



2024 Public Input Survey Results

The Public Input Survey was conducted April 1–14, 2024.

Distribution included:

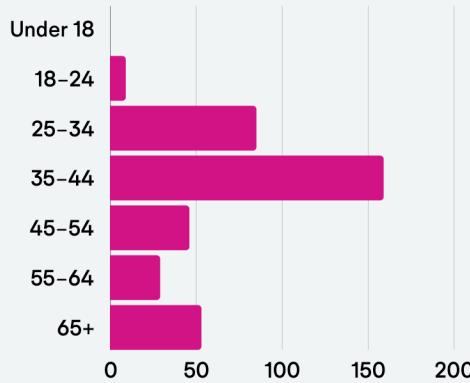
- Front lobby poster and QR code
- Paper surveys at front desks
- Website banner and displays
- Multiple social media posts:
 - Facebook*
 - Instagram*
 - LinkedIn

Total responses: 384

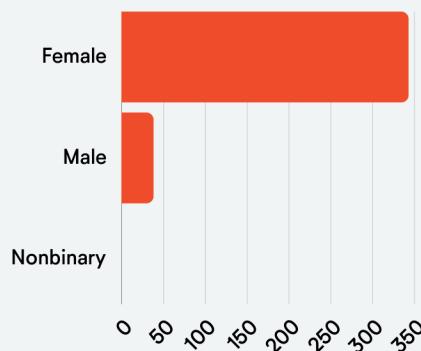
**Paid social media was targeted at residents of Grand Forks County.*

Demographics

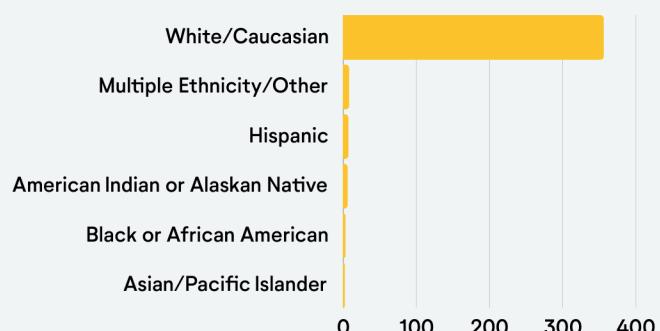
1. What is your age?



2. What is your gender identity?

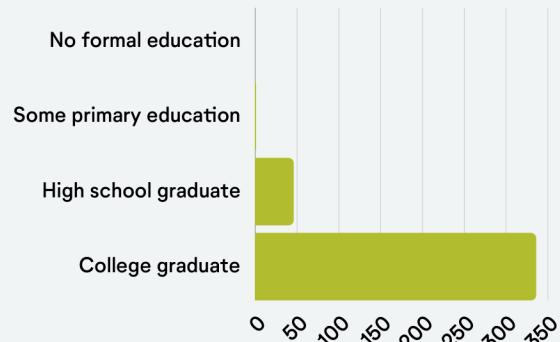


3. Which race or ethnicity best describes you?

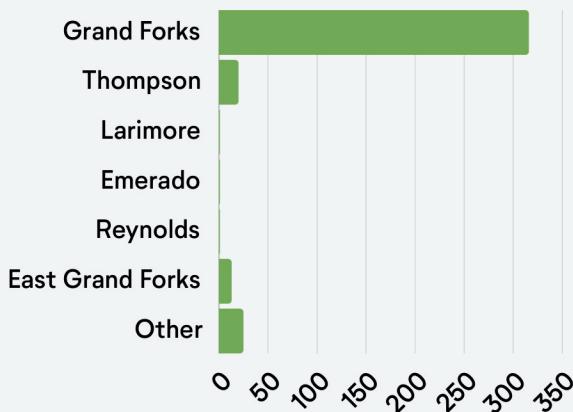


1. What is your age?

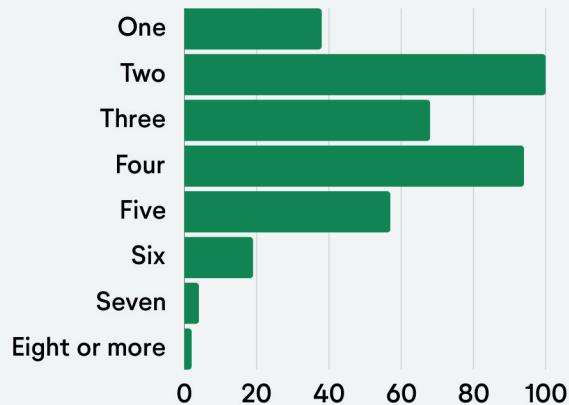
4. What is the highest level of education you have completed?



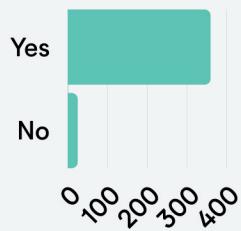
5. Where do you live?



