Community Town Hall Meeting Reporting Form

Library and date of meeting: SOUTH, July 17, 2014
Number of people in attendance: 22

Exercise #1: *What is the single most important contribution the library makes to our community today?*

Top responses:

- A resource for self-education that provides programs for youth as well as attractive public spaces and information resources.
- A place that provides access for all to information and resources with the goal of increasing literacy as part of an effective safety net for society.
- A safe and beautiful public space where all kinds of people can come together to experience books, information, education and culture.

All responses:

- The computer resources are the most valuable contribution
- Internet and WiFi access is made affordable to those who do not have it home.
- Longer hours of operation and perhaps opening on Sunday.
- Information access to books, tools, and community ties.
- The literacy of the nation.
- Source of information: political, social, economic, educational, and personal such as self-help.
- A tie between the (way difficult to narrow down my answer) -- A) Acting as part of the overall "Government Safety Net" whereby the library is there for minorities and the otherwise under-served/ underprivileged and B) the literacy programs.
- Access to all!
- It's a public space with a neighborhood feel, a source of information and forum of different points of view.
- Provide a beautiful, comfortable and safe community spade for people of all ages. A place where diverse people come to read, meet, learn and enjoy.
- Be open more hours during which we could enjoy the new small coffee bar while reading.
- Personally, I use it to borrow books – less so for DVDs. I also see others visit for the magazines, computers, and resources for families and children.
- Access to information and places for community mixing (?).
- I cannot really isolate one most important contribution as there are so many. I would say that just being here as a functioning library is the most important contribution. You are simply here functioning as a library in the community, offering many of the services that a good library offers.
- Providing really good programs for teens and young people; for example video and computer science and book club program.
- Public spaces and resources.
- Provide books and access to accurate up-to-date/ current information.
- Late fees, overdue books, being late on the tools, late fee's.
- Free access to books, media and videos.
- Books to read, to study with at no personal expense to Berkley neighborhoods.

Exercise #2: *What one thing could the library do to better serve the community?*

Top responses:
- Expand and stagger hours of branches to include Sundays.
- Add café and work more with community groups. Plus, better theft-prevention security and more staff.
- Add more outreach to underrepresented populations, increase visibility of reference staff and work more closely with public schools.
- More community programs such as classes, author talks, etc..
- Plus, more quiet study space expansion tool library services and more volunteer opportunities. Increased interaction between library and community.

All responses:
- Provide quiet study booths.
- More and better access to quiet environment. (The world, IMO, is getting much noisier!!!) An example of the above: a friendly reminder sign for all patrons to, "Please keep mobile devises volume levels down low."
- Find some way that librarians can be able to chat –just a bit with patrons, to me. The library is more, much more, than a place to get books and drop them off. It's a place to connect with community, a hub for me. I am a senior and I live alone. So I enjoy the opportunity to connect with others. I realize there are budget cuts but when there is only one librarian at the desk, it is impossible to say anything because there is often a long line.
- Community programs, speakers, workshops as well as a suggestion board. Expand the tool lending library to include things like food processors. Add a software library and more workshops using software and tools.
- More security of checkouts and internet – (books (?)/ Facebook access, e-mail, etc.)
- Greater visibility of reference librarians.
- Be quieter, have more programming to encourage literacy and reading. More community partnerships.
- Stagger/expand hours plus add hours on Sunday.
- Be open more hours. Add more personnel. Relate to neighborhood, business, art galleries and theatres.
- Create a better security system to protect library holdings.
- We must have our community rooms more accessible to the community. For example, community groups who are not nonprofit, etc..
- Outreach to children and people of color.
- Engage with and represent the community, past, present and future. And more tools, more places.
- Perhaps, have to later in the day closings rather than just one.
- Generally, I think the service is excellent as is. Perhaps, working more closely with public schools.