



LIBRARY ADVISORY BOARD AGENDA

THE GREAT HALL

MONDAY, AUGUST 8, 2022

6:00 PM

1. Call to Order
2. Approval of the Minutes of the July 11, 2022 meeting
3. Requests to Be Heard
Citizen comment period (3 minutes per person maximum – sign up in advance). With remote, electronic meeting format in place, call or email the Library Directory prior to 5:45 p.m. the day of the meeting—comments will be relayed to the Library Advisory Board at the meeting. djames@ci.faribault.mn.us / (507) 384-0526
4. Director's Report
5. Teen Advisory Board Report
6. SELCO Report
Jayne Spooner - SELCO Board Member update
Micki O'Flynn - SELCO Foundation
7. Bequest Discussion
8. Budget Update
9. Strategic Planning Discussion
10. Review *Mobile Hot Spot Lending Policy*. Please see attachment for proposed changes to this policy
11. Long Term Meeting Room Request: Kaleidoscope
12. Other
13. Next Meeting Date: September 12, 2022, 6:00 p.m., Great Hall, 2nd Floor
14. Adjournment



**Minutes of the Monday, July 11, 2022 Meeting
Library Advisory Board**

Buckham Library Great Hall

PRESENT: Melissa Kuhl (Vice Chair), Travis Davidson, Keri Simon, Gordon Liu, Crystal Bauer, Delane James (Director), Linda Hanson (Library Technician)

CALL TO ORDER: Melissa called the meeting to order at 6:00 p.m.

APPROVAL OF THE MINUTES: A motion was made by Travis to approve the minutes of the June 13, 2022 meeting and a second by Gordon. All in favor. The motion carried.

REQUESTS TO BE HEARD: None

DIRECTOR'S REPORT: Library Director, Delane James reported on the following:

- Summer Library Program is going well. June 24th was the Friday Performers at Central Park kick-off with Tuey the Juggler. There were 350 people in attendance. July 1st was Mixed Nuts with an attendance of 200 and July 8th was Brodini with an attendance of 250. People of all ages are attending.
- Registration for the SLP is up compared to last year. We have 572 registrations compared to 282 last year.
- Buckham Library Book Bike is a success and very popular. 52 books have been checked out so far.
- In-person storytime has resumed on Thursday mornings at 10:30. Deni is still continuing to do Zoom storytime on Wednesdays and Bedtime storytime on Facebook on Tuesday nights.
- A group from Divine Mercy comes to the Library weekly. Summer STEAM groups also visited the library in June.
- The Library Plaza Social Steps are finished along with the roofing project. Once the roofing project was complete, the two skylights inside the library were replaced.
- The Nature Book Club planted a white oak tree on the east side of the library on July 13th in honor of Marcy Irby, long-time patron and Library Advisory Board Member.
- Nite-to-Unite is scheduled for August 2nd at the library. The library will be providing the music with a group called Eclipse who had previously performed at Central Park this year.
- Delane distributed a handout with stats for January-June 2022 compared to January-June of 2021.

TEEN ADVISORY BOARD REPORT: No report. Nevaeh was not present.

SELCO REPORT: No report. Jayne and Micki were not present.

BEQUEST DISCUSSION: On Tuesday, June 19th at 6:00 City Hall, Delane will give an update about the Boards recommendation for the Crandall Bequest to City Council. She has prepared a PowerPoint presentation of ideas and information to date. Board members can attend, it is open to the public.

Partnership with Project: Cultivate – Gordon explained this organization and talked about the opportunities involved.

BUDGET UPDATE: Gas Utilites are up substantially so far this year so that budget line for 2023 has been increased by \$12,000. A \$2.00 per hour increase for hourly employees has been requested for 2023. A \$10,000 increase in book budget has also been requested. The Drive-up book return is currently in the 2023 CIP. The lower level window replacement project has been moved up to 2024. A \$50,000 for exterior cleaning and maintenance for 2023 has also been requested. A CIP item for remodeling of restrooms on both floors has been requested for the 2031 CIP. Department Heads were asked to keep budget request for 2023 to a 5% increase.

Delane submitted the Rice County Funding Request on the 8th of July requesting a 3% increase stating that “libraries are a recession destination”.

STRATEGIC PLANNING DISCUSSION: Krista Ross SELCO Executive Director has agreed to facilitate our planning process either on September 12th or October 10th. The Board has chosen the October 10th date.

OTHER: None

NEXT MEETING DATE: Monday, August 8, 2022, at 6:00 p.m., Great Hall, 2nd Floor

ADJOURNMENT: Keri made a motion to adjourn. Travis second. All in favor. Meeting adjourned at 6:35 p.m.

Respectfully submitted,
Linda Hanson, Library Technician



SELCO FOCUS GROUP 1
BUCKHAM PUBLIC LIBRARY
March 17, 2022, 2-4 p.m.

NOTE: Focus group attendees were invited to participate in this exercise either because of a recommendation from the library director or with the director's approval. See the end of this document for an alphabetized list of participants and their relevant community affiliations.

As the session commenced, attendees were informed that their comments would be paraphrased (and in some cases typed verbatim) and would be shared in aggregate with library leadership at the conclusion of the assessment work. However, for comfort and maximum candor, the moderators assured participants that comments would not be attributable back to specific individuals. In rare cases where an exception seems warranted and a name is listed alongside a comment or suggestion, it is done with the express approval of that individual.

Perspectives and ideas as presented in this document do not necessarily reflect the beliefs or recommendations of the Library Strategies consulting team.

Moderator: Wyatt Fertig

Note-taker: Betsy Bartholomew

1. What should we know about your community that sets it apart from other communities in Southeast Minnesota?

- Community diversity is an asset, but a challenge, too.
 - Asset: We all have opportunities to meet people who are different from ourselves and who contribute interesting, different and new ideas to Faribault.
 - We're always adding to the mix. Recent immigration waves have transplanted Hmong, Latinx, East African, and Guatemalan residents here. They each have different cultural stores, restaurants, and neighborhoods.
 - Faribault's founders were very forward thinking, and the community has actually been multicultural from the very start.
- I'm impressed with community human services in Rice County (ex., Rice County Health Clinic).
- I appreciate the amazing nature trails. These amenities foster a sense of community spirit and wellness.
- Our community is growing. The workforce-aged population is a demographic growing especially quickly, because we have a lot of manufacturing in region. We take pride in our collective work ethic and blue-collar sensibility. Higher education degrees are not the norm.
- South Central College is an accessible community college for the community and region.
- Highway and rivers position Faribault (both historically and currently) as a good place for business.



2. Think about your community as you'd like the community to look a decade from now. Describe that for me, including how it differs from your community of today.

- Faribault harbors a rumor that other communities may be “better”: *better, more, or different* amenities and services. We need to do a better job communicating what is available in Faribault, because in some cases people just don't know where to look. However, it is a good place to live.
- There's a deeply rooted perception that “Faribault is not good as XYZ community.” We need public leaders who will actively spread the message about what is here – and actively push to *add* to those existing opportunities.
- For retail shopping, we currently only have Walmart or boutique shops. We really need something in between. We also conspicuously lack movie theaters.
- I-35 is a benefit to industrial and manufacturing development – industry likes to be where they can be seen.
- The Community of the Future will be more walkable. Walkability is currently not very good outside of downtown. Car friendly is good for accessibility, but comes at the detriment of walkability.
- I'd like Faribault to be defined by its public parks, public art, and community events.
- Decision-making about the community does not feel terribly understood by or accessible to most residents. We need more diversity in our leaders.
- Many of the highest paid people in the community don't actually live in Faribault. This causes disengagement from true civic involvement, since these “leaders” spend their leisure and volunteer time outside of Faribault.
- We need more investment in public schools, particularly as more ELL learners with different needs enter the system.
- We need to revitalize downtown, and to do that we need to renovate downtown.
- People don't know about many of the events and services in town. But how do you communicate to people who aren't engaged through social media or other common venues?
- The library and other service providers should offer more events outside of working/school hours to encourage participation and engagement from those who have traditionally been excluded.
- In the community of the future, I would like for each and every resident to be free to think beyond basic, personal, day-to-day needs (rent, food, etc.)
- We'll have more big box stores, a movie theater, healthy service clubs (Rotary, Lyons, etc.)

3. What are the most critical needs in Faribault at this moment? Feel free to interpret the word “needs” in a broad sense.

- It depends on who is answering the question. For parents, it is daycare.
- We need more workers. The manufacturing sector, in particular, is looking for more workers. We can't get workers because of a lack of housing and of daycare... it all ties together.



- The school district is contending with declining enrollment. Does this, too, have a cause/effect relationship with the housing pinch?
- We need unity across communities. I appreciate that Faribault is diverse on its face, but it can also feel segregated if you don't actively seek out other communities.
- McKinley Early Childhood Center is appreciated, but there is a waitlist. Beyond that, most pre-K programs are private or church-based; looking for other programs. There is also a need for financial support (i.e. families that can't afford pre-K classes, meaning their kids miss out on this "head start").
- Immigrants have problems knowing/learning how to get social services, a driver's license, etc. Would there be a viable "adopt a family" model where established folks help immigrants navigate services and resources?
- Historically, the community has put up resistance to the introduction of low income housing, or the mixing of multiple types of housing within the same neighborhood.
- There are infrastructure worries, such as old lead pipes (including at some school facilities). Faribault needs to invest in itself so that people continue to feel investment in their community.
- The Healthy Community Initiative (HCI) is working to expand its Youth On Board (YOB) program. We need programs like this that encourage and empower youth.
- Young people feel "stuck" in Faribault. But... it's not a bad place to live, to grow up, to stay.
- There's an inferiority complex, aka "grass is greener syndrome." Young people sometimes come back after learning about what is *actually* out there... Faribault is better than it might seem.
- In Faribault, there is no extra money take chances with (public and private), which limits visioning. Future referenda won't pass if people don't understand the value/potential of an investment.

4. What community organizations are top of mind for you as prominent, trusted and effecting in Faribault?

- Buckham Memorial Library
- Buckham Center
- Paradise Center for the Arts
- Rotary Club
- Chamber of Commerce
- City as an entity / County seat
- School system
- *However*, some public organizations (school board, city) have at times seemed out of touch with community members (ex. professionals working in Faribault and living elsewhere). Ineffective or even counterproductive communication seems to be a big part of it; at times, it's felt like public employees are almost "contemptuous" of locals.



5. In your opinion, what does your library do well? What services, resources, and other amenities are you especially keen to see the library maintain into the future?

- The Library of the Future may not have nearly as many books, and so the Library of Today needs to embrace technologies and online access.
- The children's area has traditionally been very fun. It draws families in for storytime, arts and crafts, etc. – and this teaches kids that the library is a good, fun place.
- The library is such a positive experience for youth: summer reading, other programming, and the general “energy” are wonderful. However, there is no equivalent for adults, which is unfortunate.
- The architecture is beautiful, as is the story behind the architecture. Porch areas have great potential to expand the library beyond the physical confines of the building (like Buckham West).
- Research Room is welcoming, and staff there are helpful.
- Faribault beat Northfield to “no-fee” library status, and that deserves kudos.
- The library offers life-long learner spaces (ex., Faribault history research, learning new technologies, etc.) This is appreciated by so many.

6. How could the library serve you and your family better? Thinking beyond your own lived experiences, can you think of ways the library could better assist others in your community?

