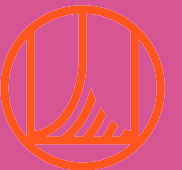


**LONE CONE LIBRARY**

# **POST OCCUPANCY EVALUATION USERS**

**Findings & Analysis**

July 8, 2021



## LONE CONE LIBRARY

# POST OCCUPANCY EVALUATION USERS

- Conducted May 1 - June 30, 2021
- 207 responses
- Response devices:
  - 120 desktop (58.0%)
  - 80 mobile (38.6%)
  - 7 tablet (3.4%)



ANDERSON  
HALLAS  
ARCHITECTS

**“It’s so light and bright  
even on an overcast day.”**

**“I really love the drinking fountain.”**

**“The refillable water bottle fountain. It counts how many bottles of water you saved!”**



# ONLINE SURVEY - INTRODUCTION

Hi! We'd like to hear what you like, and what you do at the Lone Cone Library.

Yes, I'll help

press Enter ↵

🕒 Takes 7+ min



“ Thanks in advance for your feedback.

We'll start with a few questions about you,  
then a few questions about your experience  
with the library.

Let's get started

press Enter ↵



# SURVEY QUESTION RESPONSES

1 → What's your age?

**A** Under 16

**B** 17 - 21

**C** 22 - 30

**D** 31 - 40

**E** 41 - 50

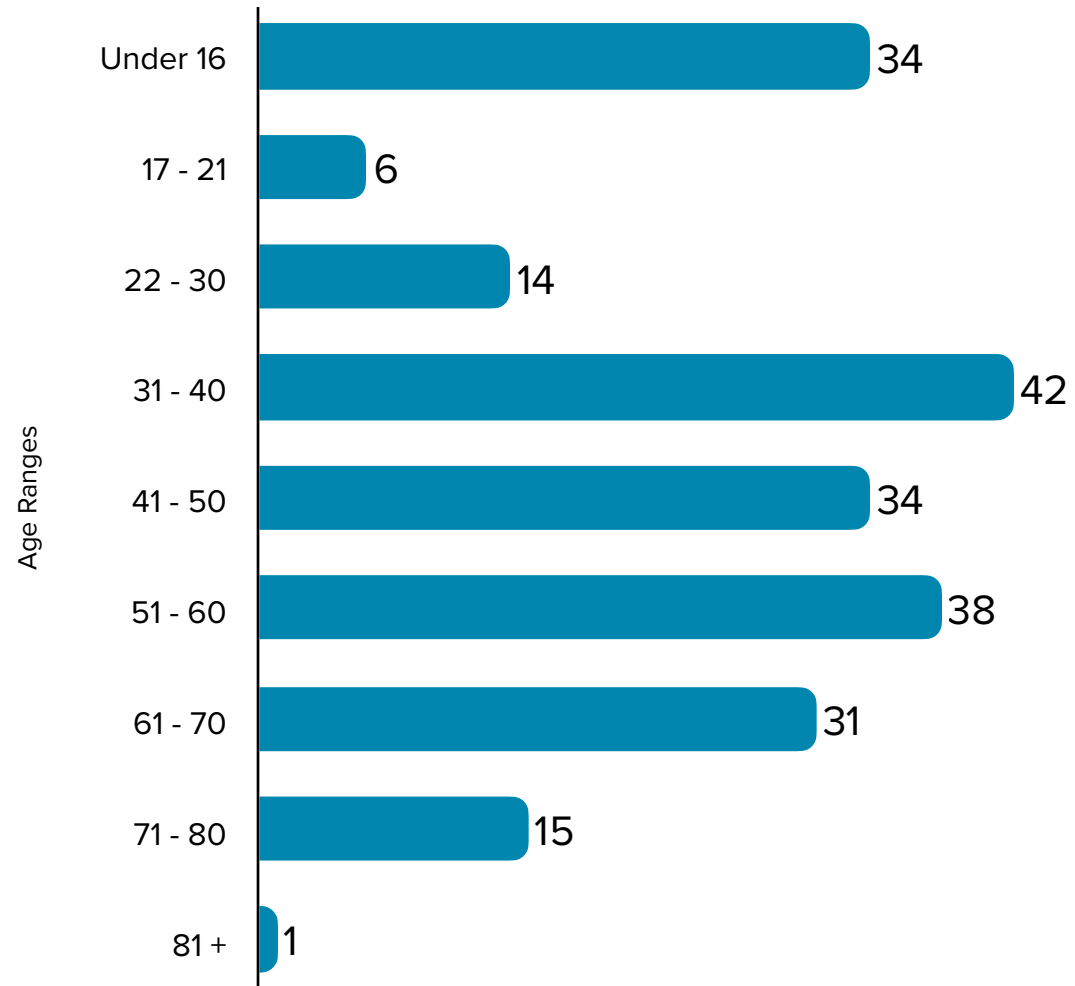
**F** 51 - 60

**G** 61 - 70

**H** 71 - 80

**I** 81 +

# AGES



## 2 → Gender?



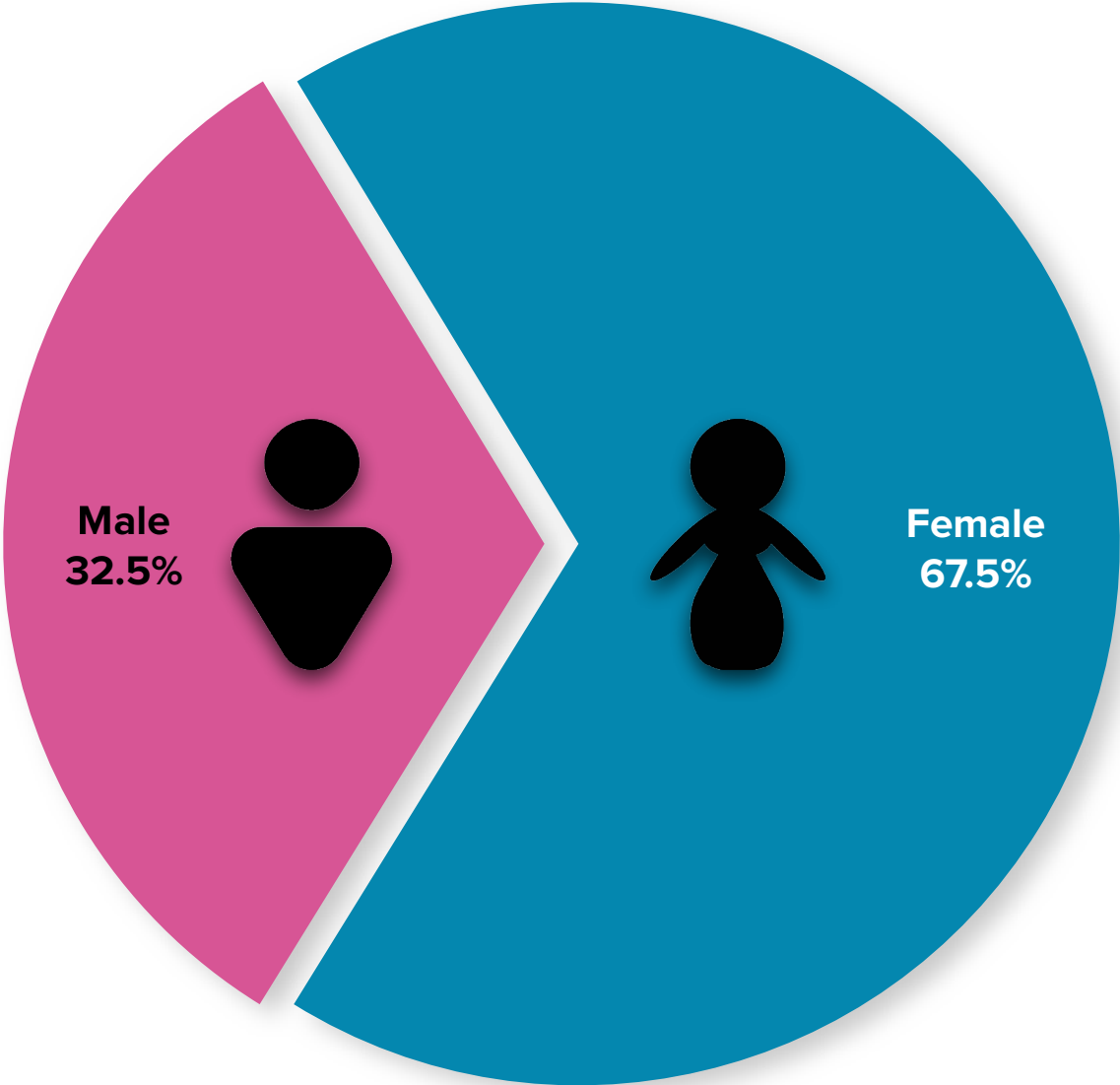
**A** Female



**B** Male



# GENDER



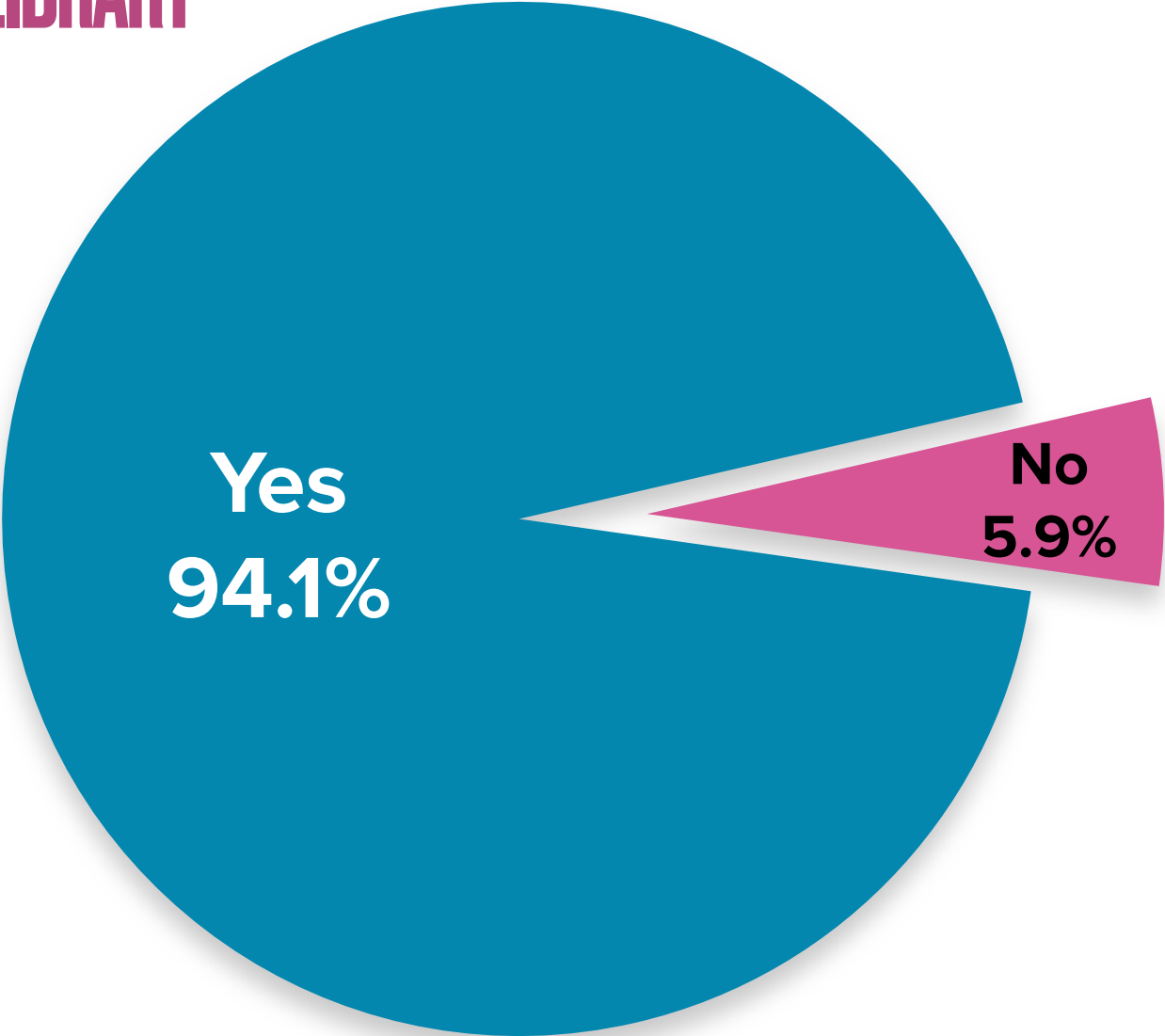
3 → Have you visited the Lone Cone Library?

Yes

No



# HAVE BEEN TO LIBRARY



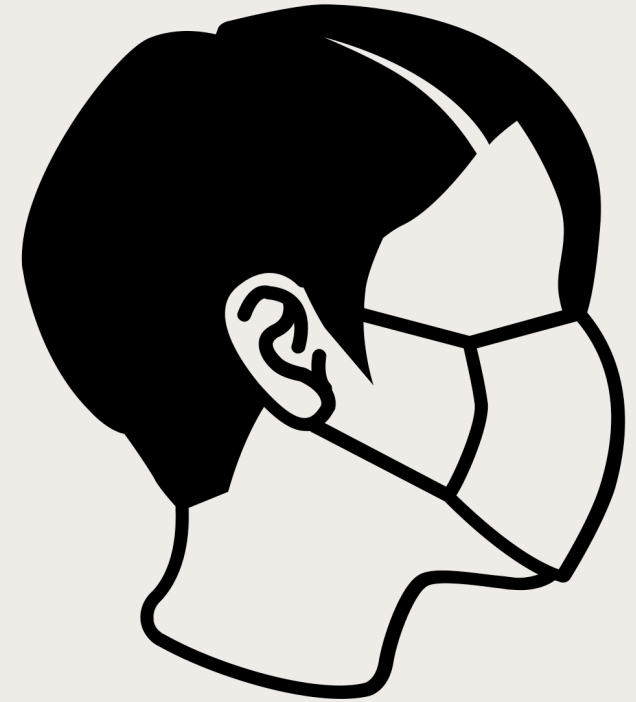
4 → How often have you used the library during COVID-19 restrictions?

A Monthly

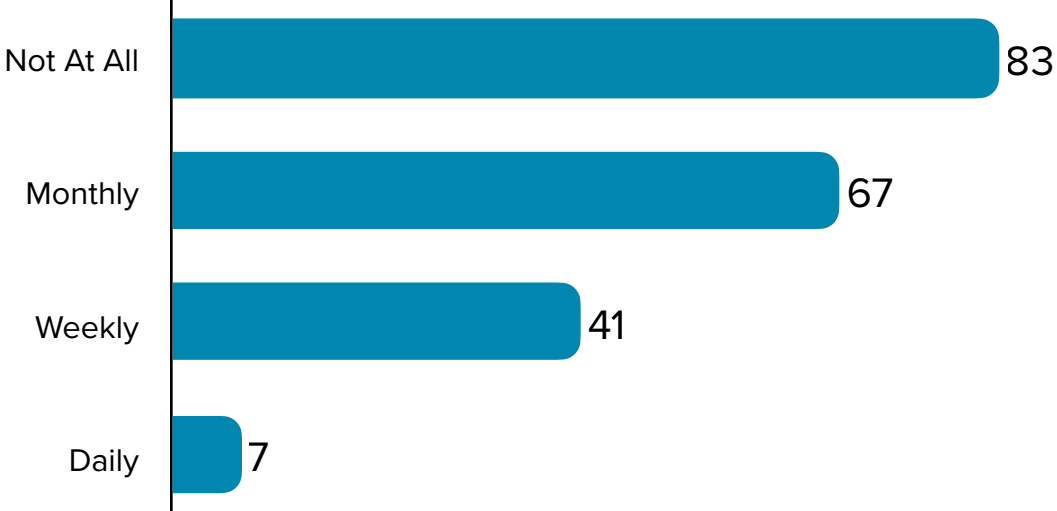
B Weekly

C Daily

D Not At All



# USE DURING COVID



5 → How often will you use the library *after* COVID-19 restrictions are lifted?

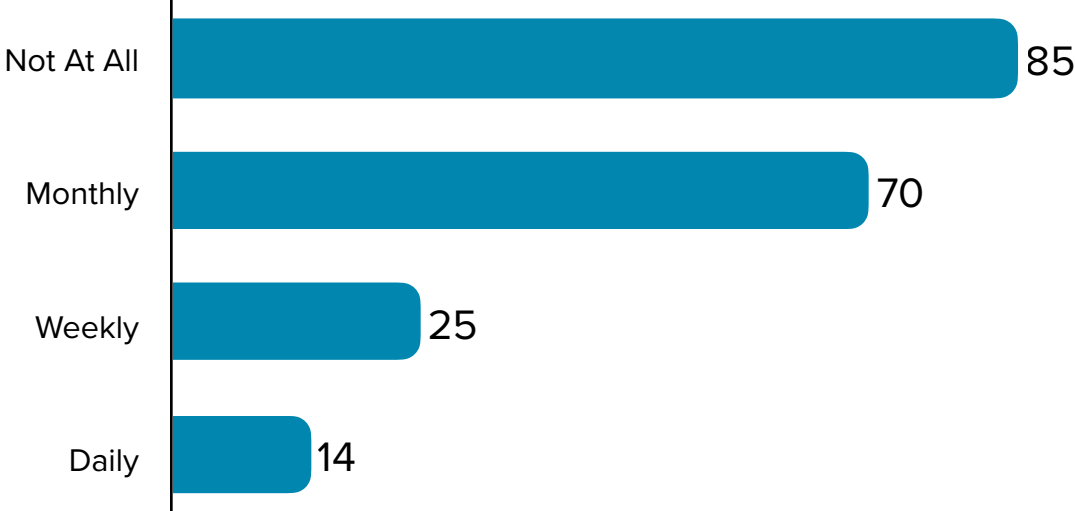
A Monthly

B Weekly

C Daily

D Not At All

# EXPECTED USE AFTER COVID





6 → Where's your favorite place in the library & why?



## 207 TOTAL COMMENTS

# FAVORITE PLACE

Meeting Rooms, Conference/Training Rooms,	32	15.5%
Books	22	10.6%
Kids Area / Kids Corner	19	9.2%
