



New Central Library

Suffolk Public Library
Suffolk, VA
3 September 2020

Interim Report – Community Survey SUMMARY OF FEEDBACK

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INTRODUCTION

Response to the community outreach efforts through patron survey has been robust, and meaningful information has been garnered. Separate reports summarize the Community Ambassador’s outreach effort and the staff survey results. This section is focused on the Community Survey.

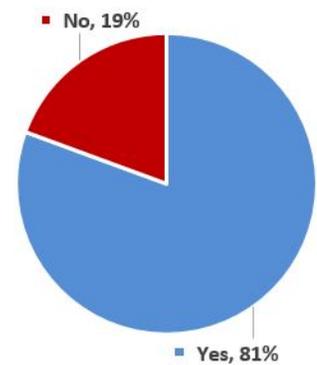
The survey was launched on 6/18/20 and concluded on 7/20/20. The survey was intended to solicit input from the library’s service population regarding their perception of how the central library is currently meeting their needs and how a future version of the library might be better configured and expanded to meet their anticipated future needs. We received 470 responses to the survey, including more than 1676 individual narrative comments and suggestions.

SURVEY RESULTS & ANALYSIS

Who Participated?

Several survey questions were intended to identify who responded to the survey. About 81% had been to the library in the past year, but about 19% had not. **For Downtown residents, only about 12% had not been to the library.** So, more than 90 responses (9 from downtown) were from people who do not currently use the library. As the library targets inclusiveness, review of information from these non-users can be informative regarding how services and spaces are configured for even broader appeal

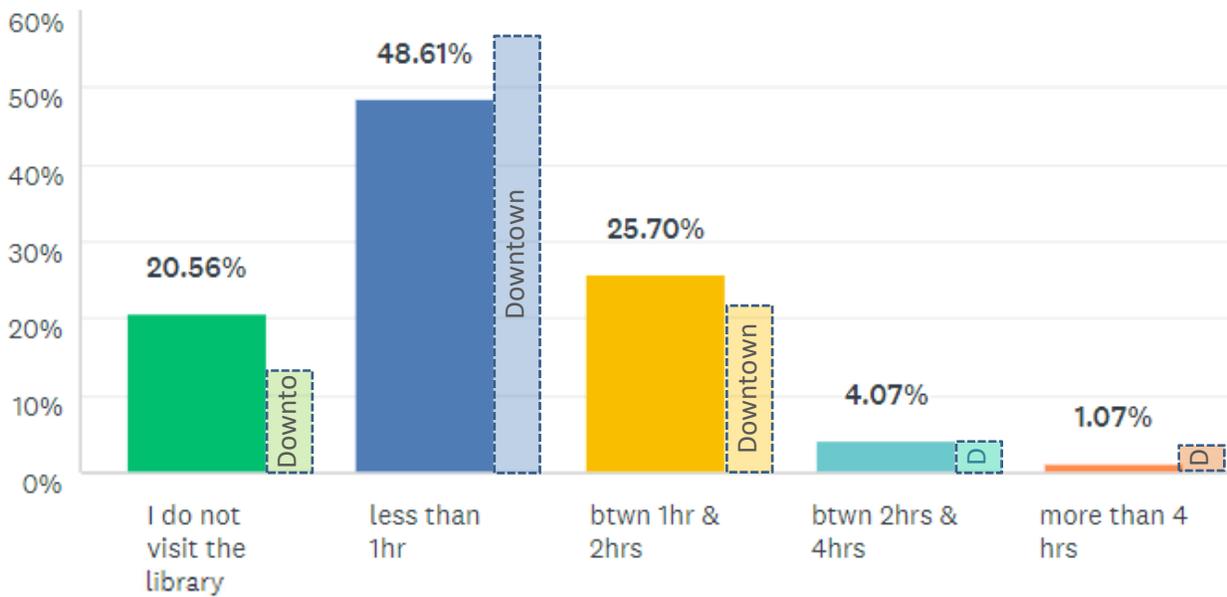
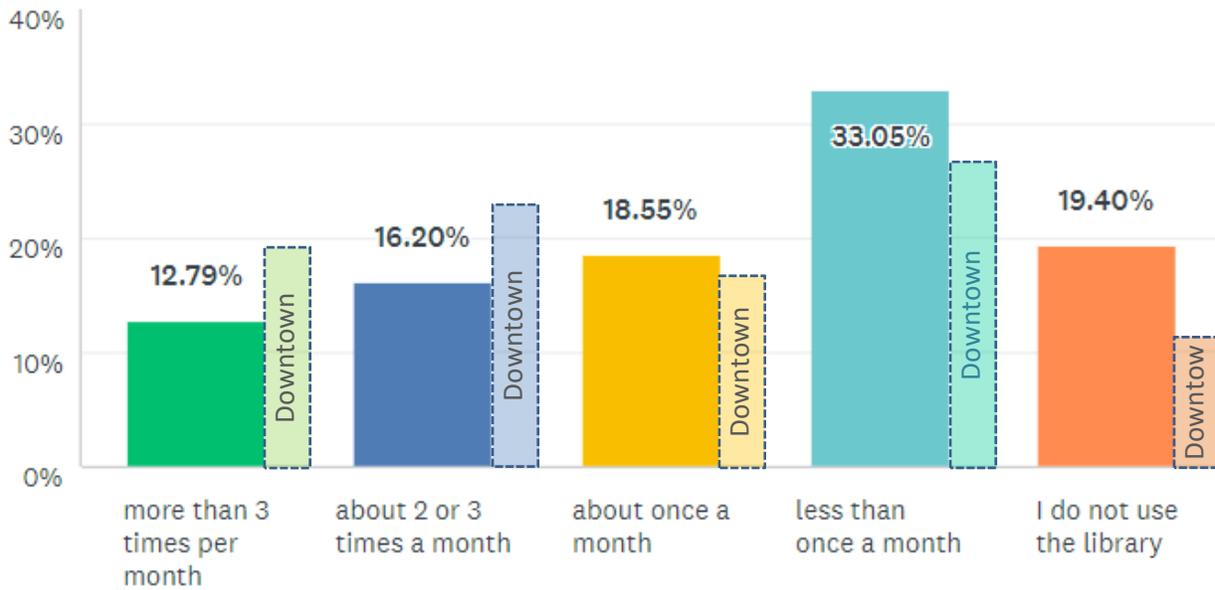
Visited Morgan Library in Past Year



Also, while about 29% of the respondents come to the library 2 or more times per month (and almost ½ come at least monthly) more than half (52.25%) come to the library less than once a month. This indicates that the survey reached a portion of non-users and infrequent users of the library as well as regular library patrons. The 29% of patrons who come frequently can be presumed to have a familiarity with the library in its current configuration and condition, while those who seldom come or do not come at all can offer insight into what would make the library a more interesting location for them. (Additional information about the survey respondents is provided on page 34.)

On the next several pages is a review of the responses to all the questions and an analysis of how the data has been interpreted and categorized.

How often did you go to the Morgan Memorial Library? Would you say...?

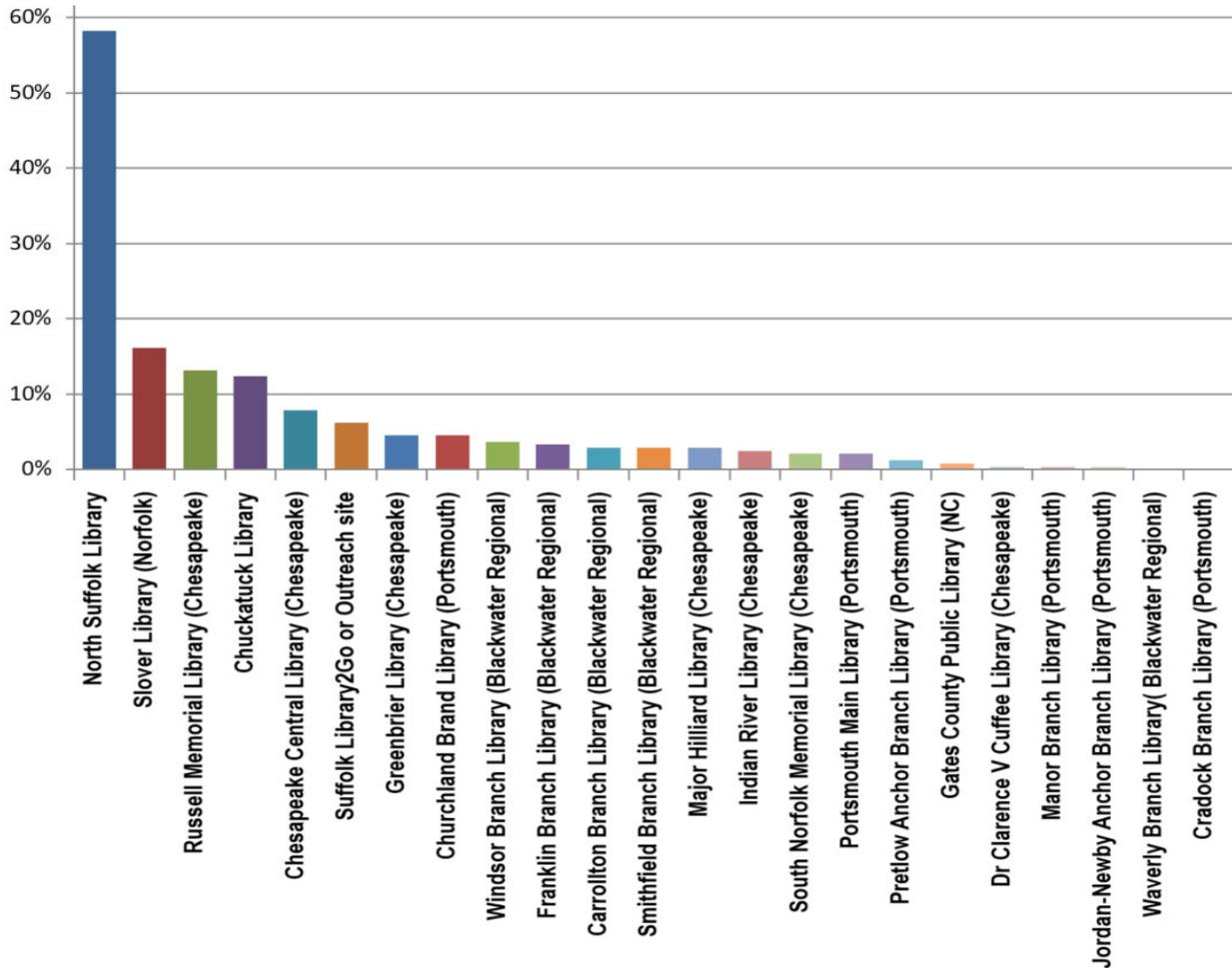


How long do you typically stay?

Respondents in General

Although 29% of the respondents go to the library 2 or more times per month, just over 70% don't stay more than one hour (and almost 21% don't come at all), indicating that either the library delivers its services efficiently or that the patrons do not feel inclined to spend time in the library – or both. Of the 470 respondents, only 24 respondents indicated that they stay more than 2 hours and only 5 stay more than 4 hours. So, as a place to spend time, Morgan is not popular. Commentary in the subsequent sections of the survey shed additional light on the factors that encourage/discourage longer stays in the library, but in general, the respondents simply find that the library spaces are not to their liking.

In the last year, did you visit any of these Public Library locations as much or more than the Morgan Memorial Library (Central Library)?

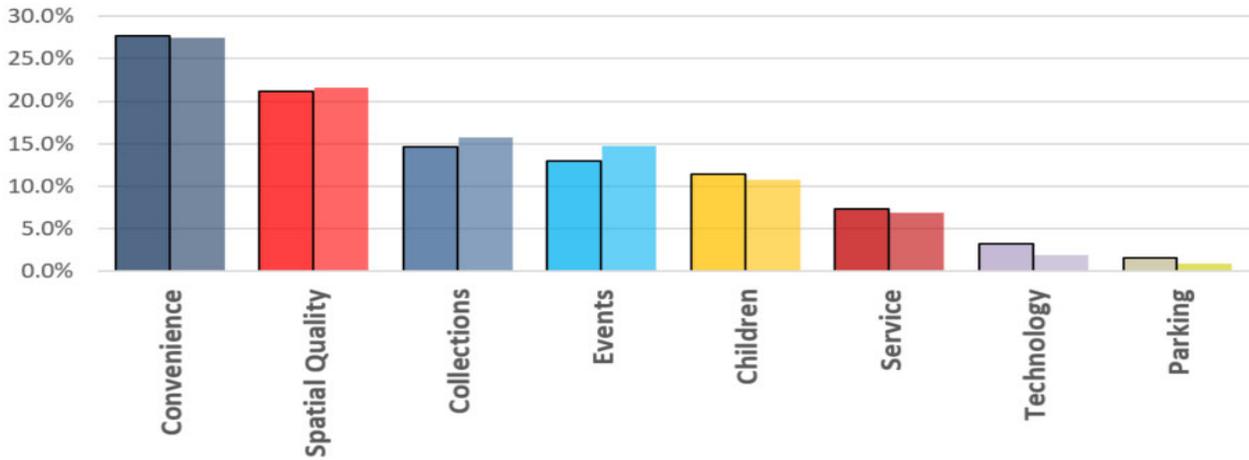


About 77% of the respondents have visited libraries other than Morgan Memorial in the past year. North Suffolk stands out as the facility that a large percentage of the respondents visit. After North Suffolk, Slover, Russell and Chuckatuck are popular (at least 10% of the respondents selecting them). Downtown respondents had similar preferences, but favored Russell(16%) & Chuckatuck(12%) over Slover (11%).

This question was designed to learn which other libraries might be attractive to the Suffolk Library service population, so that we could assess the attributes these facilities have and determine whether they should be incorporated in the planning for the new downtown library.

Below are some representative comments (full itemization of all comments is included in the appendix):

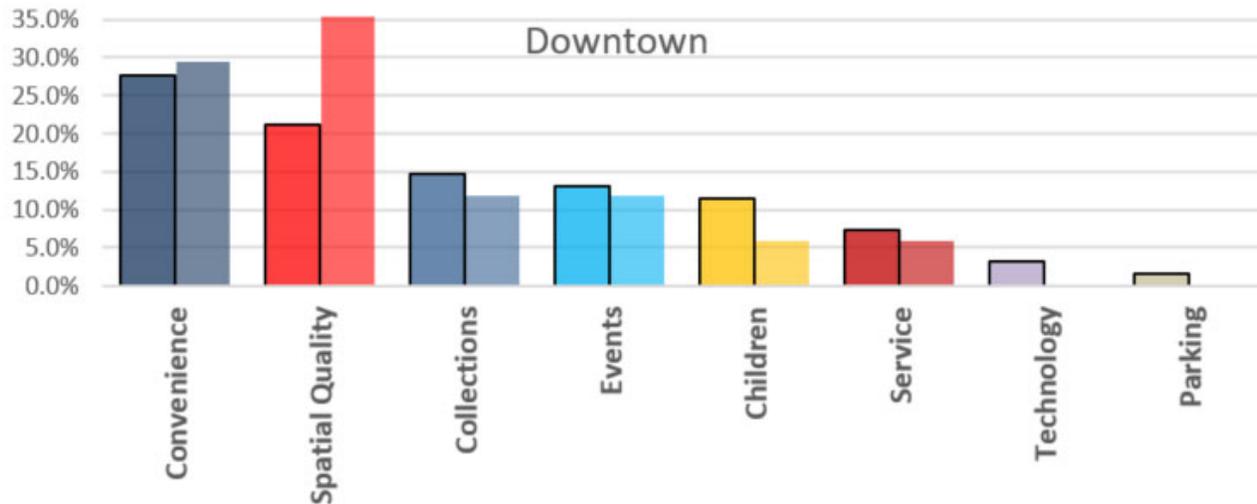
- I have lived in Suffolk all my life and I don't visit the library because it is so small and outdated**
- The library in Norfolk have accessible wifi, rental meeting rooms and are much fresher/cleaner*
- Too much hanging out in downtown library and the discussion going on were very inappropriate.*
- Slover for Story time, soft play and relaxing place to be.*
- Primarily the noise level and the lack of control for the Morgan Memorial Library*
- Better libraries. Even though I live 0.5 miles from Morgan.**
- peaceful, innovative, quiet enough for research**
- They have more amenities and oftentimes have what I'm looking to read**



We also asked why they go to other libraries. We then characterized their narrative responses and graphed that information (full text of the actual narrative responses is included in an appendix.)

As expected, **Convenience** is a major factor in why people might go to other libraries (about 28%). *Other than Convenience* **Spatial Quality** is the dominant factor, ranking ahead of Collections, Events and even Child-focused responses. The results from people who indicated that they use the 4 most popular libraries very closely parallels the results from the overall respondent pool (shown to the right). Responses characterized under the categories **Collections** and **Events** ranked slightly higher with these respondents, while responses about **Children** and **Service** were slightly less prevalent.

Segregating the Downtown respondents indicates an even greater emphasis on **Spatial Quality**.



In addition to the quotes above marked with an asterisk, those below are from Downtown respondents.

Suffolk was sometimes too noisy

Slover Norfolk

Sliver in Norfolk- it is so beautiful and uniting.

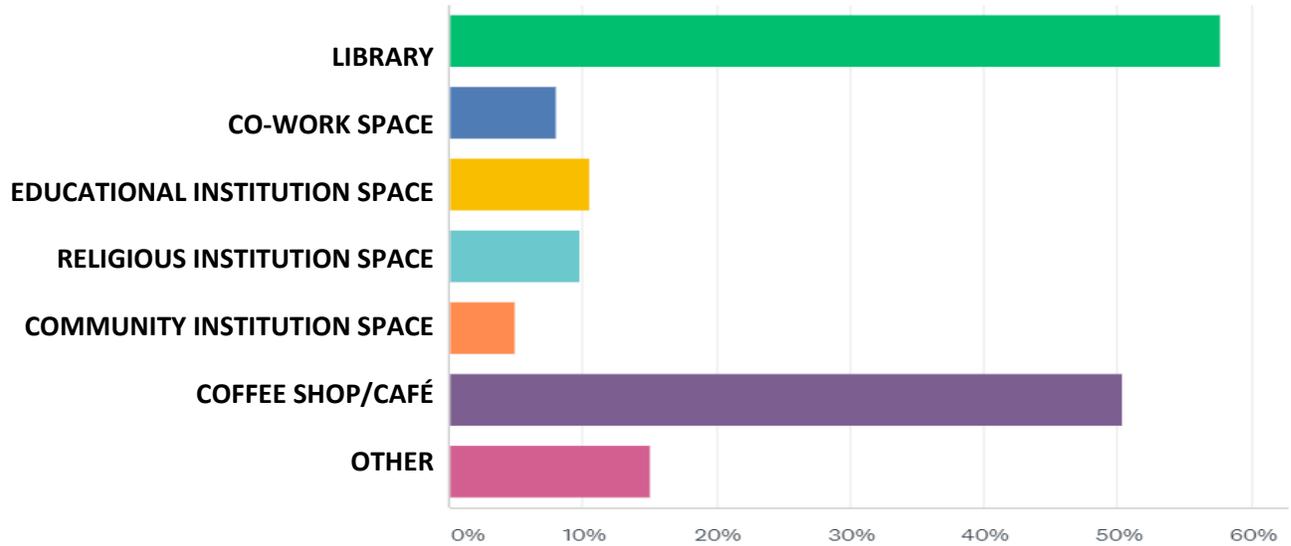
Kids area

the Princess Ann and Kempsville branches of the Virginia Beach Library

Diverse classes and topics of intrest.

Where [Else] do People Go?

Other than your home, where do you prefer to go to study/read and/or collaborate?

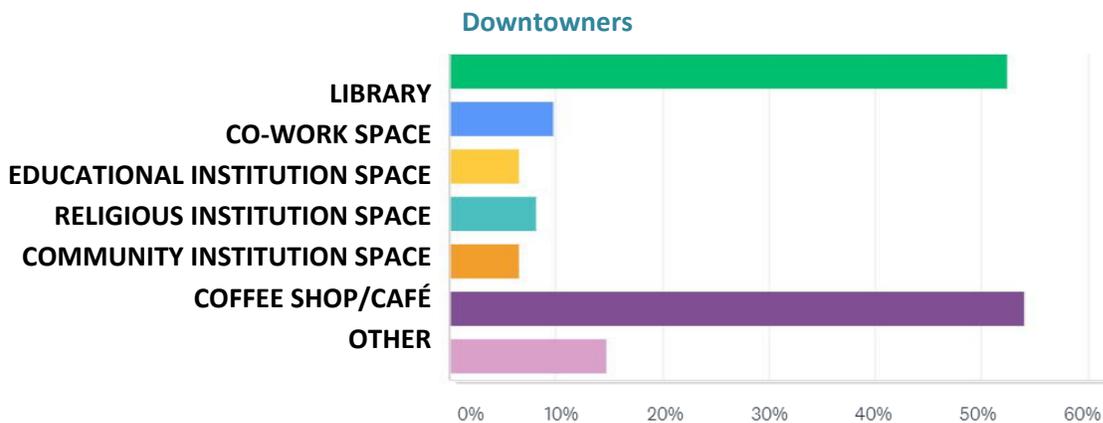
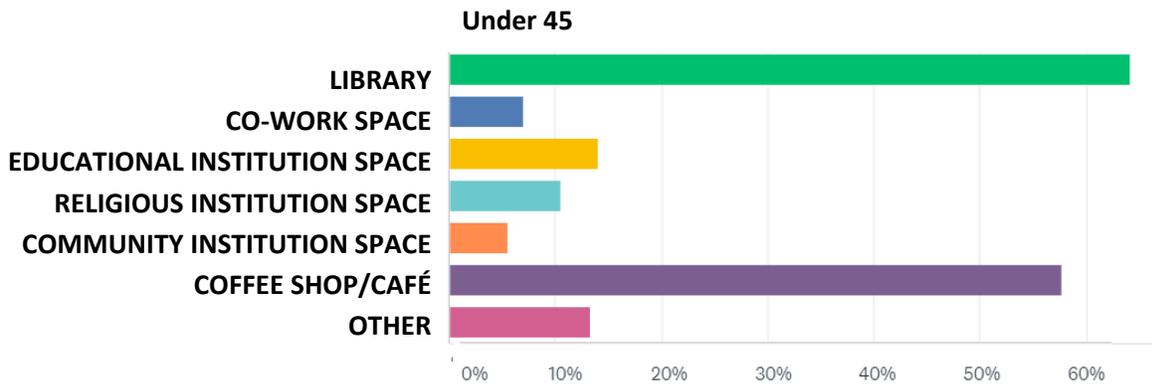
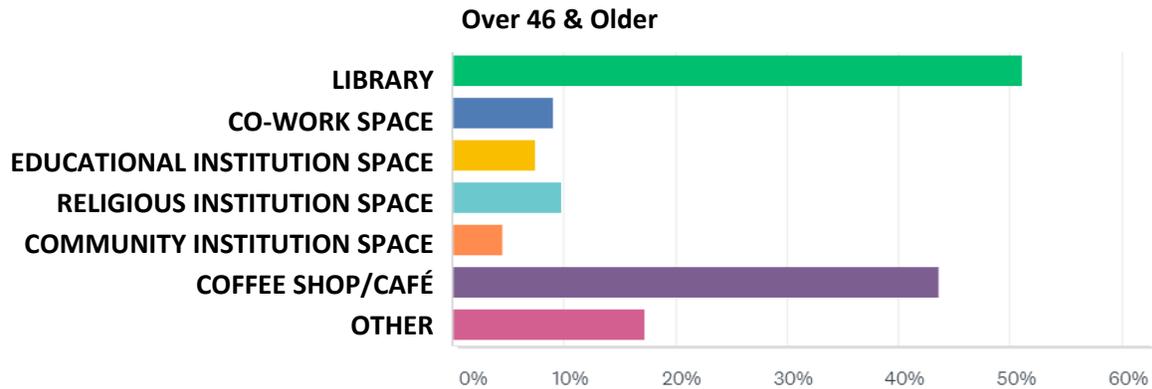


The intent of the question was to see if there were particular types of spaces that resonate with the community as places that support the fundamental library activity of reading. Then based on the responses, determine if there were spatial characteristics of the preferred places that could be included or adapted to the future library environments. A library is actually the most popular type of place, second to cafes and coffee shops. The remaining categories of spaces are not popular enough to suggest that they are exemplary.

Responses from Downtown residents parallel the general responses.

The 60 responses to the “Other” category show more than 50% outdoor spaces, 9% friend’s houses, 9% their vehicle, 4% stores, and 4% at recreational facilities. (All narrative responses are included in the appendix.)

Separating the responses by age groupings, we see that a library is still most popular, coffee shops/cafes and educational spaces are more popular with the younger demographic.



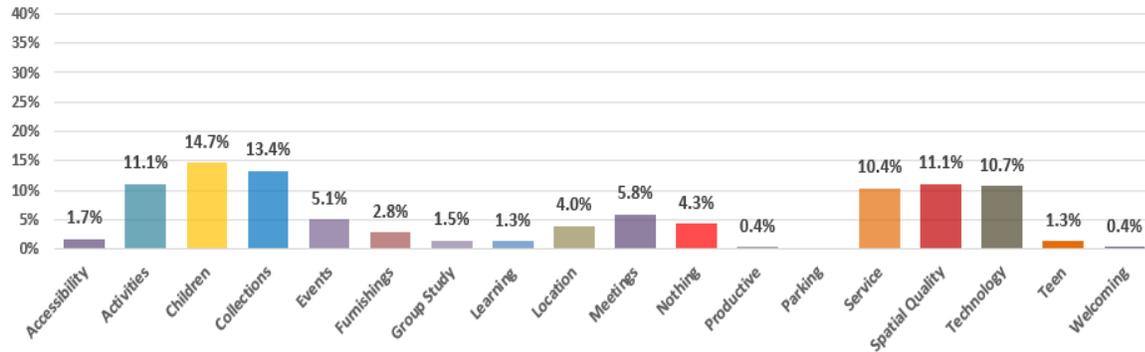
Respondents from downtown neighborhoods indicated a slight preference for Café/Coffee Shop over Library and a preference for Co-Work Space over all types of Institution spaces.

What Works? What Doesn't? What's Missing?

This series of 3 questions solicits input about the current facility as well as input about what might be desired in an improved library. Again we categorized the narrative responses for analysis. The graphs below are consolidated together for convenient comparison. The charts above are approximately the same scale so that the relative depth of sentiment about various characteristics can be compared between the 3 questions. Additional analysis is on the following pages.

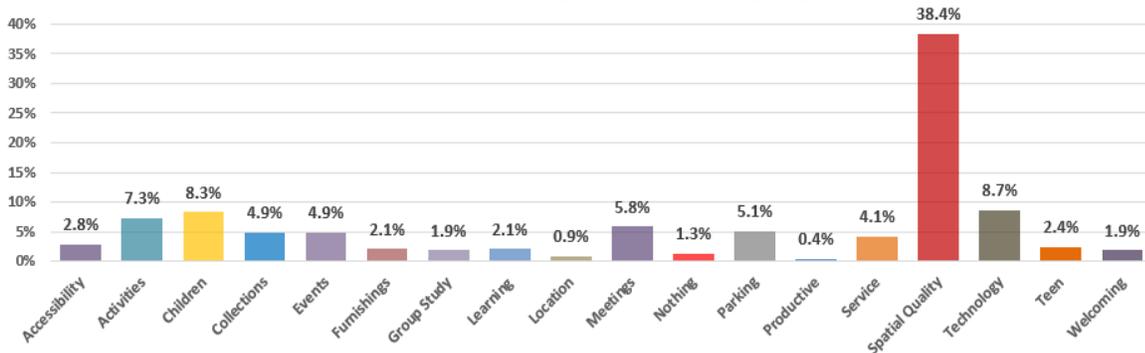
WHAT WORKS?

Which characteristics of the existing library building are important to retain in the New Central Library?



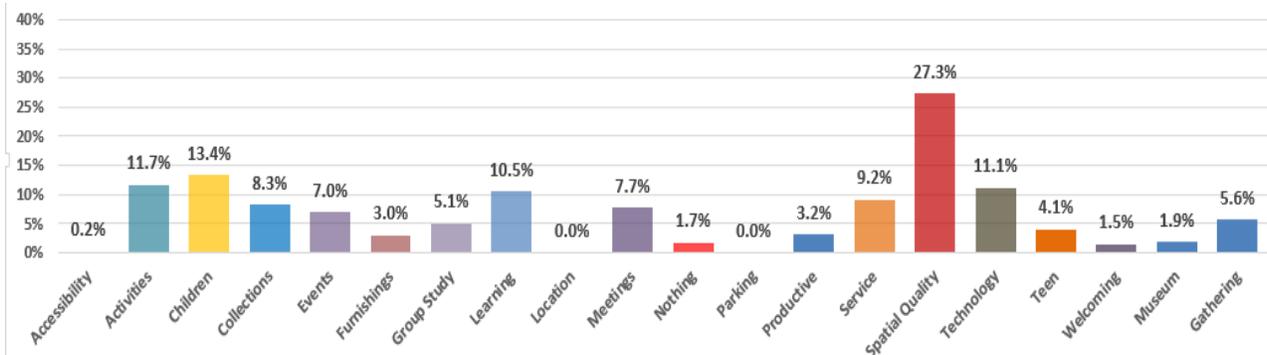
WHAT DOESN'T?

What limitations or weaknesses of the existing library building ought to be avoided in the New Central Library?



WHAT'S MISSING?

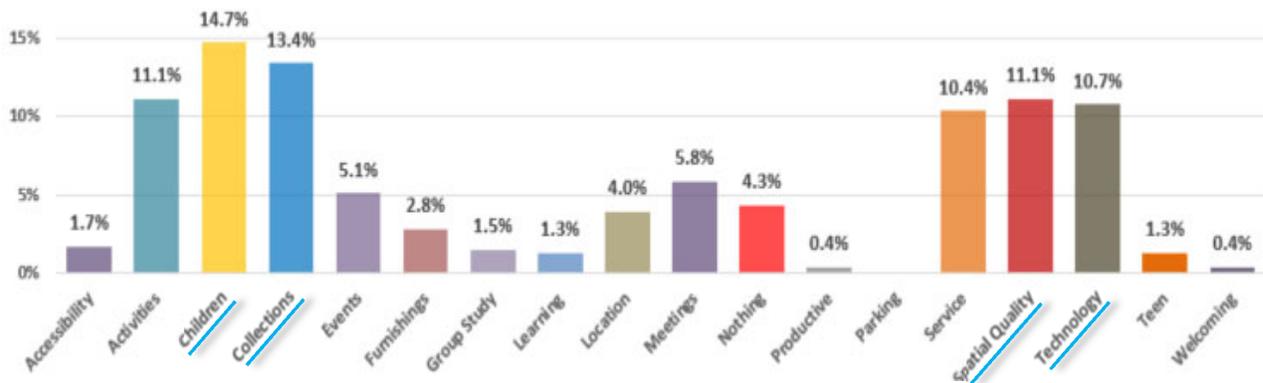
Relative to library spaces, can you identify features or innovations you have seen, heard or read about in other libraries that ought to be considered for the New Central Library? If you know, tell us where.



The last graph includes 2 characteristics that were not part of the previous sets of responses – “Museum” & “Gathering.”

What Works?

Which characteristics of the existing library building are important to retain in the New Central Library??



Observations:

The majority of comments in the “What Works?” category are about **Children**, followed by **Collections** and then **Activities** are tied with **Spatial Quality**. This seems to indicate a high level of appreciation for the traditional library services that the existing library facility can provide. These are followed closely by categories that suggest and interest that a 21st century library be an attractive “destination place” within the community, not just a place to access collections and teaching children to read. Not far behind Spatial Quality are Technology and Service.

For Downtown residents, nearly 1.5 times as many felt “**Nothing**” works (6.3%), and 15.0% emphasized **Technology**. Fewer Downtown residents felt **Collections** worked (8.7%). Other aspects were relatively equivalent.

Below is a sampling of some of the most common comments regarding what respondents like about the various aspect of the existing building, starting with **Children**. Comments are direct quotes and are not corrected for spelling, punctuation or capitalization. (All the comments are included in the appendix.)

Large selection of children's literature

*Children's play area**

children's events & activities & toy section

The story time for children
Kid friendly*

The community involvement, choices of books available, childrens activities

Space for youth to play and learn, but make it bigger

Strong kids programming

The summer activities for children and the reading program

The 2nd most prevalent commentary indicates an appreciation for the **Collection**. Here is a sampling of some of the most common comments:

It's a place to read as many books as you like

Books!

The book selection (plus more!)

Other items besides books to check out

*New books section**

*audio versions of books**

*access to magazines and newspapers**

The ability to browse the stacks

Large selection of different categories of books

On line library through hoopla

Actual books (I see many moving to fewer hardcopies and more electronic. I think having many physical books is highly important especially for younger readers.)

Dedicated spaces for literacy exposure for varying groups: children, YA, adult

The **Activities** category was next most prevalent. We created separate categories for “activities,” “meetings,” and “events.” “Activities” focused on patron-initiated happenings (including children’s play) and small scale programs, rather than large planned “events” or scheduled group “meetings.” We also included reference to traditional library activities like “reading” in this category. Below is a sampling:

<i>Reading area for magazines, newspapers, new items, etc. and area for children</i>	<i>The programs (plus more!) Children’s activity area Reading areas</i>	<i>area for children to do hands on activities Sitting area to read</i>
<i>Separate area for activities</i>		

Many of the responses categorized as Activities were also characterized as Children.

The next priority about WHAT WORKS? was **Spatial Quality**. Some of the characteristics of the comments that generated this label include: those about acoustics, the size of space the lighting, the relative cleanliness, sense of security, the organization, etc. A cross section of the comments regarding the building is below:

<i>Safe comfortable environment</i>	<i>small town feel</i>	<i>Clean environment*</i>
<i>Cramped areas for young people - can become noisy. *</i>	<i>One level Open/high ceilings*</i>	<i>Separate room for meeting/crafts etc</i>
<i>The open floor plan*</i>	<i>The help/check out desk being near the entrance*</i>	<i>clear labeling of shelving</i>
<i>Meeting rooms/study areas in quiet zones*</i>	<i>Windows</i>	

Technology was the next most common category of response relative to elements that should be retained from the current library.

<i>Available computers</i>	<i>public computer and printer access*</i>	<i>computers so the children and adults in the neighborhood have access to the Internet.*</i>
<i>Self service catalog</i>	<i>Technology Internet access for patrons</i>	<i>Ability to copy, scan to a thumb drive and fax*</i>
<i>Central computer area and wifi access</i>	<i>Wifi hotspots*</i>	

Following closely after Technology was **Service**. Some representative comments are below.

<i>Hours of operation</i>	<i>Drive through drop box for easy returns*</i>	<i>Warmth, accessibility, and knowledge exhibited by staff</i>
<i>Great, friendly staff</i>	<i>Library staff was very friendly and helpful</i>	<i>Multiple help kiosks</i>
<i>ease of checkout</i>		<i>self check out*</i>
<i>Pick up shelves for reserved books.</i>		

Many of the comments were indicating that some feature simply exists rather than being a comment on how satisfied the respondent was with that feature. There were also some comments that suggested a degree of dissatisfaction with the existing facility:

<i>Nothing about the actual building is good. *</i>	<i>Nothing the current library set up is not at all efficient</i>
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In addition to the quotes above marked with an asterisk, these comments below are from Downtown respondents about “What Works”:

<i>Cramped areas for young people - can become noisy.</i>	<i>self help with computers community computers for all to use</i>	<i>Play area for younger children</i>
<i>The summer activities for children and the reading program</i>	<i>The summer activities for children and the reading program</i>	<i>Improvement in appearance (building looks)</i>
<i>book pickup</i>	<i>Break out/activity rooms</i>	<i>The very professional and helpful staff</i>
<i>Drive through drop box for easy returns</i>	<i>A room for teaching with computers</i>	<i>None</i>
<i>Access to up to date computers for usage</i>	<i>Retain and expand the fact that libraries are modern gathering places for learning/socializings</i>	

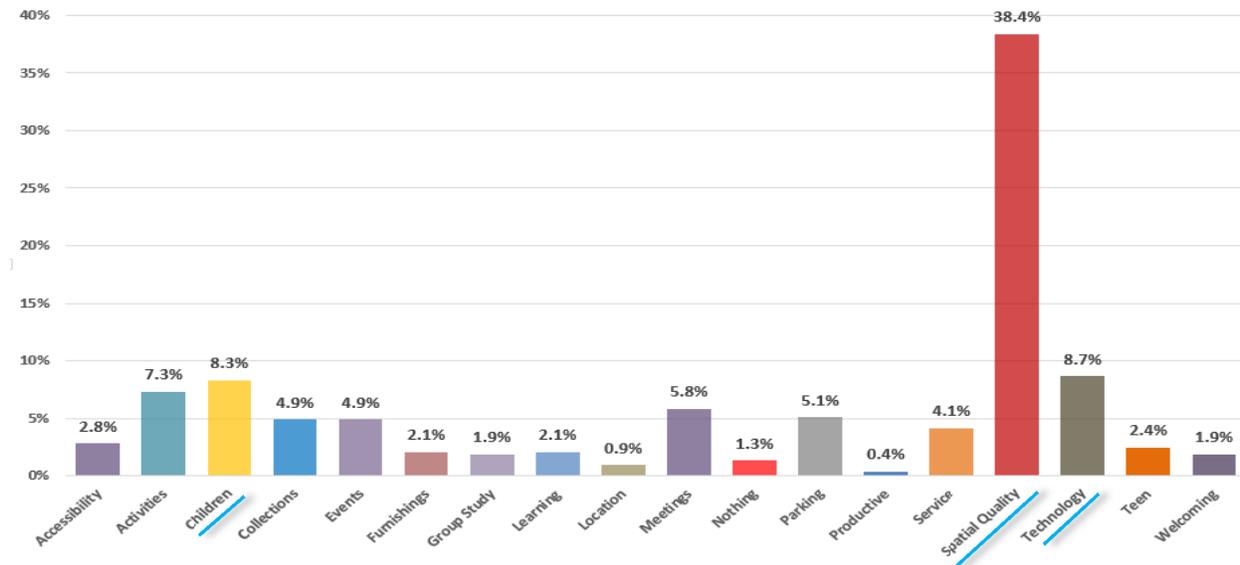
“WHAT’S WORKS” SUMMARY

Generally, in response to “WHAT’S WORKS?,” the respondents indicate a fondness for existing services while vaguely recognizing the shortcomings of limited size of the existing building:

- Appreciation for the presence of children’s service, collection and activities.
- Seeming general satisfaction with the collection size and make-up.
- Acceptance of an open un-compartmentalized floor plan
- Clear and simple organization
- Presence of community meeting/ programming space
- Availability of computers and other technology

What Doesn't?

Which characteristics of the existing library building do you feel are important to retain in the New Central Library?



Observations:

Spatial Quality ranks 1st (by a large margin) among categories of comments from the respondents.

Technology is a distant 2nd with most comments being about inadequacy of equipment and its distribution in the building. **Children** is 3rd, with most comments being that the size of the space is too small for the service population and the need to acoustically separate spaces for children from adults.

For Downtown residents, the results are roughly parallel other than slightly less dissatisfaction with **Spatial Quality** (35.4%) and **Children** (4.4%), and somewhat more dissatisfaction with **Technology** (11.5%).

Relative to **Spatial Quality**, there were numerous comments about the general inadequate size of the library, the quality of light, the general character of the building as uninviting and the lack of quiet space. Many of these comments indicate that the building is hampering the delivery of the services that they appreciated in the answers to the previous question. They also offer new perspective on some of the attributes previously identified (e.g. the “open plan”). Here is a cross-section of comments identified as being relevant to **Spatial Quality**:

Very small and cramped

The stacks are too close together so it very hard to have more than one person.

dark, not airy or welcoming.

Please add windows. The existing space is a dungeon

an area where folks can talk without disturbing folks.

Obviously more space is required. Some elements should be broken out youth & young adult reading areas

*Our library feels utilitarian and not so inviting**

1960s institutional vibe. Children's area too close to the stacks and reading areas

The children's area would ideally be more separated from the adult area. This would benefit both groups.

More areas to sit and read in comfortable chairs

Cramped areas, can't have classes

Everything in one area, nothing physically separated Lack of program space.

Lack of meeting rooms for community organizations

Meeting space is small, outdated and hiding in the back

All computers in one location

Bathroom be more accessible, perhaps even a separate bathroom in the childrens area

nowhere quiet to study

Current library is quite dank and uncomfortable

The Dark, Dreary atmosphere! I don't like going there.

Next relative to “What Doesn’t Work” were comments about **Technology**, although some were also categorized under Spatial Quality:

<i>Outdated equipment*</i>	<i>to disturbances from other library users.</i>	<i>too few computer stations for learning and job seeking</i>
<i>Computer wait time</i>		
<i>looks like you could use more computer terminals*</i>	<i>Clumping the computers dead center between the kids and adult section</i>	<i>It's hard to use a computer because they're all usually taken for long periods of time</i>
<i>The computer area is a weakness. They are not private at all and open</i>		

Below is a cross-section of comments identified as being relevant to **Children**:

<i>Room for interactional activities for kids needs to be larger*</i>	<i>Desperately need a separate children's area like the one at North Suffolk</i>	<i>More variety especially in childrens section</i>
<i>Bigger rooms to accommodate events like the kids storytime.</i>	<i>Larger, dedicated space with separate entrance/noise diminishing ability for community/youth classes or teaching/summer programs. *</i>	<i>There is not a welcoming environment for families. Families are often huddled in a small space with limited materials.</i>
<i>Play/exploration area for children separate so those wishing quiet can have it. Also, a tech free area for children to explore play/books/classes</i>		<i>No room for kid play/reading area</i>

In addition to the quotes above marked with an asterisk, these comments below are from Downtown respondents about “What Doesn’t”:

<i>we also need wider aisles so you don't feel cramped .</i>	<i>The new library should be much bigger. and the architecture should be stunning .</i>	<i>lighter brighter spaces such as in the North Suffolk library</i>
<i>Too dark with few Windows, low ceilings, dark carpet and walls</i>	<i>shared spaces- loud teens</i>	<i>old, no comfortable spaces to relax and read or meet up for any reason.</i>
<i>More computers and private computer rooms</i>	<i>Lack of quiet space to really concentrate</i>	<i>Separate work areas to avoid traffic and talkers</i>
	<i>Need more room for kids and teens</i>	<i>Dated technology</i>

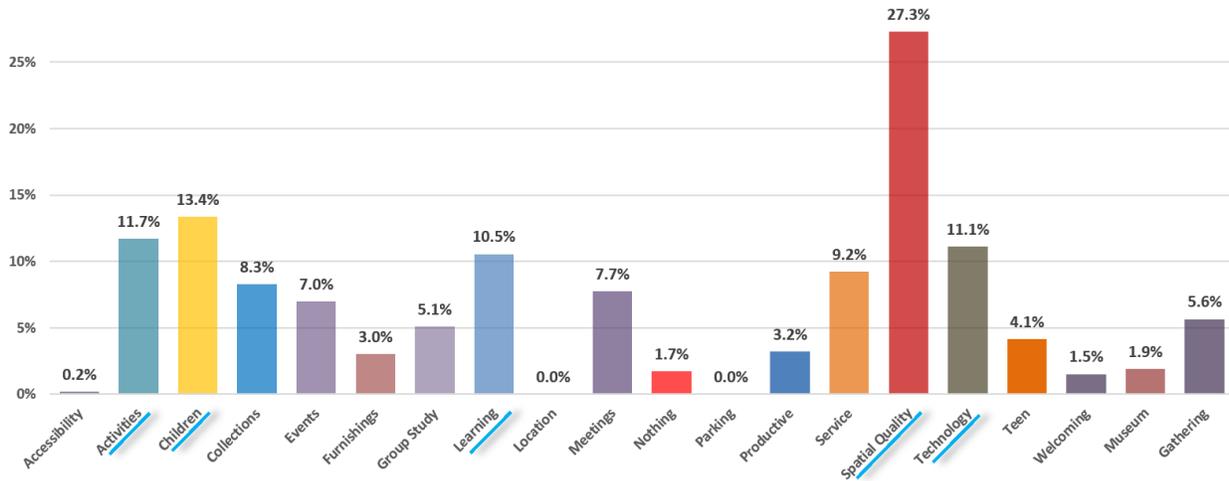
“WHAT’S DOESN’T WORK” SUMMARY

Generally, in response to what doesn’t work about the current library, or need improving or resolving in a new downtown library, the respondents indicate that these are shortcomings:

- no actual quiet spaces
- placement and arrangement of computers is unappealing
- spaces for children do not support playful learning
- no separation of children’s services from adult services
- children’s spaces are sub-standard relative to other local libraries
- teens are not accommodated well and are not acoustically separated from quiet areas
- both the quality and quantity of computers make for a sub-standard experience using technology in the library
- the size is inadequate

What's Missing?