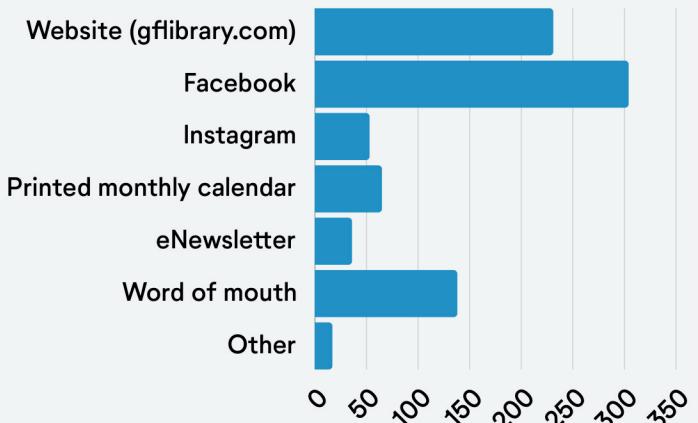
6. How many people live in your household?



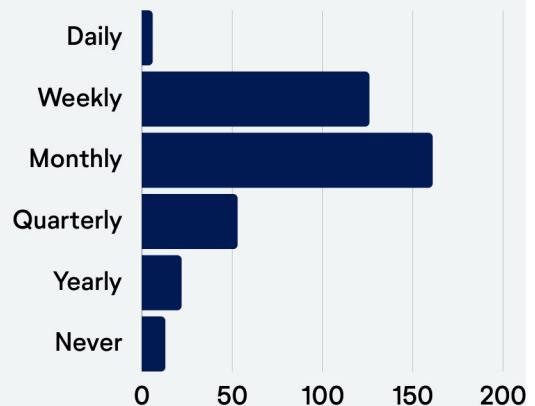
7. Are you a current library card holder?



8. Where do you learn about library programs and services? Please check all that apply.

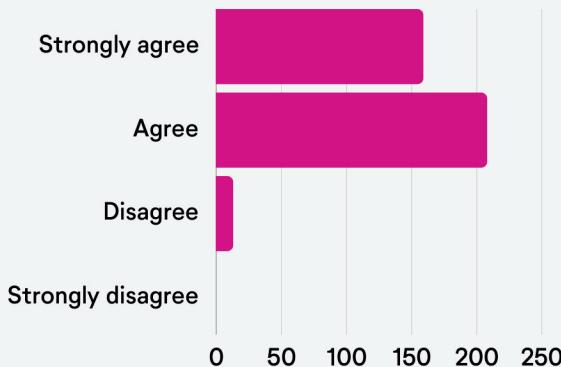


9. On average, how often do you visit Grand Forks Public_?

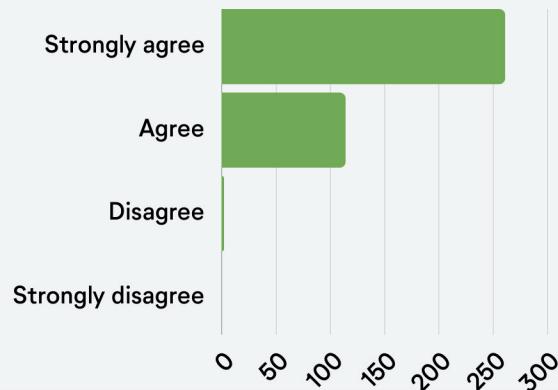


Please rate the following based on your past experience with GFP_.

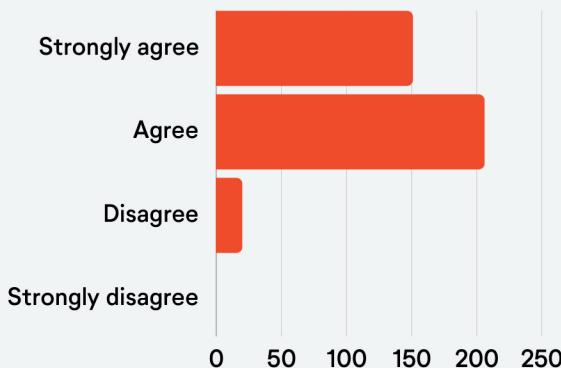
The library has the materials I need/want.



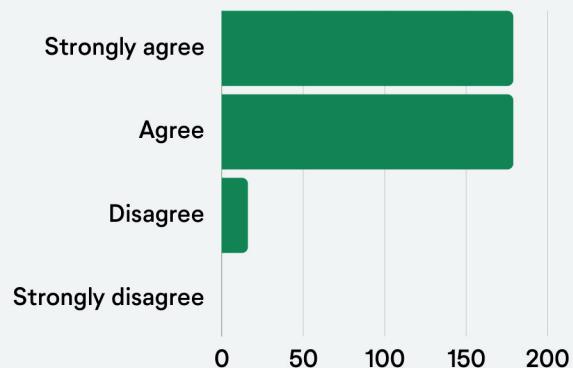
It is easy to renew books and materials.



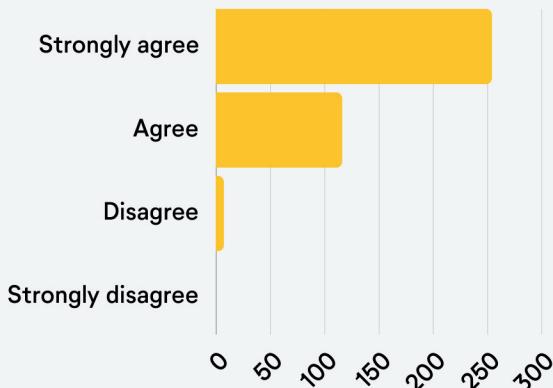
It is easy to find materials.