Computer Station	19	9.2%
Yoga	14	6.8%
Fireplace	13	6.3%
Everywhere	12	5.8%
Comfy Chair Area	12	5.8%
Back Patio / Outdoor Spaces	8	3.9%
DVD / Movie Section	7	3.4%
Teen Area	5	2.4%
Reading Areas	5	2.4%
WiFi	3	1.4%
Storytime	3	1.4%
Interlibrary Loan	2	1.0%
Lobby	2	1.0%
Magazines	2	1.0%
Remote Use	2	1.0%
Any Quiet Space	1	
Beanbags	1	
Bench Area by Computers	1	
Checkout Counter	1	
Common Use Area	1	
Entrance Alcove	1	
Law Library	1	
Seed Library	1	
Wide Open Space	1	
Windows	1	

Don't have a favorite	5
Never been / Don't go (NA)	5
Other	5

207 Total Comments

## 32 - Meeting Rooms, Conference/Training Rooms, Study Rooms

15.5%

### SAMPLE COMMENTS:

Board meeting room

Community rooms are great resources

Conference Room, ability to meet and work with a small group.

Event rooms are comfortable for gatherings

Group room

I have only attended meetings there

I like the conference rooms because so many good classes are held there

I've mainly used your extra space for functions. It's been a great space for organizations to host their events!

In the little work rooms that provide some privacy to work

Local organization that has used community spaces

Love the meeting space and have attended several events there

Meeting rooms

Meeting rooms for groups

Rooms because they give people privacy

Small closed off rooms for privacy

Study rooms cause it's quiet

The conference room. The chairs are ridiculously comfortable, it's very quiet and a good place to escape some of the chaos in the main building so you can think, study, read, work, etc.

The private meeting rooms

The private workspace rooms

Training rooms - big bright lots of outlets great facility

207 Total Comments

## 22 - Books

10.6%

### SAMPLE COMMENTS:

Books on tape, LP books

Bookshelves

Finding a book

For the books and the comfortable place to hang out

Gardening books section, because I always want to learn more

Heath materials

I love browsing the adult fiction & nonfiction aisles!

