

1. Innovative Library Ideas. Themes:

- **Services Integration:** Notary, passport services, food pantries, and health kiosk/blood pressure station. **23%**
 - **Technology Access:** Makerspaces, Augmented Reality (AR) and Virtual Reality (VR), digital literacy, and circulating tech. **23%**
 - **Community Building:** “Take what you need” kiosks, tutoring, and long-term patron projects. **11%**
 - **Outdoor & Relaxation Spaces:** Gardens and outdoor reading areas. Food truck parking, café, gift shop. **8%**
 - **Creative Programming:** Cooking/skills development classes, author talks, and themed laureates. **10%**
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2. Most Common Patron Questions/Needs (existing services). Themes:

- **Wayfinding & Locating Items:** Help finding books, rooms, and service desks. Library cards, tourism, and new to town. **17%**
 - **Technology Help:** Printing, scanning, and computer assistance. **27%**
 - **Room Reservations:** Study rooms and private spaces. **8%**
 - **Collections:** Graphic novels, audiobooks, digital titles, RA, ILL. **17%**
 - **Programs & Events:** Book clubs, program schedules, program inquiries/suggestions. **8%**
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3. Recurring Patron Requests not currently met. Themes:

- **Private/Quiet Spaces:** Requests for (more) small reservable rooms, quiet areas, study rooms, privacy pods, spaces for online meetings. **8%**
- **Food & Drink Access:** Interest in snack areas, vending machines, food-friendly zones. **7%**
- **Family & Child Services:** Stroller/skateboard/bag storage or lockers, sensory-friendly areas, after-school snacks, classroom space, and childcare. **13%**
- **Technology & Equipment:** Requests for CD players, tech conversion tools, take-home laptops, reservable computer time, and extended tech help. **13%**

- **Community Programs:** Book clubs, language/culture groups, and support for new residents. Different hours for the youth program. **14%**
 - **Convenience/community Services:** Notary, fax, and credit card payments. Passport and tax services. Social services, including mental crisis assistance. **26%**
 - **Expansion of LoT:** Board games, puzzles, appliances, and food prep. **7%**
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4. Underserved Community Groups. Themes:

- **Working Adults & Parents:** Especially those with limited weekday availability. **11%**
 - **Teens & Tweens:** Middle/high school students, homeschoolers. **22%**
 - **Marginalized Populations:** Unhoused, homebound, those with literacy challenges, substance abuse challenges, memory impairment, and the queer community. **13%**
 - **Newcomers & Tourists:** People new to the area or staying short-term. Young professionals, adult w/o kids. People WFH. **13%**
 - **Minority populations:** Indigenous, Hispanic communities. Non-native English speakers. **11%**
 - **Literacy, digital access:** Those without home internet, computer skills, literacy challenges, or intimidated by libraries. **13%**
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5. Encouraging Survey Participation. Themes:

- **Incentives:** Prizes, gift cards, fee forgiveness, and raffles. **25%**
- **Visibility & Outreach:** QR codes, social media, grocery store tables, utility bill inserts, email blasts, and check-out receipts. **38%**
- **Interactive Formats:** Polls, gamification, choose-your-own-adventure surveys. **8%**
- **Community Engagement:** Focus groups, partnerships with local schools, UNM-LA, organizations/businesses, and staff-led promotion. Promote ex. “we listened”. **16%**
- **Accessibility:** Multi-language options, short formats, and paper/digital availability. Questionnaire design. **10%**