TcL
Tillamook County Library

Agenda: Tillamook County Library Board

Thursday, July 24th, 2025: 12:00 p.m. – 1:00 p.m.; *Hybrid*
https://zoom.us/j/92172474205?pwd=KlgHbHCMHgGZIjy1MeZpZafPYyCZL2.1

Call to order: Board Chair: Sayde Walker

Public input

May 2025 Minutes and June 2025 Spending: 5 minutes

- Previous meeting: https://youtu.be/tmqYKippU6k
- Library Spending review and approval

Director's Report: 10 minutes

- Updates

Updates: 15 minutes

- Tillamook County Library Foundation Update: 5 minutes
- Commissioner's Update: 5 minutes

Old Business:

- Community Survey
- Collection Development Policy – no update

New Business:

- Strategic Plan 2024-25 Implementation Results
- Strategic Plan 2025-26 Implementation Plan

Adjournment

*Library Board Executive Session- Library Board reserves the right to recess to Executive Session as may be required at any time during this meeting, pursuant to ORS 192.660 (1).
**The Library is Handicapped Accessible. If special accommodations are needed for person with hearing, visual, or manual impairments who wish to participate in the meeting, please contact 842-4792 at least 24 hours prior to the meeting in order that appropriate communication assistance can be arranged.

July Budget and Spending Update

Budget Category	FY25 Budget	Actual through 6/30/2025	Over/Under	%	Notes
Total Salaries	$ 1,536,700	$ 1,357,971	$ (178,729)	-12%	Low spending due to vacancies
Total Taxes and Benefits	$ 1,077,000	$ 1,054,677	$ (22,323)	-2%	On Track
Personnel Costs	2,613,700	$ 2,412,649	$ (201,051)	-8%	Low spending due to vacancies
Library Materials	$ 324,000	$ 301,374	$ (22,626)	-7%	Low spending
Library Programs	$ 64,000	$ 38,334	$ (25,666)	-40%	Low spending
Materials and Services	$ 1,358,810	$ 1,314,109	$ (44,701)	-3%	On track
Capital Outlay	$ 865,100	$ 811,416	$ (53,684)	-6%	Low spending
Total	4,837,610	$ 4,538,174	$ (299,436)	-6%	

Library Materials Budget and Spending Through June 2025				
Periodicals	$ 14,000.00	$ 15,602.00	$ 1,602.00	11%
Adult Fiction	$ 44,000.00	$ 37,667.94	$ (6,332.06)	-14%
Adult NF	$ 38,000.00	$ 30,631.85	$ (7,368.15)	-19%
Teen	$ 8,000.00	$ 7,132.99	$ (867.01)	-11%
Childrens	$ 60,000.00	$ 54,503.99	$ (5,496.01)	-9%
Non-Print Materials	$ 40,000.00	$ 20,714.23	$ (19,285.77)	-48%
Digital Materials	$ 120,000.00	$ 135,120.64	$ 15,120.64	13%
Materials Total	$ 324,000.00	$ 301,373.64	$ (22,626.36)	-7%

Library Programs Budget and Spending Through June 2025				
Adult Programs	$ 14,000.00	$ 6,685.42	$ (7,314.58)	-52%
Teen Programs	$ 4,000.00	$ 1,778.75	$ (2,221.25)	-56%
Children Programs	$ 12,000.00	$ 6,437.94	$ (5,562.06)	-46%
Branch Programs	$ 18,000.00	$ 11,557.08	$ (6,442.92)	-36%
Program Supplies	$ 16,000.00	$ 11,875.14	$ (4,124.86)	-26%
Programs Total	$ 64,000.00	$ 38,334.33	$ (25,665.67)	-40%

Library Data Dashboard (06/01/2025 through 06/30/2025)

June 2025	BC	BKM	GA	MZ	PC	RK	MAIN	Total
General Library Statistics								
Patron Visits (Door Counts)	241	475	403	2424	1262	490	6568	**11863**
New Library Cards	4	3	3	26	9	11	74	**130**
Wireless Sessions	51	0	31	179	254	51	689	**1255**
Computer Useage	19	0	10	148	86	25	858	**1146**
Print Jobs	120	0	21	419	1230	116	4071	**5977**
General Reference Assistance	10	7	65	394	20	55	222	**773**
Library Circulation								
Checkouts	318	684	334	2054	913	578	5979	**10860**
Renewals								**8357**
Total Materials Circulated								**19217**
Electronic Circulation								**6729**
Total Circulation								**25946**
Database Usage								**801**
Holds	67	289	103	697	334	336	903	**2729**
ILL Circulation								
ILL Loaned								**68**
ILL Borrowed								**70**
Volunteer Records								
Number of Volunteers	0	0	1	0	0	1	1	**3**
Volunteer Hours	0	0	0	0	0	6	4	**10**
Community Space Usage								
Community Use of Meeting Rooms				8			42	**50**
Community Use of Study Rooms							93	**93**
Book A Librarian								
Book Recommendations							0	**0**
Notary Appointments		2		0	1		14	**17**
Tech Help Appointments							4	**4**
Programming								
Total Adult/General Services - Total Programs	1	0	2	0	3	5	10	**21**
Total Adult/General Services - Total Attendance	1	0	9	0	3	21	66	**100**
Teen Services - Total Number of Programs	0	0	0	1	1	0	8	**10**
Teen Services - Total Attendance	0	0	0	5	2	0	17	**24**
Children's Services - Total Number of Programs	3	22	6	2	4	4	22	**63**
Children's Services - Total Attendance	70	267	40	25	32	53	431	**918**
Self-Directed Activities	0	4	0	0	0	0	0	**4**
Self-Directed Activities Participants	0	15	0	0	0	0	0	**15**

Electronic Materials Detailed Report	
Electronic Checkouts	**#**
Comics Plus	48
Flipster	19
Hoopla	3909
Kanopy	824
Overdrive	1929
Total Electronic Checkouts	**6729**
Database Usage	**#**
A to Z Worldfood	3
Chilton's	1
Consumer Reports Online	9
CultureGrams	7
Ethnic Diversity Source	1
Gale Virtual Ref	132
Greenfile	1
Mango	22
New York Times	92
Newsbank	361
Novelist Plus	26
Novelist Plus K-8	6
Proquest (Heritage Quest)	0
Valueline	131
WorldBook	10
Total Database Sessions	**802**

Director's Report

![Tillamook County Library logo - TcL Tillamook County Library]

**Tillamook County
Library Board
June and July 2025**

Library Operations

The library has made a job offer for the Manzanita Library Assistant position. Karli Kotenko started last month. Karli was most recently working as a library media specialist for the Neah Kah Nie School District. Library Assistant 3 Marisa Graham-Collier resigned this month from the library due to her family moving abroad. The library launched a recruitment to replace the Library Assistant 3 position. The recruitment closes on July 22nd and has received a good response. Interviews are happening this month, and the new hire will likely start in August.

The HVAC system at the Tillamook Main Library had a compressor give out. The library was able to get it repaired. The system is slated to be replaced this coming year.

The North Tillamook Library Friends are planning to replace the Manzanita Library windows this fall. This will be a major project to maintain the building.

Cameras and environmental sensors have been purchased to provide a camera at every library for safety and security. The cameras will be positioned to capture images of people entering the libraries and will also provide a more accurate door count across all locations except the Bookmobile. The environmental sensors will alert the library to toxins in the restrooms at the Tillamook Main Library.

The Children's Room Service Desk has been turned into a service point. The children's librarian workstation is now located in the children's workroom. This will allow the library to cover this service point with multiple staff members throughout the week.

Library Programs and Outreach

Summer Reading 2025 kicked off on June 9th. Summer Reading programs have begun. On June 16th, the library will launch the crafts for summer reading and begin to award prizes for milestone completion. The last day to register for Summer Reading will be August 2nd, and games can be

completed through the end of August to win prizes. As of July 15th, 529 kids have registered, 96 teens, and 55 adults have completed game boards.