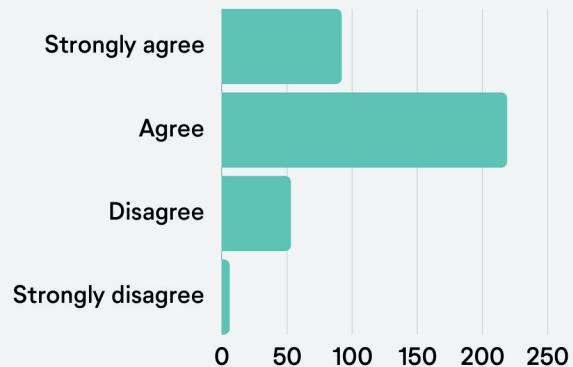
The hours of service are convenient.



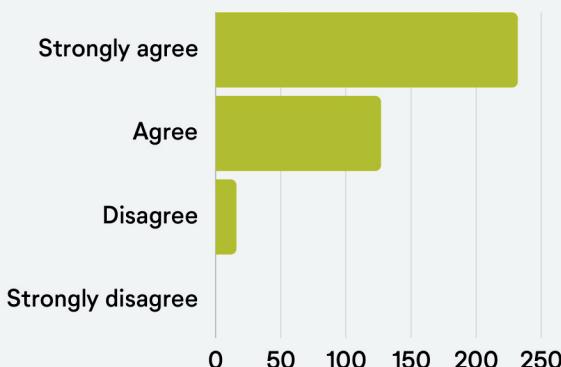
The staff are helpful & knowledgeable.



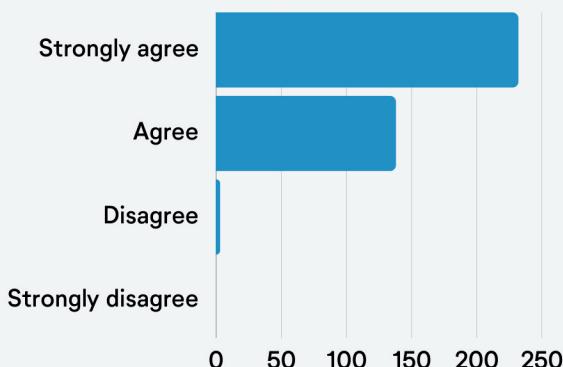
The timing of programs fits my lifestyle.



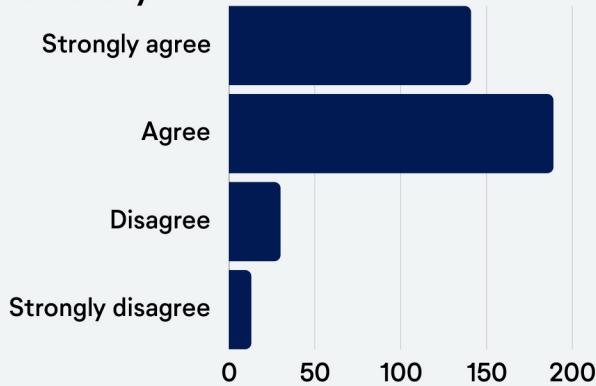
The atmosphere is welcoming.



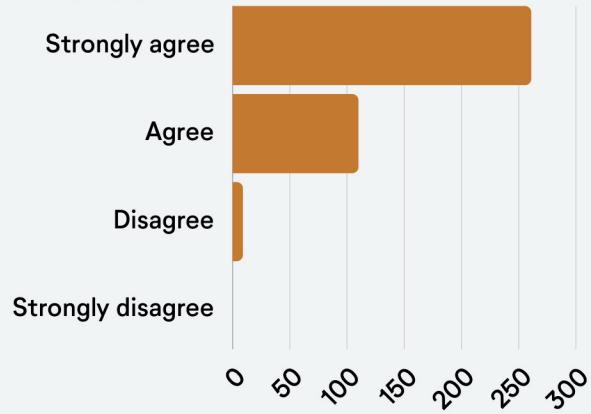
The facility is clean.



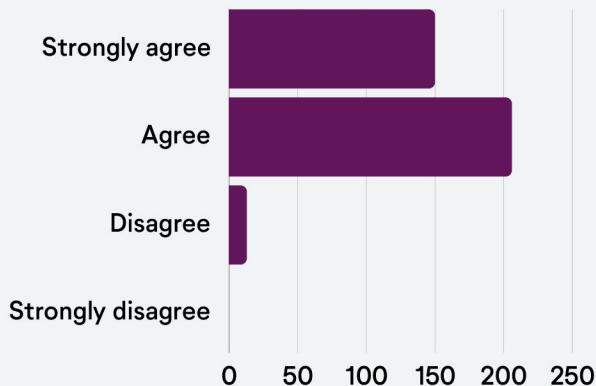
It is easy to find a quiet place to focus in the library.