- Northfield seems more active than Faribault. It's a hub in a way that our library is not. How do we replicate some of their success?
- Coffee/Tea in the library would be nice.
- Bookmobile outreach, particularly for senior residences, would reach and help so many.
- If it's not already, the library should participate in the Heritage Day celebrations (float, booth, book giveaways, etc.)
- Buckham Memorial Library should recruit staff that look more like the community they want to serve. Specifically, there is a need for more bilingual staff on the frontline.
- Please host more events, not just in the Great Room but throughout the facility.
- There can never be too many youth activities.
- We need better communication about the services and activities that are already available.
- Forgo online children's programs. Kids don't need more screen time.
- Try to make it a more intentionally welcoming environment. I walk into the library and feel like I'm not noticed.
- Unlike some, my family uses the library just for books. If new exciting things were offered, then we might attend – but it meets my current needs.
- Faribault's library may have overreacted to covid – closed too much, slow to reopen. There are some hard feelings in the community around this.



7. How might your library induce more people to visit and to use its resources/services? What are potential barriers to use for some/all residents? Is anything about the library a major “detractor?”

- Bilingual staff needed are needed. Currently, staff not available to help people who cannot communicate in English.
- Work on the welcoming atmosphere. If I don't feel welcome as a white English-speaker, how do we expect to seem welcoming to people with more barriers – such as language? Obviously, though, we have to balance “welcoming “with “giving space” (i.e. not “in-your-face”). A friendly smile and greeting, minimally look up at people entering the building or section.
- Faribault needs more evening library hours to accommodate people's hours away from '9-5' work. Ideally, this would include at least minimal Sunday hours.
- Deliver to senior homes would do a world of good for so many.
- I'd like more spaces to just sit and read. Currently, it comes across a little “sanitized” or “municipal.” It doesn't feel like a place where it's comfortable to stay. Buckham West has a vibe and seating spaces that would be a good model for the library.

8. What should the library look like in 5-10 years?

- I want lights on the building exterior at night. It's a stunning structure that could be a centerpiece of the community; and this effort would help communication about the library.
- I'd like to see learning spaces for adults and a schedule chock-full of classes in them.
- I'd like an area with sofas and other comfortable furniture, as well as exhibitions or displays of craft work by local artists. It's important to showcase local talent, and we have lots of it.
- I would honestly expand my usage if the library had coffee/tea available!
- I'd like to see library staff and volunteers more out-and-about in the community. This would include a mobile unit for homebound folks, nursing homes, etc.
- I'd like to see the library come into its own as the central hub of the community, especially because it is located so centrally downtown. The library should be everyone's go-to place.
- Buckham Memorial Library should be a place for community storytelling: different languages, different backgrounds, new residents, long-time residents, all coming together and sharing the best of themselves.
- Again, it would be wonderful if library staff looked like the community. I have in mind an idealized state where anyone in Faribault can go in and have someone who speaks their home language and is culturally competent to help them with questions.
- Buckham West and Buckham Memorial Library should coordinate services so that what's offered is complementary and non-duplicative.



PARTICIPANTS	PROFESSION / AFFILIATION
Hannah Davidson	Rice County Social Services, Adult Mental Health <i>Adult protection social worker - works with people struggling with mental health and substance use disorders. Lived in Faribault for 12 years; has a couple children.</i>
Fatima Ponciano	Social Worker, Youth Worker <i>Worked with "Growing up Healthy" for quite a while, as well as other community services.</i>
Roy Anderson	Retired Optometrist <i>Regular library user.</i>
Sam Temple	Local Filmmaker, Historian <i>Works for the City of Northfield / public access broadcasting. Grew up in region; does research at library. Serves on preservation commission.</i>
Heather Schultz	Homeschooling Mom <i>Lived in Faribault her whole life; three kids, inc. one graduating high school and 2 currently homeschooled.</i>
Kymn Anderson	Retired Chamber of Commerce ED <i>"Serial volunteer" now – lots of connections in the community. Past experience included CoC for 18 years.</i>



SELCO FOCUS GROUP 2
BUCKHAM PUBLIC LIBRARY
March 17, 2022, 6-8 p.m.

NOTE: Focus group attendees were invited to participate in this exercise either because of a recommendation from the library director or with the director's approval. See the end of this document for an alphabetized list of participants and their relevant community affiliations.

As the session commenced, attendees were informed that their comments would be paraphrased (and in some cases typed verbatim) and would be shared in aggregate with library leadership at the conclusion of the assessment work. However, for comfort and maximum candor, the moderators assured participants that comments would not be attributable back to specific individuals. In rare cases where an exception seems warranted and a name is listed alongside a comment or suggestion, it is done with the express approval of that individual.

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Moderator: Wyatt Fertig

Note-taker: Natela Jordan

1. What should we know about your community that sets it apart from other communities in Southeast Minnesota?

- We are a surprisingly diverse population. It is very enriching in a town where you wouldn't think to find diversity.
 - As recently as 8-10 years ago, the so-called diversity in town was Presbyterians.
 - The community has a higher Latino population than the state average.
 - There is a boarding school of about 400 students in town, and it hosts students from all over the world.
 - The school for the deaf and the blind is also adding to the diversity.
 - The community is really working hard to accept its diversity. Other communities are struggling to adjust, but here there has actually been *progress* towards being a more inclusive community.
- Visually, Faribault looks like it is "recovering from a battle." Buildings are run down. It is not as "fancy" as some places, but there are many good restaurants.
- A lot of older people are doing the "heavy-lifting" with volunteering. The younger generations are not as visible – probably because they are working, earning a living, raising children.
- Assets include about 10 miles of nice trails, and ample opportunities for winter activities. The popular Nature Center provides an educational component, plus lots of other programming.
- You should know about the Woolen Mill brand in Faribault and its wonderfully rich history.



2. Think about your community as you'd like the community to look a decade from now. Describe that for me, including how it differs from your community of today.

- There are a lot of empty store fronts on main street. I would like to see more businesses – particularly small and locally run businesses – fill those spaces.
- There are no bookstores here. A book shop would be a nice supplement to the library because, unlike in a library, bookstore patrons aren't expected to be so quiet.
- It would be fantastic to have a "read to" program at the library for the benefit of people experiencing memory loss (and other in-need audiences).
- Although it would not come cheap, a bookmobile with a set route would be wonderful for the community. There used to be a bookmobile-esque vehicle that distributed free books through the school district, and it was very well received.
 - Would the Library consider prioritizing a bookmobile service with substantial donor funds?

3. What are the most critical needs in your community at this moment? Feel free to interpret the word *needs* in a broad sense.

- Housing is a big, big need, because the current market is tight. This limits the number of people able to live and work in Faribault. (A lot of apartments are being built, but there are still not a lot of available options.)
- Issues of hunger, homelessness, and poverty are noticeable in the community.
 - For homeless people, there are places for women and children to go – but currently few places for men.
 - The school opened a place to pick up free things, and it is fairly popular. This is a strong indication of the community's needs.
- Transportation is an issue. It is hard to get places without a car. There is a bus line in town, but it is limited in its operations and challenging to rely on.
- There are deep financial concerns for the school district, which is worrying because the public schools are such a big part of the community.
 - There are many other school options (private and charter. These draw students away from the public school system. Presently, about 50% of children in the community do not attend public schools.
 - Parents may be taking their kids out of public school because they do not want to engage with diversity. "White flight" is maybe too strong, but this is what is happening to some parents who are being steered away from public schools.
 - The district is on the mend now, moving away from the worst of the crisis.
- Literal staring and pointing out differences (in skin color) doesn't happen anymore, as was once the case. However, work still needs to be done on the diversity front.
 - There's a lack of diversity in leadership/elected officials which.
 - Building connections across cultures and ages is challenging. There is a strong "us and them" mentality.
- Faribault is definitely a "work in progress," but there are enough people in different places who want the town to succeed. It is important to keep them on the same page.



4. What community organizations are top of mind for you as prominent, trusted and effective in your community?

- The library is the most trusted place.
- Rice County Historical Society is wonderful, but not used as much as it could be.
- The Faribault Diversity Coalition is a great thing to have.
- The Senior Center is very helpful because the community is aging. (Young people tend not to stay here for long, which is also noteworthy.)
- There are actually many local organizations serving the people here. They are powered by caring, component people working for the public good, not for big salaries.
- FC TV Public Television does a great job offering programming opportunities to the community.
- Although it's mission is broader than Faribault, Habitat for Humanity is another great organization. It put a lot of houses in our area. They also built a shelter for women and children escaping domestic violence.

5. In your opinion, what does your library do well? What services, resources and other amenities are you especially keen to see the library maintain into the future?

- The library is the very first place where many families take their young children. It's such a great place for them to play and explore.
- The library is so much more than just books: 3D printing activities, take and make kits, ukulele check-out program, and other activities.
- The library's greatest strength is that they are willing to try different things.
- It was a life-safer during the pandemic. Continuity of service was appreciated, even if things had to be a little different.
- The book clubs for school-aged children are wonderful. The librarian is really personable and loved by the children.
- At every Board meeting, community members are invited to come and make suggestions in person. Leadership seems to take those suggestions seriously, too.
- The library is in step with technology and the latest digital offerings.
- Our library feels relevant in terms of topics and displays. The librarians really pay attention to what needs to happen.
- Elimination of late fees is helpful. It brings people back into the library.
- Library programming outside the building is great this time of year (ex., gardening). Could we add a seed library?

6. How could the library serve you and your family better? Thinking beyond your own lived experiences, can you think of ways the library could better assist others in your community?

- I'd like to see 24-hour book pick-up (maybe a repository box with a code). Not everyone can get there during working hours.
- Out-side-box idea: Gearing the top shelves for parents and bottoms shelves towards children might induce more families to visit.
- There are great displays touting the 3D printer, but more information is needed about how to actually engage with it.



- It would be great if teen voices had a more active say in how the library shapes itself. Maybe a teen advisory committee could even take a field trip to other libraries to see what might work well for them in Faribault.
- I'd like to see resources for parents on the importance of reading to children.
- Group discussions/gatherings on different topics would be valuable – a good way to enhance community connections.
- Having signage in other languages - Somali or Spanish - would be more welcoming to immigrants. Staff have already done some of that, but more is needed.
- The ten commandments monument by the front, on public property, is not very welcoming regardless how you feel about the commandments. It is concerning and disturbing to some community members, but no action has been taken on this known issue.

7. How might your Library induce more people to visit and to use its resources/services? What are potential barriers to use for some/all residents? Is anything about the library a major “detractor”?

Skipped for time

8. What should the library look like in 5-10 years?

- I'd ask for more cultural and racial diversity on the staff. All the people we see there are white, but ideally it would be pretty reflective of the community.
- Library would benefit from bilingual staff.
- Library could shape itself to be more welcoming to parents who work from home and want to do their work in a different setting – one that also offers something for kids.

Participants	Profession / Affiliation
Lisa Boevers	Retired Employee/Patron
Sara Coulter	Rice County Public Health Nursing
Erin Liu	Registered Nurse
Isabell O'Connor	Former Library Board Member
Rachael Petersen	Community member
Mary Zentner	Volunteer



SELCO COMMUNITY ASSESSMENT INDIVIDUAL (1:1) INTERVIEW RUBRIC

INTERVIEWEE: Kelly Nygaard

INTERVIEWER: Natela Jordan

COMMUNITY/LIBRARY: Buckham Memorial Library

DATE: March 21, 2022

A bit of background:

I'm reaching out on behalf of Library Strategies Consulting Group. My team is currently partnering with other 35+ public libraries in Southeast Minnesota on a broad-based communities needs assessment.

