story with your partner. Make sure to ask questions when your partner shares their story too!



# FINDINGS

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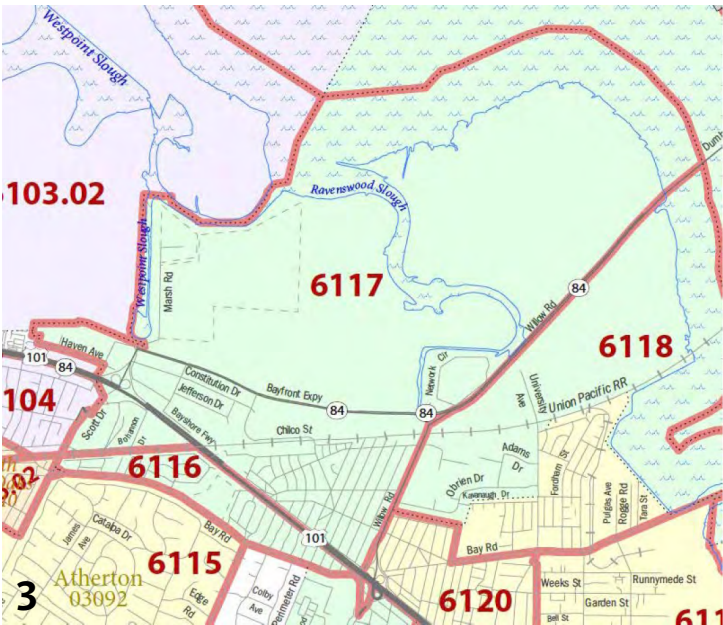
## **FINDINGS**

# **LIBRARY BACKGROUND**

### **ABOUT THE BELLE HAVEN BRANCH LIBRARY**

The Belle Haven Branch Library first opened in 1999 at 413 Ivy Dr in Menlo Park as a joint-use or partnership library with the Ravenswood City School District and the City of Menlo Park. At the time, the neighborhood was outgrowing the reading room at the Onetta Harris Community Center started in the 1970s, and the K-8 school was seeking to renovate its own school library. An agreement was reached to co-locate both the school and public libraries in a single location, as the school was more centrally located within the neighborhood and this would allow both parties to share resources for a higher level of service. This co-location model was common in the 1990s, especially for branch libraries situated in neighborhoods isolated from the downtown core. The vision for the Belle Haven Branch Library was to function as a resource for the entire community, with weekday hours dedicated to students and weeknight and weekend hours to the general public.

Even from the beginning, the Belle Haven Branch Library has diverged from the Menlo Park Main Library in terms of collections, programs, and atmosphere. Collections have skewed toward students and children and the bulk of programs and events are directed toward younger patrons. The primary users of the space are children and families; it is less common to see adults or seniors patronizing the library on their own. In comparison to the Main Library, the branch library feels livelier and noisier with the kids using the space as their after school hang out spot or play area. They can often be seen playing on the computers together or sitting in the open seating reading, completing homework, or drawing together. Similar to the Fair Oaks Branch Library in Redwood City, the Belle Haven Branch Library has always functioned more as a community hub rather than a traditional library like the Menlo Park Main Library. It is interesting to note that the Menlo Park Main Library, as it is known today, itself started as a branch library to the San Mateo County Library over a hundred years ago.



1. Approach to Belle Haven Branch Library
2. Entrance to Belle Haven Branch Library
3. Map of Belle Haven neighborhood
4. Exterior of the Belle Haven Branch Library

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## **FINDINGS**

# **LIBRARY BACKGROUND**

## **PROGRAM AND SERVICE HOURS**

As a joint-use library, the Belle Haven Branch Library serves the elementary school on weekdays until 3:00 PM and the general public on weekends and weekdays starting at 3:15 PM. Weekend operating hours were recently extended to match the Main Library, increasing the opportunities for community members to visit and the library to host event programs for all ages.

Year-round programs available at the branch mostly mirror the Main Library's programming, albeit at a more limited scale and schedule. They include monthly Belle Haven Elementary School classes, Project Read, Menlo Park tutoring, and children and adult events for art, music, reading, and science. Programs are offered in English and Spanish. In interviews and activities conducted during the Needs Assessment, patrons request that the branch add dedicated teen events, ESL, book clubs, and exhibitions, all of which can be found at the Main Library currently.

*See the Appendix for a list of programs and respective attendance for the Belle Haven Branch Library and Menlo Park Main Library.*

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## LIST OF PROGRAMS AT THE BELLE HAVEN BRANCH LIBRARY-2017

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### 01 JANUARY

No events

### 02 FEBRUARY

Valentines Card Making-  
Saturday 2/4

### 03 MARCH

National Nutrition Month-  
Learn about healthy choices.  
Borrow items to read at home  
and get a free nutrition kit.

### 04 APRIL

National Library Week-April  
9-15  
-Play Audio Books all week  
-Giveaways - bookmarks,  
pencils

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### 05 MAY

Mother's Day DIY Crafts-5/12

### 06 JUNE

Summer Reading Program  
begins, 6/1-8/31  
Ice Cream Social 6/16

### 07 JULY

Fratello Marionettes 7/15

### 08 AUGUST

Puppet Art Theatre 8/5  
Chiquy Boom! 8/12  
National Aviation Day  
Workshop 8/19  
Music in the Park 8/15, 8/22,  
8/29

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### 09 SEPTEMBER

Open House

### 10 OCTOBER

Halloween drop-in crafts  
10/21, 10/28

### 11 NOVEMBER

Sugar Skulls, 11/2  
Storytelling Festival 11/8  
Storytelling Festival 11/15

### 12 DECEMBER

Gift Tags 12/2  
Fire Truck 12/9  
Chiquy Boom! 12/16

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## LIST OF PROGRAMS AT THE BELLE HAVEN BRANCH LIBRARY-2018

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### 01 JANUARY

Balloons @ Belle Haven 1/13  
Winter Science Workshop 1/27

### 02 FEBRUARY

Manga Basics 2/9  
Anime Your Way 2/22  
Open House 2/25

### 03 MARCH

Quack and Wabbit 3/7  
Amazing Aircraft 3/17  
Storyteller M. Johnson 3/20

### 04 APRIL

Design Labs 4/5-4/7  
Inland Voyages 4/10  
123 Andres 4/24

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### 05 MAY

Social Justice Sewing Academy  
5/6  
Mother's Day DIY Crafts - 5/12

### 06 JUNE

Puppet Slam 6/3  
Create Cafe 6/9  
Juan Sanchez 6/9  
Cascada de Flores 6/13  
Caterpillar Puppets 6/17  
Craft Day 6/20  
Oaxacan Cooking Demo 6/23  
Wild Cat Adventures 6/27

### 07 JULY

Puppet Circus 7/1  
Science Tellers 7/11  
Puppet Man 7/15  
Quack Gabble Squawk 7/18  
Silly Goose and Val 7/25  
Puppet Art 7/29  
Adults: Washer Windchimes  
7/7  
Adults: Anime Drawing 7/21

### 08 AUGUST

Beetlelady 8/1  
Ho'omana 8/4  
Mad Science 8/8  
Fratello Marionettes 8/12  
Adults: Paint Like Frida 8/18  
Randal McGee & Groark 8/26

Information above provided by the City of Menlo Park for the purposes of this report.

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## **FINDINGS**

# **LIBRARY BACKGROUND**

## **CIRCULATION**

An analysis of monthly circulation data from September 2016 to March 2018 revealed active library usage throughout the year, but with definite cyclical behavior patterns. As expected, the branch experiences higher circulation (checkouts and renewals) when school is in session, particularly in October and March, and lower circulation during the summer months. This may be attributed to the monthly school classes in the library for students from every grade. By collection type, the highest number of checkouts and renewals were all children's books (fiction, picture books, nonfiction) while the lowest number was related to content for young adults (CDs, books on CDs). In general, the majority of circulation materials were books (85%), followed by DVDs (15%).

Current measures of success are based on quantitative factors like the number of hours open, in-person attendance and customer satisfaction ratings. However, they do not consider the qualitative experiences of how the library is being used physically and digitally or how it is valued outside of checkouts and renewals. For example, circulation numbers alone cannot provide the full story of teenagers using the library as an ad-hoc hang out space when their circulation stats are the lowest of all user groups.

## **SPACE**

The Belle Haven Branch Library is approximately 3,500 square feet, located in front of the school, adjacent to the main administrative entrance. It comprises a main reference desk, two staff offices (one for the school librarian and the other for public librarians), a main library room with the children's collection, an enclosed room for the adult collection, a semi-open computer room, and two single stall restrooms. In conjunction with the launch of extended hours, the library underwent a light refresh in December 2017 with new furniture, artwork, carpets, window coverings, and a fresh coat of paint. Open seating is sprinkled in between the fixed library stacks anchoring the space; a variety of flexible tables and chairs can be moved for different events and uses.



1. Library entrance and front desk\*

2. Children's reading area\*

3. Quack & Wabbit program at the library

4. Reading room for adults

5. Media and computer ab

6. Lounge and restrooms

7. Children's tables

8. Teen space

9. Reading area and work tables

*\*Note: Photos 1 and 2 of the Belle Haven Branch Library were taken before the library's refresh in January 2018.*

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## **FINDINGS**

# **KEY THEMES**

## **ABOUT THE NEIGHBORHOOD**

The Belle Haven neighborhood is a historic “working-class” neighborhood developed in the 1930s within the City of Menlo Park. Recent development correlates with demographic shifts occurring in the community. The community makeup historically has shifted, and is expected to continue this pattern in the coming decades.

## **OVERALL**

The current Belle Haven Branch Library is limited by its perception as a school or children’s library due to its co-location with the Belle Haven Elementary School. Improved outreach and building awareness of existing library services could help shift perception to a community library that also serves adults.

The library may be able to meet the community expectations for diverse programs and resources without relocating or the creating additional facilities. This would require developing programs that reflect the priorities of the community and providing the required staff and resources to support them. If operational changes are not sufficient, the physical space available should be evaluated to determine whether renovation, relocation, or an additional facility is required.

If the library shifts to providing more community-building programs and services, its internal metrics for success and performance need to be adjusted to properly assess the viability and impact of all its programs and services. Regardless of its location, the Belle Haven Branch Library should identify complementary partners or service providers—such as schools, community centers, grocery stores, city services, parks and recreation, etc.—to support and enhance its role and presence in the community.

## **KEY THEMES:**

- A. Community Space First, Library Second
- B. Library Programs and Services
- C. Neighborhood Services
- D. Neighborhood Belonging and Change
- E. Brand Perception of the Belle Haven Branch Library



1. Map of the Belle Haven Branch Library (red) relative to nearby Kelly Park and Onetta Harris Community Center (blue).

2. Map of the Belle Haven neighborhood in the City of Menlo Park, with the Belle Haven Branch Library highlighted in red.

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## **FINDINGS**

# KEY THEMES

### **A. COMMUNITY SPACE FIRST, LIBRARY SECOND**

Across all age groups, there was a request for community space to gather, play, and learn. If the library were to cease its traditional role, residents indicated that the need remained for community space that supports families and youth in Belle Haven and surrounding neighborhoods, similar to the Onetta Harris Community Center.

The library space could also be leveraged as a center for civic education and engagement, with some of the recent exhibits in the Menlo Park Main Library having been seen as successful by visitors for their appropriate content, legibility, and quality of information.

The Onetta Harris Community Center and the nearby Kelly Park were often cited by residents for their ability to support community needs. The campus of the Onetta Harris Community Center contains a public pool, a reservable event space, meeting rooms, a facility for gym equipment, a gymnasium, locker rooms, a classroom for young learners, and a computer room. Kelly Park offers a soccer field, tennis courts, basketball fields, a running track, and various apparatuses for outdoor sports and recreation. Conversations with staff indicated that the fitness facilities and meeting rooms were frequently used, but computer rooms were limited in their use and the hours limited access to the community center on weekends. The adjacent Menlo Park Senior Center offered multi-purpose spaces for crafts and activities, discounted food programs, and communal spaces for seniors. The size of the cafeteria space also allows for use by the City for public meetings and gatherings. A limitation of the Onetta Harris Community Center is its location on a dead-end street at the end of the neighborhood bus lines with no nearby through traffic.



1. Belle Haven Spring Fair (April 28, 2018)

2. Belle Haven Spring Fair (April 28, 2018)

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## **FINDINGS**

# KEY THEMES

### **B. LIBRARY PROGRAMS AND SERVICES**

Specific to the library, the most frequently requested programs and functions involved a “third space”—a flexible space for gathering, connection, and other tasks that is neither work nor home. Examples of requested third spaces include:

- Enclosed Quiet / Reading Rooms
- Enclosed Rooms for Video Games
- Reservable Conference Rooms
- Teen Center
- Maker Space / Art Studio
- Outdoor Space

Third spaces can meet many social and programmatic needs identified by library residents. Programs for adults, teens, and children below school age were requested with the greatest frequency. Additional program-related requests included: multi-lingual or Spanish-only programs for both adults and young children, adult continuing education programs, tutoring and homework help for students, and continued art programs.

The current Belle Haven Branch Library’s location within the Belle Haven Elementary School (K-8) lends itself to education and community programs for students, teens, and families. Students and teens frequently use the library after hours, and some visitors travel from East Palo Alto to use the library. Computer access, space to socialize and hang out, and quiet spaces for homework were prioritized by students and teens, and reflect current activity at the library.

The library’s current role and location allows it to function as an after school space that is viewed by parents as safe and reliable. Especially for when parents are unable to pick up students on time, the library is a space with trustworthy staff who can provide supervision. For those children and students who use the space after school, they suggested that they would like a suitable space to play, be outdoors, and have more socially-constructive activities beyond just the computers.

---

In regard to collections and available media, the Belle Haven Branch Library currently offers more content for children and teens, reflecting its location in a school, but has made an effort to increase the materials for adults to combat the perception that it only serves students. Some adults stated during the intercepts that they felt that the library was only open to serve children, and were surprised to hear that it was open to all. Increasing collections relevant to adults or older patrons will require outreach and advocacy to ensure broad awareness and use.

*See the Appendix for a list of programs and respective attendance for the Belle Haven Branch Library and Menlo Park Main Library.*



Sugar Skulls event, Belle Haven Branch Library.

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## **FINDINGS**

# KEY THEMES

### **C. NEIGHBORHOOD SERVICES**

Based on community feedback, the Belle Haven neighborhood has three key desires in regard to neighborhood services: access to a grocery store within the neighborhood, traffic alleviation along Willow Road, and a location to support city services.

First, there is no large-scale grocery store within the limits of the Belle Haven neighborhood, and choice or variety of restaurants is very limited. One of the only places to get food or drinks is the commercial shopping area at the corner of Willow Road and Hamilton Avenue. The weekly farmer's market in front of the library is a popular place to shop for food, but is currently temporary. While a community garden exists, it is not publicly accessible and is secured with a key-code lock and no signage to inform residents how they can access.

Second, traffic is a primary concern for residents, which is further exacerbated by the potential for new development in the area. Willow Road, in particular, limits the ability of residents to enter and leave the Belle Haven neighborhood at certain times of day. However, many residents indicated that a strength of Belle Haven was its walkability and tranquility relative to nearby communities with similar demographics and conditions.

Last, access to city services is limited. The geographic location of the neighborhood relative to Menlo Park as a whole, as well as limited locations and operating hours of city facilities, such as the Neighborhood Service Center on Hamilton Avenue, contributes to this limitation. Requested services include: housing support, legal services, education, and spaces for civic participation and activism.

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## **D. NEIGHBORHOOD BELONGING AND CHANGE**

Residents shared that they feel disconnected from and underserved by the City of Menlo Park relative to other neighborhoods. One resident stated that: “Isolation is a weapon to help maintain the status quo.” Belle Haven residents indicate a need for access to basic services, such as grocery stores, and better education and related programs. They report often requesting a move from the Ravenswood School District to the Menlo Park School District. Furthermore, the decline of home ownership and resources to assist with home maintenance raises residents’ concerns regarding increased turnover or “churn” within the neighborhood.

Throughout the Needs Assessment, the research team received suggestions for improvements for community outreach within the Belle Haven neighborhood. Residents suggested future community outreach could involve more door-to-door engagement when possible, and could take advantage of the neighborhood’s walkability through the installation of physical messaging boards or information centers. Other platforms to disseminate information could include NextDoor or similar digital channels. Residents reinforced that language describing activities within the neighborhood should be simple, clear, and provided in both English and Spanish.

According to interviews and community engagements, the current pace of change within the Belle Haven neighborhood is perceived as rapid and the community is feeling exhausted from outreach without action by the City. Discrete studies by the City stretch the time of community members, especially in a neighborhood where residents were described as working class with multiple jobs. Future community engagement efforts could be connected so that they are more targeted, strategic, and robust.

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## **FINDINGS**

# KEY THEMES

### **E. BRAND PERCEPTION OF THE BELLE HAVEN BRANCH LIBRARY**

The perception of the Belle Haven Branch Library expressed by neighborhood residents is that the library is primarily a school library for children, rather than a public library for everyone. There is a programmatic complexity in supporting both a school and the public, including but not limited to: operating hours, computer use, collection management, availability of events and programs for adults and children, and provision of city services. This programmatic complexity deeply affects the perception of residents. The physical space is identified as a contributor to this brand perception, due to the scale of furniture, a majority of the book collection being for children and teens, and the adjacent facilities.

If the Belle Haven Branch Library were to attempt to shift its brand perception to that of a primarily public library, that would require a greater awareness of those programs and services. Community awareness is currently weak and would require more advocacy on the part of library users and outreach by the City. The Belle Haven Branch Library could promote understanding that the library is a place to advance individuals through education, leveraging the library as an asset and tool for civic engagement.

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## FINDINGS

# OPPORTUNITIES AND NEEDS

To further illustrate the themes discussed on the previous pages, we've developed a synthesized list of the needs identified by those who participated in our Needs Assessment on the right. Our approach to condensing the complete list of identified needs into the synthesized list shown here included evaluating each need on a Likert Scale of 1 to 5 on a diverse set of variables. *You can read about the full method in the Appendix.*

As a result of this analysis, a few insights were gained about the current state of the Belle Haven Branch Library.

### Currently doing a good job of...

1. Supporting many needs that are fairly typical of what the neighborhood expects a library to offer (e.g., interlibrary loan, book collection for children)
2. Supporting library functions that focus on attainment of knowledge

### Currently could improve on...

1. Introducing more emergent ideas of what a library could offer to support community (e.g., integrated social support services, offering food and beverage or a grocery pickup). Examples of libraries which are successfully doing this can be found in the case studies highlighted in this report.
2. Encouraging adults to patronize the library by better addressing the needs of adult residents (e.g., offering adult programming such as book clubs, improving marketing and messaging to community about opportunities for adults, offering more culturally-connected and multi-lingual programming)


*You can read more about these in the charts on the following pages.*


<b>NEED</b>	<b>DESCRIPTION</b>
Afterschool Activities (non-school related)	<i>Programs for children and teens to socialize and learn</i>
Book Clubs / Adult Programs	<i>Book clubs and adult educational programs</i>
Café	<i>Space for food, work, and connection</i>
Childcare	<i>Space and service for childcare</i>
Collaboration Spaces	<i>Enclosed and open space for all ages to collaborate and meet</i>
Collection—Adult	<i>Enhance the quantity and variety of the adult collection</i>
Collection—Books	<i>Enhance the variety of books available</i>
Collection—Children	<i>Enhance the variety and durability of the children's collection</i>
Collection—Contemporary	<i>Enhance the variety and availability of contemporary collection</i>
Collection—Movies (DVDs, Blu-Rays)	<i>Enhance the variety and availability of movie collection</i>
Collection—Spanish	<i>Enhance the quantity and variety of Spanish collection</i>
Community Garden	<i>Provide access to a community garden or neighborhood space</i>
Computer Access—Games	<i>Enhance variety of games and availability of computers</i>
Computer Access—Internet	<i>Ensure availability of internet access</i>
Continuing Education—Adults	<i>Provide programs that support adult continuing education</i>
ESL (English as a Second Language) Classes	<i>Ensure availability of ESL classes and related programs</i>
Event / Multi-purpose Space	<i>Flexible space for events, gatherings, and public programs</i>
Grocery Store Access	<i>Access to food and home necessities</i>
Homework Help / Tutoring	<i>Programs to assist students with their education</i>
Interlibrary Loan	<i>Ensure individual access to resources from other libraries</i>
Maker Space / Art Studio	<i>Space for community art, supplies, and tools</i>
Multi-cultural events / programs	<i>Programs that celebrate neighborhood diversity and traditions</i>
Outdoor Space	<i>Publically accessible space for library and program use</i>
Printing / Reproduction	<i>Ensure availability of printing and reproduction services</i>
Reading Rooms	<i>Enclosed or acoustically separated spaces for reading and focus</i>
Social Services (Case Worker, Housing, Legal)	<i>Provide access to social and city services in Belle Haven</i>
Space for Civic Engagement	<i>Space for public forums, meetings, and other gatherings</i>
Spanish Lectures / Readings	<i>Programs entirely in Spanish or celebrating the Spanish language</i>
Spanish Translation Services	<i>Provide staff or services to assist with Spanish translation</i>
Story Time	<i>Ensure availability of pre-literacy programs for young children</i>
Targeted Marketing Outreach	<i>Enhance marketing and communication efforts for Belle Haven</i>
Teen Center	<i>Separate space for teens to socialize and learn</i>





















## FINDINGS

# OPPORTUNITIES AND NEEDS

As described on the previous page, the synthesized list of needs can be grouped into a few categories. Below, the chart outlines the level of current support that the Belle Haven branch is offering for the identified needs (in the three columns) and also identifies if that need is a more traditional, core, need expected of a library or more innovative, new concept being utilized by libraries to better support community needs (in the three rows). Icons further indicate the social or knowledge focus of the need.

**ICON KEY**

**STRONG KNOWLEDGE ALIGNMENT**  
 need aligns with the sharing of knowledge or promotion of literacy


**STRONG SOCIAL ALIGNMENT**  
 need aligns with community-building efforts and social interaction

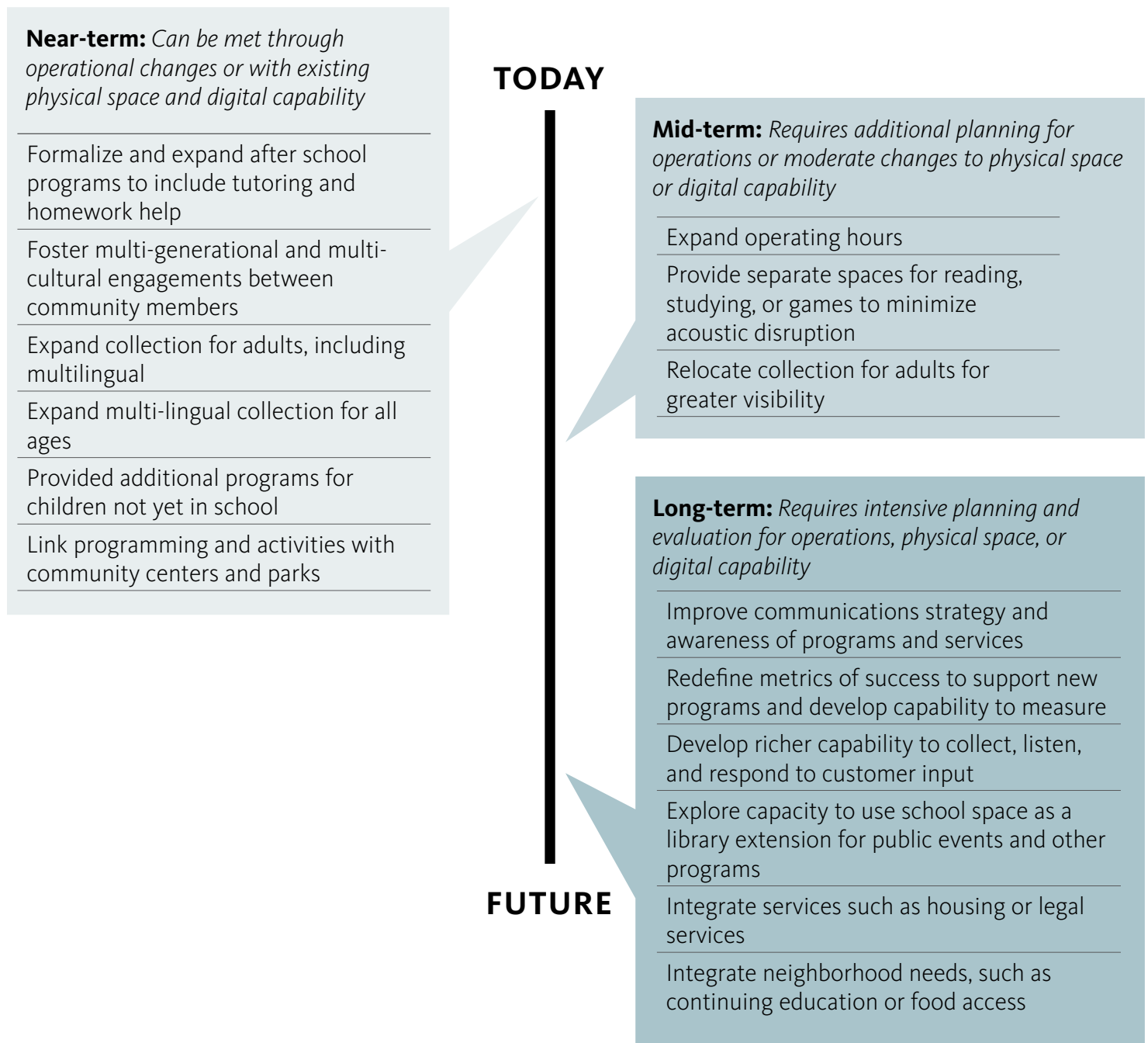
	WELL SUPPORTED	PARTIALLY SUPPORTED	NOT SUPPORTED
<b>TRADITIONAL LIBRARY</b> →	<ul style="list-style-type: none"> <li>▶  Story Time</li> <li>▶  Computer Access - Internet</li> <li>▶  Collection - Books</li> <li>▶  Inter-Library Loan</li> <li>▶  Collection - Movies (DVDs, Blu-Rays)</li> <li>▶  Collection - Contemporary</li> <li>▶  Collection - Children</li> </ul>	<ul style="list-style-type: none"> <li> Collection - Adult</li> <li> Collection - Spanish</li> <li> Reading Rooms</li> </ul>	<ul style="list-style-type: none"> <li>▶  Book Clubs / Adult Programs</li> <li> Homework Help / Tutoring</li> </ul>
<b>EVOLVING OR NEW IDEA</b> →	<ul style="list-style-type: none"> <li> Printing / Reproduction</li> <li> ESL</li> <li>▶  Multi-cultural events / programs</li> <li>▶ Computer Access - Games</li> </ul>	<ul style="list-style-type: none"> <li>▶ Outdoor Space</li> <li> Continuing Education - Adults</li> <li>▶ Space for Civic Engagement</li> <li>▶ Afterschool Activities (Non-homework/Reading)</li> <li>▶  Event / Multi-purpose Space</li> <li>▶  Spanish Lectures / Readings</li> <li>▶  Collaboration Spaces</li> </ul>	<ul style="list-style-type: none"> <li>▶ Childcare</li> </ul>
<b>HIGHLY INNOVATIVE</b> →	<ul style="list-style-type: none"> <li>▶ Teen Hangout Space</li> </ul>	<ul style="list-style-type: none"> <li>▶ Targeted Marketing Outreach</li> <li>▶ Grocery Store / Access</li> </ul>	<ul style="list-style-type: none"> <li>▶  Spanish Translation Services</li> <li>▶ Café</li> <li>▶ Community Garden</li> <li>▶ Maker Space / Art Studio</li> <li>▶ Social Services (Case Worker, Housing, Legal)</li> </ul>

*lightbulb icon by Danil Polshin from the Noun Project*

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## TIMING OF OPPORTUNITIES

Additionally, the synthesized list of needs can also be organized into a series of opportunities. They have been placed on a timeline grouped by near-, mid-, and long-term opportunities. Note that the following list is not exhaustive and the listed order is alphabetical, not by order of priority. Prioritizing each opportunity would be an additional exercise that the library could complete in the future.



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## **FINDINGS**

# **USER PERSONAS**

## **USER PERSONAS**

User personas were developed to represent the user groups and feedback collected as part of the Needs Assessment. A user persona is a fictional character, based upon research, created to represent the different user types that might use a service, product, site, or brand in a similar way. Personas often reflect users' needs, experiences, behaviors, and goals.

The Belle Haven Branch Library serves the following primary user groups:

- Toddler—Children under the age of 5
- Early Learner—School children under the age of 12
- Teens
- Adults—English Learner
- Adults—Parent
- Adults—No Kids
- Seniors
- Library Staff

The needs of these users change over time and align with their phase of life. While young children and early learners benefit from the opportunity to socialize, library programs for this age range primarily focus on developing education and literacy. In contrast, teens and older residents rely on the library for social interaction and community building.

The following pages identify each of the above user personas and provide insights and recommendations based the research collected during the Needs Assessment. The narratives presented here are aggregated from feedback and stories heard during the research and do not represent any single individual. They aim to illuminate the unique attributes of this diverse user group served.

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## USER GROUP TODDLER, CHILDREN AGE <5

---

### DESCRIPTION / NARRATIVE

*Hi! My name is Daniela and I love coming to the library with my dad on the weekends for Story Time. I love to draw and color and play hide and seek on the playground. I'm really really good at hide and seek! I'm always moving and walking around the neighborhood with my dad.*

---

### DRIVERS

- Community
  - Family
  - Learning / Literacy
- 

### NEEDS + DESIRES

- Activities that can be done with a parent
  - Space to play, explore, color, draw, etc.
  - Books in multiple languages that are durable
  - Variety of content to provide a mix of favorites and new collections to learn from
  - Child height furniture / playscapes
  - Clear sightlines / visibility for parents
  - Space separate from other kids and adults
- 

### PROGRAMS

- Story Time
  - Arts & Crafts
- 

### RECOMMENDATIONS

- Provide a space catered to children and their related activities and collections
- Ensure activities are available during the day (consider various nap times and toddler schedules) and allow for drop-ins to support parents and nannies
- Curate a collection that is multilingual, educational, and durable



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## FINDINGS

# USER PERSONAS

---

### USER GROUP    **EARLY LEARNER, CHILDREN AGE 5–12**

---

#### DESCRIPTION / NARRATIVE

*Hi! I'm Michael! I'm 8 years old, and I go to school at Belle Haven. I always go to the library after school to meet my friends and do my homework. The computers are my favorite! If I do my homework at the library, Mom says that I can play Roblox afterwards with my friends. If I need help, the librarian and teachers are always willing to help answer a question. They're really nice. When I'm tired of Roblox and reading there are all kinds of puzzles and other games I can play too. The library is so much fun!*

---

#### DRIVERS

- Learning / Literacy
  - Socializing
  - Digital / Technology
- 

#### NEEDS + DESIRES

- Computer access for internet and games
  - Homework help
  - Afterschool programs
  - Quiet space for reading
  - Helpful staff / librarians
- 

#### PROGRAMS

- Tutoring / Homework help
  - Fun lectures / Learning events
  - After school childcare
- 

#### RECOMMENDATIONS

- Provide a variety of activities that children can do independently and with each other
  - Support students through programs that offer homework help and tutoring, or provide resources that help students complete their homework (textbooks, homework guides, online games/curriculum)
- 



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## USER GROUP    TEENS, AGE >12–18

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### DESCRIPTION / NARRATIVE

*What's up? I'm Adriana and I've lived in Belle Haven since I was a baby. I love hanging out with my friends and riding my bike around the neighborhood or visiting areas nearby. The library is our usual meeting spot because we can lock our bikes, hang out, grab a coffee, and chat without anyone disrupting us. My friends and I love manga and graphic novels and having our own space in the library with lounge furniture and places to watch movies. When I need to, I can get a room to study or work on a group project, but most of the time I need a place to hang out with my friends. Plus, it's free.*

---

### DRIVERS

- Community
  - Socializing
- 

### NEEDS + DESIRES

- Teen center
  - Quiet spaces to study / read
  - Collections for interests
  - Bike storage / safety, accessibility by walking/bike
  - The latest young adult books and graphic novels
- 

### PROGRAMS

- Art / Maker Programs
  - Comic-con style events
  - Tutoring / Peer Reading
  - Book / Hobby Clubs
- 

### RECOMMENDATIONS

- Create and support a separate space for teens that includes spaces to talk, hang out, focus, and quickly see the latest books
  - Offer food/snacks/beverages for purchase by teens
  - Ensure the location is walkable and has bike storage
- 



FINDINGS

USER PERSONAS

USER GROUP    ADULTS – ENGLISH LEARNER	
DESCRIPTION / NARRATIVE	<i>Hi there, my name is Ana and I have lived in Belle Haven for the last two years. I currently work evening shifts in Palo Alto and I'm working on getting my diploma through some of the programs and classes at the library. As a Spanish speaker, it's sometimes hard for me to help my kids with their homework, so I'm grateful the library provides the tutoring help they need and staff that is vigilant and friendly.</i>
DRIVERS	<ul style="list-style-type: none"><li>• Learning / Literacy</li><li>• Community</li><li>• Diversity</li></ul>
NEEDS + DESIRES	<ul style="list-style-type: none"><li>• ESL classes and opportunities to practice speaking English</li><li>• Continuing education classes</li><li>• Multi-lingual collections</li><li>• Assisted services in native language (legal, housing, civic)</li><li>• Local signage that shows what programs and events are happening</li></ul>
PROGRAMS	<ul style="list-style-type: none"><li>• ESL / Classes</li><li>• Lectures, Movie nights</li><li>• Assistance courses / How-to's (legal, finance, home ownership, teaching skills, etc.)</li></ul>
RECOMMENDATIONS	<ul style="list-style-type: none"><li>• Provide continuing education and ESL classes at a variety of times</li><li>• Use signage that is multilingual and offer a collection with multiple languages</li><li>• Provide on-site support and navigation in multiple languages for those seeking city services or additional help</li></ul>



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## USER GROUP    ADULTS – PARENT

---

### DESCRIPTION / NARRATIVE

*Hi there, my name is Paul and I have been a resident within Belle Haven for the last five years. I've lived around the Bay Area, but needed to find a place to raise my growing family. My youngest daughter Daniela loves coming to the library and reading the dog books. My other kids tag along for fun programs, whether it's arts and crafts or a science demonstration. I always put my kids first and want the best for them. The library gives me a place to teach my kids to love to read and connect with my family through fun, free programs we can all do together.*

---

### DRIVERS

- Community
  - Family
  - Learning / Literacy
- 

### NEEDS + DESIRES

- Programs for kids that are free and family-friendly
  - Programs that allow me to do my thing while my kids are watched and entertained
  - Spaces for me to interact with my kids without disrupting others
  - Nearby playgrounds and other amenities that are within walking distance
- 

### PROGRAMS

- Story Time, materials to teach how to read
  - Events / Fairs at the library
  - Multicultural events / collections
  - Movie nights
- 

### RECOMMENDATIONS

- Provide parenting resources that help parents teach reading skills
  - Provide spaces for parents to have interests independent of, but alongside their kids
  - Provide homework help and afterschool programs for my kids of all ages
- 



FINDINGS

USER PERSONAS

USER GROUP    ADULTS – NO KIDS / SENIORS	
DESCRIPTION / NARRATIVE	Hi there, my name is Marie and I have been a Belle Haven resident all my life. I've seen the neighborhood change a lot, but the kinds of people here haven't changed. The library for me is a resource for knowledge and a place to get involved in the community. I often come to the library for film discussions and poetry readings. The library is a great space for me to meet my neighbors and meet with other seniors.
DRIVERS	<ul style="list-style-type: none"><li>• Community</li><li>• Learning / Literacy</li><li>• Services</li></ul>
NEEDS + DESIRES	<ul style="list-style-type: none"><li>• Spaces to connect with community members and neighbors</li><li>• Access to services and assistance</li><li>• Variety of media and collections</li><li>• Events and discussions related to literature and film</li><li>• Events that celebrate the community and its diversity</li></ul>
PROGRAMS	<ul style="list-style-type: none"><li>• Movie nights, readings, and discussion groups</li><li>• Multicultural events</li></ul>
RECOMMENDATIONS	<ul style="list-style-type: none"><li>• Provide programs that integrate the collection with an event or lecture (book clubs, cooking classes, film discussions, etc.)</li><li>• Provide regular programs throughout the day that engage the community</li></ul>



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## USER GROUP    LIBRARY STAFF

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### DESCRIPTION / NARRATIVE

*Welcome! My name is Matt and I've been working at the Belle Haven Branch Library for two years now. While technically I manage the collections in the library, I'm really more of a community manager and friend. People come to me whenever they need to find something, whether it's where to find the newest book, how to sign up their kids for different programs, or how to catch the shuttle. When people need help with computers or technology, I'm there too. The library is a place where I can help others learn, connect, and have fun—no matter what they came here to do.*

---

### DRIVERS

- Operations
  - Learning / Literacy
  - Community
- 

### NEEDS + DESIRES

- Expand outreach to the Belle Haven community about library programs and services
  - Visibility of patrons and a central location to provide assistance
  - Visibility of NextDoor and other media platforms
  - Customer feedback capabilities to adapt collections and programs to input or needs
- 

### PROGRAMS

- Library staff favorites for the collection
  - Staff-led lectures or discussions
  - Civic engagement programs
- 

### RECOMMENDATIONS

- Build connections to patrons with name badges, bios, or staff favorites
- Expand and enrich community outreach efforts to promote programs and services
- Allow staff to remain consistently in a single location for the community's familiarity
- Develop an agile and responsive way to respond to community feedback and requests regarding collection management and operations



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## **FINDINGS**

# CASE STUDIES

## **CASE STUDIES**

The following case studies showcase the shifts in civic design and programming in response to evolving behaviors and expectations for how civic institutions can better serve the community. Many libraries, public and academic, are increasingly adding programming that reaches users of all ages, dedicating space for teens, adding digital media and emerging technologies, and designing rooms for maximum flexibility. Community organizations are increasingly forming strategic partnerships with community libraries, and many partnerships are being co-located to leverage real estate and offer more services to community members in a single trusted space.

### **PUBLIC LIBRARIES**

- Fair Oaks Branch Library and Renovation, Redwood City
- East Palo Alto Library
- Mitchell Park Library, Palo Alto
- Los Gatos Library
- The Mix @ San Francisco Public Library
- YOUmedia, Chicago
- Pico Branch Library, Santa Monica

### **ACADEMIC LIBRARIES**

- Moffitt Library, University of California, Berkeley
- Ryerson University Student Learning Centre, Ryerson University
- James B. Hunt Jr. Library, North Carolina State University

### **NEIGHBORHOOD SERVICES**

- Firehouse Clinic, Hayward

---

PUBLIC  
LIBRARY

**FAIR OAKS BRANCH LIBRARY EXPANSION  
AND RENOVATION, REDWOOD CITY**

---

**QUICK FACTS**

Date: 2018  
Size: 3,800 sf  
Architect: N/A  
Location: Redwood City, CA, United States

**HOW WE HEARD ABOUT IT**

Belle Haven Neighborhood Library Needs Assessment community engagement

**DESCRIPTION**

*The Fair Oaks Branch Library, one of four libraries in Redwood City, is currently undergoing an expansion and renovation to provide new spaces and services to its patrons. Slated to reopen in June 2018, the library will grow by only 600 sf, but will add flexible furniture and shelving, a dedicated teen center, an interactive wall, and an early childhood play area. It acknowledges that teenagers need a space of their own and that learning can take many forms, from books in its collection to technology classes for the public. This library will continue to serve its community members with collections and programming in both English and Spanish.*

**WHY IT MIGHT BE  
INTERESTING  
TO BELLE HAVEN**

*The Fair Oaks Branch Library is similar to the Belle Haven Branch Library in the way both libraries function as a safe space for students after school and a gathering space for all ages in an isolated neighborhood. Introducing flexible furnishings and dedicated teen space are small but highly impactful changes that will expand the types of programs and activities available to the community. This renovation is a local case study into how a neighborhood with comparable constraints and challenges can grow and evolve to better support its users.*

**SOURCE**

Redwood City Public Library



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## SECTION

# CASE STUDIES

### PUBLIC LIBRARY

## EAST PALO ALTO LIBRARY

---

#### QUICK FACTS

Date: 1975 (to its current location)  
Size: 8,355 SF  
Architect: N/A  
Location: East Palo Alto, CA, United States

#### HOW WE HEARD ABOUT IT

Belle Haven Neighborhood Library Needs Assessment community engagement

#### DESCRIPTION

*The East Palo Alto Library (EPA Library) is a two-story, approximately 8,355 sf public library serving the working class neighborhood of East Palo Alto (adjacent to Belle Haven). It first operated as a reading room inside Ravenswood Elementary School in 1918 and later a joint-use library before moving to a standalone facility in 1960. The library is part of a centrally-located civic campus that has many city agencies and community organizations clustered together. Similar to the Belle Haven Branch Library, the EPA library is known for its high level of service and its position as a community hub for residents.*

#### WHY IT MIGHT BE INTERESTING TO BELLE HAVEN

*The East Palo Alto Library is one of the most comparable case studies to the Belle Haven Branch Library in terms of geographic location, size and the way it services its community. It is less than 2 miles away from Belle Haven and has experienced many of the same growth patterns and challenges within the neighborhood; EPA and Belle Haven even share patrons as users have mentioned going between these neighboring libraries to fulfill different needs. As Belle Haven continues to determine its future, the EPA Library is a local benchmark to consider.*

#### SOURCE

East Palo Alto Needs Assessment



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## PUBLIC LIBRARY

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## MITCHELL PARK LIBRARY, PALO ALTO

### QUICK FACTS

Date: 2014

Size: 41,000 sf (part of 56,000 sf library and community center complex)

Architect: Group 4 Architecture

Location: Palo Alto, CA, United States

### HOW WE HEARD ABOUT IT

Belle Haven Neighborhood Library Advisory Committee

### DESCRIPTION

*One of five libraries in Palo Alto, the Mitchell Park Library was rebuilt in 2014 as part of a new joint library and community center complex. The library includes quiet reading spaces, separate children and teen areas, a computer room and multi-purpose program room; it is adjacent to a café, event rooms and recreational spaces in the community center. Group 4 Architecture reimagined the 1958 library to incorporate technology, digital media, and environmentally-friendly design features and support art and STEM programming for all ages and multiple languages (English, Russian, Mandarin). Once lacking the size and collection to fully support the community, the Mitchell Park Library is now the largest branch in the system, ready to adapt to users as needs change.*

### WHY IT MIGHT BE INTERESTING TO BELLE HAVEN

*Similar to the Belle Haven Branch Library, the Mitchell Park Library is a popular after school gathering space for students within the neighborhood. The facility actively supports this use with a variety of children and teen zones as well as a game room and sports court in the community center. Flexible furniture was chosen in order to accommodate different events and purposes. The Mitchell Park Library supports a multitude of users with its programming, covering at least 8 distinct user groups and 3 languages.*

### SOURCE

The City of Palo Alto, Group 4 Architecture



SECTION

CASE STUDIES

PUBLIC  
LIBRARY

LOS GATOS LIBRARY

QUICK FACTS

Date: 2012  
Size: 30,000 sf (compared to 14,000 sf before)  
Architect: Noll & Tam  
Location: Los Gatos, CA, United States

HOW WE HEARD ABOUT IT

Belle Haven Neighborhood Library Advisory Committee

DESCRIPTION

*The Los Gatos Library opened in 2012 after an extensive re-design by Noll & Tam to become a revitalized town hub that fosters “curiosity and community connection.” The revitalized 2-story, 30,000 sf “beacon of knowledge” expanded in space and collection, adding a teen room, outdoor patio, history center and public artwork to its more traditional reading rooms and stacks. The teen room, carefully positioned away from the children and adult areas, is open during the school year and emphasizes its role as a leisure space with board games and laptop lending. Collections and programs span all ages from children to teens to adults and library outreach in the community extends beyond the physical building with the Book Bike Mobile.*

WHY IT MIGHT BE  
INTERESTING  
TO BELLE HAVEN

*The Los Gatos Library is a recent example of a public library that has evolved from a book repository to a social and activity hub within the community. The library kept the existing resources that attracted patrons in the first place, but added spaces and programs that community members are now seeking as learning methodologies change. Teens have their own private and safe space to study and have fun together after school.*

SOURCE

Los Gatos Library, Noll & Tam



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## PUBLIC LIBRARY

## THE MIX @ SFPL

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### QUICK FACTS

Date: 2015  
Size: 4,470 sf  
Architect: Julia Laue and Julia Schuch  
Location: San Francisco, CA, United States

### HOW WE HEARD ABOUT IT

Gensler background research

### DESCRIPTION

*The Mix at SFPL (The Mix) is a digital media and technology center for 13-18 year-old teenagers in San Francisco's Main Library, funded by the San Francisco Public Library and supported by a grant from the Institute of Museum and Library Services and the Macarthur Foundation. It was a collaborative design effort between the youth and the city to create a cutting-edge and engaging space where teens have the books and digital tools to learn and create. The Mix provides a variety of production equipment (3D printers, computers, film production equipment) as well as complementary workshops and events.*

### WHY IT MIGHT BE INTERESTING TO BELLE HAVEN

*The Mix offers dedicated space, tools and programming on digital media and film production for youth to develop their digital literacy skills. It is a local example of designated teen creative space, which can increasingly be found in public libraries worldwide. The Mix allows youth to pursue their interests in media, coding, and technology and encourages users to rethink how the library can support lifelong learning.*

### SOURCE

San Francisco Public Library



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## SECTION

# CASE STUDIES

PUBLIC  
LIBRARY

## YOUMEDIA, CHICAGO

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### QUICK FACTS

Date: 2009  
Size: 12 locations (out of 80 locations)  
Architect: Varies by site  
Location: Chicago, IL, United States

### HOW WE HEARD ABOUT IT

Gensler background research

### DESCRIPTION

*YOUmedia Chicago is one of the first dedicated teen spaces in public libraries nationwide. Recognizing that high school teenagers needed a space for HOMAGO (“hanging out, messing around, and geeking out”), the Chicago Public Library first created a learning lab outfitted with makerspace, fabrication tools and media equipment at the Harold Washington Library Center in 2009. Teens are encouraged to participate in hands-on learning and prototyping, and to take design classes and socialize together. YOUmedia has since expanded to 12 locations in libraries within Chicago.*

### WHY IT MIGHT BE INTERESTING TO BELLE HAVEN

*YOUmedia Chicago is a pioneer in creating a safe space for teenagers to study, hang out and be themselves, a trend that has proliferated among public and academic libraries worldwide. It has shown that teens value the library beyond what their circulation statistics may indicate, as a communal socializing space and alternative learning environment outside of school and home. Separate zones, new technologies, and acceptance that a library may not always be quiet are needed to fully support this user group in how they will utilize the library now and in the future.*

### SOURCE

Chicago Public Library



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## PUBLIC LIBRARY

## PICO BRANCH LIBRARY, SANTA MONICA

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### QUICK FACTS

Date: 2014  
Size: 8,700 SF  
Architect: Koning Eizenberg Architecture  
Location: Santa Monica, CA, United States

### HOW WE HEARD ABOUT IT

Gensler background research

### DESCRIPTION

*Pico Branch Library, one of five libraries in the Santa Monica Public Library System, was built in 2014 as a community and educational resource in a minority neighborhood. The library buildings are situated in a 9.5 acre public park with an event plaza and canopy for a farmers market and various program events. The new branch library offers space for youth, adult, and senior collections as well as a community room, patio, and amphitheater. Librarians here intentionally program collections and events to match with the events in the surrounding community spaces.*

### WHY IT MIGHT BE INTERESTING TO BELLE HAVEN

*Pico Branch Library is a recent example of a library that has successfully positioned itself as a community resource and communal space within the neighborhood. It is not just a “quiet refuge,” but also a reading room, study lounge, classroom, event space, living room, and educational resource for community members typically hesitant to utilize institutional resources. Programmatic overlaps connect the indoor and outdoor space and the library with the park and neighborhood.*

### SOURCE

Koning Eizenberg Architecture



SECTION

CASE STUDIES

ACADEMIC  
LIBRARY

MOFFITT LIBRARY, UNIVERSITY OF  
CALIFORNIA, BERKELEY

QUICK FACTS

Date: 2016  
Size: 39,000 SF  
Architect: Gensler  
Location: Berkeley, CA, United States

HOW WE HEARD ABOUT IT

Gensler background research

DESCRIPTION

*The U.C. Berkeley Moffitt Library Renovation (Levels 4 & 5) transformed two floors of a mid-century era library into a distinctive, tech-friendly, 24-hour center for learning, research, and collaboration. The renovation provides a variety of workspaces for individual and collaborative study for up to 300 students on each level, comprising informal open seating areas, traditional study tables, small huddle rooms, and larger meeting rooms for collaborative work. Visibility, transparency, and re-configurability were essential in order to reinforce the students' connection to the community, and vice versa, and to cultivate collaboration among the students themselves.*

WHY IT MIGHT BE  
INTERESTING  
TO BELLE HAVEN

*Profound changes—including increased undergraduate enrollment, increased expectations for collaborative projects and group work, demand for ubiquitous access to technology-rich spaces, and online resources—have disrupted the environments in which students learn. Moffitt Library has been reinvented as an active place for critical thought on campus, where access to a variety of learning environments, access to peers and expertise as well as to 21st century technologies is supported. It is a new library without books.*

SOURCE

Gensler



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## ACADEMIC LIBRARY

## RYERSON UNIVERSITY STUDENT LEARNING CENTRE, RYERSON UNIVERSITY

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### QUICK FACTS

Date: 2015

Size: ~151,000 sf

Architect: Snøhetta and Zeidler Partnership Architects

Location: Toronto, Canada

### HOW WE HEARD ABOUT IT

Gensler background research

### DESCRIPTION

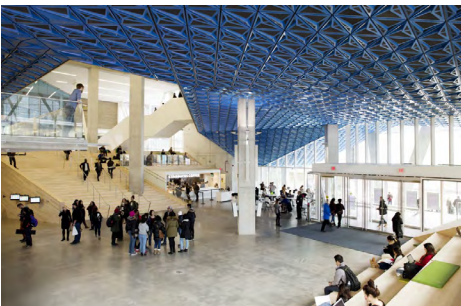
*The Ryerson University Student Learning Centre (SLC) is an 8-story mixed-use learning environment open to the community and connected to the library via a floor bridge. Each floor is zoned for a different purpose from retail to technology to study and offers a variety of seating and rooms to support a wide range of activities. Patrons can reserve seminar rooms and the amphitheatre for collaboration sessions and performances. The adjacent Ryerson Library and Archives offers a digital media experience lab for students to experiment and prototype.*

### WHY IT MIGHT BE INTERESTING TO BELLE HAVEN

*The SLC acts as a gathering space for students and the public to study, meet, present and create. It is purposefully zoned for activities besides reading and studying. The SLC and Library are physically connected and integrated with technology and operations for a seamless learning experience.*

### SOURCE

Snøhetta



SECTION

CASE STUDIES

ACADEMIC  
LIBRARY

JAMES B. HUNT JR. LIBRARY,  
NORTH CAR-OLINA STATE UNIVERSITY

QUICK FACTS

Date: 2013  
Size: 221,000 sf  
Architect: Snøhetta  
Location: Raleigh, NC, United States

HOW WE HEARD ABOUT IT

Gensler background research

DESCRIPTION

*The James B. Hunt Jr. Library (Hunt Library) is a 5-story, 221,000 sf Snøhetta-designed library at North Carolina State University, known for its immersive learning environment and technological features. Its automated BookBot storage and retrieval system has opened up space for flexible seating areas and specialty labs for digital media and emerging technologies, such as a makerspace, GameLab, and information visualization walls.*

WHY IT MIGHT BE  
INTERESTING  
TO BELLE HAVEN

*The Hunt Library exemplifies adaptation to the digital age and the shifts in library spaces that encourage students to create, collaborate, and experiment. Adding tools and technology allows library patrons to learn beyond books and the traditional collection.*

SOURCE

Snøhetta, Clark Nexsen



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## NEIGHBORHOOD SERVICES

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## FIREHOUSE CLINIC, HAYWARD

### QUICK FACTS

Date: 2015  
Size: 2,400 sf  
Architect: WRNS  
Location: Hayward, CA, United States

### HOW WE HEARD ABOUT IT

Gensler background research

### DESCRIPTION

*In 2015, the County of Alameda opened the Firehouse Clinic, a community health care clinic co-located with a fire station. It is an innovative approach to delivering health services in a community with limited access to primary care. This clinic is adjacent to the fire station, which is already a well-known neighborhood pillar, and staffed by firefighters, and trusted civil servants who are also trained paramedics. Extended hours and appointments allow community members to obtain medical care at their convenience and firefighters to serve their neighbors in a different way.*

### WHY IT MIGHT BE INTERESTING TO BELLE HAVEN

*The Firehouse Clinic has shifted the perception of community services within the neighborhood: where healthcare is offered and how firefighters can serve the community. Residents have discovered that these two seemingly incongruous services can actually be offered in a single location by the same people. In the same vein, the Belle Haven Branch Library can reconsider how library services are delivered and what other programs and assistance its physical building can provide to the neighborhood.*

### SOURCE

Public Architecture, County of Alameda



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## FINDINGS

# GLOSSARY OF TERMS

The list below reflects a series of terms and their definitions for the purposes of this report.

**Activity:** an observed user action or behavior, independent of programs or services

**Child / Children:** an individual under the age of 12

**Circulation:** comprises the activities around the lending of library books and other materials to users of a lending library

**Collection:** a library's total accumulation of resources. Also used to refer to a library's collective resources

**Community Center:** a publicly accessible space that supports programs and services related to community building and civic engagement

**Intercept:** a brief informal interview conducted with people who are using, visiting, or experiencing a particular place. Intercepts are not planned and are conducted on the spot.

**Interlibrary Loan:** a system in which one library borrows a book from another library for the use of an individual.

**Non-Place Based Services:** those services that can be offered which do not require or are not restricted by a specific physical location

**Persona:** a fictional character, based upon research, created in order to represent the different user types who might use a service, product, site, or brand in a similar way. Personas often reflect users' needs, experiences, behaviors and goals.

**Program:** planned events, items, or performances, typically sponsored by an organization

**Service:** a system supplying a public need such as transport, communications, or utilities such as electricity and water

**SF:** square footage, measure of the total floor area of an occupiable space.

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**Teen/Teenager:** an individual between the ages of 13 and 18

**Teen Center / Room:** a flexible space for individuals between the ages of 13 and 18

**Third Space:** a flexible space for gathering, connection, and other tasks that is neither work nor home

**Volume:** Number of items the library owns, regardless of format

**Young Adult:** refers to content for teens and those of a similar age



# APPENDIX

## **SWOT Analysis**

### **Identified Needs**

#### **Design Lab Materials**

- Experience Canvas Template
- Young Learner Worksheet Templates
- Installation Question Set

#### **dscout Platform**

- Question Set
- External Participant Responses

#### **Intercept and Interview Guide**

#### **List of Programs and Attendance**

#### **Circulation Statistics**

#### **Attachment A:** Community Engagement Artifacts

- Experience Canvas Responses
- Young Learner Worksheet Responses
- Installations and Comment Box Responses
- Intercept Documentation

#### **Attachment B:** dscout Platform Results

#### **Attachment C:** City of Menlo Park, Operational & Administrative Review of Library Department

#### **Attachment D:** Menlo Park Library Strategic Plan

#### **Attachment E:** East Palo Alto Library Needs Assessment

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## **APPENDIX**

# SWOT ANALYSIS

## **HOW WE IDENTIFIED AREAS OF OPPORTUNITY**

The following page shows a completed SWOT (Strengths, Weaknesses, Opportunities and Threats). This chart formed the basis of our near-, mid-, and long-term opportunities diagram.

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## STRENGTHS

- Support for school-age children and after-school programs
- Co-location near a public plaza and pedestrian thoroughfare for community events
- Perception of safety and trust from parents inside and at adjacent exterior space
- Neighborhood walkability, adjacency to Onetta Harris Community Center and Kelly Park
- Utilization of digital tools (e.g. computers) and availability for students
- Friendly and familiar staff
- Regular patronage by students and community members
- Farmers Markets on Sundays near the library
- Diverse, multicultural neighborhood

## WEAKNESSES

- Communications and marketing awareness (many Needs Assessment participants unaware of Belle Haven Branch Library)
- Limited operating hours
- Limited collection for adults, including visibility of collection (currently located in an enclosed space away from entry)
- Limited collection in Spanish / bilingual for all ages
- Limited capacity to support children not yet in school
- Lack of separate spaces for reading, studying or games (noise disruptions)
- Isolated from nearby amenities / community services

## OPPORTUNITIES

- Redefine metrics of success as necessary to support new programs (e.g. dwell time, satisfaction reports, participation in programs (attendance), conversion rates, customer listening capabilities)
- Link programming and activities with community centers and parks (e.g. Onetta Harris)
- Leverage space within the school as a library extension for public events and other programs, when school is not in session
- Integrate city services or neighborhood needs such as housing or legal services, continuing education programs, or food access
- Formalize and expand after school programs to include tutoring and homework help
- Foster multi-generational and multi-cultural engagements between community members

## THREATS

- Removal of co-location with school could impact ease of use as an after-school safe space
- Metrics of success aligned with traditional library use (e.g. circulation stats), rather than holistic community education and wellbeing (e.g. helps promote belonging, keeps community informed, source of “need to know” information for the neighborhood, etc.)
- Community fatigue and exhaustion from continued outreach without action by the City
- Support for new or emergent programs and services exceeding operational requirement for success
- Congestion in surrounding area preventing easy transportation access
- Capabilities to engage and reach out to new residents

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## APPENDIX

# OPPORTUNITIES AND NEEDS

## HOW WE SYNTHESIZED THE IDENTIFIED NEEDS

This page describes our approach to condensing the complete list of identified needs into a synthesized list summarized in the main report.

For a diverse set of variables described below, we ranked each need on a 1 to 5 Likert Scale. Using various visualizations and charts, we identified the needs that clustered and condensed overlapping or aligned needs into a the condensed set used in this report. Insights were derived from these visualizations and charts to generate the narrative key themes that form the basis of this report. Included in this appendix is a set of bar charts which are the easiest to interpret of the set developed by the study team. Notes are included to support each graphic. At the right, the condensed list of identified needs are relisted for ease of reference.

### Evaluation Variables

**SUPPORT** : The degree of support for a need based on operations, programs, or space available to meet the need.  
(*No Support = 0 to Heavily Supported = 5*)

**NOVELTY** of Library Elements: The degree to which a need is perceived as core to a library's function, or an emergent function  
(*Core = 1 to Emergent = 5*)

**KNOWLEDGE ALIGNMENT**: The degree to which the need aligns with the sharing of knowledge or promotion of literacy  
(*Weak = 1 to Strong = 5*)

**SOCIAL ALIGNMENT** : The degree to which the need aligns with community-building efforts and social interaction  
(*Weak = 1 to Strong = 5*)

<b>NEED</b>	<b>DESCRIPTION</b>
Afterschool Activities (non-school related)	<i>Programs for children and teens to socialize and learn</i>
Book Clubs / Adult Programs	<i>Book clubs and adult educational programs</i>
Café	<i>Space for food, work, and connection</i>
Childcare	<i>Space and service for childcare</i>
Collaboration Spaces	<i>Enclosed and open space for all ages to collaborate and meet</i>
Collection—Adult	<i>Enhance the quantity and variety of the adult collection</i>
Collection—Books	<i>Enhance the variety of books available</i>
Collection—Children	<i>Enhance the variety and durability of the children's collection</i>
Collection—Contemporary	<i>Enhance the variety and availability of contemporary collection</i>
Collection—Movies (DVDs, Blu-Rays)	<i>Enhance the variety and availability of movie collection</i>
Collection—Spanish	<i>Enhance the quantity and variety of Spanish collection</i>
Community Garden	<i>Provide access to a community garden or neighborhood space</i>
Computer Access—Games	<i>Enhance variety of games and availability of computers</i>
Computer Access—Internet	<i>Ensure availability of internet access</i>
Continuing Education—Adults	<i>Provide programs that support adult continuing education</i>
ESL (English as a Second Language) Classes	<i>Ensure availability of ESL classes and related programs</i>
Event / Multi-purpose Space	<i>Flexible space for events, gatherings, and public programs</i>
Grocery Store Access	<i>Access to food and home necessities</i>
Homework Help / Tutoring	<i>Programs to assist students with their education</i>
Interlibrary Loan	<i>Ensure individual access to resources from other libraries</i>
Maker Space / Art Studio	<i>Space for community art, supplies, and tools</i>
Multi-cultural events / programs	<i>Programs that celebrate neighborhood diversity and traditions</i>
Outdoor Space	<i>Publically accessible space for library and program use</i>
Printing / Reproduction	<i>Ensure availability of printing and reproduction services</i>
Reading Rooms	<i>Enclosed or acoustically separated spaces for reading and focus</i>
Social Services (Case Worker, Housing, Legal)	<i>Provide access to social and city services in Belle Haven</i>
Space for Civic Engagement	<i>Space for public forums, meetings, and other gatherings</i>
Spanish Lectures / Readings	<i>Programs entirely in Spanish or celebrating the Spanish language</i>
Spanish Translation Services	<i>Provide staff or services to assist with Spanish translation</i>
Story Time	<i>Ensure availability of pre-literacy programs for young children</i>
Targeted Marketing Outreach	<i>Enhance marketing and communication efforts for Belle Haven</i>
Teen Center	<i>Separate space for teens to socialize and learn</i>

APPENDIX

OPPORTUNITIES AND NEEDS ANALYSIS

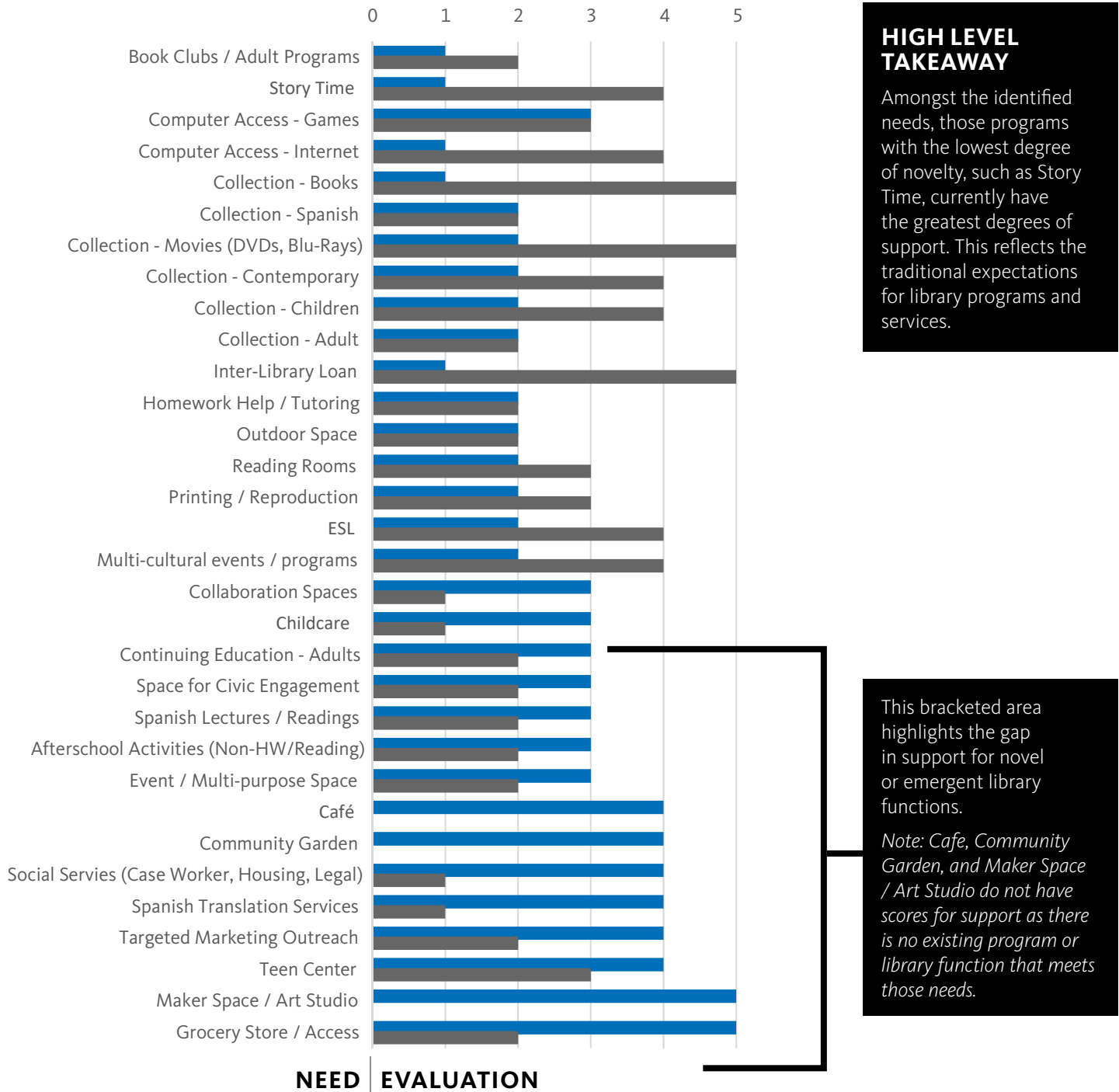
SUPPORT RELATIVE TO NOVELTY

SUPPORT

Degree of support required based on operations, programs, or space availability  
(No Support = 0 to Heavily Supported = 5)

NOVELTY

of Library Elements Perceived as core to a library's function or an emergent function  
(Core = 1 to Emergent = 5)



APPENDIX

OPPORTUNITIES AND NEEDS ANALYSIS

KNOWLEDGE ALIGNMENT RELATIVE TO SOCIAL ALIGNMENT

- KNOWLEDGE ALIGNMENT

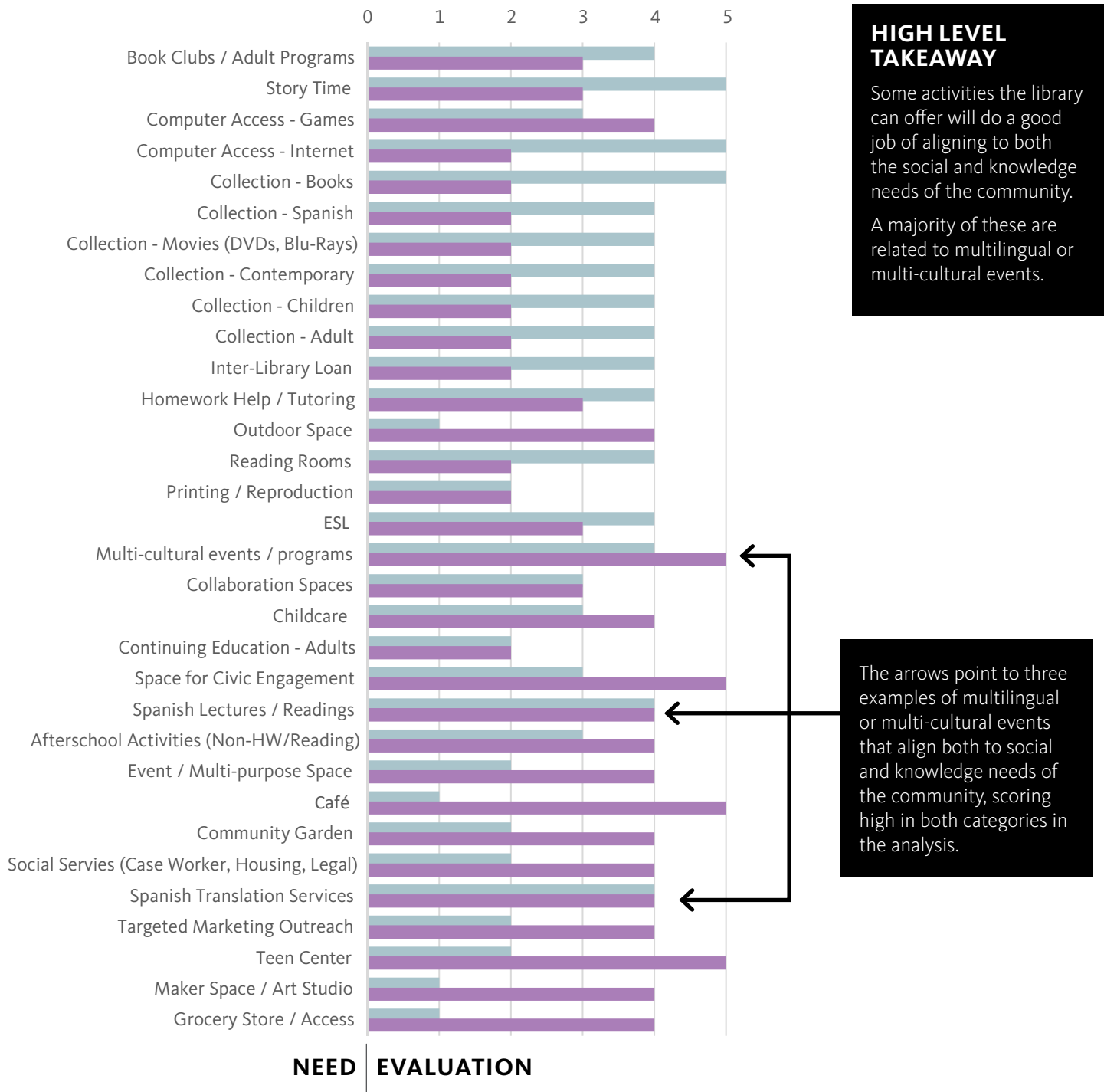
Aligns with the sharing of knowledge or promotion of literacy

(Weak = 1 to Strong = 5)

SOCIAL ALIGNMENT

Aligns with community-building efforts and social interaction

(Weak = 1 to Strong = 5)

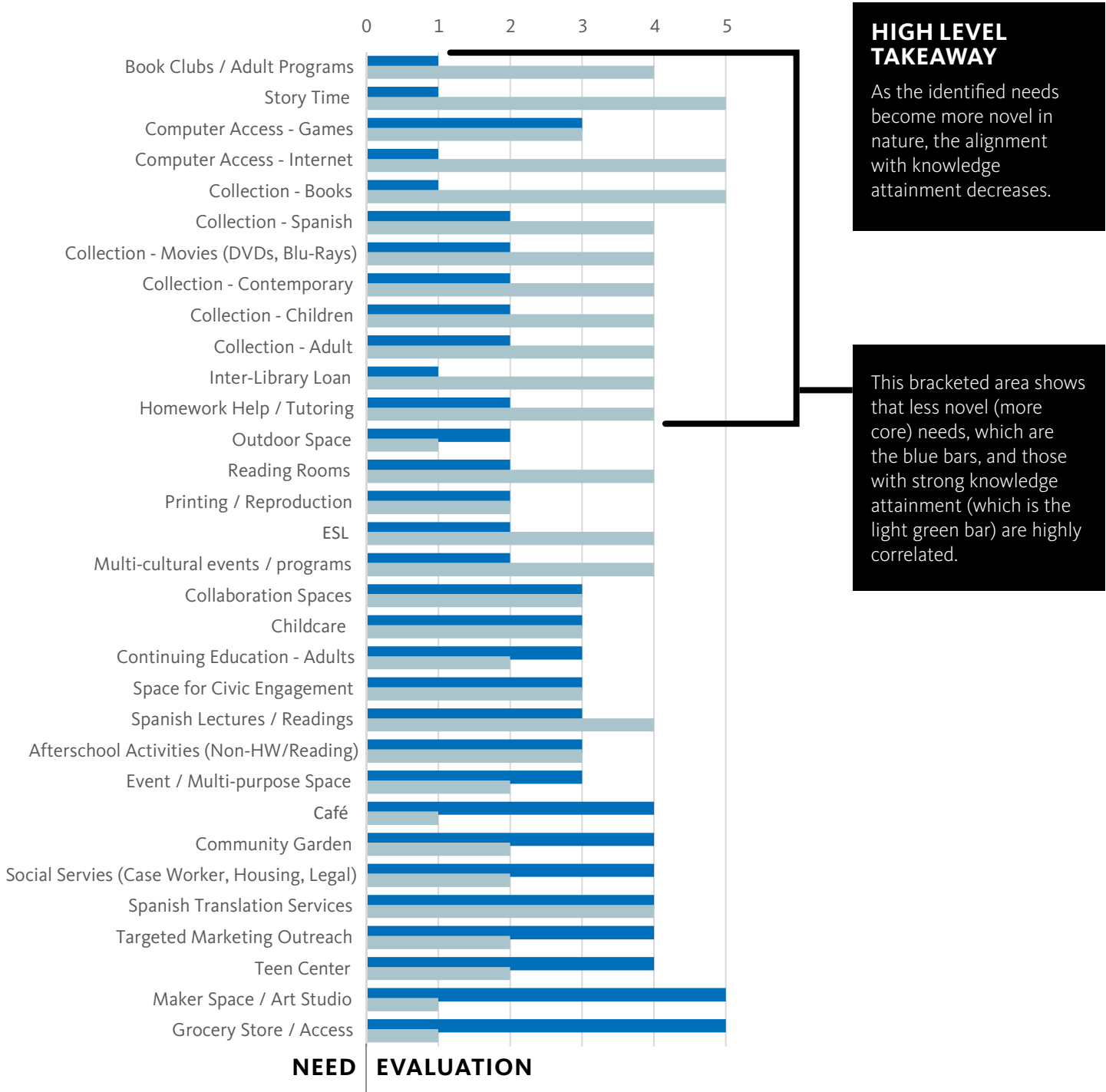


APPENDIX

OPPORTUNITIES AND NEEDS ANALYSIS

NOVELTY RELATIVE TO KNOWLEDGE ALIGNMENT

- **NOVELTY** of Library Elements Perceived as core to a library's function or an emergent function  
(Core = 1 to Emergent = 5)
- **KNOWLEDGE ALIGNMENT** Aligns with the sharing of knowledge or promotion of literacy  
(Weak = 1 to Strong = 5)

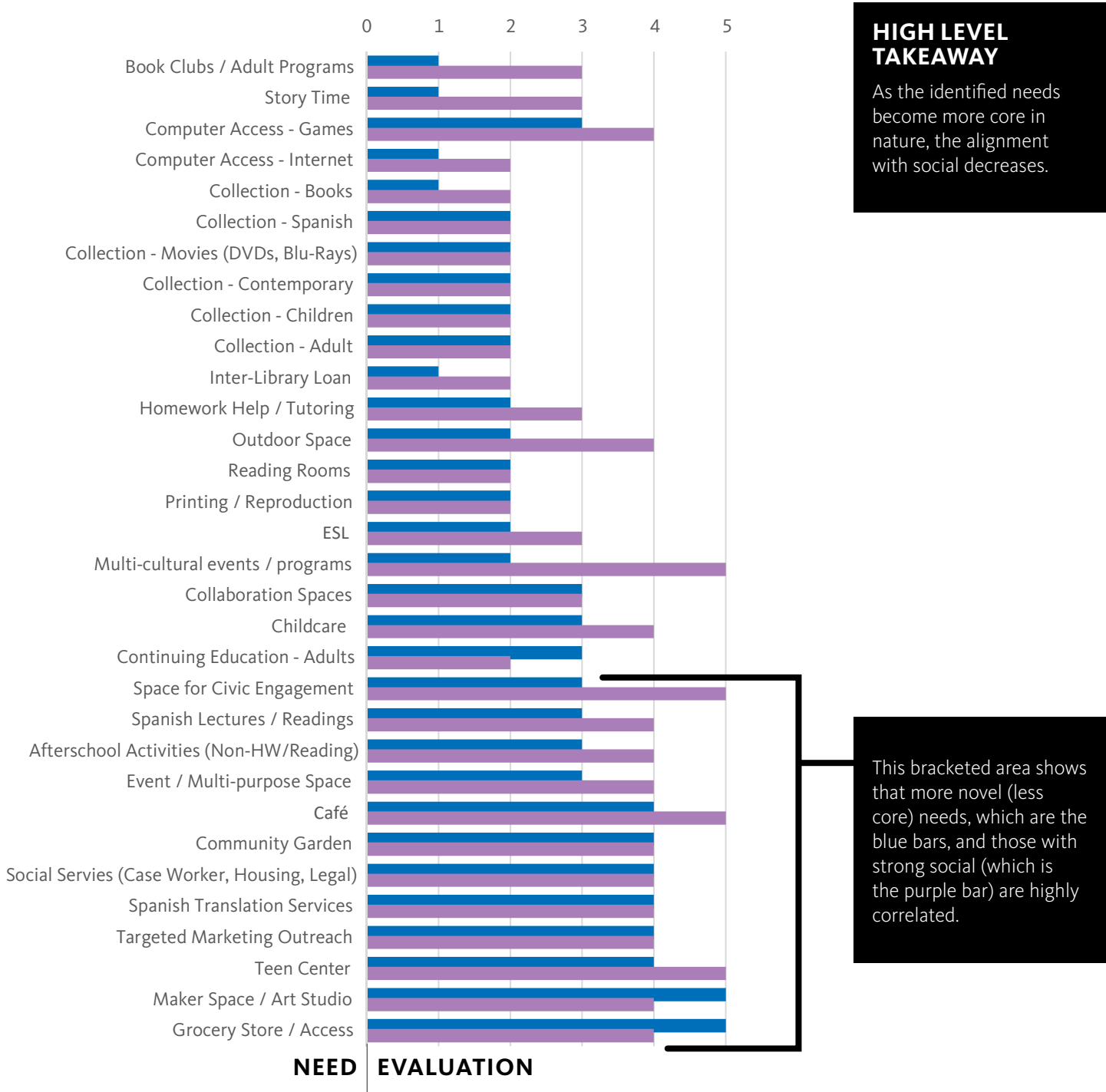


APPENDIX

OPPORTUNITIES AND NEEDS ANALYSIS

NOVELTY RELATIVE TO SOCIAL ALIGNMENT

- **NOVELTY** of Library Elements Perceived as core to a library's function or an emergent function  
(Core = 1 to Emergent = 5)
- **SOCIAL ALIGNMENT** Aligns with community-building efforts and social interaction  
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APPENDIX

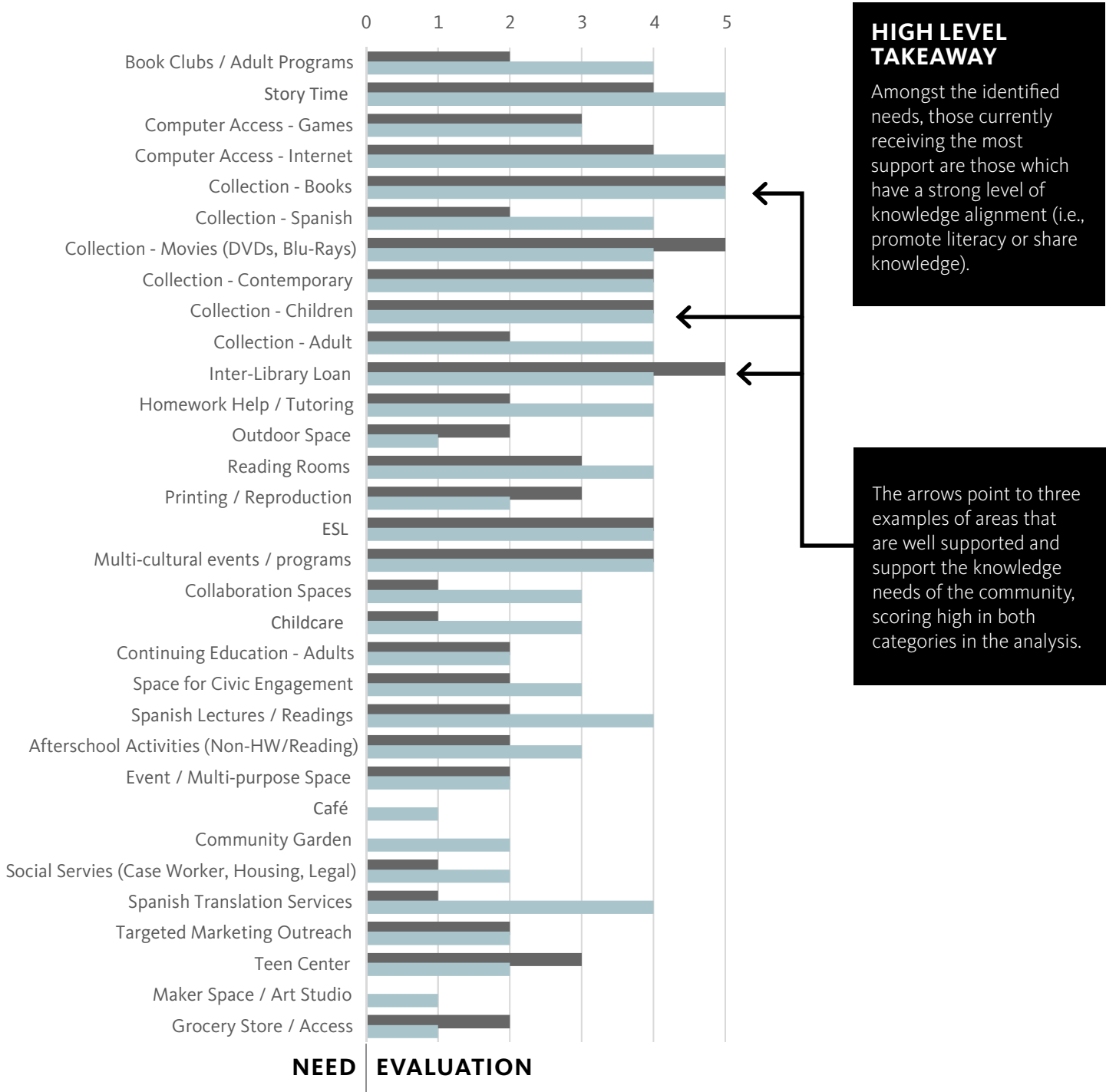
OPPORTUNITIES AND NEEDS ANALYSIS

NOVELTY RELATIVE TO KNOWLEDGE ALIGNMENT

- SUPPORT

Degree of support required based on operations, programs, or space availability  
(No Support = 0 to Heavily Supported = 5)
- KNOWLEDGE ALIGNMENT

Aligns with the sharing of knowledge or promotion of literacy  
(Weak = 1 to Strong = 5)



APPENDIX

OPPORTUNITIES AND NEEDS ANALYSIS

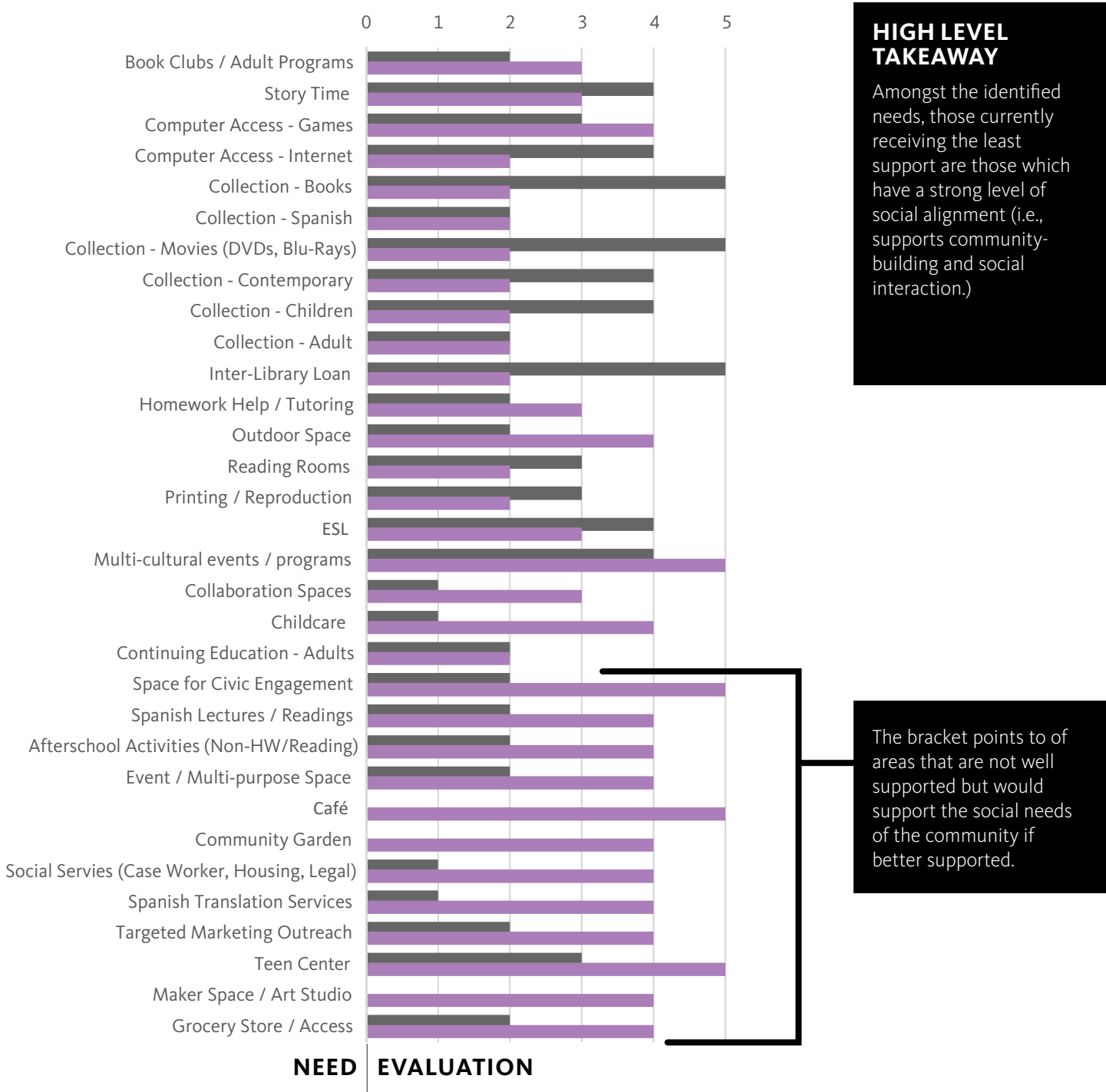
NOVELTY RELATIVE TO SOCIAL ALIGNMENT

SUPPORT

Degree of support required based on operations, programs, or space availability  
(No Support = 0 to Heavily Supported = 5)

SOCIAL ALIGNMENT

Aligns with community-building efforts and social interaction  
(Weak = 1 to Strong = 5)



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## APPENDIX

# DESIGN LAB MATERIALS

### MAD LIBS INSTALLATION - QUESTION SET

**EN:** The Belle Haven neighborhood needs \_\_\_\_.

**SP:** *El vecindario de Belle Haven necesita \_\_\_\_.*

**EN:** The library is a place for \_\_\_\_.

**SP:** *La biblioteca es un lugar para \_\_\_\_.*

### Paint by Number Installation

**EN:** What's precious at the Library?

**SP:** *En la biblioteca, ¿qué es lo más apreciado?*

**EN:** What would be one thing to change at the library?

**SP:** *¿Qué cosa cambiaría en la biblioteca?*

**EN:** What are your hopes for the future?

**SP:** *¿Que esperanzas tiene para el futuro?*

### FEEDBACK BOX - QUESTION SET

**EN:** What does your neighborhood need most? (For example: places, programs, or services)

**SP:** *¿Qué es lo que más necesita su vecindario? (Por ejemplo: espacios, actividades, servicios)*

**EN:** What is the "glue" within Belle Haven?

**SP:** *¿Qué es lo que une en Belle Haven?*

**EN:** For you, why the Belle Haven neighborhood?

**SP:** *Para usted, ¿por qué el vecindario de Belle Haven?*

**EN:** What questions should we be asking?

**SP:** *¿Qué preguntas deberíamos considerar?*

**EN:** How do you define a library?

**SP:** *¿Cómo define una biblioteca?*

**EN:** What places or programs in your neighborhood support innovation, learning, or growth?

**SP:** *¿Qué lugares o actividades en su vecindario promueven innovación, aprendizaje, o desarrollo?*

**EN:** Comments?

**SP:** *¿Comentarios?*

---

## EXPERIENCE CANVAS - QUESTION SET

### ENGLISH

#### 1. START HERE!

Show us your favorite place in your neighborhood. Use all of your senses to describe your experience.

Draw, write, and glue any materials to tell your story

[10 minutes]

#### 2. NEXT STEP!

Share with us a challenge you're facing in your neighborhood. What keeps you up at night?

[5 minutes]

#### 3. KEEP GOING!

What is your hope for the future? These ideas can represent you, your family and friends, your community or any dreams or ambitions you might have.

[5 minutes]

#### 4. TIME TO SHARE!

Use this Experience Canvas and share your story with your partner.

Make sure to ask questions when your partner shares their story too!

[5 min per person x2 = 10 min]

### SPANISH

#### 1. COMIENCE AQUÍ!

Muestrémos su lugar favorito en el vecindario Use todos sus sentidos para describir su experiencia.

Dibuje, escriba, y pegue cualquier material para contar su historia.

[10 minutos]

#### 2. PRÓXIMO PASO!

Comparta con nosotros un reto que tenga en el vecindario. Que te mantiene despierto en la noche?

[5 minutos]

#### 3. SÍGUA ADELANTE!

Cual es su esperanza para el futuro? Estas ideas pueden representarle a usted, su familia y amigos, su comunidad ó cualquier sueño o ambición que tenga.

[5 minutos]

#### 4. TIEMPO DE COMPARTIR!

Use esta Experiencia en Lienzo y comparta su historia con su compañero. Asegúrese de hacerle preguntas a su compañero sobre su historia.

[5 minutos por persona x2 = 10 minutos]

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## APPENDIX

# dscout PLATFORM

### QUESTION SET - SCREENER

#### Introduction

**EN:** Opinions needed. We want your perspective and you are uniquely suited to give it. Why you ask? Because the topic is your neighborhood. Give details surrounding your neighborhood to see if you qualify for this project.

**SP:** Se necesitan opiniones. Queremos su perspectiva y usted es el único adecuado para brindarla. ¿Por qué?, se preguntará, porque el tema es su vecindario. Proporcione detalles sobre su vecindario para ver si califica para este proyecto.

#### Q1 [single select]

**EN:** How would you describe your neighborhood:

- Urban
- Suburban
- Rural

**SP:** ¿Cómo describirías su vecindario?

- Urbano
- Sub urbano
- Rural

#### Q2 [open end]

**EN:** What's the name of your neighborhood?

**SP:** ¿Cual es el nombre de su vecindario?

#### Q3 [video] [30 seconds]

**EN:** Give us a quick flavor of your neighborhood. Tell us what makes your neighborhood distinct or special.

**SP:** Danos una idea rápida de tu vecindario. Cuéntanos qué hace que tu barrio sea distinto o especial.

#### Q4 [single select]

**EN:** About how many people live in your neighborhood?

- Under 1,000
- 1001 - 5,000
- 5,001 - 10,000
- Over 10,000

**SP:** ¿Cuántas personas viven su vecindario?

- Menos de 1,000
- 1001 - 5,000
- 5,001 - 10,000
- Más de 10,000

#### Q5 [single select]

**EN:** Now we are going to ask you give us your best guess at the racial demographics of your neighborhood.

**SP:** Ahora le pedimos que nos dé su mejor estimación sobre la demografía étnica de su vecindario.

**EN:** What percentage of your neighborhood is Hispanic or Latino?

- Less than 25%
- Between 25% - 50%
- Between 50% - 75%
- More than 75%

**SP:** ¿Qué porcentaje de su vecindario es Hispano o Latino?

- Menos de 25%
- Entre 25% - 50%
- Entre 50% - 75%
- Más de 75%

---

## QUESTION SET - SCREENER, CONT.

### Q6 [single select]

**EN:** What percentage of your neighborhood is Black or African American?

- Less than 25%
- Between 25% - 50%
- Between 25% - 75%
- More than 75%

**SP:** ¿Qué porcentaje de su vecindario es Afroamericano?

- Menos de 25%
- Entre 25% - 50%
- Entre 25% - 75%
- Más de 75%

### Q7 [single select]

**EN:** Are multiple languages spoken in your neighborhood?

- Yes (name the top three languages)
- No

**SP:** ¿Se hablan varios idiomas en su vecindario?

- Si (nombra los tres idiomas principales)
- No

### Q8 [single select]

**EN:** What is your annual household income?

- Less than \$25,000
- \$25,000 to \$49,999
- \$50,000 to \$74,999
- \$75,000 to \$99,999
- \$100,000 to \$124,999
- Over \$125,000
- I prefer not to respond

**SP:** ¿Cuál es tu ingreso anual?

- Menor a \$25,000
- \$25,000 to \$49,999
- \$50,000 to \$74,999
- \$75,000 to \$99,999
- \$100,000 to \$124,999
- Mayor a \$125,000
- Prefiero no responder

### Q9 [single select]

**EN:** How would you describe the income level of the neighborhoods that are next to you?

- The surrounding neighborhoods are much LOWER income
- The surrounding neighborhoods are about the SAME income
- The surrounding neighborhoods are much HIGHER income

**SP:** ¿Cómo describiría el nivel de ingresos de los vecindarios que están junto al suyo?

- Los vecindarios vecinos tienen MENORES ingresos
- Los vecindarios vecinos tienen casi LOS MISMOS ingresos
- Los vecindarios vecinos tienen muchos MAYORES ingresos

### Q10 [multiple select]

**EN:** Which of the following best describes who you live with? Select all that apply.

- Solo (Live Alone)
- Parents
- Partner/Spouse
- Child(ren) Under 18
- Child(ren) Over 18
- Roommates
- Other (tap to type)

**SP:** ¿Cuál de las siguientes opciones describe mejor con quién vives? Seleccione todas las que correspondan.

- Solo
- Padres
- Pareja / Esposo(a)
- Niño(s) menor de 18
- Niño(s) mayor de 18
- Compañero de cuarto/casa
- Otro (tap to type)

---

## APPENDIX

# dscout PLATFORM

### QUESTION SET - SCREENER, CONT.

#### Q11 [single select]

**EN:** Do you speak Spanish or could interview a relative that only speaks Spanish?

- Yes
- No

**SP:** *¿Habla español o podría entrevistar a un pariente que sólo hable español?*

- Si
- No

#### Q12 [single select]

**EN:** If selected for for this project, which language would you prefer the mission be written in:

- English
- Spanish

**SP:** *Si se selecciona para este proyecto, ¿en qué idioma prefiere que sea la misión:*

- Inglés
- Español

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## APPENDIX

# dscout PLATFORM

### QUESTION SET - MISSION

#### Introduction

**EN:** Hi there, and welcome to the Belle Haven Library Mission!

We have three parts to this mission, focused on your neighborhood, your lifestyle, and your local library. Each section will ask questions and give you the chance to upload a video of your response! Once you complete one section, you will be able to complete the next section.

We're excited to hear your thoughts and insights in this interactive mission, so feel free to use the questions and prompts in this activity to share your feedback.

Accept the mission by clicking the button below, and let's get started!

**SP:** *Hola, Bienvenidos a la Misión de la biblioteca de Belle Haven!*

*La biblioteca de Belle Haven está organizando una serie de talleres y actividades (¡incluida esta!) para crear una visión del futuro de la biblioteca en función de las necesidades de sus residentes.*

*Tenemos tres partes para esta misión, centradas en su vecindario, su estilo de vida y su biblioteca local. ¡Cada sección contiene preguntas y le dará la oportunidad de subir un video con su respuesta! Una vez que complete una sección, podrá pasar a la siguiente sección.*

Nos complace escuchar sus opiniones y puntos de vista en esta misión interactiva, así que siéntase libre de usar las preguntas y sugerencias de esta actividad para compartir sus comentarios.

Acepte la misión haciendo clic en el botón de abajo y ¡comencemos!

#### EN: PART ONE:

**Description:** We're interested in hearing more about a day in your life. Feel free to use the videos and questions below to give us a sense of your lifestyle and the places around you.

**[Video, 60 sec]** First, tell us about yourself and your neighborhood. What are three things you love about your neighborhood?

**[Open-ended 140 characters]** What is your favorite place to go to or visit in your community? What about that place makes it your favorite? (Examples could be parks, restaurants, community events/festivals, etc.)

#### SP: PRIMERA PARTE:

**Descripción:** *estamos interesados en saber más acerca de un día en su vida. Siéntase libre de usar los videos y las preguntas que a continuación le daremos para darnos una idea de su estilo de vida y los lugares a su alrededor*

**[Video, 60 seg]** *Primero, cuéntenos sobre usted y su vecindario. ¿Cuáles son las tres cosas que le encantan de su vecindario?*

**[140 caracteres abiertos]** *¿Cuál es su lugar favorito para ir o visitar en su comunidad? ¿Qué hay con ese lugar que lo hace su favorito? (Ejemplos podrían ser parques, restaurantes, eventos / festivales comunitarios, etc.)*

---

## QUESTION SET - MISSION, CONT.

### EN: PART TWO:

**Description:** Before answering the questions in this section, take a moment and think about the following: Where do you go for work and for fun? What makes your neighborhood a place you want to be? How does your neighborhood support your lifestyle?

**[Video, 60 sec]** If you could change or improve one thing about your neighborhood or community, what would it be? How could it be changed or improved for the better?

**[Multiple Choice]** Besides time at home, how much time do you spend in your neighborhood?

**[Multiple Choice]** Does your neighborhood support the activities or needs that you would like it to?

1. Yes, it supports everything I like to do and meets most of my needs
2. Yes, but it doesn't support everything I need
3. No, but it supports what I need
4. No, the neighborhood doesn't meet a lot of my wants or needs

**[Open-ended, 140 characters]** How often do you attend local events? Where do you usually go?

Think about your typical week. Tell us about what you like to do and where you go.

**[Open-ended, 140 characters]** On most weekdays, I am....

**[Open-ended, 140 characters]** On most weeknights, I am....

**[Open-ended, 140 characters]** On most weekends, I am....

**[Open-ended, 140 characters]** On most weekend nights, I am....

**[Open-ended]** Anything else you'd like to share?

### SP: PARTE DOS:

**Descripción:** Antes de contestar las preguntas de esta sección, tómese un momento y piense en lo siguiente: ¿A que lugares va por trabajo y a que lugares va para divertirse? ¿Qué hace que su vecindario sea un lugar en el que quiere estar? ¿Cómo es que su vecindario apoya su estilo de vida?

**[Video, 60 seg.]** Si pudiera cambiar o mejorar una cosa sobre su vecindario o comunidad, ¿cuál sería? ¿Cómo podría cambiarse o mejorarse?

**[Opción múltiple]** Además del tiempo en casa, ¿cuánto tiempo pasa en su vecindario?

**[Opción múltiple]** ¿Su vecindario apoya las actividades o necesidades que tiene?

1. Sí, es compatible con todo lo que me gusta hacer y cumple con la mayoría de mis necesidades
2. Sí, pero no cubre todo lo que necesito
3. No, pero cubre todo lo que necesito
4. No, el vecindario no cumple con muchos de mis deseos o necesidades

**[Abierto, 140 caracteres]** ¿Con qué frecuencia asistes a eventos locales? ¿Dónde suele ir?

Piense en tu semana típica. Cuéntenos sobre lo que le gusta hacer y a dónde va normalmente.

**[Abierto, 140 caracteres]** En la mayoría de los días de la semana, estoy ...

**[Abierto, límite de 140 caracteres]** En la mayoría de las noches de la semana, estoy ...

**[Abierto, límite de 140 caracteres]** En la mayoría de los fines de semana, estoy ...

---

## APPENDIX

# dscout PLATFORM

### QUESTION SET - MISSION, CONT.

**[Abierto, límite de 140 caracteres]** *En la mayoría de las noches de fin de semana, estoy ...*

**[Abierto]** *¿Algo más que quiera compartir?*

#### EN: PART THREE:

Thanks for sharing a bit more about you and your neighborhood, we really appreciate your local expertise! Now we have a few questions about a place you may or may not visit often: your local library.

**[Multiple Choice]** Does your community have a local library? Is it easy to access when you need it or when you would like to visit?

**[Multiple Choice / For Belle Haven Scouts]** Do you know where the Belle Haven Branch Library is located? Do you know where the Menlo Park Main Library is located?

**[Video]** Tell us about your last visit to a library. What did you do? What was the library like? How often do you go to the library?

**[Open-ended, 140 char limit]** What are three things that are important to you in a library? These could be related to content in the library, programs and services, or features within the library.

**[Multiple Choice]** Which of the following programs or services would you be interested in if they were offered at your local library? Select up to four.

- Access to Cultural Passes
- Arts & Crafts
- Book Clubs
- Collaborative / Meeting Space
- Community Garden
- Computer Classes
- Equipment Rental
- Language Classes
- Lectures or Performances
- Mobile Lending Station
- Movie Nights
- Storytime for Families / Children
- Tutoring
- Wi-Fi Access
- Other (Tap to Type)

#### SP: PARTE TRES:

*¡Gracias por compartir un poco más sobre usted y su vecindario, realmente apreciamos su experiencia local! Ahora tenemos algunas preguntas sobre un lugar que puede o no visitar con frecuencia: su biblioteca local.*

**[Opción múltiple]** *¿Su comunidad tiene una biblioteca local? ¿Es fácil acceder cuando lo necesita o cuando quiere visitarla?*

**[Opción múltiple / Para Belle Haven Scouts]** *¿Sabe dónde se encuentra la Biblioteca Branch de Belle Haven? ¿Sabe dónde se encuentra la Biblioteca Principal de Menlo Park?*

**[Video]** *Cuéntenos sobre su última visita a una biblioteca. ¿Qué hizo? ¿Cómo era la biblioteca? ¿Con qué frecuencia va a esa biblioteca?*

---

## QUESTION SET - MISSION, CONT.

**[Abierto, límite de 140 caracteres]** *¿Cuáles son tres cosas que son importantes para usted en una biblioteca? Estos podrían estar relacionados con el contenido de la biblioteca, los programas, servicios o las características de la biblioteca.*

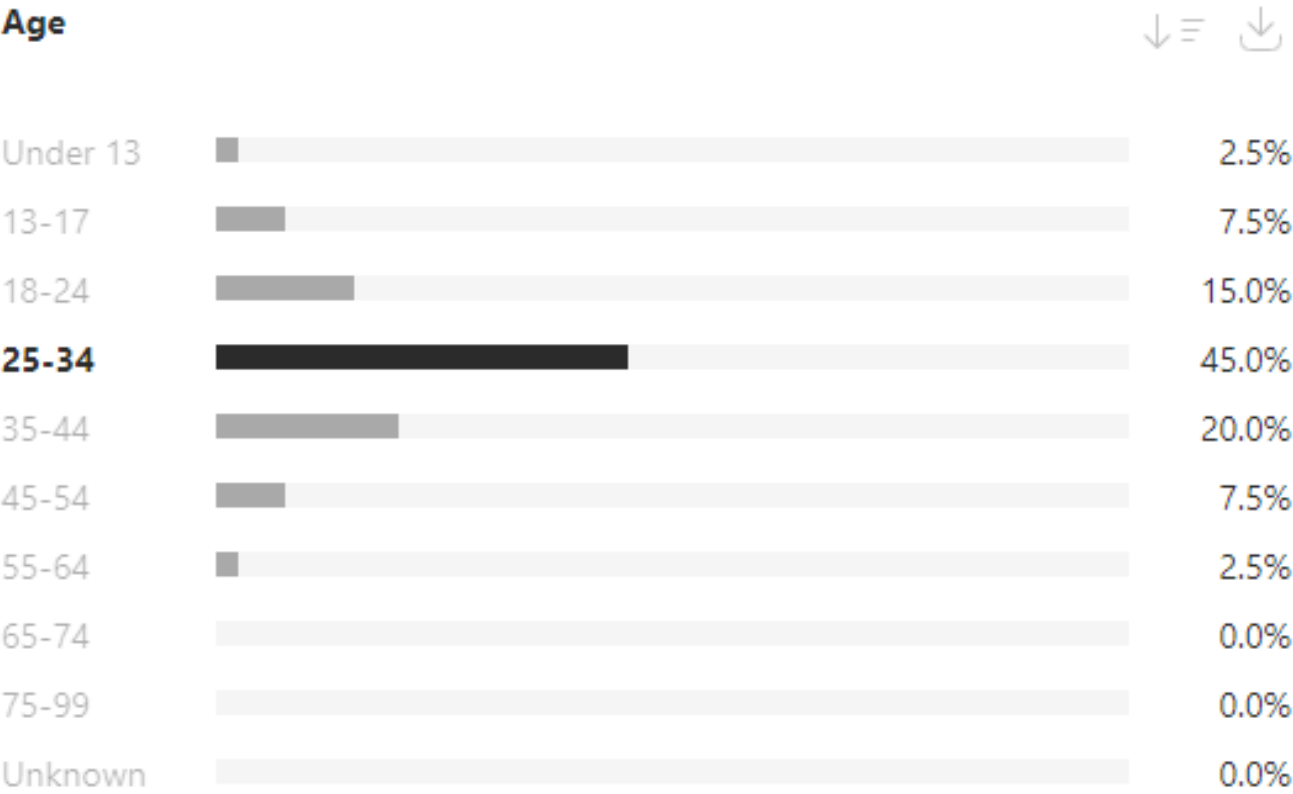
**[Opción múltiple]** *¿Cuál de los siguientes programas le interesaría que se ofrecieran en su biblioteca local?*

- Acceso a pases culturales
- Arte y Manualidades
- Club de Libros
- Espacio de reuniones/colaboración
- Jardín Comunitario
- Clases de computación
- Renta de equipo
- Clases de Idiomas
- Presentaciones o Conferencias
- Estación móvil de prestamos
- Noche de Películas
- Cuenta cuentos para Familias/Niños
- Tutorías
- Acceso a Wi-Fi
- Other (Tap to Type)

APPENDIX

dscout PLATFORM

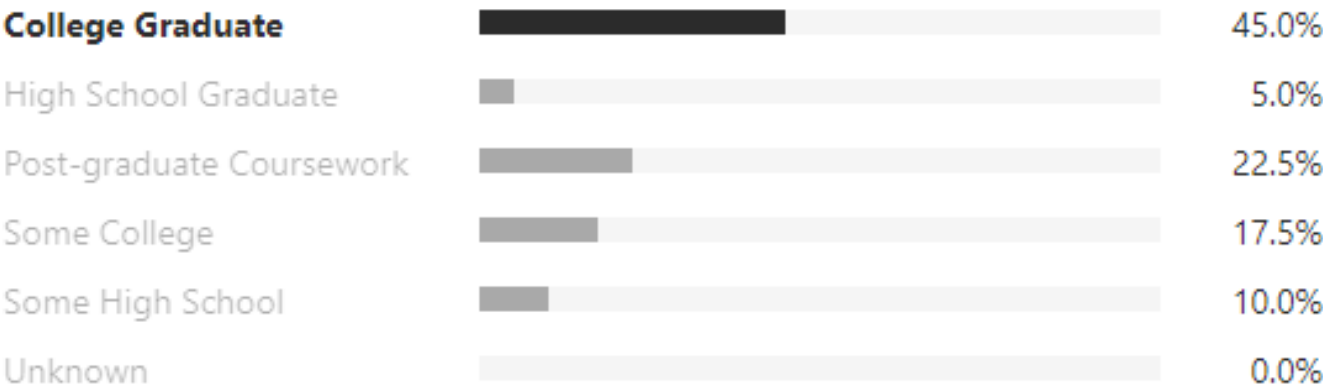
dscout EXTERNAL PARTICIPANT RESPONSES – ENGLISH, 40 RESPONDENTS



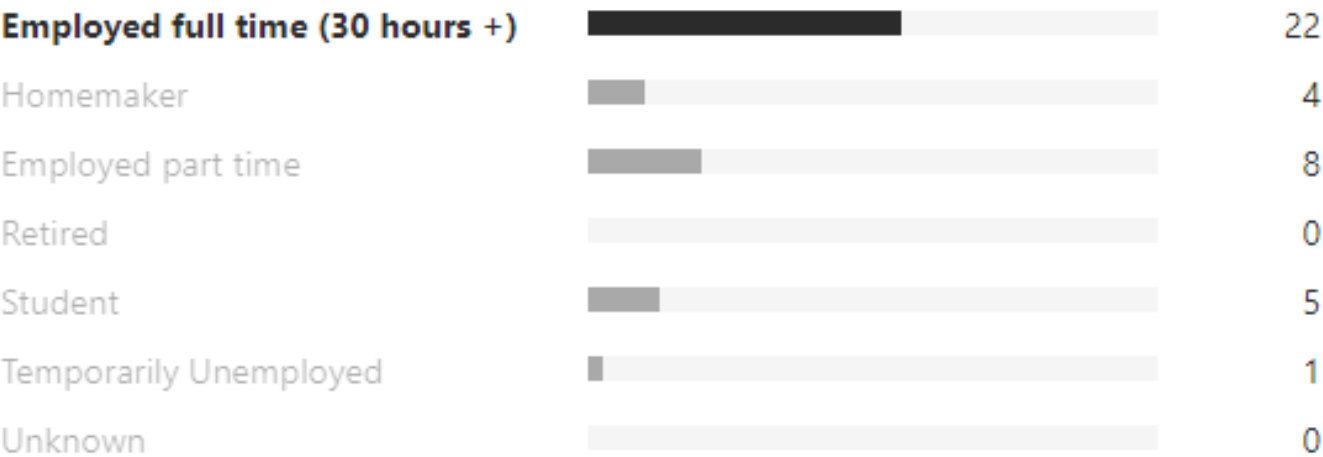
40 Scouts 120 Entries

dscout EXTERNAL PARTICIPANT RESPONSES – ENGLISH, 40 RESPONDENTS, CONT.

Education ↓ ≡ ↓



Employment Status ↓ ≡ ↓



APPENDIX

dscout PLATFORM

dscout EXTERNAL PARTICIPANT RESPONSES – ENGLISH, 40 RESPONDENTS, CONT.

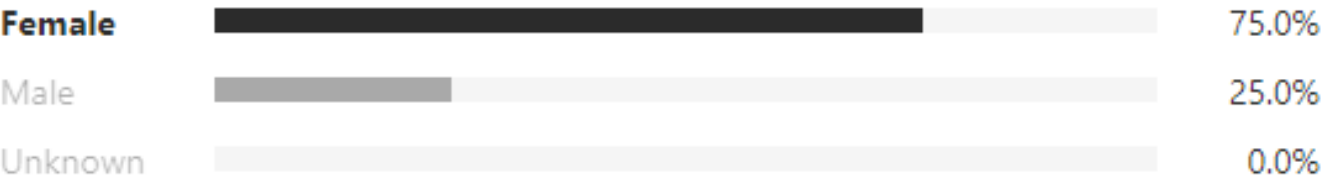
Ethnicity

↓ ≡ ↓



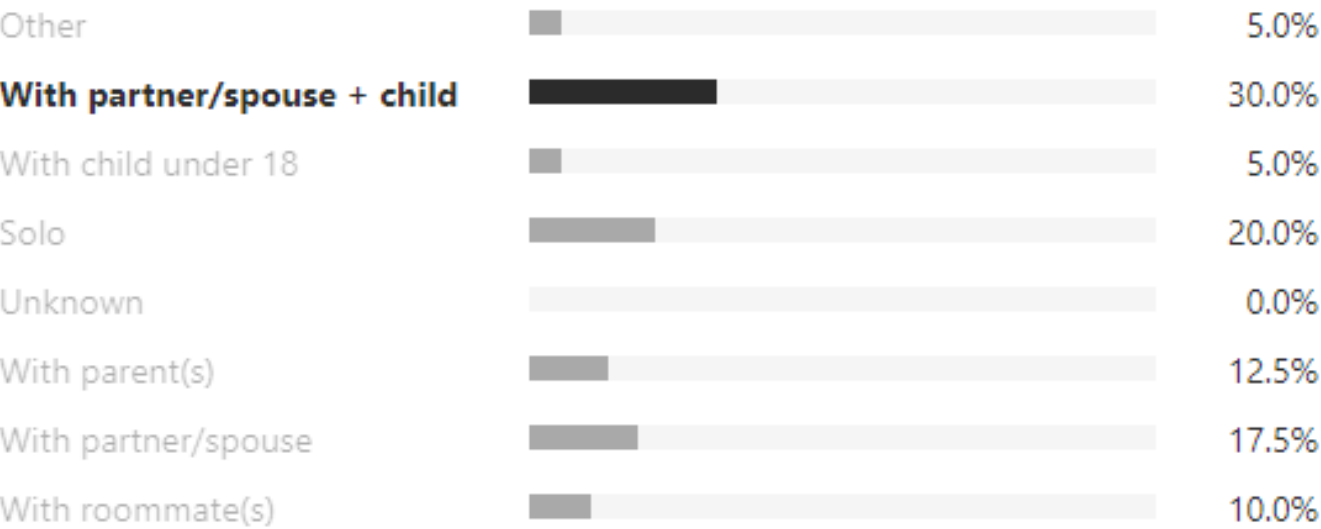
Gender

↓ ≡ ↓

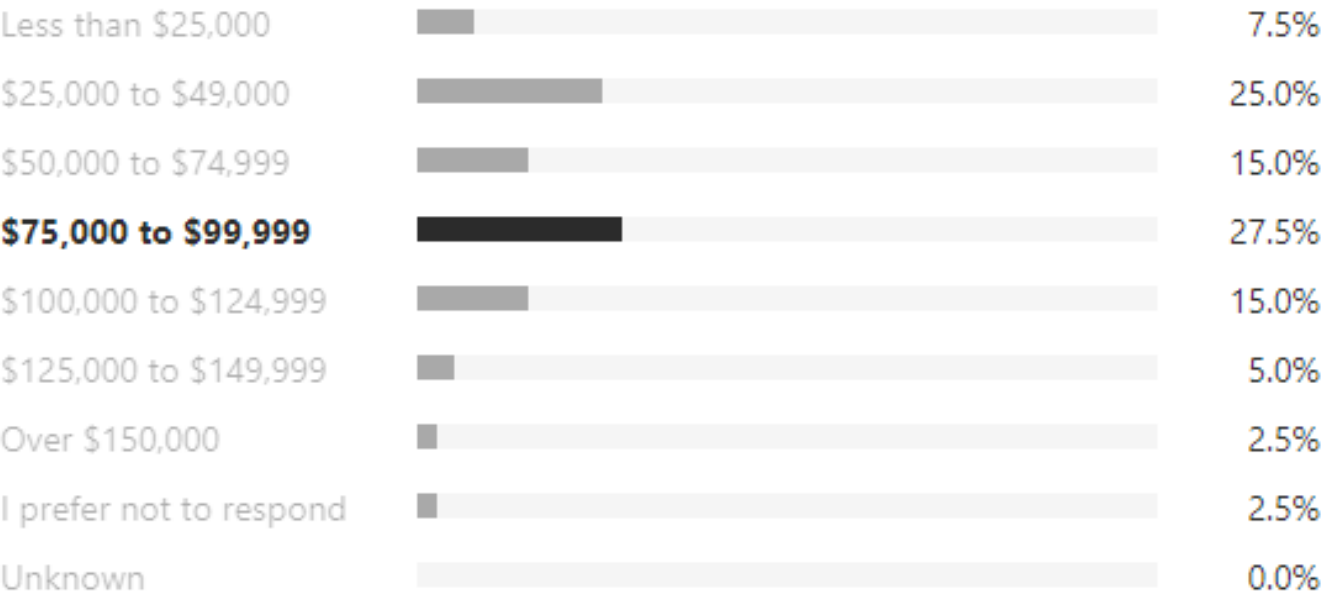


dscout EXTERNAL PARTICIPANT RESPONSES – ENGLISH, 40 RESPONDENTS, CONT.

Household Composition ↓ ≡ ↓



Household Income ↓ ≡ ↓



APPENDIX

dscout PLATFORM

dscout EXTERNAL PARTICIPANT RESPONSES – ENGLISH, 40 RESPONDENTS, CONT.

