Yolo County Library Stakeholder Survey Analysis and Findings

November 2020

CONTENTS

I. INTRODUCTION

This report presents findings from three stakeholder surveys conducted by the Yolo County Library (YCL) in 2019, including a customer survey (Patron Survey), a survey of Library staff (Staff Survey), and a set of interviews with Yolo County community organization leaders (Community Leaders Survey). The purpose of these stakeholder surveys is to inform a new strategic plan. As part of this process, YCL Leadership seeks to ensure that prioritization of Library activities and allocation of resources reflect the wishes and needs of the diverse individuals and communities throughout Yolo County.

Methodology

The YCL system serves approximately 160,963 residents who call Yolo County home. More than 42,747 individuals are YCL patrons (i.e. Library cardholders). For the Patron Survey, an email with an online survey link was sent to 42,747 YCL cardholders. The survey was offered in English, Spanish, Chinese, and Russian. The email open rate was 58% and a total of 2,346 individuals completed the Patron Survey. The Staff Survey was sent to all YCL employees (~ 50 individuals) and completed by 47 staff members. The Community Leaders Survey was conducted through interviews (later transcribed) with 24 individuals who lead or represent County-focused community organizations.

As with all surveys of this nature, there are limitations to the dataset. While the Staff Survey and Community Leaders Survey had close to 100% participation rates and involved significantly smaller (n≤50) populations to survey, the Patron Survey consisted of a large population (n>161,000) that was more challenging to reach. As the Patron Survey was voluntary, there was a chance that those who participated in this survey may have had shared characteristics (economically, socially, or other demographic traits) while those who did not respond may have had similar characteristics as well. While the survey was sent to all Library cardholders, it is worth noting that those who responded to the survey were, presumably, more likely to use the Library given their inclination to respond to the survey and offer feedback. Additionally, since the Patron Survey was sent via email, those who responded are likely to be individuals with internet access and time available to complete the survey. Readers are asked to note these self-selection and nonresponse biases as they review the report's findings.

How to Read These Findings

This report shares key findings from the three stakeholder surveys. Findings are presented in the form of charts with narrative text to explain the data in the charts. All figures in this report are rounded. The number of respondents (n) varies by question as survey participants could skip questions. Charts for the Patron Survey are disaggregated by primary YCL branch and age group to allow for comparisons across these demographic markers. Some findings share additional comments offered by the respondents. These comments have been corrected for grammar or spelling mistakes for ease of readability.
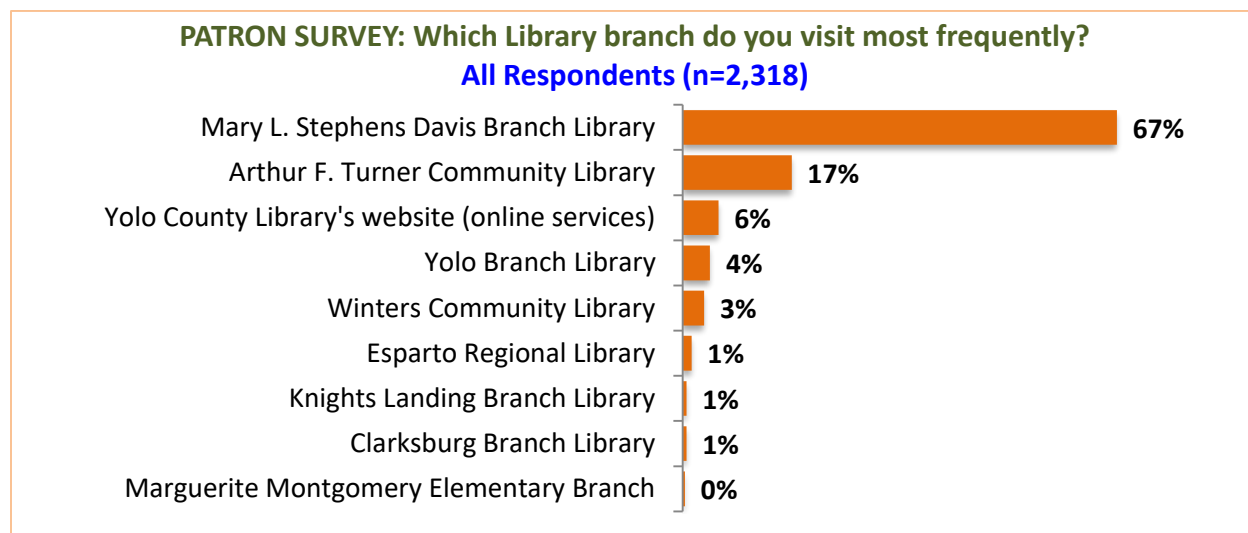
II. PROFILE OF RESPONDENTS

In total, 2,346 Library cardholders completed the Patron Survey. The Staff Survey was taken by 47 Library staff members, most of whom were permanent (i.e. not "extra help") employees across all the YCL Library branches. A total of 24 community organization leaders were interviewed for the Community Leaders Survey. Naturally, this report's focus is on patrons' responses as this group represents the Library's "customers." Table 1 shows a breakdown of stakeholders surveyed by survey and respondent type.

Table 1: YCL Stakeholder Survey Participants

SURVEY	NUMBER OF REPSONDENTS	RESPONDENT TYPE
Patron Survey	2,346	YCL cardholders (survey offered in English, Spanish, Chinese, and Russian)
Staff Survey	47	Staff across YCL branches
Stakeholder Survey	24	County-based community organization leaders

Respondents of the Patron Survey were asked which branch they visit most frequently (i.e. their primary branch). As Figure 1 shows, about two-thirds of the respondents (67%) indicated that they visit the Mary L. Stephens Davis Branch Library. After that, almost one-fifth of respondents use the Arthur F. Turner Community Library in West Sacramento (17%), followed by those who said they primarily use the YCL website (6%). After that, respondents said they use the Yolo Branch Library (4%), the Winters Community Library (3%) the Esparto Regional Library (1%), the Knights Landing Branch Library (1%), the Clarksburg Branch Library (1%), and only one survey participant reported that their primary branch is the Marguerite Montgomery Elementary Branch (0.04%).

Figure 1

PATRON SURVEY: Which Library branch do you visit most frequently?
All Respondents (n=2,318)

Mary L. Stephens Davis Branch Library	67%
Arthur F. Turner Community Library	17%
Yolo County Library's website (online services)	6%
Yolo Branch Library	4%
Winters Community Library	3%
Esparto Regional Library	1%
Knights Landing Branch Library	1%
Clarksburg Branch Library	1%
Marguerite Montgomery Elementary Branch	0%

The Patron Survey asked respondents to identify their age group, with the following age group options provided: 0-17 years; 18-34 years; 35-49 years; 50-64 years; and 65 years or over. As Figure 2 shows, the data for the Patron Survey are skewed toward the age 35-and-over population, with the greatest proportion of respondents (30%) identifying as 65+. After that, 29% of respondents were ages 50-64, 25% of individuals were ages 35-49, 15% of respondents were ages 18-34, and just 2% of respondents were ages 0-17.

Figure 2

PATRON SURVEY: What is your age range? (n=2,277)

- 0-17: 2%
- 18-34: 15%
- 35-49: 25%
- 50-64: 29%
- 65+: 30%
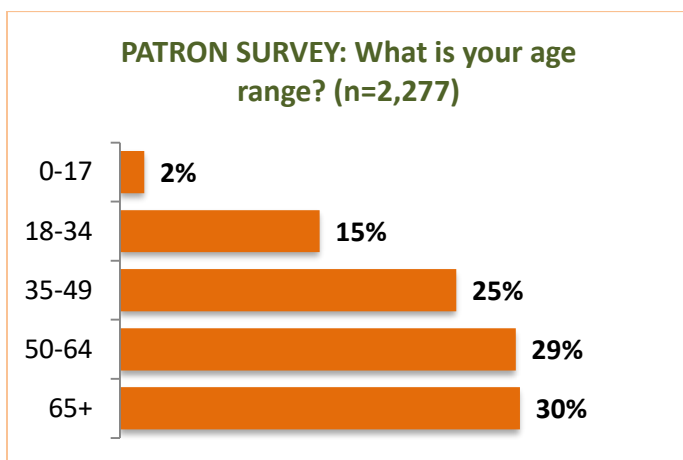
Regarding the Staff Survey, 57% of respondents were in the 36+ age group while 43% of staff surveyed were 35-years-old or younger (Figure 3).

Figure 3

STAFF SURVEY: What is your age range? (n=46)

- 35 years of age or younger: 43%
- 36 years of age or older: 57%
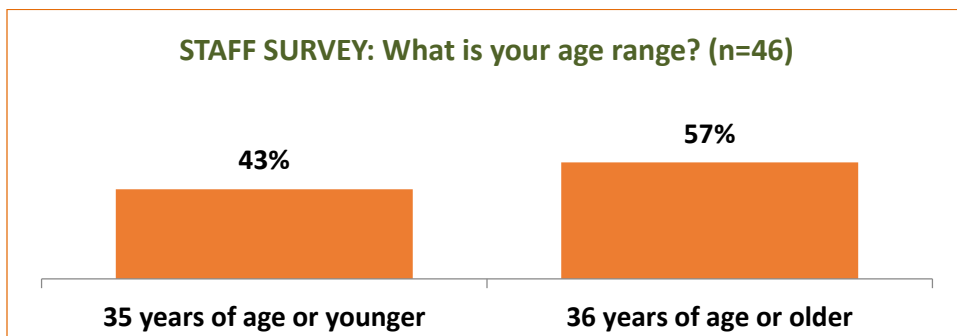
Staff Survey participants were asked how long they have worked for the Yolo County Library. As shown by Figure 4, half of the staff members surveyed (50%) said they have worked for the Library for 0-3 years. A little more than one-third of respondents (35%) reported that they have worked for the Library for 4-10 years, and 15% of respondents said they have worked for the Library for 11 or more years. In other words, the **majority of staff members reported having worked for the Library for 10 years or less (85% of respondents)**.

Figure 4

STAFF SURVEY: How long have you worked for Yolo County Library?
(n=46)

50% 35% 15%

0-3 years 4-10 years 11 years or more
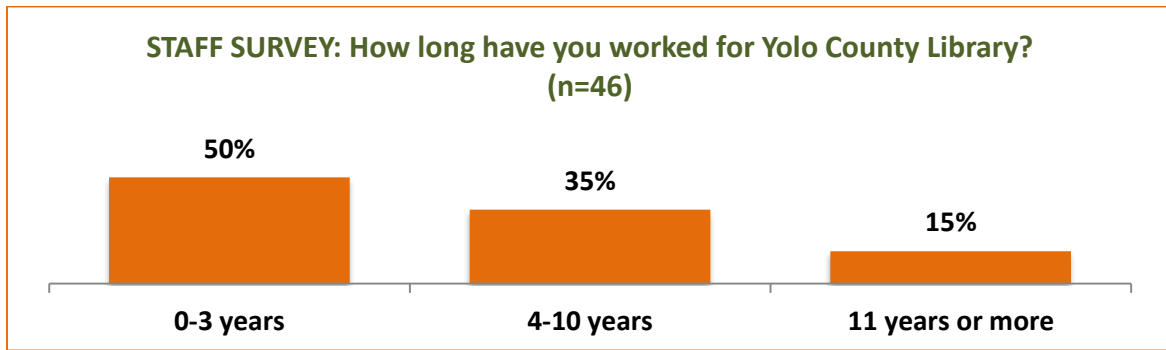
III. SURVEY FINDINGS

A. Perceptions and Use of Library Services

The Patron Survey asked: "Do you visit the Yolo County Library or use any of its free services?" As shown by Figure 5, **the overwhelming majority of patrons surveyed (96%) reported that they visit the Library or use its free services**. Variation across branches (Figure 6) and age groups (Figure 7) are negligible, with more than 90% of respondents across all groups indicating that they visit the Library or use its free services; the one exception is the Yolo Branch Library, for which slightly fewer respondents (87%) indicated that they visit the Library or use its free services.

Figure 5

Figure 6

PATRON SURVEY: Do you visit the Yolo County Library or use any of its free services?
All Respondents, by Branch (n=2,298)

Branch	Yes	No
Yolo County Library's website (online services) (n=127)	95%	5%
Yolo Branch Library (n=95)	87%	13%
Winters Community Library (n=76)	97%	3%
Mary L. Stephens Davis Branch Library (n=1,541)	98%	2%
Marguerite Montgomery Elementary Branch (n=8)	100%	0%
Knights Landing Branch Library (n=14)	100%	0%
Esparto Regional Library (n=32)	91%	9%
Clarksburg Branch Library (n=14)	93%	7%
Arthur F. Turner Community Library (n=391)	95%	5%

■ Yes ■ No

Figure 7

PATRON SURVEY: Do you visit the Yolo County Library or use any of its free services?
All Respondents, by Age Group (n=2,256)

Age Group	Yes	No
Age Range 65+ (n=658)	96%	4%
Age Range 50-64 (n=661)	97%	3%
Age Range 35-49 (n=566)	97%	3%
Age Range 18-34 (n=335)	95%	5%
Age Range 0-17 (n=41)	95%	5%

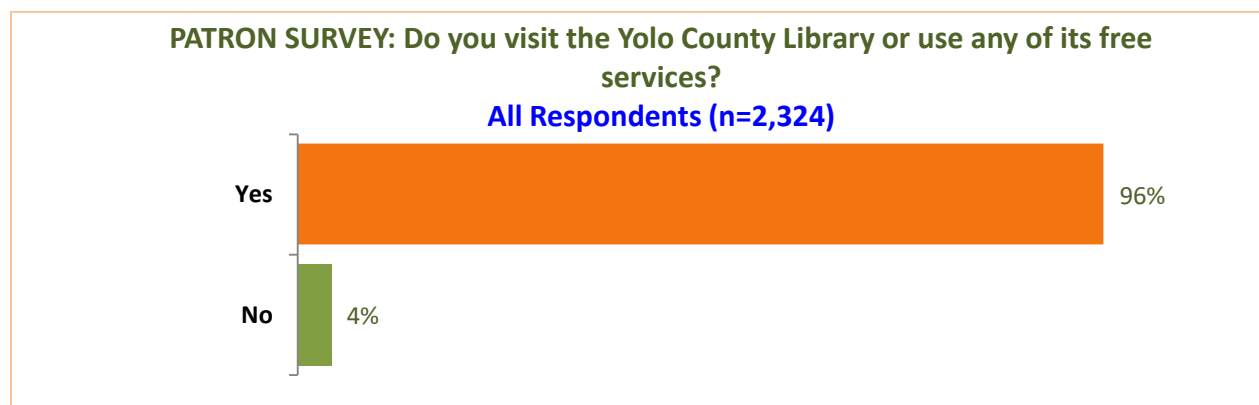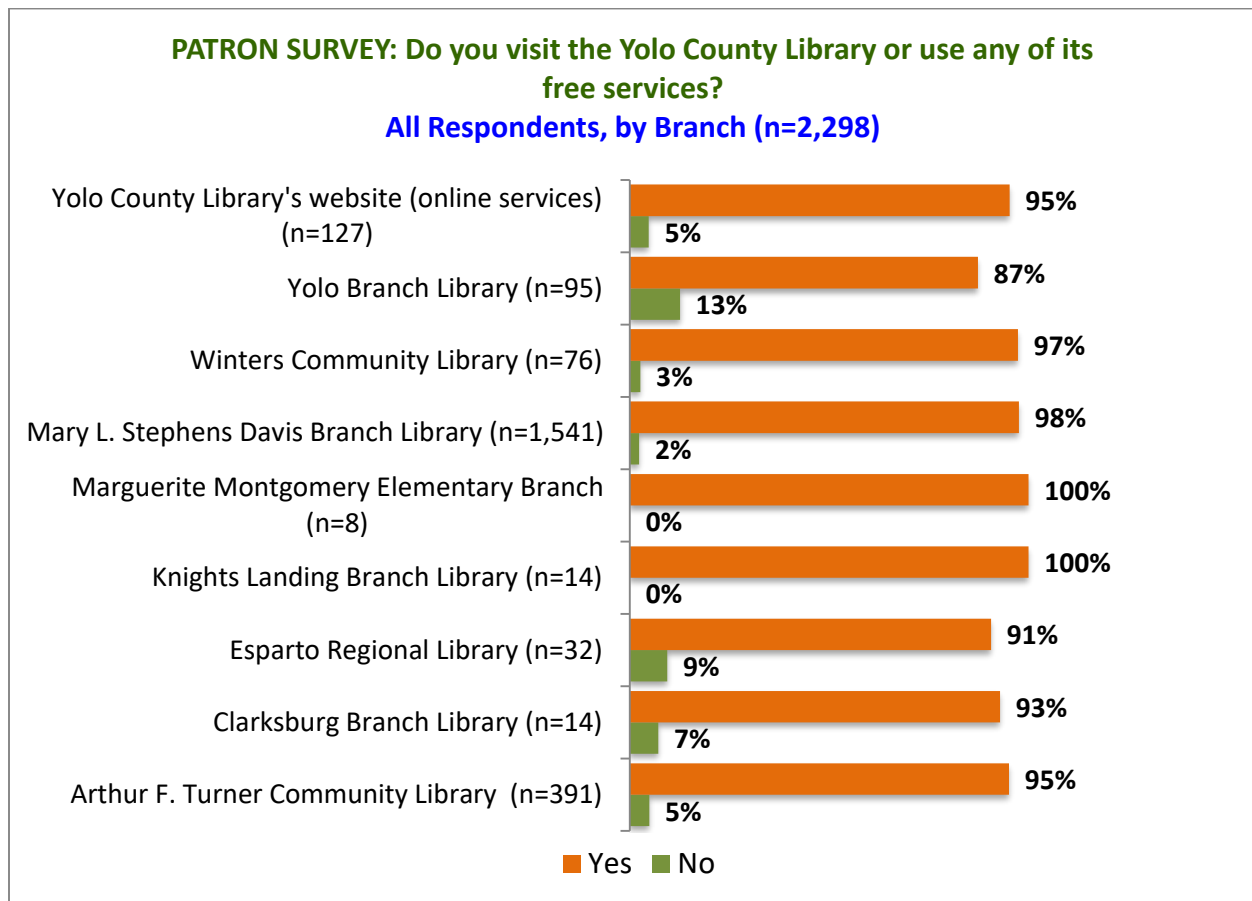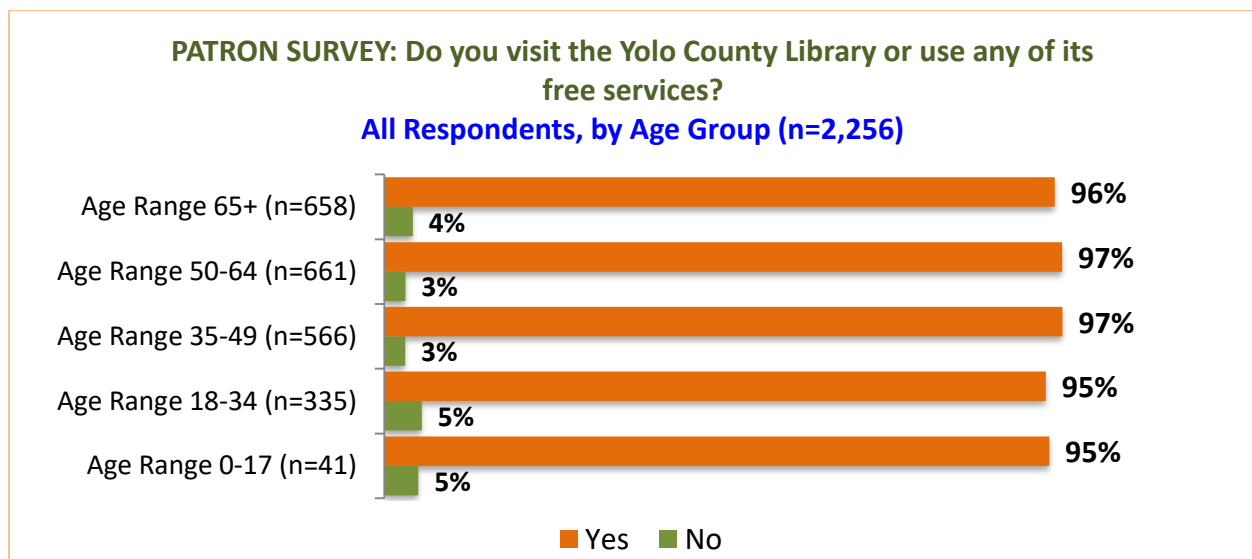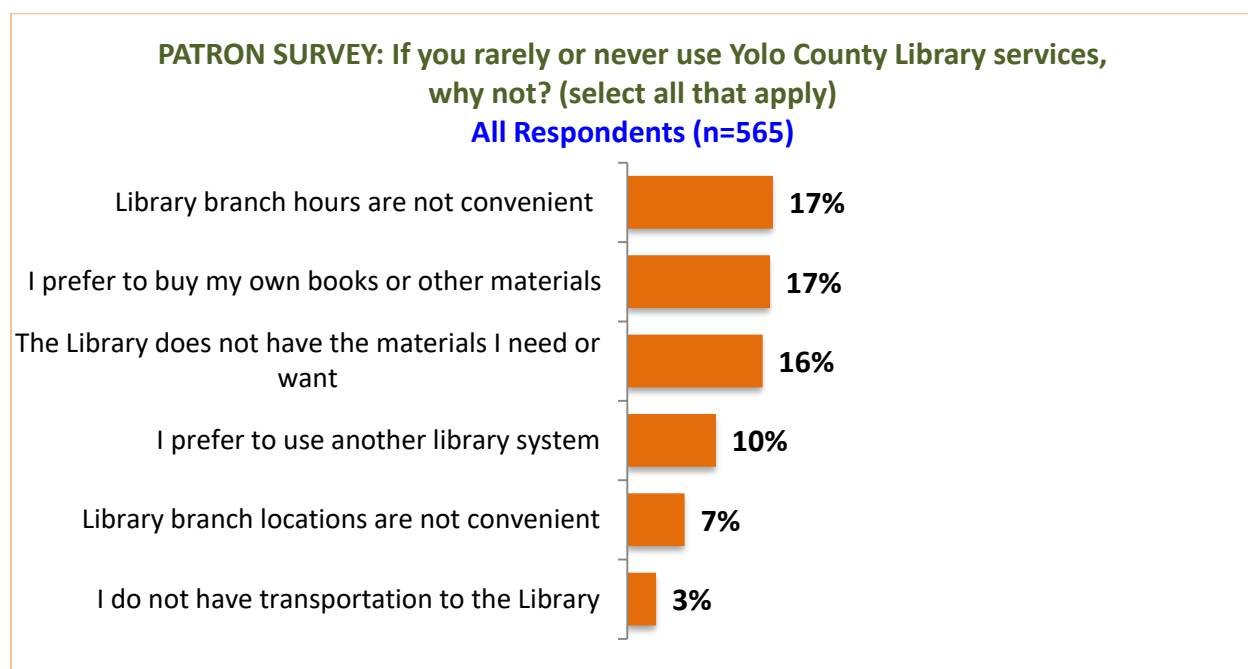■ Yes ■ No

The relatively small percentage of Patron Survey respondents (4%) who reported that they do **not** visit the Library or use its free services were asked to indicate reasons for rarely or never using YCL services. Survey findings show that there was not necessarily one overarching or specific reason for not visiting or using the Library. As Figure 8 illustrates, **out of 565 patrons who said they rarely or never visit or use the Library, the most frequent reasons were: Library branch hours are not convenient (17%), patrons prefer to buy their own books and materials (17%), and the Library does not have the materials they need or want (16%)**. After that, 10% of respondents said that they simply prefer to use another Library system, 7% of respondents said that the branch locations are not convenient, and 3% of respondents indicated that they do not have transportation to the Library.

Figure 8

PATRON SURVEY: If you rarely or never use Yolo County Library services, why not? (select all that apply)
All Respondents (n=565)

Library branch hours are not convenient	17%
I prefer to buy my own books or other materials	17%
The Library does not have the materials I need or want	16%
I prefer to use another library system	10%
Library branch locations are not convenient	7%
I do not have transportation to the Library	3%

Variation in response patterns are observed across Library branches and age range groups. As Figures 9-11 show, across the YCL Branches, around one-third of respondents said they rarely or never visit or use the Library because the Library's branch hours are not convenient (36% of respondents at Arthur F. Turner Community Library, 29% of respondents at Mary L. Stephens Branch Library, 32% of respondents at Yolo Branch Library, and 20% of respondents who use the YCL website). Note that the number of respondents from the Marguerite Montgomery Elementary Branch Library, the Winters Community Library, the Esparto Regional Library, the Knights Landing Branch Library, and the Clarksburg Branch Library was too small (n<10) to allow for a meaningful analysis, so findings for these branches are not presented.

There is considerable variation across branches in the proportion of respondents who indicated that they never or rarely use the Library because they prefer to buy their own books of materials (29% of respondents at Arthur F. Turner Community Library, 32% of respondents from the Mary L. Stephens Davis Branch Library, 48% of respondents at Yolo Branch Library, and 8% of respondents representing YCL website users). Some variation is also noted across branches in the

proportion of respondents who say they rarely or never use the Library on account of the Library not having the materials they need or want (14% of respondents at Arthur F. Turner Community Library, 33% of respondents from the Mary L. Stephens Davis Branch Library, and 44% of respondents who represent YCL website users).

Figure 9

PATRON SURVEY: If you rarely or never use Yolo County Library services, why not? (select all that apply)
Mary L. Stephens Davis Branch Library (n=168)

The Library does not have the materials I need or want	33%
I prefer to buy my own books or other materials	32%
Library branch hours are not convenient	29%
I prefer to use another library system	18%
Library branch locations are not convenient	12%
I do not have transportation to the Library	7%

Figure 10

PATRON SURVEY: If you rarely or never use Yolo County Library services, why not? (select all that apply)
Yolo Branch Library (n=25)

I prefer to buy my own books or other materials	48%
Library branch hours are not convenient	32%
The Library does not have the materials I need or want	24%
I prefer to use another library system	8%
I do not have transportation to the Library	4%
Library branch locations are not convenient	4%

Figure 11

PATRON SURVEY: If you rarely or never use Yolo County Library services, why not? (select all that apply)
Yolo County Library Website (online users) (n=25)

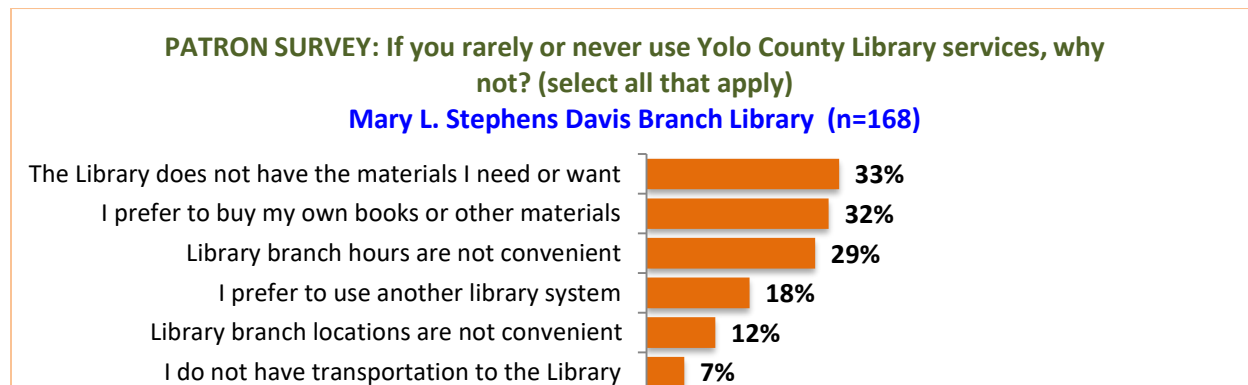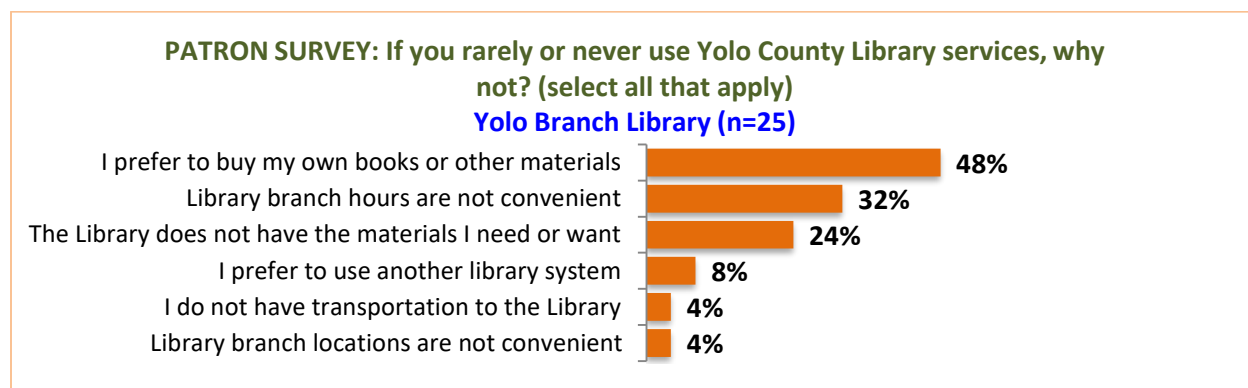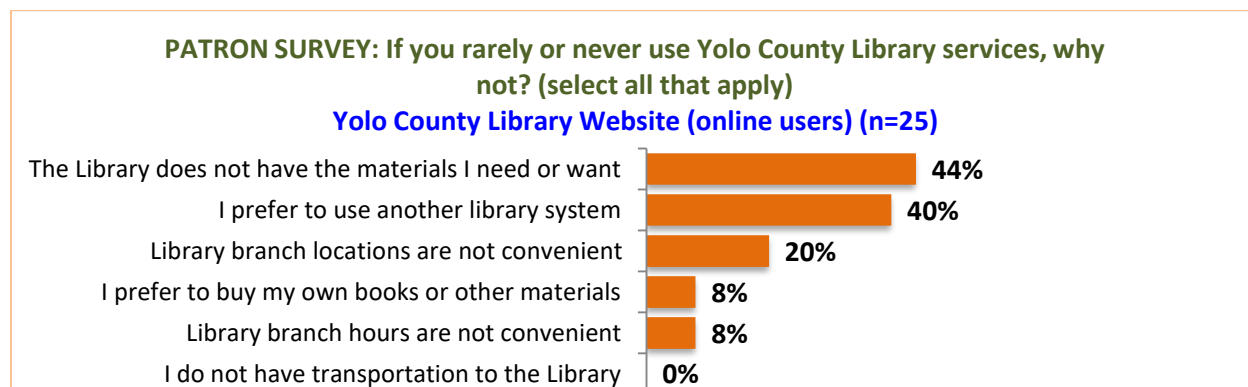|	
The Library does not have the materials I need or want	44%
I prefer to use another library system	40%
Library branch locations are not convenient	20%
I prefer to buy my own books or other materials	8%
Library branch hours are not convenient	8%
I do not have transportation to the Library	0%

Variation is observed when comparing response patterns by age groups. Note that there were fewer than 10 respondents in the 0-17 age range group, so results for this group are not shared. Roughly one-third of respondents under the age of 65 (32% of respondents in the 18-34 age group, 36% of respondents in the 35-49 age group, and 35% of respondents in the 50-64 age group) reported that they rarely or never visit the YCL on account of Library hours being inconvenient, compared with only 17% of respondents who are 65 years of age and over (Figures 12 through 15).

