

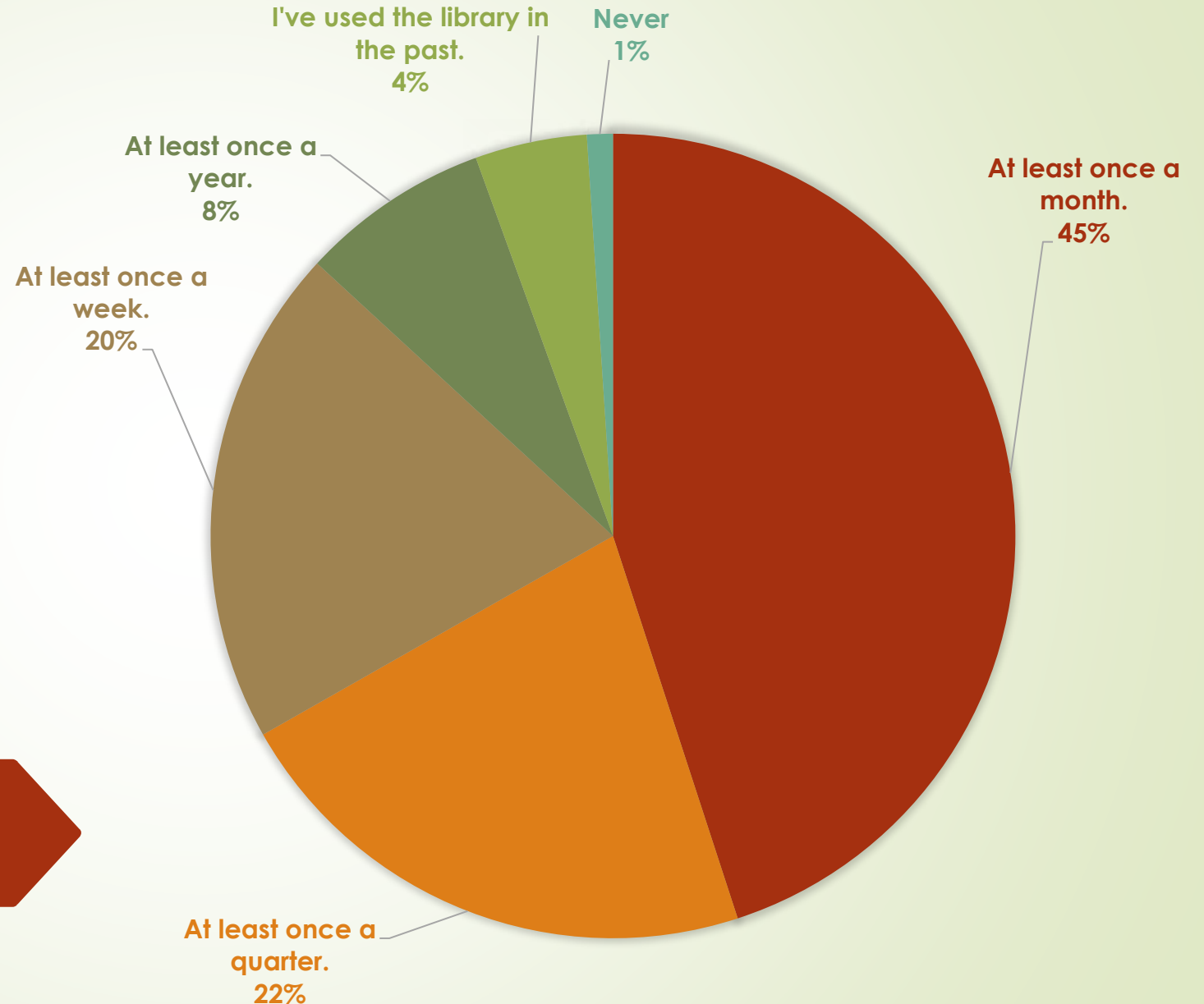
# Patron Survey Responses\*

Placitas Community Library  
2024 Strategic Planning

*\*The following are a sample of the culmination of all responses.*

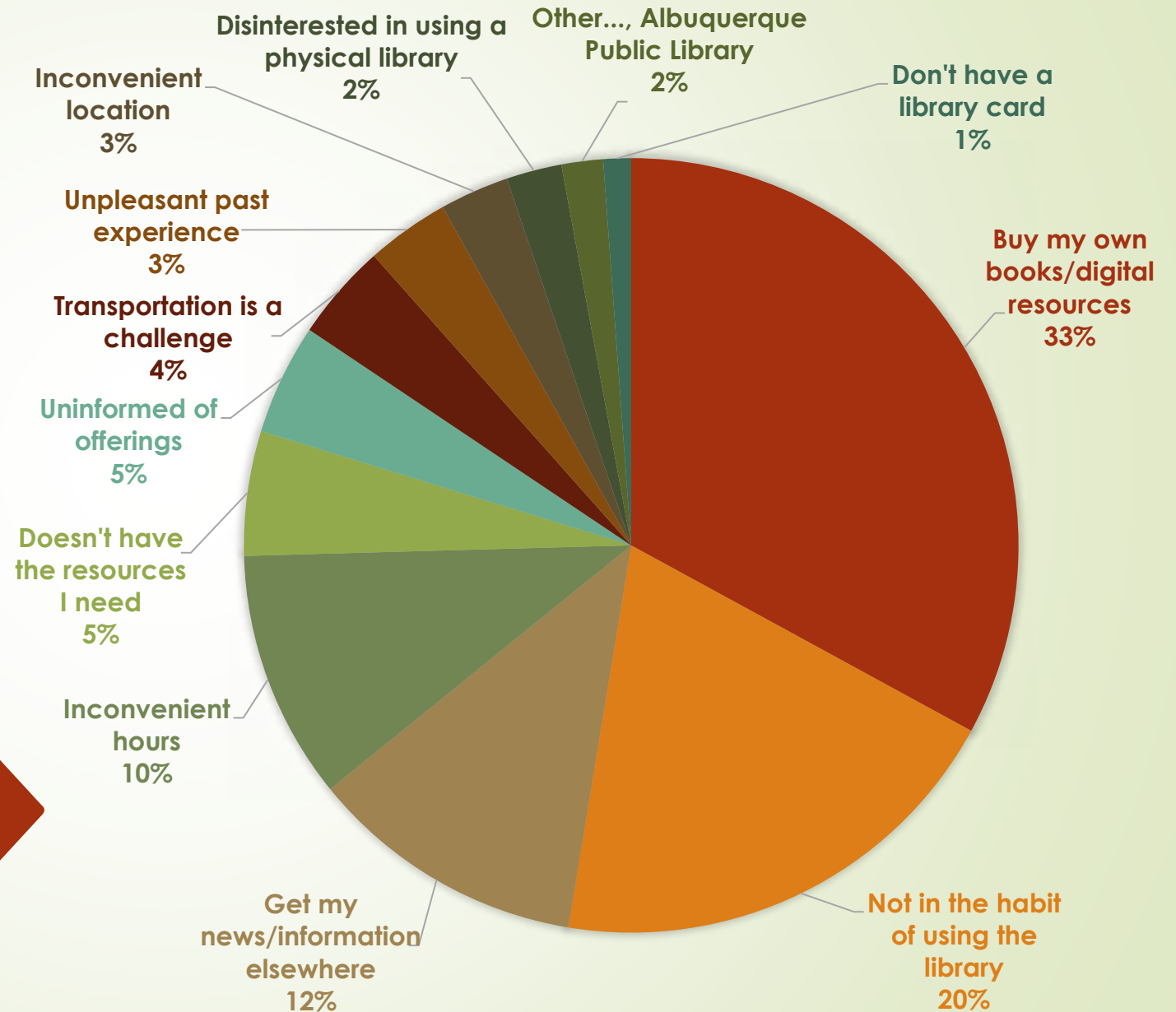
# 1. How often do you usually use the Placitas Community Library?

N=289 respondents



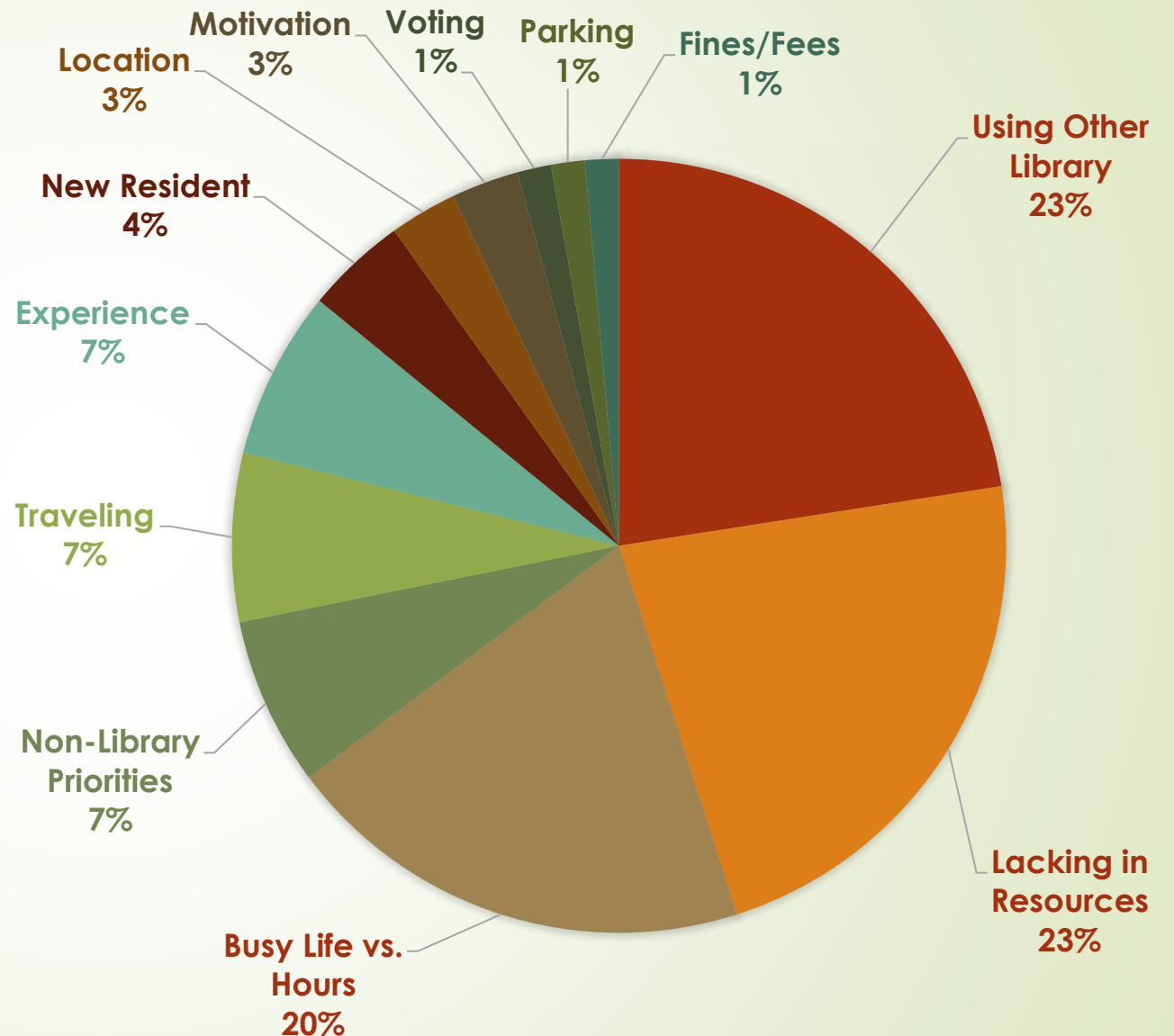
2. If you do not currently use the Placitas Community Library or do not use it as much as you'd like to, what reasons prevent you from using it?

N=173 of 244 unique responses



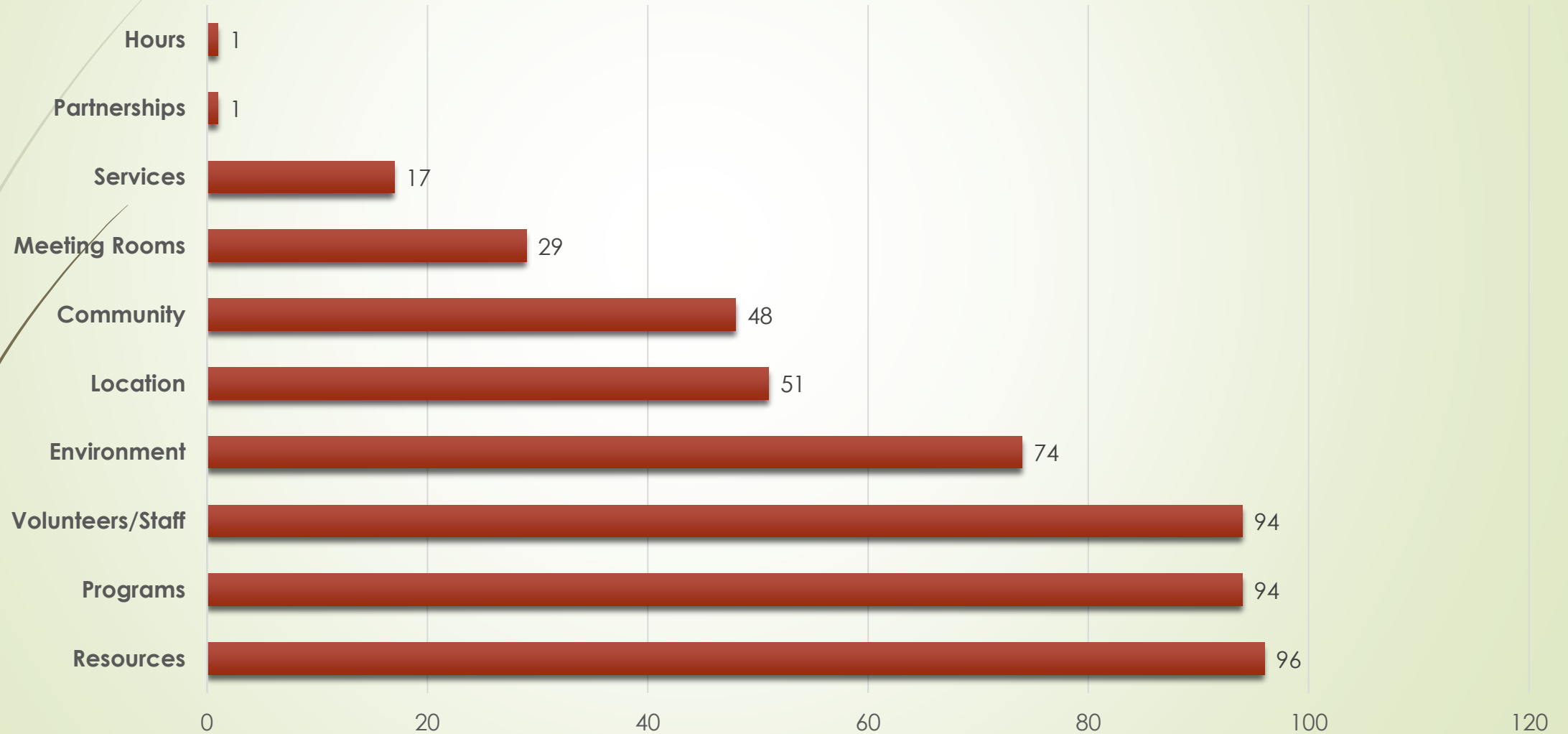
2. If you do not currently use the Placitas Community Library or do not use it as much as you'd like to, what reasons prevent you from using it?  
[Other comments]