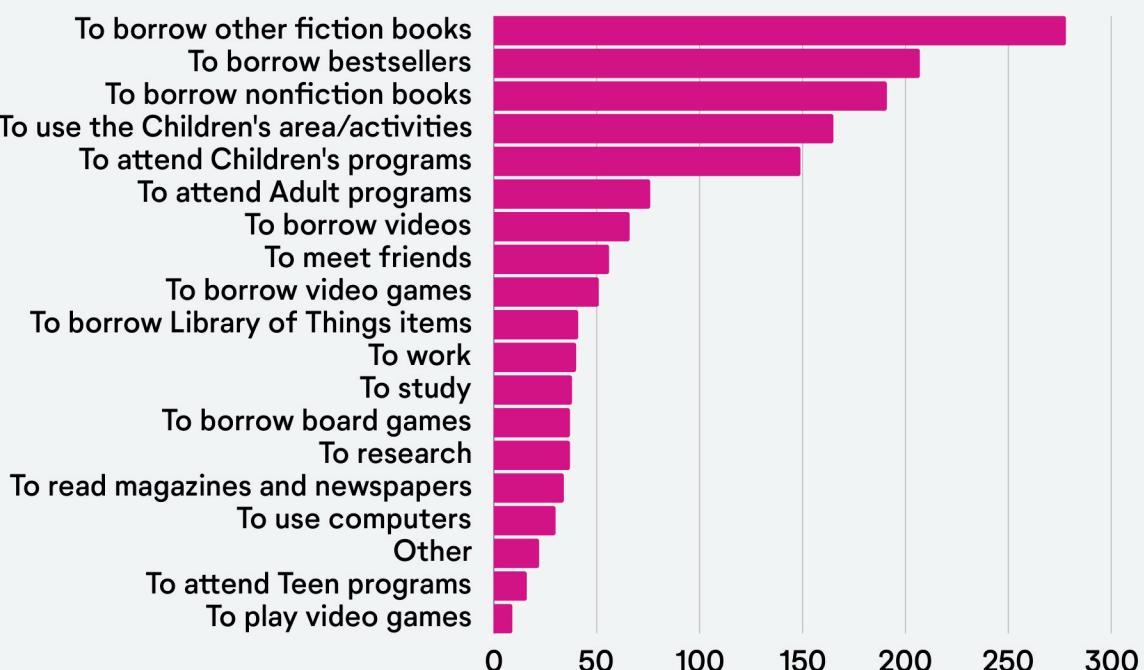
I would recommend GFP_ to family or friends.



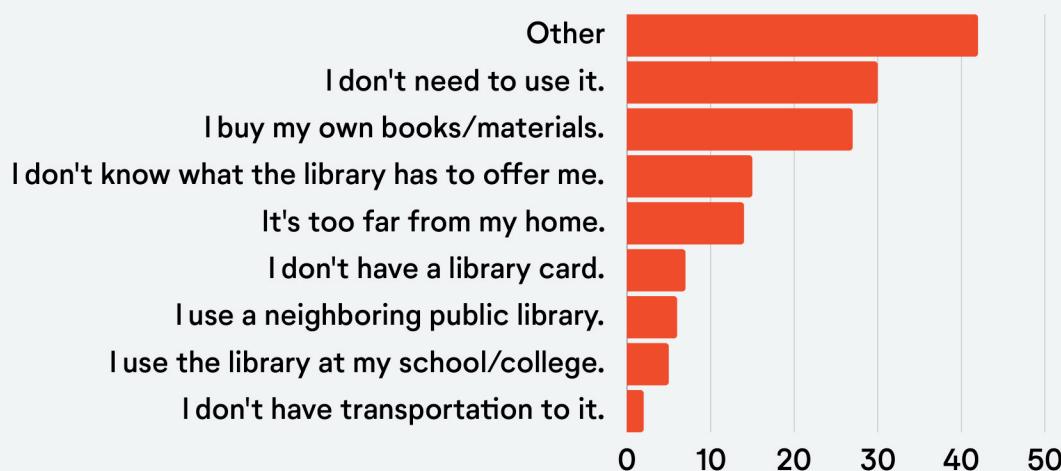
The programs are interesting or entertaining.



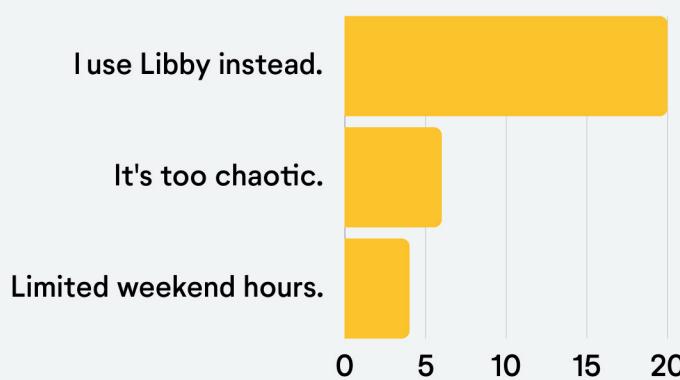
11. What are your main reasons for using the library? Please check all that apply.