Compared with 45% of respondents ages 65 and over, one-fifth of respondents in the other age range groups (19% of respondents ages 18-34, 25% of respondents ages 35-49, and 28% of respondents ages 50-64) reported that they do not use Library services because they prefer to buy their own books or other materials (Figures 12-15).

There were noteworthy differences across age groups in the proportion of respondents who say they rarely or never use the YCL services because the Library does not have the materials they need or want, as Figures 12 through 15 illustrate. Specifically, 25% of respondents ages 18-34, 36% of respondents ages 35-49, 32% of respondents ages 50-64, and 17% of respondents ages 65+ indicated that the Library does not have the materials they need or want (a 19% range in response trends).

Figure 12

PATRON SURVEY: If you rarely or never use Yolo County Library services, why not? (select all that apply)
18-34 (n=68)

Library branch hours are not convenient	32%
The Library does not have the materials I need or want	25%
I prefer to use another library system	22%
I prefer to buy my own books or other materials	19%
Library branch locations are not convenient	18%
I do not have transportation to the Library	7%

Figure 13

PATRON SURVEY: If you rarely or never use Yolo County Library services, why not? (select all that apply)
35-49 (n=87)

Reason	Percentage
The Library does not have the materials I need or want	36%
Library branch hours are not convenient	36%
I prefer to buy my own books or other materials	25%
Library branch locations are not convenient	16%
I prefer to use another library system	13%
I do not have transportation to the Library	9%

Figure 14

PATRON SURVEY: If you rarely or never use Yolo County Library services, why not? (select all that apply)
50-64 (n=78)

Reason	Percentage
Library branch hours are not convenient	35%
The Library does not have the materials I need or want	32%
I prefer to buy my own books or other materials	28%
I prefer to use another library system	21%
Library branch locations are not convenient	8%
I do not have transportation to the Library	1%

Figure 15

PATRON SURVEY: If you rarely or never use Yolo County Library services, why not? (select all that apply)
65+ (n=69)

Reason	Percentage
I prefer to buy my own books or other materials	45%
I prefer to use another library system	19%
The Library does not have the materials I need or want	17%
Library branch hours are not convenient	17%
I do not have transportation to the Library	7%
Library branch locations are not convenient	6%

In their comments, some respondents elaborated on the reasons for why they rarely or never use YCL services. A number of respondents commented that their work hours do not allow them to visit the Library on working days while others said they simply lack time in their lives to use the Library. Others noted that they prefer to borrow eBooks and audiobooks. Some of the comments are shared below. (Note that spelling and grammar errors found in comments have been corrected for ease of reading.)

Sample of respondents' comments, provided optionally, in response to the question: "If you rarely or never use the Yolo County Library services, why not?"

I just seem to be too busy to come by. I wish I could order books and have you deliver them to me for a shipping fee. That would be awesome!

I wouldn't say I rarely use Library services, but the times I don't are because the book I want to read isn't available in eBook form, which is necessary given my hectic lifestyle.

I don't get enough information about the location and hours of the Library.

I love audiobooks and often the books are not offered but I recommend them in hopes the Library will get them.

I try to get to the Library as often as my schedule allows. Sometimes that is outside the regular hours. Extended hours regularly would be great.

I like the Library but don't have much time to visit.

I would like more online/electronic materials.

I have a digital subscription and that is all I need.

I use the Library regularly. The Sunday/Monday hours are not convenient. It would be better if at least one of those days would be open 8 a.m. -12 p.m.

Patrons were asked which Library branch they visit the most frequently. As shown by Figure 16, **the Mary L. Stephens Davis Branch Library is used significantly more than the other branches, which is in line with population statistics given that Davis is the Library's most populated service area.** According to survey results, 67% of respondents said they most often visit the Mary L. Stephens Davis Branch Library. After that, nearly one-fifth of respondents (17%) said they visit the Arthur F. Turner Community Library followed by the YCL website online (6%); the Yolo Branch Library (4%); the Winters Community Library (3%); the Esparto Regional Library (1%); the Knights Landing Branch Library (1%), and then the Clarksburg Branch Library (1%). None of the respondents indicated that they most often visit the Marguerite Montgomery Elementary Branch (0%).

Figure 16

Which Library branch do you visit most frequently?
All Respondents (n=2,318)

Branch	%
Mary L. Stephens Davis Branch Library	67%
Arthur F. Turner Community Library	17%
Yolo County Library's website (online services)	6%
Yolo Branch Library	4%
Winters Community Library	3%
Esparto Regional Library	1%
Knights Landing Branch Library	1%
Clarksburg Branch Library	1%
Marguerite Montgomery Elementary Branch	0%

As Figures 17 through 20 show, the trends hold across age range groups, with close to two-thirds of respondents from all age range categories indicating that they most frequently visit the Mary L. Stephens Davis Branch Library. After that, nearly one-fifth of respondents in each age group reported that they visit the Arthur F. Turner Community Library, and much smaller percentages (0-10%) said they most frequently visit the other branches, with one exception: 17% of respondents in the 0-17 age range group said they most frequently visit the Yolo Branch Library compared to significantly smaller percentages (0-5%) in the other age range groups who most frequently visit this branch.

Figure 17

PATRON SURVEY: Which Library branch do you visit most frequently?
Age Range 0-17 (n=41)

Branch	%
Yolo County Library's website (online services)	2%
Yolo Branch Library	17%
Winters Community Library	10%
Mary L. Stephens Davis Branch Library (Davis)	61%
Marguerite Montgomery Elementary (South Davis)	2%
Knights Landing Branch Library	0%
Esparto Regional Library	2%
Clarksburg Branch Library	2%
Arthur F. Turner Community Library (West Sacramento)	2%

Figure 18

PATRON SURVEY: Which Library branch do you visit most frequently?
Age Range 18-34 (n=332)

Branch	Percent
Yolo County Library's website (online services)	8%
Yolo Branch Library	5%
Winters Community Library	4%
Mary L. Stephens Davis Branch Library (Davis)	61%
Marguerite Montgomery Elementary (South Davis)	0%
Knights Landing Branch Library	1%
Esparto Regional Library	1%
Clarksburg Branch Library	0%
Arthur F. Turner Community Library (West Sacramento)	20%

Figure 19

PATRON SURVEY: Which Library branch do you visit most frequently?
Age Range 35-49 (n=564)

Branch	Percent
Yolo County Library's website (online services)	6%
Yolo Branch Library	5%
Winters Community Library	4%
Mary L. Stephens Davis Branch Library (Davis)	64%
Marguerite Montgomery Elementary (South Davis)	0%
Knights Landing Branch Library	1%
Esparto Regional Library	1%
Clarksburg Branch Library	1%
Arthur F. Turner Community Library (West Sacramento)	19%

Figure 20

PATRON SURVEY: Which Library branch do you visit most frequently?
Age Range 50-64 (n=658)

Branch	Percent
Yolo County Library's website (online services)	5%
Yolo Branch Library	2%
Winters Community Library	3%
Mary L. Stephens Davis Branch Library (Davis)	70%
Marguerite Montgomery Elementary (South Davis)	0%
Knights Landing Branch Library	0%
Esparto Regional Library	1%
Clarksburg Branch Library	1%
Arthur F. Turner Community Library (West Sacramento)	16%

Figure 21

PATRON SURVEY: Which Library branch do you visit most frequently?
Age Range 65+ (n=662)

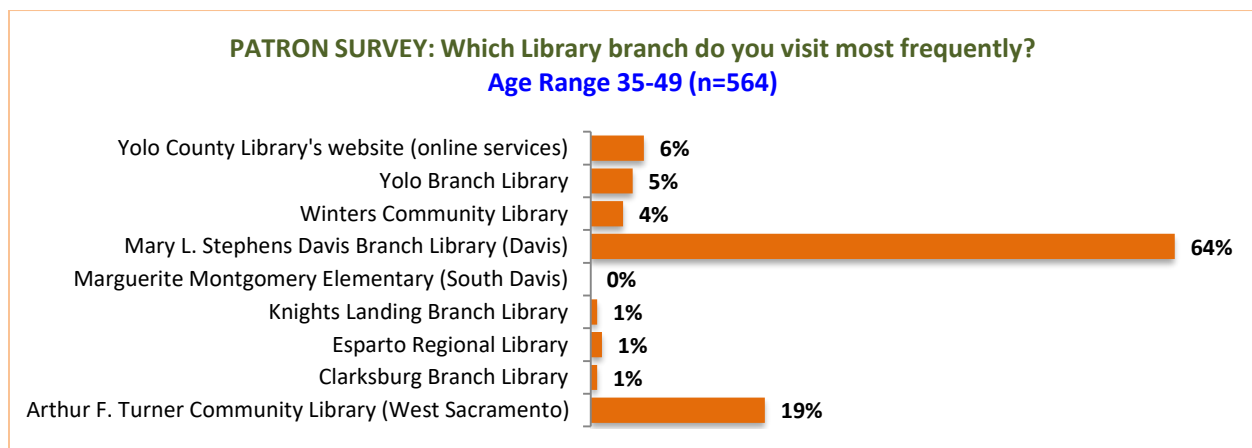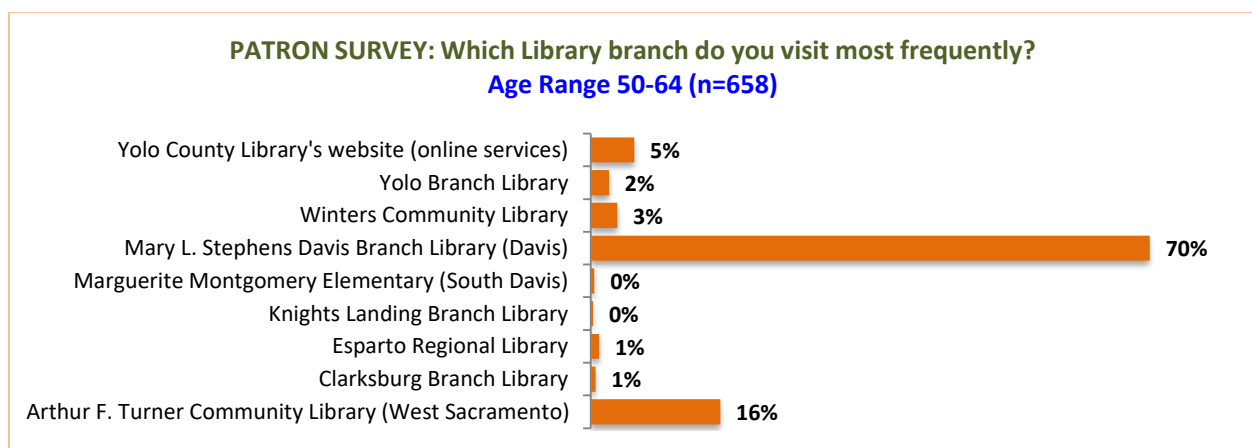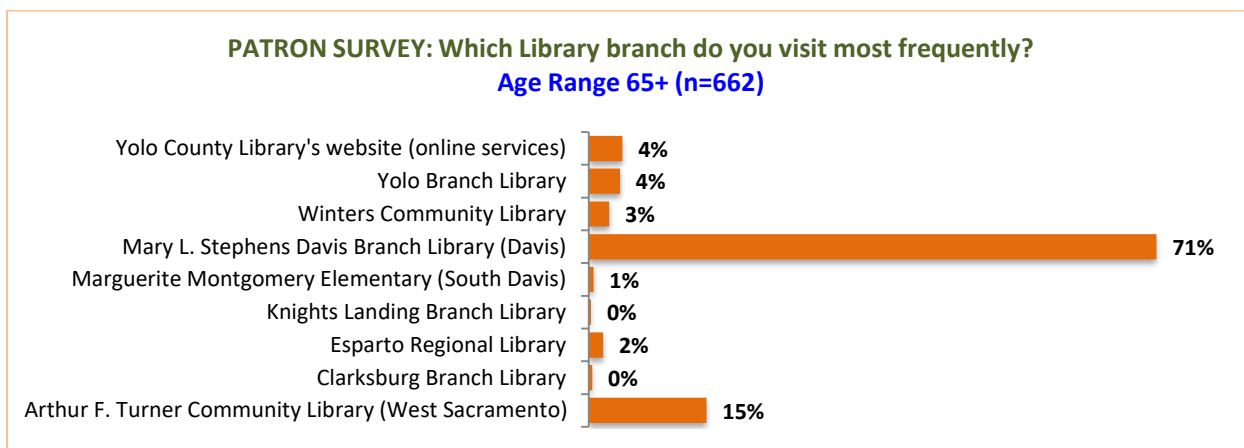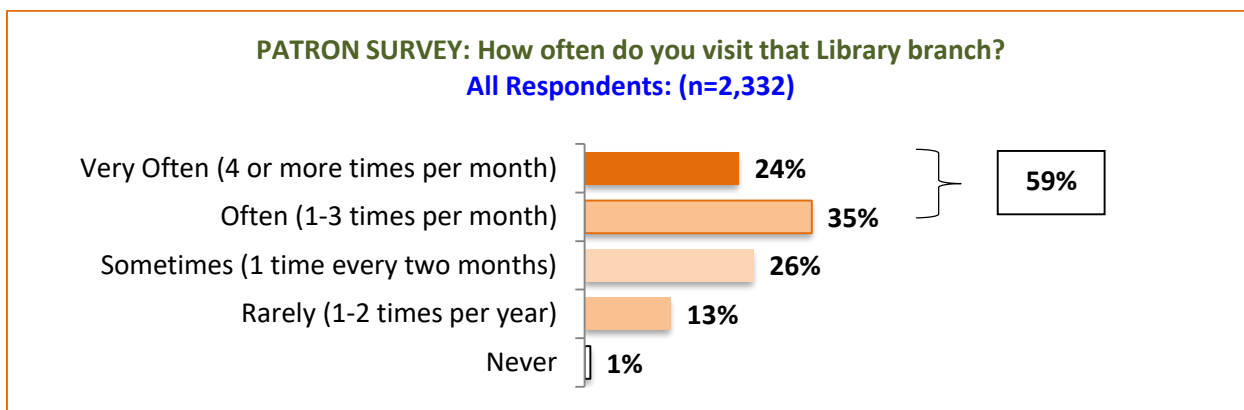| Branch	Percentage
Yolo County Library's website (online services)	4%
Yolo Branch Library	4%
Winters Community Library	3%
Mary L. Stephens Davis Branch Library (Davis)	71%
Marguerite Montgomery Elementary (South Davis)	1%
Knights Landing Branch Library	0%
Esparto Regional Library	2%
Clarksburg Branch Library	0%
Arthur F. Turner Community Library (West Sacramento)	15%

Survey participants were asked how *often* they visit their primary Library branch. As Figure 22 shows, **59% of respondents overall reported that they visit the Library very often (four or more times per month) or often (1-3 times per month).** Specifically, 24% of respondents visit the Library at least four times per month and 35% of respondents visit the Library 1-3 times per month. About one-quarter of respondents (26%) said they visit the Library "sometimes" (once a month) and 13% of respondents said they rarely visit their Library (1-2 times per year). Only 1% of respondents said they never visit their primary Library branch.

Figure 22

PATRON SURVEY: How often do you visit that Library branch?
All Respondents: (n=2,332)

Frequency	Percentage
Very Often (4 or more times per month)	24%
Often (1-3 times per month)	35%
Sometimes (1 time every two months)	26%
Rarely (1-2 times per year)	13%
Never	1%

(Very Often + Often = 59%)

Although the trend mostly holds across branches and age range groups, with a majority of respondents from each category reporting that they visit their Library branch very often or often, there are some noteworthy diversions from the trends. Comparing Library branches (Figure 23)**, a slightly higher proportion of respondents from the Esparto Regional Library (61%), Winters Community Library (63%), Mary L. Stephens Davis Branch Library (63%), and Knights Landing Branch Library (61%) said they visit their Library very often or often while a somewhat smaller proportion of respondents the Yolo Branch Library (48%) and Arthur F. Turner Community Library (48%) reported that they visit their Library very often or often.**
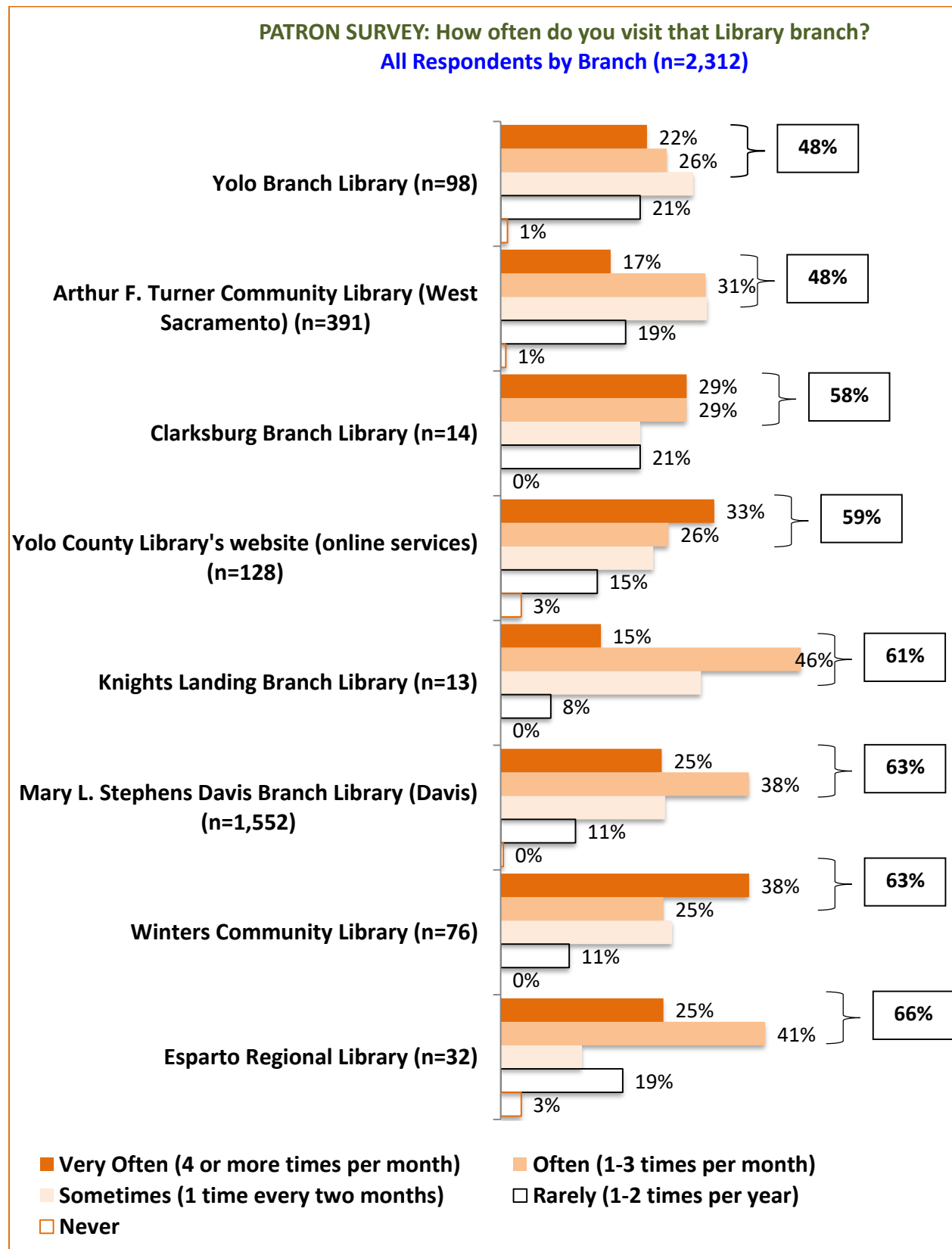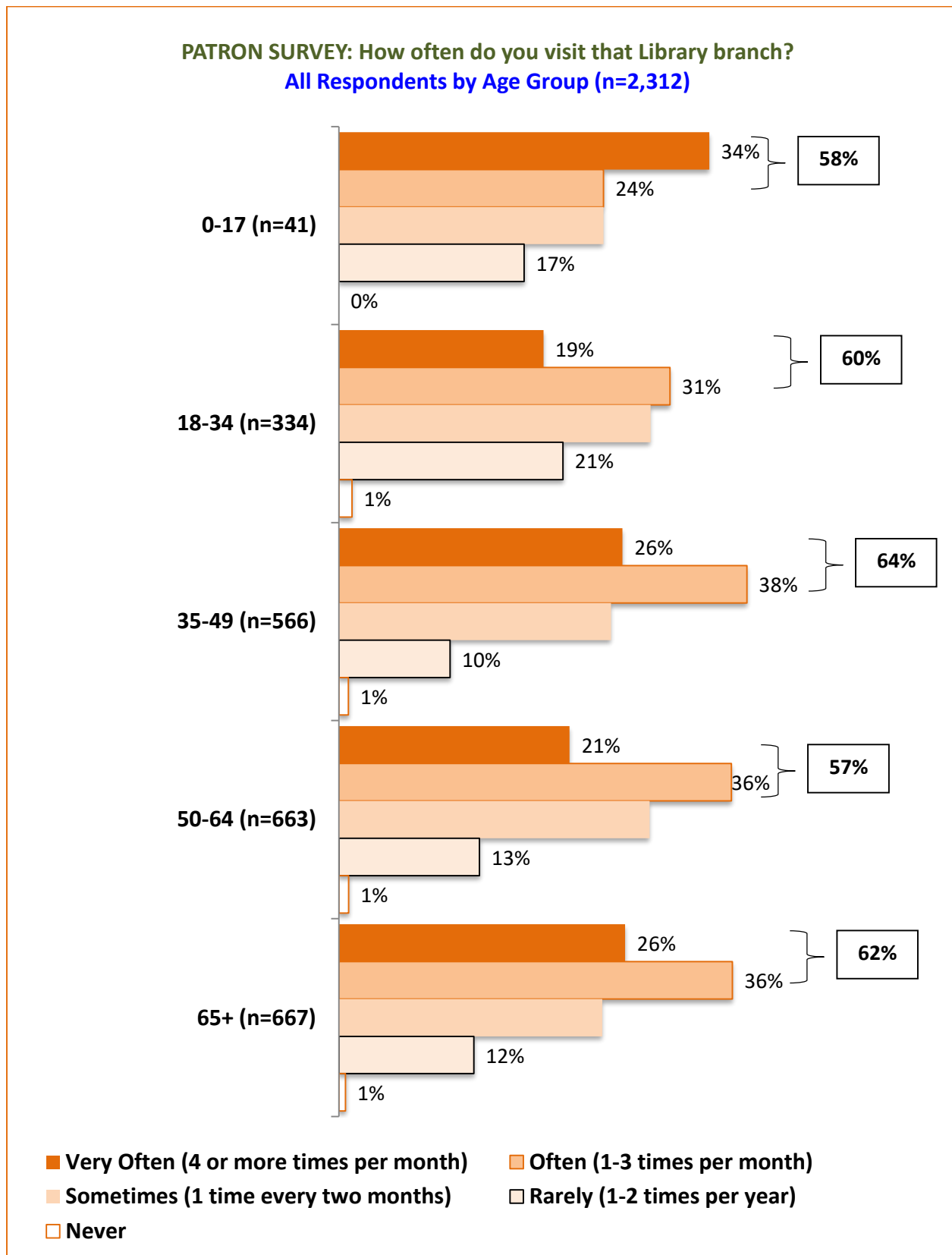
Figure 23

PATRON SURVEY: How often do you visit that Library branch?
All Respondents by Branch (n=2,312)

Yolo Branch Library (n=98)
- 22%
- 26%
- 21%
- 1%
- **48%**

Arthur F. Turner Community Library (West Sacramento) (n=391)
- 17%
- 31%
- 19%
- 1%
- **48%**

Clarksburg Branch Library (n=14)
- 29%
- 29%
- 21%
- 0%
- **58%**

Yolo County Library's website (online services) (n=128)
- 33%
- 26%
- 15%
- 3%
- **59%**

Knights Landing Branch Library (n=13)
- 15%
- 46%
- 8%
- 0%
- **61%**

Mary L. Stephens Davis Branch Library (Davis) (n=1,552)
- 25%
- 38%
- 11%
- 0%
- **63%**

Winters Community Library (n=76)
- 38%
- 25%
- 11%
- 0%
- **63%**

Esparto Regional Library (n=32)
- 25%
- 41%
- 19%
- 3%
- **66%**

- ■ Very Often (4 or more times per month)
- ■ Often (1-3 times per month)
- ■ Sometimes (1 time every two months)
- □ Rarely (1-2 times per year)
- □ Never

Figure 24

PATRON SURVEY: How often do you visit that Library branch?
All Respondents by Age Group (n=2,312)

0-17 (n=41)
- 34%
- 24%
- 17%
- 0%
- **58%**

18-34 (n=334)
- 19%
- 31%
- 21%
- 1%
- **60%**

35-49 (n=566)
- 26%
- 38%
- 10%
- 1%
- **64%**

50-64 (n=663)
- 21%
- 36%
- 13%
- 1%
- **57%**

65+ (n=667)
- 26%
- 36%
- 12%
- 1%
- **62%**

■ **Very Often (4 or more times per month)**   □ **Often (1-3 times per month)**
■ **Sometimes (1 time every two months)**   □ **Rarely (1-2 times per year)**
□ **Never**

In terms of Library use by age range (Figure 24**), the age group that reported visiting their primary branch most frequently was the 35-49 age range group (64%) followed by the 65+ age range group (62%); the 0-17 age range group (58%); the 50-64 age range group (57%); and then the 18-34 age range group (50%). All in all, the data reveal that, across all age range groups and branches, Library use among patrons is high, with more than half of most respondents visiting their primary branch at least 1-3 times per month.**

Patron Survey respondents were asked if various Library services are important to them, with the following options provided: book collection; hours of operation; DVD and CD collections; eBook and eAudiobook collections; magazine and newspaper collections; staff assistance; staff knowledge; meeting rooms; study rooms; programs (for all ages); children's story times; children's play spaces; computers in the Library; Wi-Fi in the Library; online databases; adult and family literacy; job search and career assistance; services and materials in a language other than English; and volunteer opportunities.

As Figure 25 shows, **respondents most frequently indicated that book collection is an important service to them (92%).** After that, patrons most often identified the following services as important to them: **hours of operation (87%); staff assistance (82%); staff knowledge (82%); Wi-Fi in the Library (73%); online databases (70%);** computers in the Library (62%); programs (60%); eBook and eAudiobook collections (60%); adult and family literacy (58%); services and materials offered in a language other than English (48%); children's story times (48%); volunteer opportunities (48%); DVD and CD collections (45%); job search and career assistance (45%); children's play spaces (45%); meeting rooms (35%); study rooms (35%); and then magazine and newspaper collections (33%).