In the stacks

Just like to cruise titles and look at what magazines are now "out there". Why? Terminally curious.

New arrivals section - love seeing what's fresh off the presses!

New Books

Non-Fiction

Non-fiction - local history

Non-fiction (Motorcycles!)

Science / history

Stacks

The area with books

The books. I like reading.

The periodicals. Nice to not have to look at online versions

The scary books

The Stacks: BOOKS!!!!!!

207 Total Comments

## 19 - Kids Area / Kids Corner

9.2%

### SAMPLE COMMENTS:

Children's area, it's a welcoming place for kids

Children's area because I love seeing the happiness on the children's faces

For now it's bringing my kids to the children's area

I love the children's section, it's so cozy and inviting and the selection of books is really wonderful and diverse. I appreciate that I can expose my child to a lot of different cultures and concepts that he won't necessarily encounter in Norwood organically.

Kid zone is where we mostly visit

Kids area

Kids area with my child

Kids section it's very welcoming

Kids section, because it has I Survived

Kids spot bc i like the wings of fire spot

My kid loves the kid corner

The children's section bc it has comfortable seating for parents, accessible areas for kids, and a bathroom right there.

The kids area is really nice too!

207 Total Comments

## 19 - Computer Area

9.2%

### SAMPLE COMMENTS:

Books on tape, computers, LP books

Computer station for printing, movie section

Computers

Computers because you can do games

I like hanging out around the computers

I use the computers a lot

Internet Access, printing, scanning, interlibrary loan

Resource=Internet access, and in conjunction w/printers, scanners, etc. And inter-library loan service.

The computers cause they are fun

The computers seem to be the most useful part of the library

Use computer and printer, request and order books from other libraries

Use the computer make copies, etc.

## 14 - Yoga

6.8%

### SAMPLE COMMENTS:

Doing Yoga with Marie

I'm extra attached to the multi rooms for yoga classes!

Outside patio for yoga

Yoga class!

Yoga room

Yoga room, because Marie is amazing

Yoga rooms as I love the shared community space

Yoga!

## 13 - Fireplace

6.3%

### SAMPLE COMMENTS:

By the fire

By the fire place in the winter

Chairs near fireplace. Calm place to read.

Fireplace

Fireplace reading area

I really enjoy the campfire and comfy chair area.

Sitting area in front of the fireplace

The couches near the fireplace because it's so relaxing

The fireplace

The fireplace area, it is relaxing

The seating near the fireplace



## 12 - Everywhere

5.8%

### SAMPLE COMMENTS:

All the places

Every were because it's fun and nice

Everywhere

EVERYWHERE

Everywhere..so open and easy to use

Like all of the rooms

My family has utilized every space and room within the library

The whole library is great

## 12 - Comfy Chair Area

5.8%

### SAMPLE COMMENTS:

Arm chairs

Chairs near fireplace. Calm place to read.

Couches

I really enjoy the campfire and comfy chair area.

Orange chairs

Reading in the chairs

Snuggled up in one of the chairs or couches with a book.

Sofa

The big chairs

The chairs because they are comfortable

The seating near the fireplace

## 8 - Back Patio /Outdoor Spaces

3.9%

### SAMPLE COMMENTS:

I love the outdoor patio

Outdoor space

Outside patio for yoga

Patio

South patio - view, quiet

The back patio to sit and relax while enjoying the fresh air

The back patio. Great place to star gaze.

## 5 - Teen Area

2.4%

### SAMPLE COMMENTS:

Teen area because it's is a nice place to wait for my dad/ mom to pick me up by supplying entertainment and a chance to see if my friends could possibly even be here.

Teen area because most that is where the big kid books are

The big chairs and table in the teens section because they are nice to do work in.

The teen area is my favorite because it is a nice place to be comfortable.

## 7 - DVD / Movie Section

3.4%

### SAMPLE COMMENTS:

Digital Entertainment Media

DVD area

DVDs

It's all so nice, but so far I use the computers and check out DVD's.

Movie section

## 5 - Reading Areas

2.4%

### SAMPLE COMMENTS:

Fantasy Section and the benches. It's comforting to sit back and get lost in a book.

Fireplace reading area

Reading area across from circulation

The reading nook on the east end is spectacular

The tables in the reading corner

### 3 - WiFi

1.4%

#### SAMPLE COMMENTS:

Anywhere there where WiFi happens

Internet Access, printing, scanning, interlibrary loan

Resource=Internet access, and in conjunction w/printers, scanners, etc. And inter-library loan service.

#### Additional Comments:

All the lovely windows to look out while reading

Any quiet space where I can work

Couches

Law Library

Lobby and computers

Magazines and shelves for information

My favorite place in the library is the lobby

Quiet alcove by the entrance

Reading in the chairs

Seed Library :) and classrooms because they are a great asset to our community

### 3 - Storytime

1.4%

#### SAMPLE COMMENTS:

The storytime area, fireplace area and patio.

I just love the library, story-time, use the computer make copies, etc.

I use the computers a lot, and story time.

Snuggled up in one of the chairs or couches with a book.

Sofa

The beanbags

The big chairs and table in the teens section because they are nice to do work in

The checkout counter you guys rock

The periodicals. Nice to not have to look at online versions

Wide open space

## BEST OF

# FAVORITE PLACE



The reading nook on the east end is spectacular  
All the lovely windows to look out while reading  
Seed Library :) and classrooms because they are a  
great asset to our community

Snuggled up in one of the chairs or couches with a  
book.

The storytime area, fireplace area and patio.

The back patio. Great place to star gaze.

Teen area because it's is a nice place to wait for my  
dad/mom to pick me up by supplying entertainment  
and a chance to see if my friends could possibly  
even be here.

The teen area is my favorite because it is a nice  
place to be comfortable.

Fantasy Section and the benches. It's comforting to  
sit back and get lost in a book.

The couches near the fireplace because it's so  
relaxing

Computers because you can do games

I love the children's section, it's so cozy and inviting  
and the selection of books is really wonderful and  
diverse. I appreciate that I can expose my child to a  
lot of different cultures and concepts that he won't  
necessarily encounter in Norwood organically.

Children's area because I love seeing the happiness  
on the children's faces

Just like to cruise titles and look at what magazines  
are now "out there". Why? Terminally curious.

New arrivals section - love seeing what's fresh off  
the presses!

I like the conference rooms because so many good  
classes are held there

I've mainly used your extra space for functions. It's  
been a great space for organizations to host their  
events!

In the little work rooms that provide some privacy to  
work

The conference room. The chairs are ridiculously  
comfortable, it's very quiet and a good place to  
escape some of the chaos in the main building so  
you can think, study, read, work, etc.



7 → Where are the most popular hangout spaces in the building?

## 174 TOTAL COMMENTS

# HANGOUT PLACES

Meeting, Conference, Training, Study, Multipurpose & Big Rooms	28	16.1%
Computer Stations, Computer Area	26	14.9%
Kids Area, Kids Corner	24	13.8%
Comfy Chair Area, Seating Areas, Beanbags, Bench	13	7.5%
Back Patio / Outdoor Spaces	11	6.3%
Lobby	10	5.7%
Entrance Alcove	10	5.7%
Fireplace	10	5.7%
Teen Area	8	4.6%
Everywhere / All	6	3.4%
Books	4	2.3%
Reading Areas	4	2.3%
DVD / Movie Section	3	1.7%
Storytime	2	1.1%
Yoga	2	1.1%
Events & Programs	2	1.1%
WiFi	1	
Visitor Area	1	
Big Area for Tea	1	
Space on the South Side	1	
Office	1	
Other	6	

## 26 - Meeting, Conference, Training, Study, Multipurpose & Big Rooms

16.1%

### SAMPLE COMMENTS:

Community Conference Rooms

Community rooms

Community tables

Hon. Dan H. Hughes conference room

I used to use the conference room before the pandemic

I haven't fully utilized all the spaces yet, but the meeting rooms that you have available are awesome.

Large meeting space

Like the community rooms and kitchen. Have enjoyed meetings and programs there.

Maybe the area by the computers or the closed off rooms.

Meeting rooms

Multi-purpose room

Private rooms

Private study rooms

Study rooms

Table outside study room

The most popular rooms might be the big rooms

The study rooms or the all-purpose room, my friends and I used to come and play game in the study room after school.

There are very limited hang out spaces in the library except for the private meeting rooms.

Various class spaces

We've appreciated the use of meeting rooms for our organization (TCHNetwork)



## 26 - Computer Stations, Computer Area

14.9%

### SAMPLE COMMENTS:

Adult computers

Banks of computers

Computer lab

Computer room

Computers

Definitely the computer area

I see a lot of people using the computers

Maybe the area by the computers

My observation: computer area

Right near all the computers

Seems like I see a lot of folks using the computer labs

Seems like the computer spaces

The most famous place in the library is the computers

## 24 - Kids Area, Kids Corner

13.8%

### SAMPLE COMMENTS:

Children's area

Children's storytime area

Children's room

I have a 2 year old son. So, for us the children's area in the back is the most fun.

I think the kids' reading space is going to be popular

I'm sure all the kids love the kid section! That's where I always hung out with mine when they were little in Telluride!

Kid zone

Kid's area

Kids area and right near all the computers

Kids book area

Kids corner

Kids section

The children's book section

The kid room

The kids section

## 13 - Comfy Chair Area, Seating Areas, Beanbags, Bench

7.5%

### SAMPLE COMMENTS:

Any and all of the nooks and crannies with seating as well as in front of the fireplace

Bench

Comfy chairs in back corner

Outside seating

I believe that the comfy chair and campfire area is the most popular

In front at the couches

Sitting areas

The beanbags

The chairs

The chairs on the southeast side of the building

The couches I suppose

The areas with couches

The seating by the east windows

## 11 - Back Patio / Outdoor Spaces

6.3%

### SAMPLE COMMENTS:

Back patio

It's great that there is a patio to use as well!