N=71 of 244 responses



### 3. What do you most like about our Placitas Community Library?

#### AFFINITIES



# 3. What do you most like about our Placitas Community Library?

## Resources

- *Library Collection:* The library offers a wide selection of books, including new releases, local and regional titles, and diverse materials like eBooks, audiobooks, and DVDs. Patrons appreciate the curated collection, which aligns with their interests and often includes hard-to-find titles.
- *Online Access:* The ability to reserve books online and access digital materials through services like Libby is highly valued, providing convenience and expanding the library's reach.
- *Specialized Offerings:* The library supports unique community needs, including a seed bank, book club resources, and affordable used book sales, making it a versatile resource beyond traditional offerings.

## Programs/Events

- *Community Engagement:* The library hosts a diverse range of programs and events that cater to all ages, including educational programs, art exhibits, and local events. These activities are seen as central to the library's role as a community hub.
- *Cultural Enrichment:* Programs featuring local artists, authors, and speakers are particularly appreciated, contributing to the cultural vibrancy of the community. The library's role in supporting local traditions and events, such as holiday charity opportunities, is also highlighted.

# 3. What do you most like about our Placitas Community Library?

## **Location**

- **Convenience:** The library's location is praised for its accessibility, being close to home for many patrons and situated within the community, reducing the need for long commutes.

## **Volunteers/Staff**

- **Friendly and Helpful Staff:** The staff and volunteers are consistently described as friendly, helpful, and knowledgeable, creating a welcoming atmosphere that enhances the overall library experience.
- **Community-Centric:** The dedication of staff and volunteers to meet the community's needs is recognized, with specific praise for their involvement in organizing events and providing excellent service.

## **Environment**

- **Welcoming Atmosphere:** The library is valued as a clean, safe, and inviting space, with a cozy and friendly atmosphere that makes it a comfortable place to visit.
- **Beautiful Setting:** The library's architecture, landscaping, and art exhibits contribute to a visually appealing environment, with specific mention of the labyrinth and gardens as unique features.

# 3. What do you most like about our Placitas Community Library?

## **Community**

- **Community Hub:** The library is seen as a central gathering place, fostering a strong sense of community. It serves as a venue for meetings, events, and informal social interactions, helping to build connections among residents.
- **Support for Local Artists:** The library's role in supporting local artists and hosting community-driven events is appreciated, reinforcing its position as a vital cultural and social institution.

## **Meeting Rooms**

- **Versatile Meeting Spaces:** The availability of meeting rooms is highlighted as a key resource for local organizations and groups, making the library a preferred location for various gatherings and events.

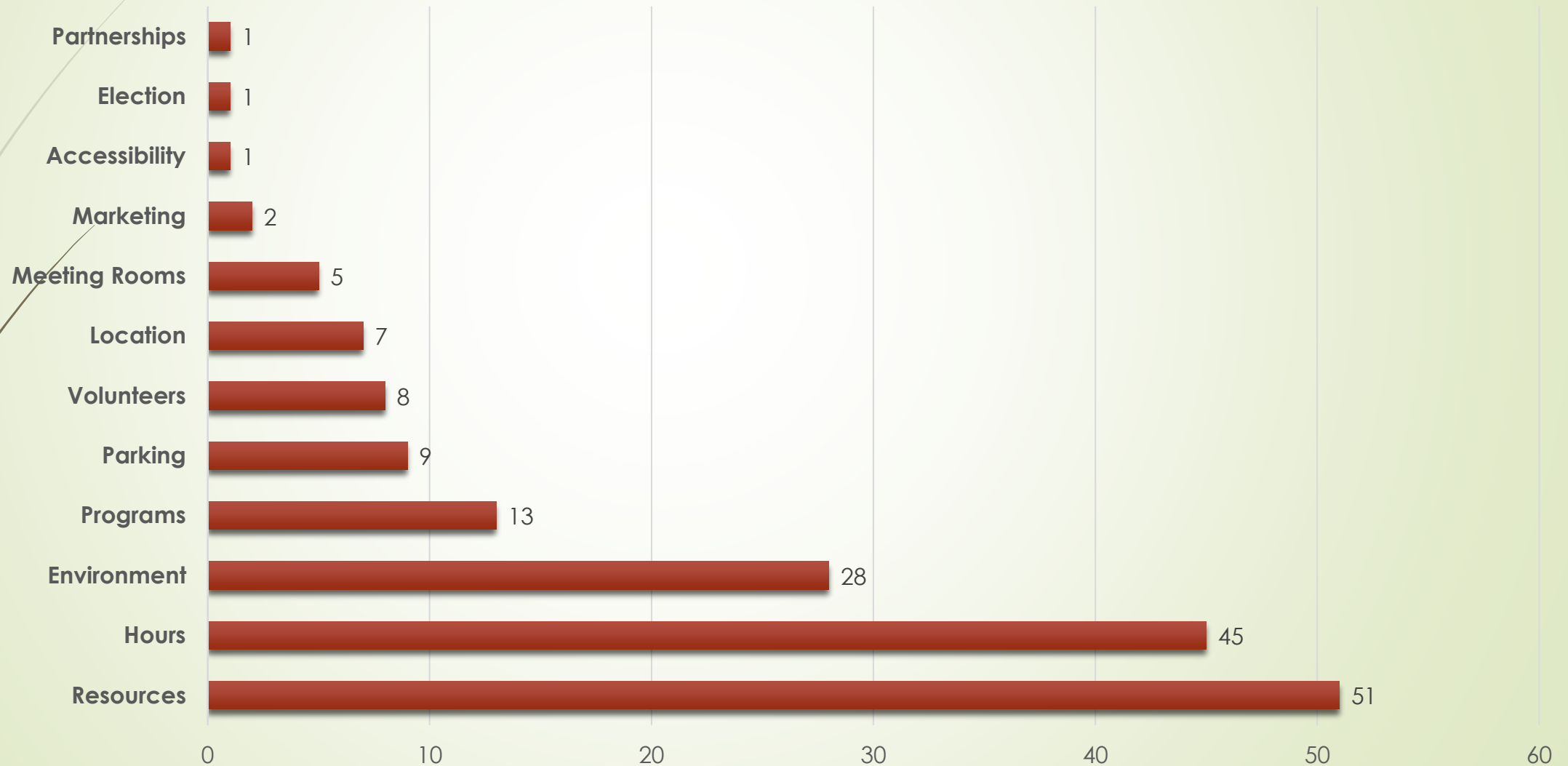
## **Services**

- **Practical Services:** The library offers a range of practical services, including computer and printer access, voting location, and museum passes, which are seen as valuable community resources.
- **Unique Offerings:** The garden seed program and other specialized services like book sales and copier use are appreciated by patrons, adding to the library's appeal.



# 4. What do you least like about our Placitas Community Library?

## LEAST LIKE



## 4. What do you least like about our Placitas Community Library?

### **Accessibility:**

- Difficult for handicapped patrons to access the library.

### **Voting Election Disruptions:**

- Voting machines disrupt programs and art exhibits in the Gracie Lee Community Room.

### **Hours of Operation:**

- Limited hours, not open every day, and inconsistent schedules are frustrating.
- Programs often scheduled during inconvenient times for working adults and families.

### **Library Environment:**

- Cleanliness issues, including dusty areas, smudged glass doors, and smelly restrooms.
- Noise levels: too noisy in the main room, while the kiddy room is quiet.
- Concerns about the atmosphere becoming more rigid and formal.
- Space constraints: not enough seating, small children's area, and inadequate infrastructure.
- Meeting room disruptions and unpleasant furniture in the breezeway.

### **Location:**

- The library's distance from some patrons' homes is a deterrent.

## 4. What do you least like about our Placitas Community Library?

### **Marketing and Communication:**

- Insufficient communication about events, meetings, and programs.
- Lack of effective use of social media and newsletters.

### **Partnerships:**

- Perceived lack of collaboration with other community organizations.

### **Meeting Rooms:**

- The largest meeting room is too small for some events.
- Inadequate small meeting rooms and kitchenette facilities.

### **Parking:**

- Gravel parking lot poses safety issues, and there's a lack of shaded and ample parking during events.

### **Programs:**

- Desire for more diverse and frequent programs, especially for young children, teens, and intergenerational activities.
- Concerns about political slant in programs.



## 4. What do you least like about our Placitas Community Library?

### **Resources:**

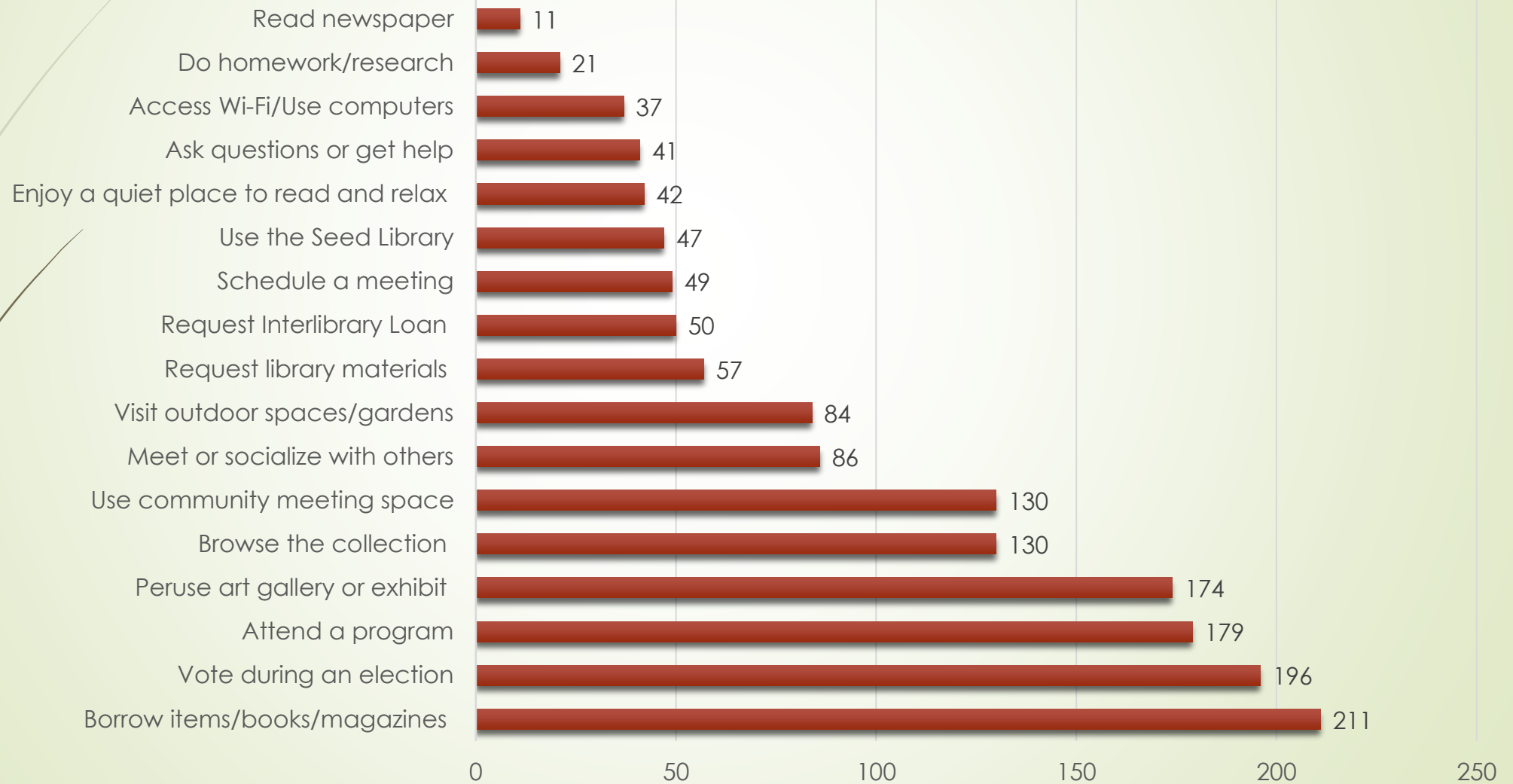
- Limited selection of books, especially bestsellers and classics.
- Insufficient eBooks, audiobooks, and movies.
- Lack of inter-library loan options and issues with resource accessibility.
- Politically biased children's books.

### **Volunteers:**

- Some volunteers lack training and exhibit unfriendly or cliquish behavior.

