



# COMMUNITY ENGAGEMENT REPORT

JEFFERSON COUNTY PUBLIC LIBRARY  
ARVADA LIBRARY SERVICES

#821341 | 09.12.2024



Jefferson County  
PUBLIC LIBRARY

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# **EXECUTIVE SUMMARY**

In 2015, voters in Jefferson County approved to increase the maximum mill levy for the Jefferson County Public Library with one of the priorities being repairing and refurbishing existing facilities. Jefferson County Public Library (JCPL) started community engagement to evaluate, recommend, and implement library improvements for the Olde Town Arvada Library.

JCPL currently operates 11 library locations, 4 holds lockers and a bookmobile in Jefferson County. Currently, the Arvada area is serviced by a library location in Olde Town Arvada. The Arvada Library opened in its current location in 2006, relocating from West 57<sup>th</sup> Avenue and Dove Street. As the 20<sup>th</sup> anniversary of the library opening approaches, JCPL has committed to investing \$14,895,781 to redesign the space and upgrade facilities and services to better serve the Arvada community.

A redesign of the Arvada Library is one of the projects in JCPL's 2024 Strategic Plan to expand services to meet the needs of the community. The project vision is to redesign this urban / suburban library to reach more people, focus on building literacies and the the third place in the Arvada community. From March through July 2024, JCPL sought out stakeholder and community input to gather a comprehensive understanding of their wants and needs to support the future success of this project. Those results are found in the following report.

**Common trends and themes found in this report will help inform the program of service. These trends are intended to inform JCPL leadership of the types of library services that the community desires. These will become the foundation ideas for which services are planned at the Arvada Library and the design will then be developed to accommodate these services.**

## KEY THEMES

- **Provide a library setting for increased community gathering, social events and networking.**
- **Increase offerings for classes and activities utilizing maker spaces with an abundance of flexibility.**
- **Increase focus enhancing safety and security measures, particularly addressing the needs of patrons and other community members in the area.**
- **Redesign of Children's area to enhance current offerings.**
- **Enhance the collection, both quality and diversity, for diverse user needs and wants.**
- **More / improved parking would make building access more convenient to patrons.**

## EXECUTIVE SUMMARY

## STAKEHOLDER INSIGHTS SUMMARY

To kick-off the community input, a stakeholder insights summary was prepared by JCPL. As part of a broader community listening strategy, JCPL interviewed 15 prominent stakeholders, including elected officials, community leaders, and other influencers. The interviews were conducted by six members of the JCPL leadership team in March and April of 2024. The results were collected and a summary assembled by JCPL for their use in early community discussions. A copy of that report can be found in the appendix.

## COMMUNITY SURVEYS

Community surveys were created to gather additional information on future library services. The surveys were available in English and Spanish and posted to the JCPL website on July 1, 2024 and were open for input until July 31, 2024. Paper copies of the surveys in English and Spanish were also available at the Arvada Library and collected by library staff.

A total of 1,095 community members filled out a survey.

## COMMUNITY MEETINGS

Public community meetings were held in July of 2024. To ensure meetings were accessible to all, three meetings were held:

one via Zoom on July 17 and two in-person meetings on July 16 and July 20. Meetings were provided at two different times of the day, well as a weekend option, to reach as many community members as possible. Registrants were able to specify if language translation was needed to support their participation.

Approximately 23 community members attended the meetings in total, which was presented as an interactive workshop with the design team. A series of questions and break-out stations were utilized to engage the community's feedback on which services and spaces are sufficient and what could be improved upon, with the goal of providing spaces to meet Arvada community needs. This input will ultimately inform the program of service to be written by JCPL Leadership.

## LIBRARY STAFF MEETINGS

A meeting was held with the Arvada Library staff on July 17, 2024. The presentation to staff was identical to the presentation shared with the community with the exception that there was an additional section dedicated to staff-only areas and needs. The design team used this to gather input regarding the functional needs of the back-of-house areas such as the breakroom, workroom, and overall staff-wellness areas.

## EXECUTIVE SUMMARY

15 STAKEHOLDER INTERVIEWS  
+  
1,095 COMMUNITY SURVEY RESPONSES  
+  
23 MEETING ATTENDEES  
+  
25 STAFF ATTENDEES  
=  
**1,158 TOTAL PARTICIPANTS**

# **COMMUNITY SURVEYS**

# PROCESS OVERVIEW

Surveys were posted to the JCPL website on July 1, 2024 and were open for input until July 31, 2024. Paper copies, in both English and Spanish, of the surveys were also available at the Arvada Library.

- A total of 1,095 community members completed surveys.
- Of the 785 that input their zip code, 93%, reside in Arvada or the immediate zip codes surrounding the library.
- 88% of all participants are library card holders and 84% frequent the library at least once a month or more often.

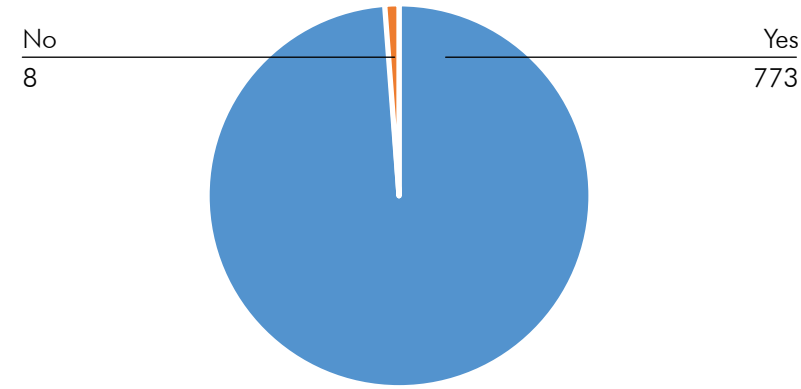
Surveys contained a variety of short answer and multiple-choice questions. Common themes were seen throughout including:

- **Children’s space** is highly used and would attract more if activities and **refreshed spaces** were provided.
- **Physical items** are the focal point, with more diversity of content requested.
- Participants are looking for a place to **gather** in the community.

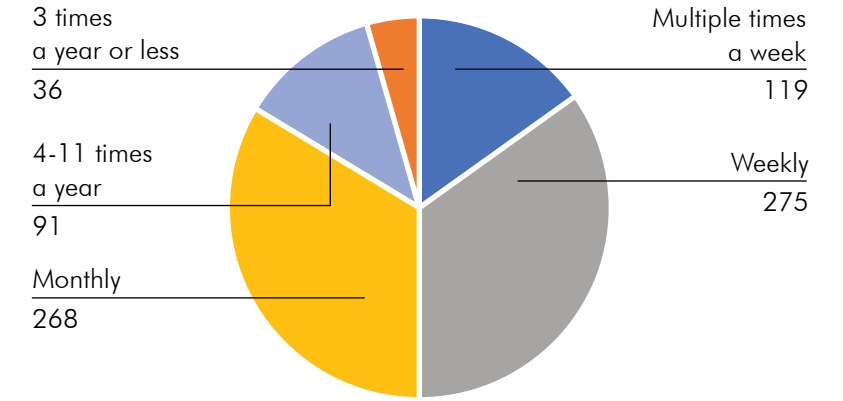
Results of the surveys saw many commonalities with the community meeting data received. A sampling is noted below:

- Both community meetings and surveys noted **safety & wellness** (parking, unhoused & access) as a key factor in whether patrons felt they would use the facilities and amenities provided by JCPL at the Arvada Library.
- Both community meetings and surveys felt adding services centered around **education, meeting, and gathering** would result in increased user experience at the library.
- Both community meetings and surveys saw a need for **increased physical items over digital collection uses**.

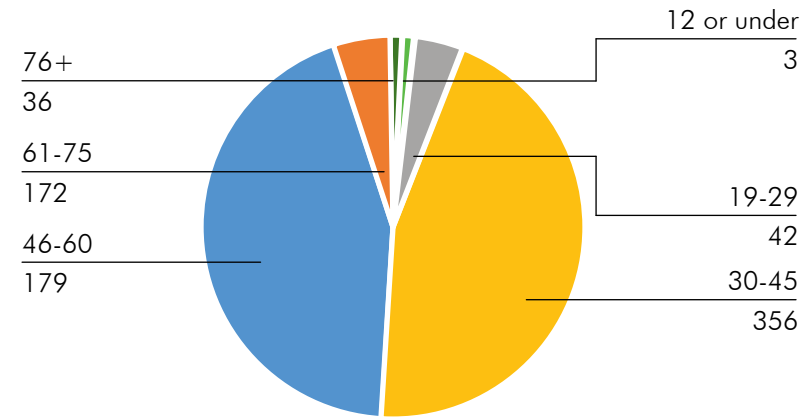
## DO YOU CURRENTLY HAVE A LIBRARY CARD?



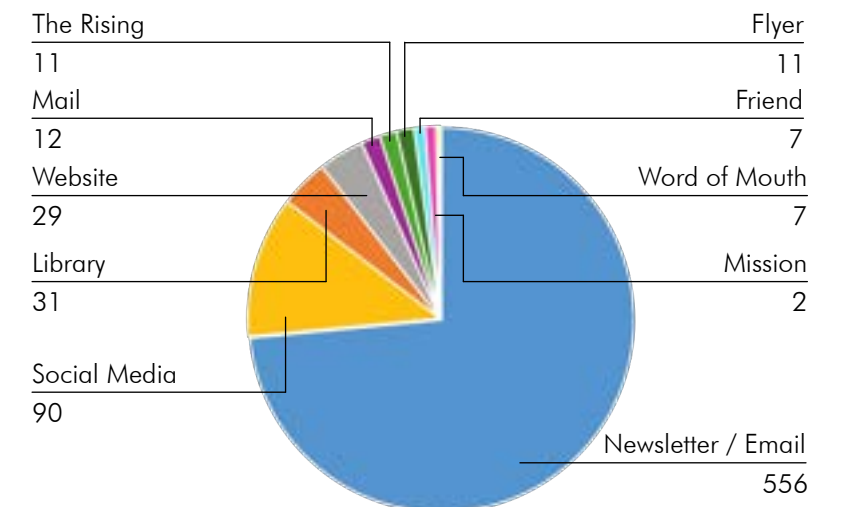
## HOW OFTEN DO YOU VISIT A LIBRARY?



## WHAT'S YOUR AGE?



## HOW DID YOU HEAR ABOUT SURVEY?



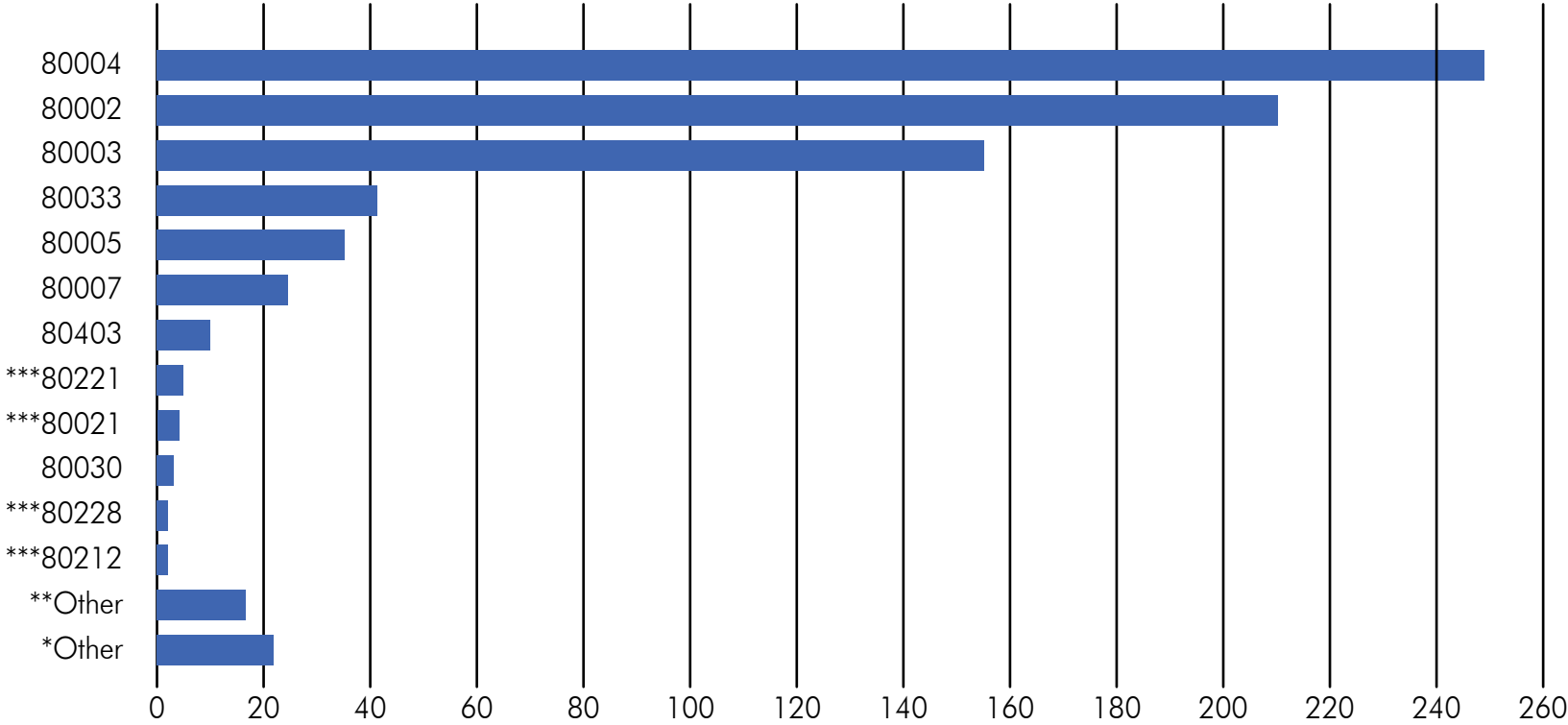
\*DUE TO LIMITED RESPONSES, ADULT SPANISH, TEEN ENGLISH & TEEN SPANISH SURVEY RESULTS HAVE BEEN INCORPORATED INTO OVERALL SURVEY RESULTS. FULL RESPONSES CAN BE FOUND IN THE APPENDIX.

# COMMUNITY SURVEY RESULTS



# WHAT'S YOUR ZIP CODE?

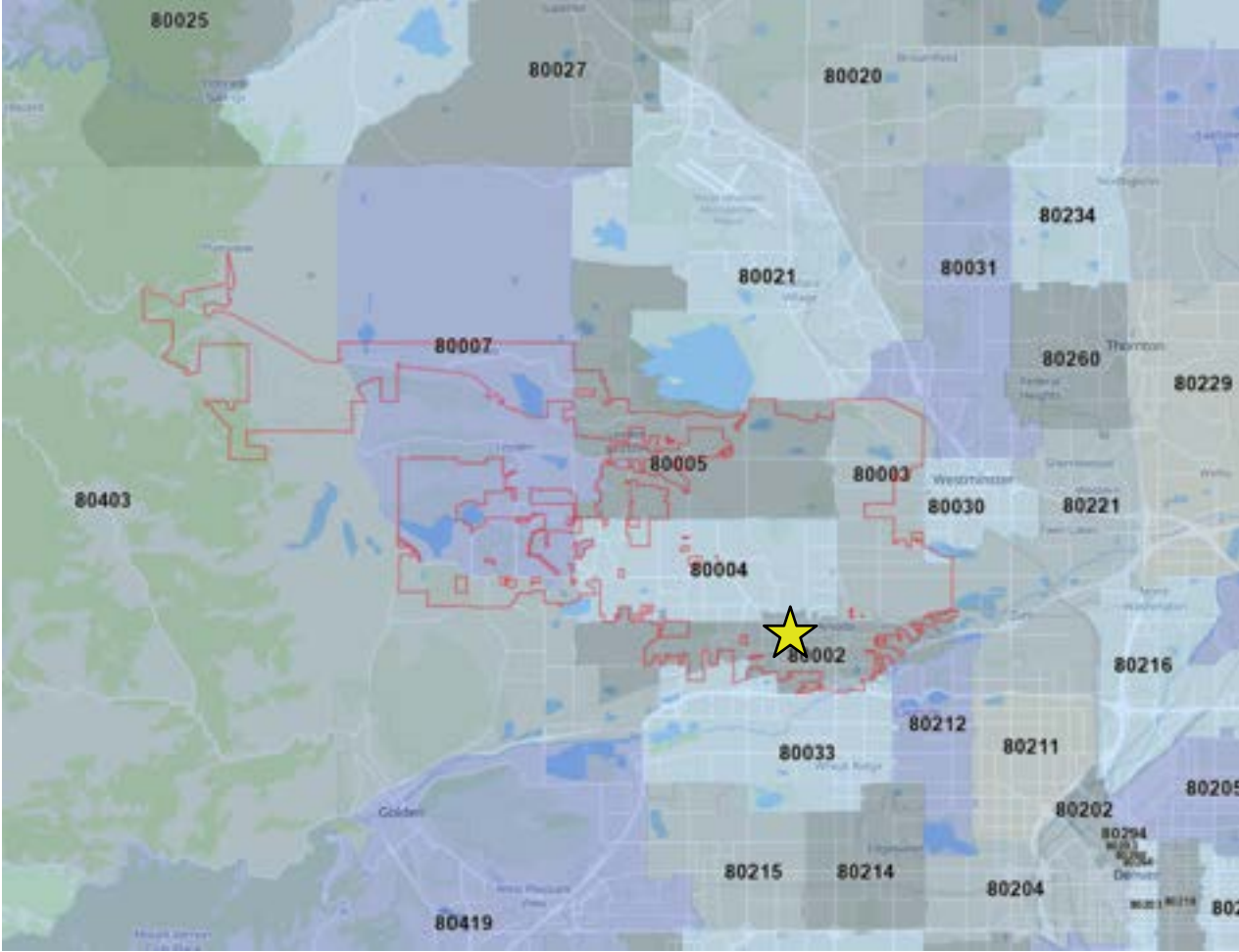
## Zip Code Analysis Participants 803



\*Other = 23 different zip codes received a single respondent answer, of those only 1 is within the Arvada city limits

\*\*Other = 8 different zip codes received two respondent answers, of those only 1 is within the Arvada city limits

\*\*\* = Zip code outside Arvada city limits, all zip codes with this designation are from a neighboring city / neighborhood



# COMMUNITY SURVEY RESULTS

# WHAT DO YOU DO WHEN YOU VISIT A LIBRARY?

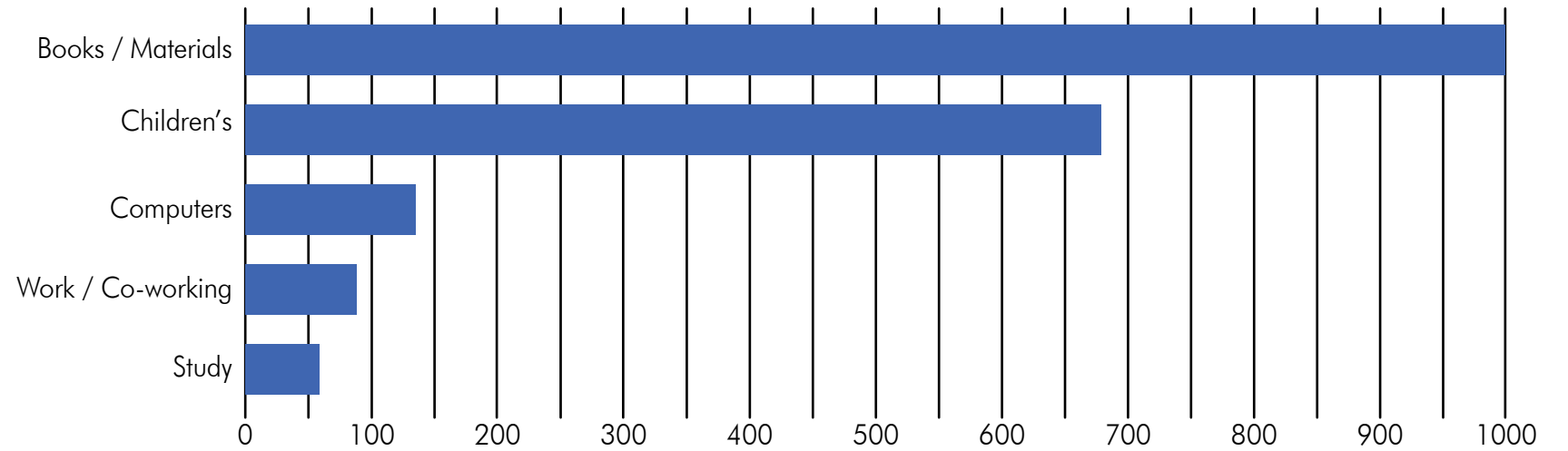
## SUMMARY:

Members of the community were asked to provide comments on what they do when they come to the library. Comments received were then categorized and organized to best reflect typical uses of the library to see where high demand may be for future library services.

## TAKEAWAYS:

- As would be expected with most libraries, **books and physical materials** received the highest response for what people do at the library. 998 comments referenced books, reading, book holds, or check-out. The physical collection still dominates why most people visit the library.
- The second highest usage of the library fell under the **Children's area** with 674 comments referencing use of the children's space or activities. **Storytime** received the highest response within this area at 90 comments.
- Rounding out the top five in comments were: **computers, co-working, and study**. Members of the community repeatedly referenced these categories of library usage.

Top 5 Highest Commented Uses



"GET BOOKS FOR MY KIDS AND LET THEM PLAY WITH THE TOYS."  
- COMMUNITY MEMBER

"BROWSE & CHECK OUT BOOKS, RETURN BOOKS, PICK UP MY SUMMER READING CHALLENGE PRIZE."  
- COMMUNITY MEMBER

"CHECK OUT BOOKS RESERVED ONLINE AND READ PORTIONS OF BOOKS FROM THE STACKS."  
- COMMUNITY MEMBER

"CHECK OUT BOOKS. WORK ON LAPTOP. ATTEND BABY TIME AND PLAY WITH OUR TODDLER."  
- COMMUNITY MEMBER

## COMMUNITY SURVEY RESULTS

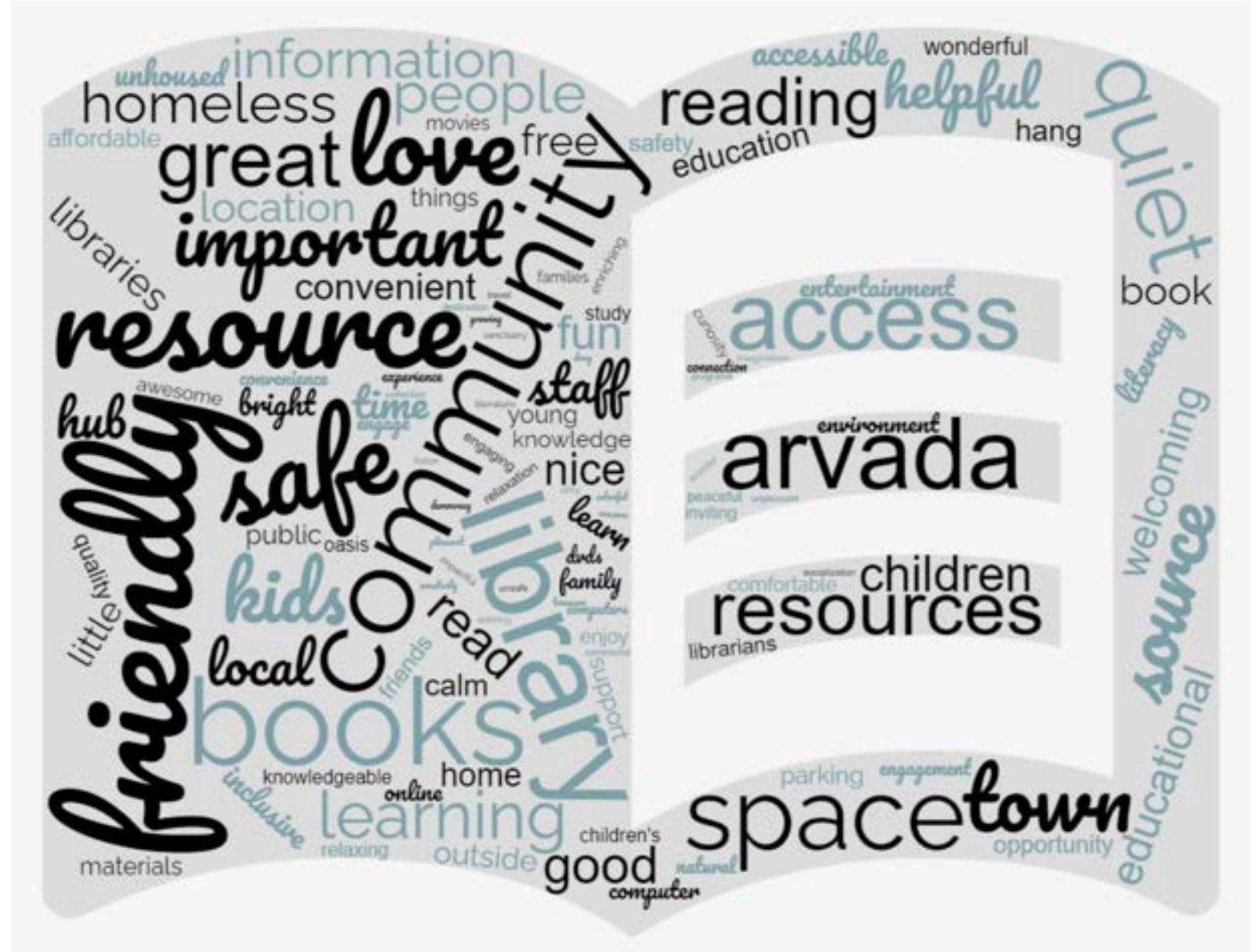
# WHAT DO YOU VALUE IN THE LIBRARY?

## SUMMARY:

Members of the community were asked to provide comments on what they value about the library. Comments were inputted into a word cloud generator and the resulting graphic is shown. Overall sentiment is that the library is an asset to the community and a source of books, learning, and other resources.

## TAKEAWAYS:

- Education, Inspiration, Knowledge, Entertainment, Sustainable; **“a local resource I can’t live without”** were the majority of comments.
- Many feel that the **value of the library is very high**, but numerous comments indicated the increased presence of unhoused inside and outside in recent years has created a feeling of unease and / or diminished feelings of safety.
- The **physical collection** was mentioned second highest behind the community asset, reinforcing that many community members use the library for the books and other reading resources.



## COMMUNITY SURVEY RESULTS

# HOW SHOULD THE LIBRARY FEEL?

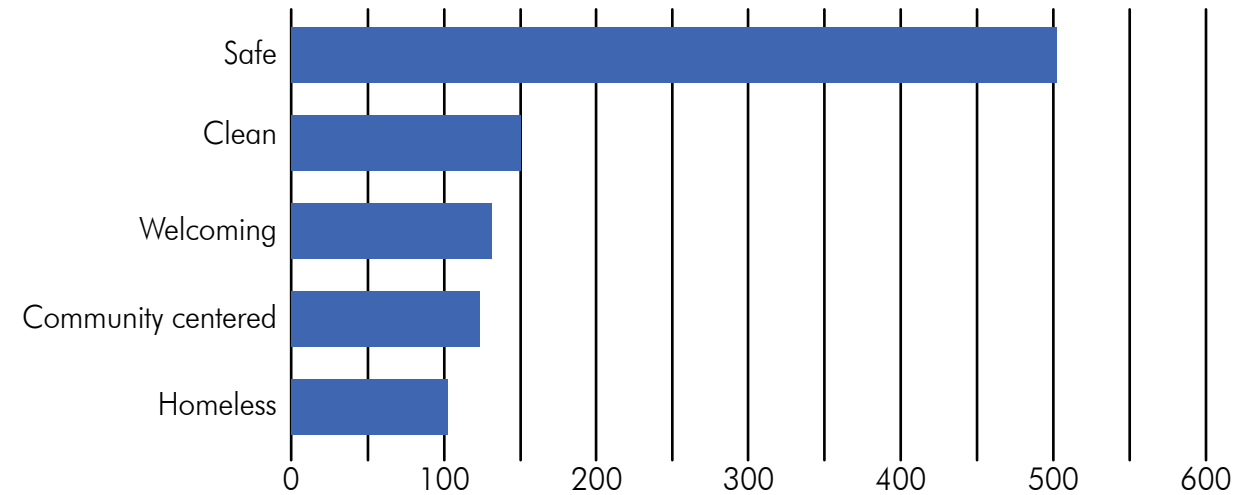
## SUMMARY:

Members of the community were asked to provide comments on how the library should feel. Comments received were then categorized and organized to best represent the feeling of the local community.

## TAKEAWAYS:

- The word **safe** is used by 503 responses - it is far and away the most common answer - they want the library to feel safe and be safe.
- **Clean, welcoming, and community centered**, were also common responses and represent the social impact the library has on the community.
- The fifth highest category by comment centered around the **homeless / unhoused**, both those that use the Olde Town plaza and the library. Community members referenced positive and negative impacts they have on the library. Feedback indicated that improvements to library **social services** and spaces could help assist this group.

Top 5 Highest Commented Feelings



"COMMUNITY A PLACE THAT PROVIDES EDUCATIONAL RESOURCES."  
- COMMUNITY MEMBER

"GIVES ME HOURS OF READING ENJOYMENT FOR FREE!"  
- COMMUNITY MEMBER

"WELCOMING AND INVITING, COMFORTABLE, RELAXED, ENGAGING."  
- COMMUNITY MEMBER

"WELCOMING, SAFE, INSPIRING."  
- COMMUNITY MEMBER

## COMMUNITY SURVEY RESULTS

# PLEASE RATE YOUR EXPERIENCE USING THESE EXISTING ARVADA LIBRARY SERVICES

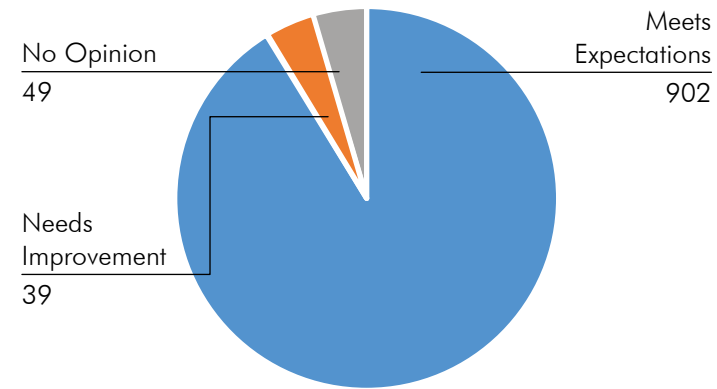
## SUMMARY:

Members of the community were asked to provide feedback on the importance of specific library services. Participants were asked to classify each service as important, not important, or neutral.

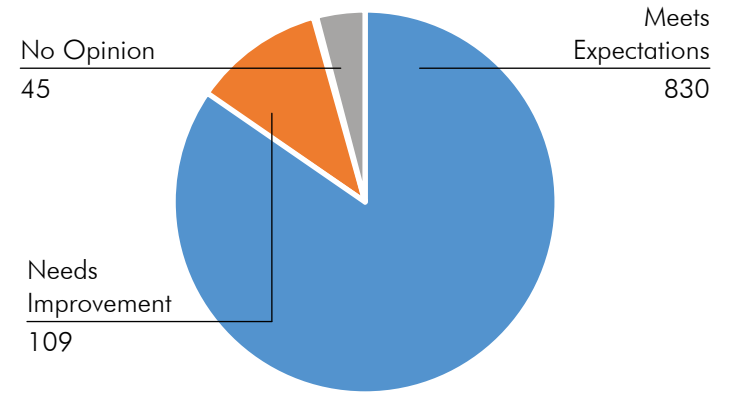
## TAKEAWAYS:

- **General aspects of the library meet most expectations:**  
Staff helpfulness, location, materials and hours.
- **Safety, parking and welcoming environment** had the highest need for improvement.
- **Teens and children** had the highest need for improvement amongst dedicated spaces.
- **Study and meeting rooms** received numerous comments, but a **lower priority level**. Rooms should be studied to determine size and needs in the redesign.

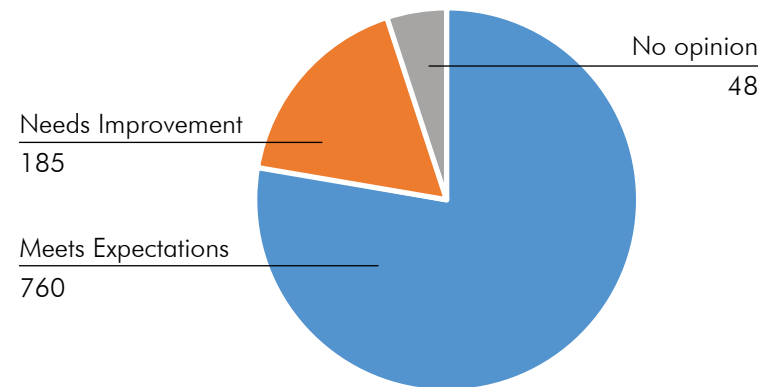
**HELPFUL STAFF**



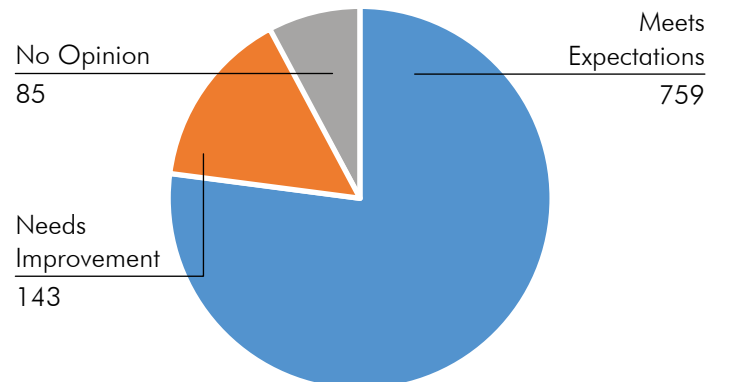
**LOCATION**



**MATERIALS (BOOKS, MOVIES, ETC.)**



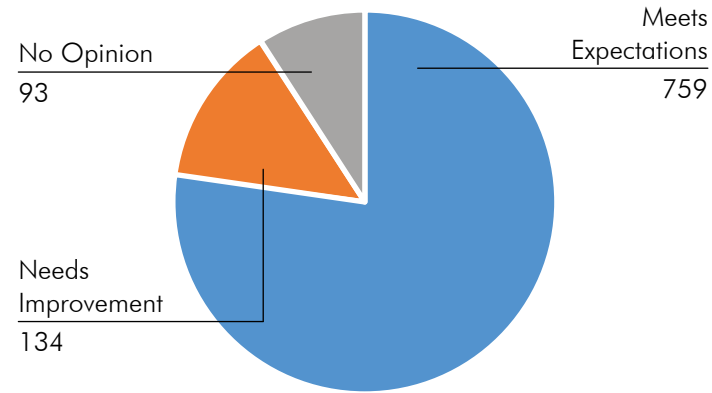
**NOISE LEVEL**



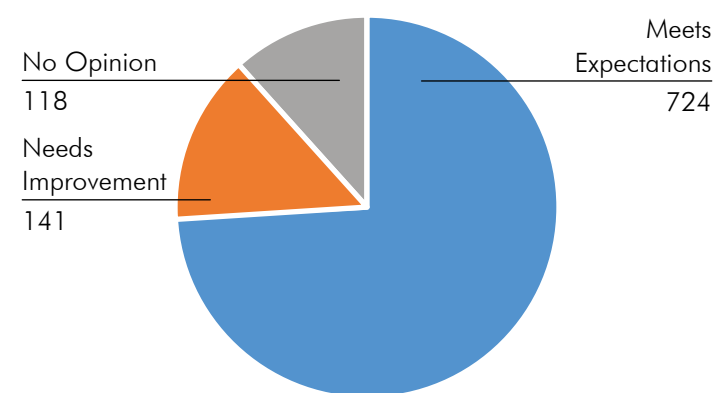
## COMMUNITY SURVEY RESULTS

# PLEASE RATE YOUR EXPERIENCE USING THESE EXISTING ARVADA LIBRARY SERVICES

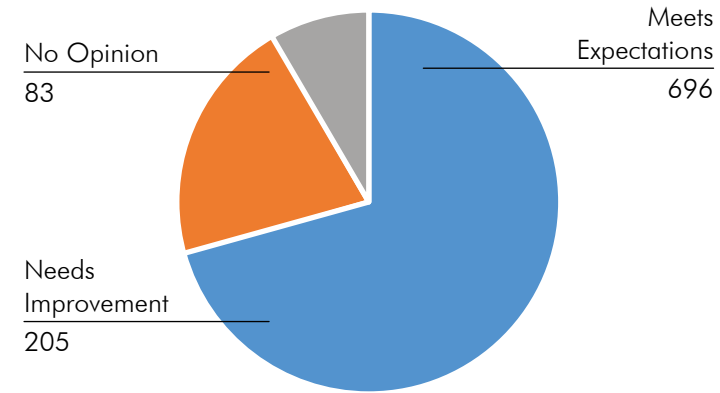
## OPERATING HOURS



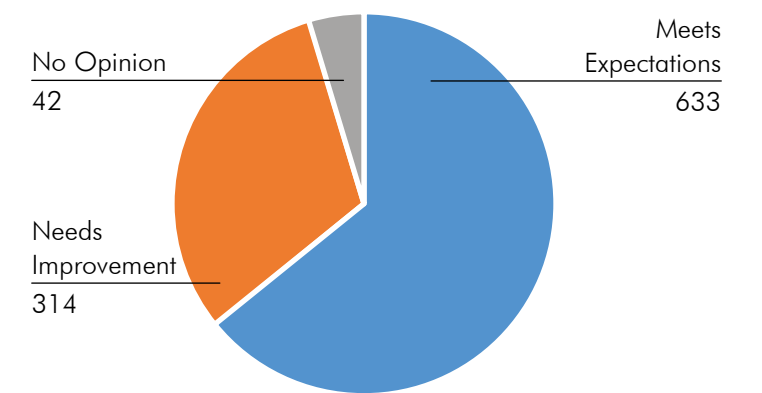
## CONNECTION TO OLDE TOWN



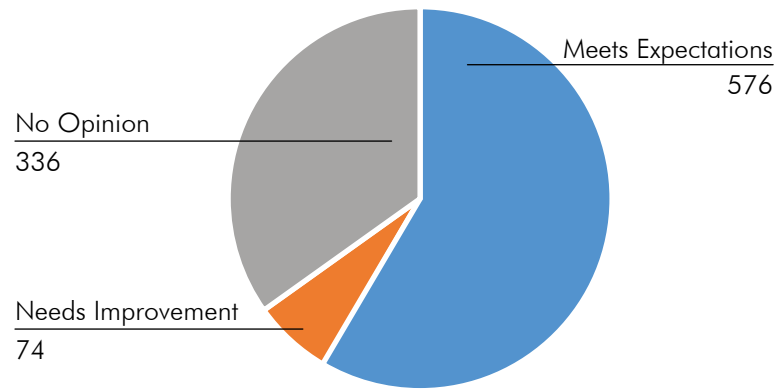
## EASE OF NAVIGATION



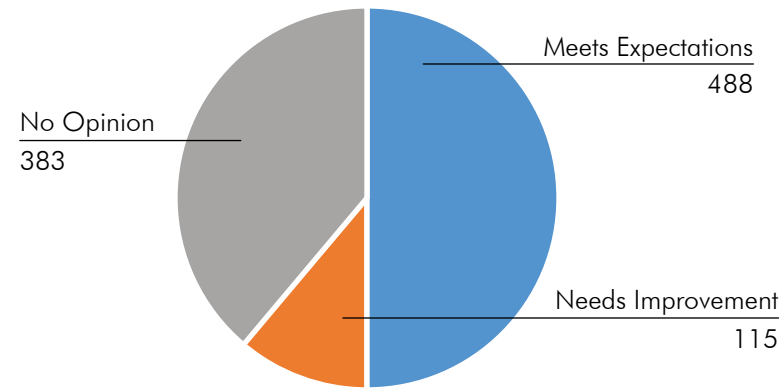
## WELCOMING ENVIRONMENT



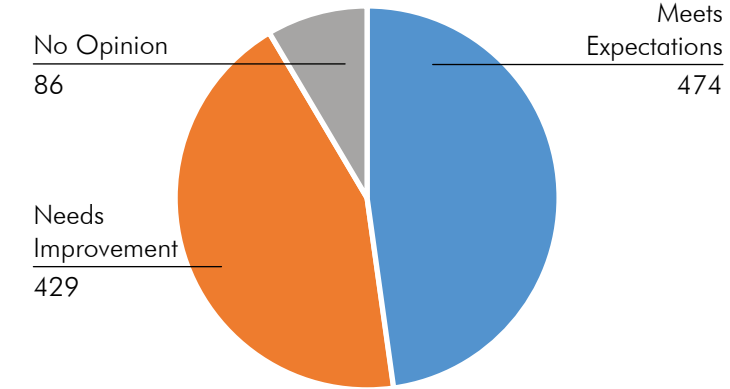
## WIRELESS ACCESS



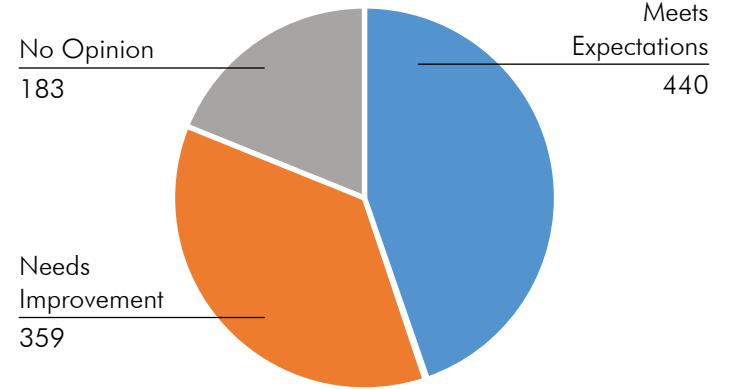
## COMPUTER ACCESS AND PERFORMANCE



## PARKING



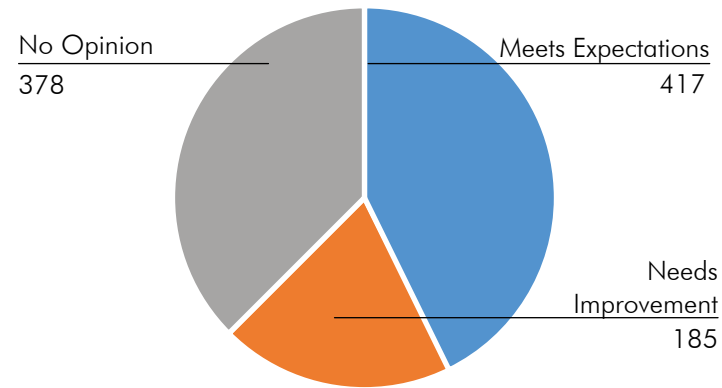
## COMFORTABLE / CLEAN FURNITURE



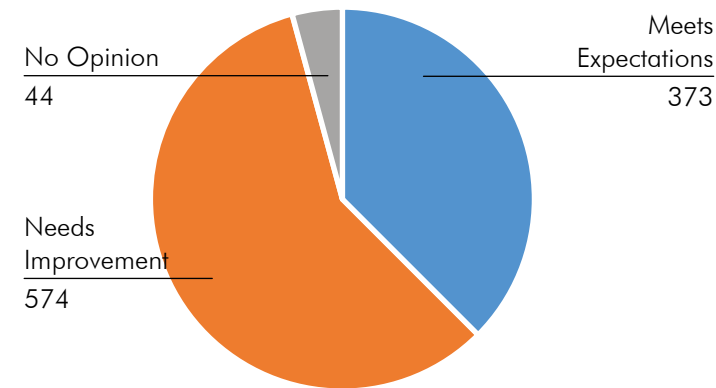
# COMMUNITY SURVEY RESULTS

# PLEASE RATE YOUR EXPERIENCE USING THESE EXISTING ARVADA LIBRARY SERVICES

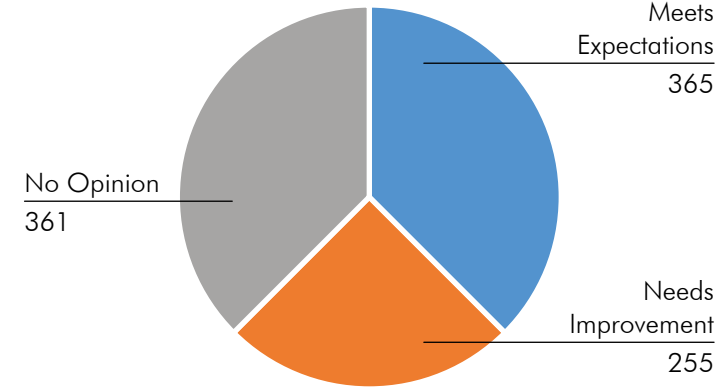
## PROGRAMS / EVENTS



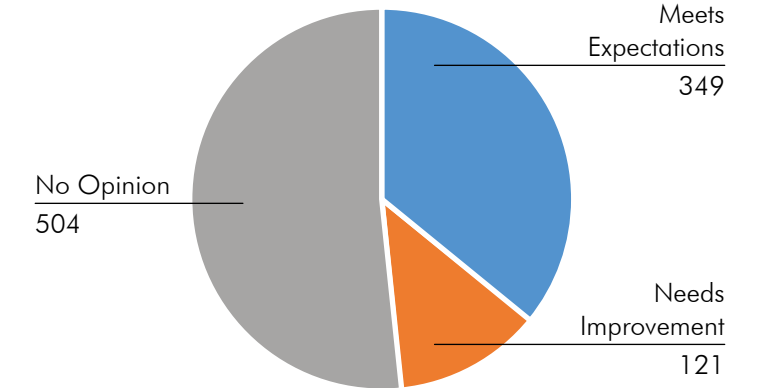
## SAFETY



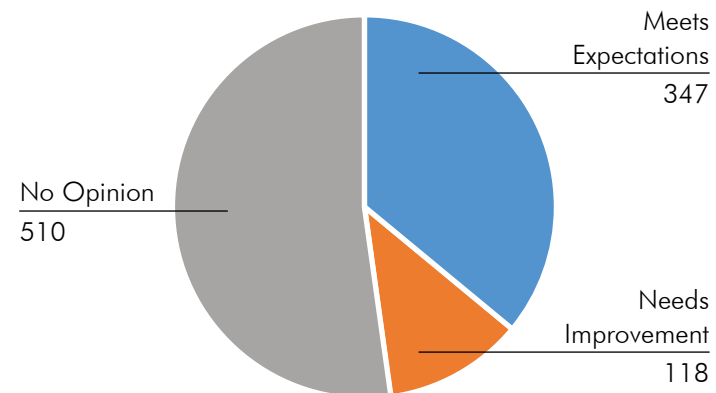
## CHILDREN'S AREA



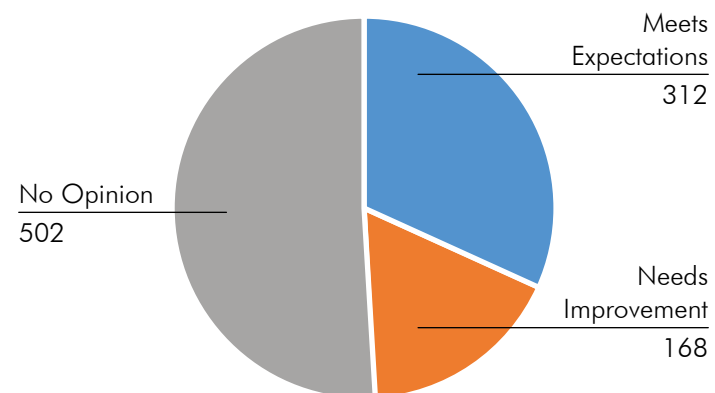
## STUDY ROOM



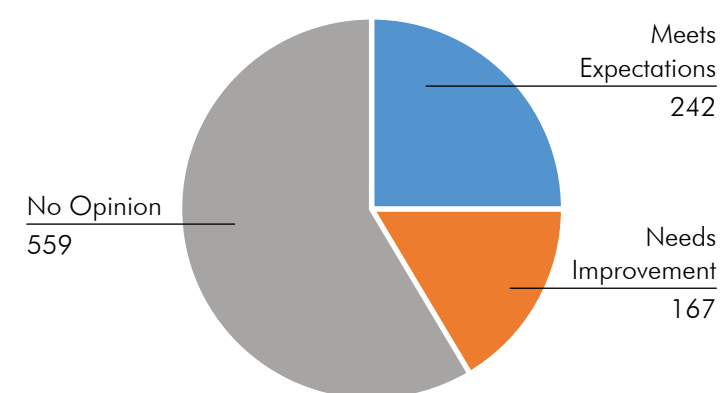
## MEETING ROOM



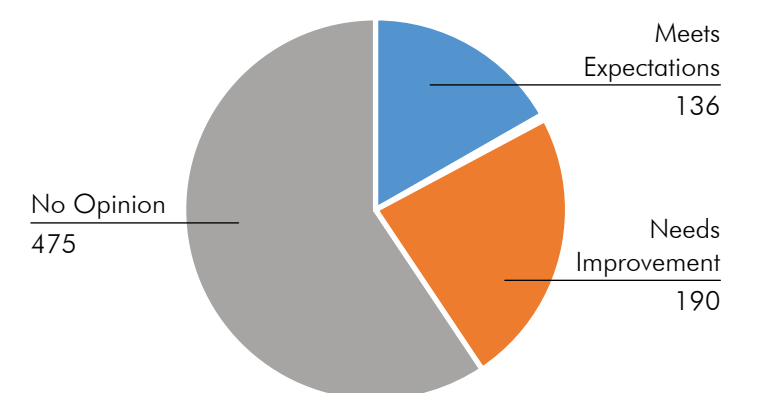
## CLASSES (EDUCATIONAL, INSTRUCTIONAL)



## TEEN AREA



## OTHER (PLEASE SPECIFY)



FULL RESULTS CAN BE FOUND IN THE APPENDIX

# COMMUNITY SURVEY RESULTS

# HOW IMPORTANT ARE THESE ARVADA LIBRARY SERVICES TO YOU?

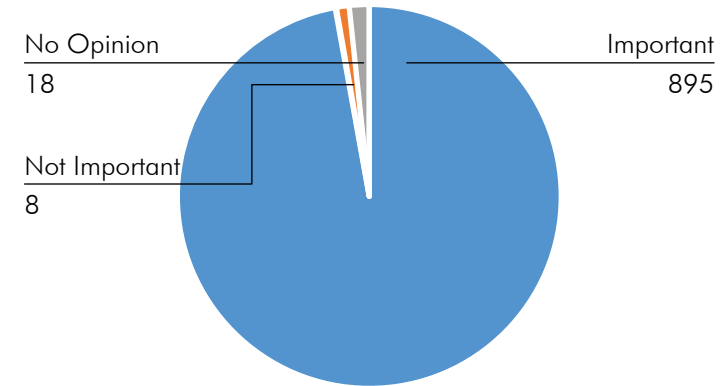
## SUMMARY:

Members of the community were asked to provide feedback on their experiences regarding existing library services. Participants were asked to classify each existing service as meets expectations, needs improvement, or neutral.

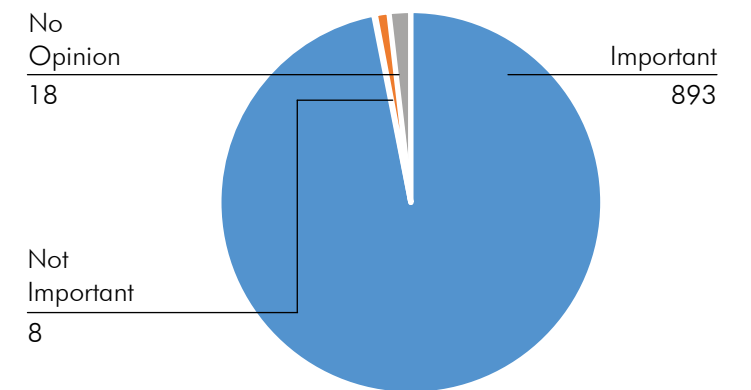
## TAKEAWAYS:

- Participants felt **staff** and **materials** are the most important services offered by the library.
- Participants indicated that **safety** and a **welcoming environment** were top service priorities. This aligns with results seen in areas needing improvement prior.
- **Study rooms** and **meeting rooms** received a low level of importance in voting. While previous questions focused on these needed improvement it would indicate it is not high on the priority list.

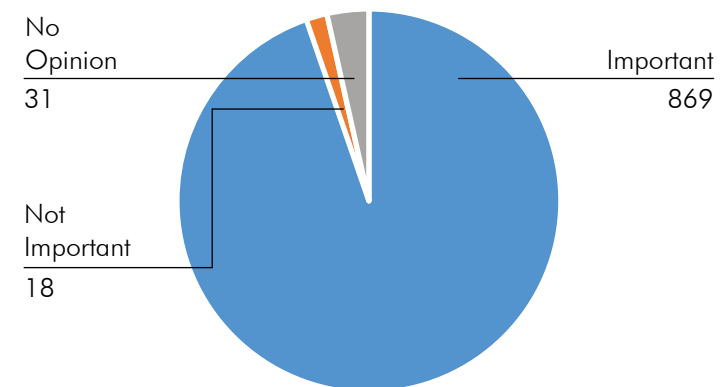
### MATERIALS (BOOKS, MOVIES, ETC)



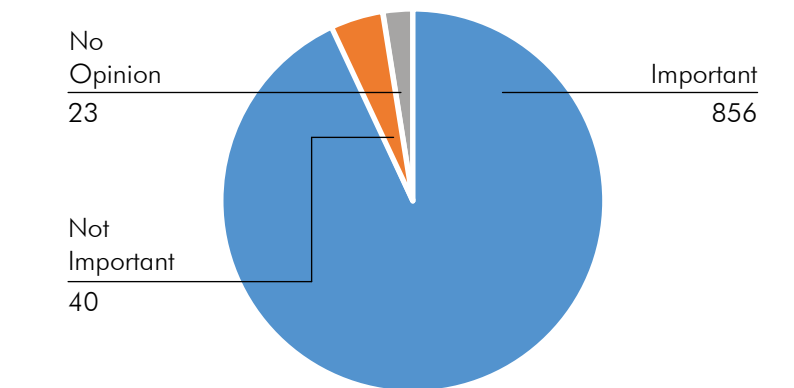
### HELPFUL STAFF



### WELCOMING ENVIRONMENT



### SAFETY

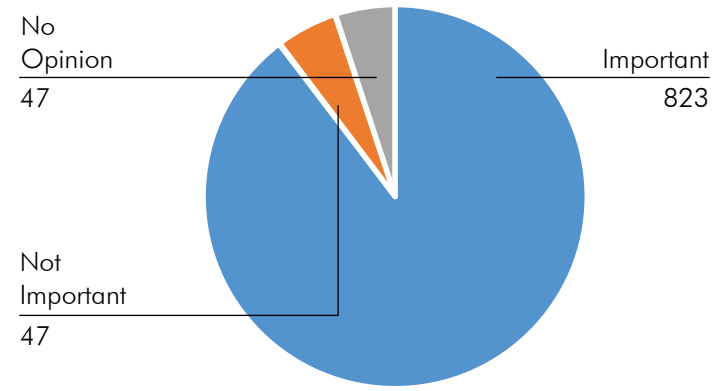


## COMMUNITY SURVEY RESULTS

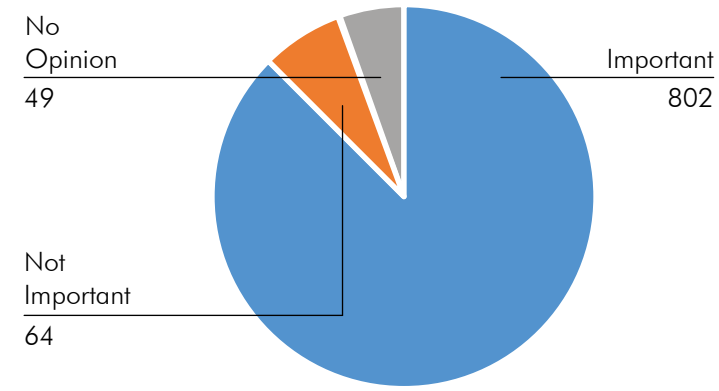


# HOW IMPORTANT ARE THESE ARVADA LIBRARY SERVICES ARE TO YOU?

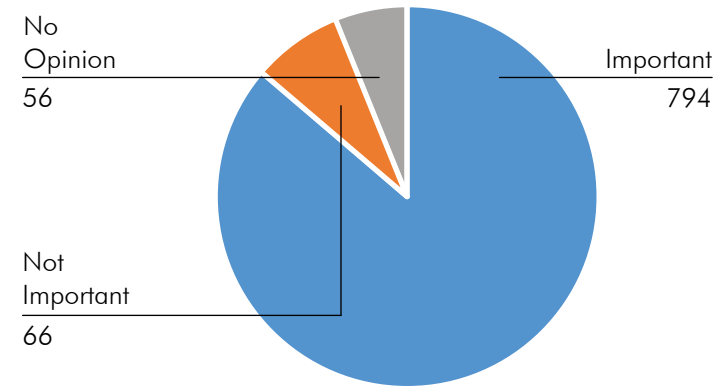
## LOCATION



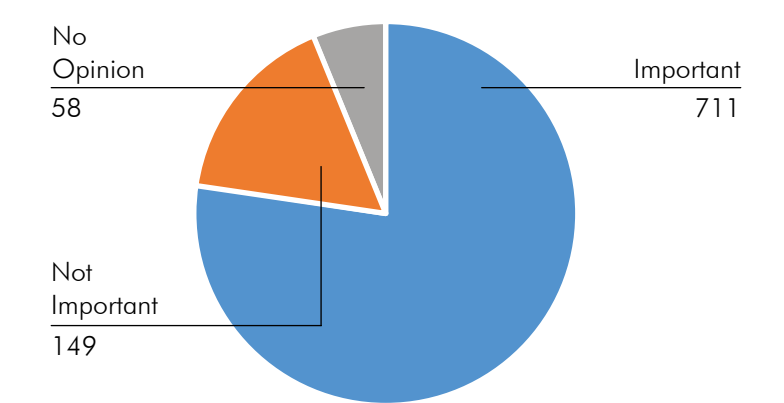
## EASE OF NAVIGATION



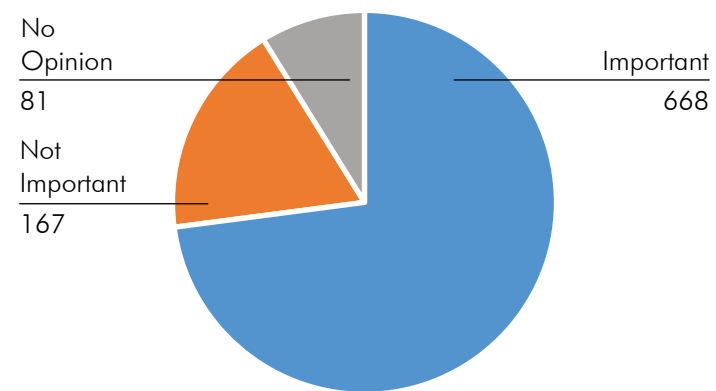
## OPERATING HOURS



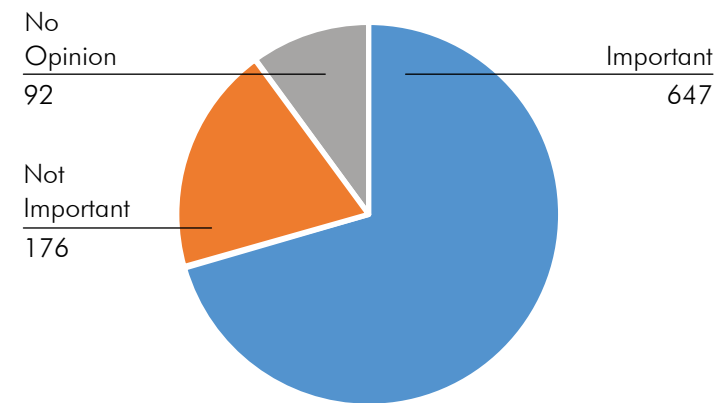
## NOISE LEVEL



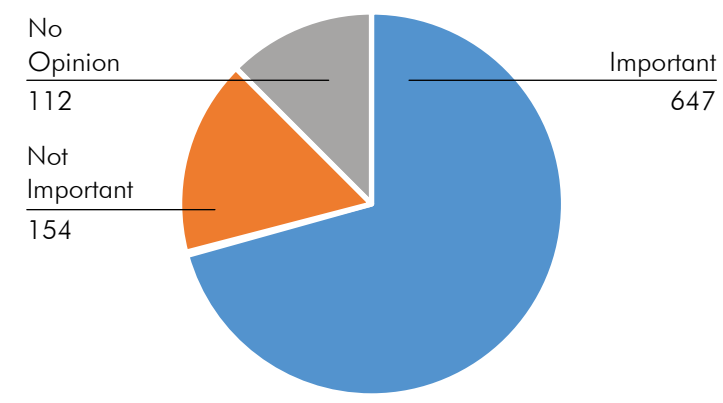
## PARKING



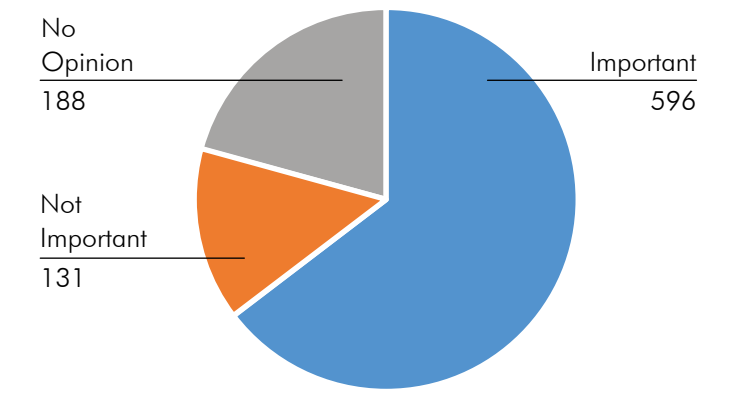
## WIFI ACCESS



## COMFORTABLE / CLEAN FURNITURE



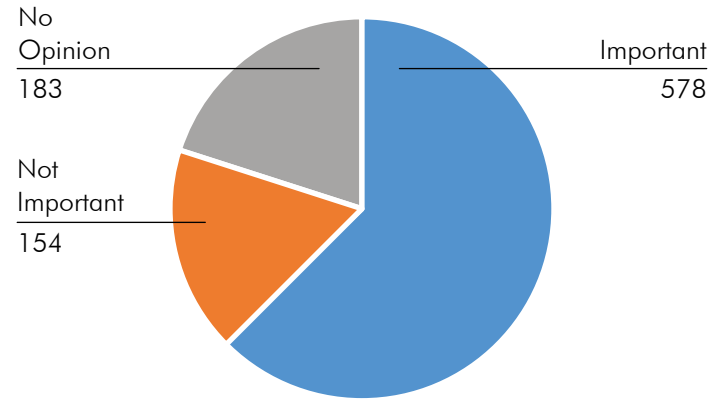
## CHILDREN'S AREA



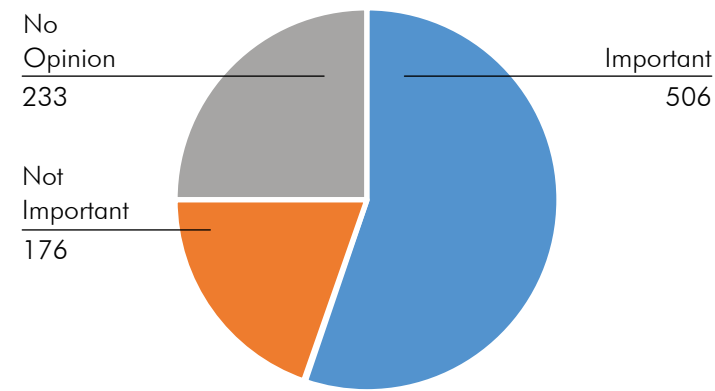
## COMMUNITY SURVEY RESULTS

# HOW IMPORTANT ARE THESE ARVADA LIBRARY SERVICES ARE TO YOU?

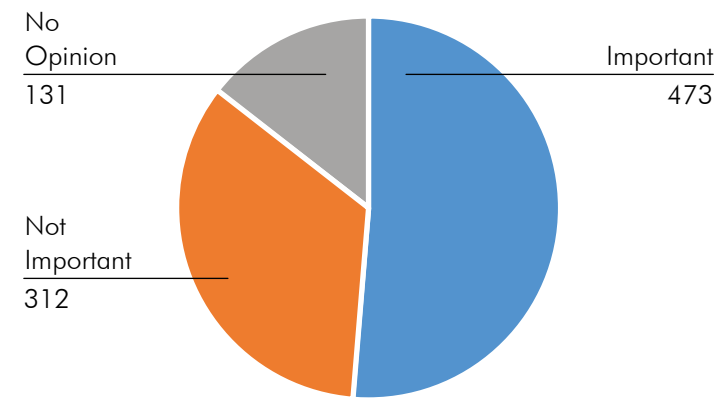
## PROGRAMS / EVENTS



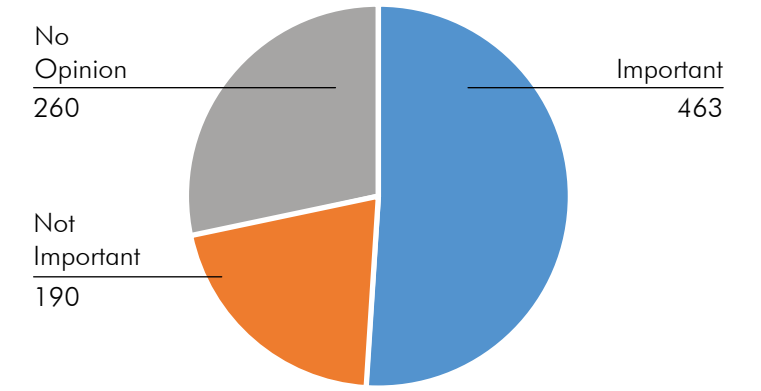
## CLASSES (EDUCATIONAL, INSTRUCTIONAL)



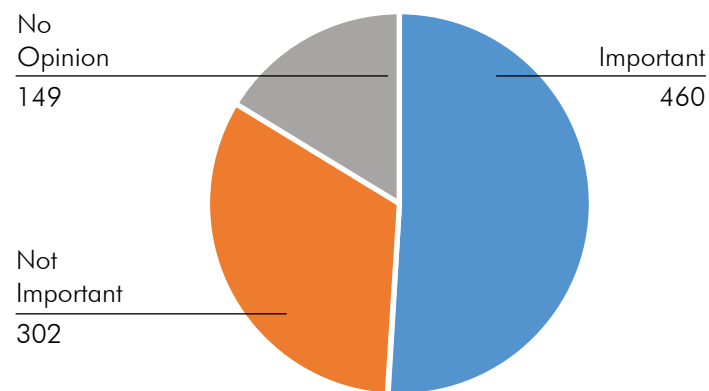
## COMPUTER ACCESS



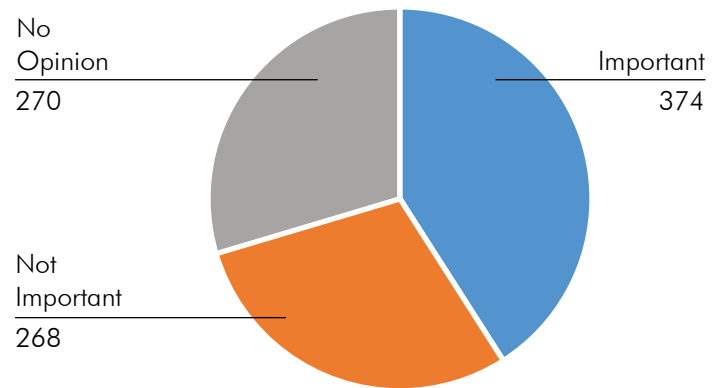
## TEEN AREA



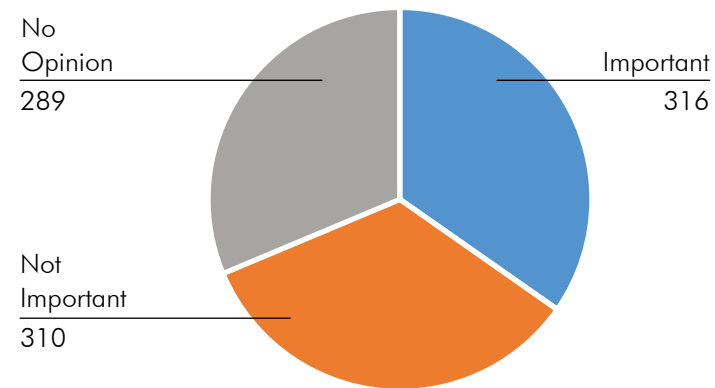
## CONNECTION TO OLDE TOWN



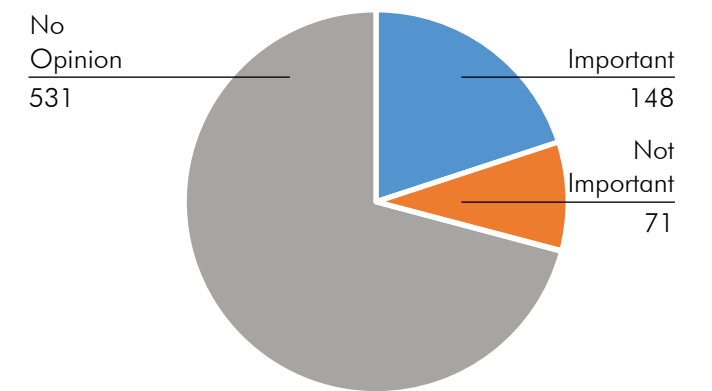
## STUDY ROOM



## MEETING ROOM



## OTHER (PLEASE SPECIFY)



FULL RESULTS CAN BE FOUND IN THE APPENDIX

# COMMUNITY SURVEY RESULTS

# WHICH OF THE FOLLOWING THINGS, IF ANY, HAVE YOU DONE AT THE ARVADA LIBRARY?

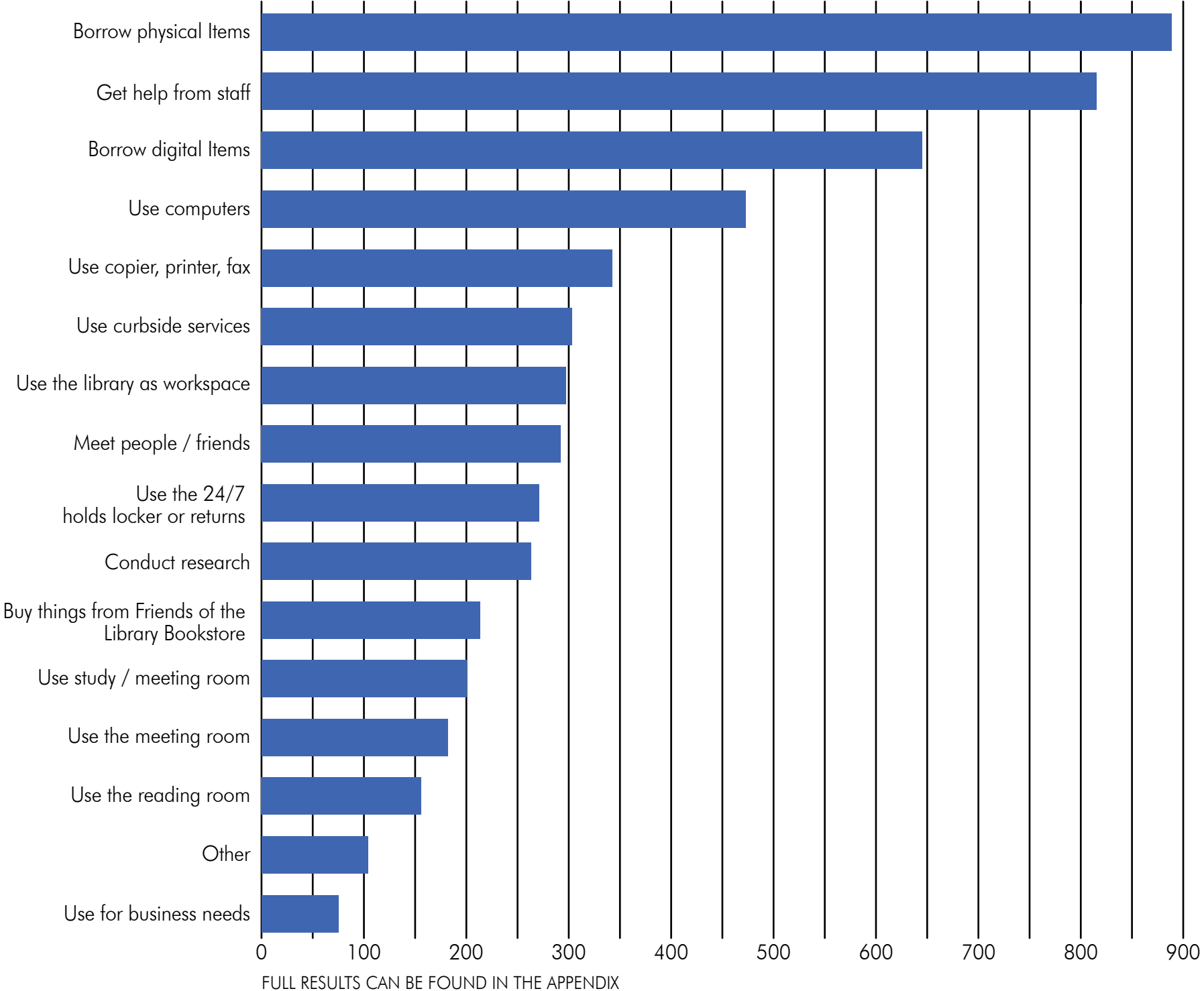
## SUMMARY:

Members of the community were asked to select from a list all library services, spaces, and activities they participate in while at the library.

## TAKEAWAYS:

- **Borrowing items** from the library, physical, digital and computers, were at the top of the list.
- Additionally, **getting help from staff**, was listed as a top use for the library.
- The least used services / activities at the library were indicated as using the **reading room** and using the library for **business use**.

**Survey Results**  
**Participants 953**



## COMMUNITY SURVEY RESULTS

# WHICH OF THE FOLLOWING THINGS, IF ANY, HAVE PREVENTED YOU OR MIGHT PREVENT YOU FROM USING THE ARVADA LIBRARY?

## SUMMARY:

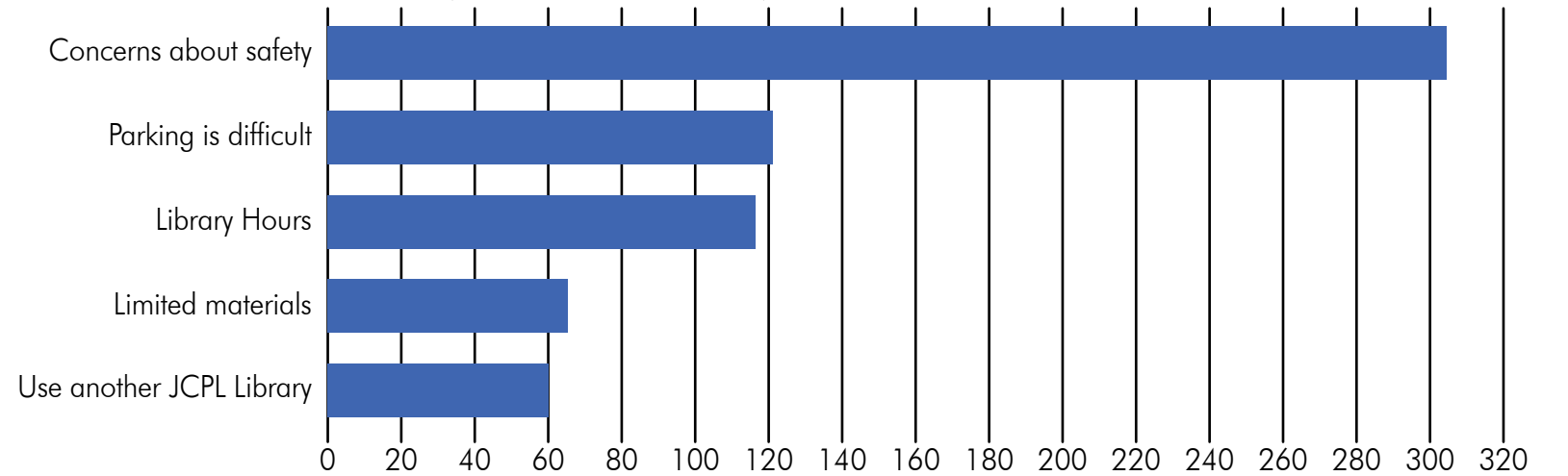
Members of the community were asked to select up to five responses from a list regarding what would prevent them from using Arvada Library. Several responses to “Other” noted that survey form required five selections and that they couldn’t select fewer issues.

## TAKEAWAYS:

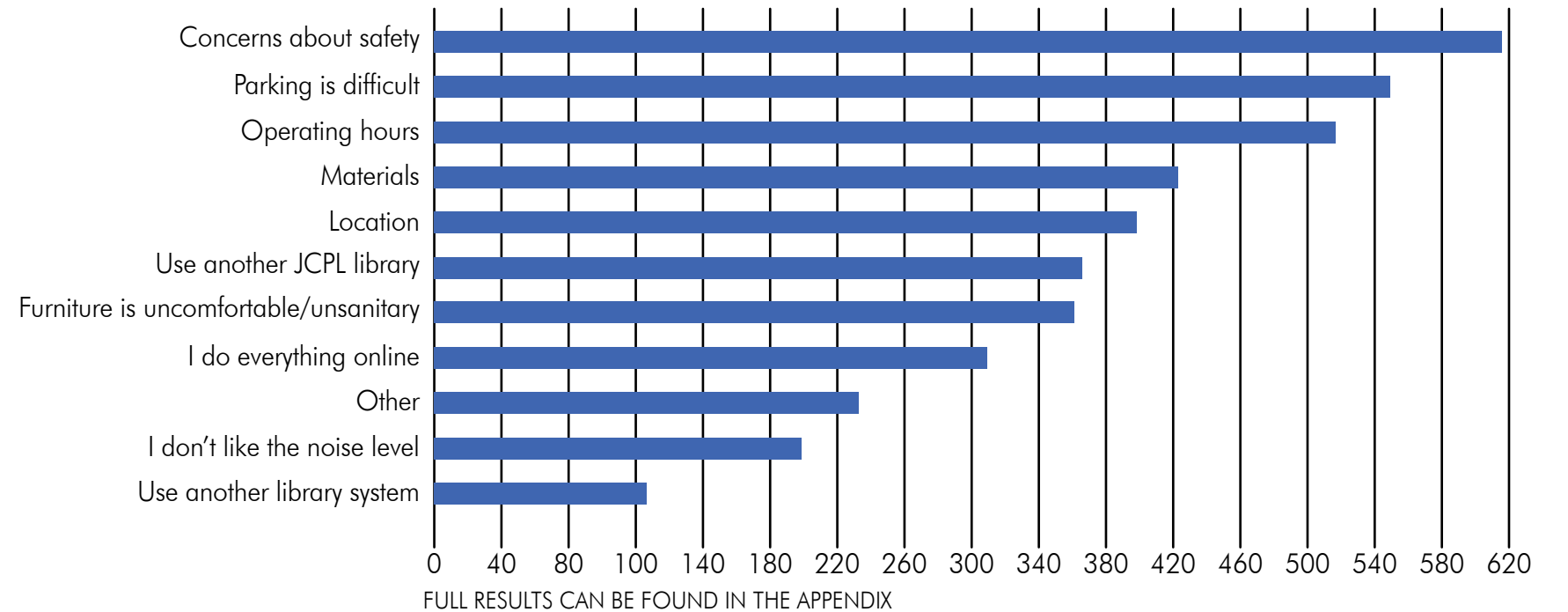
- **Safety is the biggest deterrent** at the Arvada Library, receiving more than double the votes as parking, library hours, etc.
- **Materials, (type, quantities, options)** was the fourth highest ranked item and first not in reference to the site or physical building.