Outdoors

Outside

Outside seating

Patio

## 10 - Lobby

5.7%

### SAMPLE COMMENTS:

Anywhere, but I do like the lobby

Entry lobby

Lobby

My observation: lobby spaces

Seems like the sitting area in the lobby

Tables in the entrance room

The lobby is nice

## 10 - Fireplace

5.7%

### SAMPLE COMMENTS:

Chairs by the fire

Fireplace

Fireplace

Fireplace area

Fireplace area

I believe the comfy chair and campfire area is the most popular

In front of the fireplace

In front of the fireplace

Near the fireplace

## 10 - Entrance Alcove

5.7%

### SAMPLE COMMENTS:

Entrance alcove

Entrance table

Entryway

Foyer

Front atrium

Front entrance

Sitting area in foyer

The entry way tables

## 8 - Teen Area

4.6%

### SAMPLE COMMENTS:

Definitely the teen area

Teen area

Teen lounge

Typically on the teen area but then usually on Monday it has competition with the S.T.E.M program where kids go to get supposedly smarter.

### **Everywhere / All (6)**

Basically the entire facility

Everywhere

EVERYWHERE! I LOVE HOW OPEN IT IS!

I really enjoy it being anywhere in the building

### **Books (4) & Reading Areas (4)**

The book section

Where the books are

Reading areas

The reading corner

### **DVD/Movie Section (3)**

DVD area

Movie sections

### **Storytime (2)**

My son loves story time with his babysitter! And your extra space!

Story-time with my grandkids.

### **Yoga (2), Events & Programs (2)**

Have enjoyed meetings and programs

Events and various class spaces

Yoga rooms

### **Others Receiving a Comment**

Wifi

Visitor area

The big room for Tea

The space on the south side. Nice and relaxing.

Offices

Online cares and price study meeting cubes

### **Negative Comments**

Not particularly inviting-it's so industrial.

Not particularly inviting. Too industrial.

There isn't really anywhere good to "hang out."

## BEST OF

# HANGOUT PLACES



My son loves story time with his babysitter! And your extra space!

The big room for Tea

The space on the south side. Nice and relaxing.

Story-time with my grandkids.

Basically the entire facility

EVERYWHERE! I LOVE HOW OPEN IT IS!

I really enjoy it being anywhere in the building

The rooms and the areas with couches

Reading areas

The reading corner

Sitting area in foyer

Definitely the computer area and teen area

Tables in the entrance room and chairs by the fire.

Outside and in front of the fireplace

Fireplace area, kids area and the seating by the east windows

Any and all of the nooks and crannies with seating as well as in front of the fireplace

I believe that the comfy chair and campfire area is the most popular.

Anywhere, but I do like the lobby and it's great that there is a patio to use as well! I'm sure all the kids love the kid section! That where I always hung out with mine when they were little in Telluride!

My observation: computer area and lobby spaces

Seems like the sitting area in the lobby and computer spaces

Front atrium and outdoors

Comfy chairs in back corner

Outside seating

Back patio and kids area

The visitor center area, the study rooms, the computer area, and the chairs on the southeast side of the building.

I haven't fully utilized all the spaces yet, but the meeting rooms that you have available are awesome.

In front at the couches

The beanbags

The couches I suppose

I see a lot of people using the computers and post-pandemic, I think the kids' reading space is going to be popular.

Kids corner or computer lab

Seems like I see a lot of folks using the computer labs and the children's book section.

I have a 2 year old son. So, for us the children's area in the back is the most fun.

The most famous place in the library is the computers

The most popular rooms might be the big rooms

The study rooms or the all-purpose room, my friends and I used to come and play games in the study room after school.



8 → What spaces do kids like the most & why?

Type your answer here...

---

Shift ⬆ + Enter ↵ to make a line break



## 134 TOTAL COMMENTS

# WHAT KIDS LIKE & WHY

Childrens / Kids Area	59	44.0%
Computers, Computer Lab	13	9.7%
Book / Reading Areas	10	7.5%
Outside, Patio	13	9.7%
Teen Area	6	4.5%
Ms. Beverly	5	3.7%
Community / Conference Rooms	5	3.7%
Storytime	5	3.7%
Cozy Places, Beanbags	3	2.2%
Patio	3	2.2%
Lunch Time	3	2.2%
Toys & Games	3	2.2%
Open Spaces	2	1.5%
Stem Club	2	1.5%
All	1	
Coloring Tables	1	
DVD / Movies	1	
Yoga Room	1	
Other	1	

## BEST OF

# WHAT KIDS LIKE & WHY



### Kids area because ...

- Because they offer movies and books kids don't already have
- Cuz of toys
- Everything is at their level.
- For the books
- Inviting space
- It has their favorite books
- It provides them with toys that they enjoy playing with.
- It's where all of the fun for them is.
- Kids book section
- kids hang out there more
- Lots of books [at their] level
- My kids are small so I don't let them roam the other parts of the library
- All of the books, puzzles, blocks, comfy chairs, etc.
- All of the seating and accessibility
- That is were the games and books are for them
- That's where there's books, toys and other materials
- Thats the funnest place
- The ability to play and participate in activities.
- There are toys that they can play with their
- There is kid stuff there
- They love MS Beverly
- Toys and pillows
- Very user friendly





## BEST OF

# WHAT KIDS LIKE & WHY



Anywhere Bev has them at

Children's area and patio

Coloring tables because coloring is fun!

Computers because they like games

COZY PLACES, BOOKS TO FLIP THROUGH.

Either sitting to listen to story time or outside playing to the south of the building.

I think that other than the children's book section, my toddler loves any space he can get up to full speed - so probably the community rooms!

Kid zone (especially the tables for crazy's and just outside where there are rocks . It would be fun the have a kid friendly water feature or art display

Multipurpose area because they can be loud without being disruptive.

My little loves story time for the socialization!

I love their kids section. There's so much to love

Open areas because it lets them have fun and feel not restricted

Outdoors! Hoping for music venue and native plants

Outside in the summer

Probably outside in the summer, or in the reading nook, because they can relax and have fun.

Probably pillowed sections and fun books to point and read!

Reading/toy area as they can be involved and interact with reading

STEM club

Story time area - good for socializing

Teen area for its four computers and cubes which is a nice place to put there backpack and occasionally has chess on the table and or relax on the cushion

The beanbags because beanbags

The computers to play games

The eating place

The kids library, and outside to play and do crafts.

The kids reading corner. My little one loves the board books and puppets.

The reading corner because you can do homework etc there

They love the kids' programming offered by Beverly.

When we do story-time, because Beverly makes everything fun and Lily loves her so much! We really enjoy coming to the library.



# SOME OTHER COMMENTS TO NOTE

“

It seems like they don't like hanging out in their spaces as (before COVID) I rarely saw them in their areas. They are usually scattered everywhere.

Kids area. But needs more fun hands-on things there too.

Not sure but outdoor spaces could be defined by small circle seating, seasonal flowers, other architectural fancies such as gateways over paths, wind and shade screens. Maybe try some fruit trees or berry bushes or other permaculture edible landscape. Half circle stone seating- mini amphitheater. A shade tree. Children in particular need outdoor spaces, beauty and natural features, sometimes it's all they need even for a moment. Useful for everyone!

”

9 → How often do you use library services remotely via the Internet?

A Daily

B Couple times a week

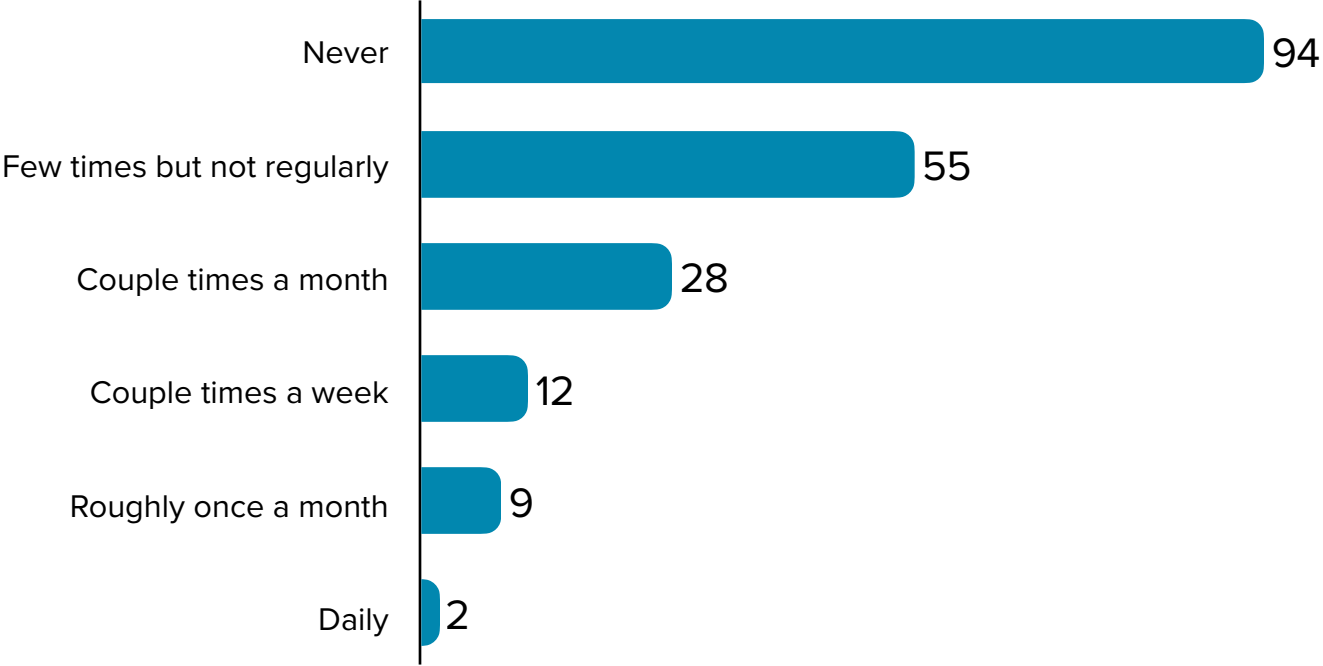
C Couple times a month

D Roughly once a month

E Few times but not regularly

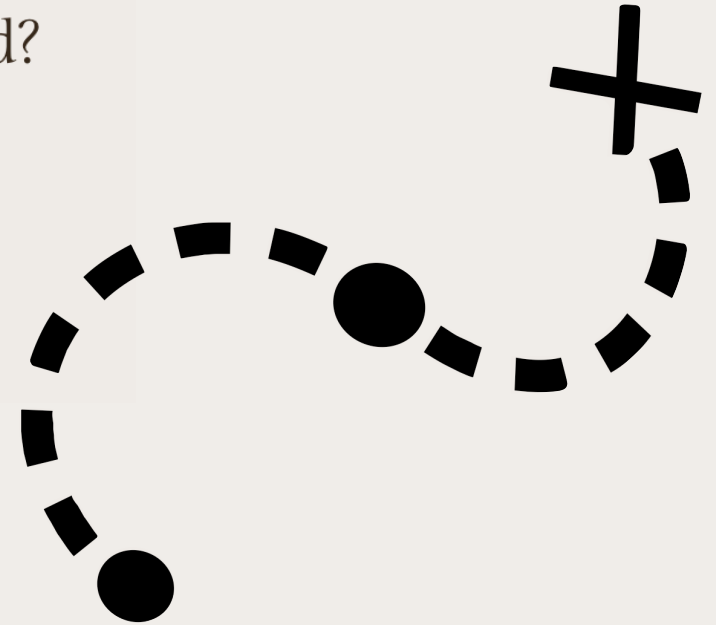
F Never

# FREQUENCY OF REMOTE USE



10 → How easy is the library to use & get around?