The library staff in service day held on June 5th provided library staff a chance to learn and prepare for summer Reading. Commissioner Mary Faith Bell provided a keynote speech to staff about her experience with and love of libraries and the ability of libraries to transform lives. Staff attended sessions to learn about kids, teen, and adult summer reading games. Other learning sessions focused on the strategic plan, customer service principles, and opportunities to connect and share about current work projects.

I was invited to speak at the monthly Oceanside Community Club meeting. I did a general library presentation and answered community questions during the potluck.

The Programming Librarian trained several staff in running the popular speed-friending program. The training will allow the library to expand the availability of this program in the fall.

The South Tillamook County Library Club will celebrate their 30th anniversary on September 28th during the Pacific City Farmer's Market.

The temporary gallery space on the second floor hosted a 4-H exhibit provided by the THRiders & Friends 4-H Horse Club in June.

The temporary gallery space on the second floor is hosting a Coastal Futures exhibit provided by the North Coast Communities for Watershed Protection that exhibits a research project completed by Master of Landscape Architecure students from the University of Oregon. This display was previously exhibited at the Rockaway Beach Library in partnership with the Rockaway Beach Library Friends.

June Displays at the library:
Summer Reading Display

Dairy Month Display

I Spy Display

Pride Month Display

Pulitzer Prize Winner Display at Manzanita
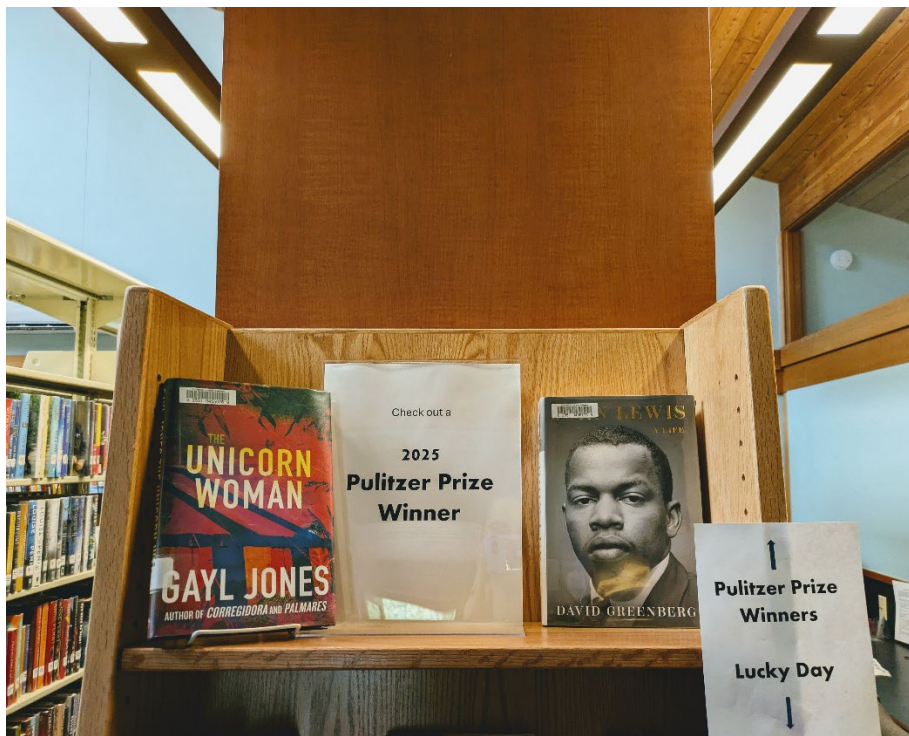
July Displays at the library:

Summer Grill Display at Tillamook Main

Celebrate America Display at Tillamook Main Library

Shark Week Display and scavenger hunt at the Manzanita Library
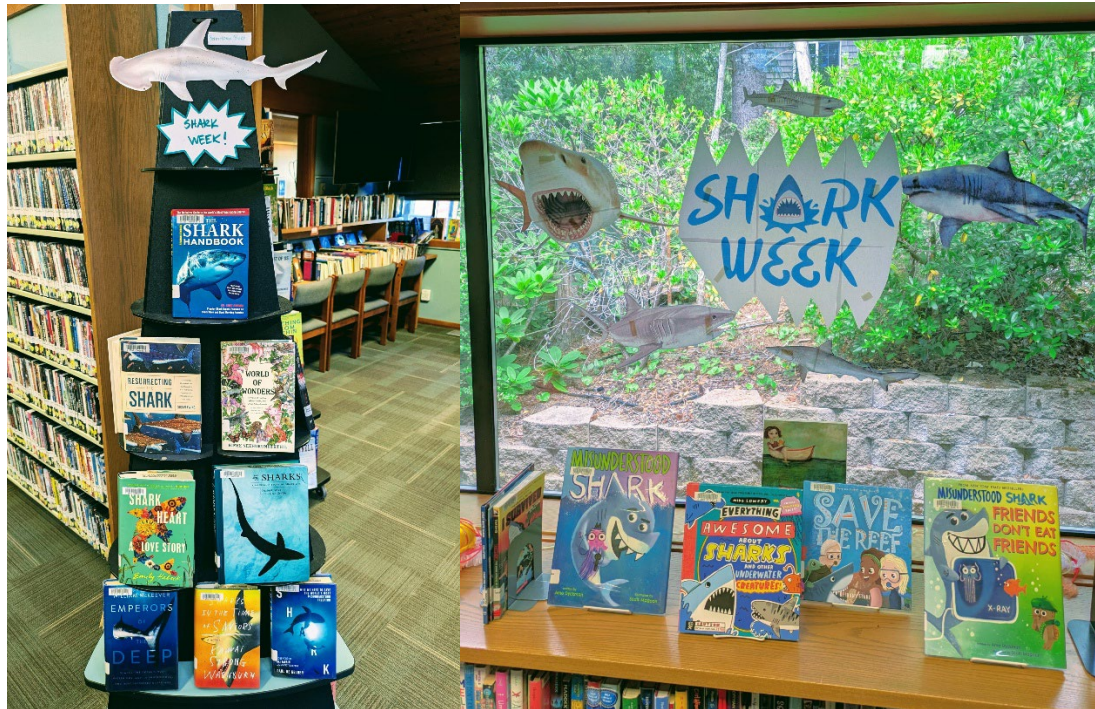
Upcoming programs in August:

TILLAMOOK COUNTY LIBRARY
Implementation of Strategic Plan: 2023 – 2027

Lifelong Learning

- ✓ Expand services to Spanish speakers, school-age children, and seniors.
- ✓ Develop a dynamic and effective adult literacy program.
- ✓ Offer a wide variety of cultural and educational public programs.
- ✓ Offer individual appointments to support learning with technology and library resources.

TACTIC	WHO	HOW WILL WE MEASURE SUCCESS?
Participate annually in two outreach opportunities to reach Spanish speakers	Jenn	Participation in outreach activities.
Hold four Spanish language programs per year.	Joe	Number of programs held/attendance.
Create more bilingual wayfinding signage	Luke	Library signage has been updated.
Conduct annual library card drives in each school district.	Melanie and Colin	Signups
Develop a design for the teen area remodel with a design firm and Tillamook Highschool students	Luke and Colin	Design completed
Develop program policies and procedures for homebound outreach services	Jenn	Active and sustainable homebound visit schedule.
Build relationships with other educational institutions involved in adult literacy.	Jenn	Contacts tracked and established.
Design a targeted program involving adult literacy volunteers.	Jenn	Program created Volunteers recruited and trained.
Implement evaluation tool for library programs	Joe	Tool is used in all programs
Increase number of programs and annual attendance.	Joe	Number of programs and attendance.
Develop College and Career Center Advisory Panel	Jenn	Panel members identified Meetings scheduled
Expand BAL services	Colin	New services added
Develop and implement Book a Librarian promotional plan	Colin	Promotional materials created and distributed monthly
Increase the number of staff notaries to five.	Don	Five staff provide notary services.