Relative to library spaces, can you identify features or innovations you have seen, heard or read about in other libraries that ought to be considered for the New Central Library? If you know, tell us where.



Observations:

Like “What Doesn’t Work,” **Spatial Quality** is the dominant category relative to “What’s Missing” and **Children** are identified as the most prevalent topics for innovation. **Activities** is the 3rd category, slightly ahead of **Technology** and **Learning**.

For Downtown residents, the results are similar except: **Service** was emphasized more (10.6%) together with **Spatial Quality** (25%), while **Activities** was emphasized less (6.7%), as was **Children** (8.8%).

Below is a sampling of the commentary about these areas of dominant concern. All of the narrative responses are included in the appendix.

Below are some “What’s Missing” comments about **Spatial Quality**. Although there was not a category for these two topics, a café space with food and beverage availability as well as making use of outdoor spaces were both mentioned several times, and are included under the umbrella category of **Spatial Quality**. Art was also mentioned several times.

*I think the library in Northern Suffolk should serve as a model. It is open, light, clean, modern.
comfortable reading lounges*
Inviting atmosphere
Incorporate art into design features
Better ambient lighting (Slover)
Comfortable seating areas with nice chairs- Norfolk library
Maybe more places for adults to sit and to work. A coffee shop might help draw adults in :).
garden space for outdoor learning*
Sako architecture for children's area
More inviting children's library*

*More social area's for children, teens, adults and seniors. *
A dedicated, separate children's (and teen) area designed with elements welcoming to children (and teens)
A separate room for events/club meet ups.
Different sizes of meeting rooms to accomodate various needs (Virginia Beach Central Library
Cafe as Chesapeake libraries have*
Area for kids and teens that is a way from others who need of prefer quiet spaces, meeting rooms, study rooms, an interactive room to be*

*open and going all the time where community ppl can get together and work on crafts, book clubs games classes etc. *
Maybe consider outdoor courtyard maybe somewhat covered with outdoor seating for reading under the trees
Coffee shop. Areas for hands-on instruction (Culinary, automotive, gardening etc)
Separate spaces for quiet (for reading, studying, etc), kids space, tutoring/homework space*

Relative to the next 4 other primary areas of concern (**Children, Activities, Technology, & Learning**) regarding initiatives or innovations or just good ideas that ought to be considered for the downtown library for the future, here are some of the comments supporting popular threads in those categories:

Children:

A dedicated childrens space to hold classes like north suffolk library or slover lobary. An entire section for play and over all just a seperate semi enclosed area for all the childrens books

A Family Resource Center would give families, children, and teens a safe and welcoming space within their own community while also

giving the rest of the library a quieter space to work and collaborate.

a room just for kids/more space between the childrens book area and the adult areas.

A truly separate space for the children and teens. Something for them to call their own.

I really like how children have a separate space similar to how the have it delineated at Slover, Mary D. Pretlow, and Russell Memorial libraries.

Children's interactive area

The children space is completely separate at north suffolk library which is great so kids don't have to worry about getting excited.

Activities:

*a room to do art and classes**

Outside spaces to sit and read

Art & makerspaces for kids and teens, Slover Library

More individual study space

Norfolk library play areas (downtown and ocean view) areas

for different age groups and sensory play.

Art & makerspaces for kids and teens, Slover Library.

more reading/gathering spaces

stem lab

Quiet study rooms, extra rooms for classes, recreation

activities for seniors

*Maker space, play areas, cafes, book sale space**

Better separate areas for activities geared towards older customers

Technology:

Ability to check out technology stem lab

Video labs

Media spaces, recording rooms

*Quiet computer space - separate room? In addition to a few stations in main area**

The library needs fabrication machine

More digital resources (Slover Library, Norfolk)

provide virtual reality events and classes

Public computers and tablets dedicated for youth usage with preloaded learning resources they can use in library

Digital lab with state of the art software and equipment

Interactive tech like touch screens and displays

There should be study rooms equipped with wifi access, small meeting room for 6-10 people, a monitored computer labs with regulated hours. Chesapeake has some awesome libraries (Russell and Major Hilliard)

Learning

Private spaces to study and use computer

space for art classes

STEAM kits

Places for students and tutors to study quietly

More resources for homeschoolers

Learning Areas

*flexible spaces for tutoring or other meet ups. **

Music media lab

Virginia History room like Newport News Main Street

*kitchen for cooking classes**

Senior citizen seminar

I like how north suffolk has a large entry way with tables and chairs outside the library book section where homeschool groups can meet and the noise level can be a little more allowable for group work

Spaces for extracurricular classes—like ballet and art

In addition to the quotes above marked with an asterisk, these comments below are from Downtown respondents about “What’ Missing”:

comfortable seating , a designated children's area like North Suffolk Library

cafe, place to get food/drink

a contemplative garden and fountain, perhaps in a central courtyard

Literacy tutoring rooms and not out in the open. People should have their privacy

Big windows and skylights, bright big spaces

Access to same amenities in north Suffolk

the Slover's children's spaces are incredible and the North Suffolk children's spaces are very nice too

Maker space, play areas, cafes, book sale space

In the N.Suffolk Library the children's room is spacious and very welcoming

More social area's for children, teens, adults and seniors.

Area for kids and teens that is a way from others who need of prefer quiet spaces, meeting rooms, study rooms, an interactive room to be

open and going all the time where community ppl can get together and work on crafts, book clubs games classes etc.

more reading/gathering spaces

More computer space, like the full-on computer lab with attendant in Mary D. Pretlow Anchor Branch in Norfolk.

Area where tutors can meet with students that is somewhat apart from the mainstream of the library.

Interactive tech like touch screens and displays

“WHAT’S MISSING” SUMMARY

Generally, in response to **WHAT’S MISSING?**, or to what opportunities might be provided for or created in the new downtown library, the respondents are seeking the following properties and services:

- adequate space for existing services and space for new library opportunities
- an inviting children’s space that inspires their imaginations
- spaces supporting conversation and out loud learning as well as quiet concentration
- welcoming and enticing building character
- active learning space for all ages
- Hands-on productive learning & creating spaces
- active playful learning places for children that are separated from adult users
- large community meeting/ programming/ gathering space
- meeting spaces for small groups and for tutoring
- space that connects the community with the history that is unique to this locality

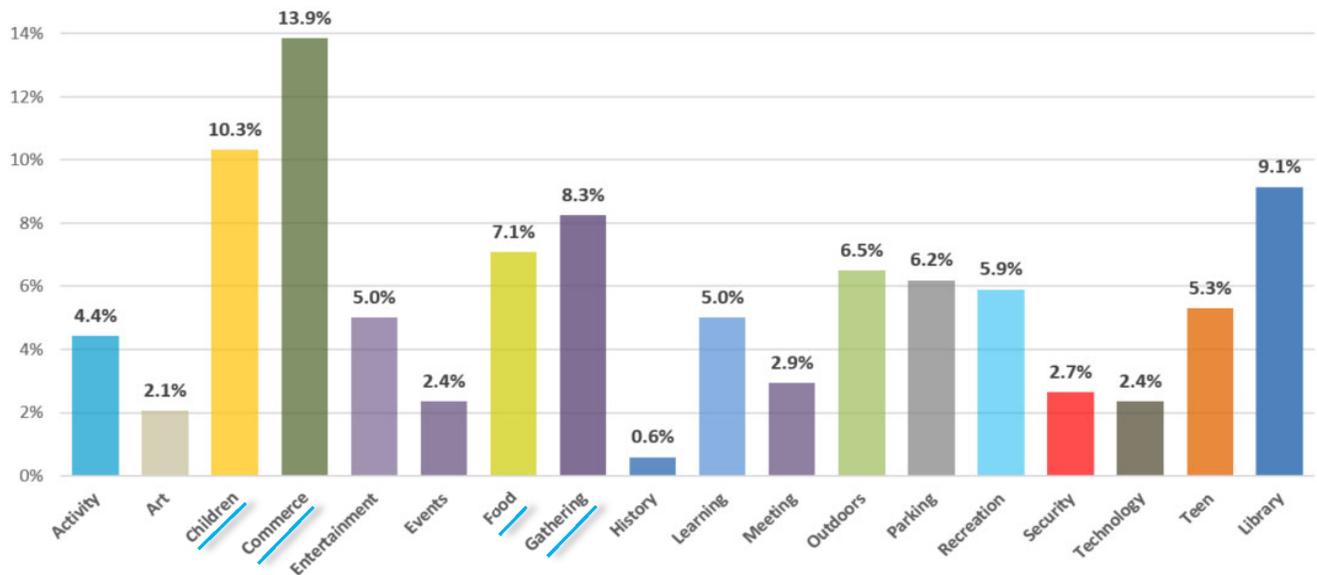
Because of the library’s proposed location in the heart of downtown Suffolk, we asked a question specific to the composition of downtown.

What do you think is missing or needed in Downtown Suffolk?

This same question was asked via the Community Ambassadors on their Comment Cards. In this case there were more than 250 responses, so we have a broader base. However the audience may have a different make-up since these responses were primarily made by people using technology, and the earlier comments were solicited in direct person-to-person conversations. As you can see from the word cloud below the topics were wide-ranging.



We categorized them by the same methods (and more-or-less) with similar categories to facilitate comparison.



For Downtown residents, there were several disparities for this question: **Library** was emphasized 15.8%, **Teen** 8.4% and **Gathering** 10.6%. De-emphasized relative to the general responses were: **Food** 4.2%, **Outdoors** 4.2%, and **Parking** 4.2%.

Most frequently comments were categorized as **Commerce** (almost 14%). After that, **Children** was not far behind and then **Food** and **Gathering follow Library** which is 3rd with 9.1%. Representative comments from these categories are included below. Downtowner’s comments are marked with an asterisk.

Commerce:

Business to invest and bring more foot traffic.
more shopping , housing and pedestrian traffic. Vest pocket parks*
More cafes
A true coffee shop, study space, a park

Local coffee shop close to library location or within
More businesses. Retail and dining venues. Entertainment
shops/stores that are worth going to/shopping in
Places to eat

affordable eateries and clothes shops*
Restaurants, meeting spaces, coffee shop
Professional offices, urban planning, reason to be there...

Children:

Indoor space for kids
More children and teenage sites for activities*
More programs for inner city children
Community gathering spaces, fun for kids/teens*
Updating more activities for kids during the summer

Entertaining things for kids and teens to do. Outdoor spaces in walkable distance to downtown neighborhoods. Another cafe - Pour Favor is great but still a bit of a hike if you live around the library area. Family-friendly hangout spots. Community gardens or landscaping that encourages food foraging.
Indoor space for kids for inclement weather playdates.

An indoor children's play area / small children's museum*
A place for kids and teens
A Family Resource Center - a community-based flexible, family-focused, and culturally sensitive facility that provides programs and services based on the needs of the families.

Library:

A bigger, more modern library . And more GOOD restaurants.
A bigger more interactive library . A beautiful courtyard meant for family activities, games & social interaction with art, outdoor games & comfortable seating & many shaded areas. More outdoor libraries as well.
A large (to reflect the growing community) library which has easier access to and is more inviting and innovative

LARGER LIBRARY WITH COMMUNITY AREA FOR CHILDREN AND TEENS
a major library as a hot spot, an outdoor venue for small concerts like Wolf Trap. A permanent farmers market/goods
Partnership with public Schools near library to get kids excited about coming to library
a really good well stocked library without books over 5 years old EXCEPT for reference books. A

good, safe, place for school age kids to study and gather for fun, good mentors available for kids to talk with, etc.,
State of the Art green building library
A big library that has a coffee shop and food place.
A library that appeal to the youth. Offer opportunities for furthering education and workshops

Gathering:

Wifi hubs and meeting spaces*
Public meeting/congregation space.
areas for people to sit through the day in inclement weather
More community gathering space informal, casual meeting spot

More open spaces for the community to enjoy.
A safe, comfortable, welcoming place for the community to gather
A nice outdoor space to meet others and have festivals/celebrations

A conference-style room set up with the latest technology where businessmen, ministers, educators, community activists, etc. can meet as separate entities or globally. *

Food. A large number of comments about **Commerce** we related to dining and cafes, but we tracked these separately as well. Below we included comments that address food in other contexts.

Something to cause people to linger and mingle. Playground or cafe. A nice family attraction.

More restaurants, murals / art, green spaces, less cars, more pedestrian and bike lanes
group meeting area with coffee and snacks

Concessions (coffee, juice vending machines)
Independent bookstore/coffee shop

In addition to the quotes above marked with an asterisk, these comments below are from Downtown respondents about what is needed in Downtown Suffolk:

We need more children's books for the kids of that area who don't have a lot of resources . We need more computers or devices. Maybe offer Kajeet hotspot devices for check out for those who need them.

A good , convenient, reputable coffee and snack shop.

Youth and Teen venues

A gathering space for community meetings, classes, STEM workshops that is open, affordable and accessible to everyone

children's center/play place

Coffee shop/ snack bar

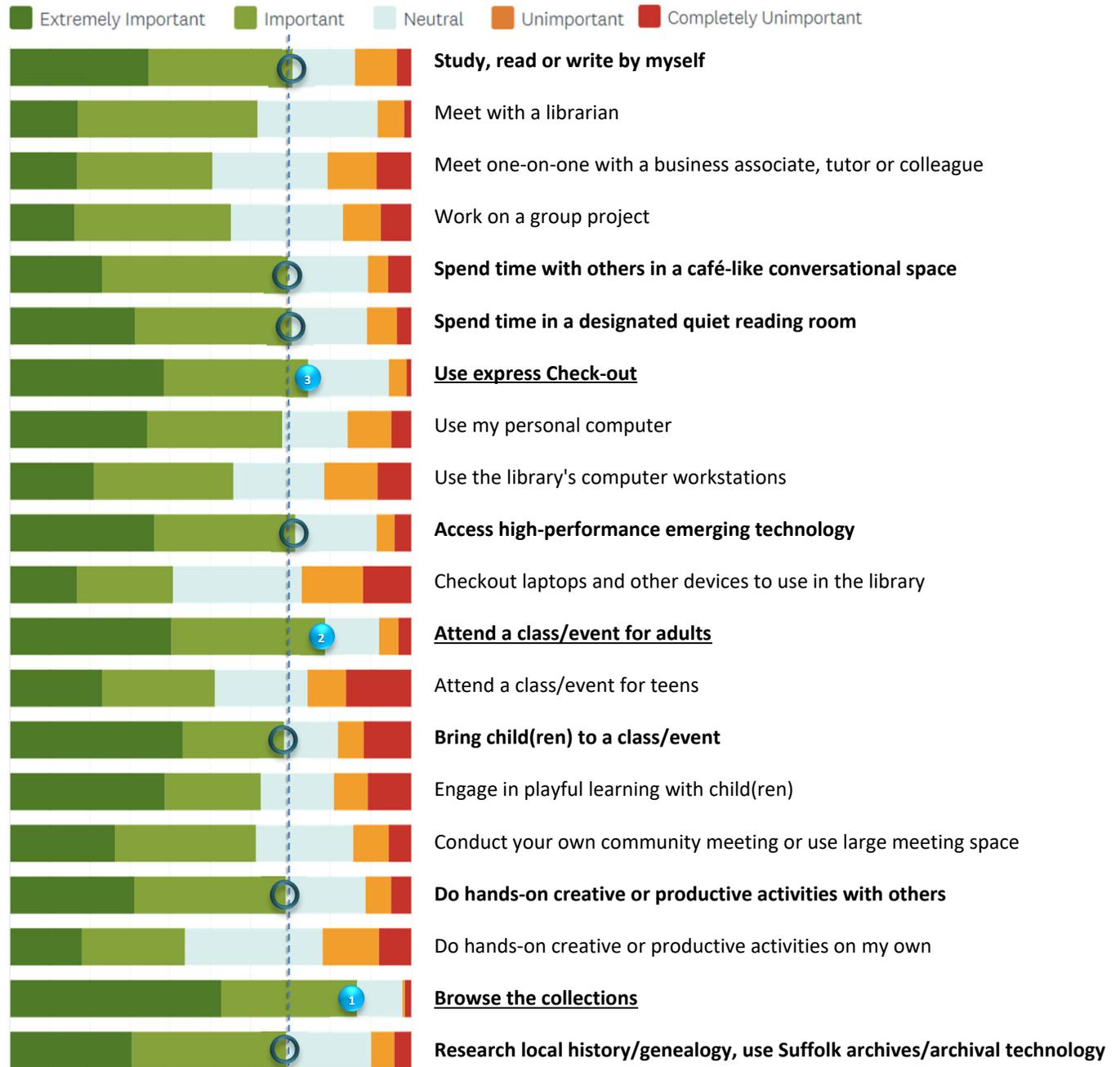
Places for teenagers to go Boys and Girls Club, YMCAs, Recreation Centers.

Telework and distance learning center

More options for younger adults to have fun

RATE THESE ACTIVITIES RELATIVE TO HOW IMPORTANT THEY WILL BE WHEN VISITING THE NEW CENTRAL LIBRARY

In this section of the survey we identified several 21st century library activities for consideration to be included in a potential future version of the new downtown library. Below we graphed the responses in general and then break that down by each age group and by non-users of the library.



After the 3 activities that rank highest in terms of overall importance:

1) **Browse the collections**, 2) **Attend a class/event for adults**, and 3) **Use express check-out**, there were 7 activities that were each of very nearly equal importance (important to approximately 70%). On the pages that follow, additional analysis is made for each of the activities.

For respondents who indicated that they were from any of the downtown areas we charted their responses separately.



By overlaying the downtowners' responses on the general responses (shown slightly darker underneath) we can see that there was general agreement about the importance of the activities.

Study or read or write by myself – considered important by 71% of respondents

Extremely Important Important Neutral Unimportant Completely Unimportant



Overall



This topic elicited the greatest degree of important and extremely important rankings. Generally, the degree to which this topic is less important increased in the oldest demographic, with none the youngest grouping indicating that studying or reading alone was unimportant whatsoever.

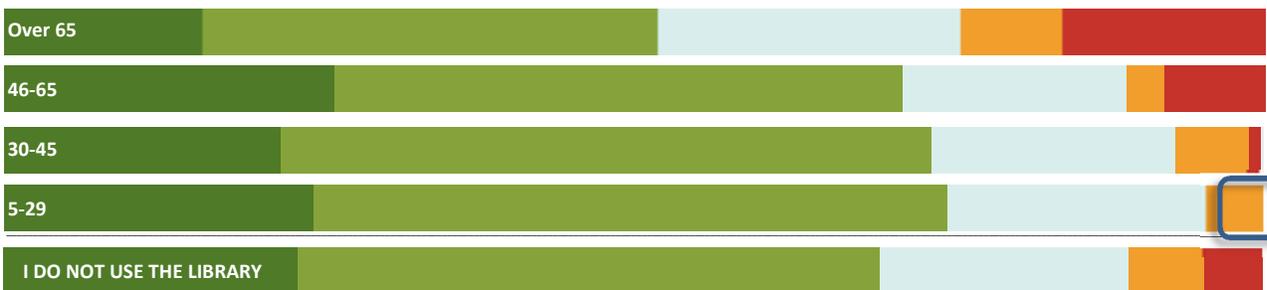
The responses from those who indicated that they do not use the library rank this activity only slightly less importantly than the overall response.

Spend time with others in a cafe-like conversational space – has importance to 44% of respondents

Extremely Important Important Neutral Unimportant Completely Unimportant



Overall



A cafe-like conversational space least popular with the over-65 demographic, and most popular with twenty-somethings and younger, with none in that group feel strongly that this activity is unimportant.

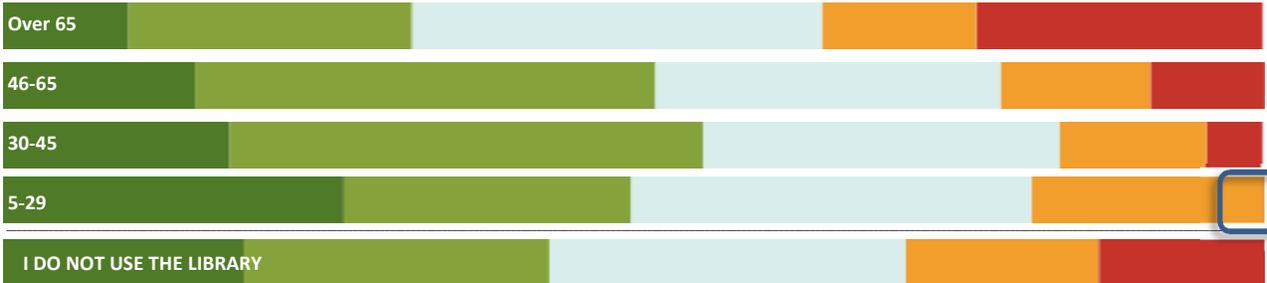
Again, the responses from those who indicated that they do not use the library rank this activity only slightly less importantly than the overall response.

Meet one-on-one with a business associate, tutor or colleague – considered important by 51% of respondents

Extremely Important Important Neutral Unimportant Completely Unimportant



Overall



This topic is increasingly important to the middle sectors of the age demographic. Even among the youngest demographic, 50% thought tutoring or meeting one-on-one was important and there none of those respondents considered this completely unimportant.

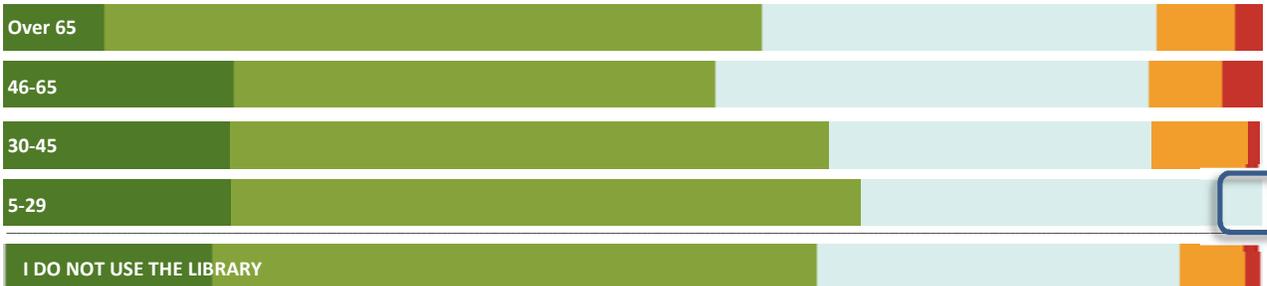
The responses from those who indicated that they do not use the library rank this activity somewhat less importantly than the overall response.

Meet with a librarian – considered important by 62% of respondents

Extremely Important Important Neutral Unimportant Completely Unimportant



Overall

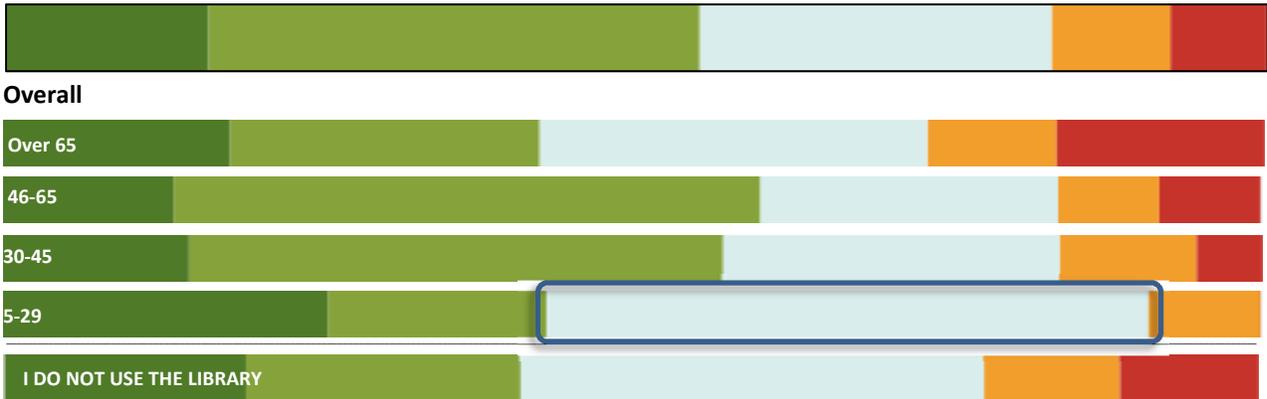


Meeting with a librarian was considered more important than other one-on-one meetings in the library. Other than in the 46-65 age group this importance increases as age decreases, with the youngest age groups never indicating that this was not of some importance to them.

Even those who do not use the library consider meeting with a librarian to be very nearly of the same importance as the general populating responding.

Work on a group project – considered important by about 65% of respondents

Extremely Important Important Neutral Unimportant Completely Unimportant

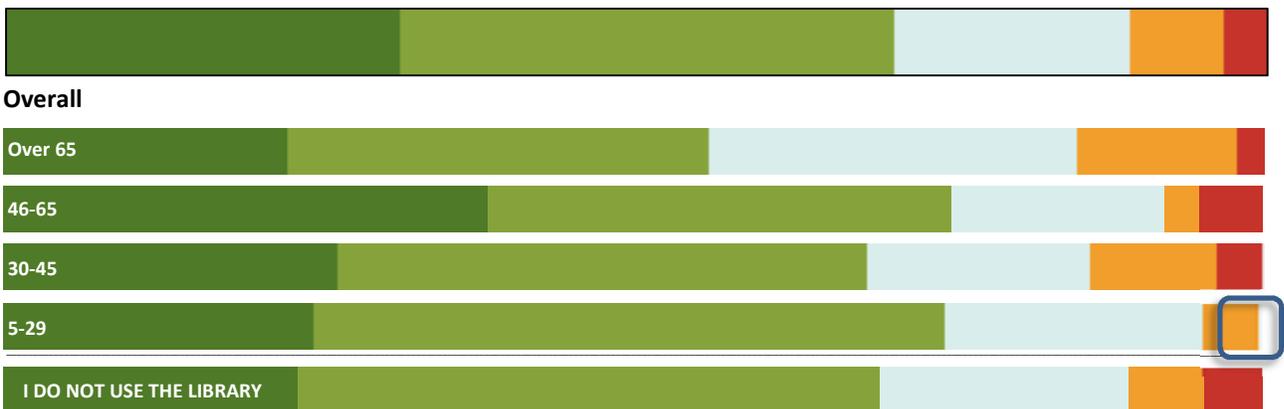


The youngest demographic group was not as strongly enthusiastic about this activity as the middle age range, but they did not feel it was completely unimportant either. Accordingly, they were also the most ambivalent as well.

The responses from those who indicated that they do not use the library rank this activity somewhat less importantly than the overall response, roughly the same as those over 65.

Spend time in a designated quiet reading room – has importance to 70% of respondents

Extremely Important Important Neutral Unimportant Completely Unimportant



The degree to which this activity is extremely important increases as age increases – until the over 65 demographic. Surprisingly, that older age grouping was the least enthusiastic about this activity, and the youngest age grouping was perhaps the most generally enthusiastic, with no “completely unimportant” rankings.

Once again, the responses from those who indicated that they do not use the library rank this activity only slightly less importantly than the overall response.

Use my personal computer – has importance to 68% of respondents

Extremely Important Important Neutral Unimportant Completely Unimportant



Overall



Personal computers are less important to the older demographic (58%) and are increasingly more important to the younger demographic (important to 79% in 5-29 range).

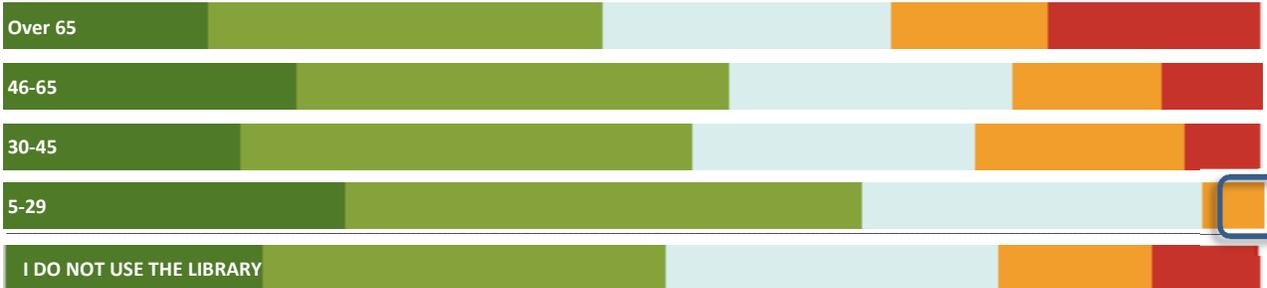
Once again, the responses from those who indicated that they do not use the library rank this activity only slightly less importantly than the overall response.

Use the library's computer workstations – has importance to 56% of respondents

Extremely Important Important Neutral Unimportant Completely Unimportant



Overall



Just less than half of seniors find library workstations to be important. The younger demographic is most enthusiastic about library computers with none of twenty-somethings or younger ranking them as completely unimportant. In general, all users put more emphasis on their personal technology than they put on library computers.

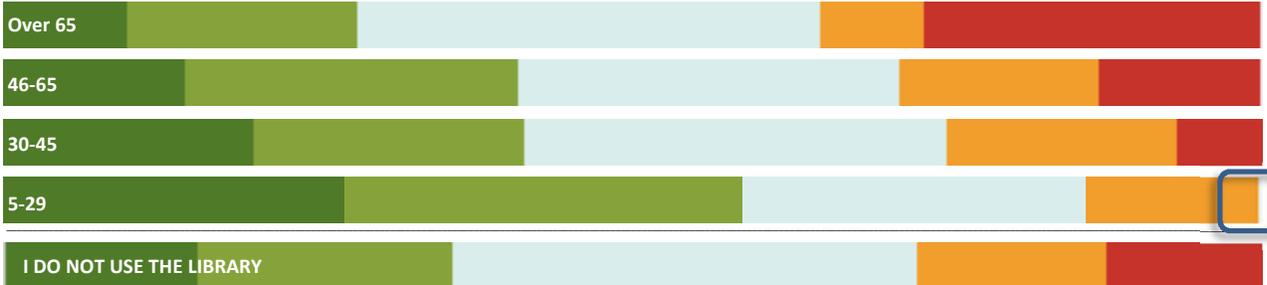
Once again, the responses from those who indicated that they do not use the library rank this activity only slightly less importantly than the overall response.

Checkout laptops and other devices to use in the library – has importance to 41% of respondents

Extremely Important Important Neutral Unimportant Completely Unimportant



Overall



The importance of checking out technology in the library seems to be inversely proportional to age, with 60% of those under 30 identifying it as important or extremely important (and none of them indicating it is completely unimportant). On the other end of the age spectrum 39% find it unimportant or completely unimportant.

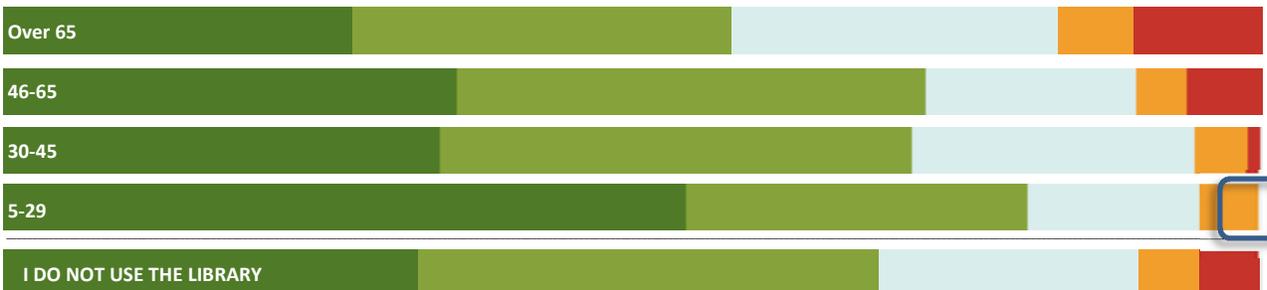
The responses from those who indicated that they do not use the library closely parallels the overall response.

Access high-performance emerging technology – has importance to 71% of respondents

Extremely Important Important Neutral Unimportant Completely Unimportant

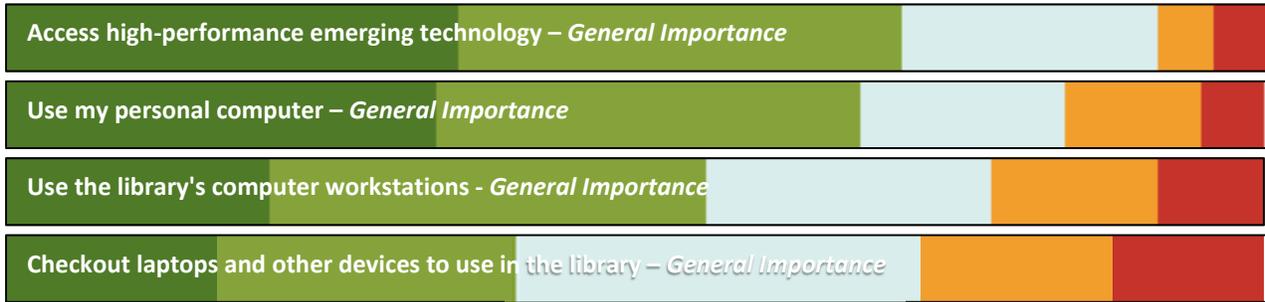


Overall



All respondents were relatively keen on this activity, with the youngest being the most enthusiastic.

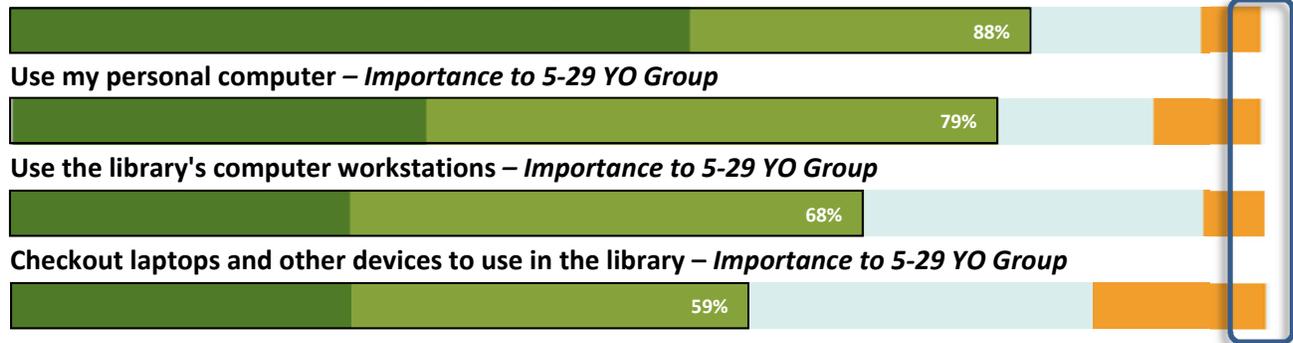
Again, the responses from those who indicated that they do not use the library rank closely parallels the overall response.



Above, the overall ratings of the last 4 categories of activities are organized in order of relative importance to the respondents of the survey.

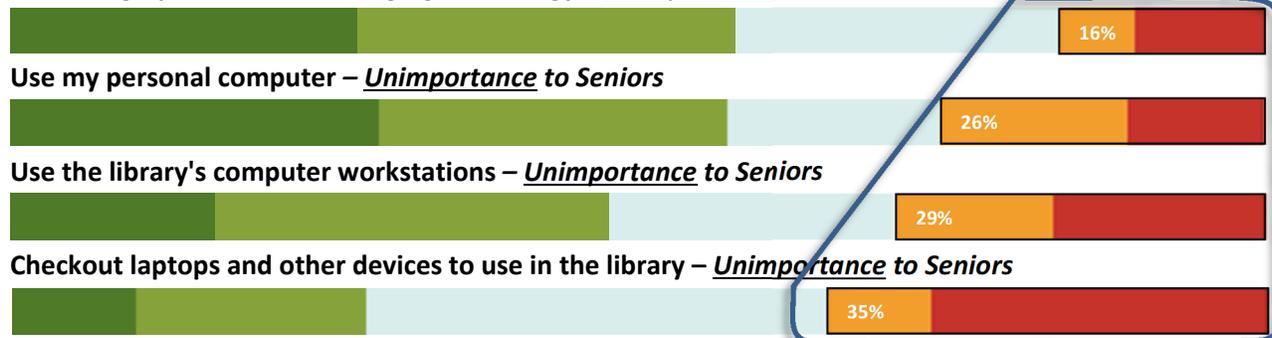
In general they show a decreasing interest in the technology interface as we scan results from “high performance emerging technology” to “my personal Computer” to “library workstations” to “checkout laptops.” However if we look at the younger demographic we see that, while the trend is the same, the degree of enthusiasm for all these technologies is higher (always above 50%) and there were no responses that indicated that any of these activities were “completely unimportant.”

Access high-performance emerging technology – Importance to 5-29 YO Group



Seniors, on the other hand, were the group who most predominantly ranked technology as unimportant or completely unimportant – especially regarding library laptops.

Access high-performance emerging technology – Unimportance to Seniors

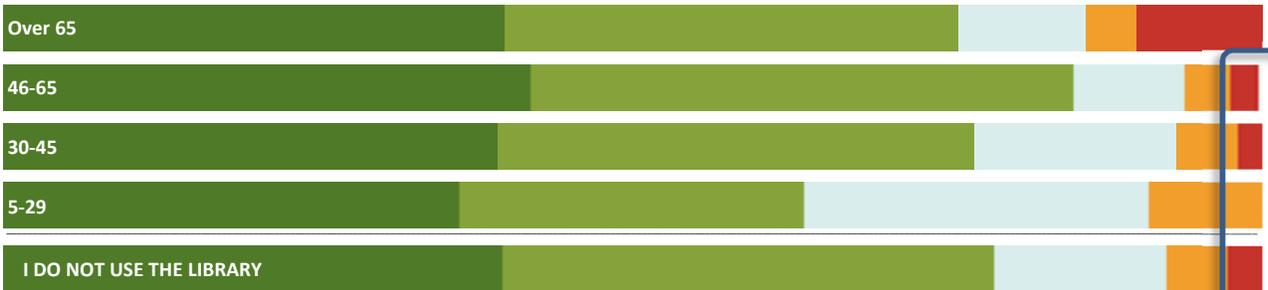


2 Attend a program for adults – has importance to 79% of respondents

Extremely Important Important Neutral Unimportant Completely Unimportant



Overall



This is the second most universally important activities that was listed. Interestingly, all age categories – except seniors – had remarkably few or zero responses indicating that this was a completely unimportant activity.

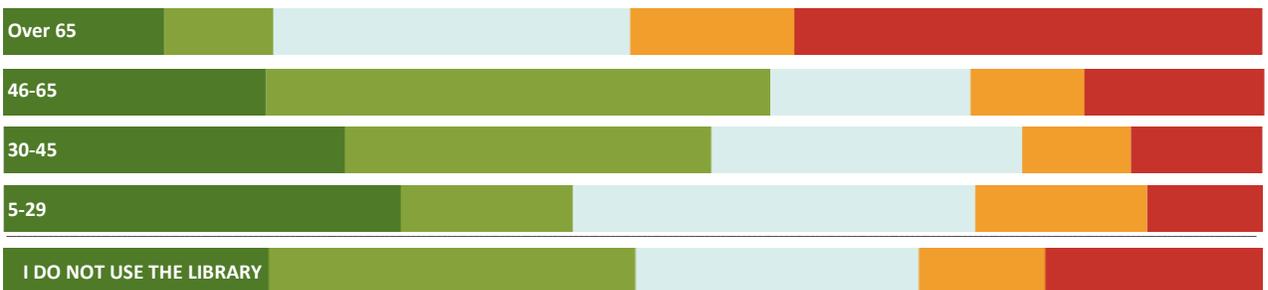
The responses from those who indicated that they do not use the library closely parallels the overall response.

Attend a program for teens – has importance to 51% of respondents

Extremely Important Important Neutral Unimportant Completely Unimportant



Overall



Surprisingly, the youngest age grouping are the not most enthusiastic demographic for this topic, although there were very few teens or school aged respondents. The age group that is likely to have teens at home is most interested in this activity. Isolating the results to just those respondents who have school-aged children in their households (28%) shows an even higher level of importance (67%):



The responses from those who indicated that they do not use the library closely parallels the overall response.

Bring child(ren) to a program – has importance to 73% of respondents

Extremely Important Important Neutral Unimportant Completely Unimportant



Overall



The demographic most likely to have children are the most enthusiastic about this topic, and seniors are the least excited. For those with children at home, it is a very important activity:



From the 3 charts above about interest in programs for various age groups, in general it can be seen that Adult Programs are of paramount interest followed by programs for children which are of higher interest than programs for teens. All types of programming were important to more than ½ of the respondents.

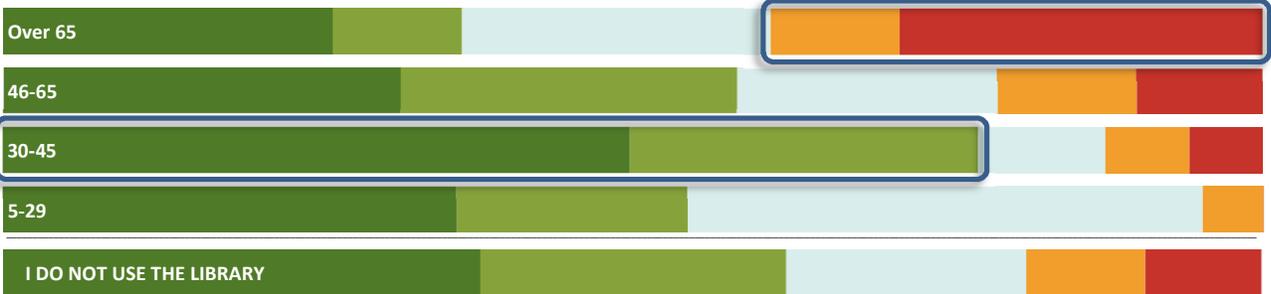


Engage in playful learning with my child – has importance to 63% of respondents

Extremely Important Important Neutral Unimportant Completely Unimportant



Overall



Again, the age group most likely to have children are the most enthusiastic about this topic, and seniors are the least excited. The responses from those who indicated that they do not use the library closely parallels the overall response.