From a scale of 1 = difficult, up to 7 = super easy



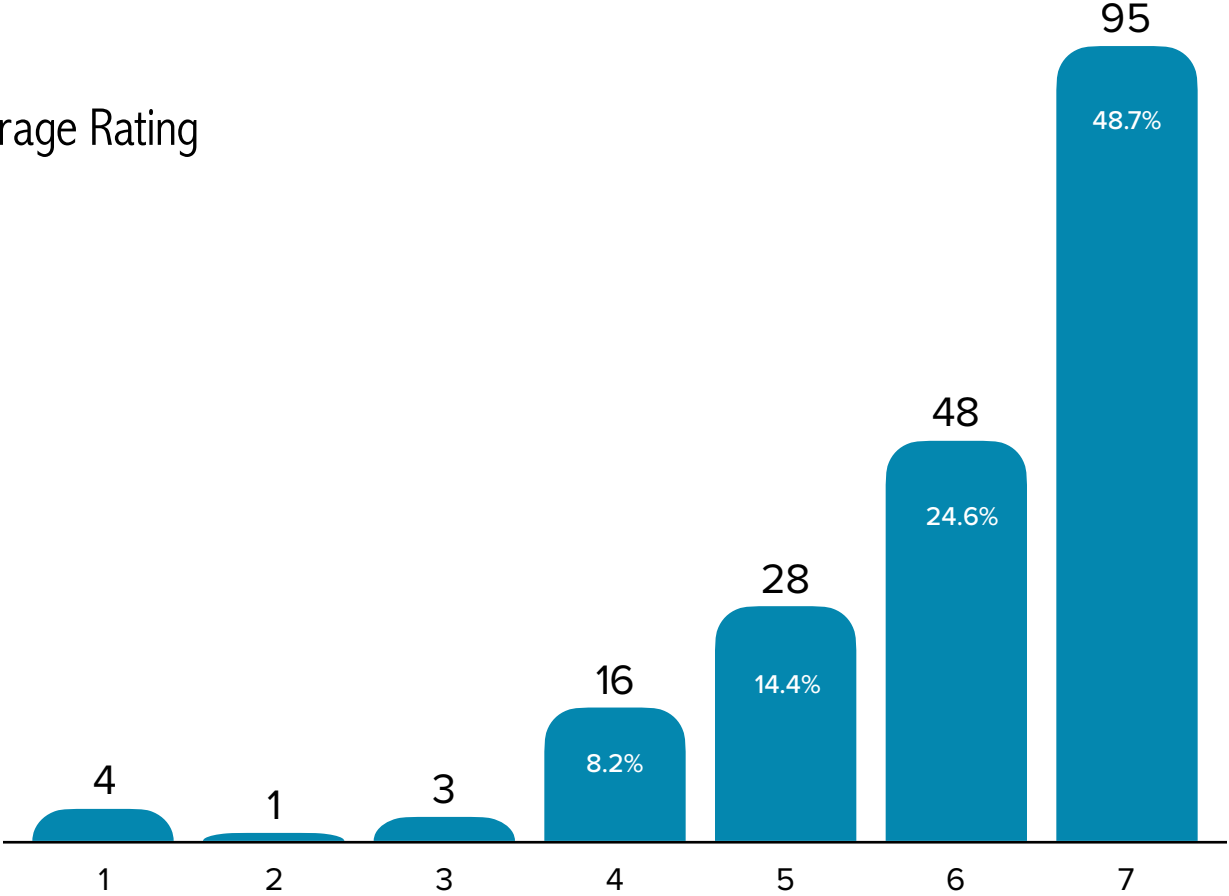
# EASE OF USE



6.0

Average Rating

195 respondents



From a scale of 1 = difficult, up to 7 = super easy

11 → What programs do you use most at the library?

Type your answer here...

---

## 215 TOTAL COMMENTS

# WHAT PROGRAMS USE MOST

Books, book check-out	24	<b>One-time mentions:</b>	
Yoga	23	Community events	1
Computers, printers	14	COVID vaccine	1
Internet	13	CSU Gardening	1
Rooms	12	Facility rental	1
Kids activities	10	Front desk assistance	1
Storytime	10	Library Club	1
Classes	7	Math games	1
Crafts, Adult Craft Night	7	Online AspenCat	1
DVDs, movies	7	Online, various resources	1
STEM	6	Parenting	1
Public meetings, online meetings	5	Parties	1
Lunch, Free Lunch Fridays	4	Professional educational programs	1
Audiobooks	3	Saturday Tech classes	1
Youtube	3	Science	1
Conversation Tea	3	Seed Library	1
Digital/remote check-out	2	Study room	1
Inter-library loan	2	Summer programs	1
Reading programs	2	Summer reading	1
School programs	2	Youth clubs	1
Teen area, teens	2		

Haven't or don't use any	35
Other	5

### Breakdown

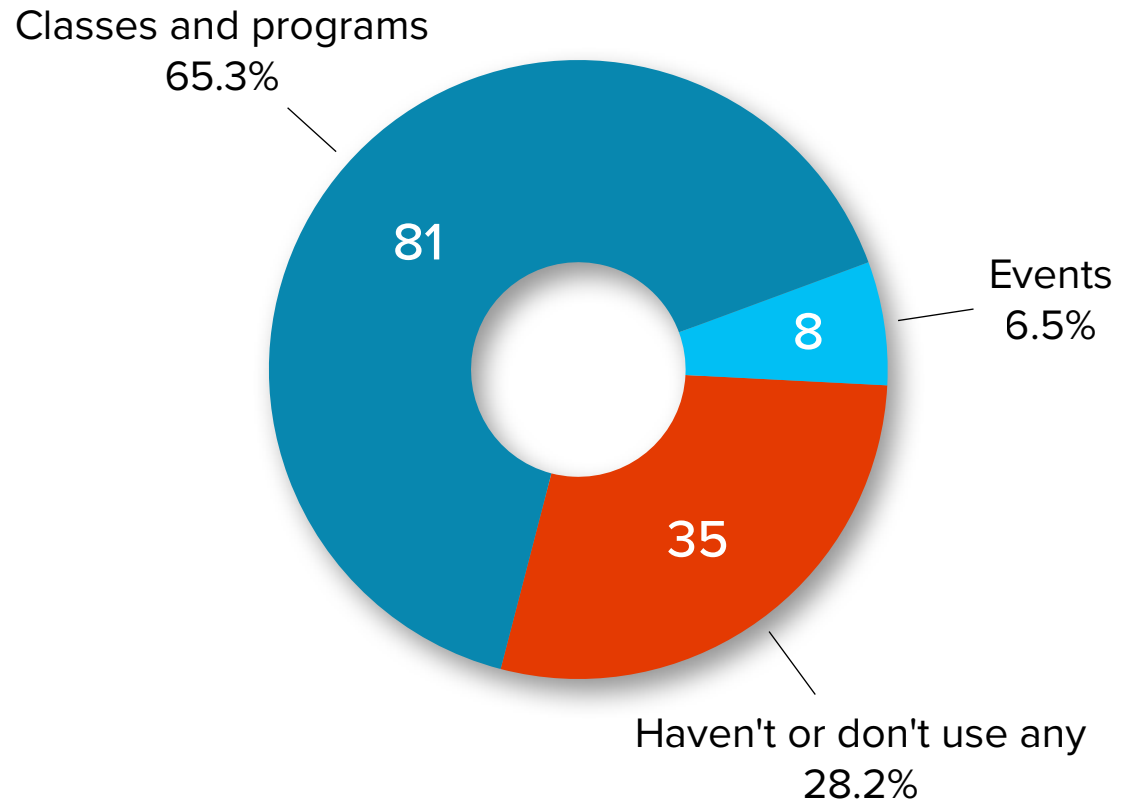
Resources* (not applicable to question)	91
Total classes and programs	81
Events	8
Haven't or don't use any	35

*\*Some respondents answered this question by identifying resources versus programs. Resources and spaces mentioned include audiobooks, books, computers, printers, digital/remote check-out, DVDs, movies, facility rental, front desk assistance, inter-library loan, Internet, Library Club, online AspenCat, online, various resources, conference/meeting rooms, Youtube, Seed Library, and study room.*