Access to Library Services

- ✓ Enhance outreach services, including the bookmobile.
- ✓ Explore opportunities to increase the library's presence in South County.
- ✓ Increase access to digital materials while maintaining quality physical materials.
- ✓ Explore opportunities to provide additional materials and services in partnership with other coastal libraries.

TACTIC	WHO	HOW WILL WE MEASURE SUCCESS?
Develop specs and order new Bookmobile	Jenn	New Bookmobile ordered
Develop outreach tools such as grab and go kits for outreach events, swag,	Jenn	Materials developed and distributed.
Conduct South County-focused listening session(s) in South County.	Don	Listening sessions occur
Create a plan for a potential South County library space.	Don	Plan adopted by Tillamook County Library Board
Implement Local History Reference Collection	Courtney	Reference section weeded, new collection created
Implement new Aspen Library App	Danielle	Library app has launched
Hold governance meetings for new consortium	Don	Meetings scheduled

Inclusion and Respect

- ✓ Support intellectual freedom by offering age-appropriate collections, programming, and displays that support a wide range of viewpoints.
- ✓ Create opportunities for residents to meaningfully connect about community issues.
- ✓ Provide technology tools and resources to bridge the digital divide and increase digital literacy.
- ✓ Develop opportunities for community members to volunteer at the library.

TACTIC	WHO	HOW WILL WE MEASURE SUCCESS?
Implement library service principles	Don	Service principles adopted
Host Oregon Humanities' Conversation Project events six times a year at multiple locations.	Joe	Number of programs held Attendance
Conduct 4 "Let's Talk About…" discussions	Jenn	Number of programs held Attendance
Conduct 6 speed-friending events	Joe	Number of programs held Attendance
Increase the number of library hot spots available.	Will	The collection increases each year.
Implement Chromebook checkout	Will	Offer Chromebooks at three libraries
Add technology and software to select desktop computers.	Danielle	Technology and software added to 3 desktop computers
Increase volunteer participation	Jenn	Increased number of volunteer hours
Engage a bilingual Spanish volunteer.	Jenn	Bilingual Spanish volunteer and active
Create teen volunteer opportunities.	Don	Teen volunteers are active

Tillamook County Library

Community Survey 2025

—

Portland State
UNIVERSITY

Dr. Veronica Cano, Senior Fellow
Center for Public Service

Table of Contents

Index of Tables

Introduction

This report presents the findings and recommendations of the 2024 Tillamook Library Community Survey. The aim of the survey is to remain responsive to the dynamic needs of the community and to inform strategic planning. This study would inform the development of a strategic planning dashboard that presents a comprehensive framework for assessing the Tillamook County Library's performance across key focus areas. The aim of the dashboard is to provide an overview of the Library's impact on Tillamook County residents. It would emphasize lifelong learning, accessibility of library services, and fostering inclusion and respect within the community.

The Centre for Public Service (CPS) at Portland State University, in its efforts to conduct research and assess community needs for the Tillamook County Library, engages in the Library's continuous improvement initiatives. The study aligns with the library board's interests in gaining deeper insights into community members' perceptions and suggesting improvements to enhance community engagement.

Project Description

The project investigates the community perceptions, requirements, and expectations of the Tillamook County Library services. In consistent collaboration with the Tillamook County Library, the CPS team adopted the survey through a structured timeline. A structured survey and a focus group discussion were conducted to capture community perceptions of library services, presence, and suggestions for improving community engagement. The findings offer recommendations for enhancing the community's experiences with the library's presence, services, and facilities.

Methods

The project utilized a mixed-methods approach, consisting of a survey available in both English and Spanish. It also included a focus group discussion with the Spanish community to ensure broader participation from a bilingual and bicultural perspective and to address the technology gap.

Data Collection

Participant Recruitment

A convenience sampling method was used to recruit the participants for both the surveys and focus group, targeting different community members. For the survey, participants were recruited via email invitations sent to organizational leads, who were requested to forward the survey link to community members. Flyers promoting the survey QR code were also distributed across local markets and local organizations throughout the town.

For the focus group, flyers were disseminated at events targeting Spanish-speaking community members. The flyers included the location, time, and date, as well as information about the focus group topic. Participation in both data collection efforts was voluntary, and anonymity was maintained during the response collection.

Survey Distribution

The survey was created using Qualtrics ™, consisting of multiple-choice and open-ended questions. The online survey was open for two and a half weeks, resulting in 137 responses. An online survey was distributed to cater to the broad range of community members by sharing it via local organizations to gather responses. The survey link was also available on the Tillamook Library webpage. Paper surveys were made available for library patrons at all local library branches. Survey distribution included various local organizations catering to different communities, specifically seniors, families with children, and the Spanish-speaking community. As such, surveys were available in both English and Spanish and shared with organizations that serve all of the aforementioned communities.

Focus Group

One focus group was completed with four community members. The discussion was facilitated by the project lead, Dr. Veronica Cano, who used a semi-structured focus group guide. The guide covered themes such as community belongingness, services, and perceptions on improving the library's visibility and presence. The session was recorded and transcribed for analysis with the participants' consent. Anonymity was maintained during transcription and reporting.

Results

The following is a discussion on the survey and focus group findings. This section will provide an overview of the survey and focus group participant demographics and a detailed discussion of the survey findings related to the study objectives:

- Perceptions of Library Services
- Perceptions of Library Presence
- Improving Community Engagement & Impact

Analysis

The assessment involved two methods of statistical analysis. The first, descriptive statistics, which describes the landscape of participant demographic characteristics as well as the distribution of responses by question.

Examples: "…*1% of survey respondents identified as Asian*." Or, "*83% of survey respondents reported borrowing books and media from the library*."

The second method involves testing for any relationships between the demographic categories (e.g., race/ethnicity) and the questions under each section of the survey. This is referred to as inferential statistics, where we examine whether there are any differences in how one demographic group answered the questions compared to other members in the same demographic group. A relationship between a demographic characteristic and a question is found when the results of the inferential statistic used, in this case chi square test, yields a p-value greater than .05. This indicates that the differences in the responses are not attributed to chance, but do have something to do with the demographic group. These findings tell us "what" is happening and help us determine whether further research is needed to find out "why" or "how".

Participant Demographics

There were a total of 137 survey participants. Almost 90% of participants identified as White, followed by those of two or more races at 7%, Hispanic at 1.5%, and Asian at less than 1%. The

"Other" category represented 2.2% of survey respondents, with one of those survey respondents indicating they were "Chamorro/Pacific Islander."

Half of the respondents were 65 years or older. This was followed by 35-44 years (15%), 45-55 years (14%), and 25-34 years and 55-64 years at 9% each respectively. Over 80% of respondents identified as female and only 7% identified as veterans.

Two-thirds of respondents had lived in the community for at least five years. Only 13% of respondents identified having a disability with another 5% selecting the "Prefer not to answer" response option (see table 1).

As mentioned, one focus group was conducted with four participants. All four identified as Hispanic, two were female and two were male. All four participants had lived in the community for five or more years. None identified as veterans or having a disability.

Table 1: Survey and Focus Group Participant Demographics

Demographic Category	Number	Percent	Focus Group Demographics
Race/Ethnicity			
Asian	1	<1	0
Hispanic/Latino	2	1.5%	4
White	122	89.1%	0
Two or more	9	6.6	0
Other	3	2.2	0
Gender			
Male	25	18.2%	2
Female	111	81.0%	2
Other	1	<1%	0
Age Range			
18-24 yrs	4	2.9%	0
25-34 yrs	12	8.8%	0
35-44 yrs	21	15.3%	0

Demographic Category	Number	Percent	Focus Group Demographics
45-55 yrs	19	13.9%	4
55-64 yrs	12	8.8%	0
65 yrs and over	69	50.4	0
Years living in the Community			
Less than one year	6	4.2%	0
1-5 years	28	20.4%	0
5 years or more	103	75.2%	4
Veteran's Status			
Yes	10	7.3%	0
No	127	92.7%	0
Disability Status			
Yes	18	13.1%	0
No	112	81.8%	0
Prefer not to answer	7	4.6%	0

Table listing the demographic categories (race/ethnicity, gender, age range, years living in the community, veteran status and disability status) represented by number and percent.