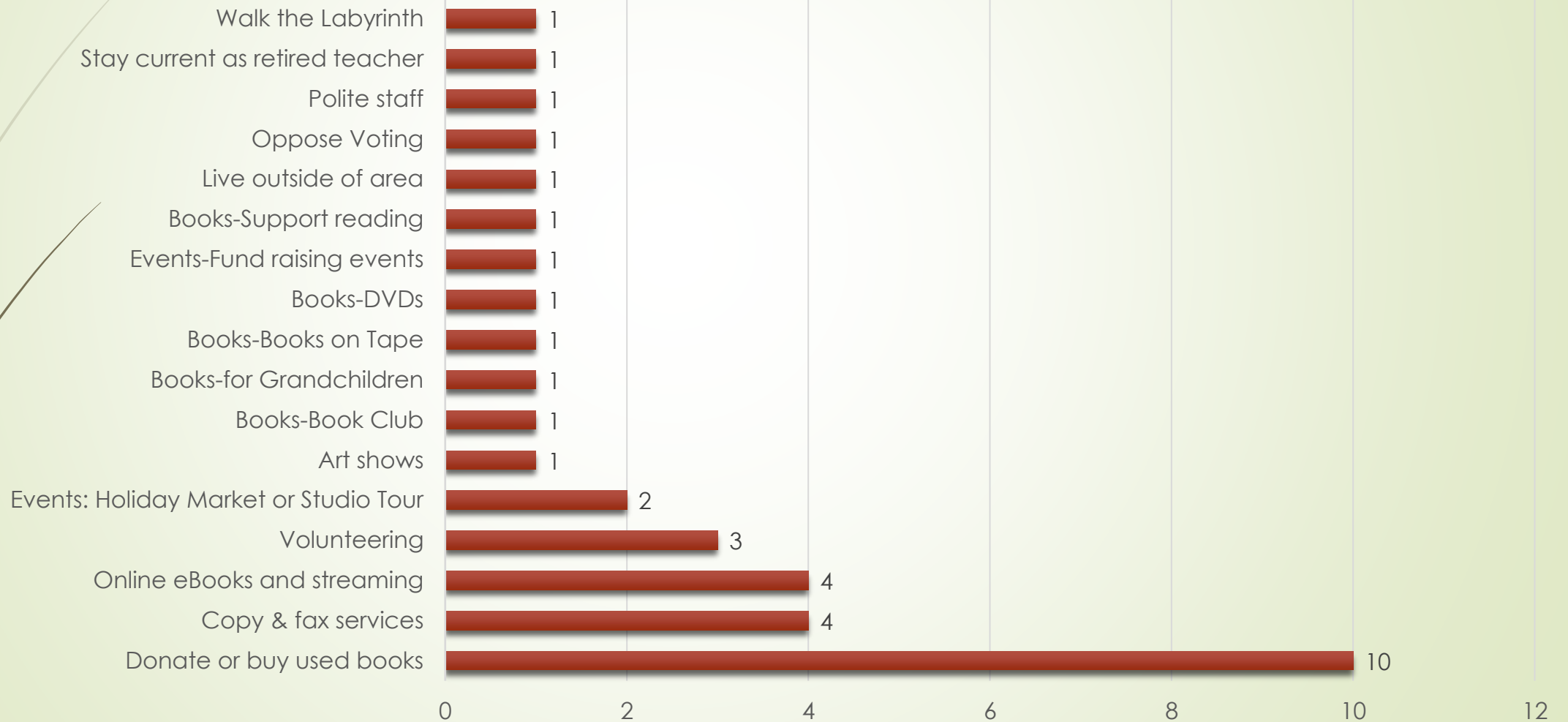
# 5. Why do you use the Placitas Community Library?

## LIBRARY USE



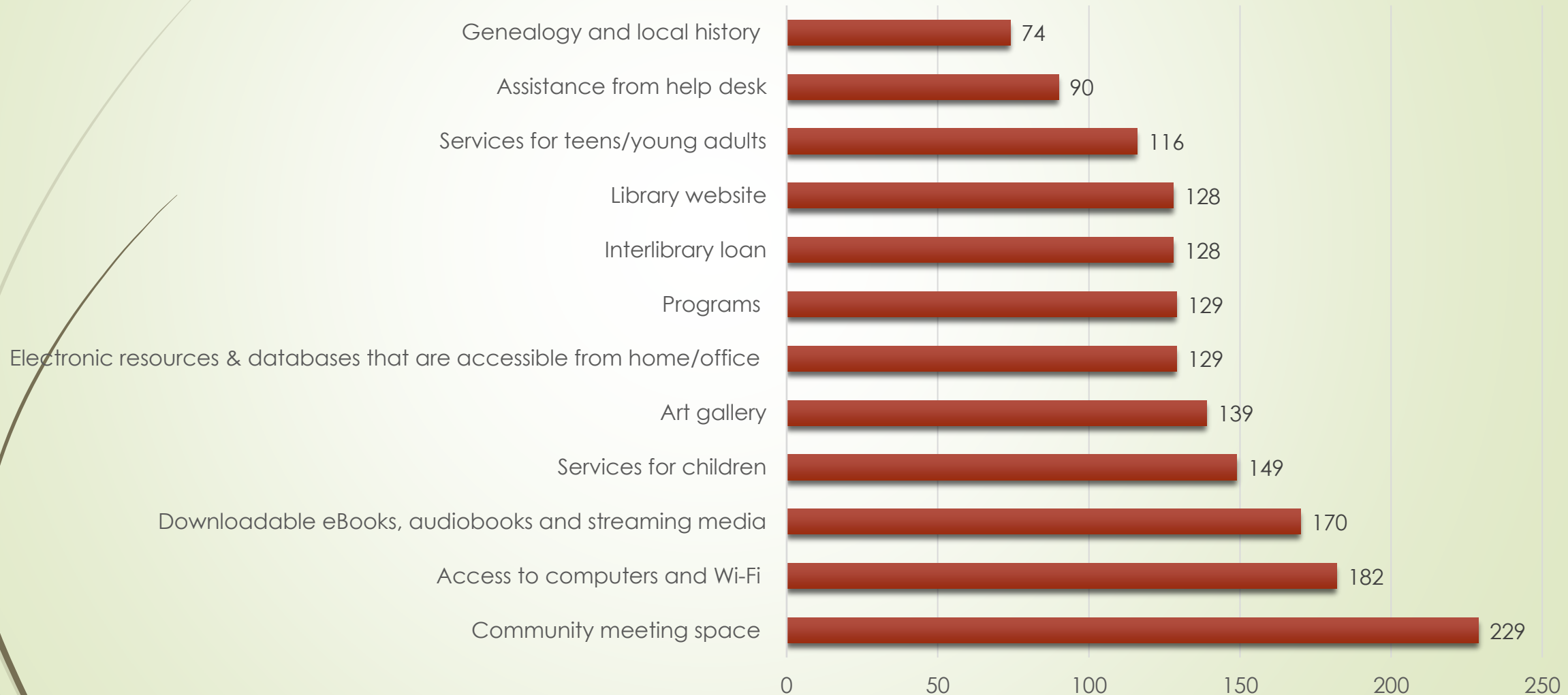
# 5. Why do you use the Placitas Community Library?

## OTHER RESPONSES



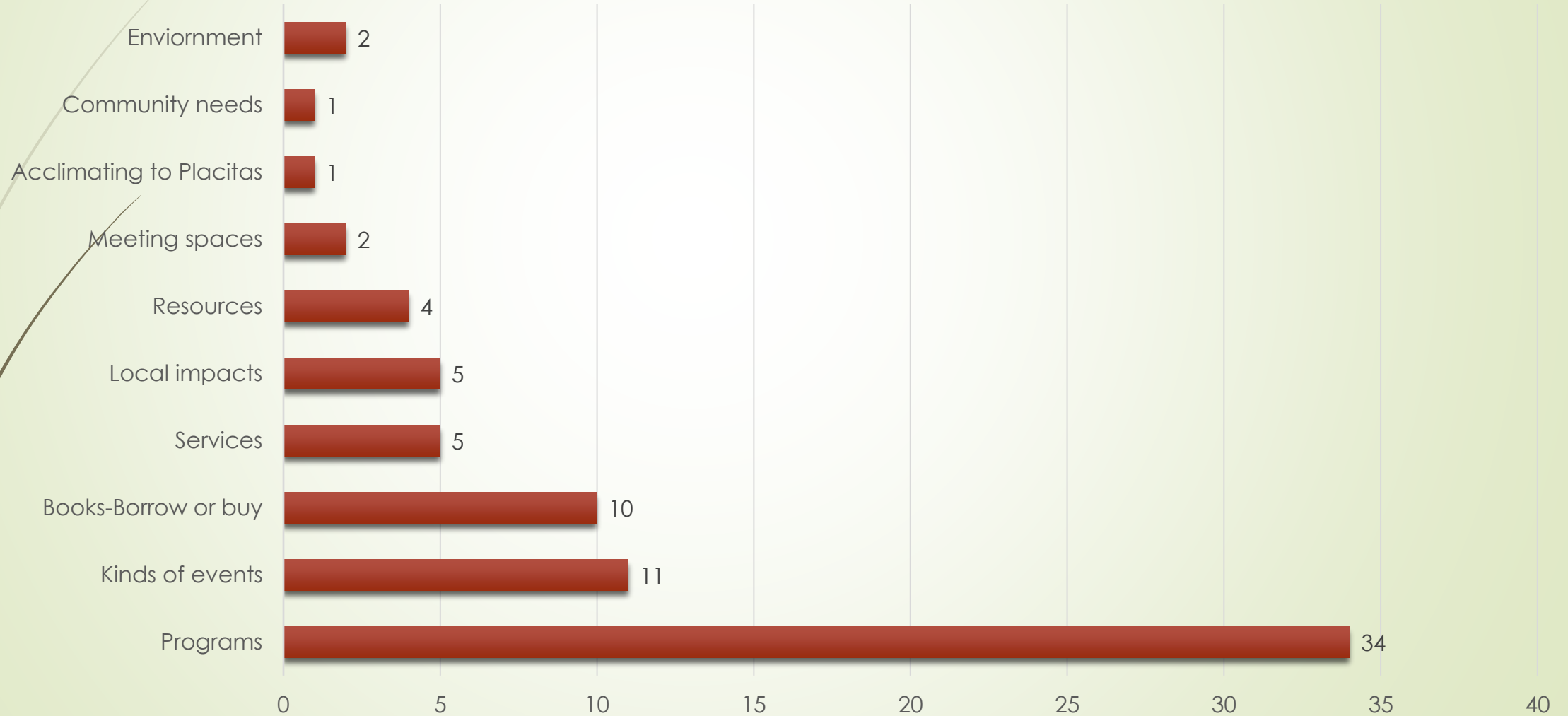
# 6. Which services do you believe are most important for the Placitas Community Library to offer?

## IMPORTANT SERVICES



# 6. Which services do you believe are most important for the Placitas Community Library to offer?

## OTHER COMMENTS





## 6. Which services do you believe are most important for the Placitas Community Library to offer?

### **Acclimating to Placitas:**

- Series on practical topics for new residents, such as local flora, roof maintenance, and dealing with wildlife.

### **General Services:**

- Emphasis on the importance of a wide range of services to meet diverse community needs.

### **Books:**

- Strong focus on borrowing and buying books, with a desire for a larger collection of both books and movies.

### **Community Engagement:**

- Library as a central hub for the community, fostering connections and supporting growth.

### **Environment:**

- Desire for a quiet space to read, with suggestions for offering beverages at a nominal fee.

## 6. Which services do you believe are most important for the Placitas Community Library to offer?

### **Events:**

- Interest in a wide variety of events, from author talks and community projects to lectures on unique and sometimes unconventional topics.
- Emphasis on the need for events that are not widely covered in mainstream media and those that reflect local history and culture.

### **Programs:**

- Strong appreciation for a variety of programs, particularly those related to local history, science, STEM/STEAM, and children's activities.
- Requests for more programs tailored to teens, including STEM and STEAM.
- Interest in naturalism, bird and plant identification, and local geology.
- Positive feedback on existing programs and a desire for more offerings in these areas.

### **Resources:**

- Importance of printer access and health-related programs.
- Appreciation for unique resources like telescopes for star and planet observation.