The data highlight that a variety of Library services are important to customers – **each of the 19 Library services listed are used and valued by at least one-third of patrons**. Interestingly, **across all branches, the data underline the importance of staff knowledge and staff assistance to patrons, with the exception of YCL website patrons. At least 80% of respondents cited staff knowledge and staff assistance as an important service to them.**

Note that "% agr" in the charts that follow refers to the percentage of respondents who agreed that a particular Library service was important to them.

Across Library branches, patrons were similar in their identification of Library services that are important to them (Figures 26-34**). Aside from the YCL website patrons, the following services are in very high demand across the branches, with at least 75% of respondents citing these services as important to them: book collection, hours of operation; staff assistance; staff knowledge; and Wi-Fi in the Library** (with the exception of the Marguerite Montgomery Elementary Branch Library).
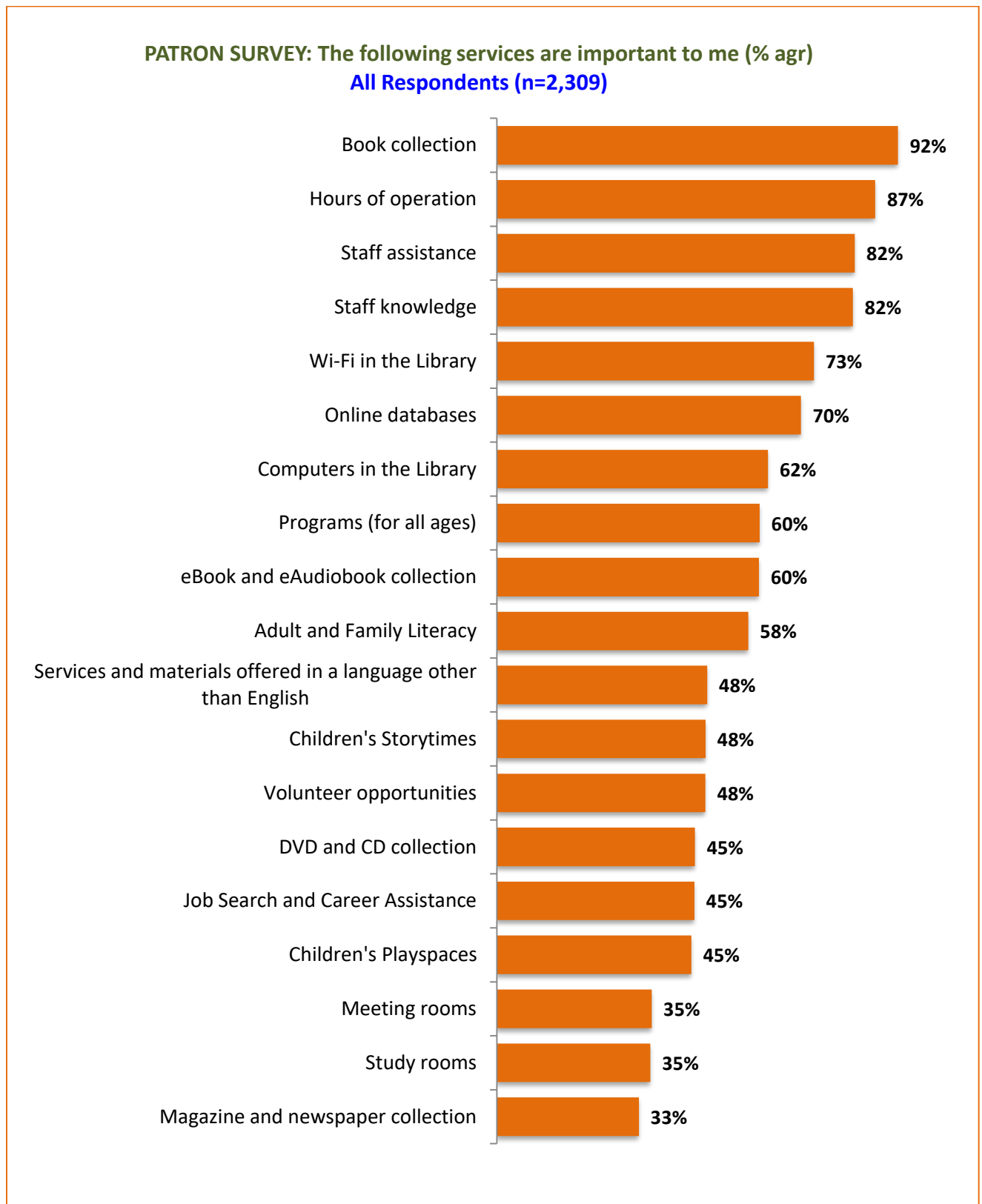
Figure 25

PATRON SURVEY: The following services are important to me (% agr)
All Respondents (n=2,309)

Service	%
Book collection	92%
Hours of operation	87%
Staff assistance	82%
Staff knowledge	82%
Wi-Fi in the Library	73%
Online databases	70%
Computers in the Library	62%
Programs (for all ages)	60%
eBook and eAudiobook collection	60%
Adult and Family Literacy	58%
Services and materials offered in a language other than English	48%
Children's Storytimes	48%
Volunteer opportunities	48%
DVD and CD collection	45%
Job Search and Career Assistance	45%
Children's Playspaces	45%
Meeting rooms	35%
Study rooms	35%
Magazine and newspaper collection	33%

Figure 26

PATRON SURVEY: The following services are important to me (% agr)
Arthur F. Turner Community Library (West Sacramento)

Service	%
Book collection	93%
Staff knowledge	91%
Hours of operation	89%
Staff assistance	89%
Wi-Fi in the Library	80%
Online databases	77%
Programs (for all ages)	70%
Computers in the Library	70%
Adult and Family Literacy	66%
eBook and eAudiobook collection	61%
Children's Storytimes	58%
Volunteer opportunities	57%
Services and materials offered in a language other than English	55%
Job Search and Career Assistance	54%
Children's Playspaces	51%
DVD and CD collection	49%
Study rooms	40%
Meeting rooms	37%
Magazine and newspaper collection	34%

Figure   27

PATRON SURVEY: The following services are important to me (% agr)
Clarksburg Branch Library

Service	%
Staff assistance	100%
Staff knowledge	100%
Programs (for all ages)	100%
Online databases	100%
Computers in the Library	92%
Children's Storytimes	92%
Hours of operation	86%
Book collection	86%
Wi-Fi in the Library	86%
Volunteer opportunities	85%
Meeting rooms	79%
Adult and Family Literacy	77%
Services and materials offered in a language other than…	77%
Job Search and Career Assistance	67%
Children's Playspaces	67%
DVD and CD collection	58%
eBook and eAudiobook collection	58%
Study rooms	57%
Magazine and newspaper collection	33%

Figure 28

PATRON SURVEY: The following services are important to me (% agr)
Esparto Regional Library

Service	%
Staff assistance	94%
Hours of operation	91%
Book collection	91%
Staff knowledge	91%
Wi-Fi in the Library	84%
Computers in the Library	84%
Adult and Family Literacy	83%
Online databases	79%
Volunteer opportunities	77%
Programs (for all ages)	74%
Services and materials offered in a language other than...	73%
Children's Storytimes	68%
eBook and eAudiobook collection	67%
Job Search and Career Assistance	62%
DVD and CD collection	61%
Study rooms	59%
Children's Playspaces	57%
Meeting rooms	52%
Magazine and newspaper collection	32%

Figure 29

PATRON SURVEY: The following services are important to me (% agr)
Knights Landing Branch Library

Service	%
Wi-Fi in the Library	93%
Hours of operation	92%
Computers in the Library	92%
Staff assistance	85%
Book collection	77%
Staff knowledge	77%
Programs (for all ages)	67%
DVD and CD collection	67%
Adult and Family Literacy	67%
Volunteer opportunities	64%
Online databases	58%
Children's Storytimes	58%
eBook and eAudiobook collection	55%
Job Search and Career Assistance	55%
Children's Playspaces	42%
Study rooms	33%
Services and materials offered in a language other than English	33%
Magazine and newspaper collection	31%
Meeting rooms	25%

Figure 30

PATRON SURVEY: The following services are important to me (% agr)
Marguerite Montgomery Elementary (South Davis)

Service	%
Book collection	100%
Staff assistance	88%
Staff knowledge	88%
Online databases	88%
Hours of operation	86%
eBook and eAudiobook collection	71%
DVD and CD collection	57%
Study rooms	50%
Computers in the Library	50%
Wi-Fi in the Library	50%
Programs (for all ages)	43%
Magazine and newspaper collection	38%
Meeting rooms	38%
Children's Playspaces	38%
Adult and Family Literacy	38%
Services and materials offered in a language other than English	38%
Volunteer opportunities	38%
Children's Storytimes	29%
Job Search and Career Assistance	25%

Figure 31

PATRON SURVEY: The following services are important to me (% agr)
Mary L. Stephens Davis Branch Library (Davis)

Service	%
Book collection	96%
Hours of operation	91%
Staff knowledge	85%
Staff assistance	85%
Wi-Fi in the Library	75%
Online databases	74%
Computers in the Library	64%
Programs (for all ages)	63%
eBook and eAudiobook collection	62%
Adult and Family Literacy	60%
Services and materials offered in a language other than English	52%
Volunteer opportunities	50%
DVD and CD collection	50%
Children's Storytimes	50%
Job Search and Career Assistance	48%
Children's Playspaces	47%
Meeting rooms	37%
Study rooms	37%
Magazine and newspaper collection	36%

Figure 32

PATRON SURVEY: The following services are important to me (% agr)
Winters Community Library

Service	%
Book collection	97%
Staff assistance	96%
Hours of operation	95%
Staff knowledge	88%
Wi-Fi in the Library	88%
Computers in the Library	85%
Online databases	78%
Adult and Family Literacy	77%
Programs (for all ages)	76%
Volunteer opportunities	65%
eBook and eAudiobook collection	64%
Services and materials offered in a language other than English	63%
Children's Playspaces	61%
Children's Storytimes	59%
Job Search and Career Assistance	59%
Meeting rooms	51%
Study rooms	51%
DVD and CD collection	42%
Magazine and newspaper collection	38%

Figure 33

PATRON SURVEY: The following services are important to me (% agr)
Yolo Branch Library

Service	%
Hours of operation	94%
Book collection	93%
Staff knowledge	93%
Staff assistance	91%
Wi-Fi in the Library	85%
Online databases	79%
Computers in the Library	79%
Programs (for all ages)	75%
Adult and Family Literacy	70%
eBook and eAudiobook collection	58%
Volunteer opportunities	58%
Services and materials offered in a language other than English	57%
Job Search and Career Assistance	56%
Children's Storytimes	55%
Study rooms	55%
Children's Playspaces	54%
Meeting rooms	54%
DVD and CD collection	53%
Magazine and newspaper collection	37%

Figure 34

PATRON SURVEY: The following services are important to me (% agr)
Yolo County Library's website (online services)

Service	%
eBook and eAudiobook collection	95%
Book collection	82%
Online databases	79%
Wi-Fi in the Library	68%
Staff knowledge	62%
Computers in the Library	56%
Staff assistance	56%
Hours of operation	50%
Adult and Family Literacy	49%
Programs (for all ages)	48%
Children's Storytimes	41%
Job Search and Career Assistance	38%
Services and materials offered in a language other than English	37%
Volunteer opportunities	35%
Children's Playspaces	35%
DVD and CD collection	33%
Study rooms	26%
Meeting rooms	25%
Magazine and newspaper collection	20%

Regarding age group trends (Figures 35-39), book collection is mostly frequently cited as an important service to patrons across all age ranges (90%+ across all age range groups). After book collection, at least three-quarters of respondents across all age range groups reported that the following services are important to them: Wi-Fi in the Library (except for the 65+ age group); hours of operation; staff assistance; and staff knowledge (except for the 0-17 age group). Essentially, the data reveal that the Library offers a range of services that are important to patrons. Demand for services transcends branches and age groups.

Of note, slightly different trends were observed for the 0-17 age group. For instance, **compared to other groups (44%-60%), more respondents in the 0-17 age group (72%) said that services and materials offered in a language other than English are important to them. The 0-17 age group was also more likely than to say that volunteer opportunities are important to them** (74% of respondents in the 0-17 age group verses 46%-58% of respondents in the other age groups). **Those in the 0-17 age group were also more likely than other age range groups to say that computers in the Library are important to them** (78% of respondents in the 0-17 age group verses 62%-68% of respondents in other age groups). Also, **individuals in the 0-17 age group were significantly more likely to indicate that the study rooms at the Library are important to them** (80% of respondents ages 0-17 verses 30%-50% of respondents in other age groups).

Figure 35

PATRON SURVEY: The following services are important to me (% agr)
Age Range 0-17

Service	%
Book collection	95%
Wi-Fi in the Library	90%
Hours of operation	83%
Staff assistance	80%
Study rooms	80%
Computers in the Library	78%
Volunteer opportunities	74%
Staff knowledge	73%
Services and materials offered in a language other than English	72%
Online databases	64%
Adult and Family Literacy	64%
Programs (for all ages)	63%
Job Search and Career Assistance	55%
Meeting rooms	54%
Children's Playspaces	49%
eBook and eAudiobook collection	45%
DVD and CD collection	42%
Children's Storytimes	37%
Magazine and newspaper collection	19%

Figure 36

PATRON SURVEY: The following services are important to me (% agr)
Age Range 18-34

Service	%
Book collection	93%
Wi-Fi in the Library	89%
Hours of operation	85%
Staff knowledge	82%
Online databases	81%
Staff assistance	79%
Programs (for all ages)	72%
eBook and eAudiobook collection	70%
Computers in the Library	68%
Adult and Family Literacy	61%
Services and materials offered in a language other than English	60%
Volunteer opportunities	58%
Children's Storytimes	55%
Job Search and Career Assistance	55%
Children's Playspaces	54%
Study rooms	50%
DVD and CD collection	42%
Meeting rooms	38%
Magazine and newspaper collection	24%

Figure 37

PATRON SURVEY: The following services are important to me (% agr))
Age Range 35-49

Service	%
Book collection	97%
Hours of operation	91%
Staff knowledge	85%
Staff assistance	84%
Wi-Fi in the Library	79%
Online databases	78%
Programs (for all ages)	74%
eBook and eAudiobook collection	68%
Computers in the Library	68%
Children's Playspaces	63%
Adult and Family Literacy	63%
Children's Storytimes	60%
Services and materials offered in a language other than English	57%
Volunteer opportunities	52%
Job Search and Career Assistance	49%
DVD and CD collection	46%
Study rooms	39%
Meeting rooms	36%
Magazine and newspaper collection	28%

Figure 38

PATRON SURVEY: The following services are important to me (% agr)
Age Range 50-64

Service	%
Book collection	93%
Hours of operation	89%
Staff assistance	84%
Staff knowledge	84%
Online databases	76%
Wi-Fi in the Library	76%
Computers in the Library	67%
eBook and eAudiobook collection	67%
Adult and Family Literacy	66%
Programs (for all ages)	60%
Job Search and Career Assistance	54%
Volunteer opportunities	53%
DVD and CD collection	52%
Services and materials offered in a language other than English	51%
Children's Storytimes	51%
Magazine and newspaper collection	42%
Children's Playspaces	41%
Meeting rooms	40%
Study rooms	37%

Figure 39

PATRON SURVEY: The following services are important to me (% agr)
Age Range 65+

Service	%
Book collection	92%
Staff knowledge	89%
Staff assistance	88%
Hours of operation	88%
Wi-Fi in the Library	69%
Online databases	69%
Computers in the Library	62%
Adult and Family Literacy	58%
Programs (for all ages)	58%
eBook and eAudiobook collection	55%
DVD and CD collection	52%
Volunteer opportunities	46%
Children's Storytimes	45%
Services and materials offered in a language other than English	44%
Magazine and newspaper collection	42%
Job Search and Career Assistance	41%
Children's Playspaces	40%
Meeting rooms	38%
Study rooms	30%

In their comments, patrons emphasized how meaningful the Library is to them and how important they feel it is to the community at large. A sample of comments follows.

Sample of respondents' comments, provided optionally, in response to the prompt: "The following services are important to me . . ."

The Library is necessary for the community and your services are essential.

The Library was always my haven for personal study, to decompress and relax. Just to enjoy the peace and all the helpful things that were available to me was most precious to me.

Link+ is very important to me.

I love the staff at the West Sacramento Library.

Me gustaria que la libreria estuviera aloierto los viernes.

Thanks for all you do -- I've mostly transitioned to digital (Kindle) books. Thanks for offering those.

I have always found the staff very helpful - so thankful for all who work and volunteer there.

I pretty much just get audiobooks on CD, and online/digital, buy paperbacks, and check out books now and then.

I love the Davis Library; the staff is very helpful and the resources are great. I wish the Large Print selection were bigger.

Here at the West Sacramento Library the staff are very patient and have taught me a lot about how to use a computer. I am so grateful.

While some services are not important to me (materials available in non-English format), I think they are critical to the community.

I use the Library primarily as a quiet place to write. I also check out books and DVDs.

I read this question as "things you personally use" so I marked some things as not important to me but I do think they are important to the community, such as children's story hour. I don't personally have small children but that is a very important service.

There are a lot of services that I don't use myself but I think are important for the community as a whole, e.g. for children, study, literacy.

I love the Library, great place to go and browse books/movies and also meet people!

I'd be interested in volunteer opportunities.

I mostly use eBooks and audiobooks, but my children and wife use the physical Library extensively!

The services provided by the Davis Library make my community safer and more educated.

I would love to see more new Chinese books.

The public computers, along with the scanner and printer room, are very useful resources.

The LINK+ service is very important to me.

The rich mixture of services and multi-language materials is great.

At age 92, I am mostly homebound, so I greatly value your "Books by Mail" program.

I'm old enough to not have learned to use electronic devices incrementally. It's hard to find good "tech tutoring" since most proficient users don't have to think about what they are doing. I don't use the libraries website and audiobooks are not my "thing". I am delighted that the Library provides adult literacy, job search, meeting rooms & study rooms and children's programs! Play space. How wonderful to have services and materials available in a language other than English.

We have used different resources at different times as our children grow up.

I love Pronunciator. Please don't get rid of that!

Libraries are essential to an educated populace. Please keep up the excellent work you do with such scarce resources.

The Library is a vital institute to Davis.

Spanish conversation on Thursdays led by Beatriz Remis is amazing!

I love the Library and have been using it, along with my family for 29 years. The Library and the green belt are my top two public activities.

Love the Library. Staff are awesome very helpful and have good people skills.

More volunteer opportunities for kids would be great!

I love the puzzle exchange!

While I personally do not need services in other languages, I feel it is very important to have them.

I cannot say enough good things about the Davis Library. They have an amazing selection of new books that rotates frequently. Plus, I constantly check out audiobooks from Libby. My all-time favorite service is ZipBooks. It has allowed me to get titles I can't afford on my own. The staff is so great, helpful but non-intrusive. I also really value that you guys create a space where all are welcome. What a wonderful place for those experiencing homelessness or mental illness to come and be free to access resources and great books. You guys are truly wonderful.

The audiobook collection is what I'm interested in using.

I love the Yolo County Library. I read books from the Davis Branch often and visit for quiet reading time. Keep up the great work everyone.

I use the Library only for getting books to read. I like the online catalog and ability to request books.

It would be amazing if the Library opened at 9 a.m.

I don't use a lot of the services, but I want my Library to serve everyone, and so those services are important to me. The community function is part of what makes it so crucial to our city.

The Library has always been important to my family. From children's story time to reading challenges for the kids and adults. We can't afford books and used the Library computers and printers to apply for financial aid. I truly enjoy the online books and they are so easy to get through the Library Overdrive/Libby apps.

Really appreciate Link+ and email reminders on returning books.

The vast majority of respondents (94%) agreed with the statement, "YCL is important to me and my loved ones" (Figure 40). As Figure 41 shows, variation is noted across YCL branches, with slightly lower rates of agreement with the statement among patrons of the Yolo Branch Library (86%) and a significantly lower rate of agreement among patrons of the Knights Landing Branch Library (69%). In other words, 25% fewer patrons of the Knights Landing Branch Library agreed that the Library is important to them and their loved ones. However, the small sample of

respondents from the Knights Landing Branch Library limits the generalizability of these findings to the larger customer base at that branch and, therefore, warrants further exploration.

In terms of responses by age groups, more than three-quarters of all age groups (and more than 90% of all age groups over age 17) agreed with the statement, "YCL is important to me and my loved ones," as shown by Figure 42.

Figure 40

PATRON SURVEY: Yolo County Library is important to me and my loved ones. (% agr)
All Respondents (n=2,315)

All Respondents (n=2,315)	94%

Figure 41

PATRON SURVEY: Yolo County Library is important to me and my loved ones. (% agr)
All Respondents by Primary Branch (n=2,293)

Yolo County Library's website (online services) (n=125)	93%
Yolo Branch Library (n=96)	86%
Winters Community Library (n=76)	97%
Mary L. Stephens Davis Branch Library (Davis) (n=1,541)	96%
Marguerite Montgomery Elementary (South Davis) (n=8)	88%
Knights Landing Branch Library (n=13)	69%
Esparto Regional Library (n=32)	97%
Clarksburg Branch Library (n-14)	93%
Arthur F. Turner Community Library (West Sacramento) (n=388)	94%

Figure 42

PATRON SURVEY: Yolo County Library is important to me and my loved ones. (% agr)
All Respondents by Age Group (n=2,256)

Age Range 0-17 (n=41)	78%
Age Range18-34 (n=332)	91%
Age Range 35-49 (n=562)	95%
Age Range50-64 (n=661)	96%
Age Range 65+ (n=660)	96%
All Respondents (n=2,251)	95%

On the Staff Survey, YCL staff members were asked if they agree that the "Yolo County Library provides services and resources that satisfy community needs." As shown by Figure 43, **nearly three-quarters of the 47 employees responding (74%) agreed that the YCL provides services and resources that meet community needs, while almost one-quarter of respondents (23%) were neutral and 2% of respondents disagreed**.

Figure 43

STAFF SURVEY: Yolo County Library provides services and resources that satisfy community needs. (n=47)

Agree	Neutral	Disagree
74%	23%	2%
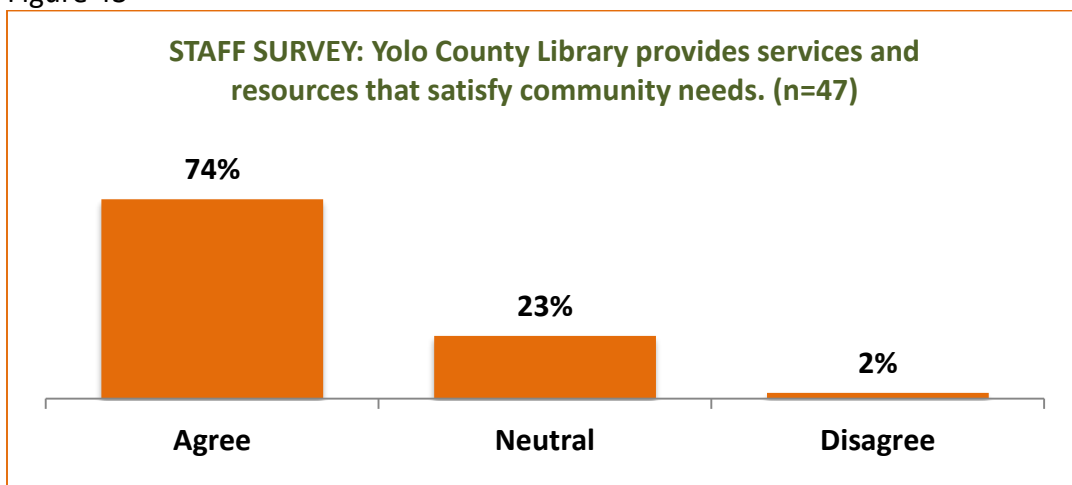
Ten staff members offered comments in conjunction with their answers. Some respondents commented that certain populations are underserved (Millennials, middle aged individuals, at-risk individuals). Others noted that there are areas for improvement, such as offering more computers. Respondents' comments are below.

Sample of respondents' comments (Staff Survey), provided optionally, in response to the question: "Do you agree: Yolo County Library provides services and resources that satisfy community needs."

Definitely yes for families with young children, and for the most part, older members of the community. Millennials and middle agers don't get the attention they could.

There are other libraries that provide more services and resources than Yolo County, but our community seems happy.

Our Library doesn't have enough computers, which at times creates problems.

Yes, but there are some areas where we are duplicating efforts. Rather than taking on every project our community needs, we could partner with other agencies offering the same services and allow the use of the Library for connecting with users.

We could do better.

This is our strength.

We try our best.

We at least have the basic services that people need.

I would love to see more teens.

Usually, but we can do better with the diverse populations at risk.

B. Library Environment and Resources: Impressions of Patrons and Staff

Both patrons and staff were asked about the environment of the branches they visit most and their general impressions of their Library's facilities, programs, services, capacity to meet diverse users' needs, and ease of use.

On the Patron Survey, respondents were asked to indicate their level of agreement with statements about the YCL Library offerings and environment. Respondents could indicate their degree of agreement by checking one of the choices from the following scale: strongly agree, agree, neutral, disagree, strongly disagree, and don't know. The charts that follow show the percentage of respondents who agreed with a statement (i.e. selected "strongly agree" or "agree" as an answer) and this is denoted as "% agr" in the chart titles. Note that findings for the Marguerite Montgomery Branch Library are not shown because too few respondents from this Branch (n<10) answered the question.

As Figure 44 shows, Library patrons, overall, reported positive impressions of the YCL, with **over 90% of respondents agreeing that the Library is easy to get to (94%); they are treated well by Library staff (93%); and they feel safe and welcome when visiting the Library (92%).** After that, **88% of Library patrons agreed that it is easy to find what they need at the Library; 81% of patrons agreed that they value the programs (for all ages) offered at the Library; and 81% of patrons agreed that the Library is an important place for the community to meet.**

Additional findings revealed that **more than two-thirds of respondents agreed that the Library website is informative and easy to use (69%)**. Slightly more than half of the survey respondents (56%) indicated that they would pay additional taxes to expand Library hours and services. Finally, **7% of survey participants reported that they do not have reliable internet connectivity in their neighborhood to fully access online Library services**.

As Figures 46 and 47 show, variation in patrons' Library impressions across the YCL branches is generally minimal in terms of ease of getting to the Library and treatment of Library staff. However, significant differences in Library experience are observed in other areas. For instance, Yolo County website users (82%) were 10% less likely than average (92%) to say they feel safe and welcome when they visit the Library, as shown by Figure 45 (it might be worth exploring if these respondents primarily use the website for this reason). Respondents from the Knights Landing Branch Library (79%) were 13% less likely than average (92%) to report feeling safe and welcome when they visit the Library (Figure 45); however, the small number of respondents from this branch (n=14) limits the generalizability of this finding to the broader population of users and warrants further investigation.

Regarding the Library website, respondents from the Knights Landing Branch Library (43%) were 26% less likely than average (69%) to agree that the Library website is informative and easy to use (Figure 48); the small number of respondents (n=14) does not allow this finding to be extrapolated to the larger population of users at this branch and merits continued exploration.

As Figure 49 shows, YCL website users (77%) were 11% less likely than average (88%) to agree that "it is easy to find" what they need in the Library. Respondents from the Knights Landing

Branch Library (64%) were 24% less likely than average (88%) to report that it is easy to find what they need in the Library, but as noted previously, the small number of respondents (n=14) prevents generalizability of this finding.

Compared with 81% of respondents overall, a greater percentage of Clarksburg Branch Library users (93%) indicated that their Library is an important place for the community to meet (Figure 50); however, the small sample of respondents from this branch (n=14) limits the generalizability of this finding and warrants further inquiry. Meanwhile, respondents from the Knights Landing Branch Library (71%) were 10% less likely than average (81%) to believe that they Library is an important place for the community to meet (Figure 50); again, the sample of respondents from this branch is too small (n=14) to generalize beyond this sample.