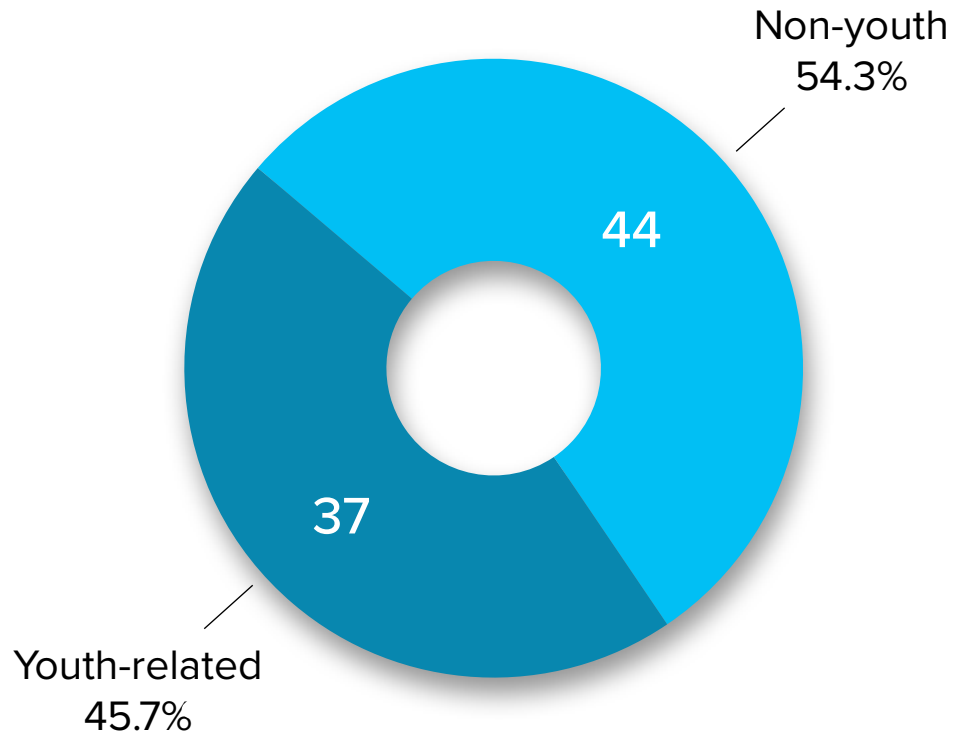
124 RELEVANT COMMENTS

# WHAT PROGRAMS USE MOST



## CLASSES & PROGRAMS (81)

# WHAT PROGRAMS USE MOST



Yoga	23
Kids activities	10
Storytime	10
Classes (general)	7
Crafts, "Adult Craft Night"	7
STEM	6
Lunch, "Free Lunch Fridays"	4
Conversation Tea	3
Reading programs	2
School programs	2
Science	1
Summer programs	1
Summer reading	1
CSU Gardening	1
Parenting	1
Professional educational programs	1
Saturday Tech classes	1

# WHAT PROGRAMS USE MOST



- Adult craft night, free lunch Fridays, summer reading
- Adult programs like yoga and crafting
- Children's activities
- Children's story time
- Classes
- Computer classes with Evan, and Story-time with Beverly.
- CSU gardening
- Did a few Friday school age kid activities
- I used professional educational programs
- I've done yoga there once, but I want to take advantage of all the great programs that you guys offer.
- Kid programming, ebooks
- Kids story time
- Marie Green Yoga
- Lunch and after school
- Lunch program, story time, yoga
- Outreach classes and programs

- Saturday Tech Classes
- School program
- So far the yoga but I look forward to many more different programs in the future to partake in!
- STEM and conversation tea
- Stem for my kid
- Story time
- Tea and talk
- The children's programs, adult craft night
- Reading programs
- Toddlers story time
- Was hoping for more Yin Yoga
- Weekend lunch program for my kiddo, yoga, programs/classes for parents
- Yoga via zoom and meeting space
- Yoga!
- Youth clubs



## SAMPLE COMMENTS FROM OTHER CATEGORIES

# WHAT PROGRAMS USE MOST



- As I get more integrated into the Norwood community I'm sure I'll take advantage of the various programs but initially it's been a wonderful general resource
- Don't use programs
- Don't use any programs yet
- Haven't had a chance
- Help finding certain info/resource Using computers/printers, at least in the past. Yin yoga! (copies=unnecessarily expensive now, so try harder to go elsewhere.)
- I don't use many programs at the library but I would like to start using them more often.
- I got my COVID vaccine there, and attended public meetings regarding fiber optic. Also the seed library.
- I want to see summer programs in the conference rooms for teens like dancing.
- I'm intrigued with the prospect of the Community Conversation but have not yet participated.
- I've attended public meetings at the library.
- Need to find out what is available post-pandemic
- Not a resident so I'm not sure
- Not aware of programs usually, don't get emails or see updates on fb or programming doesn't work for clients
- Not sure, since Covid not too many programs available
- Online resources. You don't have much to offer adults. You don't even publish details about the craft nights, just that they're scheduled
- The re-checking out system, because it lets me enjoy the book more, and if I don't have time to read then I can get more time with the book.
- Was hoping for more Yin Yoga.



12 → What programs would you like offered at the library in the *future*?

Type your answer here...

---

## 158 TOTAL COMMENTS

# PROGRAMS WANTED

### Breakdown of CLASSES

Cooking	10
Arts & crafts	8
Education	7
Gardening	6
How-to classes	5
Computer skills	4
Writing	4
Languages	3
Vocational	3
Community-mindedness, civics	2
Environmental	2
General classes	2
Animals	1
Business	1
Dance	1
Music	1
Online classes	1
Seasonal	1

Classes	49	31.0%
Entertainment, games, game nights, movie nights	12	7.6%
Arts & crafts	11	7.0%
Book club, reading groups	9	
Discussion groups	6	
Kids activities, child development	6	
Fitness, nutrition	6	
Outdoor spaces & events	5	
Hispanic programming	4	
Yoga, more yoga	4	
Lecture series	4	
More books, new books	4	
Area history	3	
Teen programs	3	
Playground	2	
Bike rentals	2	
Community events	2	
More computers	2	
Support groups	2	
Study groups, tutoring, etc.	2	
Summer camp, summer programs	2	
Storytime	1	
Expanded hours	1	
Adult storytime	1	
Anything interesting	1	
Community dinners	1	
Food programs	1	
More outreach	1	
No "timed out" on computers	1	
Employment programs	1	
Okay with what you currently offer	2	

# PROGRAMS WANTED



- "How to" classes
- A drawing class would be cool
- Adult Spanish class
- Animal classes
- Art classes
- Art, jazz guitar, motorcycles, cool stuff
- Basic computer for seniors
- Building for women (using power tools etc)
- Business training programs (WEEDC working)
- Civic subject matter
- Community classes would be great, once COVID restrictions lift!
- Computer classes
- Computer repair and programming
- Computer trouble shooting
- Cooking classes (maybe with the food hub?)
- Cooking healthy recipes
- Cooking stuff that's easier with a group, freezer meal clubs, canning, tamales, etc...
- Critical thinking courses,
- Dance classes
- Environmentally oriented programming
- Gardening for this climate and altitude
- I would come for Spanish and or French classes!
- I'd love to see some writing and educational workshops
- Local and global environment air water food health issues serious educational programs
- Local art teaching
- Making ice cream
- Maybe some Spanish Classes
- More classes, because I would love to learn about the trees, birds etc, from Norwood.
- More STEM programs!
- More winter classes and activities
- More workshops, learning new things, cooking? Or artwork?
- Native plant courses and walks from the library; gardening
- Native plant identification class
- Parenting
- Political forums (that should be challenging haha)
- Resource for GED/ English classes
- Science
- Sewing, cooking, gardening...
- Offer critical thinking skills "civic" subject matter including open mindedness benefits. (Maybe in conjunction w/the parent-teacher assoc... so less destruction (via trespassing even) of political candidate signs & "book burning" (destroyed, didn't actually burn books) for which Norwood was in national headlines! (yuk)
- Online classes (continuing ed, college)
- Parent teacher association seminars, things that could move the Norwood reputation away from the past blemishes on the community's reputation
- Skills workshops, like basic auto maintenance for the car owner, basic home maintenance for the renter or new home owner, nutrition 101, etc.
- Summer reading program, access to higher education
- Teen programs, Art, Martial Arts programs, Writing classes, local artists
- Writing programs (I want to facilitate!)
- Writing workshops with local authors like Craig Childs, Amy Irvine, Rosemary Wahtola Trommer
- Unlocking the west end- locals sharing stories of west end adventures, family legacies, and hidden areas of exploration.



## SAMPLE COMMENTS

# PROGRAMS WANTED



- "How to" classes
- A drawing class would be cool
- Adult Spanish class
- Animal classes
- Art classes
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13 → What programs will you use more often once COVID-19 restrictions are lifted?

Type your answer here...

---

## 108 TOTAL COMMENTS

# PROGRAMS USE AFTER COVID-19

Frequency - 27 comments	
Won't change my use	10
Don't use or won't use	6
Depends	6
Just to start using it	4
Hours	1

Yoga	18
Books, check-outs	7
Kids activities	7
Meeting rooms, conference spaces	6
Craft	3
Stem, science	3
Classes	2
Community events	2
Community spaces	2
Computers	2
Fitness	2
Interlibrary loan	2
More reading	2
Storytime	2
Book club, reading groups	1
DVDs, movies	1
Evening programs	1
Family activities	1
Food programs	1
Lectures	1
Movie night	1
Online	1
Outdoor events	1
All	12

## SAMPLE COMMENTS

# PROGRAMS USE AFTER COVID



- 9 PM closing
- All!
- Any that apply to seniors
- Bookclub
- Buzz
- Checking out books
- Childrens programming
- Class trips to library for research project
- Classes
- Community gatherings
- Community spaces
- Computers
- Conference room
- COVID hasn't changed my library usage much.
- Craft nights and yoga
- Depends on what is offered
- Exercise classes
- Extra space and parties
- Food programs and computers
- General stacks
- Group events
- Hopefully! I've been coming to the library and no issues.
- "How to " classes
- I don't envision our usage changing post-COVID
- I will create Health classes, I think people would sign up now when masks are lifted.
- I'm not sure actually, it will depend on what my child gravitates to. I'm sure we will eventually enjoy all of the programs!
- In person meetings
- In-house services like book checkout
- Inter-library loan
- Just to use it again and bring grandkids
- More family activities
- Movie night!
- Need to see the changes and then decide
- Outdoor events
- Pin-head and stem
- Probably nothing since you target children.
- Probably won't use any in person services until vaccine is available for kids.
- Renting the conference room
- Same as I since its opening; I donate & use the digital media regularly and love that Lone Cone has built an enjoyable collection. My kids love the computer lab. Lone Cone has a bright & welcoming environment.
- Since I'm vaccinated i would first off just come into the physical library more often.
- Some of the evening programs look really interesting!
- Story time for sure! I need to look more into the others offered
- The library transfer program, because it lets me get a book that our library doesn't have yet or at all.
- Toddler story time
- Use of community space and to refer clients to appropriate programs for their kids
- Would go to lectures, if offered.
- Yoga, adult craft night, kid's story time
- Yoga, Friday kids programs
- Youth programs



14 → What's the coolest thing about the library?