Survey Findings

The following section will discuss the survey findings, specifically addressing the closed-ended questions. Those questions that provided response options only. Open-ended questions, those that require a typed text response, will be discussed under the qualitative analysis section of this report. The first section in the survey asked participants about their perceptions regarding library services. Responses for each question under this section are listed in Table 3. Findings from statistical analysis for each question in this section by participant demographics are discussed below. Only those questions where results are statistically significant ($p > .05$), by demographic categories, will be discussed.

Perceptions of Library Services

Participants were asked how frequently they visited the library, over 40% visited weekly. This was followed with a question on what services they used most frequently at the library where the majority of respondents reported borrowing books and media (83%). Findings for this question also indicated that survey respondents who identified with a disability or selected the "prefer not to answer" response option (52%) to the disability question were significantly more likely to use computers and/or wifi while at the library, $p=.003$ compared to those respondents that did not identify with a disability (23%). Furthermore, survey participants who identified with a disability were significantly more likely to utilize the library for research and reference assistance than those that did not identify with a disability, $p=.027$, 32% vs. 12% respectively.

Table 2.1: Perceptions of Library Services

Question	Number	Percent	Statistical Significance
How often do you visit your local library? (N=137)			
Weekly	63	46.0%	N/A
Monthly	36	26.3%	N/A
A few times a year	23	16.8%	N/A
Rarely	14	10.2%	N/A
Never	1	<1%	N/A
What services do you use most frequently at the library? (N=136)			
Borrowing books/media	113	83.1%	N/A
Using computers/Wi-F	38	28.0%	P=.003
Attending events/programs	66	48.5%	N/A
Research/Reference assistance	21	15.4%	p=.027
Study/workspace	28	20.6%	N/A

Participants were also asked about the types of library spaces that were most important for them to have access while at the library. Almost 80% reported library materials shelving (see Table 2.2). Survey participants who identified as veterans were significantly less likely to report using the large community meeting rooms compared to those who did not identify as veterans, p=.043, 80% vs. 42.5% respectively. This may warrant further inquiry as to why this space is not useful for them.

Additionally, survey participants who identified with a disability were significantly more likely to find public computer area access important to them compared to those that do not identify with a disability, p=.028, 64% vs. 39% respectively. Similarly, participants who identified with a disability were significantly more likely to report finding access to the library's technical crafting spaces more important to them than those that did not identify with a disability, p=.006, 48% vs. 21% respectively.

Table 2.2: Perceptions of Library Services (continued)

What library spaces are important that you have access to while at the library? (n=136)			
Question	Number	Percent	Statistical Significance
Library materials shelving	104	76.5%	N/A
Sitting areas	98	72.1%	N/A
Small study rooms	42	30.9%	N/A
Large community meeting spaces	74	54.4%	p=.043
Public computer areas	59	43.4%	p=.028
Makerspaces for technology and crafting	35	25.7%	p=.006
Other	12	8.8%	N/A

The fact that patrons with a disability found reported having access to library spaces for technology and/or crafting more important than the other services highlights the significance these services have to community members who may lack the technology, software, or space in their homes. Furthermore, their desire to have access to these library spaces may be attributed to having staff nearby that can provide assistance with these activities.

Survey participants were also asked to rate their satisfaction with the availability of books and other lending materials at the library. Seventy percent of participants were "Very satisfied" (see Table 2.3). An analysis by demographics indicates that White survey participants were significantly more likely to report being either "Very satisfied" or "Satisfied" with the availability of books and other lending materials than survey respondents whose race/ethnicity was other than White, p=.001, 91% vs. 9% respectively.

This finding may be attributed to the fact that families of color tend to bring their children in for story time and library events, as well as letting them select their own books in the children's section. Moreover, based on focus group data, Spanish speaking parents indicated that the Spanish language section was limited in reading materials.

Table 2.3: Perceptions of Library Services (continued)

Question	Number	Percent	Statistical Significance
How satisfied are you with the availability of books and other lending materials?			
Very Satisfied	95	69.9%	p=.001
Somewhat Satisfied	28	20.6%	N/A
Neutral	8	5.9%	N/A
Somewhat Dissatisfied	3	2.2%	N/A
Very Dissatisfied	2	1.5%	N/A

Survey participants were also asked to rate the quality of online access to library services, such as remote access, online support services,virtual tutorial sessions, and workshops. Almost 50% reported an "excellent" rating where 18.4% reported "never used online library access" (see Table 2.4). An analysis by race/ethnicity suggests that White survey participants were significantly more likely to rate online services as either "excellent" to "good" than survey respondents whose race/ethnicity was other than White, p=.003, 91% vs. 9% respectively. This difference may be attributed to technology barriers as focus groups participant findings indicate that the children of the focus group participants tended to utilize the library for computer access and online resources more so than their parents. However, further research with these populations is needed to determine the nature of these differences.

An analysis by gender identity suggests that participants who identified as female were significantly more likely to rate online access to services as "excellent" to "good" compared to their male counterparts, p=.042, 86.3% vs. 13.7% respectively.

Table 2.4: Perceptions of Library Services (continued)

Question	Number	Percent	Statistical Significance
How would you rate the quality of online access to library services? (n=136)			
Excellent	65	47.8%	p=.003
Good	37	27.2%	N/A
Average	7	5.1%	N/A
Poor	2	1.5%	N/A
Never used online library access	25	18.4%	N/A

Participants were also asked to rate the quality of library services as a whole. Over 60% rated the library services as excellent, less than one percent reported "never used library services" (see Table 2.5). Survey participants who identified as White were significantly more likely to rate library services as "excellent" to "good" than participants who identified as other than White, p=.048, 90.3% vs. 9.6% respectively. These findings can be related to the feedback from the open-ended questions and focus group discussion where patrons suggested increasing the availability of diverse cultural classes and activities, offering events for the children from the Christian community, adding a foreign language learning book club, adding more books in Spanish, incorporating events that cover a broader range of cultures, and hiring bilingual/bicultural staff members to engage the Latin American community.

The last question in this section asked participants to report how likely they are to recommend the library to others. Most participants reported "Very likely" (87.5%) or "Somewhat likely" (7.4%). White survey participants were significantly "Very likely" to recommend the library to others compared to those participants whose race/ethnicity is other than White, p=.003, 91.0 % vs 9.3 % respectively.

Table 2.5: Perceptions of Library Services (continued)

Question	Number	Percent	Statistical Significance
How would you rate the overall quality of the library's services? (n=136)			
Excellent	89	65.4%	p=.048%
Good	36	26.5%	N/A
Average	6	4.4%	N/A
Poor	2	1.5%	N/A
Never used online library access	1	<1%	N/A
How likely are you to recommend the library to others? (n=136)			
Very likely	119	87.5%	p=.003
Somewhat likely	10	7.4%	N/A
Not very likely	3	2.2%	N/A
Not at all likely	4	2.9%	N/A

Perceptions of Library Presence

Participants were asked to share their thoughts on local library access and library events and services, as well as, how much they value their community library. In particular, participants were asked whether they had seen advertisements, signs, or promotions about the library. Of the 135 responses almost 90% "Strongly Agreed" or "Agreed" with this question (see Table 3.1).

Table 3.1: Perceptions of Library Presence

Question	Number	Percent	Statistical Significance
You have seen advertisements, signs, or promotions about the library. (n=135)			
Strongly Agree	49	36.0%	N/A

Agree	67	49.3%	N/A
Disagree	16	11.8%	N/A
Strongly Disagree	3	2.2%	N/A

Survey participants were also asked where they had seen or heard about the library. The advertising method reported most (56%) was the library's social media page (see Table 3.2). Responses by age range suggest that participants who were between 18-44 years old were significantly more likely to have seen flyers or posters in public places compared to participants 45 years or older, p=.015, 63% vs. 39% respectively. In addition, participants who identified as White were significantly more likely to have heard about the library through community events compared to participants whose race/ethnicity was other than White, p=.049, 95.5% vs. 4.4% respectively.