## 6. Which services do you believe are most important for the Placitas Community Library to offer?

### **Local Impact:**

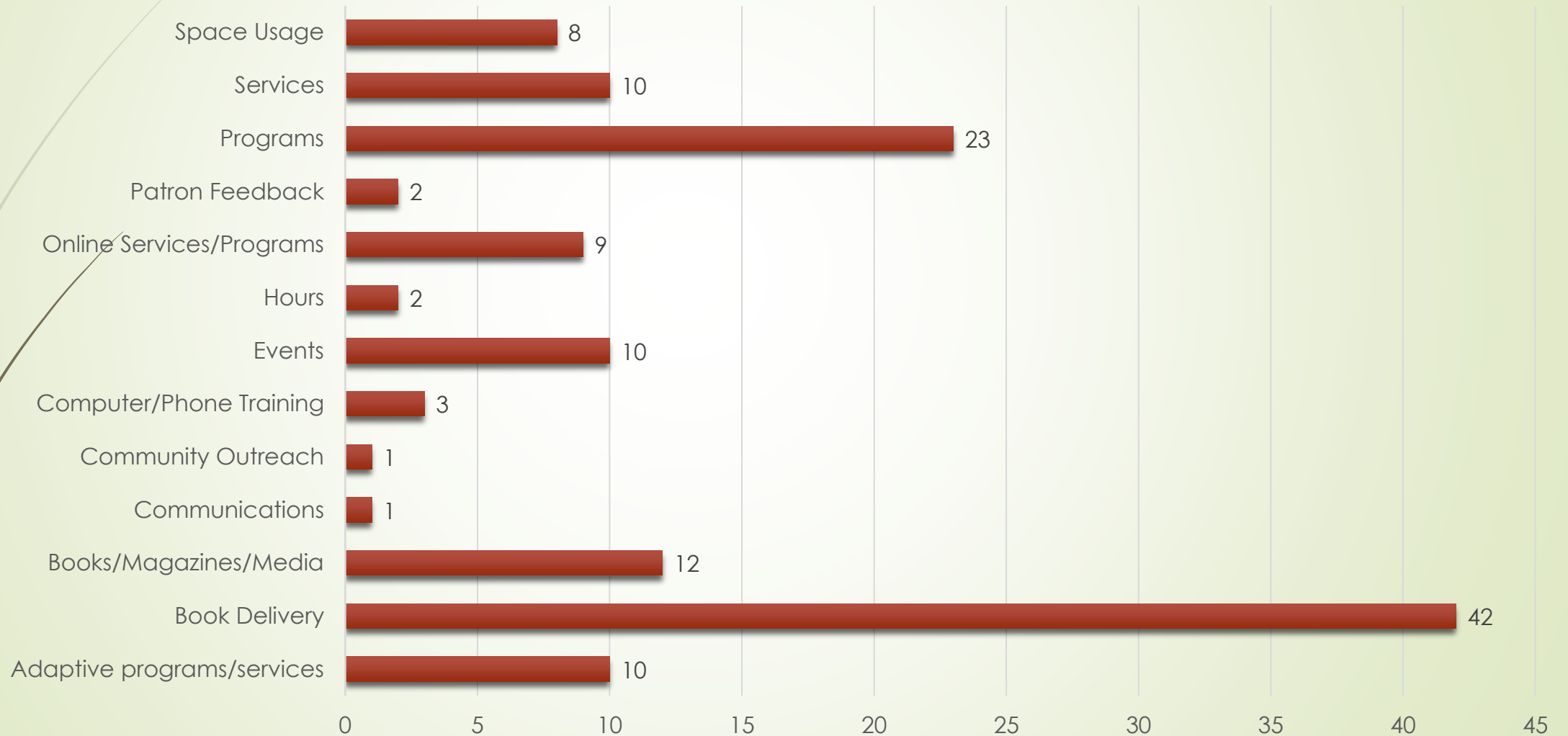
- Valued programs that connect with local authors, artists, and professionals.
- Interest in the library's role in community-focused activities, such as the potential upcoming burn in the US Forest Service area.

### **Meeting Spaces:**

- Importance of meeting spaces and the ability to reserve rooms for various community activities.

# 7. What new services would you most like to see the Placitas Community Library offer?

## NEW SERVICES REQUESTED



# 7. What new services would you most like to see the Placitas Community Library offer?

## **Adaptive Programs/Services:**

- Services for visually impaired and other individuals with disabilities, including adaptive programs to assist with daily challenges.

## **Book Delivery and Accessibility:**

- Interest in book delivery services, including bookmobile, curbside pickup, and delivery to schools or specific community areas like Placitas Village.

## **Books/Magazines/Media:**

- Desire for a larger collection of physical books, including newly-published books, audiobooks, large print books, and an LGBTQ section.
- Suggestions for more movies (including Blu-ray), magazines, and separate sections for specific genres like mysteries.

## **Computer/Phone Training:**

- Classes on smartphone usage, basic computer skills, and technology that improves quality of life (e.g., telemedicine, home security).
- Interest in helping residents utilize technology more effectively.

# 7. What new services would you most like to see the Placitas Community Library offer?

## **Events:**

- Expanded community meetings, senior outreach (including morning coffee and dominoes), special movie nights, and artist-in-residence programs.
- Suggestions for more educational talks, art shows, and guest speakers on various topics.

## **Communications:**

- Regular email updates on available library services for the community.

## **Community Outreach:**

- Outreach services for homebound individuals, including book delivery and assistance with accessing library services online.

## **Hours:**

- Extended library hours, particularly on weekends and evenings, to accommodate more working and family patrons.

## **Online Services/Programs:**

- Expanded online resources and downloadable content, including eBooks, audiobooks, and online learning options.
- Interest in live and recorded online programs that can engage homebound or handicapped individuals.

# 7. What new services would you most like to see the Placitas Community Library offer?

## **Patron Feedback and Needs Assessment:**


- Desire for the library to continuously evaluate and meet the needs of the community, addressing concerns like the perceived redundancy of a library in the digital age.

## **Programs:**

- Expanded adult programming on nature, gardening, astronomy, geology, evolving consciousness, and dreamwork.
- Interest in a variety of workshops, including "How-to" workshops, foreign language classes, and maker series (e.g., using 3D printers or power tools).
- Desire for more STEM and STEAM programs, particularly for children and teens.
- Suggestions for author book-reading events, book clubs, and collaborative programs with local schools.
- Interest in lending non-book items (e.g., tools, craft equipment) and hosting concerts.

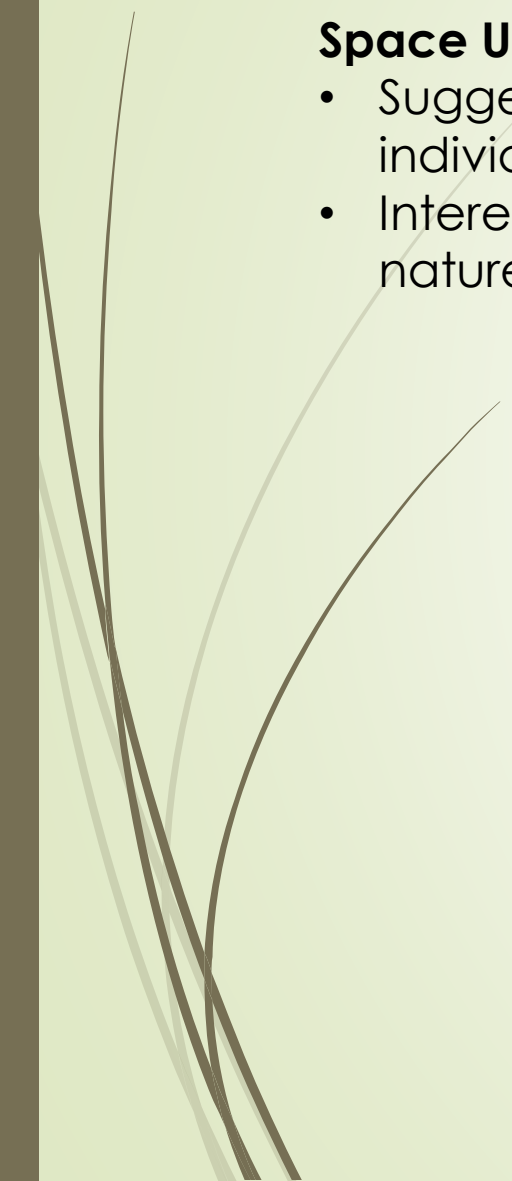
## **Services:**

- Requests for a Public Notary, pro bono law clinics, and book drop-off locations throughout the community.
- Ideas for an onsite coffee shop, tool lending, and mentoring programs for teens.



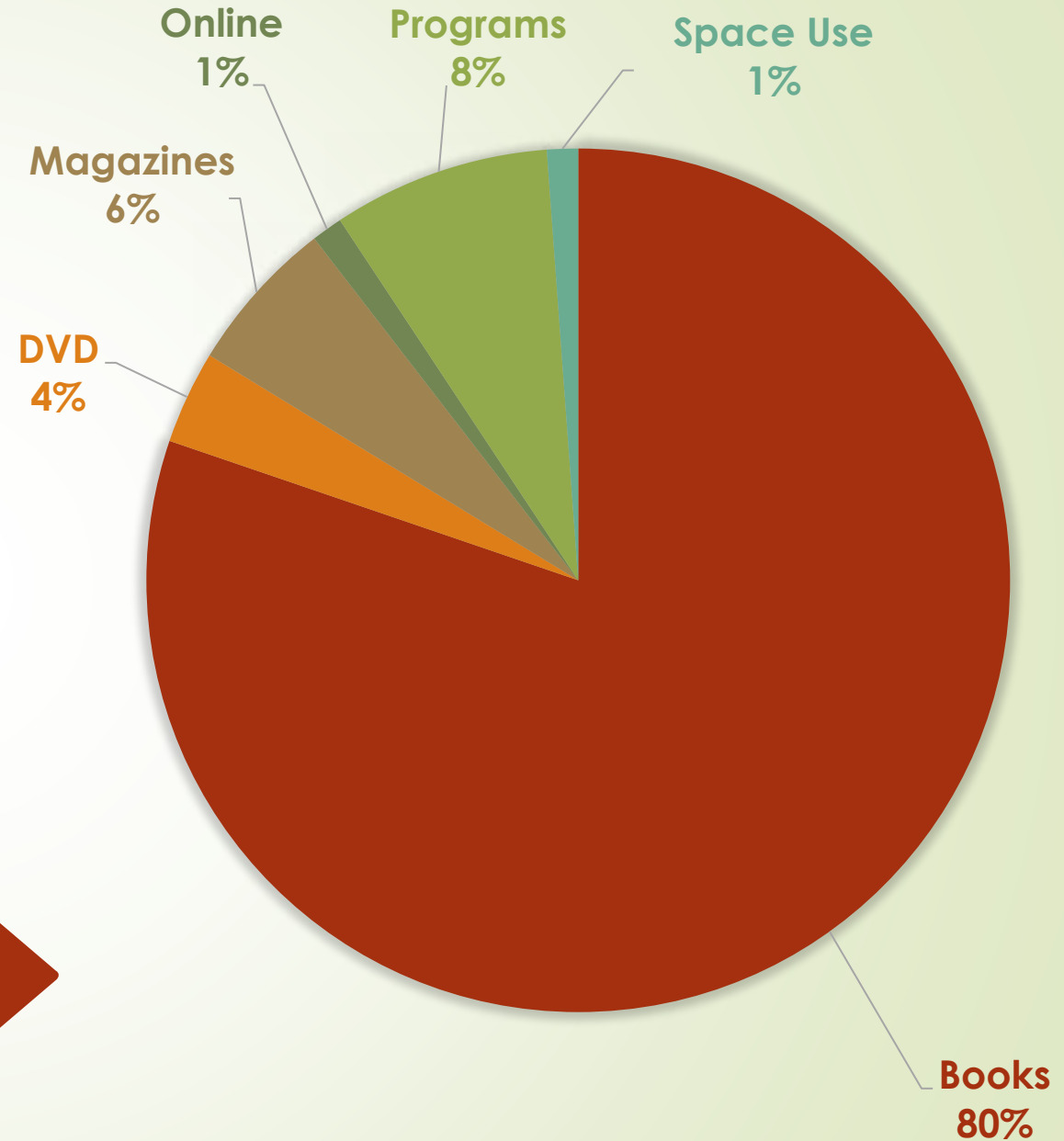
## 7. What new services would you most like to see the Placitas Community Library offer?


### **Space Usage:**

- Suggestions for more meeting space, indoor quiet study areas, and accessible entrances for individuals with disabilities.
  - Interest in a Makerspace for carpentry or artisans, more outdoor space (e.g., playground, nature trail, outdoor amphitheater), and enhanced signage along Hwy 165.
- 



8. Are there parts of the Placitas Community Library's collection that you would like to see expanded? What new collection suggestions do you have?





8. Are there parts of the Placitas Community Library's collection that you would like to see expanded? What new collection suggestions do you have?


**Books:**

• **Authors & Genres:**

- Add more large print books, speculative fiction, science fiction, fantasy, poetry, and Christian fiction, newly released and bestsellers.
- Desire for diverse selections, including cultural literature by Hispanic, Native, Jewish, and African authors, as well as works by local New Mexico authors.
- Maintain a diverse selection of classics and award-winning books (e.g., Booker Prize, Pulitzer).
- More books on history, particularly local New Mexico history, indigenous cultures, and Southwest history.
- Obtain more materials for homeschool children resources
- Obtain parenting books, teen/YA books, graphic novels.
- Obtain guides on cooking, travel, local hikes, gardening, and woodworking.

• **Series:**

- Preference for complete series collections, particularly in mystery genres, to ensure chronological reading of ongoing characters' stories.



8. Are there parts of the Placitas Community Library's collection that you would like to see expanded? What new collection suggestions do you have?

- **DVDs:**

- Requests for more DVDs, including newer movie releases.

- **Magazines:**

- Desire for a broader range of print magazines and journals, including environmental magazines, the Sunday Albuquerque Journal, and others like Orion and Emergence Magazine.


- **Online:**

- Interest in expanding the selection of fiction eBooks, audiobooks, and streaming services like Kanopy.
- Specific mention of improving access to SciFi audiobooks, young adult eBooks, and better availability on Libby.

**Space Use:**

- **Children's Spaces:**

- Suggestions for a play area and exploration garden for children.