### Survey Results Participants 870

#### Top 5 Highest Ranked Issues (Ranked #1 Factor)



#### Top 5 Ranked Issues (Total Ranked 1-5)



## COMMUNITY SURVEY RESULTS

# WHICH OF THE FOLLOWING THINGS, IF ANY, WOULD ENCOURAGE YOU TO VISIT THE ARVADA LIBRARY MORE OFTEN?

## SUMMARY:

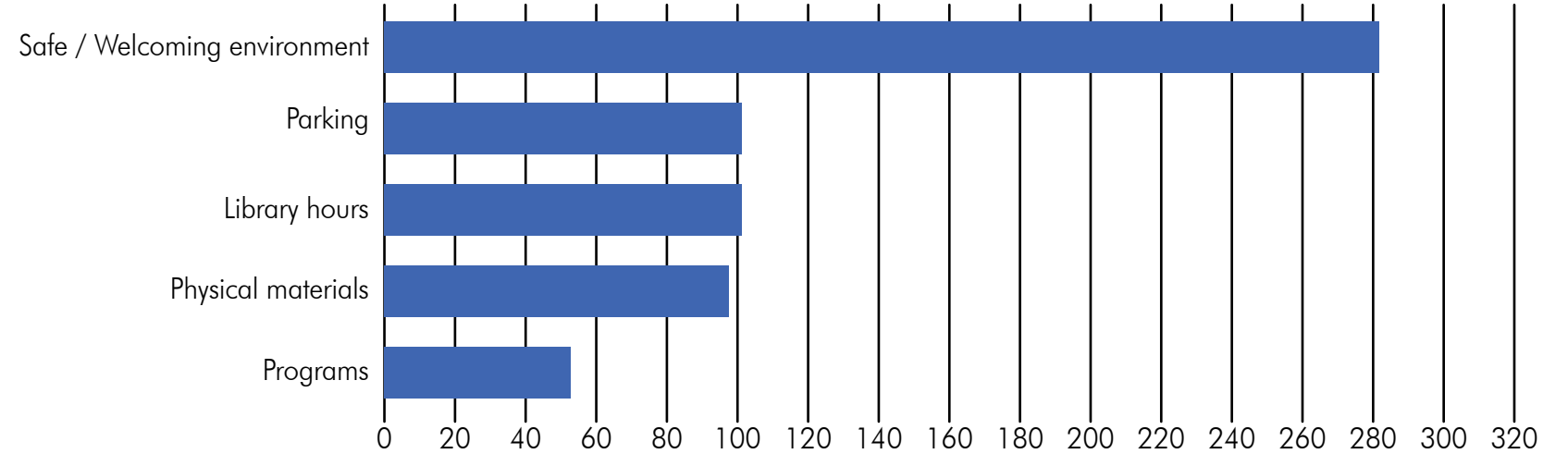
Members of the community were asked to select up to five responses from a list regarding what would encourage them to use the library more.

## TAKEAWAYS:

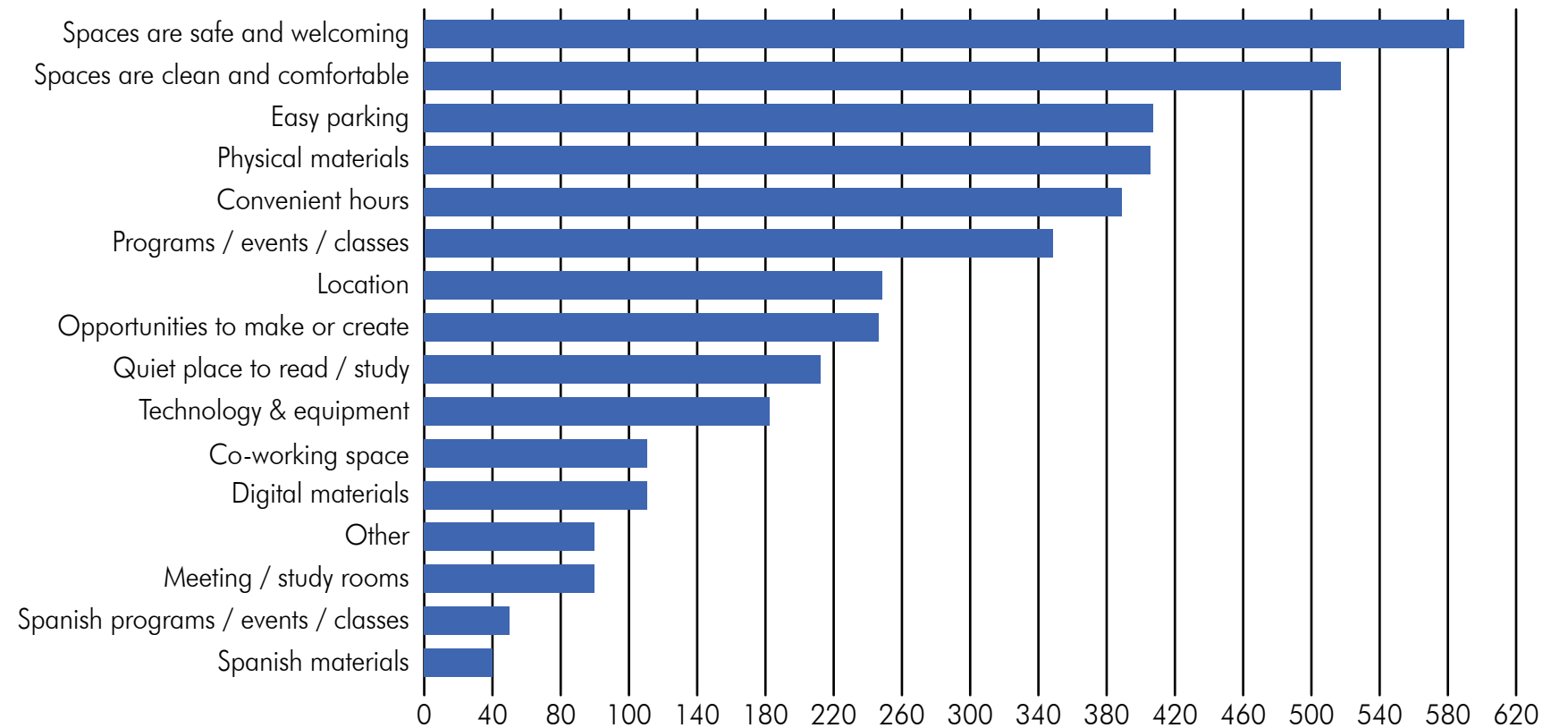
- Participants stressed that a **safe and welcoming environment** would encourage more frequent library use.
- Showing up on the list was a request for **increase of programs offered** at the fifth highest ranked item.
- **Spanish language classes** and **materials** were the least impactful in this category and were most likely the result of few respondents in the demographic.

### Survey Results Participants 840

#### Top 5 Highest Ranked Issues (Ranked #1 Factor)



#### Top 5 Ranked Issues (Total Ranked 1-5)



FULL RESULTS CAN BE FOUND IN THE APPENDIX

## COMMUNITY SURVEY RESULTS

# WHAT WOULD HELP YOU REACH YOUR GOALS?

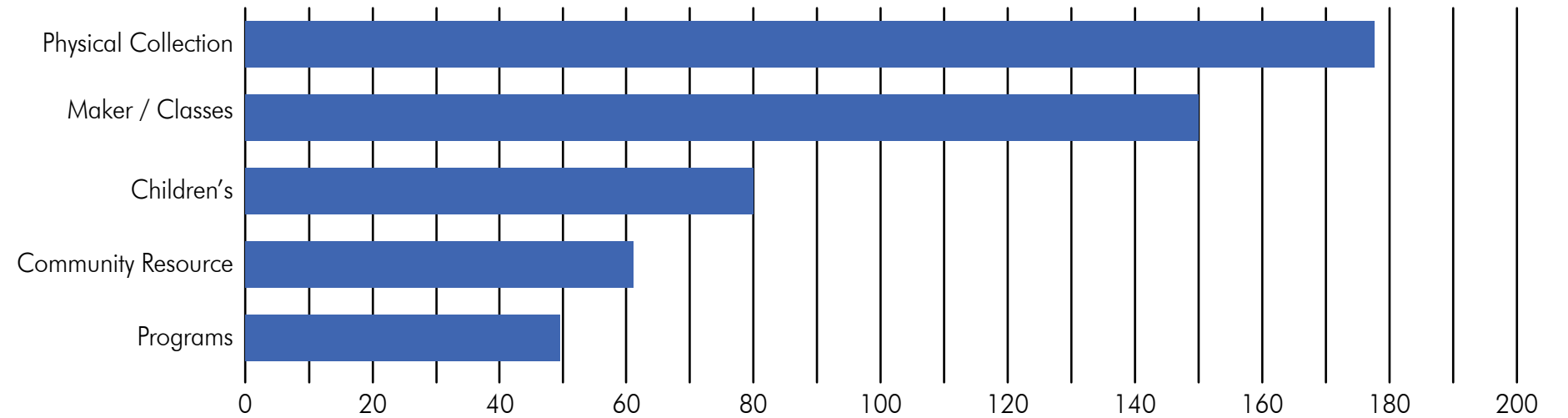
## SUMMARY:

Members of the community were asked to provide comments on how the library could help them reach personal goals. Comments received were then categorized and organized to best represent the resources that could be added to assist users when visiting the library.

## TAKEAWAYS:

- The focus on the **physical collection** still dominated most responses with over 175 comments centered around books, book clubs and other physical and digital assets.
- Statements focusing on the **creation of things** and associated classes were stated in approximately 150 +/- comments. Patrons are hoping to see classes that support **maker activities**.
- Users of the library feel more **classes and materials focused on kids** are needed with over 80 comments.
- The library as a **community resource** was requested with needs ranging from a social gathering location (events) to co-working and networking.

### Top 5 Commented Goals



"PROFESSIONAL NETWORKING OPPORTUNITIES WITH LOCAL SMALL BUSINESS OWNERS, A COWORKING SPACE."  
- COMMUNITY MEMBER

"MORE BOOKS, I WOULD LIKE TO REQUEST BOOKS THAT ARE NOT CARRIED BY THE LIBRARY."  
- COMMUNITY MEMBER

"THERE SHOULD BE MORE OF A VARIETY OF CLASSES AND OPPORTUNITIES TO MEET OTHERS IN OUR COMMUNITY AND VOLUNTEER."  
- COMMUNITY MEMBER

## COMMUNITY SURVEY RESULTS

# DO YOU HAVE ANY OTHER INPUT FOR US ABOUT LIBRARY SERVICES AT OUR ARVADA LOCATION?

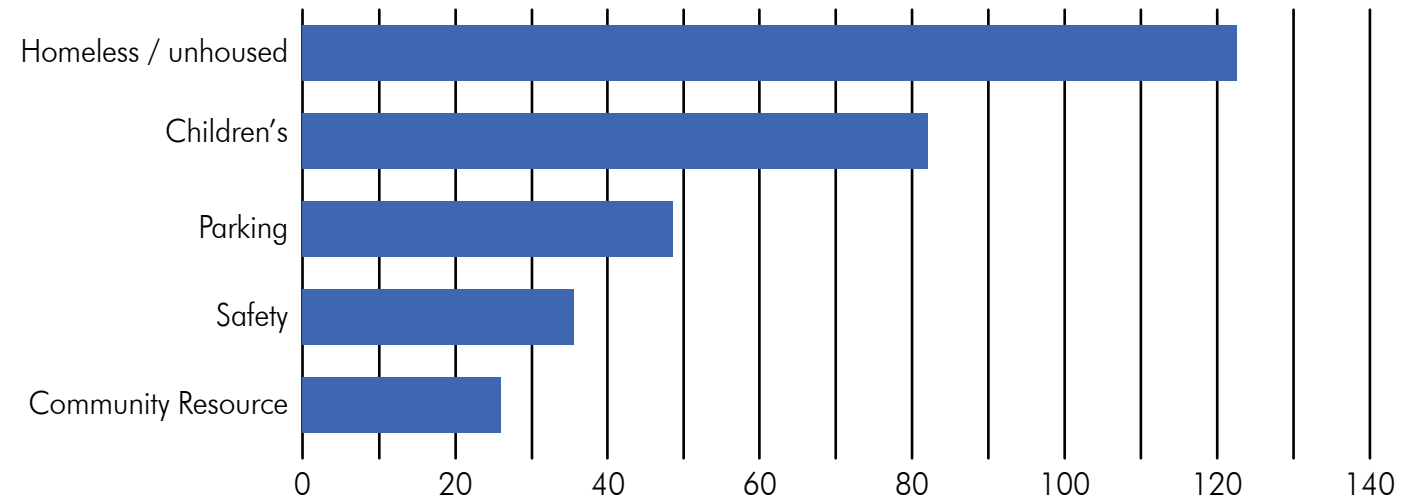
## SUMMARY:

Members of the community were given the opportunity to provide any final thoughts or topics that may or may not have been asked previously. The results varied greatly across all users, ranging from the homeless to a cafe. Comments received were then categorized.

## TAKEAWAYS:

- The topic of people experiencing **homeless[ness]** / who are **unhoused** on site were discussed in 89 of the comments with an additional 35 focused on **safety**.
- Participants stated that **parking**, lack of and difficulty, were a main concern. This was heard in 48 comments.
- The library as a **community asset / resource** was heard in 24 comments of approval by the participants.
- People support the need for **increased materials and resources for the children's areas and activities** with over 83 comments.

Top 5 Commented Topics



"MAINTENANCE OF A SAFE AND CLEAN ENVIRONMENT, INSIDE AND OUTSIDE OF THE LIBRARY, INCLUDING THE BATHROOM FACILITIES"  
- COMMUNITY MEMBER

"SAFETY HAS BEEN THE BIGGEST CONCERN FOR THE LAST FOUR YEARS."  
- COMMUNITY MEMBER

"I'D LOVE TO SEE A MORE IMAGINATIVE CHILDREN'S SECTION THAT INSPIRES IMAGINATION AND A LOVE FOR STORIES!"  
- COMMUNITY MEMBER

## COMMUNITY SURVEY RESULTS

# **ENGAGEMENT MEETINGS**



# PROCESS OVERVIEW

It was important to JCPL, EUA, and Clermont Eliot to gather input from the community regarding site elements, services and physical spaces of the Arvada Library.

Meetings were promoted by JCPL through a number of avenues including Facebook ads, email blasts to patrons and community contacts, signs at the Arvada Library, event calendar entry on the JCPL website, direct mail postcard, mailings to Olde Town Arvada businesses, radio and internet advertising, project page updates, and interactions with patrons.

The goals of the community meetings were to obtain information regarding:

- **What issues are present at the site today and how can they be improved.**
- **What services are present, how are they working and what additional services are needed.**
- **What improvements the community would like to see to the physical library and their offerings.**

The process consisted of presenting a series of questions that focused on what improvements are needed to enhance the patron experience as the 20<sup>th</sup> anniversary of the library approaches in 2026. Questions accompanied by imagery were used in the hopes of stirring ideas and opening people’s minds to fresh perspectives.

Questions were posed to the community in the form of multiple choice, and short answer. The majority of questions were formatted to receive written and / or verbal responses, but voting by dots / preference was also used. For multiple choice questions, most participants provided written responses, results of dot voting is shown on each slide on the imagery to the left.

In-person meetings were formatted as an interactive workshop where patrons had the opportunity to engage with our facilitators at three different stations: Site, Services, and Design.

At each station, a series of boards were displayed on the wall where patrons could write their comments on post-it notes and add it to the question / image that it referred to.

The virtual meeting contained the same content as the in-person workshop and utilized digital whiteboards containing the same questions / imagery in which the public could provide written comment live for all attendees to see. Participants were also encouraged to type comments in the Zoom chat in case they were more comfortable with that interface.

JCPL hired a Graphic Recorder Illustrator, Debbie DeLue, to capture feedback at the in-person meetings. A combined visual representation of the two in-person community meetings is shown below, capturing the sentiment of the community.

The full findings and comments are found in the appendix at the end of this report.



## ENGAGEMENT MEETINGS | COMMUNITY

# 1 | WHAT IS YOUR ZIP CODE?

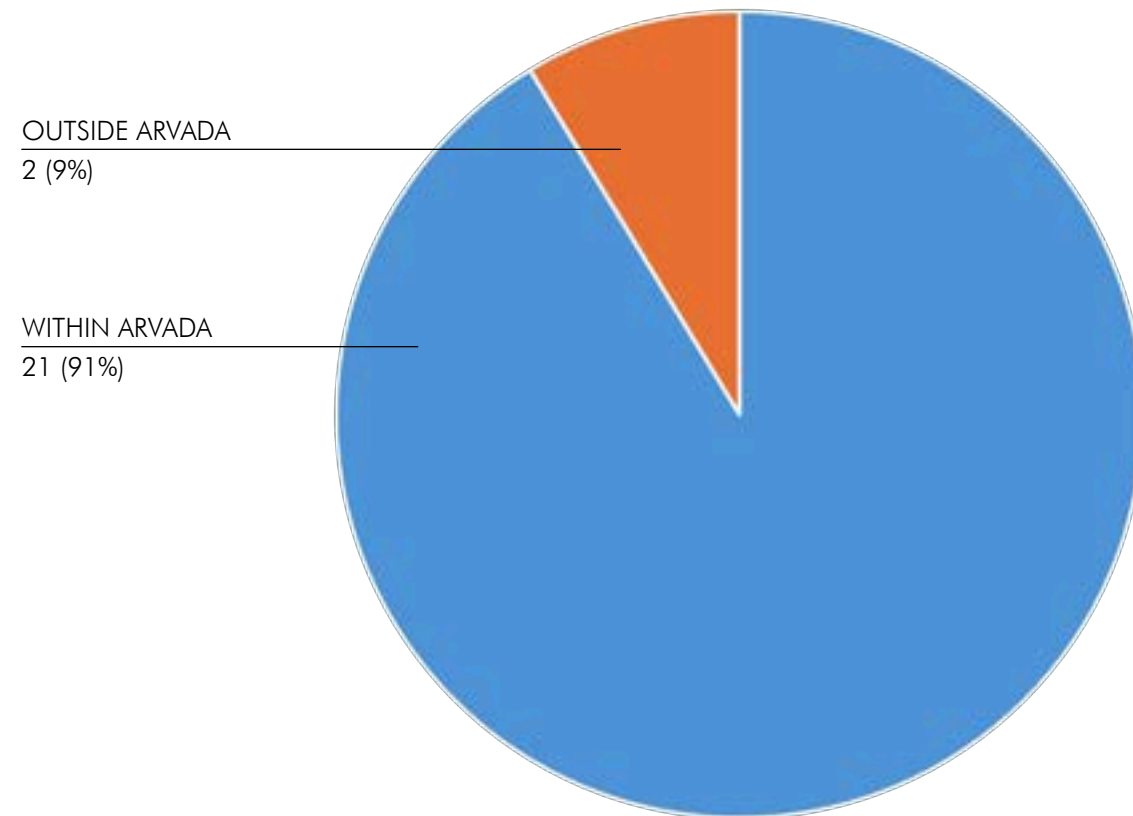
## SUMMARY:

Attendees, both virtual and in-person were asked to share their primary residence zip code during the presentation. Results show that the majority of the participants were from Arvada and only a handful were from nearby communities. The pie chart to the right represents a combined result of all attendees.

The majority of attendees did not indicate a specific zip code they live in, but indicated that they live in the proximate zip codes of Arvada.

## TAKEAWAYS:

- Those who attended the community meetings were the intended audience, people who either are or could be Arvada Library users after the redesign project is completed.



\*RESULTS REFLECT COMBINED VOTES FROM ALL COMMUNITY MEETINGS  
23 TOTAL VOTES

## COMMUNITY FEEDBACK

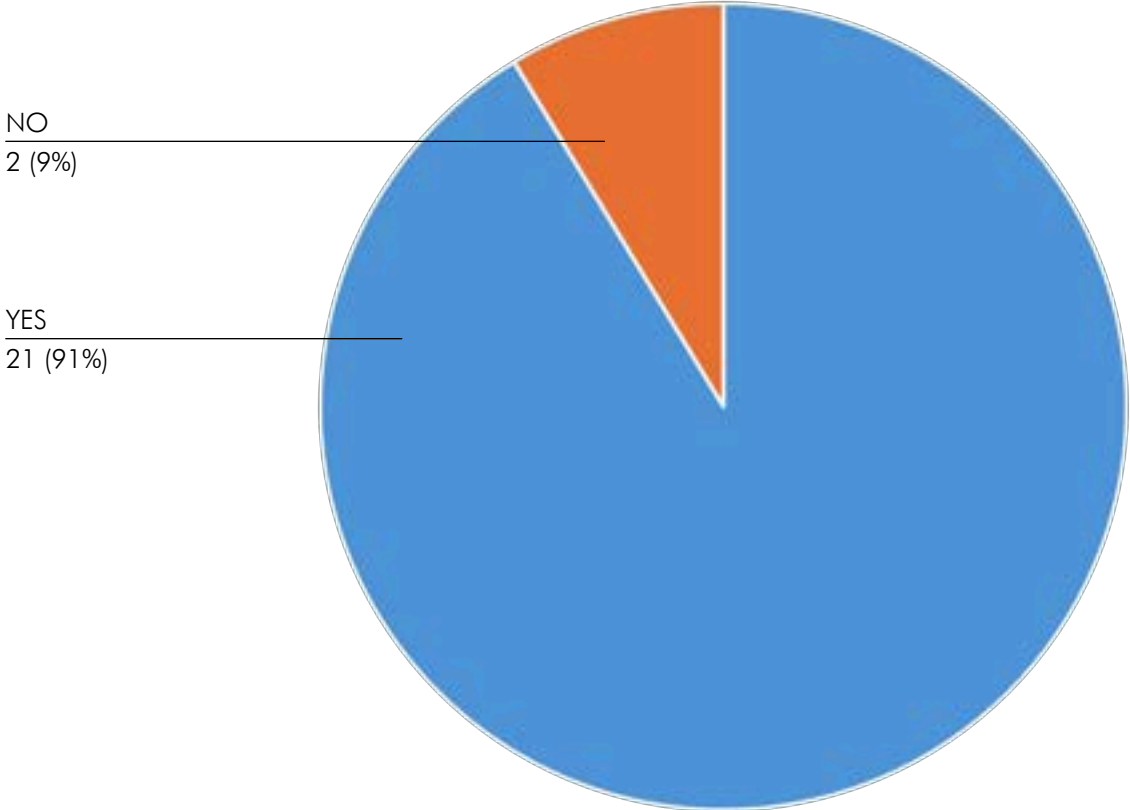
# 2 | IS ARVADA LIBRARY YOUR HOME LIBRARY?

## SUMMARY:

Participants were asked to indicate if they consider Arvada library as their home library. Results show all participants that indicated they live within Arvada’s common zip codes consider the Arvada library to be their home library. The pie chart to the right represents a combined result of all attendees.

## TAKEAWAYS:

- The majority of participants attended the meetings to voice what they’d like to see in their home library.



\*RESULTS REFLECT COMBINED VOTES FROM ALL COMMUNITY MEETINGS  
23 TOTAL VOTES

## FEEDBACK

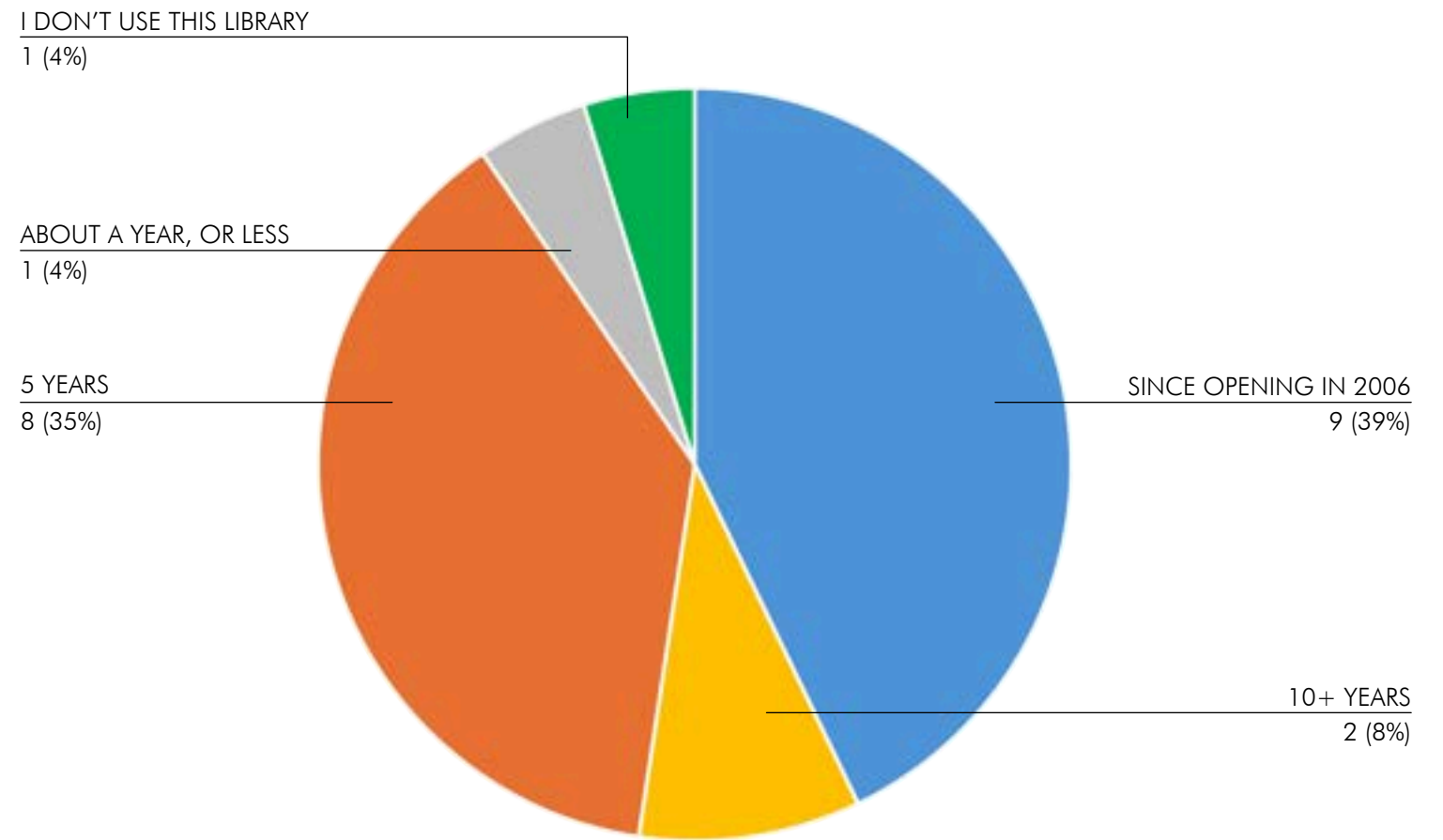
### 3 | HOW LONG HAVE YOU BEEN COMING TO THIS LIBRARY?

#### SUMMARY:

Patrons were asked how long they've been coming to the Arvada library. Results are in the pie chart to the right.

#### TAKEAWAYS:

- The majority of participants are long time users of the library with **over 50%** having used the library for 10+ years
- The second largest group of participants have used the library for about **5 years**.
- One person indicated they do not use the library. This shows that there is a **demographic who has interest in being a user** if changes are made to the existing facility or services.



\*NOT ALL PARTICIPANTS VOTED FOR THIS QUESTION  
21 TOTAL VOTES

#### FEEDBACK

## 4 | WHAT DO YOU THINK IS THE MOST IMPORTANT WAY YOU CAN HELP IN THIS REDESIGN PROCESS?

### SUMMARY:

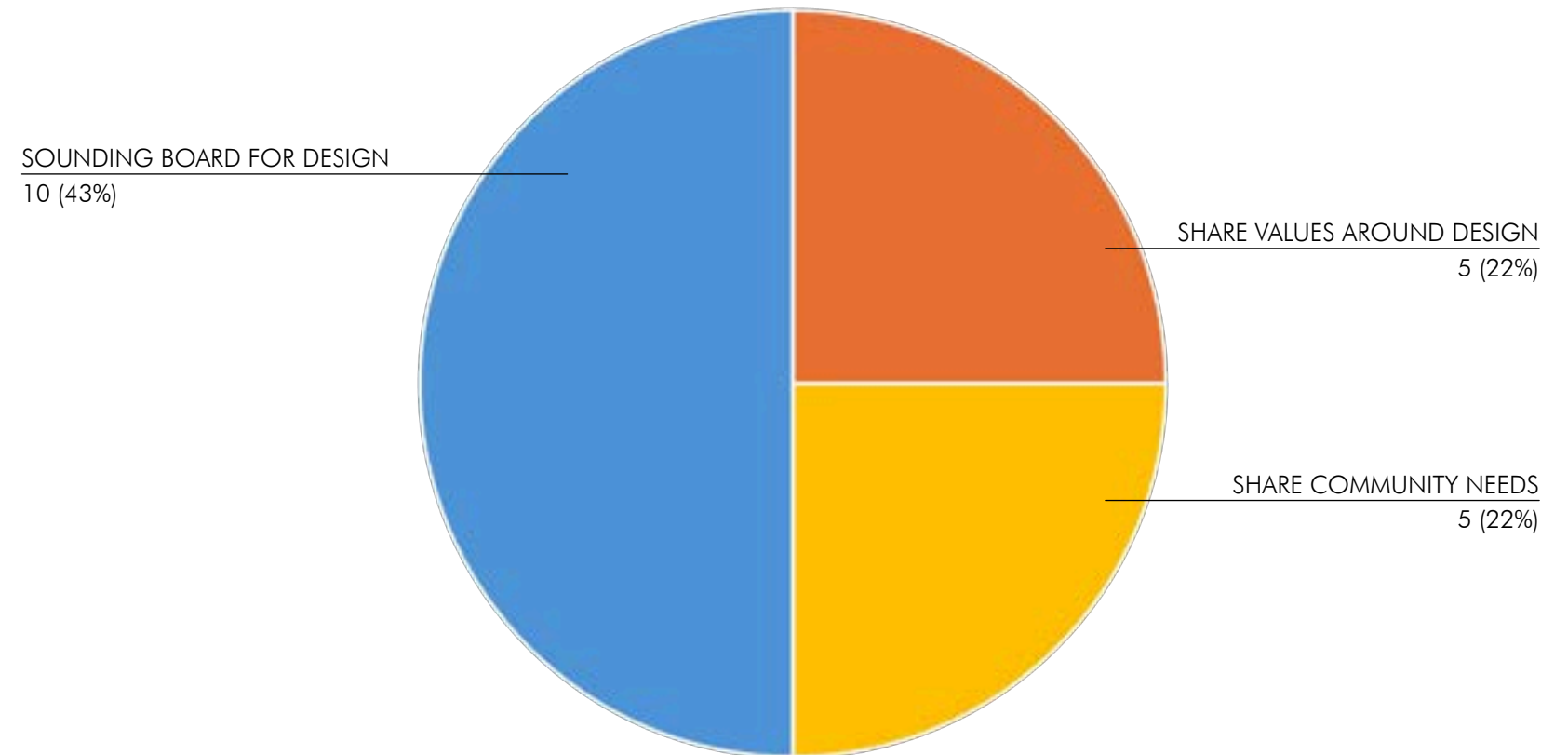
Attendees, both virtual and in-person were asked to indicate how they think they can best support the redesign during the presentation. Participants could select from the following response options: The pie chart to the right represents a combined result of all attendees.

- Tell you about my values when it comes time to discuss design elements.
- Tell you about what my community's (neighbors, friends, family, etc.) priority needs are for the spaces and services.
- Be a sounding board for the design team on possible features of the building

### TAKEAWAYS:

- Results were mixed but most participants felt their biggest impact would be weighing in on design matters.

The pie chart to the right represents a combined result of all attendees.



\*NOT ALL PARTICIPANTS VOTED FOR THIS QUESTION  
20 TOTAL VOTES

## FEEDBACK

## 5 | WHICH OF THE FOLLOWING EXPERIENCES DO YOU APPRECIATE THE MOST?

### SUMMARY:

Our final opening question was a loaded question to get the participants on the same page before we broke up into our interactive workshop stations. Participants were asked which of the following they appreciate the most:

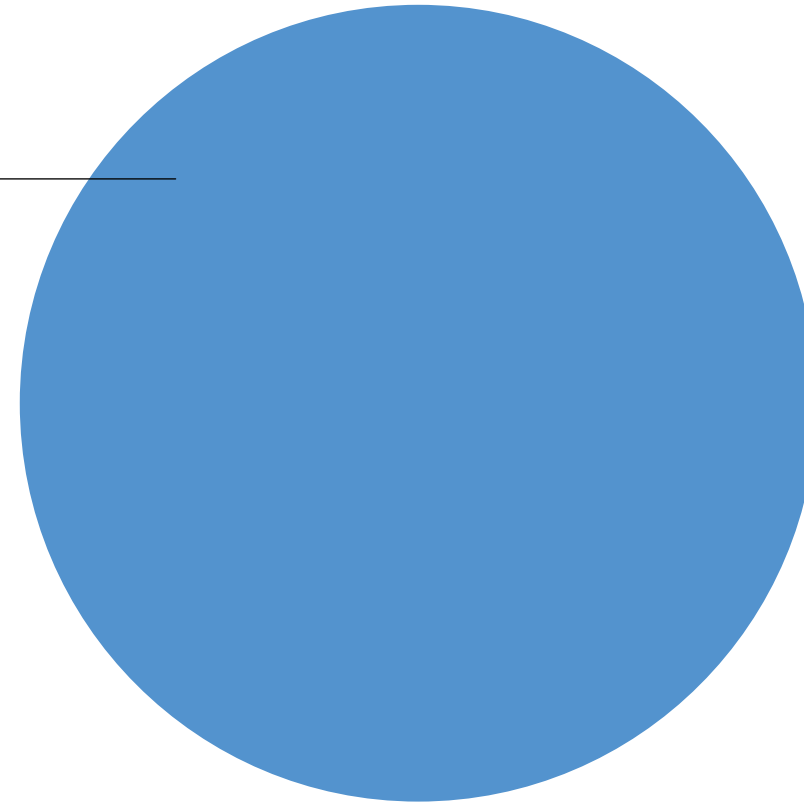
- When someone makes decisions **ABOUT** me
- When someone makes decisions **FOR** me
- When someone makes decisions **WITH** me

### TAKEAWAYS:

- As we anticipated, all participants indicated that they appreciate when decisions are made with them. The community engagement team used this response as a segue to engage in an open dialog with participants at the workshop stations.

The pie chart to the right represents a combined result of all attendees.

MAKE DECISIONS WITH ME  
23 (100%)



\*RESULTS REFLECT COMBINED VOTES FROM ALL COMMUNITY MEETINGS  
23 TOTAL VOTES

## FEEDBACK

## **SITE** | WHAT DOES / DOES NOT WORK AS YOU NAVIGATE THE SITE?

### **SUMMARY:**

At the site station participants were presented with a series of open-ended questions focused on the site and exterior surroundings of the library. Participants were able to provide responses regarding exterior wayfinding, getting to the library, and after-hours access to library services.

## FEEDBACK

# SITE | GETTING TO THE LIBRARY

HOW DO YOU GET TO THE LIBRARY - WALK, BIKE, PUBLIC TRANSPORTATION? | WHAT ARE YOUR VEHICLE / BIKE PARKING NEEDS?

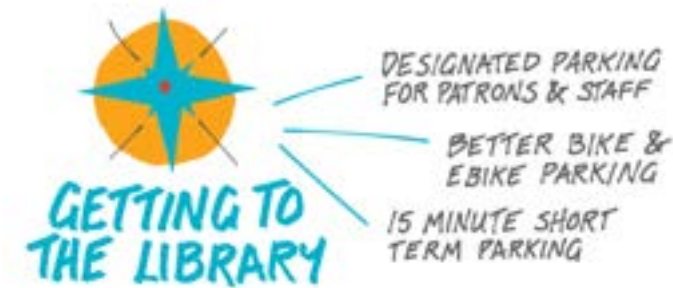
## SUMMARY:

Participants were presented with imagery of the existing site & bike parking to respond and comment on ways they get to the library and challenges they encounter.



## TAKEAWAYS:

- Between all sessions, there was an **equal split** among participants for driving and biking to the library.
- **49% of participants** indicated that parking through Olde Town is a challenge and limits the ability to come to the library.
- Additionally, staff expressed a strong need for more **dedicated staff parking**.
- **26% of participants** indicated a need for more secure bike parking.



“WALK, BIKE (NEVER DRIVE) MAKE BETTER BIKE PARKING SECURE, BUT CAN SEE FROM MULTIPLE ANGLES.”  
- COMMUNITY MEMBER

“ALL OF THE ABOVE - IF I PARK HALF THE TIME ITS AT THE HUB. HERE 3X / WEEK.”  
- COMMUNITY MEMBER

“LIMITED STREET PARKING ESPECIALLY FOR LARGER VEHICLES”  
- COMMUNITY MEMBER

“PARKING CAN BE PROBLEMATIC. SHORT TERM NEAR DROP OFF COULD BE HANDY”  
- COMMUNITY MEMBER

“ASSURED PARKING WOULD BE NICE. DON'T WANT TO PARK IN GARAGE. HAVE TO MOVE ONCE/TWICE A DAY”  
- JCPL STAFF

## COMMUNITY FEEDBACK



# SITE | EXTERIOR WAYFINDING / SIGNAGE

DO YOU FEEL THE LIBRARY PRESENCE IS READILY VISIBLE AS YOU PASS THE BUILDING? | IS IT EASY TO NAVIGATE THE SITE? | IS THERE ADEQUATE ACCESS TO THE OLDE TOWN SQUARE?

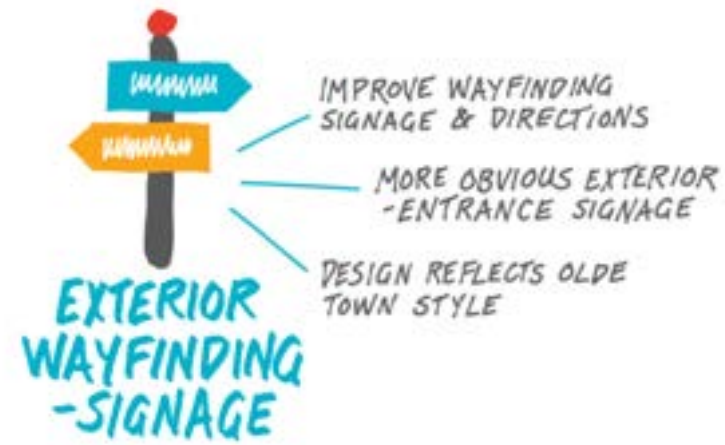
## SUMMARY:

Participants were presented with existing imagery of the exterior of the building and open-ended questions about the exterior/ street presence of the library to prompt discussion.



## TAKEAWAYS:

- The majority of participants expressed that **wayfinding** to the library and **exterior signage** are in need of updates for better visibility and clarity.
- Several participants indicated that locating the **main entry** was challenging without signage due to the placement on the site.
- Some participants expressed a desire to **relocate the main entry**.
- A small portion of participants were in favor of adding more **color & contrast** to the exterior materials to better fit within Olde Town.



"I WOULDN'T KNOW IT WAS A LIBRARY IF I DIDN'T KNOW IT WAS ONE. SIGNAGE TOO SMALL."  
- COMMUNITY MEMBER

"NOT EASY TO NAVIGATE THE GROUNDS / SITE."  
- COMMUNITY MEMBER

"BETTER SIGNAGE ON PLAZA AND 5TH SIDES."  
- COMMUNITY MEMBER

"WHERE TO ENTER CONFUSING - NEED A REAL PRETTY GRAND ENTRANCE."  
- COMMUNITY MEMBER

"EXTERIOR PARKING LOT LIGHTS THAT CAN BE MAINTAINED BY OUR FACILITIES STAFF."  
- JCPL STAFF

"SIGNAGE FOR LIBRARY NAME COULD BE MORE VISIBLE."  
- COMMUNITY MEMBER

## COMMUNITY FEEDBACK

# SITE | WELCOMING ENVIRONMENT

WHAT IMPROVEMENTS DO YOU THINK COULD BE MADE TO MAKE YOU FEEL MORE WELCOME?

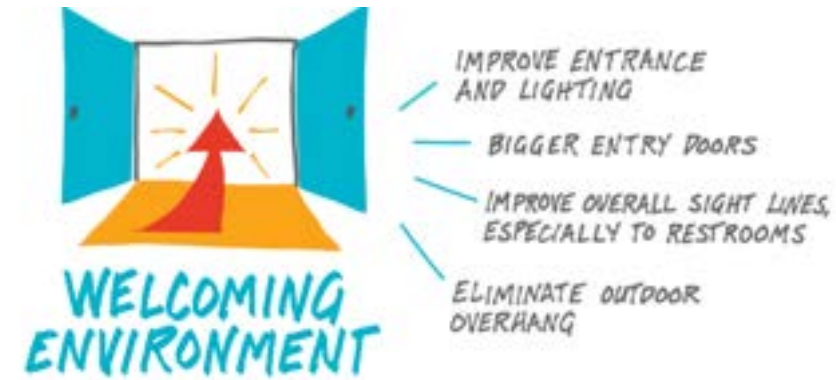
## SUMMARY:

Participants were presented with images of library entries from other libraries in Colorado to elicit feedback surrounding exterior lighting, signage, and other site design elements that could enhance the patron experience entering the building.



## TAKEAWAYS:

- Feedback from staff and the community equally expressed the need for **bigger entry doors** for ease of access. Several comments indicated a preference for **automatic sliding doors**.
- Participants felt **brighter lighting** at the entry for both a sense of safety and wayfinding is a higher priority.
- Feedback from staff showed a strong desire to **eliminate the overhang** on the west facade.



“THE INITIAL HALLWAY AS YOU ENTER ISN’T AS WELCOMING.”  
- COMMUNITY MEMBER

“LIKE OPEN PLAZA-STYLE ENTRANCE. SMALLER AWNING. LIKE BRIGHTNESS TO BE ABLE TO SEE THINGS IN MY BAG.”  
- COMMUNITY MEMBER

“GLASS WALL CORNER FEELS LIKE A WASTED SPACE. DON’T KNOW IF PEOPLE ARE ACTIVELY USING THE LIBRARY.”  
- COMMUNITY MEMBER

“BLOCK OFF SOUTHWEST OVERHANG AND WEST EXIT, [CONVERT] TO SOMETHING USEFUL.”  
- JCPL STAFF

“INTEGRATED PATIO / OUTDOOR SPACE AND LANDSCAPING. CURRENTLY FEELS VERY STERILE.”  
- COMMUNITY MEMBER

“DON’T ALWAYS FEEL SAFE GOING IN ENTRANCE.”  
- COMMUNITY MEMBER

## COMMUNITY FEEDBACK

# SITE | AFTER-HOURS ACCESS

ARE THE AFTER-HOURS ACCESS OPTIONS (HOLD LOCKERS / DRIVE-UP BOOK DROP) MEETING YOUR NEEDS? | IS THERE ANYTHING THAT WOULD IMPROVE YOUR ACCESS TO AFTER-HOURS MATERIALS?

## SUMMARY:

Participants were presented with open-ended questions focused on the functionality of after-hours access options and were asked to provide feedback on what support could be provided to enhance their after-hours experience picking up holds / returning items.



## TAKEAWAYS:

- The majority of comments showed appreciation for the **drive-up book drop** but indicated **challenges** with access / safety driving in the alley with pedestrians using the alley and access to adjacent businesses.
- A small portion of participants felt the **holds locker** would be better located to the east across from the parking lot with more awning coverage.
- Staff also mentioned **safety concerns** for staff with the unhoused population using the alley for inappropriate uses.



“MIRROR TO SEE IF THERE’S ANYONE BEHIND ME. SECURITY.”  
- COMMUNITY MEMBER

“PLACED IN A POOR SPOT [HOLDS LOCKER]. RIGHT NEAR ENTRANCE. IF THERE WAS A TEMPORARY PARKING SPACE ALONG THE STREET THAT SHARES THE PARKING LOT IT WOULD BE EASIER TO ACCESS.”  
- COMMUNITY MEMBER

“I LOVE THE DRIVE THRU DROP!”  
- COMMUNITY MEMBER

“BACK DRIVE THRU ACCESS IS BAD. THINK ITS ANGLE OF CHUTE”  
- JCPL STAFF

“HOLD LOCKERS ARE GENERALLY UP TO ½ FULL. AWNING NOT COVERING US!”  
- JCPL STAFF

## COMMUNITY FEEDBACK

# SITE | OUTDOOR SPACE

WOULD YOU USE AN OUTDOOR SPACE IF THE LIBRARY PROVIDED ONE? IF SO, WHAT WOULD YOU LIKE TO SEE IT USED FOR?

## SUMMARY:

Participants were presented with an open-ended question about the connection to the outdoors. Participants were asked to provide feedback on what kind of outdoor space or services they'd use.



## TAKEAWAYS:

- Public and staff comments resulted in a majority requesting a **secure outdoor space**. Participants expressed a desire to prioritize having an outdoor play area for children with adjacent space for adult reading/working.
- Staff expressed concern with maintaining feelings of **safety** and **security** if an outdoor space were to be provided.
- A smaller portion of community members were in favor of adding a **rooftop patio** or other elevated outdoor space.



"ENCLOSED AREA (SCALED DOWN FROM BELMAR) - OUTSIDE OF KIDS' AREA."  
- JCPL STAFF

"OUTDOOR WOULD BE GREAT IF IT WERE QUIET AND NOT DISTURBED BY TRAFFIC."  
- COMMUNITY MEMBER

"LOVE THE IDEA OF UTILIZING ROOFTOP READING SPACE? GARDEN? PLANTS?"  
- COMMUNITY MEMBER

"PATRONS FEEL UNSAFE TO ENTER."  
- JCPL STAFF MEMBER

"OUTDOOR SPACE - COMFORTABLE AREA FOR ALL TO RELAX."  
- COMMUNITY MEMBER

## FEEDBACK

## SERVICES | WHAT'S MISSING AT YOUR LIBRARY?

### SUMMARY:

At the services station participants were presented with a series of open-ended questions focused on existing library services and possible new service offerings. Participants were able to provide responses regarding service-style, collection offerings, and maker space type programming.

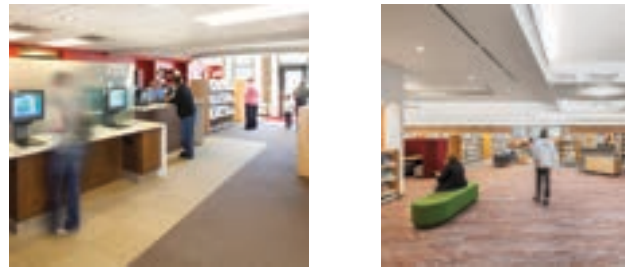
FEEDBACK

# SERVICES | ENTRY

HOW CAN WE MAKE THE MAIN ENTRY MORE WELCOMING? | HOW CAN WE IMPROVE ACCESS AT THE MAIN ENTRY?

## SUMMARY:

Participants were presented with open-ended questions that focused on the types of enhancements that could be made to the user experience as you enter the library. Participants were asked to comment on what services they would like to see added and to indicate which of the example entries they preferred.



## TAKEAWAYS:

- The majority of participants at both the public and staff meetings supported **moving the service desk** closer to the entry to better service library patrons.
- Staff comments were heavily in favor of **eliminating the front hallway** and having restrooms accessed from main library.
- Both community and staff members expressed a need for **larger entry doors** for better circulation.



“THE RENTABLE VIDEOS ARE ON THE MAIN THINGS YOU SEE AS YOU WALK IN THE FRONT RATHER THAN BOOKS, ETC. MAKES ME NOT EVEN THINK ABOUT THE BOOKS.”  
- COMMUNITY MEMBER

“FRONT DESK FEELS FAR AWAY FROM ENTRY. WAYFINDING COULD BE IMPROVED.”  
- COMMUNITY MEMBER

“ENTRY IS MISERABLE, ELIMINATE THE HALLWAY ALONG THE FRONT.”  
- JCPL STAFF

“APPRECIATE THAT THE CHILDREN’S AREA IS A LITTLE FARTHER FROM THE FRONT DOORS, BUT UNLESS YOU ALREADY KNOW IT’S THERE, THERE’S NOTHING LEADING YOUR EYE THAT WAY.”  
- COMMUNITY MEMBER

“[NEED] BIGGER DOORS AND STROLLER ACCESS.”  
- COMMUNITY MEMBER

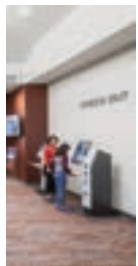
## COMMUNITY FEEDBACK

# SERVICES | SERVICE STYLE

WHICH DO YOU USE MOST: SELF CHECK-OUTS, HOLDS LOCKER OR SERVICE DESK?

## SUMMARY:

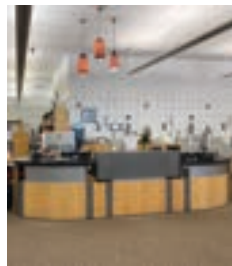
Participants were asked to select their service model preference between; holds locker, self check-outs or service desks staffed by the library.



9 1



4 1



9 1

## TAKEAWAYS:

- Participants from the public meetings indicated equal preference for **self check-out** and the **service desk** models. But overall were in favor of keeping all service models for flexibility.
- Staff expressed a desire for **self check-out locations to be added to the 2<sup>nd</sup> floor** for ease of patron experience.
- Staff also indicated a desire to **relocate holds** to be adjacent to self check-out stations.



“BETTER VISIBILITY FROM THE ACCOUNTS DESK TO FRONT DOOR FOR WELCOMING PATRONS.”  
- JCPL STAFF

“FRONT DESK FEELS FAR AWAY FROM MAIN ENTRY. WAYFINDING COULD BE IMPROVED.”  
- COMMUNITY MEMBER

“I USE THEM ALL AND AT DIFFERENT TIMES DEPENDING ON TIME AND SCHEDULE.”  
- COMMUNITY MEMBER

“[ADD] SELF CHECK ON 2ND FLOOR.”  
- JCPL STAFF

## COMMUNITY FEEDBACK

# SERVICES | COLLECTION

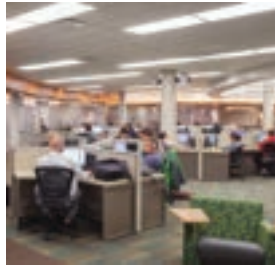
DO YOU NEED MORE OF THE PHYSICAL COLLECTION (BOOKS, MAGAZINES) OR DIGITAL ITEMS (COMPUTERS, DVDS, AUDIOBOOKS?)

## SUMMARY:

Participants were asked to select which collection materials they would like to see more of, physical or digital.



7



2

1



## TAKEAWAYS:

- Both public and staff feedback received at all sessions indicate a need for an **updated physical collection** to meet higher demand materials.
- Public feedback around the **digital collection** indicated a desire for a wider range of offerings, such as **pre-loaded tablets** and **updated DVD's**. Staff feedback indicated a desire to eliminate some digital resources like CD's that are becoming obsolete.
- There were comments provided by both the public and staff that the **layout of the physical collection** could be improved.

"I KNOW MANY PEOPLE USE COMPUTERS, BUT I WONDER IF THERE COULD BE FEWER OR TAKING UP LESS SPACE."  
- COMMUNITY MEMBER

"PERIODICALS ARE A GOOD THING, NEED MORE PHYSICAL HOLDINGS NOT LESS"  
- COMMUNITY MEMBER

"MORE BOOKS WOULD BE GREAT. IT SEEMS LIKE THEY ARE ALWAYS AT OTHER LIBRARIES AND NEED TO BE SHIPPED TO ARVADA."  
- COMMUNITY MEMBER

"WE NEED MORE COMPUTERS OR NEW PROGRAMS TO MAKE THEM FASTER BECAUSE THEY ARE SLOW AND VERY LAGGY. ESPECIALLY THE KIDS ONES."  
- COMMUNITY MEMBER

"OUR COLLECTION IS AGED AND DIRTY."  
- JCPL STAFF

## COMMUNITY FEEDBACK

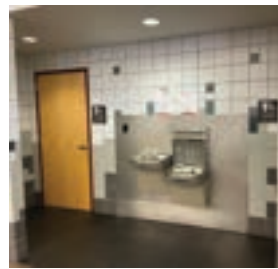


# SERVICES | SUPPORT SERVICES

DO THESE SPACES MEET YOUR NEEDS?

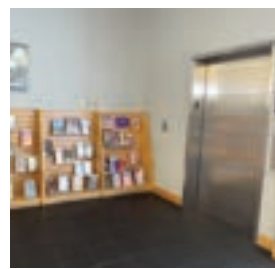
## SUMMARY:

The following question was provided to capture the input on existing conditions at the Arvada Library. Participants were asked to provide feedback on what is or is not working at the current location focused specifically on the spaces that support the library, such as restrooms and public elevators.



1

3



2

## TAKEAWAYS:

- Both the public and staff expressed concern with **inappropriate activities** occurring in restrooms and **patrons feeling unsafe** using them.
- Several comments emphasized a need for **more family restrooms** near the Children's Area with both adult and child sized fixtures.
- Staff and public comments indicated concerns with **functionality of elevators** as well as scale of cabs not being adequate for easy stroller access.



"I DON'T FEEL COMFORTABLE USING THE RESTROOMS ON THE 1ST FLOOR."  
- COMMUNITY MEMBER

"MORE FAMILY RESTROOMS WITH CHANGING STATIONS. AND BREAST FEEDING PRIVACY POD."  
- COMMUNITY MEMBER

"THE STAIRS ARE IN A BAD LOCATION - STAIRS IN BACK PLEASE."  
- COMMUNITY MEMBER

"RESTROOMS BEING OFF THE CORRIDOR WHERE ENTRIES CANNOT BE MONITORED BY STAFF EASILY IS AN ISSUE."  
- JCPL STAFF

"FIX BOTH STAFF AND PATRON ELEVATORS."  
- JCPL STAFF

## COMMUNITY FEEDBACK

# SERVICES | CREATION

WOULD YOU LIKE TO HAVE A MAKER SPACE AND IF SO, WHAT ACTIVITIES WOULD YOU LIKE TO SEE?

## SUMMARY:

The following question was provided to capture input regarding what types of creation services they would find value in having at the library. Participants were asked to provide feedback about what types of creation spaces and/or equipment they would use at the library.



1



4



2

## TAKEAWAYS:

- Feedback from both public and staff meetings showed strong support for providing a **maker space** or similar function at the library. Some frequently mentioned tools include 3D printing & sewing machines.
- In addition to having a space and tools available, the public was favorable for having **instructional classes** and workshops to learn to use tools.



“RESERVABLE MAKER SPACE! REGULAR CLASSES TO LEARN TO USE TOOLS.”  
- COMMUNITY MEMBER

“ARVADA LIBRARY COULD HAVE A MORE UNIQUE ABILITY TO HOST HIGH TECH(ISH) ACTIVITIES COMPARED TO OTHER BRANCHES.”  
- COMMUNITY MEMBER

“COULD USE A MAKER SPACE THAT’S SEPARATE FROM THE MEETING ROOM.”  
- JCPL STAFF

“[WE] GET COMMUNITY REQUESTS FOR SEWING MACHINES & 3D PRINTING.” - JCPL STAFF

“PRE-PLANNED ART / SCIENCE ACTIVITY FOR KIDS.”  
- COMMUNITY MEMBER

## COMMUNITY FEEDBACK

# SERVICES | LIBRARY AS A THIRD PLACE

DO YOU USE THE LIBRARY AS A COMMUNITY SPACE? ARE YOU INVOLVED IN ANY GROUPS THAT COULD USE THE LIBRARY AS A GATHERING PLACE?

## SUMMARY:

Participants were presented with the definition of a third place as a community space separate from home or work.

Participants were asked to provide feedback on the ways they currently use or would like to use the library in the future.



## TAKEAWAYS:

- A majority of the participants expressed a desire for this, but indicated a lack of **program marketing and attendance as barriers**. Numerous comments from the public expressed a desire for **more adult-focused programs** at the library.
- A smaller group of participants indicated a need for more **spaces equipped for working** to encourage the third place use.
- Numerous comments from the public focused on providing more programming tied to **Olde Town Arvada events** like the Farmers Market.



"PUBLICLY OWNED & ACCESSIBLE 3RD SPACE IS ESSENTIAL. WOULD LOVE MORE HOURS."  
- COMMUNITY MEMBER

"SPACES SET UP TO WFH - SO WE CAN COMPETE WITH THE COFFEE SHOPS."  
- JCPL STAFF MEMBER

"NOT CURRENTLY. THERE IS NO GOOD AND COMFORTABLE PLACE TO GATHER. I WOULD LOVE TO BE ABLE TO DO IT!"  
- COMMUNITY MEMBER

"MEET FRIENDS TO LEARN SOMETHING NEW (ESP. KIDS)."  
- COMMUNITY MEMBER

"I WANT THE LIBRARY TO BE A PLACE I CAN COME INTO EVENING TO HANG OUT WITHOUT FEELING THE NEED TO SPEND MONEY. KEEPING SLIGHTLY LATER HOURS HELPS."  
- COMMUNITY MEMBER

"LET THE LIBRARY JUST BE A LIBRARY."  
- COMMUNITY MEMBER

## COMMUNITY FEEDBACK

## DESIGN : SPACES | WHAT WOULD YOU LIKE TO SEE IN YOUR LIBRARY?

### SUMMARY:

Participants were presented with open-ended questions focused on the design and space offerings of the library. Participants were able to provide responses regarding design style, features of specific spaces, and location of spaces that they'd like to see in Arvada library.

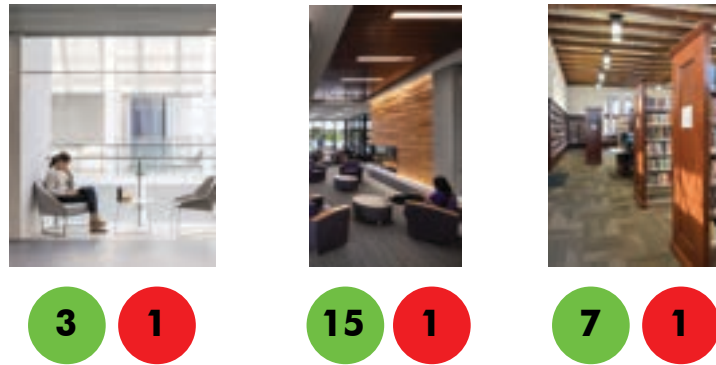
## COMMUNITY FEEDBACK

# DESIGN : SPACES | DESIGN STYLE

DO YOU PREFER A CONTEMPORARY OR TRADITIONAL DESIGN STYLE?

## SUMMARY:

Participants were shown images of three different design style types, contemporary, transitional, and traditional, and were asked to indicate their preference with dots.



## TAKEAWAYS:

- Majority of the participants were **in favor of a transitional design style** with blended elements of natural, warmth with more modern, light spaces.
- Participants feedback showed a contemporary aesthetic was too stark or sterile; there was a strong desire for **cozy nooks** and **private areas** to read / study individually.
- Feedback showed a mixed response to color with some participants wanting a palette like the existing and others wanting a change.



"MORE NATURAL LIGHT AND WINDOWS."  
- COMMUNITY MEMBER

"WHIMSY."  
- COMMUNITY MEMBER

"MORE COZY NOOKS AMONG SOME MORE OPEN GATHERING SPACES."  
- COMMUNITY MEMBER

"NOT TOO MUCH COLOR, LIGHT, PATTERN. SENSORY CONCERNS."  
- COMMUNITY MEMBER

"COLORADO MOUNTAIN STYLE - IT'D BE GREAT TO HAVE SPACES INSIDE THE LIBRARY (SPECIFICALLY THE MEETING ROOM) DESIGNED IN THE COLORADO MOUNTAIN AESTHETIC."  
- COMMUNITY MEMBER

"CONTEMPORARY TO FIT EXTERIOR & OPEN LAYOUT INSTEAD."  
- COMMUNITY MEMBER

"ENJOY OPEN LIGHTED AREAS AS WELL AS HOMEY FIREPLACE AREAS IN THE LIBRARY."  
- COMMUNITY MEMBER

"LIKE AMOUNT OF LIGHT IN PUBLIC AREAS."  
- JCPL STAFF

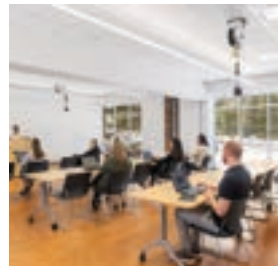
## COMMUNITY FEEDBACK

# DESIGN : SPACES | MEETING

WOULD YOU USE THE MEETING ROOM FOR MORE COMMUNITY GATHERING, PROGRAM, OR EVENT SPACE?

## SUMMARY:

Participants were asked an open-ended question about how they envision using the meeting room and shown two images of different meeting spaces they could indicate their preference for using dots.



7



4 2

## TAKEAWAYS:

- A majority of the participants indicated that **more advertisement of programs / events** held in the meeting room is needed to better utilize the space.
- Staff and public participants stressed the need for a meeting room to be **flexible** for a variety of uses and group sizes.
- Numerous comments from public and staff noted the location of meeting room **feels disconnected/secluded** from the rest of the library.



"I ONLY GO TO THE MEETING ROOM FOR BABY TIME. FEELS SECLUDED AND DISCONNECTED."  
- COMMUNITY MEMBER

"I DON'T TEND TO GO TO THE MEETING ROOM OFTEN BUT WOULD LIKE MORE ADVERTISEMENT OF THE PROGRAMS GOING ON."  
- COMMUNITY MEMBER

"LOTS OF CLUBS THAT CAN BENEFIT FROM THE LIBRARY MEETING ROOM AND STUDY ROOMS BEING ABLE TO BE RESERVED."  
- COMMUNITY MEMBER

"HOURS & PARKING IS A BARRIER [TO USE]."  
- JCPL STAFF

"UPDATE MEETING ROOMS SO 'MESSY.' MAKER / CREATIVE TYPE PROGRAMS CAN TAKE PLACE HERE."  
- JCPL STAFF

## COMMUNITY FEEDBACK

# DESIGN : SPACES | CHILDREN'S AREA

HOW CAN WE IMPROVE THE CHILDREN'S AREA?

## SUMMARY:

Participants were shown images of two different Children's area spaces and were asked to indicate their preference for design/space type with dots. Participants were also encouraged to provide written response feedback regarding design features they would like to see in the Children's Area.



2



1

## TAKEAWAYS:

- Majority of the participants indicated that current area **is narrow and tight** especially after story time.
- Staff stressed that the **lack of stroller parking** impacts their ability to restock shelves.
- A large portion (31%) of public comment expressed a desire for spaces/activities that **allow kids to interact, create, and explore**.



"MORE INTERACTIVE SPACES FOR LEARNING & PLAYING."  
- COMMUNITY MEMBER

"LOTS OF TYPES OF SEATING. PLACES FOR KIDS TO LEAVE AN IMPACT."  
- COMMUNITY MEMBER

"IT'S VERY TIGHT. MORE OPEN SPACE FOR MOVEMENT. THE NEW EVERGREEN SPACE IS GREAT."  
- COMMUNITY MEMBER

"MORE FAMILY SEATING SPACE AND STROLLER PARKING." - JCPL STAFF

"LIKE DEDICATED SEPARATE ROOM FOR STORY TIME."  
- JCPL STAFF

## COMMUNITY FEEDBACK

# DESIGN : SPACES | TEEN AREA

WHAT TYPE OF SPACE DO TEENS NEED AND WHY?

## SUMMARY:

Participants were shown images of different Teen areas and were asked to indicate their preference for space/function type with dots. Attendees were also encouraged to provide written feedback regarding design features they would like to see in the space.



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## TAKEAWAYS:

- Preference was an **enclosed space with transparency**.
- Participants indicated the Teen area **location should be moved**, so it's not on display but can still be monitored by staff. Suggestions include moving it to the current reading room or to the 1<sup>st</sup> floor.
- **Current teen space is underutilized**; there were mixed opinions of what could be provided to fix that, including: an enclosed gaming space, added technology, comfortable furniture, and collaboration / work area.



"HOMEWORK AREA - ESPECIALLY MATH & SCIENCE."  
- COMMUNITY MEMBER

"TEENS NEED ALL OF THESE."  
- JCPL STAFF

"THEY ARE ON DISPLAY IN THE CURRENT LOCATION. PREFER TO GO TO THE READING ROOM."  
- JCPL STAFF

"VERY SMALL AND NOT ADVERTISED (COMING FROM A TEEN)."  
- COMMUNITY MEMBER

"THE CURRENT SPACE IS COLD AND THE MOST EXPOSED. TEENS CAN'T FEEL COMFORTABLE MAKING SOME NOISE."  
- COMMUNITY MEMBER

## COMMUNITY FEEDBACK



# DESIGN : SPACES | STUDY

DO YOU NEED MORE OPEN OR ENCLOSED STUDY SPACES? | GROUP OR SOLO STUDY SPACES? | DO YOU HAVE ENOUGH STUDY ROOMS?

## SUMMARY:

Participants were shown images of two different Study space designs and were asked to indicate their preference with dots. Participants were also encouraged to provide written feedback regarding the quantity, use, and design of study spaces throughout the library.



3



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## TAKEAWAYS:

- Majority of the participants indicated a **need for more** study areas/rooms with more **variety in size and design**. Comments show a need for some group study rooms but more **individual study/work areas**.
- The public favored **soft seating** areas with some small study rooms.
- Staff needs to maintain **visibility** into study spaces so they can **easily monitor**.



CLEAR SIGHT LINES  
- EASILY MONITORED

VARIOUS SIZE STUDY ROOMS

"VARIETY WOULD BE GOOD.  
NOT TOO MUCH GLASS."  
- COMMUNITY MEMBER

"NEED MORE STUDY ROOMS  
WITH MORE RANGE OF SIZES."  
- JCPL STAFF

MORE SOLO STUDY SPACES, BOTH OUT IN THE  
LIBRARY, AND PRIVATE FOR A ZOOM CALL. "  
- COMMUNITY MEMBER

"KIDS STUDY ROOMS - FOR TUTORS AND  
FAMILY VISITATION/COUNSELING."  
- JCPL STAFF

"NEEDS CLEAR SIGHT LINES SO IT CAN  
BE EASILY SEEN."  
- COMMUNITY MEMBER

## COMMUNITY FEEDBACK

# DESIGN : SPACES | QUIET READING ROOM

WHAT DO YOU LOOK FOR IN A QUIET READING ROOM? | DO YOU PREFER A DESIGNATED QUIET READING ROOM OR READING SPACES SCATTERED THROUGHOUT THE LIBRARY?

## SUMMARY:

Participants were shown images of two different Quiet Reading spaces and were asked to indicate their preference with dots and written responses regarding their quiet reading needs.



2

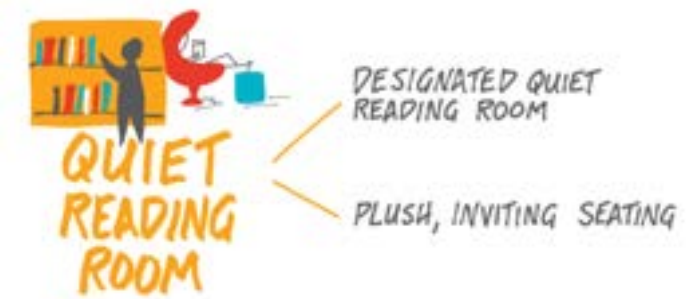


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## TAKEAWAYS:

- Majority of the participants agreed the current quiet reading room isn't used for this function, but that having a **designated quiet reading room with plush furniture is desired.**
- Staff expressed a desire to see more **small reading areas throughout.** An emphasis was placed on the need for **clear sight lines.**
- A small number of comments indicate a desire to **limit quiet designated** areas to allow for "noisy reading" or music to be played.



"I DIDN'T KNOW THE CURRENT ROOM WAS DESIGNATED AS A QUIET ROOM. DOESN'T FEEL WELCOMING FOR THAT AS IS."  
- COMMUNITY MEMBER

"SCATTERED BUT NOT HIDDEN."  
- JCPL STAFF

"LIMITED QUIET DESIGNATED AREAS. I'M NOT QUIET."  
- COMMUNITY MEMBER

"WOULD LIKE TO SEE AN ENFORCED QUIET READING ROOM."  
- JCPL STAFF

"ANY ROOM FOR A "NOISY READING ROOM?" A PLACE TO PLAY MUSIC AND READ?  
- COMMUNITY MEMBER

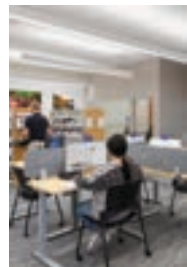
## COMMUNITY FEEDBACK

# DESIGN : SPACES | ADULT

WHICH WOULD YOU USE MOST: COMPUTERS, WORKSPACE, READING AREA?

## SUMMARY:

Participants were asked to indicate what they use most in the Adult space using dots: computers, workspace, or reading area. Participants were also encouraged to provide written responses regarding design elements they would like to see incorporated into the Adult space at the library.



4



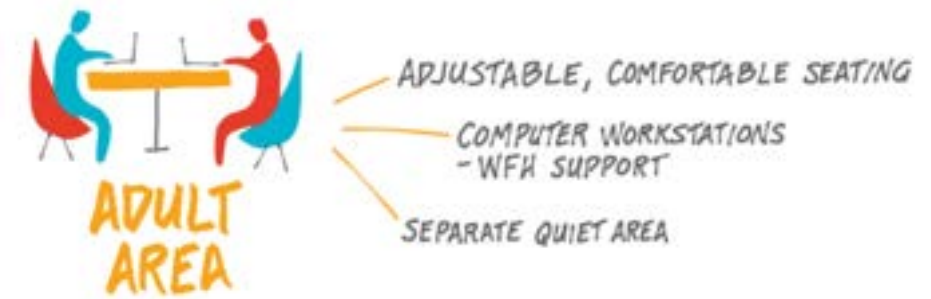
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3

## TAKEAWAYS:

- Public and staff comments were **supportive of having computer tables in addition to comfortable and adjustable seating areas** available in the adult section.
- Many public comments focused on the need for **areas / spaces to support work** from home activities such as phone / zoom rooms, individual work areas, and height-adjustable furniture.
- Participants were **mixed on the need for additional computers**. Comments supported removing stations as they felt underused, while others felt what is there is adequate.



"ADJUSTABLE OR STANDING HEIGHT DESKS WOULD BE NICE."  
- COMMUNITY MEMBER

"DON'T NEED MORE COMPUTERS. NOT ALL USED AS IS."  
- JCPL STAFF

"PRIVATE PHONE CALL NOOKS - NEVER BOOKED - 15 MINUTES."  
- COMMUNITY MEMBER

"MORE WORK SPACES. MORE READING AREAS. PHONE CHARGING STATION."  
- JCPL STAFF

"GET CHAIRS FOR COMPUTER TABLES THAT ARE APPROPRIATE HEIGHT & ADJUSTABLE MOST CURRENT CHAIRS ARE TOO LOW."  
- COMMUNITY MEMBER

## COMMUNITY FEEDBACK

"[WOULD LIKE] STAFF TOURS / INTROS TO LIBRARY SERVICES. ONCE A WEEK (OR VIRTUAL) TOURS SHARING SERVICES OF THE LIBRARY PEOPLE MAY NOT KNOW EXISTED."  
- COMMUNITY MEMBER

"SUNDAY HOURS DUAL PURPOSE W/ FARMERS MARKET & LIBRARY WOULD BE GREAT."  
- COMMUNITY MEMBER

"BETTER LIT DRIVE THRU DROP BOX."  
- COMMUNITY MEMBER

## CLOSING QUESTION | ANYTHING ELSE YOU'D LIKE TO SHARE?

"IMPROVED IAQ AND HVAC SYSTEMS WOULD BE GREAT FOR HEALTH."  
- COMMUNITY MEMBER

"MY KIDS DON'T LET ME BRING MY GRANDKIDS HERE ANYMORE TO PLAY / READ BECAUSE OF THE HOMELESS ISSUE THEY'RE CONCERNED ABOUT SAFETY."  
- COMMUNITY MEMBER

"MAYBE RESOURCES TO HELP APPLY FOR JOBS, COMMUNITY SERVICES OPTIONS, AND PROGRAMS FOR COLLEGE APPLICATION TYPE THINGS."  
- COMMUNITY MEMBER

## COMMUNITY FEEDBACK

## **STAFF : SPACES** | WHAT WOULD IMPROVE YOUR STAFF AREA?

### **SUMMARY:**

Staff were presented with a series of open-ended questions focused on the staff work and amenity spaces. They were asked to provide written responses to what is working well and what needs improvement in the basement work area, wellness room, break room, and storage areas.

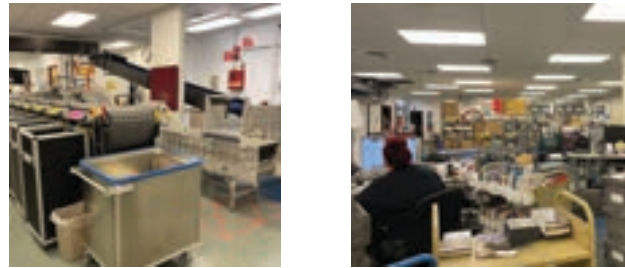
## STAFF FEEDBACK

# STAFF : SPACES | OPERATIONS

TELL ME ABOUT YOUR SPACE... THE GOOD, THE BAD, & THE UGLY.

## SUMMARY:

Staff members were shown images of their existing operations spaces and asked to provide feedback regarding the functionality and their needs.



## TAKEAWAYS:

- Majority of staff indicated a need to **modify the workflow** of the operations area to better suit their tasks.
- To improve the operations work environment staff recommended: provide **more workstations**, move desks **further from restrooms**, improve air circulation, and provide dimmable lighting.
- Many comments reflect **difficulties with the sorter** indicating books fall / get stuck frequently and materials need to be placed one-by-one taking lots of staff time to resolve. They also mentioned connecting the front book drop to the sorter would be greatly beneficial.

"GIVE OPERATIONS PAGE HER OWN WORKSTATION."  
- JCPL STAFF

"HARD TO GET BIN OUT OF FRONT BOOKDROP ROOM WITH ALL THE OTHER MATERIALS BEING STORED IN THERE."  
- JCPL STAFF

"MOVE DESKS AWAY FROM THE BATHROOMS!"  
- JCPL STAFF

"NEED MORE WORKSTATIONS SO PEOPLE CAN CLOCK IN AT SHIFT CHANGES."  
- JCPL STAFF

"BOOKS FALL TO THE FLOOR COMING DOWN. HARD TO GET THE BOOKS. THEY GET STUCK ON THE SIDE OF THE SORTER TOO!"  
- JCPL STAFF

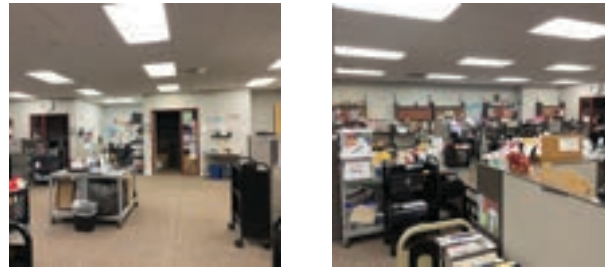
## STAFF FEEDBACK

# STAFF : SPACES | PATRON EXPERIENCE

TELL ME ABOUT YOUR SPACE... THE GOOD, THE BAD, & THE UGLY.

## SUMMARY:

Staff members were shown images of their existing patron experience space and asked to provide feedback regarding the functionality and their needs.



## TAKEAWAYS:

- Comments indicated a **favorable opinion of the layout and function of their current space** in terms of work area and privacy.
- Comments also stressed the need for **more and better organized storage** for individuals and the department.
- An additional space staff indicated they want a patron experience **meeting area**.

"[NEED] PRIVATE MEETING AREAS."  
- JCPL STAFF

"WHAT WE HAVE IS CONDUCIVE TO GETTING WORK DONE. QUIET, GOOD FOR MENTAL HEALTH, COULD USE ORGANIZED STORAGE SPACE."  
- JCPL STAFF

"LIKE THE STORAGE & PRIVACY OF CUBBIES  
- CAN GET A LOT OF WORK DONE."  
- JCPL STAFF

"MORE ORGANIZED AREAS IN MIDDLE OF ROOM FOR STORAGE."  
- JCPL STAFF

"WE NEED STORAGE TO STORE OUR FILES AND RESOURCES THAT WE USE INDIVIDUALLY."  
- JCPL STAFF

"STORAGE FOR AR STAFF, WE DO PROGRAM, OUTREACH, ETC TOO. NOT JUST CORE SERVICES."  
- JCPL STAFF

## STAFF FEEDBACK

# STAFF : SPACES | OTHER STAFF SPACES

TELL ME ABOUT YOUR SPACE... THE GOOD, THE BAD, & THE UGLY.

## SUMMARY:

Staff members were shown images of their existing shared spaces and were asked to provide feedback regarding the function and design of these spaces.



## TAKEAWAYS:

- A majority of the staff feedback stressed a **need for more and /or better organized storage** space for different departments.
- Staff also indicated a need for **worksurfaces adjacent to each storage area** for program material prep.
- Numerous staff comments shared a need for **collaborative space** for different teams / meetings.
- A couple of staff members commented on the need for **better lighting** and **less "basement" feeling**.