For those with children at home, this activity is also very important:



Do hands-on creative or productive activities with others – has importance to 69% of respondents

Extremely Important
 Important
 Neutral
 Unimportant
 Completely Unimportant



Overall



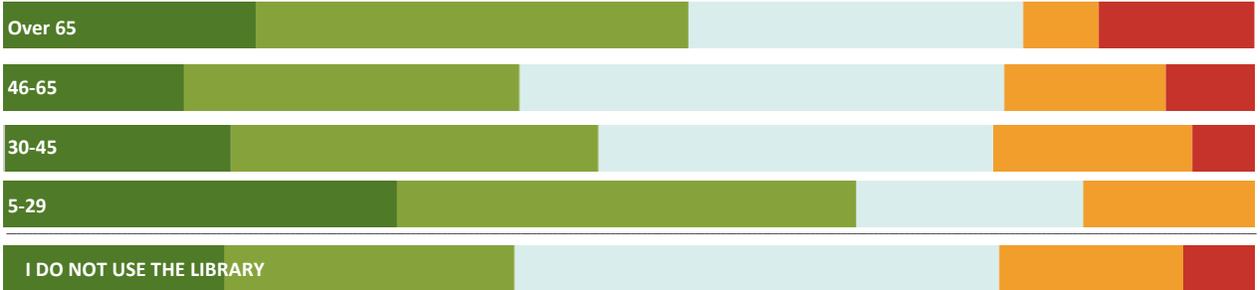
This participatory activity is increasingly important to respondents as the age group they are in gets younger - other than the youngest group. Nevertheless, 64% of that age group feel it important and none in the youngest group feel it is completely unimportant.

Do hands-on creative or productive activities on my own – has importance to 43% of respondents

Extremely Important
 Important
 Neutral
 Unimportant
 Completely Unimportant



Overall



This topic is most interesting to seniors, and to the youngest age group. Although generally, the group activities are more interesting, each of these age groups are slightly more interested in doing individual creative projects in the library than they are in doing hands-on activities with others.

1 Browse the collections – has importance to 87% of respondents

Extremely Important Important Neutral Unimportant Completely Unimportant



Overall



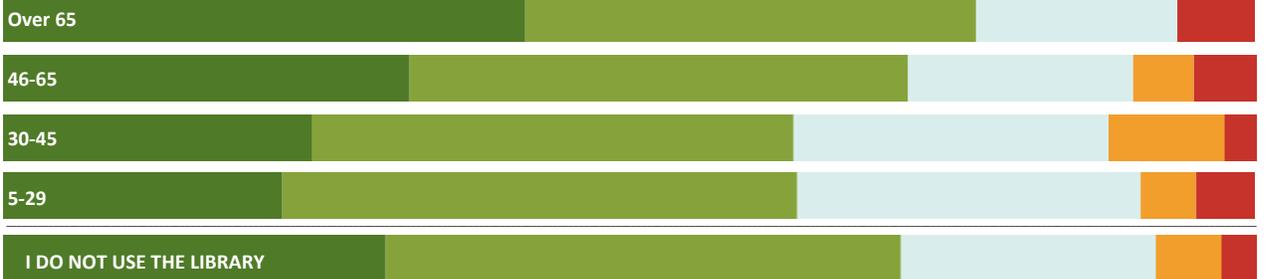
This traditional and uniquely library/bookstore activity is important or extremely important to the largest numbers of respondents. This is consistent across all age groups and it is worth noting that the younger two age groupings had the fewest (or zero) responses indicating that it was unimportant or completely unimportant. Respondents who do not use the library also value this activity as highly as library users.

Research local history/genealogy, use Suffolk archives/archival technology - has importance to 69% of respondents

Extremely Important Important Neutral Unimportant Completely Unimportant



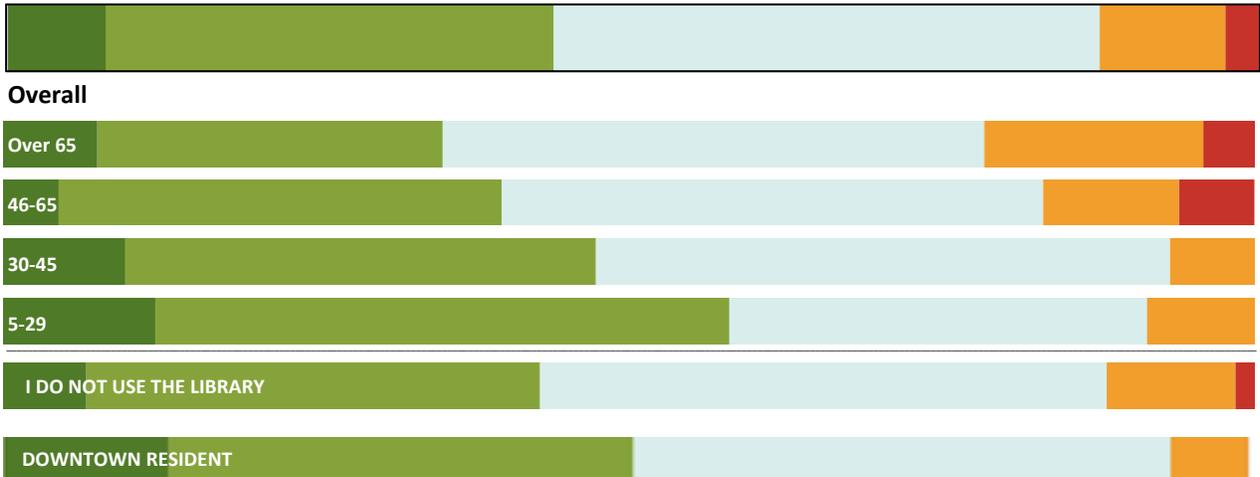
Overall



This activity is important to a broad cross section of the population to roughly the same degree.

How often would you opt for lounge seating instead of table seating?

Always Usually Sometimes Rarely Never



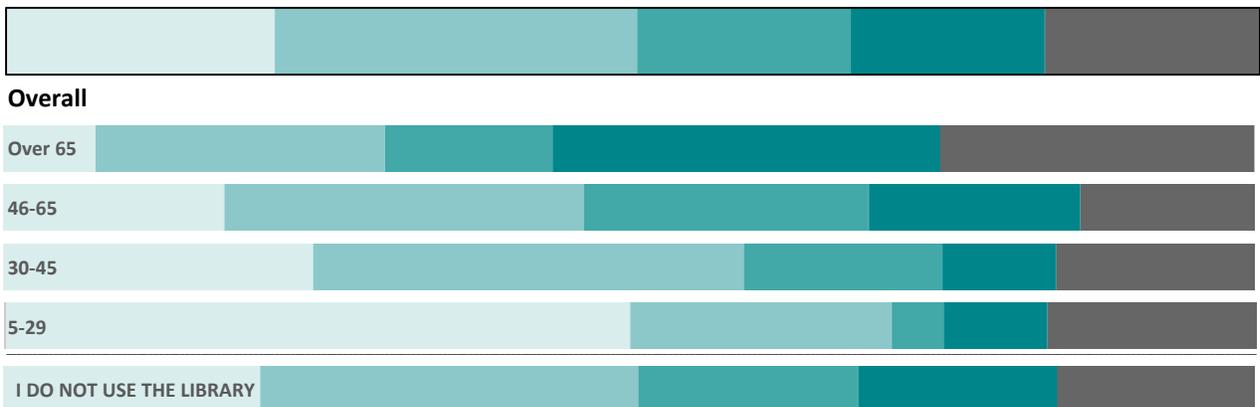
Although the percentage of respondents who would *always* select the soft seating option is not great in any age grouping, have little disinclination toward a comfortable chair, and 88% would sometimes choose a soft seating option if available.

The variation across the age groups, show an increased preference for a soft seating option as average decreases, and the youngest two age groupings segment did not indicate that they would never opt for a lounge seat.

Downtowners indicate a slightly increased preference for soft seating over the general response..

When doing group work, how many typically are in the group? – 51% of groups are 6 or less

2-4 5-6 7-8 More than 8 NA



Generally, 50% of groups are 6 person or less. As the demographic shifts to younger respondents, the group size decreases, with 50% of the youngest segment indicating group size of 4 or less.

Responses from downtowners closely paralleled the general response.

Conduct your own community meeting or use large meeting space – has importance to 61% of respondents

Extremely Important Important Neutral Unimportant Completely Unimportant



Overall



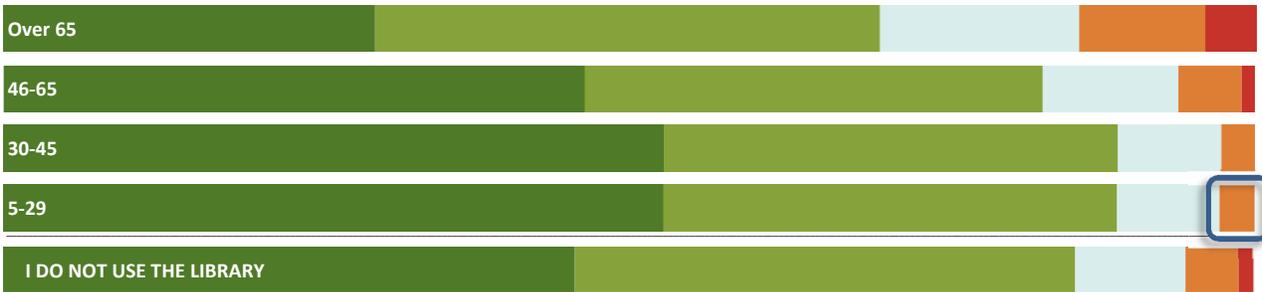
The majority of respondents in every age group other than the youngest group indicate that this is an important opportunity. Those in the youngest group do not feel it is completely unimportant.

After attending an event at the library how likely would you be to spend time there if there were appealing and sufficient space(s)? – 84% of respondents are likely to use this type of space.

Extremely Likely Likely Neutral Unlikely Extremely Unlikely

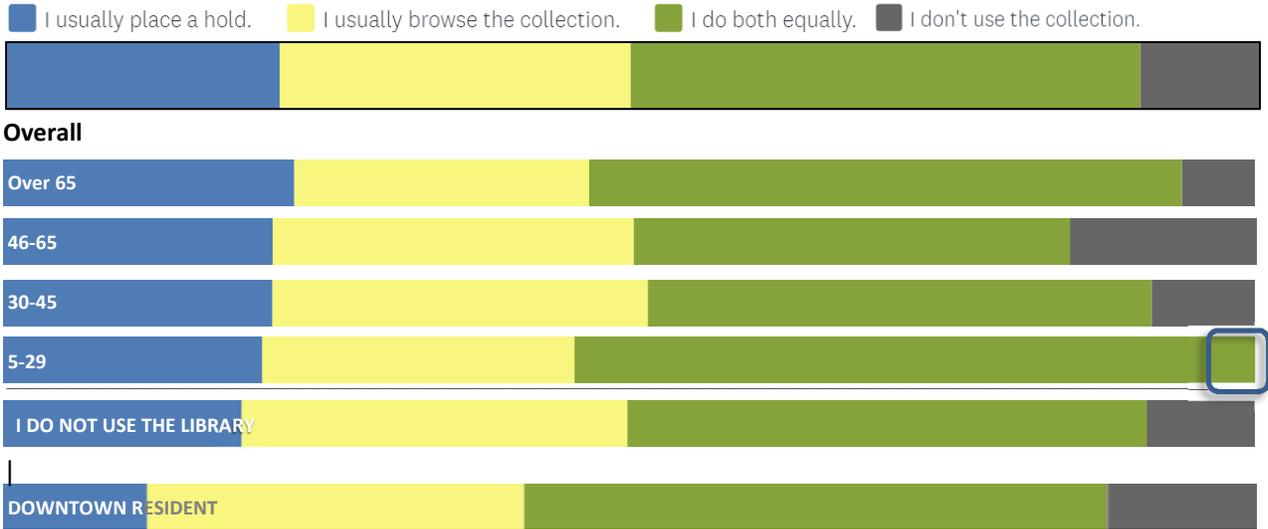


Overall



The shifting preferences in the age demographics indicates that younger people are more interested in lingering with others in an accommodating space after a library event. None in the youngest age grouping indicated that they were at all unlikely to participate in such an opportunity.

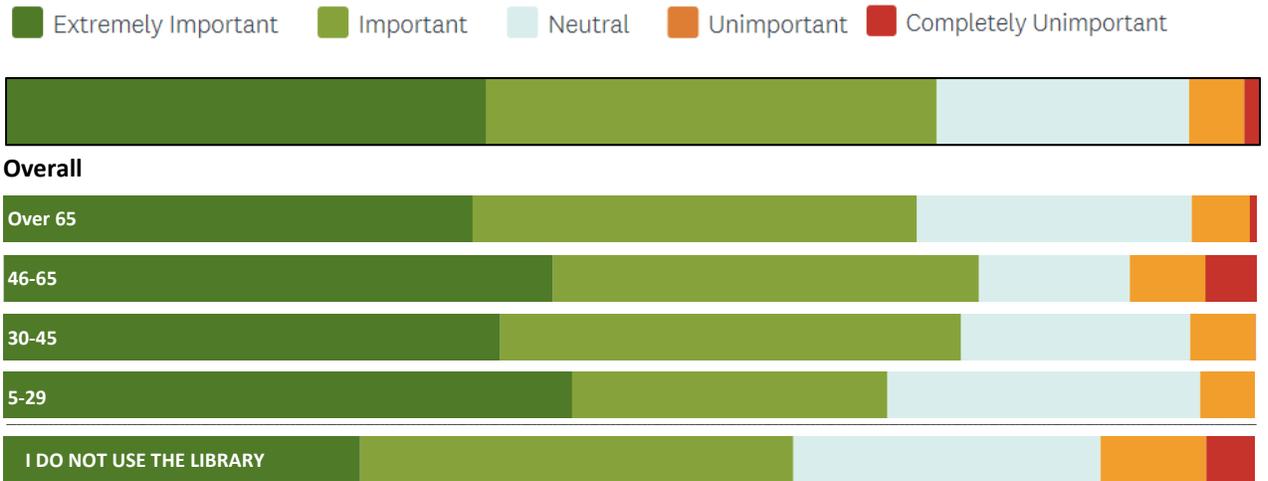
When you want an item from the library's collection, do you generally place a hold or browse the shelf? – 50% of respondents use holds & 22% usually get their books this way



The responses across all the age groups is similar, although the prevalence of using holds does slightly increase as the average increases. It is noteworthy that only the youngest age demographic had zero responses indicating that they do not use the collection.

Downtowners indicate a slightly decreased preference for soft seating over the general response.

Use express check-out – has importance to 75% of respondents

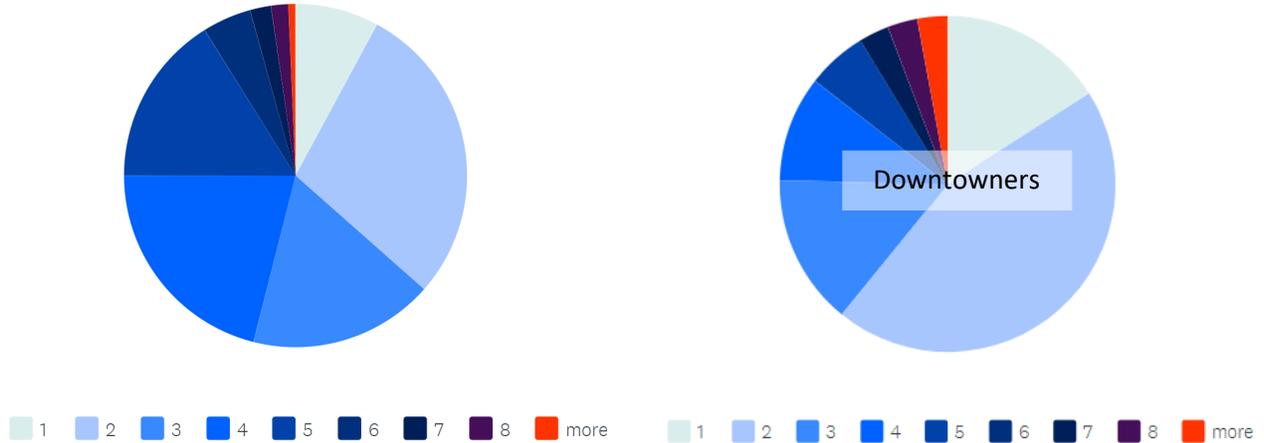


The majority of respondents in every age group indicate that this is an important opportunity. Those who do not use the library do not consider using express check-out as importantly as the community in general.

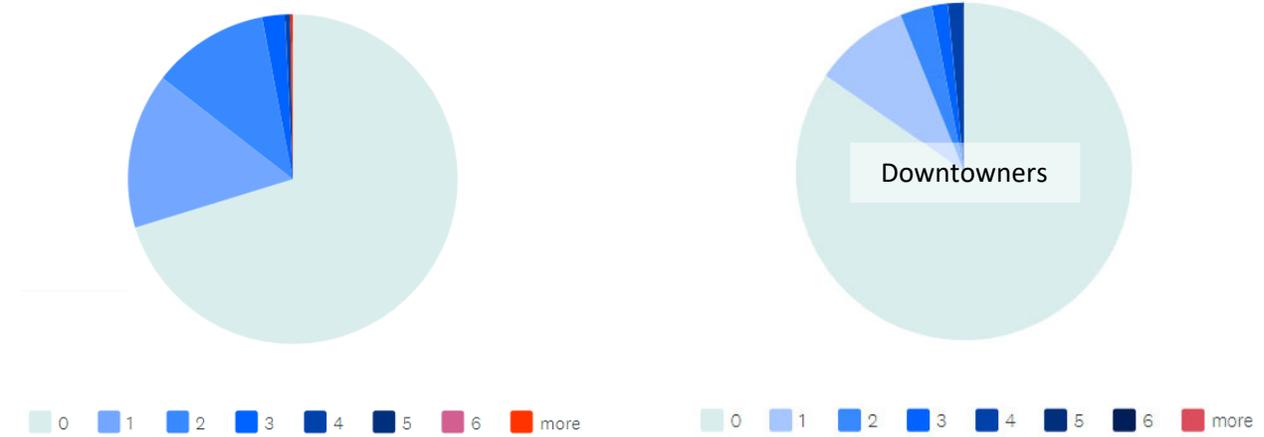
ADDITIONAL DEMOGRAPHIC INFORMATION

These final questions indicate the general makeup of the participants involved in the survey. As you can see, there are some discernable demographic differences between downtowners and the general respondents.

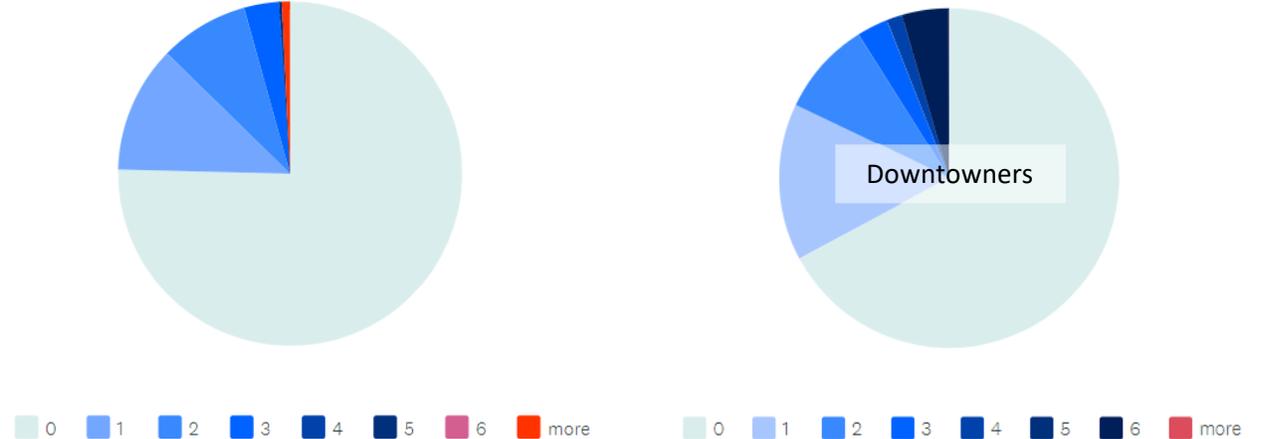
What would you say is the size of your household?



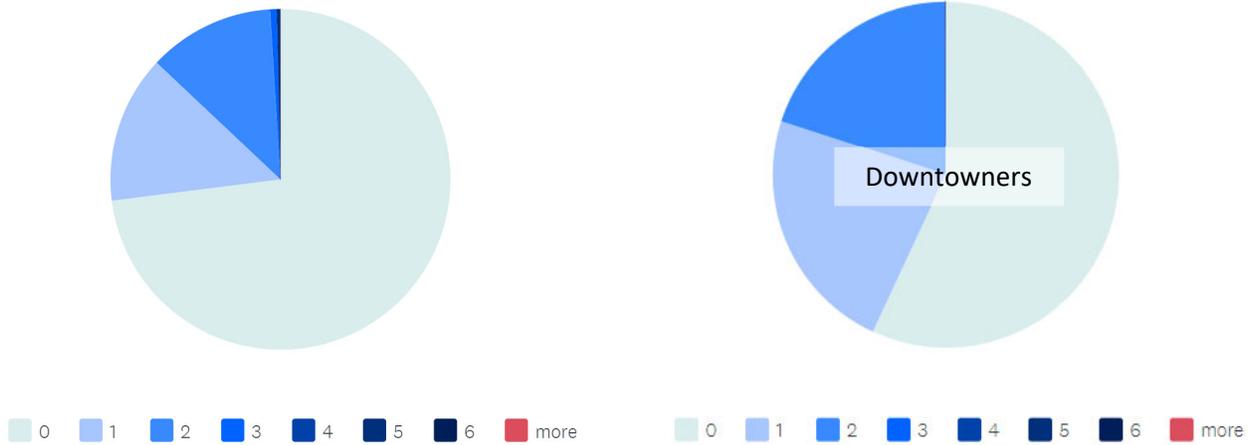
How many children age 5 and under are living in your household?



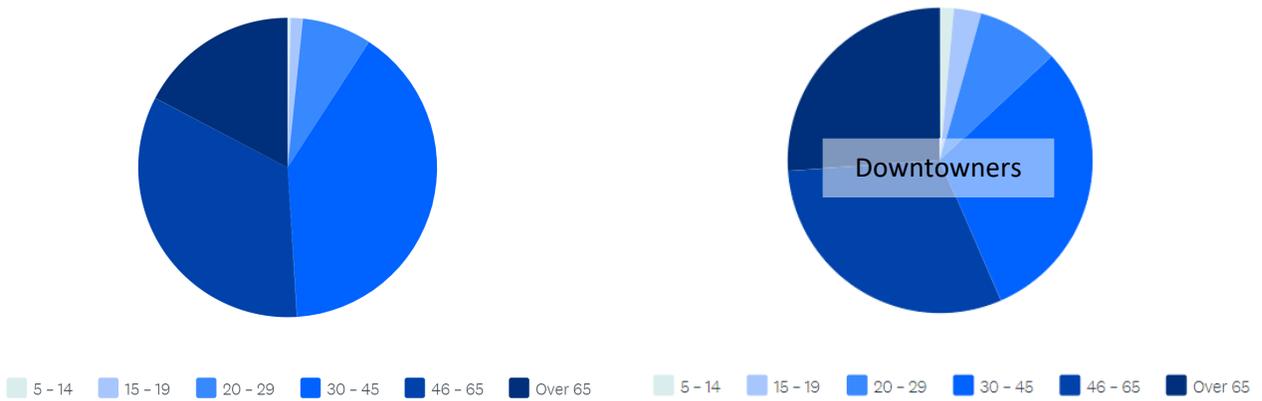
How many children age 6 to 17 are living in your household?



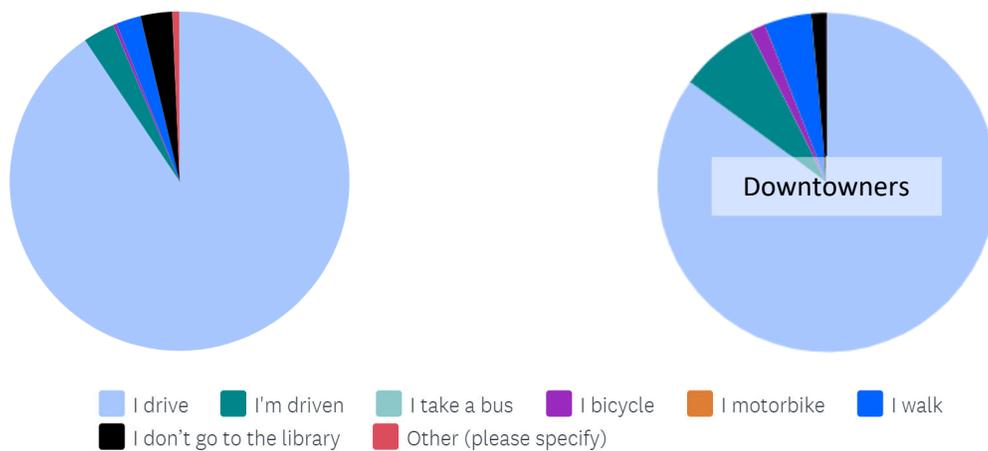
How many people over the age of 65 are living in your household?



What is your Age Range?



How do you usually travel to the library?



In which Suffolk neighborhood do you live?

Landing Kings Fork Farm Northgate near Kingsboro Harbour View
Cypress Lake Nansemond Shores Point Lake Meade Point
Chuckatuck Applewood Farms area Mansfield Farms
Lakeside Driver downtown Kings Holland live
Whaleyville North Suffolk Hillpoint Obici

APPENDIX 1 – PAPER SURVEY

A copy of the survey form as made available in physical form is on the following pages. The content is identical to that available to people on-line, although the formatting is different.

New Central Library Survey

surveymonkey.com/r/NewCentralLibrary



SURVEY CLOSES 6/29/2020

The Design Team for the new central library is asking the community to contribute to the on-going planning effort. Our goal is to create a library that serves as a future center of learning and opportunity for all citizens.

Take this survey on how new library spaces can better serve you and your community.

Library Idea Upload

In addition to the survey, you can also provide your input and ideas for the new library by submitting drawings, inspirational photos, written suggestions, etc. by emailing them to: libraryemail@suffolkva.us

Or, call **757-514-7311** to leave verbal feedback about the new library.

Go to the Library?

1 In the past year, how often did you go to the Morgan Memorial Library (Central Library)?

- more than 3 times per month about once per month I do not use the library
 about 2 or 3 times per month less than once per month

2 When you visit the current Suffolk downtown library (Morgan Memorial Library), how long do you typically stay?

- I do not visit the library less than 1hr btwn 1hr & 2hrs btwn 2hrs & 4hrs more than 4 hr

What Works? – What Doesn't? – What's Missing?

3 What Works? - Which characteristics of the existing library building do you feel are important to retain in the New Central Library?

- 1 _____

2 _____

4 What Doesn't? - What limitations or weaknesses of the existing library building ought to be avoided or corrected in the New Central Library?

- 1 _____

2 _____

5 What's Missing?- Relative to library spaces, can you identify features or innovations you have seen, heard or read about in other libraries that ought to be considered for the New Central Library? If you know, tell us where.

- 1 _____

2 _____

New Central Library Survey

surveymonkey.com/r/NewCentralLibrary



Other Libraries

6 In the last year, did you visit any of these Public Library locations as much or more than the Morgan Memorial Library (Central Library)?

- | | |
|--|--|
| <input type="checkbox"/> North Suffolk Library | <input type="checkbox"/> Indian River Library (Chesapeake) |
| <input type="checkbox"/> Chuckatuck Library | <input type="checkbox"/> Greenbrier Library (Chesapeake) |
| <input type="checkbox"/> Suffolk Library2Go or Outreach site | <input type="checkbox"/> Dr Clarence V Cuffee Library (Chesapeake) |
| <input type="checkbox"/> Windsor Branch Library (Blackwater Regional) | <input type="checkbox"/> Portsmouth Main Library (Portsmouth) |
| <input type="checkbox"/> Waverly Branch Library (Blackwater Regional) | <input type="checkbox"/> Churchland Brand Library (Portsmouth) |
| <input type="checkbox"/> Carrollton Branch Library (Blackwater Regional) | <input type="checkbox"/> Cradock Branch Library (Portsmouth) |
| <input type="checkbox"/> Smithfield Branch Library (Blackwater Regional) | <input type="checkbox"/> Manor Branch Library (Portsmouth) |
| <input type="checkbox"/> Franklin Branch Library (Blackwater Regional) | <input type="checkbox"/> Jordan-Newby Anchor Branch Library (Portsmouth) |
| <input type="checkbox"/> Gates County Public Library (NC) | <input type="checkbox"/> Pretlow Anchor Branch Library (Portsmouth) |
| <input type="checkbox"/> South Norfolk Memorial Library (Chesapeake) | <input type="checkbox"/> Slover Library (Portsmouth) |
| <input type="checkbox"/> Major Hilliard Library (Chesapeake) | <input type="checkbox"/> I did not go to the library |
| <input type="checkbox"/> Chesapeake Central Library (Chesapeake) | <input type="checkbox"/> Other _____ |
| <input type="checkbox"/> Russell Memorial Library (Chesapeake) | |

Why? _____

7 Which of these libraries is most convenient to your daily/weekly routines?

- | | |
|--|--|
| <input type="checkbox"/> Morgan (Suffolk Central Library) | <input type="checkbox"/> Russell Memorial Library (Chesapeake) |
| <input type="checkbox"/> North Suffolk Library | <input type="checkbox"/> Indian River Library (Chesapeake) |
| <input type="checkbox"/> Suffolk Library2Go or Outreach site | <input type="checkbox"/> Greenbrier Library (Chesapeake) |
| <input type="checkbox"/> Chuckatuck Library | <input type="checkbox"/> Dr Clarence V Cuffee Library (Chesapeake) |
| <input type="checkbox"/> Windsor Branch Library (Blackwater Regional) | <input type="checkbox"/> Portsmouth Main Library (Portsmouth) |
| <input type="checkbox"/> Waverly Branch Library (Blackwater Regional) | <input type="checkbox"/> Churchland Brand Library (Portsmouth) |
| <input type="checkbox"/> Carrollton Branch Library (Blackwater Regional) | <input type="checkbox"/> Cradock Branch Library (Portsmouth) |
| <input type="checkbox"/> Smithfield Branch Library (Blackwater Regional) | <input type="checkbox"/> Manor Branch Library (Portsmouth) |
| <input type="checkbox"/> Franklin Branch Library (Blackwater Regional) | <input type="checkbox"/> Jordan-Newby Anchor Branch Library (Portsmouth) |
| <input type="checkbox"/> Gates County Public Library (NC) | <input type="checkbox"/> Pretlow Anchor Branch Library (Portsmouth) |
| <input type="checkbox"/> South Norfolk Memorial Library (Chesapeake) | <input type="checkbox"/> Slover Library (Portsmouth) |
| <input type="checkbox"/> Major Hilliard Library (Chesapeake) | <input type="checkbox"/> I don't know |
| <input type="checkbox"/> Chesapeake Central Library (Chesapeake) | <input type="checkbox"/> Other _____ |

8 Other than your home, where do you prefer to go to go to study/read and/or hold a meeting or meet others?

- | | | |
|--|--|--------------------------------------|
| <input type="checkbox"/> Library | <input type="checkbox"/> Religious Institution Space | <input type="checkbox"/> Other _____ |
| <input type="checkbox"/> Co-Work Space | <input type="checkbox"/> Community Institution Space | |
| <input type="checkbox"/> Educational Institution Space | <input type="checkbox"/> Coffee Shop/Café | |

New Central Library Survey

surveymonkey.com/r/NewCentralLibrary



Downtown Suffolk Community Infrastructure

9 What do you think is missing or needed in Downtown Suffolk?

How would YOU use the future library?

10 Rate these activities relative to how important they will be to you when visiting the New Central Library:

Extremely Important	Important	Neutral	Unimportant	Extremely Unimportant	
<input type="checkbox"/>	Study, read or write by myself				
<input type="checkbox"/>	Meet with a librarian				
<input type="checkbox"/>	Meet one-on-one with a business associate, tutor or colleague				
<input type="checkbox"/>	Work on a group project				
<input type="checkbox"/>	Spend time with others in a café-like conversational space				
<input type="checkbox"/>	Spend time in a designated quiet reading room				
<input type="checkbox"/>	Use express Check-out				
<input type="checkbox"/>	Use my personal computer				
<input type="checkbox"/>	Use the library's computer workstations				
<input type="checkbox"/>	Access high-performance emerging technology				
<input type="checkbox"/>	Checkout laptops and other devices to use in the library				
<input type="checkbox"/>	Attend a class/event for <u>adults</u>				
<input type="checkbox"/>	Attend a class/event for <u>teens</u>				
<input type="checkbox"/>	Bring child(ren) to a class/event				
<input type="checkbox"/>	Engage in playful learning with child(ren)				
<input type="checkbox"/>	Conduct your own community meeting or use large meeting space				
<input type="checkbox"/>	Do hands-on creative or productive activities <u>with others</u>				
<input type="checkbox"/>	Do hands-on creative or productive activities <u>on my own</u>				
<input type="checkbox"/>	Browse the collections				
<input type="checkbox"/>	Research local history/genealogy, use Suffolk archives/archival technology				
<input type="checkbox"/>	Other _____ (e.g. WiFi, Outdoor spaces, special technology, distance learning, etc.)				

11 When having a small group meeting, how many people are typically in your group?

2-4 5-6 7-8 More than 8 NA

12 How often would you opt for lounge seating instead of table seating?

Always Usually Sometimes Rarely Never

13 When you want an item from the collection, do you generally place a hold or browse the shelf?

I usually place a hold I do both equally
 I usually browse the collection I don't use the collection

14 After attending an event at the library how likely would you be to spend time there if there were appealing and sufficient space(s)?

Extremely Likely Likely Neutral Unlikely Extremely Unlikely

New Central Library Survey

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Background Information

15 What would you say is the size of your household?

- 1 2 3 4 5 6 7 8 more

16 How many children age 5 and under are living in your household?

- 1 2 3 4 5 6 more

17 How many children age 6 to 17 are living in your household?

- 1 2 3 4 5 6 more

18 How many people over the age of 65 are living in your household?

- 1 2 3 4 5 6 more

19 What is your age range?

- 5 – 14 15 – 19 20 – 29 30 – 45 46 – 65 Over 65

20 How do you usually travel to the library?

- I drive I'm driven I bicycle I motorbike I take a bus
 I walk I don't go to the library Other _____

21 In which Suffolk neighborhood do you live?

Remember, you can submit your own concepts, drawings, photos, suggestions, poetry, etc.
about the future library at:

libraryemail@suffolkva.us

Or, call 757-514-7311 to leave verbal feedback about the new library.

THANK YOU FOR YOUR FEEDBACK!

APPENDIX 2 – SURVEY MONKEY ON-LINE DATA DOWNLOAD

On the pages that follow are all the data garnered from all the questions in the community survey as they appear when downloaded from the Survey Monkey web site.

Q3 What Works? Which characteristics of the existing library building do you feel are important to retain in the New Central Library?

Answered: 241 Skipped: 228

ANSWER CHOICES	RESPONSES	
1	100.00%	241
2	66.80%	161

**
New Central Library Survey
survey closes July 20**

#	1	DATE
1	Events Access to more authors	7/23/2020 11:31 AM
2	Parking	7/22/2020 11:50 AM
3	Children Collections height of children's book shelves	7/20/2020 4:29 PM
4	Location The location	7/18/2020 12:12 PM
5	Collections Books!	7/17/2020 1:04 AM
6	Service Friendly help	7/16/2020 9:00 PM
7	Technology The computers	7/16/2020 8:56 PM
8	Location convenient location	7/16/2020 2:15 PM
9	Technology More Internet access	7/16/2020 10:21 AM
10	Technology Computer stations	7/15/2020 9:30 PM
11	Events Learning Educational Programs	7/15/2020 9:08 PM
12	Furnishings Places to sit and relax.	7/15/2020 3:22 PM
13	Children Spatial Quality Kids area seperate	7/15/2020 1:55 PM
14	Service friendly staff	7/15/2020 11:31 AM
15	Nothing Nothing	7/15/2020 6:02 AM
16	Children Children's area	7/14/2020 11:40 PM
17	Location Should remain downtown	7/14/2020 9:28 PM
18	It's a place where people can get awAy	7/14/2020 7:46 PM
19	Technology Utilization of computers	7/14/2020 5:25 PM
20	Service The Staff	7/14/2020 5:22 PM
21	Service Staff	7/14/2020 5:21 PM
22	Collections The book collection	7/14/2020 5:16 PM
23	Meetings Meeting rooms	7/14/2020 5:11 PM
24	Collections The books	7/14/2020 5:11 PM
25	Collections Content of materials on hand	7/14/2020 5:07 PM
26	Spatial Quality Clean	7/14/2020 5:05 PM
27	Spatial Quality Design structure	7/14/2020 5:03 PM
28	Nothing None	7/14/2020 4:51 PM
29	I have not been there	7/14/2020 4:38 PM
30	Knowledge about engineering	7/14/2020 4:37 PM
31	Nothing None	7/14/2020 4:29 PM
32	Activities Children Children's play area	7/14/2020 2:52 PM
33	Meetings Meeting rooms and shareable spaces (need more).	7/14/2020 2:28 PM
34	Collections Local Newspapers	7/14/2020 2:26 PM
35	accessibility Location Accessibility by community -- location and handicapped	7/14/2020 2:22 PM
36	Events Learning Classes	7/14/2020 2:18 PM
37	Furnishings Work stations	7/14/2020 2:16 PM

**
New Central Library Survey
survey closes July 20**

38	Furnishings Service Circulation desk	7/14/2020 1:52 PM
39	Location Location	7/14/2020 1:21 PM
40	Service Technology Online reservation	7/14/2020 1:04 PM
41	Technology Easy access for electronic devices to plug in	7/14/2020 12:40 PM
42	Nothing None	7/14/2020 12:34 PM
43	Location Central location	7/14/2020 12:20 PM
44	Collections Current newspapers	7/14/2020 12:07 PM
45	Technology Computer stations	7/14/2020 9:54 AM
46	Activities Reading Area	7/14/2020 9:16 AM
47	Nothing None	7/14/2020 9:06 AM
48	Collections Books	7/14/2020 8:34 AM
49	N/a	7/13/2020 9:59 PM
50	Meetings Meeting Rooms	7/13/2020 9:40 PM
51	Collections Ability to donate books	7/13/2020 2:34 PM
52	Children Collections Teen Dedicated spaces for literacy exposure for varying groups: children, YA, adult	7/13/2020 2:04 PM
53	I've always found a parking spot	7/13/2020 10:01 AM
54	Activities Children Children's play area	7/12/2020 8:09 AM
55	Collections Actual books (I see many moving to fewer hardcopies and more electronic. I think having many physical books is highly important especially for younger readers.)	7/11/2020 10:42 PM
56	Children Children's area	7/11/2020 10:14 PM
57	Furnishings Group Study Tables/group seating	7/11/2020 3:45 PM
58	Service Spatial Quality Openness, quietness for concentration, friendliness of staff (most times).	7/11/2020 8:34 AM
59	Collections Newly released audio books	7/10/2020 7:27 PM
60	Collections area for lendable books and media	7/10/2020 3:35 PM
61	Service Library staff was very friendly and helpful	7/10/2020 3:11 PM
62	Collections The selection of books in the library	7/10/2020 2:55 PM
63	Service Happy personnel	7/10/2020 1:14 PM
64	Service Personnel to provide assistance for books/reserch	7/10/2020 11:16 AM
65	areas for people to come in out of the weather	7/10/2020 8:01 AM
66	Spacing inside	7/10/2020 7:26 AM
67	Welcoming friendly to everyone in the community	7/10/2020 7:11 AM
68	Collections Furnishings Magazine sitting area	7/9/2020 9:35 PM
69	Service Multiple help kiosks	7/9/2020 5:45 PM
70	Activities Children The children's play area.	7/9/2020 9:17 AM
71	Activities Children Play area for children	7/9/2020 9:02 AM
72	Service Kind knowledgeable staff	7/9/2020 4:50 AM
73	Group Study Meetings Classroom for homeschoolers	7/8/2020 10:56 PM
74	Collections Books	7/8/2020 10:10 PM

**
New Central Library Survey
survey closes July 20</br>**

75	Furnishings The seating	7/8/2020 9:54 PM
76	Furnishings Technology Public space with seating and computers	7/8/2020 9:40 PM
77	Children Children's section	7/8/2020 9:30 PM
78	Children Children's area	7/8/2020 9:01 PM
79	Location Stay in same location	7/8/2020 6:51 PM
80	Collections Current books	7/8/2020 4:58 PM
81	Children Children center	7/8/2020 2:34 PM
82	Technology Computer Systems	7/8/2020 2:05 PM
83	accessibility Collections Access to lots of books	7/8/2020 10:24 AM
84	Children Collections Large selection of children's literature	7/8/2020 8:29 AM
85	Collections Large selection of different categories of books	7/8/2020 8:23 AM
86	Nothing Nothing the current library set up is not at all efficient	7/8/2020 8:06 AM
87	Spatial Quality Safe comfortable environment	7/7/2020 9:48 PM
88	Service Drop off box	7/7/2020 9:38 PM
89	Children Spatial Quality Teen Cramped areas for young people - can become noisy.	7/7/2020 9:20 PM
90	Activities Spatial Quality Separate area for activities	7/7/2020 9:16 PM
91	Spatial Quality The open floor plan	7/7/2020 8:58 PM
92	Service Hours	7/7/2020 8:38 PM
93	Work areas	7/7/2020 6:54 PM
94	Service polite, helpful staff	7/7/2020 5:42 PM
95	Children The kids area	7/7/2020 5:39 PM
96	Activities The Barks program	7/7/2020 4:21 PM
97	Furnishings Service Spatial Quality Easy to access desks/employees	7/7/2020 3:58 PM
98	Since moving further from the core of the city and my children are now grown, I have not visited so I don't know what is at the library now	7/7/2020 3:52 PM
99	Children Teen Student center	7/7/2020 3:31 PM
100	Not anything in particular.	7/7/2020 3:28 PM
101	Location Convenience to downtown Suffolk	7/7/2020 3:09 PM
102	Children Technology computers so the children and adults in the neighborhood have access to the Internet.	7/7/2020 2:13 PM
103	accessibility Furnishings Spatial Quality open space; quiet areas; attractive displays; main desk accessibility;	7/7/2020 1:28 PM
104	Service Technology Ability to copy, scan to a thumb drive and fax	7/7/2020 10:51 AM
105	Technology Internet access	7/7/2020 8:01 AM
106	Nothing none	7/7/2020 7:35 AM
107	Children Children's Area	7/7/2020 2:59 AM
108	Spatial Quality The open floor plan	7/6/2020 7:22 PM
109	Location Downtown Location	7/6/2020 4:05 PM
110	Collections plenty of books on the shelves	7/6/2020 3:34 PM