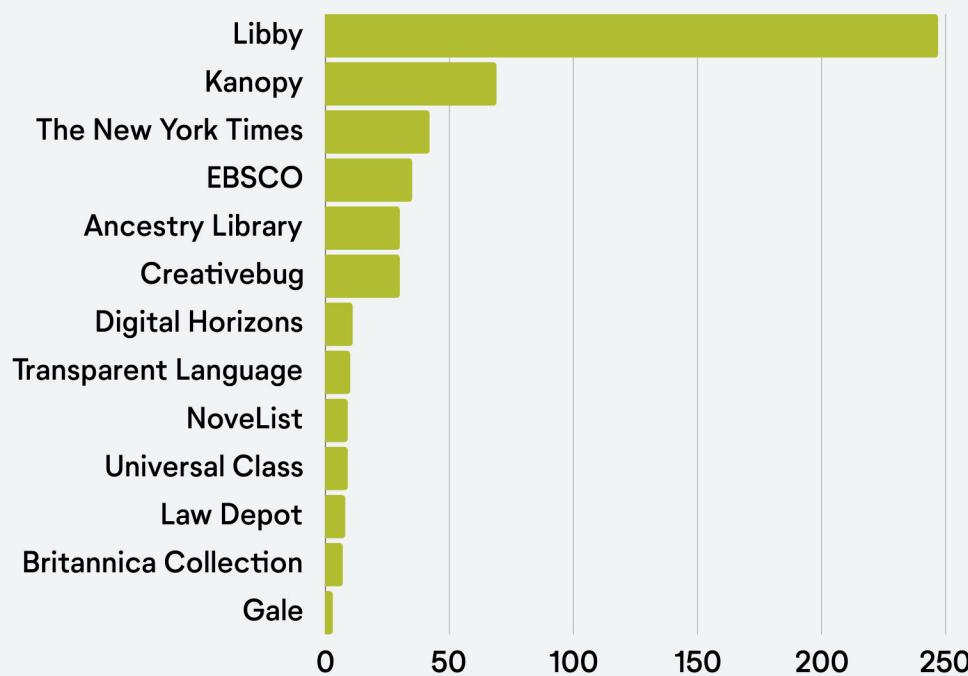
12. If you don't use the library regularly, why not?



Top “other” reasons:

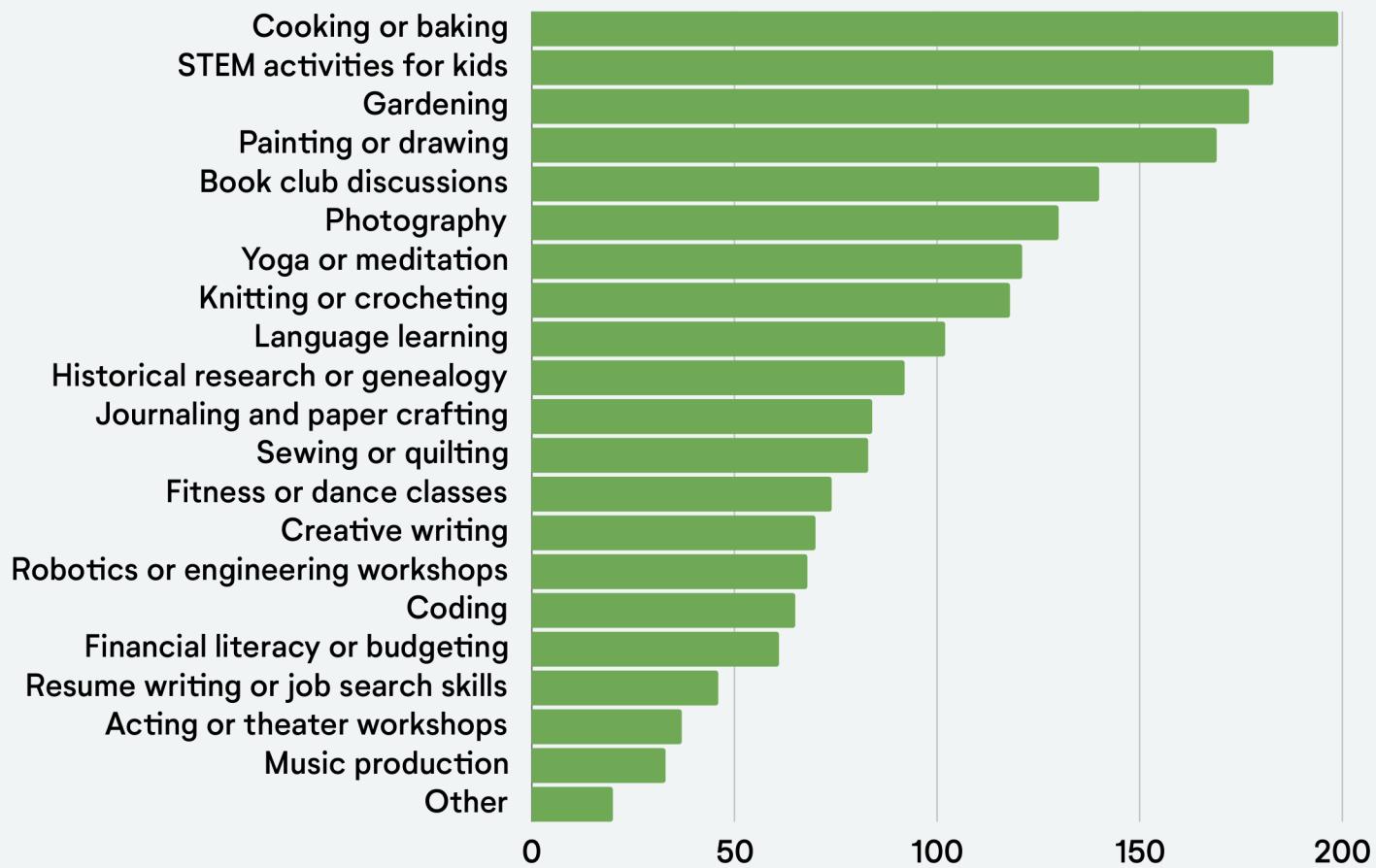


13. The following are some online resources available at GFP_. Please check any you have used in the past.



14. What skills or hobbies would you come to GFP_ to learn?

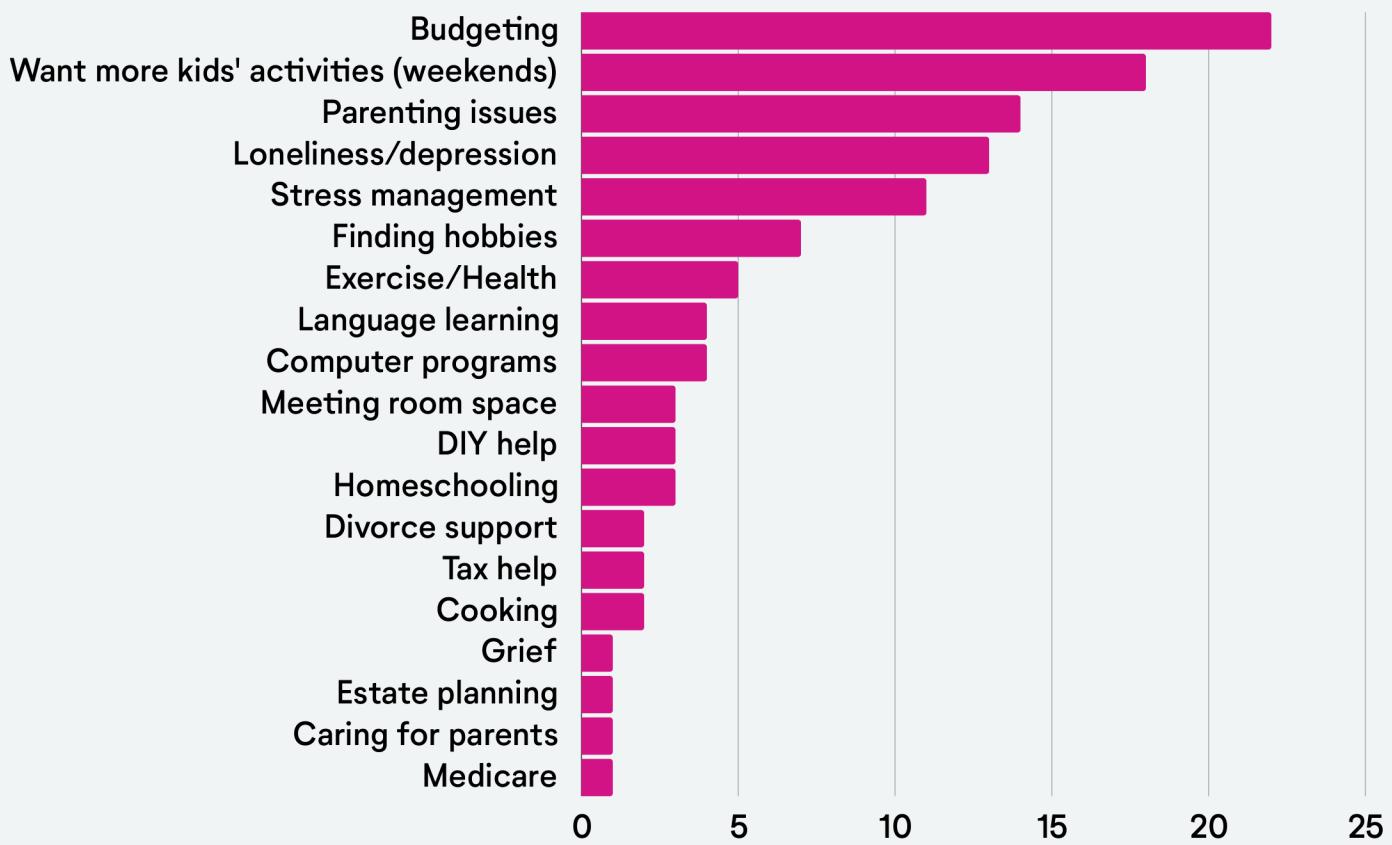
Check all that apply.



“Other” Suggestions:

- Evening concerts.
- Family centered events! We love the Summer Reading Program. Wish it was done more often during the Summer.
- Virtual book clubs after children are in bed.
- Craft activities for kids, outdoors in the summer.
- Live music!
- Video production.
- ‘Fix-it’ clinic, where locals with fixing skills (sewing, electronic, jewelry repair, etc.) fix things for free and show how they do it.
- Composting class or similar how to reduce waste series.
- Fraud workshop by AARP.
- Parenting classes.