- It's funded through SELCO, which is the regional public library system that provides support and consortial services for the libraries in Albert Lea, Winona, Northfield, and all points in between. Late last year, SELCO secured an American Rescue Plan Act (ARPA) grant through the state Department of Education to pursue this work.
- Goals: (1) provide each participating library a snapshot of resident needs, wants, expectations, and perceptions, and (2) provide a data set from and about community members that your library can use as an aid in future decision-making around programming, collections, and so much else.
- especially interested in any lasting changes to resident needs and wants brought on or exacerbated by the disruptive pandemic environment.
- Library Strategies is gathering our data through a mix of site visits, focus groups, and online survey -- as well as a select number of one-on-one interviews.
- Before we dive in, any questions (send to david@thefriends.org and mjbrechon@gmail.com.)

About the Interviewee. This first set of questions is intended to (1) establish a rapport between subject and interviewer, and (2) contextualize the interviewee's point of view against their own personal and professional experiences.

1. Tell me about your job. What types of community members does this work put you into regular contact with?

- My work is primarily with the Chamber of Commerce and Tourism, though I'm also a Mainstream coordinator. Mainstream is a non-profit focused on revitalization of downtown, and it puts me in touch with business owners and community members.
- I also host a lot of activities for the public; oversee micro-grants for a variety of people in the community; and work with the streets departments on various projects.
- I collaborate with a lot of organizations in the community (senior center, library) to host events.
- In my Tourism Director role, I mainly focus on bringing outside visitors to the community.



2. Job aside, do you have community affiliations that are important to you (ex., social clubs, church, PTA, charities)? We are particularly interested in connections that give you additional “touch points” in the community – and may impact the lens through which you see the community.

- I’m a board member at Faribault Community Television, Paradise Center for the Arts, and the Faribault Diversity Coalition.
- I attend and am active in the local Catholic church.
- I’m part of several partnerships where different local groups co-host joint activities (ex., Faribault Snow Go).
- I serve on the Steering Committee for the Faribault Leadership program.
- I’ve completed the Blandin Community Leadership program.

3. How long have you lived in the area? Over that period, in what noteworthy ways (if any) do you feel the community has changed?

- I have lived in the area for more than 25 years (moved away for college but returned shortly thereafter). Faribault has always had *some* diversity, but in the last decade we’ve seen a huge influx of Somali immigrants in particular. Our public schools went from about 10% to 40% within 5-6 years. Historically, earlier diversity included a Cambodian wave in the 70s, and an Hispanic wave even before that; but this has been the biggest influx. It’s meant growing pains, but our public schools are adapting.
- Manufacturing is also growing and “coming into its own,” which brought new residents. We have growing industrial parks.
- Given the volume of new employees, housing is playing catch-up. Our community is working intentionally, strategically to address growing housing needs.
- The vibrant downtown gave way to blight and negligence. However, in the last 10 years there have been efforts to bring it back. The former mayor even moved downtown to show his support.
- Faribault is home to schools for the deaf and blind. Residents haven’t traditionally seen those communities as offering diversity, but have since come around. In fact, we now see those students represented at community events.

4. Where do you get information/updates about what is happening in your community?

- I read the local newspaper daily, and listen to local AM radio news segments.
- We stay tuned in through collaborations with the City, library, and various community organizations.
- For my tourism work, I scour websites to put together a master calendar of happenings in and across the community.



About the Community. This second set of questions is intended to capture the interviewee’s knowledge and perspectives about the community. While it may come up, the local library is not an explicit focus area in this section.

1. What do you value about your community? As you see it, what are the chief strengths of the community?

- We are an innovative community.
- People here have great work ethics; it is a very hard-working rural community.
- Diversity is also undeniably a strength, but it comes with growing pains.
- Faribault is in a great location: on the highway, around rich agricultural land, decent community infrastructure, great city departments, libraries, outdoor recreation options, and natural amenities.

2. What do you see as the most acute weaknesses, or under-met needs, in your community?

- Housing shortage is our key need. It is very expensive, and there is a gap between eligibility for Section 8 and availability of housing (simple supply and demand problem).
- The pandemic revealed a problem of not all residents having access to the Internet. The school district sent laptops home, but a lot of homes had no Internet. Diversity Coalition stepped in to provide hotspots - but it was limited.
- The school district also tries to address the problem of access through Pathways to Success college program.
- Disparities in wealth and opportunities in the area still needs to be addressed.

3. If you were to name just two, which institutions (however you wish to interpret that term) have greatest visibility in XXX?

- Public schools do visible work within the larger community.
- Many local groups, including not-for-profit ones, are contributing and doing good work in the community. We’re fortunate – it may not be like that everywhere.
- Chamber of Commerce was in the news recently because of our exciting partnerships with allied organizations to move various initiatives forward.

4. Think about the communities within a 50-mile radius of XXX. Are there any assets, challenges, cultures, industries or other characteristics that you feel make XXX different from other towns in Southeast Minnesota?

- Faribault is the only community on the highway (I-35) which is huge for industry.
- According to a recent U of M Extension study, ours is one of the few communities in the region with notable growth.

- We have unique history and character – another thing that some but not all the neighboring communities lack.
- Necessity is a mother of invention: a lot of innovation is happening locally as we learn on our feet, adapt and grow.
- The community is adapting to being multicultural.

5. Before we move on to *library-specific* questions, what else would you care to share about your community that we have not already covered - but which feels germane in this context of a community needs assessment?

- This is a very collaborative community; this level of collaboration is an asset not available in just any community.

About the Library. This last set of questions hinges around the library, including its visibility, shortcomings, and current/future role in addressing the community's prevailing needs.

1. Do you yourself utilize the library? How often, and in what ways?

- I use it primarily as an event venue for my meetings and gatherings.
- For my tourism role, I focus on the architectural and historical origins of the library.
- I'll *occasionally* visit to read the paper, but do not have much time to read books.
- I used to bring my younger sister for the wonderful youth programming and activities.

2. Thinking about your professional and personal networks, how would you describe the *visibility* of the local library? (Do you think that holds true more generally?)

- The library is very visible in the community. They did a lot of great things in the last few years: hired a master gardener, started a seeds library, engaged local artist in sculpture-making, and hosted pollinator classes.
- The library's physical location near the heart of the community makes it very visible too.

3. What are your top-of-mind thoughts on the physical presence of the library? That includes location, building, and parking.

- The library has a stunning building, almost iconic – which is a great asset.
- The new patio area is very inviting, and will likely make it even better utilized.



4. In your estimation, what appear to be the library's greatest strength(s?) What are its shortcomings or other weaknesses?

Strengths:

- The library's location and its stunning building are assets.
- The library has great programming, great collaborative efforts within the community, and stellar staff.

Weaknesses/Needs:

- The library had very limited hours during COVID, which would have been a good opportunity to increase their "fan base." It allowed measure of safety for the staff – but presented a major challenge for patrons.
- They could expand by at least one night/week. Not everyone can make it there in the 9-5 timeframe. We even receive some calls about the hours at the Chamber.

5. Think about the community needs we identified earlier. Is the library already part of the solution in any ways you can identify?

- The library recently hosted a great photography series on diversity. It included an organized speaker series, storytime and discussion opportunities, and other hosted conversations. Staff did such a good job leading the way.

6. Can you think of ways the Library might step up in new ways to help address unmet (and under-met) community needs?

- The library is overall doing a great job. I don't know where exactly things stands right now, but more books on multicultural topics and more in languages other than English would both be an asset.

7. Think about the next 2-3 years. What needs or services would you recommend that library leadership prioritize? (Feel free to repeat things already mentioned.)

- There have been conversations about evolving the library's makerspace. This is a place with a 3D printer and other resources for patrons to use. I'd support this.
- The library could focus on outreach to broaden its audience. It might also offer additional skills/classes (ex., ukulele, 3D print workshops).
- A cultural shift is needed to bring in more community members with diverse backgrounds and interests. This may be more on the community than the library only.



8. Visualize an idealized Faribault Public Library Library as it might look a decade from now. Describe it. (Follow-up if helpful: What services, collections and programs does it offer?)

- They would continue all their existing programs, for sure, but there is room to evolve and grow: seed and tool libraries, makerspace, etc. as already mentioned
- We are a community with “generational poverty,” so access to tools and resources meant to address this would be greatly appreciated.
- Ideally, the library of the future would reach a wider audiences and more readily attract audiences who are new to Faribault and/or historically haven’t gone to libraries. Once folks get in the door, they’re likely to understand what an asset it is.
- The library should expand its offerings insofar as it can, but with the primary focus always around education.



SELCO COMMUNITY ASSESSMENT INDIVIDUAL (1:1) INTERVIEW RUBRIC

INTERVIEWEE: Erica Staab

INTERVIEWER: Natela Jrodan

COMMUNITY/LIBRARY: Buckham Memorial Library

DATE: March 28, 2022

Introductory Statement

Preface each interview with these disclaimers and context notes. Feel free to modify or expand on the language as feels natural to you in the moment. You may also wish to modify your phrasing and formality depending on whom you are speaking with (ex., a mayor vs. foundation director).

- I'm reaching out on behalf of Library Strategies Consulting Group. My team is currently partnering with [XYZ Public Library] and the other 35+ public libraries in Southeast Minnesota on a broad-based communities needs assessment.
- It's funded through SELCO, which is the regional public library system that provides support and consortial services for the libraries in Albert Lea, Winona, Northfield, and all points in between. Late last year, SELCO secured an American Rescue Plan Act (ARPA) grant through the state Department of Education to pursue this work.
- In brief, our intent with this project is to (1) provide each participating library a snapshot of resident needs, wants, expectations, and perceptions, and (2) provide a data set from and about community members that your library can use as an aid in future decision-making around programming, collections, and so much else.
- I will also add that, while it's not the only lens we're looking through, SELCO and [XYZ Public Library] are especially interested in any lasting changes to resident needs and wants brought on or exacerbated by the disruptive pandemic environment. Speaking more generally, that's a conversation that library leaders across the country are having this year... though far few have the benefit of a community engagement opportunity like this one to help guide them.
- Library Strategies is gathering our data through a mix of site visits, focus groups, and online survey -- as well as a select number of one-on-one interviews.
- [Library Director Name] suggested you personally as a potential interviewee. Thank you for agreeing! Before we dive in, do you have any questions for me? [Note: Relay any questions you cannot answer comfortably or to your satisfaction to: david@thefriends.org and mjbrechon@gmail.com.]



About the Interviewee. This first set of questions is intended to (1) establish a rapport between subject and interviewer, and (2) contextualize the interviewee’s point of view against their own personal and professional experiences.

1. Tell me about your job. What types of community members does this work put you into regular contact with?

- As director of the Hope Center, which focuses on domestic violence and sexual assault victims, I’m in touch with 1,200 clients each year. They are usually single mothers, often less educated, and low-income community members with fewer resources.
- My job also puts me in touch with first responders, law enforcement, and other team members serving these clients.

2. Job aside, do you have community affiliations that are important to you (ex., social clubs, church, PTA, charities)? We are particularly interested in connections that give you additional “touch points” in the community – and may impact the lens through which you see the community.

- I have a lot of community connections: local church, Rotary club, lots of other parents (as a mother of small children).
- I was born and raised in this community, moved away for college, and came back to my hometown. I have fond memories of growing up here and going to the library.

3. How long have you lived in the area? Over that period, in what noteworthy ways (if any) do you feel the community has changed?