Figure 44

PATRON SURVEY: Please tell us about your overall impressions of Yolo County Library. (% agr)

All Respondents (n=2,328)

It is easy to get to the Library	94%
I am treated well by Library staff	93%
I feel safe and welcome when I visit the Library	92%
It is easy to find what I need in the Library	88%
I value the programs (for all ages) offered at the Library	81%
The Library is an important place for the community to meet	81%
The Library website is informative and easy to use	69%
I would pay additional taxes to expand Library hours and services	56%
I don't have reliable internet connectivity in my neighborhood to fully access online Library services	7%

Figure 45

Figure 46

PATRON SURVEY: I feel safe and welcome when I visit the Library
All Respondents, by Branch

Arthur F. Turner Community Library (West Sacramento) (n=388) — 86%

Clarksburg Branch Library (n=14) — 100%

Esparto Regional Library (n=32)

Knights Landing Branch Library (n=14) — 79%

Marguerite Montgomery Elementary (South Davis) (n=8) — 88%

Mary L. Stephens Davis Branch Library (Davis) (n=1549) — 94%

Winters Community Library (n=77) — 99%

Yolo Branch Library (n=95) — 87%

Yolo County Library's website (online services) (n=123) — 82%

PATRON SURVEY: It is easy to get to the Library
All Respondents, by Branch

Arthur F. Turner Community Library (West Sacramento) (n=388) — 95%

Clarksburg Branch Library (n=14) — 93%

Esparto Regional Library (n=31) — 97%

Knights Landing Branch Library (n=14) — 100%

Marguerite Montgomery Elementary (South Davis) (n=8) — 75%

Mary L. Stephens Davis Branch Library (Davis) (n=1545) — 94%

Winters Community Library (n=77) — 97%

Yolo Branch Library (n=94) — 95%

Yolo County Library's website (online services) (n=122) — 86%

Figure 47

Figure 48

PATRON SURVEY: I am treated well by Library staff
All Respondents, by Branch

Arthur F. Turner Community Library (West Sacramento) (n=388) — 95%

Clarksburg Branch Library (n=14) — 100%

Esparto Regional Library (n=32) — 94%

Knights Landing Branch Library (n=14) — 86%

Marguerite Montgomery Elementary (South Davis) (n=8) — 100%

Mary L. Stephens Davis Branch Library (Davis) (n=1545) — 93%

Winters Community Library (n=76) — 96%

Yolo Branch Library (n=94) — 88%

Yolo County Library's website (online services) (n=121) — 85%

PATRON SURVEY: The Library website is informative and easy to use
All Respondents, by Branch

Arthur F. Turner Community Library (West Sacramento) (n=380) — 70%

Clarksburg Branch Library (n=14) — 71%

Esparto Regional Library (n=32) — 63%

Knights Landing Branch Library (n=14) — 43%

Marguerite Montgomery Elementary (South Davis) (n=8) — 63%

Mary L. Stephens Davis Branch Library (Davis) (n=1526) — 70%

Winters Community Library (n=77) — 73%

Yolo Branch Library (n=92) — 62%

Yolo County Library's website (online services) (n=124) — 77%

Figure 49

Figure 50

PATRON SURVEY: It is easy to find what I need in the Library
All Respondents, by Branch

Branch	%
Arthur F. Turner Community Library (West Sacramento) (n=387)	90%
Clarksburg Branch Library (n=14)	93%
Esparto Regional Library (n=31)	94%
Knights Landing Branch Library (n=14)	64%
Marguerite Montgomery Elementary (South Davis) (n=8)	88%
Mary L. Stephens Davis Branch Library (Davis) (n=1538)	88%
Winters Community Library (n=77)	95%
Yolo Branch Library (n=95)	87%
Yolo County Library's website (online services) (n=120)	77%

PATRON SURVEY: The Library is an important place for the community to meet
All Respondents, by Branch

Branch	%
Arthur F. Turner Community Library (West Sacramento) (n=381)	82%
Clarksburg Branch Library (n=14)	93%
Esparto Regional Library (n=32)	94%
Knights Landing Branch Library (n=14)	71%
Marguerite Montgomery Elementary (South Davis) (n=8)	75%
Mary L. Stephens Davis Branch Library (Davis) (n=1529)	81%
Winters Community Library (n=77)	87%
Yolo Branch Library (n=95)	77%
Yolo County Library's website (online services) (n=122)	74%

Figure 51

Figure 52

PATRON SURVEY: I would pay additional taxes to expand Library hours and services
All Respondents, by Branch

Branch	%
Arthur F. Turner Community Library (West Sacramento) (n=378)	58%
Clarksburg Branch Library (n=14)	64%
Esparto Regional Library (n=32)	59%
Knights Landing Branch Library (n=13)	38%
Marguerite Montgomery Elementary (South Davis) (n=8)	50%
Mary L. Stephens Davis Branch Library (Davis) (n=1520)	57%
Winters Community Library (n=77)	61%
Yolo Branch Library (n=90)	50%
Yolo County Library's website (online services) (n=123)	38%

PATRON SURVEY: I value the programs (for all ages) offered at the Library
All Respondents, by Branch

Branch	%
Arthur F. Turner Community Library (West Sacramento) (n=383)	81%
Clarksburg Branch Library (n=14)	100%
Esparto Regional Library (n=31)	87%
Knights Landing Branch Library (n=14)	86%
Marguerite Montgomery Elementary (South Davis) (n=8)	88%
Mary L. Stephens Davis Branch Library (Davis) (n=1515)	81%
Winters Community Library (n=76)	89%
Yolo Branch Library (n=95)	83%
Yolo County Library's website (online services) (n=119)	74%

Figure 53

PATRON SURVEY: I don't have reliable internet connectivity in my neighborhood to fully access online Library services
All Respondents, by Branch

Branch	Percentage
Arthur F. Turner Community Library (West Sacramento) (n=369)	9%
Clarksburg Branch Library (n=14)	43%
Esparto Regional Library (n=31)	23%
Knights Landing Branch Library (n=13)	31%
Marguerite Montgomery Elementary (South Davis) (n=8)	13%
Mary L. Stephens Davis Branch Library (Davis) (n=1482)	6%
Winters Community Library (n=76)	14%
Yolo Branch Library (n=91)	16%
Yolo County Library's website (online services) (n=121)	3%

Figure 54

PATRON SURVEY: I feel safe and
welcome when I visit the Library
All Respondents, by Age Group

Age Range 65+ (n=666) — 95%
Age Range 50-64 (n=662) — 91%
Age Range 35-49 (n=564) — 90%
Age Range 18-34 (n=332) — 91%
Age Range 0-17 (n=41) — 83%

Figure 55

PATRON SURVEY: It is easy to get to the
Library
All Respondents, by Age Group

Age Range 65+ (n=665) — 93%
Age Range 50-64 (n=658) — 95%
Age Range 35-49 (n=563) — 93%
Age Range 18-34 (n=332) — 94%
Age Range 0-17 (n=40) — 88%

Figure 56

PATRON SURVEY: The Library website is
informative and easy to use
All Respondents, by Age Group

Age Range 65+ (n=641) — 70%
Age Range 50-64 (n=656) — 72%
Age Range 35-49 (n=563) — 66%
Age Range 18-34 (n=331) — 70%
Age Range 0-17 (n=40) — 58%

Figure 57

PATRON SURVEY: I am treated well by
Library staff
All Respondents, by Age Group

Age Range 65+ (n=665) — 96%
Age Range 50-64 (n=658) — 93%
Age Range 35-49 (n=563) — 91%
Age Range 18-34 (n=330) — 92%
Age Range 0-17 (n=41) — 93%

Figure 58

PATRON SURVEY: It is easy to find what I need in the Library
All Respondents, by Age Group

Age Range 65+ (n=657) — 88%
Age Range 50-64 (n=660) — 88%
Age Range 35-49 (n=563) — 88%
Age Range 18-34 (n=330) — 87%
Age Range 0-17 (n=40) — 93%

Figure 59

PATRON SURVEY: The Library is an important place for the community to meet
All Respondents, by Age Group

Age Range 65+ (n=645) — 81%
Age Range 50-64 (n=656) — 80%
Age Range 35-49 (n=562) — 83%
Age Range 18-34 (n=332) — 80%
Age Range 0-17 (n=40) — 73%

Figure 60

PATRON SURVEY: I would pay additional taxes to expand Library hours and services
All Respondents, by Age Group

Age Range 65+ (n=645) — 53%
Age Range 50-64 (n=649) — 53%
Age Range 35-49 (n=559) — 59%
Age Range 18-34 (n=330) — 62%
Age Range 0-17 (n=40) — 43%

Figure 61

PATRON SURVEY: I value the programs (for all ages) offered at the Library
All Respondents, by Age Group

Age Range 65+ (n=636) — 78%
Age Range 50-64 (n=654) — 79%
Age Range 35-49 (n=559) — 87%
Age Range 18-34 (n=331) — 81%
Age Range 0-17 (n=39) — 74%

Figure 62

PATRON SURVEY: I don't have reliable internet connectivity in my neighborhood to fully access online Library services
All Respondents, by Age Group

Age Group	Percentage
Age Range 65+ (n=611)	5%
Age Range 50-64 (n=639)	8%
Age Range 35-49 (n=553)	7%
Age Range 18-34 (n=328)	9%
Age Range 0-17 (n=40)	5%

In terms of Library programs, respondents from the Clarksburg Library branch (100%) were 19% more likely than average (81%) to say that they value the programs (for all ages) offered at the Library, but the small sample of respondents prevents broader generalizability (Figure 52).

Interestingly, **neighborhood internet connectivity appears to vary considerably across Yolo County based on survey data**. As shown by Figure 53**, compared to 7% of respondents overall, significantly more respondents from the Esparto Regional Library (23%), the Clarksburg Branch Library (43%), and the Knights Landing Branch Library (31%) reported that they do not have reliable internet connectivity in their neighborhood to fully access online Library services. The sample of respondents from the Clarksburg Branch Library (n=14) and the Knights Landing Branch Library (n=13) are too small to allow for these findings to be applied to the larger population of users at these branches**.

As Figure 51 shows, while more than half of all respondents (56%) agreed that they would pay additional taxes to expand Library hours and services, considerably fewer Yolo County website users (38%) and Knights Landing Branch users (38%) responded similarly. Again, the Knights Landing Branch Library findings merit further exploration given the small sample of respondents from this branch (n=13).

Analyzing impressions of the Library by age range, little variation is observed across age groups. There was no more than a 10% difference in response patterns across age groups in terms of feeling safe and welcome when visiting the Library (Figure 54); ease of getting to the Library (Figure 55); being treated well by Library staff (Figure 57); ease of finding what is needed at the Library (Figure 58); perceiving the Library as an important place for the community to meet Figure 59); valuing Library programs for all ages (Figure 61); and having reliable internet connectivity in the neighborhood to fully access online Library services (Figure 62).

Comments of respondents speak to the trends noted above. For instance, in their (optional) comments, respondents noted the easy access to the Library and expansive resources. Many respondents asserted their belief that the Library is an "essential," "important," and "valuable" resource to the community. A number of respondents noted that homeless individuals who loiter at the Library prevent them from feeling safe. Some individuals commented about the limited parking at the Mary L. Stephens Davis Branch Library. A number of respondents commented that, while they don't use all the services, they nevertheless feel that the services are important for others in the community. A sample of comments follows.

Sample of respondents' comments, provided optionally, in response to the question: "Please tell us about your overall impressions of Yolo County Library."

I am 71 years old and I have always used the West Sacramento Library!

Podemos tener mas Wi-Fi?

It's a wonderful place to visit weekly.

I rely on Library computers - don't have one at home.

The Library is an important part of life.

Consider longer hours on weekends and updating the website to make it more user-friendly.

Feeling welcome and safe has to do more with the individuals using the Library. In Woodland and West Sacramento, there seems to be a large population of transients and or individuals with mental health needs in the Library or hanging around it. I think it is great that the services are available and people are using them. However, it is not necessarily conducive to a safe feeling.

Many subjects I really am interested in are not offered.

I would like longer hours on Friday evenings and the weekends.

The parking situation is terrible on weekday afternoons due to North Davis pick-up. Sometimes the Library is very crowded. I wish the South Davis location had daily hours!

Thank you! We love you all and the services you provide. Super valuable!

The bathrooms need updating, more parking.

Library usage is easy except for the eBook and audiobook collections where the arrangement doesn't facilitate usage.

The staff are the best!

The Library's website is great. The online catalog, however, is terrible. Especially on mobile devices. I have to log in every time I make a request and the filtering is cumbersome.

As far as ease to get to the Library, there are times when the parking lot is full. I've seen folks using the lot for school or park purposes and it's frustrating to not have parking for the Library.

West Sacramento Library is very important to the people I speak to often that use this place.

Homeless people camping outside the Library near the parking lot and building entrance do not make me feel safe. Also, parking in the lot is a problem every time the elementary school next door lets out. Parents picking up their children take many of the spaces and stand in the driving lanes waiting to wave to their children when they come out. It is not a safe situation to have the children run across the parking lot lanes to their parents' cars. Please keep the Library open until 5:30 p.m. on Fridays. Please do not put books and DVDs on bottom shelves as seniors cannot bend down to read the titles. Move to another location the current issue book/DVD display that is directly in front of the service desk. It makes the foyer seem small, cramped and uninviting and is difficult to go around if there are people standing in line. Purchase new, popular movie DVDs on a more regular monthly basis instead of waiting until the Oscar nominations come out.

Maybe not to expand services but to expand the Library itself.

Great Library - best in area!

I only live in the area during the summer, so I appreciate it during that time.

Loudly buzzing lights inside the Library that are buzzing for weeks need to be fixed/replaced!! Extremely annoying and prevents me from coming!!

SAFETY: Sometimes some of the mentally ill &/or homeless people can be a little scary, but the staff do a good job maintaining the safety of the space for all parties. I've seen both sides of this situation. I have seen "free-range" citizens being harassed by more "established, well-off looking" citizens & I've seen established citizens being harassed by free rangers--in every case, staff took a very pragmatic, "this is a safe space for the entire community" approach, which I really appreciated. SAFETY & SERVICES: More than once I've walked in on free rangers washing themselves or their clothing in the restroom, and although I admit it kind of startled me initially, I have actually ended up wondering if there is a way to provide supportive services for hygiene needs.

If I were a taxpayer in the County, yes, I would pay additional taxes.

Overdrive needs a little work to navigate.

The Library is a feel-good place. I don't use the website fully enough to know. Mainly, I just use the catalog.

Because of North Davis parents and parents attending events in the park, there is often no parking available.

Last question on taxes - Of course! I love the Library.

Lots of homeless people; bathrooms feel unsafe, computer use isn't regulated and sometimes can see content inappropriate for my children. Also - we LOVE the south Davis branch and go there too.

The Library website could be tweaked to be a little easier to use on smart phones and tablets. It seems to be sized for desktop or laptop displays.

I think the Library can brand itself as a place where college students can go study or have meetings instead of having to go to a coffee shop.

The children's space is loud and often disorganized.

No more taxes - people can make the existing hours work if it is a priority to them.

More books about science and history, please.

Safety is an issue - especially when bringing small children.

Our Library already has very good hours.

Please clean up the restrooms and eliminate the homeless population in and around the Library. I don't feel comfortable or safe bringing my small children around that type of atmosphere.

I would pay what is needed to maintain services and keep them up to date.

The Library already offers more than I'm able to use. I deeply appreciate what is available, especially "books by mail" for home-bound.

Might pay more to maintain current hours. I wish there was a way to keep a personal wish list (including call numbers).

The restrooms need cleaning more frequently.

I have been residing in Winters for the last 24 years of my life and going to the Library was one of the best resources that helped me to grow personally and professionally. The staff have excellent customer service skills.

I wish that something could be done about the parking. It's almost always full when I arrive at 11:00.

The Library website is useful for finding books and eBooks offered by the Library. I would like to see it expanded to archival material or online databases offered for researchers.

Too many homeless hanging around the Library which has prevented family members from using AFT Library. The children's toys are very dirty. I notice parents chatting while their kids are running wild. These are just a few things I feel the Library can better control.

Staff always helpful in finding things.

I strongly support community resources, even the resources that my family doesn't use, because I know they are important to members of our community. Thank you for offering so many public resources.

I don't need expanded hour/services but will pay if the community needs them.

Once inside the Library, it is lovely. But there are a lot of homeless people who hang outside, and I don't always feel safe going at night.

Having a cafe could generate income for the Library.

I don't like all the homeless hanging out in front of the Library and don't like being confronted by them, especially with my small children. I also don't like that they have access to the bathrooms. I appreciate the security guard. There are times I see them around and I decide not to park and return later.

I would pay additional taxes for an expansion of Library services to other parts of town.

We're especially interested in extended weekend hours - our family has two working parents and the limited weekend hours makes it difficult to get to the Library sometimes. However, we really appreciate the late days at the Winters Library (Tues/Thurs until 8 p.m.)!

As much as I love the Davis Public Library, there is room for improvement in many areas, e.g. staff appreciation and training, acknowledging how key it is in the Yolo County area as far as building a sense of community for the homeless and people from other countries and cultures.

Like the patrons, YCL employees were asked about their impressions of the Library. Specifically, staff were asked if patrons are sufficiently informed about YCL programs and services. Additionally, staff members provided feedback about the Library facilities (safety, environment, cleanliness), availability of resources in different languages, and capacity to meet the needs of various user groups (e.g. children, families, students, seniors, English language learners, users with special needs, etc.).

Staff were asked if they agree with the following statement: "Library users are well informed about Yolo County Library's programs and services." As Figure 63 shows, **about one-third of staff members surveyed (30%) agreed that Library users are well informed about Library programs and services** while half of the respondents (50%) were "neutral" and one-fifth of respondents (20%) fully disagreed with the statement.

Figure 63

STAFF SURVEY: Library users are well informed about Yolo County Library's programs and services. (n=46)

Agree	Neutral	Disagree
30%	50%	20%
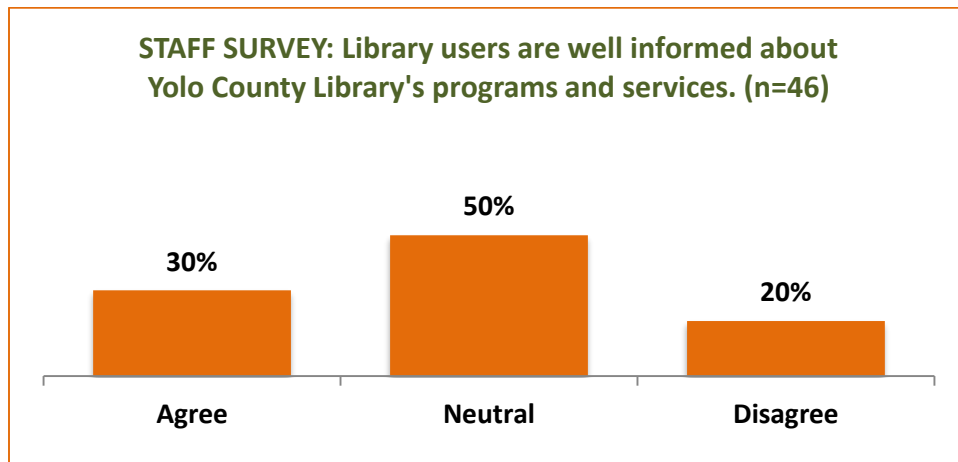
In their comments, staff **respondents noted that Library users and County residents are often unaware of the full scale of services and programs offered. Others suggested that the Library could be more intentional with its marketing of programs and services.** Two respondents said that staff themselves should be more knowledgeable about Library programs and services so that they can convey information to patrons with whom they interact. Continued inquiry into staff members' thoughts and experiences might offer more in-depth reasons as to why so few staff members (30%) believe that Library users are well informed about Library programs and services.

When asked if the YCL Library facilities are "safe, clean, and inviting," half of the 46 staff members surveyed (54%) agreed. Most other respondents were "Neutral" (43%), and 2% of respondents disagreed (Figure 64). In terms of the loitering, one staff member said that "Davis patrons complain about having to share a space with 'transients' . . . Davis doesn't have enough seating space for the amount of hanging out that happens." Another respondent said, "safety is subjective based on personal past experiences. I think we try our best on this one, but I'm not sure we always hit the mark."

Figure 64

STAFF SURVEY: Yolo County Library facilities are safe, clean and inviting. (n=46)

Agree 54%
Neutral 43%
Disagree 2%
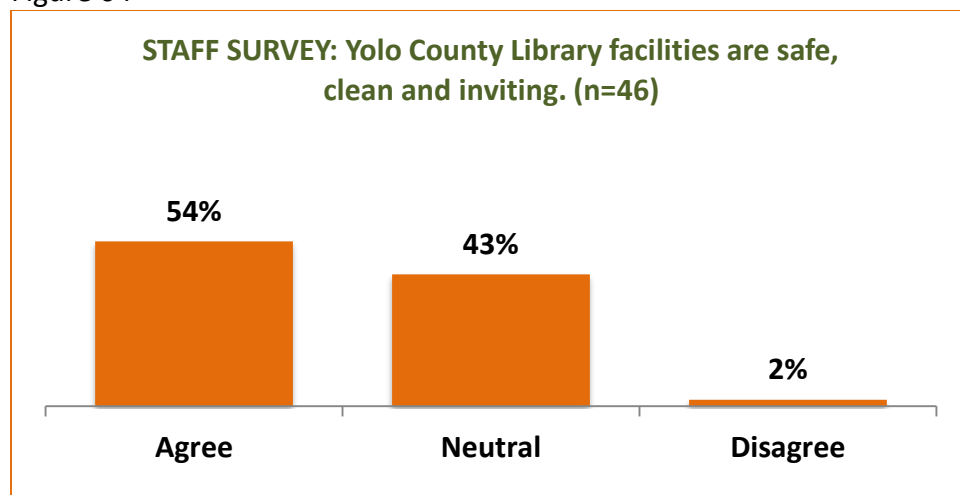
Regarding programs and services in different languages, staff were asked if YCL provides adequate collections, resources, services, and programs in the following languages: English, Spanish, Russian, and Chinese. As Figure 65 shows, 91% of staff members agreed that the Library provides adequate services and collections in English. **Almost two-thirds of respondents (63%) said that services and collections in Spanish are adequate. Fewer than half of the respondents (45%) agreed that Chinese-language services and collections are adequate and only 34% of respondents agreed that YCL provides adequate services and resources in Russian**.

Figure 65

STAFF SURVEY: Yolo County Library provides adequate collections, resources, services and programs IN THE FOLLOWING LANGUAGES that meet community needs: (n=47)

In English: Agree 91%, Neutral 6%, Disagree 0%, Do Not Know 2%
In Spanish: Agree 63%, Neutral 22%, Disagree 7%, Do Not Know 9%
In Russian: Agree 34%, Neutral 30%, Disagree 6%, Do Not Know 30%
In Chinese: Agree 45%, Neutral 30%, Disagree 9%, Do Not Know 17%

■ Agree ■ Neutral □ Disagree □ Do Not Know

Five out of 47 staff members surveyed offered comments with their responses. One staff member noted that, "we could use more branch/programming staff who speak Russian and Chinese. Having staff in the branches not only helps increase our ability to provide multilingual programs for patrons, but also shows them that the Library is a place they belong and reduces barriers to asking for assistance." Another respondent said, "I think that the circulation of these [non-English] materials and the use of the services should be looked at. It may be adequate but under-utilized." One employee recommended that the Library offer more Korean language materials.

Library employees were asked if YCL meets the needs of the following user groups: infants and toddlers; preschoolers; children; tweens; teens; adults; seniors; families; business owners; job seekers; students; teachers; English language learners; users with special needs; users with basic technology needs; users with advanced technology needs; users seeking citizenship/immigration resources; and online Library users.

As Figure 66 shows**, over two-thirds of respondents agreed that the Library meets the needs of: children (89%); families (83%); preschoolers (83%); infants and toddlers (83%); adults (79%); students (68%); and seniors (68%)**. After that, between half and two-thirds of staff members agreed that the Library meets the needs of: English language learners (66%); online Library users (64%); tweens (55%); job seekers (54%); and users with basic technology needs (53%).

Fewer than half of the staff surveyed agreed that the Library meets the needs of the following user groups: teachers (47%); teens (43%); users seeking citizenship/immigration resources (40%); users with special needs (36%); users with advanced technological needs (30%); and business owners (13%).

Five out of 47 staff members surveyed offered additional comments. One respondent noted, "We offer basic tech classes, and no one comes. We don't offer citizenship/immigration classes, but we should." Another respondent said, "I think we do a great job providing services to children, but we start to lose them once they hit the tween/teen age. From what I've seen, this seems to be a trend in libraries everywhere. But the solution seems to be more staffing and support devoted to those areas." Two staff members indicated that the Library could benefit from more online resources.

Figure 66

STAFF SURVEY: Yolo County Library MEETS THE NEEDS of these user groups: (n=47)

User group	Disagree	Neutral	Agree
Children	0%	4%	89%
Families	2%	6%	83%
Preschoolers	2%	4%	83%
Infants and Toddlers	0%	4%	83%
Adults	0%	19%	79%
Students	2%	26%	68%
Seniors	6%	19%	68%
English language learners	2%	26%	66%
Online Library users	4%	23%	64%
Tweens	11%	19%	55%
Job seekers	7%	28%	54%
Users with basic technology needs	9%	30%	53%
Teachers	4%	32%	47%
Teens	15%	30%	43%
Users seeking Citizenship/Immigration…	6%	34%	40%
Users with special needs	9%	34%	36%
Users with advanced technology needs	13%	36%	30%
Business owners	17%	43%	13%

Legend: Disagree | Neutral | Agree | Trendline (Agree)

C. Library Online Presence and Access

The Patron Survey and Staff Survey asked respondents about the Library's website and access to online resources. The Patron Survey asked respondents if they have reliable internet connectivity in their neighborhood to fully access online Library services. Overall, **7% of respondents indicated that they do NOT have reliable internet connectivity in their neighborhood to fully access online services** (Figure 44). Of note, **stark variation in response patterns was observed across YCL branches**.

Figure 67

PATRON SURVEY: I don't have reliable internet connectivity in my neighborhood to fully access online Library services
All Respondents, by Branch

Branch	Percent
Arthur F. Turner Community Library (West Sacramento) (n=369)	9%
Clarksburg Branch Library (n=14)	43%
Esparto Regional Library (n=31)	23%
Knights Landing Branch Library (n=13)	31%
Marguerite Montgomery Elementary (South Davis) (n=8)	13%
Mary L. Stephens Davis Branch Library (Davis) (n=1482)	6%
Winters Community Library (n=76)	14%
Yolo Branch Library (n=91)	16%
Yolo County Library's website (online services) (n=121)	3%

As Figure 67 shows, fewer than 10% of respondents from the Arthur F. Turner Community Library (9%), Mary L. Stephens Davis Branch Library (6%), and YCL website users (3%) said they do not have reliable internet connectivity to fully access Library services. **Higher rates of unreliable internet connectivity are seen at the Winters Community Library (14%) and the Yolo Branch Library (16%). Markedly higher rates of unreliable internet connectivity are noted at the Esparto Regional Library (23%), the Knights Landing Branch Library (31%), and the Clarksburg Branch Library (43%)**. The small number of respondents from the Clarksburg Branch Library

(n=14) and the Knights Landing Branch Library (n=13) limit the generalizability of these findings to the broader user base and warrants further investigation. Note that findings for the Marguerite Montgomery Branch are not shared due to the small sample of respondents (n<10) from this branch.

Figure 68

PATRON SURVEY: I don't have reliable internet connectivity in my neighborhood to fully access online Library services
All Respondents, by Age Group

Age Group	Percent
Age Range 65+ (n=611)	5%
Age Range 50-64 (n=639)	8%
Age Range 35-49 (n=553)	7%
Age Range 18-34 (n=328)	9%
Age Range 0-17 (n=40)	5%
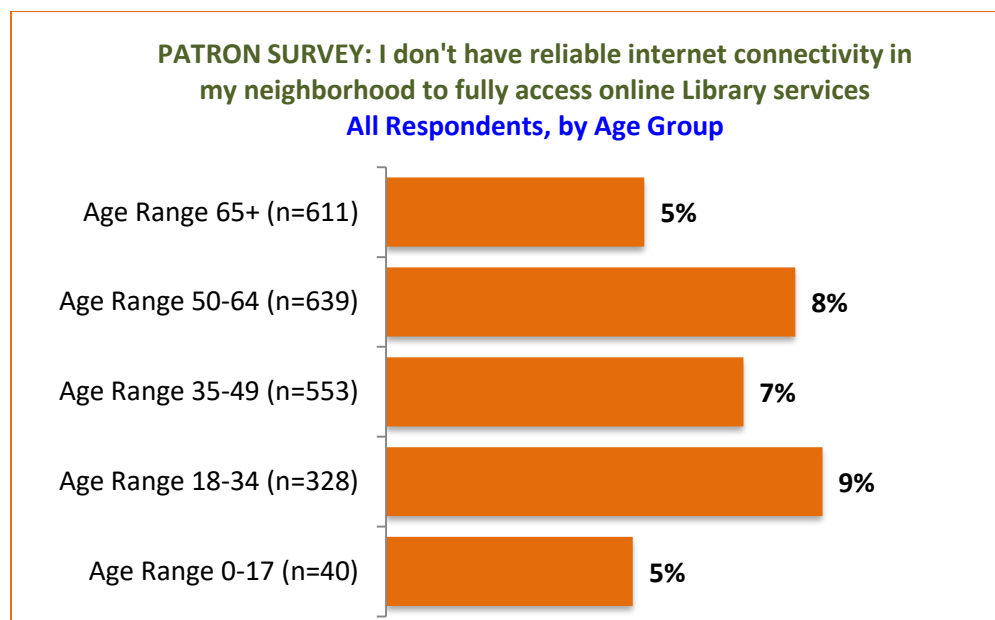
Regarding internet connectivity and age group comparisons, **minimal variation is observed across the age groups (Figure 68), with between 5% and 9% of all age groups reporting that they do not have reliable internet connectivity to fully access online Library services**.