"PLACE FOR OUTREACH TO DO LARGE SCALE ASSEMBLY."  
- JCPL STAFF

"SO MANY DIFFERENT PEOPLE WORKING IN THE BASEMENT (ARVADA OPS, ARVADA PX, AND OUTSIDE JCPL FOLKS) SO THERE'S NOT A LOT OF OWNERSHIP OF THE STORAGE SPACES TO KEEP THINGS TIDY."  
- JCPL STAFF

"MASTER PLAN FOR BASEMENT SUPPORT AREAS, WITH LOGICAL ARRANGEMENT OF SHELVING FOR STORYTIME KITS, DELINEATED SPACE AND ADEQUATE STORAGE FOR PROGRAMMING, DEI, OR ANY OTHER UNITS UTILIZING THE BASEMENT."  
- JCPL STAFF

"SECURE BIKE PARKING FOR STAFF."  
- JCPL STAFF

"KEEP LIBRARY MANAGER'S OFFICE VISIBLE TO PUBLIC."  
- JCPL STAFF

"AMBASSADOR WORKSPACE NEARBY SUPERVISOR - MORE OPPORTUNITY TO COLLABORATE!"  
- JCPL STAFF

"ADD A DEDICATED MEETING SPACE AND A GROUP WORKSPACE."  
- JCPL STAFF

"DEDICATED SPACE FOR DONATIONS STORAGE AND SORTING WITH ROOM FOR SMALL CARTS AND BINS."  
- JCPL STAFF

## STAFF FEEDBACK

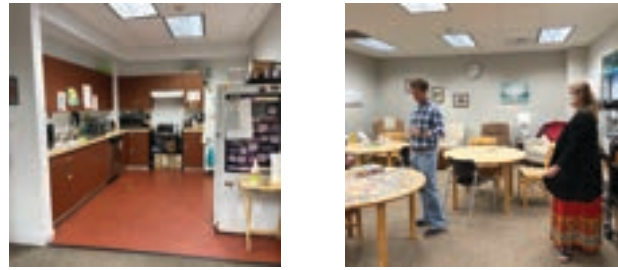


# STAFF : SPACES | BREAK ROOM

TELL ME ABOUT YOUR SPACE... THE GOOD, THE BAD, & THE UGLY.

## SUMMARY:

Staff members were shown images of their existing Break Room and asked to provide feedback regarding the function and design of this space and what they would like to see.



## TAKEAWAYS:

- Overall, staff like the current Break Room because it is **functional and the size is adequate**. Comments indicated they would like to see **minor improvements** including new cabinets and add filtered cold water.
- Staff would like **more and comfortable furniture**.

"MORE CHAIRS FURTHER APART FOR PERSONAL SPACE."  
- JCPL STAFF

"GREAT DECOMPRESSION SPACE. QUIET - OR SOCIAL (ROOM FOR BOTH). WE HAVE TOUGH SITUATIONS HERE - DECOMPRESSION SPACE IS VALUED."  
- JCPL STAFF

"[MORE] ROOM / SPACE SO WE ARE NOT 'ON TOP' OF EACH OTHER. OFTEN 4+ ARE ON BREAK OR MEAL BREAK."  
- JCPL STAFF

"LIGHTER CHAIRS THAT CAN BE EASILY MOVED."  
- JCPL STAFF

"WATER FILTER IN BREAK ROOM AND WATER BOTTLE FILLER."  
- JCPL STAFF

"FIRE ESCAPE?"  
- JCPL STAFF

"BREAK ROOM IS GOOD."  
- JCPL STAFF

## STAFF FEEDBACK

## STAFF : SPACES | MISCELLANEOUS

TELL ME ABOUT YOUR SPACE... THE GOOD, THE BAD, & THE UGLY.

### SUMMARY:

Staff members were shown images of miscellaneous support spaces/equipment and asked to provide feedback regarding the function, design, and improvements they would like to see.



### TAKEAWAYS:

- Staff stressed **challenges with the return chute** jamming and a strong emphasis on the need to **redesign this system for staff safety or connect it to the sorter.**
- Numerous comments in this section reiterated staff's desire to have **more / better organized storage** throughout the basement.
- Staff expressed functional challenges that need to be addressed. These ranged from walking **distance to other areas** of the library and access to **natural daylighting or windows.**

"SECURE THE DUMPSTER AREA - VERY UNPLEASANT AND UNSAFE FOR CLEANING CREW!"  
- JCPL STAFF

"IF WE CAN'T HAVE WINDOWS, POPS OF COLOR WOULD BE NICE!"  
- JCPL STAFF

"SOME KIND OF NATURAL LIGHTING WOULD BE NICE."  
- JCPL STAFF

"LED LIGHTING THROUGHOUT BASEMENT - GET RID OF FLUORESCENTS WITH CLIPS THAT CONSTANTLY BREAK."  
- JCPL STAFF

"[NEED] WIRELESS THAT WORKS AND IS CONSISTENT."  
- JCPL STAFF

"WE HAVE TO WALK A LOT TO GET A MASTER KEY TO GET INTO THE STORYTIME - KIDS SUPPLY/TOY CLOSET. IMPROVED EASE OF ACCESS WOULD BE WONDERFUL!"  
- JCPL STAFF

"WE NEED MORE ELECTRICAL OUTLETS IN APPROPRIATE AREAS THROUGHOUT THE BASEMENT."  
- JCPL STAFF

"INSTALL A FRONT (MANUAL) MATERIALS RETURN THAT WORKS, STAFF DO NOT NEED TO ROUTINELY CLIMB A RICKETY VERY TALL LADDER TO UNJAM IT."  
- JCPL STAFF

## STAFF FEEDBACK

# STAFF : SPACES | WORKSPACE

DO YOUR WORKSTATIONS MEET YOUR NEEDS? | DO YOU NEED A SINK FOR CLEANING TOYS OR PREPPING PROGRAM MATERIALS?

## SUMMARY:

Staff members were shown images of other library workrooms and workstation configurations and asked what would best meet their needs. Staff were also asked to provide input on special uses that may be required to support their facilitation of library programs / events.



## TAKEAWAYS:

- Feedback in this section reiterated that staff see a need for more **dedicated space / storage** for **each department**.
- Feedback indicated a need for **different workstation configurations for different roles**. Pages felt tall partitions between desks interfered with collaboration, while Patron Experience staff appreciated the privacy partitions provide and storage at workstation.
- Feedback indicated a **separate space is needed for the core services** provided at Arvada that aren't typical of other branches, including: DEI, programming, ambassadors / subs, etc. Although one person voted to free up space for Arvada staff who are in workspace more regularly.

"ISSUES WITH HAVING CALLS FROM YOUR WORKSTATION SINCE IT'S AN OPEN SPACE."  
- JCPL STAFF

"1 PERSON SAID THEY LOVE THE WORKSTATIONS AT EVERGREEN AND THAT PX STAFF HASN'T HAD ISSUES WITH NOISE BEING OPEN TO THE SORTER / OPS STAFF."  
- JCPL STAFF

"DEDICATED, AMPLE SPACE FOR EACH CORE SERVICES MATERIALS & SHARED SYSTEM MATERIALS."  
- JCPL STAFF

"[NEED] A SINK / SHELF FOR CLEANING KIDS TOYS & STORY TIME SUPPLIES."  
- JCPL STAFF

"LIKE PRIVACY OF WORKSTATIONS WITH THE PARTITIONS."  
- JCPL STAFF

"MOVE THE MANAGER'S OFFICE TO THE 1ST FLOOR.."  
- JCPL STAFF

"STAFF WHO ARE HARDLY EVER IN THE BUILDING HAVE A LOT OF DEDICATED REAL ESTATE. PERHAPS THEY COULD SHARE OFFICES / SPACES SO MORE SPACE COULD BE GIVEN TO STORAGE OR AR STAFF."  
- JCPL STAFF

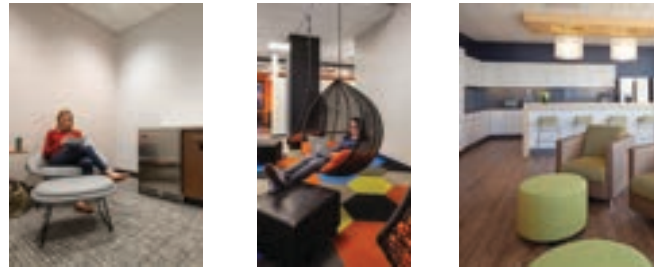
## STAFF FEEDBACK

# STAFF : SPACES | AMENITY SPACES

WHAT WOULD YOU LIKE TO SEE IN YOUR SPACE?

## SUMMARY:

Staff members were shown images depicting different amenity types for workplaces. They were able to indicate their preference with dots or provide written feedback with more information regarding amenities they'd like to see in their staff space.



## TAKEAWAYS:

- Staff feel there is a **need for a second respite room** from their current nursing / phone call room where people could take a mental break / decompress.
- Staff also shared a strong preference for **soft, oversized, comfortable furniture** in their amenity spaces.

"PLACE FOR A PRIVATE BREAK SEPARATE FROM PHONE CLOSET."  
- JCPL STAFF

"MAKE SURE SEATING IS SUITABLE FOR EMPLOYEES OF ALL SIZES."  
- JCPL STAFF

"COMFORT. IF POSSIBLE HAVE A SEPARATE NURSING SPACE + QUIET SPACE."  
- JCPL STAFF

"KEEP THE COMFY CHAIRS."  
- JCPL STAFF

"SPACE- INTROVERTS DON'T HAVE TO BE EXTROVERTS - OR SIT IN CARS FOR SOME PEACE."  
- JCPL STAFF

## STAFF FEEDBACK

"THE SORTER STAFF RETURN IS TOO SHORT TO SERVE ITS PURPOSE. THE BELT NEEDS TO BE LONGER LIKE AT OTHER LOCATIONS."  
- JCPL STAFF

"LINE OF SIGHT IS THE BIGGEST / MOST IMPORTANT DESIGN CONSIDERATION!."  
- JCPL STAFF

"SWIPE KEY ACCESS TO ALL DOORS. MORE OUTLETS / CHARGING SPOTS."  
- JCPL STAFF

## CLOSING QUESTION | ANYTHING ELSE YOU'D LIKE TO SHARE?

"LOTS OF ISSUES WITH SPACES BEING EITHER TOO HOT OR TOO COOL."  
- JCPL STAFF

"WE NEED STORAGE TO STORE OUR FILES AND RESOURCES THAT WE USE INDIVIDUALLY."  
- JCPL STAFF

"NEW BILL BREAK TO REPLACE OUT-OF-DATE ONE. GETS VERY HIGH USE AT THIS LOCATION."  
- JCPL STAFF

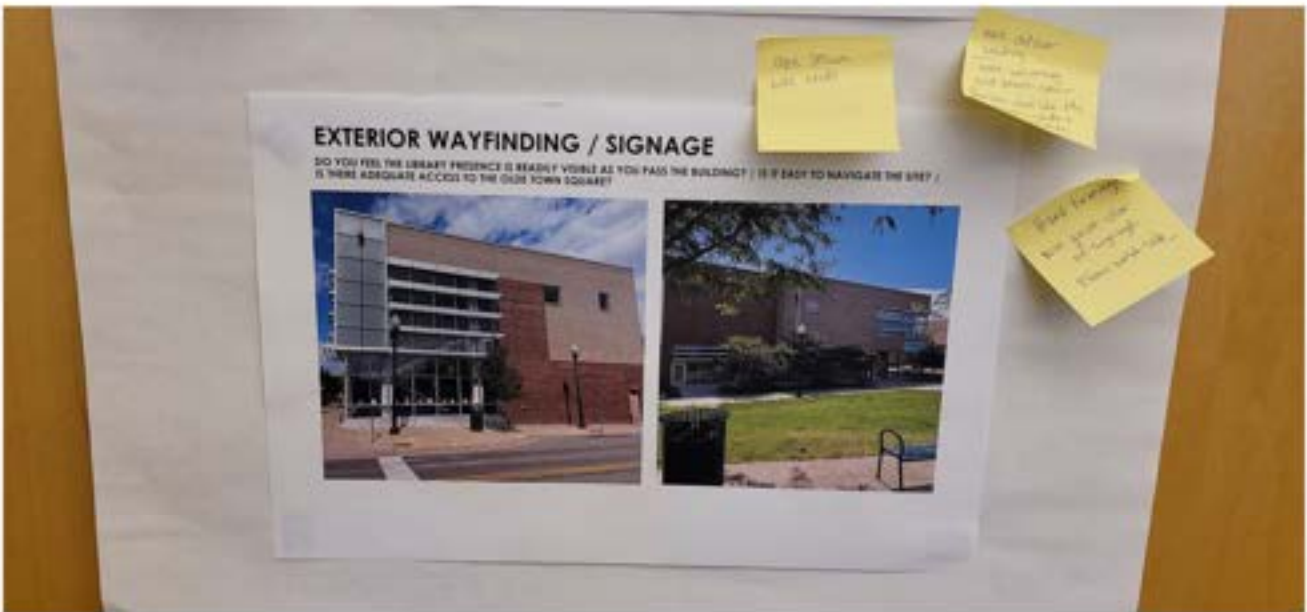
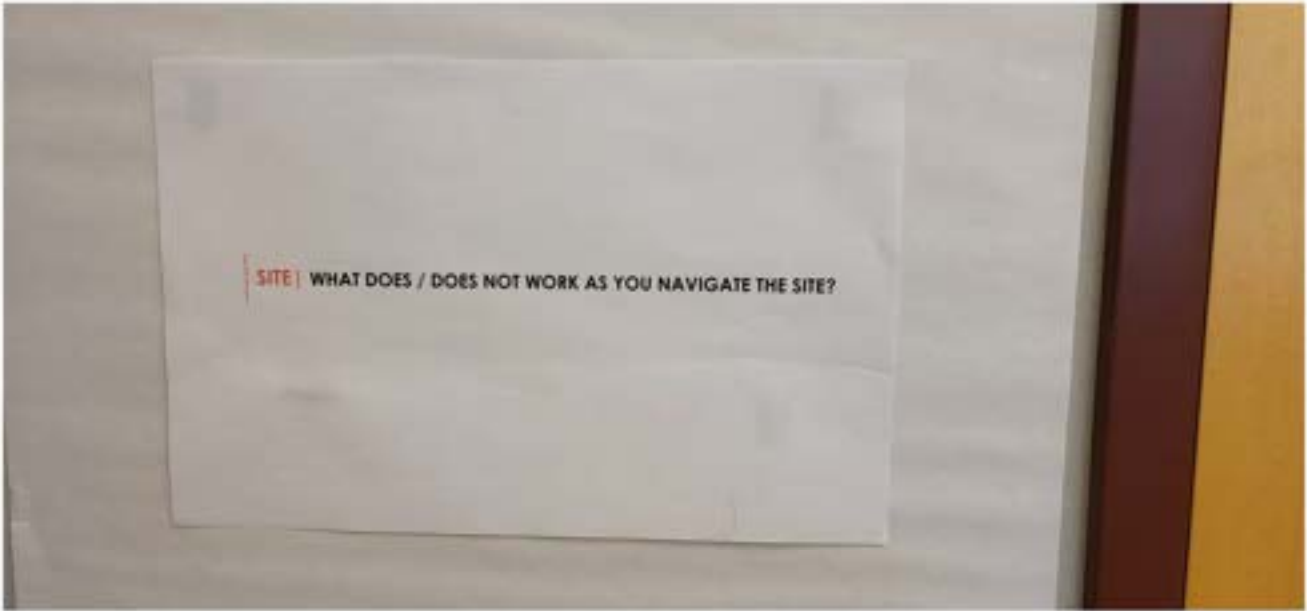
## STAFF FEEDBACK

# **APPENDIX**

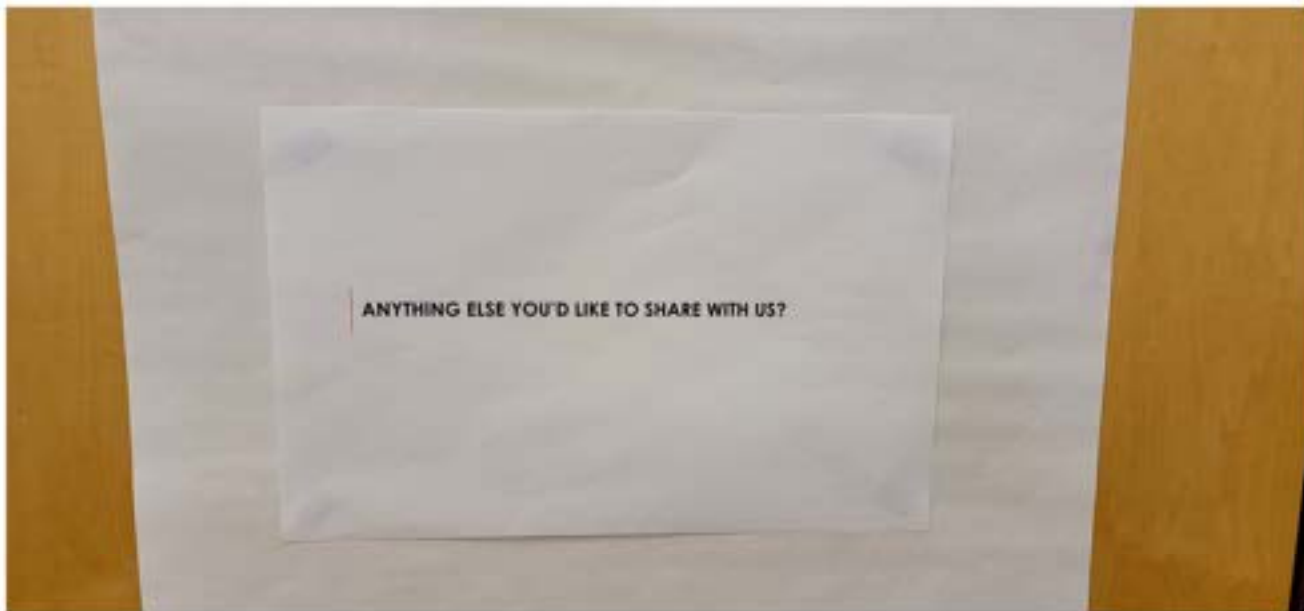
# **APPENDIX**

**STAFF MEETING:  
INTERACTIVE BOARD FEEDBACK**

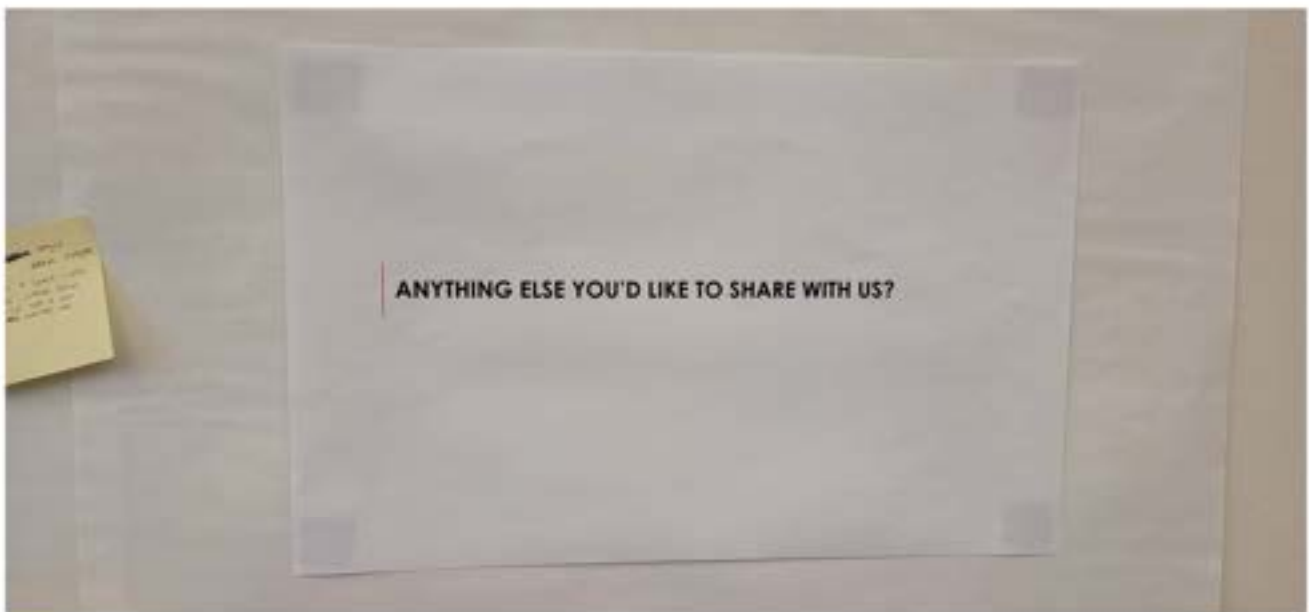
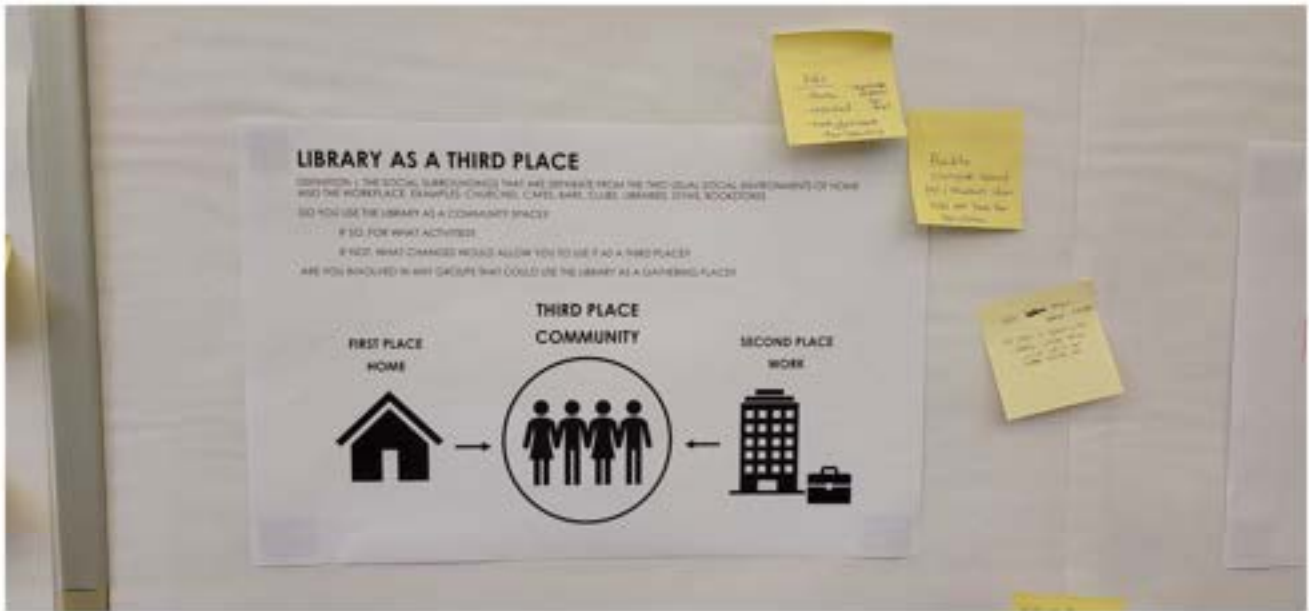


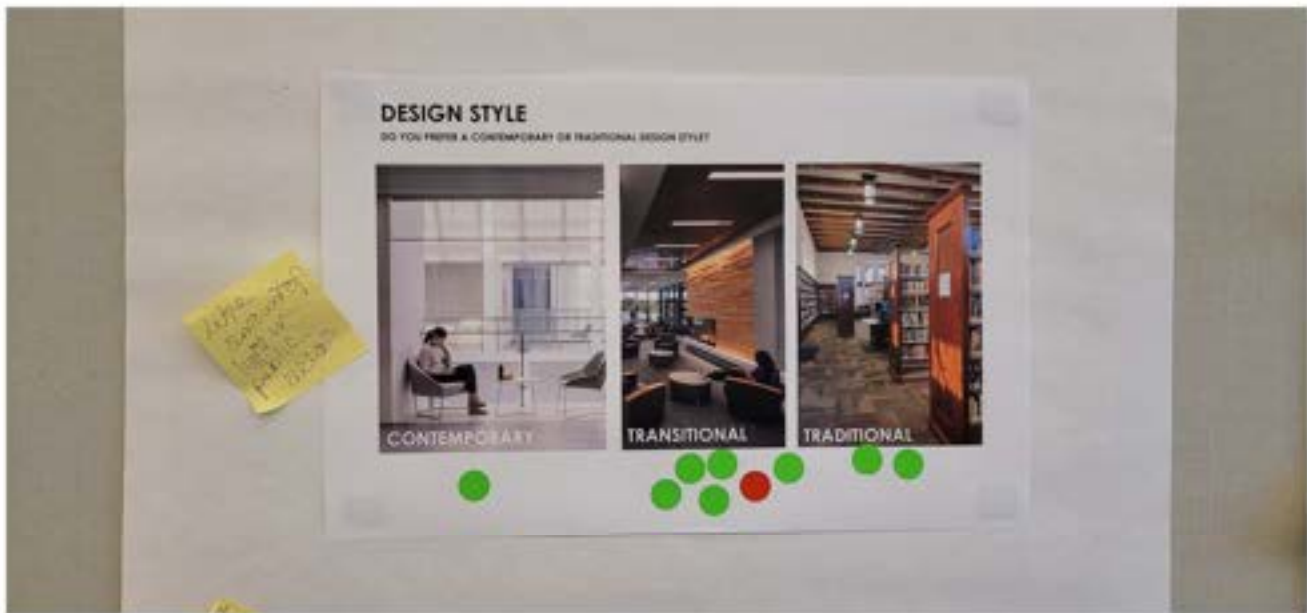




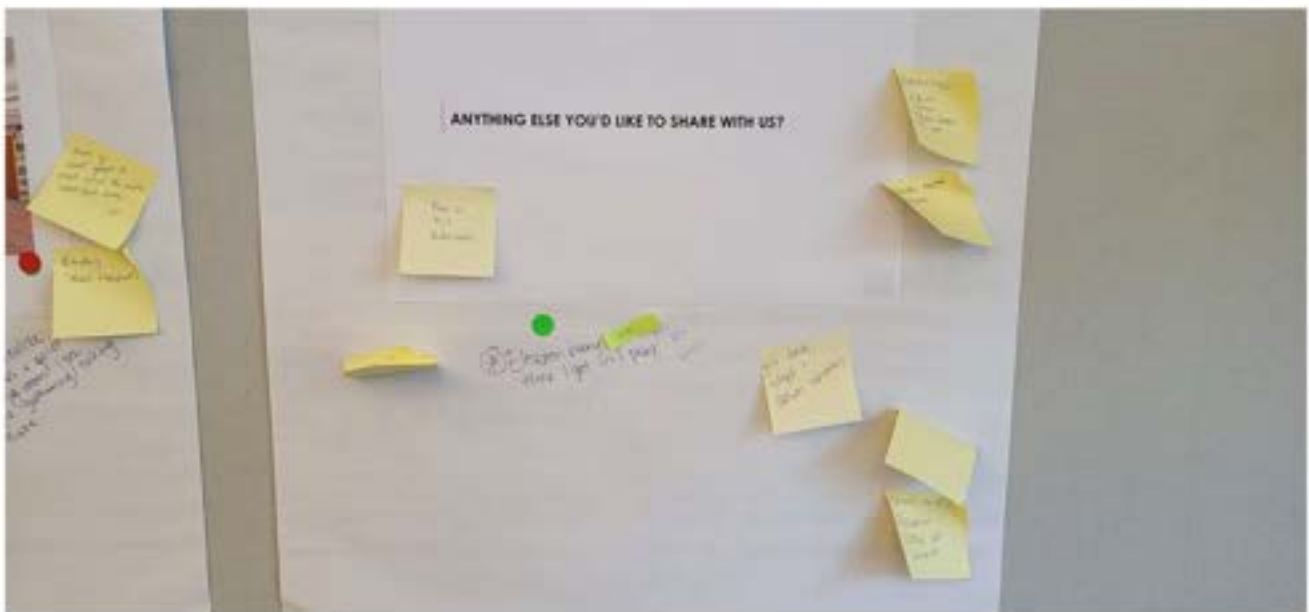






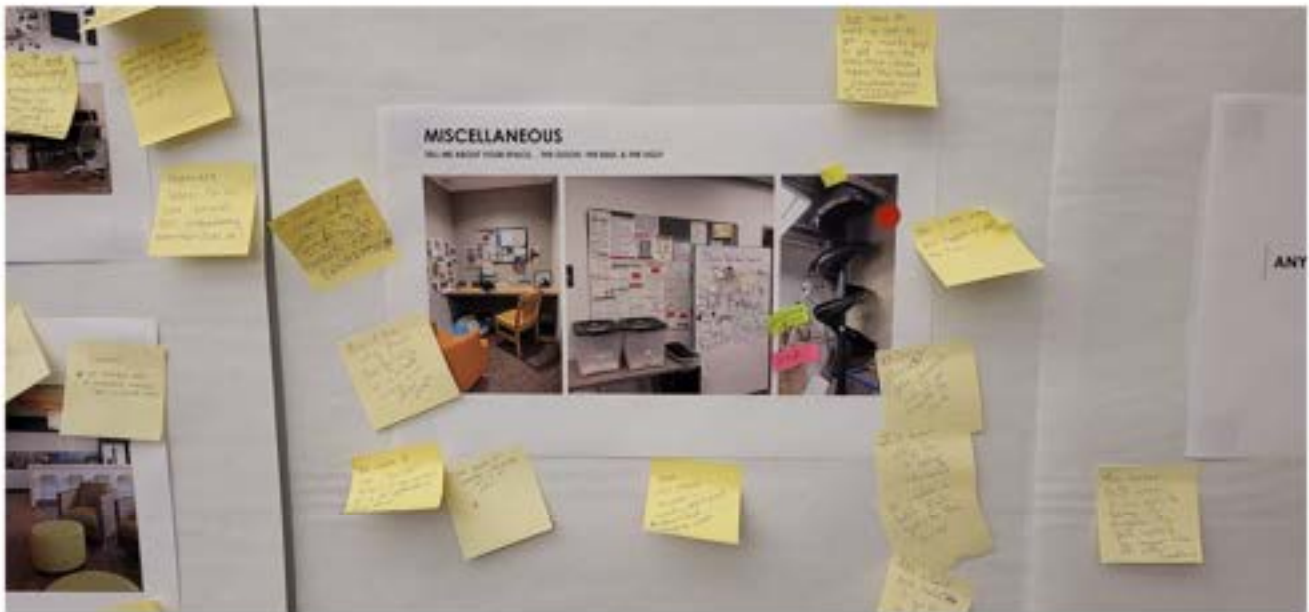














**COMMUNITY MEETING:  
MENTI INTERACTIVE POLLS**

# ARVADA LIBRARY REDESIGN COMMUNITY ENGAGEMENT



Jefferson County  
**PUBLIC LIBRARY**

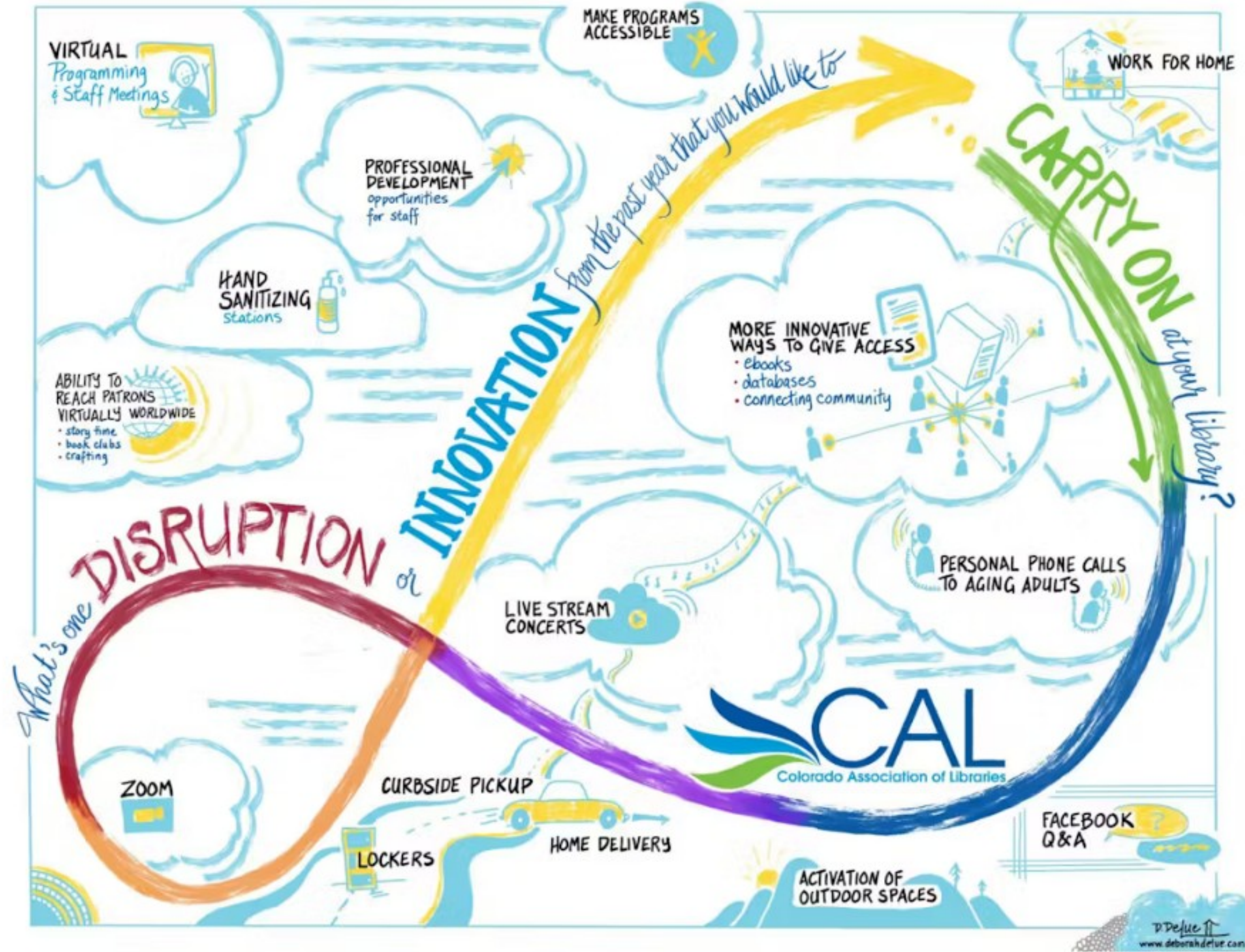


# LANGUAGE JUSTICE

Community Language Cooperative

Interpreter: Ariana Mendoza





# GRAPHIC RECORDING

Debbie DeLue

[www.deborahdelue.com](http://www.deborahdelue.com)





# AGENDA

1. Welcome
2. Project Schedule
3. Introduction
4. **Interactive Stations**
5. Next Steps







# WELCOME!

Donna Walker,  
Executive Director



Jefferson County  
**PUBLIC LIBRARY**



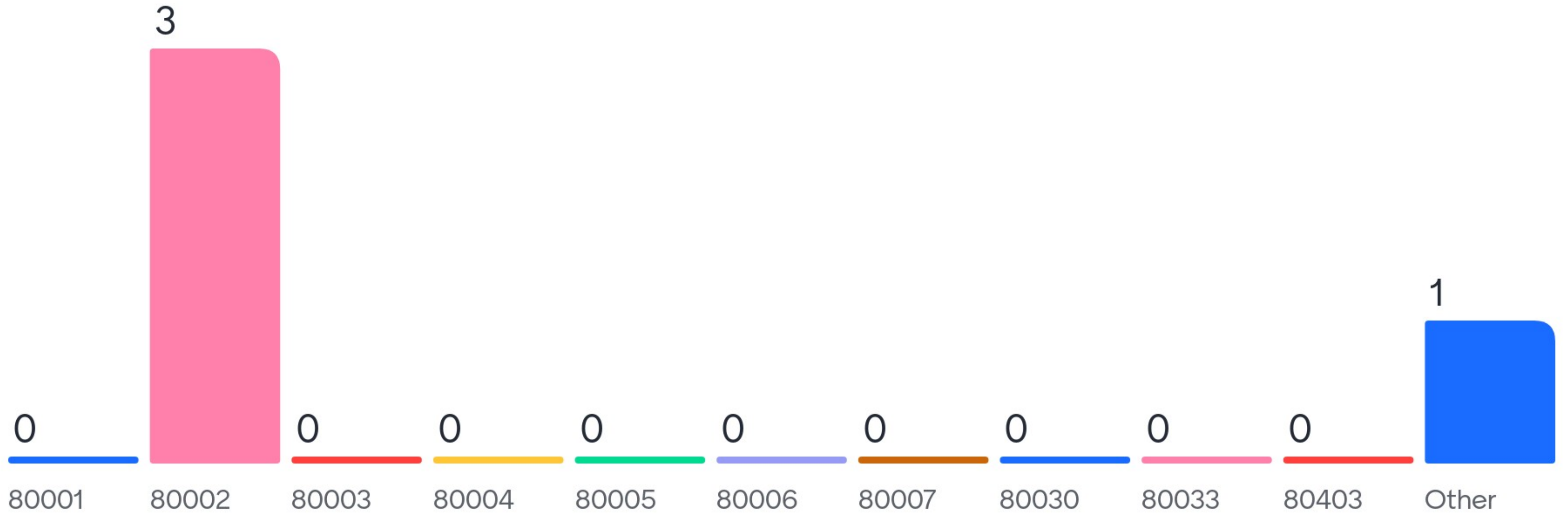
# SCHEDULE



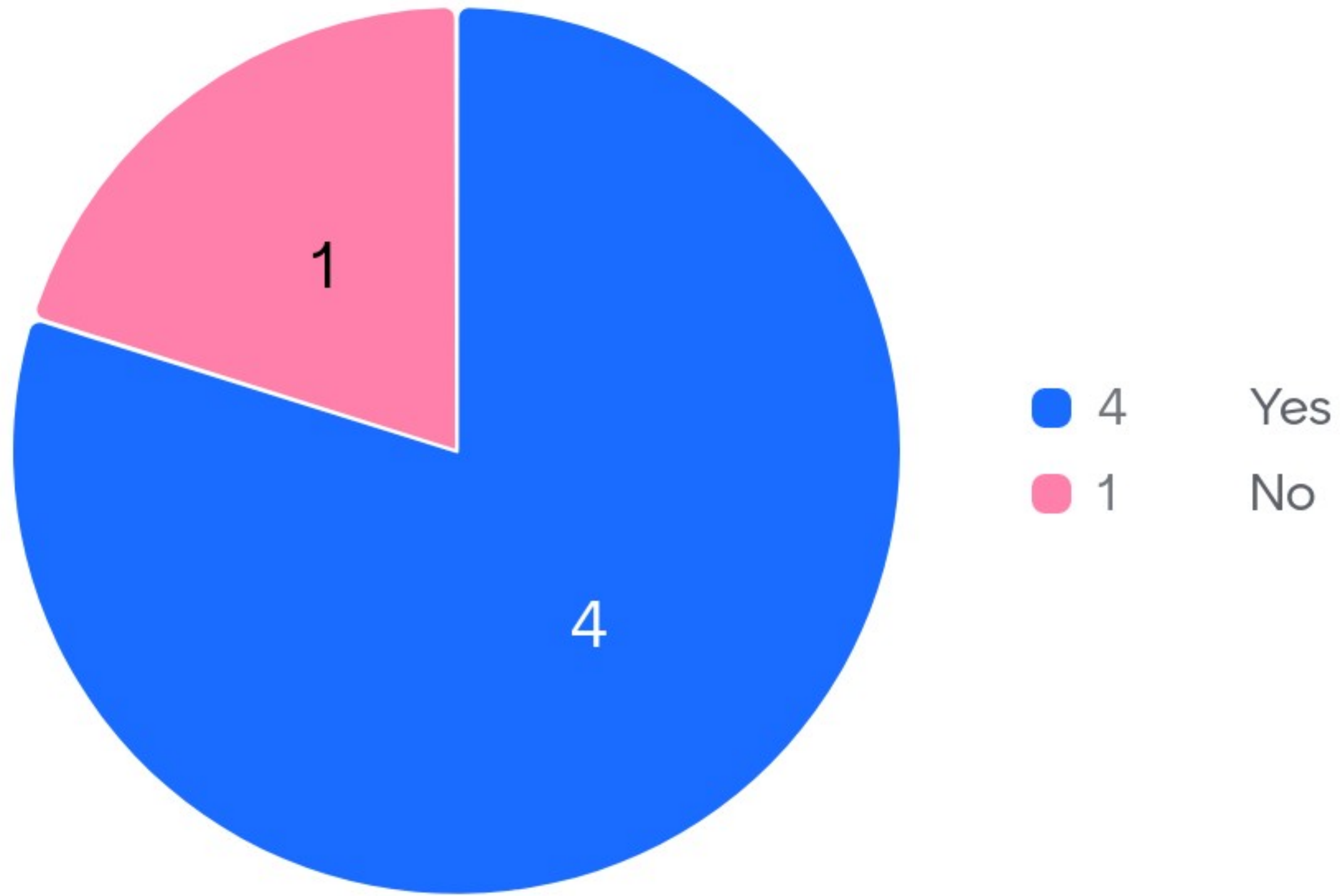
# Instructions



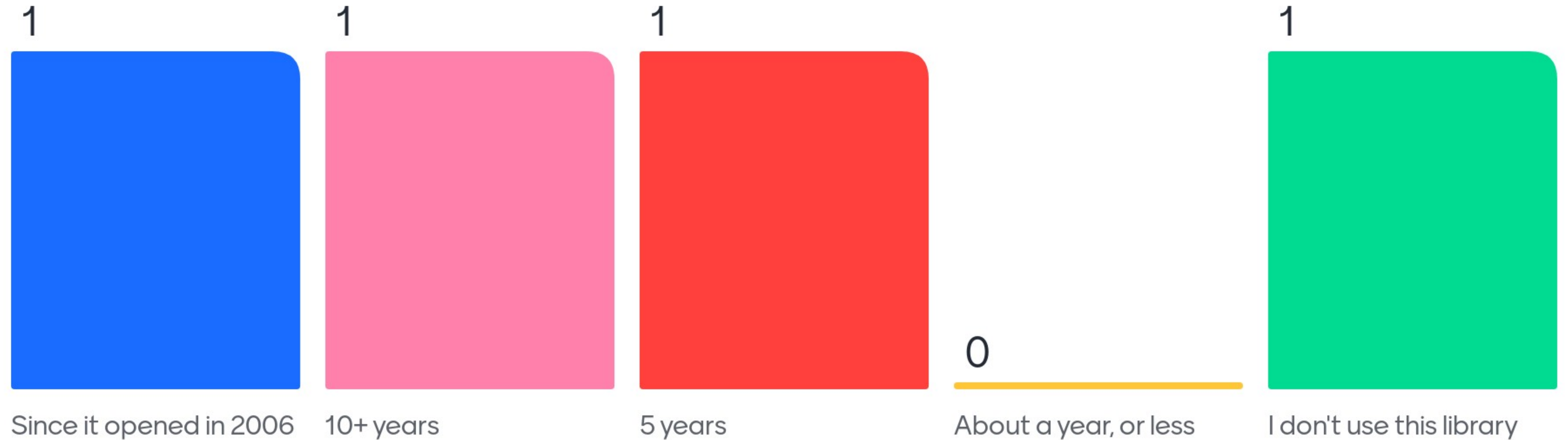
# What is your zip code?



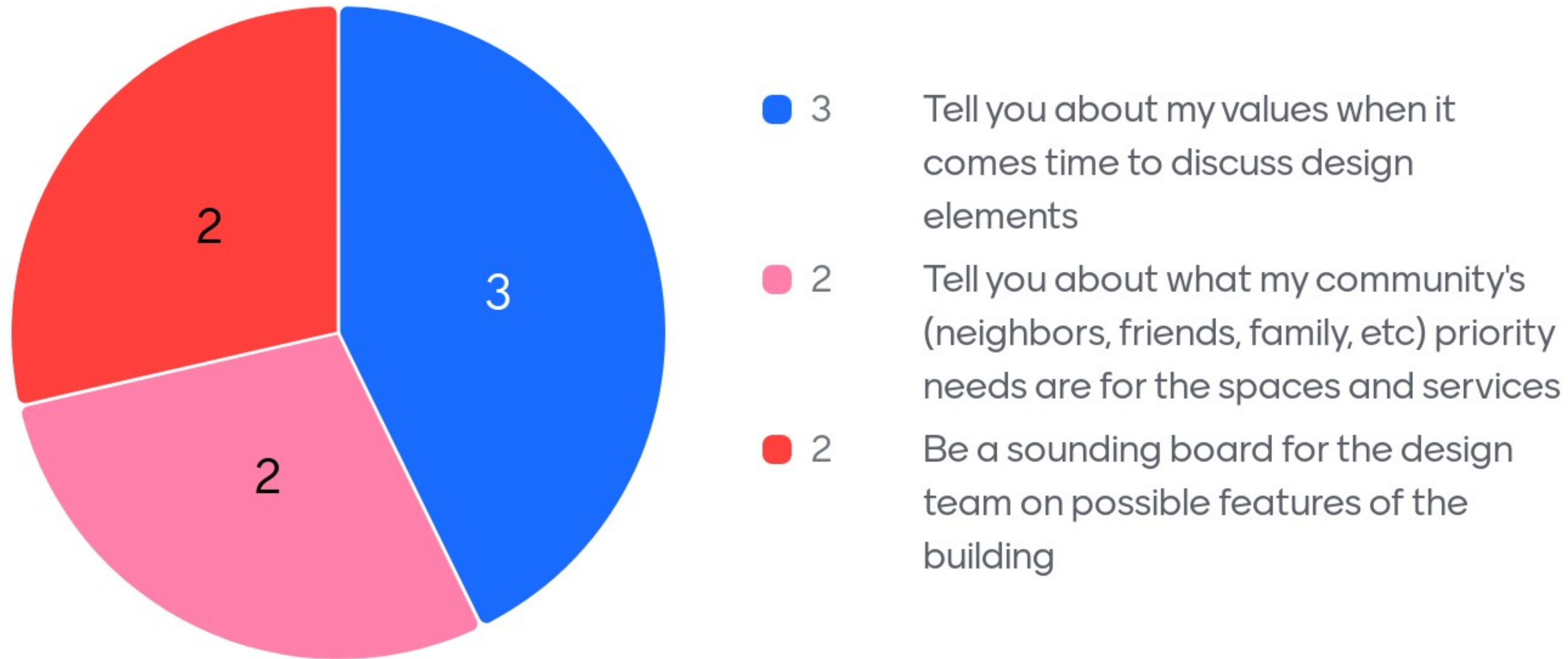
# Is Arvada your home library?



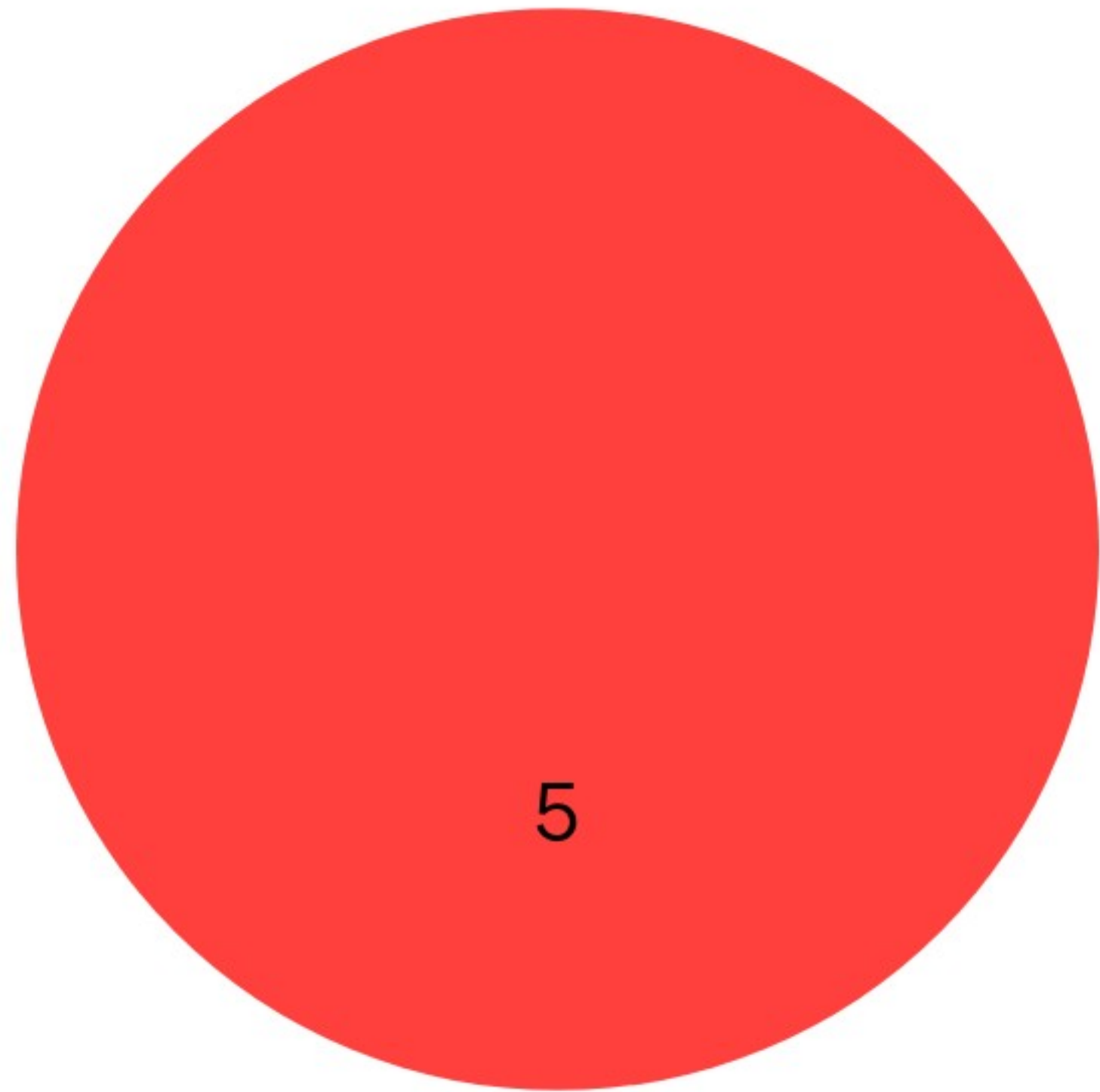
# How long have you been coming to this library?



# What do you think is the most important way you can help in this redesign process?



# Which of the following experiences do you appreciate the most?



- 0 When someone makes decisions ABOUT me
- 0 When someone makes decisions FOR me
- 5 When someone makes decisions WITH me



# INTERACTIVE STATIONS

1. SITE



2. SERVICES



3. DESIGN : SPACES





DON'T FORGET TO FILL  
OUT A SURVEY!

[Arvada Library Redesign | Jefferson County  
Public Library](https://jeffcolibrary.org/arvada-redesign/)

<https://jeffcolibrary.org/arvada-redesign/>





Jefferson County  
**PUBLIC LIBRARY**



**THANK YOU!!**



**COMMUNITY MEETINGS:  
WRITTEN FEEDBACK**

**Arvada Library**  
**Community Meeting: In-Person**  
**07.16.2024**  
**821341**

Recorded Notes Breakout Sessions:

**Site Station:**

**What does / does not work as you navigate the site?**

**Getting to the Library:**

- Parking lot is good. AM is the time
- All of the above—if I park half the time its at the hub here 3x/week
- Parking is great
- Need better bike parking. More secure parking for them, esp as more e-bikes
- Walk bike (never drive) make better bike parking secure, but can see from no multiple angles
- Walk easy to walk up w/stroller
- Short term parking spots 15 min to pick up holds, etc.
- Parking is an issue. Car usually. Golden-dedicated parking
- I walk but keep both walkup and drive up book returns
- Bike parking needs to be more protected
- More general parking-old town is getting too crowded, esp. on Farmers market weekends

**Exterior Wayfinding / Signage:**

- Wayfinding throughout olde town
- More directions from throughout olde town + off Ralston + Wads pkwy
- Signage needs updating
- Where to enter confusing- need a real pretty grand entrance
- If a door is closed- map/ bigger sign
- Before I started coming I didn't know we had a library in olde town
- Urban exterior design of the building doesn't fit with Olde Town Arvada (just a brick box)
  - Can't tell it's a library from the outside, architecture doesn't feel like it

- Originally thought there'd be more design attention to the exterior to fit the context but now we've just accepted that didn't happen

### **Welcoming Environment:**

- Shadey outdoor space that feels like a library
- Very welcoming
- Not my favorite windows
- Good lighting
- Lighting is fine
- Bigger front doors

### **After-Hours Access:**

- Drop off is good for walk up
- Need a quick stop & go to pull car up- run to drop off for book/DVD's or drive thru drop
- Just make it easy to return books
- Car book drop cant be reached from my car

### **Outdoor Space:**

- Don't make it feel like city
- Just good snow removal (heat trace) & coverage for rain
- Currently there's not much interface between inside + outdoors. I'd love shady 3<sup>rd</sup> space
- Love the idea of utilizing rooftop reading space? Garden? Plants?
- Outdoor seating/rooftop seating
- Like park/plaza is fine now!
- Sliding doors
- Could use for all kinds of reasons
- Outdoor patio- lots of greenery- tables- single tables- nooks+ crannies+ off course – a fence so I feel safe
- Walled garden sitting area
- I'm good w/the auto book drop, but others in front of me have struggled trying to get close enough
- Outdoor space- comfortable area for all to relax. Parent space-out. Little interactive area for kids (not a full playground) maybe games?)

- Using the plaza for events would be great - location of the library on the square lends itself to that
  - Used to do movies in the park
  - Olde Town Arvada does events in the square

### **Services Station:**

#### **What is missing at your library?**

- Move service desk to front – combine self-checkout + desk
- More network access like prospector. I like prospector and I miss Mobius. I'd like to see more like that.
- I'd like to see physical media (books, CD's, etc.) not sacrificed for the digital (online) version of it. Online access is valuable but not desirable for all; some prefer the actual items.
- Use the bookstore room more! More shelves + more stock!
- Extended hours- Friday evenings + longer in general

#### **Entry:**

- It's a bit sterile + bland – more color- textures
- Bigger doors
- Stroller access
- A non-handicap doors to enter (in addition to the existing doors).
- Entrance should be easier
- There's often congestion at the doors
- Door release (ADA actuators) hard to stop once they start closing
- Need more wayfinding to help you find where things are within the library

#### **Service Style:**

- Safety library card work at express library.
- Librarians are excellent- they do good job of dealing with diverse group of users.
- Check out +/- or utilize things like instruments, recording equipment

#### **Collection:**

- We are losing old resources. More of the history of types of books is needed.
- I like having copies of community newspapers, election info, etc.

- I use + love books, CD's, boundless, + libby. DVD's miss having new music on CD. Would love videogames too
- Rotate digital items.
- Equal
- Books; great courses DVD's of movies just released books + movies registered to vote in a new county
- Digital- needs much higher walls.
- Like the serendipitous layout of materials, don't like when collection is hidden/hard to access, need interaction with the materials - like being able to stumble open things I'd otherwise not read in the "new books" section
  - I've now started reading romance novels after picking up one from the new books area and it's opened me up to a new genre
- Poetry shelved in odd spot, would like to see this moved

### **Support Services:**

- More displays on themes down-stairs
- Love the upstairs single stalls
- All fine as is.
- Stroller access
- Please continue to have the restroom open as much as possible for ex farmers market hours
- Restrooms are awful
- Miss the doors on the restrooms!
- Public bathrooms + such so important
- Inside restrooms for patrons- maybe showers
- Fix elevator → \$50k Save &14,450,000 for higher priorities!
- Clean restrooms
- The stairs are in a bad locations- stairs in back please
- Would like to move the stair in the SE corner so you can use that space- prime real estate

### **Creation:**

- Pre-planned art/ science activity for kids
- This isn't a kindergarten
- Love maker space, interactive activities for kids + adults we need places to play/create. Actually love idea of kindergarten.
- Maker spaces thumbs up!



- Kids stuff is good- adults no
- This would be a good facility for offering hobbies/classes (aka like maker space programming)
- Makerspace - no, that's what schools are for & I pay for that too

### **Library as a Third Place:**

- Restrooms in olde town
- Publicly owned + accessible 3<sup>rd</sup> space is essential. Would love more hours. Only accessible
- A place for my kids to run around, play, be curious (not be quiet)
- More actual books- if some book is not current or a “classic” – no longer available
- Let the library just be a library
- “third place” is a joke
- Want more outside events for kids.
  - For example, DPL does events where they bring outside folks in to do things like a snake event
- I came to the meeting room for a "Great Decisions" meeting which takes 8 world issues to discuss - only 3-4 people came, disappointment because it could've been a really great convo if more people came
- I want more events/speakers about various topics held in the meeting room - bi-weekly events would be great, bring in outside speakers and publicize. Examples: Governor, Peyton Manning, Lauren Boebert, someone to discuss "why read poetry?"
  - Want this room to be the most important place in Arvada so if someone asks if you're going to an event held there you'd say "I wouldn't miss it"
- I love the idea of getting married in the library

### **Design: Spaces Station:**

#### **What would you like to see in your library?**

#### **Design Style:**

- Current design is efficient, and comfortable (response: “don’t change”)
- Cozy over sterile
- More color lots of happy colors
- Make indestructible don’t worry about comfort
- The indoor see thru book drop is very exciting for my toddler. a delightful interaction
- Being able to see the mechanics is so cool. Is there more of this we can do?

- Better flow- more inviting
- Colorado Mountain Style - it'd be great to have spaces inside the library (specifically the meeting room) designed in the Colorado mountain style aesthetic (like Estes Park or even Jackson Hole)
  - Not sterile!
  - Not like Denver
  - Huge pine beams, stacked stone, wood, rustic
- More "woody"/"cozy" feel, not sterile

### **Meeting:**

- NO
- Make meeting rooms soundproof so noise from meetings doesn't distract other uses
- All! (2 notes of agreement)
- So good to have meeting space for community possibly a few more larger ones- more availability for a mid-size reception area (50-100 people!)
- Classes for: cooking, dance, computer, hobbies, lectures, book signing
- Lots of clubs that can benefit from the library meeting room and study rooms being able to be reserved (Lions Club, Rotary Club, etc)
  - Club gatherings/meetings ranging from 3 to 50 ppl
  - Having a spot that is free & can have food/drink is huge
  - Important to be able to connect to tvs as well
- Meeting room should be flexible
  - It should still feel like a library but be able to do a bunch of activities (like book signings, knitting, etc)

### **Children's:**

- Lots of types of seating. Places for kids to leave an impact
- Both miss the mark- kids like to be together.
- Lots of toys area for kids to play together. Easy for kids to self-serve. Kids centered events (lots more)
- Bathroom w/adult sized toilet
- I liked the lego area
- We come when we have 30min to kill
- Make sure everything is durable and safe so I don't have to worry about my kids knocking something heavy or breakable down as they're in the children's space

- Like the train toy
- My kids are too young for some of the children's events held at the library
- Like the board books being in low bins so my kids can reach them and they're fairly indestructible unlike a books with paper pages

#### **Teen's:**

- Current teen area is great
- Homework area- especially math + science
- Adults read YA too!
- (response note: All 3 are good ideas)

#### **Study:**

- Get rid of current stairs & increase floor 1 + floor 2 space by windows
- This is okay now
  - (Response note: Looks very uncomfortable!)
- Needs clear sight lines so it can be easily seen

#### **Quiet Reading Room:**

- Quiet is good – like in the old days – talk in pubs
- Current reading room (SW 2<sup>nd</sup> FL) is super
- One space – w/a view very plush + inviting for reading
- Limited quiet designated areas. I'm not quiet
- (response note: "Amen")

#### **Adult:**

- Adjustable seating
- Current design is more than adequate
- Just computers
- Reading area very important – must be padded up for silence computers are always being used
- Cozy space
- Private phone call nooks – never booked – 15 min limit
- Get chairs for computer tables that are appropriate height & adjustable most current chairs are too low.

#### **Anything else you'd like to share with us?**

- Continuing to keep the library accessible to all
- Homeless people a problem

- Cooking classes – dance classes + more easy computer classes
- Leave it the way it is.
- Sensory concerns- some smaller spaces, fidgets available, lights
- Biggest concern is homeless population- keeping patrons/families away. I have 4 grandchildren- I live 2 blocks away + my daughter-in-laws will not let me bring to library- heavysset safety concerns.
- Acoustic dampening
- The librarians are great! Knowledgeable + nice
- Air quality
- Find space for people to hold phone conversation in private & w/o disturbing other patrons
- Kids & teens on first floor adult items on floor 2
- Stop allowing dogs (other than genuine service dogs) in the library
- I appreciate/support that the library doesn't censor, however I'd like to see the computers have a little better privacy (even just with the orientation of the monitors). That way private matters, lewd matters, etc. are not as visible to onlookers.
- Noted that cell reception is poor within library and Olde Town in general. Suggested that project look into cell boosters.
- Some place to go to talk on phones would be nice - there's no place for you to go to talk if you get a call while you're in the library
- Places get noisy - acoustics is a concern
- Flow of the space could be better
  - 2nd floor feels like a completely different space
  - Could open up the space more and make it feel more welcoming/inviting
  - Could have a better way to be led towards the stair that takes you up to the 2nd floor
- Acoustics are super important!!!
- Furniture - provide furniture that accommodates all body types, often times large/heavy people are not accommodated. Furniture should have high weight tolerances, some chairs shouldn't have arms, etc.
- JCPL should intentionally engage the homeless population to see what their needs are
  - Seems the Town is sometimes anti-homeless, treating the homeless like they're not people
  - Homeless people may have different needs; like using computers to search for jobs

- I come to the library by choice, they don't. I have a computer at home, they don't.
- My kids don't let me bring my grandkids here anymore to play/read because of the homeless issue they're concerned about safety
- Need more privacy at the computers so people can't see what's on your screen. I've walked by homeless people looking at porn on the computers.
  - Kelly asked whether having certain sites blocked would help
    - Response - I like that websites aren't censored/blocked
- Sensory Issues: Consider sensory design elements for autistics and other neurodivergent populations
  - Indirect lighting preferred
  - Improved acoustics
- Loved Services:
  - Being able to place holds from home - easy to understand process
  - New resource navigation works well; on the counter old resource navigation is confusing
  - Courses
  - "Loan a librarian" system
  - Digital collection
  - Exposure to new books without having to go to a bookstore
- Desired Services:
  - Bi-weekly discussion group for community engagement - bring in outside speakers?
  - Staff tours/intros to library services - Once a week (or virtual) tours sharing services of the library people may not know existed.
  - More exposure for Monthly Displays (ex: Pride month, poetry month); move to 1st floor in addition to 2nd for more exposure
  - Would like more Lucky Day
- Improved IAQ and HVAC systems would be great for health
- I pray every time I get into the elevator!

**Arvada Library**  
**Staff Meeting: In-Person**  
**07.17.2024**  
**821341**

Recorded Notes Breakout Sessions:

**Site Station:**

**What does / does not work as you navigate the site?**

**Getting to the Library:**

- Assured parking would be nice
  - Don't want to park in garage
  - Have to move once/twice a day
- More secure bike racks
- Park bikes/wagon in dedicated space
  - Help ppl secure bikes
  - Staff specific bike parking
- Permit for lot
- More parking for staff
- We need so much more parking! Especially for staff
- Parking is an absolute nightmare in old town.
- Better parking! If we could cooperate w/RTD/city and provide transportation from garage daily for anyone as well as to coordinate our programs. Many programs are evening.
- Sometimes the handicap space in the back is taken by a patron. If is for library workers.
- Enough parking spots for full staff and/or parking passes for staff in old town → not the hub.

**Exterior Wayfinding / Signage:**

- Hard to recognize, not great color of signage from west side
- More outdoor seating
  - More welcoming and secure exterior
  - Families don't like the crowds + clutter + mess outside
- We should get some large public art! (Mural, sculpture)

- Outside of building is Boring – we need it to pop/Scream library
  - Perhaps a mural with books
  - More colorful entrance, more welcoming to counteract loiterers
- We need to completely replace front doors: they've been problematic for many years (unlockable, not able to close, loses programming, too heavy/crooked, parts break . . .)
  - Sliding doors – less obstructive, current doors opening out block sidewalk, traffic jam from people coming from multiple directions
- Mobility-impaired patrons have a long walk to get to entrance and another to get to elevator
- More Parking (for patrons and staff)
  - Someplace other than taking up our parking spaces to accommodate snow removal
- Exterior parking lot lights that can be maintained by our Facilities staff (not waiting on the city to fix bulbs that are out)

#### **Welcoming Environment:**

- People who come in and think it's not a library for multiple gens
- Outside is ugly and non-descript
- Patrons feel unsafe w/lighting
- The temperature is too hot! Never can get it right
- Unsanitary conditions around the generator/dock
- Improve air circulation
- Tinted windows or blinds to mitigate sun and heat
- Need cozy well lit easy to understand where you enter
- Close off dock or some other solution to mitigate it being used as a public restroom, camping area, trash dump, and drug use area
- Block off west patio, convert to kids space for same reasons
- Block off southwest overhang and west exit, covert to something useful for same reasons

#### **After-Hours Access:**

- On the approach B16 signage
- People use the drive thru as a walkway
- People sitting in front of holds locker—using it for storage
- Hold lockers are generally up to ½ full. \*awning not covering us!
- Drop is at an awkward angle.

- Paint a lane!
- Is book drop lit at night?
- Back drive thru access is bad. Think its angle of chute
- Generator needs to be fenced in
- Canopy needs to be significantly longer above holds locker to provide any rain/snow protection
- Weather cover for back (drive-up) drop would help keep books from getting wet
- Enclose/Restrict access to the dock area so it can't be used as bathroom or sleeping place
- Keep walk-up book drop but be thoughtful about location (discourage sitting in front/placed to connect with sorter?)
- Better access to/exit from drive-up book return would be nice
  - Currently one-way/patrons coming in to drop off and staff coming or leaving conflict
  - Have to exit through alley which can be problematic (pavement is in bad shape/ Century Link sometimes blocks alley)
  - Relocate drive-up to a different side of the building?

### **Outdoor Space:**

- Available during library hours
- Patrons feel unsafe to enter
- Would not use outdoor area
- Fenced in is more likely to be used
- More green if possible
  - Fenced in kids' space
- Terraced area for kids
  - Balcony for adults on 2<sup>nd</sup> floor
- Enclosed area (scaled down from Belmar)- outside of kids' area.
- Enclosed w/only an entrance through library
- Green, please
  - Environmental design for safety
- Outdoor natural space. In an urban area, the mental need for natural spaces- plants, etc is more important.
- Upper level terrace- overlooking old town
- Belmar outdoor space is great
  - Need to keep kids in safe!
- Outdoor area for kids with no access form outside for patrons to come in



- Nice to have shaded/play area but needs controlled access (from inside library?)
- More trees/shade
- Redesign outside of building to eliminate or reduce attractive camping/lounging spots – people hanging around outside deters some patrons from coming to the library
- Secure bike parking

### **Services Station:**

#### **What is missing at your library?**

##### **Entry:**

- Bathrooms should not be down an enclosed hallway
- Entry is Miserable
  - Eliminate the hallway along the front
- More entry to eastside- near parking 3 elevators and stairs
- Grit rains down on area under stairs making it wasted space could be. Could be charming and useful and look like a library—window dressing
- Displaying things in large window bay on eastside so underutilized.
- Front desk is too far from front door to be very welcoming
- Kids and adults love the open visible book drop as-is
- One set of doors no entryway. Maybe a portico for weather
- Change the type of doors. More secure.
- Move service desk closer to the entrance so staff do not need to shout to be welcoming and greet folks as they enter (not as close as the concierge desk was but perhaps in-between).
- Front doors that work and are ADA accommodating (do not weigh a ton and require significant strength to open), account for high winds and high traffic in a narrow sidewalk space. We are the only location with doors next to a public sidewalk with very heavy traffic so doors need to be hardy enough for years of constant major use.
- Service desk furniture that meets staff ADA Accommodation requirements
- Maintain service desk in close proximity to copy machines to facilitate assistance, instruction, and troubleshooting while remaining available and in sight of other patrons on the floor
- Maintain two-person staffing for safety and line-of-sight if differently configured
- Put “front doors” to the East side. Move the stairs to the center of first floor going up to second floor about where the café currently is.

- Make 2 landings on the stairs to make it easier to climb
- Better visibility from the Accounts desk to front door for welcoming patrons
- I just wanted to relay some information that was shared with me some time ago by an employee of Vortex. The reason our electric doors constantly malfunction at Arvada is because the wall that the door hinge attached to is hollow except for a 2x4. The 2x4 is what the door hinge/hardware is attached to, it holds the entire weight of the mechanical doors. For the weight of the door, we should have had concrete/metal laid between the walls so that we could anchor the doors to that not wood (not to mention the mechanical aspect above the doors, same deal, hollow except a 2x4). I suspect this to be a major contributor to malfunction. Just letting ya know on the off chance that this would fix some issues and save us the \$ from countless service calls. I did witness the void between the walls.
- Library staff closer to doors – PX must shout to greet patrons as they come in
- Just have one set of doors
- Have display right inside doors: colorful, warm, inviting
- Too much wasted space in entrance area once inside the library
- Sounds carries from front hall and there's no visibility into front hall until you're there
- Hot air dryer for all the kids to walk through coming from the fountain 😊

### **Service Style:**

- Sliding Doors
- Computers in Kids don't always get used (during school is a down time).
  - Upstairs- rarely trouble getting a computer
- Instructional Signage (check out your holds, etc.).
- Like satellite checkout
- POS on 2<sup>nd</sup> floor if book sale room is still on 2<sup>nd</sup> for radically welcoming and not sending them to the 1<sup>st</sup> floor
- 2<sup>nd</sup> POS on the 1<sup>st</sup> floor
- RFID pads on 2<sup>nd</sup> floor for checking out items to patrons for radically welcoming service
- New patron elevator
- Self-Check on 2<sup>nd</sup> floor
- Put self-check and holds shelves next to one another
- Put holds in easy view from door
- Visibility into all areas of library (unlike book sale room on 2<sup>nd</sup> floor)

## **Collection:**

- High demand collections! (ex. Dogman)
  - Need better selections for all gens
- May we have an “opening day” collection of new books- new and classics? Our collection is aged and dirty
- We have more computers than needed
- Angled shelves, no books on the bottom!
- Needs more physical
- More shelf space
- Get rid of CD’s?
- Leave Large Print collection on the 1<sup>st</sup> floor for easy access
- Spanish collection needs to be more visible
- CD’s and BD’s are eventually going away. Perhaps this is the time to let them go at Arvada. Patrons could put them on hold and then they would be returned by staff to another location.
- It would be nice to have a different shelf to display kid’s materials. The swoosh doesn’t accommodate the larger picture books.
- Much of collection is not visible from outside (feeds into not knowing this is a library)
- Children’s area somewhat contained
  - Current collection is crowded/needs more room to spread out
  - Separate collection from play area and storytime room

## **Support Services:**

- With restrooms moved would they be available for farmer’s market Arvada events
- Better exterior welcoming + library being part of community. (Sharing artwork, etc.)
- Restrooms NOT separate from main area
- Gender neutral restroom
- Toilets (esp accessible toilets) continually clog, + entrances not in staff sight lines
- Stairs and elevator closer to entrance
- Fix both staff & patron elevators
- Fans in all bathrooms
- Damage is done to restrooms!
- Do we need a washer/dryer to accommodate being a Family Place location?
- Maintain separate family and child-friendly restroom (example – a sink that is not as tall as they are and therefore unusable without being lifted off the floor and held

one-handed by their grownup and then the adult having to use the other hand to facilitate hand washing (in the event the child stepstool is taken away from families))

- Move restrooms so staff has line-of-sight or some other appropriate safety measure due to chronic inappropriate activity in those spaces
- Update restrooms so they are gender-neutral
- Elevators that are safe, work reliably, and are not covered in graffiti
- Additional restrooms perhaps
- Have 1<sup>st</sup> floor restroom door access from the main part of the library for better monitoring. The meeting room entrance could also be from the main area, making the hallway obsolete.
- Restrooms being off the corridor where the entries cannot be monitored by staff easily is an issue
- Issues with homeless in the restrooms camping out near outlets
  - Would love not to have outlets or adjust the height/locations to deter this, or make them tamperproof / provide covers
  - Also issues with people doing this in the corridor
- Some corners are too dark (i.e. Children's Non Fic)
- Need BIG shelf range signs – include pictures in kids (500s – Space), big, colorful, bold
- Toilet blockages happen constantly – can we get big capacity toilets (especially in accessible stalls)/or some mechanism/device that can minimize clogging?
- Key card access to support rooms throughout building – some doors that we have to open constantly still require a regular key (ie – children's supply closet)
- Dyson-style hot air hand dryers in restrooms – save on paper towels and batteries!
- HVAC system has lots of problems: too hot, too cold, no air flow, regular fluid leaks
- More power outlets thoughtfully located near seating areas or charging stations for cell phones, etc
- Marketing is bad: need more slatwall in better locations, relocate Industry Weapons screens
- Accessible restroom doors – auto openers?
- Better storage for circulating lockables (Hotspots/Chromebooks/future devices?) more accessible to front desk

### **Creation:**

- Bike repair station! (ex. Arapahoe has one, Auraria campus has one)

- Tools for making small repairs, sewing (machine + hand), maybe hardware type repairs too.
- 3D printers
  - “mending station” – currently, this need is met thru programs
- More study rooms!
- Crafting space
- Maker space in the old copier room behind the patron elevator
- Get community requests for sewing machines & 3D printing
- Having a kids craft area would be great
- Could use a maker space that's separate from the Meeting Room

### **Library as a Third Place:**

- Café style area maybe. At least a space with tables where folks could sit and eat their lunches, etc.
- Spaces set up to WFH- so we can compete with the coffee shops :)
- Hard to navigate around ppl/strollers when kids are here for storytime
- Kids—dark, crowded, not pleasant for browsing, separate selection for toys

### **Design: Spaces Station:**

#### **What would you like to see in your library?**

- Convert old copy room / current booksale room to a more useable space – perhaps a creative tech area or study rooms or enclosed teen room
- Consider putting all Spanish materials (adult, teens, kids) in one spot somewhere in the building, not necessarily 2<sup>nd</sup> floor, to facilitate use by this demographic who tend to visit in family groups.
- I’m not sure how the space would work, but I’m very passionate about making it known that I and several other staff members would be relieved if the adults could be downstairs and the children and teens upstairs.
  - Who would you rather be stuck in an elevator with: a mentally unstable person causing a scene or a mother with children in a stroller? I know I would choose the latter.

### **Design Style:**

- Like amount of light in public areas
- Get rid of wallpaper – fraying/splitting, hard to clean, hard to replace sections

- Don't really like tile in areas outside of restrooms: surfaces need to be easy to clean but look nice and be welcoming/warm
- ALL Side and coffee tables need to be replaced: like the warm wood, but they chip/scratch/look bad really quickly
- Elevator walls/doors and restroom partitions need to be graffiti and scratch-proof (or at least resistant and easy to clean off)
- Better sharps containers – the plastic ones are too easy to access contents (black plastic flap inside and don't always securely lock)
- Secure toilet paper dispensers - the plastic ones get broken and tp is stolen
- Public furniture that can be easily cleaned

### **Meeting:**

- Multi-purpose programming space- flexible tables/chairs, sink, storage, enclosed.
- Need better tables
- No carpet
  - Child safe electrical
- Arvada center is so close by, we should prioritize programs in meeting rooms
- CL's meeting space is really nice b/c it can be opened and used by patrons when not in use for a meeting.
- Hours & parking is a barrier
  - (second note response) But we would need the parking.
- Kids meeting room for storytimes & programs- and neutral use other times- portable tables & chairs
- Improved A/V
- Update meeting rooms so 'messy' maker/creative programs can take place there
- Meeting room doors, tech, and blinds that work
- Meeting room with child-safe electrical
- Meeting room pipes that do not leak all over anything stored under them in the storage closet
- Great for storytime spillover so we can have baby storytime in meeting room and children's storytime in children's
- Flexibility is key
- Need flooring that will be easy to clean- we do crafts in here or make/play with slime, etc.
- Children's activities / toys are cleaned in the kitchenette off the break room
- Current location inconvenient for adult events

- Program/Event space would be good, but since we have such limited parking it might just be frustrating for attendees
- Blinds are problematic/constantly breaking: need way to darken room, but would like sturdier option
- Magnetic locks for meeting room cabinets
- Get rid of floor power outlet units
- More flexible lighting in the meeting room
  - Ability to turn off room lights from the back of the room
  - Allow  $\frac{3}{4}$  perimeter lights to stay on when using projector (no lights on the screen!)
  - Dimmable lights throughout

### **Children's:**

- Keep play areas away from books
- Accessible restroom- like evergreen
- A water fountain kids can actually operate
- Like dedicated separate room for storytimes
  - (second note response) Yes, dedicated story time space- where lets dance + toddler time can happen too
- Please be sure that the children's area is large enough! Keep a dedicated story time space- that's big enough! CL's & EV's are not big enough. EV's is also oriented weird.
- More family seating space
  - Stroller parking
  - Kid inviting spaces to read. (trees, )
- Lot's of storage for family place materials!
- Move tables, etc. for kids + families to sit and work, create, read, study, etc.
- Higher shelving for page comfort. The kids in e fic [aka. fiction] aren't old enough to browse anyways.
- Stroller parking lot so strollers aren't in the way of pages
- Move the play area away from shelves
- More shelving, the shelves are too full. No books on bottom shelves!
- Maintain separate storytime/program space (whether K&F remains on 1<sup>st</sup> or moves to 2<sup>nd</sup>)
- An idea being floated – move kids upstairs and adults downstairs – need a reliable elevator for this to be doable
- Have the kids area more of a room with a doorway. This would make it easier for the little ones to not escape from mom/dad

- Better magazine access in the kids area. Current holders are hard to remove magazines.
- More space in the kids area to accommodate the toys and families that gather around them
- Keep a story time room area
- Keep the story time programming closet and put key card access to it
- Would be extremely helpful if there was a solution to strollers blocking the aisles and books.
  