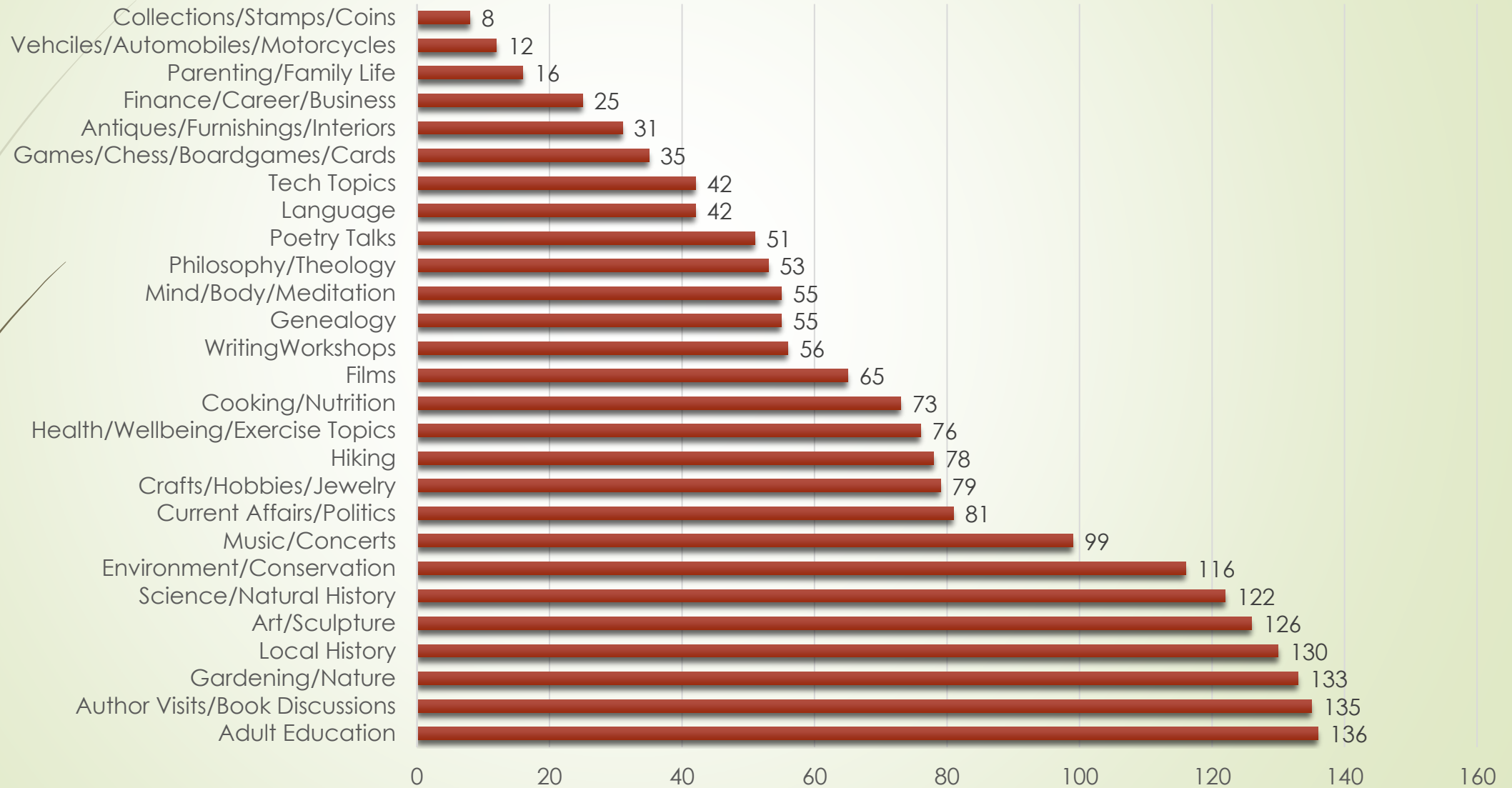
8. Are there parts of the Placitas Community Library's collection that you would like to see expanded? What new collection suggestions do you have?

**Programs:**

- **Art & Music:**
  - Enjoyment of local artist displays and suggestions for more concert series featuring local music.
- **Children & Teens:**
  - Requests for more children's programming, expansion of YA collections and events, and more science and STEM-related programs.
- **Technology:**
  - Interest in programs that teach technology, including computer and smartphone "how-to" sessions.

# 9. What program topics interest you most?

## Program Topics



# 9. What program topics interest you most?

**Local and General History:** Interest in local history, including the Manhattan Project, and author talks related to significant historical events.

**Children's Events:** Focus on expanding and enriching children's programming and events.

**Science and Nature:** Interest in topics such as fishing in New Mexico, weather patterns, geology, night sky viewing, and astronomy.

**Arts and Crafts:** Desire for art techniques, craft demonstrations, and tutorials.

**Games and Hobbies:** Enthusiasm for activities like speed chess and jigsaw puzzles.

**Technology and Senior Support:** Need for assistance with technology, Medicare enrollment, healthcare options, and senior income tax services.

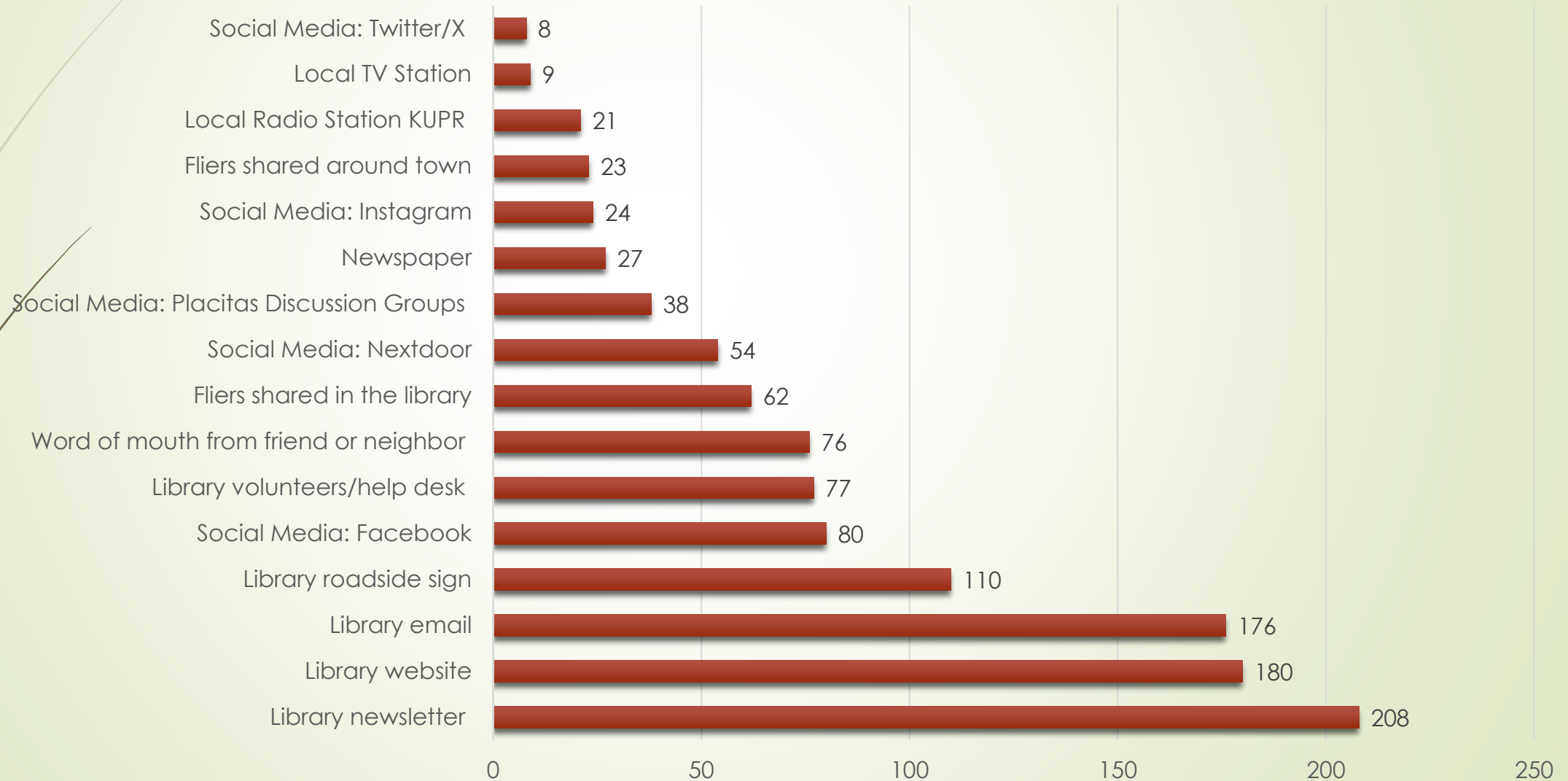
**Literature:** Preference for spy/thriller books and a broad range of audiobooks, with a specific interest in fantasy.

**Spiritual and Paranormal Interests:** Interest in UFOs, paranormal phenomena, ancient cultures, Vedic astrology, oracle cards, and monology workshops.

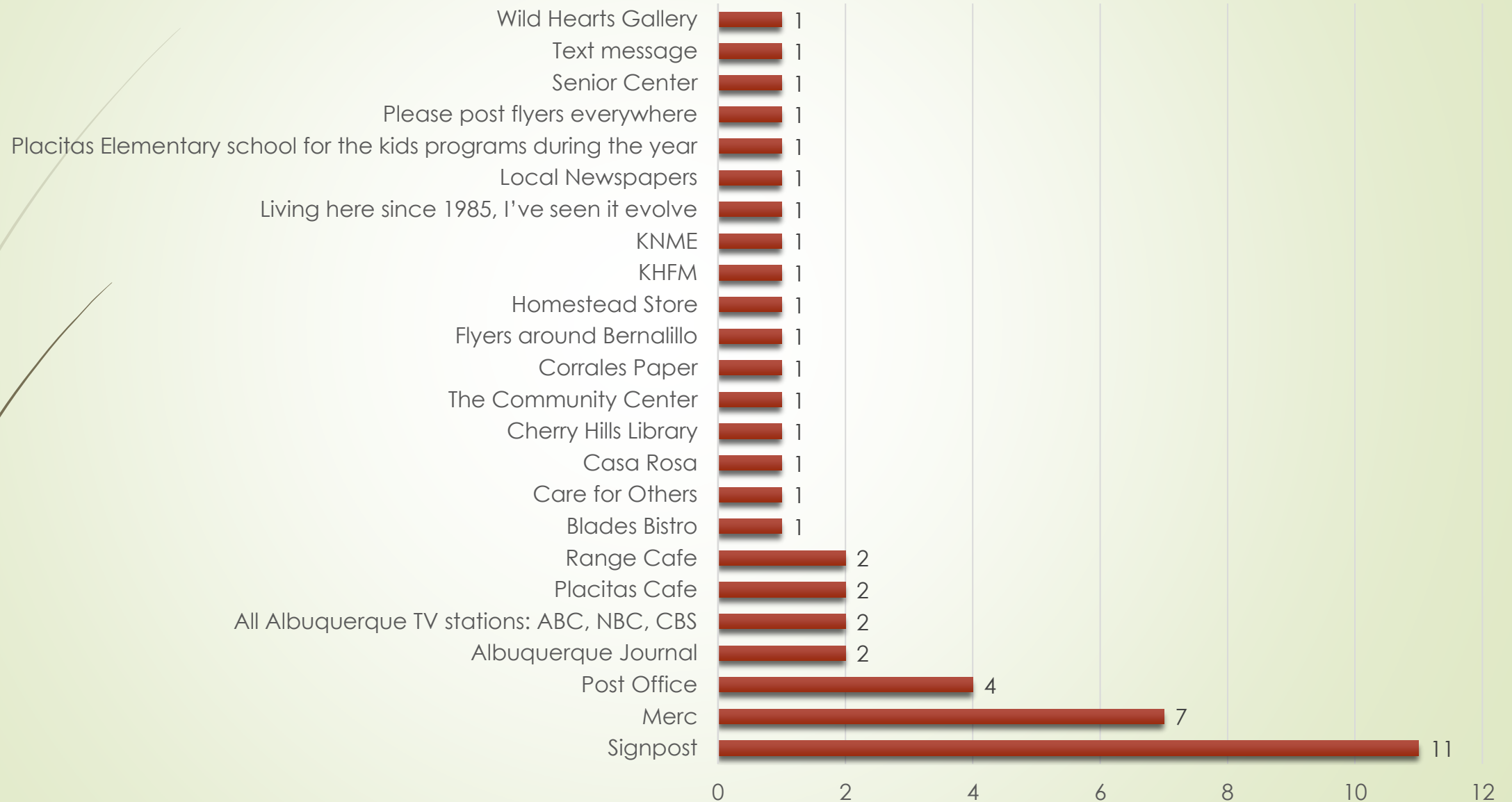
**Health and Wellness:** Focus on mind-body practices like meditation, dream circles, journaling, essential oils, and yoga/eccentrics.