Table 3.2: Perceptions of Library Presence (continued)

Question	Number	Percent	Statistical Significance
Where have you seen or heard about the library?			
Local newspapers or magazines	53	60.7%	N/A
Flyers or posters in public places	61	45.2%	p=.015
Library's social media pages	76	56.3%	N/A
Community events	45	33.3%	p=.049
Word of mouth	60	44.4%	N/A
I haven't seen any promotions	14	10.4%	p=.049; p=.011

With regard to participants who reported not having seen any promotions, differences by gender identity suggest that males were significantly more likely to not have seen any

promotions about the library compared to female survey participants, p=.020, 92.7% vs. 7.3 % respectively. In terms of length of residency in Tillamook County and exposure to library advertisements, participants with less than one year in the community were significantly more likely to report not having seen any promotions about the library compared to participants who have lived in the community 1-5 years., p=.003, 21.4% vs. 7.1 % respectively. This may be attributed to limited social connections and engagement with other community events in general. Further research into this demographic may provide some clarity on the reasoning for their responses and provide guidance for effectively engaging with this demographic group.

In a similar vein, participants who identified as veterans were significantly more likely to not have seen any promotions about the library than participants who did not identify as veterans, p=.011, 71.4% vs. 28.6% respectively. Perhaps reaching out to veteran's organizations and community spaces that host veteran events with library promotional material can expand their engagement.

Community member access to the library was explored in the survey. Participants reportedly felt that the library was accessible to them with 67% reporting "Strongly Agree" and 27% reporting "Agree" (see Table 3.3).

Table 3.3: Perceptions of Library Presence (continued)

Question	Number	Percent	Statistical Significance
The library is accessible to community members. (n=135)			
Strongly Agree	90	66.7%	N/A
Agree	40	26.6%	N/A
Disagree	5	3.7%	N/A
Strongly Disagree	0	0	N/A

How do you typically hear about library events and services? (n=135)			
Library website	56	41.5%	N/A
Social media	43	31.9%	p=.004; p=.035
Email newsletters	69	51.1%	N/A
Flyers and posters in the community	43	31.9%	p=.041
Word of mouth	47	34.8%	N/A
I don't usually hear about them	6	4.4%	N/A

Survey participants were also asked about the means through which they typically hear about library events and services. Slightly more than half reported email newsletters as the most common means (see Table 3.3). Response differences by age range suggest that participants between the ages of 18-44 years were significantly more likely to have heard of library events and services through social media compared to participants aged 45 and over, p=.004, 51.4% vs. 25% respectively. Similarly, participants who identified with a disability were significantly more likely to have heard of events and services through social media compared to participants who did not identify with a disability, p=.035, 50% vs. 28% respectively. These findings reflect the significance that social media has on the library's ability to reach a wider audience.

Regarding other means of learning about library events and services, participants between the ages of 18-44 years were significantly more likely to have heard about library events and services through flyers and posters in the community than participants aged 45 and over, p=.041, 46% vs. 27% respectively.

This section of the survey explored participants' perceptions on the importance the library has in the community. Almost all survey participants reported the library being "extremely important" to the community (see Table 3.4).

Table 3.4: Perceptions of Library Presence (continued)

Question	Number	Percent	Statistical Significance
How important do you think the library is to the community? (n=135)			
Extremely important	126	93.3%	N/A
Somewhat important	5	3.7%	N/A
Not very important	2	1.5%	N/A
Not important at all	2	1.5%	N/A
Has the library helped you or your family in any of the following ways: (n=136)			
Learning new skills	64	47.1%	p=.011
Finding a job or career development	20	14.7%	N/A
Supporting my/child's education	51	37.8%	p=.019
Providing a safe, quiet place to read or study	81	59.6%	N/A
Helping me feel connected to the community	95	69.8%	p=.034

Participants were also asked about whether the library had helped them or their family with learning new skills, finding a job or career development, to providing a safe space and helping them feel connected to their community. The most common way the library had helped participants was by helping them feel connected to their community (70%). This was closely followed by providing a safe, quiet space to read or study (60%) (see Table 3.4).

An analysis by demographic categories suggests that those participants who identified with having a disability were significantly more likely to report the library helping them or their family with learning new skills compared to those participants without a disability, p=.011, 71% vs. 42% respectively. In addition, by age range, participants

between the ages of 18-44 years were significantly more likely to report the library helping support their child's education than participants aged 45 years or older, p=.019, 54% vs.32% respectively. The reported choices by participants with disabilities aligns with their likeliness to report utilizing technology and crafts spaces at the library, suggesting that this demographic benefits from the skill development services offered. Furthermore, the findings by age range indicate that families with children tend to benefit most from the children's activities, events, and book offerings.

An analysis by race/ethnicity suggests that participants who identified as White were significantly more likely to report the library helping them feel connected to the community compared to participants who identified with a racial/ethnic group other than White, p=.034, 92% vs. 8% respectively. This finding is supported by the responses provided in open-ended questions and the focus group where participants suggested hiring "*bilingual and bicultural staff members to engage the Latinx community*". Another participant suggested adding a foreign language learning book club, " *I have lived in other communities where the library had foreign language learning book club. We had a bi-lingual teacher who assigned us a book to read in Spanish and then we wrote answers to prompts and discussed them each week. It was a great way to learn conversational Spanish*."

Improving Community Engagement/Impact

The last section of the survey asked participants about their perceptions of current library events and programs and overall impact on the community, their lives and their family's lives. The first question asked about participant attendance to library programs or events in the past year. Slightly over 50% reported having attended in the past year. This indicates that almost half of participants had not engaged with any events or programs (see Table 4.1). Some of the feedback provided regarding why participants did not engage with library events or programs referenced challenges that were outside of the scope of library services such as busy work schedules and being new to the area so not having developed a routine yet. Other responses addressed the efficiency of the

online services such as Libby or Ocean books to place holds so participants relied on online services to meet all their needs.

However, of those 75 who attended events or programs, 93% found them to be either "very beneficial" or "beneficial". An analysis by demographic categories suggests that participants who had lived in the community for five or more years were significantly more likely to rate the programs or events as either "very beneficial" or "beneficial" compared to participants who had lived in the community for less than five years, p=.015, 77% vs. 23% respectively.

Table 4.1 : Improving Community Engagement/Impact

Question	Number	Percent	Statistical Significance
Have you attended any library programs or events in the past year? (n=134)			
Yes	75	56%	N/A
No	59	44%	N/A
If yes, how beneficial did you find them? (n=70)			
Very Beneficial	38	54.3%	p=.015
Beneficial	27	38.6%	
Somewhat Beneficial	5	7.1%	N/A
Not Beneficial	0	0	

Survey participants were also asked whether the library had contributed to their personal or professional development. Of the 125 responses, 86% either "strongly agreed" or "agreed" (see Table 4.2). Differences by race/ethnicity category suggests that participants who identified as White were significantly more likely to agree that the library had contributed to their personal or professional development compared to

participants who identified as other than White counterparts, p=.043, 90.7% vs. 9.3% respectively.

Table 4.2: Improving Community Engagement/Impact (continued)

Question	Number	Percent	Statistical Significance
Has the library contributed to your personal or professional development? (n=125)			
Strongly Agree	57	45.6%	p=.043
Agree	50	40.0%	
Disagree	13	10.4%	N/A
Strongly Disagree	5	4.0%	

Participants were also asked in what ways the library had positively impacted them. Of the response options, many (71%) respondents reported increasing community connection as the positive impact the library had on them (see Table 4.3). An analysis by age range suggests that participants between the ages of 18-44 years were significantly more likely to report that the library positively impacted them by supporting their child's education compared to participants aged 45 and over, p=.005, 46.7% vs. 20.2% respectively.