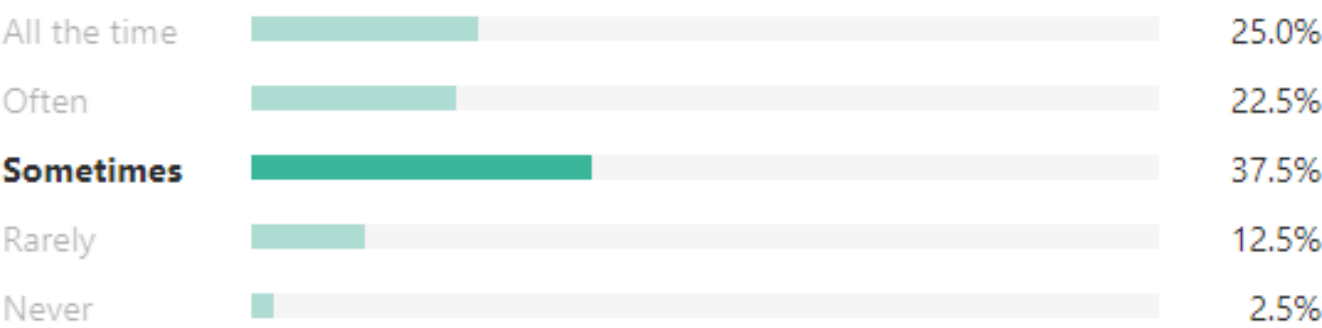
PART ONE

☰

3. How often do you use public or alternative transportation?  
(Examples could be biking, walking, bus, scooter, etc.)

↓☰

↓



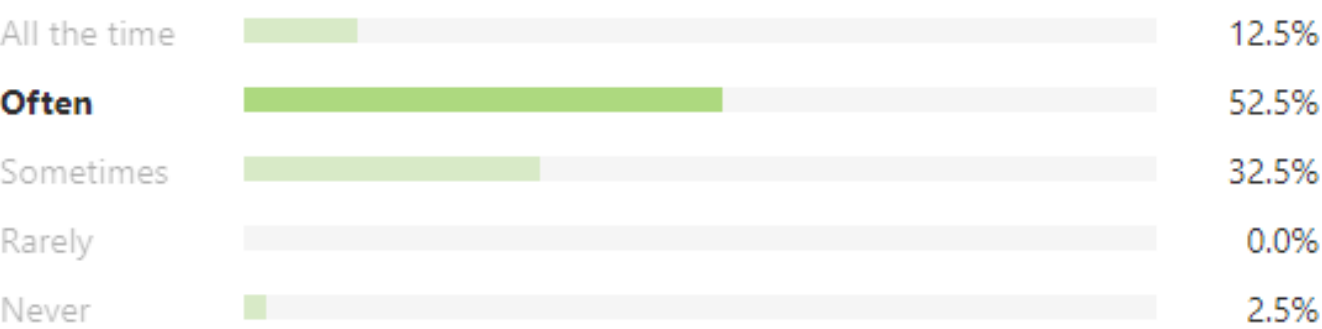
PART TWO

☰

3. Besides time at home, how much do you shop/relax/socialize  
in your neighborhood?

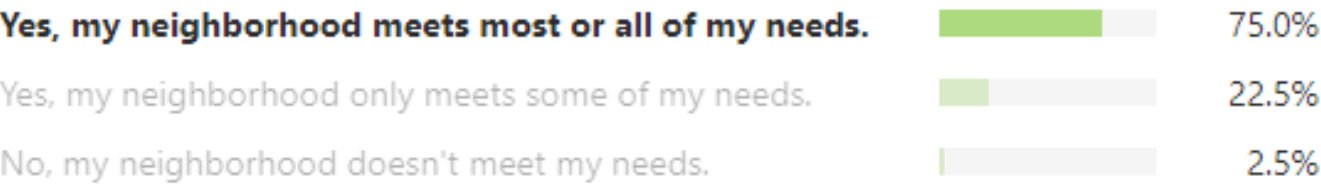
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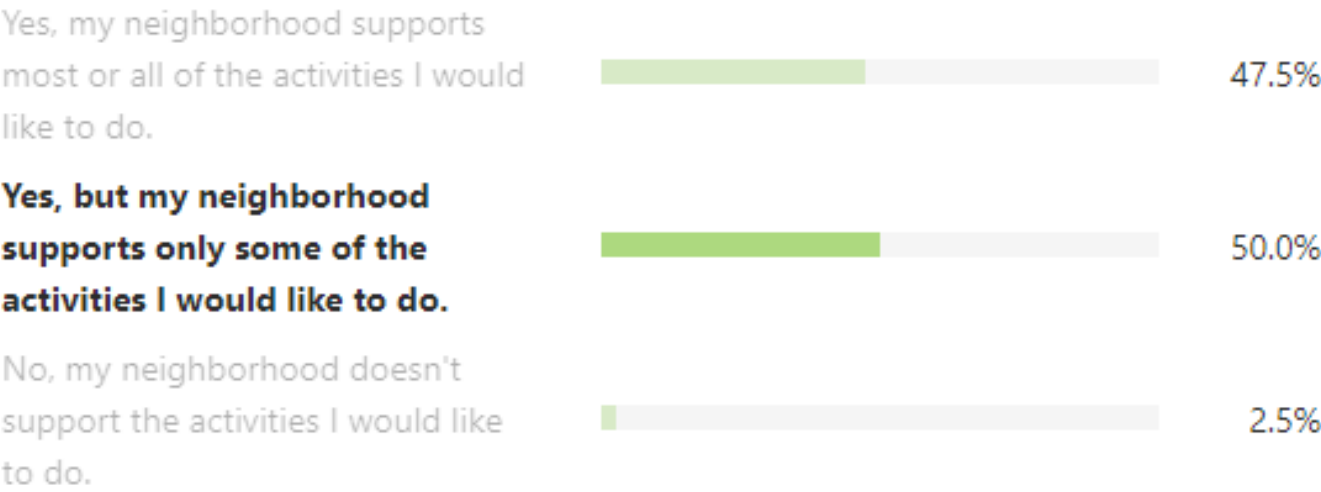
PART TWO

5. Does your neighborhood support your needs? Examples of needs could be access to grocery stores, transportation, or public services.



PART TWO

7. Does your neighborhood support the activities that you would like to do? Examples of activities could be shopping, restaurants, entertainment, or other recreational services.



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APPENDIX

dscout PLATFORM

dscout EXTERNAL PARTICIPANT RESPONSES – ENGLISH, 40 RESPONDENTS, CONT.

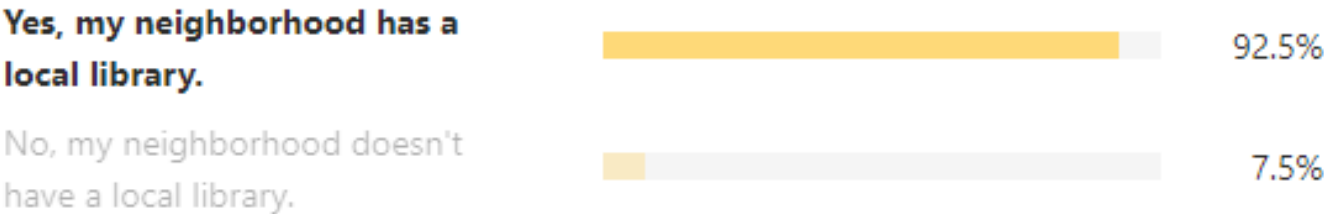
PART THREE

☰

1. Does your neighborhood have a local library?

↓☰

↓



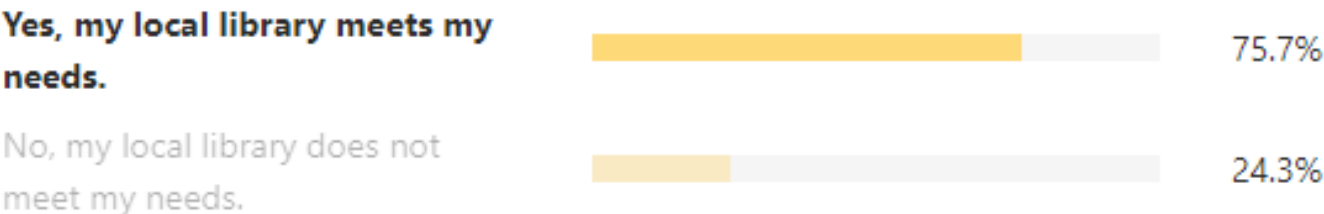
PART THREE

☰

2. Do you feel that your local library meets your needs?

↓☰

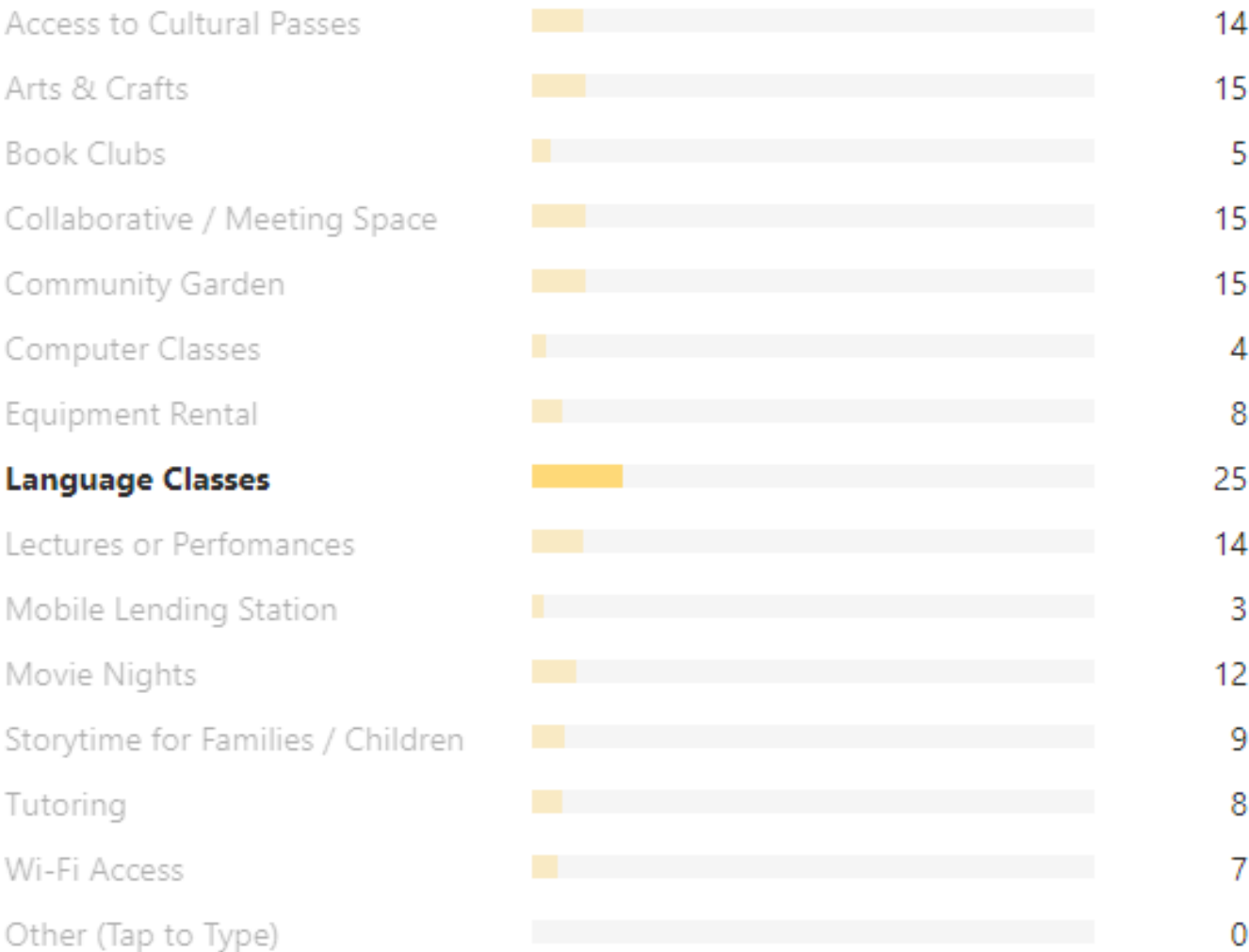
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dscout EXTERNAL PARTICIPANT RESPONSES – ENGLISH, 40 RESPONDENTS, CONT.

PART THREE

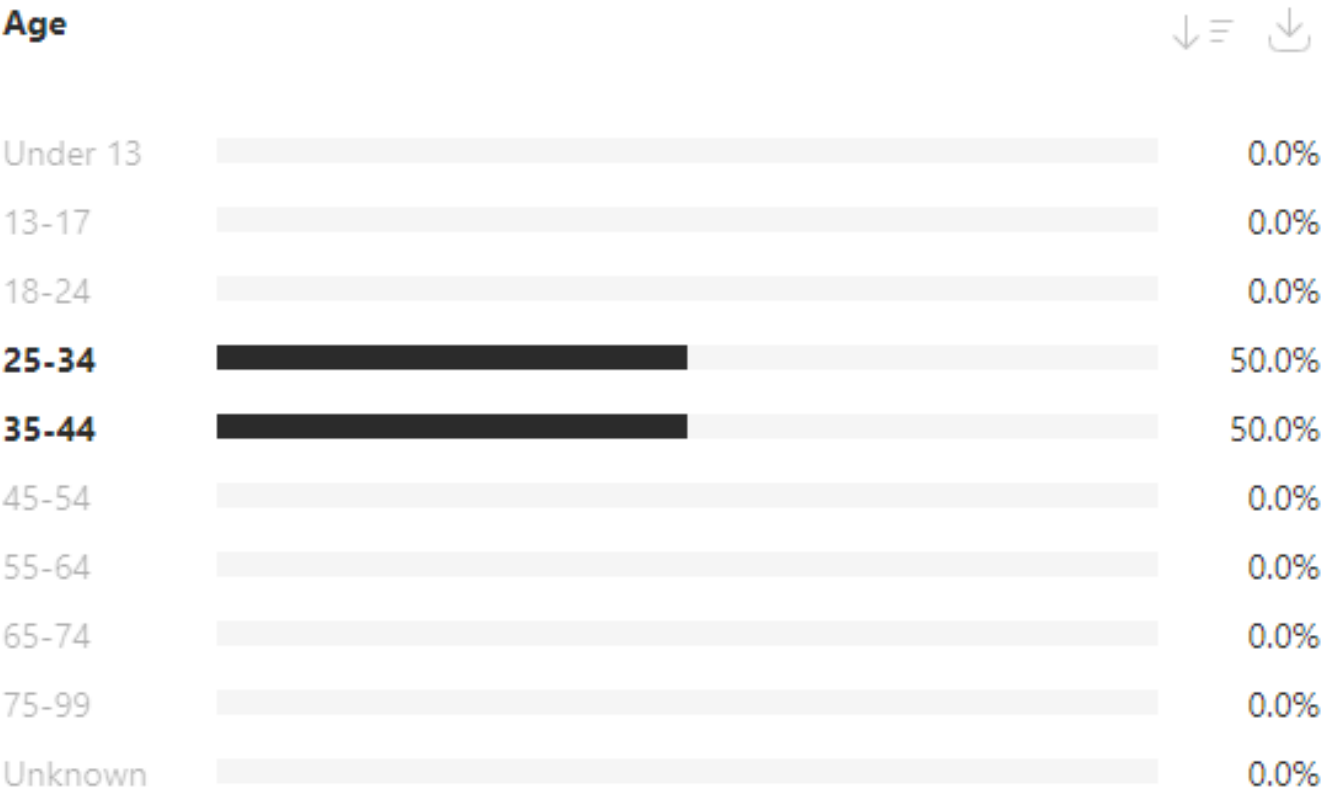
☰ **6. Which of the following programs or services would you be interested in if they were offered at your local library? Select up to four.** ↓☰ ⬇



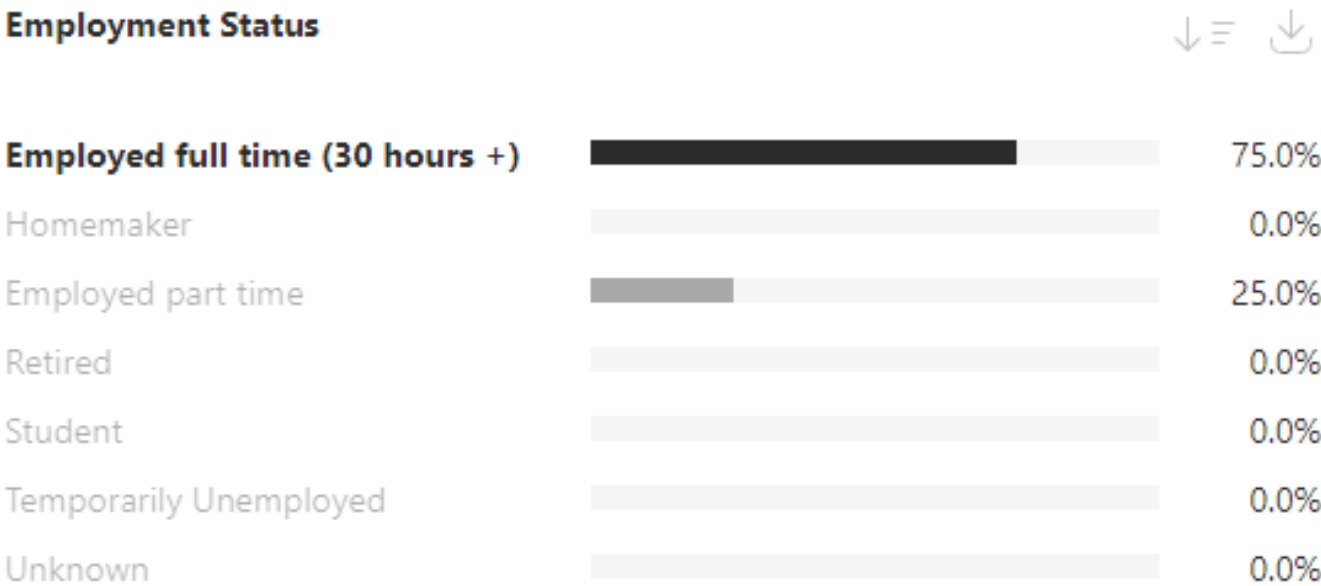
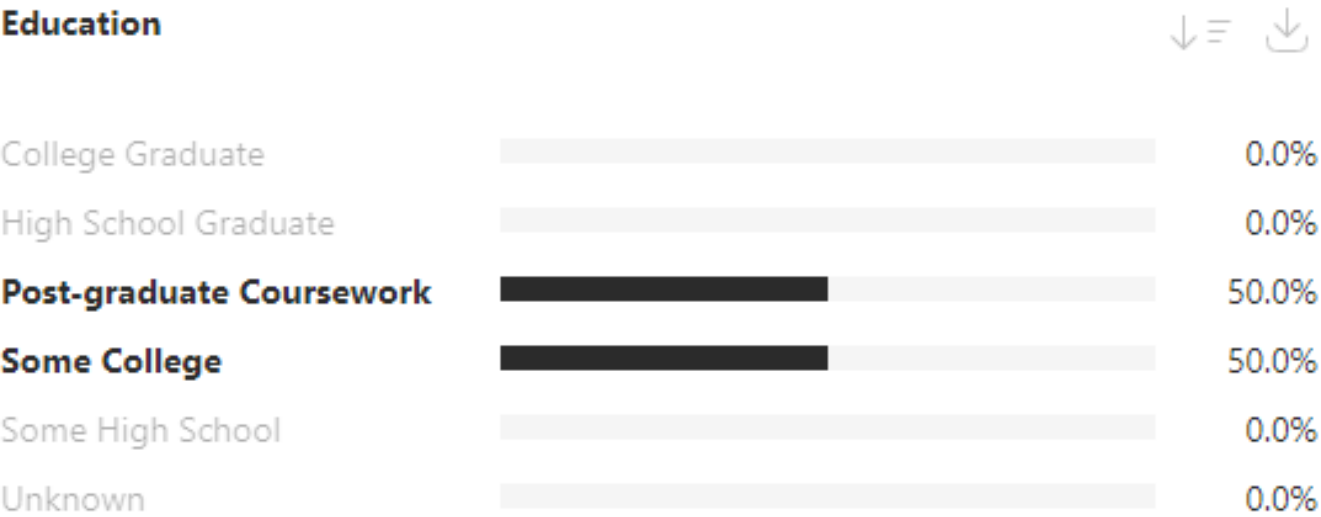
APPENDIX

dscout PLATFORM

dscout EXTERNAL PARTICIPANT RESPONSES – SPANISH, 4 RESPONDENTS



dscout EXTERNAL PARTICIPANT RESPONSES – SPANISH, 4 RESPONDENTS, CONT.



APPENDIX

dscout PLATFORM

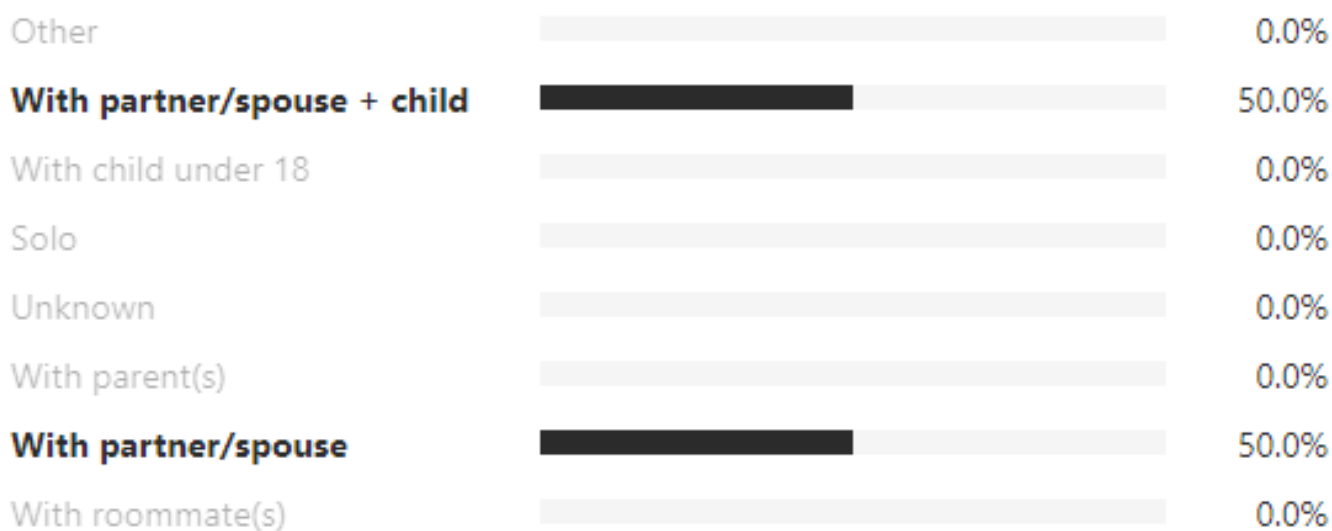
dscout EXTERNAL PARTICIPANT RESPONSES – SPANISH, 4 RESPONDENTS, CONT.



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**dscout EXTERNAL PARTICIPANT RESPONSES – SPANISH, 4 RESPONDENTS, CONT.**

**Household Composition**



**Household Income**



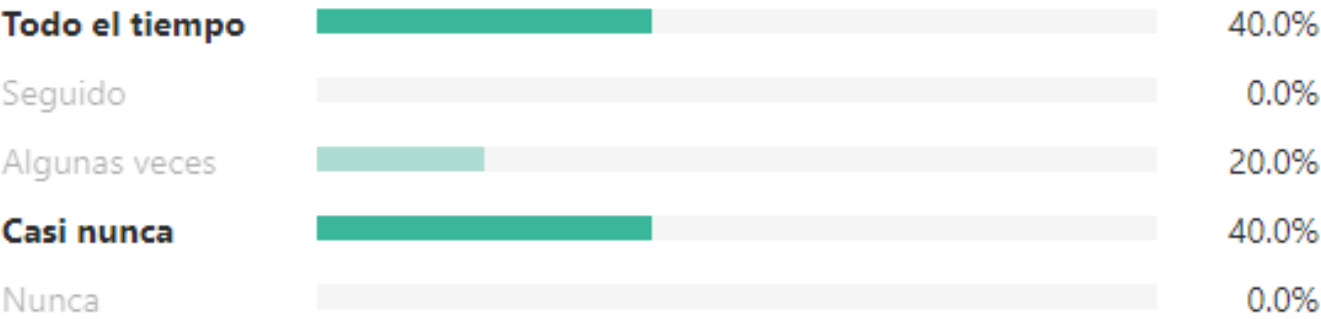
APPENDIX

dscout PLATFORM

dscout EXTERNAL PARTICIPANT RESPONSES – SPANISH, 4 RESPONDENTS, CONT.

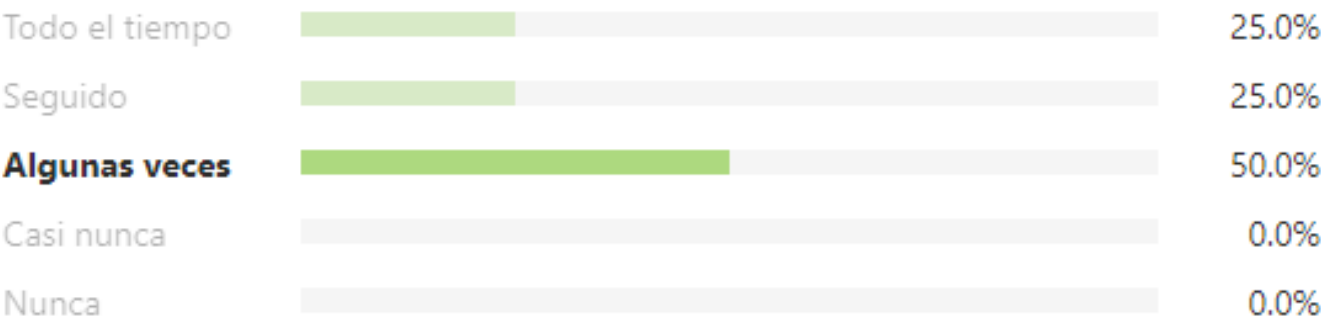
PARTE UNO

3. Que tan seguido usa transporte público?



PARTE DOS

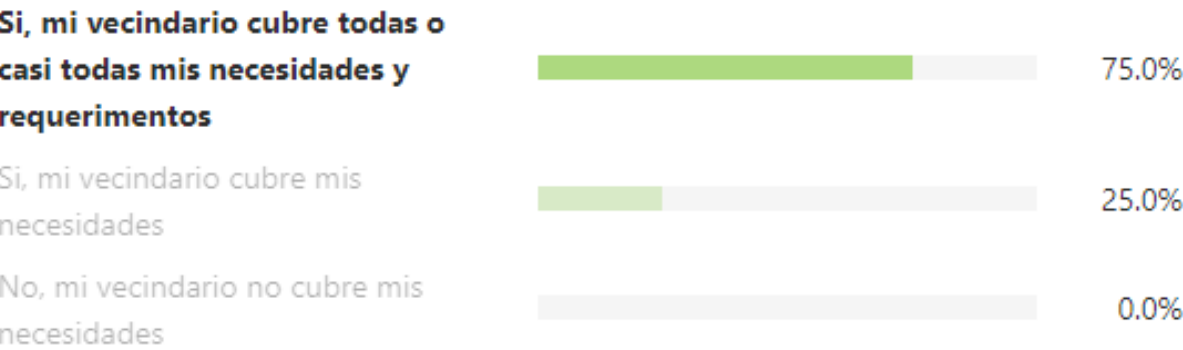
3. Además del tiempo en casa, ¿cuánto compra, se relaja o socializa en su vecindario?



dscout EXTERNAL PARTICIPANT RESPONSES – SPANISH, 4 RESPONDENTS, CONT.

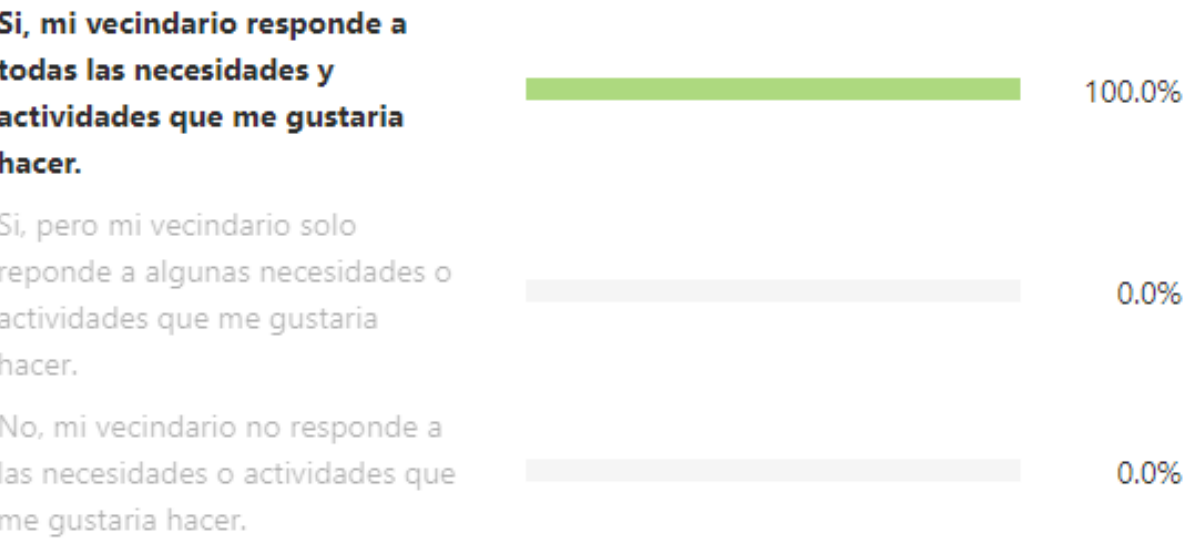
PARTE DOS

☰ 5. ¿Su vecindario apoya sus necesidades? Ejemplos de necesidades podrían ser el acceso a supermercados, transporte o servicios públicos. ⌵ ☰ ⬇



PARTE DOS

☰ 7. ¿Su vecindario apoya las actividades que le gustaría hacer? Ejemplos de actividades podrían ser compras, restaurantes, entretenimiento u otros servicios recreativos. ⌵ ☰ ⬇



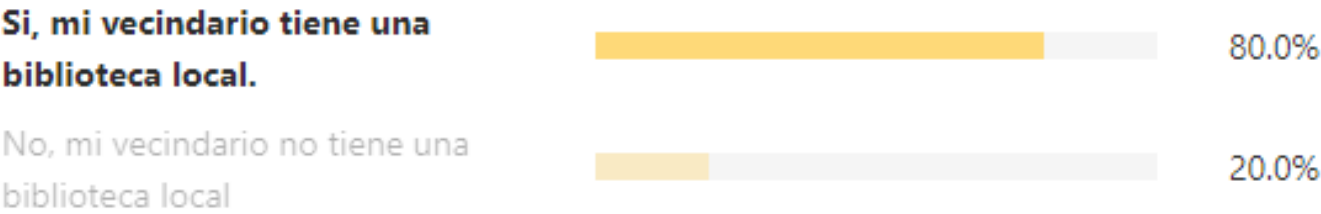
APPENDIX

dscout PLATFORM

dscout EXTERNAL PARTICIPANT RESPONSES – SPANISH, 4 RESPONDENTS, CONT.

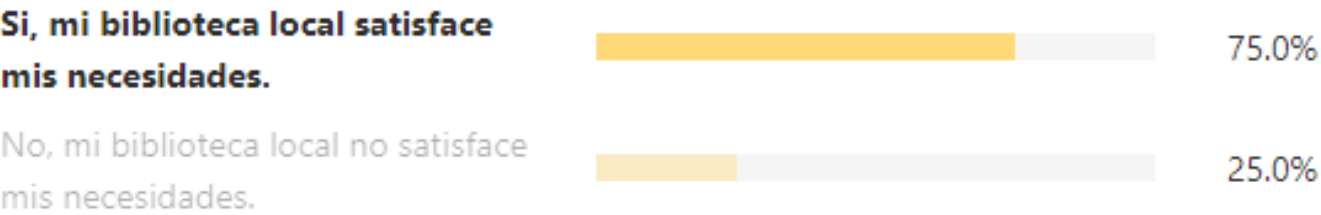
PARTE TRES

1. ¿Su comunidad tiene una biblioteca local?



PARTE TRES

2. Do you feel that your local library meets your needs?



dscout EXTERNAL PARTICIPANT RESPONSES – SPANISH, 4 RESPONDENTS, CONT.

PARTE TRES

☰ 6. Cuál de los siguientes programas le interesaría que se ofrecieran en su biblioteca local? Selecciona hasta cuatro. ↓ ☰ ↓

Acceso a pases culturales	<div><div></div></div>	11.1%
Arte y Manualidades	<div><div></div></div>	11.1%
Club de Libros	<div><div></div></div>	11.1%
Espacio de reuniones/colaboración	<div><div></div></div>	11.1%
Jardín Comunitario	<div><div></div></div>	0.0%
Clases de computación	<div><div></div></div>	0.0%
Renta de equipo	<div><div></div></div>	0.0%
<b>Clases de Idiomas</b>	<div><div></div></div>	16.7%
Presentaciones o Conferencias	<div><div></div></div>	5.6%
Estación móvil de prestamos	<div><div></div></div>	0.0%
<b>Noche de Películas</b>	<div><div></div></div>	16.7%
Cuenta cuentos para Familias/Niños	<div><div></div></div>	11.1%
Tutorías	<div><div></div></div>	5.6%
Acceso a Wi-Fi	<div><div></div></div>	0.0%
Other (Tap to Type)	<div><div></div></div>	0.0%

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## APPENDIX

# INTERCEPT AND INTERVIEW GUIDE

### INTERCEPT GUIDE

**EN:** Where do you live (your city and/or neighborhood) and how long have you lived there?

**SP:** ¿Dónde vive (su ciudad y / o vecindario) cuanto tiempo ha vivido allí?

**EN:** What are three things you like or don't like about your neighborhood?

**SP:** ¿Cuáles son tres cosas que le gustan o no le gustan de tu vecindario?

**EN:** If you could change or improve one thing about your neighborhood or community, what would it be? How could it be changed or improved for the better?

**SP:** Si pudiera cambiar o mejorar una cosa sobre su vecindario o comunidad, ¿cuál sería?

¿Cómo podría cambiarse o mejorarse?

**EN:** What are three things that are important to you in a library? These could be related to content in the library, programs and services, or features within the library.

**SP:** ¿Cuáles son tres cosas importantes para usted en una biblioteca? Estos podrían estar relacionados con el contenido de la biblioteca, los programas y servicios o las características de la biblioteca.

### INTERVIEW GUIDE

#### Stakeholder Interviews

Tell us about yourself and your relationship to the Belle Haven neighborhood (or duration on Library Commission)

For you, why the Belle Haven neighborhood?

What does your neighborhood need most? (For example: places, programs, or services)

What is the “glue” within Belle Haven?

What locations in the city are heavily used/visited?

What places or programs in your neighborhood support innovation, learning, or growth?

Share with us some of your experience on the Library Commission

What needs within the community does the library serve best?

How do you define a library?

What's precious at the Library?

What would be one thing to change at the library?

What are your hopes for the future?

If the library wasn't a library, what should it be? Why?

What questions should we be asking?

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## INTERVIEW GUIDE, CONT.

### Discovery Interviews

What are effective engagement tools for reaching out to the community? Library patrons?  
...what times of day work best for engagements?

What public activities have gathered a lot of notice or participation from the community? (could be not an engagement)

What do you identify as a failure of past engagement strategy? (Besides no attendance)

What do you define as success for an engagement strategy?

What programs seem to be the most attractive to Belle Haven residents?

What draws people to public events? Food? Music? Play?

How has your engagement strategy changed within the last year?  
...within the last five years?

Let's discuss effective communication tools. What works well? What doesn't? What have you not tried but wanted to?  
...are posters/brochures/etc. effective communication tools?  
...is social media an effective communication tool?  
Why/why not?

How does Menlo Park target certain neighborhoods or differentiate communications?

What topics or discussions are exciting topics? Hot buttons?

Are there other digital platforms that are effective? (NextDoor)  
...to parents/students?  
...to residents?  
...to neighbors?  
...to corporate/civic partners?

Who are the leaders in the community?

What demographic do you feel like is the most underserved?

What transportation systems work best for residents?

Are there programs centered around cultural heritage?

How is content (collection/programs) selected and curated by the community?

What locations in the city are heavily used/visited?

What needs within the community does the library serve best?

Are members of the community active pedestrians?

What kind of workshops build excitement?

What other languages should be supported beyond Spanish/English?

## APPENDIX

# LIST OF PROGRAMS AND ATTENDANCE

## BELLE HAVEN BRANCH LIBRARY – PROGRAMS AND ATTENDANCE FY2016-2017

	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	F.Y.T.D
<b>PROGRAMS</b>													
Pre-school Programs	15	13	4	3	5	1	0	0	0	0	0	0	41
Attendance	141	161	7	11	16	0	0	0	0	0	0	0	336
School Age Programs	7	3	2	3	2	1	0	1	0	0	1	1	21
Attendance	387	91	4	55	160	0	0	14	0	0	20	30	761
Young Adult Programs													
Attendance													
Adult Programs													
Attendance													
Children's Program Attendance	528	252	11	66	176	0	0	0	0	0	0	30	
Offsite Programs - Number (822)													
Offsite Programs - Attendance (823)													
<b>Total Programs:</b>	22												22
<b>Total Attendance:</b>	528												528

## BELLE HAVEN BRANCH LIBRARY – PROGRAMS AND ATTENDANCE FY2017-2018

	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	F.Y.T.D
<b>PROGRAMS</b>													
Pre-school Programs	1	1	0	0	0	2	1	6	10	7			28
Attendance	28	39	0	0	0	66	35	288	464	330			1,250
School Age Programs	0	1	0	2	3	1	1	2	1	1			12
Attendance	0	22	0	34	73	18	31	44	8	42			272
Young Adult Programs	0	0	0	0	0	0	0	0	0	0			
Attendance	0	0	0	0	0	0	0	0	0	0			
Adult Programs	0	0	0	0	0	0	0	0	0	0			
Attendance	0	0	0	0	0	0	0	0	0	0			
Children's Program Attendance	28	61	0	34	73	84	66	332	472	372	0	0	
Offsite Programs - Number (822)	0	0	0	0	0	0	0	0	0	0	0	0	
Offsite Programs - Attendance (823)	0	0	0	0	0	0	0	0	0	0			
<b>Total Programs:</b>	1	2	0	2	3	3	2	8	11	8	0	0	40
<b>Total Attendance:</b>	28												28

Note:

After August 2016, hours at the Belle Haven Branch Library were reduced when the school reclaimed the library until 3 PM each school day, resulting in lower program attendance.

From January 2017 through May 2017 the Belle Haven Branch Library experimented with drop-in activities, rather than scheduled programs, as an alternative approach to programming. For these drop-in activities, attendance was not recorded, which is reflected in the chart above.

Information above provided by the City of Menlo Park for the purposes of this report.

## MENLO PARK MAIN LIBRARY – PROGRAMS AND ATTENDANCE FY2016-2017

	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	F.Y.T.D.
<b>PROGRAMMING:</b>													
Pre-school Programs	21	28	41	41	39	2	43	39	51	35	34	27	401
Attendance	1120	1660	1872	1829	1819	74	1683	1990	2551	1705	1777	1509	19,589
School Age Programs	6	5	2	4	5	3	2	3	3	3	11	1	48
Attendance	1329	1113	90	218	360	121	201	84	284	65	1880	325	6,070
Young Adult Programs	3	2	1	3	1	1	2	2	1	1	1	0	18
Attendance	8	12	2	125	5	5	9	18	7	5	9	0	205
Adult Programs		3											3
Attendance		57											57
Children's Program Attendance (for City report)													
Offsite Programs - Number (822)	not linked												
Offsite Programs - Attendance (823)	not linked												

## MENLO PARK MAIN LIBRARY – PROGRAMS AND ATTENDANCE FY2017-2018

	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	F.Y.T.D.
<b>PROGRAMMING:</b>													
Pre-school Programs	25	27	22	36	28	9	31	27	32	33			270
Attendance	625	508	1102	1141	806	215	785	780	1256	1043			8,261
School Age Programs	5	2	1	6	1	2	3	3	4	4			31
Attendance	367	218	500	118	25	191	40	71	266	128			1,924
Young Adult Programs	0	1	1	2	1	2	4	6	1	1			19
Attendance	0	6	5	20	7	41	16	38	3	7			143
Adult Programs	1	1		1	1		5	4	7	7			27
Attendance	200	700		25	30		198	81	268	102			1,604
Children's Program Attendance (for City report)													
Offsite Programs - Number (822)	not linked												
Offsite Programs - Attendance (823)	not linked												

Information above provided by the City of Menlo Park for the purposes of this report.

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## APPENDIX

# LIST OF PROGRAMS AND ATTENDANCE

### January 2017 Statistics: Youth Services (Main Library only) Program Attendance Summary

<b>Program</b>	<b>Number of Events</b>	<b>Number of Attendees</b>
Storytimes	41	1558
Special Events	11	335
School	0	0
<b>Total</b>	<b>52</b>	<b>1893</b>

**User Assistance Total 1028**

#### Program Details

<b>Storytime</b>	<b>Sessions</b>	<b>Attendance</b>
Toddler/PS	3	95
Spanish/Eng ST	3	60
Family Storytime	5	110
Stories and Songs	5	159
Rhymes/Signs	5	220
Toddler Thursday	8	324
Munchkin Music	8	451
Baby Lapsit	4	139
<b>Total Storytime</b>	<b>41</b>	<b>1,558</b>

Teen Programs		
TAG Meeting	1	7
Internships	1	2
<b>Total teen</b>	<b>2</b>	<b>9</b>

Special Events		
Family Storytime	5	110
Family Connections	1	15
Puppet Art	1	128
Coding for Kids	2	73
<b>Subtotal Special Events</b>	<b>9</b>	<b>326</b>

**Total Special Events 11 335**

School Visits		
None	0	0
<b>Total School Visits</b>	<b>0</b>	<b>0</b>

**TOTAL SPECIAL EVENTS 52 1,893**

<b>User Assistance (includes data through 2/4/2017)</b>	
Questions	695
Reader's Advisory	332
Technology questions	1
<b>User Assistance Total</b>	<b>1028</b>

#### Note:

At the time of publication, records of program attendance at the Belle Haven Branch Library prior to February 2018 could not be located.

Records of program attendance for both libraries for May 2017 could not be located.

Information above provided by the City of Menlo Park for the purposes of this report.

**February 2017 Statistics: Youth Services (Main Library only)**  
**Program Attendance Summary**

<b>Program</b>	<b>Number of Events</b>	<b>Number of Attendees</b>
Storytimes	38	1950
Special Events	6	142
School	0	0
<b>Total</b>	<b>44</b>	<b>2,092</b>

**User Assistance Total 1049**

**Program Details**

<b>Storytime</b>	<b>Sessions</b>	<b>Attendance</b>
Toddler/PS	3	103
Spanish/Eng ST	3	195
Family Storytime	4	84
Stories and Songs	4	162
Rhymes/Signs	4	218
Toddler Thursday	8	562
Munchkin Music	8	464
Baby Lapsit	4	162

**Total Storytime 38 1,950**

Teen Programs		
TAG Meeting	1	8
Animé	1	10

**Total teen 2 18**

Special Events		
Storytelling	1	13
Family Connections	1	40
Side by Side Art	1	51
Coding for Kids	1	20

**Subtotal Special Events 4 124**

**Total Special/Teen Events 6 142**

School Visits		
None	0	0

**Total School Visits 0 0**

**TOTAL ALL EVENTS 44 2092**

**User Assistance (includes data starting 2/4/2017)**

Questions	776
Reader's Advisory	273
Technology questions	0

**User Assistance Total 1049**

Information above provided by the City of Menlo Park for the purposes of this report.

**Note:**

At the time of publication, records of program attendance at the Belle Haven Branch Library prior to February 2018 could not be located.

Records of program attendance for both libraries for May 2017 could not be located.

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## APPENDIX

# LIST OF PROGRAMS AND ATTENDANCE

### March 2017 Statistics: Youth Services (Main Library only) Program Attendance Summary

<b>Program</b>	<b>Number of Events</b>	<b>Number of Attendees</b>
Storytimes	47	2,201
Special Events	5	513
School	3	128
<b>Total</b>	<b>55</b>	<b>2842</b>

**User Assistance Total 1166**

#### Program Details

<b>Storytime</b>	<b>Sessions</b>	<b>Attendance</b>
Toddler/PS	4	136
Spanish/Eng ST	4	267
Family Storytime	4	70
Stories and Songs	5	169
Rhymes/Signs	5	246
Toddler Thursday	10	529
Munchkin Music	10	580
Baby Lapsit	5	204
<b>Total Storytime</b>	<b>47</b>	<b>2,201</b>

Teen Programs		
TAG Meeting	1	7
<b>Total teen</b>	<b>1</b>	<b>7</b>

Special Events		
Storytelling	1	14
Family Connections	0	0
Let's Dye	1	46
Three Little Pigs Puppet	1	222
Science Night	1	224
<b>Subtotal Special Events</b>	<b>5</b>	<b>513</b>

School Visits		
Little Explorers Preschool	2	103
Mi Casita de Español	1	25
<b>Total School Visits</b>	<b>3</b>	<b>128</b>

**TOTAL ALL EVENTS 55 2,842**

<b>User Assistance</b>	
Questions	900
Reader's Advisory	266
Technology questions	0
<b>User Assistance Total</b>	<b>1166</b>

#### Note:

At the time of publication, records of program attendance at the Belle Haven Branch Library prior to February 2018 could not be located.

Records of program attendance for both libraries for May 2017 could not be located.

Information above provided by the City of Menlo Park for the purposes of this report.

**April 2017 Statistics: Youth Services (Main Library only)**  
**Program Attendance Summary**

<b>Program</b>	<b>Number of Events</b>	<b>Number of Attendees</b>
<b>Storytimes</b>	<b>34</b>	<b>1638</b>
<b>Special Events</b>	<b>5</b>	<b>137</b>
<b>School</b>	<b>0</b>	<b>0</b>
<b>Total</b>	<b>39</b>	<b>1775</b>

**User Assistance Total 1036**

**Program Details**

<b>Storytime</b>	<b>Sessions</b>	<b>Attendance</b>
Rhymes and Signs	4	156
Spanish/Eng ST	3	180
Family Storytime	3	58
Stories and Songs	4	156
Toddler Thursday	8	487
Munchkin Music	8	448
Baby Lapsit	4	153
<b>Total Storytime</b>	<b>34</b>	<b>1638</b>

Teen Programs		
TAG Meeting	1	5
<b>Total teen</b>	<b>1</b>	<b>5</b>

Special Events		
Storytelling	1	18
Family Connections	0	0
Python Coding	2	47
Puss in Boots Ballet	1	67
<b>Subtotal Special Events</b>	<b>4</b>	<b>132</b>

School Visits	0	0
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**TOTAL ALL EVENTS 39 1,775**

<b>User Assistance</b>	
Questions	763
Reader's Advisory	273
Technology questions	0
<b>User Assistance Total</b>	<b>1036</b>

Note:

At the time of publication, records of program attendance at the Belle Haven Branch Library prior to February 2018 could not be located.

Records of program attendance for both libraries for May 2017 could not be located.

Information above provided by the City of Menlo Park for the purposes of this report.

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## APPENDIX

# LIST OF PROGRAMS AND ATTENDANCE

### June 2017 Statistics: Youth Services (Main Library only) Program Attendance Summary

<b>Program</b>	<b># of Events</b>	<b># of Attendees</b>
<b>Storytimes</b>	<b>24</b>	<b>1,274</b>
<b>Special Events</b>	<b>3</b>	<b>560</b>
<b>School</b>	<b>1</b>	<b>58</b>
<b>Total</b>	<b>28</b>	<b>1,892</b>

**User Assistance Total**                      **1,210**

#### Program Details

<b>Storytime</b>	<b>Sessions</b>	<b>Attendance</b>
Rhymes and Signs	4	135
Spanish/Eng ST	4	189
Family Storytime	4	60
Stories and Songs	4	173
Drop in Storytime	3	490
Baby Lapsit	5	227
<b>Total Storytime</b>	<b>24</b>	<b>1,274</b>

Teen Programs		
TAG Meeting	0	0
<b>Total teen</b>	<b>0</b>	<b>0</b>

Special Events		
Family Connections	0	0
Diana Schmiana	1	85
Bingo Schmingo	1	150
Peanuts Naturally	1	325
<b>Subtotal Special Events</b>	<b>3</b>	<b>560</b>

<b>School Visits</b>	<b>1</b>	<b>58</b>
<b>TOTAL ALL EVENTS</b>	<b>28</b>	<b>1,892</b>

<b>User Assistance</b>	
Questions	938
Reader's Advisory	272
Technology questions	0
<b>User Assistance Total</b>	<b>1,210</b>

#### Note:

At the time of publication, records of program attendance at the Belle Haven Branch Library prior to February 2018 could not be located.

Records of program attendance for both libraries for May 2017 could not be located.

**July 2017 Statistics: Youth Services (Main Library only)**  
**Program Attendance Summary**

<b>Program</b>	<b># of Events</b>	<b># of Attendees</b>
Storytimes	23	1,130
Special Events	8	992
School	0	0
<b>Total</b>	<b>31</b>	<b>2,122</b>

**User Assistance Total 707**

**Program Details**

<b>Storytime</b>	<b>Sessions</b>	<b>Attendance</b>
Rhymes and Signs	5	167
Spanish/Eng ST	5	171
Family Storytime	3	60
Stories and Songs	4	139
Drop in Storytime	2	450
Baby Lapsit	4	143
<b>Total Storytime</b>	<b>23</b>	<b>1,130</b>

Teen Programs		
TAG Meeting	0	0
<b>Total teen</b>	<b>0</b>	<b>0</b>

Special Events		
Robotics	3	22
Fire Truck	1	225
Randel McGhee	1	75
Blue Fairy Storyteller	1	200
Summer of Love	1	400
Didgeridoo Down Under	1	70
<b>Subtotal Special Events</b>	<b>8</b>	<b>992</b>

<b>School Visits</b>	<b>0</b>	<b>0</b>
<b>TOTAL ALL EVENTS</b>	<b>31</b>	<b>2,122</b>

<b>User Assistance</b>	
Questions	542
Reader's Advisory	165
<b>User Assistance Total</b>	<b>707</b>

Note:

At the time of publication, records of program attendance at the Belle Haven Branch Library prior to February 2018 could not be located.

Records of program attendance for both libraries for May 2017 could not be located.

Information above provided by the City of Menlo Park for the purposes of this report.

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## APPENDIX

# LIST OF PROGRAMS AND ATTENDANCE

### August 2017 Statistics: Youth Services (Main Library only) Program Attendance Summary

<b>Program</b>	<b># of Events</b>	<b># of Attendees</b>
Storytimes	25	1,153
Special Events	6	732
School	0	0
<b>Total</b>	<b>31</b>	<b>1,885</b>

**User Assistance Total 807**

#### Program Details

<b>Storytime</b>	<b>Sessions</b>	<b>Attendance</b>
Rhymes and Signs	4	120
Spanish/Eng ST	4	142
Family Storytime	5	100
Stories and Songs	5	179
Drop in Storytime	3	457
Baby Lapsit	4	155
<b>Subtotal Storytime</b>	<b>25</b>	<b>1,153</b>

Teen Programs		
TAG Meeting	1	6
<b>Subtotal teen</b>	<b>1</b>	<b>6</b>

Special Events		
Buki the Clown	1	308
Puppet Show	1	200
Wildlife Associates	1	168
Eclipse Science	2	50
<b>Subtotal Special Events</b>	<b>5</b>	<b>726</b>

<b>School Visits</b>	<b>0</b>	<b>0</b>
<b>TOTAL ALL EVENTS</b>	<b>31</b>	<b>1,885</b>

<b>User Assistance</b>	
Questions	623
Reader's Advisory	184
<b>User Assistance Total</b>	<b>807</b>

#### Note:

At the time of publication, records of program attendance at the Belle Haven Branch Library prior to February 2018 could not be located.

Records of program attendance for both libraries for May 2017 could not be located.

**September 2017 Statistics: Youth Services (Main Library only)**  
**Program Attendance Summary**

<b>Program</b>	<b># of Events</b>	<b># of Attendees</b>
Storytimes	22	1,102
Special Events	2	505
School	0	0
<b>Total</b>	<b>24</b>	<b>1,607</b>

**User Assistance Total**                      **1,244**

**Program Details**

<b>Storytime</b>	<b>Sessions</b>	<b>Attendance</b>
Rhymes and Signs	3	118
Spanish/Eng ST	3	79
Family Storytime	4	125
Stories and Songs	4	135
Drop in Storytime	4	482
Baby Lapsit	4	155
<b>Subtotal Storytime</b>	<b>22</b>	<b>1,102</b>

Teen Programs		
TAG Meeting	1	5
<b>Subtotal teen</b>	<b>1</b>	<b>5</b>

Special Events		
Science Night	1	500
<b>Subtotal Special Events</b>	<b>1</b>	<b>505</b>

<b>School Visits</b>	<b>0</b>	<b>0</b>
<b>TOTAL ALL EVENTS</b>	<b>24</b>	<b>1,607</b>

<b>User Assistance</b>	
Questions	885
Reader's Advisory	359
<b>User Assistance Total</b>	<b>1,244</b>

Note:

At the time of publication, records of program attendance at the Belle Haven Branch Library prior to February 2018 could not be located.

Records of program attendance for both libraries for May 2017 could not be located.

Information above provided by the City of Menlo Park for the purposes of this report.

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## APPENDIX

# LIST OF PROGRAMS AND ATTENDANCE

### October 2017 Statistics: Youth Services (Main Library only) Program Attendance Summary

<u>Program</u>	<u># of Events</u>	<u># of Attendees</u>
Storytimes	31	955
Special Events	13	370
School	1	46
<b>Total</b>	<b>45</b>	<b>1,371</b>

**User Assistance Total      1,280**

#### Program Details

<u>Storytime</u>	<u>Sessions</u>	<u>Attendance</u>
Rhymes and Signs Monday	5	157
Spanish/Eng ST	5	183
Family Storytime	5	125
Stories and Songs	4	147
Rhymes and Signs Thursday	4	129
Preschool	4	62
Baby Lapsit	4	152
<b>Subtotal Storytime</b>	<b>31</b>	<b>955</b>

<u>Teen Programs</u>	<u>Sessions</u>	<u>Attendance</u>
TAG Meeting	1	7
Sugar Skulls	1	25
<b>Subtotal teen</b>	<b>2</b>	<b>32</b>

<u>Special Events</u>		
Java Class	4	49
Pumpkin Decorating	2	117
Preschool Trick-or-Treat	3	80
Family Connection	1	17
School Age Trick-or-Treat	1	75
<b>Subtotal Special Events</b>	<b>11</b>	<b>338</b>

<u>School Visits</u>		
Nativity School	1	46
<b>TOTAL ALL EVENTS</b>	<b>45</b>	<b>1,317</b>

<u>User Assistance</u>	
Questions	941
Reader's Advisory	339
<b>User Assistance Total</b>	<b>1,280</b>

#### Note:

At the time of publication, records of program attendance at the Belle Haven Branch Library prior to February 2018 could not be located.

Records of program attendance for both libraries for May 2017 could not be located.

**November 2017 Statistics: Youth Services (Main Library only)**  
**Program Attendance Summary**

<b>Program</b>	<b># of Events</b>	<b># of Attendees</b>
Storytimes	27	791
Special Events	3	47
School	0	0
<b>Total</b>	<b>30</b>	<b>838</b>

**User Assistance Total 1,094**

**Program Details**

<b>Storytime</b>	<b>Sessions</b>	<b>Attendance</b>
Rhymes and Signs Monday	4	156
Spanish/Eng ST	4	145
Family Storytime	4	61
Stories and Songs	5	147
Rhymes and Signs Thursday	4	136
Preschool	4	66
Baby Lapsit	2	80
<b>Subtotal Storytime</b>	<b>27</b>	<b>791</b>

<b>Teen Programs</b>	<b>Sessions</b>	<b>Attendance</b>
TAG Meeting	1	7
<b>Subtotal teen</b>	<b>1</b>	<b>7</b>

<b>Special Events</b>		
Storytelling	1	25
Family Connection	1	15
<b>Subtotal Special Events</b>	<b>2</b>	<b>40</b>

School Visits	0	0
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**TOTAL ALL EVENTS 30 838**

**User Assistance**

Questions	833
Reader's Advisory	261
<b>User Assistance Total</b>	<b>1,094</b>

Note:

At the time of publication, records of program attendance at the Belle Haven Branch Library prior to February 2018 could not be located.

Records of program attendance for both libraries for May 2017 could not be located.

Information above provided by the City of Menlo Park for the purposes of this report.

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## APPENDIX

# LIST OF PROGRAMS AND ATTENDANCE

### December 2017 Statistics: Youth Services (Main Library only) Program Attendance Summary

<b>Program</b>	<b># of Events</b>	<b>Attendees</b>
Storytimes	3	27
Special Events	8	376
School	3	71
<b>Total</b>	<b>14</b>	<b>474</b>

**User Assistance Total                      664**

#### **Program Details**

<b>Storytime</b>	<b>Sessions</b>	<b>Attendance</b>
Rhymes and Signs Monday	0	0
Spanish/Eng ST	0	0
Family Storytime	3	27
Stories and Songs	0	0
Rhymes and Signs Thursday	0	0
Preschool	0	0
Baby Lapsit	0	0
<b>Subtotal Storytime</b>	<b>3</b>	<b>27</b>

<b>Teen Programs</b>	<b>Sessions</b>	<b>Attendance</b>
TAG Meeting	1	6
<b>Subtotal teen</b>	<b>1</b>	<b>6</b>

<b>Special Events</b>	<b>Sessions</b>	<b>Attendance</b>
Storytelling	0	0
Family Connection	1	12
Winter Crafts	4	123
Gift Tags	1	71
Extreme Science Magic	1	164
<b>Subtotal Special Events</b>	<b>7</b>	<b>370</b>

<b>School Visits</b>	<b>Sessions</b>	<b>Attendance</b>
Mid-Peninsula High	2	35
Menlo Co-op Preschool	1	36
<b>Subtotal School Events</b>	<b>3</b>	<b>71</b>

**TOTAL ALL EVENTS                      14                      474**

<b>User Assistance</b>	
Questions	524
Reader's Advisory	140
<b>User Assistance Total</b>	<b>664</b>

Note:

At the time of publication, records of program attendance at the Belle Haven Branch Library prior to February 2018 could not be located.

Records of program attendance for both libraries for May 2017 could not be located.

Information above provided by the City of Menlo Park for the purposes of this report.

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## **REVISED FEBRUARY 8, 2018**

### **January 2018 Statistics: Youth Services (Main Library only) Program Attendance Summary**

<b>Program</b>	<b># of Events</b>	<b>Attendees</b>
Storytimes	28	710
Special Events	9	111
School	1	10
<b>Total</b>	<b>38</b>	<b>831</b>

**User Assistance Total 874**

#### **Program Details**

<b>Storytimes</b>	<b>Sessions</b>	<b>Attendance</b>
Rhymes & Signs Monday	3	88
Spanish/Eng ST	3	62
Family Storytime	4	87
Stories and Songs	5	142
Preschool	5	107
Rhymes & Signs Thursday	4	97
Baby Lapsit	4	127
<b>Subtotal Storytimes</b>	<b>28</b>	<b>710</b>

<b>Teen Programs</b>	<b>Sessions</b>	<b>Attendance</b>
Teen Gaming	4	16
<b>Subtotal teen</b>	<b>4</b>	<b>16</b>

<b>Special Events</b>	<b>Sessions</b>	<b>Attendance</b>
Storytelling	1	3
Family Connection	1	9
Fabulous Flexagons	1	25
Mud is Fun	1	46
Coding for Kids	1	12
<b>Subtotal Special Events (Juvi)</b>	<b>5</b>	<b>95</b>

**SUBTOTAL ALL SPECIAL EVENTS 9 111**

<b>School Visits</b>	<b>Sessions</b>	<b>Attendance</b>
Little Explorers	1	10
<b>Subtotal School Events</b>	<b>1</b>	<b>10</b>

**TOTAL ALL EVENTS 38 831**

<b>User Assistance</b>	
Questions	701
Reader's Advisory	173
<b>User Assistance Total</b>	<b>874</b>

Information above provided by the City of Menlo Park for the purposes of this report.

#### **Note:**

At the time of publication, records of program attendance at the Belle Haven Branch Library prior to February 2018 could not be located.

Records of program attendance for both libraries for May 2017 could not be located.

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## APPENDIX

# LIST OF PROGRAMS AND ATTENDANCE

### February 2018 Statistics: Youth Services (Main Library only) Program Attendance Summary

<u>Program</u>	<u># of Events</u>	<u>Attendees</u>
Storytimes	23	685
Special Events	12	164
School	1	40
<b>Total</b>	<b>36</b>	<b>889</b>

**User Assistance Total 665**

#### Program Details

<u>Storytimes</u>	<u># of Events</u>	<u>Attendance</u>
Rhymes & Signs Monday	2	65
Spanish/Eng ST	2	41
Family Storytime	4	101
Stories and Songs	4	123
Preschool	4	99
Rhymes & Signs Thursday	3	108
Baby Lapsit	4	148
<b>Subtotal Storytimes</b>	<b>23</b>	<b>685</b>

<u>Teen Programs</u>	<u># of Events</u>	<u>Attendance</u>
TAG meeting	1	8
Teen Board Games	3	7
Think It, Ink It Comics	1	2
Murder Mystery	1	21
<b>Subtotal teen</b>	<b>6</b>	<b>38</b>

<u>Special Events</u>	<u># of Events</u>	<u>Attendance</u>
Storytelling: Anansi	1	25
World Read Aloud	1	17
Family Connections	1	15
Coding for Kids	1	21
Comic Writing	1	25
Peanuts on the Go	1	23
<b>Subtotal Special Events (Juvi)</b>	<b>6</b>	<b>126</b>

**SUBTOTAL ALL SPECIAL EVENTS 12 164**

<u>School Visits</u>	<u># of Events</u>	<u>Attendance</u>
Little Explorers	1	40
<b>Subtotal School Visits</b>	<b>1</b>	<b>40</b>

**TOTAL 36 889**

#### Note:

At the time of publication, records of program attendance at the Belle Haven Branch Library prior to February 2018 could not be located.

Records of program attendance for both libraries for May 2017 could not be located.

Information above provided by the City of Menlo Park for the purposes of this report.

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**User Assistance**

Questions	471
Reader's Advisory	194
<b>User Assistance Total</b>	<b>665</b>

**February 2018 Statistics: Adult Services (Main Library only)  
Program Attendance Summary****Program Details**

<u>Programs</u>	<u>Sessions</u>	<u>Attendance</u>
Casanova	1	25
Film	1	10
Cascada	1	20
Paint Like	1	26
<b>TOTAL ADULT EVENTS</b>	<b>4</b>	<b>81</b>

**February 2018 Belle Haven**

Storytime	3	287
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**Note:**

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Records of program attendance for both libraries for May 2017 could not be located.

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## APPENDIX

# LIST OF PROGRAMS AND ATTENDANCE

### March 2018 Statistics: Youth Services (Main Library only) Program Attendance Summary

<u>Program</u>	<u># of Events</u>	<u>Attendees</u>
Storytimes	30	960
Special Events	7	565
School	0	0
<b>Total</b>	<b>37</b>	<b>1525</b>

**User Assistance Total 827**

#### Program Details

<u>Storytimes</u>	<u># of Events</u>	<u>Attendance</u>
Rhymes & Signs Monday	4	140
Spanish/Eng ST	4	75
Family Storytime	4	110
Stories and Songs	4	134
Preschool	4	131
Rhymes & Signs Thursday	5	190
Baby Lapsit	5	180
Subtotal Storytimes	30	960

<u>Teen Programs</u>	<u># of Events</u>	<u>Attendance</u>
TAG meeting	1	3
Subtotal teen	1	3

<u>Special Events</u>	<u># of Events</u>	<u>Attendance</u>
Storytelling	1	7
Science Night	1	341 (441 total)
Family Connections	1	17
Amazing Aircraft Main	2	59
Tommy Space Adventure	1	138
Subtotal Special Events (Juvi)	6	562

**SUBTOTAL ALL SPECIAL EVENTS 7 565**

<u>School Visits</u>	<u># of Events</u>	<u>Attendance</u>
	0	0
<b>Subtotal School Visits</b>	<b>0</b>	<b>0</b>

**TOTAL 37 1525**

#### **Age Breakdown**

Preschool: 1208  
School Age: 314  
Young Adult: 3

#### Note:

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Records of program attendance for both libraries for May 2017 could not be located.

Information above provided by the City of Menlo Park for the purposes of this report.

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**User Assistance**

Questions	685
Reader's Advisory	141
<b>User Assistance Total</b>	<b>827</b>

**March 2018 Statistics: Adult Services (Main Library only)**  
**Program Attendance Summary****Program Details**

<u>Programs</u>	<u>Sessions</u>	<u>Attendance</u>
3 Idiots Movie	1	8
DeYoung Museum: Revelations	1	9
Living with Mountain Lions	1	28
Science Night	Juvi	100 (441 Total)
Erin Clark	1	35
3 Musketeers	1	6
Harry Houdini	1	75
3 Men and a Cradle	1	7
<b>TOTAL ADULT EVENTS</b>	<b>7</b>	<b>268</b>

**March 2018 Belle Haven: Youth Services**  
**Program Attendance Summary**

Storytime	8	384
Amazing Aircraft	?	

## Note:

At the time of publication, records of program attendance at the Belle Haven Branch Library prior to February 2018 could not be located.

Records of program attendance for both libraries for May 2017 could not be located.

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## APPENDIX

# LIST OF PROGRAMS AND ATTENDANCE

### April 2018 Statistics: Youth Services Program Attendance Summary

<u>Program</u>	<u># of Events</u>	<u>Attendees</u>
Storytimes	30	880
Special Events	6	228
School	2	70
<b>Total</b>	<b>38</b>	<b>1,178</b>

**User Assistance Total 721**

#### Program Details

<u>Storytimes</u>	<u># of Events</u>	<u>Attendance</u>
Rhymes & Signs Monday	5	138
Spanish/Eng ST	5	154
Family Storytime	4	105
Stories and Songs	4	160
Preschool	4	104
Rhymes & Signs Thursday	4	121
Baby Lapsit	4	98
<b>Subtotal Storytimes</b>	<b>30</b>	<b>880</b>

#### Special Events Details

<u>Juvi</u>	<u># of Events</u>	<u>Attendance</u>
Storytelling	1	36
Petting Zoo	1	148
Chiquy Boom	1	19
Electric Bike	2	18
<b>Subtotal Special Events (Juvi)</b>	<b>5</b>	<b>221</b>

<u>Teen Programs</u>	<u># of Events</u>	<u>Attendance</u>
TAG meeting	1	7
<b>Subtotal teen</b>	<b>1</b>	<b>7</b>

<u>School Visits</u>	<u># of Events</u>	<u>Attendance</u>
Alto School	1	25
Cupertino Preschool	1	45
<b>Subtotal School Visits</b>	<b>2</b>	<b>70</b>
<b>SUBTOTAL ALL SPECIAL EVENTS</b>	<b>8</b>	<b>298</b>

**Grand Total 38 1,178**

#### Note:

At the time of publication, records of program attendance at the Belle Haven Branch Library prior to February 2018 could not be located.

Records of program attendance for both libraries for May 2017 could not be located.

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**Age Breakdown (Menlo Main Juvi)**

Preschool: 1,043

School Age: 128

Young Adult: 7

**TOTAL: 1178****User Assistance Main**

Questions 564

Reader's Advisory 157**User Assistance Total 721****April 2018 Statistics: Adult Services (Main Library only)****Program Attendance Summary**

Programs	Sessions	Attendance
Yogi	1	10
Amazon Jungle	1	13
Bessie Coleman	1	33
Capidro	1	13
Sewing	1	11
Fit4Moms	1	12
<u>Islamaphobia</u>	<u>1</u>	<u>10</u>
<b>TOTAL ADULT EVENTS</b>	<b>7</b>	<b>102</b>

**April 2018 Belle Haven: Youth Services****Program Attendance Summary**

Programs	Sessions	Attendance
Storytime	6	288
Inward Voyages	1	57
<u>123 Andres</u>	<u>1</u>	<u>42</u>
<b>TOTAL Belle Haven</b>	<b>8</b>	<b>387</b>

## Note:

At the time of publication, records of program attendance at the Belle Haven Branch Library prior to February 2018 could not be located.

Records of program attendance for both libraries for May 2017 could not be located.

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## APPENDIX

# LIST OF PROGRAMS AND ATTENDANCE

### May 2018 Statistics: Menlo Park Library Program Attendance Summary

<u>Juvi Program - Main</u>	<u># of Events</u>	<u>Attendees</u>
Storytimes	28	1,429
Special Events	4	464
School	5	1,180
<b>Total</b>	<b>37</b>	<b>3,073</b>

**Juvi Main -User Assistance Total 721**

#### Juvi – Main Program Details

<u>Storytimes</u>	<u># of Events</u>	<u>Attendance</u>
Rhymes & Signs Monday	3	141
Spanish/Eng ST	3	111
Family Storytime	5	140
Stories and Songs	4	142
Preschool	4	126
Singing in the Shade	5	640
Baby Lapsit	4	129
<b>TOTAL STORYTIMES</b>	<b>28</b>	<b>1,429</b>

#### Special Events Details

<u>Juvi</u>	<u># of Events</u>	<u>Attendance</u>
Comic Con	1	400 (19 are teens)
Family Connection	1	29
<b>Subtotal Special Events</b>	<b>2</b>	<b>429</b>

<u>Teen Programs</u>	<u># of Events</u>	<u>Attendance</u>
TAG meeting	1	6
Electric Bike	1	10
Comic Con		19 (event reported in Juvi)
<b>Subtotal Teens</b>	<b>2</b>	<b>35</b>
<b>TOTAL SPECIAL EVENTS</b>	<b>4</b>	<b>464</b>

<u>School Visits</u>	<u># of Events</u>	<u>Attendance</u>
Cupertino Preschool	1	60
Philip Brooks Wax Museum	1	100
Las Lomas School SRP	1	120 (offsite)
Laurel School SRP	1	750 (offsite)
La Entrada School SRP	1	150 (offsite)
<b>TOTAL School Visits</b>	<b>5</b>	<b>1,180</b>

**GRAND TOTAL 37 3,073**

#### Note:

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Records of program attendance for both libraries for May 2017 could not be located.

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**Age Breakdown (Menlo Main Juvi)**

Preschool: 1,718

School Age: 1,320

Young Adult: 35

**TOTAL: 3,073****User Assistance**

Questions 598

Reader's Advisory 179

**User Assistance Total 777****May 2018 Belle Haven:****Program Attendance Summary**

<u>Programs</u>	<u>Sessions</u>	<u>Attendance</u>
Storytime - Juvi	10	480
Quilt - Teens	1	3
Voter's Choice Act - Adult	1	9
<b>TOTAL Belle Haven</b>	<b>12</b>	<b>492</b>

**May 2018 Statistics: Adult Services (Main Library only)****Program Attendance Summary**

<u>Programs</u>	<u>Sessions</u>	<u>Attendance</u>
Korean Storyteller	1	58
Japanese Detention Camps	1	36
Human Trafficking	1	13
Voter's Choice Act	1	7
Images of Turkey	1	21
Dolores Huerta	1	25
Dawson Hornsby	1	13
Uncle Tosian	1	54
Dovie Thomason	1	25
Movie: Milk	1	13
Adult Book Club	1	9
Knitting Group	1	15
Film Discussion	1	8
<b>TOTAL ADULT EVENTS</b>	<b>13</b>	<b>447</b>

## Note:

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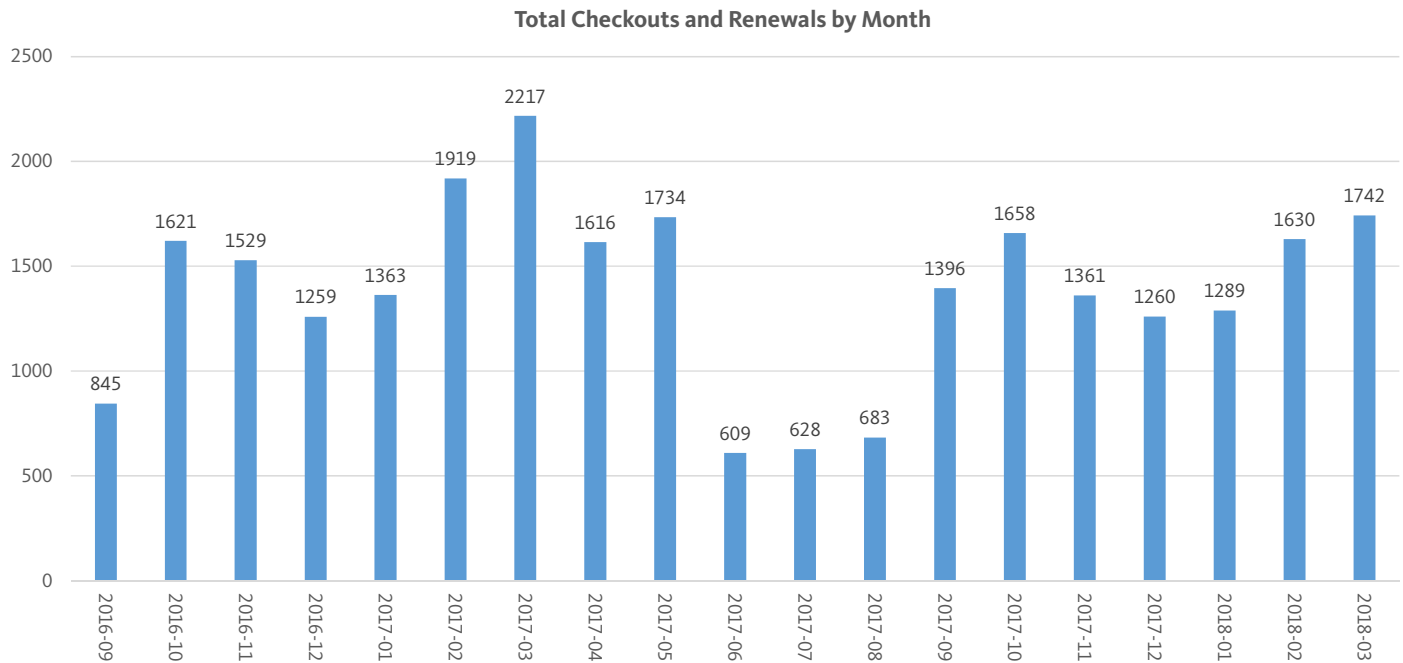
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## APPENDIX

# CIRCULATION STATISTICS

### MONTHLY CIRCULATION TRENDS

SEPTEMBER 2016 – MARCH 2018



#### NOTES:

- Most active month was March 2017
- Least active month was June 2017
- Busier during school months
- Less busy during summer months
- Similar pattern between October and March

## CIRCULATION OF FULL COLLECTION

### SEPTEMBER 2016 – MARCH 2018

Collection Type	CHKOUTS	RENEWALS
Menlo Park - Belle Haven Children's Fiction	6383	2408
Menlo Park - Belle Haven Children's Picture Books	4234	1744
Menlo Park - Belle Haven Children's Nonfiction	2056	1156
Menlo Park - Belle Haven DVDs	868	752
Menlo Park - Belle Haven Children's DVDs	1052	445
Menlo Park - Belle Haven Young Adult Nonfiction	663	254
Menlo Park - Belle Haven Ravenswood School District	627	232
Menlo Park - Belle Haven Young Adult Fiction	448	324
Menlo Park - Belle Haven DVD Quick Pick	761	6
Menlo Park - Belle Haven Book Quick Pick	454	38
Menlo Park - Belle Haven Nonfiction	167	192
Menlo Park - Belle Haven Fiction	149	190
Menlo Park - Belle Haven Children's Spanish	271	67
Menlo Park - Belle Haven Young Adult DVDs	61	92
Menlo Park - Belle Haven Children's Books On CD	48	44
Menlo Park - Belle Haven Adult Spanish	49	17
Menlo Park - Belle Haven Learning English	14	9
Menlo Park - Belle Haven CDs	9	12
Menlo Park - Belle Haven Children's CDs	10	6
Menlo Park - Belle Haven Magazines	13	3
Menlo Park - Belle Haven Children's	3	6
Menlo Park - Belle Haven Young Adult CDs	2	5
Menlo Park - Belle Haven Young Adult Books On CD	3	2
Menlo Park - Belle Haven Reference	4	0
Menlo Park - Belle Haven Electronic Device	4	0
Menlo Park - Belle Haven Young Adult	2	0
<b>Grand Total</b>	<b>18355</b>	<b>8004</b>

#### Top 5 - Collection Type

1. Children's Fiction
2. Children's Picture Books
3. Children's Nonfiction
4. DVDs
5. Children's DVDs

#### Bottom 5 - Collection Type

22. Young Adult CDs
23. Young Adult Books on CD
24. Reference
25. Electronic Device
26. Young Adult

Information above provided by the City of Menlo Park for the purposes of this report.

## APPENDIX

# CIRCULATION STATISTICS

## CIRCULATION BY MEDIUM

SEPTEMBER 2016 – MARCH 2018

Collection Type	CHKOUTS	RENEWALS	Grand Total
Menlo Park - Belle Haven Book Quick Pick	454	38	492
Menlo Park - Belle Haven Young Adult	2	0	2
Menlo Park - Belle Haven Fiction	149	190	339
Menlo Park - Belle Haven Children's Fiction	6383	2408	8791
Menlo Park - Belle Haven Young Adult Fiction	448	324	772
Menlo Park - Belle Haven Adult Spanish	49	17	66
Menlo Park - Belle Haven Children's Spanish	271	67	338
Menlo Park - Belle Haven Nonfiction	167	192	359
Menlo Park - Belle Haven Young Adult Nonfiction	663	254	917
Menlo Park - Belle Haven Children's Nonfiction	2056	1156	3212
Menlo Park - Belle Haven Children's	3	6	9
Menlo Park - Belle Haven Ravenswood School District	627	232	859
Menlo Park - Belle Haven Children's Picture Books	4234	1744	5978
Menlo Park - Belle Haven Children's Books On CD	48	44	92
Menlo Park - Belle Haven Young Adult Books On CD	3	2	5
Menlo Park - Belle Haven CDs	9	12	21
Menlo Park - Belle Haven Children's CDs	10	6	16
Menlo Park - Belle Haven Young Adult CDs	2	5	7
Menlo Park - Belle Haven DVD Quick Pick	761	6	767
Menlo Park - Belle Haven DVDs	868	752	1620
Menlo Park - Belle Haven Children's DVDs	1052	445	1497
Menlo Park - Belle Haven Young Adult DVDs	61	92	153
Menlo Park - Belle Haven Electronic Device	4	0	4
Menlo Park - Belle Haven Reference	4	0	4
Menlo Park - Belle Haven Magazines	13	3	16
Menlo Park - Belle Haven Learning English	14	9	23
<b>Grand Total</b>	<b>18355</b>	<b>8004</b>	<b>26359</b>

Medium	CHEKOUTS	RENEWALS	Grand Total	
Book	15506	6628	22134	84%
Reference	4	0	4	0.0%
Learning English	14	9	23	0.1%
Magazine	13	3	16	0.1%
Book on CD	51	46	97	0.4%
CD	21	23	44	0.2%
DVD	2742	1295	4037	15%
Electronic Device	4	0	4	0.0%

Information above provided by the City of Menlo Park for the purposes of this report.

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## CIRCULATION OF ADULT COLLECTION

### SEPTEMBER 2016 – MARCH 2018

Collection Type	CHKOUTS	RENEWALS
Menlo Park - Belle Haven DVDs	868	752
Menlo Park - Belle Haven DVD Quick Pick	761	6
Menlo Park - Belle Haven Book Quick Pick	454	38
Menlo Park - Belle Haven Nonfiction	167	192
Menlo Park - Belle Haven Fiction	149	190
Menlo Park - Belle Haven Adult Spanish	49	17
Menlo Park - Belle Haven Learning English	14	9
Menlo Park - Belle Haven CDs	9	12
Menlo Park - Belle Haven Magazines	13	3
Menlo Park - Belle Haven Reference	4	0
Menlo Park - Belle Haven Electronic Device	4	0
<b>Grand Total</b>	<b>2492</b>	<b>1219</b>

#### Top 5 - Adult Collection

1. DVDs
2. DVD Quick Pick
3. Book Quick Pick
4. Nonfiction
5. Fiction

#### Bottom 5 - Adult Collection

7. Learning English
8. CDs
9. Magazines
10. Reference
11. Electronic Device

---

## APPENDIX

# CIRCULATION STATISTICS

### CIRCULATION OF YOUNG ADULT COLLECTION

SEPTEMBER 2016 – MARCH 2018

Collection Type	CHKOUTS	RENEWALS
Menlo Park - Belle Haven Young Adult Nonfiction	663	254
Menlo Park - Belle Haven Young Adult Fiction	448	324
Menlo Park - Belle Haven Young Adult DVDs	61	92
Menlo Park - Belle Haven Young Adult CDs	2	5
Menlo Park - Belle Haven Young Adult Books On CD	3	2
Menlo Park - Belle Haven Young Adult	2	0
<b>Grand Total</b>	<b>1179</b>	<b>677</b>

#### Top 3 - Young Adult Collection

1. Young Adult Nonfiction
2. Young Adult Fiction
3. Young Adult DVDs

#### Bottom 3 - Young Adult Collection

4. Young Adult CDs
5. Young Adult Books on CD
6. Young Adult

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## CIRCULATION OF CHILDREN'S COLLECTION

### SEPTEMBER 2016 – MARCH 2018

Collection Type	CHKOUTS	RENEWALS
Menlo Park - Belle Haven Children's Fiction	6383	2408
Menlo Park - Belle Haven Children's Picture Books	4234	1744
Menlo Park - Belle Haven Children's Nonfiction	2056	1156
Menlo Park - Belle Haven Children's DVDs	1052	445
Menlo Park - Belle Haven Ravenswood School District	627	232
Menlo Park - Belle Haven Children's Spanish	271	67
Menlo Park - Belle Haven Children's Books On CD	48	44
Menlo Park - Belle Haven Children's CDs	10	6
Menlo Park - Belle Haven Children's	3	6
<b>Grand Total</b>	<b>14684</b>	<b>6108</b>

#### Top 5 - Children's Collection

1. Children's Fiction
2. Children's Picture Books
3. Children's Nonfiction
4. Children's DVD
5. Ravenswood School District

#### Bottom 5 - Children's Collection

6. Children's Spanish
7. Children's Book on CD
8. Children's CDs
9. Children's



# Belle Haven Neighborhood Library Needs Assessment

June 2018

APPENDIX

## **ATTACHMENT A:** COMMUNITY ENGAGEMENT ARTIFACTS



# **EXPERIENCE CANVAS RESPONSES**

# BELLE HAVEN DESIGN CHALLENGE

## DESIGN LAB EXPERIENCE CANVAS

### 1. START HERE!

Show us your **favorite place** in your neighborhood. Use all of your senses to **describe your experience**.

Draw, write, and glue any materials to tell your story

[10 minutes]

### 2. NEXT STEP!

Share with us a **challenge** you're facing in your neighborhood. What keeps you up at night?

[5 minutes]

### 3. KEEP GOING!

What is your **hope for the future**? These ideas can represent you, your family and friends, your community or any dreams or ambitions you might have.

[5 minutes]

### 4. TIME TO SHARE!

Use this Experience Canvas and **share your story** with your partner. Make sure to ask questions when your partner shares their story too!

[5 min per person x2 = 10 min]

## 2 EDUCATION EQUITY

1. We are in Menlo Park, however we are not part of the MPSD.

The Willows, Suburban Park and Menlo Oaks were part of Ravenswood City School District (RCS D) but they are now part of Menlo Park City School Dist.

Belle Haven needs to be part of MPCSD —

## WE ARE MENLO PARK

2. The M-2 Area is the economic engine of Menlo Park, however the revenue from this part of Menlo Park does not seem to benefit the residents in a fair and equitable manner. This area continues to lag behind the rest of MP when it comes to capital improvements and basic services.

WHY???

1  
I love the places that allow us to congregate and assemble as a community.

Kelly Park, The Community Center, The Senior Center, The "Library" when open to the general public.

3  
1. Major Capital Improvements in the Belle Haven Neighborhood

2. Excellent Public Education in Belle Haven either by joining MPCSD or forming a new district.

Starbucks, The Market on Sunday

# BELLE HAVEN DESIGN CHALLENGE

## DESIGN LAB EXPERIENCE CANVAS

### 1. START HERE!

Show us your **favorite place** in your neighborhood. Use all of your senses to **describe your experience**.

Draw, write, and glue any materials to tell your story

[10 minutes]

### 2. NEXT STEP!

Share with us a **challenge** you're facing in your neighborhood. What keeps you up at night?

[5 minutes]

### 3. KEEP GOING!

What is your **hope for the future**? These ideas can represent you, your family and friends, your community or any dreams or ambitions you might have.

[5 minutes]

### 4. TIME TO SHARE!

Use this Experience Canvas and **share your story** with your partner.

Make sure to ask questions when your partner shares their story too!

[5 min per person x2 = 10 min]

1

#### 1. Hotel Nia

- modern interior design elements
- each space has its own unique design
- indoor/outdoor flexibility

#### 2. Bedwell Park

- walking/biking paths
- views of the Bay
- fresh air
- wildlife

#### 3. Vegetable Truck meeting

- each week we walk to the vegetable/grocery truck & meet neighbors.

2

1. School district - need a new one
2. Dumbarton Rail - need rail service to reduce traffic, improve air quality
3. Amenities
  - restaurants
  - grocery store/pharmacy
  - bank
4. Power lines are overhead instead of underground
5. Community gathering place for learning from each other

3

- Fully diverse neighborhood
- everyone is welcome and represented, regardless of age, income, ethnicity, career, etc.
  - A place that celebrates each person's individuality, and various cultures represented in the neighborhood
  - Bike paths around neighborhood

# BELLE HAVEN DESIGN CHALLENGE

## DESIGN LAB EXPERIENCE CANVAS

### 1. START HERE!

Show us your **favorite place** in your neighborhood. Use all of your senses to describe your experience.

Draw, write, and glue any materials to tell your story

[10 minutes]

### 2. NEXT STEP!

Share with us a **challenge** you're facing in your neighborhood. What keeps you up at night?

[5 minutes]

### 3. KEEP GOING!

What is your **hope for the future**? These ideas can represent you, your family and friends, your community or any dreams or ambitions you might have.

[5 minutes]

### 4. TIME TO SHARE!

Use this Experience Canvas and **share your story** with your partner.

Make sure to ask questions when your partner share's their story too!

[5 min per person x2 = 10 min]



# BELLE HAVEN DESIGN CHALLENGE

## DESIGN LAB EXPERIENCE CANVAS

### 1. START HERE!

Show us your **favorite place** in your neighborhood. Use all of your senses to **describe your experience**.

Draw, write, and glue any materials to tell your story  
[10 minutes]

### 2. NEXT STEP!

Share with us a **challenge** you're facing in your neighborhood. What keeps you up at night?

[5 minutes]

### 3. KEEP GOING!

What is your **hope for the future**? These ideas can represent you, your family and friends, your community or any dreams or ambitions you might have.

[5 minutes]

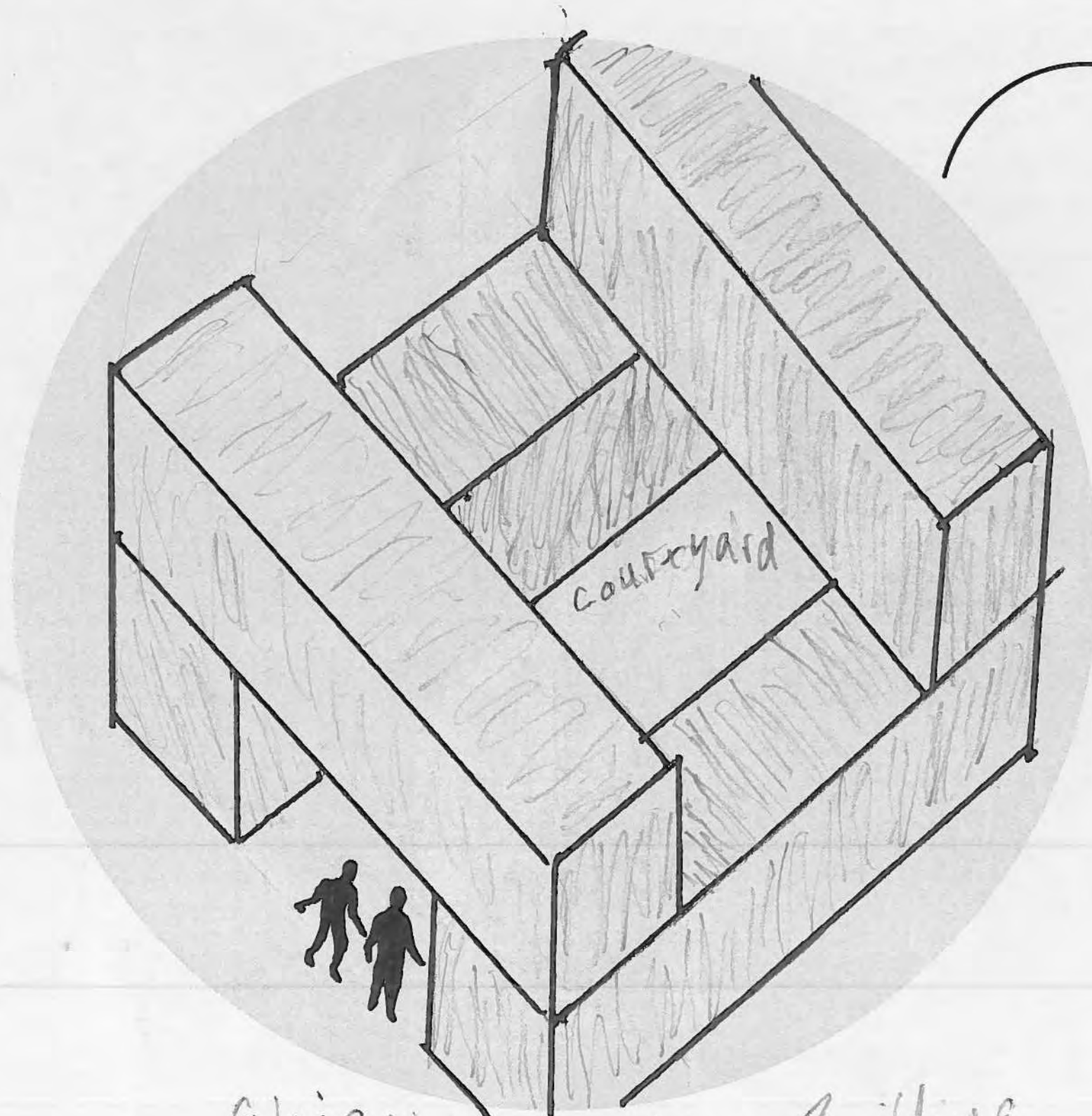
### 4. TIME TO SHARE!

Use this Experience Canvas and **share your story** with your partner.

Make sure to ask questions when your partner share's their story too!

[5 min per person x2 = 10 min]

- owner occupied large cooperatives
- shared resources (community kitchen, tools etc)



shipping container Building

2

Crime of course

3

Plenty of low cost housing with a high percentage of ownership

1. START HERE!

Show us your **favorite place** in your neighborhood. Use all of your senses to **describe your experience**.

Draw, write, and glue any materials to tell your story  
[10 minutes]

2. NEXT STEP!

Share with us a **challenge** you're facing in your neighborhood. What keeps you up at night?

[5 minutes]

3. KEEP GOING!

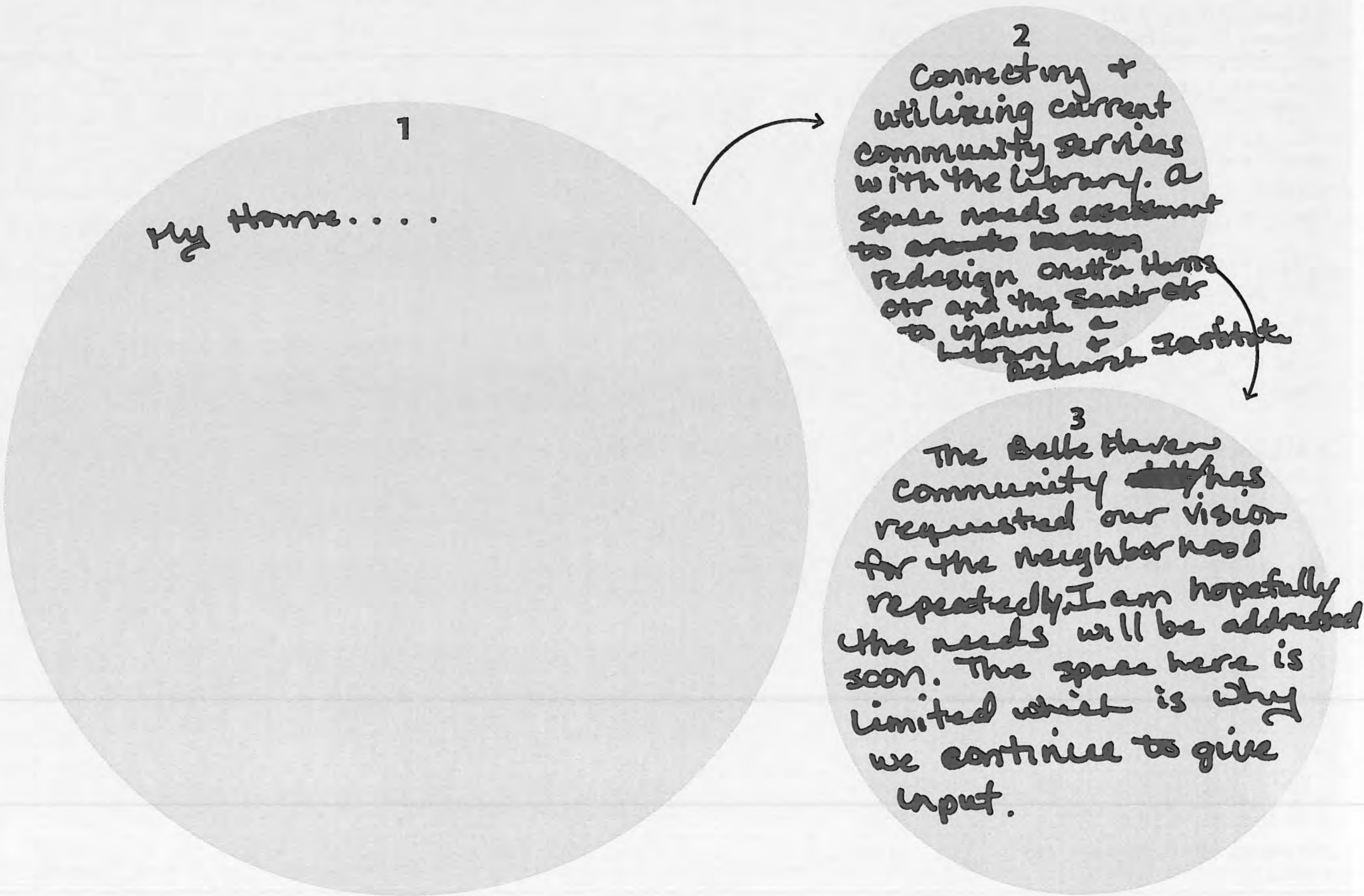
What is your **hope for the future**? These ideas can represent you, your family and friends, your community or any dreams or ambitions you might have.

[5 minutes]

4. TIME TO SHARE!

Use this Experience Canvas and **share your story** with your partner. Make sure to ask questions when your partner share's their story too!

[5 min per person x2 = 10 min]



# BELLE HAVEN DESIGN CHALLENGE

## DESIGN LAB EXPERIENCE CANVAS

### 1. START HERE!

Show us your **favorite place** in your neighborhood. Use all of your senses to **describe your experience**.

Draw, write, and glue any materials to tell your story

[10 minutes]

### 2. NEXT STEP!

Share with us a **challenge** you're facing in your neighborhood. What keeps you up at night?

[5 minutes]

### 3. KEEP GOING!

What is your **hope for the future**? These ideas can represent you, your family and friends, your community or any dreams or ambitions you might have.

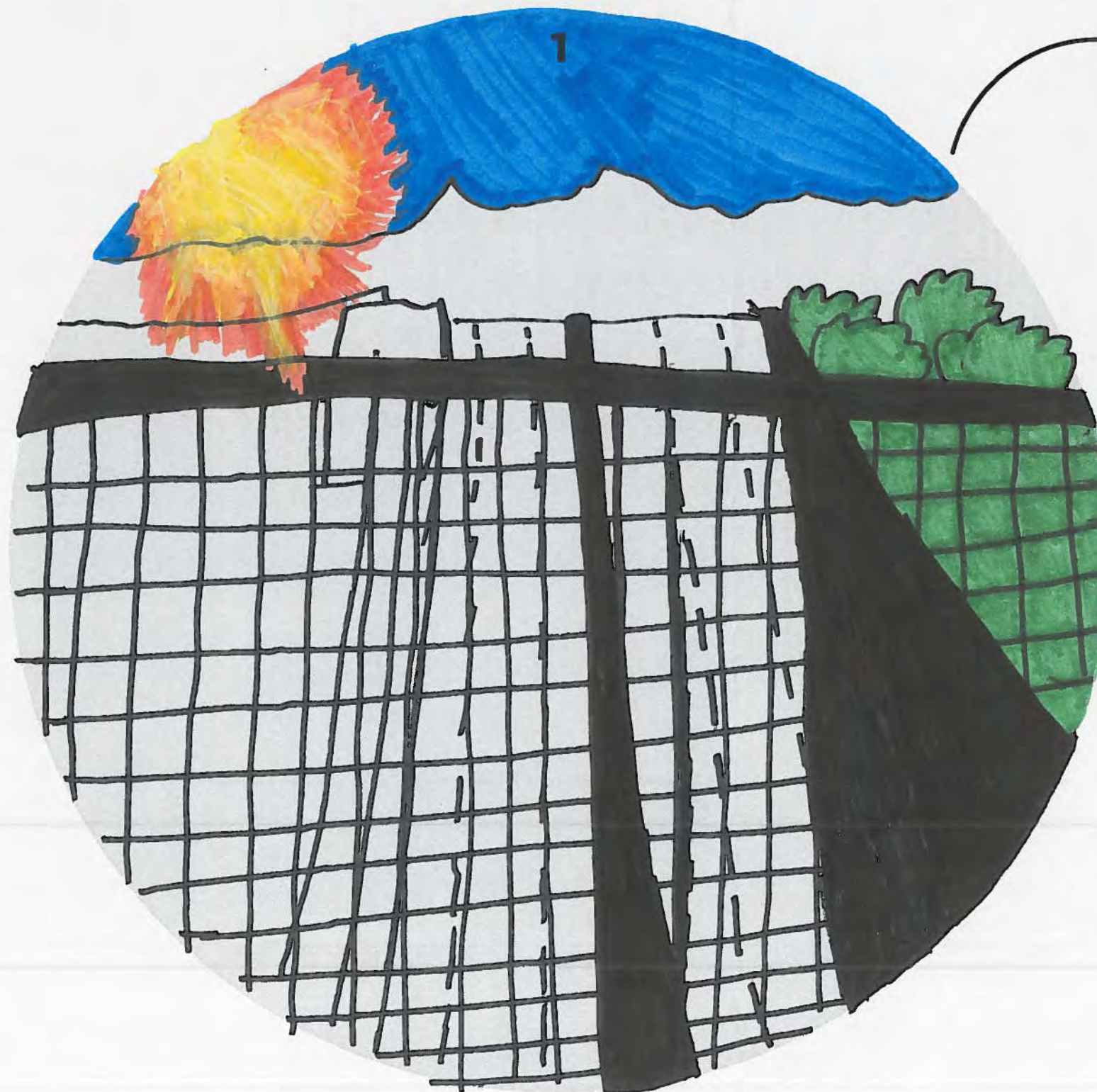
[5 minutes]

### 4. TIME TO SHARE!

Use this Experience Canvas and **share your story** with your partner.

Make sure to ask questions when your partner share's their story too!

[5 min per person x2 = 10 min]



1. START HERE!

Show us your **favorite place** in your neighborhood. Use all of your senses to **describe your experience**.

Draw, write, and glue any materials to tell your story  
[10 minutes]

2. NEXT STEP!

Share with us a **challenge** you're facing in your neighborhood. What keeps you up at night?

[5 minutes]

3. KEEP GOING!

What is your **hope for the future**? These ideas can represent you, your family and friends, your community or any dreams or ambitions you might have.

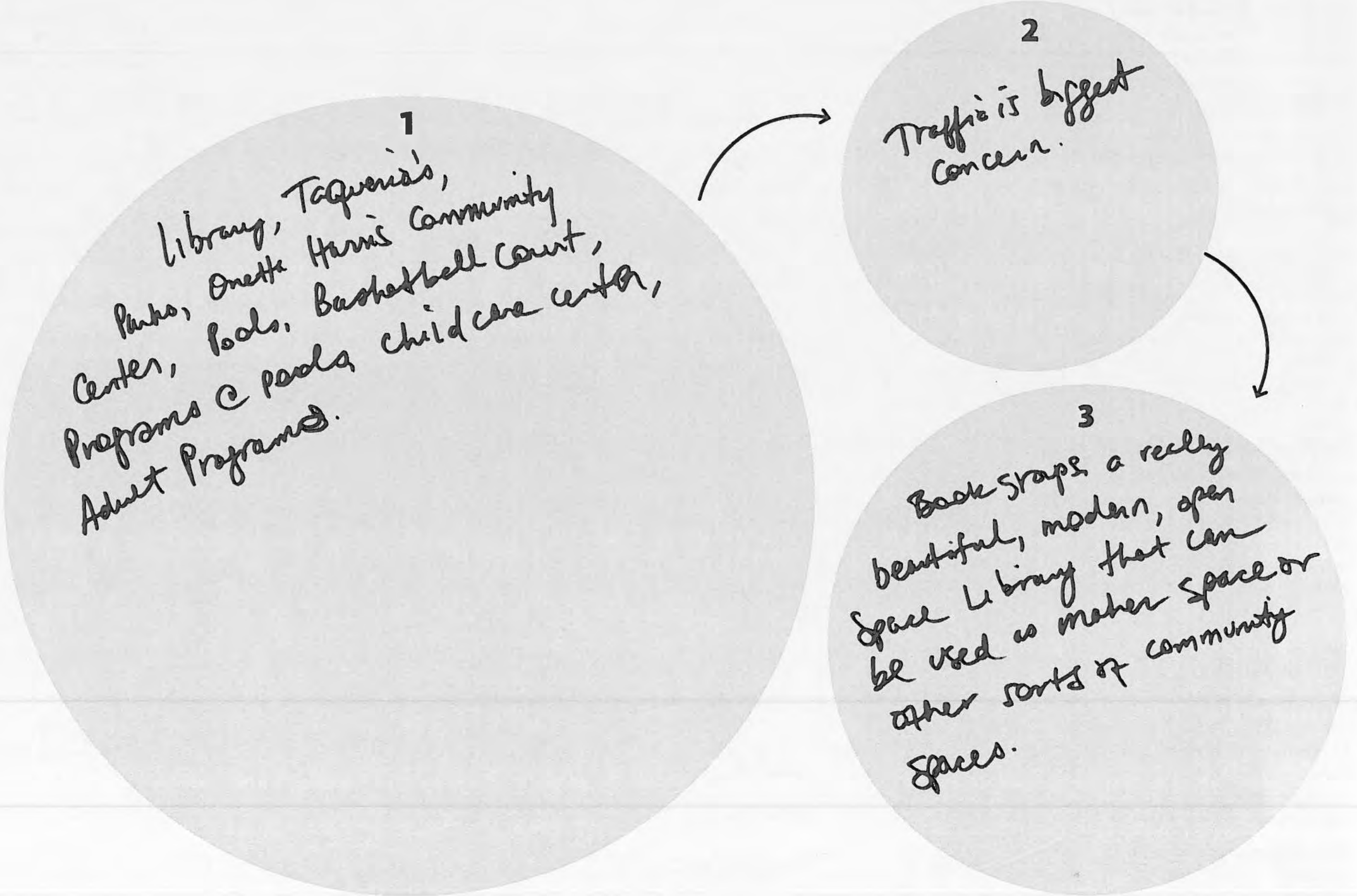
[5 minutes]

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Make sure to ask questions when your partner share's their story too!

[5 min per person x2 = 10 min]



# BELLE HAVEN DESIGN CHALLENGE

## DESIGN LAB EXPERIENCE CANVAS

### 1. START HERE!

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Draw, write, and glue any materials to tell your story

[10 minutes]

### 2. NEXT STEP!

Share with us a **challenge** you're facing in your neighborhood. What keeps you up at night?

[5 minutes]

### 3. KEEP GOING!

What is your **hope for the future**? These ideas can represent you, your family and friends, your community or any dreams or ambitions you might have.

[5 minutes]

### 4. TIME TO SHARE!

Use this Experience Canvas and **share your story** with your partner.

Make sure to ask questions when your partner share's their story too!

[5 min per person x2 = 10 min]



1. START HERE!

Show us your favorite place in your neighborhood. Use all of your senses to describe your experience.

Draw, write, and glue any materials to tell your story  
[10 minutes]

2. NEXT STEP!

Share with us a challenge you're facing in your neighborhood. What keeps you up at night?  
[5 minutes]

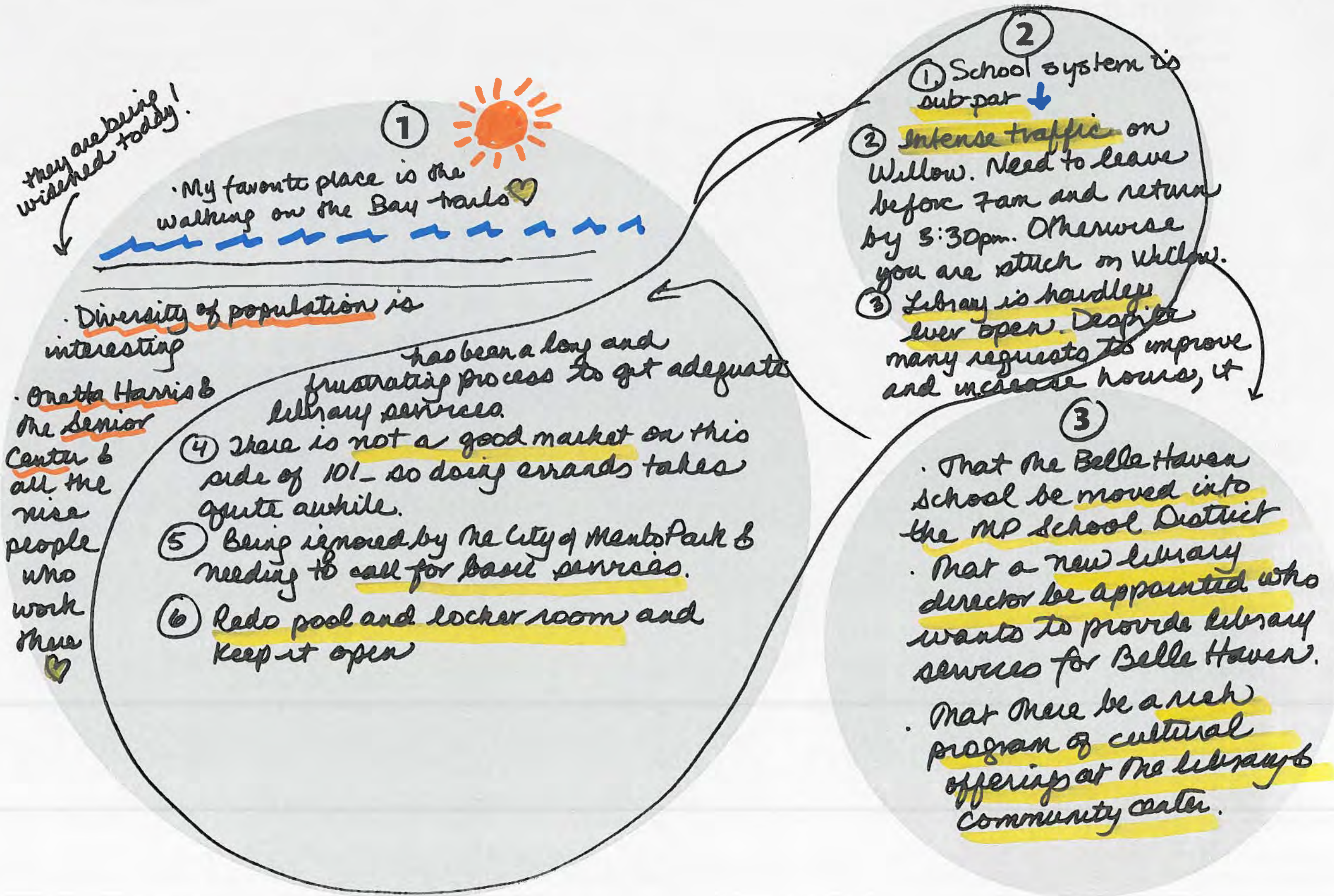
3. KEEP GOING!

What is your hope for the future? These ideas can represent you, your family and friends, your community or any dreams or ambitions you might have.  
[5 minutes]

4. TIME TO SHARE!

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[5 min per person x2 = 10 min]



BELLE HAVEN  
DESIGN CHALLENGE

DESIGN LAB  
EXPERIENCE CANVAS

1. START HERE!

Show us your **favorite place** in your neighborhood. Use all of your senses to **describe your experience**.

Draw, write, and glue any materials to tell your story  
[10 minutes]

2. NEXT STEP!

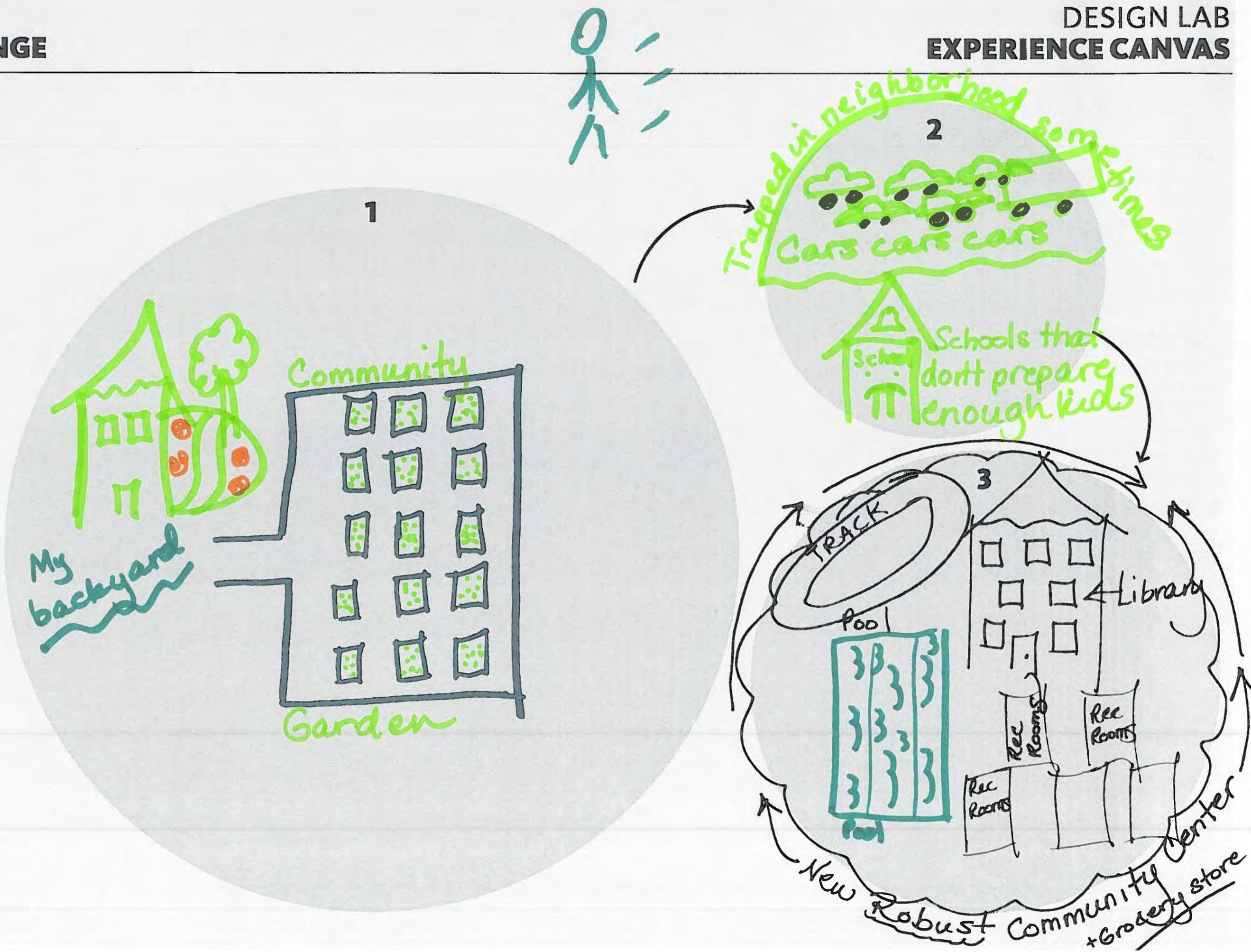
Share with us a **challenge** you're facing in your neighborhood. What keeps you up at night?  
[5 minutes]

3. KEEP GOING!

What is your **hope for the future**? These ideas can represent you, your family and friends, your community or any dreams or ambitions you might have.  
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4. TIME TO SHARE!

Use this Experience Canvas and **share your story** with your partner. Make sure to ask questions when your partner share's their story too!  
[5 min per person x2 = 10 min]



# BELLE HAVEN DESIGN CHALLENGE

## 1. START HERE!

Show us your **favorite place** in your neighborhood. Use all of your senses to **describe your experience**.

Draw, write, and glue any materials to tell your story  
[10 minutes]

## 2. NEXT STEP!

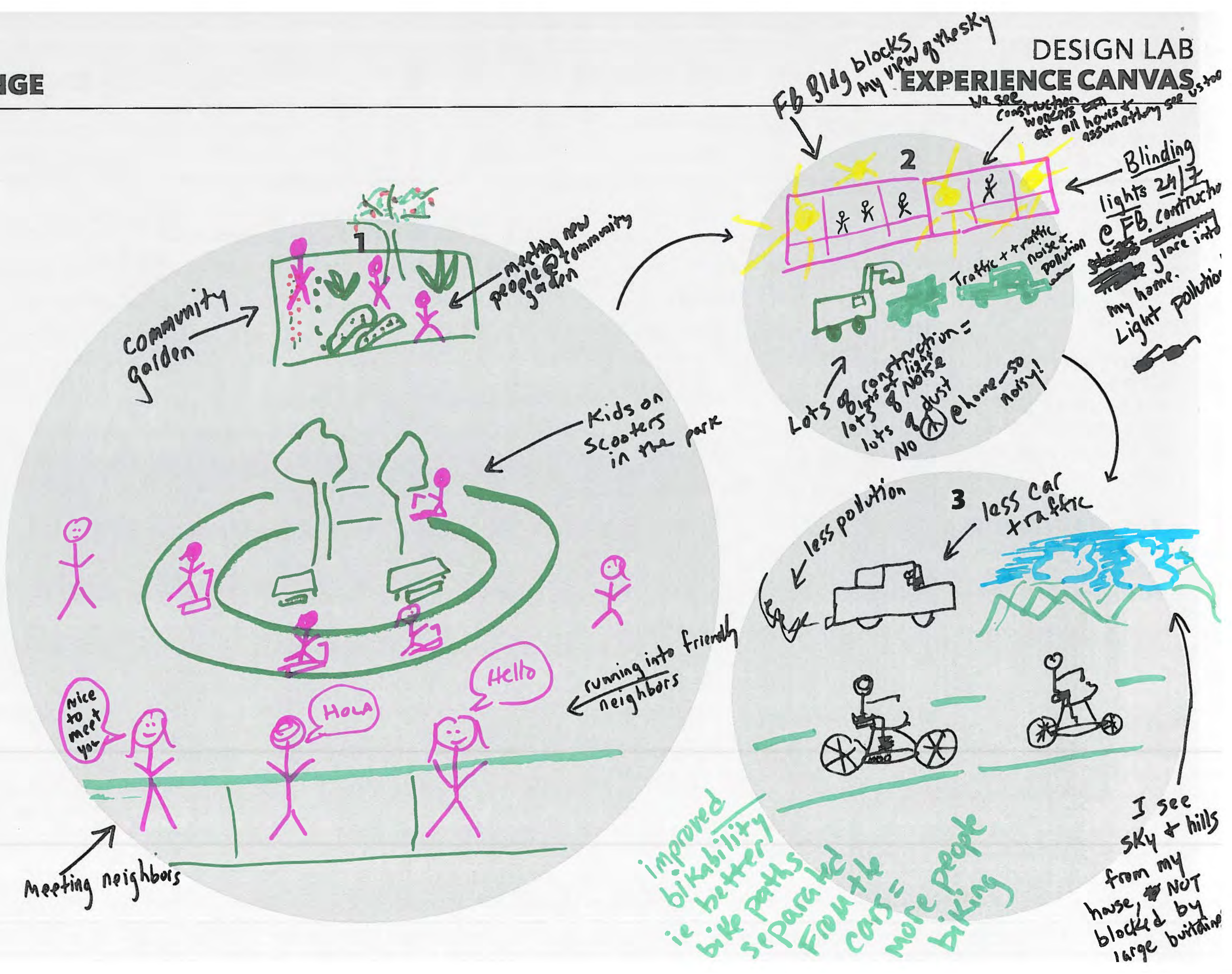
Share with us a **challenge** you're facing in your neighborhood. What keeps you up at night?  
[5 minutes]

## 3. KEEP GOING!

What is your **hope for the future**? These ideas can represent you, your family and friends, your community or any dreams or ambitions you might have.  
[5 minutes]

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[5 min per person x2 = 10 min]



# BELLE HAVEN DESIGN CHALLENGE

## DESIGN LAB EXPERIENCE CANVAS

### 1. START HERE!

Show us your **favorite place** in your neighborhood. Use all of your senses to **describe your experience**.