- One of the Page's said that she'd prefer not to have toys next to the stacks because it's hard to bring carts through to restock shelves because kids are all over on the floor
- Noted that Children's is narrow and hard to navigate
- Would benefit from stroller parking near Children's and/or Story Time room (20-40 strollers!)
- Get rid of bottom shelves or use as display shelves (Adults are usually the ones browsing books for younger kids)
- Slant the bottom shelves/put books on their sides spine-up
- STROLLER parking (don't block aisles/shelving)
- Separate play area away from books so we can shelve
  - Border play area with small single-sided bookshelves facing out
  - Benches for Storytime parents so they can still see their kids while looking at books
  - Take wall down or have partial wall around storytime room, so patrons can come and go, and late-comers aren't reluctant to go in
    - More glass? Sliding doors? Need sound-proofing
- Have play room

### **Teen's:**

- Spaces have to be open
- Teens need all of these
- Enclosed teen area like Belmar
- Move teens away from adult
- (Response note?) No, it's loud enough in here lol
- Enclosed but viewable?
- Line of sight from accounts/reference desk
- Moved further away from adults (response on sticky note "yes" and "No!")



- Move teen area to the SW 2<sup>nd</sup> floor corner in place of the reading room
- Would be nice to move teen area away from adult
- They're on display in the current location- prefer to go to the reading room
- Adults go into the teen area which deters teens from wanting to be there so staff have to tell adults to leave
- Adults do checkout the YA collection so they need to be able to access that; currently the YA Fiction is in Teen Area and YA Non-Fiction is in the Adult Area
- Tutors meet with kids on the 2nd floor but then their family is separated while in a tutor session because they're typically on the 1st floor, would be nice if there was a spot where they could be nearby
- Collaboration space would be nice, could be booths; could this have technology? Teens use side by side computers currently and want to collaborate
- Comfortable seating
- Move to reading room
- Current location is sad/"on display"
- More work spaces

### **Study:**

- More study (remote working collaboration) space
- More study rooms?
- More natural light ("yes!")
- Open so we can see what people are doing
- Accessibility station!!! ("yes")
- Kids study rooms – for tutors and family visitation; family counseling
- Not enclosed ("yes" and "yes!")
- Could use more
- Maybe a couple of 2-4 and a could 6-8
- At least one more study room to make 3 or perhaps even 4
- Need to be able to see into study rooms with glass walls
- Don't like "pod" study carrels that are in Belmar or Evergreen because too hard to monitor
  - At Belmar people pick at the fabric and pull it up, have had issues with parts
- Need more study rooms with more range of sizes
- Visibility and sightlines key

- Some noted concern with study booths with higher partitions or built walls around booths from sightline perspective; others thought different populations would enjoy them with correct supervision (Columbine reference)
- More study rooms

### **Quiet Reading Room:**

- Scattered but not hidden- not a fan of BL [Belmar Library] carrels
- Don't need a quiet reading room if spaces are available throughout
- It is not used as a quiet meeting room
- Reading spaces throughout!
- More of small groups to meet w/all the people work from home ("yes")
- Make a reading area with seating to divide the Adult Fiction or CD/BD area
- One member noted that this room is used as a nap room by the homeless population
- Would like to see an enforced quiet reading room as part of JCPL standards
- More smaller study areas instead

### **Adult:**

- Need computers, reading, quiet space for reading and zoom call/meetings, creative work space (yes- maker space) ("yes")
- Phone charging station
- More work spaces
- More reading areas
- Maker space
- Maintain quiet access computer options
- Make the Adult Fic/NF area friendlier
- Our patrons will not be happy with the 4-plex type of computer setup. They like to have room to spread out and a better perception of privacy
- Adequate non-computer seating. Large enough to spread out. They are used for newspaper reading as well as work.
- Seating area in the magazine area for patrons to enjoy the magazines and newspapers
- Don't need more computers/not all used as is
- Computer lab space with printer next to it
- More privacy/dividers
- Keep Large Print on first floor

## **Staff: Spaces Station:**

### **What would improve your Staff area?**

#### **Operations:**

- More desks away from bathrooms!
- Desk for the operations page so pages have a station (“Yes!”)
- I wish the staff return of the sorter could be longer
- Books fall to the floor coming down. Hard to get the books. They get stuck on the side of the sorter too! (second note response “too short to serve its purpose”)
- Wow she is the best (“Yes!”)
- Keep routing area + at least 3 workstations
- Redesign Ops basement work area based on their workflow needs
  
- It's a mess!
  - So many different people working in the basement (Arvada Ops, Arvada PX, + outside JCPL folks) so there's not a lot of ownership of the storage spaces to keep things tidy
- Hook front bookdrop up to sorter with conveyor belts (if we move the front door, we could move the front drop so it would be closer to the unit on the floor.)
- Hard to get bin out of front bookdrop room with all the other materials being stored in there
- Rearrange sorter a bit: Staff return and waterfalls are too short to be able to dump quantities efficiently - it takes a long time to get them separated and slows input of materials substantially (if we hooked the front drop to the sorter a lot of the need for this would be reduced)
  - Alert light on sorter easily visible from Ops workstations: see when sorter needs attention
- Need five workstations, so people can clock in at shift change without waiting
- Give Operations Page her own workstation
- Dimmable lights throughout (or sections /alternating rows where lights can be brightened or dimmed)
- Keep routing shelving and ops workstations
- Improve air circulation – it gets stuffy
- Move Ops away from restrooms

### **Patron Experience:**

- Don't touch it! ("yes" "yes" "ok, how about fans for the bathrooms!!")
- Private meeting areas
- Like the storage & privacy of cubbies- can get a lot of work done ("yes")
- Maybe more staff meeting places?
- Storage for AR staff, we do programs, outreach, etc too, not just core services
- More organized areas on middle of rm for storage
- Now works, but still the noise can get distracting. We need storage to store our files, and resources that we use individually.
- What we have is- conducive to getting work done, quiet, good for mental health, could use organized storage space
- This building was designed for staff to be able to have the space they do. Maintain and enhance the space to facilitate positive morale, teambuilding, and group work
- Post easily readable PX names above their desks so we know who's where

### **Other Staff Spaces:**

- Keep library managers office visible to public
- More storage space?
- Less basement + more landing space for employees
- Actual plan for non-AR basement areas (always need more storage/ shelving)
- Place for outreach to do large scale assembly
  - Place for staff to meet
- (second note response) We need a lot of it! AR Holds K+ F equipment, + so much more. Lots of shelving
- Offices with walls to the ceiling for privacy
- Ambassador work space nearby supervisor- more opportunity to collaborate!
- Enclosed areas for storage of different services, i.e. programming, kids & families that flows better
- Very, very, very messy. Things in our way!
- Keep a workspace (large table size) near story time/baby time & preschool. Kits for working on story time kits- a large work area is key. (also have an outlet near this)
- Donations needs their own space- not in the middle of kids & families story time kits- we need all of that shelving.
- Add storage for AR staff/service/program needs (current provides storage for many other workgroups in the system only and none for out location needs), could add some of this in the PX workroom perhaps

- Add a dedicated meeting space and a group workspace (the area next to DEI/Prog/AMB is currently used by all who use this building for these purposes, except K&F who use area to the east- didn't know we needed the space until tables were stored there temporarily and began being used a lot)
- Leave the supervisor offices as they are
- No changes needed in the staff room
- Secure bike parking for staff
- Review keycard access throughout building – public/staff/maintenance
- Master plan for basement support areas, with logical arrangement of shelving for Storytime kits, delineated space and adequate storage for Programming, DEI, or any other units utilizing basement
  - Better lighting/more welcoming area for storytime kits since we're back there daily
  - Enough shelving that we can lower the top shelf more (kits can get very heavy/difficult to lift)
  - Dedicated space for donations storage and sorting with room for small cart and bins

#### **Break Room:**

- More chairs further apart for personal space
- Fire escape?
- Break room is good (second note response “lovely! More massage chairs”)
- Great decompression space. Quiet – or social (room for both) We have tough situations here – decompression space is valued
- Room space :) We are not “on top” of each other. Often 4+ are on break or meal break
- Maintain Arvada Emporium in staff room, no vending units
- Filtered cold water dispenser in staff room
- Lighter chairs that be easily moved
- New cabinets
- 2<sup>nd</sup> massage chair
- Water filter in break room and water bottle filler

#### **Miscellaneous:**

- Redesign please! Gets jammed and is so unsafe to climb!
- I'd even settle for it being removed
- Or make a belt that goes to the sorter
- Add a belt and make it go to the sorter

- We have to walk a lot to get a master key to get into the storytime- kids supply/toy closet. Improved ease of access would be wonderful!
- This is the worst! Jams happening all the time. (response notes- “Ladder is very hard to climb” “not steady” “This is the ugly!!”)
- A small space where small groups of staff could meet not in breakroom
- This is the only place for privacy or a break away from other people
- Be able to use “curious” area (in SE corner) it is not attractive from street.
- Some kind of natural lighting would be nice.
- Stacking chairs in the meeting room are hard to stack and most stack too high. I have to utilize them very often. Patrons too-
- More non-keyed access—meeting rooms + closets for chairs + tech, storytime closet.
- If we can’t have windows, pops of color would be nice!
- Wireless that works and is consistent
- To facilitate privacy for all concerned, restrooms that are not right next to the workspace
- Mailboxes, etc that are inclusive of all staff who work out of Arvada
- Install/reorg sufficient/efficient storage for Core Services that work out of Arvada
- Install a front (manual) materials return that works, i.e. staff (some of senior age) do not need to routinely climb a rickety very tall ladder to unjam it – very unsafe, an injury just waiting to happen
- Sorter problems - there's a part of the sorter that you should be able to dump a pile of books on and it will sort through it, ours was thrown in a small area so it doesn't have the length required to sort through them so we have to take each book/material and set it down individually- it's a time suck!
  - Circulation around sorter: Noted that non-PX staff have to circulate around not through sorter area and it's inconvenient
- We need more electrical outlets in appropriate areas throughout the basement
- LED Lighting throughout basement – get rid of fluorescents with clips that constantly break
- Secure the dumpster area: we’ve had people jump the wall and also had people having intimate relations back there – very unpleasant and unsafe for cleaning crew!

## **Workspace:**

- A sink/shelf for cleaning kids toys + storytime supplies
- For my concentration and work productivity- please may I face away from others- and not feel I'm right next to another person?
- Keep storage spaces/lockers for OPS + substitutes
- Dedicated, ample space for each core services materials + shared system materials
- Maintain staff file storage – one small drawer for two people is no where near enough
- Separate spaces for all core services (DEI, programming, ambassadors/subs, etc)
- Once again, the work room for staff and the staff room are perfect the way they are. They were originally created this way for staff use. It's not our fault that we happen to have more space to accommodate our needs.
- Move the managers office to the first floor
- Leave the staff area in the basement alone
- Create an area in the staff work room for prepping for programs. This could be accomplished by having the ambassador coordinator move to the SE office where she would have privacy and make her area for storage and program preparation. Shelves could be placed on the walls and a table in the center.
- Like privacy of workstations with the partitions
- One Page noted that workstations with partitions interfere with collaboration. Need (5) stations ideally so there's a free one for shift change.
- Issues with having calls from your workstation since it's an open space - acoustics
- Need the workstation space we have, need storage space at workstation too
- 1 person said they love the workstations at Evergreen and that PX staff hasn't had issues with noise being open to the sorter/Ops space
- Staff who are hardly ever in the building a lot of dedicated real estate:  
Programming/Ambassadors/DEI, etc: perhaps they could share offices/spaces so more space could be give to storage or AR staff

## **Amenity Spaces:**

- Space- introverts don't have to be extroverts- or sit in cars for some peace.
- Keep the comfy chairs
- Make sure seating is suitable for employees of all sizes
- Comfort. If possible have a separate nursing space + quiet space
- Lazy boy arm chairs big and comfy!
- Place for private break separate from phone closet

## Anything else you'd like to share with us?

- The sorter staff return is too short to serve its purpose. The belt needs to be longer like at other locations.
- Thank you and best wishes
- With all the condo/apartment building in old town, the library should have space and tools for community use- work from home collab, “maker tools,” community + individual use.
- Café table spaces – 2 tops, 4 tops. “sound proof”, no cloth, easy to clean
- Additional storage to accommodate becoming a Family Place location
- More outlets/charging spots
- Swipe key access to all doors
- New bill breaker to replace out-of-date one – gets very high use at this location
- Safety is a huge concern. I have spoken to countless patrons and staff members who avoid going to this location because it's not safe. There are drugs, blood, sex, etc in the bathrooms constantly. The elevators are often out of order, and more.
  - If there is a mentally unstable patron causing issues upstairs in the adult section, assuming there are two people at the desk, one needs to leave, go all the way to the basement, go through the maze of cubicles to find the manager, then all the way back upstairs. That's a lot of time for things to escalate, putting the other staff member and the patrons in danger. And if escorting a person out via the elevator and it gets stuck, the staff member is in danger.
- Put key card access to the 1<sup>st</sup> floor janitor closet
- Change/update HVAC
- Book sale area
- The front windows face south. It gets very hot and will cause books or other items to fade. Perhaps glass that has some kind of sun protection so shades won't be needed.
- Non-breakable/kid friendly shades on all windows
- Leave the copiers where they are. Many patrons still have issues with them and require help from staff
- Contact R1 schools about using Arvada K-8 as an alternative for the library while closed. It would be good for the library, story times, programs and storage for the K&F kits and programming supplies currently housed in the basement. No need to spend month renting another location and they would be convenient for staff to access
- Make the staff work areas on the floor's user friendly by staff and patrons



- I had a patron complain about reaching the movies on the bottom shelves – he wasn't much older than me, and I agree they can be a little difficult to get to for some of us.
- HVAC issues
  - Meeting room is often times hot
  - Boiler room is hot
  - Lots of issues with spaces being either too hot or too cool
  - We're not allowed to adjust temperature, we need to submit to Facilities and sometimes things get fixed/adjusted and sometimes not
  - We've had lots of leaks from above ceilings - 1 bad one above the magazines that ruined some of the magazine materials - I go around and look for brown marks on the ceiling tiles to identify leaks
- Security Guards - 1 person would like to have them (because PX staff not trained to deal with the issues they have), 1 said no that's bad optics for patrons to see security guards around
- Line of sight is the biggest/most important design consideration!

## **Arvada Library**

### **Community Meeting: Virtual**

**07.17.2024**

**821341**

Recorded Notes Breakout Sessions:

#### **Site Station:**

#### **What does / does not work as you navigate the site?**

- Parking- not enough handicap pkg
- I do not like the 'courtyard'
- The staircase is. Very nice
- Where the library is now is very convenient to me
- Hard to walk around all the people sitting outside the library
- Don't always feel safe going in entrance

- Entrance isn't welcoming. Difficult to recognize it as main entrance.
- Entrance is tight along street

### **Getting to the Library:**

- Limited street parking, especially for larger vehicles
- Limited temporary parking if you need to drop books in the front. Often easier to pick-up books set aside and drop at the Dropbox
- Walking not an option
- Drive my car and try to find parking that is close, including handicap parking
- Love the side drop off slot!

### **Exterior Wayfinding / Signage:**

- Needs more access points. Not easily identifiable as library when quickly passing by.
- Library sign should be Vegas style
- Definitely know it's a library though the doors are confusing
- I do not think it looks like a library
- Not easy to navigate the grounds / site
- I wouldn't know it was a library if I didn't know it was one. Signage too small

### **Welcoming Environment:**

- Glass wall corner feels like wasted space. Don't know if people are actively using the library
- Feels like the entrance should be by the patio so making the entrance clearer would be great
- Integrated patio/outdoor space and landscaping. Currently feels very sterile.
- The initial hallway as you enter isn't as welcoming
- Standley lake has two sets of double doors-easier for stroller
- Like the automatic doors at Lakewood
- I am typically a daytime user but would prefer the brighter lighting. Would want big windows to see inside.

### **After-Hours Access:**

- Placed in a poor spot. Right near the entrance. If there was a temporary parking space along the street that shares the parking lot it would be easier to access
- I love the drive thru drop!

- Like the drive-thru because the books returned there are usually automatically checked in.

### **Outdoor Space:**

- Both images are beautiful and useful. Lends to feelings of safety. Love the mixed use space. Maybe a water feature for noise reduction.
- Might use it with my grandchildren. Would the café style have outlets for computers? It could be either Standley has some outdoor play area but not fenced.
- Outdoor Areas would need good shade to be useful
- Roof top
- Outdoor would be great if it were quiet and not disturbed by traffic.
- Like the idea of enclosed space, site-lines are important. Hybrid space would be great for co-working and kids play and interaction – and lots of shade.
- Yes, it would be nice to have space for adults to read and converse and for our toddler to explore. Mixed use for coworking and kids.

### **Services Station:**

#### **What is missing at your library?**

- Dedicated hours for space for social services especially for unhoused folks
- Makerspaces and equipment for creating
- Comfortable seats and spaces to stay and read
- Sewing room, craft room, visible

### **Entry:**

- The circulation desk is far from the entrance
- Children's area is tucked away.
- The rentable videos are one of the main things you see as you walk in the front rather than books, tec. Makes me not even think about the books
- Appreciate that children's area is a little farther from the front doors, but unless you already know it's there, there's nothing leading your eye that way.

### **Service Style:**

- I haven't held things in a while.
- I use them all and at different times depending on time and schedule
- I usually use to visit with the people

- I use them all
- I use service desk if I need help or have questions

### **Collection:**

- More books would be great. It seems like they are always at other libraries and need to be shipped to Arvada.
- Vinyl Records and a Listening Room
- I use digital a lot but miss browsing the books. Seems I have to go to the 2<sup>nd</sup> floor to do that.
- Virtual reality / VR library of resources to try
- We need more computers or new programs to make them faster because they are slow and very laggy especially the kids ones
- I know many people use computers, but I wonder if there could be fewer or taking up less space in the middle
- Preloaded tablets at Standley Lake Library – great for parents in the summer time because these have educational programs & coloring, etc. Wouldn't know they were there unless you know they were in the half bookcases
- More dvd's would be nice

### **Support Services:**

- I don't feel comfortable using the restrooms on the first floor (especially in light of the recent chemical contamination issue)
- The restrooms at the very front are very sketchy
- Standley lake has fountain for tall water bottles. That's a nice feature.
- Taller lock for the family restrooms as well so toddler's cannot open the door while occupied.
- More family restrooms with changing stations. And breast feeding privacy pod
- It would be nice to know what the rack of books by the elevator are. Are they being labeled?

### **Creation:**

- 3D printing. Laser cutting. (sewing is good too!). Both structured classes and open workshop time is good.
- Sewing and video/camera equipment. Maybe a Cricut type thing for vinyl and iron on cutting
- All these look like fun!

### **Library as a Third Place:**

- Not currently. There is no good and comfortable place to gather. I would love to be able to do it!
- No good comfortable spaces to sit only like hard chairs at the farmers market bathrooms aren't open
- On the game night maybe some sort of trivia
- The children's space is cramped and there is no open space where it feels like you can talk
- Game Night
- Would be nice to tie programming to the Farms Market in the summer
- I would use the library as a 3<sup>rd</sup> space if I knew all the fantastic things that are offered there. More advertisement of library features.

### **Design: Spaces Station:**

#### **What would you like to see in your library?**

- Worked at Arvada Library as a Page for years and the front spiral book drop it's unsafe
- Whimsy
- More cozy nooks among some more open gathering spaces
- Love to see the kids learning and doing in the library.
- Has anyone asked the kids all these questions? They would have a very different viewpoint than us adults. Teen/young person events.
- More quiet spaces
- More natural light and more craft options for the walls like they do for little kids
- Book themed Fridays
- More individual spaces for study (not desks facing a brick wall)
- More color!
- More natural light and windows

#### **Design Style:**

- Too stark!
- Where is everything in this example? I want to see stuff!
- I love old time libraries with stacks on the wall and wood!
- Something that fits in with the historic houses in the neighborhood

- More of an old time library feels similar to like an old university thing it feels more cozy and like a library

### **Meeting:**

- I only go to the meeting room for baby time. Feels secluded and disconnected
- Don't know what is offered now. More advertisement
- I don't tend to go into the meeting room often but I would like more advertisement of the programs going on

### **Children's:**

- Lower profile furniture for sight lines. Need to be able to see my kids.
- More art and interactive spaces. Place for kids to spread out and read.
- It's very tight. More open space for movement. The new Evergreen space is great
- More seating
- It seems tucked away as it is now. More exposure.
- More mats or toys right now it is just a plain room with nothing to play with
- More comfortable chairs

### **Teen's:**

- The current space is cold and the most exposed. Teens can't feel comfortable making some noise
- Having a gaming area separate because it could get loud with the mic and talking while gaming
- Very small and not advertised (coming from a teen)

### **Study:**

- More.
- Both.
- More comfortable seating like booths similar to a café
- More solo study spaces, both out in the library (like counters), and private for a zoom call.

### **Quiet Reading Room:**

- I didn't know that the current room was designated as a quiet room. Doesn't feel welcoming for that as is.
- I don't ever stay at the library to read or study and take items home. What could be added to entice me to stay? Clearer access to additional resources.

- More comfortable seating and more advertisement because I have had trouble finding it
- A designated quiet space would be nice. Doesn't need to be too big.
- Any room for a "noisy reading room?" A place to play music and read?
- Varied and dispersed reading areas.

#### **Adult:**

- There are so many computers upstairs that don't get used a lot and are I fell wasted resources and money that could be used on other things
- I find computer access is limited and can better search things at home

#### **Anything else you'd like to share with us?**

- Needs to be something integrated structurally for feelings of safety. Want entrance area to be accessible to everyone but towing that line with safety.
- Better lit drive thru drop box.
- Atrium?
- Drive-thru area existing the alley, you make a right and go through parking of businesses. Narrow, would be nice to have a reflection mirror for pedestrians.
- Visible dedicated area for tool library and state park backpacks. Can't see it, s o don't use it.
- There should be more protection on the door is the kids room because my toddler always
- How are we going to see the design process and like know how it's going is there any way too see?
- We need a BIGGER library. 😊 Let's add another floor. 😊 There are so many needs and wants, how do you choose?
- Maybe resources to help apply for jobs, community services options, and programs for college application type things.
- Never knew stairs lead up to more books until I asked a librarian.

**Arvada Library**  
**Community Meeting: In-Person**  
**07.20.2024**  
**821341**

Recorded Notes Breakout Sessions:

**Site Station:**

**What does / does not work as you navigate the site?**

**Getting to the Library:**

- Some traffic unfamiliar w/new patterns/ options. Signing- clear direction to parking garage. Prevent crowding near doors/book returns
- Parking can be problematic. Short term near drop off could be handy
- Bike here security of bike
- Come on foot
- Staircase isn't super welcoming as you approach
- Bike lockers
- Library needs more parking during heavy neighborhood event times
- Would want a camera for security at bike parking
- Want to ride my bike- not a lot of parking – had to ride around
- Parking is an issue. There's a parking garage but w/one-ways you really need to know where you're going. It's always empty cuz no one knows how to get in.

**Exterior Wayfinding / Signage:**

- Signage, clock, glass= feels familiar
- Non-descript, even windows kind of fade in
- Olde town feel. Keep the building original. Some ppl grew up knowing this is the library
- Color contrast from building to signage
- Better signage on plaza and 5<sup>th</sup> sides
- Signage closer to entry
- I'd like to enter the building on the east side
- Signage for library name could be more visible

**Welcoming Environment:**



- Like open plaza- style entrance. Smaller awning. Like brightness to be able to see things in my bag.
- Brightness
- Bright is welcoming
- Protective, good overhand
- More overhang at entry
- Glass makes building seem more open (entrance is plain now)
- I take the G-line to downtown Arvada; homeless camp out there too (not a deterrent for this patron)
  - Drugs are sold at the G-line or in the alley behind the church

#### **After-Hours Access:**

- Lights for dusk/evening events
- Hard to see screen with direct sun
- Maybe good for quick online pickups
- Mirror to see if there's anyone behind me. Security.
- Love drive-up book drop. Can't believe it's the only one at nearby libraries
- Use book drop and its easy. I can get more done
- Book return options – well lit, sometimes blocked in alley, safety.
- Would prefer a drive up in front
- Wish there was a book return @ street. Sometimes I temp. park on the street & drop off materials. Sometimes rear drive-up book drop is blocked or parked cars block it.
- People run into the book drop in the back

#### **Outdoor Space:**

- Shade is a must – quiet is even better
- Café/reading area would be great
- Coffee shop area – shade is good, awnings there. Adequate seating. Big table.
- Would go outside for snacks, sidewalk chalk, area for parents and area for kids.
- Flexible space is good. Like to side outside and read
- Kids need more space
- Yes I would use a sectioned off area
- Outdoor storytime would be amazing!
- Security w/fencing
- Nice protection for kids
- Either would be great. Shade is important. Restricted access important. If it's gonna be part of the library it should clearly belong to, and be only accessed by library

- Extend off from kids section, a little divider space, and then adults area w/good sight lines to kids area
- Would be nice to connect to the plaza more, but obviously there are some problems with that too.
- Library is the de-facto shelter when church is closed. If there was an outdoor space it would be overrun.

### **Services Station:**

#### **What is missing at your library?**

##### **Entry:**

- Entry space could be better utilized; feels unused
- Front desk feels far away from main entry.
  - Wayfinding could be improved

##### **Service Style:**

- Nice to have staff at service desk if I need help! Really appreciate that!

##### **Collection:**

- Larger reading area for periodicals
- Periodicals are a good thing, need more physical holdings- not less
- Good to have digital versions if physical not available
  - Need a good core holding of physical books/mags

##### **Support Services:**

- Smells Drug use Gross
- Would like another family/kid restroom w/ a kid size toilet, lower sink, etc.
- Could use some multi-stall bathrooms. Especially in kids area/kids may not answer when you knock to see if occupied.
- People camp out in the bathrooms (smoking meth, locking themselves in, etc.)
- Have separate restrooms for separate people (family, homeless, etc.)

##### **Creation:**

- Would love to see more classes on arts, crafts, STEM, etc.
- Reservable maker space! Regular classes to learn to use tools.
- Arvada Library could have a more unique ability to host high tech (ish)

- activities compared with other branches

### **Library as a Third Place:**

- Entertainment for kids
- Learn new skills
- Meet w/ friends
- Meet/friends to learn something new (esp for kids)
- I bring my kids here to hang out, encourage reading & exploring, hang out w/other kids, attend programs, etc.
- I want the library to be a place I can come into evenings to hang out without feeling the need to spend money. Keeping slightly later hours helps. Comfortable seating too.

### **Design: Spaces Station:**

#### **What would you like to see in your library?**

#### **Design Style:**

- Enjoy open lighted areas as well as homey fireplace areas in the library
- Contemporary to fit exterior & open layout instead
- Not too much color, light, pattern sensory concerns
- The colors in the library now are soothing
- I like masculine spaces and less light; no distractions so I can work

#### **Meeting:**

- Flex nice! Pretty room
- Flexibility! Different form for various events
- I'd recommend flexibility to meet a variety of needs- stage area, A/V, moving/stacking tables and chairs
- Free community meeting spaces for HOA meetings a little larger than the study rooms
- The meeting room is used by the shelter; the space seems under-utilized
- Attend smaller events only
- Flexibility would be nice
- Window coverings hard to use
- Need sturdy furniture for librarians to move

### **Children's:**

- Crafts are great, current table not clearly marketed
- Separate noise. Make an effort to point people upstairs for quiet space.
- No barrier now keeping little kids in the childrens in the area
- More interactive spaces for learning & playing
- Like proximity of toys to books
- Like current that space isn't too colorful. Keeps focus on books/activities
- Adrian. Age 8. LEGO room.
- Children's feels dark- makes it feel old
- Not enough low furniture for little kids
- It would be nice for there to be more available to kids w/mobility issues. – space; flexibility
- More daylight, playful furnishings, color!
- Gets tight after story time
- Not enough furniture for little kids

### **Teen's:**

- Enclosed best
- Teen area to café is basically dead space.
- Move teen from upstairs to downstairs with the children
- Need comfy furniture
- Tech: computers and charging

### **Study:**

- Private but not isolated (booth)
- Variety would be good. Not too much glass
- Would rather have 8 small study rooms. I don't need a wall monitor, just throw a computer in there like a cubicle setup.
- Enclosed or partially enclosed
- Not too open with glazing
- Variety

### **Quiet Reading Room:**

- Study rms used as quiet reading need bigger reading room
- Like the pattern + color of this space (HDR Example)
- Reading area for periodicals.

- Reading area that faces west side on 2<sup>nd</sup> floor is nice
  - Individual reading rooms scattered throughout also nice
- The quiet area is not quiet
- Yes please!
- Like how it currently is

**Adult:**

- Adjustable or standing-height desks would be nice

**Anything else you'd like to share with us?**

- Don't change too much, a refresh is great
- Homeless population can be a problem. Limits when I come downtown. They sometimes block the book return
- Divisible spaces
- Want it to feel different from other libraries. It should be a standout space.
- More windows for natural light
- Love that it isn't surrounded by parking lots!
- Sunday hours dual purpose w/farmers market & library would be great
- Existing lighting is fine.
- Sponsor more classes of diverse interests: example: gardening, nature, intuitive development, history, crafts, etc....
- Lots of wasted space, like under the stair
- The air conditioning is good
- Acoustics is important
- Providing a shower, food bank, and job application services for the unhoused would be nice.
- Furniture cleanability is key

**COMMUNITY SURVEY RESULTS  
ADULT ENGLISH**

# **Arvada Community Input Survey**

## **#1 What Do I Do at the Library**

### **Books**

The vast majority of respondents wrote “check out books” (260), “books on hold” (157), or “books on sale.” (16)

Due to variations in word choice, terms such as “rent,” “get,” and “pick up” also need to be factored in which adds 61 to “check out” and 251 to “on hold.”

The new (73) releases, books, authors, and titles display is popular.

People like to peruse the display to find new books and authors

### **Reading**

Reading (180) on site is noted, with newspapers (11), magazines (31) and periodicals (7) specifically called out. Most who wrote reading did not state what they were reading.

Audio books (14) were not mentioned much

### **Movies/DVDs**

Movies (82) and DVDs (57) are popular

### **Children**

The children’s area/activities are very popular (children: 164, kids 207, play 165, toddler 46, family 15, baby 27)

“Teen” was mentioned 15 times.

Storytime is a popular activity (90)

### **Work/study/research/computers**

Access to computers (138) provides patrons with services such as email, internet access, jobs, games, news, and taxes.

Using the library as a quiet space to work (80) or hold meetings (24)

### **Access to a printer (62) or copier (8)**

### **Other**

The words homeless (30), avoid (8), and safe (17) represent a known issue with the unhoused loitering near the library.

The “Lucky Day” (39) program is well regarded.

A few mention accessibility issues, which appears to overlap with the unhoused issues.

Most people listed multiple activities, which is as expected.

### Raw data

Numbers are not aggregates UNO

Tabbing denotes similarity in meaning, not words that are used together

### Books 998

|                 |     |
|-----------------|-----|
| Check out books | 260 |
| Books on hold   | 157 |
| Books for sale  | 16  |
| Rent books      | 40  |
| Get books       | 21  |
| Pick up books   | 251 |
| Look at books   | 20  |
| Read            | 180 |
| Newspapers      | 11  |
| Magazines       | 31  |
| Periodicals     | 7   |
| Audio           | 14  |
| Browse          | 202 |

### Other Media

|        |    |
|--------|----|
| Movies | 82 |
| DVD    | 57 |

### Children 104

|                |   |
|----------------|---|
| Kids           | 207   |
| Play           | 163   |
| Toddler        | 46  |
| Baby           | 27  |
| Family         | 15  |
| Teen           | 15  |
| Story time     | 90 (combines story, stories, story time, storytime) |
| Summer reading | 7   |

### Other

|          |     |
|----------|-----|
| Computer | 131 |
|----------|-----|



|               |    |
|---------------|----|
| Email         | 4  |
| Wifi          | 5  |
| Job hunt      | 6  |
| Print         | 62 |
| Taxes         | 2  |
| Ancestry      | 4  |
| Research      | 22 |
| Study         | 57 |
| Homework      | 2  |
| Class(es)     | 17 |
| Work          | 80 |
| Meeting       | 24 |
| Online        | 34 |
| Intra-library | 4  |
| Lucky day     | 39 |
| Librarian     | 21 |
| Display       | 20 |
| Quiet         | 20 |
| Homeless      | 30 |
| Avoid         | 8  |

| # What do you do when you visit? |   |
|----------------------------------|---|
| 1                                | Browse, read, or checkout books.  |
| 2                                | I enjoy your online library   |
| 3                                | Look for books/DVD's to check out.  |
|                                  | <p>We love returning the books and watching them go down the book escalator. We also hunt for the hidden Hampster, which helps us explore different parts of the library.</p> <p>We read books, play with the kitchen and the train, and love helping check out the books. We also do a little bit of computer play, and used to love coming to baby time!</p>  |
| 4                                | The book bags are so fun. We would love to see more, and enjoy the activities which come along with the book bags!  |
| 5                                | Surf the web, get Dvd's! I feel safe and is quiet   |
| 6                                | search for new books, pick up a reserved book, hang out in children's section with 2 year old daughter  |
| 7                                | Go on the internet and maybe make get a book or two   |
|                                  | <p>We usually return our books first (I go with my oldest, who's 4) either in the outside drop box or he loves going inside and dropping them off and watching the 'conveyor' belt machine intake them.</p> <p>Then we usually go straight to the kids area, my son loves trains so he gravitates to that first. If there are other kids playing with it, sometimes we wait till they're done or ask to share.</p> <p>Then I go to the Spanish board books to pick a few I haven't rented before, we try to find train-themed books which usually ends up at the librarian front desk for my son to ask if there are any thomas or train books. I pick out a few more on display, some in Spanish and English (our kids are in a bilingual daycare).</p> <p>We often pick one learning pad (we've used the audio attachment books but I can never find where they are), which is helpful to give my husband or I a break for 5-10 minutes ( we try not to use any screen time).</p> <p>That's usually what we do! I rarely get books for myself, but use the Axis 360 for renting audio books. Which is a</p> |
| 8                                | terrible platform, I prefer libby but that's separate!  |
| 9                                | Look for books  |
| 10                               | Return books, use children's area, avoid homeless   |
| 11                               | Pick up a book or a video   |
| 12                               | Pick up books, CDS, use the computer, search catalog. Quite cool place to read.   |
| 13                               | Educational classes and research  |
| 14                               | Quiet places to study. Plenty of room and desks. Chargers at each study desk for phone and laptop charging.   |
| 15                               | Find books to r.ead   |
| 16                               | look for movies, books, lucky day items. Look at magazines and newspapers.  |
| 17                               | I like science books so I usually head for a science book section.  |
| 18                               | Check out books, books on disk, and DVDs  |
| 19                               | I like to look at the technology, computer programming and music sections to see what I can discover.   |
| 20                               | check out books or movies   |
| 21                               | Job research on computer, device charging   |
| 22                               | Rent movies, check out books, etc   |
| 23                               | check out books   |
| 24                               | read  |
| 25                               | use the computers to apply for jobs. and sometimes rent books   |

|    |   |
|----|---|
| 26 | Look at books   |
| 27 | Work at the big table in the large room upstairs with the big windows that face outside, love it!   |
| 28 | read  |
| 29 | I used to check out books before I lost and were stole my books   |
| 30 | pick up inter library loan  |
| 31 | Checkout books, use their wifi and other media services   |
| 32 | Use the restroom, charge, check email   |
| 33 | Read current events, borrow computer, visit w/ friends  |
| 34 | I recently filled out a form for a new library card   |
| 35 | Every day   |
| 36 | Typically pick up books on hold but now that I have a daughter, I hope to spend more time there with her and introduce her to the magic of reading                            |
| 37 | I use the library for many different types of useful resources.   |
| 38 | Check out books   |
| 39 | Use the computer, meet with others, read.   |
| 40 | Find and check out books.   |
| 41 | Stay warm in the winter time, look up files, watch tv on com.   |
| 42 | I used to play on my computer...but I lost it. Other things I do include charging various electronic devices.   |
| 43 | Work from my laptop   |
| 44 | Read newspaper, look things up on computer, order books and dvds.   |
| 45 | I come to do work.  |
| 46 | Check out the reference section, look at upcoming local events on the bulletin board, read in the communal section  |
| 47 | I usually just pick up a book that I had reserved.  |
| 48 | I'm new to town and have found the library to be such a helpful place to learn resources available in Arvada.   |
| 49 | Kids visit kids area and I usually check out adult fiction  |
| 50 | look for great courses and books  |
| 51 | Take kids to play, for storytime; to check out books and movies. I have tried to study/work there, but it is not currently conducive to that.                                 |
| 52 | Get books, movies and sometimes study there   |
| 53 | Check out books or books on cd  |
| 54 | Pick up a book and browse the stacks.   |
| 55 | Get books for my kids and let them play with the toys   |
| 56 | Check out books and dvds  |
| 57 | browse & checkout books, return books, pick up my summer reading challenge prize  |
| 58 | Let the kids hang out   |
| 59 | Computer, clean email, check new and old web sights, clean my computers tails, check out anything new, go home.   |
| 60 | Use copier and chRestfuleck out books   |
| 61 | Toddler activities; trains/kitchen/doll house, toddler group time, bean bag chairs would be great, need a climbing structure for the toddlers like my library back home does! |
| 62 | Pick up holds   |
| 63 | Read the newspaper - Wall Street Journal.   |
| 64 | check out books   |
| 65 | Baby time and read books  |

|     |  |
|-----|--|
| 66  | As a teacher, I check out mostly children's books.   |
| 67  | I check out books and sometimes movies   |
| 68  | Look for shows and movies  |
| 69  | Pick up holds, look for books, occasionally sit to do work.  |
| 70  | Mostly there for a computer access. The 'idiot' Internet companies & jeffco will not provide basic Internet access. I do a lot of research online, i.e. Genealogy programs, ongoing education ect. |
| 71  | I am either there to check out books, or I'm there to utilize the quiet space and WiFi for work/study.   |
| 72  | Rent videos, purchase books  |
| 73  | Check out books, hang out in the kids section  |
| 74  | Meet friends, check out used books   |
| 75  | Find books I need or want to read.   |
| 76  | After Work   |
| 77  | On line use only   |
| 78  | Browse DVDs, access computers  |
| 79  | Look for something fun or interesting to read  |
| 80  | Pick out survey and read books   |
| 81  | I look for new manga to read and if they dont have what im looking for i check to see if any do  |
| 82  | Borrow books (mostly in the children's section), attend story time or other events for kids. My daughter also likes to play games on the computers.  |
| 83  | Bring my kids for activities and checkout actual books! Trying to read 1000 before kindergarten :)   |
| 84  | Look for new books to check out and pick up reserved material.   |
| 85  | Look for book suggestions  |
| 86  | Read magazines   |
| 87  | Look for new or favorite fiction and nonfiction books and videos,  |
| 88  | Check out books, make copies, peruse the stacks, just started Mango to learn Itakian language.   |
| 89  | Pick up holds, browse the Lucky Days, & the display books.   |
| 90  | Pick up books and audio tapes I have ordered online; use the genealogical tools available for patrons.   |
| 91  | Pick up or drop off books  |
| 92  | Check out books  |
| 93  | We mainly pick-up our holds, visit the children's area and take a peek at the Lucky Day shelf.   |
| 94  | Look at books or find a table to sit and work at   |
| 95  | Research things and check out books and dvds   |
| 96  | Pick up books reserved on line   |
| 97  | return books I get from stanley lake at the drive up.  |
| 98  | Go to computers and or print things out  |
| 99  | I have been bringing my almost 2 year old granddaughter the past 4 or 5 months. She checks out books and a couple times attended the toddler class.  |
| 100 | Use a study room to work on grad school, check out books, take my daughter to the kids area  |
| 101 | Look for books or magazines of interest, enjoy computer use, check personal email.   |
| 102 | Head to the children's section with my toddler and baby. I pick up books that I've put on hold for myself and possibly pick out a movie.   |
| 103 | Look at the cookbooks and art books. Use the printer.  |
| 104 | I tutor privately.   |
| 105 | Attend story time w/ children I nanny. check out holiday books. Look at coats for children   |
| 106 | Kids programs, let the kids play, check out books  |
| 107 | Check out stuff from the holds shelf. Peek at the "Lucky Day" shelf.   |

|     |   |
|-----|---|
| 108 | Usually go to the kids and quiet areas.   |
| 109 | Check out books reserved online and read portions of books from the stacks.   |
| 110 | Check out books   |
| 111 | I walk in to pick up books that I have placed on hold.  |
| 112 | Read the current magazines  |
| 113 | I read. I grab reserved books. I occasionally pick up something that I find while perusing.   |
| 114 | Pick up holds, look for other books/movies, and sit to read for a bit   |
| 115 | Library story time, kids play and pick out books, pick up books on hold   |
| 116 | I pick up a book from Reserve   |
| 117 | Baby Storytime, play in the kids area, check out books for my kid   |
| 118 | I don't   |
| 119 | Use the children's area, peruse books   |
| 120 | I haven't been there in years. I do everything online through Boundless and Libby.  |
| 121 | Check out books. Search authors/titles.   |
| 122 | look for good books   |
| 123 | Avoid meth  |
| 124 | Bring my toddler grandsons who love to play with everything that is set up in the childrens section, trains, car track, kitchen, alphabet board, dollhouse, the just love it all!!!   |
| 125 | check out audio books   |
| 126 | Browse  |
| 127 | Check out books, visit kids area, attend programming  |
| 128 | Get kids books, attend programming, use the kids computers, draw  |
| 129 | I check out books. Sometimes I sit upstairs and read or browse.   |
| 130 | Pick up and return books.   |
| 131 | I get on the computer and ask for help as I am disabled and legally blind.  |
| 132 | Check out books and other media, attend programs  |
| 133 | Check out books.  |
| 134 | Check out books or pick up books in the locker.   |
| 135 | Check out books or do research on computer  |
| 136 | I pick up books that I've requested via interlibrary loan.  |
| 137 | use the community room  |
| 138 | Check out books   |
| 139 | Childs area   |
| 140 | Visit the children's book section primarily, and specifically the Spanish section, as we are a Spanish speaking family.   |
| 141 | Check my holds and return items, I also chat with the librarians I know.  |
| 142 | Most often, Pick up books   |
| 143 | Pick up books from hold, browse books (graphic novels), attend events, print documents  |
| 144 | I have used the private room for a telephone call.  |
| 145 | Visit children's section; pick up holds; browse cookbooks   |
| 146 | Use study room if available for business meetings. Purchase used books. Check out books and videos. Use computers. Print documents as needed.   |
| 147 | Pick up holds, browse the new releases  |
| 148 | Pick up books and videos or return them. Pick up holds.   |
| 149 | Drive through the book drop, walk in to pick up holds and masks and COVID test kits. Occasionally browse Lucky Day, and even less occasionally browse the shelves. Least occasionally of all, consult with the very nice and helpful employees. |

|     |  |
|-----|--|
| 150 | Check out books and media like DVDs etc  |
| 151 | I used to go to checkout/return books and sit there and read a magazine. I don't go there anymore. I would rather make the drive and go to Stanley lake.   |
| 152 | Browse and check out books and movies  |
| 153 | Talk to employees, ask questions, check lucky day movies, pick up holds, return items  |
| 154 | Use computers, look at titles on special displays, read in a quiet space   |
| 155 | Use computers rent comp and Hotspot  |
| 156 | e books, magazines, local news, tax information  |
| 157 | Check out children's books, daughter uses learning computers, look for new books   |
| 158 | I check out materials.   |
| 159 | Check out stuff and read   |
| 160 | Look at the glass front and the architecture and then immediately zone in on books. It's a beautiful library full of light.  |
| 161 | Check out books and movies   |
| 162 | Browse books, periodicals and sometimes use computers and study rooms  |
| 163 | Check out books, browse books, browse DVDs.  |
| 164 | Pick up holds, browse for books  |
| 165 | We pick up items that are being sent to this branch.<br>We get DVDs - we really like the variety of movies available ! (This service is particularly important now that Netflix DVD has gone away)<br>We browse for books our grandchildren would like |
| 166 | Check out books, maps, music CDs, DVDs.  |
| 167 | Children's area and storytime  |
| 168 | Primarily, I use the printer and scanning services.  |
| 169 | It's not my "home" library branch so when I'm there it's because I'm looking for a specific resource that I don't want to wait for to be transferred.  |
| 170 | Check the novels in large print.   |
| 171 | Check out books, utilize computers   |
| 172 | check out and return books   |
| 173 | Browse books   |
| 174 | Check out books, meet with people for tutoring   |
| 175 | Check out books, scan for book ideas   |
| 176 | Check out books and videos   |
| 177 | I've been in just a handful of times to rent and return dvds   |
| 178 | A little bit of everything   |
| 179 | Look for new released titles, access children's books and play areas. Toddler times.   |
| 180 | Check out books  |
| 181 | check out books  |
| 182 | Get my holds and then look at the new arrivals.  |
| 183 | Grab my items that are on hold. Occasionally browse the new or lucky day.  |
| 184 | Go to story time with my child, use the play area, check out books, rarely I have used a study room for a work space   |
| 185 | Check out books  |
| 186 | Look for books to check out. Some in the displays catch my attention.  |
| 187 | We come in mostly for story time and to use the educational computer stations/play area.   |
| 188 | Use internet to fill out job applications  |
| 189 | Find a spot to be alone.   |

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| 190 | Obviously, I look for books that I enjoy!  |
| 191 | Check out movies   |
| 192 | Browse for books and have peaceful time reading  |
| 193 | check out books, browse movies and music   |
| 194 | Pick up and return books provided by Prospector  |
| 195 | Check out new titles or print documents  |
| 196 | Look at books; audio books and movie selections. Love the lucky day selections please start maintaining again  |
|     | I usually peruse the cookbooks and look for new things to cook. Sometimes I looks for photography books or books about other crafts that inspire me.                       |
| 197 | I usually don't come knowing what I want, but I leave with something.  |
| 198 | Print paperwork  |
| 199 | Kids area and story time   |
| 200 | Check out/in books, use study rooms for telemeetings or small group meetings, get information on local activities and resources including trail maps, attend presentations |
| 201 | Check out books  |
| 202 | Visit the children's section to play, check out books  |
| 203 | I check out books to read.   |
| 204 | Visit the children's section.  |
| 205 | I would like to see a "free box" ... it could be a donation box for items and articles of clothing that sits outside of the library.                                       |
| 206 | Drop off books and pick up holds   |
| 207 | Go to the kids section — but I rarely go because of the homeless situation. It doesn't feel safe or clean.   |
| 208 | Check out books, print, use the internet   |
| 209 | Babytime, Spanish storytime, check out the lucky books, pick up holds  |
| 210 | toddler activities check out books   |
| 211 | Pick up books  |
| 212 | check out books, make copies.  |
| 213 | I don't visit since it moved from original setting.  |
|     | Use the children's area with my kids.  |
| 214 | Use the study rooms for my college classes online or to do homework.   |
| 215 | Read books   |
| 216 | Check out books or use printing services   |
| 217 | Pick up books on hold, look for non-fiction reads, look for a good autobiography or biography, sit and read a newspaper or magazine  |
| 218 | I don't visit.   |
| 219 | Check out books  |
| 220 | Baby and toddler story time, check out children's books, play with toys :)   |
| 221 | Pick up holds, check out books, dvds and print things. Go to events and doncrsfts  |
| 222 | look for books or use the printers   |
| 223 | Use computers or check out books or movies.  |
| 224 | Return books and movies or pick them up  |
| 225 | Check out movies and books. Check Lucky Day.   |
| 226 | Browse books   |

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|     | Retrieve my holds or turn in my checked-out items. Also sit on the internet with library computers, use the printers. Utilize the vending machines.            |
| 227 | Reserve the private rooms for meetings.  |
| 228 | Take out CDs and books.  |
| 229 | Check out a book on hold usually.  |
| 230 | Browse for books   |
|     | Check out & return books   |
| 231 | Look at the Lucky Day books  |
| 232 | Look for a book on a specific subject, browse videos   |
| 233 | Children's area, storytime   |
| 234 | PICK UP BOOKS  |
|     |  |
| 235 | I bring my kids so we do story time, check out some kids books, play and do whatever crafts are available  |
| 236 | Check out books, read magazines, use reading room with own newspapers  |
|     | I usually visit Standley Lake, but usually at a library I: print, check out novels, check out nonfiction to learn about something, read the first chapter of a |
| 237 | book to see whether I want to read it, and very occasionally bring a laptop to work.   |
| 238 | Normally head to the kids area, and also browse books for adult readers  |
| 239 | look for books, old movie CDs, and computer/printer  |
| 240 | check out books  |
| 241 | Pickup books from library or those from reserve from other libraries   |
| 242 | Look for books I am interested in checking out   |
| 243 | Check out books and visit the kids' section primarily because I have two almost fourth graders.  |
| 244 | Hang out, read, enjoy a quiet comfy spot   |
| 245 | Check out holds, browse Lucky Day, and fiction   |
|     | I often meet with people upstairs in quiet corners or a meeting room if they are available. I encourage people check out books, magazines or movies.           |
| 246 | I also check out movies and books from this location.  |
| 247 | Check out books  |
| 248 | I take out books/dvd's, but I use your wonderful curbside service due to orthopaedic issues.   |
| 249 | Read in a quiet constable space  |
| 250 | I check out books.   |
| 251 | Check books out  |
| 252 | search physical library books  |
|     | Use a desktop computer, print documents, use study rooms, pick up hold items. I recommended the use of study rooms to do soccer player evaluations             |
| 253 | with middle and high school aged players.  |
| 254 | Choose books, place holds  |
| 255 | Browse   |
| 256 | Check out and return books   |
|     | Visit the children's section, primarily. Engage in play with toys, classes and other >5 activities for kids. Checkout  |
| 257 | adult books from holds.  |
| 258 | Usually look for children's books  |
| 259 | Check out books  |
| 260 | Usually work on my laptop or read books/magazines  |
| 261 | Read books, checkout books, play.  |
| 262 | Check out books, kids like the back computers and the community room in the back   |



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| 263 | Research books the library may have using the online system and check out books.   |
| 264 | Read to my daughter. Get books for my daughter And Check out DVD   |
| 265 | Check out books for myself and my son; look at books on Lucky Day shelf or new book shelf; look at book display in children's area.  |
| 266 | I return books as well as pick up holds or browse for different categories of books. Sometimes based on seating I will sit and read a while.                                     |
| 267 | I read or sometimes work from the upstairs quiet area  |
| 268 | Go to the kids area with my children. Occasionally do story time, sometimes check out adult books if I have time to look   |
| 269 | Check out books  |
| 270 | Children's story time, play in the children's area   |
| 271 | Browse books and movies  |
| 272 | review lucky day, play area  |
| 273 | Study  |
| 274 | Look at new books, check out displays and upcoming events.   |
| 275 | Look for books for me and my teen son  |
| 276 | get books  |
| 277 | Kids programs, check out books   |
| 278 | I don't visit.   |
| 279 | I look around at books and DVDs, check out the local and library events, print, and sometimes get some work done   |
| 280 | Drive right past because all the panhandlers and shopping carts at the door  |
| 281 | Kids section   |
| 282 | Usually look at books  |
| 283 | Read   |
| 284 | check out books, young children's events,  |
| 285 | Bring my kiddo to check out books  |
| 286 | Children's section, children's events & programs   |
| 287 | Children's sections- my kiddo loves the computer 'games' though there could be better directions/age level identification; we check out books too                                |
| 288 | Kid area for reading and checking out books.   |
| 289 | Read   |
| 290 | Pick-up books I had ordered<br>Go to storytime with child<br>Activities provided with child  |
| 291 | Look for books.  |
| 292 | Get books from online hold shelf   |
| 293 | I like to rent movies and books.   |
| 294 | I like to rent movies and books.   |
| 295 | Get books for my 4 yr old. He loves the train and other toys in the kids section.  |
| 296 | Hold my nose from the stench   |
| 297 | When the drunks are gone, I like to use it as it should be   |
| 298 | I go to the library to check out books and to use the printers, as I don't have a printer at home.   |
| 299 | I look for books in Spanish.   |
| 300 | Pick-up movies and books. Books I can't get for my Kindle.   |
| 301 | Today I came in to cool off. I often use the restroom. I usually look through movies. Today I also asked about availability of the Covid tests that used to be offered for free. |

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| 302 | Browse what you have  |
| 303 | story time, use the printer, checkout books.  |
| 304 | Look for books to read  |
| 305 | I don't visit it anymore. I don't like being harassed by the druggies.  |
| 306 | Browse books and use the restroom   |
| 307 | Use computer and look at books I'm interested in.   |
| 308 | Look for a good book.   |
| 309 | I bring my kids, 1 & 4 to the children's section. I look for books for them while they play with the toys that are out. I usually request my own bills to be put on hold so I don't have to look for them with kids in tow. We also go to story time when there is one at the right time. |
| 310 | Return and check out books/DVD's I have on hold. Check the new release shelves for books or movies I might be interested in. Browse the shelves for new authors I might like to read. Pick up Tax forms.  |
| 311 | Check out books and 2 year old son plays with toys.   |
| 312 | Browse movies, browse books, browse music, use PC, use Wi-Fi, relax   |
| 313 | Browse different types of books   |
| 314 | Read, research, browse, talk with other patrons   |
| 315 | I haven't visited the library. The library is always surrounded by homeless and it's dirt and feels unsafe. I also don't rent library books so I have no reason to go.  |
| 316 | Browse movies, pick up holds, use PC  |
| 317 | Book, movie, Toddler time   |
| 318 | check out books for school, research, and skim books that look interesting.   |
| 319 | Try to avoid homeless around the library  |
| 320 | Bring my 4 year old daughter to select books, play with toys, and let her get familiar with computers.  |
| 321 | Check out books, do research on computers.  |
| 322 | Look up appts on google, check email  |
| 323 | browse, read, study, work   |
| 324 | I bring my 15 month old granddaughter to storytime 2-3 times a week.  |
| 325 | More books on shelves.  |
| 326 | Visit the kids and teens section with the kids. Visit the sale room. Browse lucky day items and check on upcoming events.   |
| 327 | checkout books/movies, research, troubleshoot technology (librarian assistance), attend presentations/classes, interlibrary loans, tax prep assistance, cultural pass   |
| 328 | Watch my shows.   |
| 329 | Story time and my kids play with the toys/computer while I check out books for them.  |
| 330 | Look at new books, browse books on tape, movies.  |
| 331 | Check items held and available DVD's  |
| 332 | Spend time in the children's section and check out children's books.  |
| 333 | Use the children's area   |
| 334 | Sit and read, browse books  |
| 335 | It's a library.   |
| 336 | I usually use the library computers in order to print documents. I occasionally read issues of The Denver Post or search through public studies and associated documents available such as the Colorado Water Plan.   |
| 337 | Not inhale Meth or Fentanyl   |
| 338 | Browse for reading/listening content  |

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| 339 | Check out books, kids area, kids programming  |
| 340 | Story time, get kids books, have kids play.   |
| 341 | Check out books/play in kids area   |
| 342 | takeout books   |
| 343 | Browse books and look at lucky day and pick up holds  |
| 344 | Kids play in the computers in the kids area. We pick out our books for the week. We attend story time and the different activities.   |
| 345 | Rent books and play in the children's area with my 3yo daughter.  |
| 346 | Browse books while waiting for my dog to be done with his grooming nearby.  |
| 347 | Search for books and media ( mostly videos) relevant to me  |
| 348 | I've utilized the meeting/study rooms, my kids loved the children's part of the library over the years, and my husband loves that its small and quick and easy to get what he wants and then go home.   |
| 349 | Books   |
| 350 | Can't go there! Too many homeless. The entrance smells of urine. Unsafe!!   |
| 351 | Check out books and use computers   |
| 352 | check out ebooks  |
| 353 | Usually look for a place to park. Then try and avoid the homeless   |
| 354 | Family time / kids area or pick up holds  |
| 355 | We used to visit with our baby (now toddler) and particularly enjoyed the story time on l weekend mornings. However, we have stopped going to the library entirely due to the homeless presence around and in the library.  |
| 356 | Browse books on the shelves, pick up holds, read in the sitting areas.  |
| 357 | Check out books   |
| 358 | Mostly I look at the new books, new movies, magazines and the books for sale.   |
| 359 | Borrow movies and books   |
| 360 | Look for children's books on computer, play games on computer in children's area, look for hamster, pick up books from hold area  |
| 361 | Look for books to read  |
| 362 | Check out kids books  |
| 363 | Go to events there  |
| 364 | Children's time   |
| 365 | Take my kids but too many homeless to want to come in   |
| 366 | Check out books and movies  |
| 367 | Story time and play in the children's section   |
| 368 | Get books or videos   |
| 369 | Get books   |
| 370 | Check out books   |
| 371 | I don't visit the Arvada Library because it is not easily accessible. The unhoused in the immediate area are a problem. It's scary for kids. This is also a terrible location. We visit the Standley Lake Library or the Golden Library. It's further away but there's outdoor room and better parking. |
| 372 | Pick up books, return books   |
| 373 | Pick up holds, browse the new books   |
| 374 | Bring my 9 and 13 yr old to pick out new reada. Summer reading program prizes.  |
| 375 | Seek out fiction books for check out.   |
| 376 | Look for and check out books  |

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| 377 | Use the study rooms for a meeting   |
| 378 | Research, read, write, and if with others discuss.  |
| 379 | We primarily use the children's section, attend toddler time, play and check out books  |
| 380 | Check out books and movies. Storytime.  |
| 381 | Pick out books in Children's and adults, occasionally do the puzzle   |
| 382 | Children's area   |
| 383 | Have a place for my kids to feel pumped about reading. Something that appeals to older school age kids (4-7 grade) would be delightful, I feel like that demographic is often overlooked.   |
| 384 | Rarely go upstairs. Visits kids books, graphic novels, new releases, holds. Used to do baby time when the kids were small.  |
| 385 | Check out books, attend meetings in the community room  |
| 386 | I take my child to check out books and play in the children's area.   |
| 387 | Check the lucky day shelf, pick up reserved books and look for specific books I want to read.   |
| 388 | Reading with our young children, check out various media, utilize programs for small kids   |
| 389 | I avoid the Arvada Library.   |
| 390 | Browse for books and movies, review copies of Consumer Reports.   |
| 391 | Story time, get books, print  |
| 392 | Check out books and movies  |
| 393 | I try hard not to get accosted by apparent homeless folks.  |
| 394 | Pick up reserved items and sometimes use the restroom.  |
| 395 | Pick up books   |
| 396 | Browse fiction, check out holds   |
| 397 | Look for books, sit and read, or use printers   |
| 398 | I used to browse, pick up & return books. Even though it is the closest library to my house, I go to other Jeffco libraries instead. It not a safe place to be.   |
| 399 | Saturday July 20th  |
| 400 | I like to browse through the books, read staff recommendations, check out the programming, participate in the summer reading programs, and work remotely.   |
| 401 | Due to the presence of homeless people around the library, I don't feel safe passing these people to get into the library. If I did get into the library, I would use it to do remote work on my laptop, to find and read interesting books, and occasionally print or make copies. |
| 402 | Pick up books on hold or toddler activities with son including letting him pick out books for himself and play  |
| 403 | Get on computers or make copies   |
| 404 | Browse for books  |
| 405 | I switched to download only so I don't visit the library  |
| 406 | I would like to know I wouldn't have to go through a gauntlet of homeless to get there.   |
| 407 | Check out books, visit the book sale room   |
| 408 | We rent books, DVDs, and attend Baby Time!  |
| 409 | Kids play area, classes (baby/toddler), 2nd floor white boards, 2nd floor adult book area.  |
| 410 | Use computers   |
| 411 | Pick up holds, browse books and DVDs, and mostly, play in kid's area.   |
| 412 | use the computer  |
| 413 | Pick up books put on hold.  |
| 414 | Return books through drive thru. I 200% love it, when I am in a hurry.  |
| 415 | Check out books. Work on a laptop. Attend baby time and play with our toddler.  |

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| 416 | Browse the books, use the computers for personal business at times, I will also use the computers to do research on subjects I'm interested in that are more involved than I want to be spending on my phone, check out movies on occasion. We participate in the summer program when my grandson is in town.   |
| 417 | Look for specific books   |
| 418 | Look at periodicals, use the wifi and barroom.  |
| 419 | Use computers, look for books & DVDs  |
| 420 | Go to the children's section, go to the children's classes like baby time and toddler time  |
| 421 | Pick up book requests. :)   |
| 422 | check out books!  |
| 423 | Check out books, magazines and cd's. Look at their used book sale.  |
| 424 | Our family loves to read, so books are our reason for going.  |
| 425 | I don't visit anymore. I go to other libraries, but when I did I'd take my little one to the children's section.  |
| 426 | I take my child to the children's section, come for story time, and browse adult fiction and cook books.  |
| 427 | Try to stay away from homeless people but it's hard   |
| 428 | Collect the books I requested on line that are ready to pick up.  |
| 429 | Storytime   |
| 430 | I browse, I check out books and DVDs, and I often have something on hold  |
| 431 | I am often picking up a book on hold. I also get books on CD to listen to while in the car.   |
| 432 | look for books to check out, read reference materials   |
| 433 | Look up reference materials and read magazines or newspapers  |
| 434 | Pick out books and attend kids' events.   |
| 435 | Visit children's area to play with toys and games on kid computers, family story time, check out books for children.  |
| 436 | Storytime, other kids programming, check out books for my own reading, occasionally work from there for a few hours.  |
| 437 | read a book   |
| 438 | asdfa   |
| 439 | read a book   |
| 440 | Study, read   |
| 441 | Check out books and movies. Use to go to bookclub until canceled due to parking issues  |
| 442 | This library is the closest to where I live. I mainly drop off books in the book drop. The last time I visited to drop off books, there were 2 homeless individuals directly in front of the book slot shooting up drugs. Next time, I will ONLY use the drive up book slot. I used go inside and browse for books but I have arthritis in my knees and using the stairs is hard. I refuse to use the elevator with all the homeless folks in and around the library. It has been many years since I have been inside this library mainly due to the homeless situation. It didn't surprise me that the library had been contaminated with meth. The parking situation is also a factor. If I have to schlep my books from the RTD parking ramp (where I am afraid that the homeless folks will break into my car if I park there), it is much easier for me to just drive to Standley Lake Library. There is mostly ample parking and the library is all on one level. |
| 443 | Read books and listen to music  |
| 444 | Play with my kids, borrow books   |
| 445 | Usually just pick up hold items.  |

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| 446 | Browse the shelves with books displayed in categories and facing out. Pick up holds, use the color printer. Try to browse regular shelves but get confused. Frustrated with Dewey dec sys.                           |
| 447 | Story time and kids book area  |
| 448 | Kids section   |
| 449 | Go to the stacks to review books, check out books, return books.   |
| 450 | Kids section   |
| 451 | Check out books, use the children's play area, attend family programs.   |
| 452 | Browse and book Check out. I used to bring grandkids to "storyline when they were little, but they are too big now.  |
| 453 | check out books  |
| 454 | Family focused activities and events... bilingual is a bonus!  |
| 455 | Visit the children's department. And adult non fiction.  |
| 456 | Pick up books<br>Do Research   |
| 457 | Use the Children's area - story time (one kid loves the craft), return books (watching them go down the conveyor is big hit), pick-out new children's books, play (train table, doll house, play kitchen, coloring). |
| 458 | I don't, not a good place for kids.  |
| 459 | I use the internet with my personal computer and charge my devices (including my e-bike battery). I study for my grad school online classes and also I check out ebooks for my e reader.                             |
| 460 | I don't visit the Arvada library due to the unhoused, trash, and drugs. The move from the old location to old Arvada was a huge mistake.   |
| 461 | attend childrens events, get a bunch of books out.   |
| 462 | Check out books  |
| 463 | Look for Lucky Day items.  |
| 464 | Look for Lucky Day items   |
| 465 | We used to go and browse to our hearts content and pick out all kinds of things to check out. We don't go anymore because we no longer feel safe there.  |
| 466 | Pick up library books on hold predominately, or look for a book to check out/browse shop what's on the shelves   |
| 467 | I check the new releases, pick up any holds, look at the for sale section, and click around on the computer to see if anything interesting is in stock.  |
| 468 | I used to go to use the computers to play internet games, recently I just use it when I need a bathroom and a drink of water. Every once and a while I go to study hobbies like painting and animals.                |
| 469 | Look at books  |
| 470 | My kids check out books and LOVE the computer games  |
| 471 | Browse for books   |
| 472 | Pick up my holds, browse the Lucky Day shelves   |
| 473 | Pick up and drop off material  |
| 474 | print docs check out books and dvds  |
| 475 | Storytime, Lucky Day finds, general book checkout, sometimes staying to read   |
| 476 | pick up a book that I have usually requested a hold on   |
| 477 | Print documents  |
| 478 | check out books for me and my son; play in the kids section with son   |
| 479 | Read books and further education.  |
| 480 | Pick up books that I have found online that are currently at that location.  |

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| 481 | I don't, it's too scary   |
| 482 | Pick up a book on hold and get out as quickly as possible   |
| 483 | Mostly check-out books on hold. Occasionally I spend time browsing for books, books on CD, look at displays   |
| 484 | Storytime   |
| 485 | Borrow books. Occasionally use one of the private conference rooms.   |
| 486 | I usually pick up my holds, browse the teen and adult collections, and occasionally I will study and/or do some work on my computer while at the library.   |
| 487 | Browse and checkout books   |
| 488 | Borrow media. Research.   |
| 489 | Browse items<br>Check out items<br>Use study rooms  |
| 490 | Check out books, videos   |
| 491 | I don't spend a lot of time there, I just get what I'm looking for and leave. Too many homeless people hanging in and outside of the place.   |
| 492 | Look at books, movies and use the resources for copying and faxing.   |
| 493 | I usually browse the new books, lucky day and the curated home, garden and cookbooks. Then I go upstairs to browse the cookbooks.   |
| 494 | Attend storytimes, play, look for books for kids and adults   |
| 495 | Pick up holds, sit for a bit to browse display books. Or, bring my grandchildren to entice them with books and to help them fall in love with our library.  |
| 496 | Check out & drop off books  |
| 497 | Kids play area, pick out children's books, attend events. My son uses teen area.  |
| 498 | Browse for books both upstairs and downstairs. My kids play with the toys provided in the kids area and also participate in the fun activity the library has at that time (like finding the hidden image).<br>We've also participated in a LEGO club put on by the library. |
| 499 | Bring my young children to read and play with the games/activities  |
| 500 | I work on my laptop.  |
| 501 | computer time in the adult section  |
| 502 | Browse the books upstairs and the DVD's downstairs and inevitably check something out.  |
| 503 | Pick up books that I want to check out or have reserved   |
| 504 | Look for books. Participate in the Summer Reading Program   |
| 505 | Pickup videos or books  |
| 506 | Browse the shelves for books I might enjoy.   |
| 507 | I use the computers. Things like looking up a place to live, jobs, and business opportunities.  |
| 508 | I see the recommendations first. I do research and I have used the study rooms for one-on-one meetings when I was writing my PhD dissertation.  |
| 509 | Look for books (kids and adult), pick up holds<br>Use copier and computer to print  |
| 510 | Books   |
| 511 | Browse for children's books and quilting books. Check out these books.  |
| 512 | Read my own book  |
| 513 | Walk the aisles like shopping in a store  |
| 514 | Usually I look at the new releases and pick up my holds.  |
| 515 | Upstairs to non fiction area. Have used the computers and private desk apx 5 times in the past 3 yrs. Usually check out the for sale books. I also like the big room in the back upstairs.  |

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| 516 | Check out books, use the bathroom.   |
| 517 | My daughter, husband and I read books, play with toys and return and check out books.  |
| 518 | Proceed cautiously.  |
| 519 | Browse, go to kids area, pick up holds   |
| 520 | read   |
| 521 | Story time, kids toys, kids book, and adult audio book access  |
| 522 | Look for books. Work in a quiet place  |
| 523 | Look through old magazines for sale, sit by the windows to work on projects, wait while my teens browse the stacks.  |
| 524 | Pick up books on hold, look at new arrivals.   |
| 525 | Work, check out books  |
| 526 | check out books for myself and my 3YO  |
| 527 | Browse books, or pick up holds. Sometimes I like to just walk around and browse.   |
| 528 | Avoid homeless   |
| 529 | pick up a book   |
| 530 | Look for books   |
| 531 | Checkout and return Books. I used to read there, but with the clientele and drug use, I have stopped doing so.   |
| 532 | Look at books with kids  |
| 533 | Check out books primarily. We brought grandchildren when they were young to story time and to check out books. We have not enjoyed going down to the main library for many reasons since the opening of the Express Library which works well for us. |
| 534 | check out books and sometimes stay and read  |
| 535 | Due to my disability, I take advantage of your curbside pickup and drive-thru item return.   |
| 536 | Pick up holds  |
| 537 | Look for books.  |
| 538 | Check out books.   |
| 539 | Baby and toddler story times   |
| 540 | pick up holds, occasionally browse catalog, sometimes attend events  |
| 541 | I check out children's books   |
| 542 | My little kids play with the toys, big kids look for books and read and my pre-teens look for books in the children's section and sometimes go upstairs for books. I usually help my kids or sit and relax.  |
| 543 | Space for my 3-year-old daughter to play and engage with literacy and other kids. I would also like the ability to have more space to study available.   |
| 544 | Check out materials  |
| 545 | pick up books, look at local flyers, and monthly kids calendar   |
| 546 | Run in to return books   |
| 547 | check out and return books   |
| 548 | Check out books, bring my toddler, work  |
| 549 | Check out books, check out the DVDs, use the rest rooms, use the lounge area to read some books.   |
| 550 | Go into the bldg if i feel safe due to the onset of homeless in and around it.<br>It is my source to pick up local publications like the westword. They should also carry the denver Out Front magazine.   |
| 551 | Check out materials on hold; look for DVDs of interest; browse for books to read or listen to.   |
| 552 | Use computers<br>Look for books  |
| 553 | Work and check out books   |



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|-----|---|
| 554 | Check out books   |
| 555 | Look at books   |
| 556 | pick up books from the hold shelves, sometimes read magazines upstairs  |
| 557 | I don't visit it any more   |
| 558 | Check out books.  |
| 559 | I use the computer resources  |
| 560 | Look for new books or pick up held books.   |
| 561 | I get books with my 4 year old son  |
| 562 | Play with my 5 yr old, borrow fiction books   |
| 563 | Check out new books   |
| 564 | pick up my reserved books and cruise shelves for additional books to read   |
| 565 | Use the computers, check out DVDs, use the printer.   |
| 566 | Pick up and check out books   |
| 567 | Pick up books from the hold shelf   |
| 568 | Browse books and borrow them.   |
| 569 | browse and check out books. look for local resources, maps, papers, news.   |
| 570 | Story time/activities, return books, children play in the play area.  |
| 571 | Browse, computers   |
| 572 | Play in children's area, attend tutoring in a study room, browse and check out children's and adult books.  |
| 573 | browse and check out books  |
| 574 | browse books, relax, bring the family   |
| 575 | Browse, pick up hold books and Checkout books   |
| 576 | Mostly go there with children to check out books, audiobooks, leapfrog tablets; occasionally check out travel books or other adult books or movies/TV shows.                        |
| 577 | Browse books to check out   |
| 578 | I peruse books and select ones to check out. I also pick up my books that were on hold.   |
| 579 | I fear that I might be harassed by homeless people and then I get inside and check out books and then go home   |
| 580 | Look for books, sometimes read magazines  |
| 581 | pick up books and DVDs I've put on hold; peruse the DVD collection and greet librarians. I check out the cultural passes when I know my family will be in town.                     |
| 582 | I study and do online remote work. Occassionally I check out a book, use a reference book, or read a magazine.  |
| 583 | Search for and check out movies and books and music   |
| 584 | Check out books on hold   |
| 585 | look for and checkout books, music, & movies  |
| 586 | pick up holds   |
| 587 | Wonder what is being done for the homeless population near the library  |
| 588 | Pick up a book that I reserved, once I spent time studying there, use the bathroom when on a walk through old town  |
| 589 | Pick up holds   |
| 590 | Browse, check out books; print from home  |
| 591 | Visit to pick up materials on hold, or look for what might be interesting in new releases.  |
| 592 | Check out books and videos and do research.   |
| 593 | I do go much anymore because of the activity outside and inside the library of unhoused persons. In addition to the cleanliness. It's doesn't feel very safe for my young children. |

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| 594 | read and browse for books  |
| 595 | Pick up items on hold, peruse the children's department and look at new items on display on the south side of the first floor.   |
| 596 | I primarily visit the library so that my kids can attend events, check out books and hang out. Occasionally I will check out a book from the adults section, but I typically read books on the Boundless app.  |
| 597 | check out and return books   |
| 598 | I mostly visit with my kids, who love to use the play area, attend story time, and borrow books.   |
| 599 | check out books and videos   |
| 600 | When I visit the Arvada Library I primarily do three things: examine new displays, search for materials to borrow, and borrow circulating materials--specifically books. I check out new displays because I appreciate staying aware of new circulating materials, current programming, and community news. I search for new materials simply to see what is available to borrow, which in turn, shapes my borrowing practices as a patron.  |
| 601 | Return books   |
| 602 | Check out books, dvds  |
| 603 | I primarily come for the children's section. I have been bringing my preschooler her once or twice a month for her whole life. She really enjoys the puzzles and toys -- we appreciate this part of the children's section! The children's book collection is wonderful, and Sandy the children's librarian terrific. Sometimes we catch children's programs, but we don't come for this specifically. We use Holds all the time. I order books ahead, because I have a disability that makes it tedious to look up and find books while at the library. I am so grateful for the holds system. Sometimes I browse and check out cookbooks, but besides this I don't use the adult resources much at this stage of life. (Which is fine.) I also always pick up the Arvada newspaper and CO Parent magazine, near the front door. Please continue to stock these free publications. :) When the library offered masks and Covid tests, I also used and LOVED this offering. Occasionally I have come by myself and used a study table upstairs to do my own computer work in a quiet environment. Oh, we also use the restrooms as our go-to restrooms when we are in Olde Town. |
| 604 | Browse books   |
| 605 | Talk to librarians, get books and dvd  |
| 606 | My kids go to the children's section to play, read.  |
| 607 | Children's section with my kids. Sign up for summer reading.   |
| 608 | - My toddler plays in the kids section and checks out books<br>- Printing<br>- Quiet place to catch up on work   |
| 609 | Pick up books that I have requested online.  |
| 610 | Look for books, play on computer   |
| 611 | I take my kids to the kids section   |
| 612 | Check out childrens books  |
| 613 | Check out books  |

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| 614 | Sit and read   |
| 615 | I check out books and sometimes sit and read magazines.  |
| 616 | Check out books and go to the kids section with my kids.   |
| 617 | Check out books, browse dvds and check them out, use the computers   |
| 618 | borrow books, print stuff, return books, read for a bit  |
| 619 | Check out books and movies   |
| 620 | No homeless or drug addicts hanging around outside or inside   |
| 621 | Check out books  |
| 622 | Browse books on DIY & crafts or novels or other items in the fiction section though I use it more for reference/resource books for things like quilting, printmaking, fiber crafts, etc.   |
| 623 | Browse for books, check books out, return books  |
| 624 | Read, browse, use the printer, checkout and return books, attend child/pre-teen/teen programs  |
| 625 | toddler/baby/family classes  |
| 626 | Check out materials  |
| 627 | Pick up my holds and check the lucky day shelf   |
| 628 | Work, borrow books and movies  |
| 629 | Check out books and dxds   |
| 630 | - quickly pick up holds<br>- spend an hour 1-2x a week with my kids in the children's section  |
| 631 | Check out movies and books, look at community board for local events.  |
| 632 | Browse books for toddlers & adults. Pick up information on events happening in the library that I can attend   |
| 633 | Look for books   |
| 634 | Typically we visit with our kids and stay downstairs. We search for books on topics they are interested in, play with the toys and play on the computers. We typically sit and read together as a family while still at the library. |
| 635 | Check out books  |
| 636 | Look for books, movies, music. Take my teens   |
| 637 | Pick up holds, return books, sometimes browse.   |
| 638 | Look for and check out physical books, mostly. My son goes there to do homework after school.  |
| 639 | check out materials for myself, sometimes bring grandchildren for play/programs  |
| 640 | Pick up books on hold, look at Lucky Day books, look for another book to read till my holds come in  |
| 641 | I usually go upstairs to the fiction section, and maybe peruse the books for sale.   |
| 642 | Check out books.   |
| 643 | We don't visit as often as we like, opting for other locations. Honestly, the homeless population around the library is off putting to families.   |
| 644 | Visit the play area for my toddlers  |
| 645 | Pick up books that I placed on hold, return books, check out books from the Feeling Lucky stack, look for books at the new fiction and new nonfiction displays.  |
| 646 | Look for working & work remotely   |
| 647 | Pick up books put on hold through the website. Browse movies and new releases.   |
| 648 | Computer usage, audio book selection, study space, enjoy being in a library, copies, printing, snacks  |
| 649 | Use the computer or to get a book I've reserved.   |
| 650 | Pick up books from the reserved shelf mostly.  |

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| 651 | I almost only use the children's area with my kids when I visit. Most books I get for myself are digital or I put on hold and pick up downstairs. We check out books, attend children's groups and play in the kids area while we're there. |
| 652 | Check out books, attend kid & teen programs, use the computers.   |
| 653 | Select books pick up ordered books, important part our lives.visit story time with grandkids periodically.  |
| 654 | Pick up a book, occasionally work.  |
| 655 | Check out books   |
| 656 | Looking for books/videos, sometimes tax forms   |
| 657 | Browse and check out books  |
| 658 | I bring my children to play and learn   |
| 659 | Pick up or return books and videos  |
| 660 | Pick up my holds usually in and out   |
| 661 | look for books and movies   |
| 662 | Check out books, go to storytime  |
| 663 | Look up and skim through books to decide if I'll check them out and take them home.   |
| 664 | Use the parking lot & bathrooms, hang out.  |
| 665 | Browse the shelves  |
| 666 | Pick up holds   |
| 667 | Attend story time/family time, children play in the children's area   |
| 668 | Family programs, check out books, work on my own computer   |
| 669 | Work/study  |
| 670 | Checkout books  |
| 671 | look for some great books in health, food and recipes   |
| 672 | A comfortable environment to peruse, explore, and read, bonus to do this with my kids.  |
| 673 | I check out books or use the printer.   |
| 674 | Browse books or meet with colleagues/friends or write at one of the private study tables.   |
| 675 | story time and book rental  |
| 676 | Go to programs, use the computer, check out books.  |
| 677 | Usually I am co-working, looking for crafting inspiration books, or renting movies  |
| 678 | Visit the kids section, let my kids use the computers, visit the new book section, check out the book sale, and look at the non fiction section   |
| 679 | Set up my desk and work with patrons and community members on public assistance benefits.   |
| 680 | Visit the children's area, pick up holds, browse upstairs adult non-fiction, check out the lucky day area.  |
| 681 | Browse, read, chat with friends, work on my computer, have a zoom meeting in a study room.  |
| 682 | Check out books.  |
| 683 | pick up and drop off what I borrow. Occasionally use the computers and printers   |
| 684 | I read the newspapers - the Wall Street Journal & the Sunday Denver Post.   |
| 685 | I pick up books I have on hold  |
| 686 | Kids area & story times for toddlers and babies   |
| 687 | Browse for books  |
| 688 | Pick up holds and return checked out items  |
| 689 | Check out/return books, let my little one play in the kids area   |
| 690 | Check out books and movies  |
| 691 | Check out books and dvds  |
| 692 | Pick up and return books  |