Table 4.3: Improving Community Engagement/Impact (continued)

Question	Number	Percent	Statistical Significance
In what ways has the library positively impacted you? (n=119)			
Improved literacy and learning	55	46.2%	N/A
Helped w/job searching or career development	19	16.0%	N/A
Provided a safe and quiet space	73	61.3%	N/A
Increased community connection	85	71.4%	N/A
Supported my child's education	32	26.9%	p=.005
Do you feel the library is an important resource for the community? (n=126)			
Strongly Agree	115	91.3%	N/A
Agree	8	6.3%	N/A
Disagree	1	<1%	N/A
Strongly Disagree	2	1.6%	N/A

As a means of increasing community engagement and participation in library events and programming they were asked about their preferred time of day for hosting library events. Slightly less than half of respondents chose afternoons (44%), this was followed by evenings at (25%) (see Table 4.4). Survey participants were also asked to identify what would make it easier for them to engage with their local library. Of the 124 respondents, 38% reported more community outreach and presence at events as the most common improvement that would facilitate their engagement with the library.

An analysis by demographics suggests that participants between the ages of 18-44 preferred more services in other languages compared to participants 45 years or older, p=.006, 67% vs. 33% respectively. While participants who identified with having a

disability were significantly more likely to report improved access to library buildings as a means of facilitating engagement compared to participants who did not identify with a disability, p=.019, 57% vs. 43% respectively.

Table 4.4: Improving Community Engagement/Impact (continued)

Question	Number	Percent	Statistical Significance
What is your preferred time for library events? (n=125)			
Morning	20	16.0%	N/A
Afternoon	55	44.0%	N/A
Evenings	31	24.8%	N/A
Weekends	19	15.2%	N/A
What would make it easier for you to engage with your local library? (n=124)			
More locations or different hours	27	21.8%	N/A
More online or digital services	21	16.9%	N/A
More community outreach and presence at events	47	37.9%	N/A
Improved communication about programs and services	46	37.1%	N/A
More services in other languages	9	7.3%	p=.006
Improved access to library buildings	7	5.6%	N/A

In addition to asking participants what general improvements would make it easier for them to engage with the library, participants were also asked about accessibility features or improvements they would like to see. Of the 122 participants who responded to this question, slightly over 40% selected the "Other" response option (see Table 4.5).

Some of the suggestions under the "Other" response option were related to services such as more bookmobiles, including a coffee vendor and allowing beverages onsite, improving catalog searching and ordering, expanding the fiction section, including print graphic novels and CDs for audiobooks and movies. With regard to the building itself, allowing patrons to park next to the building or closer to the building, improving ventilation, providing a lactation area, creating larger meeting rooms, providing a room for board games, and providing more hours of operation.

Table 4.5: Improving Community Engagement/Impact (continued)

Question	Number	Percent	Statistical Significance
What accessibility features or improvements would you like to see? (n=122)			
More seating areas	26	21.3%	p=.044
More large print materials	21	17.2%	N/A
Better lighting	11	9.0%	N/A
Hearing assistance tools	12	9.8%	N/A
Home delivery services for books	29	23.8%	p=.000
Other	51	41.8%	N/A

An analysis by demographic categories suggests that participants who had lived in the community 1-5 years were significantly more likely to report wanting more seating areas to improve accessibility than participants 5 years or more in the community, p=.044, 33% vs. 16% respectively. Furthermore, an analysis by age range suggests that participants between the ages of 18 to 44 were significantly more likely to report home delivery services for books as a means of improving library service accessibility compared to those 45 years and over, p=.000, 50% vs. 15% respectively.

Table 4.6: Improving Community Engagement/Impact (continued)

Question	Number	Percent	Statistical Significance
What types of events or programs would you like to see at your library? (n=71)			
Children's storytime or literacy programs	45	63.4%	N/A
Job training and career workshops	35	49.3%	N/A
Technology and digital literacy classes	32	45.1%	p=.017
Cultural events and guest speakers	33	46.5%	p=.027
Technology help sessions	27	38.0%	p=.056*
Book clubs or discussion groups	29	40.8%	N/A
Workshops on health and wellness	18	25.4%	N/A
Social gatherings for seniors	26	36.6%	N/A
Arts and crafts or hobby clubs	26	36.6	N/A
Lectures on local history or culture	35	49.3%	N/A

Survey participants were asked to select all the types of events or programs they would like to see at the library. Of the 71 respondents, children's storytime or literacy programs were selected the most at 63.4% (see Table 4.6). An analysis by age range suggests that participants 45 years or older were significantly more likely to request more technology and digital literacy classes than those between the ages of 18 to 45 years, p=.017, 54% vs. 21% respectively. Similarly, participants 45 years or older were significantly more likely to request technology help sessions at the library compared to those between the ages of 18 to 45 years, p=.027, 46% vs. 16% respectively.

Similarly, while findings were not statistically significant, it is notable that survey participants who identified as veterans were more likely to request technology help

sessions at the library than participants that were not veterans, p=.056*, 100% vs. 36% respectively. Participants who identified as veterans may also identify in the 45 years and older group therefore reflecting a similar need.

Table 4.7: Improving Community Engagement/Impact (continued)

Question	Number	Percent	Statistical Significance
Do you use digital library services? (n=125)			
Yes, regularly	47	37.6%	N/A
Occasionally	39	31.2%	N/A
No, but I'm interested in learning	19	15.2%	N/A
No, not interested	20	16.0%	N/A

Along the same lines, participants were asked whether they use digital library services. Of the 125 responses, 38% reported that they used them regularly with another 31% reporting occasional use (see Tale 4.7). Regarding technological services, participants were asked whether they would benefit from library staff assistance with technology. There were 126 respondents, of those 27% reported benefitting from this assistance "very much" while 28% reported "somewhat" (see Table 4.8).

An analysis by demographic categories aligns with responses from the question regarding what events and programs participants would like to see at the library, as participants ages 45 years or older were significantly more likely to benefit from library staff assistance with technology compared to participants between the ages of 18-44 years, p=.000, 97% vs. 3% respectively. This supports this age group's desire and need for more assistance with technology and digital platforms and suggests that they view the library as an obvious place to obtain this assistance.

Regarding participants' length of stay in the community, those who lived in the community for five or more years were significantly more likely to benefit from library staff assistance with technology than their counterparts who had lived 1-5 years in the community, p=.046, 87% vs. 12% respectively.

Table 4.8: Improving Community Engagement/Impact (continued)

Question	Number	Percent	Age Range	Length of Residency
Would you benefit from library staff assistance with technology? (n=126)				
Yes, very much	34	27.0%	P=.000	p=.046
Somewhat	35	27.8%	N/A	N/A
No, I'm comfortable with technology	57	45.2%	N/A	N/A
What additional technology services would you like the library to offer? (n=22)				
More public computers	0	0	N/A	N/A
Better Wi-Fi access	2	9%	N/A	N/A
Digital learning resources	1	4.5%	N/A	N/A
Technology training sessions	7	31.8%	N/A	N/A
Technological tools such as 3D printers and laser cutters	5	22.7%	N/A	N/A

Survey participants were asked about their satisfaction with the kind of events currently conducted at the library. Of the 126 respondents, 70% were either satisfied or very satisfied (see Table 4.9). An analysis by demographic categories suggests that White participants were significantly more likely to be satisfied or very satisfied with the current events at the library than participants whose race/ethnicity is other than White, p=.007, 76% vs. 36% respectively.

Table 4.9: Improving Community Engagement/Impact (continued)

Question	Number	Percent	Statistical Significance
How satisfied are you with the kind of events currently conducted in your library? (n=126)			
Very satisfied	34	25.0%	p=.007
Satisfied	54	42.9%	
Neutral	34	27%	N/A
Dissatisfied	2	1.6%	N/A
Very Dissatisfied	2	1.6%	

Participants were also asked to rate their satisfaction with the library's technology services. Almost three-quarters of respondents reported satisfaction with these services (see Table 4.10). These findings were reflected in the comments where one participant described using the public computers for printing as they do not own printers at home.