Patrons were asked if the Library website is informative and easy to use, to which 69% of patrons surveyed agreed that it was (Figure 44). Analyzing responses by YCL branch, little variation is observed with the exception of the Knights Landing Branch Library, where only 43% of respondents agreed that the Library website is informative and easy to use (26% below average), as Figure 69 shows. However, the small sample of respondents from this branch (n=14) prevents the applicability of these results to the broader user base and requires a deeper exploration of these trends.

In terms of age group variation (Figure 70), minimal differences in response patterns are observed except for the 0-17 age group, for which 58% of respondents agreed that they Library website is informative and easy to use (11% below average).

Figure 69

PATRON SURVEY: The Library website is informative and easy to use
All Respondents, by Branch

Arthur F. Turner Community Library (West Sacramento) (n=380) — 70%
Clarksburg Branch Library (n=14) — 71%
Esparto Regional Library (n=32) — 63%
Knights Landing Branch Library (n=14) — 43%
Marguerite Montgomery Elementary (South Davis) (n=8) — 63%
Mary L. Stephens Davis Branch Library (Davis) (n=1526) — 70%
Winters Community Library (n=77) — 73%
Yolo Branch Library (n=92) — 62%
Yolo County Library's website (online services) (n=124) — 77%

Figure 70

PATRON SURVEY: The Library website is informative and easy to use
All Respondents, by Age Group

Age Range 65+ (n=641) — 70%
Age Range 50-64 (n=656) — 72%
Age Range 35-49 (n=563) — 66%
Age Range 18-34 (n=331) — 70%
Age Range 0-17 (n=40) — 58%

YCL staff were asked if the Library website is informative and easy to use. As a whole, **60% of staff agreed that the website is informative and easy to use, while 32% of respondents were "neutral," and 9% of respondents disagreed** (Figure 71).

Nine out of 47 respondents offered comments and most described the new Library website as significantly improved over the previous site. One employee said "[the] new website is a HUGE improvement over what we had with the County. I only wish there were a link directly to the catalog from the home page instead of merely having a keyword search box." Another staff member noted, "The new website is an improvement on the old one but still falls short of what it could be. I realize funding is (always) a problem, but if the Library is to move its presence into the future, its website needs to be more attractive and sophisticated."

Figure 71

STAFF SURVEY: Yolo County Library's WEBSITE is informative and easy to use. (n=47)

- Agree: 60%
- Neutral: 32%
- Disagree: 9%

Figure 72

STAFF SURVEY: Yolo County Library's FACEBOOK, TWITTER AND INSTAGRAM PAGES are up to date, informative and engaging. (n=44))

- Agree: 45%
- Neutral: 45%
- Disagree: 9%
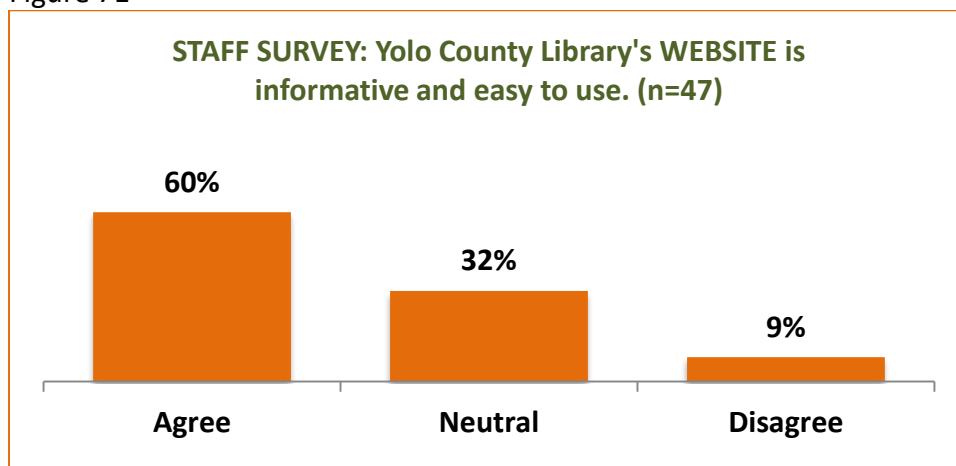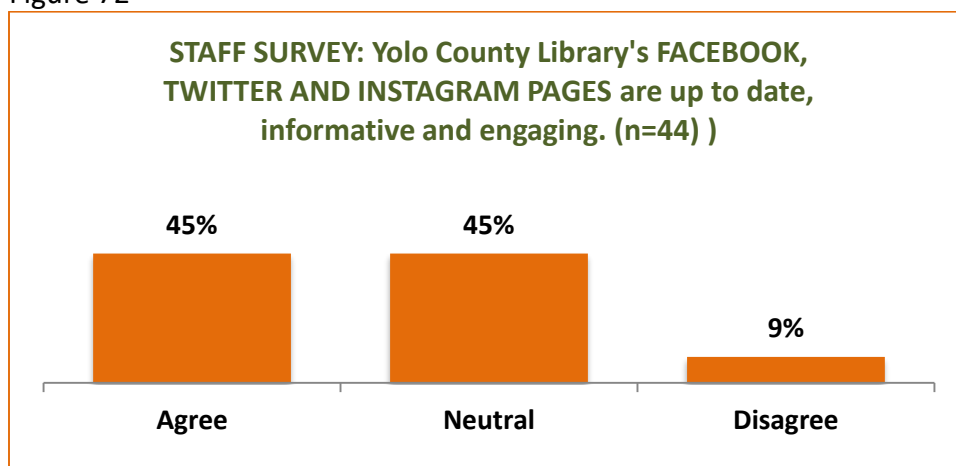
Staff were asked about the Library' social media channels. Specifically, they were asked if the YCL's Facebook and Instagram pages are up-to-date, informative, and engaging. As Figure 72 shows**, fewer than half of the staff surveyed (45%) agreed that the Library's Facebook and Instagram pages are up-to-date, informative, and engaging while 45% of respondents were "neutral" and 9% of respondents disagreed**.

Fourteen out of 44 staff members offered comments. These employees suggested the Library could publicize its services more effectively using social media. One staff member expressed that "there should be announcements/updates for staff when new posts about the Library are made." A few respondents indicated that the Library might take more initiative to enhance its social media presence. For example, one employee commented, "Our presence on social media is rudimentary. We can improve" and another employee said that "all frontline staff need to make it [social media] a bigger priority; we don't have a Twitter presence, Instagram is in its infancy, so [it's] too early to tell." A few other respondents noted that they are not social media users.

D. **Library Use in the Future**

The Patron Survey asked YCL users if they plan to use a variety of Library services and programs more often, less often, about the same (as in 2019), or never in the next three years. Specifically, patrons were asked if, in the next three years, they plan to: visit the Library in person to borrow items; ask Library staff for assistance; attend a program; visit the Library to socialize; participate in adult or family literacy tutoring sessions; receive homework help; use a computer in the Library; borrow an eBook, eAudiobook, eMagazine, or other online resource; use the Library website; attend a program; use children's materials, spaces, and programs; read or study in the Library; use online learning resources from the Library website; use a meeting room for a community event; receive computer or technology assistance; and/or use a computer in the Library.

Figure 73 shows the Library services and programs that patrons said they will use in the next three years, with "more often" and "about the same" responses combined. As the chart illustrates, **the demand for various Library services and programs is expected to increase or stay at steady rates for the next few years**, as at least one-fifth of respondents (20% +) indicated that, in the next three years, they will use at least one of the aforementioned Library services or programs more often or at the same rate.

In terms of the services and programs that are in greatest and least demand (Figure 73), **Library users reported that they plan to do the following more often or at about the same rate in the next three years (listed in order of highest to lowest proportion):**

1. **Visit the Library in person to borrow items (93%);**
2. **Use the Library's website (92%);**
3. **Ask Library staff for assistance (89%);**
4. **Borrow an eBook, eAudiobook, eMagazine, or other online resource (79%);**
5. **Attend a Library program (70%);**
6. **Use Wi-Fi in the Library (67%);**
7. **Read or study in the Library (64%);**
8. **Use an online learning resource from the Library website (63%);**
9. **Use a computer in the Library (53%);**
10. **Use a meeting room for a community event (52%);**
11. **Visit the Library to socialize (47%);**
12. **Use children's materials, spaces, and programs (45%);**
13. **Receive computer or new technology assistance (36%);**
14. **Participate in adult or family literacy tutoring sessions (21%); and**
15. **Receive homework help (21%)**.

These trends are consistent across YCL branches, although there are some noteworthy differences.

As shown by Figure 74, at the Arthur F. Turner Community Library (AFT), **significantly more patrons than average said they will use children's materials, spaces, and programs (67% of AFT users versus 45% of YCL users overall)**.

As Figure 75 shows, at the Clarksburg Branch Library (CBL), relative to the YCL average, a higher percentage of respondents indicated that they plan to do the following more often or at about the same rate in the next three years: attend a Library program (100% of CBL users versus 70% of YCL users overall); use children's materials, spaces, and programs (77% of CBL users versus 45% of YCL users overall); use Wi-Fi in the Library (77% of CBL users versus 67% of YCL users overall); visit the Library to socialize (77% of CBL users versus 37% of YCL users overall; use a computer in the Library (69% of CBL users versus 53% of YCL users overall); receive computer or technology assistance (62% of CBL users versus 36% of YCL users overall); use a meeting room for a committee event (62% of CBL users versus 52% of YCL users overall); and participate in adult or family literacy tutoring (54% of CBL users versus 24% of YCL users overall). **However, the sample of CBL users (n = 13) was too small to extrapolate these results to the larger CBL user base and, therefore, requires further exploration.**

As Figure 76 illustrates, **at Esparto Regional Library (ERL), relative to the YCL average, a greater proportion of respondents reported that they will do the following more often or at about the same rate in the next three years: use Wi-Fi in the Library** (77% of ERL users versus 67% of YCL users overall); **use a meeting room for a community event** (73% of ERL users versus 52% of YC letter all users overall; **use a computer in the Library** (70% of ERL users versus 53% of YCL users overall); **use children's materials, spaces, and programs** (57% of ERL users versus 25% of YCL users overall); and **receive computer or new technology assistance** (55% of ERL users versus 36% of YCL users overall).

At the Knights Landing Branch Library (KLB), the overall trend reflected lower rates of Library use compared with the YCL average (Figure 77). Most significantly, relative to the YCL average, KLB users were considerably *less* likely to say that they will do the following more often or at about the same as in 2019: use the Library's website (79% of KLB users versus 92% of YCL users overall); ask Library staff for assistance (77% of KLB users versus 89% of YCL users overall); visit

Figure 73

PATRON SURVEY: In the next three years, how often will you...
All Respondents (n=2,292)

Visit the Library in person to borrow items — 92%, 5%, 2%

Use the Library's website — 91%, 3%, 4%, 5%

Ask Library staff for assistance — 87%, 6%

Borrow an eBook, eAudiobook, eMagazine or other online resource — 78%, 5%, 15%

Attend a program — 68%, 7%, 22%

Use Wi-Fi in the Library — 65%, 7%, 25%

Read or study in the Library — 62%, 9%, 26%

Use an online learning resource from the Library website — 61%, 6%, 30%

Use a computer in the Library — 51%, 11%, 35%

Use a meeting room for a community event — 51%, 8%, 39%

Visit the Library to socialize — 47%, 8%, 43%

Use children's materials, spaces and programs — 43%, 13%, 41%

Receive computer or new technology assistance — 34%, 7%, 55%

Participate in adult or family literacy tutoring sessions — 23%, 7%, 66%

Receive homework help — 20%, 8%, 69%

Legend:
- More Often + About the Same
- Less Often
- Not Applicable (N/A)
- Trendline (more often + about the same)

the Library in person to borrow items (71% of KLB users versus 93% of YCL users overall); use Wi-Fi in the Library (50% of KLB users versus 67% of YCL users overall); read or study in the Library (38% of KLB users versus 64% of YCL users overall); and use a computer in the Library (31% of KLB users versus 53% of YCL users overall). However, **the small sample of respondents from KLB (n = 14) does not allow for these results to be generalized to the larger population of KLB users and, as such, necessitates continued exploration**.

Figure 79 shows that, compared with the overall YCL trends, **Winters Community Library (WCL) users were more likely to report that they will do the following more often or at about the same rate in the next three years: read or study in the Library** (74% of WCL users versus 64% of YCL users overall); **use a computer in the Library** (64% of WCL users versus 53% of YCL users overall), and **visit the Library to socialize** (57% of WCL users versus 47% of YCL users overall).

As shown by Figure 80, **Yolo Branch Library (YLB) users were** *less* **likely than YCL users overall to report that, in the next three years**, they will **borrow an eBook, eAudiobook, eMagazine, or other online resource** more often or at about the same rate as in 2019 (69% of YBL users versus 79% of YCL users overall). Additionally, compared to the YCL average, **YBL users were considerably** *more* **likely to say that, in the next three years, they will do the following more often or at about the same rate: use a computer in the Library** (65% of YBL users versus 53% of YCL users overall) and **receive homework help** (31% of YBL users versus 21% of YCL users overall).

Yolo County Library website users were less likely than average to say they will use a variety of in-person Library services in the next three years (Figure 81). Specifically, relative to YCL users overall, website users less frequently indicated that, in the next three years, they will do the following more often or at about the same rate as in 2019: **visit the Library in person to borrow items** (75% of YCL website users versus 93% of YCL users overall); **ask Library staff for assistance** (68% of YCL website users versus 89% of YCL users overall); **attend a program** (50% of YCL website users versus 70% of YCL users overall); **read or study in the Library** (50% of YCL website users versus 64% of YCL users overall); **use a computer in the Library** (33% of YCL website users versus 53% of YCL users overall); **use a meeting room for a community event** (40% of YCL website users versus 52% of YCL users overall); and **use children's materials, spaces, or programs** (33% of YCL website users versus 45% of YCL users overall).
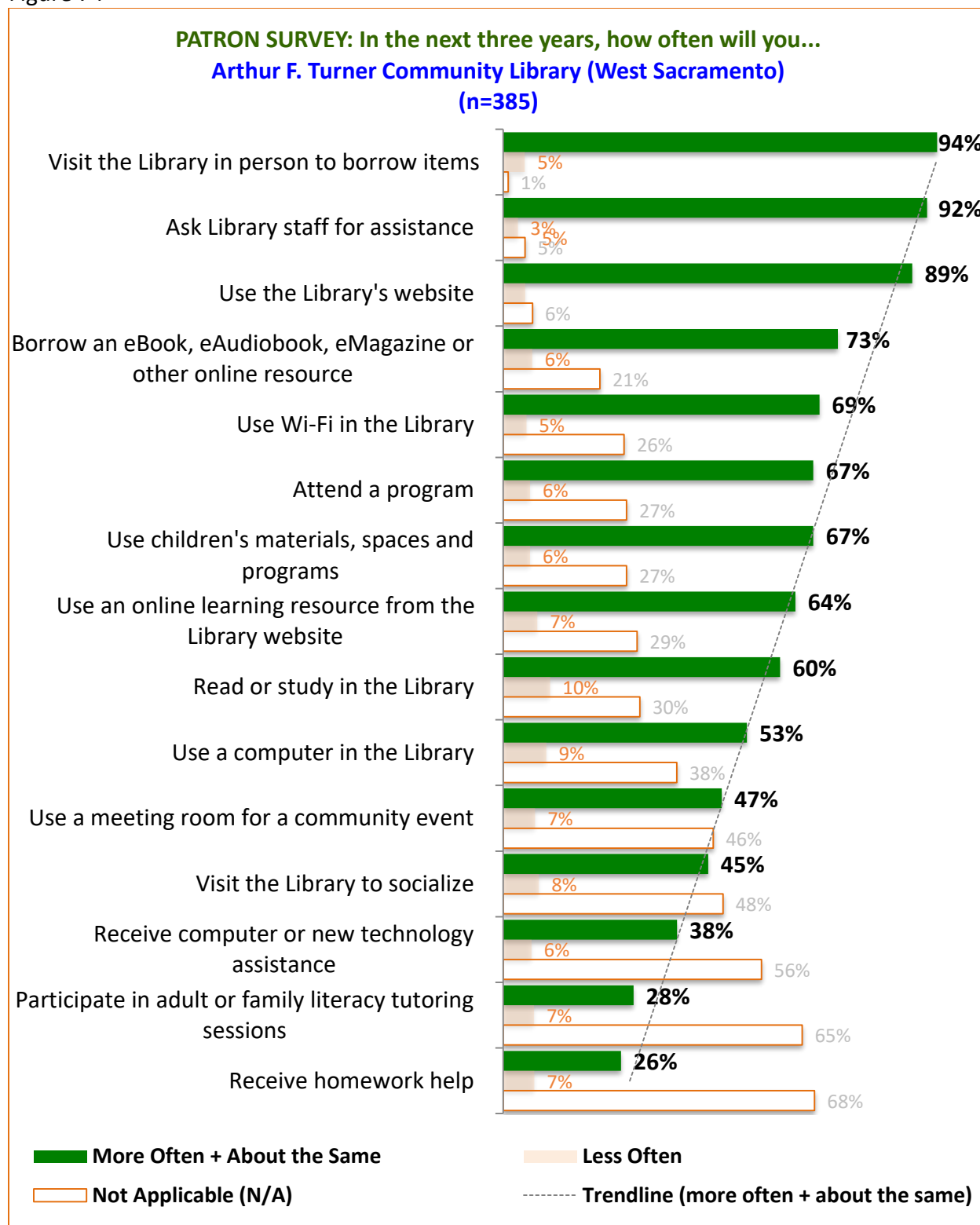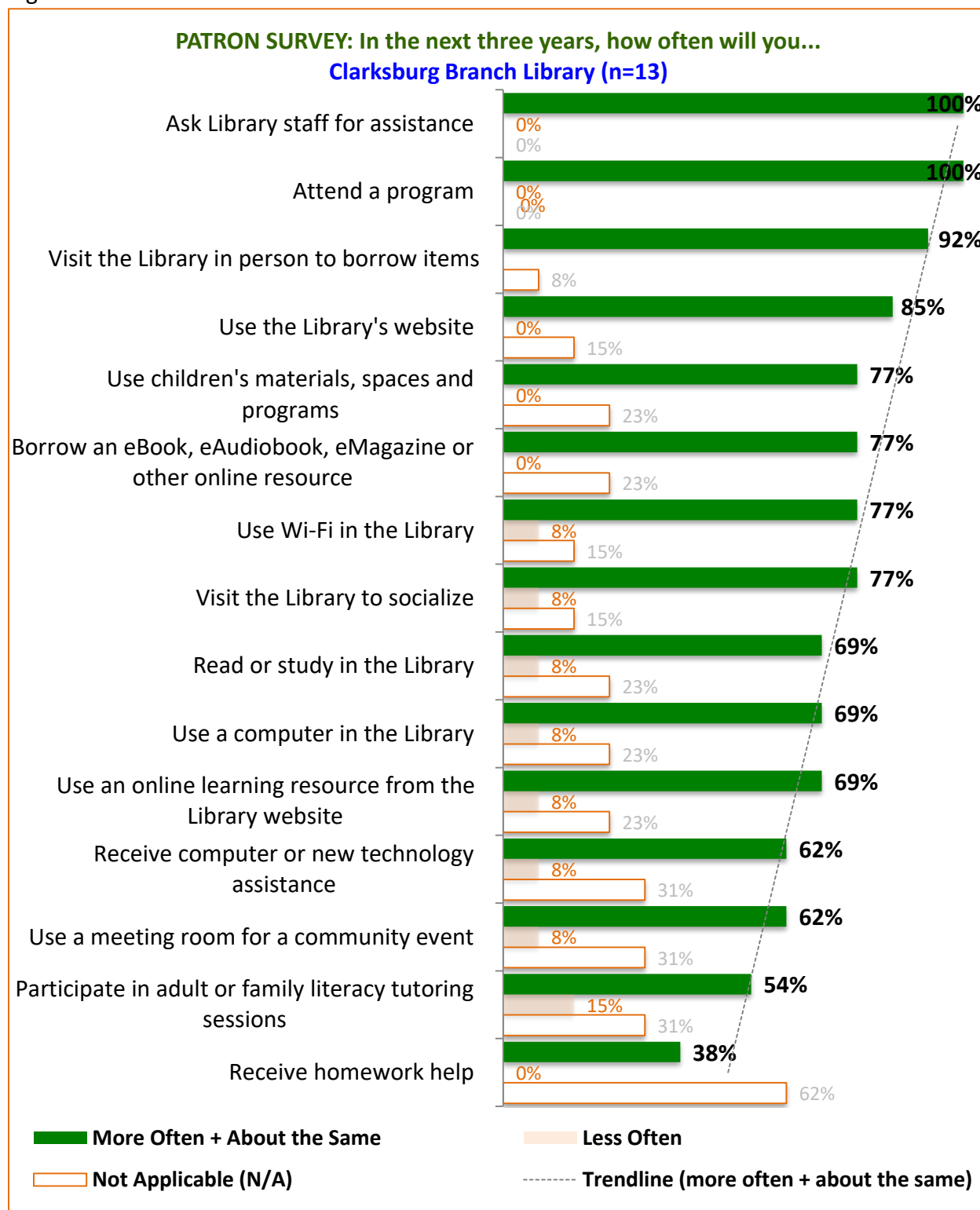
Figure 74

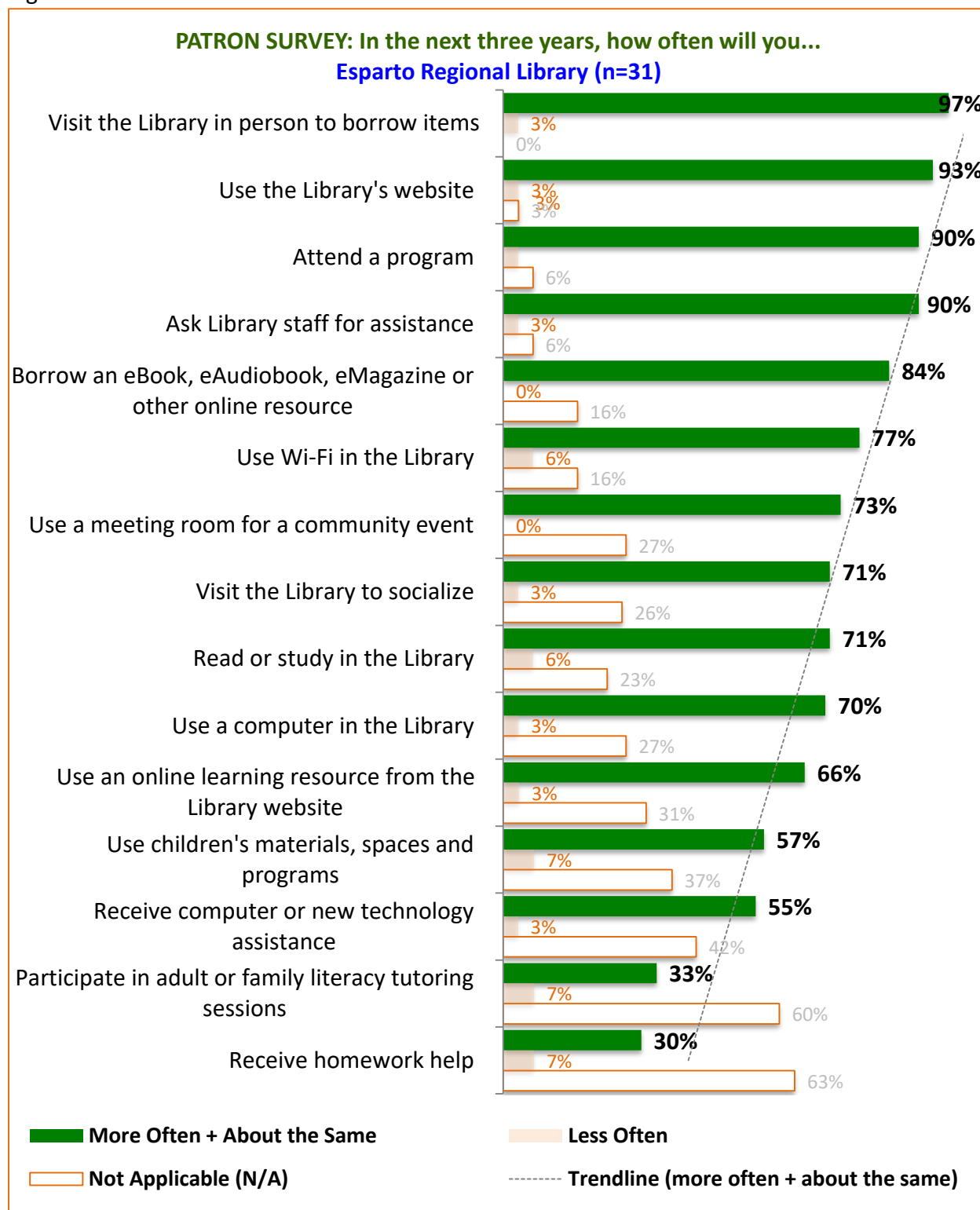**PATRON SURVEY: In the next three years, how often will you...**
Arthur F. Turner Community Library (West Sacramento)
(n=385)

	More Often + About the Same	Less Often	Not Applicable (N/A)
Visit the Library in person to borrow items	94%	5%	1%
Ask Library staff for assistance	92%	3%	5%
Use the Library's website	89%		6%
Borrow an eBook, eAudiobook, eMagazine or other online resource	73%	6%	21%
Use Wi-Fi in the Library	69%	5%	26%
Attend a program	67%	6%	27%
Use children's materials, spaces and programs	67%	6%	27%
Use an online learning resource from the Library website	64%	7%	29%
Read or study in the Library	60%	10%	30%
Use a computer in the Library	53%	9%	38%
Use a meeting room for a community event	47%	7%	46%
Visit the Library to socialize	45%	8%	48%
Receive computer or new technology assistance	38%	6%	56%
Participate in adult or family literacy tutoring sessions	28%	7%	65%
Receive homework help	26%	7%	68%

Legend:
- More Often + About the Same
- Less Often
- Not Applicable (N/A)
- Trendline (more often + about the same)

Figure 75

PATRON SURVEY: In the next three years, how often will you...
Clarksburg Branch Library (n=13)

Category	More Often + About the Same	Less Often	Not Applicable (N/A)
Ask Library staff for assistance	100%	0%	0%
Attend a program	100%	0%	0%
Visit the Library in person to borrow items	92%		8%
Use the Library's website	85%	0%	15%
Use children's materials, spaces and programs	77%	0%	23%
Borrow an eBook, eAudiobook, eMagazine or other online resource	77%	0%	23%
Use Wi-Fi in the Library	77%	8%	15%
Visit the Library to socialize	77%	8%	15%
Read or study in the Library	69%	8%	23%
Use a computer in the Library	69%	8%	23%
Use an online learning resource from the Library website	69%	8%	23%
Receive computer or new technology assistance	62%	8%	31%
Use a meeting room for a community event	62%	8%	31%
Participate in adult or family literacy tutoring sessions	54%	15%	31%
Receive homework help	38%	0%	62%

Legend:
- **More Often + About the Same**
- **Less Often**
- **Not Applicable (N/A)**
- ---- **Trendline (more often + about the same)**

Figure 76

PATRON SURVEY: In the next three years, how often will you...
Esparto Regional Library (n=31)

	More Often + About the Same	Less Often	Not Applicable (N/A)
Visit the Library in person to borrow items	97%	3%	0%
Use the Library's website	93%	3%	3%
Attend a program	90%		6%
Ask Library staff for assistance	90%	3%	6%
Borrow an eBook, eAudiobook, eMagazine or other online resource	84%	0%	16%
Use Wi-Fi in the Library	77%	6%	16%
Use a meeting room for a community event	73%	0%	27%
Visit the Library to socialize	71%	3%	26%
Read or study in the Library	71%	6%	23%
Use a computer in the Library	70%	3%	27%
Use an online learning resource from the Library website	66%	3%	31%
Use children's materials, spaces and programs	57%	7%	37%
Receive computer or new technology assistance	55%	3%	42%
Participate in adult or family literacy tutoring sessions	33%	7%	60%
Receive homework help	30%	7%	63%

Legend:
- More Often + About the Same
- Less Often
- Not Applicable (N/A)
- Trendline (more often + about the same)

Figure 77

PATRON SURVEY: In the next three years, how often will you...
Knights Landing Branch Library (n=14)