- The community had undergone drastic changes. It used to be primarily white and middle class. That’s not the case now.
- The first time the community dealt with difference and immigration was when the Hmong community moved here in a wave.
- The turkey plant brought in Hispanic communities. This was followed by a wave of Cambodian immigration, and later Somali immigration.
- This community changed like few other places in the state did, with a large influx of immigrant communities arriving rather quickly.
- The library responded early on by organizing events educating the local populations about the Somali culture and offering the newcomers tips on how to survive a Minnesota winter.
- A lot of people were frustrated due to the lack of understanding, but the library did a series on cultural issues that brought people together. This was a big collective realization that the library is more than just books. It has a huge communal and community piece. It could start and shift conversations.



4. Where do you get information/updates about what is happening in your community?

- As someone who grew up here, I get a lot of information from the people I know and from a local coffee shop.
- I am also very engaged with and get information through a network of first responders.
- Other sources include Facebook, the newspaper, the library, and the Chamber of Commerce (among other local organizations).

About the Community. This second set of questions is intended to capture the interviewee’s knowledge and perspectives about the community. While it may come up, the local library is not an explicit focus area in this section.

1. What do you value about your community? As you see it, what are the chief strengths of the community?

- Having lived here for a long time, I can say that the connections and the *embeddedness* in the community are big strengths. There are many ways in which our lives weave together.
- This community is big enough to offer opportunities, but still small enough to have a “small town feel” where everybody knows everybody.
- As an advocate for clients/victims, these connections are really important. We have several cross-agency teams who collaborate really well to serve clients.
- Healthy Community Initiatives is another good example of local collaborations. This coalition seeks to solve various community issues.
- Another strength is that in a smaller community you can really get things done in a way that’s just not possible in a large city.

2. What do you see as the most acute weaknesses, or under-met needs, in your community?

- There is definitely a lot of overt and covert racism in the community.
- As someone who grew up here, I feel a part of this community - but a lot of people do not.
- Poverty, food insecurity, lack of opportunities are other issues.
- There are a lot of unmet mental health, social, and emotional needs as well.
- There are barriers to employment and to feeling an authentic part of this community.
- Churches are legitimately community organizations – but are ones that are still very segregated.
- The library appears to be the common denominator where people can come together regardless of differences. You just don’t see that everywhere.

3. If you were to name just two, which institutions (however you wish to interpret that term) have greatest visibility in Faribault?

- The library and the Chamber of Commerce, because they are both working hard to be visible, create community connections, and disseminate information widely.



4. Think about the communities within a 50-mile radius of Faribault. Are there any assets, challenges, cultures, industries or other characteristics that you feel make Faribault different from other towns in Southeast Minnesota?

- There is a lot of interesting history in the area, and people seem interested in learning it. A group of high schoolers even recently put together a play at the local community about Faribault history.
- Uncommon farm initiatives, like llama raising, are gaining steam.
- The arts are popular in the area. The Paradise Center for the Arts, (at least prior to the pandemic,) was bringing people together for plays, shows, live music.
- We have many prominent businesses in the area, including international companies: Daikin, Sage Glass, and the turkey plant and distribution center.

5. Before we move on to *library-specific* questions, what else would you care to share about your community that we have not already covered - but which feels germane in this context of a community needs assessment?

- At least a quarter of kindergarten kids speak a language other than English at home. As a community, we need better ideas about how to reach out to and distribute needed information to these families.

About the Library. This last set of questions hinges around the library, including its visibility, shortcomings, and current/future role in addressing the community's prevailing needs.

1. Do you yourself utilize the library? How often, and in what ways?

- We use it a lot as a family, though not as much during the pandemic.
- In particular, visiting Santa during Christmastime has always been very popular with us. Other ways include all-season kids activities like storytimes and take-and-make kits.
- For my personal, adult use, I use the library to get books and do research. I also utilize the Libby app on my phone.

2. Thinking about your professional and personal networks, how would you describe the *visibility* of the local library? (Do you think that holds true more generally?)

- The library has an iconic presence in the community because of its stately downtown building. Visually, it is just always there!
- It is also very visible through the local paper, Facebook, and the local events it hosts or appears at.



3. What are your top-of-mind thoughts on the physical presence of the library? That includes location, building, and parking.

- The location and building are an asset.
- Some people didn't like it when they moved the children's area to the bottom floor, but I think it really made it a more accessible and welcoming space.
- The library's connection to the community center is a plus.
- The new plaza is exciting for all, and will make the building more accessible for people in wheelchairs. (They have done a lot of other good improvements in terms of accessibility, too.)

4. In your estimation, what appear to be the library's greatest strength(s)? What are its shortcomings or other weaknesses?

- The library is working hard to engage the community. It is a place for more than books. It's a place for people to come together and learn about different things (for example, ukulele lessons, 'books and brownies' for teens, computer lab, etc.)
- The library is doing a good job engaging people from different age groups. That's not hard to do on a limiting budget.
- The library is an exciting place for kids. They love to explore, browse and engage with staff.
- No shortcomings come to mind.

5. Think about the community needs we identified earlier. Is the library already part of the solution in any ways you can identify?

- The library is the only place in the community where you don't have to buy anything, where you can just be. For lower income or single parents, it is an important place where they can bring children.
- The accessibility of Wi-Fi and computer labs and classes address the needs of people who do not have access to these things.
- The seed bank that the library put together was an important community resource. People learned a lot about pollinator and rain gardens.
- The library offers a space for volunteers to connect, for example a group of retirees volunteered to sow reusable library bags to use instead of plastic ones.

6. Can you think of ways the Library might step up in new ways to help address unmet (and under-met) community needs?

- The library is doing a great job in the community and should continue its good work.
- The library is well-placed to host multigenerational activities for the community (ex., elders teaching youth to sew).
- The library could set up a mini- food bank offering certain supplies to address basic needs.



- The library could have an embedded social worker or a resource navigator to help with a variety of community needs and offer free consultations from local agencies (taxes, wills, divorce, etc.)

7. Think about the next 2-3 years. What needs or services would you recommend that library leadership prioritize? (Feel free to repeat things already mentioned.)

- The main thing the library should focus on is recovering from the pandemic. Things shifted in many ways, for many people. Above all, we need to learn how to be together again.
- We hear all the time from local teachers that kids are struggling academically. There are a lot of behavioral issues, too. Can the library help? I hope so.
- Resuscitating opportunities to do things together (think, book clubs) should be a priority.

8. Visualize an idealized Buckham Memorial Library as it might look a decade from now. Describe it. (Follow-up if helpful: What services, collections and programs does it offer?)

- The library will hopefully continue thriving as a gathering place (essentially, enhancing what they are doing now).
- The library should become a “one-stop shop” for the community. Librarians are already uniquely positioned to share information and resources and act as troubleshooters around community issues. The library just needs to “own” this.
- The library should partner with agencies in the area who could offer library-based “office hours” to provide information and services to the public.
- The library should provide a well-resourced maker’s lab, podcast studio, and other tech-first opportunities for youth and other patrons.
- Staff are already deeply invested in meeting community needs. It is exciting to look forward and see where they could go next.



SELCO COMMUNITY ASSESSMENT INDIVIDUAL (1:1) INTERVIEW RUBRIC

INTERVIEWEE: David Wandberg

INTERVIEWER: Natela Jordan

COMMUNITY/LIBRARY: Buckham Public Library

DATE: March 28, 2022

Introductory Statement

Preface each interview with these disclaimers and context notes. Feel free to modify or expand on the language as feels natural to you in the moment. You may also wish to modify your phrasing and formality depending on whom you are speaking with (ex., a mayor vs. foundation director).

- I'm reaching out on behalf of Library Strategies Consulting Group. My team is currently partnering with [XYZ Public Library] and the other 35+ public libraries in Southeast Minnesota on a broad-based communities needs assessment.
- It's funded through SELCO, which is the regional public library system that provides support and consortial services for the libraries in Albert Lea, Winona, Northfield, and all points in between. Late last year, SELCO secured an American Rescue Plan Act (ARPA) grant through the state Department of Education to pursue this work.
- In brief, our intent with this project is to (1) provide each participating library a snapshot of resident needs, wants, expectations, and perceptions, and (2) provide a data set from and about community members that your library can use as an aid in future decision-making around programming, collections, and so much else.
- I will also add that, while it's not the only lens we're looking through, SELCO and [XYZ Public Library] are especially interested in any lasting changes to resident needs and wants brought on or exacerbated by the disruptive pandemic environment. Speaking more generally, that's a conversation that library leaders across the country are having this year... though far few have the benefit of a community engagement opportunity like this one to help guide them.
- Library Strategies is gathering our data through a mix of site visits, focus groups, and online survey -- as well as a select number of one-on-one interviews.
- [Library Director Name] suggested you personally as a potential interviewee. Thank you for agreeing! Before we dive in, do you have any questions for me? [Note: Relay any questions you cannot answer comfortably or to your satisfaction to: david@thefriends.org and mjbrechon@gmail.com.]



About the Interviewee. This first set of questions is intended to (1) establish a rapport between subject and interviewer, and (2) contextualize the interviewee’s point of view against their own personal and professional experiences.

1. Tell me about your job. What types of community members does this work put you into regular contact with?

- As a city planner, I work with any people in the community affected by planning or development (in other words, anyone who considers themselves a stakeholders in the planning and development of projects).
- I come into contact with many different community members while working on the sustainability and environmental elements of projects (ex., downtown development, parks).

2. Job aside, do you have community affiliations that are important to you (ex., social clubs, church, PTA, charities)? We are particularly interested in connections that give you additional “touch points” in the community – and may impact the lens through which you see the community.

- Sustainability and environment issues are a passion of mine; where those issues are concerned, I participate in planning and projects around the community beyond my job responsibilities.
- I’m very interested in advancing diversity and equity issues in the community. I participate in events and celebrations such as the International Day and the local Ramadan celebration.

3. How long have you lived in the area? Over that period, in what noteworthy ways (if any) do you feel the community has changed?

- Although I live in Apple Valley, I consider Faribault more of my home and spend a lot more time here outside of work.
- In the 9-10 years I have been around, there has been a lot of change from a development standpoint. More housing was added, and for a wider range of people.
- The community is still growing, and there are a lot of plans for further development: comprehensive plan, master plan, downtown area development. We are moving towards sustainability (a lot more than was the case ten years ago) and need to keep at it.
- Faribault continues to diversify in terms of population. We’re welcoming more diverse residents all the time.

4. Where do you get information/updates about what is happening in your community?

- I get information through the City and the City Council (updates and info packets).
- I read the local newspaper – those that do find it very helpful.



About the Community. This second set of questions is intended to capture the interviewee's knowledge and perspectives about the community. While it may come up, the local library is not an explicit focus area in this section.

1. What do you value about your community? As you see it, what are the chief strengths of the community?

- The key strength of Faribault is that it is a very *caring* community.
- Faribault has a small town feel with a number of well-established / broadly accepted and participated in events, parades, and festivals. These events bring community together.
- From the development standpoint, Faribault is close to the Twin Cities. One third of our workforce commutes in, and one third commutes out.
- Faribault is moving closer to being a sustainable community. There is still a long way to go, but progress is being made.

2. What do you see as the most acute weaknesses, or under-met needs, in your community?

- The community needs to continue to do better at welcoming New Americans. We should come together beyond our traditional ways of / causes for gathering (i.e. celebrate different cultures).
- We need to recognize and accept that we need different types of housing to accommodate growth. Most of it needs to be *affordable*. Some of these housing options may look different from what some housed community members *expect* to see, but a broad array of people need to be able to afford to live here.

3. If you were to name just two, which institutions (however you wish to interpret that term) have greatest visibility in Faribault?

- We've got a whole civic complex which includes the library, community center, and senior center. It is very important and visible to the community.
- We've also got a nice mix of schools here, and those institutions (and the variety of opportunities they bring) are broadly appreciated.