Type your answer here...

---



## 201 TOTAL COMMENTS

# THE COOLEST THING ABOUT THE LIBRARY

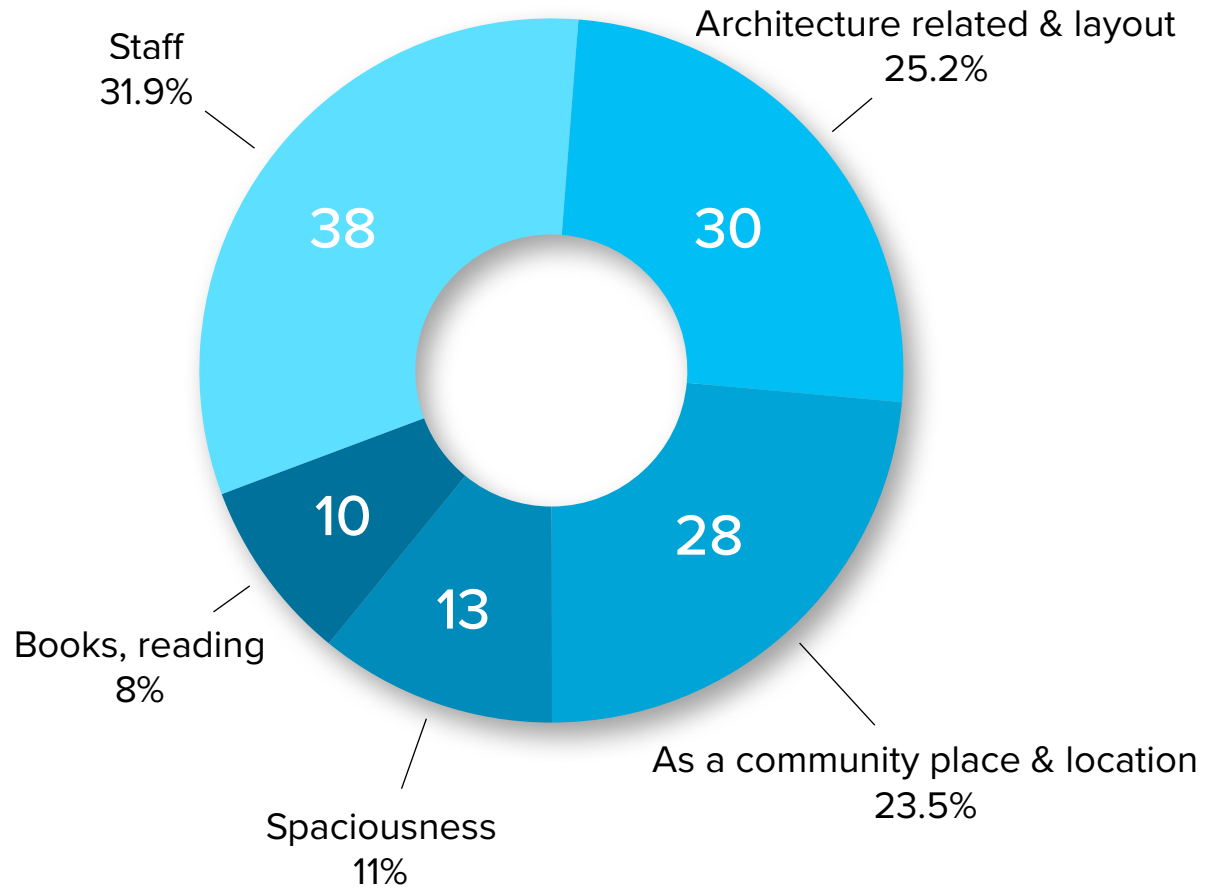
Facility Related	
Architecture, layout	30
Spaciousness	13
Ambiance, comfort	7
Outdoor spaces	6
Meeting rooms, event spaces	6
WiFi, technology	4
Fireplace	3
Easy access, easy use	2
Parking	2
Water fountain	2
Art	2
User-friendly	1
Beanbags	1

Program Related	
Books, reading	10
Computers	8
DVDs / movie section	7
Digital resources & other resources	3
Programs, program area	2
Kids	2
Teen game night	1
Events	1
Local authors	1
Teen area	1
Yoga	1
Inter-library loan	1
Park passes	1
Self-checkout	1

Other	
Staff	38
As a community place & location	28
All	9
Social aspects, community	3
Cleanliness	3

TOP 5

# THE COOLEST THING ABOUT THE LIBRARY



## SAMPLE COMMENTS

# COOLEST THING ABOUT LIBRARY



A place that is comfortable to socialize  
All of it!  
All the amazing people who work there.  
Thanks for being here for the community!  
Amazing space all around  
Ambience  
An ample number of computers available for use.  
Architecture  
Are you kidding? Carrie Andrew, of course!  
Atmosphere  
Beautiful facility and helpful staff  
Beauty and availability and hope for more outdoor spaces  
Beverly! You're the best. Thank you for all you do for the community!  
Big open room  
BOOKS!! :)  
Carrie  
Clean, good light  
Community connection  
Computers and dvds  
Conference rooms  
Digital resources  
Ease of finding books  
Easy access  
Easy to use, great parking, friendly staff  
Everything it has to offer  
Fireplace  
Free wi-fi  
Free yoga, outdoor space  
Friendly and helpful staff  
Fun building  
Good use of space  
Great open spaces inside and out!  
Great resource love having it here, staff is wonderful  
Great staff  
How big it is and how much room there is to spread out.  
I like the open feeling  
I love libraries! Thank you for your work!

I love the search kiosk & self checkout system; it's very user friendly & logistically placed for easy access.  
I appreciate the covid19 solutions that were put in place; they enable safety without sacrificing personal interaction.  
I really like the teen game nights.  
I really love the drinking fountain.  
IT IS SO LIGHT AND BRIGHT EVEN ON AN OVERCAST DAY LIKE TODAY.  
It literally is cool. :)  
It's a Community Space!  
It's a large beautiful space  
It's in Norwood!  
It's new and it's in NORWOOD!  
It's very existence in Norwood  
It's so brand new, it's all amazing  
It's so open and sunny- a place of community access!  
Its pretty  
Just having it in Norwood and the opportunities it provides is wonderful.  
Layout openness lots of natural light  
Local and web based services (movies or audio books)  
Local art work, authors, and hosting events  
Location is so close I can walk there  
Love the big ceilings and windows! Makes it feel so airy and welcoming  
My girl...I hear she rocks her job. But all staff I have met seems nice and she loves working with  
Nice architecture & interior design  
Online resources. Wish you had more.  
Open and airy  
Park passes  
Parking is so easy and always available  
Potential of the outdoor space and overall capacity of the building for visitors and community growth  
Program rooms accessible after library hours

Progressive building design that supports anything the community needs.  
Self check-out  
South patio and fireplace  
Space!  
Spaciousness inside and cleanliness  
Spaciousness, design, community access  
Staff  
That it exists and offers so much!  
That it exists! It's a great building (staff is great, too)  
That it was built and is a resource for the community  
That it's so nice and fresh and new and in a small town like Norwood! That's cool!  
That my kids enjoy it so much  
That such a wonderful place exists in Norwood in the first place  
That we have one in Norwood!  
The amount of knowledge  
The architectural design  
The art  
The beanbags  
The books  
The building is amazing, friendly staff, welcoming vibe.  
The building is beautiful  
The building is bright & uses natural light well  
The computers  
The coolest thing is the people here are all nice  
The Director and her staff. I have chatted with the board members and they all seem to be on top of their game! Nice work!  
The employees  
The event spaces  
The fire and computers  
The flexible community event space  
The history of how it came to be and how it has evolved into the magnificent building it is today.

The hospitality  
The kids TV  
The layout is nicely done too  
The meeting rooms  
The modern newness  
The new books and the clean spaces.  
The people who work there  
The physical building is amazing and the staff and volunteers rock  
The program area  
The refillable water bottle fountain. It counts how many bottles of water you saved!  
The series "I survived"  
The space  
The space is fantastic.  
The space is pretty and comfortable  
The staff are amazing!!  
The staff is super helpful!  
The staff of the library are so friendly and always helpful.  
The staff!  
The staff! You guys are always so friendly and helpful when we visit. And I love that I can request anything you don't have from inter-library loans.  
The staff!!!  
The technology availability  
There are so many offers available for things to do outside the library - it really is a gateway to the entire mesa and beyond!  
To me everyone is so friendly and helpful.  
The Director Carrie Andrew is always so helpful and makes everyone feel welcome at the library. I know that every time, that I need help with anything, she is always willing to help me and my Family. I'm so grateful to have the honor to meet such of wonderful woman.  
Teen area  
Views  
Window lighting



15 → What do you like least about the library building and/or programs offered and why?

Type your answer here...