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| 693 | Pick up and drop off  |
| 694 | look for and check out books (mostly children's)  |
| 695 | Browse books and read on site. Look for community events. I would love to have a maker space available!   |
| 696 | Browse and check out books  |
| 697 | Go to kids storytime. Play with toys. Check out books and DVDs.   |
| 698 | Kids play with toys and computers. I check out books  |
| 699 | Go to the kids section  |
| 700 | Story time or other child activities  |
| 701 | Look for books to read.   |
| 702 | Take my child to play or check out books and dvds   |
| 703 | Browse, check out books and movies, read, spend time in Kids' area  |
| 704 | Browse books in the children's section  |
| 705 | Visit the kids area with my 4 year old son and then go to the fiction adult section. Sometimes I browse nonfiction as well.   |
| 706 | Check out books for myself and my kids  |
| 707 | Get books   |
| 708 | Mostly stay in the children's section, occasionally go upstairs for a book for me. Often pick up holds, sometimes attend kids events  |
| 709 | Pick up books I've reserved online, browse the stacks.  |
| 710 | Find books, audio books and movies for my son and I. Periodically utilize the computers for projects. Tutoring sessions for my son.   |
| 711 | Check out books. Sometimes peruse the new books. Occasionally use a table for work.   |
| 712 | Arvada public library   |
| 713 | look at books, read a few magazines   |
| 714 | Take my two toddlers to the children's section  |
| 715 | Check out items, go on the computer, print, get help from librarians  |
| 716 | Volunteer weekly, check out reserved items.   |
| 717 | Read books with my toddler or pick up/return books  |
| 718 | Check availability and volunteer  |
| 719 | Check out books, children activities, play  |
| 720 | Pick up books that were placed on hold, use the study rooms, browse books   |
| 721 | The library is a great place for for my toddler and baby to play and explore and socialize with other kids. We also love getting out new books. We attend story time as well. |
| 722 | Pick up/drop off holds, used bookstore, search for books/videos   |
| 723 | Homeschool, read books, my children play computer games.  |
| 724 | Pick up holds, browse books, sometimes engage with events   |
| 725 | Pick-up books on hold. Search with my daughter and try to teach her how to find a book within the numbering system. Play on the children's computers.                         |
| 726 | Play in the kids area. We LOVE the play kitchen and toys. Especially in winter.   |
| 727 | Visit the children's section with my kids   |
| 728 | Hang out in the kids area primarily   |
| 729 | Check out books and DVDs.   |
| 730 | Get audio recordings or use the community room  |
| 731 | check out books   |

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| 732 | We go to toddler time and my son and I head upstairs to see what books are available to buy. Unfortunately, we sometimes don't spend a lot of time there because last time it was just my son and I in the room and a guy came to the doorway and kinda just stared at us and it gave me a little anxiety (since we were alone and he was basically blocking the only exit. I wish the book room could be in a busier area (and there should be another exit if needed to get out). |
| 733 | Look for materials to check out on shelves and on library digital card catalog. Also use computers for personal business when I haven't owned a computer  |
| 734 | Use the computer to print and pick up my holds  |
| 735 | Look for books and my kids engage with some of the free computers   |
| 736 | look for any new books. Pick up a hold.   |
| 737 | Go to Storytime, play, do crafts, check out books.  |
| 738 | Pick up books and leave quickly   |
| 739 | Check out books and movies.   |
| 740 | Pick up previously ordered items  |
| 741 | Pick up or drop off books and movies.   |
| 742 | Browse books, CDs, and DVDs. I also love to bring my laptop there to work or use the free WiFi for personal projects. I love the library lol everyone working/volunteering there is so kind and wonderful!  |
| 743 | Use the copier and computers  |
| 744 | Browse and check out books.   |
| 745 | Check out books for myself & my 87 yr. old mom  |
| 746 | Check out books or dvds.  |
| 747 | Check out audio books and return them at the drive through  |
| 748 | Usually just pick up books I've reserved online.  |
| 749 | Pick up holds, browse books, sometimes meet people and chat.  |
| 750 | Check out books, occasionally read inside.  |
| 751 | I just grab my books I put on hold  |
| 752 | Study   |
| 753 | Look at books   |
| 754 | Look for and check out books.   |
| 755 | Check out books. Look through your extensive collection of DVDs & check them out. Use computers to access free census & related records through your Ancestry.com subscription  |
| 756 | Checkout/return books/books on tape   |
| 757 | Check out books and occasionally a movie.   |
| 758 | Pick up holds. Sometimes browse Lucky Day or go upstairs to find a specific item to checkout.   |
| 759 | I almost always visit with my kids. To be honest they mostly play with the toys that are there, and we make sure to check out a few kids books  |
| 760 | Location  |
| 761 | Look for print book titles for check out  |
| 762 | Browse books (non-fiction, biography.)  |
| 763 | Look for books  |
| 764 | Toddler time, crafts, watch my daughter play  |
| 765 | Check out books   |
| 766 | Go to the children's section.   |
| 767 | Check out books, print documents, browse music and movies   |
| 768 | Pick up books on hold. Return books.  |
| 769 | I get videos to watch and get tax forms during tax season.  |

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| 770 | Check out books, look up books, play, attend events, talk with librarians, manage various reading challenges.  |
| 771 | Borrow books   |
| 772 | Programs and kids area and reading   |
| 773 | browse books, try to sit and read, make photo copies   |
| 774 | Look at books  |
| 775 | Don't visit very often anymore. Most of the time I go to Stanley Lake.   |
| 776 | Generally check out the latest cookbooks   |
| 777 | Use the study rooms for grad school  |
| 778 | Kids area and hit the cute section on the main floor that has the newer crative & lifestyle books!   |
| 779 | Look for books, make copies, take my toddler to story time or play.  |
| 780 | Get books and DVDs that I have reserved  |
| 781 | Look for books, Check out books  |
| 782 | Check out latest films and books.  |
| 783 | Search for books.  |
| 784 | Take my grandchildren for reading and activities. Loved the butterfly and ballet.  |
| 785 | Browse books, particularly the children's section. I also enjoy pursuing the book shop.  |
| 786 | Pick up and pick out and check out books   |
| 787 | check out books; look through resources; study; enjoy a quiet place to read  |
| 788 | Local history research or recreation (magazines)   |
| 789 | About once a week  |
| 790 | Read magazines, browse adult shelves.  |
| 791 | Pick up books and / or audio visual items.   |
| 792 | Look for books to check out  |
| 793 | Pick up books and DVD that I've ordered online   |
| 794 | Play in the kids section; watch the book return  |
| 795 | Pick up books ordered online   |
| 796 | Browse new fiction, DVDs.  |
| 797 | Pick up reserved books and use rooms for remote work   |
| 798 | I've stopped going. With the express library, I no longer need to drive in the awful old town. The street closings are terrible. I no longer have to question if I'm safe driving through there, if the library is safe. The horrible place across the street became too much for me after seeing multiple interactions with homeless by our police officers, right in front of the library. Thank heavens the express library opened up. And I am so disappointed that good money is going to be spent on redesigning a place that was horrible to start. I vote for all library increases but not now. The drive up drop off in back is hard to get to so glad I can avoid it! |
| 799 | check out books  |
| 800 | Look around  |
| 801 | I check out books and browse the shelves.  |
| 802 | I don't visit anymore due to the homeless people but I use to go to the children's section and storytime.  |
| 803 | Borrow books, return books   |
| 804 | I research books.  |
| 805 | Browse books, use the meeting rooms with colleagues, or use the computers  |
| 806 | Computer and check out books. Sometimes read the magazines and newspapers  |
| 807 | I come with my 4 year old and we play with the train, kitchen. We color and play games on the computer.  |

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| 808 | Repair damaged items   |
| 809 | work or look for books   |
|     | Browse books & DVDs<br>Check out books & DVDs<br>Read with my daughter<br>Chat with librarians<br>Learn about community events |
| 810 | Work on the community puzzle (daughter permitting)   |
| 811 | Get books, kids activities   |
| 812 | Browse for books   |
| 813 | Pick up reserved books   |
| 814 | Print, then look what books are in the shelves maybe ask if there is a parks pass  |
| 815 | Check out books, research  |
| 816 | look for books   |
| 817 | Try to pick out books, mostly fiction and fantasy  |
| 818 | Check out books, browse the new books and movies   |
|     | Pick up reserved materials   |
| 819 | Attend seminars  |
| 820 | I come in with my young daughter to browse and to check out books, movies, and play always.                                    |
| 821 | Pick up books ordered online. Once browsed second floor shelves.   |
| 822 | pick up my books on hold, browse recommended shelves, cookbooks and craft books  |
|     | Visit the children's section, sometimes attend storytime. Occasionally go upstairs to look at other books but mostly           |
| 823 | stay on the 1st floor.   |
| 824 | Rent dvd's and use computer  |
| 825 | Pick up holds; browse for new books; return books  |
| 826 | My grandson and I go to the bug, ocean and dinosaur section. Occasionally we check out the toys                                |
| 827 | Browse, chat with friends, work on my computer, read, conduct zoom meetings in a study room                                    |
| 828 | Check out books and browse   |
| 829 | Browse books, checkout books. Work on my tablet in a quiet environment.  |
| 830 | I visit with my kids. Story time is important as well as the play stations and computers.                                      |
| 831 | Check out a library book   |
| 832 | Drop off books   |
|     |  |
| 833 | Visit lucky day and children section the most. Occasionally go upstairs for used books or to find specific adult books.        |
| 834 | Browse a lot.  |
| 835 | Go to the kids sections with my kids and check out books. When they were little did the toddler time                           |
| 836 | Check out books, pick up holds, let me kids play, use the study rooms, special events for kids                                 |
|     |  |
| 837 | I like to look up books and things of interest so I look them up on the computer to find their location in the library.        |
|     | Pick up books on hold, browse the mystery bags and featured books section, use the computers to access the                     |
| 838 | catalogue to look up book locations  |
| 839 | Check out books and CDs.   |
| 840 | Brief browsing of displays and checkout my holds   |
|     | Check the Lucky Day shelf, pick up books I ordered -- look for other books. I have also met librarians for "book a             |
| 841 | librarian" sessions -- computer tutoring!  |
| 842 | Explore new books and read snippets.   |
| 843 | Check out books. Mostly in the children's section but also adult fiction.  |



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| 844 | Avoid staying for long.   |
| 845 | Browse and checkout books for personal reading.   |
| 846 | Return books and check out books. Read community updates on boards  |
| 847 | Study, check out books/DVDs, and volunteer!   |
| 848 | Children's books and toys use the restroom, story time, check the lucky day shelf, use copy machine   |
| 849 | Check out and return books. I reserve them online.  |
| 850 | Pick up and return books  |
| 851 | We go see programs, get books, browse the stacks  |
| 852 | Check out books (utilize holds system), quiet study/read, go to library events, browse recommendations.   |
| 853 | Spend most of the time in the children's section, checking out books, playing with the toys and attending story time  |
| 854 | Pick-up and drop-off books  |
| 855 | Pick up books on hold and browse a bit.   |
| 856 | Use the bathroom, Hang out in the kids section with my kids, search for and check out books for me  |
| 857 | Check out books and sometimes movies.   |
| 858 | In the past I've studied there, so finding a quiet spot to work has always been top priority. I bring my youngest daughter there to find books in the kid section. In the last few years I've been getting kindle books from the library online.  |
| 859 | I usually pick up materials that I've put on hold or find while browsing. I occasionally use the study rooms and attend events or meetings in the meeting room.   |
| 860 | Story time, check out books, play   |
| 861 | Get kids books, play  |
| 862 | Visit the kids section and kids activities.   |
| 863 | I pick up books I have on hold. Sometimes I browse the DVDs quickly.  |
| 864 | Play in the children's section with my toddler (especially the train table) attend storytime, check out adult fiction and children's books.   |
| 865 | Browse media and check out books.   |
| 866 | I primarily use the online features of the library  |
| 867 | Read and play in the kids section   |
| 868 | Go to children's events, toddlers plays in the play area and we check out children's books.   |
| 869 | pick up books that I requested online   |
| 870 | Pick up or return a book. Attend the occasional special event.  |
| 871 | Check out books and dvds. Also put in requests for books to be put on hold for me.  |
| 872 | Search New Releases first; then I'll check my favorite topics-religion, DIY, cooking, art. Then CD's and books on CD. Then I'll sit for awhile maybe read or watch people. Then maybe get online before I go to lunch in Olde Towne! That was my routine pre-COVID. Now I go much less especially with Boundless around. I used to love going to the library. It was part of my weekly routine. |
| 873 | Check out books and movies  |
| 874 | Children's area, hold pickup, and browse adult fiction and self help sections.  |
| 875 | Check out magazines and books and pick up some of the free items  |
| 876 | Check children's books, adult new releases, pick up holds, print documents, use CD-reader, attend events with my kids, look for a quite and comfortable place to work. When my kids were little, I used the library a lot for baby time, events and play area and to meet other parents   |
| 877 | Visit the children's section, namely the board books section for my baby >1 year. We also attend baby classes, which we absolutely love!  |

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| 878 | Check out books  |
| 879 | Read. Occasionally will use the computers  |
| 880 | Check out books  |
| 881 | Pick up holds and fax  |
| 882 | Check out books, read, browse collection   |
| 883 | Check out books and movies   |
| 884 | Browse books and use the online catalogue to place holds for books not in stock.   |
| 885 | We go to the children's section to play and interact. My two boy love the story times and of course the amazing selection of books.  |
| 886 | Mostly come for my kids books but it would be nice to have like a hot or popular adult reading right on the ground floor so we can pick up a book as well while with our kids. We love the play area and the calm play time. More of that is great. We love book time and reading hours and wish there was just more of that just happening. It would be cool to have a community reading chair set up. When parents come they are going to read a book and why not allow other kids to circle up and listen as well. Also y'all should have a booth for the farmers market and have some top books and a mobile checkout and sign up station. |
| 887 | Look at books with my kids (6 + 8), pick up holds, return books, check out the lucky day section, and periodically talk to the librarians for recommendations.   |
| 888 | I am picking up / returning books. Or, I am there to print things  |
| 889 | Peruse the collection  |
| 890 | try to park  |
| 891 | Baby time  |
| 892 | Check out books  |
| 893 | Pick up books, read books at library   |
| 894 | Pick up books ordered online, or browse for books I'm interested in.   |
| 895 | Browse for books.  |
| 896 | A myriad of things, I have been a teen volunteer, and a patron. I use the computers and printers, I look for new books and visit with the staff.   |
| 897 | Pick up materials  |
| 898 | Pick of holds, browse books  |
| 899 | Borrow Books   |
| 900 | Put on headphones and work on my laptop in a comfortable chair without distractions and fast Internet. Occasionally check out a book.  |
| 901 | Explore olde town, browse for new reads, sit and enjoy the quiet   |
| 902 | Look at books, use the computer to print, use the copier to make copies, attend story time and Let's Dance with my grandson  |
| 903 | My daughter plays on the computer, we look for the hamster, read a few books, check out about 25 books at a time... I rely heavily on the shelf organized by subject, new releases, and staff picks on the top of the shelves.   |
| 904 | Check out books  |
| 905 | Check out books. Talk to the librarians.   |
| 906 | Use the space as a distraction-free work zone, use the internet  |
| 907 | Check out books  |
| 908 | I seldom go any more. Due to the meth and homeless problems there I very seldom go. I now get books online.  |
| 909 | check out books and study and work.  |
| 910 | Check out books  |

|     |   |
|-----|---|
| 911 | Check out books   |
|     | Story time for kids 3 and 1   |
| 912 | Books for kids and adults   |
|     | I go to the quiet reading areas to get work done/browse the internet or read a library book. I also browse the internet |
| 913 | to get tasks done since I am currently unemployed. I also have used the library to do research and classwork.           |
| 914 | Check out items (books mostly)  |
| 915 | Pick up books or dvds   |
| 916 | We spend time in the kids section, pick out some books and occasionally play.   |
| 917 | Check out movies and books. We also frequently visit the children's area.   |
| 918 | check-out books and movies, print/scan/copy documents, use conference rooms.  |
| 919 | Look for books, check in and out  |
| 920 | Check out books   |
| 921 | Read books, browse books, take shelter from outside   |
| 922 | Read and meet new people  |
| 923 | Story time  |
| 924 | Check out kids books, go to story times, use computers, but used books  |
| 925 | Check out books, play with the children's toys  |
| 926 | Browse the stacks, use the computers  |
| 927 | Toddler/baby time   |
| 928 | Pick out books to read as fast as possible.   |
| 929 | Check out books, visit the used book room and sometimes purchase books.   |
| 930 | I don't visit anymore since there is so many homeless people and drug use   |
|     | We visit the children's area. We have a 1 year old and a 4 year old that we sometimes bring to storytime on             |
| 931 | saturdays. We usually check out a few books, let them play for a bit and then go to a park or nearby for lunch.         |
| 932 | Story time kids area  |
|     |   |
| 933 | Find books to borrow and sit and read and sometimes bring my computer to use there for the quiet place.                 |
| 934 | Get books/other media   |
| 935 | Go to baby reading program and checkout books   |
| 936 | Browse and check out books.   |
|     |   |
| 937 | Pick up books - either by going to the Holds section or up to the Fiction section (or going online to download/read)    |
| 938 | peruse the books and movies to borrow   |
| 939 | check out or return materials   |
| 940 | Check out books and movies. Use the kids space.   |
| 941 | browse for and check out books  |
| 942 | Check out books   |
| 943 | Bring kids to play and read books   |
| 944 | Any week day  |
| 945 | Storytime, check out kids books, and cooking books  |
| 946 | Browse; check out & return books  |
| 947 | Pick up and drop off books  |
| 948 | I browse physical books and check them out. I also browse the movies you can rent.                                      |
| 949 | Pick up books on-hold and search for books in the kids department.  |
| 950 | Use the meeting room and pick up pre-ordered books and returns in the book drop.  |

|     |   |
|-----|---|
| 951 | Bring my daughter to the toy area to play and try and browse some books that I want to read - focusing on NYT best sellers  |
| 952 | Check out books   |
| 953 | Browse the aisles and check out books.  |
| 954 | Look for books to check out   |
| 955 | Check the for sale books  |
| 956 | Mostly just pick up books that I've requested on line. I hope to spend more time in the future browsing in person.  |
| 957 | I go to pick up my holds and browse to see what other materials are available. I also go to the occasional program that's held.   |
| 958 | Currently I check out books and book club kits, but in the past have brought my children and grandchildren for read-aloud times.  |
| 959 | I would like to check out books but find they're not available. The "no penalty" policy contributes to this, I'm afraid.  |
| 960 | Go to the kids section, story times, play in the kid area. Very rarely make it upstairs.  |
| 961 | Look for books, additional materials for my children and I. We have done the kid classes and kid programs.  |
| 962 | Let my daughter play with the toys, browse books, connect with other parents.   |
| 963 | Work on my laptop, utilize private meeting space (when available), browse stacks, pick up books on hold, ask librarians questions.  |
| 964 | April 2024.   |
| 965 | Hangout in the kid section, get children's books, use space upstairs to read when visiting by myself.   |
| 966 | I unfortunately don't—I find it an uncomfortable space to access, between the parking and homeless folks. We spend most of our time at the express or Stanley lake locations  |
| 967 | Telecommute, check out books  |
| 968 | Look at children's books, look at novels, spend time in the children's area   |
| 969 | Attend story times for my preschool aged kids.<br><br>Spend time in the kids area engaging with my children through table games and activities, coloring and reading and finding books.<br>Print documents.<br>Check out arts and crafts books, self help books and cookbooks for new recipes to try at home. |
| 970 | Checkout books. Browse around the library   |
| 971 | Check out book, movies and magazines.   |
| 972 | play in the kids area, participate in events and check out books.   |
| 973 | Pick up books which I have ordered, or look through the stacks, just in general.  |
| 974 | Pick up held books. I don't stay long because it is difficult to find a place where you can work without disturbing others. I would like the option to have a working room where it's safe to work from the library, take work calls in headphones and not feel like I'm disturbing others.                   |
| 975 | I look at the new releases, get magazines, newspapers, and library schedule of events. I use the library's computer to log into ancestry.co   |
| 976 | We go directly to the children's section to look for new books for our kids.  |
| 977 | Look for movies, use the computers, use the printers, use the study rooms   |
| 978 | Get movies  |
| 979 | do work or check out a book   |
| 980 | Check out books   |

|      |   |
|------|---|
| 981  | typically check out children's books  |
| 982  | Play in the children's area and on the children's computers   |
| 983  | Go to children's storytime and get books. Let me kids play in the library.  |
| 984  | Use the book drop   |
| 985  | Check out books and use the computers upstairs  |
| 986  | Go to the children's section.   |
| 987  | wander around and look at clearly identifiable areas of books (more like a bookstore where it's easy to see where your desired section is   |
| 988  | - have a well lit (natural light) place with cozy areas for me and my kids to wander around and fall in love with reading   |
| 989  | - a fireplace area would be amazing   |
| 990  | - clean / easily cleanable and comfy arm chairs for sitting and reading a while   |
| 991  | Visit the children's section, check out books, storytime  |
| 992  | Pick up online holds. Browse books.   |
| 993  | Play in the children's section, return books and pick up reserved books   |
| 994  | Check out books   |
| 995  | Browse books and pick up holds  |
| 996  | pick up online holds; play with my toddler age son; browse books for my son and myself to check out; attend storytime   |
| 997  | Check out books, children's storytime,  |
| 998  | Check out books   |
| 999  | we first look at the lucky days and see what's available. Then we go upstairs and go through all the books. Sometimes we stay downstairs at the big print   |
| 1000 | Borrow books and DVDs   |
| 1001 | Generally grab books that I've put on hold, take my daughter to story time, or let her play in the kids area.   |
| 1002 | Usually browse books, music, movies, audiobooks and/or pickup holds. Fill up water bottle, use the bathroom, sometimes work on the puzzle and/or read   |
| 1003 | I go to baby reading program and check out books  |
| 1004 | Borrow children's books, get work done  |
| 1005 | Browse for books and movies   |
| 1006 | Check out books or attend meetings  |
| 1007 | Pickup books or use it a a meeting location with bathrooms.   |
| 1008 | check out movies, magazines, and books  |
| 1009 | Work while my kids are at practice  |
| 1010 | browse and check out fiction  |
| 1011 | Check books out of the kids section, family time, play, and crafts.   |
| 1012 | I usually reserve books ahead of time and pick up from the designated shelves, or reserve a study room and work remotely for a few hours.   |
| 1013 | Attend story time, play in the children's area, check out books   |
| 1014 | I usually take my grandchildren there and go to the children's section.   |
| 1015 | Pickup a book on hold for me.   |
| 1016 | Browse adult non fiction (looking for craft books in the 746s), browse adult fictions (looking for scifi and fantasy spine stickers and little displays), use the 15min computer and print some stuff out, pick up and self-check out holds |
| 1017 | Use the computer as well as check out books   |
| 1018 | Usually in the winter after work before dark.   |

|      |  |
|------|--|
| 1019 | Check out books and leave  |
| 1020 | Check out books, Peruse book catalog, Engage in children's activities with my child, Seek out community events, Seek out english language learning support   |
| 1021 | I take out books/dvd's @ the drive-thru.   |
| 1022 | Kids play, storytime   |
| 1023 | Look for books   |
| 1024 | Check out books  |
| 1025 | Pick up reserved books and browse any that are on display  |
| 1026 | Check out books, attend story time with my child   |
| 1027 | Browse books<br>look at flyers for upcoming events<br>buy used books<br>rent DVD's   |
| 1028 | I bring my young daughter to play, pick out books, and read.   |
| 1029 | Print stuff or scan to thumb drive. Browse and check out books.  |
| 1030 | Go to the kids section!  |
| 1031 | Kids programs  |
| 1032 | Attend story times and check out books   |
| 1033 | Check out books  |
| 1034 | Check out books. Talk to librarians.   |
| 1035 | Pick up material   |
| 1036 | Look at and check out books  |
| 1037 | Typically rent movies and sometimes read.  |
| 1038 | We usually look at the new books and videos section, go upstairs to check out the magazines and the room with the books for sale. We also pick up books that we've ordered online.                       |
| 1039 | Art read work play   |
| 1040 | I check out books.   |
| 1041 | pick up books on hold  |
| 1042 | Check it out children's books with my toddlers   |
| 1043 | Pick up holds. Sometimes I browse the new title shelves, but I'm very much in and out.   |
| 1044 | Pick up books from the hold rack   |
| 1045 | Mostly toddler/kid activities  |
| 1046 | Pick up books  |
| 1047 | check out books and movies   |
| 1048 | I use the study rooms, browse books, and borrow books. I often sit at a table upstairs and do remote work for my job on my laptop.   |
| 1049 | Browse and check out books primarily   |
| 1050 | Summer Reading, volunteer, print, books, media, programs.  |
| 1051 | Check out books  |
| 1052 | Get books with my daughter and pickup my holds.  |
| 1053 | Pick up books. Haven't been in years - use the Express Library   |
| 1054 | Work, study, browse, check out books   |
| 1055 | Check out books, use study rooms, use tables in common area to work.   |
| 1056 | I check out books, I do a lot of printing and that IS ESSENTIAL AND A GREAT SERVICE I NEED AT THE LIBRARY. I always send my printing by my personal computer at home and then process it at the library. |
| 1057 | Bring my child to pick out books, play with the toys, and use the young kids computers   |

## **#2 What do you value?**

“Education, Inspiration, Knowledge, Entertainment, Sustainable; a local resource I can’t live without” is a good summary of majority of comments.

“Libraries are the soul of our community”

Overall sentiment is that the library is an asset to the community and a source of books, learning, and other resources.

Many more respondents cite that the library is safe, welcoming, cozy, etcetera than that it is unsafe.

Location is convenient, close to home, part of the fabric of downtown.

There is an undercurrent of ‘it would be [fill in the blank] except for the homeless.’

### **Raw data**

Numbers are not aggregates UNO

Tabbing denotes similarity in meaning, not words that are used together

Comment in [brackets] are representative quotes pulled from responses

|           |                                  |  |
|-----------|----------------------------------|--|
| Community | 295                              | [great community resource]                                 |
| Library   | 186                              |  |
| Arvada    | 73                               |  |
| Homeless  | 48                               |  |
| Parking   | 15                               |  |
| Unhoused  | 11                               |  |
| Friendly  | 63                               |  |
| Great     | 74                               | [great place to learn]                                     |
| Welcoming | 40                               | [a welcoming place]  |
| Welcome   | 6                                |  |
| Helpful   | 42                               | [helpful staff]  |
| Children  | 41                               | [A place for my children learn about the world of reading] |
| Reading   | 49                               | [A huge resource of reading material]                      |
| Read      | 96 (reading is a subset of read) |  |
| Book(s)   | 169                              | [books for free]   |

|                              |     |  |
|------------------------------|-----|--|
| Convenient                   | 75  |  |
| Resource(s)                  | 176 | [educational resources at no cost]                                   |
| Learning                     | 65  | [life long learning]   |
| Learn                        | 85  |  |
| Safe                         | 99  | (this is mostly positive but also used in the context of 'not safe') |
| Space                        | 79  | (this one is all over the place positive and negative)               |
| Education                    | 49  | [provides educational resources]                                     |
| Access                       | 99  | (this is mostly positive)  |
| Love                         | 91  | [I love libraries]   |
| Hub                          | 29  | [neighborhood hub] [community hub]                                   |
| Fun                          | 50  | [a fun, learning filled outing]                                      |
| Important<br>a free society] | 72  | [libraries in general are one of the most important aspects of       |
| Staff                        | 39  | [friendly and helpful]   |
| Place<br>free]               | 225 | [a place where I can find resources and entertainment for            |
| Free                         | 48  | [free books and community]   |



| # What do you value? |   |
|----------------------|---|
| 1                    | It's a community resource.  |
| 2                    | Easy to use and patron friendly library with resources responsive to our needs.   |
| 3                    | Local town library, but I use the Express Library more on 64th as parking is much easier & it's closer to my home.  |
| 4                    | It is part of childhood, family, learning to play with others and to share. It is a place where we are safe and where the staff is always walking around or available behind the desk to chat and answer questions, look up books, offer help, etc. We love this library and it is a weekly field trip. |
| 5                    | Lots of resources   |
| 6                    | community, knowledge, opportunity, growth, creativity, education  |
| 7                    | Yeah, learning  |
| 8                    | Welcoming, interactive, and quiet. Most importantly, a great location. I love that it's in the center of Olde Town, parking is easy (when we visit at least).   |
| 9                    | Great reading resource.   |
| 10                   | Bubbles!  |
| 11                   | It is a wonderful source to find educational resources at no cost.<br>I really thing we are lucky to have the Arvada Library available for our community.   |
| 12                   | Nostalgic. Let's keep it tht way!!  |
| 13                   | A community place that provides educational resources.  |
| 14                   | Community area for educational wellbeing. Educational resources.  |
| 15                   | I have found books that are not available to the Westminster library  |
| 16                   | very important to Arvada, especially the Olde Town area   |
| 17                   | Useful.   |
| 18                   | Part of my week. I use the materials all the time.  |
| 19                   | Knowledge   |
| 20                   | convenient and friendly   |
| 21                   | useful, grateful  |
| 22                   | good great friendly nice people   |
| 23                   | vital!  |
| 24                   | a nice quiet place  |
| 25                   | A nice center point for the City of Arvada!   |
| 26                   | Community, accessible, variety  |
| 27                   | serenity  |
| 28                   | My inbetween place for me and my children   |
| 29                   | It handy for me   |
| 30                   | Connection. It provides connection to other outlets in the community and world.   |
| 31                   | Lifesaver sometimes (bus passes)  |
| 32                   | Safe, comforting  |
| 33                   | The library is a place where the 'world of information" can be explored and the enjoyment of reading can be fulfilled   |
| 34                   | Internet, phone, bus pass   |
| 35                   | Accessible  |
| 36                   | Reliable, resourceful   |
| 37                   | Gives me hours of reading enjoyment for free!   |
| 38                   | Lifeline  |
| 39                   | Education, comfort.   |
| 40                   | Great, good, exe/cel  |

|    |   |
|----|---|
| 41 | Not only a place to cool down, but an awesome place to kill time.   |
| 42 | Refuge  |
| 43 | Accessible. I'm about 15 min to walk to.  |
| 44 | Cozy  |
| 45 | Peace, community, enlightenment   |
| 46 | Resource, entertainment   |
| 47 | Safe, calm, serenity  |
| 48 | Great community amenity   |
| 49 | convenient  |
| 50 | Important   |
| 51 | Important   |
| 52 | I love being able to check out books. However, I don't like the changes of not being able to trust the book to be wholesome but questioning. Why can't there be a label that says LGBTQ friendly?   |
| 53 | Arvada Library is an important resource for Olde Town and surrounding areas.  |
| 54 | Resource  |
| 55 | community   |
| 56 | Free Wi-Fi / tech support / computer trouble shooting / tax forms / information sources / neighborhood hub  |
| 57 | Restful about   |
| 58 | Cute little place   |
| 59 | Reading   |
| 60 | Good place.   |
| 61 | close books   |
| 62 | A great place to learn and explore  |
| 63 | A huge resource of reading material.  |
| 64 | Important   |
| 64 | Useful  |
| 65 | Its comforting and supportive   |
| 66 | Convenient, practical   |
| 67 | Available, somewhat convenient, mostly pleasant. Not as secure as I would like to see.  |
| 68 | To me, libraries in general are one of the most important aspects of a free society. Libraries hold information and resources for the community-at-large to access, allowing people chances to learn and grow, allowing children to read age-appropriate material without parents spending thousands to keep up with their shifting needs, allowing people without access to a computer or internet to engage with a world that feels like it almost entirely exists online. The Arvada library is in Olde Town, where all those needs frequently come together. It is the ideal type of 'third place'. |
| 69 | Solid   |
| 70 | Safe, kid-friendly, third-place   |
| 71 | Vital   |
| 72 | Important, helpful, impactful, accessible   |
| 73 | Invaluable, I do most of my reading through books borrowed from Jefferson County Library. Living on a fixed income does not allow funds to purchase books.  |
| 74 | Inconveniently inaccessible, due to lack of parking spaces  |
| 75 | Sad - I don't go anymore because of the issues with homeless  |

|     |   |
|-----|---|
| 76  | I love libraries and librarians. I feel this is useless because you already have your plans and know what you are going to do. It's simply a ploy to show you are getting community input and want to serve the community. Sorry but I have lost all trust in government; local, state, and federal! Prove me wrong!        |
| 77  | Nice place to go for a break and spend some time reading interesting random stuff, pick our and return books.   |
| 78  | Convenient  |
| 79  | Welcoming and inviting, comfortable, relaxed, engaging  |
| 80  | Community and kid friendly!   |
| 81  | I appreciate the digital library services. I especially appreciate the audio books and movies.  |
| 82  | Crucial for growing at all ages   |
| 83  | Great resource  |
| 84  | A great resource and free space   |
| 85  | Important way to obtain information especially through the network of libraries that I can use to place a hold.   |
| 86  | Community, happy, fun.  |
| 87  | Community   |
| 88  | Consistency, comfortable  |
| 89  | Easy and convenient. Staff are always nice and helpful.   |
| 90  | The place where we go to gain knowledge and learn about the topics that are interesting to us.  |
| 91  | Awesome!  |
| 92  | Hub of the community  |
| 93  | Community resource  |
| 94  | quite awhile ago i decided to go to the stanley lake library after encountering the people on the street and the uncomfortable atmosphere in inside. Parking is such a hassle in arvada also. I never liked the elevator and it seemed like a video store after awhile.<br>the employees were very nice and I missed them . |
| 95  | Convenience, helpful.   |
| 96  | Friendly, helpful,  |
| 97  | Community, a place to be, home  |
| 98  | Convenience, relaxation, peaceful enjoyment.  |
| 99  | The current layout of the children's section is cramped and the lighting is harsh and lacks natural light.  |
| 100 | Office away from home   |
| 101 | openness. diversity. resourcefulness  |
| 102 | Special   |
| 103 | An asset to olde town Arvada, but getting tough to park.  |
| 104 | nearby, convenient.   |
| 105 | An invaluable resource. The primary assistant to the search for understanding of any person, subject, theme or era.   |
| 106 | A place for community in downtown.  |
| 107 | Community, learning, resources  |
| 108 | Wonderful place to spend some time  |
| 109 | Great people.   |
| 110 | Access to books for free, Access to movies and shows for free, Fun with the kids  |
| 111 | Community, kid-friendly, organized, accessibl   |
| 112 | It is nice slice of Arvada.   |

|     |  |
|-----|--|
| 113 | community, friendship, resource  |
| 114 | Special—it's a warm and welcoming place and I love being there.  |
| 115 | I use the online services almost daily.  |
| 116 | Convenient.  |
| 117 | cultural resource when not a public safety risk  |
| 118 | The opportunity to read free books.  |
| 119 | Great use of tax payer dollars!!!  |
| 120 | convenience, great location, community asset   |
| 121 | Welcoming, community   |
| 122 | Convenient   |
| 123 | It's a nice place to come visit with my kids when we are downtown.   |
| 124 | The library is a safe place for my students to feel welcome, use resources and find some quiet.  |
| 125 | I use it daily by reading the books I check out.   |
| 126 | They are Awesome and help me so much it is safe for me.  |
| 127 | Community resource hub, a linchpin for olde town   |
| 128 | Important  |
| 129 | Cute. Special. Close.  |
| 130 | Respectful welcoming, quiet place to enjoy   |
| 131 | A nostalgic look into the past. The library is so limited in content and resources. Great for very young kids and people with very limited resources. Often surrounded by encamped unhoused people.                                  |
| 132 | a welcome public space for all ages  |
| 133 | Relaxing calm space  |
| 134 | Valuable resource, fun   |
| 135 | Important, special   |
| 136 | respite, sanctuary, 'what would you like to know?'   |
| 137 | Knowledge  |
| 138 | It's a place I know I can go if I need access to wifi during the day while working from home. I love that the library is a welcoming place. I don't have to spend money to hang out there.   |
| 139 | It is quiet and the staff are very friendly and helpful.   |
| 140 | Walkable neighborhood library  |
| 141 | A great resource for a lot of things that are important to me. We travel for our business so I don't always have a quiet place to meet with people. The study rooms are great for this.  |
| 142 | Education, Inspiration, Knowledge, Entertainment, Sustainable; a local resource I can't live without   |
| 143 | Free education and recreation  |
| 144 | Convenience. It's the only branch I know of that has a drive through drop box, and it's about a mile from my office. BUT we did just get a hold slocker and drop box about a half mile from my house. I just can't drive through it. |
| 145 | Center of information for our town   |
| 146 | Scary  |
| 147 | Infinite information for free  |
| 148 | Excellent resource and incredibly helpful staff  |
| 149 | Safe, welcoming  |
| 150 | Home, love   |
| 151 | A good source of information, knowledgeable, and helpful staff.  |
| 152 | Educational  |
| 153 | Sad that it's been denigrated by the homeless.   |

|     |   |
|-----|---|
| 154 | Means a lot to me   |
| 155 | I am on disability and read a lot of books. I am 59 and have always had a book with me since I could read. This would not be possible without your library. It's freedom of the mind to wonder. Plus your programs are awesome - libraries are community centers these days. I can't imagine life without your library. |
| 156 | Important convenient community resource   |
| 157 | Important resource  |
| 158 | Free, public, community, storytime, knowledge, information, research.   |
| 159 | Convenient, welcoming   |
| 160 | Very important to have routine access 7 days a week so I can pick things up around my variable schedule that doesn't have a lot of free time. Holds/pickups are very useful to me in that regard.   |
| 161 | Sense of community, safe place for kids to explore, educational   |
| 162 | It's a resourceful and reliable source.   |
| 163 | I've always found the Arvada library to be stark. There is a lot of space on the shelves which is sort of depressing when you're in a library.  |
| 164 | Comfortable, quiet, relaxation place  |
| 165 | A way to feed my reading habit  |
| 166 | essential to the quality of my life   |
| 167 | Memories, childhood, learning   |
| 168 | A resource, to save money on buying books   |
| 169 | Friendly employees, lots of homeless people hanging out   |
| 170 | It's pleasant but feels bland. I come in infrequently if I'm renting videos   |
| 171 | Hard to use   |
| 172 | Accessible and casual place to spend quality time with young ones.  |
| 173 | An excellent source for reading material  |
| 174 | freedom to travel anywhere in my mind!  |
| 175 | On a 1-10 scale of importance, the library gets a 7, behind air to breath, food to eat and wife to love .   |
| 176 | books, accessible   |
| 177 | Entertainment, quiet/focus  |
| 178 | Vital   |
| 179 | Practica  |
| 180 | The positives are: community, fun, education<br>The negatives: unease (the people on the street outside) few facilities ( needs better bathroom access)   |
| 181 | Very very helpful all in all  |
| 182 | Safe spaces.  |
| 183 | welcoming, friendly, pleasant   |
| 184 | A place to take my grandsons to   |
| 185 | Happy place   |
| 186 | fun destination   |
| 187 | Arvada library is a great facility, providing easy access to all the books in the Prospector system, with a helpful staff that provided needed assistance when asked.   |
| 188 | Community, affordability, access for all and inclusive  |
| 189 | I visit at least once a week.   |
| 190 | Welcoming, Safe, Inspiring  |
| 191 | Convenient and helpful  |
| 192 | Learning and community  |

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| 193 | A peaceful place to be and a learning environment. I can find what I'm looking for online but I can browse and find what I didn't know I needed to know                   |
| 194 | To me the library means a place of safety, community, and calm.   |
| 195 | I have been going to to the library in Arvada for 55 years. I means a lot to me to go into the library and find something good to read.                                   |
| 196 | Community   |
| 197 | Access  |
| 198 | It would be nice to have a place we could go to more. A word would be nervous. Although the librarians are very helpful and nice. It's a tough situation.                 |
| 199 | Its a nice place to pop in and I don't have to spend money. Everyone is welcome, and I appreciate that.   |
| 200 | Learning, growth, development. Community  |
| 201 | It's friendly   |
| 202 | Resource for learning   |
| 203 | Very important to have a library in Olde Town Arvad.  |
| 204 | It used to mean a lot, but stopped using it because of location in Olde Town.   |
| 205 | A base for my children to grow up in.<br>An important building to learn to read and be creative.<br>To me it is a place to relax and have space to myself to study.       |
| 206 | A fun place   |
| 207 | Community, reading  |
| 208 | My home town library where I used to go for story time and movies (the old location)  |
| 209 | It use to be one of my favorite places when it was in it's original location. Not liked since it moved to Olde Town. Disasterville.                                       |
| 210 | Nostalgic, comforting. I have been going since I was a child.   |
| 211 | Light, bright, colorful, engaging, wrlcoming  |
| 212 | It holds my life together, brings me joy and peace  |
| 213 | community hub   |
| 214 | It's an integral resource for myself, my daughter, the community.   |
| 215 | Convenience   |
| 216 | Small, quint, quiet space to read or do errands. I love that it's so convenient to the transit system and local shops. The staff is so personable and helpful. Inclusive. |
| 217 | Supercalifragilisticexpialidocious  |
| 218 | Love the proximity to where I live.   |
| 219 | The library is a peaceful place that I can go relax and browse  |
| 220 | It is a window to the world. A place that brings peace and comfort. A respite from the violence and hatred and other negative realities of our universe.                  |
| 221 | Convenient access to info on variety of subjects.<br>BUT unpleasant obstacle course navigating homeless encampments   |
| 222 | Engaging, welcome   |
| 223 | AN IMPORTANT SOURCE OF READING MATERYA  |
| 224 | Cornerstone of the community  |
| 225 | Excellent, marred only by number of homeless people hanging around  |
| 226 | Fun, learning, family time  |
| 227 | important and useful  |
| 228 | access to literature  |
| 229 | Effective means to access print media   |

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| 230 | It's a place where I can find resources and entertainment for free  |
| 231 | It is such a special place. Libraries are such a haven. It's one of the only places you can go that is free and open to all. And librarians are so special. They are always accommodating and have tons of resources.   |
| 232 | Modern, cold, hard. I loved the old library but the new location isn't warm and welcoming   |
| 233 | Community, great resources  |
| 234 | It is a quiet space that is open to the public and space where people can exist without the need to pay for something. It is a way to find creative outlets, a means for escape, and a place of belonging. It is also a way to find community. I love libraries, they have always been a place of comfort for me and I share this with the people that work with. |
| 235 | A place to get books  |
| 236 | Choices.  |
| 237 | Libraries are pillars of the community. A safe place for everyone to learn.   |
| 238 | Free resource to checkout books   |
| 239 | appreciate that our taxes offer an incredible service   |
| 240 | I use the library as a mobile office. The ability to have equipment and a wealth of information readily available for use when needed provides such flexibility and freedom.  |
| 241 | Accessible, resource  |
| 242 | Valued partner.   |
| 243 | Friendly community space  |
| 244 | Sanctuary, retreat, fun and welcoming staff, community connection and engagement.   |
| 245 | Resource  |
| 246 | A resource & a space for community  |
| 247 | Well I go to the Arvada- Stanley Lake library as the olde town Arvada library is a little scary   |
| 248 | Excitement to read  |
| 249 | Incredible resource   |
| 250 | Peaceful, communal, safe space  |
| 251 | Awesomeness   |
| 252 | Convenient, community-hub, resources  |
| 253 | community, safe space, learning   |
| 254 | Friendly staff, welcoming, convenient   |
| 255 | A great place to take my family when we are looking for an affordable activity with some fun stimulation for the kids.  |
| 256 | Small town library and homeless meeting place   |
| 257 | Explore the world through books   |
| 258 | Convenient access to books and movies.  |
| 259 | great, convenient, nice, clean  |
| 260 | Comfortable   |
| 261 | Central, hub, heart of Olde Town. Community asset.  |
| 262 | Libraries are the soul of our community   |
| 263 | love to be able to find so many different books   |
| 264 | Important   |
| 265 | Generally enjoy the audio app.  |
| 266 | Community, Knowledge, Power, Entertainment, Care  |
| 267 | homeless hangout  |
| 268 | Community, resources, reading, storytime, books   |
| 269 | A place for quiet   |

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| 270 | community  |
| 271 | Important  |
| 272 | Fun, learning  |
| 273 | Growth   |
| 274 | Community resource, public good.   |
| 275 | The value of a library cannot be lost for our children and grandchildren   |
| 276 | Inclusive<br>Safe<br>Clean   |
| 277 | Homeless people, good location   |
| 278 | Peaceful<br>Story time   |
| 279 | Resource, scary, unsafe  |
| 280 | Resource, scary, unsafe  |
| 281 | Community anchor.  |
| 282 | Sad. Run over by brunks  |
| 283 | It educated me once, but since the drunks and addicts are allowed to pee in the corners, I have quit going   |
| 284 | Libraries are important resources that provide access to educational and economic resources.   |
| 285 | Staff in wonderful   |
| 286 | I love books but - I haven't bought a book for myself since I retired in 2003. I want my library to thrive.  |
| 287 | A welcome place to visit, rest and see what is available.  |
| 288 | Uninviting   |
| 289 | i wish it could mean community, but i mostly use olde town out of convenience because it is walkable to me. standley lake is my preferred library and that feels like relaxation, welcoming librarians, clean and cozy spaces, oasis of an outside (totally not possible in the urban setting of olde town, but really i'm brief in olde town and upwards of 3 hours in standley lake) |
| 290 | Place for learning   |
| 291 | Dangerous.   |
| 292 | Close and convenient   |
| 293 | Th   |
| 294 | Old Town Arvada lsndmark.  |
| 295 | Learning, fosters a love of reading and imagination  |
| 296 | It's a pleasure to peruse new authors at my leisure and get books I might never have known were available.   |
| 297 | Fulfilling   |
| 298 | knowledge, community, access, fun, learning, resource, vital   |
| 299 | Valuable community resource  |
| 300 | It is community, education, and knowledge.   |
| 301 | It currently does not hold good meaning for me. It is a place I avoid. It's a A place for children to go rent books and have story time, but I dont know of any other services provided.   |
| 302 | Knowledge, community, access, fun  |
| 303 | Arvada library is a second to my children. We live 0.6 mile away. Tuesday at Library is our routine.   |
| 304 | useful, helpful, community, friends, entertainment, learning.  |
| 305 | Homeless hangout   |
| 306 | Very valuable! Refreshing books to read to my daughter weekly and getting into early reading books for her to begin reading herself is something we look forward to here.  |



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| 307 | A place of community and knowledge.   |
| 308 | a lot, because it is so close to home. Quiet, clean, helpful clerks.  |
| 309 | vital, community pillar, indispensable  |
| 310 | A resource which provides a wonderful learning experience for young children.   |
| 311 | A world into new cultures, stories, education on a vast unlimited world.  |
| 312 | A portal to different worlds. Trying new things and reading new items. A place to visit when we have downtime or when there is a fun event going on. My kids only motivation to read over the summer. |
| 313 | Opportunity for knowledge, entertainment, assistance  |
| 314 | EVERYTHING  |
| 315 | Having free access to books and other materials.  |
| 316 | Great place for entertainment and information.  |
| 317 | Great local old town spot, good for kids, has become a little unsavory with the homeless population and bathroom issues   |
| 318 | Community   |
| 319 | Peaceful, community space, family oriented  |
| 320 | Invaluable resources over multiple platforms  |
| 321 | Community meeting place, a key part of Olde Town Arvada, essential, inviting  |
| 322 | A haven for homeless and addicted peoples   |
| 323 | Uncomfortable   |
| 324 | A fun local resource  |
| 325 | Place to take the kids for a fun, learning filled outing.   |
| 326 | great resource  |
| 327 | It's a home town library with access to computers, research and community space. It's honey and welcoming to all.   |
| 328 | Vital, fun  |
| 329 | Great, fun place to bike to, where we can rent books.   |
| 330 | A place to kill time.   |
| 331 | It is an open and friendly space, that invites me to rest   |
| 332 | It's like a staple almost landmark community location.  |
| 333 | Bookstore   |
| 334 | Nothing anymore.  |
| 335 | Safe, calm, quiet   |
| 336 | important resource  |
| 337 | useless   |
| 338 | Friendly, comfortable, great resource especially when the weather is bad for outside  |
| 339 | Local, community  |
| 340 | I love the library!   |
| 341 | Library   |
| 342 | Welcoming   |
| 343 | Drug dealing, homelessness, alcohol   |
| 344 | Resource, community, consistent   |
| 345 | knowledge, peace  |
| 346 | Community   |
| 347 | It is a lovely heart of the city  |
| 348 | Community, learning, fun, friendly  |
| 349 | Homeless canp   |
| 350 | Close to home, community  |

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| 351 | Rundown, tired, nice story room  |
| 352 | Friendly but overrun   |
| 353 | Books  |
| 354 | Knowledge, adventure, escape   |
| 355 | Not much as it is.   |
| 356 | Local, close, Central, important, valued.  |
| 357 | Convenient   |
| 358 | Convenient   |
| 359 | Cold, uncomfortable.   |
| 360 | Convenient, modern,  |
| 361 | Resource   |
| 362 | An educational opportunity.  |
| 363 | Very important to my young children's development  |
| 364 | It's essential for our community. Especially for young families and teens.   |
| 365 | Books freedom little zany  |
| 366 | Fun  |
| 367 | Engagement for kids. I'd love to get my 10 year old son more interested in the library. Something not too babyish, something fun and appealing to big boys!              |
| 368 | Convenient, friendly, resource.  |
| 369 | Community hub, resource access, key part of Olde Town  |
| 370 | foundation of a community  |
| 371 | Book borrowing adventures  |
| 372 | connection, community, resources, education, knowledge   |
| 373 | Disappointment   |
| 374 | Important  |
| 375 | Resource   |
| 376 | Cozy.  |
| 377 | It's unbelievably sad to see the library not as a safe and quiet place to learn.   |
| 378 | Valuable community asset   |
| 379 | Close and good programs  |
| 380 | Love the collection and staff, not so much the dirty furniture   |
| 381 | Comfortable  |
| 382 | Unsafe, unfriendly & poor parking. I prefer the Standley Lake, Belmar or Columbine libraries.  |
| 383 | Original and welcomeing  |
| 384 | Fun, interesting, safe place, comfortable, inclusive, caring   |
| 385 | Homeless people, uninviting, scary   |
| 386 | Dangerous<br>Inconvenient access   |
| 387 | Low cost way for copies for documents for food stamps etc  |
| 388 | Information resource center. Peaceful environment.   |
| 389 | Access to entertainment and information  |
| 390 | I always wanted to live close for my children to be able to go to the library by themselves to select books to take home and to participate to special reading programs. |
| 391 | Wide ranging   |
| 392 | Special, welcoming, and friendly   |
| 393 | Community, helpful, convenient.  |
| 394 | It's the only one on or near a light rail stop.  |

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| 395 | A safe space to stay and get out of the house. We loved have our developmentally-delayed child have a safe space to stand and play at tables when they couldn't walk yet. I would love an even more inclusive space with more areas for play.   |
| 396 | convenient  |
| 397 | Valuable  |
| 398 | Feels Urban with the stacked floor design versus other jeffco libraries.<br>I don't feel like the books are in a position to meander to find new books to read. I tend to go to a specific book I am looking for and then turn and walk out. Other Jeffco libraries I look around and find 2 to 3 more books I got intrigued about and added to my checkout pile. |
| 399 | A missed opportunity (to be warmer and more inviting!. :)   |
| 400 | The library is a resource for tools I don't have access to at home. Research, printing, books for tasks and relaxation. It's a place for me to instill respect for the written word to the next generation of my family at least 😊 beyond electronics despite the availability of ebooks and audio books, as valuable as they can be.                             |
| 401 | Safe space for substance use and/abuse. Unsafe.   |
| 402 | Respite, resources, community   |
| 403 | Resources (books, dvds, and online)   |
| 404 | Free resource, safe space, place to connect with community  |
| 405 | It's my central hub. I check out anywhere from 1-5 books every week or so depending on my schedule. So when I'm in Olde Town I'm at the library to (at the least) return a book.  |
| 406 | community resource/knowledge center - like the most helpful employee at a hardware store but for lots more topics   |
| 407 | It's always been a great place to get free reading etc. materials   |
| 408 | A library is a magical place that has the books, etc that can take you to other places. It is an important key to every community.  |
| 409 | I used to love it! It was home away from home.  |
| 410 | It is my cozy haven and gateway to any other world. It is a community hub that brings knowledge and joy to everyone.  |
| 411 | Homeless, dirty   |
| 412 | Quantity, quality, speedy   |
| 413 | Community, socialization for my tot, learning   |
| 414 | Essential to the quality of my life in Arvada   |
| 415 | Knowledge and entertainment   |
| 416 | A main part of the community  |
| 417 | Resources   |
| 418 | Familiar, helpful, place of learning  |
| 419 | TEST  |
| 420 | Second-choice, waning, unsafe   |
| 421 | TEST  |
| 422 | Community, education,   |
| 423 | awesome place   |
| 424 | asdfasdf  |
| 425 | I love the atmosphere   |
| 426 | Community-centered, resource hub  |
| 427 | It should be an easy and safe place for people to go to engage in activities and learning   |
| 428 | To be honest, I don't use this library for my reading materials especially since the meth contamination. I don't want to bring that into my house.  |

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| 429 | It's a cool library  |
| 430 | Comfort, a place to be and feel apart of something   |
| 431 | When my kids were little we loved story time and spending hours looking for books or using the kids computers for games.   |
| 432 | Community, an affordable way to access books and resources.  |
| 433 | Community. Learning and growing for my kids.   |
| 434 | Kid friendly, fun, safe  |
| 435 | Knowledge sharing and community  |
| 436 | A nice amenity   |
| 437 | Essential, enriching, educational  |
| 438 | Valued Community Resource  |
| 439 | a stable resource  |
| 440 | Enriching, welcoming, thoughtful, generous   |
| 441 | Freedom  |
| 442 | Important resource   |
| 443 | It's an extension of our living room, but with more socialization opportunities.   |
| 444 | Scary  |
| 445 | Productive, lively, community  |
| 446 | Disappointment.  |
| 447 | Irreplaceable. Necessary. a second home  |
| 448 | Very important. It is convenient and there are always people in the library. It gives a community feel to Olde Town. The staff are always helpful and friendly.  |
| 449 | Express Arvada West is the BEST!<br>We seldom come here anymore.   |
| 450 | Express Arvada West is the BEST!<br>We seldom come here anymore.   |
| 451 | History, tradition, learning. Again, this is what it USED to mean. We don't feel safe going there anymore because our last few experiences were unsettling, and unpleasant due to the homelss population in the area (and many in the library itself). |
| 452 | Education and access! One of the last "free" spaces we have in community, providing inclusive education, diverse perspectives, and access to stories from around the world.  |
| 453 | Open, inviting, and relaxing atmosphere.   |
| 454 | Community, partnership, art  |
| 455 | I love everything about it   |
| 456 | Third home   |
| 457 | Abundance  |
| 458 | Community  |
| 459 | Convenient   |
| 460 | great  |
| 461 | Essential, inviting, kind  |
| 462 | love getting my books here. I don't have an interest in buying books that i will only read once, so love that i can check them out at the library.   |
| 463 | Unique   |
| 464 | Wonderful community resource with great books and events for me and young child  |
| 465 | A pleasent experiance.   |
| 466 | Inconvenient   |

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| 467 | Full of people who are homeless, not of library patrons   |
| 468 | Failing the community it claims to serve  |
| 469 | Essential   |
| 470 | Unfortunately, unsafe.  |
|     | Previously: research resources for my classes, clean, community environment, fun for my kids.   |
| 471 | Now: scary, risky, a sad testament to the wrong direction Arvada is heading.  |
| 472 | Community, sense of belonging, fantastic resource, and refuge.  |
| 473 | Valuable community resource   |
| 474 | A source for media ,research, and information.  |
| 475 | Happy place   |
| 476 | Wasted money, unsafe. I loved the old one. This one quickly became overrun with homeless, drugs, and unruly teens. It is a place to avoid.  |
| 477 | It's means a lot for the community to have a place to find books and other things.  |
| 478 | A good community resource   |
| 479 | I actually prefer Stanley Lake Library. The unhoused population outside of the library and in the library makes it feel very unsafe. I appreciated the addition of the officer near the children's section. Once I was visiting the library and a woman was out front, clearly upset, wailing and moaning. I went to the librarian and asked if we should call the police and she said unfortunately she is like that all day. That is no way for someone to live in distress like that. It is also unfair for staff. I know the problem with the unhoused is complicated but it is really taking away from everyone's quality of life. The library and surrounding area very unsafe. |
| 480 | Education, exposure, learning   |
| 481 | Nostalgia, my safe place, and my future, in my pursuit to be a lifelong learner.  |
| 482 | To expand and engage my children's interest in knowledge  |
| 483 | Community connection, resource  |
| 484 | Comfort<br>Learning<br>Creativity<br>Wonder<br>Experience   |
| 485 | A place for my children to learn and explore  |
| 486 | Comfortable, safe, cool   |
| 487 | It SHOULD be a safe place to go to, but it constantly has safety issues. please put the adults downstairs   |
| 488 | Enlightening. It's my window to the world.  |
| 489 | Close, in Olde Town, modern, clean, accessible, surrounded by bums  |
| 490 | Very important. Town square of Arvada   |
| 491 | Connection to entertainment   |
| 492 | Free access to books and education for the community.   |
| 493 | It's a great support place for all peoples in Colorado! Thank you.  |
| 494 | Community. Knowledge for the people.  |
| 495 | Convenient<br>Resources   |
| 496 | Shithole  |
| 497 | Concern about unhoused people using the library as a shelter. Concern over drug use. Concern for safety.  |

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| 498 | Sunny place in winter  |
| 499 | Available  |
| 500 | My 2nd home  |
| 501 | Potential  |
| 502 | A place you can use the restroom when at the farmers market and such...  |
| 503 | It's a place to teach my daughter the value of a library, how to appreciate books and is a place that I feel safe letting myself and my daughter explore. It also feels like a place that allows me to find a book that will be the source of creativity, wonder or learning for me. |
| 504 | Parking.   |
| 505 | Invaluable service   |
| 506 | convenient   |
| 507 | Heart of our community, inviting, the kindest librarians!, great place to take my kids, affordable, interesting, educational. Honestly love the place!   |
| 508 | Invaluable   |
| 509 | Comfort, light, a quiet place to be.   |
| 510 | Very important   |
| 511 | It should be a safe clean place to work or study   |
| 512 | community, learning, informative   |
| 513 | Calm, bright, respite, community   |
| 514 | Avoid the park   |
| 515 | use it rarely. much prefer Standley Lake   |
| 516 | Good community resource. It's one of the first places I took my daughter to hang out so that she and I could both indulge our love of reading.   |
| 517 | It use to mean joy, freedom, and community. It now feels like a safe haven for drug addicts and the homeless.  |
| 518 | A close library  |
| 519 | Having the ability to have the resources offered by the library is very important to me and my husband.  |
| 520 | personal, wonderful, lots of options, easy to use  |
| 521 | A friendly place with caring professionals that allows me to access media I would not otherwise be able to enjoy. It is a place for information, books, DVDs, CDs, audiobooks, and access to other libraries through Prospector and inter-loan options.                              |
| 522 | Grateful   |
| 523 | Having a library in Arvada is a community asset, although that location is not the right place in my opinion.  |
| 524 | Libraries are essential in a democracy, allowing anyone to access reading material of all kinds. I also think that the Arvada Library providing assistance to homeless and disenfranchised people.   |
| 525 | Community, wholesome   |
| 526 | I would like it to be a community hub  |
| 527 | convenient, resource, important, critical  |
| 528 | Safe place for my kids to explore. Resource for enthusiastic readers. Reason to come to Olde Town.   |
| 529 | It is a place for me to play, learn and grow when needing a space away from home. The ability to have books, movies, space available to be without having to buy them all!   |
| 530 | Access to information  |
| 531 | local, community, resources, learning, activities  |
| 532 | A bit of a scary place with the homeless everywhere.   |
| 533 | very important to our family   |

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| 534 | Useful  |
| 535 | Important, convenient   |
| 536 | I believe libraries are one of the greatest institutions of this country.<br>I do not believe it should be a haven for destitute and homeless. There are other places for that behavior. Also I do not feel that our libraries should cater to non-english speaking citizens. |
| 537 | convenient; friendly staff  |
| 538 | Convenient  |
| 539 | Safe place. Full of friendly people.  |
| 540 | Gateway to reading  |
| 541 | Community Hub   |
| 542 | safe space; community hub   |
| 543 | Homeless outreach and shelter   |
| 544 | Community-centric, important, joyful  |
| 545 | Staple  |
| 546 | Great community place to find book and take classes.  |
| 547 | An important resource for the learning and development of my child.   |
| 548 | Helpful, available, and fun   |
| 549 | Community, engagement, friendly, helpful  |
| 550 | I love the library. Have been a member for ever...even before its move to old Arvada. It plays a big part in my life.   |
| 551 | A good resource for different things  |
| 552 | Convenient  |
| 553 | Invaluable; light; community center; Arvada's intellectual life; true community; connection between city and suburb   |
| 554 | It's in a nice location, offers good resources, and has books I want to read.   |
| 555 | discovery. connection to community. access to resource.   |
| 556 | Essential, appreciated,   |
| 557 | Community engagement, resources, kind, colorful, bright   |
| 558 | Convenient  |
| 559 | Equitable resources for our community   |
| 560 | community, information, possibilities   |
| 561 | Kid adventure trip<br>Learning<br>Selection   |
| 562 | Learning, Knowledge, Curiosity, Reading, Appreciative!  |
| 563 | Valuable resource   |
| 564 | Relaxing, refreshing, educational, free   |
| 565 | Books, resources, cozy  |
| 566 | Essential   |
| 567 | I have used the Arvada Library for years as it is a place for me to get books that I want to read and movies and music I want to see/listen to. I raised both my kids to use their local library resources and they are going to their local libraries with their kids.       |
| 568 | Noisy. Too much talking. No quiet space, children and teen noise everywhere all the time. No quiet place to work.   |
| 569 | A community resource for those who pay taxes  |
| 570 | Access  |
| 571 | Saving money, resource, knowledge   |

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| 572 | convenience  |
| 573 | Safety compromised   |
| 574 | Inconsistent hours, closed for too long for meth cleanup , good for obtaining online audiobooks, resource  |
| 575 | Convenient   |
| 576 | Community, gathering   |
| 577 | Community, valuable, resource  |
| 578 | A source of information and a community hub.   |
| 579 | Hope. It would be nice to figure out how to coexist with unhoused persons, while maintaining a welcoming feeling to families. But it doesn't feel very secure as is. |
| 580 | it's a comforting, stable place  |
| 581 | Easy access to materials - I live less than 2 miles away.  |
| 582 | Community, learning, experiential, fun   |
| 583 | Community resource, a calm place to find more things to read   |
| 584 | Local, inclusive, caring   |
| 585 | convenient   |
| 586 | I would use the following terms to describe what the Arvada Library means to me: community; safety; freedom; support; care; opportunity; education/learning.         |
| 587 | Access to information  |
| 588 | Helpful  |
| 589 | Our #1 destination in Olde Town. Beloved kids destination. Where I pick up the Arvada newspaper.   |
| 590 | Community  |
| 591 | Community spot, lots of learning, a true gem   |
| 592 | Resource, convenient, local.   |
| 593 | Free. Inspiring. Encouraging.  |
| 594 | Essential<br>Access to books and resources I wouldn't have otherwise   |
| 595 | Great source of books  |
| 596 | Resource, Consistent, community  |
| 597 | It's a cute place but you have to watch out for homeless people. Can't use the bathrooms at this location :(   |
| 598 | Literacy center and family hub.  |
| 599 | Critical community asset   |
| 600 | I relaxing place   |
| 601 | Convenient location<br>Provides a nice quiet area to sit and read  |
| 602 | Fun  |
| 603 | convenient parking (usually), close to other things I need to do   |
| 604 | really important local resource and centerpiece of olde town   |
| 605 | Critical, Community, Welcoming   |
| 606 | A place for my children learn about the world of reading.  |
| 607 | Community  |
| 608 | I love having it so close as a hub for the community. It means being able to learn without barriers and that is something I'm very grateful for.                     |
| 609 | Books  |
| 610 | It's a calming space   |
| 611 | learning, play   |



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| 612 | Indispensable   |
| 613 | Convenient, open, helpful   |
| 614 | Convenience   |
| 615 | - convenient, community-centered<br>- friendly  |
| 616 | It's a source of information that educates everyone and inspires literacy in children and is a community hub.   |
| 617 | Cheerful and informative  |
| 618 | A place where kids can be kids  |
| 619 | I feel lucky to have a great library reserve in our community.  |
| 620 | It is close and convenient  |
| 621 | Connection, resources, information  |
| 622 | Libraries are basically the only third space left in our society where it is free to exist. The Arvada library provides so many incredible services to the community, and I'm so grateful for having such a robust library system where I live. |
| 623 | Community center (but lately, less safe than in the past. The homeless folks that are on the property can sometimes make me not want to bring my younger kids...since I don't see any kind of security keeping an eye on the situation.)        |
| 624 | vital resource  |
| 625 | Important   |
| 626 | Second or third choice, after Standley Lake and Wheat Ridge.  |
| 627 | Important part of my daily life.  |
| 628 | Old, Static- the window display to the outside area is sometimes so outdated or empty that it feels rundown.  |
| 629 | A place to bring my kids to read and play   |
| 630 | A community resource that supports my interests in an efficient and friendly way.   |
| 631 | Safe Space  |
| 632 | Very important resource for books, literature, other media.   |
| 633 | Home, discovery, community aid, fun   |
| 634 | Opportunity, imagination, education   |
| 635 | Convenience   |
| 636 | The library is a great place to explore books with my kids. It helps them discover new topics and areas of interest and get excited about reading and learning.   |
| 637 | Freedom   |
| 638 | It's an   |
| 639 | It feels like community to me, and I love the natural light   |
| 640 | Right now a homeless villa  |
| 641 | Very important! Still has BOOKS! Has helpful workers, free parking, areas to sit and read or work   |
| 642 | Community space   |
| 643 | A safe place to bring my children to learn and explore  |
| 644 | It is a central hub in our community for classes, materials, etc.   |
| 645 | A place of resource and knowledge   |
| 646 | educating the public  |
| 647 | A special place in the community where I can connect with moms and my kids see their friends  |
| 648 | It's a rare place to go besides my house where I'm not expected to buy anything. It's a place for many people in the community to get assistance or have a place to relax.  |
| 649 | Access  |

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| 650 | Very friendly staff, community   |
| 651 | Dirty  |
| 652 | accessible, comfortable  |
| 653 | Community hub  |
| 654 | A friendly location with resources, inspiration, and a comfortable environment to work or study in.  |
| 655 | Lacking in available, non-digital, fiction books   |
| 656 | I stopped going there due to so many homeless  |
| 657 | A place for community, reading, and exploring ideas through finding new literature.  |
| 658 | Comfort and enjoyment  |
| 659 | It's welcoming, warm, quiet, reflective, fun, a haven. I love that anyone can come there and pursue knowledge or get help with projects, relaxation, using computers, or learning--or just have a safe space to be.  |
| 660 | community  |
| 661 | Community  |
| 662 | A supportive space for community enrichment and access to knowledge and resources to empower community members   |
| 663 | A family friendly space to bring my kids   |
| 664 | Resource, clean, space, safe   |
| 665 | Everything! I love the Arvada Library! I have brought my son here since he was very young. We did the 1000 books before Kinder program, I place holds here regularly, and when I was looking for a job, I would come here and rent a room to work.   |
| 666 | A great place to meet friends, get work done, or relax.  |
| 667 | A community shared center that is an inclusive and safe place for everyone who visits it.  |
| 668 | Great knowledgeable staff ready to help with any questions   |
| 669 | Cozy, clean.   |
| 670 | Calm, learning, enjoyment  |
| 671 | Value added, great resource  |
| 672 | Comforting   |
| 673 | Inspiring, cheerful, bright spot   |
| 674 | Great resource, frequently visited, fun for the kids   |
| 675 | Convenient, money saving, great resources, helpful staff   |
| 676 | A very good source of good readings and good films to watch in order to reflect on the importance of life.   |
| 677 | Valuable; resources; convening area; workspace   |
| 678 | A weekly staple  |
| 679 | a wholesome, formative experience for my kids to know what it means to go to a community place, be respectful and respected, and obtain new information  |
| 680 | A communal space to come and enjoy being in Arvada without the pressure to spend money.  |
| 681 | Safe, community, sharing resources and knowledge   |
| 682 | Love it. Community space. Support from staff.  |
| 683 | Exploration  |
| 684 | A place to get books and for my kids to play and discover good books   |
| 685 | We live right next to the library and we love the library so much but we have stopped going because we witness violence on multiple occasions outside the library from the unhoused population. It breaks my heart and I have compassion for this issue but I couldn't risk having my kids witness that so we have been going to different libraries. I want to feel safe when I come to my library. |
| 686 | it's a great resource  |

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| 687 | Access   |
| 688 | Best part of Olde Town, solace, community  |
| 689 | Community haven, curiosity, free   |
| 690 | Fun, engaging, opportunities, free   |
| 691 | Unlimited access to so many great books!   |
| 692 | books  |
| 693 | Convenient   |
| 694 | essential resource!  |
| 695 | Possibilities  |
| 696 | Great place to study and use resources.  |
| 697 | Great place to hang out a read relax or study/do research/watch movies   |
| 698 | I enjoy going there. More so recently since there has been a reduction in "street people" homeless presence.   |
| 699 | family area  |
| 700 | Access for all   |
| 701 | Valuable resource, friendly, helpful staff,  |
| 702 | Community  |
| 703 | Small  |
| 704 | Comfort, learning, fun   |
| 705 | It's my local library  |
| 706 | Community, affordable entertainment, books books books   |
| 707 | resource, important, necessary, valuable   |
| 708 | Community, convenience, safety   |
| 709 | Important, local, great resources  |
| 710 | Community. Valuing education. Old school commitment to learning.   |
| 711 | Resources  |
| 712 | Fun place to visit   |
| 713 | Inclusive and warm staff   |
| 714 | Convenience, well stocked with books and DVDs, accessibility to the Jeffco library system.   |
| 715 | airy inviting  |
| 716 | valuable resource  |
| 717 | It's somewhere I can take my son during the day (if the weather isn't ideal for outdoor play) where he can play with some interesting stuff and we can sometimes catch story time.   |
| 718 | As a long time Arvada resident who raised children here, the library means a lot as it was a place my children looked forward to going to. I have found many meaningful books that have helped my personal growth. And when I was unable to afford a computer, I did my job search and application with library computers. I love the library as a place of opportunity. |
| 719 | Closeness nearby convenient clean  |
| 720 | Open, welcoming, warm, friendly  |
| 721 | No parking!  |
| 722 | Community, friends, fun, education   |
| 723 | Too many homeless people with meth issues  |
| 724 | It's a convenient place to access learning materials to enrich my life.  |
| 725 | Close to home<br>Friendly  |
| 726 | Congested parking and homeless people  |
| 727 | Welcoming, community-oriented, wonderful, awesome, amazing, fantastic  |

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| 728 | Helpful  |
| 729 | Affordable and convenient. Good source of knowledge and entertainment.   |
| 730 | Important, therapeutic, relaxing, entertainment, stimulating   |
| 731 | Resource, community, education   |
| 732 | Friendly, Convenient, Knowledgeable Staff  |
| 733 | Community center and involvement. Great resources. Learning for all ages.  |
| 734 | Serving the community, giving, helpful, great natural light, spacious, organized. A dependable place to get literature.  |
| 735 | It's one of the few edifying public spaces we have left!   |
| 736 | Effortless way to get new and best selling books   |
| 737 | Convenient   |
| 738 | A lot except now a place for homeless to hang out.   |
| 739 | All libraries are important to me as I don't buy books and I am an avid reader.  |
| 740 | Convenient. Extensive DVD collection. Limited book collection.   |
| 741 | Local, educational, homeless daycamp   |
| 742 | Neighborhood resource center. Access to knowledge. All librarians everywhere are the best.   |
| 743 | It's the top reason I moved into Old Town in 2007, to be walking distance to the library. It is my main source of entertainment, books, dvds, ebooks and audiobooks. |
| 744 | Special, comfortable, community, education, literacy, liberalism   |
| 745 | Resources, warm staff  |
| 746 | Exterior that doesn't match the architecture of Olde Town. Staff has always been friendly and helpful which is a decided positive.                                   |
| 747 | A Plus On top of the world.  |
| 748 | Love the audio books and ebooks!   |
| 749 | Fun, laughter  |
| 750 | Resource Center  |
| 751 | Open, modern, bright.  |
| 752 | A lovely resource to support community vitality  |
| 753 | Great resource. Valuable community service.  |
| 754 | Important resources when needed.   |
| 755 | Community, safe, reliable, predictable.  |
| 756 | Handy  |
| 757 | Fundamental!   |
| 758 | it's bright, it's in the middle of town, it's bustling   |
| 759 | community, engagement, knowledge, education, life long learning, wisdom, welcoming   |
| 760 | It used to be a pleasure to go to the library when it was at it's old location. Moving the location changed everything.  |
| 761 | Good downtown access library.  |
| 762 | Convenient, community  |
| 763 | Community and learning   |
| 764 | Community, knowledge, potential  |
| 765 | Good service from the librarians   |
| 766 | Before it was overrun by homeless people, it meant a place that brought me back to great childhood memories. Now, it means almost nothing to me                      |
| 767 | Valuable resource  |
| 768 | Freedom  |
| 769 | Important, easy access.  |

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| 770 | Convenient, easy, welcoming.   |
| 771 | Convenient   |
| 772 | A great great deal! It is a critical part of Olde Arvada. The upscale nature of Olde Arvada would greatly be diminished without this library   |
| 773 | Community research for information gathering.  |
| 774 | I LOVE IT  |
| 775 | A good place to hang out when I've time on my hands.   |
| 776 | It is a close source of information for Arvada residents and a valuable addition to our community for all ages.  |
| 777 | Friendly and helpful staff, clean, open, nice natural lighting, sketchy location, not safe, not my first option for a library visit  |
| 778 | Resource, gem, lovely staff, useful  |
| 779 | Fun  |
| 780 | Nice but not a must have since I use ebooks  |
| 781 | Greatest public service that exists  |
| 782 | Great spot in a convenient location for many types of services   |
| 783 | A way to get books but I can now get them online and never have to go back.  |
| 784 | I like the location. I wish it felt different. I know that the area has a transient population.  |
| 785 | To find information  |
| 786 | Important, access, community   |
| 787 | A place for public education.  |
| 788 | A central location for many different services — more than just a library for books.   |
| 789 | I have visited the Arvada library once. It is a beautiful building as it is. I do not agree with major disruption, disassembly and remodeling just because we can, or that it is 20 years old. Is it necessary for public safety? It seems to be accessible for anyone, with a plenty of windows and a modern lift and computers, and an excellent selection of books and other media. |
| 790 | Comfortable, reliable, safe  |
| 791 | I have lived here all my life and it means HOME.   |
| 792 | A staple. A place of empowerment. Inclusive, equitable. And fun.   |
| 793 | Reading to my hearts content   |
| 794 | convenience and cozy   |
| 795 | Community hub<br>Well-resourced<br>Comfortable<br>Bright<br><br>A place with answers. If the library doesn't have the object or information I'm looking for, they'll often be able to help me find it.   |
| 796 | Resource   |
| 797 | Knowledge  |
| 798 | Community, Education   |
| 799 | Glad there is a free place in olde town, everything else is pressuring me to buy from them.  |
| 800 | Community, learning  |
| 801 | comfort  |
| 802 | It's the closest library to my house, and my least favorite Jeffco library   |
| 803 | steady, calm, accessible, not competitive  |

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| 804 | Convenient<br>variety of materials<br>efficient   |
| 805 | It used to be a safe place to hang out when my older kids were young, about 15 years ago. Now we don't use the bathroom in the hall. We are grossed out by the sidewalk in front of the library and quit going to story hour 5 years ago because I didn't want to carry my toddler through a cloud of weed smoke. |
| 806 | Access to information.  |
| 807 | convenient  |
| 808 | Important part of life  |
| 809 | Friendly staff .hires friendly, computer knowledgeable, resume specialty, phone chargers, quiet and safe place for students and adults to concentrate   |
| 810 | Joy, convenient, knowledge, resource  |
| 811 | Inclusive, friendly   |
| 812 | It is a meetup and hangout spot for myself with friends, and my teenage daughter with friends.  |
| 813 | Adventure, it's the place I've brought my kids, memories  |
| 814 | Community Access  |
| 815 | I want it to be safe but it isn't always  |
| 816 | A lovely bright space with friendly staff to check out books.   |
| 817 | Homeless shelter  |
| 818 | Community hub and resource  |
| 819 | Access to a free library should be number 11 in the Bill of Rights.   |
| 820 | Resourceful, friendly, happy, educational   |
| 821 | Home! I've been a patron for 10 years. My kids have gone to story times since babies. I am also a teacher at a nearby school and I partner up with the librarians.  |
| 822 | A welcoming, quiet, interesting place to go to find information and learn about any subject.  |
| 823 | Comforting, bright  |
| 824 | I love all the resources!   |
| 825 | Convenient!   |
| 826 | A friendly, relaxing place.   |
| 827 | Handy.  |
| 828 | Important community resource  |
| 829 | 14 years ago, it was a haven for my newborn and I. Now, I'd say it's depressing. It's not inspiring, it's not inviting.   |
| 830 | Close by, community benefit, civic building   |
| 831 | Knowledge   |
| 832 | Community, haven  |
| 833 | Vibrant safe community space  |
| 834 | Community resource ... democratic ... provides opportunity  |
| 835 | Transactional (though I'd like it to be more)   |
| 836 | Calm and peaceful   |
| 837 | It's a community hub, a source of information and entertainment and connection, a place to experience curiosity and culture in my own hometown.   |
| 838 | Entertainment   |
| 839 | Community. Access. Knowledge. Convenience. Cultural value.  |
| 840 | I adore the library. It is the city resouce I use the most.   |
| 841 | happy place   |

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| 842 | They are the heartbeat of the community.  |
| 843 | Beacon of books, friendly, inviting, comfortable, hub,  |
| 844 | very important, feels like home, fantawstic community resource  |
| 845 | Community, learning   |
| 846 | A place for kids and learning   |
| 847 | Reliable, consistent  |
| 848 | I love libraries. They save me so much money since I can read without buying books.   |
| 849 | Educational, social, community  |
| 850 | Grateful to have a library close to home.   |
| 851 | All libraries are a treasure to their communities   |
| 852 | Comfort, learning environment   |
| 853 | Convenient, accessible and affordable children's entertainment  |
| 854 | important, helpful  |
| 855 | Heartbeat of Olde Town. Pleasing.   |
| 856 | It means I can read the books I would like, anytime I like.   |
| 857 | *See above. It was/is a haven   |
| 858 | Resource, enriching, inviting, entertaining   |
| 859 | Resource to explore new authors   |
| 860 | A good use of tax dollars. so many possibilities...   |
| 861 | Community, education, access to resources   |
| 862 | Community, learning, and haven  |
| 863 | Close to home   |
| 864 | Very important to the community   |
| 865 | Homeless  |
| 866 | Community, books and classes  |
| 867 | Accessible,   |
| 868 | A place for entertainment   |
| 869 | A quiet place to collect my thoughts and explore books  |
| 870 | Home. Sanctuary.  |
| 871 | Routine (in a good way), feel good, cool oasis, or warm oasis in the winter time. Community, engaging, generous with kids, uplifting, the librarians are all fantastic and super helpful and kind.                |
| 872 | Educational, somewhat convenient.   |
| 873 | The Arvada Library is a local community space that I feel grateful to have. The Arvada Library is close to my home and is a space that provides resources. Mostly, it is the sole reason I don't own a printer :) |
| 874 | Accessible, friendly  |
| 875 | important   |
| 876 | Community   |
| 877 | Reading. Books  |
| 878 | Information, community space  |
| 879 | Community   |
| 880 | Resources, community,   |
| 881 | Welcoming, a friendly face, new adventures, community   |
| 882 | Very important resource   |
| 883 | Books, selection, community, something for everyone   |
| 884 | Books   |

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| 885 | Quiet<br>Focused<br>Comfortable<br>Calming  |
| 886 | Community, free education   |
| 887 | The Arvada Library is a precious resource that helps me in so many aspects of my life.  |
| 888 | Inviting community resource.  |
| 889 | Local community   |
| 890 | Community. Inclusivity. Access.   |
| 891 | (important for the) community   |
| 892 | Accessible and great!   |
| 893 | I wish I loved it like before.  |
| 894 | source of information, calm environment, community resource   |
| 895 | A great source for reading and learning more  |
| 896 | Community   |
| 897 | Community value education   |
| 898 | The last refuge that does not require payment for me to spend quiet time there. A lovely peaceful environment that is welcoming to all.   |
| 899 | Repository of knowledge   |
| 900 | Convenient  |
| 901 | Part of the community.  |
| 902 | A library is an important part of my life and my children's lives. Being that we are residents of Arvada. The Arvada library is a huge part of our lives. It's somewhere we get together as a family and where we meet friends. |
| 903 | a community hub   |
| 904 | It's full of friendly and competent staff, it's the staff that makes a library great  |
| 905 | Town center   |
| 906 | A safe and welcoming place  |
| 907 | Everything.   |
| 908 | Community, activities, social network, reading and learning   |
| 909 | Community, learning, and friendly staff.  |
| 910 | inexpensively facilitates my son's budding reading hobby!   |
| 911 | Indispensable   |
| 912 | Accessible, friendly, family, learning  |
| 913 | years ago, a safe place to bring kids to pick out books to read, now a place I DO NOT Bring children to.  |
| 914 | An important resource.  |
| 915 | Scary, dirty, unfortunate   |
| 916 | Access, literacy, community, anchor   |
| 917 | Fun, community, learning  |
| 918 | I love libraries....they are such a gift!   |
| 919 | Love, democracy, community  |
| 920 | Great literacy program for young children   |
| 921 | As a part of my routine and something I look forward to each week.  |
| 922 | My lifeline to a key relaxation outlet for me   |
| 923 | it's a welcoming library and a quiet space to study and read - it's a "third space" for the community along with all of olde town   |



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| 924 | it is a space for me to access literature and media, while providing a central space for all of our community to share that same access.  |
| 925 | The library is a place of knowledge, imagination and inspiration, a place of peace and comfort.   |
| 926 | a place to find books with new information, whether they are fiction or nonfiction.   |
| 927 | Simply more access to books   |
| 928 | Important   |
| 929 | A great place to check out books and print something if needed.   |
| 930 | Community, families, children, literacy   |
| 931 | Vital community resource  |
| 932 | The place that allowed me to fall in love with reading.   |
| 933 | Community center, fun, peaceful, a wonderful place to pass time especially in Olde Town Arvada 😊 I cherish the library and like visiting it.  |
| 934 | Convenient, Efficient   |
| 935 | Central, a place to gather, community in Olde Town  |
| 936 | It is a place that my daughter loves to go. Every time we are in Olde Town we go to the library.  |
| 937 | Calm, interesting, artistic   |
| 938 | Community resource and third space  |
| 939 | Great tesource  |
| 940 | Community center. Education. Accessibility.   |
| 941 | Vital source of information and recreational reading.   |
| 942 | Important, impactful, convenient, safe, comfortable   |
| 943 | I have been going to the Arvada Library for over 40 years. It is a community treasure, a place to take children to get them started reading and loving books. The librarians are helpful with both library and community resources.   |
| 944 | Access  |
| 945 | Resource. Community space. Place to run I to friends. Weekly routine. Joyful place to go as a family.   |
| 946 | Necessary, essential, engaging  |
| 947 | Community, safe space, fun.   |
| 948 | Community resource, hub   |
| 949 | Special place to think and learn.   |
| 950 | Fun friendly welcoming  |
| 951 | Drop in friendly, community events, central   |
| 952 | It's not the closest library to me, so it's not the one I go to most. I go to the Arvada Library when I'm having an outing to Olde Towne. It's one of the stops I like to make, like Penzey's or Scrumptious, just to browse. Sometimes if I'm remote working from Dolce Vita in the morning, I'll go to the library in the afternoon to keep working and browse books on my break. |
| 953 | An important part of the community  |
| 954 | Safe place<br>Sanctuary<br>Comfort<br>Access<br>Knowledge   |
| 955 | Peaceful haven  |
| 956 | A great resource for information without the cost of private ownership.   |
| 957 | it makes me happy   |
| 958 | It's critical. I am retired, an avid reader and I'm a little concerned that the library is going to be closed for 6 months.   |

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| 959 | I would love to bring my kid there more often but we typically go to Standley Lake despite Arvada being closer because the Arvada library does not seem safe for children due to the homeless population that hangs out there.   |
| 960 | Convenient   |
| 961 | The library is an incredible resource for young families.  |
| 962 | Community center   |
| 963 | Library  |
| 964 | education, learning, shared space  |
| 965 | Freedom  |
| 966 | a place my child can go and check out any books she likes, a place where I am able to download books easily to read on my kindle app.  |
| 967 | A chance for my child to engage with other kids, for me to be able to have a break while he plays, and to get lots of great books for all our reading at home  |
| 968 | Community. Enriching. Friendly.  |
| 969 | I would love to use this library more often because it is in such close proximity to my house. I want to feel safer about coming here with my kids. I love the drive up book drop feature for returning books when I am in a hurry.  |
| 970 | It used to be a place I would frequent with my children, nostalgia.. now there's more transient folks than anything.   |
| 971 | It's a place I can bring my children to play and read books without spending money—priceless!  |
| 972 | Almost helpful— I'd love to take my kids there more to play and fall in love with books, but the computers in the kid area instead have made it a struggle. I'm constantly having to say no to the begging to get on the computer or put time limits on it. We have to opt for bookstore where there aren't screens to distract. |
| 973 | It's like Christmas every time I pick-up something! I love the library!  |
| 974 | It means: ( the worst ever planning. )<br>it is in a terrible location. It makes me sick to think of it.   |
| 975 | It is a pivotal moment of our community and even though my family has only been in Arvada for a short time it is still very special and important to us as a family.   |
| 976 | Close by, love visiting!   |
| 977 | Learning resource, pleasure, relax   |
| 978 | It's my second choice library when my first choice isn't available to visit, or if I'm already in Olde Town with my kids.  |
| 979 | Community  |
| 980 | A lifesaver! I don't have to spend a fortune to purchase books or read magazines etc.  |
| 981 | community, knowledge, fun  |
| 982 | A place to connect with other moms in the community and to help my kids foster a love of reading   |
| 983 | Convenience  |
| 984 | Ease of getting to the library. Able to return our books easily as well so the Drive   |
| 985 | The Library remains the best place to learn and entertain yourself without a subscription fee.   |
| 986 | Community, and a place that my kid loves :)  |
| 987 | Safe space, community resource, 3rd place, books   |
| 988 | Great literacy programs for little ones.   |
| 989 | Convenient location, terrible parking  |
| 990 | Convenience and accessibility.   |
| 991 | Convenient but not safe because of the increasing homeless population. Concerned about the library handing out supplies to homeless.   |

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| 992  | A special place filled with amazing librarians, books and other resources. It's the community center of Olde town Arvada. |
| 993  | necessary!  |
| 994  | Convenient  |
| 995  | community hub, safe place for children to learn and play  |
| 996  | A fun and safe place to learn and explore, with some of the best and kindest librarian's around!                          |
| 997  | It's a comfortable place to get out of the house without having to spend a lot/any money.                                 |
| 998  | Special oasis for children  |
| 999  | Confusing children's section, teens in a whole other place, hard to find a parking place.                                 |
| 1000 | Ease of use, in and out.  |
| 1001 | Neighborhood idea place! Important community space and service!   |
| 1002 | Necessary. Enjoyable.   |
| 1003 | I like the accessibility. Good parking and nice drop off box in back.   |
| 1004 | Books   |
| 1005 | Common Space, Safe Space, Place of learning and community engagement, Personal enrichment                                 |
| 1006 | Enjoyment & knowledge.  |
| 1007 | Connection to the city I live in, community, support  |
| 1008 | Books   |
| 1009 | Open, bright, welcoming, fun  |
| 1010 | Community, Gathering Center, Public   |
| 1011 | Community and home. Have gone to the Arvada Public Library since I was a kid and it was in its old location.              |
| 1012 | I love it!  |
| 1013 | It's special for her education and fun!   |
| 1014 | Resource. Community.  |
| 1015 | Community since it is in the heart of old town  |
| 1016 | Joy, enrichment   |
| 1017 | It's more than the building and the books. The library staff make it feel like my "home library."                         |
| 1018 | Knowledge   |
| 1019 | Access. Community. Safe space. Inclusive.   |
| 1020 | Nice people working there but I don't feel safe because of all the homeless people in and outside the library             |
| 1021 | Easy, convenient  |
| 1022 | homeless people.  |
| 1023 | Friendly, easily accessible   |
| 1024 | Connection  |
| 1025 | educational, free, quality  |
| 1026 | close, but no longer safe   |
| 1027 | Learning and memories made  |
| 1028 | Servicing, Holds, Centrally Located for me.   |
| 1029 | Accessibility   |
| 1030 | Safe, cozy, friendly, educational   |
| 1031 | Vital   |
| 1032 | friendly, open  |
| 1033 | Community, accessible, free, important  |
| 1034 | Needed, Community Resource, Welcoming   |
| 1035 | The opportunity to connect with community.  |

|      |   |
|------|---|
| 1036 | Peaceful  |
| 1037 | I love it!!!  |
|      | Scary - too many sketchy people around                  |
| 1038 | Terrible parking  |
| 1039 | Community, public knowledge                             |
| 1040 | Remote workspace  |
| 1041 | service and availability of books and printing services |
| 1042 | Family time   |

### **#3 How should the library feel?**

The word safe is used by 503 responses – it is far and away the most common answer – they want the library to feel safe, be safe.