Table 4.10: Improving Community Engagement/Impact (continued)

Question	Number	Percent	Statistical Significance
How satisfied are you with the library's technology services (computers, printers, Wi-Fi, online catalog)? (n=126)			
Very satisfied	40	31.7%	N/A
Satisfied	53	42.1%	N/A
Neutral	29	23.0%	N/A
Dissatisfied	2	1.6%	N/A
Very Dissatisfied	2	1.6^	N/A

Regarding any challenges or barriers to visiting the library or using their services, most respondents skipped this question. However, of the five that provided a response 44% reported it was due to lack of information about available services, while 11% reported a lack of interest in current offerings (Table 4.11). The sample of respondents was too small to conduct statistical analysis by demographic categories.

Table 4.11: Improving Community Engagement/Impact (continued)

Question	Number	Percent	Statistical Significance
What challenges prevent you from visiting or using the library services more frequently? (n=5)			
Transportation difficulties	0	0	N/A
Lack of information about available services	4	44%	N/A
Inconvenient operating hours	0	0	N/A
Limited accessibility (physical barriers)	0	0	N/A
Lack of interest in current offerings	1	11%	N/A

The last question in the survey asked participants how likely they are to participate in library programs if they were offered at more convenient times, like evenings or weekends. There were 124 responses, of those 26% responded very likely, another 35% reported somewhat likely (see table 4.12).

Table 4.12: Improving Community Engagement/Impact (continued)

Question	Number	Percent	Statistical Significance
How likely are you to participate in library programs if they were offered at more convenient times? (n=124)			
Very likely	32	25.8%	N/A
Somewhat likely	44	35.5%	N/A
Neutral	39	31.5%	N/A
Unlikely	9	7.3%	N/A
Very unlikely	0	0	N/A

Qualitative (Open-Ended Questions & Focus Group) Findings

The following responses were provided by survey participants under the open-ended questions. The first section of the survey, "Perceptions of Library Services", included two open-ended questions. Survey participants were asked, "If you have never used your local library branch or online services, can you briefly explain why?". Respondents indicated that their lack of engagement with the library is mainly due to its lack of need, having not had a chance to explore it, or a sense of unease with the nature of the children's books available.

"[I am] *still very new to the area and it takes me a long time to get settled into routines and to explore.*"

"I can't bring my children into the library due to the nature of books you choose to have in there."

According to the respondents, there are various ways to make the library engaging and welcoming to the community. From an infrastructural standpoint, the seating spaces are conducive for the community, and extending a few more in the community room could be beneficial. Also, having access to well-equipped coffee lounges and study halls for teens could be a great way to attract more people to the library.

"Offer cookies and coffee once a week…"

"Offer study hall for teens."

Additionally, having convenient parking spots would be beneficial to the community, as noted by the respondents. A significant number of seniors responded to the survey, which indicated a need for dedicated parking spots for seniors. They also emphasized designated programs for older residents, which can help add value to the community for the library.

They also shared strong views on the books that should be available to the community. There is a pressing demand for more books on classical literature and removing diverse points of view.

"Quite promoting queer ideology, pornography, CRT, anti-Americanism, and leftist trash literature. Return to classic literature texts and real viewpoint diversity."

Certain reservations arose regarding the kind of books for children containing "pornography" which based on the context, they are referring to queer ideology and pronoun pins and buttons in the teens section.

"The kinds of materials that are considered appropriate for children/young people are pornographic in nature and why many parents and grandparents will not take them to the library."

"Quit putting inappropriate material in the children's section of the library. Quit putting putting choose your pronoun pins and buttons in the teen section, Absolutely unnecessary and not appropriate for a library."

Conversely, other participants mentioned the importance for the library to continue to put a spotlight on disinformation and to ensure DEI values.

"Protect freedom of speech, protest book bans, and put a spotlight on disinformation."

"Make sure it DOES adhere to DEI values."

In addition, as a means to live by the values of diversity, equity, and inclusion, it was recommended the library offer more books in various languages, such as Spanish. This finding was echoed in the focus group with Spanish-speaking patrons. A desire to see more books in Spanish for adults.

The participants also expressed that conducting various events can be crucial in enhancing community engagement. It could range from community social hour, potluck, multicultural events, or have scope for joining classes or activities such as ESL classes, book reading sessions, and book clubs.

"How about a monthly potluck, come one, come all?"

"It would be great to have a community social hour or ongoing presentations etc to meet other local people."

Information on the events above should be shared with the community through aggressive social media promotion, and the younger population should be encouraged to access the library. Sharing flyers with the YMCA and community colleges could also be a helpful strategy. However, emphasis should also be placed on making the newsletter more accessible by targeting the Spanish-speaking population and people with disabilities. Providing a physical newsletter can be effective for technologically challenged populations or those with limited access to technology.

Regarding the library's role, there are contrasting viewpoints on its role as a platform that can help foster a safe space for the vulnerable. The homeless population feels unwelcome in the library, and it should adopt measures to make it feel more welcome.

"Be more accepting of the homeless. I work with this population and they feel unwelcome in the library."

Alternatively, there were those with views emphasizing that the library should maintain neutral socio-political beliefs. In terms of safety, they recommended the library avoid letting demonstrations or rallies take place on the premises.

"Stay neutral with their political and social beliefs."

"When a far left, far right, or environmental group has a meeting there, stress that they need to exit the library to another place to hold their demonstration/rally."

Figure 1. Open-ended Responses

Generally most respondents were appreciative of their local libraries and the services provided. However, suggestions were made to cater to the community, such as providing flexible operational hours, especially for those who are occupied with their work during the day. Extending the library's hours could benefit the community, and opening on Sundays would be helpful as well. Additionally, evening hours are preferred for meetings.

Focus Group

The focus group participants were very appreciative of the library and provided accounts of how they took their children there for storytime which facilitated their children's English speaking skills. They also emphasized how library spaces have helped their

children as young adults by providing quiet and safe spaces to study, complete homework, and prepare for their careers. A mother from the group recounted that her son was preparing for his military entrance exams and spent hours at the library one week before in preparation. Her son attributed the resources at the library as the reason he passed his exams.

This group did mention that providing more books in Spanish for adult readers could help with engaging the Spanish speaking community. They also recommended providing activities in the early evenings, as opposed to the morning hours, so that parents who work 9-5 shifts could take their children to library events.

Overall, this group felt that the ownership fell on the Spanish speaking community to utilize the services the library provided. As they recounted how the mobile library was initially a big success in their neighborhoods, but slowly engagement started to wane for no reason other than parents were no longer engaging and as a result neither were their children.

Recommendations

Generally the survey respondents seemed content with the services they received from the library. However the recommendations for improvement ranged from logistical changes to increasing community events that covered local topics. One of the main recommendations was to improve parking access, either next to the building or close by. As the survey did not ask survey participants to identify the library they frequent most often it is unclear which library location they are referring to in their responses. However, context for these responses indicated comments like,"*Allow more folks to park in the back. The majority of parking should be across Third Street"*. The parking provided was not convenient for seniors and not accessible for those with mobility issues. Context for these responses indicated comments like, " *Parking closer to the building, not having to cross the street*" or "*Parking for those with mobility issues*".

Improving the signage to the library was another recommendation, as the current signage was not accessible to pedestrian traffic around town. Similarly, as location of preferred library was not asked in the survey, context to these responses were indicated by comments like, "...*an elevated advertising board or digital board might work*". Lastly, improving the lighting at the entryway as the current lighting does not allow for a clear distinction of when the library is open.

Survey respondents also suggest hosting more community events, (e.g., potlucks, book clubs, community social hour) that allow for community members to meet, engage, and learn from one another. They also suggested hosting local artists and allowing food and beverage during those events.