New Central Library Survey
survey closes July 20

111	Children Teen	The inner city youth had positive and learning center to come too.	7/6/2020 3:23 PM
112	Children Teen	designation space for youth to hang out	7/6/2020 3:17 PM
113	Meetings	A meeting room	7/6/2020 3:00 PM
114	Nothing	none	7/6/2020 1:24 PM
115	Spatial Quality	The openness	7/6/2020 10:37 AM
116	Collections	Books - There is a lot of talk about spaces and other activities - Please retain a healthy stack of books!	7/6/2020 10:34 AM
117		Libraries are outdated and this should not be replaced. Keep it operational, but use tax money	7/6/2020 10:18 AM
118	Activities Furnishings	Reading areas	7/6/2020 10:12 AM
119	Technology	Computers	7/6/2020 10:03 AM
120	Nothing	None	7/6/2020 9:36 AM
121	Events Meetings Technology	The community room room that id offered free to the community. I would be willing to pay a SMALL fee for grades such as a small sink and counter top and the ability to use the computer to make presentations	7/6/2020 8:33 AM
122	Collections	Reserved books near the door	7/5/2020 8:50 PM
123	Events	lots of programs	7/5/2020 11:40 AM
124	Service	Warmth, accessibility, and knowledge exhibited by staff	7/5/2020 9:39 AM
125	Meetings	meeting rooms	7/4/2020 10:09 PM
126	Children Group Study Spatial Quality Technology	Designated areas for various needs(computers/children area/group activities)	7/4/2020 8:20 PM
127	Spatial Quality	Open flow when one enters	7/4/2020 6:38 PM
128	Activities Events	Classes	7/4/2020 11:23 AM
129	Technology	Computers & printing	7/4/2020 12:00 AM
130	Activities Children Events	children's events & activities & toy section	7/3/2020 8:41 AM
131	Collections	Prominence of books	7/3/2020 7:19 AM
132	Spatial Quality	Lots of light	7/3/2020 7:01 AM
133	Activities Events	The programs (plus more!)	7/2/2020 7:01 PM
134		Do not need new library	7/2/2020 6:44 PM
135	Activities	Reading areas	7/2/2020 5:48 PM
136	Collections Service	Pick up shelves for reserved books.	7/2/2020 5:15 PM
137	Children Spatial Quality	Dedicated children areas separate from other areas	7/2/2020 4:45 PM
138	Activities Children	Children's play area	7/2/2020 4:10 PM
139	Collections Service	DRIVE UP BOOK RETURN	7/2/2020 4:08 PM
140	Activities Children	A place for children to play	7/2/2020 3:32 PM
141	Furnishings productive	Varied seating and work areas	7/2/2020 2:54 PM
142	Nothing	nothing	7/2/2020 2:39 PM
143		I use the North Suffolk library, contactless pick up is great!	7/2/2020 12:08 PM
144	Children	Children's area	7/1/2020 6:59 PM
145	accessibility Collections	The ability to browse the stacks	7/1/2020 6:02 PM
146	Technology	Internet access	7/1/2020 5:00 PM

New Central Library Survey
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147	Children Kids area	7/1/2020 2:35 PM
148	Collections audio versions of books	6/30/2020 1:54 PM
149	Spatial Quality openness	6/30/2020 9:13 AM
150	Spatial Quality Improvement in appearance (building looks)	6/29/2020 8:09 PM
151	Activities Children A children's learning/playing area	6/29/2020 7:55 PM
152	Service Friendly workers	6/29/2020 5:35 PM
153	Location walkable	6/29/2020 3:06 PM
154	Location Downtown location	6/29/2020 2:33 PM
155	Collections audio book section	6/29/2020 10:05 AM
156	Activities Learning Meetings Learning classroom	6/28/2020 9:43 PM
157	Children A children's section	6/28/2020 7:51 PM
158	Technology Computer area	6/28/2020 7:30 PM
159	Service Friendly staff	6/28/2020 5:49 PM
160	Meetings Meeting space	6/28/2020 5:33 PM
161	accessibility Accessible librarians	6/28/2020 5:27 PM
162	Children Technology computers so the children and adults in the neighborhood have access to the Internet.	6/28/2020 11:46 AM
163	Children Kid friendly	6/28/2020 11:01 AM
164	Technology Computer access for public	6/28/2020 7:56 AM
165	Collections Books	6/28/2020 3:29 AM
166	Technology Computer area	6/28/2020 12:02 AM
167	Activities Children Play area	6/27/2020 9:32 PM
168	Location Location- Remain downtown	6/27/2020 7:47 PM
169	Collections Books - more of them.	6/27/2020 6:55 PM
170	Sufficient parking	6/27/2020 6:53 PM
171	Furnishings Spatial Quality The open space of the main circulation desk.	6/27/2020 3:52 PM
172	Activities Events Rooms and programs	6/27/2020 1:56 PM
173	Nothing None	6/27/2020 12:54 PM
174	Activities Children Learning Kids classes	6/27/2020 12:50 PM
175	Technology Computers	6/27/2020 12:39 PM
176	Activities Children Collections The community involvement, choices of books available, childrens activities	6/27/2020 11:15 AM
177	Collections Technology On line library through hoopla	6/27/2020 11:12 AM
178	Activities Events Meetings Space for programs/events (need more)	6/27/2020 10:46 AM
179	Children Children's area	6/27/2020 8:42 AM
180	Collections Service Books on hold are close to the door and check out stations for quick and easy access	6/27/2020 8:37 AM
181	Spatial Quality Community Feel	6/27/2020 1:52 AM
182	N/A	6/27/2020 12:09 AM
183	Service Helpful staff	6/26/2020 11:12 PM

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New Central Library Survey
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184	Collections Technology Computers, especially dedicated lookup computer	6/26/2020 10:45 PM
185	Spatial Quality open spaces	6/26/2020 8:40 PM
186	Activities Children Children's activity area	6/26/2020 7:06 PM
187	accessibility Spatial Quality Great open areas with easy access	6/26/2020 4:49 PM
188	Nothing None	6/26/2020 7:24 AM
189	Children Children's section	6/26/2020 6:37 AM
190	Spatial Quality Lots of natural light	6/25/2020 11:20 PM
191	N/A	6/25/2020 9:26 PM
192	Children Collections children's book area	6/25/2020 8:52 PM
193	Collections Books	6/25/2020 4:26 PM
194	Collections Space for lots of BOOKS	6/25/2020 3:36 PM
195	Service Technology self help with computers	6/25/2020 2:00 PM
196	Nothing Nothing	6/25/2020 1:26 PM
197	Location location central to downtown Suffolk (walkable to neighborhoods)	6/25/2020 12:46 PM
198	Service The friendly and helpful staff.	6/25/2020 11:48 AM
199	Group Study Meetings Spatial Quality Meeting rooms/study areas in quiet zones	6/25/2020 10:11 AM
200	Service Staffing	6/25/2020 9:40 AM
201	Service Helpfulness	6/25/2020 8:38 AM
202	Group Study Spatial Quality Individual study cubicles	6/24/2020 8:45 PM
203	Events Meetings Community meeting rooms	6/24/2020 6:40 PM
204	Spatial Quality small town feel	6/24/2020 2:27 PM
205	Spatial Quality Open areas	6/24/2020 10:28 AM
206	accessibility Automatic doors for the disabled or handicapped	6/24/2020 9:04 AM
207	Nothing Nothing the building looks old and feels old and out dated	6/24/2020 6:59 AM
208	Technology Online Computers	6/23/2020 10:06 PM
209	Furnishings Spatial Quality Love having the circulation desk right at the front	6/23/2020 5:31 PM
210	Activities Children Reading area for magazines, newspapers, new items, etc. and area for children	6/23/2020 4:10 PM
211	Events Meetings meeting spaces for read-alouds, community functions, etc.	6/23/2020 2:47 PM
212	Spatial Quality One level	6/23/2020 2:40 PM
213	Technology Computers	6/23/2020 1:30 PM
214	Service Helpful staff,	6/23/2020 1:26 PM
215	Technology More computers	6/23/2020 1:18 PM
216	Location Downtown location	6/23/2020 12:31 PM
217	Collections The availability of current hardback fiction	6/23/2020 11:49 AM
218	Activities Children The story time for children	6/23/2020 11:47 AM
219	Nothing None	6/23/2020 11:41 AM
220	Meetings Meeting space	6/23/2020 11:34 AM

New Central Library Survey
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221	Technology	Computers	6/23/2020 11:32 AM
222	Children	The children's corner	6/23/2020 11:18 AM
223	Service	Spatial Quality service desk at the front	6/23/2020 11:03 AM
224	Activities	Children A play/learning area for children	6/23/2020 10:49 AM
225	Spatial Quality	space	6/23/2020 10:42 AM
226	Nothing	None	6/23/2020 10:28 AM
227	Activities	Children Kid's play area	6/23/2020 10:18 AM
228	Furnishings	Service large circulation desk at front entrance - prefer the high stand-up desk at Morgan	6/23/2020 10:11 AM
229	Collections	Access to books	6/23/2020 9:24 AM
230	Children	Spatial Quality Separate room for storytimes especially toddler and preschoolers	6/23/2020 8:06 AM
231	Children	Children's area	6/23/2020 7:28 AM
232	Nothing	Nothing about the actual building is good.	6/22/2020 7:49 PM
233	Children	The kids area	6/21/2020 11:03 PM
234	Welcoming	Open feeling that is welcoming to all	6/20/2020 3:06 PM
235	Meetings	The separate public meeting space and programming room is important for the community and should be expanded upon within the new library.	6/20/2020 10:50 AM
236	Activities	Children Play area	6/18/2020 11:02 PM
237	Spatial Quality	Open/high ceilings	6/18/2020 6:30 PM
238	Meetings	A meeting room available free to non-profits.	6/18/2020 6:09 PM
239	Service	Helpful knowledgeable staff	6/18/2020 3:39 PM
240	Collections	The fact that there are books	6/18/2020 3:14 PM
241	Service	Friendly Staff	6/18/2020 2:25 PM

**
New Central Library Survey
survey closes July 20**

#	2	DATE
1	Children children's area	7/20/2020 4:29 PM
2	Information area for public	7/17/2020 1:04 AM
3	Collections Large print	7/16/2020 9:00 PM
4	Children kids play area	7/16/2020 8:56 PM
5	Spatial Quality Quiet stations	7/15/2020 9:30 PM
6	Activities Collections Comic book day	7/15/2020 9:08 PM
7	Activities Children Fun kids area.	7/15/2020 3:22 PM
8	Collections Technology Self service catalog	7/15/2020 1:55 PM
9	Should continue to serve the community	7/14/2020 9:28 PM
10	Activities Collections It's a place to read as many books as you like	7/14/2020 7:46 PM
11	Technology The computers	7/14/2020 5:11 PM
12	Service Hours of operation	7/14/2020 5:07 PM
13	Spatial Quality Space	7/14/2020 5:05 PM
14	Location Location	7/14/2020 5:03 PM
15	Nothing None	7/14/2020 4:51 PM
16	Nothing N/A	7/14/2020 4:38 PM
17	Collections History	7/14/2020 4:37 PM
18	Nothing None	7/14/2020 4:29 PM
19	Children Spatial Quality Checkout visible from play area	7/14/2020 2:52 PM
20	Technology Central computer area and wifi access.	7/14/2020 2:28 PM
21	Activities Children play area	7/14/2020 2:18 PM
22	Technology Computers	7/14/2020 2:16 PM
23	Technology Computers	7/14/2020 1:52 PM
24	Service Availability	7/14/2020 1:21 PM
25	Service Great, friendly staff	7/14/2020 12:20 PM
26	Children Children area	7/14/2020 9:54 AM
27	Technology Areas to use computers	7/14/2020 9:16 AM
28	Service Friendly staff	7/14/2020 8:34 AM
29	N/a	7/13/2020 9:59 PM
30	Technology Separate audio technology area	7/13/2020 9:40 PM
31	Location Convenience of location	7/13/2020 2:34 PM
32	Children Collections Low shelved stacks for children	7/13/2020 2:04 PM
33	Activities Children Designated (separate) area for kids events	7/13/2020 10:01 AM
34	Activities Group Study Meetings productive Break out/activity rooms	7/12/2020 8:09 AM
35	Children Meetings Both a dedicated children's area and meeting space	7/11/2020 10:42 PM
36	Events Meetings Meeting area for events/meetings	7/11/2020 10:14 PM
37	Events Meetings Meeting rooms for community events (e.g., film screenings)	7/11/2020 3:45 PM

New Central Library Survey
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38	Collections Making sure that a book series is complete.	7/10/2020 7:27 PM
39	Technology expanded access to technology for those in the city who don't have it due to income or geography	7/10/2020 3:35 PM
40	Service Technology Ability to fax and copy	7/10/2020 11:16 AM
41	Technology community computers for all to use	7/10/2020 8:01 AM
42	resource provision for a broad range	7/10/2020 7:11 AM
43	Group Study Service Spatial Quality Private 1 hr rooms	7/9/2020 9:35 PM
44	Children Children's area	7/9/2020 5:45 PM
45	Collections Service Easy book pickup for reserved books.	7/9/2020 9:17 AM
46	Events Meetings Multi purpose room	7/9/2020 9:02 AM
47	Activities Activity area	7/8/2020 10:56 PM
48	Service Librarians	7/8/2020 10:10 PM
49	Service Community board	7/8/2020 9:54 PM
50	Activities Children Spatial Quality Space for youth to play and learn, but make it bigger	7/8/2020 9:40 PM
51	Activities Reading area	7/8/2020 9:01 PM
52	Activities Children Events Strong kids programing	7/8/2020 4:58 PM
53	Activities Children Events Kids activities/classes	7/8/2020 10:24 AM
54	Service Friendly staff	7/8/2020 8:29 AM
55	Service Great help desk	7/7/2020 9:48 PM
56	Activities Children area for children to do hands on activities	7/7/2020 9:16 PM
57	Spatial Quality Privacy for studying	7/7/2020 6:54 PM
58	Collections Service ease of checkout	7/7/2020 5:42 PM
59	Activities Children Events Spatial Quality Separate classrooms for story times	7/7/2020 5:39 PM
60	Children Spatial Quality Childrens area enlarged	7/7/2020 4:21 PM
61	Meetings Meeting space	7/7/2020 3:58 PM
62	Activities Events Learning Classroom	7/7/2020 3:31 PM
63	Service The very professional and helpful staff	7/7/2020 2:13 PM
64	parking	7/7/2020 1:28 PM
65	Technology Access to up to date computers for usage	7/7/2020 10:51 AM
66	Activities Meetings Community Room	7/7/2020 2:59 AM
67	Spatial Quality The help/check out desk being near the entrance	7/6/2020 7:22 PM
68	Parking	7/6/2020 4:05 PM
69	Location In walking distance for lower income	7/6/2020 3:23 PM
70	Technology public computer and printer access	7/6/2020 3:17 PM
71	Activities Events Learning Meetings A room for teaching with computers	7/6/2020 3:00 PM
72	Spatial Quality The organization	7/6/2020 10:37 AM
73	on more important projects.	7/6/2020 10:18 AM
74	Technology Computer access	7/6/2020 10:12 AM
75	Collections Books!	7/6/2020 10:03 AM

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76	Nothing None	7/6/2020 9:36 AM
77	Collections Spatial Quality whats new in a central / easy to access location	7/5/2020 8:50 PM
78	Collections book pickup	7/5/2020 11:40 AM
79	Activities Children Play area	7/4/2020 10:09 PM
80	Spatial Quality Front desk is there as soon as you enter.	7/4/2020 8:20 PM
81	Collections Books	7/4/2020 6:38 PM
82	Activities Events Learning Meetings Retain and expand the fact that libraries are modern gathering places for learning/socializing	7/4/2020 11:23 AM
83	Activities Children Childrens Activities	7/4/2020 12:00 AM
84	Collections Service Activity bags & no late fees	7/3/2020 8:41 AM
85	Spatial Quality Front desk at entrance	7/3/2020 7:19 AM
86	Spatial Quality variety of areas	7/3/2020 7:01 AM
87	Collections The book selection (plus more!)	7/2/2020 7:01 PM
88	Spatial Quality Lighting	7/2/2020 5:48 PM
89	Service Helpful, knowledgeable personnel	7/2/2020 5:15 PM
90	Collections Many types of products	7/2/2020 4:45 PM
91	Meetings meeting room	7/2/2020 4:10 PM
92	Location CENTRAL LOCATION/PARKING	7/2/2020 4:08 PM
93	Technology Free computer use	7/2/2020 3:32 PM
94	Collections Technology Computer station catalogs	7/2/2020 2:54 PM
95	Nothing nothing	7/2/2020 2:39 PM
96	Service Staff is very friendly and always willing to help	7/2/2020 12:08 PM
97	Meetings Conference room	7/1/2020 6:59 PM
98	Activities Events Meetings Space for the community to gather	7/1/2020 6:02 PM
99	Technology Separate workstations for using own computer devices	7/1/2020 5:00 PM
100	Technology computers for public access	6/30/2020 1:54 PM
101	Spatial Quality windows	6/30/2020 9:13 AM
102	Activities Technology Better gaming area	6/29/2020 8:09 PM
103	Learning Classroom for new learning opportunities	6/29/2020 7:55 PM
104	Activities Children Play section	6/29/2020 5:35 PM
105	Meetings meeting space	6/29/2020 3:06 PM
106	accessibility Accessible	6/29/2020 2:33 PM
107	Technology computer section	6/29/2020 10:05 AM
108	Activities Children Children's play area	6/28/2020 9:43 PM
109	Technology Available computers	6/28/2020 7:51 PM
110	Collections Spatial Quality Comfortable areas to read magazines	6/28/2020 7:30 PM
111	Activities Children Collections Children area which has play things as well as kid-friendly books.	6/28/2020 5:49 PM
112	Technology Computers	6/28/2020 5:33 PM

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113	Activities Children	Programs for children in the neighborhood.	6/28/2020 11:46 AM
114	Group Study Service	Reserving rooms for small audiences	6/28/2020 7:56 AM
115	Spatial Quality	Open space	6/28/2020 3:29 AM
116	Events Meetings	Programming room/ROOMS	6/28/2020 12:02 AM
117	Location	On a bus route	6/27/2020 7:47 PM
118	Spatial Quality	Clean environment	6/27/2020 6:53 PM
119	Collections Spatial Quality	Periodicals close to main circulation desk.	6/27/2020 3:52 PM
120	Collections	Diverse books	6/27/2020 1:56 PM
121	Collections	Lending library	6/27/2020 12:50 PM
122	Children	Children's area	6/27/2020 12:39 PM
123	Location	Convenient location	6/27/2020 11:12 AM
124	Collections	Other items besides books to check out	6/27/2020 8:42 AM
125	Collections Service	Drive through drop box for easy returns	6/27/2020 8:37 AM
126	Children Teen	Youth centered	6/27/2020 1:52 AM
127	Activities Children	Kids play area	6/26/2020 11:12 PM
128	Collections	New books section	6/26/2020 10:45 PM
129	Technology	Public computers	6/26/2020 7:06 PM
130	Spatial Quality	Good librarian work areas and access for assistance	6/26/2020 4:49 PM
131	Activities productive Spatial Quality	Separate room for meeting/crafts etc	6/26/2020 6:37 AM
132	Children Spatial Quality	Bigger area for the Children's section	6/25/2020 11:20 PM
133	Technology	Internet access for patrons	6/25/2020 3:36 PM
134	Collections Service Technology	self check out	6/25/2020 2:00 PM
135	Activities Children	Play area for younger children	6/25/2020 10:11 AM
136		Knowledgeable	6/25/2020 8:38 AM
137	Service	easy database system to look up books	6/24/2020 8:45 PM
138	Events	Community programs	6/24/2020 6:40 PM
139	Children Technology	Keep computer areas for kids to learn coding and programming	6/24/2020 9:04 AM
140	Collections Service	Love having the reserved books by the circulation desk	6/23/2020 5:31 PM
141	Meetings	At least one meeting room	6/23/2020 4:10 PM
142	Collections	access to magazines and newspapers	6/23/2020 2:47 PM
143	Activities	Sitting area to read	6/23/2020 1:30 PM
144	Technology	Computer labs	6/23/2020 1:26 PM
145	Teen	More teen space	6/23/2020 1:18 PM
146	Activities Children	The summer activities for children and the reading program	6/23/2020 11:47 AM
147	Spatial Quality	Openess	6/23/2020 11:34 AM
148	Events Learning	Workshops	6/23/2020 11:32 AM
149	Children Events	Story time	6/23/2020 11:18 AM
150	Collections	lots of books!	6/23/2020 10:49 AM

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151	Spatial Quality openness	6/23/2020 10:42 AM
152	Nothing None	6/23/2020 10:28 AM
153	Furnishings A lot of extra seating and tables	6/23/2020 10:18 AM
154	Spatial Quality clear labeling of shelving	6/23/2020 10:11 AM
155	Activities Children That the play area not to big and stocked well for easy clean up children are not treading or spreading toy.	6/23/2020 8:06 AM
156	Service The awesome staff who doesn't judge your young children who doesn't know how to whisper	6/21/2020 11:03 PM
157	Technology Large workstation for librarians, printers	6/20/2020 3:06 PM
158	Activities Children Events Children's programs	6/18/2020 11:02 PM
159	accessibility Easy access to staff	6/18/2020 6:30 PM
160	Location It's walking distance to many in surrounding neighborhoods	6/18/2020 3:14 PM
161	Technology Wifi hotspots	6/18/2020 2:25 PM

Q4 What Doesn't? What limitations or weaknesses of the existing library building ought to be avoided or corrected in the New Central Library?

Answered: 238 Skipped: 231

ANSWER CHOICES	RESPONSES	
1	100.00%	238
2	65.97%	157

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#	1	DATE
1	Accessibility Non-functioning automatic doors/NOT ENOUGH PARKING	7/22/2020 11:50 AM
2	Spatial Quality Welcoming dark, not airy or welcoming	7/20/2020 4:29 PM
3	Spatial Quality The building was the main limitation. It old, worn, dirty....Just could not do it.	7/18/2020 12:12 PM
4	activities Children Play areas for kids don't belong in a library	7/17/2020 1:04 AM
5	Events Spatial Quality Have larger areas designated for inside events	7/16/2020 8:56 PM
6	Parking Spatial Quality limited parking, poor interior and exterior lighting	7/16/2020 2:15 PM
7	Accessibility Access in the building	7/16/2020 10:21 AM
8	Technology Outdated equipment	7/15/2020 9:30 PM
9	Events Learning More black educational programs	7/15/2020 9:08 PM
10	activities Children Events Bigger children's area and event rooms	7/15/2020 6:45 PM
11	Spatial Quality Stairs and narrow halls.	7/15/2020 3:22 PM
12	Teen Needs a teen space	7/15/2020 1:55 PM
13	Spatial Quality quieter surroundings. some people show little respect with their talking and fooling around.	7/15/2020 11:31 AM
14	Parking Parking	7/14/2020 11:40 PM
15	Events Spatial Quality Lack of program space	7/14/2020 9:28 PM
16	N/A	7/14/2020 7:46 PM
17	Service Technology More computers and time	7/14/2020 6:23 PM
18	Service Technology Computer wait time	7/14/2020 6:12 PM
19	Children Teen Doesn't appeal to youth; needs more youthful attractions.	7/14/2020 5:25 PM
20	Spatial Quality Updated decor	7/14/2020 5:22 PM
21	Spatial Quality Open floor plan	7/14/2020 5:21 PM
22	Technology More computers	7/14/2020 5:16 PM
23	Nothing None that I know of.	7/14/2020 5:11 PM
24	Collections MORE content	7/14/2020 5:07 PM
25	Na	7/14/2020 5:05 PM
26	Technology Dated technology	7/14/2020 5:03 PM
27	Nothing None	7/14/2020 4:51 PM
28	Nothing None	7/14/2020 4:38 PM
29	Spatial Quality Spacing should be expanded.	7/14/2020 4:37 PM
30	Spatial Quality Warm inviting colors, layout of the existing building	7/14/2020 4:29 PM
31	Technology Clumping the computers dead center between the kids and adult section	7/14/2020 3:15 PM
32	Accessibility Bathrooms are difficult to get in and out of with a stroller or children. It's very narrow.	7/14/2020 2:52 PM
33	Children Spatial Quality 1960s institutional vibe. Children's area too close to the stacks and reading areas.	7/14/2020 2:28 PM
34	Learning Meetings Spatial Quality Cramped areas, can't have classes	7/14/2020 2:26 PM
35	Children Spatial Quality Flexible, open spaces for all patrons, esp childrens services	7/14/2020 2:22 PM

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36	Spatial Quality	Very crowded	7/14/2020 2:16 PM
37	Spatial Quality	Everything in one area, nothing physically separated	7/14/2020 2:12 PM
38	Spatial Quality	Too small	7/14/2020 1:52 PM
39	Spatial Quality	Bigger	7/14/2020 1:04 PM
40	Furnishings	Too many traditional desks/cubes/tables	7/14/2020 12:40 PM
41		Don't know	7/14/2020 12:34 PM
42	Spatial Quality	Aesthetically unappealing	7/14/2020 12:20 PM
43	Spatial Quality	Very small and cramped	7/14/2020 12:07 PM
44	Service Spatial Quality	One Central Check-out	7/14/2020 9:54 AM
45	Children	Kids area in the adult area	7/14/2020 9:16 AM
46	activities Teen	Plan to provide activities and/or space for the teenagers around downtown; Enagage with YMCA/Boys and Girls Clubs and Parks and Rec to create a plan.	7/14/2020 9:06 AM
47		No opinion	7/13/2020 9:59 PM
48		Security	7/13/2020 9:40 PM
49	Parking	Parking is tricky	7/13/2020 2:34 PM
50	Furnishings Spatial Quality	The central space for reading needs to be updated with better furniture	7/13/2020 2:04 PM
51	Children Spatial Quality	Maybe slightly more separation between kids books/toys area and adult area, so don't have to worry *as much** about kids making noise	7/13/2020 10:01 AM
52	Service Spatial Quality	Improved bathroom facilities	7/12/2020 8:09 AM
53	Children Spatial Quality Technology	The computer section should be separated from the children's area (which should be clearly separated).	7/11/2020 10:42 PM
54	Children Spatial Quality	The children's area would ideally be more separated from the adult area. This would benefit both groups.	7/11/2020 10:14 PM
55	Spatial Quality	Poor lighting	7/11/2020 3:45 PM
56	Spatial Quality Technology	Computers should be in closed area.	7/11/2020 8:34 AM
57	Collections	Only 1 book available in a series of 4. This is just an example.	7/10/2020 7:27 PM
58	Learning Technology	too few computer stations for learning and job seeking	7/10/2020 3:35 PM
59	Spatial Quality	Poor lighting	7/10/2020 3:11 PM
60	Spatial Quality	Current library is quite dank and uncomfortable	7/10/2020 2:55 PM
61	Spatial Quality	The inside look	7/10/2020 1:14 PM
62	Parking	Parking outside	7/10/2020 7:26 AM
63	Spatial Quality	it can feel a bit cramped due to the layout	7/10/2020 7:11 AM
64		N/a	7/9/2020 9:35 PM
65	Parking	Lack of parking	7/9/2020 5:45 PM
66	Children Spatial Quality	It would be nice if the kids section was in separate room to help control the noise.	7/9/2020 9:17 AM
67	Children Collections	More variety especially in childrens section	7/9/2020 4:50 AM
68		Food inside	7/8/2020 10:56 PM
69	Parking	Small parking lot	7/8/2020 10:10 PM
70	Furnishings Service Spatial Quality	The outdated bathroom-no changing station in mens	7/8/2020 9:54 PM

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71	Spatial Quality No natural light	7/8/2020 9:40 PM
72	Collections More new books added	7/8/2020 9:30 PM
73	Lacks More than one floor	7/8/2020 9:01 PM
74	Parking Sometimes there is limited parking	7/8/2020 6:51 PM
75	Spatial Quality Welcoming The plain walls and building - needs to be inviting inside and out	7/8/2020 4:58 PM
76	NA	7/8/2020 10:24 AM
77	Spatial Quality Dull colors	7/8/2020 8:29 AM
78	Spatial Quality Out of date	7/8/2020 8:23 AM
79	Children Spatial Quality Desperately need a separate children's area like the one at North Suffolk	7/8/2020 8:06 AM
80	Technology Limited computer access	7/7/2020 9:48 PM
81	Location Location	7/7/2020 9:38 PM
82	activities Children Events Teen Larger, dedicated space with separate entrance/noise diminishing ability for community/youth classes or teaching/summer programs.	7/7/2020 9:20 PM
83	Accessibility less steps	7/7/2020 9:16 PM
84	Parking The 1 way narrow parking lot	7/7/2020 8:58 PM
85	Spatial Quality Too much noise	7/7/2020 8:38 PM
86	Spatial Quality Tight space wise	7/7/2020 6:54 PM
87	Spatial Quality too much noise	7/7/2020 5:42 PM
88	No ideas on this	7/7/2020 4:21 PM
89	Meetings Spatial Quality Limited & crowded meeting space	7/7/2020 3:58 PM
90	Parking Service I do remember parking was an issue and that it was difficult to find personal help	7/7/2020 3:52 PM
91	Technology Computers	7/7/2020 3:31 PM
92	Accessibility Children Spatial Quality Update to the front door structure. Update to a larger and more usable space for the kids.	7/7/2020 3:28 PM
93	Parking lack of parking	7/7/2020 3:09 PM
94	Spatial Quality We need more natural light in the new library.	7/7/2020 2:13 PM
95	Furnishings need more seating; comfortable seating;	7/7/2020 1:28 PM
96	Service No charge or lower cost for faxing	7/7/2020 10:51 AM
97	activities Events Meetings Spatial Quality Lack of space: need more multi-purpose space	7/7/2020 8:01 AM
98	Spatial Quality The new library should be much bigger. and the architecture should be stunning .	7/7/2020 7:35 AM
99	activities Group Study Spatial Quality Quiet Rooms for individual study/readings	7/7/2020 2:59 AM
100	Spatial Quality Limited light, need more windows	7/6/2020 7:22 PM
101	Spatial Quality Needs to be larger	7/6/2020 4:05 PM
102	Children Spatial Quality Too small/not enough space for children	7/6/2020 3:34 PM
103	Spatial Quality Size	7/6/2020 3:23 PM
104	Spatial Quality lack of separation of spaces	7/6/2020 3:17 PM
105	Learning I do not think the library classrooms should be used for Camp College classes	7/6/2020 3:00 PM

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106	Group Study Spatial Quality private areas with closed doors for HHS or whatever counseling takes place in public area where NO privacy is assured.	7/6/2020 1:24 PM
107	activities Spatial Quality More areas to sit and read in comfortable chairs	7/6/2020 10:37 AM
108	Children Spatial Quality Teen Obviously more space is required. Some elements should be broken out youth & young adult reading areas	7/6/2020 10:34 AM
109	Parking Parking	7/6/2020 10:12 AM
110	Meetings Spatial Quality Separate space for sitting and talking, hanging out. Tables for groups lead to talking not reading, esp. in the back.	7/6/2020 10:03 AM
111	Spatial Quality Lighting	7/6/2020 9:36 AM
112	activities Group Study Learning Meetings Spatial Quality The use of the library as a babysitting service. I love the students of all ages ore interested in the library but the library should not be a social hangout or teenagers that have nothing to do. During the summer time it should not be a place where kids hangout all day because their parents are at work. There is too much cussing and fighting going on there. I had to pay for a membership @ ECRC just to tutor my students because of the noise level. I should not have to go to a library where to police is being called while the Director of the library does nothing!	7/6/2020 8:33 AM
113	Group Study Learning Spatial Quality nowhere quiet to study	7/5/2020 8:50 PM
114	Spatial Quality dark, uninviting	7/5/2020 11:40 AM
115	Spatial Quality SPACE limitations in parking and especially interior	7/5/2020 9:39 AM
116	Children Spatial Quality Children's area could be more separated from the main area.	7/4/2020 8:20 PM
117	Spatial Quality It's an old building and we need something new	7/4/2020 6:38 PM
118	Nothing Nothing comes to mind	7/4/2020 11:23 AM
119	N/A	7/4/2020 12:00 AM
120	activities Children Events Spatial Quality Extra event room was very small & seemed dark & the play area could be bigger with extra tables & chairs for kids & parents	7/3/2020 8:41 AM
121	Furnishings Group Study Group seating	7/3/2020 7:19 AM
122	Spatial Quality tight space	7/3/2020 7:01 AM
123	Spatial Quality Welcoming Needs to be brighter and more welcoming	7/3/2020 6:46 AM
124	Children New children's area needed	7/2/2020 7:01 PM
125	Do not need new library	7/2/2020 6:44 PM
126	Spatial Quality The building inside is dark	7/2/2020 5:48 PM
127	Parking Parking has become a problem with the new city offices across the street. People seem to prefer this side of the bldg.	7/2/2020 5:15 PM
128	activities Collections Spatial Quality More quiet areas to use media and browse	7/2/2020 4:45 PM
129	Parking limited parking	7/2/2020 4:10 PM
130	Spatial Quality OLD BUILDING/FEELS DARK	7/2/2020 4:08 PM
131	Spatial Quality Perhaps only the somewhat dark and old-fashioned color palette.	7/2/2020 3:32 PM
132	Spatial Quality Technology All computers in one spot (too busy, noisy, distracting)	7/2/2020 2:54 PM
133	Spatial Quality it's dank, and crowded	7/2/2020 2:39 PM
134	Collections If a series of books (i.e., mystery thriller in 3 volumes) is purchased, all 3 should be available, not random out of sequence volumes	7/2/2020 12:08 PM
135	Events Meetings Not enough conference/ meeting space	7/1/2020 6:59 PM
136	Spatial Quality Quiet space separate from gathering spaces	7/1/2020 6:02 PM

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137	Spatial Quality Technology	When using existing computers excessive noisemakers.	7/1/2020 5:00 PM
138	Spatial Quality Technology	All computers in one location	7/1/2020 2:35 PM
139	Parking	Parking	7/1/2020 12:47 PM
140	Spatial Quality	More space for people to lounge elsewhere. You haven't walk through kids and teens hanging out to get to some of the shelves.	7/1/2020 7:33 AM
141	Meetings	no private meeting spaces	6/30/2020 1:54 PM
142	Spatial Quality	Way too small	6/30/2020 9:13 AM
143	Group Study	Study space	6/29/2020 8:09 PM
144	Children Spatial Quality	The children's area needs to be separated from the book stacks.	6/29/2020 7:55 PM
145	Spatial Quality	Not enough natural light	6/29/2020 5:35 PM
146	activities Events Spatial Quality	need space for library programs	6/29/2020 3:06 PM
147	activities Events Meetings Spatial Quality	Lack of meeting rooms for community organizations	6/29/2020 2:33 PM
148	activities Events Meetings Spatial Quality	poor meeting spaces	6/29/2020 10:05 AM
149	Technology	Few computers	6/29/2020 7:57 AM
150	Collections Spatial Quality	More space, bigger collection	6/29/2020 2:45 AM
151	Parking	Parking has always been a problem.	6/28/2020 9:43 PM
152	Service Spatial Quality	There need to be light and windows. A place to have coffee would be nice.	6/28/2020 7:51 PM
153	Spatial Quality	Current library is too dark. Need more natural light	6/28/2020 7:30 PM
154	Collections Technology	A computer to use find a certain book.	6/28/2020 5:49 PM
155	Collections Furnishings	Seating space for browsing	6/28/2020 5:33 PM
156	Spatial Quality	Not enough room	6/28/2020 5:27 PM
157	Spatial Quality	More windows for natural light in the new space	6/28/2020 11:46 AM
158	Children	Children need their own area	6/28/2020 11:07 AM
159	Technology	More computers for public	6/28/2020 7:56 AM
160	Location	Distance. There are no libraries in the southern half of the county	6/28/2020 7:46 AM
161	Parking	PArking	6/28/2020 3:29 AM
162	activities Events Meetings	Multi use spaces used for programs and community meeting/needs	6/28/2020 12:02 AM
163	Accessibility	Steps to access classes	6/27/2020 9:32 PM
164	activities Events Meetings Spatial Quality	Size-should be large enough to accommodate different meeting spaces and rooms with interactive stations and indoor/outdoor theater space	6/27/2020 7:47 PM
165	Collections	Lack of books.	6/27/2020 6:55 PM
166		Not meant to be a babysitting service	6/27/2020 6:53 PM
167	Spatial Quality	The current aisles are too narrow.	6/27/2020 3:52 PM
168	Spatial Quality	The library is dark and depressing	6/27/2020 2:57 PM
169	activities Furnishings	Not enough comfy seating to sit and read	6/27/2020 1:56 PM
170	Collections	Small selection of reading material	6/27/2020 12:50 PM
171	Spatial Quality	Lighting	6/27/2020 12:39 PM

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172	Spatial Quality	The Dark, Dreary atmosphere! I don't like going there.	6/27/2020 11:15 AM
173	Spatial Quality	Too small	6/27/2020 11:12 AM
174	Spatial Quality	It is so dark & drab feeling	6/27/2020 10:46 AM
175		The ability to just hang out all day	6/27/2020 8:42 AM
176	Spatial Quality	lighter brighter spaces such as in the North Suffolk library	6/27/2020 8:37 AM
177	Spatial Quality	Small overall space	6/27/2020 1:52 AM
178	Welcoming	It's just uninviting.	6/27/2020 12:09 AM
179	Parking	Parking difficulties	6/26/2020 11:12 PM
180	Meetings	Need community meeting space for clubs and irganizations	6/26/2020 10:45 PM
181	Group Study Meetings	Limited meeting and studying spaces	6/26/2020 7:06 PM
182	Location	Sits right on traffic flow, narrow lane access for people	6/26/2020 4:49 PM
183	Spatial Quality	upkeep of the grounds should be improved...ofer trash around the building and unattractive plantings	6/26/2020 10:25 AM
184	Spatial Quality	Not enough space	6/26/2020 7:24 AM
185	Spatial Quality	All one space	6/26/2020 6:37 AM
186	Spatial Quality Technology	Spacing of computers	6/25/2020 9:26 PM
187	Spatial Quality	the space is quite crowded.	6/25/2020 8:52 PM
188	Welcoming	Inviting entrance and	6/25/2020 4:26 PM
189	Collections Spatial Quality	Need better and more obvious signage for different sections (youth, non-fiction, etc.)	6/25/2020 3:36 PM
190	Accessibility Welcoming	Accessibility for all ppl needs to be addressed . I would like to come in the front door to go to a class and not have to go around the building to get in.	6/25/2020 1:26 PM
191	Parking	need better parking	6/25/2020 12:46 PM
192	Spatial Quality Technology	Computers need to be located in a separate room.	6/25/2020 11:48 AM
193	activities Children Spatial Quality	Room for interractional activities for kids needs to be larger	6/25/2020 10:11 AM
194	Group Study Meetings	The new library needs to have space available for small/group meetings.	6/25/2020 9:40 AM
195	Spatial Quality	Not quiet	6/25/2020 8:38 AM
196	Service Technology	It's hard to use a computer because they're all usually taken for long periods of time	6/24/2020 8:45 PM
197	Service	Hours	6/24/2020 6:40 PM
198	Spatial Quality	avoid lack of space	6/24/2020 2:27 PM
199	Service Spatial Quality	need bigger and brighter restrooms with a counter area	6/24/2020 10:28 AM
200	Events Service	make it easier to register for events at the library in person	6/24/2020 9:04 AM
201	Collections Spatial Quality	The stacks are too close together so it very hard to have more than one person.	6/24/2020 6:59 AM
202	Spatial Quality	Put the (loud) computer patrons in a room away from those of us who want quiet in their library	6/24/2020 5:25 AM
203		Help	6/23/2020 10:06 PM
204	Service	HATE the vending machines!!! IF you're going to keep them - have a designated "snack" area. Food should NOT be any where in the library!	6/23/2020 5:31 PM

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205	Events No area large enough for community events	6/23/2020 4:10 PM
206	Accessibility access issues with stairs/back rooms	6/23/2020 2:47 PM
207	Location More convenient class locations for kids	6/23/2020 2:40 PM
208	Technology Expand the computer area	6/23/2020 1:30 PM
209	Technology Using computers to look up info about books seems difficult and antuquated	6/23/2020 1:26 PM
210	Letting the young people run wild in library with no supervision	6/23/2020 1:18 PM
211	Spatial Quality Very dark inside	6/23/2020 12:31 PM
212	Events Learning Meetings Technology no classrooms for individual instruction with computer access	6/23/2020 12:29 PM
213	activities Spatial Quality We need more open spaces for relaxing and enjoying. The library our current library doesn't have this space	6/23/2020 11:47 AM
214	Spatial Quality Technology Computer stations do not allow for privacy	6/23/2020 11:41 AM
215	Children Spatial Quality Teen Add a separate area for teens and youth	6/23/2020 11:34 AM
216	Children Children under age 13 without supervision	6/23/2020 11:32 AM
217	Service The library hours should be extended. Should have weekend hours also.	6/23/2020 11:20 AM
218	Teen Correct the need of a teenager zone	6/23/2020 11:18 AM
219	Spatial Quality much too crowded and drab	6/23/2020 11:03 AM
220	activities Children Technology Play/exploration area for children separate so those wishing quiet can have it. Also, a tech free area for children to explore play/books/classes	6/23/2020 10:49 AM
221	Spatial Quality size	6/23/2020 10:42 AM
222	Meetings Meeting space	6/23/2020 10:28 AM
223	Spatial Quality Something to block sound from the kid's area	6/23/2020 10:18 AM
224	Spatial Quality Technology public computers out in the open shelving area	6/23/2020 10:11 AM
225	Parking lack of adequate parking	6/23/2020 9:24 AM
226	Spatial Quality Welcoming The lighting is dull and made it dark as you walk in you cannot see the welcome	6/23/2020 8:06 AM
227	Spatial Quality Not very spacious	6/23/2020 7:51 AM
228	activities Spatial Quality Small activity room...should be larger but still separate area	6/23/2020 7:28 AM
229	Spatial Quality New Central Library needs more space.	6/22/2020 7:49 PM
230	Parking Parking	6/21/2020 11:03 PM
231	Spatial Quality Too dark with few Windows, low ceilings, dark carpet and walls	6/20/2020 3:06 PM
232	Spatial Quality Technology The computer area is a weakness. They are not private at all and open to disturbances from other library users.	6/20/2020 10:50 AM
233	Accessibility Lack of ADA accessibility	6/18/2020 11:02 PM
234	Spatial Quality Technology Space, limited tech	6/18/2020 6:30 PM
235	Collections Bring back books. So many on my list to read are gone because of the purge several years ago. All of the shelves should be full.	6/18/2020 6:09 PM
236	Furnishings Limited seating within the library	6/18/2020 3:39 PM
237	Spatial Quality Not enough space and so it gets really noisy	6/18/2020 3:14 PM
238	Spatial Quality Teen shared spaces- loud teens	6/18/2020 2:25 PM