Draw, write, and glue any materials to tell your story

[10 minutes]

### 2. NEXT STEP!

Share with us a **challenge** you're facing in your neighborhood. What keeps you up at night?

[5 minutes]

### 3. KEEP GOING!

What is your **hope for the future**? These ideas can represent you, your family and friends, your community or any dreams or ambitions you might have.

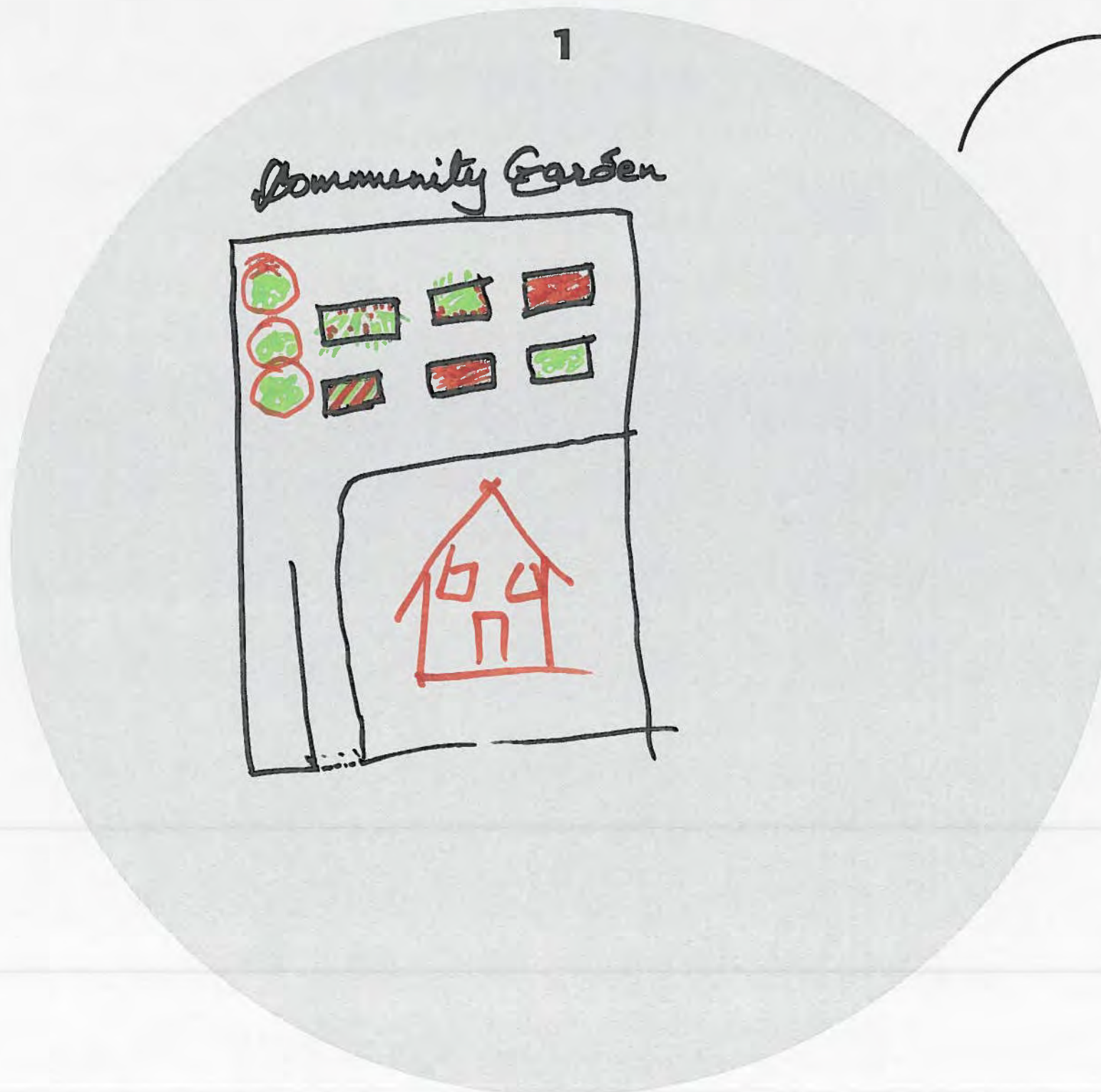
[5 minutes]

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Make sure to ask questions when your partner share's their story too!

[5 min per person x2 = 10 min]



2

Facebook buildout - the scale of the buildout, the traffic through our streets, is very challenging. What's even more worrisome is that FB is planning to grow even more, making life in the neighborhood even more challenging.

3

- \* Add new library
- \* Grocery, Pharmacy & essential services.
- \* Much better commuter traffic options
- \* better <sup>public</sup> schools in the neighborhood

# BELLE HAVEN DESIGN CHALLENGE

## DESIGN LAB EXPERIENCE CANVAS

### 1. START HERE!

Show us your **favorite place** in your neighborhood. Use all of your senses to **describe your experience**.

Draw, write, and glue any materials to tell your story  
[10 minutes]

### 2. NEXT STEP!

Share with us a **challenge** you're facing in your neighborhood. What keeps you up at night?

[5 minutes]

### 3. KEEP GOING!

What is your **hope for the future**? These ideas can represent you, your family and friends, your community or any dreams or ambitions you might have.

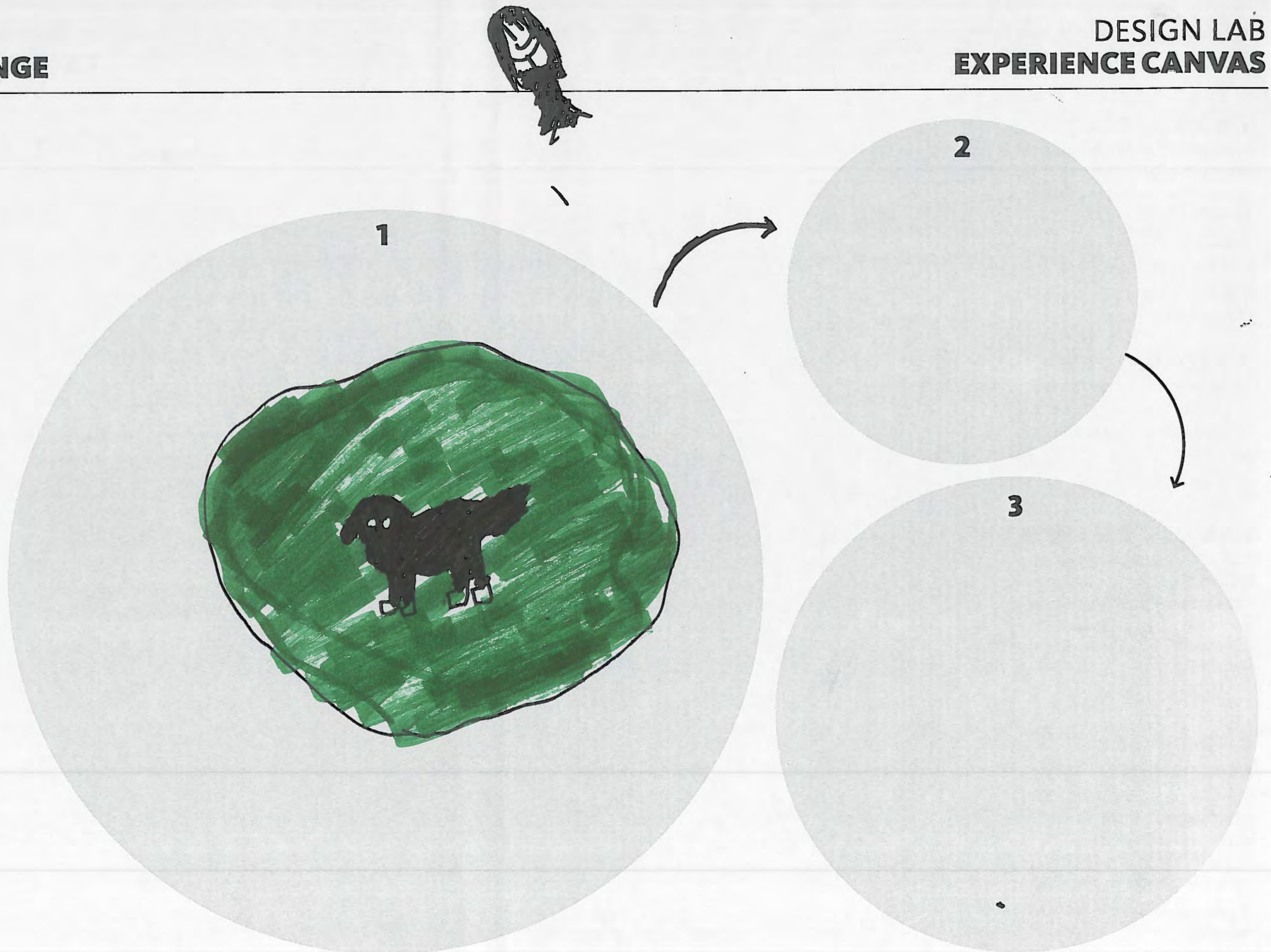
[5 minutes]

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[5 min per person x2 = 10 min]



# BELLE HAVEN DESIGN CHALLENGE

## DESIGN LAB EXPERIENCE CANVAS

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Show us your **favorite place** in your neighborhood. Use all of your senses to **describe your experience**.

Draw, write, and glue any materials to tell your story

[10 minutes]

### 2. NEXT STEP!

Share with us a **challenge** you're facing in your neighborhood. What keeps you up at night?

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What is your **hope for the future**? These ideas can represent you, your family and friends, your community or any dreams or ambitions you might have.

[5 minutes]

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# BELLE HAVEN DESIGN CHALLENGE

# DESIGN LAB EXPERIENCE CANVAS

## 1. START HERE!

Show us your **favorite place** in your neighborhood. Use all of your senses to **describe your experience**.

Draw, write, and glue any materials to tell your story  
[10 minutes]

## 2. NEXT STEP!

Share with us a **challenge** you're facing in your neighborhood. What keeps you up at night?

[5 minutes]

## 3. KEEP GOING!

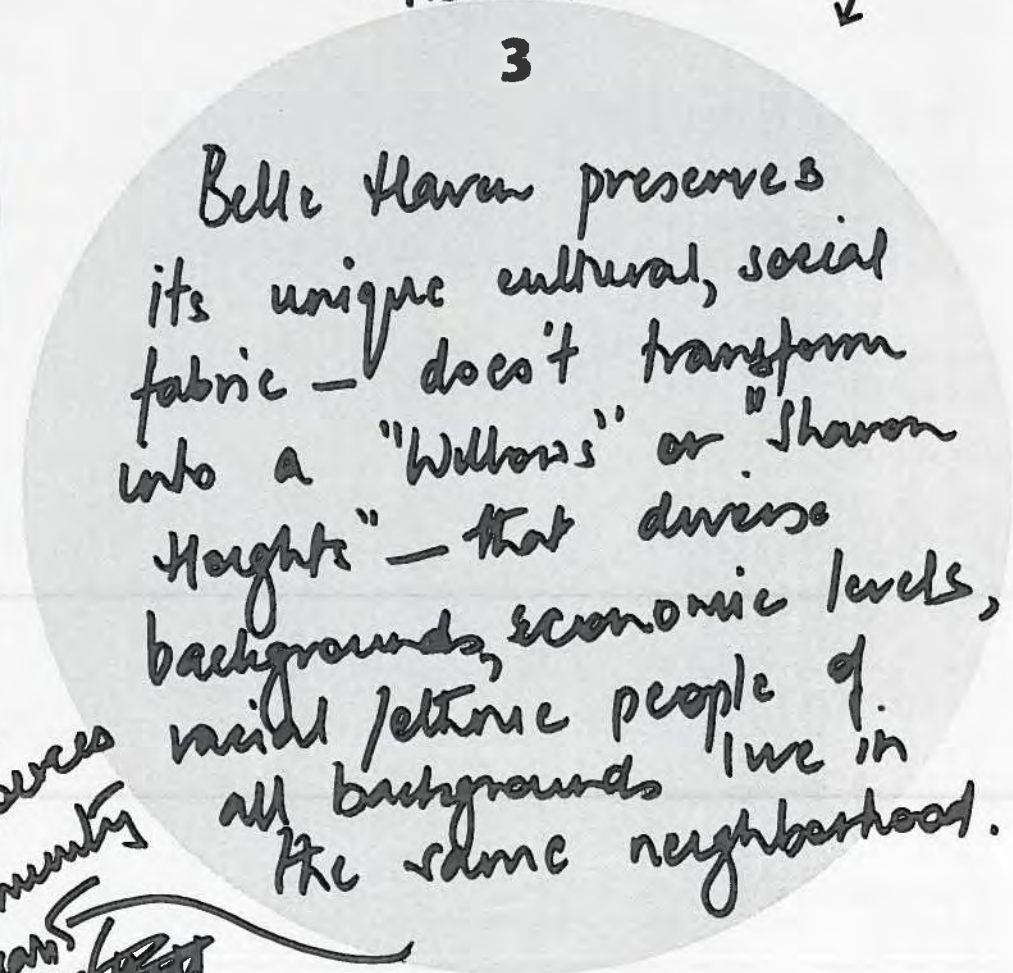
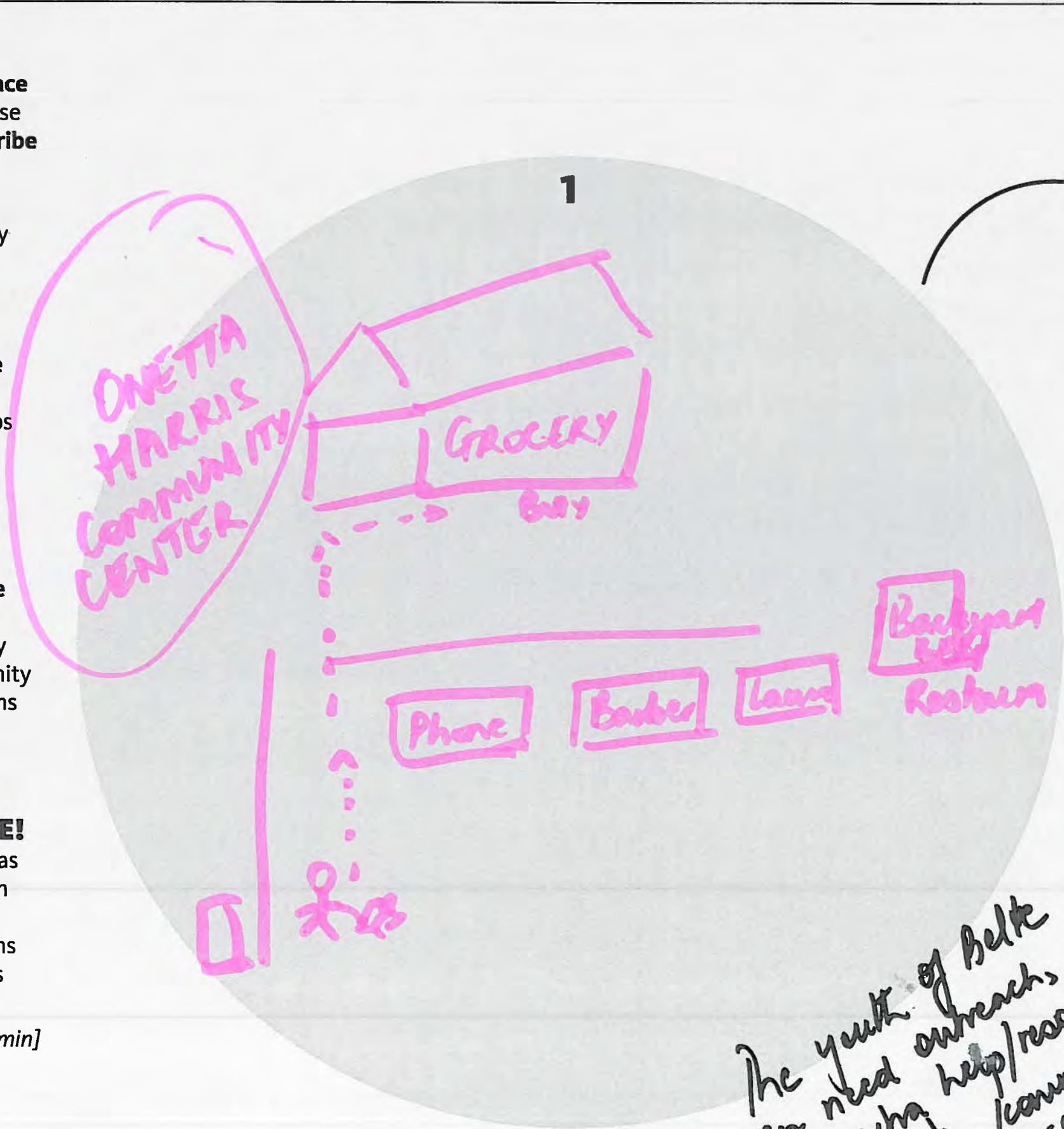
What is your **hope for the future**? These ideas can represent you, your family and friends, your community or any dreams or ambitions you might have.

[5 minutes]

## 4. TIME TO SHARE!

Use this Experience Canvas and **share your story** with your partner. Make sure to ask questions when your partner share's their story too!

[5 min per person x2 = 10 min]



The youth of Belle Haven need outreach and extra help/resources library / community center that offer

### 1. START HERE!

Show us your **favorite place in your neighborhood**. Use all of your senses to **describe your experience**.

Draw, write, and glue any materials to tell your story

[10 minutes]

### 2. NEXT STEP!

Share with us a **challenge** you're facing in your neighborhood. What keeps you up at night?

[5 minutes]

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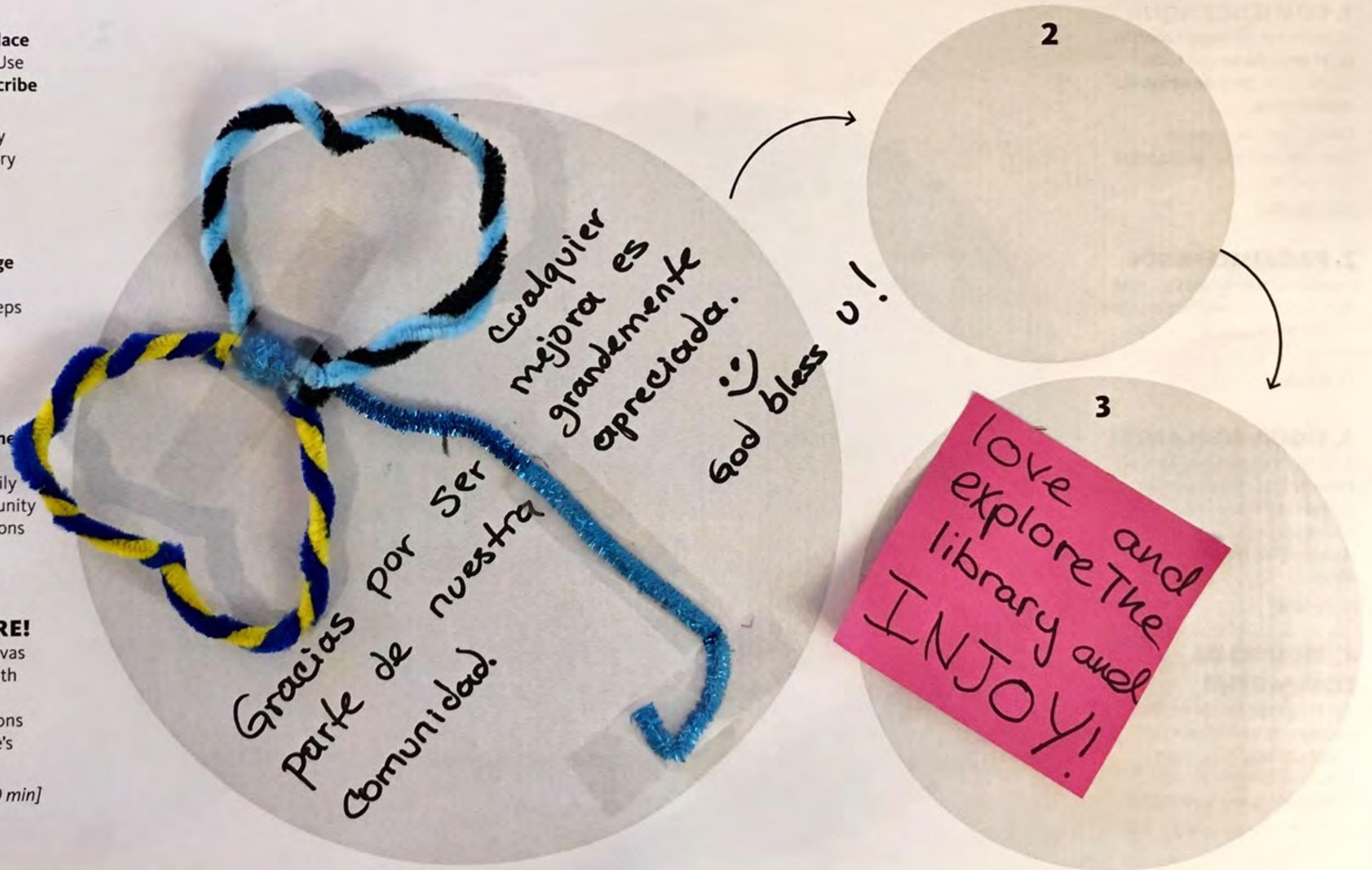
[5 minutes]

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[5 min per person x2 = 10 min]



# 1. START HERE!

Show us your **favorite place in your neighborhood**. Use all of your senses to **describe your experience**.

Draw, write, and glue any materials to tell your story  
[10 minutes]

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Share with us a **challenge** you're facing in your neighborhood. What keeps you up at night?

[5 minutes]

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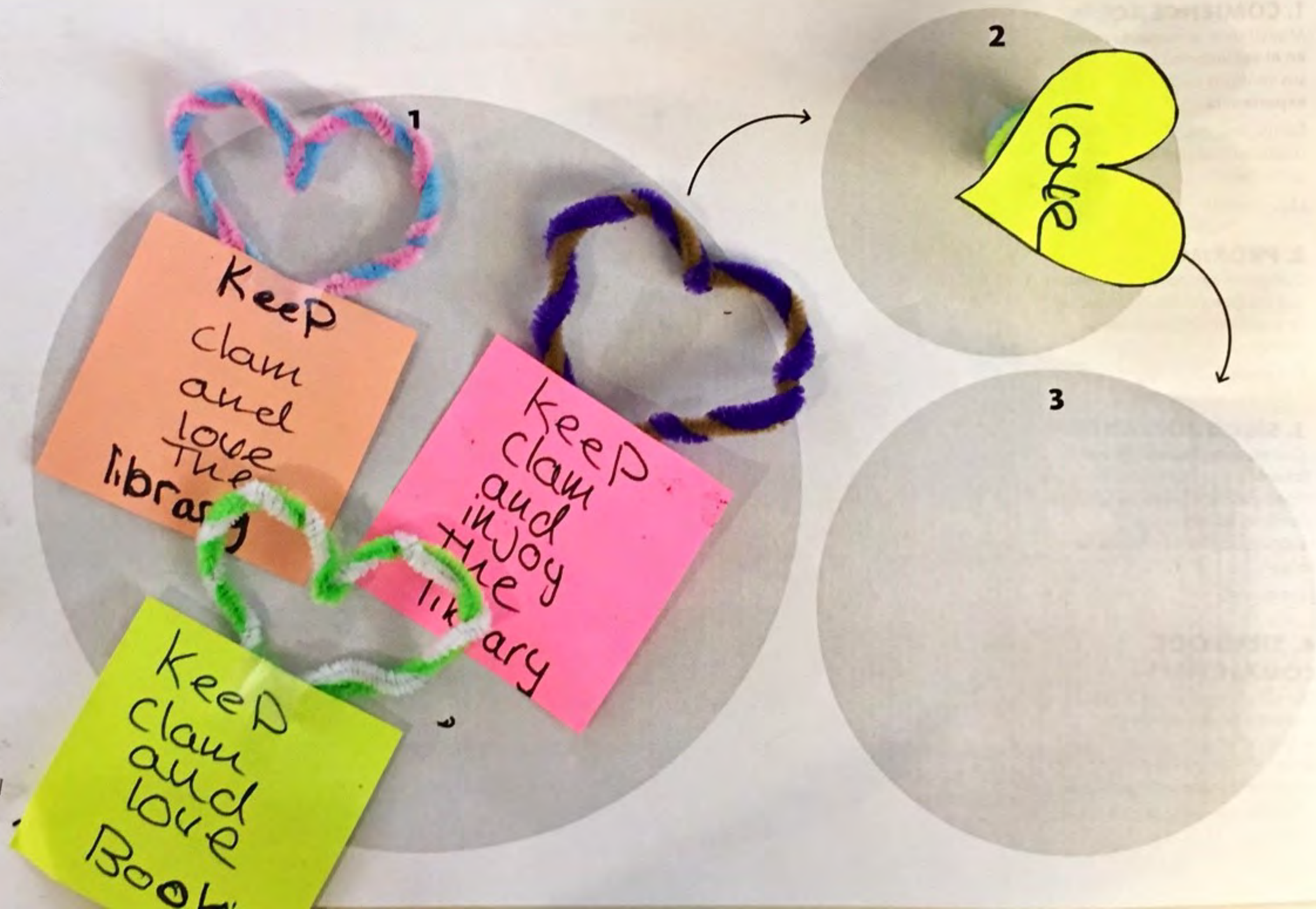
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# BELLE HAVEN DESIGN CHALLENGE

## DESIGN LAB EXPERIENCE CANVAS

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Show us your **favorite place** in your neighborhood. Use all of your senses to **describe your experience**.

Draw, write, and glue any materials to tell your story  
[10 minutes]

### 2. NEXT STEP!

Share with us a **challenge** you're facing in your neighborhood. What keeps you up at night?

[5 minutes]

### 3. KEEP GOING!

What is your **hope for the future**? These ideas can represent you, your family and friends, your community or any dreams or ambitions you might have.

[5 minutes]

### 4. TIME TO SHARE!

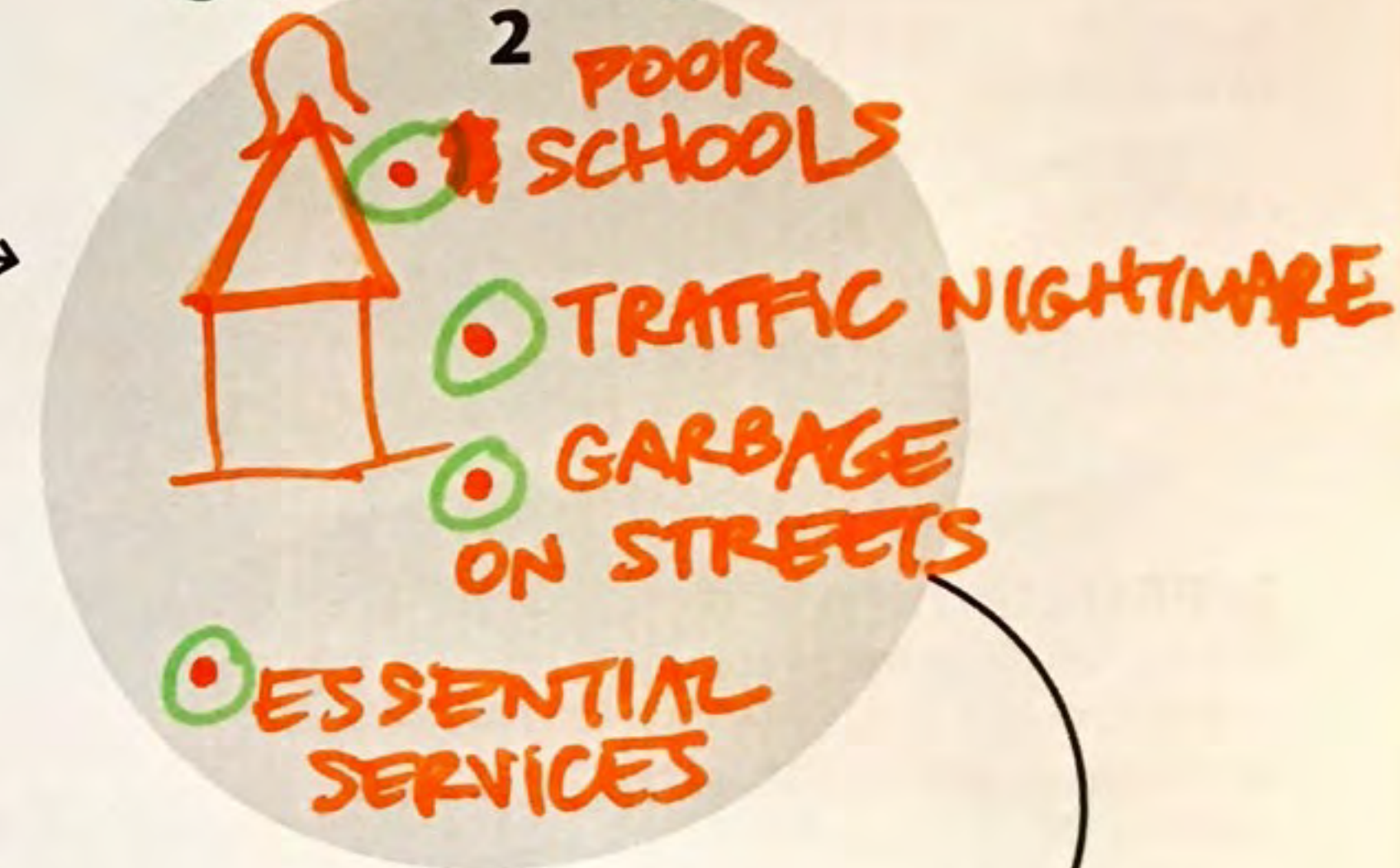
Use this Experience Canvas and **share your story** with your partner.

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[5 min per person x2 = 10 min]



### CHALLENGE



# BELLE HAVEN DESIGN CHALLENGE

## 1. START HERE!

Show us your **favorite place** in your neighborhood. Use all of your senses to **describe your experience**.

Draw, write, and glue any materials to tell your story

[10 minutes]

## 2. NEXT STEP!

Share with us a **challenge** you're facing in your neighborhood. What keeps you up at night?

[5 minutes]

## 3. KEEP GOING!

What is your **hope for the future**? These ideas can represent you, your family and friends, your community or any dreams or ambitions you might have.

[5 minutes]

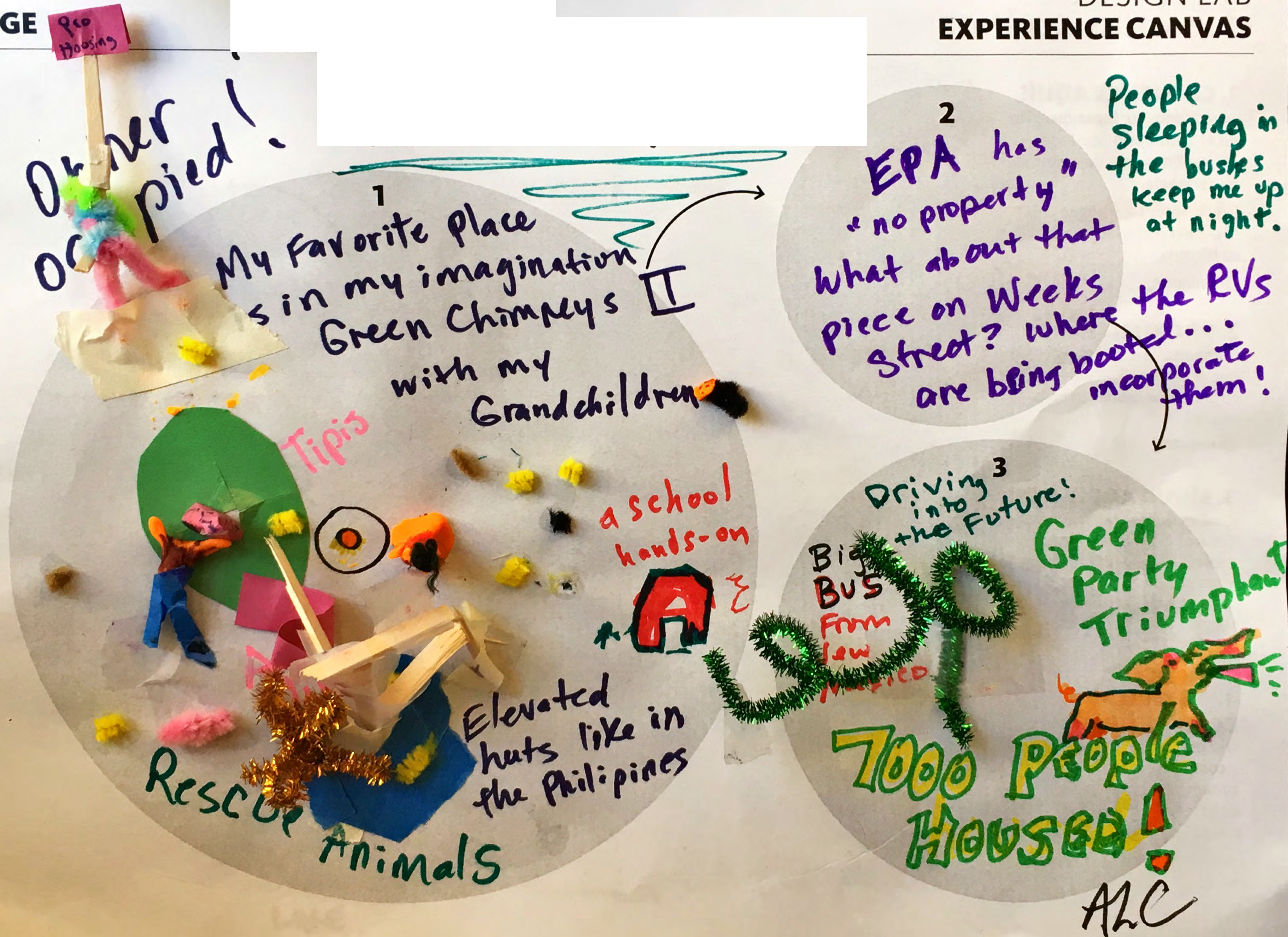
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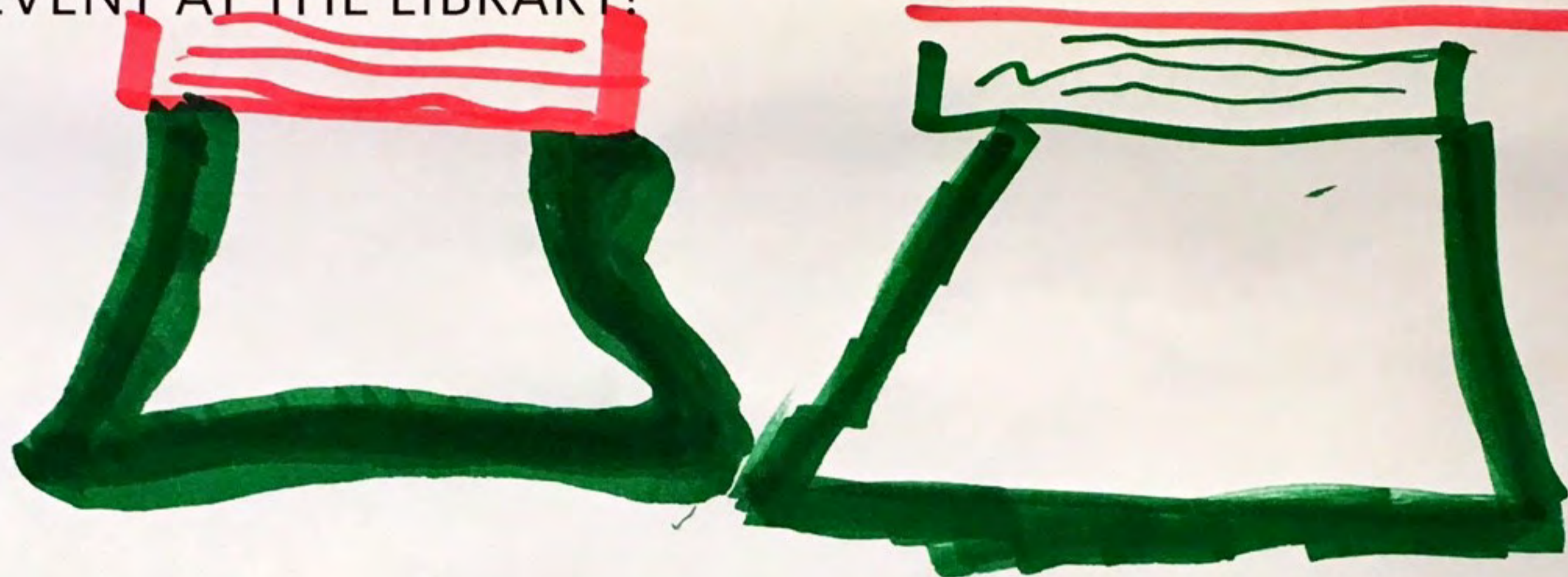
[5 min per person x2 = 10 min]

# DESIGN LAB EXPERIENCE CANVAS



# **YOUNG LEARNER WORKSHEETS**

**DRAW YOUR FAVORITE ACTIVITY  
OR EVENT AT THE LIBRARY!**



Desiree



---

TELL US ABOUT WHAT YOU DREW,  
THEN GIVE IT TO THE LIBRARIAN!

**DRAW YOUR FAVORITE ACTIVITY  
OR EVENT AT THE LIBRARY!**

Desiree



reading books -  
she comes when  
she misses the  
bus so she  
can wait for her  
mom to pick her  
up.

her sister practices  
doing her hair on her



likes to read + learn  
about the weather  
- hurricanes +  
floods especially.

TELL US ABOUT WHAT YOU DO  
THEN GIVE IT TO THE LIBRARY!

# BELLE HAVEN LIBRARY DESIGN CHALLENGE

HOW OLD ARE YOU? 17 + 69

When do you come to the library?

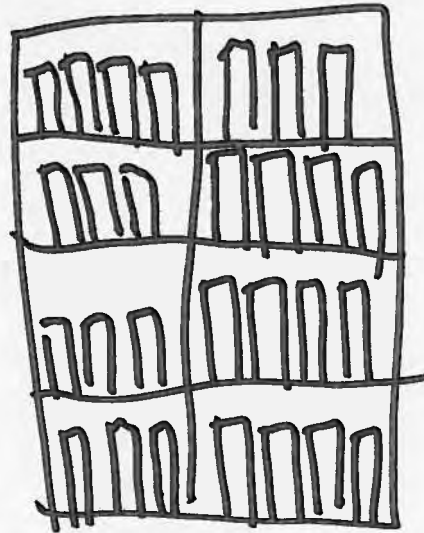
Fill-in each circle that matches

- ☐ Weekdays!      ☐ Every day!  
☒ Weekends!      ☐ Every week!

List the top 3 experiences you have had at any library. Why?

1. I busted my eye  
and came here for help
2. kids went here to  
school
3. Homework  
quiet place

Think far into the future, and draw something that the library should have and describe what it is!



What did you draw? Library

Use your imagination! If the library wasn't a library, what should it be? Why?

a quiet place to think

# BELLE HAVEN LIBRARY DESIGN CHALLENGE

HOW OLD ARE YOU? Nineteen

When do you come to the library?

Fill-in each circle that matches

☒ Weekdays!

☐ Every day!

☒ Weekends!

☒ Every week!

List the top 3 experiences you have had at any library. Why?

1. I helped a child pick up her bike as she dropped it. She was surprised and said thank you. That was an act of kindness.

2. An Hern at the menlo park library rolled her eyes at me while she was doing an assigned task.

3. Witnessed a patron raise her voice at an employee for the library not having her hold ready, the day she requested it.

Think far into the future, and draw something that the library should have and describe what it is!



What did you draw? An LED Belle Haven light sign that'll shine at night to let the community know when it's open and not.

Use your imagination! If the library wasn't a library, what should it be? Why?

A homeless shelter or a non-profit organization that helps with housing, for the community.  
Being that there is a gentrification issue.

# BELLE HAVEN LIBRARY DESIGN CHALLENGE

HOW OLD ARE YOU?

11

When do you come to the library?

Fill-in each circle that matches

☐ Weekdays!

☒ Every day!

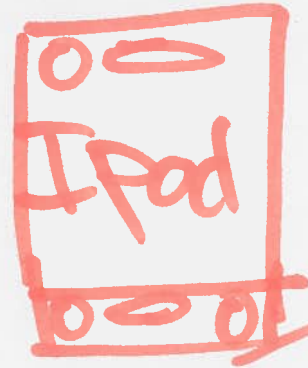
☐ Weekends!

☐ Every week!

List the top 3 experiences you have had at any library. Why?

1. hang out in the quiet room
2. Do Hw
3. Play Computers

Think far into the future, and draw something that the library should have and describe what it is!



What did you draw?

An iPad!

Use your imagination! If the library wasn't a library, what should it be? Why?

It should be a food bar & where you can do ~~work~~ work.

# BELLE HAVEN LIBRARY DESIGN CHALLENGE

HOW OLD ARE YOU? 17 + 69

When do you come to the library?

Fill-in each circle that matches

☐ Weekdays!

☐ Every day!

☒ Weekends!

☐ Every week!

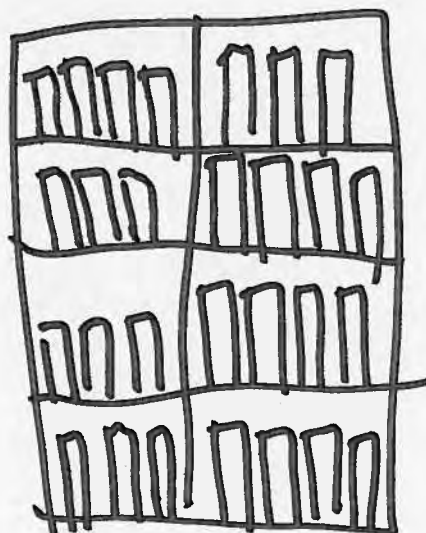
List the top 3 experiences you have had at any library. Why?

1. I busted my eye  
and came here for help

2. Kids went here to  
school

3. Home work  
quiet place

Think far into the future, and draw something that the library should have and describe what it is!



What did you draw? Library

Use your imagination! If the library wasn't a library, what should it be? Why?

a quiet place to think

# BELLE HAVEN LIBRARY DESIGN CHALLENGE

HOW OLD ARE YOU? 12

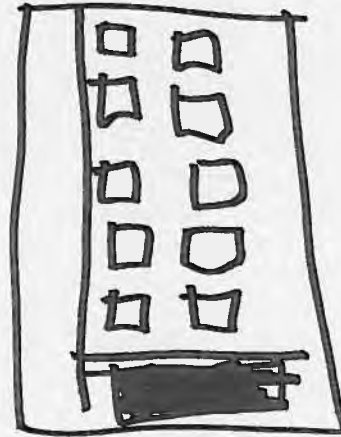
When do you come to the library?  
Fill-in each circle that matches

- ☐ Weekdays!      ☒ Every day!  
☐ Weekends!      ☐ Every week!

List the top 3 experiences you have had at any library. Why?

1. Have conversations  
CUZ people like  
to talk
2. Eat  
to eat  
Food
3. Homework  
to get good  
grades

Think far into the future, and draw something that the library should have and describe what it is!



What did you draw? a vending machine

Use your imagination! If the library wasn't a library, what should it be? Why?

a kid club to get  
drunk

# BELLE HAVEN LIBRARY DESIGN CHALLENGE

4/6-BH

HOW OLD ARE YOU? 13

When do you come to the library?

Fill-in each circle that matches

- ☐ Weekdays!      ☐ Every day!  
☐ Weekends!      ☒ Every week!

List the top 3 experiences you have had at any library. Why?

1. I come as a Class.
2. I do my community hours.
3. I do my Home work.

Think far into the future, and draw something that the library should have and describe what it is!



What did you draw? Free wifi

Use your imagination! If the library wasn't a library, what should it be? Why?

Another Office.  
"It's better than a library"

# BELLE HAVEN LIBRARY DESIGN CHALLENGE

4/6 -BH

HOW OLD ARE YOU? 13

When do you come to the library?

Fill-in each circle that matches

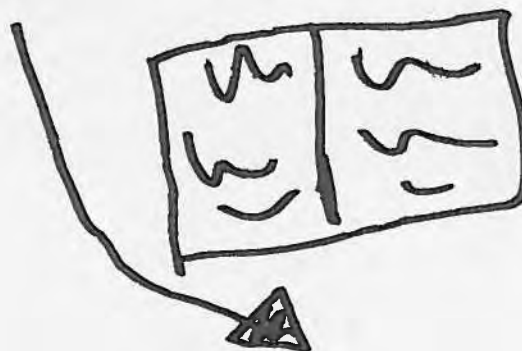
- ☒ Weekdays!    ☐ Every day!  
☐ Weekends!    ☐ Every week!

List the top 3 experiences you have had at any library. Why?

1. I come as a class
2. to pick up books
3. use the computers.

Think far into the future, and draw something that the library should have and describe what it is!

More interesting  
books



What did you draw? \_\_\_\_\_

Use your imagination! If the library wasn't a library, what should it be? Why?

Another office

# BELLE HAVEN LIBRARY DESIGN CHALLENGE

HOW OLD ARE YOU? 11 yrs old

When do you come to the library?

Fill-in each circle that matches

- ☒ Weekdays!    ☐ Every day!  
☐ Weekends!    ☐ Every week!

List the top 3 experiences you have had at any library. Why?

1.

2.

3.

Think far into the future, and draw something that the library should have and describe what it is!



What did you draw? How to  
More BAKER Sweet Books

Use your imagination! If the library wasn't a library, what should it be? Why?

an inside playground & don't  
need it, prefer a library NO,  
a COOKING ROOM for beginners  
on cooking/baking

4/6/18

# BELLE HAVEN LIBRARY DESIGN CHALLENGE

Brianna

4/6 BH

HOW OLD ARE YOU? I am 9 years old

When do you come to the library?

Fill-in each circle that matches

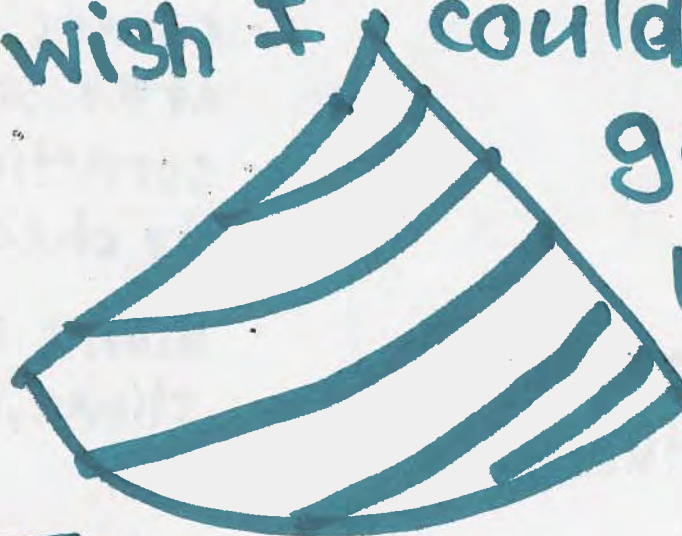
- ☐ Weekdays!    ☐ Every day!  
☐ Weekends!    ☒ Every week!

List the top 3 experiences you have had at any library. Why?

1. Planing on computer
2. hughing that Natalie felt
3. coloring unicorns

Think far into the future, and draw something that the library should have and describe what it is!

I wish I could play games like hble in 323K



What did you draw? \_\_\_\_\_

Use your imagination! If the library wasn't a library, what should it be? Why?

it sould be ~~a library~~  
Peneryg Soup/Bread

4/6/18

# BELLE HAVEN LIBRARY DESIGN CHALLENGE

Natalie

4/6 PM

HOW OLD ARE YOU?

I am 9 years old

When do you come to the library?

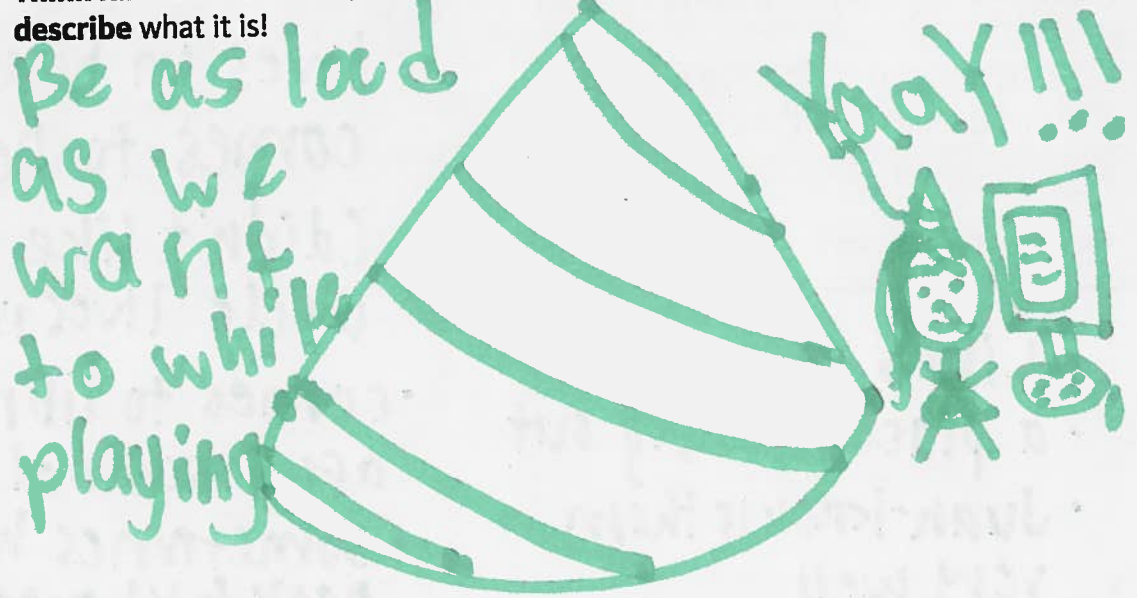
Fill-in each circle that matches

- ☐ Weekdays! ☐ Every day!  
☐ Weekends! ☒ Every week!

List the top 3 experiences you have had at any library. Why?

1. Fun at the computer
2. Laughing that I tell
3. Having Fun coloring pages

Think far into the future, and draw something that the library should have and describe what it is!



What did you draw?

Use your imagination! If the library wasn't a library, what should it be? Why?

I think it would be a  
squishy & slime factory  
to make squishies & slime!

4/6/18

4/6 BH

# BELLE HAVEN LIBRARY DESIGN CHALLENGE

 HOW OLD ARE YOU? 18

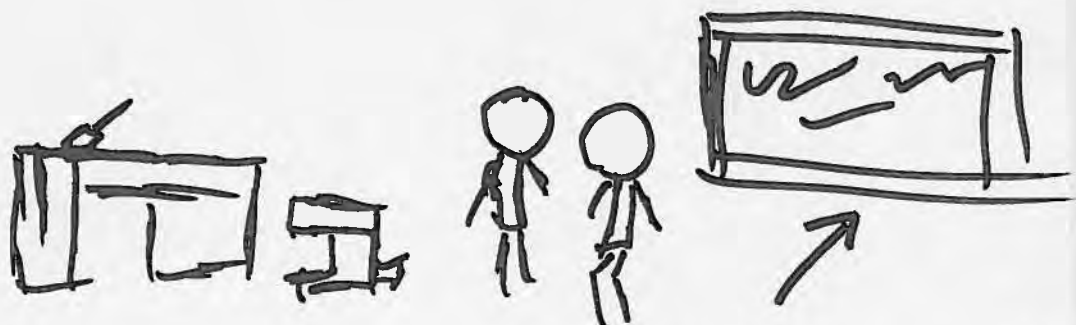
When do you come to the library?  
Fill-in each circle that matches

- ☐ Weekdays!    ☐ Every day!  
☐ Weekends!    ☒ Every week!

List the top 3 experiences you have had at any library. Why?

1. The comic con
2. Anime?
3. lots of comic books

Think far into the future, and draw something that the library should have and describe what it is!



to Definitely a white board  
What did you draw? An Art work ~~sp~~ shop To

Use your imagination! If the library wasn't a library, what should it be? Why?

An Activity center or a for random  
awesome art studio Idea's or  
questions

like "where do you wanna go"

4/6/18

## BELLE HAVEN LIBRARY DESIGN CHALLENGE

2 boys from EPA 416 BH

HOW OLD ARE YOU? 10-12 years old

When do you come to the library?

Fill-in each circle that matches

☐ Weekdays!

☐ Every day!

☐ Weekends!

☐ Every week!

occasionally

List the top 3 experiences you have had at any library. Why?

1. comes to library to plays video games & hang out w/ friends
2. bikes around the neighborhood (from EPA - can leave bikes in Menlo Park)
- 3.

Think far into the future, and draw something that the library should have and describe what it is!

- only comes to Menlo Park sometimes to play games b/c they like to bike around and you can't leave your bike outside EPA library
- 2 are playing with another 2 people around them (group of 4) chitchatting while playing

What did you draw? \_\_\_\_\_

Use your imagination! If the library wasn't a library, what should it be? Why?

4/6/18 @ 4pm

4/6 BH

## BELLE HAVEN LIBRARY DESIGN CHALLENGE

HOW OLD ARE YOU? 3rd grade @ B4  
2 boys

When do you come to the library?

Fill-in each circle that matches

- M, W, Th, F after school
- ☒ Weekdays! ☐ Every day!  
☐ Weekends! ☐ Every week!

List the top 3 experiences you have had at any library. Why?

1. play  
roblox (video game)  
pokemon simulator  
shooting games
2. homework +  
reading for school
- 3.

Think far into the future, and draw something that the library should have and describe what it is!

- make paper airplanes  
eat food (donuts) (tacos)  
(drew on poster)
- comes after school mainly to  
play video games, sometimes  
reads for books
- would like food in the neighborhood

What did you draw? \_\_\_\_\_

Use your imagination! If the library wasn't a library, what should it be? Why?

donut shop (free)  
tacos (free)

# BELLE HAVEN LIBRARY DESIGN CHALLENGE

HOW OLD ARE YOU? 11

When do you come to the library?  
Fill-in each circle that matches

- ☐ Weekdays!    ☒ Every day!  
☐ Weekends!    ☐ Every week!

List the top 3 experiences you have had at any library. Why?

1. **Forthite in the cumputer.**
2. **BOOKS and READING**
- 3.

**Think far into the future, and draw something that the library should have and describe what it is!**

What did you draw? \_\_\_\_\_

**Use your imagination! If the library wasn't a library, what should it be? Why?**

# BELLE HAVEN LIBRARY DESIGN CHALLENGE

HOW OLD ARE YOU? 8

When do you come to the library?  
Fill-in each circle that matches

- ☐ Weekdays!    ☒ Every day!  
☐ Weekends!    ☐ Every week!

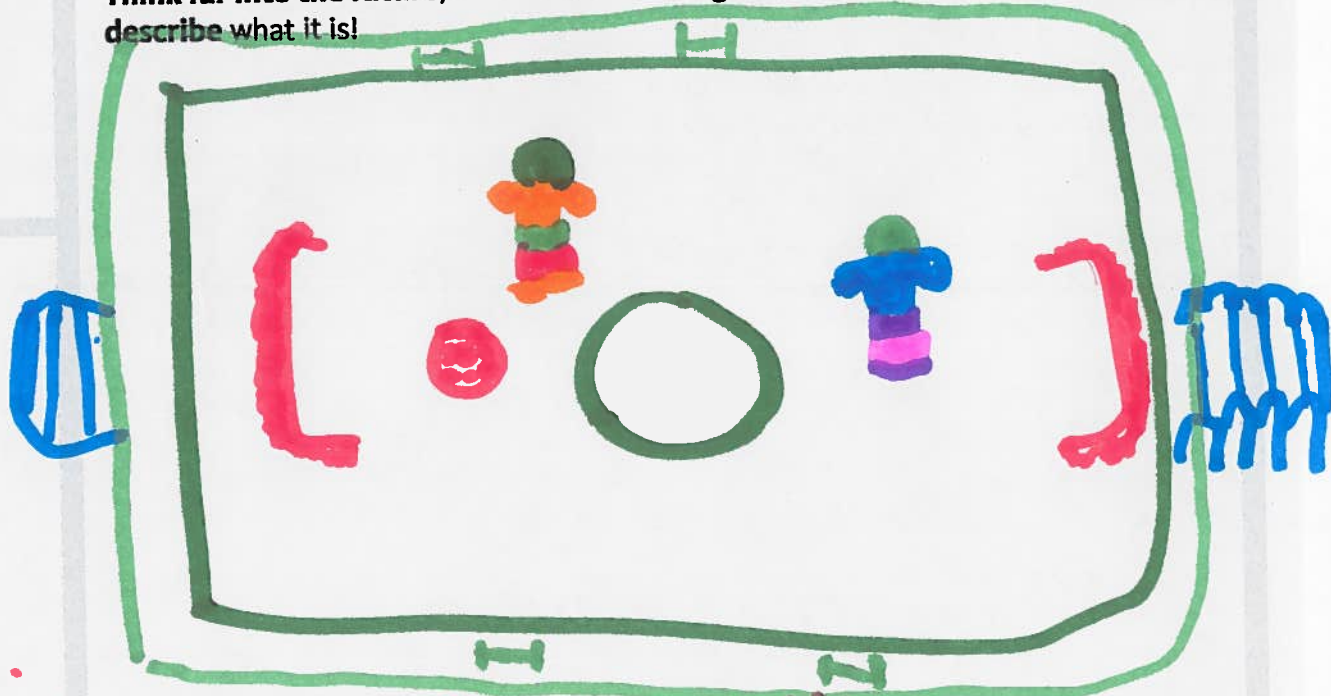
List the top 3 experiences you have had at any library. Why?

1. Computers

2. Read books/comics

3. homework

Think far into the future, and draw something that the library should have and describe what it is!



What did you draw? Soccer field

Use your imagination! If the library wasn't a library, what should it be? Why?

If the library was not  
then the library should be a  
teachers lounge

# BELLE HAVEN LIBRARY DESIGN CHALLENGE

HOW OLD ARE YOU? 13 13

When do you come to the library?  
*Fill-in each circle that matches*

- ☐ Weekdays!    ☒ Every day!  
☐ Weekends!    ☐ Every week!

List the top 3 experiences you have had at any library. Why?

1. Have conversations

2. Home work

3. Hang out

**Think far into the future, and draw** something that the library should have and **describe** what it is!

What did you draw? \_\_\_\_\_

**Use your imagination! If the library wasn't a library, what should it be? Why?**

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# BELLE HAVEN LIBRARY DESIGN CHALLENGE

HOW OLD ARE YOU? \_\_\_\_\_

7

When do you come to the library?  
Fill-in each circle that matches

- ☐ Weekdays!      ☒ Every day!  
☐ Weekends!      ☐ Every week!

List the top 3 experiences you have had at any library. Why?

1. computer
2. play in the park  
ride my bike
- 3.

Think far into the future, and draw something that the library should have and describe what it is!



What did you draw?

Skateboard park

Use your imagination! If the library wasn't a library, what should it be? Why?

Airport w/ spaceships

**DRAW YOUR FAVORITE ACTIVITY  
OR EVENT AT THE LIBRARY!**

Reading



TELL US ABOUT WHAT YOU DREW,  
THEN GIVE IT TO THE LIBRARIAN!

# BELLE HAVEN LIBRARY DESIGN CHALLENGE

HOW OLD ARE YOU? \_\_\_\_\_

134

When do you come to the library?

Fill-in each circle that matches

- ☒ Weekdays!    ☐ Every day!  
☒ Weekends!    ☐ Every week!

List the top 3 experiences you have had at any library. Why?

1. Use Computer to  
Play games

2.

3.

**Think far into the future, and draw** something that the library should have and **describe** what it is!

TV

What did you draw? \_\_\_\_\_

**Use your imagination! If the library wasn't a library, what should it be? Why?**

Storage room

# BELLE HAVEN LIBRARY DESIGN CHALLENGE

HOW OLD ARE YOU? \_\_\_\_\_

13

When do you come to the library?

Fill-in each circle that matches

- ☐ Weekdays!      ☐ Every day!  
☒ Weekends!      ☐ Every week!

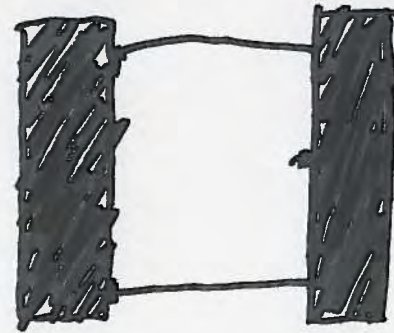
List the top 3 experiences you have had at any library. Why?

1. Computers

2. Work

3.

Think far into the future, and draw something that the library should have and describe what it is!



What did you draw? A personal space

Use your imagination! If the library wasn't a library, what should it be? Why?

A taco stand

# BELLE HAVEN LIBRARY DESIGN CHALLENGE

HOW OLD ARE YOU?

14

When do you come to the library?

Fill-in each circle that matches

- ☒ Weekdays!    ☐ Every day!  
☐ Weekends!    ☐ Every week!

List the top 3 experiences you have had at any library. Why?

1. Read

2. Harry Potter

3. Percy Jackson

Think far into the future, and draw something that the library should have and describe what it is!



What did you draw?

Dog shows

Use your imagination! If the library wasn't a library, what should it be? Why?

- A Day Care
- A Park
- Water Park

# BELLE HAVEN LIBRARY DESIGN CHALLENGE

HOW OLD ARE YOU? 13

When do you come to the library?

Fill-in each circle that matches

- ☐ Weekdays!    ☐ Every day!  
☐ Weekends!    ☒ Every week!

List the top 3 experiences you have had at any library. Why?

1. read

2. Dork Diaries

3. Scary Books

**Think far into the future, and draw something that the library should have and describe what it is!**



What did you draw? Pool

**Use your imagination! If the library wasn't a library, what should it be? Why?**

in Door pool

# BELLE HAVEN LIBRARY DESIGN CHALLENGE

Matteo

¿CUÁNTOS AÑOS TIENES? \_\_\_\_\_



¿Cuándo viene a la biblioteca?

Marque las opciones que correspondan.

- ☐ Entre Semana!    ☐ Todos los días!  
☐ Fines de Semana!    ☐ Cada semana!

Escriba las tres mejores experiencias que ha tenido en una biblioteca. ¿Por qué?

1.

2.

3.

Piense en el futuro...Dibuje algo que la biblioteca debe tener. ¡Describe qué es!

¿Qué dibujó? \_\_\_\_\_

¡Use su imaginación! Si la biblioteca no fuera una biblioteca, ¿qué debería ser?  
¿Por qué?

# BELLE HAVEN LIBRARY DESIGN CHALLENGE

HOW OLD ARE YOU? \_\_\_\_\_

10

When do you come to the library?

Fill-in each circle that matches

☒ Weekdays!

☐ Every day!

☐ Weekends!

☐ Every week!

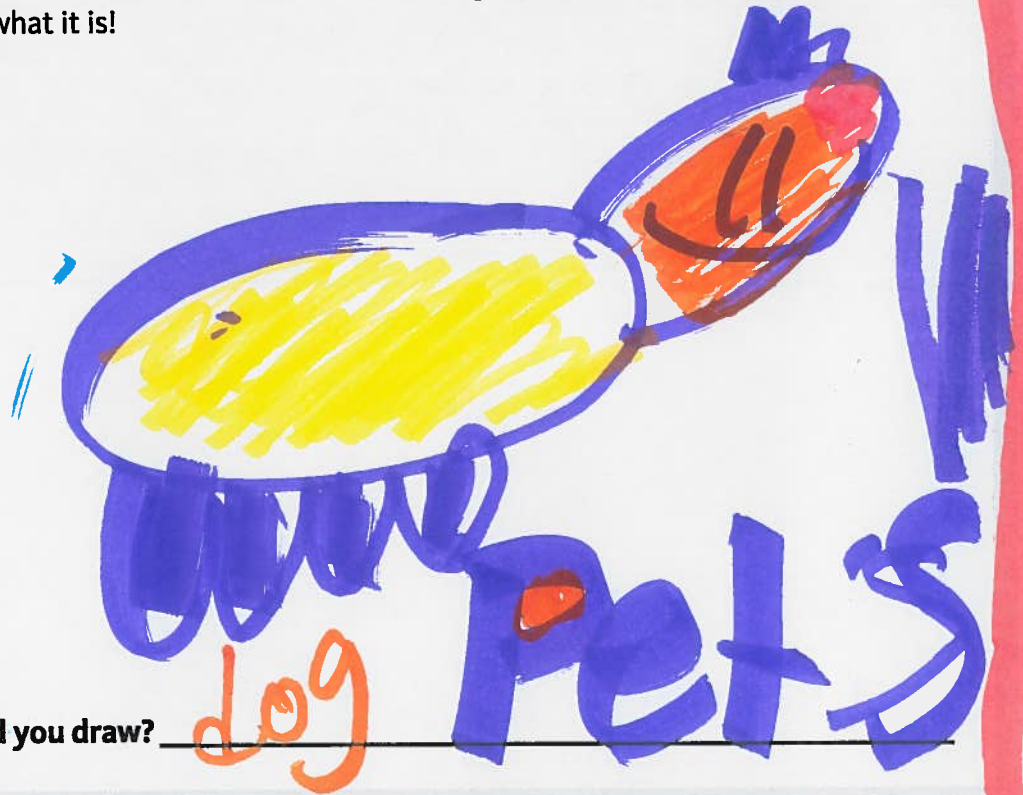
List the top 3 experiences you have had at any library. Why?

1. Real Play

2. Roblox

3. Minecraft

Think far into the future, and draw something that the library should have and describe what it is!



What did you draw? \_\_\_\_\_

Use your imagination! If the library wasn't a library, what should it be? Why?

It should be an Indoor Pool.

# BELLE HAVEN LIBRARY DESIGN CHALLENGE

¿CUÁNTOS AÑOS TIENES? 34 años

¿Cuándo viene a la biblioteca?  
Marque las opciones que correspondan.

- ☒ Entre Semana!    ☐ Todos los días!  
☐ Fines de Semana!    ☐ Cada semana!

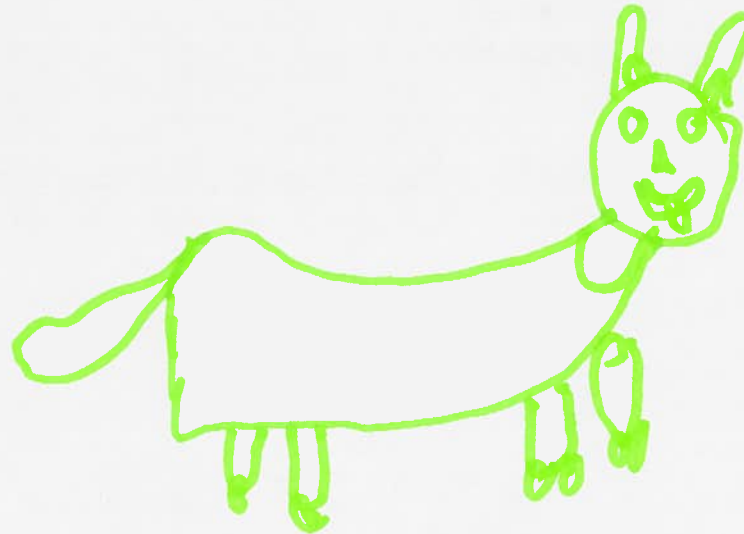
Escriba las tres mejores experiencias que ha  
tenido en una biblioteca. ¿Por qué?

1. traer a mis hijos  
a ser su tarea

2. Usan los libros

3.

Piense en el futuro...Dibuje algo que la biblioteca debe tener. ¡Describe qué es!



¿Qué dibujó? Perros son buenos

¡Use su imaginación! Si la biblioteca no fuera una biblioteca, ¿qué debería ser?  
¿Por qué?

Gym for kids

# BELLE HAVEN LIBRARY DESIGN CHALLENGE

¿CUÁNTOS AÑOS TIENES? 7 Karla

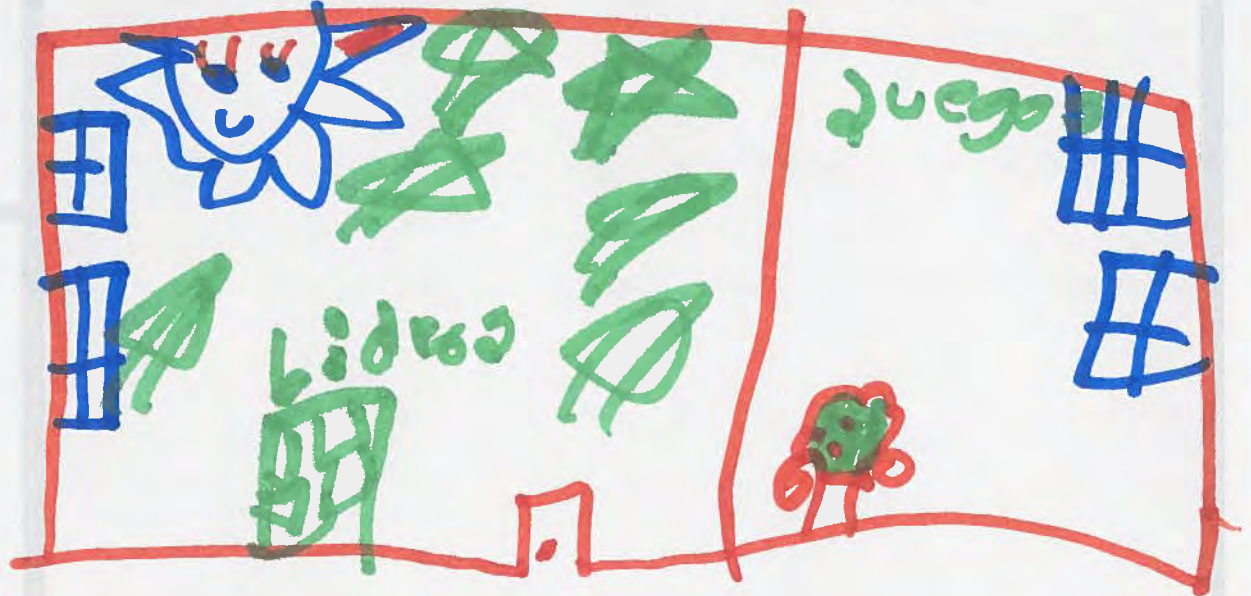
¿Cuándo viene a la biblioteca?  
Marque las opciones que correspondan.

- ☒ Entre Semana!    ☐ Todos los días!  
☐ Fines de Semana!    ☐ Cada semana!

Escriba las tres mejores experiencias que ha  
tenido en una biblioteca. ¿Por qué?

1. Me gusta  
Leer
2. Mis mejores  
libros
3. Mis mejores  
libros son la  
Bella y Bistia

Piense en el futuro...Dibuje algo que la biblioteca debe tener. ¡Describe qué es!



¿Qué dibujó? cuarto de Leer

¡Use su imaginación! Si la biblioteca no fuera una biblioteca, ¿qué debería ser?  
¿Por qué?

un parque mas grande.


# BELLE HAVEN LIBRARY DESIGN CHALLENGE

HOW OLD ARE YOU? 8 Nelly

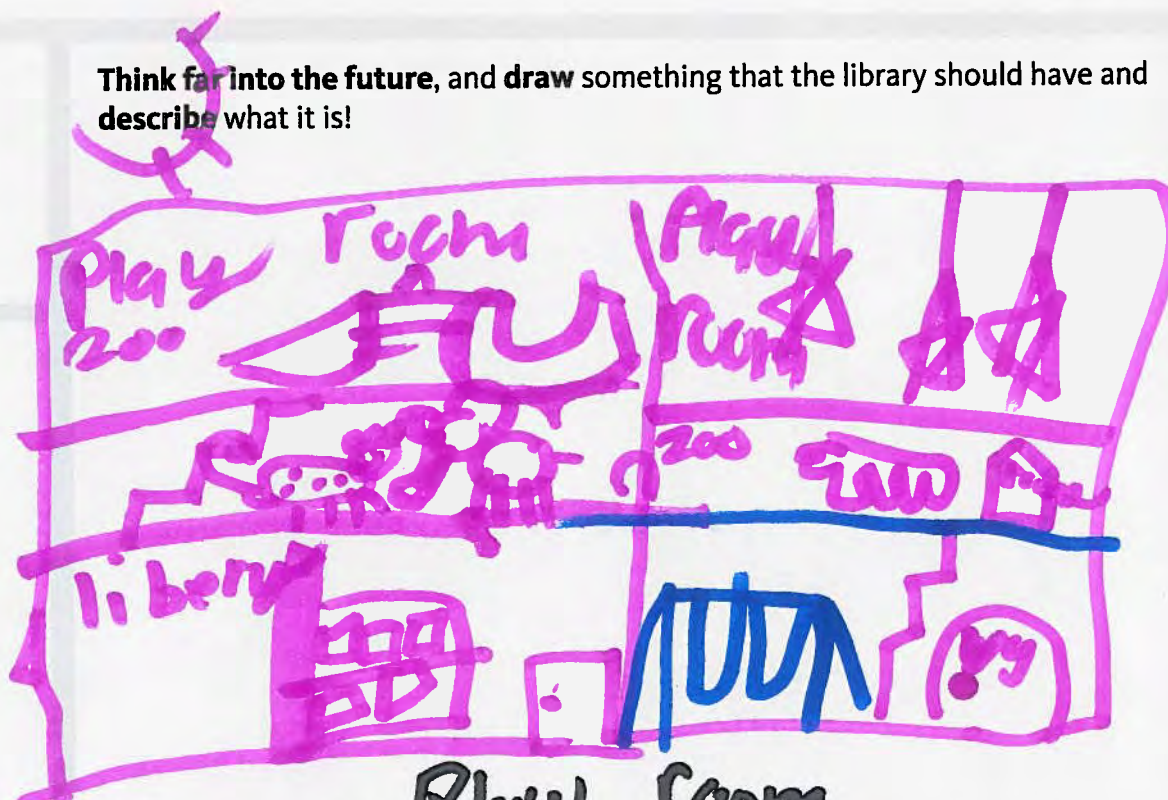
When do you come to the library?  
Fill-in each circle that matches

- ☐ Weekdays!    ☐ Every day!  
☒ Weekends!    ☐ Every week!

List the top 3 experiences you have had at any library. Why?

1. ther silent
2. has lots of books
3. toys! 

Think far into the future, and draw something that the library should have and describe what it is!



What did you draw? Play room

Use your imagination! If the library wasn't a library, what should it be? Why?

chucka ches

# BELLE HAVEN LIBRARY DESIGN CHALLENGE

HOW OLD ARE YOU? I'm 10

When do you come to the library?  
Fill-in each circle that matches

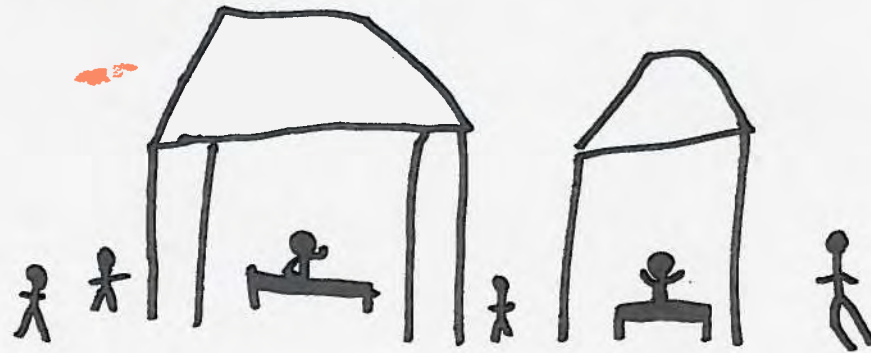
- ☐ Weekdays!    ☐ Every day!  
☒ Weekends!    ☐ Every week!

List the top 3 experiences you have had at any library. Why?

1. Computers
2. activities
3. books

Think far into the future, and draw something that the library should have and describe what it is!

activities outside



What did you draw? \_\_\_\_\_

Use your imagination! If the library wasn't a library, what should it be? Why?

Multi Purpose room.

\_\_\_\_\_

\_\_\_\_\_

4/7

# BELLE HAVEN LIBRARY DESIGN CHALLENGE

HOW OLD ARE YOU? 10

When do you come to the library?

Fill-in each circle that matches

☐ Weekdays!

☒ Every day!

☐ Weekends!

☐ Every week!

List the top 3 experiences you have had at any library. Why?

1. computer

2. Play in the Park

3. Ride Bike out-  
Side

Think far into the future, and draw something that the library should have and describe what it is!



What did you draw?

Tree house

Use your imagination! If the library wasn't a library, what should it be? Why?

I tree house Because  
People can study up  
ther and relax.

# BELLE HAVEN LIBRARY DESIGN CHALLENGE

HOW OLD ARE YOU? \_\_\_\_\_

14

When do you come to the library?

Fill-in each circle that matches

- ☒ Weekdays!      ☐ Every day!  
☒ Weekends!      ☐ Every week!

List the top 3 experiences you have had at any library. Why?

1. Play Roblox

2. talk with friends

3. read anime

Think far into the future, and draw something that the library should have and describe what it is!



What did you draw? a computer playing fortnite

Use your imagination! If the library wasn't a library, what should it be? Why?

a teen spot to talk with friends  
and play games and just have fun  
in total

# BELLE HAVEN LIBRARY DESIGN CHALLENGE

HOW OLD ARE YOU? \_\_\_\_\_

14

When do you come to the library?

Fill-in each circle that matches

- ☐ Weekdays!      ☐ Every day!  
☒ Weekends!      ☐ Every week!

List the top 3 experiences you have had at any library. Why?

1. Use Computers to play
2. Reading Manga.
3. Do work

**Think far into the future, and draw something that the library should have and describe what it is!**



What did you draw? \_\_\_\_\_

Massage chairs

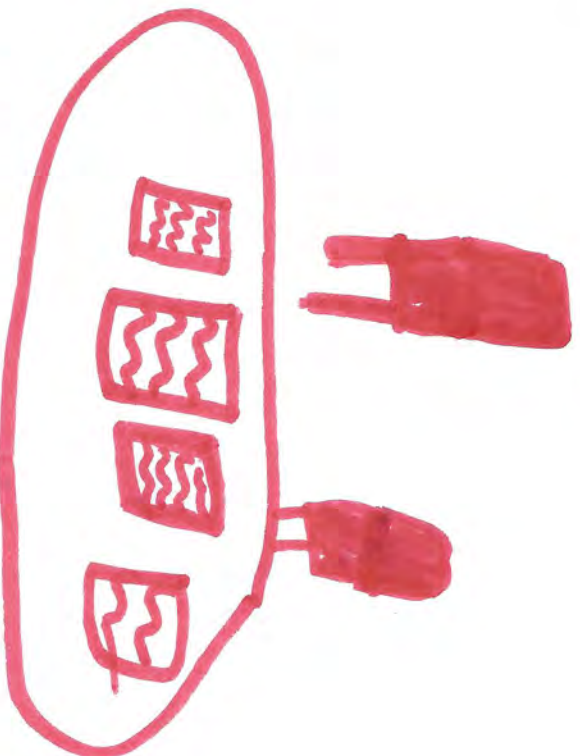
**Use your imagination! If the library wasn't a library, what should it be? Why?**

If the library ~~wasn't~~ wasn't a library it should be Six Flags.

HOW OLD ARE YOU?

6

far into the future, and draw something that the library should have and be what it is!



did you draw?

More Sitting  
areas.

ur imagination! If the library wasn't a library, what should it be? Why?

Gymnas + iCs  
19&€.

# BELLE HAVEN LIBRARY DESIGN CHALLENGE

HOW OLD ARE YOU? \_\_\_\_\_

11

When do you come to the library?

Fill-in each circle that matches

- ☐ Weekdays!      ☐ Every day!  
☒ Weekends!      ☐ Every week!

List the top 3 experiences you have had at any library. Why?

1. reading because it's good to read!

2. Mom needs to get some books.

3. get good movies to watch at our house.

Think far into the future, and draw something that the library should have and describe what it is!



What did you draw?

More searching  
Computers/looking for books  
Computers

Use your imagination! If the library wasn't a library, what should it be? Why?

A Dance Studio!

# BELLE HAVEN LIBRARY DESIGN CHALLENGE

HOW OLD ARE YOU?

10

When do you come to the library?

Fill-in each circle that matches

- ☒ Weekdays!      ☐ Every day!  
☐ Weekends!      ☐ Every week!

List the top 3 experiences you have had at any library. Why?

1. Animal Shows

2. Shows

3. Computers

Think far into the future, and draw something that the library should have and describe what it is!

A Petting Zoo Should be in a library because it would be fun for other kids

What did you draw?

A Petting Zoo

Use your imagination! If the library wasn't a library, what should it be? Why?

A Place where kids can learn and play games that help you learn

# BELLE HAVEN LIBRARY DESIGN CHALLENGE

HOW OLD ARE YOU?

10

When do you come to the library?

Fill-in each circle that matches

- ☒ Weekdays!      ☐ Every day!  
☐ Weekends!      ☐ Every week!

List the top 3 experiences you have had at any library. Why?

1.

2.

3.

**Think far into the future**, and **draw** something that the library should have and **describe** what it is!

What did you draw?

Home work rooms

Use your imagination! If the library wasn't a library, what should it be? Why?

The library should be  
a work place and an  
game room for kids.

# BELLE HAVEN LIBRARY DESIGN CHALLENGE

HOW OLD ARE YOU? too old

When do you come to the library?

Fill-in each circle that matches

- ☒ Weekdays!    ☐ Every day!  
☐ Weekends!    ☐ Every week!

List the top 3 experiences you have had at any library. Why?

1. access to unlimited knowledge
2. friendly staff
3. it's a safe place.

**Think far into the future, and draw** something that the library should have and **describe** what it is!

What did you draw? plaza outside / front of library

Use your imagination! If the library wasn't a library, what should it be? Why?

Gathering place for community  
more people in plaza means more in library.  
this space should go back to school if not public library

# **INSTALLATION AND COMMENT BOX RESPONSES**

# BELLE HAVEN DESIGN CHALLENGE

APRIL 2018

This activity is part of the Belle Haven Neighborhood Library Needs Assessment.  
For more information, please visit: <http://bit.ly/mybellehavenlibrary>

## Fill in the blanks!

The Belle Haven neighborhood needs...

¡Complete el espacio en blanco!

El vecindario de Belle Haven necesita...

The Belle Haven neighborhood needs...  
An art studio.

The Belle Haven neighborhood needs... to have more in class

The Belle Haven neighborhood needs... a grocery store and a bank of electric bikes to check out. we hope that and a bike path to RWC.

El vecindario de Belle Haven necesita...

El vecindario de Belle Haven necesita...  
A BIKE PATH TO REDWOOD CITY

El vecindario de Belle Haven necesita... have

The Belle Haven neighborhood needs... a dog park. yes!

El vecindario de Belle Haven necesita... viewing area for people to watch films together!

The Belle Haven neighborhood needs... A good climbing tree in the Hamilton Park that have good thick branches for sitting on & lots of leaves for hiding in.

The Belle Haven neighborhood needs... More stuff for kids

El vecindario de Belle Haven necesita...  
I have a whole bunch of books in storage, some quite old, on all sorts of subjects I'd be willing to share if there was a space for that - sometimes I think it's a mistake to only have new books in libraries because you can learn a lot more about what people thought and what life was like from original books from that period - any questions?

The Belle Haven neighborhood needs... public schools, easier access to the other side of 101, affordable housing, ESL, tutoring for kids (drop in), better alternative to Willow Rd, less traffic, bike paths, separate from the road

El vecindario de Belle Haven necesita...

The Belle Haven neighborhood needs...

The Belle Haven neighborhood needs... more trees in the park

The Belle Haven neighborhood needs... Learn about Sign Language (ASL)

The Belle Haven neighborhood needs... a better park

El vecindario de Belle Haven necesita... A fountain

The Belle Haven neighborhood needs... more fun activities

El vecindario de Belle Haven necesita...

The Belle Haven neighborhood needs... a place to learn from unconventional wisdom

The Belle Haven neighborhood needs... Tacos

El vecindario de Belle Haven necesita...

The Belle Haven neighborhood needs... places for curiosity

We need tacos yes!

El vecindario de Belle Haven necesita...

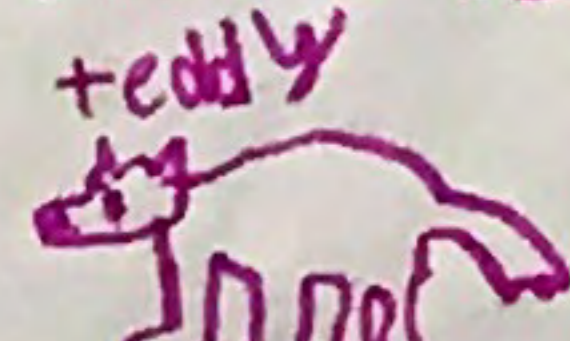
El vecindario de Belle Haven necesita...

El vecindario de Belle Haven necesita...

El vecindario de Belle Haven necesita... puzzles or something entertaining when taking breaks from studying/homework

El vecindario de Belle Haven necesita...

The Belle Haven neighborhood needs... More food places

The Belle Haven neighborhood needs... a dog park teddy  
  
Day Center for the homeless with a library

The Belle Haven neighborhood needs... more, brighter lights

The Belle Haven neighborhood needs...  
- Geodesic dome for science projects  
- Hands-on Farm School

El vecindario de Belle Haven necesita...

The Belle Haven neighborhood needs...

The Belle Haven neighborhood needs... horse back riding

The Belle Haven neighborhood needs... More nicer restaurants  
- Clean restrooms.  
- Gymnastics center.  
- Dance center.

El vecindario de Belle Haven necesita...

El vecindario de Belle Haven necesita...

El vecindario de Belle Haven necesita...

The Belle Haven neighborhood needs... magazines

El vecindario de Belle Haven necesita...

The Belle Haven neighborhood needs... Nicer restaurants. More money to build better schools.

The Belle Haven neighborhood needs...

El vecindario de Belle Haven necesita...

The Belle Haven neighborhood needs... transportation to RWC (public shuttle) FREE

El vecindario de Belle Haven necesita...

The Belle Haven neighborhood needs...

The Belle Haven neighborhood needs...

The Belle Haven neighborhood needs...

The Belle Haven neighborhood needs...

# BELLE HAVEN DESIGN CHALLENGE

APRIL 2018

This activity is part of the Belle Haven Neighborhood Library Needs Assessment.  
For more information, please visit: <http://bit.ly/mybellehavenlibrary>

## Fill in the blanks!

The library is a place for...

**¡Complete el espacio en blanco!**

La biblioteca es un lugar para...

The library is a place for...

Learning

The library is a place for...

Doing Work

The library is a place for.....

connecting with the community and learning together.

La biblioteca es un lugar para...

have Music Room - people of all ages to be able to play!

La biblioteca es un lugar para...

exploring

La biblioteca es un lugar para...

connecting new people together - making friends

The library is a place for...

connecting many worlds!

La biblioteca es un lugar para...

Can we have a TOOL LENDING LIBRARY like Berkeley?

The library is a place for...



The library is a place for...

Reading and Learning

**PLAY Roblox**

The library is a place for...

Thinking Brainstorming

La biblioteca es un lugar para...

do you know the way to school?

The library is a place for...

bibliophiles!!

The library is a place for... reading & concentration

The library is a place for...

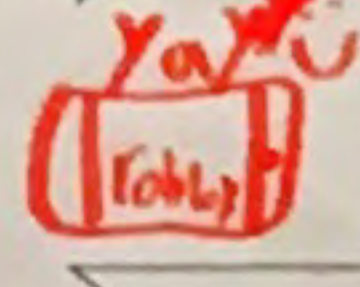
reading with animals like the one in Colorado

The library is a place for...

BROWSING

La biblioteca es un lugar para...

Playing Roblox



The library is a place for...

Reading new books checking out books doing work

La biblioteca es un lugar para...

para poder leer y aprender cosas nuevas

The library is a place for...

Reading, having fun, learning to read & write

The library is a place for...

Socializing & Internet Access

La biblioteca es un lugar para...

The library is a place for...

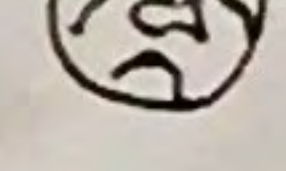
reading and doing homework

Learning Sign Language

La biblioteca es un lugar para...

La biblioteca es un lugar para...

para... relajarte, divertirse, leer, taracea, y de aventura!!



La biblioteca es un lugar para...

La biblioteca es un lugar para...

La biblioteca es un lugar para...

The library is a place for...

to be with friends

The library is a place for...

Reading and Reading Quietly

The library is a place for...

Radical Resistance posters exhibit 60's week long

The library is a place for...

Dr. Seuss Birthday  
Birthday cake  
Write your own book in his style  
Local Artist's presentation (potraits) participants get to try it

La biblioteca es un lugar para...

It's A Movie

The library is a place for...

Reading, Studying, learning, Researching, Relaxing, taking your mind off something.

The library is a place for... COMMUNITY

relaxing, reading, browsing, doing homework, meeting authors, reading groups, and more

The library is a place for...

Science Fair project building creativity Learning what's happening in the world. Art presentation

La biblioteca es un lugar para...

La biblioteca es un lugar para...

La biblioteca es un lugar para...

The library is a place for...

reading, learning

La biblioteca es un lugar para...

The library is a place for...

The library is a place for...

books, reading, and learning

La biblioteca es un lugar para...

The library is a place for...

reading, writing, learning & more

La biblioteca es un lugar para...

The library is a place for...

The library is a place for...

The library is a place for...

The library is a place for...

# BELLE HAVEN DESIGN CHALLENGE

APRIL 2018

This activity is part of the Belle Haven Neighborhood Library Needs Assessment.  
For more information, please visit: <http://bit.ly/mybellehavenlibrary>

## "PAINT" BY NUMBERS

**1** TAKE A  
QUESTION CARD /  
TOME UNA TARJETA  
DE PREGUNTA

**2** ANSWER THE  
QUESTION /  
RESPONDA  
LA PREGUNTA

**3** PLACE YOUR CARD ON A SQUARE  
WITH THE SAME NUMBER /  
PONGA LA TARJETA DENTRO UN CUADRADO  
CON EL MISMO NÚMERO

<p>What are your hopes for the future? (¿Que esperanzas tiene para el futuro?)</p> <p>Develop a brand new library (and not use a school library) with 21st century innovative + creative offerings. Check the St. Public library on how a library can be a source of inspiration.</p> <p>2</p>	<p>What would be something to change in the library? (¿Que cosa cambiaría en la biblioteca?)</p> <p>Más tiempo en las Mañanas y Lecturas Para niños de Pre-Kinder en las Mañanas.</p> <p>3</p>	<p>What's precious in the library? (¿En la biblioteca, ¿qué es lo más apreciado?)</p> <p>Precious things at the library are the amazing books! Also the computers and all the amazing stuff that help you find books!</p> <p>1</p>	<p>1</p>	<p>What's precious in the library? (¿En la biblioteca, ¿qué es lo más apreciado?)</p> <p>Community engaged for children</p> <p>1</p>	<p>2</p>
<p>What are your hopes for the future? (¿Que esperanzas tiene para el futuro?)</p> <p>A better school with more resources - computers - books - and more space.</p> <p>2</p>	<p>What are your hopes for the future? (¿Que esperanzas tiene para el futuro?)</p> <p>For there to be books in other languages.</p> <p>2</p>	<p>What would be something to change in the library? (¿Que cosa cambiaría en la biblioteca?)</p> <p>• citizenship classes training • could use reading support</p> <p>3</p>	<p>What would be something to change in the library? (¿Que cosa cambiaría en la biblioteca?)</p> <p>Have special hours for the public during the school hours. Maybe for pickup of kids so school isn't disrupted.</p> <p>1</p>	<p>1</p>	<p>2</p>
<p>What's precious in the library? (¿En la biblioteca, ¿qué es lo más apreciado?)</p> <p>I always appreciate the friendly helpful staff. And thanks for keeping my books on hold always.</p> <p>1</p>	<p>What are your hopes for the future? (¿Que esperanzas tiene para el futuro?)</p> <p>Have art collections and pieces.</p> <p>2</p>	<p>What are your hopes for the future? (¿Que esperanzas tiene para el futuro?)</p> <p>More books and better computers. Chapter and comic books.</p> <p>3</p>	<p>What would be something to change in the library? (¿Que cosa cambiaría en la biblioteca?)</p> <p>An updated section of books. Have more new titles by kids.</p> <p>3</p>	<p>1</p>	<p>1</p>
<p>What's precious in the library? (¿En la biblioteca, ¿qué es lo más apreciado?)</p> <p>The current library is really a school library, overlooking in the morning and weekends as our community library. We need a REAL library. Enough of being neglected by the city.</p> <p>1</p>	<p>What are your hopes for the future? (¿Que esperanzas tiene para el futuro?)</p> <p>Story time w/ my kids</p> <p>1</p>	<p>What are your hopes for the future? (¿Que esperanzas tiene para el futuro?)</p> <p>- education continues for adults - organized on the program</p> <p>2</p>	<p>What are your hopes for the future? (¿Que esperanzas tiene para el futuro?)</p> <p>What my hope for the future at the library is in there's no one using reserved computers. Some one else can use to play games!</p> <p>2</p>	<p>What would be something to change in the library? (¿Que cosa cambiaría en la biblioteca?)</p> <p>More activities slip like Fun Friday and Sunday sunny water play. Water balloons activities.</p> <p>3</p>	<p>1</p>
<p>What would be something to change in the library? (¿Que cosa cambiaría en la biblioteca?)</p> <p>a cafe with coffee and snacks</p> <p>3</p>	<p>What's precious in the library? (¿En la biblioteca, ¿qué es lo más apreciado?)</p> <p>I love to play in the Lu Puttons and brae. Danish</p> <p>1</p>	<p>What's precious in the library? (¿En la biblioteca, ¿qué es lo más apreciado?)</p> <p>OPEN SPACE LOTS of books LOVE the quiet space LOVE the community and</p> <p>1</p>	<p>What are your hopes for the future? (¿Que esperanzas tiene para el futuro?)</p> <p>My hopes for the future of the library is I hope they add more things.</p> <p>2</p>	<p>What are your hopes for the future? (¿Que esperanzas tiene para el futuro?)</p> <p>A welcome in that is in different languages</p> <p>2</p>	<p>What would be something to change in the library? (¿Que cosa cambiaría en la biblioteca?)</p> <p>Update the aging children's non-fiction section</p> <p>3</p>
<p>What would be something to change in the library? (¿Que cosa cambiaría en la biblioteca?)</p> <p>A Vending Machine</p> <p>3</p>	<p>What would be something to change in the library? (¿Que cosa cambiaría en la biblioteca?)</p> <p>I wish happy potter books</p> <p>3</p>	<p>What's precious in the library? (¿En la biblioteca, ¿qué es lo más apreciado?)</p> <p>Danabalema I am going to play in the Kym Duff and draw</p> <p>1</p>	<p>What's precious in the library? (¿En la biblioteca, ¿qué es lo más apreciado?)</p> <p>Its presence in the community. The neighborhood the library is the keeper of information.</p> <p>1</p>	<p>What are your hopes for the future? (¿Que esperanzas tiene para el futuro?)</p> <p>have rare/classic books like the great gatsby</p> <p>2</p>	<p>What are your hopes for the future? (¿Que esperanzas tiene para el futuro?)</p> <p>More activities like library games, board games, and more books in the library.</p> <p>2</p>
<p>What are your hopes for the future? (¿Que esperanzas tiene para el futuro?)</p> <p>Better transportation city to city</p> <p>2</p>	<p>What would be something to change in the library? (¿Que cosa cambiaría en la biblioteca?)</p> <p>- tutor para ayudar a los niños con sus tareas</p> <p>3</p>	<p>What would be something to change in the library? (¿Que cosa cambiaría en la biblioteca?)</p> <p>more old books - for her father "I stop by libraries in San Marcos County and buy up from left - bring them back for my father"</p> <p>3</p>	<p>What's precious in the library? (¿En la biblioteca, ¿qué es lo más apreciado?)</p> <p>Have a home set, tools, wear as comfortable, have the necessary from the world</p> <p>1</p>	<p>What's precious in the library? (¿En la biblioteca, ¿qué es lo más apreciado?)</p> <p>Library space to read children who learn to love books books! library</p> <p>1</p>	<p>What are your hopes for the future? (¿Que esperanzas tiene para el futuro?)</p> <p>More materials in other languages Spanish and Chinese in the library</p> <p>2</p>
<p>What are your hopes for the future? (¿Que esperanzas tiene para el futuro?)</p> <p>Excellent education for all children in the world!</p> <p>2</p>	<p>What are your hopes for the future? (¿Que esperanzas tiene para el futuro?)</p> <p>The growth in educational &amp; family involvement. More community activities</p> <p>2</p>	<p>What would be something to change in the library? (¿Que cosa cambiaría en la biblioteca?)</p> <p>have a better understanding of self-services.</p> <p>3</p>	<p>What would be something to change in the library? (¿Que cosa cambiaría en la biblioteca?)</p> <p>There should be more educational computer programs. Many children come to play on the computers and only play video games.</p> <p>3</p>	<p>1</p>	<p>What are your hopes for the future? (¿Que esperanzas tiene para el futuro?)</p> <p>The future library needs to be more than just a library. It has to be a place where the community can come and learn. I hope the library is a place where the community can come and learn.</p> <p>2</p>
<p>1</p>	<p>2</p>	<p>What are your hopes for the future? (¿Que esperanzas tiene para el futuro?)</p> <p>The Belle Haven community should benefit from a library space from the school. This library should have books and hold programs for all age groups</p> <p>2</p>	<p>What would be something to change in the library? (¿Que cosa cambiaría en la biblioteca?)</p> <p>One thing to change at the library is to have color printing.</p> <p>3</p>	<p>What would be something to change in the library? (¿Que cosa cambiaría en la biblioteca?)</p> <p>One thing I would change at the library is more sitting areas!</p> <p>3</p>	<p>1</p>
<p>1</p>	<p>1</p>	<p>What are your hopes for the future? (¿Que esperanzas tiene para el futuro?)</p> <p>a vending machine when people get tired. But then have to drink it out!</p> <p>2</p>	<p>What would be something to change in the library? (¿Que cosa cambiaría en la biblioteca?)</p> <p>1) new library director 2) new library director 3) cafe &amp; library building 4) accessible homes</p> <p>2</p>	<p>more Books</p> <p>3</p>	<p>1</p>
<p>3</p>	<p>1</p>	<p>3</p>	<p>2</p>	<p>3</p>	<p>3</p>
<p>3</p>	<p>3</p>	<p>1</p>	<p>1</p>	<p>2</p>	<p>3</p>

# Fill in the blanks!

The Belle Haven neighborhood needs...

¡Complete el espacio en blanco!

El vecindario de Belle Haven necesita...

The Belle Haven neighborhood needs...  
An Art studio.

The Belle Haven neighborhood needs... to have more in class

The Belle Haven neighborhood needs... a grocery store and a bank of electric bikes to check out. we have that and a bike ped path to RWC.

El vecindario de Belle Haven necesita... \_\_\_\_\_

El vecindario de Belle Haven necesita...  
A BIKE PATH TO REDWOOD CITY

El vecindario de Belle Haven necesita... have

The Belle Haven neighborhood needs... a dog park. yes!

El vecindario de Belle Haven necesita... viewing area for people to watch films together!


The Belle Haven neighborhood needs... A good climbing tree in the Hamilton Park that have good thick branches for sitting on & lots of leaves for hiding in.

El vecindario de Belle Haven necesita...  
I have a whole bunch of books in storage, some quite old, on all sorts of subjects I'd be willing to share if there was a space for that - sometimes I think it's a mistake to only have new books in libraries because you can learn a lot more about what people thought and what life was like from original books from that period - any questions?

The Belle Haven neighborhood needs... More stuff for kids

The Belle Haven neighborhood needs... better public schools, easier access to the other side of 101, affordable housing, ESL, tutoring for kids (drop in), better alternative to Willow Rd, less traffic, bike paths separated from the road


El vecindario de Belle Haven necesita...  
A donation bin where people can give unwanted books to the library.

The Belle Haven neighborhood needs... 

The Belle Haven neighborhood needs... more trees in the park.

The Belle Haven neighborhood needs... Learn about Sign Language (ASL)

The Belle Haven neighborhood needs... a better park

El vecindario de Belle Haven necesita... A fountain 

The Belle Haven neighborhood needs... more fun activities

El vecindario de Belle Haven necesita...

We need tacos! yes!

The Belle Haven neighborhood needs... a place to learn from unconventional wisdom

The Belle Haven neighborhood needs...

El vecindario de Belle Haven necesita...

The Belle Haven neighborhood needs... places for curiosity

El vecindario de Belle Haven necesita...

El vecindario de Belle Haven necesita... \_\_\_\_\_

TO REDWOOD CITY

The Belle Haven neighborhood needs... More stuff for kids

The Belle Haven neighborhood needs... more trees in the park

El vecindario de Belle Haven necesita...

I have a whole bunch of books in storage, some quite old, on all sorts of subjects I'd be willing to share if there was a space for that - sometimes I think it's a mistake to only have new books in libraries because you can learn a lot more about what people thought and what life was like from original books from that period - any questions?

neighborhood needs... a dog park. yes!

The Belle Haven neighborhood needs... better public schools, easier access to the other side of 101, affordable housing, ESL, tutoring for kids (drop in), better alternative to Willow Rd, less traffic, bike paths separated from the road

The Belle Haven neighborhood needs... Learn about Sign Language (ASL)

necesita... viewing area for people to watch films together!

El vecindario de Belle Haven necesita...

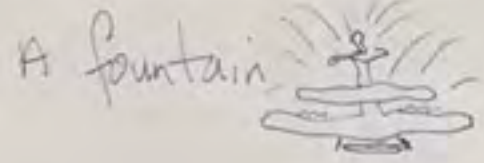
A donation bin where people can give unwanted books to the library.

climbing tree in the Hamilton Park that have good thick branches for sitting on & lots of leaves for hiding in.

The Belle Haven neighborhood needs...



El vecindario de Belle Haven necesita...



The Belle Haven neighborhood needs... more fun activities

El vecindario de Belle Haven necesita...

We need tacos! yes!

The Belle Haven neighborhood needs... a place to learn from unconventional wisdom

The Belle Haven neighborhood needs...

Tacos

El vecindario de Belle Haven necesita...

The Belle Haven neighborhood needs... places for curiosity

El vecindario de Belle Haven necesita...

El vecindario de Belle Haven necesita...

El vecindario de Belle Haven necesita...

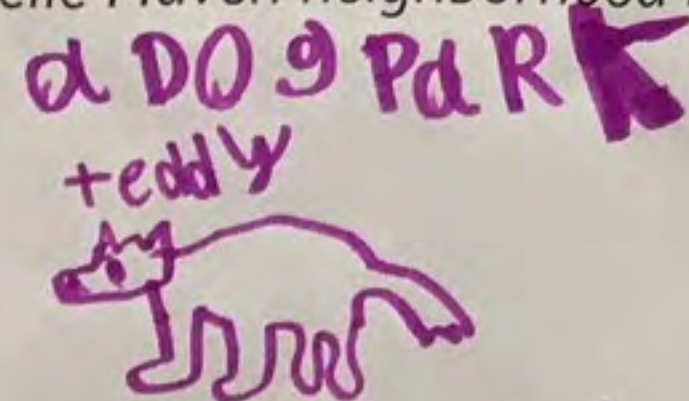
El vecindario de Belle Haven necesita... puzzles or something entertaining

When taking breaks from studying/homework

El vecindario de Belle Haven necesita...

The Belle Haven neighborhood needs... More Food Places

The Belle Haven neighborhood needs...



Day Center for the homeless with a library

The Belle Haven neighborhood needs... more, brighter lights

The Belle Haven neighborhood needs...

- Geodesic dome for science projects  
- Hands-on Farm School

El vecindario de Belle Haven necesita...

The Belle Haven neighborhood needs...

The Belle Haven neighborhood needs... Horse back riding

The Belle Haven neighborhood needs... - More


El vecindario de Belle Haven necesita...

\_\_\_\_\_

de Belle Haven  
necesita... puzzles  
or something  
entertaining  
↓  
When taking  
breaks from  
Studying / Homework

necesita... \_\_\_\_\_

The Belle Haven neighborhood needs...  
More Food Places

The Belle Haven neighborhood needs...  
a DOG PARK  
+ teddy  
  
Day Center for the homeless  
with a library

The Belle Haven  
neighborhood needs...  
more, brighter lights

The Belle Haven neighborhood  
needs...  
- Geogesis dome  
for Science projects  
- Hands-on Farm School

El vecindario de Belle Haven  
necesita... \_\_\_\_\_

The Belle Haven  
neighborhood needs...  
Places for people in difficult situations

The Belle Haven neighborhood  
needs... Horse back riding

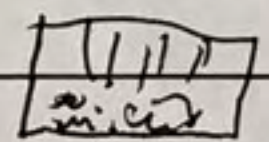
The Belle Haven neighborhood  
needs... - More nicer restaurants.  
- Clean restrooms.  
- Gymnastics center.  
- Dance center.

El vecindario de Belle Haven  
necesita... \_\_\_\_\_

El vecindario de Belle  
Haven necesita... \_\_\_\_\_

El vecindario de Belle Haven  
necesita... \_\_\_\_\_

El vecindario de Belle Haven  
necesita...  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

The Belle Haven  
neighborhood  
needs... more police  


El vecindario de Belle Haven  
necesita... \_\_\_\_\_

The Belle Haven  
neighborhood  
needs... Nicer  
restaurants.  
More money  
to build better  
Schools.

The Belle Haven  
neighborhood  
needs... \_\_\_\_\_

The Belle Haven neighborhood  
needs... transportation to  
RWC (public shuttle) [FREE]

El vecindario de Belle  
Haven necesita... \_\_\_\_\_

The Belle Haven  
neighborhood  
needs... \_\_\_\_\_

The Belle Haven neighborhood needs... \_\_\_\_\_

The Belle Haven  
neighborhood  
needs... \_\_\_\_\_

The Belle Haven neighborhood  
needs... \_\_\_\_\_

## Fill in the blanks!

The library is a place for...

¡Complete el espacio en blanco!

La biblioteca es un lugar para...

The library is a place for...

Learning

The library is a place for...

Doing Work

The library is a place for.....

connecting with the  
community and learning  
together.

La biblioteca es un lugar  
para... have Music Room - People of all  
ages to be able to play!

La biblioteca es un  
lugar para...

exploring

La biblioteca es un lugar  
para...

discovering new things/  
possibilities + learning/studying

The library is a place  
for...

connecting many  
worlds!

La biblioteca es un lugar para...

Can we have a TOOL  
LENDING LIBRARY like Berkeley?

The library is a  
place for...



The library is a place  
for...

Reading  
and Learning

La biblioteca es un lugar  
para...

PLAY  
Roblox 😊

The library is a place for...

Thinking  
Brainstorming

La biblioteca es un  
lugar para...

do you know the  
way to school



The library is a place  
for...

bibliophiles!!



The library is a place for... reading + concentration

The library is a place  
for... reading with  
animals

like the one  
in Colorado

The library is a place for...

BROWSING

La biblioteca es un lugar para...

Playing Roblox



The library is a place for...

Reading new books checking  
out Book Doing work

La biblioteca es un  
lugar para...

para aprender y mejorar nuestras  
y deas

The library is a place for...

Reading, having fun, learning to  
read & write.

for... Reading and Learning

Roblox ☺

The library is a place for... reading with animals like the one in Colorado

do you know the way to school

for... bibliophiles!!

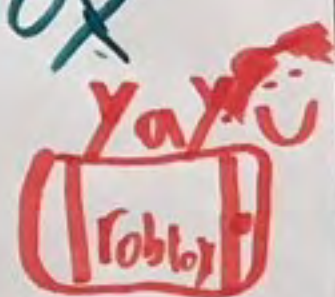


The library is a place for... reading & concentration

The library is a place for... BROWSING

La biblioteca es un lugar para...

Playing Roblox



The library is a place for...

Reading new books checking out a book Doing work

La biblioteca es un lugar para... para aprender y Reforzar nuestras y deas

The library is a place for...

Reading, having fun, learning to read & write. ✓ ✓

The library is a place for...

Socializing & Internet Access

La biblioteca es un lugar para...

The library is a place for... reading and doing homework Learning Sign Language

La biblioteca es un lugar para...

La biblioteca es un lugar para... relajarte, divertirse, leer, tarrea, y & aventura!!



La biblioteca es un lugar para...

La biblioteca es un lugar para...

La biblioteca es un lugar para...

The library is a place for...

to be with Friends

The library is a place for... Reading and Reading Quiet

The library is a place for...

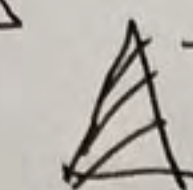
Radical Resistance posters exhibit 60's 1 week long

The library is a place for...

Dr. Seuss Birthday Birthday cake Write your own book in his style Local Artist's presentation (Portraits) participants got to try it

La biblioteca es un lugar para...

It



Movies

The library is a place for...

Reading, Studying, learning, Researching, Relaxing, taking your mind of something.

The library is a place for... COMMUNITY

relaxing, reading, browsing, doing homework, meeting authors, reading groups, and the list goes on.

The library is a place for...

Science Fair project building creativity Learning what's happening in the

La biblioteca es un lugar para...

The library is a place for... Reading  
and Reading Quietly

The library is a place  
for...  
Radical Resistance  
posters exhibit 60's  
1 week long

The library is a place for...  
Dr. Seuss Birthday  
Birthday cake  
Write your own book  
in his style  
Local  
Artist's presentation (pet portraits)  
participants got to try it

La biblioteca es un lugar para...

It unseen  
Movies

The library is a place for...  
Reading, Studying, learning,  
researching, relaxing,  
taking your mind of something.

The library is a place for... COMMUNITY  
relaxing, reading, browsing, doing  
homework, meeting authors, reading groups, and  
the list goes on...

The library is a place for...  
Science Fair project building  
creativity  
Learning what's happening in the world.  
Art presentation

La biblioteca es un lugar para...

La biblioteca es un  
lugar para...

La biblioteca es un lugar  
para... \_\_\_\_\_

The library is a place  
for... reading,  
learning.

La biblioteca es un lugar para... \_\_\_\_\_

The library is a  
place for... \_\_\_\_\_

La biblioteca es un lugar  
para... \_\_\_\_\_

The library is a place  
for... books, reading,  
and learning.

The library is a place for... reading,  
writing, learning & more!