Use the Library's website — 79%, 7%, 14%

Ask Library staff for assistance — 77%, 23%, 21%, 0%

Visit the Library in person to borrow items — 71%, 7%

Borrow an eBook, eAudiobook, eMagazine or other online resource — 62%, 15%, 23%

Attend a program — 62%, 23%, 15%

Use an online learning resource from the Library website — 54%, 8%, 38%

Use Wi-Fi in the Library — 50%, 21%, 29%

Use children's materials, spaces and programs — 46%, 8%, 46%

Use a meeting room for a community event — 46%, 15%, 38%

Read or study in the Library — 38%, 15%, 46%

Visit the Library to socialize — 38%, 15%, 46%

Use a computer in the Library — 31%, 31%, 38%

Participate in adult or family literacy tutoring sessions — 31%, 8%, 62%

Receive computer or new technology assistance — 31%, 15%, 54%

Receive homework help — 23%, 23%, 54%

■ **More Often + About the Same**   ▨ **Less Often**
□ **Not Applicable (N/A)**   ----- **Trendline (more often + about the same)**

Figure 78

PATRON SURVEY: In the next three years, how often will you...
Mary L. Stephens Davis Branch Library (Davis): (n=1,540)

	More Often + About the Same	Less Often	Not Applicable (N/A)
Visit the Library in person to borrow items	94%	4%	2%
Use the Library's website	93%	3%	4% / 5%
Ask Library staff for assistance	90%		6%
Borrow an eBook, eAudiobook, eMagazine or other online resource	80%	5%	15%
Attend a program	71%	7%	22%
Use Wi-Fi in the Library	67%	7%	26%
Read or study in the Library	66%	8%	26%
Use an online learning resource from the Library website	62%	6%	32%
Use a meeting room for a community event	53%	8%	39%
Use a computer in the Library	52%	11%	37%
Visit the Library to socialize	46%	9%	45%
Use children's materials, spaces and programs	43%	14%	43%
Receive computer or new technology assistance	34%	8%	58%
Participate in adult or family literacy tutoring sessions	22%	7%	71%
Receive homework help	18%	8%	74%

Legend:
- More Often + About the Same
- Less Often
- Not Applicable (N/A)
- Trendline (more often + about the same)

Figure 79

PATRON SURVEY: In the next three years, how often will you...
Winters Community Library (n=77)

Use the Library's website — 93% | 5% | 1%

Visit the Library in person to borrow items — 92% | 5% | 4% | 3%

Ask Library staff for assistance — 92% | 4%

Borrow an eBook, eAudiobook, eMagazine or other online resource — 81% | 9% | 10%

Attend a program — 75% | 5% | 19%

Read or study in the Library — 74% | 6% | 19%

Use Wi-Fi in the Library — 73% | 6% | 21%

Use a computer in the Library — 64% | 9% | 27%

Use an online learning resource from the Library website — 62% | 10% | 27%

Use a meeting room for a community event — 58% | 10% | 31%

Visit the Library to socialize — 57% | 9% | 34%

Use children's materials, spaces and programs — 49% | 13% | 38%

Receive computer or new technology assistance — 35% | 6% | 58%

Participate in adult or family literacy tutoring sessions — 31% | 6% | 62%

Receive homework help — 25% | 9% | 66%

■ **More Often + About the Same**   ▨ **Less Often**
□ **Not Applicable (N/A)**   ------ **Trendline (more often + about the same)**

67

Figure 80

PATRON SURVEY: In the next three years, how often will you...
Yolo Branch Library (n=92)

Activity	More Often + About the Same	Less Often	Not Applicable (N/A)
Visit the Library in person to borrow items	91%	7%	2%
Ask Library staff for assistance	90%	4%	9% (6%)
Use the Library's website	86%		6%
Attend a program	73%	11%	16%
Read or study in the Library	71%	13%	16%
Use Wi-Fi in the Library	69%	8%	23%
Borrow an eBook, eAudiobook, eMagazine or other online resource	69%	12%	19%
Use an online learning resource from the Library website	66%	8%	26%
Use a computer in the Library	65%	14%	22%
Use a meeting room for a community event	55%	12%	33%
Visit the Library to socialize	55%	11%	34%
Use children's materials, spaces and programs	53%	17%	30%
Receive computer or new technology assistance	45%	9%	46%
Receive homework help	31%	12%	57%
Participate in adult or family literacy tutoring sessions	28%	17%	55%

More Often + About the Same   Less Often

Not Applicable (N/A)   Trendline (more often + about the same)

Figure 81

PATRON SURVEY: In the next three years, how often will you...
Yolo County Library's website (online services) (n=122)

Activity	More Often + About the Same	Less Often	Not Applicable (N/A)
Use the Library's website	97%	0%	3%
Borrow an eBook, eAudiobook, eMagazine or other online resource	96%	2%	2%
Visit the Library in person to borrow items	75%	15%	11%
Ask Library staff for assistance	68%	9%	23%
Use an online learning resource from the Library website	68%	7%	25%
Use Wi-Fi in the Library	59%	11%	30%
Attend a program	50%	13%	36%
Read or study in the Library	50%	14%	36%
Use a computer in the Library	43%	14%	43%
Visit the Library to socialize	43%	11%	47%
Use a meeting room for a community event	40%	13%	48%
Use children's materials, spaces and programs	33%	17%	50%
Receive computer or new technology assistance	30%	11%	59%
Receive homework help	21%	8%	70%
Participate in adult or family literacy tutoring sessions	21%	9%	71%

Legend:
- **More Often + About the Same**
- Less Often
- Not Applicable (N/A)
- ----- Trendline (more often + about the same)

Interestingly, **response trends across age groups** (Figures 82-86) **did not vary significantly EXCEPT for the 0-17 age group who, relative to other age groups, were more likely to indicate that they will use Library programs and services more often or at about the same rate in the next three years.**

Specifically, as shown by Figure 82, **relative to the YCL average, Library users ages 0-17 were significantly more likely to report that, in the next three years, they will do the following more often or at about the same rate as in 2019**: use an online learning resource from the Library website (80% of users ages 0-17 versus 63% of YCL users overall); **use a computer in the Library** (80% of users ages 0-17 versus 53% of YCL users overall); **use Wi-Fi in the Library** (78% of users ages 0-17 versus 67% of YCL users overall); **use a meeting room for a community event** (73% of users ages 0-17 versus 52% of YCL users overall); **use children's materials, spaces, and programs** (65% of users ages 0-17 versus 45% of YCL users across all age groups); **receive homework help** (63% of users ages 0-17 versus 21% of YCL users overall); **participate in adult or family literacy tutoring sessions** (63% of users ages 0-17 versus 24% of YCL users overall); **visit the Library to socialize** (58% of users ages 0-17 versus 47% of YCL users overall); and **receive computer or technology assistance** (51% of users ages 0-17 versus 36% of YCL users overall).

YCL users ages 0-17 were considerably *less* likely than YCL users overall to report that they will do the following more often or at about the same rate in the next three years: ask Library staff for assistance (33% of users ages 0-17 versus 89% of YCL users overall); **use the Library's website** (78% of users ages 0-17 versus 92% of YCL users overall); and **visit the Library in person to borrow items** (83% of users ages 0-17 versus 93% of YCL users overall).

The one other slight divergence from aggregate trends was for the 65+ age group, who were less likely than average to report that, in the next three years, they will more frequently or at similar rates as 2019 visit the Library to socialize (37% of users ages 65+ versus 47% of YCL users overall), as Figure 85 shows. For the other age groups, Library response patterns were generally consistent with YCL aggregate response trends.

Figure 82

PATRON SURVEY: In the next three years, how often will you...
Age Range 0-17 (n=40)

Activity	More Often + About the Same	Less Often	Not Applicable (N/A)
Visit the Library in person to borrow items	83%	10%	8%
Borrow an eBook, eAudiobook, eMagazine or other online resource	80%	10% / 13%	10%
Use an online learning resource from the Library website	80%		8%
Use a computer in the Library	80%	10%	10%
Use the Library's website	78%	12%	10%
Use Wi-Fi in the Library	78%	10%	13%
Use a meeting room for a community event	73%	10%	18%
Use children's materials, spaces and programs	65%	13%	23%
Attend a program	64%	15%	21%
Receive homework help	63%	13%	25%
Participate in adult or family literacy tutoring sessions	63%	15%	23%
Visit the Library to socialize	58%	8%	35%
Read or study in the Library	55%	10%	35%
Receive computer or new technology assistance	51%	21%	28%
Ask Library staff for assistance	33%	18%	50%

Legend:
- ▇ More Often + About the Same
- ▨ Less Often
- ☐ Not Applicable (N/A)
- ------ Trendline (more often + about the same)

Figure 83

PATRON SURVEY: In the next three years, how often will you...
Age Range 18-34 (n=331)

Visit the Library in person to borrow items — 91%, 4%, 5%

Use the Library's website — 89%, 5%, 5%, 6%

Ask Library staff for assistance — 83%, 13%

Borrow an eBook, eAudiobook, eMagazine or other online resource — 80%, 5%, 15%

Use Wi-Fi in the Library — 79%, 4%, 17%

Read or study in the Library — 71%, 7%, 21%

Use an online learning resource from the Library website — 65%, 5%, 30%

Attend a program — 65%, 6%, 29%

Use a computer in the Library — 59%, 11%, 30%

Visit the Library to socialize — 57%, 9%, 34%

Use children's materials, spaces and programs — 50%, 7%, 44%

Use a meeting room for a community event — 50%, 7%, 43%

Receive homework help — 29%, 10%, 62%

Participate in adult or family literacy tutoring sessions — 28%, 7%, 65%

Receive computer or new technology assistance — 28%, 9%, 63%

■ More Often + About the Same   ■ Less Often
□ Not Applicable (N/A)   ------ Trendline (more often + about the same)

Figure 84

PATRON SURVEY: In the next three years, how often will you...
Age Range 35-49 (n=563)

Activity	More Often + About the Same	Less Often	Not Applicable (N/A)
Use the Library's website	93%	4%	3%
Visit the Library in person to borrow items	93%	5%	2% / 5%
Ask Library staff for assistance	90%		5%
Borrow an eBook, eAudiobook, eMagazine or other online resource	83%	5%	11%
Attend a program	75%	9%	16%
Use Wi-Fi in the Library	73%	8%	18%
Use an online learning resource from the Library website	71%	6%	23%
Read or study in the Library	68%	11%	21%
Use children's materials, spaces and programs	63%	16%	22%
Use a computer in the Library	61%	12%	27%
Visit the Library to socialize	56%	8%	36%
Use a meeting room for a community event	56%	9%	36%
Receive computer or new technology assistance	32%	8%	60%
Participate in adult or family literacy tutoring sessions	28%	8%	64%
Receive homework help	27%	9%	63%

Legend:
- **More Often + About the Same**
- **Less Often**
- **Not Applicable (N/A)**
- **Trendline (more often + about the same)**

Figure 85

PATRON SURVEY: In the next three years, how often will you...
Age Range 50-64 (n=654)

Activity	More Often + About the Same	Less Often	Not Applicable (N/A)
Use the Library's website	95%	1%	4%
Visit the Library in person to borrow items	94%	4%	2% / 5%
Ask Library staff for assistance	89%		6%
Borrow an eBook, eAudiobook, eMagazine or other online resource	81%	4%	15%
Attend a program	71%	6%	23%
Use Wi-Fi in the Library	67%	5%	28%
Use an online learning resource from the Library website	65%	5%	30%
Read or study in the Library	64%	8%	28%
Use a meeting room for a community event	54%	8%	38%
Use a computer in the Library	50%	11%	39%
Visit the Library to socialize	44%	8%	48%
Use children's materials, spaces and programs	37%	17%	47%
Receive computer or new technology assistance	36%	7%	57%
Participate in adult or family literacy tutoring sessions	23%	7%	70%
Receive homework help	17%	7%	76%

Legend: More Often + About the Same / Less Often / Not Applicable (N/A) / Trendline (more often + about the same)

Figure 86

PATRON SURVEY In the next three years, how often will you...
Age Range 65+ (n=650)

Visit the Library in person to borrow items — 94%, 5%, 1%

Ask Library staff for assistance — 92%, 3%, 4%

Use the Library's website — 90%, 3%, 7%

Borrow an eBook, eAudiobook, eMagazine or other online resource — 75%, 6%, 19%

Attend a program — 67%, 7%, 26%

Read or study in the Library — 57%, 10%, 34%

Use Wi-Fi in the Library — 56%, 8%, 36%

Use an online learning resource from the Library website — 53%, 8%, 38%

Use a meeting room for a community event — 49%, 9%, 42%

Use a computer in the Library — 43%, 11%, 46%

Receive computer or new technology assistance — 40%, 7%, 53%

Visit the Library to socialize — 37%, 9%, 54%

Use children's materials, spaces and programs — 34%, 10%, 56%

Participate in adult or family literacy tutoring sessions — 19%, 7%, 74%

Receive homework help — 12%, 6%, 82%

Legend:
- More Often + About the Same
- Less Often
- Not Applicable (N/A)
- Trendline (more often + about the same)

Some respondents (n=186) offered additional comments with their answers. Most of these comments described personal circumstances that alter how frequently one will use Library services and programs. A sample of comments is below.

Sample of respondents' comments, provided optionally, in response to the question: "In the next three years, how often will you . . . [use Library services and programs]?

As a visually challenged person, visiting the Library is not productive, again, it is the value to community which engenders my loyal support.

The Library is indispensable in every community.

I like using the Library often and will more often.

When my children were young, we used the Library a lot. Now that they are grown, I do not use the Library as much, but I would pay more taxes to keep and expand the services to families and those who need literacy services.

As my kids get older, I see the need for different resources and services at the Library so may visit more for different reasons. Uber should have a bike/scooter charging station.

I have two kids; we go often and will continue to do so!

Send the kids to study - safe space. Love the snack area.

I moved further away from the Library, so I'll be doing some of this stuff less often just because I'm not as close.

I sympathize with the homeless issue. I'm afraid that you have some real regulars. Not sure what can be done.

I've recently moved away from the area, so I don't think my visits will be as frequent. It's because I've moved, not because of experiences.

I have moved further away from the branch and the Library does not have the fiction or nonfiction books I would like to read. Thus, I will go there less and try to get the books from the university Library. It's a shame because I like the Library.

We do go to meetings of the photo club and other groups there. Very convenient. Need more parking space!

The Library now smells badly because of rampant homeless use. I do not feel safe or comfortable there. I have even been verbally accosted when using the return bins before hours. It's terrible.

I attend meetings in the Library meeting room fairly often. I would read in the Library more often if there were enough chairs.

For how much money in taxes is being paid for the Library to be in good condition, I feel as if a lot of the money is not being used adequately. The Library should definitely be in better condition, have more regular hours, and have more security and be safer for younger kids.

The only limitation for me is time. Love the Library.

It would be nice to have a cafe where we could perhaps sit with friends, sip a refreshing drink and discuss books.

[I am] disabled so in-person visits are harder.

E. Library Strengths, Areas for Improvement and Challenges

Staff were asked to comment on the Library's greatest strength now and what they believe the Library's greatest strength will be in 2022 (three years from the time of survey participation). The following themes emerged from YCL employees' (open-ended) answers, in order of most frequently mentioned to least frequently mentioned:

Library strengths in 2019, according to YCL staff (n=43):

1. **STAFF** (mentioned by 37% of respondents) – Respondents commented on staff members' welcoming attitudes, approachability, passion and interest in growing, great work environment, and customer service skills.

2. **EMPHASIS ON DIVERSITY AND INCLUSION** (mentioned by 21% of respondents) – Staff members noted that YCL makes a concerted effort to engage people and communities of diverse backgrounds. Some referenced the Library's efforts to reach out to marginalized groups.

3. **COMMUNITY FOCUS** (mentioned by 9% of respondents) –The Library was described as responding proactively to community needs and wishes and offering a true sense of community to patrons.

4. **PROVIDING ACCESS TO TECHNOLOGY AND RESOURCES IN A RANGE OF FORMATS** (mentioned by 9% of respondents) – A few respondents said that the Library's greatest strength is the technology, including the digital offerings and free technology use.

Library strengths in 2022, according to YCL staff (n=40):

1. **STAFF** (mentioned by 25% of respondents) – Respondents indicated that staff will be the Library's greatest strength in three years.

2. **INCLUSION OF DIVERSE COMMUNTIES** (mentioned by 20% of respondents) – Staff members said the connection to diverse groups along with outreach to marginalized populations in the County will remain a strength.

3. **VARIETY OF PROGRAMS AND RESOURCES THAT SERVE A BROADER BASE OF USERS** (mentioned by 20% of respondents) – The ability to serve more patrons representing broader demographics was described as a likely strength in 2022.

4. **EFFECTIVE RESOURCE MANAGEMENT** (mentioned by 20% of respondents) – A few staff members noted that the Library's greatest strength in three years will be its streamlining of practices, goal-setting, and effective budget management.

Staff were asked to comment about the YCL's greatest challenge now (in 2019) and in 2022 (three years from the time of survey participation). A total of 45 out of 47 staff members responded to the question. The following themes were identified following an analysis of respondents' answers, in order from most frequently mentioned to least frequently mentioned:

Challenges in 2019 according to staff (n=45):

1. **STAFFING** (mentioned by 24% of respondents) – Staff members said that recruiting and retaining Library staff and managing workloads is the greatest challenge in 2019.

2. **ENGAGING YOUTH** (mentioned by 13% of respondents) – Developing programs for teenagers and getting more youth to simply use the Library was described as a present-day challenge.

3. **FUNDING** (mentioned by 13% of respondents) – Staff members noted the challenge of limited funding alongside the need for more staff and greater demand for Library programs.

4. **CAPACITY AND EFFICIENCY** (mentioned by 11% of respondents) – Staff members indicated that overcrowding and lack of physical space at the Library is a current challenge, while others said that there is not enough capacity for the Library to offer all the services it seeks to provide.

5. **COMMUNICATION AND TEAMWORK** (mentioned by 9% of respondents) – Staff members said that the Library is doing more with fewer resources and that there ought to be better communication among the YCL branches and between Library leadership and staff (inter-branch and intra-branch).

6. **OUTREACH AND MARKETING** (mentioned by 7% of respondents) – Some staff members stated that there is not enough outreach and partnerships with other groups and organizations, while others said that more people could benefit from simply knowing about all the Library's resources.

7. **ENGENDERING A WELCOMING AND SAFE LIBRARY ENVIRONMENT** (mentioned by 4% of respondents) – A few respondents said that the homeless population at the Library creates an unwelcoming environment and that there ought to be greater enforcement of the Library Code of Conduct.

8. **REACHING AND ENGAGING THE DIVERSE POPULATIONS IN THE COMMUNITY, INCLUDING MARGINALIZED GROUPS** (mentioned by 4% of respondents) – Staff members noted the challenge of engaging and supporting economically disadvantaged groups and undertaking outreach to inform all community members of the Library's many resources and services.

Challenges in 2022 according to staff (n=34):

- **ACCOMMODATING AN INCREASE IN DEMAND FOR LIBRARY RESOURCES, PROGRAMS, AND MATERIALS ALONGSIDE CHANGING READING FORMATS** (mentioned by 18% of respondents) – Respondents predicted that the greatest challenge in 2022 will be greater demand from users for a variety of Library offerings, including eBooks and other digital materials.

- **TECHNOLOGY** (mentioned by 21% of respondents) – Keeping pace with rapid technological advances will be a challenge in three years, according to some staff members.

- **STAFFING** (mentioned by 15% of respondents) – Some respondents said that recruiting and retaining staff and merely sustaining staffing levels to match the workload will remain a difficulty.

- **REACHING OUT TO, ENGAGING, AND ASSISTING ECONOMICALLY DISADVANTAGED AND MARGINALIZED GROUPS** (mentioned by 15% of respondents) –Staff members felt that there will be challenges with outreach to "have-not" groups.

- **FUNDING** (mentioned by 12% of respondents) – Staff members noted that a future challenge will be rising costs alongside limited budget and staff.

On the Patron Survey, YCL users were asked how the Library could improve. Respondents had 17 answer options to choose from out of which they were asked to select up to five options (Figure 87). The answer options were: changing hours of operation; providing more technology instruction; cleaning buildings more often; offering more or better research assistants; adding books, DVDs, CDs, etc.; adding more eBooks, eAudiobooks, eMagazines, etc.; offering new or different children's programs; offering new or different teen programs; offering new or different adult programs; offering new or different senior programs; eliminating late fees for adults; offering new or different literary or cultural programs; providing more services and languages other than English; adding study rooms or spaces; offering more teen volunteer opportunities; and adding more adult volunteer opportunities. Respondents could also select "other" if they had an idea or thought about how to improve the Library that was not listed as an answer option.

Figure 87

PATRON SURVEY: The Library could improve by (select up to 5...) All Respondents (n=2,174)

Category	Percentage
Adding books, DVDs, CDs, etc.	48%
Adding more eBooks, eAudiobooks, eMagazines, etc.	47%
Changing hours of operation	22%
Offering new or different literary or cultural programs	21%
Other (please specify)	20%
Offering new or different adult programs	19%
Offering new or different senior programs	19%
Offering new or different children's programs	16%
Eliminating late fees for adults	16%
Providing more technology instruction	14%
Offering more adult volunteer opportunities	13%
Offering new or different teen programs	12%
Adding study rooms or spaces	12%
Offering more teen volunteer opportunities	11%
Cleaning buildings more often	9%
Providing more services in languages other than English	9%
Offering more or better research assistance	6%

Figure 88

PATRON SURVEY: The Library could improve by...
Arthur F. Turner Community Library (West Sacramento) (n=349)

Improvement	Percentage
Adding books, DVDs, CDs, etc.	49%
Adding more eBooks, eAudiobooks, eMagazines, etc.	46%
Offering new or different adult programs	24%
Offering new or different children's programs	23%
Changing hours of operation	22%
Eliminating late fees for adults	22%
Offering new or different senior programs	21%
Offering new or different literary or cultural programs	21%
Offering more adult volunteer opportunities	16%
Providing more technology instruction	15%
Cleaning buildings more often	14%
Offering new or different teen programs	14%
Offering more teen volunteer opportunities	13%
Adding study rooms or spaces	13%
Providing more services in languages other than English	12%
Offering more or better research assistance	9%

Figure 89

PATRON SURVEY: The Library could improve by...
Clarksburg Branch Library (n=12)

Improvement	Percentage
Changing hours of operation	67%
Providing more technology instruction	58%
Adding books, DVDs, CDs, etc.	50%
Offering new or different adult programs	42%
Offering new or different children's programs	42%
Offering new or different literary or cultural programs	42%
Adding more eBooks, eAudiobooks, eMagazines, etc.	33%
Providing more services in languages other than English	25%
Offering new or different senior programs	25%
Offering new or different teen programs	25%
Eliminating late fees for adults	17%
Offering more teen volunteer opportunities	8%
Offering more adult volunteer opportunities	8%
Offering more or better research assistance	0%
Adding study rooms or spaces	0%
Cleaning buildings more often	0%

Figure 90

PATRON SURVEY: The Library could improve by...
Esparto Regional Library (n=30)

Category	Percentage
Adding more eBooks, eAudiobooks, eMagazines, etc.	47%
Adding books, DVDs, CDs, etc.	40%
Offering new or different senior programs	30%
Providing more technology instruction	27%
Offering new or different literary or cultural programs	27%
Offering new or different adult programs	23%
Offering new or different teen programs	23%
Adding study rooms or spaces	23%
Providing more services in languages other than English	20%
Changing hours of operation	20%
Offering more teen volunteer opportunities	17%
Offering more or better research assistance	13%
Offering new or different children's programs	13%
Cleaning buildings more often	13%
Eliminating late fees for adults	10%
Offering more adult volunteer opportunities	7%

Figure 91

PATRON SURVEY: The Library could improve by...
Knights Landing Branch Library (n=11)

Category	Percentage
Changing hours of operation	82%
Adding books, DVDs, CDs, etc.	73%
Adding study rooms or spaces	36%
Offering new or different adult programs	27%
Offering new or different children's programs	27%
Offering new or different literary or cultural programs	27%
Cleaning buildings more often	27%
Eliminating late fees for adults	18%
Providing more services in languages other than English	18%
Providing more technology instruction	18%
Offering more or better research assistance	18%
Offering new or different senior programs	18%
Offering new or different teen programs	18%
Offering more adult volunteer opportunities	18%
Offering more teen volunteer opportunities	9%
Adding more eBooks, eAudiobooks, eMagazines, etc.	9%

Figure 92

PATRON SURVEY: The Library could improve by...
Mary L. Stephens Davis Branch Library (Davis) (n=1,371)

Adding books, DVDs, CDs, etc.	53%
Adding more eBooks, eAudiobooks, eMagazines, etc.	49%
Changing hours of operation	23%
Offering new or different literary or cultural programs	22%
Offering new or different adult programs	20%
Offering new or different senior programs	19%
Offering new or different children's programs	16%
Eliminating late fees for adults	16%
Providing more technology instruction	14%
Offering more adult volunteer opportunities	13%
Adding study rooms or spaces	12%
Offering new or different teen programs	12%
Offering more teen volunteer opportunities	12%
Cleaning buildings more often	9%
Providing more services in languages other than English	7%
Offering more or better research assistance	6%

Figure 93

PATRON SURVEY: The Library could improve by...
Winters Community Library (n=73)

Adding books, DVDs, CDs, etc.	47%
Adding more eBooks, eAudiobooks, eMagazines, etc.	44%
Changing hours of operation	34%
Offering new or different literary or cultural programs	25%
Eliminating late fees for adults	19%
Offering new or different teen programs	19%
Providing more services in languages other than English	16%
Offering new or different children's programs	16%
Offering new or different adult programs	15%
Offering new or different senior programs	14%
Offering more adult volunteer opportunities	14%
Providing more technology instruction	12%
Adding study rooms or spaces	11%
Offering more teen volunteer opportunities	7%
Offering more or better research assistance	4%
Cleaning buildings more often	3%

Figure 94

PATRON SURVEY: The Library could improve by...
Yolo Branch Library (n=78)

Category	Percent
Adding books, DVDs, CDs, etc.	38%
Adding more eBooks, eAudiobooks, eMagazines, etc.	32%
Offering new or different senior programs	29%
Offering new or different adult programs	28%
Offering new or different children's programs	26%
Changing hours of operation	26%
Offering new or different literary or cultural programs	24%
Offering new or different teen programs	22%
Adding study rooms or spaces	21%
Offering more teen volunteer opportunities	21%
Providing more technology instruction	19%
Eliminating late fees for adults	15%
Offering more adult volunteer opportunities	15%
Cleaning buildings more often	13%
Providing more services in languages other than English	12%
Offering more or better research assistance	4%

Figure 95

PATRON SURVEY: The Library could improve by...
Yolo County Library's website (online services) (n=123)

Category	Percent
Adding more eBooks, eAudiobooks, eMagazines, etc.	89%
Adding books, DVDs, CDs, etc.	22%
Offering new or different literary or cultural programs	13%
Offering new or different senior programs	12%
Eliminating late fees for adults	11%
Providing more technology instruction	10%
Changing hours of operation	10%
Offering new or different children's programs	9%
Offering more teen volunteer opportunities	9%
Offering more or better research assistance	8%
Offering new or different teen programs	8%
Offering more adult volunteer opportunities	7%
Cleaning buildings more often	7%
Providing more services in languages other than English	6%
Offering new or different adult programs	4%
Adding study rooms or spaces	2%

Figure 96

PATRON SURVEY: The Library could improve by...
Age Range 0-17 (n=41)

Category	Percentage
Offering more teen volunteer opportunities	54%
Adding study rooms or spaces	49%
Adding books, DVDs, CDs, etc.	49%
Offering new or different teen programs	39%
Changing hours of operation	29%
Eliminating late fees for adults	24%
Offering new or different literary or cultural programs	22%
Providing more services in languages other than English	17%
Offering new or different children's programs	15%
Adding more eBooks, eAudiobooks, eMagazines, etc.	15%
Offering more or better research assistance	12%
Providing more technology instruction	7%
Offering new or different senior programs	7%
Cleaning buildings more often	7%
Offering new or different adult programs	5%
Offering more adult volunteer opportunities	5%

Figure 97

PATRON SURVEY: The Library could improve by...
Age Range 18-34 (n=317)

Category	Percentage
Adding more eBooks, eAudiobooks, eMagazines, etc.	52%
Adding books, DVDs, CDs, etc.	47%
Changing hours of operation	26%
Offering new or different literary or cultural programs	25%
Offering new or different adult programs	24%
Eliminating late fees for adults	24%
Offering new or different children's programs	21%
Adding study rooms or spaces	19%
Providing more services in languages other than English	18%
Offering more adult volunteer opportunities	17%
Offering more teen volunteer opportunities	10%
Offering new or different teen programs	9%
Providing more technology instruction	9%
Cleaning buildings more often	9%
Offering more or better research assistance	8%
Offering new or different senior programs	7%

Figure 98

PATRON SURVEY: The Library could improve by...
Age Range 35-49 (n=534)

Adding more eBooks, eAudiobooks, eMagazines, etc.	54%
Adding books, DVDs, CDs, etc.	46%
Offering new or different children's programs	31%
Changing hours of operation	28%
Eliminating late fees for adults	22%
Offering new or different literary or cultural programs	21%
Offering new or different teen programs	21%
Offering more teen volunteer opportunities	19%
Offering new or different adult programs	17%
Cleaning buildings more often	15%
Adding study rooms or spaces	12%
Providing more services in languages other than English	11%
Offering more adult volunteer opportunities	10%
Providing more technology instruction	10%
Offering new or different senior programs	8%
Offering more or better research assistance	6%

Figure 99

PATRON SURVEY: The Library could improve by...
Age Range 50-64 (n=589)

Adding more eBooks, eAudiobooks, eMagazines, etc.	52%
Adding books, DVDs, CDs, etc.	49%
Changing hours of operation	25%
Offering new or different literary or cultural programs	22%
Offering new or different adult programs	22%
Offering new or different senior programs	21%
Providing more technology instruction	15%
Eliminating late fees for adults	14%
Offering more adult volunteer opportunities	14%
Offering new or different teen programs	13%
Offering more teen volunteer opportunities	12%
Offering new or different children's programs	11%
Adding study rooms or spaces	11%
Cleaning buildings more often	8%
Offering more or better research assistance	6%
Providing more services in languages other than English	6%

Figure 100

PATRON SURVEY: The Library could improve by...
Age Range 65+ (n=559)

Category	Percentage
Adding books, DVDs, CDs, etc.	55%
Adding more eBooks, eAudiobooks, eMagazines, etc.	43%
Offering new or different senior programs	37%
Providing more technology instruction	22%
Offering new or different adult programs	20%
Offering new or different literary or cultural programs	19%
Changing hours of operation	15%
Offering more adult volunteer opportunities	13%
Eliminating late fees for adults	9%
Offering new or different children's programs	8%
Adding study rooms or spaces	6%
Offering more or better research assistance	6%
Cleaning buildings more often	5%
Offering new or different teen programs	5%
Providing more services in languages other than English	5%
Offering more teen volunteer opportunities	4%

As Figure 87 shows, **more than any other option, Library users reported that the Library could improve by adding books, DVDs, CDs, etc. (48%) and adding more eBooks, eAudiobooks, eMagazines, etc. (47%)**. After that, patrons indicated that **the Library could improve by** (in order of highest to lowest proportion of responses): **changing hours of operation (22%); offering new or different literary or cultural programs (21%); something "other" than what was listed (20%); offering new or different adult programs (19%); offering new or different senior programs (19%); offering new or different children's programs (16%); eliminating late fees for adults (16%); providing more technology instruction (14%); offering more adult volunteer opportunities (13%); offering new or different teen programs (12%); adding study rooms or spaces (12%); offering more volunteer opportunities (11%); cleaning buildings more often (9%); providing services in languages other than English (9%); and then offering more or better research assistants (6%).**

Regarding variation by YCL branch, the **Arthur F. Turner Community Library (AFT)** and the **Mary L. Stevens Davis Branch Library (MLS)** were the only two YCL branches for which significant divergences from YCL aggregate trends were *not* found (see Figures 88 and 92). At the other branches — particularly the **Clarksburg Branch Library, the Knights Landing Branch Library, and the Yolo Branch Library – noteworthy differences from aggregate response trends were observed**.