---



## 129 TOTAL COMMENTS

# LIKE LEAST

Building related	18
Outdoor spaces, parking	15
Not relevant, like everything	14
Hours	9
Limited programming, programming-related	9
Limited selection, need more books	8
Better communications	6
COVID related	5
Building size	4
Need a flag	3
Raised taxes	3
Better resources	2
Block views	2
Easier book finding	2
Improve visitor center	2
Location	2
Staff concern	2

Better DVDs	1
Computer area	1
Inter-library loan limited	1
Internet	1
Kids area too open	1
Library card difficult to get	1
Locked doors	1
Make feeding people a priority	1
More separation	1
Multi-purpose room	1
Online database difficult	1
Printing costs	1
Spring floor for dancing	1
Teen night too late	1
Timed-out computer	1
TVs	1
Use	1
Visitor center	1
Want dogs allowed	1
Want more events	1
Other	3

## SAMPLE COMMENTS

# LIKE LEAST



- All the extreme restrictions for so long for COVID. Feel like safety precautions could still be met for the well being of the community resources the library provides
- An easier system to find a specific book you want
- Bad DVDs and “timed out” on computers.
- Better communication about what the adult programs are
- Feeding people on Fridays is not a priority for the library IMO
- For a library, there doesn't seem to be very many books, and your inter library loan system is very limited
- Hopefully we could have some events in the future that relate to authors and their books. I have always enjoyed the book-related events that Wilkerson Library does. Probably Norwood Library doesn't have the funds to support doing something like this.
- How difficult it is to use the online database, there are so many links and it feels unorganized even if it isn't.
- I can't ever make it to the library during the week because it closes at 5.
- I don't like the fact that the doors are locked while we're having yoga class in the evenings
- I don't really like the teen night because of how late it is.
- I like all about it! Perhaps what I like least if I had to choose is that it's closed on Sundays.....
- I really wish there was a flag at the library. I have heard some of our veterans discuss this and it seems like an easy way to honor our veterans services and sacrifices.
- I recommend advertising programs with a monthly email maybe.... sometimes I don't find out about events until the day of.
- I wish there was a spring floor for dancing
- I wish there were more books
- I'm completely spoiled by libraries (thanks Telluride 😊😄), so it's a little smaller than I'm used to. But it's a beautiful building!
- It is a beautiful building however, I think it is bigger than needed and wish my tax dollars would be used for something more rounded including a rec center that my kids and I would be more interested in using. We can access books online and have our own books at home.
- I think the visitor's center could use improvement. I would like to see a local directory of artisans, crafts persons, independent contractors, handy persons, mechanics, etc - I have absolutely no way to seek out services in Norwood because I don't personally know the people who do independent work. I wouldn't know who to commission for a family portrait or to install a water filter under the kitchen sink or buy jewelry etc. I'd like to see local talent on full display, maybe a welcome wagon with these kinds of listings and advertisements as our community is really growing right now. Mancos has a well developed art community and directory if you are looking for inspiration.
- It still feels a little small but love that it's there!
- It would be nice to have the kids area more separate



## SAMPLE COMMENTS

# LIKE LEAST



- It's kind of tucked away from the rest of town, and there could be better advertisement
- Just a little hard to find if you don't know the area
- Kid's area too open
- Lack of programming for adults. Or lame programming. No details about what will be done at the few random things you do host, like craft nights. I want to learn a new skill, not paint handkerchiefs.
- Limited hours
- Limited hours, especially during COVID. Administering vaccines-should be done at a clinic or local hospital in my personal opinion
- Limited programing. Don't advertise what's going on very well. Hours are challenging for people working in other communities.
- Limited selection
- Masks at yoga
- Multi-purpose room with kitchen
- Need more books
- No dogs allowed
- No flag outside the building!
- Not enough non-fiction, self-help, career-building resources
- Not enough programs
- Not enough young adult programs. The programs are built around kids.
- Not many people go
- Not much information is being sent out in areas I get information from other community resources (fb, Insta, regular emails)
- Nothing targeted for men
- Only that it doesn't have the clubs/ groups I'd like to see ....yet. (;^)
- Programs for veterans
- S.T.E.M the registered learning is false
- Stem CLUB
- Suggest more spaced smaller tables (in area w/ Visitor ctr. etc. signs) for social distancing.
- That one has to get down on their knees to view the bottom shelves.
- The Covid restrictions. Understand they're necessary but they interfere with enjoying the library.
- The dates chosen for programs because so people can't make it to them.
- The gossip at the front desk. I went in for the first time recently and an older female employee was speaking with some about the gossip they over heard recently. Not cool
- The process of getting a library card was a bit difficult
- The times that the library is open are not conducive to studying for students in the evening or for people who work. There should be hours at least up to 7pm.
- The TVs in the multipurpose rooms are too small for how large the rooms are. It makes it difficult for everyone to see when presentations are being done.



## SAMPLE COMMENTS

# LIKE LEAST



— What is up with the Visitor Center space? The public was told there would be an actual Visitor Center in the library. It is a dugout with three walls and mostly windows and a table to sit at. How is that space ever supposed to be a room where travelers can find information about Norwood and the surrounding area while gandering at beautiful imagery of Wright's Mesa. Compared to other visitor centers in the region, this hole in the wall "room," where locals pile their junk that has nothing to do with travel and tourism, and sit at the table and do homework at, is a complete joke. If I were visiting Norwood and discovered this, I'd shake my head, leave and find another place with more info.

- Have you sat and tried to work in the computer area? It's just plain awkward and uncomfortable, especially when other people staring at you through all the windows. This space not not at all conducive to focus and productivity. Tried working there once, never again. I'd rather borrow a computer and sit outside in my car for the peace and quiet. P.S. Referring to question #2 on this survey, I am offended. Where is the "Other" or "I'd rather not say" category? This library clearly doesn't show support for minorities including gender neutrality and the lgbtq+ community not only within its space, but it's staff, it's programming, and it's book and movie offerings as well.
- Why did the cost of printing skyrocket? Why aren't there any decent books available, even on interlibrary loan? What was gained by spending millions on a new building? So we'd have a place to "hangout?"

- Why would a real, professional librarian put a known book-burner in charge of what books should be kept or discarded?
- Would like to see more spaces outside that make reading or meeting outside more enjoyable.



## SAMPLE COMMENTS

# LIKE LEAST



### Building Related

- Library is an eyesore
- Raised taxes unnecessarily high because poorly designed (for efficient use of heat/energy) Unnecessarily big (wasted space, blocked views of mountain skylines of nearby neighbors who've been here for years, recently retired, can't afford to buy else-where instead. Your "outreach" was limited unprofessional (served your plan-didn't care about impacts=could've been avoided).
- Seems excessively tall
- Should be a second floor, seems to be a waste of space.
- The building is very industrial looking
- The building should be pink
- The color of the library
- The entrance takes up a lot of square footage with little use
- The feeling of the library is unwelcoming, it's a public funded space that is empty there is no energy and enthusiasm for the people in the Community

- The meeting rooms are "institutional " to me. Hard to make them personal and warm when there is an event.
- There is so many doorways
- Too large a building, wasted space in the height of the building -- must not be very efficient
- Too much wasted space
- Underutilized
- Voices carry, limited closed off/office space
- The TVs in the multipurpose rooms are too small for how large the rooms are. It makes it difficult for everyone to see when presentations are being done. Those rooms could also use more acoustic panels. The center pole on the door into the main library from the lobby...I have witnessed many people walk into it since the doors have been propped open during Covid.
- Waste of space in high ceilings. Design is stark and should look more like a barn but it looks like a metro building
- Why was the big conference room built to be so loud and echoey? Even with the divider in, you can hear everything loud and clear in room on the other side of the divider. It's impossible to conduct a meeting or event without noise from the other room. This is not a warm or welcoming space, but a cold and overly loud space. It was very poorly designed. And the adjacent "kitchen," what a waste of space. It's massive and yet, there is now way to use it commercially. Too bad, that had serious potential. Speaking of noise, why isn't the library section completely closed off from the main entrance area? Placing a few hanging pieces of fabric doesn't stop all of the noise made in the lobby from coming into what should be a quiet library. I would like to know who picked the furniture. It's the unglued, most uncomfortable furniture I've ever had the pleasure of sitting in. You can't go more than 30 minutes without your bum going numb. And it looks like IKEA barfed up the 60s. Lastly, all the exposed beams and hvac everywhere, is just plain ugly.



## SAMPLE COMMENTS

# LIKE LEAST



### Outdoors

- I know the pandemic has slowed and changed everything, but the landscaping and outdoor spaces need attention.
- I will be happy when the landscaping is done. I think it will add even more beauty to the library.
- Landscaping needs work
- Rock scape :(
- Some outdoor seating shade would be nice.
- The grounds and the fact that they need much more maintenance than they get both in terms of weed control and picking up litter. The library should also take care of the entire sidewalk that accesses the library since it helps us encourage a more walkable community.
- The lack of landscaping/ abundance of weeds
- The parking lot. The spaces are way too small. Would like to see more spaces outside that make reading or meeting outside more enjoyable.
- The parking spaces in the parking lot are far too small for the vehicles that are typically driven here. They were made for more compact cars and it feels like they were trying to squeeze the required amount of spaces in. My doors have been dinged numerous times when parked there.
- Yard decorations

### Nothing I Don't Like

- I like all things about the library and have no complaints.
- I like every thing
- I like it all
- I love everything about the library.
- I really don't have a negative opinion of anything the Library does.
- I'm really impressed don't have something negative to say about it.
- It's a fantastic facility and I've not disliked anything I've seen about it
- No issue
- Nothing I don't like
- Nothing obvious to dislike
- Sorry, I don't have a least. I think you're doing a great job.
- There is nothing I don't like
- There is nothing that I don't like, maybe more movies.



16 → Would you like receive news & updates from Lone Cone Library? If so, please provide your email below.

If not, leave blank & click SUBMIT or press enter.

name@example.com

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**Submit** press Cmd ⌘ + Enter ↵



Thank you soooooooooooooo  
much!

All Done press Enter ↵





# SUMMARY INTERPRETATION ...

# STORIES REVEALED - LEARNED OPPORTUNITIES

- Library is definitely a community destination for all sorts of activities
- Want more experiential opportunities including classes to learn at all levels
- Yoga is popular
- Meeting rooms, multi-purpose rooms popular
- Kids section and kid-related activities popular
- Comfy reading areas popular
- People enjoy the relaxing areas like the fireplace
- Enjoy outdoor patio but want landscape improvements & outdoor offerings
- Multi-use and flexible space critical to providing lots of programs
- Some functionality challenges like acoustics, openness between spaces
- Most people happy with library, its offerings and want more
- Lots of compliments about staff
- Lots of compliments about architecture, spaciousness, amount of light, etc.
- Small group does not like the library citing taxes, view impacts, dislike of the design or space challenges
- Recommendations could make nice impact & demonstrate “we listened” - use in followup comms (e.g. flag + be sponsored, computer timeout, hours, etc.)
- Recommendations could correct some issues raised that might not be too difficult to fix or implement (e.g. parking spots)