La biblioteca es un  
lugar para... \_\_\_\_\_

The library is a place  
for... \_\_\_\_\_

The library is a place for... \_\_\_\_\_

The library is a place  
for... \_\_\_\_\_

The library is a place for... \_\_\_\_\_

# BELLE HAVEN DESIGN CHALLENGE

APRIL 2018

This activity is part of the Belle Haven Neighborhood Library Needs Assessment.  
For more information, please visit: <http://bit.ly/mybellehavenlibrary>

## "PAINT" BY NUMBERS

**1** TAKE A  
QUESTION CARD /  
TOME UNA TARJETA  
DE PREGUNTA

**2** ANSWER THE  
QUESTION /  
RESPONDA  
LA PREGUNTA

**3** PLACE YOUR CARD ON A SQUARE  
WITH THE SAME NUMBER /  
PONGA LA TARJETA DENTRO UN CUADRADO  
CON EL MISMO NÚMERO

<p>What are your hopes for the future? ¿Que esperanzas tiene para el futuro?</p> <p>Develop a brand new library (and not use a school library) with 21st century innovative + creative offerings. Check the St. Public library on how a library can be a source of inspiration.</p> <p>2</p>	<p>What would be one thing to change at the library? ¿Que cosa cambiaria en la biblioteca?</p> <p>Mas tiempo en las Mañanas 4 Lecturas Para niños de Pre-Kinder en las Mañanas.</p> <p>3</p>	<p>What's precious at the library? En la biblioteca, ¿que es lo más apreciado?</p> <p>Precious things at the Library are the amazing books! Also the computers and all the amazing staff that help you find books!</p> <p>1</p>		<p>What's precious at the library? En la biblioteca, ¿que es lo más apreciado?</p> <p>Community engagement for children</p> <p>1</p>	
<p>What are your hopes for the future? ¿Que esperanzas tiene para el futuro?</p> <p>For there to be books in other languages.</p> <p>2</p>	<p>What would be one thing to change at the library? ¿Que cosa cambiaria en la biblioteca?</p> <p>• citizenship classes training • could use reading support</p> <p>3</p>	<p>What would be one thing to change at the library? ¿Que cosa cambiaria en la biblioteca?</p> <p>Have special hours for the public during the school hours. Maybe for pickup of holds so school isn't disrupted</p> <p>3</p>			
<p>What's precious at the library? En la biblioteca, ¿que es lo más apreciado?</p> <p>I always appreciate the friendly helpful staff. And thanks for keeping my books on hold always.</p> <p>1</p>	<p>What are your hopes for the future? ¿Que esperanzas tiene para el futuro?</p> <p>Have art collections and pieces.</p> <p>2</p>	<p>What are your hopes for the future? ¿Que esperanzas tiene para el futuro?</p> <p>More adults books that are in different languages</p> <p>2</p>	<p>What would be one thing to change at the library? ¿Que cosa cambiaria en la biblioteca?</p> <p>More Books and Better computers. Chapter out of comic books</p> <p>3</p>	<p>What would be one thing to change at the library? ¿Que cosa cambiaria en la biblioteca?</p> <p>An updated section of movies. Have more new blu ray discs.</p> <p>3</p>	
<p>What's precious at the library? En la biblioteca, ¿que es lo más apreciado?</p> <p>The current BH library is really a school library, moonlighting in the evenings and weekends as our community library. We need a REAL library. Enough of being neglected by the city.</p> <p>1</p>	<p>What's precious at the library? En la biblioteca, ¿que es lo más apreciado?</p> <p>Story time w/ my kids</p> <p>1</p>	<p>What are your hopes for the future? ¿Que esperanzas tiene para el futuro?</p> <p>-educación continua para adultos -seguridad en las parques</p> <p>2</p>	<p>What are your hopes for the future? ¿Que esperanzas tiene para el futuro?</p> <p>what my hope for the future at the library is if there's no one using reserve computers some one else can use it to play games</p> <p>2</p>	<p>What would be one thing to change at the library? ¿Que cosa cambiaria en la biblioteca?</p> <p>More activities slip like Fun Friday and Sunday sunny water day were balloons there's water activities</p> <p>3</p>	<p>What would be one thing to change at the library? ¿Que cosa cambiaria en la biblioteca?</p> <p>More open hours @ Belle Haven; often when we come it is closed.</p> <p>1</p>

<p>What's precious at the library? En la biblioteca, ¿qué es lo más apreciado?</p> <p>2</p>	<p>What's precious at the library? En la biblioteca, ¿qué es lo más apreciado?</p> <p>2</p>	<p>What are your hopes for the future? ¿Que esperanzas tiene para el futuro?</p> <p>3</p>	<p>What would be one thing to change at the library? ¿Que cosa cambiaría en la biblioteca?</p> <p>1</p>	<p>What would be one thing to change at the library? ¿Que cosa cambiaría en la biblioteca?</p> <p>1</p>	<p>What would be one thing to change at the library? ¿Que cosa cambiaría en la biblioteca?</p> <p>2</p>
<p>Always appreciate the friendly helpful staff. And thanks for keeping my books on hold always.</p> <p>1</p>	<p>Have art collections and pieces.</p> <p>2</p>	<p>More Books and Better computers. Chapter and comic Books.</p> <p>3</p>	<p>An updated section of movies. Have more new blu ray discs.</p> <p>3</p>	<p>1</p>	<p>1</p>
<p>The current school library is really a school library, moonlighting in the evenings and weekends as our community library. We need a REAL library. Enough of being neglected by the city.</p> <p>1</p>	<p>Story time w/ my kids</p> <p>1</p>	<p>-educación continua para adultos -seguridad en las papeles</p> <p>2</p>	<p>What my hope for the future at the library is it there's no one using reserve computers some one else can use it to play games</p> <p>2</p>	<p>More activities slip like Fun Friday and Sunday Sunny water there were balloons there's water activities</p> <p>3</p>	<p>More open hours @ Belle Haven; often when we come it is closed.</p> <p>1</p>
<p>a café with coffee and snacks</p> <p>3</p>	<p>I love to play in the Lu Potts and brae. Damiah</p> <p>1</p>	<p>OPEN SPACE LOUNGE AREAS LOTS of books computers outside books book clubs community events</p> <p>1</p>	<p>My hopes for the future at the library is, I hope they add more manga.</p> <p>2</p>	<p>A welcome in that is in different languages</p> <p>2</p>	<p>Update the aging children's non-fiction section</p> <p>3</p>
<p>A Vending Machine</p> <p>3</p>	<p>I wish Harry Potter books</p> <p>3</p>	<p>Dana Belleman I am going to play in the computers and draw</p> <p>1</p>	<p>Its presence in the community. The neighborhood the library is the #1 Keeper of Information</p> <p>1</p>	<p>have rare/classic books like the great gatsby.</p> <p>2</p>	<p>hacer actividades continuas para mejorar habilidades y motivarlos en la lectura.</p> <p>2</p>
<p>Better transportation City to City</p> <p>2</p>	<p>-tutor para ayudar a los niños con sus tareas.</p> <p>3</p>	<p>more old DVDs - for her father "I stop by libraries in San Mateo County and way up from LA - bring what I get for my father"</p> <p>3</p>	<p>venir a hacer sus tareas, usar sus computadores, libros que necesitan. para los niños</p> <p>1</p>	<p>dedicated space to read children who learn to love books libraries!</p> <p>1</p>	<p>More materials in other languages: Spanish ESL classes in the evenings</p> <p>2</p>
<p>Excellent education to all my services for all children in the city</p> <p>1</p>	<p>The growth in educational &amp; family involvement. More community activities.</p> <p>3</p>	<p>have a better understanding of self-Services.</p> <p>3</p>	<p>There should be more educational computer programs. Many children come to play on the computers and only play video games.</p> <p>3</p>	<p>1</p>	<p>1</p>
					<p>The future library needs to be near with community services. I hope the library that I am sitting in is officially the 8th Elementary School Library.</p>

<p>Enough of being neglected by the city</p> <p>What would be one thing to change at the library? ¿Qué cosa cambiaría en la biblioteca?</p> <p>a café with coffee and snacks</p> <p>3</p>	<p>What's precious at the library? En la biblioteca, ¿qué es lo más apreciado?</p> <p>I love to play in the LuPuottson's brae. Damiah</p> <p>1</p>	<p>What's precious at the library? En la biblioteca, ¿qué es lo más apreciado?</p> <p>OPEN SPACE LOUNGE AREAS LOTS of books computers public books book-clubs community events</p> <p>1</p>	<p>What are your hopes for the future? ¿Que esperanzas tiene para el futuro?</p> <p>My hopes for the future of the library is, I hope they add more manga</p> <p>2</p>	<p>What are your hopes for the future? ¿Que esperanzas tiene para el futuro?</p> <p>A welcome in that is in different languages</p> <p>2</p>	<p>What would be one thing to change at the library? ¿Qué cosa cambiaría en la biblioteca?</p> <p>Update the aging children's non-fiction section</p> <p>3</p>	<p>What would be one thing to change at the library? ¿Qué cosa cambiaría en la biblioteca?</p> <p>The Current 'Library' is for the elementary students. We need to change how we see the current library.</p> <p>3</p>
<p>What would be one thing to change at the library? ¿Qué cosa cambiaría en la biblioteca?</p> <p>A Vending Machine</p> <p>3</p>	<p>What would be one thing to change at the library? ¿Qué cosa cambiaría en la biblioteca?</p> <p>I wish Harry Potter books</p> <p>3</p>	<p>What's precious at the library? En la biblioteca, ¿qué es lo más apreciado?</p> <p>Dana Bulen I am going to play in the K&amp;M Dots and draw</p> <p>1</p>	<p>What's precious at the library? En la biblioteca, ¿qué es lo más apreciado?</p> <p>Its presence in the community. The neighborhood the library is the # Keeper of Information</p> <p>1</p>	<p>What are your hopes for the future? ¿Que esperanzas tiene para el futuro?</p> <p>have rare/classic books like the great Gatsby.</p> <p>2</p>	<p>What are your hopes for the future? ¿Que esperanzas tiene para el futuro?</p> <p>hacer actividades con niños para ayudarlos a leer y motivarlos en la lectura.</p> <p>2</p>	<p>What would be one thing to change at the library? ¿Qué cosa cambiaría en la biblioteca?</p> <p>tener una experiencia más completa, usando todos los sentidos!</p> <p>3</p>
<p>What are your hopes for the future? ¿Que esperanzas tiene para el futuro?</p> <p>Better transportation City to City</p> <p>2</p>	<p>What would be one thing to change at the library? ¿Qué cosa cambiaría en la biblioteca?</p> <p>-tutor para ayudar a los niños con sus tareas.</p> <p>3</p>	<p>What would be one thing to change at the library? ¿Qué cosa cambiaría en la biblioteca?</p> <p>more old DPs - for her father "I stop by libraries in San Mateo County and way up from LA - bring what I get for my father"</p> <p>3</p>	<p>What's precious at the library? En la biblioteca, ¿qué es lo más apreciado?</p> <p>venir a hacer sus tareas, usar sus computadores, libros que necesitan para los niños</p> <p>1</p>	<p>What's precious at the library? En la biblioteca, ¿qué es lo más apreciado?</p> <p>libraries space to read children who learn to love books! libraries</p> <p>1</p>	<p>What are your hopes for the future? ¿Que esperanzas tiene para el futuro?</p> <p>More materials in other languages: Spanish ESL classes in the evenings</p> <p>2</p>	<p>What are your hopes for the future? ¿Que esperanzas tiene para el futuro?</p> <p>A center of resources for the community... jobs, small businesses, students parents... etc.</p> <p>2</p>
<p>What are your hopes for the future? ¿Que esperanzas tiene para el futuro?</p> <p></p> <p>2</p>	<p>What are your hopes for the future? ¿Que esperanzas tiene para el futuro?</p> <p>The growth in educational &amp; family involvement. More community activities.</p> <p>2</p>	<p>What would be one thing to change at the library? ¿Qué cosa cambiaría en la biblioteca?</p> <p>have a better understanding of self-Services.</p> <p>3</p>	<p>What would be one thing to change at the library? ¿Qué cosa cambiaría en la biblioteca?</p> <p>There should be more educational computer programs. Many children come to play on the computers and only play video games.</p> <p>3</p>			<p>What are your hopes for the future? ¿Que esperanzas tiene para el futuro?</p> <p>The future library needs to be near with Community Services. I hope the library that I am sitting in is officially the 8th Elementary School Library.</p> <p>1</p>
		<p>What are your hopes for the future? ¿Que esperanzas tiene para el futuro?</p> <p>The Belle Haven community would benefit from a library separate from the school. This library should house books and hold programs for all age groups.</p> <p>2</p>	<p>What would be one thing to change at the library? ¿Qué cosa cambiaría en la biblioteca?</p> <p>One thing to change at the library is to have color printing.</p> <p>3</p>	<p>What would be one thing to change at the library? ¿Qué cosa cambiaría en la biblioteca?</p> <p>One thing I would change at the library is more sitting areas!</p> <p>3</p>		
		<p>What are your hopes for the future? ¿Que esperanzas tiene para el futuro?</p> <p>A Vending machine when people get thirsty but they have to drink it outside</p> <p>2</p>		<p>What would be one thing to change at the library? ¿Qué cosa cambiaría en la biblioteca?</p> <p>1) new &amp; separate library 2) new library director 3) cafe &amp; literary lectures 4) accessible hours</p> <p>3</p>	<p>What would be one thing to change at the library? ¿Qué cosa cambiaría en la biblioteca?</p> <p>more Books</p> <p>3</p>	

The Belle Haven neighborhood needs...  
Homeless Shelters for women/children

El vecindario de Belle Haven necesita...

kindness

El vecindario de Belle Haven necesita...  
Hi my name is Shawn I did 2 of these

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

El vecindario de Belle Haven necesita...  
\_\_\_\_\_  
\_\_\_\_\_

El vecindario de Belle Haven necesita...

El vecindario de Belle Haven necesita...  
\_\_\_\_\_  
\_\_\_\_\_

The Belle Haven neighborhood needs...  
books, computers & other resources to make learning accessible to all.

The Belle Haven neighborhood needs...

The Belle Haven neighborhood needs...  
PLACE FOR CURIOSITY

The Belle Haven neighborhood needs...

El vecindario de Belle Haven necesita...

The Belle Haven neighborhood needs...  
\_\_\_\_\_

The Belle Haven neighborhood needs...  
\_\_\_\_\_

The Belle Haven neighborhood needs...

El vecindario de Belle Haven necesita...  
\_\_\_\_\_  
\_\_\_\_\_

El vecindario de Belle Haven necesita...

El vecindario de Belle Haven necesita...  
\_\_\_\_\_  
\_\_\_\_\_

The Belle Haven neighborhood needs...  
\_\_\_\_\_  
\_\_\_\_\_

El vecindario de Belle Haven necesita...  
\_\_\_\_\_  
\_\_\_\_\_

The Belle Haven neighborhood needs...  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

The Belle Haven neighborhood needs...

El vecindario de Belle Haven necesita...  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

The Belle Haven neighborhood needs...  
\_\_\_\_\_  
\_\_\_\_\_

El vecindario de Belle Haven necesita...

The Belle Haven neighborhood needs...

The Belle Haven neighborhood needs...  
\_\_\_\_\_

The Belle Haven neighborhood needs...  
\_\_\_\_\_  
\_\_\_\_\_

The Belle Haven neighborhood needs...  
\_\_\_\_\_  
\_\_\_\_\_

The Belle Haven neighborhood needs... Art Classes  
Graffiti Classes Dance  
Classes (Multigenerational)

- Open Mic / Theater /  
- Comedy Club  
- (kids bathroom @ libraries)  
- MORE ETHNIC FOODS/restaurants

The Belle Haven neighborhood needs... More Culture Diversity

El vecindario de Belle Haven necesita...  
Cultural Events  
(kid friendly/free)

The Belle Haven neighborhood needs... Food

The Belle Haven neighborhood needs... Supervised Visitation Center for Exchanges  
Safe/Haven.  
NOT Public Visitation Center who isn't neutral and in JM

The Belle Haven neighborhood needs... Supermarket

The Belle Haven neighborhood needs... Services and more ♡

El vecindario de Belle Haven necesita... Neighborhood Gardens  
(for all to use and eat from)

The Belle Haven neighborhood needs... a friend that will  
always stick by <sup>its</sup> side no  
matter what.

El vecindario de Belle Haven necesita...  
more Shopping Plaza's  
like Marsh Mall, with  
diverse restaurants, and  
small grocery stores, or  
produce stands.

The Belle Haven neighborhood needs...  
A place to learn from unconventional  
wisdom... unique traits + attributes

The Belle Haven neighborhood needs...  
Homeless Shelters for women/children

El vecindario de Belle Haven necesita...

The Belle Haven neighborhood needs...  
Kindness

El vecindario de Belle Haven necesita...  
Hi my name is Shawn I  
did 2 of these

El vecindario de Belle Haven necesita...  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

El vecindario de Belle Haven necesita...  
\_\_\_\_\_  
\_\_\_\_\_

El vecindario de Belle Haven necesita...

El vecindario de Belle Haven necesita...  
\_\_\_\_\_  
\_\_\_\_\_

The Belle Haven neighborhood needs...  
books, computers & other resources to make  
learning accessible to all.

The Belle Haven neighborhood needs...

The Belle Haven neighborhood needs...

The Belle Haven neighborhood needs...  
PLACE FOR CURIOSITY

El vecindario de Belle Haven necesita...

## Fill in the blanks!

The Belle Haven neighborhood needs...

**¡Complete el espacio en blanco!**

El vecindario de Belle Haven necesita...

The Belle Haven neighborhood needs...

Nice People

The Belle Haven neighborhood needs... the rest of us to listen.

The Belle Haven neighborhood needs... to be a part of the Menlo Park School District! x2

El vecindario de Belle Haven necesita... to organize and demand to be part of MP!

El vecindario de Belle Haven necesita...

- Advocates
- Children Advocates
- Casa Workers

El vecindario de Belle Haven necesita... Social Services like  
- Family Law ~~Lawyers~~ (pro bono)

The Belle Haven neighborhood needs... Some great super markets and lots of restaurants.

El vecindario de Belle Haven necesita... someone that will always help others.

The Belle Haven neighborhood needs... The same attention as MP. and PA. libraries

El vecindario de Belle Haven necesita... Multigenerational  
- Open Mic / Theater /  
- Comedy Club  
-(kids bathroom @ Libraries)  
- MORE ETHNIC FOODS/restaurants

The Belle Haven neighborhood needs... More Culture Diversity

El vecindario de Belle Haven necesita... Cultural Events (kid friendly/free)

The Belle Haven neighborhood needs... Food

The Belle Haven neighborhood needs... Art Classes  
Graffiti Classes Dance  
Classes (Multigenerational)

The Belle Haven neighborhood needs... Supermarket

The Belle Haven neighborhood needs... Services and more ♡

The Belle Haven neighborhood needs... Supervised Visitation Center for Exchanges

# Fill in the blanks!

The library is a place for...

¡Complete el espacio en blanco!

La biblioteca es un lugar para...

The library is a place for...

meetings for civic groups

The library is a place for...

FUN + Happy times

The library is a place for.....

learning, writing, studying  
work, study, knowledge discovery

La biblioteca es un lugar

para... LEARNING, WRITING +  
SPEAKING ENGLISH

La biblioteca es un  
lugar para...

La biblioteca es un lugar  
para...

La biblioteca es un lugar  
para... encontrar Refugio del mundo  
caótico. (Mi templo de Enfoque) ☆

- sintetizar tus ideas y plasmarlas en papel
- Tener acceso a miles de libros que encapsulan todo un mundo de ideas
- Usar las facilidades y recursos que ofrece tu comunidad (punto de referencia)
- Crear tu propio mundo cuando cuentas con lo básico
  - un baño, agua, silla y mesa
  - una mente cósmica AKA

*silencio  
serenidad  
ocio*

The library is a place  
for...

**CONNECTING  
MANY WORLDS!**

La biblioteca es un lugar para...

The library is a  
place for...

**GROWTH**



The library is a place  
for... Learning about the past  
and creating the future or  
future

The library is a place for... \_\_\_\_\_

information (written information)

entertainment (reading + music)

La biblioteca es un  
lugar para...

The library is a place  
for...

Reading &  
Sharing

Stories, Great Movies  
Tapes of History

The library is a place for... for getting work done 😊

The library is a place  
for... learning and  
being introduced to new  
ideas

The library is a place for...

PARENTS & KIDS

La biblioteca es un lugar para...

The library is a place for...

Learning + Expanding our knowledge

La biblioteca es un  
lugar para...

Free  
After school programs  
Free Summer Camps  
programs for  
income

The library is a place for...

listening to story tellers

and creating on future or  
future

con básico  
- un baño, agua, silla y mesa  
- una mente cósmica AKA

The library is a place  
for... learning and  
being introduced to new  
ideas

The library is a place for...  
PARENTS & KIDS

Reading &  
Sharing

Stories, Great movies  
types of History

The library is a place for... for getting work done 😊

La biblioteca es un lugar para...

The library is a place for...  
Learning + Expanding our knowledge

La biblioteca es un  
lugar para...  
Free  
After school programs  
Free Summer Camps  
programs for  
Low income  
Families

The library is a place for...  
listening to story tellers

The library is a place for...  
INTELLECTUAL curiosity  
COLLISIONS + SPARKS!

La biblioteca es  
un lugar para...  
Aprender cosas  
nuevas

The library is a  
place for...  
a quiet place for us  
to go to, and a calm place.

La biblioteca es un lugar para...

La biblioteca es un lugar  
para...

La biblioteca es un lugar para...

La biblioteca es un  
lugar para...

La biblioteca es un lugar para...

The library is a place for...  
Learning, Dreaming, Becoming

The library is a place for...  
Community!

The library is a place  
for... BEING guided to  
find illumination

The library is a place for...

The Makioka Sisters

The Karamazov Brothers

La biblioteca es un lugar para...

The library is a place for...

EVERYONE TOGETHER! 😊

The library is a place for...

The library is a place for...

La biblioteca es un lugar para...

The library is a place for...  
*Community!*

The library is a place  
for... *BEING guided to  
find illumination*

The library is a place for...

*The Makioka Sisters*

*The Karamazov Brothers*

*La biblioteca es un lugar pa*

The library is a place for...

*EVERYONE TOGETHER! (1)*

The library is a place for...

The library is a place for...

*La biblioteca es un lugar para...*

*La biblioteca es un  
lugar para...*

*La biblioteca es un lugar  
para...*

*The library is a place  
for...*

*La biblioteca es un lugar para...*

*The library is a  
place for...*

*The library is a place  
for...*

*La biblioteca es un lugar  
para...*

*The library is a place for...*

*La biblioteca es un  
lugar para...*

*The library is a place  
for...*

*The library is a place for...*

*The library is a place  
for...*

*The library is a place for...*

	2	3	3	1	1	2	2
	2	What are your hopes for the future? ¿Que esperanzas tiene para el futuro? that we could provide housing for low-income families to have diversity & enrich the lives of our community.	What would be one thing to change at the library? ¿Qué cosa cambiaría en la biblioteca? RAISE CIRC & REF DESKS	3	1	1	What are your hopes for the future? ¿Que esperanzas tiene para el futuro? I hope that we can turn our attention to the environment & get serious about public transportation.
What's precious at the library? En la biblioteca, ¿qué es lo más apreciado? I like the graphic novel sections.	1	2	2	What would be one thing to change at the library? ¿Qué cosa cambiaría en la biblioteca? Childrens restroom @ Belle Haven/EPA Library for safety.	3	3	1
What's precious at the library? En la biblioteca, ¿qué es lo más apreciado? All of the books.	1	What's precious at the library? En la biblioteca, ¿qué es lo más apreciado? Storytime w/ my kids	1	2	What would be one thing to change at the library? ¿Qué cosa cambiaría en la biblioteca? Programas para tareas.	3	3
3	1	What's precious at the library? En la biblioteca, ¿qué es lo más apreciado? Me gusta por que venga tutoria muy amables todos.	1	2	2	3	What's precious at the library? En la biblioteca, ¿qué es lo más apreciado? The selection of books are amazing Great hours too!
3	3	1	1	2	2	2	What would be one thing to change at the library? ¿Qué cosa cambiaría en la biblioteca? tener una experiencia mas completa, usando todos los sentidos!

1	1	<p>What's <b>precious</b> at the library? En la biblioteca, ¿qué es lo más apreciado?</p> <p>Me gusta por que venga tutoria muy amables todos.</p>	2	2	3	<p>What's <b>precious</b> at the library? En la biblioteca, ¿qué es lo más apreciado?</p> <p>The selection of books are amazing Great hours too!</p>
3	1	1	2	2	2	<p>What would be <b>one thing to change</b> at the library? ¿Que cosa cambiaria en la biblioteca?</p> <p>tener una experiencia mas completa, usando todos los sentidos!</p>
3	3	1	1	2	2	3
2	3	3	<p>What's <b>precious</b> at the library? En la biblioteca, ¿qué es lo más apreciado?</p> <p>books for my grand daughter</p>	1	<p>What are your <b>hopes for the future</b>? ¿Que <b>esperanzas</b> tiene para el futuro?</p> <p>The Library Continues to Grow and offer wonderful kid's Programs</p>	2
2	2	3	3	1	1	2
2	2	3	3	1	1	2
1	2	2	3	3	3	1
1	2	2	3	3	3	<p>What's <b>precious</b> at the library? En la biblioteca, ¿qué es lo más apreciado?</p> <p>good collection for kids!</p>
		<p>What are your <b>hopes for the future</b>? ¿Que <b>esperanzas</b> tiene para el futuro?</p> <p>I hope the library continues to be a</p>				

2

2

3

3

1

1

2

1

2

2

3

3

1

1

1

1

What are your hopes for the future?  
¿Que esperanzas tiene para el futuro?

I hope the library continues to be a vibrant resource + continue to provide children's book. There's nothing better than reading a book to a kid.

2

2

3

3

1

What's precious at the library?  
En la biblioteca, ¿qué es lo más apreciado?

The sense of community at the library and all of the resources available.

3

1

1

2

2

3

3

3

3

1

1

2

2

What would be one thing to change at the library?  
¿Qué cosa cambiaría en la biblioteca?

The library is great!

3

How do you define a library?

¿Cómo define una biblioteca?

a community.

How do you **define a library?**

¿Cómo **define una biblioteca?**

A library is a

- Resource for digital and non-digital learning
- Place of community and connection
- Community art + cultural events

What is the "glue" within Belle Haven?

¿Qué es lo que une en Belle Haven?

- The importance of family & community.
- Multicultural, multi-lingual people from diverse backgrounds
- People who care for the community & want to change things

What does your **neighborhood need most?**

*For example: places, programs, or services*

¿Qué es lo **que más necesita su vecindario?**

*Por ejemplo: espacios, actividades, servicios, etc*

- Youth outreach, especially from struggling low-income families.
- A computer state of the art homework help center
- A pharmacy, grocery arts center
- Seniors outreach - ESL, housing help

What **places** or **programs** in your neighborhood support **innovation, learning, or growth?**

¿Qué **lugares** o **actividades** en su vecindario promueven **innovación, aprendizaje, o desarrollo?**

There a huge scarcity  
of such resources in BH.

A few programs out of  
the Onetta Harris Community  
Center may support some  
community learning but  
again inadequate.

What **places** or **programs** in your neighborhood support **innovation, learning, or growth?**

¿Qué **lugares** o **actividades** en su vecindario promueven **innovación, aprendizaje, o desarrollo?**

At the moment, the Onetta Harris Community Center and Belle Haven Library provide the best opportunities for learning, growth, and innovation.

What **questions** should we be asking?

¿Qué **preguntas** deberíamos considerar?

How do we bring  
the community  
together?

What **questions** should we be asking?

¿Qué **preguntas** deberíamos considerar?

How can a library  
serve a community

For you, **why the Belle Haven neighborhood?**

Para usted, **¿por qué el vecindario de Belle Haven?**

Because we been here for 10 years  
and the neighborhood  
has everything we need.  
a school a park and library.

For you, why the Belle Haven neighborhood?

Para usted, ¿por qué el vecindario de Belle Haven?

Moved here 5 yrs ago.  
The only area we could  
afford to buy a home.  
We're very happy living  
here. Just wish Willow Rd  
Traffic didn't exist.

Comments?

¿Comentarios?

- middle to teen.  
library - doesn't  
fit this age range

Comments?

¿Comentarios?

• other libraries (e.g.,  
Atherton)  
provide more comprehensive  
programming. including  
food/snacks. esp.  
for afterschool which  
is a problem here (kid need  
place to go)

Comments?

¿Comentarios?

- when you make improvements you need to express that  
↗ for the whole of the  
Library system in MP →  
not just main branch.

Comments?

¿Comentarios?

- need afterschool  
Enrichment & tutoring  
+ one community  
member would  
donate her time  
to volunteer

Comments?

¿Comentarios?

- needs more consistent, strong time slot children's programming
- hard to monitor

Comments?

¿Comentarios?

- people they know  
use Next Door  
+ should put feedback  
there + awareness

Comments?

¿Comentarios?

Please use the  
requests <sup>the</sup> community  
has repeatedly given  
regarding the library.  
The current location  
is for the school.

Comments?

¿Comentarios?

How can we call  
this our community  
library with one room  
for adult books?  
Who can in this community  
plan their life around the  
limited opening times??

Comments?

¿Comentarios?

Community needs for  
a library are different  
than the needs of an  
elementary school  
The community should have  
its own library

Comments?

¿Comentarios?

For a needs assessment  
in this community to work,  
it has to be outreach in  
person, door to door.

People are struggling to  
make ends meet, hold 2-3  
jobs — how can you expect  
them to have time on a  
weekday?

**Comments?**

**¿Comentarios?**

have a better social  
media coordinator.  
to promote the library.

**Comments?**

**¿Comentarios?**

Have translators  
and more languages  
available for the  
community.

A PLACE WHERE  
YOU CAN RETURN  
BOOKS RELIABLY  
TOO BAD WE CAN'T  
IN MENLO PARK

I'm really  
hungry!

-Gael

How do you **define a library?**

¿Cómo **define una biblioteca?**

Great Place for resources  
and for Book Clubs  
Great people works here

How do you **define a library?**

¿Cómo **define una biblioteca?**

Shared space  
filled with free,  
communal knowledge  
+ resources

Comentarios?

tener una experiencia  
mas completa, usando  
todas los sentidos!

Comó define una biblioteca?

A book house, an education film

Comentarios?

Storytime w/  
my kids  
is important!

¿Comó define una biblioteca?

It has a lot  
of books  
-Jahir, from Laurel

Comments?

¿Comentarios?

Add ~~Tag~~ <sup>Lego</sup>  
books - more  
Lego + track

How do you **define a library?**

¿Cómo **define una biblioteca?**

I think it has a lot  
of books.

Comments?

¿Comentarios?

Add Lego  
books - more  
Lego + track

For example: places, programs, or services

¿Qué es **lo que más necesita su vecindario?**

Por ejemplo: espacios, actividades, servicios, etc

Level the playing  
field for all  
students

What does your neighborhood need most?  
For example: places, programs, or services  
¿Qué es lo que más necesita su vecindario?  
Por ejemplo: espacios, actividades, servicios, etc

More fun and no mean  
people around. I don't  
like it when people are  
MEAN.

What does your neighborhood need most?  
For example: places, programs, or services  
¿Qué es lo que más necesita su vecindario?  
Por ejemplo: espacios, actividades, servicios, etc

LESS TRAINS HONKS  
ESPECIALLY AT NIGHT  
WHEN KIDS GO TO SLEEP.  
THANK YOU!

For example: places, programs, or services  
¿Qué es lo que más necesita su vecindario?  
Por ejemplo: espacios, actividades, servicios, etc

My neighborhood needs  
more kids

How do you **define a library?**

¿Cómo **define una biblioteca?**

I think the library is a very fun place and I can find about of amazing books.

Comentarios?

Comentarios?

Comentarios?

¿Comentarios?

Storytime w/  
my kids  
is important!

I have a comment for the library. I love all the events happening and fun books in the children's section.  
— #Cindy

# **INTERCEPT DOCUMENTATION**

4/6.-MPK  
Where do you live (your city and/or neighborhood) and how long have you lived there?

Menlo Park, <5 years

What are three things you like or don't like about your neighborhood?

feels safe but lots of traffic

If you could change or improve one thing about your neighborhood or community, what would it be? How could it be changed or improved for the better?

pedestrian access.

What are three things that are important to you in a library? These could be related to content in the library, programs and services, or features within the library.

content, accessibility, great staff (as in this library)

4/6 KLG-MPK

Where do you live (your city and/or neighborhood) and how long have you lived there?

Sweden (just for 2 months here)

What are three things you like or don't like about your neighborhood?

like it so far

If you could change or improve one thing about your neighborhood or community, what would it be? How could it be changed or improved for the better?

What are three things that are important to you in a library? These could be related to content in the library, programs and services, or features within the library.

books and games for babies, space for parents to take care of babies to relax.

interviewed in friends of my book store  
Where do you live (your city and/or neighborhood) and how long have you lived there?

EAST BAY (used to work in Menlo Park and come every week  
now only once every few weeks - gave blood donation today)  
had a surfing book for gala in hand

What are three things you like or don't like about your neighborhood?

- 1) picking up books for commute (convenient)
- 2) collection (lots to choose from) (browses new & old books)
- 3) bookstore - books are a great deal and donations are tax-deductible

If you could change or improve one thing about your neighborhood or community, what would it be? How could it be changed or improved for the better?

nil

What are three things that are important to you in a library? These could be related to content in the library, programs and services, or features within the library.

- book collection - being able to find a lot of diff books, you learn a lot through what you read, always something new here
- being available when he needs it + discovery process
- staff - helpful - used to come here often

NAME: KIM

of menlo park library

MPK

Where do you live (your city and/or neighborhood) and how long have you lived there?

MP (not Belle Haven)

28 years

comes to library to read & buy books

What are three things you like or don't like about your neighborhood?

- 1) well-established
- 2) school system - good schools for kids
- 3) suburban amenities nearby

If you could change or improve one thing about your neighborhood or community, what would it be? How could it be changed or improved for the better?

better traffic control (can take a long time to get to library from home, esp between 3:30 - 7)

What are three things that are important to you in a library? These could be related to content in the library, programs and services, or features within the library.

- 1) wide variety of books
- 2) knowledgeable staff - helpful every time she has a question
- 3) book sale - buying books for home

By Kim & Regina

Where do you live (your city and/or neighborhood) and how long have you lived there?

MPK

EAST Menlo Park

2016

What are three things you like or don't like about your neighborhood?

- 1) movies, legal aid, neighbors
- 2) homeless guy loitering, restraining order, bothers the neighborhood

If you could change or improve one thing about your neighborhood or community, what would it be? How could it be changed or improved for the better?

Safety → homeless guy still hangs around the neighborhood

What are three things that are important to you in a library? These could be related to content in the library, programs and services, or features within the library.

tutoring for English

#1 (B1)  
delete entry #8 from Jerid

MPK

Palo Alto but comes to MP bc it's more accessible, liked's "old-fashion" layout

- familiar
- bargain closet (buy books for grandniece)
- comes in every 3 weeks or so to get books (stacks, doesn't stay to read)
- librarians are friendly
- collection of posters civil rights
- accessible parking (PA doesn't have it)

If you could change or improve one thing about your neighborhood or community, what would it be?

If you could change or improve one thing about your neighborhood or community, what would it be? How could it be changed or improved for the better?

Accessibility in PAID AHO  
not beenlo park

**What are three things that are important to you in a library? These could be related to content in the library, programs and services, or features within the library.**

- 1) books in book 2 groups
- 2) accessibility for ADA — sends son to Mitchell Park library when it's hard to get the  
has bad back  
switched to MP (open layout) when PA had temp library @ school and it took 3 blocks to walk

by am

4/6 - 12:16

Where do you live (your city and/or neighborhood) and how long have you lived there?

MPK

Menlo Park - Feltro Gables. - 1989

What are three things you like or don't like about your neighborhood?

- "my home" nice.

raising kids - good - safe  
expensive

el camino - land traffic

If you could change or improve one thing about your neighborhood or community, what would it be? How could it be changed or improved for the better?

train → underground - turn it into rec. path - environmentally  
better underground

What are three things that are important to you in a library? These could be related to content in the library, programs and services, or features within the library.

accessible - close to home, good hours, Sunday.

helpful librarians - will get it for you.

modernize

- BH - expand, connect to community center - safe environment

SPANISH SPEAKER > nanny w/ baby

4/6 - 12:50pm

Where do you live (your city and/or neighborhood) and how long have you lived there?

willow Road.

What are three things you like or don't like about your neighborhood?

portola. library is a great place but she rather come  
here

If you could change or improve one thing about your neighborhood or community, what would it be? How could it be changed or improved for the better?

was hours storytime schedule & times.  
increase.

What are three things that are important to you in a library? These could be related to content in the library, programs and services, or features within the library.

Kids area, accessibility.

What are three things you like or don't like about your neighborhood?

am - 4/6 - 12:30 MPK

Where do you live (your city and/or neighborhood) and how long have you lived there?

next to downtown MPK - 3 yrs.

been here before  
- work brought him back

What are three things you like or don't like about your neighborhood?

like

quiet

dtn. MPK

- cost of living

- later night getting - after 9pm  
- traffic. - typ. car only  
walk - 1 mile.

there

running track, pond

If you could change or improve one thing about your neighborhood or community, what would it be? How could it be changed or improved for the better?

- need a chance to network with your neighbors - bring humanity back into mixers, potluck?

"I haven't made real connections with neighbors"

- computer hard to interact  
proximity. lots of good ppl..

problems in lots of neighborhoods - also happens in PL

What are three things that are important to you in a library? These could be related to content in the library, programs and services, or features within the library.

- trying to find peace + quiet (prep) - cafe →

- take calls

- cloud off study space

relevant topical discussions  
- music, cultural themes.  
lots of intellectual's

work to do that - escape from home  
get work done. or early. Spanish over-bored rather than

Everyday.  
Where do you live (your city and/or neighborhood) and how long have you lived there?

MPIC

Alma → 5 blocks - 1978 (Sharon Heights before)

What are three things you like or don't like about your neighborhood?

- pretty, wide street
- train doesn't bother them
- people are nice - know some neighbors. - almost all original - but many have moved

If you could change or improve one thing about your neighborhood or community, what would it be? How could it be changed or improved for the better?

- traffic - at Camino  
(unless you have an open schedule, hard to get around)

What are three things that are important to you in a library? These could be related to content in the library, programs and services, or features within the library.

- people who run it. helpful, patient & nice.
- makes remarks about young kids giving you hope - meaningful to her.
- doesn't have computer - comes here for CP4 - peaceful.
- research - took a class in Belle Haven
- one doesn't know

TITLE @ 1pm

By Kim

male, 30-40s

MPIC

Where do you live (your city and/or neighborhood) and how long have you lived there?

Menlo Park (cheap rent) 15 years ago. can't move elsewhere because rent is too expensive (would like SF or Oakland)

What are three things you like or don't like about your neighborhood?

1. walkability to all amenities (daily walk around MP, stops by library)
2. libraries as a fountain of knowledge, place for discovery
3. doesn't like the lack of diversity and lack of community in MP  
no gathering space, only Japanese & Italian restaurants, no bar

If you could change or improve one thing about your neighborhood or community, what would it be? How could it be changed or improved for the better?

- create a gathering place for Menlo Park where people can congregate. outdoor living, build connections with your neighborhoods (maybe cafe or home now)
- more diverse restaurants & stores - lack of a "go to" place
- people don't say hi or chat with one another

What are three things that are important to you in a library? These could be related to content in the library, programs and services, or features within the library.

1. the book collection (being able to explore different topics, be exposed to topics you wouldn't have thought of)
2. the people
3. being accessible (comes here for daily on walks)

ASIAN woman + husband > 60 years

MPK  
4/6

Where do you live (your city and/or neighborhood) and how long have you lived there?

Menlo Park <sup>since</sup> > 1978

What are three things you like or don't like about your neighborhood?

diversity, library,

If you could change or improve one thing about your neighborhood or community, what would it be? How could it be changed or improved for the better?

communicate the library resources, spread the word to the community about civil rights, educate the people partner with belle haven library.

What are three things that are important to you in a library? These could be related to content in the library, programs and services, or features within the library.

work programs to educate the community (immigrants) about regulations, laws, rights...

2 women / 3 kids.

7/6 - 1/10

¿Dónde vive (su ciudad y / o vecindario) cuanto tiempo ha vivido allí?

willow

¿Cuáles son tres cosas que le gustan o no le gustan de tu vecindario?

parques / parks / library / schools

Si pudiera cambiar o mejorar una cosa sobre su vecindario o comunidad, ¿cuál sería?

¿Cómo podría cambiarse o mejorarse?

mas transporte publico

¿Cuáles son tres cosas importantes para usted en una biblioteca? Estos podrían estar relacionados con el contenido de la biblioteca, los programas y servicios o las características de la biblioteca.

mas espacios para reunir comunidad.

SPANISH SPEAKER > woman w/ kid 4/6 - BH

Where do you live (your city and/or neighborhood) and how long have you lived there?

2 Newbridge

What are three things you like or don't like about your neighborhood?

calm , traffic.

If you could change or improve one thing about your neighborhood or community, what would it be? How could it be changed or improved for the better?

have a community center, a downtown area to hang around.

What are three things that are important to you in a library? These could be related to content in the library, programs and services, or features within the library.

have space for parking, kids area and computer + printing services.

man > +25

416-MPK

Where do you live (your city and/or neighborhood) and how long have you lived there?

Palo Alto , 5 years.

What are three things you like or don't like about your neighborhood?

library - quiet space / close to Stanford, SF.

If you could change or improve one thing about your neighborhood or community, what would it be? How could it be changed or improved for the better?

more meeting spaces.

What are three things that are important to you in a library? These could be related to content in the library, programs and services, or features within the library.

modern technology for meeting spaces

Woman, Kate

by Jada @ 1pm

4/6-MPK

Where do you live (your city and/or neighborhood) and how long have you lived there?

Mehlo Park, 1.5 years

What are three things you like or don't like about your neighborhood?

- Library
- Trees

Don't Like

Rent, living in the church → works at Stanford

If you could change or improve one thing about your neighborhood or community, what would it be? How could it be changed or improved for the better?

Affordable Housing

What are three things that are important to you in a library? These could be related to content in the library, programs and services, or features within the library.

- wide selection of DVDs to rent
- low key quiet atmosphere  
(unlike Palo Alto Library)  
↳ come here for that, not flashy

MPL Woman Jord 12:45

4/6-MPK

¿Dónde vive (su ciudad y / o vecindario) cuanto tiempo ha vivido allí?

Redwood City

¿Cuáles son tres cosas que le gustan o no le gustan de tu vecindario?

Si pudiera cambiar o mejorar una cosa sobre su vecindario o comunidad, ¿cuál sería?

¿Cómo podría cambiarse o mejorarse?

children's Library → great collections for phonics

¿Cuáles son tres cosas importantes para usted en una biblioteca? Estos podrían estar relacionados con el contenido de la biblioteca, los programas y servicios o las características de la biblioteca.

Redwood  
Mtn View

MPL → stands out for beauty &  
great for tutoring - 3 1/2 - 12.4/0

Palo Alto → room reservations

the woman yalane (she has 2 kids 10 + 14 years) 4/6-MPK  
Where do you live (your city and/or neighborhood) and how long have you lived there?

Yes, Menlo Park

What are three things you like or don't like about your neighborhood?

park, convenient, easy bike access

If you could change or improve one thing about your neighborhood or community, what would it be? How could it be changed or improved for the better?

pedestrian way <sup>many</sup> → accidents between cars/people.

What are three things that are important to you in a library? These could be related to content in the library, programs and services, or features within the library.

this library has great content, good programs, makes me feel comfortable, always come w/ my kids.

hpl Kids zone - woman w/ toddler

9/6-MPK

Where do you live (your city and/or neighborhood) and how long have you lived there?

Menlo Park

What are three things you like or don't like about your neighborhood?

School, parks, library. -> all connected to each other.

Kids section is really good

If you could change or improve one thing about your neighborhood or community, what would it be? How could it be changed or improved for the better?

- Kids (elementary school activities)
- be more interactive

What are three things that are important to you in a library? These could be related to content in the library, programs and services, or features within the library.

availability, convenient hours, longer hours  
for weekends, more events for kids

NPL

4/6 MPK

Where do you live (your city and/or neighborhood) and how long have you lived there?

menlo av. 1/2 blocks away from library

What are three things you like or don't like about your neighborhood?

quiet / secure  
+ ~~quiet~~ ~~wooded~~. - traffic terrible.  
construction.

If you could change or improve one thing about your neighborhood or community, what would it be? How could it be changed or improved for the better?

access to basement, bathroom without changing table.  
more spanish content / classes for baby

What are three things that are important to you in a library? These could be related to content in the library, programs and services, or features within the library.

cleaness, accesible, more parking,  
↳ roads w/out traffic.

¿Dónde vive (su ciudad y / o vecindario) cuanto tiempo ha vivido allí?

Rob Redwood City 30 years.

¿Cuáles son tres cosas que le gustan o no le gustan de tu vecindario?

Trafico, altas rentas y muchas construcciones.

Si pudiera cambiar o mejorar una cosa sobre su vecindario o comunidad, ¿cuál sería?

¿Cómo podría cambiarse o mejorarse?

Bajar las viviendas costosas y más escuelas.

¿Cuáles son tres cosas importantes para usted en una biblioteca? Estos podrían estar relacionados con el contenido de la biblioteca, los programas y servicios o las características de la biblioteca.

los libros y programas para tareas.

APL

Austin women → Nanny of a baby girl

4/6 MPK

Where do you live (your city and/or neighborhood) and how long have you lived there?

Baby's family live here.

What are three things you like or don't like about your neighborhood?

different libraries, children like to go to different library.

If you could change or improve one thing about your neighborhood or community, what would it be? How could it be changed or improved for the better?

have more toys, story times

Austin library - have french, art classes.

What are three things that are important to you in a library? These could be related to content in the library, programs and services, or features within the library.

4/6/10 @ 10-11 AM

young mom w/ 2 kids (toddler + baby)

by Kim & Regina

Where do you live (your city and/or neighborhood) and how long have you lived there? 4/6 MPK

not in Menlo Park

lives in  
RWC

husband grew  
up in Menlo Park

What are three things you like or don't like about your neighborhood?

- more than 1 thing (fountain, library, storytime)  
ducks, etc
- librarian and staff are nice

• storytime once  
a week - prefers  
timing of MP over  
RWC (20 min)

If you could change or improve one thing about your neighborhood or community, what would it be? How could it be changed or improved for the better?

~~library~~

timing of programs in RWC

What are three things that are important to you in a library? These could be related to content in the library, programs and services, or features within the library.

1) cleanliness

2) kid area

3) accessibility

separate areas for books, diff  
age groups

NPL

NAME, RETIREE NAME JAMES G 1250

growing up, diversity in a

4th MPK

Where do you live (your city and/or neighborhood) and how long have you lived there?

The Willows, 1978

What are three things you like or don't like about your neighborhood?

San Mateo → Outreach yellow hardware to be checked out  
Library

children's section is small

If you could change or improve one thing about your neighborhood or community, what would it be? How could it be changed or improved for the better?

Traffic

- used to ride bike, but now it's more difficult

What are three things that are important to you in a library? These could be related to content in the library, programs and services, or features within the library.

- Expanding Library selection @ home in digital (ex. periodicals)
- Cupertino → could be more of a center for the community
- have a cafe, ppl can grab a drink, expands on the nature of a place to hang out

Woman  
Aged 12:05, MPL

Where do you live (your city and/or neighborhood) and how long have you lived there?

Menlo Park, 30 years

What are three things you like or don't like about your neighborhood?

Walkability,  
near Caltrain

• Margaret, a train station  
• Stanford transit

• Bigolist

If you could change or improve one thing about your neighborhood or community, what would it be? How could it be changed or improved for the better?

People are transient & stuff is trashed / Trash seems more present & people leave it everywhere

What are three things that are important to you in a library? These could be related to content in the library, programs and services, or features within the library.

- internet access (like laptop check-out)  
choice + do work
- check out books
- would like to attend programs  
not held in evenings
- check out a lot of DVDs  
children's books
- like Menlo Park history
- create a sense of community  
nothing else currently does

it great to have a separate teen/youth area to collaborate & would be great to have their own computers too.

remains, 10-20

am - 1:30 - 1:15K

Where do you live (your city and/or neighborhood) and how long have you lived there?

4/16

San Mateo - 2 yrs.

comes, 1x wk - work here.

What are three things you like or don't like about your neighborhood?

1. like

- walkable -

- nature - flowers trees

wish to change...

people w/o homes - ppl. who need help - "seems like we could do more"

If you could change or improve one thing about your neighborhood or community, what would it be? How could it be changed or improved for the better?

more services & "opportunities" - ppl. need help - hard to see  
someone in needs notice abt help. once had to call ambulance  
for someone who was clearly homeless + ill

What are three things that are important to you in a library? These could be related to content in the library, programs and services, or features within the library.

1. - books

2. - private study space

3. - self check out stand. - doesn't want to inconvenience anyone.

Asian man. 7+60 yrs

4/6

MPK

Where do you live (your city and/or neighborhood) and how long have you lived there?

MANLO PARK. , 17 yrs

What are three things you like or don't like about your neighborhood?

park, walk around as an exercise routine.

If you could change or improve one thing about your neighborhood or community, what would it be? How could it be changed or improved for the better?

bookstore is good for cheap book, could get more content.

What are three things that are important to you in a library? These could be related to content in the library, programs and services, or features within the library.

Where do you live (your city and/or neighborhood) and how long have you lived there?

Henderson Ave.  
1223 Menlo Park .

What are three things you like or don't like about your neighborhood?

I LIKE FACEBOOK CAME TO OUR NEIGHBORHOOD  
-helping out neighborhood - help fix  
parks

If you could change or improve one thing about your neighborhood or community, what would it be? How could it be changed or improved for the better?

TO HIRE MORE THINGS

What are three things that are important to you in a library? These could be related to content in the library, programs and services, or features within the library.

Where do you live (your city and/or neighborhood) and how long have you lived there?

Menlo Park - Bellathum

1yr. — oakland resident

What are three things you like or don't like about your neighborhood?

1. weather + library - walking distance.

2. appreciate children being around

- come for children's books
- use adult lib. for books - adult

If you could change or improve one thing about your neighborhood or community, what would it be? How could it be changed or improved for the better?

→ dog on leashes - concerned about dog safety zone

What are three things that are important to you in a library? These could be related to content in the library, programs and services, or features within the library.

Story time →  
use new book section - keep fresh!  
Kindle down lead is good

- appreciate cleanliness
- safety of MPK - BH lib.

- family friend

- need to report awareness

16 year old. guy

BH - 3:00pm

Where do you live (your city and/or neighborhood) and how long have you lived there?

MENLO PARK

What are three things you like or don't like about your neighborhood?

- nice area
- good schools.

If you could change or improve one thing about your neighborhood or community, what would it be? How could it be changed or improved for the better?

- + anime or manga collection.
- longer hours during weekends

What are three things that are important to you in a library? These could be related to content in the library, programs and services, or features within the library.

Man w/ 2 kids @ Hamilton Park 12:15

¿Dónde vive (su ciudad y / o vecindario) cuanto tiempo ha vivido allí?

Manh Park

¿Cuáles son tres cosas que le gustan o no le gustan de tu vecindario?

1 La Renta

Todo lo Demas me gusta

Si pudiera cambiar o mejorar una cosa sobre su vecindario o comunidad, ¿cuál sería?

¿Cómo podría cambiarse o mejorarse?

Renta muy alta

¿Cuáles son tres cosas importantes para usted en una biblioteca? Estos podrían estar relacionados con el contenido de la biblioteca, los programas y servicios o las características de la biblioteca.

Servicio Atencion

Sra. Mary / woman 40s w/ 2 kids

DN - 7:00 pm

¿Dónde vive (su ciudad y / o vecindario) cuanto tiempo ha vivido allí?

behind the park (Kelly Ark)

¿Cuáles son tres cosas que le gustan o no le gustan de tu vecindario?

- quiet
- not dangerous as East Abito
- calm

Si pudiera cambiar o mejorar una cosa sobre su vecindario o comunidad, ¿cuál sería?

¿Cómo podría cambiarse o mejorarse?

- be ~~to be~~ ~~into~~ consider as Spanish speakers w/ community.

¿Cuáles son tres cosas importantes para usted en una biblioteca? Estos podrían estar relacionados con el contenido de la biblioteca, los programas y servicios o las características de la biblioteca.

- más storytelling for kids (weekends)
- bigger spanish collection adults / teens.

+75 yrs. couple. w/ grandson

¿Dónde vive (su ciudad y / o vecindario) cuanto tiempo ha vivido allí?

17 yrs

¿Cuáles son tres cosas que le gustan o no le gustan de tu vecindario?

Senior center.

bicienda en park  
exercise

Si pudiera cambiar o mejorar una cosa sobre su vecindario o comunidad, ¿cuál sería?

¿Cómo podría cambiarse o mejorarse?

+ buses para Seniorz

¿Cuáles son tres cosas importantes para usted en una biblioteca? Estos podrían estar relacionados con el contenido de la biblioteca, los programas y servicios o las características de la biblioteca.

2 storytelling English / Spanish

4/7/18 @ 12:45 pm

mat. asian 30-40s

Where do you live (your city and/or neighborhood) and how long have you lived there?

NO (Traveler)

What are three things you like or don't like about your neighborhood?

If you could change or improve one thing about your neighborhood or community, what would it be? How could it be changed or improved for the better?

What are three things that are important to you in a library? These could be related to content in the library, programs and services, or features within the library.

1. books 2. Study 3. use the Internet

Woman > + 75 years > SPANISH!

UH-07/04

¿Dónde vive (su ciudad y / o vecindario) cuanto tiempo ha vivido allí?

2 blocks from library > + 25 years

¿Cuáles son tres cosas que le gustan o no le gustan de tu vecindario?

calm, friendly, diversity of people

Si pudiera cambiar o mejorar una cosa sobre su vecindario o comunidad, ¿cuál sería?

¿Cómo podría cambiarse o mejorarse?

no drug addicts around the neighborhood.

¿Cuáles son tres cosas importantes para usted en una biblioteca? Estos podrían estar relacionados con el contenido de la biblioteca, los programas y servicios o las características de la biblioteca.

SPANISH readings for elders.  
↳ storytelling

mon - 125 years 28 years / 2016/07  
Where do you live (your city and/or neighborhood) and how long have you lived there?

Belle Haven

What are three things you like or don't like about your neighborhood?

friendly, unexpensive.

If you could change or improve one thing about your neighborhood or community, what would it be? How could it be changed or improved for the better?

community space to dance, practice sports.

What are three things that are important to you in a library? These could be related to content in the library, programs and services, or features within the library.

adult programs > dancing  
contest.

Mon 20s 2pm

Where do you live (your city and/or neighborhood) and how long have you lived there?

East Palo Alto, came for the park (East Bay Shore)

What are three things you like or don't like about your neighborhood?

don't like ... dirty neighborhoods, trash,  
no trash cans  
likes BH → family oriented

If you could change or improve one thing about your neighborhood or community, what would it be? How could it be changed or improved for the better?

better code enforcement,  
to funds for services (like trash)

What are three things that are important to you in a library? These could be related to content in the library, programs and services, or features within the library.

- should be more appealing to youth (iPads, videogames)
- make books more fun kids

women + 45 years > SPANISH

BIT - 04/07

Where do you live (your city and/or neighborhood) and how long have you lived there?

12:30

B.H. > moved 2 years ago

What are three things you like or don't like about your neighborhood?

- QUIET but not - no sense of community (PEOPLE DOES NOT  
as before FB. INTERACT W/ EACH OTHER)

If you could change or improve one thing about your neighborhood or community, what would it be? How could it be changed or improved for the better?

- increase area to improve interaction w/ neighbors  
-

What are three things that are important to you in a library? These could be related to content in the library, programs and services, or features within the library.

- OUTDOOR SPACE TO READ

- TEEN AREA AS RAVENWOOD

4/17/18 @ 11:30am Mom + 2 kids (girl in elementary school / son playing soccer, toddler)  
Where do you live (your city and/or neighborhood) and how long have you lived there?  
daughter as translator

Belle Haven

What are three things you like or don't like about your neighborhood?

- <sup>Kids</sup>
1. park (playing soccer) behind Onetta Harris comes in between working hours
  2. soccer field has nets

If you could change or improve one thing about your neighborhood or community, what would it be? How could it be changed or improved for the better?

library hours - knows of library, but doesn't frequent b/c  
it's closed when she wants to go (thought library was)  
closed now

What are three things that are important to you in a library? These could be related to content in the library, programs and services, or features within the library.

1. hours (not open when she's available) has to work when the workshop is happening
2. kid's events (has 2 young kids)

9/17/18 By: Jero & Kim

couple, caucasian, soccer coach, has 11  
year old daughter

Where do you live (your city and/or neighborhood) and how long have you lived there?

west menlo park (doesn't go to  
BK library  
just MPK) 18 years

interview @  
Kelly Park

What are three things you like or don't like about your neighborhood?

our entire

1) schools 2) easy place to live "life in compact area"  
vibrant dt with shops and restaurants (landlords aren't  
want in this area  
mp needs investment)

If you could change or improve one thing about your neighborhood or community, what would it be? How could it be changed or improved for the better?

want los altos & pacific palisades downtown  
homeless @ menlo park library - wouldn't let kids go on their own

What are three things that are important to you in a library? These could be related to content in the library, programs and services, or features within the library.

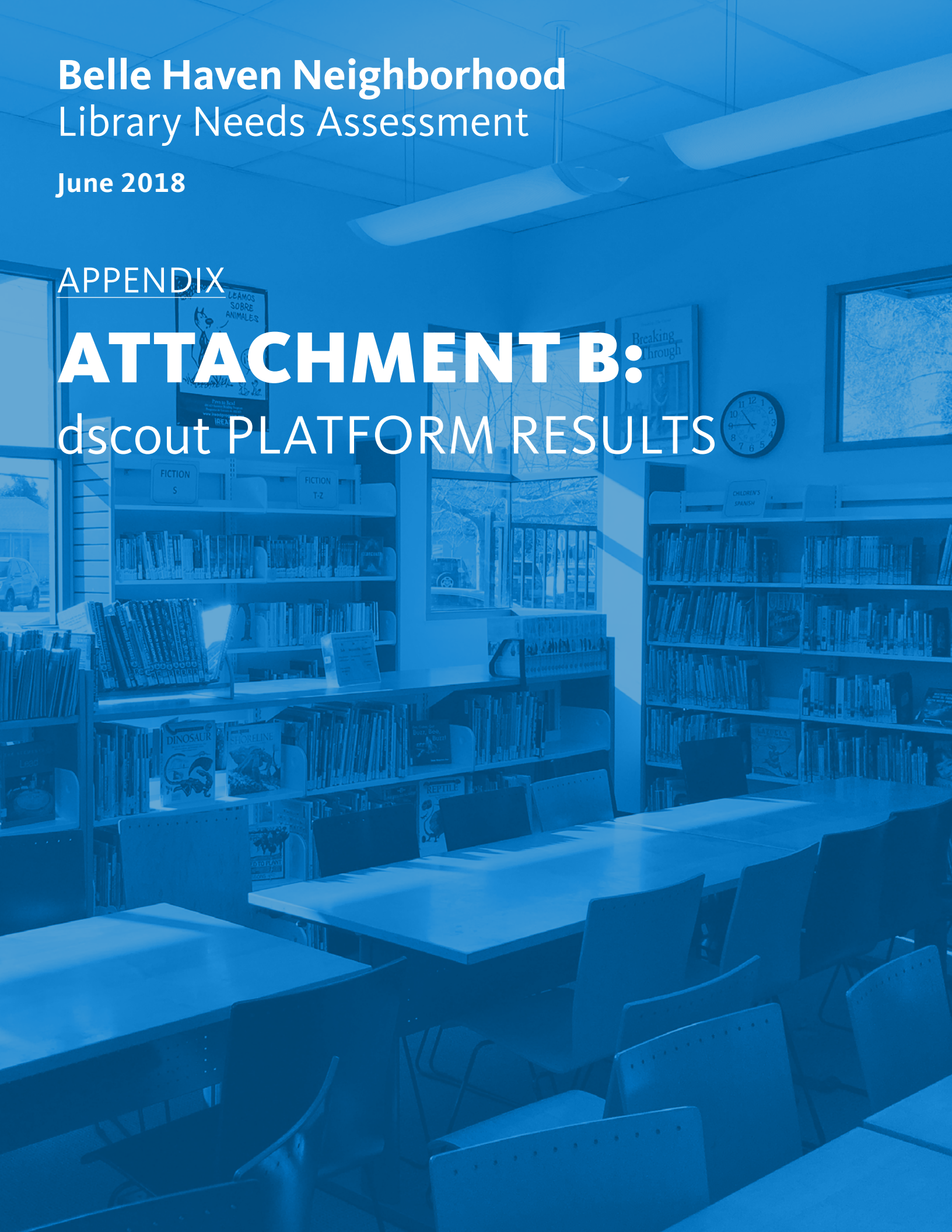
1. cleaner & safer
2. wouldn't need to build a library (don't want to spend tax dollars)
- 3.

# Belle Haven Neighborhood Library Needs Assessment

June 2018

APPENDIX

## **ATTACHMENT B:** dscount PLATFORM RESULTS



 02/23/2018, 03:42 AM UTC


Thu, 22 Feb  
2018  
07:47 PM PST



So the last time I went to my library was earlier today and I didn't go to check out any books or DVDs . However I did go to work on homework and I thought it was really nice because it's just easier for me to focus there . And so I tried to rent a room but they were all full unfortunately which isn't usually a problem because you have to book in advance . But I wasn't planning to go today because I only went since my rehearsal got canceled and so I went with my friends and we just did our homework there . And it was really nice because it's quiet so you can focus but you also know like OK I've got to go . I'm going to just work on the certain task instead of getting distracted like at home doing homework and then deciding to watch Netflix and then the other great thing is that I had access to any of the books I needed . So I ended up getting my textbook from one of the people or one of the librarians and just doing my homework there which was extremely helpful . So I think that that's really great . And I love my library and I just think that it's a great place to go so I try to

#### Device

ios

#### Education

Some high school

#### Employment Status

Student

#### Ethnicity

Caucasian or White

#### Household Composition

With parent(s)

#### Household Income

Over \$150,000

#### Q1 Does your neighborhood have a local library?

Yes, my neighborhood has a local library.

#### Q2 Do you feel that your local library meets your needs?

Yes, my local library meets my needs.

#### Q3 Explain your answer, what needs are being met/not met by the library?

My library is extremely close to my school and it has individual study rooms for use. It also has rentable DVDs and books which helps with school a lot.

#### Q4 Tell us about your last visit to a library. What did you do? What was the library like? How often do you go to the library?

media response

#### Q5 What are three things that are important to you in a library? These could be related to content in the library, programs and services, or features within the library.

1. Resources: large amount of DVD and Book media to use for free. 2. Individual rooms for studying and tutoring. 3. Librarians to help with homework and etc.

#### Q6 Which of the following programs or services would you be interested in if they were offered at your local library? Select up to four.

Collaborative / Meeting Space

Community Garden

Equipment Rental

Language Classes

#### Q7 Anything else you'd like to share? If not, just type "No" in the field below.

No.

#### Q8 Congrats, you have completed this project. Sit back and relax as we review your entries.

checkpoint

**ENGLISH - DSCOUT**

#1154270

**02/23/2018, 03:35 AM UTC**

Thu, 22 Feb  
2018  
07:40 PM PST



So during weekdays I'm usually at school as I am a full time student and so my classes start at 7:00 in the morning and then I get out of school at 145 . However right now I have rehearsal for Heathers The Musical . So I used to have rehearsal pretty much four to five school days a week . And it's from three to five or five thirty . And then after that I spend my week nights just doing homework or relaxing or just watching some Netflix and making food I don't know just general stuff like that nothing crazy note no big plans on the weekends however is when I tend to make my plans just because I'm so busy during the week and so what I tend to do is every two weeks or so I go to Disneyland because I have an annual pass there and it just hopes you know relieve some stress and then I usually work one day a week and my new job and I work for three hours than I usually do homework for part of it and then I just try to go and see friends and catch up with them just because I usually can't during the week . So that's my my regular week as of now

**Device**

ios

**Education**

Some high school

**Employment Status**

Student

**Ethnicity**

Caucasian or White

**Household Composition**

With parent(s)

**Household Income**

Over \$150,000

**Q1 Use the following prompts to tell us more about your weekly schedule and activities. 1. On most weekdays, I am.... 2. On most weeknights, I am.... 3. On most weekends, I am....**

media response

**Q2 Where is your work? How do you get there?**

My work is at a birthday party place called Olivia's Dollhouse in Lomita, CA. I drive to work.

**Q3 Besides time at home, how much do you shop/relax/socialize in your neighborhood?**

Sometimes

**Q4 How often do you attend local events? Where do you usually go?**

I like to attend conventions as well as fundraisers. They are usually at convention halls or parks.

**Q5 Does your neighborhood support your needs? Examples of needs could be access to grocery stores, transportation, or public services.**

Yes, my neighborhood meets most or all of my needs.

**Q6 Explain your answer, what needs are being met/not met by your neighborhood?**

Well with my neighborhood I am allowed to drive to school early in the morning. I am also capable of taking the bus to school/ work and I have grocery stores walking distance from my house.

**Q7 Does your neighborhood support the activities that you would like to do? Examples of activities could be shopping, restaurants, entertainment, or other recreational services.**

Yes, my neighborhood supports most or all of the activities I would like to do.

**Q8 Explain your answer, what activities are currently supported or could be better supported by your neighborhood?**

We have a good amount of retail and restaurante locations in close proximity to my neighborhood. There are also lots of great public parks for recreational use.

**Q9 Anything else you'd like to share with us? If not, type "No" in the field below.**

No.

**ENGLISH - DSCOUT**

#1153204



02/22/2018, 04:59 AM UTC



Wed, 21 Feb  
2018  
09:07 PM PST



Hi my name is Aiden and I live in San Pedro California which is like a sub city of Los Angeles California and I've lived in this neighborhood for 16 years now . And so my neighborhood of San Pedro is like the taper Avenue neighborhood and it's because that's the school that's in this neighborhood . And personally I really like this neighborhood because everyone knows each other in this neighborhood and we all kind of have a wash a watchful eye for everybody else . And since we do live in Los Angeles that is common I know it sounds like really generalized but in Los Angeles there are quite a few robberies or break ins . But here we all do our best to look out for each other . And I like that it's such a community and such a family of people . And then the other really cool thing about this is that a lot of people that are raising children now went to high school with each other in middle school when they were younger . And so it's just a bunch of people that have known each other all their lives and they've grown up together and now they're raising families together . And that's

**Device**

ios

**Education**

Some high school

**Employment Status**

Student

**Ethnicity**

Caucasian or White

**Household Composition**

With parent(s)

**Household Income**

Over \$150,000

**Q1 First, tell us about yourself and your neighborhood by answering the following: 1. What is your name? 2. Where do you live (your city and/or neighborhood) and how long have you lived there? 3. What are three things you like or don't like about your neighborhood?**

media response

**Q2 What is your favorite place to go to or visit within your community? What about that place makes it your favorite? (Examples could be parks, restaurants, community centers, etc.)**

My favorite place to visit in my community is this bridge about a mile from my house called the Vincent Thomas Bridge. It's a green suspension bridge and it makes me so happy whenever I see it.

**Q3 How often do you use public or alternative transportation? (Examples could be biking, walking, bus, scooter, etc.)**

Sometimes

**Q4 Give us an example of how you use this transportation. List a common destination, a typical time to get there, and mode of transportation.**

I used to use public transportation all the time when I would take the bus to school or when I would take it from school to my dance studio however now I have my license so I don't really take public transportation anymore.

**Q5 If you could change or improve one thing about your neighborhood or community, what would it be? How could it be changed or improved for the better?**

I would like to change the stick up attitude of some of the families. Some families have a reputation and then feel like they are better which comes off as condescending.

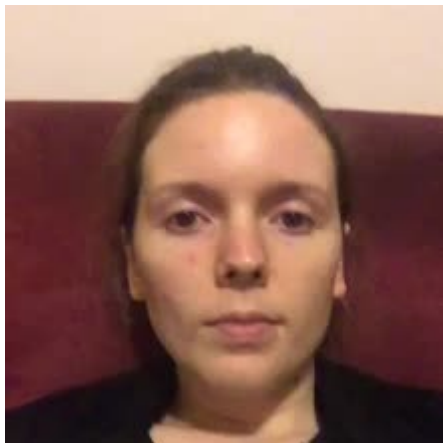
**ENGLISH - DSCOUT**

#1161567

03/01/2018, 03:19 AM UTC



Wed, 28 Feb  
2018  
07:24 PM PST



My last visit to a local library was when I was on campus that my job at UCLA . I'm a full time student at sea son so I was going to that library so that I could save myself some money and check out a UCLA textbook that is actually my seasoned textbook . It was a pretty enjoyable experience . I was surprised that if someone requested it the library could request another copy for me . That was really nice to know especially because I'm not a student at UCLA . I'm a staff member . But in terms of my other thoughts about libraries I know that you can also rent media or not rent but check out media and films and I wish that I was more knowledgeable about that process because I think I would really like to do things like that . Whether it's you know like independent films or documentaries are or different things I subscribe to canopy which also I also get access through my libraries . But and that's K A N O P Y K and O P Y cannot be streaming . I was pretty disappointed that I don't have lake access to the titles that I find the most interesting through that service and I'd

**Device**

ios

**Education**

Post graduate coursework

**Employment Status**

Employed full time (30 hours +)

**Ethnicity**

Caucasian or White

**Household Composition**

Solo

**Household Income**

\$25,000 to \$49,999

**Q1 Does your neighborhood have a local library?**

No, my neighborhood doesn't have a local library.

**Q2 Tell us about your last visit to a library. What did you do? What was the library like? How often do you go to the library?**

media response

**Q3 What are three things that are important to you in a library? These could be related to content in the library, programs and services, or features within the library.**

Accessibility (in terms of being easy and in terms of knowledge about what they have before I have to make a special trip), films, and relevant book titles.

**Q4 Which of the following programs or services would you be interested in if they were offered at your local library? Select up to four.**

Access to Cultural Passes

Community Garden

Language Classes

Lectures or Performances

**Q5 Anything else you'd like to share? If not, just type "No" in the field below.**

Movie nights are also a cool idea! Fun engaging events would be awesome at a library.

**Q6 Congrats, you have completed this project. Sit back and relax as we review your entries.**

checkpoint

**ENGLISH - DSCOUT**

#1161276



02/28/2018, 11:44 PM UTC



Wed, 28 Feb  
2018  
04:02 PM PST



On most weekdays I am at work full time . I also go straight to school that's part of my afternoon for two days of the week . And on most weeknights I'm either doing chores at home trying to get some exercise in my local gym or I'm in class . That's also two nights a week sometimes on week nights I try to fit in friends . But on week weekend days I'm typically out and about running errands catching up with friends catching up on homework catching up on breast catching up on chores and then on weekend nights . I'm usually with my boyfriend or my brother or my friends . Typically I would say I'm super busy during the week a little less busy on weekends which is kind of a bummer because I definitely want to spend more time with my friends and family . But I'm so exhausted from a week because I'm a full time student . There's a graduate student and a full time employee . I would say that I mostly find myself at the gym at school where I work . Movie theaters malls restaurants the usual places assortment of places sometimes dive bars local dive bars or dive bars in my friends

**Device**

ios

**Education**

Post graduate coursework

**Employment Status**

Employed full time (30 hours +)

**Ethnicity**

Caucasian or White

**Household Composition**

Solo

**Household Income**

\$25,000 to \$49,999

**Q1 Use the following prompts to tell us more about your weekly schedule and activities. 1. On most weekdays, I am.... 2. On most weeknights, I am.... 3. On most weekends, I am....**

media response

**Q2 Where is your work? How do you get there?**

I work in Westwood which is only 10 or so miles away but it typically takes an hour during rush hour, I arrive by car.

**Q3 Besides time at home, how much do you shop/relax/socialize in your neighborhood?**

Sometimes

**Q4 How often do you attend local events? Where do you usually go?**

I attend local events as often as possible, especially if they look fun! Reseda also has a fun annual night with an event that I go to.

**Q5 Does your neighborhood support your needs? Examples of needs could be access to grocery stores, transportation, or public services.**

Yes, my neighborhood only meets some of my needs.

**Q6 Explain your answer, what needs are being met/not met by your neighborhood?**

Sometimes I still have to go to other neighborhoods for something specific like Target, or other neighborhoods for access to the metro. My neighborhood does meet my needs for restaurants and grocery stores, but not necessarily apparel (though I could start going to local one location stores instead of going elsewhere for target).

**Q7 Does your neighborhood support the activities that you would like to do? Examples of activities could be shopping, restaurants, entertainment, or other recreational services.**

Yes, my neighborhood supports most or all of the activities I would like to do.

**Q8 Explain your answer, what activities are currently supported or could be better supported by your neighborhood?**

My neighborhood has great food at restaurants, a couple bars that I like, but I would like it if there were more local events for entertainment. I wonder what "neighborhood" means, because I have access probably within 15 minutes of driving to other things - just not super close. I love where I live though, since I can get to almost everything I want relatively quickly, it just depends on what I'm looking for and how neighborhood is defined.

**Q9 Anything else you'd like to share with us? If not, type "No" in the field below.**

I try to do different things on weekends and explore or go different places as much as possible and explore other neighborhoods. I go downtown for lakers games and fun cultural events, in other neighborhoods too. I love little clusters and plazas and exploring different streets by foot if things aren't tightly clustered.

**ENGLISH - DSCOUT**

#1161244

 02/28/2018, 11:31 PM UTC

Wed, 28 Feb  
2018  
03:36 PM PST



My name is Andre L.A. and I live in Rashida . I like about my neighborhood that it has a strong international community and a lot of grocery stores but I don't like that it has a lot of fast food restaurants . I've been living in receipt for about a year and a half now . I've been living in Los Angeles for three years .

**Device**

ios

**Education**

Post graduate coursework

**Employment Status**

Employed full time (30 hours +)

**Ethnicity**

Caucasian or White

**Household Composition**

Solo

**Household Income**

\$25,000 to \$49,999

**Q1 First, tell us about yourself and your neighborhood by answering the following: 1. What is your name? 2. Where do you live (your city and/or neighborhood) and how long have you lived there? 3. What are three things you like or don't like about your neighborhood?**

media response

**Q2 What is your favorite place to go to or visit within your community? What about that place makes it your favorite? (Examples could be parks, restaurants, community centers, etc.)**

My favorite place in my community is a local park that has benches, a small track, and a pond for birds. It's a great outdoor space for resting, exercising, or doing something fun and I don't have a backyard so I really appreciate it there.

**Q3 How often do you use public or alternative transportation? (Examples could be biking, walking, bus, scooter, etc.)**

Sometimes

**Q4 Give us an example of how you use this transportation. List a common destination, a typical time to get there, and mode of transportation.**

Sometimes I'll take the metro to go downtown, but I usually had to get my car to the metro station first. I typically like arriving downtown around 7 pm or during the day on a weekend.

**Q5 If you could change or improve one thing about your neighborhood or community, what would it be? How could it be changed or improved for the better?**

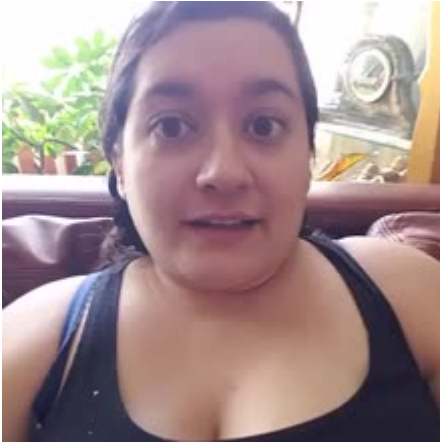
If I could change one thing about my community, I would include more streetlights. I feel like that would make it feel more safe at night.



02/25/2018, 01:46 PM UTC



Sun, 25 Feb  
2018  
01:46 PM CST



Last time I went to the library was actually a couple days ago I took my god that are and because they have a little reading circle evening for kids . So that was pretty fun . She seems to enjoy it every single time we go .

**Device**

android

**Education**

Some college

**Employment Status**

Employed full time (30 hours +)

**Ethnicity**

Hispanic or Latino

**Household Composition**

With parent(s)

**Household Income**

\$25,000 to \$49,999

**Q1 Does your neighborhood have a local library?**

Yes, my neighborhood has a local library.

**Q2 Do you feel that your local library meets your needs?**

Yes, my local library meets my needs.

**Q3 Explain your answer, what needs are being met/not met by the library?**

They normally have all the books I want. They also have brand new computers which is great. I've always wanted to see a 3d printer in person and they have it

**Q4 Tell us about your last visit to a library. What did you do? What was the library like? How often do you go to the library?**

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**Q5 What are three things that are important to you in a library? These could be related to content in the library, programs and services, or features within the library.**

Helpful staff, a variety of books, and having programs to help people in the community

**Q6 Which of the following programs or services would you be interested in if they were offered at your local library? Select up to four.**

Access to Cultural Passes

Language Classes

Tutoring

Wi-Fi Access

**Q7 Anything else you'd like to share? If not, just type "No" in the field below.**

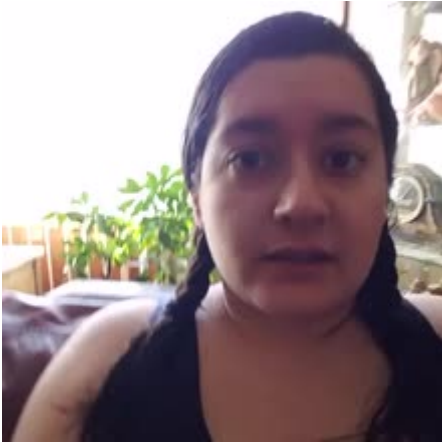
No



02/25/2018, 01:16 PM UTC



Sun, 25 Feb  
2018  
01:16 PM CST



So usually in the morning I wake up pretty early and take my dogs for a walk around the neighborhood . They usually up about six thirty . So after that I'll get ready to take my siblings to it because we carpool and then I'll go myself to work . I do work Monday to Friday . So that's my week day basically in the evenings I'll come home playing with the dogs for a little bit and then hang out with my weapon . So we'll either go to the movies or maybe they end depending on the weather . Usually when it gets sunnier out earlier we'll hang out with the dogs like the duckpond we're going like a mini picnic . As for the weekend those are my Catch-Up days . Normally I'm running around all around town to get brunch with my mom . The movies catch up on a couple of things . What else . There are a lot of parks around . I do try to hit up the parks as frequently as possible if not hang out at the mall with my sister .

**Device**

android

**Education**

Some college

**Employment Status**

Employed full time (30 hours +)

**Ethnicity**

Hispanic or Latino

**Household Composition**

With parent(s)

**Household Income**

\$25,000 to \$49,999

**Q1 Use the following prompts to tell us more about your weekly schedule and activities. 1. On most weekdays, I am.... 2. On most weeknights, I am.... 3. On most weekends, I am....**

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**Q2 Where is your work? How do you get there?**

Certified Laboratories. I normally drive there

**Q3 Besides time at home, how much do you shop/relax/socialize in your neighborhood?**

Often

**Q4 How often do you attend local events? Where do you usually go?**

Well the town celebrates holidays so I always attend those. We also have a new events park by the river where they have events on weekend

**Q5 Does your neighborhood support your needs? Examples of needs could be access to grocery stores, transportation, or public services.**

Yes, my neighborhood meets most or all of my needs.

**Q6 Explain your answer, what needs are being met/not met by your neighborhood?**

This house is in a great area. The fire department and hospital are a few blocks away. There are plenty of shopping centers only a couple blocks away from my house too. There are tons of fast food places too, all within walking distance. We have a huge grocery store as well. There is a bus stop at the corner only a couple houses down from mine

**Q7 Does your neighborhood support the activities that you would like to do? Examples of activities could be shopping, restaurants, entertainment, or other recreational services.**

Yes, my neighborhood supports most or all of the activities I would like to do.

**Q8 Explain your answer, what activities are currently supported or could be better supported by your neighborhood?**

I like to shop and there are plenty of stores around. There is also a park a block away were I've gone since I was little. I take my dogs there now

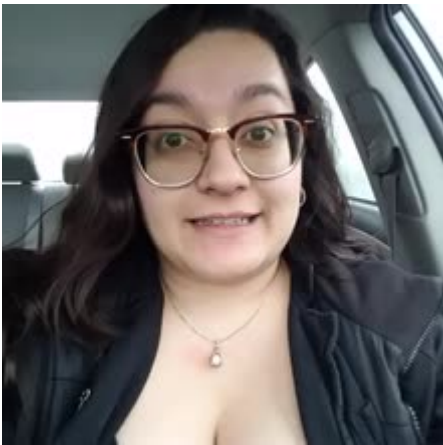
**Q9 Anything else you'd like to share with us? If not, type "No" in the field below.**

Apart from negative things they publish online, this tennis actually pretty great

02/24/2018, 04:31 PM UTC



Sat, 24 Feb 2018  
04:31 PM CST



Hi my name is Brenda and I live in Aurora Illinois . I live on the west side . The city is split into three things I do like about this town is that we do have a big shopping mall plenty of theaters and tiny little restaurants . So there's plenty of activities . My house is located right by the expressway so it's nice to leave town pretty easily . And my house is conveniently super close to a hospital and a bunch of shopping centers and some food places .

Device

android

Education

Some college

Employment Status

Employed full time (30 hours +)

Ethnicity

Hispanic or Latino

Household Composition

With parent(s)

Household Income

\$25,000 to \$49,999

Q1 First, tell us about yourself and your neighborhood by answering the following: 1. What is your name? 2. Where do you live (your city and/or neighborhood) and how long have you lived there? 3. What are three things you like or don't like about your neighborhood?

/storage/emulated/0/Android/data/com.vokal.dscout/files/Movies/ae22134eb62-4f6e-8a55-badecf58af71.mp4

Q2 What is your favorite place to go to or visit within your community? What about that place makes it your favorite? (Examples could be parks, restaurants, community centers, etc.)

The new library is great. They have tons of new technology including a 3d printer. It looks pretty neat. And it just overall feels like a safe place to be at. They have lots of events to bring people together

Q3 How often do you use public or alternative transportation? (Examples could be biking, walking, bus, scooter, etc.)

Sometimes

Q4 Give us an example of how you use this transportation. List a common destination, a typical time to get there, and mode of transportation.

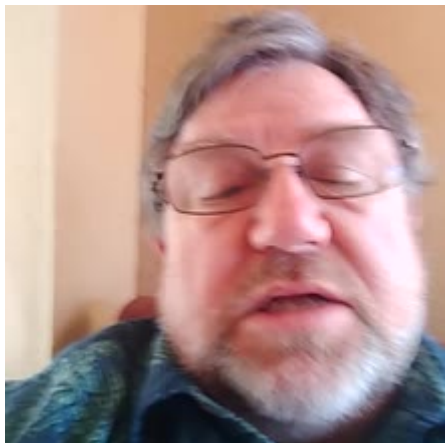
I like using my bike to go drop off things at the post office. The neat thing is that the bus station is next to the post office so I can just take a bus to a further destination from there since they have bike racks

Q5 If you could change or improve one thing about your neighborhood or community, what would it be? How could it be changed or improved for the better?

There has been a rise in gang activity in the area. These kids keep tagging people's houses and the buildings near by. I would wanna find a way to help the kids in the area find better activities

 02/21/2018, 12:37 PM UTC


Wed, 21 Feb  
2018  
12:37 PM PST



Been some time since I've last gone to the library myself . I went with my foster son in order to pick out some books for him . I think it was last summer . So it's been almost a year really been spent some time in there browsing around the different sections showing him how to use the online catalog system and checking in reserve system which I don't think he's done since my local library is kind of small and I don't use that very often at all because the hours are so inconsistent and it really isn't . It's basically in a shop and I'm in a mall that's largely new so there's not a lot of other reason to go in there . The diamond library which is in an adjacent neighborhood . I use that as I said occasionally . And it's actually very nice it's a fairly modern library . The city has spent some money on it and but the library system in Oakland is under a lot of financial duress and the you know they closed them all the time . It's really difficult to determine when they're going to be open . The library has a computer system it has a printing resources . It's got computers to use

#### Device

android

#### Education

College graduate

#### Employment Status

Employed part time

#### Ethnicity

Caucasian or White

#### Household Composition

With partner/spouse + child

#### Household Income

\$100,000 to \$124,999

#### Q1 Does your neighborhood have a local library?

Yes, my neighborhood has a local library.

#### Q2 Do you feel that your local library meets your needs?

No, my local library does not meet my needs.

#### Q3 Explain your answer, what needs are being met/not met by the library?

The Oakland Public Library system is in severe financial distress. This results and curtailed use hours. The website is frequently not updated so I end up driving to a library and a neighbor ring area in order to use it because it is open 14 hours a day

#### Q4 Tell us about your last visit to a library. What did you do? What was the library like? How often do you go to the library?

/storage/emulated/0/Android/data/com.vokal.dscout/files/Movies/6121e2f22a7-44be-a435-cceffd70b81c.mp4

#### Q5 What are three things that are important to you in a library? These could be related to content in the library, programs and services, or features within the library.

They need to have a broad selection of classic reads. They need to have a selection of contemporary popular books. I used to use them to check out movies but online streaming services have pretty much replaced that. And most importantly they need to have resources 4 social assistance such as taxes EDD workman's comp Etc

#### Q6 Which of the following programs or services would you be interested in if they were offered at your local library? Select up to four.

Book Clubs

Collaborative / Meeting Space

Computer Classes

Equipment Rental

#### Q7 Anything else you'd like to share? If not, just type "No" in the field below.

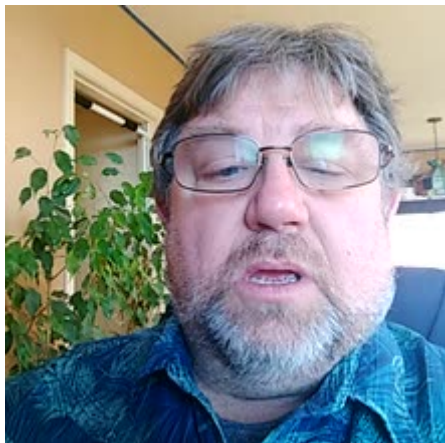
The library needs to be a space for young adult community gathering. Alternatively, it can do the same for older folks too.

**ENGLISH - DSCOUT**

#1152657

**02/21/2018, 11:39 AM UTC**

Wed, 21 Feb  
2018  
11:39 AM PST



On most weekdays I am either driving for Uber or taking care of some personal clients running errands for them or driving them around or helping them kind of navigate their lives as they get older . I also volunteer a lot . I have a couple of volunteer things I do specifically on Tuesdays mornings I help at a food pantry and then rent my kids to and from school . So I'm kind of a stay at home dad but I don't stay at home much . Most weekends are scuse me most weeknights . I'm frequently doing have two or three meetings a week with various men's group and at church or vestry and we're working towards creating some meaningful social justice issues . My one of my men's groups we have a homeless shelter that we support and we're looking at other community focused things as well as just helping each other out . Being in the 21st century is a challenge and most weekends I'm making up for all the stuff I don't get done during the week when I have a busy week and everything gets pushed onto the weekends taking care of the kids making sure that

**Device**

android

**Education**

College graduate

**Employment Status**

Employed part time

**Ethnicity**

Caucasian or White

**Household Composition**

With partner/spouse + child

**Household Income**

\$100,000 to \$124,999

**Q1 Use the following prompts to tell us more about your weekly schedule and activities. 1. On most weekdays, I am.... 2. On most weeknights, I am.... 3. On most weekends, I am....**

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**Q2 Where is your work? How do you get there?**

My work is wherever I am. I am an UberLyfter, I have some private clients both very young and very old. I also do a lot of community service issue Support.

**Q3 Besides time at home, how much do you shop/relax/socialize in your neighborhood?**

Sometimes

**Q4 How often do you attend local events? Where do you usually go?**

We have some Community barbecues and neighborhood events two or three times a year I usually attend. In Oakland we attend larger community

**Q5 Does your neighborhood support your needs? Examples of needs could be access to grocery stores, transportation, or public services.**

No, my neighborhood doesn't meet my needs.

**Q6 Explain your answer, what needs are being met/not met by your neighborhood?**

I'm not going to call it a food desert, but there are no grocery stores within walking distance. The nearest grocery is 2 miles away. There are no parks within walking distance. The nearest park is about 1 mile and involves crossing a very busy Street.

**Q7 Does your neighborhood support the activities that you would like to do? Examples of activities could be shopping, restaurants, entertainment, or other recreational services.**

No, my neighborhood doesn't support the activities I would like to do.

**Q8 Explain your answer, what activities are currently supported or could be better supported by your neighborhood?**

There is one Community Center but it really does not support people of my socioeconomic background.. there are however a couple of churches that I really haven't tried to attend which may fit those needs. As stated earlier since there are no Parks it is difficult to bring the community together for any kind of formalized outdoor event. We do have an occasional block party.

**Q9 Anything else you'd like to share with us? If not, type "No" in the field below.**

I don't want to paint to poor a picture of my immediate neighborhood. We have significant diversity and for the most part everybody gets along very well with her immediate Neighbors. However Oakland is in such transition there is a lot of tension between different parts of the social strata.

**ENGLISH - DSCOUT**

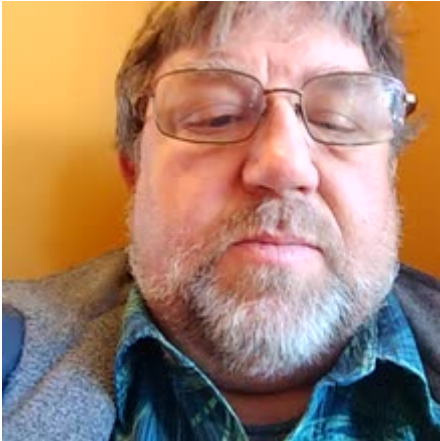
#1152617



02/21/2018, 11:04 AM UTC



Wed, 21 Feb  
2018  
11:04 AM PST



And his friends very I live in the mills Monde neighborhood of East Oakland which is kind of tucked into the hills just above East Oakland towards the eastern end of the city . I'd say hillside community ridgetop community not very far up the hill from what you might call the East Oakland . I lived there with my wife and my two two of my four kids two of them have already grew up there and moved out and I've been there in about 18 years . My wife is works at some point and I freelance find a lot of a lot of good and a lot of not so good things about the neighborhood . Oakland is a crime fraught city with neighborhoods that are affected by varying degrees of property and serious violent crime . We are adjacent to some of those neighborhoods . Some of that does come up into our streets . Definitely had my share of those problems . Four cars stolen numerous break ins to my cars vandalism and assaults . That is definitely the downside . The upside is we have some beautiful views and the air is clean . We're close to a freeway so the commute is not too atrocious

**Device**

android

**Education**

College graduate

**Employment Status**

Employed part time

**Ethnicity**

Caucasian or White

**Household Composition**

With partner/spouse + child

**Household Income**

\$100,000 to \$124,999

**Q1 First, tell us about yourself and your neighborhood by answering the following: 1. What is your name? 2. Where do you live (your city and/or neighborhood) and how long have you lived there? 3. What are three things you like or don't like about your neighborhood?**

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**Q2 What is your favorite place to go to or visit within your community? What about that place makes it your favorite? (Examples could be parks, restaurants, community centers, etc.)**

Way too Numerous to classify as "favorite" we have many great restaurants in Oakland. Nearby is some beautiful redwood and hill hiking. Also, sailing on the Bay. My favorite is the SF Bay trail. Long walks along the water.

**Q3 How often do you use public or alternative transportation? (Examples could be biking, walking, bus, scooter, etc.)**

Sometimes

**Q4 Give us an example of how you use this transportation. List a common destination, a typical time to get there, and mode of transportation.**

If we go into SF we usually take BART train or take the ferry. Much easier than driving and parking.

**Q5 If you could change or improve one thing about your neighborhood or community, what would it be? How could it be changed or improved for the better?**

Reduction in crime. Massive efforts to address youth disenfranchisement with society. There are huge opportunities already in place but youth don't take advantage of them. Intervention by community and faith centers to help them realize the self worth that comes with being part of a successful community rather than at the margins of it.

02/27/2018, 09:09 PM UTC

Tue, 27 Feb 2018  
09:09 PM EST

So my last visit to the library was probably about like three months ago . I was going in there to volunteer to help grade school children with their homework after school . This was when I was between jobs and had a little bit more time on my hands and when I went in there my first impression was surprise . I didn't realize it was that small . I mean I know I walked by it all the time . But like it had maybe two or three rows of books and then like a row of computers and that was it . It's very very small . It's a couple of floors but the next floor is all children's stuff . So the whole floor dedicated to children which you know I think makes sense . I wouldn't do it the other way but when I come downstairs there's a lot of seating areas which I guess is good . And it was pretty crowded which I guess is good as well but I don't know . I mean they had I had a reference for a small breakfast section they had I think DVDs or videos to check out . I think in the future I would remove those . You know music can stay on there but I think any of the videos should probably be out . Or you know maybe the videos should be documentaries or

**Device**

android

**Education**

College graduate

**Employment Status**

Employed full time (30 hours +)

**Ethnicity**

Caucasian or White

**Household Composition**

Solo

**Household Income**

\$50,000 to \$74,999

**Q1 Does your neighborhood have a local library?**

Yes, my neighborhood has a local library.

**Q2 Do you feel that your local library meets your needs?**

No, my local library does not meet my needs.

**Q3 Explain your answer, what needs are being met/not met by the library?**

It has a very small section of books and not enough seating

**Q4 Tell us about your last visit to a library. What did you do? What was the library like? How often do you go to the library?**

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**Q5 What are three things that are important to you in a library? These could be related to content in the library, programs and services, or features within the library.**

It's important that the library look attractive, has resources I can't get on my own, and offers services I can't get other places

**Q6 Which of the following programs or services would you be interested in if they were offered at your local library? Select up to four.**

Access to Cultural Passes

Community Garden

Language Classes

Lectures or Performances

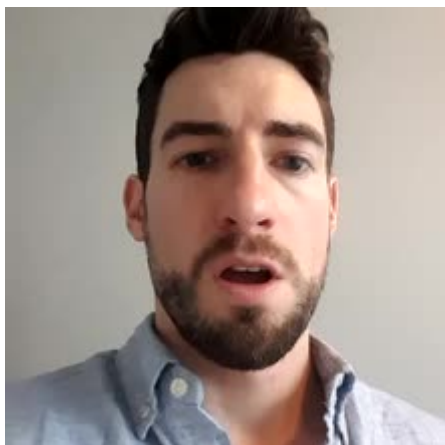
**Q7 Anything else you'd like to share? If not, just type "No" in the field below.**

No

02/22/2018, 11:32 AM UTC



Thu, 22 Feb  
2018  
11:32 AM EST



So on most days I would say that I'm scrambling between now to go to work and really try to get up early get an early start to the day try do some sort of exercise . I would be long hours and then when I get off I usually try to go to the gym especially when I was unable to get up early in the morning time I get a gym shower at my birthday dinner it's usually about 11:00 at night . What do you do a little bit of reading or do some training up around the house and then go to bed weekday nights usually filled with you know gym show or any food you really do have much time for anything . Maybe once a week I'll meet up with a friend . But you know exercise really point for me to energy to keep my focus was my job and then during the week and weekends I would say most of the time is catching up that much time during the week to really keep things up the apartment straight and do the dishes having a dishwasher or do little errands and stuff so the weekends are really my time to do food shopping to cook and you know there's four five six hours right there . I also do

**Device**

android

**Education**

College graduate

**Employment Status**

Employed full time (30 hours +)

**Ethnicity**

Caucasian or White

**Household Composition**

Solo

**Household Income**

\$50,000 to \$74,999

**Q1 Use the following prompts to tell us more about your weekly schedule and activities. 1. On most weekdays, I am.... 2. On most weeknights, I am.... 3. On most weekends, I am....**

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**Q2 Where is your work? How do you get there?**

In Manhattan, I take the subway

**Q3 Besides time at home, how much do you shop/relax/socialize in your neighborhood?**

Sometimes

**Q4 How often do you attend local events? Where do you usually go?**

I will attend a street fair,.I go to martial arts practice. There are great concerts during the summer

**Q5 Does your neighborhood support your needs? Examples of needs could be access to grocery stores, transportation, or public services.**

Yes, my neighborhood meets most or all of my needs.

**Q6 Explain your answer, what needs are being met/not met by your neighborhood?**

My food and fun needs are met, but it's almost an hour each way, so commuting is lost time

**Q7 Does your neighborhood support the activities that you would like to do? Examples of activities could be shopping, restaurants, entertainment, or other recreational services.**

Yes, my neighborhood supports most or all of the activities I would like to do.

**Q8 Explain your answer, what activities are currently supported or could be better supported by your neighborhood?**

Not enough neighborhood focused activities, they are all individual stores that do things, stores don't come together to do event s

**Q9 Anything else you'd like to share with us? If not, type "No" in the field below.**

No

02/21/2018, 09:42 PM UTC



Wed, 21 Feb  
2018  
09:42 PM EST



My name is Brian I live in a storia which is a section of the borough of Queens which is a part of the five boroughs in New York City . I have lived here for approximately two years and what I really like about it is that everything is super super close . I've lived in Manhattan for like maybe four years before moving here and I can walk to the Best Buy I could walk to Home Depot . I can walk two three or four different pharmacies before the supermarkets the movie theaters are close by . There's a lot of great restaurants . There's a pool hall . Gym is across the street . There's even a gym at the swimming pool nearby as well . There is just a lot of stuff very tightly packed together . There's a specialty chocolate shop . Every little thing there's a specialty deli meat place every little thing I need is a super close . Even the Longy place is right around the corner . The post office right around the corner as well . And another thing I like is that it's quiet . It's been moved from Manhattan . So it's a little bit more peaceful as a little bit more nature as well . It's New York City so

#### Device

android

#### Education

College graduate

#### Employment Status

Employed full time (30 hours +)

#### Ethnicity

Caucasian or White

#### Household Composition

Solo

#### Household Income

\$50,000 to \$74,999

**Q1 First, tell us about yourself and your neighborhood by answering the following: 1. What is your name? 2. Where do you live (your city and/or neighborhood) and how long have you lived there? 3. What are three things you like or don't like about your neighborhood?**

/storage/emulated/0/Android/data/com.vokal.dscout/files/Movies/e85dc09b4c-4274-8e5f-5cbb71fdc24c.mp4

**Q2 What is your favorite place to go to or visit within your community? What about that place makes it your favorite? (Examples could be parks, restaurants, community centers, etc.)**

I love all the specialty food markets. There are meat, vegetable, and fish markets, and I know the food is of way higher quality than anything in the markets

**Q3 How often do you use public or alternative transportation? (Examples could be biking, walking, bus, scooter, etc.)**

All the time

**Q4 Give us an example of how you use this transportation. List a common destination, a typical time to get there, and mode of transportation.**

I work in SoHo, it usually takes me about 40min to 1hr door to door and I take the subway

**Q5 If you could change or improve one thing about your neighborhood or community, what would it be? How could it be changed or improved for the better?**

I would love it if the community had more options for homeless people. No one gives them a problem, but there are far too many and it's sad to think that there is no place for them to go

**ENGLISH - DSCOUT**

#1155922

**02/24/2018, 07:17 PM UTC**Sat, 24 Feb 2018  
01:22 PM CST

So the old town library is small as expected it's a small neighborhood library in Chicago . I have gone there in the past year to special order books . I'll go in I'll look at the books in stock in the library . If it's not or if it's not the addition I'm looking for I'll ask the librarian to put a special order in for me . Usually because of that I take the train out of my neighborhood downtown to the Chicago Central Library which is about eight stories tall and I can normally find the book in that library . So while I do use my local library to get books on the go I typically will make a point to go to the the major Library Center down in the downtown area because it just has this selection and I know books are coming and going from that spot . And it's nice that my work is nearby so I can just walk to it or to extend my train trip to the library . Otherwise my local library has some other cool things there are museum passes for presidents to pick up and occasionally there are contests to win tickets to shows . I didn't enter but I have heard my friends won Hamilton tickets from the old time library . That's pretty neat . I don't think I take advantage

**Device**

ios

**Education**

College graduate

**Employment Status**

Employed full time (30 hours +)

**Ethnicity**

Caucasian or White

**Household Composition**

Solo

**Household Income**

\$75,000 to \$99,999

**Q1 Does your neighborhood have a local library?**

Yes, my neighborhood has a local library.

**Q2 Do you feel that your local library meets your needs?**

Yes, my local library meets my needs.

**Q3 Explain your answer, what needs are being met/not met by the library?**

The Chicago public library system has a book delivery service that can special order books from every library in the city to get delivered to my library. So if there is not a book in stock, I can go special order it

**Q4 Tell us about your last visit to a library. What did you do? What was the library like? How often do you go to the library?**

media response

**Q5 What are three things that are important to you in a library? These could be related to content in the library, programs and services, or features within the library.**

Book share programs with other nearby libraries to expand everyone's collection, child activity services, connections to local education institutions like museums and university lectures

**Q6 Which of the following programs or services would you be interested in if they were offered at your local library? Select up to four.**

Language Classes

Mobile Lending Station

Storytime for Families / Children

Access to Cultural Passes

**Q7 Anything else you'd like to share? If not, just type "No" in the field below.**

No

**Q8 Congrats, you have completed this project. Sit back and relax as we review your entries.**

checkpoint

 02/24/2018, 07:11 PM UTC



Sat, 24 Feb 2018  
01:17 PM CST



I again on most weekdays I'm working . I temporally get into work around 9:00 which means I leave the house around 8 20 if I'm good . Hate 40 if I'm slacking the walk to the train takes about 15 minutes and then the train will get me in usually around 9:00 on weeknights . I go to the gym my resolution to myself was to get more in shape so I'm going to the gym every day or every day I can and I try to get some chores done . Weekends when I get all my chores done . I try to do laundry as you see there's stuff happening right now that is Saturday . I will take care of all my grocery shopping . I might even get some clothes shopping . And I'll try to find some time to be social . That's not my priority . But it certainly is nice . I have a busier life than usual now so it's important to me that I keep on top of all my problems and that keeps me going between weeknights and weekends .

#### Device

ios

#### Education

College graduate

#### Employment Status

Employed full time (30 hours +)

#### Ethnicity

Caucasian or White

#### Household Composition

Solo

#### Household Income

\$75,000 to \$99,999

**Q1 Use the following prompts to tell us more about your weekly schedule and activities.** 1. On most weekdays, I am.... 2. On most weeknights, I am.... 3. On most weekends, I am....

media response

#### Q2 Where is your work? How do you get there?

Work is downtown in the major business district. I walk to the rapid transit stop and take the subway into the downtown area. My building is 2 blocks from the train stop

#### Q3 Besides time at home, how much do you shop/relax/socialize in your neighborhood?

Often

#### Q4 How often do you attend local events? Where do you usually go?

In the summer, often. We have chamber of commerce sponsored block parties every month in the summer. In the winter, rarely

#### Q5 Does your neighborhood support your needs? Examples of needs could be access to grocery stores, transportation, or public services.

Yes, my neighborhood meets most or all of my needs.

#### Q6 Explain your answer, what needs are being met/not met by your neighborhood?

Well everything is basically covered, but it feels pretty monopolistic. There is only one grocery store in walking distance, we only have one utility provider, and there is not a lot of parking. So basic needs, covered, but you wonder if you are over paying for everything

#### Q7 Does your neighborhood support the activities that you would like to do? Examples of activities could be shopping, restaurants, entertainment, or other recreational services.

Yes, my neighborhood supports most or all of the activities I would like to do.

#### Q8 Explain your answer, what activities are currently supported or could be better supported by your neighborhood?

We have parks and lake access, I do not know what else I could ask for from a park district

#### Q9 Anything else you'd like to share with us? If not, type "No" in the field below.

No

**ENGLISH - DSCOUT**

#1155906



02/24/2018, 07:04 PM UTC

Sat, 24 Feb 2018  
01:11 PM CST

Either My name is column Tatjana . I live in old town of Chicago Illinois . It's named Old Tom because it's a historically preserved district was started as originally a market district in Northside Chicago became old town which had a lot of racial diversity . Over the years it started off as actually a market area for the blue collar laborers and then it quickly became a heavy Irish and Puerto Rican neighborhood . And now it has evolved into a mix where the area has preserved buildings from the 1400's . And at the same time there are new buildings coming up . There are multiple universities around . So you get a lot of younger influenizas and because of that it's really become its own thriving area . We have farmer's markets . We have lots of public transportation . It seems like the area is quickly becoming what I would call a Mission District in San Francisco comparatively actually and I love for that . I love the idea that this is a big part of a city that feels like a small community within the city . So the question asked for three reasons why I'm a big fan of the area one is because of the communal feel to the old buildings and the architecture

**Device**

ios

**Education**

College graduate

**Employment Status**

Employed full time (30 hours +)

**Ethnicity**

Caucasian or White

**Household Composition**

Solo

**Household Income**

\$75,000 to \$99,999

**Q1 First, tell us about yourself and your neighborhood by answering the following: 1. What is your name? 2. Where do you live (your city and/or neighborhood) and how long have you lived there? 3. What are three things you like or don't like about your neighborhood?**

media response

**Q2 What is your favorite place to go to or visit within your community? What about that place makes it your favorite? (Examples could be parks, restaurants, community centers, etc.)**

The lincoln Park zoo is nearby and in the right weather I have access to a Lake Michigan beach called north avenue. Both these places are very rare for city life, so it is wonderful to have them so accessible

**Q3 How often do you use public or alternative transportation? (Examples could be biking, walking, bus, scooter, etc.)**

All the time

**Q4 Give us an example of how you use this transportation. List a common destination, a typical time to get there, and mode of transportation.**

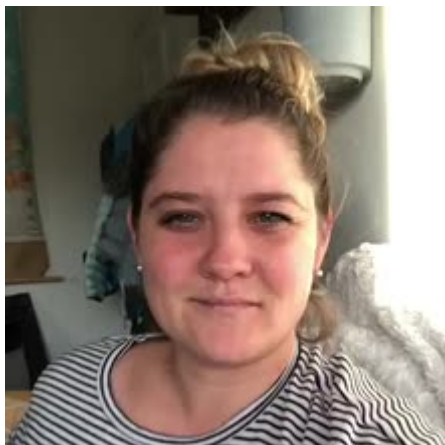
I take the rapid transit system in Chicago to get to work every day and I'm usually bussing to get anywhere else

**Q5 If you could change or improve one thing about your neighborhood or community, what would it be? How could it be changed or improved for the better?**

I would like to see more competition for utility services. We are locked into Comcast, comed and peoples gas delivery which makes it surprisingly unfair to get any service we need at reasonable prices.

 02/25/2018, 01:00 AM UTC


Sat, 24 Feb 2018  
05:05 PM PST



The last time I use the library was when I needed to print something off of the Internet and it was a really good experience . I went inside and there are a couple different setups for computers . They've got some for people who want to use the computers for longer periods of time and then they also have computers for people who just need to hop on access their e-mail and print something . So I didn't really have to wait very long even though the library was pretty busy . There were a lot of people in there and I was able to print something easy peasy and that totally met my needs . And when I was in there it was cool to kind of see the different displays and it reminded me how much I like libraries although I do have to admit I haven't been there since . The other thing is that I have rented DVDs from the library before so I'm a teacher and on occasion when I can't find something online I'll check the library to see if there's a DVD that I'm looking for to show my class . I'm a history teacher so documentaries and that sort of thing . And I've definitely had success renting things from the library that I've used with my

#### Device

ios

#### Education

Post graduate coursework

#### Employment Status

Employed full time (30 hours +)

#### Ethnicity

Caucasian or White

#### Household Composition

With partner/spouse

#### Household Income

\$75,000 to \$99,999

#### Q1 Does your neighborhood have a local library?

Yes, my neighborhood has a local library.

#### Q2 Do you feel that your local library meets your needs?

Yes, my local library meets my needs.

#### Q3 Explain your answer, what needs are being met/not met by the library?

When I have needed to go to the library, either to check something out or to print something, at the library has met my needs. I definitely don't take as much advantage of it as I should. I frequently order books from Amazon instead of checking at the library to see if they have it. My library was also just recently remodeled and looks really nice from the outside. I did recently go there to vote as well on election day.

#### Q4 Tell us about your last visit to a library. What did you do? What was the library like? How often do you go to the library?

media response

#### Q5 What are three things that are important to you in a library? These could be related to content in the library, programs and services, or features within the library.

Availability of books, including audiobooks, and DVDs. Hours and accessibility Access to technology, for example Internet and printers

#### Q6 Which of the following programs or services would you be interested in if they were offered at your local library? Select up to four.

Arts & Crafts

Book Clubs

Collaborative / Meeting Space

Community Garden

#### Q7 Anything else you'd like to share? If not, just type "No" in the field below.

Wow, I didn't even realize that libraries could offer all of those things. I guess it would be good to know what kinds of things my library does offer.

#### Q8 Congrats, you have completed this project. Sit back and relax as we review your entries.

checkpoint

**ENGLISH - DSCOUT**

#1156226

**02/25/2018, 12:47 AM UTC**Sat, 24 Feb 2018  
04:54 PM PST

And most weekdays like most other people I had to work I work at a school just down the street from my house . It's about point seven miles away straight down the street and I'm there from about eight o'clock in the morning until 4:00 o'clock in the afternoon on weeknights . I usually come home after work and Ali there finish up some work at home or I like to take my dog for a nice walk and I go up in the hills or to the local park near my house and I usually walk him for about an hour and a half . Some nights I go do yoga and on occasion I meet up with a friend but not too often on the weeknights after I exercise or go for a walk . I like to come home and cook dinner sometimes I'll go grocery shopping sometimes I'll do a load of laundry but mostly I kind of hang out when I need to go grocery shopping and just go down the street to my local grocery store on weekends . I really like to go to the Farmer's Market which is not too far away and we also spend a lot of time hiking and being outside . Sometimes we have friends over hang out in our backyard sometimes we do road trips or we'll go we'll go out of town sometimes we go to a local pub

**Device**

ios

**Education**

Post graduate coursework

**Employment Status**

Employed full time (30 hours +)

**Ethnicity**

Caucasian or White

**Household Composition**

With partner/spouse

**Household Income**

\$75,000 to \$99,999

**Q1 Use the following prompts to tell us more about your weekly schedule and activities. 1. On most weekdays, I am.... 2. On most weeknights, I am.... 3. On most weekends, I am....**

media response

**Q2 Where is your work? How do you get there?**

My work is about 3/4 of a mile down the street. I usually drive to work, although it is close enough that I could ride my bike. I have not started riding my bike to work yet, because I am usually running late in the morning. I am not a morning person, so it would be a little bit harder to get up to ride my bike to work. But as soon as the weather gets nice I intend to start doing that.

**Q3 Besides time at home, how much do you shop/relax/socialize in your neighborhood?**

Often

**Q4 How often do you attend local events? Where do you usually go?**

Yes, we have occasional street markets or fairs and I will spend time there eating, drinking, or checking out vendors.

**Q5 Does your neighborhood support your needs? Examples of needs could be access to grocery stores, transportation, or public services.**

Yes, my neighborhood meets most or all of my needs.

**Q6 Explain your answer, what needs are being met/not met by your neighborhood?**

My neighborhood meets my needs and that I have a grocery store, coffee shop, post office, bank, Park, public transportation all within a short walking distance. I really appreciate being so centrally located, but also not feeling like I live in a skyscraper apartment building. I do think the people are friendly, and I enjoy walking out and about with my dog, because I get to know my neighborhood and the people there. The only thing that would make my neighborhood better, is if there was a pub or nice restaurant to eat at within walking distance. Also, on occasion there are car break-ins and or other robberies, that contribute to the neighborhood being less safe.

**Q7 Does your neighborhood support the activities that you would like to do? Examples of activities could be shopping, restaurants, entertainment, or other recreational services.**

Yes, but my neighborhood supports only some of the activities I would like to do.

**Q8 Explain your answer, what activities are currently supported or could be better supported by your neighborhood?**

The things that could be better in my neighborhood are the quality of the shopping and the restaurants for eating or going out. We have pizza and burrito places, but nothing of a more high-quality dining or drinking experience. Also, it would be great if we had a movie theater, or other forms of entertainment.

**Q9 Anything else you'd like to share with us? If not, type "No" in the field below.**

No

**ENGLISH - DSCOUT**

#1154084

02/23/2018, 12:44 AM UTC



Thu, 22 Feb  
2018  
04:55 PM PST



Hi my name is Chris Stahl and I live in the diamond neighborhood in Oakland . That's my little house back there . I've been here for about four years . I'm gonna take you for a little look now . And I've lived in the same spot . And I really love my neighborhood so I'm going to tell you about three things that I like about my neighborhood . My neighborhood is super walkable . I'm walking my dog right now . I am now at the end of my block and I am ready to a grocery store . So there is a grocery store the end of my block which is awesome because I can walk around and just pick up groceries real quick while not walking . Dog and another couple of things I like about my neighborhood are that there's a park nearby another two blocks will get to the park and that's really fun for walking my dog and also for just kind of people watching and interacting with folks from my neighborhood . And there's also a pool there . I like to go swimming . And another great thing about my neighborhood is there's also like lots of things that I want to be close to

**Device**

ios

**Education**

Post graduate coursework

**Employment Status**

Employed full time (30 hours +)

**Ethnicity**

Caucasian or White

**Household Composition**

With partner/spouse

**Household Income**

\$75,000 to \$99,999

**Q1 First, tell us about yourself and your neighborhood by answering the following: 1. What is your name? 2. Where do you live (your city and/or neighborhood) and how long have you lived there? 3. What are three things you like or don't like about your neighborhood?**

media response

**Q2 What is your favorite place to go to or visit within your community? What about that place makes it your favorite? (Examples could be parks, restaurants, community centers, etc.)**

My favorite place to visit in my community is definitely the park. It is only two blocks from my house, and it has both community areas, for example a playground and pool, and tennis court. It also has trails to go up in the woods so you can have a more rustic hiking or walking experience. When I first moved here, I went to the pool every day and I made some local friends from talking to people at the pool.

**Q3 How often do you use public or alternative transportation? (Examples could be biking, walking, bus, scooter, etc.)**

Often

**Q4 Give us an example of how you use this transportation. List a common destination, a typical time to get there, and mode of transportation.**

Mainly I walk around the neighborhood, because everything is so close. For example I can go to the grocery stores, the pet food store, the bank, the library, the park, and restaurants are within a few blocks. I do have a car, but I use it mostly for commuting to work.

**Q5 If you could change or improve one thing about your neighborhood or community, what would it be? How could it be changed or improved for the better?**

The two things that bother me about my neighborhood our street harassment, and illegal fireworks. As a woman walking around, I am vulnerable to all sorts of comments from random people on the street, let's be honest 100% men. The comments are often sexual and aggressive in nature, and make me feel unsafe. The other thing I would change would be the illegal fireworks happen in the summer at all times of day and mostly night. They scare my dog, and or unsafe for the local kids to be playing with. Unfortunately, the police are very busy and are not able to respond very quickly to calls about illegal fireworks.

**ENGLISH - DSCOUT**

#1159173

**02/27/2018, 12:26 AM UTC**Tue, 27 Feb 2018  
12:26 AM EST

Being that I work in education and sales . I actually visit a lot of libraries . I do visit my local library as well as other libraries in the surrounding areas . What . Last time I visited this library actually looked to me to speak to the teen . I'd like to see if we could host some sort of event maybe practice has some practice at city race events . When I went in there it was actually very very quiet . I feel that in comparison to the other libraries it could have had more foot traffic . I also noticed that it was missing a lot of some special opportunities or weapons for the young adults arm and even the geriatric community at least in comparison to some of the other libraries that I've seen that actually did have some things for young kids so that was good to see the .

**Device**

android

**Education**

College graduate

**Employment Status**

Employed full time (30 hours +)

**Ethnicity**

Asian or Pacific Islander

**Household Composition**

With roommate(s)

**Household Income**

\$125,000 to \$149,999

**Q1 Does your neighborhood have a local library?**

Yes, my neighborhood has a local library.

**Q2 Do you feel that your local library meets your needs?**

No, my local library does not meet my needs.

**Q3 Explain your answer, what needs are being met/not met by the library?**

Aside from the available books, I feel the library offers certain events and after school opportunities for younger children. However, I believe that it can offer more for young adults and teens. Maybe practice SAT and ACT events. Or networking opportunities.

**Q4 Tell us about your last visit to a library. What did you do? What was the library like? How often do you go to the library?**

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**Q5 What are three things that are important to you in a library? These could be related to content in the library, programs and services, or features within the library.**

It's outreach to the community, accessibility for community, programs for every age group

**Q6 Which of the following programs or services would you be interested in if they were offered at your local library? Select up to four.**

Access to Cultural Passes

Book Clubs

Computer Classes

Tutoring

**Q7 Anything else you'd like to share? If not, just type "No" in the field below.**

No

02/23/2018, 01:18 PM UTC



Fri, 23 Feb 2018  
01:18 PM EST



So my work week is actually from Tuesday to Saturday . So and considering that I work normal hours I actually worked from early afternoon to two late evening . With that being said my weekdays I'm usually found at work during the day and at night depending on how early I come back I may you know head out to meet up with my friends go out to the bar as well for a late night eat with them . But typically since I am so late my usually don't go out usually early in the mornings when I'm a little bit more flexible because I start work later in the day or an hour for weekends like I have said I do work until Saturday so Saturday I do end up early . So Saturday nights I might be found you know I'm going out with my friends again I'm doing some of my errands doing some chores . But that's what I usually do in most Sundays on Monday since I'm not working normally on us when I definitely go out . I do all my errands . I could be traveling on those days meeting but all my friends . It's nice to have a day off on a weekday when people are at work . So it does provide me with some flexibility I get to avoid a lot of traffic a lot of crowds and so

#### Device

android

#### Education

College graduate

#### Employment Status

Employed full time (30 hours +)

#### Ethnicity

Asian or Pacific Islander

#### Household Composition

With roommate(s)

#### Household Income

\$125,000 to \$149,999

**Q1 Use the following prompts to tell us more about your weekly schedule and activities.** 1. On most weekdays, I am.... 2. On most weeknights, I am.... 3. On most weekends, I am....

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**Q2 Where is your work? How do you get there?**

My work is about 30 min away from home in Gillette, nj. I drive there.

**Q3 Besides time at home, how much do you shop/relax/socialize in your neighborhood?**

Sometimes

**Q4 How often do you attend local events? Where do you usually go?**

Locally, I may be found going out maybe once or twice a week. Usually in the bars or local restaurants. Several miles further are malls too

**Q5 Does your neighborhood support your needs? Examples of needs could be access to grocery stores, transportation, or public services.**

Yes, my neighborhood meets most or all of my needs.

**Q6 Explain your answer, what needs are being met/not met by your neighborhood?**

If I go to the next town over, there are train stations available. Additionally, are groceries, a gym, and restaurants.

**Q7 Does your neighborhood support the activities that you would like to do? Examples of activities could be shopping, restaurants, entertainment, or other recreational services.**

Yes, but my neighborhood supports only some of the activities I would like to do.

**Q8 Explain your answer, what activities are currently supported or could be better supported by your neighborhood?**

Several miles out, I could find shopping and larger entertainment needs. However within my few miles of the two or three towns, you would find bars and restaurants but no so much shopping available.