As shown by Figure 89, at the **Clarksburg Branch Library (CBL)**, users were significantly **MORE** likely than average to report that the Library could improve by:

- changing hours of operation (67% of CBL users versus 45% of YCL users overall);

- providing more technology instruction (58% of CBL users versus 14% of YCL users overall);
- offering new or different adult programs (42% of CBL users versus 19% of YCL users overall);
- offering new or different children's programs (42% of CBL users versus 21% of YCL users overall);
- providing more services in languages other than English (25% of CBL users versus 9% of YCL users overall); and
- offering new or different teen programs (25% of CBL users versus 12% of YCL users overall).

Furthermore, all **CBL** users were considerably **LESS** likely than average to suggest that the Library could improve by:

- adding more eBooks, eAudiobooks, eMagazines, etc. (33% of CBL users versus 47% of YCL users overall) and
- adding study rooms or spaces (0% of CBL users versus 12% of YCL users overall).

However, the small sample of respondents from CBL (n=12) limits generalizability of these findings to the broader base of CBL users and, therefore, necessitates ongoing inquiry.

As Figure 90 illustrates, at the Esparto Regional Library (ERL), users were significantly more likely than average to indicate that the Library could improve by:

- offering new or different senior programs (30% of ERL users versus 19% of YCL users overall);
- providing more technology instruction (27% of ERL users versus 14% of YCL users overall);
- offering new or different teen programs (23% of ERL users versus 12% of YCL users overall);
- adding study rooms or spaces (23% of ERL users versus 12% of YCL users overall); and
- providing more services in languages other than English (20% of ERL users versus 9% of YCL users overall).

As shown by Figure 91, relative to the YCL average, **Knights Landing Branch Library (KLB)** users were considerably **MORE** likely than average to say that the Library could improve by:

- changing hours of operation (82% of KLB users versus 22% of YCL users overall);
- adding books, DVDs, CDs, etc. (73% of KLB users versus 48% of YCL users overall);
- adding study rooms or spaces (36% of KLB users versus 12% of YCL users overall);
- offering new or different children's programs (27% of KLB users versus 16% of YCL users overall);
- cleaning buildings more often (27% of YCL users versus 9% of YCL users overall); and
- offering more or better research assistants (18% of KLB users versus 6% of YCL users overall).

Compared to the YCL average, **KLB** users were much **LESS** likely to suggest that the Library could improve by: adding more eBooks, eAudiobooks, eMagazines, etc. (9% of KLB users versus 47% of YCL users overall).

Importantly, the sample of respondents from KLB (n=11) was too small to allow for these findings to be generalized to the broader population of KLB patrons and warrants further exploration.

As shown by Figure 93, at the **Winters Community Library (WCL)**, user trends mirrored that of the YCL aggregate, with one exception: relative to the YCL average, WCL users were considerably **MORE** likely to report that the Library could improve by:

- changing hours of operation (34% of WCL users versus 22% of YCL users overall).

As Figure 94 shows, at the **Yolo Branch Library (YBL)**, patrons were significantly **MORE** likely than average to report that the Library could improve by:

- offering new or different senior programs (29% of YBL users versus 19% of YCL users overall).
- offering new or different children's programs (26% of YBL users versus 16% of YCL users overall);
- offering new or different teen programs (22% of YBL users versus 12% of YCL users overall); and
- offering more teen volunteer opportunities (21% of YBL users versus 11% of YCL users overall).

YBL users were noticeably **LESS** likely than average to say that the Library could improve by:

- adding books, DVDs, CDs, etc. (38% of YBL users versus for the 8% of YCL users overall) and
- adding more eBooks, eAudiobooks, eMagazines, etc. (32% of YBL users versus 47% of YCL users overall).

Regarding YCL online (Figure 95), **website users** were **MORE** likely than average to suggest that the Library could improve by:

- adding more eBooks, eAudiobooks, eMagazines, etc. (89% of website users versus 47% of YCL users overall).

Furthermore, **website users** were far **LESS** likely than average to say that the Library could improve by:

- adding books, DVDs, CDs, etc. (22% of website users versus 48% of YCL users overall);
- changing hours of operation (10% of website users versus 22% of YCL users overall);
- offering new or different adult programs (4% of website users versus 19% of YCL users overall); and
- adding study rooms or spaces (2% of website users versus 12% of YCL users overall).

Variation in response patterns by age group was not as dramatic as variation by Library branch. The age group with the most significant divergences from the YCL average was then 0-17 age group. Specifically, as shown by Figure 96, YCL **users ages 0-17** were significantly **MORE** likely than average to say that the Library could improve by:

- offering more teen volunteer opportunities (54% of users ages 0-17 versus 11% of YCL users overall);
- adding study rooms or spaces (49% of users ages 0-17 versus 12% of YCL users overall); and
- offering new or different teen programs (39% of users ages 0-17 versus 12% of YCL users overall).

Furthermore**, users ages 0-17** were much **LESS** likely than average to report that the Library putting proof by:

- adding more eBooks, eAudiobooks, eMagazines, etc. (15% of users ages 0-17 versus 47% of YCL users overall);
- offering new or different senior programs (7% of users ages 0-17 versus 19% of YCL users overall); and
- offering new or different adult programs (5% of users ages 0-17 versus 19% of YCL users overall).

In terms of **users ages 18-34** (Figure 97), response patterns largely followed YCL aggregate trends with one exception: users in this age group were **LESS** likely than average to say that the Library could improve by:

- offering new or different senior programs (7% of users ages 18-34 versus 19% of YCL users overall).

Users ages 35-49 (Figure 98) responded similarly to YCL users overall, with two exceptions. This age group was significantly **MORE** likely than average to say that the Library could improve by:

- offering new or different children's programs (31% of users ages 35-49 versus 16% of YCL users overall).

Additionally, users ages 35-49 were **LESS** likely than average to say that the Library could improve by:

- offering new or different senior programs (8% of users ages 35-49 versus 19% of YCL users overall).

Major differences from aggregate YCL response patterns were not observed for YCL **users ages 50-64** (Figure 98).

Regarding **users ages 65+** (Figure 100), response trends largely resembled those of the YCL aggregate responses with one exception: this age group was significantly **MORE** likely than average to say that the Library could improve by:

- offering new or different senior programs (37% of users ages 65+ versus 19% of YCL users overall).

A total of 428 respondents offered comments with their responses, a sample of which are shared below.

Sample of respondents' comments, provided optionally, in response to the question: "The Library could improve by . . ."

Everyone who works there tries very hard to please the customers! I would change nothing as I am always satisfied when I leave.

More new nonfiction books.

Perhaps the Library could educate the public about all the services that are offered there. I don't think that I'm aware of all that is offered.

Better Library search engine.

Provide bilingual books in Spanish.

People may avoid checking out material or coming if they owe $$.

Resolve issues between county & school district regarding hours and use at the Winters branch.

I love the Library!

Upgrading the restrooms, placing some inside the building, adding more space.

Bathrooms are horrible. Keep checking during the day. Walls need a good cleaning INSIDE the stalls. Keep the paper towel dispensers and soap dispensers working. Disgusting.

More books in Russian; eliminate fines - especially for seniors.

More books in Spanish in Esparto; for both adults and children.

Provide better or more communication and information about programs, ensuring safety for kids.

Sometimes the homeless can be a little unnerving when they are asleep in there. Makes me want to avoid certain areas.

Offer more large print murder mysteries and audiobooks and eBooks.

Going back to silence in all but the study and meeting rooms.

It would be great if weekend hours could be expanded.

Please keep the Library open until 5:30 p.m. on Fridays.

Improve parking, but I realize it's a public lot, so there is not much to be done about that problem.

Technology use classes would be helpful. I get stuck sometimes navigating menus and downloading eBooks is challenging.

I think that it would be nice to have programs geared towards adults who are 30 and younger.

Adding other community resources, like the Maker Space at the Woodland Library.

Adding more books in other languages.

Offer more comfortable seating.

I would like to see the Library open earlier on Sundays. I am overall happy with the level of services provided.

Have a drop box for books outside. Better parking, including some more 20-minute parking. It's hard when soccer is going on and everyone parks there to get to the park. I also am afraid to bike to the Library because of all of the thefts from the bike rack. I would love to see a security camera there, and/or other theft deterrents.

I find long waits for new or popular books, more copies would be nice.

More user-friendly website. I just use Libby now instead.

Great the way it is.

Anything to welcome and support diversity. Loved that this survey was offered in several languages. Anything to support cultural communities; asking these rich communities themselves to offer programs.

I would love it if some of the adult programs like arts and crafts, knitting etc. were offered in the evenings. I work daytime and I know others that do also that would use programs.

Eliminate late fees for seniors.

More cultures are entering the US. Need more diversified books for all children!

Please protect patrons' privacy with e-media; I don't like Kindle eBooks that populate Amazon databases.

Reduce loitering outside in front of Library.

Is there a way to keep the homeless a bit farther from the building and school? When my daughter was going to NDE I was reluctant to let her go to the Library after school by herself because there were so many homeless men nearby.

Move the audiobooks closer to entrance.

Improve parking in Davis lot, perhaps more 30 minute spaces.

Better app for reserving books.

Continue expanding and diversifying programs for all ages. Bring back the Go Pro competition. That was fun!!!

Offer tutoring for young kids.

More meeting rooms and get a decent online catalog application (UI).

Parking and acquiring more copies of popular items.

Keep doing what you are doing. You are very much appreciated in our home.

I think you're fine, just the way you are.

Add toys in order to be appealing for children.

I love reading at the Library. Keep up the great work.

Allow individuals to reserve meeting spaces (not just non-profits / groups).

Offering more meeting rooms for groups.

The Library is perfect.

Have more copies of very new books to decrease wait times; bathrooms are often dirty and smelly; outside of building often has too much trash.

Offer a makerspace like in Woodland.

Somehow monitoring the bathroom spaces to ensure they're safe spaces. I was yelled at in the women's bathroom by an unsheltered woman, and it did not feel safe at all.

Send an additional email or even text on the day books are due.

Add a 3D maker machine instead of just rotating visits for one and provide instruction.

Combine with Sacramento County Library like Yuba or Sutter County has done. They are way better, and have a much bigger collection. Also make it easy to use the Link+ system.

I think the most helpful change would be longer hours of operation, as that is the concern I hear most people cite about the Mary L. Stevens Library and the primary reason they do not attend (second only to an ignorance of its existence).

YCL patrons were asked what they would like the Library "to add." As this was an open-ended question, a broad array of answers was provided by the 1,536 patrons who responded to the question.

Most frequently, patrons said they would like the Library to add the following: books; eBooks; eAudiobooks; Spanish-language materials and services; quiet spaces/study rooms; technology help/training; senior programs; kids programs; teen programs; toddler programs; adult programs; more hours of operation; foreign language books; more square footage; parking; better/more Wi-Fi; online transaction opportunities; more security/management of homeless people at the Library; a teenager section; foreign films; popular books; and cleaner restrooms.

A variety of other ideas were shared by patrons about materials and services that are desired; including: TED talks, a summer reading program for kids; a guest speaker program; events; E.S.L. tutors; a coffee shop or cart; makerspace; 3D printers; disability programs; large print books; after school activities for kids; Hoopla access; a food/meeting area; Wi-Fi hotspots to check out; eBook assistance; more Libby presence; more manga; cell phone free zones; employment assistance; old movies; a *New York Times* bestseller section; a bookmobile; music events for kids; a monthly e-newsletter; printers; and cultural events.

A sample of comments that exemplify some of the broader response trends are shared below.

Sample of respondents' comments, provided optionally, in response to the question: "What would you like the Library to add?"

Books

More books on financial education in Spanish

Service in Spanish, and librarians and staff members [who are] Latinx

A larger catalog of works in Spanish and Spanish-speaking authors

More hours

More new movies

Provide more English tutoring to the public

Mas horarios y dias y ayuda a los nino de doble idioma. Ya que los papas no hablan Ingles y se nos hace dificil ayudar en las tarea o leer un libro. Gracias.

More days open at Clarksburg branch

Books!

Additional technology (current tech trends) and more kid programs

More audiobooks - complete existing series and have more adult (as opposed to YA/children) books

More eBooks, I have switched over so that these are mostly what I read...the Libby app is great.

More hours. Cleaner restrooms :-)

More study rooms or quiet places to study.

Training on the website and how to find books with the computer system.

The Library should have more movie nights.

Longer hours Friday evening and the weekend.

More events such as crafts (for adults)

More eBooks

More space for the teens

More hours

Bookmobile

More services for the homeless population

Increased content on Hoopla/Overdrive, more books on CD, add games to your circulation (card games, board games, strategy games, etc.)

More titles to Libby

Spanish books

More series in graphic novels & manga

Don't know if they still have this but if they don't Summer reading programs where young kids can earn gift cards for reading a certain amount of books for their age range

More Native American writers in fiction and non-fiction

Makerspace, more creative programming

More new releases

Longer Hours

Better parking

Some days to help people with job searches and career fairs

Displays of local art - temporary installations of student art, senior art, etc.

Adult book clubs

More copies of recent eBooks

More research librarians

More manga, books, and videos available to check out

Larger digital selection, please! EBooks and audiobooks, in particular

Snack vending machines

More books in languages other than English for all ages

More Overdrive books. Please consider adding Lynda.com, Kanopy, Hoopla, and Treehouse. I use eBooks almost exclusively.

More study rooms. I feel like a lot of the time it's a sick ward, homeless hangout. I do not feel safe there.

More eBooks

More children's programs, new play space

More audiobooks--the Library does not have very many copies of existing books and often does not have the latest releases for months after release.

I'd like more kid story hours. My kid was either napping at the time her age was acceptable or is now too old.

Audiobooks - especially by POC authors. I found for POC authors, the Library was less likely to have the eBook, less likely to have the audiobook, and more likely to have long waits for those books they did have, even when books were not new releases. Maybe make sure a few representative works from every Nobel Laureate in Literature?

Patrons were asked to comment on what they would like the Library "to stop doing." The open-ended responses were dramatically varied. A total of 1,131 people answered the question. **Respondents frequently expressed that the Library should stop doing the following: nothing (as in; the Library should continue offering existing programs and services); allowing homeless people to loiter/hangout; charging late fees; letting people eat inside the Library; allowing loud talking/noise; allowing kids to run around/being a playground for children; allowing the parking lot to be used for non-Library use (school, park events); allowing kids to play shooting or violent games; issuing Library cards at the circulation desk/free-for-all line at the circulation desk; having only videos/computer games in the kids section; providing insufficient time for computer use; closing early; allowing people to use study rooms for extended periods; having comics in the children's section; allowing unrestricted internet use in the children's section; closing early on Fridays; preventing adults who have fines from checking out material; having separate accounts for children and parents; and keeping damaged books in circulation.**

A sample of comments that exemplify these broader trends above are shared below.

Sample of respondents' comments, provided optionally, in response to the question: "What would you like the Library to stop doing?"

I think all the services are great and can't think of anything that isn't needed.

Fines for late items

Nothing. The entire staff currently is performing above and beyond with its limited resources.

No suggestion for this question.

I think the Library needs to be open to everyone without discrimination. But it makes some of the rooms difficult to use when homeless folks are sleeping, snoring, talking to themselves, eating meals on the couches and chairs. So, I don't know what the solution is there, but that makes me less likely to linger.

Nothing I can think of. sometimes the kids are very loud, but I'd prefer them using the Library and being loud to NOT using the Library.

Keeping damaged books in circulation or not repairing damaged books

Nothing! The Library works very well as is.

Closing early or opening late

I think you're doing great!

Stop allowing the children to run amok!

I can't think of anything. I'm very pleased with the Library.

The homeless population can make the front of the Library scary at times.

Protect children with proper parental controls on computers!

They do a GREAT job, I cannot think of anything to suggest to stop doing.

Allowing homeless/drug addicts to hang around out front. How can anyone feel safe and welcomed in this environment?

Nothing. The Library is an incredibly special place. I see people of all walks of life welcomed with open arms.

Stop carrying magazines, it's a waste of money.

I don't like the homeless who live in front of the Library from time to time. It makes me feel unsafe. Also, the Library needs more parking in general and should not allow the AYSO soccer participants to take all the parking spots whenever they have a game.

I think at times it's too noisy, especially in the room set aside for research (patrons sometimes have headphones on with music loud enough to hear). I really appreciate the quiet space of a Library and prefer that traditional environment be honored, despite the current push for a more lively and active learning center in school communities and libraries. Quiet helps me focus and concentrate and that's a main reason I like going to the Library to have a quiet space separate from the noisy world.

Allowing patrons to eat their lunch at desks or chairs!

Keeping outdated books

Please clean the bathrooms more and the tables. I know homeless people use the services very often and I'm glad for that, but the bathroom is often gross and the study tables are sometimes as well. Due to the cleanliness issue, I do not use the Library as a place to work or study. I just use it to get books. But I would like to use it more often.

Overall, I'm very happy with the Library.

Limited hours

I don't think there's anything I'd like the Library to stop doing.

The only issue I ever had was that I used to like to read to one of my grandchildren in the children's room on Wednesdays, but it got so noisy after school that I couldn't do it anymore.

Please eliminate the new question on the computer that asks if you are still there. It is annoying when you are watching a video and this inquiry pops up every 15 or so minutes.

Nothing that I know of! I wish the Library staff were a bit friendlier and more conversational with patrons. How about some Library ambassadors to engage people while they're there? The Library could have a social function but it doesn't now.

Closing early

Be more accommodating to all cultures instead of maybe one or two other than American culture. Story time in Russian or an African language would be nice for example.

Nothing! I love the Davis Library

Allowing children to play violent video games

I would like every book about Native Americans and early Europeans checked for racial bias (including Christopher Columbus) using Native American organization-approved criteria. Most in the collection are inaccurate at best and racist at worst. This is harmful. These need to be put into the recycling bin.

Nothing. I like the services especially Chromebook loans and special glasses to view eclipse safely.

Nothing! You all are amazing! Thank you!

Improve website. Access through Yolo county website is not user friendly.

I would like the Library to stop tolerating noisy patrons. Post a sign at the entrance with the expectations.

Charging late fees

Having normal business hours. I think the Library should be open much earlier and later.

On the Staff Survey, Library employees were asked what the Library could expand or enhance. As Figure 101 shows, **more than two-thirds of staff members surveyed agreed that the following services should be expanded or enhanced: online payment for Library fees and fines (83%); partnering with local schools (83%); partnering with nonprofit agencies (77%); eBooks and eContent (74%); citizenship/immigration resources and programs (70%); and family literacy resources and programs (68%)**. Between half and two-thirds of respondents agreed that the following services should be expanded or enhanced: teen resources and programs (66%); partnering with government organizations (64%); self-service checkout and returns (62%); promoting new technologies (57%); senior resources and programs (57%); study rooms (56%); adult resources and programs (55%); children's resources and programs (52%); and preschool resources and programs (50%).

Figure 101

STAFF SURVEY: Yolo County Library should EXPAND or ENHANCE the following services: (n=47)

Service	Percent
Online payment for Library fees and fines	83%
Partnering with local schools	83%
Partnering with nonprofit agencies	77%
eBooks and eContent	74%
Citizenship/Immigration resources and programs	70%
Offering programs in the community (outreach)	70%
Family literacy resources and programs	68%
ESL resources and programs	68%
Teen resources and programs	66%
Partnering with government organizations	64%
Self service checkout and returns	62%
Promoting new technologies	57%
Senior resources and programs	57%
Study rooms	56%
Adult resources and programs	55%
Children's resources and programs	52%
Preschool resources and programs	50%
Meeting rooms	49%
Online research databases	34%
Computers in the library	28%

Fewer than half of the respondents agreed that the Library should expand or enhance the following: meeting rooms (49%); online research databases (34%); and computers in the Library (28%).

Five out of 47 staff members offered comments with their answers. One respondent said, "Expand and enhance our physical Library collection as well as electronic one." Another staff member described online resources as expensive and said, "I do not know that they are used enough to warrant additional ones." Another staff member noted, "Teens and tweens are difficult. They seem underserved but they don't seem to want to be served. They may be less likely to come to events if we over-advertise, yet they will also not come if we under-advertise. And it's hit-and-miss when we advertise at all."

The Staff Survey asked employees to comment about the programs or services that YCL should reduce or eliminate and the programs and services that the Library should add. In total, 30

employees offered feedback. The following themes were drawn from their responses, in order of most frequently mentioned to least frequently mentioned.

Programs or services that <u>YCL should reduce or eliminate</u>, according to staff (n=30):

1. **None** (mentioned by 27% of respondents) – More than one-quarter of respondents reported that they could not identify any program or service that the Library should reduce or eliminate.

2. **Under-utilized programs** (mentioned by 17% of respondents) – Some staff members said that certain programs, such as adult programs, teen programs, or community programs, are not well attended and, therefore, perhaps are unnecessary. One respondent noted that the Library would need to first assess which programs are not well-attended or used and then eliminate programs based on this assessment.

3. **Staff-intensive programs** (mentioned by 10% of respondents) – It was suggested that the Library should reduce or eliminate programs for which there are insufficient staff.

4. **Overdue fines** (mentioned by 7% of respondents) – Two staff members felt that late fines could be eliminated, with one respondent noting that although fines generate revenue, they are a barrier for people wanting to use the Library.

Programs or services that <u>YCL should add</u>, according to staff (n=33):

1. **Programs for specific age groups** (mentioned by 33% of respondents) – Staff members said the Library should add programs for teenagers. One respondent suggested adding an SAT program for teens. Two respondents proposed adding programs for seniors, such as senior art classes. Some recommended adding programs for adults, such as adult "interactive programs." One respondent simply said the Library could have more programming to support "adult community building." Others stated that the Library could add programs for elementary school age children.

2. **Outreach to disadvantaged populations** (mentioned by 15% of respondents) – Staff members recommended adding services for disabled individuals, people with special needs, at-risk individuals, or people who lack transportation to the Library.

3. **Technology services** (mentioned by 12% of respondents) – Staff members said that the Library should add various technology services, like computer assistance, more staff (versus volunteers) to provide computer help, and technology training programs for email, Microsoft, and so on.

4. **Career and job search assistance** (mentioned by 6% of respondents) – Respondents recommended adding college and career assistance programs or job search services at the Library.

5. **Credit card machines** (mentioned by 6% of respondents) – Two staff members stated that the Library should add credit card machines at branches.

Aside from the recommendations noted above, other suggested additions were: Spanish-speaking staff; after hours computer lab; literacy programs; E.S.L. and citizenship services; homework help for students; cultural heritage celebrations; lending of sewing machines;

additional makerspace equipment; video game rentals; board game rentals; water fountains for filling bottles; phone chargers; Wi-Fi hotspots; streaming services; a food pantry for homeless individuals; bike locks; one-on-one research assistance; and a better parking lot.

The Staff Survey asked the following question: "If you had $1,000, how would you spend it on Library services, programs or resources? Why?" In all, 37 people responded to the question. Responses were mixed, though a few themes surfaced, as listed below in order of most frequently mentioned to least frequently mentioned.

Services and resources that YCL staff members would purchase for the Library with $1,000 (n=37):

1. **Audiobooks and eBooks** (mentioned by 11% of respondents) – Staff said that, with $1,000, they would add electronic resources like eBooks and audiobooks. One respondent stated that these resources do not require much staff time and "there is a huge demand for these items."

2. **Computers** (mentioned by 8% of respondents) – Respondents said they would add more ChromeBooks, laptops, or additional desktop computers to the Library if they had $1,000.

3. **Adult Discovery Kits** (mentioned by 8% of respondents) – Some employees felt that Discovery Kits and Adventure Kits would be worthwhile additions to the Library.

4. **Literacy Kits** (mentioned by 5% of respondents) – Two staff members said they would use $1,000 to purchase preschool literacy kits for the Library.

5. **Water fountains to fill water bottles** (mentioned by 5% of respondents) –Staff members reported that, if they had $1,000 to spend for the Library, they would purchase water fountains to allow patrons to refill water bottles.

6. **Resources for English Language Learners** (mentioned by 5% of respondents) – Two respondents indicated that, with $1,000, they would purchase books and audio resources for English language learners.

Several other ideas were offered in staff members' responses to the question about how $1,000 could be spent, including: new toys for the children's section; more books; earbuds and flash drives to loan patrons; large print books; a room with a DVD player; website improvement; paid internships for specific Library projects or programs; mobile coffee cart (run by outside vendor); Overdrive; speakers to talk about travel/hiking; international language section expansion; security cameras at Arthur F. Turner Community Library; after-hours access; children's art programs; movable modular spaces; organizational storage items like bins and containers; and mobile hotspots.

Staff members were asked how they would spend *$10,000* for the Library if they had this money available. Again, a wide variety of ideas was given by the 36 staff members who responded to the question. Some themes emerged from staff members' answers, listed below in order of most frequently mentioned to least frequently mentioned.

Services and resources that YCL staff members would purchase for the Library with $10,000 (n=36):

1. **Programs for teenagers** (mentioned by 11% of respondents) –Respondents said that the Library could introduce more programs for teenagers, conduct more outreach to teens or, as one respondent noted, add "something that will grab their attention." Two staff members felt that the Library could have more "teen spaces."

2. **Computers** (mentioned by 11% of respondents) – Respondents said that, with $10,000, they would purchase ChromeBooks, laptops, and desktop computers for the Library.

3. **eResources** (mentioned by 8% of respondents) – Digital subscriptions, databases, eBooks, Hoopla and eAudiobooks were suggested Library additions.

4. **Bookmobile** (mentioned by 8% of respondents) – A few staff members commented that they would allocate $10,000 toward a bookmobile to go places like migrant centers (Madison Migrant Center) and senior centers. One respondent said this would be beneficial "because there are areas of Yolo that don't get services."

5. **Digitization of materials** (mentioned by 6% of respondents) – Respondents stated that they would use $10,000 to digitize newspapers, including microfilmed newspapers. One staff member would do this "because they [digitized materials] are a popular resource and it would save the Library collection space."