4. Think about the communities within a 50-mile radius of Faribault. Are there any assets, challenges, cultures, industries or other characteristics that you feel make Faribault different from other towns in Southeast Minnesota?

- Faribault is more diverse than many neighboring communities.
- Income is lower here, which brings challenges in terms of housing. (This is an issue everywhere to some extent, but it is more pronounced in Faribault.)
- Our parks system is unique and includes high quality parks, trails, and open spaces.
- Looking beyond the city lines, there are regionally renowned resorts and recreational opportunities in the general area.
- Faribault has several well established and recognized businesses: Faribault Foods, Sage Glass.



- Faribault has a private boarding school where students come from all over the world.

5. Before we move on to *library-specific* questions, what else would you care to share about your community that we have not already covered - but which feels germane in this context of a community needs assessment?

- N/A

About the Library. This last set of questions hinges around the library, including its visibility, shortcomings, and current/future role in addressing the community's prevailing needs.

1. Do you yourself utilize the library? How often, and in what ways?

- I've visited Faribault library several times – mostly for local events.
- I more often attend the Dakota County Library location closer to my home. (That's where I get materials.)
- The library in Faribault is an important part of the community, no doubt about it.

2. Thinking about your professional and personal networks, how would you describe the *visibility* of the local library? (Do you think that holds true more generally?)

- Again, the visibility of the local library is quite high. It has a prominent location and a beautiful historic building.
- The library brings a lot of people together, and offers many opportunities for people from different backgrounds to interact.

3. What are your top-of-mind thoughts on the physical presence of the library? That includes location, building, and parking.

- Again, the library's location and building are great. The library is currently working on building an outdoor plaza to enhance its outdoor space and offerings. The Friends group paid for the start of this project and will continue to grow and develop this space. It is going to be very beneficial for the community.
- The outdoor opportunities made available so far - such as learning about a pollinator garden or rain garden - have been successful.
- There are conversations about electric charging stations, and possibly some solar panels, to make the space more environmentally sustainable.

4. In your estimation, what appear to be the library's greatest strength(s?) What are its shortcomings or other weaknesses?

- The library is extremely progressive, going beyond the standard "books only" approach.

- The library offers a variety of ways to help people learn and grow by integrating additional offerings like the maker's lab and technology labs.
- The library does not have any overt shortcomings. It is really a helpful institution of the 21st century. My recommendation would be to continue attracting/courting diverse audiences. Stay abreast of the diverse needs in the community and changing community demographics.
- The old historic building is an asset, not a shortcoming, but could also be a challenge in terms of maintenance. The library needs to stay on top of maintenance and consider some sustainability features.

5. Think about the community needs we identified earlier. Is the library already part of the solution in any ways you can identify?

- The library is definitely a part of the solution already, but can build on that legacy by continuing to offer a space where people freely together regardless of background or income. It's a "third place."
- The library is helping the community to realize its long-range vision of being a welcoming and inclusive place.

6. Can you think of ways the Library might step up in new ways to help address unmet (and under-met) community needs?

- Perhaps the library could play a partner role in the creation of a folk art school?

7. Think about the next 2-3 years. What needs or services would you recommend that library leadership prioritize? (Feel free to repeat things already mentioned.)

- The library should continue to create a community where all people can gather.
- An equitable approach to services, versus a one-size-fits-all approach, is really important.
- The library should continue exploring new offerings or adjustments that account for technological changes/advances.
- The library could bring in a coffeeshop to draw people in and encourage patrons to linger / spend more time there.

8. Visualize an idealized Buckham Memorial Library as it might look a decade from now. Describe it. (Follow-up if helpful: What services, collections and programs does it offer?)

- The library would probably move away from shelves and shelves of books (though the books would remain important). I would allocate more space to other priorities, such as the maker's lab, potential music and arts spaces, and other collaborative spaces.
- The library would diversify its offerings in response to changing demographics and needs of its patrons.
- The library would focus on being a community gathering space and offer ways of experiencing the library which are not book centric.



- The library would enhance its building sustainability in terms of energy costs, materials, etc.
- The library would think in terms of systems and how they are all tied together: natural and built environments, social equity, and economic needs are all part of the same whole.
- The library is an incredibly important part of the community, and it needs to remain this way. It needs to plan ahead and be adaptable and resilient.

Q2 About how often do you visit the Library or use Library services?

Answered: 51 Skipped: 1

ANSWER CHOICES	RESPONSES	
Weekly or more often	45.10%	23
Approx. 2-4 times a month	29.41%	15
Approx. once a month	9.80%	5
Approx. 2-6 times a year	15.69%	8
Rarely	0.00%	0
Never	0.00%	0
TOTAL		51

Q3 When are you most likely to use the Library?

Answered: 50 Skipped: 2

ANSWER CHOICES	RESPONSES	
Weekday mornings	30.00%	15
Weekday afternoons	58.00%	29
Weekday evenings	42.00%	21
Weekend mornings	24.00%	12
Weekend afternoons	24.00%	12
Weekend evenings	6.00%	3
Not applicable - I do not visit regularly	6.00%	3
Total Respondents: 50		

Q4 You indicated that you rarely/never visit or use your local library. Why not? [Please check all that apply.]

Answered: 0 Skipped: 52

ANSWER CHOICES	RESPONSES	
I use Library resources online, but don't see added value in visiting	0.00%	0
I don't feel any need to	0.00%	0
I find what I need on the Internet/Google	0.00%	0
It is too far away / out of my way	0.00%	0
Transportation is a barrier for me	0.00%	0
I prefer to buy my own books or other materials	0.00%	0
Library hours are not convenient for me	0.00%	0
The library doesn't have what I need	0.00%	0
Library staff are not helpful / friendly	0.00%	0
I am physically unable to do so	0.00%	0
I don't have a library card	0.00%	0
Total Respondents: 0		

#	OTHER (PLEASE SPECIFY):	DATE
	There are no responses.	

Q5 In the last FIVE YEARS, for what reasons have you visited your library? [Check all that apply. If none apply, skip question.]

Answered: 50 Skipped: 2

ANSWER CHOICES	RESPONSES	
Check out items or browse the collections	94.00%	47
Pick up holds	76.00%	38
Read or study	24.00%	12
Get help from staff	18.00%	9
Use a library computer	14.00%	7
Utilize free WiFi access (on my own device)	16.00%	8
Use as an alternative or remote work location	6.00%	3
Use online resources, such as databases	10.00%	5
Use books or materials in a language other than English	0.00%	0
Attend or hold a meeting	18.00%	9
Attend a children's storytime, program or event	36.00%	18
Attend an adult program or event	26.00%	13
Use resources to find a job	0.00%	0
Find tax information and forms	14.00%	7
Hang out or meet with friends	6.00%	3
Other (please specify)	10.00%	5
Total Respondents: 50		

#	OTHER (PLEASE SPECIFY)	DATE
1	research	5/26/2022 12:17 PM
2	Research - microfilm, special connections, inter library loans	4/28/2022 5:37 PM
3	online books	4/4/2022 3:27 PM
4	Print documents	3/19/2022 6:42 PM
5	Research local historical documents in collections like microfilm and artifacts	3/17/2022 3:49 PM

Q6 How do you get information about Library events, services, and resources? [Check all that apply.]

Answered: 49 Skipped: 3

ANSWER CHOICES	RESPONSES	
Library website	61.22%	30
Library social media accounts	63.27%	31
Media sources	12.24%	6
My personal or professional network	6.12%	3
At the library / from librarians	44.90%	22
From community partners (ex., school, workplace, social clubs)	8.16%	4
At community events (ex., festivals)	0.00%	0
Other (please specify):	18.37%	9
Total Respondents: 49		

#	OTHER (PLEASE SPECIFY):	DATE
1	local newspaper	5/21/2022 5:39 PM
2	Buckham Bulletin	5/4/2022 3:25 PM
3	Library newsletter	4/28/2022 5:37 PM
4	3 month paper	4/8/2022 7:32 PM
5	quarterly paper that comes out with all the rec and community events	4/4/2022 3:27 PM
6	Family	3/21/2022 11:08 AM
7	traditional media	3/19/2022 10:22 PM
8	Email	3/19/2022 6:42 PM
9	Emails from the children's library and the buckham bulletin	3/19/2022 5:10 PM

Q7 Please check whether or not you are satisfied with the following aspects of library OPERATIONS:

Answered: 48 Skipped: 4

	VERY DISSATISFIED	SOMEWHAT DISSATISFIED	NEUTRAL OPINION	SOMEWHAT SATISFIED	VERY SATISFIED	DON'T USE / NA	TOTAL
Open Hours	0.00% 0	12.50% 6	6.25% 3	14.58% 7	64.58% 31	2.08% 1	48
Location	0.00% 0	0.00% 0	0.00% 0	6.25% 3	91.67% 44	2.08% 1	48
Parking	0.00% 0	6.25% 3	2.08% 1	27.08% 13	62.50% 30	2.08% 1	48
Staff Helpfulness and Friendliness	4.17% 2	4.17% 2	6.25% 3	14.58% 7	66.67% 32	4.17% 2	48
Meeting Rooms	2.13% 1	6.38% 3	4.26% 2	17.02% 8	19.15% 9	51.06% 24	47
Reading and Study Areas	0.00% 0	8.70% 4	6.52% 3	21.74% 10	23.91% 11	39.13% 18	46
Restrooms	2.08% 1	6.25% 3	12.50% 6	25.00% 12	41.67% 20	12.50% 6	48
Overall Cleanliness	0.00% 0	0.00% 0	6.25% 3	12.50% 6	79.17% 38	2.08% 1	48
Welcoming and Inclusive Space	2.08% 1	10.42% 5	8.33% 4	10.42% 5	62.50% 30	6.25% 3	48
Safety and Security	0.00% 0	0.00% 0	12.77% 6	12.77% 6	70.21% 33	4.26% 2	47
Computers / Tech Resources	0.00% 0	2.13% 1	8.51% 4	12.77% 6	31.91% 15	44.68% 21	47
WiFi	2.17% 1	0.00% 0	10.87% 5	6.52% 3	41.30% 19	39.13% 18	46
Library Website	0.00% 0	8.33% 4	8.33% 4	41.67% 20	35.42% 17	6.25% 3	48
Online Catalog	4.26% 2	4.26% 2	8.51% 4	29.79% 14	44.68% 21	8.51% 4	47

#	PLEASE SHARE ANY ADDITIONAL COMMENTS ON YOUR SATISFACTION WITH THE ABOVE ASPECTS OF THE LIBRARY:	DATE
1	Library has very few programs for adults and really doesn't support the work of adults and their literary needs. I would love to see readings and the area has a number of accomplished poets and writers. It would be great to hear their voices.	5/26/2022 12:22 PM
2	Have served two separate terms on Friends of Library Board and we are currently converting a former front entrance space into a plaza for everything from relaxing/socializing to community events! It has been an adventure and will be wonderful and will have opportunities for expanded uses... This Library has wonderful childrens' programs, and kind helpful staff, including a master gardener, who developed a community garden and a seed-savers exchange!	5/21/2022 5:50 PM
3	You have lots of books missing from major series by best-selling authors. I am also frustrated with the wait time on some of the material on ebook format. 6 months for a single book? Wow.	5/21/2022 12:02 PM