**Q9 Anything else you'd like to share with us? If not, type "No" in the field below.**

No

**ENGLISH - DSCOUT**

#1154656

02/23/2018, 01:04 PM UTC



Fri, 23 Feb 2018  
01:04 PM EST



My name is Dan and I live in Piscataway New Jersey . I've been there for about five years now for five years . I like I like the area because it is safe . It's close by to some of the bars that I took a lot of bars where there are a lot of late night eats and snacks . I like the fact that it's also the proximity to my workplace home and it is close by to a lot of major highways . So it is a convenient location . However it is a little bit further away from my friends . They do live closer to the city . And that's I guess the town that I live in as a winter further . So that is one thing I don't like . I mean considering that it is a suburban area and it does come with some benefits such as parking is a lot more convenient is very strict . So other than other than the fact that it is a suburban area closer to work . And some of his proximate and close to some of the bars and late night someone I met is further away from the city which is where I want to be a part of . Ideally I would like to be in a more of an area just more urban . So that ceiling thing that I would say I don't like about it .

**Device**

android

**Education**

College graduate

**Employment Status**

Employed full time (30 hours +)

**Ethnicity**

Asian or Pacific Islander

**Household Composition**

With roommate(s)

**Household Income**

\$125,000 to \$149,999

**Q1 First, tell us about yourself and your neighborhood by answering the following: 1. What is your name? 2. Where do you live (your city and/or neighborhood) and how long have you lived there? 3. What are three things you like or don't like about your neighborhood?**

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**Q2 What is your favorite place to go to or visit within your community? What about that place makes it your favorite? (Examples could be parks, restaurants, community centers, etc.)**

Downtown where all the restaurants and bars are

**Q3 How often do you use public or alternative transportation? (Examples could be biking, walking, bus, scooter, etc.)**

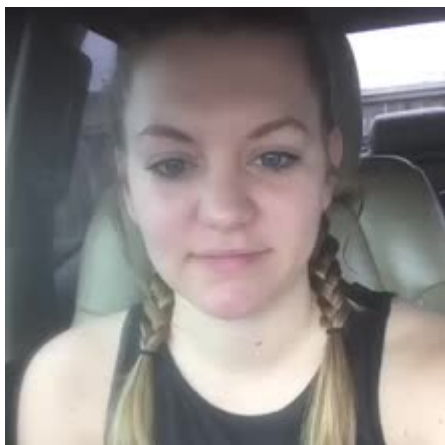
Rarely

**Q4 If you could change or improve one thing about your neighborhood or community, what would it be? How could it be changed or improved for the better?**

I guess a direct transportation service to the city would be nice

 02/21/2018, 07:21 PM UTC


Wed, 21 Feb  
2018  
01:27 PM CST



I actually just recently went to the library . I think it was three or four days ago and that's because I ran out of printer ink and I was like Where can I put these papers I really need I really need this to be label printed . I was like that's plain . It's right there . So I just walked over to the library and I went in every . They were very helpful got me on a computer right away and I was able to print my papers with no problem and just paid them . And it was easy . I go to the library frequently just to get somewhere quiet to concentrate or to read . I'd like to be able to lounge over there and read I like and I feel like it's a nice spot Senegalese and it has been a little bit colder and I can't be outside it . They have a lot of lounging areas . Everything you can find whatever you need very easily . There's many computers set up they have a whole video section and then they'll have sections for what like for Christmas they had a whole Christmas section of books or movies that you might want to rent or whatever . And they'll have that for all throughout the year for all different holidays

#### Device

ios

#### Education

Some college

#### Employment Status

Temporarily unemployed

#### Ethnicity

Caucasian or White

#### Household Composition

With partner/spouse

#### Household Income

\$25,000 to \$49,999

#### Q1 Does your neighborhood have a local library?

Yes, my neighborhood has a local library.

#### Q2 Do you feel that your local library meets your needs?

Yes, my local library meets my needs.

#### Q3 Explain your answer, what needs are being met/not met by the library?

I needed to print out papers and the library was helpful and easy. They even have their own streaming service of older movies and tv shows. They have many options for lounging and reading inside. They also have many functions going on through out the month.

#### Q4 Tell us about your last visit to a library. What did you do? What was the library like? How often do you go to the library?

media response

#### Q5 What are three things that are important to you in a library? These could be related to content in the library, programs and services, or features within the library.

1. Places to be comfortable to either read a good book or work on something 2. WiFi! 3. Activities

#### Q6 Which of the following programs or services would you be interested in if they were offered at your local library? Select up to four.

Arts & Crafts

Book Clubs

Language Classes

Movie Nights

#### Q7 Anything else you'd like to share? If not, just type "No" in the field below.

I love reading.

#### Q8 Congrats, you have completed this project. Sit back and relax as we review your entries.

checkpoint

**ENGLISH - DSCOUT**

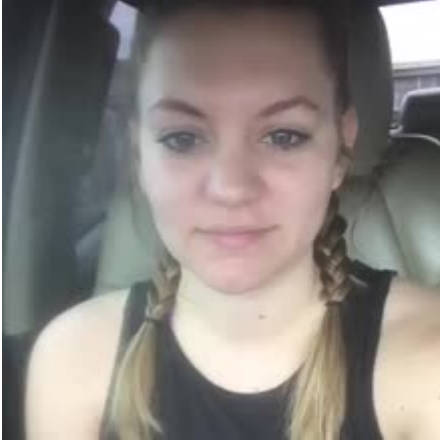
#1152634



02/21/2018, 07:06 PM UTC



Wed, 21 Feb  
2018  
01:20 PM CST



So since I just recently moved to town with my boyfriend I still have a job because he works in the refinery work and he will be moving locations soon . So I wanted to wait until that happened to get a job . So my days are pretty flexible but I have to get up in the morning with my boyfriend and I'll make him breakfast and pack his lunch and take him to work because we share a car right now . And I usually do that most of the time of the week because I want to have a car to either go to the gym or go get groceries or do whatever errands we need done . I'm trying to sell clothes online . And so I need to be going to the post office . So but usually my weekdays are pretty flexible my week nights . We are constantly on the run we're trying to go to the gym after work Tuesdays we go to five movies Wednesdays we go meet our friends or one of our friends at bars for steak night Thursdays and relax and then Friday as we're trying to find out what were doing this weekend of a dance scene at Orbitz going to escape Rome or if it's going downtown to like Houston or New Orleans or

**Device**

ios

**Education**

Some college

**Employment Status**

Temporarily unemployed

**Ethnicity**

Caucasian or White

**Household Composition**

With partner/spouse

**Household Income**

\$25,000 to \$49,999

**Q1 Use the following prompts to tell us more about your weekly schedule and activities. 1. On most weekdays, I am.... 2. On most weeknights, I am.... 3. On most weekends, I am....**

media response

**Q2 Where is your work? How do you get there?**

I sell some items online. So I am already there, but use the car to get to and from the post office.

**Q3 Besides time at home, how much do you shop/relax/socialize in your neighborhood?**

Often

**Q4 How often do you attend local events? Where do you usually go?**

Whenever we can! We go to trivia night on Tuesday's sometimes. The other weekend they had a Mardi Gras parade and the Budweiser Clydesdales

**Q5 Does your neighborhood support your needs? Examples of needs could be access to grocery stores, transportation, or public services.**

Yes, my neighborhood only meets some of my needs.

**Q6 Explain your answer, what needs are being met/not met by your neighborhood?**

We have grocery stores, restaurants and libraries but Uber's or Lyft's are very few. When we work out we have to go a town over and not a lot of rental options.

**Q7 Does your neighborhood support the activities that you would like to do? Examples of activities could be shopping, restaurants, entertainment, or other recreational services.**

Yes, but my neighborhood supports only some of the activities I would like to do.

**Q8 Explain your answer, what activities are currently supported or could be better supported by your neighborhood?**

They have a mall with a movie theater. We have a bowling alley and many restaurant options. However limited fitness areas. And these places are sub par. I go a town over for dancing or escape rooms.

**Q9 Anything else you'd like to share with us? If not, type "No" in the field below.**

No

**ENGLISH - DSCOUT**

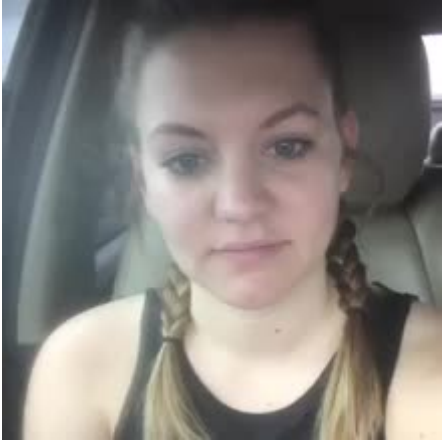
#1152620



02/21/2018, 04:19 PM UTC



Wed, 21 Feb  
2018  
01:05 PM CST



My name is Danielle and I live in Eyerly in Texas . Not close to Beaumont . I moved in with my boyfriend from Ohio just in May so I'm fairly new to the area still . Yes so we live in an apartment complex right now with a pool and we're in the middle of town . So I really like that we are close by . Everything we have like Wolmarans just exit down the highway and we're right next to it . There's an airport just exit the other direction . A lot of restaurant options are nearby . There's a library pretty much in the back garden . So I like being being by everything I don't like that . I was so close to the big streets though because it can cause a lot of traffic . People drive really fast on here I'm not you see that from Ohio . So I'm making turns can be scary because has to go across many lanes of traffic . So I don't really like that . I also don't like that there's no sidewalks . I tried to just go on a walk one day and I was barely any sidewalks . I was walking to a parking lot and the roads don't really make sense to me they all just go out in different directions so no sidewalks a lot of

**Device**

ios

**Education**

Some college

**Employment Status**

Temporarily unemployed

**Ethnicity**

Caucasian or White

**Household Composition**

With partner/spouse

**Household Income**

\$25,000 to \$49,999

**Q1 First, tell us about yourself and your neighborhood by answering the following: 1. What is your name? 2. Where do you live (your city and/or neighborhood) and how long have you lived there? 3. What are three things you like or don't like about your neighborhood?**

media response

**Q2 What is your favorite place to go to or visit within your community? What about that place makes it your favorite? (Examples could be parks, restaurants, community centers, etc.)**

My favorite place to go is our library. I am able to walk to it and they have a lot of lounging options to relax and read. They have a lot of activities going on through out week.

**Q3 How often do you use public or alternative transportation? (Examples could be biking, walking, bus, scooter, etc.)**

Often

**Q4 Give us an example of how you use this transportation. List a common destination, a typical time to get there, and mode of transportation.**

I walk around the town often because my boyfriend and I share a car right now. So I will walk for exercise, to get groceries, to go to the library or the park.

**Q5 If you could change or improve one thing about your neighborhood or community, what would it be? How could it be changed or improved for the better?**

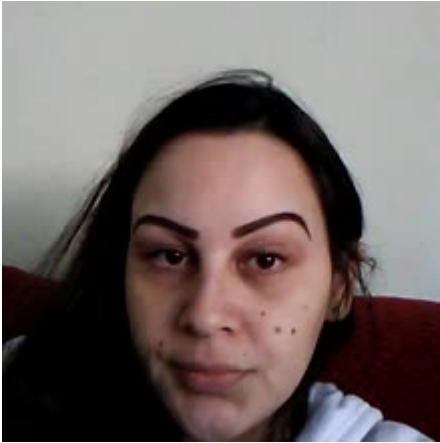
We would have more sidewalks! Whenever I am walking around I end up on the road, in a parking lot or in the grass trying to walk to places.



02/21/2018, 01:17 PM UTC



Wed, 21 Feb  
2018  
01:17 PM PST



Local library Clari local library is too close to us . It's kind of across town so I wouldn't really say our neighborhood across town another one is in another city . My daughter does enjoy going going there . We do go there just not as often . The book you can't you can't check out for too long . So you have to go back fairly quick to return them before fees and it's just a little too you know a little too far to be going so often we couldn't make it you know like this weekend and into next weekend . But you know we want at least a good amount of time with the book so we can read it . My daughter's only five so she can't read them . You know get books and read them by herself . So we've read them through the night . You know we get some but it just isn't . Isn't that convenient because there's just not too close there . You know what . Across town and then one in a whole other city . So we don't get to them as much as we would like . But if there were more we would definitely be heading to them often but we just buy books instead we have a lot of books . We tend to buy them low

**Device**

android

**Education**

Some college

**Employment Status**

Homemaker

**Ethnicity**

Caucasian or White

**Household Composition**

With partner/spouse + child

**Household Income**

\$25,000 to \$49,999

**Q1 Does your neighborhood have a local library?**

No, my neighborhood doesn't have a local library.

**Q2 Tell us about your last visit to a library. What did you do? What was the library like? How often do you go to the library?**

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**Q3 What are three things that are important to you in a library? These could be related to content in the library, programs and services, or features within the library.**

Having great reading content is very important. The style of the library and play area is a big part also since my kids love to play in there as well. A friendly and helpful staff. A calendar of events often.

**Q4 Which of the following programs or services would you be interested in if they were offered at your local library? Select up to four.**

Arts &amp; Crafts

Community Garden

Movie Nights

Storytime for Families / Children

**Q5 Anything else you'd like to share? If not, just type "No" in the field below.**

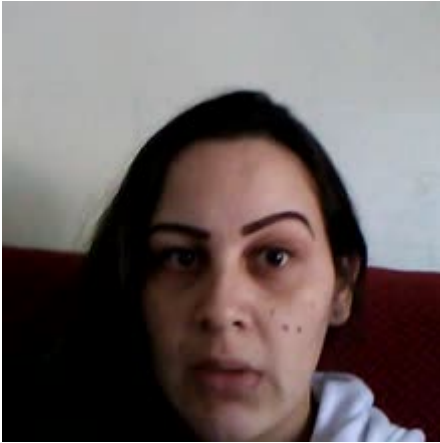
No



02/21/2018, 12:16 PM UTC



Wed, 21 Feb  
2018  
12:16 PM PST



And most weekdays I am either running for appointment for myself my daughter I'm going to classes and meetings . On most weeknights I am actually at home making dinner . I'm enjoying time with my family my kids making dinner you know cleaning up around the house getting laundry done before school the next day doing those type of things but I'm usually here at home week night and on weekends . I do sometimes occasionally have a lazy Sunday but most of the time we'd like to be outdoors . We like to go out to either if there's an event going on in the park we'll go to a park . Sometimes we go to Chuckie Cheese . We go to a movie or even if we will run errands and go shopping . And if we're doing that we'll go out for lunch go out to eat . If we don't really have anything planned you know we'll pack a little lunch go head to the park we can head to the beach and go for a walk around there . We're usually out on weekends . We spend a lot of time outdoors . I'm not stuck in the house because all week you know we're kind of stuck so we can't

**Device**

android

**Education**

Some college

**Employment Status**

Homemaker

**Ethnicity**

Caucasian or White

**Household Composition**

With partner/spouse + child

**Household Income**

\$25,000 to \$49,999

**Q1 Use the following prompts to tell us more about your weekly schedule and activities. 1. On most weekdays, I am.... 2. On most weeknights, I am.... 3. On most weekends, I am....**

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**Q2 Where is your work? How do you get there?**

I work at home.

**Q3 Besides time at home, how much do you shop/relax/socialize in your neighborhood?**

Often

**Q4 How often do you attend local events? Where do you usually go?**

Most weekends. Parks holding events or fairgrounds beach

**Q5 Does your neighborhood support your needs? Examples of needs could be access to grocery stores, transportation, or public services.**

Yes, my neighborhood meets most or all of my needs.

**Q6 Explain your answer, what needs are being met/not met by your neighborhood?**

Needs are being met, we have taxi services and bus stops all around my neighborhood

**Q7 Does your neighborhood support the activities that you would like to do? Examples of activities could be shopping, restaurants, entertainment, or other recreational services.**

Yes, my neighborhood supports most or all of the activities I would like to do.

**Q8 Explain your answer, what activities are currently supported or could be better supported by your neighborhood?**

We have great shopping centers near by. Parks near us that have sporting events.

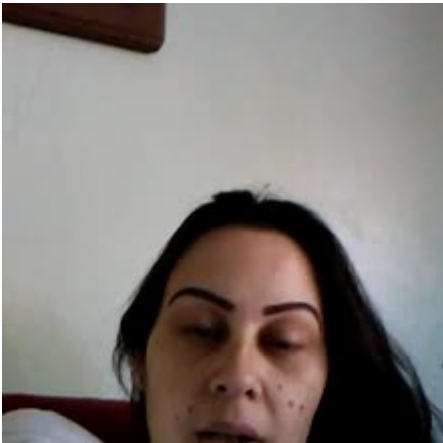
**Q9 Anything else you'd like to share with us? If not, type "No" in the field below.**

No

02/21/2018, 11:19 AM UTC



Wed, 21 Feb  
2018  
11:19 AM PST



Name is divvied up . I live in Ventura County California . I love my neighborhood . Maybe so much my neighborhood but around me . Across the street basically is the beach across the street a few blocks over . I'm close to the beach . I have a school and a park within walking distance that's like right around the corner just right around the block just go all the way straight down the street . If I go across the other side of the street I have another park in another neighborhood . If I go a little bit further another park . So we have a lot of parks and since I have kids I love taking them to the parks . We also have a shopping center closest to us in my neighborhood . We have a small shopping center which is a 7-Eleven a little Hispanic market place with fruits and veggies . And then if we go further down we have the big shopping center that has you know the major grocery chain we have the pet store to have it subway . We have everything . And since we're so close to the beach it's always nice here when it's cold . You still have that sun heating down . But having the sun I'm

Device

android

Education

Some college

Employment Status

Homemaker

Ethnicity

Caucasian or White

Household Composition

With partner/spouse + child

Household Income

\$25,000 to \$49,999

Q1 First, tell us about yourself and your neighborhood by answering the following: 1. What is your name? 2. Where do you live (your city and/or neighborhood) and how long have you lived there? 3. What are three things you like or don't like about your neighborhood?  
/storage/emulated/0/Android/data/com.vokal.dscout/files/Movies/aa0b226689b-4c0f-8a72-64c4a84df152.mp4

Q2 What is your favorite place to go to or visit within your community? What about that place makes it your favorite? (Examples could be parks, restaurants, community centers, etc.)  
Marina west park. Its a school and behind is the park. Its very close and my kids love being outdoors.

Q3 How often do you use public or alternative transportation? (Examples could be biking, walking, bus, scooter, etc.)  
Often

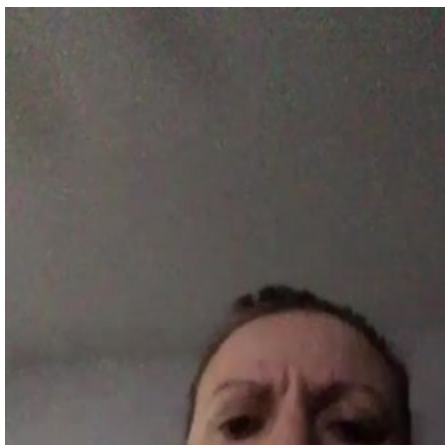
Q4 Give us an example of how you use this transportation. List a common destination, a typical time to get there, and mode of transportation.  
If I am taking my kids to the park I push my little one in the stroller and we walk there. We enjoy walking for exercise and like the outdoor air

Q5 If you could change or improve one thing about your neighborhood or community, what would it be? How could it be changed or improved for the better?  
I'd like to see trash cans near the bus stops.

02/22/2018, 02:14 PM UTC



Thu, 22 Feb  
2018  
09:19 AM EST



My last visit to Lineberry was to request the book that my daughter was looking for . She was reading a series Harry Potter and she couldn't locate the last book at her school library . So I actually took a trip and I went to the local library and Fred . They didn't have it . So they put it on hold and then they actually called another library that did have it . So I drove there and picked it up with my daughter . She's very excited because it was the last book for series that she needed . While I was there I picked up local papers that tells me what's going on in the neighborhood for adults and for children . So I spent a few minutes there was waiting for it to call the Vibert to see if the book was available . And I looked at flyers and things that were going on in the neighborhood . I also got tickets for just had tickets for Broadway shows . I looked at that and there's a lot of adults and children activities and all our local libraries .

### Device

ios

### Education

Post graduate coursework

### Employment Status

Employed part time

### Ethnicity

Caucasian or White

### Household Composition

With partner/spouse + child

### Household Income

\$50,000 to \$74,999

### Q1 Does your neighborhood have a local library?

Yes, my neighborhood has a local library.

### Q2 Do you feel that your local library meets your needs?

Yes, my local library meets my needs.

### Q3 Explain your answer, what needs are being met/not met by the library?

My local library / libraries we have many good ones offers both children's and adult activities. We request books on hold when we need them. We renew online. Children's preschool classes my kids went to went younger. Teen art classes. Adult fitness and knitting classes

### Q4 Tell us about your last visit to a library. What did you do? What was the library like? How often do you go to the library?

media response

### Q5 What are three things that are important to you in a library? These could be related to content in the library, programs and services, or features within the library.

Good hours flexible for children and adults Children and adult activities art , book clubs Helpful staff

### Q6 Which of the following programs or services would you be interested in if they were offered at your local library? Select up to four.

Access to Cultural Passes

Community Garden

Movie Nights

Lectures or Performances

### Q7 Anything else you'd like to share? If not, just type "No" in the field below.

No

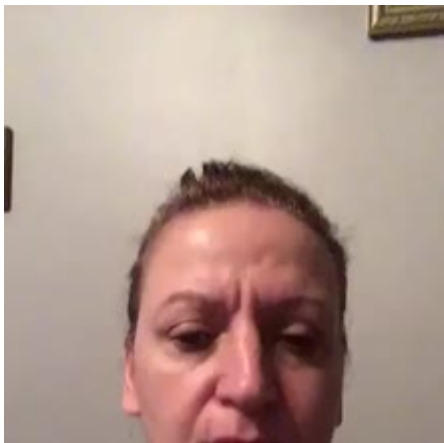
### Q8 Congrats, you have completed this project. Sit back and relax as we review your entries.

checkpoint

02/22/2018, 02:02 PM UTC



Thu, 22 Feb  
2018  
09:12 AM EST



Weekdays myself my husband my two children are out of the house before 8 o'clock . We're all going to work into school . I'm home in the afternoon by 3:00 and so my children my daughter has tennis on Monday . She's Irish step dance on Wednesday and on Friday she has confirmation class for church Tuesdays and Thursdays if we have any doctor's appointments orthodontist for the braces or anything else that's when we called Tuesday night I go to yoga . Any of the days that I could exercise after work up flexible either I work out at home or I go to my gym . My son plays lacrosse lacrosse season will start this week and he's going to have games seven or eight o'clock in the evening my weekend to flexible Saturday and Sunday that's when I usually go out with my daughter or my son my husband whoever's home . We like to go out to eat . We go shopping or art music cultural festivals whatever's going on at that hour or weeks off because I'm a teacher and my children when they're off we go places like yesterday we went to the city and when I skating

#### Device

ios

#### Education

Post graduate coursework

#### Employment Status

Employed part time

#### Ethnicity

Caucasian or White

#### Household Composition

With partner/spouse + child

#### Household Income

\$50,000 to \$74,999

**Q1 Use the following prompts to tell us more about your weekly schedule and activities. 1. On most weekdays, I am.... 2. On most weeknights, I am.... 3. On most weekends, I am....**

media response

**Q2 Where is your work? How do you get there?**

I'm a substitute teacher at one elementary school and one middle school that I walk to in my neighborhood .

**Q3 Besides time at home, how much do you shop/relax/socialize in your neighborhood?**

Often

**Q4 How often do you attend local events? Where do you usually go?**

Often. Weekends I go to art events. Music festivals . Spirits for my kids in my neighborhood .

**Q5 Does your neighborhood support your needs? Examples of needs could be access to grocery stores, transportation, or public services.**

Yes, my neighborhood meets most or all of my needs.

**Q6 Explain your answer, what needs are being met/not met by your neighborhood?**

My neighborhood is very diverse so lots of art, music events. Lots of different ethnic restaurants ,

**Q7 Does your neighborhood support the activities that you would like to do? Examples of activities could be shopping, restaurants, entertainment, or other recreational services.**

Yes, my neighborhood supports most or all of the activities I would like to do.

**Q8 Explain your answer, what activities are currently supported or could be better supported by your neighborhood?**

Art opel studios I attend and view art. . Music concerts outdoors different ethnic restsursnts to eat . I like variety and to try things of rom difffetent cultures .

**Q9 Anything else you'd like to share with us? If not, type "No" in the field below.**

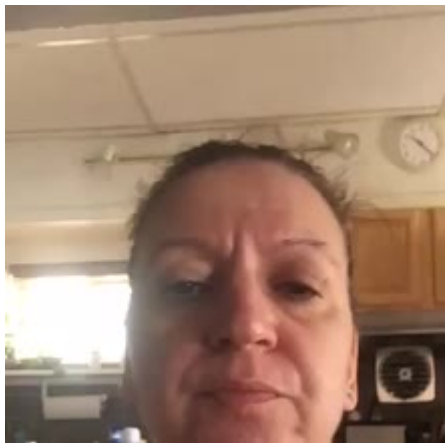
No

**ENGLISH - DSCOUT**

#1152424

 02/21/2018, 03:22 PM UTC

Wed, 21 Feb  
2018  
10:28 AM EST



I live in Brooklyn New York and I live in a house that I have two children and a husband . I like my neighborhood because it's very convenient today and taking the train into Manhattan I can walk I can drive I can take the bus or the train . Public schools are near us shopping and transportation supermarket any store any place to get her nails done . Beauty Aids . We have different neighborhoods with different ethnic backgrounds . Libraries are close by so it's very convenient . It's very diverse . It's quiet on my block . We can get to different places many different ways .

**Device**

ios

**Education**

Post graduate coursework

**Employment Status**

Employed part time

**Ethnicity**

Caucasian or White

**Household Composition**

With partner/spouse + child

**Household Income**

\$50,000 to \$74,999

**Q1 First, tell us about yourself and your neighborhood by answering the following: 1. What is your name? 2. Where do you live (your city and/or neighborhood) and how long have you lived there? 3. What are three things you like or don't like about your neighborhood?**

media response

**Q2 What is your favorite place to go to or visit within your community? What about that place makes it your favorite? (Examples could be parks, restaurants, community centers, etc.)**

Industry city is a favorite place 5 minutes from my house. It had a good hall. There are music , art activities. Yoga free classes. Summertime lots of outdoor activities .

**Q3 How often do you use public or alternative transportation? (Examples could be biking, walking, bus, scooter, etc.)**

Sometimes

**Q4 Give us an example of how you use this transportation. List a common destination, a typical time to get there, and mode of transportation.**

Take the train into Manhattan rather than driving too congested .

**Q5 If you could change or improve one thing about your neighborhood or community, what would it be? How could it be changed or improved for the better?**

Traffic in the morning school time area is chaotic .



02/21/2018, 03:49 PM UTC



Wed, 21 Feb  
2018  
11:03 AM EST



So my last visit to the library was actually yesterday I take my sons to Storyville at least once or twice a week myself and then I also have my baby sitter . I will take them there and drop them off in the Storyville part of the library . I will go into the study part of the library and finish my work while they're there they get to run around and play in the different mock areas like the beach the grocery store they can run the cash register shop the kitchen where they can pretend to cook the playhouse where they can play house or like my younger son likes to crawl up and down the stairs . It's really awesome . There's a ton of other kids there usually unless you go late at night because it's open until 8:00 p.m. which we usually go anytime between 4 and 6 . I find that that's when there's the most children there and then around seven thirty it starts to die down and seems like everybody starts to go home . But it's a really awesome place . We go a bunch . I mean like I like to take them there two to three times a week and then my babysitter . I will take them there with her about once or twice

#### Device

ios

#### Education

Some college

#### Employment Status

Employed full time (30 hours +)

#### Ethnicity

Caucasian or White

#### Household Composition

With child under 18

#### Household Income

\$25,000 to \$49,999

#### Q1 Does your neighborhood have a local library?

Yes, my neighborhood has a local library.

#### Q2 Do you feel that your local library meets your needs?

Yes, my local library meets my needs.

#### Q3 Explain your answer, what needs are being met/not met by the library?

My library is actually my favorite place to go and take my kids. They have a large area sectioned off just for the kids called Storyville. It's a place set up just for small people so they can reach everything everything is at their height. Within this area is a mock grocery store where they can be the shopper or also operate the cash register, a Mock kitchen where they can pretend to cook and eat, a mock beach where they can listen to sounds of the ocean or play with fake sea creatures even crawl through a plastic log or sit inside a fake lighthouse. They have a mock house where they can go upstairs into the bedroom and play house together, a game area with puzzles, legos, and a car track, a mock story time area with a large rocking chair where you can check out books from the library and read them to the kids. It's a great place that my kids love to go to and I get to walk around and spend time with them while they are playing. The library also offers internet service, printing services, a study area, a party room area if you wanted to rent it out for a party, it's awesome out of all the places I've ever lived this is the absolute best library I've ever lived near. I've never lived anywhere where I would refer to the library as my favorite place to go and spend time with my children. They also have story time once a week set up for different age groups on different days of the week where you can take your kids and someone reads them a story and has a discussion about it after which is perfect for my 1 year old, he gets to engage in learning and also engage with other children his age which is great since there is such a large age difference between him and my other son and I work from home I find it super important to involve him in activities where he can engage with others his age

#### Q4 Tell us about your last visit to a library. What did you do? What was the library like? How often do you go to the library?

media response

#### Q5 What are three things that are important to you in a library? These could be related to content in the library, programs and services, or features within the library.

The most important thing to me is story time. I realize almost no libraries have Storyville like ours does so story time where you can take your kids to engage with other children their age is definitely important. 2nd would be internet service. My older son frequently has projects that require internet access and at one point we could not afford internet so if the library didn't provide internet he wouldn't have been able to do his school work. 3rd would be a knowledgeable librarian. I think it's super important for the librarian to have knowledge about different books and books located within their library to make recommendations or point you in the right direction of what it is your looking for.

#### Q6 Which of the following programs or services would you be interested in if they were offered at your local library? Select up to four.

Arts &amp; Crafts

Equipment Rental

Movie Nights

Tutoring

#### Q7 Anything else you'd like to share? If not, just type "No" in the field below.

No

#### Q8 Congrats, you have completed this project. Sit back and relax as we review your entries.

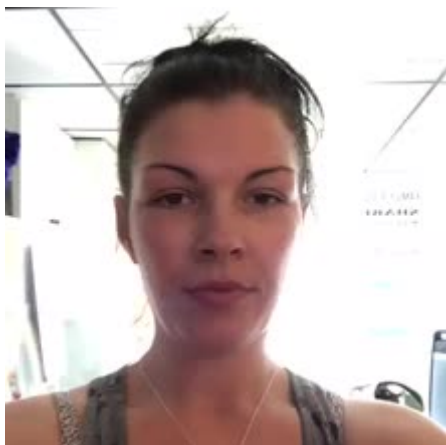
checkpoint

**ENGLISH - DSCOUT**

#1152447

**02/21/2018, 03:39 PM UTC**

Wed, 21 Feb  
2018  
10:48 AM EST



So on most weekdays I am actually home I actually am a mortgage loan processor and I work from home . So I spend a lot of time at home getting my work done and with my children on weeknights . I'm also at home but I also frequent the gym about four or five times a week on the weekends . We go down and we visit my children's grandparents so we go from Baltimore City all the way to Southern Maryland which is about a two hour drive and we spend the weekend down there every other weekend . I am most busy everyday of the week . My job is really super hectic . I . I don't have any kind of set hours so I literally wake up at about 8 o'clock in the morning and I'm working till about 8 to 10 o'clock at night . I do take usually about an hour break and I do go to the gym about four to five times a week . And then other than that I have a baby sitter that comes from 4 to 8 p.m. and she watches the kids so that I can successfully get work done without them interrupting me . I also Telemark it in addition to my regular job . So for about two hours every evening I tell

**Device**

ios

**Education**

Some college

**Employment Status**

Employed full time (30 hours +)

**Ethnicity**

Caucasian or White

**Household Composition**

With child under 18

**Household Income**

\$25,000 to \$49,999

**Q1 Use the following prompts to tell us more about your weekly schedule and activities. 1. On most weekdays, I am.... 2. On most weeknights, I am.... 3. On most weekends, I am....**

media response

**Q2 Where is your work? How do you get there?**

I work for a mortgage company that is actually physically located in Columbia Maryland however I am a remote worker and almost never have to go there I work from home on a daily basis. In the rare occasion that I do have to go to the office I drive my car through the Baltimore harbor tunnel to get there. Or one time when my car had broken down I did have to take public transportation via bus to the closest point to Columbia which was actually Glen Burnie and then I took an Uber from the light rail bus stop to my office

**Q3 Besides time at home, how much do you shop/relax/socialize in your neighborhood?**

Often

**Q4 How often do you attend local events? Where do you usually go?**

My neighborhood frequently has community gatherings. we do attend gatherings in my community at the community center or baseball fields

**Q5 Does your neighborhood support your needs? Examples of needs could be access to grocery stores, transportation, or public services.**

Yes, my neighborhood meets most or all of my needs.

**Q6 Explain your answer, what needs are being met/not met by your neighborhood?**

My needs are met. My community provides trash, recycling, and bulk trash pick up so I never have to transport anything I need to get rid of on my own. We also have a bus stop located the end of my street that will take you anywhere you need to go within the city or county such as grocery store, doctors appointments, walmart, etc

**Q7 Does your neighborhood support the activities that you would like to do? Examples of activities could be shopping, restaurants, entertainment, or other recreational services.**

Yes, my neighborhood supports most or all of the activities I would like to do.

**Q8 Explain your answer, what activities are currently supported or could be better supported by your neighborhood?**

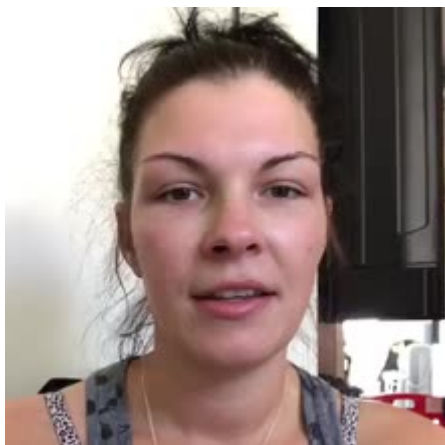
My neighborhood frequently has community gatherings with your great to take the kids to to play we also have a bus stop located at the end of my street so it's about one block up from my home. That bus will take you anywhere that you need to go with in the city so if you need to go the grocery store doctors appointments social services for community services the library Walmart target the gas station anywhere that you want to go

**Q9 Anything else you'd like to share with us? If not, type "No" in the field below.**

No

 02/21/2018, 03:28 PM UTC


Wed, 21 Feb  
2018  
10:38 AM EST



Hi there so my name is Davið . I live in Baltimore Maryland . I live in the Armstead gardens community in Baltimore Maryland . I have lived here for about a year . I really like this community it's actually a co-op community which means you actually purchased the home but you don't own the land that it sits on . So we actually pay a monthly maintenance fee and it includes our water electric trash pick up recycling if anything goes wrong with the home such as plumbing or electric or anything fixated to the house . That's actually also covered in the monthly maintenance fee that you pay which for me as a lower income single mother . That's super important because you can live here without making very much money . Another thing that I really like about this community is that it's a pretty close knit community . So I know all of my neighbors where as I previously lived in another community in Baltimore and I lived there for two years and I could not tell you what a single person on either side of me name was . So it wasn't close knit at all . I didn't

#### Device

ios

#### Education

Some college

#### Employment Status

Employed full time (30 hours +)

#### Ethnicity

Caucasian or White

#### Household Composition

With child under 18

#### Household Income

\$25,000 to \$49,999

**Q1 First, tell us about yourself and your neighborhood by answering the following: 1. What is your name? 2. Where do you live (your city and/or neighborhood) and how long have you lived there? 3. What are three things you like or don't like about your neighborhood?**

media response

**Q2 What is your favorite place to go to or visit within your community? What about that place makes it your favorite? (Examples could be parks, restaurants, community centers, etc.)**

My favorite place to visit with in my community is the library. Which probably sounds crazy however the library in my community has a large section zoned off for children to play. The area is named "Storyville". It consists of a large room that has several sections set up like a house, a beach, a gaming zone, supermarket, story room, and kitchen. It's awesome because everything is little people sized. I love to take my kids there to play and the best part about it is that it's free. Now you do have to stay and supervise your own children you can't just drop them off which I actually like because it gives me a chance to do something for free with my children on a consistent basis where they are having a really good time.

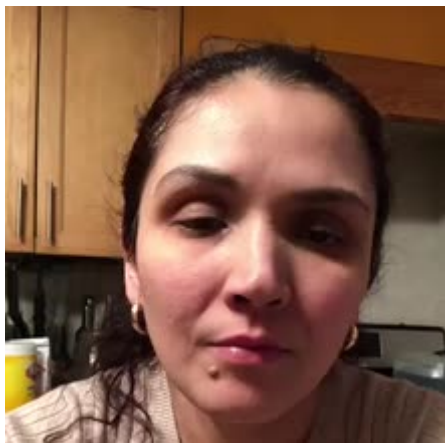
**Q3 How often do you use public or alternative transportation? (Examples could be biking, walking, bus, scooter, etc.)**

Rarely

**Q4 If you could change or improve one thing about your neighborhood or community, what would it be? How could it be changed or improved for the better?**

One thing I would change about my community is the roads. They are in really bad condition so it's really hard for my kids to safely ride their bikes or scooters without hitting a bump and getting hurt since they are new riders and fairly young. I'm sure once they get older this won't be an issue but right now it is. It's also very hard on my car I've had to replace two tires In a year from hitting the pot holes in my neighborhood. Other than that I wouldn't change a thing

02/24/2018, 09:32 PM UTC

Sat, 24 Feb 2018  
04:53 PM EST

Usually when I go to the library it's when I take my kids out for a walk when they've been in a house or daycare for too long . They just need a breath of fresh air . We'll walk over to the vicinity of the library . Usually when I'm in the area my son will say go to the library . So we stop in there is these pages that can be colored . So they have crayons on the little kiddie t wolves . So I'll bring a page from my kids and then they'll start coloring then they'll Lonsec spores so I'll have them pick out a book . I've read them about the book . Actually read the last time that I went to the library . They were playing a movie like a kid's movie . So we sat in the back row and then we just watched the last few minutes of the movie that was left I think it was secret life of pets that was playing . So it's always a good experience going to the library . The staff is friendly . It's quiet . There's books everywhere . So it's not only the kids will always be will ever be bored . I actually have to pry them out of the library because we'll have to go home or we'll have somewhere else to go . So it's a nice little escape summer to take the kids to since I've had

**Device**

ios

**Education**

College graduate

**Employment Status**

Employed part time

**Ethnicity**

Hispanic or Latino

**Household Composition**

With partner/spouse + child

**Household Income**

\$75,000 to \$99,999

**Q1 Does your neighborhood have a local library?**

Yes, my neighborhood has a local library.

**Q2 Do you feel that your local library meets your needs?**

Yes, my local library meets my needs.

**Q3 Explain your answer, what needs are being met/not met by the library?**

My needs are being met in that it's a place outside of the home where I can take my kids to read a new book and they also have movies and music. It's an educational place to go to outside of the home.

**Q4 Tell us about your last visit to a library. What did you do? What was the library like? How often do you go to the library?**

media response

**Q5 What are three things that are important to you in a library? These could be related to content in the library, programs and services, or features within the library.**

1. A large selection of books for kids and adults 2. Movie and music selection- since the library is a good place to open your horizons, a good selection of movie and music is always welcome 3. Programs for adults and children. I'd like to go to the library and leave learning something new

**Q6 Which of the following programs or services would you be interested in if they were offered at your local library? Select up to four.**

Language Classes

Storytime for Families / Children

Tutoring

Arts &amp; Crafts

**Q7 Anything else you'd like to share? If not, just type "No" in the field below.**

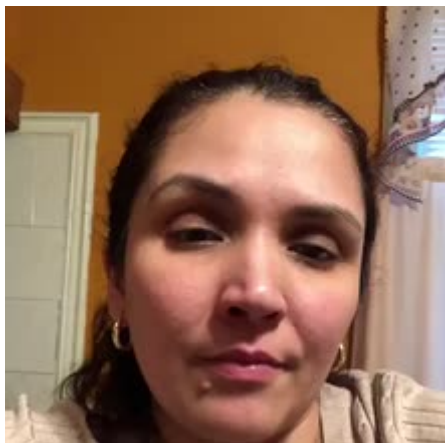
No

**Q8 Congrats, you have completed this project. Sit back and relax as we review your entries.**

checkpoint

 02/24/2018, 09:20 PM UTC


Sat, 24 Feb 2018  
04:31 PM EST



Hello . So on most weekdays I usually wake up around 6:00 depending on the day either six or eight in the morning get my kids ready for daycare and either go to work which I work at a doctor's office as a receptionist or on Wednesdays and Fridays which are my days off Wednesdays I take my kids to work and then go . I mean take my kids to daycare and then go to the laundry mat on Friday . I tend to take my kids to daycare and then run errands with my husband who is also off that day . So sometimes people sneak in go to the movie theater weeknights I'm usually just home with the kids . I have two kids four and 20 months . So we're usually just getting the night wrapped up going to give them a bath get them ready for bed dinner and get the day started the next for the next day week ends . We're usually running around with the kids running errands going out which is when we have time to actually go out with the kids rather than during the week because both my husband and I work late just this afternoon . We took the kids to the mall and then ate some lunch and then came home . So that's basically what our

#### Device

ios

#### Education

College graduate

#### Employment Status

Employed part time

#### Ethnicity

Hispanic or Latino

#### Household Composition

With partner/spouse + child

#### Household Income

\$75,000 to \$99,999

**Q1 Use the following prompts to tell us more about your weekly schedule and activities. 1. On most weekdays, I am.... 2. On most weeknights, I am.... 3. On most weekends, I am....**

media response

**Q2 Where is your work? How do you get there?**

I work in Manhasset, Long Island. I drive my car to work.

**Q3 Besides time at home, how much do you shop/relax/socialize in your neighborhood?**

Sometimes

**Q4 How often do you attend local events? Where do you usually go?**

I rarely attend local events. The time I have attended local events were actually by accident, like a local fair.

**Q5 Does your neighborhood support your needs? Examples of needs could be access to grocery stores, transportation, or public services.**

Yes, my neighborhood only meets some of my needs.

**Q6 Explain your answer, what needs are being met/not met by your neighborhood?**

My needs are met in that there are local shops/supermarkets, transportation in the area. However, there aren't enough recreational places to go to like nice parks or local pool.

**Q7 Does your neighborhood support the activities that you would like to do? Examples of activities could be shopping, restaurants, entertainment, or other recreational services.**

Yes, but my neighborhood supports only some of the activities I would like to do.

**Q8 Explain your answer, what activities are currently supported or could be better supported by your neighborhood?**

There are local movie theaters and shops. My neighborhood doesn't have entertainment places.

**Q9 Anything else you'd like to share with us? If not, type "No" in the field below.**

No



02/24/2018, 08:50 PM UTC

Sat, 24 Feb 2018  
04:18 PM EST

Hi my name is Diane Carabello . I live in South Richmond Hill Queens and that's in New York . I have lived here for the past basically 30 years . There was a time span of three years that I moved away to another town . But then I came back . I have an axe to talk about three things that I like or don't like . So I've decided to talk about the things that I do not like about my neighborhood . Mainly there is no parking . There have been more people over the last I'd say 10 years . So with more people comes more cars . So there used to be a lot more street parking and it's not even like there is . What do you call it sent . You know when the sanitation comes The Alternate Side street parking it's not just regular street parking but there's just no parking because there's so many cars . There's a lot of Hindu people that live in the neighborhood now from India . So when you walk around the neighborhood there tends to be a lot of like curry smell that just hits you in the face whenever you walk past somewhere that you know the inhabitants and also the neighborhood is now very dirty . People throw their garbage around anywhere .

**Device**

ios

**Education**

College graduate

**Employment Status**

Employed part time

**Ethnicity**

Hispanic or Latino

**Household Composition**

With partner/spouse + child

**Household Income**

\$75,000 to \$99,999

**Q1 First, tell us about yourself and your neighborhood by answering the following: 1. What is your name? 2. Where do you live (your city and/or neighborhood) and how long have you lived there? 3. What are three things you like or don't like about your neighborhood?**

media response

**Q2 What is your favorite place to go to or visit within your community? What about that place makes it your favorite? (Examples could be parks, restaurants, community centers, etc.)**

I like going to Forest Park because there's a park with friendly kids that I take my kids to and in that same vicinity is Forest Park which is a park filled with trees and trails. I feel one with nature when I walk around even though it's really just a park near my house.

**Q3 How often do you use public or alternative transportation? (Examples could be biking, walking, bus, scooter, etc.)**

Sometimes

**Q4 Give us an example of how you use this transportation. List a common destination, a typical time to get there, and mode of transportation.**

If I wanted to go to Manhattan, I'd take the Q10 bus to the E or F trains. That usually takes me about an hour from my house. I could also walk from my house to Liberty Avenue for 10 minutes and then take the A train to Manhattan. I typically travel by bus and train in the afternoon.

**Q5 If you could change or improve one thing about your neighborhood or community, what would it be? How could it be changed or improved for the better?**

I would like my neighborhood to be cleaner. If the people who live here cared more for their living conditions and picked up after themselves, it would be a better place to live. However, I feel that this may be a cultural difference.

 02/26/2018, 09:42 PM UTC


Mon, 26 Feb  
2018  
01:53 PM PST



The last time I went to the library was me like two weeks ago I had some books placed on hold . And they're available . So I went took my son with me to have a nice children's area with toys and puzzles and computer games . So I went and picked up the bugs . He went straight to the kids area to play which is nice because I got to sit and enjoy my book The . It was . It's nice . It's a newer construction I think maybe less than ten years old . I'm not sure but it's really clean . They keep it in great condition . It's really bright . There's a lot of natural light that comes in which I love . It's really bright and clean and . And you know they maintain it really well so it's you know it's a really nice comfortable place to visit and to hang out for a while . I mean I could be in the library for hours except you know my son when I go with my son it's usually maybe an hour sometimes less . Yeah . So it's it's a nice place . The you know the people are friendly and helpful . Yeah it's it's a nice place . Our our family we enjoy going to the library . My son you know he enjoys the library not so much for the books but

#### Device

ios

#### Education

Post graduate coursework

#### Employment Status

Employed part time

#### Ethnicity

Asian or Pacific Islander

#### Household Composition

With partner/spouse + child

#### Household Income

\$100,000 to \$124,999

#### Q1 Does your neighborhood have a local library?

Yes, my neighborhood has a local library.

#### Q2 Do you feel that your local library meets your needs?

Yes, my local library meets my needs.

#### Q3 Explain your answer, what needs are being met/not met by the library?

The library is right across the street from my house so it is super convenient to walk over, either alone or as a family. They have a nice children's area with toys, puzzles, and computer games so that I can relax and look at books while my son plays. It is nice and bright and clean, very comfortable place to hang out. Good selection of books and what they don't have I can always place it on hold and it gets delivered. I like that they also have a drive-thru container so I can return books without having to get out of the car!

#### Q4 Tell us about your last visit to a library. What did you do? What was the library like? How often do you go to the library?

media response

#### Q5 What are three things that are important to you in a library? These could be related to content in the library, programs and services, or features within the library.

1. Cleanliness 2. Ample children's area 3. Comfortable seating

#### Q6 Which of the following programs or services would you be interested in if they were offered at your local library? Select up to four.

Access to Cultural Passes

Language Classes

Lectures or Performances

Storytime for Families / Children

#### Q7 Anything else you'd like to share? If not, just type "No" in the field below.

Keep our libraries funded and open, please! :)

#### Q8 Congrats, you have completed this project. Sit back and relax as we review your entries.

checkpoint

**ENGLISH - DSCOUT**

#1158285

**02/26/2018, 09:32 PM UTC**

Mon, 26 Feb  
2018  
01:42 PM PST



On most weekdays I am I'm an actor so most weekdays I am going no auditions . If by book things I'm shooting . I also am into filmmaking so I'm either writing or producing meeting with people . I'm constantly meeting with people having brunch lunch happy hours so weekdays . Oh and then of course housekeeping taking care of the House think of the food what to make for dinner for my family for the night . On most weeknights I am with my family with my husband and 4 year old son were at home hanging out or we are with friends . We are very social we're very social family so we you know we're constantly having playdates after schools so we're doing that on most weekends same thing we're spending their family time together . We love to you know camp . We love to go to the beach . We love doing outdoorsy thing . We recently really got into gardening so we're doing that and then also we're very social so we have a lot of playdates . We have a lot of birthdays just get together at our house at our friends house so it's you know it's consumed with social activities

**Device**

ios

**Education**

Post graduate coursework

**Employment Status**

Employed part time

**Ethnicity**

Asian or Pacific Islander

**Household Composition**

With partner/spouse + child

**Household Income**

\$100,000 to \$124,999

**Q1 Use the following prompts to tell us more about your weekly schedule and activities. 1. On most weekdays, I am.... 2. On most weeknights, I am.... 3. On most weekends, I am....**

media response

**Q2 Where is your work? How do you get there?**

I am an actor so my work consists of auditioning, shooting, and writing. I live about 12 miles from the heart of Hollywood - which is where many auditions take place. So I am in the car A LOT. Driving to and fro in traffic.

**Q3 Besides time at home, how much do you shop/relax/socialize in your neighborhood?**

Often

**Q4 How often do you attend local events? Where do you usually go?**

During summers we go to the local farmers market and also Lawndale holiday events like the Halloween, Christmas fair and jazz festival

**Q5 Does your neighborhood support your needs? Examples of needs could be access to grocery stores, transportation, or public services.**

Yes, my neighborhood meets most or all of my needs.

**Q6 Explain your answer, what needs are being met/not met by your neighborhood?**

Most of my needs for living are met, grocery stores and essentials like that. What is somewhat lacking is more social venues like better coffee shops and restaurants. Need to go to the next city over.

**Q7 Does your neighborhood support the activities that you would like to do? Examples of activities could be shopping, restaurants, entertainment, or other recreational services.**

Yes, but my neighborhood supports only some of the activities I would like to do.

**Q8 Explain your answer, what activities are currently supported or could be better supported by your neighborhood?**

It would be nice to have better parks and playgrounds for children; nicer coffee shops and restaurants. But because those needs are met in neighboring cities, I don't really feel a huge void.

**Q9 Anything else you'd like to share with us? If not, type "No" in the field below.**

Lawndale is an underrated city that more people should move to! Affordable living and great location and weather!

**ENGLISH - DSCOUT**

#1158269

 02/26/2018, 09:22 PM UTC

Mon, 26 Feb  
2018  
01:32 PM PST



Hi my name is Esther and I live in Lawndale California . The three things I like and don't like about my neighborhood . Number one I love where we're located in the South Bay area of Los Angeles County where the weather is great . It's always at least like 10 to 15 degrees cooler than Los Angeles . We're about four miles from the ocean so the weather is great . The second thing I like about the neighborhood is I always say I live in the best part of Lawndale you're right across the street from the elementary school . And this way we are right by the library the Community Center City Hall . So you know they have like farmer's markets there during the summer . So that's really nice . The third thing I like about my neighborhood is you know it's a really chill friendly neighborhood it's a very solidly middle working class neighborhood . So people are just you know they're not snooty or uppity or anything they're pretty friendly . There's a decent amount of foot traffic people walking so you know you can hi . You get to know your neighbors a little bit . So that's

**Device**

ios

**Education**

Post graduate coursework

**Employment Status**

Employed part time

**Ethnicity**

Asian or Pacific Islander

**Household Composition**

With partner/spouse + child

**Household Income**

\$100,000 to \$124,999

**Q1 First, tell us about yourself and your neighborhood by answering the following: 1. What is your name? 2. Where do you live (your city and/or neighborhood) and how long have you lived there? 3. What are three things you like or don't like about your neighborhood?**

media response

**Q2 What is your favorite place to go to or visit within your community? What about that place makes it your favorite? (Examples could be parks, restaurants, community centers, etc.)**

The public library which is right across the street; the Lawndale farmers market during the summers which takes place right across the street; The Corner Burger which is a burger shop a couple of blocks away that has great burgers.

**Q3 How often do you use public or alternative transportation? (Examples could be biking, walking, bus, scooter, etc.)**

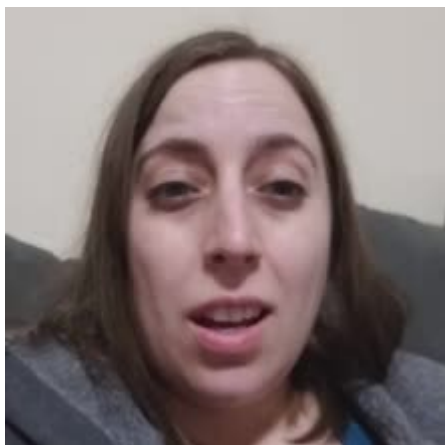
Rarely

**Q4 If you could change or improve one thing about your neighborhood or community, what would it be? How could it be changed or improved for the better?**

Beautification of the neighborhood. Lawndale is surrounded by richer neighborhoods such as Manhattan Beach, Redondo Beach, and Torrance. But homes are half the price! Because many of the homes are not as fixed up or renovated and the gardens and lawns are not as well kept. Gives the feeling of a poorer neighborhood to people driving thru.

 02/21/2018, 07:45 PM UTC

Wed, 21 Feb  
2018  
07:45 PM CST



I honestly can't remember the last time I physically stepped foot in a library . Like I said in my last question I used my library card to get access to an app for language learning which was really cool but really the library near me I renovated . I don't know maybe five five or more years ago and I haven't even been in since it renovated . So it's it might have been I mean high school that I've been to this local one . But I spend a lot of time there checking out the classic science fiction other others generally classic fiction books that I felt I needed to read . And I just go go to you know that kind of classic fiction section and look for titles that I recognized . But things that I hadn't read like that's how I read One Flew Over The Cuckoo's Nest and then I didn't know how I read Slaughterhouse Five which is now when I have her books . Beyond that I mean I think the last time I probably actually went to a library was in college in which case those were just two too big there's too much stuff there . And you know it's mostly mostly books you'd use for for resources and college

**Device**

android

**Education**

College graduate

**Employment Status**

Employed full time (30 hours +)

**Ethnicity**

Caucasian or White

**Household Composition**

With partner/spouse

**Household Income**

\$75,000 to \$99,999

**Q1 Does your neighborhood have a local library?**

Yes, my neighborhood has a local library.

**Q2 Do you feel that your local library meets your needs?**

Yes, my local library meets my needs.

**Q3 Explain your answer, what needs are being met/not met by the library?**

I never go there, but being a member gives me access to language learning apps like Duolingo and mangolanguages.

**Q4 Tell us about your last visit to a library. What did you do? What was the library like? How often do you go to the library?**

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**Q5 What are three things that are important to you in a library? These could be related to content in the library, programs and services, or features within the library.**

Availability of what I want, access to learning apps, and internet access.

**Q6 Which of the following programs or services would you be interested in if they were offered at your local library? Select up to four.**

Access to Cultural Passes

Movie Nights

Wi-Fi Access

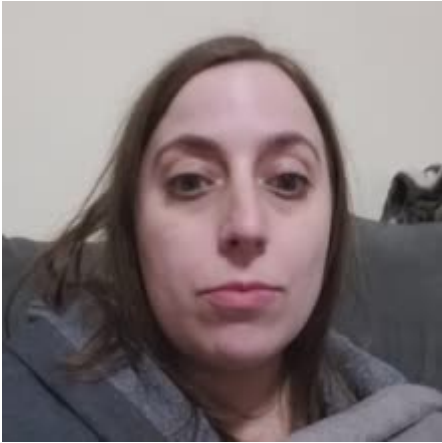
**Q7 Anything else you'd like to share? If not, just type "No" in the field below.**

No

02/21/2018, 07:30 PM UTC



Wed, 21 Feb  
2018  
07:30 PM CST



On most weekdays I'm at work pretty much from say 7 to 4 ish . I commute there and back by driving . I'm usually most weeknights maybe once or twice and I'm three times a week . I stopped for groceries on the way home a couple of nights a week . I go out with my fiancé or with friends . The other nights we cook at home I stay and watch Netflix read and then on weekends . Usually in the morning it's a decent amount of time spent doing errands clean cleaning the apartment taking care of the dog . Maybe like a big grocery trip a bunch of meal prep at home or a cooking cooking meals at home in general and then usually at least one evening . Friday Saturday or Sunday or or two a week going out and doing something again either with friends or just me and my fiancé . Nothing consistent for any of it . Like the only consistent part of that is my weekday work schedule . But beyond that it's not like I go out every Monday or stay and every Thursday . I would say Sunday if anything is more for meal prep and staying home I think Saturday evening is

**Device**

android

**Education**

College graduate

**Employment Status**

Employed full time (30 hours +)

**Ethnicity**

Caucasian or White

**Household Composition**

With partner/spouse

**Household Income**

\$75,000 to \$99,999

**Q1 Use the following prompts to tell us more about your weekly schedule and activities. 1. On most weekdays, I am.... 2. On most weeknights, I am.... 3. On most weekends, I am....**

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**Q2 Where is your work? How do you get there?**

I work in the Chicago suburbs and I drive there.

**Q3 Besides time at home, how much do you shop/relax/socialize in your neighborhood?**

Sometimes

**Q4 How often do you attend local events? Where do you usually go?**

A few times a year there are events at a nearby park or at nighthawk (coffee shop/bar) that I go to in the neighborhood.

**Q5 Does your neighborhood support your needs? Examples of needs could be access to grocery stores, transportation, or public services.**

Yes, my neighborhood meets most or all of my needs.

**Q6 Explain your answer, what needs are being met/not met by your neighborhood?**

I have public transportation, grocery stores, and restaurants, but I would like more parking and maybe a walkable larger grocery store like a jewel or Mariano's.

**Q7 Does your neighborhood support the activities that you would like to do? Examples of activities could be shopping, restaurants, entertainment, or other recreational services.**

Yes, but my neighborhood supports only some of the activities I would like to do.

**Q8 Explain your answer, what activities are currently supported or could be better supported by your neighborhood?**

It has good restaurants, but I'd like more fun shops and entertainment (a theater or concert venue)

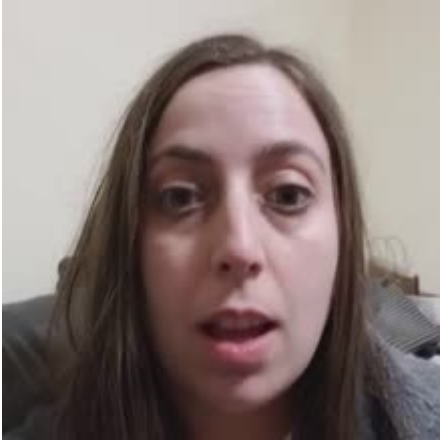
**Q9 Anything else you'd like to share with us? If not, type "No" in the field below.**

No

02/21/2018, 06:59 PM UTC



Wed, 21 Feb  
2018  
06:59 PM CST



My name is Jenny and I live in Chicago the Albany Park neighborhood in Chicago and I've lived there pretty much my entire life from the age of five until I left for college and then again from the age of 22 to now . So my parents live here I live in another apartment in the neighborhood . And now I'm now I'm in this one in the neighborhood three things that I like or or dislike . It's really close to a lot of public transportation which is great . My last apartment wasn't as close to the train but there are still buses . So it was like three or four different buses easily walkable as well as broad lines stop which is great . I was really like there's a lot of different ethnic restaurants a lot of Mexican places a lot of middle eastern places and pizza places as a good variety of things as well as grocery stores . And I wish we had more little shops . We have we have grocery stores we don't have like a little boutique stores or that kind of thing . Something I don't like about it is there there is some kind of sketch if you will live in the neighborhood like all I'll come downstairs . Some days it will

#### Device

android

#### Education

College graduate

#### Employment Status

Employed full time (30 hours +)

#### Ethnicity

Caucasian or White

#### Household Composition

With partner/spouse

#### Household Income

\$75,000 to \$99,999

**Q1 First, tell us about yourself and your neighborhood by answering the following: 1. What is your name? 2. Where do you live (your city and/or neighborhood) and how long have you lived there? 3. What are three things you like or don't like about your neighborhood?**

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**Q2 What is your favorite place to go to or visit within your community? What about that place makes it your favorite? (Examples could be parks, restaurants, community centers, etc.)**

Nighthawk, a combination coffee shop and bar. It's really cozy, the drinks and coffee are great and affordable, and the staff is friendly.

**Q3 How often do you use public or alternative transportation? (Examples could be biking, walking, bus, scooter, etc.)**

Often

**Q4 Give us an example of how you use this transportation. List a common destination, a typical time to get there, and mode of transportation.**

I often go out to dinner in nearby neighborhoods (so early to mid evening) by train.

**Q5 If you could change or improve one thing about your neighborhood or community, what would it be? How could it be changed or improved for the better?**

I wish I felt safer. There's been some crime in the area that an increased police presence might help, at least driving by a little more.

 02/28/2018, 08:24 AM UTC


Wed, 28 Feb  
2018  
12:27 AM PST



So the last time that I went to the library was about I think two days ago I went to study and our library or the local library is really front line with everything . The environment is great . It's very clean . Everything's really just meets my needs in every way . Hosoda there are studies since they have study rooms as well . They can study with my friends and everything and I do go to the library after they also has a cafe conveniently located right next to it . It's actually kind of a part of the library . You can say I guess that's where I go if I get hungry they always have activities community activities help there as well . It's just a great local library overall . There's a lot of volunteering options but yet it's really community frontlash when we see people there has a lot of choices . It's very big as well .

#### Device

ios

#### Education

Some high school

#### Employment Status

Student

#### Ethnicity

Asian or Pacific Islander

#### Household Composition

With parent(s)

#### Household Income

I prefer not to respond

**Q1 Does your neighborhood have a local library?**

Yes, my neighborhood has a local library.

**Q2 Do you feel that your local library meets your needs?**

Yes, my local library meets my needs.

**Q3 Explain your answer, what needs are being met/not met by the library?**

my local library meets my needs

**Q4 Tell us about your last visit to a library. What did you do? What was the library like? How often do you go to the library?**

media response

**Q5 What are three things that are important to you in a library? These could be related to content in the library, programs and services, or features within the library.**

friendly environment, lots of choices, and study rooms

**Q6 Which of the following programs or services would you be interested in if they were offered at your local library? Select up to four.**

Collaborative / Meeting Space

Community Garden

Language Classes

Movie Nights

**Q7 Anything else you'd like to share? If not, just type "No" in the field below.**

no

**Q8 Congrats, you have completed this project. Sit back and relax as we review your entries.**

checkpoint

02/25/2018, 07:13 AM UTC



Sat, 24 Feb 2018  
11:17 PM PST



So on weekdays as a student I do attend school and I come home and do all my homework . It's pretty boring but I do have a lot of extracurricular activities so I'm always out of the house . I guess he's trying to complete whatever I'm doing I still play instruments so I'm practicing at home along with homework and I do all my friends on some weekdays just to relieve stress I guess and just hang out on weeknights . That's what I'm usually just relaxing finishing homework I have completed I guess . I talk to my friends over the phone catch up with people and finally all week and that's when I usually hang out catch up on sleep . Of course because I'm always sleeping so awake during the week weeknights . So all week adds I'm catching up on sleep catching up anything I need to catch up really . And yeah I had church on Sundays Saturdays . I try to make plans with people and I'm usually really busy just because I like being out there I guess sometimes I do like the more confined to my old room . But I guess it just depends on the week or how about on the weekdays a busy weekday .  
Makes me want to have a normal boring I guess kind of week

**Device**

ios

**Education**

Some high school

**Employment Status**

Student

**Ethnicity**

Asian or Pacific Islander

**Household Composition**

With parent(s)

**Household Income**

I prefer not to respond

**Q1 Use the following prompts to tell us more about your weekly schedule and activities.** 1. On most weekdays, I am.... 2. On most weeknights, I am.... 3. On most weekends, I am....

media response

**Q2 Where is your work? How do you get there?**

I am student and my mother drops me off or I bike.

**Q3 Besides time at home, how much do you shop/relax/socialize in your neighborhood?**

Often

**Q4 How often do you attend local events? Where do you usually go?**

I don't usually attend local events

**Q5 Does your neighborhood support your needs? Examples of needs could be access to grocery stores, transportation, or public services.**

Yes, my neighborhood meets most or all of my needs.

**Q6 Explain your answer, what needs are being met/not met by your neighborhood?**

My neighborhood has great grocery stores I can easily bike to and we also have a trolley that transports us all over town for free

**Q7 Does your neighborhood support the activities that you would like to do? Examples of activities could be shopping, restaurants, entertainment, or other recreational services.**

Yes, but my neighborhood supports only some of the activities I would like to do.

**Q8 Explain your answer, what activities are currently supported or could be better supported by your neighborhood?**

There are several restaurants, but not many to choose from or enjoy. There aren't many places to spend time with friends without going to the same place everytime.

**Q9 Anything else you'd like to share with us? If not, type "No" in the field below.**

no

**ENGLISH - DSCOUT**

#1156511



02/25/2018, 07:02 AM UTC

Sat, 24 Feb 2018  
11:07 PM PST

So my name is Hannah and I live in Camerino and in Ventura County of California and I've lived here for a bow . I want to say maybe six or seven years now . And what I do like about my neighborhood is just how friendly it is out of all the places I've lived before . I definitely like how close everyone is since it's such a small town I guess . But the issue with it is that it's really boring . We don't really have a lot of places to hang out . As like someone in high school who's really just wanting to hang out with their friends I guess we don't really have we have limited options of where to go and it's usually repeated all the time . We had to go farther just like have fun . Like I say there's so many things to do but we're in a small town that really doesn't have anything much to our enjoyment I guess . And I think that's what's negative about it but I do love everything else . We're really diverse . I feel at school boys seeing like cool people of all skin colors all cities . So I really do love that as an Asian . I see other Asians which I love . Yeah that's what I do not like and like about the county that I'm

**Device**

ios

**Education**

Some high school

**Employment Status**

Student

**Ethnicity**

Asian or Pacific Islander

**Household Composition**

With parent(s)

**Household Income**

I prefer not to respond

**Q1 First, tell us about yourself and your neighborhood by answering the following: 1. What is your name? 2. Where do you live (your city and/or neighborhood) and how long have you lived there? 3. What are three things you like or don't like about your neighborhood?**

media response

**Q2 What is your favorite place to go to or visit within your community? What about that place makes it your favorite? (Examples could be parks, restaurants, community centers, etc.)**

I love going to the park because it's usually not crowded and everyone is so friendly and it's a great place to just chill with friends/have a picnic

**Q3 How often do you use public or alternative transportation? (Examples could be biking, walking, bus, scooter, etc.)**

All the time

**Q4 Give us an example of how you use this transportation. List a common destination, a typical time to get there, and mode of transportation.**

I bike around and we also have a trolley in our city. For example, I usually go on grocery runs during the weekends and I use my bike as my mode of transportation. I also bike to the trolley station which takes you all over town such as the outlets to hang out with friends

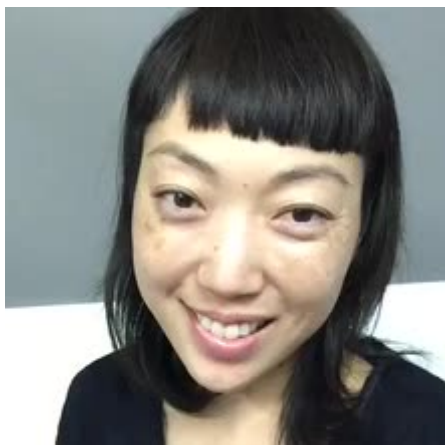
**Q5 If you could change or improve one thing about your neighborhood or community, what would it be? How could it be changed or improved for the better?**

I would definitely add a lot more restaurants and attractions since there's only a limited amount of options to hang out with friends at or just go to during free time.

02/23/2018, 10:39 PM UTC



Fri, 23 Feb 2018  
03:20 PM PST



During my last trip to the library I took my niece and nephew to go read some books . We actually were looking for some old school fairy tales story books and I knew that the local library would have them because they have all they have huge children's selection and I definitely knew we could find what we were looking for in it . We were we were not going for the technology aspect of the Lemery but more so for the physical picture books . So it was a good option for us to visit this library this visit and sit down at the round tables and read with the kids so it was a lot of fun because we had some one on one time and some social togetherness and it definitely would use the library for instances like this . We're looking for specific books but not necessarily researching on the internet . I'd probably go to the library maybe once a month maybe less maybe once every two months because most things that I need to find I can research on Google or research things at the bookstore or buy books . Libraries are a bit antiquated especially the local library . So I try to do as much of my own research and finding the things I need online or at my local

#### Device

ios

#### Education

College graduate

#### Employment Status

Employed full time (30 hours +)

#### Ethnicity

Asian or Pacific Islander

#### Household Composition

With partner/spouse + child

#### Household Income

\$75,000 to \$99,999

#### Q1 Does your neighborhood have a local library?

Yes, my neighborhood has a local library.

#### Q2 Do you feel that your local library meets your needs?

No, my local library does not meet my needs.

#### Q3 Explain your answer, what needs are being met/not met by the library?

My library feels and looks antiquated, with original computers and office technology from nearly 15 years ago. They have not updated to current technology yet, which can be cumbersome and challenging to do research.

#### Q4 Tell us about your last visit to a library. What did you do? What was the library like? How often do you go to the library?

media response

#### Q5 What are three things that are important to you in a library? These could be related to content in the library, programs and services, or features within the library.

Three things that are important to me in a library are: current technology, a social space for interaction and exchange, and a quiet space for contemplation.

#### Q6 Which of the following programs or services would you be interested in if they were offered at your local library? Select up to four.

Collaborative / Meeting Space

Language Classes

Lectures or Performances

Storytime for Families / Children

#### Q7 Anything else you'd like to share? If not, just type "No" in the field below.

I think a library should be a space for all generations, offering a place for learning, media space, youth area, family area, and community space.

#### Q8 Congrats, you have completed this project. Sit back and relax as we review your entries.

checkpoint

02/22/2018, 09:05 PM UTC



Thu, 22 Feb  
2018  
04:59 PM PST



My typical weekday schedule is quite hectic and busy because I have a lot of things going on with work family personal and just it's been crazy this year . So on a typical weekday I'm mostly at work during the day after work I'm running errands going grocery shopping running errands with the kids and just taking care of household items in the evenings during the weekday cooking dinner household chores cleaning house and making sure the kids are doing their homework and preparing them for sleep . I rarely get the time to watch TV . But that's also something I enjoy in the evenings watching movies watching Netflix at home before I wake up the next morning Saturdays and Sundays during the day are quite busy as well . Taking care of run of running errands that I haven't gotten to during the week and going grocery shopping making sure that I take care of any household items and the evenings are reserved for a little bit a quiet time during the weekends . I try to get away perhaps see a movie with my partner and just have a little kickback

**Device**

ios

**Education**

College graduate

**Employment Status**

Employed full time (30 hours +)

**Ethnicity**

Asian or Pacific Islander

**Household Composition**

With partner/spouse + child

**Household Income**

\$75,000 to \$99,999

**Q1 Use the following prompts to tell us more about your weekly schedule and activities. 1. On most weekdays, I am.... 2. On most weeknights, I am.... 3. On most weekends, I am....**

media response

**Q2 Where is your work? How do you get there?**

My work is 20 miles away from my home, and about an hour and a half drive in freeway traffic by car.

**Q3 Besides time at home, how much do you shop/relax/socialize in your neighborhood?**

Sometimes

**Q4 How often do you attend local events? Where do you usually go?**

I try to attend local art galleries, museums, and music events in my neighborhood at least once a month on the weekend.

**Q5 Does your neighborhood support your needs? Examples of needs could be access to grocery stores, transportation, or public services.**

Yes, my neighborhood meets most or all of my needs.

**Q6 Explain your answer, what needs are being met/not met by your neighborhood?**

My neighborhood is full of grocery stores, restaurants, bakeries, bars, clothing shops, big retail stores, gas stations, repair shops, hardware stores, public transport...the list goes on. I can find most anything I need within walking or short driving distance.

**Q7 Does your neighborhood support the activities that you would like to do? Examples of activities could be shopping, restaurants, entertainment, or other recreational services.**

Yes, my neighborhood supports most or all of the activities I would like to do.

**Q8 Explain your answer, what activities are currently supported or could be better supported by your neighborhood?**

Currently my neighborhood supports most activities that I like to do in the city, from museums, concert halls, sports stadiums, and ice rinks - I can keep busy all year long!

**Q9 Anything else you'd like to share with us? If not, type "No" in the field below.**

Most any activity is accessible via car, public transport, car share, and walking.

 02/22/2018, 01:36 AM UTC


Wed, 21 Feb  
2018  
05:47 PM PST



Hi my name is Jen and I live in the heart of downtown Los Angeles . It's a beautiful city . I have so much around me so much access to movies restaurants bars shopping boutiques the list goes on . I'm never bored of things to do . There are museums around lots of attractions . I just there's hiking and I can ride my bike I can go ice skating in the middle of the park during the winter . There's just a lot that's booming within the city right now with new restaurants Whole Foods Trader Joe's is just the Apple store . It's just growing and growing every day and I feel like every week there's a new opening of a restaurant or bar . And it's exciting to be a part of this growth in the city . It's it's becoming a really great city to be a part of . And I enjoy it . I enjoy the diversity of its people . The only drawback to where I am is that there is a huge homeless population . It's actually downtown Los Angeles is actually the largest homeless population in all of the US which is quite unfortunate . I do experience and witness a lot of homeless activity on a daily basis and I wish that the city would make

#### Device

ios

#### Education

College graduate

#### Employment Status

Employed full time (30 hours +)

#### Ethnicity

Asian or Pacific Islander

#### Household Composition

With partner/spouse + child

#### Household Income

\$75,000 to \$99,999

**Q1 First, tell us about yourself and your neighborhood by answering the following: 1. What is your name? 2. Where do you live (your city and/or neighborhood) and how long have you lived there? 3. What are three things you like or don't like about your neighborhood?**

media response

**Q2 What is your favorite place to go to or visit within your community? What about that place makes it your favorite? (Examples could be parks, restaurants, community centers, etc.)**

In my eight years of living in this city, I enjoy exploring all the different restaurants and museums. I love seeking out new eateries by top chefs and discovering local diners that have a niche following. I'm also inspired by the many museums that surround me in the neighborhood, always full of discovery and experience with the artwork and people that visit.

**Q3 How often do you use public or alternative transportation? (Examples could be biking, walking, bus, scooter, etc.)**

Often

**Q4 Give us an example of how you use this transportation. List a common destination, a typical time to get there, and mode of transportation.**

There is a local dog park about 1 mile from my home that I frequent with my family every Sunday afternoon. It's a place that we walk to for good exercise and a great way to explore the wonders of our city along the route.

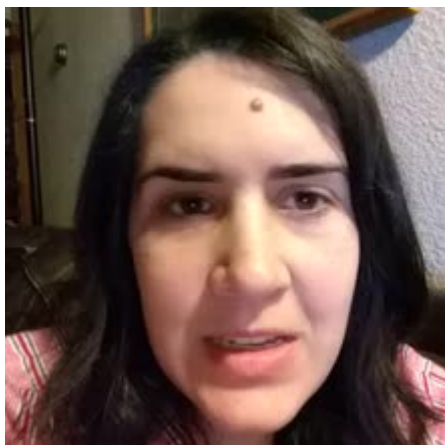
**Q5 If you could change or improve one thing about your neighborhood or community, what would it be? How could it be changed or improved for the better?**

If I could change one thing about my community it would be to find housing and career development for all of the homeless in my neighborhood. It will take a great amount of government funds, time, and support from the city and community to improve the homelessness that is present.

02/25/2018, 10:57 PM UTC



Sun, 25 Feb  
2018  
10:57 PM PST



The last time I went to the library was a couple weeks ago because they were having a book sale and I wanted to see what books options they had . But it's it's a little tricky because at this point I'm really using their related apps to use ebooks and audio books more than hard copy books as well as their website to do some of the language learning stuff like Rosetta Stone for Italian . So going into the library has probably decreased for me in the last few years because I have just gained more electronic access to the things that I normally used to get from there . But the library was good . It's a huge library so I know it well enough where I went to the area where I know they're selling the books and did some browsing and browsing in their CV section just to see if there's anything I wanted to listen to and then called it a day . So that was my time . And the experience was good . I love frozen books I love looking at books and there's just something very comforting about that experience and I'm very lucky to be a part of the San Francisco City library.

**Device**

android

**Education**

Post graduate coursework

**Employment Status**

Employed full time (30 hours +)

**Ethnicity**

Caucasian or White

**Household Composition**

Solo

**Household Income**

\$50,000 to \$74,999

**Q1 Does your neighborhood have a local library?**

Yes, my neighborhood has a local library.

**Q2 Do you feel that your local library meets your needs?**

Yes, my local library meets my needs.

**Q3 Explain your answer, what needs are being met/not met by the library?**

My local library is part of the extensive SFPL system. I have access to thousands of books, movies, CDs, etc. at the local branch. While I have that available to me, I typically use the library related apps to check out ebooks and audiobooks, which makes my library experience as easy as turning on my phone. My branch can also easily request transfers of materials from other SFPL branches, so I have never felt like I couldn't find something I was interested in.

**Q4 Tell us about your last visit to a library. What did you do? What was the library like? How often do you go to the library?**

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**Q5 What are three things that are important to you in a library? These could be related to content in the library, programs and services, or features within the library.**

1. Digital access to media/my account.
2. Variety of media/resources.
3. Deliberate and active growth of the collection by knowledgeable library staff.

**Q6 Which of the following programs or services would you be interested in if they were offered at your local library? Select up to four.**

Language Classes

Lectures or Performances

Mobile Lending Station

Movie Nights

**Q7 Anything else you'd like to share? If not, just type "No" in the field below.**

No.

**ENGLISH - DSCOUT**

#1157739

**02/25/2018, 10:43 PM UTC**

Sun, 25 Feb  
2018  
10:43 PM PST



On most weekdays I'm working . I'm a teacher so I work from morning to the afternoon . Then on this weeknights I'm either prepping or grading for my job or I am doing some of my weekly meet ups so on Mondays I play bingo with my grandparents and Tuesdays . I have a standing dinner with long term friends that I normally go to my friends spin class that she teaches on Wednesday . But the other week nights are normally just kind of work or grading and then week ends . It's kind of depending upon the weekend itself . I'm either kind of at home watching movies or catching up on TV shows or I'm grading or I am going to visit friends or family or taking a little day trips . So most often I'm probably local and sing local friends or doing work . But at least once a month if not more I'll do a day trip .

**Device**

android

**Education**

Post graduate coursework

**Employment Status**

Employed full time (30 hours +)

**Ethnicity**

Caucasian or White

**Household Composition**

Solo

**Household Income**

\$50,000 to \$74,999

**Q1 Use the following prompts to tell us more about your weekly schedule and activities. 1. On most weekdays, I am.... 2. On most weeknights, I am.... 3. On most weekends, I am....**

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**Q2 Where is your work? How do you get there?**

I work in Oakland and I drive there from my home in San Francisco. I used to take public transit, but, once I bought my car, the time difference didn't make public transit logical.

**Q3 Besides time at home, how much do you shop/relax/socialize in your neighborhood?**

Often

**Q4 How often do you attend local events? Where do you usually go?**

I go to local events at least bi-weekly. I usually go to local art or music events nearby, or to food tasting events.

**Q5 Does your neighborhood support your needs? Examples of needs could be access to grocery stores, transportation, or public services.**

Yes, my neighborhood meets most or all of my needs.

**Q6 Explain your answer, what needs are being met/not met by your neighborhood?**

My neighborhood meets all of my socializing needs: it has local venues and businesses that offer cool things to do. The only thing I'd say about my neighborhood is that it is not always the first stop for such events, especially if a specific type of venue is needed for the show. This has never been a problem for me, though.

**Q7 Does your neighborhood support the activities that you would like to do? Examples of activities could be shopping, restaurants, entertainment, or other recreational services.**

Yes, my neighborhood supports most or all of the activities I would like to do.

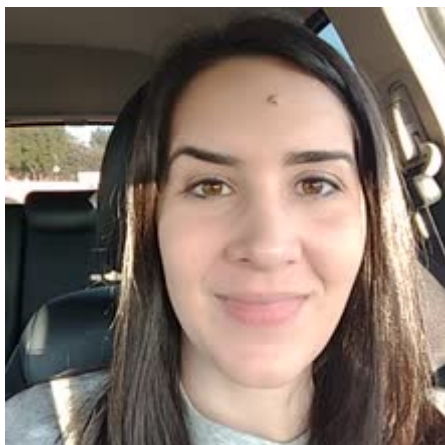
**Q8 Explain your answer, what activities are currently supported or could be better supported by your neighborhood?**

My neighborhood has all kinds of activities available to me: I can take a long walk, I can work out at a gym, I can see a movie, I can go see a baseball game (and soon a basketball game), etc. Things tend to close early in my neighborhood, which is one thing that can be fixed, but otherwise, I really can't complain.

**Q9 Anything else you'd like to share with us? If not, type "No" in the field below.**

No.

02/23/2018, 05:03 PM UTC


 Fri, 23 Feb 2018  
 05:03 PM PST


Hello . My name is Jenny Temple and I live in San Francisco California . I've lived there since 2010 so it will be eight years in October that I've been there . And I live in the SoMa district so that's right near the financial district right by the Bay Bridge and the Embarcadero . I love how close I am to the water . I can see it from my place . And so I can walk on the market Arrow and go to a lot of local places . I love the kind of small community feel of the neighborhood even though we're in a big city so you know we can go to any of the places that are a big part of the city but we don't like live in it so we don't live in the mission where you know everything is happening all the time . So I get a little bit of a reprieve from that but I have all the access which is really great . One thing about my neighborhood is that we're adding a lot of these new luxury high rises which is really changing the neighborhood and the way it feels . It used to feel more like kind of a warehouse area just a few residential buildings nothing too big . And a couple of smaller buildings like an old post office and a parking lot . But now they've built a bunch of luxury high rises .

#### Device

android

#### Education

Post graduate coursework

#### Employment Status

Employed full time (30 hours +)

#### Ethnicity

Caucasian or White

#### Household Composition

Solo

#### Household Income

\$50,000 to \$74,999

**Q1 First, tell us about yourself and your neighborhood by answering the following: 1. What is your name? 2. Where do you live (your city and/or neighborhood) and how long have you lived there? 3. What are three things you like or don't like about your neighborhood?**

/storage/emulated/0/Android/data/com.vokal.dscout/files/Movies/393bf146c7f-4b9b-8ceb-a554eddac2b0.mp4

**Q2 What is your favorite place to go to or visit within your community? What about that place makes it your favorite? (Examples could be parks, restaurants, community centers, etc.)**

Delancey Restaurant. It is a restaurant that is a part of the Delancey charity that offers former inmates housing and jobs to get them back into the community. They have other services, too (screening room, moving company, etc), but this restaurant has good food for a great price and a great cause. It's also very close to my home, which makes it extra convenient!

**Q3 How often do you use public or alternative transportation? (Examples could be biking, walking, bus, scooter, etc.)**

Often

**Q4 Give us an example of how you use this transportation. List a common destination, a typical time to get there, and mode of transportation.**

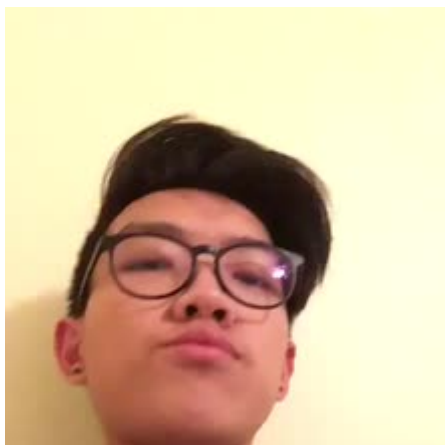
I take BART or MUNI almost any time I have a plan in the city (dinner, an appointment, etc). It's oftentimes easier than driving and it is very close to my home, so the convenience can't be beat. I do sometimes drove around the city, but it's not as common.

**Q5 If you could change or improve one thing about your neighborhood or community, what would it be? How could it be changed or improved for the better?**

It's be great if there could be more eateries and amenities open past normal business hours/business days. A lot of offerings in SOMA cater to the Financial District's ebbs and flows and can leave our residents in the lurch. That will most likely change with all of these new high rises I mentioned in my video, but that might also bring its own problems.

 02/26/2018, 03:32 AM UTC


Sun, 25 Feb  
2018  
10:36 PM EST



Now some I wouldn't I agree would be like few at least for four years ago like longer than then . Then maybe I think I was there for some certain class or sort of vacation I need it like for my resume like there were T.J. . I was it was good for my resume so I went there she took a class . Now is it like that I was backing that were I alone on endo were there four years ago . I mean it's like standard the local library has a bunch of books and some DVD eco right now but it wasn't like NIMET it wouldn't have like the newest book and BuzzFeed provided like some classes to like you can get certification for . So I will many go for that . But that was like a really long time ago . I actually went to a library because now I can look up all the information through Google if any reference for something Google has it and it was research is on line . And like any books I want to read I can just like or find the PTF somehow because because he's easier I don't have to worry about returning on time . And I can run through him . And sometimes it is so much cheaper than like renting through

#### Device

ios

#### Education

Some college

#### Employment Status

Employed full time (30 hours +)

#### Ethnicity

Asian or Pacific Islander

#### Household Composition

With roommate(s)

#### Household Income

Less than \$25,000

#### Q1 Does your neighborhood have a local library?

Yes, my neighborhood has a local library.

#### Q2 Do you feel that your local library meets your needs?

Yes, my local library meets my needs.

#### Q3 Explain your answer, what needs are being met/not met by the library?

I never has the need to go to library because I can just find all the book I need online and look up all the information online. If I want some physical copy of book I can just order/rent through Amazon.

#### Q4 Tell us about your last visit to a library. What did you do? What was the library like? How often do you go to the library?

media response

#### Q5 What are three things that are important to you in a library? These could be related to content in the library, programs and services, or features within the library.

Classes being offered, movies you can rent out, and volunteer opportunities

#### Q6 Which of the following programs or services would you be interested in if they were offered at your local library? Select up to four.

Arts & Crafts

Collaborative / Meeting Space

Equipment Rental

Movie Nights

#### Q7 Anything else you'd like to share? If not, just type "No" in the field below.

No

#### Q8 Congrats, you have completed this project. Sit back and relax as we review your entries.

checkpoint

**ENGLISH - DSCOUT**

#1157539

 02/26/2018, 03:26 AM UTC

Sun, 25 Feb  
2018  
10:32 PM EST



OK . On weekdays I work at a software company as a sovereign engineer so I work from 95 go to work half hour commute to work . And I'll come back after five or sometimes they are after like 5 30 ish . Like I will get home or like six or six 630 cause traffic after I get home I will make dinner and some time I will go to drive to university near me if I you go attend the dance workshop tonight too . Just like get must read X or me new friends or go to the gym when I go to a gym come home like watch some tv then on some people then go to sleep . That's my most work days . I mean war nights . Yeah that's what I did this weekend . I either go how is friends got you go to the beach or go somewhere near here and I go to the park like friends do or go rock climbing go kayaking or go to your park . Yeah so that's my weekend mostly . One day I worked five of them come home . Everyday routine the same goes the way we can just go trying to find something to do with friends or other co-workers .

**Device**

ios

**Education**

Some college

**Employment Status**

Employed full time (30 hours +)

**Ethnicity**

Asian or Pacific Islander

**Household Composition**

With roommate(s)

**Household Income**

Less than \$25,000

**Q1 Use the following prompts to tell us more about your weekly schedule and activities.** 1. On most weekdays, I am.... 2. On most weeknights, I am.... 3. On most weekends, I am....

media response

**Q2 Where is your work? How do you get there?**

Weston Florida, I drive.

**Q3 Besides time at home, how much do you shop/relax/socialize in your neighborhood?**

Never

**Q4 How often do you attend local events? Where do you usually go?**

Never, because where I live is old people community, I don't really fit into the community, I would drive to my friends and do stuff there.

**Q5 Does your neighborhood support your needs? Examples of needs could be access to grocery stores, transportation, or public services.**

Yes, my neighborhood meets most or all of my needs.

**Q6 Explain your answer, what needs are being met/not met by your neighborhood?**

There are publix and Walmart with in 10 minuets of drive, and my transportation method is driving and I have my car, so it's pretty convenient if I need anything.

**Q7 Does your neighborhood support the activities that you would like to do? Examples of activities could be shopping, restaurants, entertainment, or other recreational services.**

Yes, but my neighborhood supports only some of the activities I would like to do.

**Q8 Explain your answer, what activities are currently supported or could be better supported by your neighborhood?**

There is a mall near for shopping but that's it, I'd have to drive somewhere else for all the other stuff.

**Q9 Anything else you'd like to share with us? If not, type "No" in the field below.**

No

**ENGLISH - DSCOUT**

#1157534

02/26/2018, 03:20 AM UTC



Sun, 25 Feb  
2018  
10:25 PM EST



Mallams Young Living Pembroke Pines Florida south Florida .  
So I live in . Oh people come . I've been living here . Starting  
starting January we're to generate this year . I'm leaving .  
People come to me because even my feminist friends friends  
friends because my internship so I knew find a place nice  
minute . And for a very short on time this only place I can like  
falling through love . Three things . I mean since I like it isn't  
like skating . So it's like super safe but stuff I don't like is like  
it's ok community . So like I can now really . I'm not supposed  
to make any noise after a 10 . And like I can I get my shower  
after 10:00 because like Alistair we're like hear me like hear  
my making showering making that noise so I can complain . I  
shower after 10:00 p.m. or even I go to bathroom like flash so  
that's last thing I don't like . And second is like how strict is a  
gate is like I have friends like driving up with me behind me  
going through the gate . I was like hey I'm live here . There's  
the person behind me is going is coming with me . So like just  
to get ones the gas one's resident . So I told them I can let

**Device**

ios

**Education**

Some college

**Employment Status**

Employed full time (30 hours +)

**Ethnicity**

Asian or Pacific Islander

**Household Composition**

With roommate(s)

**Household Income**

Less than \$25,000

**Q1 First, tell us about yourself and your neighborhood by answering the following: 1. What is your name? 2. Where do you live (your city and/or neighborhood) and how long have you lived there? 3. What are three things you like or don't like about your neighborhood?**

media response

**Q2 What is your favorite place to go to or visit within your community? What about that place makes it your favorite? (Examples could be parks, restaurants, community centers, etc.)**

My favorite place is Wynwood art district near Miami, it's not really in my neighborhood but driveable place. I like it there because all the art displays and all the cool graffiti on the walls.

**Q3 How often do you use public or alternative transportation? (Examples could be biking, walking, bus, scooter, etc.)**

Never

**Q4 If you could change or improve one thing about your neighborhood or community, what would it be? How could it be changed or improved for the better?**

The noise cancelation, because where I live have very thin walls, I would get complain even make very tiny noise after 10 pm.

 02/28/2018, 01:58 AM UTC


Tue, 27 Feb 2018  
09:03 PM EST



Hey Josh . So the question was How's my library . Last time I went on did I go . So I have one within . It's pretty much within walking distance . The issue that I run into when I get there is regardless of what I'm looking for how I'm trying to kind of maneuver around when I get there . There's always a lack of brevity of young kids loud noxious talking head phones and like it it detracts from the experience . So last time I went there I actually went to go and look up some some old World War stuff . They have a pretty decent selection . It's nothing crazy but the library could use some upkeep it needs some digitizing some of the older things . It really is a great place . Like I kind of said in my my text point but it's the people that go there . Everyone that experience .

#### Device

ios

#### Education

College graduate

#### Employment Status

Employed full time (30 hours +)

#### Ethnicity

Caucasian or White

#### Household Composition

With partner/spouse + child

#### Household Income

\$75,000 to \$99,999

#### Q1 Does your neighborhood have a local library?

Yes, my neighborhood has a local library.

#### Q2 Do you feel that your local library meets your needs?

Yes, my local library meets my needs.

#### Q3 Explain your answer, what needs are being met/not met by the library?

It's a great place staffed by great people who want to help. The problem is the people that go there. They have no respect for the building, they are loud, they are rude. It's a shame

#### Q4 Tell us about your last visit to a library. What did you do? What was the library like? How often do you go to the library?

media response

#### Q5 What are three things that are important to you in a library? These could be related to content in the library, programs and services, or features within the library.

Availability of material, allotment of topics, accessibility and hours

#### Q6 Which of the following programs or services would you be interested in if they were offered at your local library? Select up to four.

Equipment Rental

Mobile Lending Station

Movie Nights

Storytime for Families / Children

#### Q7 Anything else you'd like to share? If not, just type "No" in the field below.

The library we have is pretty old and the people that work there do their best. It is however not in the best part of town and I think that keeps a lot of people from going there.

#### Q8 Congrats, you have completed this project. Sit back and relax as we review your entries.

checkpoint

**ENGLISH - DSCOUT**

#1158239

**02/26/2018, 08:55 PM UTC**

Mon, 26 Feb  
2018  
04:05 PM EST



JOSH Yes . So the question was What am I doing throughout my days . So most weekdays I'm at work . My schedule varies sometimes will be 6 a.m. to 2:00 p.m. sometimes it will be 10:00 a.m. to 6:00 p.m. sometimes it's 12:00 p.m. to 8 830 on those nights that I'm not home super late . So like eight thirty I'm trying to spend time with my family my little one who's too little over to my wife . It's one of those times that family means the most to me regardless of how busy work gets and I look forward to just I know sometimes it's only just 30 minutes that I can see the two of them before everyone has a bed . But those are my best times on the weekend required through our industry health care . We're supposed to work every other weekend sometimes it turns every third . Sometimes it turns you back to back weekends on those times there might be a weekend where I close at 12 to eight on a Saturday and then have to be back in at 6:00 a.m. on a Sunday . Those days are rough . Other than on weekends we try to catch up with family . My wife has a big family . I have a

**Device**

ios

**Education**

College graduate

**Employment Status**

Employed full time (30 hours +)

**Ethnicity**

Caucasian or White

**Household Composition**

With partner/spouse + child

**Household Income**

\$75,000 to \$99,999

**Q1 Use the following prompts to tell us more about your weekly schedule and activities. 1. On most weekdays, I am.... 2. On most weeknights, I am.... 3. On most weekends, I am....**

media response

**Q2 Where is your work? How do you get there?**

Wesley Enhanced Living (Assistant Culinary Director). I drive to and from there. Occasionally having to make runs while at work as well (food/supplies)

**Q3 Besides time at home, how much do you shop/relax/socialize in your neighborhood?**

Often

**Q4 How often do you attend local events? Where do you usually go?**

We have a zoo within walking distance, a huge thrift store and a few great places (Rita's, etc). We walk a lot and are always looking!

**Q5 Does your neighborhood support your needs? Examples of needs could be access to grocery stores, transportation, or public services.**

Yes, my neighborhood only meets some of my needs.

**Q6 Explain your answer, what needs are being met/not met by your neighborhood?**

The need for pride. We take pride in our home, we keep our property neat. That same pride is not shared in this community. Honesty I'd love to have more to do with the beautification of the area but there simply isn't enough concern from our borough council.

**Q7 Does your neighborhood support the activities that you would like to do? Examples of activities could be shopping, restaurants, entertainment, or other recreational services.**

Yes, but my neighborhood supports only some of the activities I would like to do.

**Q8 Explain your answer, what activities are currently supported or could be better supported by your neighborhood?**

There are some local fares but the majority of good eats, convenience stores, destination spots are outside of a walking distance and those that are do not appear as clean as could be

**Q9 Anything else you'd like to share with us? If not, type "No" in the field below.**

I know what the area could be. I also know what political nonsense keeps it from becoming. There is more concern about if you put your trash out early than if someone throws trash all over a bus stop. It's sad

**ENGLISH - DSCOUT**

#1158203

02/26/2018, 08:41 PM UTC



Mon, 26 Feb  
2018  
03:48 PM EST



It's up gus AND JOSH My neighborhood is East Norton Norristown area . Really it's a great neighborhood . We've been here about four to five years . But there's a lot of problems like so I have a Bagchi court across the street . I do right across the street but then I have their beer bottles . Roads that aren't really complete stuff that the township has dug up there decent decent trees . The thing that that kind of breaks your heart is that you see our sound in itself . It has some but people don't take the time to care for them . You'll be walking home . There's a brand new restaurant . Look there's a check cashing place next to it . That's really what what conic kills you as you see that it would be a great place to raise kids or be a great place to excuse my parents . I definitely just came from the gym would be a great place to live but people don't take care of the things that should matter most . Thanks guys .

**Device**

ios

**Education**

College graduate

**Employment Status**

Employed full time (30 hours +)

**Ethnicity**

Caucasian or White

**Household Composition**

With partner/spouse + child

**Household Income**

\$75,000 to \$99,999

**Q1 First, tell us about yourself and your neighborhood by answering the following: 1. What is your name? 2. Where do you live (your city and/or neighborhood) and how long have you lived there? 3. What are three things you like or don't like about your neighborhood?**

media response

**Q2 What is your favorite place to go to or visit within your community? What about that place makes it your favorite? (Examples could be parks, restaurants, community centers, etc.)**

Elmwood Park Zoo. It's a great place, it's within walking distance and it shows you that while there are unsightly things around you, there is absolute beauty in there. What makes it special is that my daughter who is two loves it and on the hottest days, the coldest days, our time there means the world to her

**Q3 How often do you use public or alternative transportation? (Examples could be biking, walking, bus, scooter, etc.)**

Sometimes

**Q4 Give us an example of how you use this transportation. List a common destination, a typical time to get there, and mode of transportation.**

Heading to Philadelphia, taking the train into Market East, which takes about 50-60 mins all said and done. Walking to the Reading Terminal Market and taking in the sights, sounds and smells! It's not quicker but it's much easier than driving.

**Q5 If you could change or improve one thing about your neighborhood or community, what would it be? How could it be changed or improved for the better?**

Trash. Even standing here there are 10 pieces of trash within a 500sq ft radius. I wish those that live here would consider that this affects those and their future...

 02/22/2018, 10:29 PM UTC

Thu, 22 Feb  
2018  
02:33 PM PST

**Device**

ios

**Education**

College graduate

**Employment Status**

Employed full time (30 hours +)

**Ethnicity**

Caucasian or White

**Household Composition**

Solo

**Household Income**

\$100,000 to \$124,999

**Q1 Does your neighborhood have a local library?**

Yes, my neighborhood has a local library.

**Q2 Do you feel that your local library meets your needs?**

Yes, my local library meets my needs.

**Q3 Explain your answer, what needs are being met/not met by the library?**

I actually go to the library in Walnut Creek more often than my town. It is the next town over and literally like 5 min away. It is really nice and extremely well built and staffed. I like the environment and overall experiences I have had there

**Q4 Tell us about your last visit to a library. What did you do? What was the library like? How often do you go to the library?**

media response

**Q5 What are three things that are important to you in a library? These could be related to content in the library, programs and services, or features within the library.**

Amount of content(books,etc), classes, great seating.

**Q6 Which of the following programs or services would you be interested in if they were offered at your local library? Select up to four.**

Computer Classes

Language Classes

Lectures or Performances

Arts &amp; Crafts

**Q7 Anything else you'd like to share? If not, just type "No" in the field below.**

No

**Q8 Congrats, you have completed this project. Sit back and relax as we review your entries.**

checkpoint

**ENGLISH - DSCOUT**

#1153868

**02/22/2018, 10:24 PM UTC**

Thu, 22 Feb  
2018  
02:29 PM PST



Sudsy on typical weekdays during the day I'm usually at work . I work about 15 minutes away from where I live so it's really not that bad . And I spend about eight hours a day there . So I'm usually there from about 8 a.m. till about 5:00 p.m. get home by 5:00 30 weeknights . I would say I'm typically either with my girlfriend if she comes over or if it's with friends or if I see friends most of the time I would say most weeknights I'm generally so low cook dinner at home or I'll go out do grocery shopping things like that weeknights I'm usually not too wild or doing anything too much watch a lot of movies watch youtube things like that so I would say weekends I'm usually with my girlfriend or with friends . I usually go out more to trips especially in the summer if it's winter I'm more inclined to stay in just because I'm not a big winter person . But I would say summertime I'm usually out . I like to clean my place during the weekdays so I have the weekends free . I'm a pretty big clean freak I clean pretty often . I like to try to get it done in the morning or whenever I get a chance when I get off

**Device**

ios

**Education**

College graduate

**Employment Status**

Employed full time (30 hours +)

**Ethnicity**

Caucasian or White

**Household Composition**

Solo

**Household Income**

\$100,000 to \$124,999

**Q1 Use the following prompts to tell us more about your weekly schedule and activities. 1. On most weekdays, I am.... 2. On most weeknights, I am.... 3. On most weekends, I am....**

media response

**Q2 Where is your work? How do you get there?**

My work is about 15 min at most from my house. No traffic. I generally drive to work, but sometimes in summer when ambitious I will ride my bike.

**Q3 Besides time at home, how much do you shop/relax/socialize in your neighborhood?**

Often

**Q4 How often do you attend local events? Where do you usually go?**

I go to a local bar called hop grenade and I have gone to events at a venue in concord called sleep train amphitheater

**Q5 Does your neighborhood support your needs? Examples of needs could be access to grocery stores, transportation, or public services.**

Yes, my neighborhood meets most or all of my needs.

**Q6 Explain your answer, what needs are being met/not met by your neighborhood?**

I live really close to public transport, freeways and grocery. I just wish my neighborhood was a bit more metropolitan and a bit more events being held here

**Q7 Does your neighborhood support the activities that you would like to do? Examples of activities could be shopping, restaurants, entertainment, or other recreational services.**

Yes, but my neighborhood supports only some of the activities I would like to do.

**Q8 Explain your answer, what activities are currently supported or could be better supported by your neighborhood?**

I like to venture out and see new cities, so I would never just shop in one city or partake in one specific area. I like to see new things and try new stores.

**Q9 Anything else you'd like to share with us? If not, type "No" in the field below.**

No

 02/22/2018, 10:15 PM UTC


Thu, 22 Feb  
2018  
02:21 PM PST



So my name is Joshua . I live in a town called Concord California . It's about 30 minutes from San Francisco California . And I own a condo out here . And on a street called Ellis street I live across the street from a mini lake . It's like a little lake you can run around do things like that . I live about a 10 minute walk to a bar which is our public transportation system to the San Francisco Bay area . And I also lived here about two years have owned the condo for about two years . Three things I like I love that I live alone here have my own space I have my own privacy of everything that I could need here in that regard . The place I bought the woman I bought it from kept it really clean so I like that . I would say it's reasonable distance to San Francisco it's reasonable distance to my work . That's another thing I like and it's reasonable distance to my family and I would say one last thing I like about it is it's rather quiet here . And I like the quietness . My condo doesn't face the street faces the pool so I get relatively quiet stay most of the time I'm here . Three things I don't like

#### Device

ios

#### Education

College graduate

#### Employment Status

Employed full time (30 hours +)

#### Ethnicity

Caucasian or White

#### Household Composition

Solo

#### Household Income

\$100,000 to \$124,999

**Q1 First, tell us about yourself and your neighborhood by answering the following: 1. What is your name? 2. Where do you live (your city and/or neighborhood) and how long have you lived there? 3. What are three things you like or don't like about your neighborhood?**

media response

**Q2 What is your favorite place to go to or visit within your community? What about that place makes it your favorite? (Examples could be parks, restaurants, community centers, etc.)**

I love the downtown concord area. Is it the nicest part of concord. Gets cleaned up often, has great restaurants and bars and a really nice farmers market in the summer. There is often events held there and it is a nice place to take someone not from this town to see, sit and chat.

**Q3 How often do you use public or alternative transportation? (Examples could be biking, walking, bus, scooter, etc.)**

Often

**Q4 Give us an example of how you use this transportation. List a common destination, a typical time to get there, and mode of transportation.**

I usually don't like to drive to San Francisco when going so I often use the Bart system. The Bay Areas train system. It is rather gross at times and loud, but better than driving and takes a bit more ease. Simple and easy to use. I use it weekly.

**Q5 If you could change or improve one thing about your neighborhood or community, what would it be? How could it be changed or improved for the better?**

I would definitely have more clean up crews cleaning trash and debris that is always polluting the street I live on. Most of the people out here litter often and more fines or more regard toward not littering should be taken too.

 02/22/2018, 02:26 PM UTC


Thu, 22 Feb  
2018  
06:34 AM PST



So library trips used to happen every other weekend for us . I actually when my husband and I were dating we would literally go to the library for a day and grab a book that we were both interested in and just sit and read for hours . And we started to kind of have that same pattern with our kids . But what I've begun to find is as the world changes and evolves and topics change and evolve and technology becomes more of a fundamental thing that we're talking about I feel like the library hasn't kept up with books that would be relevant to those topics . So yes if there's a classic book that maybe one of the kids is reading for school I still will go to the library because I want them to know how to use a library . And my oldest actually prefers turning pages versus reading on an iPad or a Kindle . But there's a lot of times where we go and even though this is something that every kid is reading in school there's not multiple copies or they just don't have it because it's a newer book with a less traditional thought process . And I don't know why they haven't caught

#### Device

ios

#### Education

College graduate

#### Employment Status

Employed full time (30 hours +)

#### Ethnicity

African-American or Black

#### Household Composition

With partner/spouse + child

#### Household Income

\$100,000 to \$124,999

#### Q1 Does your neighborhood have a local library?

Yes, my neighborhood has a local library.

#### Q2 Do you feel that your local library meets your needs?

No, my local library does not meet my needs.

#### Q3 Explain your answer, what needs are being met/not met by the library?

I feel like my local library has become dated and antiquated. There was a time when we would go on weekends and allow the kids to check out books on a specific topic that they were interested in. As topics change and technology becomes more foundational, the library has not kept up with reading materials or search mechanisms.

#### Q4 Tell us about your last visit to a library. What did you do? What was the library like? How often do you go to the library?

media response

#### Q5 What are three things that are important to you in a library? These could be related to content in the library, programs and services, or features within the library.

Multiple copies of classics Newer titles Variation of subject matter that may not be traditional

#### Q6 Which of the following programs or services would you be interested in if they were offered at your local library? Select up to four.

Access to Cultural Passes

Language Classes

Storytime for Families / Children

Arts & Crafts

#### Q7 Anything else you'd like to share? If not, just type "No" in the field below.

No

#### Q8 Congrats, you have completed this project. Sit back and relax as we review your entries.

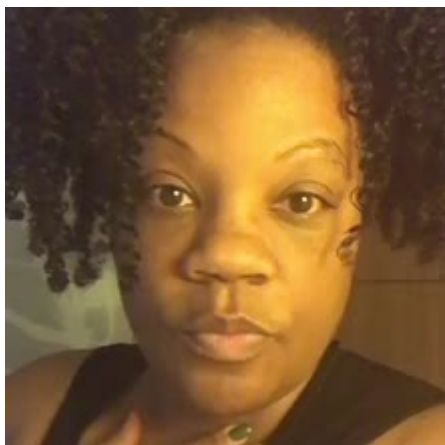
checkpoint

**ENGLISH - DSCOUT**

#1153375

**02/22/2018, 02:17 PM UTC**

Thu, 22 Feb  
2018  
06:24 AM PST



So on weekdays you will often find me at work in Burbank which is a suburb of L.A. or you could find me working from home . If I just need a break from an office environment on weeknights you will typically find me shuttling kids to basketball practice doing some type of school project or arts and crafts or at a coffee shop still working but at least I'm not in an office on the weekends is really where I shine . We live near the beach so you could find me jet skiing you could find me and my kids maybe rollerblading . You can definitely find us doing fun kind of educational things like the Science Museum or the newest tech display or art display . But sometimes you might just find us binge watching with a lot of furry fuzzy blankets in our house . So it all depends on the mood . We always have great weather so there's no restrictions . And one more thing you will always find me on Sunday morning hiking in the hills with my trainer . That is my one time a week that it's all about me and I get to choose what makes me happy and a 2 hour hike is always the

**Device**

ios

**Education**

College graduate

**Employment Status**

Employed full time (30 hours +)

**Ethnicity**

African-American or Black

**Household Composition**

With partner/spouse + child

**Household Income**

\$100,000 to \$124,999

**Q1 Use the following prompts to tell us more about your weekly schedule and activities. 1. On most weekdays, I am.... 2. On most weeknights, I am.... 3. On most weekends, I am....**

media response

**Q2 Where is your work? How do you get there?**

Burbank, CA which is about an hour outside of LA with traffic. I typically drive to the office.

**Q3 Besides time at home, how much do you shop/relax/socialize in your neighborhood?**

All the time

**Q4 How often do you attend local events? Where do you usually go?**

I try to do a local event every other week. We have great museums and art display in my neighborhood.

**Q5 Does your neighborhood support your needs? Examples of needs could be access to grocery stores, transportation, or public services.**

Yes, my neighborhood meets most or all of my needs.

**Q6 Explain your answer, what needs are being met/not met by your neighborhood?**

My particular needs are a variation of cultures, grocery stores that sell an array of Nontraditional products, outdoor landscape that allows me to hike or enjoy a long walk, and independently owned businesses that allowed me to shop for unique items.

**Q7 Does your neighborhood support the activities that you would like to do? Examples of activities could be shopping, restaurants, entertainment, or other recreational services.**

Yes, but my neighborhood supports only some of the activities I would like to do.

**Q8 Explain your answer, what activities are currently supported or could be better supported by your neighborhood?**

For me personally, I would love if my neighborhood had a body of water where jet skiing or boating was the norm. I do live semi-close to the beach however, Southern California beaches don't have the best water quality. I still have to drive a minimum of two hours to actually get to a beautiful beach where my family can enjoy the types of water activities that we like.

**Q9 Anything else you'd like to share with us? If not, type "No" in the field below.**

I actually thought about another activity that was once in my neighborhood but has gone away. I would love to see more places with spoken word poetry on my side of town. I really don't know if this is something that's big in any part of the city but I would certainly love to have it near me.

**ENGLISH - DSCOUT**

#1152428

 02/21/2018, 03:25 PM UTC

Wed, 21 Feb  
2018  
07:31 AM PST



So my name is Kelly and I'm from Los Angeles California . I live in a district called will share or also known as Mid City . And I've lived there my entire life . I actually was born in the building where I currently live . We were renters there for my whole life . And then when I came back from college it was for sale . So I actually bought it and have had it ever since even though I've moved around . I still maintained that as like my home base . What I love about my city or this part of the city is that there's a little bit of everything . You know you've got some ghetto stuff like the roller skating rink . You've got some really high end stuff like the Beverly Center where you've got your Louis and your Gucci and you're all that kind of stuff . And I love that . Within all of that there's walkability and patio restaurants that you can just literally there's three on every street . So you can just walk down the street every single weekend and find something new to eat . What I don't love is the traffic . This is one of those areas that is becoming super populated and really hard to like navigate through the city.

**Device**

ios

**Education**

College graduate

**Employment Status**

Employed full time (30 hours +)

**Ethnicity**

African-American or Black

**Household Composition**

With partner/spouse + child

**Household Income**

\$100,000 to \$124,999

**Q1 First, tell us about yourself and your neighborhood by answering the following: 1. What is your name? 2. Where do you live (your city and/or neighborhood) and how long have you lived there? 3. What are three things you like or don't like about your neighborhood?**

media response

**Q2 What is your favorite place to go to or visit within your community? What about that place makes it your favorite? (Examples could be parks, restaurants, community centers, etc.)**

There is a street with in the district called the Fairfax and I love to spend time on the street because every culture is represented and you can find anything you need on this particular 1 mile Street. It's a very walkable open friendly area where you really get a chance to see that different cultures can reside in the same community and love it.

**Q3 How often do you use public or alternative transportation? (Examples could be biking, walking, bus, scooter, etc.)**

Sometimes

**Q4 Give us an example of how you use this transportation. List a common destination, a typical time to get there, and mode of transportation.**

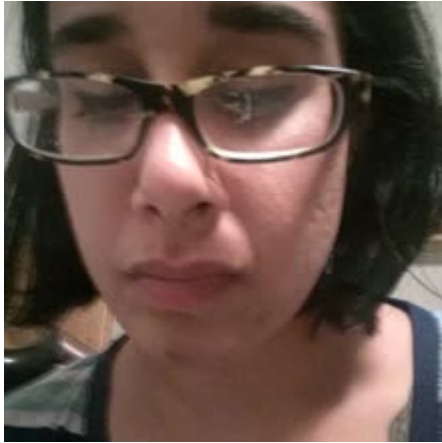
We have the metro link which is Southern California's version of rapid transit. I often find myself taking this form of transportation when I go to downtown Los Angeles, the beach, or Long Beach. It's a super easy way to avoid the traffic and it has great door to door service to those areas. I would have to say I use this method of transportation either mid day or late at night. Those are usually the times where event that I'm attending are actually starting.

**Q5 If you could change or improve one thing about your neighborhood or community, what would it be? How could it be changed or improved for the better?**

I definitely think the neighborhood could be improved by building out the transportation method that I discussed in my previous answer. Right now, it's fairly limited because it doesn't cover the entire city and focuses more on destination points and tourists. I definitely feel like an investment in this method of transportation would make life easier for the residence of Los Angeles.

 02/28/2018, 09:42 PM UTC

Wed, 28 Feb  
2018  
09:42 PM PST



Last time I went to the library was the downtown . No it was the West Oakland one . And it's really small and has limited hours but I still liked it because I like to sit in a quiet place and read . I like being surrounded by books .

**Device**

android

**Education**

College graduate

**Employment Status**

Employed full time (30 hours +)

**Ethnicity**

Asian or Pacific Islander

**Household Composition**

With partner/spouse

**Household Income**

\$75,000 to \$99,999

**Q1 Does your neighborhood have a local library?**

No, my neighborhood doesn't have a local library.

**Q2 Tell us about your last visit to a library. What did you do? What was the library like? How often do you go to the library?**

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**Q3 What are three things that are important to you in a library? These could be related to content in the library, programs and services, or features within the library.**

Selection of books, space to do work, reading nooks

**Q4 Which of the following programs or services would you be interested in if they were offered at your local library? Select up to four.**

Collaborative / Meeting Space

Community Garden

**Q5 Anything else you'd like to share? If not, just type "No" in the field below.**

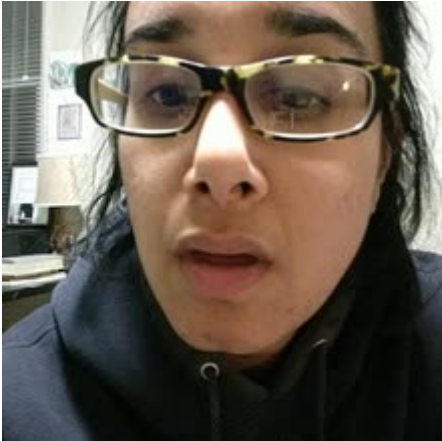
I love libraries!



02/25/2018, 07:12 PM UTC



Sun, 25 Feb  
2018  
07:12 PM PST



On most weekdays I am working . I wake up shower and then either commute for about an hour to work or I work from home and I work pretty long days most week nights . My boyfriend and I cook dinner together . A lot of times if I'm working really late he'll cook it by himself and then we will probably like watch a movie on Netflix or sometimes read next to each other . I'd say once or twice a week in the morning I'll go to the gym have a trainer and sometimes in the evening I'll catch cold like a gym workout class two and then on weekends . It can vary . I like to sleep in and read in bed and write and will usually like go to a movie or go to a park or something . Sometimes to a different kind of event and see friends you know it's pretty low key . The .

**Device**

android

**Education**

College graduate

**Employment Status**

Employed full time (30 hours +)

**Ethnicity**

Asian or Pacific Islander

**Household Composition**

With partner/spouse

**Household Income**

\$75,000 to \$99,999

**Q1 Use the following prompts to tell us more about your weekly schedule and activities.** 1. On most weekdays, I am.... 2. On most weeknights, I am.... 3. On most weekends, I am....

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**Q2 Where is your work? How do you get there?**

In San Francisco. I walk to Bart, take Bart to Powell, and then walk another 20+ minutes to the office instead of taking the bus

**Q3 Besides time at home, how much do you shop/relax/socialize in your neighborhood?**

All the time

**Q4 How often do you attend local events? Where do you usually go?**

A couple times/mon. Literary Cafe nearby has events, a bakery that has an open mic, a local bookstore & tons of bars w live music

**Q5 Does your neighborhood support your needs? Examples of needs could be access to grocery stores, transportation, or public services.**

Yes, my neighborhood only meets some of my needs.

