

2022 Community Feedback Sessions





Background

September - October 2022
Spanish and Simplified Chinese Translations
Supervisor Participation
Giveaways donated by LA County Library Foundation.





Overview

5 virtual sessions, 1 online survey

1,123 respondents

66% visited the Library in person in last 30 days

60% accessed Digital Library in last 30 days



Most Popular Services



Services Used In-Person

- Check out materials
- Attend in-person programs
- Access free Wi-Fi

Services Used During Pandemic

- Digital Library resources
- Sidewalk Service pick-up
- Virtual programs





Programming Needs

For All Customers

- Educational Programming
- Digital Resources – eBooks and Online Learning tools
- Tutoring for children, teens, and adults

For Parents and Caregivers

- Tutoring and homework help
- Literacy
- STEAM
- Study spaces for teens



What words come to mind when you think of the library?

STUDY PUBLIC RESOURCES CHILDREN
INFORMATION PROGRAMS **BOOKS** LIBRARIANS ACCESS
LEARNING BOOKS FREE FUN KNOWLEDGE HOMELESS
SPACE PLACE COMMUNITY READING QUIET SAFE
STAFF HELPFUL FRIENDLY





Professional and Educational Support

- Educational programming
- Tutoring
- Job search support – resume building, networking, events, job fairs
- Professional skill development – basics in tech, project management, and marketing



Accessibility



How to Make Materials More Accessible

- Ability to suggest book titles or topics in specific formats
- Offer more books and resources that reflect different cultures and communities in LA County
- Provide more book selections in my preferred language



Languages Requested for Translation



1. Spanish
2. Chinese
3. Tagalog
4. Armenian
5. Vietnamese
6. Korean
7. Persian
8. Japanese
9. Russian
10. Arabic





Making the Library More Inclusive

- Community Outreach
- Promote existing services
- Visits to community hubs – senior centers, schools



Additional Suggestions



Expand Hours

College
Application
Support

Resources for
Voting &
Political Issues

Textbook
Access

Professional
Mentorship

Bilingual
Materials &
Signage

Tutoring &
Homework
Help

More
Representation

Resources for
Homeless

Mental Health
Services

Financial
Planning
Programs

Cultural
Heritage
Programs &
Activities





Next Steps

- Consultant
- Outreach to Non-Library Users
- Identify opportunities to service broader LA County resident base
- Promote existing programs more
- Create a tracking platform so communities can see progress