6. **Personnel** (mentioned by 6% of respondents) – Two staff members said that they would spend $10,000 to hire more Library personnel to conduct activities like outreach and off-site programming and offer patrons more "personalized service."

Staff members provided many other answers in responding to the question about how they would spend $10,000 for the Library, including the following: after hours study space; more programs; study rooms; streaming service; programs for seniors; mobile hotspots; learning center for emerging technologies; makerspace; design instruction for 3D printers; video games; small café or snack bar; literacy programs; more days/hours of operation for rural branches; adult support programs; collections; partnership with neighborhood schools to pick up students and bring them to the Library; bilingual story times; Overdrive collection; and easy-to-clean furniture.

Community Leaders Survey

In addition to the Patron Survey and Staff Survey, the Community Leaders Survey offered additional insights about how YCL can support the County's residents by addressing challenges and creating opportunities. In all, 24 individuals representing community and government organizations in Yolo County were invited to offer input about the Library. The organizations represented were:

- City of Winters
- Yolo Community Foundation
- First 5 Yolo
- Board of Supervisors, District 2

- City Manager, City of West Sacramento
- Yolo Arts
- County Administrator's Office, Yolo County
- Short-Term Emergency Aid Committee (STEAC)
- Library Advisory Board
- RISE, Inc.
- Yolo Reads Tutors
- U.C. Davis
- City of Davis
- Yolo County Board of Supervisors, District 3
- Friends of the Yolo County Archives – president
- Davis resident, retired U.C. Davis employee
- Yolo County Board of Supervisors, District 3
- West Sacramento Historical Society
- Friends of the Davis Public Library – President
- Health and Human Services Agency (HHSA)
- Board of Supervisors, Yolo County District 1
- West Sacramento resident, active with BBCAN and local senior organizations
- Board of Supervisors, Yolo County District 4
- Friends of the Yolo Branch Library

The Community Leaders Survey asked respondents what they believe are the biggest challenges facing their community. The most frequently cited response was insufficient housing/housing availability and affordability and, after that, respondents shared a range of concerns. Some community leaders commented that **homelessness** is a major challenge. Others cited the **polarization among groups** and the need to bring people together. A few respondents indicated that **transportation** needs improving and some respondents said the greatest challenge is **fiscal stability**.

Other challenges cited were varied and included:

- getting social services to rural areas
- mental health treatment needs for families and kids
- protecting the drinking water supply
- traffic congestion
- growth of student population at U.C. Davis without adequate housing supply
- new homes being built and the impact of this on school districts
- access to quality healthcare
- criminal justice
- national immigration policy's impact on people
- income inequality
- addressing declining enrollment in schools
- education access for the disadvantaged
- high cost of doing business for small businesses

- infrastructure in Davis
- communication across agencies and people
- generating jobs

Community leaders were asked if they saw a role for the Library in addressing their community's challenges. **Respondents most commonly stated that the Library's role in addressing their community's challenge is through serving as the safe community gathering place that it is. Some respondents suggested that the Library could form more partnerships (with schools, employment resource centers, and other nonprofits), while others mentioned that the Library could do more to publicize its services.** Other thoughts offered by community leaders about the ways in which the Library can address challenges in the community included:

- expanding school libraries in conjunction with YCL
- building a South Davis Library
- creating more awareness about services other than book borrowing (E.S.L., literacy programs, etc.)
- finding ways to encourage early childhood literacy and learning
- offering computers
- offering job assistance
- running a countywide reads program
- working with school parent teacher associations
- providing more evening hours

The Community Leaders Survey asked how the Library can address opportunities in the region. A variety of ideas were shared. **Many of the respondents suggested that they Library can "transcend economic disparities" and form connections with U.C. Davis, schools, and businesses. A few respondents noted that the Library could offer more programs for high school students (e.g. programs to build vocational skills, life skills, financial management skills) while others saw an opportunity to provide more services for adults and seniors (e.g. technology training).** A few respondents commented that the Library **buildings are outdated and could be modernized**. A sample of responses follows.

Sample of respondents' comments provided in response to the question: "Do you see a role for the Library in addressing these [your community's] opportunities? If so, what is the role?"

Your programming is good but the spaces could be awesome. Davis looks a little outdated. It could be the place everyone just wants to visit, with rugs, armchairs, renovations, makerspaces.

Cross-pollination between Library and city. City struggles with reaching out to migrant workers-- can Library help? Working with youth community. Collaboration with senior center. Speakers and community forums. League of Women Voters.

Outreach to Spanish speakers. Many of growers (Full Belly, Capay Organic, Durst Organic) are willing to have orgs. come to provide services or share information with farmworkers regularly at certain times.

Support to seniors to learn how to use technology. Be more visible out in community. Increase partnership with U.C. Davis (mentioned Study & Chill) and schools.

Do more outreach to churches in West Sacramento about Library services, Library needs to take a leadership role in communities in relation to technology, offering forums for new ideas, bringing people together. Do more outreach to schools in under-served communities, especially in the Bryte and Broderick areas of West Sacramento. Do something with the urban gardens in West Sacramento - cooking classes or something.

Library has an opportunity here to get outside of its buildings and expand its outreach and public awareness efforts   Library/Archives can provide more outreach to high schools and have a presence at local festivals get kids involved as volunteers; expand the hours of the Archives; create awareness about the Archives, make new hours strategic based on community feedback, make the Archives a destination.

Make collections more accessible by getting more of them online

More E.S.L. resources for children in grades 1-4, provide bilingual books for families and kids in school and at home. Assess demographics of who uses the Library to expand services - more focus on the north side of town in West Sacramento.

Lots of potential to partner with U.C. Davis – the Library should actively look for opportunities to engage with U.C. Davis

Library is open and willing to pivot as times and needs of residents have changed. Continue to adapt as things change; be a welcoming space.

Provide more awareness about the Yolo Reads program. Look for both volunteer tutors and learners through U.C. Davis.

I think you should take a look at where we have increasing population areas within the County. Maybe we need a new Library in South Sacramento instead of Davis or maybe we need to expand Winters.

Make the Library more of a hub than it is. Empower families and kids in Yolo. Do more with the car show to establish connections with the community.

[The] Library can help to transcend economic disparities by helping users transcend the technological divide. Help everyone reach their potential by providing the means (information, technology) to do so when not available elsewhere.

Perhaps providing educational systems where things are unstable and a gap needs to be filled. Some communities are "on the brink," and if we can provide some training on the art of governance, things will improve.

There's potential for a symbiotic opportunity in terms of building security, transportation and new community center we're building in the next 10-20 years.

Finally, community leaders were asked the following question, "What can the Library do to support your needs and interests?" **A number of respondents said the Library is already doing a great job of supporting their community's needs and interests. Some respondents noted that the Library could disseminate information and ensure everyone is aware of YCL services. Others suggested that the Library can continue to forge partnerships throughout the County, including with schools and U.C. Davis.** Two respondents recommended offering more programs for young people (e.g. mentoring programs). One respondent recommended creating a calendar of community events. A sample of responses, transcribed from phone interviews, is below.

Sample of respondents' comments provided in response to the question: "What can the Library do to support your needs and interests?"

Reach out to the public and encourage people to engage and help out. Build bridges with school districts and U.C. Davis. The Library is important to people who are homeless.

I buy my books on Amazon, so I can support the Library and what it offers for others. I'd like to see the return of a bookmobile and getting Library staff more embedded in the community to bring more energy and enthusiasm to the Library's reputation so it gets the attention it deserves as a modern resource.

There's an opportunity to integrate with what we're doing in the city and make sure everyone is aware of our city services.

Your staff involvement with the Yolo County Nonprofit Leaders Alliance is helpful. Providing space in West Sacramento and Winters for nonprofit organizations where we aren't well-connected would help our outreach.

You're doing it! I'm very impressed with the things the Library is doing and I hope you'll continue to bring services to where people live, continue to assess population growth and continue to be nimble.

We enjoy a continuing relationship with the Library, archives and museum and work together a lot for partnerships, exhibitions, and programs.

This is specific to the Friends of the Yolo County Archives - make them feel supported as an organization, maintain open communication with the org., make sure the visions of the Library/Archives and the Friends are aligned, move to create more of a digital presence for the Archives online.

Provide more Library resources online; find ways to get more revenue to provide more resources for the public

My needs are being met, love the ZipBooks program

Provide mentoring programs for young adults, provide more HHSA services in rural parts of the county, perhaps at the Library branches, especially in Knights Landing and Esparto

Create a calendar of community events that is moderated by the Library - lots of work, but worth it. Distribute information about programs and services to the Riverbend Manor Senior housing (office manager will distribute them). Hold a special promotion with VIA to have "free rides to the Library day" on a monthly basis. Offer a Tea and Conversation program in West Sacramento.

Promote Yolo Reads, build a new Library in south Davis.

Provide support, gratitude, and encouragement for the Friends of the Yolo Branch Library. Provide more awareness of Library services for local residents (more than books). Develop a better communication plan to promote Library programs and services.

Dissemination of information

EXECUTIVE SUMMARY

Perception and Use of Library Services

- 94% of Library patrons surveyed agreed that YCL is important to them and their loved ones.

- 96% of patrons surveyed reported that they visit the Library in person or use its free services.

- For the 565 patrons (out of 2,346 total respondents) who said that they <u>rarely or never visit or use the Library</u>, the three most <u>frequently selected reasons</u> were:
    1. The Library branch hours are not convenient (17%).
    2. Patrons prefer to buy their own books and materials (17%).
    3. The Library does not have the materials that are needed or wanted (16%).

- The Mary L. Stephens Davis Branch Library is used significantly more than other YCL branches (67% of patrons surveyed); this is expected given that Davis is the Library's most populous service area. After that, nearly one-fifth of respondents (17%) said they visit the Arthur F. Turner Community Library and 10% of respondents reported that they use the other YCL branches as their primary library.

- The data reveal that, across all age range groups and branches, Library use among patrons is high, with more than half of patrons visiting their primary branch at least 1-3 times per month. Overall, 59% of respondents reported that they visit the Library very often (4 or more times per month) or often (1-3 times per month). A slightly higher proportion of patrons from the Esparto Regional Library (61%), Winters Community Library (63%), Mary L. Stephens Davis Branch Library (63%), and Knights Landing Branch Library (61%) said they visit their Library very often or often while a somewhat smaller proportion of respondents said they visit the Yolo Branch Library (48%) and Arthur F. Turner Community Library (48%) very often or often. The age group that reported visiting their primary branch most frequently was the 35-49 age range group (64%) followed by the 65+ age range group (62%); the 0-17 age range group (58%); the 50-64 age range group (57%); and then the 18-34 age range group (50%).

- Three-quarters of the 47 staff members surveyed (74%) agreed that the YCL provides services and resources that meet community needs.

- Almost two-third of survey respondents (56%) reported that they would pay additional taxes to expand Library hours and services.

Library Environment and Resources: Perceptions of Patrons and Staff

- Over 90% of patrons surveyed agreed that the Library is easy to get to (94%); they are treated well by Library staff (93%); and they feel safe and welcome when visiting the Library (92%). After that, 88% of Library patrons agreed that it is easy to find what they need at the Library; 81% of patrons agreed that they value the programs (for all ages) offered at the Library; and 81% of patrons agreed that the Library is an important place for the community to meet.

- Survey data reveal that the Library offers a wide range of services that are important to patrons. <u>Demand for services transcends branches and age groups</u>. Overall, patrons most frequently indicated that the book collection is an important service to them (92%) followed by hours of operation (87%); staff assistance (82%); staff knowledge (82%); Wi-Fi in the Library (73%); online databases (70%); computers in the Library (62%); programs (60%); eBook and eAudiobook collections (60%); adult and family literacy (58%); services and materials offered in a language other than English (48%); children's story times (48%); volunteer opportunities (48%); DVD and CD collections (45%); job search and career assistance (45%); children's play spaces (45%); meeting rooms (35%); study rooms (35%); and then magazine and newspaper collections (33%). Each of the 19 Library services listed in the survey question are used and valued by at least one-third of patrons.

  Of note, compared to other age groups, a significantly greater proportion of patrons in the <u>0-17 age group</u> indicated that <u>the following Library services are important to them</u>:
  1. Services and materials offered in a language other than English (72% of patrons in the 0-17 age group versus 44%-60% of patrons from other age groups).
  2. Volunteer opportunities at the Library (74% of patrons in the 0-17 age group verses 46%-58% of patrons from other age groups).
  3. Computers in the Library (78% of patrons in the 0-17 age group verses 62%-68% of patrons from other age groups).
  4. Study rooms at the Library (80% of patrons ages 0-17 verses 30%-50% of patrons from other age groups).

- More than half of the 46 staff members responding (54%) agreed that the YCL facilities are safe, clean, and inviting.

- In terms of <u>non-English offerings</u>, two-thirds of staff members surveyed (63%) said that services and collections in Spanish are adequate. Fewer than half of staff members surveyed (45%) agreed that Chinese-language services and collections are adequate and only 34% of staff members agreed that the YCL provides adequate services and resources in Russian.

- Over two-thirds of <u>staff members</u> surveyed agreed that the <u>Library meets the needs of</u>: children (89%); families (83%); preschoolers (83%); infants and toddlers (83%); adults (79%); students (68%); and seniors (68%). Between two-thirds and one half of staff agreed that the Library meets the needs of: English language learners (66%); online Library users (64%); tweens (55%); job seekers (54%); and users with basic technology needs (53%).

- Fewer than half of the staff members surveyed agreed that the Library meets the needs of the following user groups: teachers (47%); teens (43%); users seeking citizenship/immigration resources (40%); users with special needs (36%); users with advanced technological needs (30%); and business owners (13%).

- Fewer than one-third of staff members surveyed (30%) agreed that Library users are well informed about Library programs and services. Staff commented that Yolo County residents are often unaware of the full scale of Library services and programs. Others suggested that the Library could be more intentional with its marketing of programs and services.

Library Online Presence and Access

- More than two-thirds of <u>patrons</u> surveyed agreed that the <u>Library website is informative and easy to use</u> (69%).

- Three-fifths of <u>staff members</u> surveyed (60%) agreed that the <u>Library website is informative and easy to use</u>, while 32% of respondents were "neutral," and 9% of staff members fully disagreed. In comments, a few staff members noted that, although the new website is better than the previous one, it is still a challenge to find information on the Library website.

- Neighborhood <u>internet connectivity</u> varies considerably across Yolo County. Compared to 7% of patrons overall, slightly higher than average rates of unreliable internet connectivity are noted by patrons who use the Winters Community Library (14%) and the Yolo Branch Library (16%). Markedly higher proportions of patrons from the Esparto Regional Library (23%), the Clarksburg Branch Library (43%), and the Knights Landing Branch Library (31%) reported that they do not have reliable internet connectivity in their neighborhood to fully access online Library services. The sample of respondents from the Clarksburg Branch Library (n=14) and the Knights Landing Branch Library (n=13) is too small to generalize, although this observation warrants further consideration.

- Fewer than half of the staff members surveyed (45%) agreed that the Library's <u>Facebook, and Instagram pages</u> are up-to-date, informative, and engaging while 45% of respondents were "neutral" and 9% of respondents disagreed.

Current and Anticipated Library Use

- The demand for various Library services and programs is expected to increase or stay at steady rates for the next few years. Library <u>patrons</u> indicated that they <u>plan to do the following more often or at about the same rate in the next three years</u>:
    1. Visit the Library in person to borrow items (93%)
    2. Use the Libraries website (92%)
    3. Ask Library staff for assistance (89%)
    4. Borrow an eBook, eAudiobook, eMagazine, or other online resource (79%)
    5. Attend a Library program (70%)
    6. Use Wi-Fi in the Library (67%)
    7. Read or study in the Library (64%)
    8. Use an online learning resource from the Library website (63%)
    9. Use a computer in the Library (53%)
    10. Use a meeting room for a community event (52%)
    11. Visit the Library to socialize (47%)
    12. Use children's materials, spaces, and programs (45%)
    13. Receive computer or new technology assistance (36%)
    14. Participate in adult or family literacy tutoring sessions (21%)
    15. Receive homework help (21%)

Response trends across age groups did not vary significantly *except* for the <u>0-17 age group</u>, who plan to use the Library more frequently in the near future. Relative to the YCL average, Library users ages 0-17 were significantly more likely to say that, in the next three years, they <u>will do the following more often or at about the same rate as in 2019</u>:
1. Use an online learning resource from the Library website (80% of users ages 0-17 versus 63% of YCL users overall)
2. Use a computer in the Library (80% of users ages 0-17 versus 53% of YCL users overall)
3. Use Wi-Fi in the Library (78% of users ages 0-17 versus 67% of YCL users overall)
4. use a meeting room for a community event (73% of users ages 0-17 versus 52% of YCL users overall)
5. Use children's materials, spaces, and programs (65% of users ages 0-17 versus 45% of YCL users across all age groups)
6. Receive homework help (63% of users ages 0-17 versus 21% of YCL users overall)
7. Participate in adult or family literacy tutoring sessions (63% of users ages 0-17 versus 24% of YCL users overall)
8. Visit the Library to socialize (58% of users ages 0-17 versus 47% of YCL users overall)
9. Receive computer or technology assistance (51% of users ages 0-17 versus 36% of YCL users overall)

Library Strengths, Areas for Improvement and Challenges

- The following are the <u>Library's strengths as of 2019</u> (based on 43 <u>staff members</u>' open-ended responses):
    1. The staff (mentioned by 37% of respondents) – Respondents commented on staff members' welcoming attitudes, approachability, passion and interest in growing, great work environment, and customer service skills.
    2. The Library's emphasis on diversity and inclusion (mentioned by 21% of respondents) – Staff members noted that YCL makes a concerted effort to engage people and communities of diverse backgrounds. Some referenced the Library's efforts to reach out to marginalized groups.
    3. The Library's focus on community (mentioned by 9% of respondents) –The Library was described as responding proactively to community needs and wishes and offering a true sense of community to patrons.
    4. Providing access to technology and resources in a range of formats (mentioned by 9% of respondents) – A few respondents said that the Library's greatest strength is the technology, including the digital offerings and free technology use.

- The following will be <u>Library strengths in 2022</u> (based on 40 <u>staff members</u>' open-ended responses):
    1. The staff (mentioned by 25% of respondents) – Respondents indicated that staff will be the Library's greatest strength in three years.
    2. The Library's inclusion of diverse communities (mentioned by 20% of respondents) – Staff members said the connection to diverse groups along with outreach to marginalized populations in the County will remain a strength.
    3. The variety of programs and resources that serve a broader base of users (mentioned by 20% of respondents) – The ability to serve more patrons representing broader demographics was described as a likely strength in 2022.
    4. Effective resource management (mentioned by 20% of respondents) – A few staff members noted that the Library's greatest strength in three years will be its streamlining of practices, goal-setting, and effective budget management.

- According to 45 <u>staff members</u> responding, the following are <u>current challenges</u> for the Library as of 2019:
    1. Staffing (mentioned by 24% of respondents) – Staff members said that recruiting and retaining Library staff and managing workloads is the greatest challenge in 2019.
    2. Engaging youth (mentioned by 13% of respondents) – Developing programs for teenagers and getting more youth to simply use the Library was described as a present-day challenge.

3. Funding (mentioned by 13% of respondents) – Staff members noted the challenge of limited funding alongside the need for more staff and greater demand for Library programs.
4. Capacity and efficiency (mentioned by 11% of respondents) – Staff members indicated that overcrowding and lack of physical space at the Library is a current challenge, while others said that there is not enough capacity for the Library to offer all the services it seeks to provide.
5. Communication and teamwork (mentioned by 9% of respondents) – Staff members said that the Library is doing more with fewer resources and that there ought to be better communication among the YCL branches and between Library leadership and staff (inter-branch and intra-branch).
6. Outreach and marketing (mentioned by 7% of respondents) – Some staff members stated that there is not enough outreach and partnerships with other groups and organizations, while others said that more people could benefit from simply knowing about all the Library's resources.
7. Engendering and welcoming and safe Library environment (mentioned by 4% of respondents) – A few respondents said that the homeless population at the Library creates an unwelcoming environment and that there ought to be greater enforcement of the Library Code of Conduct.
8. Reaching and engaging the diverse populations in the community, including marginalized groups (mentioned by 4% of respondents) – Staff members noted the challenge of engaging and supporting economically disadvantaged groups and undertaking outreach to inform all community members of the Library's many resources and services.

- According to 34 staff members responding, the following are anticipated challenges for the Library in 2022:
    1. Accommodating an increase in demand for Library resources, programs, and materials alongside changing reading formats (mentioned by 18% of respondents) – Respondents predicted that the greatest challenge in 2022 will be greater demand from users for a variety of Library offerings, including eBooks and other digital materials.
    2. Technology (mentioned by 21% of respondents) – Keeping pace with rapid technological advances will be a challenge in three years, according to some staff members.
    3. Staffing (mentioned by 15% of respondents) – Some respondents said that recruiting and retaining staff and merely sustaining staffing levels to match the workload will remain a difficulty.
    4. Reaching out to, engaging, and assisting economically disadvantaged and marginalized groups (mentioned by 15% of respondents) –Staff members felt that there will be challenges with outreach to "have-not" groups.
    5. Funding (mentioned by 12% of respondents) – Staff members noted that a future challenge will be rising costs alongside limited budget and staff.

- Patrons indicated that the Library could improve by doing the following:
    1. Adding books, DVDs, CDs, etc. (48%)
    2. Adding more eBooks, eAudiobooks, eMagazines, etc. (47%)
    3. Changing hours of operation (22%)
    4. Offering new or different literary or cultural programs (21%)
    5. Something "other" than what was listed (20%)
    6. Offering new or different adult programs (19%)
    7. Offering new or different senior programs (19%)
    8. Offering new or different children's programs (16%)
    9. Eliminating late fees for adults (16%)
    10. Providing more technology instruction (14%)
    11. Offering more adult volunteer opportunities (13%)
    12. Offering new or different teen programs (12%)
    13. Adding study rooms or spaces (12%)
    14. Offering more volunteer opportunities (11%)
    15. Cleaning buildings more often (9%)
    16. Providing services in languages other than English (9%)
    17. Offering more or better research assistance (6%)

- Patrons said they would like the Library to add the following (based on open-ended responses): books; eBooks; eAudiobooks; Spanish-language materials and services; quiet spaces/study rooms; technology help/training; senior programs; kids programs; teen programs; toddler programs; adult programs; more hours of operation; foreign language books; more square footage; parking; better/more Wi-Fi; online transaction opportunities; more security/management of homeless people at the Library; a teenager section; foreign films; popular books; and cleaner restrooms.

- According to 33 staff members responding, the Library should add:
    1. Programs for specific age groups (mentioned by 33% of respondents) – Staff members said the Library should add programs for teenagers. One respondent suggested adding an SAT program for teens. Two respondents proposed adding programs for seniors, such as senior art classes. Some recommended adding programs for adults, such as adult "interactive programs." One respondent simply said the Library could have more programming to support "adult community building." Others stated that the Library could add programs for elementary school age children.
    2. Outreach to disadvantaged populations (mentioned by 15% of respondents) – Staff members recommended adding services for disabled individuals, people with special needs, at-risk individuals, or people who lack transportation to the Library.
    3. Technology services (mentioned by 12% of respondents) – Staff members said that the Library should add various technology services, like computer assistance, more staff (versus volunteers) to provide computer help, and technology training programs for email, Microsoft, and so on.

4. Career and job search assistance (mentioned by 6% of respondents) – Respondents recommended adding college and career assistance programs or job search services at the Library.
5. Credit card machines (mentioned by 6% of respondents) – Two staff members stated that the Library should add credit card machines at branches.

- More than two-thirds of <u>staff members</u> surveyed agreed that <u>the following services should be expanded or enhanced</u>:
    1. Online payment for Library fees and fines (83%)
    2. Partnering with local schools (83%); partnering with nonprofit agencies (77%)
    3. EBooks and eContent (74%); citizenship/immigration resources and programs (70%)
    4. Family literacy resources and programs (68%)

- <u>Patrons</u> said they would like the Library to <u>stop doing the following</u> (based on open-ended responses): nothing (as in; the Library should continue providing all of its current programs and services); allowing homeless people to loiter/hangout; charging late fees; letting people eat inside the Library; allowing loud talking/noise; allowing kids to run around/being a playground for children; allowing the parking lot to be used for non-Library use (school, park events); allowing kids to play shooting or violent games; issuing Library cards at the circulation desk/free-for-all line at the circulation desk; having only videos/computer games in the kids section; providing insufficient time for computer use; closing early; allowing people to use study rooms for extended periods; having comics in the children's section; allowing unrestricted internet use in the children's section; closing early on Fridays; preventing adults who have fines from checking out material; having separate accounts for children and parents; and keeping damaged books in circulation.

- According to 30 <u>staff members</u> responding, the programs or services that <u>YCL should reduce or eliminate</u> are:
    1. Nothing/none (mentioned by 27% of respondents) – More than one-quarter of respondents reported that they could not identify any program or service that the Library should reduce or eliminate.
    2. Under-utilized programs (mentioned by 17% of respondents) – Some staff members said that certain programs, such as adult programs, teen programs, or community programs, are not well attended and, therefore, perhaps are unnecessary. One respondent noted that the Library would need to first assess which programs are not well-attended or used and then eliminate programs based on this assessment.
    3. Staff-intensive programs (mentioned by 10% of respondents) – It was suggested that the Library should reduce or eliminate programs for which there are insufficient staff.

4. Overdue fines (mentioned by 7% of respondents) – Two staff members felt that late fines could be eliminated, with one respondent noting that fines create a barrier for people wanting to use the Library.

- Staff members (n=37) indicated that they would <u>purchase the following services and resources with $1,000</u>:
    1. Audiobooks and eBooks (mentioned by 11% of respondents) – Staff members said that, with $1,000, they would add electronic resources like eBooks and eAudiobooks. One respondent stated that these resources do not require much staff time and "there is a huge demand for these items."
    2. Computers (mentioned by 8% of respondents) – Respondents said they would add more ChromeBooks, laptops, or additional desktop computers to the Library if they had $1,000.
    3. Adult Discovery Kits (mentioned by 8% of respondents) would be a worthwhile addition to the Library.
    4. Literacy Kits (mentioned by 5% of respondents) – Two staff members said they would use $1,000 to purchase preschool literacy kits for the Library.
    5. Water fountains to fill water bottles (mentioned by 5% of respondents) –Staff members reported that, if they had $1,000 to spend for the Library, they would purchase water fountains to allow patrons to refill water bottles.
    6. Resources for English Language Learners (mentioned by 5% of respondents) – Two respondents indicated that, with $1,000, they would purchase books and audio resources for English language learners.

- Staff members (n=36) indicated that they would <u>purchase the following services and resources with $10,000</u>:
    1. Programs for teenagers (mentioned by 11% of respondents) –Respondents said that the Library could introduce more programs for teenagers, conduct more outreach to teens or, as one respondent noted, add "something that will grab their attention." Two staff members felt that the Library could have more "teen spaces."
    2. Computers (mentioned by 11% of respondents) – Respondents said that, with $10,000, they would purchase ChromeBooks, laptops, and desktop computers for the Library.
    3. Digital resources (mentioned by 8% of respondents) – eMagazines, databases, eBooks, Hoopla, eResources, and eAudiobooks were suggested Library additions.
    4. Bookmobile (mentioned by 8% of respondents) – A few staff members commented that they would allocate $10,000 toward a bookmobile to go places like migrant centers (Madison Migrant Center) and senior centers. One respondent said this would be beneficial "because there are areas of Yolo that don't get services."
    5. Digitization of materials (mentioned by 6% of respondents) – Respondents stated that they would use $10,000 to digitize newspapers, including microfilmed

newspapers. One staff member would do this "because they [digitized materials] are a popular resource and it would save the Library collection space."

6. Personnel (mentioned by 6% of respondents) – Two staff members said that they would spend $10,000 to hire more Library personnel to conduct activities like outreach and off-site programming and offer patrons more "personalized service."

- County-based community leaders, representing a range of nonprofit and government organizations (n=24) were interviewed and asked about the greatest challenges in their community. The most frequently cited challenges were: insufficient housing/housing availability and affordability; polarization among groups/the need to bring people together; transportation; and fiscal stability.

- Community leaders most commonly stated that the Library's role in addressing their community's challenges are through serving as the safe community gathering place that it is. Some respondents suggested that the Library could form more partnerships (with schools, employment resource centers, and other nonprofits), while others mentioned that the Library could do more to publicize its services. Other ideas included: expanding school libraries in conjunction with YCL; building a South Davis Library; creating more awareness about services other than book borrowing (E.S.L., literacy programs, etc.); finding ways to encourage early childhood literacy and learning; offering computers; offering job assistance; running a countywide reads program; working with school PTAs; and providing more evening hours.

- When asked how the Library can support their needs and interested, community leaders shared that the Library could keep doing what it is doing to support them; disseminate information and ensure everyone is aware of YCL services; continue to forge partnerships throughout the County, including with schools and U.C. Davis; and offer more programs for young people (e.g. mentoring programs).