If you filter out safe, next comes clean, welcoming, and community centered.

Some representative responses are:

- Is user-friendly, easy to navigate, easy to use, and aesthetically pleasing even in the online environment.
- Is inviting, clean, sense of community and is friendly
- Feels like home - full of light and comfortable spaces. Quiet and communal spaces.
- I can find what I need in regard to books, technology, be able to get research in a fast timely manner
- Is a place my kids are excited to visit and fosters a love of reading, learning, and exploration.
- A place that values and serves it's community
- PLEASE put the kids upstairs and the adults downstairs (this is part of a comment focused on safety)
- is centered on kids! It already is but please keep that at the heart of it. We love the toys and space for a kid to just be a kid!
- I can relax and dive into all the knowledge available
- Encourages imagination, cultivates the desire to learn, and strives to reach everyone.

The desire is for a safe, clean, happy place to come where books, children's spaces/activities, study areas, etcetera are available to the community. They want what they said they do in question 1 to be easier, safer, and more welcoming.

The presence of unhouse and drug related issues is skewing the results of this question

Raw data

Numbers are not aggregates UNO

Tabbing denotes similarity in meaning, not words that are used together

|           |     |
|-----------|-----|
| Safe      | 503 |
| Community | 127 |
| Books     | 109 |

|                  |   |
|------------------|---|
| Welcoming        | 138   |
| Inviting         | 23  |
| Homeless         | 79  |
| People accepting | 102 (heavily overlaps homeless but also used in the context of accepting) |
| Quiet            | 61  |
| Calm             | 28  |
| Clean            | 151   |
| Easy             | 40  |
| Comfortable      | 91  |
| Accessible       | 16 (most refer to physical accessibility)                                 |
| Learning         | 55  |
| Children         | 63  |
| Kids             | 53  |
| Family           | 30  |
| Value            | 42 (used both with respect to the value of place and in valuing people)   |

A couple want coffee on site

| # How should it feel? |   |
|-----------------------|---|
| 1                     | people can spend time comfortably without spending money.   |
| 2                     | Is user-friendly, easy to navigate, easy to use, and aesthetically pleasing even in the online environment.   |
| 3                     | is safe, with a knowledgeable staff & where patrons are respectful!   |
| 4                     | Is excited that we are there, is excited to see us and share book ideas, read stories to us, and wave goodbye saying they will see us next time~  |
| 5                     | transports the visitor to a different world. One full of new ideas, epic stories, classical influences, and fresh coffee.   |
| 6                     | Is safe   |
| 7                     | my son truly looks forward in visiting (which he does) and we can easily find what we need ( this happens when we ask for help). All of the staff is wonderful and extremely helpful.   |
| 8                     | Is inviting, clean, sense of community and is friendly  |
| 9                     | Values reading, welcomes everyone, is clean   |
| 10                    | I feel peace and find people willing to help me find great educational books and venues, where I can learn, too.  |
| 11                    | Is a part of history. Keep it that way!!<br>I realize everyone wants newer and better. I don't think everything needs to be new and better. Keeping the library simple and user-friendly. I, for one, don't want all this modern technology nor need it!! |
| 12                    | Allows me to achieve academic excellence.   |
| 13                    | wants me to achieve academic excellence.  |
| 14                    | I have chosen to be.  |
| 15                    | feels like a library with shelves of items to peruse.   |
| 16                    | Is pleasant and I feel will satisfy my reading needs  |
| 17                    | Has the materials I would like. Latest books and DVDs   |
| 18                    | Is a safe place to gather with the community to share knowledge in the form of books and other resources.   |
| 19                    | is safe.  |
| 20                    | Is interested in helping the needy.   |
| 21                    | is quiet and comfortable  |
| 22                    | welcomes me   |
| 23                    | comfortable   |
| 24                    | is safe and nice  |
| 25                    | Cares   |
| 26                    | Right now...will allow anyone to visit and allow anything to happen (drug addicts shooting up, sleeping, being disruptive, etc.)  |
| 27                    | feel safe   |
| 28                    | Use too be peaceful reasonable and educational  |
| 29                    | will be very helpful and up to date   |
| 30                    | Empowers growth   |
| 31                    | Comfortable   |
| 32                    | Will allow me to be free to do what I need to do, within parameters of library rules  |
| 33                    | Feels peaceful, safe. accessible ( including digital material   |
| 34                    | Safe, comfortable   |
| 35                    | Clean, safe, light, and comfortable with places to relax  |
| 36                    | Welcomes EVERYBODY, NOT discriminative towards certain individuals or groups.   |

|    |  |
|----|--|
| 37 | Has types of books that I read   |
| 38 | Accepts and understands the differences of others.   |
| 39 | Very safe and very clean.  |
| 40 | Safe Place   |
| 41 | Is safe and not too crowded.   |
| 42 | Is welcoming   |
| 43 | Is SAFE, comfortable, people are knowledgeable.  |
| 44 | Matters to the community.  |
| 45 | brings me peace and provides me with a chance to connect with my community   |
| 46 | is convenient and safe.  |
| 47 | is beautiful, rich in content and relationship   |
| 48 | Supports the community   |
| 49 | serves being a library   |
| 50 | Supports the community, is a good place to be.   |
| 51 | Is relaxing and feels safe   |
| 52 | I am safe, (without so many homeless people taking away my attention) And I know what I'm getting when I'm checking out materials.   |
| 53 | is safe and welcoming.   |
| 54 | Isn't over run with homeless people  |
| 55 | is welcoming and safe  |
| 56 | I can explore. but also need to worry about parking  |
| 57 | Is safe  |
| 58 | is safe from street people {Homeless}. where I don't have to worry about my life is going to be taken. It's clean and calm to be at. Is not becoming like other Libraries were kids run and rule the place and the parent's don't correct there children for bad and incorrect behavior.   |
| 59 | cares about books and customer service   |
| 60 | Has climbing structure for toddlers & still relaxing vibe, statues/artwork would help the vibe be calm and relaxing.   |
| 61 | Is a cozy place to read. Is welcoming. Has community in mind always  |
| 62 | where I can read uninterrupted.  |
| 63 | is not across the street from homeless   |
| 64 | Is safe, engaging, and provides support  |
| 65 | Is safe inside and outside. A place with fun activities for children.  |
| 66 | Will feed me knowledge   |
| 67 | Is safe, peaceful, and helpful.  |
| 68 | Is comfortable, safe, and welcoming.   |
| 69 | Gives unfettered access to the world of knowledge.   |
| 70 | reflects its community. Some areas are lively (like a story time for children, or a game night for adults), some are calm (like a place to read or work silently), multiple cultures are visible. I would hope that the library prioritizes feeling comfortable for those who utilize it the most, and ensures it feels inviting for everyone else. I hope the library always feels alive- changing as its community and their needs change. |
| 71 | Is a step out of the real world  |
| 72 | Welcomes us, promotes a love of books  |
| 73 | Promotes the fundamental importance of learning, researching and reading.  |
| 74 | Is safe, well staffed, organized, and quite.   |
| 75 | provides peace and quiet with knowledgeable staff. Love the 24-hour access with on line.   |



|     |  |
|-----|--|
| 76  | I can get to without having to walk from 6 blocks away.  |
| 77  | Is safe for my family  |
| 78  | Not noisy, respectful, safe for everyone -- especially children. A place I can enjoy and not worry about looking out for myself or others from random street discourse or worse -- scenes. |
| 79  | Has lots of choices  |
| 80  | is safe, welcoming, and clean.   |
| 81  | Is safe and free of homeless activity in and around the area.  |
| 82  | Supports our entire community with a welcoming attitude and variety of services to include research, multimedia, variety of skills training from community volunteers, reading programs.   |
| 83  | Is safe, focused on learning, and is not overrun with drug addicted unhomed people who use it as a place to reside during the day  |
| 84  | Has real books not video t   |
| 85  | Welcomes everyone, is safe and offers nooks to hide in with a good book  |
| 86  | Is clean and inviting  |
| 87  | Feels welcoming & safe.  |
| 88  | Represents and offers everyone in my town something they can relate to.  |
| 89  | Cares about the community  |
| 90  | is comfortable and easy to navigate.   |
| 91  | Is safe and where my children are safe; where we feel comfortable not scared.  |
| 92  | Is a library! (I like it how it is)  |
| 93  | Is respected, clean, safe, educational and important to the members of the community   |
| 94  | Improves opportunities for intellectual enrichment   |
| 95  | caters to all ages not just the young children's area .  |
| 96  | Comfortable, helpful, quiet.   |
| 97  | Is safe and nice, clean, well organized.   |
| 98  | Is safe and accepts all people   |
| 99  | encourages the pursuit of knowledge and a sense of community.  |
| 100 | welcomes children  |
| 101 | Values diversity, knowledge, and community.  |
| 102 | is safe and welcoming.   |
| 103 | safety   |
| 104 | Respects families and provides a safe learning environment   |
| 105 | Values literature and community  |
| 106 | is safe for me and my kids.  |
| 107 | helps me absorb the immensity of life, past and present.   |
| 108 | Is safe  |
| 109 | Is safe and comfortable.   |
| 110 | Welcomes me with open arms   |
| 111 | Encourages our community.  |
| 112 | Is filled with good books and movies, is safe, and fosters a sense of community  |
| 113 | My kids can play, listen to stories, and pick out books!   |
| 114 | is designed to welcome kids and families from all backgrounds and creates a sense of community   |
| 115 | Feels safe and friendly. And has lots of books.  |
| 116 | Has what I need.   |
| 117 | is safe, clean, and filled with people who respect one another.  |
| 118 | Isn't dangerous  |
| 119 | Is clean and safe on the inside, free of homeless and not trashy outside.  |

|     |  |
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| 120 | has what I need/want.  |
| 121 | Is safe  |
| 122 | Is safe and clean  |
| 123 | is a fun place for my kids to spend some time.   |
| 124 | Is welcoming and safe. I want all people to be able to use it appropriately. I want the bathrooms to be public but also safe from drug use.  |
| 125 | That is convenient and has the information I need. That welcomes all.  |
| 126 | is safe for me and feels like home. I get into trouble and the librarians always know the answer and help me. I love the Jefferson Canty Library.<br>If I get into trouble the librarians know how to get me out of the trouble that I am in trying to get this computer to work rights. |
| 127 | Welcomes me for who I am   |
| 128 | is welcoming   |
| 129 | is safe and provides a safe place to look at books and check out books.  |
| 130 | Feels comforting and employees are helpful .   |
| 131 | provides tools and resources. A Safe place.  |
| 132 | accepts people as they are, are helpful and kind. This has always been the case when I have been there   |
| 133 | Is safe, quite, and comfortable  |
| 134 | Is inviting  |
| 135 | is welcoming to all.   |
| 136 | is inviting, friendly, caring, cradle of civilization  |
| 137 | Is friendly and also easy to navigate  |
| 138 | Accepts all of the members of our community and provides a place for them to interact with one another.  |
| 139 | is welcoming.  |
| 140 | supports whole-family reading in a clean and upbeat environment.   |
| 141 | Provides a quiet place to work and meet people.  |
| 142 | inspires sustainable personal progress   |
| 143 | Provides a safe and welcoming environment that encourages reading, learning and community  |
| 144 | Is safe and clean enough to bring my kids. The closure for drug cleanup last year was really disappointing. I haven't used the library nearly as much since then. I got out of the habit while it was closed.  |
| 145 | Is a safe, welcoming place for ALL to access information of all types  |
| 146 | Is safe and I won't risk being around drugs or accosted as I enter.  |
| 147 | Has books that I love but the homeless people in the library and outside it make me feel unsafe, and that the library is there for them to sleep in, not me to browse and enjoy looking at the books I love..  |
| 148 | Informs, inspires, is safe, comfortable  |
| 149 | Is welcoming   |
| 150 | Accepts me   |
| 151 | is helpful and not intimidating and forcing things on me.  |
| 152 | Evokes the wonderfulness of escaping into books  |
| 153 | Is safe and clean.   |
| 154 | Is quiet   |
| 155 | Feels like home - full of light and comfortable spaces. Quiet and communal spaces.   |
| 156 | Is safe clean comfortable and easy to access resources.  |

|     |  |
|-----|--|
| 157 | Is safe, quiet and helpful   |
| 158 | Is extremely safe. Values the community and children's safety.   |
| 159 | Is clean and inviting  |
| 160 | has what I'm looking for   |
| 161 | has many interesting and useful books, maps, music CDs, and DVDs that I can borrow.  |
| 162 | Is welcoming to children and safe  |
| 163 | feels safe, clean and welcoming.   |
| 164 | Is welcoming and comfortable. Currently, the entry way feels like you're in an office building. Very sterile.  |
| 165 | Opens up the world to someone who mostly stays home.   |
| 166 | I can feel apart of yhe community. But not in the middle of everything.  |
| 167 | is safe and a bastion of knowledge, a place for research and social connection   |
| 168 | Understands me and my wants. Has options. Is comfortable and welcoming. A fun place to hang out.   |
| 169 | Is creative, inspiring and gives you ideas to explore  |
| 170 | Helps everyone, allows loitering, isn't really safe for youth and children   |
| 171 | Is safe, full of interesting books to inspire me and has the feel of a old world library :) it would be so cool to have a place full of lamps and big desks with art on the walls- a real retreat for the mind |
| 172 | is very accessible and safe  |
| 173 | Is safe, clean, interactive, and exciting for all ages.  |
| 174 | I can sit and read for a bit. A place that is a third space, where I don't feel obligated to buy something to exist.   |
| 175 | inspires the love of reading and growing which open doors to new possibilities!!   |
| 176 | . . . truly values books and the joy of reading and learning.  |
| 177 | is welcoming, bright   |
| 178 | Is thoughtfully designed for children to be themselves but provides adults with quiet areas.   |
| 179 | Is safe clean and pisitive   |
| 180 | Promotes learning, reading and education.  |
| 181 | Is safe, clean, and fun.   |
| 182 | I can find valuable information  |
| 183 | Values privacy.  |
| 184 | is safe....helpful.....easy to get around (especially for the handicapped and/or elderly)....easy to use...welcoming   |
| 185 | feels like home  |
| 186 | Is safe and relaxing   |
| 187 | Is very safe for families and children   |
| 188 | is friendly, helpful, efficient and a pleasant place to work.  |
| 189 | fosters a culture of togetherness  |
| 190 | Is clean, offers lots of choices and most importantly isn't a sterile setting. Would love if it matched the old town setting   |
| 191 | encourages me to learn and chase curiosities, and that accepts me as I am.   |
| 192 | Is helpful and knowledgeable   |
| 193 | Is calm but accommodates children  |
| 194 | I'm welcome, can be by myself with others around, comfortable  |
| 195 | Is safe and easy to look up books  |
| 196 | engrains a love of reading and libraries in my children. I want to feel like I'm in a magical place that encourages imagination, exploration, discovery, and a love for stories.                               |

|     |   |
|-----|---|
| 197 | has new material and is a quiet place to read or work.  |
| 198 | Is safe for my children.  |
| 199 | welcomed no matter who I am. Also, a good book recommendation would be nice.  |
| 200 | Is Welcoming and cheerful   |
| 201 | Feels safe and clean. And that promotes learning, community activities and more.  |
| 202 | all are welcome   |
| 203 | Encourages continued development within myself, my child and our community members  |
| 204 | Is calm and friendly  |
| 205 | Helps People learn and be curious about the world   |
| 206 | welcomes me! I feel this now.   |
| 207 | Is safe, easy to access and inviting, without threat of Met usage.  |
| 208 | Does not smell, does not have drugs outside or inside its doors.<br><br>Is actually doing something with the city to help the homeless, but not just by giving them an air conditioned space to pass time in.   |
| 209 | Is full of knowledge  |
| 210 | provides easy access to books and other services  |
| 211 | is quiet, well stocked, and serves the community  |
| 212 | Is safe, easy to find parking and out of Olde Town.   |
| 213 | Quiet, safe, clean, well organized.   |
| 214 | Is safe and special for my children   |
| 215 | Meets my needs  |
| 216 | isn't overly surveilled. i don't want security creeps walking around with guns or anything like that. i hate how public spaces have been doing that, how is that necessary? honestly the only point i wanted to make in this survey.  |
| 217 | Feels welcoming and kind. Most of the staff has always been helpful, resourceful, kind. I always appreciate this type of environment. I always feel like it's clean, professional, safe overall. (Less, the health concerns that come with the homeless due to drug usage, Ex: Fetanyl entering the shared environment) |
| 218 | Homeless people hang out at. Is a bit cold and sterile inside   |
| 219 | Is easy to pick up items I reserved.  |
| 220 | Is clean and safe.  |
| 221 | I can find what I need in regard to books, technology, be able to get research in a fast timely manner. Hoping patrons don't have to wait for things to be shipped in to be able to utilize the content. So, hoping it could get bigger?. To be a inclusive safe space for EVERYBODY.                                   |
| 222 | I feel comfortable  |
| 223 | Is safe and welcoming.  |
| 224 | Is relaxing   |
| 225 | A place that has something to offer everyone - people of all ages, especially children. For some children, a library book is their only escape.   |
| 226 | Has answers I need, makes ME feel valued & competent & inclined to return   |
| 227 | Feels safe and good for kids  |
| 228 | IS COMFORTABLE  |
| 229 | Is safe and nurtures learning   |
| 230 | Reveres citizenship, which requires an informed public in a constitutional republic.  |
| 231 | houses fiction novels but also has the possibility for learning with nonfiction and has community events.   |

|     |   |
|-----|---|
| 232 | Is safe, clean, enables learning and growth   |
| 233 | is safe and friendly  |
| 234 | is SAFE, drug free  |
| 235 | Is clean and safe   |
| 236 | Is welcoming, modern and clean  |
| 237 | is a safe and welcoming place for everyone.   |
| 238 | Is warm, welcoming and comfy to be in   |
| 239 | Is clean and safe   |
| 240 | Offers resources, understanding, a calm and comforting place without judgement or demands.  |
| 241 | Has the books I want  |
| 242 | Opens my imagination.   |
| 243 | Inspires me to read   |
| 244 | Is easily accessible both inside and outside.   |
| 245 | Efficient   |
| 246 | Librarians are appreciated  |
| 247 | I can leave home and immediately be in a place that I can switch gears and be productive.   |
| 248 | Has a community feel  |
| 249 | Values people who like to read.   |
| 250 | Is clean, safe, and welcoming   |
| 251 | Welcomes all community members and values its patrons' right to education and learning.   |
| 252 | Uses natural light  |
| 253 | Everyone belongs  |
| 254 | Someone scary wont approach me...I don't feel safe there  |
| 255 | Has kids, age appropriate books. None of the political, gender garbage.   |
| 256 | is safe and comfortable   |
| 257 | is relaxing and a communal space where all can gather.  |
| 258 | Safe  |
| 259 | is calm and engaging.   |
| 260 | feels like a community center, but also safe and clean  |
| 261 | Cares   |
| 262 | Is safe, fun, great learning options, welcoming   |
| 263 | Has a good selection of books   |
| 264 | My child can learn, explore and stimulate his imagination   |
| 265 | Is safe. Since the rise in the homeless population, there is an abundance of them in and around the library. I don't feel safe to use the restroom at the library. I also don't feel safe for my children to wander without me. |
| 266 | supports community  |
| 267 | I can study in a quiet environment  |
| 268 | inspires people to learn and grow, old and young alike.   |
| 269 | Is carrying the weight of homelessness and addiction  |
| 270 | is comforting   |
| 271 | Is safe and welcoming   |
| 272 | Is quiet and bright.  |
| 273 | Is welcoming and encourages people to utilize this resource   |
| 274 | is comfortable, quiet and feels like my tax dollars are getting the value for the money   |
| 275 | Is a comfy place to read and for kids to read   |
| 276 | Is safe and clean   |

|     |   |
|-----|---|
| 277 | I feel safe   |
| 278 | helps me learn what I need to learn   |
| 279 | Is safe to bring my child   |
| 280 | Is colorful, welcoming, safe. Has lots of kids' activities  |
| 281 | We can spend time   |
| 282 | Is safe, clean, and facilitates curiosity and leaning.  |
| 283 | Is safe   |
| 284 | Supports children and people of all ages  |
| 285 | Is safe, quiet and doesn't smell like urine and human feces outside when I walk in front door.  |
| 286 | Is easy to self navigate<br>Easy to drop books off without having to walk too far<br>Lots of choice and selection<br>Gives good advice<br>Let's my teen volunteer<br>Has lots of free activities  |
| 287 | Is safe and has the resources and entertainment I need.   |
| 288 | Is safe and has the resources and entertainment I need.   |
| 289 | Welcomes everyone and encourages curiosity and learning.  |
| 290 | Cares for the taxpayers and the elderly and children  |
| 291 | Is safe and doesn't stink like piss and shit in the lobby or area   |
| 292 | Can provide resources that help me accomplish tasks.  |
| 293 | Is safe from homeless community on drugs.   |
| 294 | Gives all people the opportunity to experience knowledge on any subject, the joy of visiting places around the world, learning about all kinds of people, and just reading a good story.  |
| 295 | is safe, comfortable and interesting.   |
| 296 | Can show me something new.  |
| 297 | is equal to or better than standley lake - i'd love to have my closest library be my preferred library. not so sterile feeling and creepy.  |
| 298 | is peaceful and safe  |
| 299 | Is safe for my family.  |
| 300 | Welcomes everyone   |
| 301 | That I can get information I need and place I can study.  |
| 302 | Is safe, welcoming, comfortable, friendly.  |
| 303 | Is a place my kids are excited to visit and fosters a love of reading, learning, and exploration.   |
| 304 | fosters learning  |
| 305 | is safe, accessible, fun, friendly, up to date, relevant  |
| 306 | Is safe and clean   |
| 307 | Values people, community, education, and books.   |
| 308 | Has activities for all ages, had a wide selection of books, had a unique study and quite area to read, write, and study. Feels safe to enter and exit, feels clean and welcoming. Had a studio to workshop area to learn in. Had an adults only quiet area and a a very safe place for children to read and have activities in. |
| 309 | Is safe and accessible for everyone.  |
| 310 | Safe, a center of community, support Arvada people  |
| 311 | is safe and enjoyable.  |
| 312 | Doesn't let the homeless linger around  |
| 313 | Welcomes my child and creates a comfortable space for knowledge for our family.   |

|     |   |
|-----|---|
| 314 | Cares about everyones professional success.   |
| 315 | Is safe, quiet and clean.   |
| 316 | Is welcoming, safe, alive, filled with community members of ALL ages engaging in activities, reading and thriving                           |
| 317 | Stimulates my curiosity and desire to learn, learn, learn!  |
| 318 | That is friendly, welcoming and helpful.  |
| 319 | Is comfortable and welcoming.   |
| 320 | provides new & old information or experiences in a safe & friendly environment  |
| 321 | I can feel like is a real home.   |
| 322 | Is staffed with knowledgeable people, easily accessible to all types of resources, quiet.   |
| 323 | is comfortable and safe.  |
| 324 | Is safe   |
| 325 | Is safe   |
| 326 | Cares about the community   |
| 327 | Satisfies my curiosities  |
| 328 | ...is there to help everyone in a warm and welcoming environment.   |
| 329 | respects the taxpayers and not cater to the homeless.   |
| 330 | ...where I feel safe and feel comfortable walking to. Currently, there are too many loiterers and vagrants that are allowed to hang around. |
| 331 | Is clean, safe and inviting   |
| 332 | Is safe and clean.  |
| 333 | Is safe   |
| 334 | makes finding books to take out accessible  |
| 335 | Is welcoming to all and safe for everyone.  |
| 336 | Is safe and fun.  |
| 337 | Is safe, and is a cornerstone of and highly connected to old town.  |
| 338 | Has too many homeless.  |
| 339 | Is safe and expands my knowledge  |
| 340 | Is safe, quiet and yet welcoming.   |
| 341 | Fosters curiosity   |
| 342 | Safe and clean.   |
| 343 | Feels cozy  |
| 344 | supports the community and is accessible.   |
| 345 | has what I am looking for   |
| 346 | Helps my child learn and keeps her safe   |
| 347 | Is safe and fosters reading for the whole family.   |
| 348 | Is open to the community. Provides important resources people expect from libraries. Is clean and well staffed.                             |
| 349 | Is safe and welcoming.  |
| 350 | Is comfortable with lots of media options   |
| 351 | Is safe, clean  |
| 352 | Cares about reading and providing resiuces to kids  |
| 353 | is deteriorating in terms of number of books available.   |
| 354 | Is safe   |
| 355 | Is safe, interesting and has good events.   |
| 356 | Is clean and safe for my family, and enhances my kid's (and my own) joy of learning!  |
| 357 | Doesn't have homeless   |

|     |   |
|-----|---|
| 358 | Is safe   |
| 359 | Is safe for my whole family, has places for people of all ages and needs.   |
| 360 | Is safe   |
| 361 | Has books and is fun  |
| 362 | Has my dreams on paper.   |
| 363 | Safe  |
| 364 | Is thriving and full of resources for everyone in the community.  |
| 365 | Is safe and welcoming   |
| 366 | Values literacy   |
| 367 | Has online services and easy access to books.   |
| 368 | Is safe   |
| 369 | offers extensive information  |
| 370 | I can find a private place to write.  |
| 371 | values everyone and provides a safe space   |
| 372 | Is clean, quiet, inviting. A good selection of books, and activities. I would like to feel safe and not disgusted by the trash and filth outside of the building. The library should NOT be a haven for the homeless.   |
| 373 | Helps people who are homeless more and is also a resource for books and learning for more typical library patrons   |
| 374 | Is magical for my son   |
| 375 | Inspires my kiddos. I can read anywhere, but for my kids-the encouragement of the librarians, the variety of books and the array of services are incredible.  |
| 376 | Offers services to all classes of citizens without alienating anyone. Is safe and clean. Has cozy places to enjoy a book.   |
| 377 | Is the heart of Olde Town   |
| 378 | my child can learn something and feel/be safe.  |
| 379 | is welcoming and quiet  |
| 380 | A place that values and serves it's community   |
| 381 | Feels purpose built   |
| 382 | Is more cozy than it is now. More like the Tattered Cover.  |
| 383 | I am welcome  |
| 384 | Rents books   |
| 385 | Is comfortable and clean.   |
| 386 | I feel safe   |
| 387 | Is of learning and information  |
| 388 | Is clean and fresh  |
| 389 | I can stay for a while  |
| 390 | ...is friendly, safe, & easily accessible.  |
| 391 | When I go to the arvada library I see the original and more old fashion just like our town  |
| 392 | When I visit the Arvada Library, I want to feel like I'm in a place that accepts everyone despite socioeconomic status, housing status, race, religion, gender identity, sexual orientation, country of origin, etc. I want to see all people cared for and considered. I want to sit next to an individual that may be an executive and an individual that is experiencing homelessness and feel like the library represents true accepting community and belonging. |
| 393 | Is safe, clean, modern, doesn't smell like body odor.   |



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| 394 | Is safe, clean and with friendly staff that can help. I don't want to be harassed by those being treated by the church/community center across the street. I don't want to step over people to get to the return  |
| 395 | My quiet one stop computerized document depot   |
| 396 | Promotes information sharing and human kindness   |
| 397 | I feel safe and secure to find the best offerings for research and interestingly new fiction. Also, for research for projects for classes or just curiosity.  |
| 398 | Is safe   |
| 399 | is inclusive and happy, safe and warm   |
| 400 | feels safe, clean   |
| 401 | Is familiar, easy to use, and I had a traumatic brain injury and it took years to have things here become familiar and I will have to start all over, or so it sounds.  |
| 402 | Welcomes people and families, particularly people with disabilities.  |
| 403 | is comfortable and community oriented   |
| 404 | Has parking.  |
| 405 | I can feel safe. Plus I can park a car for free and go in for 30 minutes.   |
| 406 | has spaces to gather that are bright and open, but opportunities to find a cozy nook to myself. It is a great location in the center of town and by the plaza, and I want the library to feel more integrated.  |
| 407 | That is comfortable and welcoming ...   |
| 408 | Is what a traditional library has always been. It should be safe and even fun. It should be a quiet place to read in solace.  |
| 409 | Serves the whole community, even and especially those without anything.   |
| 410 | is quiet and calm, where I can do my work without interruption, disruption, or craziness.   |
| 411 | We love the library exactly how it is today   |
| 412 | ...fosters community and knowledge. For example, it's summer now so it's always nice to see the student volunteers at the desk and keep up with the Summer Reading Challenge!   |
| 413 | is full of people working quietly on lots of different things or relaxing   |
| 414 | safe place. Not a hang out or care facility for homeless people. A redesign of the this library is not your answer to the homeless problem outside your door step..   |
| 415 | Is safe. Our daughter chose to volunteer there for 2 summers. She loved it except she didn't always feel safe with the homeless population. I had her stop volunteering there because of that reason. My other daughter wanted to also volunteer, but is not going to because it doesn't feel safe. |
| 416 | Is clean and safe.  |
| 417 | Has limitless possibilities, is cozy and welcoming, and makes me want to stay for a while.  |
| 418 | Is safe   |
| 419 | Has has anything I'm interested in at my fingertips.  |
| 420 | Is accessible and benefits the community  |
| 421 | Welcomes curiosity and reading  |
| 422 | is safe, clean and well stocked with info and fun entertainment.  |
| 423 | is comfortable and enriching with new things to learn   |
| 424 | quiet and safe  |
| 425 | is safe.  |
| 426 | is safe for my family.  |
| 427 | is safe, bright, views of the outside, cozy, accessible, and used by the community.   |
| 428 | full of imagination   |
| 429 | a magical place   |
| 430 | Is restful, comfortable, and bright with spaces for the whole community to utilize  |

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| 431 | is safe  |
| 432 | I don't have to worry about my safety and that I don't have to contend with the worst that society has to offer. I want to just browse books, attend book clubs, and in the future bring my grandkids to story hour. |
| 433 | I want to be in a place that is full of excitement and fun   |
| 434 | Is inviting, has my kids in mind. Welcoming .  |
| 435 | Is free of homeless people and danger for kids.  |
| 436 | Like I am at the Etes park library with frequent author talks, themed community events and presentations.  |
| 437 | Is welcoming to children with a lot of activities like story time  |
| 438 | Is calming   |
| 439 | Supports and educates our community in a safe environment.   |
| 440 | My kids are safe   |
| 441 | Is safe, clean, where I can relax and my child can learn.  |
| 442 | ...is welcoming with staff who can assist with questions.  |
| 443 | reflects and supports my community.  |
| 444 | Nurtures creativity and exploration about our world.   |
| 445 | Is safe, that I am safe in, and that my child is safe in   |
| 446 | Is secure, clean, and quite  |
| 447 | is peaceful and engaging for the kids.   |
| 448 | Is safe  |
| 449 | Helps me get work done and has lots of resources to improve my quality of life and the life of the community. I am excited to share the library with my children.  |
| 450 | Clean, kid friendly and welcoming. Better parking.   |
| 451 | is bright, comfortable and welcomes me.  |
| 452 | has the resources I want, has a knowledgeable staff and friendly staff and has people in the community in the library.   |
| 453 | Is Safe.   |
| 454 | Is safe.   |
| 455 | is safe for myself and my family.  |
| 456 | accepts everyone and provides diverse perspectives in every genre.   |
| 457 | welcomes everyone regardless of any factors.   |
| 458 | Is safe and good for working in, I.e. art projects, but I wouldn't mind if it were more like an anythink library.  |
| 459 | Is full of fun   |
| 460 | Is safe and has a lot of resources and events for kids of ALL ages   |
| 461 | Is safe  |
| 462 | Is safe  |
| 463 | Is safe!   |
| 464 | is helpful...and I DO!!  |
| 465 | inspires creativity and exploration, connects the community, is full of light, has ample comfortable furniture spread throughout.  |
| 466 | is calm, welcoming, open, pleasant to be in  |
| 467 | Is clean and safe  |
| 468 | is safe, clean and cozy where I want to spend time with my family.   |
| 469 | Fosters a sense & experiance of equitable learning.  |
| 470 | is easy to access with ample parking.  |

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| 471 | Is safe  |
| 472 | Is free from violence, disease and drugs   |
| 473 | is welcoming, comfortable, spacious.   |
| 474 | Is safe for me to bring my toddler and newborn by myself.  |
| 475 | Is calm and clean, has more research resources than I do, safe for my kids and grandkids.  |
| 476 | is inclusive, accepting, open-minded, fun, and welcoming.  |
| 477 | Is welcoming, safe, and creates space for gathering  |
| 478 | Has knowledgeable staff and resources  |
| 479 | Encourages learning and reading. Slows us down   |
| 480 | Is safe and clean with no homeless, drugs, or disrespectful teens.   |
| 481 | Feels safe. Get rid of the homeless hanging around there. I've seen some them get aggressive with the librarians.  |
| 482 | Is safe to take kids. With all the homeless I definitely don't visit often and would rather go to Stanley lake to avoid them and the issues they bring.  |
| 483 | Is safe, welcoming, and piques my curiosity where I can discover new passions.   |
| 484 | Is safe and comfortable for my kids, encourages learning, reading, and creativity  |
| 485 | Welcomes me and wants me to relax and stay awhile, immersed in a world that is both my home and wonderfully bigger than my wildest dreams.   |
| 486 | is not a drug den or homeless encampment   |
| 487 | Is warm, welcoming, safe   |
| 488 | fosters an environment of creativity and magic and wonder, reminiscent of the worlds that the books inside will lead you to.   |
| 489 | Is safe for my children and myself   |
| 490 | Is open to everyone in the community.  |
| 491 | Unsafe, dirty, dated, eta. The elevators are terrifying, the adults being upstairs is dangerous (if staff needs to leave the desk to get assistance, either leaves the patrons alone or the other staffer alone, drugs are often found in the bathroom, sex in the bathroom, etc.)<br>PLEASE put the kids upstairs and the adults downstairs |
| 492 | is safe.   |
| 493 | Knows what it means to sit and read  |
| 494 | Is beautiful and inspiring   |
| 495 | is safe and convenient   |
| 496 | is tranquil, clean and safe.   |
| 497 | ... respects who we are, provides a world of knowledge!!   |
| 498 | Provides important services to the community.  |
| 499 | is physically safe for myself and my elderly mom   |
| 500 | Doesn't smell  |
| 501 | Is safe for my children to explore and a place where I am comfortable to spend time.   |
| 502 | Safe   |
| 503 | Is quiet and calm  |
| 504 | Is safe and educational.   |
| 505 | Has a large amount of options for books  |
| 506 | Is safe. It is overrun with homeless, drugs, urine and unsupervised teens. The filth and crime around the outside make this a library to avoid. I don't see how a redesign of a library that is pretty new already will help.  |
| 507 | Is delightful, safe and inspiring  |

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| 508 | ... doesn't belong there.  |
| 509 | Values members of the community  |
| 510 | is comfortable and welcoming   |
| 511 | is centered on kids! It already is but please keep that at the heart of it. We love the toys and space for a kid to just be a kid!   |
| 512 | Has so much potential  |
| 513 | ...welcomes families, is safe to enter and for my children to roam.  |
| 514 | Is welcoming, has knowledgeable and supportive staff.  |
| 515 | Is safe and clean  |
| 516 | is safe and vibrant, somewhere my little one can explore and discover  |
| 517 | celebrates the community   |
| 518 | I'm safe.  |
| 519 | feels comfortable  |
| 520 | feels relaxed, safe, and comfortable.  |
| 521 | Values hard working citizens and families  |
| 522 | Is family friendly   |
| 523 | Respects and encourages patrons to use the facility and participate in its programs.   |
| 524 | is safe and welcoming without being a warehouse for homeless people.   |
| 525 | is safe. I wish I could use the library in person, as I did 10+ years ago, but the current homeless and substance use situation makes it unsafe and threatening. Just the fact the library had to close for so long due to meth use in the bathrooms is sad and scary. I miss the community supported, welcoming, safe place the library used to be - as was Olde Town Arvada. |
| 526 | I miss feeling more comfortable there  |
| 527 | is safe, welcoming, organized, and inviting to patrons of all demographics, which sometimes is not the case at this location.  |
| 528 | That is bright, clean, with easily accessed materials.   |
| 529 | Is safe, calm, and clean.  |
| 530 | is welcoming, safe, open to various ideas, free from censorship  |
| 531 | is welcoming, clean and enjoyable for all readers  |
| 532 | is SAFE for my kids.   |
| 533 | Is welcoming, calming, colorful, busy, helpful, well organized.  |
| 534 | is safe, which currently it is not   |
| 535 | is lively, welcoming, helpful and safe.  |
| 536 | Feels safe and relaxing.   |
| 537 | it structured well and is set up so it is easy to find what we need.   |
| 538 | I can be comfortable   |
| 539 | offers a variety of books and DVDs to check out.   |
| 540 | I can be safe, not surrounded by people whose only interest is to spend time off the streets. I can concentrate without loud voices or music etc...  |
| 541 | respect me and my values   |
| 542 | Cares about the needs of the clients   |
| 543 | Where I want to read and hang out.   |
| 544 | Needs to modernize, but is trying  |
| 545 | Is welcoming, comfy and clean.   |
| 546 | is welcoming and safe  |
| 547 | Is safe and suitable for children  |
| 548 | Inspiring and well-organized   |

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| 549 | Cares about safety   |
| 550 | Is quiet, welcoming and easy to use. Safe.   |
| 551 | Is safe for children. Period, no needles, no drugs, no worry about some creep cornering my kid in an aisle.  |
| 552 | Welcomes me and supports me  |
| 553 | Spurs creativity and relaxation at the same time, while also helping me find what I need.  |
| 554 | that I am safe,  |
| 555 | I feel safe and is quiet.  |
| 556 | cares about books  |
| 557 | Is an entrance to the world's knowledge  |
| 558 | I want to feel like I'm in a place that offers a lot of resources to me, and where I feel safe.  |
| 559 | is helpful, organized, comprehensive   |
| 560 | Is safe and clean.   |
| 561 | Has what I need.   |
| 562 | Is safe.   |
| 563 | is conducive to learning, quiet spaces for reading, and separate area for group work.  |
| 564 | I feel safe, comfortable, welcomed, valued, fosters growth, offers technology (including creativity and other tools) that my space may not be able to support  |
| 565 | Is calming,<br>Low key<br>Welcoming  |
| 566 | inspires me and my children to read and want to learn about new or interesting things  |
| 567 | Is welcoming and encourages finding new things   |
| 568 | Provides me with a wide selection of books for free, respects me as a person, and is safe.   |
| 569 | Safe, cozy, and wonderful  |
| 570 | Is warm and welcoming  |
| 571 | is welcoming and easy to navigate. I have gone into the library sometimes to read and enjoy checking the periodicals. I really missed going into the library during COVID, although I was grateful for the curbside pick up option!              |
| 572 | is NOT conducive to studying or doing remote online work. Does not meet my needs. Why oh why have people -- including tutors -- decided it's OK to talk in a normal voice anywhere in the library. Why don't librarians do something about this? |
| 573 | is safe and welcoming  |
| 574 | Is welcoming   |
| 575 | is almost comfortable but not quite because of all the homeless people inside and outside making the space feel unclean and unsafe.  |
| 576 | I'm comfortable being in   |
| 577 | That is safe   |
| 578 | Is quiet, clean, functional, makes it easy to find materials, is filled with light, accessible   |
| 579 | Is safe and clean  |
| 580 | Welcomes all, celebrates diverse backgrounds and interests, offers resources on multiple platforms, and has a sense of magic and community.  |
| 581 | Respects everyone  |
| 582 | Is safe, feels like it's part of the community and is easy to navigate and find the information I'm looking for.   |
| 583 | Is safe and clean. welcoming and where we want to return.  |
| 584 | is safe and quiet  |

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| 585 | ...is safe, clean, quiet and provides current publications and DVDs.   |
| 586 | welcomes everyone and offers diverse learning opportunities.   |
| 587 | has the books I want to read, is peaceful and clean and easy to navigate   |
| 588 | cultivates community, feels like a place where people want to gather, and welcomes me, my kids, and our neighbors into a culture of books, reading, and writing, like the local libraries I grew up going to.  |
| 589 | I can browse   |
| 590 | is safe for all members of the community regardless of their socioeconomic class, race or ethnic background, gender or sexual orientation, physical or mental dis/abilities, and age. I want to feel that I'm in a place that provides new opportunities for all members of the community, and that reflects the needs and concerns of the Arvada community. |
| 591 | Is safe  |
| 592 | Is calm, quiet, peaceful, clean, organized   |
| 593 | is familiar.   |
| 594 | Is welcoming   |
| 595 | Is fun and safe.   |
| 596 | Is safe, helpful, clean.   |
| 597 | Makes me feel excited to read  |
| 598 | - is safe<br>- values voices that may not always be heard  |
| 599 | Is well cared for.   |
| 600 | Is a safe, reliable and convenient resource to my family.  |
| 601 | is safe  |
| 602 | Is safe and clean.   |
| 603 | Welcomes all with a smile  |
| 604 | that encourages browsing and sitting and reading   |
| 605 | is safe and clean, not contaminated by drugs from homeless people.   |
| 606 | Is fun and relaxing  |
| 607 | is safe, conducive to reading, welcoming and inclusive. With access to technology  |
| 608 | Welcoming, comfortable, useful   |
| 609 | is stimulating, safe and quiet. :)   |
| 610 | Is safe, drug free, clean.   |
| 611 | Welcomes all age groups and provides services to everyone!   |
| 612 | Is quiet and peaceful and serves people as they need and is easy to find what I'm looking for. It would be nice if it was a little bit more reflective of the tight knit community maybe with some more events or things but not necessary.  |
| 613 | Is peaceful and safe for my child  |
| 614 | is safe.   |
| 615 | is comfortable, allows my child to explore and play, and provides options for learning (books, hands on play)  |
| 616 | is bright, clean, and safe   |
| 617 | Is safe  |
| 618 | Is accommodating   |
| 619 | "isn't overrun with homeless people"   |
| 620 | Is safe and gets everyone excited about learning and inspired by all their community has to offer.   |
| 621 | Is quiet, calm, organized, easy to find books without asking for help  |
| 622 | Is safe for children without political/gender affirming trash.   |

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| 623 | My young kids can feel free to explore and learn without me feeling nervous that they are breaking a rule.  |
| 624 | That is safe from homeless  |
| 625 | Is safe and drug free   |
| 626 | Values diverse voices, welcomes people of all genders, celebrates and encourages kids' love of reading, treats its staff well, is valued by the community   |
| 627 | is safe, clean, secure, and welcoming, without smelling weed. I can find books, check out movies, access other community resources, and get help with any library needs.  |
| 628 | provides a peaceful, safe, welcoming experience to enhance reading  |
| 629 | is welcoming, well organized and friendly staff   |
| 630 | ...is safe and serene and quiet.  |
| 631 | That is welcoming and helpful and has the resources I am looking for.   |
| 632 | Is safe and vibrant.  |
| 633 | Needs a bigger area for children  |
| 634 | welcomes me to explore my interests in a safe and clean environment   |
| 635 | is inviting and exciting  |
| 636 | Celebrates and curates new and classic book from every genre.   |
| 637 | I can get things done, learn things, be helped, help others   |
| 638 | welcomes me back  |
| 639 | is safe and accesible   |
| 640 | Is a safe, supportive environment for my kids and family to learn and connect in.   |
| 641 | is relaxing.  |
| 642 | Is welcoming, clean, friendly, stmulating.  |
| 643 | Is safe, welcoming, and calm  |
| 644 | Safe for children and the public  |
| 645 | is clean and safe. Has good lighting and comfortable seating to work or read. Has ability to provide books, media, meeting spaces.  |
| 646 | is welcoming and safe   |
| 647 | Welcomes children and plays to all of their imaginations.   |
| 648 | is comfortable, homey and full of good books and other materials  |
| 649 | Feels welcoming   |
| 650 | is safe and friendly that offers a wide selection.  |
| 651 | Is safe, clean, welcoming   |
| 652 | is safe and has room for everyone.  |
| 653 | feels safe and comfortable.   |
| 654 | welcomes everyone   |
| 655 | the homeless are not doing drugs and drinking alcohol near the hold pick-up locker, return slot(s), or anywhere near the building... I am an Arvada native and I remember how exciting it was to have the Arvada library move closer to Olde Town from the old location that is now the food bank. It was a place where my family and I would come to the library to hang out and check out books. However, over time, the aura has become unwelcoming and unsafe as the homeless population has taken over the area with their garbage, lack of cleanliness, and drug paraphernalia. |
| 656 | Is fun and safe for my family   |
| 657 | is a learning and work friendly environment   |
| 658 | Inspires and motivates  |
| 659 | I can find something useful without having to place a hood and wait   |
| 660 | is safe and has a great selection of books like the Lakewood branch on 26th   |

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| 661 | I can walk the aisles and find new and interesting books then sit down and enjoy them.   |
| 662 | Is welcoming and inclusive   |
| 663 | Welcomes everyone.   |
| 664 | safe, resourceful and clean  |
| 665 | Is safe and clean and relaxing   |
| 666 | Is accepting of all community members and that empowers my thirst for knowledge  |
| 667 | Continues to be supportive of the community, creative in programs and ways to get my teens involved in activities, and stays super friendly. |
| 668 | is both safe for all and open to as many as possible.  |
| 669 | is safe, cozy, and welcoming, and that I want to stay a while.   |
| 670 | Is safe, comfortable, and drug-free.   |
| 671 | Welcoming.   |
| 672 | the staff is always welcoming, friendly and verbally open to help if necessary   |
| 673 | I feel safe and can take my time to find what I am looking for, and maybe something I'm interested in.                                       |
| 674 | Welcomes us.   |
| 675 | I can find books on my TBR, browse and discover new books not on my radar and is an overall pleasant place to spend time.                    |
| 676 | is clean and safe.   |
| 677 | Is safe and inspires creativity  |
| 678 | seems like the Arvada Library as it is now   |
| 679 | provides good source of reflection.  |
| 680 | is welcoming, comfortable, and inclusive.  |
| 681 | Inspires me, introduces me to new ideas, provides me the resources to help me grow my skills and knowledge.                                  |
| 682 | is safe and drug-free  |
| 683 | Is safe, friendly, comfortable, and welcoming.   |
| 684 | Is quiet and safe  |
| 685 | Is safe for my little girl.  |
| 686 | Teaches me new things  |
| 687 | Is safe and doesn't have homeless people everywhere  |
| 688 | Is safe, clean, interactive and inspiring  |
| 689 | is off-putting because of the homeless loitering in and around the area  |
| 690 | Safe   |
| 691 | supports reading and community   |
| 692 | Helps my kids and I find great reads   |
| 693 | Values growth, learning, and fun.  |
| 694 | Is welcoming and safe  |
| 695 | has books  |
| 696 | Is safe for my kids and me. I like that the children's area is separated and there is no back entrance/exit                                  |
| 697 | Is safe, quiet, and comfortable so I can enjoy the library resources.  |
| 698 | Opens different worlds   |
| 699 | I can comfortably study. I have access to the information I need. I can get a book anytime - digital or paper.                               |
| 700 | Is safe and comfortable to be in where people and staff actually care about you and are willing to help you                                  |



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| 701 | is quiet, supports thought and there are respectful people using the facility more or less in its traditional role, as a library  |
| 702 | My children can be safe and explore, where they can go for art projects and story time.   |
| 703 | Is safe and clean for my family.  |
| 704 | All are welcome and have their needs met.   |
| 705 | is perfect for kids   |
| 706 | Has what I'm looking for.   |
| 707 | Is safe, welcoming and calming  |
| 708 | that is easy to get in and out of, is clean, and has the books I want   |
| 709 | Is safe, and offers a space for children's play and learning, and adult learning and entertainment  |
| 710 | is clean and safe   |
| 711 | I can relax and dive into all the knowledge available   |
| 712 | Is welcoming, has a great selection of books and media, feels safe  |
| 713 | is safe. And feels more like a book store than a traditional library.   |
| 714 | Is comfortable  |
| 715 | Is safe and inviting  |
| 716 | Is safe and people feel supported and accepted  |
| 717 | welcomes me except when the homeless individuals are loud or too close.   |
| 718 | is easy to access, easy to find parking, feels safe outside   |
| 719 | is safe from drug addicts and street people   |
| 720 | Is safe.  |
| 721 | Is safe for children. Is full of options  |
| 722 | Feels safe  |
| 723 | I'd like to stay awhile.  |
| 724 | Is easy to access so I can browse.  |
| 725 | My family feels comfortable, has age-appropriate activities/themes/books, especially for babies toddlers  |
| 726 | Is not filled with homeless people that forced the library to close down last year because of contamination   |
| 727 | is safe and not a homeless encampment. The loitering by the homeless is the main reason my wife no longer visits this branch, because she doesn't feel safe.  |
| 728 | Is safe   |
| 729 | Doesn't have pot and needles.   |
| 730 | welcomes all and turns away no one  |
| 731 | Has no homeless people  |
| 732 | Has the best selection around.  |
| 733 | Is inclusive & safe   |
| 734 | Fosters learning  |
| 735 | accommodates my needs in an efficient, friendly manner  |
| 736 | Is safe.<br>I've wanted to use the library as a study place before. There were nice desks in between book racks upstairs but many of the people there smelled horrible. It also felt uncomfortable being in a more quiet secluded area with people walking around who were acting strangely. I haven't spent time there since. I'd like to take our young child but I'm hesitant now. |
| 737 | Is organized, I can find what I'm looking for, promotes reading.  |
| 738 | respects people, respects art, respects knowledge.  |
| 739 | Welcomes readers  |

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| 740 | safe and quiet no transients   |
| 741 | Does not have needles and drugs possibly around. I can feel like I can sit on the furniture without knowing a person who has been exposed to drugs, and who knows what else has sat there before me. |
| 742 | This is a stupid question- it's a library - I want access to the books and to librarians to answer questions.  |
| 743 | values books.  |
| 744 | Is safe and clean  |
| 745 | I can browse and quickly find a worthy or fun book to read.  |
| 746 | Is an integral part of the community for all ages.   |
| 747 | welcomes me  |
| 748 | My kids can feel safe and fall in love with books and what the library can offer...open their world  |
| 749 | has cozy reading places  |
| 750 | I can take my time, relax, peaceful atmosphere   |
| 751 | is clean and safe. Olde Town Library has become a homeless druggie den.  |
| 752 | Is safe for my daughter to learn and play  |
| 753 | Safe   |
| 754 | Clean and safe.  |
| 755 | Is valued, utilized, and respected.  |
| 756 | Feels safe and inviting.   |
| 757 | will help me learn new things or just help me in general.  |
| 758 | Has what I need and gives me and my family space to explore and settle in.   |
| 759 | Has books to borrow!   |
| 760 | Welcomes children, is comfortable and well stocked   |
| 761 | I get cozy in and enjoy reading and learning   |
| 762 | welcomes everyone, but doesn't smell like urine, and that feels safe for kids to come to without going through a maze of people strung out on drugs  |
| 763 | is safe, easy to get to and out of the busy area it now occupies.  |
| 764 | Is calming and provides knowledge and entertainment.   |
| 765 | Fosters learning   |
| 766 | welcomes me and wants me to stay and read, research, and learn!  |
| 767 | Helps make anything possible.  |
| 768 | Is clean and has the materials I ordered   |
| 769 | I am safe. I am welcome. I can learn something.  |
| 770 | complements the community  |
| 771 | I can be myself  |
| 772 | Reading is an adventure and activities engage 4 and 6 yr old grandchildren   |
| 773 | My daughter will feel safe in and excited to visit.  |
| 774 | Meets my book needs  |
| 775 | welcoming; quiet with exception of children enjoying books; staff is helpful; that I can relax and leave the outside world behind  |
| 776 | Accommodates a wide variety of users and interests.  |
| 777 | Has so much to offer - the "displays" often pique my curiosity and I take a book or two - thank you for taking the time to do that   |
| 778 | Peaceful and relaxing and safe. I love the views from the second floor   |
| 779 | Is safe, welcoming and easy to use.  |
| 780 | Is safe for me and my kids   |

|     |  |
|-----|--|
| 781 | values learning, art, and diversity  |
| 782 | Is comfy   |
| 783 | Does not have to have police officers guarding people from people with mental health issues.   |
| 784 | is well funded, well respected, and frequented by the public.  |
| 785 | Allows me to utilize the city's infrastructure in a way that maximizes my tax investment   |
| 786 | Is not safe.   |
| 787 | has a lot to offer school-age children. feels safe, and has programming that promotes a love of books and reading. It would be nice to offer programming that meets the needs of the working parent. 11am on Tuesdays doesn't work for the typical working family.                 |
| 788 | Home   |
| 789 | provides access to books and media, encourages learning, & brings community together through a variety of activities   |
| 790 | Is safe and clean.   |
| 791 | can serve the typical book-borrowing population while also doing a better job serving the un-housed populations. This is not meant to be interpreted as "separate the homeless from the patrons" but find ways to integrate everyone.  |
| 792 | Yes. I like a welcoming library. I like the one we have.   |
| 793 | Supports me and anyone who needs it, including providing resources for those without.  |
| 794 | is safe and has what I need like good computers, knowledgeable librarians, and the books I am looking for  |
| 795 | Is welcoming and fun.  |
| 796 | Has lots of books  |
| 797 | makes me feel comfortable  |
| 798 | stimulates and supports curiosity; helps people find accurate information and explore new interests; loves books as much as I do; respects individuals while maintaining a comfortable, safe environment for everyone; helps people connect to their community in meaningful ways. |
| 799 | Is useful and not extractive   |
| 800 | Is safe and welcoming  |
| 801 | is safe, clean and accessible to families.   |
| 802 | Allows me to just be   |
| 803 | Is safe, clean, and convenient.  |
| 804 | hold history and character. Not modern.  |
| 805 | Has very little book selection and isn't very safe.  |
| 806 | is calm, clean, clear, orderly, light hearted  |
| 807 | has what I am looking for or can obtain material in which I have an interest.  |
| 808 | Supports, is safe, comfortable and welcoming and most of all enriching, makes me want to explore and learn.  |
| 809 | works.   |
| 810 | delights, comforts, inspires   |
| 811 | Is safe, clean, and reliable.  |
| 812 | Is safe  |
| 813 | Feels safe and welcoming.  |
| 814 | Is vibrant, busy and feels cozy.   |
| 815 | Is safe, comfortable, and drug free  |
| 816 | Is warm and welcoming. A quiet place where I can find what I need  |
| 817 | I can find the answers I need.   |
| 818 | Safe   |

|     |   |
|-----|---|
| 819 | Is full of knowledge and light  |
| 820 | Is sketchy at best.   |
| 821 | Is safe, friendly and has great books   |
| 822 | is there for the benefit of the people.   |
| 823 | Feeds the imagination, is a community that feels safe   |
| 824 | Accepts me and my children. A place where I know the people that work there.  |
| 825 | I respect and feel comfortable in.  |
| 826 | Encourages learning, inspiration and exploration  |
| 827 | Is safe and secure.   |
| 828 | Feels fresh, clean, and modern  |
| 829 | I'm known and supported.  |
| 830 | Is clean and quiet.   |
| 831 | Is friendly and welcoming.  |
| 832 | Is like the Anythink Library Wright Farms in Thornton, CO.  |
| 833 | Is easy to navigate and provides a large number of books to browse.   |
| 834 | Is safe, clean  |
| 835 | Is clean, quiet, and comfortable. I also want to feel safe to let my guard down enough to focus solely on my work.  |
| 836 | Is safe, clean, and engaging for me and my family   |
| 837 | values people ... has a commitment to learning and knowledge ... values art   |
| 838 | Is comfortable for reading and perusing books on shelves.   |
| 839 | I can read in   |
| 840 | Is welcoming, kind, safe and inclusive.   |
| 841 | Is safe, and that we are in a creative space that will encourage my kids to play, read and use their imaginations. The children's area currently could use some work. |
| 842 | Encourages growth and the pursuit of knowledge  |
| 843 | If friendly, safe and contains many learning resouces.  |
| 844 | makes me happy  |
| 845 | Where people will help me.  |
| 846 | ...allows me to immerse myself into whatever I am reading or working on at that time.   |
| 847 | welcomes me inside and offers to help me in any way it can (through the wonderful staff).   |
| 848 | values everyone who attends   |
| 849 | Is safe   |
| 850 | I can disappear for a while.  |
| 851 | I want to feel safe and welcome. I want it to be easy to navigate and to have many options for media.   |
| 852 | My child can learn and grow   |
| 853 | Is safe, clean, friendly and quiet.   |
| 854 | is full of imagination, resources, new and interesting books, programs, and is safe.  |
| 855 | Is comfortable for the whole family, has activities to learn and explore books  |
| 856 | Feels safe and welcoming  |
| 857 | Feels comfortable, is cozy, and is organized well.  |
| 858 | values people, learning, and knowing.   |
| 859 | is friendly and accommodating.  |
| 860 | I calm and comfortable in. Wish they had a coffee bar with snacks (maybe sandwiches!)   |
| 861 | is welcoming, offering a sanctuary from the outside world and inspires my imagination.  |
| 862 | Feels like a community.   |
| 863 | is safe, clean and full of great information and stories  |

|     |  |
|-----|--|
| 864 | is free of noise and distraction (homeless issue!) and is welcoming, clean, with nature inspired designs and colors, and comfortable reading/working areas.  |
| 865 | Values and supports children's literacy and love of books (which y'all do!)  |
| 866 | Is safe and clean  |
| 867 | is cozy and welcoming  |
| 868 | Is safe  |
| 869 | Is safe and clean  |
| 870 | Provides a valuable service  |
| 871 | Is full of community   |
| 872 | Has lots of opportunities to spend my time and stay. I would love for there to be a variety of media (games, books, and more) and other ways to spend time besides browsing the shelves.   |
| 873 | My children can learn and play.  |
| 874 | That is a clean and safe place. Right now the in homed, mentally ill, and drug users are blocking access and using in the bathrooms. I was literally in the bathroom when too guys went in the stall to do blow. My kid was using the urinal. Unfortunately I think there needs to be a police officer there at all times to insure people are using the library resources in a respectful manner. |
| 874 | Team um with hunter bay or la dolce vita and have some coffee in there too. I'd dig on that.   |
| 875 | doesn't get shut down for having methamphetamines found in the bathroom.   |
| 876 | is welcoming, cozy, and is available as a safe space for community members.  |
| 877 | I could sit and read/work in for hours   |
| 878 | makes it to easy to visit  |
| 879 | Cares about my family and has a community feel   |
| 880 | Is safe, smells fine, is a place that people go for learning and reading and not just shelter...   |
| 881 | Encourages community and creates a safe space for all  |
| 882 | Is safe, and accepting. I would like a place where it feels like everyone can relax and enjoy time together  |
| 883 | Is comforting, safe, and accessible.   |
| 884 | Is safe, and comfortable where I don't have to worry about anything.   |
| 885 | Is safe and useful for my purposes   |
| 886 | Loves books  |
| 887 | third place  |
| 888 | Feels modern and inviting.<br>Puts me in a flow state and doesn't put me to sleep.<br>Has thoughtful design that is appealing to the eye and induces creative thinking.<br>Has big visibility to nature and the outdoors so as not to feel stuffy, sleepy, unnatural from plain white walls and incandescent lighting.   |
| 889 | Supports community and brings people together  |
| 890 | Values knowledge and people.   |
| 891 | Everyone is welcome  |
| 892 | Is welcoming and has community resources   |
| 893 | Sees me, hears me, appreciates me.   |
| 894 | is for everybody, no matter what   |
| 895 | Welcomes everyone to use the community resources.  |
| 896 | I am safe.   |
| 897 | peaceful and connecting.   |
| 898 | I can stay for long periods of time or organize a reading group at   |

|     |   |
|-----|---|
| 899 | is peaceful, is supportive, allows for productivity.  |
| 900 | Is safe for all   |
| 901 | is peaceful, informative, and welcoming.  |
| 902 | Is safe, clean, and useful.   |
| 903 | Feels local   |
| 904 | is inclusive of all, feels inviting to kids especially  |
| 905 | Is welcoming to all people. I want to feel valued and respected as a patron and want my children to feel the same.  |
| 906 | that embodies the love of learning.   |
| 907 | Is clean enough to sit in.  |
| 908 | Connects well with the context and improves the design of Old Town Arvada   |
| 909 | Wants me to be there & return   |
| 910 | I am in my second home.   |
| 911 | Welcomes me   |
| 912 | Brings the community together   |
| 913 | is safe, inviting, clean and with lots of great books!  |
| 914 | Is QUIET and I can protect my privacy when I'm using the computers  |
| 915 | Supports families   |
| 916 | is safe & that is not full of homeless/drug users/armed security guards.  |
| 917 | Welcomes all, but is safe for community members and staff   |
| 918 | I am safe, I won't be exposed to harassment or drug use/toxins  |
| 919 | feels worn out.   |
| 920 | Is fun for me and my kids   |
| 921 | Is much more cozy and inviting. More like a nice coffee shop with art.  |
| 922 | Helps me grow into a healthy, educated, connected member of society   |
| 923 | I am safe to walk to from parking lot and to wait out side with my little one for a ride.   |
| 924 | Makes me excited to read and feel connected to my community.  |
| 925 | Is easy to get in, get what I want and get on my way.   |
| 926 | has a positive energy, retains it's cozy feel, and creates a space for the community  |
| 927 | cares about everyone having access to educational, entertaining, and digital media resources to uplift our collective prospective intelligence.   |
| 928 | Encourages imagination, cultivates the desire to learn, and strives to reach everyone.  |
| 929 | is safe and welcoming   |
| 930 | Is safe, and is easily to get to (parking).   |
| 931 | Is calm and relaxing  |
| 932 | is safe and clean.... Do not always feel that way with the large population of homeless that live pretty much in the library and those restrooms in front                                       |
| 933 | Is safe for me and my children  |
| 934 | is a sanctuary—safe, clean; a community resource and learning center; A place where I may meet my neighbor or someone I've never encountered before.  |
| 935 | is safe.  |
| 936 | Has most of the books I'm looking for   |
| 937 | is safe, welcoming place for my toddler and I to explore new books.   |
| 938 | is there for the people, serves the people, and educated the people.  |
| 939 | Is safe and clean, first and foremost. I want to be able to have my daughter play and explore new reading adventures without the worry of homeless or criminal behavior needing to protect her. |
| 940 | Fosters my sense of both calm and imagination!  |

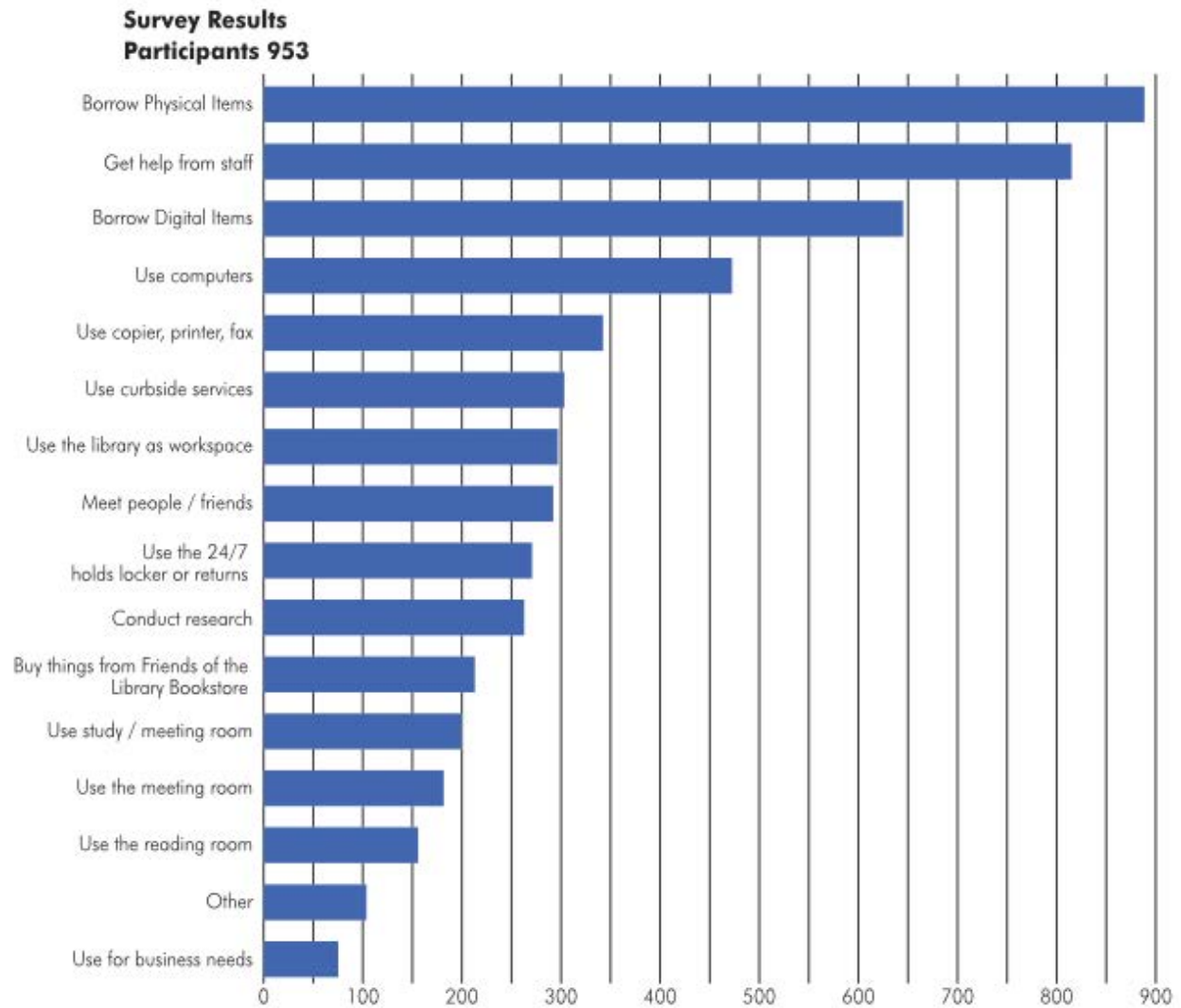
|     |   |
|-----|---|
| 941 | Is safe, cozy, comfortable and has great items to check out or borrow while on site.  |
| 942 | Is quiet peaceful and comfortable   |
| 943 | Allows everyone access to information.  |
| 944 | Values knowledge and books!   |
| 945 | caters to the needs of the community, defines itself as a third place, and excels at being accessible   |
| 946 | Is welcoming to all.  |
| 947 | Provides access to resources and books to all.  |
| 948 | Is safe, fun, and family friendly.  |
| 949 | Is a sanctuary for learning   |
| 950 | Is clean, safe, and fun. I want to feel like I'm in a space my daughter can love and enjoy at every age.  |
| 951 | All are welcomed and all are safe. I can trust.   |
| 952 | Embraces culture and race.  |
| 953 | Is safe, inviting, and stimulating  |
| 954 | Is interesting, engaging, well-stocked, and beautiful.  |
| 955 | Is safe and clean. My family has avoided the library and that part of Old Town because of the unhoused community that resides there. It seems unkempt and I worry about drug use in the library.                |
| 956 | Is meant for young families and children to explore ideas and community.<br>A place that has a feeling of calm and that has infinite resources.   |
| 957 | is part of the community with a cozy vibe.  |
| 958 | values me as a person and has a vast number of resources for me to choose from.   |
| 959 | never ends with pages.  |
| 960 | is comfortable, has an easy-going sense, offers different perspectives, given the varied clientele.   |
| 961 | Welcomes learning and children  |
| 962 | I feel safe   |
| 963 | encourages the next generation of people to become life long readers  |
| 964 | Has tons of things to do! I'd love some sort of maker space.  |
| 965 | Is nice and calm  |
| 966 | is welcoming and calm   |
| 967 | Values learning and imagination   |
| 968 | is open, accepting, and comfortable.  |
| 969 | Is friendly, clean, and safe  |
| 970 | Values my children and the future generations.  |
| 971 | me and my children wont have to be yelled at by the homeless that camp along the sides of the building or seeing people use the bathroom and fight with each other on the side with the overhang.               |
| 972 | Is safe, organized, colorful, friendly and welcoming.   |
| 973 | Is clean and welcoming  |
| 974 | ....Doesn't have computers anywhere near the kid area! Please!  |
| 975 | ....is peaceful, interesting and friendly.  |
| 976 | is planed in a good location with plenty of safe parking and it is safe to walk the streets there. ( Obviously, this is not true ! )  |
| 977 | Matters to this community. It feels like the employees and volunteers care about their work in and around the community. I dont know what we would do without this library and the many offerings they provide. |
| 978 | Has books?  |
| 979 | Is organized, efficient, & inviting   |
| 980 | Has enough space in the children's section to spread out, and also want to feel safe.   |
| 981 | welcomes all and inspires a love of reading, learning and community spirit in all   |

|      |   |
|------|---|
| 982  | Is safe, friendly, comfortable and well organized.  |
| 983  | is leading to the betterment and education of all members of our community.   |
| 984  | Feels safe! Is clean. Has lots of great resources.  |
| 985  | Encourages reading and learning   |
| 986  | is safe, clean, has the newest books available, and a knowledgeable, friendly staff and not have the homeless people surrounding the entrances  |
| 987  | Is clean and safe.  |
| 988  | is inclusive and safe.  |
| 989  | Affirms everyone in our community.<br>Is safe for marginalized communities.<br>Supports people who need support.<br>Values and promotes knowledge.  |
| 990  | Is safe. I want to be able to wait outside for my ride and I won't be yelled at or uncomfortable by disruptive behavior.  |
| 991  | Is welcoming to my kids   |
| 992  | Safe for all people.  |
| 993  | A safe resource for reading, research, & learning   |
| 994  | Is caring and loving.   |
| 995  | is welcoming, comfortable, clean, light and easy to navigate.   |
| 996  | I need to watch my surroundings   |
| 997  | is safe and intellectually nourishing.  |
| 998  | Welcomes kids   |
| 999  | makes me feel safe, included, and a place where I can focus and relax.  |
| 1000 | Fosters learning  |
| 1001 | is comfortable to play in with lots of playscapes and learning toys.  |
| 1002 | Checks me out expeditiously.  |
| 1003 | enables and empowers my curiosity!  |
| 1004 | I can relax and enjoy the peace and quiet while browsing through books. Aldo a place I can feel comfortable when using the computer and printers.   |
| 1005 | would make me feel safer  |
| 1006 | Has books   |
| 1007 | meets my needs in the community.  |
| 1008 | I haven't been inside the library for at least a year. Physically challenged and your drive up service has been most appreciated.   |
| 1009 | Connects and cares for people in the community  |
| 1010 | Is quiet, clean and safe. Including the entrance to the library. I'd like to be able to come in without having to walk through the homeless encampments and not be asked for money. Has clean, drug free bathrooms. |
| 1011 | brings the resources and community together   |
| 1012 | I can bring my children as a getaway from home  |
| 1013 | Is safe and welcoming   |
| 1014 | offers me a place to enjoy media.   |
| 1015 | knows what kids want.   |
| 1016 | Is fun and welcoming?   |
| 1017 | My daughter loves! But also it's a little weird on the outside with some interesting characters   |
| 1018 | My kids can spend a lot of time exploring and enjoying  |
| 1019 | supports me and my son's love of learning and enjoying literacy   |



|      |   |
|------|---|
| 1020 | I can learn and find useful resources   |
| 1021 | Values all people, makes us feel seen, and provides support.  |
| 1022 | Is safe and welcoming   |
| 1023 | Safe, educational   |
| 1024 | is safe and secure.   |
| 1025 | feels like a part of our community.   |
| 1026 | My kids can roam and get curious about the world and of course words!   |
| 1027 | is safe, and focused on quality materials for patrons that still like to read books.  |
| 1028 | feels safe for myself and children  |
| 1029 | Is safe   |
| 1030 | is comforting, functional and safe. I feel sometimes - a lot of times - that the computer banks upstairs make the area more stale. I know this is how libraries have evolved, as well as the times, but there's feels like a lack of books to computer ratio. |
| 1031 | Is safe, fosters community and provides opportunities   |
| 1032 | Accepts my child as he is   |
| 1033 | Is welcoming  |
| 1034 | is safe   |
| 1035 | I can focus on my work and find new things to be inspired by.   |
| 1036 | cares about the services provided   |
| 1037 | Safe. Welcoming.  |
| 1038 | Is safe   |
| 1039 | Embodies Olde Town Arvada and is safe and accessible for all.   |
| 1040 | is safe, encouraging of reading/learning  |
| 1041 | Safe and clean. The homeless population that abuse the library services and public restroom and camp out outside the library makes my family and other Arvada community members visit much less often.  |
| 1042 | is a quiet and productive haven.  |
| 1043 | has very good expanded hours and where I can accomplish my vital printing and I can feel safe and not be in a crowded area.   |
| 1044 | Is safe and inviting for my family  |