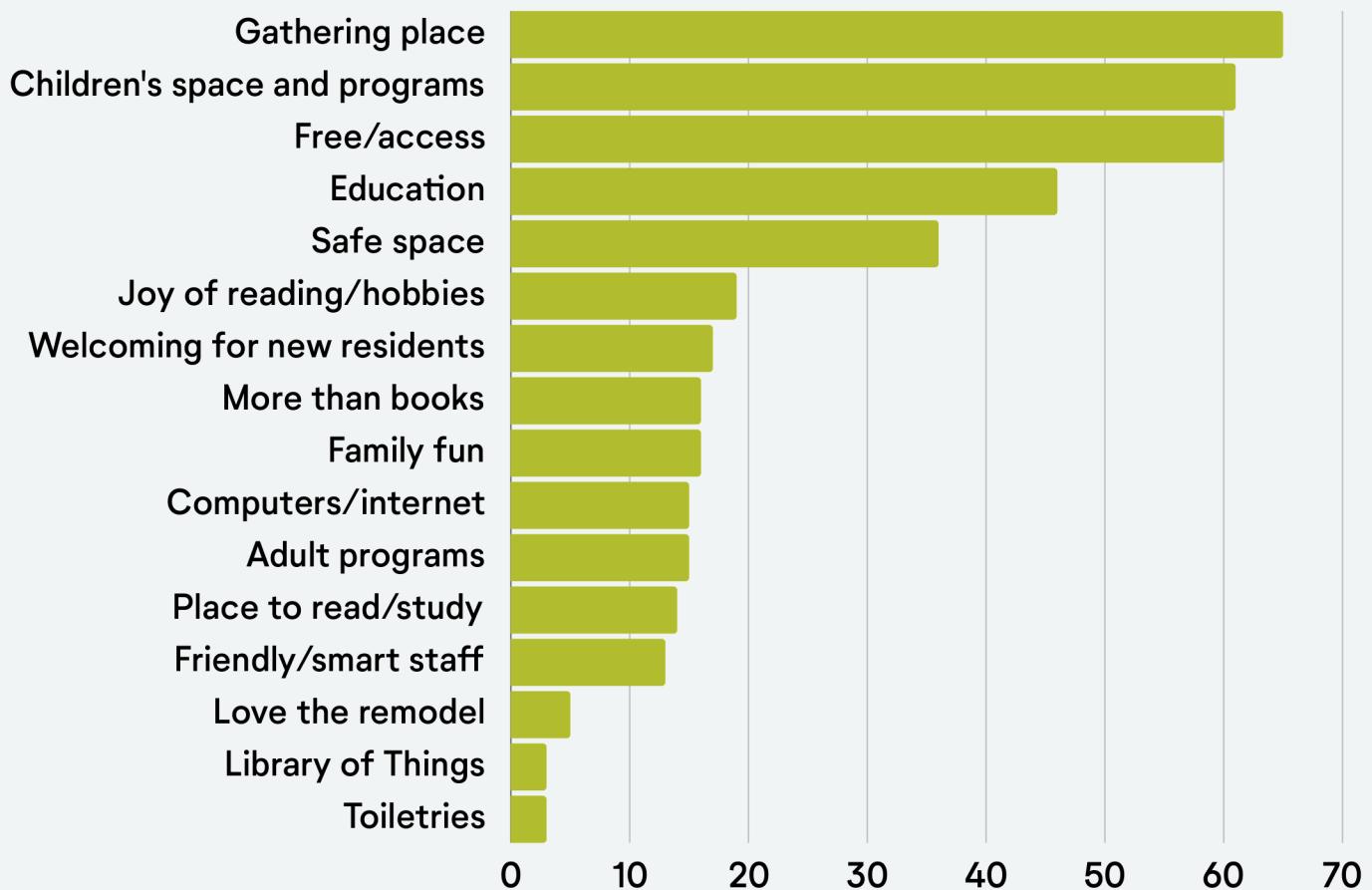
15. Libraries are taking on new roles in communities. We may be able to provide resources, services, or programs that may not seem library-related, but we want to know what you need help with. What challenges are you facing or do you face in your day-to-day life?



Specific Feedback:

- Budgeting! I would love a class on raising a family in today's economy.
- I volunteer with Global Friends and many of the people I interact with need Spanish/English resources.
- I would like to see the Library of Things expanded for household needs.
- In a community that is becoming increasingly divided, I think resources, services, and programs that help people evaluate sources, think critically, and engage in civil discourse are valuable.
- It would be wonderful to have a Library space for evenings out for adults that is not a bar. Invite artists to come play an acoustic, keyboard, chill music. Invite people to an open mic time.
- As a young adult, I'm still adjusting to adult life. Life skills like cooking or stress management would be helpful.
- Ability to have toddler groups outside of traditional working hours of 9-5.
- I would love to see more of a formal 'adult continuing education' series. Being able to get a brochure and sign up for classes in advance/quarterly is wonderful.