**Q6 Explain your answer, what needs are being met/not met by your neighborhood?**

I'd like more parks and fewer freeway underpasses, more kid friendly events, closer farmers markets. We still have to drive to a lot of things, I wish I lived in a more walking friendly neighborhood. I can't go running at night, and there aren't trails nearby so even if I did, I'd be pounding cement.

**Q7 Does your neighborhood support the activities that you would like to do? Examples of activities could be shopping, restaurants, entertainment, or other recreational services.**

Yes, but my neighborhood supports only some of the activities I would like to do.

**Q8 Explain your answer, what activities are currently supported or could be better supported by your neighborhood?**

I'd like: Hiking trails and more parks and gardens, tennis courts or public pool, a closer library, farmers market, yoga. More chances to run into people I could become friends with. I don't see many people. It does have lots of bars and restaurants not too far. I'm just more of a quiet nature and books person

**Q9 Anything else you'd like to share with us? If not, type "No" in the field below.**

I don't think so?



02/22/2018, 02:02 PM UTC



Thu, 22 Feb  
2018  
02:02 PM PST



Hi my name is Kieran . I live in Oakland California . I have lived in Oakland for about ten years but I've lived in my current neighborhood for for almost going into my fifth year . My current place three things I like . I love that it's a very diverse neighborhood . So it's one . There's a lot of really good food nearby and it's walking distance to Lake Merritt . Things I don't like it super loud so I'm right between Broadway and Telegraf my neighborhood is called PyL Hill but it's kind of in the middle of gentrifying so they're trying to change it to being called Kohno as in Korea Town North Gate but our Koreatown is like two restaurants and I think one grocery store . So it's really ridiculous . And yes noise gentrification I guess . Yeah there's a lot of construction . I am . I wish it was near parks or just greener in general Broadway where my neighborhood stars is by like like the car kind of district like auto row type stuff . And I can walk to the lake . I can walk to the park but neither is actually that close . And I don't really live in a neighborhood . I'm just between I'm on this little

#### Device

android

#### Education

College graduate

#### Employment Status

Employed full time (30 hours +)

#### Ethnicity

Asian or Pacific Islander

#### Household Composition

With partner/spouse

#### Household Income

\$75,000 to \$99,999

**Q1 First, tell us about yourself and your neighborhood by answering the following: 1. What is your name? 2. Where do you live (your city and/or neighborhood) and how long have you lived there? 3. What are three things you like or don't like about your neighborhood?**

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**Q2 What is your favorite place to go to or visit within your community? What about that place makes it your favorite? (Examples could be parks, restaurants, community centers, etc.)**

Moswood park, lake Merritt, black spring coffee, the Mediterranean restaurant nearby (oasis), the vegetarian Ethiopian restaurant nearby that is family owned and run by a grandmother - I try to support the local businesses in the hopes they will survive the current changes to the area

**Q3 How often do you use public or alternative transportation? (Examples could be biking, walking, bus, scooter, etc.)**

All the time

**Q4 Give us an example of how you use this transportation. List a common destination, a typical time to get there, and mode of transportation.**

I walk to Bart as part of my work commute, it's about a 20 min walk, 10 minute bike ride. U always walk around Oakland, I avoid driving unless I have to. Walking helps me see the neighborhood as it changes, and helps me meet people in my community. Cycling is just plain fun, and we have bike Lanes for a lot of routes near me.

**Q5 If you could change or improve one thing about your neighborhood or community, what would it be? How could it be changed or improved for the better?**

I would support local businesses - whether it's cash infusion low interest loans or advertising or free business classes or something, and prevent evictions of long-standing residents. I wish we could have Less pavement and more walking trails or public gardens instead of beer gardens. More/closer libraries, since they hold community events, and more support and funding for them. Instead we have new condos going up, people of color getting pushed out, local businesses that have been here for decades shutting down due to rent surges, and all of this is really changing my neighborhood, fast.

 02/22/2018, 07:34 PM UTC


Wed, 28 Feb  
2018  
07:24 AM EST



The last summer I went to the library was like about a month ago . He wanted to take my baby there and stroll around and see what's new . I try to go maybe once every two months when I can get around to it and it's not cold out and I can walk there and it's just really fun . And it's something that I feel babies should be exposed to .

**Device**

ios

**Education**

Some college

**Employment Status**

Homemaker

**Ethnicity**

Caucasian or White

**Household Composition**

With partner/spouse + child

**Household Income**

\$50,000 to \$74,999

**Q1 Does your neighborhood have a local library?**

Yes, my neighborhood has a local library.

**Q2 Do you feel that your local library meets your needs?**

Yes, my local library meets my needs.

**Q3 Explain your answer, what needs are being met/not met by the library?**

The library really does meet my needs. It is currently up to date and has so much to offer the public.

**Q4 Tell us about your last visit to a library. What did you do? What was the library like? How often do you go to the library?**

media response

**Q5 What are three things that are important to you in a library? These could be related to content in the library, programs and services, or features within the library.**

Three things- 1- the library needs to be updated and have content related today. Also they need to have stuff that is fairly new. 2- A huge thing is environment. I know that this is an obvious thing but it needs to be a staff that is friendly and helpful because people spend so much time there that this is very important. 3- Another huge thing is organization. The library needs to be organized in a way that I am able to find the content I am looking for.

**Q6 Which of the following programs or services would you be interested in if they were offered at your local library? Select up to four.**

Arts &amp; Crafts

Community Garden

Language Classes

**Q7 Anything else you'd like to share? If not, just type "No" in the field below.**

No

**Q8 Congrats, you have completed this project. Sit back and relax as we review your entries.**

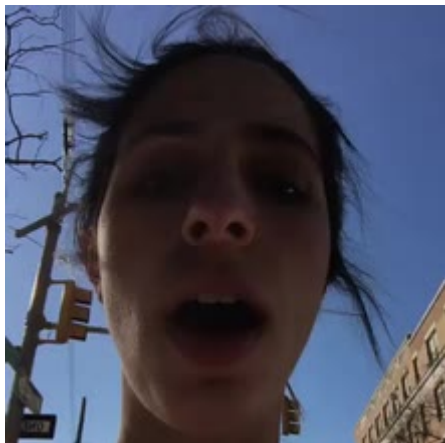
checkpoint

**ENGLISH - DSCOUT**

#1152703

**02/21/2018, 07:30 PM UTC**

Wed, 21 Feb  
2018  
03:21 PM EST



On the weekdays I am always with my baby . What do we do every day . We go to the supermarket . We go to the park . We do our area . We go for walks . We do a lot of different things . I cook dinner . I go grocery shopping . I clean the house on the week weeknights . My husband comes home we go for dinner sometimes . If I don't make dinner we'd go to the movies . We go to my mom's house or my mother in law's house we go to friends houses or we just sit home and relax . And on weekends I get to babysit and we go out we go for dinner we go to the movies . We have date night or we just stay home and hang out with the baby and yeah that's pretty much what sums up my life .

**Device**

ios

**Education**

Some college

**Employment Status**

Homemaker

**Ethnicity**

Caucasian or White

**Household Composition**

With partner/spouse + child

**Household Income**

\$50,000 to \$74,999

**Q1 Use the following prompts to tell us more about your weekly schedule and activities. 1. On most weekdays, I am.... 2. On most weeknights, I am.... 3. On most weekends, I am....**

media response

**Q2 Where is your work? How do you get there?**

I work part time now once a week it is a few blocks from my house I usually drive because it has been cold out.

**Q3 Besides time at home, how much do you shop/relax/socialize in your neighborhood?**

All the time

**Q4 How often do you attend local events? Where do you usually go?**

Usually everything I do is local because I live in a tight nit community. I attend events often and they are in a place 7 minutes away.

**Q5 Does your neighborhood support your needs? Examples of needs could be access to grocery stores, transportation, or public services.**

Yes, my neighborhood meets most or all of my needs.

**Q6 Explain your answer, what needs are being met/not met by your neighborhood?**

Everything I need is simply at my finger tips. Everything is walking/ biking distance. The supermarket, my family, the pharmacy all within walking distance.

**Q7 Does your neighborhood support the activities that you would like to do? Examples of activities could be shopping, restaurants, entertainment, or other recreational services.**

Yes, my neighborhood supports most or all of the activities I would like to do.

**Q8 Explain your answer, what activities are currently supported or could be better supported by your neighborhood?**

I live in the best neighborhood ever. There is truly everything I need and want within minutes of reach.

**Q9 Anything else you'd like to share with us? If not, type "No" in the field below.**

No

 02/21/2018, 03:24 PM UTC


Wed, 21 Feb  
2018  
02:14 PM EST



Hi my name is Lily Hakim . I live in Brooklyn . I live in the neighborhood of Midwood Flatbush . I lived here my whole entire life . I grew up here . Three things I like about my neighborhood is that everything is close by . Like my whole entire family lives within a four block radius . Also I can walk to the corner and have a grocery store and a supermarket . My nails I could do everything . Another thing that I really love is I feel safe because my neighbors are close . So like if I ever need anything I could go to my neighbors . Three things I don't like is the parking is horrible . Every house has a driveway so I don't have a driveway so it's very hard to park like during the day . Come home and I could be circling for hours . Another thing I don't like is that it's very very noisy . Like at night you hear cars going by since like it's so close together and over on limbs like right on top of each other here like a people a lot . Talking there's a school in my corner it's very noisy . Also another thing that I don't like is alternate side parking which they don't have everywhere but they do

#### Device

ios

#### Education

Some college

#### Employment Status

Homemaker

#### Ethnicity

Caucasian or White

#### Household Composition

With partner/spouse + child

#### Household Income

\$50,000 to \$74,999

**Q1 First, tell us about yourself and your neighborhood by answering the following: 1. What is your name? 2. Where do you live (your city and/or neighborhood) and how long have you lived there? 3. What are three things you like or don't like about your neighborhood?**

media response

**Q2 What is your favorite place to go to or visit within your community? What about that place makes it your favorite? (Examples could be parks, restaurants, community centers, etc.)**

Definitely mirage diner. It's a diner I grew up in and celebrate so many different occasions. It's such a nice gathering spot and I have so many memories there.

**Q3 How often do you use public or alternative transportation? (Examples could be biking, walking, bus, scooter, etc.)**

Sometimes

**Q4 Give us an example of how you use this transportation. List a common destination, a typical time to get there, and mode of transportation.**

A common destination is my moms house. I go there about twice a week and usually I walk there. She lives about three blocks away so it's easily a ten minute walk.

**Q5 If you could change or improve one thing about your neighborhood or community, what would it be? How could it be changed or improved for the better?**

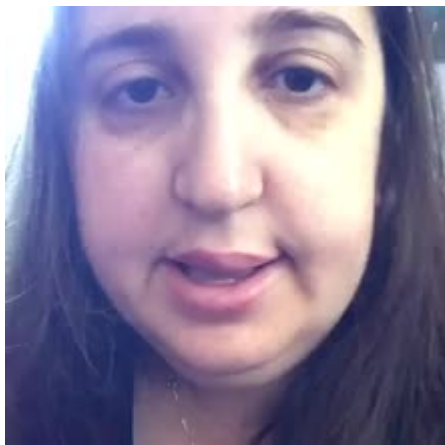
I would change it to be cleaner. There is a lot of dirt and garbage around. People just litter everywhere and it's disgusting.

**ENGLISH - DSCOUT**

#1154571

**02/23/2018, 04:24 PM UTC**

Fri, 23 Feb 2018  
08:30 AM PST



So the main reason we go to the library is on Saturdays for their story time . So the last time we went it was a story time and they also had an arts and crafts project . My daughter had some trouble with the arts and crafts project and so she just played . I like that they have like a little area set aside for the kids and it's a little nuck with a whole bunch of board books and they also have a bunch of toys that they bring out during . You know they have story time first and they do some songs and stand up and dance and then do their storytime and they read books and then after that they brought out toys for the little ones to play with while the older kids were doing their arts and crafts project and it was just really sweet . And my daughter enjoyed it a lot and played with the other kids . And it's a good way for the kids to meet other children in the community and you know networking find play dates . Yeah it's a good resource in the community .

**Device**

ios

**Education**

Post graduate coursework

**Employment Status**

Homemaker

**Ethnicity**

Other

**Household Composition**

With partner/spouse + child

**Household Income**

\$75,000 to \$99,999

**Q1 Does your neighborhood have a local library?**

Yes, my neighborhood has a local library.

**Q2 Do you feel that your local library meets your needs?**

Yes, my local library meets my needs.

**Q3 Explain your answer, what needs are being met/not met by the library?**

I like the story time and activities they do; they seem geared toward younger kids, which is perfect. They are very welcoming to my daughter, who has special needs. She loves the little play area, which has tons of board books and also toys.

**Q4 Tell us about your last visit to a library. What did you do? What was the library like? How often do you go to the library?**

media response

**Q5 What are three things that are important to you in a library? These could be related to content in the library, programs and services, or features within the library.**

I tend not to actually borrow books, so for me the most important features are the community participation - events for the kids, a safe and clean environment for them to play and read, and inclusivity for my little girl. They also have computers, which will be nice as she gets older.

**Q6 Which of the following programs or services would you be interested in if they were offered at your local library? Select up to four.**

Collaborative / Meeting Space

Language Classes

Storytime for Families / Children

Access to Cultural Passes

**Q7 Anything else you'd like to share? If not, just type "No" in the field below.**

No

**Q8 Congrats, you have completed this project. Sit back and relax as we review your entries.**

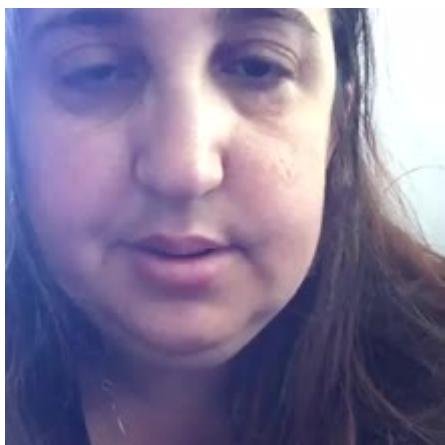
checkpoint

**ENGLISH - DSCOUT**

#1154565

**02/23/2018, 04:00 PM UTC**

Fri, 23 Feb 2018  
08:24 AM PST



Most weekdays I am trying to get errands done in the morning and I'm taking my daughter to her therapy's in the afternoons . She has special needs and so she has a lot of very preprogramming . So in the mornings sometimes I'll go to the farmer's market or get errands done . I'll have my appointment everything and then once she gets home from school it's all her appointments . Most evenings I am at home putting the kid to bed and then being home and chilling and watching TV on most weekends . We try to get out and do stuff again . We go to the library and storytime or there are some community organizations we go to . There's a dance class . My daughter's and on Monday afternoons at a municipally owned a big adventure place and yeah we try to get out and do stuff on the weekends .

**Device**

ios

**Education**

Post graduate coursework

**Employment Status**

Homemaker

**Ethnicity**

Other

**Household Composition**

With partner/spouse + child

**Household Income**

\$75,000 to \$99,999

**Q1 Use the following prompts to tell us more about your weekly schedule and activities. 1. On most weekdays, I am.... 2. On most weeknights, I am.... 3. On most weekends, I am....**

media response

**Q2 Where is your work? How do you get there?**

I take care of my little girl, who has special needs. We drive everywhere.

**Q3 Besides time at home, how much do you shop/relax/socialize in your neighborhood?**

Sometimes

**Q4 How often do you attend local events? Where do you usually go?**

The "South Bay" is more of a collection of cities; we go to concerts in the park, farmers market, family events etc. in adjacent cities.

**Q5 Does your neighborhood support your needs? Examples of needs could be access to grocery stores, transportation, or public services.**

Yes, my neighborhood only meets some of my needs.

**Q6 Explain your answer, what needs are being met/not met by your neighborhood?**

So the "South Bay" is a cluster of adjacent small cities, and the whole cluster is basically my community and the city of Hawthorne is basically my neighborhood. So my "community" of the South Bay meets many of my needs, but the "neighborhood," my city, has limitations. It's very diverse, but there are extremely few people of my own personal background (Jewish), so there isn't a single synagogue in the entire city and I have to go to special stores to find the food I need. The school system also leaves much to be desired, and is sort of in a state of flux right now with special education. We don't have a farmer's market in our immediate vicinity. So I go to adjacent cities for those things, except special ed, but even for that the local districts are working with each other.

**Q7 Does your neighborhood support the activities that you would like to do? Examples of activities could be shopping, restaurants, entertainment, or other recreational services.**

Yes, but my neighborhood supports only some of the activities I would like to do.

**Q8 Explain your answer, what activities are currently supported or could be better supported by your neighborhood?**

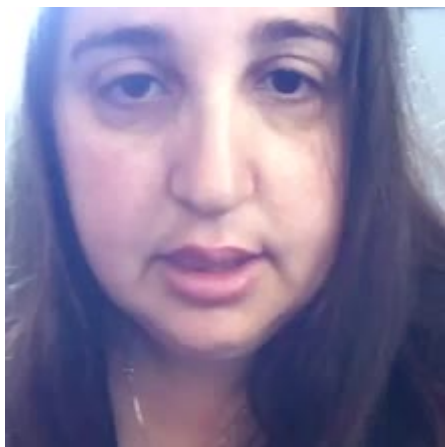
We have parks for the little ones, and a post office, and the library is nice. My daughter likes going to story time there. The area's biggest limitations are not really fixable; for me the biggest limitation specific to the area is the demographics, and it is what it is. I'm grateful to live in a diverse neighborhood, even if I wish there were more support and community for people of my background. I do wish we had a closer Farmer's Market.

**Q9 Anything else you'd like to share with us? If not, type "No" in the field below.**

Not too much - you just have to understand the South Bay as a collective community, with each city being its own community as well. I spend most of my day in adjacent cities. I've got about a dozen South Bay cities within a 15-20 minute drive to me (there are 15 total) and that's ignoring everything to the north that isn't part of the SB. Just going to my daughter's therapy clinic every day I leave Hawthorne and pass through Lawndale and Redondo Beach before I get to Torrance. It takes 15-20 min to get there.

**ENGLISH - DSCOUT**

#1154549

 02/23/2018, 03:55 PM UTCFri, 23 Feb 2018  
08:00 AM PST

Hi my name is Lisa and I live in Hawthorne in California and in Los Angeles County . Few things I like about my neighborhood is that it's close to everything . It's really close to the airport . It's really close to the west side without having to deal with the traffic . It's really close south the beach cities without being as expensive as one . I like that there's a lot of different foods around like you can get really good Mexican food you can get a Thai food Indian food . And I like that . It's good . It's a diverse community and it's a really good mix of like suburban and urban areas like little pockets of suburbs . And then there's like industrial areas and then yeah it's it's it's a good mix of community things I don't like about it . The school system is not so great . We live we live fairly close to an abandoned mall that's just been sitting there for like 20 something years and people keep trying to do stuff with it and they don't . So it's just a giant abandoned mall and the airplanes they've kind of close to airports and say here a lot of random airplanes and one time when I actually flew into the buildings so that you know you don't like to think about that

**Device**

ios

**Education**

Post graduate coursework

**Employment Status**

Homemaker

**Ethnicity**

Other

**Household Composition**

With partner/spouse + child

**Household Income**

\$75,000 to \$99,999

**Q1 First, tell us about yourself and your neighborhood by answering the following: 1. What is your name? 2. Where do you live (your city and/or neighborhood) and how long have you lived there? 3. What are three things you like or don't like about your neighborhood?**

media response

**Q2 What is your favorite place to go to or visit within your community? What about that place makes it your favorite? (Examples could be parks, restaurants, community centers, etc.)**

Right now I'm really enjoying the public library, where they do story time for the toddlers. My little girl loves it!

**Q3 How often do you use public or alternative transportation? (Examples could be biking, walking, bus, scooter, etc.)**

Rarely

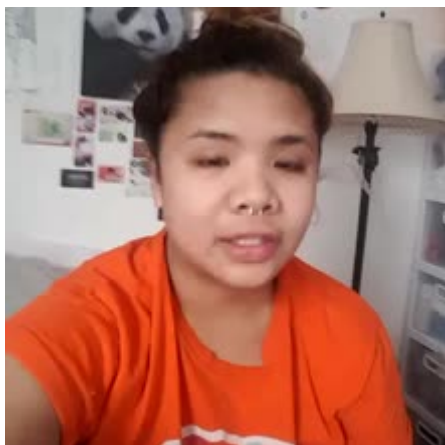
**Q4 If you could change or improve one thing about your neighborhood or community, what would it be? How could it be changed or improved for the better?**

I would like for the schools to be better, especially the special education program. More funding, more consideration for the kids, less emphasis on saving money.

02/28/2018, 10:09 AM UTC



Wed, 28 Feb  
2018  
10:09 AM CST



I library that I recently went to was actually at the library at this community college . I go to I needed because I didn't buy the book for the class because they they're pretty expensive . But it's very nice that the library provides these books for each class the sex talk to each class that way . We just use them for a few hours . They don't let you borrow for weeks because people would just we knew them and other students who weren't able to afford the textbook won't be able to use them so it's available . I go to the library and look at the things that we had gone over in class and just in case it understand them I look over it again as well as comparing to my notes if I have to add anything or correct anything that I wrote down . I really try to go once a week because it really structures my studying habits . It's really good to go . I guess a part of me not actually buying the book . The library itself is ok . Some of those are lectures by the professors which are really cool . Those computer labs and plenty of sitting space and computers basic printouts stuff that we could study to

**Device**

android

**Education**

Some college

**Employment Status**

Student

**Ethnicity**

Asian or Pacific Islander

**Household Composition**

Other

**Household Income**

Less than \$25,000

**Q1 Does your neighborhood have a local library?**

Yes, my neighborhood has a local library.

**Q2 Do you feel that your local library meets your needs?**

Yes, my local library meets my needs.

**Q3 Explain your answer, what needs are being met/not met by the library?**

There's plenty of computer space for me to do research as well as to sit and study. The trending books are available for me to read as well.

**Q4 Tell us about your last visit to a library. What did you do? What was the library like? How often do you go to the library?**

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**Q5 What are three things that are important to you in a library? These could be related to content in the library, programs and services, or features within the library.**

teen activities, updated inventory, console rentals

**Q6 Which of the following programs or services would you be interested in if they were offered at your local library? Select up to four.**

Equipment Rental

Language Classes

Lectures or Performances

Tutoring

**Q7 Anything else you'd like to share? If not, just type "No" in the field below.**

No

02/25/2018, 07:22 PM UTC



Sun, 25 Feb  
2018  
07:22 PM CST



And the weekdays I usually have class and that's when I take the time to study maybe do some errands . That way I don't have to do it later and everything is done and settled with on the weeknights though sometimes I have work and it goes through later in the night not too late but that's what I that's what I do as well as preparing for the next day at night . That's when I usually wind down and buckle down and such . And the week ends and weekends . However now that I've done all my work during the week day I have more time to have fun like going shopping and going up my friends my significant other like going to the bar and going to the Monsef or do the do the big projects I mean to do like oh do all my hungry clean my room and such . Such such stuff like that when I don't really have time during the week the week day because that's when I do more of their inside grocery shopping and such .

**Device**

android

**Education**

Some college

**Employment Status**

Student

**Ethnicity**

Asian or Pacific Islander

**Household Composition**

Other

**Household Income**

Less than \$25,000

**Q1 Use the following prompts to tell us more about your weekly schedule and activities. 1. On most weekdays, I am.... 2. On most weeknights, I am.... 3. On most weekends, I am....**

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**Q2 Where is your work? How do you get there?**

My work is all around the city of chicago depends on the events that are happening! I get there usually by train/bus because it's much more inexpensive, but if it'd a bit too far and parkinh os provided then I take my car.

**Q3 Besides time at home, how much do you shop/relax/socialize in your neighborhood?**

Often

**Q4 How often do you attend local events? Where do you usually go?**

I attend one at least once every other week! I go to the nearby park if there's a movie showing or head down to Wriggleyville.

**Q5 Does your neighborhood support your needs? Examples of needs could be access to grocery stores, transportation, or public services.**

Yes, my neighborhood meets most or all of my needs.

**Q6 Explain your answer, what needs are being met/not met by your neighborhood?**

I am within short walking distance to public transit as well as to grocery stores and laundromats!

**Q7 Does your neighborhood support the activities that you would like to do? Examples of activities could be shopping, restaurants, entertainment, or other recreational services.**

Yes, but my neighborhood supports only some of the activities I would like to do.

**Q8 Explain your answer, what activities are currently supported or could be better supported by your neighborhood?**

Movie outings, small fests, and sports are definitely supported by my neighborhood! What they could improve on is having more options.

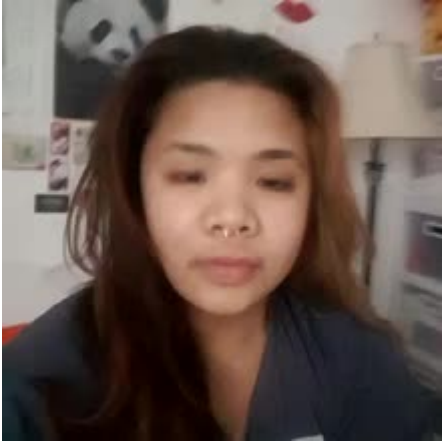
**Q9 Anything else you'd like to share with us? If not, type "No" in the field below.**

No

02/23/2018, 10:36 AM UTC



Fri, 23 Feb 2018  
10:36 AM CST



Hi my name is Micah and I live in Chicago specifically the Avondale area which is very very close to Louisville . The things I really like about living here is that I'm close to all forms of transportation literally train bus even Metro Metra of course also . Whereas before but like cars are very available . I live right next to the Chicago Transit Station which is . This one's the Blue Line by also close to the red line and the Brown Line and the Green Line as well as close to the Montrose metro metro station the metro station for the suburbs and it's just really cool because I clearly walk like four steps ahead of where I need to go . And that's stranded anywhere . Also I like how I'm super close to both the suburbs and the city . Like I like people say like I'm just close to Chicago . But clearly the downtown is about six miles away going to the suburbs about 20 minutes away and it's just it's pretty pretty cool . And also I'm really close to a lot of a lot of food places so it's good to know that my area is not a food desert and that's if I need very healthy foods such as fast foods even though there's fast foods as well . That access is quite available and really close

**Device**

android

**Education**

Some college

**Employment Status**

Student

**Ethnicity**

Asian or Pacific Islander

**Household Composition**

Other

**Household Income**

Less than \$25,000

**Q1 First, tell us about yourself and your neighborhood by answering the following: 1. What is your name? 2. Where do you live (your city and/or neighborhood) and how long have you lived there? 3. What are three things you like or don't like about your neighborhood?**

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**Q2 What is your favorite place to go to or visit within your community? What about that place makes it your favorite? (Examples could be parks, restaurants, community centers, etc.)**

I love going to the park near buy if it's not too cold out because the park center frequently have movies outside and activities not only for kids but for adults! Sometkems even free snacks!

**Q3 How often do you use public or alternative transportation? (Examples could be biking, walking, bus, scooter, etc.)**

Sometimes

**Q4 Give us an example of how you use this transportation. List a common destination, a typical time to get there, and mode of transportation.**

Since I'm near all kinds of fastfood, restaraunts, grocery stores- there's really no need to wait around for public transit because I can get there faster because most of these places are literally within 1 mile. It takes me about 15-25 mins to walk to my destination and that's me being generous with myself because I walk extra slow. It's good to know I don't need a car to quickly get food!

**Q5 If you could change or improve one thing about your neighborhood or community, what would it be? How could it be changed or improved for the better?**

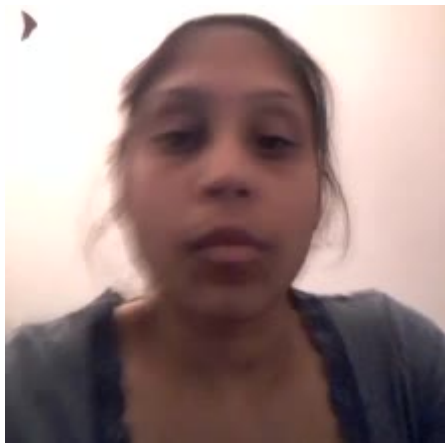
Better permit parking. Other areas have Chicago would literally have blocks with the same permit so you always having parking. When I DO need to use my car it's frustrating that my allotted permit number is only for my small block, frequently I would have no parking when I come home.

**ENGLISH - DSCOUT**

#1153154

**02/21/2018, 11:06 PM UTC**

Wed, 21 Feb  
2018  
11:04 PM EST



My last visit to a library was not actually my client local library although I've been there several times . But my last visit to a library was when my old univer versus East Campus . I had just gone back there to study because I like studying in libraries . I was studying for the New York bar exam and I like how quiet it is . I like it just like the feel of libraries . Previously I Yeah I mostly study at libraries . Even now I prefer life with work to either FEMA office or do work at a library or coffee shop . I don't really like being home when I'm working . So that's where I primarily go and do it . I don't like this local library quite as much just because it's really old and kind of musty but I do like to I do like to read . I don't have to go there quite as much to read either because now I read things online and you can get ebooks as long as you have a library membership so I like I like I prefer the feel of a book . So sometimes I still like to do that but it is a lot easier to do it on line .

**Device**

android

**Education**

Post graduate coursework

**Employment Status**

Employed full time (30 hours +)

**Ethnicity**

Asian or Pacific Islander

**Household Composition**

Solo

**Household Income**

\$25,000 to \$49,999

**Q1 Does your neighborhood have a local library?**

Yes, my neighborhood has a local library.

**Q2 Do you feel that your local library meets your needs?**

Yes, my local library meets my needs.

**Q3 Explain your answer, what needs are being met/not met by the library?**

It's an old library, kind of musty, no one is really ever there, but they have a solid collection, i like classics, which are not hard to find, but i like the diversity of the books, very worldly and reflective of the south beach populace. Library is also within walking distance.

**Q4 Tell us about your last visit to a library. What did you do? What was the library like? How often do you go to the library?**

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**Q5 What are three things that are important to you in a library? These could be related to content in the library, programs and services, or features within the library.**

A nice layout and lighting, updated furniture. I like spending time in libraries, so it's nice when a library feels like somewhere i can stay a while and lose time reading. Additionally, quality of the collection, ease in finding material, and relatively newer or minimally yellowed books.

**Q6 Which of the following programs or services would you be interested in if they were offered at your local library? Select up to four.**

Access to Cultural Passes

Book Clubs

Collaborative / Meeting Space

Language Classes

**Q7 Anything else you'd like to share? If not, just type "No" in the field below.**

No

**ENGLISH - DSCOUT**

#1153142

**02/21/2018, 10:56 PM UTC**

Wed, 21 Feb  
2018  
10:54 PM EST



And most weekdays and week day evenings I am at work . I work in an office . I'm an attorney . So pretty much work all day Monday through Friday . Maybe not that late on Friday depending on if I'm in the mood to go to happy hour that week . So that happens sometimes at least once a month on most weekends on Saturdays . I usually run Saturdays during the day . I run a lot of errands and so I like to spend the day outside getting a little bit of sun running errands or just walking around . I go get my coffee every Saturday morning and some . And a lot of Sundays two Sundays I usually wake up pretty late and then I decide if I need to go to work that day which usually I do . So Sundays I end up going to work and then coming home and it's just like hanging out preparing for the week again . Saturday night they try to do something fun hang out with some my friends maybe go to a movie or go to the bar or something like that . Yeah . So I think that's that's pretty much it .

**Device**

android

**Education**

Post graduate coursework

**Employment Status**

Employed full time (30 hours +)

**Ethnicity**

Asian or Pacific Islander

**Household Composition**

Solo

**Household Income**

\$25,000 to \$49,999

**Q1 Use the following prompts to tell us more about your weekly schedule and activities.** 1. On most weekdays, I am.... 2. On most weeknights, I am.... 3. On most weekends, I am....

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**Q2 Where is your work? How do you get there?**

Downtown Miami, I have to drive there, there's no public transport going over the bridge

**Q3 Besides time at home, how much do you shop/relax/socialize in your neighborhood?**

All the time

**Q4 How often do you attend local events? Where do you usually go?**

Maybe once a month i'll go to a farmer's market or something like that. Often I walk past the one on Lincoln on Sundays.

**Q5 Does your neighborhood support your needs? Examples of needs could be access to grocery stores, transportation, or public services.**

Yes, my neighborhood meets most or all of my needs.

**Q6 Explain your answer, what needs are being met/not met by your neighborhood?**

Multiple grocery stores within walking distance, ace hardware, auto parts, mechanics, fed ex/ups/usps, phone/electronic stores, are all within a mile. My hospital is just a few miles away. My commute to work is short.

**Q7 Does your neighborhood support the activities that you would like to do? Examples of activities could be shopping, restaurants, entertainment, or other recreational services.**

Yes, my neighborhood supports most or all of the activities I would like to do.

**Q8 Explain your answer, what activities are currently supported or could be better supported by your neighborhood?**

Shopping, bars, restaurants, movies, tours, museums, the beach...it's south beach, it's an entertainment district.

**Q9 Anything else you'd like to share with us? If not, type "No" in the field below.**

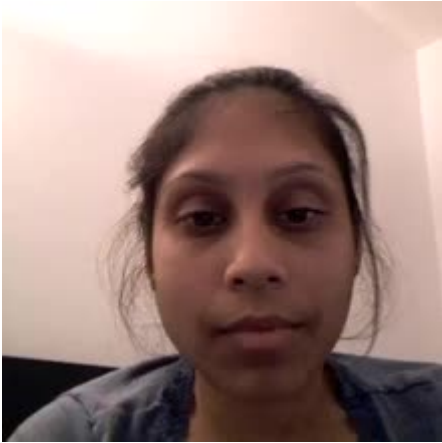
Also, surprisingly, my current apartment is the most reasonably priced I've found in Miami... better cost of living here.



02/21/2018, 10:46 PM UTC



Wed, 21 Feb  
2018  
10:44 PM EST



Hi my name is Malika caution . I live in the South Beach neighborhood of Miami Dade County . And I really like this neighborhood because it's kind of the best mix between like kind of an urban setting and more of a beach town vibe . My commute to work is really short . It's about 15 minutes I'm going against the direction of travel . All I have to do is get over the bridge which is a beautiful view both going to work and coming back home . Everything on Miami or South Beach area the area that I live in immediately surrounding is pretty walkable on two blocks away from Lincoln Mall which has a bunch . It's a shopping district . So it has a bunch of stores . The theater the movie theater is just at the end of Lincoln Mall so that's like maybe seven blocks from me . The growth we have like three grocery stores four grocery stores within a five to ten mile radius . I have a bunch of CBS's in Walgreens . And it's just a very diverse very like laid back vibe . And I really like it some of the things I don't like street parking it's always there are always tourists . So that's not so great

**Device**

android

**Education**

Post graduate coursework

**Employment Status**

Employed full time (30 hours +)

**Ethnicity**

Asian or Pacific Islander

**Household Composition**

Solo

**Household Income**

\$25,000 to \$49,999

**Q1 First, tell us about yourself and your neighborhood by answering the following: 1. What is your name? 2. Where do you live (your city and/or neighborhood) and how long have you lived there? 3. What are three things you like or don't like about your neighborhood?**

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**Q2 What is your favorite place to go to or visit within your community? What about that place makes it your favorite? (Examples could be parks, restaurants, community centers, etc.)**

I live 6-7 blocks from the beach, I live 2 blocks from Lincoln Mall, just a few more blocks from the movie theatre, next to which is one of my favorite coffee shops. Living near the beach is a unique experience, its nice to have such an easy ability to go there when i need a dose of happiness.

**Q3 How often do you use public or alternative transportation? (Examples could be biking, walking, bus, scooter, etc.)**

All the time

**Q4 Give us an example of how you use this transportation. List a common destination, a typical time to get there, and mode of transportation.**

I walk very frequently. For example, I walk to my coffee spot every Saturday morning.

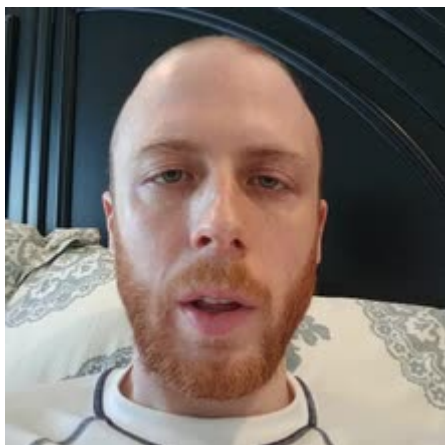
**Q5 If you could change or improve one thing about your neighborhood or community, what would it be? How could it be changed or improved for the better?**

There's never enough parking available near my apt building if I get home late. Also, more street lighting since most people walk or bike. And a designated bike lane for the bikers, so that they are not sharing with cars.

02/22/2018, 02:33 PM UTC



Thu, 22 Feb  
2018  
02:33 PM CST



Last time I visited my local library was to go pick up a book and it had on hold . I visit my library maybe once every month to two months to pick up books that I may have on hold . That's just my primary purpose for visiting there . There isn't really a smaller library there with like small children section which is really nice to have in the neighborhood . For families that have kids but other than that though its primary purpose for me is like they don't have a huge selection of text so it's really going there with the idea that I'm going to get a library somewhere from within the Chicago library system and have a reserved there just because it's you know a few blocks away from where I live .

#### Device

android

#### Education

Post graduate coursework

#### Employment Status

Employed full time (30 hours +)

#### Ethnicity

Caucasian or White

#### Household Composition

With partner/spouse

#### Household Income

\$100,000 to \$124,999

#### Q1 Does your neighborhood have a local library?

Yes, my neighborhood has a local library.

#### Q2 Do you feel that your local library meets your needs?

No, my local library does not meet my needs.

#### Q3 Explain your answer, what needs are being met/not met by the library?

My local library is a great resource for me to reserve books and have them sent to. I really wish my local library offered more community events. That is one area where they are lacking.

#### Q4 Tell us about your last visit to a library. What did you do? What was the library like? How often do you go to the library?

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#### Q5 What are three things that are important to you in a library? These could be related to content in the library, programs and services, or features within the library.

1. Access to a large variety of books. 2. Community events that bring multiple groups together. 3. Flexible hours that allow people to access the library at times that work for them.

#### Q6 Which of the following programs or services would you be interested in if they were offered at your local library? Select up to four.

Arts & Crafts

Collaborative / Meeting Space

Community Garden

Lectures or Performances

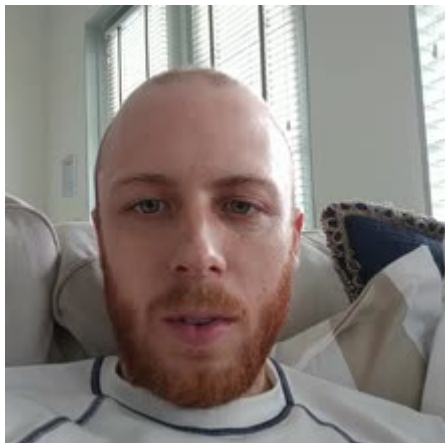
#### Q7 Anything else you'd like to share? If not, just type "No" in the field below.

No

02/22/2018, 02:17 PM UTC



Thu, 22 Feb  
2018  
02:17 PM CST



And most weekdays I'm working are typically was full of my time between work from a home office or working directly in my office on weeknights . I feel like about maybe two nights a week on weeknights I'm out doing something that's taking a class or just out an event or hanging out with friends or doing something with neighbors . Other than that though on the other nights I'm typically at home making dinner kind of relaxing watching a show on TV relaxing or doing something else . On weekends though typically I stay pretty busy and weekends and so that's either going to different events hanging out with friends during the summer or traveling or if I need to . Then focusing on you know projects around the house . So that's where I spend the majority of my time at weekends .

**Device**

android

**Education**

Post graduate coursework

**Employment Status**

Employed full time (30 hours +)

**Ethnicity**

Caucasian or White

**Household Composition**

With partner/spouse

**Household Income**

\$100,000 to \$124,999

**Q1 Use the following prompts to tell us more about your weekly schedule and activities. 1. On most weekdays, I am.... 2. On most weeknights, I am.... 3. On most weekends, I am....**

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**Q2 Where is your work? How do you get there?**

I split my time between working from home and working from my office. My office is located in downtown Chicago in an office building.

**Q3 Besides time at home, how much do you shop/relax/socialize in your neighborhood?**

Often

**Q4 How often do you attend local events? Where do you usually go?**

I often go to bars or art galleries.

**Q5 Does your neighborhood support your needs? Examples of needs could be access to grocery stores, transportation, or public services.**

Yes, my neighborhood meets most or all of my needs.

**Q6 Explain your answer, what needs are being met/not met by your neighborhood?**

My neighborhood supports most of my needs, but I do wish there were more local businesses.

**Q7 Does your neighborhood support the activities that you would like to do? Examples of activities could be shopping, restaurants, entertainment, or other recreational services.**

Yes, but my neighborhood supports only some of the activities I would like to do.

**Q8 Explain your answer, what activities are currently supported or could be better supported by your neighborhood?**

My neighborhood had some key elements, but doesn't always have significant choices.

**Q9 Anything else you'd like to share with us? If not, type "No" in the field below.**

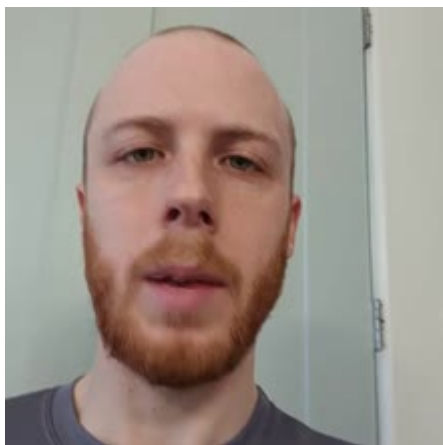
No

**ENGLISH - DSCOUT**

#1153419

**02/22/2018, 09:30 AM UTC**

Thu, 22 Feb  
2018  
09:30 AM CST



It was May . I live in Chicago Illinois a neighborhood called Bridgeport . I've lived in Bridgeport for about a year and a half and in Chicago altogether for about six or seven years . So when thinking about the neighborhood itself one thing that I really like about the neighborhood is there are a lot of local businesses coffee shops restaurants and little corner stores that allow me to kind of get what I need with around me by walking around if I need to go to a larger grocery store I typically drive to that but it's nice to have local businesses that stop around it . One thing I don't like because it's a very diverse neighborhood but it's still segregated and not really inclusive . So there's different ethnic racial ethnic groups and even economic backgrounds . But the groups don't necessarily cross lines frequently it's just still separated out . Another thing that I do like about the neighborhood is that it's a very heavy artistic community . There's art centers around was often gallery openings so there's a different way to kind of interact with the art scene I'm just within walking distance

**Device**

android

**Education**

Post graduate coursework

**Employment Status**

Employed full time (30 hours +)

**Ethnicity**

Caucasian or White

**Household Composition**

With partner/spouse

**Household Income**

\$100,000 to \$124,999

**Q1 First, tell us about yourself and your neighborhood by answering the following: 1. What is your name? 2. Where do you live (your city and/or neighborhood) and how long have you lived there? 3. What are three things you like or don't like about your neighborhood?**

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**Q2 What is your favorite place to go to or visit within your community? What about that place makes it your favorite? (Examples could be parks, restaurants, community centers, etc.)**

Maria's Community bar

**Q3 How often do you use public or alternative transportation? (Examples could be biking, walking, bus, scooter, etc.)**

All the time

**Q4 Give us an example of how you use this transportation. List a common destination, a typical time to get there, and mode of transportation.**

I bike to work and I also take the Bus and Train when needed.

**Q5 If you could change or improve one thing about your neighborhood or community, what would it be? How could it be changed or improved for the better?**

The neighborhood is the first yet it's still pretty segregated. One thing I would change is to take steps to make it a more inclusive space for all people.

02/25/2018, 08:15 AM UTC



Sun, 25 Feb  
2018  
08:15 AM PST



I was at the library three weeks ago my daughter she was doing a report for schools and books for her to do some research library normally is heavily packed our main library is long heavy pack the small library Behrendt's down the block from us is not always as heavily packed but we also don't have books that we need sometimes . So depending on what is in one library will go to me and the kids go to librarians once a month or more depending on the time available . And we have quite a busy schedule during the summer time we're at the library LEAST minimum twice a week getting books kids participate in the summer reading program . So we're always getting books . Check it out . Check out some summer activities by the way home builders classroom meeting my daughter today I learned how to do inattentively at the library so those hours and my kids like to go there and play chess so there's always something going on in the library especially in the summertime library this time when my dad and I when it was heavily packed . The only drawback about the main

**Device**

android

**Education**

College graduate

**Employment Status**

Employed full time (30 hours +)

**Ethnicity**

African-American or Black

**Household Composition**

With partner/spouse + child

**Household Income**

\$50,000 to \$74,999

**Q1 Does your neighborhood have a local library?**

Yes, my neighborhood has a local library.

**Q2 Do you feel that your local library meets your needs?**

Yes, my local library meets my needs.

**Q3 Explain your answer, what needs are being met/not met by the library?**

I live equal distance between the main library and a smaller branch. The smaller branch has a nice size kids and teen section for my kids. They also offer chess and other community lead classes. There are also computers for rhbe community to use and a printer. The main library has the same but on a larger scale along with many photos of Oakland's past.

**Q4 Tell us about your last visit to a library. What did you do? What was the library like? How often do you go to the library?**

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**Q5 What are three things that are important to you in a library? These could be related to content in the library, programs and services, or features within the library.**

Large selection of books that can be requested on line or in person. The ability to renew online. Lots of kids program during the summer

**Q6 Which of the following programs or services would you be interested in if they were offered at your local library? Select up to four.**

Access to Cultural Passes

Computer Classes

Language Classes

**Q7 Anything else you'd like to share? If not, just type "No" in the field below.**

My library already offer free Wi-Fi, a community gardening program, a book club for adults and kids, and family reading

 02/23/2018, 03:22 PM UTC



Fri, 23 Feb 2018  
03:22 PM PST



Most week nights I spent working and most weekends even been working I work at night time and I'm often the daytime . So with that being said more school days a week ends less than basketball on football on or rugby is on or life right now the Olympics I am normally pass out sleep I will get up on day so I don't have to work at night . I am I spend the whole day doing laundry cleaning the house running errands grocery shopping going to take the kids to and from school Sundays or my off days completely from my job from my night job so Sundays the kids and I will get up to go skateboarding will do laundry grocery shopping for us for the week basketball go hang out do whatever just hang out and do the silly fun of the day time or take a nap on the couch with my kitty . She's funny . Yes daytimes I'll either take a sleeping bear or maybe take a nap on the couch and if I'm really I'm off that evening my spin offs spend the day with my wife watch movies cooking crafting doing whatever she wants to do because she's Vohs .

Device

android

Education

College graduate

Employment Status

Employed full time (30 hours +)

Ethnicity

African-American or Black

Household Composition

With partner/spouse + child

Household Income

\$50,000 to \$74,999

Q1 Use the following prompts to tell us more about your weekly schedule and activities. 1. On most weekdays, I am.... 2. On most weeknights, I am.... 3. On most weekends, I am....  
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Q2 Where is your work? How do you get there?

I work in San Francisco and I commute to work by bus and Bart.

Q3 Besides time at home, how much do you shop/relax/socialize in your neighborhood?

Often

Q4 How often do you attend local events? Where do you usually go?

We attend every off the grid food truck event at the museum on Fridays. We hit the farmers market on Saturday once or twice a month.

Q5 Does your neighborhood support your needs? Examples of needs could be access to grocery stores, transportation, or public services.

Yes, my neighborhood meets most or all of my needs.

Q6 Explain your answer, what needs are being met/not met by your neighborhood?

I have 2 grocery stores that are walking distance, 3 driving distance. I have 3 laundry mats, 2 pharmacies, a tennis court, 2 basketball courts, 4 bars, 6 restaurants, a pizza place and one bank in walking distance

Q7 Does your neighborhood support the activities that you would like to do? Examples of activities could be shopping, restaurants, entertainment, or other recreational services.

Yes, my neighborhood supports most or all of the activities I would like to do.

Q8 Explain your answer, what activities are currently supported or could be better supported by your neighborhood?

My family and I live to walk, play tennis, play basketball, skateboard and fly kites. All of this we can do around our neighborhood.

Q9 Anything else you'd like to share with us? If not, type "No" in the field below.

No

**ENGLISH - DSCOUT**

#1152741



02/21/2018, 01:05 PM UTC



Wed, 21 Feb  
2018  
01:05 PM PST



My name is Matthew . I live on lake area in Oakland California . I have lived in my current location on the lake for five years . I live on the lake . For over ten years of my life the lake . Three things I love . One I am a seven minute walk to a . He's a 15 minute walk to Trader Joe's a 15 minute drive to a safe way a 15 minute drive to a Whole Foods a 20 minute drive to grocery outlet . So I have grocery stores all over the place . I am a Tim in a walk from a farmer's market on Saturday . I'm then on the transportation side . I am walking distance to five bus lines a 50 minute walk to the BART station . So transportation is awesome but they're not on their team in a walk . I am close to the Oakland Museum and I am close to Laney College which puts a flea market at Laney College on Sunday . So I'm walking distance of the flea market and then Fridays at are at the Oakham museum they have off the grid which is live music and free access to local museum and food trucks so yeah Riley says it's is . And then on top of all that there are restaurants and bars galore all over my

**Device**

android

**Education**

College graduate

**Employment Status**

Employed full time (30 hours +)

**Ethnicity**

African-American or Black

**Household Composition**

With partner/spouse + child

**Household Income**

\$50,000 to \$74,999

**Q1 First, tell us about yourself and your neighborhood by answering the following: 1. What is your name? 2. Where do you live (your city and/or neighborhood) and how long have you lived there? 3. What are three things you like or don't like about your neighborhood?**

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**Q2 What is your favorite place to go to or visit within your community? What about that place makes it your favorite? (Examples could be parks, restaurants, community centers, etc.)**

My favorite place is where I am, Lake Merritt. I can do so much over here. We have 2 libraries that are a 10 minute skateboard ride. We have food trucks on Friday at the museum and on Saturdays at the farmers market. Oh yeah we have a farmers market that has local food trucks, local farmers and local restaurants with booths. I am walking distance from a tennis court, 3 Basketball courts, 2 bocce ball courts, and more

**Q3 How often do you use public or alternative transportation? (Examples could be biking, walking, bus, scooter, etc.)**

All the time

**Q4 Give us an example of how you use this transportation. List a common destination, a typical time to get there, and mode of transportation.**

My kids and I skateboard almost everywhere, to the grocery store and to the movie theater which is normally a 10 minute journey. I take the bus and BART to and from work which is about 35 minutes one way. Depending on the weather, if my wife is coming with us and time schedule we will walk or catch the bus to off the grid at the museum. Walking takes about 20 minutes but the bus takes 8 minutes

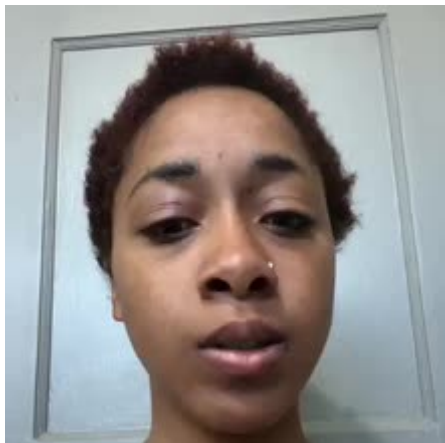
**Q5 If you could change or improve one thing about your neighborhood or community, what would it be? How could it be changed or improved for the better?**

More police presence, in the recent years crime has been on the rise in my neighborhood

 02/21/2018, 03:56 PM UTC



Wed, 21 Feb  
2018  
08:04 AM PST



I used to go to the library a lot actually but the last time I was there anything goes pretty out a resume for a job that I was interested in . I haven't been since then and I think it's been a few months at least . Yeah there really . Actually no I was trying to get in touch with them . I was applying for a job to try and get in touch with someone because I didn't have them internet on my phone really that was capable of being fast enough for Ted to contact someone on Facebook Messenger and that I don't think it would hold the app either . So I had to go to the local library . I used to a library a lot to read or check out books but I really haven't really had the time or the desire in a long time . It's a pretty small library and Lompoc . I like it because there's a little kids section that I remember when I was a kid I used to go into and you like basically leaned down in the kids section and there's a little like Mousehole that you can see it's like covered in glass and everything it's covered by a small piece of glass and you look inside and there's like a little mouse . Family made out of little

#### Device

ios

#### Education

High school graduate

#### Employment Status

Homemaker

#### Ethnicity

African-American or Black

#### Household Composition

With child under 18

#### Household Income

\$25,000 to \$49,999

#### Q1 Does your neighborhood have a local library?

Yes, my neighborhood has a local library.

#### Q2 Do you feel that your local library meets your needs?

Yes, my local library meets my needs.

#### Q3 Explain your answer, what needs are being met/not met by the library?

The library has a great selection and offers classes as well as video and video game rentals and the selection is up to date.

#### Q4 Tell us about your last visit to a library. What did you do? What was the library like? How often do you go to the library?

media response

#### Q5 What are three things that are important to you in a library? These could be related to content in the library, programs and services, or features within the library.

I feel the theme or style of the library is important as well as the cleanliness and calm friendly environment and the selection of book and movies.

#### Q6 Which of the following programs or services would you be interested in if they were offered at your local library? Select up to four.

Arts & Crafts

Collaborative / Meeting Space

Wi-Fi Access

Storytime for Families / Children

#### Q7 Anything else you'd like to share? If not, just type "No" in the field below.

No

#### Q8 Congrats, you have completed this project. Sit back and relax as we review your entries.

checkpoint

**ENGLISH - DSCOUT**

#1152455

**02/21/2018, 03:50 PM UTC**

Wed, 21 Feb  
2018  
07:55 AM PST



Most weekdays I'm either home or more likely I'm outside doing an errand or I'm doing some type of job outside prove something is associated with market research usually I'm at a store doing some type of mystery shopping and taking a picture of a display or something like that and I take my daughter with me . We go around town . I push her in her stroller weeknights . I'll definitely be home . It rarely that someone at a friend's house can and I can be hard to go out . At the end of the day I'm with my daughter but more than anything I'm not as not very social as oppose . And then I would have to either get a ride home or push the car at night . Which I don't really do much anymore . So I have stopped going out as much weekends all sometimes be sometimes with my boyfriend and with the baby . Of course rarely do I have like a time where I'm just carefree enjoying myself . I don't do that too much anymore anymore so most of the time I am with my child low weekend weekends is the same as being except that I'm not going out as much . But I don't

**Device**

ios

**Education**

High school graduate

**Employment Status**

Homemaker

**Ethnicity**

African-American or Black

**Household Composition**

With child under 18

**Household Income**

\$25,000 to \$49,999

**Q1 Use the following prompts to tell us more about your weekly schedule and activities. 1. On most weekdays, I am.... 2. On most weeknights, I am.... 3. On most weekends, I am....**

media response

**Q2 Where is your work? How do you get there?**

I do mystery shopping around town and walk to each place unless someone can drive me.

**Q3 Besides time at home, how much do you shop/relax/socialize in your neighborhood?**

Often

**Q4 How often do you attend local events? Where do you usually go?**

I usually do not but occasionally there is a a art show I would like to go to again.

**Q5 Does your neighborhood support your needs? Examples of needs could be access to grocery stores, transportation, or public services.**

Yes, my neighborhood meets most or all of my needs.

**Q6 Explain your answer, what needs are being met/not met by your neighborhood?**

I have not been able to make use of the public transport system and not all of Lompoc has well paved roads or finished sidewalks.

**Q7 Does your neighborhood support the activities that you would like to do? Examples of activities could be shopping, restaurants, entertainment, or other recreational services.**

Yes, but my neighborhood supports only some of the activities I would like to do.

**Q8 Explain your answer, what activities are currently supported or could be better supported by your neighborhood?**

There are events but they are not always varied or exciting.

**Q9 Anything else you'd like to share with us? If not, type "No" in the field below.**

No

**ENGLISH - DSCOUT**

#1152444

 02/21/2018, 03:34 PM UTC

Wed, 21 Feb  
2018  
07:46 AM PST



My name is Mursal white . I live in Lompoc California . And third thing I like about my town is there's a good amount of history here that's incorporated into the city every day . Secondly I like about it . There's definitely a sense of community here that people are trying to maintain . Third thing is everything is really close to each other and you're able to be able to walk around with the use of a car which I enjoy . Three things I don't like is sometimes people don't appreciate the town because it's because people don't always appreciate the town too much . I don't know if it's because maybe it's smaller we don't always get the news stories . That's one part of it . Second part there's a little bit of violence that happens occasionally . It's a lot better in the last 20 or so years . Third thing but I don't like it but it is a little closed off . It's difficult to get out of town to areas that have more to do . But for the most part I do really enjoy living in Ampeg . It's a good little town with a lot to a lot of good things to do if you take the time to find them

**Device**

ios

**Education**

High school graduate

**Employment Status**

Homemaker

**Ethnicity**

African-American or Black

**Household Composition**

With child under 18

**Household Income**

\$25,000 to \$49,999

**Q1 First, tell us about yourself and your neighborhood by answering the following: 1. What is your name? 2. Where do you live (your city and/or neighborhood) and how long have you lived there? 3. What are three things you like or don't like about your neighborhood?**

media response

**Q2 What is your favorite place to go to or visit within your community? What about that place makes it your favorite? (Examples could be parks, restaurants, community centers, etc.)**

I enjoy going to the various restaurants in town and seeing the plant displays through town. Even just walking around you see many storefronts and homes well decorated with plants.

**Q3 How often do you use public or alternative transportation? (Examples could be biking, walking, bus, scooter, etc.)**

All the time

**Q4 Give us an example of how you use this transportation. List a common destination, a typical time to get there, and mode of transportation.**

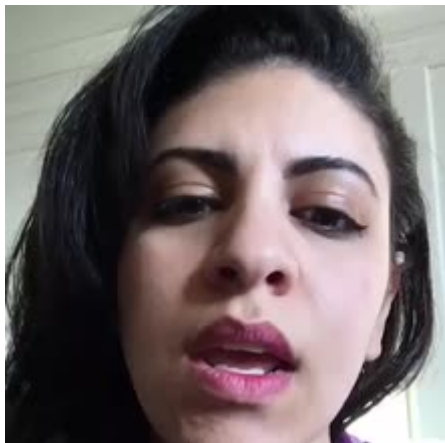
I will typically go to Dollar general down mid day which takes me about 30 minutes or so to arrive by walking.

**Q5 If you could change or improve one thing about your neighborhood or community, what would it be? How could it be changed or improved for the better?**

I would fix it up and make the closed down or dilapidated buildings and homes habitable and fixed inside and outside. There are many homeless or those who can barely afford what they have that I feel could benefit from this as well as the added improvement of not having eye sores in town.

 02/21/2018, 11:56 PM UTC


Wed, 21 Feb  
2018  
04:04 PM PST



Honestly I went to the library John Daley Library and the Westlake shopping center library . The two of them that I went to one to read and to research and the other with my friend too . There is a story time for the kids and I love it . There is a volunteer here read the story and the same song with the children's and all activities communicate with each other . The labor was full . There is no place to go to set . So yeah I like it so much and I will take my future kids to the library for sure . Definitely so . And the other to read and research . Yes I like it because there is a lot of e says I can search on websites and go to the web or to read or it's acquired for adults and the last time I search the website there is technology courses so for adults they they teach them how to make their email accounts how to contact with the computer that help them to learn something new . And to use the Internet research I like it so much and definitely it helps me to improve my needs in this field .

#### Device

ios

#### Education

College graduate

#### Employment Status

Employed part time

#### Ethnicity

Caucasian or White

#### Household Composition

With partner/spouse

#### Household Income

\$25,000 to \$49,999

#### Q1 Does your neighborhood have a local library?

Yes, my neighborhood has a local library.

#### Q2 Do you feel that your local library meets your needs?

Yes, my local library meets my needs.

#### Q3 Explain your answer, what needs are being met/not met by the library?

Yes it's much my needs and my friend needs to for kids children or family or even adults to help us to held more activities or courses we can apply to like technology lectures classes and story time for kids or even activities for family and the same library so it's improve And help children to love and to like going to the library to read or even communicate with the community

#### Q4 Tell us about your last visit to a library. What did you do? What was the library like? How often do you go to the library?

media response

#### Q5 What are three things that are important to you in a library? These could be related to content in the library, programs and services, or features within the library.

Organize smiles good and good environment to sit, more research and reference to be chosen

#### Q6 Which of the following programs or services would you be interested in if they were offered at your local library? Select up to four.

Arts & Crafts

Community Garden

Language Classes

Wi-Fi Access

#### Q7 Anything else you'd like to share? If not, just type "No" in the field below.

No

#### Q8 Congrats, you have completed this project. Sit back and relax as we review your entries.

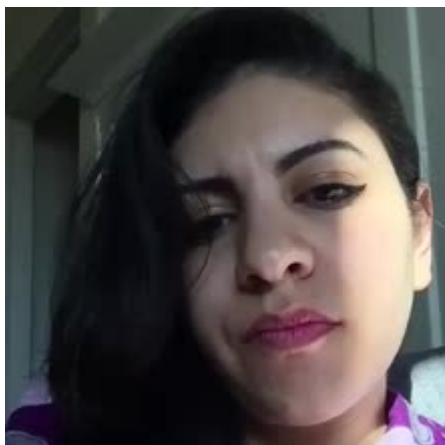
checkpoint

**ENGLISH - DSCOUT**

#1152891

**02/21/2018, 11:36 PM UTC**

Wed, 21 Feb  
2018  
03:55 PM PST



First of all I am a Quality Engineer and one of the manufacturing here in the area . So during the kid days extra busy . But in the week there is two days off for me and it's the most flexible time I do my personal need my family needs my home yeah my appointments for doctors clinic and friends hanging out for friends and this time . So on most weekday weekdays I'm in the work and weeknights with my family here in House restaurants . We go to the park with friends hanging out with friends after the work done and but on the weekends I prefer to stay home and relax the weekends . For me it's not such a day on Sunday . It's good thing to my schedule . Two days off per week so yeah . And I pray every week pray for God to be the weather is so good so I can and do my home means working God . And you do what I want to do .

**Device**

ios

**Education**

College graduate

**Employment Status**

Employed part time

**Ethnicity**

Caucasian or White

**Household Composition**

With partner/spouse

**Household Income**

\$25,000 to \$49,999

**Q1 Use the following prompts to tell us more about your weekly schedule and activities. 1. On most weekdays, I am.... 2. On most weeknights, I am.... 3. On most weekends, I am....**

media response

**Q2 Where is your work? How do you get there?**

Pom manufacturing pacific ave. Once by my car or by company shuttle, or even Uber or public transportation

**Q3 Besides time at home, how much do you shop/relax/socialize in your neighborhood?**

Often

**Q4 How often do you attend local events? Where do you usually go?**

Once a week according to the library schedule , John Daly library

**Q5 Does your neighborhood support your needs? Examples of needs could be access to grocery stores, transportation, or public services.**

Yes, my neighborhood meets most or all of my needs.

**Q6 Explain your answer, what needs are being met/not met by your neighborhood?**

It's definitely my all the needs I need from grocery and shopping center mall's transportation 24 hours schools universities and all is nearby to me

**Q7 Does your neighborhood support the activities that you would like to do? Examples of activities could be shopping, restaurants, entertainment, or other recreational services.**

Yes, my neighborhood supports most or all of the activities I would like to do.

**Q8 Explain your answer, what activities are currently supported or could be better supported by your neighborhood?**

There is a lot of restaurants nearby I can search whatever food I want plus there is a recreation and the Conti so there is a lot of activities I can apply to and improve my hobbies like swimming basketball karate or even football plus there is a lake near to me I can run every single day after work or before

**Q9 Anything else you'd like to share with us? If not, type "No" in the field below.**

I wish that I walk in the street and I don't see any homeless need help or poor guys and or young people who need help specially in the winter

**ENGLISH - DSCOUT**

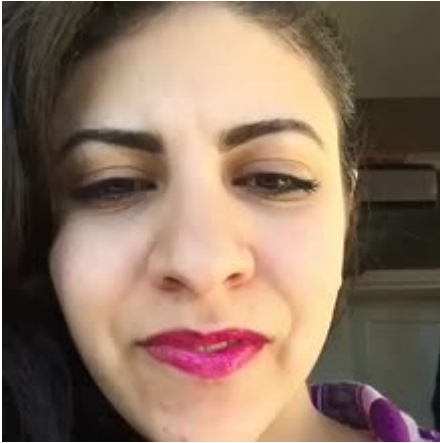
#1152844



02/21/2018, 10:38 PM UTC



Wed, 21 Feb  
2018  
03:05 PM PST



Hello there . My name is Mir . First of all my name is Muto's and I'm living and California at San Francisco . I like it cause it's very some places . I like the safety . My neighborhood is very quiet clean . Loving people's peace . Everyone in its priorities . No no problems no shooting no no . Any injuries . Yeah I like the weather too . I like it in nature . I've had my view . You can see my view this time . I love it so much . This thing I don't like or dislike this space . The design of the home the houses is light boxes night this room this time it's looked like a box and it's as dangerous when is there is a homeless lots of homeless in this area . I'm comfortable with that . I like it and the one thing that I don't like that the rent is very high and it's impossible to buy anything in the future . So yeah . There's the biggest problem .

**Device**

ios

**Education**

College graduate

**Employment Status**

Employed part time

**Ethnicity**

Caucasian or White

**Household Composition**

With partner/spouse

**Household Income**

\$25,000 to \$49,999

**Q1 First, tell us about yourself and your neighborhood by answering the following: 1. What is your name? 2. Where do you live (your city and/or neighborhood) and how long have you lived there? 3. What are three things you like or don't like about your neighborhood?**

media response

**Q2 What is your favorite place to go to or visit within your community? What about that place makes it your favorite? (Examples could be parks, restaurants, community centers, etc.)**

I like to go to the library activities near me so I can improve my relationships , I forgot to inform you that I live in sf for 2 years ago , I like to go to the park and to the pacific beach near me too

**Q3 How often do you use public or alternative transportation? (Examples could be biking, walking, bus, scooter, etc.)**

Sometimes

**Q4 Give us an example of how you use this transportation. List a common destination, a typical time to get there, and mode of transportation.**

I use the smartranse line of buss by using the Map app to go to mall and shopping center when I don't have my car , serramonte mal , stones town mall , west lake shopping center And I use it to go to the medical clinic of San matea county too

**Q5 If you could change or improve one thing about your neighborhood or community, what would it be? How could it be changed or improved for the better?**

Less homeless, by giving them more shelters, the design of houses, prepare more parkings ,

 02/27/2018, 04:12 AM UTC


Mon, 26 Feb  
2018  
10:22 PM CST



Last time I went to the public library in my neighborhood was to get a book for school assignment in my American Sign Language class . We did a project interpreting children's books and I didn't have the book that I needed at my house . So I went I checked the library's Web site and I saw that they had it . So I went and got it and it was really easy and quick because I have an account with the library already I've had it for years . And so whenever I go the library isn't ever very busy . And it's always very quiet and relaxing even if there are kids there it's still pretty quiet and I have gone to study there . It's a good place since it is so quiet . I've gone to study there if I need that quiet time .

#### Device

ios

#### Education

Some high school

#### Employment Status

Student

#### Ethnicity

Caucasian or White

#### Household Composition

With parent(s)

#### Household Income

\$75,000 to \$99,999

#### Q1 Does your neighborhood have a local library?

Yes, my neighborhood has a local library.

#### Q2 Do you feel that your local library meets your needs?

Yes, my local library meets my needs.

#### Q3 Explain your answer, what needs are being met/not met by the library?

The library in my neighborhood has a wide verity of new and older books, audiobooks, and other materials. Also, it is conveniently located, allowing me to visit whenever I need to without it being a hassle.

#### Q4 Tell us about your last visit to a library. What did you do? What was the library like? How often do you go to the library?

media response

#### Q5 What are three things that are important to you in a library? These could be related to content in the library, programs and services, or features within the library.

In a library, some important thing for me are the layout, it has to be easy to navigate, the atmosphere, if I'm studying I want to feel safe and not stressed out, and the verity of books available since I do a lot of different types of reading.

#### Q6 Which of the following programs or services would you be interested in if they were offered at your local library? Select up to four.

Community Garden

Equipment Rental

Language Classes

Lectures or Performances

#### Q7 Anything else you'd like to share? If not, just type "No" in the field below.

The library in my neighborhood has been in the same location and had the same atmosphere for as long as I can remember.

#### Q8 Congrats, you have completed this project. Sit back and relax as we review your entries.

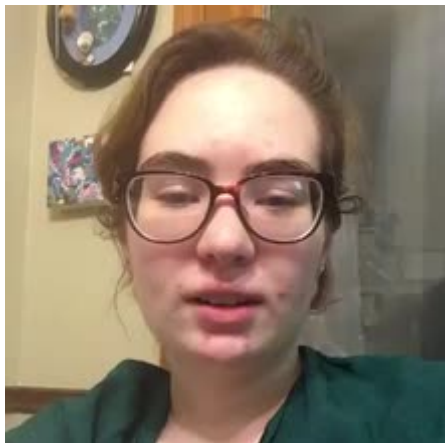
checkpoint

**ENGLISH - DSCOUT**

#1157714

 02/26/2018, 05:16 AM UTC

Sun, 25 Feb  
2018  
11:33 PM CST



Most weekdays I have to go to school . School for me starts at 9 0 5 and ends at 4 20 . I am a senior in high school so and a lot of times I'll have to stay after school for a club or for theatre I participate in a lot of theatre so a lot of times I'll have to stay after for that and then some weekdays . I like after school hang out with my friends but it's not as often because I have a lot of homework to do or things like that and so on weeknights . It's mostly just doing homework or relaxing and then on weekends sometimes I'll hang out with my friends if we can get our schedules to match up or just go and do something on my own for fun or I'll catch up on relaxing and sleeping since I don't get a ton of that during the week .

**Device**

ios

**Education**

Some high school

**Employment Status**

Student

**Ethnicity**

Caucasian or White

**Household Composition**

With parent(s)

**Household Income**

\$75,000 to \$99,999

**Q1 Use the following prompts to tell us more about your weekly schedule and activities. 1. On most weekdays, I am.... 2. On most weeknights, I am.... 3. On most weekends, I am....**

media response

**Q2 Where is your work? How do you get there?**

I don't have a job, however, I am a high school student at Westwood High School. It is located in North Austin. I am usually driven to school by my dad, sometimes I have access to a car and will drive myself, or if I must, I will take the bus to school.

**Q3 Besides time at home, how much do you shop/relax/socialize in your neighborhood?**

Often

**Q4 How often do you attend local events? Where do you usually go?**

I try to attend local events as often as I can, but a lot of times I am busy with school work or functions. I really enjoy live music.

**Q5 Does your neighborhood support your needs? Examples of needs could be access to grocery stores, transportation, or public services.**

Yes, my neighborhood meets most or all of my needs.

**Q6 Explain your answer, what needs are being met/not met by your neighborhood?**

My neighborhood has grocery stores, bus routes, a library, etc.

**Q7 Does your neighborhood support the activities that you would like to do? Examples of activities could be shopping, restaurants, entertainment, or other recreational services.**

Yes, my neighborhood supports most or all of the activities I would like to do.

**Q8 Explain your answer, what activities are currently supported or could be better supported by your neighborhood?**

My neighborhood has a lot of nearby restaurants and recreational services supported.

**Q9 Anything else you'd like to share with us? If not, type "No" in the field below.**

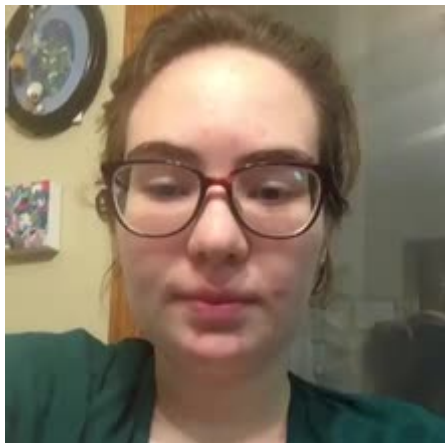
There is a wide verity of restraints and recreational services as well due to the growing nature of Austin, Texas.

**ENGLISH - DSCOUT**

#1157668

 02/26/2018, 04:41 AM UTC

Sun, 25 Feb  
2018  
10:49 PM CST



My name is Mike Purcell and I live in Austin Texas and the oak gnome neighborhood area . It's near the arboretum and some things I like about this neighborhood . One thing is that it's an Austin City Limits . It's farther north but it's still in the city limits . That's really cool . But we're also going round rock city which is a really good school district and I'm in high school now at West High School and it's a really good school to be going to . One thing I don't like I don't know if this really fits into the neighborhood thing but in Austin and in Texas it doesn't snow very much and it's very hot and I don't really mind the heat . It's just that I would like it to snow a bit more . But that's that's the only thing I can really think of it's a nice town to live in .

**Device**

ios

**Education**

Some high school

**Employment Status**

Student

**Ethnicity**

Caucasian or White

**Household Composition**

With parent(s)

**Household Income**

\$75,000 to \$99,999

**Q1 First, tell us about yourself and your neighborhood by answering the following: 1. What is your name? 2. Where do you live (your city and/or neighborhood) and how long have you lived there? 3. What are three things you like or don't like about your neighborhood?**

media response

**Q2 What is your favorite place to go to or visit within your community? What about that place makes it your favorite? (Examples could be parks, restaurants, community centers, etc.)**

I really like the restraints in Austin and in my neighborhood. Some of my favorites are Chuy's, Phil's Icehouse, Amy's Ice Cream, and Threadgill's.

**Q3 How often do you use public or alternative transportation? (Examples could be biking, walking, bus, scooter, etc.)**

Sometimes

**Q4 Give us an example of how you use this transportation. List a common destination, a typical time to get there, and mode of transportation.**

The most common for me is taking the school bus home. I have a drivers lunches, but no car, so taking the bus home is an option for me.

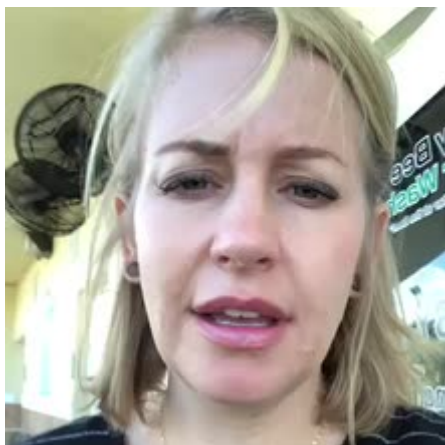
**Q5 If you could change or improve one thing about your neighborhood or community, what would it be? How could it be changed or improved for the better?**

The roads in my neighborhood aren't very even and there are many dips that are difficult to drive over. Fixing this would defiantly make driving in my own neighborhood much more enjoyable.

 02/21/2018, 05:09 PM UTC



Wed, 21 Feb  
2018  
12:18 PM EST



So the last time I went to the library was about a month ago and my kids were taking an art class at the museum across the street . So I took my younger kids into the library and we looked through children's books we read books and I could see some kids games on the computer and we ended up checking out a few books . I would actually go there all the time . My kids love it but there's never any parking it's in a busy urban area near the beach and the parking is often taken up by beach visitors . And so my kids would love to go . I would go like once a week even if I could count on there being parking . But as it is I don't go very often maybe like once every couple of months .

#### Device

ios

#### Education

College graduate

#### Employment Status

Employed part time

#### Ethnicity

Caucasian or White

#### Household Composition

With partner/spouse + child

#### Household Income

\$100,000 to \$124,999

#### Q1 Does your neighborhood have a local library?

Yes, my neighborhood has a local library.

#### Q2 Do you feel that your local library meets your needs?

Yes, my local library meets my needs.

#### Q3 Explain your answer, what needs are being met/not met by the library?

My library has books but it also hosts fun events and classes for kids. It also offers tutoring and other services . It is a nice quiet place to study. The only thing it does not have is adequate parking.

#### Q4 Tell us about your last visit to a library. What did you do? What was the library like? How often do you go to the library?

media response

#### Q5 What are three things that are important to you in a library? These could be related to content in the library, programs and services, or features within the library.

A nice children's area with lots of books my kids enjoy and suggestions for new books, classes for kids, convenience of access

#### Q6 Which of the following programs or services would you be interested in if they were offered at your local library? Select up to four.

Arts & Crafts

Community Garden

Equipment Rental

Language Classes

#### Q7 Anything else you'd like to share? If not, just type "No" in the field below.

No

#### Q8 Congrats, you have completed this project. Sit back and relax as we review your entries.

checkpoint

**ENGLISH - DSCOUT**

#1152511

**02/21/2018, 04:57 PM UTC**

Wed, 21 Feb  
2018  
12:06 PM EST



So I would say I'm busy most weekdays and weeknights . I'm a mom of four kids and they all have different schedules so I have periods of downtime during the day but never a long enough to really plan anything or take downtime . So I take my kids to school . I wake up with them practice the piano with them get them ready for school take them to school then I and I have one at home with me still who doesn't go to school . I come home clean . I work out a shower and get ready and then I have to pick up my daughter from preschool and then have a little bit of time again before I have to pick up the other kids from school and we either run errands go shopping do chores sometimes we go to the park or we go swimming . We meet up with friends and then I pick up my other kids from school and then when we have homework and getting dinner ready and piano lessons sometimes basketball soccer and then they get ready for . So I feel like I'm constantly busy and running around during the week . I don't . I have little periods of downtime and then on the weekends I

**Device**

ios

**Education**

College graduate

**Employment Status**

Employed part time

**Ethnicity**

Caucasian or White

**Household Composition**

With partner/spouse + child

**Household Income**

\$100,000 to \$124,999

**Q1 Use the following prompts to tell us more about your weekly schedule and activities. 1. On most weekdays, I am.... 2. On most weeknights, I am.... 3. On most weekends, I am....**

media response

**Q2 Where is your work? How do you get there?**

I don't work outside of the home.

**Q3 Besides time at home, how much do you shop/relax/socialize in your neighborhood?**

Often

**Q4 How often do you attend local events? Where do you usually go?**

We attend family events in the community about once a month. They've been held at the community centers, school, library, museum and park

**Q5 Does your neighborhood support your needs? Examples of needs could be access to grocery stores, transportation, or public services.**

Yes, my neighborhood only meets some of my needs.

**Q6 Explain your answer, what needs are being met/not met by your neighborhood?**

The grocery store is difficult to get to and doesn't have parking, it's often very crowded. My bank is not in my neighborhood. There is no car wash or car service or even gas station.

**Q7 Does your neighborhood support the activities that you would like to do? Examples of activities could be shopping, restaurants, entertainment, or other recreational services.**

Yes, but my neighborhood supports only some of the activities I would like to do.

**Q8 Explain your answer, what activities are currently supported or could be better supported by your neighborhood?**

My neighborhood doesn't have a gym with child care, no fast food or family friendly restaurants, no kids activities (children's museum, etc)

**Q9 Anything else you'd like to share with us? If not, type "No" in the field below.**

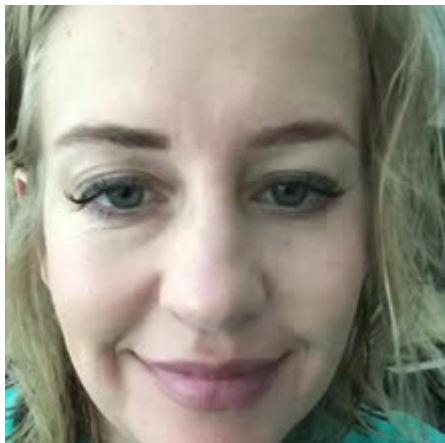
My community has wonderful community centers and offers many inexpensive activities for children.

**ENGLISH - DSCOUT**

#1152433

 02/21/2018, 03:28 PM UTC

Wed, 21 Feb  
2018  
10:33 AM EST



My name is Melissa Stringham and I live in Miami Beach Florida which is a really unique community . I would call my neighborhood the mid Beach neighborhood and I love the diversity here . People I me are from all over the world and speak all different languages and different cultures and the cultures reflected in the neighborhood . For example Christmas time I can go outside and watch my Jewish friends light a giant menorah for Hanukkah and to be part of that . And they're very welcoming and there's always Hispanic cultural celebrations . And I like you know learning about other people's countries . My next door neighbors are from Brazil and so I've learned a lot from them . And the one thing I don't like is there's a lot of high rise buildings and interspersed with a few hotels . So there's not a great sense of community like if you lived in a typical suburban neighborhood . You really have to work to feel part of a commute part of the community and you know it would be easy to just hide away and not be part of that

**Device**

ios

**Education**

College graduate

**Employment Status**

Employed part time

**Ethnicity**

Caucasian or White

**Household Composition**

With partner/spouse + child

**Household Income**

\$100,000 to \$124,999

**Q1 First, tell us about yourself and your neighborhood by answering the following: 1. What is your name? 2. Where do you live (your city and/or neighborhood) and how long have you lived there? 3. What are three things you like or don't like about your neighborhood?**

media response

**Q2 What is your favorite place to go to or visit within your community? What about that place makes it your favorite? (Examples could be parks, restaurants, community centers, etc.)**

The beach! It's beautiful and clean. I often see people from my community that I know there. There is something for everyone to do there.

**Q3 How often do you use public or alternative transportation? (Examples could be biking, walking, bus, scooter, etc.)**

Sometimes

**Q4 Give us an example of how you use this transportation. List a common destination, a typical time to get there, and mode of transportation.**

I try to walk as many places as possible. I walk my daughter to preschool and it takes a half hour to get there (she rides in the stroller or rides her bike). I walk to the park, one park takes 5 minutes and another takes 20.

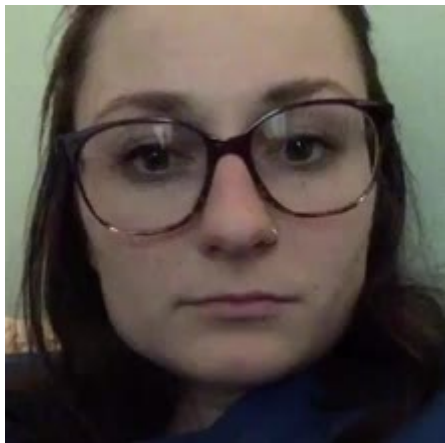
**Q5 If you could change or improve one thing about your neighborhood or community, what would it be? How could it be changed or improved for the better?**

I'd like it to be more walkable/bikeable. It would help if there was a walking/bike path on the beach because currently You have to use a very busy road which can be dangerous. It would also help if there weee more grocery stores and other places nearby.

02/22/2018, 12:16 AM UTC



Wed, 21 Feb  
2018  
04:21 PM PST



Blossom I went to a library was my local library in Canoga Park and I was going because I needed to print some resumes . I was applying for jobs at the time so I went with my own computer and was hoping to just print from my computer . But if not I was going to email my resume to myself and use one of the library's computers to do so . But instead they had this like software you could put on your computer and then you can send it to the printer and it was pretty complicated and honestly not the best experience . But the library itself was pretty nice . It was a little smaller than I was expecting but it was still nice . And the women that were working there that were trying to help me with my printing issues were really smart and kind as well . I don't typically go to the library if I need to print them again . I might go again . But I have a job now and I can print stuff at my work so other than that I may go if I'm looking for a book or something .

#### Device

ios

#### Education

College graduate

#### Employment Status

Employed part time

#### Ethnicity

Caucasian or White

#### Household Composition

With roommate(s)

#### Household Income

\$25,000 to \$49,999

#### Q1 Does your neighborhood have a local library?

Yes, my neighborhood has a local library.

#### Q2 Do you feel that your local library meets your needs?

No, my local library does not meet my needs.

#### Q3 Explain your answer, what needs are being met/not met by the library?

I wish my library had better computers. They're pretty old. I would love to have computers that had photo/video editing software.

#### Q4 Tell us about your last visit to a library. What did you do? What was the library like? How often do you go to the library?

media response

#### Q5 What are three things that are important to you in a library? These could be related to content in the library, programs and services, or features within the library.

Helpful staff, good computers, cheap printing.

#### Q6 Which of the following programs or services would you be interested in if they were offered at your local library? Select up to four.

Lectures or Performances

Movie Nights

Wi-Fi Access

#### Q7 Anything else you'd like to share? If not, just type "No" in the field below.

No

#### Q8 Congrats, you have completed this project. Sit back and relax as we review your entries.

checkpoint

**ENGLISH - DSCOUT**

#1152915

**02/22/2018, 12:04 AM UTC**

Wed, 21 Feb  
2018  
04:16 PM PST



On weekdays I typically work from around 9:00 to 5:00 . Sometimes I work shorter shifts or I'll work a later shift or after I go in from like 130 to 9:00 and then if I'm not working I like to go take dance classes every once in a while or go shopping or run errands that I need . So on weeknights I either am hanging out with friends or just spending time on my own in my house cooking cleaning etc. or watching TV . Sometimes I also take classes on weeknights as well if I get off work late and I want to go out to class at night and on the weekends I usually get work off but sometimes I have to work either Saturday or Sunday but never usually both and I hang out with my friends a lot . We go out in Koreatown which is where they live or sometimes in Hollywood and I usually catch up different things I need to do like laundry or organizing cleaning my room stuff like that .

**Device**

ios

**Education**

College graduate

**Employment Status**

Employed part time

**Ethnicity**

Caucasian or White

**Household Composition**

With roommate(s)

**Household Income**

\$25,000 to \$49,999

**Q1 Use the following prompts to tell us more about your weekly schedule and activities. 1. On most weekdays, I am.... 2. On most weeknights, I am.... 3. On most weekends, I am....**

media response

**Q2 Where is your work? How do you get there?**

I work in a salon in Westfield Topanga Mall. I drive to work.

**Q3 Besides time at home, how much do you shop/relax/socialize in your neighborhood?**

Sometimes

**Q4 How often do you attend local events? Where do you usually go?**

Once a month or once every other week. The "local" events I go to though aren't really in my neighborhood. They're about 30 min away

**Q5 Does your neighborhood support your needs? Examples of needs could be access to grocery stores, transportation, or public services.**

Yes, my neighborhood meets most or all of my needs.

**Q6 Explain your answer, what needs are being met/not met by your neighborhood?**

I have a laundromat, grocery store, drug store, and lots of food places close by. The only thing my neighborhood is missing a good park.

**Q7 Does your neighborhood support the activities that you would like to do? Examples of activities could be shopping, restaurants, entertainment, or other recreational services.**

Yes, my neighborhood supports most or all of the activities I would like to do.

**Q8 Explain your answer, what activities are currently supported or could be better supported by your neighborhood?**

A park with a trail would be awesome!

**Q9 Anything else you'd like to share with us? If not, type "No" in the field below.**

No

**ENGLISH - DSCOUT**

#1152898

 02/21/2018, 11:57 PM UTC

Wed, 21 Feb  
2018  
04:01 PM PST



My name is Paige Towzer . I live in Canoga Park and I've been living here since July so July August September October November December January February about eight months almost eight months . I like that the mall is really close by in my area in my neighborhood . There aren't a ton of really nice places close by there's a lot of small businesses but nothing really high end except for the mall . So I like to have that option . I don't really like the area as far as the housing . I feel like it . It's a little it's not as safe as it could be I guess . I don't feel super safe going out at night in my neighborhood . But I do in other areas not too far from here so . And I also I like that there are little restaurants signs up nearby that I can walk to . They're not too expensive . They have some good options . They are like a vegetarian place and a Vietnamese place . Yes . So overall I like where I live .

**Device**

ios

**Education**

College graduate

**Employment Status**

Employed part time

**Ethnicity**

Caucasian or White

**Household Composition**

With roommate(s)

**Household Income**

\$25,000 to \$49,999

**Q1 First, tell us about yourself and your neighborhood by answering the following: 1. What is your name? 2. Where do you live (your city and/or neighborhood) and how long have you lived there? 3. What are three things you like or don't like about your neighborhood?**

media response

**Q2 What is your favorite place to go to or visit within your community? What about that place makes it your favorite? (Examples could be parks, restaurants, community centers, etc.)**

I like the mall the best. It's huge and has a lot of store and restaurant options. And it's only about a mile away!

**Q3 How often do you use public or alternative transportation? (Examples could be biking, walking, bus, scooter, etc.)**

Rarely

**Q4 If you could change or improve one thing about your neighborhood or community, what would it be? How could it be changed or improved for the better?**

I would improve the cleanliness and safety of the area. There are a lot of areas that are not so nice and I would love to clean that up and make it a more desirable place to live.

**ENGLISH - DSCOUT**

#1162722

 02/28/2018, 08:01 PM UTC

Thu, 01 Mar  
2018  
05:59 PM PST



I love the library and have been going to it for most of my life . I went there as a young child and I just kind of stuck with them . I love reading . I like to visit it because they have lots of so many range . Such a wide range of material here . Computers research stuff . A lot of the stuff are really helpful too like for school . The helped me with paper just because I've known them for a long time . I also have my school library which I do go to that too . But .

**Device**

ios

**Education**

High school graduate

**Employment Status**

Employed part time

**Ethnicity**

Hispanic or Latino

**Household Composition**

With roommate(s)

**Household Income**

Less than \$25,000

**Q1 Does your neighborhood have a local library?**

Yes, my neighborhood has a local library.

**Q2 Do you feel that your local library meets your needs?**

Yes, my local library meets my needs.

**Q3 Explain your answer, what needs are being met/not met by the library?**

I have been going to the library for the majority of my life. They meet all my standards for a library in that they have a wide range of material and they have friendly staff that is so helpful. They organize events and really encourage young students to read and get involved in their education.

**Q4 Tell us about your last visit to a library. What did you do? What was the library like? How often do you go to the library?**

media response

**Q5 What are three things that are important to you in a library? These could be related to content in the library, programs and services, or features within the library.**

Computers, a variety in resources and quality staff.

**Q6 Which of the following programs or services would you be interested in if they were offered at your local library? Select up to four.**

Language Classes

Movie Nights

Tutoring

Arts &amp; Crafts

**Q7 Anything else you'd like to share? If not, just type "No" in the field below.**

No

**Q8 Congrats, you have completed this project. Sit back and relax as we review your entries.**

checkpoint

**ENGLISH - DSCOUT**

#1161016

 02/28/2018, 07:53 PM UTC

Wed, 28 Feb  
2018  
11:59 AM PST



So I go to school during the week and I also work during the week so balancing that and then week nights usually are for studying homework or sleeping . And then my week ends are kind of reserved for me . OK usually I'll work on Saturdays not usually weekends or my days off . So usually it is time for me like my hobbies or personal time hanging out with friends go out that kind of stuff .

**Device**

ios

**Education**

High school graduate

**Employment Status**

Employed part time

**Ethnicity**

Hispanic or Latino

**Household Composition**

With roommate(s)

**Household Income**

Less than \$25,000

**Q1 Use the following prompts to tell us more about your weekly schedule and activities. 1. On most weekdays, I am.... 2. On most weeknights, I am.... 3. On most weekends, I am....**

media response

**Q2 Where is your work? How do you get there?**

If I am not driving, then public transportation like the bus. Sometimes I use Uber or Lyft

**Q3 Besides time at home, how much do you shop/relax/socialize in your neighborhood?**

Sometimes

**Q4 How often do you attend local events? Where do you usually go?**

If my neighborhood is holding an event I usually do go! It's not always but I do try to support my local businesses and neighbors.

**Q5 Does your neighborhood support your needs? Examples of needs could be access to grocery stores, transportation, or public services.**

Yes, my neighborhood meets most or all of my needs.

**Q6 Explain your answer, what needs are being met/not met by your neighborhood?**

My neighborhood has a nearby shopping center with a grocery store and a few restaurants. So if I ever need anything I don't have to go far for them

**Q7 Does your neighborhood support the activities that you would like to do? Examples of activities could be shopping, restaurants, entertainment, or other recreational services.**

Yes, my neighborhood supports most or all of the activities I would like to do.

**Q8 Explain your answer, what activities are currently supported or could be better supported by your neighborhood?**

We have a neighborhood garden which I am a part of! It's one of my favorite things to do to destress and it's great because we're helping out the environment in the process

**Q9 Anything else you'd like to share with us? If not, type "No" in the field below.**

No

**ENGLISH - DSCOUT**

#1161007



02/28/2018, 07:19 PM UTC



Wed, 28 Feb  
2018  
11:53 AM PST



Hello my name is Paulina . I have been living in northern San Diego and Oceanside specifically for about oh honestly like 15 years in my neighborhood . Currently I have living for five years . Three things I like about my neighborhood and the things I don't like I event any neighborhood . I guess I really like that my neighbors never run the life that they are friendly and I feel like it can depend on them . Second I like that they like we look out for each other . So like if they need help or something happens with us they are really helpful . A thing that I don't like is that's kind of hard . I feel like mostly I'm pretty happy with my neighborhood thing and that I don't like is the lack of parking spaces . It's really hard because most of our neighbors have about like four to three cars . Usually we have four cars so it's really hard to find parking spots . Dial is probably going to be late . The thing that I hate about our neighborhood think that it .

**Device**

ios

**Education**

High school graduate

**Employment Status**

Employed part time

**Ethnicity**

Hispanic or Latino

**Household Composition**

With roommate(s)

**Household Income**

Less than \$25,000

**Q1 First, tell us about yourself and your neighborhood by answering the following: 1. What is your name? 2. Where do you live (your city and/or neighborhood) and how long have you lived there? 3. What are three things you like or don't like about your neighborhood?**

media response

**Q2 What is your favorite place to go to or visit within your community? What about that place makes it your favorite? (Examples could be parks, restaurants, community centers, etc.)**

I live in an ocean town to obviously it's the beach. That's kinda of the hang out spot for locals, and where I meet up with my friends. There's restaurants, a theater, and the pier so it's a cool hangout spot

**Q3 How often do you use public or alternative transportation? (Examples could be biking, walking, bus, scooter, etc.)**

Sometimes

**Q4 Give us an example of how you use this transportation. List a common destination, a typical time to get there, and mode of transportation.**

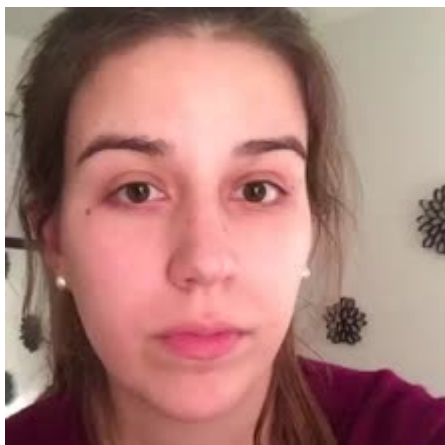
Sometimes for work since I share a car with my mother. I take the bus to my job, usually have to leave two hours before my shift in order to get there on time and since the bus doesn't take me directly there, I have to take Uber or Lyft the rest of the way there

**Q5 If you could change or improve one thing about your neighborhood or community, what would it be? How could it be changed or improved for the better?**

Better parking! Our neighborhood has lots of cars and there's about 3 fire hydrants in my general area so that takes away a lot of curbside parking we can use and it's frustrating. Sometimes I have to park a 5 min walk from my house

 02/28/2018, 07:38 PM UTC


Wed, 28 Feb  
2018  
07:45 PM PST



So the last time I went to a library was I guess in December now I was looking for another book in one of the series I was reading . And unfortunately they did not have it at the library . I mean this is not too bad they just renovated it a couple years ago . Like I said I mean they use a large amount of foreign or I guess books in other languages and they didn't really have a whole lot of books that I'm kind of like interested in that are in English . I tend to like the murder mystery things so I stopped going here just because I found it was easier to find books online that I wanted to read and download them and then I can read them on like my tablet or my phone whenever I want . So .

#### Device

ios

#### Education

College graduate

#### Employment Status

Employed full time (30 hours +)

#### Ethnicity

Caucasian or White

#### Household Composition

With partner/spouse

#### Household Income

\$75,000 to \$99,999

#### Q1 Does your neighborhood have a local library?

Yes, my neighborhood has a local library.

#### Q2 Do you feel that your local library meets your needs?

No, my local library does not meet my needs.

#### Q3 Explain your answer, what needs are being met/not met by the library?

Since I live in a very Asian heavy area, there are a lot of books at the library that aren't in English. This is great for a lot of people in my community, but not so much for me. I pretty much always rent books online now since my library probably won't carry them.

#### Q4 Tell us about your last visit to a library. What did you do? What was the library like? How often do you go to the library?

media response

#### Q5 What are three things that are important to you in a library? These could be related to content in the library, programs and services, or features within the library.

1) The public library in the town that I grew up in had a summer program in which you would get a stamp for every book you read, and after so many stamps, you would get a free ice cream at Baskin Robins. I love when libraries offer those types of incentive programs to get kids to read! 2) I think it's important for libraries to have an up-to-date website where you can search for books your interested in to see if they offer it, if it's checked out, and when the expected return date is. I also think it's important for libraries within the city to have borrowing programs in place where you can check out a book online from any library and have it shipped to you and be able to return it to any library (again, within the city). 3) I also think it's important for libraries to have lots of table/desk/comfy chair space available. My library in my hometown was my basecamp growing up and I would spend hours there every week doing homework and reading books

#### Q6 Which of the following programs or services would you be interested in if they were offered at your local library? Select up to four.

Collaborative / Meeting Space

Tutoring

Wi-Fi Access

Language Classes

#### Q7 Anything else you'd like to share? If not, just type "No" in the field below.

No

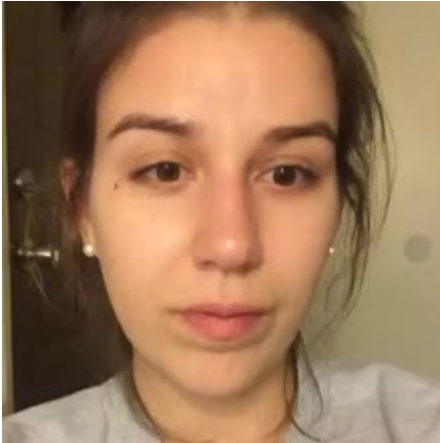
#### Q8 Congrats, you have completed this project. Sit back and relax as we review your entries.

checkpoint

02/28/2018, 03:28 AM UTC



Tue, 27 Feb 2018  
09:04 PM PST



So most weekdays I am at work from about 830 in the morning to about five thirty six at night painting and when my boyfriend comes and picks me up and we share a car . On most weeknights I come home around like 637 and cook dinner and then eat dinner and watch something on Netflix and then get ready for bed and go to sleep . Around 10 or so and most weekends we are out and about . Normally we are traveling somewhere and visiting friends hanging out with family members exploring new places eating trying new foods going wild seeing stuff like that and spending a lot of time outdoors and enjoying other people's company and then getting to bed around like 11 or so .

**Device**

ios

**Education**

College graduate

**Employment Status**

Employed full time (30 hours +)

**Ethnicity**

Caucasian or White

**Household Composition**

With partner/spouse

**Household Income**

\$75,000 to \$99,999

**Q1 Use the following prompts to tell us more about your weekly schedule and activities.** 1. On most weekdays, I am.... 2. On most weeknights, I am.... 3. On most weekends, I am....

media response

**Q2 Where is your work? How do you get there?**

My work is exactly 10 miles away from my apartment and I drive there everyday. Some days, when my boyfriend works late, I will take an Uber home since we share a car.

**Q3 Besides time at home, how much do you shop/relax/socialize in your neighborhood?**

Sometimes

**Q4 How often do you attend local events? Where do you usually go?**

We will attend events fairly often in San Diego that are held in Balboa Park or by the beach. There normally isn't many in Linda Vista

**Q5 Does your neighborhood support your needs? Examples of needs could be access to grocery stores, transportation, or public services.**

Yes, my neighborhood meets most or all of my needs.

**Q6 Explain your answer, what needs are being met/not met by your neighborhood?**

Linda Vista has a ton of restaurants and a few grocery stores that carry most items I need in a daily basis. The one thing I wish that my neighborhood had would be a stop on the trolley line, so I had better/more transportation options. Unfortunately, the trolley doesn't currently come as far north as my neighborhood.

**Q7 Does your neighborhood support the activities that you would like to do? Examples of activities could be shopping, restaurants, entertainment, or other recreational services.**

Yes, but my neighborhood supports only some of the activities I would like to do.

**Q8 Explain your answer, what activities are currently supported or could be better supported by your neighborhood?**

Since my neighborhood has a high Asian population, a lot of the restaurants and shops tend to focus on that demographic. I can't complain too much though since I love Asian food and the greater San Diego area has everything I could ever want. There are currently no movie theaters in my neighborhood, but again, there's still theaters very close by in other parts of San Diego.

**Q9 Anything else you'd like to share with us? If not, type "No" in the field below.**

Linda Vista is a more central location in San Diego, and although it's not the most exciting part of the city to live in, it does offer great food and a safe place to live. San Diego is obviously a big city and has all of the big city perks, but Linda Vista makes it feel more "low-key" and less urban (which I love!).

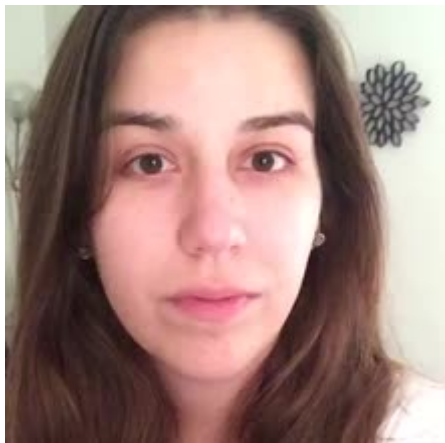
**ENGLISH - DSCOUT**

#1159311

02/27/2018, 06:47 AM UTC



Mon, 26 Feb  
2018  
11:04 PM PST



My name is Rebecca . But I go by Becca . I currently live in San Diego California . More specifically I live in a neighborhood called Lindqvist that I've been living here for just over two years now . My favorite things about living here . Definitely the location I am about 10 minutes away from the beach and it is amazing . I have downtown San Diego about five minutes south of me . I have said the beach about ten minutes west of me . I'm very close to everything . I also love the diversity here . I live in a very kind of Asian rich neighborhood . So there are tons of restaurants here shops massage places which are Exide just yeah extremely diverse . One thing I don't like is the amount of traffic . I commute to work two every day and it's about ten miles away . But it takes me 30 to 45 minutes everyday to get to and from work which really sucks . I guess another thing that I love is probably just like all the people down here too . Everyone is extremely friendly and they'll stop and say hi to you even though you don't know them . So yeah definitely love it . And I

**Device**

ios

**Education**

College graduate

**Employment Status**

Employed full time (30 hours +)

**Ethnicity**

Caucasian or White

**Household Composition**

With partner/spouse

**Household Income**

\$75,000 to \$99,999

**Q1 First, tell us about yourself and your neighborhood by answering the following: 1. What is your name? 2. Where do you live (your city and/or neighborhood) and how long have you lived there? 3. What are three things you like or don't like about your neighborhood?**

media response

**Q2 What is your favorite place to go to or visit within your community? What about that place makes it your favorite? (Examples could be parks, restaurants, community centers, etc.)**

My favorite place in Linda Vista is the Carnival Supermarket right down the street from me. It's a Mexican grocery store that also serves ready-made food that they make from scratch at the store. They have some of the best and cheapest burritos, salsas, and sweet breads you can find!

**Q3 How often do you use public or alternative transportation? (Examples could be biking, walking, bus, scooter, etc.)**

Sometimes

**Q4 Give us an example of how you use this transportation. List a common destination, a typical time to get there, and mode of transportation.**

Carnival Market; walk 10 mins Park; walk 5-20 mins depending on which one (I live next to 2!) Sushi diner; walk 2 mins Work; drive 30-45 mins

**Q5 If you could change or improve one thing about your neighborhood or community, what would it be? How could it be changed or improved for the better?**

The public transportation in my neighborhood, and really all of San Diego, could use a lot of improvement. The bus system is horrible, and the trolley line doesn't extend to the northern parts of San Diego; all this makes it almost impossible to rely on public transportation, so everyone drives everywhere. I think if the city extended the trolley lines and made more stops on the coaster, there would be less traffic and people could rely more on public transport.

 02/23/2018, 03:59 AM UTC


Thu, 22 Feb  
2018  
11:08 PM EST



The last time I went to the library it was to vote . That's really what I use the library for because I have the computers I need at home . I get my newspaper at home . I'm not in school right now although I hope I'll start school within the next year . We'll see . Fingers are crossed . I want to get another master's degree . Anyways so I don't really and I don't have children so I don't have to you know run off to the library with them . So that's really why I go to the library I go to the library to vote . I do early voting in Florida and it's usually either where I work or at the library . My brother and I went to do early voting and we went on Sunday and it happened to be at the library near my house . Not his but mine . So we went to the library . Around the corner from my home . That's why I went to the library . But I also go there when my county commissioner has town hall meetings . He uses the library for the town hall meetings because they have a very ample conference room . And so it's very comfortable for that purpose as well . That's what we use the library for . That's it .

#### Device

ios

#### Education

Post graduate coursework

#### Employment Status

Employed full time (30 hours +)

#### Ethnicity

Hispanic or Latino

#### Household Composition

Solo

#### Household Income

\$50,000 to \$74,999

#### Q1 Does your neighborhood have a local library?

Yes, my neighborhood has a local library.

#### Q2 Do you feel that your local library meets your needs?

Yes, my local library meets my needs.

#### Q3 Explain your answer, what needs are being met/not met by the library?

My neighborhood has two libraries a smaller one and a regional library both libraries have computers and study space. They also have conference room space. The librarians are knowledgeable and can guide you to resource materials as well. Both libraries are also where we vote.

#### Q4 Tell us about your last visit to a library. What did you do? What was the library like? How often do you go to the library?

media response

#### Q5 What are three things that are important to you in a library? These could be related to content in the library, programs and services, or features within the library.

I think the library is important because it provides a place for persons that don't have access to the Internet - they have access to computers and the Internet. It's a great place to have use of a conference room for a low cost. Finally, the library is always a wonderful place for reference materials and to find out what's going on in the community.

#### Q6 Which of the following programs or services would you be interested in if they were offered at your local library? Select up to four.

Access to Cultural Passes

Lectures or Performances

Wi-Fi Access

Collaborative / Meeting Space

#### Q7 Anything else you'd like to share? If not, just type "No" in the field below.

Libraries are an important part of community life. it's not something we should let fade away.

#### Q8 Congrats, you have completed this project. Sit back and relax as we review your entries.

checkpoint

**ENGLISH - DSCOUT**

#1154286

**02/23/2018, 03:41 AM UTC**

Thu, 22 Feb  
2018  
10:58 PM EST



On most weekdays I'm working pretty tough schedule . Got to get up at 5:00 in the morning by 6:00 o'clock in the morning I'm on the bus heading to work and I don't get home until really late . That's OK . Because then weeknights I'm here in my home . Usually snoring away on my lounge and if I'm lucky I'm in bed by o'clock because I've fallen asleep at eight thirty I'm lounge . But that's during the week . Every once in a while have something do you go to some kind of you know cocktail party or some meeting . But that doesn't happen too often . You know maybe once or twice a month . And then on the weekends weekends can get pretty crazy . I live in Miami so the beach I go sailing partying . Theater opera . It depends on what's going on . Lots of art shows because we've got a great art network here in Miami . So you know art the art districts are just everywhere . So a lot of experimenting on you know what it is . You know I do . So I go to lots of different places . So yeah I'm I'm out and about quite a bit and you know having a lot of fun . So that's what I do on the weekends .

**Device**

ios

**Education**

Post graduate coursework

**Employment Status**

Employed full time (30 hours +)

**Ethnicity**

Hispanic or Latino

**Household Composition**

Solo

**Household Income**

\$50,000 to \$74,999

**Q1 Use the following prompts to tell us more about your weekly schedule and activities. 1. On most weekdays, I am.... 2. On most weeknights, I am.... 3. On most weekends, I am....**

media response

**Q2 Where is your work? How do you get there?**

I work in downtown Miami. it's about a two hour commute for me. I use public transportation, which is a bus ride and a metrorail ride and then a four block roll in my wheelchair.

**Q3 Besides time at home, how much do you shop/relax/socialize in your neighborhood?**

Often

**Q4 How often do you attend local events? Where do you usually go?**

Most local events are held in the local library or the community center at the mall. I attend depending on the schedule & interest.

**Q5 Does your neighborhood support your needs? Examples of needs could be access to grocery stores, transportation, or public services.**

Yes, my neighborhood only meets some of my needs.

**Q6 Explain your answer, what needs are being met/not met by your neighborhood?**

Two specific needs not met in my neighborhood are that of transportation. transportation is only provided Monday through Friday from 6:00 a.m. to 9:00 a.m. and 3:30 p.m. to 6:45 p.m. Also, there is a failure to comply with ADA requirements as to curb cuts. Certainly we could do better.

**Q7 Does your neighborhood support the activities that you would like to do? Examples of activities could be shopping, restaurants, entertainment, or other recreational services.**

Yes, but my neighborhood supports only some of the activities I would like to do.

**Q8 Explain your answer, what activities are currently supported or could be better supported by your neighborhood?**

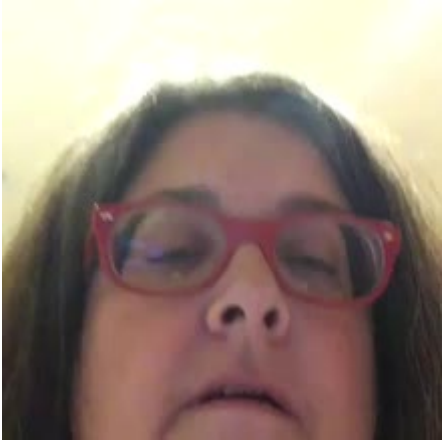
My neighborhood is only 25 years old. It is only until recently that it has started to support the type of activities that are of interest to me and others in my neighborhood. Restaurants are just coming into our area. We still don't have boutiques or Galleries museums shops we only have one movie theater there is no other entertainment center there is some work left to be done.

**Q9 Anything else you'd like to share with us? If not, type "No" in the field below.**

No

 02/22/2018, 01:37 AM UTC


Wed, 21 Feb  
2018  
08:53 PM EST



Hi my name's Rosa . I live in Miami Florida . My neighborhood is called Lago Mar . I've lived here for 25 years . I know that in today's world 25 years is a long time and I hope I can live here for a few more years . Quite a few more years . Three things that I like about my neighborhood . First of all I like my neighbors and that's a big thing to say . I also like the fact that my neighborhood is very walkable . Even though I use a wheelchair I can still walk around my neighborhood say hi to my neighbors they say hi back . I also have a lot of accessibility to stores . They're very close by about half a mile which is great . And there's a lot of variety to a lot of the kind of stores that I have . I have a lot of boutiques . Great great read some really great little restaurants . We have a big grocery store . I have a library that's relatively close by I could take a bus to it might have public transportation . That's again relatively close . I also love having a lake that's within reach . Small public park . Actually several public parks that are close by . The traffic is becoming a problem . Used to be

#### Device

ios

#### Education

Post graduate coursework

#### Employment Status

Employed full time (30 hours +)

#### Ethnicity

Hispanic or Latino

#### Household Composition

Solo

#### Household Income

\$50,000 to \$74,999

**Q1 First, tell us about yourself and your neighborhood by answering the following: 1. What is your name? 2. Where do you live (your city and/or neighborhood) and how long have you lived there? 3. What are three things you like or don't like about your neighborhood?**

media response

**Q2 What is your favorite place to go to or visit within your community? What about that place makes it your favorite? (Examples could be parks, restaurants, community centers, etc.)**

I enjoy going to my neighborhood church, Good Shepherd. A lot of people that ride the bus to work with me also go to church with me. It's nice to see each other at church.

**Q3 How often do you use public or alternative transportation? (Examples could be biking, walking, bus, scooter, etc.)**

All the time

**Q4 Give us an example of how you use this transportation. List a common destination, a typical time to get there, and mode of transportation.**

I use public transportation to get to work. I will use the bus that is available at the entrance to my community (about 6:00 am) about 1/4 mile, ride to the end of the line, and pick up the metrorail (an elevated train) to downtown Miami where I work. I get down at my stop - get my breakfast about 7:30 am, give or take, and roll four blocks to the office. I do the same back only it's a little longer. Monday to Friday, rain or shine, hot or cold.

**Q5 If you could change or improve one thing about your neighborhood or community, what would it be? How could it be changed or improved for the better?**

I wish I could have more and better curb cuts. That would help everyone from those in wheelchairs to those using baby carriages.

 02/21/2018, 05:38 PM UTC

Wed, 21 Feb  
2018  
05:38 PM PST



The last time I went to a library is for training I was working for our state election and that's where we had our training . And what I liked about the library there's always a sense of calmness and peace . And I only go to the library where there are special events like when they have authors they're reading books to the children or either if there's material that I need to get for my for work related . So I don't go to the library that often . But again only on training events specially visit they might have library .

**Device**

android

**Education**

College graduate

**Employment Status**

Employed full time (30 hours +)

**Ethnicity**

African-American or Black

**Household Composition**

Other

**Household Income**

\$75,000 to \$99,999

**Q1 Does your neighborhood have a local library?**

Yes, my neighborhood has a local library.

**Q2 Do you feel that your local library meets your needs?**

No, my local library does not meet my needs.

**Q3 Explain your answer, what needs are being met/not met by the library?**

Having access to the internet and a plethora of resources has decreased my visits to the library tremendously unless there's an author that's reading to the kids or if I need reading material for work. It's very difficult for the library to keep up with the internet

**Q4 Tell us about your last visit to a library. What did you do? What was the library like? How often do you go to the library?**

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**Q5 What are three things that are important to you in a library? These could be related to content in the library, programs and services, or features within the library.**

Knowledgeable staff, quiet, up to date resources

**Q6 Which of the following programs or services would you be interested in if they were offered at your local library? Select up to four.**

Access to Cultural Passes

Arts &amp; Crafts

Collaborative / Meeting Space

Community Garden

**Q7 Anything else you'd like to share? If not, just type "No" in the field below.**

No

**ENGLISH - DSCOUT**

#1152910

**02/21/2018, 04:11 PM UTC**

Wed, 21 Feb  
2018  
04:11 PM PST



On weekdays I'm usually at work from like 730 to 4 and after that I'm usually off to the market . It's whole food . Picking up groceries and after that I'm usually taking a walk at least three times a week on the weeknights . If it's a work night I'm at home relaxing winding down getting ready for the next day on the week on the weekends . I'm at the Farmer's Market on Saturdays Saturday morning I'm at church on . I enjoy again going to the park going to the malls walking around and I enjoy outdoors . Sometimes I even go to our parks just relax and have picnics .

**Device**

android

**Education**

College graduate

**Employment Status**

Employed full time (30 hours +)

**Ethnicity**

African-American or Black

**Household Composition**

Other

**Household Income**

\$75,000 to \$99,999

**Q1 Use the following prompts to tell us more about your weekly schedule and activities. 1. On most weekdays, I am.... 2. On most weeknights, I am.... 3. On most weekends, I am....**

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**Q2 Where is your work? How do you get there?**

I work about 15 min from home. I usually drive or ride the bus

**Q3 Besides time at home, how much do you shop/relax/socialize in your neighborhood?**

Often

**Q4 How often do you attend local events? Where do you usually go?**

I attend at least x1 wkly event. My church has meet and greet, lounges, volunteer and feed the homeless

**Q5 Does your neighborhood support your needs? Examples of needs could be access to grocery stores, transportation, or public services.**

Yes, my neighborhood meets most or all of my needs.

**Q6 Explain your answer, what needs are being met/not met by your neighborhood?**

My neighborhood has the organic markets I like, farmers market, upscale restaurants and malls. It also has workshops at the college.

**Q7 Does your neighborhood support the activities that you would like to do? Examples of activities could be shopping, restaurants, entertainment, or other recreational services.**

Yes, my neighborhood supports most or all of the activities I would like to do.