# 10. How do you prefer to learn about Placitas Community Library services and programs?.

## COMMUNICATIONS

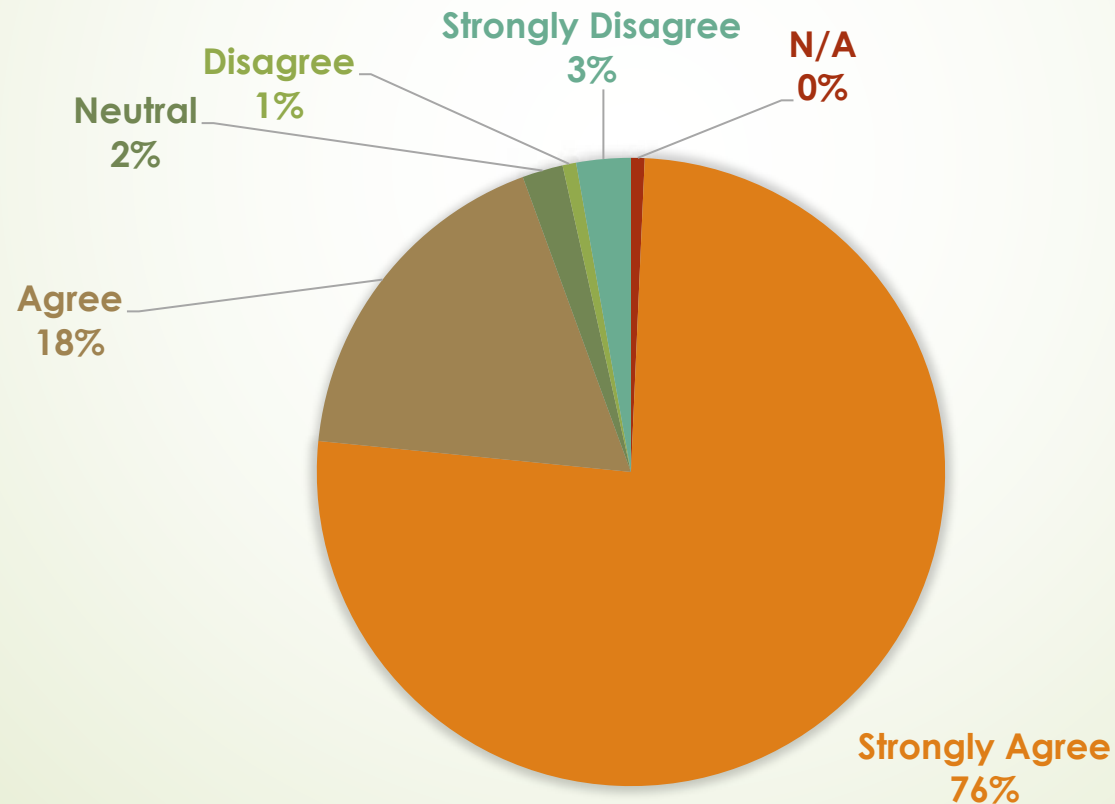


# 10. How do you prefer to learn about Placitas Community Library services and programs?





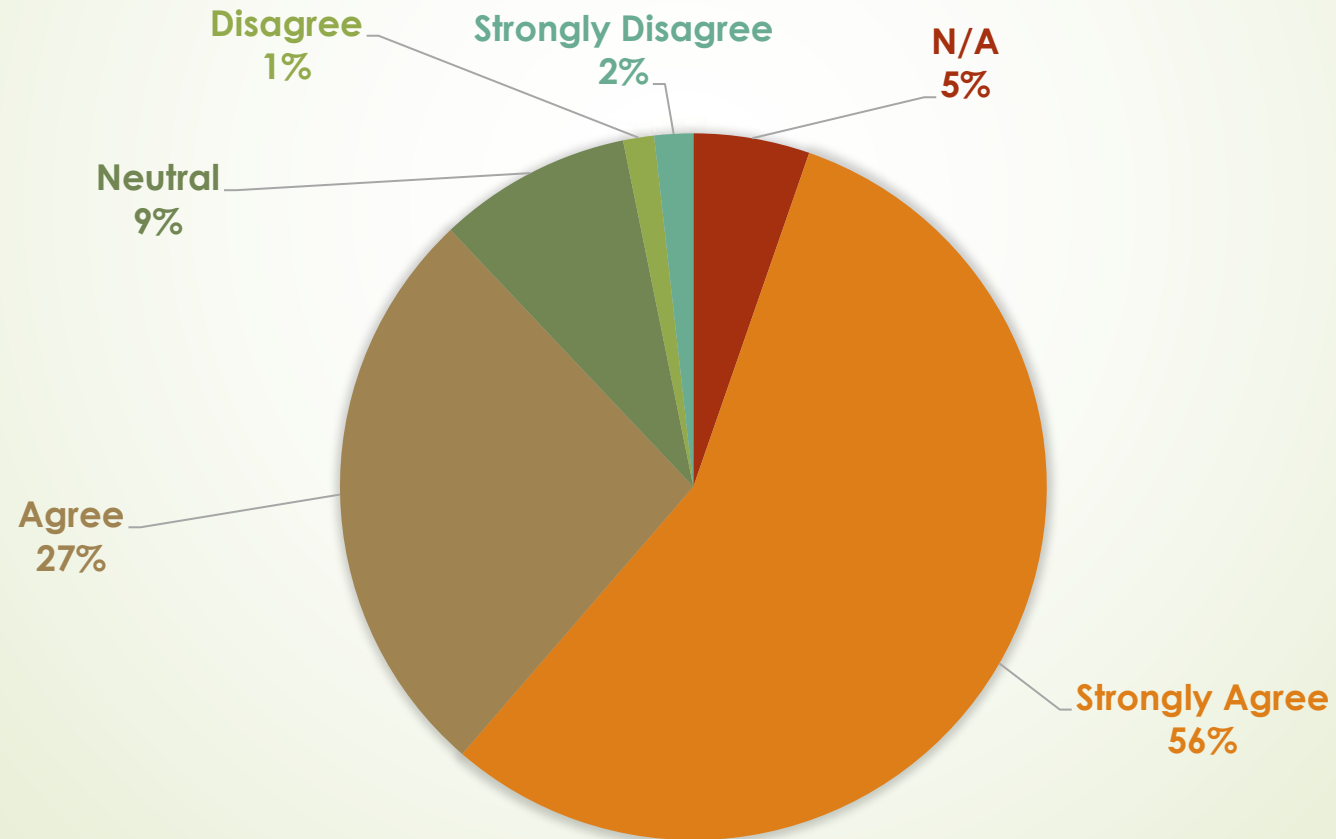
# 11a. I feel Placitas Community Library has a welcoming environment.



Environment	Count
N/A	2
Strongly Agree	217
Agree	51
Neutral	6
Disagree	2
Strongly Disagree	8

N=286 responses

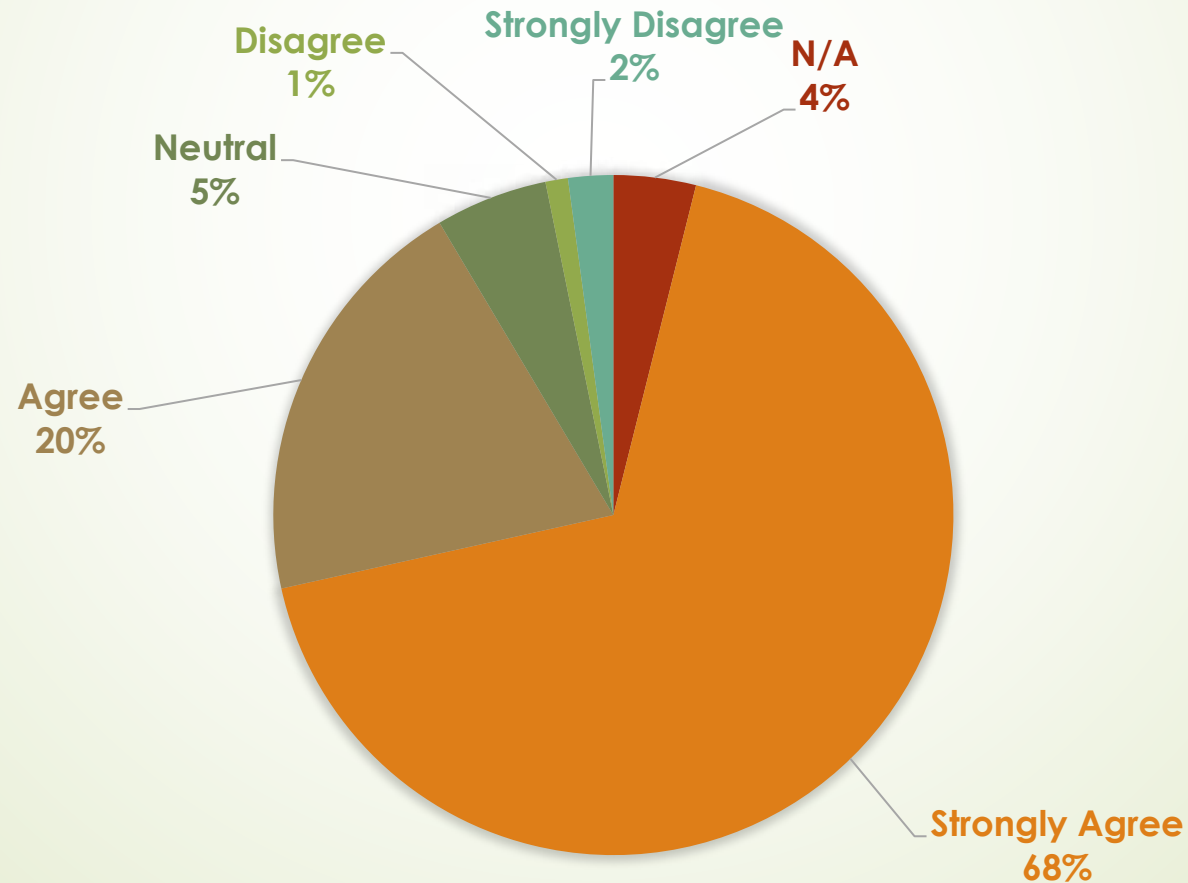
# 11b. Placitas Community Library understands my inquiries or requests.



Requests	Count
N/A	15
Strongly Agree	158
Agree	75
Neutral	25
Disagree	4
Strongly Disagree	5

N=286 responses

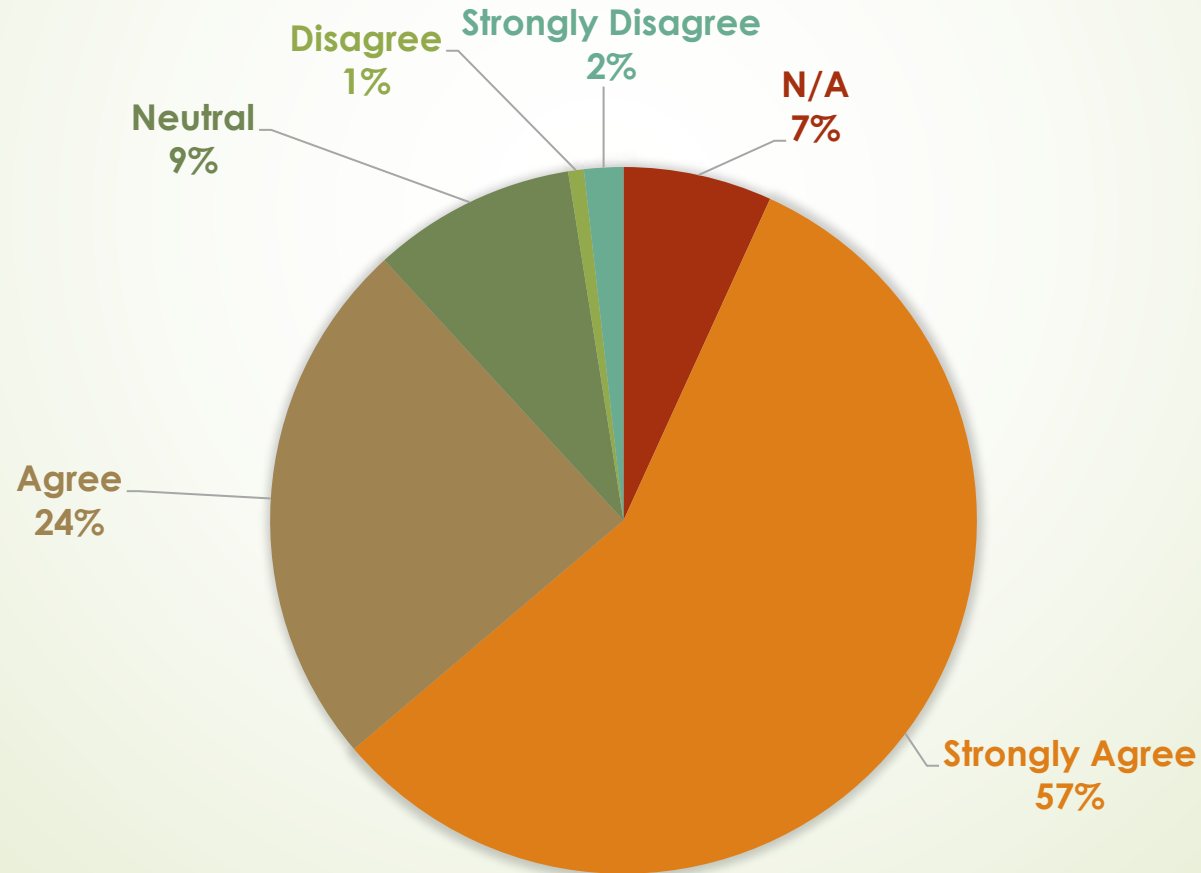
# 11c. Placitas Community Library Help Desk is helpful in assisting me.



Helpful	Count
N/A	11
Strongly Agree	190
Agree	56
Neutral	15
Disagree	3
Strongly Disagree	6

N=286 responses

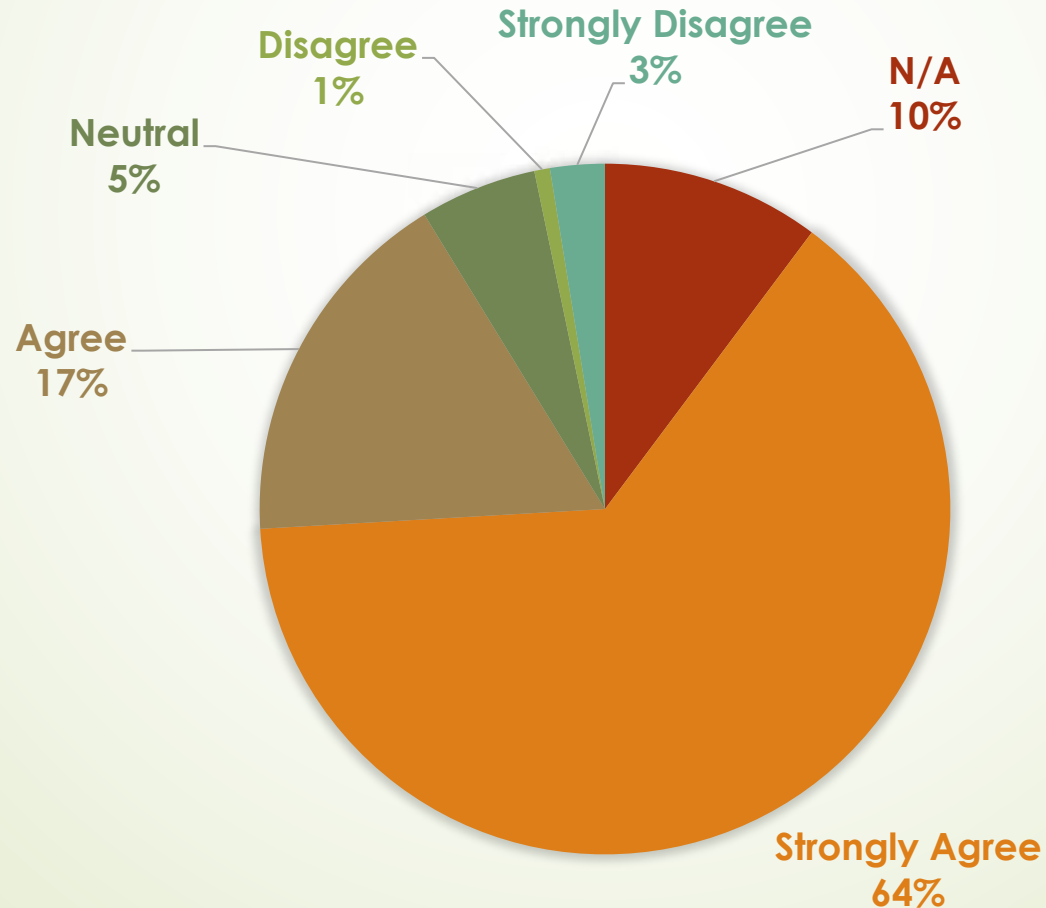
# 11d. Placitas Community Library Help Desk is knowledgeable.