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#	2	DATE
1	Spatial Quality Old bathrooms	7/22/2020 11:50 AM
2	Spatial Quality Technology Make the computer area an enclosed room	7/17/2020 1:04 AM
3	Service late hours and Sunday hours	7/16/2020 2:15 PM
4	Accessibility Parking Need better access to parking	7/16/2020 10:21 AM
5	activities Learning More seminars for senior citizens	7/15/2020 9:08 PM
6	Spatial Quality Better restrooms	7/15/2020 6:45 PM
7	Spatial Quality Not enough light.	7/15/2020 3:22 PM
8	Spatial Quality More walking room	7/15/2020 1:55 PM
9	Parking Parking	7/14/2020 9:28 PM
10	N/A	7/14/2020 7:46 PM
11	Service Hours of operation	7/14/2020 6:23 PM
12	Service Hours of operation more	7/14/2020 6:12 PM
13	Learning Become a place of guidance. College workshops, etc	7/14/2020 5:25 PM
14	Spatial Quality Noise	7/14/2020 5:21 PM
15	Events More community based programs	7/14/2020 5:07 PM
16	Na	7/14/2020 5:05 PM
17	Pro	7/14/2020 5:03 PM
18	Nothing Nones	7/14/2020 4:51 PM
19	Nothing None	7/14/2020 4:38 PM
20	activities Events Meetings More designated spaces (ex. children, conference rooms for public to use for meetings, etc.)	7/14/2020 4:29 PM
21	Children Spatial Quality Bathroom be more accessible, perhaps even a seperate bathroom in the childrens area.	7/14/2020 3:15 PM
22	Children Collections Furnishings There are adult book shelves in the children's area that are tempting for kids to remove the books. Children's book shelves should be around the children's area to encourage them to stay in that area and read books from the shelves.	7/14/2020 2:52 PM
23	Spatial Quality inefficient land use... vertical is good as long as it's accessible.	7/14/2020 2:28 PM
24	Collections Please keep BOOKS & periodicals in the library--not everyone wants electronic books	7/14/2020 2:22 PM
25	Children Spatial Quality Private kids section	7/14/2020 2:16 PM
26	Meetings Lack of meeting space	7/14/2020 2:12 PM
27	activities Group Study Study areas	7/14/2020 1:52 PM
28	Spatial Quality Customer flow	7/14/2020 12:20 PM
29	Technology Few available computers	7/14/2020 9:54 AM
30	No opinion	7/13/2020 9:59 PM
31	Events Spatial Quality It feels unplanned and ugly. Not a place you'd choose to hang out (besides the amazing programs of course)	7/13/2020 10:01 AM
32	Spatial Quality Technology Computer stations in the middle of main area	7/12/2020 8:09 AM
33	Meetings Multiple meeting spaces should be provided to avoide double booking of the one room	7/11/2020 10:42 PM

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34	activities Events Meetings	More than one area for library events, meetings, etc. There's been a lot more going on at the library than a single "multipurpose" room can accomodate.	7/11/2020 10:14 PM
35	Spatial Quality	Lack of dedicated spaces for different library functions/services	7/11/2020 3:45 PM
36		Undisciplined patrons using the computers talking loudly and using foul language.	7/10/2020 7:27 PM
37	activities Events Meetings	think for future expansion of community gathering spaces	7/10/2020 3:35 PM
38	Spatial Quality	Low ceilings	7/10/2020 3:11 PM
39	activities Spatial Quality	reading space would be ideal	7/10/2020 2:55 PM
40	Spatial Quality	Poor lighting	7/9/2020 5:45 PM
41	activities Children Events Spatial Quality	Bigger rooms to accommodate events like the kids storytime.	7/9/2020 9:17 AM
42	activities Spatial Quality	More comfortable research space	7/9/2020 4:50 AM
43	Spatial Quality	can be quite loud at times	7/8/2020 10:56 PM
44	Accessibility	User unfriendly doors	7/8/2020 10:10 PM
45	Children Spatial Quality	Bad children's area...not easy to identify	7/8/2020 9:54 PM
46	Meetings	Small meeting area	7/8/2020 9:40 PM
47	Group Study Spatial Quality Technology	More computers and quiet study spaces	7/8/2020 9:30 PM
48	NA		7/8/2020 10:24 AM
49	Children Spatial Quality Technology	The computer use area needs to be separated and nowhere near the children's use area	7/8/2020 8:06 AM
50	Parking	Parking	7/7/2020 9:38 PM
51	Accessibility	Minimal accessibility for remote working	7/7/2020 6:54 PM
52	Spatial Quality	creepy bathrooms	7/7/2020 5:42 PM
53	Furnishings	Charging stations	7/7/2020 3:31 PM
54	Service	weekend hours	7/7/2020 3:09 PM
55	Spatial Quality	we also need wider aisles so you don't feel cramped.	7/7/2020 2:13 PM
56	Spatial Quality	poor physical layout of the space	7/7/2020 1:28 PM
57	Spatial Quality Technology	More computers and private computer rooms	7/7/2020 10:51 AM
58	Teen	Safety. There are always groups of teenagers lingering outside the space.	7/7/2020 2:59 AM
59	Parking	Parking	7/6/2020 7:22 PM
60	Spatial Quality	Needs more natural light	7/6/2020 4:05 PM
61	Spatial Quality	Layout is very strange	7/6/2020 3:34 PM
62	Spatial Quality	Needed to be upgraded	7/6/2020 3:23 PM
63	Spatial Quality	an area where folks can talk without disturbing folks.	7/6/2020 1:24 PM
64		More restrooms	7/6/2020 10:37 AM
65	Collections	Limited audiobooks and ebooks	7/6/2020 10:12 AM
66	Spatial Quality	space	7/6/2020 9:36 AM
67	Spatial Quality	Please add windows. The existing space is a dungeon	7/5/2020 8:50 PM
68	activities Meetings Spatial Quality	old, no comfortable spaces to relax and read or meet up for any reason.	7/5/2020 11:40 AM
69	Spatial Quality	Lighting	7/5/2020 9:39 AM

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70	Spatial Quality It seems like the morgan memorial library is just an old, hard to upkeep building.	7/4/2020 8:20 PM
71	Meetings More meeting spaces	7/4/2020 6:38 PM
72	N/A	7/4/2020 12:00 AM
73	activities Children Collections Need more activity bags-wait can be long. Also, would love DVD rentals	7/3/2020 8:41 AM
74	Spatial Quality noise	7/3/2020 7:01 AM
75	Meetings More meeting spaces needed	7/2/2020 7:01 PM
76	Too many delinquents without parents present	7/2/2020 5:48 PM
77	Spatial Quality Technology Computers are jammed into an aisle	7/2/2020 5:15 PM
78	activities Events Meetings More space for community functions	7/2/2020 4:45 PM
79	Spatial Quality Technology The public computer stations are in the center of everything and lead to noise and loud behavior.	7/2/2020 4:10 PM
80	Children Spatial Quality LIMITED SPACE FOR CHILDREN	7/2/2020 4:08 PM
81	Spatial Quality Noise! Soft barriers would help absorb sounds versus reflecting	7/2/2020 2:54 PM
82	Spatial Quality Lighting	7/2/2020 2:39 PM
83	Furnishings Lack of comfortable seating	7/1/2020 6:59 PM
84	Spatial Quality Technology Separate space for the computers	7/1/2020 6:02 PM
85	Children Kids space	7/1/2020 12:47 PM
86	activities Children Events very little space for programs, also closed off childrens' play area	6/30/2020 1:54 PM
87	activities Children No room for kid play/reading area	6/30/2020 9:13 AM
88	Nothing None	6/29/2020 8:09 PM
89	Children Spatial Quality More bathrooms that are kid friendly.	6/29/2020 7:55 PM
90	Spatial Quality Poor layout	6/29/2020 5:35 PM
91	Spatial Quality more than one big room for the library - quite study areas, etc.	6/29/2020 3:06 PM
92	Spatial Quality Too small	6/29/2020 2:33 PM
93	Spatial Quality Technology inadequate computer area-- need more privacy	6/29/2020 10:05 AM
94	Safety - not allowing non-users to hang out	6/29/2020 2:45 AM
95	activities Children Spatial Quality A children's play area that is separated from the main reading area.	6/28/2020 9:43 PM
96	activities Spatial Quality It feels too crowded without areas to sit and read.	6/28/2020 7:51 PM
97	Spatial Quality Accommodations were pitiful	6/28/2020 5:27 PM
98	Spatial Quality Wider aisles so you don't feel cramped.	6/28/2020 11:46 AM
99	Collections Learning A homeschool area would be nice, more books	6/28/2020 11:07 AM
100	activities Need to promote more activities for public gear to neighborhood	6/28/2020 7:56 AM
101	Location Location	6/28/2020 3:29 AM
102	Children Spatial Quality Children areas off in back corners by secluded restrooms	6/28/2020 12:02 AM
103	Technology More computers	6/27/2020 9:32 PM
104	Collections Museum Archive room for historical artifacts to display and entertain groups for tours or learning	6/27/2020 7:47 PM

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105	Spatial Quality	Lack of quiet space.	6/27/2020 6:55 PM
106	Spatial Quality	Libraries are supposed to be a quiet environment.	6/27/2020 6:53 PM
107	Collections	Fiction section feels disjointed.	6/27/2020 3:52 PM
108	Spatial Quality	The space feels crowded and loud	6/27/2020 2:57 PM
109	Meetings	Limited space for meetings	6/27/2020 12:50 PM
110	Spatial Quality	Smell	6/27/2020 12:39 PM
111	Spatial Quality	Better lighting my kids always thought it was too dark	6/27/2020 11:12 AM
112	Spatial Quality	Very outdated	6/27/2020 10:46 AM
113	Technology	looks like you could use more computer terminals	6/27/2020 8:37 AM
114	Spatial Quality	Dated building and utilities	6/27/2020 1:52 AM
115	Spatial Quality	Technology Computer spaces in center line of sight (prefer perimeter)	6/26/2020 11:12 PM
116	Spatial Quality	Separate work areas to avoid traffic and talkers	6/26/2020 10:45 PM
117	Spatial Quality	Areas for quiet	6/26/2020 7:06 PM
118	Parking	Not the building s problem exactly but the parking available is horrible	6/26/2020 4:49 PM
119	Spatial Quality	Not enough windows	6/26/2020 6:37 AM
120	Events	Meetings Lack of space for community gatherings Check out the Slover Library, Norfolk for guidance	6/25/2020 4:26 PM
121	Learning	Productive Need areas - somewhat separated - work study/work stations	6/25/2020 3:36 PM
122	Service	Librarians need to stop sitting at the front desk and be wondering around the library to offer assistance.	6/25/2020 1:26 PM
123	Spatial Quality	need larger, more modern library	6/25/2020 12:46 PM
124	activities	Children Spatial Quality Children's play area needs to be put in a separate room to alleviate the noise. Or get rid of the play area altogether.	6/25/2020 11:48 AM
125	Accessibility	Welcoming Entranceway must be more handicap accessible	6/25/2020 10:11 AM
126	Spatial Quality	Out dated	6/25/2020 8:38 AM
127	Spatial Quality	Morgan Memorial is very dark. It would be nice to have more natural light, like North Suffolk	6/24/2020 8:45 PM
128	Collections	Technology More digital media	6/24/2020 6:40 PM
129		provide security officer or monitor to ensure kids are safe while studying and in restrooms	6/24/2020 9:04 AM
130	Accessibility	Wheelchair bound people can not use the library to find books.	6/24/2020 6:59 AM
131	Service	Check out	6/23/2020 10:06 PM
132	Productive	Spatial Quality Technology Teen Separate computer room - the kids are way too noisy and those of us who actually do work there it AWFUL!	6/23/2020 5:31 PM
133	Service	more bathrooms	6/23/2020 4:10 PM
134	Spatial Quality	Technology not much space for computer users -- I'd love to see a room or larger semi-separate space for computer use	6/23/2020 2:47 PM
135	Service	Extend hours of operation	6/23/2020 1:30 PM
136	Technology	Less computers	6/23/2020 1:18 PM
137	Spatial Quality	Very unattractive	6/23/2020 12:31 PM
138	Accessibility	activities Events Meetings better meeting room for special activities with no steps	6/23/2020 12:29 PM

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139	Spatial Quality Welcoming Our library feels utilitarian and not so inviting	6/23/2020 11:47 AM
140	Parking The parking needs to be increased if possible	6/23/2020 11:34 AM
141	People on cellphones	6/23/2020 11:32 AM
142	Correct to have more change machines	6/23/2020 11:18 AM
143	Meetings conference room is inadequate	6/23/2020 11:03 AM
144	Parking more parking	6/23/2020 10:49 AM
145	Spatial Quality lack of rooms	6/23/2020 10:42 AM
146	activities Activity space	6/23/2020 10:28 AM
147	Collections Spatial Quality More subject/topic signage to navigate the stacks easier	6/23/2020 10:18 AM
148	Collections Technology Teen area for teens containing public computers, print material appropriate to age group	6/23/2020 10:11 AM
149	Spatial Quality Maybe more window space around the building instead of one side	6/23/2020 8:06 AM
150	Collections Limited materials available	6/23/2020 7:51 AM
151	Spatial Quality Lack of quiet space to really concentrate	6/20/2020 3:06 PM
152	Children Teen Welcoming There is not a welcoming environment for families. Families are often huddled in a small space with limited materials.	6/20/2020 10:50 AM
153	Children The kids area integrated in with the rest of the library	6/18/2020 11:02 PM
154	Children Teen Need more room for kids and teens	6/18/2020 6:30 PM
155	Children Spatial Quality Make the kids area completely separate from the reading area. Too distracting.	6/18/2020 6:09 PM
156	Collections More hard copies of more magazines	6/18/2020 3:39 PM
157	Meetings Spatial Quality Meeting space is small, outdated and hiding in the back	6/18/2020 3:14 PM

Q5 What's Missing? Relative to library spaces, can you identify features or innovations you have seen, heard or read about in other libraries that ought to be considered for the New Central Library? If you know, tell us where.

Answered: 237 Skipped: 232

ANSWER CHOICES	RESPONSES	
1	100.00%	237
2	70.04%	166

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#	1	DATE
1	Spatial Quality I think the library in Northern Suffolk should serve as a model. It is open, light, clean, modern.	7/18/2020 12:12 PM
2	Meetings Meeting rooms	7/17/2020 1:04 AM
3	Activities Spot to congregate	7/16/2020 9:00 PM
4	Gathering Group Study Meetings gallery spaces and displays, private meeting rooms for study groups and hobby groups	7/16/2020 2:15 PM
5	Paul D. Camp	7/16/2020 10:21 AM
6	Slover Library is a great one to mirror	7/16/2020 1:24 AM
7	Children Events Movie nights for kids and maybe adults	7/15/2020 9:30 PM
8	Activities Learning space for art classes	7/15/2020 9:26 PM
9	Service cafe/coffee shop	7/15/2020 9:25 PM
10	Activities Learning space for art classes	7/15/2020 9:20 PM
11	Service retail space	7/15/2020 9:18 PM
12	Furnishings more space for tables	7/15/2020 9:15 PM
13	Furnishings open window seating	7/15/2020 9:14 PM
14	Service cafe	7/15/2020 9:12 PM
15	Activities Learning Painting instructions for seniors	7/15/2020 9:08 PM
16	Furnishings Spatial Quality More lounge area to sit and read	7/15/2020 6:45 PM
17	Productive Technology 3D printer	7/15/2020 3:22 PM
18	Group Study Study rooms	7/15/2020 1:55 PM
19	Collections current events section to highlight police and fireman	7/15/2020 7:40 AM
20	Technology a computer lab	7/15/2020 7:38 AM
21	Productive Service a maker space for all ages	7/15/2020 7:37 AM
22	Learning Spatial Quality garden space for outdoor learning	7/15/2020 7:36 AM
23	Children Spatial Quality a room just for kids/more space between the childrens book area and the adult areas	7/15/2020 7:34 AM
24	Activities Productive Spatial Quality a room to do art and classes	7/15/2020 7:32 AM
25	Group Study Study rooms	7/15/2020 6:02 AM
26	Activities Furnishings Outside spaces to sit and read	7/14/2020 11:40 PM
27	Collections Genealogy	7/14/2020 9:28 PM
28	Productive Technology The library needs fabrication machine	7/14/2020 7:46 PM
29	Activities Group Study Additional space to study	7/14/2020 6:23 PM
30	Collections More current information	7/14/2020 6:12 PM
31	Collections Suffolk Public School curriculum interaction	7/14/2020 5:25 PM
32	Collections African American Books	7/14/2020 5:22 PM
33	Group Study Spatial Quality Quite rooms with glass partitions	7/14/2020 5:21 PM
34	Spatial Quality Just more attraction	7/14/2020 5:16 PM
35	Spatial Quality Quite rooms	7/14/2020 5:11 PM

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36	Meetings	More meeting space	7/14/2020 5:07 PM				
37	Nothing	No	7/14/2020 5:05 PM				
38	Activities	Furnishings	Spatial Quality	comfortable reading lounges	7/14/2020 5:03 PM		
39	Spatial Quality	Space	7/14/2020 4:51 PM				
40	Nothing	None	7/14/2020 4:38 PM				
41	Group Study	Increase private rooms	7/14/2020 4:37 PM				
42	Children	Welcoming	In the N.Suffolk Library the children's room is spacious and very welcoming	7/14/2020 4:29 PM			
43	Activities	Children	Collections	Learning	Spatial Quality	A dedicated childrens space to hold classes like north suffolk library or slover loby. An entire section for play and over all just a seperate semi enclosed area for all the childrens books	7/14/2020 3:15 PM
44	Activities	Children	Events	Learning	Where the offices are next to the children's area should be an activity room for story time and other programs or quiet reading when nothing is scheduled like at the Kempsville library in Virginia Beach. Also a few computers with educational games in that area.	7/14/2020 2:52 PM	
45	Activities	Productive	Service	Slover Library's Maker studio, An AV production/editing/presentation studio, pottery/painting/graphic arts studio	7/14/2020 2:28 PM		
46	Spatial Quality	Technology	Separate computer access area	7/14/2020 2:22 PM			
47	Productive	Spatial Quality	Private work sections	7/14/2020 2:16 PM			
48	Events	Gathering	A safe, covered outdoor space would be a great asset and enable a diversity of programming.	7/14/2020 2:12 PM			
49	Group Study	Group study	7/14/2020 1:52 PM				
50	Children	Spatial Quality	Kids area separately from adult area	7/14/2020 1:04 PM			
51	Furnishings	Technology	More stand up options to operate a computer, etc.	7/14/2020 12:40 PM			
52	Nothing	No	7/14/2020 12:34 PM				
53		Northern branch is perfect	7/14/2020 12:20 PM				
54	Activities	Children	Events	Big area for children to have story time	7/14/2020 12:07 PM		
55	Meetings	Board meeting area for rental	7/14/2020 9:54 AM				
56	Children	Spatial Quality	Separate area for the kids so it doesn't disturb the adult area	7/14/2020 9:16 AM			
57	Children	Spatial Quality	Separate space for children	7/14/2020 9:06 AM			
58	Group Study	Learning	Places for students and tutors to study quietly	7/14/2020 8:34 AM			
59	Spatial Quality	Welcoming	Inviting atmosphere	7/14/2020 8:32 AM			
60	Nothing	None	7/13/2020 9:59 PM				
61	Activities	Children	Spatial Quality	Larger children's area and activity rooms	7/13/2020 2:34 PM		
62	Spatial Quality	Incorporate art into design features	7/13/2020 2:04 PM				
63	Activities	Children	Learning	Spatial Quality	The library's in Jacksonville Florida had nice layouts for families. Classroom space, play space near books, and a larger open area for bigger events with surrounding tables for art etc	7/13/2020 10:01 AM	
64	Spatial Quality	Technology	Quiet computer space - separate room? In addition to a few stations in main area	7/12/2020 8:09 AM			
65	Activities	Children	Learning	Productive	Spatial Quality	I really like how children have a separate space similar to how the have it delineated at Slover, Mary D. Pretlow, and Russell Memorial libraries. Along these same lines, I think it is nice when there are dedicated makerspaces/STEM spaces that are present in a standard location. Many of the librarians	7/11/2020 10:42 PM

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have offices that are very full of supplies (thankfully) that they are constantly shifting from one area to another. I feel like if it was a constant then it would be more accessible to a wider range of people, and it would save the librarians a lot of effort.

66	Events Gathering Meetings	Community meeting spaces that can be reserved/used by community members to have meetings. Slover has several of these.	7/11/2020 10:14 PM
67	Spatial Quality	Better ambient lighting (Slover Library)	7/11/2020 3:45 PM
68	Collections Spatial Quality	Quiet, safe areas for people to come during the day for reading newspapers, magazines and books.	7/11/2020 8:34 AM
69	Events Gathering Meetings	Joint use library in VB has wired meeting rooms and auditorium for the community to reserve.	7/10/2020 3:35 PM
70	Activities Collections Spatial Quality	I believe the library should pursue a level of continuity in providing reading spaces and books to the public	7/10/2020 2:55 PM
71	Spatial Quality	Comfortable	7/10/2020 1:14 PM
72	Furnishings Spatial Quality	Comfortable seating areas with nice chairs- Norfolk library	7/10/2020 11:16 AM
73	Group Study Spatial Quality Technology	private computer areas	7/10/2020 8:01 AM
74	Technology	More computers available.	7/10/2020 7:26 AM
75	N/a		7/9/2020 9:35 PM
76	Collections	Bigger selection of black authors	7/9/2020 5:45 PM
77	Activities Children Events Learning Teen	Homeschool programs	7/9/2020 4:50 AM
78	Spatial Quality Teen	Teen only area kid only area adults only area oceanside ca	7/8/2020 10:56 PM
79	Furnishings	Comfy chairs	7/8/2020 10:10 PM
80	Collections Technology	Self checkout and self check in	7/8/2020 9:54 PM
81	Productive Service	Dedicated makerspace, like Slover Library	7/8/2020 9:40 PM
82	Spatial Quality	Big windows and skylights, bright big spaces	7/8/2020 9:30 PM
83	Activities Children	Children's play area	7/8/2020 9:01 PM
84	Spatial Quality	Colorful spaces	7/8/2020 4:58 PM
85	Activities Technology	Interactive floor like in the downtown Norfolk library	7/8/2020 10:24 AM
86	Activities Children Spatial Quality	Cozy areas for kids to read	7/8/2020 8:29 AM
87	Children Spatial Quality	Separated children's area	7/8/2020 8:06 AM
88	Spatial Quality	Quiet room or rooms / Young people section completely separate from adult section.	7/7/2020 9:20 PM
89	Spatial Quality	More varied comfortable spaces	7/7/2020 9:16 PM
90	Group Study	Mini Study room like in Chesapeake	7/7/2020 8:38 PM
91	Spatial Quality	Accessible plugs like at north Suffolk library	7/7/2020 6:54 PM
92	Activities Children Spatial Quality	computers and child play area should be in an isolated, enclosed area so others don't have to hear all of the noise	7/7/2020 5:42 PM
93	Children Collections Spatial Quality	An easier layout for finding children's books	7/7/2020 5:39 PM
94	Children Spatial Quality	Sako architecture for the children's area	7/7/2020 4:21 PM
95	Children Spatial Quality	Separate kid-friendly children's area	7/7/2020 3:58 PM
96		It has been 20 years since I have been in any library do I don't know what is available	7/7/2020 3:52 PM
97	Collections Service	Drive thru to pick up books on hold	7/7/2020 3:42 PM
98	Spatial Quality Technology	Private computer rooms	7/7/2020 3:31 PM

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99	Collections Service I love this question! I wish I knew more. But in this age, contactless return and pickup of books is important.	7/7/2020 3:28 PM
100	Children Gathering Spatial Quality Teen More social area's for children, teens, adults and seniors.	7/7/2020 2:13 PM
101	Spatial Quality works of art and sculpture on display	7/7/2020 1:28 PM
102	Service Spatial Quality Access to same amenities in north Suffolk	7/7/2020 10:51 AM
103	Spatial Quality The library should be built with several floors with expansion in mind .	7/7/2020 7:35 AM
104	Learning Learning Areas	7/7/2020 2:59 AM
105	Gathering Meetings Private rooms for meetings and gatherings	7/6/2020 7:22 PM
106	Collections Access to newspapers, journals.	7/6/2020 4:05 PM
107	Group Study Meetings private study rooms/meeting rooms	7/6/2020 3:34 PM
108	Spatial Quality Technology Separate computer room	7/6/2020 3:23 PM
109	Spatial Quality natural light balanced with severe weather safety	7/6/2020 1:24 PM
110	Service Spatial Quality Coffee bar/cafe	7/6/2020 10:37 AM
111	Activities Learning Productive Service Creative spaces are good - please avoid any cooking spaces - too costly to operate and maintain.	7/6/2020 10:34 AM
112	Activities Children Learning Children's area, with child seating and educational activities	7/6/2020 10:12 AM
113	Productive craft room	7/6/2020 9:36 AM
114	Group Study Meetings Service Technology There should be study rooms equipped with wifi access, small meeting room for 6-10 people, a monitored computer labs with regulated hours. Chesapeake has some awesome libraries (Russell and Major Hilliard)	7/6/2020 8:33 AM
115	Productive Community garden	7/6/2020 3:38 AM
116	Group Study meeting/study rooms for one or more people	7/5/2020 8:50 PM
117	Gathering Group Study Learning flexible spaces for tutoring or other meet ups.	7/5/2020 11:40 AM
118	Meetings Community meeting areas of various sizes and purposes	7/5/2020 9:39 AM
119	Technology Computers	7/4/2020 10:09 PM
120	Spatial Quality Various levels for different areas of the library like the Library in downtown Norfolk.	7/4/2020 8:20 PM
121	N/a	7/4/2020 6:38 PM
122	Museum Service Museum. The small, local museums and historical society have scads of items they can't display due to room. The library would be smart to take and exhibit some of these items.	7/4/2020 11:23 AM
123	N/A	7/4/2020 12:00 AM
124	Children Collections Service Spatial Quality Two floors. One floor dedicated to children one for adults. It would be awesome to have a community Jigsaw puzzle out all the time. Also, I would live to be able to check out board games on a regular basis.	7/3/2020 8:41 AM
125	Productive Welcoming inviting make and take space	7/3/2020 7:01 AM
126	Spatial Quality Spaces that are designated, so if you need to study you can easily identify where that space is. Or if you came to have a quiet conversation with a friend, you know where that is.	7/3/2020 6:46 AM
127	Activities Children A playroom with gym equipment like in Slover!	7/2/2020 7:01 PM
128	Libraries are archaic	7/2/2020 6:44 PM
129	Spatial Quality Technology I think the Slover having computers for games (not my favorite,	7/2/2020 5:15 PM

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but I guess we are getting them) in a separate room is preferable.

130	Activities Collections	Instrument/piano area	7/2/2020 4:45 PM
131	Children Spatial Quality	Better defined places for various genres; a better audiobook area. Enhanced children's library.	7/2/2020 4:10 PM
132	Children Spatial Quality Teen	CHILDREN'S AREA AND SEPARATE TEEN AREA	7/2/2020 4:08 PM
133	Collections	One nice feature might be adding section names. For example, the cookbook section would be clearly labeled.	7/2/2020 3:32 PM
134	Meetings	Meeting rooms. I have never seen a meeting room at Suffolk libraries.	7/2/2020 2:54 PM
135	Spatial Quality	a space to breathe	7/2/2020 2:39 PM
136	Collections Service	More space dedicated to the history of the City	7/2/2020 9:51 AM
137	Service	Is there currently a Bookmobile that goes to other parts of Suffolk? If not, please consider that.	7/1/2020 8:52 PM
138	Group Study	Private study spaces	7/1/2020 7:51 PM
139	Group Study	Meeting rooms for small one on one sessions.	7/1/2020 5:00 PM
140	Productive	Maker spaces	7/1/2020 2:35 PM
141	Accessibility Activities Children Spatial Quality	Kids sensory room	7/1/2020 12:47 PM
142	Children Spatial Quality Welcoming	a separate, engaging, inviting children's area	7/1/2020 11:47 AM
143	Activities Gathering Spatial Quality	A separate room for events/club meet ups.	7/1/2020 7:33 AM
144	Meetings	private meeting space.	6/30/2020 1:54 PM
145	Spatial Quality	quiet rooms	6/30/2020 9:13 AM
146	Nothing	None	6/29/2020 8:09 PM
147	Collections	A seed library	6/29/2020 7:55 PM
148	Children	Dedicated Children's space	6/29/2020 3:06 PM
149	Meetings Spatial Quality	Different sizes of meeting rooms to accomodate various needs (Virginia Beach Central Library0	6/29/2020 2:33 PM
150		this library is so inadequate-- anything would be better	6/29/2020 10:05 AM
151	Activities	Reading and conversation areas	6/29/2020 2:45 AM
152	Collections Service	Ancestry.com or other genealogical sites would be a wonderful feature to offer, as well as classes on genealogy.	6/28/2020 7:51 PM
153	Children Furnishings Spatial Quality	The Portsmouth library on high street has a wonderful footprint. They have a room for small children with appropriate size furniture.	6/28/2020 7:30 PM
154	Collections	Content	6/28/2020 5:33 PM
155	Meetings	More meeting spaces for the community to reserve	6/28/2020 5:27 PM
156	Children Gathering Teen	More social area's for children, teens, adults and seniors.	6/28/2020 11:46 AM
157	Children Service	Childrens area with a bathroom	6/28/2020 11:07 AM
158	Gathering Meetings	More spaces for community organizations to reserve and develop partnerships with various organizations	6/28/2020 7:56 AM
159	Technology	Computer rooms	6/28/2020 3:29 AM
160	Service Spatial Quality	Cafe areas	6/28/2020 12:02 AM
161	Activities Children	Norfolk library play areas (downtown and ocean view) areas for different age groups and sensory play.	6/27/2020 9:32 PM
162	Technology	Virtual Library -NCSU	6/27/2020 7:47 PM

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163	Collections Technology More books. Too much focus on technology.	6/27/2020 6:55 PM
164	Service Spatial Quality Cafe as Chesapeake libraries have	6/27/2020 6:53 PM
165	Children Service Spatial Quality Children's section could have its own circulation desk and partitioned area.	6/27/2020 3:52 PM
166	Spatial Quality Technology a separate area for the computers	6/27/2020 2:57 PM
167	Spatial Quality Plants	6/27/2020 1:56 PM
168	Technology More computers for public access	6/27/2020 12:50 PM
169	Productive Spatial Quality Quiet work rooms	6/27/2020 12:39 PM
170	Activities Spatial Quality Welcoming More inviting areas to sit, more light, open spaces.	6/27/2020 11:15 AM
171	Group Study Learning Space for tutoring/mentoring	6/27/2020 11:12 AM
172	Meetings Nothing crazy, we just need more meeting spaces	6/27/2020 10:46 AM
173	Activities Children Activities 8 years and 12 year	6/27/2020 10:22 AM
174	Events Gathering Learning More classroom space for classes	6/27/2020 8:42 AM
175	Events Gathering Meetings Spatial Quality The Slover Library has several attractive spaces for community/library events	6/27/2020 8:37 AM
176	Meetings Confrence rooms	6/27/2020 1:52 AM
177	Spatial Quality The Norfolk Library. Haven't been but pics look so innovative.	6/27/2020 12:09 AM
178	Gathering Group Study Meetings Productive Quiet study rooms with dry erase boards and collaborative workspace	6/26/2020 11:12 PM
179	Collections Lending of things other than books - pans, cricut, toys	6/26/2020 10:45 PM
180	Events Learning more educational rooms...or rooms for events	6/26/2020 8:40 PM
181	Activities Children Learning Children's interactive area	6/26/2020 7:06 PM
182	Activities Spatial Quality Better separate areas for activities geared towards older customers	6/26/2020 4:49 PM
183	Activities Children Productive Teen Art & makerspaces for kids and teens, Slover Library	6/26/2020 10:42 AM
184	Furnishings Spatial Quality Relaxed seating area	6/26/2020 7:24 AM
185	Activities Teen Board game/teen area (Slover)	6/26/2020 6:37 AM
186	Spatial Quality Natural Light	6/25/2020 11:20 PM
187	Activities Spatial Quality A private reading room also a room for a book club.	6/25/2020 9:26 PM
188	Meetings meeting spaces	6/25/2020 8:52 PM
189	Gathering Meetings Spaces for small meetings to be held. Some type of collaboration room.	6/25/2020 8:01 PM
190	Activities Children Learning Interactive children's section	6/25/2020 4:26 PM
191	Events Technology Space for a speaker - with 75-100 seats, needs to have lots of technology available	6/25/2020 3:36 PM
192	Children Learning Meetings Productive Spatial Quality Teen Area for kids and teens that is a way from others who need of prefer quiet spaces, meeting rooms, study rooms, an interactive room to be open and going all the time where community ppl can get together and work on crafts, book clubs games classes etc.	6/25/2020 1:26 PM
193	Spatial Quality better light, natural light, would be great	6/25/2020 12:46 PM
194	Children Collections Children's books housed in an enclosed section of the library (library	6/25/2020 10:11 AM

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within a library as in North Suffolk Library)

195	Collections Museum Service Since this will be a "central" library for the community to use, I think there should be a Suffolk/Nansemond County history museum aspect included in the design.	6/25/2020 9:40 AM
196	Spatial Quality Quiet rooms	6/25/2020 8:38 AM
197	Group Study Meetings Productive It would be nice to have small individual rooms you can reserve for small meetings or working together.	6/24/2020 8:45 PM
198	Technology Rooms for visual media	6/24/2020 6:40 PM
199	Children more of a childrens section like north suffolk	6/24/2020 2:27 PM
200	Museum Museum	6/24/2020 11:52 AM
201	Service Spatial Quality Cafe area with beverages -- like Barnes and Noble has in their stores	6/24/2020 10:28 AM
202	Events provide movie screenings	6/24/2020 9:04 AM
203	Children Spatial Quality Teen A truly separate space for the children and teens. Something for them to call their own.	6/24/2020 6:59 AM
204	Collections Technology Self Check out	6/23/2020 10:06 PM
205	Spatial Quality Lots of natural light	6/23/2020 5:31 PM
206	Collections No area for foreign language books	6/23/2020 4:10 PM
207	Activities Gathering more reading/gathering spaces	6/23/2020 2:47 PM
208	Children Welcoming More inviting children's library	6/23/2020 2:40 PM
209	Activities Spatial Quality Private enclosed reading spaces for each person	6/23/2020 1:59 PM
210	Collections Technology Kiosk for checking in/out books	6/23/2020 1:30 PM
211	Spatial Quality I like everything in new Slover library	6/23/2020 1:26 PM
212	Spatial Quality Light	6/23/2020 12:31 PM
213	Spatial Quality Teen Loud library spaces these are on college campus and invite teens and young adults for safe places to go	6/23/2020 11:47 AM
214	Collections Include a Black History section	6/23/2020 11:34 AM
215	Security	6/23/2020 11:32 AM
216	Productive Technology More access to computers for job searches.	6/23/2020 11:20 AM
217	Nothing No	6/23/2020 11:18 AM
218	Activities Children Productive a children's area with comfortable seating and work tables	6/23/2020 11:03 AM
219	Children Spatial Quality Technology Separate tech areas for children and adults as well as plenty of tech-free areas	6/23/2020 10:49 AM
220	Activities Learning Technology stem lab	6/23/2020 10:42 AM
221	Learning Productive Music media lab	6/23/2020 10:28 AM
222	Teen Teen area	6/23/2020 10:18 AM
223	Collections Spatial Quality Technology quiet reading room for newspapers/magazines and personal computer use	6/23/2020 10:11 AM
224	Gathering Meetings Community rooms for reasonable rent for civic groups	6/23/2020 9:24 AM
225	Gathering Meetings community meeting space	6/23/2020 9:20 AM
226	Furnishings Spatial Quality Maybe consider outdoor courtyard maybe somewhat covered with outdoor seating for reading under the trees	6/23/2020 8:06 AM

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227	Activities Collections	More space to sit down and enjoy a book or magazine onsite	6/23/2020 7:51 AM
228	Collections Learning Museum	Virginia History room like Newport News Main Street	6/23/2020 7:09 AM
229	Learning Productive Spatial Quality Technology	More computer space, like the full-on computer lab with attendant in Mary D. Pretlow Anchor Branch in Norfolk.	6/22/2020 7:49 PM
230	Productive	Makerspace like the new lab in Newport News open to all	6/20/2020 3:06 PM
231	Activities Children Gathering Learning Technology Teen	There are many different types of library users at MML. There are computer users that typically want a quiet space. Then there are families with small children that are looking for play, socialization, and community resources. Additionally, there are unaccompanied children/teens that need a safe and supportive space to spend time and access resources they otherwise would not have access to.	6/20/2020 10:50 AM
232	Children Spatial Quality	Secluded kids room	6/18/2020 11:02 PM
233	Learning Technology	Interactive tech like touch screens and displays	6/18/2020 6:30 PM
234	Collections	Books	6/18/2020 6:09 PM
235	Activities Furnishings	Big soft comfy chairs where you can sit and just read like Barnes & noble used to have	6/18/2020 3:39 PM
236	Technology	Digital lab with state of the art software and equipment	6/18/2020 3:14 PM
237	Collections Service	genealogy room	6/18/2020 2:25 PM

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#	2	DATE
1	Service Spatial Quality Cafe	7/17/2020 1:04 AM
2	Coffee shop like bookstores	7/16/2020 9:00 PM
3	Children Spatial Quality Teen bright light, obvious security, places for rowdy children and teens to hang out without disturbing everyone else	7/16/2020 2:15 PM
4	Collections More current paperback books copies available	7/15/2020 9:30 PM
5	Events Learning kitchen for cooking classes	7/15/2020 9:26 PM
6	Events Learning cooking classes/events with food	7/15/2020 9:25 PM
7	Events Learning kitchen for cooking classes	7/15/2020 9:20 PM
8	Events entertainment space	7/15/2020 9:18 PM
9	Service Spatial Quality cafe, place to get food/drink	7/15/2020 9:15 PM
10	Events space for programs	7/15/2020 9:14 PM
11	Events event space	7/15/2020 9:12 PM
12	Events Learning Senior citizen seminar	7/15/2020 9:08 PM
13	Service Spatial Quality Coffee shop	7/15/2020 6:45 PM
14	Activities Learning Technology STEAM kits	7/15/2020 3:22 PM
15	Technology Computer room	7/15/2020 1:55 PM
16	Activities activities for seniors	7/15/2020 7:40 AM
17	Meetings meeting rooms	7/15/2020 7:38 AM
18	Events Learning a kitchen for cooking classes	7/15/2020 7:37 AM
19	I would love to see more green spaces	7/15/2020 7:36 AM
20	Technology separate computer lab would be great	7/15/2020 7:34 AM
21	Children Spatial Quality kids area away from adults on computers	7/15/2020 7:32 AM
22	Activities Children Children's play area (N Suffolk library)	7/14/2020 11:40 PM
23	Events More program space	7/14/2020 9:28 PM
24	N/A	7/14/2020 7:46 PM
25	Activities More study areas	7/14/2020 6:12 PM
26	Collections Collegiate textbook usage; Book ordering based on demand	7/14/2020 5:25 PM
27	Rules enforcement	7/14/2020 5:21 PM
28	Productive Technology Video labs	7/14/2020 5:11 PM
29	Activities More individual study space	7/14/2020 5:07 PM
30	Nothing No	7/14/2020 5:05 PM
31	Spatial Quality More calming colors	7/14/2020 5:03 PM
32	Nothing None	7/14/2020 4:51 PM
33	Nothing None	7/14/2020 4:38 PM
34	Technology Increase the amount of computers	7/14/2020 4:37 PM
35	Children Furnishings Gathering Learning Productive Teen I like how north suffolk has a large entry way with tables and chairs out side the library book section where homeschool groups can meet and the noise level can be a little more allowable for group work	7/14/2020 3:15 PM

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36	Children Service A family accessible bathroom in the children's area like at the oceanfront library in Virginia Beach.	7/14/2020 2:52 PM
37	Learning Museum Service Spatial Quality ODU/TCC extension classrooms, museum/gallery extension w/ rotating exhibits coffee shop & bookstore w/ separate entrance,	7/14/2020 2:28 PM
38	Spatial Quality Increase natural light & openness	7/14/2020 2:22 PM
39	Spatial Quality Quiet areas	7/14/2020 2:16 PM
40	Children Spatial Quality Teen A dedicated, separate children's (and teen) area designed with elements welcoming to children (and teens)	7/14/2020 2:12 PM
41	Children Spatial Quality Private children's area	7/14/2020 1:52 PM
42	Spatial Quality Technology Computer users separate in own room	7/14/2020 1:04 PM
43	Events Learning Open area for classes like the northern end has	7/14/2020 12:07 PM
44	Events Learning Large classroom with audiovisual equipment	7/14/2020 9:54 AM
45	Spatial Quality Teen Separate space for teens.	7/14/2020 9:06 AM
46	Technology More computers and workstations	7/14/2020 8:32 AM
47	Nothing None	7/13/2020 9:59 PM
48	Technology More computers	7/13/2020 2:34 PM
49	Meetings I really like how multiple, flexible meeting spaces are set up at Slover (and I like when the meeting spaces are available to be used by outside groups when the library isn't utilizing them).	7/11/2020 10:42 PM
50	Learning Productive Service Spatial Quality Lots of natural light. Also maybe a dedicated room(s) for art and STEM/maker programs.	7/11/2020 10:14 PM
51	Spatial Quality Dedicated spaces that are more clearly and physically separated to avoid unnecessary noise and distraction (Slover Library)	7/11/2020 3:45 PM
52	Gathering Service The Slover library has art exhibits. Great opportunity to partner with the Art League and new art district downtown.	7/10/2020 3:35 PM
53	Activities Spatial Quality Providing a more comfortable arena to read	7/10/2020 2:55 PM
54	Welcoming Inviting	7/10/2020 1:14 PM
55	Events Meetings small rooms for conferences/meetings	7/10/2020 8:01 AM
56	Collections Bigger selection of other minority authors	7/9/2020 5:45 PM
57	Collections Technology Self checkout	7/8/2020 10:56 PM
58	Learning Productive Classrooms or maker spaces.	7/8/2020 10:10 PM
59	Spatial Quality Bigger windows, more light	7/8/2020 9:54 PM
60	Learning Technology Public computers and tablets dedicated for youth usage with preloaded learning resources they can use in library	7/8/2020 9:40 PM
61	Spatial Quality Color	7/8/2020 9:30 PM
62	Gathering Meetings Meeting rooms - get people from the community in to the library.	7/8/2020 4:58 PM
63	Spatial Quality Individual spaces for age groups	7/8/2020 10:24 AM
64	Group Study Meetings Private meeting / study rooms	7/8/2020 8:06 AM
65	Group Study Spatial Quality Literacy tutoring rooms and not out in the open. People should have their privacy	7/7/2020 8:38 PM
66	Furnishings Comfortable seating	7/7/2020 6:54 PM
67	Service Technology free wireless printing from personal laptops	7/7/2020 5:42 PM