**Q8 Explain your answer, what activities are currently supported or could be better supported by your neighborhood?**

There are many positive activities, but all require money. At times it can be costly. I think considering discounts to some events for the community would be a great motivator

**Q9 Anything else you'd like to share with us? If not, type "No" in the field below.**

No

02/21/2018, 03:25 PM UTC



Wed, 21 Feb  
2018  
03:25 PM PST



Hi my name is Roxanne and I live in Canoga Park California . Lived there for about five years . And what I like about my community is that we're close about two major malls . Also we're close to quite a few upscale restaurants and there's a lot of eating places . A lot of options . What I don't like is that traffic is much heavier now the parking in my neighborhood is horrendous due to quite a few condos and apartments being built .

Device

android

Education

College graduate

Employment Status

Employed full time (30 hours +)

Ethnicity

African-American or Black

Household Composition

Other

Household Income

\$75,000 to \$99,999

Q1 First, tell us about yourself and your neighborhood by answering the following: 1. What is your name? 2. Where do you live (your city and/or neighborhood) and how long have you lived there? 3. What are three things you like or don't like about your neighborhood?  
/storage/emulated/0/Android/data/com.vokal.dscout/files/Movies/48d4f257ad-4125-a566-86834965c432.mp4

Q2 What is your favorite place to go to or visit within your community? What about that place makes it your favorite? (Examples could be parks, restaurants, community centers, etc.)  
I like visiting The Village located in Woodland Hills. It's an outdoor mall with shops and restaurants. It's busy with families and children playing.

Q3 How often do you use public or alternative transportation? (Examples could be biking, walking, bus, scooter, etc.)  
Often

Q4 Give us an example of how you use this transportation. List a common destination, a typical time to get there, and mode of transportation.  
I use the orange line when I attend an event in North Hollywood. I usually have to be there at 5pm

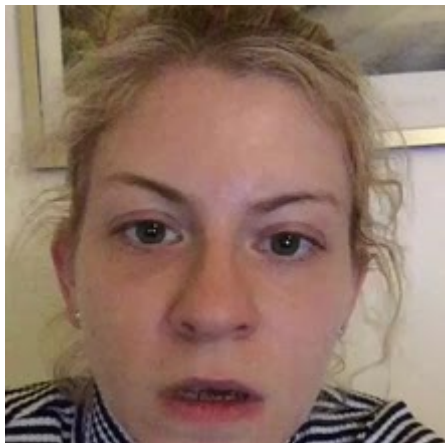
Q5 If you could change or improve one thing about your neighborhood or community, what would it be? How could it be changed or improved for the better?  
I would provide better public transportation. If you use public transportation to go distance for about 1hour the connections take a while to connect one to another from my home. This would eliminate people driving their cars.



 02/27/2018, 01:17 AM UTC



Mon, 26 Feb  
2018  
08:20 PM EST



The last time I went to the library I was actually looking for a specific book for a class that I'm taking that I needed to use as reference . And then I went and I asked the librarian to help direct me to where I would find it . And I was assisted almost immediately so check out was very quick and you know no long lines and it's just a couple blocks away from my house so it was a pretty smooth transaction .

#### Device

ios

#### Education

College graduate

#### Employment Status

Employed full time (30 hours +)

#### Ethnicity

Caucasian or White

#### Household Composition

Solo

#### Household Income

\$125,000 to \$149,999

#### Q1 Does your neighborhood have a local library?

Yes, my neighborhood has a local library.

#### Q2 Do you feel that your local library meets your needs?

Yes, my local library meets my needs.

#### Q3 Explain your answer, what needs are being met/not met by the library?

Great selection of books not enough computers or videos

#### Q4 Tell us about your last visit to a library. What did you do? What was the library like? How often do you go to the library?

media response

#### Q5 What are three things that are important to you in a library? These could be related to content in the library, programs and services, or features within the library.

That it's spacious you can find a place to sit the librarians are helpful and that the selection of books and videos is good

#### Q6 Which of the following programs or services would you be interested in if they were offered at your local library? Select up to four.

Collaborative / Meeting Space

Language Classes

Lectures or Performances

Movie Nights

#### Q7 Anything else you'd like to share? If not, just type "No" in the field below.

No

#### Q8 Congrats, you have completed this project. Sit back and relax as we review your entries.

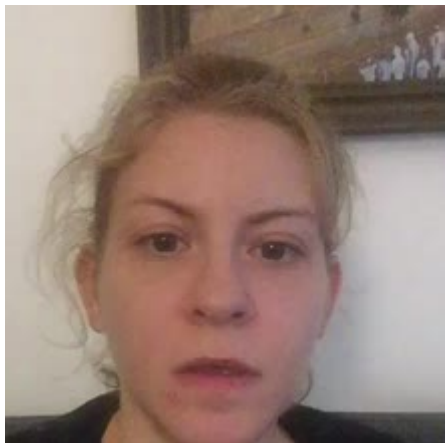
checkpoint

**ENGLISH - DSCOUT**

#1153505

 02/22/2018, 05:24 PM UTC

Thu, 22 Feb  
2018  
12:27 PM EST



On most weekdays I'm at work or in grad school most weeknights . I have class at night so grad school at night . I try and meet a friend or two at least once or twice a week . Otherwise I'm home and on weekends I'm home usually on Saturday may go out Saturday evening with a friend to a bar to a movie or dinner and Sunday I'd like to be a little bit more active if I'm not doing errands then I'll try and go for go hiking a couple hours away or do something outdoorsy .

**Device**

ios

**Education**

College graduate

**Employment Status**

Employed full time (30 hours +)

**Ethnicity**

Caucasian or White

**Household Composition**

Solo

**Household Income**

\$125,000 to \$149,999

**Q1 Use the following prompts to tell us more about your weekly schedule and activities.** 1. On most weekdays, I am.... 2. On most weeknights, I am.... 3. On most weekends, I am....

media response

**Q2 Where is your work? How do you get there?**

Midtown Manhattan get there by train

**Q3 Besides time at home, how much do you shop/relax/socialize in your neighborhood?**

Sometimes

**Q4 How often do you attend local events? Where do you usually go?**

Occasionally to outdoor festivals

**Q5 Does your neighborhood support your needs? Examples of needs could be access to grocery stores, transportation, or public services.**

Yes, my neighborhood only meets some of my needs.

**Q6 Explain your answer, what needs are being met/not met by your neighborhood?**

Not enough good food shopping or coffee shops or food delivery

**Q7 Does your neighborhood support the activities that you would like to do? Examples of activities could be shopping, restaurants, entertainment, or other recreational services.**

Yes, but my neighborhood supports only some of the activities I would like to do.

**Q8 Explain your answer, what activities are currently supported or could be better supported by your neighborhood?**

I would like better restaurants in the area

**Q9 Anything else you'd like to share with us? If not, type "No" in the field below.**

No

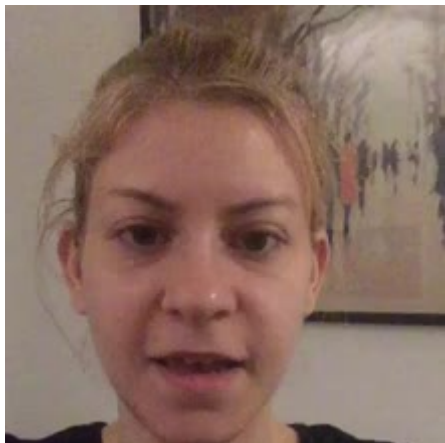
**ENGLISH - DSCOUT**

#1153501

02/22/2018, 12:52 PM UTC



Thu, 22 Feb  
2018  
12:22 PM EST



Hi my name is Chirac . I live in Inwood in upper Manhattan in New York City . I've lived here for a little under two years . Although I grew up not too far from here . Three things I love about my neighborhood . The parks are amazing . There are like a hidden gem of the city and you still feel in the city . But it's a little bit less hectic than being downtown . It's very dog friendly which is great for me because I've got a little canine friend and it's convenient for transportation . Transportation is pretty good . Three things I don't like because gentrification has played a part . There are a lot of people who have moved up here that feel very entitled . You see a lot of bad parenting and you know parents and children that could do no wrong . And it's a very foreign to me and the way that I grew up . Another thing is that it can get very loud especially in the summer because you have different groups of people here and some people like to blast music and have barbecues out in the middle of the night on the street . And it's disruptive to people who are just trying to go to sleep and have work the

**Device**

ios

**Education**

College graduate

**Employment Status**

Employed full time (30 hours +)

**Ethnicity**

Caucasian or White

**Household Composition**

Solo

**Household Income**

\$125,000 to \$149,999

**Q1 First, tell us about yourself and your neighborhood by answering the following: 1. What is your name? 2. Where do you live (your city and/or neighborhood) and how long have you lived there? 3. What are three things you like or don't like about your neighborhood?**

media response

**Q2 What is your favorite place to go to or visit within your community? What about that place makes it your favorite? (Examples could be parks, restaurants, community centers, etc.)**

Inwood Hill Park is on the water and has great hiking paths you feel you aren't in the city it's so relaxing

**Q3 How often do you use public or alternative transportation? (Examples could be biking, walking, bus, scooter, etc.)**

Often

**Q4 Give us an example of how you use this transportation. List a common destination, a typical time to get there, and mode of transportation.**

I like to use citi bikes when in the city and not working

**Q5 If you could change or improve one thing about your neighborhood or community, what would it be? How could it be changed or improved for the better?**

Citi bikes isn't in my neighborhood yet and parking can be disastrous

02/28/2018, 04:17 PM UTC



Wed, 28 Feb  
2018  
08:06 PM CST



So my last visit to the library was probably last week or so I've been kind of busy this week . But when I go there I usually use their desktop computers I log in and I do this thing called Mastering bio . It's on the website mastering by dot com and I think it's through Pearson book . It's just kind of an interactive website where you can kind of relearn all the things you did to reinforce it . So you write for AP Bio tests so you should go to the library to do that because it's a nice quiet space like my family's not there to distract means things . So the library has a very nice place to study I go there all the time a lot of kids from my school also go there so sometimes it can be a social hazard for me because I'm very outgoing . So when I'm there I'm just want to talk all the time and it's not always good but they offer a lot of study rooms that you could reserve if you really need to just crank it out and not talk to anyone . Also downstairs is the technology area . So they have a little laboratory where they hold classes and you can go get help if you don't know how to work something . So there they offer a

#### Device

ios

#### Education

Some high school

#### Employment Status

Student

#### Ethnicity

Caucasian or White

#### Household Composition

With parent(s)

#### Household Income

\$25,000 to \$49,999

#### Q1 Does your neighborhood have a local library?

Yes, my neighborhood has a local library.

#### Q2 Do you feel that your local library meets your needs?

Yes, my local library meets my needs.

#### Q3 Explain your answer, what needs are being met/not met by the library?

My library offers a ton of technology support as well as computers to use. Along with the wide variety of books offered, I can also get movies and music. There is also great spaced offered to study and read.

#### Q4 Tell us about your last visit to a library. What did you do? What was the library like? How often do you go to the library?

media response

#### Q5 What are three things that are important to you in a library? These could be related to content in the library, programs and services, or features within the library.

The quiet study spaces offered, the quality of the space (always clean, well maintained, staffed), and the summer reading events held for children.

#### Q6 Which of the following programs or services would you be interested in if they were offered at your local library? Select up to four.

Community Garden

Tutoring

Lectures or Performances

Language Classes

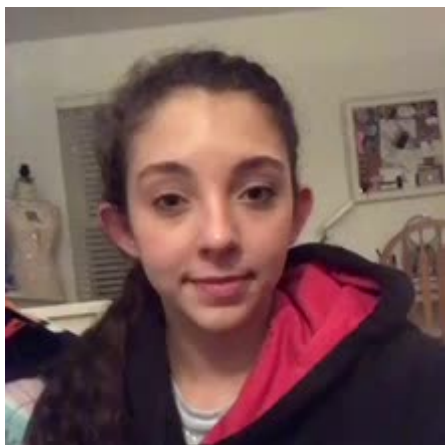
#### Q7 Anything else you'd like to share? If not, just type "No" in the field below.

No

#### Q8 Congrats, you have completed this project. Sit back and relax as we review your entries.

checkpoint

02/28/2018, 04:41 AM UTC

Tue, 27 Feb 2018  
10:50 PM CST

So on most days I am a full student at Pelton high school . I take a full course load eight classes . I take early bird class . I get to school at around 7 45 . It starts at 750 and then I go to 330 and then I usually have either dance on Monday Tuesday and Wednesday or Thursday depending like what days we flip . So I stay after school to 6:00 or I have a break at 330 till 5:00 and then I dance from five to seven . So that depends I guess that comes as my day . And the most weeknights I'm either at work is practice or Monday nights . I am in a kickboxing class so I take at a gym near me where we learn to kick backs . So Monday nights are probably my most busiest and then on most weekends I am at the gym outside . I like to walk . So me and my dog go for walks a lot and I feel on Saturday mornings and Sunday mornings . You usually see me out around town with my dog if it's not too cold . Also on the weekends I teach a little girl dance . So every Sunday she comes over from 4 to 5 and she learns and works on things that she needs to work on for her company . And she also gets a space to dance . So yeah I'm a pretty busy individual .

**Device**

ios

**Education**

Some high school

**Employment Status**

Student

**Ethnicity**

Caucasian or White

**Household Composition**

With parent(s)

**Household Income**

\$25,000 to \$49,999

**Q1 Use the following prompts to tell us more about your weekly schedule and activities.** 1. On most weekdays, I am.... 2. On most weeknights, I am.... 3. On most weekends, I am....

media response

**Q2 Where is your work? How do you get there?**

In the summer I work at a pool in Wheeling which is about 25 minutes away. I drive there. During the school year I work from home in my dance studio where I teach young dancers technique in ballet, jazz, or hip-hop.

**Q3 Besides time at home, how much do you shop/relax/socialize in your neighborhood?**

All the time

**Q4 How often do you attend local events? Where do you usually go?**

I enjoy attending local events such as the town's Street Fest, Oktoberfest, and the amphitheater which plays live music during the summer.

**Q5 Does your neighborhood support your needs? Examples of needs could be access to grocery stores, transportation, or public services.**

Yes, my neighborhood meets most or all of my needs.

**Q6 Explain your answer, what needs are being met/not met by your neighborhood?**

In my neighborhood we have multiple grocery stores and public transportation like trolleys.

**Q7 Does your neighborhood support the activities that you would like to do? Examples of activities could be shopping, restaurants, entertainment, or other recreational services.**

Yes, my neighborhood supports most or all of the activities I would like to do.

**Q8 Explain your answer, what activities are currently supported or could be better supported by your neighborhood?**

Just five minutes walking from my house there's a downtown in our neighborhood which has around eight restaurants, a lively night life, and tons of things for us to do.

**Q9 Anything else you'd like to share with us? If not, type "No" in the field below.**

My town has a lot of different parks and shopping malls while also having forest preserves and trails. We really have it all!

**ENGLISH - DSCOUT**

#1156774

02/25/2018, 03:14 PM UTC



Sun, 25 Feb  
2018  
10:20 AM CST



So my name is Stephanie bender and I am 18 years old . I live in Palatine Illinois which is a northwest suburb of Chicago . It's a pretty big city and it's not quite urban but suburban so that some of my favorite things motel type are the things to do . There's a lot of little activities to do around here . And the people in Palestine . So in Palestine there's a lot of different classes and money and family wise on this train tracks that kind of split our time in half and half of the kids attend from high school and half attend college . So there's a cross town rivalry and the people who attend from so usually like the right side . The point is the from the attendees their families are pretty wealthy and the school is known for being rich richer kids and they're very intelligent like there's always Harvard attendees from there . So lots of upper class as you would say . And then people who attend Palatine you have some wealthy more middle class and a lot of lower class people . And that's split up because there's a lot of apartment complexes on the palatine side so of course it's easier to live

**Device**

ios

**Education**

Some high school

**Employment Status**

Student

**Ethnicity**

Caucasian or White

**Household Composition**

With parent(s)

**Household Income**

\$25,000 to \$49,999

**Q1 First, tell us about yourself and your neighborhood by answering the following: 1. What is your name? 2. Where do you live (your city and/or neighborhood) and how long have you lived there? 3. What are three things you like or don't like about your neighborhood?**

media response

**Q2 What is your favorite place to go to or visit within your community? What about that place makes it your favorite? (Examples could be parks, restaurants, community centers, etc.)**

I love to visit the forest preserves and reservoirs. There are a lot of different trails and beautiful scenery around palatine that you can see. It's surprising that such serene scenes could be found in the bustling town of palatine.

**Q3 How often do you use public or alternative transportation? (Examples could be biking, walking, bus, scooter, etc.)**

All the time

**Q4 Give us an example of how you use this transportation. List a common destination, a typical time to get there, and mode of transportation.**

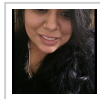
I love to ride my bike to the forest preserves. It usually takes about 20 minutes to get there on a bike because of crossing traffic and such. I also ride my bike to school, the grocery store, and other local shops. I walk as well around town often.

**Q5 If you could change or improve one thing about your neighborhood or community, what would it be? How could it be changed or improved for the better?**

I wish I could change the amount of people living in my town. The population has increased tremendously in the last few years because palatine is such an awesome town that now there's always a lot of traffic and it's annoying to drive

**BH - SPANISH - DSCOUT** #1161660

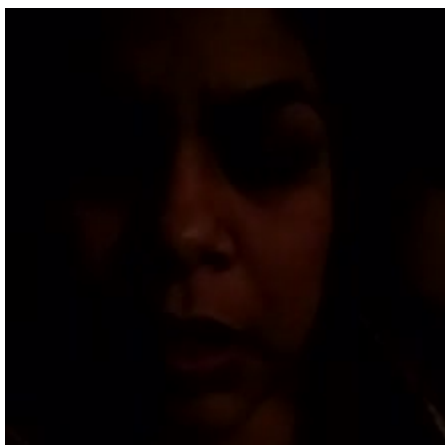
02/28/2018, 09:20 PM UTC

**Adaline R**

Wave 1



Wed, 28 Feb  
2018  
09:20 PM PST

**Device**

android

**Education**

Some college

**Employment Status**

Employed full time (30 hours +)

**Ethnicity**

Hispanic or Latino

**Household Composition**

With partner/spouse + child

**Household Income**

\$25,000 to \$49,999

**Q1 ¿Su comunidad tiene una biblioteca local?**

Si, mi vecindario tiene una biblioteca local.

**Q2 Do you feel that your local library meets your needs?**

No, mi biblioteca local no satisface mis necesidades.

**Q3 Explique su respuesta, ¿qué necesidades están siendo satisfechas / no satisfechas por la biblioteca?**

las horas de mi biblioteca no son muy largas. Me gustaría que  
estubiera habierta mas tarde

**Q4 Cuéntenos sobre su última visita a una biblioteca. ¿Qué hizo? ¿Cómo era la biblioteca? ¿Con qué frecuencia va a esa biblioteca?**

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b051-458a-9af9-af7bb15ce419.mp4

**Q5 ¿Cuáles son tres cosas importantes para usted en una biblioteca? Estos podrían estar relacionados con el contenido de la biblioteca, los programas y servicios o las características de la biblioteca.**

Horario de servicios Actividades para niño Seguridad

**Q6Cuál de los siguientes programas le interesaría que se ofrecieran en su biblioteca local? Seleccione hasta cuatro.**

Club de Libros

Noche de Películas

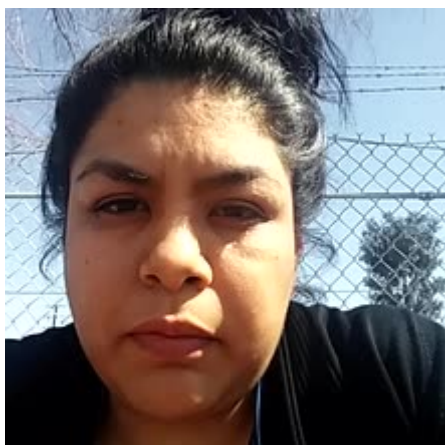
Tutorías

**Q7 ¿Algo más que quiera compartir? Si no, simplemente escriba "No" en el campo a continuación.**

"NO"

**BH - SPANISH - DSCOUT** #1161061 02/28/2018, 12:52 PM UTC**Adaline R**

Wave 1

Wed, 28 Feb  
2018  
12:52 PM PST**Device**

android

**Education**

Some college

**Employment Status**

Employed full time (30 hours +)

**Ethnicity**

Hispanic or Latino

**Household Composition**

With partner/spouse + child

**Household Income**

\$25,000 to \$49,999

**Q1 ¿Su comunidad tiene una biblioteca local?**

No, mi vecindario no tiene una biblioteca local

**Q2 Cuéntenos sobre su última visita a una biblioteca. ¿Qué hizo? ¿Cómo era la biblioteca? ¿Con qué frecuencia va a esa biblioteca?**

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**Q3 ¿Cuáles son tres cosas importantes para usted en una biblioteca? Estos podrían estar relacionados con el contenido de la biblioteca, los programas y servicios o las características de la biblioteca.**

El horario. Que haya suficiente tiempo para estar ahí. Los servicios. Creo que tiene que tener más servicios disponibles para los niños. Si no hay actividades para que los niños quieran ir no van a ir ellos solos

**Q4Cuál de los siguientes programas le interesaría que se ofrecieran en su biblioteca local? Seleccione hasta cuatro.**

Arte y Manualidades

Club de Libros

Clases de Idiomas

Noche de Películas

**Q5 ¿Algo más que quiera compartir? Si no, simplemente escriba "No" en el campo a continuación.**

No

**BH - SPANISH - DSCOUT** #1159917

02/27/2018, 01:14 PM UTC

**Adaline R**

Wave 1

Tue, 27 Feb 2018  
01:14 PM PST**Device**

android

**Education**

Some college

**Employment Status**

Employed full time (30 hours +)

**Ethnicity**

Hispanic or Latino

**Household Composition**

With partner/spouse + child

**Household Income**

\$25,000 to \$49,999

**Q1 Use las siguientes instrucciones para contarnos más sobre su agenda y actividades semanales.** 1. La mayoría de los días entre semana, estoy .... 2. En la mayoría de las noches entre semana, estoy .... 3. La mayoría de los fines de semana, estoy ....

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**Q2 Donde es su trabajo y como llega ahí?**

Me trabajo esta como a una cuadra y media de donde vivo. Hay veces que Camino o mi esposo me pasa a dejar en camino de dejar los niños a la escuela

**Q3 Además del tiempo en casa, ¿cuánto compra, se relaja o socializa en su vecindario?**

Algunas veces

**Q4 ¿Con qué frecuencia asiste a eventos locales? ¿Dónde suele ir?**

De pende que este pasando. Pero no muy seguido no eventos tan seguidos aquí. Además con niños chicos hay que tener niñera para eso

**Q5 ¿Su vecindario apoya sus necesidades? Ejemplos de necesidades podrían ser el acceso a supermercados, transporte o servicios públicos.**

Si, mi vecindario cubre todas o casi todas mis necesidades y requerimientos

**Q6 Explique su respuesta, ¿qué necesidades están siendo cumplidas/ no cumplidas por su vecindario?**

Todo me queda cerca. Donde trabajo esta cerca. La escuela de mis hijos queda cerca. Y si tengo que pasar a la tienda todo esta en 10 o 15 minutos de mi

**Q7 ¿Su vecindario apoya las actividades que le gustaría hacer? Ejemplos de actividades podrían ser compras, restaurantes, entretenimiento u otros servicios recreativos.**

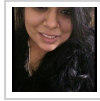
Si, mi vecindario responde a todas las necesidades y actividades que me gustaria hacer.

**Q8 Explique su respuesta, ¿qué actividades están actualmente respaldadas o podrían ser mejor respaldadas por su vecindario?**

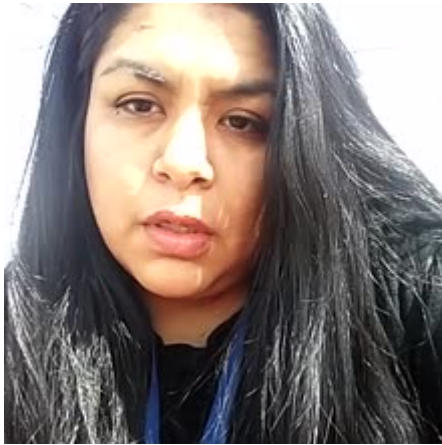
Todo esta a mi alcance. Mi trabajo, escuela, tiendas y parque. Un parque que no han decuidado. Que mucho gente que viven ahí. Creo que eso es algo que deben mejorar mejor. Noy hay donde los niños pieran jugar

**Q9 ¿Algo más que quieras compartir con nosotros? Si no, escriba "No" en el campo a continuación.**

Quiera que my vecindario o ciudad fueran conosido por algo mejor que trajedias.veo el nombre de mi ciudad en las noticias todo el tiempo

**BH - SPANISH - DSCOUT** #1159911 02/27/2018, 01:06 PM UTC**Adaline R**

Wave 1

Tue, 27 Feb 2018  
01:06 PM PST**Device**

android

**Education**

Some college

**Employment Status**

Employed full time (30 hours +)

**Ethnicity**

Hispanic or Latino

**Household Composition**

With partner/spouse + child

**Household Income**

\$25,000 to \$49,999

**Q1 Primero, cuéntenos sobre usted y su vecindario** respondiendo lo siguiente: 1. ¿Cuál es su nombre? 2. ¿Dónde vive (su ciudad y / o barrio) y cuánto tiempo ha vivido allí? 3. ¿Cuáles son tres cosas que le gustan o no de tu vecindario?

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**Q2Cuál es su lugar favorito para ir o visitar en su comunidad?** ¿Qué hay con ese lugar que lo hace su favorito? (Ejemplos podrían ser parques, restaurantes, eventos / festivales comunitarios, etc.)

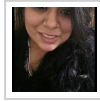
Le feria de Orange Show. Pasa cada año en Mayo. Parques tambien me recuerdan a mi niñez. Ir a la casa de mis padres me trae recuerdo bonitos

**Q3 Que tan seguido usa transporte público?**

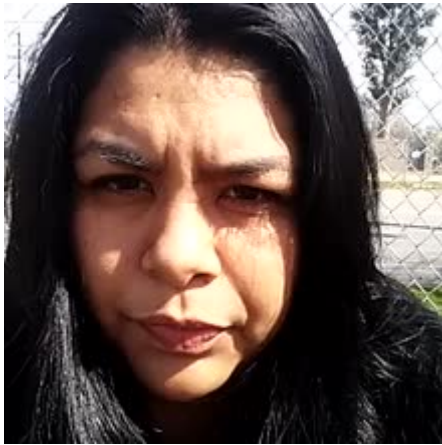
Casi nunca

**Q4 Si pudiera cambiar o mejorar una cosa sobre su vecindario o comunidad, ¿cuál sería? ¿Cómo podría cambiarse o mejorarse?**

Que la gente quisieran mejorar la ciudad. No tirar basura. Limpiar sus casas. Que las gentes de poder no se gasten el dinero en otras cosas

**BH - SPANISH - DSCOUT** #1159902 02/27/2018, 12:55 PM UTC**Adaline R**

Wave 1

Tue, 27 Feb 2018  
12:55 PM PST**Device**

android

**Education**

Some college

**Employment Status**

Employed full time (30 hours +)

**Ethnicity**

Hispanic or Latino

**Household Composition**

With partner/spouse + child

**Household Income**

\$25,000 to \$49,999

**Q1 Primero, cuéntenos sobre usted y su vecindario** respondiendo lo siguiente: 1. ¿Cuál es su nombre? 2. ¿Dónde vive (su ciudad y / o barrio) y cuánto tiempo ha vivido allí? 3. ¿Cuáles son tres cosas que le gustan o no de tu vecindario?

/storage/emulated/0/Android/data/com.vokal.dscout/files/Movies/60133ef4f63-41e1-b43c-08a18d7ff88b.mp4

**Q2Cuál es su lugar favorito para ir o visitar en su comunidad?** ¿Qué hay con ese lugar que lo hace su favorito? (Ejemplos podrían ser parques, restaurantes, eventos / festivales comunitarios, etc.)

Cada año hacen un feria en Mayo. Se llam el Orange Show Fair. Todas las personas que tienen tiempo viviendo aqui saben de esa feri. Tambien parques me recuerdan de mi ninez.

**Q3 Que tan seguido usa transporte público?**

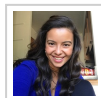
Casi nunca

**Q4 Si pudiera cambiar o mejorar una cosa sobre su vecindario o comunidad, ¿cuál sería? ¿Cómo podría cambiarse o mejorarse?**

Que la gente quisieran que su vecindario estuviera mas limpio. Todo empieza por un. Que la gente de aqui quiciera hacer mas para hacer este vecindario mejo

**BH - SPANISH - DSCOUT** #1153568

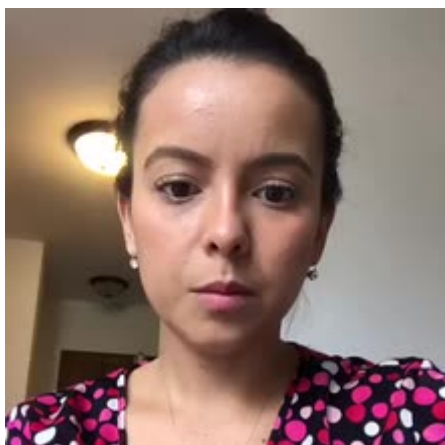
02/22/2018, 06:16 PM UTC

**Aimara M**

Wave 1



Thu, 22 Feb  
2018  
12:22 PM CST

**Device**

ios

**Education**

Post graduate coursework

**Employment Status**

Employed full time (30 hours +)

**Ethnicity**

Hispanic or Latino

**Household Composition**

With partner/spouse

**Household Income**

\$50,000 to \$74,999

**Q1 ¿Su comunidad tiene una biblioteca local?**

Si, mi vecindario tiene una biblioteca local.

**Q2 Do you feel that your local library meets your needs?**

Si, mi biblioteca local satisface mis necesidades.

**Q3 Explique su respuesta, ¿qué necesidades están siendo satisfechas / no satisfechas por la biblioteca?**

La verdad que hay dos muy cerca y solo he ido a una un par de veces con mis sobrinas porque tiene actividades para niños, pero nunca la he usado para mas nada. Aunque se ve bastante bien

**Q4 Cuéntenos sobre su última visita a una biblioteca. ¿Qué hizo? ¿Cómo era la biblioteca? ¿Con qué frecuencia va a esa biblioteca?**

media response

**Q5 ¿Cuáles son tres cosas importantes para usted en una biblioteca? Estos podrían estar relacionados con el contenido de la biblioteca, los programas y servicios o las características de la biblioteca.**

Como las veces que voy es con niños para mi es importante que hayan actividades para que ellas hagan y esten entretenidas. Entonces para mi es importante que los niños tengan cosas que hacer, que este limpia y ordenada (incluidos los baños) y que el personal sea amable y este dispuesto a ayudar

**Q6Cuál de los siguientes programas le interesaría que se ofrecieran en su biblioteca local? Seleccione hasta cuatro.**

Acceso a pases culturales

Espacio de reuniones/colaboración

Clases de Idiomas

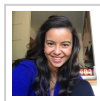
Cuenta cuentos para Familias/Niños

**Q7 ¿Algo más que quiera compartir? Si no, simplemente escriba "No" en el campo a continuación.**

El video solo me dejo hacer 30 segundos. Trate varias veces. Me falto decir que si yo voy sola a una biblioteca es en downtown porque es super bella y grande y es como una manera de pasar un día diferente. A mi biblioteca local solo voy con mis sobrinas porque a ellas les encanta y a mi tambien

**BH - SPANISH - DSCOUT** #1153554

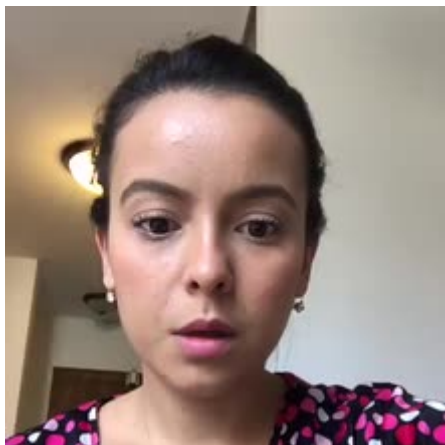
02/22/2018, 06:07 PM UTC

**Aimara M**

Wave 1



Thu, 22 Feb  
2018  
12:16 PM CST

**Device**

ios

**Education**

Post graduate coursework

**Employment Status**

Employed full time (30 hours +)

**Ethnicity**

Hispanic or Latino

**Household Composition**

With partner/spouse

**Household Income**

\$50,000 to \$74,999

**Q1 Use las siguientes instrucciones para contarnos más sobre su agenda y actividades semanales. 1. La mayoría de los días entre semana, estoy .... 2. En la mayoría de las noches entre semana, estoy .... 3. La mayoría de los fines de semana, estoy ....**

media response

**Q2 Donde es su trabajo y como llega ahí?**

Mi trabajo es en casa. Pero parte de mi trabajo es ir a eventos y reunirme con empresas y agencias. Generalmente estas reuniones son en la ciudad y uso el tren para llegar hasta alla. Hay veces que no son tan lejos y uso el autobus. Si son hacia una zona en donde tengo q agarrar mas de dos buses o trenes entonces me voy en uber o lyft

**Q3 Además del tiempo en casa, ¿cuánto compra, se relaja o socializa en su vecindario?**

Todo el tiempo

**Q4 ¿Con qué frecuencia asiste a eventos locales? ¿Dónde suele ir?**

No vamos a eventos locales todo el año. Solo en verano a los festivales que hay por la ciudad. De resto, estamos es comiendo en restaurants

**Q5 ¿Su vecindario apoya sus necesidades? Ejemplos de necesidades podrían ser el acceso a supermercados, transporte o servicios públicos.**

Si, mi vecindario cubre todas o casi todas mis necesidades y requerimientos

**Q6 Explique su respuesta, ¿qué necesidades están siendo cumplidas/ no cumplidas por su vecindario?**

Todo! Todo es cerca y conveniente. Tenemos cerca varios supermercados, restaurantes, todas las tiendas.. en realidad solo salimos del vecindario cuando tenemos que hacerlo

**Q7 ¿Su vecindario apoya las actividades que le gustaría hacer? Ejemplos de actividades podrían ser compras, restaurantes, entretenimiento u otros servicios recreativos.**

Si, mi vecindario responde a todas las necesidades y actividades que me gustaria hacer.

**Q8 Explique su respuesta, ¿qué actividades están actualmente respaldadas o podrían ser mejor respaldadas por su vecindario?**

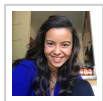
Nuestros restaurantes favoritos para desayunar, almorzar y cenar estan cerca. Lo unico con lo que sufrimos es con los deliveries de comida, que por alguna razon no son iguales que comer en el sitio. Los supermercados, tenemos 3 cerca. Farmacias hay 4 cerca. Los dos bancos que usamos estan a menos de 5 mins. Las tiendas de ropa q nos gustan estan cerca tambien. Salon para uñas cerca. Tren cerca. Varias rutas de bus cerca. De verdad que me encanta esta zona

**Q9 ¿Algo más que quieras compartir con nosotros? Si no, escriba "No" en el campo a continuación.**

No

**BH - SPANISH - DSCOUT** #1152436

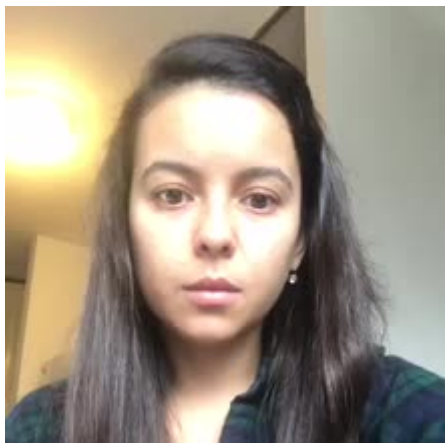
02/21/2018, 03:27 PM UTC

**Aimara M**

Wave 1



Wed, 21 Feb  
2018  
09:34 AM CST

**Device**

ios

**Education**

Post graduate coursework

**Employment Status**

Employed full time (30 hours +)

**Ethnicity**

Hispanic or Latino

**Household Composition**

With partner/spouse

**Household Income**

\$50,000 to \$74,999

**Q1 Primero, cuéntenos sobre usted y su vecindario respondiendo lo siguiente: 1. ¿Cuál es su nombre? 2. ¿Dónde vive (su ciudad y / o barrio) y cuánto tiempo ha vivido allí? 3. ¿Cuáles son tres cosas que le gustan o no de tu vecindario?**

media response

**Q2Cuál es su lugar favorito para ir o visitar en su comunidad? ¿Qué hay con ese lugar que lo hace su favorito? (Ejemplos podrían ser parques, restaurantes, eventos / festivales comunitarios, etc.)**

Me encanta ir al parque en verano porque hay mucho espacio y es bien agradable. También vivo cerca del lago y me gusta ir mucho en verano y primavera con mi perro a caminar y sentarnos a ver el agua. Los restaurantes me gustan mucho también porque no hay turistas y todo es super local.

**Q3 Que tan seguido usa transporte público?**

Todo el tiempo

**Q4 Denos un ejemplo de cómo usa el transporte público. ¿Cual es un destino común? ¿Cuánto dura tu viaje?**

En invierno uso mucho al autobus porque así las cosas parezcan cerca con el frio, es mas facil ir en bus al supermercado, al correo y hacer diligencias cerca. Siempre son rides cortos de no mas de 10 mins. En verano o cuando el clima esta agradable si trato de hacer todo caminando Uso el tren 3-4 veces a la semana para ir al downtown y me toma 25-30 mins. Esto si es todo el año porque es muy lejos ir caminando y a veces costoso usar uber o lyft.

**Q5 Si pudiera cambiar o mejorar una cosa sobre su vecindario o comunidad, ¿cuál sería? ¿Cómo podría cambiarse o mejorarse?**

La verdad que solo me gustaria que fuera un poco mas seguro. A veces de noche se escuchan peleas y eso porque hay muchos bares y la gente bebe mucho, pero no es nada del otro mundo ni peligroso, solo desagradable ver a los borrachos o salir a hacer ejercicio y ver un desastre al frente de un bar de la noche anterior

**BH - SPANISH - DSCOUT** #1159904 02/27/2018, 08:52 PM UTC**Miriam L**

Wave 1

Tue, 27 Feb 2018  
12:57 PM PST**Device**

ios

**Education**

Post graduate coursework

**Employment Status**

Employed full time (30 hours +)

**Ethnicity**

Hispanic or Latino

**Household Composition**

With partner/spouse

**Household Income**

\$50,000 to \$74,999

**Q1 ¿Su comunidad tiene una biblioteca local?**

Si, mi vecindario tiene una biblioteca local.

**Q2 Do you feel that your local library meets your needs?**

Si, mi biblioteca local satisface mis necesidades.

**Q3 Explique su respuesta, ¿qué necesidades están siendo satisfechas / no satisfechas por la biblioteca?**

Bueno, es la biblioteca principal y tiene TODO todos los libros que quiero, todas las clases que me interesan y ademas eventos, know lecturas, a las que voy seguido.

**Q4 Cuéntenos sobre su última visita a una biblioteca. ¿Qué hizo? ¿Cómo era la biblioteca? ¿Con qué frecuencia va a esa biblioteca?**

media response

**Q5 ¿Cuáles son tres cosas importantes para usted en una biblioteca? Estos podrían estar relacionados con el contenido de la biblioteca, los programas y servicios o las características de la biblioteca.**

La variedad de libros y materiales, el horario y los eventos que organizan.

**Q6Cuál de los siguientes programas le interesaría que se ofrecieran en su biblioteca local? Seleccione hasta cuatro.**

Acceso a pases culturales

Presentaciones o Conferencias

Cuenta cuentos para Familias/Niños

Arte y Manualidades

**Q7 ¿Algo más que quiera compartir? Si no, simplemente escriba "No" en el campo a continuación.**

Más apoyo para la bibliotecas siempre es necesario.

**BH - SPANISH - DSCOUT** #1159802

02/27/2018, 07:00 PM UTC

**Miriam L**

Wave 1

Tue, 27 Feb 2018  
11:22 AM PST**Device**

ios

**Education**

Post graduate coursework

**Employment Status**

Employed full time (30 hours +)

**Ethnicity**

Hispanic or Latino

**Household Composition**

With partner/spouse

**Household Income**

\$50,000 to \$74,999

**Q1 Use las siguientes instrucciones para contarnos más sobre su agenda y actividades semanales. 1. La mayoría de los días entre semana, estoy .... 2. En la mayoría de las noches entre semana, estoy .... 3. La mayoría de los fines de semana, estoy ....**

media response

**Q2 Donde es su trabajo y como llega ahí?**

Berkeley, en metro (BART)

**Q3 Además del tiempo en casa, ¿cuánto compra, se relaja o socializa en su vecindario?**

Seguido

**Q4 ¿Con qué frecuencia asiste a eventos locales? ¿Dónde suele ir?**

Varias veces a la semana. A la biblioteca. A union square. A diferentes locales u oficinas de compañías que hacen eventos.

**Q5 ¿Su vecindario apoya sus necesidades? Ejemplos de necesidades podrían ser el acceso a supermercados, transporte o servicios públicos.**

Si, mi vecindario cubre todas o casi todas mis necesidades y requerimientos

**Q6 Explique su respuesta, ¿qué necesidades están siendo cumplidas/ no cumplidas por su vecindario?**

Pues tengo de todo: donde comprar comida, ropa y todas mis necesidades. Tengo cine, teatro, galerías. Tengo la biblioteca y espacios públicos.

**Q7 ¿Su vecindario apoya las actividades que le gustaría hacer? Ejemplos de actividades podrían ser compras, restaurantes, entretenimiento u otros servicios recreativos.**

Si, mi vecindario responde a todas las necesidades y actividades que me gustaria hacer.

**Q8 Explique su respuesta, ¿qué actividades están actualmente respaldadas o podrían ser mejor respaldadas por su vecindario?**

Puedo hacer ejercicio, ver arte, comer, merchar, ir a todas las tiendas, conseguir libros.

**Q9 ¿Algo más que quieras compartir con nosotros? Si no, escriba "No" en el campo a continuación.**

Me gusta donde vivo pero cada vez es más difícil aceptar este barrio como algo bueno para mí bebé. Mucha suciedad y drogas.

**BH - SPANISH - DSCOUT** #1152545 02/21/2018, 05:35 PM UTC**Miriam L**

Wave 1

Wed, 21 Feb  
2018  
09:52 AM PST**Device**

ios

**Education**

Post graduate coursework

**Employment Status**

Employed full time (30 hours +)

**Ethnicity**

Hispanic or Latino

**Household Composition**

With partner/spouse

**Household Income**

\$50,000 to \$74,999

**Q1 Primero, cuéntenos sobre usted y su vecindario respondiendo lo siguiente: 1. ¿Cuál es su nombre? 2. ¿Dónde vive (su ciudad y / o barrio) y cuánto tiempo ha vivido allí? 3. ¿Cuáles son tres cosas que le gustan o no de tu vecindario?**

media response

**Q2Cuál es su lugar favorito para ir o visitar en su comunidad? ¿Qué hay con ese lugar que lo hace su favorito? (Ejemplos podrían ser parques, restaurantes, eventos / festivales comunitarios, etc.)**

Me gusta la biblioteca, me encanta ir a todos los eventos en civic center por ejemplo un evento de comedia que se llama Clusterfest que pasa en junio. Me encanta ir ancomer Ramen en Mensho, o pollo frito en Rusty's, o Pan con aguacate en Scullery. Todos literalmente a la vuelta de mi departamento. También me gusta ir a unión Square, el epicentro de la ciudad.

**Q3 Que tan seguido usa transporte público?**

Todo el tiempo

**Q4 Denos un ejemplo de cómo usa el transporte público. ¿Cual es un destino común? ¿Cuánto dura tu viaje?**

Voy al trabajo en el metro, me toma 30 minutos de ida y 30 de regreso. Voy a Berkeley.

**Q5 Si pudiera cambiar o mejorar una cosa sobre su vecindario o comunidad, ¿cuál sería? ¿Cómo podría cambiarse o mejorarse?**

Uy bueno eso es han pregunta enorme. Me encantaría que hubiera menos indigentes y menos drogas en la calle pero a la vez quisiera que la solución incluyera una solución humanitaria, es decir que hayan más servicios y hogares y baños para todas las personas que las necesitan.

**BH - SPANISH - DSCOUT** #1155825

02/24/2018, 10:34 AM UTC

**Silvia E**

Wave 1

Sat, 24 Feb 2018  
10:34 AM MST**Device**

android

**Education**

Some college

**Employment Status**

Employed part time

**Ethnicity**

Hispanic or Latino

**Household Composition**

With partner/spouse + child

**Household Income**

\$25,000 to \$49,999

**Q1 ¿Su comunidad tiene una biblioteca local?**

Si, mi vecindario tiene una biblioteca local.

**Q2 Do you feel that your local library meets your needs?**

Si, mi biblioteca local satisface mis necesidades.

**Q3 Explique su respuesta, ¿qué necesidades están siendo satisfechas / no satisfechas por la biblioteca?**

Me encanta mi biblioteca! Es un lugar que aprovechó mucho con mis hijos. Aprovechó que hay ayuda para las tareas, y yo me siento y leo algo y me relajo. Nosotros vamos 3x por semana, y a veces cuando no hay que hacer y queremos estar en un lugar con aire acondicionado vamos ahí.

**Q4 Cuéntenos sobre su última visita a una biblioteca. ¿Qué hizo? ¿Cómo era la biblioteca? ¿Con qué frecuencia va a esa biblioteca?**

/storage/emulated/0/Android/data/com.vokal.dscout/files/Movies/342b2481114-47ea-b5b7-ca96d5231175.mp4

**Q5 ¿Cuáles son tres cosas importantes para usted en una biblioteca? Estos podrían estar relacionados con el contenido de la biblioteca, los programas y servicios o las características de la biblioteca.**

Las 3 cosas que me gusta mucho son los programas que tienen para los niños. Jóvenes y también para los seniors. Invierten mucho dinero en la tecnología para la biblioteca, y también me gusta que tienen libros de venta bien baratos.

**Q6Cuál de los siguientes programas le interesaría que se ofrecieran en su biblioteca local? Seleccione hasta cuatro.**

Espacio de reuniones/colaboración

Clases de Idiomas

Noche de Películas

**Q7 ¿Algo más que quiera compartir? Si no, simplemente escriba "No" en el campo a continuación.**

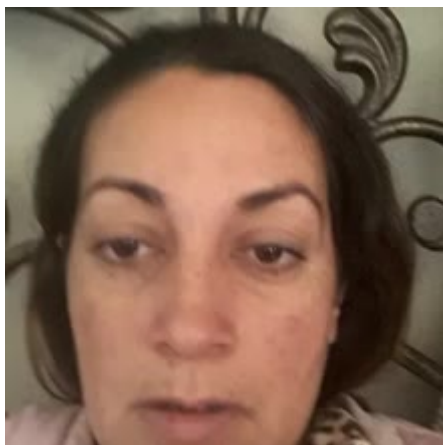
Todo lo que no marque en la pregunta anterior es porque ya lo ofrece mi biblioteca

**BH - SPANISH - DSCOUT** #1155801

02/24/2018, 10:17 AM UTC

**Silvia E**

Wave 1

Sat, 24 Feb 2018  
10:17 AM MST**Device**

android

**Education**

Some college

**Employment Status**

Employed part time

**Ethnicity**

Hispanic or Latino

**Household Composition**

With partner/spouse + child

**Household Income**

\$25,000 to \$49,999

**Q1 Use las siguientes instrucciones para contarnos más sobre su agenda y actividades semanales. 1. La mayoría de los días entre semana, estoy .... 2. En la mayoría de las noches entre semana, estoy .... 3. La mayoría de los fines de semana, estoy ....**

/storage/emulated/0/Android/data/com.vokal.dscout/files/Movies/5907b7e1716-440a-a77d-9df68a461ba3.mp4

**Q2 Donde es su trabajo y como llega ahí?**

Mi trabajo es cerca, como 15 minutos de casa. Y y manejó mi caro.

**Q3 Además del tiempo en casa, ¿cuánto compra, se relaja o socializa en su vecindario?**

Algunas veces

**Q4 ¿Con qué frecuencia asiste a eventos locales? ¿Dónde suele ir?**

Mi hijos están en eventos comunitarios por la Iglesia y escuela y yo voy también para apoyarlos.

**Q5 ¿Su vecindario apoya sus necesidades? Ejemplos de necesidades podrían ser el acceso a supermercados, transporte o servicios públicos.**

Si, mi vecindario cubre mis necesidades

**Q6 Explique su respuesta, ¿qué necesidades están siendo cumplidas/ no cumplidas por su vecindario?**

Pues me gusta que invierten dinero a las bibliotecas públicas para tener muchas actividades y son gratis. Los parques de la ciudad son muy limpios y los baños también. Hay oportunidades para ser voluntarios en la ciudad y festivales gratis familias. Todo lo que mensione son las cosas que hacemos en mi casa.

**Q7 ¿Su vecindario apoya las actividades que le gustaría hacer? Ejemplos de actividades podrían ser compras, restaurantes, entretenimiento u otros servicios recreativos.**

Si, mi vecindario responde a todas las necesidades y actividades que me gustaria hacer.

**Q8 Explique su respuesta, ¿qué actividades están actualmente respaldadas o podrían ser mejor respaldadas por su vecindario?**

La ciudad hace muy buen trabajo de representar a toda la comunidad de todas rasas. Según el país de un y las costumbres hacen festivales con comida regional de esa región. Y es una buena opción para ir a conocer las costumbres y tradiciones de otro lado. Me encanta eso!

**Q9 ¿Algo más que quieras compartir con nosotros? Si no, escriba "No" en el campo a continuación.**

No

**BH - SPANISH - DSCOUT** #1154287

02/22/2018, 08:58 PM UTC

**Silvia E**

Wave 1



Thu, 22 Feb  
2018  
08:58 PM MST

**Device**

android

**Education**

Some college

**Employment Status**

Employed part time

**Ethnicity**

Hispanic or Latino

**Household Composition**

With partner/spouse + child

**Household Income**

\$25,000 to \$49,999

**Q1 Primero, cuéntenos sobre usted y su vecindario** respondiendo lo siguiente: 1. ¿Cuál es su nombre? 2. ¿Dónde vive (su ciudad y / o barrio) y cuánto tiempo ha vivido allí? 3. ¿Cuáles son tres cosas que le gustan o no de tu vecindario?

/storage/emulated/0/Android/data/com.vokal.dscout/files/Movies/e2bcf6490ef-46b2-8fb5-0368dfd86ea.mp4

**Q2Cuál es su lugar favorito para ir o visitar en su comunidad?** ¿Qué hay con ese lugar que lo hace su favorito? (Ejemplos podrían ser parques, restaurantes, eventos / festivales comunitarios, etc.)

Mi lugar favorito es las montañas para ir a caminar y los lagos, las bibliotecas públicas también tienen bastante cosas y actividades para las familias.

**Q3 Que tan seguido usa transporte público?**

Algunas veces

**Q4 Denos un ejemplo de cómo usa el transporte público. ¿Cual es un destino común? ¿Cuánto dura tu viaje?**

Básicamente es nada mas cuando es una emergencia. O cuando tengo que ir al aeropuerto

**Q5 Si pudiera cambiar o mejorar una cosa sobre su vecindario o comunidad, ¿cuál sería? ¿Cómo podría cambiarse o mejorarse?**

Es muy defecil esa pregunta por que me siento que soy nueva en la ciudad y toda vía voy conociendo todo. Hasta orita, todo lo que tiene que ofrecerme es lo que me atrajo aquí.

# Belle Haven Neighborhood Library Needs Assessment

June 2018

APPENDIX

## **ATTACHMENT C:**

City Of Menlo Park,  
Operational & Administrative  
Review Of Library Department



# CITY OF MENLO PARK

## Operational & Administrative Review of Library Department Executive Summary and Recommendations



Anne Marie Gold, Principal Consultant  
Pamela Sloan, Senior Associate

January 2015

## Executive Summary

Public libraries are in an exciting period of intense change and challenge. Analyzing current library operations and services, in the context of this exciting future, will enable the Menlo Park Library to best utilize its current resources to position itself more effectively to serve the community.

### Background

In the spring of 2014 the City of Menlo Park requested consulting assistance in conducting an operational and administrative review of the Menlo Park Library. The Municipal Resource Group, LLC (MRG) was engaged to perform the review between May – September 2014.

As part of its review, MRG consultants reviewed a range of library operational and organizational materials, conducted stakeholder interviews and key focus groups with library staff, library administration, City elected and appointed leadership, and library support groups. Both library facilities were toured. The major themes from the interviews and focus groups centered around positive customer service, strong children's programming and services, concerns about relevancy of the collection and inadequacy of the facilities, lack of institutional direction and need for technology improvements, and a mixed reaction to the relevancy of the library to the community.

Six benchmark libraries were identified, based on similar funding and demographics and an analysis conducted of key metrics. In general, the Menlo Park Library falls below the average for benchmark libraries in Expenditures per Capita but expends a higher percentage on Staff and Collections than the average of the other libraries. It has more square footage per capita and staff per borrower than the benchmark libraries, as well as more hours per capita and holdings per capita. In terms of use, the library lags behind its peers in the per capita measures of visits, circulation, registered borrowers and website visits and exceeds its peers in the per capita measures of reference, in library computer use and program attendance.

Best practices interviews were conducted with the six benchmark library directors and the information integrated into the resulting gap analysis, along with the materials review and benchmark data.

### Analysis and Recommendations

#### Organizational Culture, Climate and Structure

The outstanding hallmark of library services is the excellent customer services provided by library staff. However, a lack of strategic direction and planning, accompanied by minimal assessment, impedes the overall value of library services to the community and needs to be a primary leadership focus. Better

communications, both internal and external, are needed, with an overall marketing plan a key element to be developed. The library is fortunate in having four support groups, and better coordination and communication will improve their effectiveness. The library's staffing model, with its significant reliance on part time and temporary staff, while providing some scheduling flexibility and cost savings, significantly impairs staff capacity and program development. Development of overall bench strength and a staff training and development plan will provide more stability for library operations.

### Administrative and Support Services

Library position descriptions are generally out of date and need to be updated to insure effective supervision and evaluation. The Main Library facility is aging and a comprehensive facility assessment needs to be completed to determine future direction. There is a significant lack of comprehensive policies for library operations and they need to be developed by library management, reviewed by the Library Commission and submitted to the City Manager for action; implementing procedures for such policies need to be developed by library management. A critical focus for the Library needs to be on enhancing partnerships with city departments and community partners and businesses, both to enhance services and the overall image of the Library in the community. Currently the focus of the Library Director on strategic direction is diminished by her direct responsibility for the Adult Services operation, rather than thru a subordinate supervisor. The Technical Services division should consider higher usage of vendor supplied cataloging and processing, develop and document cataloging standards, do a cost benefit analysis of cataloging costs versus use, review and rebid all vendor contracts, and institute a regular collection assessment process.

### Operations

The Adult Services division needs to develop a new service model, reflecting current user patterns and future service needs, as well as implement a full time supervisor. The Youth Services division, while heavily used and strongly appreciated, could examine partnerships with the Community Services Department to expand access to programming. The teen services program, while improved by the development of the new teen area, needs to be refocused on non-traditional services. The Circulation Services division should have a full time supervisor who supervises both the Technical Services and Circulation Services operations, and review staffing in light of the changes in service models and use. A library-specific technology plan should be developed, in conjunction with overall strategic planning efforts. The Belle Haven Library is a missed opportunity. The community is seriously underserved by the current library service model focused almost exclusively on children. A new strategic direction for non-traditional, non-place based services should be implemented, supported by branch leadership focused on community wide services.

### **Conclusion**

The Recommendations in the report are categorized by timeframe for implementation and whether they are tactical or strategic.

The key short term strategic recommendations focus on:

- Strategic planning
- Belle Haven planning
- Facility needs assessment
- City partnerships

The key short term tactical recommendations focus on the areas of:

- Staffing model changes
- Staff communications
- Metrics usage

The Menlo Park Library is at a crossroads. The Library has strong assets in the positive customer service ethic of its staff and in its multiple support organizations but needs to develop the leadership to take full advantage of these assets to address the challenges it faces. Implementation of the Recommendations in the report will assist the Menlo Park Library in addressing the challenges above and enhancing and improving services to the benefit of all Menlo Park residents.

## Recommendations

DIVISION	SECTION	RECOMMENDATION	TIMEFRAME S=SHORT M=MID RANGE L= LONG	S=STRATEGIC T=TACTICAL
Organizational Culture, Climate and Structure	Customer Service	<ul style="list-style-type: none"> <li>Develop clear customer service policy statement, and related procedures.</li> </ul>	M	S
		<ul style="list-style-type: none"> <li>Provide formal and informal training to new and current staff on core customer service ethic.</li> </ul>	M	T
	Planning	<ul style="list-style-type: none"> <li>Determine resources needed for strategic planning; choose planning methodology.</li> </ul>	S	T
		<ul style="list-style-type: none"> <li>Launch and complete strategic planning process, with support from Library support organizations, to coincide with planning for Library centennial.</li> </ul>	S	S
	Assessment	<ul style="list-style-type: none"> <li>Develop, analyze and utilize monthly metrics to manage library services.</li> </ul>	S	T
		<ul style="list-style-type: none"> <li>Share monthly metrics with Library staff, supporters, City leadership and the public.</li> </ul>	S	T
		<ul style="list-style-type: none"> <li>Utilize Counting Opinions to benchmark library services on an annual basis.</li> </ul>	M	T
		<ul style="list-style-type: none"> <li>Develop, implement, analyze and communicate assessment metrics related to strategic planning on a regular</li> </ul>	M	S

DIVISION	SECTION	RECOMMENDATION	TIMEFRAME S=SHORT M=MID RANGE L= LONG	S=STRATEGIC T=TACTICAL
		basis.		
	Internal Staff Communications	<ul style="list-style-type: none"> <li>Because of the difficulties with multiple work schedules and work locations, consider development of a digitally based communication system, e.g. via an intranet or email, that will reach staff quickly, regularly and concisely, to disseminate key staff communications.</li> </ul>	S	T
		<ul style="list-style-type: none"> <li>Engage staff in testing, determining, implementing and assessing best methodologies to enhance internal staff communications – print, email, IM, intranet, meetings, etc.</li> </ul>	S	T
	Community Input	<ul style="list-style-type: none"> <li>Develop and implement a methodology to regularly assess community input on library services.</li> </ul>	M	S
	Public Communications	<ul style="list-style-type: none"> <li>Develop a library-specific marketing policy.</li> </ul>	L	S
		<ul style="list-style-type: none"> <li>Develop a community-wide Marketing Plan for the Library that incorporates in-library and external communication vehicles, as well as print and digital</li> </ul>	L	T

DIVISION	SECTION	RECOMMENDATION	TIMEFRAME S=SHORT M=MID RANGE L= LONG	S=STRATEGIC T=TACTICAL
		communication methodologies.		
		<ul style="list-style-type: none"> <li>Coordinate Library Marketing Plan with other City services for media messaging and publications to reach broader audience, e.g. Community Services Department.</li> </ul>	L	T
	Library Support Groups	<ul style="list-style-type: none"> <li>Implement regular, semi-annual joint meetings of the Library support groups for information sharing and discussion of individual and joint focus.</li> </ul>	S	T
		<ul style="list-style-type: none"> <li>Utilize the community network provided by the Library support groups to raise the visibility of the library in the community.</li> </ul>	M	S
	Staffing Model	<ul style="list-style-type: none"> <li>Change the staffing model from primary usage of part time/temporary staff to a more balanced permanent full time staffing model.</li> </ul>	S	T
	Bench Strength	<ul style="list-style-type: none"> <li>Insure bench strength of all library staff, to insure capacity for future growth.</li> </ul>	M	T
	Staff Training and Development	<ul style="list-style-type: none"> <li>Develop and implement a library specific new employee orientation and training program.</li> </ul>	M	T

DIVISION	SECTION	RECOMMENDATION	TIMEFRAME S=SHORT M=MID RANGE L= LONG	S=STRATEGIC T=TACTICAL
Administrative and Support Services		<ul style="list-style-type: none"> <li>Work with City resources to insure that all Library employees have access to general training opportunities.</li> </ul>	M	T
		<ul style="list-style-type: none"> <li>Utilize the Library's membership in and access to library-specific training and development resources.</li> </ul>	M	T
	Personnel	<ul style="list-style-type: none"> <li>Update all library position descriptions to reflect current job responsibilities, knowledge, skills and abilities.</li> </ul>	L	T
	Library Facilities	<ul style="list-style-type: none"> <li>Complete current facility needs assessment to determine future direction for Main Library facility.</li> </ul>	S	S
		<ul style="list-style-type: none"> <li>Insure that new and/or remodeled/enlarged facility reflects new and emerging service trends and models.</li> </ul>	M	S
		<ul style="list-style-type: none"> <li>Link any required changes in a library facility in Belle Haven to decisions regarding service model.</li> </ul>	M	S
	Library Policies and Procedures	<ul style="list-style-type: none"> <li>Develop, implement and regularly review a Library policy and procedure manual.</li> </ul>	M	T

DIVISION	SECTION	RECOMMENDATION	TIMEFRAME S=SHORT M=MID RANGE L= LONG	S=STRATEGIC T=TACTICAL
		<ul style="list-style-type: none"> <li>Task the Library Commission with review of library policies, with recommendations to the City Manager.</li> </ul>	M	T
	City and Community Partnerships	<ul style="list-style-type: none"> <li>Develop and implement more broad-reaching, strategically focused partnerships with community partners to enhance library services and library image in the community.</li> </ul>	M	S
		<ul style="list-style-type: none"> <li>Develop and implement partnerships with city departments, in particular the Community Services Department, that share audience and services.</li> </ul>	S	S
	Administrative Operations/Focus	<ul style="list-style-type: none"> <li>Remove direct operational responsibility for Adult Services from Library Director position.</li> </ul>	S	T
		<ul style="list-style-type: none"> <li>Refocus Library Director on strategic direction issues.</li> </ul>	S	S
	Technical Services	<ul style="list-style-type: none"> <li>Increase usage of vendor supplied cataloging and processing, in order to reduce cost and improve time to shelf.</li> </ul>	S	T
		<ul style="list-style-type: none"> <li>Review use of items which require original cataloging, or extensive editing of catalog records,</li> </ul>	M	T

DIVISION	SECTION	RECOMMENDATION	TIMEFRAME S=SHORT M=MID RANGE L= LONG	S=STRATEGIC T=TACTICAL
		to assess community need for unique materials versus high cost of access.		
		<ul style="list-style-type: none"> <li>Implement cataloging standards that reflect user needs.</li> </ul>	M	T
		<ul style="list-style-type: none"> <li>Review and rebid materials vendor contracts on a regular basis, generally on a 3-5 year timeline.</li> </ul>	M	T
		<ul style="list-style-type: none"> <li>Initiate a regular collection assessment process, utilizing DecisionCenter.</li> </ul>	L	S
Operations	Adult Services/Reference	<ul style="list-style-type: none"> <li>Implement a full time supervisory position for Adult Services.</li> </ul>	S	T
		<ul style="list-style-type: none"> <li>Create a Collection Management Policy and link it to resource allocation for collection acquisitions.</li> </ul>	M	S
		<ul style="list-style-type: none"> <li>Develop and implement a new service model for Adult Services, in conjunction with overall library strategic planning and future facility planning.</li> </ul>	M	S
	Adult Literacy Services	<ul style="list-style-type: none"> <li>No recommendations.</li> </ul>		

DIVISION	SECTION	RECOMMENDATION	TIMEFRAME S=SHORT M=MID RANGE L= LONG	S=STRATEGIC T=TACTICAL
	Youth and Teen Services	<ul style="list-style-type: none"> <li>Change staffing model to include more permanent part time and full time staff to improve capacity.</li> <li>Investigate use of Community Services facilities in the Civic Center complex for shared programming space.</li> </ul>	S	T
		<ul style="list-style-type: none"> <li>Plan and implement a more effective and community focused non-traditional teen services program.</li> </ul>	M	S
	Circulation Services	<ul style="list-style-type: none"> <li>Provide full time division supervision by increasing the current 30 hours per week Librarian III position responsible for Technical Services to full time, supervising both Technical Services and Circulation Services.</li> </ul>	S	T
		<ul style="list-style-type: none"> <li>Review staffing mode/levels in light of reduction in service demands and changes in service model (self-check/AMH) and implement any needed changes.</li> </ul>	M	T
		<ul style="list-style-type: none"> <li>Develop a Library-specific technology plan, in conjunction with strategic planning efforts.</li> </ul>	L	S

DIVISION	SECTION	RECOMMENDATION	TIMEFRAME S=SHORT M=MID RANGE L= LONG	S=STRATEGIC T=TACTICAL
	Belle Haven Library	<ul style="list-style-type: none"> <li>Develop and implement a new staffing model for the library that insures leadership and outreach capacity for dynamic community reflected services for community members of all ages.</li> </ul>	S	S
		<ul style="list-style-type: none"> <li>Initiate a community based planning process that develops a new community based, non-place based service model for services to the Belle Haven community, in coordination with the overall strategic planning process for the entire Library.</li> </ul>	S	S
		<ul style="list-style-type: none"> <li>Implement a joint use agreement between the City and the Ravenswood School District for the tenancy of the Belle Haven Library on the Belle Haven School campus.</li> </ul>	S	T

# Belle Haven Neighborhood Library Needs Assessment

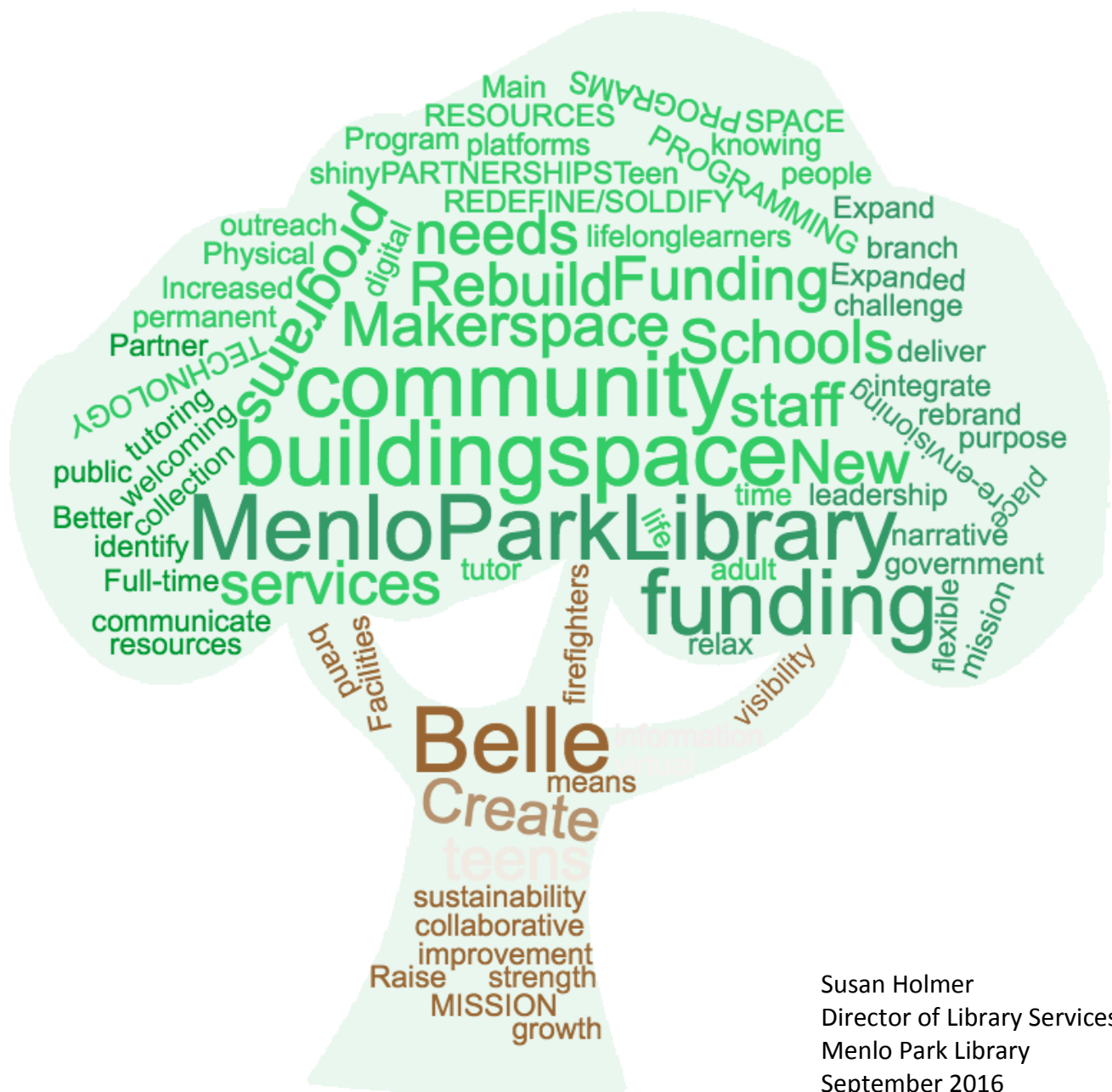
June 2018

APPENDIX

## **ATTACHMENT D:** Menlo Park Library Strategic Plan



# Menlo Park Library Strategic Plan 2016 - 2020



Susan Holmer  
Director of Library Services  
Menlo Park Library  
September 2016

## Our Mission

The Menlo Park Library is our city's focal point for information, learning, and culture.  
We enrich people's lives through our collections, programs, and expertise.

## Our Values

Progressive thinking, a learning mindset and generosity  
are key drivers of the Menlo Park Library. We believe in:

### SERVICE

We are professional, cordial, helpful service providers.

### COMMUNITY

We are fully engaged with the community  
and we value our place in it.  
We step up for the greater good.

### TEAMWORK

We listen to each other,  
share mutual respect and support,  
and function collaboratively.

### PROFESSIONALISM

We are dedicated to providing  
high quality library services to our community.  
We serve with integrity.

### ACCOUNTABILITY

We live up to our shared vision, mission and goals.  
We are open to new ideas and innovation.  
We meet and exceed expectations.

### FUN

Our workplace and our work are interesting,  
challenging, and fun.  
We value our work and celebrate our achievements.

## Our Vision for the 21<sup>st</sup> Century

The Menlo Park Library is the community's focal point for  
information, learning, and culture. The Library is equally  
accessible to people of all interests and ages as they develop  
and apply new knowledge.

We serve at the heart of every home,  
providing community gathering places that are resourced to  
meet the information, reading, learning, literacy and special  
needs of our community.

We build a community of readers and learners.  
Our programs and services are available within the library and  
throughout our city: in homes, markets, cafes, workplaces, and  
digital platforms.

We are the recognized community resource for lifelong  
learning. We create physical, personal, and digital space to help  
people connect as they meet their information and learning  
needs.

We are a dedicated team of staff, Commissioners, Foundation  
members, Friends of the Library, and volunteers. We work  
together to provide a vast array of library services, resources,  
and expertise.

We collaborate with other city departments, with neighboring  
libraries, and with the broader community, including schools,  
businesses, and non-profits. Together with our partners, we  
enrich people's lives.

We foster a knowledgeable and skillful citizenry  
who engage in matters important to the Menlo Park  
community and to the broader world.  
Our work contributes to a healthy, democratic society.

## *Executive Summary*

In the fall of 2015, the Menlo Park Library sought consulting assistance from Jennifer Sweeney, MSLS, PhD and Ray Patchett, MSOD to facilitate the development of a comprehensive strategic plan for the coming five years.

The consultants worked with Director of Library Services, Susan Holmer and the Strategic Planning Team through a process that included workshops and interviews to clarify mission, vision, and values; community forums to solicit ideas about the future; a survey of community members on library service and resource needs; analysis of library performance data and community statistics; and a strengths – weaknesses—opportunities – threats (SWOT) analysis. Using the information discovered during these activities, the consultants and the Strategic Planning Team then developed the library's strategic directions, broad overarching aspirations, and SMART goals, practical initiatives to deliver on the library's mission and vision.

Several key issues informed the context of the planning process. Public libraries in the digital age are operating in an environment where knowledge and creativity drive productivity and economic growth. Information, technology, and learning are central to a community's prosperity. Libraries have traditionally been the community center for expanding access to information, educational opportunities, and social connections. The challenge now for the Menlo Park Library is to reshape library services with new thinking and bold action to meet the new learning and information needs of today's digital age communities.

Finally, the landscape of the City of Menlo Park overall, and the Belle Haven neighborhood in particular, is changing rapidly. The influx of new technology firms such as Facebook and others is altering city demographics and economic characteristics in dramatic ways.



The overall strategic directions for the Menlo Park Library are as follows:

- Provide state-of-the-art library space
- Increase community engagement through strategic partnerships
- Increase library programming
- Strengthen staff competencies
- Identify and meet changing library service needs
- Communicate and market the library's story

## *Building on Strengths*

Our study found that the Menlo Park Library does many things very well.

The library provides dedicated, knowledgeable, and motivated staff who bring a strong service ethic to their work. Staff members put a high priority on meeting user information needs quickly and competently. The community appreciates the quality of the collections, services, and programs. Program attendance is strong.



This is important because the Menlo Park demographic is highly literate and residents value reading and learning. The library is considered an educational cornerstone and community hub.

In terms of technology, the library provides fast, state-of-the-art wireless connectivity, with superior bandwidth to support technology access and use. Use of electronic services and collections such as e-books is popular and growing.

Not surprisingly, given the library's positive status in the community, the library benefits from a strong support network. Friends of the Menlo Park Library volunteers provide countless hours managing the Friends Bookstore

and sales, sponsoring events, and supporting library programs. The Library Foundation raises significant funds from individuals, local businesses, and other foundations to supplement library resources to enhance facilities and services. The Library Commission maintains a strong presence with the City Council and makes recommendations to them for library programs and services. Project Read is the library's adult literacy program which provides free adult literacy education and ESL classes to enable adults to improve their English language skills.

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*“ The Library  
provides access to  
learning  
opportunities and  
community  
growth”*

*--Community forum participant*

Despite these strengths, today's rapidly changing information environment has changed public perceptions of libraries. People now tend to turn to online sources first for their information needs, and they do not necessarily arrive at their information destination via the traditional library building. The library's relevance in this digital age has shifted: libraries are not just about books anymore. Communities continue to need information—whatever the format—and the library can and should continue to meet those educational and learning needs in any format, with tailored services and programming, technical assistance, and more.

Our study found that the Menlo Park Library and its stakeholders are eager to meet these challenges: by becoming a hub for the community; strengthening its human capital; as a welcoming space for reading, learning, and communicating; and by becoming a platform providing tools and resources for the community to learn, discover, and create, individually and collaboratively.

## *Strategic Directions*

Throughout the planning process, the Strategic Planning Team communicated findings of activities to library staff for comments and feedback, resulting in the following strategic directions.

## 1 State of the Art Library Space

Concern for improving library spaces was noted in a 2014 Organizational and Administrative Review of the library, and echoed frequently in the workshops, forums, and surveys. In the main library, users have outgrown the reading and meeting spaces needed to support individual and collaborative activities. The downstairs meeting space does not provide enough room for popular children's and adult programs, nor for the new types of programming users are requesting. The library needs to provide modern and useful spaces for entrepreneurs, students, families, and lifelong learners.

Staff space is limited in both the main and Belle Haven libraries, which make it difficult for staff to effectively complete their work. The Belle Haven branch itself is underutilized, in part because it is located in the Belle Haven Elementary School, where many potential users do not realize it is a branch of the Menlo Park Library. Ongoing growth in the number of housing units and continued business development in the Belle Haven neighborhood is widening this user population-library services disconnect.

Finally, workshop, forum, and survey participants provided many suggestions for space improvements, such as adding small and large group rooms for collaborative work, a café, demonstration/meditation gardens, and other indoor and outdoor spaces. A facility and space needs assessment will provide the groundwork for addressing these upgrades.

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*“The Library  
needs a  
spacious,  
modern facility  
with variety of  
spaces for  
multiple users”*

*“ A new library  
that reflects 21<sup>st</sup>  
century usage...”*

*“ A community  
learning center”*

## 2 Increase Community Engagement Through Strategic Partnerships & Programming

We observed strong interest across all the planning activities in developing the library's role as a community hub, a place where all sectors of the community can come together to work and play. Menlo Park residents and library stakeholders regard the library as one of the few places (and perhaps the only place) in the community where education and life-long learning is offered to everyone regardless of age, income, ethnicity, or other demographic.

Forum and workshop participants noted that the library would benefit from reaching out to the well-resourced and engaged Menlo Park community in a number of new ways. The library should expand programming through partnerships with community organizations, especially businesses and the technology sector, as well as nonprofits and the faith community to enhance access to information and learning. The growth of the Belle Haven neighborhood represents a clear opportunity to serve changing user needs. In our survey, library users requested many new programming options, and the library will make use of the synergies created by partnerships to draw more people to the library.

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*"The top priority should be developing & reinforcing the library's role as community educator and*

## 3 Increase Library Programming

Menlo Park Library users rate the quality and content of current programming very highly across the board, and the children's programs in particular are very well attended. Survey respondents and community forum participants indicated strong interest in developing programming based on educational lectures, book clubs and author talks, science programming, and technology learning.



#### *4 Strengthen Staff Skills and Competencies*

The current staffing model relies heavily on part-time and volunteer workers—much more so than its benchmark partner libraries—in part because of constrained resources but also because of the difficulty of recruiting qualified professional staff to Silicon Valley with its high cost of living. In order to provide state-of-the-art, 21<sup>st</sup> century library service, staff need to stay abreast of continually changing technologies, services, and resources. A detailed staff development plan is needed to address these issues. The library will also work to systematically acquire knowledge of best practices from other libraries, and incorporate these regularly into library policies and procedures.

#### *5 Identify & Meet Changing Library Service Needs*

Throughout the workshops, forums, and surveys, we observed multiple calls for increasing services, developing new programs, and creating innovative ways to meet user needs in the community, particularly by making use of technology and virtual services. Users are interested in seeing the library expand its traditional role (ie, providing physical books) to include “new ways of being a library”—such as taking services out into the community, both online and physically, in offsite pop-up locations, and by making use of new technologies for service delivery.

The library should also prioritize access to technology as well as developing expertise to deliver new virtual services. Upgraded technology and improved website information and usability will enhance the library’s ability to meet user needs effectively. A systematic evaluation plan will help sustain positive program and service growth.

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*“Increased  
funding is  
critical for  
program growth*

## 6 *Communicate and Market the Library's Story*

Participants across the planning process emphasized the need to strengthen the public's perception of the library. The library must present a truly compelling message to constituents. This can be achieved by developing a robust marketing and outreach plan to raise awareness. This strategic direction supports and is supported by its companion strategic directions: better communication will foster new partnerships in the community and generate support for new programming, improve political awareness and funding viability within City government, and broaden the public's perception of the extraordinary potential of the library to engage, illuminate, and educate.

Strategic planning participants recognized the urgent need for the library to raise its public visibility by communicating the breadth of existing and potential programs and services. Stronger marketing and outreach programs will not only raise awareness of library services, but will help cultivate communication between the library and users to discover emerging information and service needs.

### *Achieving the Dream*

Using the framework outlined in the Strategic Directions, Library staff drew on input from the surveys, interviews, community forums, and workshops to determine the following specific, measureable, achievable, results-oriented, and time-bound goals. Over the next five years, the Menlo Park Library will take action to make progress in these six Strategic Directions. Each Strategic Direction includes a number of more specific goals. While initial planning start dates are indicated, which are frontloaded

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**SMART-goal** (smart' gol).  
*n.* 1. A result or objective that we are committing to achieve;  
2. SMARTGoals are Specific, Measureable, Achievable, Results-oriented, and Time bound.

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to the first three years of the plan, it is expected that implementation of these goals will last through 2020.

## 1 *State of the Art Library Space*

- ❖ Goal 1.1 Work with the Engineering Department and consulting firm to complete library space needs analysis
- ❖ Goal 1.2 Coordinate efforts of library support organizations to develop a plan to secure funding for building renovation or construction of a new state of the art main library based upon the results of the space needs analysis
- ❖ Goal 1.3 Conduct a library service needs assessment for the Belle Haven neighborhood and determine service and facility needs for the Belle Haven Branch Library
- ❖ Goal 1.4 Add electrical outlets to library patio to expand usability of the space
- ❖ Goal 1.5 Add exterior seating to library entrance area and work with designers on landscape renovation

## 2 *COMMUNITY ENGAGEMENT*

- ❖ Goal 2.1 Explore and pursue partnerships with the local business community and develop a variety of informative programs
  - 2.1.1 Make contact with the Chamber of Commerce and the City Business Development Manager to identify potential partnerships*
  - 2.1.2 Design and present five initial programs on relevant business topics in the next year*
  - 2.1.3 Analyze the success of the programs and use the data to develop ongoing programs if warranted*
- ❖ Goal 2.2 Enhance partnerships with and outreach to local schools
  - 2.2.1 Sponsor three workshops per academic year teaching students how to effectively navigate and evaluate information*

*2.2.2 Establish relationship with Menlo Atherton High School Administration to explore and define mutual goals*

*2.2.3 Develop a library internship program in coalition with Menlo Atherton High School*

- ❖ Goal 2.3 Establish a City jump team to address local transient issues
- ❖ Goal 2.4 Collaborate with the Community Services Department to direct the new Programming Specialist to develop programs and events that meet each department's distinct service goals
- ❖ Goal 2.5 Build a coalition of the library's support organizations for better communication and the development of mutual goals
- ❖ Goal 2.6 Implement a program of non-place-based learning opportunities that reaches into the community to organizations like Little House, the Senior Center and other nontraditional library service locations

### 3 PROGRAMMING

- ❖ Goal 3.1 Increase the number of programs at both library facilities by 10% to 20% over fiscal year 2016-2017; assess the success of the programs and adjust increase based upon results.

*3.1.1 Create a series of tutorials using a variety of media to teach patrons how to effectively use library resources*

*3.1.2 Create and document a plan to increase science programs by 10% for the pre-Kindergarten, Kindergarten-5<sup>th</sup> Grade, and middle school age groups*

*3.1.3 Develop and implement a program to increase adult programming by 20%*

*3.1.4 Plan and implement an effective and community-focused non-traditional teen services program*

### 4 STAFF

- ❖ Goal 4.1 Develop a professional development and training plan for staff based on necessary competencies and skills

*4.1.1 Create a staff competency and skill requirement list*

*4.1.2 Develop a program to increase staff exposure to best practices for libraries and implement those that can be replicated for the benefit of Menlo Park Library*

*4.1.3 Require key staff to visit two other libraries per year and identify at least one procedure to implement*

- ❖ Goal 4.2 Create a dynamic staff bulletin board (online & physical) to harness staff ideas and energy

## **5 NEW SERVICE NEEDS**

Goal 5.1 Develop the vehicle that will provide the best feedback from library users and non-users

*5.1.1 Conduct online and in-person surveys annually which target specific as well as general library topics*

*5.1.2 Use non-place-based service locations to solicit input from non-users*

Goal 5.2 Develop, analyze, and utilize monthly metrics on library services

*5.2.1 Share them with library staff*

*5.2.2 Share them with library supporters, city leadership, and the public*

Goal 5.3 Develop, implement, and regularly review a library policy and procedure manual that communicates library policies and adjusts to changing library services

Goal 5.4 Assess library collections using products like Collection HQ and adjust resource allocation to reflect changing needs

## 6 COMMUNICATION

- 4 Goal 6.1 Establish a *Communications Committee* focused on marketing the library's value and accomplishments

*6.1.1 Market and reach out about library programs and services via social media with no fewer than four posts per week*

*6.1.2 Use printer receipts, library TV monitors, and other tangible resources to promote library activities and services*

*6.1.3 Coordinate library marketing plan with other City departments to reach a broader audience*

## Timeline

2016	2017	2018
<b>December</b> 2.5 Build coalition of support organizations 2.6 Implement non-place-based programming 4.2 Create staff bulletin board 5.2 Develop & use monthly service metrics for library staff 6.1 Establish communications committee 6.1.1 Promote library services with tangible media	<b>January</b> 1.1 Complete library space analysis 2.2.2 Establish relationship with MAHS  <b>February</b> 6.1.2 Use social media to promote library  <b>May</b> 2.2.1 Sponsor information literacy workshops for students  <b>June</b> 2.3 Establish team to address local transient issues 4.1.1 Create list of staff competencies 5.2.1 Develop & use monthly service metrics for supporter and city staff  <b>July</b> 2.4 Develop programs with CSD 6.1.3 Coordinate marketing plan with City  <b>September</b> 2.1.1 Identify business partnerships 2.1.2 Present programs on relevant business topics 2.2.3 Develop MAHS library internship program  <b>October</b> 1.4 Install outlets on patio  <b>December</b> 1.5 Landscape renovation work 2.1.3 Evaluate business programs 3.1.1 Create tutorial series on library use	<b>January</b> 3.1.2 Plan to increase science programming 3.1.3 Increase adult programming by 20% and evaluate 4.1.2 Research and implement best practices 4.1.3 Visit libraries for best practices 5.1.2 Collect input in non-place based locations  <b>March</b> 5.1.1 Conduct patron surveys  <b>June</b> 3.1.4 Implement non-traditional teen services program 5.4 Assess resource allocation for library collections  <b>July</b> 1.2 Develop funding plan for library renovation / construction 1.3 Analyze Belle Haven library service needs 3.1 Assess programs and increase programs

## *Evaluation Scorecard*

The Library Mission and Vision are by nature aspirational, but acting on the framework set out through the SMARTGoals is the ongoing, living achievement of the strategic plan. This plan provides space for regular accountability using a scorecard to track what has been achieved and what remains to be done.

Ongoing strategic management contemplates an annual review to celebrate goals achieved, update existing goals, and add new goals that support delivering on the Community's and the Library's vision of the future.

The complete set of SMARTGoals with scorecard is provided in Appendix D.

## *BACKGROUND INFORMATION*

### *About the Library*

Established in 1916, the Menlo Park Library is a municipal library operated as a department of the City of Menlo Park. The Library is currently housed in two locations, a 34,000 square foot main library building in the Civic Center area near downtown Menlo Park, and the Belle Haven branch library, a 3,800 square foot facility located within the Belle Haven Elementary School. The current main library building was constructed in 1957, renovated in 1968, and expanded and renovated again in 1992.

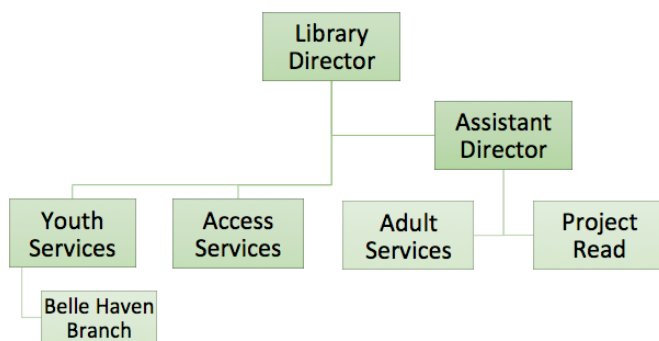


Serving a population of approximately 33,309, MPL has 23,652 registered borrowers (FY 2014/15), a total circulation of 677,846 and 355,967 library visits, and an FY 2015/16 operating budget of \$2.9 million.

### *Library organization*

The library workforce currently consists of 19 permanent staff members (14 FTE), of which seven are full-time, and 36 temporary part-time staff members. Two of the permanent full-time staff members split their time between two separate departments (Adult Services/Library Administration and Circulation/Belle Haven), while the remaining five full-time workers spend 100% of their time assigned to a single department (Library Administration, Youth Services, Circulation, Belle Haven, Adult Literacy). Volunteers also add their valuable talent to the library workforce.

The library's organizational structure is shown below.



The library benefits from a strong support network, including a Library Commission, Library Foundation, Friends of the Library, and Literacy Partners. The Library Commission maintains a strong presence with the City Council and communicates with the Council regarding library programs and services. The Library Foundation raises significant funds from individuals, local businesses, and other foundations to supplement library resources to

enhance facilities and services. Friends of the Menlo Park Library is a volunteer organization of local residents dedicated to enhancing the library, its resources, and the services it provides to the community. The Friends group manages the Friends Bookstore in the library lobby, and sponsors various book sale events. Literacy Partners is dedicated to helping support Project Read, the library's adult literacy program.

### *Context for the planning process*

Public libraries today in the digital age are operating in an environment where knowledge and creativity drive productivity and economic growth. Information, technology, and learning are thus central to a community's prosperity. The Menlo Park Library must play a leading role in helping the community adapt to this new environment. To do this, the Library must align services to support community goals, provide access to content in all formats, ensure economic sustainability, and cultivate staff competencies and leadership.



Libraries have traditionally been the community center for expanding access to information, educational opportunities, and social connections for all. The challenge now for the Menlo Park Library is to reshape its services with new thinking and bold action to meeting changing user needs in the new environment.

In 2014 the Library completed an organizational review of the workload and performance of Library operations and services as part of a planned review of all City services (Operational and Administrative Review of Library

Department, 2014). Recommendations from this review included clarifying the overall direction and vision of the Library with a new strategic plan and assessment measures, and improving organizational structure and staffing levels, updating the service model to reflect current and future user patterns and needs, updating technology, and assessing facility needs to address space concerns.



The City of Menlo Park, and the Belle Haven neighborhood in particular, is changing rapidly. The influx of new technology firms such as Facebook and others is shifting the City's demographic and economic characteristics tangibly and dramatically. The City anticipates the addition of some 9,000 new residents to its 32,000 citywide population over the next five to ten years.

The Administrative Review noted that the 3,700 square foot Belle Haven branch located within the Belle Haven Elementary School is underutilized, and is inadequate to support the community as it is evolving. Improved library services in Belle Haven were thus identified as a major need for the future.

## *Strategic Planning Process*

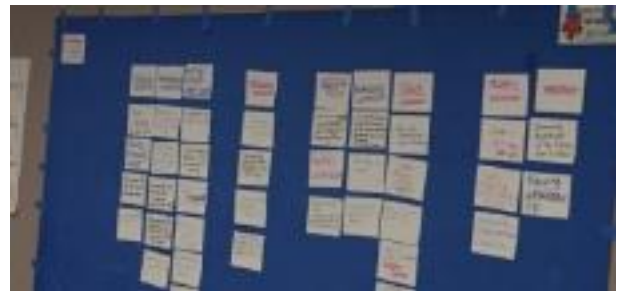
The planning process took place from February to June 2016 and consisted of the following activities. The "Strategic Planning Team" referred to below consisted of the consultants plus the library director and three additional library staff.



**Identify community characteristics and assess needs.** The Strategic Planning Team compiled data from library and community statistics, recent City and library surveys and reports, news analyses, and economic and housing projections. This information was used by the planning workshop participants at the initial mission and visioning workshop. The *Community & Library Facts* report is provided in Appendix A.

**Clarify library mission, vision and values.** The consultants conducted a half-day workshop in February 2016 with 30 stakeholders (aka “Planning Workshop Group”) to review and refine the library’s core guiding principles. City Manager Alex McIntyre introduced the workshop with a message of inspiration and support on behalf of the City. Participants were informed by the data provided in the *Community & Library Facts* report, and used this information to help identify the essential elements of the mission, vision and values statements. The final mission, vision, and values statements are presented inside the front cover of this report.

**Facilitate community forums.** The consultants facilitated two forums entitled “*Explore the Future!*” with a broad cross section of over 40 individuals, including library and City staff, residents, educators, business owners, public safety personnel, Library Commission and Foundation members, and Library Friends. The purpose of the forums was to solicit ideas about the future of the library with directed brainstorming activities and facilitated discussion. Former California State Librarian Susan Hildreth opened the forums with a thought-provoking presentation on the future of public libraries, drawing on key issues from the recent *Aspen Institute Dialogue on Public Libraries*. The groups explored challenges facing the community as well as the library, priorities for the library, and advice for developing and implementing the nascent strategic plan.



Community challenges center on tensions generated from rising costs of living, particularly housing affordability and income inequality, and transportation congestion, exacerbated in part by the growth and gentrification occurring in the Belle Haven area and throughout Menlo Park. Homelessness also appears to be a visible problem for Menlo Park, and perhaps for the region in general.

**Interview community leaders and stakeholders.** The consultants interviewed nine library and community key stakeholders to elicit focused insight on community and library goals and priorities. Individuals interviewed represented a variety of community sectors, including City Council and staff, Library Commission, Library Foundation, local businesses, Menlo Park residents, and a neighboring library. The report on the interviews is provided in Appendix B. The following individuals were interviewed:



Nancy Andrus, Menlo Park resident; Librarian, Sunnyvale Public Library

Cherise Brandell, Director, Community Services Department

Anna Chow, former Library Foundation member, local small business owner

Clay Curtin, Assistant to the City Manager

Clark Kepler, Library Foundation; former owner Kepler Books.

Alex McIntyre, City Manager

Peter Ohtaki, City Councilmember

Jill Parker, former Library Foundation member

Anne Wellner De Veer, former Library Commissioner

**Conduct community survey.** A survey of library users and nonusers collected information on public perceptions of various aspects of library use, including facilities and space needs, importance of current and desired services and programming, awareness of resources (particularly digital resources), and website usability. Three hundred and thirty-four usable responses were received. The survey report and instrument are provided in Appendix C.

**Facilitate strategic planning workshop (SWOT analysis).** The 30-member Planning Workshop Group met with the consultants for the second time in May 2016 to work through a facilitated half-day Strengths – Weaknesses – Opportunities – Threats exercise.



**Facilitate development of Strategic Directions and SMART Goals.** The Strategic Planning Team worked with the consultants to develop the overall strategic directions for the plan, with achievable and measurable goals embedded within the five-year timeframe of the plan.

The consultants and Strategic Planning Team reviewed numerous documents and data sources throughout the process:

- City of Menlo Park Operational and Administrative Review of Library Department (January 2015)
- Menlo Park Library User Survey (Fall 2015)
- City of Menlo Park 2015 City Satisfaction Survey (January 2016)
- California Public Library Survey: Menlo Park Library (2013/14 - 2014/15)
- Library Commission Work Plan Guidelines (April 2016)
- Library Commission Quarterly Report (October 2015)

Focus Groups to Determine Library Needs in Belle Haven (Library Commission, January 2016)

Belle Haven Community Snapshot (Library Commission, September 2015)

California State Library Statistics

Ed-Data: Fiscal, Demographic, and Performance Data on California's K-12 Schools

U.S. Census Bureau State and County QuickFacts

Menlo Park Today

## *Acknowledgements*

We are deeply indebted to everyone who contributed to this planning process: Workshop attendees, forum participants, survey takers, the Menlo Park City Council and City government, the Menlo Park community, and the entire staff of the Menlo Park Library who worked tirelessly so that our activities ran smoothly. This plan could not have come together without your time, energy, and hard work. Thank you !

## Contributors

*Lucinda Abbott, library staff*

*Carol Aebi, Volunteer*

*Nancy Andrus, resident/local librarian*

*Edward Avak, patron*

*Linda Avak, patron*

*Lynn Bramlett, Library Commissioner*

*Kathleen Bales, Literacy Partners*

*Ken Becker, library staff*

*Linda Bonde, Friends of Library*

*Wayne Bonde, Friends of Library*

*Natalie Bonham, Community Services Department*

*Doug Booth, Project Read*

*Cherise Brandell, Director, Community Services Department*

*Jacquie Cebrian, Library Commissioner*

*Jessica Chavez, library staff*

*Anna Chow, Foundation, Cheeky Monkey Toy Store*

*Chris Christensen, library staff*

*Monica Corman, Foundation*

*Clay Curtin, Assistant to the City Manager*

*Ed Doody, library staff*

*Michael Flanagan, library staff*

*Nancy Flowers, Foundation*

*Jean Forrester, Keplers Bookstore*

*Mike Goodkind, Project Read*

*Steve Haas, Friends of Library*

*Betsy Halaby, Foundation*

*Elyce Haskell, Friends of Library*

*Brian Henry, Public Works Department*

*Andrea Herz, Literacy Partners*

*Lori Heyman, patron*

*Susan Holmer, Director of Library Services*

*Polly Jensen, library staff*

*Lisa Jones, Friends of Library*

*John Kadvany, patron*

*Clark Kepler, Foundation, Kepler's Books*

*Laurie Knapp, library staff*

*Kristen Leep, Library Commissioner*

*Whitney Loy, Public Works Department*

*Maria Lozano, Project Read staff*

*Heriberto Madrigal, library staff*

*Blanca Madriz, library staff*

*Sharon Marzouk, Techykids*

*Alex McIntyre, City Manager*

*Ann McQueen, former Library Commissioner*

*Betty Meissner, Friends of Library*

*Jeneen Nammar, library staff*

*Peter Ohtaki, City Council*

*Jill Parker, Foundation*

*Coleman Peng, Literacy Partners*

*Steffi Pressesky, library staff*

*Juan Quinonez, library staff*

*Roberta Roth, library staff*

*Derek Schweigart, Community Services Department*

*Rani Singh, library staff, Strategic Planning Team*

*Helen Solanum, library staff*

*Nick Szegda, Assistant Library Services Director, Strategic Planning Team*

*Pat Watson, library staff*

*John Weaver, library staff*

*Anne Wellner De Veer, former Library Commissioner*

*Jennifer Wilkins, library staff, Strategic Planning Team*

*Anna Zara, former Library Commissioner*

## *Appendices*

Appendix A: Community & Library Facts

Appendix B: Report on Stakeholder Interviews

Appendix C: Community Survey 2016 Report

Appendix D: SMARTGoals and Evaluation Scorecard

# Belle Haven Neighborhood Library Needs Assessment

June 2018

APPENDIX

## **ATTACHMENT E:**

East Palo Alto Library  
Needs Assessment



# EAST PALO ALTO LIBRARY NEEDS ASSESSMENT



*What does your dream library look like? ¿Cómo sería la biblioteca de tus sueños?*

SEPTEMBER 2017

## Introduction

The East Palo Alto Library provides excellent service to its community. The current library operates out of the County-owned facility located at 2415 University Avenue in East Palo Alto. The library space on the first floor is 7,680 square feet and the literacy space on the second floor is 675 square feet. Within its physical constraints, the Library serves as a de facto community center, educational center and sanctuary for citizens of all ages.

San Mateo County Libraries, the City of East Palo Alto and the County of San Mateo have worked to understand the existing building conditions, identify potential opportunities and constraints of the facility, and develop design solutions for the library in order to enhance the existing facility and its ability to enable service delivery. As a result of this initial work, a critical need for additional space to expand the library has been identified.

FOG Studio was hired by San Mateo County Libraries to complete a Needs Assessment, based on this expressed interest in improving library services. This Assessment will provide stakeholders with the information required to make the best decision in regards to a renovation or expansion of the East Palo Alto facility.

## Goals of the Study

This study identifies the Library spaces needed to serve the community now and into the future. The study's recommendations are based on community demographics, library usage patterns, the regional library context, and current best planning practices in the library field. This Needs Assessment will provide an extensive compilation of data, professional observations, and recommendations which will allow San Mateo County Libraries, the City of East Palo Alto and the County of San Mateo the information needed to make an appropriate decision as to next steps for the East Palo Alto facility. The basic categories of investigation are as follows:

- Define the population base of the Library, both current and for a 25-year projection. Various metrics will be considered, including historical circulation numbers, census data for the City proper, and census data for portions of the surrounding region that are considered a catchment area for Library use.
- Identify resources available to the existing Library Facility.
- Compare the existing Library to a group of its peer community libraries to provide a level of comparative benchmarking.
- Identify existing deficiencies in the Library with respect to its service to the community as well as its physical size and infrastructure capabilities.

- Conduct Community Outreach through community meetings, and on-site patron input and workshops and various surveys to better understand the needs of the East Palo Alto Community.
- Provide recommendations for a minimum program area for the Library to serve the community now and for the next 25 years.

## Project Team

### San Mateo County Libraries

Anne-Marie Despain, Director of Library Services  
 Rachel McDonnell, Library Project Manager  
 Francisco Vargas, East Palo Alto Interim Library Manager  
 Adina Aguirre, East Palo Alto Library Manager

### City of East Palo Alto

Carlos Martinez, City Manager and Library JPA Operations Committee Member  
 Donna Rutherford, Councilmember and Library JPA Governing Board Member  
 Carlos Romero, Councilmember

### County of San Mateo

Peggy Jensen, Deputy County Manager and Library JPA Operations Committee Chair  
 Maya Perkins, District 4 Legislative Aide

### FOG Studio

Brandon Marshall, Architect  
 Tiffany Redding, Architect



FOG STUDIO

## Glossary of Terms

**ASF** – Assignable Square Footage.

**Benchmark** – Standard, or point of reference, by which to measure existing operations, services or size.

**Benchmarking Metrics** – Key statistics or data shared by each peer library which establish a baseline for the East Palo Alto Library services and spaces.

**CEPA** – City of East Palo Alto.

**Circulation** – Comprises the activities around the lending of library books and other materials to users of a lending library.

**Collection** – A library's total accumulation of resources. Also used to refer to a Community Library's collective resources.

**EPA** – East Palo Alto.

**FF&E** – Furniture, fixtures and equipment.

**FTE** – Full Time Equivalent.

**NSF** – Net Square Footage.

**GSF** – Gross Square Footage.

**Peer Library** – Libraries that are within the San Mateo County Libraries system, or other nearby libraries, with a comparable population base and set of patron needs.

**Program Area** – The allowable square footage in which to design building spaces and operations.

**SMCL** – San Mateo County Libraries system.

**Strategic Plan** – A written statement of Vision, Mission and Goals designed by San Mateo County Libraries to better meet increasing and evolving community demands.

**Turnover Rate** – Collection usage over the span of a year. Turnover rate is one way to indicate that more materials (or space for the collection) are needed to meet the demand.

**Volume** – Number of items the library owns, regardless of format.



San Mateo  
County  
Libraries

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## Executive Summary

The East Palo Alto Library is a critical resource for the larger community, offering after-school and summer learning programs, access to healthy meals, access to technology, English-learning and adult literacy programs, and community services for all ages. The Library should continue to build upon its successful community programs and partnerships, geared towards children and families, to better meet San Mateo County Libraries goals for enrichment and learning.

Current collection sizes, partnered with interlibrary loans, meet the needs of EPA patrons. To meet the physical requirements of the many programs and services offered at this Library, it is essential that the facility offer a variety of quiet, semi-private and private spaces, along with larger flexible meeting spaces that foster learning and collaboration.

The Service Model for San Mateo County Libraries provides guidelines for design of its facilities, prioritizing:

- Welcoming environments that offer a variety of flexible settings and options
- Spaces that excite and inspire
- Intuitive systems and layout
- Operational efficiencies
- Customer driven service

These principles guide a Community-centric Library model, where each Library facility provides the specific tools its patrons need to thrive and be productive members of their respective communities. They offer a framework for making decisions regarding the optimal organization and amenities for each Library location.

Considering operating budget constraints, current location, available infrastructure, and the SMCL's Community Library model, **this report will recommend a Library for East Palo Alto whose size ranges from 21,000 to 27,000 square feet.** In addition to areas dedicated to collections, other recommendations include: meeting rooms in a variety of sizes; staff and service areas with logical adjacencies; and dedicated children and teen zones providing acoustical mitigation along with dynamic engagement opportunities.

# OVERVIEW AND HISTORY 1



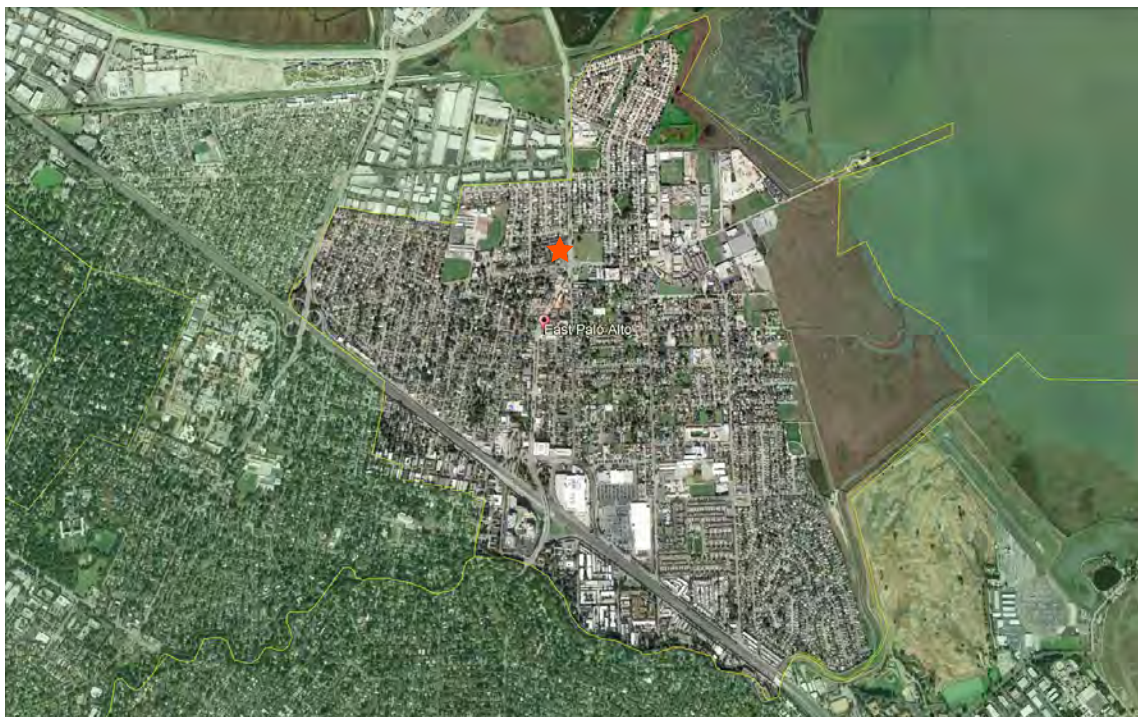
## History of Library Services in East Palo Alto

The first library in East Palo Alto was established in 1918 and was located in the Ravenswood Elementary School on Euclid Avenue. A branch of the San Mateo County Free Library, the Ravenswood Library was a room of 720 square feet serving a population of 250. In 1938 the library moved to a building on school property and was known as the Francisquito Library. The library was maintained by the East Palo Alto **Women's Club**, and as population and demand grew in 1960, the library moved its 10,533 books to a vacant variety store. The library moved one more time before moving to its current location. A short personal recollection of the library suggests that it was a treasured community resource, within walking distance of much of the residential areas.<sup>1</sup>

In 1975, the County Library system moved its easternmost facility into its present location on the ground floor of the Municipal Services Building at 2415 University Avenue. The building is owned by the County of San Mateo, but is known as the "City Hall" of East Palo Alto because many city offices and other community organizations occupy various tenant spaces. The City's Council Chambers on the first floor share an operable partition with a Community Room, with police evidence storage rooms at the rear. The Library tenant space is 7,680 square feet and serves a population of 29,413. More room and more amenities are needed in order for staff to best serve its patrons. Further analysis in this document will show how facility size compares to population and circulation for each of the Peer Library examples.

Google Earth Map showing East Palo Alto city limits

★ East Palo Alto Library  
2415 University Ave.



## Overview of San Mateo County Libraries

The San Mateo County Libraries system administers twelve libraries in San Mateo County, an area that spans from the shores of the San Francisco Bay to the Pacific coast. All but four of the library facilities in the system are under 10,000 square feet in size; most serve correspondingly small cities within a larger, unbroken suburban context.

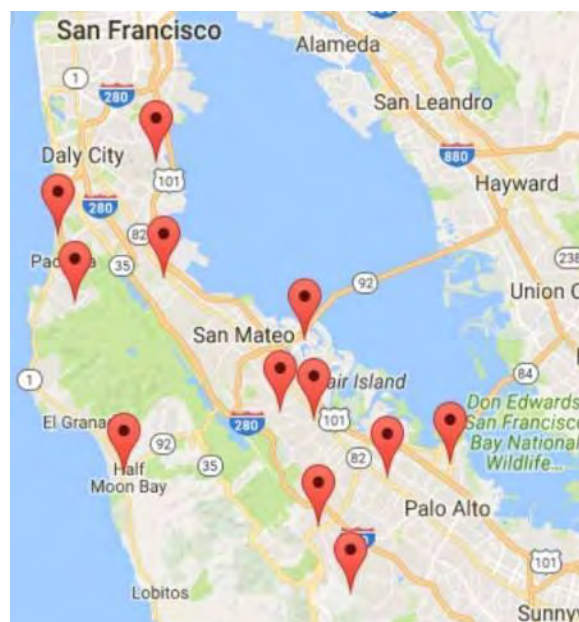
### Library Joint Powers Authority

Originally established by the San Mateo County Board of Supervisors in 1912 as a County Free Public Library, the underlying legislation supporting County Free Public Libraries explicitly provides for participation in the levy of a tax specifically dedicated and restricted for library purposes. The primary source of revenue for the Library system is property taxes. Approximately 90% of operating revenues are derived from these taxes dedicated for library purposes.

The San Mateo County Library Joint Powers Authority (JPA) was established in 1999. The Library JPA is comprised of the cities of Atherton, Belmont, Brisbane, East Palo Alto, Foster City, Half Moon Bay, Millbrae, Pacifica, Portola Valley, San Carlos, Woodside, and the unincorporated areas of the county. A total of 283,000 people live within the boundaries of the SMCL legal taxing district, which covers 351 square miles.

The Library JPA is a separate, independent entity with its own Governing Board, consisting of elected officials from each member entity. An Operations Committee composed of City and County representatives from each member entity also provides guidance. The Library JPA is responsible for providing library operations and services to all members, and cities are responsible for maintenance of library buildings as well as any capital investments or expansions of service.

\*Google Map showing San Mateo County Libraries locations



## San Mateo County Libraries Strategic Plan

San Mateo County Libraries provide consistent, high quality library services that are founded in their Vision, *to ignite growth through transformative experiences* and Mission, *to strengthen our community by creating an inclusive sense of place and environment for learning*.

The Strategic Plan Goals guide the system in setting priorities and providing the framework for the library services offered throughout the county.

### Goals:

- We cultivate an active presence and create spaces that support discovery, enrich lives and uplift the community.
  - Build and update facilities to create inviting and flexible spaces
  - Spot opportunities to deliver services beyond buildings
  - Deliver an easily accessible and rich online experience
- We are leaders in establishing a foundation for early literacy and supporting exploration and growth at every stage of life.
  - Engage children and families in high quality, research-based learning experiences
  - Bridge the digital divide by building skills and providing access to technology
  - Develop creative programs and services that have measurable results
  - Grow a culture of learning and participation
- We understand community needs and promote meaningful library services as solutions.
  - Understand and align with community goals
  - Communicate an inspiring vision **and the library's story of impact**
  - Cultivate library champions who reflect the dynamic environment
  - Employ resources in new ways to ensure equitable access

## San Mateo County Libraries Service Model

One of the areas this Needs Assessment will examine is the East Palo Alto Library facility as it pertains to the delivery of library services. San Mateo County Libraries has developed a number of guiding service principles that drive design priorities including:

- Welcoming environments that offer a variety of flexible settings and options
- Spaces that excite and inspire
- Intuitive systems and layout
- Operational efficiencies
- Customer driven service

## Overview of Population and Demography

East Palo Alto's estimated population as of the 2010 US Census was 28,155. The Association of Bay Area Governments (ABAG) estimates a projected population of 35,500 in 2040. This equates to a compound annual growth rate of 0.78% per year and an overall growth of 26% over that period. In tangent, the City is also projected to see an 11% increase in households by 2040.<sup>2</sup>

### San Mateo County Population Projections

City	2010	2015	2020	2025	2030	2035	2040	% Change
Atherton	6,914	7,100	7,200	7,400	7,500	7,700	7,900	14%
Belmont	25,835	26,400	27,000	27,700	28,200	28,800	29,600	15%
Brisbane	4,282	4,400	4,500	4,600	4,800	4,900	5,100	19%
<b>East Palo Alto</b>	<b>28,155</b>	<b>29,200</b>	<b>30,800</b>	<b>32,400</b>	<b>33,200</b>	<b>34,100</b>	<b>35,500</b>	<b>26%</b>
Foster City	30,567	31,000	31,600	32,300	32,700	33,300	33,900	11%
Half Moon Bay	11,324	11,400	11,700	12,100	12,200	12,300	12,400	10%
Millbrae	21,532	22,800	24,200	25,600	27,100	28,700	30,300	41%
Pacifica	37,234	37,600	38,200	39,000	39,200	39,600	40,300	8%
Portola Valley	4,353	4,400	4,500	4,600	4,700	4,800	4,900	13%
San Carlos	28,406	29,200	30,100	31,000	31,900	32,900	34,000	20%
Woodside	5,287	5,300	5,400	5,500	5,600	5,600	5,700	8%
Unincorporated	61,611	64,500	67,500	70,500	73,900	77,500	81,200	32%
San Mateo County	718,451	745,400	775,100	805,600	836,100	869,300	904,400	26%

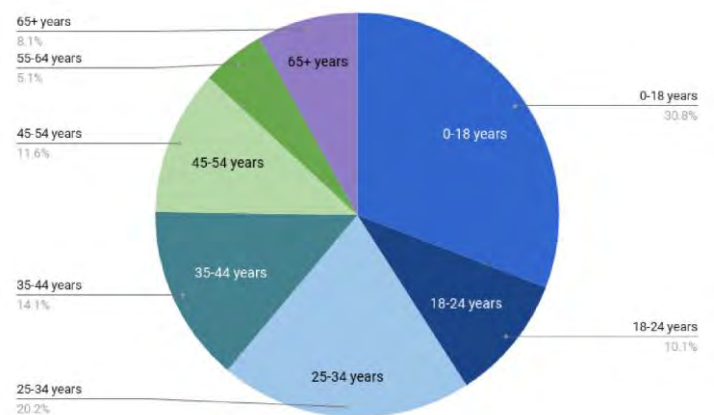
ABAG predicts 43% of East Palo Alto residents will be employed in 2040, below the projected County average of 48%. Conversely, the City is projected to see one of the largest relative increases in total jobs at 38%, compared to a County average of 26%.<sup>3</sup>

The American Community Survey 2015 estimates show the following breakdown by age, with those under the age of 24 years old making up over 40% of the population:<sup>4</sup>

### US Census Facts

	National	State	East Palo Alto
Persons/Household	2.63	2.95	4.14
High School degree (over 25 years old)	86.30%	81.50%	66.50%
Bachelor's degree or higher (over 25 years old)	29.30%	31%	16%
Foreign Born Persons	13.10%	27%	41.10%
Without Health Insurance (under 65)	10.50%	9.70%	23.70%
Persons in Poverty	13.50%	15.30%	16.60%
Language other than English spoken at home	20.90%	43.80%	72.60%
Household Income	\$55,775	\$61,489	\$53,482

### Population by Age



## Existing Library Neighborhood Context

### Neighborhoods

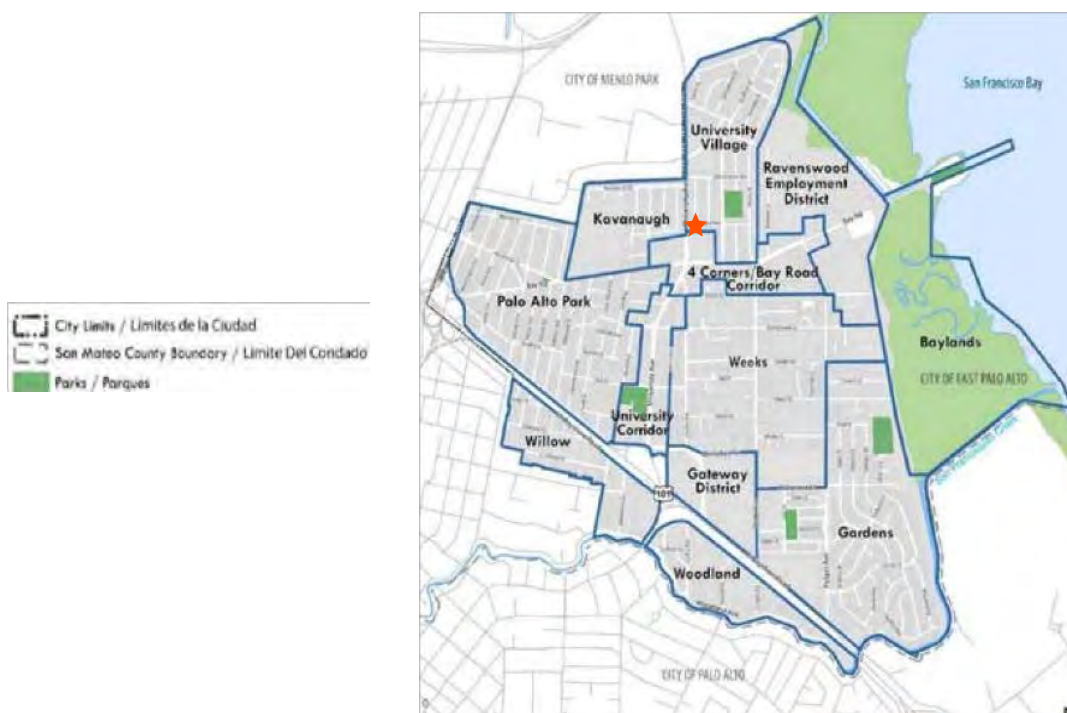
As several workshop participants noted, the East Palo Alto Library is a walking destination for many patrons – walking, cycling, riding transit, or other modes not involving a private vehicle. The economic situation of many patrons, as well as the lack of available parking, are partly factors, but in addition the library is situated near many walkable residential neighborhoods and thus encourages car-free visits. As part of the workshop feedback, we received requests to keep the Library where it is – as well as other ideas such as free bus passes for library card holders.