## #6 What do you do at the library?



**Other responses on next page.**

**# #6 Other?**

|    |  |
|----|--|
| 1  | Look at events happening at the library to share with friends.                                     |
| 2  | Have a place to play with my kids, participate in programs   |
| 3  | Quiet cool place to come read.   |
| 4  | Great for Arvada & I'm 6th generation born on Teller St 1958                                       |
| 5  | restrooms and drinking fountains   |
| 6  | Storytime  |
| 7  | Survey random offerings on display   |
| 8  | Childrens story time   |
| 9  | Children's classes   |
| 10 | Relax and read through some of the magazines   |
| 11 | storytime! play time for the kids  |
| 12 | Use the children's area—my kids love it.   |
| 13 | Use the children's section.  |
| 14 | look up laws   |
| 15 | Children's storytime   |
| 16 | bring the grandchildren to play and find things to read  |
| 17 | Used bookclub sets   |
| 18 | Attend story times, use the children's play area   |
| 19 | Events   |
| 20 | Pick up free COVID tests   |
| 21 | I didn't know they had a bookstore?  |
| 22 | Use Libby  |
| 23 | The library serves many purposes for the public and in my own life too.                            |
| 24 | Play and activities in the children's area   |
| 25 | Used toys/ play area   |
| 26 | Bring kids   |
| 27 | School work (I wrote a good deal of my dissertation there).  |
| 28 | baby story time  |
| 29 | Regular attendance at Baby storytime   |
| 30 | Attend events  |
| 31 | Spend time exploring with my kids  |
| 32 | Kids story/dance time  |
| 33 | Family time and kids area  |
| 34 | Went to book signings  |
| 35 | Attend programming   |
| 36 | Nothing  |
| 37 | Restroom   |
| 38 | Due to all the homeless people that live at the library, I don't feel safe going into the library. |
| 39 | Baby Time  |
| 40 | A safe and fun place to take children to read and play quietly.                                    |
| 41 | Baby time.   |
| 42 | read magazines and newspapers  |
| 43 | attend storytime, utilize children's area  |
| 44 | I did the summer reading program   |
| 45 | I have also did the summer reading program   |
| 46 | Play with my kids in the children's area   |

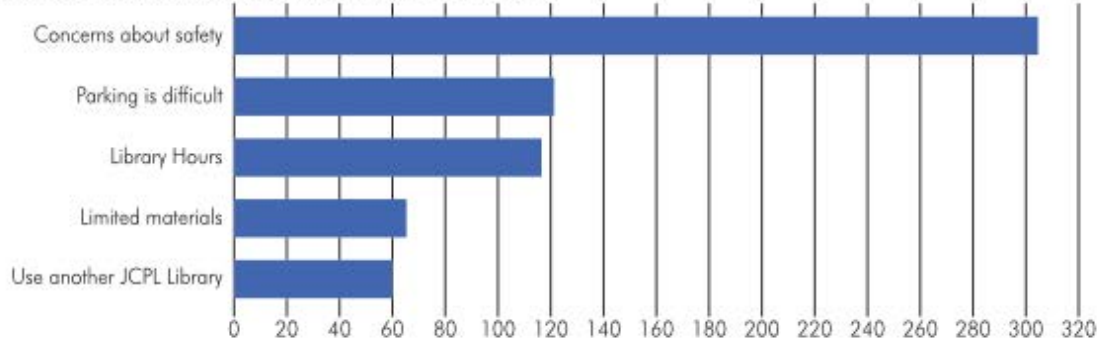
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| 47 | Storytime  |
| 48 | bring my children to activites   |
| 49 | Storytime  |
| 50 | attend children's classes/event  |
| 51 | I haven't attended this library in years because of safety, I attend Standley Lake instead. We enjoy storytime there.    |
| 52 | Use the restroom   |
| 53 | Attend story time for toddlers   |
| 54 | Use restroom   |
| 55 | My kid plays with toys, reads books, explores  |
| 56 | Use as a safe place to buy and sell items online   |
| 57 | Play in the kids area  |
| 58 | Storytime and other events   |
| 59 | Pick up weekly local publicatioins   |
| 60 | Bring our son to the library for activities and books  |
| 61 | Participate in story times and activities.   |
| 62 | check out cultural pass availability   |
| 63 | Kids have done classes   |
| 64 | Get out of the house   |
| 65 | Culture passes   |
| 66 | Entertain nephews in the children's area   |
| 67 | Participate in programming   |
| 68 | Family programs  |
| 69 | Children's area and story time   |
| 70 | Spent time with my teenager  |
| 71 | Kids area  |
| 72 | Use for a place to go, a place to be that asks for little in return  |
| 73 | Relax and wind down  |
| 74 | children's events  |
| 75 | Story time, play in children's area  |
| 76 | Take kiddo to play   |
| 77 | We've been to some toddler/family story times  |
| 78 | Classes  |
| 79 | Used reference services/materials.   |
| 80 | Toddler time   |
| 81 | Kids area  |
| 82 | Use the restrooms  |
| 83 | Relax, entertain my daughter, attend story time w/ my daughter; explore Spanish language materials (and other languages) |
| 84 | Browsing space   |
| 85 | Browse displays  |
| 86 | Children's are   |
| 87 | Use as a place for children's activities   |
| 88 | Baby classes   |
| 89 | Enjoying the children's area and books   |
| 90 | Baby and toddler story time  |
| 91 | Baby reading program   |

|     |   |
|-----|---|
|     | Just spend a quiet couple of hours—reading, browsing, writing, just being in a space conducive to those activities; |
| 92  | hello I have to say I find the Arvada library space less appealing that way than I used to                          |
| 93  | Story time  |
| 94  | Use as a hang-out spot with my children   |
| 95  | The children's area's kitchen, doll house, letter/number easel, etc.  |
| 96  | play in children's area   |
| 97  | Browse physical items without borrowing   |
| 98  | Attend children's events with my child  |
| 99  | Take young children for something to do   |
| 100 | Toddler times   |
| 101 | Culture Passes  |
| 102 | use home computer to send in print jobs   |
| 103 | Read children's books, play with toys   |

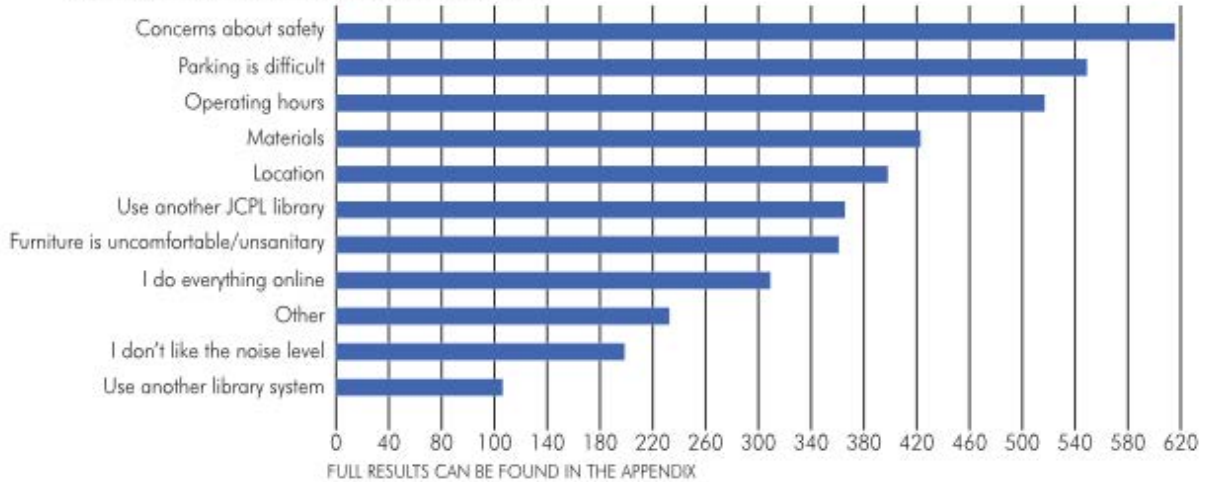
**#7 Which of the following things, if any, have prevented you or might prevent you from using the Arvada Library?**

**Survey Results  
Participants 870**

**Top 5 Highest Ranked Issues (Ranked #1 Factor)**



**Top 5 Ranked Issues (Total Ranked 1-5)**



**Other responses on next page.**

| # #7 Other? |  |
|-------------|--|
| 1           | I'd like to find more classes available like Spanish, English (languages in general) in our library area.  |
| 2           | I don't like all the unwelcoming changes in Old Town Arvada  |
| 3           | Intercourse in the restrooms are annoying  |
| 4           | People disrespectful to others. I.E. doing puzzles in paper, stealing newspapers.  |
| 5           | I have niche taste   |
| 6           | I'd like to use to study/work, but the adult section is not a good fit   |
| 7           | The homeless people outside have been a concern, sometimes make it uncomfortable   |
| 8           | I go there all the time  |
| 9           | Safety concerns involve having to cross busy roads on foot, due to parking being so scarce, and being forced to park blocks away   |
| 10          | Prove me wrong!  |
| 11          | I have had multiple experiences where I was concerned for the librarian's safety at this location, upstairs where unhomed people were rude and cantankerous in response to the librarian's efforts to manage/respond to demands. I recognize that the library is a public space. But I stopped bringing my kids there a while ago when the experience was predominantly about our housing/mental health/drug addiction problems instead of books and learning. |
| 12          | Difficult to find books and tapes  |
| 13          | Cleanliness directly outside library   |
| 14          | The only one that actually applies to me is that I access ebooks online through the Boundless app. Otherwise none of these things prevent me from visiting the library.  |
| 15          | Trash outside due to homeless.   |
| 16          | Hours on Friday could bbe a litle longer maybe 2 more hours  |
| 17          | almost everything is interlibrary so it takes weeks.   |
| 18          | I am sure that many things may need improvement, hiwever, my needs are greatly reduced post-chioldren and post-job. I love to hear excited children and the subdued bustle of the library environment, Libraries have been a sanctuary for my entire life.   |
| 19          | study/meeting rooms frequently booked but still empty. They do not allow use when booked even when not in use. There should be a penalty for booking and not using.  |
| 20          | Homeless people  |
| 21          | I use online books -boundless- when available  |
| 22          | It's just a bit bland- feels like it's catered to kids more then adults  |
| 23          | Availability of comfortable seating areas  |
| 24          | Homeless people in and around the area.  |
| 25          | Ease of access (length of walk from parking, stairs, unfriendly staff,   |
| 26          | Homeless in restrooms and around building  |
| 27          | Parking is an issue in the evening and weekends. But, parking was an issue when moved to OTA. Earlier Sunday hours would be nice to offset the early closing on Fridays  |
| 28          | I do everything online and I'm grateful for that.  |
| 29          | 5 This is confusing, on top it states Please rank at least 5 in order of importance, 1 being most important.????   |
| 30          | I use Stanley Lake because it is more convenient , easy access to park and away fro Olde Town.   |
| 31          | i'm unaware of relevant classes and events, but that's probably my own fault. it'd be cool to do more stuff at the library   |
| 32          | We stopped going to the library for awhile due to too many homeless people entering the building, not because they were homeless, but because they were soiling some furniture pieces and also doing Fetanyl in the restrooms or wreking of it when they came into library. I think this problem has cleared up mostly or resolved since then. i   |

|    |   |
|----|---|
| 33 | Hard to walk from parking lot across the street more handicap parking close   |
| 34 | Elevator needs to be upgraded   |
| 35 | Access for public use. I use the library as a public space for clients to practice social skills and use independence without the need to purchase an item. I love your library.  |
| 36 | (2) I can't move very fast, that's on me.   |
| 37 | At times I have to use Prospect Library system to find books that Jefferson County Library doesn't have in their system?  |
| 38 | Safety safety safety  |
| 39 | The reading room is usually crowded with people not reading and talking or listening to things at full volume. Also it can be unsanitary.   |
| 40 | Homelessness  |
| 41 | The drug activity that goes on right outside the story time room is a deterrent.  |
| 42 | Homeless people   |
| 43 | distance to my home but I do use online resources   |
| 44 | this is my closest library, i can see it out my window, but i drive to standley lake because it is superior, especially for children.   |
| 45 | Hard to find materials. Always have to ask for help when i am using the library.  |
| 46 | Missing audiobooks  |
| 47 | Homeless situation, especially during winter where they started to hang out inside the library. Another one is no kid activities  |
| 48 | I don't really care about the furniture being comfortable, I care that the chairs are clean, bug free, don't smell, and that the floors, furniture, elevator (stability, pee, grafiti, spit, etc), BATHROOM are clean and working.  |
| 49 | appreciate staff & allowing weekends  |
| 50 | study rooms always booked   |
| 51 | Don't have the specific item I am looking for.  |
| 52 | Overall format / location of library items and servicess  |
| 53 | Loitering   |
| 54 | No great outdoor spaces to read except olde town square which doesn't always feel safe.   |
| 55 | Limited access to restrooms due to use of locks   |
| 56 | Honestly though we find it very accessible. We can come when we want mostly. We would love to see Sunday morning open   |
| 57 | Hours of programming doesn't align with my schedule   |
| 58 | Homeless is the issue   |
| 59 | The homeless population that congregates out front  |
| 60 | Having to physically return things is another thing to deal with in my pile of tasks; the online library solves that - it auto-returns if I forget to and I don't have to drive out of my way.  |
| 61 | I really want to emphasize that the presence of unhoused people has never directly made me feel unsafe. No one has ever actually taken action towards me in any way, and I am not upset by the fact they exist. I understand the library as an important resource for people in those positions to have access to things that will help them gain advantages to improve that they may not otherwise have, and am eager to defend the library as an important community member in that regard. |
| 62 | Crowds of unhoused gathered outside   |
| 63 | Unpleasant entry from hanging out people-need staff greeter to welcome homeless and patrons- integrate and welcome all  |
| 64 | Seems like desired materials at Arvada are always checked out. Collection is not big enough to serve the deman here. I usually go to another JCPL locale to find a better selection   |
| 65 | Not sure where there is space to work   |



|     |  |
|-----|--|
| 66  | forced to put 5  |
| 67  | Parking for handicap   |
| 68  | Little bit of homelessness outside.  |
| 69  | Homeless population outside & inside (drugs, unsanitary, etc)  |
| 70  | Other JCPL location has material I want or larger children's area.   |
| 71  | The parking often prevents a quick stop by   |
| 72  | Nothing really, just need 5, unless weekend hours count as 1 and 5   |
| 73  | If the library is closed again we cannot use it  |
| 74  | Honestly, I had to rank at least 5, but even the materials isn't an issue...I just request them!   |
| 75  | The library is a homeless spot. I just don't go anymore. I go to other libraries.  |
| 76  | None, but I had to get to 5  |
| 77  | children's area  |
| 78  | Would love to see the redesign planned in concert with the Olde Town Square redesign.  |
| 79  | more parking   |
| 80  | Lack of outlets to charge laptops. (As an extra note, I love that the library is a safe haven for the unhoused community in Arvada. Sometimes it does prevent being able to use the community room as people are sleeping/talking in there. But I acknowledge that they are part of this community and have every right to the same space I do.) |
| 81  | Needs safe parking space   |
| 82  | Lacking an interesting children's area   |
| 83  | More kids items  |
| 84  | Aggressive behavior from unhoused people loitering near the entrance and in the square.  |
| 85  | Homeless population, looks like a dump on the outside  |
| 86  | I only rate location at #2 because the location is part of the safety issue. It's acutally a very convenient location if it were safer.  |
| 87  | Need a quiet, sensory space  |
| 88  | none of these have prevented me from using the arvada libray.  |
| 89  | Not all books desired are part of the Arvada Library system.   |
| 90  | Groups I'm in like HOA don't use the rooms for meetings.   |
| 91  | Repeating the need to clean up the unhoused people in the vacinity   |
| 92  | The homeless   |
| 93  | Very few Lucky Day materials anymore, have long waits for current titles   |
| 94  | Timing of story time during nap time   |
| 95  | Drugs, homeless, unruly teens  |
| 96  | I have not seen any events that were applicable to me or my household. I did not even know we had a teen center.   |
| 97  | The area is unsafe, filthy, with drugs, bad influences and disrespect.   |
| 98  | Not a very developed children's area, no outdoor space   |
| 99  | Transients   |
| 100 | not applicable   |
| 101 | Audiobooks not available on Libby  |
| 102 | Sometimes there are groups of people sitting on sidewalk near the entrance   |
| 103 | Woke focus   |
| 104 | Inappropriate books in the kids section  |
| 105 | staff is rude, they just sit and talk to each other  |
| 106 | This is a loaded question. We have no issue with the Arvada library and visit at least once a week   |
| 107 | needed a #5  |

|     |   |
|-----|---|
| 108 | I've been charged for a replacement book that I have returned   |
| 109 | The exterior is always plagued with homeless drug addicts   |
| 110 | everything else ok  |
| 111 | Cleanliness and environment outside the library doors.  |
| 112 | Space in the library  |
| 113 | Folks experiencing homelessness sleeping in adult areas. Unable to work or read comfortably   |
| 114 | I often forget that closing time is 5pm on Fridays  |
| 115 | The doors are very difficult to open  |
| 116 | Introverted   |
| 117 | Adults-only QUIET area not available  |
| 118 | All The Homeless People   |
| 119 | Unhoused people   |
| 120 | I put in 5 here because I was required to pick 5 things   |
| 121 | Study rooms all taken. Not enough study rooms.  |
| 122 | sometimes outdoor drop boxes not in use   |
| 123 | None of these things deter me or are problems for me. I'd enjoy additional comfy furnityre, but this doesn't deter me from coming.                                      |
| 124 | Once again, homeless issues   |
| 125 | The homeless and drug addicts all over the inside and outside   |
| 126 | moving around kids area IA a nightmare, need stroller parking or something  |
| 127 | My #4&5 choice aren't really factors to me but I was required to choose 5   |
| 128 | other patrons smell bad (homeless)  |
| 129 | 3   |
| 130 | I work so much I can't get to the library as much as I'd like   |
| 131 | I am at times nervous of the cleanliness of the facilities for my kids  |
| 132 | I also use the Express Library  |
| 133 | Homeless people   |
| 134 | The Arvada extension on W. 64th is convenient for picking up holds, so I use it more than the Arvada branch.  |
| 135 | Creepy people hanging around the library  |
| 136 | There were not many places to sit or study. More seating/desk areas would be nice   |
| 137 | not the best selection of books   |
| 138 | I'm not sure where the study room(s) are and how to reserve them. Are there study rooms?  |
| 139 | It feels bad walking in, like you are walking into a fight situation  |
| 140 | Bathrooms are unsanitary or smell like drugs  |
| 141 | renting e books on Libby instead of physical books  |
| 142 | Not enough sheet music  |
| 143 | You don't have the equipment (such as a cricut, 3d printer, etc) that I would like to come use.   |
| 144 | Lack of bike racks in a safe area   |
| 145 | I just live closer to the Stanley Lake Library but I do sometimes go to the Arvada Library when I am in Old Towne   |
| 146 | Getting hit by a car crossing the intersection  |
| 147 | lack of children's programs   |
| 148 | I still need physical cds and dvds and the library isn't buying them as much anymore.   |
| 149 | Hours again (open early on Sunday :)  |
| 150 | Homeless - unsafe/dirty   |
| 151 | Uninviting or stimulating atmosphere  |
| 152 | Don't want to go to story time when certain librarians are running it because they either aren't age appropriate or can't capture the attention of the parents/children |

|     |  |
|-----|--|
| 153 | You built a horrible building in a horrible location with no parking and surrounded by drug-using bums. The building does not fit in historic Olde Town.   |
| 154 | sometimes I'm too tired (I honestly couldn't think of a fifth one)   |
| 155 | Homeless population  |
| 156 | This library meets my needs, but sometimes I am closer to Standley Lake  |
| 157 | Use materials on Hoolpa or Boundless   |
| 158 | Concern about catching cold/flu/covid during winter months   |
| 159 | Please disregard ALL the numbers. I can't finish because you require me to find problems. I don't have problems. The only thing that I would cite is the need to prevent contamination of the bathrooms again, so as to head off another prolonged shutdown. |
| 160 | Responses 4 - 5 at only selected because the survey won't move forward without 5. #3 is a please don't cut the hours, I remember the challenges in 2012 ish and appreciate the library being open 7 days a week.   |
| 161 | Drug use and homeless make this location unsafe and dirty.   |
| 162 | Olde Towne has become hard to navigate   |
| 163 | not accessible   |
| 164 | Bathroom is used for Drugs   |
| 165 | I love that we can borrow from other library alliances   |
| 166 | I live too far away  |
| 167 | The homeless population congregate outside of entry doors, near bathrooms. Hard to keep the exterior clean. If I had kids this would be my number one concern.   |
| 168 | bathrooms are not always clean   |
| 169 | This form sucks  |
| 170 | bathrooms used by homeless people to clean themselves  |
| 171 | Closure due to pandemic; meth mitigation cleaning; whatever similar events might arise in the future   |
| 172 | I haven't felt that anything prevented me from visiting. I'm aware of homeless people and it's uncomfortable but not dangerous to me. Parking can be difficult but I usually just park out front, even if I'm not supposed to.                               |
| 173 | Collection of books is too small   |
| 174 | Parking extend to 5 hours free   |
| 175 | Bathrooms seem unsafe  |
| 176 | I visit during the day quite often -- nighttime is a different matter.   |
| 177 | 3 There's little programming. 4. The smells and dirt outside.  |
| 178 | Not a great area for kids to play  |
| 179 | No impediments   |
| 180 | Lack of story time options   |
| 181 | This question is poorly designed, I don't have 5 reasons that prevent me from coming   |
| 182 | Kids play area is cramped and kids section has small selection of toddler age books.   |
| 183 | Concerns about health  |
| 184 | Design   |
| 185 | Honestly, just the safety and drug use is the main concern everything else is great  |
| 186 | parking isn't difficult, I bike, walk, or ride transit to the library  |
| 187 | Drab interior design and lack of views of the mountains  |
| 188 | None of these  |
| 189 | The amount of homeless in the area. The trashy looking area.   |
| 190 | my job requires privacy most of the time, so need very confidential spaces   |
| 191 | the kids area isn't captivating for my boys  |
| 192 | No other excuse  |
| 193 | No book group  |

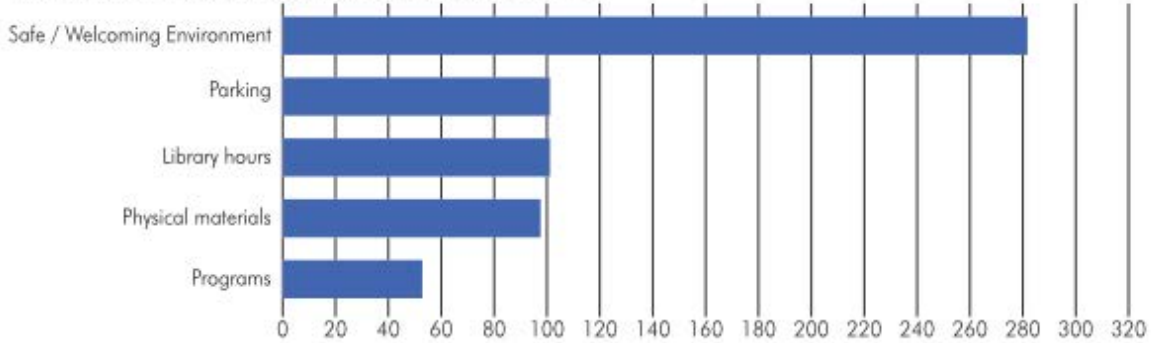
|     |  |
|-----|--|
| 194 | Computer placement doesn't allow for privacy; anyone walking up behind me can see my information.  |
| 195 | I don't understand the question and ranking  |
| 196 | Lack of child friendly.  |
| 197 | i do many things online, but also like to use the brick and mortar facility  |
| 198 | Moved to digital rentals as not a fan of trying find parking and feeling unsafe at times   |
| 199 | drugs and other substance abuse happening outside of storytime windows   |
| 200 | I often have video meetings and need to speak - I'd love to have a communal work area for this but not sure if the larger meeting space is available for people who are also speaking. |
| 201 | Could use more materials in Spanish. Organize them better  |
| 202 | Concerns about cleanliness of the library and adjacent square (many unhoused people)   |
| 203 | I need a place I can work and take virtual meetings  |
| 204 | no number 5  |
| 205 | This would have been better as a check list, i only care about 1 of these...i cant rank these correctly so do not take this into account! Only thing that stops me is hours            |
| 206 | Availability   |
| 207 | Rudeness of other parents attending story time   |
| 208 | The homeless population around the building and having the building closed because of meth clean up worry me bringing small children.  |
| 209 | Computers in kids area   |
| 210 | My child is older and we don't go as often.  |
| 211 | This format is super confusing and forced so you can disregard my response on this page  |
| 212 | Sometimes there are people around the holds locker that I don't want to disturb. I've switched to picking up inside but it means I have to pay attention to the hours.                 |
| 213 | JCPL knows the homeless is an issue. Unsettling going there at times. I use other libraries more but Arvada is more convenient   |
| 214 | Quality / Knowledge of inperson events   |
| 215 | #5 - Used to be frequented by homeless people who gather outside or in the building directly South of the library.   |
| 216 | Kid area limited   |
| 217 | Toddler time was moved to JUST before nap, which has lead to cranky kids. My daughter no longer enjoys it like she used to and attendance is significantly lower.                      |
| 218 | My safety concern is more of right outside the library. I often go with my kids and have started using Stanley instead because I feel safer taking my kids into that one.              |
| 219 | The homeless people are a problem  |
| 220 | I don't feel safe from the homeless people doing drugs and being disruptive.   |
| 221 | Magazines are somewhat limited   |
| 222 | Time   |
| 223 | homeless gathering area out front is a BIG problem   |
| 224 | Bike rack feels unsafe to use  |
| 225 | I don't feel comfortable leaving my bike outside.  |
| 226 | 2 - can't book a study room longer than 2 hours  |
| 227 | Library and its bathrooms serving as shelter for homeless  |

**#8 Which of the following, if any, would encourage you to visit the Arvada Library more often?**

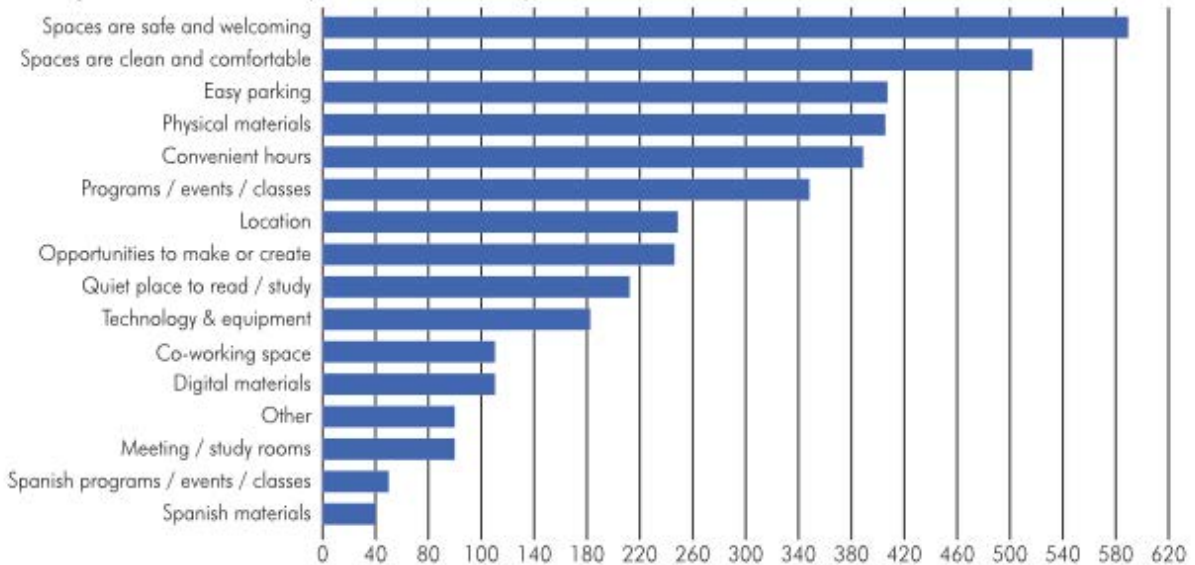
**Survey Results**

**Participants 840**

**Top 5 Highest Ranked Issues (Ranked #1 Factor)**



**Top 5 Ranked Issues (Total Ranked 1-5)**



**Other responses on next page.**

**# #8 Other?**

|    |   |
|----|---|
| 1  | Really, only number one is the box we would check. Arvada is on top of the rest of the areas!   |
| 2  | outdoor space/balcony or rooftop area   |
| 3  | Security is a concern, too.   |
| 4  | Just plan and simple keep the library where it is. Why spend unnecessary money on always having to have newer and better. This world we live in is ridiculous. Oh let's spend unnecessary money!! |
| 5  | Classes that promote physical activity like yoga, zumba, karate   |
| 6  | Get rid of homeless, no backpacks, luggage, grocery carts in library.   |
| 7  | Safety / homeless are unstable and dirty.   |
| 8  | Safety without being approached for money   |
| 9  | More accessible information on how to use digital and other online resources, like e-books. I'm not in the habit, partly due to learning  |
| 10 | A demonstrated presence of a ready resource and prompt support for librarians who need it   |
| 11 | Safe and clean  |
| 12 | better kids computers   |
| 13 | more legal laws to look up  |
| 14 | Homeless people aren't allowed to sleep there   |
| 15 | The city remove the homeless element or provide additional security during business hours.  |
| 16 | Monitor the group of people that often gather outside often gather outside  |
| 17 | No homeless in restrooms  |
| 18 | help with community organization  |
| 19 | Not to have the homeless babbling when I'm trying to read or concentrate on a task  |
| 20 | recording studio, like at Belmar  |
| 21 | improved children's area  |
| 22 | No homeless   |
| 23 | Kids area   |
| 24 | I have no comment on the test5  |
| 25 | More quiet toys and play area(s)  |
| 26 | 3D printers (but not more computers) or other makerspace equipment, Wifi-access   |
| 27 | Everything else is important as well ... this is our library  |
| 28 | Children's programming  |
| 29 | Feeling safe going in and out.  |
| 30 | No homeless   |
| 31 | Summer weekends are bad   |
| 32 | children's area   |
| 33 | EV chargers   |
| 34 | Intentional design (bright, inviting, creative, flexible)   |
| 35 | IF the parking was better and there were book clubs that appealed to me I would love to go!   |
| 36 | Secure, clean bathrooms without drug residues   |
| 37 | No bad influences like drugs, homeless and unruly teens   |
| 38 | A great kids area allowing easy browsing of kids books and a cohesive area for reading and playing  |
| 39 | Remove the homeless encampment which breeds drug use, feces, vomit, security issues, and trash  |
| 40 | please put the adults downstairs for safety   |
| 41 | Special events  |
| 42 | Children's activities with and without parent involvement, allowing me to browse and enjoy the space as an adult  |

|    |  |
|----|--|
| 43 | Safe, clean, no drugs or filth, panhandling or bad influences.   |
| 44 | not applicable but I have to answer  |
| 45 | Better selection of kids books. Less inappropriate subject matter  |
| 46 | Friendlier staff   |
| 47 | an engaging kids area  |
| 48 | Would love to come here all the time. I live 4 blocks away and have children that love to read. Problem is I just don't feel safe going there or having my wife take them there. We have been in the neighborhood for over a decade and used to come here all the time. In the last 4-5 years it's just gotten so bad that drive all the way to standley lake library instead. |
| 49 | dont move from old town  |
| 50 | Outside of library being clean and safe  |
| 51 | Lending Library and/or swap events - other ways to share resources and be more sustainable   |
| 52 | The doors being less heavy and awkward to open   |
| 53 | Reducing the number of homeless people using the library   |
| 54 | reduce number of unhoused people hanging in and around   |
| 55 | lighter front doors  |
| 56 | If you're thinking about parking, please consider creating a shady parking area — makes it much easier for parents with young kids in the hot months!!!  |
| 57 | All the homeless were gone   |
| 58 | it's more like a day care center   |
| 59 | No one smoking right outside the library   |
| 60 | Note--I think that safe, welcoming, clean, comfortable space at a convenient location is what brings me to the library already with some frequency. I'd hate to see these change, but since they're already true, changing these aspects (especially moving the location) wouldn't bring me MORE often   |
| 61 | You need a much better space for the kids. One that isn't in a main pathway and is it's own space. One that doesn't have a front row seat to the drug use going on outside. Teens also need their own space.   |
| 62 | Larger teen area   |
| 63 | Bike parking   |
| 64 | Helpful staff  |
| 65 | Children's programming and toys  |
| 66 | Kids play area   |
| 67 | safety   |
| 68 | Learn Spanish classes  |
| 69 | Ease of holds and pickups  |
| 70 | I feel it would be terrible for you to move the library -- which seems to be what you're using this survey to justify. It belongs in our downtown.   |
| 71 | safety   |
| 72 | Get rid of the homeless and drugs.   |
| 73 | Getting rid of the vagrants that hang around outside.  |
| 74 | Security to keep entraces clear of the homeless  |
| 75 | Love that we can borrow from other librariy systems  |
| 76 | I feel safe approaching and leaving the building.  |
| 77 | Drug free zone   |
| 78 | Book a librarian!  |
| 79 | “Try its” (See Anythink library Wright Farms)  |

|    |   |
|----|---|
| 80 | More language things like learning korean   |
| 81 | less parking and more access to transit and better bike parking   |
| 82 | More comfortable chairs and standing desks (chronic low back pain)  |
| 83 | Solving the homeless problem and meth issues  |
| 84 | Library of things- check out non traditional library items like ice cream machine, sewing machine, etc                      |
| 85 | Screen free environment for children!   |
| 86 | Being safe enough to bring you d children to.   |
| 87 | Availability of books   |
| 88 | Clean children's area with different things to do there (like the Golden library)   |
| 89 | Other language materials  |
| 90 | I like that I live close enough to walk but don't feel comfortable with the amount of homeless hanging around the exterior. |
| 91 | We use the children's area a lot!   |
| 92 | I like being able to take my kids to events outside of normal working hours.  |
| 93 | It was safer and not swamped with homeless people.  |
| 94 | Not allowing the homeless to use the bathroom and space as living soace   |
| 95 | 4 - booking an extended period over 2 hours in study room (I take online proctored tests that last longer than 2 hours)     |
| 96 | Library needs to be a library and not a homeless shelter with scary bathrooms   |



## **#10 What would help you reach your goals**

Some interesting one-off comments worth a thought:

- Lots of interest (so not a one-off) in a maker space
- More book clubs at times working people can participate in
- There is a dead space by the stairs that could be put to use (multiple people noted this)
- Seed library
- Tool library
- Recording studio
- 3D printer
- Quieter quiet zones; ok to be noisy zones ~ better acoustic treatments
- Fix elevator
- And the evergreen coffee

The raw data tells the story here:

### **Classes            85**

- Computer
- Arts
- Taxes
- Crafts
- Spanish/Languages
- Children's
- Resume
- Excel

### **Book(S)           175**

- Clubs
- More
- Real (Not Digital)
- Easier To Request
- More Digital
- More Audio

### **Programs           49**

- More
- Asynchronous

- Homeschooling
- Languages
- Kids
- Computer Skills

**Materials 28**

- More Online
- More Diversity
  - This Is One Of The Contradictory One – More Inclusive, Less Woke

**Space 67**

- Maker (18)
- Coworking (14)
- Conversation
- Meeting (8)
- Work
- Quiet
- Study (21)
- Enclosed

**Digital**

- Media
- Audio
- Music

**Resources 33**

**Love, Like 47,56**

- Maker
- Classes
- Book Clubs

**Selection 23**

- More Books
- More Copies of Popular Books
- More DVDs
- More Audio Books
- More Large Print
- Programs

**Community 34**

- Events
- Outreach
- Meetups

**Working 29**

- Networking
- Coworking
- More Space
- Hours That Are Better for Working People

**Children, Kids 80**

- Kid Free Zone
- More Classes
- More Materials

| # What would help you reach your goals? |  |
|---|--|
| 1                                       | I appreciate when you purchase extra e-copies when wait lists get really long.   |
| 2                                       | Sufficient for my needs at this time-retired!  |
| 3                                       | I'm retired and bring my great- nephew here, so none.  |
| 4                                       | Make sure you have all the the stuff you need because sometimes dvds go missing.   |
| 5                                       | I'm less concerne about the resources and programs and more about the physical space and opportunities to make it more welcome for different activities/needs.   |
| 6                                       | We love the maker space in the Denver main library, and the vibe in the Denver Smiley library (cozy & quiet), the equipment rental at the Westminster library (they have yard games for the adjacent field), and the kids area at the Belmar library & the Westy College Hill libraries. We wish the kids area at Arvada had an outdoor area like Standley Lake does (but with a fence!) and even a small playground, but the homeless issue makes that less appealing. I had no idea there was a teen area. Is there a Tween area? I feel like my 10 year old is underserved... |
| 7                                       | Languages classes. Tax classes for companies and retirement accounts. Help filling out tax forms. Public talking skills. I really like to have the Arvada Library available. The security is a concern and I didn't  |
| 8                                       | Keep real books, CDS, DVDS   |
| 9                                       | More history books. Books that could supplement encyclopedia important time frames.  |
| 10                                      | Please again purchase music on CDs.  |
| 11                                      | Latest and popular books on disk and dvds  |
| 12                                      | I find the selection of computer programming and software engineering books to be lacking. I'm a software engineer by trade, so having physical or digital media with these topics would be of great use to myself and others in the same occupation. Access to ACM or IEEE journals and databases would be a great addition as well.  |
| 13                                      | study room   |
| 14                                      | Professional networking opportunities with local small business owners, a coworking space  |
| 15                                      | Wifi and the computer help me look for resource things and lawyers I need  |
| 16                                      | Community events like movies in the Square, book fairs or book clubs   |
| 17                                      | Maybe food stamps able to re-apply to get cards. Local job fair. List jobs in area to connect w/ clients.  |
| 18                                      | More desk tops or larger tables  |
| 19                                      | More digital content   |
| 20                                      | Smoking area   |
| 21                                      | Consider adding a sound proof "loud" room.   |
| 22                                      | there should be more of a variety of classes and opportunities to meet others in our community and volunteer   |
| 23                                      | Critical Care Paramedic study guide  |
| 24                                      | robust online library for digital reading  |
| 25                                      | Expanded Sunday hours  |

|    |   |
|----|---|
| 26 | It would be nice to have a quiet place to work/study. I don't currently work there because in all honesty- adult section is mostly unhoused folks. They listen to music or shows too loud and don't practice proper hygiene. I am conflicted because I know these folks need a space too. But it doesn't seem to represent the community as a whole. The kids area/1st floor and adult area/2nd floor are like 2 separate places! I would go more if I could work on the first floor. librarians dissuade folks without children from that area, which I understand. So not sure best way to solve this problem, but it is for me a bit of a problem. Will still use the library with my kids for sure. Kids section is fantastic resource. |
| 27 | Spanish meet ups  |
| 28 | Maybe a couple more baby times either late morning or early afternoon   |
| 29 | More books, I would like to request books that are not carried by the library   |
| 30 | I am a house spouse targeting a return to work, an exclusively morning-oriented person with a love for languages and creative arts, and I am seeking to build a bigger community.<br>For me, most after-work programs are later than I would go out. I tend to favor asynchronous programs because they allow me to fit things into my schedule. And, I would like to meet people who have similar interests and lifestyles. I am seeking a mentor in software development, so perhaps facilitating a mentor program. I'm also still sort of new to the area- we moved here about 3 years ago. It took me a while to get acclimated. Could a new-resident buddy system be something the library felt like creating and managing?            |
| 31 | More books is always good. Some more programs for younger school age kids would be cool. They don't need any more computer or screen time stuff, they get that at school.<br>My kids also wanted me to request a slide into a playground like the new Boulder library :)  |
| 32 | Maker space and classes!  |
| 33 | More online materials including hard to find titles from the 80s and 90s.   |
| 34 | I'm good  |
| 35 | Your Services have met all my goals.  |
| 36 | Work - Small working room, quiet, safe, clean, reservations, windows, light and bright  |
| 37 | Better awareness on the scope of resources, specially focused on those I don't regularly use and don't know how to access easily. Maybe some kind of quick reference users guide, laminated card?   |
| 38 | Some sort of maker space would be really cool. I've also seen some libraries with cafes/coffee cart type things.  |
| 39 | Continue to provide a wide variety of books and activities for children.  |
| 40 | Boundless app offers a wide variety of audio books, but the app doesn't always perform well with easy tasks - download, access to downloads without wifi.   |
| 41 | New York Times and Wall Street Journal digital that is current and easy to access   |
| 42 | I might take computer classes but when they were offered, it didn't fit my schedule.  |
| 43 | I use the library for personal/entertainment use & I can always get what I'm looking for.   |
| 44 | I would love classes, especially art and crafting.  |

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|    | <p>We home school our children and bought our house in Olde Town 11 years ago for one reason- we wanted to live walking distance from a library. The library is incredibly important to our family.</p> <p>At any given time, we typically have 60-90 materials checked out (books and audiobooks). My kids take interests in many different things and we frequently pop onto the library's catalog to reserve items that meet their interests and since we live so close, we are generally at the library 2-3 times a week picking up our books and searching the shelves for new ones. However, within the past few years there has been an incredible uptick in the amount of homeless people loitering outside of the library and inside. My children ask me not to go anymore, they don't want to come with me because they are afraid. While I understand the statement, "the library is for everyone," that mentality is also what is keeping those who frequently use the library for how it is intended to be used out of the library because they don't feel safe. We've seen people openly buy and use drugs inside the library, we have had people yell at us, the smell when you enter the front doors is incredibly off putting, I don't allow my kids to just wander the children's area because it doesn't feel safe. The library right now is a glorified day shelter for the homeless in Olde Town with some books in it. I understand that the church across the street provides a lot of resources to the homeless and therefore, there is a lot of traffic between the two locations but we often go to Stanley Lake branch or College Hill (Westminster) branch because my kids aren't afraid there. Not only does the inside of the library smell and feel dirty, the outside is not welcoming. We</p> <p>45 always find garbage, sleeping bags, shopping carts, etc. strewn about.</p> |
| 46 | More available Arvada History on digital, ebooks, or physical. Also, more selection on large print.   |
| 47 | Checkout Stanley Lake   |
| 48 | Spanish classes   |
| 49 | Children play area  |
| 50 | Cookbooks and watercolor books  |
| 51 | Classes   |
| 52 | More community groups   |
| 53 | Continue offering basic US Government publications.   |
| 54 | Cubicles like the Lakewood library would be nice.   |
| 55 | Adult social events   |
| 56 | Just keep providing physical books. Seems like more ebooks are offered.   |
|    | I would love it if you could list only the books that are in stock at a particular location on the library webpage.   |
| 57 | Sometimes I go to the library thinking a book is available only to find out it's at another branch.   |
| 58 | If I find an author I like, I want to get all their books, but older books are not usually available.   |
| 59 | keep audio books on DVD   |
| 60 | material accessibility  |
| 61 | better/more kids computers  |
| 62 | Not sure I think the librarians are very thoughtful.  |
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| 63 | more legal cases. I have to go usually to a law library because Jefferson County does not have these resources.   |
| 64 | Writing workshops, community resilience workshops   |
| 65 | I would like more informative programs for adults   |

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| 66 | tool library checkout. on site 3d printers and 3d scanners. The stuff that is out of reach for most people to just go buy. Maybe offer classes in welding or other skills. sewing machines, laser cutting, maker lab, woodworking, jewelry making, etc.  |
| 67 | more copies of digital books that are popular.   |
| 68 | More vox books in Spanish or more books in Spanish, in general. Or at least a better way of knowing what is available in Spanish for families/parents  |
| 69 | anything that helps build community  |
| 70 | Continue to expand access to digital books, prerecorded books  |
| 71 | Creating a space for coworking or having a space where *some* noise would be okay would be great!  |
| 72 | Nothing should be added. Great the way it is.  |
| 73 | Wider range of children's materials and fiction.   |
| 74 | more rooms and/or a small fee for use of private rooms   |
| 75 | Just security.   |
| 76 | Online magazines   |
| 77 | More how to art books and magazines, and art journaling books and magazines  |
| 78 | Grow the children's area, make it more kid friendly, and include more natural light  |
| 79 | I sometimes go to library in person but not that often but I would think anything that gets people into community in person and in the library is good.  |
| 80 | Metal detectors and physical guards  |
| 81 | Very good Wi-Fi. More Digital audiobooks. Guest speakers.  |
| 82 | Interlibrary loans   |
| 83 | Keep expanding your selection of DVDs  |
| 84 | I like what the Arvada library currently offers.   |
| 85 | Activities for kids young elementary   |
| 86 | <p>Quiet comfortable areas to read and think, no kids should be in these areas, big tables to spread out on and power next to each. Good views or art would be nice to rest your eyes on while you think-</p> <p>I would come to sew :) I'm not sure if sewing classes are really in the library's domain though-</p> <p>I'd come in too for unique books- maybe some that can be only read at the library and not borrowed? Im not exactly sure how that would work either but having physical copies of famous works would be cool. I'd Come in for that too</p> |
| 87 | More toddler and school aged activities and spaces.  |
| 88 | Crafting nights or weekend crafternoons would be awesome!  |
| 89 | More titles available for online reading   |
| 90 | More seating or individual study/work spaces, even more baby/toddler programs, possibly more of a toy rotation in the okay area, like at the Lakewood library.   |
| 91 | More audio books and kids programs   |
| 92 | Driver license   |
| 93 | More small study rooms, private spaces   |
| 94 | I adore Libby, adding more to what's available on Libby would be awesome!  |
| 95 | It is almost perfect as it is. Just keep it going!   |
| 96 | Maker Space, More Bike Racks   |
| 97 | An outdoor area for reading away from the street and alley, more conversation spaces.  |

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| 98  | More cuentacuentos, particularly during hours that would work for working parents (I.e., weekends, late afternoon).<br>Intercambios opportunities and/or Spanish/english bilingual play groups outside of parental working hours  |
| 99  | More personal development, Personal growth books, and sooner not years after they come out  |
| 100 | I think more classes and programing. Also more diverse materials. Do we really need 50 copies of the newest harlan coben?   |
| 101 | Class that focuses on teaching babies sign more than the few in babytime.   |
| 102 | More audible content  |
| 103 | Bring in special classes that might not be affordable to some people. Maybe try some yoga nights  |
| 104 | Maybe a tech room with a tech person available at certain times for assistance with online library services   |
| 105 | i'm sure this is already offered in a way, but help finding local jobs would be cool. i'm a freelance graphic designer and it'd be nice to have an active community job board   |
| 106 | Offer more flexibility in programs or computer training classes, some evenings or weekends. Most of us work during the day but would still like to take advantage of different classes/trainings to learn new skills or update computer skills, or take some basic Spanish classes, since it is becoming such a vital and prevalent language. |
| 107 | Books   |
| 108 | Increase and promote in-home delivery of materials for people who are homebound.  |
| 109 | Fix the elevator  |
| 110 | Better access to drive up material return.  |
| 111 | Larger meeting space where someone could host a something like a craft party.   |
| 112 | A refresh to the kids area would be nice. The one at Standley Lake has that nice outdoor addition. And faster Wi-Fi   |
| 113 | More adult book clubs   |
| 114 | Desktop computers available in study rooms.   |
| 115 | Book club!  |
| 116 | More digital books  |
| 117 | I love a good magazine collection   |
| 118 | Larger e-audiobook selection  |
| 119 | More classes pertaining to adults (i.e. classes like knitting, or art, information on gardening, classes to help re introduce entry level algebra or literature)  |
| 120 | More children's programs in the afternoon/ after school hours.  |
| 121 | The services are great! I really enjoy the amount of digital options as I listen to a lot of audiobooks.  |
| 122 | More online learning access   |
| 123 | Add more unpopular topics like aviation related materials   |
| 124 | Community gathering rooms, classes, and a tool library  |
| 125 | Audio books in the audible format   |
| 126 | Possibly a cafe or coffee shop?   |
| 127 | I think in this regard it is fine now   |
| 128 | Kindle uploads  |
| 129 | Financial literacy for teens over the summer<br>Career program for teens - 8 weeks 8 professions learn about what an engineer does, learn what a statistician does, etc.  |
| 130 | I would love more community events to meet people. I would like a book club maybe by age groups? Or genres.<br>Maybe some book signings or talks with authors!  |



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| 131 | No additional comment, keep up the great work.  |
| 132 | as a young professional, i would love networking events on a professional side but also as someone sober who lives in olde town, i would totally attend board game nights or crafting events for under 20-40's over any bar in town   |
| 133 | Resume writing classes and job seeking for young adults.  |
| 134 | Library of Things   |
| 135 | Author talks and visits. Educational and interesting programs.  |
| 136 | Children's programs that are well planned out and engaging, children's area, good selection of books on-site  |
| 137 | Please keep as much physical media as possible. Books of course, but movies and music as well.  |
| 138 | Audiobooks, resources for learning Spanish, classes and programs  |
| 139 | A unique and quite study reading area for teens and adults.   |
| 140 | Allow to borrow puzzle, some toys home.   |
| 141 | I think the programs and other resources offered are great and I don't know what else would be helpful, perhaps more staff and a security guard.  |
| 142 | Offer e-book rentals for college course books   |
| 143 | Maybe a classical book club would be great  |
| 144 | It is fine.   |
| 145 | Recording studio that can be rented out by patrons  |
| 146 | Adult ed classes  |
| 147 | A makerspace would be awesome.  |
| 148 | troubleshooting computer problems; options, trial & error, genealogy searches/ library resources, arts & crafts opportunities continue/support/expand various interest clubs, support boy scout/girl scout/school activities/ projects/mtgs, periodic historic or special interest presentations  |
| 149 | Theraputic service & video games & storage & FREE PRINTING & a smoking location   |
| 150 | An easy to use kiosk that is simple to use that identifies and directs the patrons specific needs. This will also help identify uses throughout the library   |
| 151 | A larger kids play area (maybe outdoors as well?)   |
| 152 | Board games and puzzles would be extremely helpful services to have access to!  |
| 153 | I live down the street from the library and it would be nice to be confident that I could print something there in a pinch, but I am not entirely sure that is the case.  |
| 154 | We are happy with current experience overall, but a little more separation of kids area would be nice. My toddler has run over to people experiencing homelessness previously which makes me a little nervous and I think library access for both groups is important, but would be nice if there was more of a shelf or gate barrier to kids area. |
| 155 | More technical materials. Books on computer programming and software development.   |
| 156 | expand science and non-fiction for adults   |
| 157 | Online media to stream, books online  |
| 158 | Parenting books, increase e-book selection, allow "mass updating" for apps to track reading hours/minutes/books (e.g. allow me to mass add 3 books read per day each week)  |
| 159 | No need to change library and spend money just sweep out homeless and remove the church across the street   |
| 160 | More children's programming and activities for children to check out- ie crafts, outdoor equipment, etc. Better spaces for working such as quiet nooks to study/work remotely.  |

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| 161 | More to read in the digital library (or more copies of high traffic books. I'm 180th on hold for a book right now.)  |
| 162 | More connections to cultural institutions  |
| 163 | Audiobook  |
| 164 | Better book and dvd selection  |
| 165 | Coffee, hang out small group cozy room, integrate and welcome but supervise homeless patrons , have a welcoming presence for them and patrons, integrate not ignore  |
| 166 | Kids area  |
| 167 | I would love there to be resin and FDM 3D printers to use and people who can use them.   |
| 168 | None. I no longer visit the Arvada Library.  |
| 169 | Add more security.   |
| 170 | Free computer classes in Microsoft products, resume classes.   |
| 171 | <p>I just think there should be more variety and different options of programming and classes. There could be more partnerships with programs that we have in the Denver Metro area: CSU Spur, Colorado School of Mines, DMNS, Master Gardners, organizations involved in botany, birds, geology etc. I also would love to see more community outreach. I recently visited the Missoula Library and it was so creative and had so many creative options.</p> <p>I know funding may not allow that extensive of a library, but there are so many libraries doing creative and interesting things even on smaller budgets so there could be more of a push in that direction. The Missoula library was certainly a huge community resource that was heavily utilized, I would love if it could be a primary Arvada cornerstone. I would love to see more options in a variety of languages. Also, more language learning for English Speakers.</p> |
| 172 | I have a personal preference for a heavy STEM focus, even for adults.  |
| 173 | Make the wifi secure   |
| 174 | Classes geared towards toddlers, and adults in their 30s-50s. And safety for patrons to walk by, get in the building, or use facilities including restrooms. I don't like taking my child there because of people hanging out in restrooms or harassing people when entering the building. Had to stop going.  |
| 175 | Greater book volume  |
| 176 | More digital materials and databases   |
| 177 | I think you already have a great selection. Keep up the good work.   |
| 178 | Walk up workspaces with good wifi and quiet. The feeling of safety as it seems to be a catch all due to the clean, free, welcome all environment libraries are known for. This is abused as a loitering place which discourages my tax paying patronage.   |
| 179 | It would be nice to have more programming, but I am not aware of the current offering. Ex. opportunities to connect with people in a creative way, hear/see local musicians and artists.   |
| 180 | I really don't know. Your services more than meet my needs   |
| 181 | I like more educational classes.   |
| 182 | Have some of the computer desks in an area that is quiet and enforce a reduced noise level. I agree that libraries don't have to be 100% silent, but it's difficult to find a place on the 2nd floor that isn't near some area that is by its nature very noisy.   |
| 183 | a selection of take-home hand tools for small home DIY repair jobs would be wonderful<br>would also be great to be able to borrow specific cooking equipment (roasting pan, very large stock pot, etc)   |
| 184 | Those seem adequate.   |

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| 184 | More new fiction books and fun new cook books   |
| 185 | Maybe a high speed luxury printer   |
| 186 | I am very happy with the Arvada Library and have nothing but admiration for the staff. There are times when I wish the unhoused would have another place to spend the day but I'm glad they are welcome somewhere.                    |
| 187 | Generally I like the Arvada library. I value safety and cleanliness. I would also like more fiction books and CDs.  |
| 188 | the library as is meets my needs  |
| 189 | Spanish language programs and teachings.  |
| 190 | Co working space! And Spanish / bilingual programming   |
| 191 | The library has a dead space by the stairs which could be use for books and other materials   |
| 192 | I would love a maker's space.   |
| 193 | Spanish story time, more frequent story time  |
| 194 | Audio books   |
| 195 | More audiobooks and volume of popular books (fewer holds)   |
| 196 | Homeschool programs   |
| 197 | A book club, if not already offered.  |
| 198 | More diverse books from diverse authors, or an easier way to request the library to carry a book. Having community events that are free would also be welcoming, things like community classes or game nights.                        |
| 199 | Free printing   |
| 200 | i would love access to free legal clinic and more adult things like stargazing or maybe a knit crochet group  |
| 201 | Keep it up! I LOVE the library.   |
| 202 | Make sure you include a solid Storytime area (like the current one); make sure you include a sensory room; take advantage of outside spaces (but keep them safe for kids).  |
| 203 | Accesse to legal databases and law books, while niche, would be helpful for the author.   |
| 204 | Online newspaper database   |
| 205 | More child friendly computers (there seems to be a line for the two). Better meeting rooms and/or co-working space. I gave up trying to book a meeting room recently cause the online site gave me trouble. Gave up after 4 attempts. |
| 206 | I have zero complaints about the services, resources, programs, & media.  |
| 207 | More study rooms/study spaces would be nice to have as options for studying/doing some work.  |
| 208 | Laser cutter, less wait time for popular books,   |
| 209 | Ancestry  |
| 210 | Adult book club   |
| 211 | Clean up this area of town so I can bring a child there.  |
| 212 | Would love more classes with experts on gardening, painting, Colorado history.  |
| 213 | A more cohesive kids area for play and reading and connecting with other parents  |
| 214 | More new books, AI search online for groups of researching for books  |
| 215 | Fun and/or educational classes for kids would be great! Opportunities for hands-on activities would be great too. (Science day with experiments, art day with painting, musical instruments, etc.)                                    |
| 216 | Improve children's area/make this space larger similar to stand leg lake library  |
| 217 | More digital items are always appreciated!  |
| 218 | Job training and a higher checkout limit on hoopla.   |

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| 219 | <p>How about US or Western Civilization history lessons? For middle schoolers. As unbiased as possible, of course.</p> <p>Cooking classes based on books in the library.</p> <p>Highlight a special collection from the library like the oldest book you have.</p> <p>Show and tell: Something that is considered a treasure.</p>  |
| 220 | Expanded books, DVDs, and audio would be appreciated (across the entire library system, not just this locaiton)  |
| 221 | I think it would be great to have free Spanish classes or Spanish immersion events/programs. I also think access to digital language learning materials/apps, like Rosetta Stone, would be great.  |
| 222 | Maybe more computer classes. Buy homes.  |
| 223 | Starting a business and creating a business plan. Vinyl records. DVD's with the special features and extras you don't get from streaming services.   |
| 224 | More variety for digital materials.  |
| 225 | More selection.  |
| 226 | Nothing is more important than a safe, comfortable, drug free, homeless free, panhandling free, rowdy teen free, needles free environment.   |
| 227 | I would love to see: a more developed and educational children's area that encompasses the natural elements of Colorado, including outdoor exploration space. The space should encourage creativity and learning. I'd love to see the selection increase for adults and children. I'd love more space to read/hang out and more available working space would allow me to work from home from the library. |
| 228 | Services and resources are fine. Jeffco Library is an excellent system.  |
| 229 | More engagement for children   |
| 230 | Catholic reading materials   |
| 231 | can't think of anything - there is so much there already   |
| 232 | Borrow tools - simple tools, battery operated tools, in library use of creator machines with reserved times and space,   |
| 233 | The library needs a maker space similar to Broomfield Invent HQ. I know you made one at another location much farther south. You also need a better library bookstore area, not stuffed into a dark corner where it doesn't feel safe to be in there.  |
| 234 | I have no suggestions  |
| 235 | Continuing, and even extending, the classes offered for children (story times for babies/toddlers). My young family lives in the Olde Town neighborhood and this is our primary reason for visiting the library.   |
| 236 | I really appreciate Jeffco library resources and features like Prospector, Kanopy, Hoopla, etc to access resources it does not have. I am nearly always able to find what I am looking for if I'm willing to wait and use those various resources. Nothing specific to add, but please keep those services active!   |
| 237 | expanded kids materials  |
| 238 | <p>Classic books for kids, books for kids that are appropriate subject matter, fewer political books for kids, fewer books about disturbing topics for kids.</p> <p>Classes for teens or pre-teens (that are appropriate subject matter) that are offered during the day (not the evening or weekends).</p>  |
| 239 | no need to add anything, just make it safer and friendlier   |
| 240 | a makers space would be great. I drive out to Anythink Wright Farm to use theirs. It's fantastic but a long drive.   |

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| 241 | The Arvada library is well structured and a complimentary location to Olde Town. It functions perfectly and we always find what we need plus some extras. Our family uses all sections of the library and visit weekly. Other than a fresh coat of paint I feel that it is a waste of money to redesign something that woks well. More construction and possibly temporary closing of the facility will do nothing to help the neighborhood after we had to deal with the last issues. If the library goes through a major reconstruction effort and is closed for one day because of it I will let the masses know why I will be voting against all sitting Jefferson County Board of County Commissioners until the Library Board of Trustees are removed and replaced. Yes, pretty stern words but the county has so many other issues the money could be used for that this is unnecessary and frivolous. |
| 242 | Keep the variety of material pretty diverse.  |
| 243 | Private cubicles with desk tops<br>More educational classes<br>reduce access to individuals who are NOT there to use the library only to get off the streets  |
| 244 | more social programs, time to connect with community  |
| 245 | I would enjoy a wider selection of audiobooks. There are not enough classics to hear.   |
| 246 | Book clubs after work hours or on weekend with enough copies to borrow. The digital library is sparse. Make it easier to drop off books and pick them up. I would take classes if offered during off work hours. Most classes are offered during week days.   |
| 247 | Anything kid focused, our 4 year old loves books, loves crafts, love the library, too bad we can't use the library that's within walking distance of our home because it's not a safe place for children.   |
| 248 | It is difficult to get physical copies of newer, popular books. I often have to place a hold.   |
| 249 | Spanish language classes  |
| 250 | I am fine with what you have been able to provide   |
| 251 | More and better academic research databases   |
| 252 | Connecting resources across the city to educate people on what resources are out there for their interests (a "connecting" role) would be nice.   |
| 253 | language classes, more e-resources  |
| 254 | Homeschool classes and programs   |
| 255 | More history materials.   |
| 256 | Coworking time would be really cool! Art programs for families  |
| 257 | tools for creativity, ie, 3d printers, digital design/cutting/printing machines, tools. "Make It studio" type where public can learn and use since there are so many smaller apartment/condo living building in Arvada.   |
| 258 | Children really enjoy graphic novels and the read to you/physical page turning books  |
| 259 | Lending Library and/or swap events - other ways to share resources and be more sustainable  |
| 260 | Basic language classes would be great! Also, insight to when holds will be ready once they are in route would be nice.  |
| 261 | I understand why there are fewer books there but I miss having more available to browse.  |
| 262 | I appreciate the website which I use to access library materials in the Jeffco system and the access to current books I learn about via NPR.  |

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| 263 | <p>1. Provide ENFORCED adult-only quiet spaces in the library</p> <p>2. Teach/require people of all ages in the library (including adult tutors) to keep their voices down!</p> <p>3. Bring the teaching/tutoring activities in the Arvada Library's public spaces under control. Teachers/tutors are running their business out of the library rent-free, and are talking to their students in common areas using normal voice volume, which is disruptive to other library patrons nearby. Since when did the library become a free classroom in common spaces, to the detriment of other library patrons? Give teachers/tutors enclosed spaces (maybe for a nominal fee), or require them to limit their students to not more than two at a time, and to whisper to their students. They demonstrate zero respect for other library patrons, and dare one of us speak to them about being more quiet, then we are the "bad guys". This is my #1 complaint about the Arvada Library, and this keeps me away from the library these days except pick up a reserved item</p> <p>4. a) HAVE written, posted, and enforced noise limitation rules, even if in certain areas. b) Train librarians to enforce noise rules and library patrons to follow them. NOTHING IS MORE ANNOYING THAN THINKING I'M (FINALLY) IN A QUIET SPACE, THEN SOMEONE CLOSE TO ME BEGINS A PHONE OR ZOOM CALL AT FULL VOLUME! Where did respect for the library (shhhh!) go? Why don't librarians do anything about this anymore?</p> |
| 264 | <p>Cheaper printing (other public libraries offer for free up to a certain # of copies)</p> <p>More hard copy graphic novels vs. online access only.</p> <p>Some popular movies, including Oscar nominees, are not available (Amazon, Hulu, Netflix productions). It would be awesome to get more of these.</p> <p>More diverse classes/events (e.g., language learning sessions, cultural events, etc)</p>   |
| 265 | <p>Class to Learn Spanish. More digital book subscriptions because there is no reason for you to not have a digital book available to be checked out by 1000 people. Wait-listing a virtual book is a farce. At least try increasing the time I can have a book especially if it is virtual. Try allowing renewals of said virtual book. There's no good reason to limit who can have a digital book and for how long. That's why they are digital!</p>   |
| 266 | <p>More physical books</p>  |
| 267 | <p>Classes for all ages, including adults!</p>  |
| 268 | <p>more Christian materials like the CHOSEN series as they become available on DVD</p>  |
| 269 | <p>Love the various youth programs, please continue!</p>  |
| 270 | <p>I would love for the library to host more author events, literary conferences/festivals, art exhibits, and partnerships with local schools (I know, just a small agenda right?). Also, materials in Spanish, French, Mandarin, and Arabic.</p>   |
| 271 | <p>One of my personal goals is related to ecological sustainability and mitigating the impacts of climate change in my local community. One way the Arvada Library could support my work toward this goal is the creation of a seed library for native plants, pollinator gardens, and herb and vegetable gardens. A seed library in conjunction with programming such as a master garden class series, or introduction to gardening class would be a wonderful opportunity for me to connect with other members of the Arvada community who share my interests in addition to learning a valuable, new lifelong skill.</p>   |
| 272 | <p>Higher level software classes (excel).</p>   |
| 273 | <p>Spanish classes would be great, more copies of popular books, longer times to read books before return deadline</p>  |
| 274 | <p>I'd enjoy more adult classes / workshops on misc. topics.</p>  |

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| 275 | Services and space for teens. Would love for this to be one of the places 10-16 year olds want to go (like apex center) and a parent knows they are safe there. Keep thinking to the future. Love that you're asking for input and considering the future!   |
| 276 | Social Media classes. Classes for kids. Expert led classes on anything really.   |
| 277 | Kids classes in stem   |
| 278 | Family centered events.  |
| 279 | Sorry I haven't used in a while. Now that I live in Olde Town and go to farmer's market I would use library more if open Sunday mornings   |
| 280 | more comfy chairs. How can we encourage the homeless to use the library to help themselves become housed and get the services needed without making the other patrons feel threatened.   |
| 281 | More books and dvds. The lucky day picks have been mostly non-existent whenever I visit.   |
| 282 | Get rid of the homeless  |
| 283 | Quiet areas and study rooms/work spaces  |
| 284 | I would love a bigger section of like "what our librarians are reading" or "things popular on booktok" or whatever because it's kind of overwhelming to find a book in the fiction section. Personally I would also love there to be some more DIY books - there's a LOT of cookbooks and maybe those are more popular but that's just me. I think it would be great if there were a quiet space for co-working/writing or reading that is separate from the free computers, I know they're used by a lot of unhoused people and that's great but it's a different vibe than people who just want a quiet space to work or read. |
| 285 | I would love to see more large print copies of recent books. Programs tend to be during working hours, which makes it difficult for working parents, but I understand that is an issue of staff availability, resources, etc. I don't expect you to schedule around one group of people because you're never going to be able to accommodate everybody.  |
| 286 | hands on play/learning/arts classes for toddlers   |
| 287 | Free printing would be nice. That's the only reason I'll go to a Denver library branch over JeffCo   |
| 288 | Preqin subscription, WSJ Pro subscription,   |
| 289 | Co working space with printers and good WiFi , a snack shack with easy to vo items such as sandwiches etc  |
| 290 | More classes and skill building opportunities for people of all ages. My kids don't really dig story time and there are not any other events for <5.   |
| 291 | It would be amazing if Jeffco Schools and the Jeffco Library could collaborate and provide resources for educators. Sets of books (6) for reading groups would be wonderful. Resources on morphology, vocabulary, and elementary level history would be greatly appreciated. Updated book recommendations based on skill sets or concepts would save us a lot of time and energy.  |
| 292 | Clarity when an item is available on another former from an interlibrary system. Like when you can get a physical book from the Denver library when jeffco only has the digital format   |
| 293 | My teen felt that it was difficult to study there - more study spaces would be great.  |
| 294 | more titles  |
| 295 | Much larger selection of books, both physical and digital. More spaces and furniture for comfortable reading.  |
| 296 | More printing options, more community outreach like hosting D&D games, more work space   |
| 297 | Expanded hours would be immensely helpful. I've had times where I wanted to go the library but couldn't get there in time, because it's just not open for long in the evenings.  |
| 298 | Improved children's area - multigenerational maker space   |
| 299 | Get rid of the homeless. I see the Arvada library as unsafe and dirty  |

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| 300 | Keep having physical books. They don't get changed around like internet materials. Having knowledgeable and helpful staff is essential.  |
| 301 | More DVDs, or would it be possible to "borrow" streaming services? If there were work stations with a monitor, mouse, and keyboard, that would be nice for remote work. Adult book clubs would be fun. A tool library would also be useful.  |
| 302 | I would love to see more adult classes that makes things or learn something new  |
| 303 | Nothing for me really. I have lived in a variety of places around the country and jeffco provides one of the best library systems I've encountered! :)   |
| 304 | Teen programs, teen/parent family programs   |
| 305 | maker space with staff to assist with projects   |
| 306 | More searing areas to study/work   |
| 307 | more books please!   |
| 308 | Something in person for learning Spanish might be nice. Also, as a teacher, it might be helpful to have access to more robust research journals--but if that's not affordable, I may be able to get it through libraries connected with my former universities.                                  |
| 309 | more community events and access to digital items  |
| 310 | This library should be move away from town square so I can serve the entire community and not be a day care for the homeless. It also needs more staff!  |
| 311 | I'd love some classes to learn more computer programs, like Illustrator!   |
| 312 | Information about jobs at the library or volunteer needs   |
| 313 | It currently does not seem like there are many events or programs geared toward adults. (The baby/toddler/kids programs seem very good.) I would be interested in attending educational classes if offered (like knitting, pottery, learn Spanish etc.) and also attending author or book talks. |
| 314 | I would like to join a book club. Wheat ridge and Lakewood have a BYOB one that I have gone to and enjoyed. Something I can attend after work would be great for me.   |
| 315 | Better cell service inside the building.   |
| 316 | I would love to join a book club for younger adults (30s) through JCPL.  |
| 317 | Inter-library loans and Prospector loans are important, since JCPL doesn't have a very inclusive collection of artist and art books anymore. Most of what I check out is from these sources.   |
| 318 | It's great, it will be helpful to keep the good services you already have.   |
| 319 | More sheet music / musical instrument instruction; more real estate investing audio/books, finance & tax strategies audio/books.   |
| 320 | Just keep a great selection of classic books and research materials  |
| 321 | Maker machines and materials.  |
| 322 | More kids board books in English.  |
| 323 | More kids events on more days  |
| 324 | Possibly more art/education for kids. More community building for adults.  |
| 325 | I borrow books through the Libby app mostly so love when you purchase enough copies that my wait is less than 3 weeks  |
| 326 | Maybe nonfiction book clubs. For example, a parenting book club where we read and discuss parenting books. Bonus if there is childcare included and/or it is held during evening or weekend hours.   |
| 327 | Adding more play opportunities in children's area, perhaps moving the computers so they aren't the main attraction to the kids.  |
| 328 | Larger buying budget for staff so materials can be updated frequently.   |
| 329 | I would love a space with coffee nearby, a comfortable chair and table to study at.  |
| 330 | More and more convenient hours; better promotions of events  |



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| 331 | Children's art projects  |
| 332 | Duolingo or some other better app instead of Mango for language learning. I haven't found Mango to be helpful.<br>Physical CDs and DVDs. A way to use apps offered by the library for checking out media on a smart TV.  |
| 333 | Larger selection of materials onsite (I sometimes have to order from Prospector or another branch)   |
| 334 | Classes  |
| 335 | Writing classes/club   |
| 336 | Less digital, more physical media  |
| 337 | Community meetup opportunities, more digital audiobook offerings   |
| 338 | Increase the number of physical books in the library.  |
| 339 | More closed study rooms.   |
| 340 | Larger selection of books and DVDs available.  |
| 341 | More programs for parents/caregivers with kids (younger). There are a lot of interesting sounding things for older kids, but I'd enjoy doing something with my toddler (maybe just some fun sensory things). We've tried story time and it's just too hard for him to sit down and listen to stories. We've done some of the dance things, but there are a lot of older kids and he doesn't want to get up to participate in that. |
| 342 | More materials, less open space and empty walls  |
| 343 | A maker lab like Denver would be cool  |
| 344 | Figure out the parking!  |
| 345 | Travel programs for older adults. More Christian books and media materials on hand is needed.  |
| 346 | I would like to learn Spanish  |
| 347 | Move to a safer location with better parking.  |
| 348 | I would like a wider selection of books. I'd also like more comfortable chairs. I think the interior could be more aesthetically pleasing and encourage people to spend more time there. It would be nice to have a coffee machine or vending machines.  |
| 349 | Na the library is great!   |
| 350 | More classic literature and living books   |
| 351 | I would love to see more Spanish resources and classes/events for our largest minority community.  |
| 352 | More events for giveaways around the area for reading for adults   |
| 353 | The most frustrating thing for me has been obtaining books when I'm reading a series. In some cases I had to get them through Prospector. On the other hand, I want to complement how easy it was to get those books. An example I will give is the Mathew Sharlake series by CJ Sansom  |
| 354 | Co-working space, professional certification resources   |
| 355 | Please keep supporting diverse authors and LGBTQ offerings for adults and teens. Keep the library inclusive.   |
| 356 | Digital resource databases (JSTOR, family history)   |
| 357 | Buy the church across the street to get rid of the druggies and homeless.  |
| 358 | Music/ recording lab! Build a bridge for all ages to connect around creating music.  |
| 359 | A better ebook app with more selection or access to more than one ebook app.   |
| 360 | Add information to your current emails on what services, resources, programs, and media are currently available and where or how to find them. I used to use the library a lot more but have found I no longer know where things are at or how to access the things I want.  |
| 361 | Help with accessing and navigating scholarly journals.   |
| 362 | More new books, current authors  |