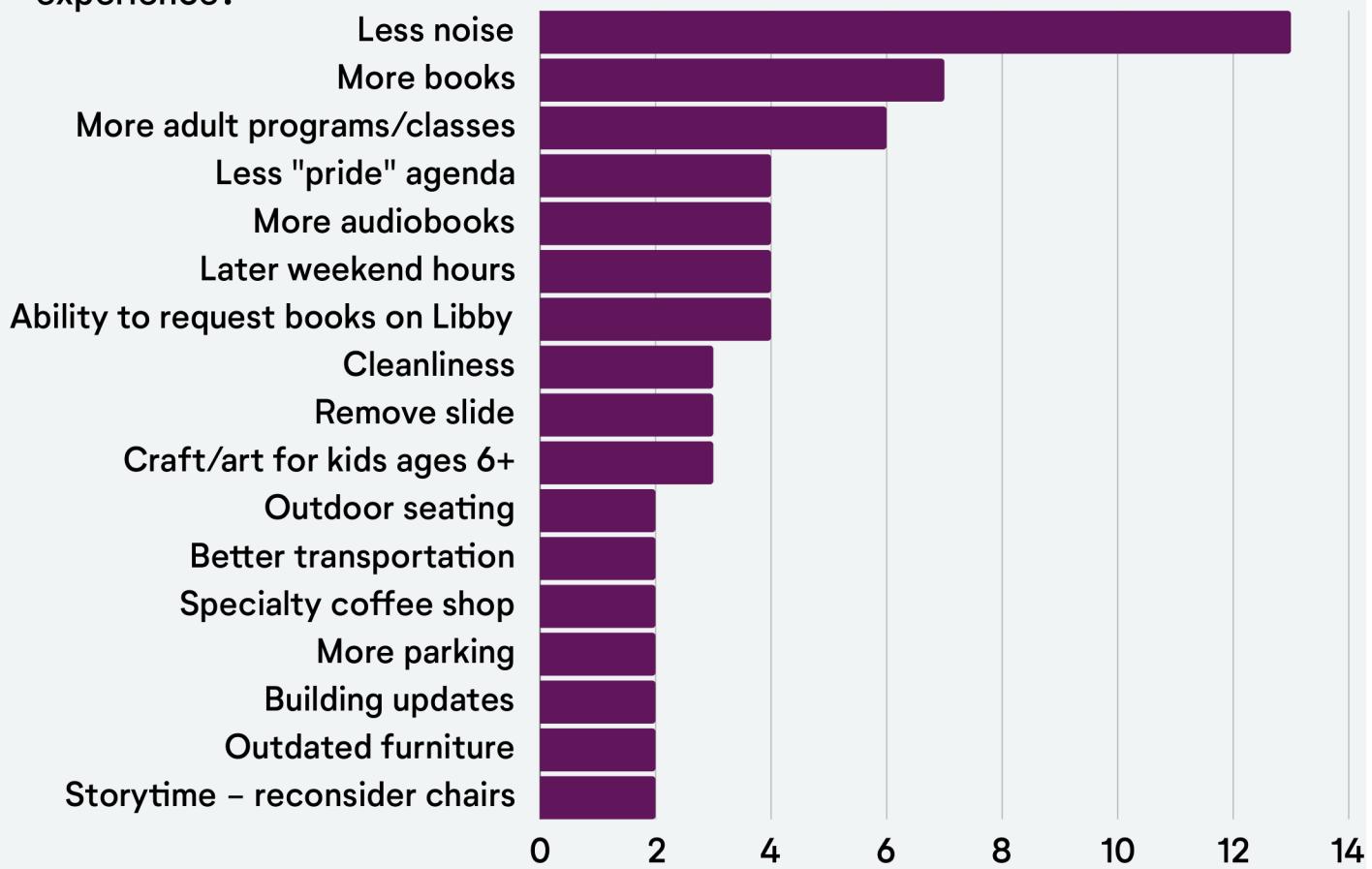
16. How does Grand Forks Public_ benefit the community?



Specific Feedback:

- I think the library is the greatest hidden treasure in the town.
- The library is a place where people can get together to learn new things; kids can play and interact with technology and connect with each other.
- GFP_ uplifts the soul of the community, and serves as a safe exploration zone.
- It's such a friendly, welcoming place! It really saved our sanity in the pandemic.
- The children's department upgrade has been amazing. The change in the amount of visitors is incredible. There is something for everyone.
- It is one of the only free kid friendly spaces in Grand Forks and when kids come to play, they are introduced to new books as well!
- Our library staff obviously care about their craft and put a lot of time and thought into the materials and activities. Thank you for eliminating late fees!
- You provide a safe space for all and access to information that is powerful – whether to ensure we have an informed electorate, to help folks have fun/relax, and to increase connectedness.
- It's become a stronger "third place," a place to socialize outside of school and work. It's a safe space away from home. It brings people together.

17. Is there anything else you would like to share to improve your library experience?



Specific Feedback:

- Remain strong against the forces that would censor and restrict library access. Our library has the support of most residents. Keep up the wonderful job.
- I would love for the library to get a small coffee shop. My teenager and I would stay awhile if such a place existed, as our next stop after getting our books is a coffee shop.
- It would be nice if the library was open a little later on Friday and Saturday. And some of the events are too early during a school/work day for us as a family.
- Offer more adult programs. The programs I've enjoyed have been put on by the Friends. You had some great programs a few years ago, but not as much lately.
- Outside reading loungers?
- I would love to see a parent/child book club.
- I wish you'd take down the plexiglass at the desks. That does not convey friendliness and I always go around it to see someone face-to-face.
- Love the children's programming in partnership with community organizations – UND science, magicians, NDMOA. Any events that are family friendly are an amazing addition to the community, especially in the winter months!