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68	Technology Ability to check out technology	7/7/2020 3:42 PM
69	Children Learning Teen Homeschool area	7/7/2020 3:31 PM
70	Gathering Productive Service Spatial Quality Maybe more places for adults to sit and to work. A coffee shop might help draw adults in ;).	7/7/2020 3:28 PM
71	Learning Service Food and drink options, academic support services for students	7/7/2020 2:13 PM
72	Spatial Quality a contemplative garden and fountain, perhaps in a central courtyard	7/7/2020 1:28 PM
73	Spatial Quality Technology Private spaces to study and use computer	7/7/2020 10:51 AM
74	Meetings More meeting rooms	7/7/2020 2:59 AM
75	Spatial Quality Technology Separate area for computers	7/6/2020 7:22 PM
76	Children Spatial Quality Teen separate areas for children & Teenagers	7/6/2020 3:34 PM
77	Children Spatial Quality Teen Quieter space for the older and space for youth.	7/6/2020 3:23 PM
78	Collections Productive Service Genealogy and local history labs or workspaces	7/6/2020 10:34 AM
79	Group Study Technology Study areas with wifi access	7/6/2020 10:12 AM
80	music room	7/6/2020 9:36 AM
81	Learning Home economic classes/charm or etiquette classes	7/6/2020 3:38 AM
82	Children Spatial Quality children's area separate (walls or second floor) from adult books	7/5/2020 8:50 PM
83	Children Furnishings Spatial Quality comfortable seating, a designated children's area like North Suffolk Library.	7/5/2020 11:40 AM
84	Learning Service Spatial Quality Coffee shop. Areas for hands-on instruction (Culinary, automotive, gardening etc)	7/5/2020 9:39 AM
85	Service Technology Phone recharging stations	7/4/2020 10:09 PM
86	Children Spatial Quality The children space is completely separate at north suffolk library which is great so kids don't have to worry about getting excited.	7/4/2020 8:20 PM
87	N/a	7/4/2020 6:38 PM
88	Technology Expanded online/computer availability. https://www.surveymonkey.com/r/NewSPLCentralLibrary	7/4/2020 11:23 AM
89	N/A	7/4/2020 12:00 AM
90	Activities Children Spatial Quality Technology Medina County Library in Ohio has a beehive in the children's section. There is an electronic noise guide called Janet noise guide that shows people when the sound is too loud. The ear lights up red. Bentley University also has a Cone of Silence that is basically a phone booth to talk on the phone while in the library. i would also love to see a playground outside the library that is shaded. It would be nice to have family games outside similar to how Waterside has a park that is family friendly with comfy seating areas with outdoor games. MacArthur mall also has lifesize checkers & they have a free family game area.	7/3/2020 8:41 AM
91	Activities Gathering Service Spatial Quality open foyer/Cafe gathering space	7/3/2020 7:01 AM
92	Activities Events Gathering Learning Spaces for extracurricular classes—like ballet and art	7/2/2020 7:01 PM
93	Events Learning Personally, I think it might be nice to have classes for people to learn about banking, how and why to save money, how to plan Nutritious meals Cheaply.	7/2/2020 5:15 PM
94	Productive Craft space	7/2/2020 4:45 PM
95	Museum Service Museum/gallery space - climate controlled and properly lit to display Suffolk memorabilia and artifacts.	7/2/2020 4:10 PM
96	Gathering Group Study Meetings LARGER AREA TO READ ON SITE/READING NOOKS, SMALL CONFERENCE ROOMS FOR STUDYING OR SMALL GROUP MEETINGS	7/2/2020 4:08 PM

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97	Learning Meetings Productive	Classrooms to reserve for group meetings, so spirit team doesn't have to paint posters on floor of main library	7/2/2020 2:54 PM
98	Meetings	meeting rooms	7/2/2020 2:39 PM
99	Activities Service	Bookstore	7/1/2020 7:51 PM
100	Events	More classes. For example, how to prepare a resume, how to use computer, etc.	7/1/2020 5:00 PM
101	Group Study	Private study rooms	7/1/2020 2:35 PM
102	Children Collections	Kids book room	7/1/2020 12:47 PM
103	Spatial Quality Welcoming	open spaces with windows and more welcoming	7/1/2020 11:47 AM
104	Spatial Quality Technology	computer center in it's own room	6/30/2020 9:13 AM
105	Nothing	None	6/29/2020 8:09 PM
106	Activities Spatial Quality	Quiet secluded spaces for studying	6/29/2020 7:55 PM
107	Spatial Quality	Nice Outdoor Space	6/29/2020 3:06 PM
108	Technology	More digital resources (Slover Library, Norfolk)	6/29/2020 2:33 PM
109	Meetings	Conference meeting rooms	6/29/2020 2:45 AM
110	Activities Children Learning	More classes for pre-school aged children	6/28/2020 7:51 PM
111	Children	Places for children	6/28/2020 5:27 PM
112	Learning Service	Food and drink options, academic support services for students	6/28/2020 11:46 AM
113	Activities	Outside area for activities for public	6/28/2020 7:56 AM
114	Productive Technology	Media spaces, recording rooms	6/28/2020 12:02 AM
115	Collections Museum	Archive room and space-Stover Library Norfolk	6/27/2020 7:47 PM
116	Children Group Study Learning Spatial Quality	Separate spaces for quiet (for reading, studying, etc), kids space, tutoring/homework space.	6/27/2020 6:55 PM
117	Service Technology	Stricter rules on computer use	6/27/2020 6:53 PM
118	Spatial Quality Technology	A separate space for computers.	6/27/2020 3:52 PM
119	Children	a children's library room	6/27/2020 2:57 PM
120	Spatial Quality	Light and airy - currently very dungeon like.	6/27/2020 1:56 PM
121	Gathering Meetings	Meeting space for community or non profit groups	6/27/2020 12:50 PM
122	Events Meetings Spatial Quality	Rooms for small classes / activities	6/27/2020 11:12 AM
123	Children Learning Teen	More resources for homeschoolers	6/27/2020 8:42 AM
124	Children Spatial Quality	the Slover's children's spaces are incredible and the North Suffolk children's spaces are very nice too	6/27/2020 8:37 AM
125	Events	Event Spaces	6/27/2020 1:52 AM
126	Children Spatial Quality	Separate kids' space with barriers to reign in wandering (and comfy chairs for tired/nursing mothers)	6/26/2020 11:12 PM
127	Activities Events	Small Performance/auditorium area For video, chamber music, etc	6/26/2020 10:45 PM
128	Teen	Teen section	6/26/2020 7:06 PM
129	Spatial Quality	Natural light	6/26/2020 7:24 AM
130	Gathering Meetings	Community room for meetings/events (pretlow)	6/26/2020 6:37 AM
131	Spatial Quality	Bright and fun atmosphere	6/25/2020 11:20 PM
132	Collections	tool lending	6/25/2020 8:52 PM

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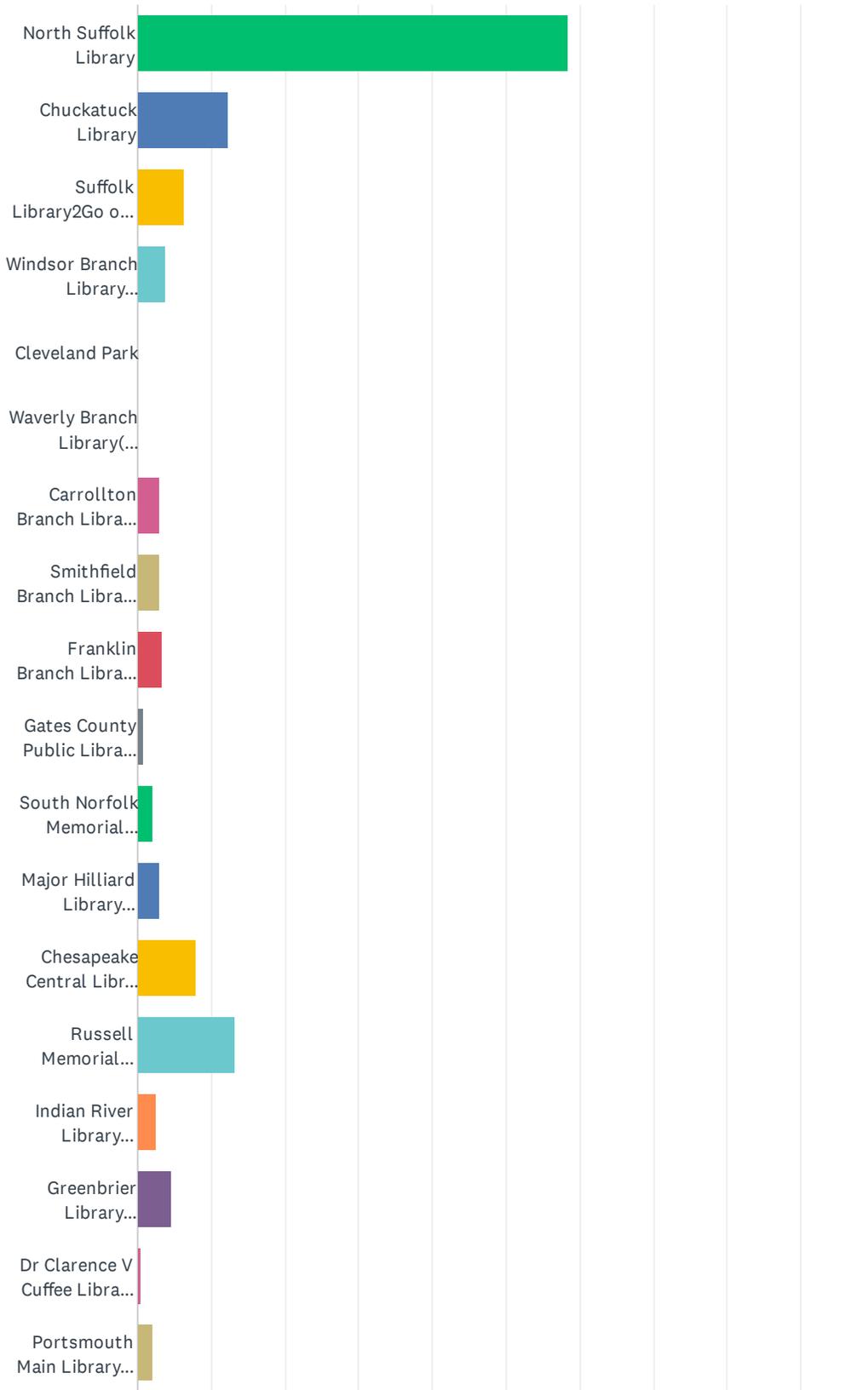
133	Gathering Community rooms	6/25/2020 4:26 PM
134	Children Learning Museum Service Area about the history of Suffolk good and bad. Use the building its self as a learning tool, instead of sheet rocked areas expose the inner working a so kids could see inside the walls, the library needs to be a green space.	6/25/2020 1:26 PM
135	Group Study Learning Area where tutors can meet with students that is somewhat apart from the mainstream of the library.	6/25/2020 10:11 AM
136	Museum Suffolk has a rich history(agriculture, economic, african-american, native american) that needs to be showcased in one "central" location. An area in the library large enough to showcase exhibits celebrating the history of Suffolk is needed.	6/25/2020 9:40 AM
137	Technology Updated technology	6/25/2020 8:38 AM
138	Collections Service An area dedicated to local research and genealogy.	6/24/2020 8:45 PM
139	Activities Dedicated reading and study spaces	6/24/2020 6:40 PM
140	Furnishings seating	6/24/2020 2:27 PM
141	Museum Museum	6/24/2020 11:52 AM
142	Events Meetings Larger meeting rooms	6/24/2020 10:28 AM
143	Events Learning Technology provide virtual reality events and classes	6/24/2020 9:04 AM
144	Events Learning Class rooms	6/24/2020 6:59 AM
145	Events Gathering Spatial Quality Fair sized "community" meeting room. The room used now is ridiculous. Mostly storage and access is awful!	6/23/2020 5:31 PM
146	Spatial Quality Green Outdoor area	6/23/2020 4:10 PM
147	Service community art spaces	6/23/2020 2:47 PM
148	Wipes and/or gloves for patrons	6/23/2020 1:59 PM
149	Service Spatial Quality Coffee or beverage area	6/23/2020 11:47 AM
150	Productive Service Small area for small business owners	6/23/2020 11:34 AM
151	Technology More computer space	6/23/2020 11:32 AM
152	Activities Events Group Study Spatial Quality Quiet study rooms, extra rooms for classes, recreation	6/23/2020 10:49 AM
153	Spatial Quality flexible space	6/23/2020 10:42 AM
154	Service Food and beverage stand	6/23/2020 10:28 AM
155	Activities Spatial Quality Soundproof recording rooms	6/23/2020 10:18 AM
156	Gathering Meetings Spatial Quality several meeting rooms of differing sizes for civic group use and library run programs	6/23/2020 10:11 AM
157	Events special event space	6/23/2020 9:20 AM
158	Learning Spatial Quality With apartment living green space to observe nature seasonal change is an educational opportunity	6/23/2020 8:06 AM
159	Gathering More formal and informal gathering spaces for use by the community.	6/22/2020 7:49 PM
160	Activities Spatial Quality Reading lofts like Hollins University library	6/20/2020 3:06 PM
161	Children Events Learning Spatial Quality Teen A Family Resource Center would be an asset to the community, located directly inside the library and with strong partnerships with other city departments such as social services. A FRC would give families, children, and teens a safe and welcoming space within their own community while also giving the rest of the library a quieter space to work and collaborate. An FRC's goal is to promote both the strengthening of families through formal and informal support and the restoration of a strong sense of community through programs, services, and strong relationships with staff and other families..	6/20/2020 10:50 AM

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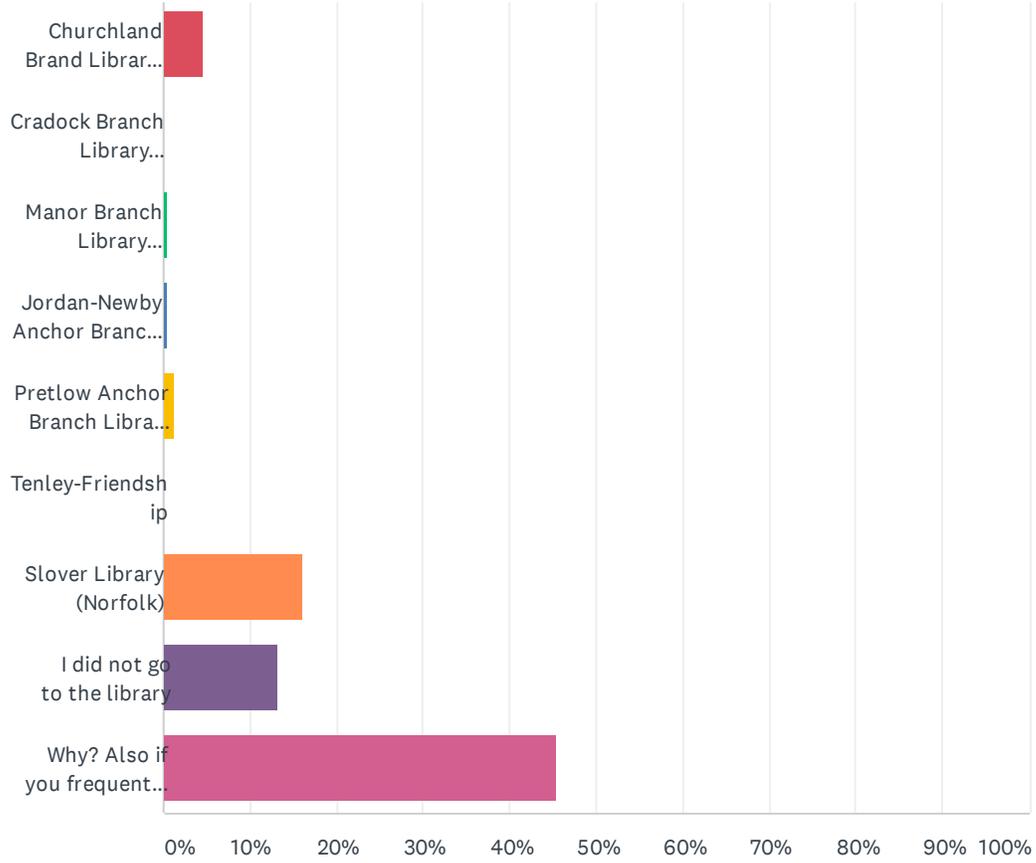
162	Meetings	Small meeting spaces	6/18/2020 11:02 PM
163	Activities	Productive Service Spatial Quality Maker space, play areas, cafes, book sale space	6/18/2020 6:30 PM
164	Collections	Books	6/18/2020 6:09 PM
165	Spatial Quality	A comfortable and enjoyable ambiance	6/18/2020 3:14 PM
166	Technology	interactive flooring	6/18/2020 2:25 PM

Q6 In the last year, did you visit any of these Public Library locations as much or more than the Morgan Memorial Library (Central Library)?

Answered: 242 Skipped: 227



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ANSWER CHOICES	RESPONSES	
North Suffolk Library	58.26%	141
Chuckatuck Library	12.40%	30
Suffolk Library2Go or Outreach site	6.20%	15
Windsor Branch Library (Blackwater Regional)	3.72%	9
Cleveland Park	0.00%	0
Waverly Branch Library(Blackwater Regional)	0.00%	0
Carrollton Branch Library (Blackwater Regional)	2.89%	7
Smithfield Branch Library (Blackwater Regional)	2.89%	7
Franklin Branch Library (Blackwater Regional)	3.31%	8
Gates County Public Library (NC)	0.83%	2
South Norfolk Memorial Library (Chesapeake)	2.07%	5
Major Hilliard Library (Chesapeake)	2.89%	7
Chesapeake Central Library (Chesapeake)	7.85%	19
Russell Memorial Library (Chesapeake)	13.22%	32
Indian River Library (Chesapeake)	2.48%	6
Greenbrier Library (Chesapeake)	4.55%	11
Dr Clarence V Cuffee Library (Chesapeake)	0.41%	1
Portsmouth Main Library (Portsmouth)	2.07%	5
Churchland Brand Library (Portsmouth)	4.55%	11
Cradock Branch Library (Portsmouth)	0.00%	0
Manor Branch Library (Portsmouth)	0.41%	1
Jordan-Newby Anchor Branch Library (Portsmouth)	0.41%	1
Pretlow Anchor Branch Library (Portsmouth)	1.24%	3
Tenley-Friendship	0.00%	0
Slover Library (Norfolk)	16.12%	39
I did not go to the library	13.22%	32
Why? Also if you frequented a library other than these, tell us which one(s).	45.45%	110
Total Respondents: 242		

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#	WHY? ALSO IF YOU FREQUENTED A LIBRARY OTHER THAN THESE, TELL US WHICH ONE(S).	DATE
1	The North Suffolk Library for reasons previously mentioned.	7/18/2020 12:14 PM
2	Events Meetings	7/17/2020 1:07 AM
3	Convenience Spatial Quality Convenient to where I live. Easy to find things. Bright and welcoming.	7/16/2020 2:17 PM
4	Convenience Ease of access	7/16/2020 10:24 AM
5	Convenience ODU Student, Closer to home	7/15/2020 9:27 PM
6	Convenience Closer to home	7/15/2020 9:22 PM
7	No	7/14/2020 7:07 PM
8	Technology Internet usage	7/14/2020 5:26 PM
9	No	7/14/2020 5:16 PM
10	Collections Spatial Quality More space and material	7/14/2020 5:09 PM
11	Convenience While working	7/14/2020 5:07 PM
12	Collections Service A lot of resources, and useful for business ventures and briefs	7/14/2020 4:39 PM
13	Virginia beach library	7/14/2020 4:39 PM
14	Convenience It is near my home	7/14/2020 4:12 PM
15	None	7/14/2020 2:56 PM
16	Convenience Geographical distance	7/14/2020 2:23 PM
17	Convenience closer	7/14/2020 2:14 PM
18	Convenience Near kids school	7/14/2020 1:56 PM
19	Technology Availability of resources on the internet	7/14/2020 1:23 PM
20	Larchmont (Norfolk)	7/14/2020 9:07 AM
21	Events Homeschool science fair	7/14/2020 8:35 AM
22	Children We live in between the 2 and sometimes just wanted a different book selection. Also my kids loved the toys area at Chuckatuck	7/13/2020 10:04 AM
23	I also visited North Suffolk, Chuckatuck, Library2Go, South Norfolk, Chesapeake Central, Russell Memorial, Cuffee, Portsmouth Main, Churchland, Jordan-Newby, Pretlow, Slover, Downing, Van Wyck, Lafayette, Larchmont, Janaf, VB Central, etc in the past year. I went to these locations because they offered something that was not available at Morgan Memorial. In all cases, I would rather go to Morgan Memorial, and I definitely spent more time at Morgan Memorial.	7/11/2020 11:04 PM
24	Events Different programs offered.	7/11/2020 10:19 PM
25	Convenience Convenient location to and from work (but on days when I am not traveling to work, Morgan is much more convenient).	7/11/2020 3:49 PM
26	Not applicable	7/10/2020 7:28 PM
27	Convenience I have been to VB Joint Use, Central, Kempsville and Princess Anne libraries because I live there and work here.	7/10/2020 3:37 PM
28	Convenience Spatial Quality Location and the current downtown library aesthetics are drab and there is an odor	7/10/2020 3:15 PM
29	Convenience same stuff, closer to home	7/10/2020 1:56 PM
30	Spatial Quality Inviting	7/10/2020 1:16 PM
31	Service Spatial Quality Great personnel and assistance and comfortable furnishings	7/10/2020 11:20 AM

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32	Events events	7/10/2020 8:01 AM
33	Convenience I live very close to the North Suffolk Library	7/10/2020 7:12 AM
34	Events Homeschool programs	7/9/2020 4:51 AM
35	Events Special events	7/8/2020 10:15 PM
36	Convenience They were close to where I was at the moment. I also visited the Main Library in Newport News	7/8/2020 9:48 PM
37	I can find anything I need on the computer	7/8/2020 2:07 PM
38	Convenience Chuckatuck library is closer to my home and North Suffolk is convenient when running errands.	7/8/2020 8:57 AM
39	Children Spatial Quality Three Windsor library is more inviting and has a separate kids area.	7/8/2020 8:32 AM
40	Spatial Quality Morgan is full of hoodlums and thugs that being babysat by the staff.	7/8/2020 8:08 AM
41	Collections To borrow series TVShows that Suffolk does not have.	7/7/2020 9:51 PM
42	Spatial Quality Suffolk was sometimes too noisy	7/7/2020 8:41 PM
43	Children Collections Convenience Location, good variety of toys and all in great condition	7/7/2020 6:47 PM
44	Children Love the children's section	7/7/2020 5:40 PM
45	Children Events Love their programs for the children! Supplements to education are important for the children.	7/7/2020 3:33 PM
46	I only visited Morgan Memorial Library for book pickup.	7/7/2020 3:11 PM
47	I only use the downtown Suffolk library	7/7/2020 2:14 PM
48	Collections Spatial Quality They have more amenities and oftentimes have what I'm looking to read	7/7/2020 10:54 AM
49	Collections Pick up books for son's school report	7/7/2020 8:02 AM
50	Spatial Quality I have lived in Suffolk all my life.and I don't visit the library because it is so small and outdated .	7/7/2020 7:39 AM
51	Events Spatial Quality Technology The library in Norfolk have accessible wifi, rental meeting rooms and are much fresher/cleaner	7/7/2020 3:03 AM
52	Collections ODU Library for more scholarly information	7/6/2020 4:09 PM
53	Morgan	7/6/2020 3:25 PM
54	Collections because they have recently published books and more check out materials	7/6/2020 1:28 PM
55	Convenience Service Location and usability	7/6/2020 10:37 AM
56	Neither me, nor anyone in my family, have visited a Library in years.	7/6/2020 10:19 AM
57	Spatial Quality Too much hanging out in downtown library and the discussion going on were very inappropriate.	7/6/2020 10:06 AM
58	Children Events Spatial Quality Slover for Story time, soft play and relaxing place to be.	7/6/2020 9:40 AM
59	Spatial Quality Primarily the noise level and the lack of control for the Morgan Memorial Library	7/6/2020 8:35 AM
60	Service Spatial Quality Better libraries. Even though I live 0.5 miles from Morgan.	7/4/2020 11:25 AM
61	Collections Convenience access and having what I wanted	7/3/2020 7:04 AM
62	Virginina Beach	7/2/2020 9:02 PM
63	Service Spatial Quality More space, more amenities	7/2/2020 4:47 PM
64	Convenience It's closer to where I live and easier to find the items that I'm searching for ...	7/2/2020 4:13 PM

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Morgan is closer to where I work and a little off-putting because it is dreary and often loud.

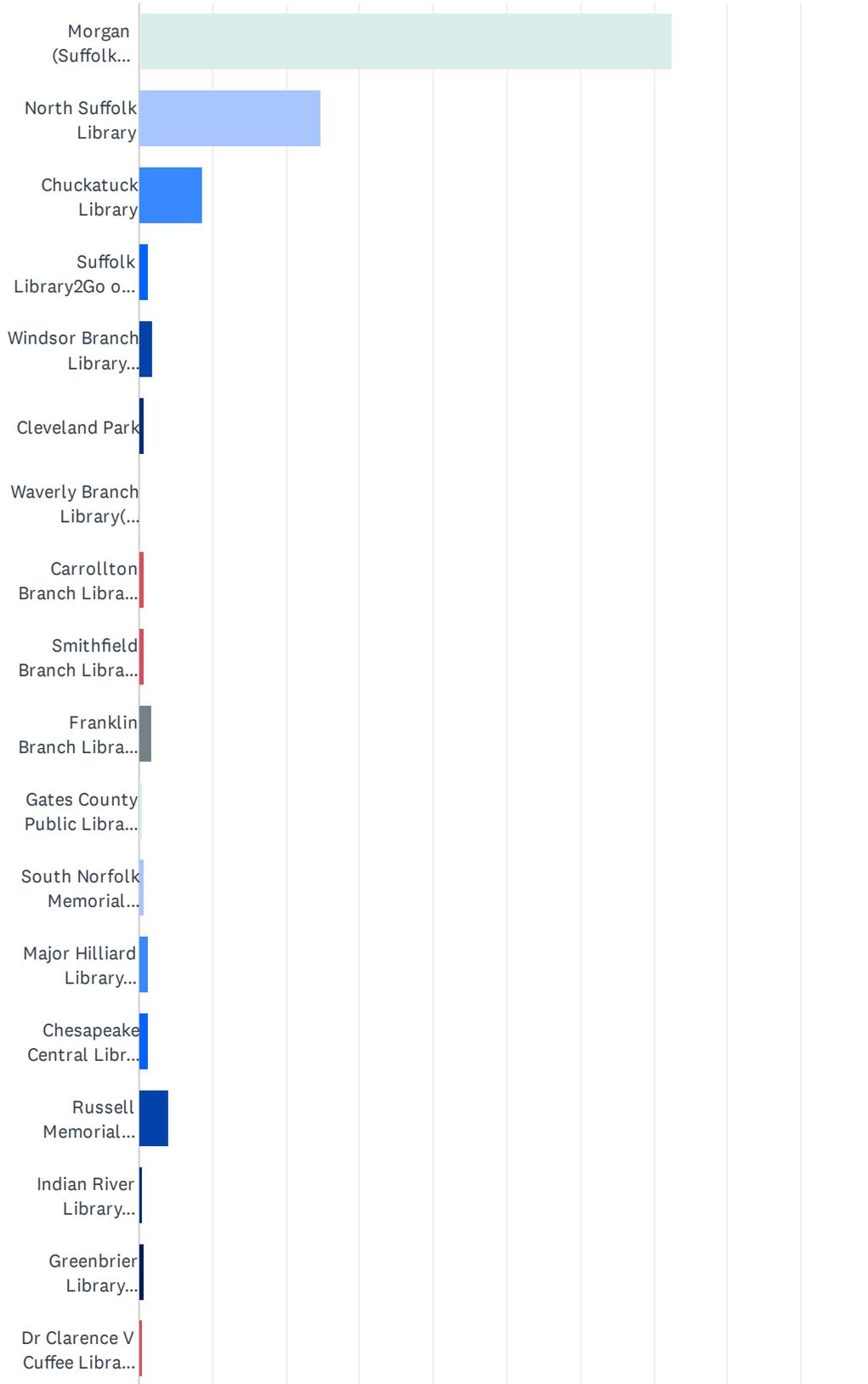
65	i DID NOT PHYSICALLY GO LAST YEAR	7/2/2020 4:09 PM
66	Collections Convenience The North Suffolk Library sometimes had a better selection of books. On weekends that we saw our dad, we'd go to Russell because it was nearby.	7/2/2020 3:36 PM
67	Convenience They are closer to me (although I live in Suffolk) than the Morgan Memorial Library.	7/1/2020 8:54 PM
68	Virginia Beach Central Library	7/1/2020 8:33 PM
69	Convenience I used local library because of accessibility.	7/1/2020 5:03 PM
70	Convenience It's closer to my house	7/1/2020 7:34 AM
71	Convenience Location	6/29/2020 3:28 PM
72	Service Spatial Quality They are better	6/29/2020 7:59 AM
73	Collections Heavy Hoopla user	6/29/2020 2:47 AM
74	Children Parking No parking issues; the children's area is amazing & separate from the main library.	6/28/2020 9:46 PM
75	Children Events My grandchildren (twins, age 4) loved the Superheroes Day and the weekly story time.	6/28/2020 7:53 PM
76	Convenience Parking They are closer, have more parking.	6/28/2020 1:37 PM
77	Collections Convenience Service Courtland. It's closer to my house with more accommodating staff and better resources	6/28/2020 7:47 AM
78	Collections Book selection	6/28/2020 3:31 AM
79	Children Events Events held at other libraries targeted towards toddlers. More space for such activities.	6/27/2020 9:35 PM
80	Convenience so much closer	6/27/2020 8:54 PM
81	Events Spatial Quality Meeting space and program	6/27/2020 7:51 PM
82	Collections Typically, none of the libraries have the books I want to read.	6/27/2020 6:59 PM
83	Collections Events Technology Better/larger lending selection; classes in tech or computer programs	6/27/2020 12:53 PM
84	Spatial Quality More space, better meeting area	6/27/2020 8:44 AM
85	the Princess Ann and Kempsville branches of the Virginia Beach Library	6/27/2020 8:41 AM
86	Children Newer, more kid-friendly features	6/26/2020 11:14 PM
87	Convenience Location	6/26/2020 10:44 AM
88	Children Collections Service Relationship with librarians, programs, toys and books available	6/26/2020 6:39 AM
89	Children Spatial Quality They are more inviting and N Suffolk has a great Children's area	6/25/2020 11:22 PM
90	Note - the Slover Library is located in Norfolk	6/25/2020 4:28 PM
91	Events Diverse classes and topics of intrest.	6/25/2020 1:33 PM
92	Did not go to other libraries other than the Morgan Memorial Library.	6/25/2020 10:16 AM
93	College campus library	6/25/2020 8:40 AM
94	Collections They have of the books I wanted.	6/24/2020 7:00 AM
95	Convenience Spatial Quality closer, roomier building, friendly atmosphere, clearer signage	6/23/2020 4:06 PM
96	Convenience Close to home	6/23/2020 2:00 PM
97	Slover Norfolk	6/23/2020 1:29 PM

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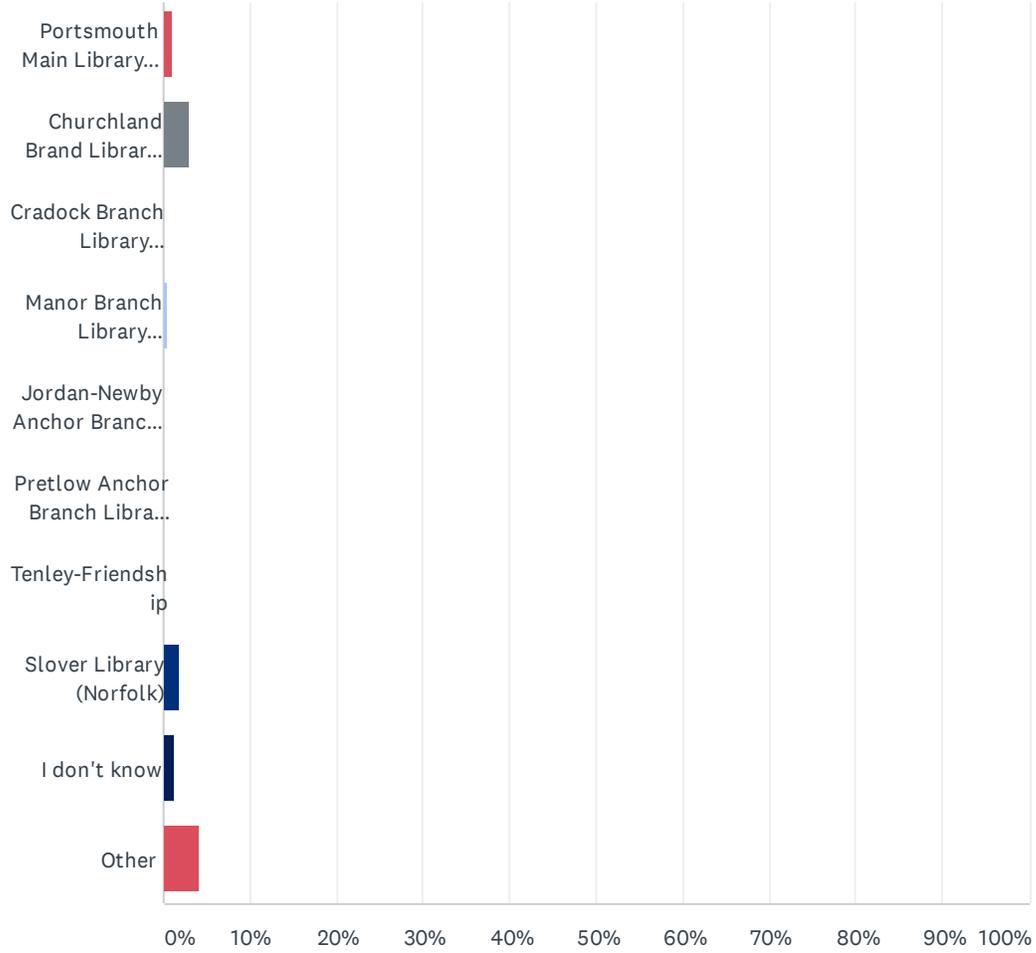
98	Spatial Quality Sliver in Norfolk- it is so beautiful and uniting	6/23/2020 11:48 AM
99	Convenience I lived in the area	6/23/2020 11:32 AM
100	Convenience I live in Windsor but work in Suffolk	6/23/2020 11:05 AM
101	We rotate between the Suffolk libraries, especially during the summer.	6/23/2020 10:52 AM
102	Events Service Northampton Branch Library in Hampton - book club and book check-out	6/23/2020 10:16 AM
103	Convenience North Suffolk Library is closest to my home. The Chesapeake library visits were to secure texts unavailable at a Suffolk Library. FYI: Slover Library is in Norfolk, not Portsmouth	6/23/2020 9:22 AM
104	Children Events Spatial Quality The story time was consistent and on a different day We went every Thursday and completed a craft related to story time theme at long tables child height	6/23/2020 8:22 AM
105	Spatial Quality Clean spacious atmosphere and better selection of books	6/23/2020 7:53 AM
106	Newport News Main Street. William & Mary	6/23/2020 7:13 AM
107	Collections I visited the NSL and Churchland more frequently based on location and MY families library needs, which are simply books and occasional printing. The answers in this survey are based on the downtown community needs, in my opinion.	6/20/2020 10:50 AM
108	Children Kids area	6/18/2020 6:32 PM
109	Spatial Quality It's nicer, cleaner and more space	6/18/2020 3:21 PM
110	Spatial Quality peaceful, innovative, quiet enough for research	6/18/2020 2:26 PM

Q7 Which of these libraries is most convenient to your daily/weekly routines?

Answered: 305 Skipped: 164



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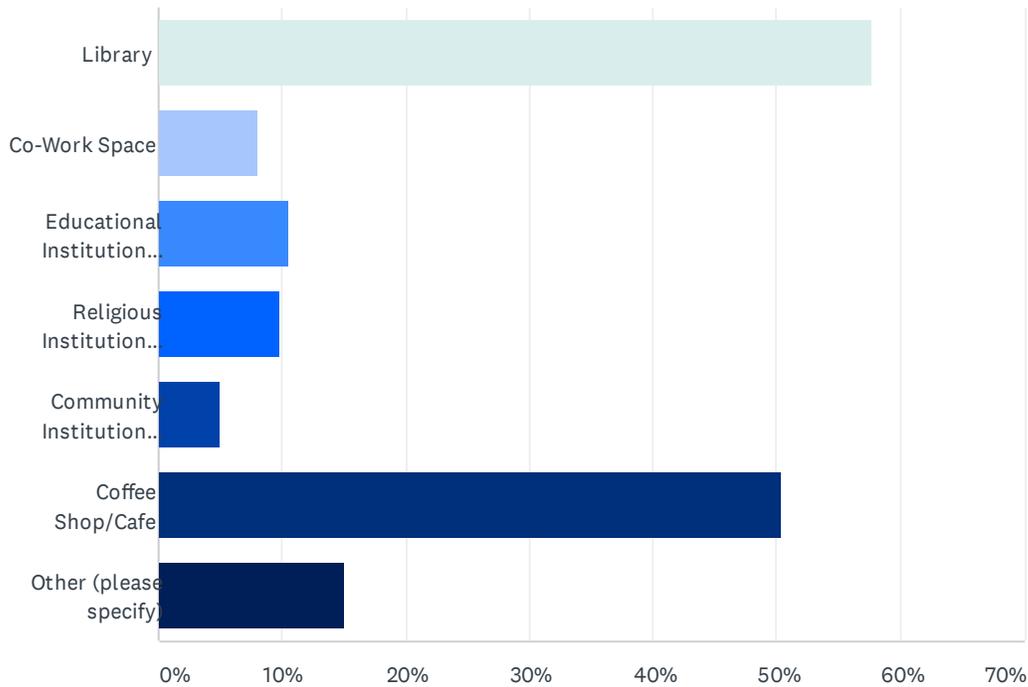
ANSWER CHOICES	RESPONSES	
Morgan (Suffolk Central Library)	72.46%	221
North Suffolk Library	24.59%	75
Chuckatuck Library	8.52%	26
Suffolk Library2Go or Outreach site	1.31%	4
Windsor Branch Library (Blackwater Regional)	1.97%	6
Cleveland Park	0.66%	2
Waverly Branch Library(Blackwater Regional)	0.00%	0
Carrollton Branch Library (Blackwater Regional)	0.66%	2
Smithfield Branch Library (Blackwater Regional)	0.66%	2
Franklin Branch Library (Blackwater Regional)	1.64%	5
Gates County Public Library (NC)	0.33%	1
South Norfolk Memorial Library (Chesapeake)	0.66%	2
Major Hilliard Library (Chesapeake)	1.31%	4
Chesapeake Central Library (Chesapeake)	1.31%	4
Russell Memorial Library (Chesapeake)	3.93%	12
Indian River Library (Chesapeake)	0.33%	1
Greenbrier Library (Chesapeake)	0.66%	2
Dr Clarence V Cuffee Library (Chesapeake)	0.33%	1
Portsmouth Main Library (Portsmouth)	0.98%	3
Churchland Brand Library (Portsmouth)	2.95%	9
Cradock Branch Library (Portsmouth)	0.00%	0
Manor Branch Library (Portsmouth)	0.33%	1
Jordan-Newby Anchor Branch Library (Portsmouth)	0.00%	0
Pretlow Anchor Branch Library (Portsmouth)	0.00%	0
Tenley-Friendship	0.00%	0
Slover Library (Norfolk)	1.97%	6
I don't know	1.31%	4
Other	4.26%	13
Total Respondents: 305		

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#	OTHER	DATE
1	ODU Campus Library	7/15/2020 9:27 PM
2	ODU Student	7/15/2020 9:22 PM
3	See	7/15/2020 3:23 PM
4	Virginia beach library	7/14/2020 4:39 PM
5	The internet	7/6/2020 10:19 AM
6	Courtland branch of the Blackwater Reginal Library	7/1/2020 8:54 PM
7	In	6/29/2020 8:10 PM
8	Princess Ann Library VB	6/27/2020 8:41 AM
9	Kempsville Library, Va Beach VA	6/27/2020 1:57 AM
10	Newport News	6/24/2020 7:00 AM
11	Hampton public library	6/23/2020 11:43 AM
12	Northampton Branch Library in Hampton - near my work place	6/23/2020 10:16 AM
13	Chesapeake not as friendly and programs always full the day they post them to limited I am a Suffolk library fans	6/23/2020 8:22 AM

Q8 Other than your home, where do you prefer to go to study/read and/or collaborate?

Answered: 284 Skipped: 185



ANSWER CHOICES	RESPONSES	
Library	57.75%	164
Co-Work Space	8.10%	23
Educational Institution Space	10.56%	30
Religious Institution Space	9.86%	28
Community Institution Space	4.93%	14
Coffee Shop/Cafe	50.35%	143
Other (please specify)	15.14%	43
Total Respondents: 284		

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#	OTHER (PLEASE SPECIFY)	DATE
1	N/A	7/18/2020 12:14 PM
2	outdoors My garden	7/17/2020 1:07 AM
3	PDCCC	7/16/2020 10:24 AM
4	outdoors Quiet park	7/14/2020 7:48 PM
5	Lounge	7/14/2020 4:39 PM
6	outdoors park	7/14/2020 2:20 PM
7	outdoors Vehicle In a park or my vehivle	7/14/2020 1:23 PM
8	outdoors outdoor spaces...parks, etc.	7/14/2020 12:42 PM
9	outdoors The park	7/13/2020 8:19 PM
10	Friend at friends homes or gathering	7/10/2020 11:20 AM
11	outdoors Vehicle Park/ my car	7/9/2020 9:38 PM
12	outdoors Park	7/8/2020 10:15 PM
13	Vehicle Car	7/8/2020 9:57 PM
14	outdoors Park	7/7/2020 3:59 PM
15	Only at home	7/7/2020 3:54 PM
16	outdoors outdoors; park	7/7/2020 1:30 PM
17	Workplace	7/6/2020 7:25 PM
18	during Covid: nowhere else	7/6/2020 1:28 PM
19	outdoors Outdoor space	7/6/2020 10:38 AM
20	recreation ESRC	7/6/2020 8:35 AM
21	no where, this is the issue! Need this at new library!!	7/5/2020 11:42 AM
22	outdoors outdoors	7/3/2020 7:04 AM
23	Friend Someone else's home	7/2/2020 7:02 PM
24	Friend Friends homes	7/2/2020 5:17 PM
25	outdoors Park/outside	7/2/2020 4:09 PM
26	Store Friends of Suffolk Library store	7/2/2020 2:56 PM
27	Vehicle Car, while waiting on my kids	7/1/2020 7:34 AM
28	outdoors Outside	6/29/2020 3:28 PM
29	outdoors Public parks	6/28/2020 7:59 AM
30	outdoors Parks	6/28/2020 7:47 AM
31	Store Book Store/ Barnes & Noble	6/27/2020 8:44 AM
32	Wherever is most convenient	6/27/2020 1:57 AM
33	outdoors Beach to read	6/27/2020 12:12 AM
34	outdoors Hammock outside	6/26/2020 11:14 PM
35	We do not have enough collaborative spaces	6/26/2020 10:47 PM
36	outdoors Park / quiet outdoor space	6/26/2020 4:52 PM
37	office -	6/25/2020 1:22 PM

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38	outdoors Beach	6/25/2020 10:16 AM
39	nonr	6/23/2020 9:26 AM
40	Friend Friend's house	6/23/2020 9:22 AM
41	outdoors Park or beach	6/23/2020 6:50 AM
42	outdoors Outdoor space like public park.	6/22/2020 7:51 PM
43	recreation YMCA	6/18/2020 11:04 PM

Q9 What do you think is missing or needed in Downtown Suffolk?

