

COUNCIL MEMO

Date: April 9, 2021

To: Mayor Steve Gander, Council President Mark Olstad, Council Vice-President Tim Riopelle, Council Members Clarence Vetter, Dale Helms, Tim Johnson, Marc DeMers, and Brian Larson.

Department Update:

Campbell Library – Charlotte Helgeson, Library Director

Library Perception Survey March 2021

191 respondents

Respondents with Library Cards	96%
Respondents without Library Cards	4%
Adult Respondents	94%
Under 18-years-old Respondents	6%

Current Library Services Rated

(Top 10 Listed Highest to Lowest)

- 1 Library Building
- 2 Customer Service
- 3 Front Door Pick Up
- 4 Appointments
- 5 Wi-Fi Access
- 6 Ease of Borrowing Physical Books from the Library
- 7 Ease of Borrowing eBooks and eAudiobooks
- 8 Online Programs
- 9 Technology Assistance
- 10 Printer/Scanner/ Copier/Fax

Importance of Future Services

(Top 10 Listed Most to Less Important)

- 1 Borrowing Materials While in the Library
Physical Collection Quality/Selection: Books, DVDs, Arts, etc.
- 2 Open Hours During the Day, Weekend and Evening
- 3 Online Services: Website, Catalog, Facebook, Newsletter
- 4 Newsletter

	5	Borrowing eBooks & eAudios
	6	E-Collection Quality/Selection: eBooks & eAudios
TIE	7	Access to Free Wi-Fi
	7	Interlibrary Loans
	8	Community Meeting Rooms
	9	Volunteering
	10	Classes and Workshops

Interesting Findings

- A. Early Literacy split 50% Very Important and 50% Not Important
- B. Friends Book Store split evenly in importance
- C. Hours prioritized: Daytime, evening and then weekend
Quality of materials scored almost equal in physical materials and exactly equal for e-materials
- D. materials
- E. Customer Service was broken down for Future Service assessment
- F. Classes and Workshops split 50% Very Important and 50% Not Important

Patron Comments:

-Hi, I just had to let you know how much we appreciated the zoom project. ...Thank you so much for doing this. The girls loved going for story time. You were so organized and kept everyone under control. We tried other places and it was like a free for all. Not fun for anyone.

-Hope this finds you well. We are big fans of your virtual story time — without exaggeration, you are my 6yo boys' favorite reader, of all we have watched during this pandemic. We are so appreciative of the huge effort to keep programming going online for families in this strange and scary time.

-Your social media page has been so great lately (and for a long time now, too)! I miss the Campbell Library and I'm proud of the work that you all do for the Greater Grand Forks community!

-THANK YOU for everything you and the library are doing to encourage kids to keep reading. Thanks so much for all your efforts! The videos are AMAZING!!! I'm excited that kids are registering for a library card.

-We live in Vancouver, BC, Canada and just wanted to let you know that my toddler LOVES virtual storytime with Miss Andrea! My husband and I really enjoy the 'interaction' that Miss Andrea has with the audience and appreciate the enthusiasm she adds when reading each book and singing each song. Thank you for making our lockdown experience at home more bearable.

-I hope the library is able to stay open no matter what happens. It's a good resource for lots of things and I love to come and visit and check out good books!

-Enjoy the e-books. Have read many that way since the Covid situation. Thanks for all you do!

-Library staff has done an awesome job during this uncertain time and I for 1 appreciate it!

-the library is attractive and everyone is pleasant. I love the art work shown and activities. What I personally wanted to say is that I don't take a lot out because I buy a lot of books. I know it sounds odd when we have the library, but I don't feel I have to race through it. But also I have a hard time giving up books that I like, even though I know all I have to do is call and you will extend the time. And I do donate several books during a year if I don't care if I keep it. I was on a library board for eight years and was involved in building it. I love libraries and we are lucky you are in EGF.

-Missed Library being open during pandemic.

-I think you all are doing a wonderful job!