Lastly, participants added that while they felt the library did a great job overall, they suggested promoting library services and events a bit more could help. For example one participant wrote, "*Not sure what more could be done, except maybe more publicizing services out to the community*". Another way of connecting with communities and promoting library services could involve library involvement in community events, "*Christmas, Halloween trick or treat etc.- More outreach to the community*". While an online presence is felt, many respondents believe that flyers, paper newsletters, and community outreach efforts are needed to bring in a more diverse group of people to the library community. As a participant highlighted, "*I think that for seniors, tech-challenged people, or even poor people with limited access to technology a physical newsletter could really help in addition to the email one*."

Appendix A Tillamook Library Community Survey

Demographics:

This section will be asking you questions about you. Please remember that all information is confidential and is only used to help the library meet your needs.

1. Race/Ethnicity
   - ☐ African American
   - ☐ Asian
   - ☐ Hispanic/Latino(a)
   - ☐ White
   - ☐ Two or more races
   - ☐ Other:

2. Age range
   - ☐ 18-24 yrs
   - ☐ 25-34 yrs
   - ☐ 35-44 yrs
   - ☐ 45-54 yrs
   - ☐ 55-64 yrs
   - ☐ 65+ yrs

3. Gender
   - ☐ Male
   - ☐ Female
   - ☐ Other:

4. Years living in Community
   - ☐ Less than one year
   - ☐ 1-5 years
   - ☐ 5+ years

5. Veteran Status: Have you ever served on active duty in the armed forces?
   - ☐ Yes
   - ☐ No

6. Do you identify as someone living with a disability?
   - ☐ Yes
   - ☐ No
   - ☐ Prefer not to answer

Section 1: Perceptions of Library Services

This section will be asking you your thoughts about your local library branch and the services offered.

7. How often do you visit your local library?

   ☐ Weekly

   ☐ Monthly

   ☐ A few times a year

   ☐ Rarely

   ☐ Never (If selected never, skip to question #9)

8. What services do you use most frequently at the library? (Select all that apply)

   ☐ Borrowing books/media

   ☐ Using computers/Wi-Fi

   ☐ Attending events/programs

   ☐ Research/reference assistance

   ☐ Study/workspace

   ☐ Other (please specify):

9. What types of library spaces are important that you have access to while at the library? (select all that apply)

☐ Library materials shelving

☐ Sitting areas

☐ Small study rooms

☐ Large community meeting spaces

☐ Public computer areas

☐ Makerspaces for technology and crafting

☐ Other

10. How satisfied are you with the availability of books and other lending materials?

☐ Very Satisfied
☐ Somewhat Satisfied
☐ Neutral
☐ Somewhat Dissatisfied
☐ Very Dissatisfied

11. How would you rate the quality of online access to library services (remote access, online support services, virtual tutorial sessions, workshops)?

☐ Excellent

☐ Good

☐ Average

☐ Poor

☐ Very Poor

☐ Never used online library access

12. How would you rate the overall quality of the library's services?

☐ Excellent

☐ Good

☐ Average

☐ Poor

☐ Very Poor

☐ Never used library services

13. How likely are you to recommend the library to others?

☐ Very likely

☐ Somewhat likely

☐ Not very likely

☐ Not at all likely

14. If you have never used your local library branch or online services, can you briefly explain why?

15. Could you share some of your thoughts on library services you wish existed or can be improved?

Section 2: Perceptions of Library Presence

This section will be asking you your thoughts on your local library access and library events and services and the value of your community library.

16. You have seen advertisements, signs, or promotions about the library.

☐ Strongly Agree

☐ Agree

☐ Disagree

☐ Strongly Disagree

17. Where have you seen or heard about the library? (Select all that apply)

☐ Local newspapers or magazines

☐ Flyers or posters in public places

☐ Library's social media pages

☐ Community events

☐ Word of mouth

☐ I haven't seen any promotions

18. The library is accessible to community members?

☐ Strongly Agree

☐ Agree

☐ Disagree

☐ Strongly Disagree

19. How do you typically hear about library events and services? (Select all that apply)

☐ Library website

☐ Social media

☐ Email newsletters

☐ Flyers/posters in the community

☐ Word of mouth

☐ I don't usually hear about them

20. How important do you think the library is to the community?

☐ Extremely important

☐ Somewhat important

☐ Not very important

☐ Not Important at all

21. Has the library helped you or your family in any of the following ways? (select all that apply)

☐ Learning new skills

☐ Finding a job or career development

☐ Supporting my/child's education

☐ Providing a safe, quiet place to read or study

☐ Helping me feel connected to the community

☐ Other (please specify)

22. What could the library do to increase its value to the community?

Section 3: Improving Community Engagement/Impact

This section will be asking for your thoughts for improving community participation with the local library branch and/or online platform and usage of services.

23. Have you attended any library programs or events in the past year?

☐ Yes

☐ No

24. If yes, how beneficial did you find them?

☐ Very beneficial

☐ Beneficial

☐ Somewhat beneficial

☐ Not beneficial

25. Has the library contributed to your personal or professional development?

☐ Strongly Agree

☐ Agree

☐ Disagree

☐ Strongly Disagree

26. In what ways has the library positively impacted you? (select all that apply)

☐ Improved literacy and learning

☐ Helped with job searching or career development

☐ Provided a safe and quiet space

☐ Increased community connection

☐ Supported my child's education

☐ Other (please specify)

☐ Not applicable

27. Do you feel the library is an important resource for the community?

☐ Strongly Agree

☐ Agree

☐ Disagree

☐ Strongly Disagree

28. What is your preferred time for library events?

☐ Morning

☐ Afternoon

☐ Evenings

☐ Weekends

29. What would make it easier for you to engage with your local library? (select all that apply)

☐ More locations or different hours

☐ More online or digital services

☐ More community outreach and presence at events

☐ Improved communication about programs and services

☐ More services in other languages

☐ Improved access to library buildings

☐ Other (please specify):

30. What accessibility features or improvements would you like to see? (Select all that apply)

☐ More seating areas

☐ More large print materials

☐ Better lighting

☐ Hearing assistance tools

☐ Home delivery services for books

☐ Other (please specify)

31. What types of events or programs would you like to see at your library? (Select all that apply)

☐ Children's storytime or literacy programs

☐ Job training and career workshops

☐ Technology and digital literacy classes

☐ Cultural events and guest speakers

☐ Technology help sessions

☐ Book clubs or discussion groups

☐ Workshops on health and wellness

☐ Social gatherings for seniors

☐ Arts and crafts or hobby clubs

☐ Lectures on local history or culture

☐ Other (please specify):

32. Do you use digital library services (e-books, audiobooks, online databases)?

☐ Yes, regularly

☐ Occasionally

☐ No, but I'm interested in learning

☐ No, not interested

33. Would you benefit from library staff assistance with technology (e.g., using e-books, smartphones, or computers)?

☐ Yes, very much

☐ Somewhat

☐ No, I'm comfortable with technology

34. What additional technology services would you like the library to offer? (select all that apply)

☐ More public computers

☐ Better Wi-Fi access

☐ Digital learning resources

☐ Technology training sessions

☐Technological tools such as 3D printers and laser cutters

35. How satisfied are you with the kind of events currently conducted in your library?

    ☐ Very Satisfied

    ☐ Satisfied

    ☐ Neutral

    ☐ Dissatisfied

    ☐ Very Dissatisfied

36. How satisfied are you with the library's technology services (computers, printers, Wi-Fi, online catalog)?

    ☐ Very Satisfied

    ☐ Satisfied

    ☐ Neutral

    ☐ Dissatisfied

    ☐ Very Dissatisfied

37. What challenges prevent you from visiting or using the library services more frequently? (select all that apply)

    ☐ Transportation difficulties

    ☐ Lack of information about available services

    ☐ Inconvenient operating hours

    ☐ Limited accessibility (physical barriers)

    ☐ Lack of interest in current offerings

    ☐ Other (please specify)

38. How likely are you to participate in library programs if they were offered at more convenient times (e.g., evenings, weekends)?

☐ Very likely

☐ Somewhat likely

☐ Neutral

☐ Unlikely

☐ Very unlikely

39. What suggestions do you have for making the library more engaging and welcoming to the community?