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| 363 | I would be interested in seeing visiting authors. Also classes on budgeting finances would be helpful.  |
| 364 | The library works for me. Although I would say the apps for digital are too numerous and it's confusing about what is available where.  |
| 365 | I'd like to see some more books on woodworking  |
| 366 | I like the tax information that is available. That could be made a bit easier to find and use   |
| 367 | More new books and movies   |
| 368 | More Spanish (specifically) and other language resources for all age levels. Opportunities for volunteering.  |
| 369 | Book clubs; Activity time   |
| 370 | Expand number of physical magazines.  |
| 371 | I can't think of anything at the moment   |
| 372 | Provide connections with other library groups, so that books which are not as current or popular can be located for loaning.  |
| 373 | Offer more resources for people transitioning into retirement to help them remain connected   |
| 374 | Just more media of all kinds, especially fiction and foreign/underground cinema.  |
| 375 | Additional educational classes and enhanced coworking spaces.   |
| 376 | The Arvada Library doesn't feel as safe as it once did. I would like to see more classes that would work for working families.  |
| 377 | I am satisfied with my ability to access materials, programs, and resources. I access the library via online services. I order books and media. I use Boundless and Hoopla. I attend author events. I love the library!                       |
| 378 | Better wifi, more books at this location  |
| 379 | Tutoring opportunities that school teachers can fill during the summer months, both to limit students' "summer slide" and to give educators more opportunities to support themselves during the summer.                                       |
| 380 | Senior programs that are educational. Book clubs. Helping the senior navigate the community as far as housing and activities. Computers that are easy to learn maybe with instructional guidebooks  |
| 381 | More interesting classes, lecture, talks etc for adults   |
| 382 | Children reading and art programs.  |
| 383 | Community classes that not only teach but provide a community building environment. Like a knitting class that meets monthly.   |
| 384 | The fiction selection feels smaller than other libraries. The system of ordering in books from other jeffco libraries is great, but not fun for perusing, which is usually why I go to a library.   |
| 385 | I am very happy with the efforts of the librarians to improve the variety of material and make those materials accessible since the new location was opened.  |
| 386 | Clean sidewalks and a safe place for bikes. Maybe inside.   |
| 387 | History, politics, and recent novels  |
| 388 | Honestly I think everything is great, I love the classes and resources offered. Finding out about them late has been our biggest issue. The library catalog is really vast and ever expanding so I don't have any issues there at all either. |
| 389 | Computer classes<br>Excel classes   |
| 390 | More e-books! There are always so many holds on the books I want to check out.  |
| 391 | I'd like more author events, a wider range of non fiction animal books  |
| 392 | More options available in Libby for kindle.   |
| 393 | Better teen programs at this location   |

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| 394 | Arts and crafts  |
| 395 | More variety in programs. I want to learn new skills at library programs.  |
| 396 | Drive by return.   |
|     | Cafe, try its, maker space, art studio.  |
| 397 | Do out reach to ALL schools in a 5 mile radius.  |
| 398 | More books. I sometimes look for a current book that the library doesn't have.   |
| 399 | I don't know.  |
| 400 | Music programs for older kids  |
| 401 | Certifications in certain skills, connection to other groups in the community  |
|     | Children's books in the German language  |
| 402 | More kids events   |
| 403 | No thoughts; I'm retired.  |
|     | Call/meeting booths with time limits, coffee shop, maybe a playful stadium-like seating area for people to work and  |
| 404 | change-up from being at a desk   |
| 405 | a co-working space would be wonderful.   |
| 406 | Story time on Thursdays  |
|     |  |
| 407 | I think more media options would be great. The library is so small that it doesn't have a huge selection.  |
|     | More books about paper crafting and junk journaling. More biographies, historical fiction and recent Christian non-  |
| 408 | fiction.   |
| 409 | More learning classes  |
| 410 | Coworking and improved meeting spaces or study rooms   |
| 411 | My goals are met   |
| 412 | plenty of magazines and newspapers with comfortable places for reading   |
|     | Based on the library size, I don't think it's realistic to add maker space or other learning opportunities, but I would  |
| 413 | love to have a library like Greeley's LINK Library Innovation Center in my community. At this point, I wish for a clean, SAFE, comfortable place to bring my kids and work.                                      |
| 414 | More children's programming  |
| 415 | More adult programming especially author visits  |
| 416 | Language acquisition for families  |
|     | Look at the Downers Grove public library in IL. It is the coolest space with so many neat programs.  |
| 417 | board games, video gaming (to get teens to want to spend time there), cooking classes, seed collection, tech classes, etc. Would be fun to have Friendship Bracelet kits to check out, or D&D kits to check out! |
| 418 | Like I mentioned bringing some community for the parents that are just chilling downstairs and having like a book of the month we can all read and have community around.  |
|     | More (and better) books on shelf. If I ask a librarian for a recommendation, 9 times out of 10 it is not on the shelf. It is   |
| 419 | either at another library or checked out. I think have to put a hold on it, wait, leave, and return. There should be more copies of books people want to read.   |
| 420 | Makerspace   |
| 421 | Book clubs - BYOB like wheatridge does (read a book on a topic and once a month share it)  |
| 422 | More playspace for kids and children's programming   |
| 423 | More co-working space with cafe options.   |
|     | Career and online education guidance/counseling (for example, partnering with Coursera to provide hybrid courses   |
| 424 | with in-person career counselor)   |

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| 425 | Job fair, evening classes for language or math etc, ted-talks held by trades workers to showcase different career paths   |
| 426 | I would be interested in a variety of literature classes for adults, i.e., Russian literature, Shakespeare, literature of the Holocaust, etc.   |
| 427 | Continue to have good books representing everyone. Currently you do a good job curating and displaying collections with queer and nonbinary characters, characters and authors of color, and different cultures.  |
| 428 | Safety  |
| 429 | For work, I check out physical children's books in English & Spanish. For personal reading, I check out physical and digital books about various topics such as regenerative farming, gardening, spirituality, history, historical fiction, etc.  |
| 430 | Would it be possible for there to be more language learning resources? I'd love to participate in Spanish language sessions to build my skills (health care worker) but am not fluent enough to actively participate if those were offered. I'm not sure what grants/funding this library would be eligible for re: learning opportunities, but something to think about?   |
| 431 | more kids classes.  |
| 432 | Better audio interface than Boundless, and better selection too   |
| 433 | More events for adults to meet people at.   |
| 434 | Community meet ups, Arvada history classes  |
| 435 | I love the furniture at the Belmar library with the wraparound cubbies where people can collaborate and it's still quiet.   |
| 436 | Love all the activities for children  |
| 437 | More copies of digital content, spanish classes, clean and safe environment   |
| 438 | I would love to see an improved children's library. Right now it feels cramped and the play areas are right in the path of circulation. When baby/toddler storytime comes around, lots of parents come in with strollers and there isn't enough space to maneuver. There is also nothing keeping small children from wandering off into the non-children's area. More child-sized soft/comfy seating would be nice. |
| 439 | Kids crafts times, I go to the one at Standley lake but I'm not sure if they have any here at Arvada.   |
| 440 | More cooking books  |
| 441 | Workshops for new mothers   |
| 442 | Communal work spaces that are separate from the main library space.   |
| 443 | More Christian fiction books at Arvada. Link online book searches to Completed Shelf history so that only "unread books" show up.   |
| 444 | Communication courses, toastmasters/public speaking classes, interpersonal relationships courses, ADHD or disability group meetings/thinkshare, silent group study hours in a meeting room (for a group of strangers)   |
| 445 | A larger selection of books, specifically fiction and teen areas.<br>Programs or services that bolster reading proficiency, Foreign language classes, computer proficiency, community courses for those struggling with unemployment or homelessness such as courses for helping put together a resumé or filling out applications.   |
| 446 | Additional classes or programs for preschool aged kids. A way for other new moms and dads to get to know one another  |
| 447 | I think by continuing to support the community in the ways the library has— and to build on the strengths of resources, e.g. both quantity and quality of classes and workshops on offer, serving as a polling place, topical lectures.   |
| 448 | Make it safer to bring toddlers and toddler programs.   |

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| 449 | Community classes and resources, particularkly geared towards outreach for the unhoused in the area.   |
| 450 | More NYT best seller books and having them on display so you don't need to do heavy searching (like a book store)  |
| 451 | 3d printing classes and access for those of us without experience  |
| 452 | Not sure. I wish that the library system had more classical music CD's.  |
| 453 | More creative programs would be great  |
| 454 | Author visits, educational programs  |
| 455 | Keeping the kids section full and robust. I wish that there were significantly more art and interior design/design books.  |
| 456 | Enhanced meeting/coworking spaces would be amazing. More outlets for laptops would also be helpful.  |
| 457 | Spanish event for older people. Better books and magazines in Spanish  |
| 458 | Book clubs for adults, more interactive children's area  |
| 459 | Mental health/housing/job resources.<br>The homeless are a major deterrent for wanting to take my kids.  |
| 460 | Software training classes. I.e. excel, and word  |
| 461 | Coworking space where people can talk without disrupting other patrons   |
| 462 | I think if you truly want to make the library a third place, there needs to be more room for books, activities, classes. The children's section is like 1/4 of the first level. There should be more room for reading nooks and play spaces with more welcoming and comfortable furniture. the grand junction library has a great amount of different spaces for the various kinds fo readers. |
| 463 | Makerspace with 3d printers  |
| 464 | More books and movies  |
| 465 | daylit spaces  |
| 466 | Current European authors   |
| 467 | Maybe better advertising on what programs are available. Honestly I don't always know what is available, and I know some things are only offered at some locations.  |
| 468 | More summer community resources for families with kids. More events. Books of more known authors - Bill Peet, Ezra Jack Keets, etc.  |
| 469 | Teaching adults Spanish would be amazing   |
| 470 | Move this library !!!!   |
| 471 | Book clubs   |
| 472 | Personally I think you need more current lucky day books. so as I am older, I would love a bigger selection of large print books   |
| 473 | Local programs and locally created content   |
| 474 | I never really thought about co-working, which is interesting. I would love more copies of new popular books!  |
| 475 | I love the idea of broadening resources (a la Anythink or DPL). I miss CDs for music rather than Hoopla. I don't like using Hoopla for this  |
| 476 | An "OK to be on a zoom call here" space  |
| 477 | Trending crafts, encouraging voting workshops.   |
| 478 | educational workshops-language and literature; author events; story telling workshops and events; jobs workshops-resumes, interviewing, on line profiles   |
| 479 | There is great engagement for babies and toddlers, but services like reading hour or other activities taper off in the elementary years.   |
| 480 | kid time and family time   |

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| 481 | I'm new so you may already have programs like this, but general information/speakers/events on how to start and maintain your own small business would be beneficial.  |
| 482 | More history and genealogy resources and programs. More kid's activities.  |
| 483 | Classes with advertising of would be great.  |
| 484 | I would love a puzzle table! And more big tables that don't have computers.  |
| 485 | The fiction needs to be cycled more often  |
| 486 | Library should consider what 'things' can be checked out aside from books, periodicals, and movies. E.g. In Fraiser, CO the library allows users to check out snow shoes.  |
| 487 | I'm satisfied  |
| 488 | Textooks   |
| 489 | More current books   |
| 490 | Toddler time, more activitites for young kids (18mo-3yr)   |
| 491 | We love toddler time. Any events that foster early literacy we would attend.   |
| 492 | Increased children's book section  |
| 493 | It would be great is the library started carrying more Blu-Ray movies. I understand that DVDs can play on blu-ray and dvd players but the ratio of DVD to Blu-Ray is absurd. When the latest Thor movie came out I think I counted 11 DVD copies. Are we serious that none of these couldn't be a blu-ray? its a waste and DVDs are an outdated technology. I am not saying do not buy any DVDs but it would be nice if the library took all peoples preferences into consideration. Not stubbornly stick to an old format. 8K movies will be coming soon. That makes DVDs 4 generations behind. |
| 494 | more books, more copies of recent, popular fiction reads   |
| 495 | more kid friendly (G or PG) feature films  |
| 496 | More quiet study rooms or working rooms. I often come to the library to do remote work, but the rooms are booked or the space is too loud to focus.  |
| 497 | Makers Space open hours with a variety of materials and tools available  |
| 498 | Your staff, materials, and programs are fantastic. The bilingual opportunities are important. Any thing you can do to continue those are beneficial.   |
| 499 | Notary   |
| 500 | Co-working, additional small business resources.   |
| 501 | Classes, adult classes   |
| 502 | Ability to book a study room longer than 2 hours. I am in a master's program and some proctored tests can take 2.5 to 3 hours. I don't have a great space at home for this and would love to use the library.  |
| 503 | RETAIN AND KEEP THE PRINTING AND COPYING SERVICES PLEASE   |
| 504 | Adult classes and experiences  |

## #11 Any other input?

A few notes to start:

- If you remove the blank, “no,” “N/A,” and similar responses, 448/1096 responses
- This question is more free-form. The vast majority of comments have opposing comments by others. I have put the more frequently expressed opinion in bold. If no bold, then neither position greatly outweighs the opposite.

|   |   |
|---|---|
| <b>More security</b>  | Don't have an armed guard                                       |
| Be inclusive including homeless   | <b>Get rid of the homeless</b>                                  |
| <b>More meeting spaces</b>  | Meeting spaces waste of space                                   |
| More daylighting  | Windows just view to homeless                                   |
| Keep library where is   | Move, don't renovate  |
| <b>A garden would be great</b>  | Don't add a garden  |
| <b>Expand/improve the children's area</b>                               | Too much space allocated to children's area                     |
| Indoor plants would be nice   | -   |
| Coffee  | -   |
| Use the budget for moving the library<br>Use the money for the elevator | Don't use the money at all<br><b>Use the money for salaries</b> |
| <b>Staff is great</b>   | Staff is disconnected   |
| Relocate entrance   | -   |
| Should never have moved to olde town                                    | Love the current location                                       |
| <b>Maker space</b>  | -   |
| <b>More classes</b>   | Just books, no activities                                       |
| More parking  | -   |

Additional bits pulled out

- Given number of responses about the drive up pick up/book drop, better signage is needed
- Given the number of comments about “I can't find what I'm after” better wayfinding/signage is needed
- Better acoustic separation between children's area and adult areas would be beneficial and address many of the negative comment about the children's area
- More power and data wanted

- Unhoused population is contaminating the results – many people can't think past that issue

Raw data (less useful here)

|                 |    |
|-----------------|----|
| Homeless        | 89 |
| Love            | 63 |
| Location        | 62 |
| Area            | 60 |
| Parking         | 48 |
| Safety          | 35 |
| Community       | 24 |
| Children + kids | 83 |
| No + nope + n/a | 74 |
| Maker           | 5  |
| Coffee          | 3  |



| # Any other input? |   |
|--------------------|---|
| 1                  | Plan for extra electrical plugs for people to plug in/charge their devices.   |
| 2                  | Maintenance of a safe & clean environment, inside & outside of the library, including bathroom facilities.  |
| 3                  | Maybe classes for toddlers? The baby classes are great, and maybe a 2-4 year old class would be fun! If you already have this, I apologize!   |
| 4                  | Maybe have a bigger event board.  |
| 5                  | Thank you so much for conducting the survey!! We love the library, go often and will continue to do so whatever you end up changing!  |
| 6                  | We've been to almost every library within striking distance of our home in Arvada. Our favorite one BY FAR is Broomfield. IDK that Arvada can be improved that much, but when you build the Candelas branch, please look at Broomfield!   |
| 7                  | I really like to have the Arvada Library available, because is a VERY valuable place with educational resources that we need to have available for the Arvada community.<br>The security is a concern, since there are a lot of homeless people outside that don't look safe.     |
| 8                  | PLEASE keep it where it is. Make parking easier is all that needs to happen. Let's not spend more ridiculous amounts of money trying g to create something new. The library is fine. All this modern datmy technology is Out of Control!  |
| 9                  | There was not enough study desks, it was not an open layout, the noise level was high. I would enjoy an open layout that is quiet and has plenty of personal desks. I prefer the castle wood library in the arapahoe library system over the arvada library.                      |
| 10                 | Please do not sacrifice shelf space and the amount of materials to browse to provide a children's play area.  |
| 11                 | Love to see tool check out and digital sewing machines.   |
| 12                 | Scheduling a room to work in should be easier. Last I checked you can only schedule in person. This prevented me from using them last time because I needed a work room at the last minute and could not risk not finding one when I arrived at the library.                      |
| 13                 | Try to keep homeless out of west area!  |
| 14                 | more children activity for children from 7yrs - 11 yr old   |
| 15                 | Keep it up. I have had nothing but pleasant encounters at your facility.  |
| 16                 | Lockers   |
| 17                 | Maybe have a designated nap time, ha ha ha.   |
| 18                 | More accommodating for the homeless and more understanding about their unique situations.   |
| 19                 | Phone   |
| 20                 | I would love my status back.  |
| 21                 | Honestly the wifi dead zones in the library is the biggest issue for me.  |
| 22                 | Just more opportunities for us to get involved and themed events would be great at getting more community engagement  |
| 23                 | I have always loved having access to the bathrooms while in Olde Town, but the increase in homeless people loitering in the area has made them less clean and less safe to use. I don't want to lose access to the bathrooms, but something must be done to make them safe again. |
| 24                 | The staff at this location are helpful and knowledgeable. They do good work.  |
| 25                 | Such a wonderful location, and a very important service. Librarians and kids events always wonderful.   |
| 26                 | For reading program would love to see better prizes for adults such as restaurant, gift cards like younger people receive. A better selection of books for prizes like younger people receive.  |

|    |  |
|----|--|
| 27 | an adult book club would be very nice and maybe a craft group get together. I really don't like traveling far to other libraries for these programs  |
| 28 | The library SHOULD NEVER have been built at its current location. I know families that will not allow their children to go there. The old location could easily been expanded, especially with the closing of K-8  |
| 29 | Is it possible to borrow books using your jeffco library card from Denver Public Library? Or perhaps other library system in the surrounding suburbs? Like a lending library system. So options would be greater for books?  |
| 30 | I'm honestly concerned (perhaps unfairly) that the people filling this survey out are people of means, who don't NEED libraries. I would largely include myself in that space. I love the library. I would also be able to make do pretty well without it in this moment of my life (that was not always the case and may not be the case in the future). I am sure you are considering that in your survey design. I just want to note that as much as I love and care about the library, I would prefer it serve those who NEED it more than I would prefer it serve the people who don't need it. Many cases will not be that binary- if it serves one, it will likely serve the other. I guess, I hope you're designing for the most marginalized. I hope you're designing for the person who most people would feel a little uncomfortable around because of how often they go unseen- the unhoused, the developmentally disabled, the non-English speakers, etc. If an unhoused indigenous trans woman, a Vietnamese-speaking working mother who uses a wheelchair, a blind and deaf veteran who served time- and all these other intersectionalities- if they feel comfortable and capable at the library, that's the kind of library I want to be at, even though most marginalized identities are not mine. |
| 31 | It's a great place. Keep the vibes through the redesign please!  |
| 32 | Hire full time security guards or my family won't go anymore.  |
| 33 | I think the efforts the past year to clean up the area have made access much more safe and reasonable for young children. Frankly, a couple years ago the library wasn't too far from being a flop house. Kudos to you!  |
| 34 | I'm very involved with my daughter's Girl Scout troop, and some sort of programming geared towards Girl Scouts, or maybe a "behind the scenes" type tour of how the library works and runs could be fun! I know my daughter always likes to see how the book return machines work.   |
| 35 | We love the library! Hope to see it keep up the good work and welcome more of the active community.  |
| 36 | Very concerned about possible meth in restrooms  |
| 37 | The staff does a really good job & I hope they enjoy working there.  |
| 38 | My children all started taking their first "classes" at the library from story times to musical performances. We know the librarians by their first names and they know us, the library is such an important place that we bought out house solely for the walking distance to it but I'm afraid that if something drastic isn't done, the library will remain a day shelter for the mentally ill.   |
| 39 | Concern relative to the use of facility by drug users, homeless degrading the resource.  |
| 40 | Welcoming children area that is not stuffed in a corner  |
| 41 | Parent classes to encourage literacy and. numeracy fun at home.  |
| 42 | We've been visiting this location for 15 years and will continue to do so. It used to be a fun outing to come to Olde Town Arvada and stop by the library, a coffee shop, and pop into a store before heading home. Prking has become a bit of an obstacle for us if we visit the library at a time other than the mornings. We do visit other JCPL locations like Standley Lake because parking is easier.  |
| 43 | Outside playground and good children area.   |
| 44 | While it is disadvantageous to me, I think you should push your online audiobook system. I tell everyone I know about it and they are SHOCKED that they don't have to use Audible.   |

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| 45 | The homeless population nearby has kept us away more this year. I am a woman and often come by myself with two kids and don't always feel comfortable walking up to the library and am nervous about changing diapers and having my toddler use the bathroom because of sanitizing reasons.  |
| 46 | I really love the Olde Town Arvada library and hope you continue to keep it a great place for people to visit.   |
| 47 | I like the location and often visit other businesses in Old Town, so moving the library elsewhere would deter that.  |
| 48 | I go to other libraries now, because they are safer places.  |
| 49 | Please keep the wonderful children's section and improve the upholstered furniture. You have done a fabulous job with this area, love the themed bookshelves, just a great area.   |
| 50 | The location is great!   |
| 51 | No. I think you people are doing a fantastic job and I do not see any improvement that you have to do right now.   |
| 52 | The library is a special gem, and I especially appreciate the excellent staff!   |
| 53 | My kids HATE the library. They think it's as boring as it can be. Even the front row of DVDs can't excite them. The library can be less about old books and dvds. More about tools, education and enriching people.  |
| 54 | meeting rooms are too small, community room is not often available   |
| 55 | It feels very welcoming, but the smell sometimes outside of the library when entering is interesting. Makes for some interesting conversations with our little ones just explaining different things about the community.  |
| 56 | Libraries are essential for healthy communities  |
| 57 | Enjoy everything you are currently doing. Keep up the good work!!  |
| 58 | I know that our unhoused neighbors pose a challenge for the Arvada location, and I know that a lot of the terminology about safety and cleanliness respondents will be thinking specifically about unhoused folks and not any other reasons. I really hope that my community can provide a safe place for all, even members of the unhoused community. It would make me very sad and possibly angry if a brand new library was too "clean and comfortable" to welcome our unhoused neighbors.  |
| 59 | Our family has ongoing concerns about the sometimes-sizable homeless population outside the library as we bring our kids often. I also sense a bit of a progressive agenda in the children's materials and would appreciate a more balanced view.  |
| 60 | Keep the drive through book drop, please (since parking can be limited and homeless people sometimes yell at me when I park and walk up).  |
| 61 | It is sad that the location has become a place that feels unsafe from unruly teens to homeless or drug users. I feel for the staff that do their absolute best to create a positive space  |
| 62 | Just, PLEASE, do something about the homeless. I've been heckled outside the library on many occasions. If my kids were small, I wouldn't take them there. Almost all of the homeless people lounge/lay down on the furniture sleeping, some are obviously on drugs. It doesn't feel safe, clean or sanitary. And sometimes the body odor is unbearable. Sorry. It's true. They are also very loud sometimes and I've been in there many times when I've witnessed altercations with other homeless people and even with staff. A library is supposed to be there for quiet study and to borrow books. And for kids. When and why did this change? |
| 63 | The library does not have to be a garden, play ground, homeless hang out or game center. It is a place for intellectual pursuits not physical activities.  |
| 64 | Please make it a clean and safe environment without homeless trashing the area.  |
| 65 | Move out of downtown to near city hall/police station, or near Ralston road and garrison. Both these locations have added benefit of being near Ralston Creek trail!   |

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| 66 | Expand on the Express location in Arvada!  |
| 67 | My biggest concern is safety. The city needs to support the library with patrol officers. It is not fair our tax dollars go to this facility and we cannot use it because it is a Haven for homeless, drug users, and the church across the street is a problem Because they service the homeless.   |
| 68 | Keep up the good job !   |
| 69 | Keep the drive-up outside book drop!   |
| 70 | More selection for children's  |
| 71 | The only other area that needs attention is the outside of the library, primarily by the entrance as this area often has trash around and it looks dirty. This creates an unsafe or uncomfortable environment for people walking into the library.   |
| 72 | Please be sure parking lot planning includes plenty of lighting and safety cameras   |
| 73 | Why don't you create an incentive for avid readers to donate their used books. Especially ones that are in high demand.  |
| 74 | I hope to see an improvement in safety and cleanliness in the library so that our family can feel comfortable to visit the library on any occasion.  |
| 75 | Thank you for everything!  |
| 76 | I was most concerned about the homeless and cleanliness of the library in the past   |
| 77 | Love the library already and looking forward to any improvements.  |
| 78 | Please keep the story times, some on Sunday would be nice too. Especially in the morning 9 or 10 )   |
| 79 | Good luck  |
| 80 | I don't feel comfortable bringing my grandsons to this location because of the homeless around the building and in the restrooms   |
| 81 | My favorite library  |
| 82 | I would live to hear about more volunteer opportunities at the library   |
| 83 | Every reads like you may move the main library to Candelas. I hope this isn't the case   |
| 84 | I'd love to see a more imaginative Childrens section that inspires imagination and a love for stories!   |
| 85 | I am so very, very grateful for the Jeffco library system and how many books and resources are already available to me and the community. Thank you. ❤️  |
| 86 | I loved the Jeff Van Der Meer Program, I would like to see more intelligent and thought provoking programming.   |
| 87 | Don't let politics mess up our library. Freedom of speech!   |
| 88 | Will say it again and again-move the location.   |
| 89 | Keep up the great work!  |
| 90 | please don't whitewash the library or anything like that. the library should be a place where people who don't have another place to go can hang out and learn or whatever they want. like ymca or whatever. please don't hire gross vigilante security officers with guns, at the least.  |
| 91 | Just keep your staff as welcoming, resourceful, polite , professional and kind as they have always been. Apologies in advance for customers that don't return this courtesy to library staff. Thank you for your services! Libraries will continue to be/stay vital to our communities, please don't disappear! Most of us are so grateful! I raised my daughter between the Stanley Lake library and Arvada Library and also the Tattered Cover bookstore, she became an advanced reader, AP student, and is leaving for college in two weeks, she was just awarded a Presidential scholarship that made this possible. I am a single mother and couldn't be more grateful. I well aware what resources shaped my daughter's future. Thank you. |
| 92 | Standly Lake location makes current Arvada location very uninviting  |
| 93 | Don't waste \$14,5000,000. Fix the elevator: \$50,000!   |

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|     | I don't like when the books I want to read are shelved in the Teen area, and then my presence in the Teen area is policed.  |
| 94  | Why are you policing what I'm reading?  |
| 95  | Library staff are always so helpful and welcoming   |
| 96  | Clean up the homeless problem, put the doors back on the bathrooms  |
| 97  | Improved location of building.  |
| 98  | Thank you for all you do! We love the library!  |
| 99  | The call-in curbside pickup to get library holds is convenient. The outdoor drive through drop off is also convenient.  |
| 100 | I think the library already provides amazing resources, and I can't wait to see what the new space will provide!  |
| 101 | At the moment, it seems that the library has become a landing space for a lot of individuals who are homeless or in high need. While I believe that all individuals deserve access to the library, it is difficult to feel comfortable when there are people sleeping outside or inside the library. Due to its community proximity, I think Arvada and Jefferson County would benefit by expanding the access to resources and encouraging local shelters and non profits to set up access spaces in the library. Rather than have a lot of dead space in the front left alcove of the building, this space could be used for organizations to table or provide support. |
| 102 | The back corner (NW) of the second floor is a relatively uninviting place. More natural light and pleasant workspaces would improve this  |
| 103 | As mentioned I visit the Stanley Lake branch as there are too many homeless smokers outside the library (and inside on many days- that's why I stopped visiting that location)  |
| 104 | Allow parents/conservative book readings at the library.<br>Do not allow gender ideology readings or material in the library or events.   |
| 105 | Increase safety   |
| 106 | Would love comfy spaces for kids and adults and great learning toys for kids  |
| 107 | Why waste so much money when you already have a fine library. It could be a palace and until the church across the street moves you are spinning your wheels  |
| 108 | Keep it simple. We go for the books and advice on book selection. Love the online hold ability  |
| 109 | Hopefully the transition will be phased and parts of the library will remain open.  |
| 110 | i truly think this library could become the coolest place in town and really hope it does!  |
| 111 | Please get help purging the druggies and homeless from the library. It's not safe.  |
| 112 | Need an on site on staff social worker with public hours and the resources and support to actually help   |
| 113 | I hesitate to use the library in the evening.   |
| 114 | My biggest concern for the library is the homeless population in the area and how much they congregate right outside. Would it maybe be possible to put the main entrance on a different street since where it is currently is right across the street from a church that offers homeless people many services? I would also like to see more bike parking in the area that doesn't turn into a plsce where homeless people naturally congregate.   |
| 115 | It's a daunting task, but finding a way to make it harder to use drugs in the restrooms is essential to make this location a safer place for everyone.  |
| 116 | Please stop the homeless from sleeping and doing drugs right outside your doors. Because it's a covered area they camp right up against the wall. I have had folks yell at me and Try to sell me "things" Arvada needs a shelter or resource center with bathrooms for the homeless to access safely. The library is not the place for that.  |

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| 117 | Book club, Parent Club, Designated Outdoor play for children.  |
| 118 | Security guards!!! There have been more than a few issues in this library where I, or someone else, have felt very unsafe due to another person. Some people have pulled out weapons and the library staff are forced to be put into dangerous situations. They try to calm them down the best they can, but I've seen way too many staff be put into a dangerous situation because a person is overly upset; especially when drugs and alcohol seem to be involved. A team of security guards would greatly improve the atmosphere, safety, and give staff the opportunity to help real "customers" instead of trying to deal with a drugged out, angry man who pulled out a machete. It can be a very unsafe environment for staff, people, and children. Even with this nice update to the location, I don't think I, or my friends, etc, will continue to come until the safety issues are properly addressed. I've been coming there since I was a kid and I have great memories from there and its very unfortunate to see how unsafe its become with the large homeless community and how common violence has become. Please get a security team!!! |
| 119 | Sunlight and living plants outside and inside the library will make be feel more invited to the library space.   |
| 120 | could maybe have guest speakers form community for Saturday lunch for a fee  |
| 121 | The reading room & furniture is always occupied by people camped out for hours at a time. More space for everyone would be helpful.  |
| 122 | I like to see furniture easier for ADA people to get up from.  |
| 123 | We recently visited in our in-laws in a different state and visited their library and they have a teen volunteer program club not just for summer reading but to get teens together and volunteering. We REALLY love the teen after hour events more of these would be fun. Other Colorado libraries we frequent have things to check out other than the usual, like guitars or cricket machines which would be fun to add.  |
| 124 | examples from other libraries/states - diversity presentations, historical presentations (local,state/national/co connection), gold rush & arvada, ccc role in co, significant events or disasters in co history, wwii arsenols, internment camps, 101st mtn div, black history w/ local speaker, tuskegee, baseball, music, native american history (meeper massacre, mt blue sky), history of circuses, travel shows, political cartoons, amusement parks, presentations on national/international travel, regional or state nature, summer films in square on side of building - memorial day, classical films ...  |
| 125 | more free food services  |
| 126 | The Arvada Library is part of the fabric and vibrancy of Olde Town Arvada. Hours of operation should be adjusted slightly to include another night or two when the library is open. On those days when it is open later the library can adjust the opening time to be a little later to account for the later hours it is open.  |
| 127 | Please try to keep the library in olde town. Also, if redesigning or expanding, utilize the rich history that Arvada has to offer and is been known for rather than having a design that doesn't match the rest of olde town. Lastly, my greatest concern is (and have noted) is the loitering and vagrancy.   |
| 128 | Keep up the great work w kids programming!!  |
| 129 | Any way to redesign the outside so that it is not a congregating place for those without homes would be extremely helpful. And any partnership to step up enforcement of illegal activities in the area.   |
| 130 | My children and I love this library and its helpful staff.   |
| 131 | Please add outdoor balcony seating overlooking olde town square.   |

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| 132 | Seems catered more towards computer access than a place to study or get anything done. That's why I go to College Hill library when I have to get work done outside the house. Seems like you are making a place for homeless to hangout and have resources without considering what the rest of us might need.   |
| 133 | not at this time. thank you for the opportunity.  |
| 134 | Adult bathrooms in hallway are pretty sketch, if I were not usually with a kid with a family bathroom justification I might not consider the library bathroom acceptable for my use   |
| 135 | Continue to expand your reading materials. Consider switching eaudiobooks providers to Libby. Would love to see more classes and events for all ages, especially young adults.  |
| 136 | The library is such a welcoming, nice space for everyone. My biggest concern is regarding safety and cleanliness due to illicit drug use around (and on) the property. I so appreciate everything the library staff does!   |
| 137 | Remove the homeless   |
| 138 | Outdoor spaces that are only accessible from the library to explore with children and read outside.   |
| 139 | Thanks for keeping spaces like this open for those who need it.   |
| 140 | Safety is really important not just inside the library but outside as well.   |
| 141 | A larger play area for kids would be great. It's pretty tight.  |
| 142 | It's a wonderful library. It's the safety and filth left outside that is a deterrent. I also use Standley Lake library and there is not an issue with health and safety there.  |
| 143 | More for the kids   |
| 144 | Relocate following an actual architectural design goal.   |
| 145 | I want to feel safe using the Olde Town facility. I've had to step over legs and walk on the other side of the street to get in the door.<br>I stopped using the old town, Arvada location and used to pick things up at Stanley Lake. Now I go to the auxiliary station on 64th. But it would be nice to see all the displays and everything at the old town Arvada location   |
| 146 | Move it away from the homeless population & provide a safe & free parking situation.  |
| 147 | Most mentioned above  |
| 148 | Remove the homeless people  |
| 149 | Wonderful staff   |
| 150 | Please keep the Friends of the Library book sale area; I have bought some really good books from it   |
| 151 | I've appreciated libraries that have more than one play area for children to play quietly, in case one area is more boisterous or has larger kids, another kid(s) can go play in another area.  |
| 152 | Move out of old town. Arvada has ruined old town and these once streets now blocked off from covid makes things worse.  |
| 153 | I tend to avoid this location as I am from west arvada, and I enter old town with a vehicle and two kids. I prefer to drive farther to park conveniently, feel safe for my kids to peruse the library at their kid pace, and feel safe.   |
| 154 | Better use of the outdoor space by the plaza would be great.  |
| 155 | Keep it focused on what a library is. Avoid failures of other libraries that are using the facility as a shelter, substance resource center, however well-meaning. There are examples in Denver County of these attempts to use the facade of a library to provide shelter services and substance resources. The outcome is that the public or nearby residents won't go. People will move further away, and business nearby will fail. |
| 156 | Just be welcoming and safe for everyone.  |

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| 157 | My concerns about "safety" are more about not getting sick after being at the library - in the winter I inevitably end up with a cold. So better ventilation? more space between computer desks? more frequent cleaning of computer equipment/easier access to cleaning supplies?  |
| 158 | Please keep the library open as long as possible, the walkability to the library was a huge determining factor in moving to Arvada   |
| 159 | it would be great to be able to recommend digital books more easily than through Libby and see if they're going to be purchased by the library   |
| 160 | Don't spend your money redesigning this library. It's not that old. Use the money to address the homeless problem outside your door and keep those individuals away from library patrons and the staff. I don't need to go to this library to witness someone out of their mind yelling at the library staff or using the free phone yelling f...this an f...that. That is a terrible environment to be in and a redesign won't keep people like that out or little kids from seeing that! |
| 161 | More classes to be creative and engage on meeting others with similar interests.   |
| 162 | I just don't go anymore because of the large homeless population. I take my toddler to other libraries.  |
| 163 | No homeless  |
| 164 | The librarians do a good job.  |
| 165 | I'd love to see an updated kids area. I go to other JCPL for their updated spaces but like the community better at arvada.   |
| 166 | sponsor more classes   |
| 167 | the library as is meets my needs   |
| 168 | Helpful librarians are the best assets of the Arvada Library. We love Ms. Sandy!!  |
| 169 | Maybe there's a manageable way to have plants inside at the library? Perhaps a bridge too far but would make it extra lovely inside.   |
| 170 | bigger library   |
| 171 | Need to expand the lucky day section - use to take up a whole wall - now just a tiny bookcase. With better parking and safer environment, could offer more activities including book club again. I do not understand why the library moved as the other facility offered better parking and safety than the new location   |
| 172 | I really don't know how you are going to make this place safer and improve parking. The fact that the library is on 2 levels also makes it difficult.  |
| 173 | Make an awesome kid/toddler space!   |
| 174 | Keep improving the kids area and selection   |
| 175 | I like the proximity and safe feeling of the library. The staff are friendly and I can usually get most books or audio books I want. It's sometimes difficult to park and it can take a while to get popular books from on hold.   |
| 176 | I love the Arvada library and can't wait to see the improvements! I hope there are also resources available to our unhoused neighbors who spend time in Olde Town - I don't know if they currently exist.  |
| 177 | Would love a preschool story time offered on Friday  |
| 178 | Love the location near old town. Sometimes the bike racks, especially the covered ones are littered with junk and I worry about my bike being stolen if it's parked down there.  |
| 179 | Move it out of old Arvada. I would rather drive to any other library than the one closest to my home. From location to interior design was a complete was of money   |
| 180 | Your staff rocks! Especially Sandy, Lisa, and Rona!  |



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| 181 | For hours/convenience, many people visit the summer farmers market but the library is not open in the morning on Sundays. Would be a great family outing to visit the library and go to the farmers market since they are side by side. I don't have a family but would also visit the library Sunday mornings as part of that event.                        |
| 182 | More handicap parking near door, rather than on the side street  |
| 183 | I hope you consider finding ways to connect the indoors with the outdoors, safely, and that you give ample space to the kids and teens areas, with lots of comfortable furniture. Don't forget to include furniture for caregivers!  |
| 184 | more events/classes for elementary aged kids.  |
| 185 | Please change the stairs used to access the second floor; the material used for walking upon has poor traction and often wobbles ever so slightly. Carpet coated steel plates would be a good substitute.  |
| 186 | It doesn't help move forward-but I wish it had not been moved from its previous location. It was close to Old Town but had parking and outdoor space. I was a doubter about the new location but tried to be open. It's terrible.  |
| 187 | The Denver Public Libraries have Makers Labs which are intriguing, if paired with classes, tool rental, seed libraries, other innovative activities/resources that would make me come more often. Also, a book club at the Arvada Library would be nice!   |
| 188 | Working with the community to ensure the safety of patrons, which seems to be lots of young families and older individuals. Also, the environment at the library near my parents (Bel Air, MD) was SUPER conducive to encouraging the growth and development of young children. I took my daughter to story time there and it was easily 3-4 times the size. |
| 189 | Three recommendations:<br>1. Remove the homeless from Olde Town.<br>2. Improve parking<br>3. As improvements/expansions are made, keep the future growth in mind with Arvada building apartments on even the smallest parcel of land   |
| 190 | It would be nice to have a library book club and maybe some sort of monthly crafting/knitting/crocheting circle as an option for the community.  |
| 191 | Thanks for the community engagement survey! (Next time include anticipated duration to complete the survey and provide a 'progress to completion' indicator while in survey. )   |
| 192 | I wish you'd never moved it from the old location. This new one attracted unruly teens, homeless, and drugs right away making it virtually unusable.   |
| 193 | A more convenient entrance either facing the parking lot or the square. Addressing the homelessness in a way that is workable for everyone and improves safety.  |
| 194 | Thanks for asking!   |
| 195 | In the upstairs room with corner windows and comfortable chairs, could a lower table with plugs be added or chairs with small tables added/attached? I'm thinking like TV tables but shorter for the chairs. I love the comfy chairs but I also need a table to work at.   |
| 196 | The most important thing is simply that libraries continue to exist. I don't have an eloquent way to say that I simply don't know what I would do without libraries. Thank you.  |
| 197 | Drive up drop-off/pickup would be helpful  |
| 198 | The limited inventory of books I actually want to read is the main reason I don't use the library as much as I'd like to.<br><br>The audiobook app, Boundless, is glitchy and can use some improvements. I would also love a larger selection on that app. The waitlist for some of the titles I'm interested in are too long.                               |

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| 199 | It's a great place.  |
| 200 | The library is awesome!  |
| 201 | Women's self defense classes   |
| 202 | For some reason, the flow of the Arvada Library isn't inviting. I don't know why son sorry I can't suggest how to fix. I spend all my time upstairs, if that helps.  |
| 203 | This area of town must be cleaned up. I cannot bring my grandkids here because of homeless, drugs, filth, bad influences and panhandling.  |
| 204 | <p>The area offers such wonderful views and natural light- I'd love to see the library reflect more of the natural environment with more outside space, on multiple levels.</p> <p>It would be great if there were snacks or coffee available inside the library.</p> <p>All in all- make the space more inviting, more creative for kids and reflect more of Colorado's beauty.</p> |
| 205 | You should simply exchange locations with the Arvada food bank ... where the library used to be and shouldn't have been moved in the first place.  |
| 206 | Check with the West Chester University of PA, Francis Harvey Green Library, they have had a Starbucks inside the library for years and it seems to work  |
| 207 | I would check out more books if there were audiobooks available on Libby. I know you they are available through hoopla, but I don't care for the platform as much and prefer all my borrowed content on one platform.  |
| 208 | Safety has been the biggest concern for the last four years.   |
| 209 | No, but the number of homeless there makes me very uncomfortable.  |
| 210 | I deeply appreciate the curbside pickup and drive-up material drop off.  |
| 211 | Don't over emphasize woke agenda   |
| 212 | The library needs to move. The layout of the building isn't right, the location near the light rail causes issues, and there is no parking. There isn't even enough parking for the staff. Who wants to park blocks away in an RTD lot when cars are getting stolen and broken into, or you have to move your car every 2-4 hours IF you find a spot.                                |
| 213 | Keep up the good work. Libraries are vital.  |
| 214 | Continuing to make cleanliness and safety a priority is beneficial for the library, especially as the homeless population increases in Olde Town. I don't feel comfortable visiting with my young children if there are homeless inside or outside the library.  |
| 215 | I know this is in many ways beyond the scope of Arvada library's control, but at times some family members are intimidated by some people near the library's entrance. This has at times deterred them from using that library. That said, I love the Old Town location, and the building itself is fantastic.   |

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|     | <p>The children's section is near the main desk and entrance and we've had a few instances of homeless people yelling and having problems near the kids section.</p> <p>The elevator smells like urine and we need to use the elevator if I have the baby in the stroller and a child needs to find a book upstairs.</p> <p>The library had to close due to remediation for meth residue in the bathrooms and that really concerns me.</p> <p>The library is a staple part of my kids' education and enrichment and I really don't want to keep my kids from using the library due to concerns with their safety. However, there are so many homeless people gathered around the building and upstairs, I am concerned. There are often a dozen or so homeless people gathered near the entrance and there is often food, flies and trash there. The bike lock area is not useable because there are so many homeless people there. There are also big, beautiful windows in the children's area that look out onto Olde Town Square- but there are always homeless people camping there, and I don't want my kids to see people using drugs or camping there.</p> <p>Also, I am concerned with some of the books in the children's section. In the non-fiction section, many of them are very political. My kids love reading and I would love to be able to let them check-out anything in the kids section but I feel like I can't rely on the books in the kids section to be appropriate for kids. We've also tried to find some classic children's books that are widely known and historically important (like Tom Swift books) and JCPL doesn't have them. I understand that many of these books are on e-book but I struggle with my kids using e-books because it's very difficult to set up parental controls for the e-book apps that JCPL uses.</p> |
| 216 | <p>please train staff to be polite and friendly. the people at the desks are so disconnected, unhelpful, rude. they loudly talk to each other in a disparaging way about us and their coworkers. very off-putting. other branches are a world of difference from these librarians.</p>   |
| 217 | <p>Arvada is family focused and a more engaging kids area would be great.</p>  |
| 218 | <p>Do not waste the money. Currently the library functions very well as a library.</p>   |
| 219 | <p>The library does offer a safe and central place to meet and get what I need.</p>  |
| 220 | <p>I really would like to explore all the 3d environments like google glasses too!<br/>Stay on top of new technology</p>   |
| 221 | <p>Classes on how to use AI</p>  |
| 222 | <p>Just make it so I don't see people smoking meth off of foil on your front lawn (yes I did see that 3 months ago together with my son)</p> <p>I hate to say this but the library has become a blight on olde town. Access to knowledge should be available to all but this is a place where the most vulnerable go and they should feel safe doing so, especially women and children.</p> <p>When did the public library system become a campground for drug addicts and the mentally unstable?</p>  |
| 223 | <p>I would love to see a display of staff picks to help me find new books to read. Also opportunities to create something with my child would be good.</p>   |
| 224 | <p>Please do something about the homeless ,, do not like sharing space with bums</p>   |
| 225 | <p>I very much appreciate that it is welcoming to all types of people, including the unhoused, and I hope that does not change.</p>  |
| 226 | <p>thanks for asking for our input</p>   |
| 227 | <p>Do not allow large bags or suitcases. Security guard. Visible entrance to bathroom from desk.</p>   |
| 228 | <p>Work with city of Arvada to provide safe spaces and resources for people experiencing homelessness to keep library spaces open and safe for kids and teens</p>  |

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| 229 | Improve safety, comfort, parking/access for all ages and physical abilities   |
| 230 | I'd love to see better parking, but I love the current location and wouldn't give it up for better parking. I've been at other libraries where there were reading nooks and crannies that were really cool! I'm unsure if that would be a problem with the homeless population though. Definitely want everyone to be able to use the library!  |
| 231 | Maybe there should be a part created that would be an appropriate space for the homeless people to spend time   |
| 232 | The Arvada library has always felt too sterile to me.   |
| 233 | Thanks so much for being in Arvada!   |
| 234 | I rarely come to the library because it is flat-out too noisy! Which is a shame, I tried again and again and just gave up. It's quieter in the kid's play space at McDonalds than in the Arvada Library!. The library's focus has shifted too much toward children and teens, leaving the adult users behind.   |
| 235 | I find it upsetting how much the homeless people use the library, and they don't even pay taxes. The library gives them free food, warm clothes, and lets them check out laptops (that they then don't return!). I've seen so many homeless people eating food over the computers (and dropping it on the keyboard) while looking at risqué content too many times to count. This needs to stop. The resources spent on the homeless should be used for things that tax paying community members want and need. |
| 236 | I appreciate the Prospector system and also access to Hoopla and Kanopy. I am always impressed at how many resources I can obtain from the library system.<br><br>Providing less services to the homeless (free food, hats, mittens, laptops!!!) would allow for more services to taxpayers. I watched a homeless person basically steal a laptop with the librarian's knowledge.   |
| 237 | safety and parking are the most crucial issues for Arvada. Frankly the Standley Lake Library needs to be redone - it's getting older and older, and rattier and rattier. The City of Arvada should help with that.  |
| 238 | Don't close it again for unnecessary construction or from irrational fears of homeless people doing drugs in the bathroom. Don't close the book return chute either. In the past You have seemed to enjoy withholding resources rather than expanding them. This looks like more of the same.   |
| 239 | Don't move the location   |
| 240 | I find the tiles on the walls to be cold and institutional, so warmer, softer materials are important. I would also appreciate more work/study tables. Also, more plants which would thrive in the beautiful light!   |
| 241 | We love what Belmar did in terms of modifying their space, more places to just sit down in a quiet place to read.   |
| 242 | I'd like to see a few more tables and sitting areas in the kids area. Sometimes I bring my kids to hang out, but there are limited places for me to bring my laptop and work while they play/read/explore.  |
| 243 | I like that there's a downtown location and one closer to my house  |
| 244 | Thank you for all your hard work! We love librarians and libraries.   |

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| 245 | <p>I deeply appreciate the physical, emotional, and mental work of the librarians at the Arvada Library. As a Jefferson County taxpayer, I would like the librarians at the Arvada Library to, at the bare minimum, be paid a living wage in conjunction with the rising cost of living in Jefferson County and the greater Denver Metropolitan Area. While this concern may seem ancillary to the work of redesigning the Arvada Library, its services and resources, there is no library with librarians to assist patrons and organize available services and resources. Relying on underfunded, overworked, and overwhelmed library employees has a direct impact on their ability to support patrons, ensure a clean, safe, and engaging library environment, and organize relevant programming and circulating materials. Appropriate funding for library personnel is just as critical as funding for new flashy technologies, comfortable and ADA-accessible facilities, and collection development; do not make the mistake of assuming otherwise.</p> |
| 246 | <p>We love the library already. Looking forward to the redesign!</p>  |
| 247 | <p>My kids and I were in a story time recently when three individuals standing right next to the large glass wall into the square were actively using drugs (not pot) in front of the kids.</p>   |
| 248 | <p>There are always unhoused people loitering near the front and side of the library. It's hard</p>   |
| 249 | <p>More digital copies of books (Kindle)</p>  |
| 250 | <p>I love the library in old town!</p>  |
| 251 | <p>The staff at this location is amazing, but the combination of parking, safety concerns, and general dirtiness around the library property makes me avoid taking my kids to this location. We have visited a number of jeffco libraries and this one is by far the worse of the ones we have been too.</p>  |
| 252 | <p>Segregate and monitor child area so the only the appropriate adults have access to the children. Put all library materials on the edge of the teen area so everyone can access without invading teen area</p>  |
| 253 | <p>I think the homeless population has to be controlled and moved away from the front entrance of the library and the west side in order to make the Arvada Library an inviting place to visit. The entire front entrance area needs to be powerwashed on a weekly basis because of homeless people leaving messes. I understand the church across the street helps them daily, but the mess is not acceptable</p>  |
| 254 | <p>I'm baffled that the church can take ownership of the library parking lot during church services, (or at least they did a couple of years ago . . . I stopped coming on Sunday or wait until late afternoon), but they don't allow library patrons to use their lots. I sometimes have to park in the parking garage for a quick trip to the library. I would like to see a system in place that ensures I can park close for a quick 10-15 minute visit to search for and check out books.</p>  |
| 255 | <p>Get rid of the homeless</p>  |
| 256 | <p>I think it would be great to have a maker space but I don't know if it would get used enough to make it worth it. And it feels like a lot of the events are either for children/teens or seniors which is obviously great but it would also be cool if there were some events or meetups for adults in the community. But again, not sure if they would be worth it overall or not. Honestly, just more space to spend some time there would be nice, I feel like I go just to pick up books and leave and I rarely see the study or meeting rooms full, it might be nice to use the library space a little more strategically. Excited to see what the plan is!</p>   |
| 257 | <p>My daughter and I love to go there for child/preteen/teen classes, but again, they tend to start at 3:30 or 4, and I don't even get off work until 5, so more evening activities would be nice. More comfortable reading spaces would also be nice, but then people abuse those spaces, so I understand keeping areas from being too inviting. Still, the benches on the lower level are very uncomfortable to sit on while waiting for a kiddo.</p>   |

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| 258 | It's a beautiful building and a great location ... the homeless problem is its only major drawback, currently.   |
| 259 | All jcpl libraries need a better filing system as it's not intuitive and books aren't easy to find without asking for help.  |
| 260 | I love Arvada library. The closure of this location for mitigation due to drug use in the bathrooms was very unsettling. I worry about the safety of frequent patrons as well as staff.  |
| 261 | Hopefully we're also allocating funds to pay our library staff really well, they do SO much!   |
| 262 | Please don't get rid of the actual books! I know a lot of people are moving to digital access, but not everyone!   |
| 263 | It's not my go-to library, partly due to parking, and partly due to the unappealing nature of the building. I wish that the Arvada building folks had rejected this design in favor of something that fit in better with the historical nature of Olde Town. The interior has wasted space, and the children's area could be relocated, perhaps to upstairs. |
| 264 | It surprised me that it's getting redone considering how comparatively young the library is but I understand that in this changing world libraries in particular need to change to accommodate community needs   |
| 265 | The outside area needs cleaning/powerwashing on a routine basis, due to homeless use, hesitant to use the restrooms.   |
| 266 | just don't change it much. It's a good place, good feeling, so only updates are needed, not a bunch of change. That would be off-putting. Thanks!  |
| 267 | The location with all the homeless hanging out in front of, inside and in the hallway to restrooms, is challenging. Sometimes you cannot get past the front door without going through them. I am in no way biased but sometimes it doesn't always feel safe, especially when they are using drugs out front.  |
| 268 | Keep up the good work. :)  |
| 269 | Cleaning up the area around the library so that it feels safer, not allowing people to smoke right outside the library, and more of a police or security presence would help the safety aspect. Miss Sandy is the best part of the Arvada library. She is so welcoming, helpful and kind.  |
| 270 | Mostly, we really appreciate it!   |
| 271 | The Belmar library is nice maybe look into something similar   |
| 272 | I hope they move out of old town. Not the best location  |
| 273 | I love the library and hope this refresh helps the physical plant without changing the welcoming, wonderful feel the library already has.  |
| 274 | ensure clean and safe is essential   |
| 275 | Move the children's area to the second floor. Move the computers to in front of the main doors. That way staff can see what is going on.   |
| 276 | The staff at the main Arvada library is extremely helpful, kind, and bend over backwards to find programs for my teen who struggles to read. Shout out to Terri, who put together an amazing list of every program for older kids she could find anywhere in the Denver area! She is amazing and truly cared about helping my daughter.                      |
| 277 | I like the location at Olde Town but the parking is a problem  |
| 278 | They are doing a great job! I have used the library way more since I moved to Arvada from Denver.  |
| 279 | Don't push ideologies over true diversity.   |
| 280 | A quicker, easier, more convenient system of picking up holds while dropping off returns would be nice. I currently feel like I have to gamble with illegal parking while running in.  |
| 281 | Be less about progressive politics and more about a place for law-abiding taxpayers to use the services their taxes provide.   |

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| 282 | Add a maker space please!  |
| 283 | I think the current library is quite good. Don't feel safe using the bathrooms by the main entrance though.  |
| 284 | It needs to feel safer outside the library and less unpredictable  |
| 285 | Please keep some way to get books and be with people in the redesign process. Don't close for months! Even a mobile library would be ok.   |
| 286 | I wish the library outdoor space was more useable but I also understand the very difficult task of finding housing for folks who are unhoused  |
| 287 | No, I really like the library and can't wait to see what else happens.   |
| 288 | We love the Arvada library! ❤️   |
| 289 | Safety and buildup of trash and waste in front of the library are key concerns now. Resources and staff are great but could use additional materials!  |
| 290 | Parking is getting more challenging. Walking for me is the same. There;s no good parking solution, but encouraging slower traffic at the corner intersection would make it safer.  |
| 291 | The homeless population is making this library unsafe for my family to visit.  |
| 292 | The current location is ok, but the homeless population and clear drug use is worrisome from a safety perspective. Also, I hate walking in the door and smelling smoke all the time.   |
| 293 | I think it's really helpful and amazing to have the library in old town and near the playground! It's such a fun Saturday morning to do library playground and early lunch or farmers market in old town - we go almost every weekend.   |
| 294 | I miss Mobius; cultivate sharing relationships with other library systems!   |
| 295 | I appreciate the digital and physical collections and hope they continue to grow. I love having the library so close to Olde Town, I can do multiple things each time I come. The parking garage being free helps with busy days.  |
| 296 | The staff are the best part of our library! They are so welcoming and helpful, to me and to my daughter. Safety in the library is my number one concern. I find myself getting in and out as fast as I can or skip entering if we have an unhoused individual on the sidewalk. Not sure what to do, but I wish there was something... It makes it hard to "escape" into a book.  |
| 297 | Closing time to be more like a restaurant or open another 30 mins so you can actually attend an online class that ends at 9pm. Kicking ppl out 10 mins before closing isn't closing at 9!  |
| 298 | Staff are excellent. Library and its environment are cleaner and safer than it used to be. Pickup services work very well, including transit from other Jeffco libraries.  |
| 299 | Make it safe   |
| 300 | Please have some sort of safety upgrades. I mentioned the library shop room needing to be safer, but, in general (the restrooms, elevators, entrance and exit) there should be more support.   |
| 301 | I would like it to be more family oriented   |
| 302 | If nothing changed I would be happy. It's a great library!   |
| 303 | Parking! There's rarely a parking spot in that parking lot that I thought was supposed to be for the library!  |
| 304 | Not enough board books. It's a small section and half the books are in Spanish. Of the books that are in English half are subjects too mature for a baby. My daughter liked books about animals, babies, vehicles, etc. It was hard to find the popular classics and I ended up buying a lot of books. It feels like the people picking the books are not parents. There are a ton of other children's books and I appreciate the books grouped by subject, including the book bags. I get overwhelmed looking at the kids books filed by author because there are so many books and the only authors I remember are the ones I liked as a kid, and a lot of those books are out of print or not available. I would love to see more books categorized by subject or something other than author |

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| 305 | It would be nice to have a dedicated welcome person at the door to point you to specific areas in the library and how to get there.  |
| 306 | Feel safe  |
| 307 | I love the location of the library but the clients/guests from The Rising Church ( day shelter program) located across the street attracts & encourages too many unhoused folks, many of which suffer mental illness &/or addiction, who loiter in and around the library. This makes many people I know avoid this library location. It's a sad situation.  |
| 308 | I like the library just as it is! Not much you can do about parking, or space. It's used well.   |
| 309 | Keep up the good work! Thank you for such a precious resource.   |
| 310 | Just make it more comfortable and clean  |
| 311 | Parking,parking,safety   |
| 312 | I would visit more often but it is very dirty going in, I'm too afraid to even go near the restrooms, and I have been verbally accosted by transients out front on several occasions. I love the location, and would like to see more access/exposure to Olde Town Square  |
| 313 | I hope the city can work with the library to reduce the homeless population demands on the library for daytime shelter via practical, compassionate ways that recognizes the homeless as people in our community, not just a problem to push along.  |
| 314 | Consider redoing the exterior to blend in with building of Olde Town   |
| 315 | When you stop letting the homeless dirty up the place and contaminate it with drug use, I might stop in.   |
| 316 | It's a great library, it's unfortunate that Old Town through a transition during COVID and it no longer seems as safe to walk to or be in.   |
| 317 | I am grateful that this is one of the two branches closest to our home. Thanks for the variety of resources!   |
| 318 | I am hoping you keep the Arvada library location in the same place because it is convenient to me.   |
| 319 | Please keep lots of kid/tween/teen events!   |
| 320 | Wish you could move the library out of Olde Town. Should never have been moved from its original location. There was room to expand or build up, but council was not well informed. I have lived here over 50 years and do not like the many changes that have taken place expecially in Olde Town. I do not advise young people to move into Arvada. Crime is up and leaders are only interested in building more apartments. |
| 321 | It is impossible to use the library when there are events in Olde Town d/t extremely limited parking.  |
| 322 | I do love the Old Town location!   |
| 323 | I've used the online book search to find materials, only to see that there is no entry for the item I'm looking for. It would be nice to see if there's a way to borrow those books from another place right from the search.  |
| 324 | Maybe combine the children and teen materials on first floor and adult items on the second floor   |
| 325 | My child and I have seen people urinate on the sidewalk as we enter. This is unacceptable. I have completely stopped visiting Arvada location as the Homeless people have all the rights my child has none. I do not feel safe at your location and it really makes me sad this is my home library and I cannot use it.  |
| 326 | get more comfortable furniture   |
| 327 | Librarians do a great job in a challenging location.   |
| 328 | I love all that you do and how easy you make it - I have discovered so many books that I don't know that I would have found on my own. Thank you for your recommendations on the home page   |
| 329 | Fix handicap parking!  |
| 330 | The main reason I use the Stanley lake library is the ease of parking.   |



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| 331 | It absolutely should not be in close proximity to the church across the street that caters to the homeless. I do not feel the need to go to the library if I can get ebooks.   |
| 332 | Thank you for existing!  |
| 333 | Great location, but additional security and focus on cleanliness would be helpful and encourage more use   |
| 334 | Nicer working spaces and meeting rooms would be nice.  |
| 335 | Parking, cleanliness inside and outside the building are my two main issues  |
| 336 | I would like to see more active support for unhoused folk, either through shelter or advocating for people to come through and either find shelter or find a place to stay alongside career supports to get out of homelessness.   |
| 337 | No but I miss the library where it was before  |
| 338 | <p>I've generally been really happy with the services offered at Arvada. two things that didn't come up in the survey- but that I appreciate- are the culture passes and interlibrary loan system.</p> <p>It feels like there's a fair amount of dead space in the library. I don't have any brilliant ideas about how to move things around- or what to add- but it feels like there's room for more materials- more study-friendly individual seating- a learning lab, a maker space, whatever.</p> <p>The study room should not have a glass wall. Distracting!</p> <p>The children's activity room needs a lot of love. That space did not recover after the pandemic.</p> |
| 339 | Due to the large amount of homeless, it would be nice if there was a separate comfortable space for them to lounge and find out community resources. Staffed social worker.  |
| 340 | <p>The staff at the Arvada location are amazing, and clearly doing everything they can in a location that isn't safe with giant windows. I'm assuming the windows are why all the poor books are crammed up on the second floor.</p> <p>Personally, more books and less giant windows would feel far more inviting.</p>  |
| 341 | <p>Improve the entry</p> <p>I like all the windows</p> <p>I like the indoor book drop</p> <p>It's quiet</p>  |
| 342 | An informed public is essential to Arvada's growth. Continue to innovate and meet the changing needs of the community. Change is inevitable. Navigating the future changes is called success.  |
| 343 | I hate going to the Avada library over other libraries because I need to pass nasty sidewalks, tell my daughter to not touch the walls or steps, and often need to breathe in a cloud of weed before I enter.  |
| 344 | I used to go to the Arvada library when it was over by where Arvada Middle School was, I know that location was smaller but it was so much easier to access when it was there. The move to Olde Town has always puzzled me and frustrated me because getting there is much more difficult  |
| 345 | Cofee shop   |
| 346 | I often visit the library alone and have sometimes been nervous about the large numbers of unhoused folks outside and inside the library. I know it's a big challenge to manage that and of course the library should be open to everyone, but just wanted to raise it since you are asking for feedback.  |
| 347 | I love how everything is now but I only use it to check out materials (I don't have kids or anything)  |
| 348 | Too many homeless. Doesn't feel safe   |
| 349 | Like the he current location but doesn't always feel safe and clean. Friendly staff and always helpful   |
| 350 | More bilingual programs  |

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| 351 | Limit times on noisy children.   |
| 352 | I really appreciate the current location   |
| 353 | Ensure the outside of the library is clear from loitering, garbage.  |
| 354 | I think the library is doing a good job. Updating and responding to the public views will help.  |
| 355 | I like the bigger branches like Lakewood and Belmar. They feel more like community space and I like to browse shelves for books I might not otherwise discover.  |
| 356 | I love that it's right there on the square- it feels like it could utilize that space even more with outdoor events or book themed art and programming there.  |
| 357 | I really like the library location and connection to olde town. Please do not move.  |
| 358 | Please keep the open / we welcome everyone here atmosphere/attitude. Please keep the bathrooms open as often as possible including outside of library hours. It's hard to take a toddler to a port a potty. We often just hang out in Olde Town and don't necessarily go to a restaurant or store.   |
| 359 | Keep your wonderful staff; they are always kind and helpful to me.   |
| 360 | I'm concerned about access to the library and parking availability as Olde Towne Arvada becomes more developed and populated.  |
| 361 | <ul style="list-style-type: none"> <li>- I love that the homeless community has resources all in one place - The Rising, the library, G-line, and Olde Town. I strongly feel that the library should be accessible to all people, including those without a home.</li> <li>- I love that the children's section has short bookshelves in a relatively small area, so I can keep an eye on my child while I look for books.</li> <li>- It would be nice to have more comfortable places to nurse. I like nursing on the loveseat by the story time area, but if someone else is sitting there, there aren't other comfortable options.</li> <li>- I love the story time area, and that the craft happens in there too.</li> </ul> |
| 362 | The biggest reason I don't spend a lot of time inside the library is because the last time I did, a homeless man walked upstairs, sat right next to me, and started muttering obscenities louder and louder. When I moved, he followed me. It doesn't feel like a safe place to spend time in, which is a bummer, because I used to spend a ton of time relaxing/studying/writing at the Stanley Lake library when I lived over there. I know the library offers essential services to people from all walks of life, and I don't want to take that away from anyone, but there has to be some kind of solution that makes the library a safer space for everyone.   |
| 363 | Homeless folks should not be allowed to loiter on library property. It's not the same space that it used to be. Parking is also inadequate.  |
| 364 | Love that it's a good place to take your little ones to hang out and learn. Would love even more resources for this!   |
| 365 | I once could not use the study room on the second floor because 3 homeless people slept in it. The odor was terrible and made it impossible to use the space, unfortunately. I also would like to see the library spaces to be redesigned, similar to the Edgewater library, where modern, nature-based designed are implemented. The white tile around the library does not feel cozy and welcoming.  |
| 366 | The biggest challenge with oldetown is the homeless population.  |
| 367 | Events for teens and preteens  |
| 368 | Have a community puzzle out for folks to enjoy!  |
| 369 | Keep it in olde town. The current location is awesome. We need to stay involved. There are solutions to the encampments  |
| 370 | Keep it safe. Arvada should also install a vertical parking garage across the street to ease parking for the library and the businesses in Olde Towne.   |
| 371 | Makerspace, classes  |

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| 372 | I think the greatest impact is the cleanliness, quantity/quality of materials available, and safety. I don't mind that parking is challenging but I understand that may be important to some populations.   |
| 373 | Remove parking and focus on those without the privileged to drive. Make it feel a part of a neighborhood it is in, built for the people who live nearby and not just rich people driving to use the library. I want it to be a third place, open late with good coffee and places to work remotely from.  |
| 374 | If you updated nothing else but added Altworl workstations, I would go to the library every day, but I would settle for other ergonomic chairs (Herman Miller Aerons are fantastic options)   |
| 375 | I've always loved this library and was honestly surprised to hear that it needed an upgrade.  |
| 376 | I like streaming things for free with a library card!   |
| 377 | Please keep doing great work. Please also pay the librarians more and invest more funding from the government in the library. The community and staff deserve it.   |
| 378 | Thank you!  |
| 379 | Homeless people and unsanitary conditions outside are problematic   |
| 380 | I love the Arvada Library and it is my favorite place to visit in the Olde Town area.   |
| 381 | I think making the kids area a bit more "magical" and engaging could help!  |
| 382 | Don't buy light gold upholstery for a public space!   |
| 383 | Very friendly staff!  |
| 384 | Secure bathrooms  |
| 385 | I think the Arvada library is wonderful. The librarians are incredible: always patient and helpful. A memorable moment was watching a retired self-proclaimed engineer mansplain the Internet to a smiling, patient librarian! So as much as I'd like the furniture at Belmar or to be able to type something into the computer without the whole world seeing it, I say, create LOTS of perks and benefits for the librarians! Gourmet kitchen in the break room? Yes! Espresso machine? Also yes!   |
| 386 | No screens please!  |
| 387 | Several months ago we found a combat knife just sitting on the floor of the vestibule. I don't fault the homeless population for using public services, but there need to be some measures to keep drugs (see: having to remediate the building for drug residue) and weapons out of the library.   |
| 388 | Sandi is the best very helpful and knowledgeable. I've been to most Jeffco libraries and I like that the Arvada library has a separate room for story time when it's in the middle of the library it's distracting and hard to hear. Or a dedicated space at least like at the Columbine library. More tables for the craft time too, it gets crowded. And more nursing stations, I have only seen one at the Columbine library.<br><br>I also like that I can reserve books from anywhere in Jeffco at this library but I think more people should know about this and how to access online. I'd also like to see different toys at the libraries they are all the same pretty much. |
| 389 | I just want to feel safe walking with my young children especially if I am walking from the parking lot.  |
| 390 | Designate dedicated Library Patron parking spaces in the parking lot and along the nearby streets during library hours. Some as 10 minute maximum spots (I know I and many others use that loading zone area to run in and pick up holds, technically illegal even though I've never been ticketed).  |
| 391 | improve amount of items available in digital format (mainly audiobooks) and wait times, more architecture books   |
| 392 | More organization within book shelves such as sections for specific genres.   |

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| 393 | I'm happy change is being looked into. If easier to access, more book availability, and feeling safer my family would definitely visit   |
| 394 | We feel like the children's section is limited in books and space. The children crowd around the toys and play space but there is hardly room sometimes for the parents to sit or interact with one another.   |
| 395 | I hope the staff gets the recognition and support they deserve from the city or other sources that determine library funding and direction.  |
| 396 | Currently your hours are great, except Friday in my opinion should be open later.  |
| 397 | Please make it safer and cleaner by implementing proper security measures to ensure the unhoused aren't sleeping there or causing a scene.   |
| 398 | More in friends of the library! Let us donate to you for that room!  |
| 399 | I'm excited to see the redesign!   |
| 400 | Please keep the library in Olde Town   |
| 401 | Safety (especially in the restrooms and surrounding the building) is by far my biggest concern. I love the staff and the kids section, but I do have concerns about safety.  |
| 402 | I avoid the library now because it feels like the whole area is a homeless colony. I would like to start spending time there if the area felt cleaner and safer.   |
| 403 | Mental health resources- link up with Jefferson center?<br>The outside area is very gross because of homeless, and their drug use is a concern. Loitering that close to the library/inside the bathrooms makes it a homeless shelter, and it becomes unsafe because of their drug use. |
| 404 | Bathroom entrances that aren't so public, so that one has to come into the library proper, not the open space area to get to the opening.  |
| 405 | It would be great to have more parking for the weekend when there are so many people downtown for other things.  |
| 406 | Please stay in olde town   |
| 407 | Nope, but i like it how it is  |
| 408 | Maybe better navigation on location of items and rooms.  |
| 409 | Just make the children's area cool!!   |
| 410 | Please take screens out of kids area   |
| 411 | Move this library !!!  |
| 412 | I feel like there could be more books in the children's section, but it's also easy to do holds!   |
| 413 | Looking forward to seeing how you redesign and improve the library   |
| 414 | It would be great to have story time at times that work for working parents. I've taken my daughter on days off, but if you work on weekdays, you miss the whole experience.   |
| 415 | Parking is the big one until RTD fixes itself. I find myself driving up to Standley Lake just so I don't have to deal with Olde Town.  |
| 416 | You need a better system for electronic reading. Too cumbersome & poor navigation  |
| 417 | An upgrade in kid area that is designed around children's needs. Community meeting spaces. Clean bathrooms. Services for unhoused like information, social worker, mental health support...  |
| 418 | Safety is a real issue and balance   |
| 419 | We love this library and are excited to see if continue to serve in Olde Town for years to come.   |
| 420 | I really appreciate the librarian's they are always so kind and helpful!   |
| 421 | It seems like the main floor front area is underutilized. I hardly ever see anybody there. The Arvada library seems to have more windows than others. Is this good for the books and CDs?  |
| 422 | Outside needs work, transients hanging around.   |
| 423 | I love the library :)  |

|     |  |
|-----|--|
| 424 | It is scary at times. I know compassion is a good thing but yikes.   |
| 425 | Enhanced children's programming would be very important to me  |
| 426 | The drop-off/pickup service has been a boon!! I use it weekly. Thank you.  |
| 427 | More book club opportunities based on interest.  |
| 428 | Would love toddler time moved back to its previous time (1015 or 1030). It's too late now and butts up next to nap, leaving cranky kids.   |
| 429 | If the sidewalks were clear I think more people would use this library. Many people go to Stanley Lake because of safety concerns.   |
| 430 | Get rid of the homeless people   |
| 431 | It would be great if something could be done about the safety issues and concerns at the library.  |
| 432 | I hope you keep this location. I love going to the shops in Old Town before or after going to the library. I really enjoy this little library.   |
| 433 | no - just remember, you had to close for a few months and reopen at taxpayer expense to clean up the mess of the lowlifes that come in there   |
| 434 | The bike rack area does not feel safe to access and is often very dirty. I ride my bike to the library and lock it up at a different location so that I don't have to take my bike into a large group of people who are surrounding the bike rack.   |
| 435 | Keep up the good work!   |
| 436 | Safety for kids is the greatest priority. From making sure the blinds don't have pull strings to outlet covers that slide over when something is unplugged to interaction with the homeless population the kids need better support. Ensuring the elevator is in working order and putting the kids and teens upstairs would truly improve safety.   |
| 437 | Is there some way to connect the library better with Olde Town Arvada? It feels close but a chasm exists between the two places.   |
| 438 | Reduce loitering/trash outside of library plaza area.  |
| 439 | VERY IMPORTANT. Homelessness is an important issue we certainly need to address but the Library should not serve as a homeless shelter or a restroom source for the homeless. I have seen a number of VERY disturbing situations at the library with homeless in and around the library and negative impacts on or concerning the bathrooms. HUGE RECOMMENDATION. AS PART OF REDESIGN CLOSE OFF THE WEST FACING ENTRANCE DOORS RIGHT BY THE BATHROOM. IT APPEARS IT IS LITTLE MORE THAN AN ENTRYWAY FOR HOMELESS PERSONS PARKED IN THE PLAZA OR RIGHT BY THAT ENTRANCE AND NOT USED BY OTHERS FROM WHAT I SEE. |
| 440 | Once we're inside it's great, but it can feel dirty and uncomfortable getting inside   |

**COMMUNITY SURVEY RESULTS  
ADULT SPANISH**

**#1 What do you do when you visit?**

|   |   |
|---|---|
| 1 | Read and make copies                                    |
| 2 | To watch  |
| 3 | Acquire knowledge and reading                           |
| 4 | nutrir_r  |
| 5 | I'm looking for movies                                  |
| 6 | I'm looking for books                                   |
| 7 | Read and listen to music                                |
| 8 | Storytelling/children's programs/check out books, print |
| 9 | Read  |

**#2 What do you value?**

|   |   |
|---|---|
| 1 | Tranquility                                     |
| 2 | It's beautiful                                  |
| 3 | Desire  |
| 4 | Very good for the knowledge                     |
| 5 | It's a nice place                               |
| 6 | A tranquil place                                |
| 7 | Knowledge                                       |
| 8 | Resources, Opportunities, Educational, Creative |
| 9 | I love her                                      |



**#3 How should it feel?**

|   |  |
|---|--|
| 1 | Peace is breathed                              |
| 2 | I peace of mind                                |
| 3 | Harmonious, quiet and lots of information      |
| 4 | I identify myself                              |
| 5 | I gain confidence                              |
| 6 | Sure   |
| 7 | That it generates peace and tranquility for me |
| 8 | Expand my knowledge                            |
| 9 | In a luxurious library as a hotel              |

**#10 What would help you reach your goals?**

|   |  |
|---|--|
| 1 | Everything is very good  |
| 2 | Cultural Programs, Events, Lab for Teens, Classes,<br>After School Programs for all ages |

**#11 Any other input you'd like to share?**

1 It's all right

2 Thanks for everything!

3 A more modern library, with bookshelves within reach of everyone,  
not so tall, better durable furniture, separate the area from teenagers

**COMMUNITY SURVEY RESULTS  
TEEN ENGLISH**

**#1 What do you do when you visit?**

1 Read and get books

2 I usually visit it when I'm babysitting and I go to the kids section and play on the kids computers

**#2 What do you value?**

1 Babysitting Friendly environment

**#3 How should it feel?**

1 I wish there was more of a teens area with some crafts

**How can we improve the Arvada Library Teen area? Is there anything you'd like to see added to the existing #4 space (for example equipment, activities, or other features)?**

1 maybe some desks and more comfortable seating

**#5 When visiting the library, what areas do you regularly use in addition to the Teen area?**

1 The kids area

**COMMUNITY SURVEY RESULTS  
TEEN SPANISH**

**#1 What do you do when you visit?**

1 | I enjoy activities with my young children

**#2 What do you value?**

1 | Excellent

**#3 How should it feel?**

1 | If leadership classes for young people

**How can we improve the Arvada Library Teen area? Is there anything you'd like to see added to the existing #4 space (for example equipment, activities, or other features)?**

1 | Yes, more activities for youngsters ages 12 and up

**#5 When visiting the library, what areas do you regularly use in addition to the Teen area?**

1 | My children volunteer in the reading challenge

# **STAKEHOLDER INTERVIEWS**





Jefferson County  
**PUBLIC LIBRARY**

## **Redesign Arvada Library Stakeholder Insights Summary**

*May 2024*

### **Background**

Jefferson County Public Library (JCPL) will begin the process of redesigning the existing Arvada Library in 2024. As part of the efforts to engage the community in this important effort, JCPL began stakeholder engagement in Q1 2024 to gather feedback about the upcoming Redesign Arvada Library project.

### **Approach**

As part of a broader community listening strategy, JCPL interviewed prominent stakeholders, including elected officials, community leaders and other influencers. The interviews were conducted by members of the JCPL leadership team.

#### ***Stakeholders engaged as of May 17, 2024:***

- Brian Lewis, The Rising Associate Pastor
- Brittany Pettersen, US Representative
- Ed Brady, Arvada Chief of Police
- Jean Gordon, Visit Arvada Director
- Jessica Garner, City of Arvada Director of Community and Economic Development
- Joe Hengstler, Old Town Arvada BID Executive Director
- Joe Kerby, Jefferson County Manager
- Kami Welch, Arvada Chamber of Commerce President & CEO
- Linda Haley, City of Arvada Deputy City Manager
- Lorie Gillis, City of Arvada City Manager
- Maureen Phair, Arvada Urban Renewal Authority Executive Director
- Kirk Lock, Arvada Fire Protection District Fire Chief
- Rachael Kuroiwa, City of Arvada Director of Communication and Engagement
- Rob Smetana, City of Arvada Manager of City Planning and Development
- Scott Spears, Olde Town Arvada President
- Tracy Kraft-Tharp, Jefferson County Commissioner
- Vicki Pyne, Apex Park and Recreation District President

*Feedback from these interviews will be added to the final community engagement report once public and staff engagement is complete.*

### **Questions Posed to Stakeholders:**

After listening to a short project overview by JCPL leadership, interviewees were asked:

- 1) What have you heard about our project?
- 2) What advice would you have for us about engaging with this community?
- 3) Are there any unique needs or concerns that we should be prepared to address?
- 4) What advice would you give us at this stage?
- 5) How can we partner with you as we redesign this community amenity?
- 6) Who else do you think we should talk to?

### **Interview Insights:**

#### **Common Themes:**

*From the interviews conducted so far, the following common themes regarding the Arvada Library redesign emerged:*

#### **1. Address Unwanted Behaviors**

There are issues that need to be addressed to ensure a safe and welcoming environment for all library patrons. Concerns about safety were commonly referenced, including challenges with unhoused individuals, the presence of needles and syringes, and the perception about people feeling unsafe visiting the library.

#### **2. Improve Safety and Security**

Suggestions for the library redesign include implementing structural changes to deter undesirable behaviors, such as removing overhangs, relocating restrooms and modifying spaces to enhance monitoring and safety.

#### **3. Diversity and Inclusivity**

There are a wide range of demographics represented in Arvada including a high percentage of elderly, Spanish speakers, and more. It will be important to reach out to diverse audiences, including those without digital access, and engage with stakeholders through various means. Some suggestions included additional bilingual outreach, having paper copies of the survey available at Olde Town businesses, and offering more in-person engagement opportunities.

#### **4. Parking**

Concerns about parking were referenced, including that it can be difficult to find parking and people don't always feel safe walking a longer distance to and from the Library. Public transportation is nearby, but that also brings its own set of challenges.

#### **5. Library Services and Access**

Concerns were noted about where library patrons will go when the library closes for

construction and how to maintain library services during this period.

### Individuals to Engage for Further Insights:

- Karen Cowling; Director of The Rising Mission Arvada
- Don Wick, City of Arvada Deputy City Manager
- Kenia Quezada-Leanos; Family Engagement Liaison at Foster Elementary School
- Jaime Lewis; Transportation Advocate and RTD Board Member at Colorado Cross-Disability Coalition
- Michele Majeune; Community Relations Director at Developmental Disabilities Resource Center
- Katie Groke; Apex Parks and Recreation District
- Stephanie Paul; Director of Marketing and Events at Olde Town Arvada Business Improvement District
- Schools
- Colorado Gives Foundation
- Cultural Groups
- Olde Town Businesses