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4	The NPL website is improving, but in past it's been challenging to find the online resources.	4/28/2022 5:41 PM
5	The Wifi is unsecured. While I know this is a public library, a simple password would be some protection.	4/25/2022 12:35 PM
6	More service hours are needed for the libraries I visit	4/19/2022 10:21 AM
7	The library is not a quiet place a lot of times. But soft music would be nice so you don't have to hear people on their phones.	4/8/2022 7:37 PM
8	I would always love more audiobooks available. I would also like to be able to put more on my wait list as they often take a long time to become available. I LOVE the new feature to be able to say I don't want it yet, but not go to the back of the line.	4/6/2022 2:50 PM
9	I'm wondering if we're able to utilize books or other irks from other libraries not in the rice County system.	4/4/2022 3:47 PM
10	When using the Override/Libby book system to listen to books, I feel VERY frustrated when only part of a series is available even though the entire series may have been out for more than 6 years. It's even more frustrating when the book that is missing is the 2nd or 3rd book. I have to purchase these to complete the series. Why isn't someone paying attention to the books that are available in series and making sure that ALL the books are not only available in its entirety, but in order read, too? I would expect that this would be done. Movies available online are far and few between. Most are VERY old or foreign. I would like to see this updated.	4/4/2022 3:34 PM
11	There are frequently books that I look up that aren't available through the library. Maybe they're too new?	4/4/2022 3:25 PM
12	Website and catalog interface could use a refresh. They are definitely usable but could be modernized a bit.	4/4/2022 11:13 AM
13	The library has limited hours, especially for those who aren't able to access the library during the day. Being open on Sunday's and other days (when the Community Center next door is open) would be beneficial for kids and families. I find the majority of the staff extremely prickly. There are rules to be followed and they MUST BE OBEYED! I have noticed the more friendly individuals tend to be quieter and often cower when a senior, and more rigid, supervisor is near. The staff have looked apologetic at times when they couldn't accommodate situations like forgotten library cards, library fines, etc. Though a tax payer and supporter of the library, I have been scolded more than once by the adult librarian about rules, even though another staff person was problem solving. The lack of diverse staff at Faribault library is disheartening. No one speaks any language but English. I don't think a single person of color works there. And why would they? The stories I've heard about the way Latinx and Somali people have been treated in the past, would discourage anyone from even thinking about entering again. Those past experiences have a way of living on in the stories shared in close-knit communities.	3/21/2022 3:50 PM
14	The people are welcoming and friendly. The placement of the 10 commandments outside the building is off putting as is the creche scene in winter.	3/19/2022 5:14 PM
15	This would have to be the feedback to the Faribault Library. I would not give the same response to the Northfield Library.	3/17/2022 3:21 PM

Q8 Please check whether or not you are satisfied with the following aspects of library COLLECTIONS and RESOURCES:

Answered: 48 Skipped: 4

	VERY DISSATISFIED	SOMEWHAT DISSATISFIED	NEUTRAL OPINION	SOMEWHAT SATISFIED	VERY SATISFIED	DON'T KNOW / NA	TOTAL
Books for Adults	2.08% 1	2.08% 1	4.17% 2	29.17% 14	58.33% 28	4.17% 2	48
Books for Teens	2.13% 1	2.13% 1	2.13% 1	10.64% 5	29.79% 14	53.19% 25	47
Books for Children	0.00% 0	2.22% 1	0.00% 0	11.11% 5	48.89% 22	37.78% 17	45
Books on CD	0.00% 0	0.00% 0	4.35% 2	21.74% 10	10.87% 5	63.04% 29	46
Digital/Downloadable Audiobooks	2.17% 1	0.00% 0	4.35% 2	21.74% 10	23.91% 11	47.83% 22	46
Movies	4.17% 2	2.08% 1	10.42% 5	16.67% 8	22.92% 11	43.75% 21	48
Digital Magazines	0.00% 0	0.00% 0	4.44% 2	0.00% 0	2.22% 1	93.33% 42	45
Music	0.00% 0	0.00% 0	6.38% 3	4.26% 2	10.64% 5	78.72% 37	47
eBooks	2.13% 1	2.13% 1	6.38% 3	29.79% 14	12.77% 6	46.81% 22	47
Magazines and Newspapers	0.00% 0	2.08% 1	8.33% 4	10.42% 5	14.58% 7	64.58% 31	48
Inter-Library Loan of Materials	0.00% 0	0.00% 0	4.17% 2	14.58% 7	70.83% 34	10.42% 5	48
Library Databases and Online Resources	2.13% 1	2.13% 1	8.51% 4	6.38% 3	40.43% 19	40.43% 19	47
Large Print Materials	0.00% 0	0.00% 0	4.26% 2	6.38% 3	12.77% 6	76.60% 36	47
Resources in Languages other than English	0.00% 0	2.13% 1	2.13% 1	4.26% 2	0.00% 0	91.49% 43	47

#	PLEASE SHARE ANY ADDITIONAL COMMENTS ON YOUR SATISFACTION WITH THE ABOVE RESOURCES:	DATE
1	I've used inter library loan a lot in the past few years - invaluable. I also highly appreciate Libby / online access to audiobooks.	4/28/2022 5:41 PM
2	Owatonna library needs help with teen book collection development and teen programs	4/19/2022 10:21 AM
3	I enjoy that I can order books so easily from other libraries and use my local library to pick up and drop off.	4/5/2022 2:05 PM
4	See comment in #6.	4/4/2022 3:34 PM
5	The books for teens/young adults seem limiting in their choice of genre. Post-apocalyptic, supernatural/occult-based, and books about teens coming out as GLBTQIA++ or fighting for	3/21/2022 3:50 PM

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other social causes seem to summarize our teens choices these days. It could be the time and culture we are living in or it could be the bias of the person choosing new books to put on shelves (most of which are never read.) Or maybe it's both.

6	The DVD selection is great but most of them skip so much they are not watchable	3/19/2022 6:45 PM
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Q9 Please check whether or not you are satisfied with the following aspects of library PROGRAMS, EVENTS and OUTREACH.

Answered: 48 Skipped: 4

	VERY DISSATISFIED	SOMEWHAT DISSATISFIED	NEUTRAL OPINION	SOMEWHAT SATISFIED	VERY SATISFIED	DON'T KNOW / NA	TOTAL
Children's Storytimes, Programs and Events	2.13% 1	4.26% 2	4.26% 2	21.28% 10	27.66% 13	40.43% 19	47
Tween/Teen Programs and Events	6.38% 3	4.26% 2	0.00% 0	14.89% 7	6.38% 3	68.09% 32	47
Adult Programs and Events	4.26% 2	4.26% 2	6.38% 3	21.28% 10	14.89% 7	48.94% 23	47
Outreach to the Community (activities or services outside of the Library)	6.38% 3	4.26% 2	8.51% 4	19.15% 9	14.89% 7	46.81% 22	47
Promotion and Marketing of Library Services, Programs, and Events	2.13% 1	10.64% 5	6.38% 3	29.79% 14	21.28% 10	29.79% 14	47
Computer and Technology Assistance	0.00% 0	4.17% 2	6.25% 3	10.42% 5	16.67% 8	62.50% 30	48

#	PLEASE SHARE ANY ADDITIONAL COMMENTS ON YOUR SATISFACTION WITH THE ABOVE ACTIVITIES AND SERVICES:	DATE
1	I love my library and think they do a good job on these fronts! I primarily frequent NPL, but CFPL is also one that I visit and appreciate; I get to Faribault from time to time, but am typically less aware of their programming, etc.	4/28/2022 5:41 PM
2	Owatonna library needs help with teen book collection development and teen programs Lacking in non English materials	4/19/2022 10:21 AM
3	There are not many adult options other then the same ones	4/8/2022 7:37 PM
4	The library has done a fantastic job of incorporating creative arts and technology over the last few years - a 3D printer, a maker space upstairs, ukulele club, etc. All of these add vibrancy and make the library relevant! Unfortunately, the children's and youth programs are the same as they have been for the last 15 years. The children's librarian seems unwilling to try new things or partner with other organizations that could help build bridges to diverse families and/or schools. Homeschool families are probably the most engaged? And white families with children 0-5. The library used to offer homework help and it was wildly popular with Somali teens, but as you can imagine, "undesirable behavior" (loud talking, gathering and general developmentally appropriate tomfoolery) ended up shutting it down.	3/21/2022 3:50 PM
5	Doing children's story hour virtually was necessary during the past couple years but please give some thought to how to return to live events using distancing, requiring masks, having them outdoors, or using other options	3/21/2022 11:16 AM

Q10 Please indicate which of the following library services are currently important to you and/or members of your family. [Check as many as apply.]

Answered: 48 Skipped: 4

ANSWER CHOICES	RESPONSES	
Book Collection	89.58%	43
Magazines and Newspapers	27.08%	13
Movies	33.33%	16
Music	12.50%	6
eBooks	43.75%	21
Books on CD	18.75%	9
Digital/Downloadable Audiobooks	50.00%	24
Large Print Materials	8.33%	4
Children's Storytimes, Programs and Events	35.42%	17
Tween or Teen Programs and Events	16.67%	8
Adult Programs and Events	33.33%	16
Meeting Rooms	12.50%	6
Reading and Study Areas	18.75%	9
Access to Computers and Related Technology	12.50%	6
Computer Classes or Assistance	10.42%	5
Basic Bilingual Computer Skills	2.08%	1
WiFi	27.08%	13
Emerging Technologies	14.58%	7
Employment Resources	2.08%	1
Reference Librarians	20.83%	10
Other (please specify):	8.33%	4
Total Respondents: 48		

#	OTHER (PLEASE SPECIFY):	DATE
1	DVD of movies and TV shows/series	5/2/2022 9:56 PM
2	Special collections	4/28/2022 5:42 PM
3	knowledgeable staff that are friendly	4/19/2022 10:22 AM
4	Printing	3/19/2022 6:50 PM

Q11 Please indicate which of the following Library services you expect to be important to you and/or your family in five years. [Check as many as apply.]

Answered: 48 Skipped: 4

ANSWER CHOICES	RESPONSES	
Book Collection	87.50%	42
Magazines and Newspapers	33.33%	16
Movies	37.50%	18
Music	16.67%	8
eBooks	66.67%	32
Audiobooks (on Physical Media)	25.00%	12
Digital/Downloadable Audiobooks	58.33%	28
Downloadable or Streaming Movies	58.33%	28
Downloadable or Streaming Music	45.83%	22
Large Print Materials	16.67%	8
Children's Storytimes, Programs or Events	25.00%	12
Tween or Teen Programs or Events	29.17%	14
Adult Programs or Events	47.92%	23
Meeting Rooms	12.50%	6
Reading and Study Areas	22.92%	11
Access to Computers and Related Technology	12.50%	6
Computer Classes or Assistance	12.50%	6
Basic Bilingual Computer Skills	0.00%	0
WiFi	22.92%	11
Emerging Technologies	29.17%	14
Employment Resources	8.33%	4
Reference Librarians	22.92%	11
Total Respondents: 48		

Q12 How would you like to see the library's collections (print, digital, or both) expanded or otherwise changed?