Knowledgeable	Count
N/A	19
Strongly Agree	159
Agree	68
Neutral	26
Disagree	2
Strongly Disagree	5

N=286 responses

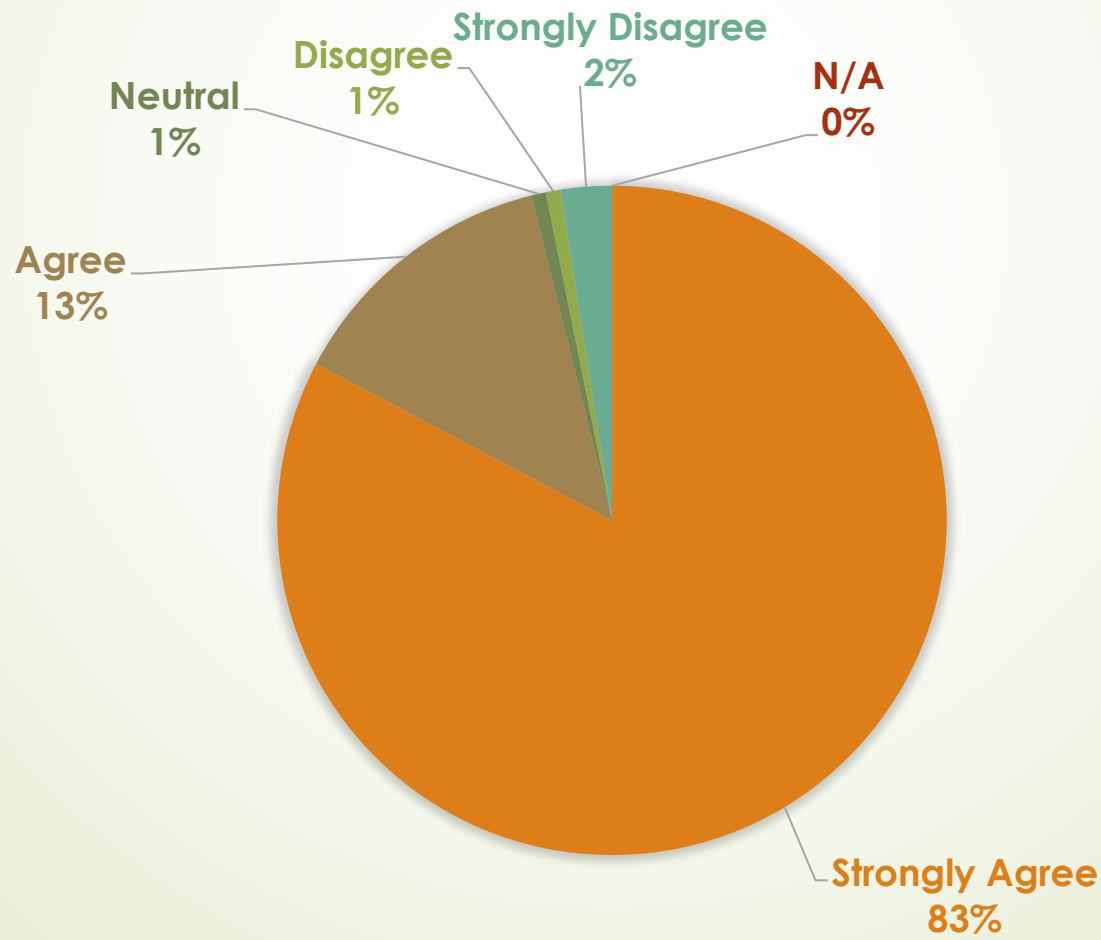
11 e. I am provided service within a reasonable amount of time for inquiries or requests.



Timing	Count
N/A	28
Strongly Agree	175
Agree	47
Neutral	15
Disagree	2
Strongly Disagree	7

N=286 responses

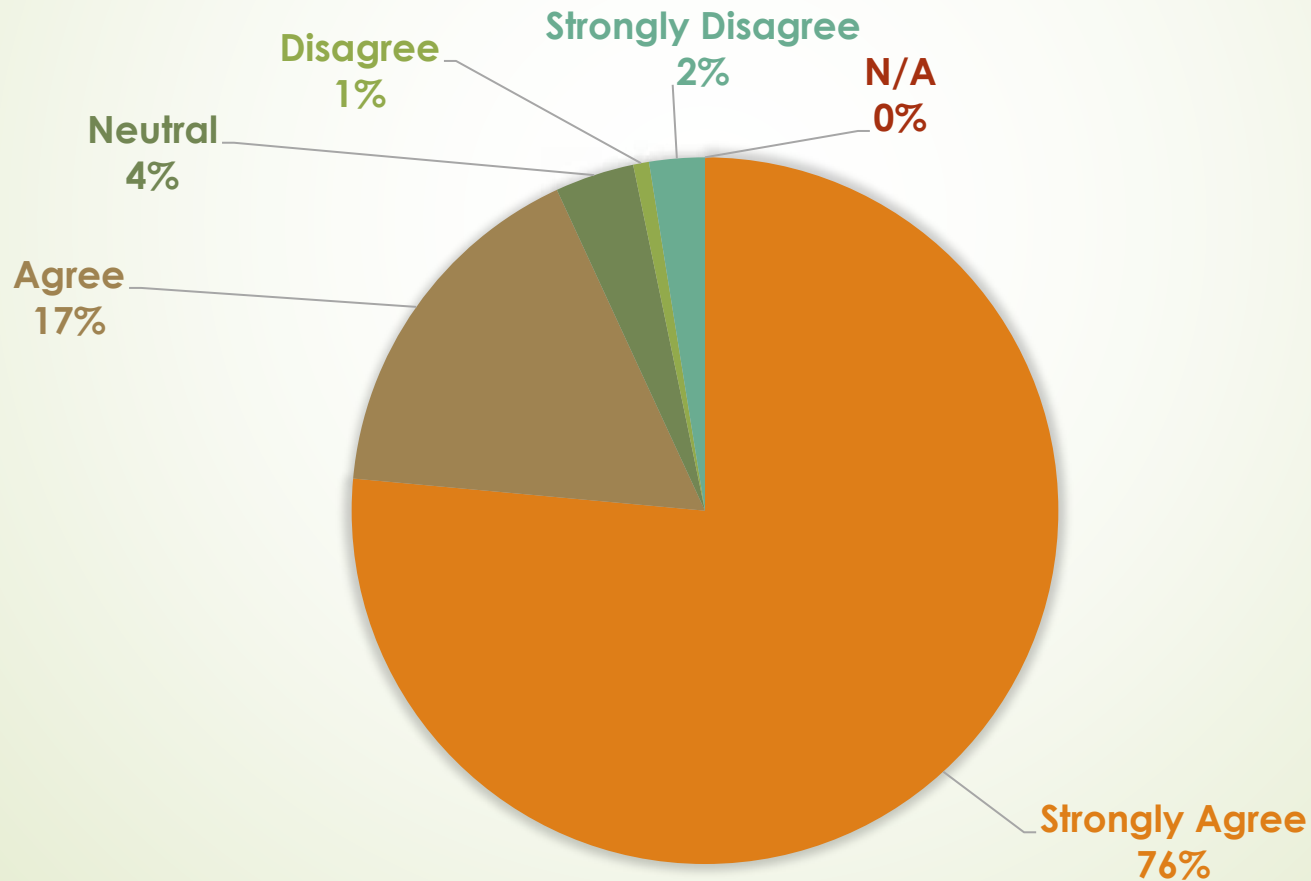
# 11f. I would recommend Placitas Community Library to friends.



Recommend	Count
N/A	0
Strongly Agree	235
Agree	38
Neutral	2
Disagree	2
Strongly Disagree	7

N=286 responses

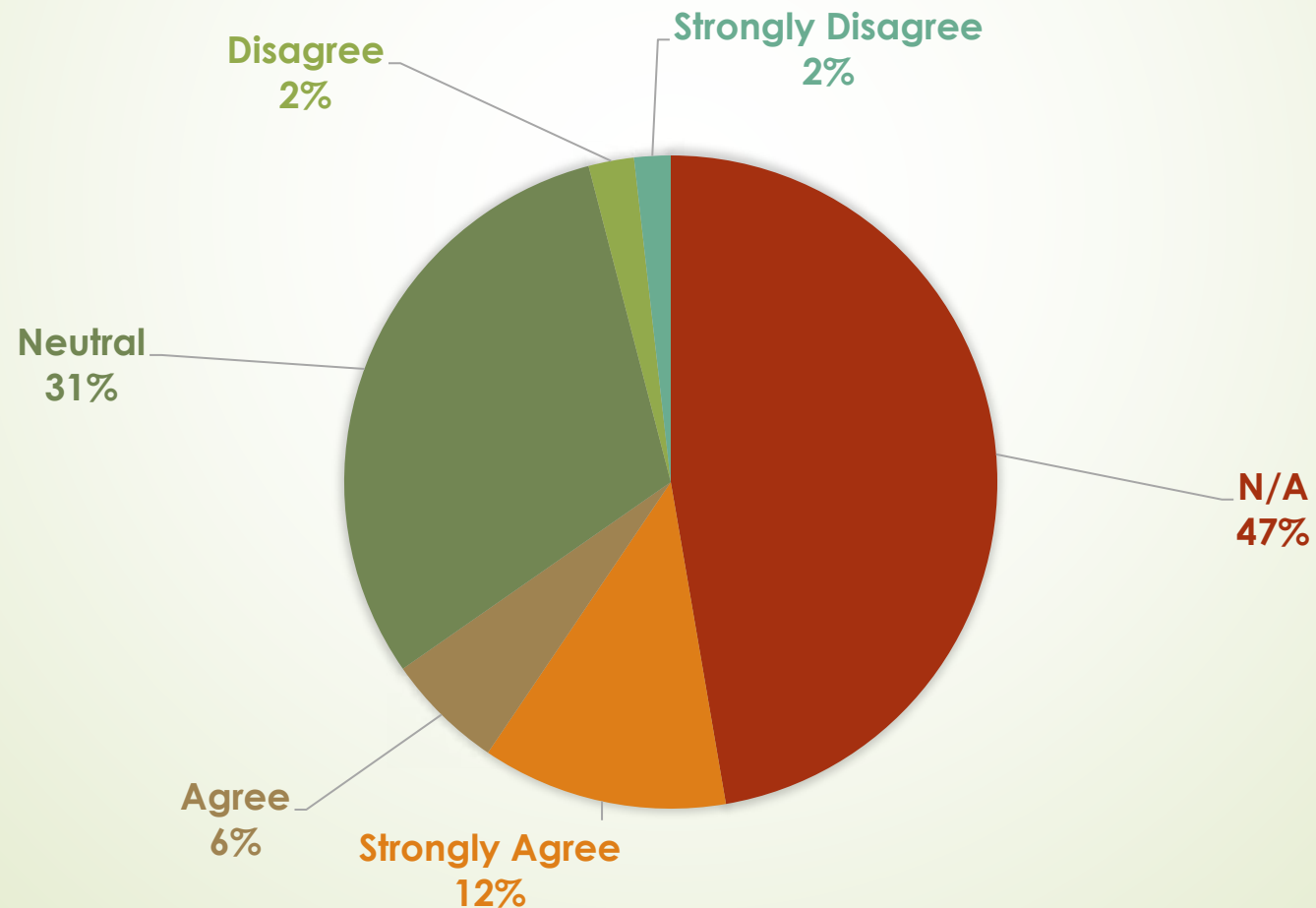
# 11g. I feel relaxed and peaceful in Placitas Community Library surroundings.