The intersection of University Avenue and Bay Road is a major node for public transit, with several bus lines served. University Avenue is a thoroughfare for tech-company traffic, being the first exit after the Dumbarton Bridge/CA 84 for commuters from the East Bay; but in spite of steady vehicular traffic, the sidewalks are fairly lively with pedestrians. At the opposite corner is the local post office, with fast food, groceries and restaurants nearby.

All things considered, the existing site, in the center of town in the “4 Corners” neighborhood, is a good location for a library and community center. However, the limitations of the Government Center space mean that the functionality of this library is hampered. Elaboration may be found in the “Service Limitations” section.

Neighborhood Map from East Palo Alto General Plan Update<sup>5</sup>

★Library



Google Earth aerial image

★ Library (east part of ground floor)



### East Palo Alto General Plan

In an effort to better align the City's General Plan with its long term development through the year 2035, the City of East Palo Alto underwent a revision to its 1999 General Plan, starting in 2014, to include an Environmental Impact Report addressing the changes. Among other things, the key elements of the report focus on the City's changing demographics, provisions for affordable housing, Community health, and infrastructure deficiencies.

One of the most serious challenges the City faces as it grows is availability of affordable housing. Housing in the City is currently among the San Francisco Peninsula's cheapest stocks given its proximity to Silicon Valley. However, the potential for new developments and redevelopment could likely decrease the availability of affordable housing.

Another of the biggest challenges is transportation and traffic. Being a Silicon Valley through route for Peninsula employment centers, University Avenue and the streets it feeds see heavy traffic volumes and congestion. One of the City's efforts is to increase transit access and availability that can help alleviate some of this traffic. While its transit system is extensive, service is infrequent and focuses more on through travel than the needs of its local residents.



Among alternatives explored to address future development, 5 concepts were studied (Alternative #1 - No Project, Alternative #2 - Reduced Intensity, Alternative #3 - Employment Focus, Alternative #4 - Residential Focus, Alternative #5 - Theoretical Maximum Buildout). Alternative #2 (Reduced Intensity) was determined to be the superior option despite not meeting many of the City's key objectives, like improving jobs-housing balance and reducing regional commuting. Alternate #2 – (Reduced Intensity) was developed to reduce significant project impacts on air quality, utilities, service systems and transportation and traffic while allowing for the construction of approximately 2,500 more housing units. This alternative would impose limitations on office and mixed use development through land use designation changes, height restrictions, setbacks and reduced floor area ratios. Alternative #5 (Theoretical Maximum Buildout) was considered a theoretical worst-case scenario.

This General Plan update reflects the City's intention to better serve its population as it grows. The East Palo Alto Library plays a key role in this service as a Community resource for access to technology, services and information. Any future development of the Library should strongly consider the City's key objectives of providing an affordable, safe place to live with access to jobs and transportation.



## 2

### Overview of Library Building

The East Palo Alto Library is located in a portion of the ground floor of a three-story building at 2415 University Avenue. The building's style is "brutalist": large masses of brown-painted concrete broken up by ribbon-style storefront windows. A recent addition of a large library window graphic helps to identify the space as a library; otherwise there is little indication of the functions within.

The building complex includes a parking lot with approximately 120 stalls, accessed from University Avenue and via a rear drive to Bay Street. This number of stalls would seem to offer enough parking; however, since the building is primarily a "government center" and many stalls are reserved for public agency staff, library parking can be difficult. The lot boasts recently installed photovoltaic structures shading the stalls, but little landscaping. There is no street parking allowed on busy University Avenue. The adjacent corner lot hosts a McDonalds restaurant and parking lot.

The public entrance to the building faces the parking lot and is raised up above grade, accessed by a broad set of stairs and a ramp. A bike rack accommodating about 8 bikes is set into a striped area of the parking lot adjacent to the ramp. A Bank of America ATM is installed at the landing to the right of the entrance, which is an automatic sliding door set in a tinted storefront window.

The shared lobby is largely empty, lacking an inviting atmosphere and appropriate lighting. On the right side are the city's Council Chambers, combined with a shared Community Room by means of an operable partition. On the left side of the lobby is a storefront and single storefront door that accesses the library, with a building security desk in front. The door is equipped with an electric-assisted operator, which makes opening the door easier.

University Avenue, Children's Area windows



Lobby, security desk and Library entry door



## Overview of Library Spaces

The Library was most recently remodeled in 1999. It is configured as one big room with an Information Desk near the center, and a staff area carved out of the southwest corner. Most of the shelving is 66" or 55" high, and located along perimeter walls or pushed to the outer areas; this creates an open space in the center that is fairly easy to observe, but which has acoustical and personal-space issues in that all activities take place side by side with no separation. A single plane of acoustical ceiling tiles and 2x4 downlights create a datum that is fairly high and spacious, but which show signs of wear, and which fail to define different zones of use.

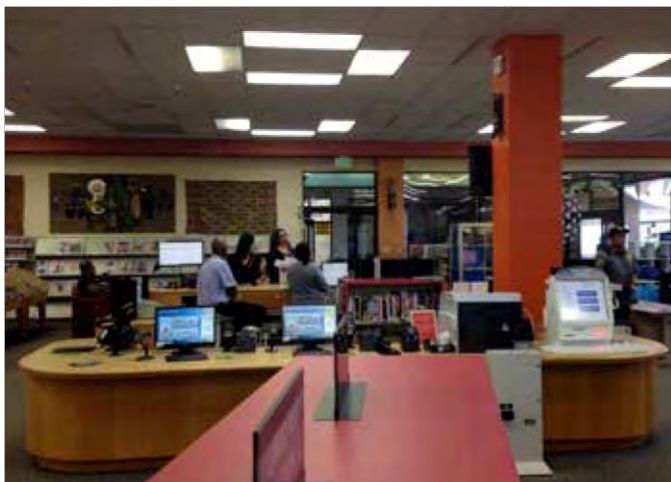
Ringed with windows, the perimeter walls allow an adequate amount of daylighting. However, since the glass has a dark gray tint, and since most of the windows have a high ribbon configuration, the room lacks a feeling of connection to the outdoors. The windows with greatest visibility look into the bare shared building lobby.

### Entrance Area

The glass library entrance door opens to a small entry area flanked by a single-corridor RFID gate, set off the entrance wall a few feet with ropes blocking any shortcuts. The left is flanked by a row of shelves approximately 55" high, containing new items and topical displays. To the right of the entry area are a few upholstered seats.

The Information Desk is centrally located a few feet in front of the entrance door. This is the one point of staff visual control for the entire space. The desk area at 197 square feet appears somewhat oversized in comparison to the rest of the facility. But its double "C" configuration also serves as a center for printing, faxing, catalog searches, self-check machines, and related electronic devices. A visual display monitor is mounted on the column, facing the entry door.

Information desk and entrance door



High ribbon windows and acoustical ceiling



## Materials Processing

Materials processing takes place to the right of the entrance, approximately 30 feet from the entry door, with a single book-return slot in the partition wall that is colorfully marked in an attempt to make its location obvious. There is a book drop receptacle at the main entrance door that the staff maintains daily; the building does not currently have an exterior book drop slot directed to the return area. This is not an ideal configuration, and causes extra hardship on the staff. A Dutch door allows staff in the workroom with some visual connection to the main library space.

The Book Returns room and Staff Workroom share a space of approximately 709 square feet. This room is crowded with materials, carts, shelves, and nine shallow workstations in linear-style, about six feet long each. A small check-in station is adjacent to the book drop. There is also a delivery door from a back-of-house corridor, further breaking up one of the staff room walls. The room has quite a high ceiling in proportion to its size, since it was partitioned off from the main library space. There appears to be not quite enough headroom to create a mezzanine, which would have added valuable floor space.

The crowded conditions are exacerbated by the fact that staff must maintain a clear path leading to the back of the space, where a break room, manager's office, telecom closet, short hallway and small toilet room are located - totaling about 362 square feet. The toilet room contains a toilet and sink, and does not meet ADA compliance.

Compared to the workroom, the manager's office and break room are relatively spacious; they house overflow materials as well, but in general are not as heavily utilized as the workroom. The break room contains light-colored wood casework with a sink, microwave and refrigerator built in. Additionally a substantial amount of telecommunications wiring is located in the breakroom. Along the exterior wall, sitting in front of storefront windows, are located a second refrigerator, staff lockers, and boxes of materials. This looks unsightly from the exterior, and blocks light and views.

Book drop and staff workroom door



Staff workroom



## Restrooms and Amenities

Aside from the non-ADA-compliant single occupant toilet room in the staff area, there are no restrooms within the Library space. Patrons must exit the library and use the common building restrooms accessed from the shared lobby, located behind the elevator/stair core, with Men's and Women's rooms located down dim hallways to either side.

These restrooms are poorly lit and outdated. Each contains one ADA-sized stall and two additional fixtures, along with a counter with two lavatories. There is no baby changing table in the restrooms.

There is no food service in the building or vending machines. Community-oriented programming has included summer camps and other events at which meals are served: currently, food is set up and warmed in the staff break room, then moved through the staff workroom and through the library proper.

## Shared Community Room

Opposite the shared lobby is a Community Room of about 1,457 square feet. This room connects to the Council Chambers by an operable partition, and is frequently booked by government or other activities, but it serves an essential function to the Library as a space for programs and after-school tutoring. The room contains no kitchen equipment; two closets with accordion-style plastic doors store tables, chairs and teaching materials. The ceiling is older-generation suspended acoustical ceiling tiles and 2x4 ceiling downlights, while the floor is aged vinyl composition tiles. There is one wall-mounted electric projection screen.

Women's restroom



Community Room



## Shelving and Collections

In the main collections area, most of the shelving is pushed to the perimeter.

**Singlesided, 66"**-high shelving that houses Spanish and nonfiction items line the north wall, with the balance of the nonfiction collection in **double-sided 66"** stacks totaling 96 linear feet that splay on a diagonal at the northeast corner of the room. The adult and young **adult fiction books occupy four more rows of 66"**-high stacks totaling 96 linear feet, arrayed on a different diagonal near the east wall. These arrangements are meant to allow better lines of sight from the information desk, but the geometry creates an inefficient layout. Due to the size of the library and competing needs, there are relatively few shelves in this facility. End panels are trapezoidal in shape and made of colored plastic laminate slatwall, which offers some display opportunities.

Periodicals, CDs, DVDs and other non-book items are located near the entrance, to the right of the soft seating and within line of sight of the information desk. The shelving is a **mix of 66"**-high units lining the walls, three double-sided units near the staff workroom door, and low pods of curved media trays in the middle of the area. This area is the most well-defined zone in the room and, combined with the few pieces of comfortable seating, provides a sort of protected eddy within the space.

## Art and Color

There are changing displays of artwork, artifacts and seasonal items on the walls, particularly near the entrance and media area, which seem to reflect this diverse community. Colorful flags, banners and crafts are draped from the ceiling. Combined with color on some of the painted wall surfaces, this art goes a long way towards personalizing the room.

Media collection area



Colorful banners and wall decorations



### Quest Tutoring Area and other Seating

At the front, northwest corner of the main room, the entire quadrant is dedicated to tables and seating to accommodate the Quest program and other group-tutoring programs. A variety of computer stations, desks, study tables and carrels fill the area. The seats are always filled by students during tutoring and camp sessions - and serve as a de facto Teen Area after school.

Since there is very little seating elsewhere in the facility, adults using the library during these time periods have little choice but to sit amid the student activity, if a seat can be found. In the feedback from public meeting participants and "dream board" posts, this lack of seating space and need for separation from teens was one of the most frequent requests. There are no built elements or special acoustical treatments to separate this zone from the rest of the large room, aside from the carpeted floor and flat, dated acoustical ceiling. Any noise generated in this zone is experienced by the entire facility.

Quest Homework Center



Children's Area



### Children's Area

The Children's collection is part of the single main library room, sharing the south wall with the staff areas. There is no separation or demarcation of the area in terms of built elements or acoustical treatment. Young Adult books are collected in a series of 66" high stacks arrayed at an angle in the zone between the main area and the Children's Area, and this forms a bit of a buffer. Otherwise there are about 15 double-sided stacks at 45" high serving the Children's Area. In the center are tables and chairs that are moved to accommodate storytime sessions.

There are three Early Learning computers and several toddler activity stations among the stacks, which like the others are oyster-colored cantilevered shelves with plastic laminate slatwall in primary colors.

As in the main collections area, most of the Children's shelving is about 55" high and arrayed against the three bounding walls, with a gap for a door accessing the Manager's office. The wall shelving partially blocks the storefront windows, but since the glass is darkly tinted as well as mirrored, the shelving backs are not easily visible from the exterior through the glass. The Library has also recently installed a window graphic of their "Burst of Knowledge" logo on a blue field, and this completely fills two of the window bays in the children's area.

### Computers and Technology

The East Palo Alto Library still has a very high demand for desktop computers. This is partially related to the income challenges of many residents who don't own their own devices: as one workshop participant wrote, "We definitely need desktops still, to focus on work comfortably." Usage is consistently high and the available computer seats are often filled. In spite of good WiFi coverage, patrons also request wired Internet connections for higher speeds and greater reliability.

Most of the desktop computers in the facility are lined up along the east wall, totaling about 180 square feet. There are also four desktops arranged around a furred column behind the information desk. There is fairly good line-of-sight visibility from the desk to most of the machines.

A Digital Display Monitor has recently supplanted the dozens of fliers and cards that formerly crowded the information area - many messages are now displayed on the monitor, although there are still printed posters and flyers throughout. A set of vending machines has the capacity to dispense 12 tablet devices and 18 laptops. At the center of the floor near the Information Desk is a small Maker area with a 3D printer, which can be reserved in 2-hour time slots between 10:00 am and 6:00 pm.

Laptop/tablet dispensers and desktop computers



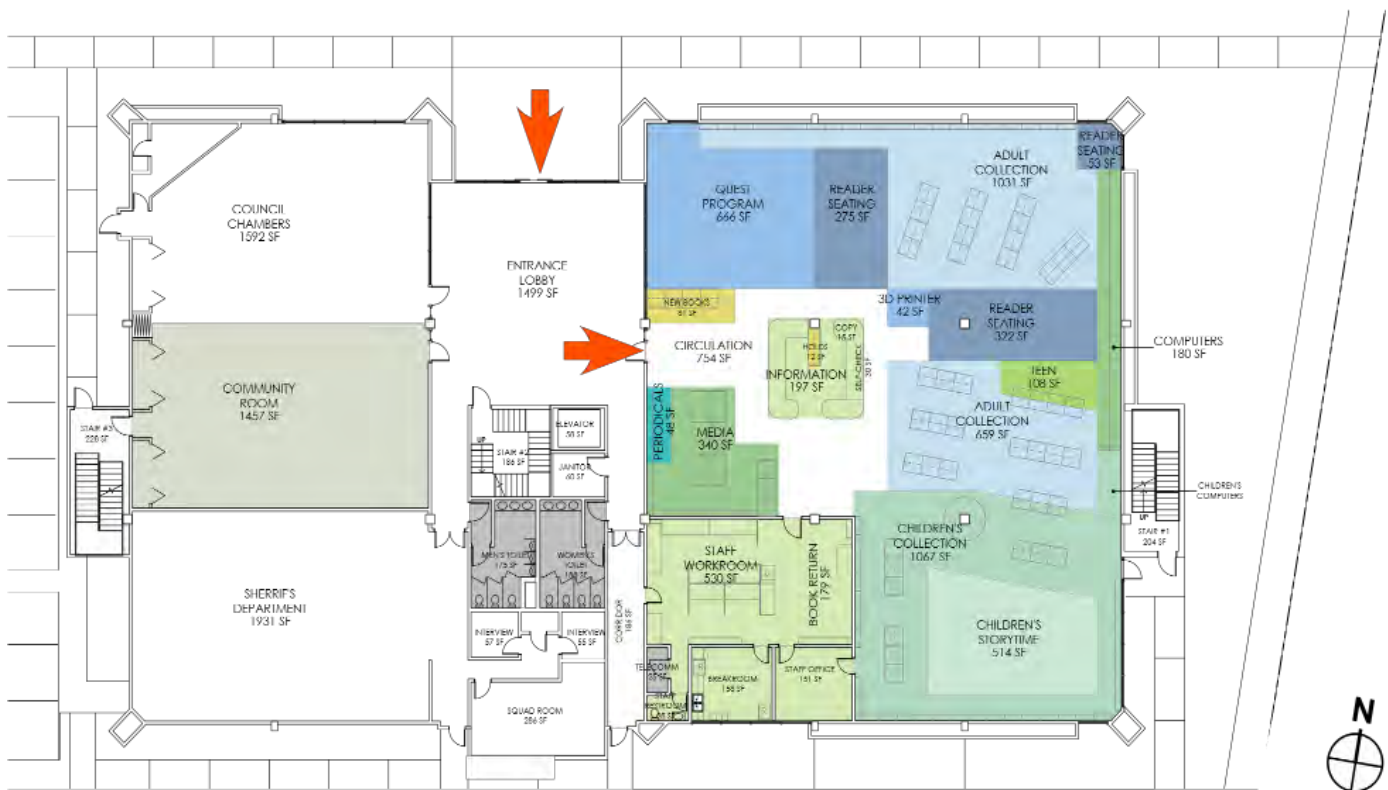
3D printer



## Existing Library Program Area Breakdown

LIBRARY COMPONENT	AREA		
3D PRINTER	42 SF		
ADULT COLLECTION	1,690 SF		
BOOK RETURN	179 SF		
BREAKROOM	158 SF		
CHILDREN'S COLLECTION	1,067 SF		
CHILDREN'S COMPUTERS	41 SF		
CHILDREN'S STORYTIME	514 SF		
CIRCULATION	754 SF		
COMPUTERS	180 SF		
COPY	15 SF		
HOLDS	12 SF		
INFORMATION	197 SF		
MEDIA	340 SF		
NEW BOOKS	81 SF		
PERIODICALS	48 SF		
QUEST PROGRAM	666 SF		
READER SEATING	651 SF		
SELF-CHECK	30 SF		
STAFF OFFICE	151 SF	SHARED COMPONENTS	
STAFF RESTROOM	28 SF	COMMUNITY ROOM	1,457 SF
STAFF WORKROOM	530 SF	MEN'S RESTROOM	175 SF
TEEN	108 SF	WOMEN'S RESTROOM	188 SF
	7,482 SF	LITERACY SPACE - (LEVEL 2)	675 SF
UNASSIGNED	198 SF	LOUNGE (LEVEL 2)	617 SF
LIBRARY AREA TOTAL	7,680 SF	SHARED AREA TOTAL	3,112 SF

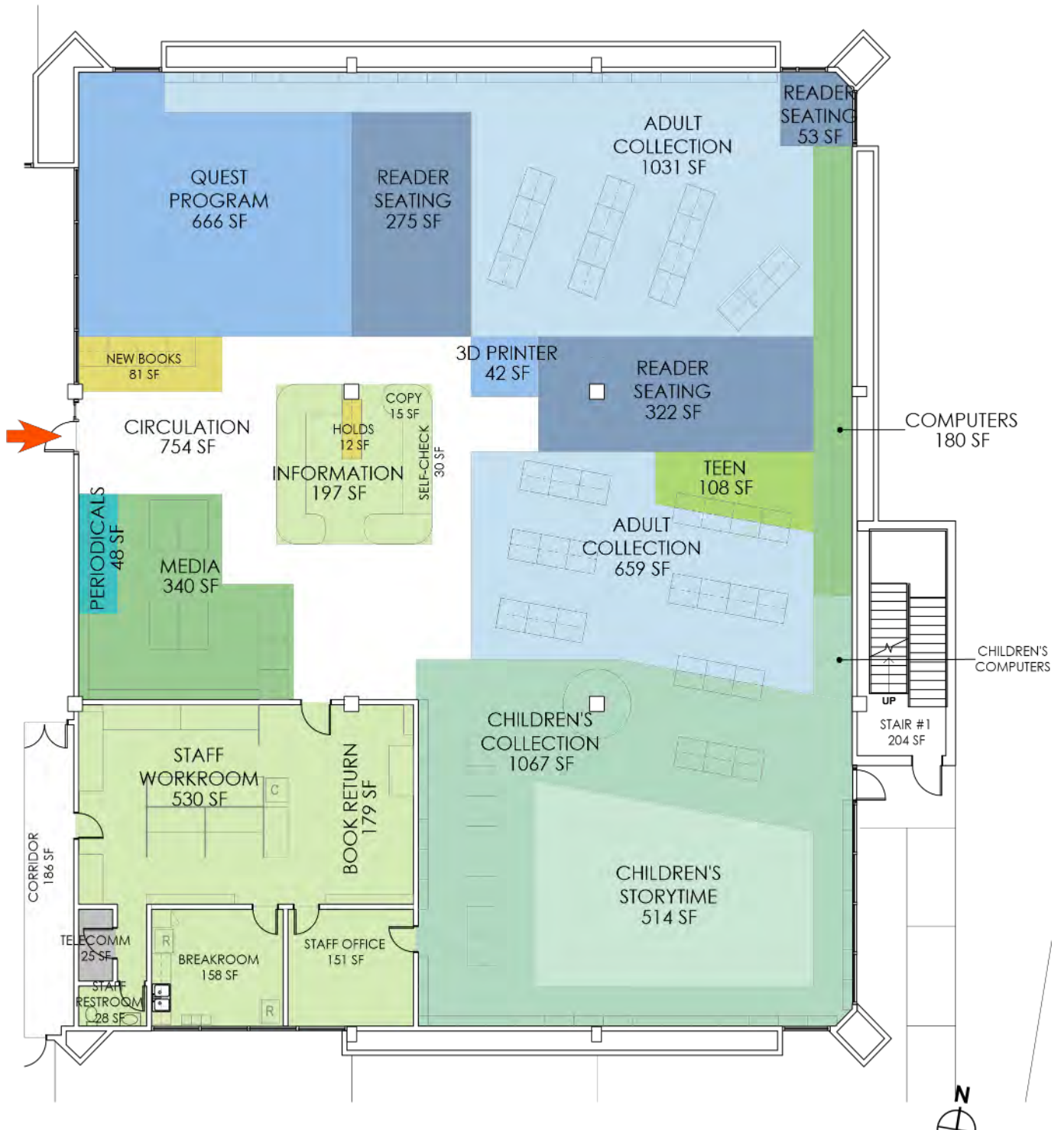
Existing Government Center Plan - Level 1



Existing Government Center Plan - Level 2



## Existing Library Enlarged Plan – Level 1



## Current Collections Overview

### Existing Collections

East Palo Alto Library's collections currently comprise approximately 39,650 total volumes. Material collections are broken down by categories listed below. It should be noted that San Mateo County Libraries has adopted a shared model of library collections, which means that daily deliver service enables East Palo Alto Library users access to more than 600,000 items located throughout the system.

#### Adult Print:

- Fiction: 1,300
- Nonfiction: 3,000
- New Print: 500
- Paperbacks: 900
- Spanish: 2,000
- Magazines: 900
- Graphic Novels: 500
- Teen/Young Adult: 700

#### Adult Media:

- DVD: 3,500
- Music: 1,500
- Audiobooks: 400

#### Children's Print:

- Fiction: 12,000
- Nonfiction: 3,000
- Graphic Novels: 500
- Magazines: 200

#### Children's Media:

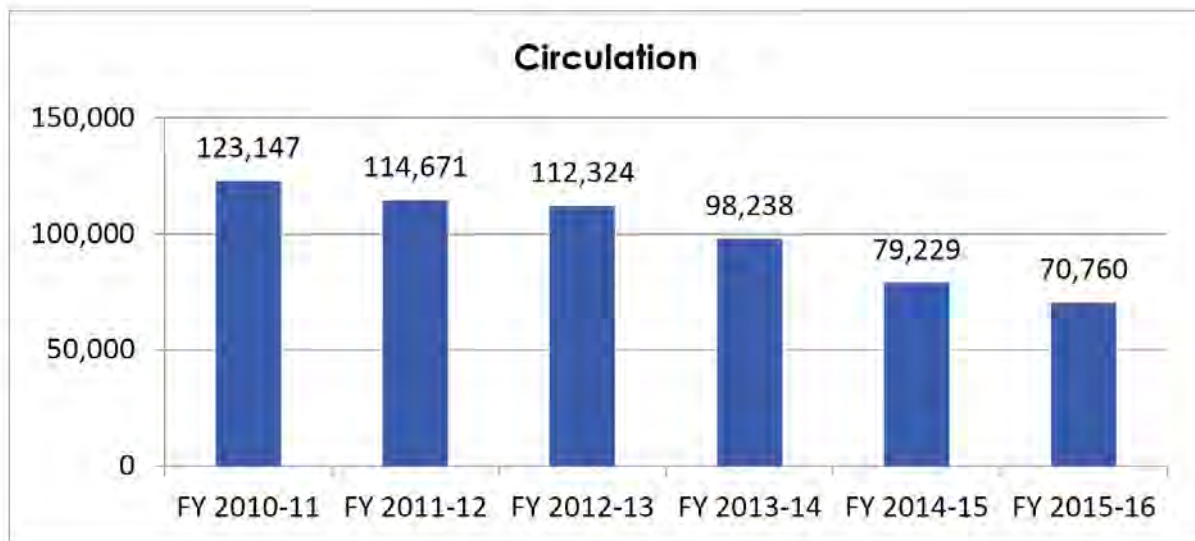
- DVD: 1,200
- Music: 400
- Audiobooks: 150

#### Spanish:

- Adult: 3,500
- Children's: 3,500

### Circulation

The Library's circulation for FY 2015-16 was 70,760 items; population served was 29,413, resulting in a per capita ratio of 2.69 volumes per person. Library circulation is trending down as use of online resources and computers has grown. Earlier Library circulation and per capita data are as follows:



## Current Services Overview

There are several programs particular to the East Palo Alto location which enrich and broaden many opportunities for the community.

### Adult Literacy – SMCL Reads Program

The East Palo Alto Library offers a literacy program to all English-speaking adults who have a desire to learn to read and write better. The program aims to bring adult learners to a functional reading level (or to the level they need and desire for their daily living) and then to refer them to other educational resources in the community. The program is free and consists of one-on-one tutoring and/or small groups.

### Family Engagement Programs

The vision for Toyota Family Learning in the City of East Palo Alto is to build the capacity of families living in underserved areas with an integrated focus on deepening the strengths of families and the power they can bring to their communities. East Palo Alto families who participate in this program learn from each other while engaging in enriching community service projects. Adults and children – many of them first-generation Americans—plan and lead a service project for their community.

### Quest Learning Center

The East Palo Alto Library Quest Learning Center is a free service of the San Mateo County Libraries for youth in 3rd – 12th grades. **The Quest mission is to improve students' literacy skills to help them become part of a literate, confident, and creative community of life-long learners.** The program offers literacy enrichment, homework help, and mentoring in a safe after-school environment with student-to-tutor ratios of 5:1 or better.

### Summer Learning Challenge

Tackling the “summer slide” that comes from a decline in active learning is integral to read proficiently. In San Mateo County, 42% of third graders overall (and 60% of Latino children) cannot read at grade level. The popular Summer Learning Challenge program and Summer Learning Camps offer a fun opportunity for kids to keep discovering and growing even when school is out.

### Summer Learning Camps and Lunch Program

The Library’s Summer Learning Camps increase access to high-quality learning experiences and advance literacy by engaging youth and families in reading and enrichment activities. In 2016 the camp was held at the Library and a free lunch program accompanied it. Meals were served during lunch five days per week for six to eight weeks during the summer break. The Library successfully obtained funding to extend this program to adult participants as well. This approach results in not only addressing food insecurity but in bonding families and communities.

### Talk Read Sing

San Mateo County Libraries partnered with the LENA Research Foundation to provide the Talk Read Sing program in East Palo Alto. Originally used by early child development researchers, LENA’s innovative “talk pedometer” technology helps Talk Read Sing families track progress on their personal goals around ensuring a language rich environment for their young children. Talk Read Sing participants use “talk pedometers” to track the number of adult words spoken, conversational turns taken, and electronic noise in the home. The data collected drives the families’ personal goals throughout the program. Results for the families in the first two cohorts of Talk Read Sing were significant, with 74 percent of families showing gains in adult words spoken to the child, and 60 percent of families showing gains in conversational turns.

### Veterans Connect

The Veterans Resource Center (VRC) established in the East Palo Alto location is staffed by trained volunteers who provide information about veteran benefits, resources, and local services. Veterans and family members can learn about state and federal education, employment, housing, health, disability, and other benefits. The VRC features a circulating book collection, up-to-date information from service providers, and access to Internet-connected computers.

Summer Meals Program



Children’s Program



## SERVICE LIMITATIONS 3



## Physical Constraints on Library Needs

The East Palo Alto Library provides a valuable community resource in a convenient location. The facility's available space and layout, however, place ongoing constraints on library services and operations.

### Size

At 7,680 square feet, the existing tenant space occupied by the East Palo Alto Library is too small to effectively accommodate its very specific services. This facility serves as a de facto Community Center for its patrons, with many programs that go beyond typical library uses: a very active Quest tutoring program, summer camps, meals, language classes, and other community services. At the same time, this is the only library serving the city. Yet the space in which all these varied programs take place is non-specific and limited.

The 1,457 square foot Community Center, which is located across the lobby, does serve a valuable function as a tutoring room and overflow space for Library functions. But as a City facility, **it is not dedicated to the Library's use, and is often needed for other functions.** The Community Center room is also connected to the City's Council Chambers via an operable partition, so is often engaged for larger city meetings. The room itself has no water nor kitchen equipment – amenities that would be very useful for **many of the Library's programs, especially summer camps and community dinners.** Since its storage capacity is limited beyond tables and chairs, the Quest program or other tutoring groups cannot really make use of this room as a “home base” for their efforts.

The Needs Assessment team looked at the possibility of creating a mezzanine within the room that could relieve some of the space pressure, and potentially allow for quieter uses. While the ceiling and structure above are fairly high, they are not quite high enough for a mezzanine structure that meets code clearances.

### Noise Mitigation

The most evident need for the Library is more space to accommodate acoustical separation between age groups and uses. Given the current configuration – a single room with no partitions or ceiling differentiation – **noise from the tutoring and children's areas pervades the entire space, and is a major source of complaints.** It would be **possible to enclose the existing Quest and Children's areas to mitigate sound** transmission, using as much glass as possible to preserve some daylighting and line-of-sight observation. However, given existing exit locations, such enclosures would present challenges from an exiting point of view. They would also limit the flexibility of this rather small facility.

Another way to address the issues of noise and distraction would be to enclose a “quiet room” or “work zone” that would include various types of reader seating and desktop computers. This idea takes the attitude that the majority of the facility is lively and active, except for this designated quiet area. Again, due to the small size of the library, the partitions and access requirements for such a room would reduce occupiable square footage and would also limit flexibility and line-of-sight monitoring.

## Meeting and Study Rooms

There are currently no meeting rooms of any size in the library. Most group functions, both formal and informal, take place at the Quest tables or in the adjacent reading area, basically in the center of the room. While the flexibility of this area means that it can accommodate small groups or large crowds, the space is not designed specifically for meeting functions. Group discussions can be heard throughout the library, and there is no useful meeting technology available such as projectors, screens, monitors, phones, or computers.

Many of the community's "dream library" requests were for enclosed meeting rooms of various sizes. The most needed room types for this specific facility are:

- 1-2 person Focus Rooms – Can be partially open for ease of access, but if acoustically separate, they could be used for private tutoring or counseling, streaming college courses, teleconferencing, quiet study
- 4-6 person Study Rooms – Student projects, small meetings, Project Second Chance and other tutoring
- 10-12 person Group Study Rooms – Classes, meetings, craft/maker sessions

It is possible to provide a few meeting areas within the current facility. The suggested location would be to line a few rooms or areas along the north wall, near the Quest tables. This would require reconfiguration of most of the nonfiction shelving, since they are single-sided and line this wall. These meeting zones should either be open or fronted with transparent glass, to ensure that staff could monitor them easily.

The drawback of building meeting rooms within the existing room is similar to those presented by enclosure of a Quiet Room: they would take up floor area in this facility where reader seating is already insufficient to handle the surge crowds of students.

## Teen Areas

The current library does not have a dedicated Teen area per se. The Young Adult collections are located in stacks near the center of the east wall, near the Children's area. However, most of the teen activity takes place in the Quest tutoring area and at the computers. As mentioned previously, this library would benefit greatly from an enclosed or acoustically buffered Teen area. This zone should be in direct view of the Information Desk, either directly or through glass. Computers and a variety of seating options would make for an effective place for young people to gather. Access to group study rooms would also go a long way towards minimizing noise and maximizing user-friendliness.

## Children's Areas

East Palo Alto Library has a Children's area totaling about 1,622 square feet, with stacks, tables, wall shelves, and a storytime area at its center that can accommodate about 35 children at maximum. The space is tight, with no room for stroller parking or overflow crowds. Staff has done an admirable job with cheerful decorations and a few interactive play pieces for toddlers. But other than a few tables, there is not enough room for the kinds of amenities seen at many neighboring children's libraries, such as portals, toys and other play elements, maker areas for crafts, or a dedicated storytime room.

## Staff Areas

Staff space in the existing building is unevenly functional. The Information Desk, with dual long curved counters, takes up 197 square feet and is larger than needed for information services. But the rear desk has been given over to check in machines, printing stations, a copy/fax machine, and other devices for public use, and this central area works fairly well.

The staff open-office area is very crowded with books, carts and workstations, yet it also must maintain a circuitous path so that staff can reach the restroom, kitchen and offices in the rear. This room is effectively also the book return room, with a small check-in station along the wall. There is no through-wall book drop from the exterior: staff empties the freestanding drop located outside near the building entrance, bringing materials inside on a cart through the lobby and single entrance door. The office and book return areas would greatly benefit from more space and a layout with more wall space and less through-circulation. Dedicated storage areas are also key to better functionality of the staff area.

Staff meetings could take place in the break room if it were large enough; either a larger break room or dedicated staff meeting room would allow for smoother operations, but neither of those are options in the current facility due to lack of space. The staff restroom also is too small and does not meet ADA compliance.

## Seating

As touched upon previously, this facility suffers from lack of comfortable seating options during surge use periods. The collection of tables and carrels near the Quest area are utilitarian. There are only 6 upholstered seats in the room. Patrons want more seating, offering a variety of options, but there is currently no space for additional chairs, armchairs nor tables.

## Public Computers, Internet and Technology

The Library has a fairly high number of desktop computers in proportion to its size, as well as the option to check out laptops and tablets. Internet connectivity is readily available via WiFi. Yet more computers and related technology were high on the list of recent patron requests. There were also many requests for gaming areas, and since the 3D printer had proved popular, there are other maker-type machines that could augment the opportunities for the young makers in this community. Again, the limitation to providing any additional hardware is space.

## Restrooms

The shared restrooms in the building lobby are often in disrepair, and lack family-friendly amenities such as a baby-changing station. Especially given the youthfulness of EPA's population, it is not ideal to have to exit the library to use the restroom, especially for parents with young children. Patrons with mobility issues or who require assisted use are inconvenienced as well. Any expansion or renovation should include safe, clean restrooms within the library, dedicated to patron use.

### Daylighting and Connection to Outdoors

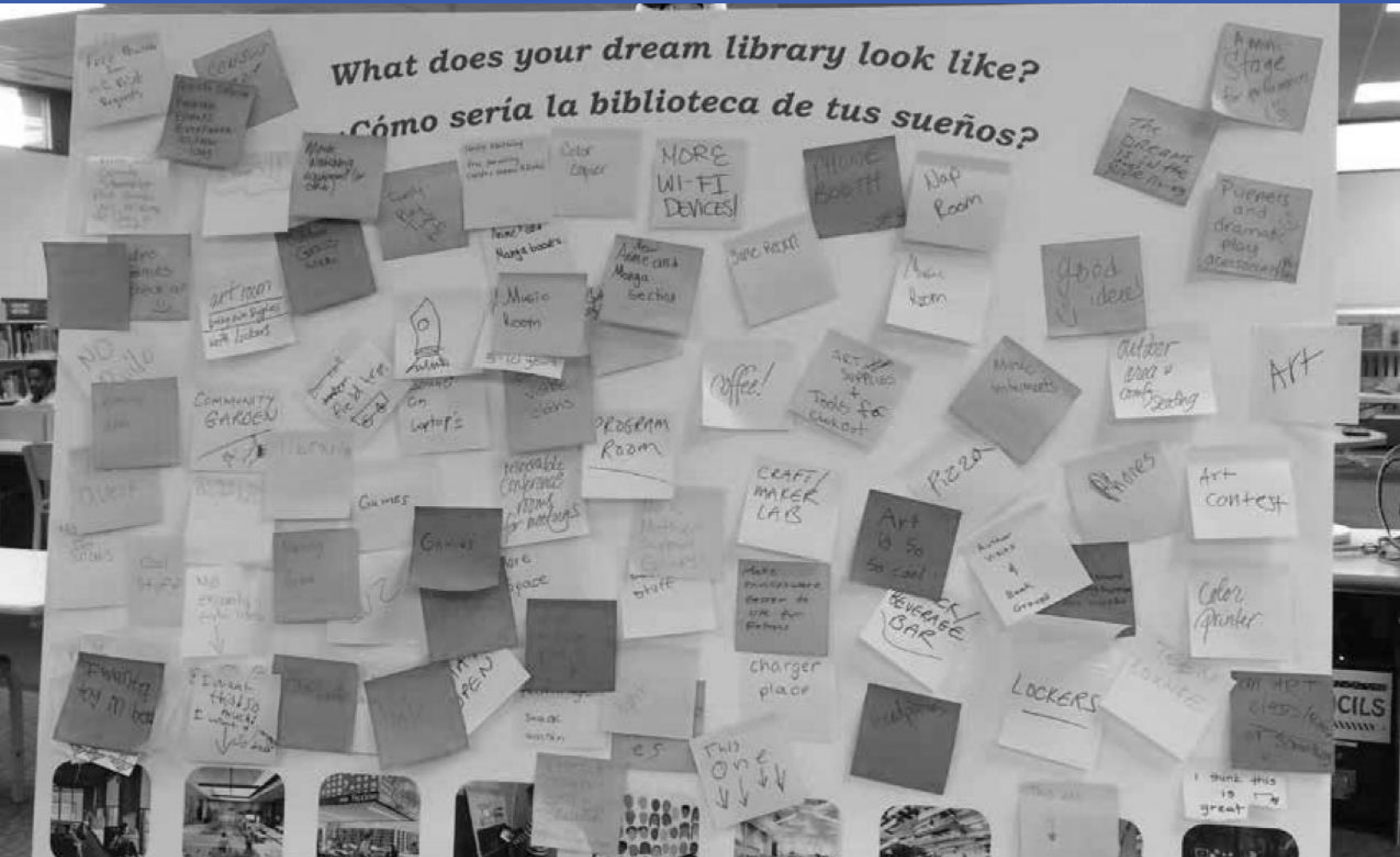
A considerable number of patrons requested that their library offer a connection to nature in some way. Many people asked for more light and views, not surprising given that the existing windows are darkly tinted and mostly situated high on the wall. Other requests went further, with suggestions for patios, courtyards or even a community garden.

It would be possible to create a secure outdoor room or garden at the Government Center, if the Library obtained permission to take over some of the planting area along University Avenue. If fenced and provided with proper exiting, an area of perhaps 200-400 square feet could be dedicated for Library use. However, the location is not ideal: this is a busy and noisy thoroughfare, not very friendly for young children in its proximity to the road and sidewalk, and potentially susceptible to vandalism and trespassing.

### Community Outreach



## COMMUNITY ENGAGEMENT 4



## Community Engagement

Multiple methods of outreach were utilized to gather community insight and priorities for library services. These included an online community survey, key informant interviews, focus groups targeting Children, Youth and Teens and two “Dream Library” workshops for adults.

### “Dream Library” Public Workshops

As part of this Needs Assessment effort, two public meetings on the evenings of October 11 and November 2, 2016, were held. Catered dinner and child care were provided, and the meetings were well-attended with more than 100 patrons each. The Needs Assessment team encouraged attendees to dream big about the specific needs and wants for their particular community. Images of many different types of library amenities were shown as examples – from two-person tutoring rooms to teen gaming rooms, cafés to community gardens.

A translator was on hand for both meetings, communicating with Spanish-speaking attendees via headsets. Many of these people were students of English classes offered at the library. There were many astute questions asked regarding funding, possible relocation, and expansion of hours and services: the Needs Assessment team encouraged the community to set practical concerns aside for a moment and to consider this a brainstorming session for anything and everything they would wish to have in their Library.

Recurrent discussion topics included the need for more seating, more personal space, and a quiet place to work and study. More desktop computers and other tech devices **were also frequent requests. Improvements to the Children's Library area were often** discussed, including more space, infrastructure, play opportunities, and event programming.

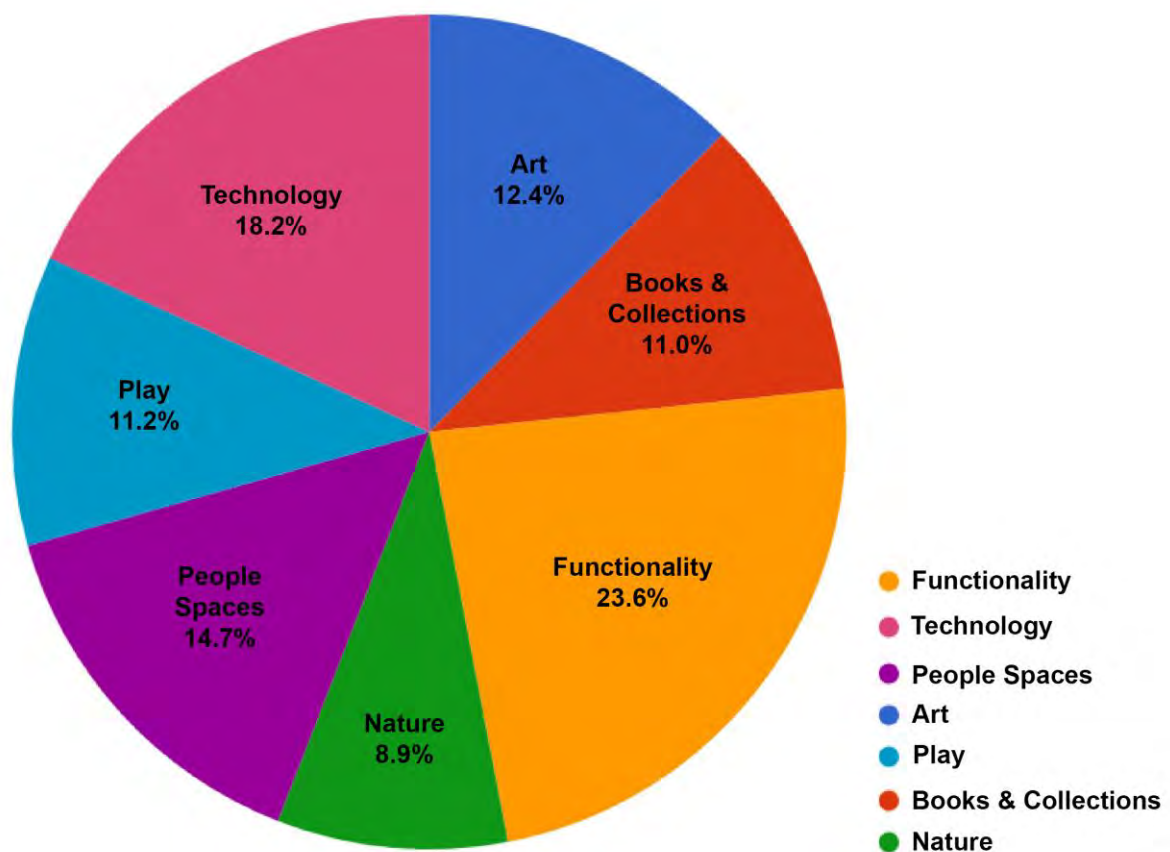
Many of the patrons were familiar with Mitchell Park and Rinconada Libraries, which are part of the Palo Alto City Library system and are quite close by to East Palo Alto. These facilities are new and offer outstanding amenities such as outdoor reading rooms, study rooms, cafés, **and separate children's areas; these were repeatedly used as a basis of** comparison while discussing the possibilities for a new EPA Library. The Mitchell Park Library has been included for Peer Library analysis, along with several other libraries.

## Patron Requests Summary

### Community Input

During both public meetings, the participants were encouraged to ask questions and make suggestions for possible future library amenities. Sticky notes and pens were readily available for notes and ideas, and patrons made good use of them by jotting down their requests and mounting them to boards. Additionally, to ensure that persons who were not able to attend meetings could contribute their ideas, an online community survey was sent out to all East Palo Alto card holders and a “Dream Board” was mounted next to the Library Service Desk for several weeks, collecting layers of sticky note requests. The survey asked what was important in life, where the respondents see themselves 10 years from now, what physical space(s) they would like to see in the East Palo Alto Library and what services/programs are important to the respondent now or in the future. All these notes were transcribed and combined with the requests received from children, teens and the Quest students. In the analysis of more than 500 recent patron requests, a set of broad categories and subcategories emerged:

Patron Requests by Category





Child's dream library model



## Patron Requests Analysis

### Art (12.4%)

The importance of art in all its forms was reflected in community wish lists. Some requested a gallery area for rotating and local art display, as well as ideas for local artists and speakers to present their work.

Children's art opportunities were especially well represented by requests for spaces where children could explore art, crafts, music, theatre, dance and other creative endeavors. Parents would like access to rooms where kids can make messy art, such as **cooking facilities**. An image of an "Idea Room" lined with floor-to-ceiling chalkboards sparked interest and enthusiasm for similar freewheeling opportunities. Some teens liked the idea of a room where they could spray paint and make murals.

Wishes for guitars, drums, keyboards, an LP record collection, recording equipment and soundproof recording rooms reflected an interest in the making of music. More than just facility decoration in the public-art mode, people were interested in making their own art by way of tools and spaces offered at the Library.

### Books and Collections (18.2%)

Many requests for "more books" came from the youth and child contingent; adults had specific requests such as the reestablishment of a local Ravenswood/East Palo Alto history archive, and more materials reflecting the Latino cultural experience. Patrons would like to see more Spanish materials, as well as language instruction materials and books in other languages.

Non-print loan items were also requested, such as tools, musical instruments, sewing machines, art supplies, laptop computers, cameras, gardening implements and seeds. Some of the requests were for collection items that have become disused in other communities but are still the tools of choice for many people without tech devices: for example, hardcopies of reference materials, and telephone directories.

### Functionality: Quiet, Space/Facility, and Work/Study (23.6%)

These three request categories are related due to the shortcomings of the Library's location in the Government Center building. This particular facility is too small for its user base, and suffers from its configuration: one room, with an undifferentiated flat ceiling plane and no opportunity to modulate the activity of different groups within the space.

Quiet - Because of the heavy and often noisy use by young people – especially during afterschool tutoring hours – the rest of the room is too loud for focused work or study. The patron requests reflected this complaint: many people complained directly about the noise, and many others indirectly, by requesting separate spaces for teens and children, or separate quiet rooms for working.

In some facilities, shelving stacks are grouped in banks – so that seating and computer opportunities are distributed throughout the facility in a way that offers more privacy and quiet. The EPA layout, with shelves lining the perimeter walls and pushed to the

edges, is optimized for line-of sight monitoring and for maximizing the number of study tables in the Quest area. As a result, there are few opportunities to get away from the crowd at the center. The available square footage is too small to comfortably accommodate surges of library users.

**Space/Facility** - The most common refrain in both languages was **"Space!"** More space, flexible space, mas grande, a bigger library... these words show up again and again on the patrons' wish lists. Many specifically noted the need for individual areas, privacy and separation. This category also includes commentary on other physical shortcomings of this building, such as the lack of restrooms, the need for a safe and separate children's play space, and the need for a bigger and more functional staff area.

**Work/Study** - Items in the Work & Study category include specific kinds of spaces that facilitate effective work and concentration. There are no enclosed study rooms or conference rooms in the current facility, and this situation exacerbates the above problem. Nor are there any designated quiet zones, and given the room configuration, it would be impossible for staff to enforce such a zone at any rate. The requests for **"silent rooms"** describe what is sorely needed here, especially study rooms of all sizes: enclosed rooms would offer a quiet place to work, or could isolate noisy groups within. Huddle rooms for one or two persons would allow phone calls, class streaming or private tutoring. Small group study rooms would acoustically isolate discussions from the rest of the facility. Larger meeting or class rooms could accommodate classes or storytimes. Large multipurpose rooms would provide a meeting venue for community groups such as veterans, book clubs, and volunteers.

There are other specific items that patrons would appreciate in order to work and study effectively at the library: visible clocks, day lockers, a phone booth, more copy and fax machines, office supplies, white boards, bulletin boards, and more desks and work tables.

#### Nature (8.9%)

The need for a better connection to nature and the outdoors was represented by a surprising number of requests. People asked for outdoor patios **"like at Rinconada"**, a Palo Alto City Library with beautiful mature landscaping in two serene enclosed patios. They also asked for humbler elements, such as seats close to windows, or a courtyard where kids might safely work off their energy. Daylight and plants were specifically requested. Access to sunlight and the natural world has been proven to improve concentration and well-being, and this was borne out by meeting discussion and sticky-note requests for more of it.

To incorporate nature to an even greater extent, several people wished for a community garden as part of their Library facility, where they could grow their own food and even learn to cook it at classes that could be offered in a Library kitchen. The Teens reflected an interest in this idea that nearly rivaled their requests for PlayStations and Minecraft gaming rooms.

### People Spaces: Connect and Relax (14.7%)

These two categories are related in that they represent the EPA Library as both a living room and a sort of town center for the community - so much more than a place to check out books.

**Connect** - In the Connect category, the team has grouped requests for a place that accommodates community activities: open-mic nights, holiday festivals, public debates, author visits, book groups and the like. This is interesting because the Government Center does currently have a Community Room across the lobby from the Library; but since it seems to lack an operations structure and instead is so frequently used by Library Quest and other programs, the library services are now its principal community connection.

**Relax** - The Relax category might have been labeled "Eat", since many notes specifically mentioned food and drink. But the people seem to want broader opportunities to buy snacks, a meal, a cup of coffee – even though there is a fast-food restaurant on the adjacent corner. Aside from food, the allure of "cozy" and "comfortable" seating, eating and napping areas, and a place to talk on the phone were all requested. The bookstore-style café that so many new libraries have incorporated would be very welcomed in a new facility.

### Play (11.2%)

The importance of play was revealed in many requests from adults and young people alike: in keeping with the perception that the Library is essentially a community center, participants want opportunities for play at their library. Parents and younger children asked for toys, monkey bars and climbing elements, puppets and dramatic play accessories and a small stage – even the option to bring pets. There are a few interactive play panels in the children's area that are meant to be changed out periodically. Unlike many other recent facilities, there are no other playful elements aimed at young children such as portals, tunnels, climbing or stacking elements. Older children offered many requests for computer-related play, such as gaming rooms for online multiplayer games such as Minecraft. They also asked for other electronic devices such as Wii, Xbox and Playstation. "Games" and "toys" of any kind appeared frequently, along with the opportunity to get "cool stuff" at a store. As several put it, kids at the library want to "have fun!"

### Technology (18.2%)

Technology of all types was the biggest single wish category. Requests included more computers, wired Internet connections, free printing availability, classes, game devices, computer game servers, and laptops that would be available for checkout. The majority of Quest and teen requests included technology in some way – reflecting both the obsessions of the newest generation, and the inevitable immersion in Silicon Valley tech as it surrounds East Palo Alto.

Interestingly, there were no specific requests for Maker-type equipment to augment the 3D printer already available at the Library. The focus among adults and youth alike was on providing more desktop computers. This is likely directly related to the economic

situation of a community who generally lack the disposable income to buy their own hardware, and who depend on the library for computers essential to modern work, study and play.

#### In Addition: Services and Location Requests

A number of recent patron requests involved services that are largely outside the scope of an architectural assessment. These have been omitted from the categories above to maintain clarity in regards to architectural and space-planning issues. However, they reveal what kind of services are important to this particular community and therefore what kind of spaces might be wanted to accommodate them. These include:

extended hours or even 24/7 operation; programs and activities for children of different age groups; elder services; cooking classes; Spanish classes; financial aid for college prep; study abroad or foreign exchange programs; financial literacy courses; satellite lecture streaming; life skills classes; computer programming classes; field trips; family counseling; and parenting classes.

**Public feedback opportunities also resulted in some direct requests to “keep the Library where it is”.** These were from patrons who live close to the Government Center and who rely on walking to get to the library. Other related requests were for free bus transportation to and from the Library, and sheltered bike parking and repair services. While possible relocation sites for the Library are outside the scope of this Needs Assessment, the inclusion of this request category reflects the importance of car-free access to many patrons.

#### A Center of Community Life

More than in most communities, the patrons of East Palo Alto consider the library to be much more than a place to check out books: their specific wish lists show that the library is considered a center of community life. They desire a library facility with all the amenities offered by the libraries of their more affluent neighbors: meeting rooms; arts and crafts; cutting-edge technology; places to eat, relax and socialize; access to the natural world; and the very best opportunities for their children.



Word Cloud graphics representing the frequency of words appearing on sticky note requests collected from the Public Meetings and Library Dream Board, in both English and Spanish



## Peer Library Reviews

Based on the information provided in Sections 1 & 2 and focusing on the quality of library services, this section offers an evaluation of key library metrics with respect to service delivery. This data is **intended to provide strategic insight into East Palo Alto's Library Service Needs** through direct numerical comparison.

The Project Team developed a list of peer libraries in order to study key metrics. These libraries were selected because they align most closely with the following key criteria established by the Project Team:

- Population: 24,000 to 68,000
- Size of the Building: 20,000 to 56,000 SF
- Community Served: Peninsula Urban Communities
- Building Opened or Renovated: within the last 20 years

The Project Team determined a peer library to be considered a suitable benchmark if it met a substantial portion, but not necessarily all of the criteria. Strong consideration was also given to known successful regional library models. Some key criteria ranges were extended to accommodate East Palo Alto **patrons' familiarity with nearby, non-San Mateo County Libraries**.

### Historical Benchmarking Metrics

Through a comparative analysis, one can note that certain elements of East Palo Alto's existing library services either exceed or fall short of the peer library metrics. In addition to the compilation of peer data, the analysis is also being compared to the San Mateo County Libraries average. Each key metric studied also incorporates the trimmed mean of the selected peer library data. This average is established by removing the highest and lowest numbers in the data range and then averaging the remaining numbers. The trimmed mean helps to adjust the range of information for any outlier data points that could skew the overall data to reflect results outside of normal experience and general pattern of distribution.

The goal of this exercise is to use multiple library service metrics to establish a baseline for what other similar libraries are providing to their communities now and for future growth.

## Key Metrics Overview

The following are Key Metrics studied to create a basis for Peer comparison:

Facility Size as compared to:

- Population
- Projected 2035 Population
- Circulation
- Collection Size

Collection Size as compared to:

- Population
- Building Size

Annual Circulation as compared to:

- Population
- Collection Size (Turnover Rate)
- Building Size

Computers and Technology (Number of Public Computers) as compared to:

- Population
- Building Size

Reader Seating (Number of Seats) as compared to:

- Population
- Building Size

Children's Area (measured in square feet assigned)

Meeting Rooms & Amenities

- Number & Type of Public Meeting Spaces
- Unique features like a Café, Garden or Outdoor Area

San Mateo County Averages denoted by dashed line — — — —

Data shown reflects the 2015-2016 fiscal year. Unless otherwise noted, population used was from the 2010 US Census. It is important to note that no Community Library is the same; each Library serves a unique community with a unique set of service needs. With this in mind, the Project Team identified 8 libraries in 3 County and Municipal systems throughout the Peninsula. The following facilities most strongly fit the selection criteria.

## Peer Libraries

### San Mateo County Libraries

Belmont Library	20,230 SF
Foster City Library	23,708 SF
New Half Moon Bay Library	22,000 SF*
Millbrae Library	26,200 SF
San Carlos Library	21,836 SF

### Other Libraries

Los Gatos Library	30,250 SF
Mitchell Park Library	56,332 SF

\*Library currently under construction

### Regional Map of Peer Libraries

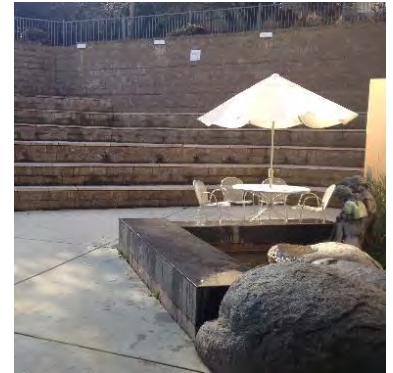


## Amenities Comparison

### Belmont

- Large Children's Room and Storytime areas
- Three small meeting rooms
- Fireplace with soft seating area
- Secure patio in amphitheater configuration
- Small café
- High ceilings and views to outdoors
- Maker space

Belmont – Secure Patio



### Foster City

- Children's Room
- Meeting rooms upstairs in Community Center
- Maker space

Foster City – Children's Area



### New Half Moon Bay

- Very large Children's Collection and Storytime areas
- Teen room
- Large Community Room accessible after hours
- Isolated Quiet Room in addition to several small meeting rooms
- Green roof
- Secure, landscaped outdoor room

Half Moon Bay – Community Room  
rendering: Noll & Tam



### Millbrae

- Children's Library
- Plentiful daylighting and connection to nature

Millbrae – Children's Area



### San Carlos

- High skylit central dome
- **Very large Children's Library**
- Several meeting rooms
- Small secure patio
- Teen room

San Carlos – Children's Area



### Mitchell Park

- **Very large Kids' Place with dedicated Children's Patio**
- Large Teen Zone
- Several meeting rooms of various sizes
- Green roof and roof terrace
- Adjacent to large Community Center offering Teen Center, courtyard, sporting facilities, and numerous meeting rooms

Mitchell Park – Kid's Place



### Los Gatos

- **Very large Children's Collection and Storytime areas**
- Teen Room
- Several meeting rooms of various sizes
- Small café
- Abundant daylighting and openness
- Small secure courtyard

Los Gatos - Daylighting



## Benchmarking Summary

The Peer Library analysis intends to demonstrate whether the East Palo Alto Library facility serves its community to the degree that comparable library facilities are able to serve. These exhibits also compare how other, similar libraries accommodate flexibility for future service models by way of space planning and infrastructure.

Looking at the data, East Palo Alto Library is highly used by its community and specifically for access to technology. The library has comparatively smaller collection sizes, in part as a purposeful effort to prioritize available space for high demand activities such as Children's programs, after-school tutoring and technology.

East Palo Alto Library falls within the bottom tier of its peers when considering its facility size and population served. Compared to its peers, the Library is undersized to serve current as well as future populations. This Library has access to a shared Community / Program space; however, this room is not always available – which limits its flexibility to the Library in providing programming.

The Library's Children's area has adequate capacity for its collections but falls short in providing space to accommodate activities like studying, small workshops, programs and storytimes. In comparison with peer libraries, the data bears out its size inadequacies, and validates anecdotal complaints of noise and overcrowding during periods of heavy use by children and families.

One of the areas in which EPA exceeds its peers is in providing its Community access to technology. Despite the limited space, the County has made a priority to provide desktop computers, laptop checkouts and access to WiFi hotspots and a 3D printer. This much is evident in the metrics comparing Population per Computer.

3d printer workstation



## Benchmarking Data Observations

Please see bar graphs that support these findings in the following section.

**Building Size / Population (SF / Capita):** SMCL benchmark average building size is 3 times higher than East Palo Alto's. The County average branch size is 22,795 SF and average SF/Capita is .60 SF/Capita, more than 2 times that of EPA's.

**Collection Size / Building Size (Volume/SF):** EPA's volume per square foot is just under the County average.

**Collection Size / Population (Volumes/Capita):** EPA's volume per population is very low, just half of the County average and the lowest of the peer group assessed.

**Turnover Rate (Circulation/Collection Size):** EPA's turnover rate is about half of the County average. There is significant evidence to point to the Community's reduced demand for checking out physical books. The branch's inter-library loan program has average utilization.

**Population / Computer:** The number of people per computer in EPA is well below the County average as noted in the summary, indicating the Library already is working diligently to meet local demand for access to technology.

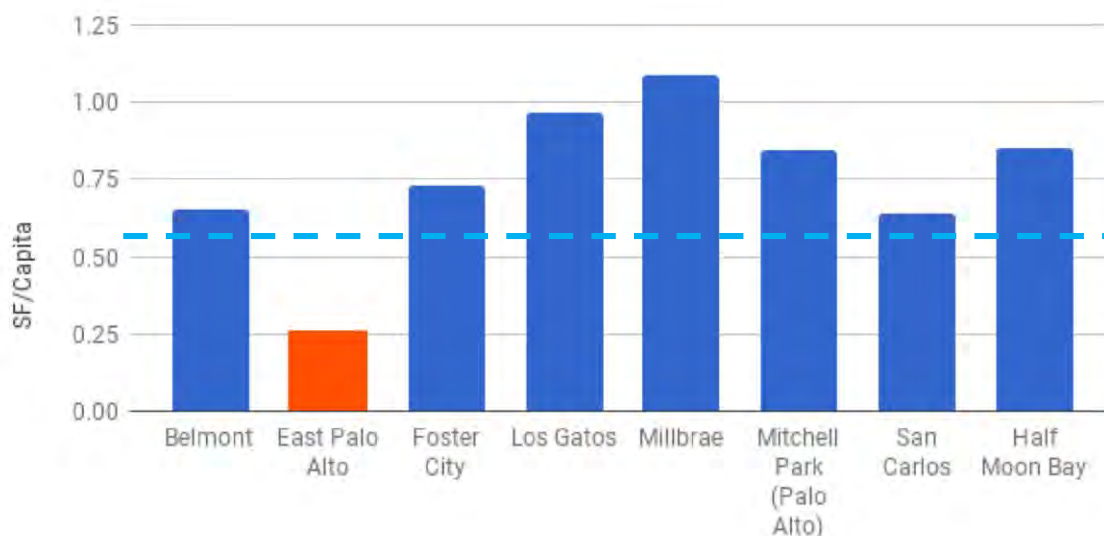
**Building Size (SF)/ Computer:** This metric is very low again indicating a higher level of technological density at this facility compared to the County average.

**Population / Reader Seat:** Similar to the SF/Reader Seat, this metric shows the lack of space for common seating areas.

**Building Size (SF) / Reader Seat:** This is an area that is lacking based on the data – providing spaces and furniture for people to sit, meet and otherwise comfortably occupy. With a significant amount of square footage dedicated to Quest, the current space is utilized mostly for technology and collections.

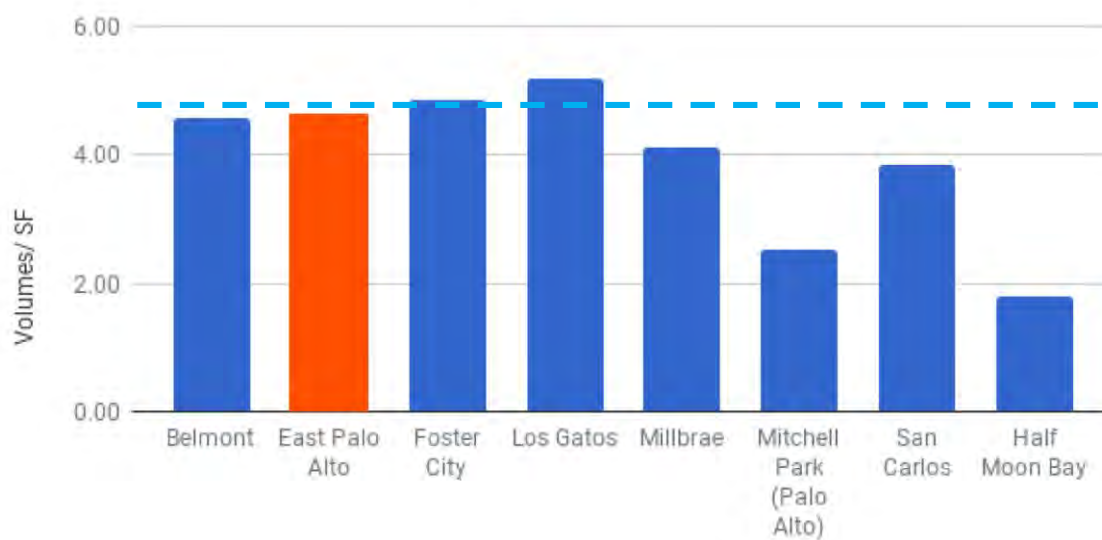
**Visits per Building SF (by Year):** This metric exemplifies the exceptional use of the current facility and its limited space.

**Children's Area Size (SF):** The Children's spaces at EPA are very tight, for existing collections as well as utilization of the space for small to moderate storytimes.



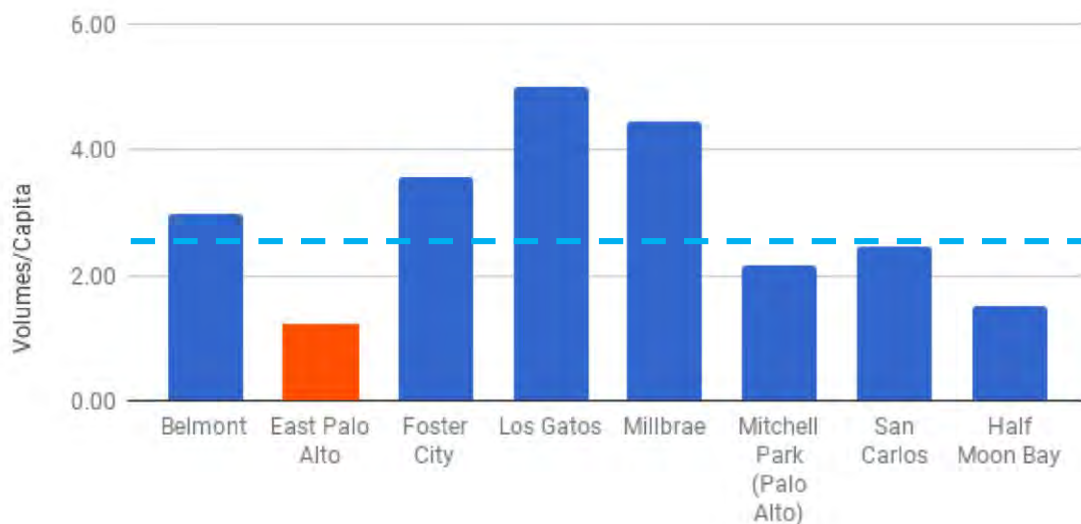
### Building Size / Population (SF / Capita)

- Peer Library Trimmed Mean is .78 SF / Capita
- SMCL average (.60) is more than 2x that of East Palo Alto's (.26)
- Only the Pacifica Libraries have a smaller building as relates to its population served
- County average facility size is 12,553 SF, peer group trimmed mean is 24,037 SF
- Proposed Half Moon Bay Library SF (22,000) used



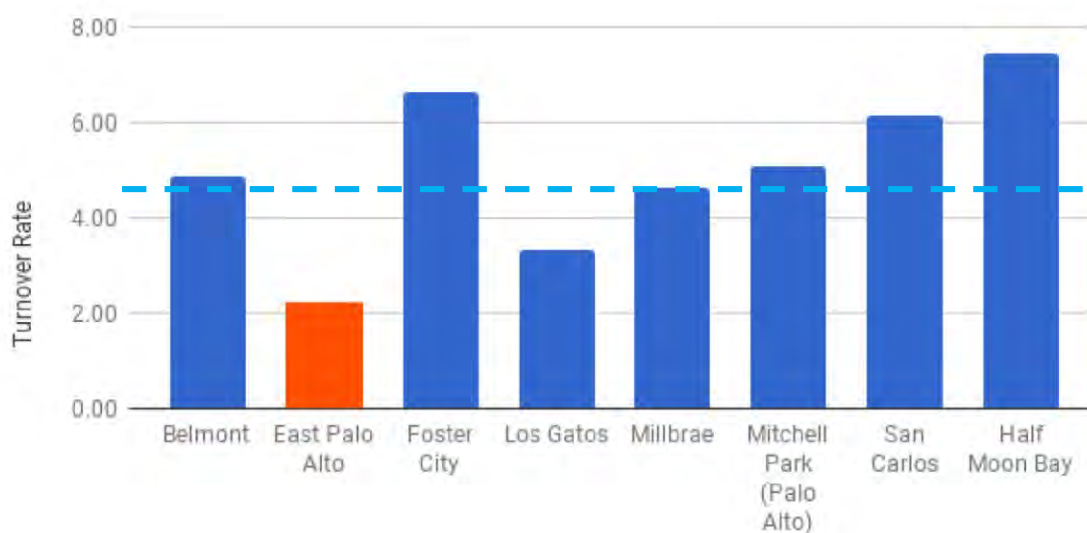
### Collection Size / Building Size (Volumes / SF)

- Peer Library Trimmed Mean is 4.09 volumes/SF
- East Palo Alto (4.63) is just below SMCL average (4.75). Combined with turnover rate data, this indicates that East Palo Alto's current space housing books and collections is in line with its peers. East Palo Alto's circulation per square foot of 9 is also less than half the County average (21) further indicating current demand.
- Proposed Half Moon Bay Library SF (22,000) used



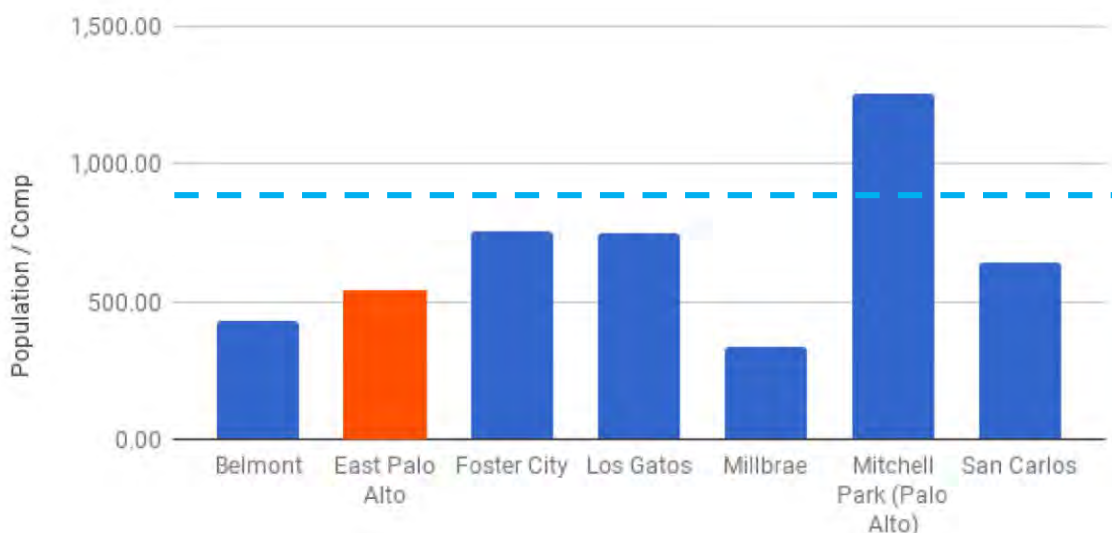
### Collection Size / Population (Volumes / Capita)

- Peer Library Trimmed Mean is 2.85 volumes/capita
- SMCL average (2.6) is 2 times that of East Palo Alto's
- East Palo Alto has the lowest collection size as relates to its population within this peer study. This is reflective of both space restraints as well as intentional collection reduction and reliance on inter-library loans.



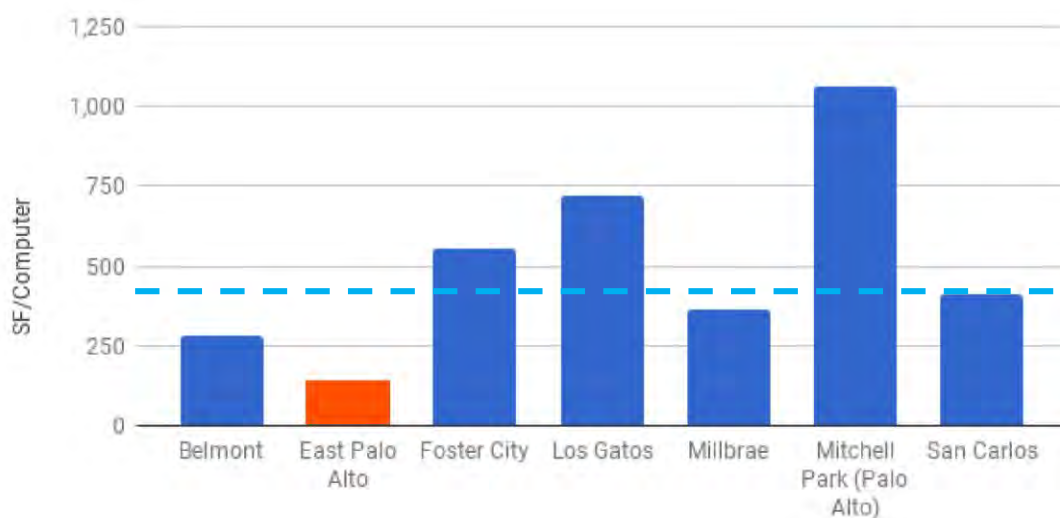
### Turnover Rate (Circulation / Collection Size)

- Peer Library Trimmed Mean is 5.11.
- SMCL average (4.58) is about 2 times that of East Palo Alto's
- This is indicative of the lower demand for EPA's book collection



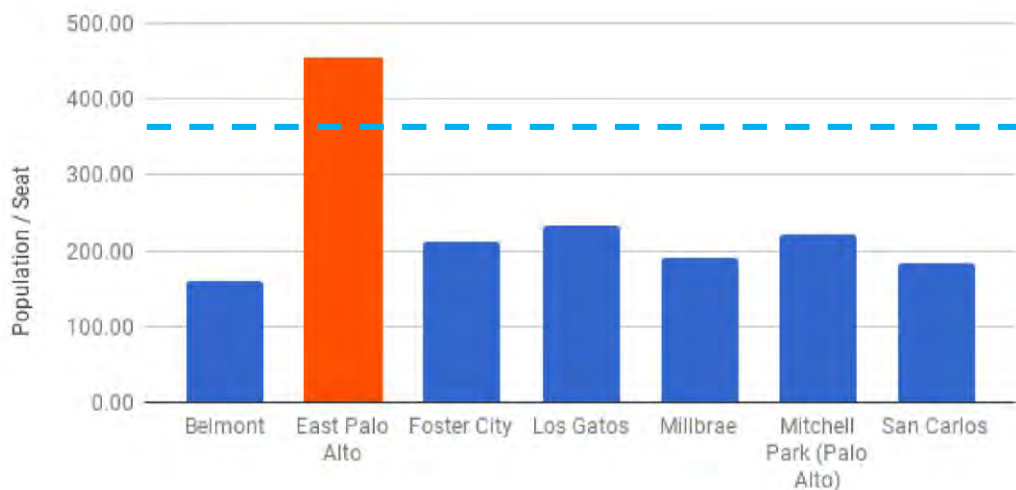
### Population / Computer

- Peer Library Trimmed Mean is 621.12 people/computer
- SMCL average is (864 people/computer) is significantly higher than that of East Palo Alto (535 people/computer)
- Demand for access to technology is high at East Palo Alto, any expansion should consider expanding this access a high priority. Comparatively, **East Palo Alto's low square footage** per computer of 140, the lowest in the County, and compared with the County average of 393 further emphasizes the existing technological density which is in high demand.
- Data unavailable for Half Moon Bay Library



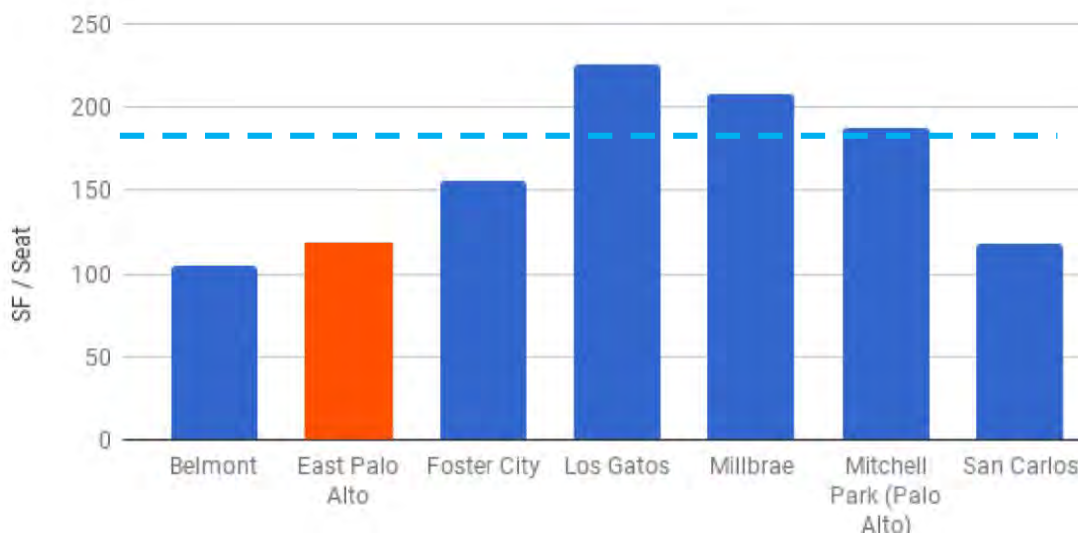
### Building Size (SF) / Computer

- Peer Library Trimmed Mean is 466 sf/computer
- SMCL average (427) is significantly higher than that of East Palo Alto (140).
- East Palo Alto has 55 computers available for public use, this significantly exceeds the County average of 33 computers and combined with the SF/Computer further exposes the **branch's lack of space**.
- Data unavailable for Half Moon Bay Library



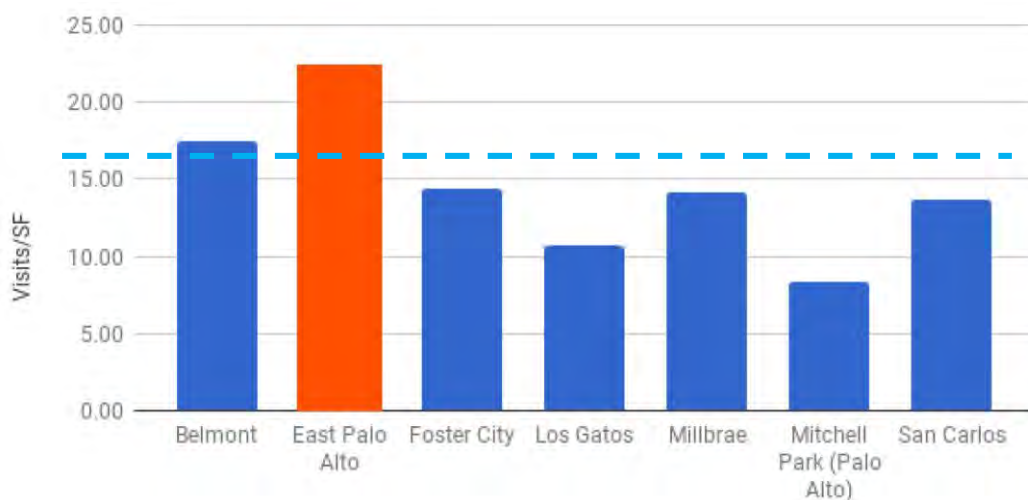
### Population / Reader Seat

- Peer Library Trimmed Mean is 208 people/seat
- SMCL average (373) is significantly lower than East Palo Alto (452)
- This metric indicates EPA is significantly under-served with respect to general reading space for patrons, which is strongly correlated with its limited space.
- Data unavailable for Half Moon Bay Library



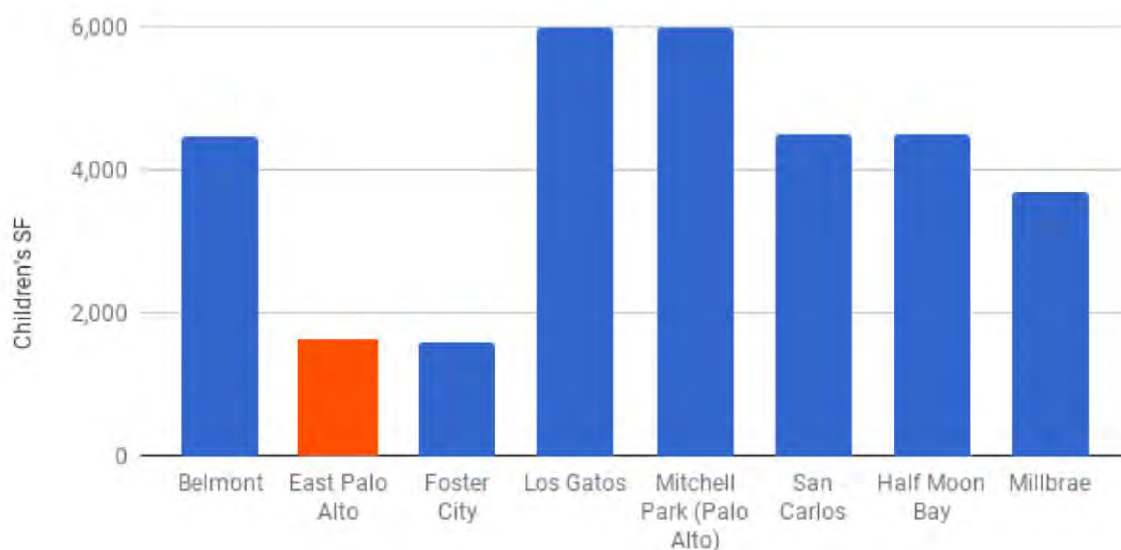
### Building Size (SF) / Reader Seat

- Peer Library Trimmed Mean is 158 SF/seat
- SMCL average (180) is approximately 50% higher than East Palo Alto (118)
- Data unavailable for Half Moon Library



### Visits per Building SF

- Peer Library Trimmed Mean is 14.07 Visits/SF
- East Palo Alto number of visits (172,319) is right in line with SMCL County average (179,834)
- East Palo Alto has the highest number of visits per square foot (22.04) of any of the peer group and significantly higher than the County average (16.46) indicating high usage and limited space.
- Data unavailable for Half Moon Bay



### Children's Area Size (SF)

- Peer Library Trimmed Mean is 4,132 SF
- At 1,622 SF, East Palo Alto's Children's area is undersized for its current use as well as compared to its peers.
- Data unavailable for County-wide averages

# LIBRARY NEEDS AND 6 RECOMMENDATIONS



## Library Program Area Recommendations

### Needs Summary

The East Palo Alto Library should provide its community with the spaces and services that meet and anticipate its growing needs. The current Library's location is good as it provides a high level of availability in a building known as "City Hall". That said, the space devoted to the Library is too small to serve the community's current and growing service needs. To perform these roles, the East Palo Alto Library needs more space – for collections, for people spaces, for program space and for greater efficiency of Library operations.

This Needs Assessment recommends a total building size in the range of 21,000 to 27,000 square feet, plus potential outdoor amenities.

### Program Area Recommendations Summary by Use

Program Element	Recommended Assignable Area
Entry and Service Areas	2,100 – 2,700 SF
Kids and Family Areas	5,040 – 6,480 SF
Teen Area	1,680 – 2,160 SF
Collections and Discovery	5,040 – 6,480 SF
Meeting and Program Rooms	4,100 – 5,670 SF
Operations	2,940 – 3,780 SF
Potential Outdoor Amenities	
Outdoor Reading Room	700 SF
Bike Racks and Sheds	200 SF
Community Garden	2,000 SF

## Detailed Program Area Descriptions

### Entry and Service Area 2,100 – 2,700 SF

**Entry Vestibule:** A vestibule is recommended to manage energy costs by mitigating outside air exchange; it also can serve as a noise buffer and as a shared access point for restrooms or community room.

**Information Desk:** Desk should be near the entrance, near reserves / holds shelving. Ideally it would be adjacent to book processing and other administrative areas. A view of the media items, the restrooms, teen areas, and any enclosed study rooms is preferable. Actual desk area requires less space than in the past, thanks to self-service technology.

**Self Check Out:** This square footage can accommodate (4) machines @ 25 ASF each, which should be located near the Information Desk and the exit.

**Café:** This recommendation would accommodate a small area selling coffee / prepackaged foods, with potentially a small table or counter area. Cooking would not be provided in this area.

**Art Exhibit Hall / Wall:** Potential gallery space or art opportunity that would address many patron requests for a cultural connection to this unique community. Should be near entrance and could be secured depending on exhibits.

**Restrooms:** This recommendation accommodates (2) multi-occupant restrooms at 200 ASF each, for the Library's dedicated use. Ideally these are within visual control of the Information Desk.

### Kids and Family Areas 5,040 – 6,480 SF

**Children's Collections:** Stacks, portals, play equipment and other stationary items are reflected in this area recommendation. The number of shelving units could potentially double from the 28 singlesided and 12 double-sided sections currently provided. Acoustically separate from main space.

**Children's Area / Storytime Space:** Seating for 40 children and stroller parking can be accommodated in this area. Includes dedicated Storytime Space for smaller groups; the assumption is that larger groups could utilize a larger multipurpose / community room. Acoustically separate from main space.

**Family Restroom:** A family or assisted-use restroom is highly recommended, located near the Children's area, ideally within line of sight of the Information Desk.

Teens Area 1,680 – 2,160 SF

Teen Room: A dedicated zone for teens is recommended. This could potentially share space with Children's spaces depending on patterns of use during the day, though the materials and style of each space tend to be different. Acoustically separate from main space, but this area should be within line of sight of the Information Desk.

Collections and Discovery 5,040 – 6,480 SF

New Books / Media / Periodicals: Should be located adjacent to the entrance and offer display opportunities.

Adult Collections: This square footage assumes expansion of collection items in the future. Some overlap of seating and computer space is anticipated, in order to create varied opportunities for use throughout. Area includes Holds, Reserves, and special collection items.

Local History: An area dedicated to local items of interest would address many patron requests for a cultural connection to this unique community.

Reader Seating: Assumes a variety of seating options with WiFi, natural daylighting and other amenities.

Public Computers: Dedicated desktop computers are still in high demand at this facility, and an increase in computer seats is recommended. This square footage reflects a recommendation for (25) desktop computers.

Meeting Rooms 4,410 – 5,670 SF

Quiet / Reading Room: Given the usage patterns at this facility, an enclosed Quiet Room is recommended. A mix of seating, computers and periodicals would provide a much-needed zone for quiet study or work. Would require staff enforcement of rules, and should be visually open.

Focus Rooms: Assumes (2) rooms or partially enclosed spaces at 80 ASF each. Should be observable from the Information Desk. Include suitable meeting technology.

Study Rooms: Assumes (2) rooms at 100 ASF each. Should be observable from the Information Desk. Include suitable meeting technology.

Group Study Rooms: Assumes (2) rooms at 240 ASF each. Should be observable from the Information Desk. Include suitable meeting technology.

Maker/Learning Room: A multipurpose room that could seat 20-30 people could serve several of the "wish list" programs most requested by EPA patrons: a tutoring space for

Quest students, a venue for cooking classes, craft sessions, large meetings, or an overflow Storytime Room. Include suitable meeting technology. Ideally the room would have cleanable surfaces and a sink, and be within visual control of the staff.

Community Meeting Room: Given the way that this Library is used as a center for community life, a dedicated large community room is recommended. Should be adjacent to the main entrance and be secure and separated for after-hours access. This square footage could seat up to 100, and might include a kitchenette for food service and storage. Should be acoustically separated from other spaces and have a preferred ceiling height of 14-20 feet. Include suitable meeting technology. Offers potential for revenue by community rental.

#### Operations 2,940 – 3780 SF

Staff Meeting Room: Functionality of staff operations would benefit from a small, dedicated staff meeting area. This could also double as a confidential room for tutoring or patron meetings. Include suitable meeting technology.

Collection Processing Room: The book return area requires a larger and more organized space. Locate on an exterior wall near main entry to accommodate book drops and an automated-material-handling system. Ideally, would be adjacent to other staff space as well.

Staff Open Office: Staff open work areas would benefit from more space that offers a more organized layout. Assume workstations for 6-7 full time staff.

Staff Office: **The current size of the Manager's Office appears to be suitable.** Include 2 guest seats and suitable conferencing technology.

Storage: Storage currently is dealt with throughout the staff areas, but should be accorded a dedicated storage room or rooms. Functionality of the facility would benefit from general storage rooms of appropriate number and configuration.

Staff Break Area: Include 2-3 tables, cabinet storage, sink, and refrigerator.

Staff Restroom: Provide ADA-compliant single occupant restroom adjacent to the other staff areas.

## Bibliography

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<sup>1</sup> ("The Heart and History of East Palo Alto" by Virginia King, [https://issuu.com/medao.okelo/docs/ravenswood\\_june\\_-\\_july\\_2016\\_\\_2\\_](https://issuu.com/medao.okelo/docs/ravenswood_june_-_july_2016__2_))

<sup>2</sup> ([https://factfinder.census.gov/faces/nav/jsf/pages/community\\_facts.xhtml](https://factfinder.census.gov/faces/nav/jsf/pages/community_facts.xhtml))

<sup>3</sup> (<http://abag.ca.gov/planning/research/forecasts.html>) (<https://www.census.gov/acs/>

<sup>4</sup> [www/data/data-tables-andtools/data-profiles/2015/](http://www.data/data-tables-andtools/data-profiles/2015/))

<sup>5</sup> Draft Environmental Impact Report, <http://vista2035epa.org/documents/>

## Appendix A – Public Workshop #1 Post-It Requests

### Transcription of English Notes

- Spaces for different activities - Art - Music
- Art is good for kids they can relax and they can be more creative
- I would like a place for art cause kids can draw and draw so I would like to go with art
- Also local artist + speakers on a variety of topics
- Music Room
- (drawing of something saying in speech bubble, "NO")
- Sensory room
- Art gallery area
- Art room / recycle art room
- Keep the paper versions
- Tel- directories
- History of EPA items: - Used to be on shelving next to staff's inner office; - Include archive of EPA's own newspapers & magazines
- More non-print items for checkout, eg. keyboards, drums, sewing machine, GoPro camera, tools, etc.
- More non-fiction books
- Reference hardcopies
- More updated materials (books) very culturally appropriate
- Newspapers, magazine room
- Literacy library
- Tools - gardening
- Modular Storage
- Large work room for staff with shared areas & individual offices
- Keep the Books
- Public debates
- Teen space
- Social space cafe for eating / drinking
- Social room
- Veteran center
- Kitchen for programs
- Kitchen space for cooking instructions
- A larger veteran pace not placed at the back
- Idea / Public transportation / Coffee place
- Elderly services
- For younger children a separate room for ages 5 and under. They need more space to move around.
- Place for our Kids
- Family room for children / 0-3 / 4-6 / 7-10 / 11-13
- Activities for Infants
- Storytime in their own age room - something like Mitchell Park
- More space! Classrooms!
- Research forums
- We want something we can walk to please

- Walking Distance
- Don't move our library from its current location
- EPA Shuttles, to connect every corner of city to the Library/Libraries
- Transportation to and from the library. For the city
- If it has to move, distance will have an effect, there is only this one in area
- Bike support - Lockers & shed (rain) / "Repair cafe" space / tools
- Outdoor space. Nature! Transparent Spaces!
- Community Garden, seed library
- Community garden
- With a Garden.
- Natural light, garden space, ecological display
- Community Garden
- Outdoor activities / Place to relax / Community multicultural garden to the community
- We need a big library and organize space for play children
- A place to play
- A place for play
- More open spaces for the kids would be good where they can be loud
- Quiet Zone
- Ban games / loudness / Separate kids <18 / Enforce adult supervision / Strict behavioural codes about harassment
- More space between stations
- More staff involvement in patron use & monitoring
- Separation spaces for quiet room, children room, or group study room
- A better combination of both social and private space
- Privacy or the students - age appropriate
- There should be a place for the partaking of light meals
- Can we have an cafe deli restaurant
- Cafeteria
- Tea room
- Modular furniture
- Place to relax
- Decent bathroom
- Patios e.g. Rinconadas within its bldg footprint & outside bldgs, walls, including landscaping, where you can eat & talk (on cell)
- 1 day use lockers
- Financial Aid for high school students
- Study abroad or foreign exchange program
- Will there be financial literacy courses for youth?
- Can the library tap into satellite lectures for Stanford professors?
- What free certifications are available to patrons of the library?
- Is there an urban debate team?
- Extended hours 24/7 :)
- More resources
- Extended hours
- Computer classes
- Program for parents like English classes
- Library open for 7 days - Sundays for homework <3

- A better way of distribution for hot spot check
- Extended study for adults / Life skills and common sense for everyone (program)
- Interactive learning for kids separated
- We def need desktops still to focus on work comfortably
- CD/DVD player / displays
- Wired Internet
- DVD / CD players; display / monitors
- There should be more computers for children to take home
- We need WIFI compatibility
- A place for technology
- Newer Technology
- Smart board
- Ham radio / Internet audio/video / VoIP collaboration
- Adult & Child space for computer
- Technology - update support - old - access - learning opportunity
- Cultural Studies Center
- Will youth be able to rent study rooms free?
- Study rooms / meeting rooms
- Study spaces, group room
- 2 offices for social services organizations
- Meeting room for literacy events
- Work Zone
- We need a place to work read & study
- Silent room to study
- Middle school room / High school & college room / With doors
- Quiet rooms
- Need xerox / fax machine, office supplies, desks & work tables, white board, bulletin board for community - Working support
- Like Palo Alto library system / Study rooms

#### Transcription of Spanish Notes

- Programas de Arte para los niños
- Y mas espacio para creatividades con los niños
- Que hubiera mas arte para niños
- Necesitamos mas arte para los niños y adultos
- Me gustaria una biblioteca mucho mejor que esta
- Tener mas espacio para los niños y actividades recreativas y productivas para ellos
- Tener un cuarto cerrado para los chicos que bienen al programa despues de escuela
- Nos gustaria que no se sacara la biblioteca de la ciudad
- Como venimos caminando yo no quiero que la muevan
- Que no muevan la biblioteca a otro lugar mas lejos
- Escaleras solares
- Espacios naturales con plantas y vegetales
- Biblioteca con espacios naturales estilo parque o awario
- Que hicieran un jardin y los niños vean como crecen las plantas

- Luz solar
- Tambien me gusta la idea de tener espacios con naturaleza. O claces como mantener nuestros - Jardines limpios y bonitos
- Jardines
- Tener mas apoyo para los ninos en algunas materias que ellos nesecitan y poder tener espacio para nosotros como Padre con tranquilidad
- Que estobieran separados, lugar para ninos, lugar para adultos, y lugar para los que vienen a estudiar
- Que los que estudian en las computadoras este aparte del area de ninos y hacen ruido y no dejan estudiar concentrados
- Se necesita espacios, separados, de acuerdo a las edades e intereses
- Ocupamos espacios cayados para los ninos y los adultos
- Mas espacios para estar tranquilo sin ruidos
- Espacios tranqulos para adultos y especiales para los ninos para que interactuer
- Podemos obtener clases certification gratuios a traves de la biblioteca?
- Y tener mas talleres para los padres
- Orario extendido
- Que brinden apoyo a nosotros como Padres como poder resolver algunos problemas
- Tener mas personal para alguna pegunta que nosotros como Padres tenemos
- Claces como hacer nuestros propios negocios
- Programa para infantes 2 & 3 anos
- Programas para bebes
- Horario extendido
- Poder tener cuarto de computadoras
- Poder tener mas tecnologia para ninos y para adultos
- Flor - Me gustaria una libreria mas grande para las computadoros
- Programas de Computacion para Adultos
- Espasios para tecnologia
- Necesitamos computadoras
- Nesecitamos tecnologia
- Muchas computadoras
- Tambien, queremos salas de conferencias privadas que se puedan reservar para estudiantes o profesores
- Espasio para los programas de alluda con las tareas para ninos

## Appendix B – Public Workshop #2 Post-It Requests

### Transcription of English Notes

- I love art because you could make whatever you want
- Interactive pieces. Maybe reach out to MMap to create student murals
- Local art exhibits
- Flexible space that is enabled by flexible furniture (everything on wheels) - our space is too small for fixed furniture & use (see Stanford D.School bldg)
- Books in different languages for all ages
- I think we should have more space :)
- Partition to separate the room
- Instrument Library
- Cafe / food vending machines for students / patrons who come to work / study
- Group study rooms
- Conference rooms for the public to use (similar to Belmont and Redwood City)
- Open mic nights
- Baby Spaces!
- Cooking spaces
- Book in Spanish
- Window seats
- Outdoor reading nooks
- More plants, life in the building
- Courtyard safe & visually pleasing space
- Interactive play
- A space for adult literacy. Quiet space
- Sound proof room for special programs
- Quiet Rooms
- Resources & classes for programming, etc., goal is to train skills to community to get tech jobs
- Satellite locations / services / activities throughout city - schools, YMCA, etc.
- Classes for 3D printing and how to use software
- Internet and computer classes
- Teleconferencing capabilities

### Transcription of Spanish Notes

- Mas programas de arte para los ninos
- Tener mas oportunidad para tener arte para los ninos y poder participar como padre con ellos
- Saber mas de arte
- Salon para clases de danza
- Estar mas involucrado con lo que pasa en la libreria y participar con los ninos
- Programas para adultos
- Area para obras de teatro
- Comida maquina

## Appendix C – Dream Board Post-It Requests

### Transcription of English Notes

- Art room - Bring own supplies with lockers
- (drawing of rocket)
- Craft / maker lab
- Art supplies and tools for checkout
- Art is so so cool
- I think this is so great (image of Idea Box chalkboard room)
- Art
- Art contest
- An art classroom or something
- Art supplies
- Census 2024
- Space
- cool stuff
- More space
- Adult Coloring Program Fridays every week all year long
- Movie watching equipment (or other)
- This one (image of round bleacher seating)
- Teen lounge
- The dreams is in the one your living
- Good idea
- Author visits and book groups
- I would like a place for kids
- Programs for kids 5-10 years
- Music instruments
- I want this! so much! I want a jumper so bad! (image of "beachy" courtyard)
- Community garden
- Outdoor grass area
- Light
- Outdoor area with comfy seating
- I want a toy in here
- Bubbles
- Games
- Family play time kits
- Games
- Games
- Games
- Games
- Game room
- New Anime and Manga section
- Music room
- Want to have fun!!
- This one (image of kids playing guitar game)
- Toys
- Puppets and dramatic play accessories

- A mini stage for performances
- Cool stuff
- No Quest
- Eating Area
- Napping area
- Snack machine
- coffee!
- Pizza
- Snack / beverage bar
- Librarian
- Field trips
- Stay open
- Family counseling
- Free parenting classes moms and dads!
- More Mother support groups!
- Free printing for wifi print requests
- Video games to check out
- Sound on laptops
- Color copier
- More WIFI devices
- Make Envisionware easier to use for patrons
- Charger place
- Headphones
- Phones
- Color printer
- Photo and document batch scanner
- Phone booth
- Visible clocks
- Reservable conference rooms for meetings
- Program room
- Lockers

#### Transcription of Spanish Notes

- Baile
- Me encanta esta idea (image of "beachy" courtyard)
- Luz
- No Ruido
- Area de comida solamente para comida no en areas de libros o comus
- Maquinas de snacks

## Appendix D – Children, Teen and Quest Workshop Requests

Transcription of English Requests (combined, all three workshops)

- Basketball court
- Kitchen where one could learn how to cook
- Cooking classes
- Use produce from the Library Garden
- More stalls
- Bathroom just for the library
- Roblox on all the computers
- Minecraft on all the computers
- iMacs
- Computer lab
- Better, faster computers
- Better programs (like iMovie)
- Better bathrooms
- More computers
- Music studio
- Recording capabilities
- Keyboards, guitars, drums
- Old albums that you can listen to and get inspired by
- More coding classes
- Design technology class
- Individual space
- Gives you a space to do work in by yourself
- Headphones, outlets, computers, white-board, table
- Big, colorful signs around the library
- White-board tables
- Built in touchscreen tablet inside the table
- Art space
- Space or wall where you can paint, spray paint, have murals
- Space that can get messy
- Bus/shuttle that picks up patrons to bring to the library for free
- Function on the SMCL app that can pick you up
- Library Uber
- Get on the bus for free with your library card
- Decorations
- Outdoors
- Plants
- Benches
- More crafts
- Bigger library
- Sections for kids
- Spanish classes
- A lot of toys
- More kids activities

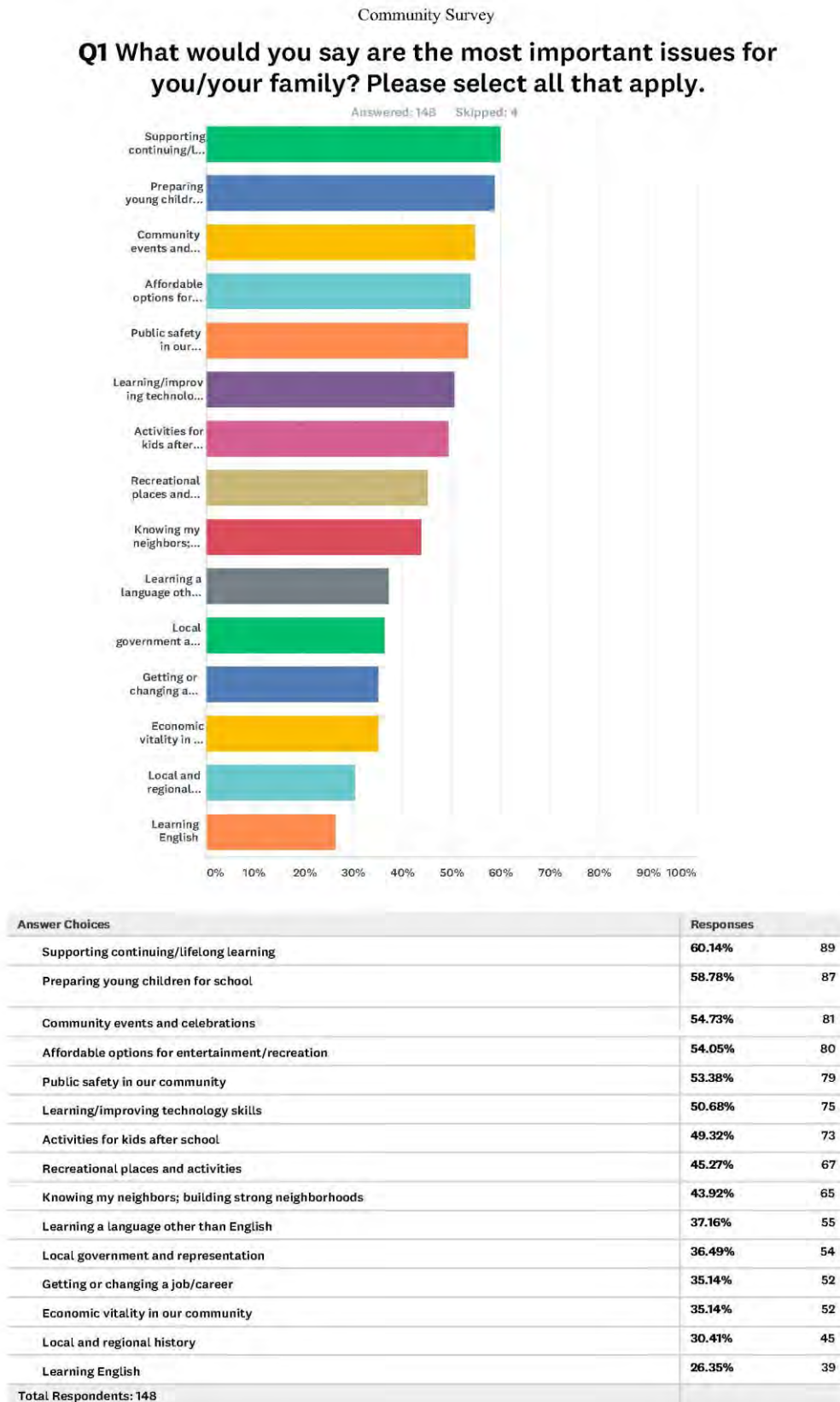
- Kitchen library
- A lot of food
- Computers with Dora!
- More toys
- Butterfly
- Cozy
- Climbing
- Toys to play on
- Monkey bars
- Big library
- Homework
- iPad
- Art class
- Play games
- Books
- Bring pets
- Use the computers
- Computers
- A different section for the people that are always sleeping
- Have fun
- books
- Food
- Computers
- Holidays
- Charging area for phones
- More green on the inside / nature
- Computers, iPads, print
- More space
- I like to read
- Rooms to study
- To play games
- Books, games
- Game center in Quest, Xbox One
- Toy section and store section
- Play on the computer
- Peace and quiet
- Relaxing sofas and snack bars
- Read books
- More kid books
- Eat
- Play on the computers
- I wish it had seats close to the window
- Play on the computer
- Read at the Library
- A play room for the kids
- A food place
- Windows
- Space for you to sit

- A chalkboard
- Toys and gaming station
- Read
- Books
- Art
- Minecraft
- iPads
- The books
- PS4
- Eat
- Computers
- Music room
- Playhouse
- Read
- Chefs
- My tutor Jenny
- Puppy books
- PS4
- iPad
- Computers
- Play with people and talk
- We read
- Games and other cool things
- Use the computers
- Read my books
- Holidays
- Read
- Books
- Food
- Use the computers
- Read the book
- Toys section
- community activities

#### Transcription of Spanish Requests (combined, all three workshops)

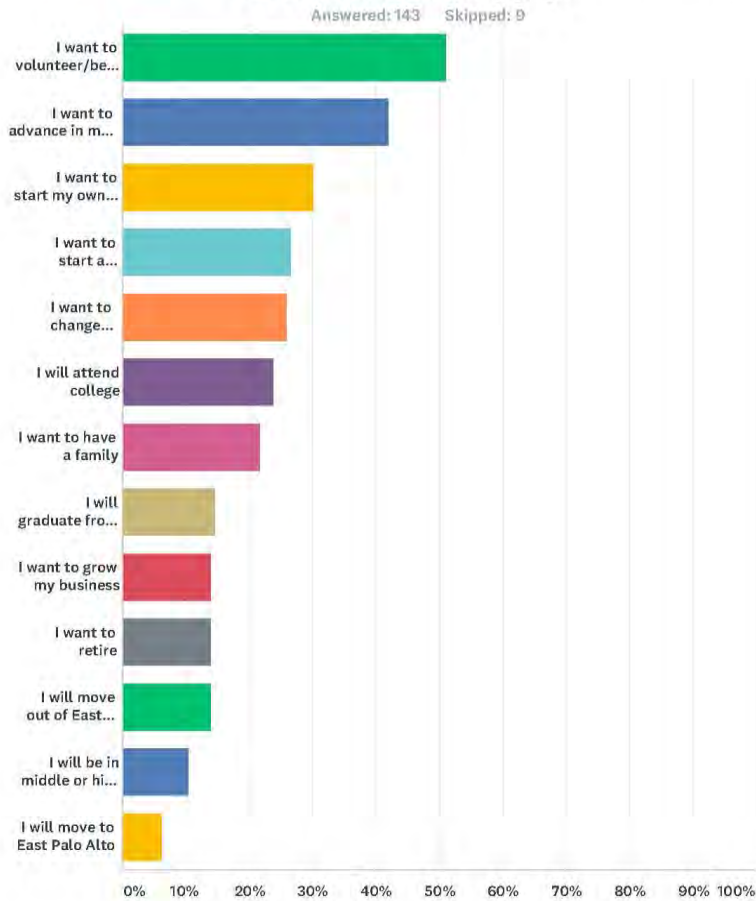
- Los libros
- Hay muchos libros
- Mas libros
- Me gustaria que mas padres asistieran a este tipo de reuniones para que este proyecto se lleve acabo y tengamos mas espacio para una biblioteca mas grande
- Me gusto mucho la idea mas grande la biblioteca y espero tengamos mas programas

## Appendix E – Community Online Survey Results



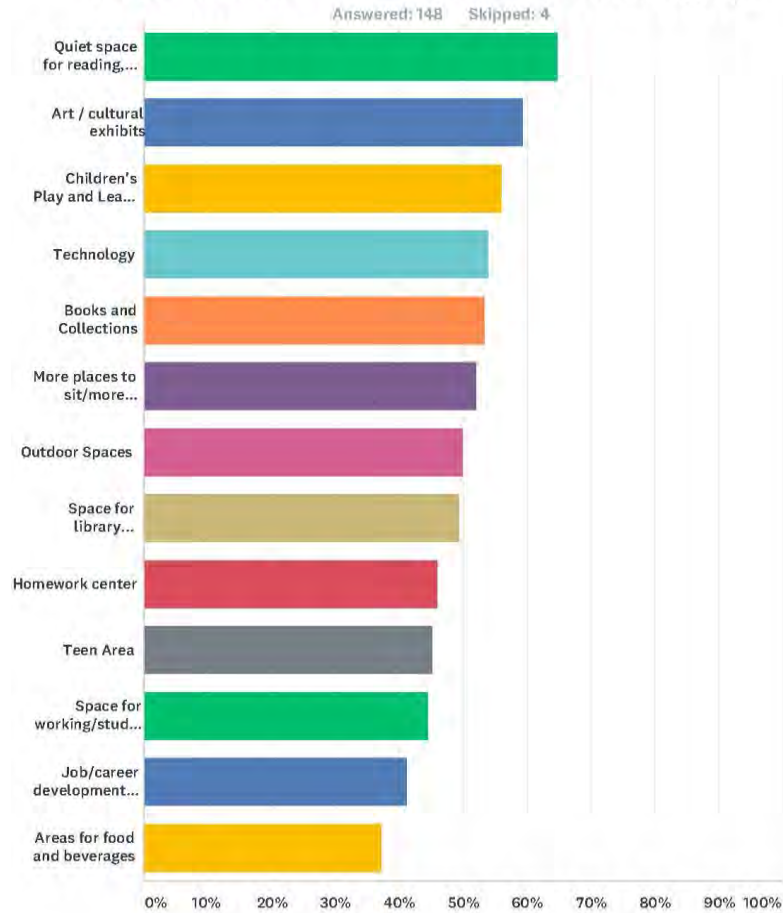
Community Survey

**Q2 How might your life change in the next 10 years? Please select all that apply.**



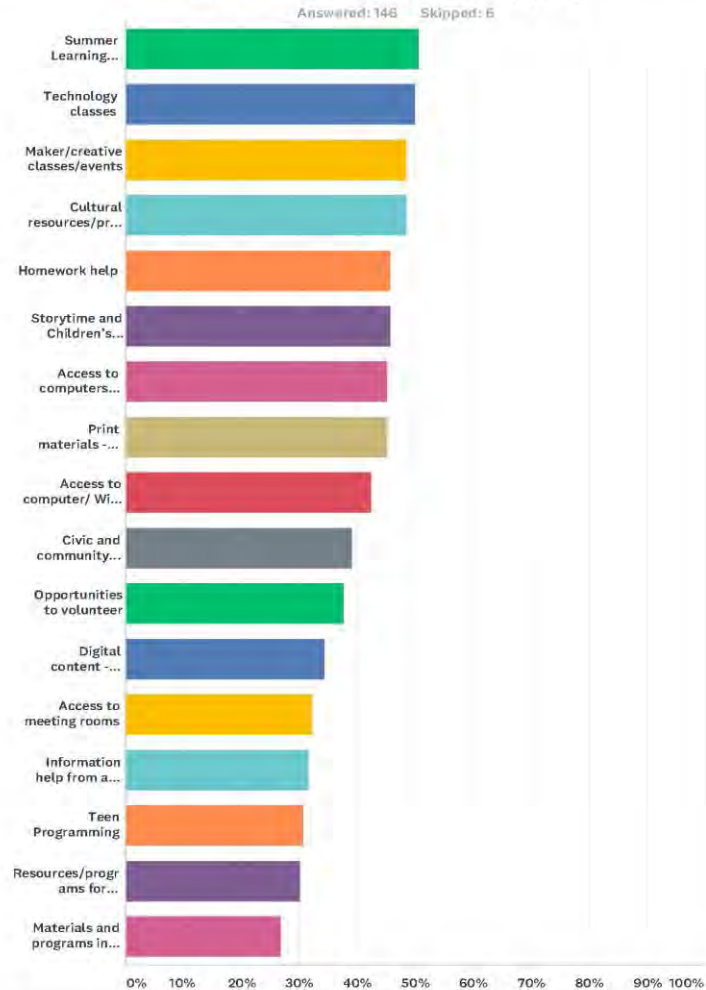
Answer Choices	Responses	
I want to volunteer/become more active in my community	51.05%	73
I want to advance in my job/career	41.96%	60
I want to start my own business	30.07%	43
I want to start a job/career	26.57%	38
I want to change jobs/careers	25.87%	37
I will attend college	23.78%	34
I want to have a family	21.68%	31
I will graduate from high school	14.69%	21
I want to grow my business	13.99%	20
I want to retire	13.99%	20
I will move out of East Palo Alto	13.99%	20
I will be in middle or high school	10.49%	15
I will move to East Palo Alto	6.29%	9
Total Respondents: 143		

### Q3 What would you like to see (or see more of) in the East Palo Alto Library? Please select all that apply.



Answer Choices	Responses	
Quiet space for reading, work, or study	64.86%	96
Art / cultural exhibits	59.46%	88
Children's Play and Learn area	56.08%	83
Technology	54.05%	80
Books and Collections	53.38%	79
More places to sit/more variety in seating choices	52.03%	77
Outdoor Spaces	50.00%	74
Space for library programs and community meetings/events	49.32%	73
Homework center	45.95%	68
Teen Area	45.27%	67
Space for working/studying with others	44.59%	66
Job/career development center	41.22%	61
Areas for food and beverages	37.16%	55
Total Respondents: 148		

**Q4 Which library services, programs, and amenities are most important to you/your family now, or are likely be in the future?**  
Please select all that apply.



Answer Choices	Responses	
Summer Learning Programs/ Camps	50.68%	74
Technology classes	50.00%	73
Maker/creative classes/events	48.63%	71
Cultural resources/programs	48.63%	71
Homework help	45.89%	67
Storytime and Children's Programs	45.89%	67
Access to computers and/or Wi-Fi	45.21%	66
Print materials - books, magazines, reference materials	45.21%	66
Access to computer/ Wi-Fi use outside of the library	42.47%	62
Civic and community information	39.04%	57
Opportunities to volunteer	37.67%	55
Digital content - books, magazines, music, movies	34.25%	50
Access to meeting rooms	32.19%	47
Information help from a librarian	31.51%	46
Teen Programming	30.82%	45
Resources/programs for businesses	30.14%	44
Materials and programs in languages other than English	26.71%	39
Total Respondents: 146		

Community Survey

**Q5 Please tell us any other suggestions or concerns that you may have about the library.**

Answered: 73 Skipped: 79

Little Staff Learn Connect Study PS4 Kids  
Children's Area Books Think Library  
Roblox on all Computers Space Teach Reading Loud  
Program Homework Place