Answered: 253 Skipped: 216

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#	RESPONSES	DATE
1	Meeting Collaboration space	7/23/2020 2:07 PM
2	Parking better parking	7/22/2020 11:51 AM
3	light	7/20/2020 4:31 PM
4	Security Downtown Suffolk has come a long way, but it has so much further to go. Safety is thee number one concern.	7/18/2020 12:14 PM
5	Meeting Meeting rooms	7/17/2020 1:07 AM
6	Such spaces	7/16/2020 9:02 PM
7	Children Indoor space for kids	7/16/2020 8:58 PM
8	Art Parking parking, lighting, more shops and green space. Public art	7/16/2020 2:17 PM
9	Parking Additional Parking/Parking Garage	7/16/2020 10:24 AM
10	Children Teen More children and teenage sites for activities	7/15/2020 9:33 PM
11	Activities for Like-Minded People	7/15/2020 9:27 PM
12	bookswap party	7/15/2020 9:25 PM
13	Activities for Like-Minded People	7/15/2020 9:22 PM
14	movies, entertainment, retail	7/15/2020 9:18 PM
15	tabletop shop	7/15/2020 9:16 PM
16	children's center/play place	7/15/2020 9:14 PM
17	more green space/trees	7/15/2020 9:12 PM
18	Educational seminars on how to start a business	7/15/2020 9:11 PM
19	Event space available for the public use	7/15/2020 6:46 PM
20	Walking trail and sidewalks	7/15/2020 3:23 PM
21	Outdoor venue.	7/15/2020 3:15 PM
22	Youth activities	7/15/2020 1:56 PM
23	eateries.	7/15/2020 11:33 AM
24	quality shops	7/15/2020 7:40 AM
25	downtown	7/15/2020 7:38 AM
26	a nice reading area	7/15/2020 7:37 AM
27	a real kids area	7/15/2020 7:36 AM
28	a larger meeting room	7/15/2020 7:34 AM
29	an outdoor space	7/15/2020 7:32 AM
30	Privacy	7/15/2020 6:05 AM
31	Outdoors Parks, outdoor reading area	7/14/2020 11:42 PM
32	Outdoors Outdoor venue	7/14/2020 8:23 PM
33	Commerce More shopping areas	7/14/2020 7:48 PM
34	Upgrade	7/14/2020 7:07 PM
35	Children More things for children	7/14/2020 6:26 PM
36	Children Learning A library that appeal to the youth. Offer opportunities for furthering education and workshops	7/14/2020 5:26 PM

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37	Recreation A quality Rec Center	7/14/2020 5:25 PM
38	Parking Parking	7/14/2020 5:16 PM
39	Entertainment Jazz club	7/14/2020 5:12 PM
40	Art History More access to the arts and history of the city	7/14/2020 5:09 PM
41	Na	7/14/2020 5:07 PM
42	Commerce Food Coffee shop/ snack bar	7/14/2020 5:05 PM
43	Commerce More cultural shops	7/14/2020 5:03 PM
44	A new library	7/14/2020 5:00 PM
45	Nothing	7/14/2020 4:52 PM
46	I have to visit first	7/14/2020 4:39 PM
47	Entertainment A movie theater	7/14/2020 4:39 PM
48	Gathering Technology Wifi hubs and meeting spaces	7/14/2020 4:32 PM
49	Children Learning More early childhood education classes and mothers with young children support groups	7/14/2020 3:17 PM
50	Children Learning Recreation An indoor children's play area / small children's museum	7/14/2020 2:56 PM
51	Commerce Professional offices, urban planning, reason to be there...	7/14/2020 2:29 PM
52	Commerce Security Well paying jobs, safety	7/14/2020 2:23 PM
53	Splash pad	7/14/2020 2:20 PM
54	Gathering Community Center	7/14/2020 2:17 PM
55	Commerce Entertainment Movie theater	7/14/2020 1:56 PM
56	Activities Activities for all ages	7/14/2020 1:23 PM
57	Technology Maybe some overflow outdoor options, some with shade if operating a computer	7/14/2020 12:42 PM
58	Don't know	7/14/2020 12:35 PM
59	Learning Meeting Outdoors Technology Open spaces for classes	7/14/2020 12:11 PM
60	Entertainment Large theater	7/14/2020 9:56 AM
61	Bigger Library	7/14/2020 9:18 AM
62	Recreation Teen Places for teenagers to go Boys and Girls Club, YMCAs, Recreation Centers.	7/14/2020 9:07 AM
63	Children Entertainment Gathering Recreation Teen Updating more activities for kids during the summer	7/14/2020 8:36 AM
64	Forgiveness and courage	7/14/2020 8:35 AM
65	Commerce Ice cream parlor	7/14/2020 7:10 AM
66	Not sure	7/13/2020 10:01 PM
67	State of the Art green building library	7/13/2020 9:42 PM
68	Outdoors Recreation A park	7/13/2020 8:19 PM
69	Children Recreation Larger children's activity area	7/13/2020 2:35 PM
70	A larger library that will meet the needs of the growing population	7/13/2020 2:06 PM
71	Activities Food Gathering Recreation Something to cause people to linger and mingle. Playground or cafe. A nice family attraction.	7/13/2020 10:04 AM
72	Learning Telework and distance learning center	7/12/2020 8:11 AM

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73	<p>Gathering Learning Meeting Security I think in many cases it isn't so much of a question of what is missing, but what do most residents realize is actually there. Obviously, situations are a little abnormal now due to COVID-19, and behaviors are significantly adjusted. However, in normal times, a destination is the main component that would separate the downtown area from others. For some, the library currently serves as this destination because it is a place to gather, learn, and socialize. However, that association is not made by many. Many people see the library as purely a house of books, and the concept of it being something other than that is completely devoid in their minds. A modern library is so much more than that, but you have to break through the stigma that some (non-readers, I guess) have. There are other locations downtown that could also function as destinations like Suffolk Center and SPARC, but they are more specific. The library is an asset in its sheer flexibility to be something different for everyone. As a side note, another component is perceived safety. I have been in the library on several occasions when a fight has broken out. In all cases, this was handled successfully and quickly. I keep coming back because I recognize this could happen anywhere; however, there are a lot of people who do not return after something like that happens. I think having the police officer at the library has probably helped with that perception.</p>	7/11/2020 11:04 PM
74	<p>Gathering Meeting Public meeting/congregation space.</p>	7/11/2020 3:49 PM
75	<p>Gathering A central organizing place for residents to gather to foster community.</p>	7/10/2020 3:37 PM
76	<p>Entertainment Events Better parking, safety/security, family entertainment, open areas for special events and shaded gardens</p>	7/10/2020 3:15 PM
77	<p>Parking Parking - I hope the library will entertain parking options.</p>	7/10/2020 2:56 PM
78	<p>Commerce Professional offices, urban planning, reason to be there...</p>	7/10/2020 1:56 PM
79	<p>The feel of a true downtown that seems to be lost over the past several years</p>	7/10/2020 11:20 AM
80	<p>Gathering Security areas for people to sit through the day in inclement weather</p>	7/10/2020 8:01 AM
81	<p>Children Entertainment Kid friendly and kid safe attractions.</p>	7/10/2020 7:28 AM
82	<p>Gathering space to meet informally</p>	7/10/2020 7:12 AM
83	<p>Events Bring back Jazz Club</p>	7/9/2020 9:38 PM
84	<p>Learning Classes on fact checking that are free and open to all</p>	7/9/2020 5:46 PM
85	<p>Activities Children Gathering Indoor space for kids for inclement weather playdates.</p>	7/9/2020 9:19 AM
86	<p>Activities Children More activities for children</p>	7/9/2020 9:03 AM
87	<p>Children Learning Teen More homeschool programs</p>	7/9/2020 4:51 AM
88	<p>Outdoors Recreation Park that includes older kids as in 12-16 age range</p>	7/8/2020 10:56 PM
89	<p>Entertainment Parking More convenient parking. All the community lots are placed a street beyond main or filled up. A parking garage would be nice. Also a theater. Having to hoof it to Harborview or Greenbriar is a pain sometimes.</p>	7/8/2020 10:15 PM
90	<p>Entertainment More entertainment</p>	7/8/2020 9:57 PM
91	<p>Gathering More community gathering space</p>	7/8/2020 9:48 PM
92	<p>Children Technology We need more children's books for the kids of that area who don't have a lot of resources. We need more computers or devices. Maybe offer Kajeet hotspot devices for check out for those who need them.</p>	7/8/2020 9:32 PM
93	<p>Commerce Shopping</p>	7/8/2020 9:03 PM
94	<p>Commerce Ice cream store</p>	7/8/2020 6:52 PM
95	<p>Commerce Food More cafes</p>	7/8/2020 4:59 PM
96	<p>History A Peanut Museum</p>	7/8/2020 2:07 PM
97	<p>NA</p>	7/8/2020 10:24 AM
98	<p>Unique shops</p>	7/8/2020 8:32 AM

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99	Commerce Food Local coffee shop close to library location or within	7/8/2020 8:24 AM
100	Children Technology Teen Separate children's area (a safe space away from cussing rap music and hoodlums on the computers)	7/8/2020 8:08 AM
101	Commerce Target ☐	7/7/2020 9:38 PM
102	Children Larger children's section	7/7/2020 8:59 PM
103	Additional Newspapers- New Journal & Guide & The Daily Press	7/7/2020 8:41 PM
104	Technology Space and technology	7/7/2020 6:56 PM
105	Commerce shops/stores that are worth going to/shopping in	7/7/2020 5:46 PM
106	Commerce Food Places to eat	7/7/2020 5:40 PM
107	Not sure	7/7/2020 4:27 PM
108	Activities Children Activities/space for kids	7/7/2020 3:59 PM
109	I don't know if you mean the Suffolk Library or the area as a whole in downtown Suffolk.	7/7/2020 3:54 PM
110	Parking A better parking lot. The library was also hard to find.	7/7/2020 3:33 PM
111	Gathering Outdoors More open spaces for the community to enjoy.	7/7/2020 2:14 PM
112	Commerce Gathering Outdoors more shopping , housing and pedestrian traffic. Vest pocket parks	7/7/2020 1:30 PM
113	Updated space, a comfortable space to meet and study, books and dvds for checkout	7/7/2020 10:54 AM
114	Entertainment Entertainment district	7/7/2020 8:02 AM
115	Several large mixed use developments .	7/7/2020 7:39 AM
116	Commerce Bookstore and Better library	7/7/2020 3:03 AM
117	Entertainment Recreation Teen More options for younger adults to have fun	7/6/2020 7:25 PM
118	More destination centers	7/6/2020 4:09 PM
119	Library in the area near Obici Hospital	7/6/2020 3:35 PM
120	Children Teen Youth and Teen venues	7/6/2020 3:18 PM
121	Entertainment entertainment	7/6/2020 3:03 PM
122	a really good well stocked library without books over 5 years old EXCEPT for reference books. A good, safe, place for school age kids to study and gather for fun, good mentors available for kids to talk with, etc.,	7/6/2020 1:28 PM
123	Outdoors Outside Courtyard	7/6/2020 10:38 AM
124	Commerce Entertainment More businesses. Retail and dining venues. Entertainment	7/6/2020 10:19 AM
125	Parking Teen Parking and teen space.	7/6/2020 10:06 AM
126	Commerce Food More restaurants, murals / art, green spaces, less cars, more pedestrian and bike lanes	7/6/2020 9:40 AM
127	Recreation a centralized recreation center for our youth. this will eliminate t he uncontrolled behavior that takes place in the library.	7/6/2020 8:35 AM
128	Children Teen More activities for families and teens	7/6/2020 3:40 AM
129	Commerce Food taste unlimited/ sandwich shop	7/5/2020 8:53 PM
130	Commerce Security Trader Joe's HA HA. a revitalized downtown that is safe.	7/5/2020 11:42 AM
131	Commerce Parking Businesses, parking, O'Doodle Doo/Cone Slinger type of store to attract families	7/5/2020 9:46 AM
132	Activities Events Learning Recreation Movie Theater	7/4/2020 10:15 PM

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133	Commerce Business to invest and bring more foot traffic.	7/4/2020 8:23 PM
134	Support of community to develop growth.	7/4/2020 6:39 PM
135	Investment and care (a new library would help remedy this, partly)	7/4/2020 11:25 AM
136	Children Gathering Outdoors Teen A bigger more interactive library. A beautiful courtyard meant for family activities, games & social interaction with art, outdoor games & comfortable seating & many shaded areas. More outdoor libraries as well.	7/3/2020 8:44 AM
137	Gathering pretty places to gather. Too bad the riverfront wasn't preserved. Things also seem disjointed. It'd be nice to have e connected spaces and events	7/3/2020 7:04 AM
138	Commerce more shops, less empty spaces. Bring life back to downtown	7/3/2020 6:47 AM
139	Commerce Food Outdoors Restaurants and bars with outdoor patios	7/2/2020 9:21 PM
140	Food A big library that has a coffee shop and food place.	7/2/2020 9:02 PM
141	Children Teen A place for kids and teens	7/2/2020 7:02 PM
142	Security Better security	7/2/2020 6:46 PM
143	Fresh new building for the library and location is bad	7/2/2020 5:50 PM
144	Commerce More shops. Fortunately, we have restaurants but very few shops	7/2/2020 5:17 PM
145	Commerce Food Community cafe in the library	7/2/2020 4:47 PM
146	Food Meeting group meeting area with coffee and snacks	7/2/2020 4:31 PM
147	Art Entertainment Events Outdoors Parking, lights, green space, public art, history museum, outdoor concert venue	7/2/2020 4:13 PM
148	Children Teen LARGER LIBRARY WITH COMMUNITY AREA FOR CHILDREN AND TEENS	7/2/2020 4:09 PM
149	Commerce Teen General commodity stores like 5 below & Target, things for teenagers to do.	7/2/2020 3:36 PM
150	Technology Place to fax	7/2/2020 2:56 PM
151	Outdoors more open air places	7/2/2020 2:40 PM
152	Entertainment Events Outdoors A centralized outdoor space for free events (concerts, festivals, fairs, etc.).	7/1/2020 8:33 PM
153	Recreation Recreational areas	7/1/2020 7:00 PM
154	Gathering Security A safe, comfortable, welcoming place for the community to gather	7/1/2020 6:03 PM
155	Activities Gathering Learning More cultural/educational activities. There seem (my perception) a divide between races.	7/1/2020 5:03 PM
156	Learning Entertainment opportunities	7/1/2020 2:37 PM
157	Gathering A community gathering space	7/1/2020 12:48 PM
158	A large (to reflect the growing community) library which has easier access to and is more inviting and innovative	7/1/2020 11:48 AM
159	Parking More parking	7/1/2020 7:34 AM
160	an updated library that meets the needs of al our citizens.	6/30/2020 1:57 PM
161	Commerce Outdoors a major library as a hot spot, an outdoor venue for small concerts like Wolf Trap. A permanent farmers market/goods	6/30/2020 9:16 AM
162	Commerce Malls	6/29/2020 8:10 PM
163	Learning A community collage	6/29/2020 7:57 PM
164	Gathering Outdoors A community, visually-pleasing areas (gardens, memorials, etc.), and functionality	6/29/2020 5:38 PM

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165	Gathering Outdoors	A nice outdoor space to meet others and have festivals/celebrations	6/29/2020 3:10 PM
166		Flexibility	6/29/2020 2:35 PM
167	Activities	more activity== wish restaurants had bigger sidewalks for cafe areas--do away with parking and have store access from rear	6/29/2020 10:06 AM
168	Security	A sense of community hub that is clean and inviting. A place that feels safe	6/29/2020 2:47 AM
169	Outdoors	Trees	6/28/2020 9:46 PM
170	Commerce Food	Coffee /sandwich shops	6/28/2020 7:53 PM
171		Air conditioning/heat Different seating options newer decor	6/28/2020 5:53 PM
172	Recreation	a local pool	6/28/2020 5:50 PM
173	Events	Creativity, culture, opportunity	6/28/2020 5:28 PM
174	Parking	Parking	6/28/2020 1:37 PM
175	Outdoors	More open spaces for the community to enjoy.	6/28/2020 11:47 AM
176	Recreation	A community pool/splash park for the children.	6/28/2020 11:08 AM
177		Partnership with public Schools near library to get kids excited about coming to library	6/28/2020 7:59 AM
178	Commerce Food	Restaurants	6/28/2020 3:31 AM
179	Commerce Food	Concessions (coffee, juice vending machines)	6/27/2020 9:35 PM
180	Commerce Food	More restaurants and mixed use spaces	6/27/2020 7:51 PM
181		Many things. Problem is no one will invest due to the crime and low income areas around.	6/27/2020 7:02 PM
182		More books both physical and ebooks. Feels like the library is Turing into a community center rather than a place to read, study and collaborate. Fewer and fewer books every time I go and even less access to ebooks considering a lot of the physical books are gone. Need to find a happy medium between a library and a community center.	6/27/2020 6:59 PM
183	Parking	Parking.	6/27/2020 3:53 PM
184	Commerce Food	Local eateries and business geared toward younger people (like Pour Favor).	6/27/2020 1:58 PM
185	Parking	Parking	6/27/2020 12:56 PM
186	Commerce Food	A bigger, more modern library. And more GOOD restaurants.	6/27/2020 12:53 PM
187		Quiet work rooms with outlets	6/27/2020 12:40 PM
188	Learning	Classrooms for both classes and group studies.	6/27/2020 11:27 AM
189	Parking	parking	6/27/2020 11:16 AM
190	Recreation	Bike path	6/27/2020 11:15 AM
191	Recreation	Vibrancy, fun, community	6/27/2020 10:47 AM
192	Activities Children	Activities 8 years and 12 year	6/27/2020 10:23 AM
193	Children Learning	Homeschooling resources since we have a huge homeschool community	6/27/2020 8:44 AM
194	Commerce Food	Independent bookstore/coffee shop	6/27/2020 8:41 AM
195	Events	Concert Venue a live events center or a community Sportsplex	6/27/2020 1:57 AM
196	Commerce	Shopping. Our downtown is pathetic. The courts building killed downtown.	6/27/2020 12:12 AM
197	Activities Art	Creative outlets	6/26/2020 11:14 PM
198	Activities Art	Lively arts acene	6/26/2020 10:47 PM
199	Gathering	A community hub	6/26/2020 7:08 PM

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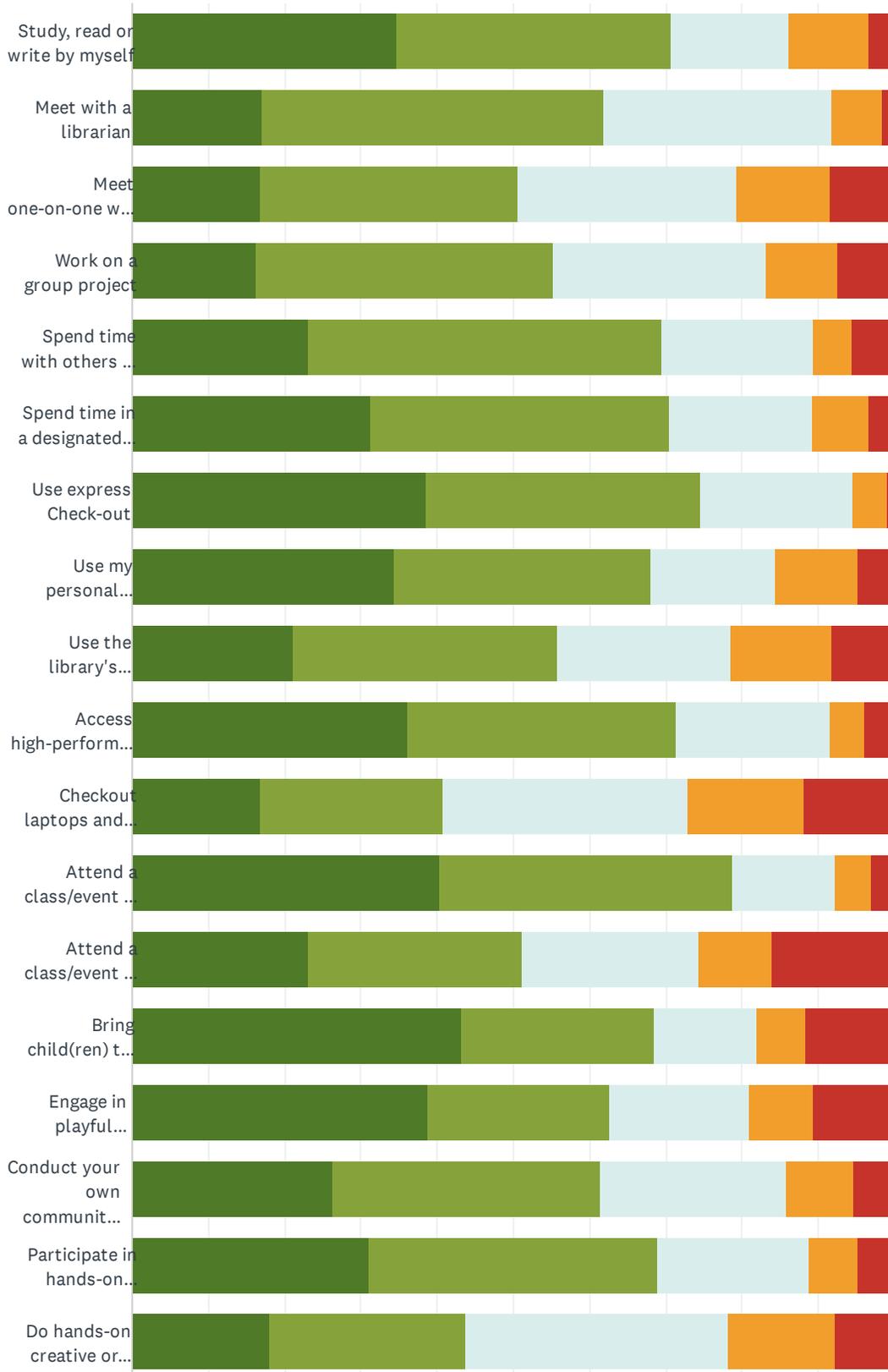
200	Parking Security Better / safer parking. Continued modernization and revitalization	6/26/2020 4:52 PM
201	Inviting downtown area	6/26/2020 7:27 AM
202	Community buy in	6/26/2020 6:39 AM
203	Natural lighting, fun colors	6/25/2020 11:22 PM
204	Parking More parking	6/25/2020 9:28 PM
205	Parking public garden/park	6/25/2020 8:54 PM
206	Bright colors on buildings	6/25/2020 3:38 PM
207	Art Children Teen Space, art, cultural displays, more classes/activities for all ages,ppl and disabilities. We should not have to go to be beach for disability issues. Later weekend hours with events and on Sundays so kids can do their homework. It would be awesome to do provide a movie night one night and a topic of interest in another weekend night. Open on Sundays for 4-5 hours for homework time.	6/25/2020 1:33 PM
208	Gathering Parking gathering places, free parking garage to enable shoppers/diners to park nearby	6/25/2020 12:48 PM
209	A lot of stuff.	6/25/2020 11:49 AM
210	Gathering Meeting Technology A conference-style room set up with the latest technology where businessmen, ministers, educators, community activists, etc. can meet as separate entities or globally.	6/25/2020 10:16 AM
211	Learning A SUFFOLK/NANSEMOND COUNTY HISTORY MUSEUM	6/25/2020 9:41 AM
212	Activities Children More programs for inner city children	6/25/2020 8:40 AM
213	Commerce bookstore	6/24/2020 8:47 PM
214	Commerce Vibrant outdoor spaces and shopping	6/24/2020 6:42 PM
215	Downtown Suffolk could benefit from its own Renaissance era. Almost like a rebirth or finding the beauty that we already have in our community.	6/24/2020 2:29 PM
216	A central library	6/24/2020 11:53 AM
217	More attractive sidewalks and streets (trees, flowers, etc.)	6/24/2020 10:31 AM
218	Commerce Food A true coffee shop, study space, a park	6/24/2020 7:00 AM
219	I would like more emphasis on lending non-book items such as sewing machines.	6/24/2020 5:26 AM
220	Entertainment Entertainment	6/23/2020 10:07 PM
221	Outdoors Open park space - water fountain, Lighted walkways, picnic tables but NO playground. Suffolk has plenty of playgrounds.	6/23/2020 5:33 PM
222	Commerce Small stores, tenants in blogs, activity	6/23/2020 4:12 PM
223	Art Opportunities for artists and writers	6/23/2020 2:48 PM
224	Activities Children Bigger, lighter, more children's activities and better area	6/23/2020 2:42 PM
225	Children Recreation Teen Recreational for young people	6/23/2020 1:20 PM
226	Commerce Food Gathering Meeting Restaurants, meeting spaces, coffee shop	6/23/2020 12:33 PM
227	Gathering Meeting informal, casual meeting spot	6/23/2020 12:31 PM
228	Parking Parking dedicated to the library and not for city hall use	6/23/2020 11:50 AM
229	Children Friendly atmosphere...more of a family friendly space is needed	6/23/2020 11:43 AM
230	Children A place for children	6/23/2020 11:39 AM
231	Activities Children Something for kids keep them busy and out of trouble. Video games	6/23/2020 11:34 AM
232	Recreation Recreation center	6/23/2020 11:32 AM

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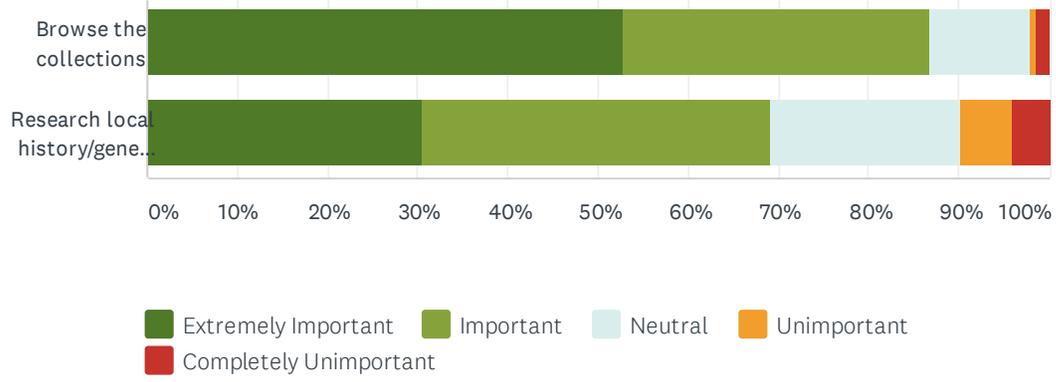
233	Commerce Food affordable eateries and clothes shops	6/23/2020 11:05 AM
234	Children Gathering Learning A safe spacious space for children to learn, gather, recreate. A spacious space for adults to convene and learn and grow. The downtown library does an amazing job with the current space but needs more room. Our downtown deserves a large, well-equipped library to serve the needs of its citizens.	6/23/2020 10:52 AM
235	Events Meeting space for larger meetings	6/23/2020 10:43 AM
236	Entertainment Entertainment venues.	6/23/2020 10:20 AM
237	can't think of anything at this time	6/23/2020 10:16 AM
238	Children Recreation Recreational facility for kids to replace the old Birdsong Rec center	6/23/2020 9:26 AM
239	Parking More parking since the city employees use the library for parking	6/23/2020 9:02 AM
240	Maybe children's seating and work space. More room for community programs and fun days. I think participation is missing I enjoy the programs because they are not overloaded with th inappropriate age but on the other side more children should be there to enjoy the wonderful opportunity like Harry Potter days and such	6/23/2020 8:22 AM
241	Activities Outdoors Outdoor reading space and better indoor reading space	6/23/2020 7:53 AM
242	More children's and tween activities	6/23/2020 7:30 AM
243	Parking More parking spaces	6/23/2020 6:04 AM
244	Commerce Food A good, convenient, reputable coffee and snack shop.	6/22/2020 7:51 PM
245	Gathering A gathering space for community meetings, classes, STEM workshops that is open, affordable and accessible to everyone	6/20/2020 3:09 PM
246	Children Teen A Family Resource Center - a community-based flexible, family-focused, and culturally sensitive facility that provides programs and services based on the needs of the families.	6/20/2020 10:50 AM
247	Recreation A public pool or community center	6/18/2020 11:04 PM
248	Children Gathering Teen Community gathering spaces, fun for kids/teens	6/18/2020 6:32 PM
249	Commerce Food A bakery for breads. No more sweets.	6/18/2020 6:10 PM
250	Outdoors More green space	6/18/2020 3:39 PM
251	Children Food Learning Teen Entertaining things for kids and teens to do. Outdoor spaces in walkable distance to downtown neighborhoods. Another cafe - Pour Favor is great but still a bit of a hike if you live around the library area. Family-friendly hangout spots. Community gardens or landscaping that encourages food foraging.	6/18/2020 3:21 PM
252	Commerce Outdoors Parks and shops	6/18/2020 2:26 PM
253	NA	6/9/2020 12:47 PM

Q10 Rate these activities relative to how important they will be to you when visiting the New Central Library:

Answered: 299 Skipped: 170



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	EXTREMELY IMPORTANT	IMPORTANT	NEUTRAL	UNIMPORTANT	COMPLETELY UNIMPORTANT	TOTAL
Study, read or write by myself	34.68% 103	36.03% 107	15.49% 46	10.44% 31	3.37% 10	297
Meet with a librarian	17.01% 50	44.90% 132	29.93% 88	6.46% 19	1.70% 5	294
Meet one-on-one with a business associate, tutor or colleague	16.95% 50	33.56% 99	28.81% 85	12.20% 36	8.47% 25	295
Work on a group project	16.27% 48	38.98% 115	27.80% 82	9.49% 28	7.46% 22	295
Spend time with others in a café-like conversational space	23.15% 69	46.31% 138	19.80% 59	5.03% 15	5.70% 17	298
Spend time in a designated quiet reading room	31.29% 92	39.12% 115	18.71% 55	7.48% 22	3.40% 10	294
Use express Check-out	38.59% 115	35.91% 107	20.13% 60	4.36% 13	1.01% 3	298
Use my personal computer	34.24% 101	33.90% 100	16.27% 48	10.85% 32	4.75% 14	295
Use the library's Computer workstations	21.09% 62	34.69% 102	22.79% 67	13.27% 39	8.16% 24	294
Access high-performance emerging technology	36.15% 107	35.14% 104	20.27% 60	4.39% 13	4.05% 12	296
Checkout laptops and other devices to use in the library	16.95% 50	23.73% 70	32.20% 95	15.25% 45	11.86% 35	295
Attend a class/event for adults	40.34% 119	38.31% 113	13.56% 40	4.75% 14	3.05% 9	295
Attend a class/event for teens	23.00% 66	28.22% 81	23.00% 66	9.76% 28	16.03% 46	287
Bring child(ren) to a class/event	43.15% 126	25.34% 74	13.36% 39	6.51% 19	11.64% 34	292
Engage in playful learning with child(ren)	38.78% 114	23.81% 70	18.37% 54	8.50% 25	10.54% 31	294
Conduct your own community meeting or use large meeting space	26.35% 78	35.14% 104	24.32% 72	8.78% 26	5.41% 16	296
Participate in hands-on creative or productive activities with others	31.19% 92	37.63% 111	20.00% 59	6.44% 19	4.75% 14	295
Do hands-on creative or productive activities on my own	18.09% 53	25.60% 75	34.47% 101	13.99% 41	7.85% 23	293
Browse the collections	52.88% 156	33.90% 100	11.19% 33	0.68% 2	1.36% 4	295
Research local history/genealogy, use Suffolk archives/archival technology	30.51% 90	38.64% 114	21.02% 62	5.76% 17	4.07% 12	295

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#	OTHER (PLEASE SPECIFY), E.G. WIFI, OUTDOOR SPACES, SPECIAL TECHNOLOGY, DISTANCE LEARNING, ETC.	DATE
1	WiFi, distance learning	7/23/2020 2:10 PM
2	audiobooks/e-books: need more variety	7/22/2020 11:53 AM
3	wifi, quiet space, meeting rooms, restrooms with diaper changing tables, green spaces	7/16/2020 2:19 PM
4	Indoor/outdoor spaces,WiFi,distance learning	7/16/2020 10:28 AM
5	WiFi, computer classes for elderly	7/15/2020 9:37 PM
6	Outdoor space	7/15/2020 6:49 PM
7	Outdoor space	7/14/2020 11:44 PM
8	WiFi	7/14/2020 7:50 PM
9	Wifi	7/14/2020 4:14 PM
10	Wifi	7/14/2020 2:59 PM
11	outdoor spaces would be nice. With shade and landscaping.	7/14/2020 2:22 PM
12	WiFi	7/14/2020 1:59 PM
13	WiFi, comfortable restrooms	7/14/2020 1:27 PM
14	Yes to all of these, including language instruction particularly enjoy learning spanish	7/14/2020 12:45 PM
15	Outdoor space would be nice for events	7/14/2020 12:16 PM
16	WiFi and renting mobile hotspot	7/14/2020 9:58 AM
17	Robust online digital catalog	7/14/2020 9:10 AM
18	WiFi availability	7/14/2020 8:59 AM
19	WiFi, outdoor spaces,	7/14/2020 8:42 AM
20	Yes to all of the activities mentioned in other	7/13/2020 2:09 PM
21	WiFi access and distance learning spaces	7/12/2020 8:14 AM
22	STEM lab/makerspace, wifi, outdoor spaces, distance learning/homeschool space	7/11/2020 11:12 PM
23	Accessible WiFi, a good selection of books to check out	7/11/2020 10:26 PM
24	Outdoor spaces with access to WiFi would be great for groups. Maybe an outside space for performances?	7/10/2020 3:40 PM
25	wifi, outdoor spaces would be great!, computer and technology for homeless to search for jobs and housing	7/10/2020 8:04 AM
26	Wifi is very important, outdoor space would be really nice.	7/9/2020 9:23 AM
27	Maker space with sewing machine, 3D printer, etc would be nice.	7/8/2020 10:18 PM
28	Assistive tech and Wi-Fi	7/8/2020 10:04 PM
29	Outdoor space	7/8/2020 9:50 PM
30	It would be so lovely to have some sort of reading garden, maybe allow for student volunteers to help take care of it.	7/8/2020 9:35 PM
31	Kids classes	7/8/2020 10:26 AM
32	WiFi and outdoor reading spaces are important	7/8/2020 8:26 AM
33	Outdoor space	7/7/2020 9:40 PM
34	Wifi! I bring clients I work with to the libraries to use the wifi all the time.	7/7/2020 9:02 PM
35	Outdoor spaces	7/7/2020 8:44 PM

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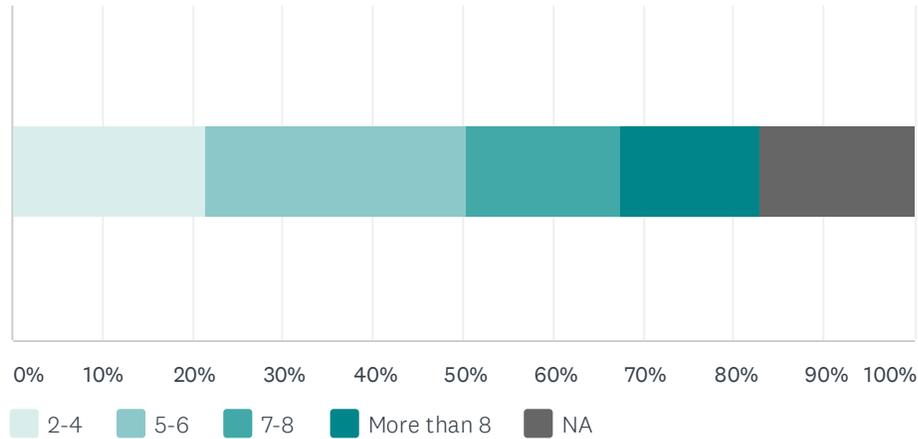
36	WiFi	7/7/2020 5:47 PM
37	Wifi would be good	7/7/2020 4:37 PM
38	Wifi	7/7/2020 4:01 PM
39	Would love to have outdoor spaces with benches	7/7/2020 2:17 PM
40	wifi, outdoor garden or space with benches	7/7/2020 1:32 PM
41	WiFi, outdoor space for use	7/7/2020 10:57 AM
42	Wifi, More parking	7/7/2020 3:06 AM
43	in Covid times, we need tutors and distance learning availability	7/6/2020 1:30 PM
44	outdoor spaces, WiFi	7/6/2020 10:39 AM
45	I do not visit.	7/6/2020 10:20 AM
46	outdoor space would be excellent	7/5/2020 11:43 AM
47	Wifi, Outdoor space	7/4/2020 12:06 AM
48	Wifi	7/3/2020 7:22 AM
49	speakers/demonstrations	7/3/2020 7:06 AM
50	An outdoor space would be nice	7/2/2020 4:48 PM
51	wifi, soundproof meeting rooms, proper lighting	7/2/2020 4:15 PM
52	A 3D printer would be an excellent addition. Some people might squander it, however.	7/2/2020 3:39 PM
53	Close parking! Other buildings/agencies should have their own lots, not use up library parking spots	7/2/2020 3:00 PM
54	Wifi, outdoor picnic table	7/1/2020 8:56 PM
55	Free wifi, cafe space, community kitchen	7/1/2020 7:03 PM
56	Lots of natural light, carrells for small groups, rooftop garden/cafe, 3 d printing, skyping/zoom mtg rooms,	6/30/2020 9:26 AM
57	Outdoor spaces	6/29/2020 7:59 PM
58	Outdoor spaces where you can read	6/29/2020 5:40 PM
59	Outdoor space is very important	6/29/2020 3:13 PM
60	Wifi	6/29/2020 2:50 AM
61	WiFi, outdoor spaces would be amazing & online classes.	6/28/2020 9:50 PM
62	Wifi, outdoor spaces	6/28/2020 1:39 PM
63	Wifi, outdoor spaces, Rosetta stone	6/28/2020 11:10 AM
64	Wifi, outdoor space, partnership with public Schools	6/28/2020 8:02 AM
65	Wifi	6/27/2020 9:37 PM
66	Wi-Fi.	6/27/2020 3:54 PM
67	Distance learning, outdoor space	6/27/2020 12:56 PM
68	WiFi, distance learning	6/27/2020 12:42 PM
69	WiFi, distance learning	6/27/2020 11:18 AM
70	WiFi, outdoor space, meeting spaces	6/27/2020 10:48 AM
71	Wifi, outdoor space	6/27/2020 10:26 AM
72	Something exciting that will attract people to visit downtown Suffolk	6/27/2020 2:02 AM

**
New Central Library Survey
survey closes July 20**

73	WiFi and outdoor space	6/26/2020 7:10 PM
74	WiFi, Outdoor spaces, table space	6/25/2020 6:24 PM
75	We need to be ahead of the game tech wise, green issues and space. Maybe allocate space that we don't use now but in the future we can as we grow. Book cases need to be mobile for space planning. I would like to see book sections, mystery, sci fi, historical, romance etc highlighted.	6/25/2020 1:38 PM
76	Outdoor reading spaces	6/25/2020 12:51 PM
77	Easily accessibleHigh speed WiFi; special technology for deaf, blind, and other handicapping conditions is essential so the library is accessible for all citizens; distance learning.	6/25/2020 10:23 AM
78	Suffolk History Museum	6/25/2020 9:43 AM
79	Increase number of wifi check outs	6/25/2020 8:42 AM
80	Outdoor spaces and place for students with no internet access	6/24/2020 8:50 PM
81	Museum	6/24/2020 11:54 AM
82	WIFI and outdoor spaces	6/24/2020 10:36 AM
83	Wifi	6/24/2020 5:28 AM
84	Free Wifi and outdoor spaces would be great.	6/23/2020 5:36 PM
85	Wifi, outdoor space for children	6/23/2020 2:44 PM
86	WiFi, Distance learning	6/23/2020 1:35 PM
87	Outdoor spaces.	6/23/2020 12:35 PM
88	virtual learning, outdoor space with wifi	6/23/2020 12:35 PM
89	Free Wifi	6/23/2020 11:42 AM
90	outdoor spaces would be great!	6/23/2020 10:54 AM
91	WiFi offered, outdoor landscaped seating areas, digital reading resources	6/23/2020 9:39 AM
92	Outdoor seating love having the app for audio and visual music through my library wonderful through the quarantine	6/23/2020 8:26 AM
93	Wifi, story time, outdoor courtyard away from moving/parking cars, greenspace	6/20/2020 3:12 PM
94	Outdoor space for children, FRC, collaborative work spaces, larger and separate computer space, computer classes	6/20/2020 10:55 AM
95	WiFi, 3D printer, photography dark room	6/18/2020 11:14 PM
96	Reading spaces outside, snack/beverage machines	6/18/2020 6:35 PM
97	Outdoor space	6/18/2020 3:39 PM
98	wifi	6/18/2020 3:24 PM
99	outdoor seating , security	6/18/2020 2:29 PM
100	aaa	6/9/2020 12:47 PM

Q11 When having a small group meeting, how many people are typically in your group?

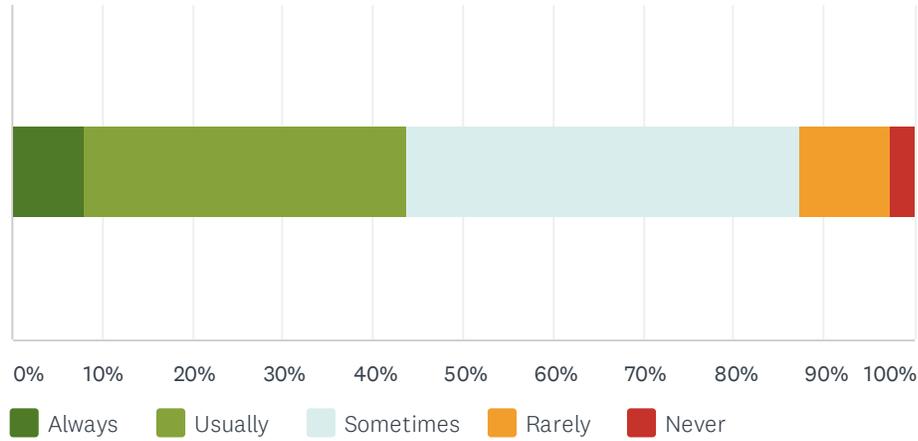
Answered: 299 Skipped: 170



ANSWER CHOICES	RESPONSES	
2-4	21.40%	64
5-6	29.10%	87
7-8	17.06%	51
More than 8	15.38%	46
NA	17.06%	51
TOTAL		299

Q12 How often would you opt for lounge seating instead of table seating?