Peaceful	Count
N/A	0
Strongly Agree	211
Agree	46
Neutral	10
Disagree	2
Strongly Disagree	7

N=286 responses

# 11a. My foreign language resource needs are met.

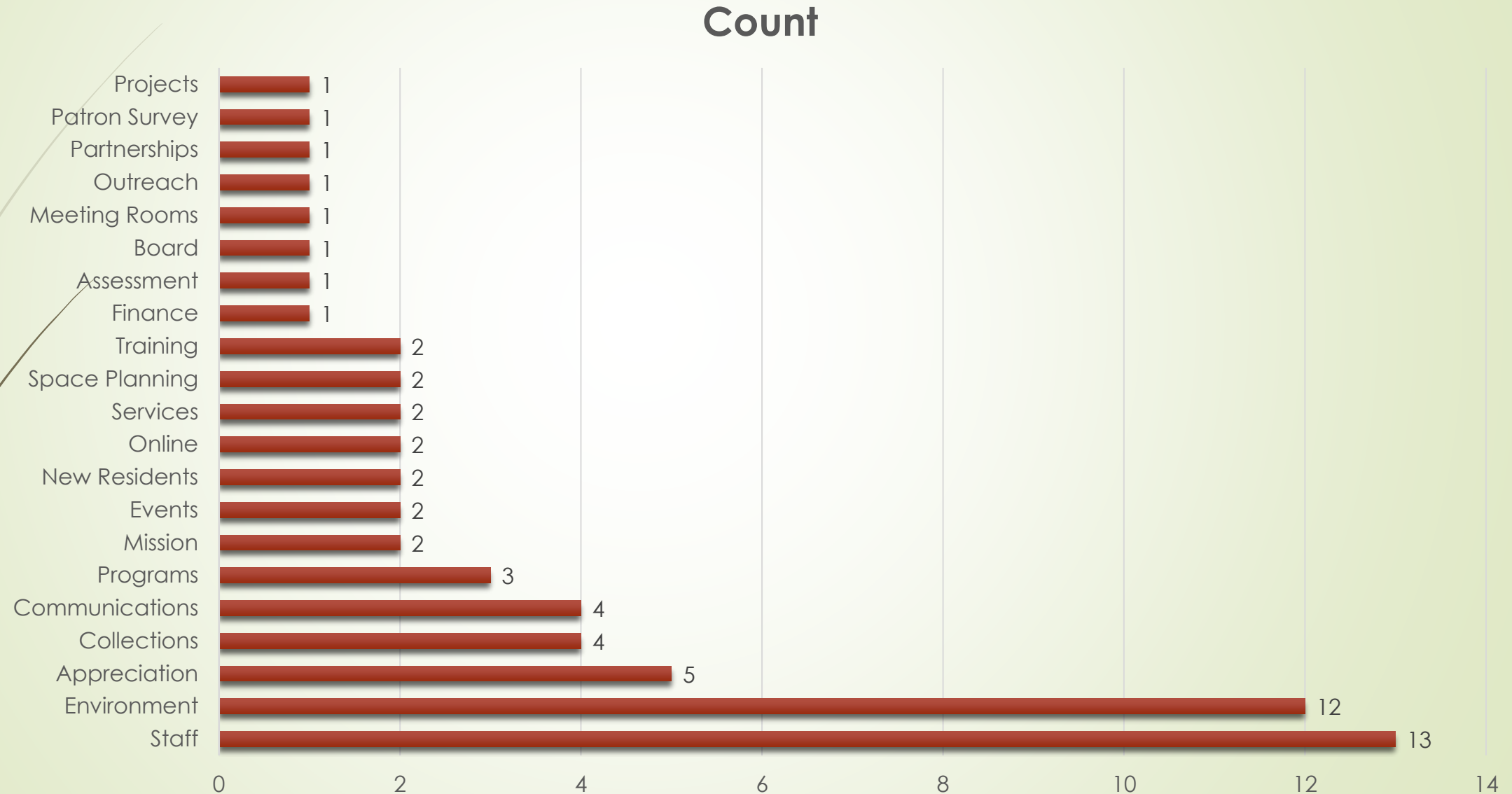


Foreign Lang	Count
N/A	105
Strongly Agree	27
Agree	13
Neutral	68
Disagree	5
Strongly Disagree	4

N=286 responses



# 12. Please tell us about anything we have not already asked.



# 12. Please tell us about anything we have not already asked.

## **Staff and Volunteer Interactions**

- **Positive Feedback:** Many patrons appreciate the dedication and helpfulness of staff and volunteers. Praise was given for the new library director and library improvements.
- **Areas for Improvement:** Some patrons have experienced inconsistency in staff interactions, with a few reporting rudeness or indifference from certain staff members. There is a call for more consistent and welcoming service.

## **Library Environment and Facilities**

- **Strengths:** The library's landscaping, gardens, and art are well-regarded. Patrons enjoy the community-focused aspects, such as the gardens and meeting spaces.
- **Concerns:** There are requests for additional outdoor spaces like playgrounds and picnic areas, and improvements to the patio area. Some patrons find the library's temperature uncomfortable and suggest better noise control in the main area.

## **Space and Infrastructure**

- **Needs:** Patrons suggest expanding the library's physical footprint to accommodate more stacks, reading areas, and a larger meeting room. There are also requests for improved parking and potential land acquisition for future expansion.

# 12. Please tell us about anything we have not already asked.

## **Collections and Services**

- **Appreciation:** Patrons value the library's collections, including new titles and eBooks. There is praise for magazines like Consumer Reports.
- **Suggestions:** Requests for better cataloging of new titles, more eBook availability, and information on available passes. Some patrons are also seeking confirmation for eBook requests.

## **Programs and Events**

- **Popular Programs:** The night sky star-gazing events and children's programs are highly valued. Patrons are interested in more educational and discovery-based classes, as well as expanding current programs.
- **Event Suggestions:** There are calls for more community events, including classes and workshops, and better communication about ongoing activities.

## **Communications and Outreach**

- **Current Feedback:** Patrons suggest enhancing the library's bulletin board and newsletter to better communicate events and activities. They also propose a broader community newsletter covering various local groups.
- **Future Opportunities:** There is interest in extending community outreach through partnerships and collaboration with other local organizations.

# 12. Please tell us about anything we have not already asked.

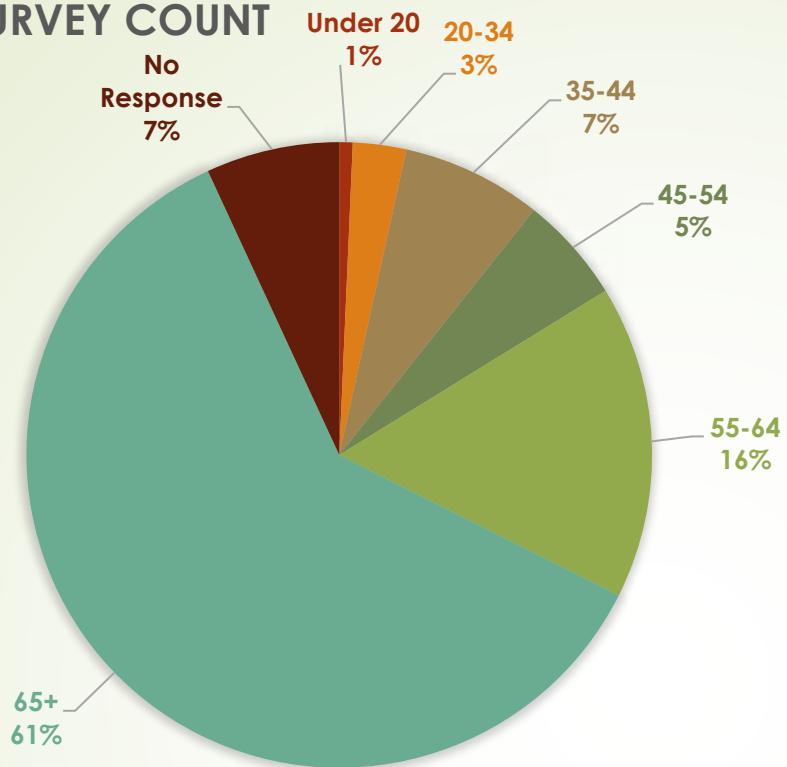
## **Facilities and Technology**

- Improvement Requests: Patrons recommend better microphones and audio equipment for meeting rooms, improved help desk training, and more information on technology resources.
- Additional Features: Suggestions include adding a water feature, expanding outdoor space, and considering a permanent telescope for community use.

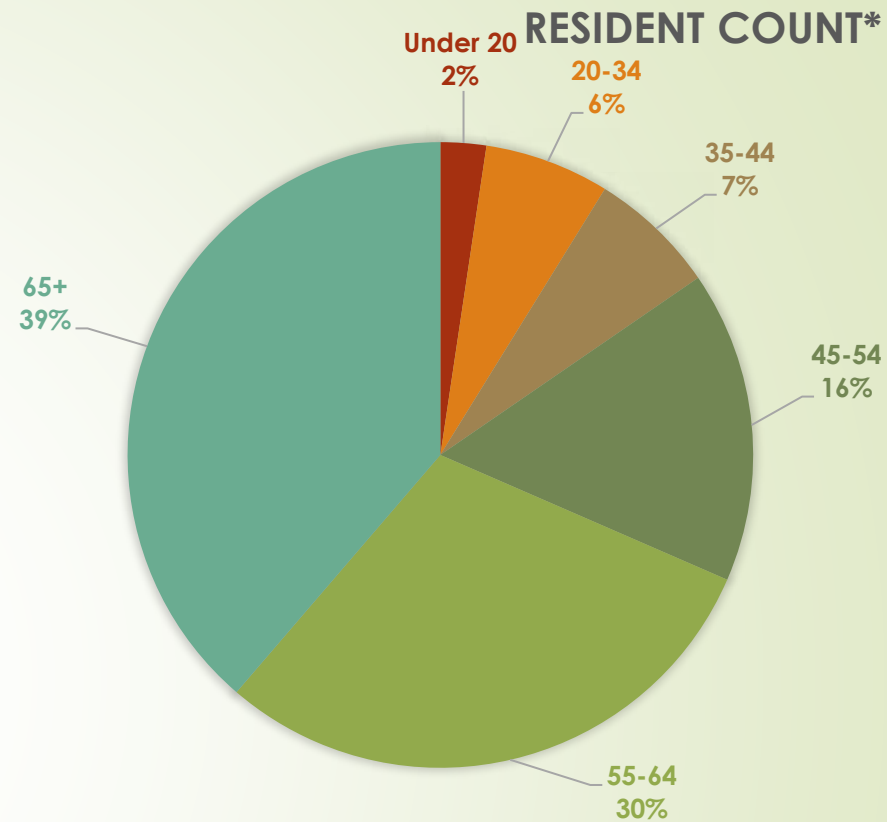
## **Board and Governance**

- Feedback: There is a perception that board members could improve their engagement with the community and be more visible at events. There is also a desire for better public interaction and communication from board leadership.

## SURVEY COUNT



## RESIDENT COUNT\*

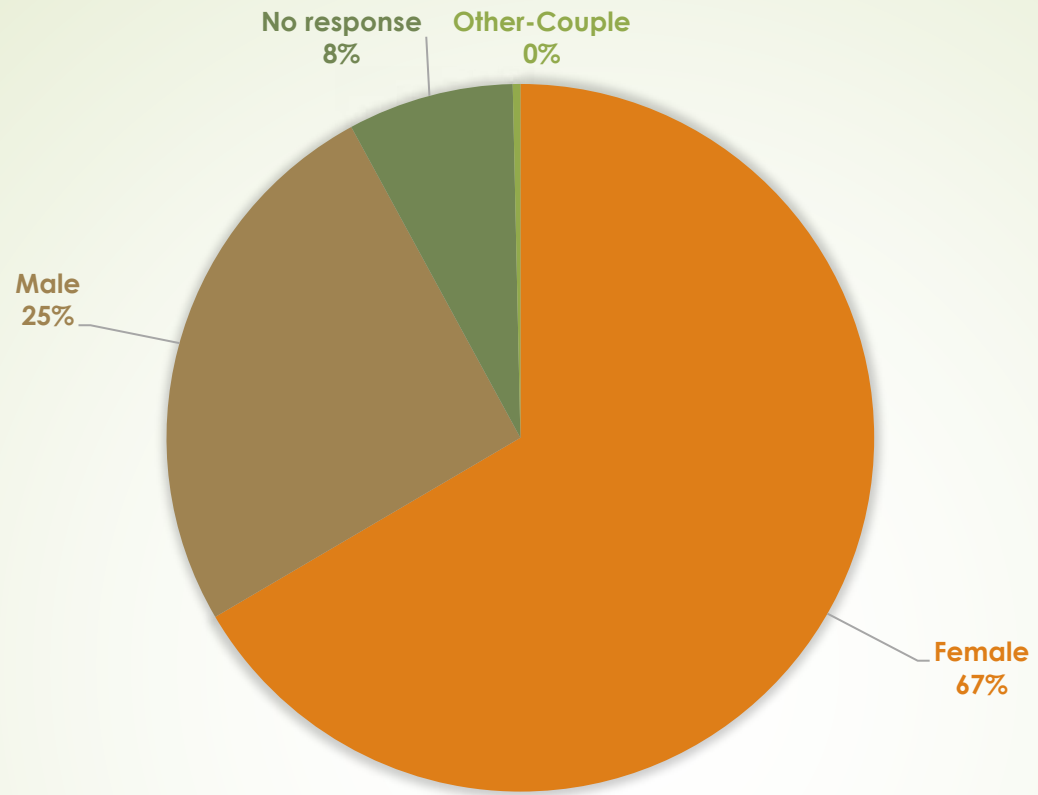


Age	Survey Count
Under 20	2
20-34	8
35-44	21
45-54	16
55-64	47
65+	176
No Response	20

Age	Resident Count
Under 20	99
20-34	271
35-44	277
45-54	676
55-64	1249
65+	1624

\*Demographics from 2020 Census

What is your age?



What is your gender?	Count
Female	193
Male	74
No response	22
Other-Couple	1

What is your gender?

# Patron Survey Questions



The 12 survey and 2 demographic questions asked on the 2024 Patron Survey.

# Survey Questions

1. How often do you use the Placitas Community Library?
2. If you do not currently use the Placitas Community Library or do not use it as much as you'd like to, what reasons prevent you from using it?
3. What do you most like about our Placitas Community Library?
4. What do you least like about our Placitas Community Library?
5. Why do you use the Placitas Community Library?
6. Which services do you believe are most important for the Placitas Community Library to offer?
7. Placitas Community Library seeks to continually evolve its services to meet our patrons' needs. What new services would you most like to see the library offer?
8. Are there parts of the Placitas Community Library's collection that you would like to see expanded? What new collection suggestions do you have?
9. What program topics interest you most?
10. How do you prefer to learn about Placitas Community Library services and programs?



# Survey Interview Questions

11. How would you rate your patron satisfaction with Placitas Community Library?
  - a. I feel Placitas Community Library has a welcoming environment.
  - b. Placitas Community Library understands my inquires or requests.
  - c. Placitas Community Library Help Desk is helpful assisting me.
  - d. Placitas Community Library Help Desk is knowledgeable.
  - e. I am provided service withing a reasonable amount of time for inquiries or requests.
  - f. I would recommend Placitas Community Library to friends.
  - g. I feel relaxed and peaceful in Placitas Community Library.
  - h. My foreign language resource needs are met.
12. Please tell us about anything we have not already asked.

## **Demographic Information**

1. What is your age?
2. What is your gender?



## Members of the Strategic Planning Subcommittee at Placitas Community Library

- ▶ Lynnette Fields, Current Board Chair
- ▶ Jillian Gonzales, Current Board Member
- ▶ Lynne Hynes, Current Library Director
- ▶ Dennis Bumgarner, Current Sustainability Committee Member
- ▶ Jenny Trujillo, Current Patron & Volunteer Staff
- ▶ Jim Neal, Library Patron & Volunteer Staff
- ▶ Chris Montoya, Strategic Planning Consultant