Answered: 25 Skipped: 27

#	RESPONSES	DATE
1	Continue to purchase print materials.	5/26/2022 12:27 PM
2	continue staying up-to-date with acquiring new print and digital materials, keeping up with technology	5/21/2022 5:57 PM
3	Have more best-selling fiction in science fiction and fantasy genres.	5/21/2022 12:07 PM
4	I love that the library has materials for everyone from all walks of life. Diversity is important to me.	5/4/2022 3:33 PM
5	More current selection of DVD of movies and TV/network shows. Longer checkout times for DVD's that include multiple disc or much longer play time than 120 minutes.	5/2/2022 10:01 PM
6	I'm pretty satisfied with them in their current form - seems like there's the right amount of new/upcoming publications and classics.	4/28/2022 5:46 PM
7	I think there is a good mix of everything	4/27/2022 3:22 PM
8	more titles and the ability to request	4/25/2022 12:37 PM
9	Newer release materials and those from indie and small presses.	4/22/2022 11:44 PM
10	Quicker access to newly released novels (in book format)	4/20/2022 12:26 PM
11	Both expanded	4/18/2022 2:38 PM
12	Expand digital	4/5/2022 2:08 PM
13	Have more full book collections be completed not just have some of it like the first volume and third and none of the others.	4/5/2022 9:51 AM
14	More digital and able to request more	4/4/2022 4:52 PM
15	See #6	4/4/2022 3:38 PM
16	I would like to see more options for ebooks. I often have to wait months for an ebook.	4/4/2022 3:28 PM
17	More licenses to books with 3-6 month waits.	4/4/2022 1:09 PM
18	More downloadable or streaming digital materials	4/4/2022 11:58 AM
19	I appreciate that our library has a collection that includes many diverse authors/subjects. I hope that continues.	4/4/2022 11:19 AM
20	I would love to have more audiobooks (downloadable) and ebooks as that is my primary usage currently.	4/4/2022 10:54 AM
21	See comments about the young adult section.	3/21/2022 3:55 PM
22	Inter-library loans are great!	3/21/2022 11:23 AM
23	Easier access to audiobooks.	3/19/2022 10:34 PM
24	Movies to stream since DVDs skip	3/19/2022 6:52 PM
25	I feel like our audiobook selection is pretty limited. I'm searching for available now audiobooks and sometimes have a hard time finding something that I'm interested in. I'm so very curious what is going to happen with our outdoor space.	3/19/2022 5:17 PM

Q13 What about your local library would you like to make sure is kept or maintained in the future?

Answered: 28 Skipped: 24

#	RESPONSES	DATE
1	Again, focus on print materials.	5/26/2022 12:27 PM
2	"real" books forever!	5/21/2022 5:57 PM
3	Keep what you have for books, don't get rid of them unless we can get a digital/ebook instead.	5/21/2022 12:07 PM
4	The historical site and the use of it.	5/13/2022 12:18 AM
5	Qualified and friendly staff	5/4/2022 3:33 PM
6	Hours of operation until 8pm.	5/2/2022 10:01 PM
7	I would love to see historical resources retained, but I understand that there may be a shift away from that. As an amateur genealogist/historian, various classes still advise us to check out local libraries and museums for special in-person research, and it would be sad to lose those collections.	4/28/2022 5:46 PM
8	print books, large print books, programs, computers, wifi	4/27/2022 3:22 PM
9	The awesome and helpful librarians.	4/26/2022 8:14 PM
10	physical books	4/25/2022 12:37 PM
11	SELCO membership	4/22/2022 11:44 PM
12	the excellent staff - especially Paula, Julie, Allyn, Lisa	4/20/2022 12:26 PM
13	Libraries need to boost their staff levels and retain knowledgeable and friendly staff.	4/19/2022 10:26 AM
14	Outdoor space.	4/18/2022 2:38 PM
15	Inter library loans. I use this frequently and am able to find most any book that I want to borrow. ALSO, digital lending is important to our family.	4/7/2022 7:32 AM
16	To have it	4/5/2022 2:08 PM
17	Reading/study areas	4/5/2022 9:51 AM
18	Hoopla and Libby I use daily. It is how we meet my sons read aloud minutes for school.	4/5/2022 9:30 AM
19	More events for children of all ages	4/4/2022 4:52 PM
20	See #6	4/4/2022 3:38 PM
21	The library request system is fabulous. Thank you!	4/4/2022 1:09 PM
22	Inter-loaning from different libraries. The garden. Love the hummingbird.	4/4/2022 12:32 PM
23	All library staff - they are great!	4/4/2022 11:58 AM
24	Children's programming is excellent and the children's area is very well-organized and welcoming. I hope that continues.	4/4/2022 11:19 AM
25	The friendliness and helpfulness of the librarians, the in print collection of actual books, the safety of having someplace to meet, study, or take a class.	4/4/2022 10:54 AM
26	Having dedicated space for teens and children to grow in their literacy is paramount. They also need a community resource where they can access computers, wifi, and friendly assistance.	3/21/2022 3:55 PM
27	The great Hall, the historic fashion of the building including historical paint colors.	3/19/2022 10:34 PM

Q14 Think about your local library's physical space. Are the size, location, and spatial layout well suited to your needs and use habits? Why or why not?

Answered: 23 Skipped: 29

#	RESPONSES	DATE
1	Yes. The building is beautiful.	5/26/2022 12:27 PM
2	YES	5/21/2022 5:57 PM
3	The bottom shelves are really low for a person who has physical limitations of the back, knees or just had surgery.	5/21/2022 12:07 PM
4	Location is very central and the size makes it welcoming for everyone. The layout works for where everything is placed and still gives a cozy quiet place to come and visit many new stories.	5/13/2022 12:18 AM
5	I like that the library has areas for children and families and areas for adults.	5/4/2022 3:33 PM
6	Yes, I like NPL's layout, especially compared with the pre-remodel version. CFPL is small, but very open and straightforward. I like FPL's layout, too, though it sometimes takes me a moment to find the right entrance door!	4/28/2022 5:46 PM
7	yes. wide aisles, plenty of seating, good lighting	4/27/2022 3:22 PM
8	Yes	4/26/2022 8:14 PM
9	it needs more quiet areas	4/25/2022 12:37 PM
10	Yes	4/22/2022 11:44 PM
11	Yes	4/18/2022 2:38 PM
12	Our library is beautiful.	4/7/2022 7:32 AM
13	Most of the time, could maybe use a couple of more seats that are more private for people that need a little more quite space.	4/5/2022 9:51 AM
14	I use mostly digital/downloadable services	4/4/2022 3:38 PM
15	It's adequate. I miss the original library where things were less open. I don't expect children to be really quiet in the library, but with how open it is, the sound really travels.	4/4/2022 3:28 PM
16	Good location, enough space	4/4/2022 11:58 AM
17	I think there could be more secluded meeting/reading spots, especially on the adult side. There isn't much space to spread out or have privacy. Especially with Covid, it would be nice to have more space.	4/4/2022 11:19 AM
18	It seems plenty big for most of its events and programs. But it's not so big as to feel imposing. It feels like an inviting space.	4/4/2022 10:54 AM
19	Yes, I've never thought otherwise. Some corners are sort of hidden. The future is quite sparse, perhaps more seating areas to invite folks to stay longer would help with the welcoming environment.	3/21/2022 3:55 PM
20	Regarding the exterior of the building, I do not feel it is appropriate for the 10 Commandments to be posted outside of a public building.	3/19/2022 10:34 PM
21	More welcoming at entrance	3/19/2022 10:26 PM
22	The 10 commandments monument needs to be removed. A Christian statue has no place at a city owned, public library. This serves to alienate people of different religions and people who are not religious.	3/19/2022 6:52 PM

23	I know it was just redone but I think it still looks old. Probably the color scheme.	3/19/2022 5:17 PM
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Q15 How else could your satisfaction with library services or resources be increased? [Feel free to repeat or expand on closed-ended answers provided earlier in this survey.]

Answered: 17 Skipped: 35

#	RESPONSES	DATE
1	I never feel that it is a welcoming environment. Staff seems aloof and out of touch with the community.	5/26/2022 12:27 PM
2	I am a senior citizen so everything meets my needs just as they are now.	5/21/2022 5:57 PM
3	My other answers apply.	5/21/2022 12:07 PM
4	A more inviting area for the teens and more defined places for after school tutors.	5/13/2022 12:18 AM
5	Not sure - I'm pretty pleased with them!	4/28/2022 5:46 PM
6	Very satisfied right now.	4/26/2022 8:14 PM
7	I wish library hours could be expanded to 5:30 instead of 5:00pm	4/20/2022 12:26 PM
8	Curb the current trend of minimizing contact with staff with self check out machines. Staff are more friendly than a machine, can give feedback and news about events or upcoming titles. Self check out machines are also slow	4/19/2022 10:26 AM
9	More completed book collections and a couple more seats that are more private/quiet	4/5/2022 9:51 AM
10	I'd like to be able to borrow more than 4 books from Hoopla a month.	4/5/2022 9:30 AM
11	See number 6. Be better at having COMPLETE book series for downloadable audiobooks and ebooks. Go back over your inventory and fix what's missing by adding the books that should already be there. In the future, prevent that from happening.	4/4/2022 3:38 PM
12	I love your library and the people who work there! We are lucky to have it in our community.	4/4/2022 3:28 PM
13	Expand digital materials	4/4/2022 11:58 AM
14	I would love to see more adult programs at our library and more marketing done around those programs. Book clubs would be great, more readers advisory services, specialized displays. Also, programs to bridge the teen to adult group. Something to keep them invested in the library and engaged in programming.	4/4/2022 11:19 AM
15	More digital content is always welcomed. As a college student, being able to load an audiobook or ebook onto my device allows me the freedom to check out a book whenever I have the time (which isn't much). If I could only get library materials by physically going to the library, I probably would not be able to utilize the library as much as I would like right now. Digital content is simply a convenient way to continue to utilize my beloved local library. :)	4/4/2022 10:54 AM
16	Being greeted would help immensely, but I understand people probably aren't paid all that much and maybe don't have much to smile about. Perhaps supporting staff's mental health needs would improve their customer service or at least ensuring they are well compensated for their work.	3/21/2022 3:55 PM
17	The 10 commandment monument is not appropriate for library grounds and neither is the nativity scene that is displayed in December. These represent one major religion and do not represent or include non-Christians.	3/21/2022 11:23 AM

Q16 What do you value about your community? As you see it, what are the chief strengths of the community?

Answered: 23 Skipped: 29

#	RESPONSES	DATE
1	The community has a number of strengths. People are eager to get involved. They understand the role of a library as a source of information. Faribault has a public high school, an academy for the blind and deaf, a private boarding school, an alternative learning center, a community college.	5/26/2022 12:36 PM
2	diversity, despite slow acceptance by some; abundant support services, including health care, especially for low income families	5/21/2022 6:10 PM
3	Being social, with kindness and respect for the values and beliefs of everyone.	5/21/2022 12:12 PM
4	The groups who work and volunteer time to bring new and exciting events to the city.	5/13/2022 12:25 AM
5	I value the diversity in our community.	5/4/2022 3:35 PM
6	Connectedness, care for others and environment, education and awareness (NPL); small-town familiarity, supporting each other, community spirit (CFPL, FPL, whose communities I frequent but am less familiar with as an outsider).	4/28/2022 6:00 PM
7	We have a diverse community	4/27/2022 3:23 PM
8	I believe there is a genuine desire among most people to offer opportunities for growth and development for all.	4/26/2022 8:18 PM
9	The diversity	4/25/2022 12:38 PM
10	Diversity, growing interest in the arts (music, visual and performing)	4/20/2022 12:28 PM
11	Downtown. Buckham Center. Park system. Paradise Center for Arts. .	4/18/2022 2:42 PM
12	The community tries to have a variety of activities. The lib has continued the holiday events and the manger which the community as I know it appreciates it. And enjoys.	4/8/2022 7:40 PM
13	Growing	4/5/2022 2:08 PM
14	When a tragedy hits everyone comes together	4/5/2022 9:56 AM
15	na	4/4/2022 3:38 PM
16	The diversity. We also have a lot of families who have been here for generations.	4/4/2022 3:29 PM
17	Diversity and willing to learn	4/4/2022 11:59 AM
18	I love that our community is diverse. I think our community has made strides in the last several years to strengthen the downtown area and create a sense of a "hometown" community.	4/4/2022 11:22 AM
19	Variety of cultures coming together.	4/4/2022 10:56 AM
20	People are authentic and generally friendly. The library is an asset to be sure.	3/21/2022 3:58 PM
21	diversity - work ethic - preservation of stories and structure from history	3/19/2022 10:28 PM
22	The library is a great asset but the children's programming needs to be improved and expanded. Especially for elementary and middle school ages.	3/19/2022 6:53 PM
23	The amazing access to trails and outdoor fun!	3/19/2022 5:18 PM

Q17 What do you see as the most acute weaknesses, or under-met needs, in your community?

Answered: 19 Skipped: 33

#	RESPONSES	DATE
1	The under-met needs of the community are how we deal with the range of economic demands. A library can help the community with this problem.	5/26/2022 12:36 PM
2	for years, there have been attempts to re-vitalize the downtown, but community leaders do not seem willing or able to "think outside the box", that includes the school board. Both groups continue to try the same fixes.	5/21/2022 6:10 PM
3	Immigrants not knowing what to expect or how to function well within an already well established community. We all need to know what to expect from each other and have an idea of what is expected of us.	5/21/2022 12:12 PM
4	Owatonna has many strengths at the moment and seeing them in action is always a pleasure.	5/13/2022 12:25 AM
5	Faribault is challenged with poverty and inequities for members of minority populations.	5/4/2022 3:35 PM
6	For all three places, I often wonder if everyone is aware of the various available resources, through the libraries and elsewhere. Hard to say what the most pressing needs are - I would guess they're at least slightly different in each place. Maybe more collaboration to raise awareness of various resources/support available in local areas? Accessibility might be an issue, too, in various ways - language, time, income, transportation.	4/28/2022 6:00 PM
7	We are too focused on our differences rather than what we have in common.	4/26/2022 8:18 PM
8	Lack of community outreach for people of color. Lack of solid administrative support for non-emergency services. Lack of programs for teens.	4/19/2022 10:28 AM
9	Understanding our differences.	4/18/2022 2:42 PM
10	To many to write.	4/8/2022 7:40 PM
11	People from different cultures dont try to understand eachother most of the time	4/5/2022 9:56 AM
12	na	4/4/2022 3:38 PM
13	We have a lot of low income people. Faribault also has a lot of close minded people. It's terrible the way so many in this community treat immigrants and refugees. We all do better when we all do better.	4/4/2022 3:29 PM
14	Close mindedness	4/4/2022 11:59 AM
15	With diversity, I think there is a lot of prejudice and close-mindedness still happening. We need to find ways to come together as a community and make it a safe space for all.	4/4/2022 11:22 AM
16	More advertising of community education. I feel like sometimes I don't hear about a community ed class that I or a member of my family would like to attend until after the registration window has closed. I don't know what else could be done to advertise, unfortunately.	4/4/2022 10:56 AM
17	Silos. Territorialism. Tribalism. Among leaders especially. This shows up between school systems, non-profits, businesses and ideologically opposed groups. The inability to share credit and collaborate.	3/21/2022 3:58 PM
18	poverty levels, institutions meeting the needs of multilingual residents - full inclusion - leadership development	3/19/2022 10:28 PM
19	Developing a sense that all belong.	3/19/2022 5:18 PM

Q18 What is your age group?

Answered: 43 Skipped: 9

ANSWER CHOICES	RESPONSES	
19 or under	0.00%	0
20 - 29	4.65%	2
30 - 39	16.28%	7
40 - 49	39.53%	17
50 - 59	6.98%	3
60 - 69	20.93%	9
70 or over	11.63%	5
TOTAL		43

Q19 What is your gender?

Answered: 42 Skipped: 10

ANSWER CHOICES	RESPONSES	
Male	14.29%	6
Female	85.71%	36
Transgender / Nonbinary / Other	0.00%	0
TOTAL	42	

Q20 Which race/ethnicity best describes you? (Please choose only one.)

Answered: 41 Skipped: 11

ANSWER CHOICES	RESPONSES	
American Indian or Alaskan Native	0.00%	0
Asian American / Pacific Islander	2.44%	1
Black/African American	0.00%	0
Hispanic/Latinx	0.00%	0
White	95.12%	39
Multiple races/ethnicities	2.44%	1
Other (please specify)	0.00%	0
TOTAL		41

#	OTHER (PLEASE SPECIFY)	DATE
	There are no responses.	

Q21 How many children age 17 or younger live in your household?

Answered: 42 Skipped: 10

ANSWER CHOICES	RESPONSES	
None	52.38%	22
1	11.90%	5
2	16.67%	7
3	16.67%	7
4 or more	2.38%	1
TOTAL		42

Q22 What is the highest level of education you have completed?

Answered: 42 Skipped: 10

ANSWER CHOICES	RESPONSES	
Some elementary school	0.00%	0
Some middle school	0.00%	0
Some high school	0.00%	0
High school or GED graduate	7.14%	3
Vocational/technical school	11.90%	5
Some college	16.67%	7
Associates degree	11.90%	5
College degree	21.43%	9
Graduate/professional degree	30.95%	13
TOTAL		42

Q23 How would you describe yourself? [Check all that apply.]

Answered: 41 Skipped: 11

ANSWER CHOICES	RESPONSES	
Employed full-time	56.10%	23
Employed part-time	12.20%	5
Self-employed	7.32%	3
At home parent	7.32%	3
Retired	26.83%	11
Unemployed or looking for work	2.44%	1
Full-time student	4.88%	2
Part-time student	0.00%	0
Parent	21.95%	9
Grandparent	7.32%	3
Caregiver	7.32%	3
Total Respondents: 41		

#	OTHER (PLEASE SPECIFY)	DATE
1	Less active in the community than I used to be but still concerned and somewhat involved	5/21/2022 6:12 PM
2	Disabled	4/4/2022 3:39 PM
3	Army Veteran	4/4/2022 10:57 AM



MOBILE HOTSPOT LENDING POLICY

In fulfilling its desire to provide the Faribault community with access to information and educational resources, Buckham Memorial Library circulates mobile Wi-Fi hotspots. This policy establishes how and under what circumstances patrons may borrow and use the Library's mobile Wi-Fi hotspots. By checking out a mobile Wi-Fi hotspot, the patron agrees to adhere to the following policy.

In order to borrow a hotspot, patrons must:

- be 18 years of age or older
- ~~be a resident of the city of Faribault~~
- have a valid library card in good standing

The loan period for checking out a hotspot is 7 days. Hotspots are not eligible for renewal ~~or request~~. Overdue hotspots will be deactivated. ~~In order for other patrons to have an opportunity to check out a hotspot, there is a two-day waiting period before patrons returning a hotspot may check out another hotspot if there is one available. Hotspots not returned on the due date will be considered lost and the borrower will be charged the replacement cost of \$50.~~ The first time a hotspot is returned late, the patron's hotspot borrowing privileges will be suspended for 1 week. The second time a patron returns a hotspot late, the patron's hotspot borrowing privileges will be revoked. A \$50 replacement fee will be charged for lost and damaged hotspots.

Hotspots are to be returned to the Circulation Desk inside the library, not the outside book drop.

Any attempt to alter data or the configuration of library hotspots is strictly prohibited and may be considered an act of vandalism and subject to full replacement cost of \$50. The library reserves the right to refuse service to patrons who abuse equipment. ~~or who are repeatedly late in returning electronic devices.~~

Checkout of a hotspot is limited to one per household at any given time. ~~Patrons may not request a hotspot while they or a member of their household is currently borrowing a hotspot.~~

The patron borrowing the hotspot assumes responsibility for its ethical and legal use. Buckham Memorial Library is not responsible for information accessed using a hotspot or for personal information shared over the Internet. Hotspot users are encouraged to use safe and responsible Internet practices. Using the hotspot for illegal activity or to access any online content determined to be illegal or obscene according to federal, state, or municipal law, or by local community standards, will result in revocation of hotspot borrowing privileges and potentially criminal prosecution.

Parents and guardians are responsible for providing guidance and monitoring their children's use of all Library resources and facilities, including the Internet via library hotspots. When using the Internet at the Library, state and federal law prohibits minors from accessing materials considered to be "harmful to minors". The law also prohibits minors from disclosing, using, or

disseminating personal information about themselves without written authorization of their parent or legal guardian.

Hotspot internet service is provided by T-Mobile. Users understand that when accessing the Internet through loaned hotspots, they are accessing the internet through T-Mobile's network and not Buckham Memorial Library's network. Use of the loaned hotspot is also subject to T-Mobile's Terms and Conditions, which are available at: www.t-mobile.com/responsibility/legal/terms-and-conditions

No guarantee can be made that the borrower will be able to make a wireless connection. Service area, network availability, coverage and quality may vary based on a number of factors, including network capacity, terrain, weather, and the devices being used. Outages and interruptions in service may occur, and speed of service varies. Devices also have varying speed capabilities and may connect to different networks depending on technology. Even within coverage areas and with broadband-capable devices, network changes, traffic volume, outages, technical limitations, signal strength, obstructions, weather, public safety needs, and other conditions may impact speeds and service availability.

Borrowers may contact the library's Information Desk (507-334-2089) for assistance with the library hotspots. The library is not able to assist with any connection problems that are due to the settings of patron devices or the status of the T-Mobile network.

The patron borrowing the hotspot assumes responsibility for the physical condition of the equipment on loan, as well as any and all issues or damages resulting from use of the hotspot kit. Hotspots must be kept in a temperature-controlled environment (not left in vehicles or in extreme temperatures). The patron borrowing the hotspot agrees to return it (as well as the case, USB cord, and power adapter) in the same condition in which they were checked out.

Adopted by the Library Advisory Board, June 2021



To the Library Advisory Board:

My name is Faith Jameson. I am a Junior at Minnesota State University Mankato and a proud graduate of Faribault High School. Having grown up in this community, I can attest to the unique challenges faced by many LGBTQ+ youth in this area. The harrowing journey from youth to adolescence and eventual adulthood is further complicated by the lack of LGBTQ+ resources and support.

I created Kaleidoscope to meet this need. **Kaleidoscope is a weekly LGBTQ+ group designed for and by young people in Rice County.** Kaleidoscope incorporates art, conversation, education, and support for both LGBTQ+ members and allies, and aims to provide all young people with the tools they need to learn, grow, and embrace their identities in a positive way.

Kaleidoscope was able to meet at the Buckham Memorial Library last year and it was the perfect location. Students, guests, and myself very much enjoyed the welcoming environment the library contributed to Kaleidoscope. **Would the library be open to hosting Kaleidoscope again?**

Kaleidoscope meets on Thursdays from 3:30pm-5:30pm, following the Faribault Public School calendar (no meetings on school holidays, breaks, snow days, etc.) This year, our first meeting will be Thursday, September 8th and we will end on June 8th.

Buckham Memorial Library has always been my dream location for Kaleidoscope. As the stalwart champion for inclusion, community, knowledge, and growth, I can think of no better place to host our little group. Thank you for considering this request and helping to support our local young people.

Sincerely,

Faith Jameson
Founder and Director of Kaleidoscope

Kaleidoscope Dates

September: 8th, 15th, 22nd, 28th

October: 6th, 13th, 27th

November: 3rd, 10th, 17th

December: 1st, 8th

January: 12th, 19th, 26th

February: 2nd, 9th, 16th, 23rd

March: 2nd, 9th, 16th, 23rd

April: 6th, 13th, 20th, 27th

May: 11th, 18th, 25th

June: 8th