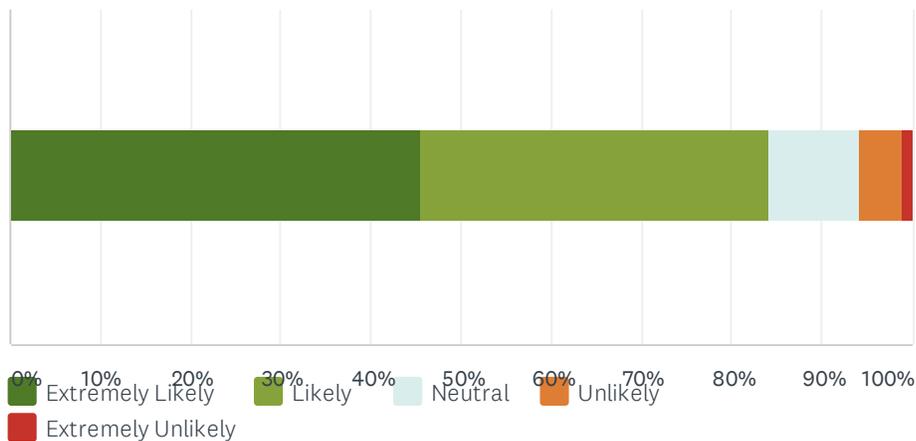
Answered: 299 Skipped: 170



ANSWER CHOICES	RESPONSES	
Always	8.03%	24
Usually	35.79%	107
Sometimes	43.48%	130
Rarely	10.03%	30
Never	2.68%	8
TOTAL		299

Q14 After attending an event at the library how likely would you be to spend time there if there were appealing and sufficient space(s)?

Answered: 296 Skipped: 173



ANSWER CHOICES	RESPONSES
Extremely Likely	45.61% 135
Likely	38.51% 114
Neutral	10.14% 30
Unlikely	4.73% 14
Extremely Unlikely	1.01% 3
TOTAL	296

Q21 In which Suffolk neighborhood do you live?

Answered: 286 Skipped: 183

**
New Central Library Survey
survey closes July 20**

#	RESPONSES	DATE
1	Steeplechase	7/23/2020 2:11 PM
2	Idlewood	7/23/2020 11:35 AM
3	Riverwood	7/22/2020 11:53 AM
4	Holland	7/20/2020 4:34 PM
5	Behind the YMCA	7/18/2020 12:17 PM
6	Rural	7/17/2020 1:10 AM
7	Whaleyville	7/16/2020 9:06 PM
8	Kilby	7/16/2020 9:03 PM
9	North Suffolk	7/16/2020 2:19 PM
10	Kempton Park	7/16/2020 1:28 AM
11	Saratoga	7/15/2020 9:38 PM
12	Woodlands of Nansemond	7/15/2020 9:29 PM
13	Regency Estates	7/15/2020 9:25 PM
14	Woodlands of Nansemond	7/15/2020 9:23 PM
15	Saddlebrook Estates	7/15/2020 9:19 PM
16	East Suffolk Gardens	7/15/2020 9:16 PM
17	Applewood farms	7/15/2020 9:16 PM
18	Meridian Obici	7/15/2020 9:14 PM
19	Bethlehem Court	7/15/2020 9:13 PM
20	Maple Hills	7/15/2020 6:49 PM
21	Cedar Crest Hall	7/15/2020 3:25 PM
22	Burnetts mill	7/15/2020 3:17 PM
23	North Suffolk	7/15/2020 1:58 PM
24	riverview	7/15/2020 11:37 AM
25	Graystone	7/15/2020 10:37 AM
26	westhaven lakes	7/15/2020 7:40 AM
27	downtown downtown	7/15/2020 7:38 AM
28	downtown downtown	7/15/2020 7:37 AM
29	downtown downtown	7/15/2020 7:36 AM
30	King's Fork	7/15/2020 7:34 AM
31	downtown downtown	7/15/2020 7:32 AM
32	downtown East Suffolk Gardens	7/15/2020 6:08 AM
33	Whaleyville	7/14/2020 11:45 PM
34	Holy Neck	7/14/2020 9:31 PM
35	Burnetts mills	7/14/2020 8:42 PM
36	Harbour Breeze	7/14/2020 7:51 PM
37	Wexford Downs	7/14/2020 7:11 PM

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New Central Library Survey
survey closes July 20**

38	HillPoint	7/14/2020 6:33 PM
39	Kings Landing	7/14/2020 5:32 PM
40	Turlington Park	7/14/2020 5:29 PM
41	Kilby	7/14/2020 5:28 PM
42	South	7/14/2020 5:23 PM
43	I don't live in Suffolk.	7/14/2020 5:17 PM
44	October Fest	7/14/2020 5:16 PM
45	Churchland	7/14/2020 5:13 PM
46	Harbor view	7/14/2020 5:11 PM
47	Harbour View	7/14/2020 5:09 PM
48	downtown Downtown Suffolk	7/14/2020 5:07 PM
49	None	7/14/2020 4:55 PM
50	Suffolk county	7/14/2020 4:43 PM
51	College Drive	7/14/2020 4:41 PM
52	Hall Place	7/14/2020 4:34 PM
53	Holiday Point Estates	7/14/2020 4:14 PM
54	Kilby Shores	7/14/2020 4:03 PM
55	Hillpoint	7/14/2020 3:20 PM
56	South Quay	7/14/2020 2:59 PM
57	Driver	7/14/2020 2:32 PM
58	Whaleyville	7/14/2020 2:29 PM
59	Sleepy Lake/between the bridges	7/14/2020 2:25 PM
60	Nanesmond crossing	7/14/2020 2:23 PM
61	Whaleyville	7/14/2020 2:19 PM
62	23435	7/14/2020 2:17 PM
63	Saddleback	7/14/2020 2:00 PM
64	Burnett's Mill	7/14/2020 1:09 PM
65	Harbor View	7/14/2020 12:46 PM
66	I don't live in suffolk	7/14/2020 12:38 PM
67	Whaleyville	7/14/2020 12:17 PM
68	Applewood Farms	7/14/2020 9:59 AM
69	Berkshire Meadows	7/14/2020 9:21 AM
70	Lakeside	7/14/2020 9:12 AM
71	Suffolk Meadows	7/14/2020 8:59 AM
72	Cypress	7/14/2020 8:43 AM
73	Nansemond River Estates	7/14/2020 8:39 AM
74	Kings Landing	7/13/2020 10:06 PM
75	Sadlet Heights	7/13/2020 9:44 PM

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survey closes July 20**

76	Lake Prince	7/13/2020 2:38 PM
77	King's Fork	7/13/2020 2:09 PM
78	Hillpoint	7/13/2020 10:07 AM
79	Riverview	7/12/2020 8:14 AM
80	Northgate	7/11/2020 11:13 PM
81	Northgate	7/11/2020 10:27 PM
82	Cypress Farms	7/11/2020 3:52 PM
83	Whaleyville	7/10/2020 7:32 PM
84	Kings Fork Farms Condominium	7/10/2020 3:19 PM
85	Lakeside	7/10/2020 2:59 PM
86	Burnett Mills	7/10/2020 1:18 PM
87	Northgate	7/10/2020 11:23 AM
88	Kings Point	7/10/2020 8:04 AM
89	Holland	7/10/2020 7:31 AM
90	Burbage Grant	7/10/2020 7:14 AM
91	Harbourview	7/9/2020 9:45 PM
92	Crittenden	7/9/2020 5:48 PM
93	Whaleyville	7/9/2020 9:23 AM
94	Whaleyville	7/9/2020 9:05 AM
95	Nansemond Shores	7/9/2020 4:53 AM
96	Off of Kings Fork road.	7/8/2020 10:19 PM
97	Harbour View	7/8/2020 10:05 PM
98	Hillpoint	7/8/2020 9:50 PM
99	Kingsboro	7/8/2020 9:35 PM
100	Lake Meade Point	7/8/2020 9:07 PM
101	Prentis Place	7/8/2020 6:55 PM
102	460	7/8/2020 5:01 PM
103	Kingsboro	7/8/2020 2:11 PM
104	Bennett's Creek	7/8/2020 10:27 AM
105	Chuckatuck	7/8/2020 9:00 AM
106	Fairways Crossing	7/8/2020 8:34 AM
107	Route 10	7/8/2020 8:27 AM
108	Burnett's Mill	7/8/2020 8:10 AM
109	Whaleyvile	7/7/2020 9:40 PM
110	downtown Outside downtown in country	7/7/2020 9:25 PM
111	Mansfield Farms	7/7/2020 9:22 PM
112	Lake Kennedy	7/7/2020 9:03 PM
113	downtown Downtown	7/7/2020 8:45 PM

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114	Driver	7/7/2020 6:58 PM
115	Smithfield/Chuckatuck	7/7/2020 6:49 PM
116	Applewood Farms	7/7/2020 5:48 PM
117	Hillpoint	7/7/2020 4:41 PM
118	Hillpoint Farms	7/7/2020 4:02 PM
119	Reid's Ferry area of Suffolk	7/7/2020 4:00 PM
120	Mansfield farms	7/7/2020 3:44 PM
121	Suffolk Meadows	7/7/2020 3:42 PM
122	community of Holland	7/7/2020 3:15 PM
123	Lakeside	7/7/2020 2:17 PM
124	Riverview	7/7/2020 1:33 PM
125	Lakeside	7/7/2020 10:58 AM
126	Burbage Grant	7/7/2020 8:04 AM
127	lake kennedy	7/7/2020 7:43 AM
128	Holy Neck	7/7/2020 3:06 AM
129	Lakeside	7/6/2020 7:31 PM
130	Old Mill Creek	7/6/2020 4:14 PM
131	Nansemond Shores	7/6/2020 3:37 PM
132	Freeney Ave	7/6/2020 3:29 PM
133	Lake Kennedy	7/6/2020 3:20 PM
134	Riverview	7/6/2020 3:08 PM
135	no neighborhood, outside of city limits for sewer, gas, and water	7/6/2020 1:32 PM
136	Kempton Park	7/6/2020 10:43 AM
137	Burbage Grant	7/6/2020 10:20 AM
138	Kilby Shores	7/6/2020 10:19 AM
139	Whaleyville	7/6/2020 10:09 AM
140	Rural near Holland	7/6/2020 9:43 AM
141	Burnett's Mill	7/6/2020 3:42 AM
142	Cypress	7/5/2020 8:57 PM
143	Pitchkettle	7/5/2020 11:43 AM
144	Chuckatuck	7/5/2020 9:49 AM
145	Kingsboro	7/4/2020 10:20 PM
146	Berkshire	7/4/2020 8:26 PM
147	Kings Fork Farm	7/4/2020 6:40 PM
148	Lakeside	7/4/2020 11:27 AM
149	Pine Street	7/4/2020 12:07 AM
150	Jackson Rd.	7/3/2020 8:47 AM
151	Somerton	7/3/2020 7:22 AM

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152	indian Trail	7/3/2020 7:07 AM
153	planters station	7/3/2020 6:49 AM
154	Hillpoint	7/2/2020 9:23 PM
155	Hillpoint	7/2/2020 9:05 PM
156	Whaleyville	7/2/2020 7:04 PM
157	Driver	7/2/2020 6:50 PM
158	Holland	7/2/2020 5:53 PM
159	Westhaven Lakes	7/2/2020 5:21 PM
160	Holland	7/2/2020 4:48 PM
161	Bennetts Harbor	7/2/2020 4:34 PM
162	Kempton Park	7/2/2020 4:15 PM
163	South Suffolk	7/2/2020 4:11 PM
164	KILBY SHORES	7/2/2020 4:11 PM
165	Kingsboro Heights	7/2/2020 3:40 PM
166	Whaleyville borough (Leesville Farms)	7/2/2020 3:01 PM
167	Nurneyville	7/2/2020 2:41 PM
168	Riverfront	7/2/2020 12:10 PM
169	Regency Estates	7/2/2020 9:52 AM
170	Willowbrook	7/1/2020 9:49 PM
171	South Quay	7/1/2020 8:57 PM
172	Eastover	7/1/2020 7:03 PM
173	Oakridge	7/1/2020 5:05 PM
174	Whaleyville area...no neighborhood	7/1/2020 2:39 PM
175	Hillpoint	7/1/2020 11:50 AM
176	Holland	6/30/2020 2:04 PM
177	lakeland high school area	6/30/2020 9:27 AM
178	Williamstown	6/29/2020 8:12 PM
179	Suffolk Airport	6/29/2020 8:00 PM
180	Kingsboro Heights	6/29/2020 5:42 PM
181	Cove at Bennett's Creek	6/29/2020 3:31 PM
182	Foxfield	6/29/2020 3:15 PM
183	Kings Fork Farm	6/29/2020 2:38 PM
184	riverview	6/29/2020 10:09 AM
185	Wexford Downs	6/29/2020 8:03 AM
186	Holland	6/29/2020 2:50 AM
187	We live in Portsmouth but we always use Suffolk's libraries as they're better.	6/28/2020 9:51 PM
188	Lake Prince Woods Retirement Community	6/28/2020 7:56 PM
189	Hillpoint farms	6/28/2020 7:36 PM

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New Central Library Survey
survey closes July 20</br></p>**

190	Old Mill Creek	6/28/2020 5:58 PM
191	Whaleyville	6/28/2020 5:53 PM
192	Lancaster Farms	6/28/2020 5:30 PM
193	Holland	6/28/2020 11:11 AM
194	Burbage Grant	6/28/2020 8:03 AM
195	Past Holland on the NC state line.	6/28/2020 7:49 AM
196	Mansfield Farms	6/28/2020 3:34 AM
197	Kinky shores	6/27/2020 9:37 PM
198	Suffolk Meadows	6/27/2020 8:56 PM
199	Reids Crossing near Lakeland HS	6/27/2020 7:57 PM
200	Lakeside	6/27/2020 7:04 PM
201	N/A. North Suffolk, but not in a neighborhood.	6/27/2020 7:02 PM
202	Holland	6/27/2020 3:55 PM
203	Cypress Farm	6/27/2020 2:59 PM
204	Chuckatuck	6/27/2020 2:01 PM
205	Woodlake North	6/27/2020 12:59 PM
206	Kings Fork area	6/27/2020 12:57 PM
207	Forrest Glen Terrace	6/27/2020 12:43 PM
208	South suffolk	6/27/2020 11:31 AM
209	Centerbrooke	6/27/2020 11:19 AM
210	Kilby shores	6/27/2020 11:19 AM
211	Close to Whaleyville	6/27/2020 10:27 AM
212	Point Harbor	6/27/2020 8:58 AM
213	Riverview	6/27/2020 8:50 AM
214	Oak Lake	6/27/2020 8:47 AM
215	Huntersville	6/27/2020 2:03 AM
216	Oak Ridge	6/27/2020 12:15 AM
217	Holland	6/26/2020 11:17 PM
218	Pitchkettle Road area	6/26/2020 10:50 PM
219	downtown near downtown suffolk	6/26/2020 8:43 PM
220	Hillpoint	6/26/2020 7:10 PM
221	River Creek	6/26/2020 4:56 PM
222	Riverfront	6/26/2020 2:42 PM
223	Sleepy Hole	6/26/2020 10:46 AM
224	Walnut Hills	6/26/2020 7:30 AM
225	Chuckatuck	6/26/2020 6:42 AM
226	Hillpoint	6/25/2020 11:25 PM
227	King's landing	6/25/2020 9:33 PM

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survey closes July 20</br>**

228	Lake Meade Point	6/25/2020 8:58 PM
229	Bershire Meadows	6/25/2020 8:04 PM
230	Harbour View	6/25/2020 6:24 PM
231	Not in a neighborhood	6/25/2020 3:42 PM
232	downtown downtown	6/25/2020 2:04 PM
233	Kingsboro	6/25/2020 1:39 PM
234	Cedar Point	6/25/2020 1:37 PM
235	Lake Meade Point	6/25/2020 12:51 PM
236	Pitchkettle area	6/25/2020 10:36 AM
237	Lakeside	6/25/2020 9:43 AM
238	Nansemond Pkwy	6/25/2020 8:43 AM
239	Holland	6/24/2020 8:51 PM
240	Riverfront	6/24/2020 6:46 PM
241	Burnetts Mills	6/24/2020 2:32 PM
242	Kings Fork	6/24/2020 11:55 AM
243	Wilroy area	6/24/2020 10:37 AM
244	N/A	6/24/2020 7:04 AM
245	Chuckatuck	6/24/2020 5:29 AM
246	Moore's Point	6/23/2020 10:12 PM
247	Southside	6/23/2020 5:37 PM
248	Pitchkettle Farms	6/23/2020 4:00 PM
249	Lakeside	6/23/2020 2:50 PM
250	Lake cahoon	6/23/2020 2:44 PM
251	Bob White Landing	6/23/2020 2:03 PM
252	Riverview	6/23/2020 1:36 PM
253	downtown Downtown	6/23/2020 1:24 PM
254	Northgate	6/23/2020 12:36 PM
255	Obici Meridian Apt	6/23/2020 12:36 PM
256	Riverview	6/23/2020 11:50 AM
257	Oak Ridge	6/23/2020 11:50 AM
258	Nansemond parkway	6/23/2020 11:45 AM
259	Hillpoint	6/23/2020 11:43 AM
260	downtown Downtown	6/23/2020 11:38 AM
261	Nansemond River	6/23/2020 11:35 AM
262	downtown Suffolk Station	6/23/2020 11:25 AM
263	downtown work in downtown	6/23/2020 11:08 AM
264	Acorn Acres	6/23/2020 10:55 AM
265	Bayberry Cove	6/23/2020 10:46 AM

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266	Nansemond Pointe	6/23/2020 10:30 AM
267	Holland	6/23/2020 10:23 AM
268	Olde Mill Creek	6/23/2020 10:19 AM
269	Holy neck	6/23/2020 9:28 AM
270	Olde Mill Creek	6/23/2020 9:05 AM
271	Western branches	6/23/2020 8:28 AM
272	Rural	6/23/2020 7:33 AM
273	North Suffolk	6/23/2020 7:16 AM
274	Riverfront	6/23/2020 6:51 AM
275	Whaleyville	6/22/2020 10:53 PM
276	Suburban Drive	6/22/2020 7:53 PM
277	Southern Suffolk	6/21/2020 11:08 PM
278	Lakeside	6/20/2020 3:13 PM
279	I live outside of Suffolk.	6/20/2020 10:56 AM
280	Kenyon Road	6/18/2020 11:18 PM
281	Obici	6/18/2020 6:36 PM
282	Berkshire Meadows	6/18/2020 6:12 PM
283	Chuckatuck	6/18/2020 3:39 PM
284	Steeple Chase	6/18/2020 3:25 PM
285	downtown downtown	6/18/2020 2:29 PM
286	aaa	6/9/2020 12:48 PM

INTRODUCTION

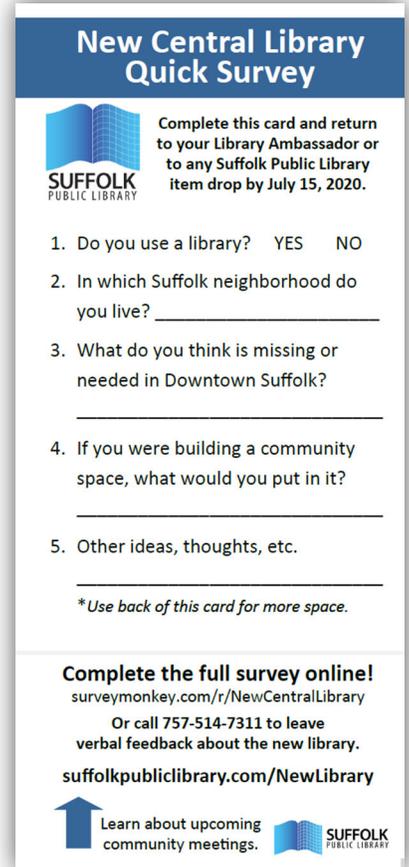
Suffolk Public Library initiated a program for enhanced community engagement through individual volunteers who were asked to engage in conversations about the future library with their personal and professional contacts and acquaintances. These “Community Ambassadors” were provided with “Comment Cards” to help structure their conversations and to document the responses.

RESPONSES AND ANALYSIS

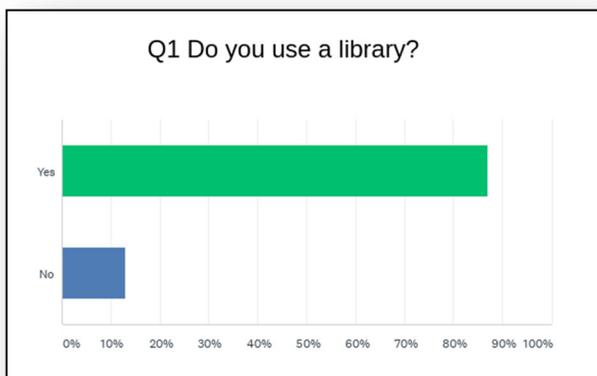
We reviewed 84 responses that were entered into a SurveyMonkey format for documentation and analysis.

Full text of all of the responses is attached. In addition, we have “tagged” all of the responses to a category identifying how the comment relates to the on-going thinking about the New Central Library and the on-going library programming and design work. Using this overlay of categorization on the narrative data, we can cluster the comments within meaningful frameworks and focus the programmatic criteria and design responses accordingly. As you will see, oftentimes, a single comment is categorized in multiple ways.

We also extracted “Word Clouds” from each set of responses to identify key words that might further identify trends in community thought as related to the project.



The 1st question on the Comment Card simply identified whether or not the respondent used the library:



Q2 In which Suffolk neighborhood do you live?

Downtown Lake Hillpoint_{area}
Kingsboro Heights_{Rd} Meade Dr_{Whaleyville}
Suffolk

Sorted alphabetically, and somewhat color-coded, these are the responses:

Applewood	Hall places	Magnolia Lakes
Applewood Farms	Hillpoint	Meade Dr.
Applewood Farms	Hillpoint	Meade Dr.
Applewood Farms	Hillpoint	Meade Dr.
Autumn Ridge Apt	Hillpoint area	Meade Point
Autumn Ridge Apts	Hillpoint Farms	n/a
Balmoral	Holland	North Suffolk
Burnetts Mill	I am a Chesapeake, VA resident	Not Suffolk, Virginia Beach, VA
Crittenden road	I live in the Holland area of	Old Mill Rd
Downtown	Suffolk.	Peanut Park in Downtown
Downtown	Jackson rd by Lakeland	Pitchkettle Point
Downtown	Jericho	Remington Park
downtown	Jerricho	Riverview
downtown	Kilby Shores	Riverview
downtown	Kings Fork	Savage Crossing
Downtown	Kingsboro	South Main St
Downtown	Kingsboro Heights	Virginia Beach
Downtown	Kingsboro Heights	Vistas at Hillpoint Commons
Downtown	Kingsboro Heights	Walnut Hills Estate
Downtown	Kingsboro Heights	Walnut Street beside Booker T.
Downtown	Kingsboro Heights	Washington
Downtown	Kingsboro Heights	Whaleyville
Downtown	Kingsboro Heights	Whaleyville
Downtown	Kingsboro Heights	Whaleyville
Driver	Lake Meade	Whaleyville/airport
East Suffolk	Lake Meade Dr.	White Marsh Rd
Hall	Lakeside	Williamstown
Hall Place	Liberty Spring Area	

Q3 What do you think is missing or needed in Downtown Suffolk?

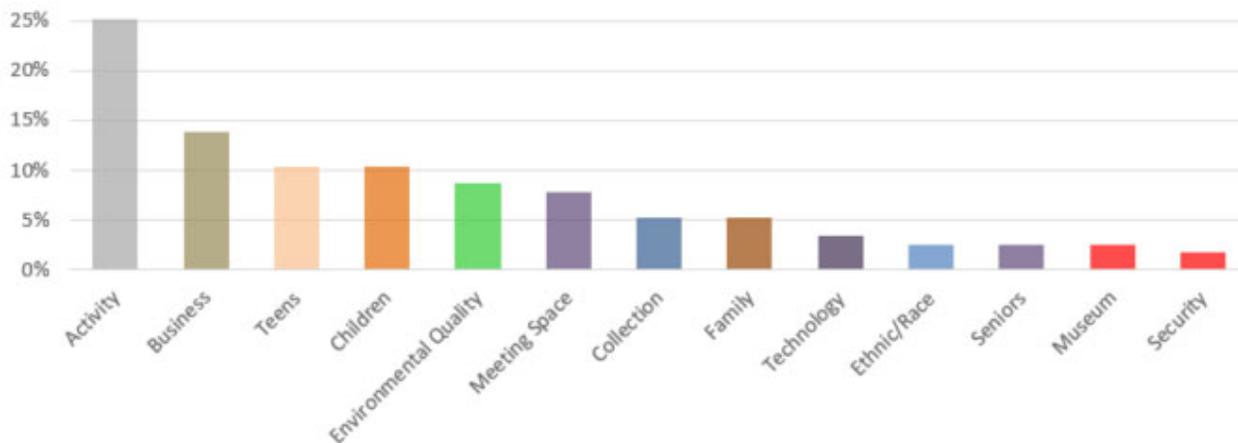
restaurant play meeting rooms computers room reading kids Library
stores adults shop Suffolk activity teens space etc
places students families think youth books community
meeting areas Free food updated

- Activity Children Indoor playground
- Activity Family Meeting Sapce Places for moms to connect
- Meeting Sapce Free community flex space
- Activity Children Play areas
- Activity Children Museum Kid's Museum
- Activity Fine arts opportunities
- Family Meeting Sapce Places for families to meet other families
- Business Coffee Shops
- Activity Meeting Sapce social space, workspace for small groups
- Meeting Sapce more meeting rooms
- Activity Meeting Sapce more meeting rooms - room just for hanging out
- space
- more rooms
- Activity activity room
- TEchnology more restrooms more computers
- Collection TEchnology more diverse books more computers
- Collection beside Hoopla other reading catalogs
- Collection Teens more books for age 10-12
- Environmental Quality color - decor
- Children Teens private area for kids
- Activity Children A kid-friendly learning/play center
- Collection Teens more teenage fiction
- Business Ethic/Race Black history/business lab
- Seniors retirement community
- Activity Ethic/Race more community projects and black history
- Activity I think they should offer certain classes
- Environmental Quality private area
- Children area for infants/toddlers

- Activity Seniors recreation centers
- Environmental Quality space
- Environmental Quality so much, not enough space
- Business Family More interesting shops for families
- Security More police
- Not sure I've been there
- Activity Business Children More recreational facilities like Birdsong in the city.,More youth oriented projects less clothiers and eateries
- I don't know
- Activity Children Seniors Teens An easily accessible library is great not just for students, but older adults, younger children (reading time for preschool kids). Meeting rooms provide space for classes, study, etc.
- Activity Teens As I'm not a resident of Suffolk (I work in Suffolk), I think that an area for students to be able to congregate for educational/entertainment activities would be a plus
- Children A community outreach liaison. The Library is very outdated and needs more activities for toddlers and youth.
- Activity Kids skating rink and activity roomcenters
- Activity Children Teens a community center for youth
- Activity Children Teens more mobile activity for kids
- Activity skating rink, bowling, movies
- Business Cafe or lounge for students for reading or working
- Business Environmental Quality Mall
- Teens Free places for youth to keep busy
- Teens Place for teens to hang
- TEchnology Teens Space for teens, updated books, updated technology
- Business Family Family stores- a place to play and buy games
- Business More restaurant and stores
- Activity Business Movie theatres/more business
- Business An ice-cream shop
- Business Environmental Quality More "walker friendly" areas, a movie theatre, Whole Foods Market
- Activity Business Teens Fun things for teens and general stores (i.e. 5 Below, Target, etc.)
- Activity Family (free) Family Activities
- Business Healthfood Store (Ellwood Thompsons)
- Ethic/Race more cultural diversity
- Museum Mr. Peanut Museum
- Museum A Mr. Peanut Museum
- Meeting Sapce Club meeting spaces

Collection	Meeting Sapce	tool lending, meeting space (large and small)	
Collection	Meeting Sapce	Audiobooks and updated social gathering spaces (e.g. coffee).	
Activity		adult life/arts	
Activity	Business	Shops, Library	
Environmental Quality		Improvements	
Activity	Security	Closer venues to go to so we can socialize and get fit. The police make it uneasy to go to a bar because they do the most where they are located.	
Activity		Recreation Space	
Activity	Children	Teens	Activities for the youth and adults. Movie theater, more city buses for the rural area, bowling alley in the rural area or some type of event space
TEchnology		Enclosed, yet visible, computer room	
Environmental Quality		Walkable neighborhoods	
Business		More places to shop☺ and A good seafood restaurant	
n/a			
Activity	Family	I think that we are missing more family friendly entertainment venues.	
Business	Environmental Quality	I'm still not really sure exactly what is considered "downtown" suffolk but I would say More up to date places for people to shop and eat. Target, TJM, etc. Healthier options for restaurants and grocery stores. Everything seems like fast food and just heavy food. Maybe more community events/festivals.	
Environmental Quality		Overall cleanliness, we are on the litter commission and organize clean ups. The trash is amazing.	

Graphing the categories of responses to the question “What do you think is missing or needed in Downtown Suffolk?” yields this quantitative summary of relative importance/emphasis in the responses:



Q4 If you were building a community space, what would you put in it?

reading_{games} teen_{garden} center meeting rooms community
 meetings area children space_{play} room learning books
 computers green space Music

- Activity Children Family Learning Meeting Space Teens Room available for homeschoolers to do school together

- Activity Children A place where kids can play

- Activity Children Indoor playground, flex rooms for rent or meetings

- Activity Children LEGO room

- Activity Children Outdoor space Inside/Outside obstacle course

- Activity Children Meeting Space Playground inside, rooms available for rent for groups/parties/events

- Cafe/Food Internet Cafe with snack bar

- Learning reading study room, classroom, tutoring room

- Cafe/Food tables, chairs, microwave

- Activity games

- Activity Children play area for children

- Collection tables, chairs, books

- Learning Meeting Space lecture room

- Spatial Quality bigger, more space

- Meeting Space more meeting rooms

- Activity Technology more computers, coding space, STEM program space - presentation space

- Activity Technology audio-visual equipment for use

- Meeting Space updated conference rooms private meeting rooms

- Children Family Security resource and free and safe place for kids and family

- Children Health A kid-friendly and mental health center

- Business Cafe/Food a cafe

- Business businness center/resource

- Outdoor space sitting park with garden area

- Activity Children more child-friendly activities

- Technology computer and whiteboard

- Meeting Space meeting space

- Activity reading reading labs

- Activity Children Family Learning Meeting Space Teens Room available for homeschoolers to do school together
-
- Activity Children A place where kids can play
-
- Activity Children Indoor playground, flex rooms for rent or meetings
-
- Activity Children LEGO room
-
- Activity Children Outdoor space Inside/Outside obstacle course
-
- Activity Children Meeting Space Playground inside, rooms available for rent for groups/parties/events
-
- Cafe/Food Internet Cafe with snack bar
-
- Learning reading study room, classroom, tutoring room
-
- Cafe/Food tables, chairs, microwave
-
- Activity games
-
- Activity Children play area for children
-
- Collection tables, chairs, books
-
- Learning Meeting Space lecture room
-
- Spatial Quality bigger, more space
-
- Meeting Space more meeting rooms
-
- Activity Technology more computers, coding space, STEM program space - presentation space
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- Activity Technology audio-visual equipment for use
-
- Meeting Space updated conference rooms private meeting rooms
-
- Children Family Security resource and free and safe place for kids and family
-
- Children Health A kid-friendly and mental health center
-
- Business Cafe/Food a cafe
-
- Business businness center/resource
-
- Outdoor space sitting park with garden area
-
- Activity Children more child-friendly activities
-
- Technology computer and whiteboard
-
- Meeting Space meeting space
-
- Activity reading reading labs
-
- Activity Business Meeting Space reading Multiple meeting rooms that cater to various groups sizes, maker space that covered all the career clusters so student and students could explore career opinions (<https://www.vaview.vt.edu/clusters/>), cafe shop for reading similar to what barnes and nobles has
-
- Meeting Space large meeting room
-
- Meeting Space large meeting room with sectionals
-
- Learning distance learning lab, talking area

I don't know.

Activity **Business** **reading** **Security** **Technology** Security, Games, Food, Reading Books, Teachers, training to better people life, computers, Doctors, Nurses

Meeting Space **Technology** Tables with lots of electrical outlets in close proximity. Closed off rooms for meetings/study groups.

Activity **Collection** **Learning** Music center to teach k-12 to play various instruments learning the origin of music

Activity **Children** **Collection** A place children can play and read while parents are looking for books or using the computer.

Cafe/Food **Children** **Collection** **Technology** **Teens** Although libraries aren't as quiet as they once were, separate spaces for reference research and children's books allow those who need more quiet to have it. Community use computers are very helpful. The central library of Va.Beach has a teen area also which has booths like you would see in a diner. It is where the young adult books are kept.

Cafe/Food **Technology** If I were building a community space, I would have some type of accessible technology where people who didn't have tech access at home could come. I'd also include a coffee shop, historical paraphernalia relating to Suffolk, and tutoring lab.

Learning Community center; learning center for kids/youth

somewhere for youth to hangout, resources for the community (health education)

Learning gym, adult room, learning center

Holland/Whaleyville area

Cafe/Food coffee shop, snack bar, seating tables for games/game night

Activity **Business** **Cafe/Food** Farmer Market

Meeting Space **Technology** Tables with lots of electrical outlets in close proximity. Closed off rooms for meetings/study groups.

Activity **Collection** **Learning** Music center to teach k-12 to play various instruments learning the origin of music

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Collection **Meeting Space** somewhere for youth to hangout, resources for the community (health education)

Learning gym, adult room, learning center

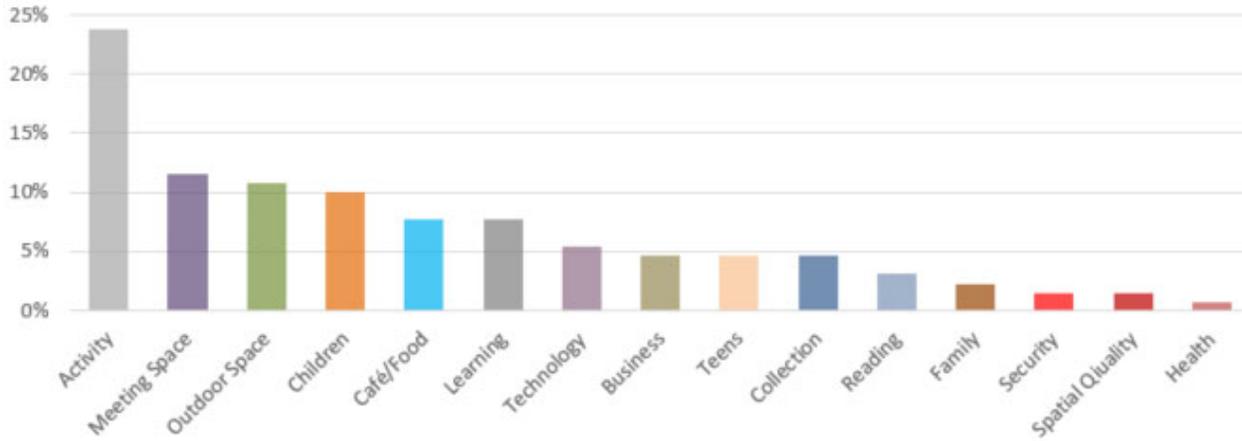
Holland/Whaleyville area

Cafe/Food coffee shop, snack bar, seating tables for games/game night

Activity **Business** **Cafe/Food** Farmer Market

Teens	Teen space
Activity Learning Teens	Teen center focusing on STEP, Audio Visual, and BSN.
Spatial Quality	A lot of natural light.
Outdoor space	a garden
Outdoor space	A park that has trails.
Meeting Space Outdoor space	An outside meeting area, community garden
Outdoor space	Free meeting space, community need based donations.
Activity Outdoor space	Drive-in Movie Theatre
Activity Outdoor space	Outdoor seating with tables, games, market, fountain, water features, the area could be used for concerts as well, good lighting, perhaps a rock wall
Activity Outdoor space	A summer pool for urban children
Activity Meeting Space Outdoor space Teens	green space, amphitheatre
Outdoor space	Green Space
Meeting Space	Tables, chairs, podium
Activity Children Meeting Space Outdoor space Teens	amphitheater, teen area, pre K area, green space
Activity Cafe/Food Meeting Space	coffee, outdoor amphitheater, tool-lending area, virtual access to unusual high tech areas.
Activity Collection Meeting Space	Open Mic, book clubs
Meeting Space Outdoor space	Greenspace, amphitheatre
Activity Family Meeting Space Outdoor space	Green space, meeting space- family friendly activities
Meeting Space Outdoor space	gathering space, music stuff, outside area.
Activity	Skating rink
Activity Meeting Space	Event space
Learning	enclosed, yet visible, childrens learning area
Activity Outdoor space	trails
Cafe/Food	Movie theater , shops, restaurants
	n/a
Activity Learning	If I were building a community space, I would love to see fun things implemented relevant to community interests that are not readily available. Things like art workshops, dance lessons, movie nights, etc...
Activity Business Cafe/Food	indoor/outdoor sports complex, walking/biking trails, variety of different restaurants, more things for entertainment, Whole Foods :)
	Put new housing where old eyesores are instead of cutting down all of our trees!

Graphing the categories of responses to the question “If you were building a community space, what would you put in it?” yields this quantitative summary of relative importance/emphasis in the responses:



Q5 Other ideas, thoughts, etc.

places computers kids Perhaps books clubs space programming area
 classes room events library Maybe needs children art
 coffee shop offer also center reading meeting community

Activity **Cafe/Food** Movie and theater rooms Board game/video game room Reading lounge
 Coffee shop

Learning quiet study places

Activity **Meeting Space** Craft clubs meet at library

Activity **Children** **Teens** Art classes for kids (elementary - middle/high school age)

Activity Video game room

Activity **Children** **Learning** Sensory rooms Dungeons & Dragons games for kids as well
 as adults Classes for the arts (videography, photography, music, art)

Activity More fandom events Specific events for specific fandoms: D&D, Star Trek, My Little
 Pony etc.

Activity **Children** **Learning** **Service** Post Office for drop off Quiet places for reading/to
 do work/schoolwork Community center for children Tutoring service

Activity art and music room

Service fax machine

Technology more computers

Meeting Space more meeting rooms

Activity fun room

Spatial Quality sound proof room for those who are not working

Collection **Spatial Quality** two floors more books

Activity **Meeting Space** room where people can come just to talk

Activity **Business** very supportive of the new library, and many expressed concern that
 current financial insecurity might delay it. Nearly all commented that a nice library is a
 cornerstone of any downtown, and several observed that the new location would act as a
 bridge between downtown's two centers of gravity. Also, customers were hopeful that the
 library's presence would encourage eateries and other small businesses in that underutilized
 corridor.

Activity **Learning** **Spatial Quality** **Technology** a) soundproof room for studio work or
 recordings b) art space for painting and crafts c) career exploration and learning labs for future
 jobs And much more space

Teens Homework room - before & after programs

NA

Service **Technology** Single-use computers for accessing the internet less than 15 minutes
 with time limit for use Self check-out for people who do not want to wait in line

No

all the above

Activity	Collection	Museum	museum, bike rentals
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Activity	Ethnic/Race	Black History events
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Learning	I think the library has a great opportunity to provide a modern community space that the areas desperately need while offering additional literacy learning which we also desperately need.		
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Activity	Technology	computer labs, movie areas
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none right now

Meeting Space	big meeting rooms, study rooms		
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Children	Teens	Think about tru disadvantage kids in our city who can succeed with. a push from us. All kids matter.:young and old!	
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Suffolk libraries are amazing.

Activity	Museum	Having it downtown may offer ways to tie in exhibits from the cultural arts center to events at the library.	
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Collection	Service	This community space could also lend itself to providing resources for those from low socio-economic backgrounds.	
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Activity	Children	A place where young children can express their creativity in all categories of life.	
----------	----------	--	--

Children	Security	Baattered or neglected shelter for kids with mentorship development center	
----------	----------	--	--

Activity	Outdoors	skating	
----------	----------	---------	--

Activity	Children	some activities for adults and children	
----------	----------	---	--

Activity	Outdoors	Spatial Quality	Technology	please consider a lounge area with wifi for working. Perhaps also an outdoor seating area where dogs are allowed. It would be fantastic to have outdoor programming such as small groups or book clubs. Thanks.
----------	----------	-----------------	------------	---

NA

Activity	Business	Meeting Space	Not interested in a coffee shop at the library. That is in direct competition with other local coffee shops/restaurants. Does not seem the best idea to have a City run coffee shop Concern that the art classes offered are in competition with the art league and Suffolk Center programming. Especially since you offer everything for free. The library does not need to be everything. Do fewer things really well. Lecture hall and meeting spaces would be good to have.	
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No

SPL is doing a great job

Children	Service	Stop complaining that children hang out at the library; Serve the community with excellence.	
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Spatial Quality	More open space		
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Activity	Children	Learning	A homeschool friendly location/events at the library I know there are events, but maybe more age divided events for homeschoolers. Especially since they are more active during school hours.	
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Collection	Service	A book request system- perhaps allow library users to request books be bought by the library if they are not currently in the system.		
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Activity	Outdoors	Art Shows/Dancing Competitions Walk about in gardens Animal Fair		
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Activity **Outdoors** Outdoor area similar to Savannah that can connect to each other every couple of blocks, which can merge community and possible micro housing Community Gardens Need to foster street life

Outdoors More parks.

Collection Genealogy Center

Technology Computer room, internet access

Meeting Space **Outdoors** Green space and garden areas and meeting spaces

Museum Meeting places, Peanut Museum

Business **Environmental Quality** Downtown needs improvement- all the upscale shops and rest. are in Harborview.

Activity **Business** Grocery store help, places to have more events

Cafe/Food coffee/refreshment area larger, better arranged parking area

Activity **Children** **Learning** **Technology** **Teens** I'd like info on internet accessibility, a way the library can better meet citizen needs, or offer relevant classes for citizens on various topics (based on the need). I would focus on city needs whether that's lack of accessibility to resources and/or internet, classes pertaining to building on interpersonal skills. The state has added the following into the competencies for all high school graduates: 5C's- citizenship, collaboration, creative thinking, critical thinking, and communication. So maybe something offered centered on building those skills in our youth. I appreciate their interest in seeking needs by citizens to drive their plan though! Maybe could too ask the school division. Would make a great partner to identify teacher needs or something.

Children **Learning** **Teens** Would like to see AR.. accelerated reading program like the schools have for Homeschoolers. Library cards for kids that are attached to the parents. Take on some responsibility and proud ownership. Kids book review, newspaper club.

Activity **Children** Some type of program/ space that allows children or adults to read aloud and reap the benefits of practicing reading aloud.

Business Perhaps help with small businesses. Maybe discount coupon books?

Cafe/Food Would add to that, if you don't have a Resturant, have a place for food trucks to sell from and an eating area. If you had a kitchen, you could invite local Resturant's to cook on different nights or other groups doing fund raisers, such as Rotary Club BBQ night or a sorority club offering. The space could also be used for dances. Maybe teach through the Rec Department different dance styles or the Y providing exercise classes. What a fun place this will be! Oh you need some books tooooooooooo!

Graphing the categories of responses to the request for "Other ideas, thoughts, etc." yields this quantitative summary of relative importance/emphasis in the responses:

